MARKYT◆

Community Scorecard
2024

Prepared for

lismore city council

Prepared by

CATALYSE
FUTYR | MARKYT | CULTYR

Contents

MARKYT

Strategic overview

Vision

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% agree

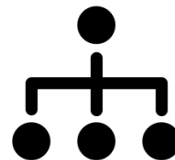14% points below
Industry Average

Liveability

63

Performance Index Score

11 index points below
Industry Average

Governance

37

Performance Index Score

14 index points below
Industry Average

Rates Value

28

Performance Index Score

13 index points below
Industry Average

Strengths

- Sport and recreation facilities and services
- Art, culture and creative activities
- Reconciliation action – growing recognition and respect for First Nations peoples, culture and heritage
- Crematorium and cemeteries
- Library facilities and services
- Parks and playgrounds
- Volunteer support services

Priorities

- Local roads
- Flood mitigation and resilience planning
- Stormwater management and drainage
- Rebuilding Lismore/ flood recovery
- Youth services and facilities
- Waste management
- Responsible growth and development

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Approach

Purpose

Lismore City Council commissioned a MARKYT® Community Scorecard to:

- Support a review of the Community Strategic Plan, Delivery Plan and Operational Plan

- Assess overall perceptions of Lismore City Council as a place to live, work and visit

- Determine community aspirations and priorities

- Assess performance levels and service gaps

- Benchmark performance against other councils

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The Study

Lismore City Council commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

All community members were invited to take part. Scorecard invitations were sent to all households and residential PO Boxes in Lismore City Council using Australia Post's unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

CATALYSE® sent email invitations to Lismore City Council's customer contacts, and the Council provided supporting promotions through various communication channels.

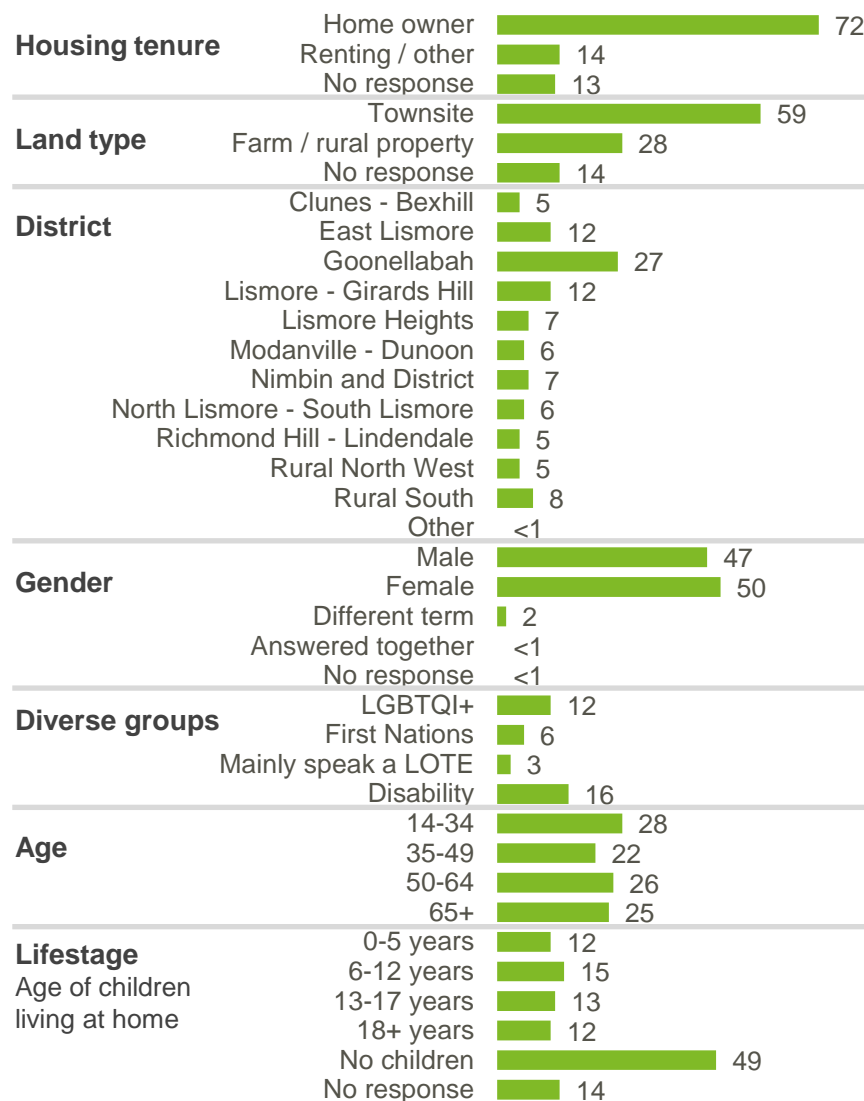The scorecard was open from 4 to 25 November 2024.

The scorecard was completed by **1,678 community members** with various connections to the Council:

Resident	Local business	Out of area ratepayer or visitor	Elected Member / Employee	LCC Volunteer
1,510	384	81	101	33

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

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

% of resident respondents (weighted)

Housing tenure
- Home owner: 72
- Renting / other: 14
- No response: 13

Land type
- Townsite: 59
- Farm / rural property: 28
- No response: 14

District
- Clunes - Bexhill: 5
- East Lismore: 12
- Goonellabah: 27
- Lismore - Girards Hill: 12
- Lismore Heights: 7
- Modanville - Dunoon: 6
- Nimbin and District: 7
- North Lismore - South Lismore: 6
- Richmond Hill - Lindendale: 5
- Rural North West: 5
- Rural South: 8
- Other: <1

Gender
- Male: 47
- Female: 50
- Different term: 2
- Answered together: <1
- No response: <1

Diverse groups
- LGBTQI+: 12
- First Nations: 6
- Mainly speak a LOTE: 3
- Disability: 16

Age
- 14-34: 28
- 35-49: 22
- 50-64: 26
- 65+: 25

Lifestage
Age of children living at home
- 0-5 years: 12
- 6-12 years: 15
- 13-17 years: 13
- 18+ years: 12
- No children: 49
- No response: 14

LOTE: Language other than English

Over the past 21 years, CATALYSE® has conducted community and business perceptions surveys for more than 70 councils across Australia. When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders.

Perth Region

Armadale
Bassendean
Bayswater
Belmont
Cambridge
Canning
Claremont
Cockburn
Cottesloe
East Fremantle
Fremantle
Joondalup
Kalamunda
Kwinana
Melville
Mosman Park
Mundaring
Nedlands
Peppermint Grove
Perth
Serpentine-Jarrahdale
South Perth
Subiaco
Swan
Victoria Park
Vincent
Wanneroo

Peel Region

Boddington
Mandurah
Murray
Serpentine-Jarrahdale

Wheatbelt Region

Chittering
Dandaragan
Gingin
Merredin
Narrogin
Northam
Pingelly
Toodyay
York

Southwest Region

Augusta-Margaret River
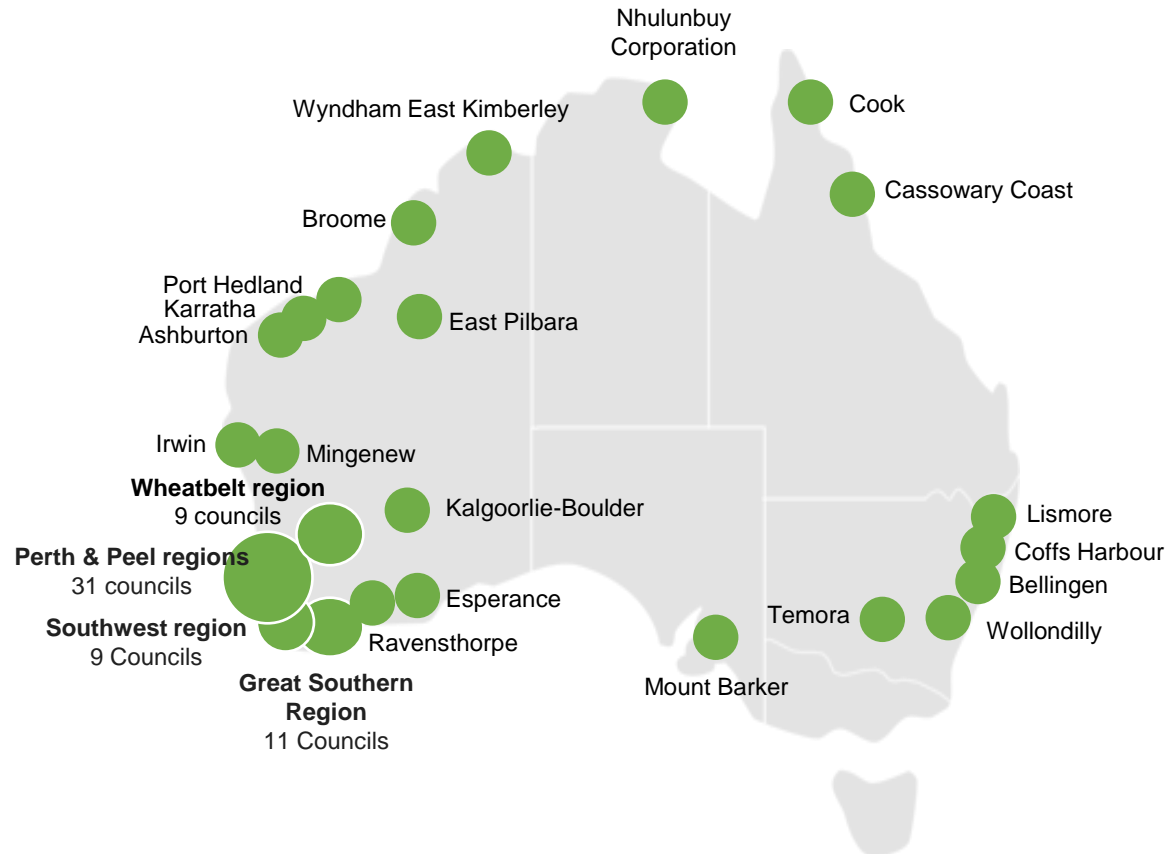Bridgetown-Greenbushes
Bunbury
Busselton
Capel
Collie
Dardanup
Donnybrook-Balingup
Harvey

Great Southern Region

Albany
Broomehill-Tambellup
Cranbrook
Denmark
Gnowangerup
Jerramungup
Katanning
Kent
Kojonup
Plantagenet
Woodanilling

*Note: in this report, 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

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	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

Performance Ratings

The chart shows community perceptions of performance on a five-point scale from excellent to terrible.
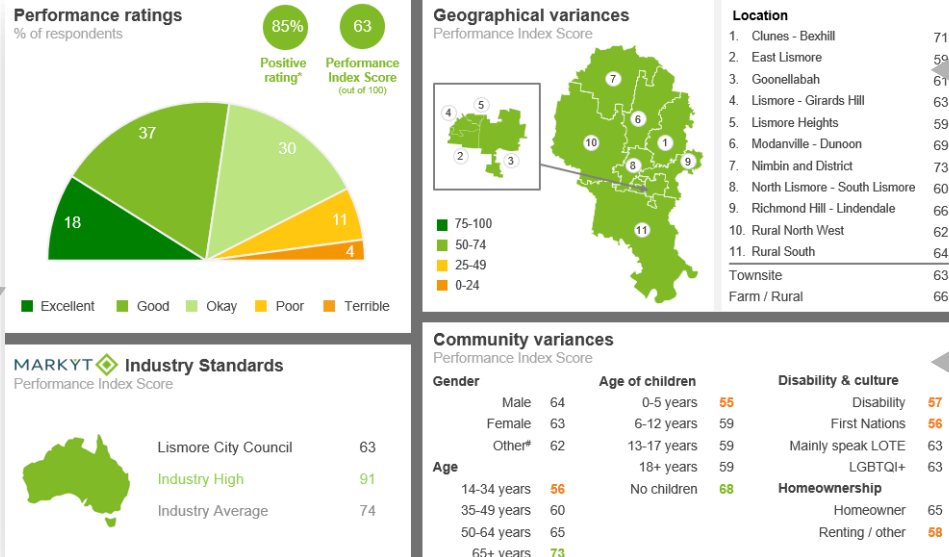
MARKYT® Industry Standards
Show Council performance compared to other councils.

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.

Geographical variances

Maps variances across the region by location.
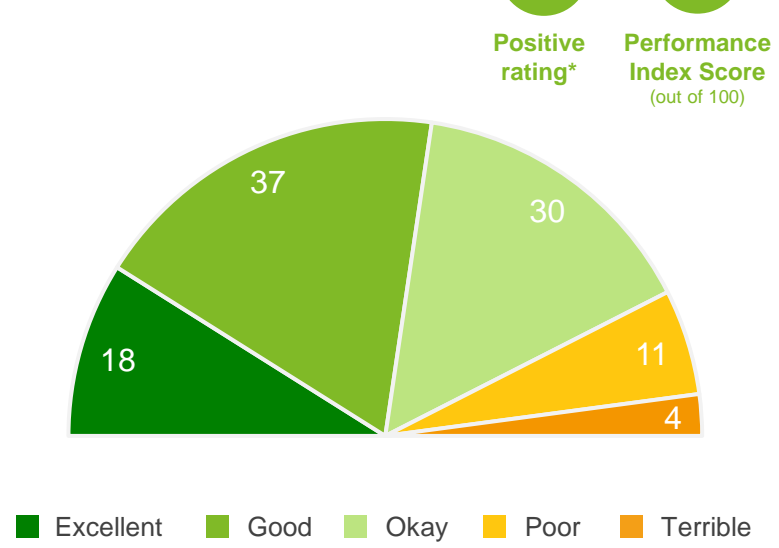
Community variances

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

Performance ratings
% of respondents

85% Positive rating*
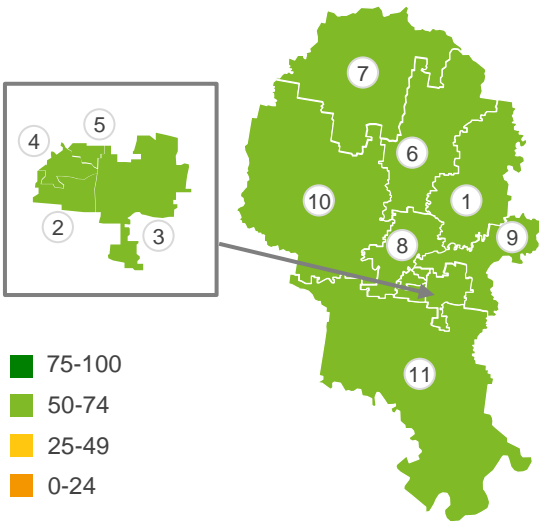63 Performance Index Score (out of 100)

Excellent 18 | Good 37 | Okay 30 | Poor 11 | Terrible 4

■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

MARKYT® Industry Standards
Performance Index Score

Lismore City Council	63
Industry High	91
Industry Average	74

Geographical variances
Performance Index Score

Location

1.	Clunes - Bexhill	71
2.	East Lismore	59
3.	Goonellabah	61
4.	Lismore - Girards Hill	63
5.	Lismore Heights	59
6.	Modanville - Dunoon	69
7.	Nimbin and District	73
8.	North Lismore - South Lismore	60
9.	Richmond Hill - Lindendale	66
10.	Rural North West	62
11.	Rural South	64
	Townsite	63
	Farm / Rural	66

■ 75-100
■ 50-74
■ 25-49
■ 0-24

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	64	0-5 years	55	Disability	57
Female	63	6-12 years	59	First Nations	56
Other#	62	13-17 years	59	Mainly speak LOTE	63
Age		18+ years	59	LGBTQI+	63
14-34 years	56	No children	68	**Homeownership**	
35-49 years	60			Homeowner	65
50-64 years	65			Renting / other	58
65+ years	73				

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Overall Performance

Place to live

Performance ratings
% of respondents

85%
Positive rating*

63
Performance Index Score
(out of 100)

- Excellent 18
- Good 37
- Okay 30
- Poor 11
- Terrible 4

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	71
2.	East Lismore	59
3.	Goonellabah	61
4.	Lismore - Girards Hill	63
5.	Lismore Heights	59
6.	Modanville - Dunoon	69
7.	Nimbin and District	73
8.	North Lismore - South Lismore	60
9.	Richmond Hill - Lindendale	66
10.	Rural North West	62
11.	Rural South	64
	Townsite	63
	Farm / Rural	66

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	63
Industry High	91
Industry Average	74

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	64	0-5 years	**55**	Disability	**57**
Female	63	6-12 years	59	First Nations	**56**
Another term#	62	13-17 years	59	Mainly speak LOTE	63
Age		18+ years	59	LGBTQI+	63
14-34 years	**56**	No children	**68**	**Homeownership**	
35-49 years	60			Homeowner	65
50-64 years	65			Renting / other	**58**
65+ years	**73**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1497).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

Governing organisation
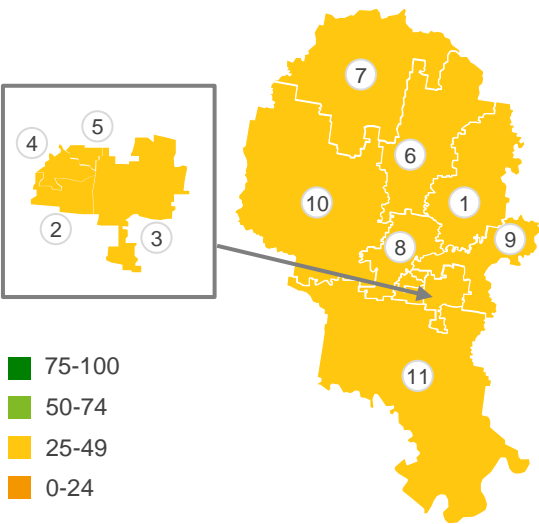
Performance ratings
% of respondents
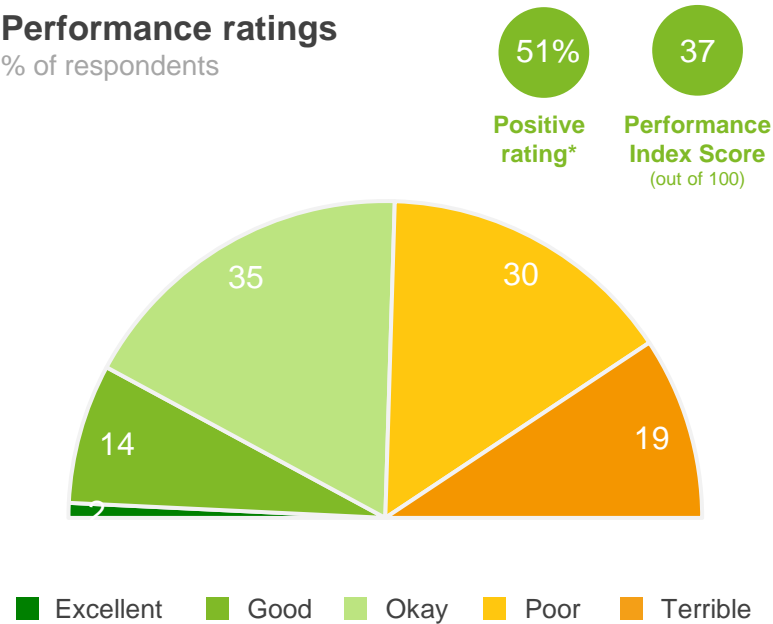
51%
Positive rating*

37
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

35 | 30
14 | 19

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	39
2.	East Lismore	37
3.	Goonellabah	39
4.	Lismore - Girards Hill	38
5.	Lismore Heights	40
6.	Modanville - Dunoon	37
7.	Nimbin and District	35
8.	North Lismore - South Lismore	30
9.	Richmond Hill - Lindendale	45
10.	Rural North West	33
11.	Rural South	33
Townsite		37
Farm / Rural		36

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	37
Industry High	71
Industry Average	51

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	36	0-5 years	**32**	Disability	**32**
Female	39	6-12 years	34	First Nations	**26**
Another term#	**32**	13-17 years	33	Mainly speak LOTE	33
Age		18+ years	35	LGBTQI+	34
14-34 years	34	No children	39	**Homeownership**	
35-49 years	35			Homeowner	37
50-64 years	37			Renting / other	35
65+ years	**44**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1467).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
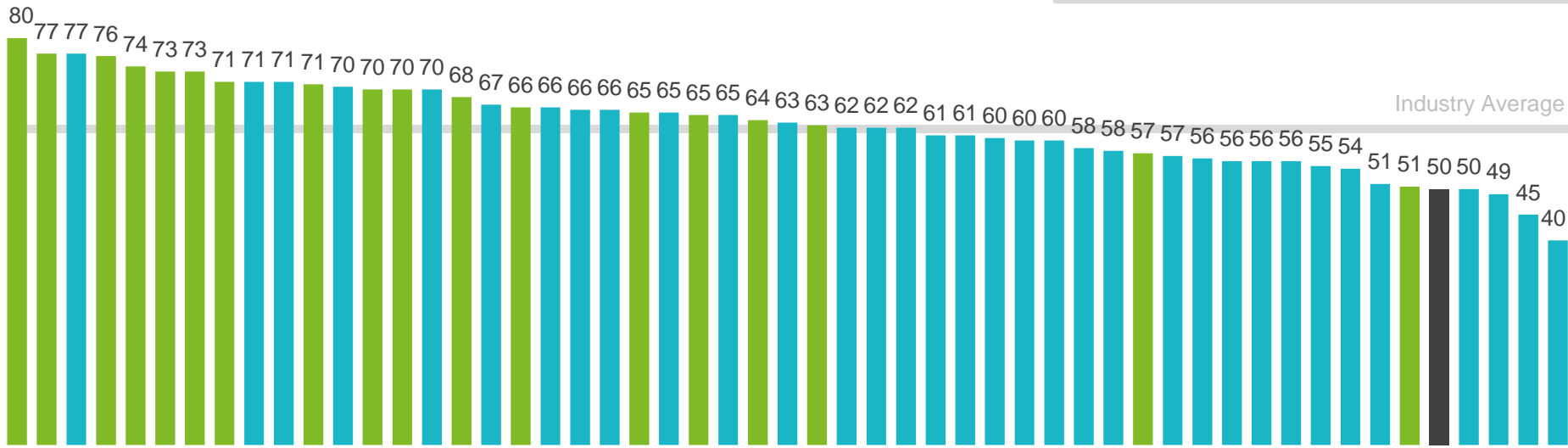
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MARKYT◆ industry comparisons

Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of Lismore LGA as a 'place to live' and as the 'governing organisation'. Lismore City Council's overall performance index score is 50 out of 100.

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	50
Industry High	80
Industry Average	63

Overall Performance Index Score
average of 'place to live' and 'governing organisation'

- ■ Lismore City Council
- ■ Metropolitan Councils
- ■ Regional Councils

80 77 77 76 74 73 73 71 71 71 71 70 70 70 70 68 67 66 66 66 66 65 65 65 65 64 63 63 62 62 62 61 61 60 60 60 58 58 57 57 56 56 56 56 55 54 51 51 50 50 49 45 40

Industry Average

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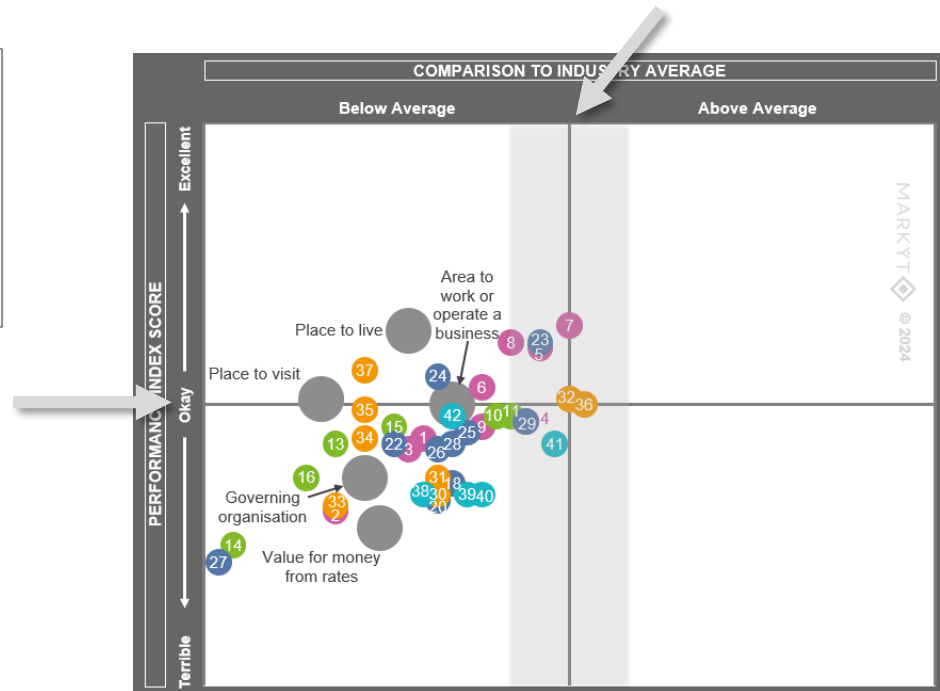
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures.
The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

- ● People
- ● Planet
- ● Place
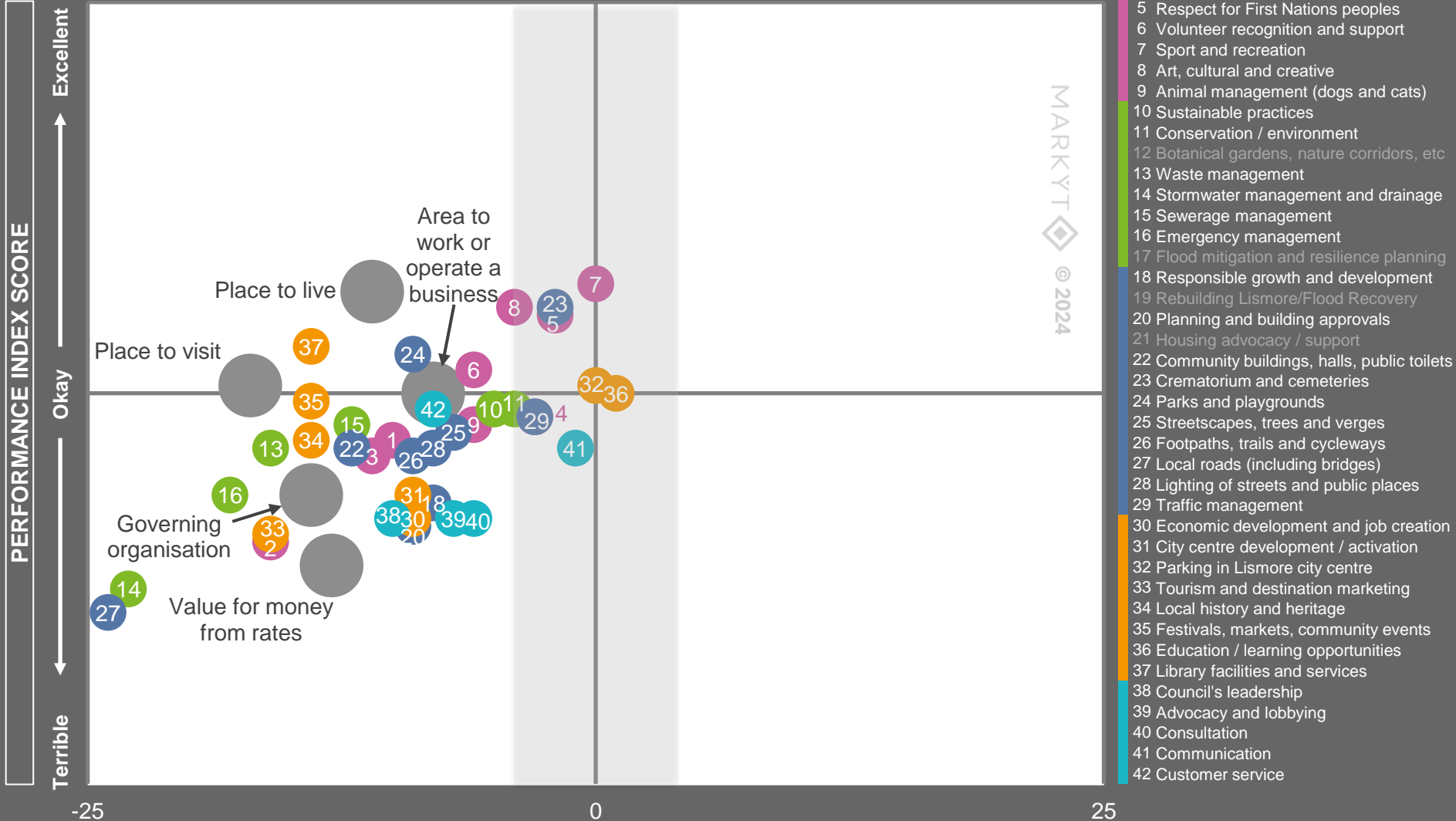- ● Prosperity
- ● Performance

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.

MARKYT◆ Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average | Above Average

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

Place to live

Place to visit

Area to work or operate a business

Governing organisation

Value for money from rates

-25 | 0 | 25

1 Family / children's services/facilities
2 Youth services and facilities
3 Seniors' services and facilities
4 Disability access and inclusion
5 Respect for First Nations peoples
6 Volunteer recognition and support
7 Sport and recreation
8 Art, cultural and creative
9 Animal management (dogs and cats)
10 Sustainable practices
11 Conservation / environment
12 Botanical gardens, nature corridors, etc
13 Waste management
14 Stormwater management and drainage
15 Sewerage management
16 Emergency management
17 Flood mitigation and resilience planning
18 Responsible growth and development
19 Rebuilding Lismore/Flood Recovery
20 Planning and building approvals
21 Housing advocacy / support
22 Community buildings, halls, public toilets
23 Crematorium and cemeteries
24 Parks and playgrounds
25 Streetscapes, trees and verges
26 Footpaths, trails and cycleways
27 Local roads (including bridges)
28 Lighting of streets and public places
29 Traffic management
30 Economic development and job creation
31 City centre development / activation
32 Parking in Lismore city centre
33 Tourism and destination marketing
34 Local history and heritage
35 Festivals, markets, community events
36 Education / learning opportunities
37 Library facilities and services
38 Council's leadership
39 Advocacy and lobbying
40 Consultation
41 Communication
42 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
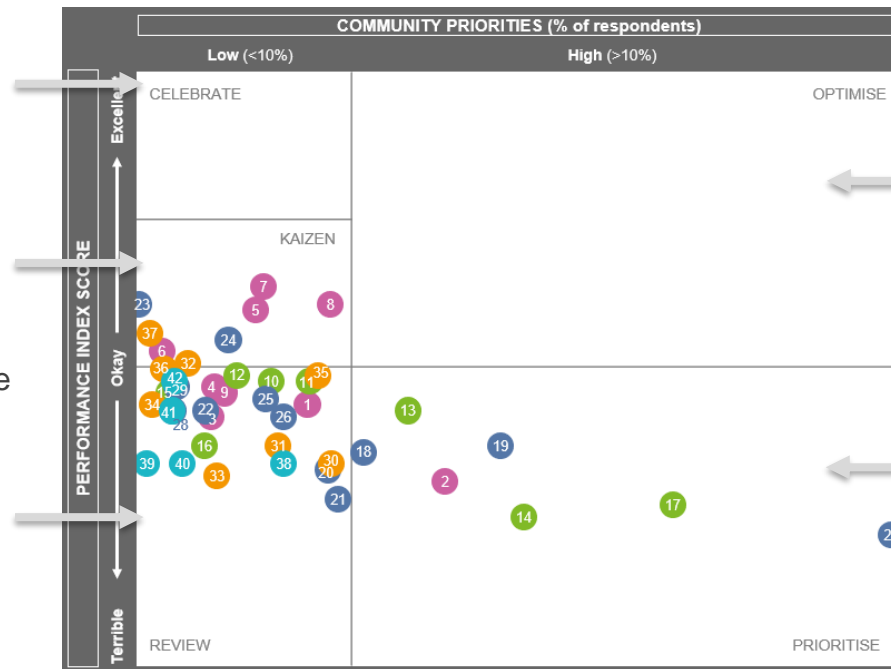
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How to read the MARKYT◆ Community Priorities

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

CELEBRATE LCC's highest performing areas.

KAIZEN: consider ways to continuously improve services with average ratings between okay and good to strive for service excellence
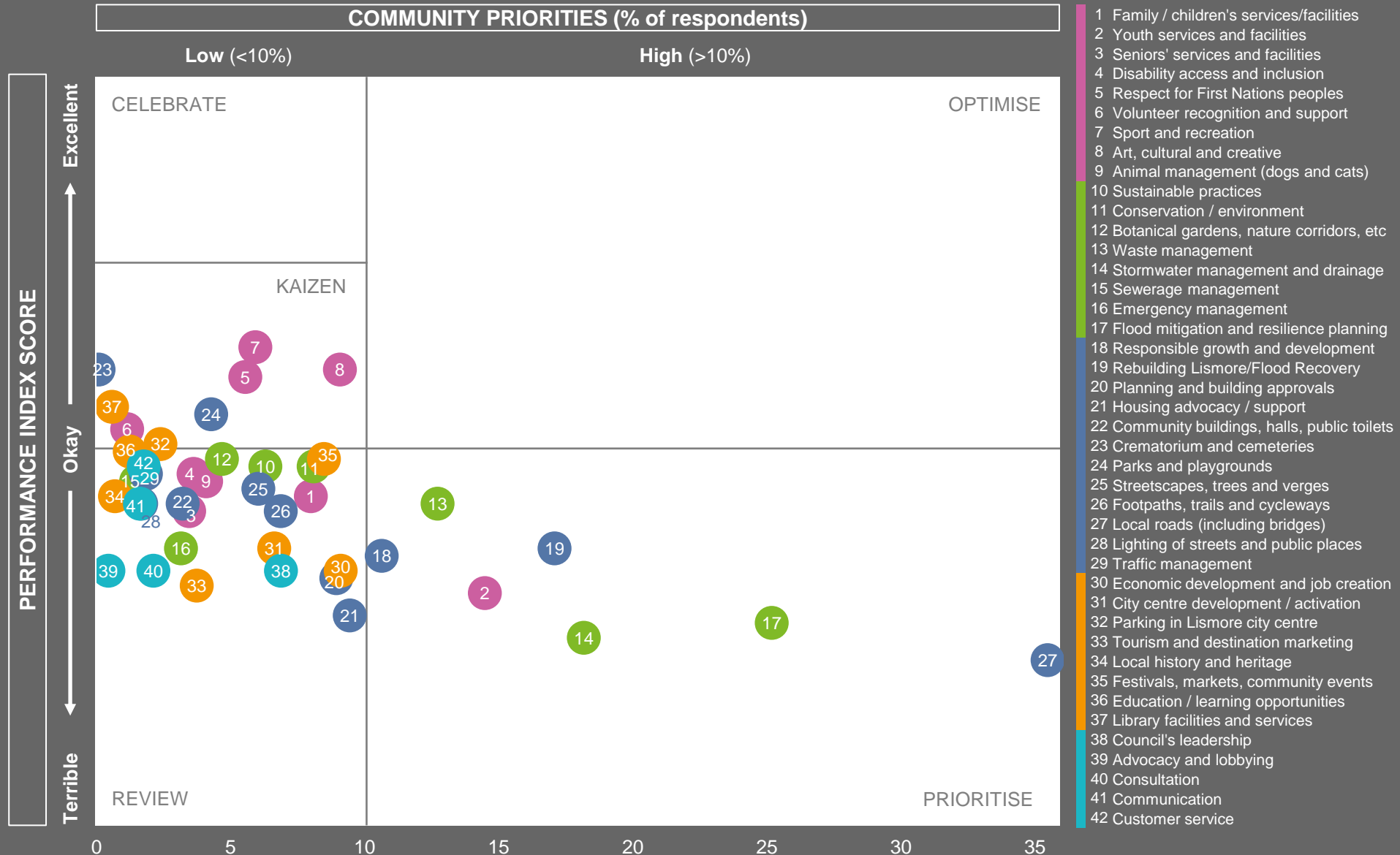
REVIEW lower performing areas.

OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

PRIORITISE lower performing services where the community would like LCC to focus its attention.

Services are grouped in five areas:

- ● People
- ● Planet
- ● Place
- ● Prosperity
- ● Performance

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MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)   **High** (>10%)

1	Family / children's services/facilities
2	Youth services and facilities
3	Seniors' services and facilities
4	Disability access and inclusion
5	Respect for First Nations peoples
6	Volunteer recognition and support
7	Sport and recreation
8	Art, cultural and creative
9	Animal management (dogs and cats)
10	Sustainable practices
11	Conservation / environment
12	Botanical gardens, nature corridors, etc
13	Waste management
14	Stormwater management and drainage
15	Sewerage management
16	Emergency management
17	Flood mitigation and resilience planning
18	Responsible growth and development
19	Rebuilding Lismore/Flood Recovery
20	Planning and building approvals
21	Housing advocacy / support
22	Community buildings, halls, public toilets
23	Crematorium and cemeteries
24	Parks and playgrounds
25	Streetscapes, trees and verges
26	Footpaths, trails and cycleways
27	Local roads (including bridges)
28	Lighting of streets and public places
29	Traffic management
30	Economic development and job creation
31	City centre development / activation
32	Parking in Lismore city centre
33	Tourism and destination marketing
34	Local history and heritage
35	Festivals, markets, community events
36	Education / learning opportunities
37	Library facilities and services
38	Council's leadership
39	Advocacy and lobbying
40	Consultation
41	Communication
42	Customer service

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

Q. Over the next 10 years, which areas would you mostly like Lismore City Council to focus on improving? Base: All respondents, excludes no response (n = xxx)

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Local roads (including bridges)

Community driven actions

- Maintain and repair roads regularly to prevent deterioration:
  - Implement long-term solutions, not temporary "band-aid" fixes
  - Hold contractors accountable for their work
  - Use the best material and techniques

- In particular:
  - Address potholes – with substantial repairs rather than patching
  - Repair and clean drains
  - Keep roadsides clear of weeds and vegetation

Community Voices

"More prompt attention to road maintenance to improve overall road deterioration."

"General maintenance - roads seem to be allowed to deteriorate to a level where they then require significant investment to bring them back to a reasonable standard. If we invested more in general maintenance maybe they wouldn't get to that point."

"Employ more efficient contractors to build and repair roads using better technology and methods."

"Local roads / bridges. Require regular dirt road repair and maintenance. Require regular weed control along roads to ensure visibility (especially single lane roads). need to improve materials and workmanship on road repairs. Poor quality control on sub-contractors."

"The roads in Lismore are the absolute worst in the State. Two blocks from the CBD the roads are nothing less than patchwork of potholes. Spend some money on these goat tracks - it is a reflection of how much the council actually cares about this area."

"Fix the damaged roads properly the first time. Not quick fixes they just don't work. Bring private contractors in and hold them responsible for their work."

"This is an ongoing issue and needs careful planning on how to maintain the condition better. Perhaps instead of a bandaid solution with patching holes, fix the road section properly with a better foundation."

"Roads and stormwater all need to be working 100% - Stormwater drains along the roads invariably blocked "by rubbish - Clean them up."

"Drains are not being unblocked and it's causing areas of roads to hold water which is further affecting the surface of the road and causing potholes."

"Fix our roads and manage road maintenance including potholes, dangerous verges and visibility from overgrown scrub, trees and noxious weeds."

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Flood mitigation and resilience planning

Community driven actions

- Develop a master plan for flood mitigation and keep the community informed about what has been done and what will be done.

- Consider relocating the CBD and residential areas out of the flood plain.

- Commence engineering-based solutions including:
  - Building another dam
  - Dredging the river
  - Improving drains and keeping them clean

- Implement CSIRO recommendations.

Community Voices

"Develop a mitigation plan and communicate this to our community."

"Having a plan, helping community members decide what to do for the next flood event. Everyone rebuilt where they are as there was no leadership. Are we going to keep rebuilding after each flood and just continue with our half-developed town? What is the plan for the next flood? Is the CBD moving?"

"We need constant update on plans for flood mitigation. People are worried nothing is being done."

"It is obvious. Residences on the floodplain need to be moved to safe ground. Businesses can up and move more easily and reset."

"Stop approving any housing in the flood zone and preferably relocating the city centre. After all the floods in Lismore's history it is absolutely ridiculous to have any housing in the flood zone."

"We need a focus on an alternative CBD location that is safe from major flooding, with incentives and support for current businesses to move out of the floodplain, to prevent massive negative financial and social impacts that future floods will have."

"[We] need an immediate focus on engineering-based solutions, such as the construction of flood levees or retention basins, to actively mitigate flood risks."

"Activate effective strategies to mitigate future flooding - build a new dam, dredge the river, regular clearing of within the city, encourage growth out of flood prone areas."

"Deeper River - restore dredging. Build the Dunoon Dam. Create reclamation dams in the catchment like Toowoomba did. Revamp the CBD drainage systems for stormwater."

"Take note of the CSIRO study report when it is completed. Implement effective and evidence-based flood mitigation measures using the information in the report."

"Total commitment to the CSIRO report when it's released. Investors need confidence to set up business in Lismore."

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Stormwater management and drainage

Community driven actions

- Regularly maintain and improve stormwater drain infrastructure:

  o Repair and upgrade existing drains

  o Install more drains as needed

  o Keep drains clear of vegetation, rubbish and debris

- Maintain flood pumps and install more pumps to meet local needs.

Community Voices

"Bigger cement drains, regular cleaning."

"Better drain infrastructure. Drains aren't deep or wide enough and outdated."

"Lismore's storm water management systems are obviously woefully inadequate and/or inadequately maintained to prevent blockage and massive overflow in heavy rains. They need regular cleaning out and a lot of work to improve them."

"There needs to be a complete overhaul of all drains in the South Lismore area from Union Street to Wilsons road from Elliot road to Charles street. In some places there are no drains!! Ditch drains that have too small a flow-in pipe. Some cases the pipes are old ceramic ones that have passed their use by date."

"All drains to be maintained. Hate seeing water backing up and entering people's garages and blocks of land. People in South Lismore trying to recover from floods and then water enters their blocks every time we get a storm."

"The infrastructure is there, however it MUST be maintained all the time. Plants/ grasses etc. growing in the cracks of the concrete channels have to be cleared and the verges in the larger unlined channels like on Dawson St have to be consistently tended to. This has to be LGA wide."

"Drains need to be flushed and cleaned out on a regular basis as trees and other vegetation gets washed into the drains and then this causes minor flooding in areas that don't need more water cause council can't do their job."

"Regularly clean drains. Make sure pumps are working."

"Improved pumps to get stormwater out of the basin before it comes over the levee."

"Keep all stormwater drains cleaned regularly and dredge the rivers like they used to be done. This would help to lower the river water level. Make sure the flood pumps are maintained and working at all times."

"Stop Lismore flooding from drainage before the river rises above the levee bank - as was seen in March 2017. Have all pumps and systems ready for use at all times- instead of taking years to fix pumps that don't work."

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Rebuilding Lismore / Flood recovery program

Community driven actions

- Develop and communicate a clear vision for Lismore's future, ensuring the community is consulted, listened to and kept well-informed about recovery efforts, timelines and future plans.

- Expedite the rebuilding process for essential infrastructure, businesses and homes damaged in the flood.

- Plan to relocate houses and businesses out of flood-prone areas, with new land releases.

- Create more affordable housing outside of flood-prone areas.

- Advocate for Government support for flood-affected businesses and provide incentives for businesses to return to the CBD.

Community Voices

"A clear plan and vision for our town's future. Where is it headed? How will be return to being a Regional Centre that attracts people to live here, to build businesses here. How do we prevent more people and businesses from leaving our wonderful City."

"Actually consult with the community who are directly and deeply affected by the flood events at the point of the event, what are their needs and hopes?"

"Clear timelines and progress updates, timetables of actions for people to plan around."

"Expedite rebuilding and recovery to bring life back into Lismore city. The centre is run down and unappealing."

"Faster action - it's been nearly 3 years since the devastating floods. Clean up Lismore quicker/better- it looks like a dead city that hasn't improved much since February 2022, with all the flood destroyed houses and buildings on display continually!! This sight isn't doing much at all for the development of Lismore."

"Things need to move faster. More affordable land where flood-prone houses could be relocated to needs to be identified."

"Educate people where to live - open up more acres at affordable prices."

"Put a plan in place to move the city centre and housing out of the flood zone."

"No new developments on the flood plain. Ensure everybody is off the floodplain including businesses - how many times can the government bail us out? It's cheaper to just buy back and get them out of North and South Lismore."

"Keep lobbying state and federal governments for financial assistance "persistently" for the benefit of the rebuild well into the foreseeable future. Aim to keep our labour force in the local area by offering housing assistance or financial enticements."

"Focus a lot more on small business improving access to government funds and cut the red tape for new business (including the funds needed). We need more people to invest in Lismore and small business is the backbone of all small city's economy."

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Responsible growth and development

Community driven actions

- Support development of affordable housing outside of flood-prone areas:
  - allow subdivision and medium density development
  - release new land for development
  - streamline development processes

- Plan new developments with access to essential services and infrastructure, including transport routes, shops, recreation and health services.

- Stimulate economic growth by;
  - attracting and supporting a variety of businesses and industry
  - reducing red tape for business applications
  - relocating the CBD out of the flood plain
  - promoting tourism

Community Voices

"Town planning that takes into account affordable housing and retail spaces. Smaller, cheaper housing options, taking up less room, out of flood zones. Safe and accessible social housing. Duplexes and complexes that meet multiple community needs."

"Help facilitate Lismore's growth and development as a major NSW regional centre via promoting good subdivision design and development with suitable local affordable housing design aesthetically suitable for the region".

"Permitting multiple dwellings on larger land holdings, particularly adjacent to good transport routes."

"To allow growth, we need a steadily growing population. For this we need more land for housing. The amount of time it takes to get through the approval process is crazy."

"Responsible growth / development. Need to limit development in areas without adequate road infrastructure."

"Ensure the town planning includes space for local shops, restaurants, cafes, gyms etc, not just housing. Goonellabah is a great example of terrible town planning. Create little villages with something to do."

"A coordinated infrastructure delivery program to support new greenfield areas and in-fill around the health precinct. A clear vision about what population level we are aiming to support."

"Priority for expanded industry and jobs in council area. Agriculture and manufacturing services maintain a solid financial base for the community and region."

"Streamlining and making the DA processes easier. More support for businesses including businesses outside the CBD."

"Responsible growth and development would mean relocating the CBD and starting from scratch. Yes this would mean an unknown amount of funding needed to do, but it would be irresponsible to leave the CBD and even allow it to reopen, where it is."

"More opportunities to businesses and tourism to promote people accessing Lismore as a hub for the Northern Rivers, including festivals, activities for families and activities on weekends and evenings."

MARKYT ◆

Youth services

Community driven actions

- Provide a youth centre and other safe spaces for young people to gather and socialise.

- Engage youth leaders and mentors to run activities and programs to support, educate and guide young people.

- Provide a wider range of sporting and non-sporting activities and events to engage young people.

- Provide public transport or free community buses to help young people access local services and activities.

Community Voices

"Activities and safe places for young persons, 8 to 18, to attend and gather after school and up to 8pm."

"There are limited youth services in the Lismore area. For example, a youth centre providing a safe drop-in service for young people to engage in activities, seek support and guidance."

"There MUST be a youth space in Lismore. There is no youth centre/ youth hub/ or location that is specific for young people. We know that youth crime is an issue in Lismore and evidence shows if young people are engaged in activities and connected to a space in which they feel safe, i.e a youth centre, then these rates of youth crime reduce drastically."

"Create programs to have them involved, engage with them on projects so they feel connected. They are set to inherit the decisions we make today, when they become rate payers on a few short years. Build the trust, relationship and experiences with them now for the best outcomes in the future."

"Improved communication with the youth to see what they would like. Try to engage them in safe social and community activities."

"Teenagers need more activities. More clubhouses. More to do on a Friday or Saturday night, in the CBD (no drugs or alcohol events). Music, gaming, craft, cooking .. .or indoor games etc). A free shuttle bus to pick them up and drop them home. Do a trial, cap it at just say 20 people, start small...their word of mouth will triple it in no time."

"There's nothing for teens, now that ten pin and movies gone. Need more for teens to do. Need a movie theatre, ten pin, rec centre eg pinball, pool hall etc for teens to have safe social gathering."

"Free bus travel around the region for under 21's. Bring more music events to Lismore. Find out what's happening with the cinema and help get it up and running."

"Transport for youths to get around is practically non-existent except for school buses."

MARKYT ◆

25

Waste management

Community driven actions

- Provide change management support to assist community members to transition to the new waste program.

- Consider if bin sizes and the frequency of collections are appropriate.

- Review recycling services, with consideration for charges, a central recycling facility and more recycling drop-off points for soft plastics, batteries etc.

- Consider bulk waste services, such as an annual kerbside collection or free tip passes, to reduce illegal dumping.

Community Voices

"Re-instate weekly garbage collections. The current cycle is a health hazard sitting in everyone's yards."

"The rubbish situation is horrible. Green rubbish fortnightly now. Very hard to keep on top of yard management - very disappointing. Very expensive to take rubbish to dump, hence rubbish dumped on the side of the road."

"Bring back the bigger bins and don't charge people for recycling. Higher tip fees will lead to more roadside dumping."

"The LCC has started demanding payment for recycling cardboard and plastics. Free recycling should be a priority and encouraged rather than expecting people to pay . . . dumping of rubbish is a result of the new payment regime."

"Waste and recycling improvements. Bring drop off facilities back to town. We shouldn't have to go to the dump for recycling small amounts. People just say forget it and it goes in the bin."

"Waste Management. (1) Lobbying State / Federal Governments to develop soft plastic recycling schemes. (2) More locations to drop off recycling materials such as small batteries - Local village shops."

"Have lithium battery and other batteries drop offs at recycle centres for bottles, cans etc. So public can practice the right way of disposal. Have more recycle bins in CBD, you have to walk a way to find them. Put them in car parks as well."

"Recycle facilities should have the ability to collect and recycle soft plastics which are a big problem. Encourage shops to take back any excess packaging for recycling. Make the revolve centre free so people will reuse unwanted items."

"Bring back free tip vouchers for ratepayers. Implementing roadside large rubbish pickups. Put back the previous regular bin collection system."

"Implementing an annual kerbside collection would offer significant benefits for Lismore City Council, including reducing illegal dumping, encouraging proper waste disposal, and fostering community satisfaction."

MARKYT

MARKYT ◆ Community VoiceBank

The MARKYT® VoiceBank contains a full list of community suggestions. It has more than **136,100 words** with community ideas and suggestions to address priority areas.

Ideas are grouped into **42 service areas**.

Councillors and Shire officers will draw on ideas and suggestions in the MARKYT® Community VoiceBank to support the development of strategies and action plans to address community needs.

Question: **Over the next 10 years, which areas would you most like Lismore City Council to focus on improving?**

Source: MARKYT® Community Scorecard **|** 2024

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

Prepared by:
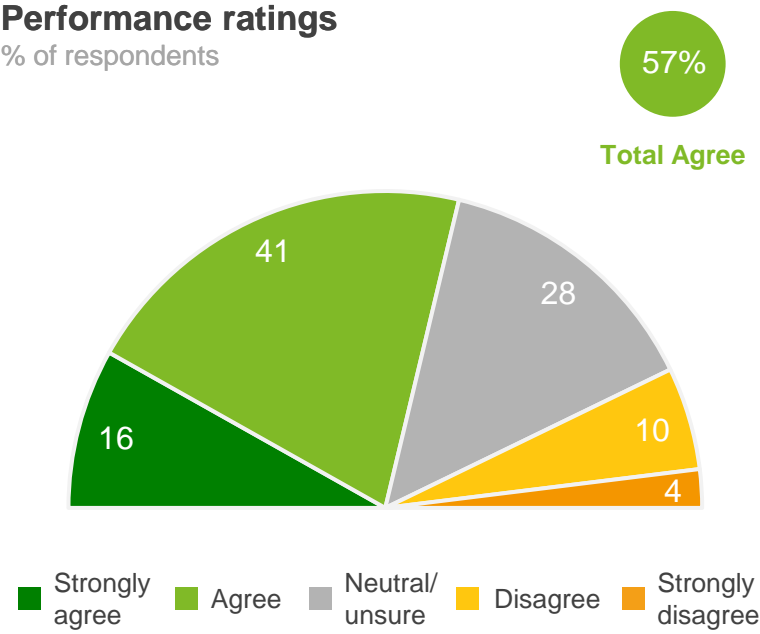**CATALYSE® Pty Ltd**

Prepared for:
Lismore City Council

December 2024

MARKYT ◆

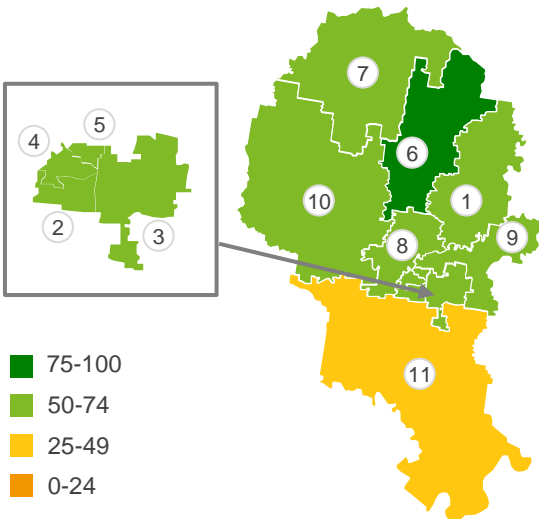# Community

I feel like I belong in my local community

Performance ratings
% of respondents

57%

Total Agree

- 16 Strongly agree
- 41 Agree
- 28 Neutral/unsure
- 10 Disagree
- 4 Strongly disagree

| | Strongly agree | Agree | Neutral/unsure | Disagree | Strongly disagree |

MARKYT◆ Industry Standards
% agree

Lismore City Council	57
Industry High	73
Industry Average	58

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	67
2.	East Lismore	52
3.	Goonellabah	50
4.	Lismore - Girards Hill	65
5.	Lismore Heights	56
6.	Modanville - Dunoon	78
7.	Nimbin and District	74
8.	North Lismore - South Lismore	64
9.	Richmond Hill - Lindendale	53
10.	Rural North West	60
11.	Rural South	40
	Townsite	56
	Farm / Rural	60

Community variances
% agree

Gender		Age of children		Disability & culture	
Male	57	0-5 years	43	Disability	54
Female	58	6-12 years	53	First Nations	55
Another term#	53	13-17 years	53	Mainly speak LOTE	49
Age		18+ years	52	LGBTQI+	64
14-34 years	49	No children	62	**Homeownership**	
35-49 years	57			Homeowner	60
50-64 years	57			Renting / other	45
65+ years	68				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1443). # small sample size (< 30 respondents)

MARKYT◆
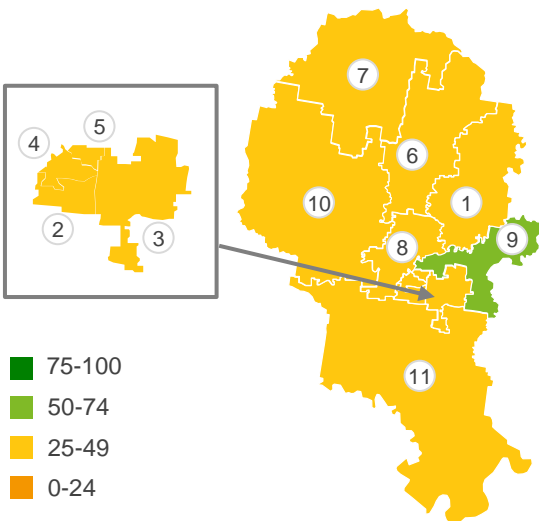
29

Services and facilities for families and children

Performance ratings
% of respondents

63% Positive rating*

44 Performance Index Score (out of 100)

Pie chart values: 2, 20, 41, 26, 11

■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	44
Industry High	68
Industry Average	54

Geographical variances
Performance Index Score

■ 75-100
■ 50-74
■ 25-49
■ 0-24
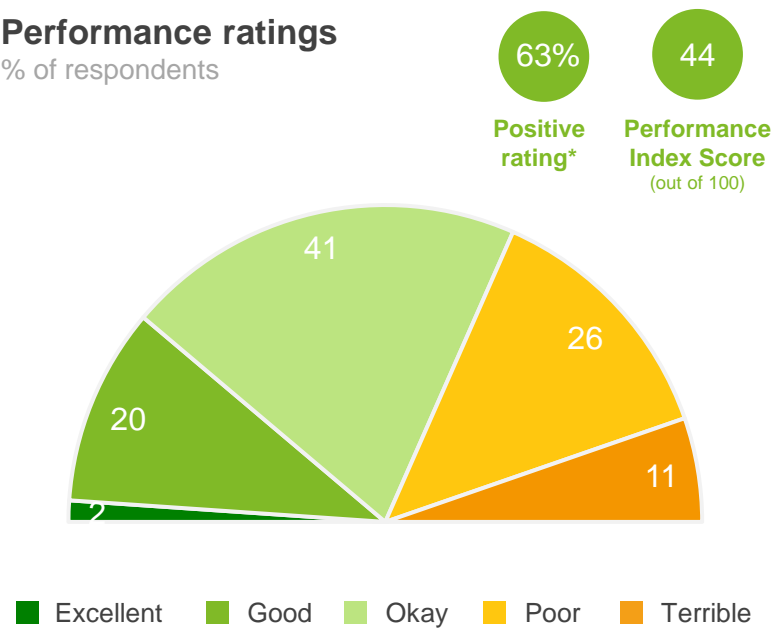
Location

1.	Clunes - Bexhill	49
2.	East Lismore	42
3.	Goonellabah	44
4.	Lismore - Girards Hill	43
5.	Lismore Heights	41
6.	Modanville - Dunoon	46
7.	Nimbin and District	47
8.	North Lismore - South Lismore	45
9.	Richmond Hill - Lindendale	54
10.	Rural North West	44
11.	Rural South	42
	Townsite	44
	Farm / Rural	47

Community variances
Performance Index Score

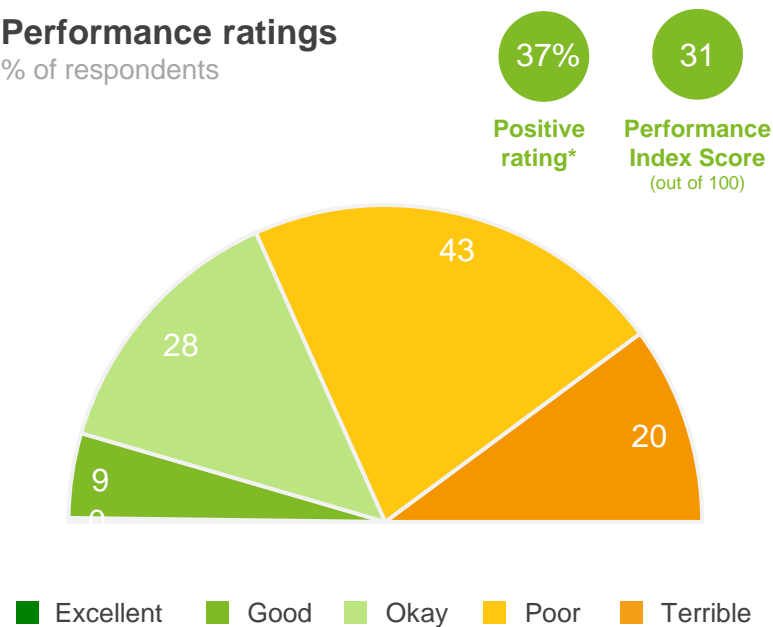| Gender		Age of children		Disability & culture	
Male	44	0-5 years	38	Disability	40
Female	45	6-12 years	38	First Nations	35
Another term#	56	13-17 years	41	Mainly speak LOTE	48
Age		18+ years	41	LGBTQI+	46
14-34 years	39	No children	48	**Homeownership**	
35-49 years	42			Homeowner	46
50-64 years	46			Renting / other	38
65+ years	51				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1128).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

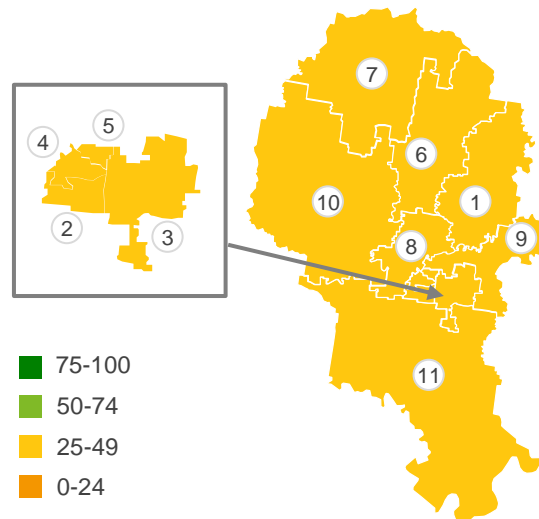MARKYT◆ 30

Services and facilities for youth

Performance ratings
% of respondents

37%
Positive rating*

31
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

43
28
9
20

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	34
2.	East Lismore	29
3.	Goonellabah	31
4.	Lismore - Girards Hill	28
5.	Lismore Heights	32
6.	Modanville - Dunoon	34
7.	Nimbin and District	35
8.	North Lismore - South Lismore	30
9.	Richmond Hill - Lindendale	38
10.	Rural North West	31
11.	Rural South	31
Townsite		30
Farm / Rural		33

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	31
Industry High	65
Industry Average	47

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	33	0-5 years	26	Disability	29
Female	29	6-12 years	28	First Nations	24
Another term#	31	13-17 years	27	Mainly speak LOTE	24
Age		18+ years	31	LGBTQI+	29
14-34 years	25	No children	34	**Homeownership**	
35-49 years	30			Homeowner	33
50-64 years	34			Renting / other	23
65+ years	38				

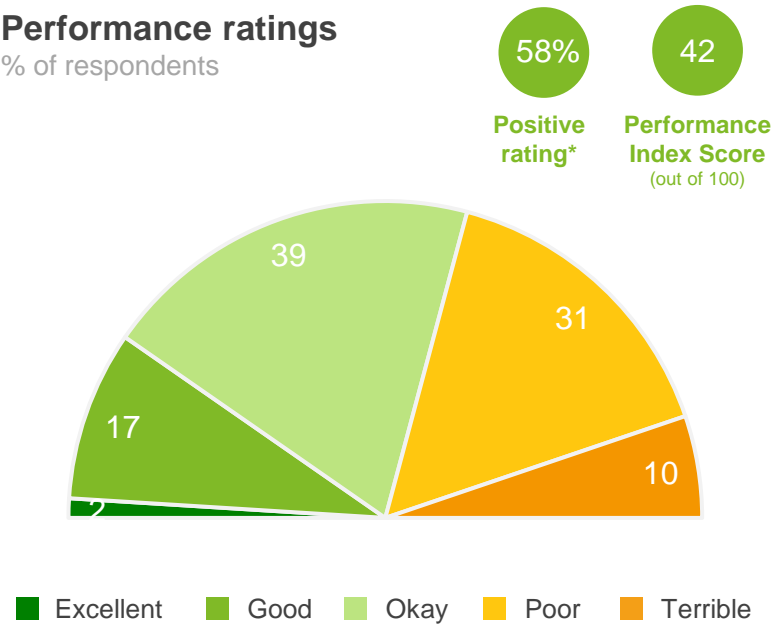Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1160).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆

31

Services and facilities for seniors
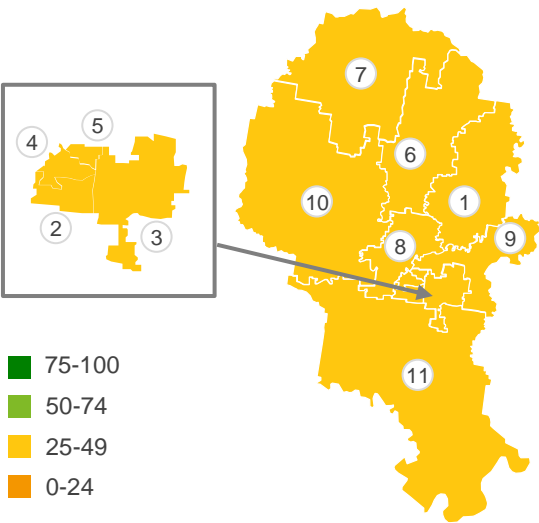
Performance ratings
% of respondents

58% Positive rating*

42 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

(Chart values: 2, 17, 39, 31, 10)

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	45
2.	East Lismore	42
3.	Goonellabah	44
4.	Lismore - Girards Hill	37
5.	Lismore Heights	45
6.	Modanville - Dunoon	40
7.	Nimbin and District	45
8.	North Lismore - South Lismore	40
9.	Richmond Hill - Lindendale	40
10.	Rural North West	42
11.	Rural South	45
	Townsite	42
	Farm / Rural	43

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	42
Industry High	68
Industry Average	53

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	42	0-5 years	46	Disability	**37**
Female	42	6-12 years	43	First Nations	**37**
Another term#	**50**	13-17 years	43	Mainly speak LOTE	43
Age		18+ years	43	LGBTQI+	42
14-34 years	43	No children	41	**Homeownership**	
35-49 years	41			Homeowner	43
50-64 years	41			Renting / other	40
65+ years	43				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1072).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

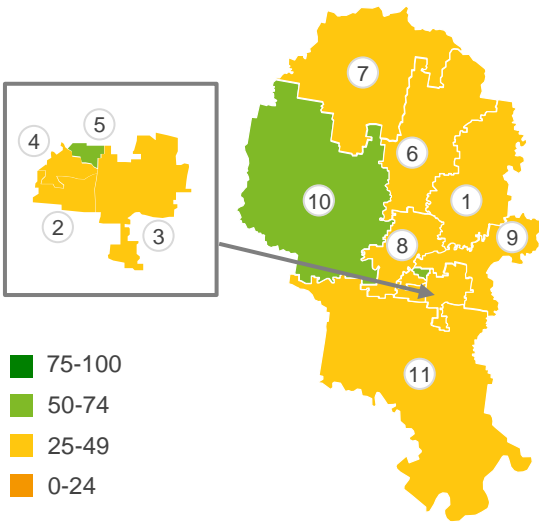MARKYT◆

Disability access and inclusion

Performance ratings
% of respondents

68% Positive rating*

47 Performance Index Score (out of 100)

- Excellent (4)
- Good (23)
- Okay (41)
- Poor (22)
- Terrible (9)

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	47
Industry High	62
Industry Average	50

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
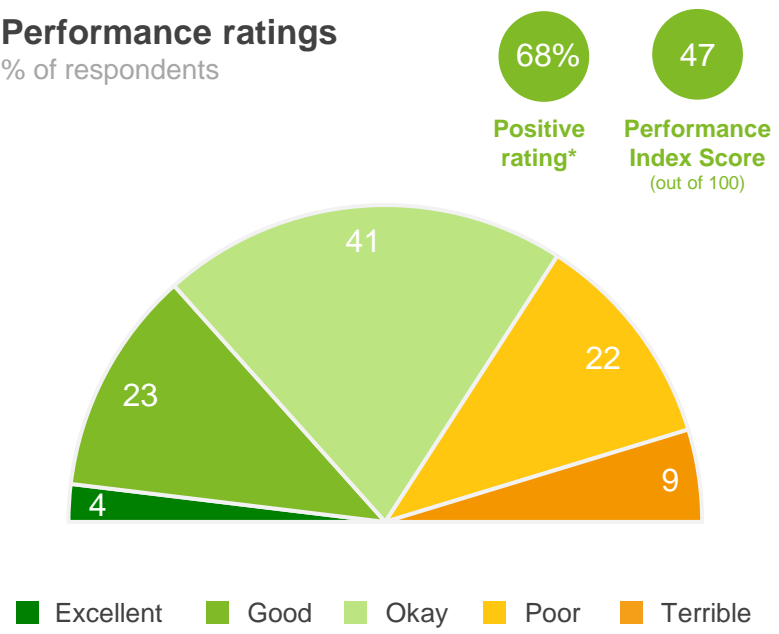
Location

1.	Clunes - Bexhill	48
2.	East Lismore	46
3.	Goonellabah	49
4.	Lismore - Girards Hill	45
5.	Lismore Heights	50
6.	Modanville - Dunoon	48
7.	Nimbin and District	42
8.	North Lismore - South Lismore	43
9.	Richmond Hill - Lindendale	48
10.	Rural North West	53
11.	Rural South	49
	Townsite	47
	Farm / Rural	49

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	50	0-5 years	50	Disability	39
Female	45	6-12 years	49	First Nations	43
Another term#	47	13-17 years	47	Mainly speak LOTE	57
Age		18+ years	48	LGBTQI+	45
14-34 years	49	No children	46	**Homeownership**	
35-49 years	46			Homeowner	48
50-64 years	46			Renting / other	45
65+ years	48				

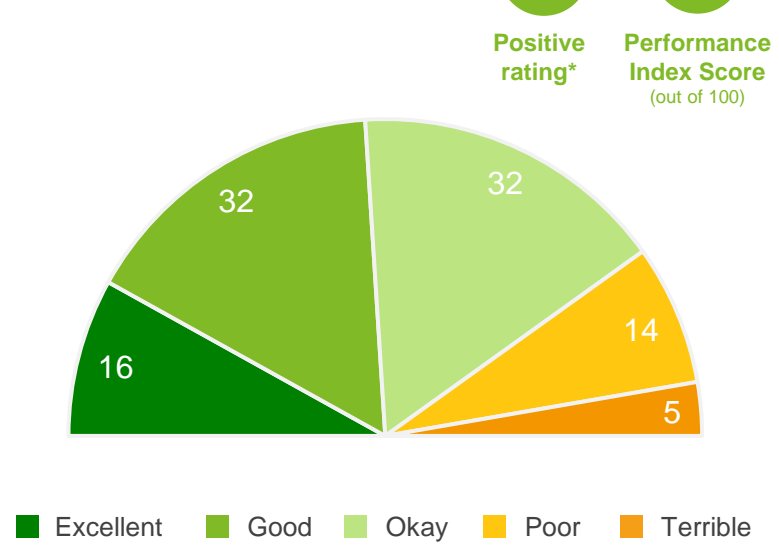Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1090).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

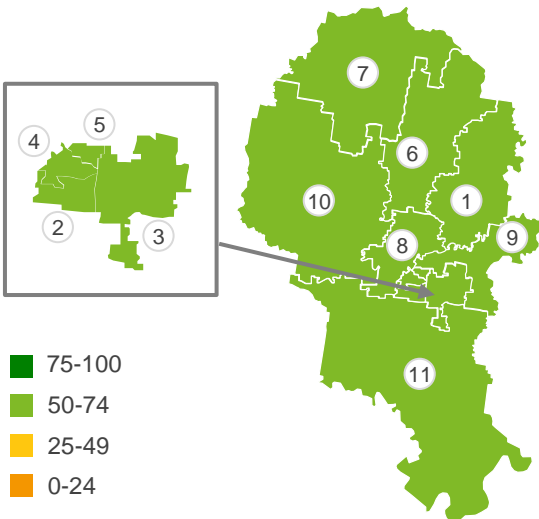# Recognition and respect for First Nations peoples, cultures and heritage

Performance ratings
% of respondents

80%
Positive rating*

60
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	59
2.	East Lismore	58
3.	Goonellabah	64
4.	Lismore - Girards Hill	54
5.	Lismore Heights	61
6.	Modanville - Dunoon	63
7.	Nimbin and District	50
8.	North Lismore - South Lismore	59
9.	Richmond Hill - Lindendale	58
10.	Rural North West	64
11.	Rural South	61
	Townsite	61
	Farm / Rural	59

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	60
Industry High	71
Industry Average	62

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	62	0-5 years	**68**	Disability	57
Female	58	6-12 years	**67**	First Nations	**50**
Another term#	56	13-17 years	64	Mainly speak LOTE	**54**
Age		18+ years	61	LGBTQI+	**54**
14-34 years	63	No children	57	**Homeownership**	
35-49 years	59			Homeowner	61
50-64 years	59			Renting / other	**55**
65+ years	58				

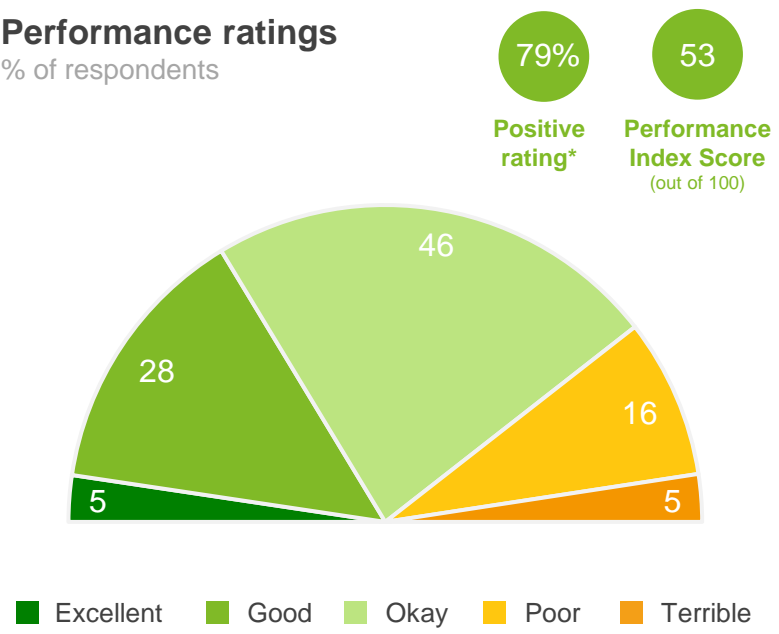Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1175).

MARKYT◆   34

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
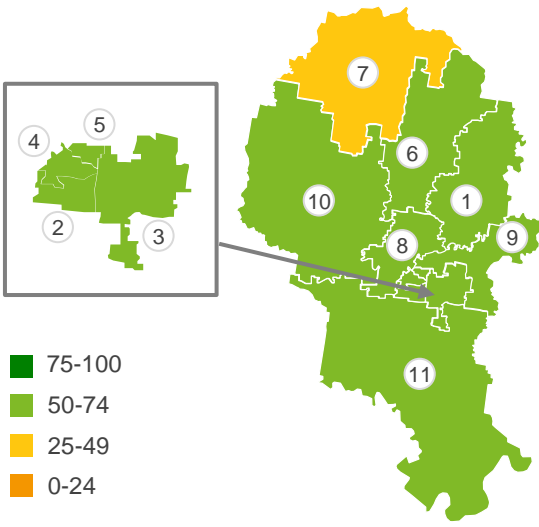
Volunteer recognition and support

Performance ratings
% of respondents

79% Positive rating*

53 Performance Index Score (out of 100)

5	28	46	16	5

- **Excellent**
- **Good**
- **Okay**
- **Poor**
- **Terrible**

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

1.	Clunes - Bexhill	58
2.	East Lismore	50
3.	Goonellabah	55
4.	Lismore - Girards Hill	50
5.	Lismore Heights	54
6.	Modanville - Dunoon	57
7.	Nimbin and District	48
8.	North Lismore - South Lismore	51
9.	Richmond Hill - Lindendale	56
10.	Rural North West	53
11.	Rural South	51
Townsite		53
Farm / Rural		53

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	53
Industry High	69
Industry Average	59

Community variances
Performance Index Score

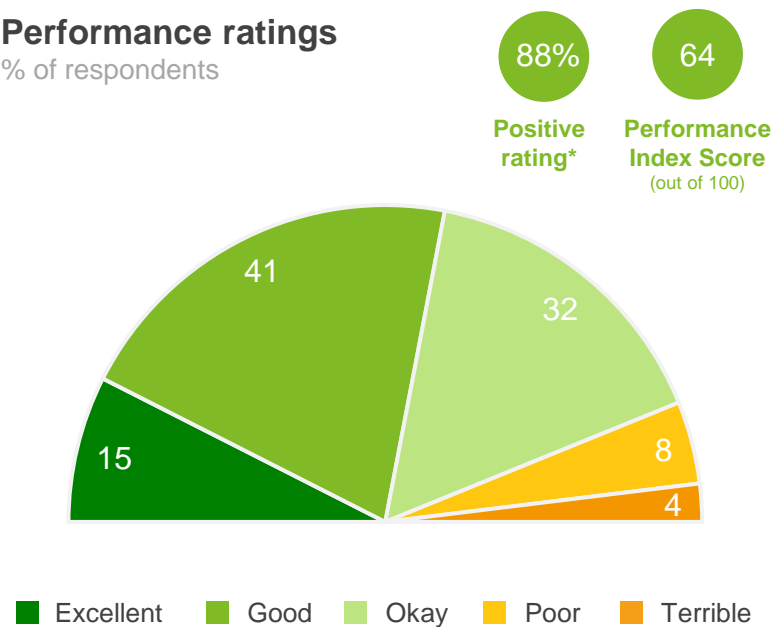| Gender		Age of children		Disability & culture	
Male	53	0-5 years	57	Disability	51
Female	53	6-12 years	53	First Nations	48
Another term#	35	13-17 years	51	Mainly speak LOTE	44
Age		18+ years	52	LGBTQI+	50
14-34 years	52	No children	52	**Homeownership**	
35-49 years	50			Homeowner	54
50-64 years	53			Renting / other	45
65+ years	55				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1064).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
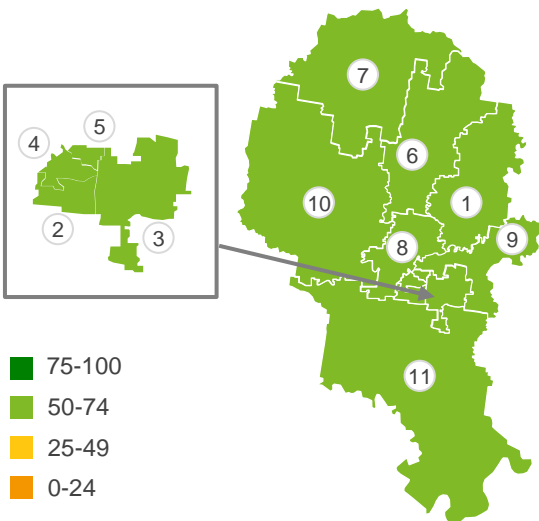
Sport and recreation facilities and services

Performance ratings
% of respondents

88% Positive rating*

64 Performance Index Score (out of 100)

- **Excellent** 15
- **Good** 41
- **Okay** 32
- **Poor** 8
- **Terrible** 4

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	63
2.	East Lismore	63
3.	Goonellabah	64
4.	Lismore - Girards Hill	63
5.	Lismore Heights	65
6.	Modanville - Dunoon	62
7.	Nimbin and District	58
8.	North Lismore - South Lismore	65
9.	Richmond Hill - Lindendale	67
10.	Rural North West	68
11.	Rural South	63
	Townsite	63
	Farm / Rural	65

MARKYT Industry Standards
Performance Index Score

Lismore City Council	64
Industry High	81
Industry Average	64

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	63	0-5 years	57	Disability	62
Female	64	6-12 years	60	First Nations	54
Another term#	67	13-17 years	64	Mainly speak LOTE	60
Age		18+ years	64	LGBTQI+	64
14-34 years	59	No children	66	**Homeownership**	
35-49 years	61			Homeowner	65
50-64 years	66			Renting / other	57
65+ years	69				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1382).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

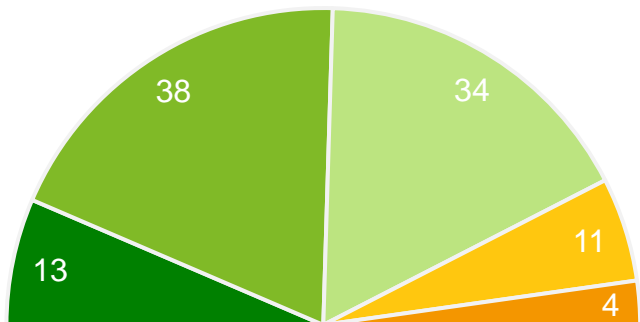# Art, cultural and creative facilities and activities

Performance ratings
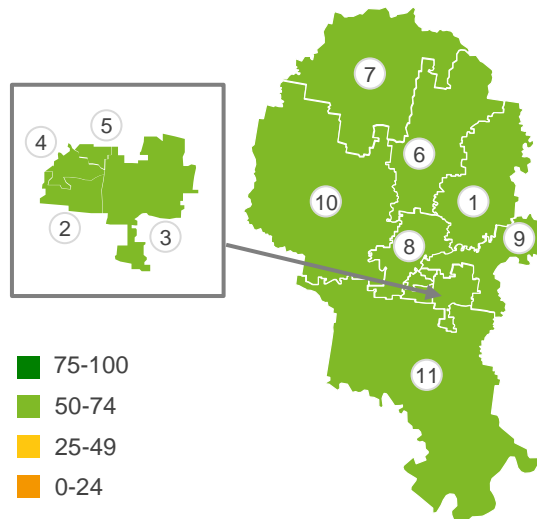% of respondents

85%
Positive rating*

61
Performance Index Score
(out of 100)

- Excellent 13
- Good 38
- Okay 34
- Poor 11
- Terrible 4

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	59
2.	East Lismore	61
3.	Goonellabah	62
4.	Lismore - Girards Hill	56
5.	Lismore Heights	62
6.	Modanville - Dunoon	63
7.	Nimbin and District	58
8.	North Lismore - South Lismore	61
9.	Richmond Hill - Lindendale	61
10.	Rural North West	68
11.	Rural South	64

Townsite	61
Farm / Rural	64

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	61
Industry High	71
Industry Average	65

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-5 years	63	Disability	59
Female	62	6-12 years	62	First Nations	56
Another term#	62	13-17 years	63	Mainly speak LOTE	58
Age		18+ years	62	LGBTQI+	61
14-34 years	61	No children	61	**Homeownership**	
35-49 years	62			Homeowner	63
50-64 years	60			Renting / other	55
65+ years	61				

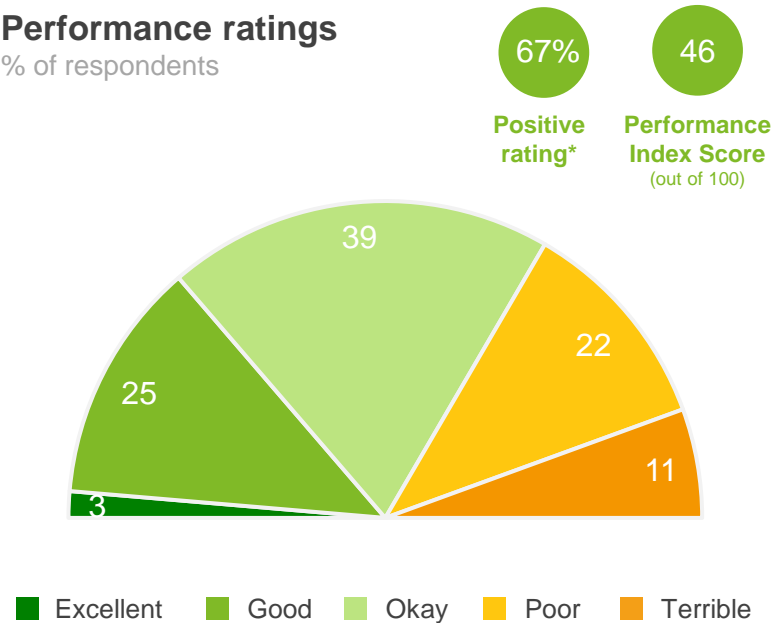Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1328).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆

Animal management (dogs and cats)
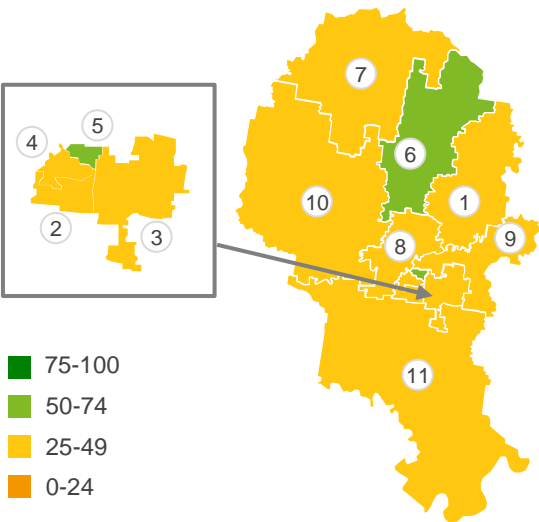
Performance ratings
% of respondents

67% Positive rating*

46 Performance Index Score (out of 100)

- 3 — Excellent
- 25 — Good
- 39 — Okay
- 22 — Poor
- 11 — Terrible

■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	46
Industry High	67
Industry Average	52

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location
1.	Clunes - Bexhill	45
2.	East Lismore	43
3.	Goonellabah	48
4.	Lismore - Girards Hill	44
5.	Lismore Heights	50
6.	Modanville - Dunoon	52
7.	Nimbin and District	38
8.	North Lismore - South Lismore	47
9.	Richmond Hill - Lindendale	47
10.	Rural North West	48
11.	Rural South	46
	Townsite	46
	Farm / Rural	47

Community variances
Performance Index Score

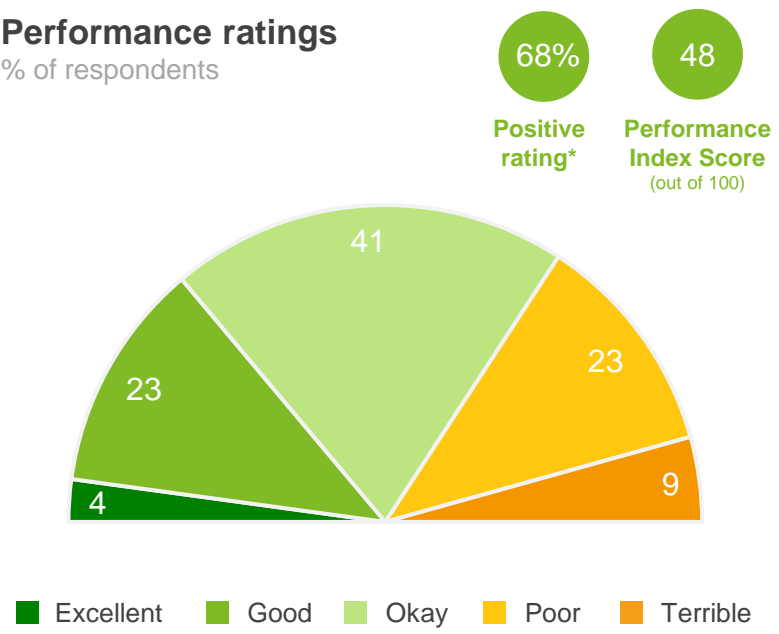| Gender		Age of children		Disability & culture	
Male	46	0-5 years	48	Disability	45
Female	47	6-12 years	46	First Nations	40
Another term#	**54**	13-17 years	46	Mainly speak LOTE	44
Age		18+ years	48	LGBTQI+	48
14-34 years	46	No children	45	**Homeownership**	
35-49 years	49			Homeowner	47
50-64 years	45			Renting / other	43
65+ years	46				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1100).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

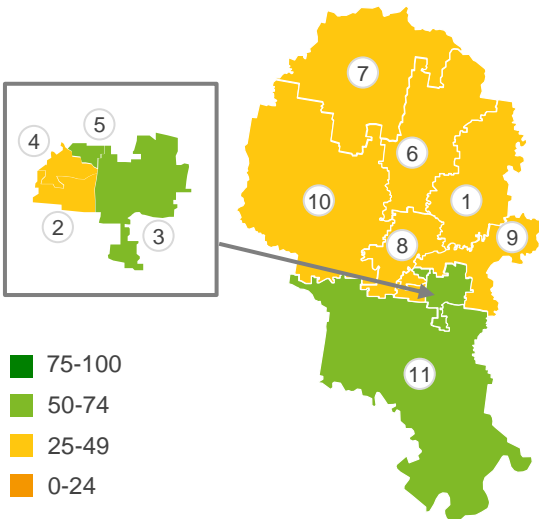# Environment

Efforts to promote and adopt sustainable practices

Performance ratings
% of respondents

68%
Positive rating*

48
Performance Index Score
(out of 100)

- Excellent: 4
- Good: 23
- Okay: 41
- Poor: 23
- Terrible: 9

Excellent | Good | Okay | Poor | Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location
1.	Clunes - Bexhill	47
2.	East Lismore	49
3.	Goonellabah	51
4.	Lismore - Girards Hill	43
5.	Lismore Heights	51
6.	Modanville - Dunoon	47
7.	Nimbin and District	42
8.	North Lismore - South Lismore	40
9.	Richmond Hill - Lindendale	46
10.	Rural North West	47
11.	Rural South	51
	Townsite	48
	Farm / Rural	47

MARKYT ◆ Industry Standards
Performance Index Score

Lismore City Council	48
Industry High	61
Industry Average	53

Community variances
Performance Index Score

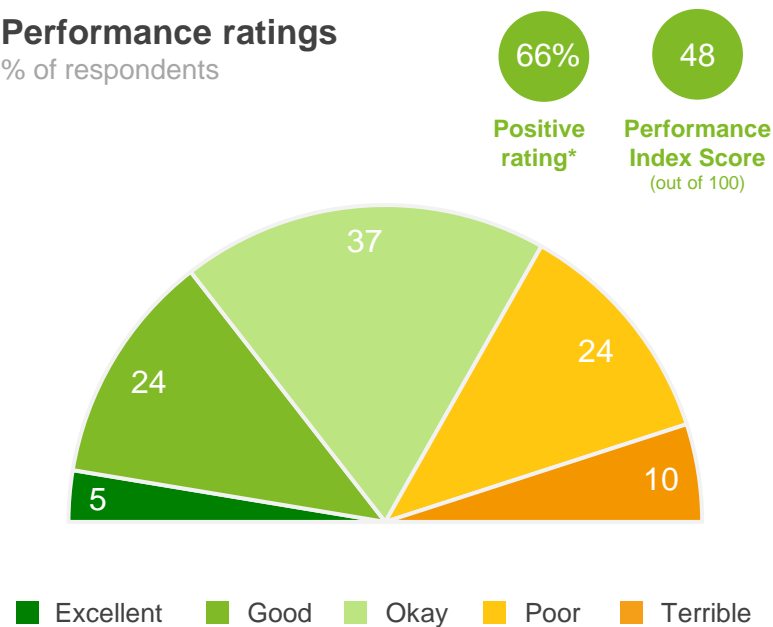| Gender		Age of children		Disability & culture	
Male	49	0-5 years	48	Disability	46
Female	48	6-12 years	49	First Nations	39
Another term#	34	13-17 years	48	Mainly speak LOTE	46
Age		18+ years	49	LGBTQI+	42
14-34 years	48	No children	48	**Homeownership**	
35-49 years	47			Homeowner	49
50-64 years	48			Renting / other	43
65+ years	50				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1250).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

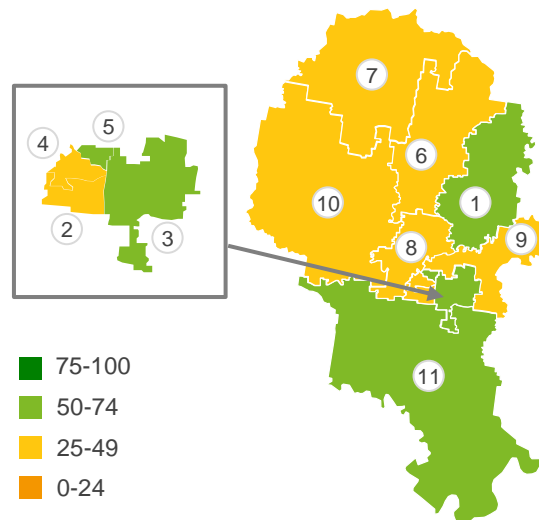**MARKYT ◆**

Conservation and environmental management

Performance ratings
% of respondents

66%
Positive rating*

48
Performance Index Score
(out of 100)

- 5 Excellent
- 24 Good
- 37 Okay
- 24 Poor
- 10 Terrible

	Excellent		Good		Okay		Poor		Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	50
2.	East Lismore	46
3.	Goonellabah	52
4.	Lismore - Girards Hill	43
5.	Lismore Heights	53
6.	Modanville - Dunoon	47
7.	Nimbin and District	38
8.	North Lismore - South Lismore	38
9.	Richmond Hill - Lindendale	45
10.	Rural North West	47
11.	Rural South	53
	Townsite	48
	Farm / Rural	46

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	48
Industry High	67
Industry Average	52

Community variances
Performance Index Score

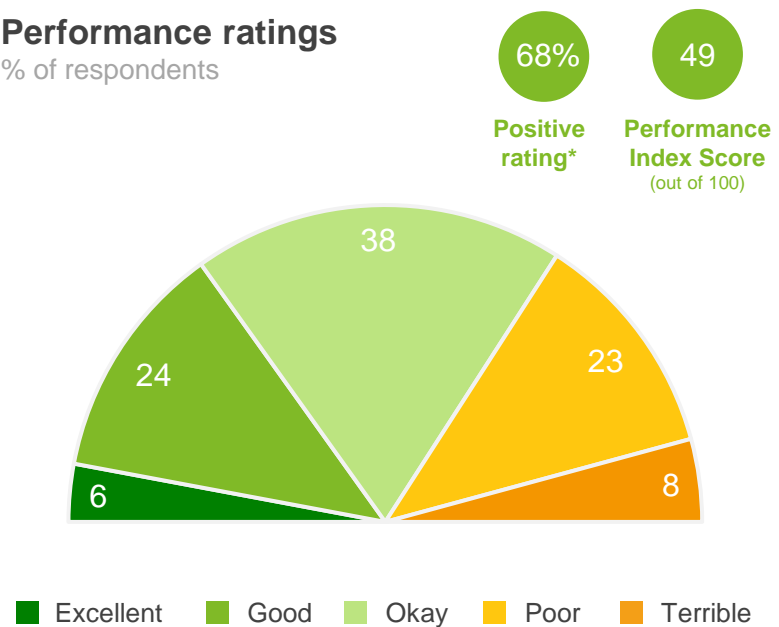| Gender		Age of children		Disability & culture	
Male	48	0-5 years	49	Disability	45
Female	48	6-12 years	51	First Nations	40
Another term#	33	13-17 years	53	Mainly speak LOTE	48
Age		18+ years	48	LGBTQI+	43
14-34 years	50	No children	46	**Homeownership**	
35-49 years	48			Homeowner	49
50-64 years	46			Renting / other	43
65+ years	47				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1272).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

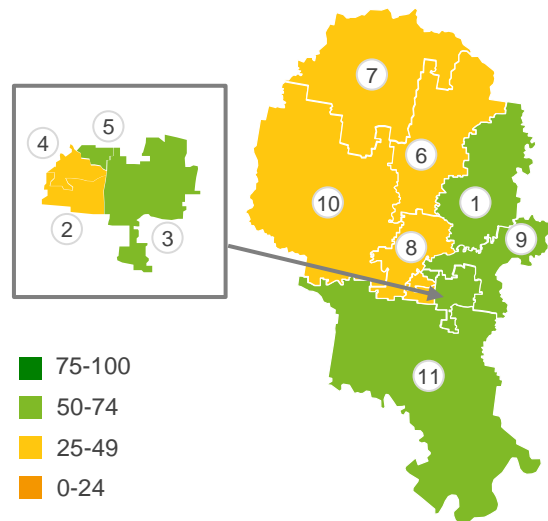**MARKYT◆**

Botanical gardens, nature corridors and reserves

Performance ratings
% of respondents

68%
Positive rating*

49
Performance Index Score
(out of 100)

6	Excellent
24	Good
38	Okay
23	Poor
8	Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	51
2.	East Lismore	45
3.	Goonellabah	52
4.	Lismore - Girards Hill	47
5.	Lismore Heights	53
6.	Modanville - Dunoon	47
7.	Nimbin and District	45
8.	North Lismore - South Lismore	45
9.	Richmond Hill - Lindendale	51
10.	Rural North West	48
11.	Rural South	50
	Townsite	49
	Farm / Rural	49

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	49
Industry High	NA
Industry Average	NA

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	48	0-5 years	47	Disability	49
Female	50	6-12 years	45	First Nations	46
Another term#	43	13-17 years	47	Mainly speak LOTE	50
Age		18+ years	50	LGBTQI+	45
14-34 years	48	No children	50	**Homeownership**	
35-49 years	47			Homeowner	50
50-64 years	46			Renting / other	46
65+ years	55				

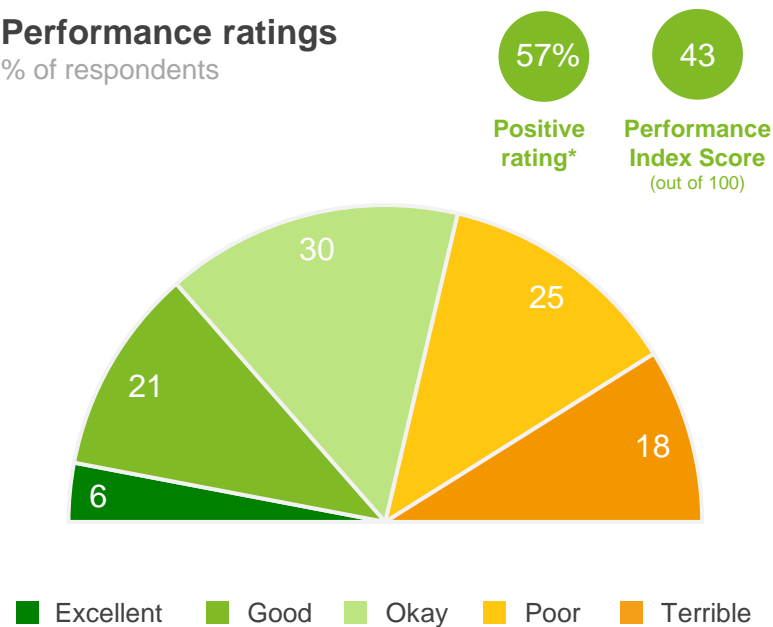Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1332).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

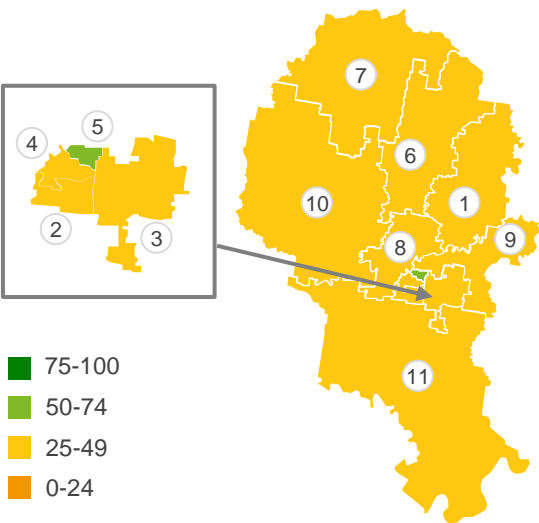MARKYT◆

Waste management

Performance ratings
% of respondents

57%
Positive rating*

43
Performance Index Score
(out of 100)

6 — Excellent
21 — Good
30 — Okay
25 — Poor
18 — Terrible

- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	36
2.	East Lismore	44
3.	Goonellabah	48
4.	Lismore - Girards Hill	48
5.	Lismore Heights	53
6.	Modanville - Dunoon	37
7.	Nimbin and District	33
8.	North Lismore - South Lismore	37
9.	Richmond Hill - Lindendale	45
10.	Rural North West	34
11.	Rural South	39
	Townsite	46
	Farm / Rural	37

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	43
Industry High	77
Industry Average	59

Community variances
Performance Index Score

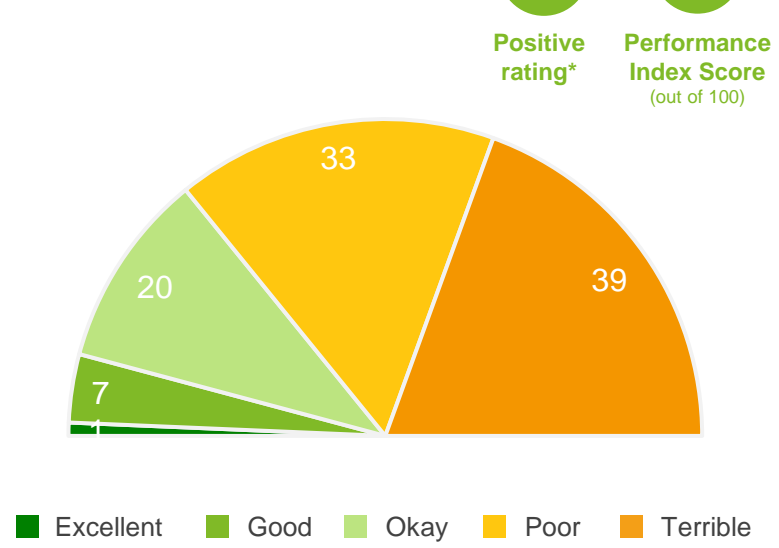| Gender		Age of children		Disability & culture	
Male	43	0-5 years	40	Disability	**38**
Female	43	6-12 years	40	First Nations	**37**
Another term#	**67**	13-17 years	39	Mainly speak LOTE	**48**
Age		18+ years	40	LGBTQI+	41
14-34 years	44	No children	45	**Homeownership**	
35-49 years	39			Homeowner	42
50-64 years	42			Renting / other	**49**
65+ years	47				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1380).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆   43

Stormwater management and drainage

Performance ratings
% of respondents

28%
Positive rating*

25
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Chart values: 1, 7, 20, 33, 39

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location
1.	Clunes - Bexhill	24
2.	East Lismore	19
3.	Goonellabah	31
4.	Lismore - Girards Hill	20
5.	Lismore Heights	29
6.	Modanville - Dunoon	26
7.	Nimbin and District	26
8.	North Lismore - South Lismore	16
9.	Richmond Hill - Lindendale	32
10.	Rural North West	16
11.	Rural South	23
	Townsite	25
	Farm / Rural	24

Industry Standards
Performance Index Score

Lismore City Council	25
Industry High	64
Industry Average	48

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	27	0-5 years	24	Disability	21
Female	22	6-12 years	22	First Nations	15
Another term#	24	13-17 years	20	Mainly speak LOTE	25
Age		18+ years	22	LGBTQI+	20
14-34 years	22	No children	26	**Homeownership**	
35-49 years	22			Homeowner	25
50-64 years	25			Renting / other	23
65+ years	**30**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1344).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
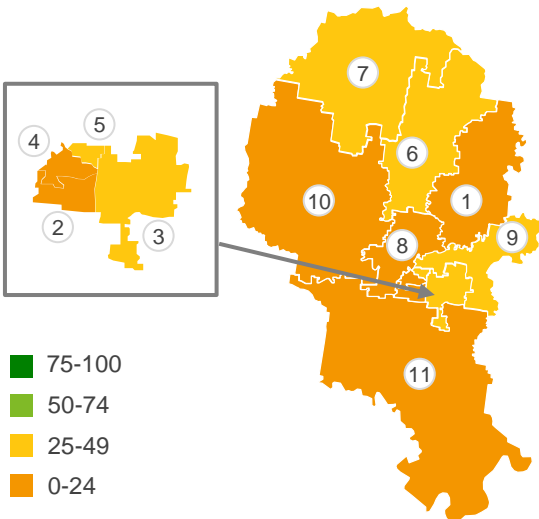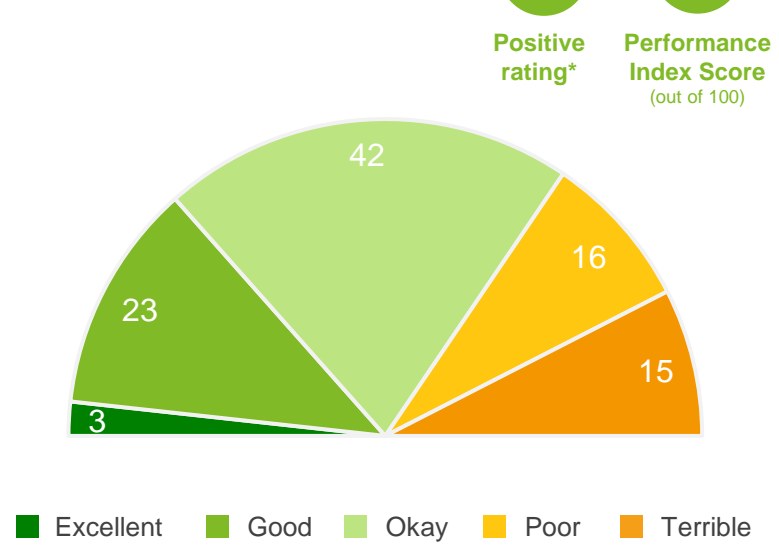
MARKYT

Sewerage management

Performance ratings
% of respondents

69%
Positive rating*

46
Performance Index Score
(out of 100)

- **Excellent** — 3
- **Good** — 23
- **Okay** — 42
- **Poor** — 16
- **Terrible** — 15

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	30
2.	East Lismore	47
3.	Goonellabah	52
4.	Lismore - Girards Hill	43
5.	Lismore Heights	50
6.	Modanville - Dunoon	42
7.	Nimbin and District	43
8.	North Lismore - South Lismore	43
9.	Richmond Hill - Lindendale	42
10.	Rural North West	39
11.	Rural South	48
	Townsite	48
	Farm / Rural	41

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	46
Industry High	66
Industry Average	58

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	48	0-5 years	45	Disability	**41**
Female	44	6-12 years	45	First Nations	**39**
Another term#	50	13-17 years	46	Mainly speak LOTE	**57**
Age		18+ years	45	LGBTQI+	45
14-34 years	44	No children	46	**Homeownership**	
35-49 years	47			Homeowner	46
50-64 years	44			Renting / other	45
65+ years	49				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1122).
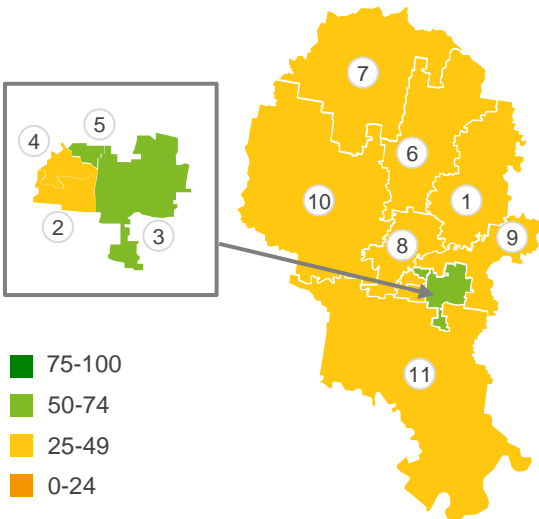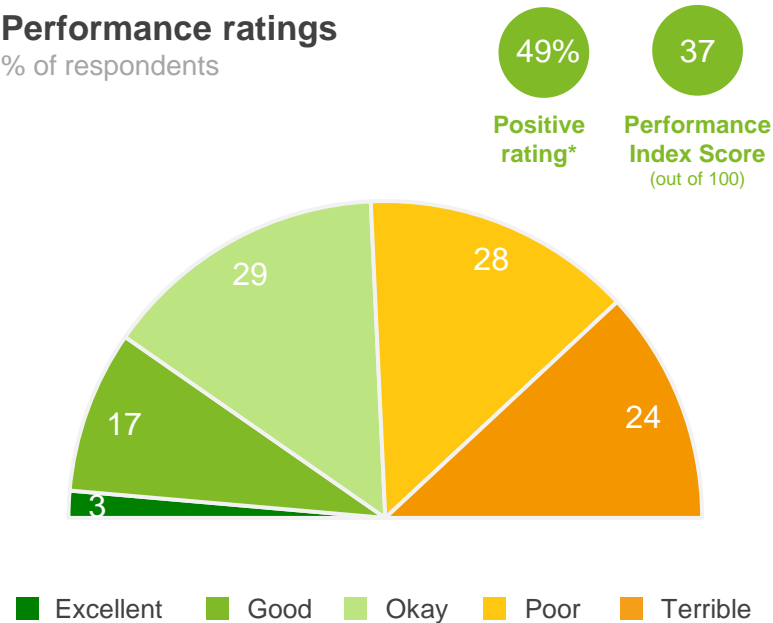* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆   45

Emergency management
(education, prevention, recovery for floods, storms, fire etc.)
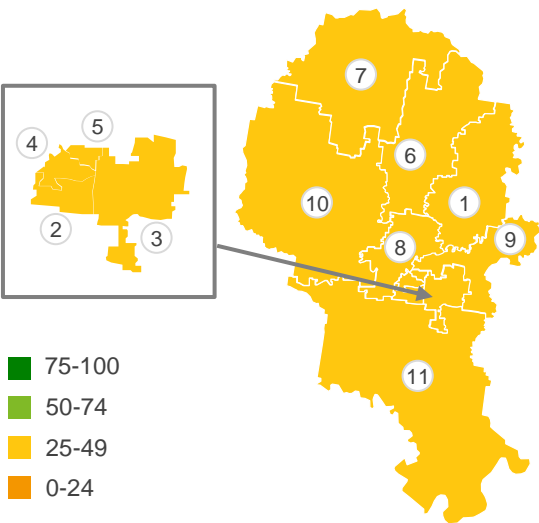
Performance ratings
% of respondents

49% Positive rating*

37 Performance Index Score (out of 100)

- 3 Excellent
- 17 Good
- 29 Okay
- 28 Poor
- 24 Terrible

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

1.	Clunes - Bexhill	39
2.	East Lismore	33
3.	Goonellabah	38
4.	Lismore - Girards Hill	31
5.	Lismore Heights	44
6.	Modanville - Dunoon	41
7.	Nimbin and District	35
8.	North Lismore - South Lismore	31
9.	Richmond Hill - Lindendale	41
10.	Rural North West	31
11.	Rural South	40
	Townsite	37
	Farm / Rural	37

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	37
Industry High	67
Industry Average	55

Community variances
Performance Index Score

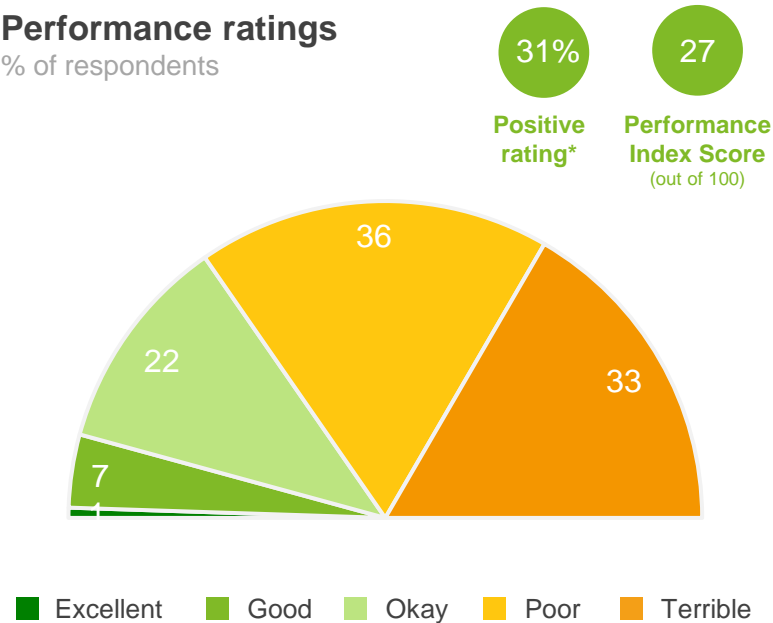| Gender		Age of children		Disability & culture	
Male	37	0-5 years	36	Disability	**31**
Female	37	6-12 years	35	First Nations	**26**
Another term#	**17**	13-17 years	36	Mainly speak LOTE	**30**
Age		18+ years	**32**	LGBTQI+	**31**
14-34 years	**32**	No children	38	**Homeownership**	
35-49 years	35			Homeowner	38
50-64 years	38			Renting / other	**30**
65+ years	41				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1351).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
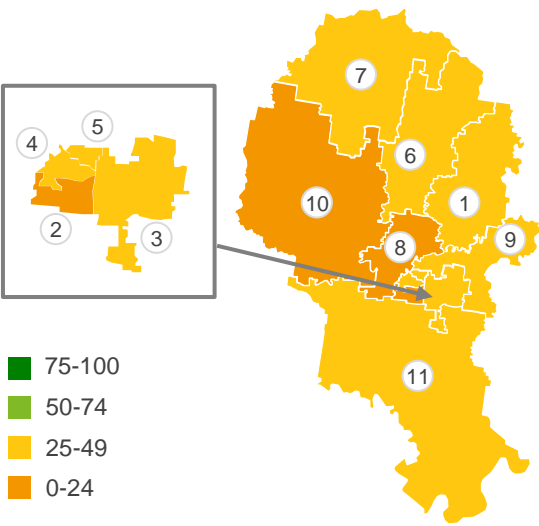
Flood mitigation and resilience planning

Performance ratings
% of respondents

31%
Positive rating*

27
Performance Index Score
(out of 100)

Pie chart segments:
- 36 (Poor)
- 33 (Terrible)
- 22 (Okay)
- 7 (Good)
- 1

Legend: ■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	27
Industry High	NA
Industry Average	NA

Geographical variances
Performance Index Score

Legend:
- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

1.	Clunes - Bexhill	30
2.	East Lismore	22
3.	Goonellabah	28
4.	Lismore - Girards Hill	25
5.	Lismore Heights	34
6.	Modanville - Dunoon	31
7.	Nimbin and District	26
8.	North Lismore - South Lismore	20
9.	Richmond Hill - Lindendale	33
10.	Rural North West	24
11.	Rural South	25
	Townsite	26
	Farm / Rural	27

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	26	0-5 years	26	Disability	23
Female	27	6-12 years	26	First Nations	23
Another term#	21	13-17 years	24	Mainly speak LOTE	22
Age		18+ years	25	LGBTQI+	25
14-34 years	25	No children	27	**Homeownership**	
35-49 years	25			Homeowner	28
50-64 years	27			Renting / other	22
65+ years	30				

Q. **How would you rate performance in the following areas?**
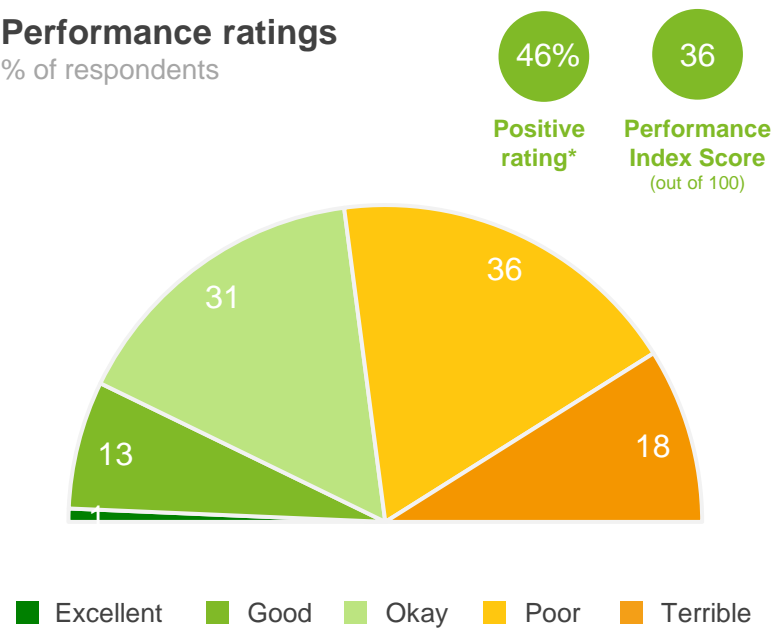Base: All respondents, excludes 'unsure' and 'no response' (n = 1325).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆

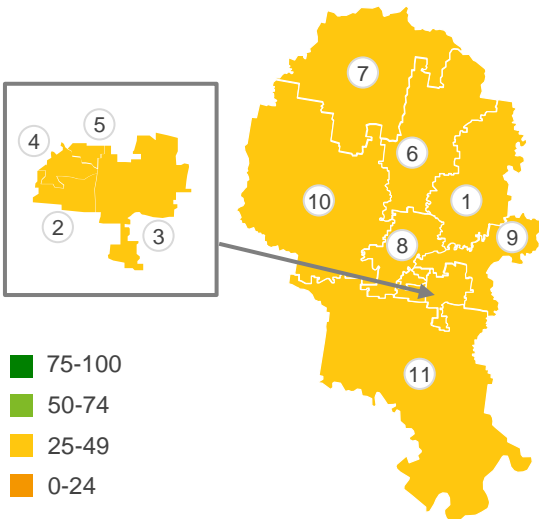# Place

Managing responsible growth and development

Performance ratings
% of respondents

46%
Positive rating*

36
Performance Index Score
(out of 100)

- ■ Excellent
- ■ Good
- ■ Okay
- ■ Poor
- ■ Terrible

Values in chart: 13, 31, 36, 18

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	36
Industry High	62
Industry Average	44

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

1.	Clunes - Bexhill	36
2.	East Lismore	39
3.	Goonellabah	39
4.	Lismore - Girards Hill	33
5.	Lismore Heights	40
6.	Modanville - Dunoon	34
7.	Nimbin and District	36
8.	North Lismore - South Lismore	30
9.	Richmond Hill - Lindendale	35
10.	Rural North West	30
11.	Rural South	33
	Townsite	37
	Farm / Rural	34

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	35	0-5 years	37	Disability	32
Female	37	6-12 years	34	First Nations	30
Another term#	26	13-17 years	34	Mainly speak LOTE	37
Age		18+ years	34	LGBTQI+	31
14-34 years	37	No children	37	**Homeownership**	
35-49 years	32			Homeowner	36
50-64 years	35			Renting / other	35
65+ years	40				

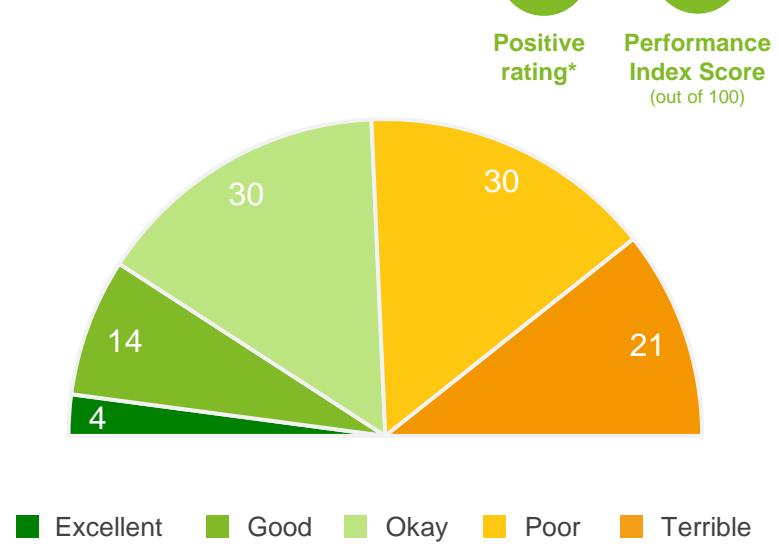Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1219).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆   49

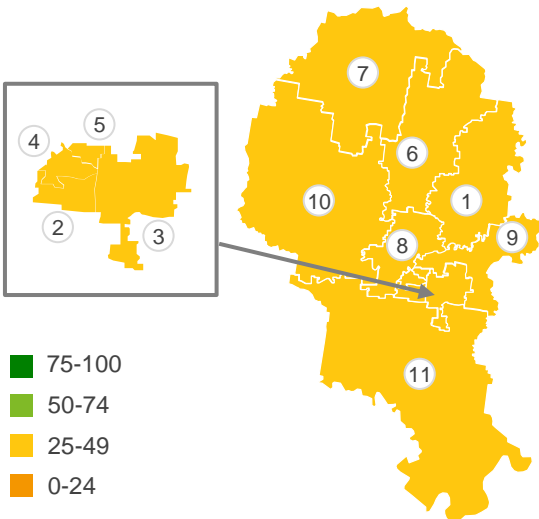# Council's efforts to rebuild Lismore through the Flood Recovery Program

Performance ratings
% of respondents

49% Positive rating*

37 Performance Index Score (out of 100)

	Rating	Value
■	Excellent	4
■	Good	14
■	Okay	30
■	Poor	30
■	Terrible	21

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

#	Location	Score
1.	Clunes - Bexhill	41
2.	East Lismore	34
3.	Goonellabah	38
4.	Lismore - Girards Hill	35
5.	Lismore Heights	40
6.	Modanville - Dunoon	42
7.	Nimbin and District	35
8.	North Lismore - South Lismore	30
9.	Richmond Hill - Lindendale	42
10.	Rural North West	34
11.	Rural South	39
	Townsite	38
	Farm / Rural	38

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	37
Industry High	NA
Industry Average	NA

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	37	0-5 years	**31**	Disability	34
Female	38	6-12 years	34	First Nations	**27**
Another term#	**29**	13-17 years	35	Mainly speak LOTE	38
Age		18+ years	37	LGBTQI+	34
14-34 years	33	No children	40	**Homeownership**	
35-49 years	37			Homeowner	38
50-64 years	38			Renting / other	35
65+ years	**43**				

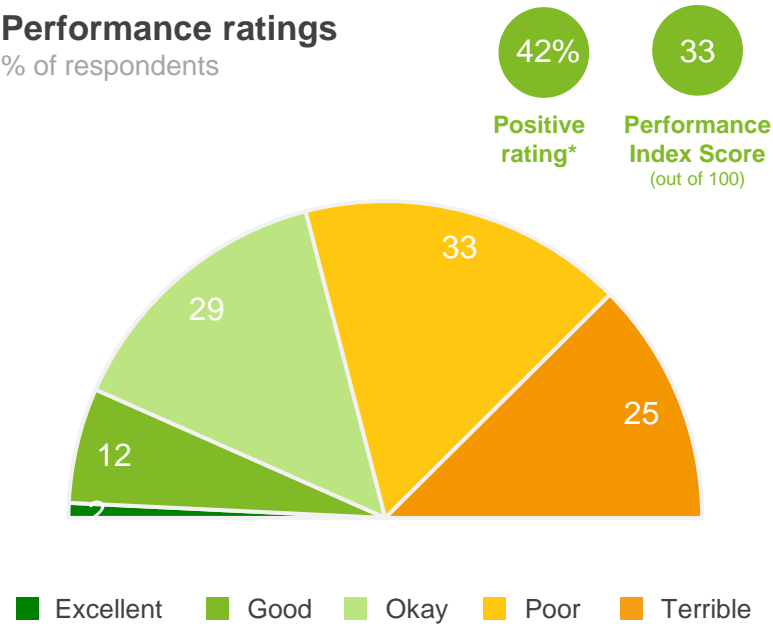Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1314).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆

Planning and building approvals
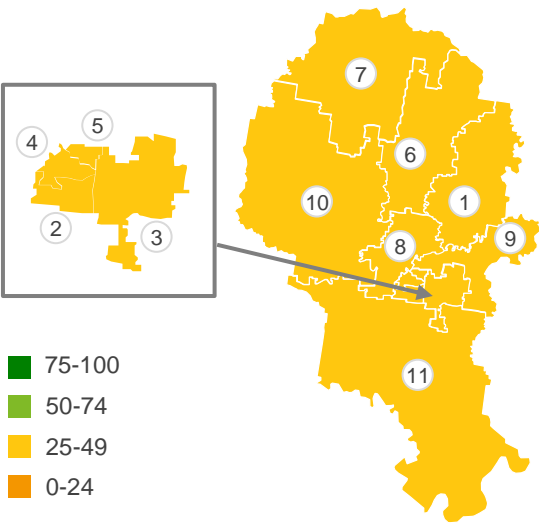
Performance ratings
% of respondents

42%
Positive rating*

33
Performance Index Score
(out of 100)

■ Excellent	■ Good
■ Okay	■ Poor
■ Terrible	

Chart values: 2, 12, 29, 33, 25

Geographical variances
Performance Index Score

■ 75-100
■ 50-74
■ 25-49
■ 0-24

Location

1.	Clunes - Bexhill	36
2.	East Lismore	33
3.	Goonellabah	34
4.	Lismore - Girards Hill	32
5.	Lismore Heights	44
6.	Modanville - Dunoon	27
7.	Nimbin and District	31
8.	North Lismore - South Lismore	29
9.	Richmond Hill - Lindendale	29
10.	Rural North West	31
11.	Rural South	33
	Townsite	34
	Farm / Rural	31

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	33
Industry High	65
Industry Average	42

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	34	0-5 years	34	Disability	32
Female	32	6-12 years	31	First Nations	30
Another term#	**25**	13-17 years	30	Mainly speak LOTE	37
Age		18+ years	35	LGBTQI+	31
14-34 years	33	No children	33	**Homeownership**	
35-49 years	31			Homeowner	33
50-64 years	33			Renting / other	33
65+ years	36				

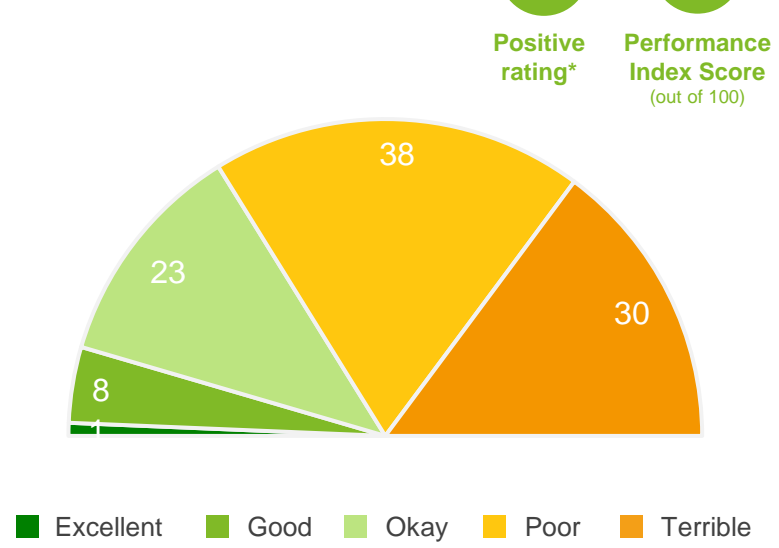Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1078).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆

Council's efforts to address housing issues through advocacy and other support
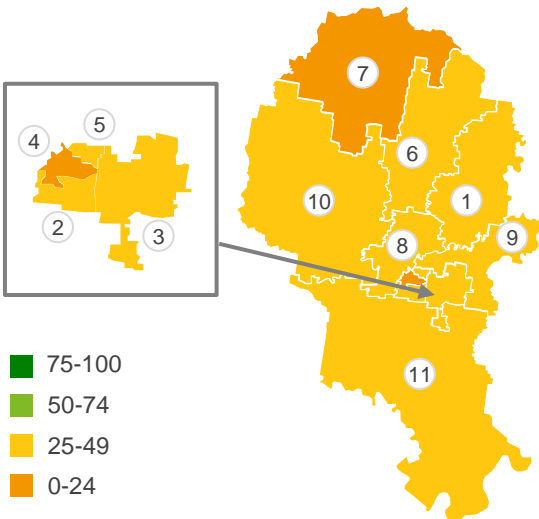
Performance ratings
% of respondents

32% Positive rating*

28 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

(Chart values: 1, 8, 23, 38, 30)

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	30
2.	East Lismore	28
3.	Goonellabah	30
4.	Lismore - Girards Hill	24
5.	Lismore Heights	31
6.	Modanville - Dunoon	32
7.	Nimbin and District	22
8.	North Lismore - South Lismore	25
9.	Richmond Hill - Lindendale	28
10.	Rural North West	25
11.	Rural South	35
Townsite		28
Farm / Rural		28

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	28
Industry High	NA
Industry Average	NA

Community variances
Performance Index Score

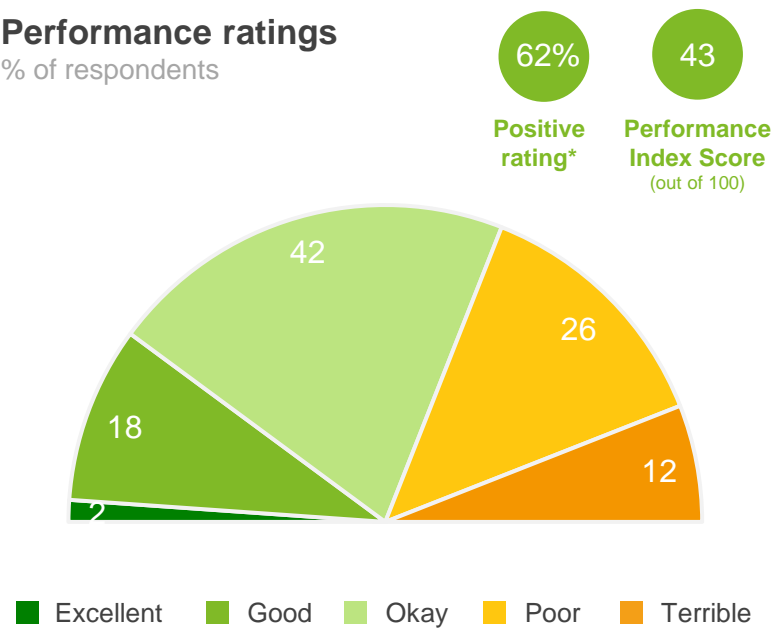| Gender		Age of children		Disability & culture	
Male	29	0-5 years	27	Disability	22
Female	28	6-12 years	25	First Nations	21
Another term#	14	13-17 years	24	Mainly speak LOTE	19
Age		18+ years	26	LGBTQI+	20
14-34 years	24	No children	30	**Homeownership**	
35-49 years	27			Homeowner	31
50-64 years	29			Renting / other	18
65+ years	33				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1152).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆
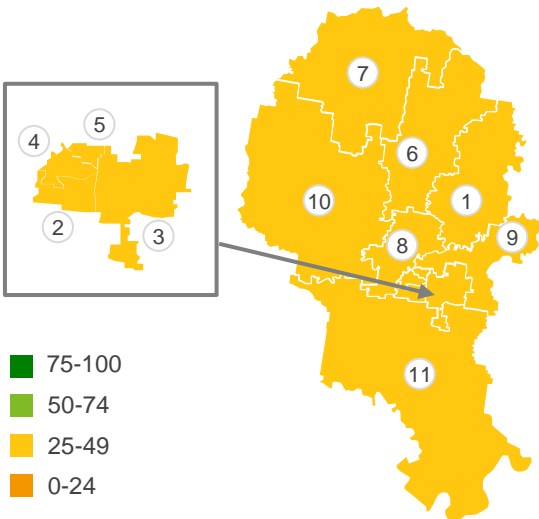
52

Community buildings, halls and public toilets

Performance ratings
% of respondents

62% Positive rating*

43 Performance Index Score (out of 100)

- 2 (Excellent)
- 18 (Good)
- 42 (Okay)
- 26 (Poor)
- 12 (Terrible)

■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	43
Industry High	70
Industry Average	55

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

1.	Clunes - Bexhill	44
2.	East Lismore	40
3.	Goonellabah	44
4.	Lismore - Girards Hill	39
5.	Lismore Heights	47
6.	Modanville - Dunoon	46
7.	Nimbin and District	44
8.	North Lismore - South Lismore	42
9.	Richmond Hill - Lindendale	41
10.	Rural North West	42
11.	Rural South	47
	Townsite	43
	Farm / Rural	45

Community variances
Performance Index Score

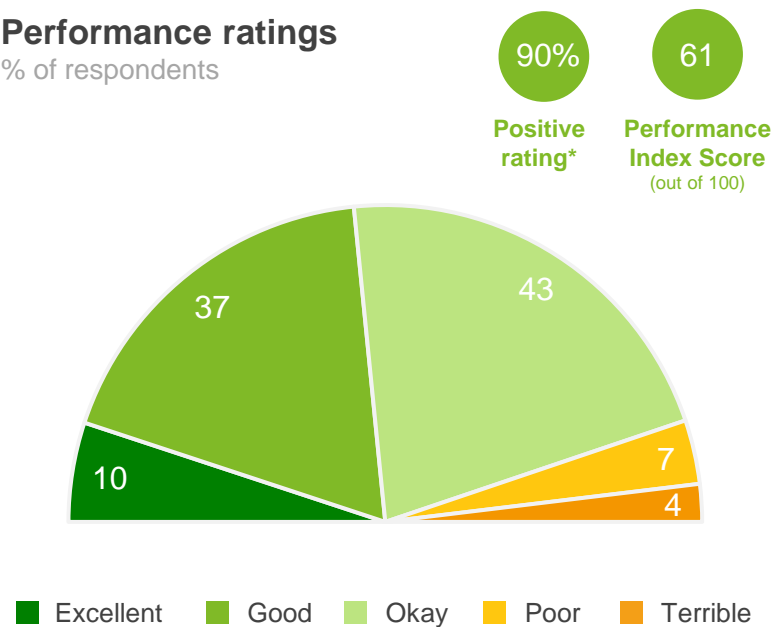| Gender		Age of children		Disability & culture	
Male	43	0-5 years	42	Disability	40
Female	43	6-12 years	**38**	First Nations	**35**
Another term#	**54**	13-17 years	40	Mainly speak LOTE	**38**
Age		18+ years	42	LGBTQI+	41
14-34 years	40	No children	45	**Homeownership**	
35-49 years	41			Homeowner	44
50-64 years	45			Renting / other	39
65+ years	47				

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 1341).
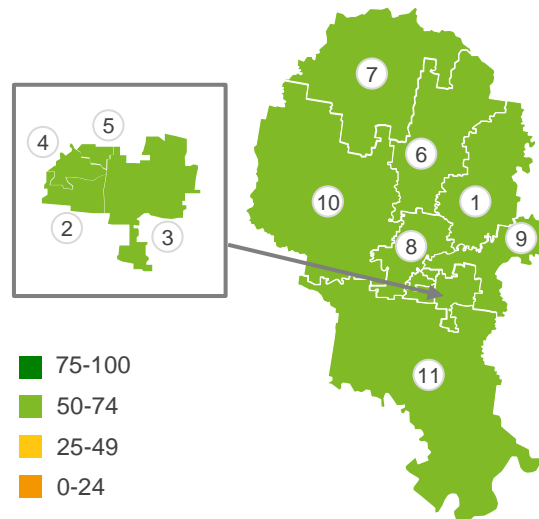* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆ 53

Crematorium and cemeteries

Performance ratings
% of respondents

90%
Positive rating*

61
Performance Index Score
(out of 100)

- 10 Excellent
- 37 Good
- 43 Okay
- 7 Poor
- 4 Terrible

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	61
Industry High	76
Industry Average	63

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location
1.	Clunes - Bexhill	59
2.	East Lismore	60
3.	Goonellabah	63
4.	Lismore - Girards Hill	53
5.	Lismore Heights	65
6.	Modanville - Dunoon	59
7.	Nimbin and District	59
8.	North Lismore - South Lismore	61
9.	Richmond Hill - Lindendale	64
10.	Rural North West	59
11.	Rural South	61
	Townsite	61
	Farm / Rural	61

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-5 years	62	Disability	58
Female	62	6-12 years	61	First Nations	58
Another term#	58	13-17 years	59	Mainly speak LOTE	55
Age		18+ years	62	LGBTQI+	58
14-34 years	56	No children	61	**Homeownership**	
35-49 years	60			Homeowner	62
50-64 years	62			Renting / other	56
65+ years	64				

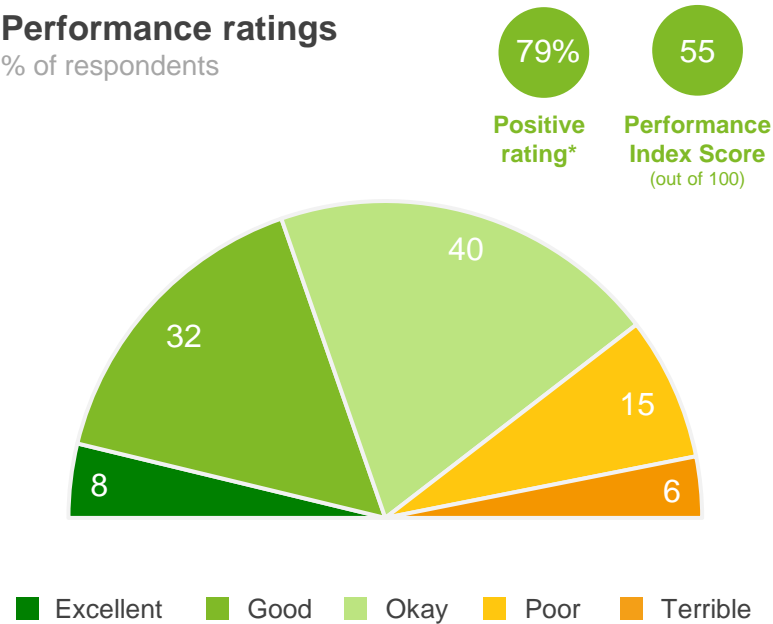Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 938).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

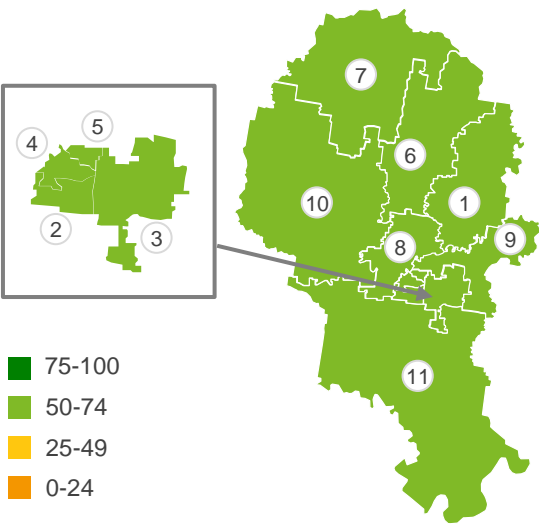MARKYT◆   54

Parks and playgrounds

Performance ratings
% of respondents

79%
Positive rating*

55
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Pie segments: 8, 32, 40, 15, 6

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	52
2.	East Lismore	50
3.	Goonellabah	56
4.	Lismore - Girards Hill	50
5.	Lismore Heights	61
6.	Modanville - Dunoon	56
7.	Nimbin and District	54
8.	North Lismore - South Lismore	59
9.	Richmond Hill - Lindendale	58
10.	Rural North West	59
11.	Rural South	55
	Townsite	55
	Farm / Rural	57

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	55
Industry High	81
Industry Average	64

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-5 years	**48**	Disability	53
Female	56	6-12 years	**48**	First Nations	**50**
Another term#	**72**	13-17 years	52	Mainly speak LOTE	53
Age		18+ years	55	LGBTQI+	56
14-34 years	**49**	No children	58	**Homeownership**	
35-49 years	53			Homeowner	56
50-64 years	57			Renting / other	52
65+ years	**60**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1341).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
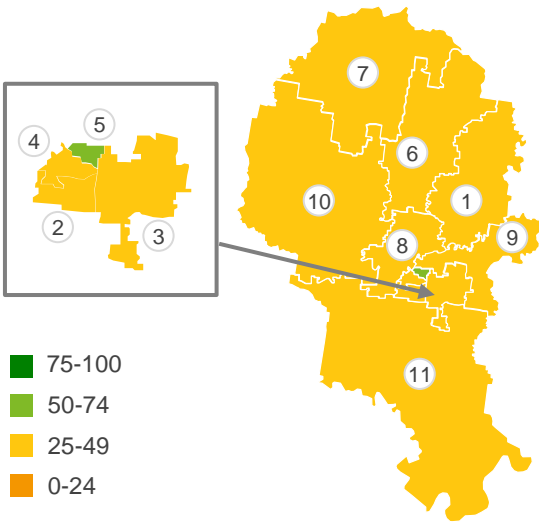
MARKYT◆ 55

Streetscapes, trees and verges

Performance ratings
% of respondents
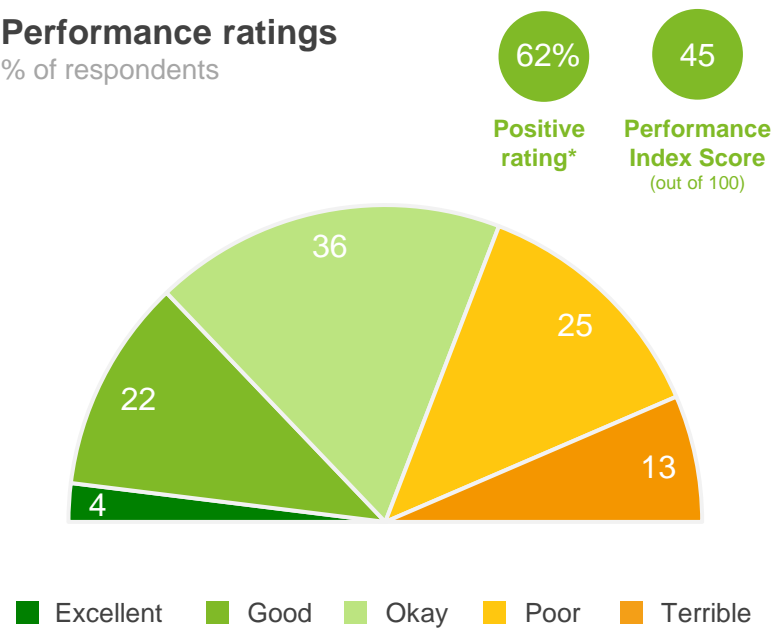
62% Positive rating*

45 Performance Index Score (out of 100)

- 4 Excellent
- 22 Good
- 36 Okay
- 25 Poor
- 13 Terrible

■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	45
Industry High	70
Industry Average	52

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

1.	Clunes - Bexhill	45
2.	East Lismore	42
3.	Goonellabah	45
4.	Lismore - Girards Hill	39
5.	Lismore Heights	53
6.	Modanville - Dunoon	47
7.	Nimbin and District	46
8.	North Lismore - South Lismore	40
9.	Richmond Hill - Lindendale	47
10.	Rural North West	48
11.	Rural South	42
	Townsite	43
	Farm / Rural	47

Community variances
Performance Index Score

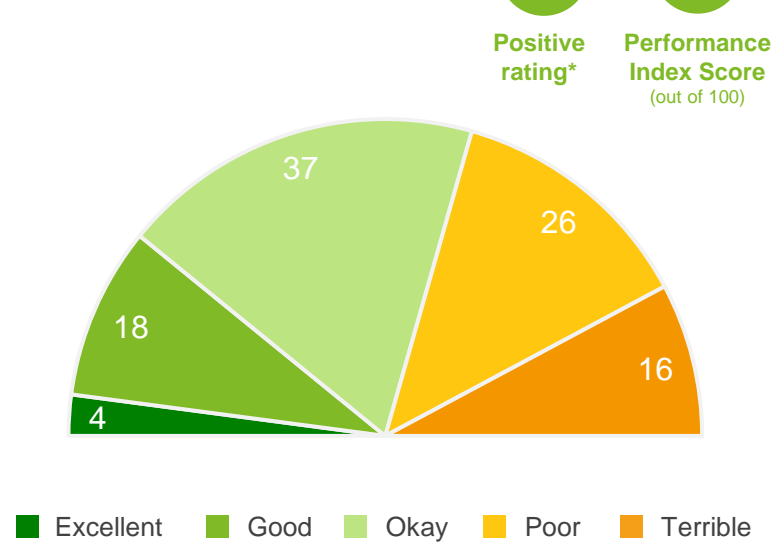| Gender		Age of children		Disability & culture	
Male	42	0-5 years	44	Disability	41
Female	47	6-12 years	41	First Nations	40
Another term#	48	13-17 years	43	Mainly speak LOTE	50
Age		18+ years	43	LGBTQI+	42
14-34 years	45	No children	45	**Homeownership**	
35-49 years	44			Homeowner	44
50-64 years	42			Renting / other	46
65+ years	48				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1354).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
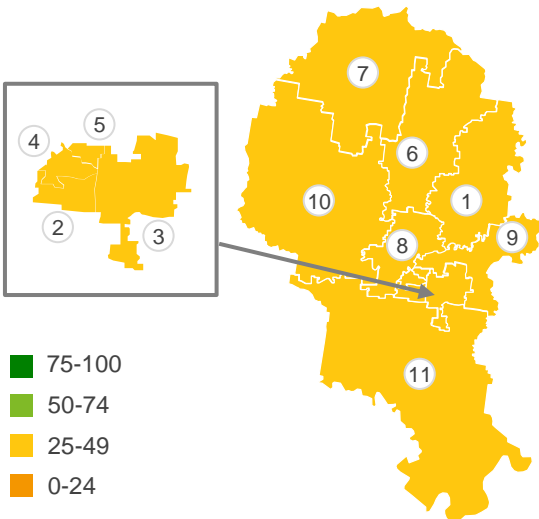
Footpaths, trails and cycleways

Performance ratings
% of respondents

59%
Positive rating*

42
Performance Index Score
(out of 100)

- Excellent: 4
- Good: 18
- Okay: 37
- Poor: 26
- Terrible: 16

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	42
2.	East Lismore	39
3.	Goonellabah	44
4.	Lismore - Girards Hill	38
5.	Lismore Heights	47
6.	Modanville - Dunoon	37
7.	Nimbin and District	39
8.	North Lismore - South Lismore	42
9.	Richmond Hill - Lindendale	43
10.	Rural North West	49
11.	Rural South	47
	Townsite	41
	Farm / Rural	43

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	42
Industry High	67
Industry Average	51

Community variances
Performance Index Score

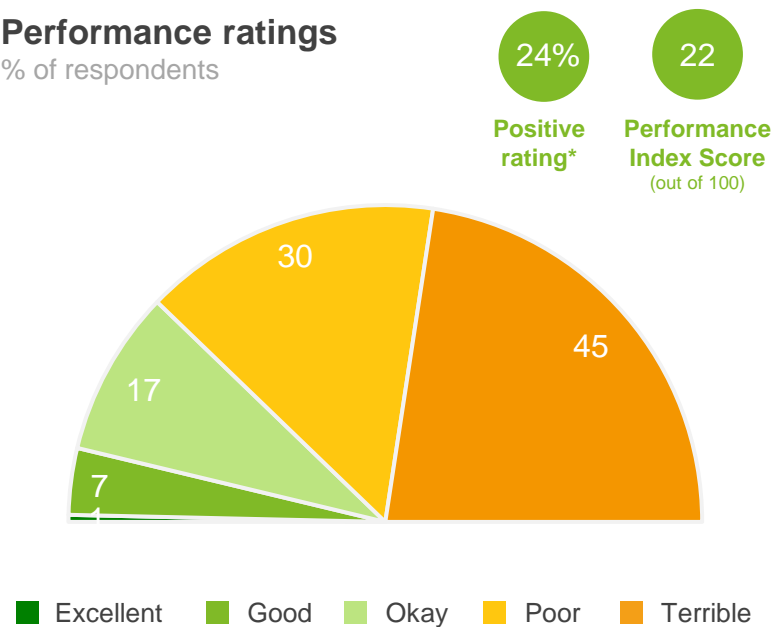| Gender		Age of children		Disability & culture	
Male	42	0-5 years	42	Disability	**36**
Female	42	6-12 years	40	First Nations	**37**
Another term#	**49**	13-17 years	44	Mainly speak LOTE	43
Age		18+ years	45	LGBTQI+	41
14-34 years	45	No children	41	**Homeownership**	
35-49 years	40			Homeowner	41
50-64 years	42			Renting / other	44
65+ years	43				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1342).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
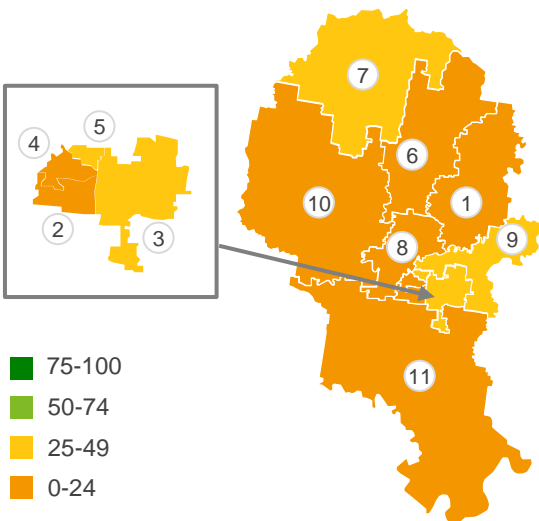
Local roads (including bridges)

Performance ratings
% of respondents

24%
Positive rating*

22
Performance Index Score
(out of 100)

■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

1 / 7 / 17 / 30 / 45

Industry Standards
Performance Index Score

Lismore City Council	22
Industry High	68
Industry Average	46

Geographical variances
Performance Index Score

■ 75-100
■ 50-74
■ 25-49
■ 0-24

Location
1.	Clunes - Bexhill	21
2.	East Lismore	17
3.	Goonellabah	25
4.	Lismore - Girards Hill	23
5.	Lismore Heights	26
6.	Modanville - Dunoon	18
7.	Nimbin and District	25
8.	North Lismore - South Lismore	19
9.	Richmond Hill - Lindendale	26
10.	Rural North West	19
11.	Rural South	16
Townsite		23
Farm / Rural		19

Community variances
Performance Index Score

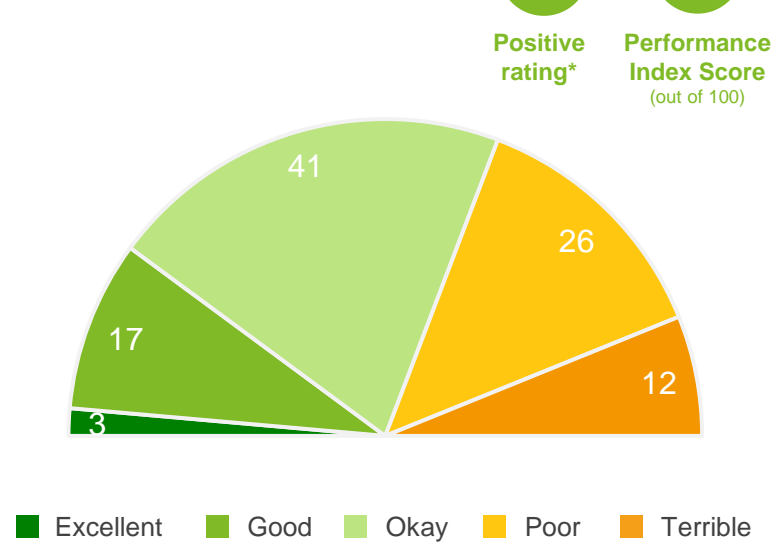| Gender		Age of children		Disability & culture	
Male	22	0-5 years	18	Disability	21
Female	22	6-12 years	21	First Nations	15
Another term#	24	13-17 years	17	Mainly speak LOTE	20
Age		18+ years	22	LGBTQI+	21
14-34 years	18	No children	23	**Homeownership**	
35-49 years	21			Homeowner	22
50-64 years	21			Renting / other	18
65+ years	27				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1380).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT   58
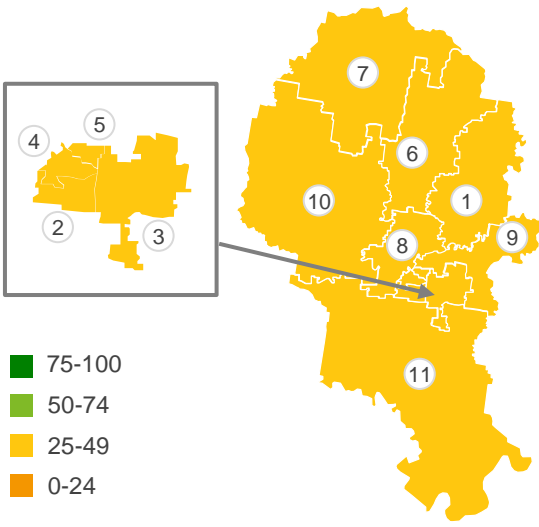
Lighting of streets and public places

Performance ratings
% of respondents

62% Positive rating*

43 Performance Index Score (out of 100)

- ■ Excellent
- ■ Good
- ■ Okay
- ■ Poor
- ■ Terrible

Values on chart: 3, 17, 41, 26, 12

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	43
Industry High	65
Industry Average	51

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

1.	Clunes - Bexhill	43
2.	East Lismore	41
3.	Goonellabah	46
4.	Lismore - Girards Hill	37
5.	Lismore Heights	44
6.	Modanville - Dunoon	44
7.	Nimbin and District	45
8.	North Lismore - South Lismore	41
9.	Richmond Hill - Lindendale	40
10.	Rural North West	48
11.	Rural South	44
	Townsite	43
	Farm / Rural	44

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	44	0-5 years	45	Disability	**37**
Female	42	6-12 years	41	First Nations	**37**
Another term#	**50**	13-17 years	39	Mainly speak LOTE	**38**
Age		18+ years	43	LGBTQI+	44
14-34 years	43	No children	43	**Homeownership**	
35-49 years	43			Homeowner	43
50-64 years	41			Renting / other	43
65+ years	45				

Q. **How would you rate performance in the following areas?**
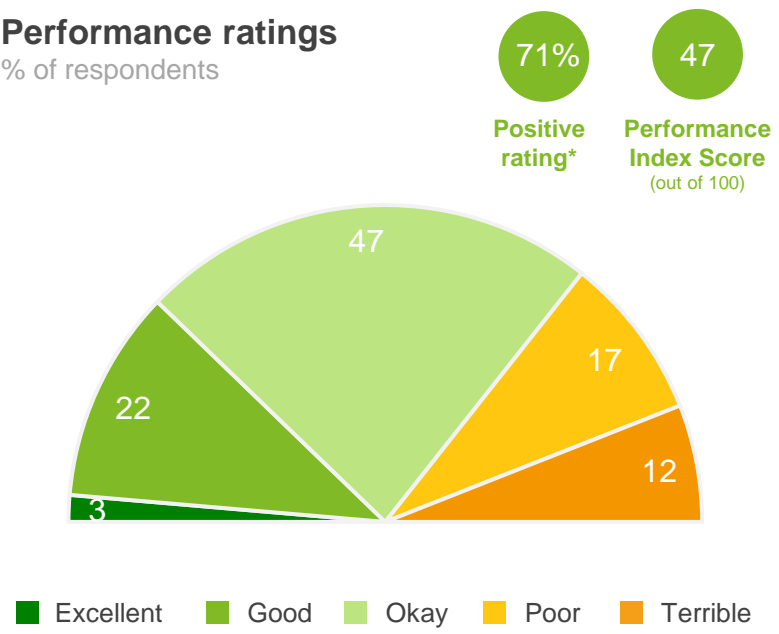Base: All respondents, excludes 'unsure' and 'no response' (n = 1316).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆

Traffic management

Performance ratings
% of respondents

71% Positive rating*

47 Performance Index Score (out of 100)

- 3 Excellent
- 22 Good
- 47 Okay
- 17 Poor
- 12 Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	45
2.	East Lismore	46
3.	Goonellabah	49
4.	Lismore - Girards Hill	46
5.	Lismore Heights	54
6.	Modanville - Dunoon	43
7.	Nimbin and District	47
8.	North Lismore - South Lismore	42
9.	Richmond Hill - Lindendale	46
10.	Rural North West	42
11.	Rural South	45
	Townsite	47
	Farm / Rural	45

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	47
Industry High	61
Industry Average	50

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	45	0-5 years	48	Disability	**42**
Female	48	6-12 years	46	First Nations	47
Another term#	**61**	13-17 years	47	Mainly speak LOTE	51
Age		18+ years	45	LGBTQI+	48
14-34 years	48	No children	46	**Homeownership**	
35-49 years	47			Homeowner	46
50-64 years	44			Renting / other	49
65+ years	48				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1317).
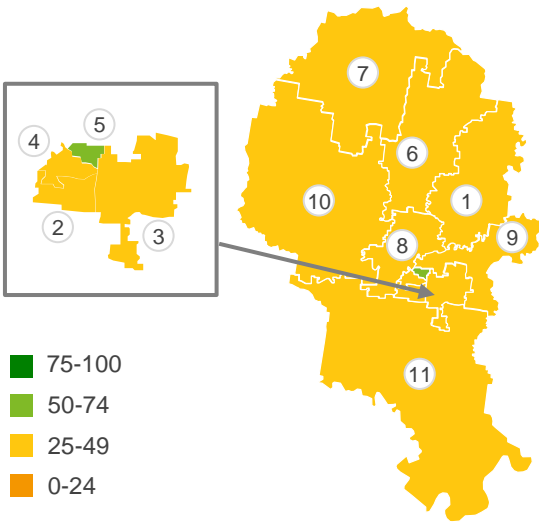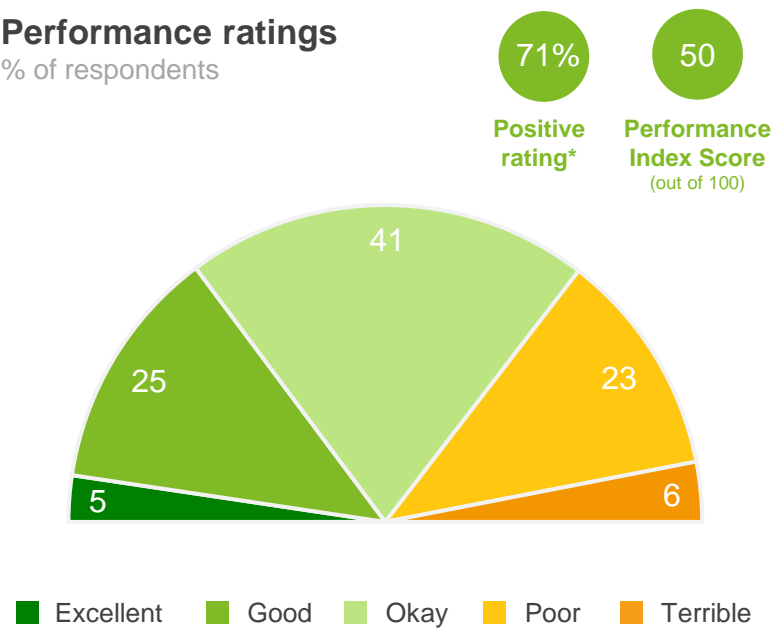* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆   60

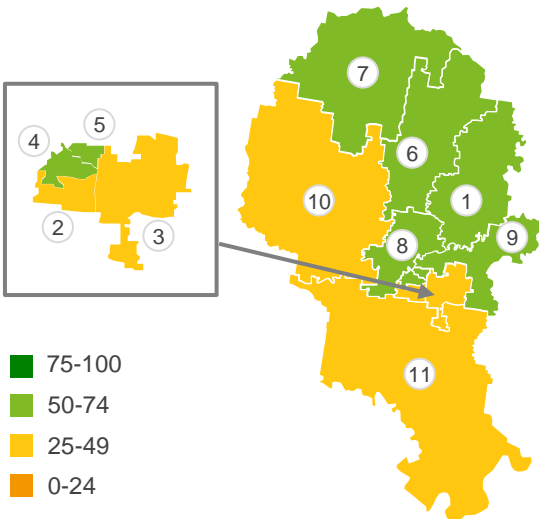# Prosperity

Area to work or operate a business

Performance ratings
% of respondents

71% Positive rating*

50 Performance Index Score (out of 100)

- 5 Excellent
- 25 Good
- 41 Okay
- 23 Poor
- 6 Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	53
2.	East Lismore	49
3.	Goonellabah	49
4.	Lismore - Girards Hill	50
5.	Lismore Heights	52
6.	Modanville - Dunoon	50
7.	Nimbin and District	50
8.	North Lismore - South Lismore	50
9.	Richmond Hill - Lindendale	51
10.	Rural North West	45
11.	Rural South	49
	Townsite	50
	Farm / Rural	49

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	50
Industry High	72
Industry Average	58

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	49	0-5 years	**44**	Disability	**43**
Female	51	6-12 years	48	First Nations	**45**
Another term#	46	13-17 years	49	Mainly speak LOTE	46
Age		18+ years	51	LGBTQI+	49
14-34 years	46	No children	51	**Homeownership**	
35-49 years	49			Homeowner	50
50-64 years	51			Renting / other	48
65+ years	54				

Q. **How would you rate performance in the following areas?**
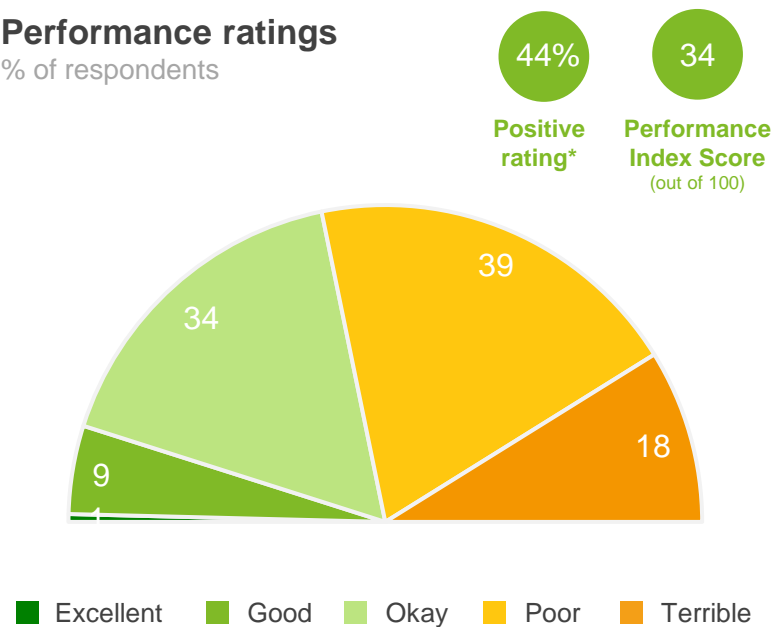Base: All respondents, excludes 'unsure' and 'no response' (n = 1375).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

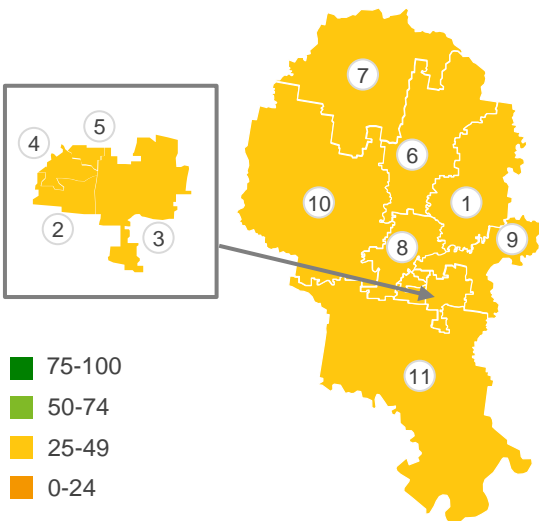MARKYT◆

Economic development and job creation

Performance ratings
% of respondents

44% Positive rating*

34 Performance Index Score (out of 100)

- 1 Excellent
- 9 Good
- 34 Okay
- 39 Poor
- 18 Terrible

■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

	Location	
1.	Clunes - Bexhill	39
2.	East Lismore	32
3.	Goonellabah	34
4.	Lismore - Girards Hill	33
5.	Lismore Heights	42
6.	Modanville - Dunoon	32
7.	Nimbin and District	29
8.	North Lismore - South Lismore	31
9.	Richmond Hill - Lindendale	33
10.	Rural North West	34
11.	Rural South	37
	Townsite	34
	Farm / Rural	34

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	34
Industry High	56
Industry Average	43

Community variances
Performance Index Score

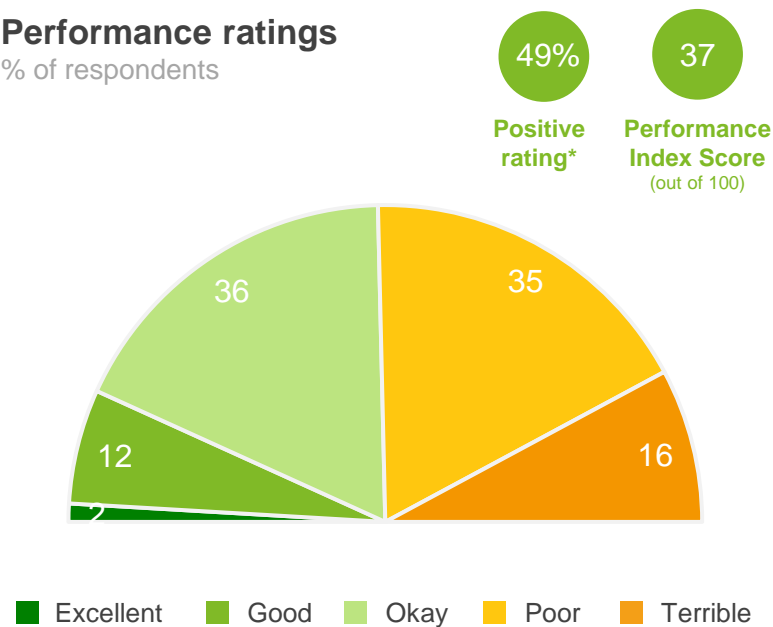| Gender		Age of children		Disability & culture	
Male	33	0-5 years	32	Disability	**28**
Female	36	6-12 years	33	First Nations	**29**
Another term#	35	13-17 years	32	Mainly speak LOTE	**29**
Age		18+ years	32	LGBTQI+	32
14-34 years	34	No children	35	**Homeownership**	
35-49 years	34			Homeowner	35
50-64 years	33			Renting / other	31
65+ years	37				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1132).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
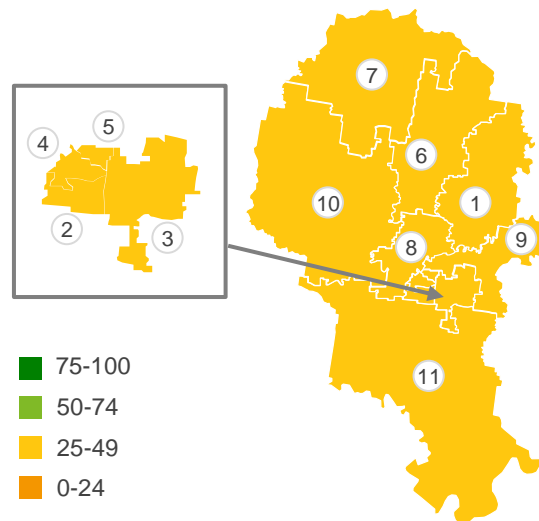
Lismore city centre development and activation

Performance ratings
% of respondents

49% Positive rating*

37 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Pie segments: 2, 12, 36, 35, 16

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location
1.	Clunes - Bexhill	43
2.	East Lismore	32
3.	Goonellabah	38
4.	Lismore - Girards Hill	37
5.	Lismore Heights	42
6.	Modanville - Dunoon	37
7.	Nimbin and District	39
8.	North Lismore - South Lismore	37
9.	Richmond Hill - Lindendale	35
10.	Rural North West	35
11.	Rural South	37
	Townsite	37
	Farm / Rural	38

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	37
Industry High	64
Industry Average	46

Community variances
Performance Index Score

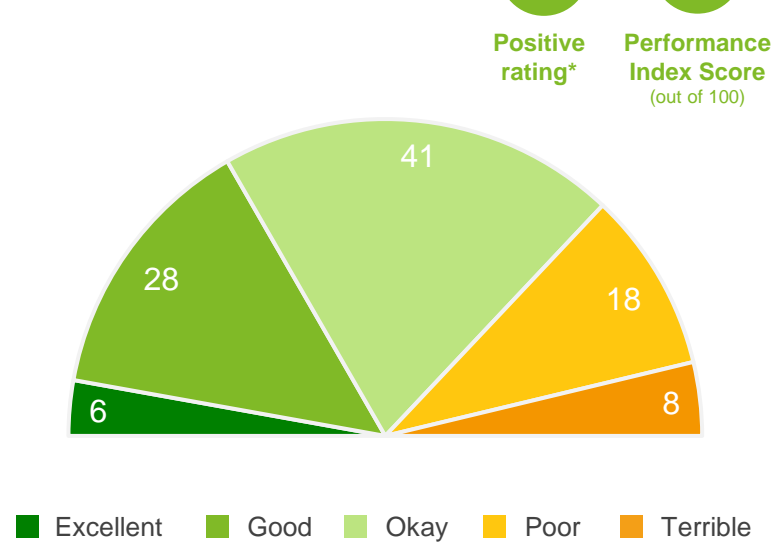| Gender		Age of children		Disability & culture	
Male	36	0-5 years	37	Disability	33
Female	39	6-12 years	34	First Nations	30
Another term#	36	13-17 years	33	Mainly speak LOTE	35
Age		18+ years	36	LGBTQI+	37
14-34 years	34	No children	39	**Homeownership**	
35-49 years	38			Homeowner	38
50-64 years	35			Renting / other	34
65+ years	**43**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1191).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

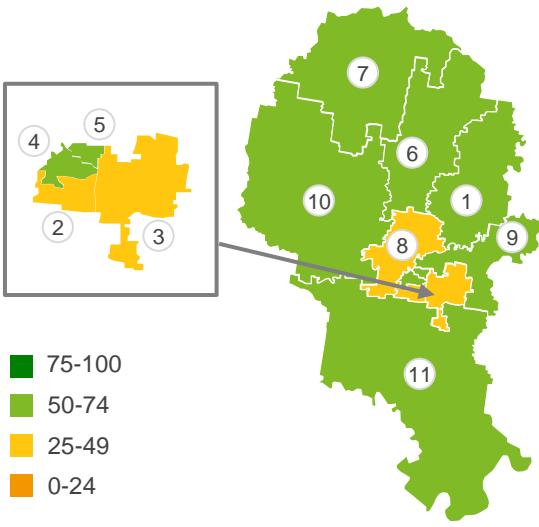**MARKYT◆**

Access to parking in Lismore city centre

Performance ratings
% of respondents

74%
Positive rating*

51
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Values on chart: 6, 28, 41, 18, 8

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	53
2.	East Lismore	47
3.	Goonellabah	49
4.	Lismore - Girards Hill	53
5.	Lismore Heights	59
6.	Modanville - Dunoon	53
7.	Nimbin and District	58
8.	North Lismore - South Lismore	49
9.	Richmond Hill - Lindendale	50
10.	Rural North West	56
11.	Rural South	50
	Townsite	51
	Farm / Rural	52

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	51
Industry High	60
Industry Average	51

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-5 years	49	Disability	**46**
Female	50	6-12 years	51	First Nations	**43**
Another term#	54	13-17 years	50	Mainly speak LOTE	**58**
Age		18+ years	50	LGBTQI+	53
14-34 years	52	No children	52	**Homeownership**	
35-49 years	53			Homeowner	52
50-64 years	51			Renting / other	49
65+ years	50				

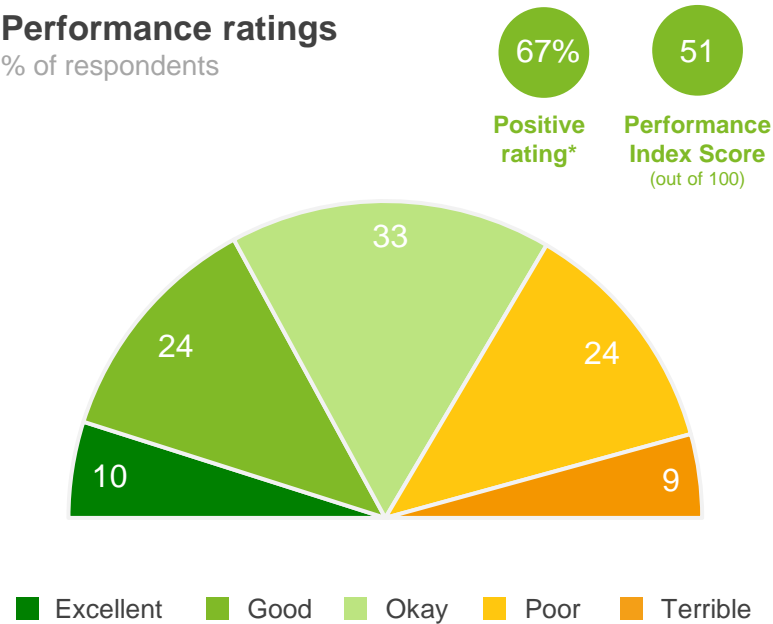Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1350).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆
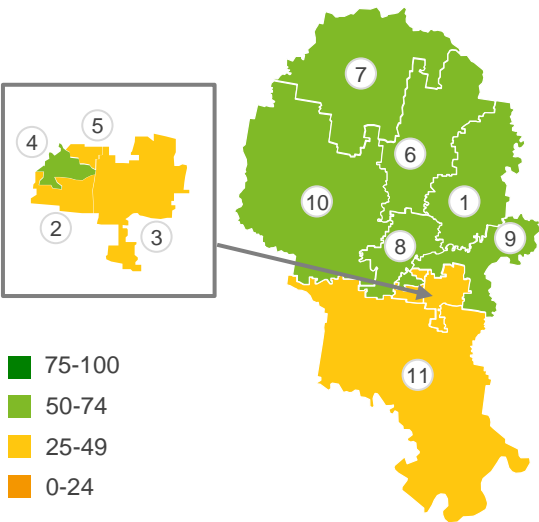
65

Place to visit

Performance ratings
% of respondents

67% — Positive rating*

51 — Performance Index Score (out of 100)

- Excellent: 10
- Good: 24
- Okay: 33
- Poor: 24
- Terrible: 9

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	62
2.	East Lismore	43
3.	Goonellabah	47
4.	Lismore - Girards Hill	53
5.	Lismore Heights	44
6.	Modanville - Dunoon	55
7.	Nimbin and District	63
8.	North Lismore - South Lismore	51
9.	Richmond Hill - Lindendale	55
10.	Rural North West	52
11.	Rural South	49
	Townsite	48
	Farm / Rural	54

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	51
Industry High	90
Industry Average	68

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	49	0-5 years	**39**	Disability	47
Female	51	6-12 years	**43**	First Nations	47
Another term#	54	13-17 years	**42**	Mainly speak LOTE	50
Age		18+ years	47	LGBTQI+	53
14-34 years	**43**	No children	55	**Homeownership**	
35-49 years	48			Homeowner	51
50-64 years	52			Renting / other	**45**
65+ years	**60**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1464).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆   66

Tourism and destination marketing
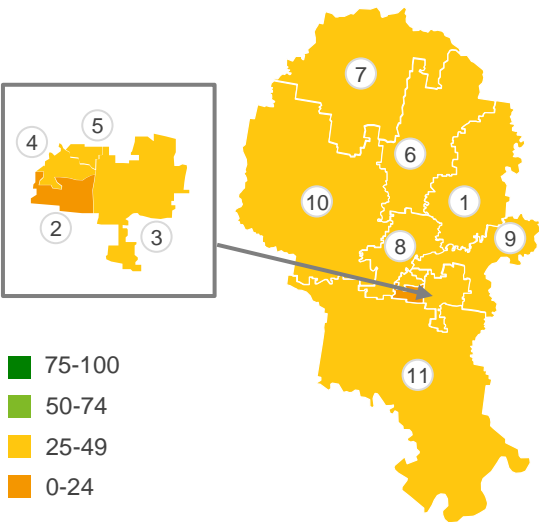
Performance ratings
% of respondents
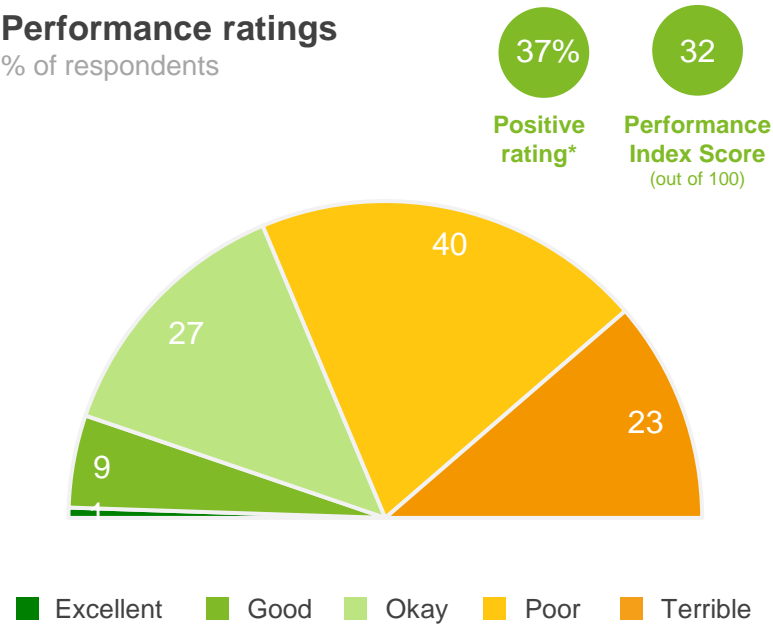
37%
Positive rating*

32
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

(Chart values: 1, 9, 27, 40, 23)

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	37
2.	East Lismore	23
3.	Goonellabah	32
4.	Lismore - Girards Hill	29
5.	Lismore Heights	34
6.	Modanville - Dunoon	35
7.	Nimbin and District	31
8.	North Lismore - South Lismore	31
9.	Richmond Hill - Lindendale	34
10.	Rural North West	32
11.	Rural South	35
	Townsite	31
	Farm / Rural	33

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	32
Industry High	75
Industry Average	48

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	30	0-5 years	28	Disability	**27**
Female	33	6-12 years	31	First Nations	**26**
Another term#	35	13-17 years	28	Mainly speak LOTE	**21**
Age		18+ years	29	LGBTQI+	30
14-34 years	30	No children	33	**Homeownership**	
35-49 years	32			Homeowner	32
50-64 years	30			Renting / other	**27**
65+ years	35				

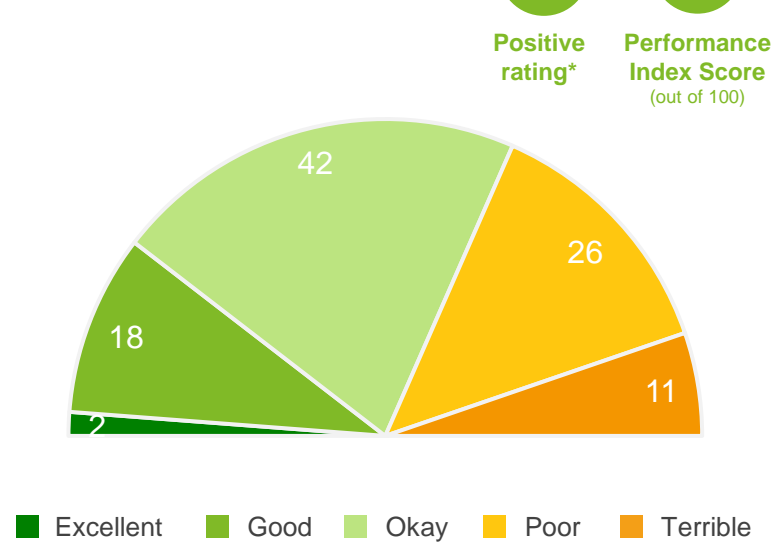Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1170).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

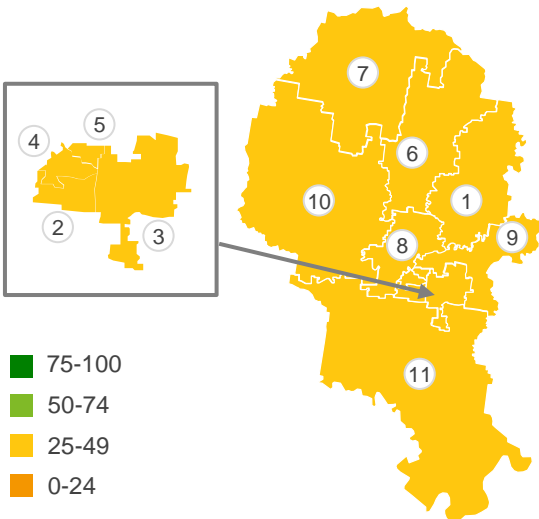**MARKYT◆**

Preserving and promoting local history and heritage

Performance ratings
% of respondents

63% Positive rating*

44 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

2 / 18 / 42 / 26 / 11

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	45
2.	East Lismore	42
3.	Goonellabah	46
4.	Lismore - Girards Hill	38
5.	Lismore Heights	47
6.	Modanville - Dunoon	42
7.	Nimbin and District	45
8.	North Lismore - South Lismore	42
9.	Richmond Hill - Lindendale	46
10.	Rural North West	49
11.	Rural South	44
	Townsite	44
	Farm / Rural	45

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	44
Industry High	78
Industry Average	58

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	43	0-5 years	46	Disability	42
Female	45	6-12 years	42	First Nations	34
Another term#	44	13-17 years	44	Mainly speak LOTE	44
Age		18+ years	43	LGBTQI+	45
14-34 years	45	No children	44	**Homeownership**	
35-49 years	45			Homeowner	45
50-64 years	41			Renting / other	42
65+ years	45				

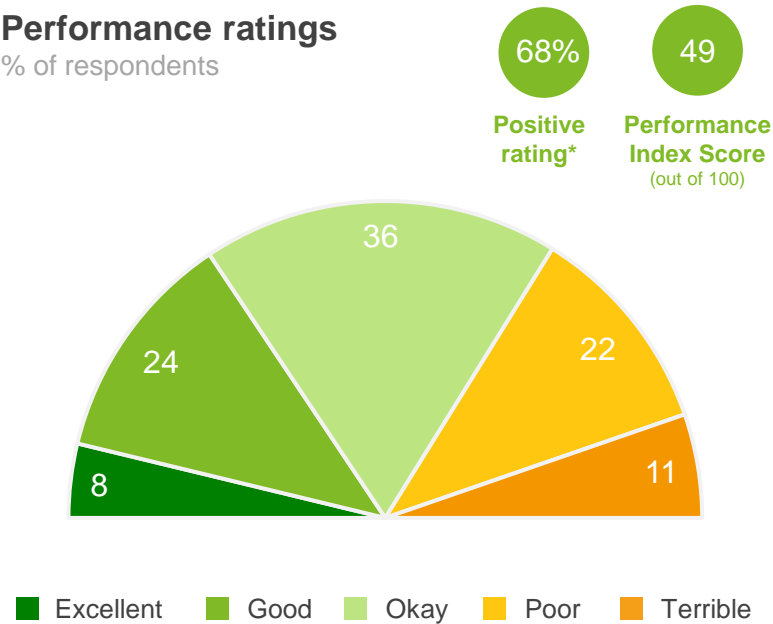Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1193).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆ 68

Festivals, markets and community events
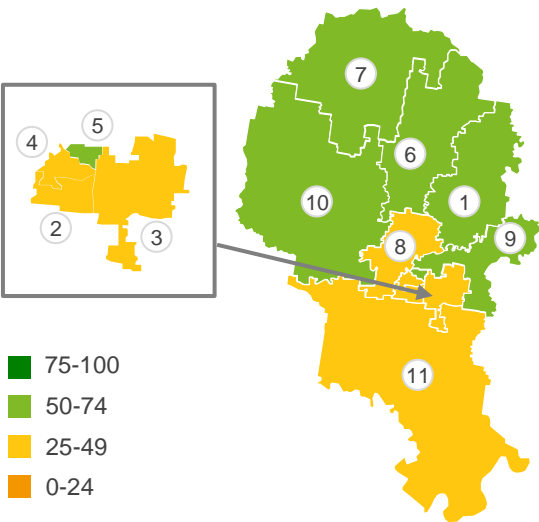
Performance ratings
% of respondents

68% Positive rating*

49 Performance Index Score (out of 100)

- 8 Excellent
- 24 Good
- 36 Okay
- 22 Poor
- 11 Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	52
2.	East Lismore	45
3.	Goonellabah	49
4.	Lismore - Girards Hill	44
5.	Lismore Heights	51
6.	Modanville - Dunoon	55
7.	Nimbin and District	54
8.	North Lismore - South Lismore	42
9.	Richmond Hill - Lindendale	57
10.	Rural North West	53
11.	Rural South	49
	Townsite	47
	Farm / Rural	54

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	49
Industry High	74
Industry Average	63

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	49	0-5 years	46	Disability	47
Female	49	6-12 years	46	First Nations	**40**
Another term#	46	13-17 years	47	Mainly speak LOTE	48
Age		18+ years	46	LGBTQI+	47
14-34 years	48	No children	51	**Homeownership**	
35-49 years	47			Homeowner	50
50-64 years	49			Renting / other	48
65+ years	52				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1338).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

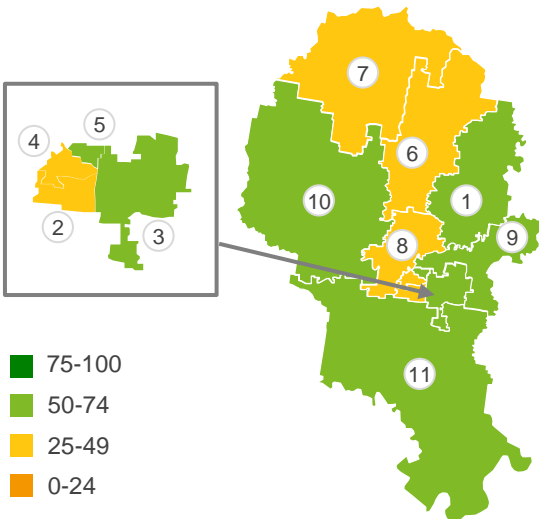**MARKYT◆**

Access to education and learning opportunities

Performance ratings
% of respondents

71%
Positive rating*

50
Performance Index Score
(out of 100)

- **Excellent** 5
- **Good** 25
- **Okay** 42
- **Poor** 22
- **Terrible** 7

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
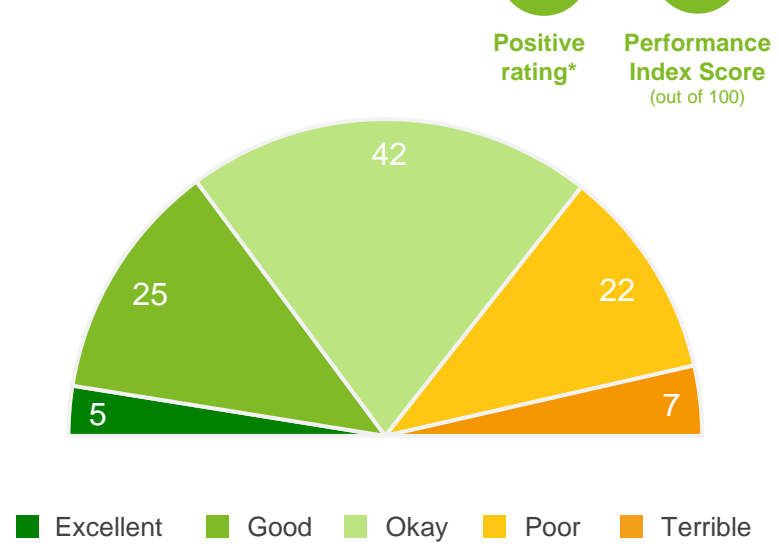
Location

1.	Clunes - Bexhill	57
2.	East Lismore	46
3.	Goonellabah	52
4.	Lismore - Girards Hill	41
5.	Lismore Heights	52
6.	Modanville - Dunoon	49
7.	Nimbin and District	49
8.	North Lismore - South Lismore	46
9.	Richmond Hill - Lindendale	56
10.	Rural North West	56
11.	Rural South	51
Townsite		49
Farm / Rural		52

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	50
Industry High	65
Industry Average	49

Community variances
Performance Index Score

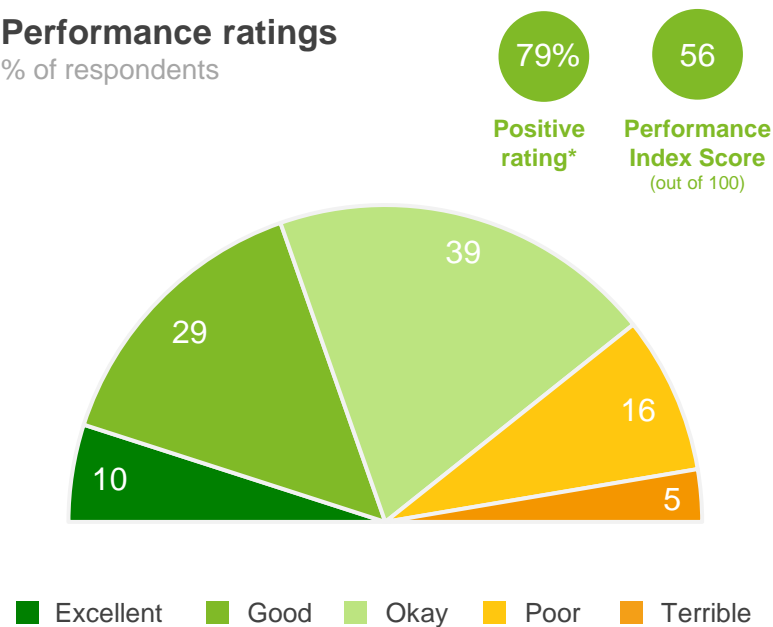| Gender		Age of children		Disability & culture	
Male	50	0-5 years	50	Disability	46
Female	50	6-12 years	47	First Nations	45
Another term#	46	13-17 years	48	Mainly speak LOTE	42
Age		18+ years	48	LGBTQI+	50
14-34 years	49	No children	51	**Homeownership**	
35-49 years	46			Homeowner	51
50-64 years	48			Renting / other	44
65+ years	**56**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1154).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)
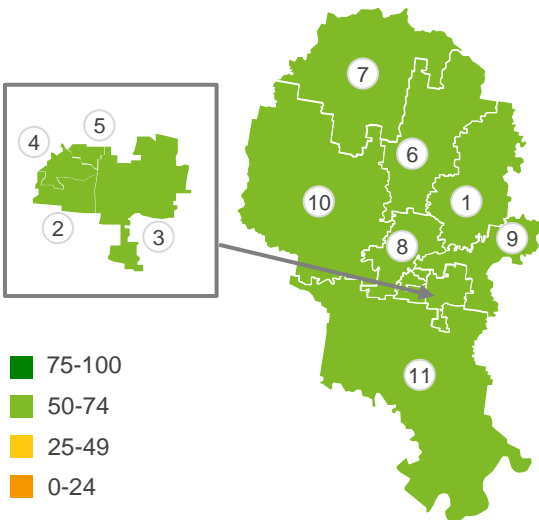
MARKYT◆ 70

Library facilities and services

Performance ratings
% of respondents

79% — Positive rating*

56 — Performance Index Score (out of 100)

- 10 Excellent
- 29 Good
- 39 Okay
- 16 Poor
- 5 Terrible

Legend: Excellent | Good | Okay | Poor | Terrible

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	56
Industry High	82
Industry Average	70

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	59
2.	East Lismore	50
3.	Goonellabah	58
4.	Lismore - Girards Hill	50
5.	Lismore Heights	61
6.	Modanville - Dunoon	55
7.	Nimbin and District	58
8.	North Lismore - South Lismore	53
9.	Richmond Hill - Lindendale	64
10.	Rural North West	55
11.	Rural South	54
	Townsite	55
	Farm / Rural	57

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-5 years	52	Disability	54
Female	57	6-12 years	54	First Nations	53
Another term#	**62**	13-17 years	**50**	Mainly speak LOTE	53
Age		18+ years	54	LGBTQI+	55
14-34 years	**51**	No children	59	**Homeownership**	
35-49 years	55			Homeowner	57
50-64 years	53			Renting / other	**51**
65+ years	**63**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1202).
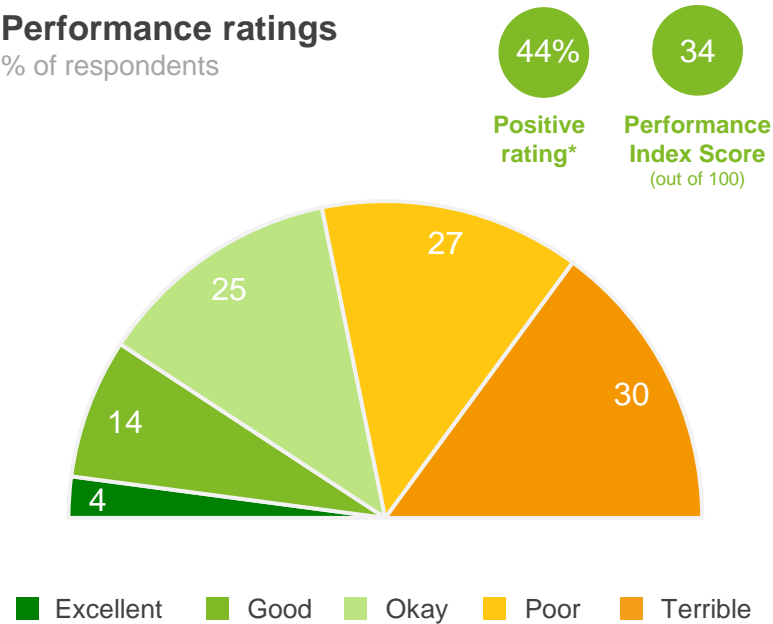
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

Governance

Council's leadership
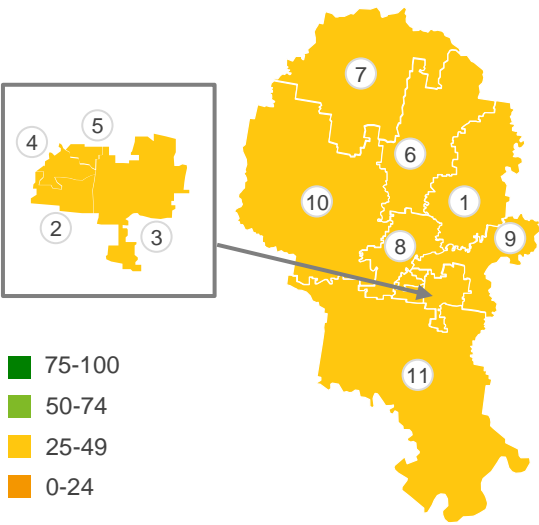
Performance ratings
% of respondents

44%
Positive rating*

34
Performance Index Score
(out of 100)

- 4 Excellent
- 14 Good
- 25 Okay
- 27 Poor
- 30 Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location
1.	Clunes - Bexhill	36
2.	East Lismore	32
3.	Goonellabah	37
4.	Lismore - Girards Hill	29
5.	Lismore Heights	37
6.	Modanville - Dunoon	35
7.	Nimbin and District	26
8.	North Lismore - South Lismore	26
9.	Richmond Hill - Lindendale	38
10.	Rural North West	33
11.	Rural South	39
	Townsite	34
	Farm / Rural	35

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	34
Industry High	63
Industry Average	44

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	35	0-5 years	32	Disability	**27**
Female	34	6-12 years	32	First Nations	**22**
Another term#	**16**	13-17 years	32	Mainly speak LOTE	30
Age		18+ years	33	LGBTQI+	**24**
14-34 years	30	No children	35	**Homeownership**	
35-49 years	33			Homeowner	35
50-64 years	33			Renting / other	32
65+ years	**40**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1279).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆

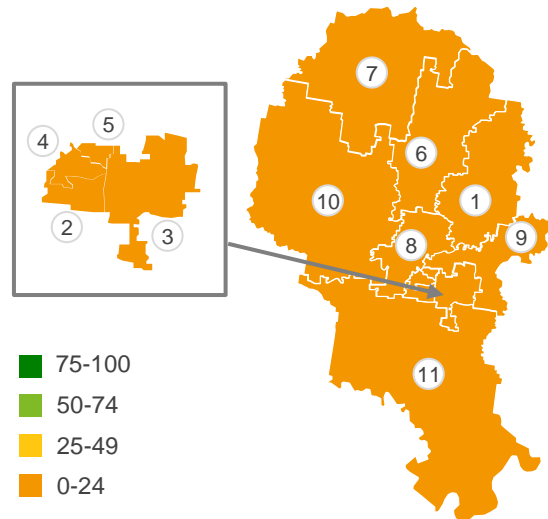# Lismore City Council has developed and communicated a clear vision for the area

Performance ratings
% of respondents

13%

Total Agree

- Strongly agree
- Agree
- Neutral/ unsure
- Disagree
- Strongly disagree

Pie segments: 1 · 12 · 33 · 37 · 17

MARKYT◆ Industry Standards
% agree

Lismore City Council	13
Industry High	54
Industry Average	27

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24
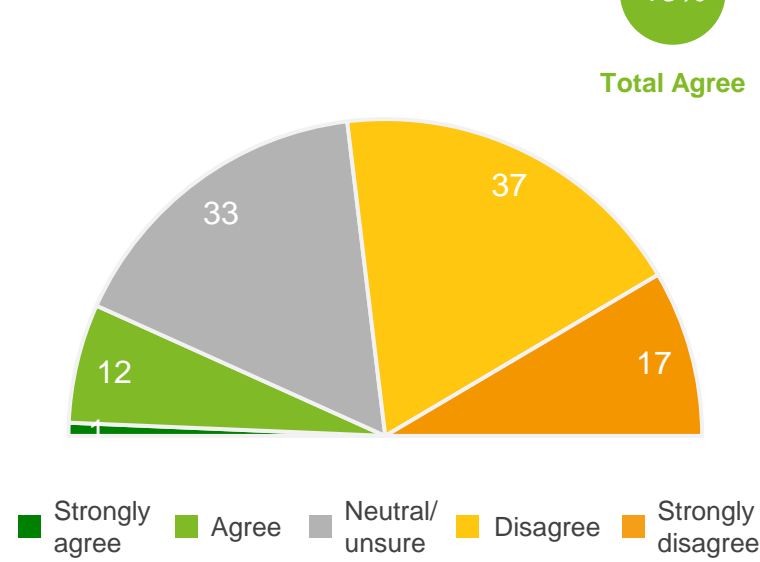
Location

1.	Clunes - Bexhill	17
2.	East Lismore	13
3.	Goonellabah	15
4.	Lismore - Girards Hill	16
5.	Lismore Heights	16
6.	Modanville - Dunoon	12
7.	Nimbin and District	11
8.	North Lismore - South Lismore	8
9.	Richmond Hill - Lindendale	13
10.	Rural North West	11
11.	Rural South	11
	Townsite	13
	Farm / Rural	13

Community variances
% agree

Gender		Age of children		Disability & culture	
Male	11	0-5 years	6	Disability	8
Female	15	6-12 years	8	First Nations	7
Another term#	9	13-17 years	8	Mainly speak LOTE	8
Age		18+ years	12	LGBTQI+	9
14-34 years	9	No children	16	**Homeownership**	
35-49 years	12			Homeowner	15
50-64 years	13			Renting / other	4
65+ years	21				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1467). # small sample size (< 30 respondents)

MARKYT◆

74

Council cares about financial sustainability

Performance ratings
% of respondents

24%

Total Agree

■ Strongly agree	■ Agree	■ Neutral/unsure	■ Disagree	■ Strongly disagree

Pie values: 3, 22, 35, 22, 18

MARKYT◆ Industry Standards
% agree

Lismore City Council	24
Industry High	NA
Industry Average	NA

Geographical variances
% agree

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24
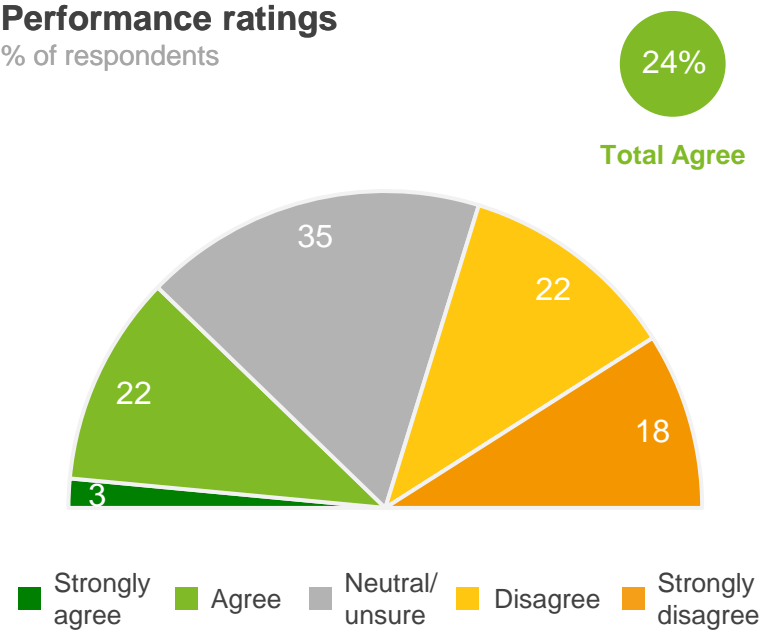
Location

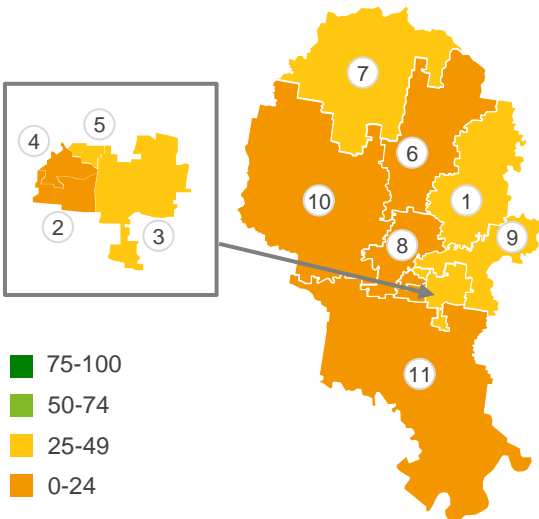| 1.	Clunes - Bexhill	33
2.	East Lismore	16
3.	Goonellabah	27
4.	Lismore - Girards Hill	22
5.	Lismore Heights	32
6.	Modanville - Dunoon	24
7.	Nimbin and District	26
8.	North Lismore - South Lismore	16
9.	Richmond Hill - Lindendale	37
10.	Rural North West	20
11.	Rural South	20
	Townsite	23
	Farm / Rural	27

Community variances
% agree

Gender		Age of children		Disability & culture	
Male	25	0-5 years	18	Disability	18
Female	24	6-12 years	21	First Nations	13
Another term#	29	13-17 years	23	Mainly speak LOTE	22
Age		18+ years	21	LGBTQI+	21
14-34 years	19	No children	27	**Homeownership**	
35-49 years	23			Homeowner	25
50-64 years	26			Renting / other	24
65+ years	30				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1466). # small sample size (< 30 respondents)

MARKYT◆   75

Value for money from Council rates

Performance ratings
% of respondents

34% Positive rating*

28 Performance Index Score (out of 100)

[Gauge chart showing: 1, 8, 25, 36, 31]

■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

Geographical variances
Performance Index Score

■ 75-100
■ 50-74
■ 25-49
■ 0-24
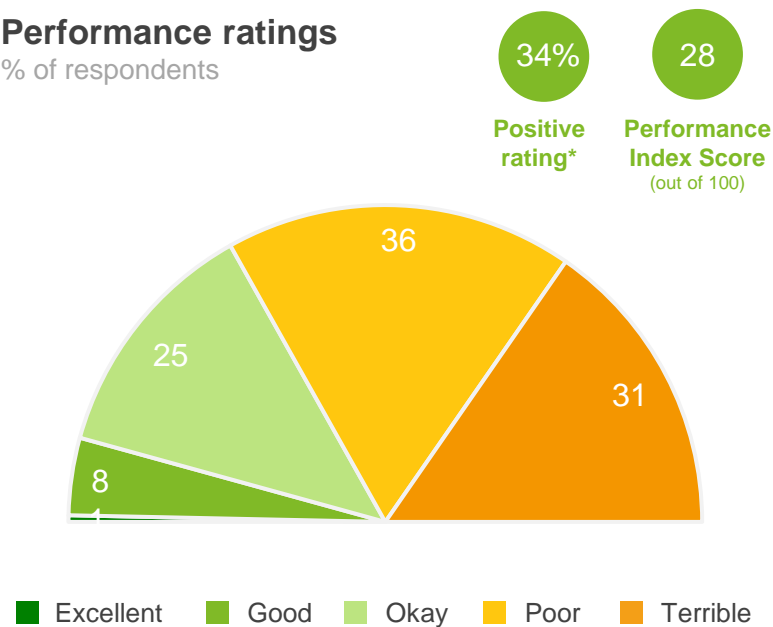
Location
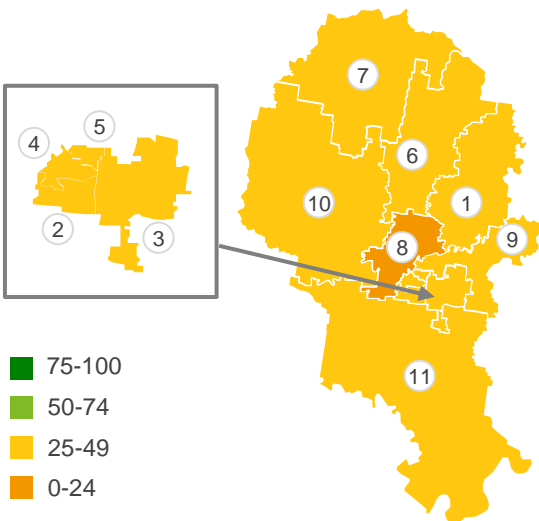|		
1.	Clunes - Bexhill	28
2.	East Lismore	25
3.	Goonellabah	29
4.	Lismore - Girards Hill	29
5.	Lismore Heights	30
6.	Modanville - Dunoon	28
7.	Nimbin and District	30
8.	North Lismore - South Lismore	23
9.	Richmond Hill - Lindendale	31
10.	Rural North West	29
11.	Rural South	26
	Townsite	27
	Farm / Rural	28

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	28
Industry High	59
Industry Average	41

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	29	0-5 years	**20**	Disability	24
Female	28	6-12 years	**23**	First Nations	**15**
Another term#	**22**	13-17 years	**23**	Mainly speak LOTE	27
Age		18+ years	25	LGBTQI+	28
14-34 years	24	No children	30	**Homeownership**	
35-49 years	25			Homeowner	28
50-64 years	29			Renting / other	24
65+ years	**34**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1408).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

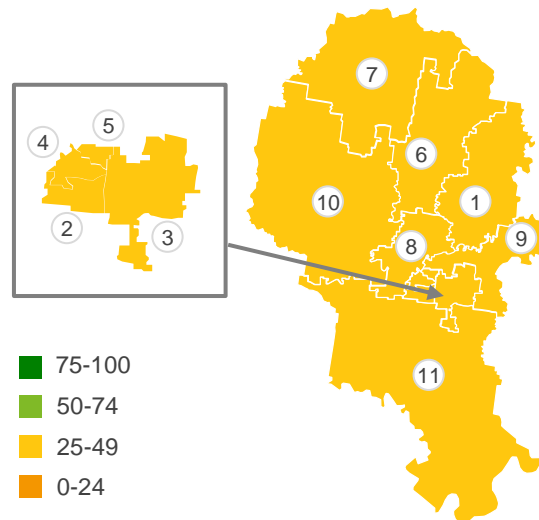**MARKYT◆**

Advocacy and lobbying on behalf of community

Performance ratings
% of respondents
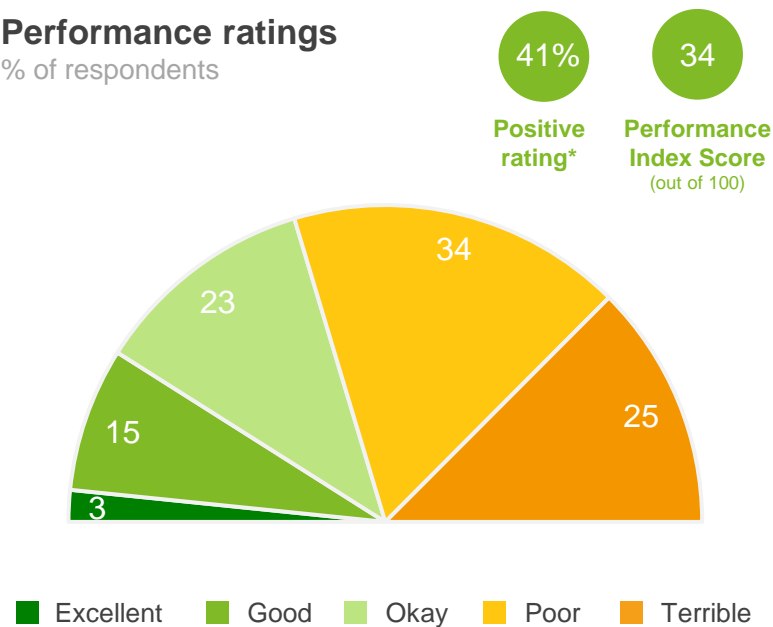
41%
Positive rating*

34
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Values: 3, 15, 23, 34, 25

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Location

1.	Clunes - Bexhill	37
2.	East Lismore	33
3.	Goonellabah	36
4.	Lismore - Girards Hill	32
5.	Lismore Heights	38
6.	Modanville - Dunoon	32
7.	Nimbin and District	28
8.	North Lismore - South Lismore	26
9.	Richmond Hill - Lindendale	39
10.	Rural North West	29
11.	Rural South	41
	Townsite	34
	Farm / Rural	36

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	34
Industry High	62
Industry Average	41

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	33	0-5 years	32	Disability	**28**
Female	35	6-12 years	33	First Nations	**23**
Another term#	**26**	13-17 years	32	Mainly speak LOTE	31
Age		18+ years	32	LGBTQI+	**26**
14-34 years	30	No children	36	**Homeownership**	
35-49 years	34			Homeowner	35
50-64 years	33			Renting / other	31
65+ years	**40**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1211).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆

# How community is consulted on local issues

Performance ratings
% of respondents
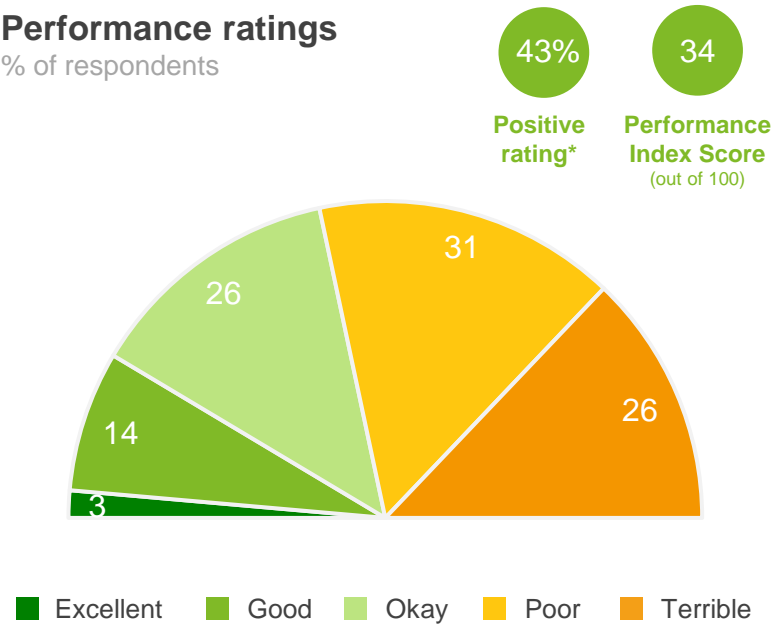
43% Positive rating*

34 Performance Index Score (out of 100)

- Excellent (3)
- Good (14)
- Okay (26)
- Poor (31)
- Terrible (26)

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	34
Industry High	55
Industry Average	40

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
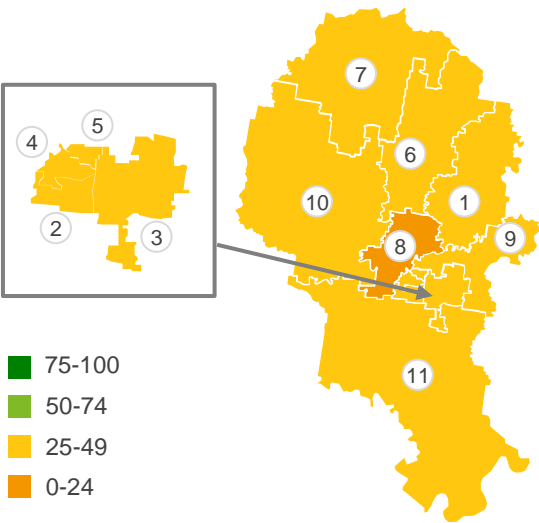
Location
1.	Clunes - Bexhill	34
2.	East Lismore	34
3.	Goonellabah	37
4.	Lismore - Girards Hill	29
5.	Lismore Heights	36
6.	Modanville - Dunoon	38
7.	Nimbin and District	32
8.	North Lismore - South Lismore	24
9.	Richmond Hill - Lindendale	39
10.	Rural North West	31
11.	Rural South	38
	Townsite	34
	Farm / Rural	36

Community variances
Performance Index Score

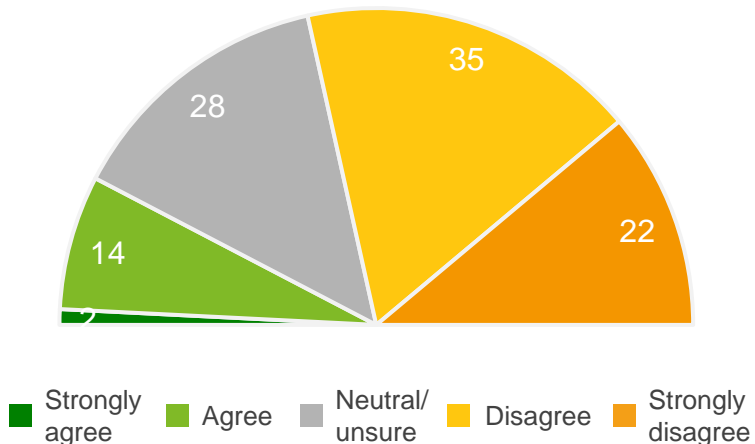| Gender		Age of children		Disability & culture	
Male	34	0-5 years	33	Disability	30
Female	35	6-12 years	32	First Nations	22
Another term#	25	13-17 years	31	Mainly speak LOTE	35
Age		18+ years	31	LGBTQI+	32
14-34 years	31	No children	36	**Homeownership**	
35-49 years	34			Homeowner	35
50-64 years	34			Renting / other	34
65+ years	38				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1291).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

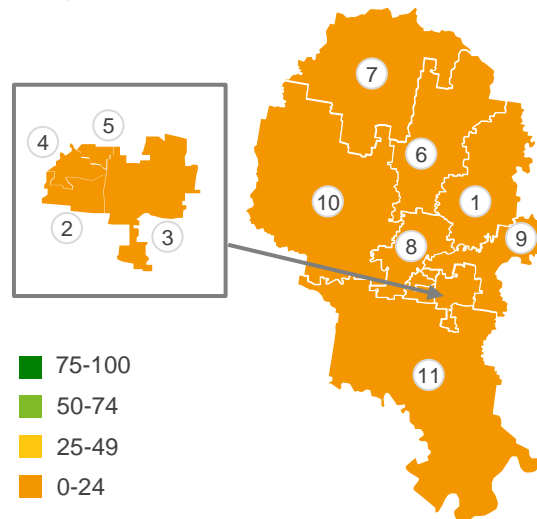# Council has a good understanding of community needs

Performance ratings
% of respondents

15%

Total Agree

2 — Strongly agree
14 — Agree
28 — Neutral/unsure
35 — Disagree
22 — Strongly disagree

■ Strongly agree	■ Agree	■ Neutral/unsure	■ Disagree	■ Strongly disagree

Geographical variances
% agree

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location

#	Location	
1.	Clunes - Bexhill	23
2.	East Lismore	14
3.	Goonellabah	20
4.	Lismore - Girards Hill	13
5.	Lismore Heights	16
6.	Modanville - Dunoon	15
7.	Nimbin and District	12
8.	North Lismore - South Lismore	6
9.	Richmond Hill - Lindendale	19
10.	Rural North West	10
11.	Rural South	13
	Townsite	15
	Farm / Rural	14

MARKYT◆ Industry Standards
% agree

Lismore City Council	15
Industry High	58
Industry Average	27

Community variances
% agree

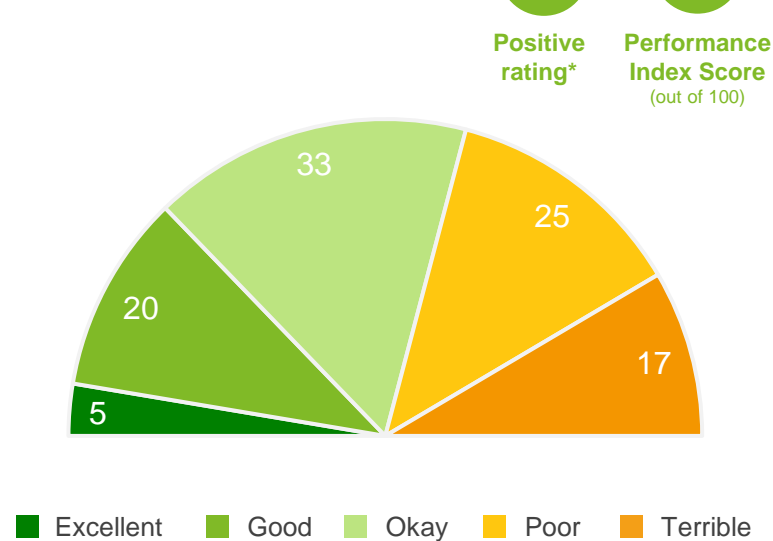| Gender		Age of children		Disability & culture	
Male	16	0-5 years	8	Disability	8
Female	15	6-12 years	14	First Nations	9
Another term#	9	13-17 years	11	Mainly speak LOTE	15
Age		18+ years	10	LGBTQI+	8
14-34 years	12	No children	18	**Homeownership**	
35-49 years	14			Homeowner	16
50-64 years	15			Renting / other	11
65+ years	20				

Q. How strongly do you agree or disagree with the following statements?
Base: All respondents, excludes 'no response' (n = 1467). # small sample size (< 30 respondents)

MARKYT◆

79

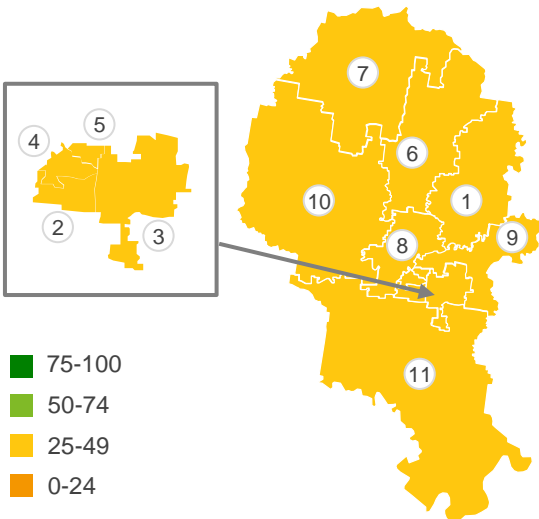# How community is informed about what's happening in the local area

Performance ratings
% of respondents

58% Positive rating*

43 Performance Index Score (out of 100)

- 5 Excellent
- 20 Good
- 33 Okay
- 25 Poor
- 17 Terrible

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Location
1.	Clunes - Bexhill	40
2.	East Lismore	41
3.	Goonellabah	45
4.	Lismore - Girards Hill	41
5.	Lismore Heights	49
6.	Modanville - Dunoon	43
7.	Nimbin and District	42
8.	North Lismore - South Lismore	33
9.	Richmond Hill - Lindendale	47
10.	Rural North West	42
11.	Rural South	44
	Townsite	43
	Farm / Rural	43

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	43
Industry High	62
Industry Average	44

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	44	0-5 years	41	Disability	**36**
Female	43	6-12 years	40	First Nations	**29**
Another term#	**32**	13-17 years	41	Mainly speak LOTE	41
Age		18+ years	42	LGBTQI+	39
14-34 years	40	No children	44	**Homeownership**	
35-49 years	44			Homeowner	43
50-64 years	42			Renting / other	42
65+ years	46				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1323).
* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

MARKYT◆

80

Customer service

Performance ratings
% of respondents

68%
Positive rating*

48
Performance Index Score
(out of 100)

- 6 Excellent
- 24 Good
- 38 Okay
- 17 Poor
- 14 Terrible

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
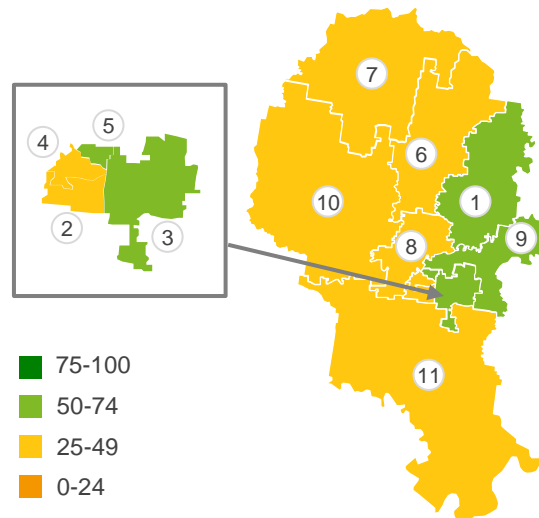
Location

1.	Clunes - Bexhill	50
2.	East Lismore	44
3.	Goonellabah	52
4.	Lismore - Girards Hill	44
5.	Lismore Heights	56
6.	Modanville - Dunoon	44
7.	Nimbin and District	48
8.	North Lismore - South Lismore	43
9.	Richmond Hill - Lindendale	50
10.	Rural North West	39
11.	Rural South	45
	Townsite	49
	Farm / Rural	46

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	48
Industry High	69
Industry Average	56

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	46	0-5 years	45	Disability	**43**
Female	50	6-12 years	45	First Nations	**37**
Another term#	**36**	13-17 years	46	Mainly speak LOTE	46
Age		18+ years	47	LGBTQI+	45
14-34 years	**42**	No children	49	**Homeownership**	
35-49 years	48			Homeowner	48
50-64 years	47			Renting / other	48
65+ years	52				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1190).

* Positive Rating = excellent, good + okay # small sample size (< 30 respondents)

Overview of Community Variances
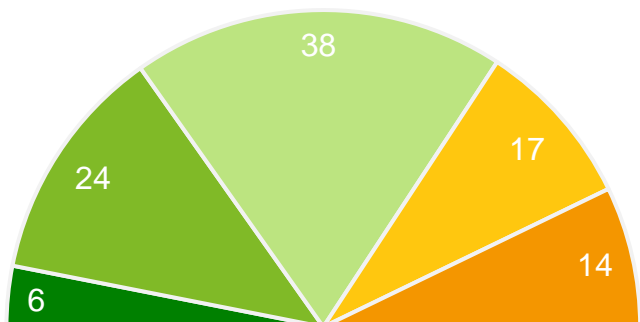
Summary of community variances

	Total	Homeowner	Renting/other	Male	Female	Other#	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	LGBTQI+
Overall place to live	63	65	58	64	63	62	68	55	59	59	59	56	60	65	73	57	56	63	63
GOVERNANCE																			
Council's leadership	34	35	32	35	34	16	35	32	32	32	33	30	33	33	40	27	22	30	24
Governing organisation	37	37	35	36	39	32	39	32	34	33	35	34	35	37	44	32	26	33	34
Advocacy and lobbying	34	35	31	33	35	26	36	32	33	32	32	30	34	33	40	28	23	31	26
Consultation	34	35	34	34	35	25	36	33	32	31	31	31	34	34	38	30	22	35	32
Communication	43	43	42	44	43	32	44	41	40	41	42	40	44	42	46	36	29	41	39
Customer service	48	48	48	46	50	36	49	45	45	46	47	42	48	47	52	43	37	46	45
Value for money from rates	28	28	24	29	28	22	30	20	23	23	25	24	25	29	34	24	15	27	28
COMMUNITY																			
Family / children's services and facilities	44	46	38	44	45	56	48	38	38	41	41	39	42	46	51	40	35	48	46
Youth services and facilities	31	33	23	33	29	31	34	26	28	27	31	25	30	34	38	29	24	24	29
Seniors' services and facilities	42	43	40	42	42	50	41	46	43	43	43	43	41	41	43	37	37	43	42
Disability access and inclusion	47	48	45	50	45	47	46	50	49	47	48	49	46	46	48	39	43	57	45
Respect for First Nations peoples	60	61	55	62	58	56	57	68	67	64	61	63	59	59	58	57	50	54	54
Volunteer recognition and support	53	54	45	53	53	35	52	57	53	51	52	52	50	53	55	51	48	44	50
Sport and recreation facilities and services	64	65	57	63	64	67	66	57	60	64	64	59	61	66	69	62	54	60	64
Art, cultural and creative facilities / activities	61	63	55	60	62	62	61	63	62	63	62	61	62	60	61	59	56	58	61
Animal management (dogs and cats)	46	47	43	46	47	54	45	48	46	46	48	46	49	45	46	45	40	44	48
ENVIRONMENT																			
Sustainable practices	48	49	43	49	48	34	48	48	49	48	49	48	47	48	50	46	39	46	42
Conservation / environmental management	48	49	43	48	48	33	46	49	51	53	48	50	48	46	47	45	40	48	43
Botanical gardens, nature corridors, reserves	49	50	46	48	50	43	50	47	45	47	50	48	47	46	55	49	46	50	45
Waste management	43	42	49	43	43	67	45	40	40	39	40	44	39	42	47	38	37	48	41
Stormwater management and drainage	25	25	23	27	22	24	26	24	22	20	22	22	22	25	30	21	15	25	20
Sewerage management	46	46	45	48	44	50	46	45	45	46	45	44	47	44	49	41	39	57	45
Emergency management	37	38	30	37	37	17	38	36	35	36	32	32	35	38	41	31	26	30	31
Flood mitigation and resilience planning	27	28	22	26	27	21	27	26	26	24	25	25	25	27	30	23	23	22	25

Summary of community variances

	Total	Homeowner	Renting/other	Male	Female	Other#	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	LGBTQI+
PLACE																			
Responsible growth and development	36	36	35	35	37	26	37	37	34	34	34	37	32	35	40	32	30	37	31
Rebuilding Lismore/Flood Recovery Program	37	38	35	37	38	29	40	31	34	35	37	33	37	38	43	34	27	38	34
Planning and building approvals	33	33	33	34	32	25	33	34	31	30	35	33	31	33	36	32	30	37	31
Housing advocacy / support	28	31	18	29	28	14	30	27	25	24	26	24	27	29	33	22	21	19	20
Community buildings, halls and public toilets	43	44	39	43	43	54	45	42	38	40	42	40	41	45	47	40	35	38	41
Crematorium and cemeteries	61	62	56	60	62	58	61	62	61	59	62	56	60	62	64	58	58	55	58
Parks and playgrounds	55	56	52	53	56	72	58	48	48	52	55	49	53	57	60	53	50	53	56
Streetscapes, trees and verges	45	44	46	42	47	48	45	44	41	43	43	45	44	42	48	41	40	50	42
Footpaths, trails and cycleways	42	41	44	42	42	49	41	42	40	44	45	45	40	42	43	36	37	43	41
Local roads (including bridges)	22	22	18	22	22	24	23	18	21	17	22	18	21	21	27	21	15	20	21
Lighting of streets and public places	43	43	43	44	42	50	43	45	41	39	43	43	43	41	45	37	37	38	44
Traffic management	47	46	49	45	48	61	46	48	46	47	45	48	47	44	48	42	47	51	48
PROSPERITY																			
Economic development and job creation	34	35	31	33	36	35	35	32	33	32	32	34	34	33	37	28	29	29	32
Area to work or operate a business	50	50	48	49	51	46	51	44	48	49	51	46	49	51	54	43	45	46	49
Lismore city centre development / activation	37	38	34	36	39	36	39	37	34	33	36	34	38	35	43	33	30	35	37
Parking in Lismore city centre	51	52	49	53	50	54	52	49	51	50	50	52	53	51	50	46	43	58	53
Place to visit	51	51	45	49	51	54	55	39	43	42	47	43	48	52	60	47	47	50	53
Tourism and destination marketing	32	32	27	30	33	35	33	28	31	28	29	30	32	30	35	27	26	21	30
Local history and heritage	44	45	42	43	45	44	44	46	42	44	43	45	45	41	45	42	34	44	45
Festivals, markets and community events	49	50	48	49	49	46	51	46	46	47	46	48	47	49	52	47	40	48	47
Access to education / learning opportunities	50	51	44	50	50	46	51	50	47	48	48	49	46	48	56	46	45	42	50
Library facilities and services	56	57	51	54	57	62	59	52	54	50	54	51	55	53	63	54	53	53	55

MARKYT

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Overview of Geographical Variances

Summary of community variances

	Total	Townsite	Farm / Rural	Clunes - Bexhill and District	East Lismore	Goonellabah	Lismore - Girards Hill	Lismore Heights	Modanville - Dunoon and District	Nimbin and District	North Lismore - South Lismore	Richmond Hill – Lindendale and District	Rural North West	Rural South
Overall place to live	63	63	66	**71**	59	61	63	59	**69**	**73**	60	66	62	64
GOVERNANCE														
Council's leadership	34	34	35	36	32	37	29	37	35	26	26	38	33	39
Governing organisation	37	37	36	39	37	39	38	40	37	35	30	45	33	33
Advocacy and lobbying	34	34	36	37	33	36	32	38	32	28	26	39	29	41
Consultation	34	34	36	34	34	37	29	36	38	32	24	39	31	38
Communication	43	43	43	40	41	45	41	49	43	42	33	47	42	44
Customer service	48	49	46	50	44	52	44	56	44	48	43	50	39	45
Value for money from rates	28	27	28	28	25	29	29	30	28	30	23	31	29	26
PEOPLE														
Family / children's services and facilities	44	44	47	49	42	44	43	41	46	47	45	54	44	42
Youth services and facilities	31	30	33	34	29	31	28	32	34	35	30	38	31	31
Seniors' services and facilities	42	42	43	45	42	44	37	45	40	45	40	40	42	45
Disability access and inclusion	47	47	49	48	46	49	45	50	48	42	43	48	53	49
Respect for First Nations peoples	60	61	59	59	58	64	54	61	63	50	59	58	64	61
Volunteer recognition and support	53	53	53	58	50	55	50	54	57	48	51	56	53	51
Sport and recreation facilities and services	64	63	65	63	63	64	63	65	62	58	65	67	68	63
Art, cultural and creative facilities / activities	61	61	64	59	61	62	56	62	63	58	61	61	68	64
Animal management (dogs and cats)	46	46	47	45	43	48	44	50	52	38	47	47	48	46
ENVIRONMENT														
Sustainable practices	48	48	47	47	49	51	43	51	47	42	40	46	47	51
Conservation / environmental management	48	48	46	50	46	52	43	53	47	38	38	45	47	53
Botanical gardens, nature corridors, reserves	49	49	49	51	45	52	47	53	47	45	45	51	48	50
Waste management	43	46	37	36	44	48	48	53	37	33	37	45	34	39
Stormwater management and drainage	25	25	24	24	19	31	20	29	26	26	16	32	16	23
Sewerage management	46	48	41	30	47	52	43	50	42	43	43	42	39	48
Emergency management	37	37	37	39	33	38	31	44	41	35	31	41	31	40
Flood mitigation and resilience planning	27	26	27	30	22	28	25	34	31	26	20	33	24	25

Summary of community variances

	Total	Townsite	Farm / Rural	Clunes - Bexhill and District	East Lismore	Goonellabah	Lismore - Girards Hill	Lismore Heights	Modanville - Dunoon and District	Nimbin and District	North Lismore - South Lismore	Richmond Hill – Lindendale and District	Rural North West	Rural South
PLACE														
Responsible growth and development	36	37	34	36	39	39	33	40	34	36	30	35	30	33
Rebuilding Lismore/Flood Recovery	37	38	38	41	34	38	35	40	42	35	30	42	34	39
Planning and building approvals	33	34	31	36	33	34	32	44	27	31	29	29	31	33
Housing advocacy / support	28	28	28	30	28	30	24	31	32	22	25	28	25	35
Community buildings, halls and public toilets	43	43	45	44	40	44	39	47	46	44	42	41	42	47
Crematorium and cemeteries	61	61	61	59	60	63	53	65	59	59	61	64	59	61
Parks and playgrounds	55	55	57	52	50	56	50	61	56	54	59	58	59	55
Streetscapes, trees and verges	45	43	47	45	42	45	39	53	47	46	40	47	48	42
Footpaths, trails and cycleways	42	41	43	42	39	44	38	47	37	39	42	43	49	47
Local roads (including bridges)	22	23	19	21	17	25	23	26	18	25	19	26	19	16
Lighting of streets and public places	43	43	44	43	41	46	37	44	44	45	41	40	48	44
Traffic management	47	47	45	45	46	49	46	54	43	47	42	46	42	45
PROSPERITY														
Economic development and job creation	34	34	34	39	32	34	33	42	32	29	31	33	34	37
Place to visit	51	48	54	62	43	47	53	44	55	63	51	55	52	49
Area to work or operate a business	50	50	49	53	49	49	50	52	50	50	50	51	45	49
Lismore city centre development / activation	37	37	38	43	32	38	37	42	37	39	37	35	35	37
Parking in Lismore city centre	51	51	52	53	47	49	53	59	53	58	49	50	56	50
Tourism and destination marketing	32	31	33	37	23	32	29	34	35	31	31	34	32	35
Local history and heritage	44	44	45	45	42	46	38	47	42	45	42	46	49	44
Festivals, markets and community events	49	47	54	52	45	49	44	51	55	54	42	57	53	49
Access to education / learning opportunities	50	49	52	57	46	52	41	52	49	49	46	56	56	51
Library facilities and services	56	55	57	59	50	58	50	61	55	58	53	64	55	54

MARKYT

Business views

Place to work or operate a business
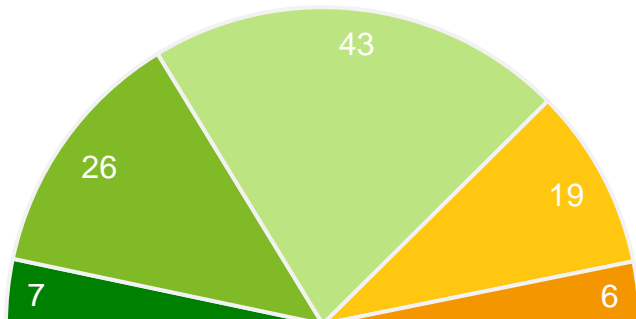## Perceptions among business owners and managers

Performance ratings
% of respondents

75%
Positive rating*

52
Performance Index Score
(out of 100)

43

26

7

19

6

■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

MARKYT◆ Industry Standards
Performance Index Score

Lismore City Council	52
Industry High	79
Industry Average	64

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 378). * Positive Rating = excellent, good + okay

MARKYT◆

MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)   High (>10%)

CELEBRATE | OPTIMISE

KAIZEN

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

REVIEW | PRIORITISE

1 Family / children's services/facilities
2 Youth services and facilities
3 Seniors' services and facilities
4 Disability access and inclusion
5 Respect for First Nations peoples
6 Volunteer recognition and support
7 Sport and recreation
8 Art, cultural and creative
9 Animal management (dogs and cats)
10 Sustainable practices
11 Conservation / environment
12 Botanical gardens, nature corridors, etc
13 Waste management
14 Stormwater management and drainage
15 Sewerage management
16 Emergency management
17 Flood mitigation and resilience planning
18 Responsible growth and development
19 Rebuilding Lismore/Flood Recovery
20 Planning and building approvals
21 Housing advocacy / support
22 Community buildings, halls, public toilets
23 Crematorium and cemeteries
24 Parks and playgrounds
25 Streetscapes, trees and verges
26 Footpaths, trails and cycleways
27 Local roads (including bridges)
28 Lighting of streets and public places
29 Traffic management
30 Economic development and job creation
31 City centre development / activation
32 Parking in Lismore city centre
33 Tourism and destination marketing
34 Local history and heritage
35 Festivals, markets, community events
36 Education / learning opportunities
37 Library facilities and services
38 Council's leadership
39 Advocacy and lobbying
40 Consultation
41 Communication
42 Customer service

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

Q. Over the next 10 years, which areas would you mostly like Lismore City Council to focus on improving? Base: All respondents, excludes no response (n=381)

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Other stakeholder views

MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%) High (>10%)

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

CELEBRATE OPTIMISE
KAIZEN
REVIEW PRIORITISE

Legend:
1 Family / children's services/facilities
2 Youth services and facilities
3 Seniors' services and facilities
4 Disability access and inclusion
5 Respect for First Nations peoples
6 Volunteer recognition and support
7 Sport and recreation
8 Art, cultural and creative
9 Animal management (dogs and cats)
10 Sustainable practices
11 Conservation / environment
12 Botanical gardens, nature corridors, etc
13 Waste management
14 Stormwater management and drainage
15 Sewerage management
16 Emergency management
17 Flood mitigation and resilience planning
18 Responsible growth and development
19 Rebuilding Lismore/Flood Recovery
20 Planning and building approvals
21 Housing advocacy / support
22 Community buildings, halls, public toilets
23 Crematorium and cemeteries
24 Parks and playgrounds
25 Streetscapes, trees and verges
26 Footpaths, trails and cycleways
27 Local roads (including bridges)
28 Lighting of streets and public places
29 Traffic management
30 Economic development and job creation
31 City centre development / activation
32 Parking in Lismore city centre
33 Tourism and destination marketing
34 Local history and heritage
35 Festivals, markets, community events
36 Education / learning opportunities
37 Library facilities and services
38 Council's leadership
39 Advocacy and lobbying
40 Consultation
41 Communication
42 Customer service

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

Q. Over the next 10 years, which areas would you mostly like Lismore City Council to focus on improving? Base: All respondents, excludes no response (n=64)

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MARKYT ◆ Community Priorities

Councillor / LCC employee

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)   High (>10%)

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

CELEBRATE   OPTIMISE

KAIZEN

REVIEW   PRIORITISE

1 Family / children's services/facilities
2 Youth services and facilities
3 Seniors' services and facilities
4 Disability access and inclusion
5 Respect for First Nations peoples
6 Volunteer recognition and support
7 Sport and recreation
8 Art, cultural and creative
9 Animal management (dogs and cats)
10 Sustainable practices
11 Conservation / environment
12 Botanical gardens, nature corridors, etc
13 Waste management
14 Stormwater management and drainage
15 Sewerage management
16 Emergency management
17 Flood mitigation and resilience planning
18 Responsible growth and development
19 Rebuilding Lismore/Flood Recovery
20 Planning and building approvals
21 Housing advocacy / support
22 Community buildings, halls, public toilets
23 Crematorium and cemeteries
24 Parks and playgrounds
25 Streetscapes, trees and verges
26 Footpaths, trails and cycleways
27 Local roads (including bridges)
28 Lighting of streets and public places
29 Traffic management
30 Economic development and job creation
31 City centre development / activation
32 Parking in Lismore city centre
33 Tourism and destination marketing
34 Local history and heritage
35 Festivals, markets, community events
36 Education / learning opportunities
37 Library facilities and services
38 Council's leadership
39 Advocacy and lobbying
40 Consultation
41 Communication
42 Customer service

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

Q. Over the next 10 years, which areas would you mostly like Lismore City Council to focus on improving? Base: All respondents, excludes no response (n=92)

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