



Total survey:

351

BURWOOD COUNCIL

Community Satisfaction Survey Results



Burwood

Inc. 1874

In March 2023, Burwood Council commissioned Micromex Research to conduct a random telephone survey with 351 residents living in the Burwood local government area (LGA).



Why?

- To understand and identify community priorities for the Burwood LGA
- To identify the community's overall level of satisfaction with Council performance
- To assess and establish the community's priorities and satisfaction in relation to Council activities, services, and facilities
- To explore residents' experiences with contacting Council

Where are we now?

Burwood Council has faced many challenges over the past two years. The impacts of COVID-19, the cost of living, and skill shortages have no doubt impacted community perceptions, but resident satisfaction with Council's performance has remained strong and above the Sydney Metro benchmark for Councils.



Residents have also continued to state a **high level of quality of life**, and the large majority agree that the **Burwood area is a good place to live**.

How?



Comprehensive
survey to
301
residents



Short survey to
50
residents

Accessibility has shown itself as one of Burwood's core strengths, with residents stating the best things about the area are the proximity to shops, services, facilities, and the city, as well as access to public transport. Regression analysis re-iterated the importance of accessibility, with '**maintain footpaths**' and '**access to public transport**' being the top and third highest driver of satisfaction (respectively).

The other 3 of the top 5 drivers for satisfaction were '**confidence in Council's planning and policy frameworks**', '**Council provision of information to residents**' and '**opportunities to contribute to Council's decision making process**'.

Council's communication and planning are clearly central to a strategy to maintain a high level of satisfaction in the community, with a focus in areas around accessibility in the area.



Overall Satisfaction

90% of residents are at least somewhat satisfied with the performance of Council over the last 12 months.



Burwood as a Place to Live

92% of residents agree or strongly agree that the Burwood area is a good place to live.



Quality of Life in the Burwood LGA

91% of residents rate their quality of life as 'good' to 'excellent' in Burwood LGA.



Council's Community Engagement

74% of residents rate Council's current level of community engagement as good to excellent.



Council's Transparency and Integrity in Decision Making

85% of residents are at least somewhat satisfied with Council's transparency and integrity in decision making.



Satisfaction with Contact with Council

77% of residents are at least somewhat satisfied with the way their contact with Council was handled.

Summary Satisfaction Compared to the Micromex Benchmark

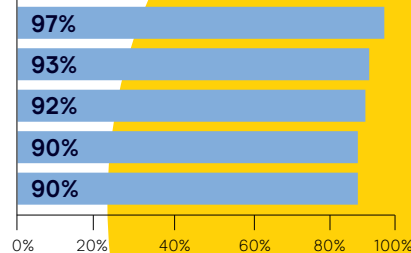
The chart below shows the variance between Burwood Council top three satisfaction scores and the Micromex Benchmark. Services/facilities shown in the below chart highlight larger positive (note there were no large negative gaps).



Importance and Satisfaction – Highest Rated Services/Facilities

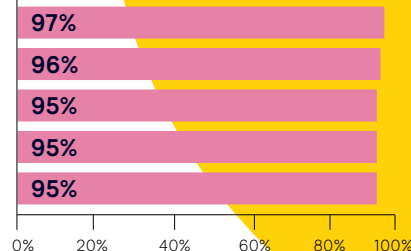
Highest Importance:

Household garbage collection
Maintenance of local parks and playgrounds
Removal of illegally dumped rubbish
Traffic management and road safety
Green spaces, trees and natural shade



Highest Satisfaction:

Access to public transport
Access to quality public and open spaces
Maintenance of local parks and playgrounds
Council library programs and services
Availability and maintenance of sporting ovals and grounds



Satisfaction Scorecard

39 of the 46 services/facilities received a satisfaction rating of **80%** or more

Good Performance (T3B sat score >80%) **Monitor** (T3B sat score 60%-79%) **Needs improvement** (T3B sat score <60%)

Places for People

- Maintaining local roads (excluding Parramatta Rd)
- Maintaining footpaths
- Access to cycleways
- Access to public transport
- Access to quality public and open spaces
- Traffic management and road safety
- Long term planning for development in the Burwood Local Government area
- Protection of heritage buildings and items
- Development compatibility with the local area

Sustainable and Protected Environment

- Encouraging recycling
- Providing environmental education
- Town centre cleaning
- Household garbage collection
- Household Council clean up
- Removal of illegally dumped rubbish
- Street sweeping
- Stormwater management and flood mitigation
- Green spaces, trees and natural shade
- Street tree maintenance
- Maintenance of local parks and playgrounds

Inclusive Community and Culture

- Enfield Aquatic Centre swimming pool)
- Council library programs and services
- Availability and maintenance of sporting ovals and grounds
- Availability and maintenance of community facilities and bookable spaces
- Pet management
- Control of illegal parking
- Initiatives and support for seniors
- Initiatives and support for people with a disability
- Initiatives and support for people from multicultural backgrounds
- Support for children, families, and young people
- Community Programs
- Opportunities for volunteers and volunteering
- Festivals, events, and public space activations
- Recognition of First Nations people, their culture and heritage

Vibrant City and Villages

- Attractiveness of the Burwood Town Centre
- Support for local business
- Suitability of local shops
- A vibrant nightlife
- Availability of car parking in the Burwood Town Centre
- Graffiti removal

Open and Collaborative Leadership

- Opportunities to contribute to Council's decision making process
- Council provision of information to residents
- Confidence in Council's planning and policy frameworks
- Information on Council's website
- Financial management
- Customer experience