



North Sydney Council

Service Level/Asset Management – Community Survey

Community Baseline Measure (Stage 1)

Informed Community Response (Stage 2)

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Date: Updated October 9, 2025

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Research Objectives

North Sydney Council commissioned Micromex Research to conduct a two-stage consultation project with residents regarding asset management within the North Sydney Council local government area (LGA). Below is a summary of the methodology:

- **Community Baseline Measure:** The first stage of the consultation involved a representative survey of residents living in the North Sydney LGA. This baseline stage involved a mixed mode methodology, with residents recruited via telephone and online community panels. The survey aimed to explore residents' perceptions regarding Council's financial investment across asset classes and support for increased rates to cover maintenance and improvement costs:
 - Interviews conducted between 28th July to 11th August 2025
 - N=605 residents were interviewed during this stage (Telephone: N=505; Online: N=100)
- **Informed Community Response:** The second stage of the community consultation consisted of a self complete online survey. Residents from the baseline survey were provided with the opportunity to receive an SMS or email link to an online, self complete survey. The survey sought to explore residents' preference for conditions and desired level of investment across community asset classes, based on more detailed text/image-based information:
 - Conducted between 28th July to 11th August 2025
 - N=302 residents completed Stage 2 of the consultation

Methodology and Sample



Sample selection and error

- **Community Baseline Measure:** A total of N=505 resident interviews were completed via telephone, N=100 were completed via online community panels (together with Stage 2). A sample size of N=605 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=605 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0%. For example, an answer such as 'yes' (50%) to a question could vary from 46% to 54%.
- **Informed Community Response:** A total of N=302 residents completed Stage 2 of the research, all of whom had completed the Stage 1 questionnaire. A total sample size of N=302 residents provides a maximum sampling error of plus or minus 5.6% at 95% confidence. This means that if the survey was replicated with a new universe of N=302 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 5.6%. For example, an answer such as 'yes' (50%) to a question could vary from 44% to 56%.

Interviewing

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

Data analysis

The data within this report was analysed using Q Professional.

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

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

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

Ratings questions

The Unipolar Scale of 1 to 3 was used in investment questions, where 1 was less and 3 was more.

The Unipolar Scale of 1 to 5 was used in satisfaction/support questions, where 1 was not at all satisfied/supportive, and 5 was very satisfied/supportive.

This scales allowed us to identify different levels of these questions across respondents.

Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for agreement. (i.e. agree & strongly agree)

Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for support and satisfaction. (e.g. somewhat supportive/satisfied, supportive/satisfied and very supportive/satisfied)

Micromex LGA Benchmark

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

Summary Findings





Executive Summary

Purpose

This two-stage community consultation, conducted by Micromex Research, is designed as an early step in building the evidence base for a potential future Special Rate Variation (SRV). The findings provide a clear, resident-driven picture of priorities, willingness to pay, and funding expectations.

Why This Matters

IPART's decision earlier this year to reject North Sydney Council's SRV application highlighted three main concerns:

1. Transparency of purpose – the need for a clear link between rate increases and specific asset/service priorities.
2. Community consultation – evidence that residents had been fully informed of financial implications.
3. Reasonableness of the proposal – demonstrating that increases were justified, measured, and supported by evidence.

This research directly addresses those concerns and sets the foundation for a staged, transparent SRV development process.

Framing as Early Input

This consultation is not a rate proposal in itself. Instead, it provides:

- Baseline evidence of community attitudes and informed preferences.
- A foundation for financial modelling, linking investment needs with feasible rate paths.
- A roadmap for staged consultation, ensuring the eventual SRV application is tested, refined, and community-endorsed



Executive Summary

Key Findings from the Research

- Strong recognition of shared responsibility/intergenerational equity: 72% agree every generation should contribute to renewing infrastructure (see Slides 57-59)
- There is little appetite for 'less' – the majority of residents want services/infrastructure to at least be maintained, if not improved – even knowing that maintaining/increasing services will require an increase in rates (see Slides 19, 25 and 63):
 - Targeted willingness to pay: Residents prioritise stormwater (66% support), roads/transport (67%), and footpaths (65%) for increased investment once backlogs and funding gaps are explained – whereas support is less for asset classes such as bus shelters/street furniture and supporting infrastructure such as fences, retaining walls, etc (see Slide 63)
 - Selective trade-offs: The community can discriminate between services, providing Council with opportunities for savings. For instance, 'reducing greenhouse gas emissions' has one of the highest 'improve' scores – but 'environmental education/workshops' has one of the highest 'reduce' scores (see Slide 25). Other lower priority areas that could be streamlined include town promotion, cycleways, street beautification and car parking/enforcement
- Support for innovation: High endorsement of alternative revenue sources, including partnerships, naming rights, and event hire (see Slide 22).

In summary:

This research represents a first, transparent consultation step toward a potential SRV. It shows residents understand the financial trade-offs, are prepared to invest in essential infrastructure, and support innovative funding approaches. By positioning this as early input, Council demonstrates responsiveness to IPART's concerns and commitment to building a community-aligned, future-focused financial strategy.



Executive Summary

The Qualitative Perspective

Part of Council's task in the subsequent stages of community engagement will be to rebuild trust amongst some in the community:

- 74% of residents are at least somewhat satisfied with the performance of Council – this is well down on both our metropolitan benchmark of 89% and Council's previous score of 92% in 2023 (obtained prior to the recent SRV application process) (see Slide 86)
- Encouragingly, based on the follow-up questionnaire, 84% were at least somewhat satisfied with the current community consultation, and 86% were at least somewhat satisfied with the amount of information provided in this consultation – suggesting continued engagement by Council with the community may help to rebuild community trust (see Slides 87 and 89)
- Based on open-ended questions, past 'mismanagement' and concerns around transparency, especially the North Sydney Pool project, has created mistrust in Council and created scepticism that rate rises will be used effectively (see Slides 20, 59 and 88).



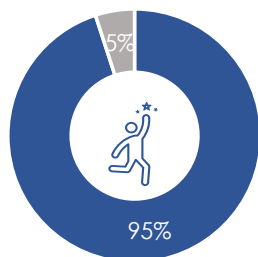
Executive Summary

Next Steps

Council will use this research to:

1. Model targeted SRV scenarios tied directly to asset renewal priorities.
2. Conduct further consultation with residents on specific funding options.
3. Demonstrate to IPART that future SRV proposals are based on transparent, staged, and evidence-driven engagement.

Summary Findings – Stage 1



95% of residents rated their quality of life as good to excellent

Rates and Spending:

66% of residents are at least somewhat supportive of paying more in rates to maintain or improve services.

Residents who are supportive/ very supportive believe improvements are needed/ will benefit the area and that current rates manageable compared to other council areas. For those less supportive, residents cited cost of living pressures and Council's financial management as key concerns.

When asked about alternative revenue sources, there was stronger support for corporate/private event pool hire (87%), commercial/large group park fees (77%) and facility naming rights (74%).


Baseline sample

Service/Infrastructure Priorities:

When residents were asked about their preference for Council to focus on lower-cost services and infrastructure, resulting in lower quality or fewer options, or high-quality services and infrastructure at a higher cost, 43% took a balanced view, 36% preferred higher-quality services, at higher cost, and 21% leaned toward lower-cost, lower-quality options.



Residents were asked if they believe Council should reduce, maintain or improve service levels across 51 service areas. In summary, the majority of residents prefer for Council to maintain – if not improve – service levels, with some areas seen as a higher priorities for improvement.

Improve (top 3):

- Affordable/diverse housing (39%), reducing greenhouse gas emissions (33%) and Council input into transport planning (33%)

Reduce (top 3):

- Environmental education/workshops (36%), town centre promotion (33%) and cycleways (33%)

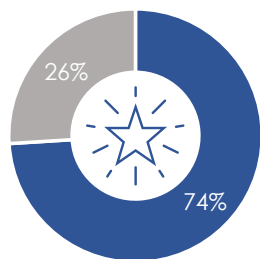
Maintain (top 3):

- Libraries (opening hours and physical spaces – 78%), sportsfields (78%), wharves and jetties (77%).

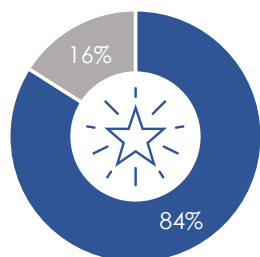
Summary Findings – Stage 2



Informed sample



Overall, 74% of residents are at least somewhat satisfied with the performance of Council across all responsibility areas.



84% of residents were at least somewhat satisfied with the community consultation.

Future Funding:

Almost three quarters of residents (72%) agree or strongly agree with the statement 'each generation should contribute to the renewal of community infrastructure they have used and benefited from'.

Whilst a sizeable minority (47%) do not want Council to take on further debt, the underlying expectation is that if debt is required, Council should take a cautious approach; that is, borrowing tied to current financial sustainability and income-generating projects, rather than debt-driven acceleration of infrastructure delivery.

Asset Investment:

On average, overall, nearly 1 in 3 residents prefer more Council spending, and 63% support paying more in Council rates.

Support for paying more in rates to cover maintenance and renewal costs was strongest for roads and transport (67%), stormwater (66%) and footpaths (65%); It was lowest for bus shelters and street furniture (57%).

- Stormwater: 95% want same/more investment and 66% support paying more.
- Supporting Infrastructure: 94% want same/more investment and 62% support paying more.
- Roads and Transport: 92% want same/more investment and 67% support paying more.
- Bus Shelters and Street Furniture: 86% want same/more investment and 57% support paying more.
- Footpaths: 90% want same/more investment and 65% support paying more.
- Buildings: 90% want same/more investment and 62% support paying more.
- Parks, Reserves and Sportsfields: 89% want same/more investment and 63% support paying more.



Baseline sample

Section One: Community Baseline Measure



Sample Profile



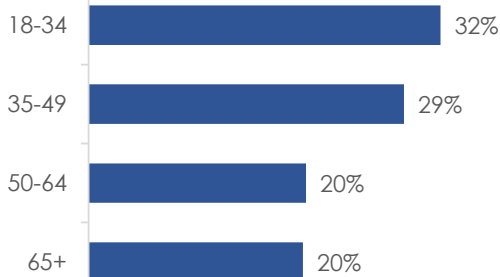
Baseline sample

The sample was weighted by age and gender to reflect the 2021 ABS Census data for the North Sydney local government area.

Gender:



Age:



Other demographics:

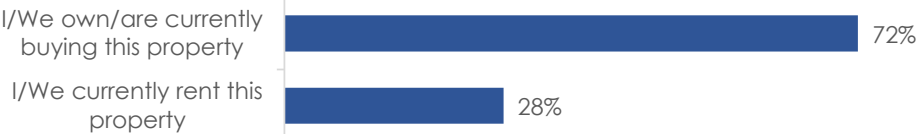
Identifies as Aboriginal or Torres Strait Islander

1%

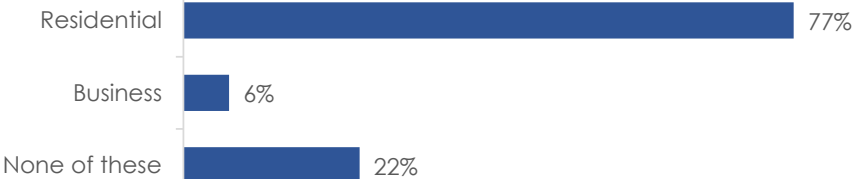
Identifies as living with, or someone in the household living with, disability

11%

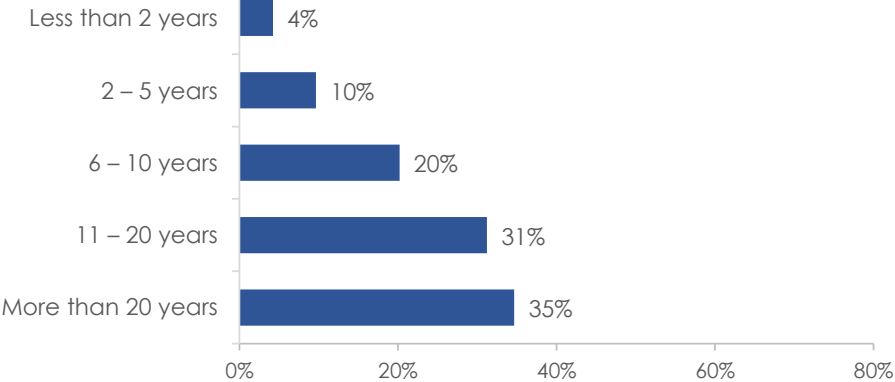
Ratepayer status (residential dwelling):



Type of rates paid:



Time lived in area:



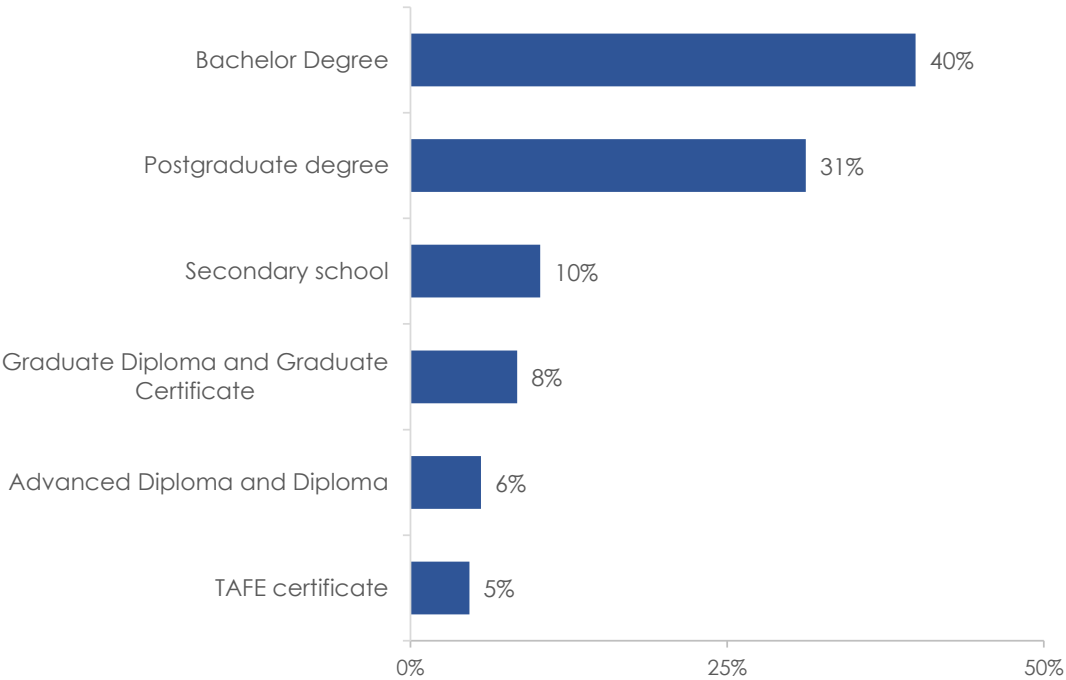
Sample Profile



Baseline sample

The sample was weighted by age and gender to reflect the 2021 ABS Census data for the North Sydney local government area.

Highest level of education:



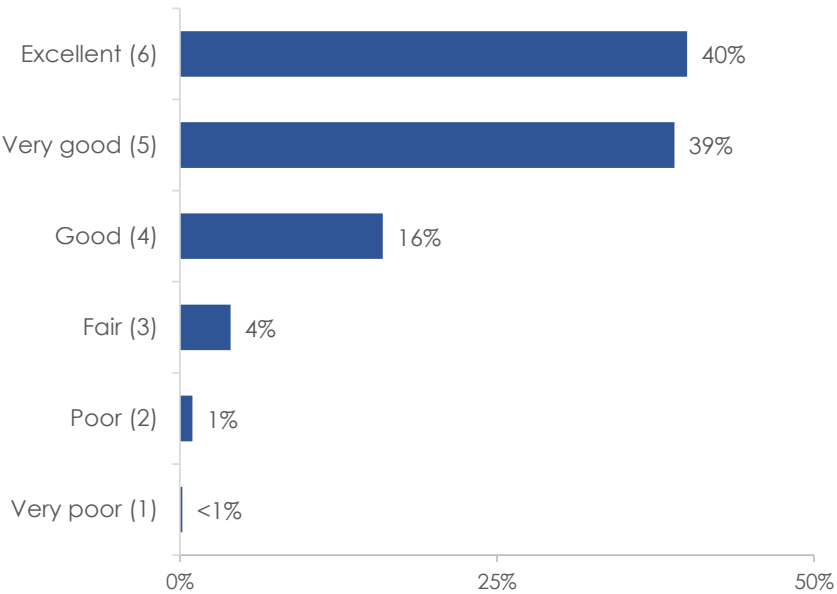
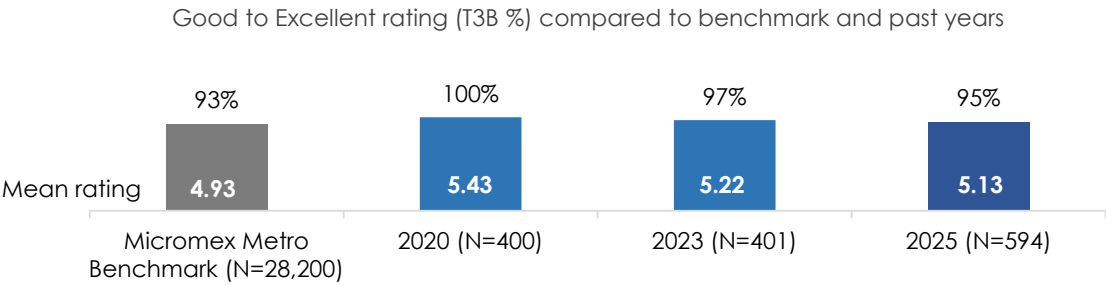
Residential suburb	N=605
Cremorne	16%
North Sydney	15%
Wollstonecraft	11%
Cammeray	11%
Neutral Bay	11%
Crows Nest	9%
McMahons Point	5%
Waverton	5%
St Leonards	4%
Kirribilli	4%
Lavender Bay	3%
Milsons Point	2%
Cremorne Point	2%
Kurraba Point	1%

Quality of Life



Overall, 95% of residents rated their quality of life living in the North Sydney LGA as good to excellent – there was minimal difference across key demographics (which is not surprising given the very high overall score).

Whilst still very high, and higher than the Metro Benchmark, quality of life ratings have seen a downward trend from 2020 (100% to 95% top 3 box rating). Whilst this may reflect factors such as the increased cost of living in recent years, our metropolitan quality of life benchmarks have not declined since the COVID years.



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	95%	95%	96%	97%	94%	95%	95%	96%	94%	96%	93%	96%
Mean rating	5.13	5.13	5.13	5.10	5.08	5.25	5.13	5.12	5.14	5.12	5.10	5.17
Base	594	277	317	188	169	119	118	438	156	199	187	208

Base: N = 594

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

Scale: 1 = very poor, 6 = excellent 15



Section 1a.

Services and Infrastructure in the LGA



Baseline sample

This section explores support for increased rates to maintain or improve services in the local area, support for alternative revenue sources and preference for cost vs quality.

Section One Introduction



Note: The following information was provided to respondents at the beginning of the survey in Stage 1 of the research.

North Sydney Council is currently working to strengthen service and infrastructure delivery to support quality of life now, and into the future.

Based on Council's current financial position, together with ageing infrastructure, it has been determined that current service levels are unsustainable. A review of rating levels has also indicated the average rates in North Sydney Local Government area are low compared to many local councils.

Together with the community, Council must make some difficult decisions and compromises to shape the future. Council is asking for your help to guide this process by sharing your opinion on services, infrastructure, and rating levels.

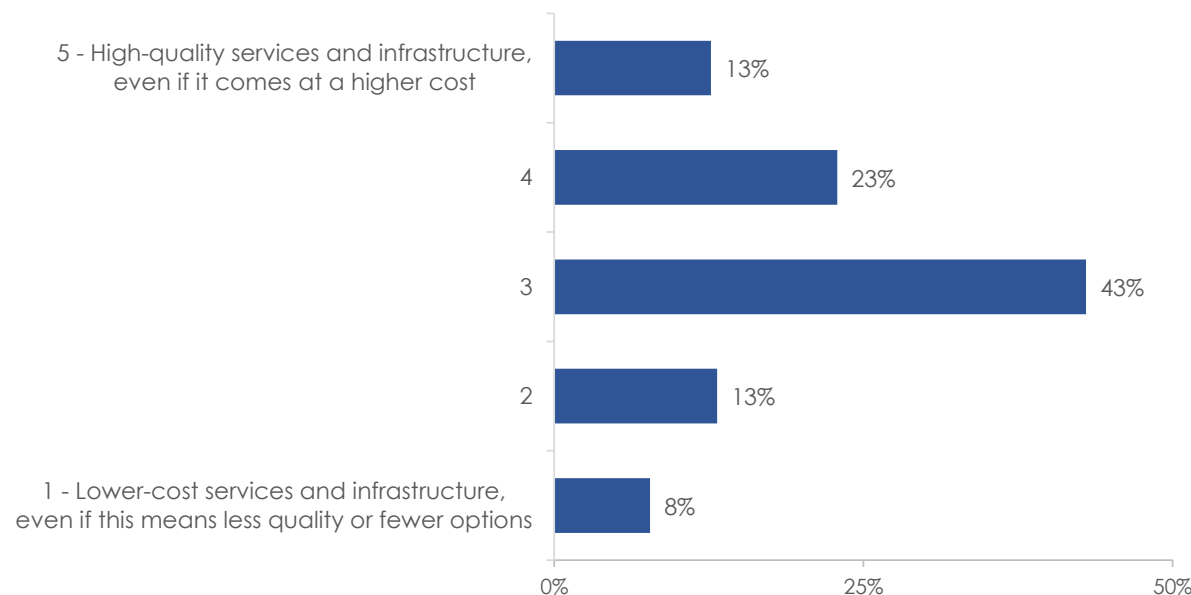
Cost vs. Quality



43% of residents sit in the middle on the cost-quality trade-off, perhaps suggesting an interest in at least maintaining services at their current levels.

Focussing on those who leaned away from the midpoint, 36% favoured higher quality services at higher cost, while 21% preferred lower-cost, lower-quality options.

Support for high-quality services is stronger among those aged 18-34 and 65+, while those aged 35-64 are more cost-conscious.



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Rated 4 to 5 (high-quality, higher cost)	36%	35%	36%	41%	27%	28%	46%	35%	37%	38%	37%	32%
Rated 1 to 2 (lower-cost, lower-quality or fewer options)	21%	24%	19%	21%	22%	24%	16%	23%	16%	19%	17%	26%
Base	602	280	322	194	174	118	117	435	167	206	187	209

Q3. Thinking generally about service provision. On a scale of 1 to 5, where 1 means you would prefer for Council to focus more on lower-cost services and infrastructure, even if this means lower quality, or fewer options, and 5 means you prefer to see Council focus on providing high-quality services and infrastructure, even if it comes at a higher cost. How would you rate your position on this area?

Support for Paying More in Rates to Improve Services/Infrastructure



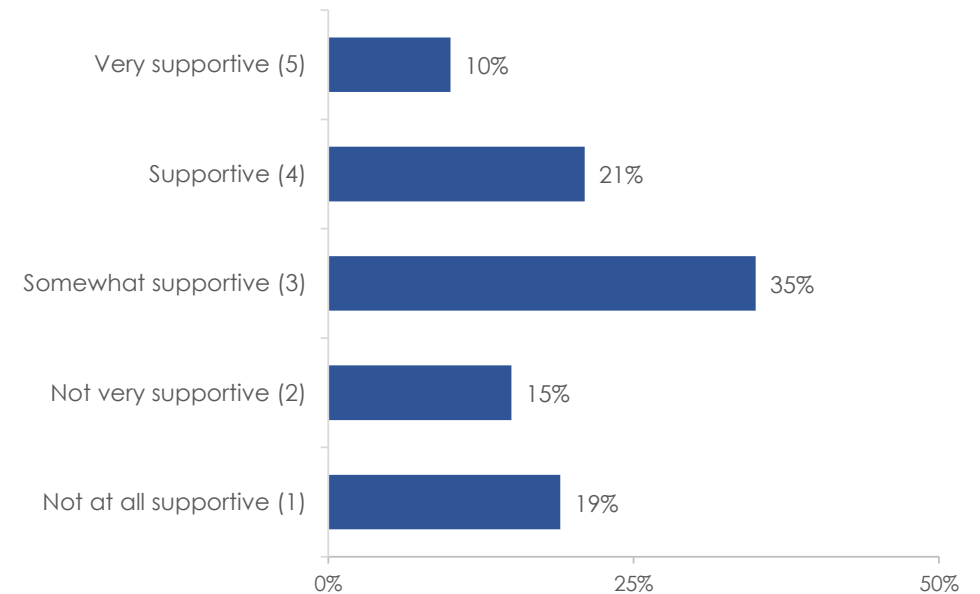
Baseline sample

Context: North Sydney Council's average residential rates for 2025/26 will be \$1,079. This is compared with neighbouring councils in the North Shore, Mosman \$1,762, Lane Cove \$1,439, Willoughby \$1,323, and the Northern Beaches \$1,901.

Two thirds of residents were at least somewhat supportive of paying more in rates to maintain or improve services and infrastructure in the local area.

Note that amongst those who gave the mid-point code 3 on Q3 (see previous slide), 68% were at least somewhat supportive of paying more in rates, suggesting that as hypothesised on the previous slide, they have an interest in at least maintaining services at their current levels.

	Overall	Cost vs. Quality rating (Q3)		
		Rated 4-5 (higher quality)	Rated 3	Rated 1-2 (lower cost)
Top 3 Box %	66%	82%	68%	33%
Mean rating	2.87	3.48	2.83	1.91
Base	605	214	262	126



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	66%	67%	64%	68%	63%	60%	70%	64%	70%	65%	69%	64%
Mean rating	2.87	2.93	2.82	2.94	2.76	2.71	3.07	2.81	3.02	2.90	2.93	2.78
Base	605	281	324	194	174	120	118	438	167	206	189	210

Base: N = 605

Q12a. In considering the services and infrastructure provided by North Sydney Council, and your aspirations for the local area, how supportive are you of paying more in rates to maintain or improve services and infrastructure in the local area?

Scale: 1 = not at all supportive, 5 = very supportive
A significantly higher/lower level of support (by group)

Support for Paying More in Rates to Improve Services/Infrastructure



Baseline sample

Residents who are supportive/very supportive of paying more in rates to improve services/infrastructure believe improvements are needed/will benefit the area and that current rates are not that high/manageable compared to other councils.

Those not supportive highlight financial concerns, past mismanagement (e.g., pool spending), and feel they don't get value for money, with mention of alternative funding sources available (charging private schools).

Example verbatims are provided on the next slide.

Reason for rating	N=605
Supportive/Very supportive (4-5)	31%
Improvements are needed/it will benefit the area	22%
Our rates are not that high/comparable/within reason	10%
Financial mismanagement/transparency (e.g. spending on the pool)	5%
Other funding sources are available, e.g. private schools	1%
Other comments	4%
Don't know/no response	1%
Somewhat supportive (3)	35%
Improvements are needed/it will benefit the area	14%
Financial mismanagement/transparency/disagree with previous spending	13%
Financial concerns/can only afford a small increase	12%
Other funding sources/ideas for saving money	6%
Do not pay rates	1%
Other comments	6%
Don't know/no response	1%
Not very/Not at all supportive (1-2)	34%
Financial concerns	17%
Financial mismanagement/transparency/disagree with previous spending	17%
Other funding sources/ideas for saving money	9%
Don't get enough value for money for rates paid/no increase needed/maintain what we have	4%
Comparison with other councils, is not fair	3%
Other comments	3%
Don't know/no response	<1%

Base: N = 605

Q12a. In considering the services and infrastructure provided by North Sydney Council, and your aspirations for the local area, how supportive are you of paying more in rates to maintain or improve services and infrastructure in the local area?

Q12b. Why do you say that?

Support for Paying More in Rates to Improve Services/Infrastructure



Baseline sample

Example verbatims

Supportive/ Very supportive

"Not happy to see all the services reduced to a minimum, so rates will need increases in line with other council areas"

"Where we live is wonderful, Council do a great job and offer excellent services and facilities"

"Do not mind paying more in rates but it should be spent wisely"

"Costs are increasing and compared to other councils it's reasonable to increase them"

"I am aware that the Council is not in a great financial position because they used funds for a pool that no one needs"

"Supportive of a rate increase, though I would like private schools to pay more for being in the area"

"Recognise hardship for some, thus the importance of spending wisely"

Somewhat supportive

"Happy with improvements at a reasonable cost"

"Very happy with the way the area is maintained"

"Depends on how much the increase is"

"Rates increase will be difficult due to cost of living"

"The money needs to be spent wisely, not wasted"

"More transparency about what the money is being used for and how much"

"I'm not more supportive because Council could work with the community to save money such as; more residents doing at home composting, more community education and consultation from council, asking for money to attend markets"

"Those suburbs quoted with higher rates, do look a lot cleaner and sharper"

Not at all/Not very supportive

"Council has mismanaged finances where they need to look at other ways to source funding"

"Council overspent on the pool and residents shouldn't have to cover the costs of that"

"Council need to be more transparent and accountable with using funds"

"Comparing rates between councils is irrelevant as every council is vastly different"

"Council should charge private schools rates"

"I don't see where the money is spent or how the amounts are justified"

"The rent for small business are very high and they are already suffering, so rate increases would affect owners a lot"

"Cost of living crisis - high strata fees, water rates, electricity etc., plus, I'm already paying a lot of taxes - I don't understand why I have to pay more at the local level"

Base: N = 605

Q12a. In considering the services and infrastructure provided by North Sydney Council, and your aspirations for the local area, how supportive are you of paying more in rates to maintain or improve services and infrastructure in the local area?

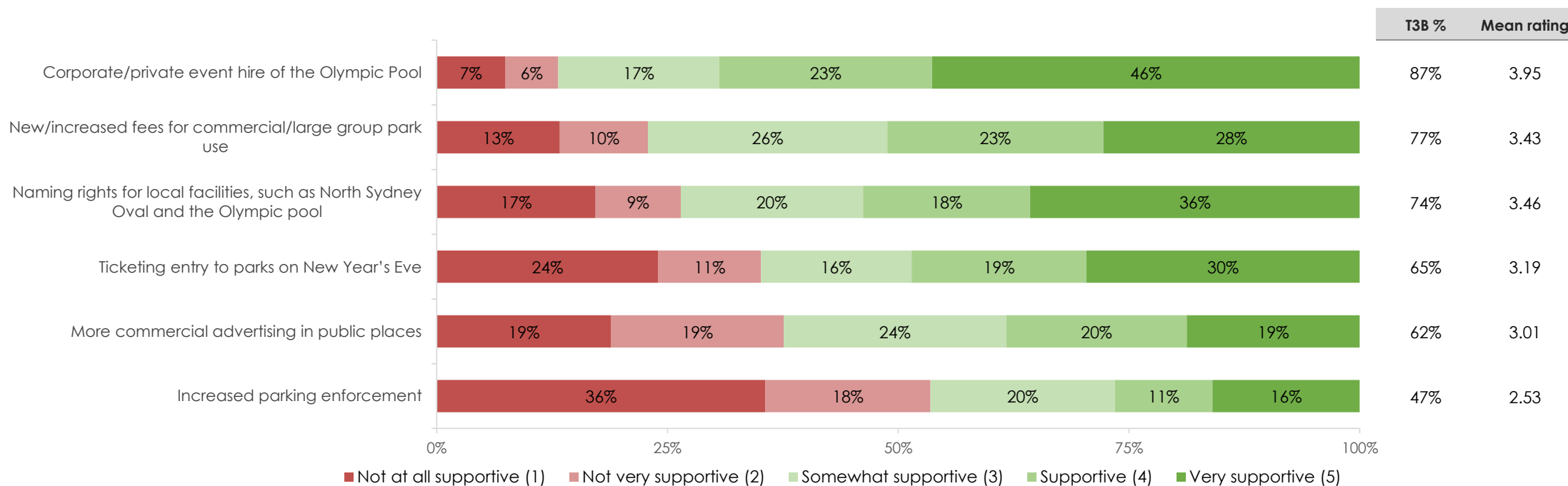
Q12b. Why do you say that?

Alternative Sources of Revenue



Residents are most supportive of corporate/private event hire of the Olympic Pool (87%), new/increased fees for commercial or large group park use (77%), and naming rights for local facilities (74%) as ways to offset Council rate pressures. Ticketed park entry on New Year's Eve (65%) and more commercial advertising in public places (62%) received moderate support, while increased parking enforcement had the lowest levels of support (47%).

Support levels vary by demographics, with males and ratepayers generally more supportive across most measures.



Base: N = 604-605

Q12c . To offset or reduce the pressure on Council rates as a revenue source, how supportive are you of the following?

Scale: 1 = not at all supportive, 5 = very supportive
Please see Appendix 1 for results by demographics 22



Section 1b.

Community Priorities for Service Levels

This section is split across 7 sub-sections to explore resident infrastructure investment priorities across 51 services/facilities.



Baseline sample

Section 1b Introduction

The following information was provided to respondents prior to them rating the 51 services/facilities – note that respondents were told there would be an increase in average rates for maintaining or improving services/infrastructure:

We would now like you to think about specific services and infrastructure in the North Sydney local area. For each of these we will ask you if you think Council should:

- Reduce services/ reduce maintenance of infrastructure (i.e. shorter opening hours, reduced quality)*
- Maintain services or infrastructure*
- Improve services or infrastructure, which may include more services, better services, longer opening hours, new or upgraded infrastructure*

Please note that maintaining or improving services or infrastructure will require an increase in average rates.

Service Level Priority Summary



Baseline sample

Residents were asked whether Council should reduce/maintain/improve each of 51 services/infrastructure classes, which we grouped into seven categories. This slide provides a summary of outcomes across all 51 services/infrastructure classes.

On average, almost two thirds of residents (64%) favoured maintaining current service levels – and a further 23% on average supported improvements. In contrast, only 13% of residents on average favoured reducing service levels. Of course, results varied across the 51 attributes:

- Service areas with higher preference for improvement include affordable/diverse housing initiatives (39%), reducing greenhouse emissions (33%), Council input to transport planning (33%), programs for disadvantaged residents (32%), disability/access programs (32%), online services (31%), public toilets (31%) and affordable local events (30%).
- Areas most nominated for reduction include environmental education/workshops (36%), town centre promotion (33%), cycleways (33%), public art/creative activations (28%), street beautification (27%), and parking/enforcement (26%).



Improve (highest %)

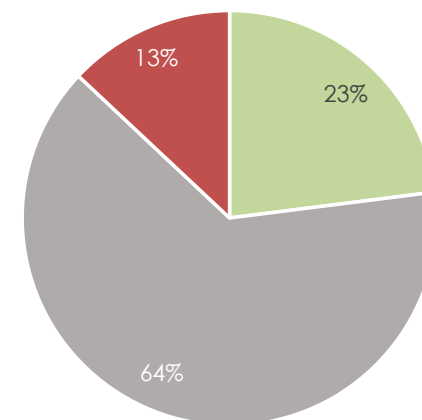
Affordable/diverse housing initiatives	39%	Disability support and access programs	32%
Reducing greenhouse gas emissions	33%	Public toilet maintenance	31%
Council input into transport planning	33%	Online services	31%
Programs for disadvantaged residents	32%	Affordable local events (e.g. Festivals, music, art, workshops)	30%



Reduce (highest %)

Environmental education/workshops	36%	Public art and creative street activations	28%
Town centre promotion	33%	Street beautification programs (i.e. streets alive and community gardens)	27%
Cycleways	33%	Car parking and enforcement	26%

Average future service expectation across 51 services/facilities:



■ Improve ■ Maintain ■ Reduce

Environmental Sustainability

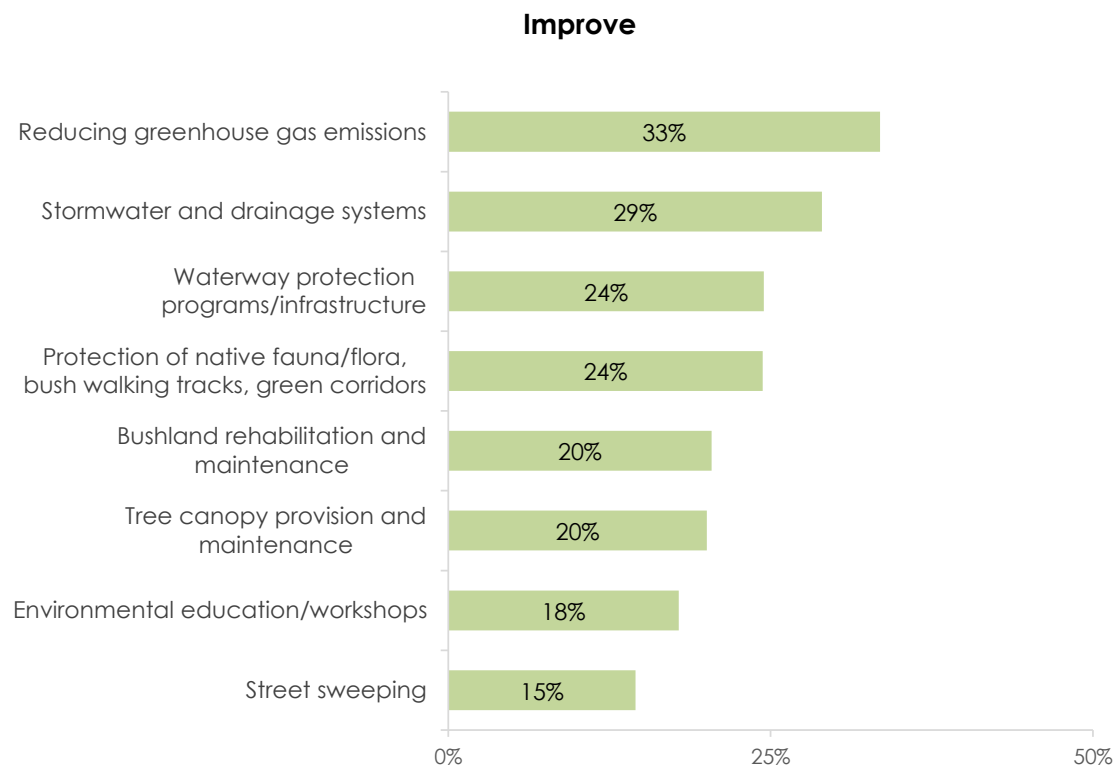
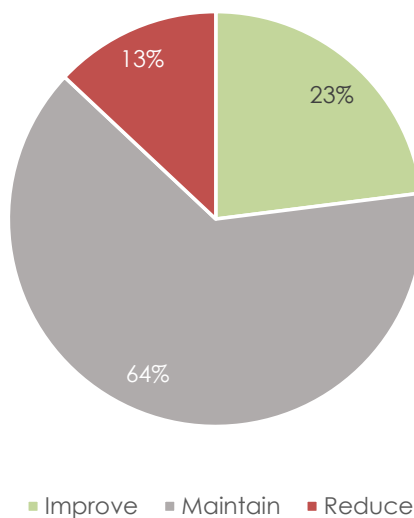


Baseline sample

On average, almost 1 in 4 (23%) residents would like to see Council improve Environmental Sustainability services and infrastructure. 64% would like to see the service level maintained and 13% reduced.

Residents are most likely to want to see Council make improvements in 'reducing greenhouse gas emissions' and 'stormwater and drainage systems' (the latter perhaps reflecting what had been a wet winter in Sydney).

Average future service expectation across 8 services/facilities:



Base: N = 604-605

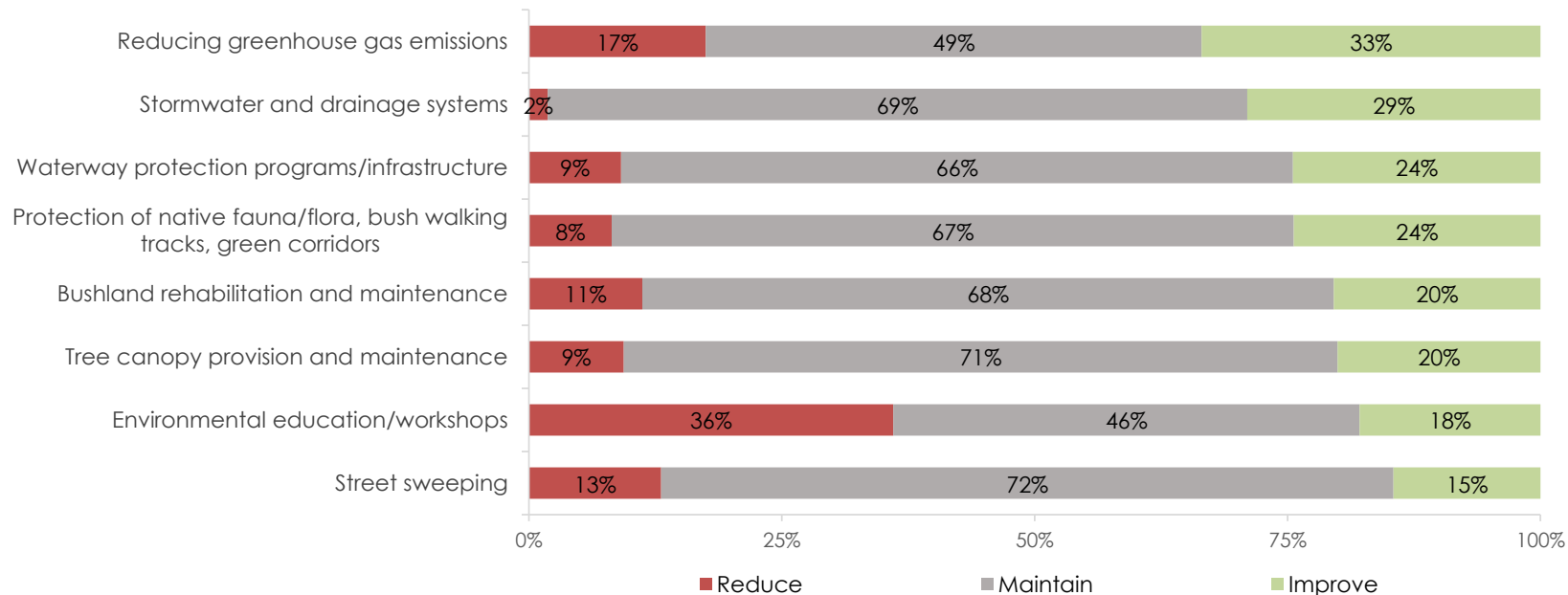
Environmental Sustainability



Across all eight Environmental attributes, the majority of residents wanted the services at least maintained, if not improved:

- In particular, there is almost universal agreement that attention to 'Stormwater and drainage systems' cannot be reduced
- The one potential opportunity for Council to reduce service delivery is with 'environmental education/ workshops', with 36% believing Council should reduce its level of service.

Younger residents (18-34) and non-ratepayers are more likely to desire improvements across almost all environmental sustainability areas. Those aged 18-34 are significantly more likely to want Council to improve their 'environmental education/workshops', while those aged 65+ are significantly more likely to want improvements in 'tree canopy provision and maintenance' and 'street sweeping'.



Base: N = 604-605

Q5. Thinking about our local environmental sustainability, do you think Council should reduce, maintain, or improve...

Environmental Sustainability



'Improve' %	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Reducing greenhouse gas emissions	33%	29%	37%	41%	32%	26%	30%	29%	46%	36%	33%	31%
Stormwater and drainage systems	29%	29%	29%	32%	24%	26%	35%	26%	38%	34%	24%	28%
Waterway protection programs/ infrastructure	24%	24%	25%	27%	25%	22%	23%	20%	36%	31%	23%	19%
Protection of native fauna/flora, bush walking tracks, green corridors	24%	27%	22%	27%	25%	21%	23%	21%	32%	29%	24%	20%
Bushland rehabilitation and maintenance	20%	22%	19%	25%	19%	15%	19%	17%	29%	25%	20%	16%
Tree canopy provision and maintenance	20%	21%	19%	14%	22%	19%	28%	20%	21%	17%	23%	20%
Environmental education/workshops	18%	19%	17%	27%	14%	10%	17%	14%	28%	21%	20%	13%
Street sweeping	15%	18%	12%	10%	17%	13%	21%	15%	14%	10%	14%	19%
Base (maximum)	605	281	324	194	174	120	118	438	167	206	189	210

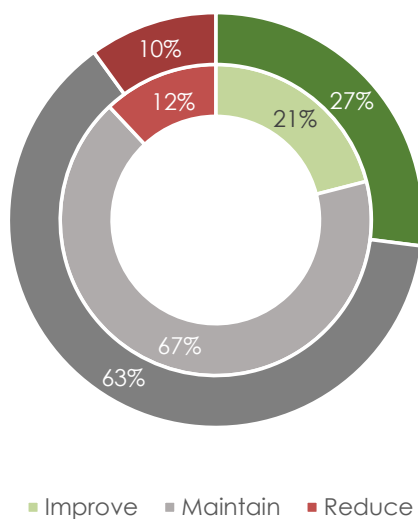
Social Inclusion



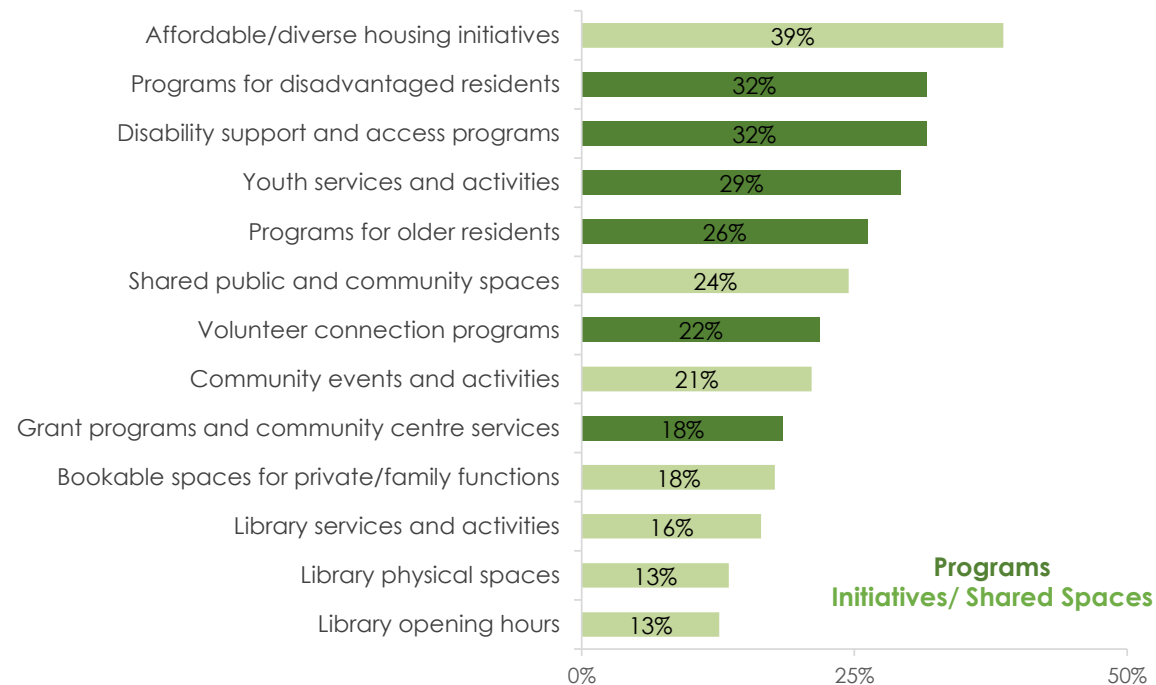
On average, 27% of residents would like to see Council improve community programs, with 63% preferring the provision to be maintained (outer circle of pie chart below). 21% would like to see improvements in initiatives and shared spaces (such as libraries) and 67% would like to see the service level maintained.

Residents are most likely to want to see Council make improvements on 'affordable/diverse housing initiatives' (39%).

**Average future service expectation
across services/facilities:
6 community programs (outer circle)
7 initiatives/shared spaces (inner circle)**



Improve



Base: N = 603-605

Social Inclusion – Community Programs

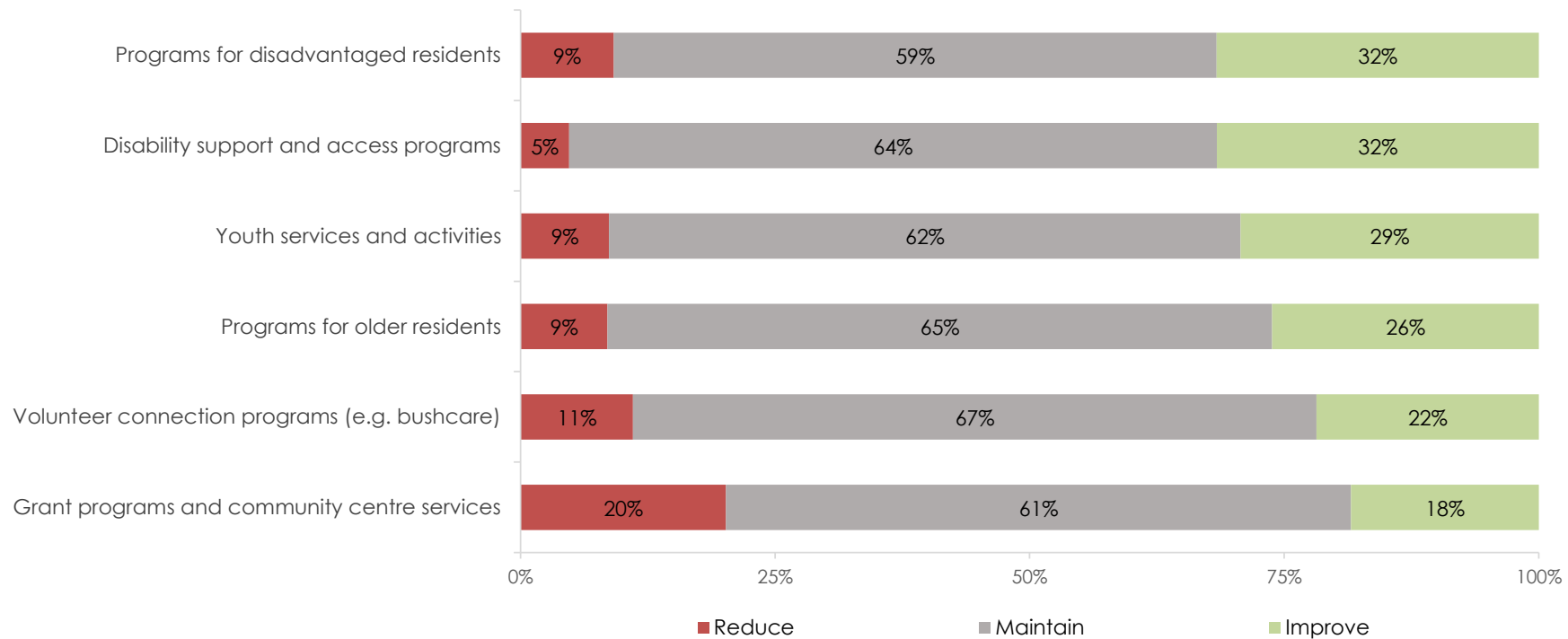


Baseline sample

Across the six program-focussed Social Inclusion services, the majority of residents wanted the services at least maintained, if not improved.

Almost 1 in 3 favoured improvement in 'programs for disadvantaged residents' and 'disability support and access programs' – and relatively few wanting a reduction in these services. 'Grant programs and community centre services' generated a more polarised response, with 18% wanting improvement and 20% wanting reduced service levels.

Non-ratepayers have a higher preference for improvements across all community programs.



Base: N = 603-605

Q6. Thinking about our social inclusion, do you think Council should reduce, maintain, or improve...

Social Inclusion – Community Programs



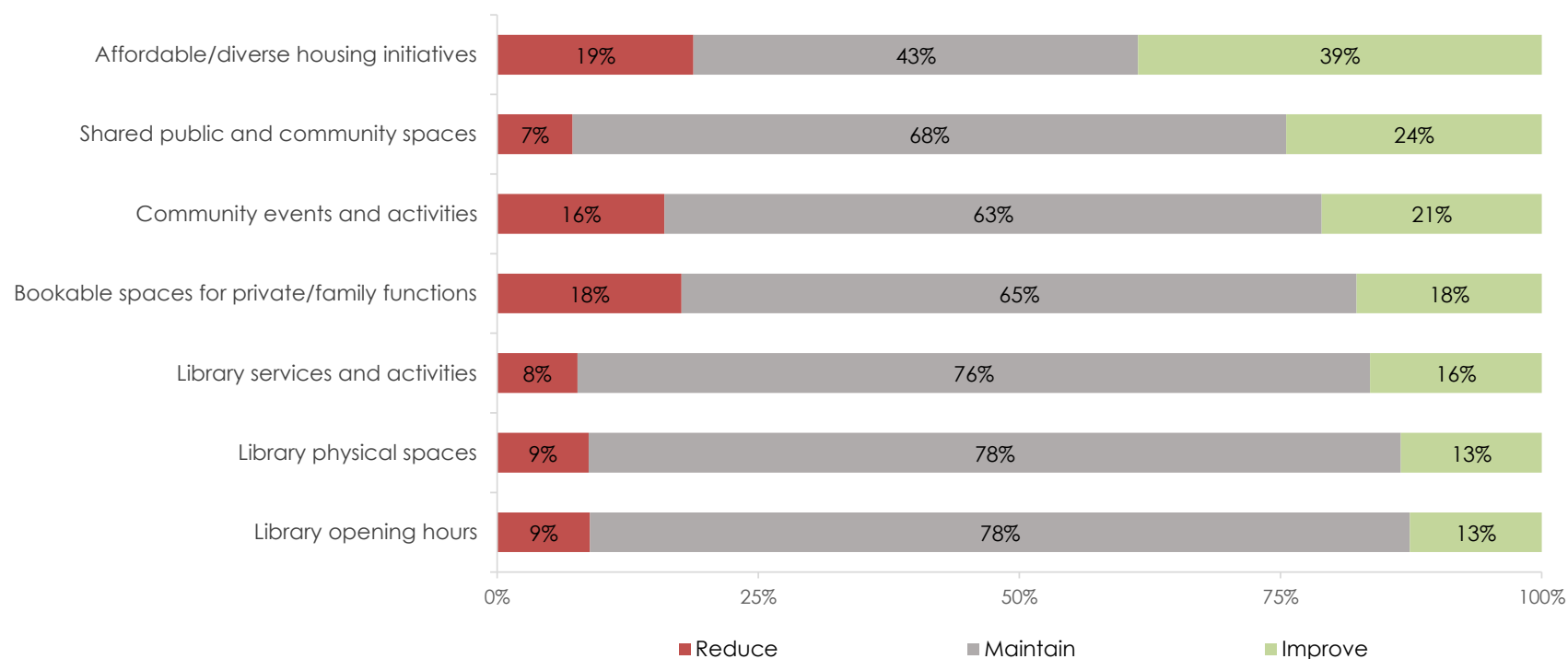
'Improve' %	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Programs for disadvantaged residents	32%	30%	33%	43%	28%	23%	28%	27%	43%	36%	34%	25%
Disability support and access programs	32%	29%	34%	43%	29%	19%	29%	26%	47%	40%	27%	28%
Youth services and activities	29%	32%	27%	37%	28%	20%	29%	24%	43%	35%	27%	25%
Programs for older residents	26%	23%	29%	32%	24%	21%	26%	21%	39%	27%	23%	28%
Volunteer connection programs	22%	22%	21%	19%	25%	18%	26%	19%	29%	22%	26%	18%
Grant programs and community centre services	18%	15%	21%	24%	19%	11%	16%	15%	29%	19%	22%	15%
Base (maximum)	605	281	324	194	174	120	118	438	167	206	189	210

Social Inclusion – Initiatives and Shared Spaces



Across the seven other Social Inclusion services that are more initiative/shared-space based, there was generally lower support for improving the services – but higher interest in maintaining current service levels. This was particularly noticeable for the three library attributes, where maintain scores were all above 75%

39% believe Council should improve efforts in 'affordable/diverse housing initiatives', while 19% believe they should be reduced – Younger residents and non-ratepayers are significantly more likely to want to see improvements in this area.



Base: N = 603-605

Q6. Thinking about our social inclusion, do you think Council should reduce, maintain, or improve...

Social Inclusion – Initiatives and Shared Spaces



'Improve' %	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Affordable/diverse housing initiatives	39%	35%	42%	47%	32%	30%	44%	30%	60%	41%	39%	36%
Shared public and community spaces	24%	25%	24%	32%	27%	16%	17%	19%	39%	29%	24%	20%
Community events and activities	21%	23%	20%	33%	20%	9%	15%	16%	34%	24%	23%	17%
Bookable spaces for private/family functions	18%	16%	19%	24%	17%	11%	16%	14%	28%	25%	15%	12%
Library services and activities	16%	17%	16%	22%	19%	9%	9%	13%	26%	21%	21%	8%
Library physical spaces	13%	14%	13%	13%	19%	10%	9%	11%	21%	14%	18%	9%
Library opening hours	13%	15%	10%	21%	14%	6%	4%	10%	20%	19%	16%	4%
Base (maximum)	605	281	324	194	174	120	118	438	167	206	189	210

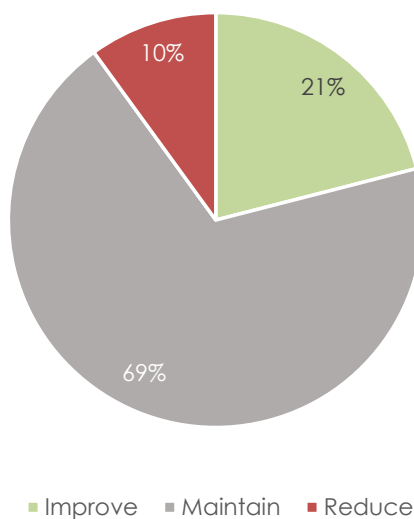
Open Space and Recreation



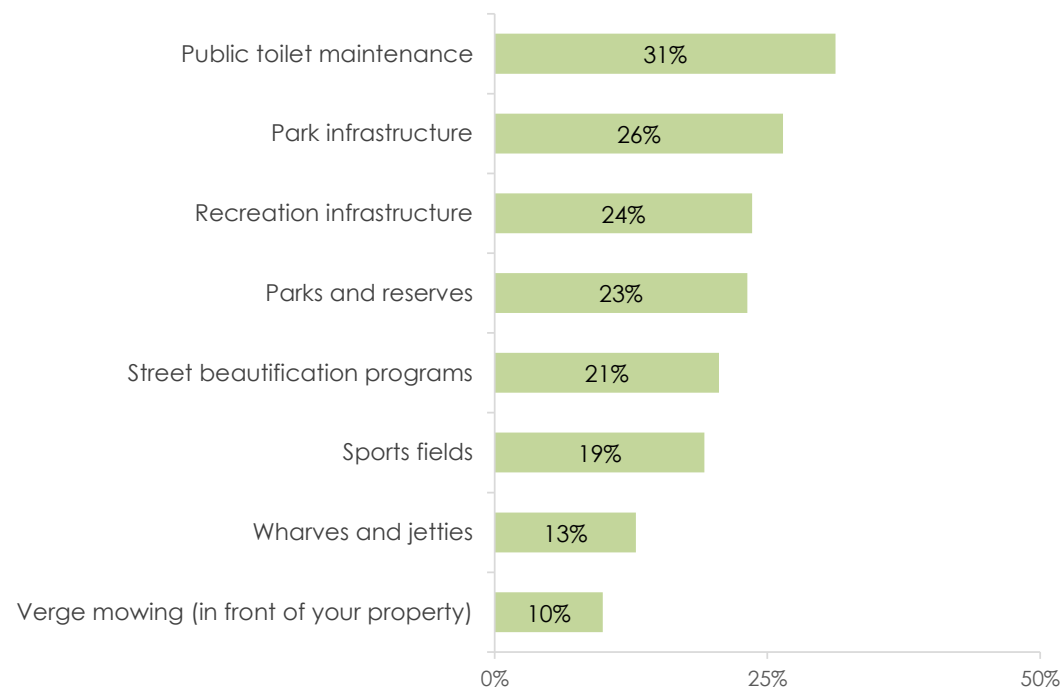
On average, 1 in 5 (21%) residents would like to see Council improve Open Space and Recreation services and infrastructure. 69% would like to see the service level maintained and 10% reduced.

Residents are most likely to want to see Council make improvements in 'public toilet maintenance' (31%) and 80% believe Council should maximise the use of existing spaces.

Average future service expectation across 8 services/facilities:



Improve



Base: N = 605

Open Space and Recreation

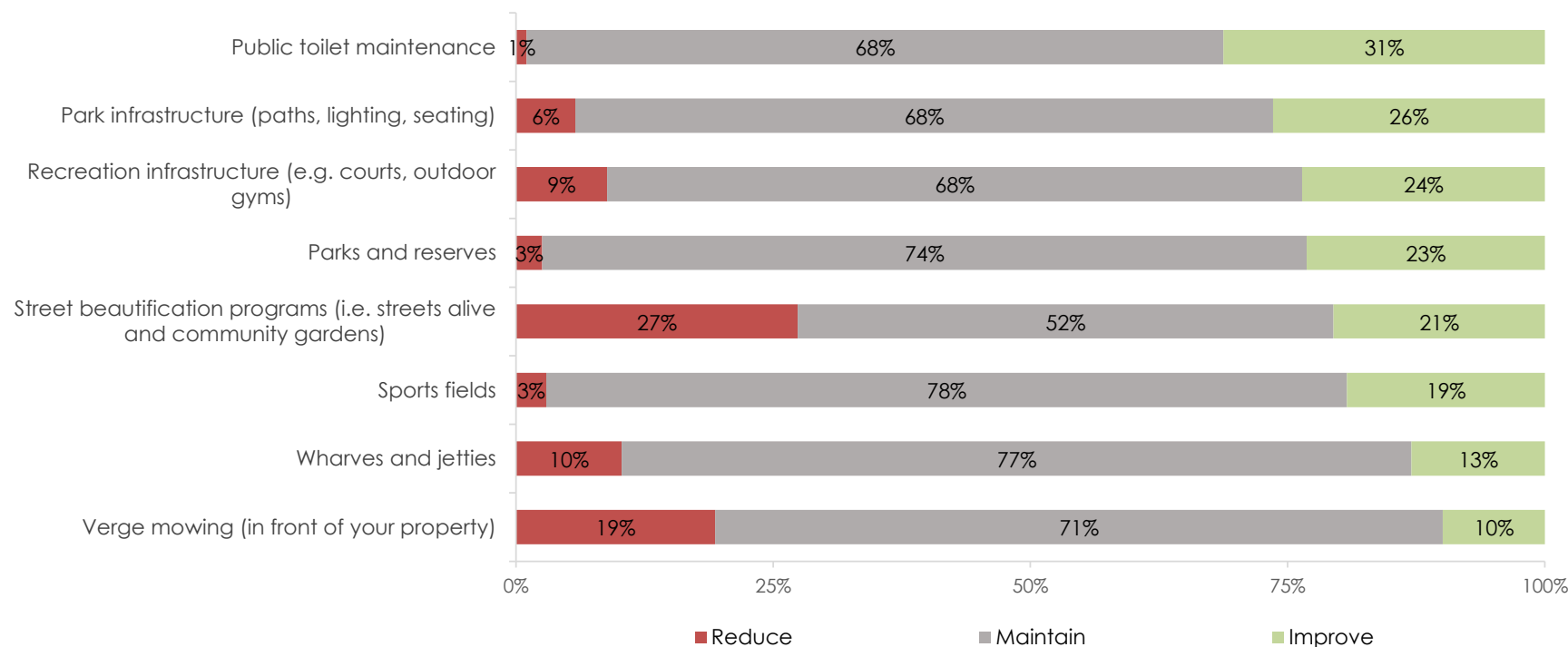


Baseline sample

Across all eight Open Space and Recreation attributes, the majority of residents wanted the services at least maintained, if not improved. 31% believe Council should improve 'public toilet maintenance' (and only 1% wanted to see it reduced), and 26% desire improvements in 'park infrastructure' (with only 6% favouring a reduction).

The one potential opportunity for Council to reduce service delivery is with 'street beautification programs', where 27% believe Council should reduce their servicing - although this still means 73% want this service at least maintained if not improved.

Younger residents (18-34) and non-ratepayers are more likely to desire improvements across all open space and recreation spaces. Those aged 18-34 years are significantly more likely to want Council to improve 'public toilet maintenance', 'recreation infrastructure', 'parks and reserves' and 'sports fields'.



Base: N = 605

Q7a. Thinking about our open space and recreation, do you think Council should reduce, maintain, or improve...

Open Space and Recreation



'Improve' %	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Public toilet maintenance	31%	30%	33%	41%	32%	22%	23%	26%	44%	36%	28%	29%
Park infrastructure (paths, lighting, seating)	26%	24%	28%	33%	24%	21%	24%	23%	37%	28%	23%	28%
Recreation infrastructure	24%	23%	24%	36%	22%	17%	12%	19%	36%	31%	24%	16%
Parks and reserves	23%	29%	18%	32%	20%	14%	22%	20%	30%	28%	24%	18%
Street beautification programs	21%	19%	22%	24%	17%	14%	27%	19%	25%	21%	21%	19%
Sports fields	19%	24%	15%	30%	17%	12%	12%	19%	20%	17%	22%	19%
Wharves and jetties	13%	14%	12%	16%	11%	10%	14%	11%	19%	16%	11%	12%
Verge mowing (in front of your property)	10%	9%	11%	11%	8%	9%	12%	10%	11%	11%	8%	11%
Base (maximum)	605	281	324	194	174	120	118	438	167	206	189	210

Q7a. Thinking about our open space and recreation, do you think Council should reduce, maintain, or improve...

A significantly higher/lower percentage (by group) 36

Open Space and Recreation

For the Open Space/Recreation category, we also asked residents which potential new actions Council should implement (from a list of four).

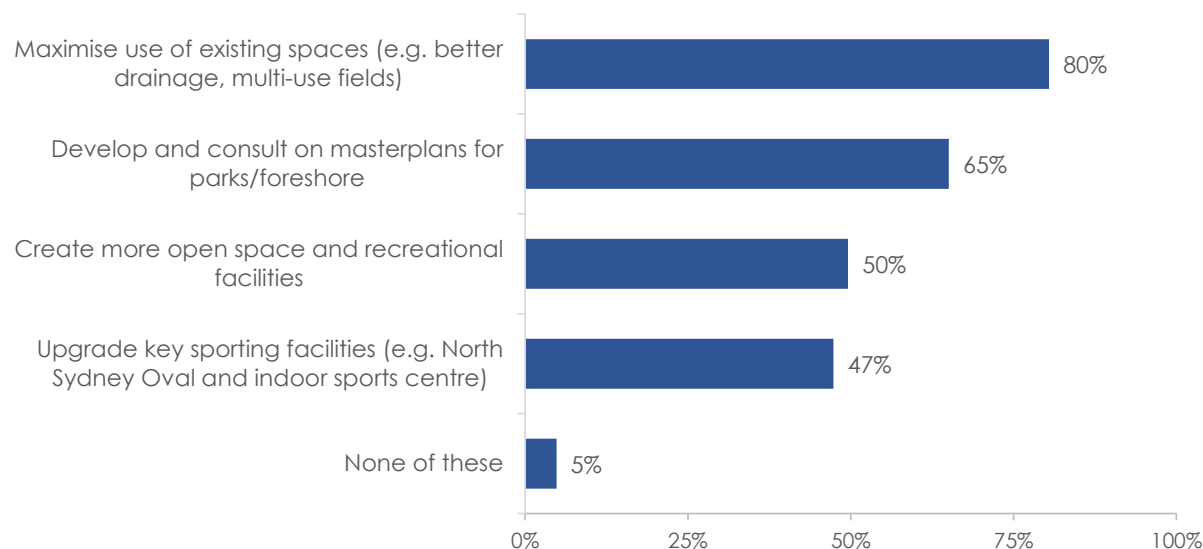
Support for new services was high – only 5% of residents felt Council should not implement any of the four possible options.

Residents prefer making better use of current spaces and planning strategically (top two bars at right), with less interest in new facilities and upgrades. For instance, 80% would like to see existing spaces maximised, compared to 50% who want more open spaces/rec facilities.

Support is broadly consistent across demographics, though younger residents (18-34) show more interest in creating more open space (63%) compared to older residents (65+, 41%).



Baseline sample



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Maximise use of existing spaces	80%	79%	81%	79%	83%	80%	80%	83%	75%	77%	83%	81%
Develop and consult on masterplans for parks/foreshore	65%	65%	65%	64%	64%	71%	63%	66%	63%	63%	69%	64%
Create more open space and recreational facilities	50%	49%	50%	63%	44%	43%	41%	46%	59%	53%	52%	44%
Upgrade key sporting facilities	47%	48%	47%	56%	47%	41%	41%	43%	59%	46%	49%	47%
None of these	5%	6%	4%	5%	3%	7%	6%	5%	5%	5%	2%	7%
Base	605	281	324	194	174	120	118	438	167	206	189	210

Q7b. Research has shown that based upon the population of North Sydney, there is a shortage of open space and recreation facilities. Which, if any, of the following actions do you think Council should implement?

A significantly higher/lower percentage (by group) 37

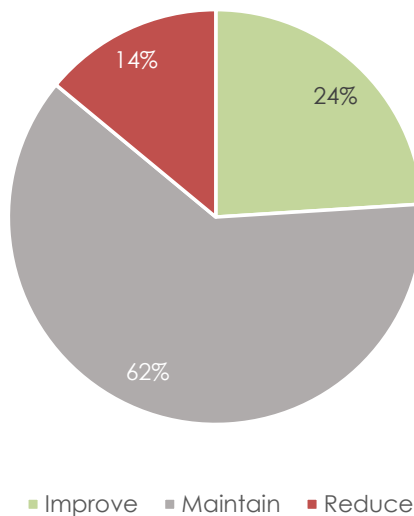
Integrated Transport



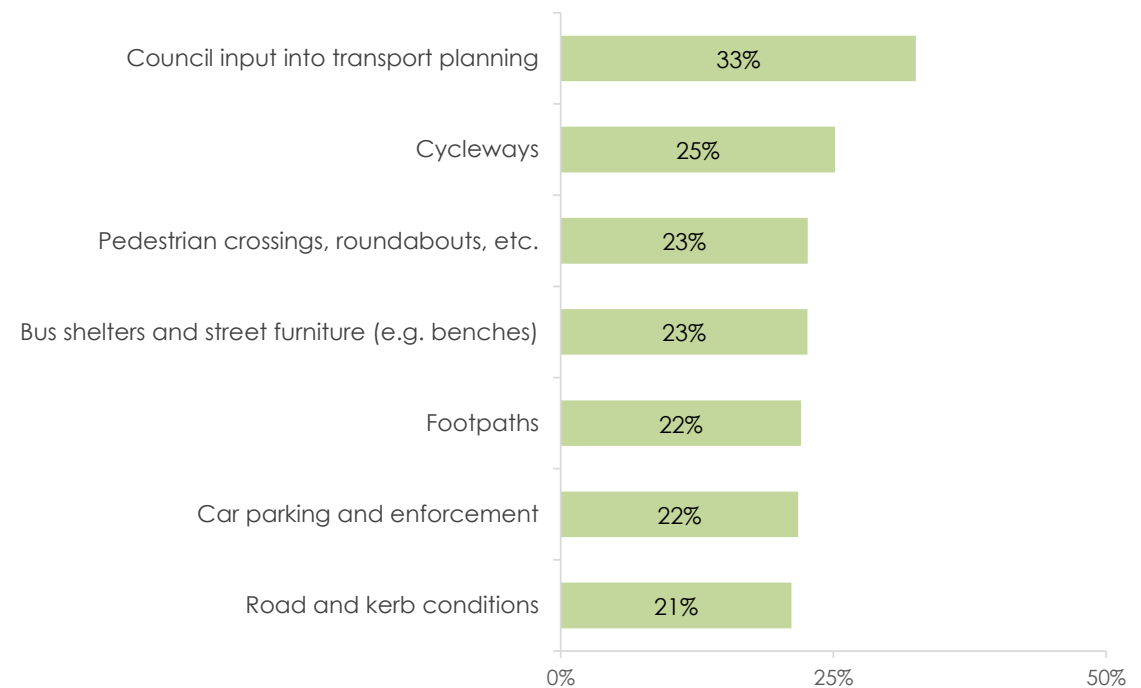
On average, 1 in 4 (24%) residents would like to see Council improve integrated transport infrastructure and 62% would like to see the service level maintained – while 14% on average suggested services could be reduced.

Residents are most likely to want to see Council make improvements with input into transport planning (33%).

Average future service expectation
across 7 services/facilities:



Improve



Integrated Transport

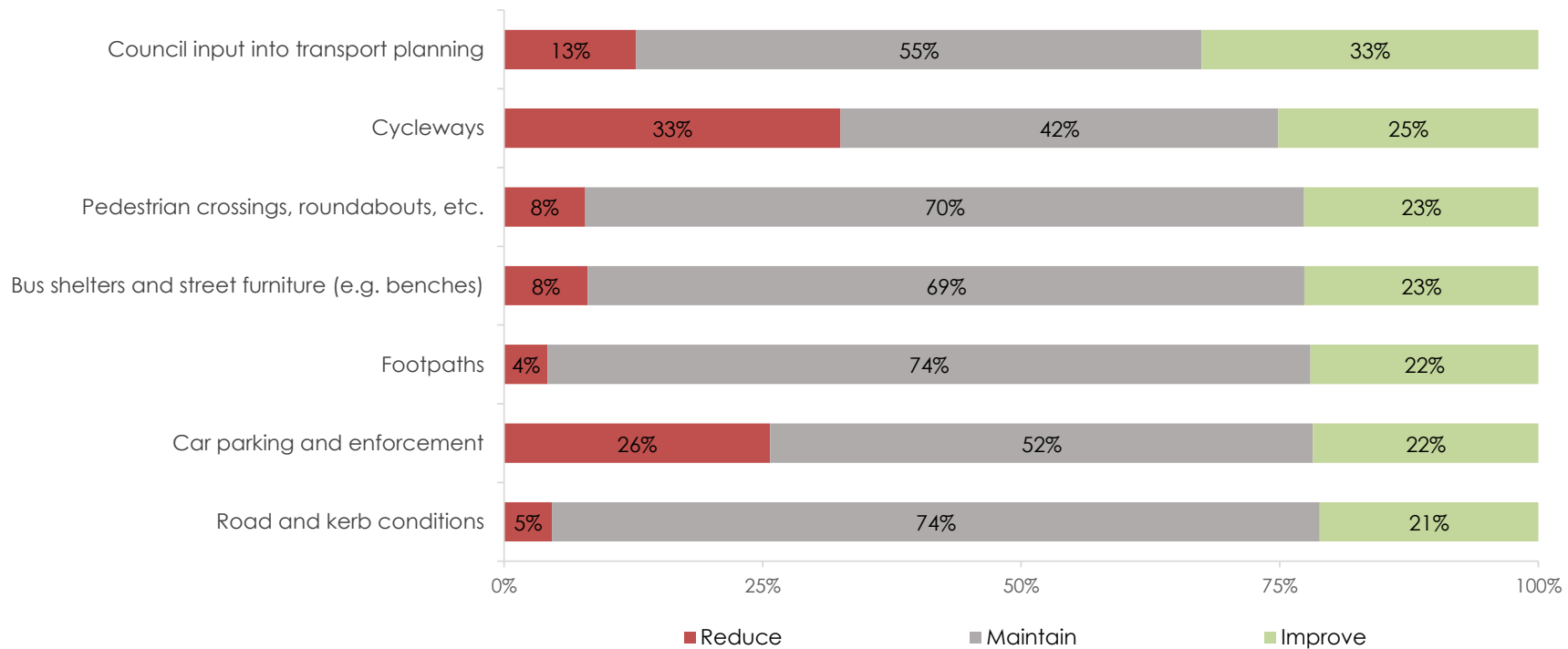


Across all seven Integrated Transport attributes, the majority of residents wanted the services at least maintained, if not improved.

However:

- In terms of cycleways, residents are divided, with 25% wanting improvements and 33% wanting to see a reduction
- Similar polarisation was seen for 'car parking and enforcement'.

Those aged 18-34 are significantly more likely to want to see Council improve 'bus shelters and street furniture' (33%) and 'car parking and enforcement' (32%).



Base: N = 602-605

Q8. Thinking about our integrated transport, do you think Council should reduce, maintain, or improve...

Integrated Transport



'Improve' %	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Council input into transport planning	33%	33%	32%	32%	36%	30%	32%	31%	36%	39%	31%	27%
Cycleways	25%	28%	23%	29%	28%	24%	15%	21%	35%	34%	26%	16%
Pedestrian crossings, roundabouts, etc.	23%	23%	22%	29%	25%	15%	17%	18%	35%	32%	18%	18%
Bus shelters and street furniture	23%	18%	27%	33%	19%	16%	17%	16%	40%	32%	19%	17%
Footpaths	22%	23%	21%	21%	23%	20%	24%	19%	30%	24%	20%	23%
Car parking and enforcement	22%	22%	21%	32%	15%	17%	21%	16%	37%	32%	17%	16%
Road and kerb conditions	21%	24%	19%	21%	23%	18%	21%	20%	23%	23%	18%	23%
Base (maximum)	605	281	324	194	174	120	118	438	167	206	189	210

Q8. Thinking about our integrated transport, do you think Council should reduce, maintain, or improve...

A significantly higher/lower percentage (by group) 40

Economic Development

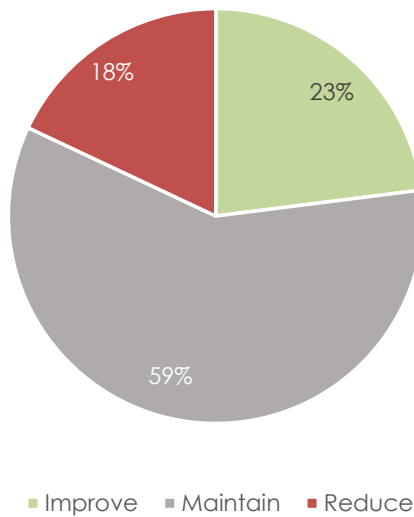


Baseline sample

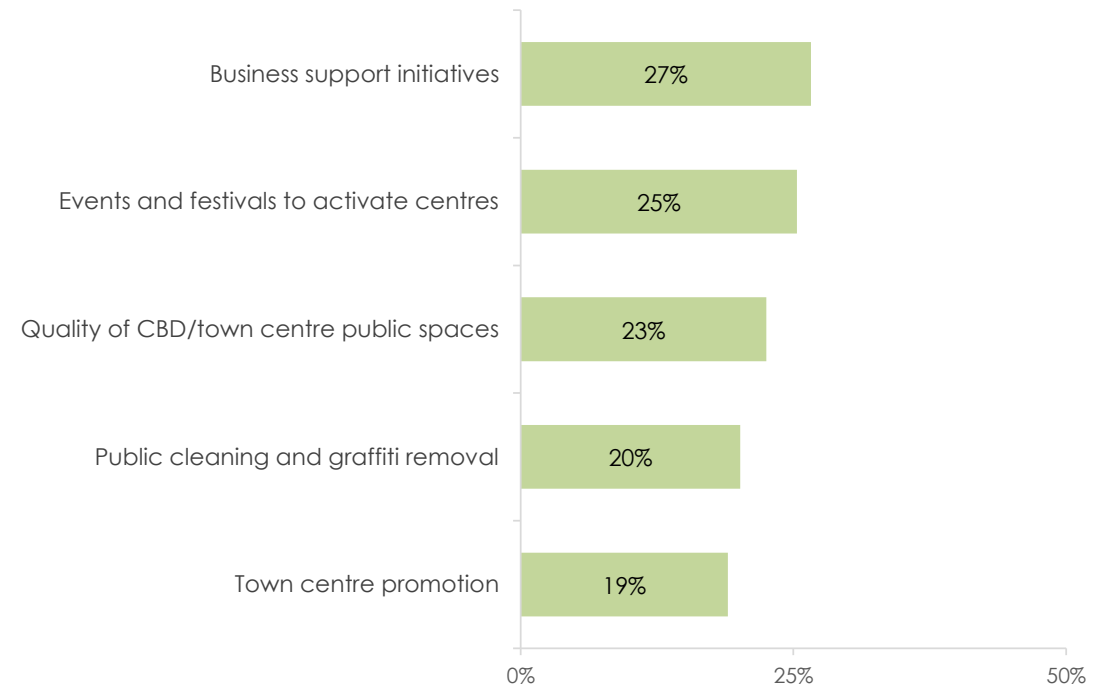
On average, 23% of residents would like to see Council improve Economic Development, and a further 60% would like to see efforts maintained. A relatively high average of 18% were in favour of reduced Economic Development services.

Residents are most likely to want to see Council make improvements to 'business support initiatives' (27%).

Average future service expectation across 5 services/facilities:



Improve



Base: N = 604-605

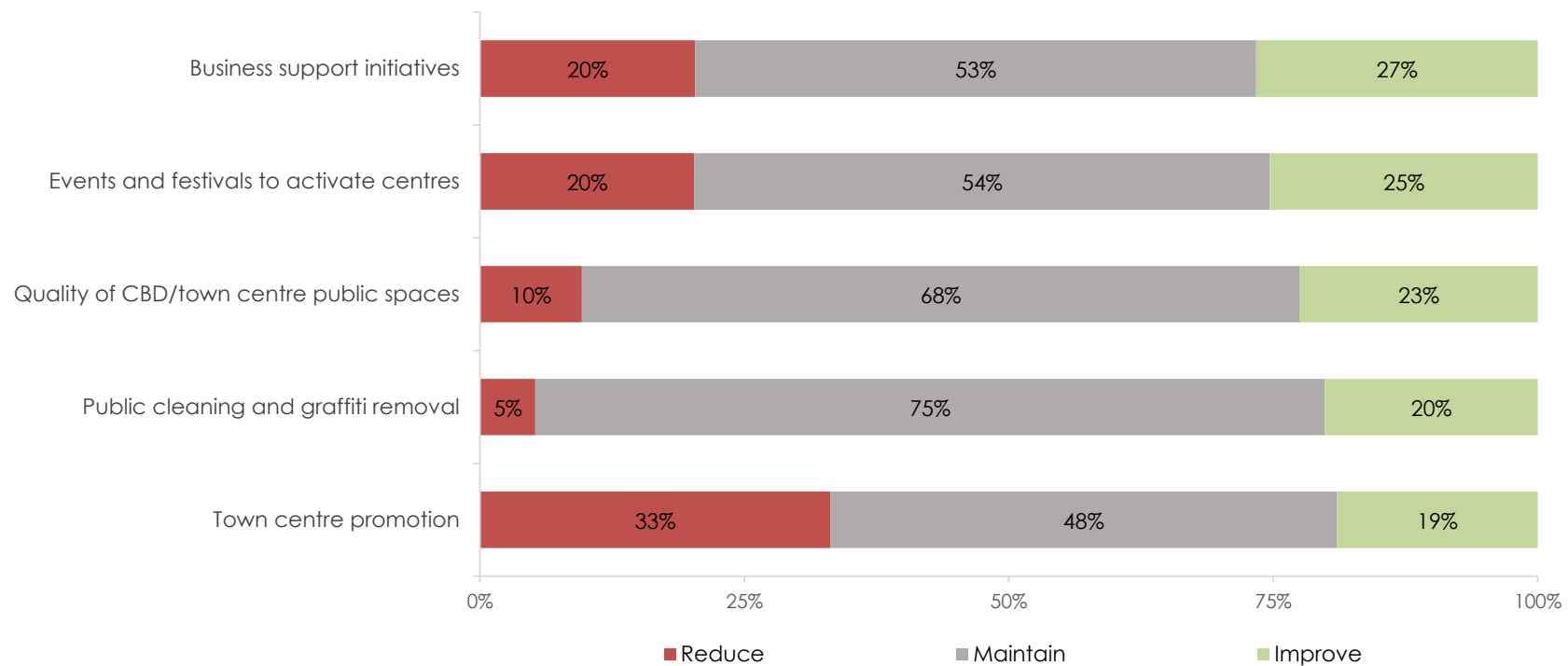
Economic Development



The majority of residents want Council to maintain current service levels, with slightly higher support for improvements in 'business support initiatives' (27%) and 'events/festivals' (25%).

33% would like to see a reduction in 'town centre promotion' – these residents are more likely to be older and have lived in the LGA longer-term.

Younger residents and non-ratepayers are more likely to desire improvements across all economic development areas.



Base: N = 604-605

Q9a. Thinking about our economic development, do you think Council should reduce, maintain, or improve...

Economic Development



'Improve' %	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Business support initiatives	27%	27%	26%	35%	29%	19%	17%	21%	42%	33%	27%	20%
Events and festivals to activate centres	25%	24%	27%	33%	27%	21%	15%	20%	39%	27%	30%	19%
Quality of CBD/town centre public spaces	23%	21%	24%	24%	23%	19%	23%	19%	32%	25%	21%	21%
Public cleaning and graffiti removal	20%	22%	18%	30%	14%	15%	18%	18%	27%	25%	16%	19%
Town centre promotion	19%	18%	20%	22%	21%	14%	15%	13%	34%	28%	17%	12%
Base (maximum)	605	281	324	194	174	120	118	438	167	206	189	210

Q9a. Thinking about our economic development, do you think Council should reduce, maintain, or improve...

A significantly higher/lower percentage (by group) 43

Economic Development

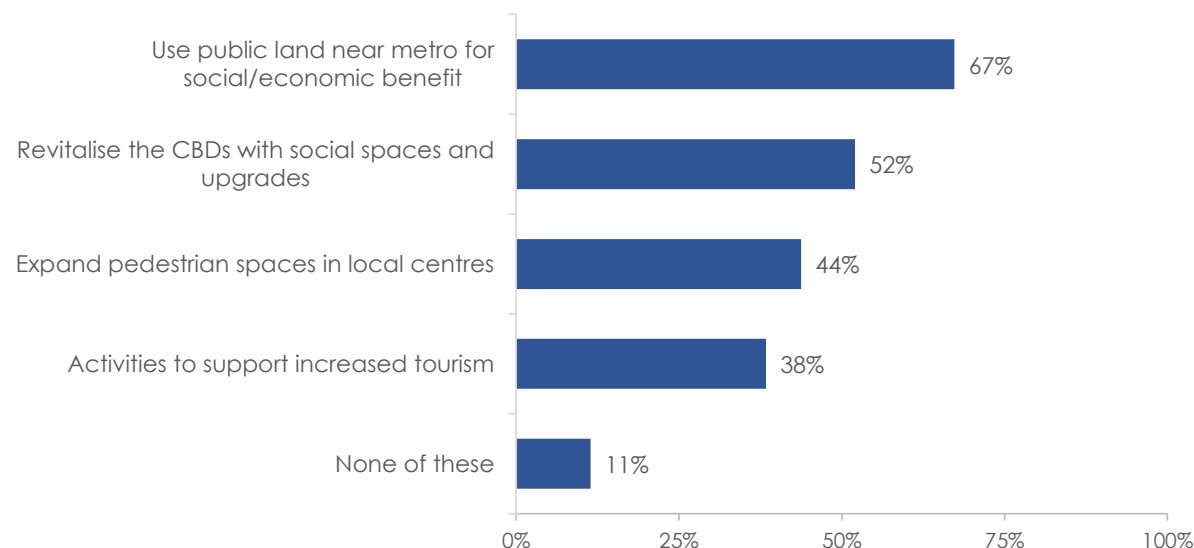


For the Economic Development category, we also asked residents which potential new actions Council should implement (from a list of four).

We noted earlier for the Open Space/Recreation category that only 5% of residents felt Council should not implement any of the four possible options. This is now 11% for Economic Development, which is consistent with the reduce/maintain/improve results on the previous slides – but still suggests the community favours additional services.

Most residents support using public land near the metro for social/economic benefit (67%) and revitalising CBDs with social spaces and upgrades (52%).

Younger residents are more supportive of revitalisation and expanding pedestrian spaces in local centres.



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Use public land near metro for social/economic benefit	67%	70%	65%	68%	75%	65%	57%	67%	67%	68%	70%	64%
Revitalise the CBDs with social spaces and upgrades	52%	53%	51%	68%	44%	44%	46%	45%	69%	58%	52%	47%
Expand pedestrian spaces in local centres	44%	49%	39%	54%	37%	36%	45%	42%	49%	44%	48%	40%
Activities to support increased tourism	38%	36%	40%	44%	40%	30%	35%	32%	55%	39%	43%	34%
None of these	11%	11%	12%	3%	9%	19%	20%	14%	4%	8%	10%	16%
Base	605	281	324	194	174	120	118	438	167	206	189	210

Q9b. Recent community consultation within North Sydney, has indicated a need to secure employment in North Sydney. Which, if any, of the following actions do you think council should implement?

A significantly higher/lower percentage (by group) 44

Culture and Creativity

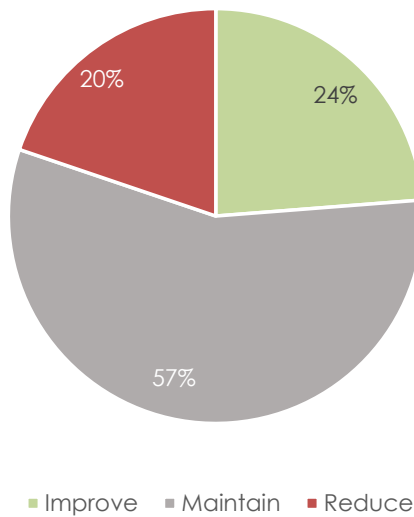


Baseline sample

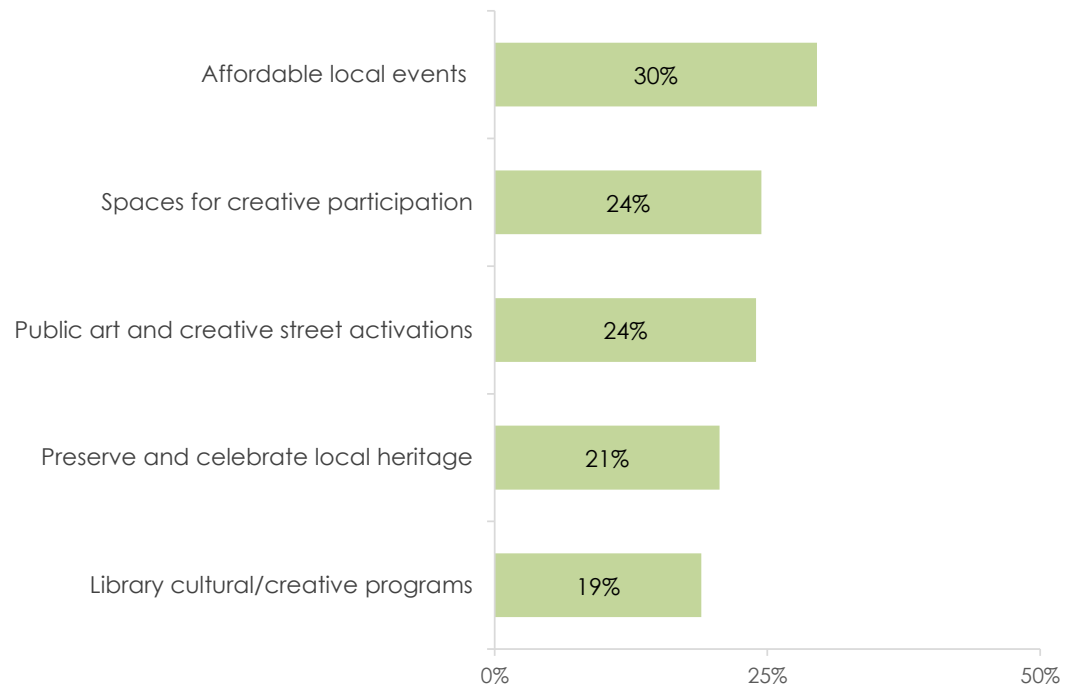
On average, 24% of residents would like to see Council improve culture and creativity services, and 57% would like to see service levels maintained. Compared to the other categories, a relative high average of 20% of residents selected the reduce option.

Improvements are most desired for 'affordable local events'.

Average future service expectation across 5 services/facilities:



Improve



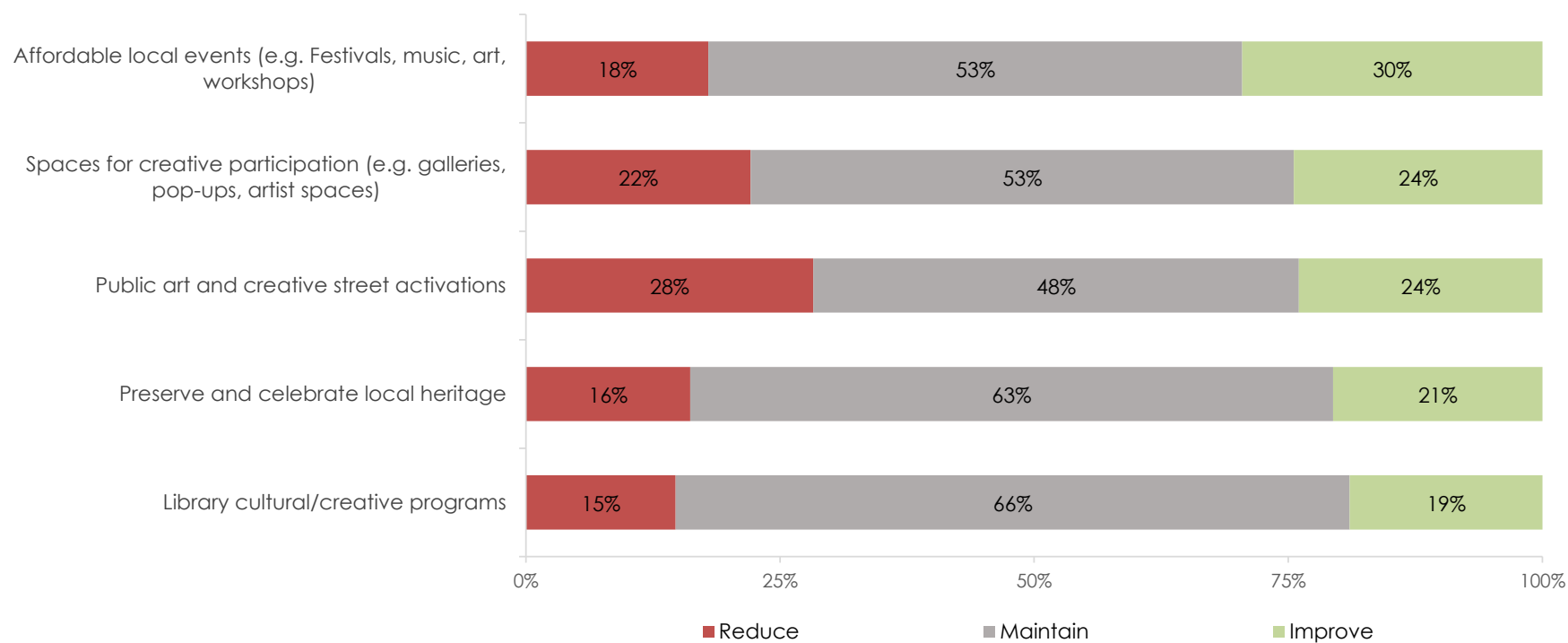
Base: N = 605

Culture and Creativity



Across all five Culture and Creativity attributes, the majority of residents wanted the services at least maintained, if not improved. However, perhaps the most notable finding is the relatively consistently high reduce scores, with the lowest reduce score being quite high at 15%.

28% would like to see a reduction in 'public art/street activations'.



Base: N = 605

Q10a. Thinking about our culture and creativity, do you think Council should reduce, maintain, or improve...

Culture and Creativity



'Improve' %	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Affordable local events	30%	29%	30%	46%	30%	17%	15%	23%	47%	39%	30%	19%
Spaces for creative participation	24%	25%	24%	32%	30%	12%	17%	20%	37%	31%	25%	18%
Public art and creative street activations	24%	24%	24%	32%	27%	14%	16%	18%	39%	35%	21%	16%
Preserve and celebrate local heritage	21%	21%	20%	29%	19%	12%	18%	19%	26%	18%	23%	21%
Library cultural/creative programs	19%	18%	20%	24%	22%	12%	13%	16%	28%	26%	20%	11%
Base (maximum)	605	281	324	194	174	120	118	438	167	206	189	210

Culture and Creativity

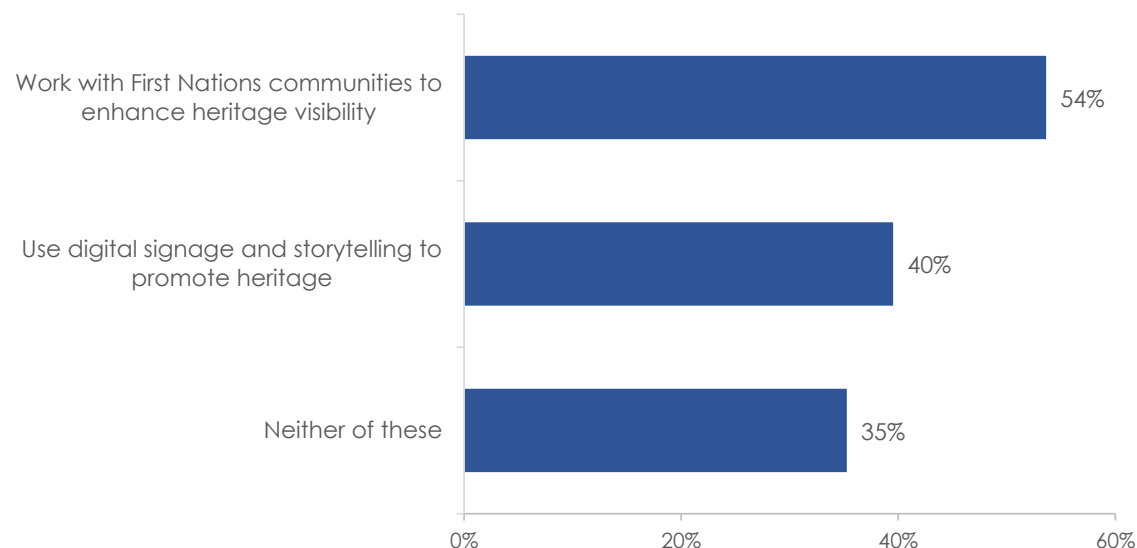


Baseline sample

For the Culture and Creativity category, we also asked residents which potential new actions Council should implement (from a list of two).

Almost two thirds of residents (65%) felt Council should implement one or both of the two initiatives.

'Work with First Nations communities to enhance heritage visibility' was selected by 54% of residents – and support was significantly higher among females and those aged 18-34.



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Work with First Nations communities to enhance heritage visibility	54%	48%	59%	64%	58%	42%	43%	51%	60%	58%	56%	47%
Use digital signage and storytelling to promote heritage	40%	38%	41%	48%	41%	27%	37%	38%	45%	46%	42%	31%
None of these	35%	40%	31%	27%	29%	50%	43%	37%	30%	29%	31%	45%
Base	605	281	324	194	174	120	118	438	167	206	189	210

Q10b. Recent community consultation within North Sydney, has indicated a desire to implement new initiatives through the following measures. Which, if any, of the following actions do you think council should implement?

A significantly higher/lower percentage (by group) 48

Customer Experience

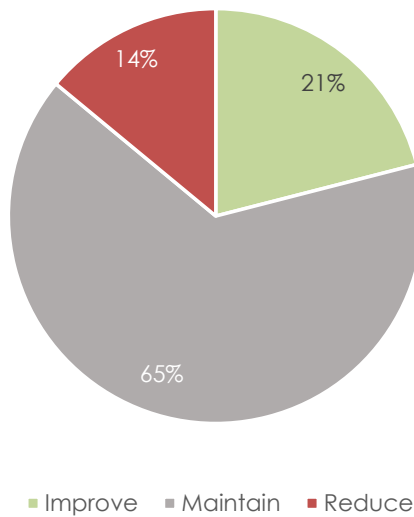


Baseline sample

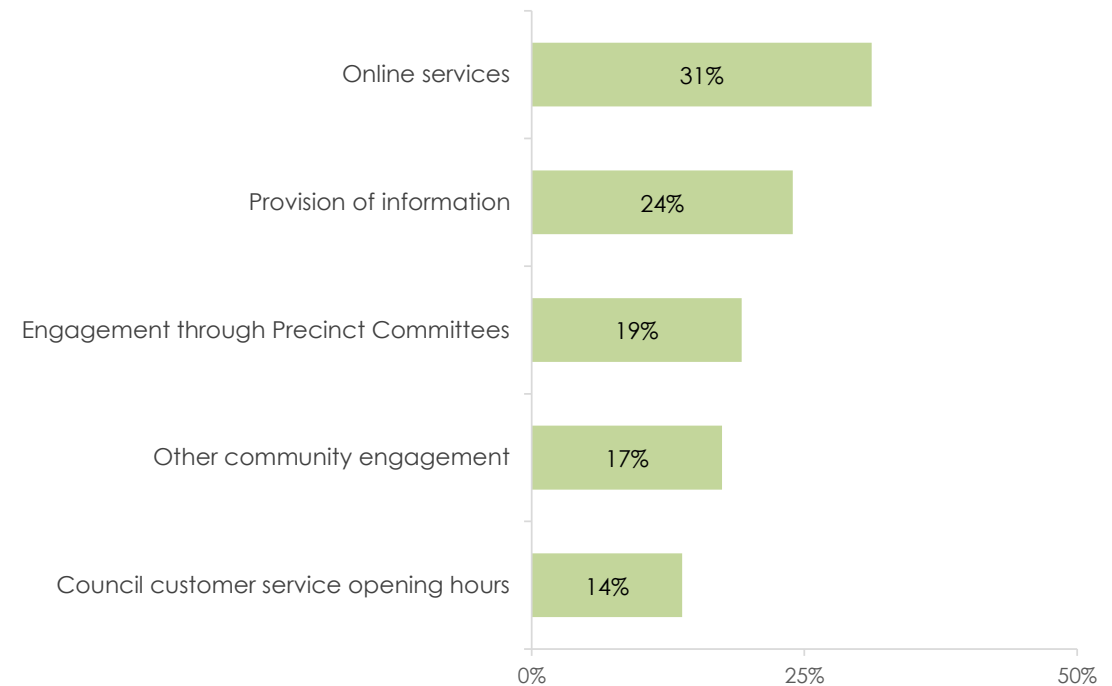
On average, 21% of residents would like to see Council improve customer experience metrics, and a further 65% would like to see service levels maintained. The average selection of 'reduce' was 14%.

Improvements are most desired for 'online services' (31%), and less for 'Council customer service opening hours', which presents Council with an opportunity to build their digital service offering.

Average future service expectation across 5 services/facilities:



Improve



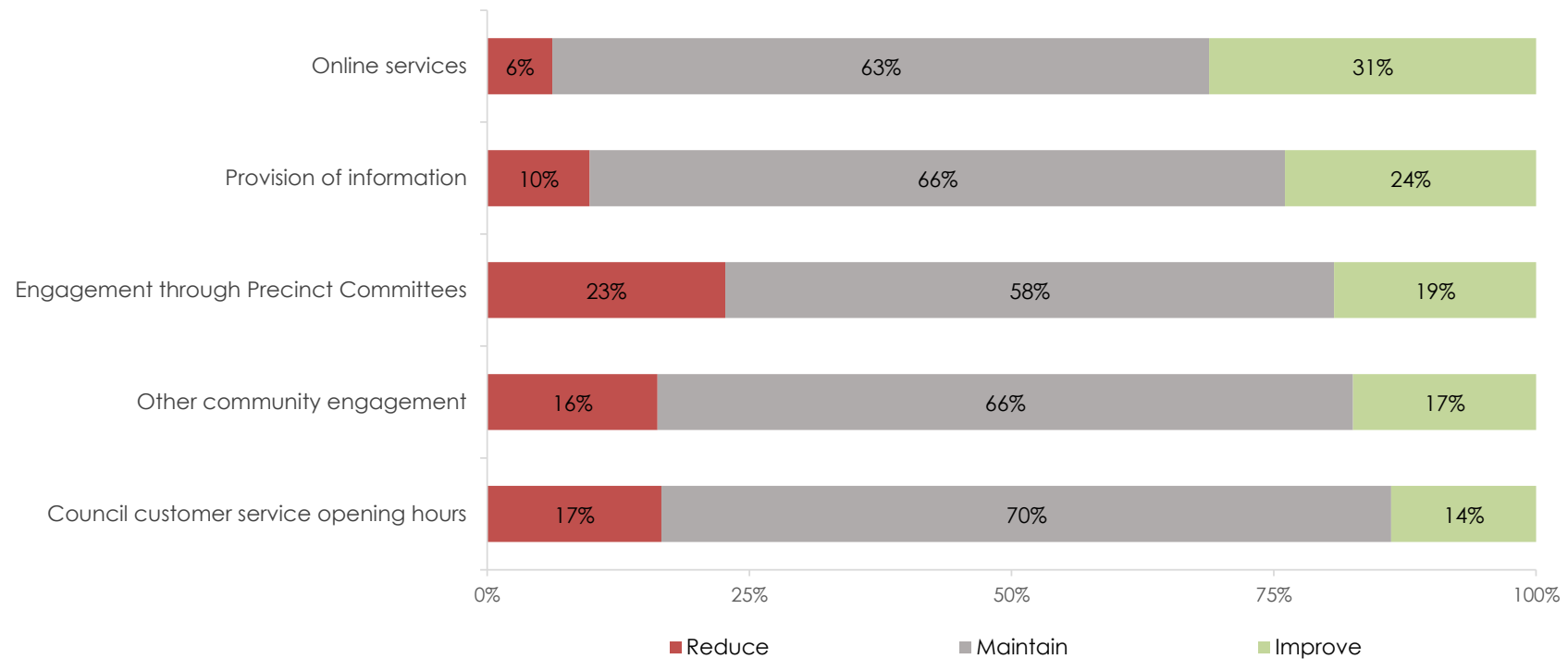
Base: N = 601-604

Customer Experience



Across all five Customer Experience attributes, the majority of residents wanted the services at least maintained, if not improved.

Younger residents, non-ratepayers and those new to the LGA are most likely to desire improvements, especially in online services and Council's customer service hours of operation.



Base: N = 601-604
Q11. Thinking about our customer experience, do you think Council should reduce, maintain, or improve...

Customer Experience



'Improve' %	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Online services	31%	32%	31%	49%	30%	20%	14%	25%	46%	39%	29%	25%
Provision of information	24%	23%	25%	27%	27%	16%	22%	20%	34%	30%	23%	19%
Engagement through Precinct Committees	19%	19%	19%	21%	22%	13%	18%	16%	27%	22%	20%	16%
Other community engagement	17%	14%	20%	22%	21%	9%	13%	14%	27%	22%	20%	10%
Council customer service opening hours	14%	14%	14%	21%	13%	8%	10%	11%	22%	17%	12%	13%
Base (maximum)	605	281	324	194	174	120	118	438	167	206	189	210



Informed sample

Section Two: Informed Community Response



Section Two Introduction



Informed sample

Note: The following information was provided to respondents prior to commencing Stage 2 of the research.

About community infrastructure assets:

Council undertakes regular reviews of the condition of its community assets to determine the amount of money it should spend on infrastructure, such as roads, footpaths, buildings, stormwater, other infrastructure and parks and reserves. Council is trying to determine where the community's priorities are to help allocate resources to asset maintenance and renewal to best meet the community's expectations.

What does asset maintenance and renewal mean?

Maintenance is work performed on an asset that keeps it in a useable condition, e.g. painting buildings, filling potholes, fixing playgrounds and swings.

Renewal is work performed on an asset to bring it back to its original condition, e.g. the replacement of a building, reconstructing a segment of road, replacing a bridge or playground. Using industry benchmarks, Council have reviewed its asset groups to work out if they are in very good, good, fair, poor or very poor condition. The following pages provide a snapshot for each asset group. The issue facing Council is that while a lot of assets are in very good/good or fair condition, a large proportion are at risk of falling into poor/very poor condition.

Where are we now?

A snapshot of community asset conditions and current investment levels is provided in this survey. For each asset group, included is an indication of Council's current expenditure on maintenance and renewals, together with a visual representation of each of the condition levels of good, fair and poor.

Sample Profile

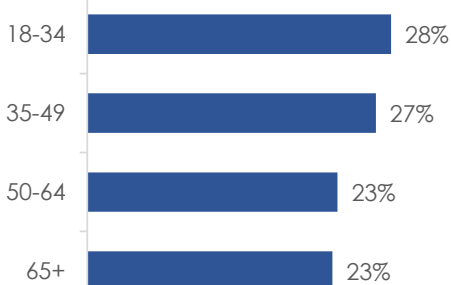


Informed sample

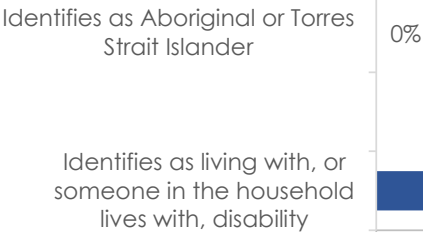
Gender:



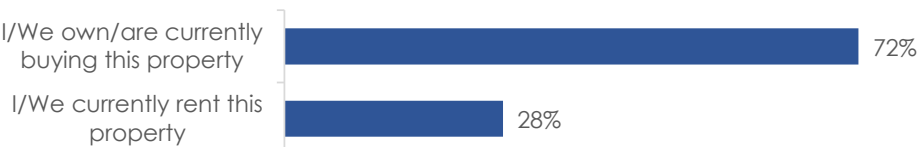
Age:



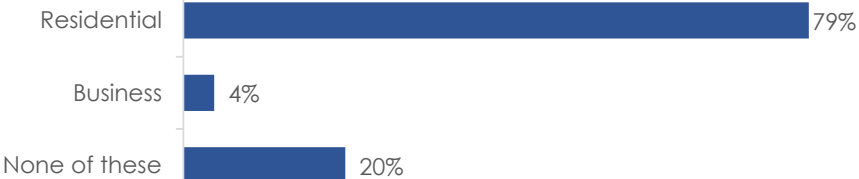
Other demographics:



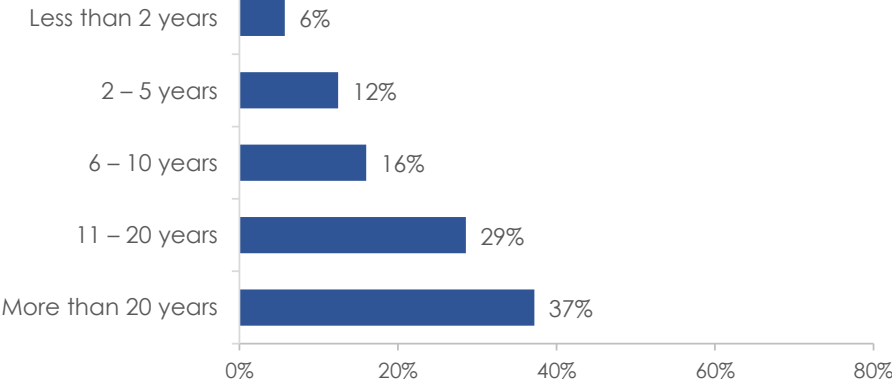
Ratepayer status (residential dwelling):

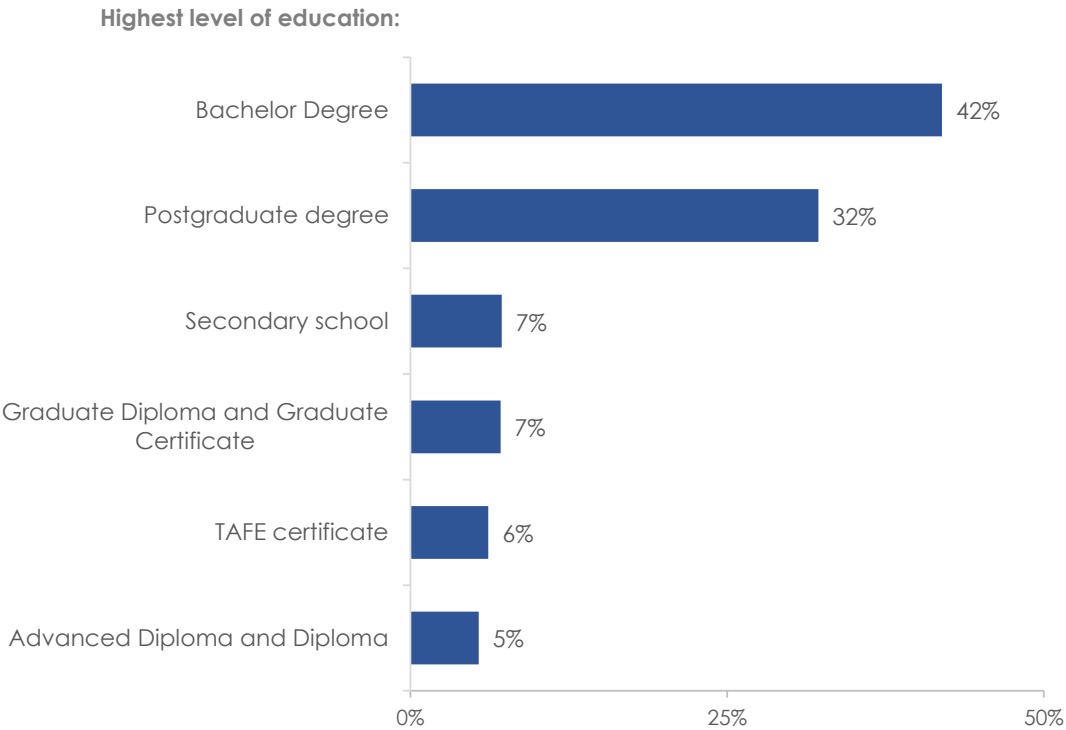


Type of rates paid:



Time lived in area:





Residential suburb	N=302
Cremorne	15%
Wollstonecraft	13%
North Sydney	13%
Crows Nest	11%
Cammeray	9%
St Leonards	7%
Neutral Bay	7%
Kirribilli	6%
Waverton	6%
Lavender Bay	5%
McMahons Point	5%
Cremorne Point	2%
Milsons Point	2%
Kurraba Point	1%



Section 2a. Funding Considerations

This section explores agreement with statements regarding infrastructure renewals and loan borrowing.



Informed sample

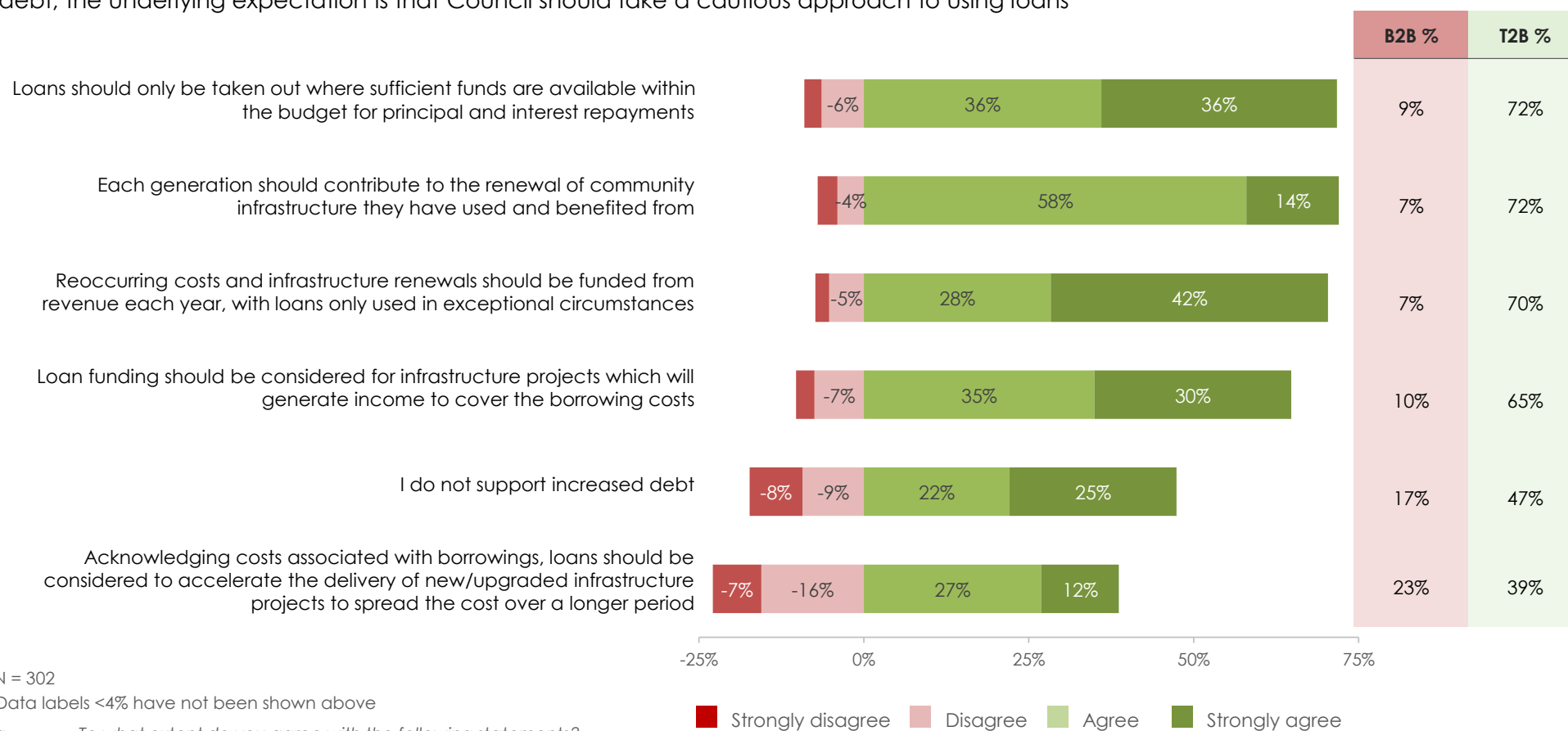


Informed sample

Funding Agreement Summary

There are two themes explored in the chart below (with further analysis on the following slides):

- **Intergenerational equity:** When asked about 'each generation contributing to the renewal of community infrastructure they have used and benefitted from', 72% agreed and only 7% disagreed – a nett agreement of 65%, the highest of all six statements
- **Funding:** The remaining five statements are funding related, and our sense is that whilst a sizeable minority (47%) do not want Council to take on further debt, the underlying expectation is that Council should take a cautious approach to using loans



Q8a/9a. To what extent do you agree with the following statements?

Infrastructure Renewals



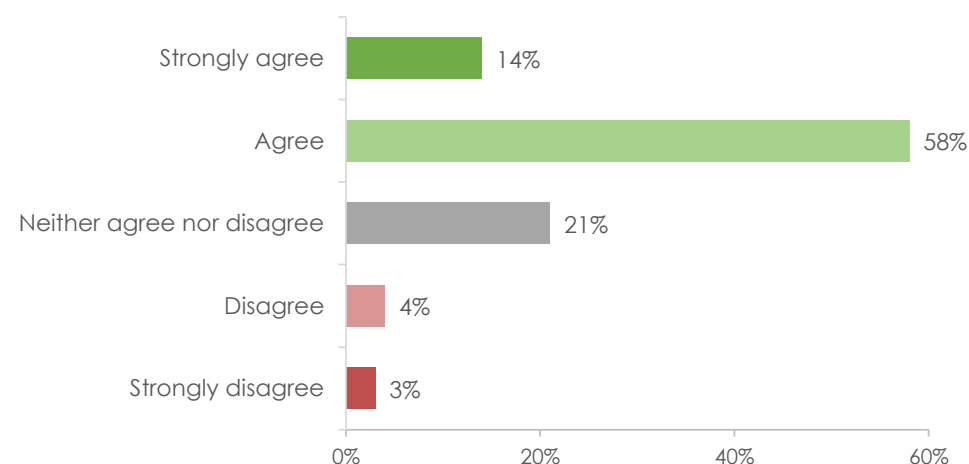
Informed sample

Context: Development and subdivision within North Sydney increased significantly with the opening of the Sydney Harbour Bridge in 1932 and continued after World War 2. It was during this development period that much of the infrastructure in North Sydney was originally built. Council manages \$1.6 billion in infrastructure assets, which have a lifespan varying from 10 years to 250 years.

72% of residents agree or strongly agree with the statement 'each generation should contribute to the renewal of community infrastructure they have used and benefited from'.

There were no significant differences by key demographics, however, slightly lower agreement was seen from those aged 18-34.

"Each generation should contribute to the renewal of community infrastructure they have used and benefited from"



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Agreement %	72%	73%	71%	61%	79%	73%	76%	72%	72%	71%	77%	69%
Base	302	125	175	27	79	121	74	245	57	67	107	128

Q8a. To what extent do you agree with the following statement?

Infrastructure Renewals



Informed sample

Most residents agree that maintaining and renewing infrastructure across generations is fair, but there were some concerns raised about Council's financial management and the rising cost of living. Some suggestions were made regarding other means of funding, including, for example, businesses and schools in the area who also use local infrastructure.

Example verbatims:

"We should contribute, but fairly" (Rated 4)

"Infrastructure should be maintained or upgraded for the future generations. However, this needs to be done with a strategic view based on population forecasts" (Rated 4)

"If you want to live somewhere nice, you have to be prepared to pay for it. council needs to focus on spending well and not wasting money on state, federal or global issues" (Rated 4)

"Cost of living is sky high we already pay a lot of rates; residents should not have to pay for poor council management of funds" (Rated 3)

"North Sydney Council do not have the capability to manage these assets as demonstrated by the pool debacle. Maintenance of assets, should be largely paid for through user pays to the degree possible. Businesses should cover a larger share given that many of their employees and customers would be larger users of council infrastructure" (Rated 1)

"Each generation should contribute to the renewal of community infrastructure they have used and benefited from"

Reason for agreement rating	N=302
Agree/Strongly agree (4-5)	72%
It is fair/user pays	33%
It is important/maintenance is needed/maintained for future generations	30%
Mismanagement of funds/disagree with past financial decisions	4%
Other methods of funds raising e.g. schools	4%
Financial concerns	3%
Don't know/no response	4%
Neither agree nor disagree (3)	21%
Mismanagement of funds affects agreement	5%
Financial concerns	2%
It is fair/user pays	2%
It is important/maintenance is needed/maintained for future generations	2%
Council should stay within their budget	1%
Other comments	7%
Don't know/no response	3%
Disagree/Strongly disagree (1-2)	7%
Financial concerns	2%
It's unfair	1%
Mismanagement of funds affects agreement	1%
Other methods of funds raising e.g. schools	1%
Council should stay within their budget	1%
User pays	<1%
Other comments	<1%
Don't know/no response	1%

Q8a. To what extent do you agree with the following statement?

Q8b. Why do you say that?

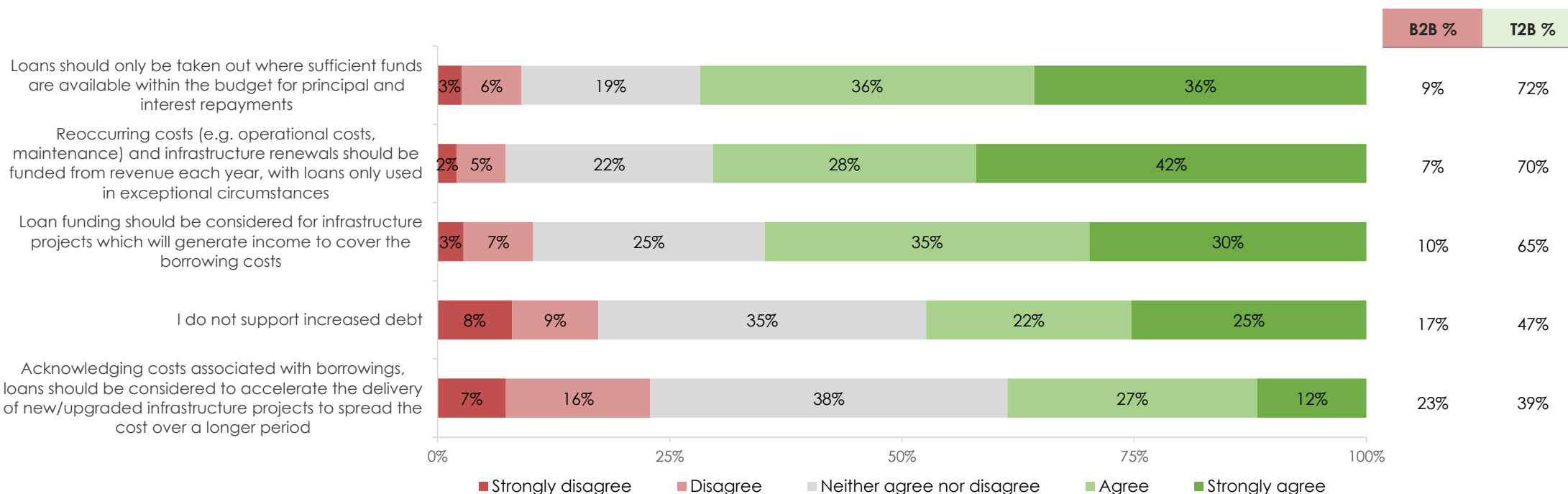
Loan Borrowing



Informed sample

Context: Borrowing for infrastructure allows councils to deliver projects sooner than otherwise would be possible, but comes at the cost of interest repayments, which may impact future budgets and rates. By 30 June 2026, Council will have \$55.8 million in debt, requiring \$7.3 million per annum in loan repayments and interest, which must be funded from annual revenue. For example, a \$20 million loan taken out over 20 years (maximum) to fund a new community facility would require \$33.5 million (principal repayment plus interest) in rating income to pay back the loan over the 20-year period.

Whilst a sizeable minority (47%) do not want Council to take on further debt, the underlying expectation is that if debt is required, Council should take a cautious approach; that is, borrowing tied to current financial sustainability and income-generating projects, rather than debt-driven acceleration of infrastructure delivery. For instance, a nett subtotal of 52% of respondents agreed/strongly agreed with both 'Loans should only be taken out where sufficient funds are available within the budget for principal and interest repayments' and 'Loan funding should be considered for infrastructure projects which will generate income to cover the borrowing costs'.



Q9a. Please state your agreement with the following principles.

Loan Borrowing



Informed sample

Agreement %	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Loans should only be taken out where sufficient funds are available within the budget for principal and interest repayments	72%	73%	71%	69%	74%	74%	69%	73%	69%	70%	76%	70%
Reoccurring costs (e.g. operational costs, maintenance) and infrastructure renewals should be funded from revenue each year, with loans only used in exceptional circumstances	70%	74%	68%	65%	77%	69%	71%	72%	67%	67%	71%	73%
Loan funding should be considered for infrastructure projects which will generate income to cover the borrowing costs	65%	73%	59%	54%	76%	69%	61%	68%	57%	54%	80%	63%
I do not support increased debt	47%	46%	49%	46%	51%	51%	40%	46%	50%	45%	55%	44%
Acknowledging costs associated with borrowings, loans should be considered to accelerate the delivery of new/upgraded infrastructure projects to spread the cost over a longer period	39%	49%	31%	35%	35%	39%	48%	39%	37%	32%	43%	41%
Base	302	125	175	27	79	121	74	245	57	67	107	128

Q9a. Please state your agreement with the following principles.

A significantly higher/lower level of agreement (by group) 61



Section 2b.

Asset Class Management



Informed sample

A snapshot of community asset conditions and current investment levels were provided in the survey. For each of the asset groups, an indication of Council's current expenditure on maintenance and renewals, together with a visual representation of each of the condition levels of very good/good, fair and poor/very poor was provided for the respondent to gain a deeper understanding.

This section is split into seven sub-sections to explore asset ratings, level of investment and support for future spend.



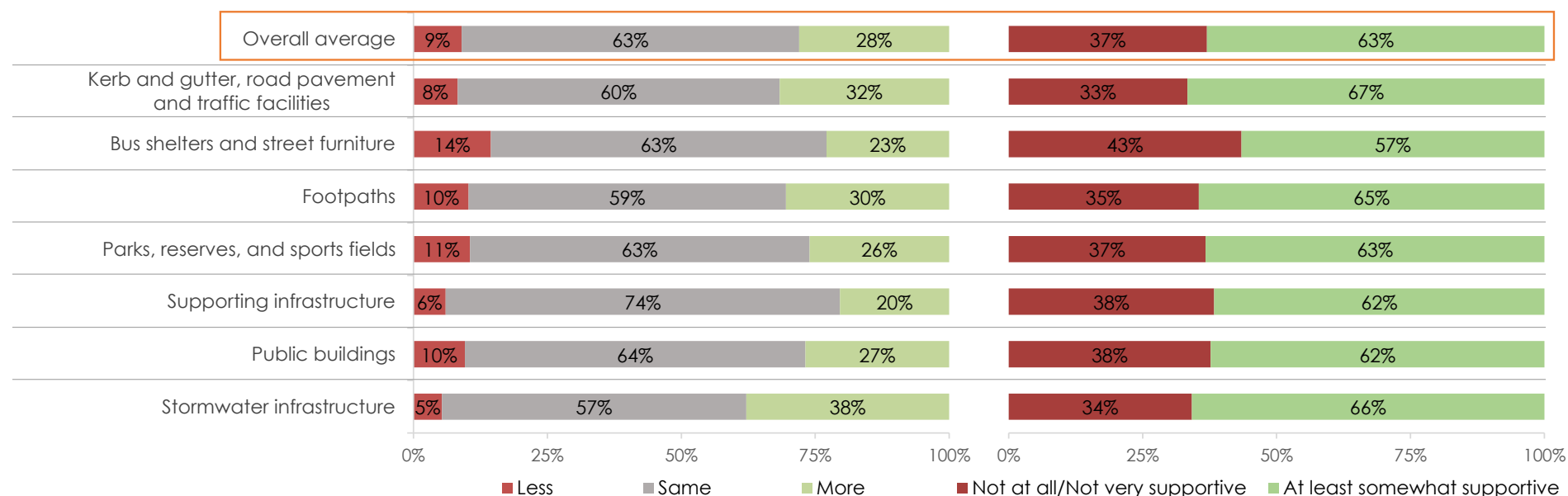
Informed sample

Investment and Support Summary

Across the seven asset classes, on average 28% of residents would like to see Council spending 'more' on facilities/infrastructure, while 63% wanted the same level of spend. On average, only 9% of residents wanted less spending. This split of investment opinion – based on a more detailed assessment of each of the seven asset classes – is very similar to the more 'top-of-mind' investment split obtained in the initial phone survey across the 51 services/infrastructure categories, where on average 23% selected improve, 64% selected maintain, and 13% selected reduce (see Slide 25).

On average, 63% of the follow-up respondents were at least somewhat supportive of paying more in rates to cover maintenance and improvement costs – with very similar results across six of the seven categories, the exception being bus shelters and street furniture with a 57% at least somewhat supportive score.

Desire for more investment, and support to pay more, is high for stormwater infrastructure (potentially influenced by recent weather events) and kerb and gutter, roads and traffic facilities, while support for paying more in rates to maintain or improve bus shelters and street furniture is lowest with 43% not supportive.



Q1-7b. Should Council spend more, the same or less for maintenance and renewal?

Q1-7c. Using the scale below, how supportive are you of paying more in rates to maintain or improve facilities in the local area?

Roads and Transport Infrastructure

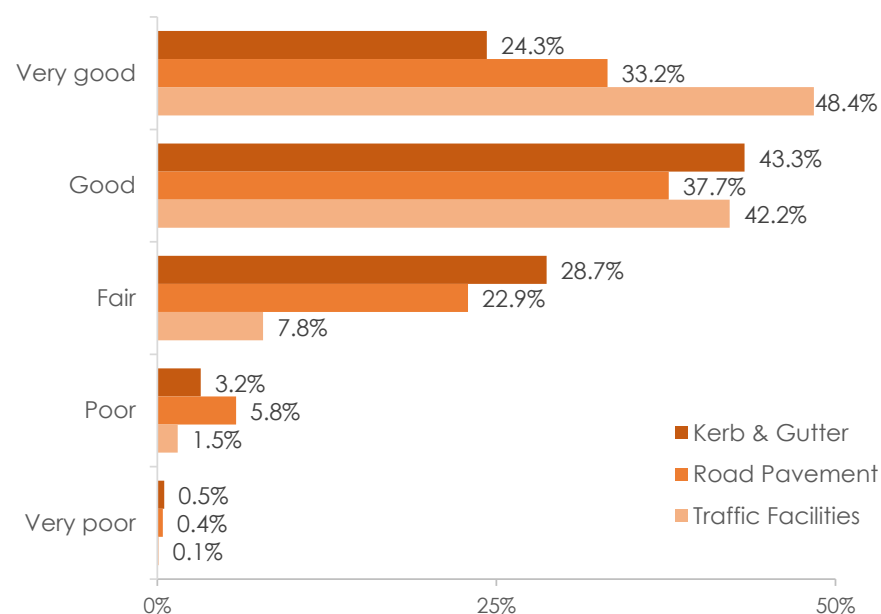


Informed sample

Context: Council manages 260km of kerb and gutter, 153km of road pavements, and 1,173 traffic facilities including median strips, raised pedestrian crossings and roundabouts.

Replacement value: \$450 million. This assumes Council's transport related infrastructure is replaced every 66 years in a like for like condition.

Current Condition Levels:



Very good/ Good:



Fair:



Poor/ Very poor:



Council needs \$6.52 million annually to maintain its road and transport infrastructure but currently has only \$5.99 million budgeted for 2025/26.

Additionally, there is a \$24 million backlog of infrastructure in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, roads and traffic facilities will continue to deteriorate, creating safety risks and travel delays.

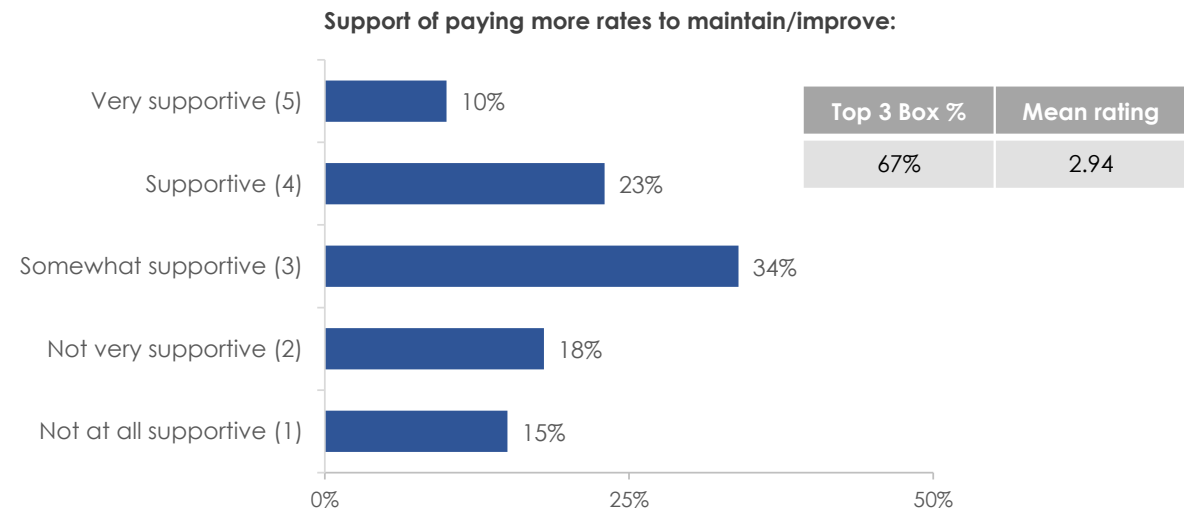
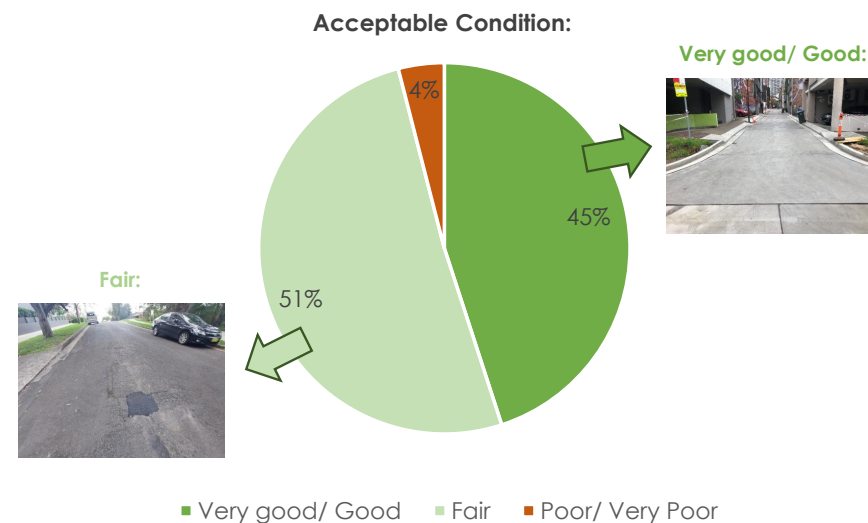
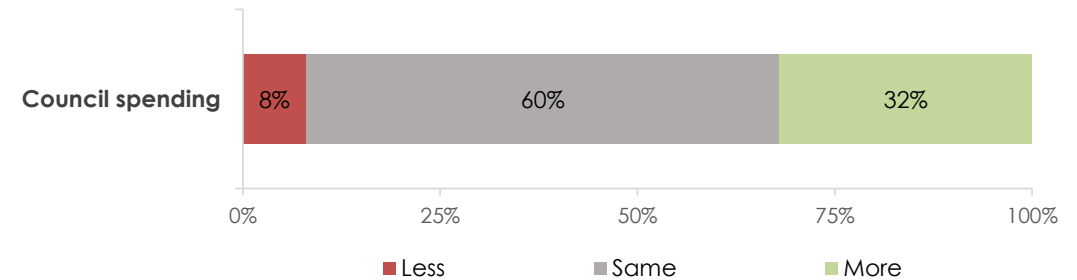
Roads and Transport Infrastructure



Informed sample

For roads and transport infrastructure;

- 51% believe 'fair' conditions are acceptable
- 92% would like to see the same or more investment (1 in 3 wanting more), and
- 67% support paying more in rates for maintenance and improvements.



Base: N = 302

Q1a. What condition do you consider acceptable for our kerb and gutter, road pavement and traffic facilities?

Q1b. Should Council spend more, the same or less on kerb and gutter, road pavement and traffic facilities maintenance and renewal?

Q1c. Using the scale below, how supportive are you of paying more in rates to maintain or improve kerb and gutter, road pavement and traffic facilities in the local area?

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

Roads and Transport Infrastructure



Informed sample

	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q1a)												
Very good/ Good	45%	39%	48%	50%	39%	41%	49%	38%	62%	54%	40%	40%
Fair	51%	57%	48%	43%	59%	55%	50%	57%	37%	38%	58%	58%
Poor/ Very poor	4%	4%	4%	8%	3%	4%	1%	5%	1%	8%	2%	2%
Council spend (Q1b)												
More	32%	26%	36%	34%	26%	28%	39%	26%	46%	35%	30%	30%
Same	60%	64%	57%	54%	68%	60%	58%	63%	52%	52%	64%	64%
Less	8%	10%	7%	12%	7%	12%	3%	11%	2%	13%	6%	6%
Support (Q1c)												
Top 3 Box %	67%	68%	66%	69%	68%	57%	72%	63%	77%	65%	68%	67%
Mean rating	2.94	3.07	2.84	2.97	2.86	2.77	3.17	2.87	3.11	2.80	3.01	3.01
Base	302	125	175	27	79	121	74	245	57	67	107	128

Scale: 1 = not at all supportive, 5 = very supportive
A significantly higher/lower level of support/percentage (by group)

Q1a. What condition do you consider acceptable for our kerb and gutter, road pavement and traffic facilities?

Q1b. Should Council spend more, the same or less on kerb and gutter, road pavement and traffic facilities maintenance and renewal?

Q1c. Using the scale below, how supportive are you of paying more in rates to maintain or improve kerb and gutter, road pavement and traffic facilities in the local area?



Informed sample

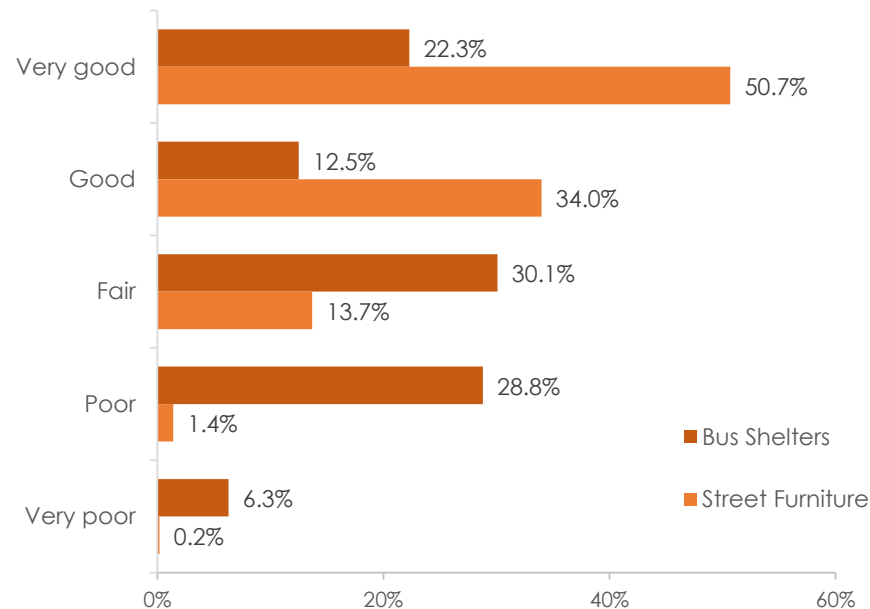
Bus Shelters and Street Furniture

Context: Council manages 66 bus shelters and 1,084 items of street furniture.

Council needs \$330,000 annually to maintain its bus shelters and street furniture, but has only \$200,000 budgeted for 2025/26.

There is also a \$2.1 million backlog of deteriorating bus shelters and street furniture in poor condition, with only \$400,000 available to address it, meaning that without increased investment, public transport users will face reduced comfort, accessibility, and safety, especially during poor weather or at night.

Current Condition Levels:



Very good/ Good:



Fair:



Poor/ Very poor:



Bus Shelters and Street Furniture

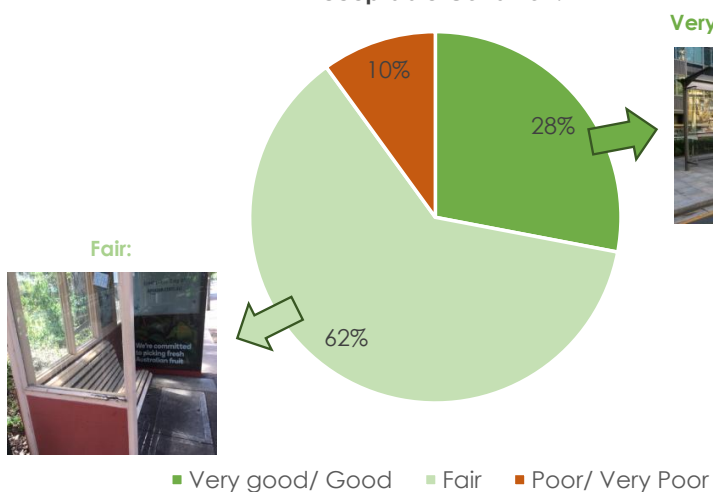


Informed sample

For bus shelters and street furniture;

- 62% believe 'fair' conditions are acceptable
- 86% would like to see the same or more investment (nearly 1 in 4 wanting more), and
- 57% support paying more in rates for maintenance and improvements (the lowest of the seven asset classes).

Acceptable Condition:



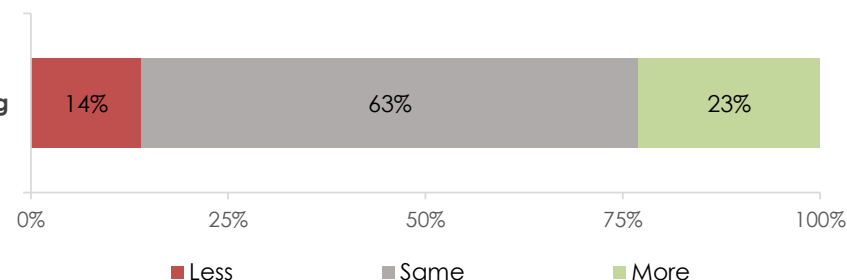
Very good/ Good:



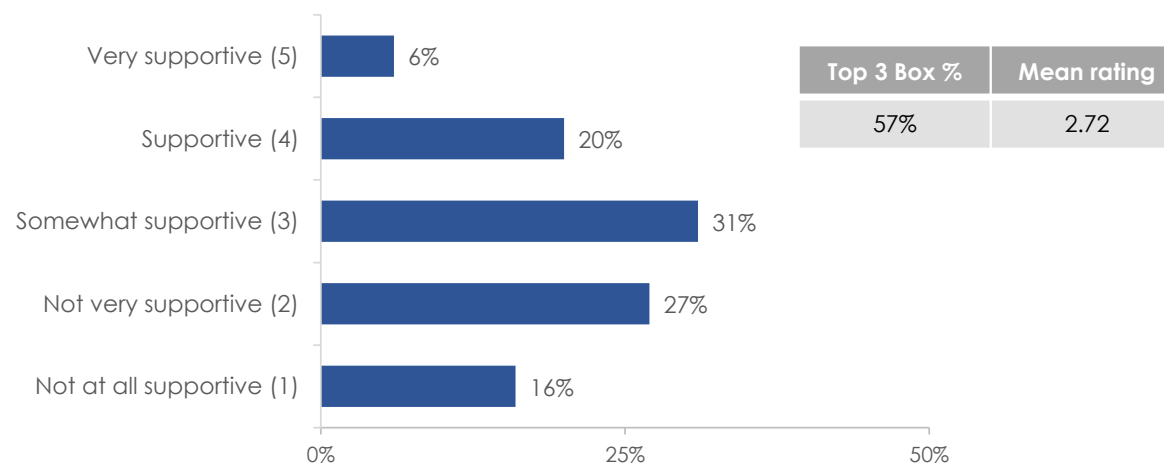
Fair:



Council spending



Support of paying more rates to maintain/improve:



Base: N = 302

Q2a. What condition do you consider acceptable for our bus shelters and street furniture?

Q2b. Should Council spend more, the same or less on bus shelters and street furniture maintenance and renewal?

Q2c. Using the scale below, how supportive are you of paying more in rates to maintain or improve bus shelters and street furniture in the local area?

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

Bus Shelters and Street Furniture



Informed sample

	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q2a)												
Very good/ Good	28%	29%	28%	38%	18%	22%	34%	25%	36%	33%	26%	26%
Fair	62%	59%	63%	46%	70%	71%	61%	64%	56%	53%	67%	65%
Poor/ Very poor	10%	12%	9%	16%	12%	7%	5%	11%	8%	14%	7%	9%
Council spend (Q2b)												
More	23%	23%	23%	31%	10%	24%	27%	18%	37%	28%	20%	20%
Same	63%	58%	66%	54%	73%	60%	65%	65%	56%	55%	63%	70%
Less	14%	19%	12%	16%	17%	17%	8%	17%	7%	17%	17%	10%
Support (Q2c)												
Top 3 Box %	57%	54%	58%	62%	60%	46%	57%	52%	70%	62%	49%	57%
Mean rating	2.72	2.78	2.68	2.77	2.70	2.53	2.87	2.62	2.98	2.75	2.63	2.75
Base	302	125	175	27	79	121	74	245	57	67	107	128

Scale: 1 = not at all supportive, 5 = very supportive
A significantly higher/lower level of support/percentage (by group)

- Q2a. What condition do you consider acceptable for our bus shelters and street furniture?
 Q2b. Should Council spend more, the same or less on bus shelters and street furniture maintenance and renewal?
 Q2c. Using the scale below, how supportive are you of paying more in rates to maintain or improve bus shelters and street furniture in the local area?

Footpaths

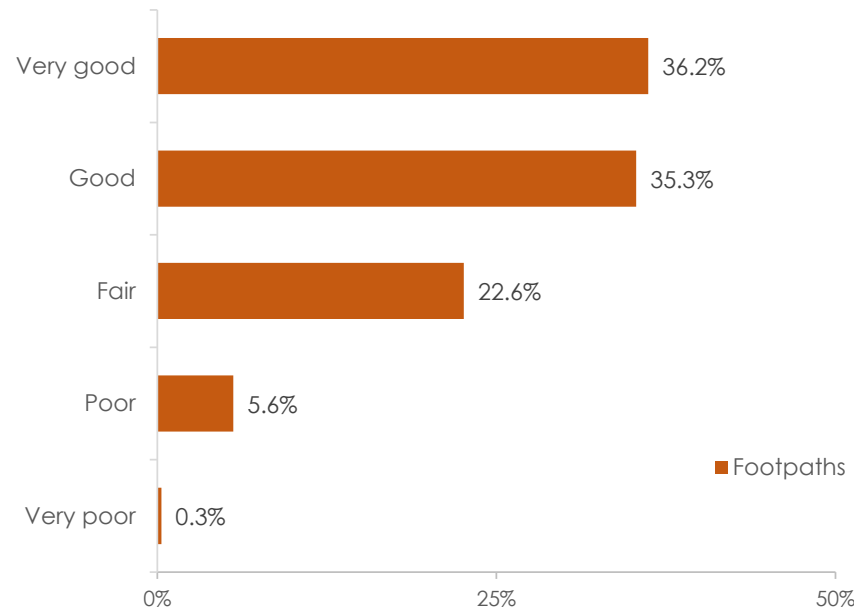


Informed sample

Context: There are approximately 265.9km of footpath assets located within road reserves and parks (including walking tracks).

Replacement value: \$155 million. This assumes Council's footpaths are replaced every 40 years on average in a like for like condition (does not consider upgraded surfaces such as granite pavers in CBD locations.)

Current Condition Levels:



Very good/ Good:



Fair:



Poor/ Very poor:



Council needs \$3.9 million annually to maintain its footpaths, but has only \$400,000 budgeted for 2025/26.

There is also a \$9.2 million backlog of footpaths in poor or very poor condition, with no dedicated budget to address it, meaning that without increased investment, aging footpaths will create accessibility and safety risks, particularly for people with mobility issues, older residents, and families.

Footpaths

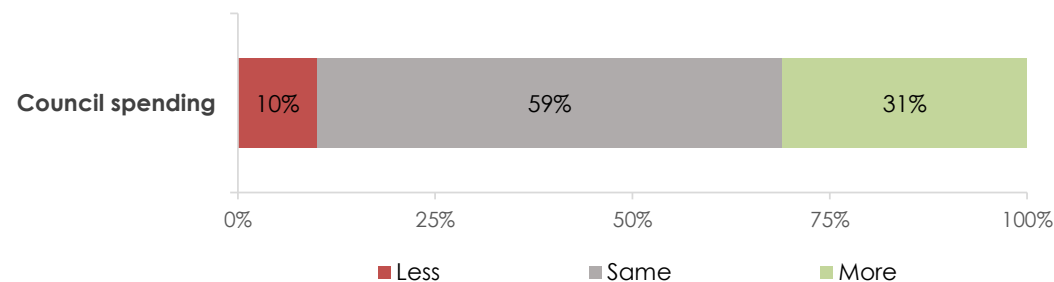
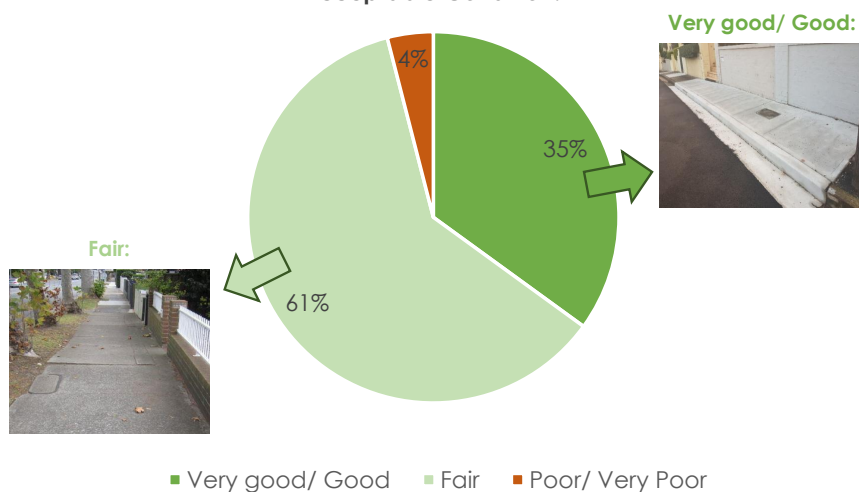


Informed sample

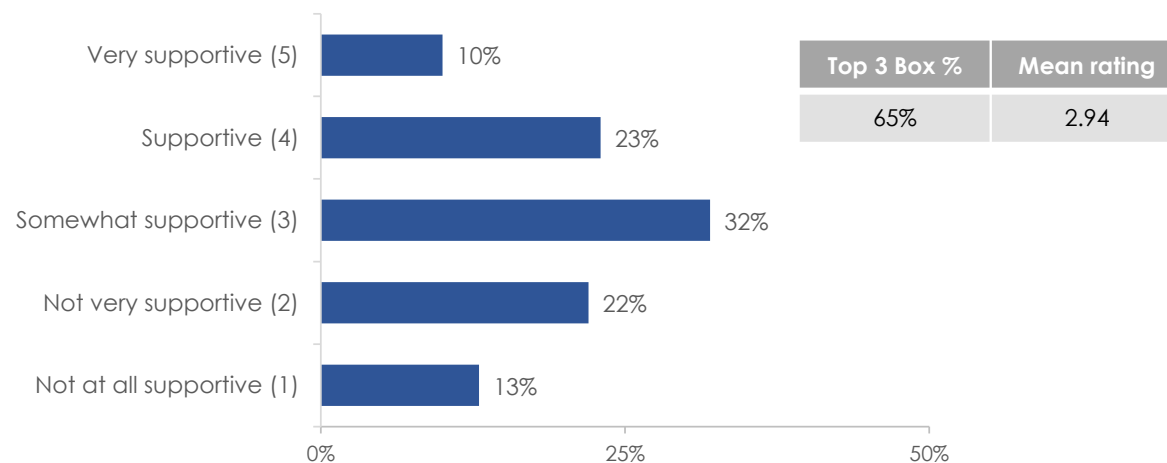
For footpaths;

- 61% believe 'fair' conditions are acceptable
- 90% would like to see the same or more investment (nearly 1 in 3 wanting more), and
- 65% support paying more in rates for maintenance and improvements.

Acceptable Condition:



Support of paying more rates to maintain/improve:



Base: N = 302

- Q3a. What condition do you consider acceptable for our footpaths?
 Q3b. Should Council spend more, the same or less on footpath maintenance and renewal?
 Q3c. Using the scale below, how supportive are you of paying more in rates to maintain or improve footpaths?

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

Footpaths



Informed sample

	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q3a)												
Very good/ Good	35%	34%	35%	34%	29%	30%	45%	31%	44%	33%	34%	36%
Fair	61%	62%	61%	58%	68%	65%	54%	64%	53%	59%	64%	61%
Poor/ Very poor	4%	5%	4%	8%	3%	5%	1%	5%	3%	8%	2%	2%
Council spend (Q3b)												
More	31%	37%	26%	19%	27%	34%	45%	31%	30%	24%	33%	34%
Same	59%	49%	66%	69%	63%	53%	50%	56%	67%	63%	58%	57%
Less	10%	14%	8%	12%	11%	13%	5%	13%	3%	12%	9%	9%
Support (Q3c)												
Top 3 Box %	65%	63%	66%	58%	68%	59%	75%	63%	69%	64%	62%	66%
Mean rating	2.94	2.96	2.93	2.73	2.99	2.76	3.33	2.90	3.03	2.86	2.98	2.98
Base	302	125	175	27	79	121	74	245	57	67	107	128

Scale: 1 = not at all supportive, 5 = very supportive
A significantly higher/lower level of support/percentage (by group)

- Q3a. What condition do you consider acceptable for our footpaths?
 Q3b. Should Council spend more, the same or less on footpath maintenance and renewal?
 Q3c. Using the scale below, how supportive are you of paying more in rates to maintain or improve footpaths?

Parks, Reserves and Sportsfields

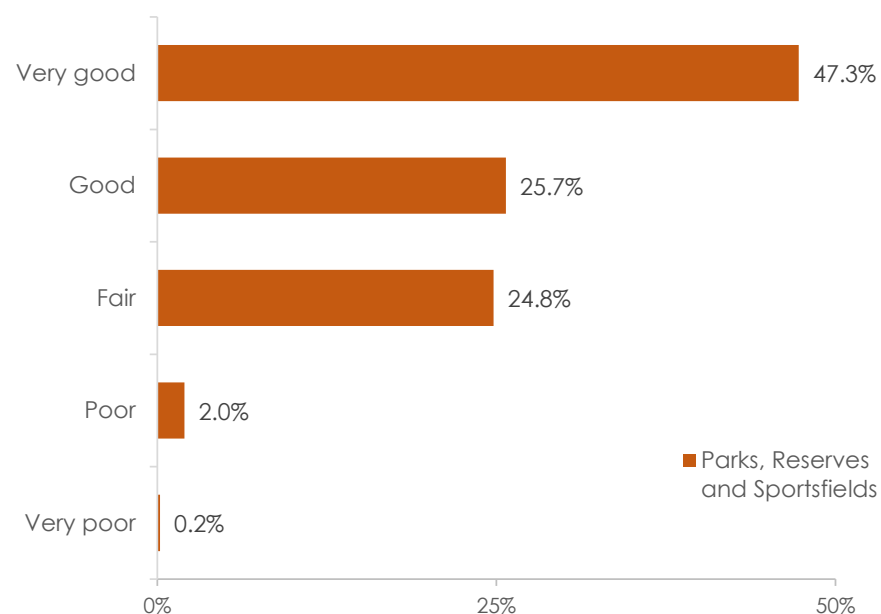


Informed sample

Context: There are approximately 2,508 items of furniture, 44 playgrounds and 88 sporting related assets within Council parks and reserves.

Replacement value: \$40.2 million. This assumes these assets are replaced every 25 years on average in a like for like condition (does not consider upgraded surfaces or equipment).

Current Condition Levels:



Very good/ Good:



Fair:



Poor/ Very poor:



Council needs \$1.6 million annually to maintain its parks, recreational assets, but has only \$610,000 budgeted for 2025/26.

There is also a \$900,000 backlog of parks infrastructure in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, play equipment, sports facilities, and open spaces will degrade. This will have impacts on the accessibility and useability of our open spaces.

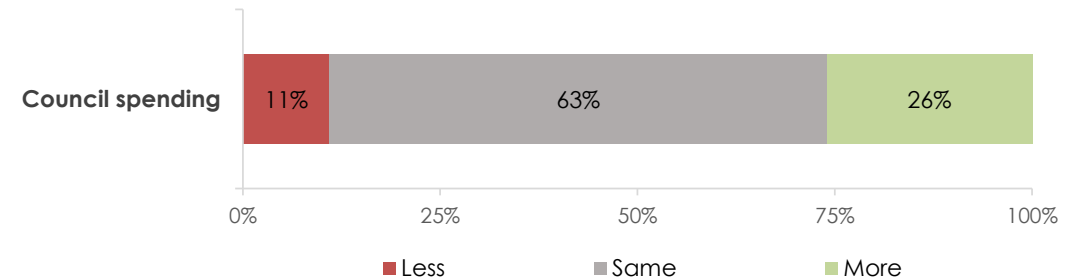
Parks, Reserves and Sportsfields



Informed sample

For parks, reserves and sportsfields;

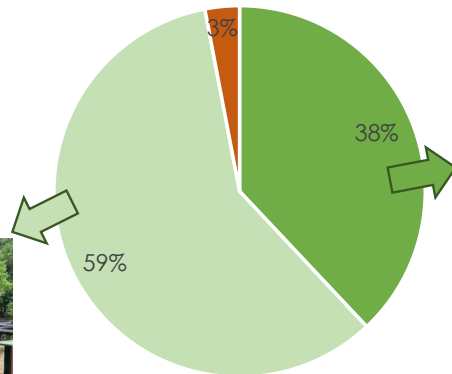
- 59% believe 'fair' conditions are acceptable
- 89% would like to see the same or more investment (1 in 4 wanting more), and
- 63% support paying more in rates for maintenance and improvements.



Acceptable Condition:

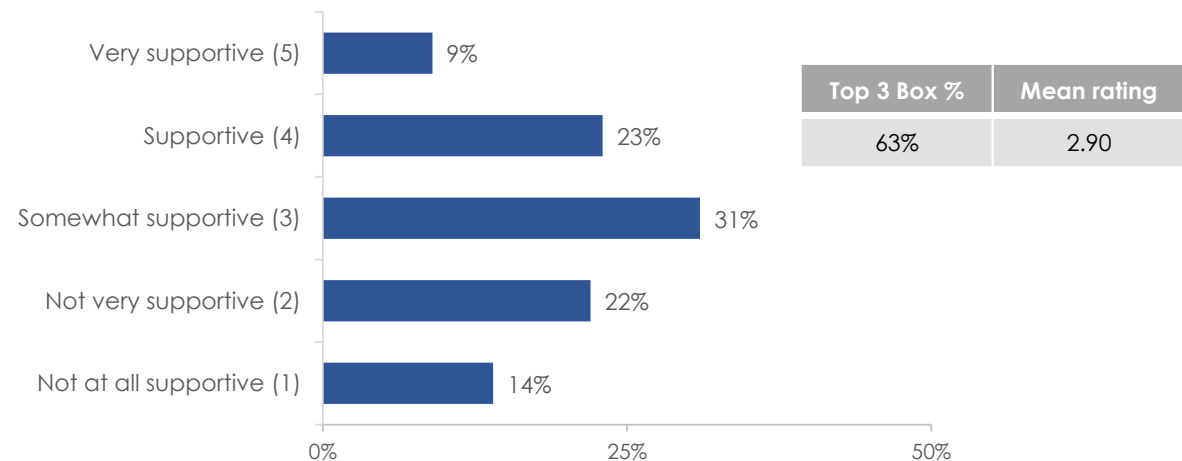
Very good/ Good:

Fair:



■ Very good/ Good ■ Fair ■ Poor/ Very Poor

Support of paying more rates to maintain/improve:



Base: N = 302

Q4a. What condition do you consider acceptable for our parks and recreational assets?

Q4b. Should Council spend more, the same or less on parks and recreational assets in terms of maintenance and renewal?

Q4c. Using the scale below, how supportive are you of paying more in rates to maintain or improve parks, reserves, and sports fields in the local area?

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

Parks, Reserves and Sportsfields



Informed sample

	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q4a)												
Very good/ Good	38%	33%	41%	54%	26%	28%	42%	33%	51%	38%	35%	40%
Fair	59%	61%	58%	42%	73%	66%	57%	63%	49%	58%	64%	57%
Poor/ Very poor	3%	5%	2%	4%	1%	6%	1%	4%	0%	5%	1%	3%
Council spend (Q4b)												
More	26%	30%	24%	31%	22%	24%	27%	23%	34%	25%	24%	29%
Same	63%	59%	67%	58%	70%	61%	65%	65%	60%	63%	67%	61%
Less	11%	12%	10%	12%	8%	15%	8%	12%	6%	12%	9%	11%
Support (Q4c)												
Top 3 Box %	63%	61%	65%	65%	67%	55%	65%	59%	74%	65%	62%	62%
Mean rating	2.90	2.92	2.89	2.96	3.00	2.65	2.96	2.79	3.20	2.95	2.93	2.83
Base	302	125	175	27	79	121	74	245	57	67	107	128

Scale: 1 = not at all supportive, 5 = very supportive
A significantly higher/lower level of support/percentage (by group)

Q4a. What condition do you consider acceptable for our parks and recreational assets?

Q4b. Should Council spend more, the same or less on parks and recreational assets in terms of maintenance and renewal?

Q4c. Using the scale below, how supportive are you of paying more in rates to maintain or improve parks, reserves, and sports fields in the local area?

Supporting Infrastructure

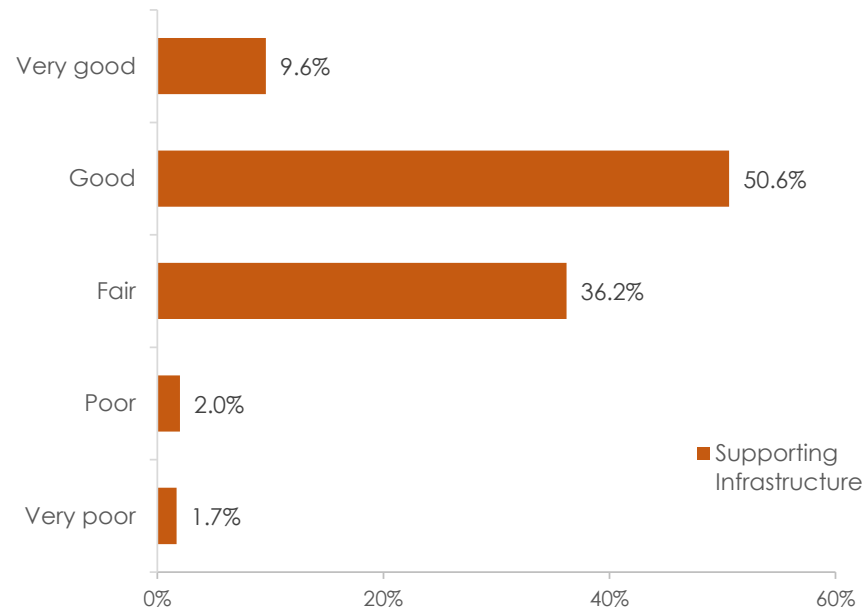


Informed sample

Context: Council manages approximately 44km of fences, 2,618 bollards, 1,874 lighting assets, 44 marine structures, 25km of retaining walls and 4.9km of seawalls.

Replacement value: \$303.9 million. This assumes these assets are replaced every 74 years on average in a like for like condition (does not consider upgraded materials or equipment).

Current Condition Levels:



Very good/ Good:



Fair:



Poor/ Very poor:



The Council needs \$4.1 million annually to maintain its supporting infrastructure, but has only \$1.33 million budgeted for 2025/26.

There is also an \$11 million backlog of supporting infrastructure in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, essential supporting infrastructure may fail, leading to reduced safety, usability, and increased long-term repair costs.

Supporting Infrastructure

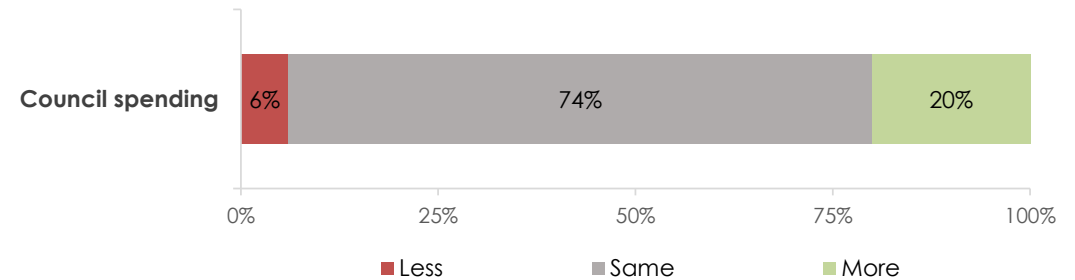
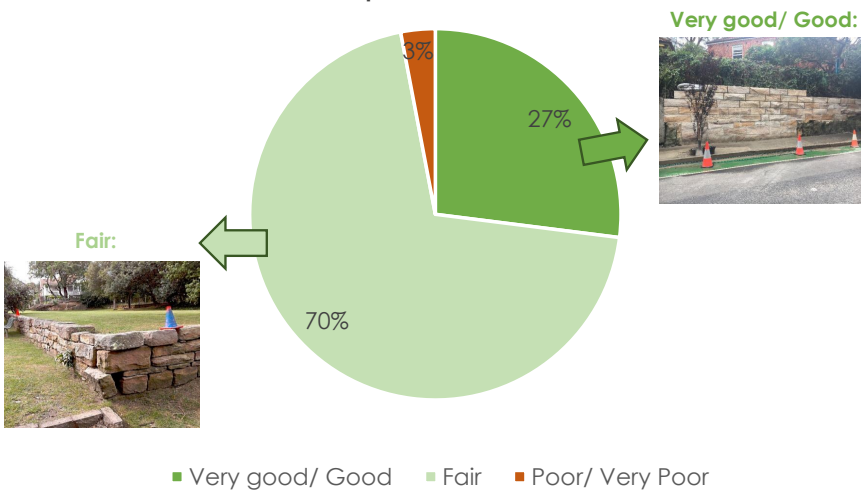


Informed sample

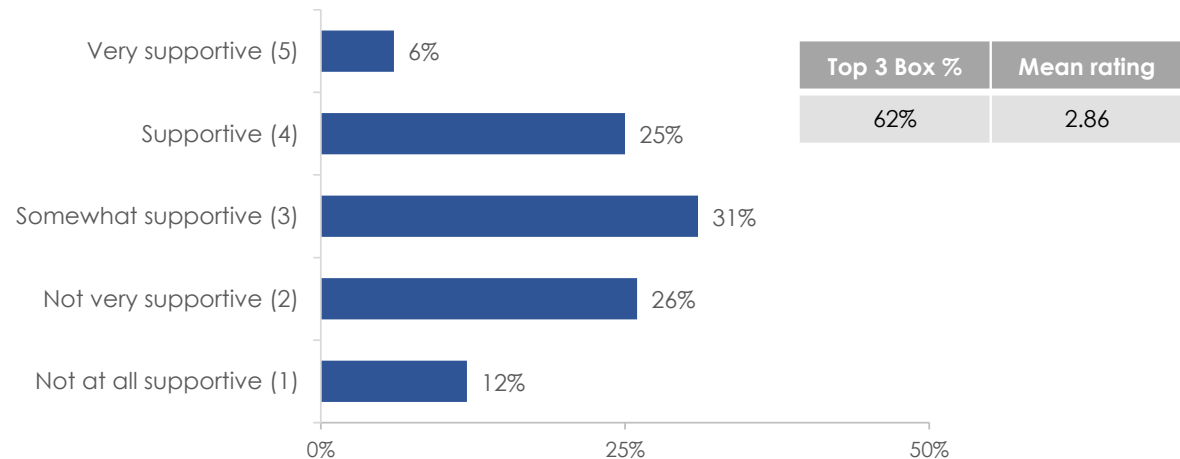
For supporting infrastructure;

- 70% believe 'fair' conditions are acceptable
- 94% would like to see the same or more investment (1 in 5 wanting more), and
- 62% support paying more in rates for maintenance and improvements.

Acceptable Condition:



Support of paying more rates to maintain/improve:



Base: N = 302

Q5a. What condition do you consider acceptable for supporting infrastructure?

Q5b. Should Council spend more, the same or less on supporting infrastructure maintenance and renewal?

Q5c. Using the scale below, how supportive are you of paying more in rates to maintain or improve supporting infrastructure in the local area?

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

Supporting Infrastructure



Informed sample

	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q5a)												
Very good/ Good	27%	29%	25%	31%	14%	26%	38%	23%	37%	25%	27%	29%
Fair	70%	64%	74%	61%	86%	70%	61%	72%	63%	68%	72%	70%
Poor/ Very poor	3%	6%	1%	8%	0%	3%	1%	5%	0%	7%	2%	1%
Council spend (Q5b)												
More	20%	19%	21%	11%	14%	28%	31%	20%	21%	16%	25%	20%
Same	74%	72%	75%	81%	81%	65%	65%	72%	78%	76%	71%	74%
Less	6%	8%	4%	8%	5%	7%	4%	8%	1%	8%	4%	6%
Support (Q5c)												
Top 3 Box %	62%	63%	61%	58%	62%	59%	69%	60%	67%	60%	62%	63%
Mean rating	2.86	2.89	2.83	2.77	2.85	2.71	3.12	2.79	3.02	2.76	2.93	2.90
Base	302	125	175	27	79	121	74	245	57	67	107	128

Scale: 1 = not at all supportive, 5 = very supportive
A significantly higher/lower level of support/percentage (by group)

Q5a. What condition do you consider acceptable for supporting infrastructure?

Q5b. Should Council spend more, the same or less on supporting infrastructure maintenance and renewal?

Q5c. Using the scale below, how supportive are you of paying more in rates to maintain or improve supporting infrastructure in the local area?

Buildings

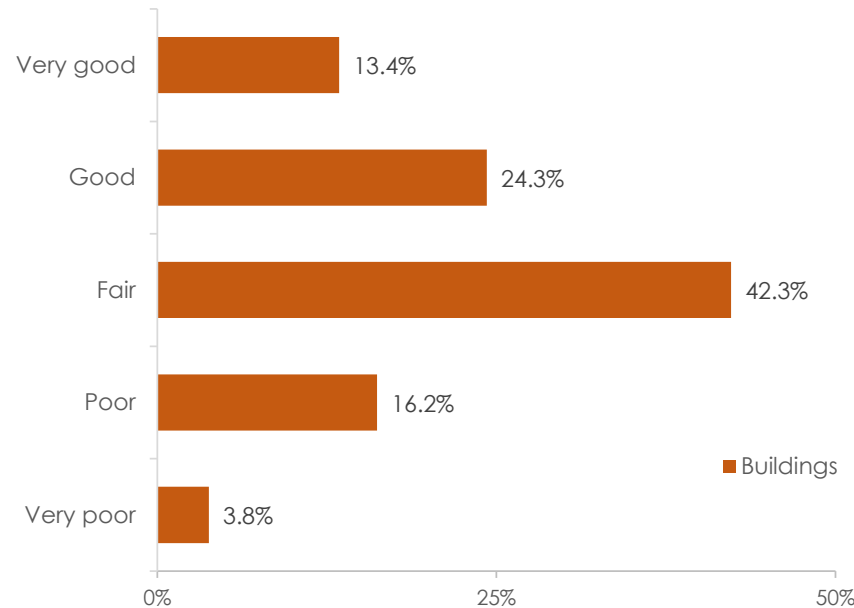


Informed sample

Context: Council owns 140 buildings. These include Civic and Operational Buildings (e.g. Council Chambers, Depots, Library etc), community centres and halls, childcare centres, indoor sports centre, clubhouses, public amenities, North Sydney Oval buildings, Coal Loader buildings, community housing and museums. In addition, Council owns 11 investment properties.

Replacement value: \$347 million. This assumes these assets are replaced every 68.7 years on average in a like for like condition (does not consider upgrades or improved finishes).

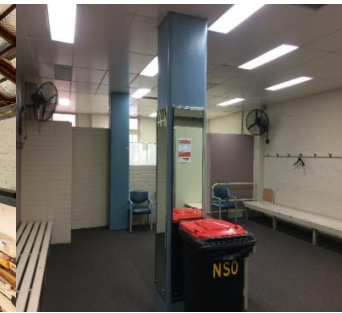
Current Condition Levels:



Very good/ Good:



Fair:



Poor/ Very poor:



Council needs \$5 million annually to maintain its buildings, but has only \$3.895 million budgeted for 2025/26. There is also a \$69.4 million backlog of buildings in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, community buildings may become unusable or unsafe, impacting service delivery and increasing final repair costs.

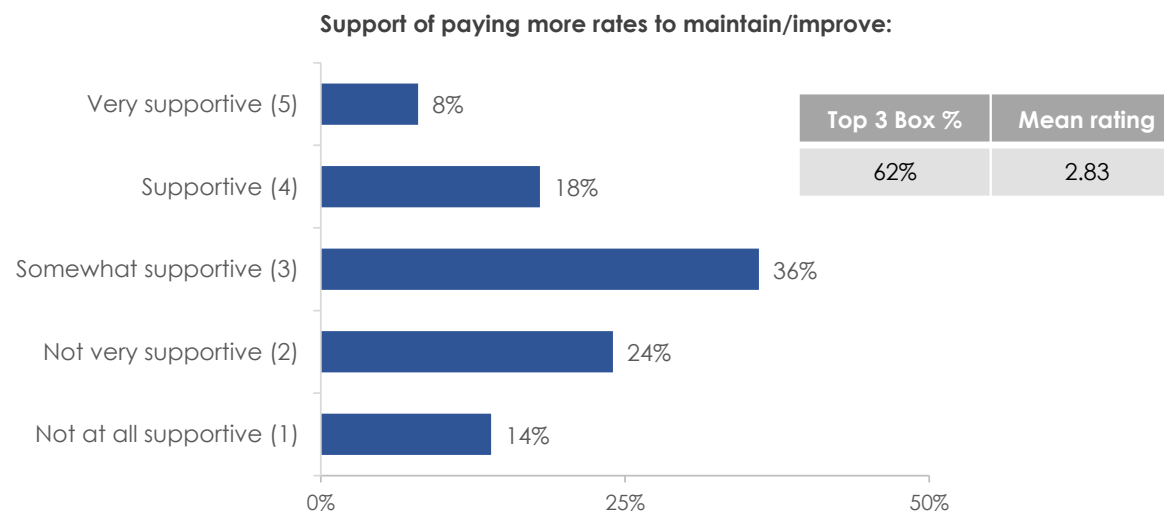
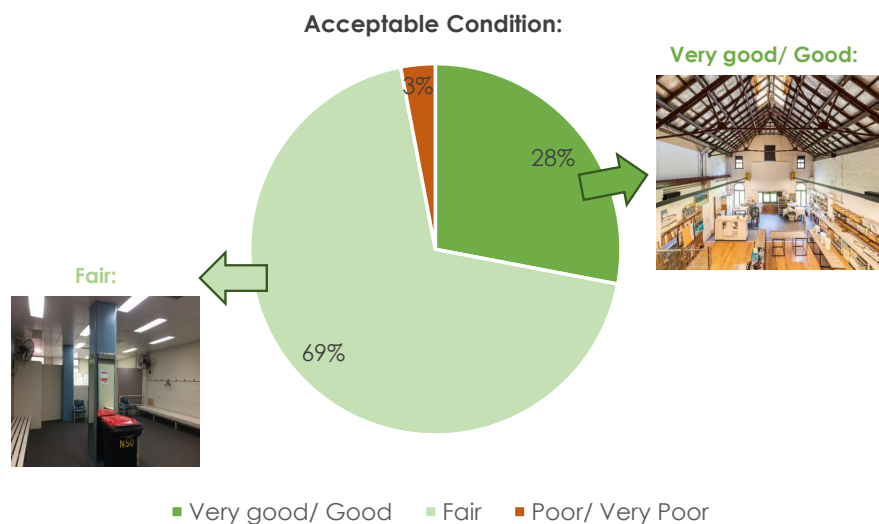
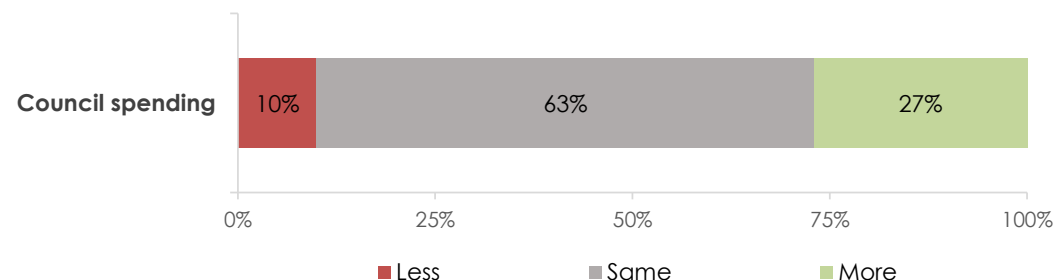
Buildings



Informed sample

For public buildings;

- 69% believe 'fair' conditions are acceptable
- 90% would like to see the same or more investment (1 in 4 wanting more), and
- 62% support paying more in rates for maintenance and improvements.



Base: N = 302

Q6a. What condition do you consider acceptable for our buildings?

Q6b. Should Council spend more, the same or less on building maintenance and renewal?

Q6c. Using the scale below, how supportive are you of paying more in rates to maintain or improve public buildings in the local area?

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

Buildings



Informed sample

	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q6a)												
Very good/ Good	28%	31%	26%	23%	21%	28%	42%	26%	32%	28%	28%	27%
Fair	69%	64%	73%	73%	78%	66%	57%	71%	65%	67%	68%	71%
Poor/ Very poor	3%	5%	2%	4%	1%	6%	1%	3%	3%	4%	4%	1%
Council spend (Q6b)												
More	27%	25%	28%	27%	21%	25%	37%	22%	39%	33%	23%	24%
Same	63%	65%	63%	58%	73%	64%	59%	68%	53%	53%	70%	68%
Less	10%	10%	9%	15%	6%	12%	4%	10%	8%	15%	7%	7%
Support (Q6c)												
Top 3 Box %	62%	63%	62%	62%	65%	54%	68%	59%	72%	63%	62%	62%
Mean rating	2.83	2.83	2.83	2.81	2.84	2.62	3.06	2.72	3.10	2.84	2.75	2.87
Base	302	125	175	27	79	121	74	245	57	67	107	128

Scale: 1 = not at all supportive, 5 = very supportive
A significantly higher/lower level of support/percentage (by group)

- Q6a. What condition do you consider acceptable for our buildings?
 Q6b. Should Council spend more, the same or less on building maintenance and renewal?
 Q6c. Using the scale below, how supportive are you of paying more in rates to maintain or improve public buildings in the local area?

Stormwater

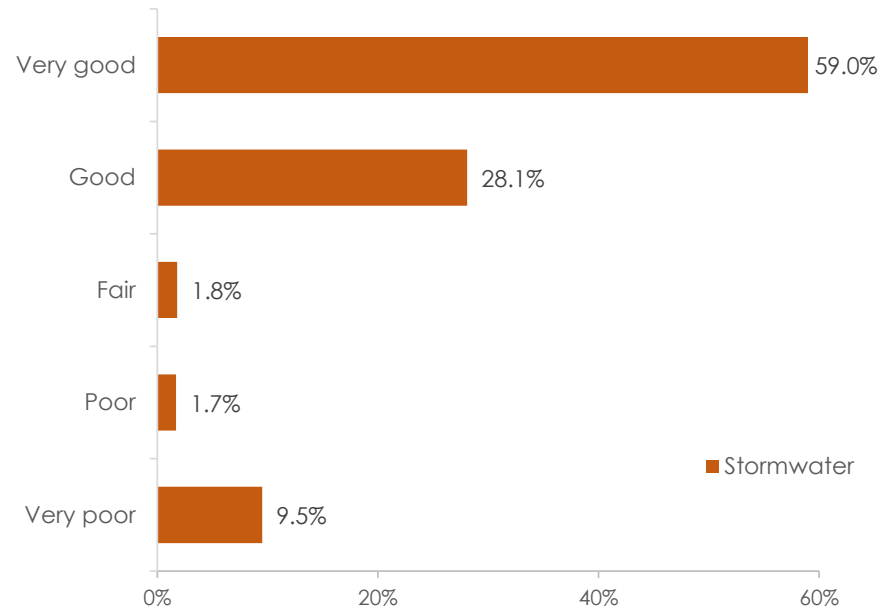


Informed sample

Context: Council manages 27 Gross Pollutant Traps, 107km of stormwater pipes, and 6,659 stormwater pits.

Replacement value: \$270.5 million. This assumes Council's stormwater infrastructure is replaced every 112 years on average in a like for like condition.

Current Condition Levels:



Very good/ Good:



Fair:



Poor/ Very poor:



The Council needs \$2.4 million annually to maintain its stormwater infrastructure, but has only \$800,000 budgeted for 2025/26.

There is also a \$30.1 million backlog of stormwater systems in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, aging stormwater systems may increase local flooding, environmental damage, and emergency repair costs during major weather events.

Stormwater

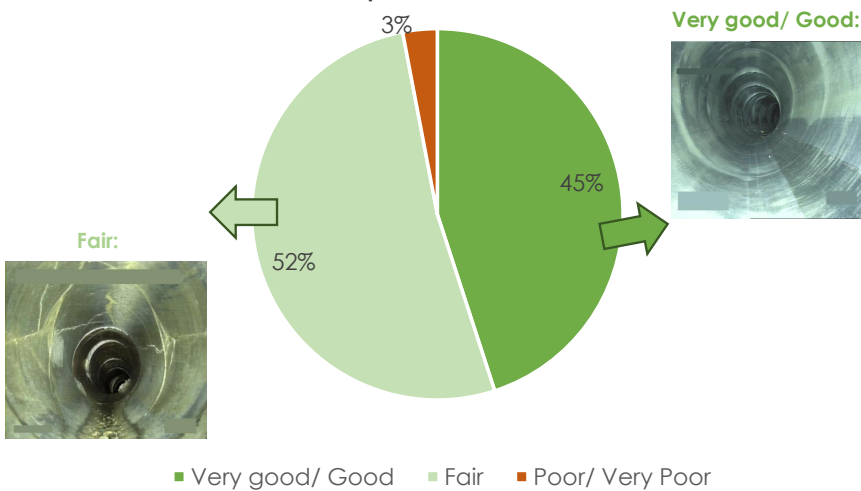


Informed sample

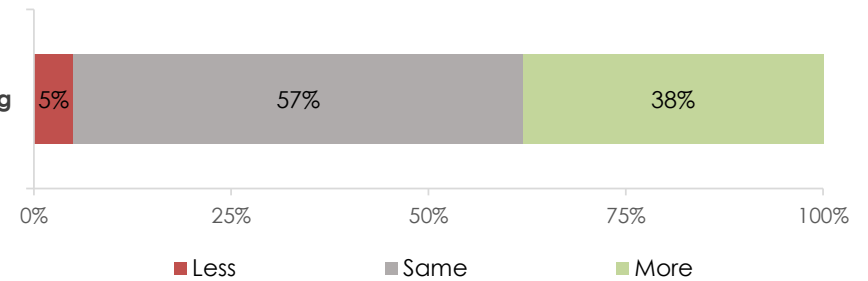
For stormwater assets;

- 52% believe 'fair' conditions are acceptable and 45% prefer 'very good/ good' conditions
- 95% would like to see the same or more investment (38% wanting more), and
- 66% support paying more in rates for maintenance and improvements.

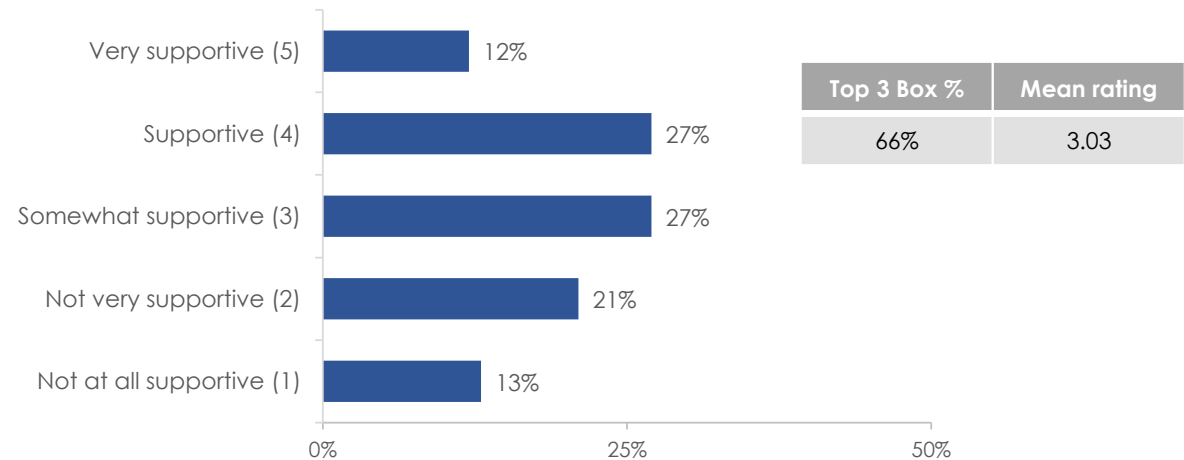
Acceptable Condition:



Council spending



Support of paying more rates to maintain/improve:



Base: N = 302

Q7a. What condition do you consider acceptable for stormwater assets?

Q7b. Should Council spend more, the same or less on stormwater infrastructure maintenance and renewal?

Q7c. Using the scale below, how supportive are you of paying more in rates to maintain or improve stormwater infrastructure in the local area?

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

Stormwater



Informed sample

	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q7a)												
Very good/ Good	45%	45%	46%	50%	32%	39%	61%	42%	53%	48%	37%	49%
Fair	52%	53%	50%	46%	65%	56%	37%	55%	42%	47%	60%	49%
Poor/ Very poor	3%	2%	4%	4%	3%	4%	3%	3%	5%	5%	2%	2%
Council spend (Q7b)												
More	38%	34%	41%	30%	28%	39%	57%	37%	40%	35%	36%	41%
Same	57%	58%	56%	66%	65%	50%	43%	56%	58%	59%	60%	52%
Less	5%	8%	3%	4%	7%	11%	0%	7%	2%	5%	4%	7%
Support (Q7c)												
Top 3 Box %	66%	66%	66%	62%	65%	62%	76%	65%	68%	64%	63%	70%
Mean rating	3.03	3.09	2.98	3.04	2.94	2.86	3.28	2.98	3.16	2.92	2.98	3.15
Base	302	125	175	27	79	121	74	245	57	67	107	128

Scale: 1 = not at all supportive, 5 = very supportive
A significantly higher/lower level of support/percentage (by group)

Q7a. What condition do you consider acceptable for stormwater assets?

Q7b. Should Council spend more, the same or less on stormwater infrastructure maintenance and renewal?

Q7c. Using the scale below, how supportive are you of paying more in rates to maintain or improve stormwater infrastructure in the local area?



Section 2c.

Council Performance and Consultation

This section explores residents' feedback about the consultation as well as Council's overall performance.



Informed sample

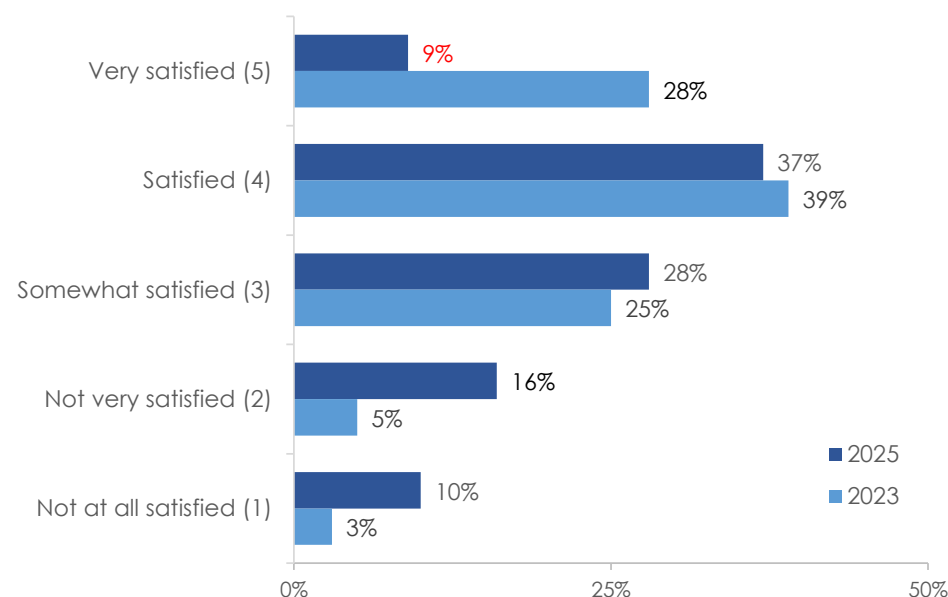
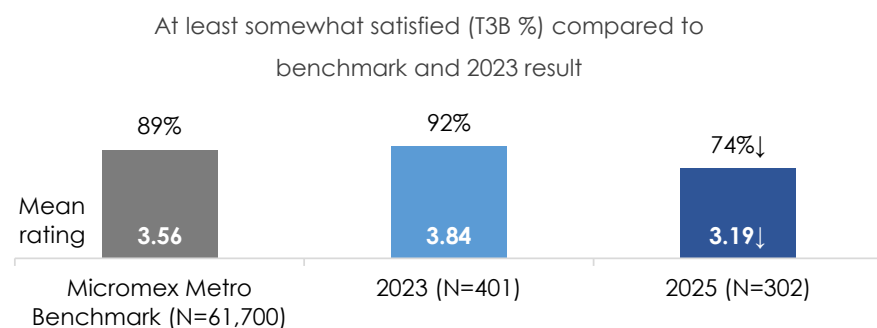


Informed sample

Overall Satisfaction with the Performance of Council

74% of residents are at least somewhat satisfied with the performance of Council, this increases to 94% amongst non-ratepayers.

The results are significantly lower than in 2023 (92%) and are lower than the Micromex Metro Benchmark (89%).



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	74%	67%	79%	80%	77%	66%	72%	67%	94%	82%	72%	68%
Mean rating	3.19	3.01	3.31	3.42	3.20	2.90	3.19	3.03	3.60	3.39	3.09	3.08
Base	302	125	175	27	79	121	74	245	57	67	107	128

Base: N = 302 ↑↓ = A significantly higher/lower level of satisfaction (compared to Benchmark and 2023)

Q11. How satisfied are you with the performance of Council, and their services, not just on one or two issues but across all responsibility areas?

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

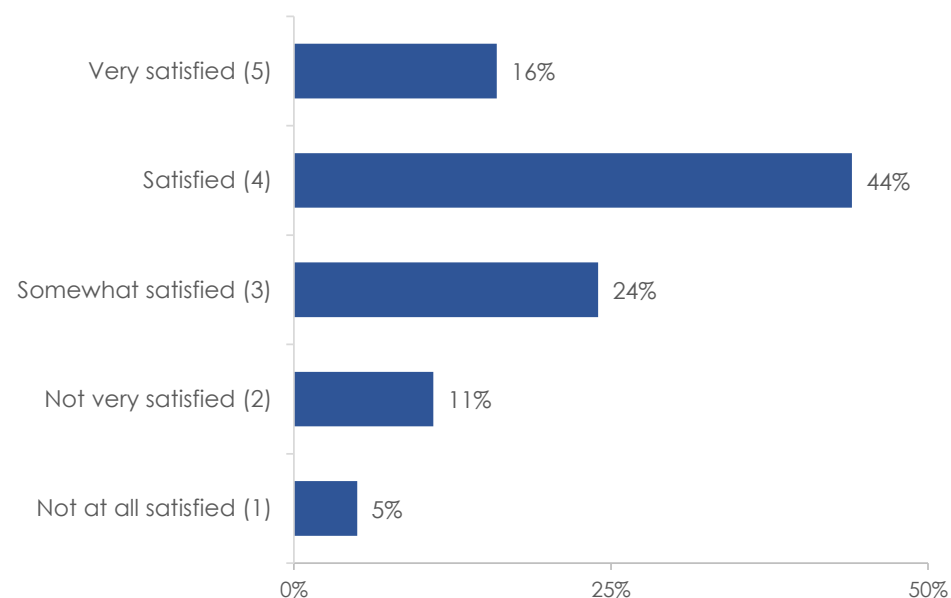


Informed sample

Overall Satisfaction with this Community Consultation

84% of residents were at least somewhat satisfied with the community consultation, overall.

Females and non-ratepayers were more satisfied.



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	84%	78%	87%	84%	85%	78%	87%	82%	88%	85%	85%	81%
Mean rating	3.53	3.35	3.66	3.68	3.45	3.41	3.58	3.44	3.79	3.59	3.55	3.48
Base	302	125	175	27	79	121	74	245	57	67	107	128

Base: N = 302

Q10d. Overall, how satisfied are you with this community consultation?

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



Informed sample

Overall Satisfaction with this Community Consultation

Feedback regarding the consultation was generally positive, with residents expressing satisfaction with the process and the level of detail/information provided.

Some residents cited concerns regarding Council transparency, and financial management, and concerns that resident feedback won't be adequately considered.

Example verbatims:

"Comprehensive, backed with data and visuals. Easy to follow to determine my point of view. Thank you" (Rated 4)

"I'm pleased they are consulting ratepayers and welcoming our point of view" (Rated 4)

"It's good to see facts and figures, but the swimming pool project seems to have been glossed over" (Rated 4)

"Council are very poor at feeding back responses and reacting to community needs" (Rated 3)

"It is self-serving for council's interests in lobbying for higher rates (if that is the only financial rescue). for example, it does not consider asset sales, which is a normal option for dealing with financial distress" (Rated 2)

Reason for satisfaction rating	N=302
Satisfied/Very satisfied (4-5)	60%
Informative/thorough/detailed	26%
No issues/everything was fine	17%
Council management, e.g. listening to the community/ financial management	7%
Should have been able to provide more answers/comments	4%
Need more information/details	3%
Other comments	3%
Don't know/no response	5%
Somewhat satisfied (3)	24%
Council management, e.g. listening to the community/ financial management	8%
Need more information/details	6%
No issues/everything was fine	4%
Should have been able to provide more answers/comments	3%
Informative/thorough/detailed	2%
Other comments	1%
Don't know/no response	3%
Not at all/Not very satisfied (1-2)	16%
Council management, e.g. listening to the community/ financial management	8%
Did not like the structure of questions/survey limitations	7%
Should have been able to provide more answers/comments	3%
Need more information/details	2%
Not enough community consultation	2%
Other comments	2%
Don't know/no response	<1%

Q10d. Overall, how satisfied are you with this community consultation?

Q10e. Why do you say that?

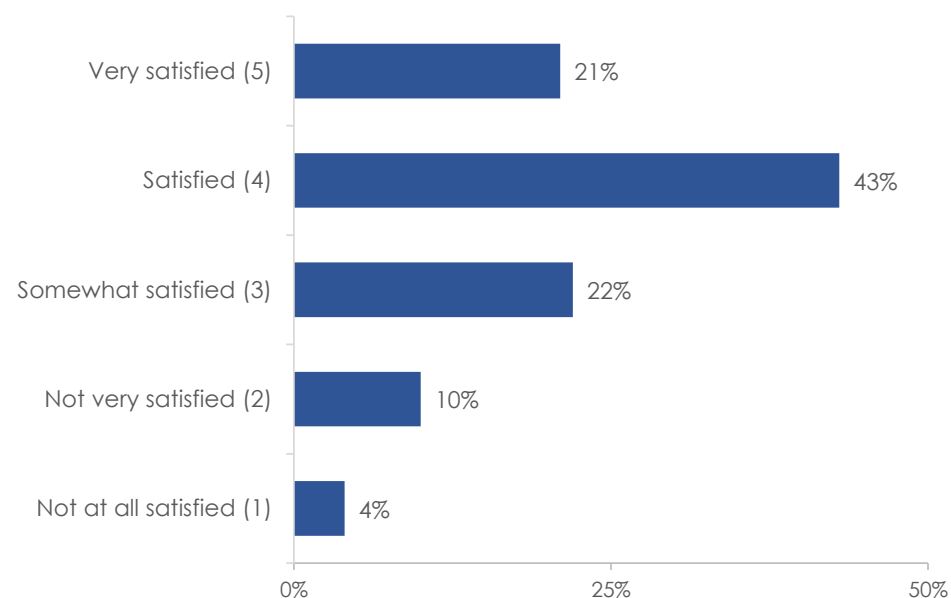


Informed sample

Satisfaction with the Level of Information Provided

86% of residents were at least somewhat satisfied with the level of information provided in this consultation, with 1 in 5 stating they were 'very satisfied'.

Females and non-ratepayers were more satisfied.



	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	86%	81%	89%	88%	86%	83%	85%	83%	93%	82%	88%	87%
Mean rating	3.66	3.48	3.78	3.80	3.51	3.63	3.68	3.56	3.91	3.62	3.65	3.70
Base	302	125	175	27	79	121	74	245	57	67	107	128

Base: N = 302

Q10c. How satisfied were you with the level of information provided to you in this consultation?

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



Appendix 1

Additional Analyses

Alternative Sources of Revenue



At least somewhat supportive (T3B%)	Overall	Gender		Age				Ratepayer status		Time lived in area		
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Corporate/private event hire of the Olympic Pool	87%	90%	84%	87%	86%	93%	81%	89%	81%	81%	91%	89%
New/increased fees for commercial/large group park use	77%	83%	72%	72%	78%	83%	78%	83%	63%	73%	76%	82%
Naming rights for local facilities	74%	76%	72%	72%	75%	81%	67%	76%	67%	69%	80%	72%
Ticketing entry to parks on New Year's Eve	65%	66%	64%	61%	69%	71%	60%	69%	55%	62%	68%	65%
More commercial advertising in public places	62%	65%	60%	59%	72%	70%	46%	63%	60%	61%	70%	58%
Increased parking enforcement	47%	53%	41%	45%	43%	50%	51%	49%	39%	49%	43%	47%
Base (maximum)	605	281	324	194	174	120	118	438	167	206	189	210



Appendix 2

Questionnaire

**North Sydney Council
Recruit Survey
2025**

Good evening, my name is and I am calling on behalf of North Sydney Council, from a company called Micromex. We are conducting research about local services and assets provided by Council. Would now be a good time to share your opinions?

QA. Which of the following describes your relationship to the North Sydney Local Government Area? (MR)

Position	Answers	Notes
1	I live in the area	Mandatory
2	I operate or rent a business in the area	
3	I own business property	
4	I own residential property but do not live in the area	Online only
5	I am a student in the area	
6	I visit the area	Online only
7	I work in the area	
8	Other (please specify)	Online only

Q1. What suburb do you live in? (SR)

Position	Answers	Notes
1	Cammeray	
2	Cremorne	
3	Cremorne Point	
4	Crows Nest	
5	Kirribilli	
6	Kurraba Point	
7	Lavender Bay	
8	McMahons Point	
9	Milsons Point	
10	Neutral Bay	
11	North Sydney	
12	St Leonards	
13	Waverton	
14	Wollstonecraft	
15	Other	Online Only

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

Value	Answers	Notes
6	Excellent	
5	Very good	
4	Good	
3	Fair	
2	Poor	
1	Very poor	

North Sydney Council is currently working to strengthen service and infrastructure delivery to support quality of life now and into the future.

Based on Council's current financial position, together with ageing infrastructure, it has been determined that current service levels are unsustainable. A review of rating levels has also indicated the average rates in North Sydney Local Government area are low compared to many local councils.

Together with the community, Council must make some difficult decisions and compromises to shape the future. Council is asking for your help to guide this process by sharing your opinion on services, infrastructure, and rating levels.

Q3. Thinking generally about service provision, On a scale of 1 to 5, where 1 means you would prefer for Council to focus more on lower-cost services and infrastructure, even if this means lower quality, or fewer options, and 5 means you prefer to see Council focus on providing high-quality services and infrastructure, even if it comes at a higher cost. How would you rate your position on this area? FLIP

Value	Answers	Notes
1	Lower-cost services and infrastructure, even if this means less quality or fewer options	
2		
3		
4		
5	High-quality services and infrastructure, even if it comes at a higher cost	

Category Specific Questions

We would now like you to think about specific services and infrastructure in the North Sydney local area. For each of these we will ask you if you think Council should:

- Reduce services/ reduce maintenance of infrastructure (i.e. shorter opening hours, reduced quality)
- Maintain services or infrastructure
- Improve services or infrastructure, which may include more services, better services, longer opening hours, new or upgraded infrastructure

Please note that maintaining or improving services or infrastructure will require an increase in average rates.

FLIP Sections (Q5- Q11)

Environmental Sustainability

Q5. Thinking about our local environmental sustainability, do you think Council should reduce, maintain, or improve...Randomise

Position	Answers	Reduce – Maintain – Improve
1	Bushland rehabilitation and maintenance	
2	Protection of native fauna/flora, bush walking tracks, green corridors	
3	Tree canopy provision and maintenance	
4	Reducing greenhouse gas emissions	
5	Waterway protection programs/infrastructure	
6	Stormwater and drainage systems	
7	Street sweeping	
8	Environmental education/workshops	

Social Inclusion

Q6. Thinking about our Social inclusion, do you think Council should reduce, maintain, or improve... Randomise

Position	Answers	Reduce – Maintain – Improve
1	Community events and activities	
2	Grant programs and community centre services	
3	Shared public and community spaces	
4	Bookable spaces for private/family functions	
5	Library services and activities	
6	Library physical spaces	
7	Library opening hours	
8	Youth services and activities	
9	Programs for older residents	
10	Programs for disadvantaged residents	
11	Disability support and access programs	
12	Affordable/diverse housing initiatives	
13	Volunteer connection programs (e.g. bushcare)	

Open Space and Recreation

Q7a. Thinking about our Open Space and Recreation, do you think Council should reduce, maintain, or improve... Randomise

Position	Answers	Reduce – Maintain – Improve
1	Parks and reserves	
2	Verge mowing (in front of your property)	
3	Sports fields	
4	Recreation infrastructure (e.g. courts, outdoor gyms)	
5	Public toilet maintenance	
6	Park infrastructure (paths, lighting, seating)	
7	Street beautification programs (i.e. streets alive and community gardens)	
8	Wharves and jetties	

Q7b. Research has shown that based upon the population of North Sydney, there is a shortage of open space and recreation facilities. Which, if any, of the following actions do you think Council should implement? Prompt

Position	Answers	Yes
1	Maximise use of existing spaces (e.g. better drainage, multi-use fields)	
2	Create more open space and recreational facilities	
3	Develop and consult on masterplans for parks/foreshore	
4	Upgrade key sporting facilities (e.g. North Sydney Oval and indoor sports centre)	
5	None of these	Do not prompt

Integrated Transport

Q8. Thinking about our Integrated transport, do you think Council should reduce, maintain, or improve... Randomise

Position	Answers	Reduce – Maintain – Improve
1	Footpaths	
2	Cycleways	
3	Bus shelters and street furniture (e.g. benches)	
4	Council input into transport planning	
5	Pedestrian crossings, roundabouts, etc.	
6	Road and kerb conditions	
7	Car parking and enforcement	

Economic Development

Q9a. Thinking about our Economic Development, do you think Council should reduce, maintain, or improve... Randomise

Position	Answers	Reduce – Maintain – Improve
1	Quality of CBD/town centre public spaces	
2	Public cleaning and graffiti removal	
3	Events and festivals to activate centres	
4	Town centre promotion	
5	Business support initiatives	

Q9b. Recent community consultation within North Sydney, has indicated a need to secure employment in North Sydney. Which, if any, of the following actions do you think council should implement? Prompt

Position	Answers	Notes
1	Revitalise the CBDs with social spaces and upgrades	
2	Expand pedestrian spaces in local centres	
3	Activities to support increased tourism	
4	Use public land near metro for social/economic benefit	
5	None of these	Do not prompt

Culture and creativity

Q10a. Thinking about our Culture and Creativity, do you think Council should reduce, maintain, or improve... Randomise

Position	Answers	Reduce – Maintain – Improve
1	Library cultural/creative programs	
2	Affordable local events (e.g. Festivals, music, art, workshops)	
3	Spaces for creative participation (e.g. galleries, pop-ups, artist spaces)	
4	Public art and creative street activations	
5	Preserve and celebrate local heritage	

Q10b. Recent community consultation within North Sydney has indicated a desire to implement new initiatives through the following measures. Which, if any, of the following actions do you think Council should implement? Prompt

Position	Answers	Notes
1	Work with First Nations communities to enhance heritage visibility	
2	Use digital signage and storytelling to promote heritage	
3	None of these	Do not prompt

Customer experience

Q11. Thinking about our Customer Experience, do you think council should reduce, maintain, or improve... Randomise

Position	Answers	Reduce – Maintain – Improve
1	Council customer service opening hours	
2	Online services	
3	Provision of information	
4	Engagement through Precinct Committees	
5	Other community engagement	

Financial strategy - Rates

North Sydney Council's average residential rates for 2025/26 will be \$1,079. This is compared with neighbouring councils in the North Shore, Mosman \$1,762, Lane Cove \$1,439, Willoughby \$1,323, and the Northern Beaches \$1,901.

Q12a. In considering the services and infrastructure provided by North Sydney Council, and your aspirations for the local area, how supportive are you of paying more in rates to maintain or improve services and infrastructure in the local area? Prompt

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Q12b. Why do you say that?

Position	Answers	Notes
1	Text	5 Lines

Q12c. To offset or reduce the pressure on Council rates as a revenue source, how supportive are you of the following?

Please rate on the scale of 1-5, where 1 is not at all supportive and 5 is very supportive.

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Position	Answers	Notes
1	Ticketing entry to parks on New Year's Eve	
2	New/increased fees for commercial/large group park use	
3	Naming rights for local facilities, such as North Sydney oval and the Olympic pool	
4	Corporate/private event hire of the Olympic Pool	
5	Increased parking enforcement	
6	More commercial advertising in public places	

Demographic & Profiling Questions

D1. Please stop me when I read out your age group: Prompt (SR)

Position	Answers	Notes
1	18-34	
2	35-49	
3	50-64	
4	65+	

D2a. Which of the following best describes the dwelling where you are currently living? Prompt (SR)

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

Q2b. Do you, or your household, pay Council rates to North Sydney Council for any of the following?

Position	Answers	Notes
1	Residential	
2	Business	
3	None of these	(Rent)

D3. How long have you lived in the North Sydney local area? Prompt (SR)

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

D4a. What is your identified gender? (SR)

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

D4b. Gender (determine by voice): (SR) -Phone Only

Position	Answers	Notes
1	Male	
2	Female	

D5. Do you identify as Aboriginal or Torres Strait Islander? (SR)

Scale	Answers	Notes
1	Yes	
2	No	

D6. Do you or anyone in your household identify as living with disability? (SR)

Scale	Answers	Notes
1	Yes	
2	No	

D7. What is your highest level of education?

Position	Answers	Notes
1	Postgraduate degree	
2	Graduate Diploma and Graduate Certificate	
3	Bachelor Degree	
4	Advanced Diploma and Diploma	
5	TAFE certificate	
6	Secondary school	

Recruitment details

Asset Condition Follow Up

- R1. As part of this research, we would like to send you a follow up online survey via SMS. It will allow you to voice your preference for the quality and level of Council assets. These final questions cannot be easily conducted via a phone call; it should only take 5-10 minutes to complete. Would you mind if we send this via SMS? (If no: Would you prefer we send it via email?)

Position	Answers	Notes
1	SMS	
2	Email	
3	Not willing	

- R2. Can I confirm your contact details?

Position	Answers	Notes
1	Name	
2	Phone	If R1.A1
3	Email	If R1.A2

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research on behalf of North Sydney Council.

SMS

Thank you for your time and assistance, please complete the online follow up survey as soon as you can. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, this research has been conducted by Micromex Research on behalf of North Sydney Council.

North Sydney Council Recontact Survey 2025

Introduction

About community infrastructure assets:

Council undertakes regular reviews of the condition of its community assets to determine the amount of money it should spend on infrastructure, such as roads, footpaths, buildings, stormwater, other infrastructure and parks and reserves. Council is trying to determine where the community's priorities are to help allocate resources to asset maintenance and renewal to best meet the community's expectations.

What does asset maintenance and renewal mean?

Maintenance is work performed on an asset that keeps it in a useable condition, e.g. painting buildings, filling potholes, fixing playgrounds and swings.

Renewal is work performed on an asset to bring it back to its original condition, e.g. the replacement of a building, reconstructing a segment of road, replacing a bridge or playground. Using industry benchmarks, Council have reviewed its asset groups to work out if they are in very good, good, fair, poor or very poor condition. The following pages provide a snapshot for each asset group. The issue facing Council is that while a lot of assets are in very good/good or fair condition, a large proportion are at risk of falling into poor/very poor condition.

Where are we now?

A snapshot of community asset conditions and current investment levels is provided in this survey. For each asset group, included is an indication of Council's current expenditure on maintenance and renewals, together with a visual representation of each of the condition levels of good, fair and poor.

ROTATE ASSET CLASSES

Roads and Transport infrastructure

Council manages 260km of kerb and gutter, 153km of road pavements, and 1,173 traffic facilities including median strips, raised pedestrian crossings and roundabouts.

Replacement value: \$450 million. This assumes Council's transport related infrastructure is replaced every 66 years in a like for like condition.

Current Condition Levels:

Condition	Kerb & Gutter	Road Pavement	Traffic Facilities
Very Good	24.3%	33.2%	48.4%
Good	43.3%	37.7%	42.2%
Fair	28.7%	22.9%	7.8%
Poor	3.2%	5.8%	1.5%
Very poor	0.5%	0.4%	0.1%



Council needs \$6.52 million annually to maintain its road and transport infrastructure, but currently has only \$5.99 million budgeted for 2025/26.

Additionally, there is a \$24 million backlog of infrastructure in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, roads and traffic facilities will continue to deteriorate, creating safety risks and travel delays.

Q1a. What condition do you consider acceptable for our kerb and gutter, road pavement and traffic facilities?

Value	Answers	Notes
3	Very good/Good	
2	Fair	
1	Poor/Very poor	

Q1b. Should Council spend more, the same or less on kerb and gutter, road pavement and traffic facilities maintenance and renewal?

Position	Answers	Notes
1	More	
2	Same	
3	Less	

Q1c. Using the scale below, how supportive are you of paying more in rates to maintain or improve kerb and gutter, road pavement and traffic facilities in the local area?

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Bus shelters and Street Furniture

Council manages 66 bus shelters and 1,084 items of street furniture.

Current Condition Levels:

Condition	Bus Shelters	Street Furniture
Very Good	22.3%	50.7%
Good	12.5%	34%
Fair	30.1%	13.7%
Poor	28.8%	1.4%
Very poor	6.3%	0.2%



Council needs \$330,000 annually to maintain its bus shelters and street furniture, but has only \$200,000 budgeted for 2025/26.

There is also a \$2.1 million backlog of deteriorating bus shelters and street furniture in poor condition, with only \$400,000 available to address it, meaning that without increased investment, public transport users will face reduced comfort, accessibility, and safety, especially during poor weather or at night.

Q2a. What condition do you consider acceptable for our bus shelters and street furniture?

Value	Answers	Notes
3	Very good/Good	
2	Fair	
1	Poor/Very poor	

Q2b. Should Council spend more, the same or less on bus shelters and street furniture maintenance and renewal?

Position	Answers	Notes
1	More	
2	Same	
3	Less	

Q2c. Using the scale below, how supportive are you of paying more in rates to maintain or improve bus shelters and street furniture in the local area?

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Footpaths

There are approximately 265.9km of footpath assets located within road reserves and parks (including walking tracks).

Replacement value: \$155 million. This assumes Council's footpaths are replaced every 40 years on average in a like for like condition (does not consider upgraded surfaces such as granite pavers in CBD locations.)

Current Condition Levels:

Condition	Footpaths
Very Good	36.2%
Good	35.3%
Fair	22.6%
Poor	5.6%
Very poor	0.3%



Council needs \$3.9 million annually to maintain its footpaths, but has only \$400,000 budgeted for 2025/26.

There is also a \$9.2 million backlog of footpaths in poor or very poor condition, with no dedicated budget to address it, meaning that without increased investment, aging footpaths will create accessibility and safety risks, particularly for people with mobility issues, older residents, and families.

Q3a. What condition do you consider acceptable for our footpaths?

Value	Answers	Notes
3	Very good/Good	
2	Fair	
1	Poor/Very poor	

Q3b. Should Council spend more, the same or less on footpath maintenance and renewal?

Position	Answers	Notes
1	More	
2	Same	
3	Less	

Q3c. Using the scale below, how supportive are you of paying more in rates to maintain or improve footpaths?

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Parks, Reserves and Sportsfields

There are approximately 2,508 items of furniture, 44 playgrounds and 88 sporting related assets within Council parks and reserves.

Replacement value: \$40.2 million. This assumes these assets are replaced every 25 years on average in a like for like condition (does not consider upgraded surfaces or equipment)

Current Condition Levels:

Condition	Parks, Reserves and Sportsfields
Very Good	47.3%
Good	25.7%
Fair	24.8%
Poor	2.0%
Very poor	0.2%



Council needs \$1.6 million annually to maintain its parks, recreational assets, but has only \$610,000 budgeted for 2025/26.

There is also a \$900,000 backlog of parks infrastructure in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, play equipment, sports facilities, and open spaces will degrade. This will have impacts on the accessibility and useability of our open spaces.

Q4a. What condition do you consider acceptable for parks and recreational assets?

Value	Answers	Notes
3	Very good/Good	
2	Fair	
1	Poor/Very poor	

Q4b. Should Council spend more, the same or less on parks and recreational assets in terms of maintenance and renewal?

Position	Answers	Notes
1	More	
2	Same	
3	Less	

Q4c. Using the scale below, how supportive are you of paying more in rates to maintain or improve parks, reserves, and sports fields in the local area?

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

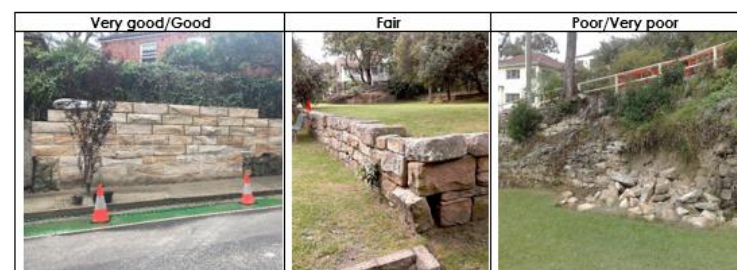
Supporting Infrastructure

Council manages approximately 44km of fences, 2,618 bollards, 1,874 lighting assets, 44 marine structures, 25km of retaining walls and 4.9km of seawalls.

Replacement value: \$303.9 million. This assumes these assets are replaced every 74 years on average in a like for like condition (does not consider upgraded materials or equipment).

Current Condition Levels:

Condition	Supporting Infrastructure
Very Good	9.6%
Good	50.6%
Fair	36.2%
Poor	2.0%
Very poor	1.7%



The Council needs \$4.1 million annually to maintain its supporting infrastructure, but has only \$1.33 million budgeted for 2025/26.

There is also an \$11 million backlog of supporting infrastructure in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, essential supporting infrastructure may fail, leading to reduced safety, usability, and increased long-term repair costs.

Q5a. What condition do you consider acceptable for supporting infrastructure?

Value	Answers	Notes
3	Very good/Good	
2	Fair	
1	Poor/Very poor	

Q5b. Should Council spend more, the same or less on supporting infrastructure maintenance and renewal?

Position	Answers	Notes
1	More	
2	Same	
3	Less	

Q5c. Using the scale below, how supportive are you of paying more in rates to maintain or improve the supporting infrastructure in the local area?

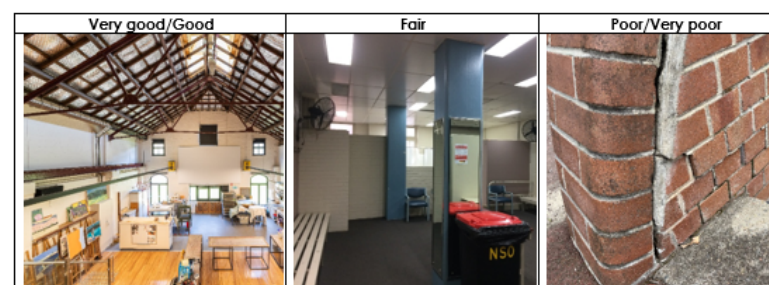
Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Buildings

Council owns 140 buildings. These include Civic and Operational Buildings (e.g. Council Chambers, Depots, Library etc), community centres and halls, childcare centres, indoor sports centre, clubhouses, public amenities, North Sydney Oval buildings, Coal Loader buildings, community housing and museums. In addition, Council owns 11 investment properties. Replacement value: \$347 million. This assumes these assets are replaced every 68.7 years on average in a like for like condition (does not consider upgrades or improved finishes).

Current Condition levels:

Condition	Buildings
Very Good	13.4%
Good	24.3%
Fair	42.3%
Poor	16.2%
Very poor	3.8%



Council needs \$5 million annually to maintain its buildings, but has only \$3.895 million budgeted for 2025/26. There is also a \$69.4 million backlog of buildings in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, community buildings may become unusable or unsafe, impacting service delivery and increasing final repair costs.

Q6a. What condition do you consider acceptable for our buildings?

Value	Answers	Notes
3	Very good/Good	
2	Fair	
1	Poor/Very poor	

Q6b. Should Council spend more, the same or less on building maintenance and renewal?

Position	Answers	Notes
1	More	
2	Same	
3	Less	

Q6c. Using the scale below, how supportive are you of paying more in rates to maintain or improve public buildings in the local area?

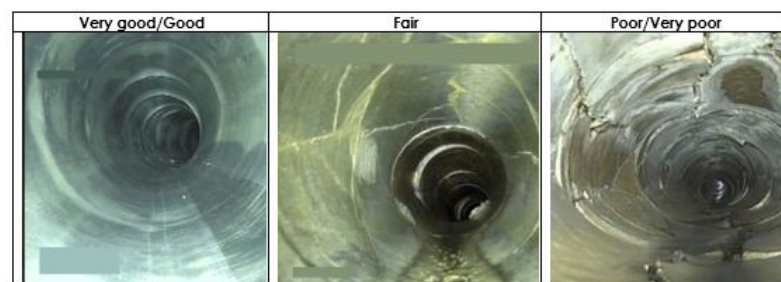
Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Stormwater

Council manages 27 Gross Pollutant Traps, 107km of stormwater pipes, and 6,659 stormwater pits. Replacement value: \$270.5 million. This assumes Council's stormwater infrastructure is replaced every 112 years on average in a like for like condition.

Current Condition Levels:

Condition	Stormwater
Very Good	59.0%
Good	28.1%
Fair	1.8%
Poor	1.7%
Very poor	9.5%



The Council needs \$2.4 million annually to maintain its stormwater infrastructure, but has only \$800,000 budgeted for 2025/26.

There is also a \$30.1 million backlog of stormwater systems in poor or very poor condition with no dedicated budget to address it, meaning that without increased investment, aging stormwater systems may increase local flooding, environmental damage, and emergency repair costs during major weather events.

Q7a. What condition do you consider acceptable for stormwater assets?

Value	Answers	Notes
3	Very good/Good	
2	Fair	
1	Poor/Very poor	

Q7b. Should Council spend less, the same, or more on stormwater infrastructure maintenance and renewal?

Position	Answers	Notes
1	More	
2	Same	
3	Less	

Q7c. Using the scale below, how supportive are you of paying more in rates to maintain or improve stormwater infrastructure in the local area?

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Funding considerations - Infrastructure renewals

Development and subdivision within North Sydney increased significantly with the opening of the Sydney Harbour Bridge in 1932 and continued after World War 2. It was during this development period that much of the infrastructure in North Sydney was originally built.

Council manages \$1.6 billion in infrastructure assets, which have a lifespan varying from 10 years to 250 years.

Q8a. To what extent do you agree with the following statement?

Each generation should contribute to the renewal of community infrastructure they have used and benefited from.

Value	Answers	Notes
5	Strongly agree	
4	Agree	
3	Neither agree nor disagree	
2	Disagree	
1	Strongly disagree	

Q8b. Why do you say that?

Position	Answers	Notes
1		5 Lines

Loan borrowing

Borrowing for infrastructure allows councils to deliver projects sooner than otherwise would be possible, but comes at the cost of interest repayments, which may impact future budgets and rates.

By 30 June 2026, Council will have \$55.8 million in debt, requiring \$7.3 million per annum in loan repayments and interest, which must be funded from annual revenue.

For example, a \$20 million loan taken out over 20 years (maximum) to fund a new community facility would require \$33.5 million (principal repayment plus interest) in rating income to pay back the loan over the 20-year period.

Q9a. Please state your agreement with the following principles, where 1 is Strongly disagree and 5 is Strongly agree:

Value	Answers	Notes
5	Strongly agree	
4		
3		
2		
1	Strongly disagree	

Position	Answers	Notes
1	Reoccurring costs (e.g. operational costs, maintenance) and infrastructure renewals should be funded from revenue each year, with loans only used in exceptional circumstances	
2	Acknowledging costs associated with borrowings, loans should be considered to accelerate the delivery of new/upgraded infrastructure projects to spread the cost over a longer period	
3	Loans should only be taken out where sufficient funds are available within the budget for principal and interest repayments	
4	Loan funding should be considered for infrastructure projects which will generate income to cover the borrowing costs	
5	I do not support increased debt	

Council's Consultation

Thinking of this consultation.

Q10b. How were you informed of this consultation? Please select all that apply. (ONLINE OPT IN ONLY)(MR)

Position	Answers	Notes
1	Your Say website	
2	Council website	
3	Social media	
4	Posters/factsheets	
5	Community Pop-up stalls	
6	Council e-newsletters	
7	Precinct Committee	
	Customer Service team	
	Council staff	
	Email signature from Council correspondence	
	Media article	
	Word of mouth	
	Other (please specify)	

Q10c. How satisfied were you with the level of information provided to you in this consultation?

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

Q10d. Overall, how satisfied are you with this community consultation?

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

Q10e. Why do you say that?

Position	Answers	Notes
1		5 Lines

Q11. And finally, how satisfied are you with the performance of Council, and their services, not just on one or two issues but across all responsibility areas?

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

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research on behalf of North Sydney Council.

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.



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