



MARKYT Community and Wellbeing Scorecard ©

Prepared for: Coffs Harbour City Council

Prepared by: CATALYSE[®] Pty Ltd ©

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Strategic overview

- 1,107 residents completed a MARKYT® Community Scorecard and 901 residents completed a MARKYT® Wellbeing Scorecard to rate local services and facilities, and share their thoughts and ideas about how to improve quality of life in the Coffs Harbour region.
- The Coffs Harbour region is considered to be a **great place to live** with 91% of respondents giving overall positive ratings, and quality of life receiving a mean rating of 7.4 out of 10, compared to 7.1 for Australia overall. Community members are generally optimistic that their quality of life will improve over the next five years.
 - Looking across all measures, ratings tend to be more positive in Korora Beach to Sapphire Beach. Ratings tend to be lower among people with disability, First Nations people, and in Boambee / Bonville, from Moonee Beach to Sandy Beach, and in Orara Valley and surrounds.
- 76% of respondents noticed positive changes in the region over the past two years. The most recognised changes were revitalisation of the Coffs Jetty precinct, Coffs Harbour bypass, and appointment of a new leadership team.
- The region is **well regarded as a place to visit** with a performance index score of 74 out of 100. This is seven points above the average score achieved by councils participating in the MARKYT® benchmarking program across Australia (n=49 councils).

- The **highest performing areas** in Coffs are sport and recreation, lifeguard services, library services, and how respect is shown for Gumbaynggirr people and their culture. Self-reported general health also improved with 87% of respondents providing a good to excellent rating, up from 78% in 2020.
- Since 2018, performance ratings fell across many service areas and, often, are below the industry average.
- Although performance ratings dropped the most for water supply, stormwater management and sewerage, this is still one of the highest performing areas, and other services are considered higher priority to improve.
- The **highest priority areas to improve** are roads, footpaths and cycleways, health and community services, waste services, economic development, and responsible growth and development.
- While marine facilities received lower ratings compared to other councils, marine facilities are a lower priority to address.

- The community would like a **clear and well communicated vision** for the future, stronger leadership, more effective lobbying and advocacy, improved governance, greater value for money from Council rates, and to be better informed and consulted about local issues.
- Only 15% of respondents think Coffs Council has a good understanding of community needs. They are concerned that local community views are not being heard or taken into account by Council when making decisions, and that reasons for decisions are not well communicated.
- More consultation is wanted. Online surveys are preferred by 80% of respondents, followed by the Have Your Say online platform (39%), postal surveys (31%) and social media (29%).
- More communication is needed. Residents would prefer to receive information and updates from Coffs Harbour City Council via email messages (41%), followed by e-newsletters (32%) and social media posts (32%).
- It will be important to use **targeted communication** approaches to meet different customer needs. While email messages are the preferred channel of communication overall, families with primary school aged children prefer e-newsletters, younger adults, households with teenagers and renters prefer social media, and seniors and people who mainly speak a language other than English prefer the local newspaper.

Vision



18

% agree

14% points below
Industry Average

Liveability

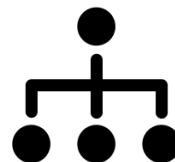


72

Performance Index Score

3 index points below
Industry Average

Governance



40

Performance Index Score

15 index points below
Industry Average

Rates Value



30

Performance Index Score

14 index points below
Industry Average

Strengths

Highest scores

- Sport and recreation facilities and services
- Lifeguard services
- Respect for Gumbaynggirr people and culture

Relative to MARKYT® Industry Standards

- Respect for Gumbaynggirr people and culture
- Sport and recreation facilities and services
- Disability access and inclusion

Priorities



Local roads



Footpaths, trails and cycleways



Health and community services / facilities




Waste and recycling services



Economic development and job creation



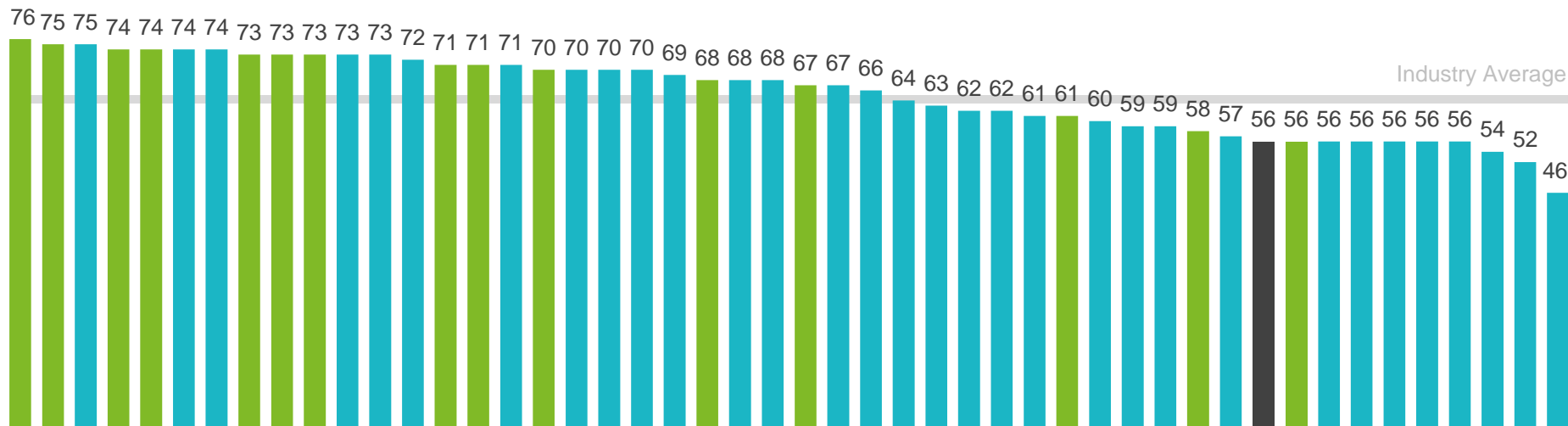
Responsible growth and development

The 'Overall Performance Index Score' is a combined measure of Coffs Harbour City Council as a 'place to live' and as a 'governing organisation'. Coffs Harbour City Council's overall performance index score is 56 out of 100, 9 index points below the industry standard for participating local governments. 

Overall Performance Index Score

average of 'place to live' and 'governing organisation'

-  Coffs Harbour City Council
-  Metropolitan Councils
-  Regional Councils



MARKYT Industry Standards

Performance Index Score



Coffs Harbour	56
Industry High	76
Industry Average	65

How to read the MARKYT Benchmark Matrix

The MARKYT® Benchmark Matrix (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.

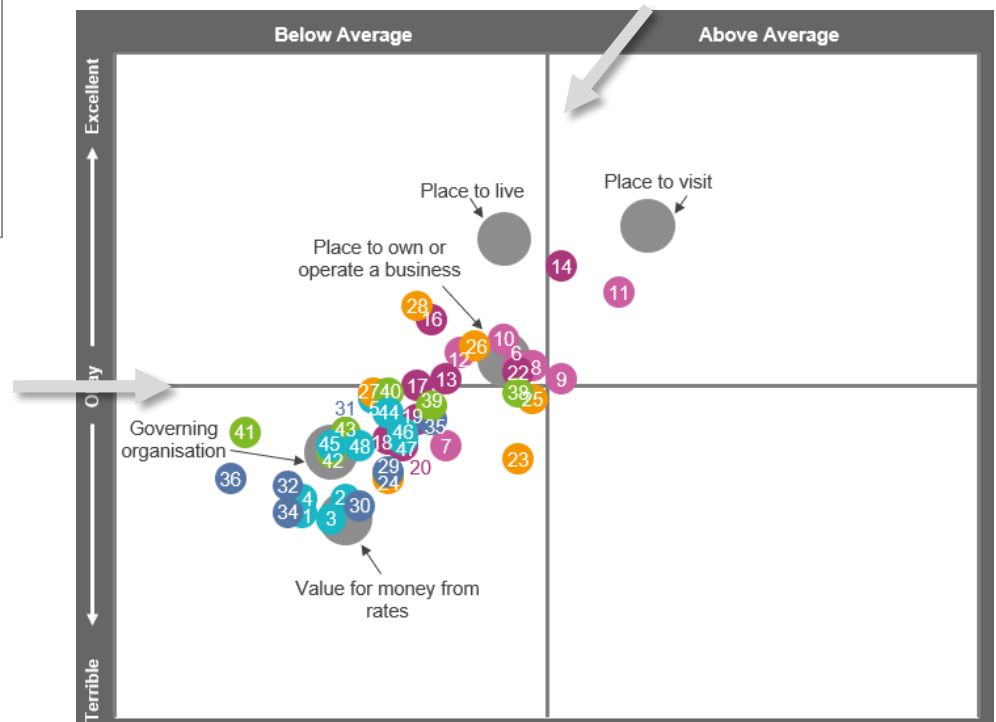
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Services are grouped in six areas:

- A vibrant, inclusive place
- An active, safe and healthy community
- Community prosperity
- Liveable neighbourhoods
- A natural environment sustained for the future
- Sustainable community leadership

This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT® Industry Average.

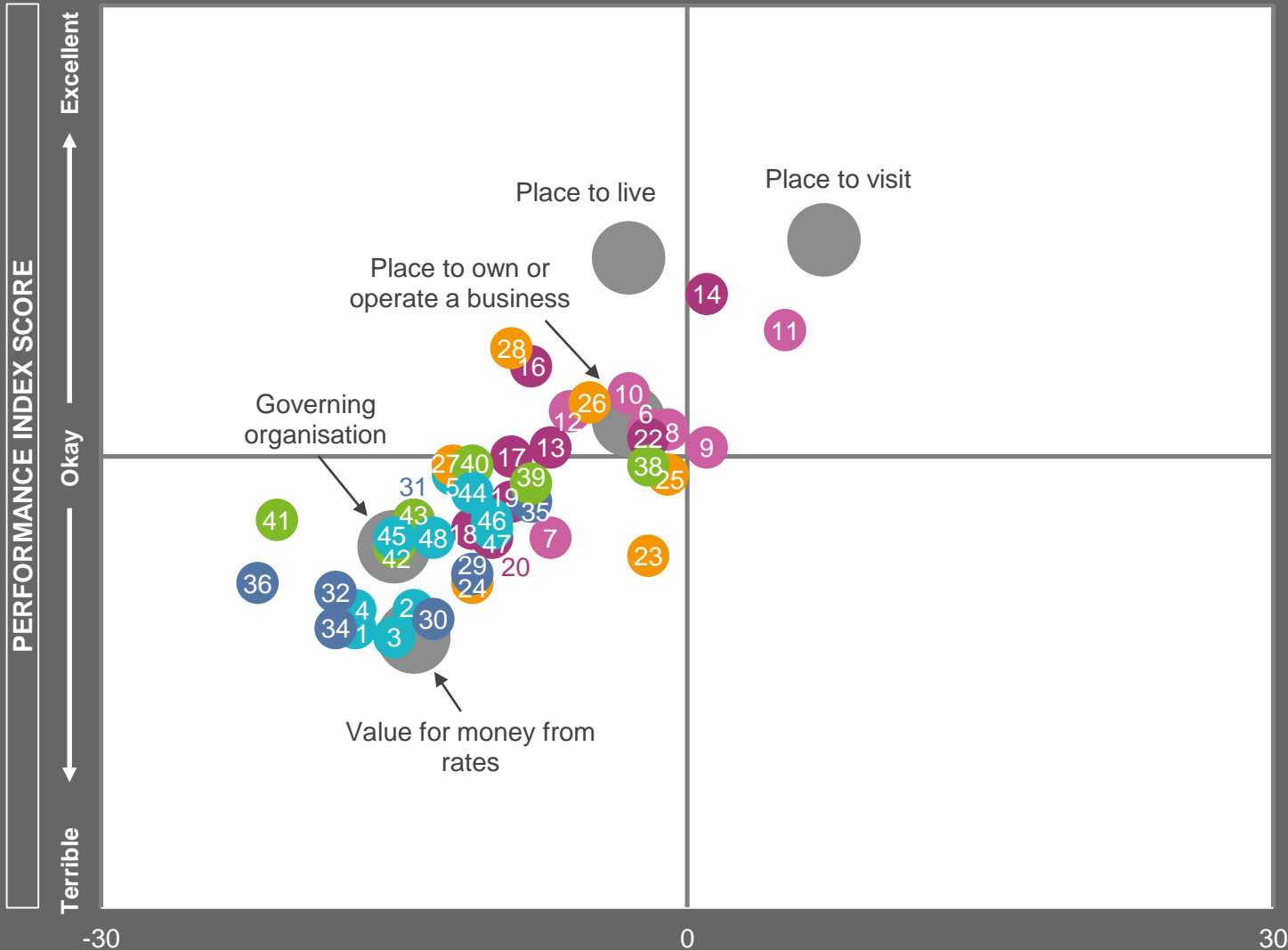


MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Family and children services
- 7 Youth services
- 8 Seniors' services
- 9 Access and inclusion
- 10 Multiculturalism
- 11 Gumbaynggirr people / culture
- 12 Volunteer support
- 13 Health and community services
- 14 Sport and recreation
- 15 Public swimming pools
- 16 Playgrounds, parks & reserves
- 17 Community buildings/halls/toilets
- 18 Footpaths, trails and cycleways
- 19 Lighting of streets / public places
- 20 Community safety
- 21 Lifeguard services
- 22 Animal management
- 23 Economic development
- 24 Coffs Harbour City Centre
- 25 Tourism & destination marketing
- 26 Festivals and events
- 27 Arts and culture
- 28 Library services
- 29 Growth and development
- 30 Planning and building approvals
- 31 Local history and heritage
- 32 Access to housing
- 33 Water supply
- 34 Local roads / bridges
- 35 Streetscapes, trees and verges
- 36 Marine facilities
- 37 Appearance of public areas
- 38 Sustainable practices
- 39 Natural environment
- 40 Coastline and local beaches
- 41 Waste and recycling services
- 42 Public transport
- 43 Natural disaster management
- 44 Website
- 45 e-newsletters
- 46 Social media posts
- 47 Have Your say online platform
- 48 Council's newspaper ads

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.

Grey text in table indicates benchmark data is unavailable.

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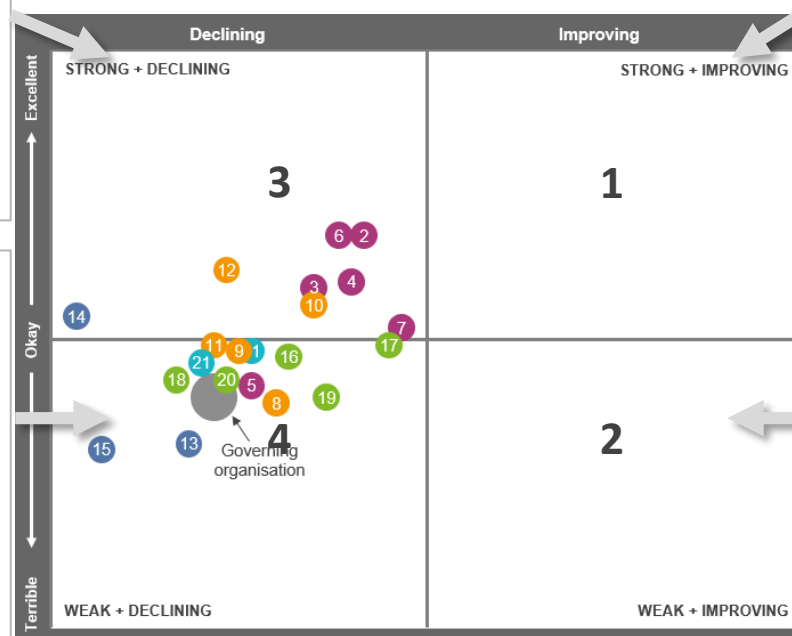
The MARKYT® Community Trends Window shows trends in performance since the last performance study in 2018.

Window 3 includes higher performing services in decline. The main areas of decline are:

- Water supply
- Library services

Window 4 includes lower performing areas in decline. Arrest further decline for:

- Local roads
- Planning and building approvals
- Waste and recycling services
- Governing organisation
- Coffs website
- Natural disaster management
- Footpaths, trails and cycleways
- Economic development



Window 1 includes higher performing areas that have improved.

There are no services in this window.

Window 2 includes lower performing areas that are improving. Celebrate progress and continue to work on these areas.

There are no services in this window.

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2018)



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.

How to read MARKYT Community Priorities

The MARKYT® Community Priorities chart maps priorities against performance in all service areas.



Services are grouped in six areas:

- A vibrant, inclusive place
- An active, safe and healthy community
- Community prosperity
- Liveable neighbourhoods
- A natural environment sustained for the future
- Sustainable community leadership

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Family and children services
- 7 Youth services
- 8 Seniors' services
- 9 Access and inclusion
- 10 Multiculturalism
- 11 Gumbaynggirr people / culture
- 12 Volunteer support
- 13 Health and community services
- 14 Sport and recreation
- 15 Public swimming pools
- 16 Playgrounds, parks & reserves
- 17 Community buildings/halls/toilets
- 18 Footpaths, trails and cycleways
- 19 Lighting of streets / public places
- 20 Community safety
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- 32 Access to housing
- 33 Water supply
- 34 Local roads / bridges
- 35 Streetscapes, trees and verges
- 36 Marine facilities
- 37 Appearance of public areas
- 38 Sustainable practices
- 39 Natural environment
- 40 Coastline and local beaches
- 41 Waste and recycling services
- 42 Public transport
- 43 Natural disaster management

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 938)

Community Driven Actions

- Repair road surfaces, especially potholes, in a way that will last long-term. Consider resurfacing roads where necessary.
- Maintain road surfaces to a high standard to keep them safe and good repair.
- Install drains and kerbs to prevent water damage and flooding.
- Plan traffic networks that can accommodate increasing traffic in the area.

Community Voices

"The state of the roads in Coffs Harbour are terrible. Constant patching up holes is terrible. Do the job correctly, strip the road back, compact the road again, then resurface."

"By fixing potholes in a timely manner and in a way that will last, not just quick fixes. Roads around Toormina area need upgrades that are sustainable, constantly dodging potholes."

"I know the potholes are due to recent ongoing rain, but even when holes are filled, the next time it rains they're back. Some streets need digging up and resealing."

"Road maintenance continues to be done cheaply and repeatedly rather than quality that lasts."

"Better maintenance and upgrading programs - The recent rains have highlighted the inadequacy of the standards of construction and maintenance."

"There are streets in urban areas with no kerb and guttering. As the rainfall is high, restoration of roads takes too long. Some streets built as long ago as the 1950s require a lot of drainage work despite ratepayers paying for all those years."

"Fix up roads in all existing suburbs. I have lived in a street for 35 years without kerb and gutters and adequate stormwater drainage."

"Long-term planning with short-term goals to identify areas of high need to improve traffic flow."

"Create a full traffic network to improve flow of traffic in and around Coffs Harbour and CBD. Traffic Planning for too long has relied on the spine of the Pacific Highway to drive any where in Coffs Harbour. This only results in increased traffic congestion on the Highway as everyone has to drive on the Highway to get to anywhere in Coffs Harbour."

Priority 2: Community Action Plan

Footpaths, trails and cycleways

Community Driven Actions

- Provide a more extensive network of well-connected footpaths for the safety of pedestrians, parents with prams, people with mobility aids, and wheelchair users.
- Provide a safe system of well-connected cycleways to encourage cycling for commuting and leisure.
- Keep all footpaths and cycleways clean and well maintained, so they are safe for all users.
- Create more bushwalks and trails to encourage walking for recreation and tourism.

Community Voices

*"Build footpaths on streets that don't have them.
So many streets don't have footpaths."*

"All streets in the Coffs Harbour electorate need to have at least a footpath on one side of the road. The current situation is in and of itself hazardous to the elderly, disabled, young kids and mothers with prams who have to use roads, or unkempt nature strips that invariably have cars parked on them."

"Footpaths, cycleways etc. basically don't exist in Coffs Harbour. With the growing community population, particularly with young families, this needs to be addressed immediately."

"Construction of new cycleways and better connections between existing cycleways to improve separation of road traffic and cyclists to make cycling more pleasurable and safer."

"As a pedestrian, I am horrified at the lack of maintenance throughout Coffs Harbour and the lack of safety and or consideration afforded to pedestrians at all."

"More funds spent on the maintenance of footpaths/cycleways in local areas, where there are large potholes that have not been attended to for many months."

"Put in trails along coastline like there are in almost every town in Qld and some coastal NSW towns. Add to what is there. Update or include signage so that people know they are there and where they are - no use thinking no more people are coming here...update this town!!!"

"Having lived in 4 of Australia's major cities, the best liveable cities are the ones that are progressive with footpaths, trails and cycleways. They take traffic off the roads promoting decongestion, they promote an active lifestyle, and they attract tourists from all over the world who want to come to Coffs to enjoy the outdoors."

Priority 3: Community Action Plan

Health and community services / facilities

Community Driven Actions

- Work with the state government to develop a strategy to attract and retain a wide range of health professionals in Coffs Harbour, including:
 - GPs
 - Specialists
 - Mental health services
 - Allied health professionals
- Lobby the state government to further expand the hospital so that it is fully equipped and staffed to service the local population.
- Provide better access to GPs and after-hours medical centres to relieve pressure on the hospital.

Community Voices

"More effort at attracting health professionals to the area."

"Timely access to a doctor and specialist instead of waiting for weeks for an appointment."

"More access to services, particularly support for mental health and allied health services."

"Consultative planning, infrastructure and health services, staff/jobs to match population growth, advocacy for increased medical specialists, nurses, GP's at acceptable ratios, retention and encouragement of same to reside in Coffs."

"The hospital should have been built much bigger to cater for our growing population."

"More funds from government to open beds in hospital and attract and pay key medical personnel."

"To start with a hospital that is adequate for the population, more doctors, more nurses, more mental health the list goes on and on."

"More a state/federal issue but we need more access to GPs. The hospital is overwhelmed with non-urgent patients as there is no way to get a go appointment at an affordable price or an acceptable time frame."

"Require more medical centres open over the weekend to relieve hospital wait times."

"On the weekend, the ED is swamped with low-acuity presentations, and I've had to bring children there multiple times when I could have taken them to a GP were one open (e.g. for minor lacerations)."

Priority 4: Community Action Plan

Waste and recycling services

Community Driven Actions

- Provide a new waste management facility. Problems with the current tip include the smell and needing to transport excess waste to Queensland.
- Encourage recycling. Educate the public and provide more recycling stations and bins.
- Reinstate kerbside collections for bulk waste.

Community Voices

"We need another Waste Facility in Coffs Harbour. Our Tip is full and overflowing."

"Sort the tip out. It's a disgrace. The smell is abominable and it's a gross waste of ratepayer funds to be transporting our waste out of the area for processing."

"We currently truck our waste away, our tip is at the end of its life, hard rubbish collection has been taken away. Our waste issues continuously get temporary measures implemented. I want to see adequate, long term solutions."

"Dispose of our waste in the area instead of spending huge amounts of money to truck it elsewhere. Build a larger tip. Become a national leader in recycling and support local businesses to explore commercial applications of recycled products."

"Better recycling facilities, soft plastics recycled, free green waste disposal, not short-term vision and sending our waste to other council areas (at great expense)."

"Better access to recycling. The road to the recycling is poorly maintained and too far away for many residents. Toxic materials including battery and paint disposal at Council chambers or at any place that wants to sell these products."

"With the rate notices send out stickers that go on each bin telling people what goes in each bin. Take school children and locals out to the recycling place, again, so people can see what goes on, do it on different days, at different times, including the weekend, to educate the locals."

"A twice annual kerbside recycling service would prevent a lot of goods ending up in landfill as many people recycle those goods before collection day."

"Removal of the big item street collections has created environmental problems in the bush (just ask the rural fire services what they are finding in the bush... often set alight to hide identity). We need better facilities to deal with waste rather than shipping it elsewhere."

Community Driven Actions

- Develop a strategy to attract a wider range of industry and commercial enterprises to the area to:
 - Provide jobs for local residents
 - Encourage young people to stay in Coffs Harbour
- Provide incentives to support local businesses and to attract and retain new businesses, eg affordable rent, rates concessions.
- Provide apprenticeships and support for education and training.
- Develop the coast and jetty area as a premium tourist attraction.

Community Voices

"Attracting business/industry to our area, so the people do not have to leave to find employment."

"For more than a generation, school leavers who want to pursue professional careers leave the city. The region has an amazing natural/ geographic foundation that can support an idyllic and aspirational way of life. But there is no economic vision for how to evolve the LGA beyond its base agri/service centre/ tourism foundation."

"Interesting employment for youth and young adults to keep them in the area."

"Encourage businesses to centralise here by offering affordable land, facilities and if necessary, rate concessions in existing zoned areas."

"Consider ways to encourage start up small business for example I work my business from home so maybe offer rate discount or financial incentive to employee someone under a certain age to assist with youth unemployment."

"Coffs Harbour Council once used to offer traineeships and apprenticeships to locals. Now they rely heavily on labour hire. I believe the Council should revert back to apprenticeships and traineeships."

"Supporting more short courses that lead to employment and working with businesses to fill gaps by training people who already live here."

"Jetty revitalisation for a start. Plenty of employment opportunities there to start, and longer-term flow on effects of increased tourism."

"We are purportedly a tourist town but we have no "jewel in the crown" at the jetty to support this. We need to develop our beaches as a tourist haven as have other councils in north Queensland."

Priority 6: Community Action Plan

Responsible growth and development

Community Driven Actions

- Allow more housing development to support a growing population. There are mixed views about how to do this including:
 - Release more land for development
 - Allow subdivision of rural lots
 - Allow higher density developments to limit sprawl
- Ensure housing developments provide affordable housing options.
- Ensure development is sympathetic to the area – limit high rise, retain green spaces and country feel.
- Ensure development is supported by adequate infrastructure and amenities including public transport, sewers, schools, and parking.
- There are mixed views about development of the jetty area, including:
 - The area should be developed to attract tourists and provide more amenities in the area
 - Concern about overdevelopment, loss of natural beauty and loss of access for general public

Community Voices

“Housing supply is insufficient to meet the demands of the current population, so how can we sustain further growth? Clearly, housing development is needed, but it needs to cater for all socioeconomic profiles.”

“Open up the green space for development. We are in a housing crisis. We do not live in an inner city where we should just be building up.”

“Allow acreage, particularly west of highway, to be broken into smaller lots and sold/built on.”

“Start rethinking the whole building and growth policy. We are a cancer spreading on this planet. Lets start thinking up instead of out.”

“Affordable housing, focusing on the needs of residents and workers, rather than the visitors and tourists.”

“Genuinely consider long term impact of ALL development, particularly in coastal strips of CH LGA, to ensure the laid-back coastal lifestyle that exists is maintained long term - that is what attracts people to live in and visit the area - NOT high rise developments obstructing ocean fronts and restricting easy public access to the ocean and rivers/creeks.”

“We need to make sure we don't grow too fast that we cannot provide jobs, schools, parking and quality of life. With growth and development must come adequate infrastructure and facilities.”

“Developing the jetty area into a major tourism attraction, linked to the CBD.”

“I don't like the idea of developing the jetty area. It is a public space with natural beauty. Don't put high rises and develop it for the elite please.”

“Keep the jetty precinct for everyone to use and enjoy not just for private development and profit!”

To see all community comments from the MARKYT® Community Scorecard, please see the Coffs Harbour City Council MARKYT® Community VoiceBank.

The MARKYT® Community VoiceBank contains over **76,400** words with ideas and suggestions from community members.

Ideas are grouped into 43 service areas across six pillars:

- A vibrant, inclusive place
- An active, safe and healthy community
- Community prosperity
- Liveable neighbourhoods
- A natural environment sustained for the future
- Sustainable community leadership

Councillors and employees at the Coffs Harbour City Council may draw on specific suggestions in the MARKYT® Community VoiceBank to assist in the development of supporting strategies and action plans to address community needs.



MARKYT Community VoiceBank

Question: **What major projects, changes or improvements are needed?**

Source: MARKYT® Community Scorecard | 2022

All responses are presented verbatim. Identifying information, and offensive or defamatory language, has been removed. Views expressed are solely those of respondents.




Prepared by:
CATALYSE® Pty Ltd

On behalf of:
Coffs Harbour City Council

August 2022

Overview of performance and wellbeing indicators

Overall performance




 Down by 4 or more points
 Steady (within +/- 3 points)
 Up by 4 or more points




















Factor	Indicator	Rating	2016	2018	2020	2022	Trend [^]	Benchmark	Comparison	Source
Quality of Life (QoL)	Current QoL	Mean	-	-	-	7.4	-	7.1	=	OECD, 2020
	Future QoL (5 years)	Mean	-	-	-	7.6	-	-	-	-
Place	Place to live	Index	-	-	-	72	-	75	=	MARKYT
	Proud of the area where I live	% Agree	-	70	67	68	=	67	=	MARKYT
Wellbeing	Health in general	% T3B*	-	70	78	87	↑	85	=	NSW Pop Health Survey
	Mental Health	Index	-	-	-	62	-	59	=	MARKYT
	Diet	Index	-	-	-	59	-	51	↑	MARKYT
	Exercise	Index	-	-	-	51	-	51	=	MARKYT
	Social relationships	Index	-	-	-	56	-	58	=	MARKYT
	Work/work opportunities	Index	-	-	-	50	-	54	↓	MARKYT
	Financial situation	Index	-	-	-	53	-	52	=	MARKYT
Sense of community	Strong community spirit in my local area	% Agree	-	-	-	48	-	56	↓	MARKYT
	I feel like I belong in my local community	% Agree	-	64	54	56	=	58	=	MARKYT
	My life has a sense of purpose	% Agree	-	-	-	71	-	74	=	MARKYT
	I can readily access support and help when needed	% Agree	-	-	-	47	-	-	-	-

[^] The trend indicator shows the change in performance since the last study.

* 2022 top 3 boxes (T3B) = good, very good and excellent; 2018 and 2020: top 2 boxes = good and excellent




Sustainable community leadership





 Down by 4 or more points
 Steady (within +/- 3 points)
 Up by 4 or more points

Factor	Indicator	Rating	2016	2018	2020	2022	Trend^	Benchmark	Comparison	Source
Leadership	Clear vision	% Agree	-	-	-	18	-	32		MARKYT
	Council's leadership	Index	-	-	-	31	-	48		MARKYT
	Advocacy and lobbying	Index	-	-	-	33	-	47		MARKYT
Governance	Governing organisation	Index	56	57	-	40		55		MARKYT
	Value for money	Index	-	-	-	30	-	44		MARKYT
Service	Customer service	Index	62	62	-	48		60		MARKYT
Consulting	Community is actively involved in local issues	% Agree	-	-	-	52	-	-	-	-
	Good understanding of community needs	% Agree	-	-	-	15	-	33		MARKYT
	Council listens and respects views	% Agree	-	-	-	14	-	31		MARKYT
	Council clearly explains reasons for decisions	% Agree	-	-	-	14	-	26		MARKYT
	Consultation	Index	-	-	-	30	-	45		MARKYT
Informing	Communication	Index	-	-	-	33	-	50		MARKYT
	Website	Index	64	64	-	46		57		MARKYT
	E-newsletters	Index	-	-	-	41	-	56		MARKYT
	Social media posts	Index	-	-	-	43	-	53		MARKYT
	Newspaper ads	Index	-	-	-	41	-	54		MARKYT
	Have Your Say platform	Index	-	-	-	42	-	52		MARKYT

^ The trend indicator shows the change in performance since the last study.




A vibrant, inclusive place

 Down by 4 or more points
 Steady (within +/- 3 points)
 Up by 4 or more points

Factor	Indicator	Rating	2016	2018	2020	2022	Trend [^]	Benchmark	Comparison	Source
Volunteering	Participation in volunteering	%	-	-	-	53	-	60		MARKYT
	Access to volunteering opportunities	Index	-	-	-	61	-	-	-	-
	Volunteer recognition and support	Index	-	-	-	55	-	61		MARKYT
Children	Services and facilities for families and children	Index	-	-	-	53	-	55	=	MARKYT
Youth	Youth services and facilities	Index	-	-	-	41	-	48		MARKYT
Seniors	Seniors services and facilities	Index	-	-	-	53	-	54	=	MARKYT
Disability	Disability access and inclusion	Index	-	-	-	51	-	50	=	MARKYT
Cultural diversity	Prefer to live in a community that attracts people with different cultures and ethnic backgrounds	% Agree	-	-	-	66	-	67	=	MARKYT
	Multiculturalism and racial harmony	Index	-	-	-	57	-	60	=	MARKYT
	Recognition and respect for Gumbaynggirr (Aboriginal) people	Index	-	-	-	64	-	59		MARKYT

[^] The trend indicator shows the change in performance since the last study.




An active, safe and healthy community

 Down by 4 or more points
 Steady (within +/- 3 points)
 Up by 4 or more points

Factor	Indicator	Rating	2016	2018	2020	2022	Trend^	Benchmark	Comparison	Source
Social activities	Opportunity to participate in social activities	Index	-	-	-	59	-	-	-	-
Sport and recreation	Opportunity to participate in recreational activities	Index	-	-	-	64	-	-	-	-
	Opportunity to participate in sporting activities	Index	-	-	-	62	-	-	-	-
	Sport and recreation facilities and services	Index	72	73	-	68	↓	67	=	MARKYT
	Public swimming pools	Index	76	68	-	59	↓	-	-	-
	Playgrounds, parks and reserves	Index	69	66	-	60	↓	68	↓	MARKYT
Health and community	Access to health and community services	Index	-	-	-	51	-	58	↓	MARKYT
	Community buildings, halls and toilets	Index	-	-	-	50	-	59	↓	MARKYT
Paths	Footpaths, trails and cycleways	Index	54	56	-	42	↓	53	↓	MARKYT
Lighting	Lighting of streets and public places	Index	-	-	-	45	-	54	↓	MARKYT
Safety	Feel safe in my local community	% Agree	-	-	-	60	-	69	↓	MARKYT
	Community safety and crime prevention	Index	-	-	-	41	-	51	↓	MARKYT
	Lifeguard services	Index	77	75	-	68	↓	-	-	-
Animals	Animal management (dogs and cats)	Index	55	54	-	52	=	54	=	MARKYT

^ The trend indicator shows the change in performance since the last study.

Community prosperity




 Down by 4 or more points
 Steady (within +/- 3 points)
 Up by 4 or more points

Factor	Indicator	Rating	2016	2018	2020	2022	Trend [^]	Benchmark	Comparison	Source
Economy	Place to own or operate a business	Index	-	-	-	54		57	=	MARKYT
	Economic development and job creation	Index	48	51	-	39	↓	41	=	MARKYT
	Regularly work more than 50 hours a week	%	-	-	-	32	-	32	=	ABS, 2021*
	Save every now and then, regularly or a lot	%	-	-	-	67	-	64	=	MARKYT
Coffs Harbour City Centre	Visited City Centre at least once a month	%	-	-	-	74	-	-	-	-
	Development and activation of city centre	Index	-	-	-	36	-	47	↓	MARKYT
Tourism	Place to visit	Index	-	-	-	74	-	67	↑	MARKYT
	Tourism and destination marketing	Index	65	63	-	48	↓	49	=	MARKYT
Art and culture	Festivals and events	Index	70	65	-	56	↓	61	↓	MARKYT
	Arts and culture services and facilities	Index	65	66	-	49	↓	61	↓	MARKYT
	Opportunities to participate in arts and cultural activities	Index	-	-	-	56	-	-	-	-
	Library services	Index	81	78	-	62	↓	71	↓	MARKYT
Technology	Feel in touch with changing technology	% Agree	-	-	-	72	-	-	-	-
Education	Participated in educational activities over past year	% Yes	-	-	-	48	-	-	-	-
	Feel they have sufficient training to get a job	% Yes	-	-	-	72	-	-	-	-

[^] The trend indicator shows the change in performance since the last study.

* Source: www.abs.gov.au/articles/understanding-full-time-and-part-time-work, extracted 5 August 2022




Liveable neighbourhoods

 Down by 4 or more points
 Steady (within +/- 3 points)
 Up by 4 or more points

Factor	Indicator	Rating	2016	2018	2020	2022	Trend^	Benchmark	Comparison	Source
Overall appearance	Overall appearance of public areas	Index	-	-	-	50	-	-	-	-
Planning	Managing responsible growth and development	Index	-	-	-	37	-	48		MARKYT
	Planning and building approvals	Index	51	51	-	32		45		MARKYT
Heritage	Preserving and promoting local history and heritage	Index	-	-	-	43	-	57		MARKYT
Housing	Access to housing that meets your needs	Index	-	-	-	35	-	53		MARKYT
Water and sewerage	Water supply, stormwater and sewerage	Index	83	82	-	54		-	-	-
Roads and streetscapes	Local roads (including bridges)	Index	52	57	-	31		49		MARKYT
	Streetscapes, trees and verges	Index	-	-	-	45	-	53		MARKYT
Marine	Marine facilities (boat ramps, jetties, pontoons)	Index	-	-	-	36	-	58		MARKYT

^ The trend indicator shows the change in performance since the last study.

A natural environment sustained for the future

 Down by 3 or more points
 Steady (within +/- 3 points)
 Up by 3 or more points

Factor	Indicator	Rating	2016	2018	2020	2022	Trend^	Benchmark	Comparison	Source
Natural environment	Opportunity to participate in environmental activities	Index	-	62	66	55	-	-	-	-
	Efforts to promote and adopt sustainable practices	Index	-	-	-	49	-	51	=	MARKYT
	Preserving and protecting the natural environment	Index	58	58	-	47	↓	55	↓	MARKYT
	Managing the coastline and local beaches	Index	57	52	-	49	=	60	↓	MARKYT
Waste	Waste and recycling services	Index	71	63	-	43	↓	64	↓	MARKYT
Natural disaster	Natural disaster education, prevention and recovery	Index	64	59	-	43	↓	57	↓	MARKYT
Moving around	Access to public transport	Index	-	48	46	40	↓	55	↓	MARKYT
	Walked, biked, or skateboarded to commute	% monthly*	-	-	-	43	-	-	-	-
	Used an e-bike, e-scooter or similar to commute	% monthly*	-	-	-	8	-	-	-	-
	Used public transport	% monthly*	-	-	-	5	-	-	-	-

^ The trend indicator shows the change in performance since the last study.

* Frequency: at least once a month

Approach

The Study

Coffs Harbour City Council commissioned CATALYSE® to conduct MARKYT® Community Scorecard and MARKYT® Wellbeing Scorecard studies.

The purpose of these studies was to:

- Evaluate and benchmark Council performance
- Assess community health and wellbeing indicators
- Determine local needs and priorities

Scorecard invitations were posted to a random sample of 4,000 households in the Coffs Harbour region using Australia Post addressed mail services. 2,000 households received a Community Scorecard and 2,000 households received a Wellbeing Scorecard. Respondents could complete the scorecard in hard copy or online.

Coffs Harbour City Council provided supporting promotions.

This included social media posts, reaching out to local community groups and schools, and emailing scorecard invitations to customers.

Scorecards were submitted between 13 June and 1 July 2022.

- Wellbeing Scorecards were completed by **901 residents**.
- Community Scorecards were completed by **1,107 residents**.



Among the Community Scorecard sample, 188 respondents owned or operated a local business. The views of business owners and operators have been analysed and reported separately at the end of this report.

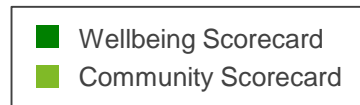
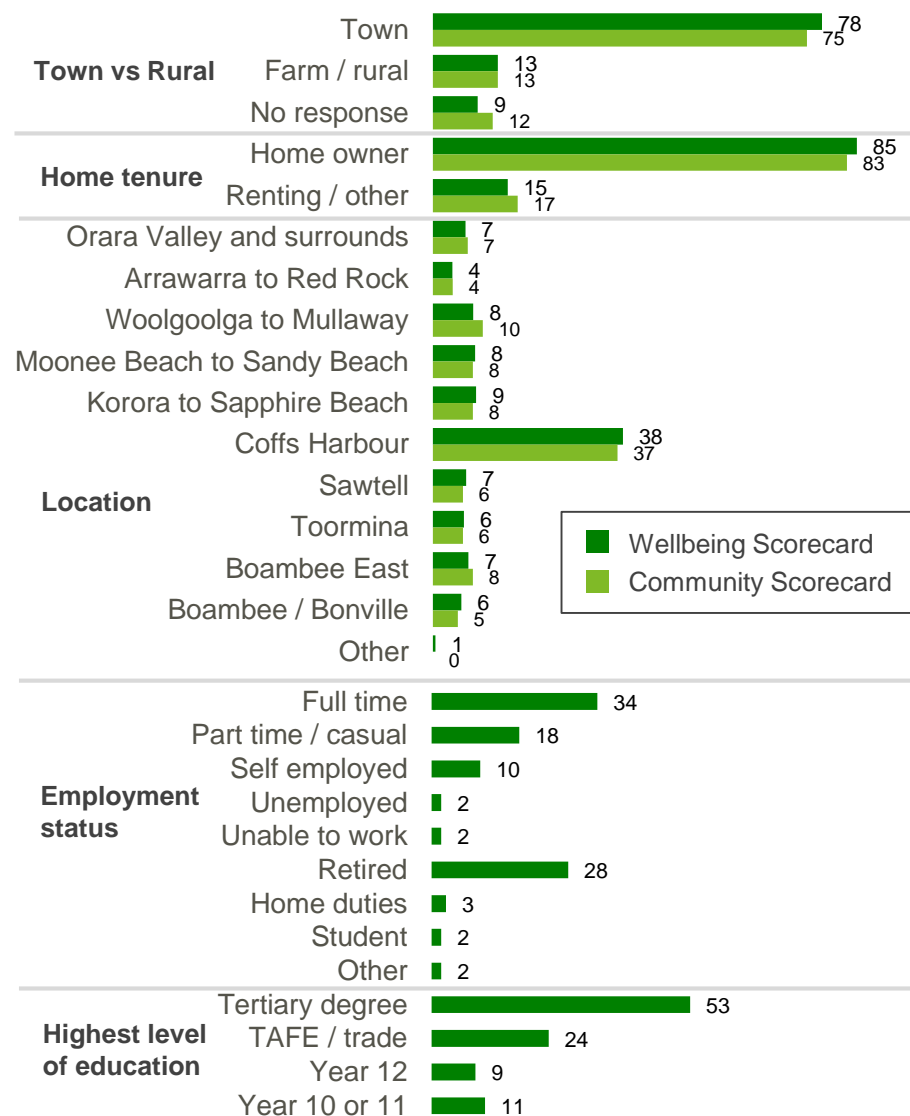
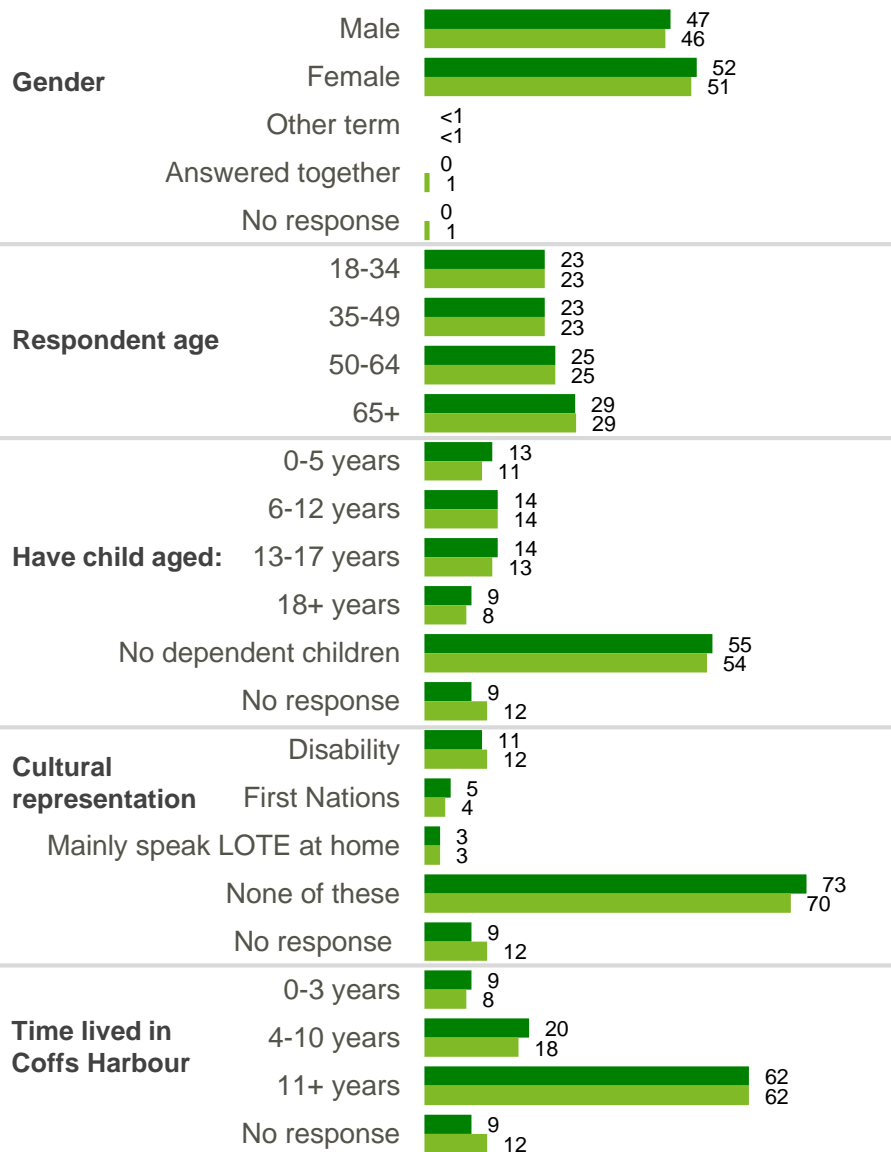
In addition to these responses, another 36 residents took part who were closely affiliated with Coffs Harbour City Council. They identified as a Councillor, employee or someone who shared a household with a Councillor or employee. The views of Council affiliated respondents have been analysed and reported separately at the end of this report.

The main body of this report shows responses from local residents. Responses were weighted by age and gender to match the ABS Census population profile.

Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

Respondent profile

% respondents (weighted)



MARKYT Benchmarks | participating councils

CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.



How to read MARKYT® performance dashboards

Performance Ratings

The chart shows community perceptions of performance on a five point scale from excellent to terrible.

Positive rating

Is the percentage of respondents who provided a rating of okay, good or excellent.

The **Performance Index Score** is a weighted score out of 100.

Score

100
75
50
25
0

Average Rating

Excellent
Good
Okay
Poor
Terrible

Trend analysis shows how performance varies over time.

2016: performance scale

1 = very poor to 5 = excellent

2018: performance scale

1 = very poor to 5 = excellent

2020: satisfaction scale

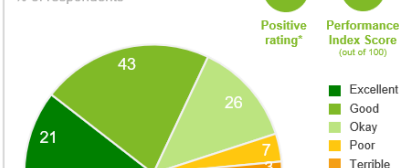
2020 data points have been excluded as results are not comparable to 2016, 2018 and 2022 results. In the 2020 report, it appears that *performance* results were incorrectly labelled as *satisfaction* results.

2022: performance scale

1 = terrible to 5 = excellent

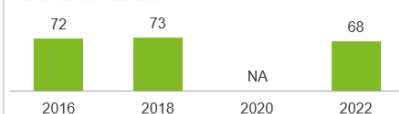
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



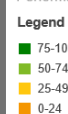
MARKYT® Industry Standards

Performance Index Score



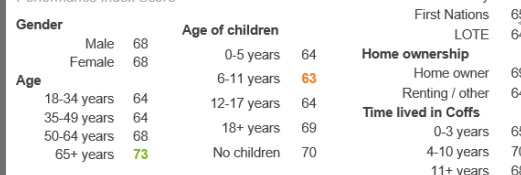
Geographical variances

Performance Index Score



Community variances

Performance Index Score



Geographical variances

Maps variances across the region by location.

Community variances

Shows how performance ratings vary across the community by key demographics.

MARKYT® Industry Standards

Show Council performance compared to other councils.

Council Score is the Council's performance index score.

Industry High is the highest score achieved by participating councils.

Industry Average is the average score among participating.

Quality of Life

Quality of Life

To calculate quality of life, respondents were asked:

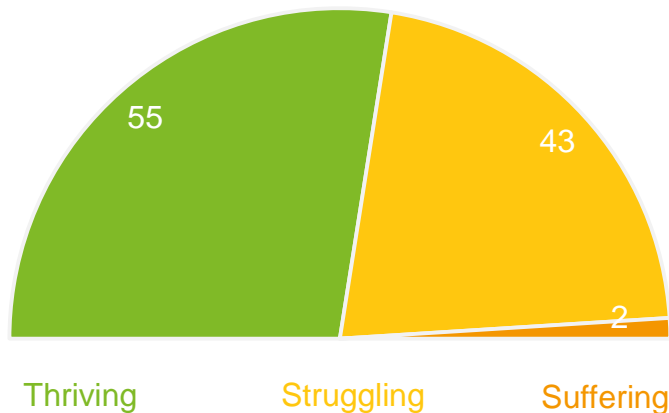
Overall, how good is your life when you step back and think about it? Please give a score out of 10 where 0 is the worst possible life for you and 10 is the best possible life for you.

- **How would you score your life now?**
- **How do you think you would score your life in about five years from now?**

This question is based on the Cantril Self-Anchoring Striving Scale (Cantril, 1965) and is used by leading organisations such as Gallup and OECD to calculate benchmark scores for 'quality of life'.

Quality of life ratings

% of respondents



Gallup classify respondents into three segments:

1. **Thriving** - wellbeing that is strong, consistent, and progressing. These respondents have positive views of their present life situation (7+) and have positive views of the next five years (8+).

According to Gallup studies, this segment reports significantly fewer health problems, fewer sick days, less worry, stress, sadness, anger, and more happiness, enjoyment, interest, and respect.

2. **Struggling** - wellbeing that is moderate or inconsistent. These respondents have moderate views of their present life situation OR moderate OR negative views of their future. They are either struggling in the present, or expect to struggle in the future.

According to Gallup studies, this segment reports more daily stress and worry about money than the "thriving" respondents, and more than double the amount of sick days. They are more likely to smoke, and are less likely to eat healthy.

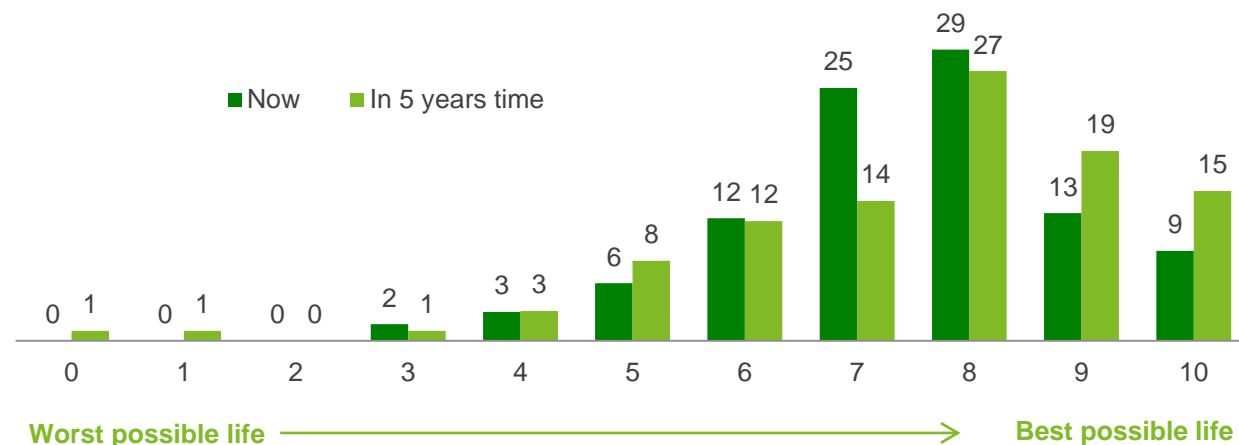
3. **Suffering** - wellbeing that is at high risk. These respondents have poor ratings of their current life situation (4 and below) AND negative views of the next five years (4 and below).

According to Gallup studies, people in this segment are more likely to report lacking the basics of food and shelter, more likely to have physical pain, a lot of stress, worry, sadness, and anger. They have less access to health insurance and care, and more than double the disease burden, in comparison to "thriving" respondents.

Quality of life

Quality of life ratings

% of respondents



Industry Comparisons

Quality of life, current – mean rating



Coffs Harbour 7.4

Australia^ 7.1

Variances across the community

Average rating

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6-12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4-10 years	11+ years	Town	Rural	Orara Valley + surrounds	Arararra to Red Rock	Woolgoolga to Mullaway	Moonee to Sandy Beach	Korora to Sapphire Beach	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
Now	7.4	7.4	7.4	6.6	7.2	7.4	8.1	7.6	7.0	7.0	6.9	7.2	6.5	6.9	7.4	7.5	6.5	7.0	7.4	7.5	7.4	7.1	7.1	7.8	7.4	7.7	8.1	7.2	7.6	7.4	7.1	7.2
Future	7.6	7.5	7.7	7.4	8.0	7.7	7.3	7.6	7.8	7.8	7.5	7.5	6.3	7.3	7.6	7.7	7.1	7.6	7.9	7.5	7.7	7.2	7.5	7.7	7.3	7.6	8.4	7.5	7.6	7.7	7.5	7.2

Q. Overall, how good is your life when you step back and think about it? How would you score your life now? And, in 5 years time?

0 = worst possible life; 10 = best possible life.

Base: All respondents, excludes 'unsure' and 'no response' (now n = now 893; in 5 years time n = 877)

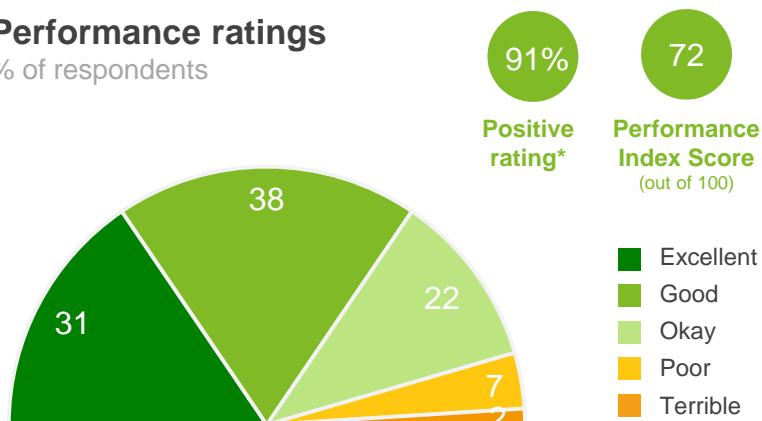
^ Australia - Better Life Index Edition 2020, Viewed on 04 August 2022 Source: OECD

Overall perceptions of Coffs Harbour as a place to live

Place to live

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

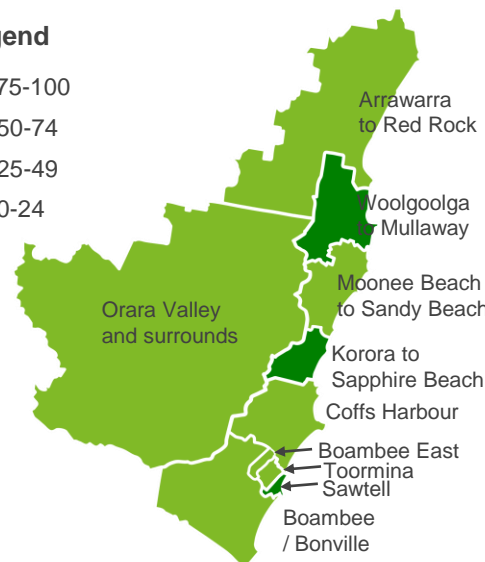
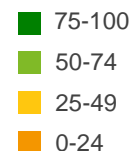
Performance Index Score



Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	63
Arrawarra to Red Rock	70
Woolgoolga to Mullaway	81
Moonee Beach to Sandy Beach	68
Korora to Sapphire Beach	81
Coffs Harbour	71
Sawtell	77
Toormina	63
Boambee East	74
Boambee / Bonville	70
Town vs Rural	
Town	73
Rural	66

Community variances

Performance Index Score

Gender

Male	74
Female	71

Have child:

0-5 years	70
6-11 years	66
12-17 years	65
18+ years	66
No children	74

Age

18-34 years	69
35-49 years	68
50-64 years	73
65+ years	77

Disability & culture

Disability	62
First Nations	64
LOTE	71

Home ownership

Home owner	73
Renting / other	67

Time lived in Coffs

0-3 years	74
4-10 years	76
11+ years	70

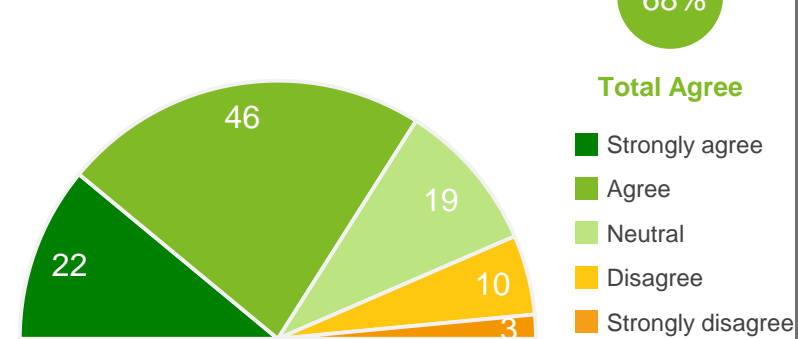
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1012). * Positive Rating = excellent, good + okay

I am proud of the area where I live

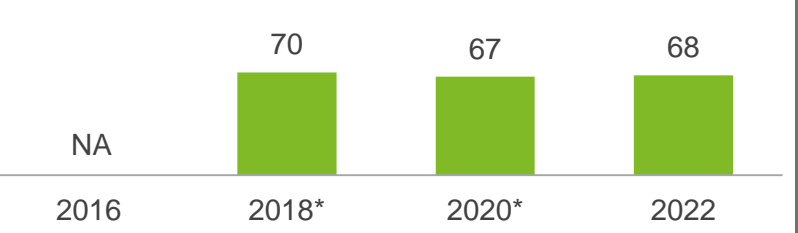
Level of agreement

% of respondents



Trend Analysis

% agree



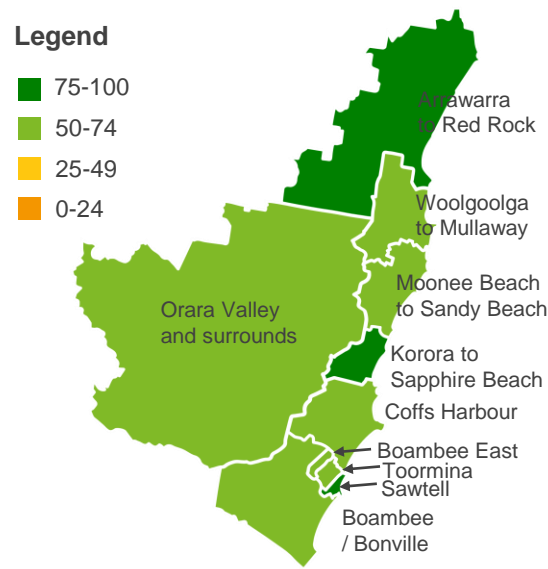
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

Orara Valley and surrounds	66
Arrawarra to Red Rock	81
Woolgoolga to Mullaway	69
Moonee Beach to Sandy Beach	70
Korora to Sapphire Beach	78
Coffs Harbour	63
Sawtell	90
Toormina	63
Boambee East	65
Boambee / Bonville	54
Town vs Rural	
Town	69
Rural	60

Community variances

% agree

Gender		Have child:		Disability & culture	
Male	66	0-5 years	69	Disability	61
Female	70	6-11 years	59	First Nations	58
Age		12-17 years	65	LOTE	50
18-34 years	51	18+ years	71	Home ownership	
35-49 years	65	No children	69	Home owner	70
50-64 years	74			Renting / other	52
65+ years	77			Time lived in Coffs	
				0-3 years	79
				4-10 years	62
				11+ years	68

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 876).

* 2018 and 2020: proud and very proud ratings

Best change or improvement in past two years

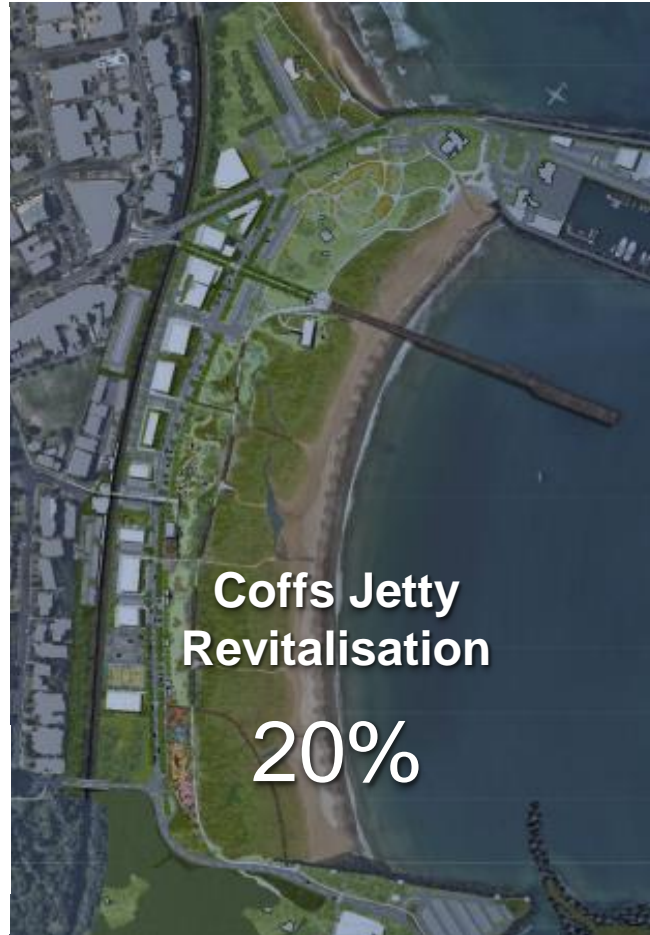
76% of respondents noticed a positive change or improvement in Coffs Harbour City Council over the past two years.

Top 12 changes and improvements

% of respondents

Coffs Jetty Revitalisation	20
Road improvements	10
New leadership team	10
Sport and recreation	8
Culture and the arts	7
Parks	6
Town centre	6
Footpaths, trails and cycleways	4
Beach improvements	4
Environmental / conservation efforts	3
Parking	3
Health related	3

Other mentions included: environmental and conservation efforts, parking, health, streetscapes, housing, economic growth, flood prevention, public facilities, Aboriginal recognition and respect, the skate park and improved airport facilities.



Q. Over the past two years, what is the best change or improvement you've noticed in the Coffs Harbour City Council area?

Base: All respondents, excludes no response (n = 780)

Best change or improvement in past two years

Sample of community voices

"The redevelopment of the jetty market area makes the space more accessible for all users and ensures the market can continue even when it rains. Previously it became a quagmire. The gym equipment, picnic tables and play areas also make this area far more widely used by all sectors of the community at all times of the day."

"The bypass finally being built. The traffic should improve when finished."

"Commencement of the bypass that promises to reduce traffic flow through Coffs and allow for a very different feel for the city."

"Legislation passed for the building of Coffs bypass at last!"

"Jetty Foreshores improvement and installation of cafe. This brings people to congregate. Social connection improves every aspect of our lives."

"The improved open space at the Jetty, the maintenance of it and the ability for everyone to use it."

"A new council has been voted in, and at this stage, it appears that they are prepared to listen to the community in relation to major issues facing our community."

"The commencement of the bypass. Should have been constructed 20 years ago!"

"Improvement of Jetty Foreshores, and an ongoing commitment to improving this area."

"Improvement to the foreshores area, particularly the boat ramp and boatlift area."

"A more inclusive and representative group of Councillors."

"The election of more Councillors who understand the need to respond to climate change, communicate with residents and properly consider the nature of development."

Q. Over the past two years, what is the best change or improvement you've noticed in the Coffs Harbour City Council area?

Base: All respondents, excludes no response (n = 780)

Best change or improvement in past two years

Community variances

Best change or improvement

% of respondents

Table shows top 12 responses

Best change or improvement % of respondents			Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time in Coffs			Town v Rural		Location												
	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley +	Arararra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville				
Table shows top 12 responses																																				
Coffs Jetty Revitalisation	20	17	22	19	18	23	19	20	25	18	14	17	17	16	6	21	16	12	21	20	18	25	33	8	11	9	27	21	19	26	12	29				
Road improvements	10	8	11	13	8	9	10	10	11	9	6	8	9	7	3	9	12	11	14	9	10	11	16	27	4	7	15	7	14	9	18	0				
New leadership team	10	11	9	0	8	16	13	12	6	7	10	8	8	15	10	11	3	0	10	12	10	11	8	14	8	11	16	9	10	6	12	14				
Sport and recreation	8	8	8	2	13	10	7	6	7	18	19	11	7	13	7	9	4	1	5	10	8	8	5	5	6	12	7	8	4	8	16	6				
Culture and the arts	7	4	10	7	7	7	7	7	7	1	10	7	1	6	0	7	7	12	9	5	6	10	4	14	5	8	11	8	2	7	1	7				
Parks	6	5	7	6	9	4	6	5	14	12	7	5	2	3	3	7	3	3	5	7	7	4	5	4	9	3	1	8	5	9	10	4				
Town centre	6	6	6	11	6	4	4	4	12	3	8	8	3	5	25	6	5	13	10	4	6	6	1	16	4	2	3	9	8	1	1	5				
Footpaths, trails and cycleways	4	4	5	8	4	3	4	4	7	4	7	2	8	0	0	5	3	6	4	4	5	2	0	3	10	0	4	5	7	10	1	3				
Beach improvements	4	4	4	3	5	2	4	3	2	9	4	5	5	4	0	4	1	2	2	5	4	2	0	4	11	14	5	2	0	4	1	3				
Environmental / conservation efforts	3	2	4	8	2	2	2	4	1	2	6	1	4	3	0	2	9	2	6	3	4	4	2	6	10	1	5	2	9	0	0	9				
Parking	3	2	4	5	2	3	2	4	0	2	2	4	5	0	0	2	6	6	4	2	4	0	0	3	0	1	2	5	5	2	0	0				
Health related	3	4	2	7	3	1	1	3	4	6	5	5	1	2	0	2	9	0	4	3	3	3	0	4	9	0	2	3	2	1	1	3				

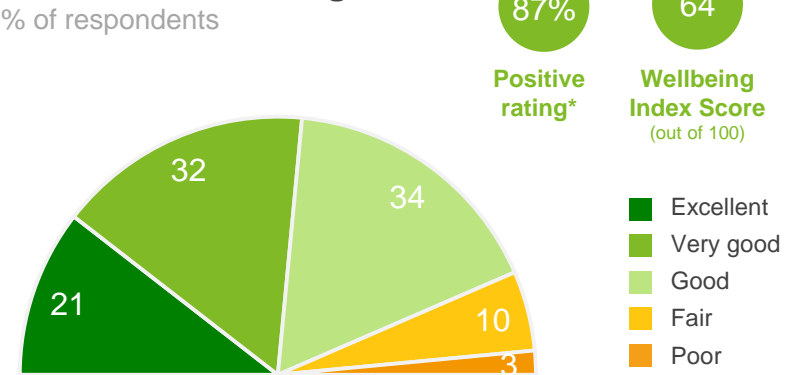
Q. Over the past two years, what is the best change or improvement you've noticed in the Coffs Harbour City Council area?

Base: All respondents, excludes no response (n = 780)

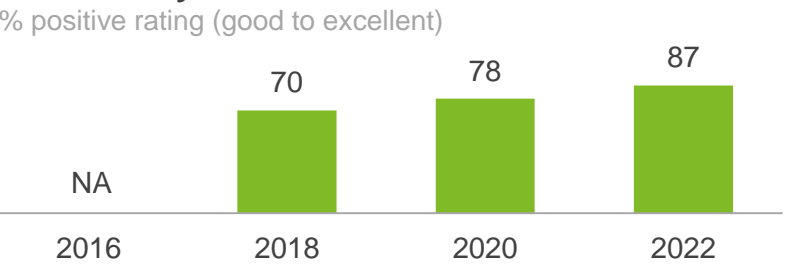
Health and wellbeing

Health in general

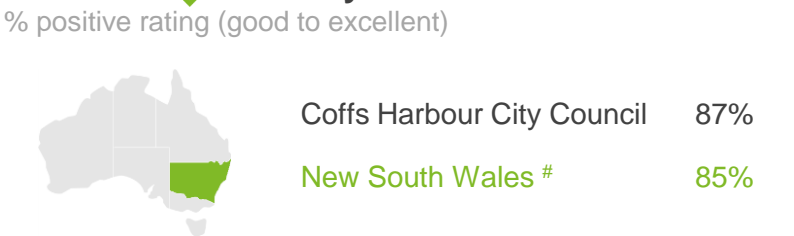
General health ratings



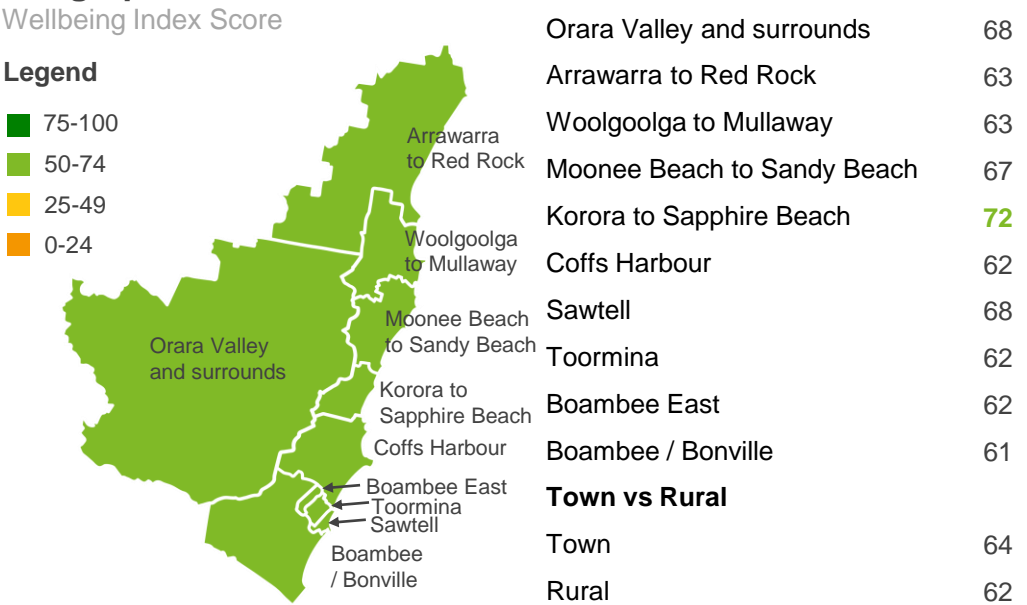
Trend Analysis



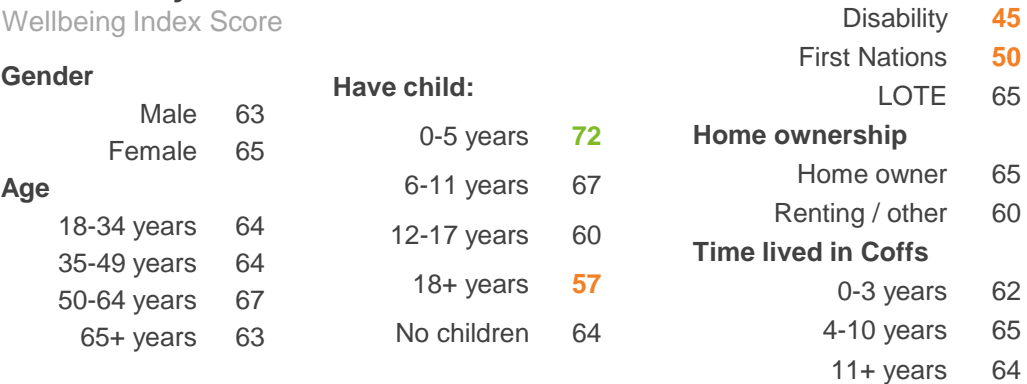
MARKYT Industry Standards



Geographical variances



Community variances



Q. Currently, how good is your life in relation to your: health in general

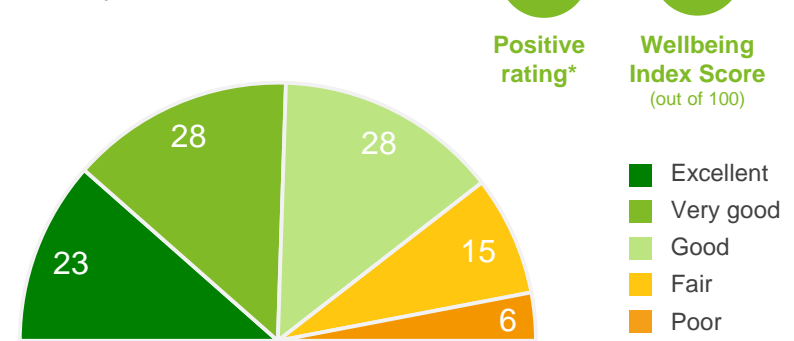
Base: All respondents, excludes 'unsure' and 'no response' (n = 899). * Positive Rating = excellent, very good + good

Source: NSW Population Health Survey (SAPHaRI). Centre for Epidemiology and Evidence, NSW Ministry of Health. 2020

Mental health

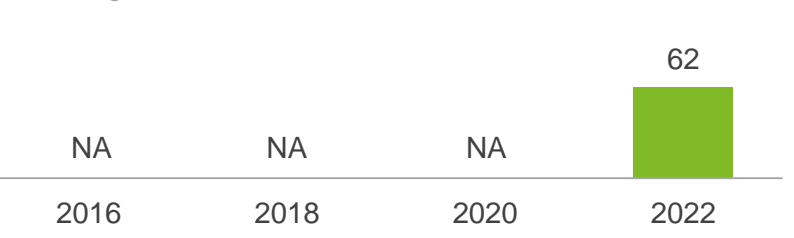
Mental health ratings

% of respondents



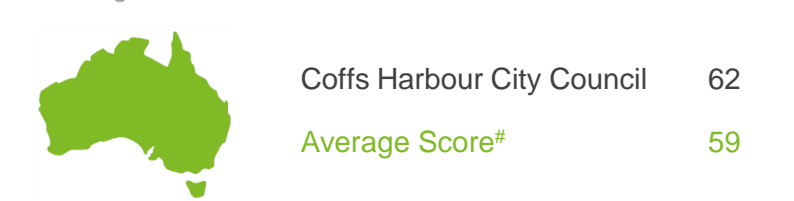
Trend Analysis

Wellbeing Index Score



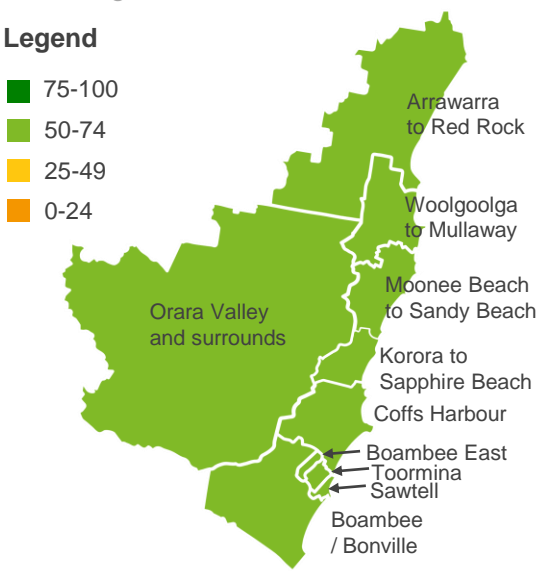
MARKYT Industry Standards

Wellbeing Index Score



Geographical variances

Wellbeing Index Score



Location

Orara Valley and surrounds	58
Arrawarra to Red Rock	71
Woolgoolga to Mullaway	63
Moonee Beach to Sandy Beach	68
Korora to Sapphire Beach	74
Coffs Harbour	59
Sawtell	66
Toormina	62
Boambee East	56
Boambee / Bonville	56
Town vs Rural	
Town	62
Rural	61

Community variances

Wellbeing Index Score

Gender		Have child:		Disability & culture	
Male	63	0-5 years	59	Disability	46
Female	61	6-11 years	57	First Nations	48
Age		12-17 years	53	LOTE	76
18-34 years	48	18+ years	62	Home ownership	
35-49 years	59	No children	65	Home owner	64
50-64 years	64			Renting / other	49
65+ years	74			Time lived in Coffs	
				0-3 years	57
				4-10 years	62
				11+ years	63

Q. Currently, how good is your life in relation to your: Mental health

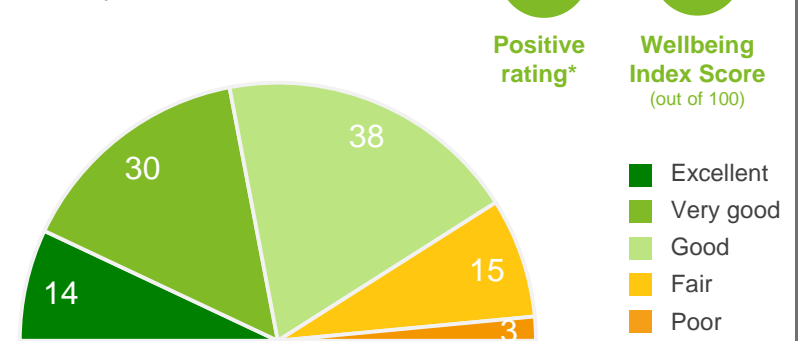
Base: All respondents, excludes 'unsure' and 'no response' (n = 896). * Positive Rating = excellent, very good + good

Source: MARKYT® Community Resilience Scorecard

Diet

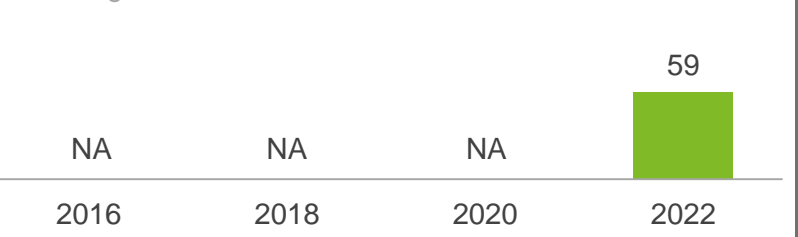
Diet ratings

% of respondents



Trend Analysis

Wellbeing Index Score



MARKYT Industry Standards

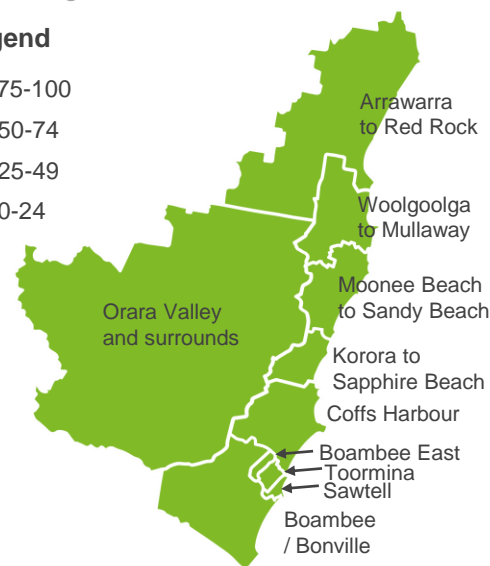
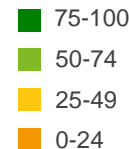
Wellbeing Index Score



Geographical variances

Wellbeing Index Score

Legend



Location

Orara Valley and surrounds	57
Arrawarra to Red Rock	64
Woolgoolga to Mullaway	62
Moonee Beach to Sandy Beach	63
Korora to Sapphire Beach	66
Coffs Harbour	58
Sawtell	60
Toormina	61
Boambee East	56
Boambee / Bonville	59
Town vs Rural	
Town	60
Rural	57

Community variances

Wellbeing Index Score

Gender

Male	59
Female	60

Have child:

0-5 years	61
6-11 years	55
12-17 years	54
18+ years	51
No children	62

Age

18-34 years	51
35-49 years	55
50-64 years	61
65+ years	68

Disability & culture

Disability	47
First Nations	42
LOTE	60

Home ownership

Home owner	61
Renting / other	52

Time lived in Coffs

0-3 years	56
4-10 years	59
11+ years	60

Q. Currently, how good is your life in relation to your: Diet

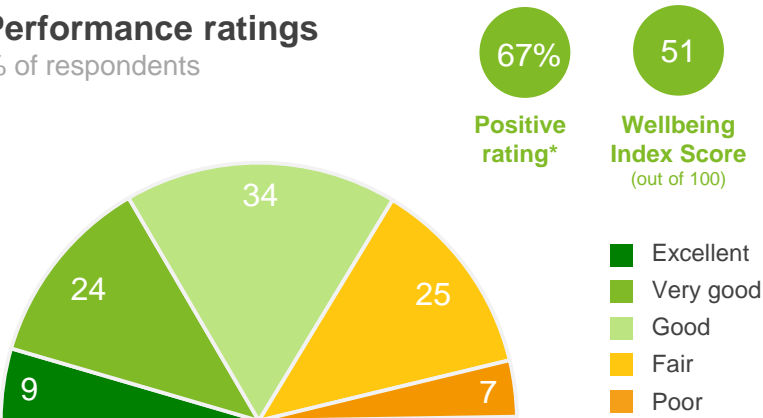
Base: All respondents, excludes 'unsure' and 'no response' (n = 890). * Positive Rating = excellent, very good + good

^ Benchmark: Diet and exercise # Source: MARKYT® Community Resilience Scorecard

Exercise

Performance ratings

% of respondents



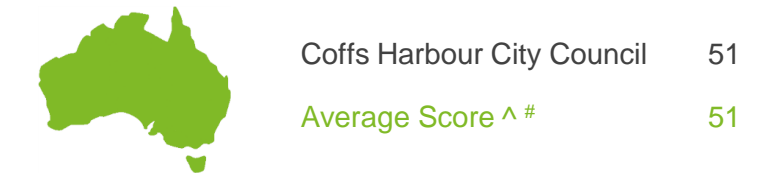
Trend Analysis

Wellbeing Index Score



MARKYT Industry Standards

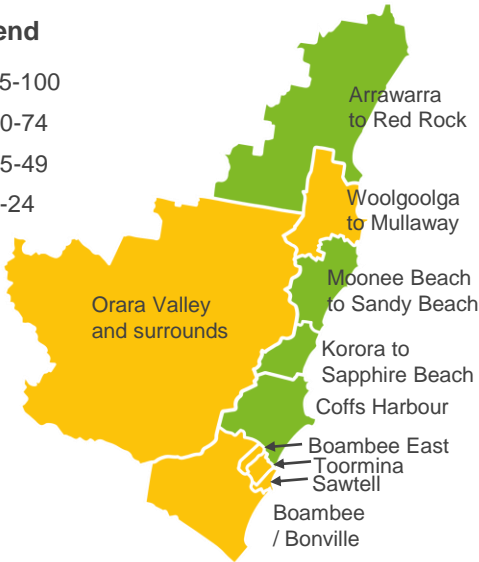
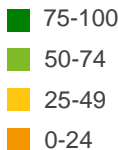
Wellbeing Index Score



Geographical variances

Wellbeing Index Score

Legend



Location

Orara Valley and surrounds	48
Arrawarra to Red Rock	55
Woolgoolga to Mullaway	48
Moonee Beach to Sandy Beach	52
Korora to Sapphire Beach	57
Coffs Harbour	52
Sawtell	47
Toormina	49
Boambee East	48
Boambee / Bonville	49
Town vs Rural	
Town	51
Rural	46

Community variances

Wellbeing Index Score

Gender

Male	52
Female	49

Age

18-34 years	47
35-49 years	47
50-64 years	52
65+ years	56

Have child:

0-5 years	49
6-11 years	45
12-17 years	43
18+ years	44
No children	53

Disability & culture

Disability	39
First Nations	36
LOTE	54

Home ownership

Home owner	52
Renting / other	45

Time lived in Coffs

0-3 years	42
4-10 years	51
11+ years	52

Q. Currently, how good is your life in relation to your: Exercise

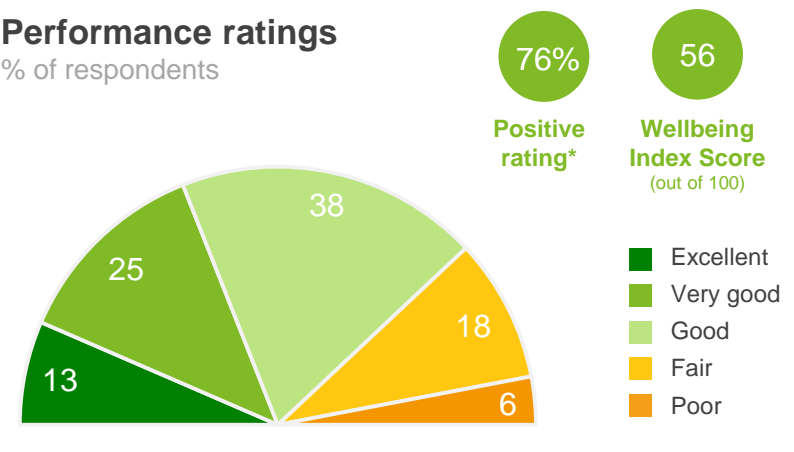
Base: All respondents, excludes 'unsure' and 'no response' (n = 895). * Positive Rating = excellent, very good + good

^ Benchmark: Diet and exercise # Source: MARKYT® Community Resilience Scorecard

Social relationships

Performance ratings

% of respondents



Trend Analysis

Wellbeing Index Score



MARKYT Industry Standards

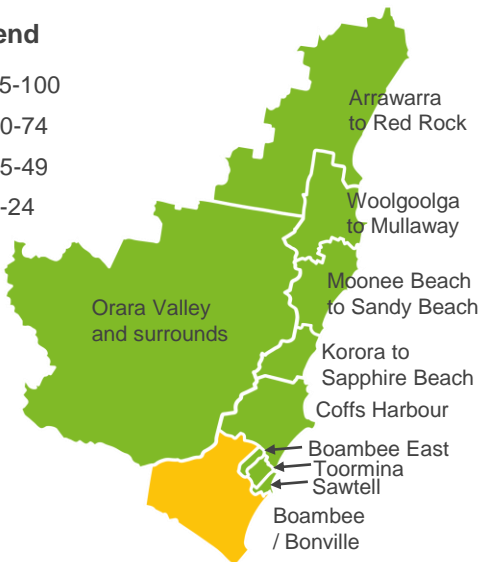
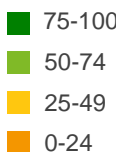
Wellbeing Index Score



Geographical variances

Wellbeing Index Score

Legend



Location

Orara Valley and surrounds	52
Arrawarra to Red Rock	70
Woolgoolga to Mullaway	54
Moonee Beach to Sandy Beach	53
Korora to Sapphire Beach	61
Coffs Harbour	55
Sawtell	60
Toormina	57
Boambee East	56
Boambee / Bonville	49
Town vs Rural	
Town	58
Rural	49

Community variances

Wellbeing Index Score

Gender

Male	55
Female	57

Age

18-34 years	53
35-49 years	52
50-64 years	55
65+ years	62

Have child:

0-5 years	56
6-11 years	53
12-17 years	52
18+ years	56
No children	58

Disability & culture

Disability	50
First Nations	50
LOTE	51

Home ownership

Home owner	57
Renting / other	46

Time lived in Coffs

0-3 years	52
4-10 years	57
11+ years	57

Q. Currently, how good is your life in relation to your: Social relationships

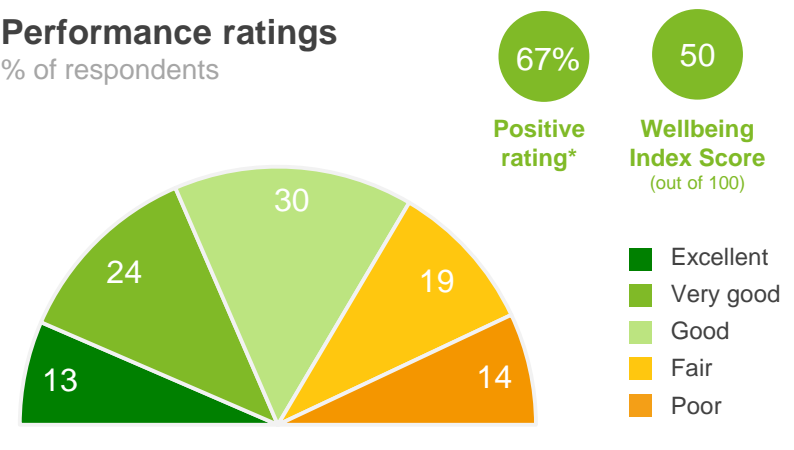
Base: All respondents, excludes 'unsure' and 'no response' (n = 894). * Positive Rating = excellent, very good + good

Source: MARKYT® Community Resilience Scorecard

Work / work opportunities

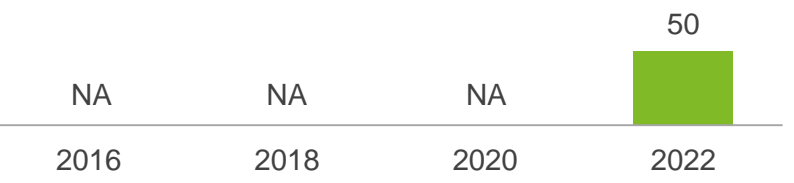
Performance ratings

% of respondents



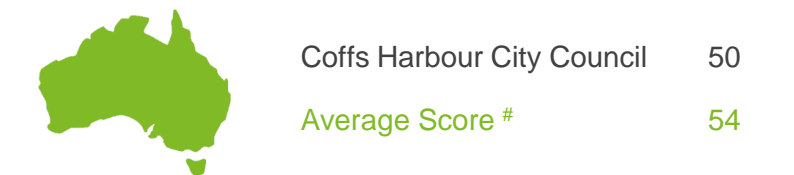
Trend Analysis

Wellbeing Index Score



MARKYT Industry Standards

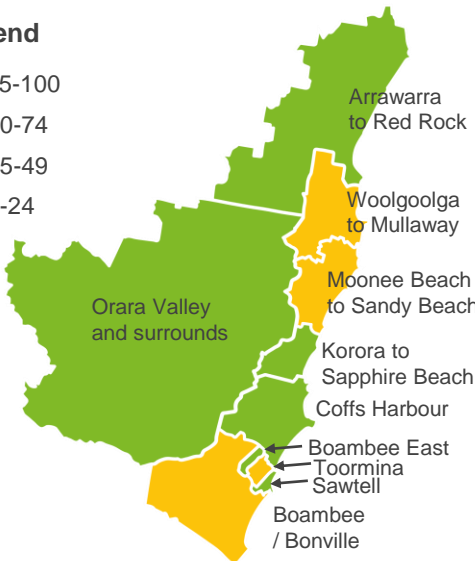
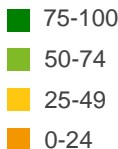
Wellbeing Index Score



Geographical variances

Wellbeing Index Score

Legend



Location

Orara Valley and surrounds	55
Arrawarra to Red Rock	57
Woolgoolga to Mullaway	42
Moonee Beach to Sandy Beach	49
Korora to Sapphire Beach	56
Coffs Harbour	51
Sawtell	52
Toormina	47
Boambee East	52
Boambee / Bonville	46
Town vs Rural	
Town	51
Rural	49

Community variances

Wellbeing Index Score

Gender

Male	52
Female	49

Age

18-34 years	50
35-49 years	52
50-64 years	51
65+ years	47

Have child:

0-5 years	52
6-11 years	55
12-17 years	50
18+ years	53
No children	49

Disability & culture

Disability	35
First Nations	53
LOTE	72

Home ownership

Home owner	51
Renting / other	47

Time lived in Coffs

0-3 years	47
4-10 years	55
11+ years	50

Q. Currently, how good is your life in relation to your: Work / work opportunities

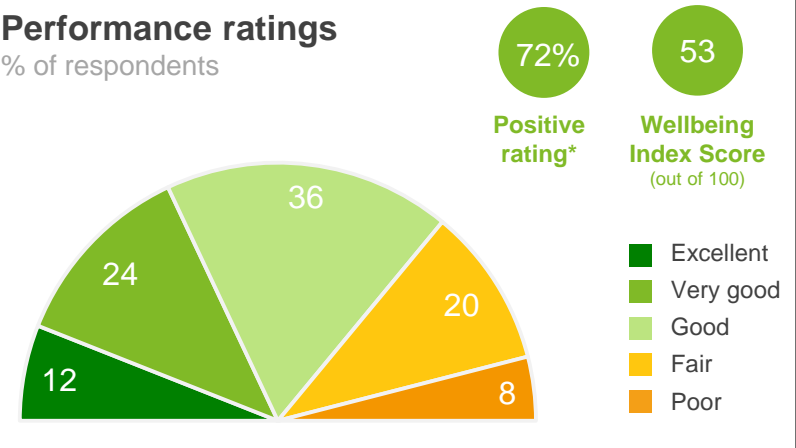
Base: All respondents, excludes 'unsure' and 'no response' (n = 672). * Positive Rating = excellent, very good + good

Source: MARKYT® Community Resilience Scorecard

Financial situation

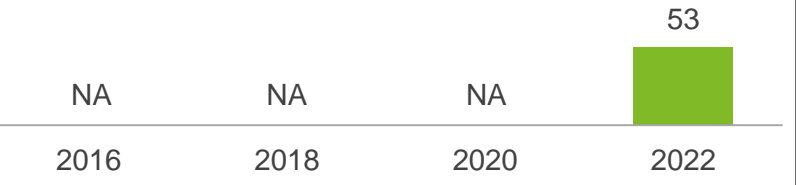
Performance ratings

% of respondents



Trend Analysis

Wellbeing Index Score



MARKYT Industry Standards

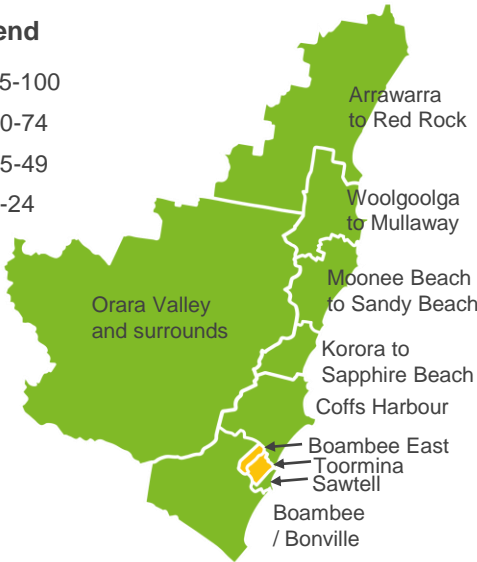
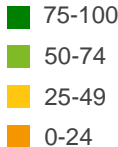
Wellbeing Index Score



Geographical variances

Wellbeing Index Score

Legend



Location

Orara Valley and surrounds	52
Arrawarra to Red Rock	60
Woolgoolga to Mullaway	51
Moonee Beach to Sandy Beach	58
Korora to Sapphire Beach	59
Coffs Harbour	51
Sawtell	58
Toormina	47
Boambee East	47
Boambee / Bonville	58
Town vs Rural	
Town	53
Rural	54

Community variances

Wellbeing Index Score

Gender

Male	55
Female	51

Age

18-34 years	46
35-49 years	53
50-64 years	57
65+ years	56

Have child:

0-5 years	49
6-11 years	53
12-17 years	52
18+ years	49
No children	54

Disability & culture

Disability	39
First Nations	42
LOTE	62

Home ownership

Home owner	55
Renting / other	40

Time lived in Coffs

0-3 years	49
4-10 years	55
11+ years	53

Q. Currently, how good is your life in relation to your: Financial situation

Base: All respondents, excludes 'unsure' and 'no response' (n = 880). * Positive Rating = excellent, very good + good

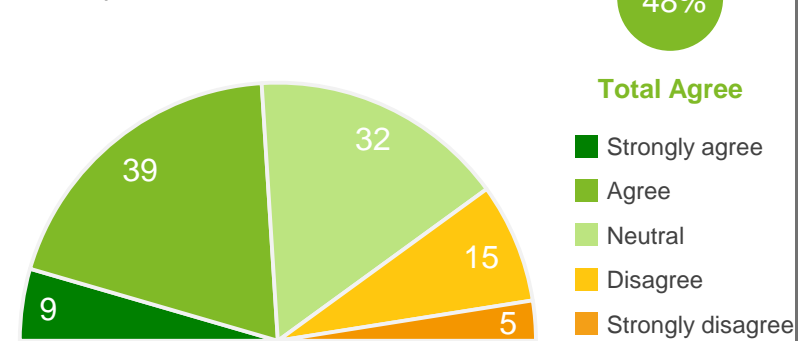
Source: MARKYT® Community Resilience Scorecard

Sense of community

There is strong community spirit in my local area

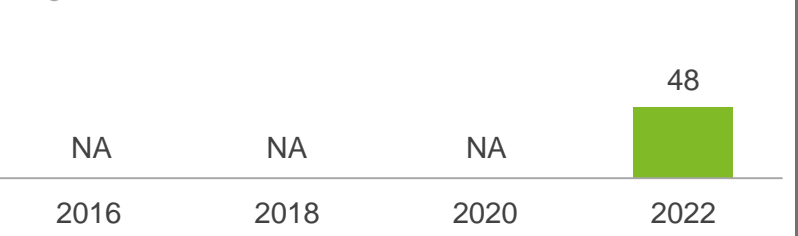
Level of agreement

% of respondents



Trend Analysis

% agree



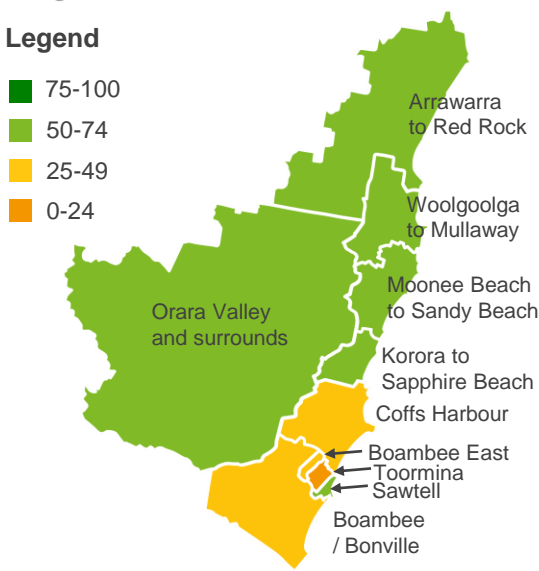
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

Orara Valley and surrounds	65
Arrawarra to Red Rock	71
Woolgoolga to Mullaway	62
Moonee Beach to Sandy Beach	60
Korora to Sapphire Beach	51
Coffs Harbour	44
Sawtell	66
Toormina	24
Boambee East	31
Boambee / Bonville	28
Town vs Rural	
Town	49
Rural	40

Community variances

% agree

Gender		Have child:		Disability & culture	
Male	46	0-5 years	47	Disability	46
Female	51	6-11 years	48	First Nations	36
Age		12-17 years	45	LOTE	37
18-34 years	29	18+ years	52	Home ownership	
35-49 years	48	No children	50	Home owner	50
50-64 years	56			Renting / other	37
65+ years	57			Time lived in Coffs	
				0-3 years	58
				4-10 years	56
				11+ years	44

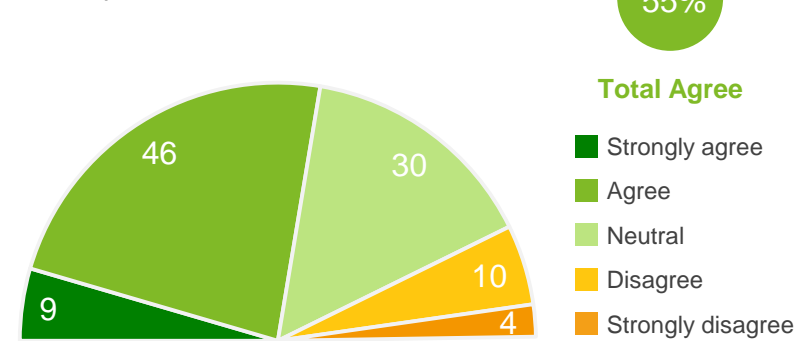
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 863).

I feel like I belong in my local community

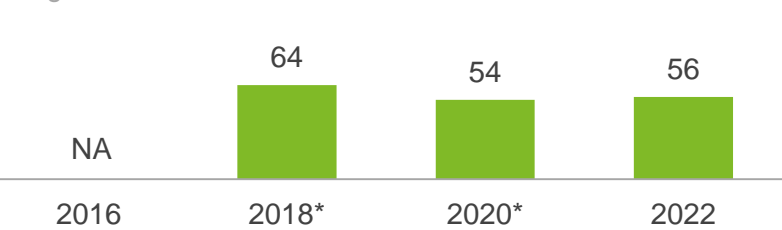
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

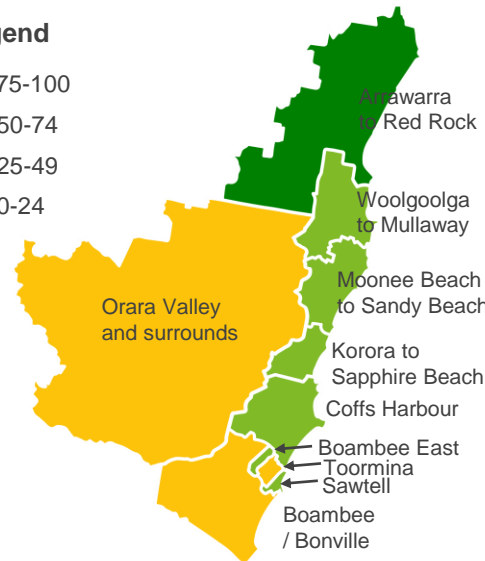
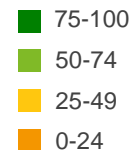
% agree



Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	47
Arararra to Red Rock	76
Woolgoolga to Mullaway	65
Moonee Beach to Sandy Beach	67
Korora to Sapphire Beach	64
Coffs Harbour	51
Sawtell	69
Toormina	46
Boambee East	58
Boambee / Bonville	32
Town vs Rural	
Town	57
Rural	42

Community variances

% agree

Gender

Male	57
Female	54

Age

18-34 years	34
35-49 years	55
50-64 years	61
65+ years	68

Have child:

0-5 years	49
6-11 years	53
12-17 years	43
18+ years	57
No children	60

Disability & culture

Disability	50
First Nations	41
LOTE	50

Home ownership

Home owner	59
Renting / other	34

Time lived in Coffs

0-3 years	43
4-10 years	61
11+ years	55

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 870).

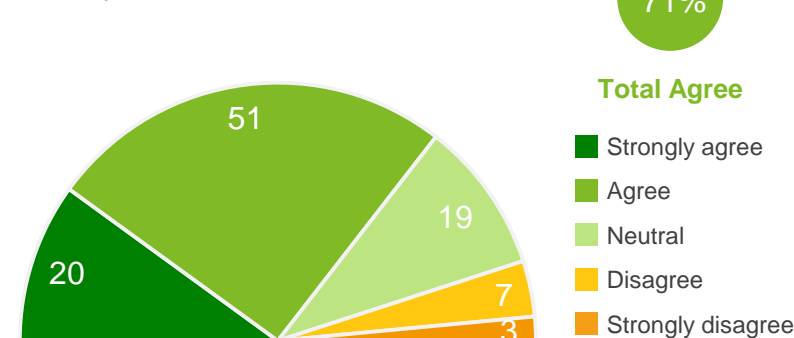
* 2018 and 2020: Thinking about your own life here in Coffs Harbour, to what extent do you feel part of the community?

Chart shows: Very much part and part of the community.

I feel like my life has a sense of purpose

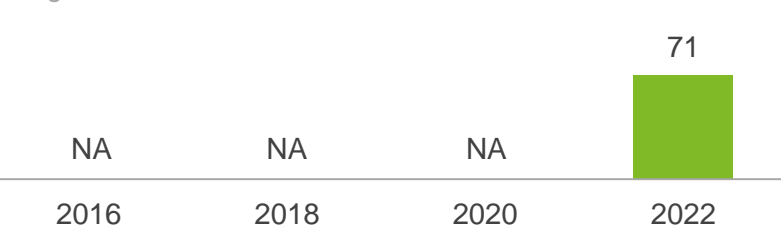
Level of agreement

% of respondents



Trend Analysis

% agree



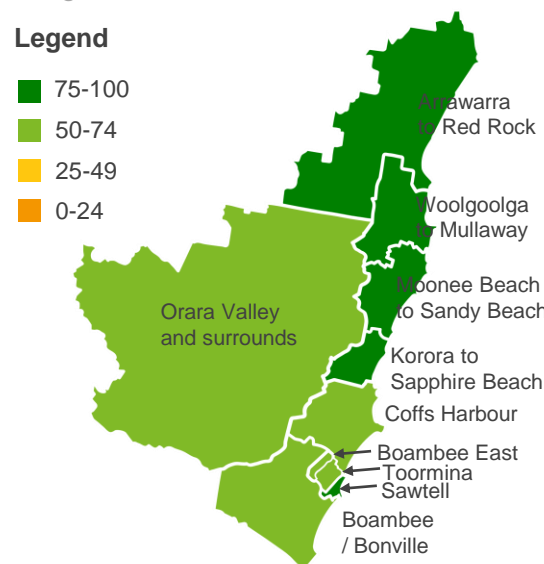
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

Orara Valley and surrounds	70
Arrawarra to Red Rock	76
Woolgoolga to Mullaway	81
Moonee Beach to Sandy Beach	77
Korora to Sapphire Beach	81
Coffs Harbour	67
Sawtell	81
Toormina	74
Boambee East	66
Boambee / Bonville	57
Town vs Rural	
Town	72
Rural	68

Community variances

% agree

Gender		Have child:		Disability & culture	
Male	67	0-5 years	78	Disability	58
Female	76	6-11 years	71	First Nations	63
Age		12-17 years	72	LOTE	62
18-34 years	60	18+ years	73	Home ownership	
35-49 years	74	No children	71	Home owner	74
50-64 years	76			Renting / other	59
65+ years	75			Time lived in Coffs	
				0-3 years	76
				4-10 years	75
				11+ years	70

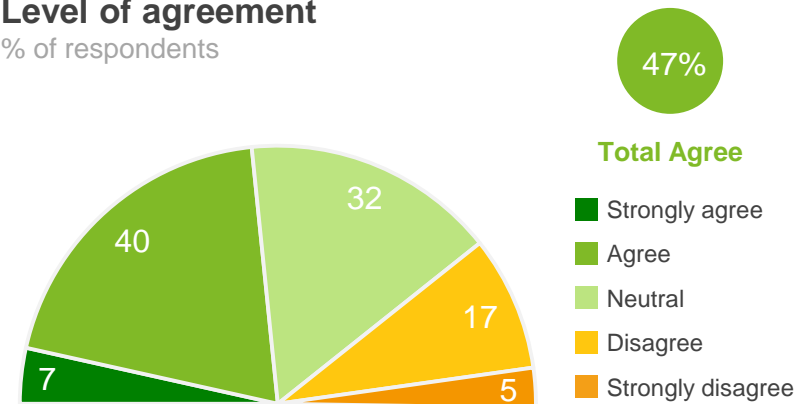
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 874).

I can readily access support and help when needed

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

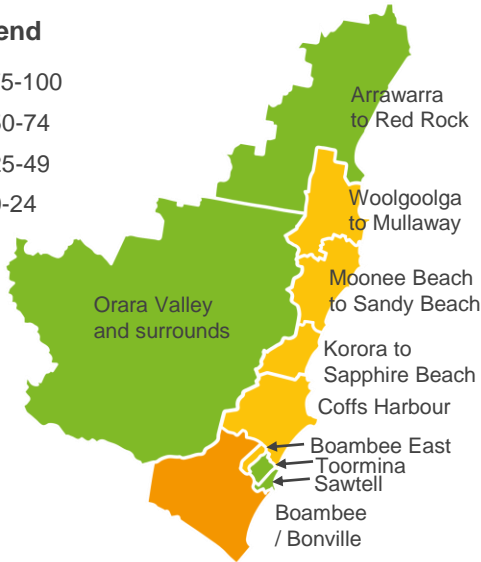
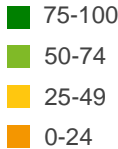
% agree



Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	50
Arrawarra to Red Rock	55
Woolgoolga to Mullaway	41
Moonee Beach to Sandy Beach	38
Korora to Sapphire Beach	48
Coffs Harbour	49
Sawtell	50
Toormina	64
Boambee East	41
Boambee / Bonville	24
Town vs Rural	
Town	49
Rural	33

Community variances

% agree

Gender

Male	45
Female	49

Age

18-34 years	35
35-49 years	42
50-64 years	45
65+ years	62

Have child:

0-5 years	54
6-11 years	39
12-17 years	37
18+ years	43
No children	49

Disability & culture

Disability	34
First Nations	40
LOTE	23

Home ownership

Home owner	49
Renting / other	32

Time lived in Coffs

0-3 years	39
4-10 years	54
11+ years	45

Q. How strongly do you agree or disagree with the following statements?

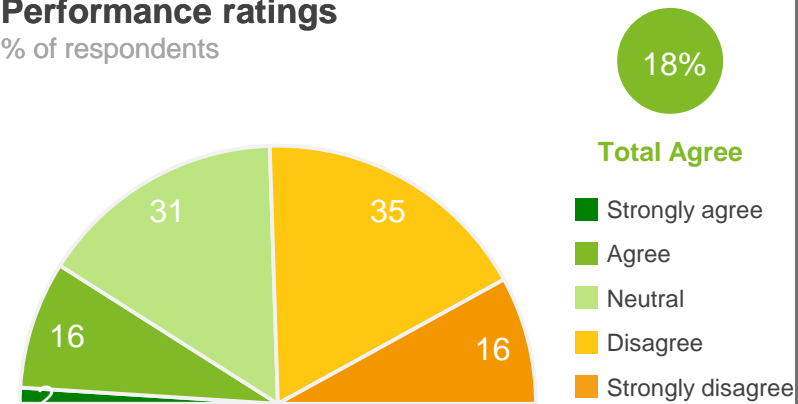
Base: All respondents, excludes 'no response' (n = 823).

Sustainable community leadership

Coffs Council has developed and communicated a clear vision for the area

Performance ratings

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

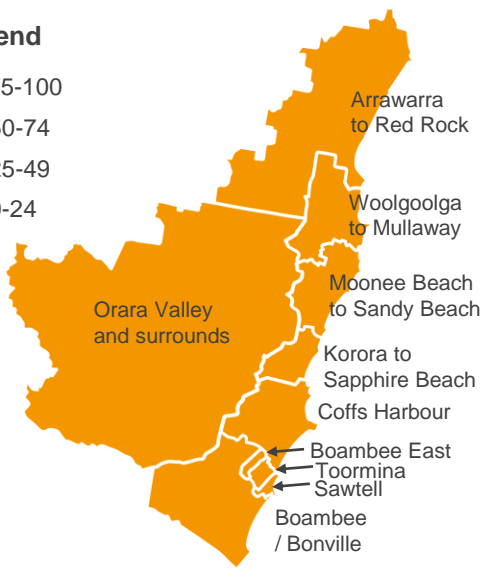
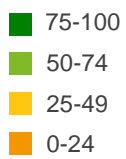
% agree



Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	7
Arrawarra to Red Rock	12
Woolgoolga to Mullaway	13
Moonee Beach to Sandy Beach	13
Korora to Sapphire Beach	24
Coffs Harbour	22
Sawtell	17
Toormina	13
Boambee East	20
Boambee / Bonville	16
Town vs Rural	
Town	18
Rural	15

Community variances

% agree

Gender

Male	15
Female	21

Age

18-34 years	16
35-49 years	16
50-64 years	18
65+ years	20

Have child:

0-5 years	21
6-11 years	15
12-17 years	16
18+ years	13
No children	18

Disability & culture

Disability	12
First Nations	11
LOTE	29

Home ownership

Home owner	18
Renting / other	17

Time lived in Coffs

0-3 years	33
4-10 years	24
11+ years	14

Q. How strongly do you agree or disagree with the following statements?

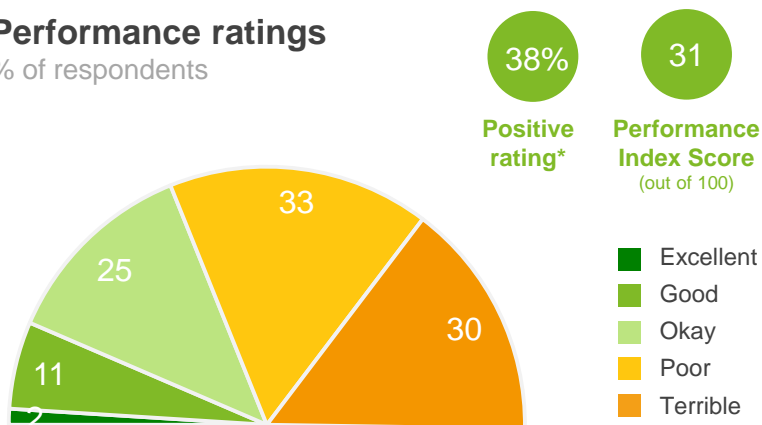
Base: All respondents, excludes 'no response' (n = 992).

Performance ratings

Council's leadership

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

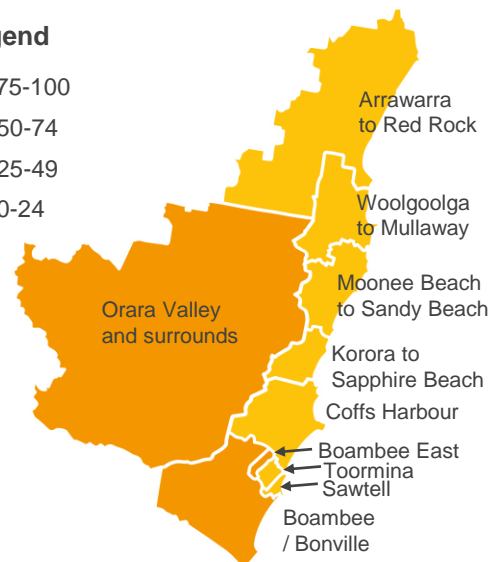
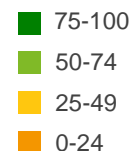
Performance Index Score



Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	24
Arrawarra to Red Rock	31
Woolgoolga to Mullaway	32
Moonee Beach to Sandy Beach	27
Korora to Sapphire Beach	36
Coffs Harbour	33
Sawtell	33
Toormina	29
Boambee East	24
Boambee / Bonville	23
Town vs Rural	
Town	32
Rural	27

Community variances

Performance Index Score

Gender

Male	30
Female	32

Have child:

0-5 years	27
6-11 years	27
12-17 years	29
18+ years	28
No children	33

Age

18-34 years	24
35-49 years	27
50-64 years	32
65+ years	37

Disability & culture

Disability	24
First Nations	29
LOTE	28

Home ownership

Home owner	32
Renting / other	24

Time lived in Coffs

0-3 years	46
4-10 years	33
11+ years	29

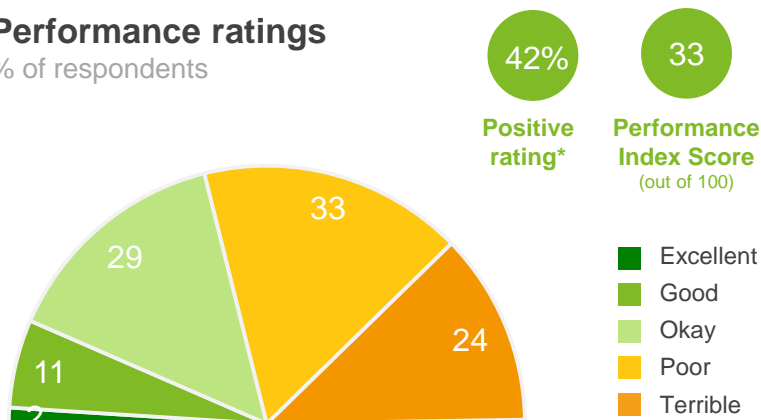
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 821). * Positive Rating = excellent, good + okay

Advocate and lobby for the community

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

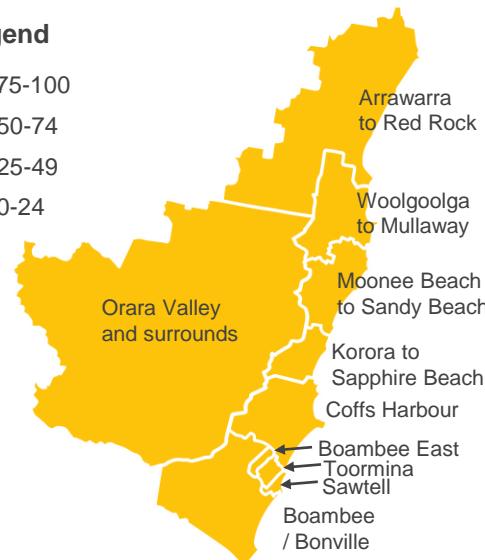
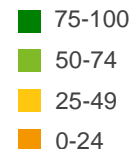


Coffs Harbour City Council	33
Industry High	64
Industry Average	47

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	33
Arrawarra to Red Rock	32
Woolgoolga to Mullaway	33
Moonee Beach to Sandy Beach	31
Korora to Sapphire Beach	40
Coffs Harbour	35
Sawtell	31
Toormina	30
Boambee East	27
Boambee / Bonville	27
Town vs Rural	
Town	34
Rural	33

Community variances

Performance Index Score

Gender

Male	34
Female	33

Have child:

0-5 years	34
6-11 years	31
12-17 years	34
18+ years	32
No children	34

Age

18-34 years	28
35-49 years	30
50-64 years	34
65+ years	39

Disability & culture

Disability	26
First Nations	31
LOTE	34

Home ownership

Home owner	34
Renting / other	27

Time lived in Coffs

0-3 years	46
4-10 years	37
11+ years	32

Q. How would you rate performance in the following areas?

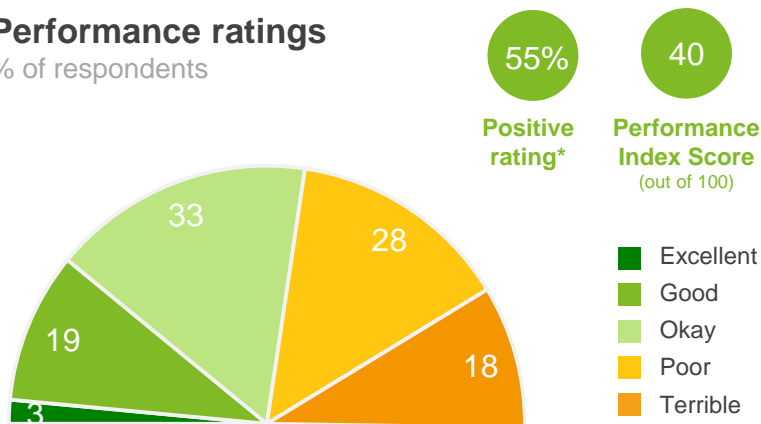
Base: All respondents, excludes 'unsure' and 'no response' (n = 780). * Positive Rating = excellent, good + okay

Performance ratings

Governing organisation

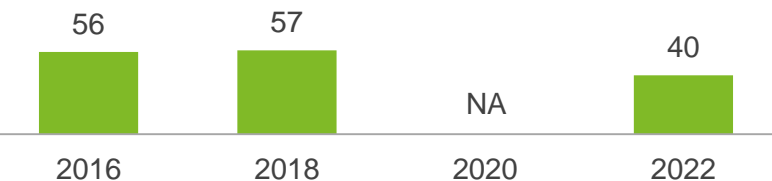
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

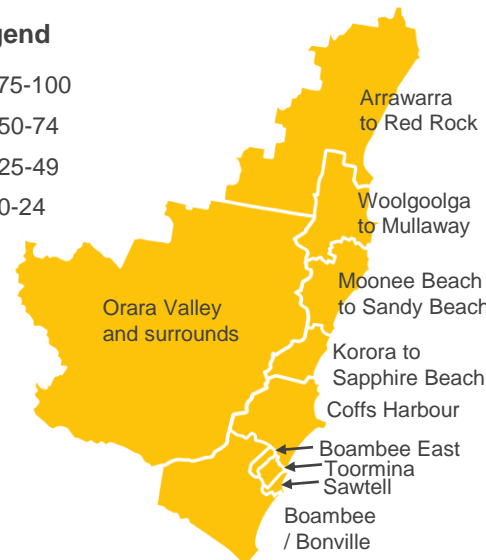
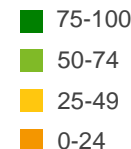


Coffs Harbour City Council	40
Industry High	68
Industry Average	55

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	37
Arrawarra to Red Rock	35
Woolgoolga to Mullaway	41
Moonee Beach to Sandy Beach	36
Korora to Sapphire Beach	44
Coffs Harbour	43
Sawtell	42
Toormina	40
Boambee East	35
Boambee / Bonville	34
Town vs Rural	
Town	41
Rural	34

Community variances

Performance Index Score

Gender

Male	39
Female	42

Have child:

0-5 years	36
6-11 years	38
12-17 years	36
18+ years	36
No children	42

Age

18-34 years	36
35-49 years	37
50-64 years	40
65+ years	45

Disability & culture

Disability	31
First Nations	42
LOTE	50

Home ownership

Home owner	40
Renting / other	39

Time lived in Coffs

0-3 years	53
4-10 years	46
11+ years	36

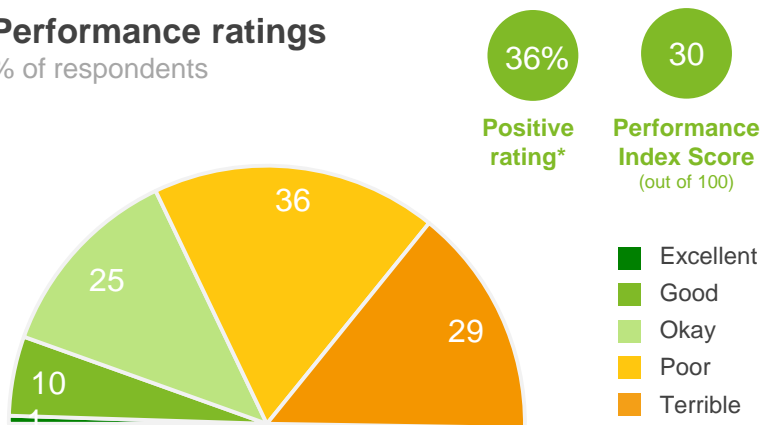
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 974). * Positive Rating = excellent, good + okay

Value for money from Council rates

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

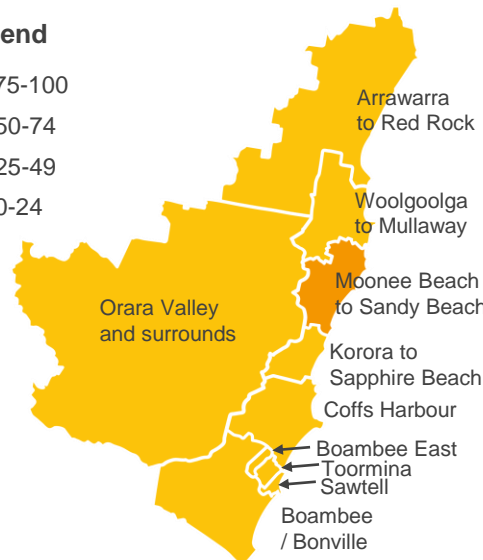
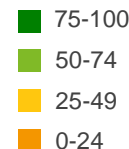


Coffs Harbour City Council	30
Industry High	61
Industry Average	44

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	27
Arrawarra to Red Rock	31
Woolgoolga to Mullaway	27
Moonee Beach to Sandy Beach	23
Korora to Sapphire Beach	35
Coffs Harbour	33
Sawtell	29
Toormina	28
Boambee East	27
Boambee / Bonville	26
Town vs Rural	
Town	30
Rural	27

Community variances

Performance Index Score

Gender

Male	29
Female	31

Have child:

0-5 years	27
6-11 years	28
12-17 years	27
18+ years	25
No children	32

Age

18-34 years	29
35-49 years	25
50-64 years	30
65+ years	35

Disability & culture

Disability	20
First Nations	29
LOTE	38

Home ownership

Home owner	30
Renting / other	26

Time lived in Coffs

0-3 years	41
4-10 years	34
11+ years	27

Q. How would you rate performance in the following areas?

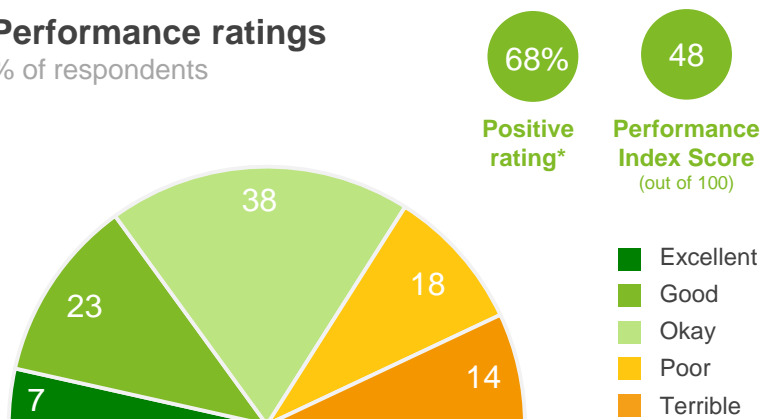
Base: All respondents, excludes 'unsure' and 'no response' (n = 944). * Positive Rating = excellent, good + okay

Performance ratings

Customer service

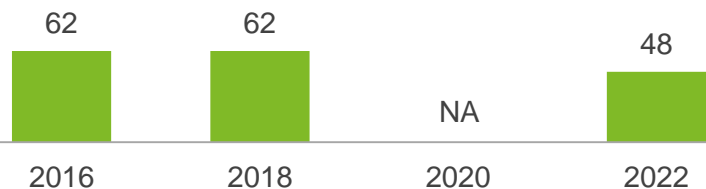
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

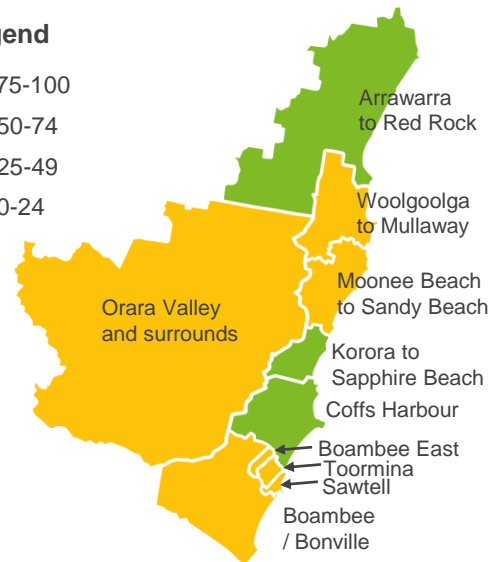
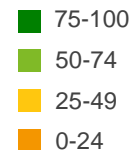


Coffs Harbour City Council	48
Industry High	74
Industry Average	60

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	40
Arrawarra to Red Rock	51
Woolgoolga to Mullaway	44
Moonee Beach to Sandy Beach	45
Korora to Sapphire Beach	56
Coffs Harbour	50
Sawtell	49
Toormina	47
Boambee East	44
Boambee / Bonville	39
Town vs Rural	
Town	49
Rural	41

Community variances

Performance Index Score

Gender

Male	46
Female	50

Have child:

0-5 years	46
6-11 years	46
12-17 years	47
18+ years	43
No children	50

Age

18-34 years	40
35-49 years	49
50-64 years	48
65+ years	52

Disability & culture

Disability	42
First Nations	48
LOTE	40

Home ownership

Home owner	48
Renting / other	43

Time lived in Coffs

0-3 years	62
4-10 years	51
11+ years	46

Q. How would you rate performance in the following areas?

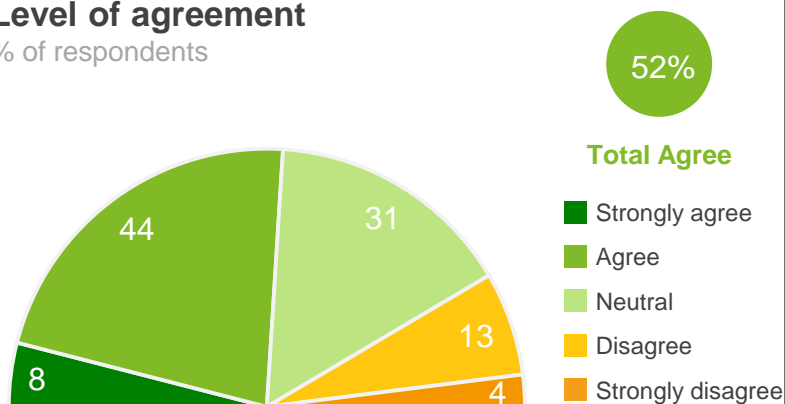
Base: All respondents, excludes 'unsure' and 'no response' (n = 810). * Positive Rating = excellent, good + okay

Community sentiment

People in this community are actively involved in local issues

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree

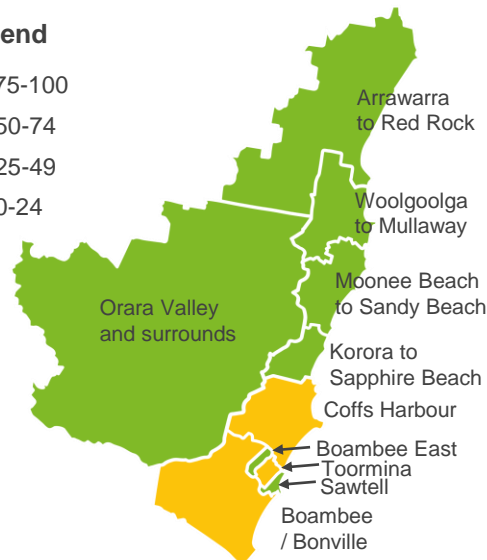
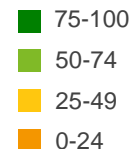


Coffs Harbour City Council	52
Industry High	NA
Industry Average	NA

Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	62
Arrawarra to Red Rock	68
Woolgoolga to Mullaway	66
Moonee Beach to Sandy Beach	59
Korora to Sapphire Beach	55
Coffs Harbour	46
Sawtell	70
Toormina	40
Boambee East	52
Boambee / Bonville	25
Town vs Rural	
Town	52
Rural	48

Community variances

% agree

Gender

Male	48
Female	57

Have child:

0-5 years	43
6-11 years	58
12-17 years	52
18+ years	59
No children	50

Age

18-34 years	37
35-49 years	58
50-64 years	56
65+ years	56

Disability & culture

Disability	48
First Nations	44
LOTE	30

Home ownership

Home owner	52
Renting / other	51

Time lived in Coffs

0-3 years	54
4-10 years	56
11+ years	49

Q. How strongly do you agree or disagree with the following statements?

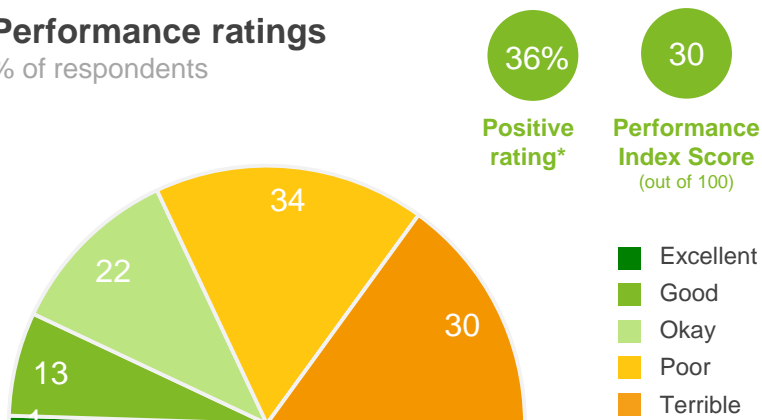
Base: All respondents, excludes 'no response' (n = 849).

Performance ratings

How the community is consulted about local issues

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

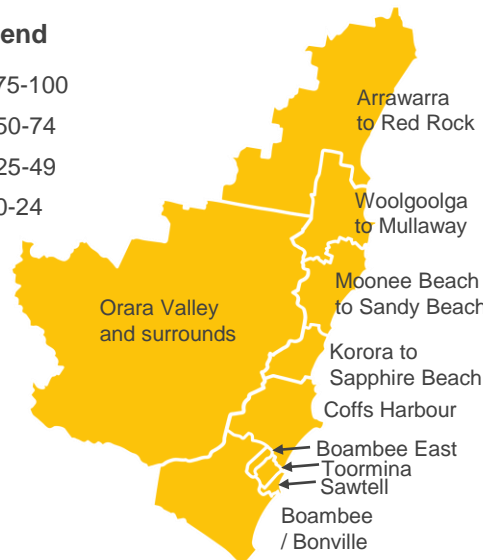
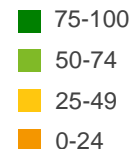


Coffs Harbour City Council	30
Industry High	60
Industry Average	45

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	33
Arrawarra to Red Rock	28
Woolgoolga to Mullaway	28
Moonee Beach to Sandy Beach	27
Korora to Sapphire Beach	35
Coffs Harbour	32
Sawtell	29
Toormina	27
Boambee East	25
Boambee / Bonville	26
Town vs Rural	
Town	31
Rural	29

Community variances

Performance Index Score

Gender

Male	30
Female	31

Have child:

0-5 years	34
6-11 years	30
12-17 years	28
18+ years	28
No children	31

Age

18-34 years	31
35-49 years	27
50-64 years	31
65+ years	32

Disability & culture

Disability	19
First Nations	30
LOTE	31

Home ownership

Home owner	31
Renting / other	27

Time lived in Coffs

0-3 years	49
4-10 years	34
11+ years	28

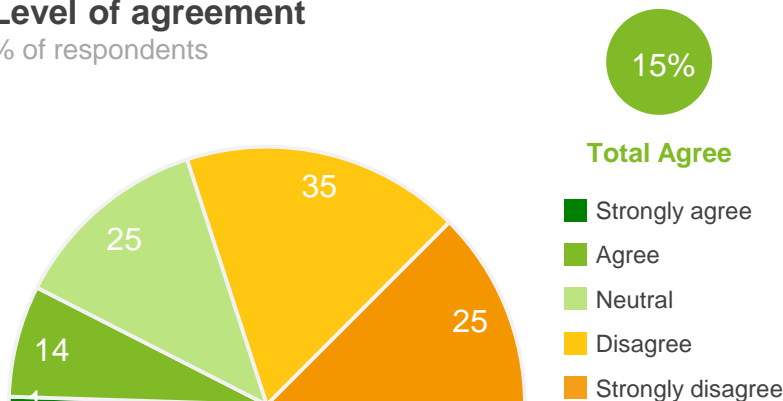
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 881). * Positive Rating = excellent, good + okay

Coffs Council has a good understanding of community needs

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree

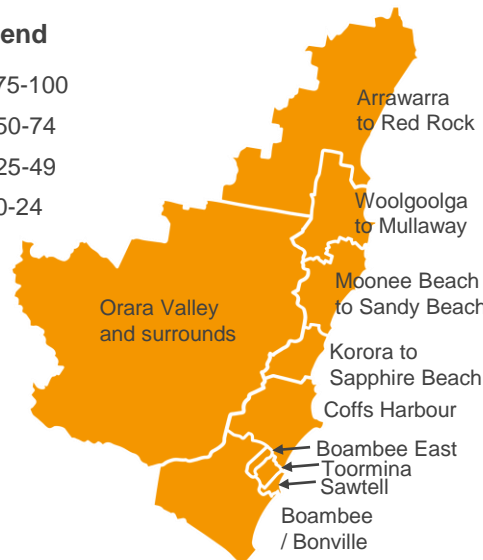
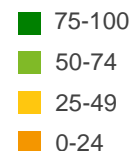


Coffs Harbour City Council	15
Industry High	58
Industry Average	33

Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	9
Arrawarra to Red Rock	11
Woolgoolga to Mullaway	11
Moonee Beach to Sandy Beach	10
Korora to Sapphire Beach	17
Coffs Harbour	17
Sawtell	17
Toormina	14
Boambee East	22
Boambee / Bonville	10
Town vs Rural	
Town	15
Rural	12

Community variances

% agree

Gender

Male	16
Female	15

Have child:

0-5 years	17
6-11 years	12
12-17 years	12
18+ years	8
No children	16

Age

18-34 years	12
35-49 years	13
50-64 years	17
65+ years	18

Disability & culture

Disability	7
First Nations	22
LOTE	23

Home ownership

Home owner	16
Renting / other	13

Time lived in Coffs

0-3 years	24
4-10 years	19
11+ years	12

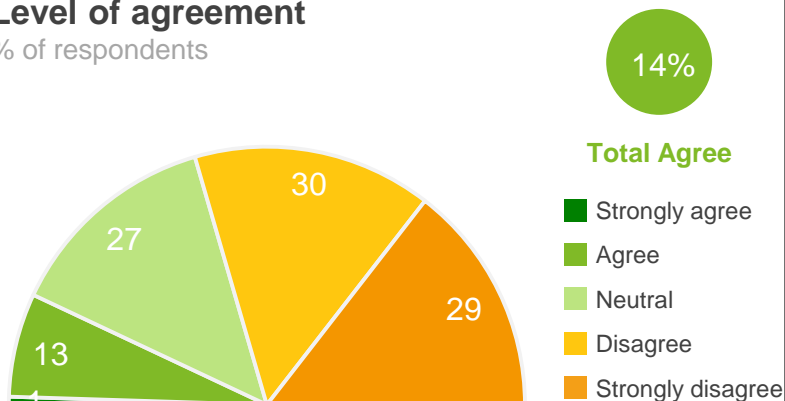
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 996).

Coffs Council listens to and respects community views

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree

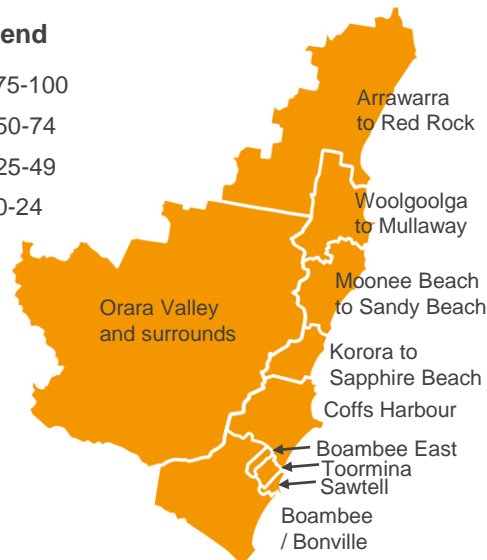
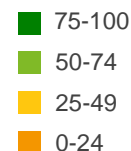


Coffs Harbour City Council	14
Industry High	53
Industry Average	31

Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	13
Arrawarra to Red Rock	17
Woolgoolga to Mullaway	7
Moonee Beach to Sandy Beach	12
Korora to Sapphire Beach	19
Coffs Harbour	15
Sawtell	13
Toormina	13
Boambee East	14
Boambee / Bonville	13
Town vs Rural	
Town	14
Rural	11

Community variances

% agree

Gender

Male	14
Female	14

Have child:

0-5 years	13
6-11 years	11
12-17 years	14
18+ years	11
No children	14

Age

18-34 years	13
35-49 years	12
50-64 years	16
65+ years	14

Disability & culture

Disability	7
First Nations	9
LOTE	15

Home ownership

Home owner	15
Renting / other	11

Time lived in Coffs

0-3 years	24
4-10 years	18
11+ years	11

Q. How strongly do you agree or disagree with the following statements?

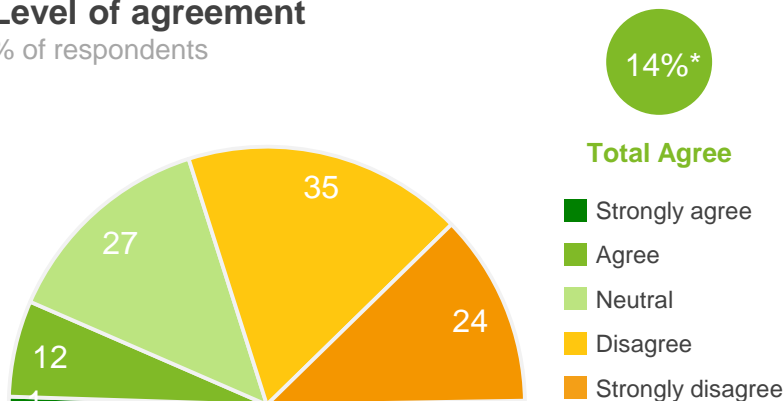
Base: All respondents, excludes 'no response' (n = 996).

Coffs Council clearly explains reasons for decisions

and how residents' views are taken into account

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree

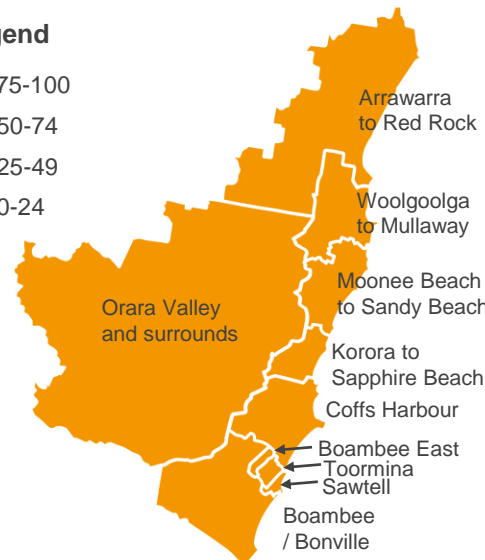
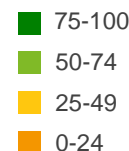


Coffs Harbour City Council	14
Industry High	39
Industry Average	26

Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	17
Arrawarra to Red Rock	19
Woolgoolga to Mullaway	11
Moonee Beach to Sandy Beach	11
Korora to Sapphire Beach	17
Coffs Harbour	13
Sawtell	8
Toormina	19
Boambee East	15
Boambee / Bonville	14
Town vs Rural	
Town	14
Rural	11

Community variances

% agree

Gender

Male	15
Female	13

Have child:

0-5 years	14
6-11 years	11
12-17 years	16
18+ years	12
No children	14

Age

18-34 years	17
35-49 years	11
50-64 years	13
65+ years	13

Disability & culture

Disability	4
First Nations	13
LOTE	24

Home ownership

Home owner	14
Renting / other	9

Time lived in Coffs

0-3 years	24
4-10 years	18
11+ years	11

Q. How strongly do you agree or disagree with the following statements?

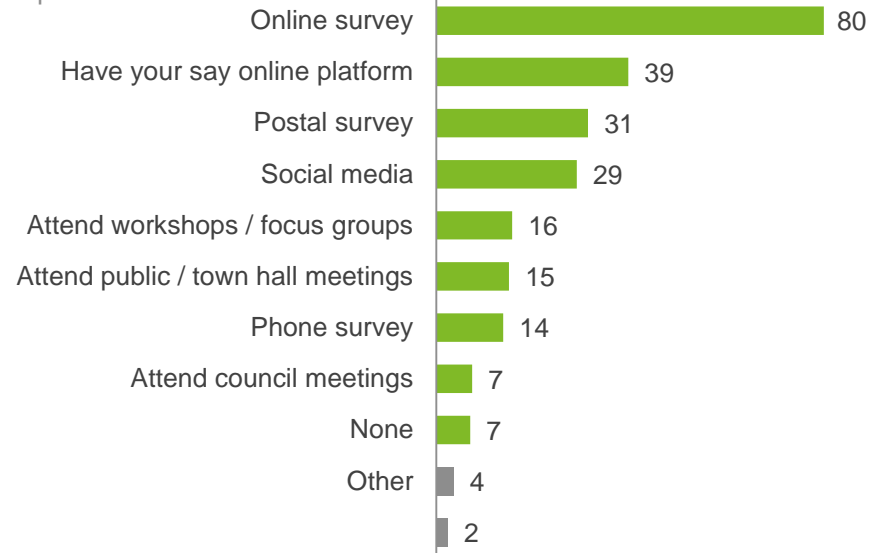
Base: All respondents, excludes 'no response' (n = 992).

* A variance of +/-1% is due to a rounding error to zero decimal places.

Preferred consultation channels

- Most residents (8 in 10 respondents) want to have their say on local issues through an online survey.
- There is also some support for the Have Your Say online platform, followed by postal surveys and social media channels.

% respondents



Preferred channels to have a say on local issues

% of respondents

■ Most preferred
■ 2nd/3rd preferred

Preferred channels to have a say on local issues	<div>% of respondents</div>																																
	<div><div></div> Most preferred<div></div> 2nd/3rd preferred</div>																																
	Total	Gender		Respondent age				Have child aged:				Cultural group			Tenure		Time lived in Coffs			Town v rural		Location											
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley +	Arararra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toorina	Boambee East	Boambee / Bonville	
Online survey	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Have your say online platform	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Postal survey	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Social media (Facebook etc)	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Attend workshops / focus groups	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>

Q. How would you prefer to have your say on local issues?

Base: All respondents, excludes no response (n = 861)

Preferred consultation channels

Community variances

Preferred channels to have a say on local issues % of respondents	Total	Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time in Coffs			Town v Rural		Location													
		Male	Female	18-34 years	35–49 years	50–64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley +	Arararra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville				
Online survey	80	77	82	81	87	80	73	76	87	90	83	75	72	61	74	80	79	82	85	77	81	74	72	88	71	80	87	79	87	81	81	74				
Have your say online platform	39	40	39	40	50	40	30	38	45	47	47	45	36	32	47	40	37	38	50	38	41	40	35	44	33	33	43	44	32	52	27	29				
Postal survey	31	28	34	23	24	28	46	35	17	31	22	35	39	22	33	32	24	24	24	34	31	29	23	36	29	38	20	33	26	42	33	20				
Social media (Facebook etc)	29	21	36	33	32	33	20	25	43	28	34	34	28	23	11	29	30	26	32	28	30	20	27	20	29	23	20	32	25	41	37	23				
Attend workshops / focus groups	16	16	15	13	17	18	14	16	8	17	16	13	14	7	10	14	24	15	14	16	14	25	28	16	16	14	15	15	22	8	8	19				
Attend public / town hall meetings	15	19	11	18	8	14	18	18	12	8	8	8	8	4	27	14	21	14	16	16	16	12	27	20	19	11	12	14	15	12	8	19				
Phone survey	14	14	14	13	8	12	20	14	8	9	17	21	16	11	26	14	9	19	11	14	13	16	8	22	18	13	17	12	20	10	19	9				
Attend Council meetings	7	11	4	11	8	6	5	8	10	6	7	8	5	0	13	6	16	12	3	9	8	5	7	5	9	10	6	8	8	6	0	13				
Online meetings	7	7	7	2	14	9	3	5	4	12	13	6	3	18	9	7	5	10	10	5	7	8	7	6	13	7	8	6	5	1	8	12				
None	4	5	2	5	1	3	4	5	1	0	3	2	8	26	0	3	6	7	2	3	3	7	2	0	10	6	0	5	0	1	3	1				
Other	2	2	3	0	1	3	4	3	0	0	1	4	2	2	0	3	0	1	1	3	2	2	0	6	6	2	2	1	3	5	4	2				

Q. How would you prefer to have your say on local issues?

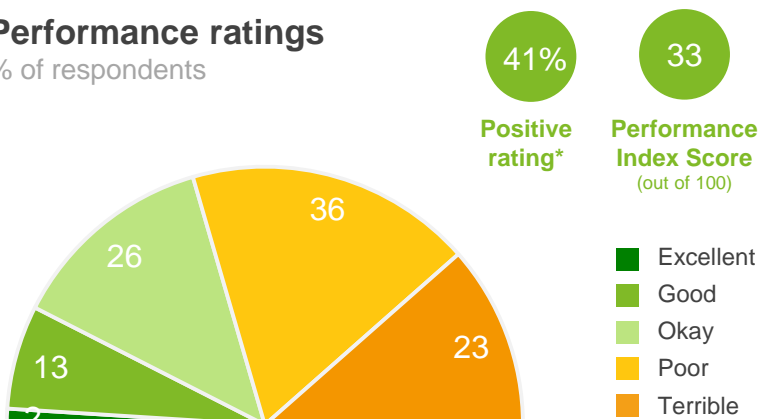
Base: All respondents, excludes no response (n = 861)

Performance ratings

How the community is informed about what's happening in the local area

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

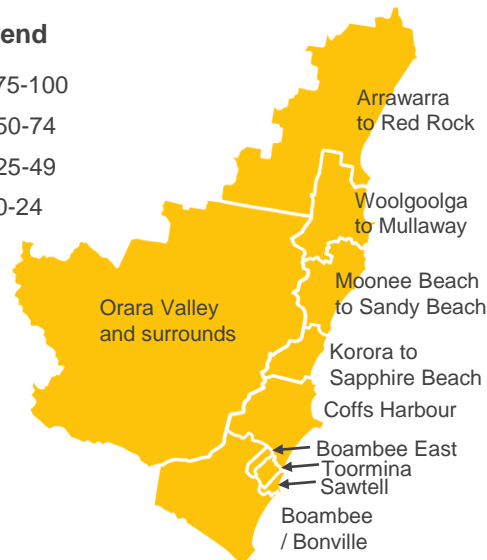
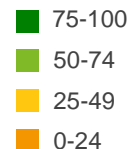


Coffs Harbour City Council	33
Industry High	65
Industry Average	50

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	37
Arrawarra to Red Rock	35
Woolgoolga to Mullaway	31
Moonee Beach to Sandy Beach	29
Korora to Sapphire Beach	36
Coffs Harbour	35
Sawtell	35
Toormina	33
Boambee East	27
Boambee / Bonville	30
Town vs Rural	
Town	34
Rural	35

Community variances

Performance Index Score

Gender

Male	33
Female	34

Have child:

0-5 years	35
6-11 years	35
12-17 years	35
18+ years	37
No children	33

Age

18-34 years	31
35-49 years	32
50-64 years	34
65+ years	35

Disability & culture

Disability	25
First Nations	31
LOTE	31

Home ownership

Home owner	34
Renting / other	30

Time lived in Coffs

0-3 years	46
4-10 years	38
11+ years	31

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 901). * Positive Rating = excellent, good + okay

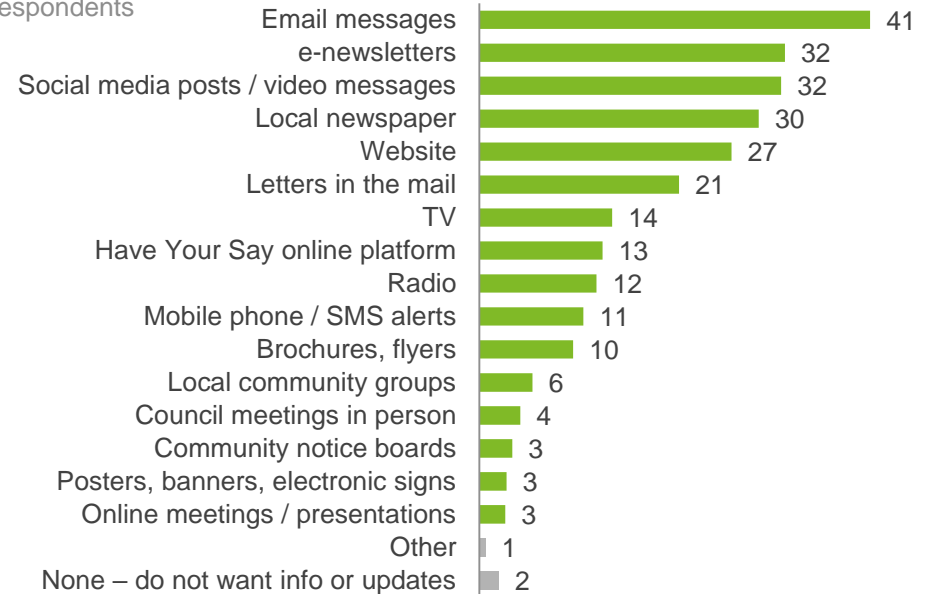
Preferred sources of information

Residents prefer to receive updates from Coffs Harbour City Council via email messages, followed by e-news and social media posts.

While **email messages** are preferred channel overall:

- Younger adults, households with teenagers and renters prefer **social media**
- Families with primary school aged children prefer **e-newsletters**
- Seniors and people who mainly speak a language other than English prefer the **local newspaper**

% respondents



Community Variances

Top 3 preferences

- Most preferred
- 2nd/3rd preferred

Community Variances Top 3 preferences	Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time lived in Coffs			Town v rural		Location										
	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley +	Arrawarra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
	Most preferred																															
2 nd /3 rd preferred																																
Email messages																																
e-newsletters																																
Social media																																
Local newspaper																																
Website																																
Letters in the mail																																

Q. How would you prefer to receive information and updates from Coffs Harbour City Council about local news, events, activities and services? Please choose your TOP 3 answers.

Base: All respondents, excludes no response (n = 865)

Preferred sources of information

Community variances

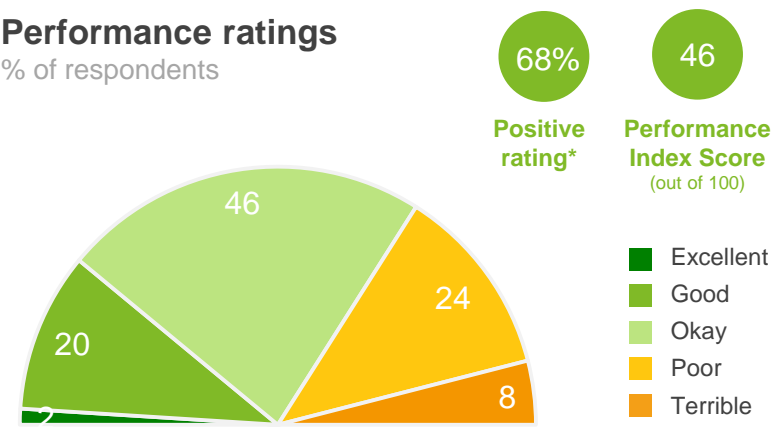
Community Variances % of respondents Column %		Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time in Coffs			Town v Rural		Location											
	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley +	Arrawarra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville		
Email messages	41	44	39	40	39	43	42	42	50	42	37	29	49	49	25	44	25	50	38	42	42	41	42	45	45	48	38	39	42	32	50	42		
e-newsletters	32	33	32	25	37	37	30	32	38	40	32	32	26	24	10	35	19	40	33	31	33	31	30	37	24	27	49	33	29	24	28	38		
Social media	32	27	36	50	39	29	15	27	49	39	39	37	36	37	26	31	38	30	36	31	31	36	37	33	33	20	26	37	29	22	39	22		
Local newspaper	30	25	33	21	12	28	51	40	13	13	16	21	21	14	44	28	37	24	28	32	32	21	14	19	30	29	27	31	38	27	40	33		
Website	27	29	24	22	25	32	28	27	29	26	26	20	21	11	26	26	29	31	28	26	27	28	37	25	21	30	26	27	31	27	19	13		
Letters in the mail	21	25	18	28	20	15	22	18	23	22	29	31	32	34	30	23	12	23	13	24	21	22	28	29	11	28	8	22	20	21	29	16		
TV	14	14	15	19	10	14	13	12	17	7	14	21	11	15	24	13	18	9	14	14	15	8	8	8	21	10	16	13	13	20	20	12		
Have Your Say online platform	13	9	16	12	18	12	11	12	8	14	21	16	13	12	4	12	17	9	21	12	14	10	4	23	22	9	15	11	14	27	12	2		
Radio	12	13	12	11	15	14	10	11	13	18	16	22	15	18	5	11	21	8	11	15	12	17	19	7	12	10	14	11	16	13	10	19		
Mobile phone / SMS alerts	11	9	13	14	12	10	8	11	9	13	9	6	15	32	5	11	12	22	11	9	10	15	9	15	15	3	12	11	20	20	4	8		
Brochures, flyers	10	9	10	11	7	9	12	10	9	11	6	10	8	6	8	10	8	12	7	10	10	5	2	4	12	20	5	12	12	11	4	4		
Local community groups	6	5	7	6	8	5	5	6	8	7	7	6	11	6	2	5	7	5	7	5	5	8	9	13	11	8	5	3	3	3	9	5		
Council meetings in person	4	8	1	7	3	4	3	5	6	3	2	4	3	0	22	4	5	5	6	4	5	2	12	4	11	3	0	4	5	1	2	3		
Community notice boards	3	3	3	2	4	5	3	4	3	2	4	4	2	5	0	3	4	11	2	3	3	6	8	6	1	4	3	3	6	2	3	1		
Posters, banners, electronic signs	3	2	3	6	1	3	2	4	3	4	1	3	0	0	3	2	9	5	3	3	3	3	0	2	2	0	2	3	7	0	2	12		
Online meetings / presentations	3	1	4	2	6	3	1	2	1	3	6	4	2	4	2	2	6	6	4	2	3	4	3	0	3	0	3	4	2	3	0	5		

Q. How would you prefer to receive information and updates from Coffs Harbour City Council about local news, events, activities and services?

Base: All respondents, excludes no response (n = 865)

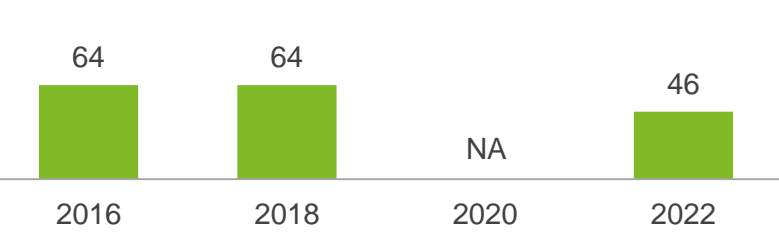
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



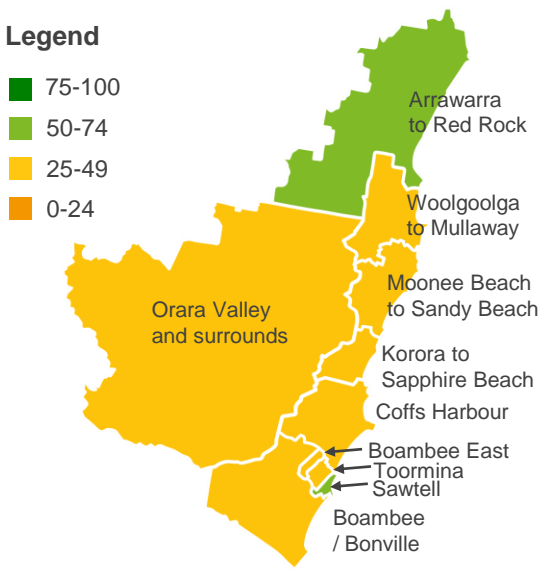
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location	
Orara Valley and surrounds	44
Arrawarra to Red Rock	56
Woolgoolga to Mullaway	48
Moonee Beach to Sandy Beach	41
Korora to Sapphire Beach	45
Coffs Harbour	46
Sawtell	50
Toormina	47
Boambee East	38
Boambee / Bonville	44
Town vs Rural	
Town	46
Rural	47

Community variances

Performance Index Score

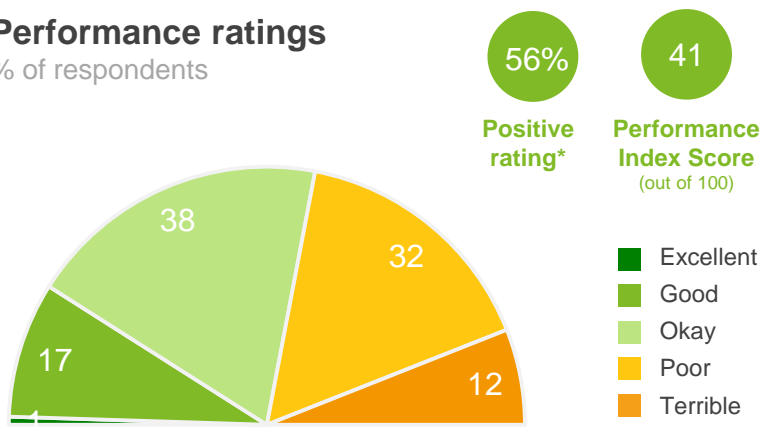
Gender	
Male	44
Female	48
Age	
18-34 years	42
35-49 years	46
50-64 years	47
65+ years	47
Have child:	
0-5 years	42
6-11 years	43
12-17 years	46
18+ years	45
No children	47
Disability & culture	
Disability	39
First Nations	37
LOTE	43
Home ownership	
Home owner	45
Renting / other	46
Time lived in Coffs	
0-3 years	51
4-10 years	51
11+ years	43

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 712). * Positive Rating = excellent, good + okay

Performance ratings e-newsletters

Performance ratings % of respondents



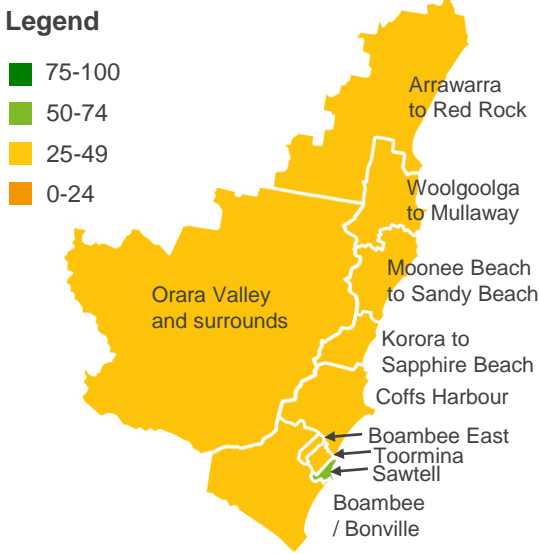
Trend Analysis Performance Index Score



MARKYT Industry Standards Performance Index Score



Geographical variances Performance Index Score



Location	
Orara Valley and surrounds	45
Arrawarra to Red Rock	45
Woolgoolga to Mullaway	31
Moonee Beach to Sandy Beach	32
Korora to Sapphire Beach	40
Coffs Harbour	43
Sawtell	50
Toormina	39
Boambee East	40
Boambee / Bonville	37
Town vs Rural	
Town	41
Rural	41

Community variances Performance Index Score

Gender		Have child:		Disability & culture	
Male	37	0-5 years	39	Disability	36
Female	45	6-11 years	35	First Nations	26
Age		12-17 years	39	LOTE	37
		18+ years	36	Home ownership	
		No children	42	Home owner	41
				Renting / other	41
				Time lived in Coffs	
				0-3 years	48
				4-10 years	48
				11+ years	37

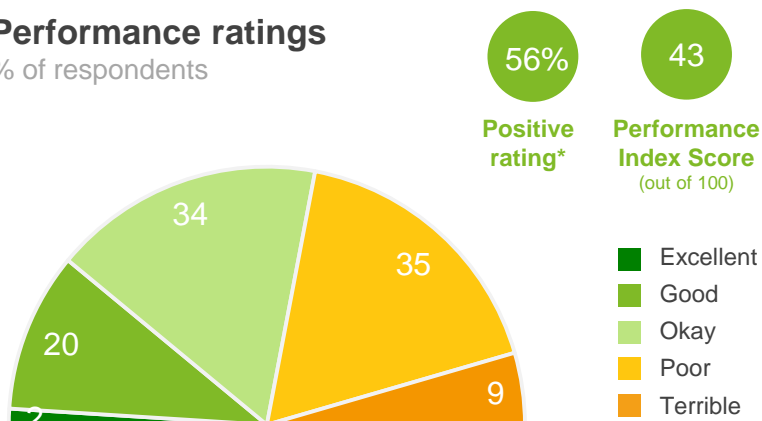
Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 534). * Positive Rating = excellent, good + okay

Performance ratings

Social media posts

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

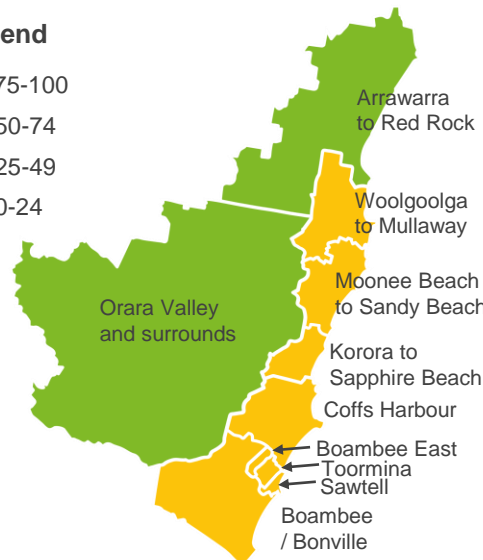
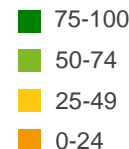


Coffs Harbour City Council	43
Industry High	64
Industry Average	53

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	50
Arrawarra to Red Rock	52
Woolgoolga to Mullaway	42
Moonee Beach to Sandy Beach	38
Korora to Sapphire Beach	43
Coffs Harbour	41
Sawtell	49
Toormina	42
Boambee East	41
Boambee / Bonville	38
Town vs Rural	
Town	42
Rural	44

Community variances

Performance Index Score

Gender

Male	39
Female	46

Have child:

0-5 years	38
6-11 years	39
12-17 years	48
18+ years	48
No children	43

Age

18-34 years	44
35-49 years	43
50-64 years	44
65+ years	39

Disability & culture

Disability	34
First Nations	30
LOTE	39

Home ownership

Home owner	42
Renting / other	46

Time lived in Coffs

0-3 years	40
4-10 years	46
11+ years	41

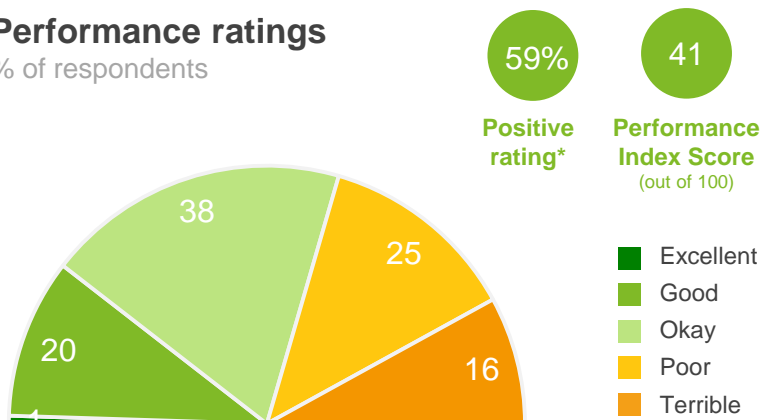
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 537). * Positive Rating = excellent, good + okay

Council's newspaper advertisements

Performance ratings

% of respondents



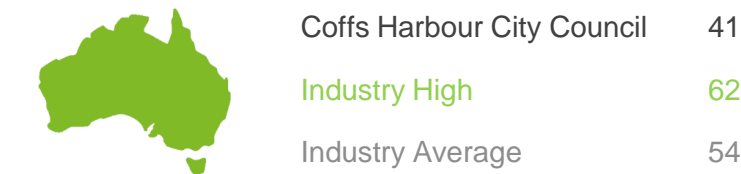
Trend Analysis

Performance Index Score



MARKYT Industry Standards

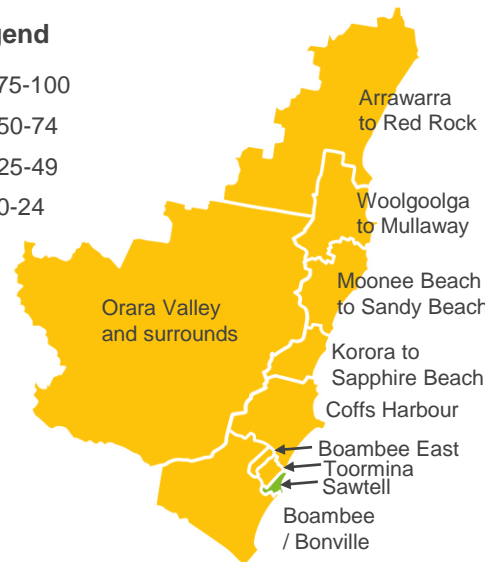
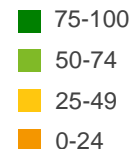
Performance Index Score



Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	47
Arrawarra to Red Rock	49
Woolgoolga to Mullaway	42
Moonee Beach to Sandy Beach	39
Korora to Sapphire Beach	39
Coffs Harbour	41
Sawtell	53
Toormina	43
Boambee East	36
Boambee / Bonville	34
Town vs Rural	
Town	40
Rural	49

Community variances

Performance Index Score

Gender

Male	38
Female	46

Have child:

0-5 years	30
6-11 years	34
12-17 years	39
18+ years	43
No children	43

Age

18-34 years	41
35-49 years	38
50-64 years	41
65+ years	44

Disability & culture

Disability	34
First Nations	31
LOTE	49

Home ownership

Home owner	41
Renting / other	43

Time lived in Coffs

0-3 years	47
4-10 years	43
11+ years	40

Q. How would you rate performance in the following areas?

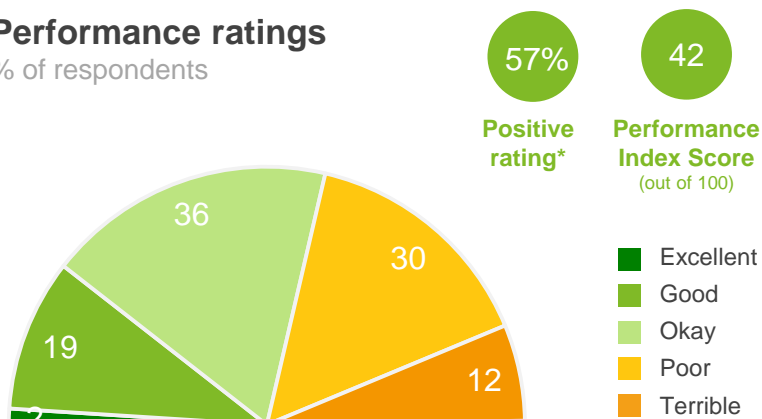
Base: All respondents, excludes 'unsure' and 'no response' (n = 547). * Positive Rating = excellent, good + okay

Performance ratings

Have Your say online platform

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

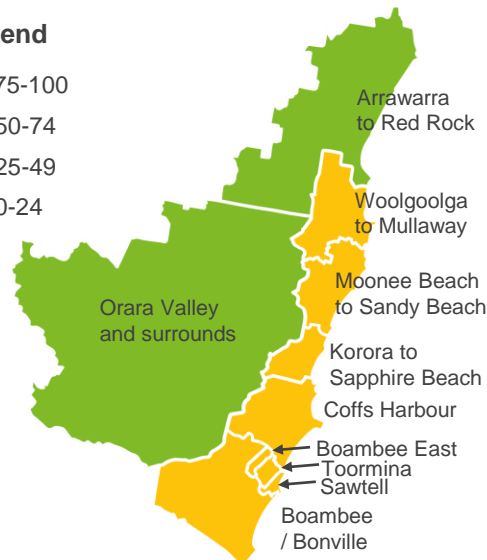
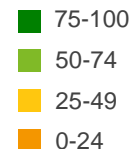


Coffs Harbour City Council	42
Industry High	63
Industry Average	52

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	54
Arrawarra to Red Rock	56
Woolgoolga to Mullaway	35
Moonee Beach to Sandy Beach	41
Korora to Sapphire Beach	47
Coffs Harbour	39
Sawtell	47
Toormina	44
Boambee East	37
Boambee / Bonville	41
Town vs Rural	
Town	41
Rural	47

Community variances

Performance Index Score

Gender

Male	39
Female	45

Have child:

0-5 years	33
6-11 years	40
12-17 years	43
18+ years	44
No children	43

Age

18-34 years	43
35-49 years	40
50-64 years	43
65+ years	42

Disability & culture

Disability	38
First Nations	40
LOTE	15

Home ownership

Home owner	42
Renting / other	44

Time lived in Coffs

0-3 years	53
4-10 years	45
11+ years	40

Q. How would you rate performance in the following areas?

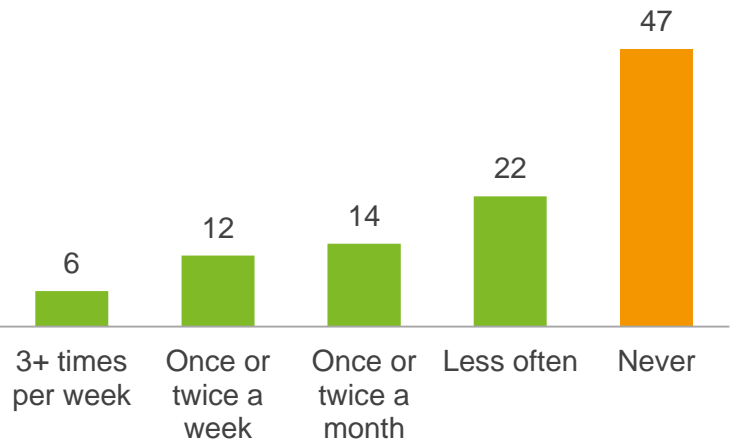
Base: All respondents, excludes 'unsure' and 'no response' (n = 489).

* Positive Rating = excellent, good + okay

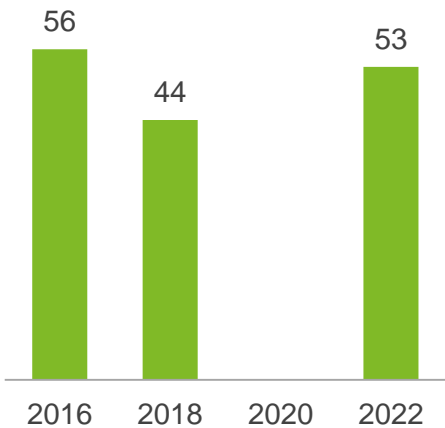
A vibrant, inclusive place

Participation in volunteering

Over the past year, how frequently did you participate in unpaid voluntary work?
% of respondents



Trend analysis
% who have done unpaid voluntary work



MARKYT Industry Standards
% who have done unpaid voluntary work



Coffs Harbour City Council	53
Industry High	81
Industry Average	60

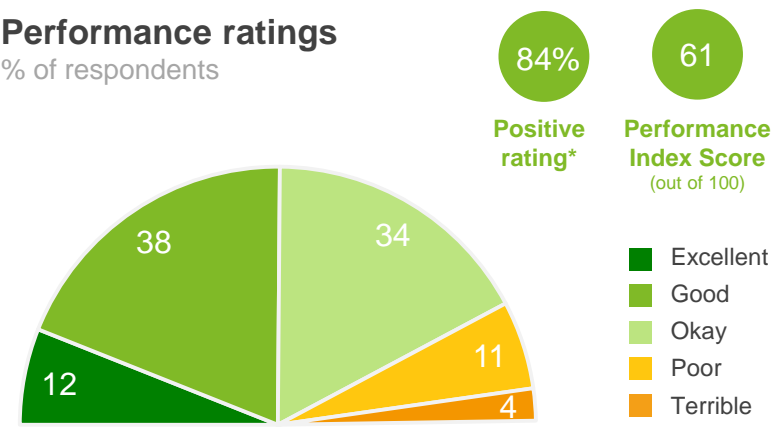
Variances across the community
% who volunteer at least once per month

% who volunteer at least once per month																															
Total	Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time lived in Coffs			Town v rural		Location									
	Male	Female	18-34 years	35–49 years	50–64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley +	Ararwarra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
32	31	33	31	29	29	37	32	30	39	30	33	35	26	18	30	38	31	34	32	32	31	43	25	38	21	39	27	46	27	43	17

Opportunity to participate in volunteering opportunities

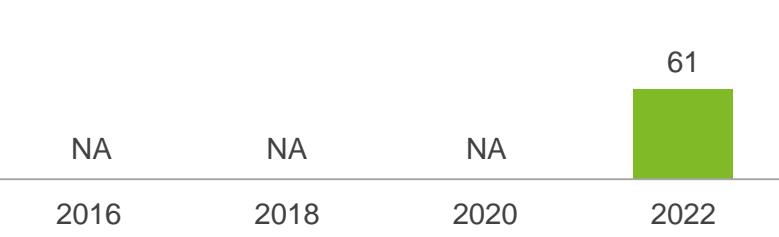
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



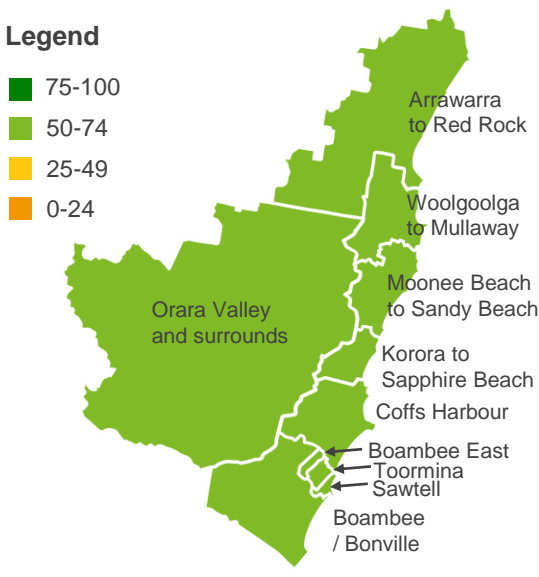
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location	
Orara Valley and surrounds	59
Arrawarra to Red Rock	69
Woolgoolga to Mullaway	64
Moonee Beach to Sandy Beach	61
Korora to Sapphire Beach	64
Coffs Harbour	60
Sawtell	68
Toormina	58
Boambee East	57
Boambee / Bonville	56
Town vs Rural	
Town	61
Rural	59

Community variances

Performance Index Score

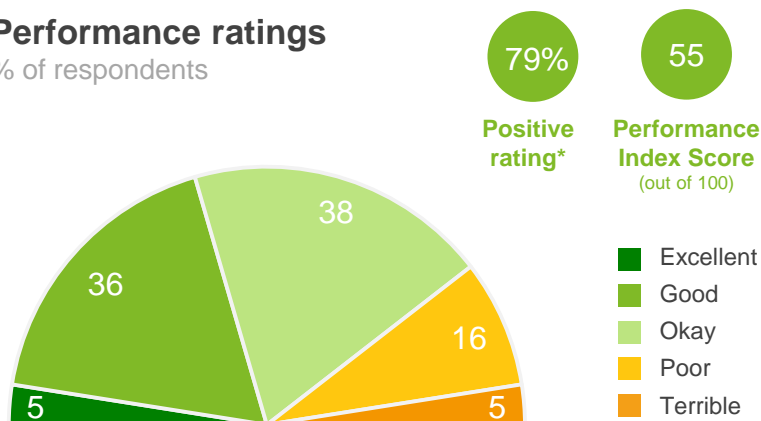
Gender	
Male	60
Female	62
Have child:	
0-5 years	54
6-11 years	55
12-17 years	58
18+ years	64
No children	63
Age	
18-34 years	50
35-49 years	59
50-64 years	65
65+ years	67
Disability & culture	
Disability	56
First Nations	52
LOTE	51
Home ownership	
Home owner	62
Renting / other	53
Time lived in Coffs	
0-3 years	51
4-10 years	63
11+ years	61

Q. How would you rate your opportunity to participate in the following types of activities:
 Base: All respondents, excludes 'unsure' and 'no response' (n = 712). * Positive Rating = excellent, good + okay

Volunteer recognition and support

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

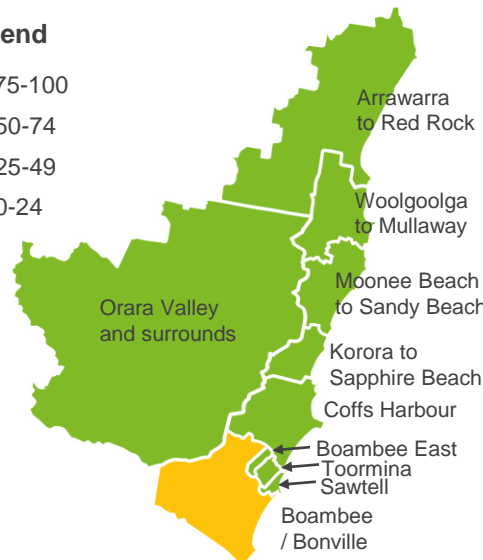
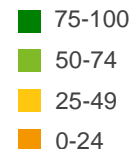


Coffs Harbour City Council	55
Industry High	70
Industry Average	61

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	51
Arrawarra to Red Rock	57
Woolgoolga to Mullaway	51
Moonee Beach to Sandy Beach	53
Korora to Sapphire Beach	58
Coffs Harbour	55
Sawtell	64
Toormina	56
Boambee East	55
Boambee / Bonville	49
Town vs Rural	
Town	56
Rural	51

Community variances

Performance Index Score

Gender

Male	54
Female	56

Have child:

0-5 years	52
6-11 years	53
12-17 years	55
18+ years	52
No children	56

Age

18-34 years	51
35-49 years	53
50-64 years	54
65+ years	60

Disability & culture

Disability	46
First Nations	49
LOTE	44

Home ownership

Home owner	56
Renting / other	51

Time lived in Coffs

0-3 years	61
4-10 years	60
11+ years	53

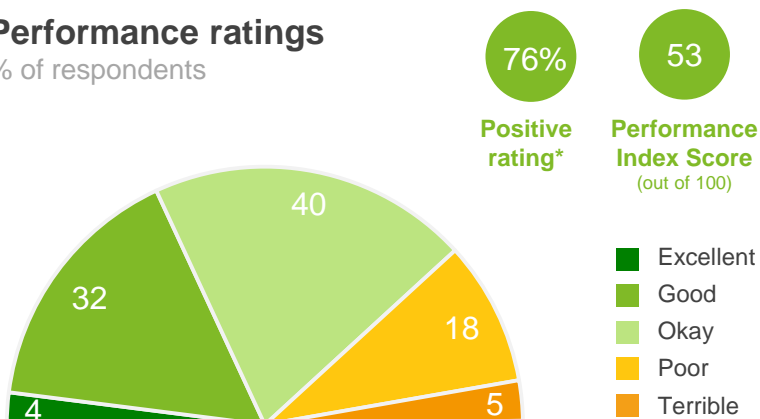
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 763). * Positive Rating = excellent, good + okay

Services and facilities for families and children

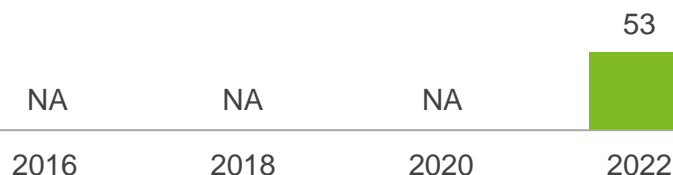
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

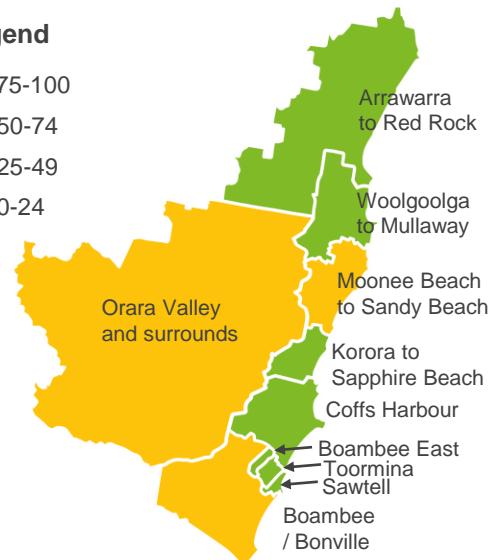
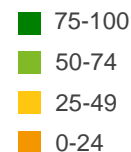


Coffs Harbour City Council	53
Industry High	70
Industry Average	55

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	46
Arrawarra to Red Rock	52
Woolgoolga to Mullaway	57
Moonee Beach to Sandy Beach	47
Korora to Sapphire Beach	60
Coffs Harbour	55
Sawtell	52
Toormina	50
Boambee East	51
Boambee / Bonville	45
Town vs Rural	
Town	54
Rural	47

Community variances

Performance Index Score

Gender

Male	53
Female	53

Have child:

0-5 years	48
6-11 years	47
12-17 years	52
18+ years	53
No children	56

Age

18-34 years	49
35-49 years	51
50-64 years	53
65+ years	58

Disability & culture

Disability	47
First Nations	51
LOTE	58

Home ownership

Home owner	54
Renting / other	49

Time lived in Coffs

0-3 years	65
4-10 years	58
11+ years	50

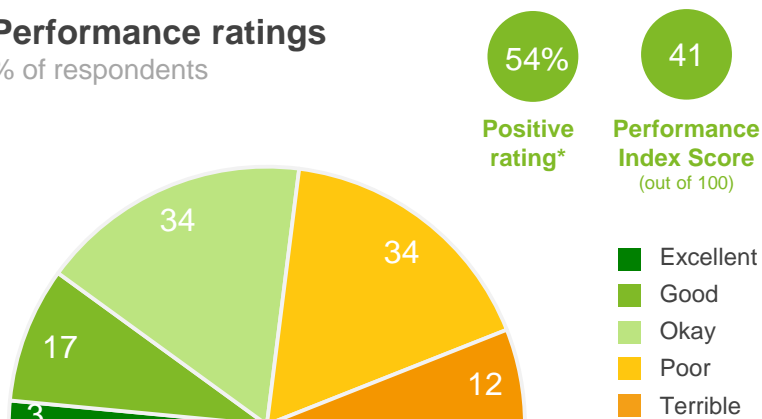
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 779). * Positive Rating = excellent, good + okay

Services and facilities for youth

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

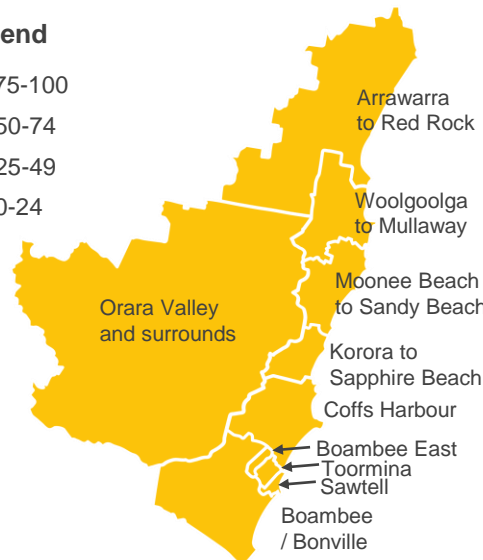
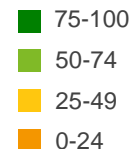


Coffs Harbour City Council	41
Industry High	66
Industry Average	48

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	41
Arrawarra to Red Rock	41
Woolgoolga to Mullaway	45
Moonee Beach to Sandy Beach	35
Korora to Sapphire Beach	49
Coffs Harbour	43
Sawtell	37
Toormina	40
Boambee East	38
Boambee / Bonville	34
Town vs Rural	
Town	42
Rural	37

Community variances

Performance Index Score

Gender

Male	42
Female	40

Have child:

0-5 years	35
6-11 years	36
12-17 years	38
18+ years	40
No children	45

Age

18-34 years	37
35-49 years	38
50-64 years	42
65+ years	48

Disability & culture

Disability	36
First Nations	35
LOTE	46

Home ownership

Home owner	42
Renting / other	36

Time lived in Coffs

0-3 years	47
4-10 years	43
11+ years	40

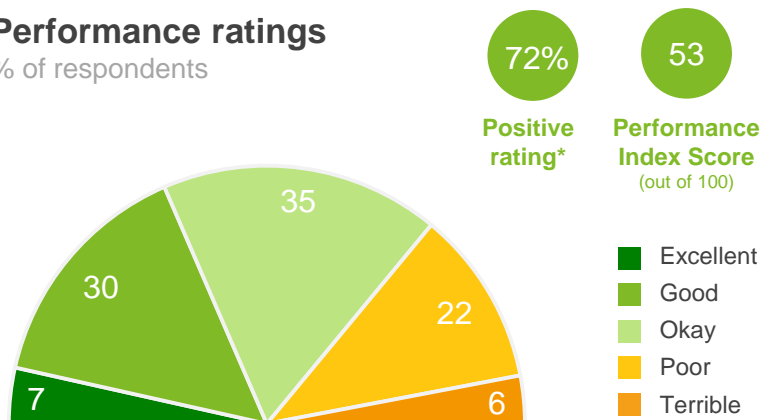
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 744). * Positive Rating = excellent, good + okay

Services and facilities for seniors

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

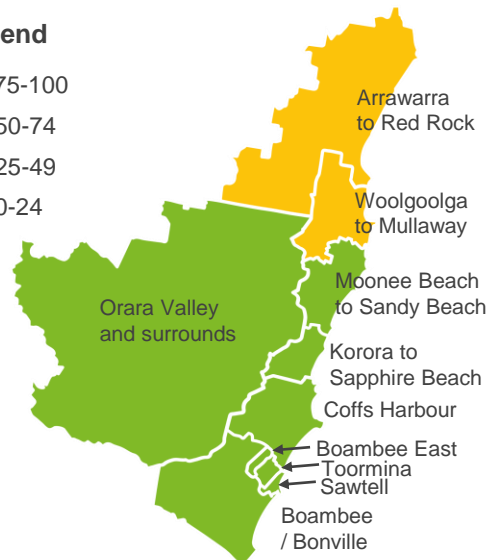
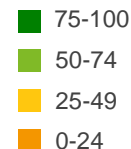


Coffs Harbour City Council	53
Industry High	67
Industry Average	54

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	50
Arrawarra to Red Rock	48
Woolgoolga to Mullaway	49
Moonee Beach to Sandy Beach	50
Korora to Sapphire Beach	57
Coffs Harbour	52
Sawtell	65
Toormina	54
Boambee East	50
Boambee / Bonville	51
Town vs Rural	
Town	53
Rural	49

Community variances

Performance Index Score

Gender

Male	53
Female	52

Have child:

0-5 years	57
6-11 years	55
12-17 years	55
18+ years	51
No children	53

Age

18-34 years	58
35-49 years	53
50-64 years	50
65+ years	51

Disability & culture

Disability	46
First Nations	46
LOTE	58

Home ownership

Home owner	52
Renting / other	56

Time lived in Coffs

0-3 years	64
4-10 years	59
11+ years	50

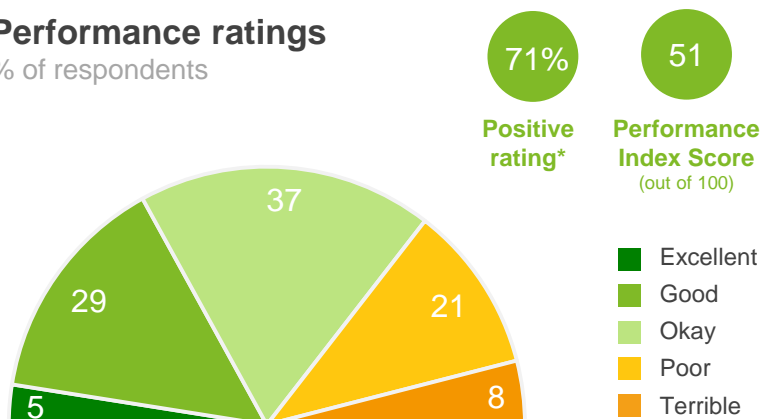
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 770). * Positive Rating = excellent, good + okay

Disability access and inclusion

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

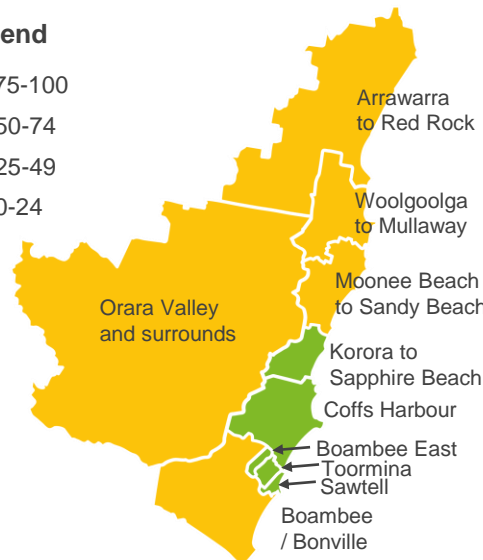
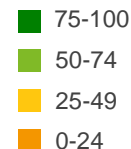


Coffs Harbour City Council	51
Industry High	65
Industry Average	50

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	48
Arrawarra to Red Rock	38
Woolgoolga to Mullaway	46
Moonee Beach to Sandy Beach	46
Korora to Sapphire Beach	56
Coffs Harbour	52
Sawtell	59
Toormina	53
Boambee East	55
Boambee / Bonville	47
Town vs Rural	
Town	52
Rural	48

Community variances

Performance Index Score

Gender

Male	53
Female	49

Have child:

0-5 years	57
6-11 years	55
12-17 years	51
18+ years	51
No children	50

Age

18-34 years	56
35-49 years	53
50-64 years	48
65+ years	47

Disability & culture

Disability	40
First Nations	56
LOTE	48

Home ownership

Home owner	50
Renting / other	53

Time lived in Coffs

0-3 years	57
4-10 years	52
11+ years	50

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 697).

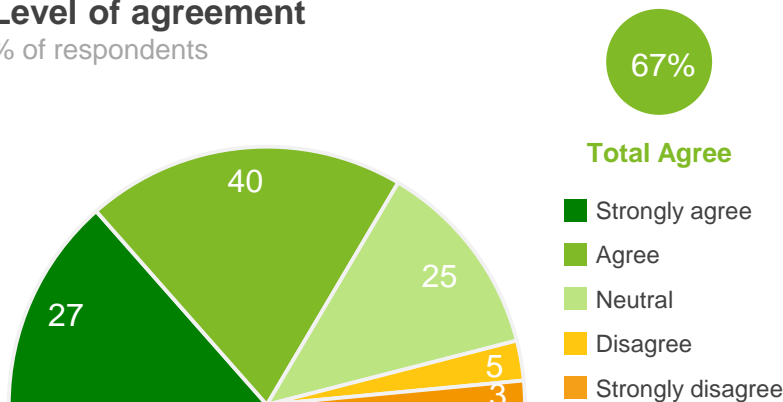
* Positive Rating = excellent, good + okay

Community sentiment

I prefer to live in a community that attracts people from different cultures and ethnic backgrounds

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree

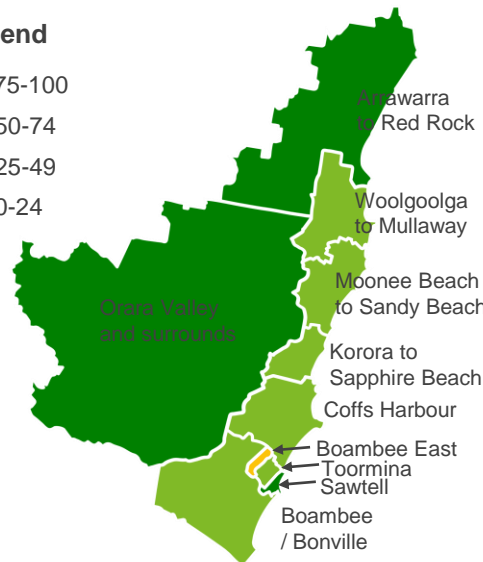
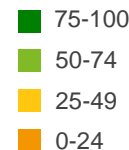


Coffs Harbour City Council	66
Industry High	69
Industry Average	67

Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	77
Arrawarra to Red Rock	79
Woolgoolga to Mullaway	71
Moonee Beach to Sandy Beach	64
Korora to Sapphire Beach	71
Coffs Harbour	68
Sawtell	76
Toormina	50
Boambee East	49
Boambee / Bonville	56
Town vs Rural	
Town	66
Rural	72

Community variances

% agree

Gender

Male	64
Female	68

Have child:

0-5 years	64
6-11 years	68
12-17 years	60
18+ years	68
No children	67

Age

18-34 years	65
35-49 years	70
50-64 years	67
65+ years	64

Disability & culture

Disability	62
First Nations	70
LOTE	85

Home ownership

Home owner	65
Renting / other	73

Time lived in Coffs

0-3 years	76
4-10 years	76
11+ years	63

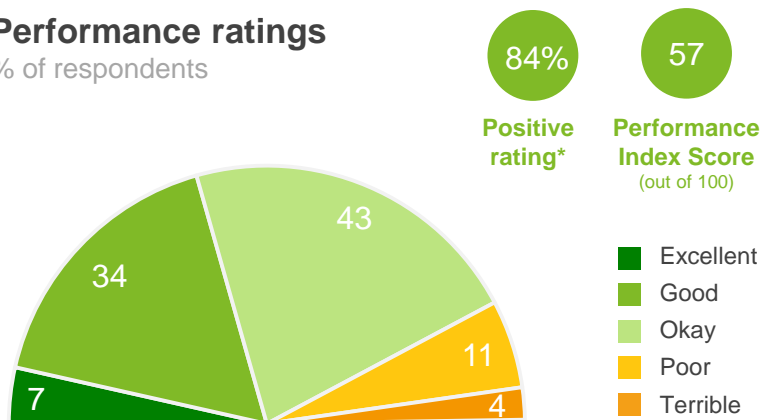
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 866).

Multiculturalism and racial harmony

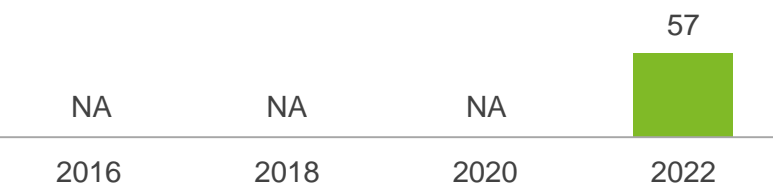
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

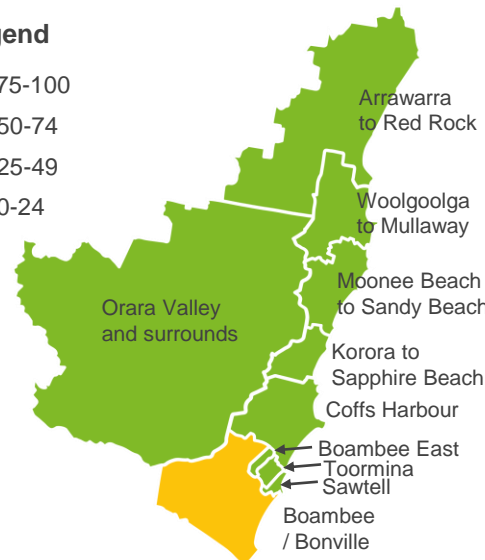
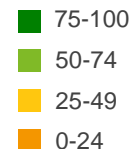


Coffs Harbour City Council	57
Industry High	68
Industry Average	60

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	56
Arrawarra to Red Rock	50
Woolgoolga to Mullaway	57
Moonee Beach to Sandy Beach	57
Korora to Sapphire Beach	63
Coffs Harbour	55
Sawtell	67
Toormina	55
Boambee East	64
Boambee / Bonville	48
Town vs Rural	
Town	58
Rural	50

Community variances

Performance Index Score

Gender

Male	57
Female	57

Have child:

0-5 years	54
6-11 years	57
12-17 years	56
18+ years	55
No children	58

Age

18-34 years	55
35-49 years	55
50-64 years	59
65+ years	59

Disability & culture

Disability	50
First Nations	52
LOTE	50

Home ownership

Home owner	58
Renting / other	55

Time lived in Coffs

0-3 years	59
4-10 years	56
11+ years	57

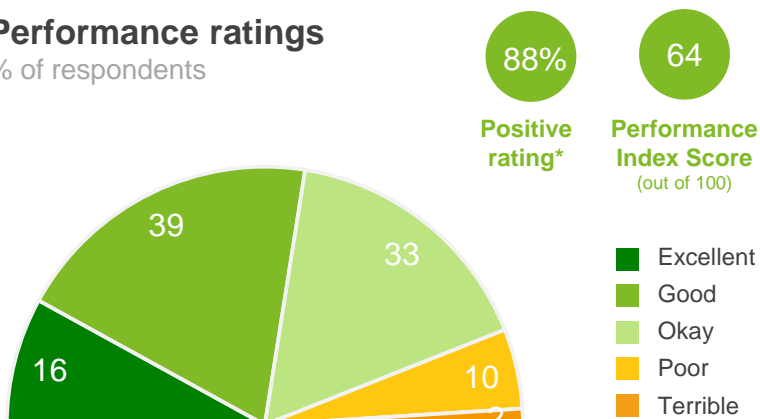
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 784). * Positive Rating = excellent, good + okay

Recognition and respect for Gumbaynggirr people, cultures and heritage

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

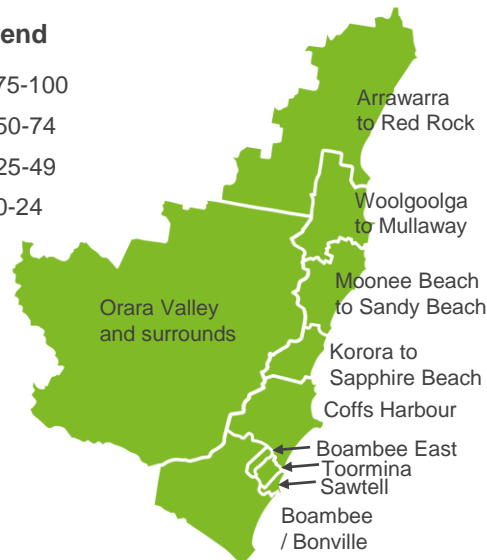
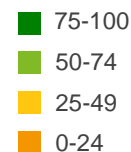


Coffs Harbour City Council	64
Industry High	70
Industry Average	59

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	67
Arrawarra to Red Rock	59
Woolgoolga to Mullaway	59
Moonee Beach to Sandy Beach	64
Korora to Sapphire Beach	71
Coffs Harbour	62
Sawtell	71
Toormina	65
Boambee East	65
Boambee / Bonville	62
Town vs Rural	
Town	65
Rural	62

Community variances

Performance Index Score

Gender

Male	65
Female	64

Have child:

0-5 years	66
6-11 years	68
12-17 years	66
18+ years	69
No children	63

Age

18-34 years	62
35-49 years	66
50-64 years	64
65+ years	65

Disability & culture

Disability	57
First Nations	54
LOTE	64

Home ownership

Home owner	65
Renting / other	61

Time lived in Coffs

0-3 years	63
4-10 years	68
11+ years	64

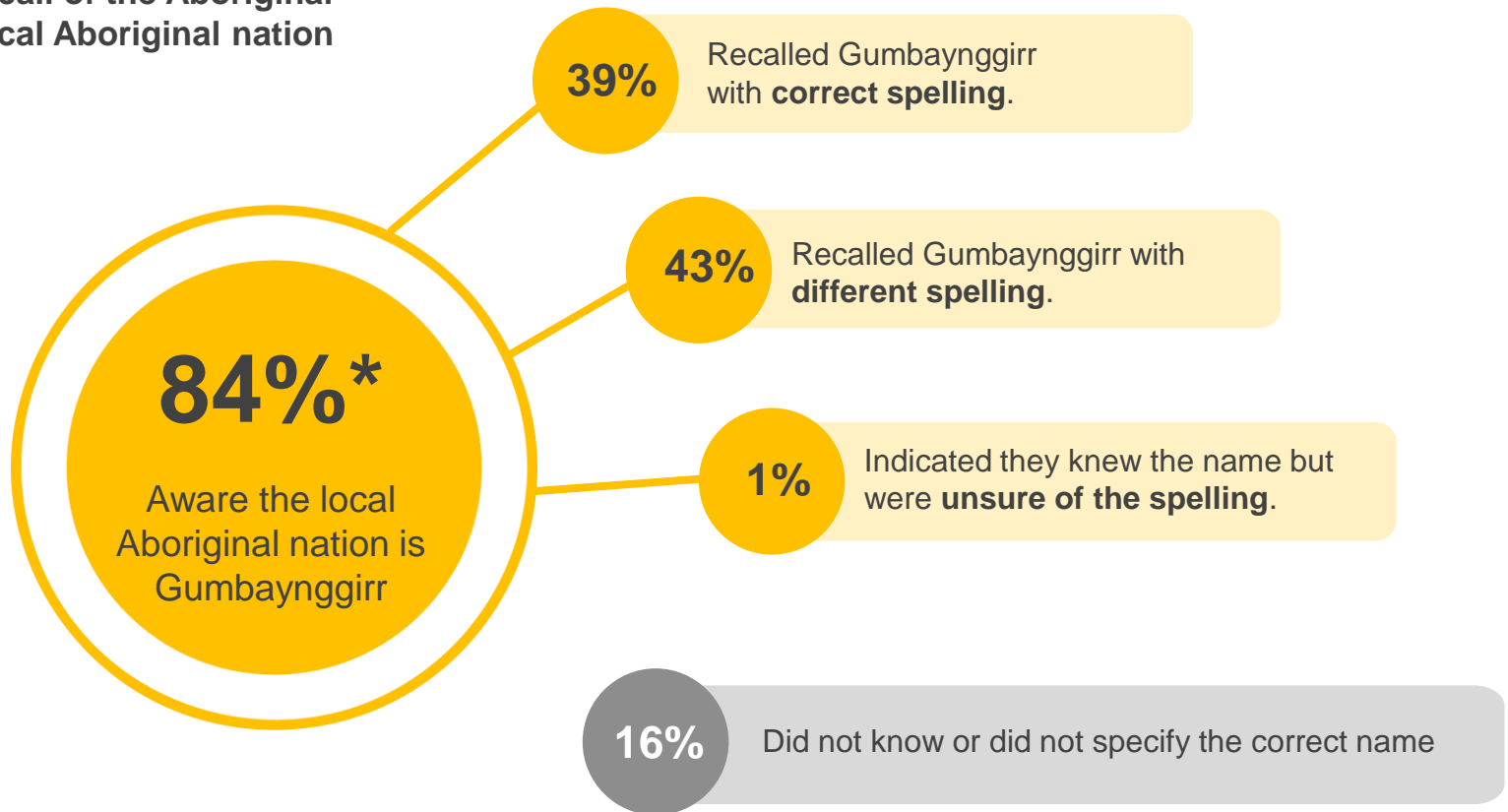
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 837). * Positive Rating = excellent, good + okay

Recall of Gumbaynggirr as the local Aboriginal nation

84% of respondents recalled Gumbaynggirr is the name of the local Aboriginal nation, up from 53% in 2020 and 48% in 2018.

Unprompted recall of the Aboriginal name for the local Aboriginal nation % of respondents



Q. What is the Aboriginal name for the local Aboriginal nation? Base: All respondents, excludes no response (n = 714)

* . Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

An active, safe and healthy community

Participation in community activities

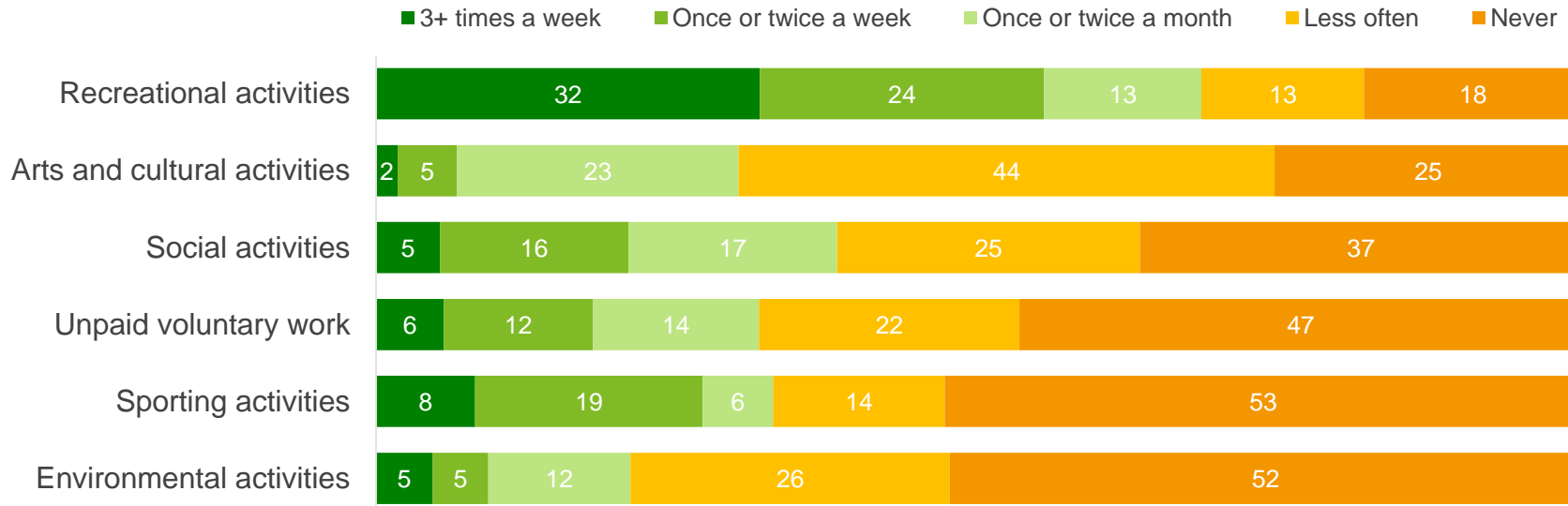
Over the past year, respondents are most likely to have participated in recreational activities (such as jogging, hiking and fitness classes), arts and cultural activities (such as festivals, performances and classes), and social activities (such as community events, meet ups, church, book clubs, etc).

They are least likely to have participated in environmental activities (such as tree planting, weeding, and clean ups) or other unpaid voluntary work (including welfare work, committees, coaching, and school P&Cs).

Participation in sporting activities, including cricket, netball, hockey, football, rugby, running clubs, etc, is also lower.

Over the past year, how frequently did you participate in the following activities?

% of respondents



Q. Over the past year, how frequently did you participate in the following activities?

Base: All respondents excludes unsure and no response (n = varies from 838-852)

Participation in community activities

Community variances

Some general observations include:

- People in minority cultural groups (i.e. with disability, First Nations people or mainly speak a language other than English) and those who are renting are less likely to participate in community activities.
- Participation levels also tend to be lower among residents living between Moonee and Sandy Beach
- Younger adults tend to be more involved in sport, art and culture, and environmental activities, while seniors are more involved in organised social activities (such as community events, meet ups, church, book clubs, etc).

Variances across the community

% at least once a month

	Total	Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time in Coffs			Town v Rural		Location											
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley +	Arararra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville		
Recreational activities	68	64	72	61	74	76	63	68	73	70	67	64	55	46	45	71	55	71	70	67	69	58	64	77	67	70	77	66	67	75	70	64		
Social activities	38	34	42	32	35	36	48	40	43	36	32	43	36	36	20	39	32	45	38	38	38	41	44	28	36	23	40	38	44	46	41	35		
Sporting activities	33	38	28	44	39	28	23	26	46	45	53	37	33	36	35	35	22	21	32	35	32	36	27	45	32	25	41	31	26	34	36	44		
Unpaid voluntary work	32	31	33	31	29	29	37	32	30	39	30	33	35	26	18	30	38	31	34	32	32	31	43	25	38	21	39	27	46	27	43	17		
Arts & cultural activities	30	28	32	37	28	30	26	29	35	34	27	24	22	33	47	30	28	36	31	29	30	31	36	32	30	24	17	32	22	30	27	47		
Environmental activities	21	22	20	28	19	19	20	21	14	33	16	17	15	21	15	21	19	19	18	22	19	32	37	41	13	18	25	16	30	12	16	28		

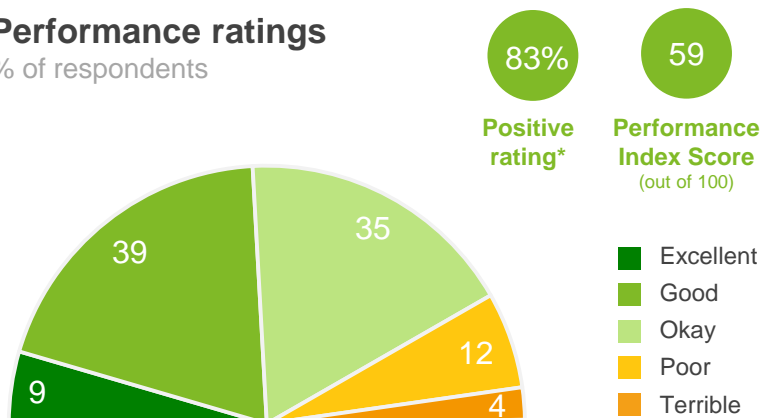
Q. Over the past year, how frequently did you participate in the following activities?

Base: all respondents, excludes no response (n = varies from 838-852)

Opportunity to participate in social activities

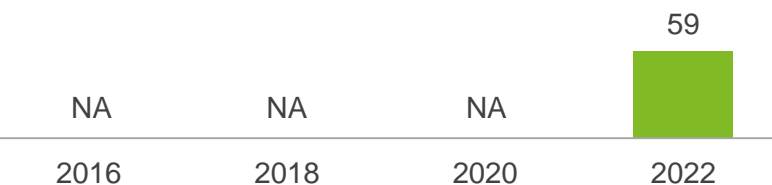
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

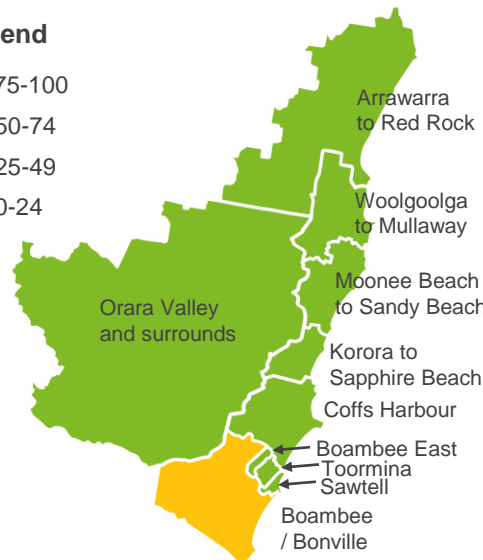
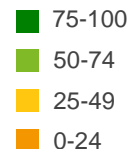


Coffs Harbour City Council	59
Industry High	NA
Industry Average	NA

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	59
Arrawarra to Red Rock	66
Woolgoolga to Mullaway	64
Moonee Beach to Sandy Beach	55
Korora to Sapphire Beach	60
Coffs Harbour	59
Sawtell	65
Toormina	65
Boambee East	59
Boambee / Bonville	49
Town vs Rural	
Town	61
Rural	53

Community variances

Performance Index Score

Gender

Male	58
Female	62

Have child:

0-5 years	59
6-11 years	55
12-17 years	56
18+ years	62
No children	60

Age

18-34 years	51
35-49 years	58
50-64 years	61
65+ years	66

Disability & culture

Disability	53
First Nations	54
LOTE	61

Home ownership

Home owner	61
Renting / other	51

Time lived in Coffs

0-3 years	55
4-10 years	64
11+ years	58

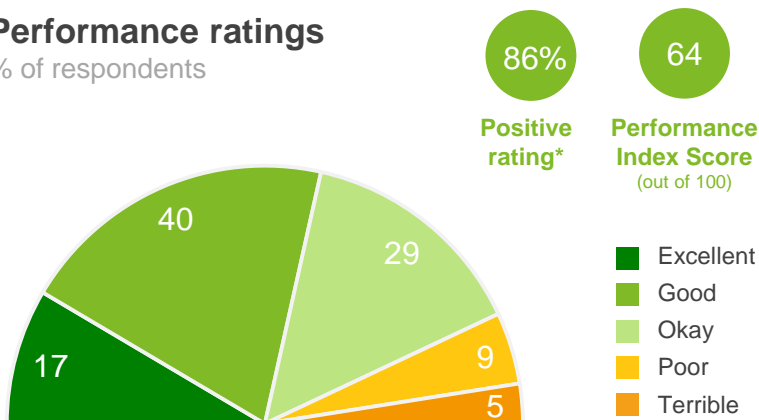
Q. How would you rate your opportunity to participate in the following types of activities:

Base: All respondents, excludes 'unsure' and 'no response' (n = 770). * Positive Rating = excellent, good + okay

Opportunity to participate in recreational activities

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

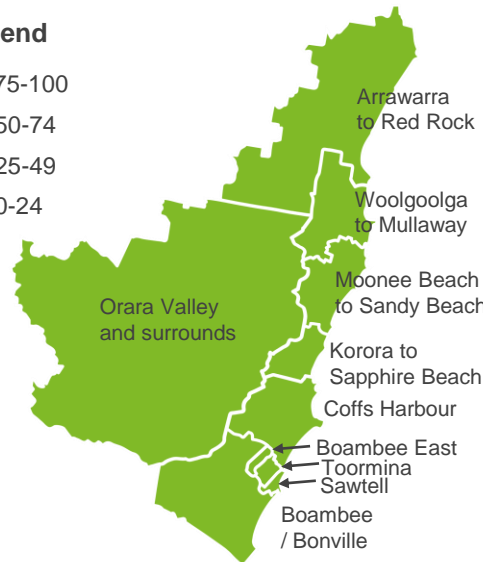
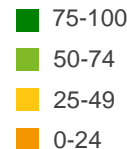


Coffs Harbour City Council	64
Industry High	NA
Industry Average	NA

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	61
Arrawarra to Red Rock	68
Woolgoolga to Mullaway	71
Moonee Beach to Sandy Beach	60
Korora to Sapphire Beach	71
Coffs Harbour	63
Sawtell	69
Toormina	59
Boambee East	65
Boambee / Bonville	57

Town vs Rural

Town	65
Rural	58

Community variances

Performance Index Score

Gender

Male	65
Female	63

Have child:

0-5 years	64
6-11 years	59
12-17 years	62
18+ years	67
No children	65

Age

18-34 years	54
35-49 years	64
50-64 years	69
65+ years	68

Disability & culture

Disability	54
First Nations	54
LOTE	61

Home ownership

Home owner	66
Renting / other	56

Time lived in Coffs

0-3 years	61
4-10 years	64
11+ years	65

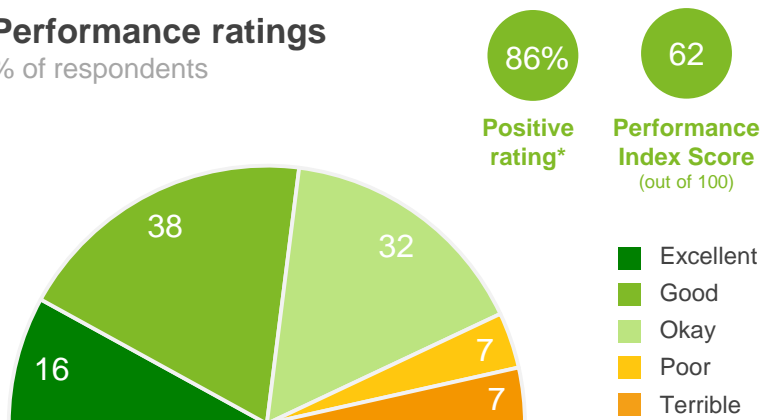
Q. How would you rate your opportunity to participate in the following types of activities:

Base: All respondents, excludes 'unsure' and 'no response' (n = 792). * Positive Rating = excellent, good + okay

Opportunity to participate in sporting activities

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

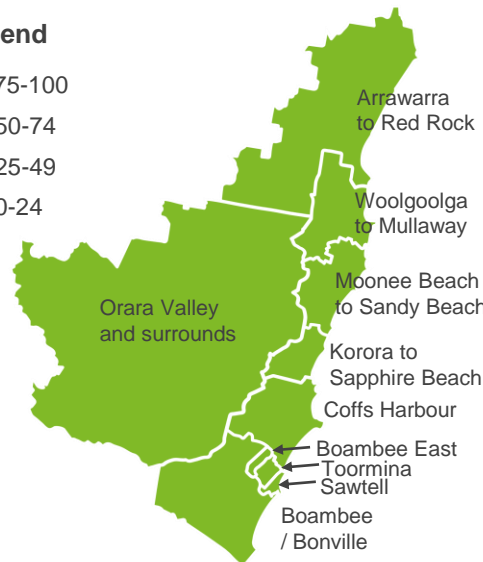
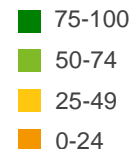


Coffs Harbour City Council	62
Industry High	NA
Industry Average	NA

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	57
Arrawarra to Red Rock	65
Woolgoolga to Mullaway	63
Moonee Beach to Sandy Beach	58
Korora to Sapphire Beach	66
Coffs Harbour	61
Sawtell	69
Toormina	59
Boambee East	69
Boambee / Bonville	60
Town vs Rural	
Town	63
Rural	60

Community variances

Performance Index Score

Gender

Male	64
Female	61

Have child:

0-5 years	64
6-11 years	62
12-17 years	62
18+ years	65
No children	62

Age

18-34 years	58
35-49 years	63
50-64 years	66
65+ years	62

Disability & culture

Disability	50
First Nations	50
LOTE	54

Home ownership

Home owner	64
Renting / other	55

Time lived in Coffs

0-3 years	52
4-10 years	63
11+ years	63

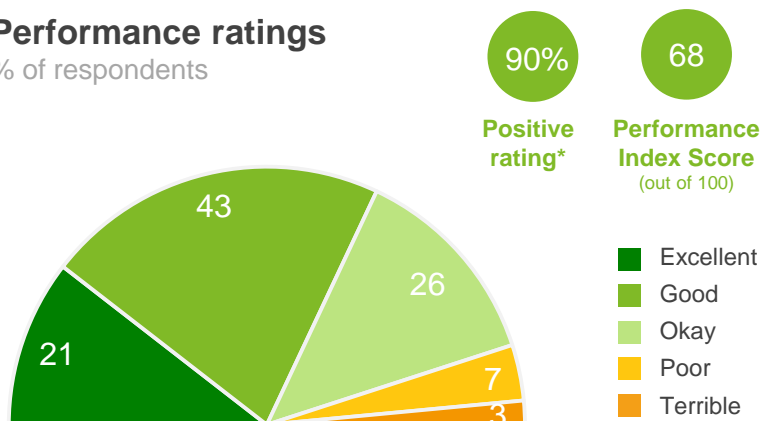
Q. How would you rate your opportunity to participate in the following types of activities:

Base: All respondents, excludes 'unsure' and 'no response' (n = 752). * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

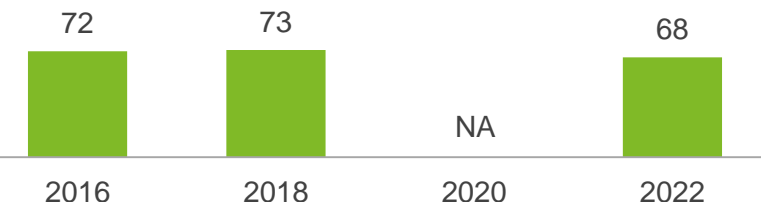
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

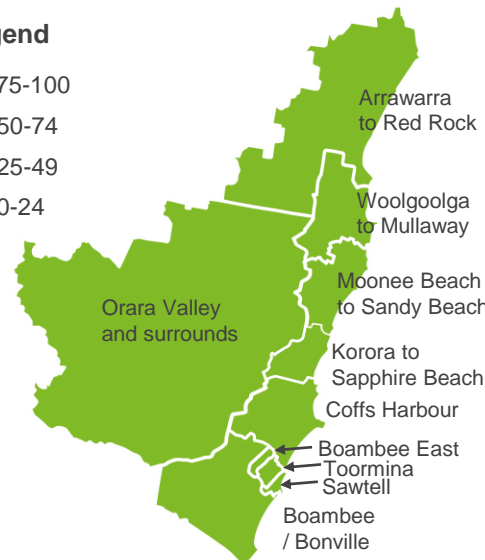
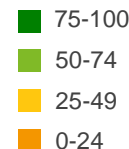


Coffs Harbour City Council	68
Industry High	85
Industry Average	67

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	62
Arrawarra to Red Rock	60
Woolgoolga to Mullaway	68
Moonee Beach to Sandy Beach	62
Korora to Sapphire Beach	74
Coffs Harbour	69
Sawtell	73
Toormina	63
Boambee East	72
Boambee / Bonville	66
Town vs Rural	
Town	69
Rural	64

Community variances

Performance Index Score

Gender

Male	68
Female	68

Have child:

0-5 years	64
6-11 years	63
12-17 years	64
18+ years	69
No children	70

Age

18-34 years	64
35-49 years	64
50-64 years	68
65+ years	73

Disability & culture

Disability	59
First Nations	65
LOTE	64

Home ownership

Home owner	69
Renting / other	64

Time lived in Coffs

0-3 years	65
4-10 years	70
11+ years	68

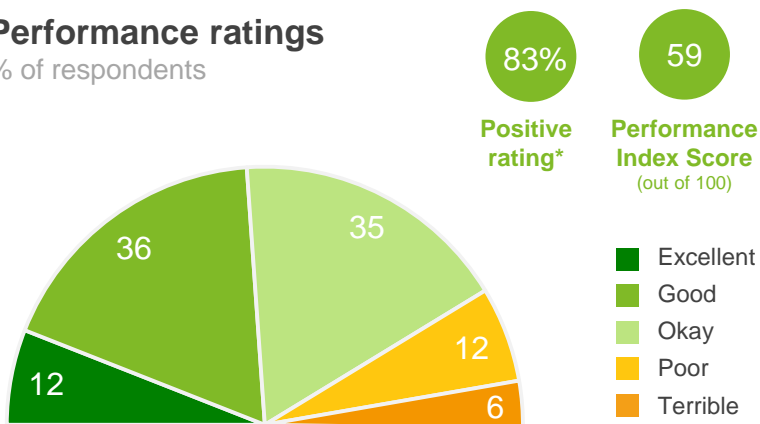
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 920). * Positive Rating = excellent, good + okay

Public swimming pools

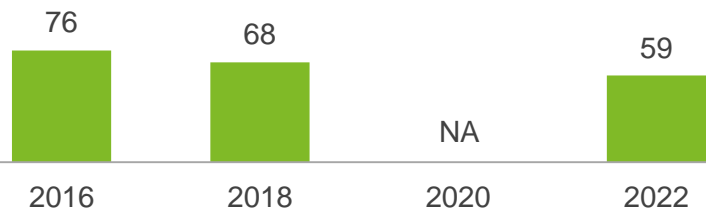
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

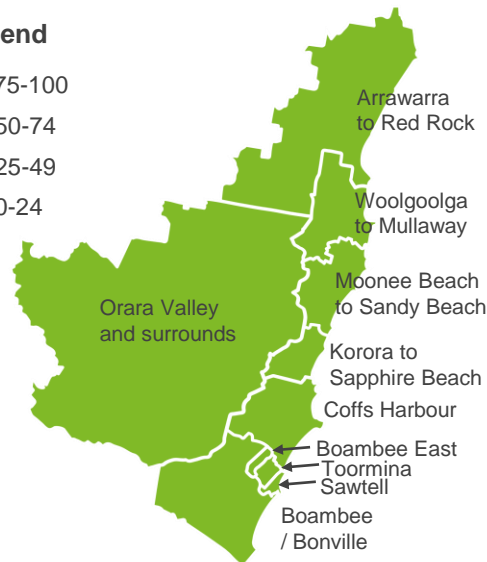
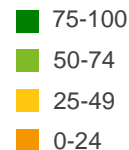


Coffs Harbour City Council	59
Industry High	NA
Industry Average	NA

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	56
Arrawarra to Red Rock	50
Woolgoolga to Mullaway	56
Moonee Beach to Sandy Beach	53
Korora to Sapphire Beach	63
Coffs Harbour	65
Sawtell	59
Toormina	51
Boambee East	58
Boambee / Bonville	53
Town vs Rural	
Town	60
Rural	54

Community variances

Performance Index Score

Gender

Male	59
Female	60

Have child:

0-5 years	59
6-11 years	57
12-17 years	59
18+ years	59
No children	60

Age

18-34 years	60
35-49 years	59
50-64 years	58
65+ years	60

Disability & culture

Disability	54
First Nations	63
LOTE	54

Home ownership

Home owner	60
Renting / other	57

Time lived in Coffs

0-3 years	65
4-10 years	61
11+ years	58

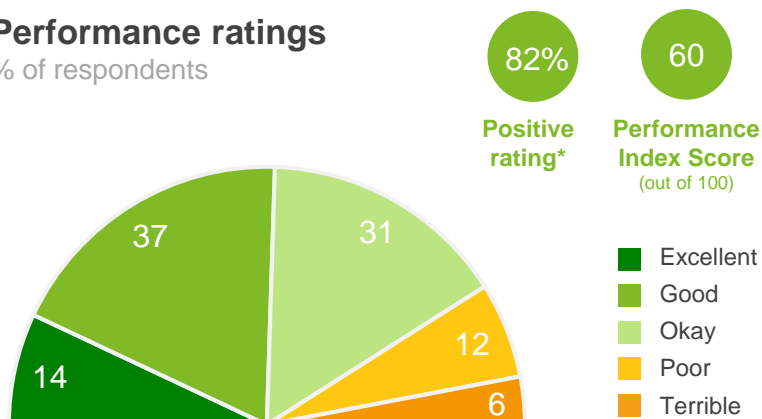
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 911). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

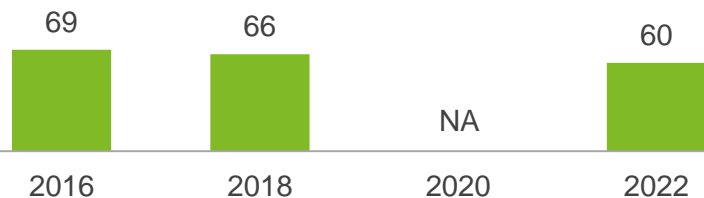
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

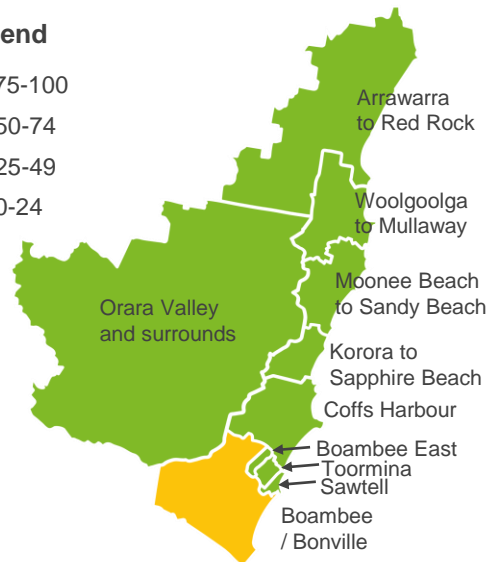
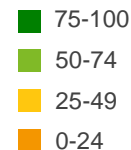


Coffs Harbour City Council	60
Industry High	86
Industry Average	68

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	56
Arrawarra to Red Rock	62
Woolgoolga to Mullaway	59
Moonee Beach to Sandy Beach	53
Korora to Sapphire Beach	66
Coffs Harbour	64
Sawtell	59
Toormina	56
Boambee East	60
Boambee / Bonville	49
Town vs Rural	
Town	61
Rural	55

Community variances

Performance Index Score

Gender

Male	61
Female	60

Have child:

0-5 years	52
6-11 years	57
12-17 years	61
18+ years	61
No children	62

Age

18-34 years	57
35-49 years	58
50-64 years	62
65+ years	63

Disability & culture

Disability	55
First Nations	59
LOTE	67

Home ownership

Home owner	60
Renting / other	60

Time lived in Coffs

0-3 years	70
4-10 years	66
11+ years	58

Q. How would you rate performance in the following areas?

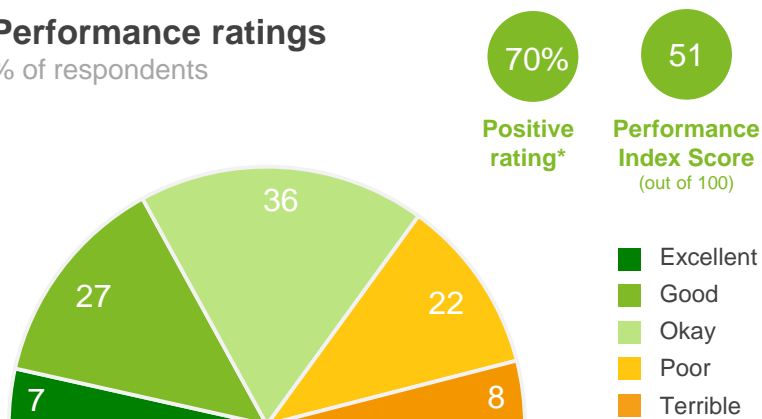
Base: All respondents, excludes 'unsure' and 'no response' (n = 950). * Positive Rating = excellent, good + okay

Performance ratings

Access to health and community services

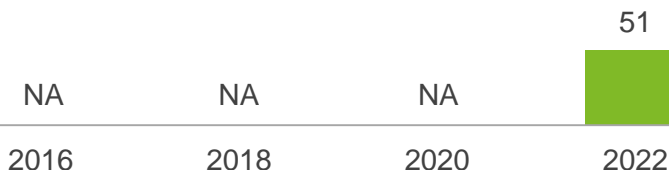
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

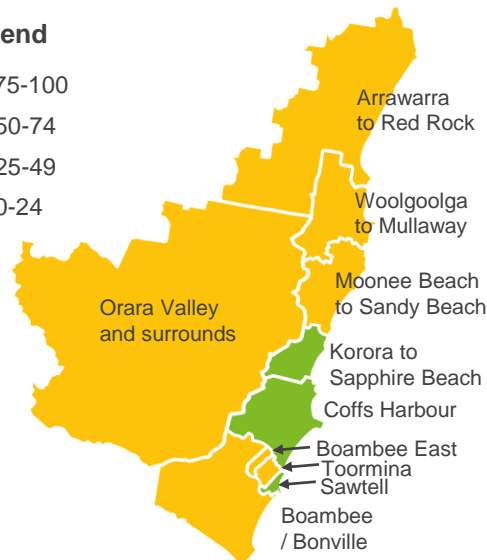
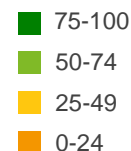


Coffs Harbour City Council	51
Industry High	74
Industry Average	58

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	38
Arrawarra to Red Rock	49
Woolgoolga to Mullaway	49
Moonee Beach to Sandy Beach	43
Korora to Sapphire Beach	54
Coffs Harbour	54
Sawtell	62
Toormina	48
Boambee East	48
Boambee / Bonville	49
Town vs Rural	
Town	52
Rural	43

Community variances

Performance Index Score

Gender

Male	53
Female	48

Have child:

0-5 years	50
6-11 years	48
12-17 years	47
18+ years	43
No children	53

Age

18-34 years	51
35-49 years	44
50-64 years	49
65+ years	57

Disability & culture

Disability	37
First Nations	49
LOTE	53

Home ownership

Home owner	51
Renting / other	47

Time lived in Coffs

0-3 years	50
4-10 years	54
11+ years	50

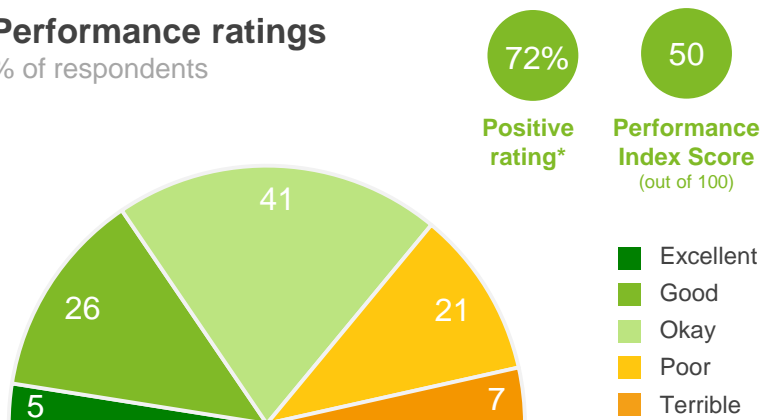
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 914). * Positive Rating = excellent, good + okay

Community buildings, halls and toilets

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

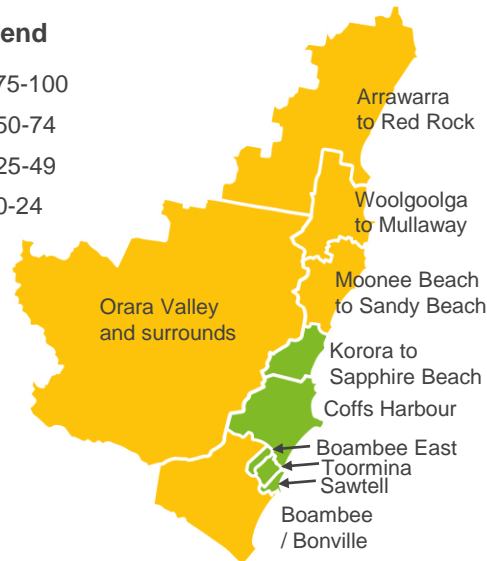
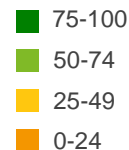


Coffs Harbour City Council	50
Industry High	78
Industry Average	59

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	49
Arrawarra to Red Rock	47
Woolgoolga to Mullaway	49
Moonee Beach to Sandy Beach	45
Korora to Sapphire Beach	54
Coffs Harbour	51
Sawtell	53
Toormina	53
Boambee East	51
Boambee / Bonville	44
Town vs Rural	
Town	51
Rural	48

Community variances

Performance Index Score

Gender

Male	51
Female	50

Have child:

0-5 years	46
6-11 years	47
12-17 years	50
18+ years	50
No children	52

Age

18-34 years	48
35-49 years	48
50-64 years	52
65+ years	52

Disability & culture

Disability	41
First Nations	45
LOTE	55

Home ownership

Home owner	51
Renting / other	47

Time lived in Coffs

0-3 years	61
4-10 years	53
11+ years	49

Q. How would you rate performance in the following areas?

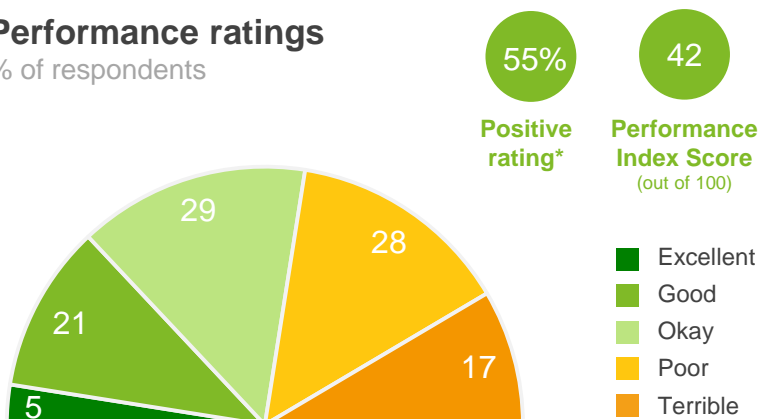
Base: All respondents, excludes 'unsure' and 'no response' (n = 919). * Positive Rating = excellent, good + okay

Performance ratings

Footpaths, trails and cycleways

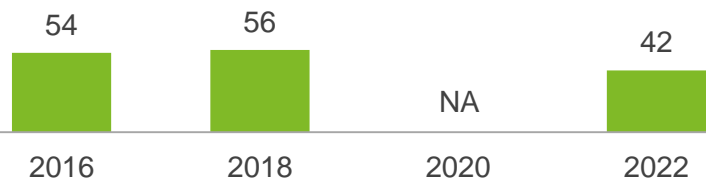
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

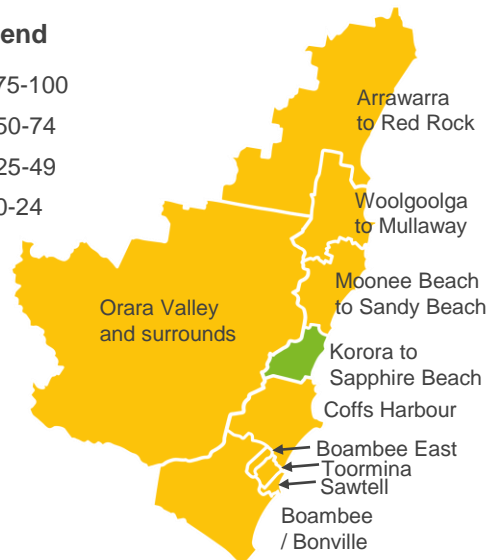
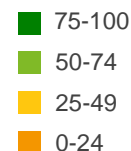


Coffs Harbour City Council	42
Industry High	68
Industry Average	53

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	40
Arrawarra to Red Rock	42
Woolgoolga to Mullaway	32
Moonee Beach to Sandy Beach	38
Korora to Sapphire Beach	50
Coffs Harbour	43
Sawtell	42
Toormina	42
Boambee East	44
Boambee / Bonville	46
Town vs Rural	
Town	41
Rural	45

Community variances

Performance Index Score

Gender

Male	45
Female	41

Have child:

0-5 years	41
6-11 years	39
12-17 years	46
18+ years	43
No children	42

Age

18-34 years	42
35-49 years	44
50-64 years	43
65+ years	40

Disability & culture

Disability	32
First Nations	47
LOTE	54

Home ownership

Home owner	43
Renting / other	41

Time lived in Coffs

0-3 years	53
4-10 years	45
11+ years	40

Q. How would you rate performance in the following areas?

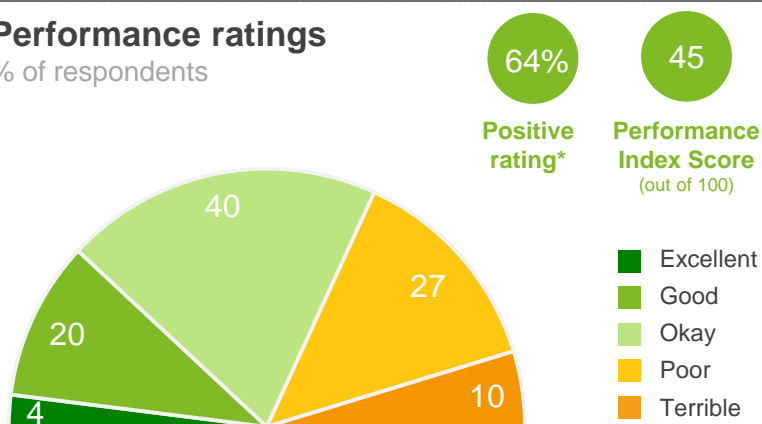
Base: All respondents, excludes 'unsure' and 'no response' (n = 960). * Positive Rating = excellent, good + okay

Performance ratings

Lighting of streets and public places

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

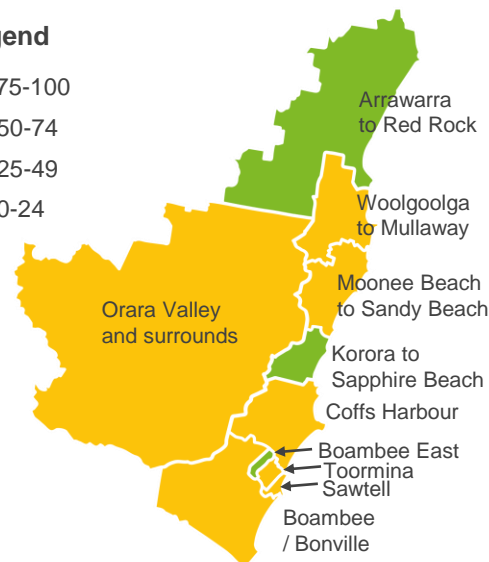
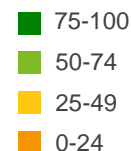


Coffs Harbour City Council	45
Industry High	64
Industry Average	54

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	44
Arrawarra to Red Rock	52
Woolgoolga to Mullaway	44
Moonee Beach to Sandy Beach	44
Korora to Sapphire Beach	52
Coffs Harbour	44
Sawtell	43
Toormina	41
Boambee East	52
Boambee / Bonville	41
Town vs Rural	
Town	45
Rural	46

Community variances

Performance Index Score

Gender

Male	48
Female	43

Have child:

0-5 years	43
6-11 years	45
12-17 years	48
18+ years	47
No children	45

Age

18-34 years	45
35-49 years	45
50-64 years	45
65+ years	45

Disability & culture

Disability	38
First Nations	47
LOTE	47

Home ownership

Home owner	46
Renting / other	39

Time lived in Coffs

0-3 years	50
4-10 years	42
11+ years	45

Q. How would you rate performance in the following areas?

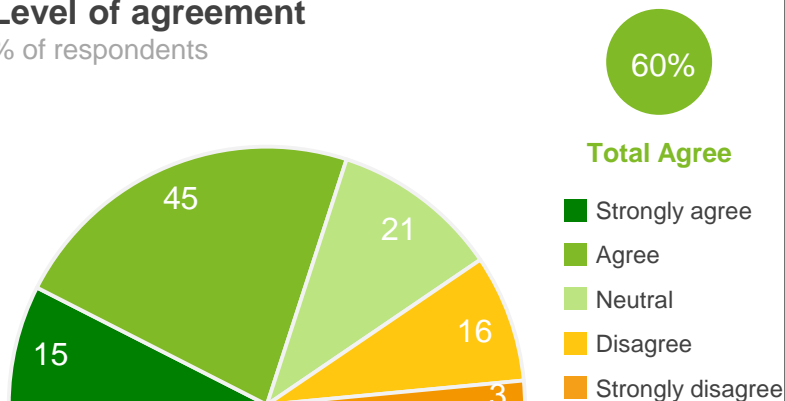
Base: All respondents, excludes 'unsure' and 'no response' (n = 937). * Positive Rating = excellent, good + okay

Community sentiment

I feel safe in my local community

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree

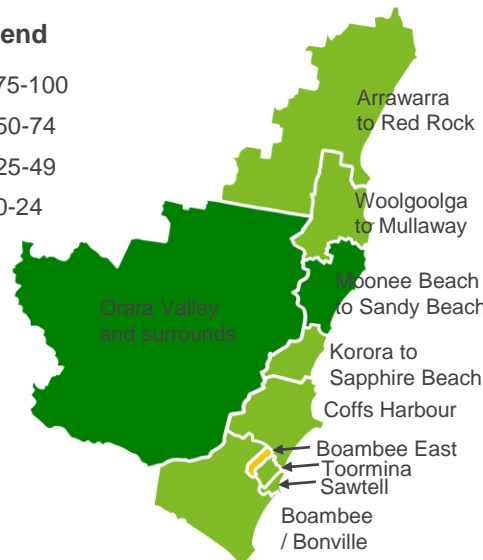
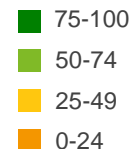


Coffs Harbour City Council	60
Industry High	94
Industry Average	69

Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	75
Arrawarra to Red Rock	68
Woolgoolga to Mullaway	73
Moonee Beach to Sandy Beach	80
Korora to Sapphire Beach	70
Coffs Harbour	53
Sawtell	64
Toormina	55
Boambee East	35
Boambee / Bonville	54
Town vs Rural	
Town	60
Rural	59

Community variances

% agree

Gender

Male	63
Female	57

Have child:

0-5 years	49
6-11 years	59
12-17 years	52
18+ years	61
No children	63

Age

18-34 years	39
35-49 years	55
50-64 years	65
65+ years	75

Disability & culture

Disability	49
First Nations	54
LOTE	54

Home ownership

Home owner	61
Renting / other	50

Time lived in Coffs

0-3 years	65
4-10 years	60
11+ years	59

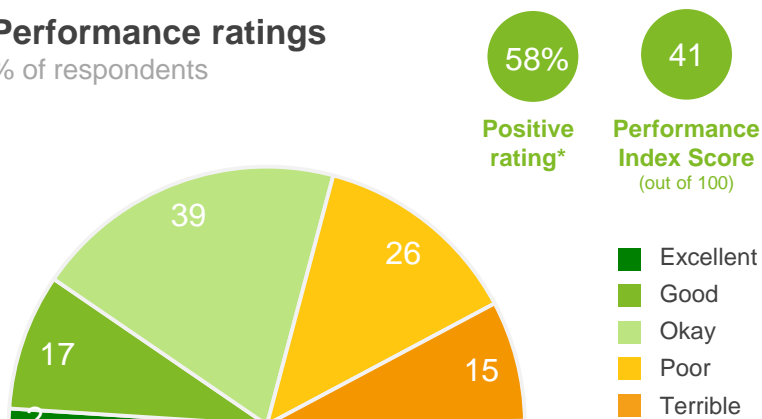
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 874).

Community safety and crime prevention

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

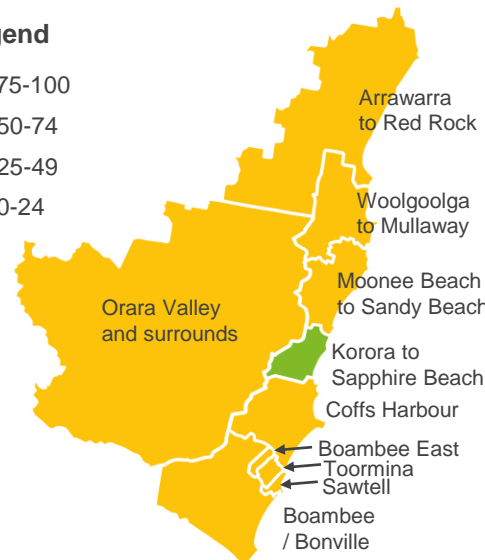
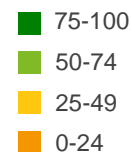


Coffs Harbour City Council	41
Industry High	76
Industry Average	51

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	43
Arrawarra to Red Rock	43
Woolgoolga to Mullaway	43
Moonee Beach to Sandy Beach	43
Korora to Sapphire Beach	50
Coffs Harbour	40
Sawtell	37
Toormina	36
Boambee East	38
Boambee / Bonville	37
Town vs Rural	
Town	41
Rural	39

Community variances

Performance Index Score

Gender

Male	43
Female	39

Have child:

0-5 years	38
6-11 years	39
12-17 years	42
18+ years	39
No children	42

Age

18-34 years	40
35-49 years	38
50-64 years	39
65+ years	45

Disability & culture

Disability	33
First Nations	37
LOTE	47

Home ownership

Home owner	42
Renting / other	36

Time lived in Coffs

0-3 years	50
4-10 years	44
11+ years	39

Q. How would you rate performance in the following areas?

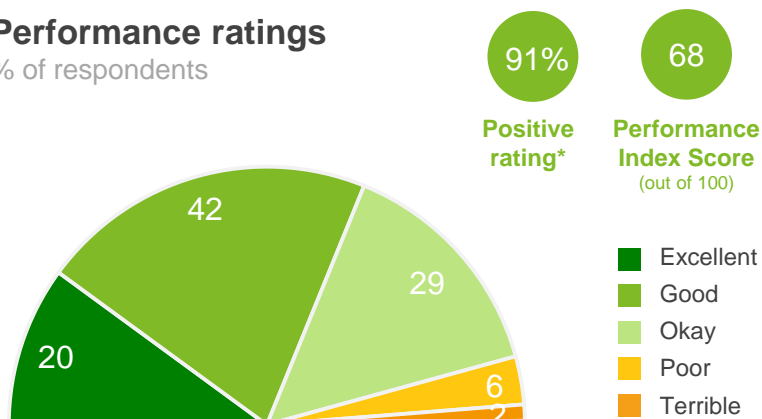
Base: All respondents, excludes 'unsure' and 'no response' (n = 876). * Positive Rating = excellent, good + okay

Performance ratings

Lifeguard services

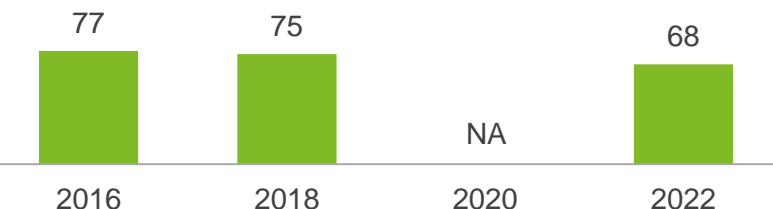
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

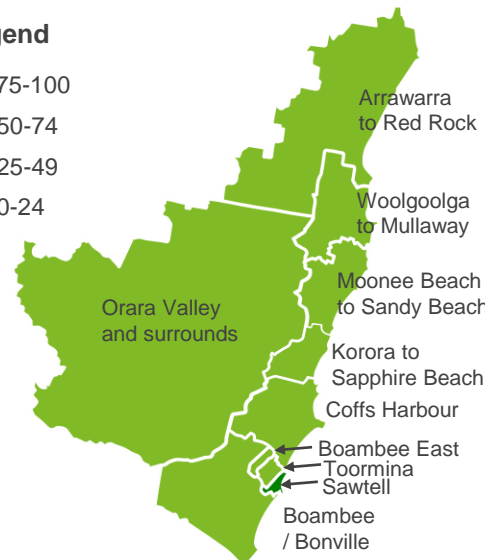
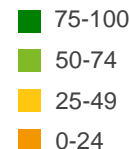


Coffs Harbour City Council	68
Industry High	NA
Industry Average	NA

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	62
Arrawarra to Red Rock	53
Woolgoolga to Mullaway	67
Moonee Beach to Sandy Beach	64
Korora to Sapphire Beach	74
Coffs Harbour	67
Sawtell	77
Toormina	68
Boambee East	73
Boambee / Bonville	66

Town vs Rural

Town	68
Rural	65

Community variances

Performance Index Score

Gender

Male	68
Female	68

Have child:

0-5 years	68
6-11 years	67
12-17 years	68
18+ years	63
No children	68

Age

18-34 years	64
35-49 years	67
50-64 years	68
65+ years	70

Disability & culture

Disability	64
First Nations	63
LOTE	48

Home ownership

Home owner	68
Renting / other	65

Time lived in Coffs

0-3 years	73
4-10 years	69
11+ years	66

Q. How would you rate performance in the following areas?

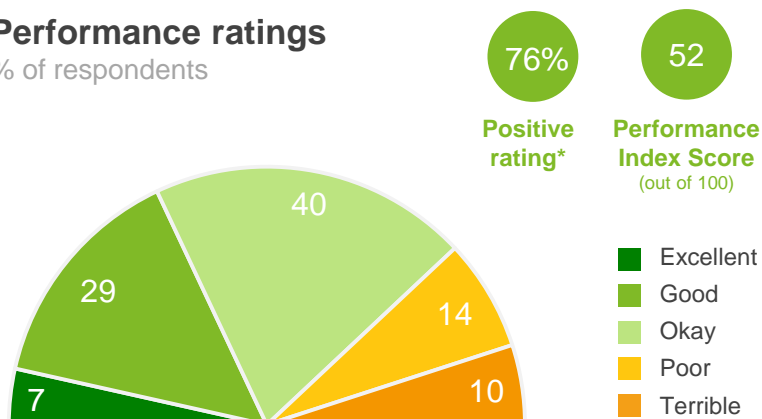
Base: All respondents, excludes 'unsure' and 'no response' (n = 866). * Positive Rating = excellent, good + okay

Performance ratings

Animal management (dogs and cats)

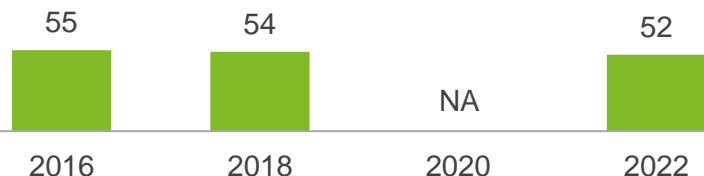
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

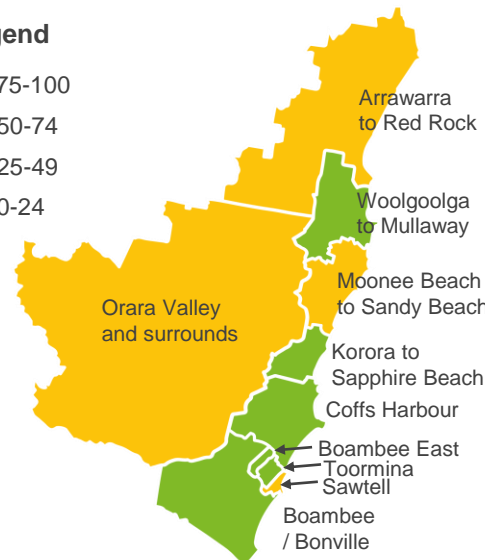
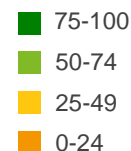


Coffs Harbour City Council	52
Industry High	67
Industry Average	54

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	43
Arrawarra to Red Rock	48
Woolgoolga to Mullaway	53
Moonee Beach to Sandy Beach	49
Korora to Sapphire Beach	60
Coffs Harbour	54
Sawtell	49
Toormina	51
Boambee East	52
Boambee / Bonville	50
Town vs Rural	
Town	53
Rural	45

Community variances

Performance Index Score

Gender

Male	52
Female	52

Have child:

0-5 years	55
6-11 years	56
12-17 years	60
18+ years	55
No children	49

Age

18-34 years	54
35-49 years	56
50-64 years	50
65+ years	49

Disability & culture

Disability	48
First Nations	53
LOTE	48

Home ownership

Home owner	52
Renting / other	51

Time lived in Coffs

0-3 years	67
4-10 years	55
11+ years	50

Q. How would you rate performance in the following areas?

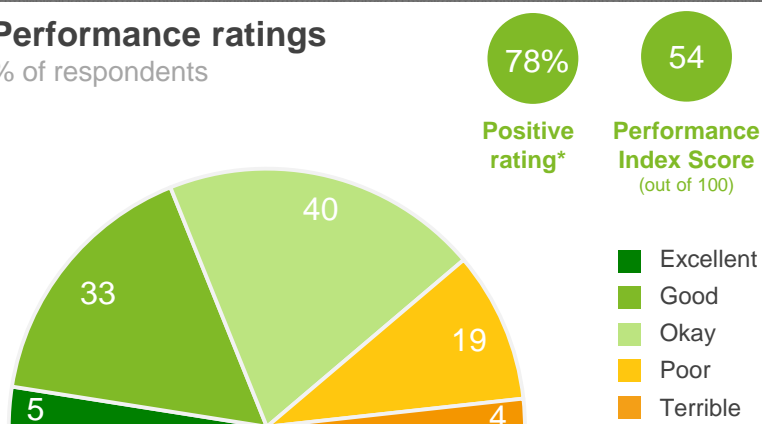
Base: All respondents, excludes 'unsure' and 'no response' (n = 788). * Positive Rating = excellent, good + okay

Community prosperity

Place to own or operate a business

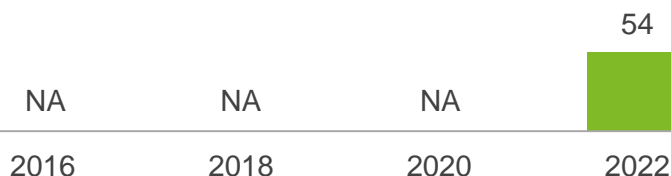
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

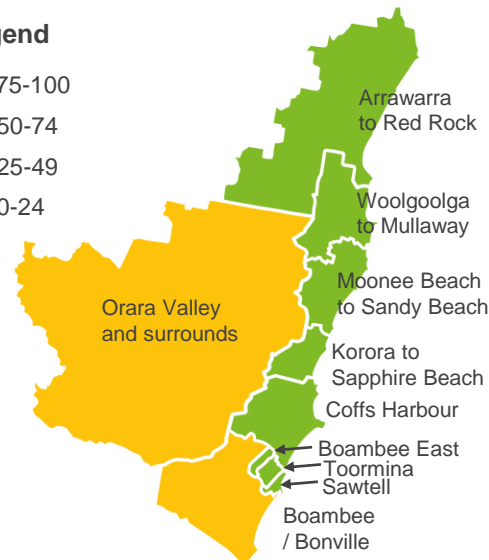
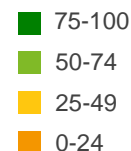


Coffs Harbour City Council	54
Industry High	71
Industry Average	57

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	45
Arrawarra to Red Rock	56
Woolgoolga to Mullaway	62
Moonee Beach to Sandy Beach	51
Korora to Sapphire Beach	59
Coffs Harbour	53
Sawtell	63
Toormina	50
Boambee East	53
Boambee / Bonville	49
Town vs Rural	
Town	55
Rural	50

Community variances

Performance Index Score

Gender

Male	54
Female	55

Have child:

0-5 years	52
6-11 years	51
12-17 years	55
18+ years	51
No children	55

Age

18-34 years	57
35-49 years	52
50-64 years	53
65+ years	55

Disability & culture

Disability	46
First Nations	47
LOTE	63

Home ownership

Home owner	54
Renting / other	56

Time lived in Coffs

0-3 years	62
4-10 years	57
11+ years	52

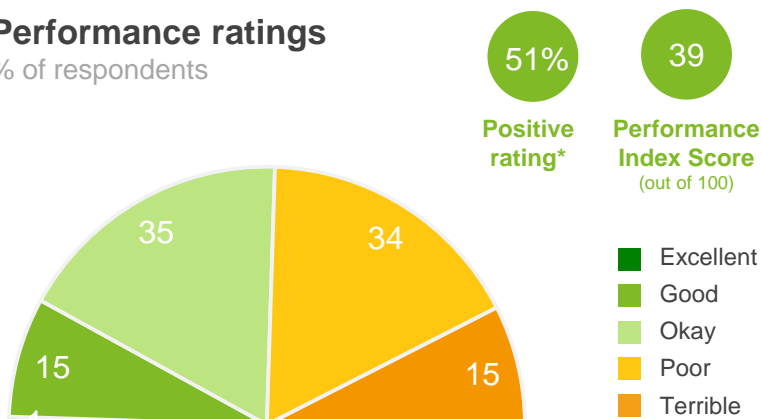
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 791). * Positive Rating = excellent, good + okay

Economic development and job creation

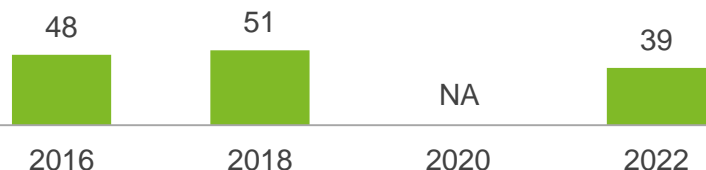
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

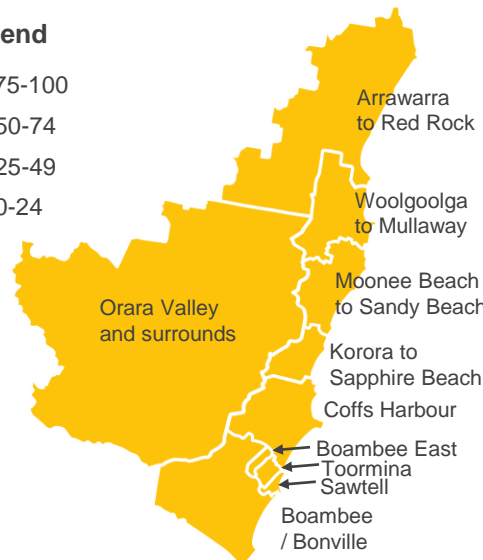
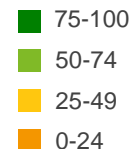


Coffs Harbour City Council	39
Industry High	57
Industry Average	41

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	32
Arrawarra to Red Rock	40
Woolgoolga to Mullaway	44
Moonee Beach to Sandy Beach	34
Korora to Sapphire Beach	40
Coffs Harbour	41
Sawtell	39
Toormina	38
Boambee East	36
Boambee / Bonville	29
Town vs Rural	
Town	39
Rural	37

Community variances

Performance Index Score

Gender

Male	39
Female	39

Have child:

0-5 years	35
6-11 years	35
12-17 years	38
18+ years	41
No children	40

Age

18-34 years	35
35-49 years	36
50-64 years	39
65+ years	43

Disability & culture

Disability	32
First Nations	41
LOTE	46

Home ownership

Home owner	39
Renting / other	37

Time lived in Coffs

0-3 years	46
4-10 years	44
11+ years	36

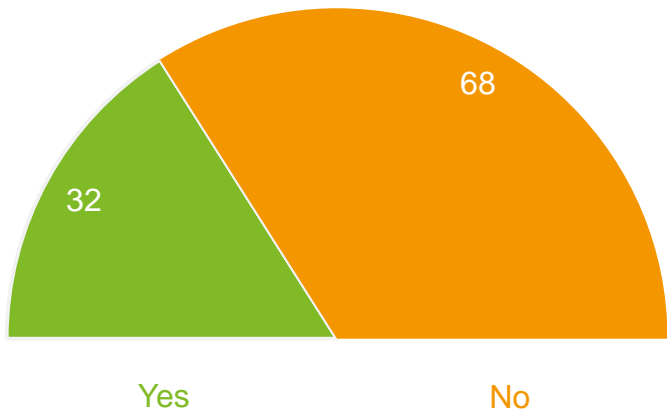
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 821). * Positive Rating = excellent, good + okay

Work life balance

Regularly work over 50 hours a week

% of respondents



Among respondents who are employed, 32% regularly work over 50 hours per week.

Longer hours are most likely among people who mainly speak a language other than English, people aged 35-49 years, those with primary school aged children or adult aged children living at home, and living between Korora to Sapphire Beach.

Variances across the community

% yes

Variances across the community																																	
% yes																																	
Total	Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time lived in Coffs			Town v rural		Location											
	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley + surrounds	Arrawarra to Red Rock	Woolgoolga to Mullaway	Moonee to Sandy Beach	Korora to Sapphire Beach	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville		
32	39	27	30	40	32	14	29	28	40	31	44	16	39	74	33	29	30	23	36	31	39	29	5	29	16	43	37	31	23	33	35		

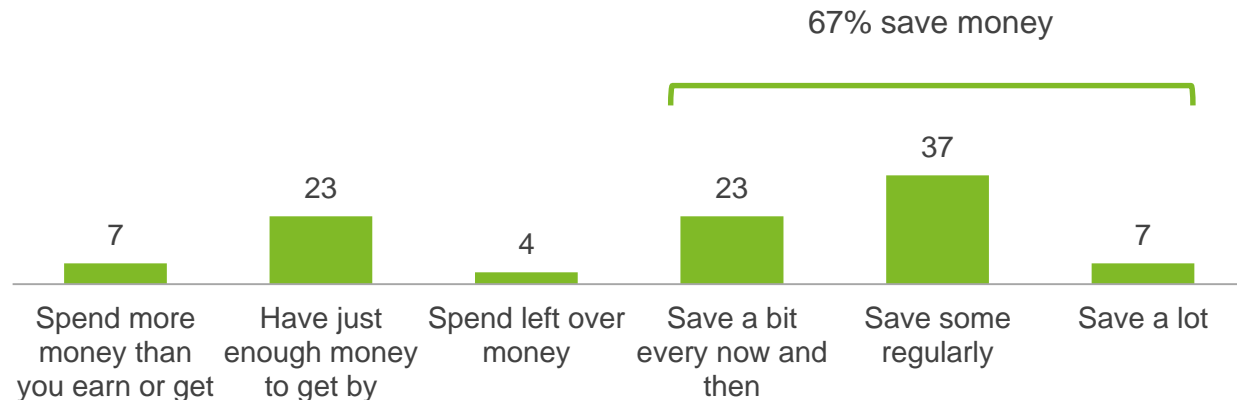
Q. If employed, do you regularly work over 50 hours per week?

Base: All respondents who are employed, excludes no response (n = 553)

Household expenditure

In relation to your household spending, would you say you generally:

% of respondents



67% of respondents are able to save some money from their earnings. Mostly it's a bit every now and then or regularly. However, only 7% are able to save a lot.

23% have just enough money to get by, and 7% regularly spend more money than they earn.

Those who are struggling financially are most likely to have a disability, be First Nations people, renting, and living in Toormina.

Variances across the community

% who save money

% who save money																															
Total	Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time lived in Coffs			Town v rural		Location									
	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley +	Arrawarra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
67	69	65	65	64	73	64	68	62	59	63	65	47	55	75	68	56	60	70	66	67	67	63	69	75	69	66	65	76	55	64	68

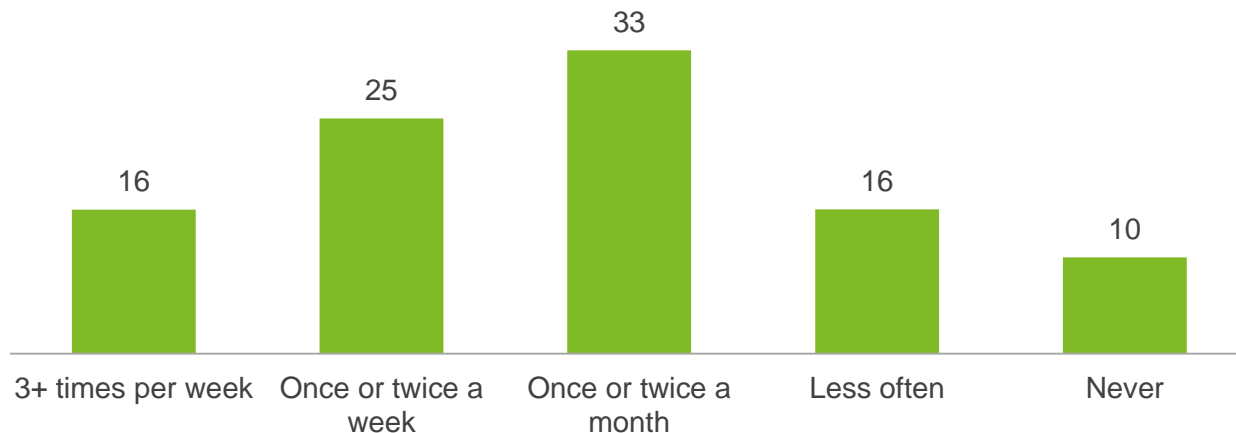
Q. In relation to your household spending, would you say you generally: see response options in chart

Base: all respondents, excludes unsure and no response (n=835)

Frequency of visiting Coffs Harbour City Centre

Over the past year, how frequently did you do the following:

% of respondents



90% of respondents had visited Coffs Harbour City Centre over the past year.

This is comparable to visitation levels in 2018 (92%), following a downturn in 2020 (78%).

Visitation is slightly higher among people who speak a language other than English, First Nations people, and newer residents who have lived in the area up to three years.

Variances across the community

% 1+ times a month

Total	Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time lived in Coffs			Town v rural		Location									
	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6-12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4-10 years	11+ years	Town	Rural	Orara Valley +	Arrawarra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
74	75	73	73	77	71	75	74	71	76	77	79	74	82	88	74	76	86	73	73	74	77	60	76	72	73	75	83	63	63	53	79

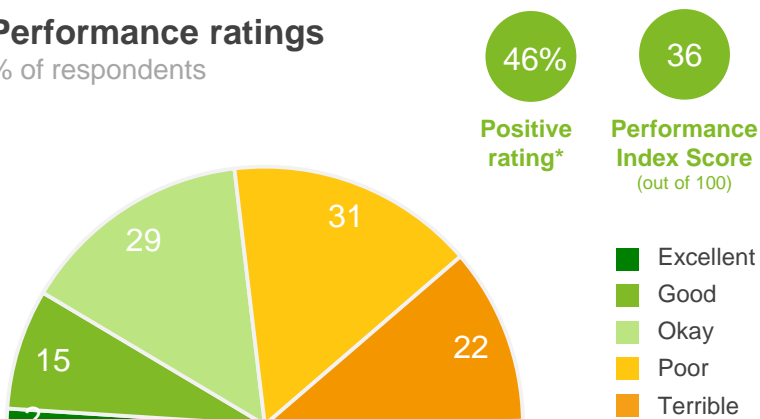
Q. Over the past year, how frequently did you visit Coffs Harbour City Centre?

Base: all respondents, excludes no response (n = 837)

Development and activation of Coffs Harbour City Centre

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

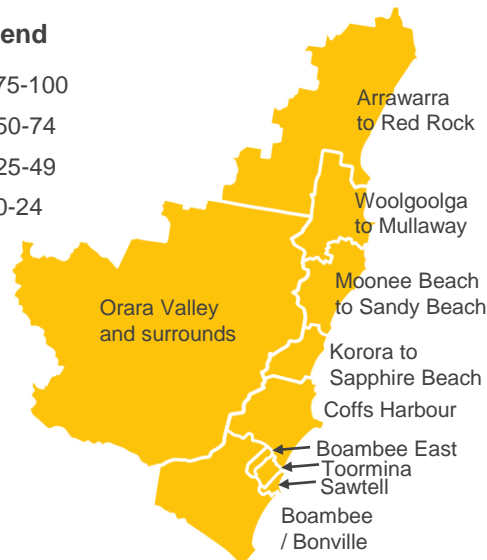
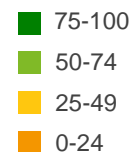


Coffs Harbour City Council	36
Industry High	64
Industry Average	47

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	40
Arrawarra to Red Rock	44
Woolgoolga to Mullaway	37
Moonee Beach to Sandy Beach	31
Korora to Sapphire Beach	40
Coffs Harbour	37
Sawtell	38
Toormina	30
Boambee East	32
Boambee / Bonville	27
Town vs Rural	
Town	36
Rural	37

Community variances

Performance Index Score

Gender

Male	36
Female	37

Have child:

0-5 years	35
6-11 years	33
12-17 years	40
18+ years	39
No children	36

Age

18-34 years	36
35-49 years	37
50-64 years	35
65+ years	36

Disability & culture

Disability	30
First Nations	43
LOTE	35

Home ownership

Home owner	36
Renting / other	35

Time lived in Coffs

0-3 years	49
4-10 years	39
11+ years	33

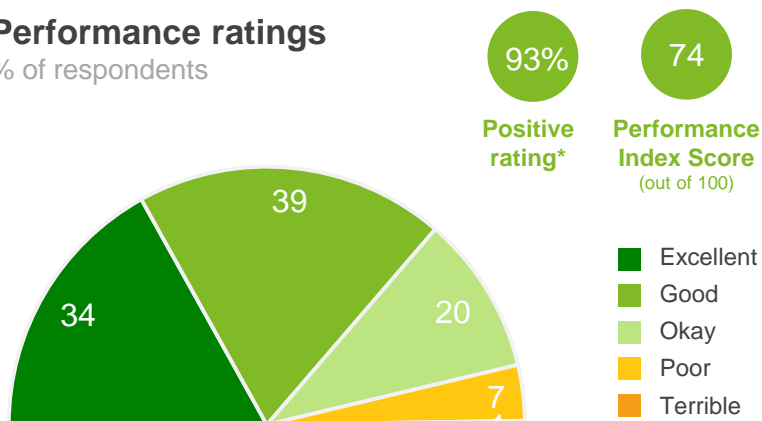
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 894). * Positive Rating = excellent, good + okay

Place to visit

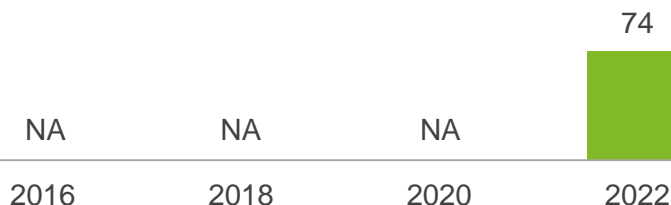
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

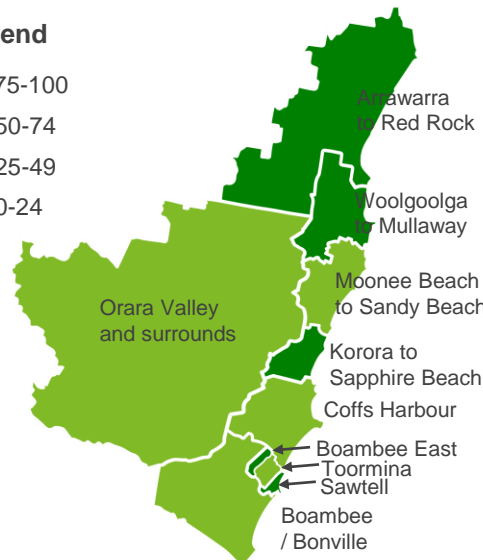
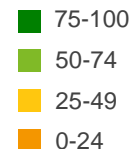


Coffs Harbour City Council	74
Industry High	88
Industry Average	67

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	69
Arararra to Red Rock	81
Woolgoolga to Mullaway	81
Moonee Beach to Sandy Beach	73
Korora to Sapphire Beach	76
Coffs Harbour	73
Sawtell	81
Toormina	74
Boambee East	76
Boambee / Bonville	69
Town vs Rural	
Town	75
Rural	71

Community variances

Performance Index Score

Gender

Male	73
Female	75

Have child:

0-5 years	68
6-11 years	70
12-17 years	73
18+ years	73
No children	76

Age

18-34 years	70
35-49 years	71
50-64 years	76
65+ years	78

Disability & culture

Disability	71
First Nations	78
LOTE	77

Home ownership

Home owner	74
Renting / other	75

Time lived in Coffs

0-3 years	85
4-10 years	75
11+ years	72

Q. How would you rate performance in the following areas?

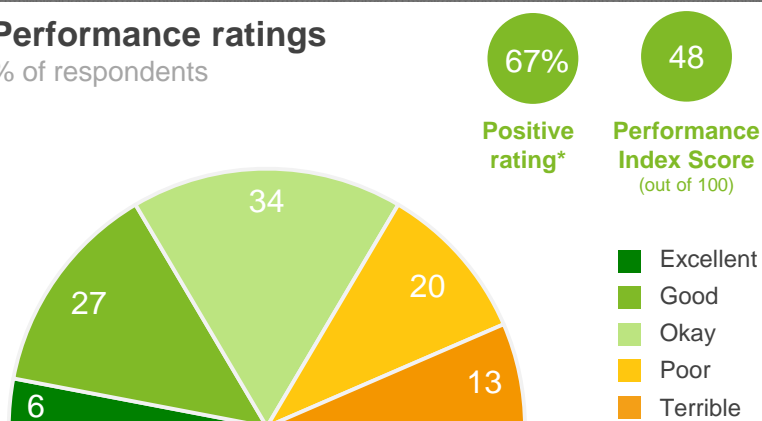
Base: All respondents, excludes 'unsure' and 'no response' (n = 1000).

* Positive Rating = excellent, good + okay

Tourism and destination marketing

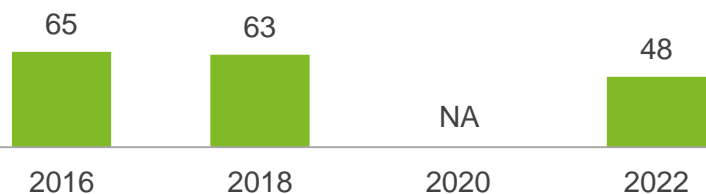
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

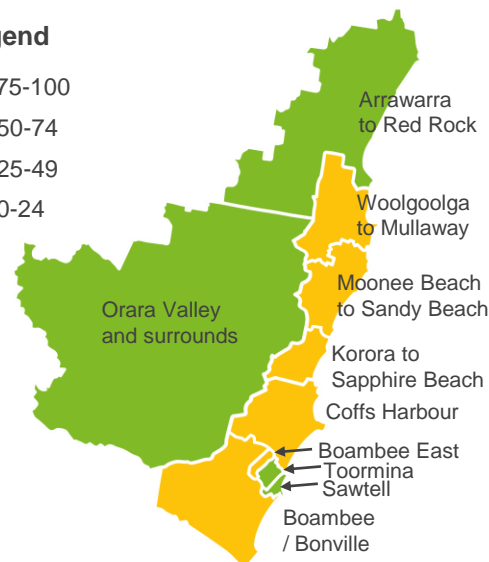
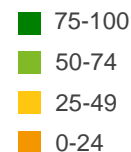


Coffs Harbour City Council	48
Industry High	68
Industry Average	49

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	53
Arrawarra to Red Rock	57
Woolgoolga to Mullaway	45
Moonee Beach to Sandy Beach	45
Korora to Sapphire Beach	47
Coffs Harbour	49
Sawtell	54
Toormina	51
Boambee East	46
Boambee / Bonville	41
Town vs Rural	
Town	48
Rural	49

Community variances

Performance Index Score

Gender

Male	48
Female	50

Have child:

0-5 years	43
6-11 years	47
12-17 years	54
18+ years	51
No children	48

Age

18-34 years	47
35-49 years	49
50-64 years	49
65+ years	48

Disability & culture

Disability	46
First Nations	52
LOTE	55

Home ownership

Home owner	47
Renting / other	57

Time lived in Coffs

0-3 years	60
4-10 years	51
11+ years	46

Q. How would you rate performance in the following areas?

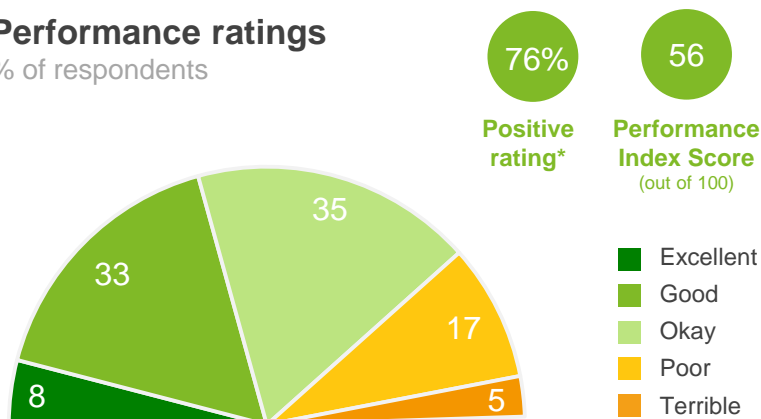
Base: All respondents, excludes 'unsure' and 'no response' (n = 873). * Positive Rating = excellent, good + okay

Performance ratings

Festivals and events

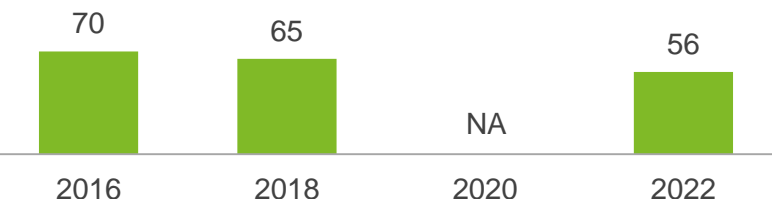
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

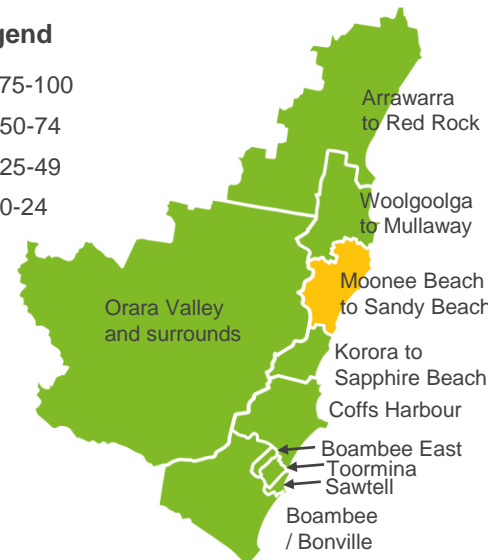
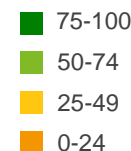


Coffs Harbour City Council	56
Industry High	75
Industry Average	61

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	57
Arrawarra to Red Rock	61
Woolgoolga to Mullaway	58
Moonee Beach to Sandy Beach	49
Korora to Sapphire Beach	56
Coffs Harbour	56
Sawtell	60
Toormina	59
Boambee East	52
Boambee / Bonville	51
Town vs Rural	
Town	57
Rural	53

Community variances

Performance Index Score

Gender

Male	55
Female	57

Age

18-34 years	51
35-49 years	53
50-64 years	57
65+ years	60

Have child:

0-5 years	48
6-11 years	49
12-17 years	56
18+ years	55
No children	59

Disability & culture

Disability	54
First Nations	54
LOTE	57

Home ownership

Home owner	55
Renting / other	57

Time lived in Coffs

0-3 years	67
4-10 years	59
11+ years	54

Q. How would you rate performance in the following areas?

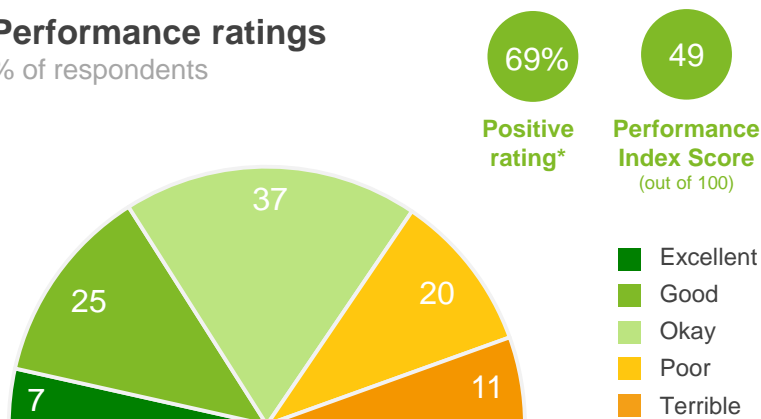
Base: All respondents, excludes 'unsure' and 'no response' (n = 926). * Positive Rating = excellent, good + okay

Performance ratings

Arts and culture services and facilities (theatre, museums and art galleries)

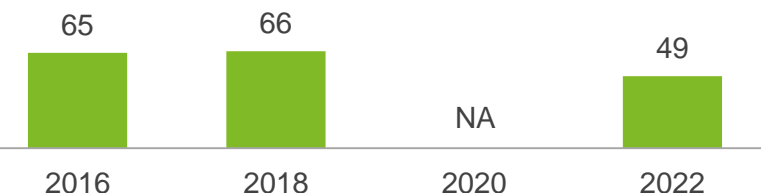
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

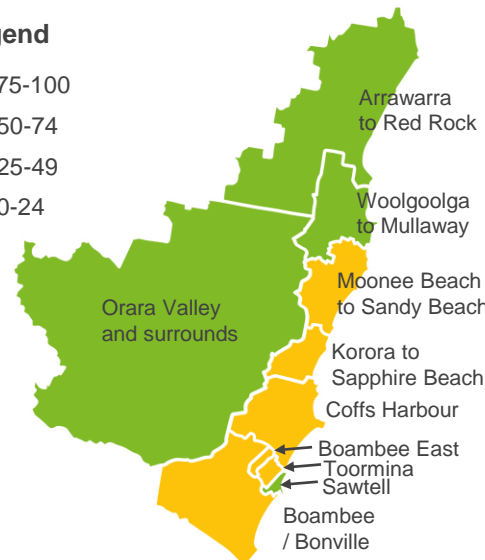
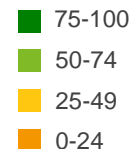


Coffs Harbour City Council	49
Industry High	75
Industry Average	61

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	52
Arrawarra to Red Rock	51
Woolgoolga to Mullaway	56
Moonee Beach to Sandy Beach	44
Korora to Sapphire Beach	48
Coffs Harbour	49
Sawtell	52
Toormina	48
Boambee East	49
Boambee / Bonville	44
Town vs Rural	
Town	50
Rural	49

Community variances

Performance Index Score

Gender

Male	49
Female	49

Have child:

0-5 years	47
6-11 years	43
12-17 years	53
18+ years	53
No children	51

Age

18-34 years	50
35-49 years	48
50-64 years	50
65+ years	50

Disability & culture

Disability	49
First Nations	43
LOTE	46

Home ownership

Home owner	49
Renting / other	51

Time lived in Coffs

0-3 years	64
4-10 years	54
11+ years	47

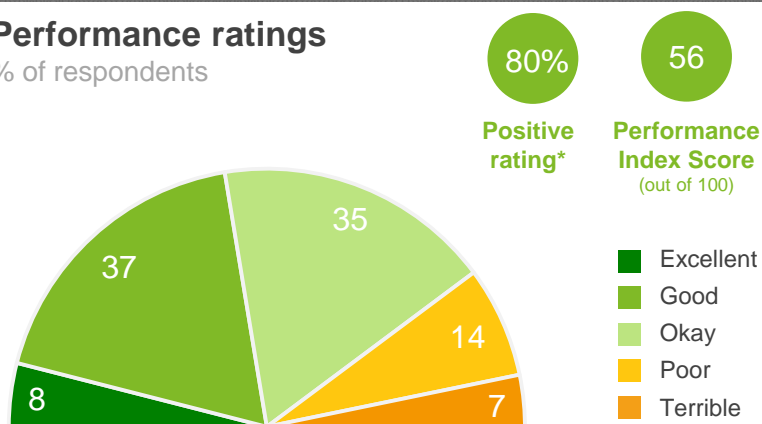
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 898). * Positive Rating = excellent, good + okay

Opportunity to participate in arts and cultural activities

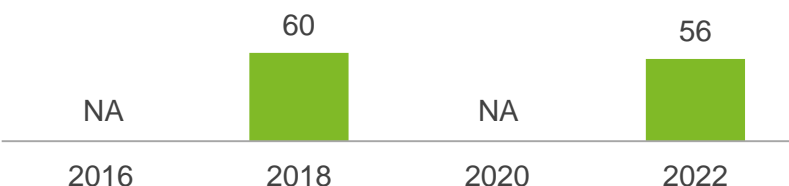
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

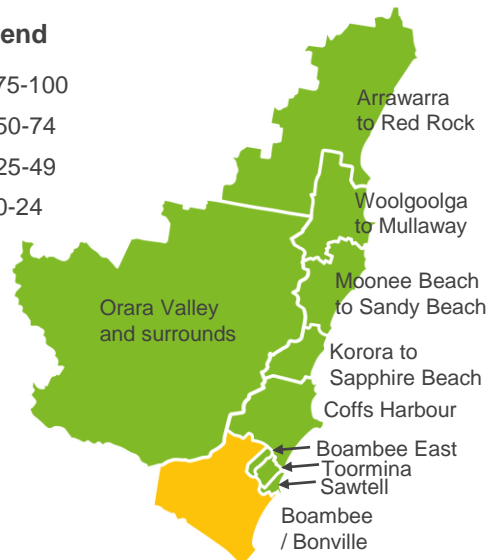
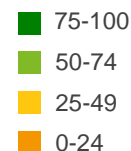


Coffs Harbour City Council	56
Industry High	NA
Industry Average	NA

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	56
Arrawarra to Red Rock	63
Woolgoolga to Mullaway	59
Moonee Beach to Sandy Beach	55
Korora to Sapphire Beach	56
Coffs Harbour	56
Sawtell	58
Toormina	56
Boambee East	60
Boambee / Bonville	49
Town vs Rural	
Town	57
Rural	52

Community variances

Performance Index Score

Gender

Male	55
Female	58

Have child:

0-5 years	48
6-11 years	51
12-17 years	56
18+ years	61
No children	59

Age

18-34 years	49
35-49 years	55
50-64 years	59
65+ years	61

Disability & culture

Disability	50
First Nations	53
LOTE	56

Home ownership

Home owner	57
Renting / other	53

Time lived in Coffs

0-3 years	56
4-10 years	57
11+ years	56

Q. How would you rate your opportunity to participate in the following types of activities:

Base: All respondents, excludes 'unsure' and 'no response' (n = 749). * Positive Rating = excellent, good + okay

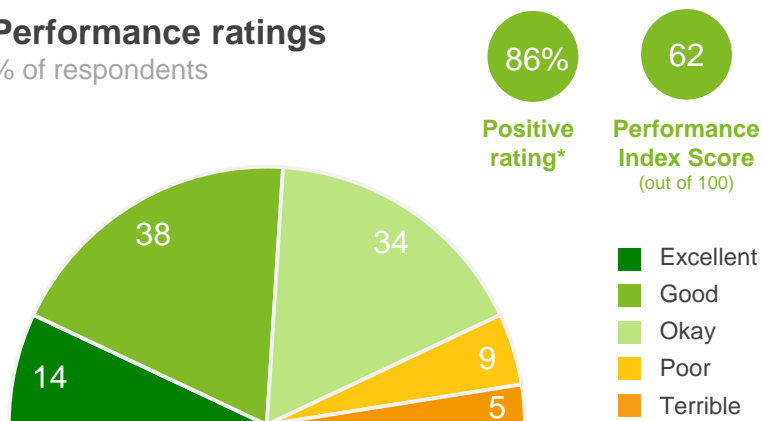
2018: How satisfied are you with the opportunities to attend arts and cultural activities in the local area?

Performance ratings

Library services

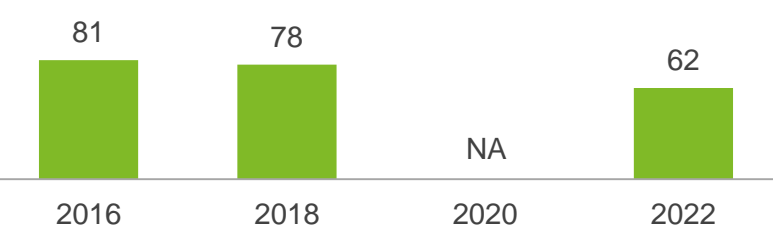
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

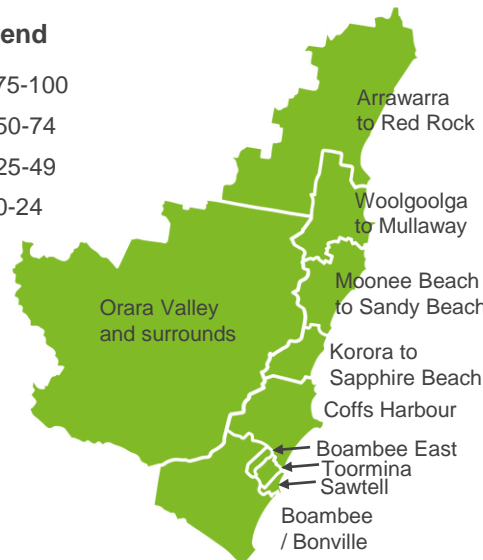
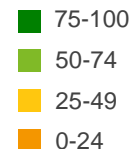


Coffs Harbour City Council	62
Industry High	82
Industry Average	71

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	53
Arrawarra to Red Rock	66
Woolgoolga to Mullaway	67
Moonee Beach to Sandy Beach	60
Korora to Sapphire Beach	66
Coffs Harbour	62
Sawtell	72
Toormina	62
Boambee East	59
Boambee / Bonville	54
Town vs Rural	
Town	63
Rural	57

Community variances

Performance Index Score

Gender

Male	60
Female	63

Have child:

0-5 years	58
6-11 years	56
12-17 years	63
18+ years	62
No children	64

Age

18-34 years	57
35-49 years	61
50-64 years	61
65+ years	66

Disability & culture

Disability	64
First Nations	64
LOTE	55

Home ownership

Home owner	61
Renting / other	65

Time lived in Coffs

0-3 years	66
4-10 years	66
11+ years	61

Q. How would you rate performance in the following areas?

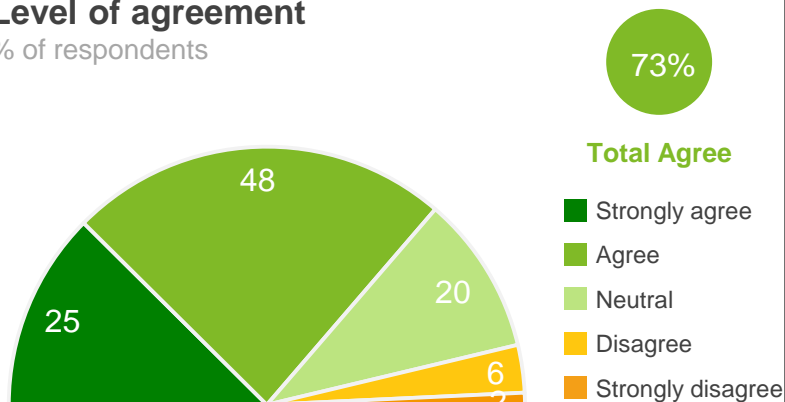
Base: All respondents, excludes 'unsure' and 'no response' (n = 818). * Positive Rating = excellent, good + okay

Community sentiment

I feel I am staying in touch with changing technology

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree

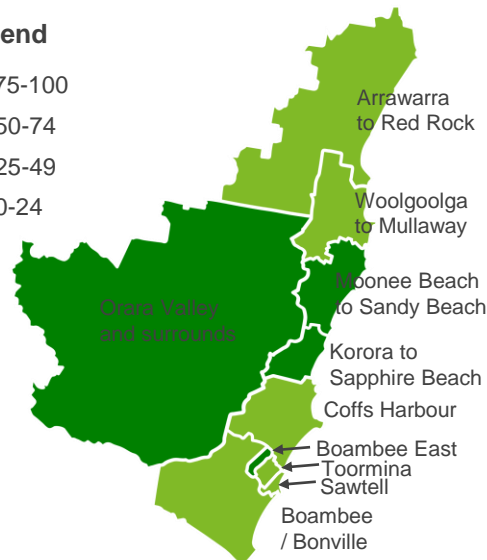
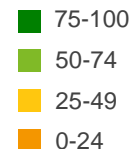


Coffs Harbour City Council	72
Industry High	NA
Industry Average	NA

Geographical variances

% agree

Legend



Location

Orara Valley and surrounds	84
Arrawarra to Red Rock	64
Woolgoolga to Mullaway	68
Moonee Beach to Sandy Beach	79
Korora to Sapphire Beach	86
Coffs Harbour	70
Sawtell	64
Toormina	70
Boambee East	80
Boambee / Bonville	56
Town vs Rural	
Town	72
Rural	73

Community variances

% agree

Gender

Male	74
Female	71

Have child:

0-5 years	84
6-11 years	86
12-17 years	73
18+ years	68
No children	69

Age

18-34 years	72
35-49 years	77
50-64 years	75
65+ years	67

Disability & culture

Disability	61
First Nations	77
LOTE	70

Home ownership

Home owner	74
Renting / other	66

Time lived in Coffs

0-3 years	77
4-10 years	77
11+ years	70

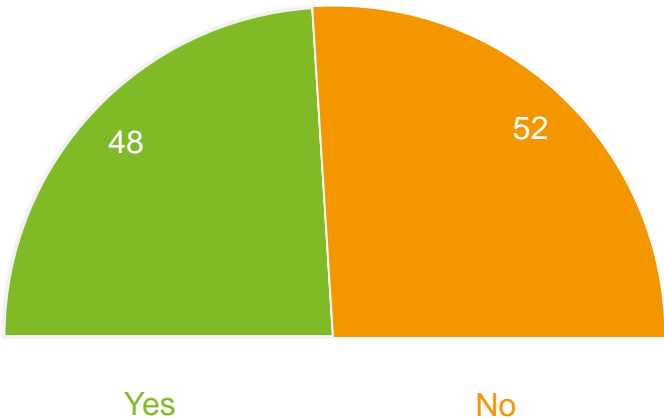
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 873).

Participation in educational activities

Participated in educational activities over the past 12 months

% of respondents



48% of participants have participated in educational activities over the past 12 months, including short courses, workshops and seminars.

Participation in educational activities is greater among people who mainly speak a language other than English, those aged 35-49 years, people who are renting, and newer residents to the area. It is also higher among females than males.

Participation is lowest among seniors, and people living between Woolgoolga and Mullaway, and between Moonee and Sandy Beach.

Variances across the community

% yes

Variances across the community																															
% yes																															
Total	Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time lived in Coffs			Town v rural		Location									
	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6-12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley + surrounds	Arararra to Red Rock	Woolgoolga to Mullaway	Moonee to Sandy Beach	Korora to Sapphire Beach	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
48	41	55	50	61	50	34	44	49	56	53	53	57	53	67	45	64	60	54	43	46	57	51	57	34	35	47	52	51	44	52	44

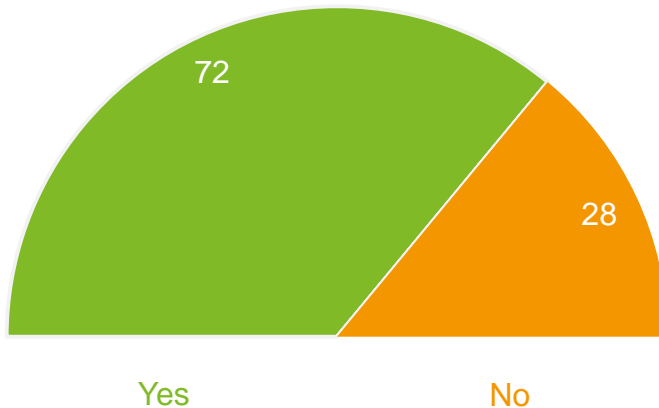
Q. Over the past year, have you participated in any educational activities, including short courses, workshops or seminars?

Base: All respondents, excludes no response (n = 833)

Feel education and training is sufficient to get a job

Feel education and training is sufficient to get a job

% of respondents who are unemployed or seeking work



Among respondents who are unemployed or seeking work, 72% feel they have sufficient education and training to get a job.

Of concern, 28% of people in this group do not feel they have sufficient education or training to get a job. This appears to be more of a concern for First Nations people, people with disability, those with children in primary school, in rural areas, and those living in Woolgoolga to Mullaway, Korora to Sapphire Beach, and Boambee / Bonville*.

Variances across the community

% yes

Total	Gender		Respondent age				Have child aged:					Cultural group			Tenure		Time lived in Coffs			Town v rural		Location									
	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6-12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley + surrounds	Arrawarra to Red Rock	Woolgoolga to Mullaway	Moonee to Sandy Beach	Korora to Sapphire Beach	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
72	73	73	78	65	73	65	70	100	49	67	68	55	41	100	72	75	72	95	67	80	48	92	80	40	79	55	74	88	78	100	43

Q. If unemployed or seeking work, do you feel you have sufficient education and training to get a job?

Base: Respondents who are unemployed or seeking work, excludes no response (n = 154)

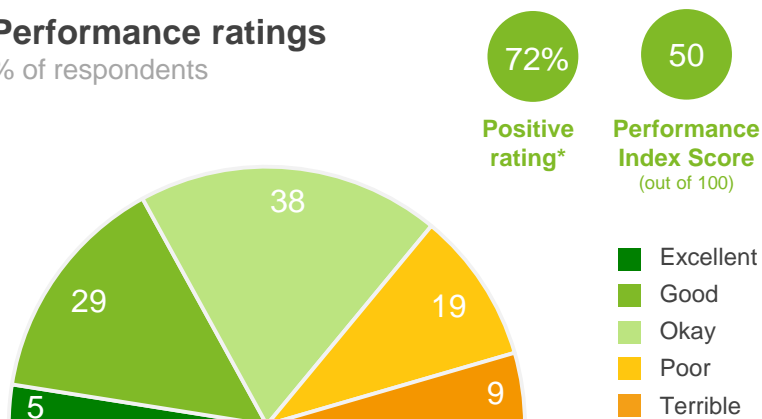
* Please note smaller sample sizes for sub-groups may impact the reliability of reported variances.

Liveable neighbourhoods

Overall appearance of public areas

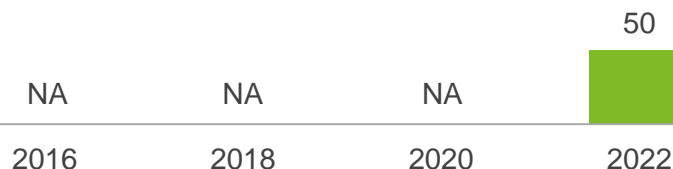
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

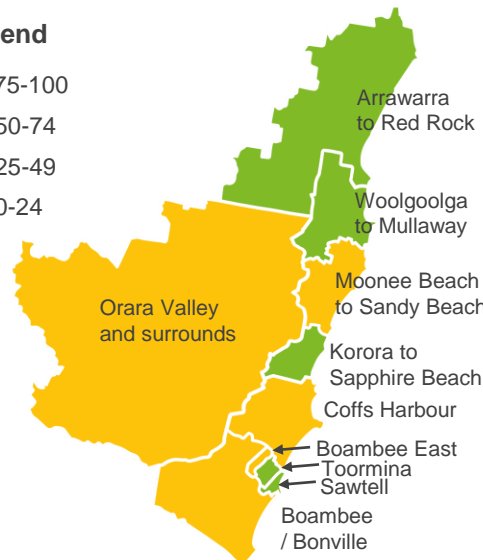
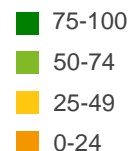


Coffs Harbour City Council	50
Industry High	NA
Industry Average	NA

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	46
Arrawarra to Red Rock	54
Woolgoolga to Mullaway	53
Moonee Beach to Sandy Beach	47
Korora to Sapphire Beach	54
Coffs Harbour	49
Sawtell	61
Toormina	52
Boambee East	48
Boambee / Bonville	46
Town vs Rural	
Town	51
Rural	48

Community variances

Performance Index Score

Gender

Male	50
Female	51

Have child:

0-5 years	50
6-11 years	48
12-17 years	49
18+ years	47
No children	52

Age

18-34 years	51
35-49 years	48
50-64 years	50
65+ years	52

Disability & culture

Disability	44
First Nations	45
LOTE	56

Home ownership

Home owner	50
Renting / other	53

Time lived in Coffs

0-3 years	60
4-10 years	52
11+ years	49

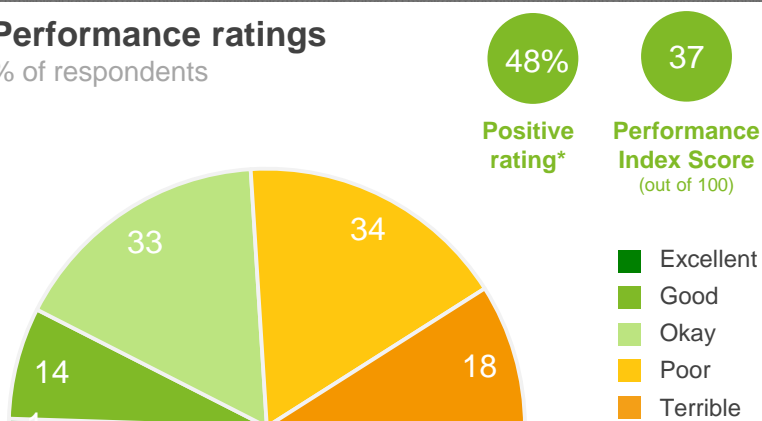
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 938). * Positive Rating = excellent, good + okay

Managing responsible growth and development

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

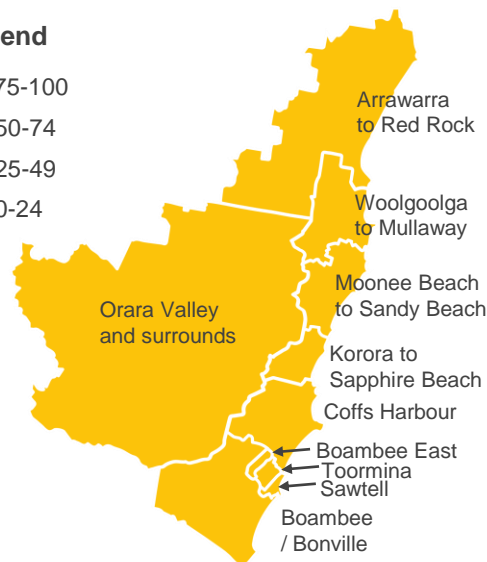
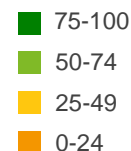


Coffs Harbour City Council	37
Industry High	59
Industry Average	48

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	34
Arrawarra to Red Rock	31
Woolgoolga to Mullaway	37
Moonee Beach to Sandy Beach	33
Korora to Sapphire Beach	39
Coffs Harbour	40
Sawtell	40
Toormina	37
Boambee East	35
Boambee / Bonville	29
Town vs Rural	
Town	38
Rural	33

Community variances

Performance Index Score

Gender

Male	38
Female	37

Have child:

0-5 years	35
6-11 years	35
12-17 years	40
18+ years	39
No children	39

Age

18-34 years	36
35-49 years	37
50-64 years	35
65+ years	40

Disability & culture

Disability	29
First Nations	41
LOTE	48

Home ownership

Home owner	37
Renting / other	36

Time lived in Coffs

0-3 years	48
4-10 years	41
11+ years	35

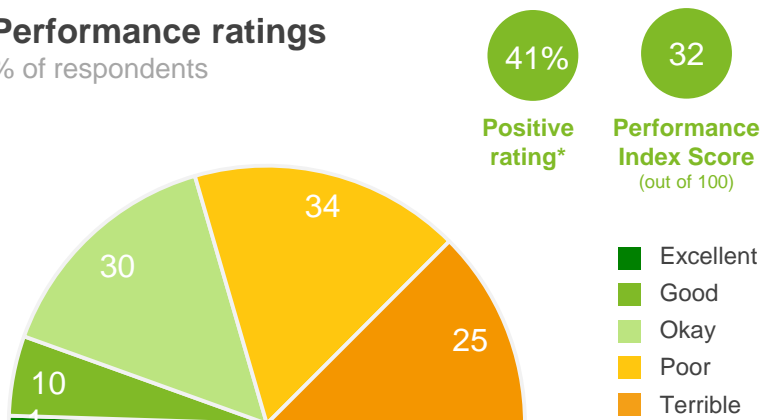
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 871). * Positive Rating = excellent, good + okay

Planning and building approvals

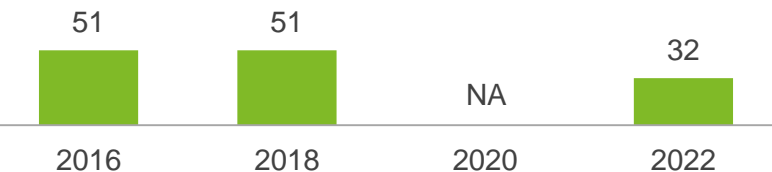
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

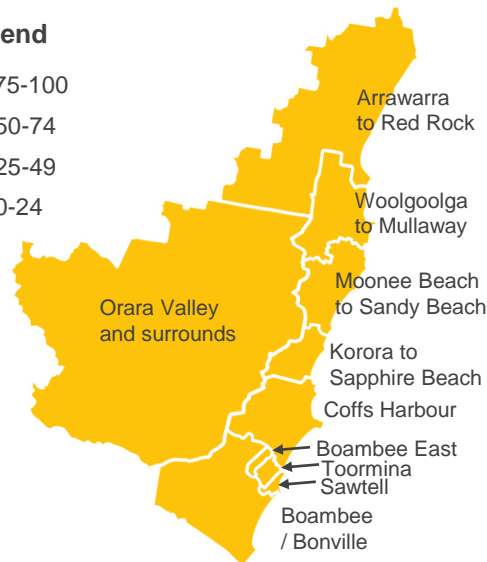
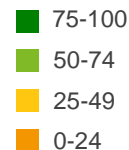


Coffs Harbour City Council	32
Industry High	60
Industry Average	45

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	29
Arrawarra to Red Rock	27
Woolgoolga to Mullaway	31
Moonee Beach to Sandy Beach	26
Korora to Sapphire Beach	36
Coffs Harbour	33
Sawtell	36
Toormina	32
Boambee East	33
Boambee / Bonville	28
Town vs Rural	
Town	33
Rural	29

Community variances

Performance Index Score

Gender

Male	31
Female	33

Have child:

0-5 years	33
6-11 years	30
12-17 years	33
18+ years	27
No children	32

Age

18-34 years	33
35-49 years	30
50-64 years	30
65+ years	34

Disability & culture

Disability	24
First Nations	32
LOTE	33

Home ownership

Home owner	32
Renting / other	32

Time lived in Coffs

0-3 years	45
4-10 years	35
11+ years	30

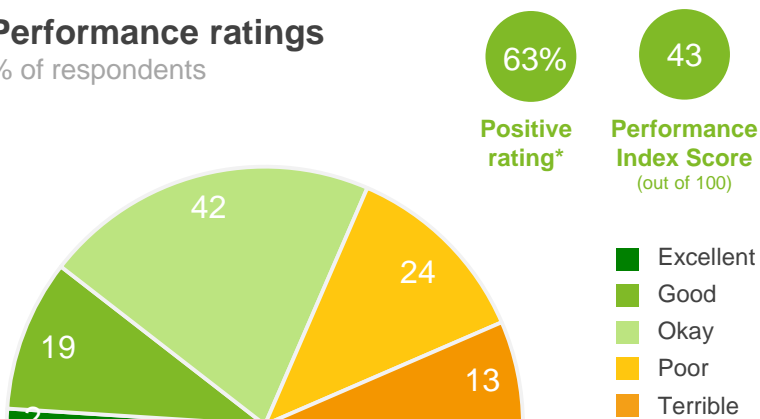
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 760). * Positive Rating = excellent, good + okay

Preserving and promoting local history and heritage

Performance ratings

% of respondents



Trend Analysis

Performance Index Score

43

NA	NA	NA	
2016	2018	2020	2022

MARKYT Industry Standards

Performance Index Score

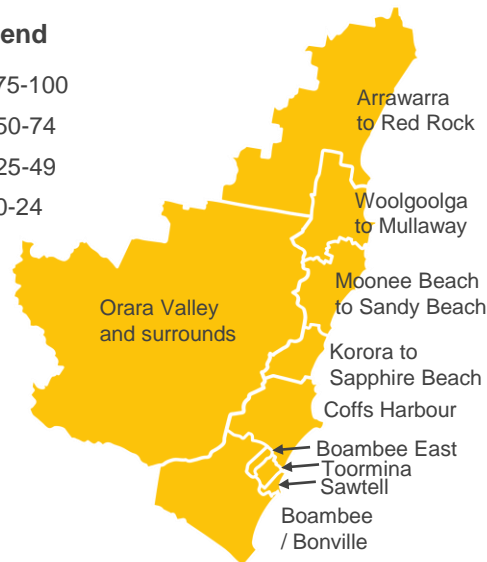
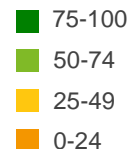


Coffs Harbour City Council	43
Industry High	75
Industry Average	57

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	36
Arrawarra to Red Rock	45
Woolgoolga to Mullaway	48
Moonee Beach to Sandy Beach	41
Korora to Sapphire Beach	48
Coffs Harbour	44
Sawtell	42
Toormina	44
Boambee East	40
Boambee / Bonville	38
Town vs Rural	
Town	45
Rural	35

Community variances

Performance Index Score

Gender

Male	44
Female	42

Have child:

0-5 years	44
6-11 years	43
12-17 years	42
18+ years	41
No children	43

Age

18-34 years	42
35-49 years	44
50-64 years	44
65+ years	42

Disability & culture

Disability	33
First Nations	39
LOTE	37

Home ownership

Home owner	44
Renting / other	37

Time lived in Coffs

0-3 years	48
4-10 years	47
11+ years	42

Q. How would you rate performance in the following areas?

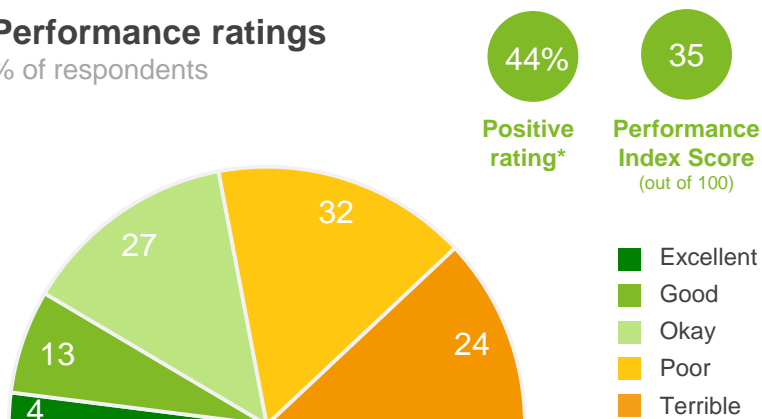
Base: All respondents, excludes 'unsure' and 'no response' (n = 818). * Positive Rating = excellent, good + okay

Performance ratings

Access to housing that meets your needs

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

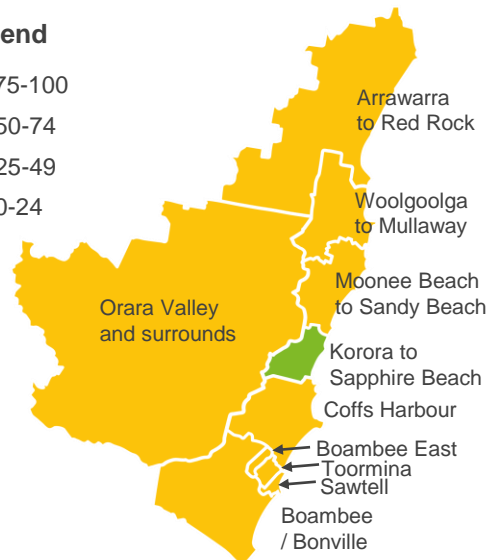
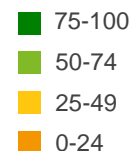


Coffs Harbour City Council	35
Industry High	68
Industry Average	53

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	28
Arrawarra to Red Rock	40
Woolgoolga to Mullaway	41
Moonee Beach to Sandy Beach	37
Korora to Sapphire Beach	50
Coffs Harbour	34
Sawtell	35
Toormina	25
Boambee East	33
Boambee / Bonville	31
Town vs Rural	
Town	36
Rural	33

Community variances

Performance Index Score

Gender

Male	36
Female	34

Have child:

0-5 years	33
6-11 years	31
12-17 years	33
18+ years	37
No children	37

Age

18-34 years	29
35-49 years	31
50-64 years	36
65+ years	43

Disability & culture

Disability	25
First Nations	24
LOTE	34

Home ownership

Home owner	39
Renting / other	18

Time lived in Coffs

0-3 years	43
4-10 years	38
11+ years	34

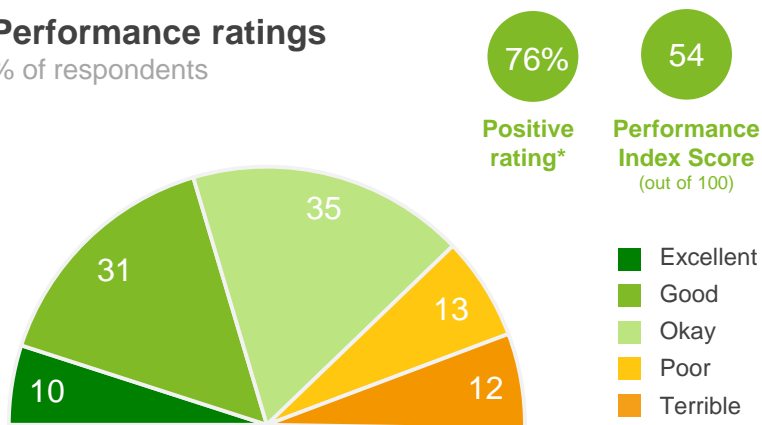
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 782). * Positive Rating = excellent, good + okay

Water supply, stormwater and sewerage

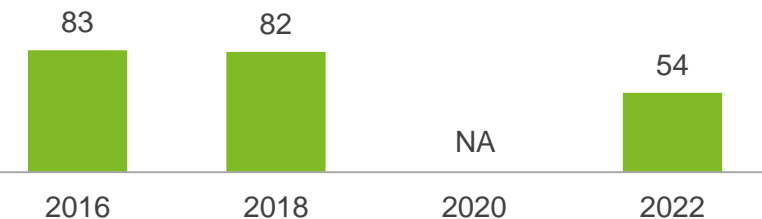
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

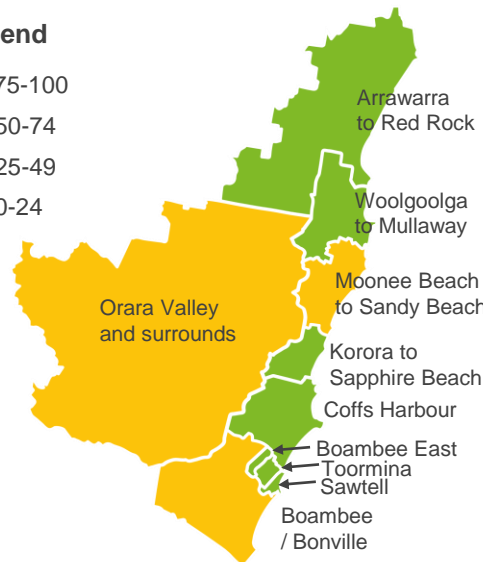
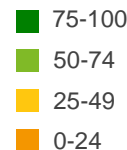


Coffs Harbour City Council	54
Industry High	NA
Industry Average	NA

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	41
Arrawarra to Red Rock	51
Woolgoolga to Mullaway	51
Moonee Beach to Sandy Beach	45
Korora to Sapphire Beach	63
Coffs Harbour	58
Sawtell	52
Toormina	53
Boambee East	59
Boambee / Bonville	37
Town vs Rural	
Town	56
Rural	42

Community variances

Performance Index Score

Gender

Male	56
Female	52

Have child:

0-5 years	52
6-11 years	47
12-17 years	52
18+ years	51
No children	56

Age

18-34 years	52
35-49 years	49
50-64 years	53
65+ years	58

Disability & culture

Disability	44
First Nations	54
LOTE	52

Home ownership

Home owner	54
Renting / other	52

Time lived in Coffs

0-3 years	61
4-10 years	57
11+ years	52

Q. How would you rate performance in the following areas?

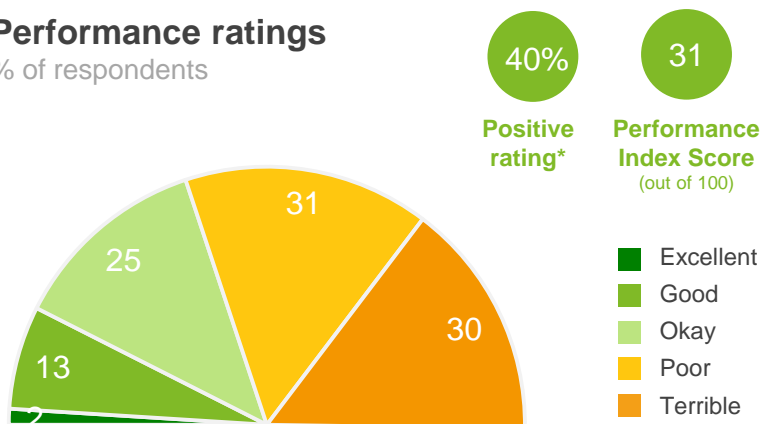
Base: All respondents, excludes 'unsure' and 'no response' (n = 895). * Positive Rating = excellent, good + okay

Performance ratings

Local roads (including bridges)

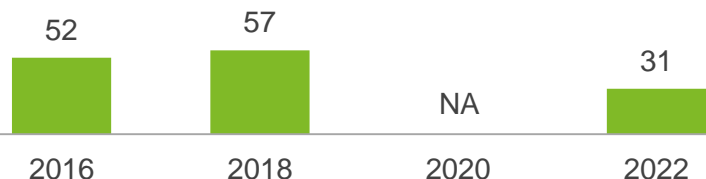
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

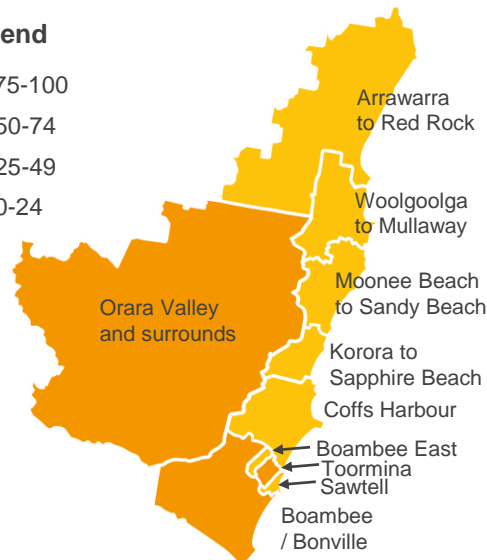
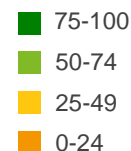


Coffs Harbour City Council	31
Industry High	67
Industry Average	49

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	24
Arrawarra to Red Rock	27
Woolgoolga to Mullaway	31
Moonee Beach to Sandy Beach	27
Korora to Sapphire Beach	44
Coffs Harbour	35
Sawtell	29
Toormina	22
Boambee East	29
Boambee / Bonville	24
Town vs Rural	
Town	32
Rural	27

Community variances

Performance Index Score

Gender

Male	32
Female	31

Have child:

0-5 years	36
6-11 years	29
12-17 years	31
18+ years	27
No children	32

Age

18-34 years	32
35-49 years	29
50-64 years	30
65+ years	33

Disability & culture

Disability	23
First Nations	35
LOTE	33

Home ownership

Home owner	31
Renting / other	30

Time lived in Coffs

0-3 years	36
4-10 years	36
11+ years	29

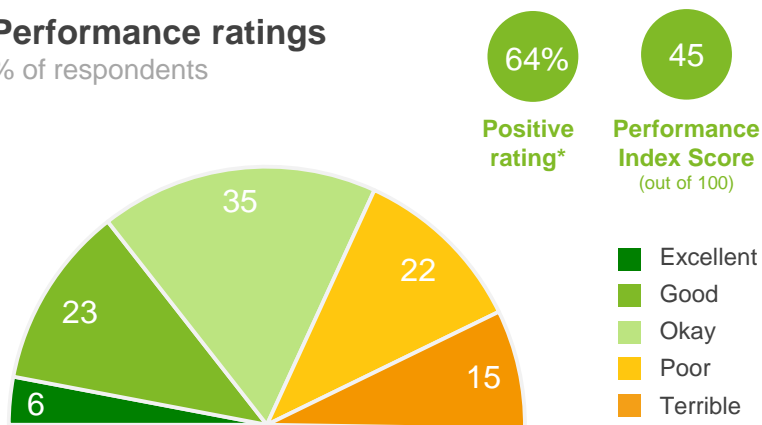
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 941). * Positive Rating = excellent, good + okay

Streetscapes, trees and verges

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

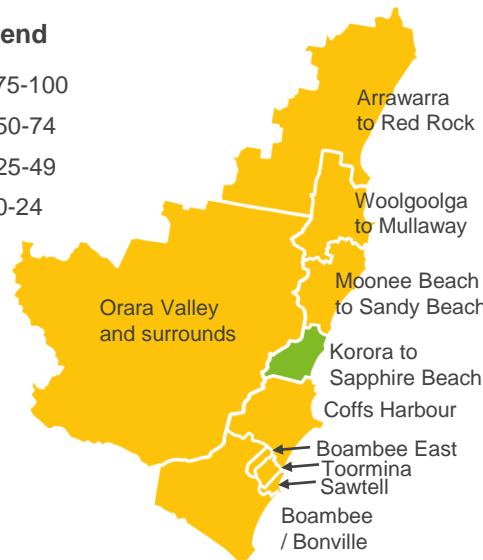
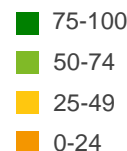


Coffs Harbour City Council	45
Industry High	64
Industry Average	53

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	38
Arrawarra to Red Rock	43
Woolgoolga to Mullaway	43
Moonee Beach to Sandy Beach	38
Korora to Sapphire Beach	53
Coffs Harbour	47
Sawtell	49
Toormina	46
Boambee East	47
Boambee / Bonville	43
Town vs Rural	
Town	46
Rural	43

Community variances

Performance Index Score

Gender

Male	45
Female	46

Have child:

0-5 years	46
6-11 years	43
12-17 years	46
18+ years	44
No children	46

Age

18-34 years	48
35-49 years	45
50-64 years	44
65+ years	46

Disability & culture

Disability	37
First Nations	41
LOTE	56

Home ownership

Home owner	45
Renting / other	47

Time lived in Coffs

0-3 years	53
4-10 years	49
11+ years	43

Q. How would you rate performance in the following areas?

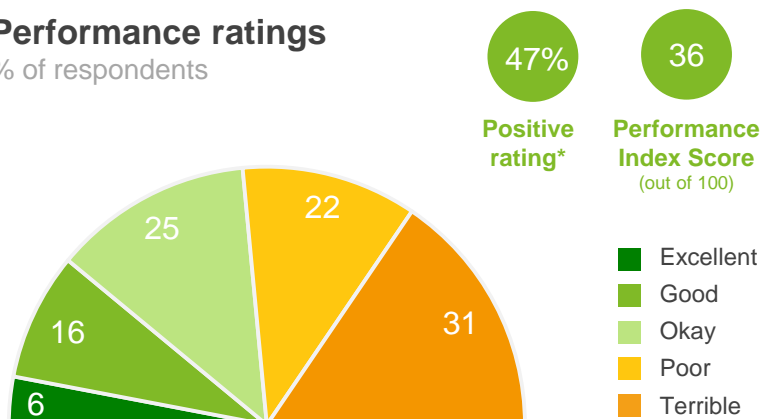
Base: All respondents, excludes 'unsure' and 'no response' (n = 939). * Positive Rating = excellent, good + okay

Performance ratings

Marine facilities (boat ramps, jetties, pontoons)

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

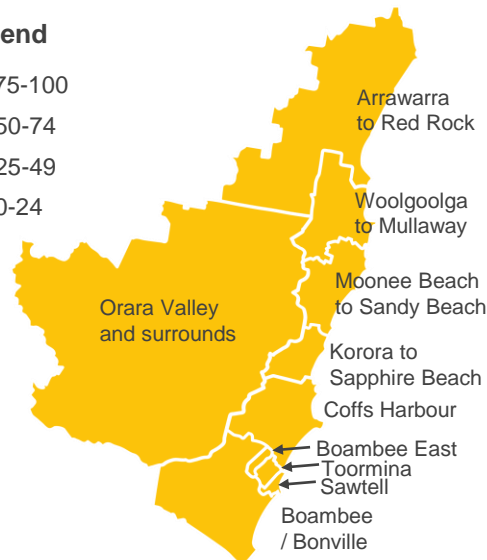
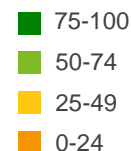


Coffs Harbour City Council	36
Industry High	71
Industry Average	58

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	30
Arrawarra to Red Rock	44
Woolgoolga to Mullaway	41
Moonee Beach to Sandy Beach	34
Korora to Sapphire Beach	39
Coffs Harbour	35
Sawtell	41
Toormina	36
Boambee East	28
Boambee / Bonville	30
Town vs Rural	
Town	36
Rural	38

Community variances

Performance Index Score

Gender

Male	33
Female	39

Have child:

0-5 years	32
6-11 years	36
12-17 years	42
18+ years	33
No children	36

Age

18-34 years	35
35-49 years	35
50-64 years	36
65+ years	36

Disability & culture

Disability	35
First Nations	42
LOTE	42

Home ownership

Home owner	35
Renting / other	40

Time lived in Coffs

0-3 years	58
4-10 years	42
11+ years	32

Q. How would you rate performance in the following areas?

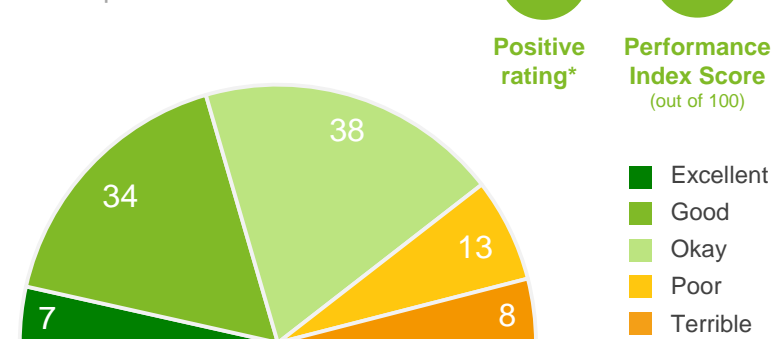
Base: All respondents, excludes 'unsure' and 'no response' (n = 785). * Positive Rating = excellent, good + okay

A natural environment
sustained for the future

Opportunity to participate in environmental activities

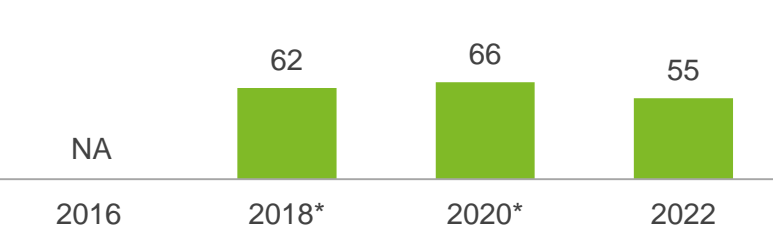
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



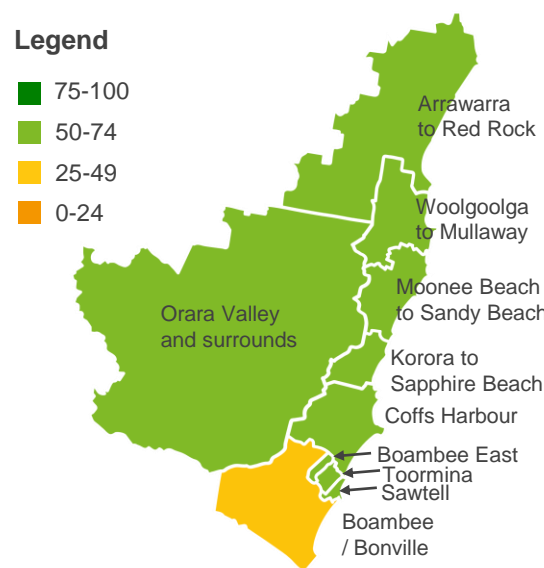
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

Orara Valley and surrounds	59
Arrawarra to Red Rock	64
Woolgoolga to Mullaway	58
Moonee Beach to Sandy Beach	53
Korora to Sapphire Beach	63
Coffs Harbour	51
Sawtell	59
Toormina	58
Boambee East	54
Boambee / Bonville	46
Town vs Rural	
Town	55
Rural	52

Community variances

Performance Index Score

Gender		Have child:		Disability & culture	
Male	54	0-5 years	55	Disability	46
Female	56	6-11 years	49	First Nations	47
Age		12-17 years	56	LOTE	48
18-34 years	45	18+ years	58	Home ownership	
35-49 years	57	No children	56	Home owner	57
50-64 years	58			Renting / other	46
65+ years	60			Time lived in Coffs	
				0-3 years	51
				4-10 years	58
				11+ years	54

Q. How would you rate your opportunity to participate in the following types of activities:

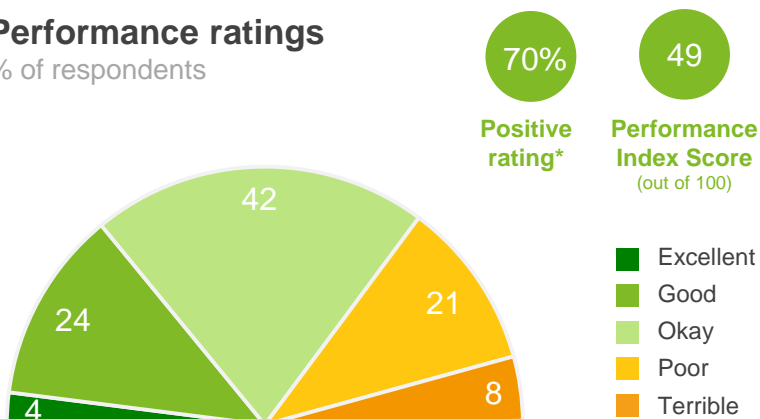
Base: All respondents, excludes 'unsure' and 'no response' (n = 725). * Positive Rating = excellent, good + okay
 2018 and 2020: How satisfied are you with opportunities to learn about Coffs Harbour's natural areas? 5 point scale

Performance ratings

Efforts to promote and adopt sustainable practices

Performance ratings

% of respondents



Trend Analysis

Performance Index Score

49

NA	NA	NA	
2016	2018	2020	2022

MARKYT Industry Standards

Performance Index Score

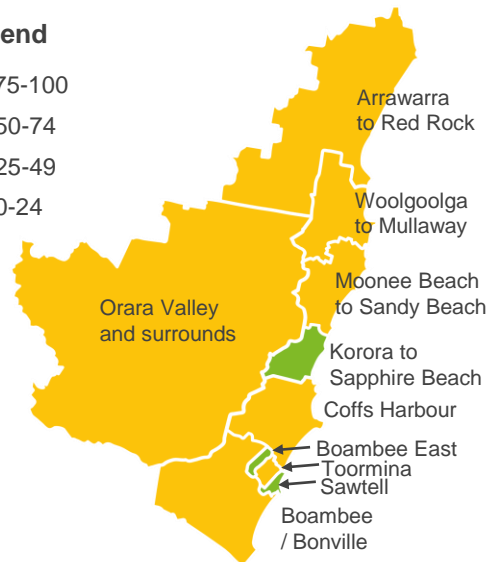
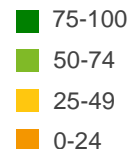


Coffs Harbour City Council	49
Industry High	62
Industry Average	51

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	48
Arrawarra to Red Rock	40
Woolgoolga to Mullaway	49
Moonee Beach to Sandy Beach	41
Korora to Sapphire Beach	56
Coffs Harbour	48
Sawtell	57
Toormina	46
Boambee East	52
Boambee / Bonville	49
Town vs Rural	
Town	50
Rural	46

Community variances

Performance Index Score

Gender

Male	49
Female	49

Have child:

0-5 years	53
6-11 years	51
12-17 years	49
18+ years	48
No children	49

Age

18-34 years	47
35-49 years	49
50-64 years	47
65+ years	52

Disability & culture

Disability	36
First Nations	41
LOTE	46

Home ownership

Home owner	49
Renting / other	47

Time lived in Coffs

0-3 years	53
4-10 years	50
11+ years	48

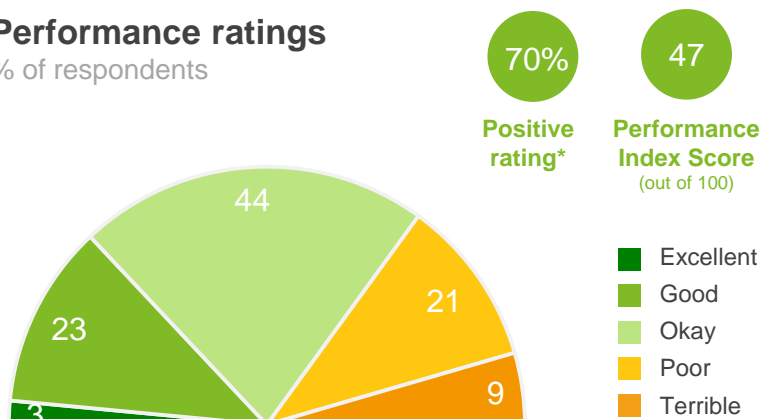
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 786). * Positive Rating = excellent, good + okay

Preserving and protecting the natural environment

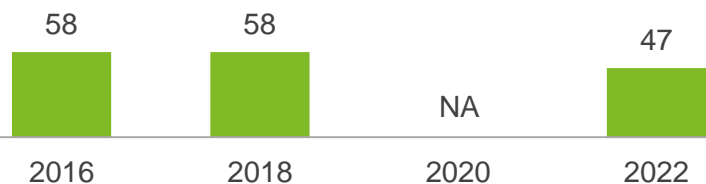
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

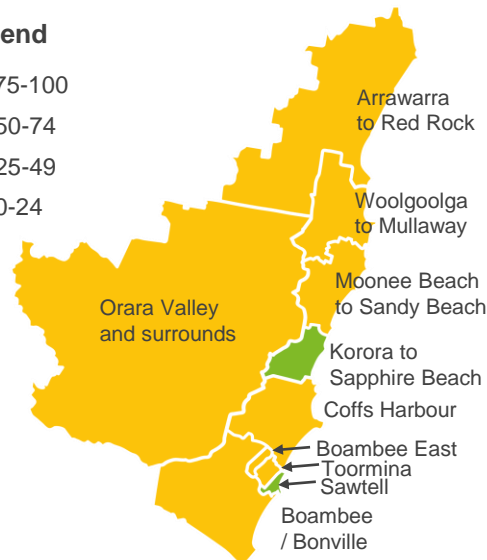
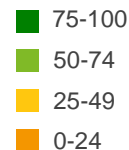


Coffs Harbour City Council	47
Industry High	73
Industry Average	55

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	44
Arrawarra to Red Rock	43
Woolgoolga to Mullaway	49
Moonee Beach to Sandy Beach	43
Korora to Sapphire Beach	54
Coffs Harbour	48
Sawtell	50
Toormina	46
Boambee East	48
Boambee / Bonville	40
Town vs Rural	
Town	48
Rural	45

Community variances

Performance Index Score

Gender

Male	47
Female	48

Have child:

0-5 years	53
6-11 years	51
12-17 years	53
18+ years	48
No children	46

Age

18-34 years	48
35-49 years	49
50-64 years	47
65+ years	46

Disability & culture

Disability	40
First Nations	42
LOTE	45

Home ownership

Home owner	48
Renting / other	44

Time lived in Coffs

0-3 years	58
4-10 years	51
11+ years	46

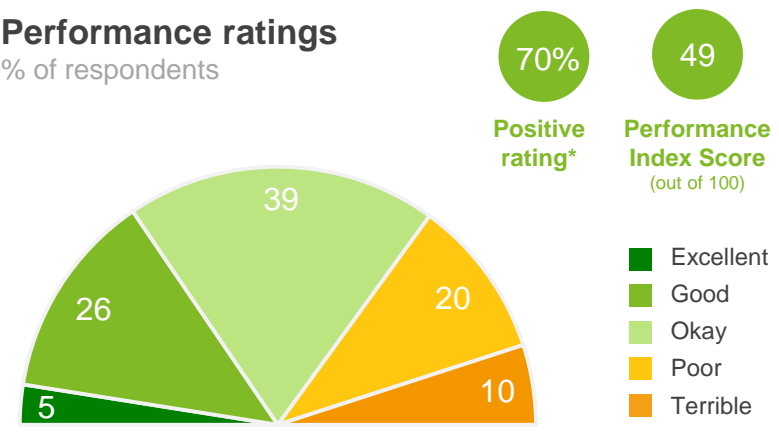
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 855). * Positive Rating = excellent, good + okay

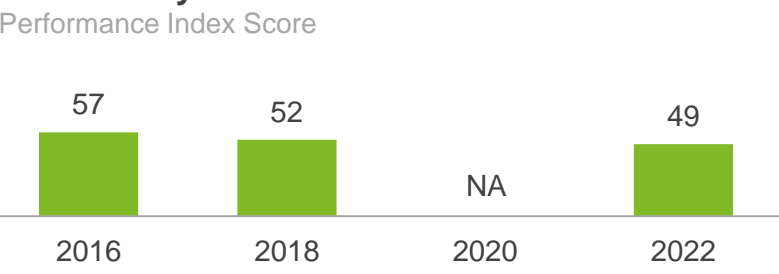
Managing the coastline and local beaches

Performance ratings

% of respondents



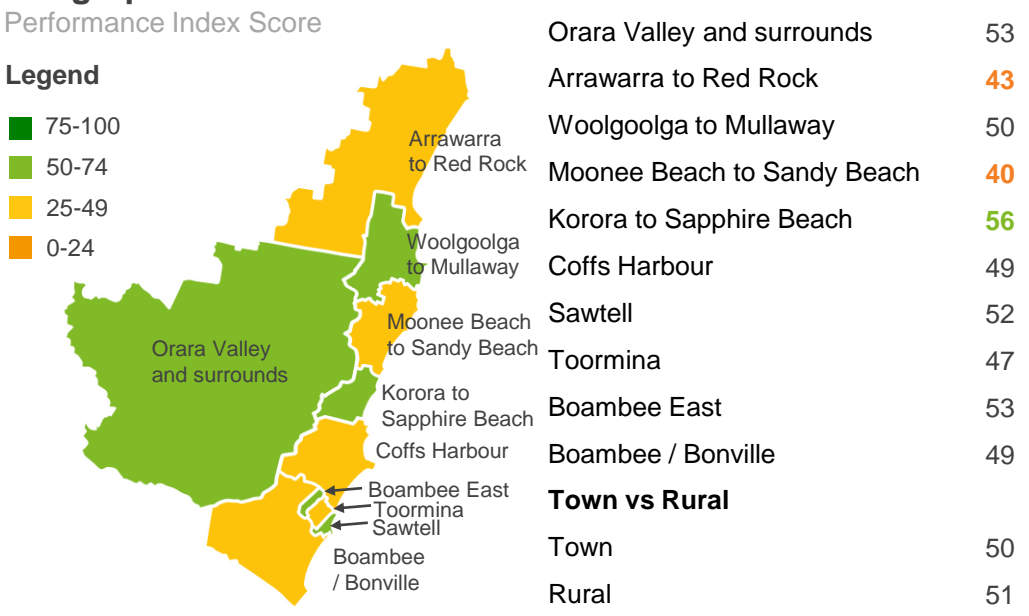
Trend Analysis



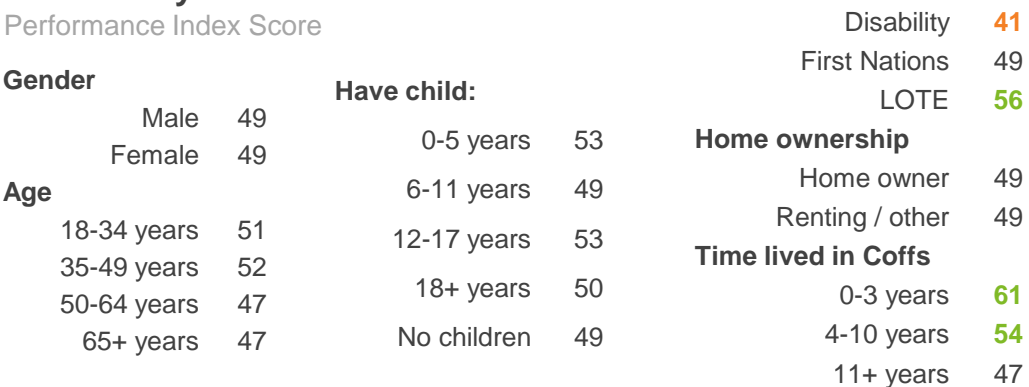
MARKYT Industry Standards



Geographical variances



Community variances



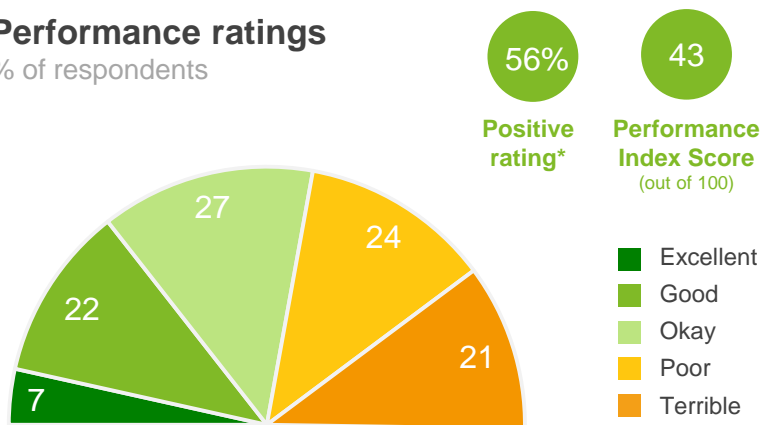
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 881). * Positive Rating = excellent, good + okay

Waste and recycling services

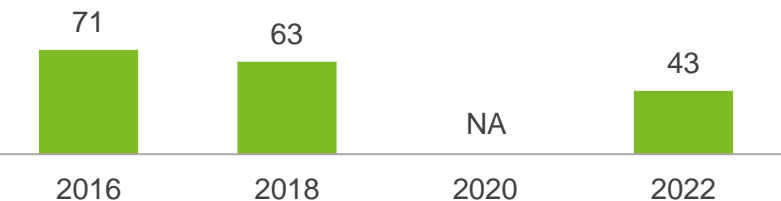
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

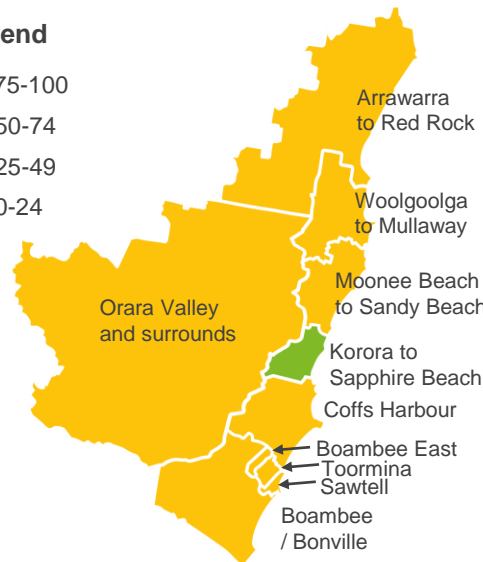
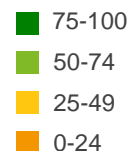


Coffs Harbour City Council	43
Industry High	77
Industry Average	64

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	38
Arrawarra to Red Rock	39
Woolgoolga to Mullaway	44
Moonee Beach to Sandy Beach	37
Korora to Sapphire Beach	54
Coffs Harbour	44
Sawtell	49
Toormina	37
Boambee East	33
Boambee / Bonville	42
Town vs Rural	
Town	44
Rural	38

Community variances

Performance Index Score

Gender

Male	44
Female	42

Have child:

0-5 years	43
6-11 years	39
12-17 years	43
18+ years	38
No children	44

Age

18-34 years	43
35-49 years	37
50-64 years	41
65+ years	48

Disability & culture

Disability	34
First Nations	34
LOTE	43

Home ownership

Home owner	42
Renting / other	45

Time lived in Coffs

0-3 years	53
4-10 years	45
11+ years	41

Q. How would you rate performance in the following areas?

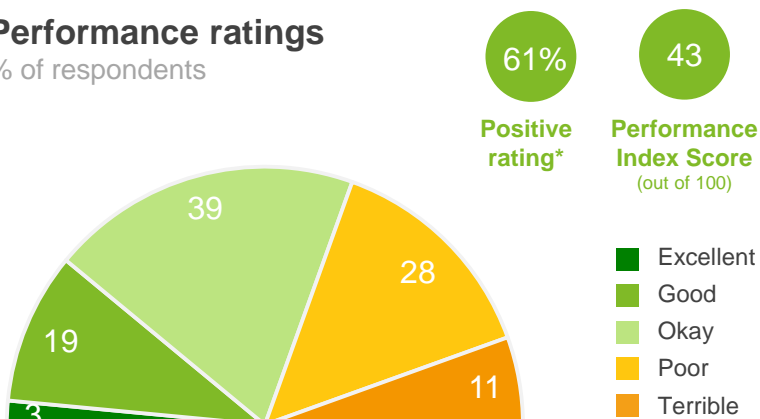
Base: All respondents, excludes 'unsure' and 'no response' (n = 915). * Positive Rating = excellent, good + okay

Performance ratings

Natural disaster education, prevention and recovery (fire, flood, pandemic)

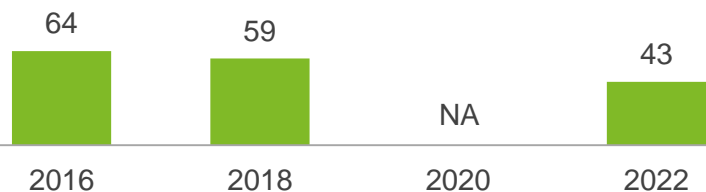
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

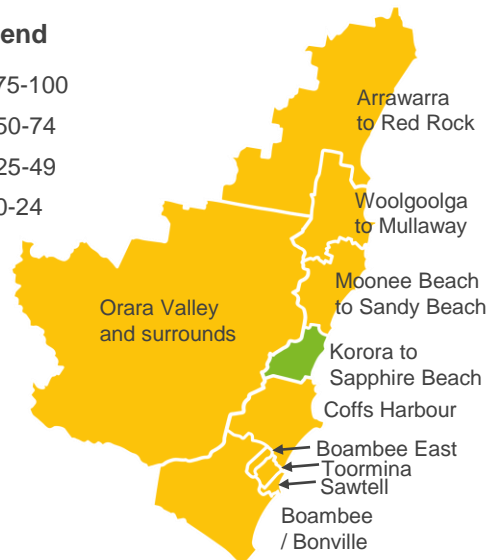
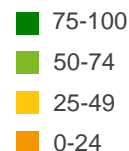


Coffs Harbour City Council	43
Industry High	69
Industry Average	57

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	34
Arrawarra to Red Rock	38
Woolgoolga to Mullaway	45
Moonee Beach to Sandy Beach	34
Korora to Sapphire Beach	52
Coffs Harbour	48
Sawtell	45
Toormina	29
Boambee East	43
Boambee / Bonville	38
Town vs Rural	
Town	44
Rural	39

Community variances

Performance Index Score

Gender

Male	47
Female	40

Have child:

0-5 years	48
6-11 years	44
12-17 years	44
18+ years	46
No children	43

Age

18-34 years	43
35-49 years	44
50-64 years	41
65+ years	44

Disability & culture

Disability	37
First Nations	46
LOTE	40

Home ownership

Home owner	44
Renting / other	38

Time lived in Coffs

0-3 years	46
4-10 years	48
11+ years	42

Q. How would you rate performance in the following areas?

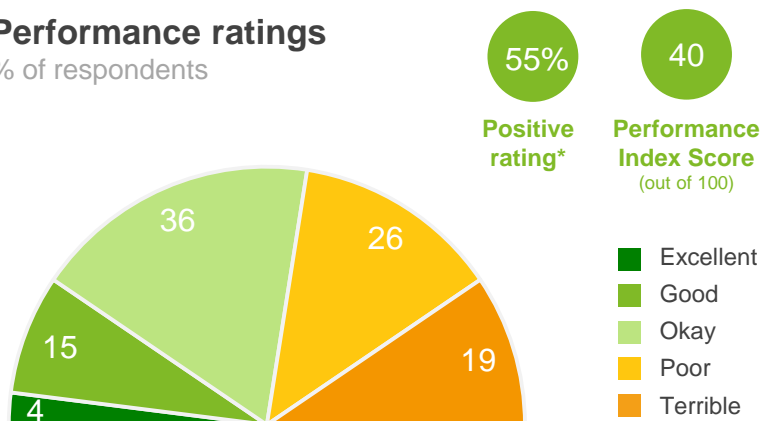
Base: All respondents, excludes 'unsure' and 'no response' (n = 753). * Positive Rating = excellent, good + okay

Performance ratings

Access to public transport

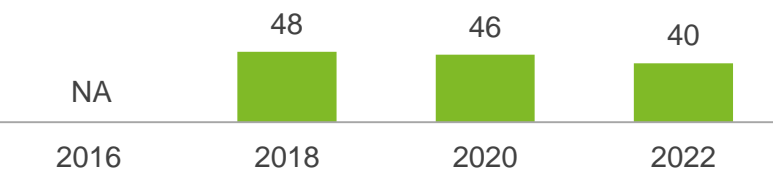
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

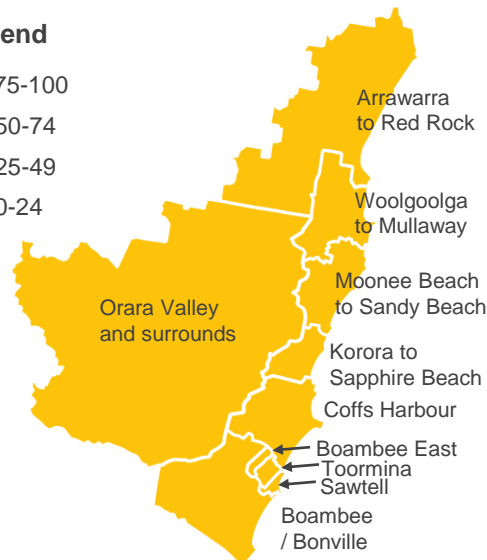
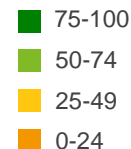


Coffs Harbour City Council	40
Industry High	81
Industry Average	55

Geographical variances

Performance Index Score

Legend



Location

Orara Valley and surrounds	30
Arrawarra to Red Rock	35
Woolgoolga to Mullaway	41
Moonee Beach to Sandy Beach	28
Korora to Sapphire Beach	38
Coffs Harbour	45
Sawtell	42
Toormina	39
Boambee East	39
Boambee / Bonville	36
Town vs Rural	
Town	42
Rural	33

Community variances

Performance Index Score

Gender

Male	42
Female	38

Have child:

0-5 years	40
6-11 years	39
12-17 years	43
18+ years	40
No children	42

Age

18-34 years	43
35-49 years	37
50-64 years	36
65+ years	43

Disability & culture

Disability	38
First Nations	49
LOTE	32

Home ownership

Home owner	39
Renting / other	42

Time lived in Coffs

0-3 years	46
4-10 years	40
11+ years	39

Q. How would you rate performance in the following areas?

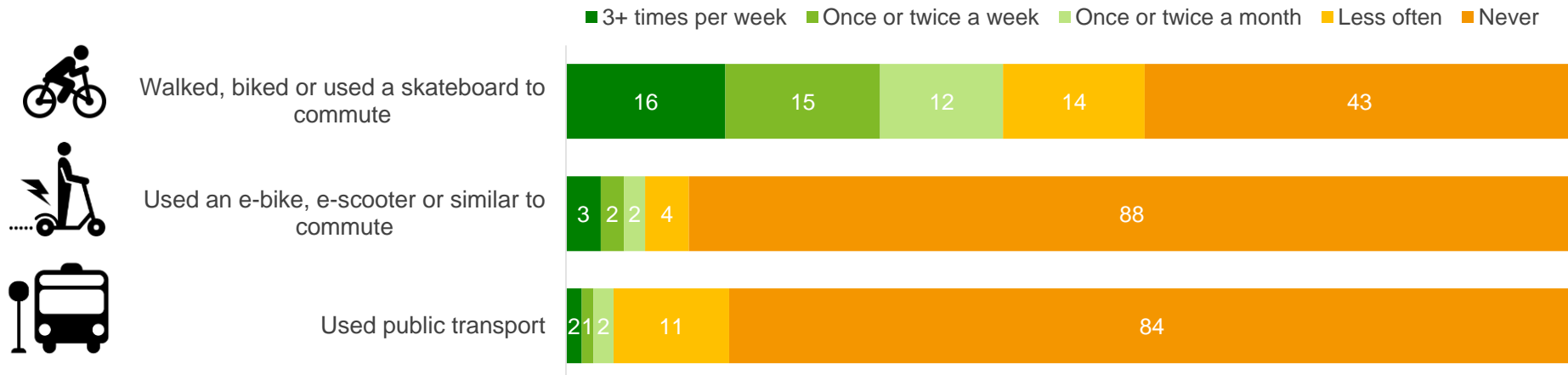
Base: All respondents, excludes 'unsure' and 'no response' (n = 783). * Positive Rating = excellent, good + okay

2018 and 2020: How satisfied are you with the local public transport options? 5 point scale

Moving around Coffs Harbour

Over the past year, how frequently did you do the following:

% of respondents



Variances across the community

% 1+ times a month

			Gender		Respondent age				Have child aged:				Cultural group			Tenure		Time lived in Coffs			Town v rural		Location									
	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	0-5 years	6 -12 years	13-17 years	18+ years	Disability	First Nations	LOTE	Home owner	Renting	0-3 years	4 -10 years	11+ years	Town	Rural	Orara Valley +	Arrawarra-Red Rock	Woolgoolga-Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
Walked, biked, used skateboard to commute	43	46	41	44	42	46	41	45	34	45	44	36	51	53	19	42	49	41	38	45	46	27	28	40	52	29	53	50	46	41	46	13
Used e-bike, e-scooter	8	11	5	10	4	10	7	9	5	3	9	4	10	3	3	8	8	5	6	8	8	5	2	11	14	6	11	10	7	2	1	0
Used public transport	5	3	6	9	4	2	4	3	2	5	13	6	4	5	4	3	13	5	6	4	5	3	0	11	0	1	9	6	10	3	1	2

Q. Over the past year, how frequently did you do the following?

Base: all respondents, excludes no response (n = 840)

Overview of Community Variances

Summary of community variances

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Home owner	Renting / other	Time lived in Coffs		
																		0-3 years	4 -10 years	11+ years
Overall place to live	72	74	71	69	68	73	77	74	70	66	65	66	62	64	71	73	67	74	76	70
SUSTAINABLE COMMUNITY LEADERSHIP																				
Place to own or operate a business	54	54	55	57	52	53	55	55	52	51	55	51	46	47	63	54	56	62	57	52
Place to visit	74	73	75	70	71	76	78	76	68	70	73	73	71	78	77	74	75	85	75	72
Governing organisation	40	39	42	36	37	40	45	42	36	38	36	36	31	42	50	40	39	53	46	36
Value for money from rates	30	29	31	29	25	30	35	32	27	28	27	25	20	29	38	30	26	41	34	27
Council's leadership	31	30	32	24	27	32	37	33	27	27	29	28	24	29	28	32	24	46	33	29
Advocacy and lobbying	33	34	33	28	30	34	39	34	34	31	34	32	26	31	34	34	27	46	37	32
Consultation	30	30	31	31	27	31	32	31	34	30	28	28	19	30	31	31	27	49	34	28
Communication	33	33	34	31	32	34	35	33	35	35	35	37	25	31	31	34	30	46	38	31
Customer service	48	46	50	40	49	48	52	50	46	46	47	43	42	48	40	48	43	62	51	46
Website	46	44	48	42	46	47	47	47	42	43	46	45	39	37	43	45	46	51	51	43
e-newsletters	41	37	45	38	39	43	43	42	39	35	39	36	36	26	37	41	41	48	48	37
Social media posts	43	39	46	44	43	44	39	43	38	39	48	48	34	30	39	42	46	40	46	41
Have Your say online platform	42	39	45	43	40	43	42	43	33	40	43	44	38	40	15	42	44	53	45	40
Council's newspaper advertisements	41	38	46	41	38	41	44	43	30	34	39	43	34	31	49	41	43	47	43	40
A VIBRANT, INCLUSIVE PLACE																				
Family and children services and facilities	53	53	53	49	51	53	58	56	48	47	52	53	47	51	58	54	49	65	58	50
Youth services and facilities	41	42	40	37	38	42	48	45	35	36	38	40	36	35	46	42	36	47	43	40
Seniors' services and facilities	53	53	52	58	53	50	51	53	57	55	55	51	46	46	58	52	56	64	59	50
Disability access and inclusion	51	53	49	56	53	48	47	50	57	55	51	51	40	56	48	50	53	57	52	50
Multiculturalism and racial harmony	57	57	57	55	55	59	59	58	54	57	56	55	50	52	50	58	55	59	56	57
Respect for Gumbaynggirr people / cultures	64	65	64	62	66	64	65	63	66	68	66	69	57	54	64	65	61	63	68	64
Volunteer recognition and support	55	54	56	51	53	54	60	56	52	53	55	52	46	49	44	56	51	61	60	53

Summary of community variances

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Home owner	Renting / other	Time lived in Coffs		
																		0-3 years	4 -10 years	11+ years
AN ACTIVE, SAFE AND HEALTHY COMMUNITY																				
Health and community services / facilities	51	53	48	51	44	49	57	53	50	48	47	43	37	49	53	51	47	50	54	50
Sport and recreation facilities and services	68	68	68	64	64	68	73	70	64	63	64	69	59	65	64	69	64	65	70	68
Public swimming pools	59	59	60	60	59	58	60	60	59	57	59	59	54	63	54	60	57	65	61	58
Playgrounds, parks and reserves	60	61	60	57	58	62	63	62	52	57	61	61	55	59	67	60	60	70	66	58
Community buildings, halls and toilets	50	51	50	48	48	52	52	52	46	47	50	50	41	45	55	51	47	61	53	49
Footpaths, trails and cycleways	42	45	41	42	44	43	40	42	41	39	46	43	32	47	54	43	41	53	45	40
Lighting of streets and public places	45	48	43	45	45	45	45	45	43	45	48	47	38	47	47	46	39	50	42	45
Community safety and crime prevention	41	43	39	40	38	39	45	42	38	39	42	39	33	37	47	42	36	50	44	39
Lifeguard services	68	68	68	64	67	68	70	68	68	67	68	63	64	63	48	68	65	73	69	66
Animal management (dogs and cats)	52	52	52	54	56	50	49	49	55	56	60	55	48	53	48	52	51	67	55	50
COMMUNITY PROSPERITY																				
Economic development and job creation	39	39	39	35	36	39	43	40	35	35	38	41	32	41	46	39	37	46	44	36
Coffs Harbour City Centre	36	36	37	36	37	35	36	36	35	33	40	39	30	43	35	36	35	49	39	33
Tourism and destination marketing	48	48	50	47	49	49	48	48	43	47	54	51	46	52	55	47	57	60	51	46
Festivals and events	56	55	57	51	53	57	60	59	48	49	56	55	54	54	57	55	57	67	59	54
Arts and culture services and facilities	49	49	49	50	48	50	50	51	47	43	53	53	49	43	46	49	51	64	54	47
Library services	62	60	63	57	61	61	66	64	58	56	63	62	64	64	55	61	65	66	66	61

Summary of community variances

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Home owner	Renting / other	Time lived in Coffs		
																		0-3 years	4 -10 years	11+ years
LIVEABLE NEIGHBOURHOODS																				
Responsible growth and development	37	38	37	36	37	35	40	39	35	35	40	39	29	41	48	37	36	48	41	35
Planning and building approvals	32	31	33	33	30	30	34	32	33	30	33	27	24	32	33	32	32	45	35	30
Local history and heritage	43	44	42	42	44	44	42	43	44	43	42	41	33	39	37	44	37	48	47	42
Access to housing that meets your needs	35	36	34	29	31	36	43	37	33	31	33	37	25	24	34	39	18	43	38	34
Water supply, stormwater and sewerage	54	56	52	52	49	53	58	56	52	47	52	51	44	54	52	54	52	61	57	52
Local roads	31	32	31	32	29	30	33	32	36	29	31	27	23	35	33	31	30	36	36	29
Streetscapes, trees and verges	45	45	46	48	45	44	46	46	46	43	46	44	37	41	56	45	47	53	49	43
Marine facilities (boat ramps, jetties, etc)	36	33	39	35	35	36	36	36	32	36	42	33	35	42	42	35	40	58	42	32
Overall appearance of public areas	50	50	51	51	48	50	52	52	50	48	49	47	44	45	56	50	53	60	52	49
NATURAL ENVIRONMENT																				
Promoting / adopting sustainable practices	49	49	49	47	49	47	52	49	53	51	49	48	36	41	46	49	47	53	50	48
Preserving the natural environment	47	47	48	48	49	47	46	46	53	51	53	48	40	42	45	48	44	58	51	46
Coastline and local beaches	49	49	49	51	52	47	47	49	53	49	53	50	41	49	56	49	49	61	54	47
Waste and recycling services	43	44	42	43	37	41	48	44	43	39	43	38	34	34	43	42	45	53	45	41
Public transport	40	42	38	43	37	36	43	42	40	39	43	40	38	49	32	39	42	46	40	39
Natural disaster management / recovery	43	47	40	43	44	41	44	43	48	44	44	46	37	46	40	44	38	46	48	42

Summary of community variances

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Home owner	Renting / other	Time lived in Coffs		
																		0-3 years	4 -10 years	11+ years
OPPORTUNITY TO PARTICIPATE																				
Sporting activities	62	64	61	58	63	66	62	62	64	62	62	65	50	50	54	64	55	52	63	63
Recreational activities	64	65	63	54	64	69	68	65	64	59	62	67	54	54	61	66	56	61	64	65
Arts and cultural activities	56	55	58	49	55	59	61	59	48	51	56	61	50	53	56	57	53	56	57	56
Environmental activities	55	54	56	45	57	58	60	56	55	49	56	58	46	47	48	57	46	51	58	54
Social activities	59	58	62	51	58	61	66	60	59	55	56	62	53	54	61	61	51	55	64	58
Volunteering opportunities	61	60	62	50	59	65	67	63	54	55	58	64	56	52	51	62	53	51	63	61
WELLBEING INDICATORS																				
General health	64	63	65	64	64	67	63	64	72	67	60	57	45	50	65	65	60	62	65	64
Mental health	62	63	61	48	59	64	74	65	59	57	53	62	46	48	76	64	49	57	62	63
Diet	59	59	60	51	55	61	68	62	61	55	54	51	47	42	60	61	52	56	59	60
Exercise	51	52	49	47	47	52	56	53	49	45	43	44	39	36	54	52	45	42	51	52
Social relationships	56	55	57	53	52	55	62	58	56	53	52	56	50	50	51	57	46	52	57	57
Work / work opportunities	50	52	49	50	52	51	47	49	52	55	50	53	35	53	72	51	47	47	55	50
Financial situation	53	55	51	46	53	57	56	54	49	53	52	49	39	42	62	55	40	49	55	53

Overview of Geographical Variances

Summary of geographical variances

	Total	Town	Rural	Orara Valley +	Arrawarra-Red Rock	Woolgoolga- Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
Overall place to live	72	73	66	63	70	81	68	81	71	77	63	74	70
SUSTAINABLE COMMUNITY LEADERSHIP													
Place to own or operate a business	54	55	50	45	56	62	51	59	53	63	50	53	49
Place to visit	74	75	71	69	81	81	73	76	73	81	74	76	69
Governing organisation	40	41	34	37	35	41	36	44	43	42	40	35	34
Value for money from rates	30	30	27	27	31	27	23	35	33	29	28	27	26
Council's leadership	31	32	27	24	31	32	27	36	33	33	29	24	23
Advocacy and lobbying	33	34	33	33	32	33	31	40	35	31	30	27	27
Consultation	30	31	29	33	28	28	27	35	32	29	27	25	26
Communication	33	34	35	37	35	31	29	36	35	35	33	27	30
Customer service	48	49	41	40	51	44	45	56	50	49	47	44	39
Website	46	46	47	44	56	48	41	45	46	50	47	38	44
e-newsletters	41	41	41	45	45	31	32	40	43	50	39	40	37
Social media posts	43	42	44	50	52	42	38	43	41	49	42	41	38
Have Your say online platform	42	41	47	54	56	35	41	47	39	47	44	37	41
Council's newspaper advertisements	41	40	49	47	49	42	39	39	41	53	43	36	34
A VIBRANT, INCLUSIVE PLACE													
Family and children services and facilities	53	54	47	46	52	57	47	60	55	52	50	51	45
Youth services and facilities	41	42	37	41	41	45	35	49	43	37	40	38	34
Seniors' services and facilities	53	53	49	50	48	49	50	57	52	65	54	50	51
Disability access and inclusion	51	52	48	48	38	46	46	56	52	59	53	55	47
Multiculturalism and racial harmony	57	58	50	56	50	57	57	63	55	67	55	64	48
Respect for Gumbaynggirr people / cultures	64	65	62	67	59	59	64	71	62	71	65	65	62
Volunteer recognition and support	55	56	51	51	57	51	53	58	55	64	56	55	49

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AN ACTIVE, SAFE AND HEALTHY COMMUNITY													
Health and community services / facilities	51	52	43	38	49	49	43	54	54	62	48	48	49
Sport and recreation facilities and services	68	69	64	62	60	68	62	74	69	73	63	72	66
Public swimming pools	59	60	54	56	50	56	53	63	65	59	51	58	53
Playgrounds, parks and reserves	60	61	55	56	62	59	53	66	64	59	56	60	49
Community buildings, halls and toilets	50	51	48	49	47	49	45	54	51	53	53	51	44
Footpaths, trails and cycleways	42	41	45	40	42	32	38	50	43	42	42	44	46
Lighting of streets and public places	45	45	46	44	52	44	44	52	44	43	41	52	41
Community safety and crime prevention	41	41	39	43	43	43	43	50	40	37	36	38	37
Lifeguard services	68	68	65	62	53	67	64	74	67	77	68	73	66
Animal management (dogs and cats)	52	53	45	43	48	53	49	60	54	49	51	52	50
COMMUNITY PROSPERITY													
Economic development and job creation	39	39	37	32	40	44	34	40	41	39	38	36	29
Coffs Harbour City Centre	36	36	37	40	44	37	31	40	37	38	30	32	27
Tourism and destination marketing	48	48	49	53	57	45	45	47	49	54	51	46	41
Festivals and events	56	57	53	57	61	58	49	56	56	60	59	52	51
Arts and culture services and facilities	49	50	49	52	51	56	44	48	49	52	48	49	44
Library services	62	63	57	53	66	67	60	66	62	72	62	59	54

Summary of geographical variances

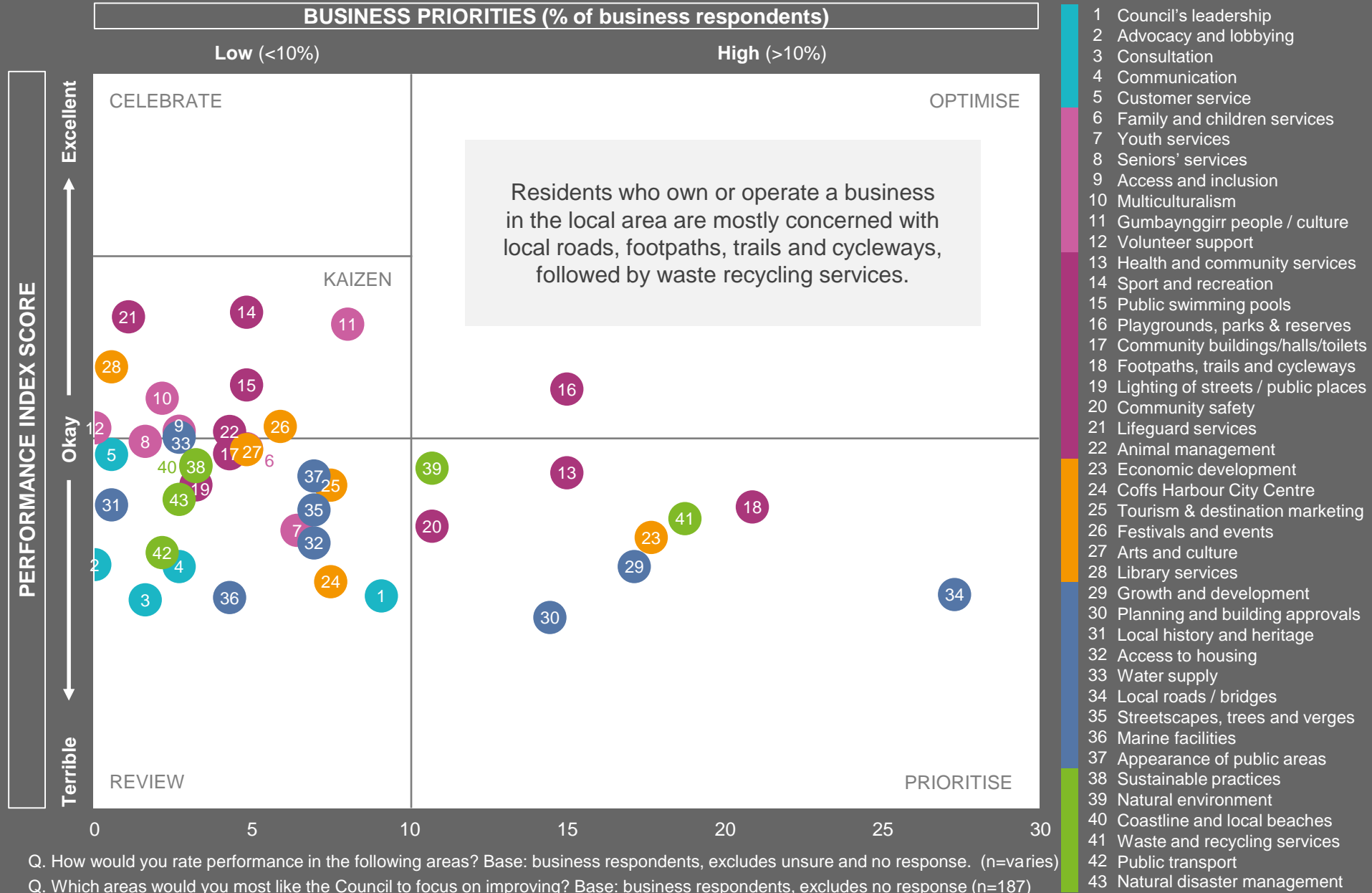
	Total	Town	Rural	Orara Valley +	Arrawarra-Red Rock	Woolgoolga- Mullaway	Moonee-Sandy Bch	Korora- Sapphire Bch	Coffs Harbour	Sawtell	Toormina	Boambee East	Boambee / Bonville
LIVEABLE NEIGHBOURHOODS													
Responsible growth and development	37	38	33	34	31	37	33	39	40	40	37	35	29
Planning and building approvals	32	33	29	29	27	31	26	36	33	36	32	33	28
Local history and heritage	43	45	35	36	45	48	41	48	44	42	44	40	38
Access to housing that meets your needs	35	36	33	28	40	41	37	50	34	35	25	33	31
Water supply, stormwater and sewerage	54	56	42	41	51	51	45	63	58	52	53	59	37
Local roads	31	32	27	24	27	31	27	44	35	29	22	29	24
Streetscapes, trees and verges	45	46	43	38	43	43	38	53	47	49	46	47	43
Marine facilities (boat ramps, jetties, etc)	36	36	38	30	44	41	34	39	35	41	36	28	30
Overall appearance of public areas	50	51	48	46	54	53	47	54	49	61	52	48	46
NATURAL ENVIRONMENT													
Promoting / adopting sustainable practices	49	50	46	48	40	49	41	56	48	57	46	52	49
Preserving the natural environment	47	48	45	44	43	49	43	54	48	50	46	48	40
Coastline and local beaches	49	50	51	53	43	50	40	56	49	52	47	53	49
Waste and recycling services	43	44	38	38	39	44	37	54	44	49	37	33	42
Public transport	40	42	33	30	35	41	28	38	45	42	39	39	36
Natural disaster management / recovery	43	44	39	34	38	45	34	52	48	45	29	43	38

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OPPORTUNITY TO PARTICIPATE													
Sporting activities	62	63	60	57	65	63	58	66	61	69	59	69	60
Recreational activities	64	65	58	61	68	71	60	71	63	69	59	65	57
Arts and cultural activities	56	57	52	56	63	59	55	56	56	58	56	60	49
Environmental activities	55	55	52	59	64	58	53	63	51	59	58	54	46
Social activities	59	61	53	59	66	64	55	60	59	65	65	59	49
Volunteering opportunities	61	61	59	59	69	64	61	64	60	68	58	57	56
WELLBEING INDICATORS													
General health	64	64	62	68	63	63	67	72	62	68	62	62	61
Mental health	62	62	61	58	71	63	68	74	59	66	62	56	56
Diet	59	60	57	57	64	62	63	66	58	60	61	56	59
Exercise	51	51	46	48	55	48	52	57	52	47	49	48	49
Social relationships	56	58	49	52	70	54	53	61	55	60	57	56	49
Work / work opportunities	50	51	49	55	57	42	49	56	51	52	47	52	46
Financial situation	53	53	54	52	60	51	58	59	51	58	47	47	58

Local priorities among businesses and Council affiliates

MARKYT priorities among local residents who own or operate a local business



MARKYT priorities among Council affiliates

COUNCIL AFFILIATED PRIORITIES (% of Council Affiliated respondents)

Low (<10%)

High (>10%)

CELEBRATE

OPTIMISE

KAIZEN

PERFORMANCE INDEX SCORE

Excellent

Okay

Terrible

REVIEW

PRIORITISE

Council affiliates (i.e. Coffs Councillors or employees or people who live in the same household) give higher performance ratings for services.

They are mostly concerned with footpaths, trails and cycleways, playgrounds, parks and reserves, access to housing, and local roads.

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Family and children services
- 7 Youth services
- 8 Seniors' services
- 9 Access and inclusion
- 10 Multiculturalism
- 11 Gumbaynggirr people / culture
- 12 Volunteer support
- 13 Health and community services
- 14 Sport and recreation
- 15 Public swimming pools
- 16 Playgrounds, parks & reserves
- 17 Community buildings/halls/toilets
- 18 Footpaths, trails and cycleways
- 19 Lighting of streets / public places
- 20 Community safety
- 21 Lifeguard services
- 22 Animal management
- 23 Economic development
- 24 Coffs Harbour City Centre
- 25 Tourism & destination marketing
- 26 Festivals and events
- 27 Arts and culture
- 28 Library services
- 29 Growth and development
- 30 Planning and building approvals
- 31 Local history and heritage
- 32 Access to housing
- 33 Water supply
- 34 Local roads / bridges
- 35 Streetscapes, trees and verges
- 36 Marine facilities
- 37 Appearance of public areas
- 38 Sustainable practices
- 39 Natural environment
- 40 Coastline and local beaches
- 41 Waste and recycling services
- 42 Public transport
- 43 Natural disaster management

Q. How would you rate performance in the following areas? Base: council affiliates, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: council affiliates, excludes no response (n=36)



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