



North Sydney Council

Service Level/Asset Management – Community Survey | Opt-in
Community Baseline Measure (Stage 1)
Informed Community Response (Stage 2)

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Sample selection

The opt-in online survey link was made available by North Sydney Council. A total of 631 participants clicked on the link, and 433 continued on to complete the survey.

Data analysis

The data within this report was analysed using Q Professional. All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Comparisons are also made to the results from the representative survey of 602 randomly selected residents for Stage 1 and 302 residents that continued on to Stage 2.

Important Note

As this survey data is from a self-select sample, the results are only reflective of those who have participated and cannot be generalised across the broader population. See further explanation overleaf.

Ratings questions

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)



Engagement Objectives

In July-August 2025, North Sydney Council conducted a two-stage, representative multi-modal survey of residents living in the North Sydney Council Local Government Area.

The results of this research have been reported in detail separately.

For engagement purposes, North Sydney Council also provided the community an opportunity to self complete the survey. An online link was made available on Council's website and across social media channels.

Why?

- This allowed the community to provide feedback on Council's investment into assets and maintenance, support for increased rates to cover maintenance and improvement costs and desired level of investment moving forward.

How?

- N=433 Opt-in survey completes

When?

- The link was open from 1st August to 2nd September 2025



Important Analysis Notes

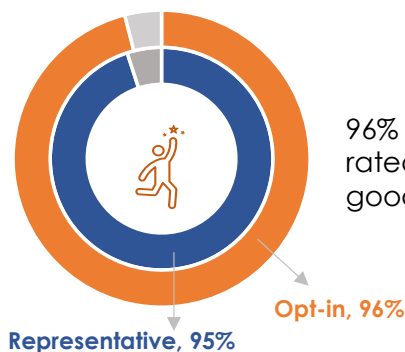
This opt-in survey data is from a self-select sample rather than a random sample – as such:

- The results are only reflective of those who have participated and cannot be generalised across the broader population. When seeking survey results which reflect the broader community, the representative (that is randomly selected) survey should be preferred.
- As such, the opt-in results have not been weighted by age and gender to reflect the broader North Sydney community
- As the opt-in sample was not generated randomly, we cannot apply tests of statistical significance. However:
 - When comparing the opt-in and the Representative phone data, we have used ▲/▼ to highlight differences equal to/greater than 10%/0.30 (mean score) – these thresholds were selected arbitrarily
 - When comparing sub-samples within the opt-in data (such as comparing male versus female responses to a question), our software has applied indicative colour coding **higher/lower** to highlight larger differences, but these highlights should not be treated as statistically significant differences.

Summary Findings



Summary Findings – Stage 1 | Opt-in



96% of Opt-in respondents rated their quality of life as good to excellent

Rates and Spending:

64% of respondents are at least somewhat supportive of paying more in rates to maintain or improve services.

Those in support often mentioned the community benefit and improving for the future and those not supportive referenced cost of living pressures, scepticism due to past spending and desire to get funds elsewhere.

When asked about alternative revenue sources, there was stronger support for commercial/large group park fees (90%), corporate/private event pool hire (87%), and flicketing entry to parks on NYE (84%).

Service/Infrastructure Priorities:

When respondents 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, 31% took a balanced view, 47% preferred higher-quality services at higher cost, and 22% leaned toward lower-cost, lower-quality options.



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

Improve (top 3):

- Affordable/diverse housing (28%), stormwater and drainage systems (26%), and reducing greenhouse gas emissions (24%)

Reduce (top 3):

- Town centre promotion (56%), Environmental education/workshops (50%), and public art and creative street activations (49%)

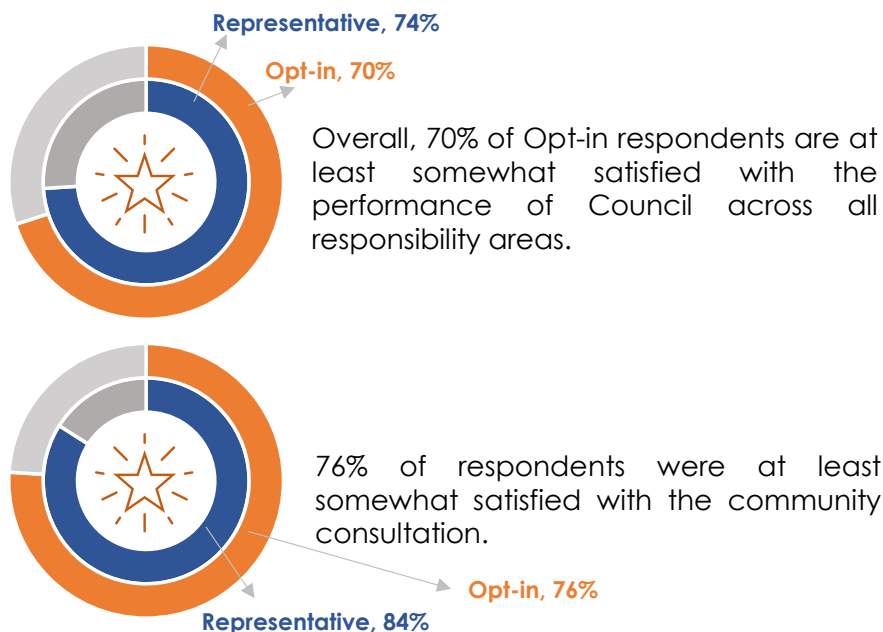
Maintain (top 3):

- Public toilet maintenance (78%), wharves and jetties (77%), and public cleaning and graffiti removal (74%), parks and reserves (74%).

Summary Findings – Stage 2 | Opt-in



Informed sample



Future Funding:

74% of Opt-in respondents agree or strongly agree with the statement 'each generation should contribute to the renewal of community infrastructure they have used and benefited from'.

69% agree or strongly that reoccurring costs and infrastructure renewals should be funded from revenue and 68% agree or strongly agree that loans should only be taken out when sufficient funds are available.

Asset Investment:

Support for paying more in rates to cover maintenance and renewal costs was strongest for stormwater (73%), roads and transport (69%), and footpaths (69%); It was lowest for bus shelters and street furniture (60%).

- Stormwater: 92% want same/more investment and 73% support paying more.
- Roads and Transport: 89% want same/more investment and 69% support paying more.
- Footpaths: 89% want same/more investment and 69% support paying more.
- Supporting Infrastructure: 87% want same/more investment and 67% support paying more.
- Buildings: 88% want same/more investment and 67% support paying more.
- Parks, Reserves and Sportsfields: 88% want same/more investment and 66% support paying more.
- Bus Shelters and Street Furniture: 83% want same/more investment and 60% support paying more.

Conclusions | Opt-in



Informed sample

Whilst there are some differences in results between the Opt-in sample and the Representative research, the core takeout remains the same – that is, 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:



- 47% of Opt-in respondents favoured higher quality services/infrastructure even if it comes at a higher cost. In contrast, 22% favoured lower cost/lower quality services/facilities (see Slide 15)



- Almost two thirds of Opt-in respondents (64%) were at least somewhat supportive of paying more in rates to maintain or improve local services/infrastructure (see Slide 16)



- Compared to the Representative sample, the Opt-in respondents were more likely to suggest that Council could reduce a range of services/facilities. However, for 49 of the 51 listed services/facilities, a majority of respondents wanted them at least maintained if not improved (see Section 1b starting on Slide 19)



- In terms of intergenerational equity, overall, 74% of Opt-in respondents agree or strongly agree with the statement '*each generation should contribute to the renewal of community infrastructure they have used and benefited from*', compared to 72% for the Representative sample (see Slide 45)



- As was the case with the Representative sample, the Opt-in sample would prefer a cautious approach to using loans/debt (see Slides 47-48)



- Across seven asset classes, the majority of Opt-in respondents (around two thirds in most cases) were at least somewhat supportive of paying more rates to maintain or improve the assets (see Slides 49 to 70)



Baseline sample

Section One: Community Baseline Measure



Sample Profile | Opt-in

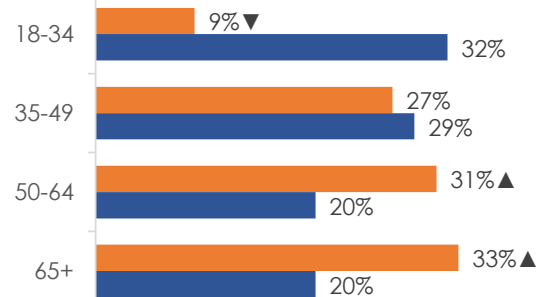


Baseline sample

Gender*:



Age:



Other demographics:

Identifies as Aboriginal or Torres Strait Islander



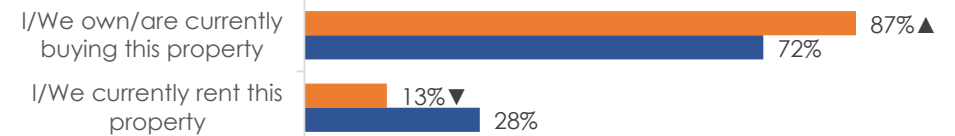
Opt-in sample (N=432-433)

Representative sample (N=605)

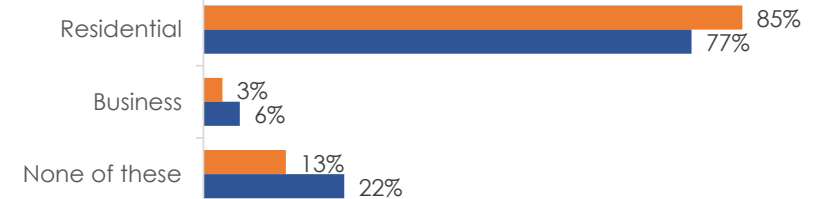
Identifies as living with, or someone in the household living with, disability



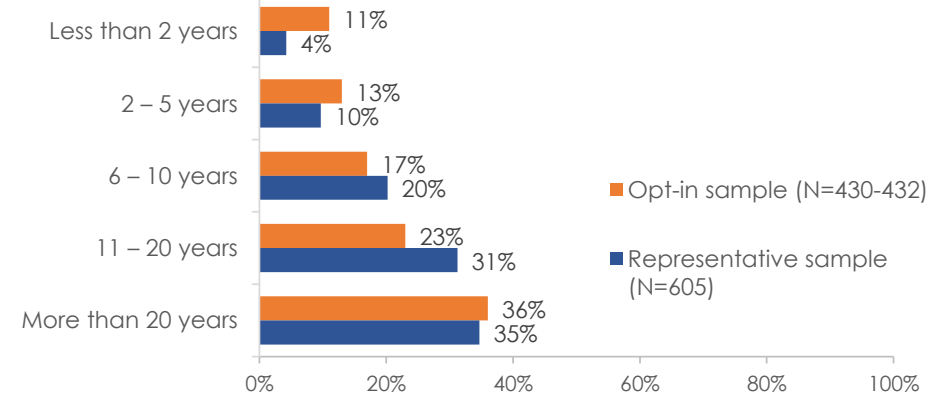
Ratepayer status (residential dwelling):



Type of rates paid:



Time lived in area:



Opt-in sample (N=430-432)

Representative sample (N=605)

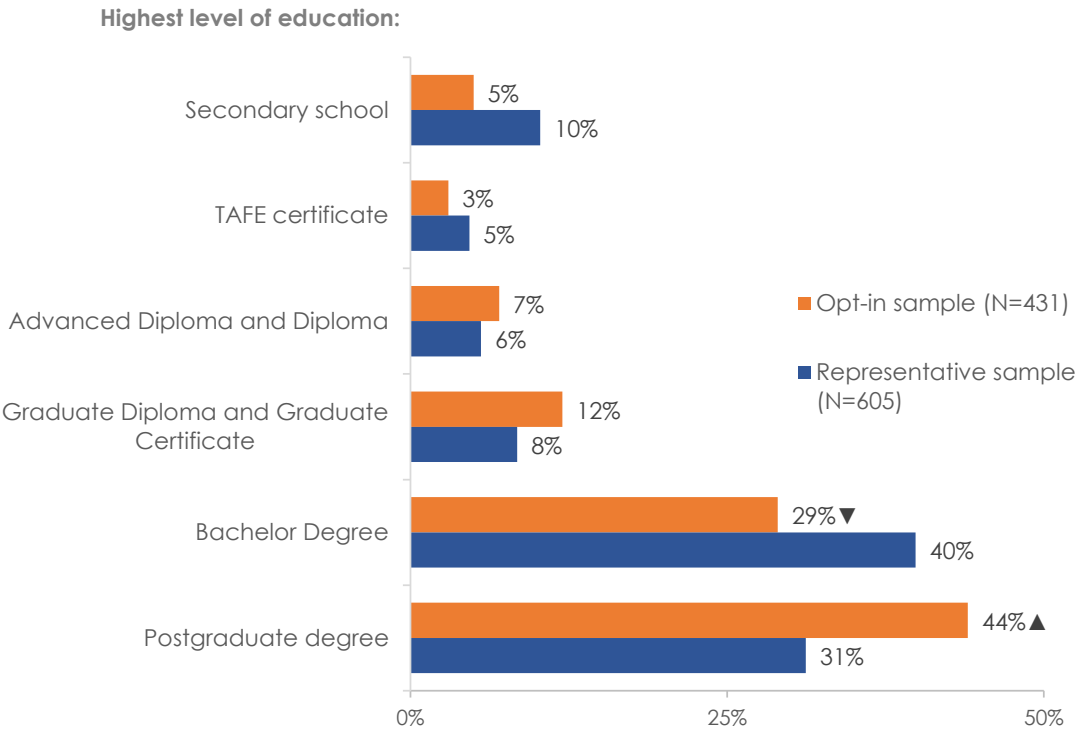
*2% of Opt-in sample identified as 'different gender/non-binary/gender fluid'

Note:▲/▼ = difference equal to/greater than 10% between representative and opt-in samples. 10

Sample Profile



Baseline sample



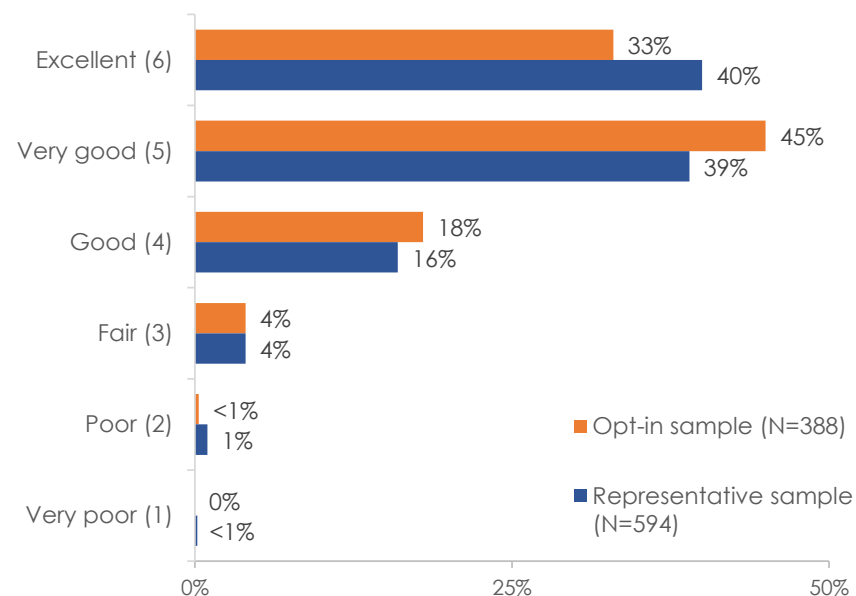
Residential suburb	Opt-in sample (N=433)	Representative sample (N=605)
North Sydney	13%	15%
Cremorne	12%	16%
Wollstonecraft	11%	11%
Neutral Bay	11%	11%
Cammeray	9%	11%
Crows Nest	8%	9%
Waverton	6%	5%
McMahons Point	5%	5%
Kirribilli	5%	4%
Milsons Point	4%	2%
Cremorne Point	3%	2%
St Leonards	2%	4%
Kurraba Point	2%	1%
Lavender Bay	1%	3%
Other	8%	N/A

Note:▲/▼ = difference equal to/greater than 10% between representative and opt-in samples. 11

Quality of Life



Overall, 96% of Opt-in respondents rated their quality of life living in the North Sydney LGA as good to excellent – Older residents and those living in the LGA for longer rated their quality of life as being higher.



	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	96%	95%	95%	97%	97%	96%	97%	92%	96%	98%	95%
Mean rating	5.06	5.13	5.05	5.09	4.95	5.13	5.09	4.87	4.96	5.06	5.18
Base	388	594	155	229	129	258	347	39	147	93	147

*Representative

Q2. [Only asked of residents of the LGA on QA] Overall, how would you rate the quality of life you have living in the area?

Scale: 1 = very poor, 6 = excellent
Indicatively higher/lower rating (by group)



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

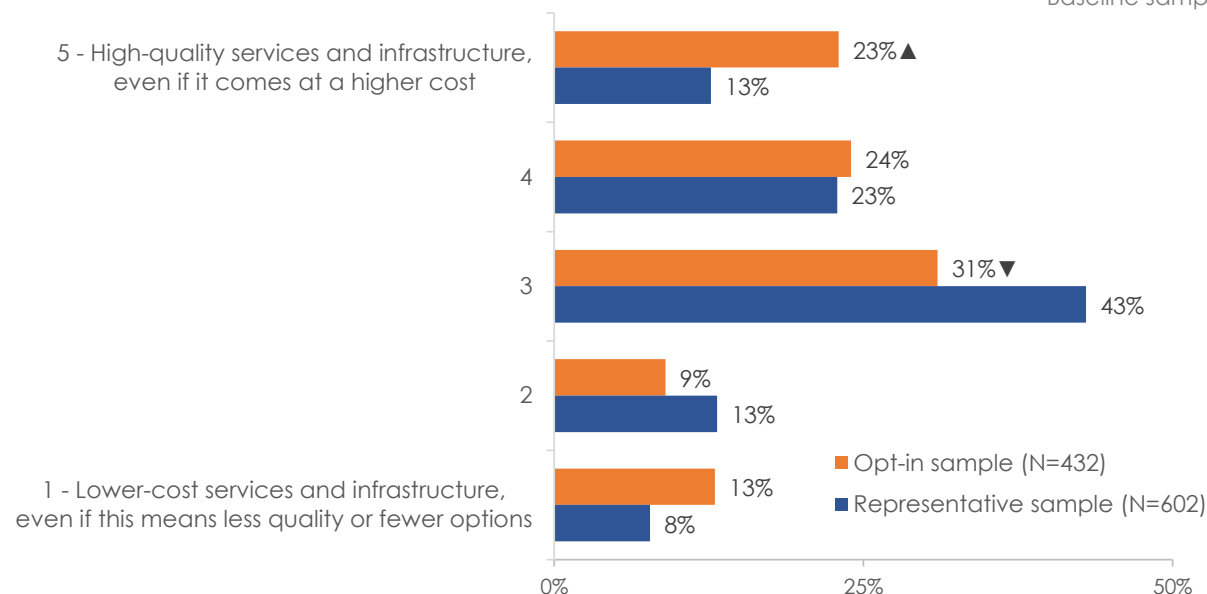


Baseline sample

The Opt-in sample were more likely to favour the extremes:

- 23% selected Code 5 for higher quality services at higher cost (compared to 13% for the Representative survey)
- While 13% preferred Code 1 lower-cost, lower-quality options (compared to 8% for the Representative sample).

Support for high-quality services is stronger among non-ratepayers.



	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Rated 4 to 5 (high-quality, higher cost)	47%▲	36%	45%	49%	50%	46%	44%	68%	49%	45%	47%
Rated 1 to 2 (lower-cost, lower-quality or fewer options)	22%	21%	24%	19%	19%	23%	24%	9%	22%	24%	20%
Base	432	602	172	253	154	277	373	57	179	98	154

*Representative

Note:▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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?

Indicatively higher/lower percentage (by group) 15

Support for Paying More in Rates to Improve Services/Infrastructure



Baseline sample

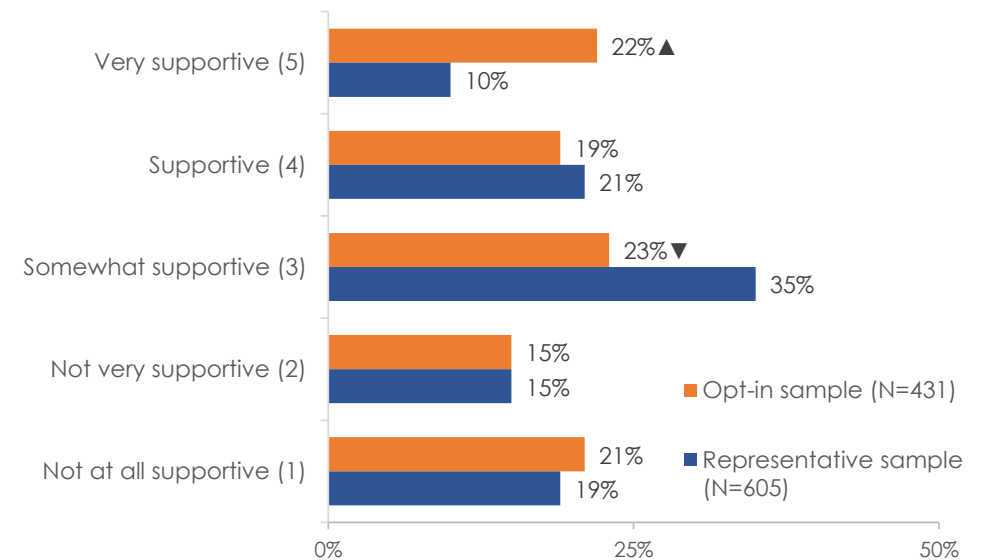
Context: North Sydney Council's average residential rates for 2025/26 will be \$1,079. This is compared with neighbouring councils in the North Shore, Mosman \$1,762, Lane Cove \$1,439, Willoughby \$1,323, and the Northern Beaches \$1,901.

Noticeably stronger commitment to the top box 'very supportive' for the Opt-in sample (22%) compared to the representative sample (10%), although the top 3 box (i.e.: at least somewhat supportive) score of 64% remains on par with the 66% recorded on the Representative survey. Those in support often mentioned the community benefit and improving for the future and those not supportive referenced cost of living pressures, scepticism due to past spending and desire to get funds elsewhere (see overleaf).

	Overall	Cost vs. Quality rating (Q3)		
		Rated 4-5 (higher quality)	Rated 3	Rated 1-2 (lower cost)
Top 3 Box %	64%	94%	57%	12%
Mean rating	3.07	4.09	2.63	1.50
Base	431	203	133	94

	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	18-34	65+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	64%	66%	60%	68%	64%	64%	62%	82%	67%	60%	64%
Mean rating	3.07	2.87	3.03	3.11	3.19	3.00	2.97	3.80	3.21	2.90	3.01
Base	431	605	173	251	154	277	374	56	179	97	155

*Representative



Note:▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

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?

Support for Paying More in Rates to Improve Services/Infrastructure



Baseline sample

Example verbatims

Supportive/ Very supportive

"Sustainability is critical as is considered development. We must invest in the now for tomorrow. Increase to rates is supportive to at least align with our peers"

"As a renter I do not pay rates, I suppose they are reflected in the rent I pay. I do think the council does a good job and I would be happy to pay more to maintain or improve the service"

"As long as within or below neighbouring councils"

"If services are improved, then I am supportive"

"Happy to pay more to encourage spending for the community's benefit"

"Council requires finances. However, a reasonable rate increase s fine, NOT an 87% increase!"

"North Sydney has always provided good services compared to some of the other councils. I would hate to see those services reduced and I am prepared to pay higher rates to maintain those services"

Somewhat supportive

"Should rise in accordance with inflation"

"I recognise rates must increase, but I'm wary of encouraging wasteful spending"

"A reasonable increase would be supported, not the ridiculous 87% previously requested"

"Paying more rates for essential services is okay. I'm opposed to paying more rates for non-essential social programs"

"I would support a rate increase only if coupled with improved financial management, productivity and efficiency, based on an actionable and measurable plan that cuts waste and duplication of functions"

"I feel angry about the council's large debt"

"Could be higher"

Not at all/Not very supportive

"Households and businesses are under serious financial strain already, including mine"

"There is extraordinary waste of expenditure"

"Council needs to look to improve productivity within existing budgets"

"Its a cost of living crisis. Make savings instead of slugging us for unnecessary things like pride festivals and Councillor pay rises"

"Make private schools pay rates instead"

"You can't compare average rates. Need to break down housing type (unit, duplex, house), social housing, rental v owner occupier etc. to make a genuine comparison..."

"I don't feel that the service received from north Sydney council warrants increased rates"

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?

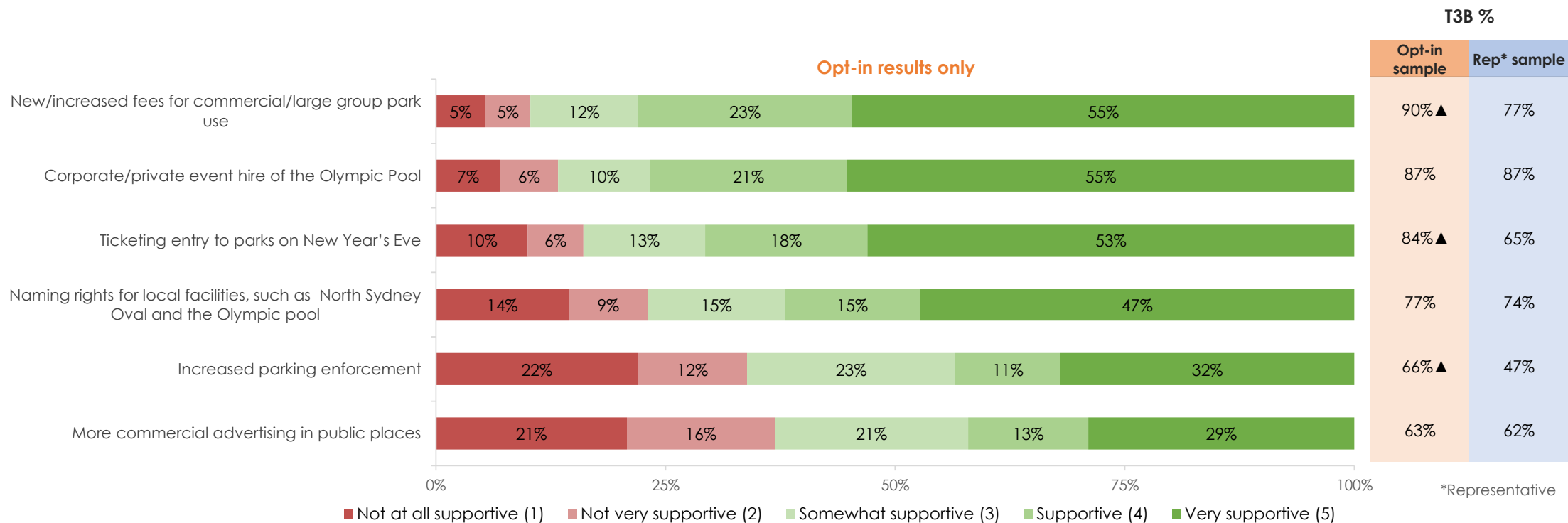
Q12b. Why do you say that?

Alternative Sources of Revenue



Baseline sample

Compared to the Representative sample, Opt-in respondents are more supportive of 'new/increased fees for commercial/large group park use' (90% cf. 77%), 'ticketing entry to parks on New Year's Eve' (84% cf. 65%) and 'increased parking enforcement' (66% cf. 47%).



Base: N = 428-430

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

T3B = at least somewhat supportive

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

Please see Appendix 1 for results by demographics 18



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*

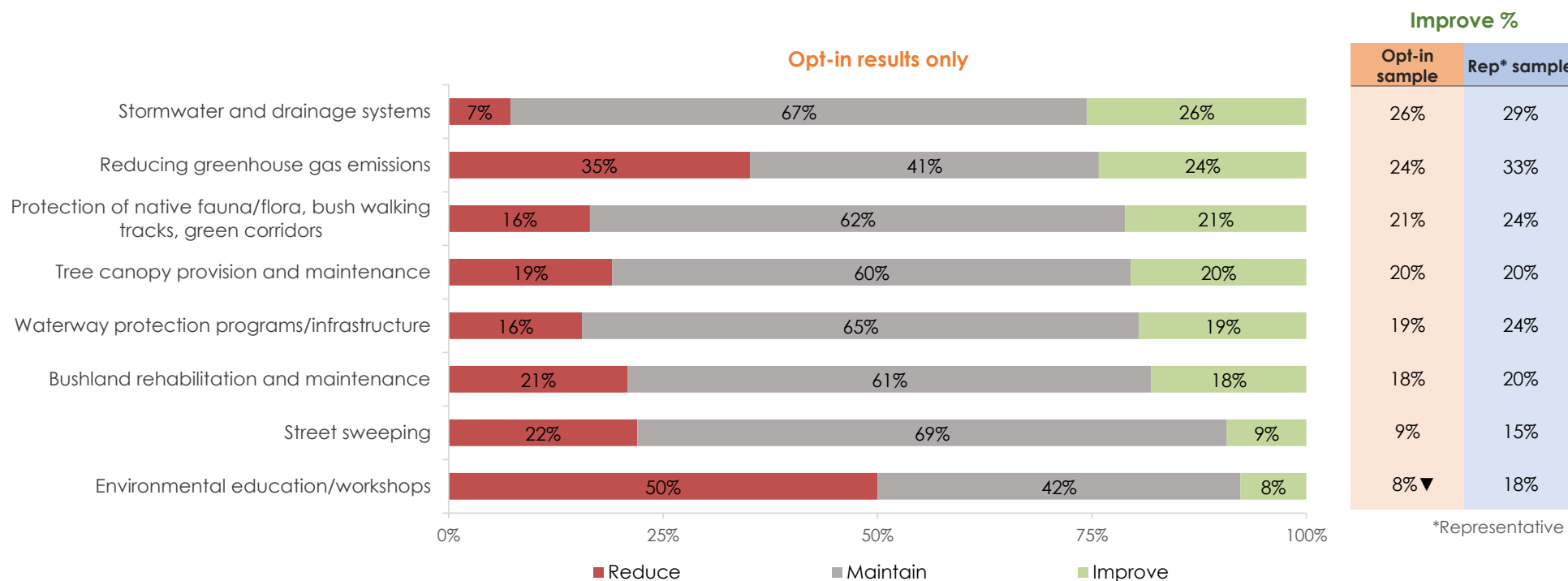
Please note that maintaining or improving services or infrastructure will require an increase in average rates.

S1b(a). Environmental Sustainability



Similar to the Representative sample, across all eight Environmental attributes, the majority of Opt-in respondents wanted the services at least maintained, if not improved. However, a third want to see a reduction in 'reducing greenhouse gas emissions' and half believe Council can reduce focus on 'environmental education/workshops'.

Females are more likely to want to see Council 'improve' services across all Environmental attributes and those aged under 50 are more likely to state they want Council to 'improve' their efforts in 'reducing greenhouse gas emissions'.



Base: N = 430-432

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

S1b(a). Environmental Sustainability



'Improve' %	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Stormwater and drainage systems	26%	20%	29%	26%	25%	26%	25%	25%	17%	31%
Reducing greenhouse gas emissions	24%	22%	25%	27%	23%	22%	40%	26%	16%	27%
Protection of native fauna/flora, bush walking tracks, green corridors	21%	17%	23%	21%	21%	19%	33%	21%	18%	23%
Tree canopy provision and maintenance	20%	15%	24%	19%	21%	19%	28%	20%	12%	26%
Waterway protection programs/infrastructure	19%	16%	21%	19%	19%	18%	26%	20%	13%	23%
Bushland rehabilitation and maintenance	18%	17%	19%	21%	16%	16%	32%	20%	14%	19%
Street sweeping	9%	9%	10%	9%	9%	9%	9%	9%	6%	12%
Environmental education/workshops	8%	6%	9%	8%	7%	7%	14%	7%	5%	10%
Base (maximum)	432	172	251	154	276	372	57	179	98	153

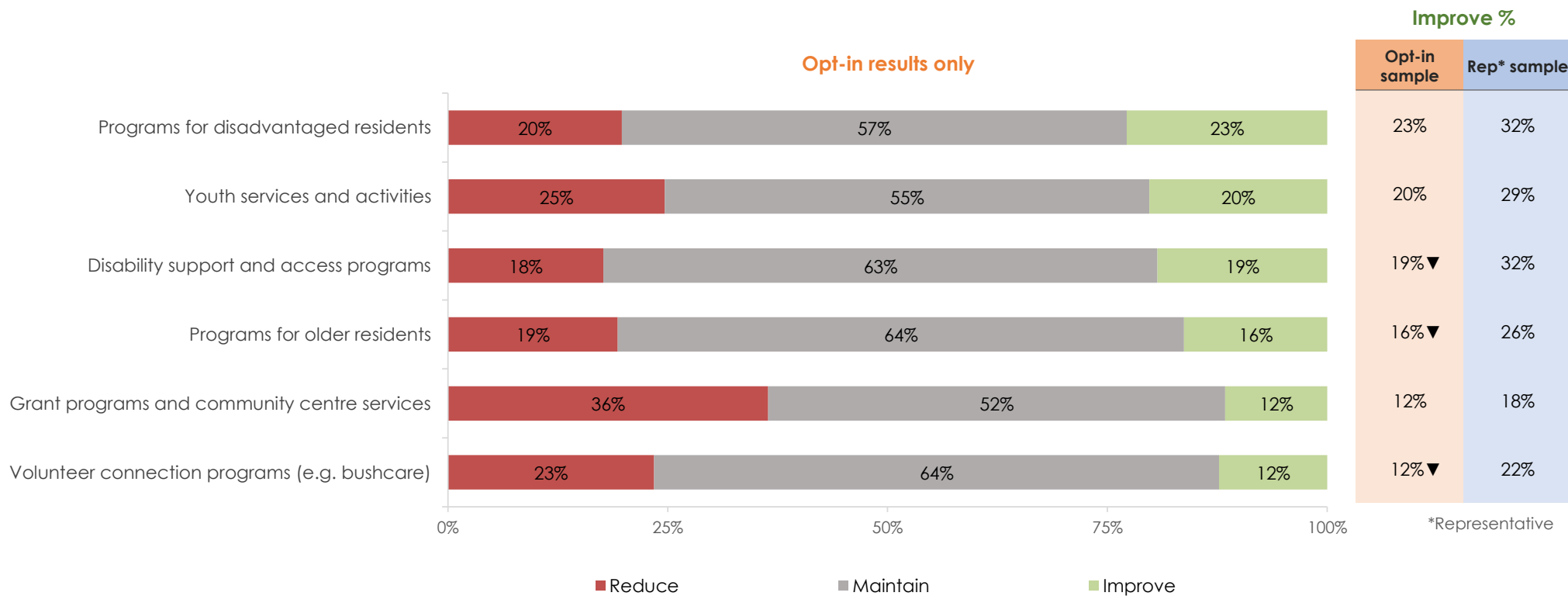
S1b(b1). Social Inclusion – Community Programs



Baseline sample

Across the six program-focussed Social Inclusion services, the majority of respondents wanted the services at least maintained, if not improved. Although compared to the Representative sample, desire for improvement is lower for all. 36% of Opt-in respondents believe Council should reduce 'grant programs and community centre services'.

Non-ratepayers have a higher preference for improvements across all community programs. It is worth noting that the Opt-in sample, which has an older profile than the Representative sample – is noticeably less likely to want an improvement in 'programs for older residents'.



Base: N = 430-431

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

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

S1b(b1). Social Inclusion – Community Programs



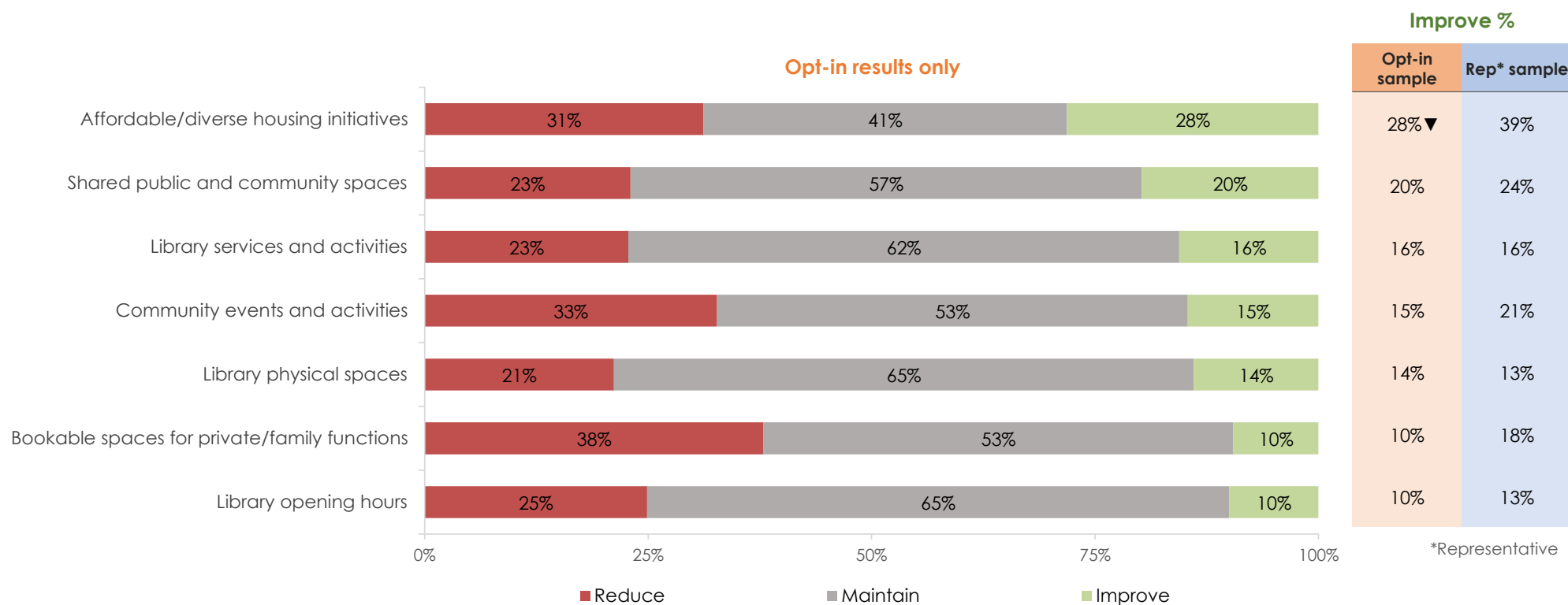
'Improve' %	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Programs for disadvantaged residents	23%	22%	23%	23%	23%	21%	37%	23%	20%	24%
Youth services and activities	20%	19%	21%	25%	18%	18%	35%	23%	18%	18%
Disability support and access programs	19%	17%	20%	21%	18%	17%	32%	21%	15%	20%
Programs for older residents	16%	15%	18%	13%	18%	15%	21%	15%	13%	20%
Grant programs and community centre services	12%	9%	14%	16%	9%	10%	19%	13%	11%	10%
Volunteer connection programs (e.g. bushcare)	12%	12%	13%	13%	12%	10%	25%	14%	9%	12%
Base (maximum)	431	172	251	154	276	372	57	179	98	153

S1b(b2). Social Inclusion – Initiatives and Shared Spaces



Compared to the Representative sample, support to improve efforts in 'affordable/diverse housing initiatives' was lower (28% compared to 39%), and 31% of Opt-in respondents believe they should be reduced.

Younger respondents and non-ratepayers were more likely to want to see efforts improve across all areas, particularly, library services/spaces/hours.



Base: N = 430-431

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

Note:▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

S1b(b2). Social Inclusion – Initiatives and Shared Spaces



Baseline sample

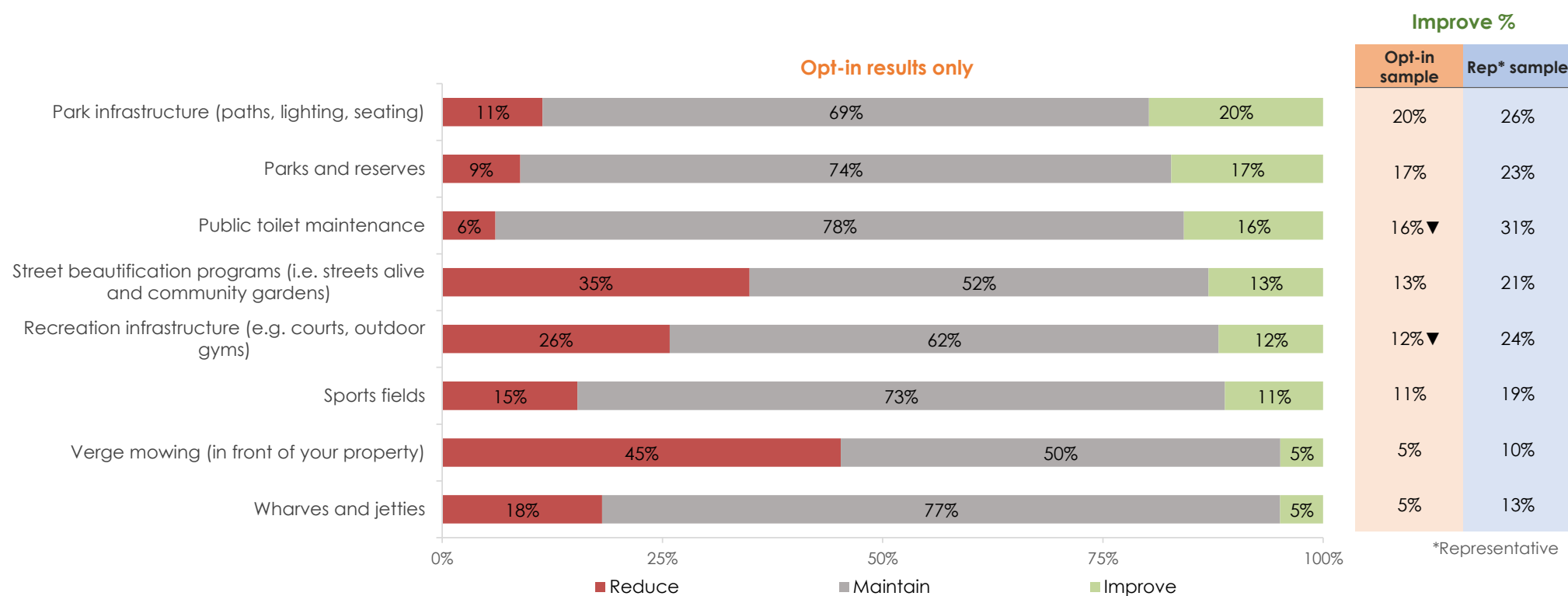
'Improve' %	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Affordable/diverse housing initiatives	28%	25%	30%	34%	25%	23%	60%	37%	19%	24%
Shared public and community spaces	20%	16%	22%	25%	17%	16%	40%	23%	17%	17%
Library services and activities	16%	12%	18%	21%	13%	14%	25%	20%	14%	11%
Community events and activities	15%	15%	15%	21%	11%	12%	33%	21%	13%	8%
Library physical spaces	14%	11%	16%	22%	9%	11%	30%	19%	11%	10%
Bookable spaces for private/family functions	10%	10%	9%	10%	9%	8%	19%	12%	9%	7%
Library opening hours	10%	8%	11%	16%	7%	8%	21%	15%	9%	5%
Base (maximum)	431	172	251	154	276	372	57	179	98	153

S1b(c). Open Space and Recreation



Across all eight Open Space and Recreation attributes, the majority of respondents wanted the services at least maintained, if not improved. Lower desire to improve services across all compared to the Representative sample, with 45% wanting a reduction in 'verge mowing' compared to just 6% wanting a reduction in 'public toilet maintenance'.

The Opt-in sample has an older profile than the Representative sample has, and as shown overleaf, older residents tended to provide lower 'improve' scores across most open space and recreation attributes.



Base: N = 429-431

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

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

S1b(c). Open Space and Recreation



'Improve' %	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Park infrastructure (paths, lighting, seating)	20%	18%	20%	25%	17%	19%	25%	22%	15%	20%
Parks and reserves	17%	21%	15%	19%	16%	16%	23%	17%	18%	18%
Public toilet maintenance	16%	18%	14%	19%	14%	15%	23%	18%	14%	14%
Street beautification programs (i.e. streets alive and community gardens)	13%	16%	11%	19%	9%	13%	14%	16%	9%	12%
Recreation infrastructure (e.g. courts, outdoor gyms)	12%	16%	9%	18%	9%	10%	25%	15%	7%	12%
Sports fields	11%	13%	10%	15%	9%	10%	21%	11%	9%	12%
Verge mowing (in front of your property)	5%	6%	4%	5%	5%	5%	4%	3%	6%	6%
Wharves and jetties	5%	7%	4%	6%	4%	5%	4%	4%	6%	5%
Base (maximum)	431	173	249	154	275	373	56	179	97	153

S1b(c). Open Space and Recreation

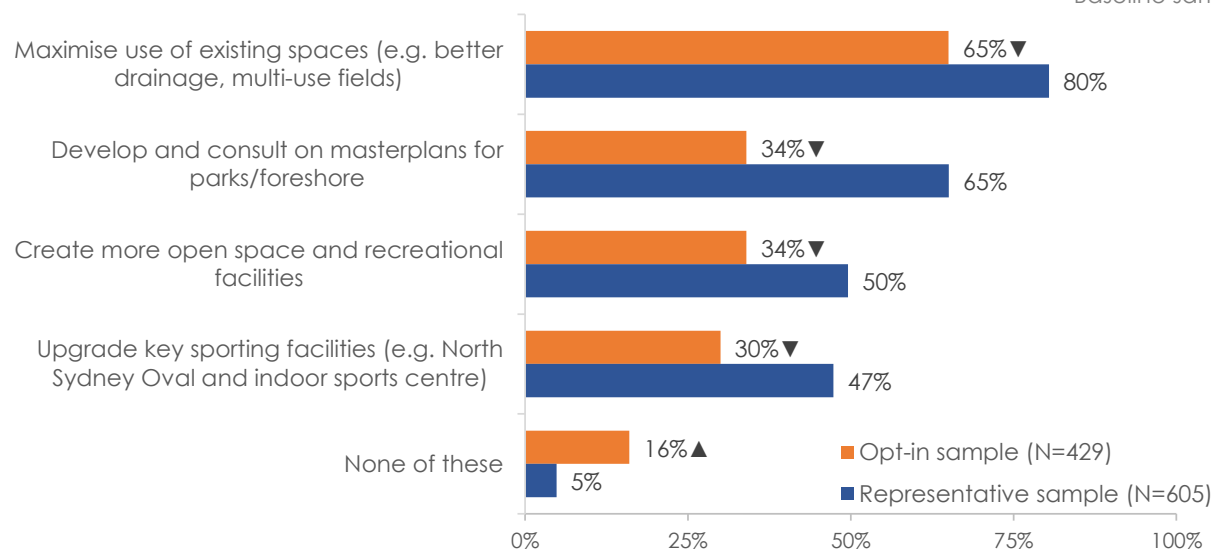


Baseline sample

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

Opt-in respondents prefer maximising use of existing spaces (65%) compared to 34% who want more open spaces/rec facilities. Note however that scores were lower for the Opt-in sample compared to the Representative sample across all four options.

Support is broadly consistent across demographics, though younger respondents (under 50) show more interest in creating more open space (40%) compared to older respondents (50+, 30%).



Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Maximise use of existing spaces	65%	61%	69%	66%	65%	64%	70%	69%	61%	63%
Develop and consult on masterplans for parks/foreshore	34%	38%	32%	30%	36%	34%	33%	33%	32%	37%
Create more open space and recreational facilities	34%	33%	34%	40%	30%	33%	42%	34%	34%	34%
Upgrade key sporting facilities	30%	27%	32%	31%	29%	28%	40%	32%	29%	28%
None of these	16%	21%	13%	16%	17%	18%	7%	16%	21%	13%
Base	429	173	253	154	278	374	57	179	98	155

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?

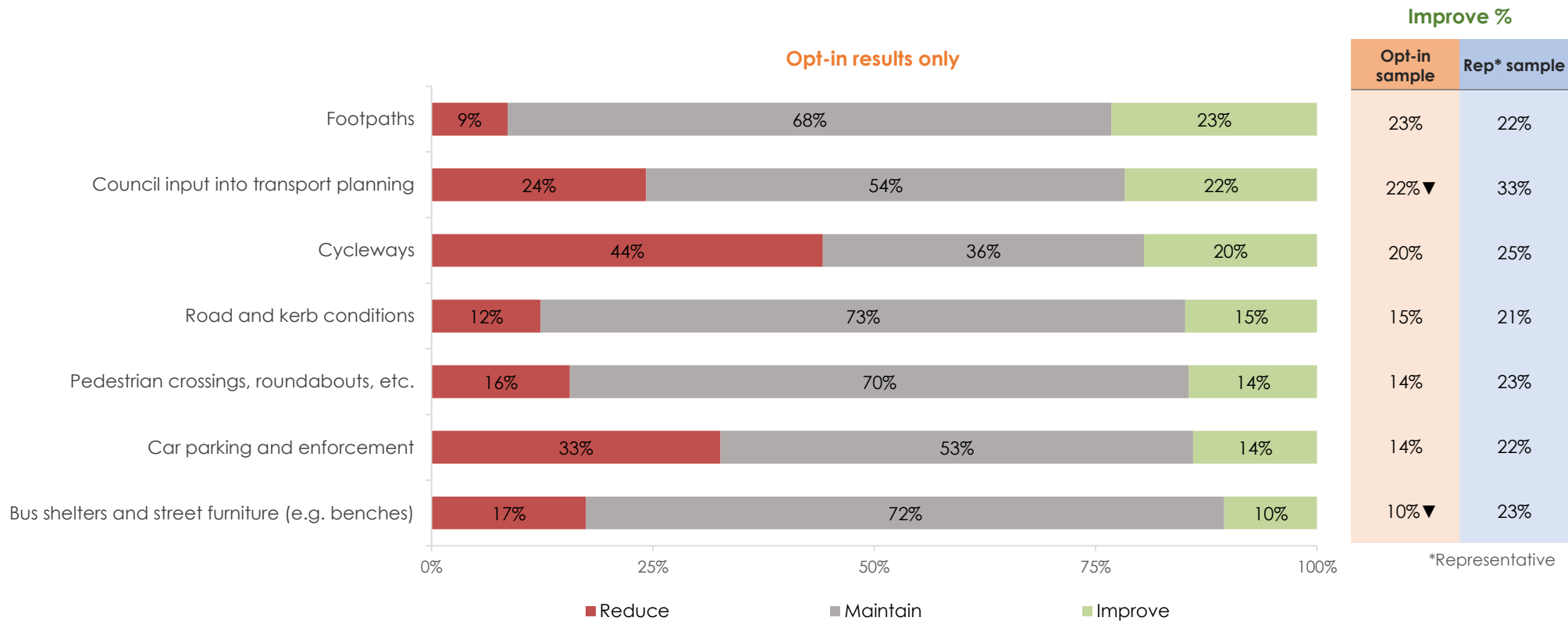
Indicatively higher/lower percentage (by group) 29

S1b(d). Integrated Transport



Across all seven Integrated Transport attributes, the majority of respondents wanted the services at least maintained, if not improved – although a sizeable minority (44%) indicated they wanted a reduction in 'cycleways'.

The proportion of those wanting to see Council 'improve' efforts with footpaths remains consistent with the Representative sample.



Base: N = 429-431

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

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

S1b(d). Integrated Transport

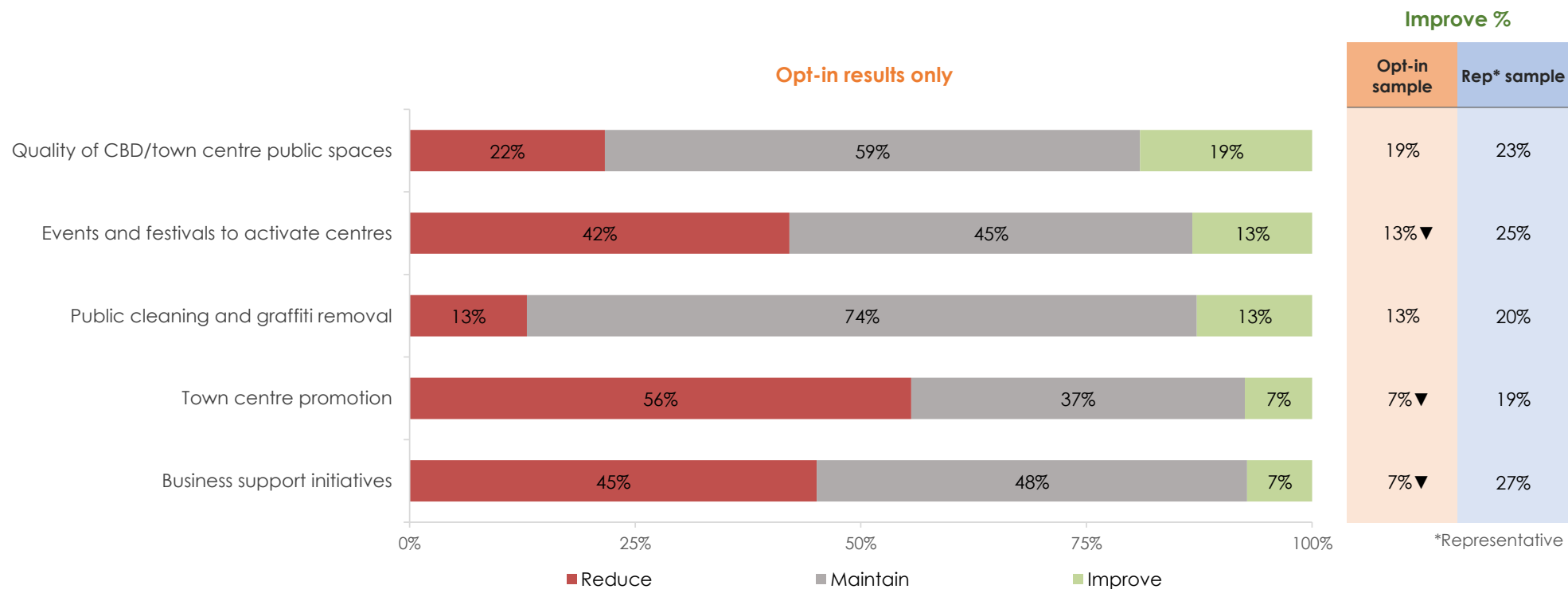


'Improve' %	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Footpaths	23%	25%	23%	18%	26%	22%	30%	24%	22%	23%
Council input into transport planning	22%	23%	20%	18%	24%	21%	25%	22%	20%	22%
Cycleways	20%	23%	16%	30%	14%	18%	26%	25%	18%	14%
Road and kerb conditions	15%	13%	17%	14%	15%	15%	14%	13%	13%	18%
Pedestrian crossings, roundabouts, etc.	14%	15%	14%	18%	12%	13%	23%	18%	12%	11%
Car parking and enforcement	14%	18%	11%	14%	14%	15%	11%	13%	12%	16%
Bus shelters and street furniture (e.g. benches)	10%	12%	10%	14%	8%	10%	16%	13%	7%	10%
Base (maximum)	431	173	249	154	275	372	57	179	98	152

S1b(e). Economic Development



For the Opt-in respondents, the Economic Development category provides some options for finding savings – with 56% suggesting a reduction in ‘town centre promotion’, 45% suggesting ‘business support initiatives’ be reduced, and 42% favouring reduction of ‘events and festivals...’



Base: N = 430-431

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

Note:▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

S1b(e). Economic Development

'Improve' %	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Quality of CBD/town centre public spaces	19%	20%	18%	20%	18%	18%	28%	21%	18%	18%
Events and festivals to activate centres	13%	15%	11%	18%	11%	11%	30%	17%	9%	11%
Public cleaning and graffiti removal	13%	15%	12%	12%	13%	13%	9%	12%	12%	14%
Town centre promotion	7%	8%	7%	10%	6%	6%	18%	9%	6%	7%
Business support initiatives	7%	8%	6%	8%	7%	7%	11%	7%	5%	8%
Base (maximum)	431	173	250	154	276	373	57	179	98	153

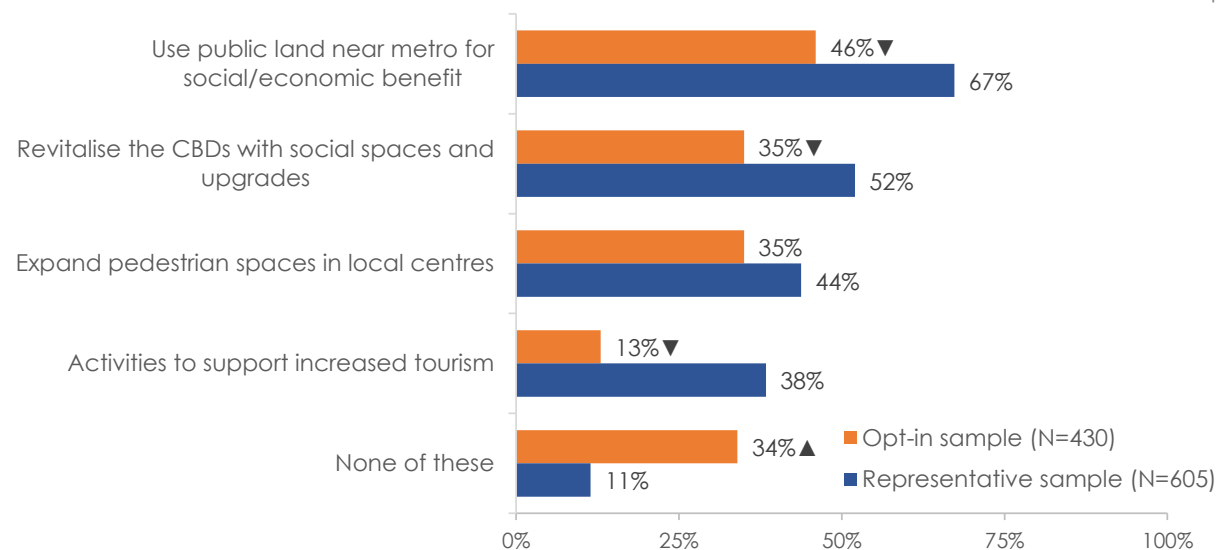
S1b(e). Economic Development



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

46% of respondents support using public land near the metro for social/economic benefit (higher for non-ratepayers 61%).

Opt-in respondents are less supportive of all four options than were the Representative respondents – particularly so for activities to support increased tourism (13% cf. 38%), however, non-ratepayers are more supportive (25%) than ratepayers (11%).



Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Use public land near metro for social/economic benefit	46%	47%	45%	51%	43%	44%	61%	51%	41%	44%
Revitalise the CBDs with social spaces and upgrades	35%	34%	36%	37%	33%	33%	44%	40%	31%	32%
Expand pedestrian spaces in local centres	35%	39%	33%	34%	35%	34%	40%	37%	28%	37%
Activities to support increased tourism	13%	14%	12%	15%	12%	11%	25%	15%	16%	8%
None of these	34%	32%	35%	34%	35%	37%	14%	31%	41%	34%
Base	430	173	253	154	278	374	57	179	98	155

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?

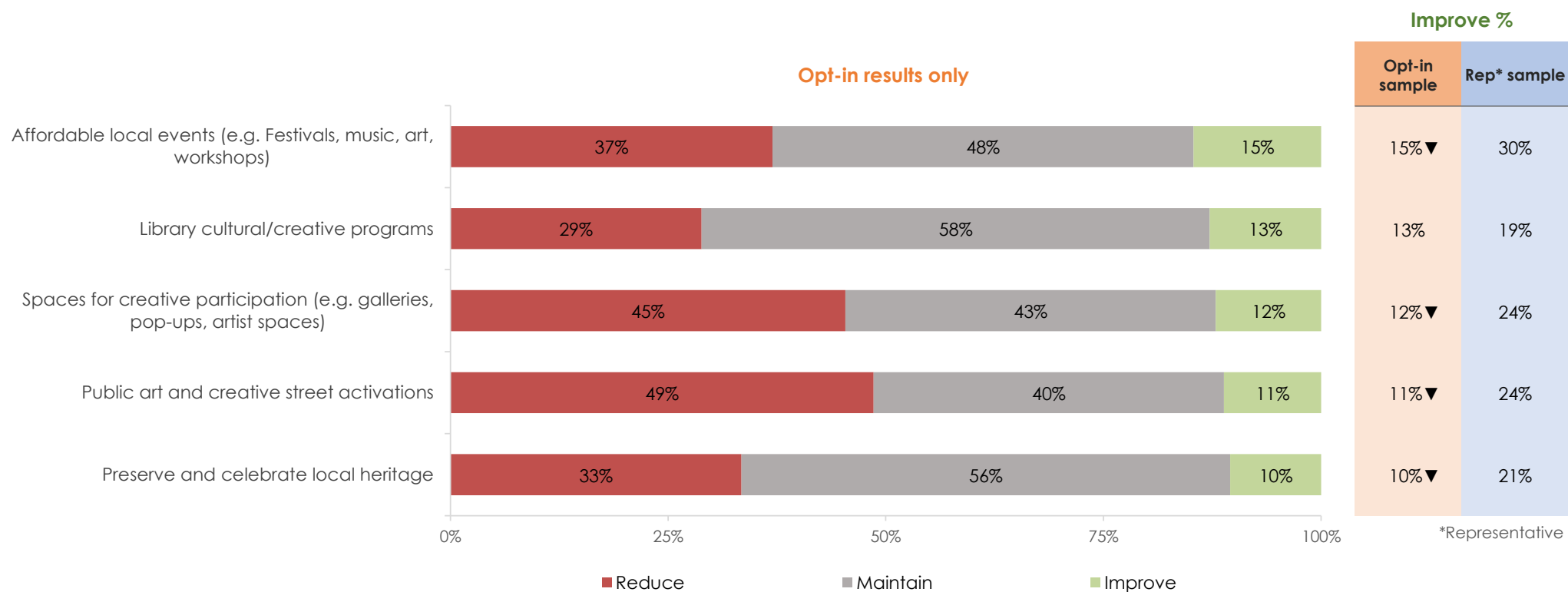
Indicatively higher/lower percentage (by group) 34

S1b(f). Culture and Creativity



For Opt-in respondents, two of the Culture and Creativity attributes show opportunity for reduced investment, with almost half preferring a reduction in 'public art and creative street activations' (49%) and 'spaces for creative participation' (45%).

Respondents aged under 50 showed greater desire for improvement across all Culture and Creativity attributes, particularly 'affordable local events' and 'library cultural/creative programs'.



Base: N = 430-431

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

Note:▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

S1b(f). Culture and Creativity



'Improve' %	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Affordable local events	15%	16%	13%	21%	11%	11%	39%	21%	13%	8%
Library cultural/creative programs	13%	13%	12%	19%	9%	10%	28%	18%	9%	8%
Spaces for creative participation	12%	15%	9%	16%	10%	9%	35%	15%	12%	8%
Public art and creative street activations	11%	14%	9%	14%	9%	9%	28%	14%	8%	10%
Preserve and celebrate local heritage	10%	8%	12%	12%	10%	9%	23%	13%	7%	9%
Base (maximum)	431	173	250	154	276	373	57	179	98	153

S1b(f). Culture and Creativity

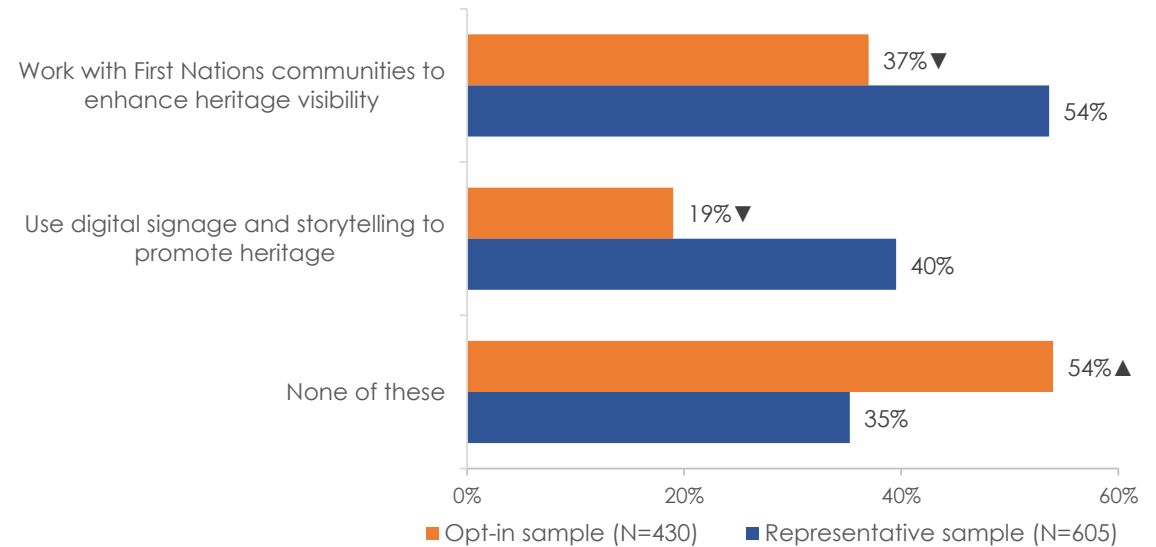


Baseline sample

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

54% of Opt-in respondents felt Council should not implement one or both of the two initiatives, well above the 35% recorded on the Representative survey.

'Work with First Nations communities to enhance heritage visibility' was selected by 37% of respondents – and support was higher among females, those aged under 50 and non-ratepayers.



Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Work with First Nations communities to enhance heritage visibility	37%	29%	43%	44%	34%	35%	56%	41%	31%	38%
Use digital signage and storytelling to promote heritage	19%	21%	19%	23%	18%	18%	30%	22%	14%	19%
None of these	54%	62%	49%	49%	57%	58%	32%	53%	61%	52%
Base	430	173	253	154	278	374	57	179	98	155

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?

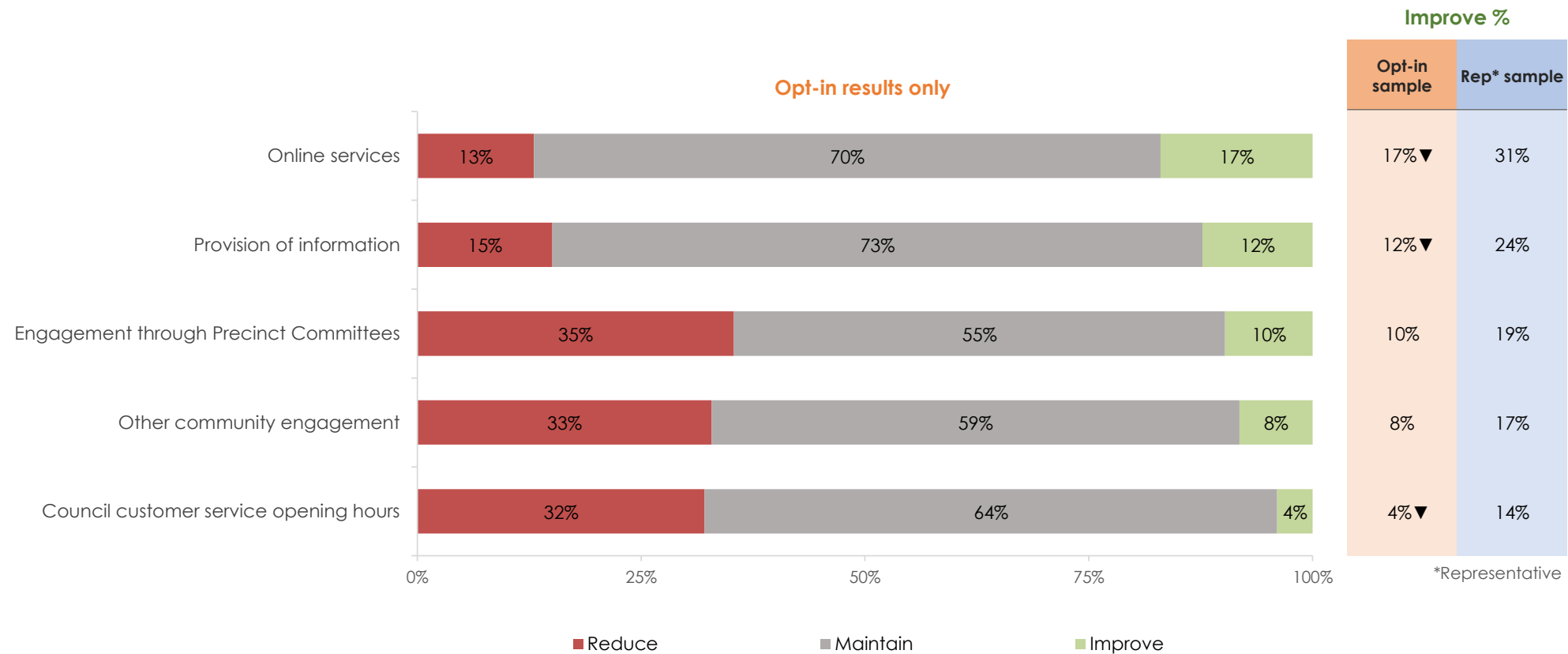
Indicatively higher/lower percentage (by group) 37

S1b(g). Customer Experience



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

Younger residents and non-ratepayers are most likely to desire improvements, especially in online services and other community engagement.



Base: N = 429-431

Q11. Thinking about our customer experience, do you think Council should reduce, maintain, or improve...

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

S1b(g). Customer Experience



'Improve' %	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Online services	17%	20%	15%	22%	14%	16%	23%	20%	15%	15%
Provision of information	12%	16%	10%	14%	11%	11%	20%	13%	10%	12%
Engagement through Precinct Committees	10%	10%	10%	8%	11%	9%	11%	7%	10%	13%
Other community engagement	8%	6%	9%	12%	6%	6%	20%	11%	6%	6%
Council customer service opening hours	4%	4%	4%	6%	3%	3%	5%	4%	6%	3%
Base (maximum)	431	172	250	154	275	373	55	178	97	154



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

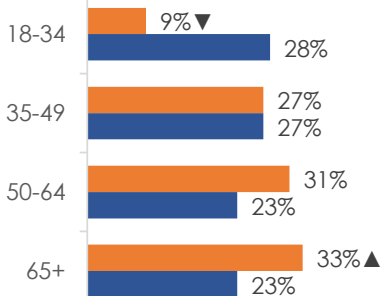


Informed sample

Gender:



Age:

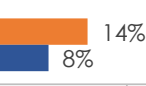


Other demographics:

Identifies as Aboriginal or Torres Strait Islander

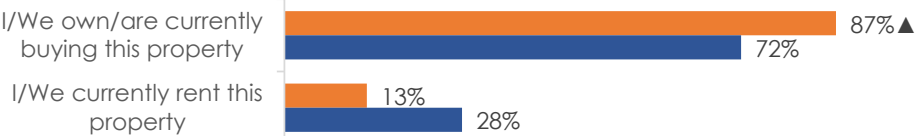


Identifies as living with, or someone in the household lives with, disability

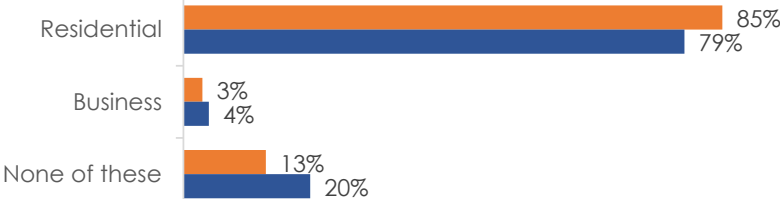


■ Opt-in sample (N=432-433)
■ Representative sample (N=302)

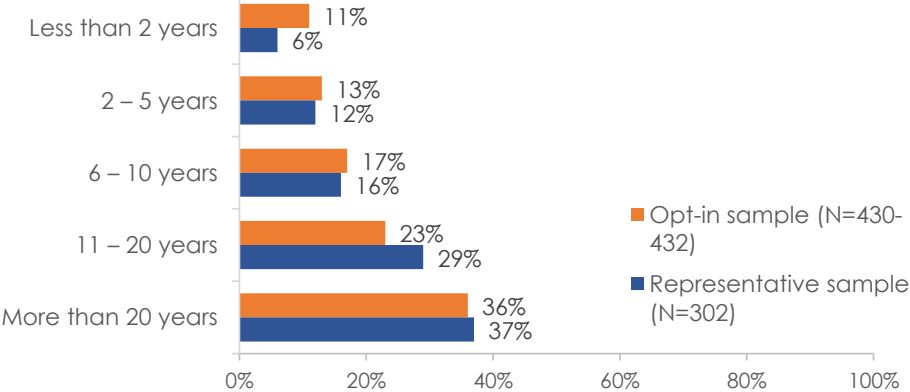
Ratepayer status (residential dwelling):



Type of rates paid:



Time lived in area:



■ Opt-in sample (N=430-432)
■ Representative sample (N=302)

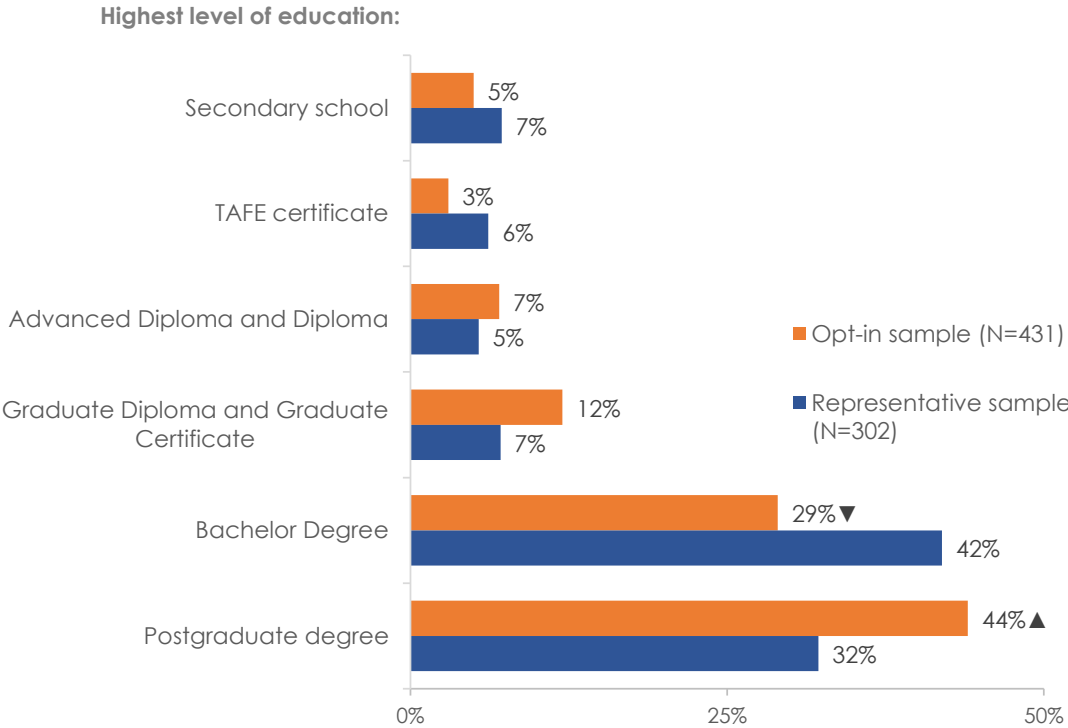
*2% of Opt-in sample identified as 'different gender/non-binary/gender fluid'

Note:▲/▼ = difference equal to/greater than 10% between representative and opt-in samples. 42

Sample Profile



Informed sample



Residential suburb	Opt-in sample (N=433)	Representative sample (N=302)
North Sydney	13%	13%
Cremorne	12%	15%
Wollstonecraft	11%	13%
Neutral Bay	11%	7%
Cammeray	9%	9%
Crows Nest	8%	11%
Waverton	6%	6%
McMahons Point	5%	5%
Kirribilli	5%	6%
Milsons Point	4%	2%
Cremorne Point	3%	2%
St Leonards	2%	7%
Kurraba Point	2%	1%
Lavender Bay	1%	5%
Other	8%	N/A

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples. 43



Section 2a.

Funding Considerations

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



Informed sample

Infrastructure Renewals



Informed sample

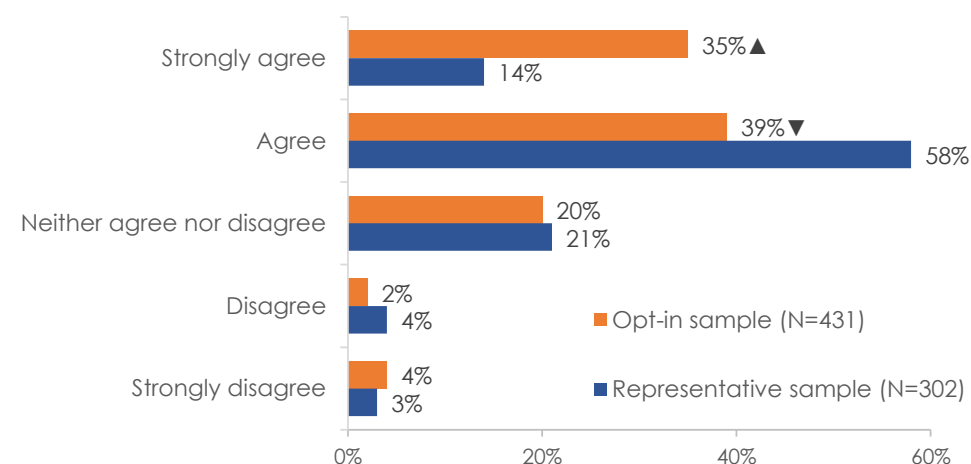
Context: Development and subdivision within North Sydney increased significantly with the opening of the Sydney Harbour Bridge in 1932 and continued after World War 2. It was during this development period that much of the infrastructure in North Sydney was originally built. Council manages \$1.6 billion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

Although differing in strength of agreement, overall agreement amongst the Opt-in sample remains in-line with the Representative sample. Overall, 74% of Opt-in respondents agree or strongly agree with the statement 'each generation should contribute to the renewal of community infrastructure they have used and benefited from', compared to 72% for the Representative sample.

Non-ratepayers had a higher level of agreement compared to ratepayers (88% cf. 72%).

Some verbatim comments about why the Opt-in respondents selected the answer they did are provided overleaf.

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



Note:▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Agreement %	74%	72%	71%	77%	78%	73%	72%	88%	75%	76%	73%
Base	431	302	173	251	154	277	374	57	179	98	154

*Representative

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

Indicatively higher/lower level of agreement (by group) 45

Infrastructure Renewals



Informed sample

Example verbatims

Agree/ Strongly agree

"I'm paying for my needs now the next generation can pay for their needs"

"Costs should be shared across all levels of the community to ensure facilities are in good or better shape for future generations"

"What is the other option?"

"We either use it or benefit from it so we should contribute. The amount of contribution would be a function of the expected life of the asset and a forecast cost of replacement..."

"We are one community in the past, present, future"

"Good Infrastructure contributes to quality of life and amenity and improves value of real estate"

"f the community wants to continue being able to benefit from infrastructure then the community needs to understand that such things cost money. The user should pay"

Neither agree nor disagree

"Ratepayers are not responsible for Council's financial mismanagement"

"...It's difficult to work out how each generation is to contribute as rates increase on a yearly basis"

"I think if it was spread equitably over economic incomes it would be better"

"It is the job of council to prioritise spending appropriately to include maintaining such infrastructure..."

"Some assets should be disposed of"

"North Sydney has a significant transient population"

"My rates are my contribution to that"

"Some infrastructure life spans more than one generation"

Disagree/ Strongly disagree

"...We need to be satisfied with what we have, maintain it well to keep function, and be less ambitious for new infrastructure that is beyond our means to pay for"

"Some people live here for 6 months as a renter. Some people live here for 30 years as an owner. You can't expect the renter to want to give back"

"I don't trust the current North Sydney Councilors, or workforce, if they ran their business properly, they would have enough money to deal with the top priorities..."

"This is a fig leaf to justify council inefficiency"

"Council don't spend current budget efficiently or effectively"

"There is no case put in the survey's supporting papers of an inter-generational funding issue. Given the required modest annual amounts and temporary rate solutions it appears a bit of a 'furphy'. In addition, savings through smaller council staff numbers, asset sales, non-rate income increases etc. should provide significant relief..."

Q8a. To what extent do you agree with the following statement?
Q8b. Why do you say that?

Loan Borrowing

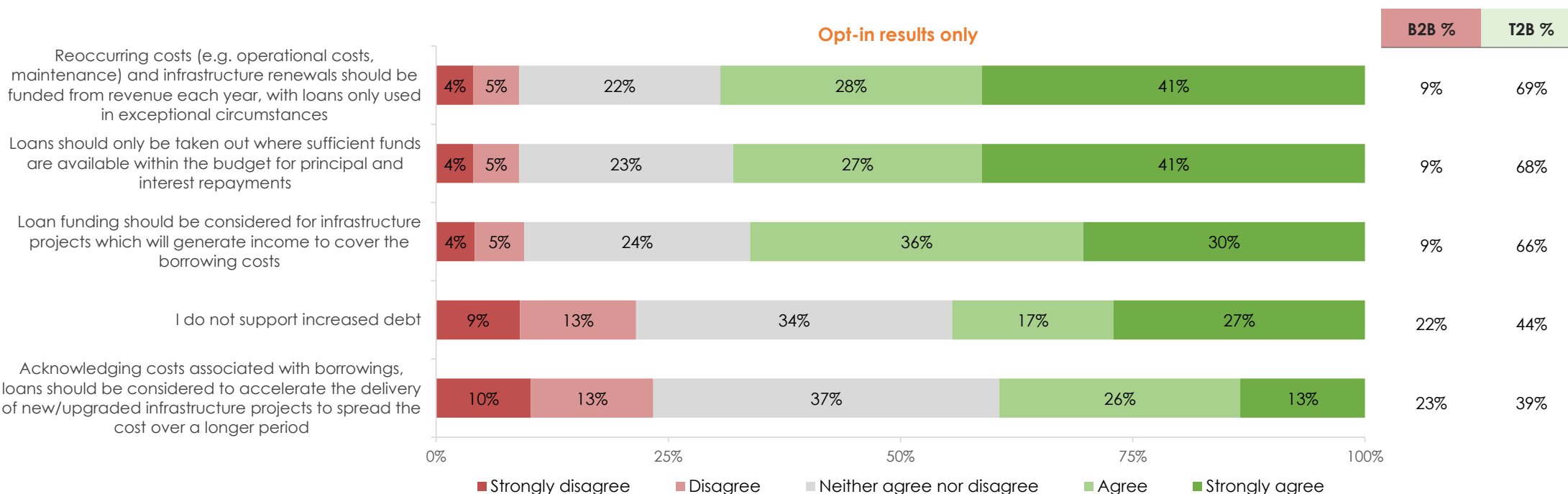


Informed sample

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.

69% agree that reoccurring costs and renewals should be funded from annual revenue rather than loans and 68% agree that loans should only be taken out when sufficient funds are available for repayments. Opinions are more divided on not increasing overall debt (44% agreement, 22% disagreement) and using loans to accelerate delivery of new or upgraded infrastructure (39% agreement, 23% disagreement).

Agreement is relatively consistent across demographics. And the Opt-in sample results are similar to the Representative sample results, see overleaf.



Q9a. Please state your agreement with the following principles.

Loan Borrowing



Informed sample

Agreement %	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Reoccurring costs (e.g. operational costs, maintenance) and infrastructure renewals should be funded from revenue each year, with loans only used in exceptional circumstances	69%	70%	64%	73%	69%	69%	69%	70%	66%	71%	71%
Loans should only be taken out where sufficient funds are available within the budget for principal and interest repayments	68%	72%	68%	67%	67%	68%	68%	65%	64%	73%	68%
Loan funding should be considered for infrastructure projects which will generate income to cover the borrowing costs	66%	65%	63%	68%	65%	67%	67%	58%	64%	63%	70%
I do not support increased debt	44%	47%	43%	46%	41%	46%	44%	47%	45%	46%	43%
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%	39%	43%	37%	36%	41%	39%	40%	39%	44%	37%
Base	432	302	173	252	154	278	374	57	179	98	155

*Representative

Q9a. Please state your agreement with the following principles.



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.

Roads and Transport Infrastructure

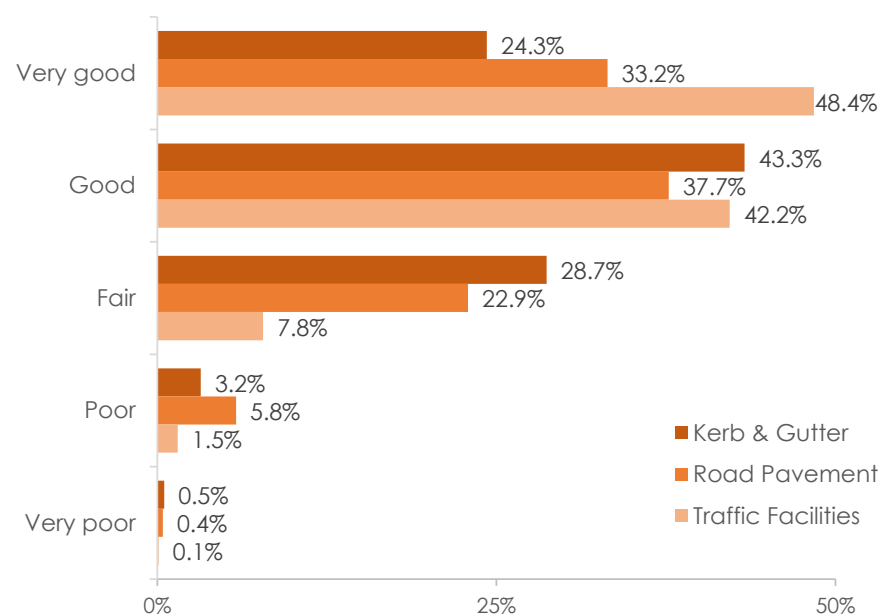


Informed sample

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.



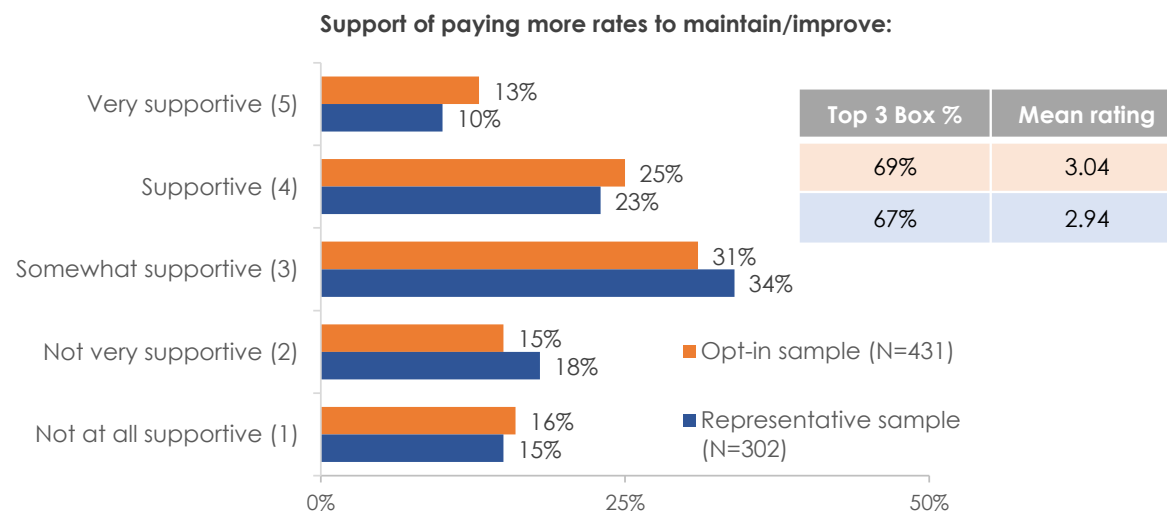
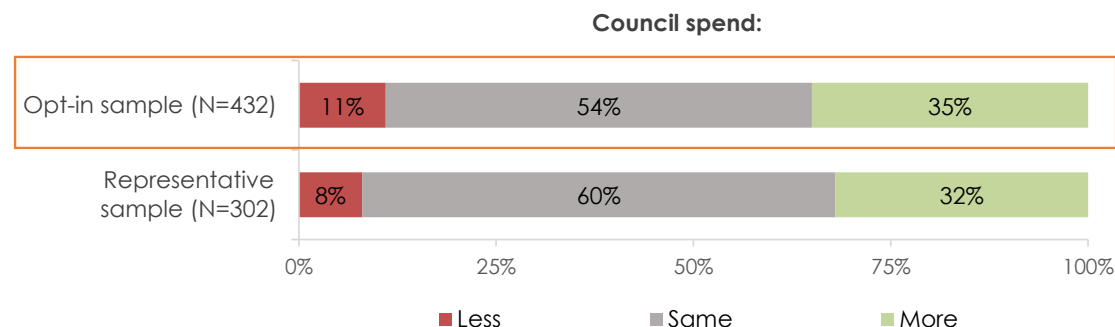
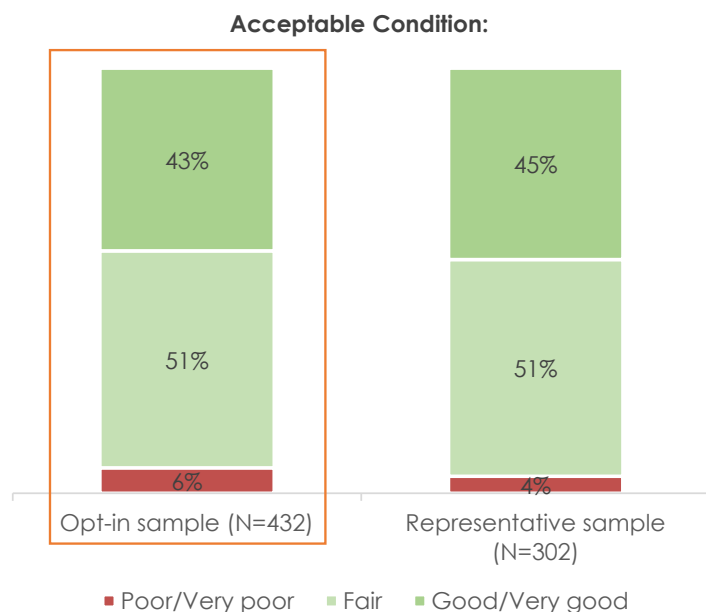
Informed sample

Roads and Transport Infrastructure

For roads and transport infrastructure;

- 51% believe 'fair' conditions are acceptable
- 89% would like to see the same or more investment (35% wanting more), and
- 69% support paying more in rates for maintenance and improvements.

Opt-in results are generally similar to those from the Representative sample.



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 Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non- ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q1a)											
Very good/ Good	43%	45%	40%	46%	36%	47%	45%	35%	41%	38%	50%
Fair	51%	51%	54%	47%	57%	47%	49%	61%	54%	55%	43%
Poor/ Very poor	6%	4%	6%	7%	6%	6%	6%	4%	5%	7%	7%
Council spend (Q1b)											
More	35%	32%	34%	37%	30%	38%	36%	30%	34%	33%	38%
Same	54%	60%	53%	55%	59%	52%	53%	61%	54%	56%	54%
Less	11%	8%	14%	8%	11%	10%	11%	9%	12%	11%	8%
Support (Q1c)											
Top 3 Box %	69%	67%	64%	74%	69%	69%	68%	75%	69%	63%	73%
Mean rating	3.04	2.94	2.94	3.13	3.05	3.03	2.98	3.39	3.08	2.92	3.06
Base	431-432	302	173	251-252	154	277-278	374	56-57	179	97-98	155

*Representative

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

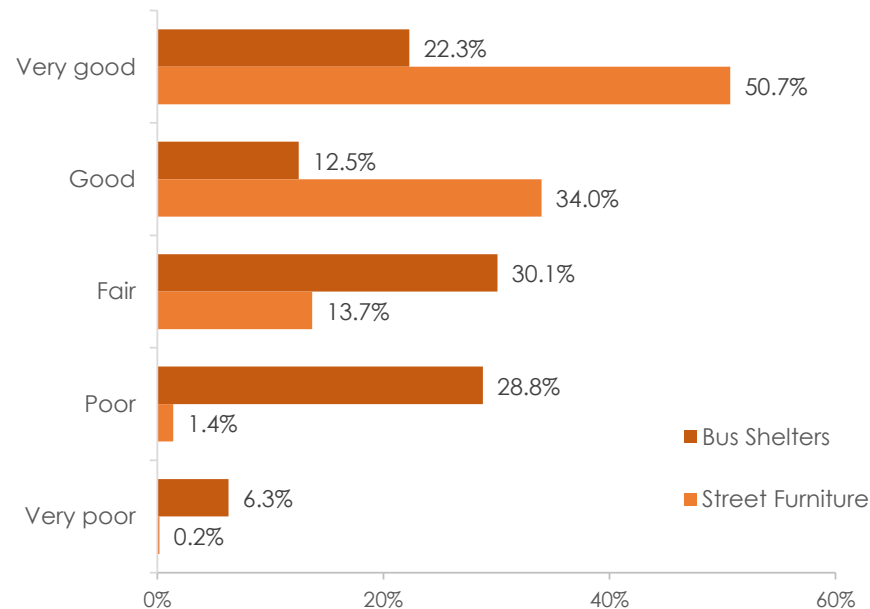
Bus Shelters and Street Furniture

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

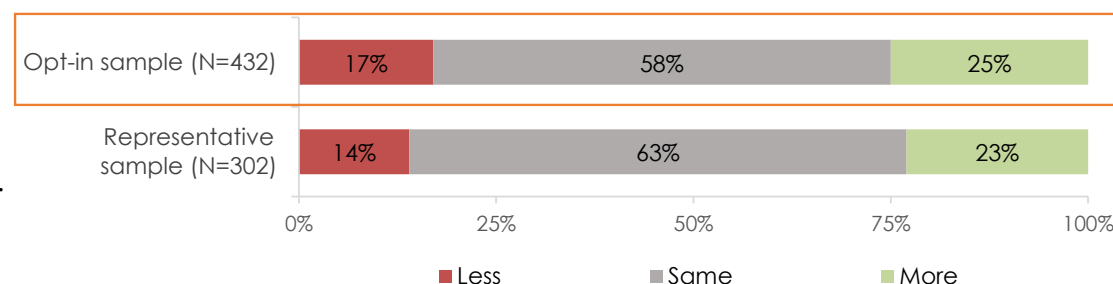


Informed sample

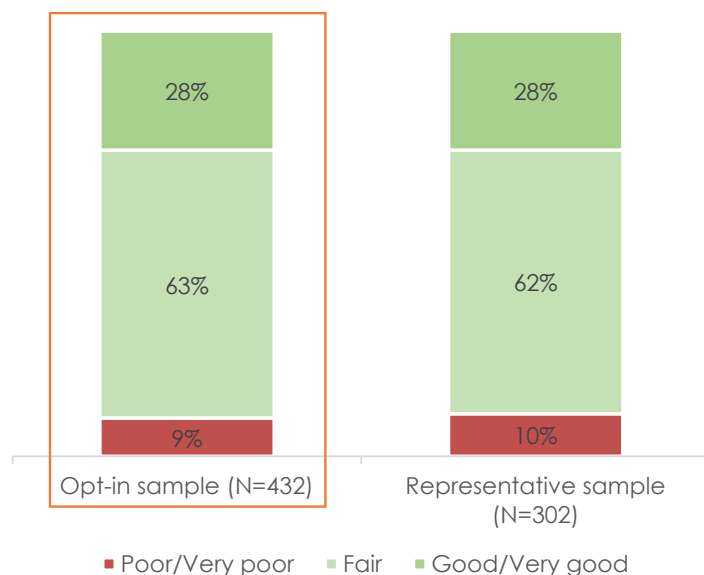
For bus shelters and street furniture;

- 63% believe 'fair' conditions are acceptable
- 83% would like to see the same or more investment (1 in 4 wanting more), and
- 60% support paying more in rates for maintenance and improvements.

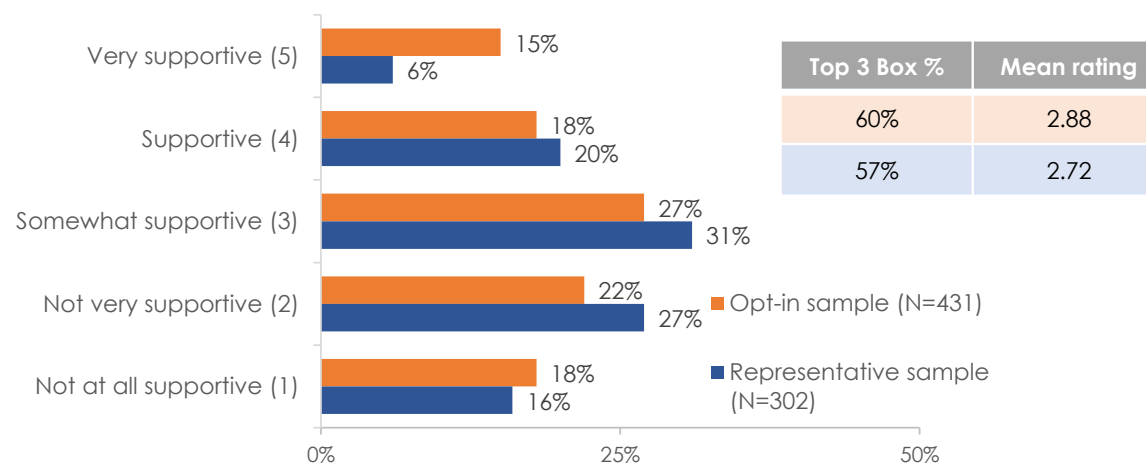
Opt-in results are generally similar to those from the Representative sample.



Acceptable Condition:



Support of paying more rates to maintain/improve:



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

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?

Bus Shelters and Street Furniture



Informed sample

	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non- ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q2a)											
Very good/ Good	28%	28%	24%	32%	25%	31%	29%	28%	28%	26%	30%
Fair	63%	62%	65%	61%	63%	62%	62%	65%	61%	63%	63%
Poor/ Very poor	9%	10%	11%	8%	12%	7%	9%	7%	10%	11%	6%
Council spend (Q2b)											
More	25%	23%	27%	23%	23%	26%	23%	33%	28%	23%	21%
Same	58%	63%	55%	61%	58%	59%	59%	54%	53%	57%	66%
Less	17%	14%	17%	15%	19%	15%	17%	12%	19%	19%	12%
Support (Q2c)											
Top 3 Box %	60%	57%	57%	63%	58%	61%	58%	70%	61%	52%	63%
Mean rating	2.88	2.72	2.80	2.95	2.85	2.90	2.80	3.39	2.98	2.68	2.89
Base	431-432	302	173	251-252	154	277-278	374	56-57	179	97-98	155

*Representative

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

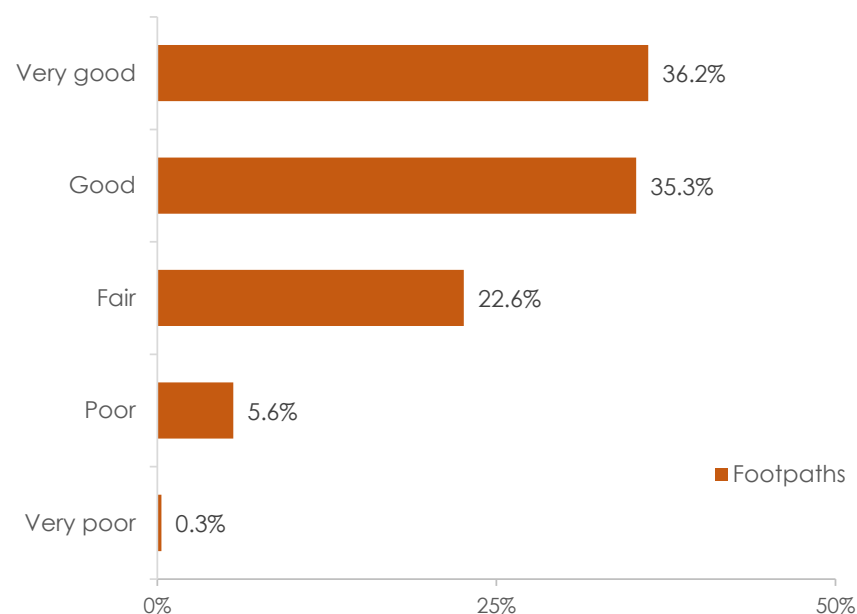


Informed sample

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

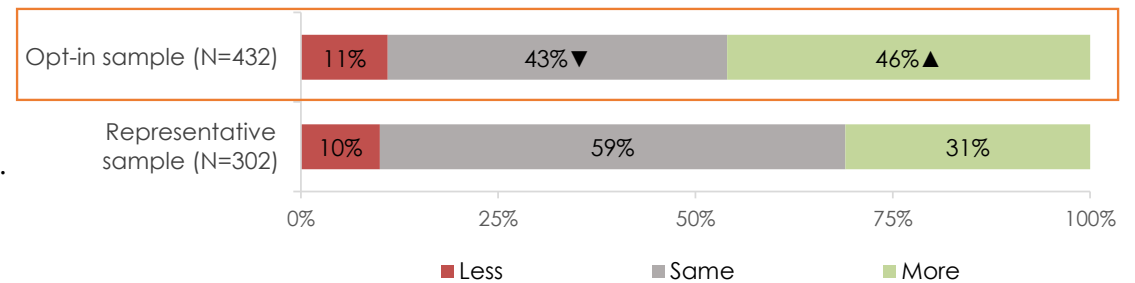


Informed sample

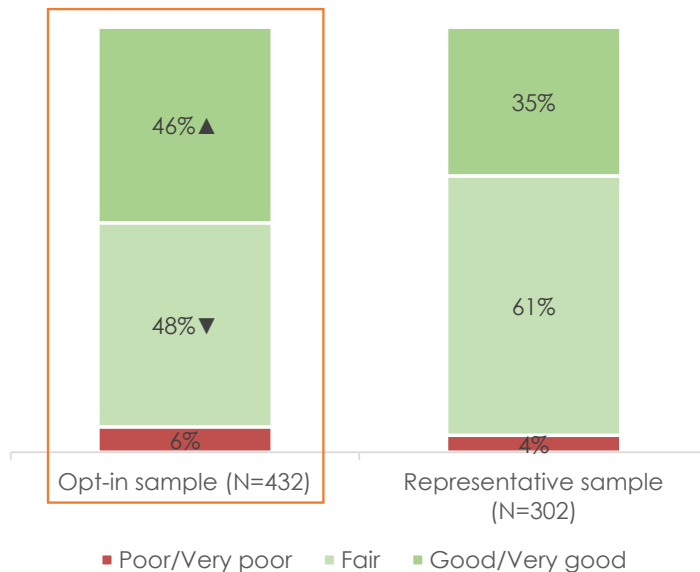
For footpaths;

- 48% believe 'fair' conditions are acceptable
- 89% would like to see the same or more investment (nearly 50% wanting more), and
- 69% support paying more in rates for maintenance and improvements.

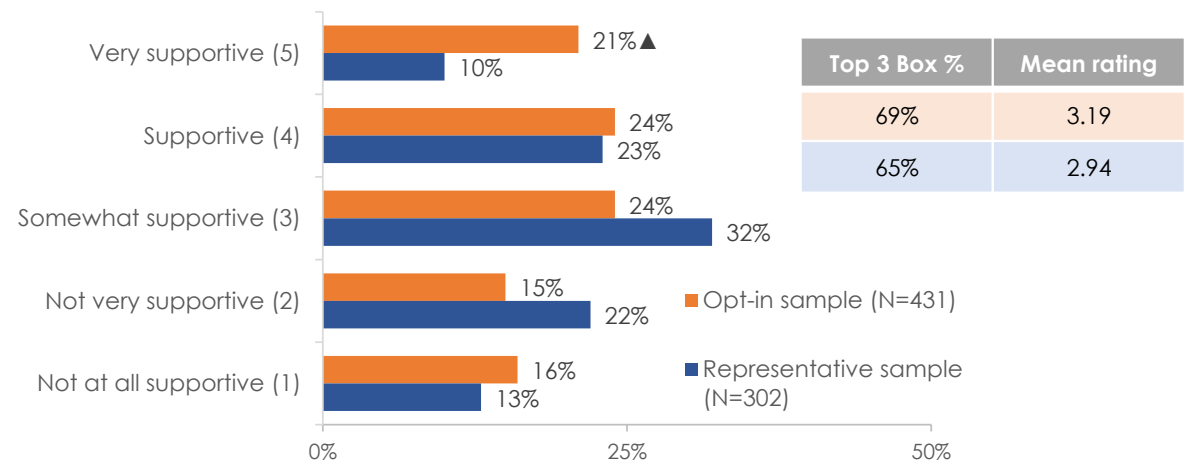
For this category, the Opt-in sample wants higher quality and more investment than does the Representative sample



Acceptable Condition:



Support of paying more rates to maintain/improve:



Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

- 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?

Footpaths



Informed sample

	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non- ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q3a)											
Very good/ Good	46%▲	35%	40%	52%	44%	48%	45%	54%	46%	33%	55%
Fair	48%▼	61%	55%	43%	51%	47%	49%	44%	49%	61%	39%
Poor/ Very poor	6%	4%	5%	6%	6%	5%	6%	2%	6%	6%	5%
Council spend (Q3b)											
More	46%▲	31%	43%	49%	46%	46%	44%	56%	47%	43%	46%
Same	43%▼	59%	45%	42%	43%	44%	44%	37%	41%	45%	45%
Less	11%	10%	13%	9%	11%	11%	11%	7%	12%	12%	9%
Support (Q3c)											
Top 3 Box %	69%	65%	66%	71%	70%	68%	67%	80%	70%	64%	70%
Mean rating	3.19	2.94	3.12	3.25	3.20	3.18	3.11	3.64	3.27	3.02	3.19
Base	431-432	302	173	251-252	154	277-278	374	56-57	179	97-98	155

*Representative

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

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

- 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

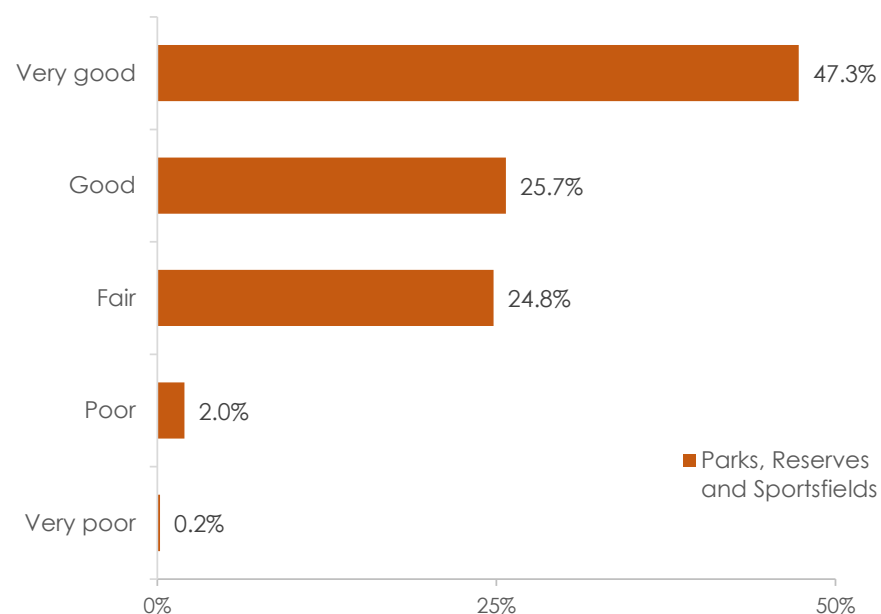


Informed sample

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.



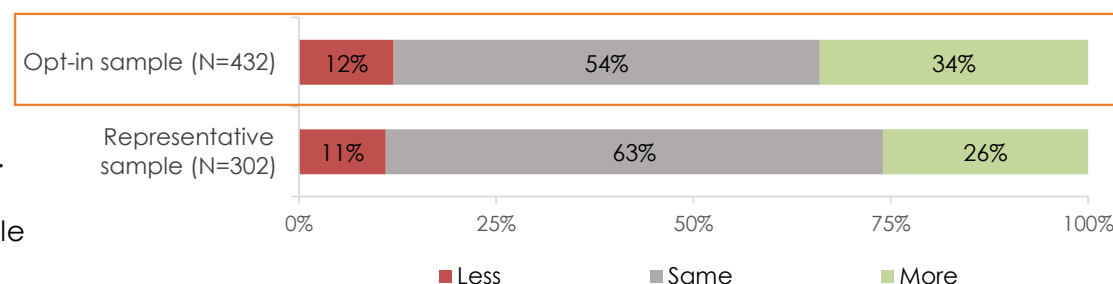
Informed sample

Parks, Reserves and Sportsfields

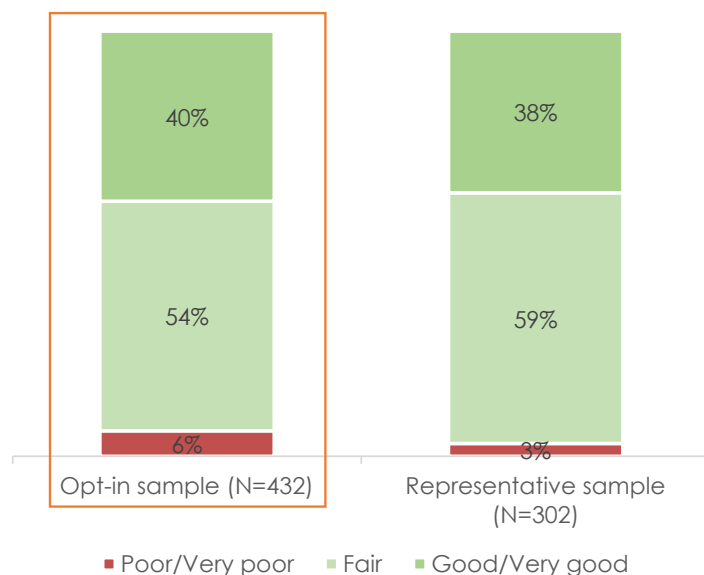
For parks, reserves and sportsfields;

- 54% believe 'fair' conditions are acceptable
- 88% would like to see the same or more investment (1 in 3 wanting more), and
- 66% support paying more in rates for maintenance and improvements.

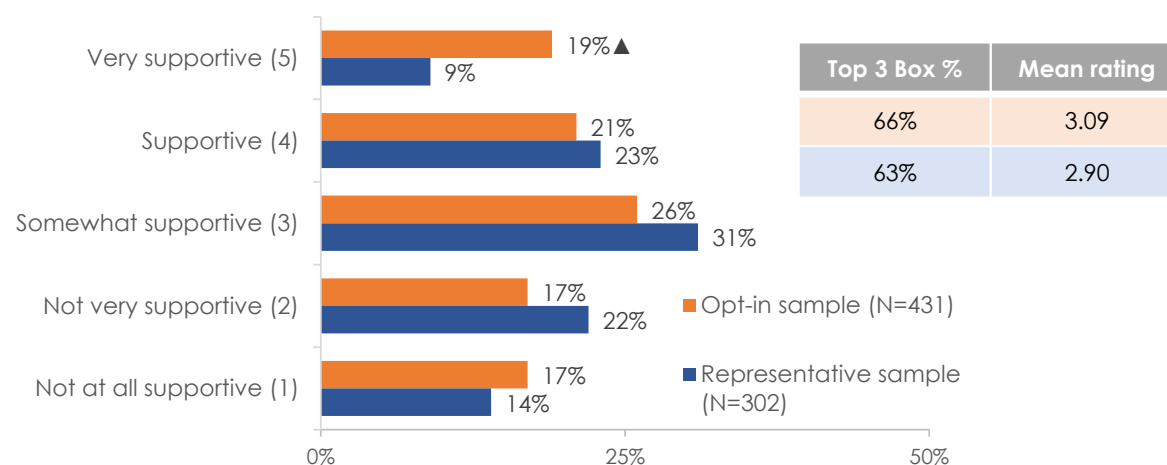
Opt-in results are generally similar to those from the Representative sample – with a little more commitment to more investment from the Opt-in sample.



Acceptable Condition:



Support of paying more rates to maintain/improve:



Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

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?

Parks, Reserves and Sportsfields



Informed sample

	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non- ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q4a)											
Very good/ Good	40%	38%	38%	41%	40%	40%	39%	47%	45%	29%	41%
Fair	54%	59%	53%	54%	53%	54%	55%	49%	48%	63%	54%
Poor/ Very poor	6%	3%	9%	5%	7%	6%	7%	4%	7%	8%	5%
Council spend (Q4b)											
More	34%	26%	36%	32%	41%	29%	30%	54%	41%	28%	29%
Same	54%	63%	51%	56%	44%	60%	57%	37%	46%	59%	61%
Less	12%	11%	13%	12%	15%	11%	13%	9%	13%	13%	10%
Support (Q4c)											
Top 3 Box %	66%	63%	65%	68%	71%	64%	64%	84%	72%	56%	66%
Mean rating	3.09	2.90	3.07	3.11	3.23	3.01	2.98	3.80	3.28	2.84	3.02
Base	431-432	302	173	251-252	154	277-278	374	56-57	179	97-98	155

*Representative

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

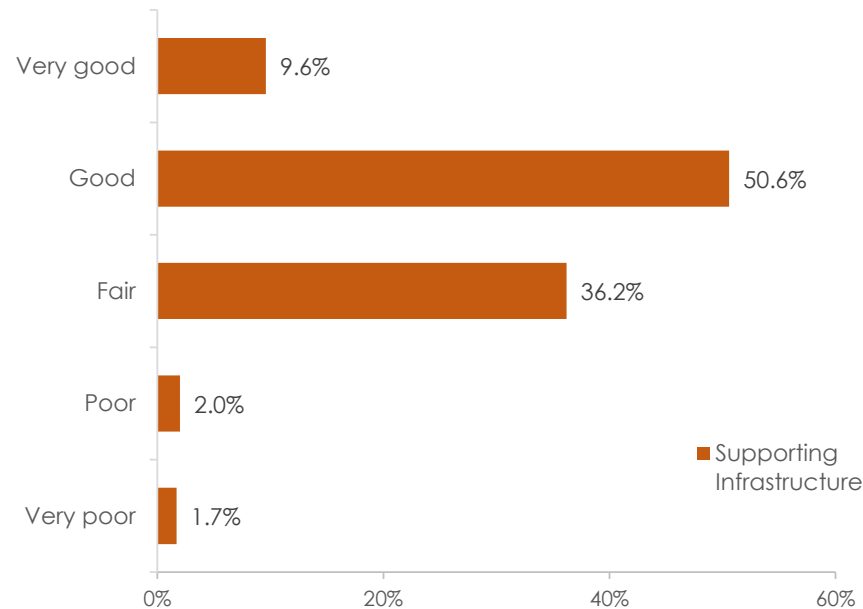


Informed sample

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

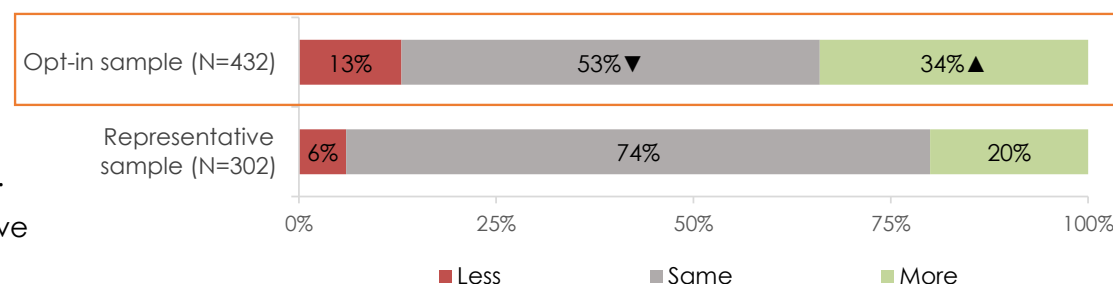


Informed sample

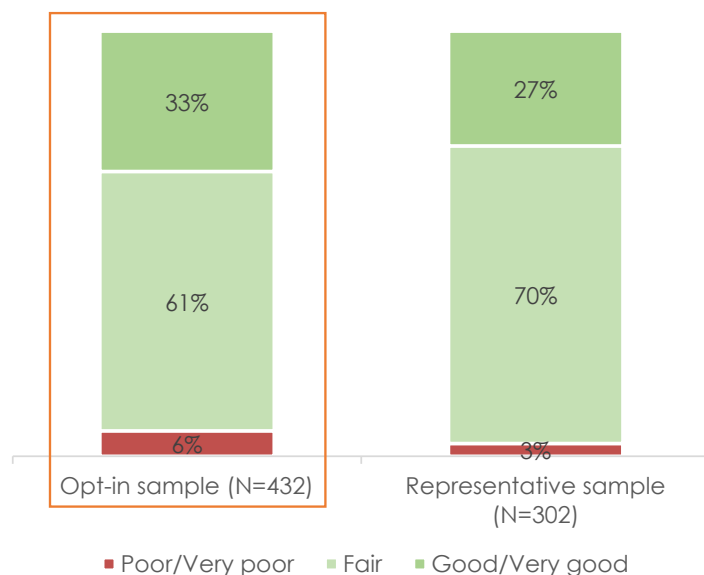
For supporting infrastructure;

- 61% believe 'fair' conditions are acceptable
- 87% 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.

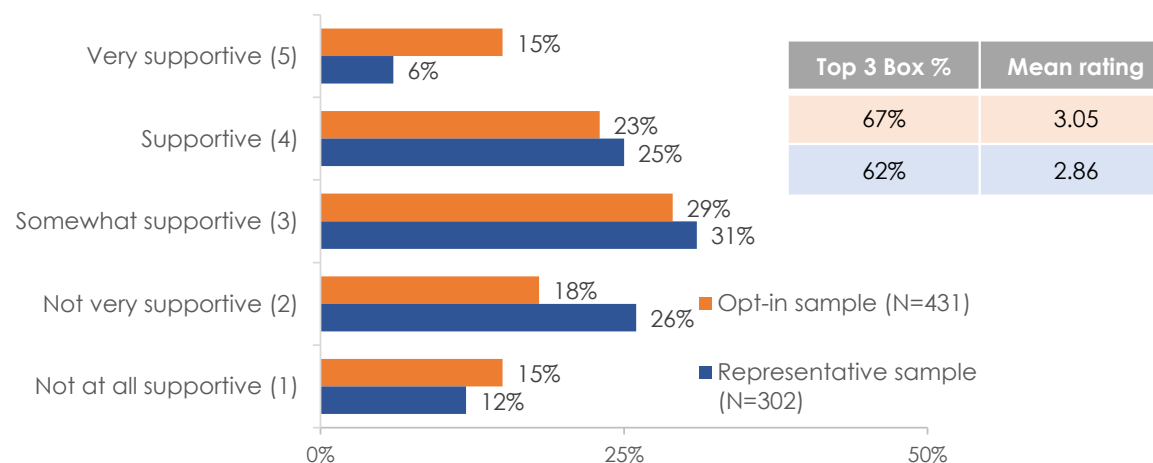
Opt-in results are a little more polarised than those from the Representative sample



Acceptable Condition:



Support of paying more rates to maintain/improve:



Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

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?

Supporting Infrastructure



Informed sample

	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non- ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q5a)											
Very good/ Good	33%	27%	30%	35%	30%	35%	32%	37%	32%	31%	35%
Fair	61%	70%	62%	61%	64%	60%	61%	61%	61%	64%	59%
Poor/ Very poor	6%	3%	8%	4%	6%	6%	7%	2%	7%	5%	6%
Council spend (Q5b)											
More	34%▲	20%	33%	36%	32%	36%	33%	40%	38%	33%	32%
Same	53%▼	74%	52%	54%	53%	53%	53%	51%	46%	55%	59%
Less	13%	6%	15%	10%	15%	11%	13%	9%	16%	12%	9%
Support (Q5c)											
Top 3 Box %	67%	62%	66%	69%	68%	67%	65%	82%	68%	60%	72%
Mean rating	3.05	2.86	3.03	3.08	3.10	3.02	2.97	3.54	3.14	2.90	3.04
Base	431-432	302	173	251-252	154	277-278	374	56-57	179	97-98	155

*Representative

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

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

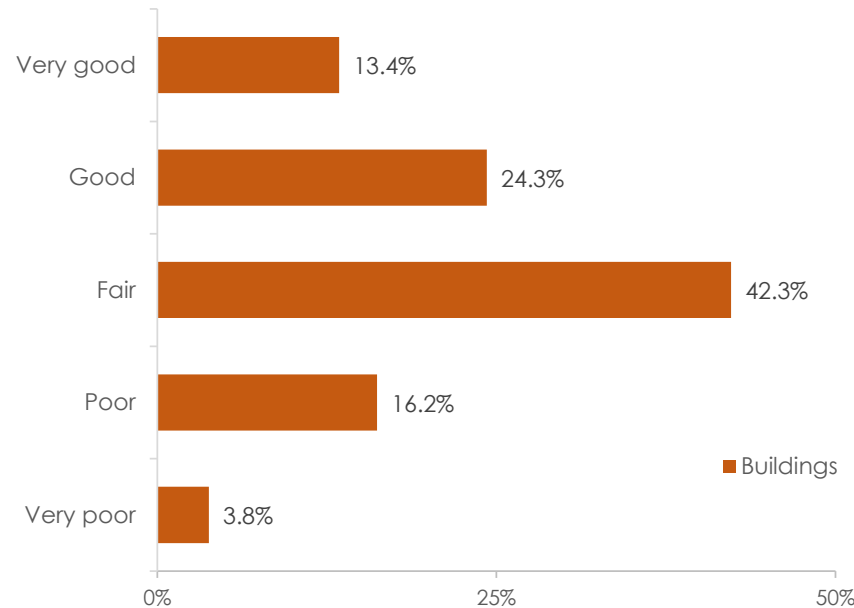


Informed sample

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).

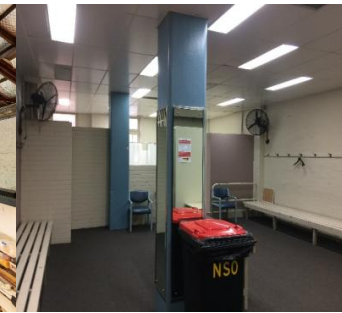
Current Condition Levels:



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

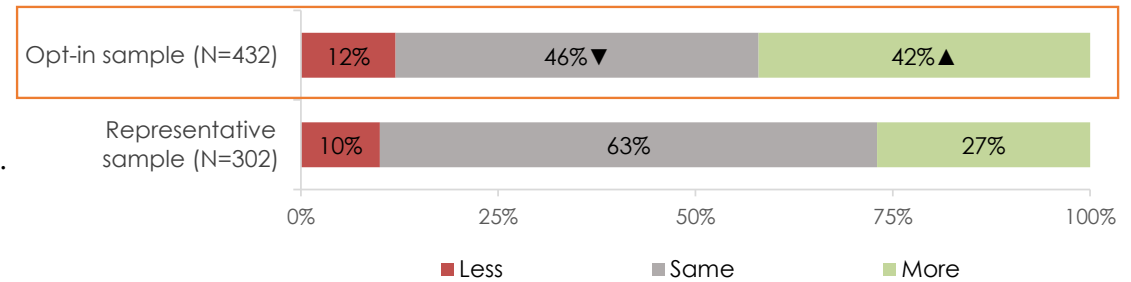


Informed sample

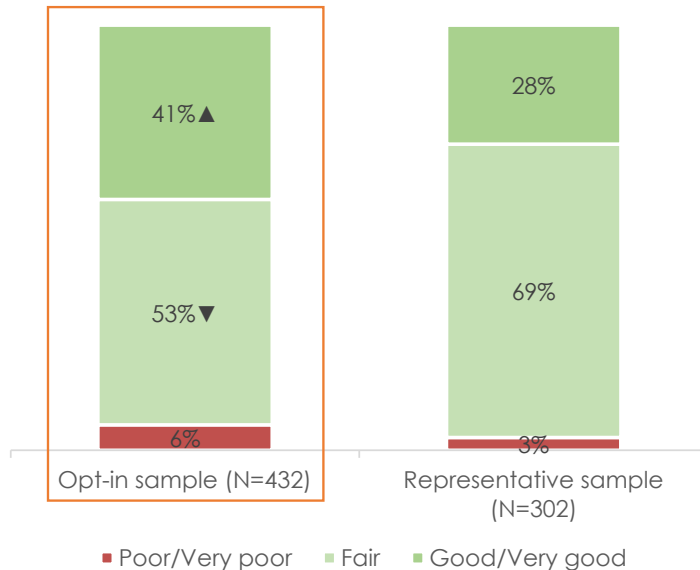
For public buildings;

- 53% believe 'fair' conditions are acceptable
- 88% would like to see the same or more investment (42% wanting more), and
- 67% support paying more in rates for maintenance and improvements.

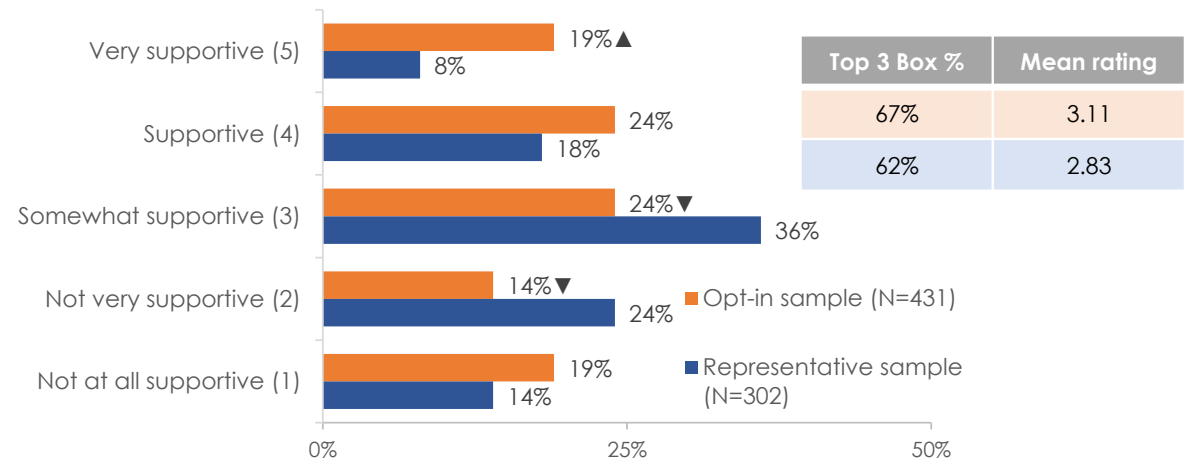
For this category, the Opt-in sample wants higher quality and more investment than does the Representative sample.



Acceptable Condition:



Support of paying more rates to maintain/improve:



Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

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?

Buildings



Informed sample

	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non- ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q6a)											
Very good/ Good	41%▲	28%	31%	48%	38%	43%	40%	47%	45%	38%	39%
Fair	53%▼	69%	62%	48%	54%	53%	53%	51%	49%	55%	56%
Poor/ Very poor	6%	3%	8%	4%	8%	5%	6%	2%	6%	7%	5%
Council spend (Q6b)											
More	42%▲	27%	39%	44%	40%	42%	40%	54%	46%	39%	38%
Same	46%▼	63%	46%	46%	44%	47%	47%	40%	38%	48%	54%
Less	12%	10%	15%	10%	16%	10%	13%	5%	16%	13%	8%
Support (Q6c)											
Top 3 Box %	67%	62%	62%	71%	68%	67%	65%	82%	70%	61%	68%
Mean rating	3.11	2.83	2.99	3.19	3.12	3.10	3.01	3.77	3.23	2.96	3.06
Base	431-432	302	173	251-252	154	277-278	374	56-57	179	97-98	155

*Representative

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

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

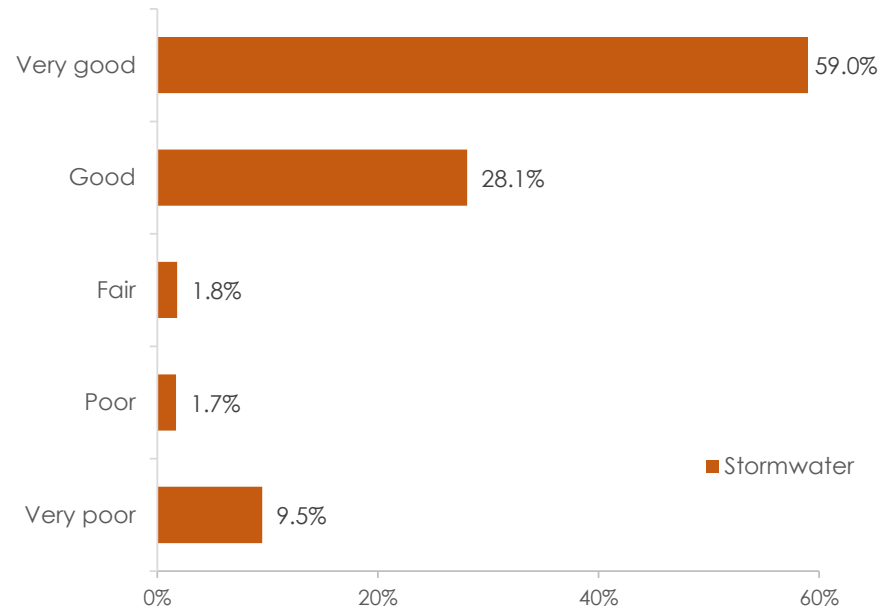


Informed sample

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



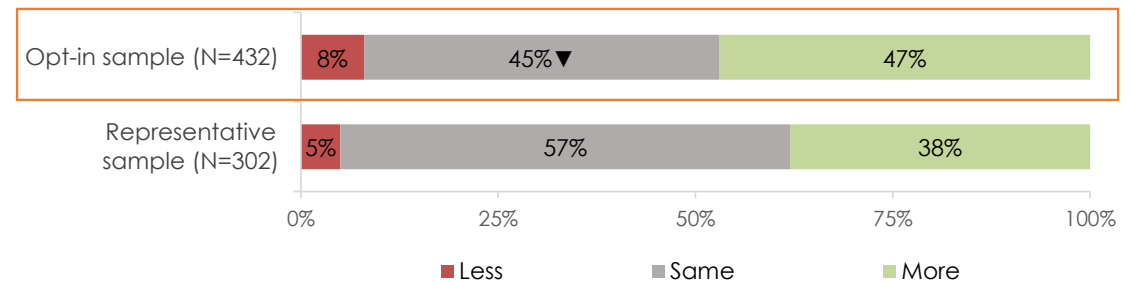
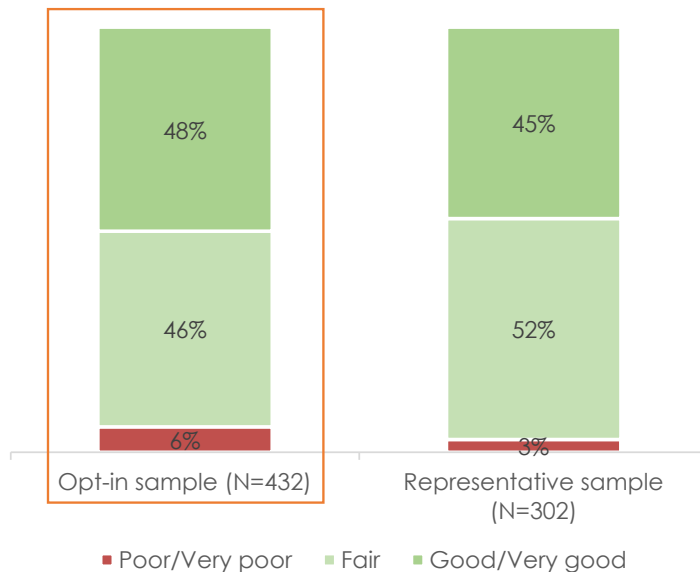
Informed sample

For stormwater assets;

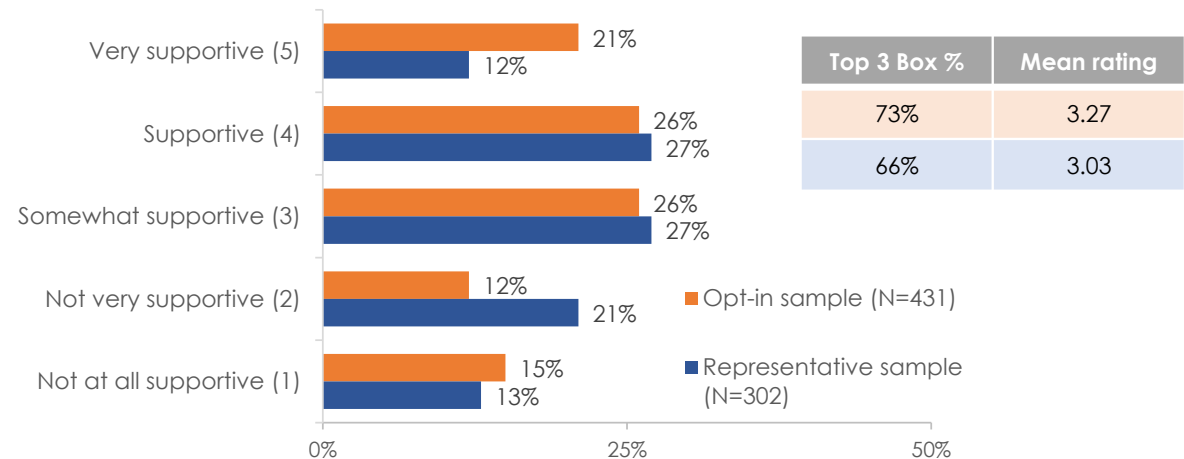
- 46% believe 'fair' conditions are acceptable and 48% prefer 'very good/ good' conditions
- 92% would like to see the same or more investment (47% wanting more), and
- 73% support paying more in rates for maintenance and improvements.

For this category, the Opt-in sample wants higher quality and more investment than does the Representative sample

Acceptable Condition:



Support of paying more rates to maintain/improve:



Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

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?

Stormwater



Informed sample

	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non- ratepayer	10 years or less	11-20 years	More than 20 years
Acceptable condition (Q7a)											
Very good/ Good	48%	45%	40%	55%	45%	50%	47%	54%	45%	43%	55%
Fair	46%	52%	54%	40%	49%	44%	47%	42%	50%	50%	39%
Poor/ Very poor	6%	3%	6%	5%	6%	6%	6%	4%	6%	7%	5%
Council spend (Q7b)											
More	47%	38%	43%	50%	47%	46%	44%	61%	47%	44%	48%
Same	45%▼	57%	46%	44%	44%	45%	46%	35%	42%	48%	45%
Less	8%	5%	10%	6%	9%	8%	9%	4%	10%	8%	7%
Support (Q7c)											
Top 3 Box %	73%	66%	71%	76%	76%	71%	71%	88%	75%	65%	76%
Mean rating	3.27	3.03	3.22	3.34	3.33	3.24	3.20	3.77	3.32	3.10	3.32
Base	431-432	302	173	251-252	154	277-278	374	56-57	179	97-98	155

*Representative

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

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

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

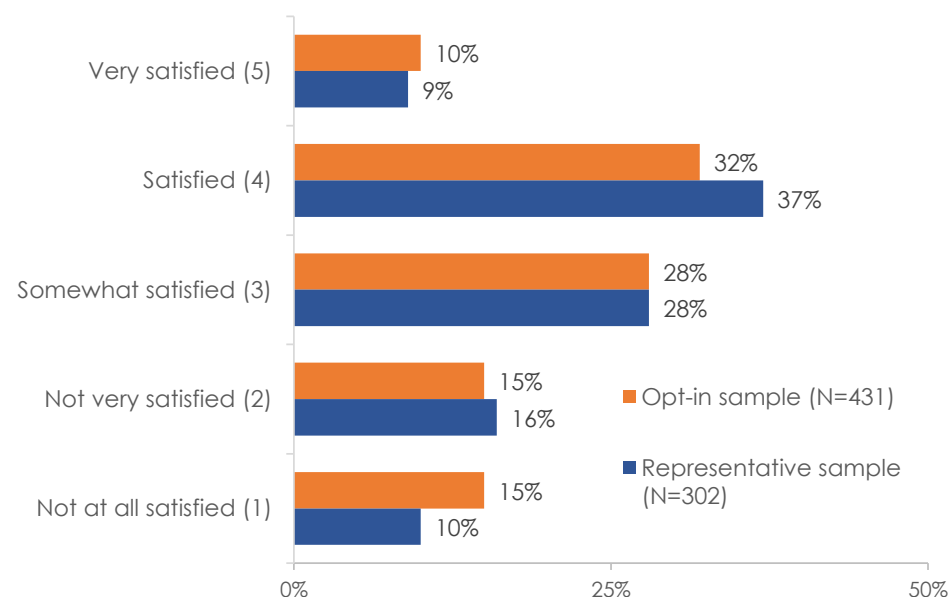


Informed sample

Overall Satisfaction with the Performance of Council

70% of Opt-in respondents are at least somewhat satisfied with the performance of Council, this increases to 86% amongst non-ratepayers.

Results are largely in line with the Representative sample.



	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	70%	74%	67%	73%	70%	69%	67%	86%	72%	67%	68%
Mean rating	3.06	3.19	2.93	3.17	3.05	3.07	3.00	3.48	3.12	2.92	3.09
Base	431	302	173	251	154	277	374	56	179	97	155

*Representative

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
Indicatively higher/lower level of satisfaction (by group)



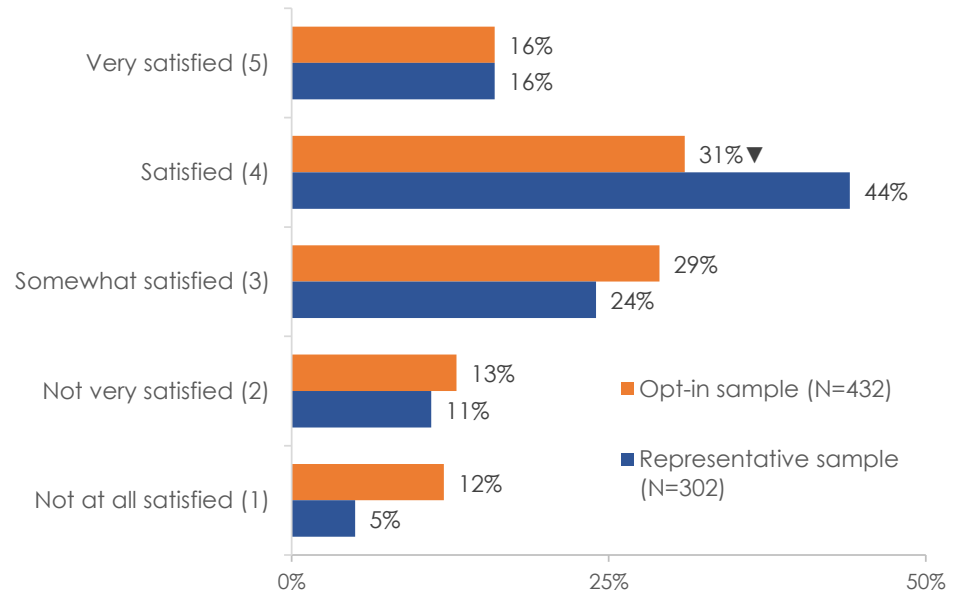
Informed sample

Overall Satisfaction with this Community Consultation

76% of Opt-in respondents were at least somewhat satisfied with the community consultation, overall – somewhat lower than for the Representative sample (84%).

Females, non-ratepayers and longer-term residents were more satisfied.

Some verbatim comments for why respondents provided their rating are provided overleaf.



Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples.

	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	76%	84%	72%	79%	77%	75%	74%	88%	76%	68%	80%
Mean rating	3.27	3.53	3.10	3.42	3.29	3.27	3.20	3.75	3.27	3.07	3.41
Base	432	302	173	252	154	278	374	57	179	98	155

*Representative

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

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

Overall Satisfaction with this Community Consultation



Informed sample

Example verbatims

Satisfied/ Very satisfied

"Sufficiently detailed information on the circumstances, considerations and options to provide suitably informed responses to the survey"

"Good to be able to get involved - as long as our input is carefully assessed and considered"

"It explained things well and I enjoyed the pictures of storm water drains"

"Good consultation attempt"

"Covers a huge range of information and lays out clearly information re the running of the Council"

It was interesting to see what it costs to maintain infrastructure. It was helpful to see the costs for each area and budgeted amounts"

"The pictures were a great element"

Somewhat satisfied

"I feel after the 87% SRV was rejected that we are now being threatened with reduced services as punishment for opposing it. Council should be working with residents not against them..."

"Leading questions"

"Not enough room to suggest options - e.g. outsourced, performance-based contracts for selected maintenance and operations"

"Online forms are OK, but it would be good to have more visibility over face-to-face consultation and actual discussion. The council feels very much like a black box"

"The consultation appears biased"

"Only a small amount of info was given"

"No option in survey to consider other alternates to raise funds..."

Not at all/Not very satisfied

"Not detailed enough, broad sweeping, generalised, loaded questions to provide council the argument it wants not a truly impartial questionnaire rather engineered to deliver a result that absolves council of all blame"

"I found out about this survey on Facebook posted by a resident outraged that the council is spending money on this (250K purportedly) and their pay rises rather than managing the funds they have effectively"

"Very narrow consultation with only one aim. To increase rates"

"I found it by accident, even though you have my email contact details and have asked to remain in touch. The consultation was limited - you didn't consider selling assets and getting the council out of commercial ventures"

"The information provided paints a bleak picture of financial mismanagement over an extended period yet there is no indication of how this sorry state of affairs came about"

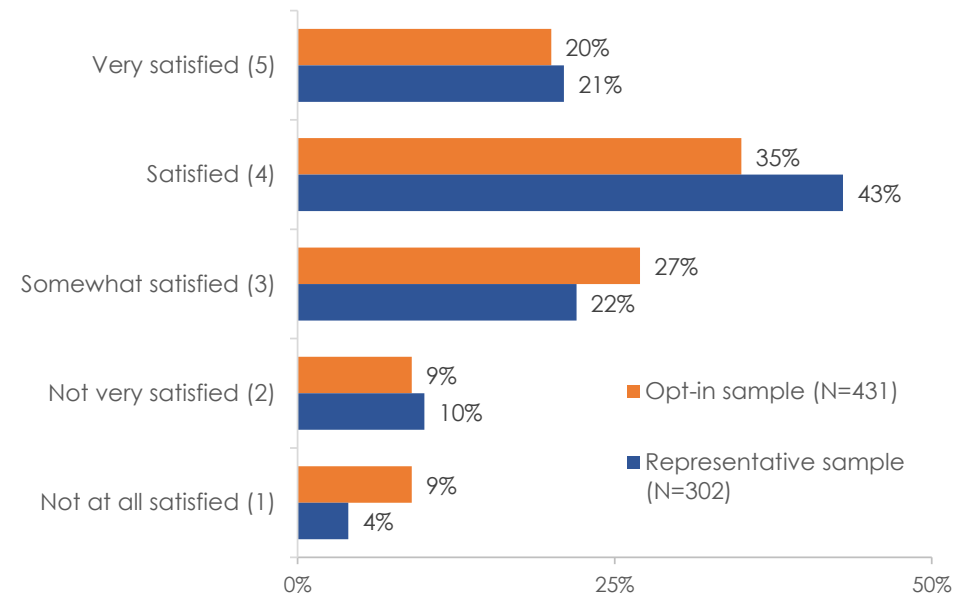


Informed sample

Satisfaction with the Level of Information Provided

Results are similar to the Representative sample, with 82% of Opt-in respondents being at least somewhat satisfied with the level of information provided in this consultation - 1 in 5 stating they were 'very satisfied'.

Females and non-ratepayers were more satisfied with the information provided.



	Overall Opt-in sample	Overall Rep* sample	Gender		Age		Ratepayer status		Time lived in area		
			Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
Top 3 Box %	82%	86%	79%	86%	83%	82%	81%	91%	82%	79%	84%
Mean rating	3.48	3.66	3.33	3.62	3.47	3.49	3.43	3.82	3.48	3.31	3.60
Base	431	302	173	251	154	277	373	57	179	98	154

*Representative

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
Indicatively higher/lower level of satisfaction (by group)



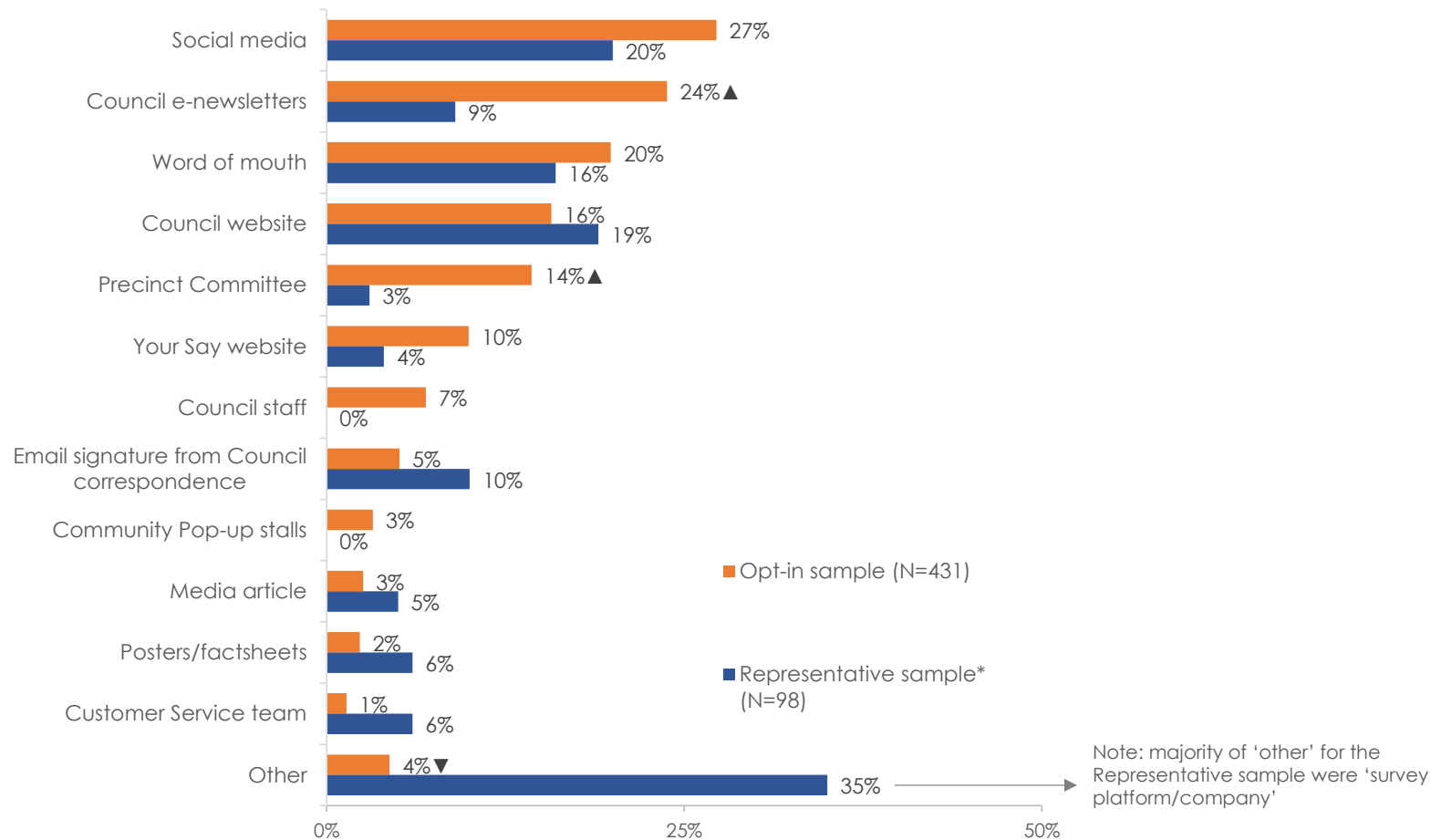
Appendix

Additional Analyses

Being Informed of this Consultation



Informed sample



*Asked only of those who completed the Representative survey online

Q10b . How were you informed of this consultation?

Note: ▲/▼ = difference equal to/greater than 10% between representative and opt-in samples. 77

Alternative Sources of Revenue



At least somewhat supportive (T3B%)	Overall	Gender		Age		Ratepayer status		Time lived in area		
		Male	Female	Under 50	50+	Ratepayer	Non-ratepayer	10 years or less	11-20 years	More than 20 years
New/increased fees for commercial/large group park use	90%	89%	90%	87%	91%	90%	87%	88%	93%	90%
Corporate/private event hire of the Olympic Pool	87%	85%	88%	85%	88%	87%	86%	86%	88%	87%
Ticketing entry to parks on New Year's Eve	84%	84%	84%	80%	86%	86%	71%	82%	90%	82%
Naming rights for local facilities, such as North Sydney Oval and the Olympic pool	77%	78%	76%	78%	76%	76%	82%	79%	74%	76%
Increased parking enforcement	66%	71%	63%	66%	66%	66%	68%	64%	71%	66%
More commercial advertising in public places	63%	64%	62%	75%	56%	62%	73%	68%	64%	57%
Base (maximum)	430	172	247	154	272	371	55	178	97	151



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