

Community Satisfaction Survey

NOOSA SHIRE COUNCIL

May 2019



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INTRODUCTION

Market Facts was commissioned by the Noosa Shire Council in May 2017 to conduct a benchmark survey of community attitudes measuring levels of satisfaction with the services provided by Council. This customer satisfaction research is a follow up tracking survey and was undertaken in April 2019.

As in 2017, this survey also included 'supplementary questions' - public opinion measures of a number of other current issues that the Council requires community feedback on.

Objectives of Survey

The objectives are to:

- (a) Survey relevant categories of the members of the Noosa Shire Council community, in order to:
 - (i) provide measurements of residents' attitudes and opinions, and
 - (ii) provide diagnostic information and analyses,regarding the extent to which the Council's provision of works, facilities and relevant administrative services meets the community's perceived priorities.
- (b) Compare the results against the most recent (July 2017) *Provincial LGA* 'norms' established by the LGAQ's biennial surveys.
- (c) Provide number-based detail which can be used to calculate relative priorities between the 41* primary policy areas for which Council is responsible according to the "weighted averages" of community perceptions, after taking into account both existing Council Performance as well as basic community priorities (i.e. ratings for Importance).

**For LGAQ biennial surveys include 42 responsibility/primary policy areas. Noosa CSS deleted responsibility areas: 'water supply' and 'sewerage' (activities not undertaken by Noosa Shire Council) and included additional responsibility area – 'disaster management'.*

Themes of Council Responsibility

At the core of the benchmarking process is the evaluation by residents in the community of the broad array of Council responsibilities (services and activities), divided into five Themes.

These Themes are:

Areas of Council Responsibility

THEME (1) Basic Services and Infrastructure

Function/Responsibility	Examples/Clarification
Road Construction	Constructing new or upgrading existing roads
Road Maintenance	Repairing potholes and damaged road shoulders; street sweeping and verge mowing
Footpaths, Kerbing & Guttering	Construction and maintenance of safe footpaths, kerbs and gutters
Street Lighting	Funding the provision and upkeep of lights on Council streets/roads
Traffic Management	Traffic planning, traffic lights, roundabouts, traffic 'calming' and directional signage
Parking Facilities	Establishing parking policies, parking control, provision of or assessment of requirement for on and off-street parking
Public Transport	Either providing or ensuring the provision of an adequate system of public transport
Drainage & Flood Mitigation	Construction and maintenance of open and underground stormwater drains, levee banks, division channels etc
Waste Management	Garbage collection and disposal, waste minimisation (recycling and composting), street bins
Community Health	Inspection of restaurants/café/shops, mosquito/midge spraying, cemeteries

THEME (2) Community Lifestyle Services

Function/Responsibility	Examples/Clarification
Parks, Playgrounds & Public Amenities	Development and maintenance of open space areas, parks, children's play-grounds and public toilets
Environmental Controls	Enforcement of regulations on air, water and noise pollution
Environmental Protection & Conservation	Tree planting, bushland acquisition, noxious weeds eradication, foreshore protection, preservation of natural areas.
Heritage Protection	Preservation of historic buildings, monuments, facilities, artefacts, and indigenous & other records
Sporting & Recreational Facilities	Public swimming pools, sports-fields, land and/or support for clubs & their facilities
Cultural & Entertainment Facilities	Civic centre, public halls, art gallery/museum, community arts programs, community festivals
Libraries & Other Information Access	Public library, Internet access, CD ROM's
Community Safety	Safety action plans, safety audits, signage, security patrols & cameras, beach & pool lifeguards, community education & awareness programs
Community Services	Programs and facilities that meet the needs of a range of stakeholder groups (such as senior citizens, young people, families, indigenous, disabled, non-English speaking background)
Pet / Animal Control	Registration, impounding of strays, control of feral animals
Shopping Centres	Ensuring the provision of adequate shopping facilities to meet the needs and convenience of local residents
Community Development	Working with (& supporting) community organisations and special-interest groups to develop strong, sustainable & self-reliant communities

THEME (3) Managing the Shire

Function/Responsibility	Examples/Clarification
Town Planning	Planning and zoning for the purposes of residential, rural, commercial, industrial, recreational, open space & public infrastructure development including urban renewal & CBD redevelopment, rules regarding land usage
Building Control	Development and building approvals & controls, building & plumbing inspections, swimming pool fencing
Economic Development & Local Employment	Promoting/supporting increased economic activity and increased local employment opportunities, attracting investment
Development of Tourism	Area promotion, tourist information facilities, visitor care programs, caravan parks, promoting/supporting additional tourism activities
Financial Management	Responsible, open and accountable management of the Council's finances
Revenue Raising	Establishing fair and equitable rating for residential, rural, commercial and other sectors; applying a fair and reasonable balance between income from rates and from user-pays fees and charges
Staff Management	Selection of skilled and qualified staff and ongoing training and personal development for Council employees
Disaster Management	How Council will undertake recovery operations during and following a disaster - planning for the management and coordination of recovery.

THEME (4) Customer Services and Communication

Function/Responsibility	Examples/Clarification
Customer Service	Accessible & adequate facilities for dealing with and responding to contacts from stakeholders and the general public, handling enquiries / requests / complaints
Information Services	Maintaining and updating databases on Council facilities & services including rates & property information, water/sewerage/drainage networks, community services, etc
Informing the Community	Keeping the community informed of Council policies, plans, programs & activities through newsletters & other means, advising of community issues to be debated
Consulting the Community	Ensuring community input into Council policies, plans & programs by regularly canvassing residents' opinions & priorities and by maintaining effective relationships with the broad range of community groups
Responding to the Community	Providing feedback on community input, taking action where appropriate to implement community priorities, being accessible to all members of the community including minority groups
Providing Leadership & Advocacy	Representing local community needs & interests to other spheres of government (including government authorities) and to other outside organisations whenever relevant, supporting civic pride & local identity, promoting accountability & best practice

THEME (5) Qualities of Council

Function/Responsibility	Examples/Clarification
Elected Council (as a whole)	Provides leadership & direction for the community, even-handed, responsive, open & honest
Councillor(s) you deal with	Reliable, dedicated, knowledgeable, helpful, readily accessible
Managerial & Supervisory Officers	Skilled & capable leaders and managers in control of their responsibilities and their staff
Outdoor Workers	Competent, effective, efficient, get things done
Indoor Staff	Accessible, courteous, helpful, believe in achieving solutions, effective, efficient, knowledgeable

OVERALL PERFORMANCE

COUNCIL

Delivering a level of services and displaying a quality of performance in fulfilling all responsibilities, regarded as 'value for money' for the rates and charges you pay

Structured Sample Survey

Random telephone calls were made to resident households throughout the Shire, using the Electronic White Pages. These calls identified 400 residents aged 18 years and over who indicated that they were *'interested in discussing local government issues and expressing an opinion about them'* and who were prepared to participate in the survey.

In order to enrol the sample of 400 respondents a total of 5498 attempted and 2407 connected telephone calls were made.

Of the people we initially actually spoke to 46 were insufficiently interested in local government or were prevented by other constraints from participating but did answer the ratings question.

Briefing Material Supplied to Participants

After despatching preliminary prompt material to those people who had agreed to participate, follow-up telephone interviews were conducted by appointment. The material sent included the explanation of the 'Themes of Council Responsibility' set out on the previous pages, the method of rating for Importance and Performance, and also described the methods of rating. A copy of this questionnaire is included in the Appendix of this report.

Data Processing and Analysis

The data has not been weighted. As a matter of course the data, after input, was cleaned and logic-checked to ensure error-free detailed tables. All percentages in the tabular output have been rounded to one decimal point. Significance tests have been applied to identify those differences in response among the various subgroups which were highly unlikely to have occurred due to chance.

All responses were coded and computer-analysed by the standard breaks of:

- Gender
- Age Group
- Household Situation
- Neighbourhood
- Home Ownership
- Present Work Status

These breaks were established to enable the identification of significant differences in response patterns among the various community sectors represented by the sub-samples. For all analysis of these standard demographic breaks, and for the local issues tables, we have applied significance tests to the differences between the sub-samples and the total sample. These appear in the tables as:

+++	significantly greater than the sample result at the 99% level of confidence
++	significantly greater than the sample result at the 95% level of confidence
+	significantly greater than the sample result at the 90% level of confidence
---	significantly lower than the sample result at the 99% level of confidence
--	significantly lower than the sample result at the 95% level of confidence
-	significantly lower than the sample result at the 90% level of confidence

Tables included in this Report only show results for the Total Sample. However, a comprehensive printout of all analyses has been closely examined in compiling the commentary.

Average ratings for Importance and Performance were calculated - from which Weighted Performance Indicators were derived for each parameter being rated. These were then combined to provide a Weighted Performance Index for each of the five Themes of Council Responsibility and for Overall Performance on all 41 Areas as a whole.

Reliability of the Findings

The findings of the survey are obviously subject to Sampling Error. The maximum Probable Error of our total sample is $\pm 4.11\%$ at the 90% level of confidence. Comparisons between categories and subgroups are subject to varying error depending on respondent frequencies and the relative percentages of respondents falling in different response codes.

This survey is not designed to deliver definitive findings for individual Council areas.

By continuing to use the basic survey instrument and reporting methodology over an extended period of time, data accumulated in the form of 'norms' permit ever more accurate and reliable benchmarks to be established.

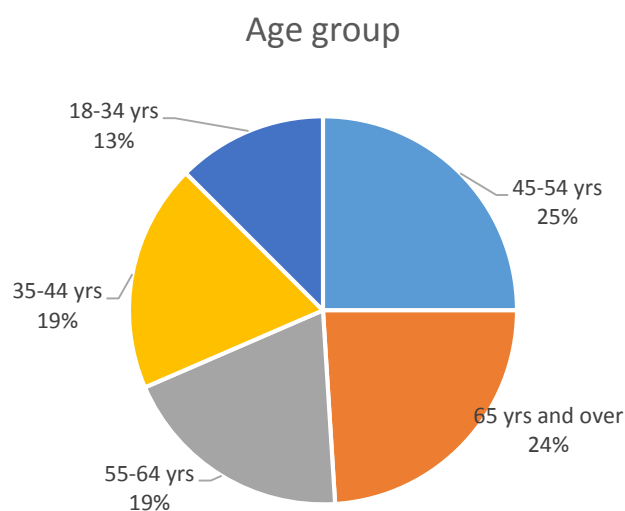
RESPONDENT PROFILE

The following section of the report provides a graphical summary of the demographic profile of the respondents who participated in the survey. The sample averages for the following demographic characteristics are reported, as follows by:

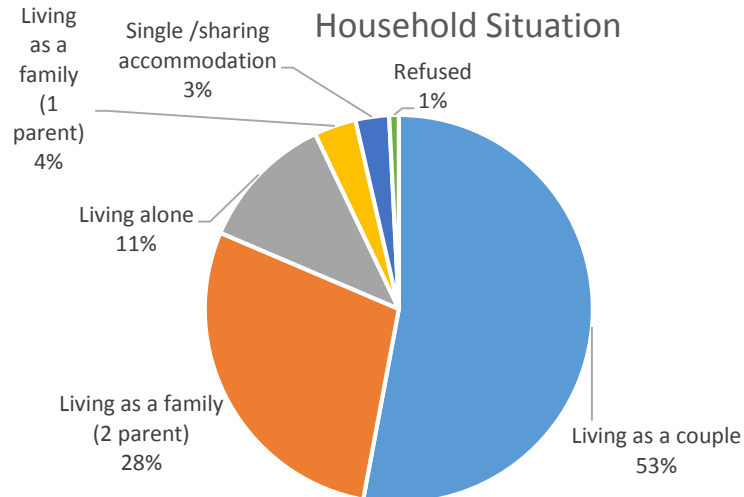
- Gender
- Age Group
- Household Situation
- Neighbourhood
- Home Ownership
- Present Work Status

The following profile of the survey respondents in Noosa Shire Council is important as it provides an overview of the community members who have provided their opinion and perceptions about Council in the following sections of this report.

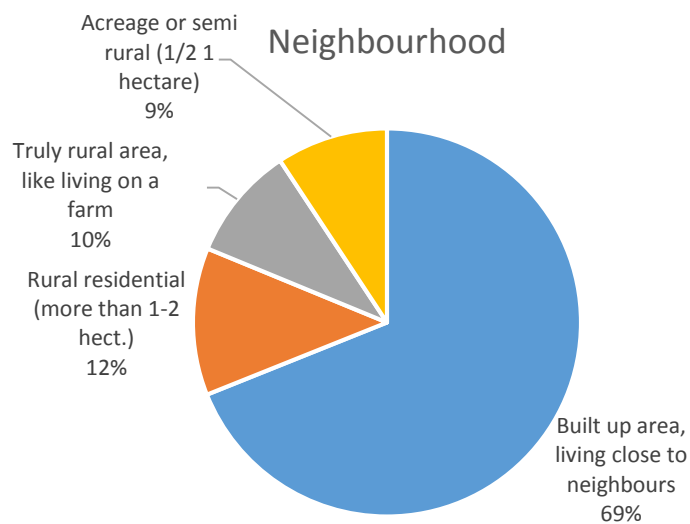
In terms of gender, the screened sample of 'interested' respondents comprised (50.5%) males and (49.5%) females.



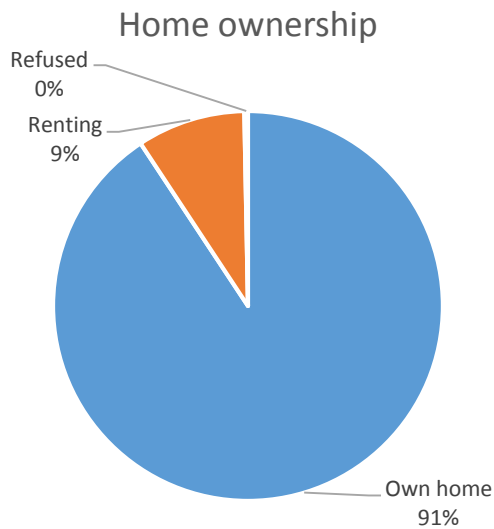
Due to the low incidence of the youngest age group (18-24 age group), it has been added to the 25-34 years age group for the analysis in this report. This low response is typical and indicates a much lower interest in local government matters.



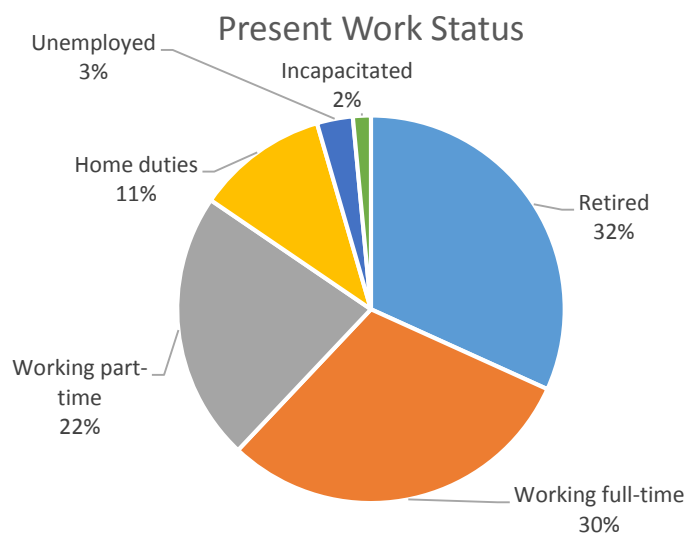
- The majority (53%) of respondents were 'living as a couple' households.



- Over two thirds (69%) of the respondents live in built up areas, close to neighbours.



- Renters account for 9% of respondents.
- 91% of respondents were home-owners.



- Just over half (52%) of the sample are either working in full or part time employment.
- 33% of respondents were retired.

OVERALL PERFORMANCE RATINGS

This Survey Method uses two different measurements of community perceptions of their level of satisfaction with current Council performance – ‘direct’ and ‘calculated’.

The Unweighted Overall Performance Rating

This is obtained from a direct question to all survey participants. This question is the final one in the rating procedure, and comes after having obtained respondents’ ratings for both the Importance of each of the 41 Responsibility Areas the survey is about, and for Council Performance in delivering each one of these Areas

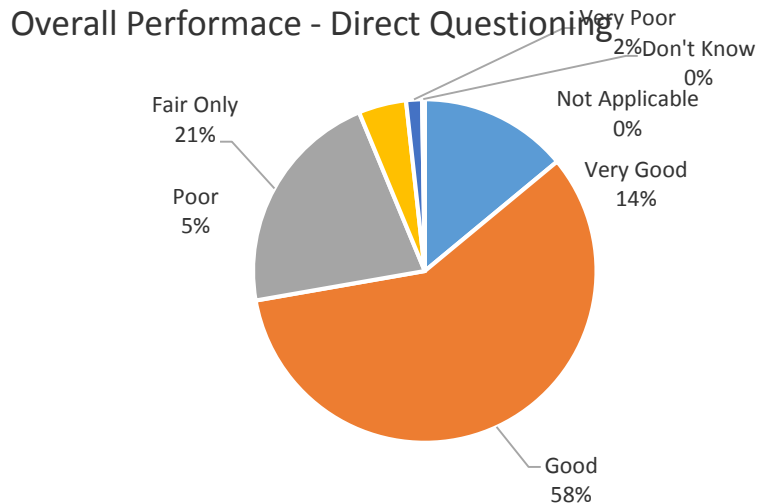
In this final question, we ask our survey sample to give a rating of Overall Council Performance, using as a basis for judgement the criterion of whether Council is:

‘delivering a level of services and displaying a quality of performance in fulfilling all responsibilities, regarded as ‘value for money’ for the rates and charges you pay’.

During the initial enrolment process for the survey, we contact a number of residents who - for one reason or another - are not prepared to undertake the main survey. We also ask all these contacts - if we can start a conversation with them, and if they qualify as respondents - to give a similar overall judgement before the contact is terminated. There were 25 of these contacts in the process of enrolling our sample of 400.

The ratings of the two groups are presented together in the table below and then graphically (overleaf) for this benchmark survey. A comparison with LGAQ 2017 survey results is also provided in the table below and will be updated when results are available for LGAQ 2019 (approximately August 2017).

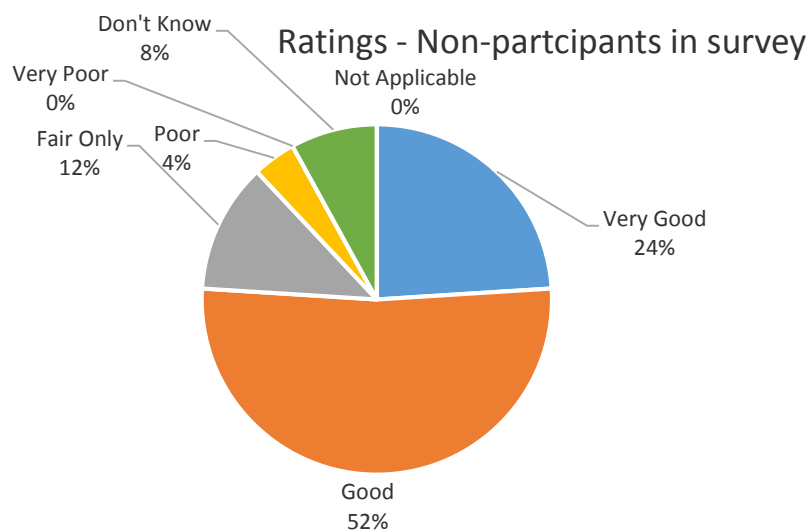
	TOTAL	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Mean
Total Queensland (LGAQ 2017)	700	4.9%	43.0%	39.7%	8.7%	3.7%	0.0%	0.0%	3.37
FIRST CONTACT Noosa 2019	25	24.0%	52.0%	12.0%	4.0%	0.0%	8.0%	0.0%	4.04
Overall Rating Noosa 2019	400	14.0%	58.3%	21.5%	4.5%	1.5%	0.3%	0.0%	3.79
Provincial (LGAQ 2017)	280	5.4%	42.5%	37.1%	11.8%	3.2%	0.0%	0.0%	3.35



The Sample as a Whole – Direct Questioning

The result for this survey is 3.79 (3.82 in 2017) , which is higher than that for Queensland - 3.37 and Provincial Councils – 3.35, as measured in the LGAQ 2017 State-wide Survey.

A mean score of 3.79, translates to three quarters of respondents viewing Council's performance as 'good' (55%) and 'very good' (17%). *It is also 75.8% (76.4% in 2017) of the 'Optimum' score of 5 which means that Council is generally viewed as being effective in delivering services to the community.*



'Non-participants' in the Survey

Those not prepared / unable to do the survey, but prepared to give a rating, have given a higher rating of 4.04 (compared to 3.86 in 2017).

The Weighted Aggregated Total Performance Rating

This second measurement of overall satisfaction is calculated by summarising all Performance ratings of each of the 41 Responsibility Areas into one (1) number, weighted by the relative Importance of each Area. It is computed by using all Importance scores, all Performance scores and all weighted Performance Indicators for all 41 Responsibility Areas and then calculating the weighted Total Performance Index from the resultant totals, using the standard formula. It is close to, but not the same as, the average of all Performance means expressed as a share of the Optimum performance score.

This 'summary number' is called the 'Average Total Performance Index' or the Aggregated Overall Performance (Weighted).

Despite being calculated from 84 different mean ratings, the resultant Average TPI has a value that is quite close to that obtained from the Direct Question given above.

Average Total Performance Index (TPI) for the survey was calculated at **74.59%** (73.24% in 2017)

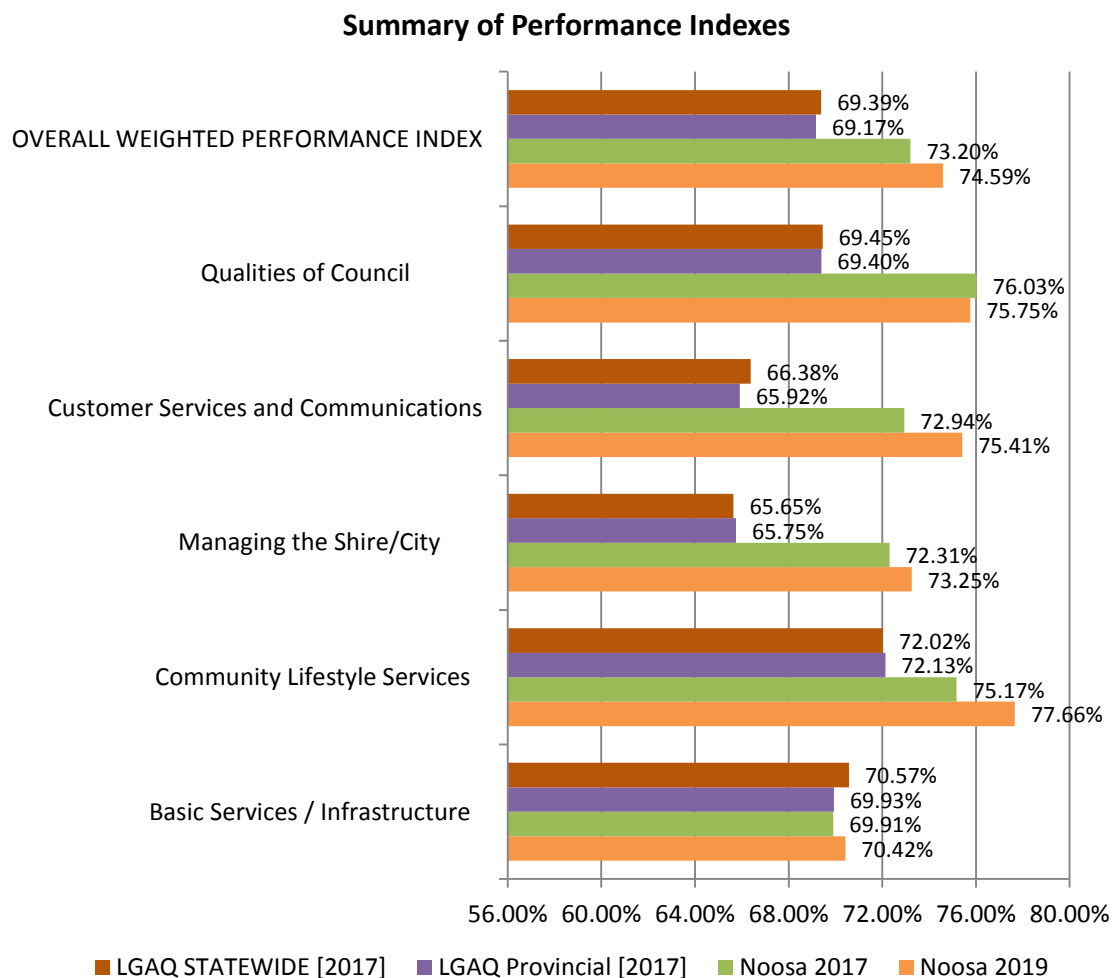
By comparison, with LGAQ State-wide survey Provincial averages in 2017, TPIs of 69.39% and 69.17% were achieved, so Noosa's TPI of 74.59% for 2019 is tracking above both Queensland wide and Provincial TPIs and also an increase in TPI from Noosa 2017 benchmark survey. (A further comparison with LGAQ 2019 State-wide survey will be provided in an updated report, when these results are released in August 2019).

Such a high degree of correspondence between the two measurements (Direct Questioning and Average TPI) suggests that both methods are successfully measuring the same thing.

Total Performance Indexes can be examined from two general perspectives - the composition (i.e. the average scores for the individual Importance and Performance scores for each of the Responsibility Areas in each of the Themes) and a comparison of the overall index scores over time (for future ongoing tracking surveys).

COMPARISON OF PERFORMANCE INDICES

The following charts show comparison of the Total Performance Index (TPI) for Noosa 2019 and 2017 with LGAQ 2017. *(This chart will be updated with Queensland wide and Provincial TPI's from the LGAQ 2019 State-wide survey when available).*



The chart above, shows the Noosa TPI (74.59%) for 2019 compared to TPI for the 5 key themes. As can be seen from the chart above, in 2019 Noosa is well above overall average TPI in all 5 areas, compared to LGAQ 2017 State-wide and Provincial results. There are three stand out themes:

- Customer Service and Communication (75.41% for Noosa 2019 versus 65.92% and 66.38% for LGAQ 2017 Provincial and State-wide)
- Community Lifestyle Services (77.6% for Noosa 2019 versus 72.02% and 72.13% for LGAQ 2017 Provincial and State-wide)
- Managing the Shire (73.25% for Noosa versus 65.75% and 65.65% % for LGAQ 2017 Provincial and State-wide)

In comparison to Noosa 2017, the results for 2019 have increased in all areas except 'Qualities of Council', where the result is only just below the 2017 survey.

ANALYSIS OF KEY POINTS

Areas of Lowest Performance Relative to Importance

The Table shows the 12 Responsibility Areas where there are the greatest gaps between Performance and Importance - ranked inversely by the level of rated Performance.

Responsibility Area	Importance		Performance		Share of Optimum
	Mean	Rank	Mean	Rank	
Drainage & Flood Mitigation	4.35	5=	3.64	24	72.8%
Town Planning	4.34	6=	3.63	25	72.7%
Consulting the community	4.31	7=	3.61	26	72.2%
Responding to the Community	4.31	7=	3.59	28	71.8%
Building Control	4.35	5=	3.57	29	71.3%
Road Construction	4.26	11	3.54	30	70.9%
Footpaths, Kerbing, Guttering	4.01	25	3.48	31	69.6%
Road Maintenance	4.45	2=	3.47	32	69.5%
Traffic Management	4.21	15	3.40	33	68.0%
Economic Development/Local Employment	4.07	24=	3.33	34	66.6%
Public Transport	3.97	26	3.26	35	65.1%
Parking Facilities	4.18	16	2.98	36	72.8%

*Responsibility Areas shown in shading were rated in 'top ten' in overall importance

These 12 Responsibility Areas have been selected on the basis that

- their Importance rating is at least 3.96 (on the border-line of '4' = 'Important'), and
- their Performance is more than 1.5% below Average (where Average Total Performance Index is 74.59%).

The size of the job to be done can be defined in two ways:

- Move the Performance Mean from the current rating up to the Optimum level ('a score of '5'). Current Performance as a share of Optimum is shown in the Share of Optimum column. The difference between 'Share of Optimum' and 100.0% shows how actual performance has to improve to achieve a score of '5'.
- Achieve Equilibrium between Performance and Importance by closing the 'gap' between their respective Mean scores. If the gap between the average ratings for Importance and Performance were to close, there would be a significant improvement in community perceptions of Overall Performance.

Areas of Highest Performance Relative to Importance

There are 11 Responsibility Areas (out of the total of 41) on which Council performed best in relation to their judged importance. In this case, 'best' is defined as having:

- an Importance rating of at least 3.96 (on the border-line of '4' = 'Important'), and
- Performance more than 1.5% above Average (where Average Performance is 74.59% - the (calculated) Average Total Performance Index).

Responsibility Area	Importance		Performance		Share of Optimum
	Mean	Rank	Mean	Rank	
Libraries & other Information Access	4.24	12	4.25	1	84.9%
Waste Management	4.45	2=	4.08	2	81.5%
Customer Service	4.28	9	4.05	3=	81.0%
Development of Tourism	3.96	27=	3.97	5=	79.5%
Disaster Management	4.43	3	3.97	5=	79.4%
Information services	4.22	14	3.96	6	79.2%
Quality & Performance of Outdoor Workers	4.17	17	3.92	7=	78.4%
Quality & Performance of Indoor Staff	4.11	21	3.92	7=	78.4%
Community Safety	4.27	10	3.91	8	78.1%
Community Services	4.13	20=	3.86	10	77.1%
Shopping Facilities	4.13	20=	3.85	11	76.9%

*Responsibility Areas shown in shading were rated in 'top ten' in overall importance

Areas of Average Performance

There are only 12 Responsibility Areas (out of the total of 41) on which Council has received an average score which is defined as having;

- an Importance rating of at least 3.96 (on the border-line of '4' = 'Important'), and
- Performance not more than 1.5% below or above Average (where Average Performance 74.59% - the (calculated) Average Total Performance Index).

Responsibility Area	Importance		Performance		Share of Optimum
	Mean	Rank	Mean	Rank	
Community Development	3.96	27=	3.78	13=	75.7%
Environmental Controls	4.07	24=	3.78	13=	75.6%
Financial Management	4.50	1	3.77	14	75.4%
Informing the Community	4.29	8=	3.76	15	75.2%
Environment Protection & Conservation	4.10	22	3.73	16	74.6%
Quality of Elected Council	4.38	4	3.72	17	74.4%
Community Health	4.14	19	3.71	18=	74.3%
Quality of Councillor(s) Dealt with	4.15	18	3.71	18=	74.1%
Human Resources Management	4.09	23	3.70	19	74.0%
Managerial & Supervisory Officers	4.34	6=	3.68	21	73.6%
Revenue-raising	4.23	13	3.67	22	73.4%
Providing Leadership & Advocacy	4.29	8=	3.66	23	73.2%

*Responsibility Areas shown in shading were rated in 'top ten' in overall importance

Areas of Least Importance

Only 6 of the 41 Responsibility Areas have not been considered in formulating the previous three lists (Highest Performers, Lowest Performers and Average Performers) because they did not have an Importance rating greater than 3.96, or 4 when rounded (i.e.= 'Important').

Nevertheless, they do exist, and are listed below - ranked by their Performance score, as used in the previous three tables.

Despite their Importance rating being regarded as fairly low, by the Community at large, Councils cannot avoid expending resources upon them, as they are *very Important* to some members of the community (e.g. Sporting & Recreational Facilities is rated as '*important*' by 54% of respondents). Hence, the detailed data on these particular areas has to be examined, to formulate priorities - as these show the proportions of the community who have varying priorities.

Responsibility Area	Importance		Performance		Share of Optimum
	Mean	Rank	Mean	Rank	
Sporting & Recreational Facilities	3.78	32	4.05	3=	80.9%
Parks, Playgrounds & Public Amenities	3.93	28	4.00	4	80.0%
Cultural & Entertainment Facilities	3.88	30	3.87	9	77.4%
Heritage Protection	3.82	31=	3.83	12	76.5%
Pet/Animal Control	3.92	29	3.69	20	73.8%
Street Lighting	3.82	31=	3.60	27	72.0%

EVALUATIONS OF TOTAL PERFORMANCE

The following pages present tables showing performance indices (used to benchmark successive measures of performance). These can be used to guide plans and policies in order to improve the levels of satisfaction of the residents of Noosa Shire Council.

Weighted Performance Indicators

The tabular calculations give the results for each Responsibility Area within each Theme as a Weighted Performance Indicator (WPI). The table then combines these individual Weighted Performance Indicators to produce an overall Total Performance Index (TPI) for each Theme.

Individual Weighted Performance Indicators are produced by multiplying the average Performance Rating awarded to a Council for each Responsibility Area within a particular Theme by the average Importance Rating given to it. This 'weights' each individual Performance score by the level of community priority for that specific Area.

To obtain the Total Performance Index (TPI) for each Theme, the individual Weighted Performance Indicators are summed, as an Achieved Score, and percentaged against a Possible Score - which could be achieved only if all respondents gave their Council a '5' rating ('Very Good') for Performance on all the Responsibility Areas in that Theme.

The TPI **benchmark** were set in 2017 and can now be tracked in 2019 and for successive surveys and assist Council to measure the effectiveness to which they have addressed community expectations. TPI's also provide objective numerical data which can be used to crystallise - from the viewpoint of residents - Objectives set out in Council Strategic or Corporate Plans. They describe 'what is' - actual performance, adjusted for relative importance priorities.

Basic Services & Infrastructure

Weighted Performance Index (in order of Importance)

Theme 1	2019 Survey		
Basic Services/Infrastructure	Importance Means	Performance Means	Performance Indexes
Road Maintenance	4.45	3.47	69.5%
Waste Management	4.45	4.08	81.5%
Drainage & Flood Mitigation	4.35	3.64	72.8%
Road Construction	4.26	3.54	70.9%
Traffic Management	4.21	3.40	68.0%
Parking Facilities	4.18	2.98	59.6%
Community Health	4.14	3.71	74.3%
Footpaths, Kerbing, Guttering	4.01	3.48	69.6%
Public Transport	3.97	3.26	65.1%
Street Lighting	3.82	3.60	72.0%
MEANS	4.19	3.52	
Total Performance Index			70.42%

The weighted Total Performance Index (TPI) for Basic Services & Infrastructure is one number, which sums up the whole interaction between Performance and Priorities (importance) for this particular Theme.

In 2019, the actuality of the interaction between these two forces gives a result of **70.42%** (compared to 69.91% in 2017) of what might have been achieved if Noosa were to achieve perfect performance for every Responsibility Area.

The table shows a comparison of how the community actually judges Council performance, as it makes allowance for the relative Importance of each of the Activity Areas judged. This 'reality' is shown in the Weighted Performance Indicator numbers. However, the rank order of these WPIs is clearly at variance with the priorities with which the community wants matters to be handled (the table is formatted in the rank order of Importance scores).

Community Lifestyle Services

Weighted Performance Index (in order of Importance)

Theme 2 Community Lifestyle Services	2019 Survey		
	Importance Means	Performance Means	Performance Indexes
Community Safety	4.27	3.91	78.1%
Libraries & other Information Access	4.24	4.25	84.9%
Shopping Facilities	4.13	3.85	76.9%
Community Services	4.13	3.86	77.1%
Environment Protection & Conservation	4.10	3.73	74.6%
Environmental Controls	4.07	3.78	75.6%
Community Development	3.96	3.78	75.7%
Parks, Playgrounds & Public Amenities	3.93	4.00	80.0%
Pet/Animal Control	3.92	3.69	73.8%
Cultural & Entertainment Facilities	3.88	3.87	77.4%
Heritage Protection	3.82	3.83	76.5%
Sporting & Recreational Facilities	3.78	4.05	80.9%
MEANS	4.02	3.88	
Total Performance Index			77.7%

The weighted Total Performance Index (TPI) for Community Lifestyle Services in 2019 is **77.7%** (compared to 75.2% in 2017) of the Optimum.

Weighted Performance Indicator scores vary from survey to survey, as they are affected by changes to Importance scores as well as Performance scores. Therefore, they can be used as a way of ensuring that planning targets for both Importance and Performance are kept within realistic achievable ranges.

They also clearly show where the community's resources should be allocated to achieve planning objectives

Managing the Shire

Weighted Performance Index (in order of Importance)

Theme 3 Managing the Shire	2019 Survey		
	Importance Means	Performance Means	Performance Indexes
Financial Management	4.50	3.77	75.4%
Disaster Management	4.43	3.97	79.4%
Building Control	4.35	3.57	71.3%
Town Planning	4.34	3.63	72.7%
Revenue-raising	4.23	3.67	73.4%
Human Resources Management	4.09	3.70	74.0%
Economic Development/Local Employment	4.07	3.33	66.6%
Development of Tourism	3.96	3.97	79.5%
Means	4.24	3.70	
Total Performance Index			74.05%

The weighted Total Performance Index (TPI) for Managing the Shire in 2019 is **74.05%** (compared to 72.62% in 2017) of the Optimum.

The table shows a comparison of how the community actually judges the performance of Council as it makes allowance for the relative Importance of each of the Activity Areas judged. This 'reality' is shown in the Weighted Performance Indicator numbers.

Customer Service and Communications

Weighted Performance Index (in order of Importance)

Theme 4 Customer Service and Communication	2019 Survey		
	Importance Means	Performance Means	Performance Indexes
Responding to the Community	4.31	3.59	71.8%
Consulting the community	4.31	3.61	72.2%
Informing the Community	4.29	3.76	75.2%
Providing Leadership & Advocacy	4.29	3.66	73.2%
Customer Service	4.28	4.05	81.0%
Information services	4.22	3.96	79.2%
MEANS	4.28	3.77	
Total Performance Index			75.41%

The weighted Total Performance Index (TPI) for *Customer Service & Communications* for 2019 is **75.41%** (compared to 72.94% in 2017)

The table shows a comparison of how the community actually judges Council performance for this theme, as it makes allowance for the relative Importance of each of the Activity Areas judged. This 'reality' is shown in the Weighted Performance Indicator numbers. However, the rank order of these WPIs is clearly at variance with the priorities with which the community wants matters to be handled (shown by the rank order of Importance scores).

Qualities of Council

Weighted Performance Index (in order of Importance)

Theme 5 Qualities of Council	2019 Survey		
	Importance Means	Performance Means	Performance Indexes
Quality of Elected Council	4.38	3.72	74.4%
Managerial & Supervisory Officers	4.34	3.68	73.6%
Quality & Performance of Outdoor Workers	4.17	3.92	78.4%
Quality of Councillor(s) Dealt with	4.15	3.71	74.1%
Quality & Performance of Indoor Staff	4.11	3.92	78.4%
MEANS	4.23	3.79	
Total Performance Index			75.75%

The 2019 weighted Total Performance Index (TPI) for *Qualities of Council* is 75.75% (compared to 76.03% in 2017).

The table shows how the community actually judges Council performance, as it makes allowance for the relative Importance of each of the Activity Areas judged. This 'reality' is shown in the Weighted Performance Indicator numbers. However, the rank order of these WPIs is again at variance with Importance priorities (shown by the rank order of Importance scores).

COMMUNITY RATINGS OF COUNCIL RESPONSIBILITY AREAS (THEMES)

This section comprises two sets of tables and commentary:

- the first set of tables deals with the community's priorities - the IMPORTANCE of each Area of Responsibility/Service;
- the second set of tables deals with the community's perceptions of what is actually the case - the ratings for COUNCIL PERFORMANCE in each Area of Responsibility / Service.

N.B. In the following tables, the Responsibility Areas being rated are presented in the order of consideration by respondents, not in rank order of Importance or Performance.

Explanation of Importance & Performance Ratings

In the tables, the MEAN column or row is an average of the IMPORTANCE or PERFORMANCE ratings given by all respondents, using 5-point scales with clarifying semantic differentials as follows:

IMPORTANCE		PERFORMANCE	
Crucial	(5)	Very Good	(5)
Important	(4)	Good	(4)
Nice to Have	(3)	Fair Only	(3)
Unimportant	(2)	Poor	(2)
Quite Unimportant	(1)	Very Poor	(1)

In both measurements, provision was also made for unprompted '**Don't Know**' or '**Not Applicable**' responses. These were factored out of the calculations by giving them a value = 0.

While the words used in the **Performance Scales** each have an obvious meaning, those used in the **Importance Scales** were explained in detail to all respondents by the interviewers:

- 'Crucial' means that it is a service or activity that the community must have and that it is vital for the Council either to do or to get involved in to make sure that it is done by someone.
- 'Important' is for something that you certainly expect your Council to do, provide or make sure that somebody else provides it.
- 'Nice to Have' means just that, as does 'Not Very Important'.
- 'Quite Unimportant' means unnecessary - something that in any Council cutbacks would be the first to go.

Achieved MEAN scores should thus be considered in relation to the scale being applied. For example:

- a MEAN of 4.5 on Importance indicates that the particular responsibility/quality is adjudged mid-way between Important and Crucial.
- a MEAN of 3.5 for Performance means that the Council is seen as mid-way between Fair Only and Good in being effective/delivering service on that particular criterion.

IMPORTANCE

Theme 1: Basic Services & Infrastructure *IMPORTANCE*

	Sample Size	Crucial	Import.	Nice to have	Not very Import.	Quite Un-import.	Don't Know	Not App.	Noosa Mean 2019	LGAQ Mean 2017	Noosa Mean 2017
Road Construction	400	37.5%	52.8%	7.5%	1.3%	0.5%	0.3%	0.3%	4.26	4.28	4.32
Road Maintenance	400	53.8%	39.0%	6.3%	0.8%	0.3%	0.0%	0.0%	4.45	4.54	4.53
Footpaths, Kerbing & Guttering	400	22.8%	48.3%	14.0%	2.8%	0.8%	0.5%	11.0%	4.01	4.10	3.87
Street Lighting	400	18.5%	45.8%	17.0%	4.8%	2.5%	0.8%	10.8%	3.82	4.16	3.76
Traffic Management	400	35.8%	45.8%	10.8%	1.3%	0.8%	0.3%	5.5%	4.21	4.23	4.09
Parking Facilities	400	33.0%	50.5%	10.8%	2.3%	0.3%	1.0%	2.3%	4.18	4.22	4.22
Public Transport	400	27.8%	38.8%	15.3%	2.3%	3.5%	1.8%	10.8%	3.97	3.93	3.94
Drainage & Flood Mitigation	400	44.8%	44.0%	6.3%	1.3%	0.8%	0.5%	2.5%	4.35	4.45	4.30
Waste Management	400	49.0%	46.8%	3.3%	0.5%	0.0%	0.0%	0.5%	4.45	4.46	4.49
Community Health	400	27.5%	56.8%	11.8%	1.0%	0.0%	2.3%	0.8%	4.14	4.15	4.31
					AVERAGE FOR THEME AS A WHOLE				4.19	4.31	4.18

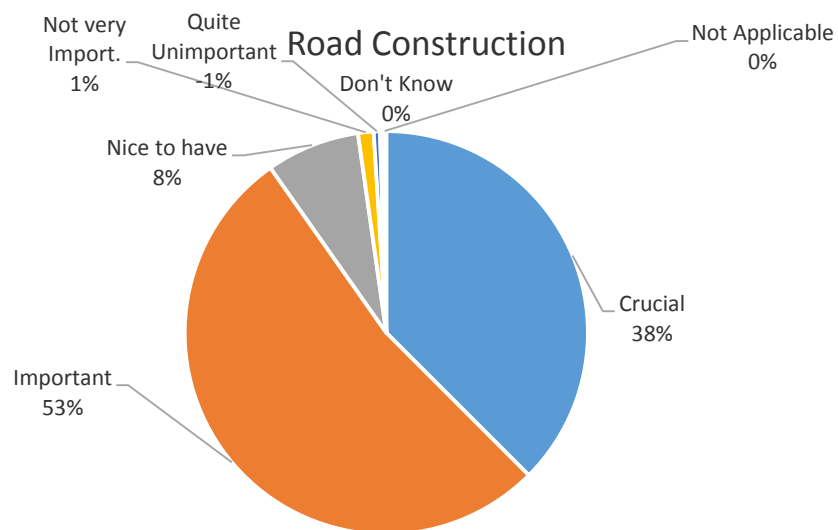
The average level of Importance for the responsibilities in this Theme is **4.19 (compared to 4.18 in 2017)**. 8 out of the 10 responsibility areas judged as 'important' (a mean rating of 4.00 or better).

As in 2017, the top 2 priorities are:

- Road Maintenance (4.45)
- Waste Management (4.45)

Street Lighting is regarded as least important (3.76) and this is no change from 2017. Public Transport also rated low in terms of importance (3.97).

Significant variances (by age, gender, home ownership) from the sample averages are also shown, below each graph, for each responsibility area.



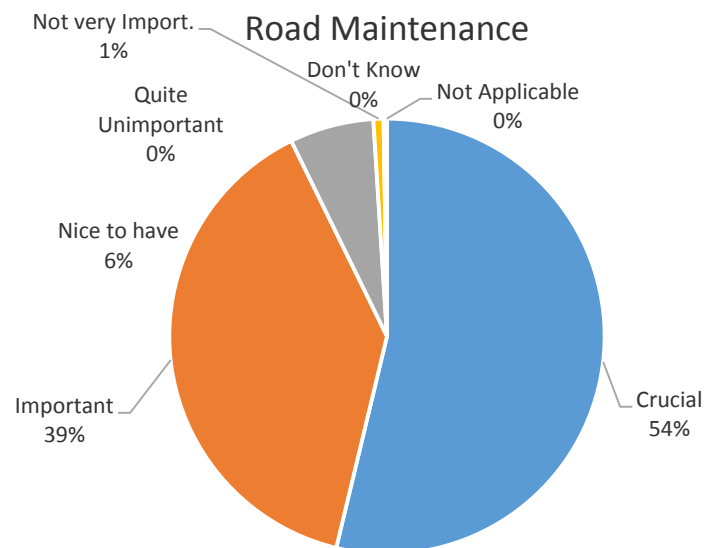
Significant variances were by:

Age

- 51.3% aged 35-44 – Crucial

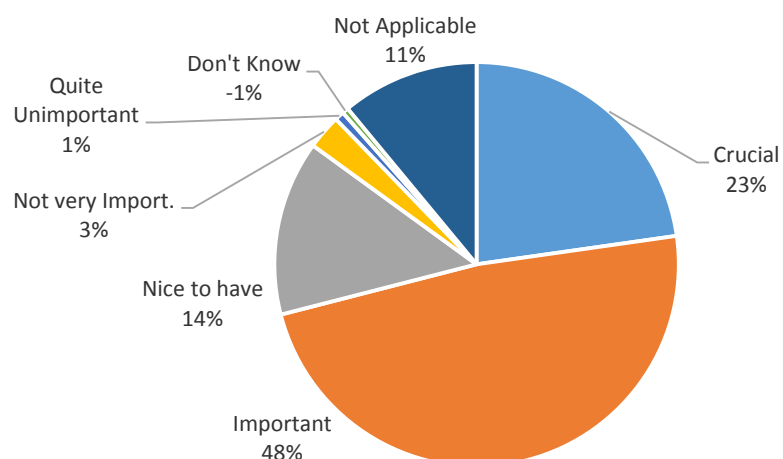
Home Ownership

- 2.8% Renting – Don't know

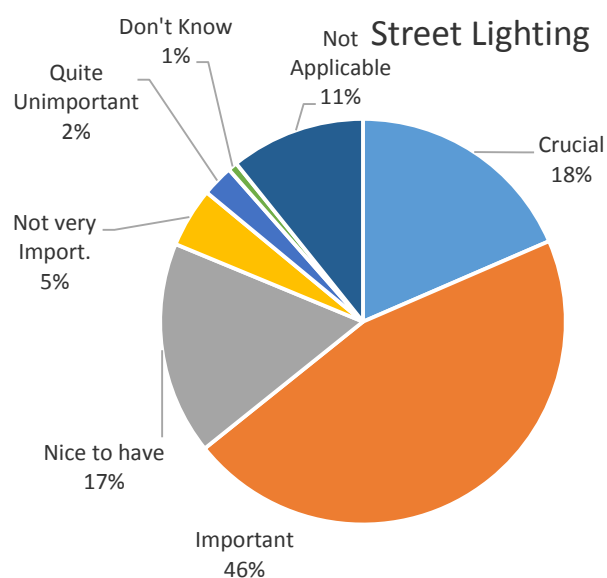


There were no significant variances.

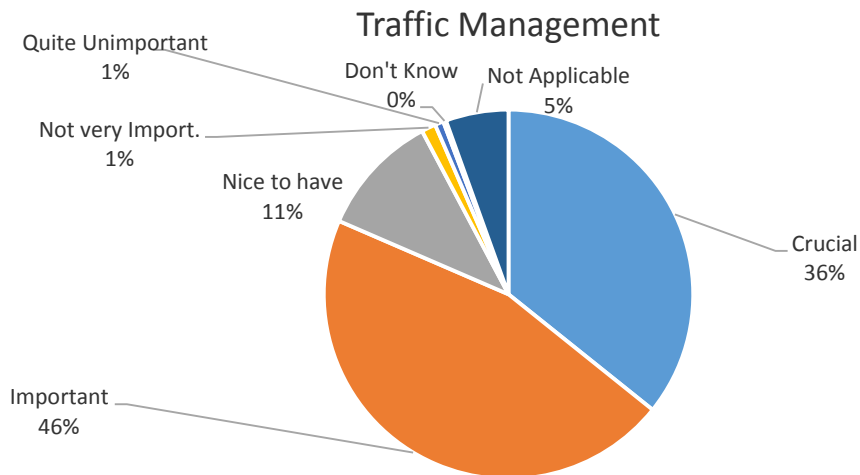
Footpaths, Kerbing & Guttering



There were no significant variances.

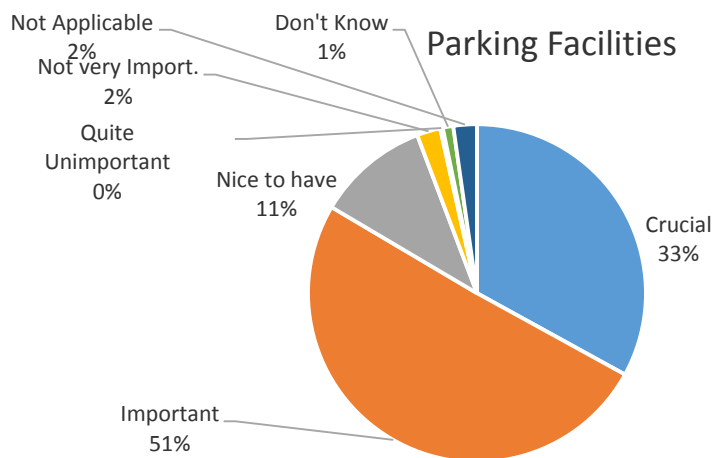


There were no significant variances.



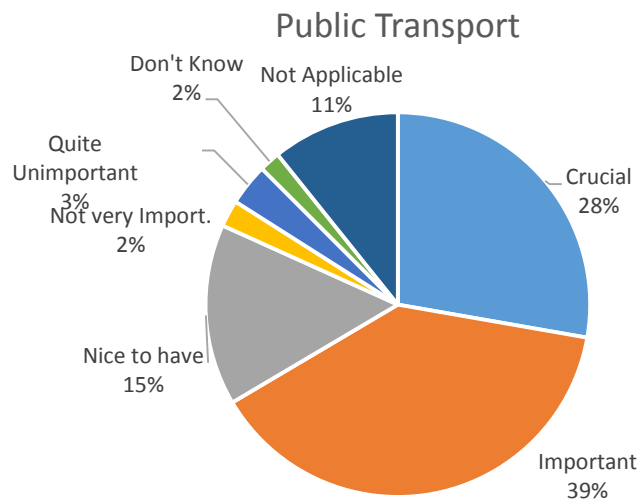
Significant variances were by:
Home Ownership

- 2.8% Renting – Don't know



Significant variances were by:
Gender

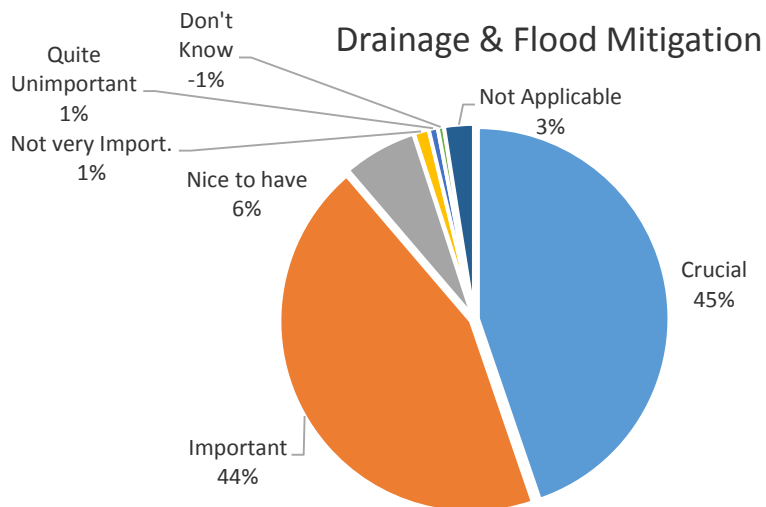
- 39.9% of Females - Crucial



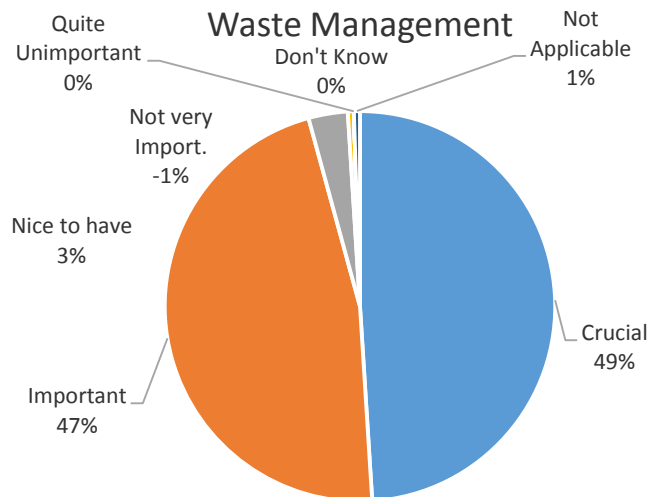
Significant variances were by:

Age

- 18.8% aged 65 years and over – Not applicable



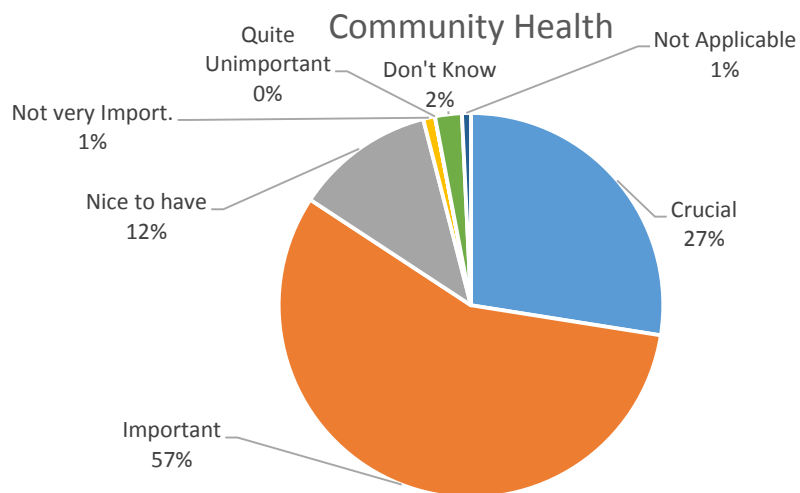
There were no significant variances.



Significant variances were by:

Age

- 2.6% aged 55-64 years – Unimportant
- 8.3% aged 65 years and over – Nice to have



There were no significant variances.

Theme 2: Community Lifestyle Services *IMPORTANCE*

	TOTAL	Crucial	Import.	Nice to have	Not very Import.	Quite Un-Import	Don't Know	Not App.	Noosa Mean 2019	LGAQ Mean 2017	Noosa Mean 2017
Parks, Playgrounds & Public Amenities	400	18.5%	55.5%	22.8%	0.5%	0.5%	1.0%	1.3%	3.93	3.92	4.23
Environmental Controls	400	30.3%	46.3%	14.8%	3.5%	0.5%	4.3%	0.5%	4.07	3.98	4.33
Environmental Protection & Conservation	400	34.8%	42.3%	17.0%	2.8%	0.8%	2.5%	0.0%	4.10	4.04	4.35
Heritage Protection	400	16.3%	50.5%	24.8%	3.3%	0.8%	4.0%	0.5%	3.82	3.77	3.93
Sporting & Recreational Facilities	400	14.0%	54.0%	25.3%	2.8%	1.5%	2.3%	0.3%	3.78	3.87	3.98
Cultural & Entertainment Facilities	400	16.3%	59.5%	20.5%	2.3%	1.0%	0.5%	0.0%	3.88	3.75	3.82
Libraries & other Information Access	400	35.5%	54.8%	8.0%	0.8%	0.8%	0.3%	0.0%	4.24	3.99	4.20
Community Safety	400	39.5%	50.8%	7.5%	0.8%	1.3%	0.3%	0.0%	4.27	4.12	4.37
Community Service	400	31.5%	49.5%	17.0%	0.8%	0.0%	1.3%	0.0%	4.13	3.99	4.29
Pet/Animal Control	400	17.8%	58.3%	19.5%	3.3%	0.0%	1.3%	0.0%	3.92	3.94	4.07
Shopping Facilities	400	35.3%	48.0%	12.0%	3.5%	1.0%	0.3%	0.0%	4.13	3.86	3.79
Community Development	400	21.5%	54.5%	19.8%	2.3%	0.3%	1.8%	0.0%	3.96	3.76	3.92
					AVERAGE FOR THEME AS A WHOLE				4.02	3.92	4.11

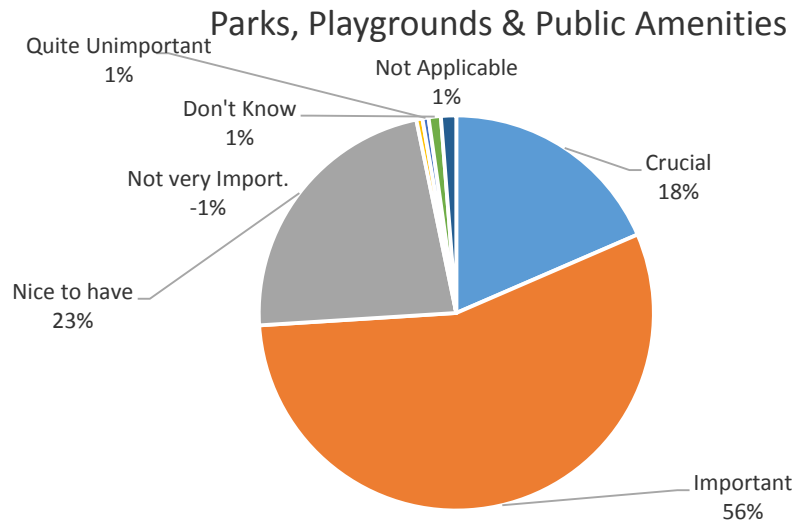
The average level of Importance for the responsibilities in this Theme is **4.02 (compared to 4.11 in 2017)**.

The following responsibility areas were rated most important:

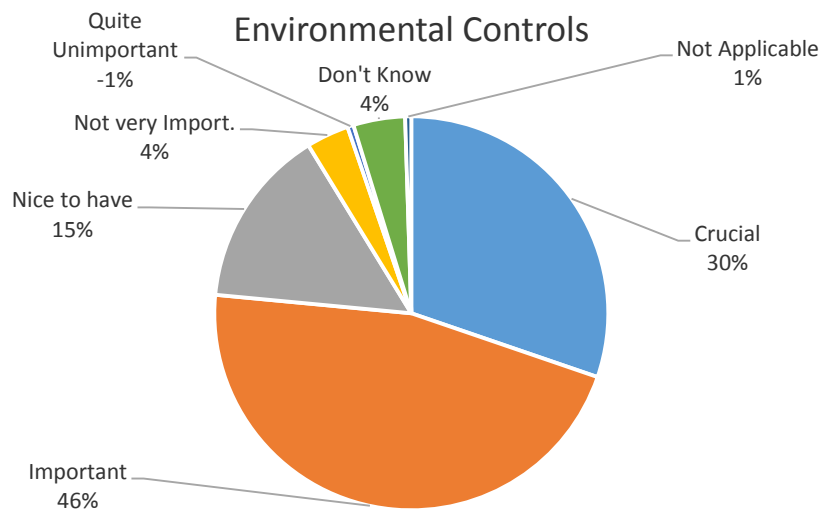
- Community Safety (4.37) – also rated highest in 2017
- Libraries & Other Information Access (4.24)

Shopping Facilities was awarded the lowest priority in 2017 and for this survey is rated equal third highest priority for this Theme. In this survey, Sporting & Recreational Facilities (3.78) was rated lowest priority.

Significant variances from the sample averages are also shown, below each graph, for each responsibility area.

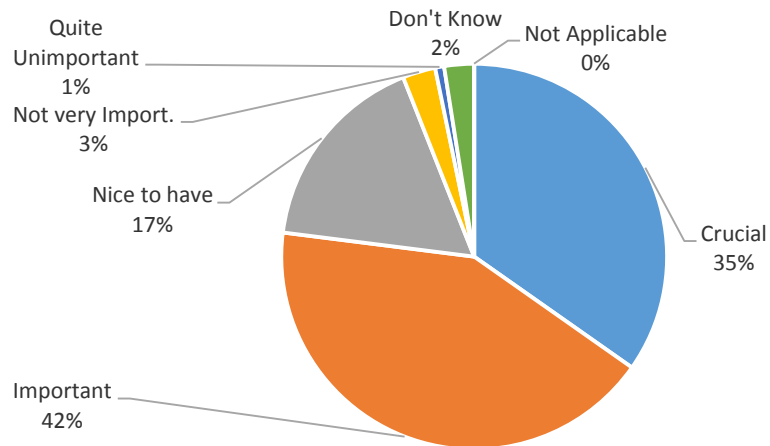


There were no significant variances.

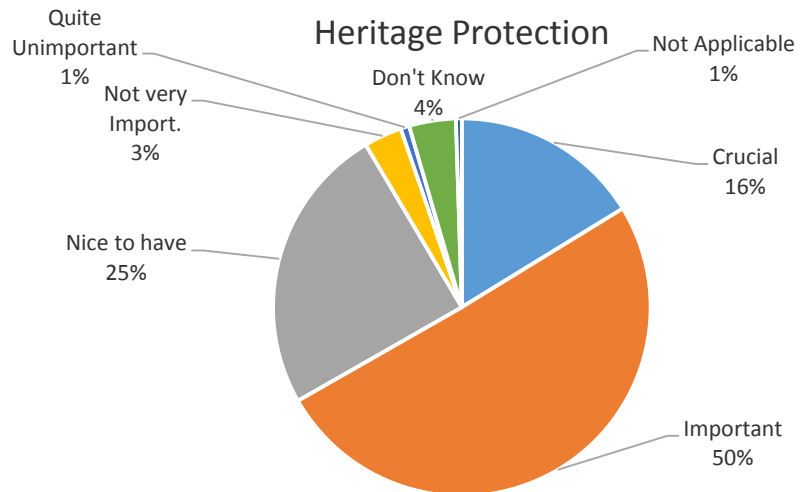


There were no significant variances.

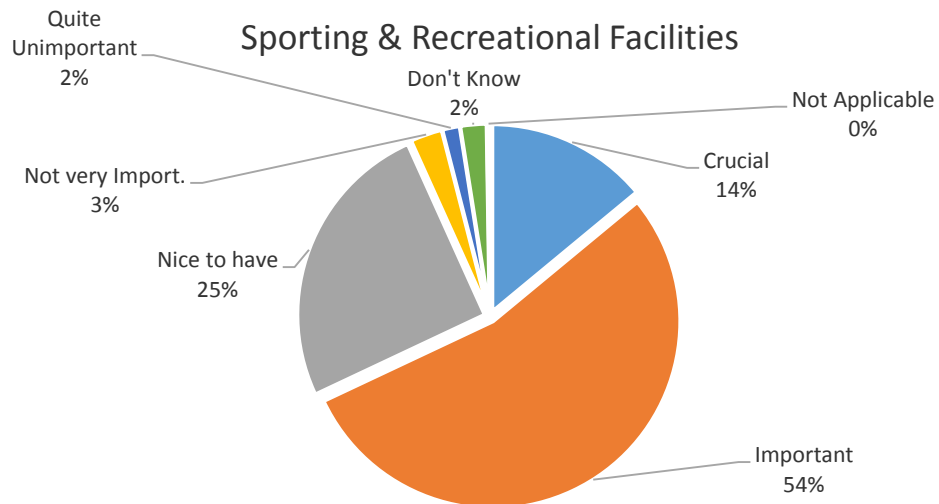
Environmental Protection & Conservation



There were no significant variances.



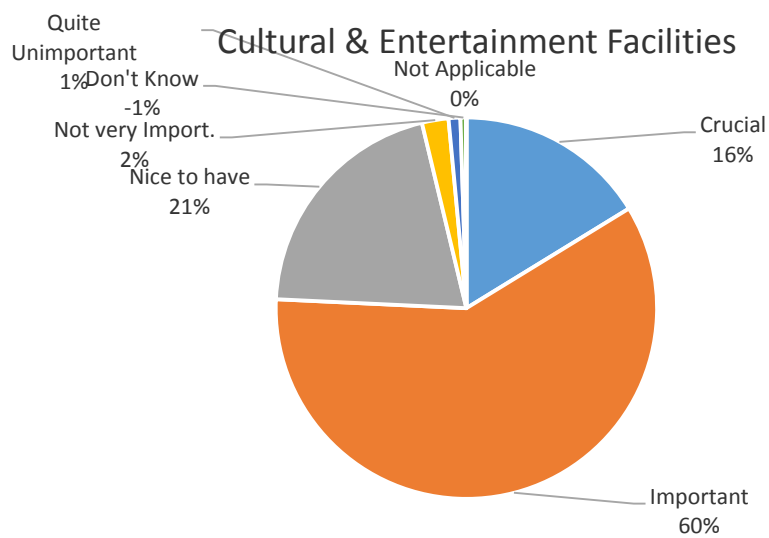
There were no significant variances.



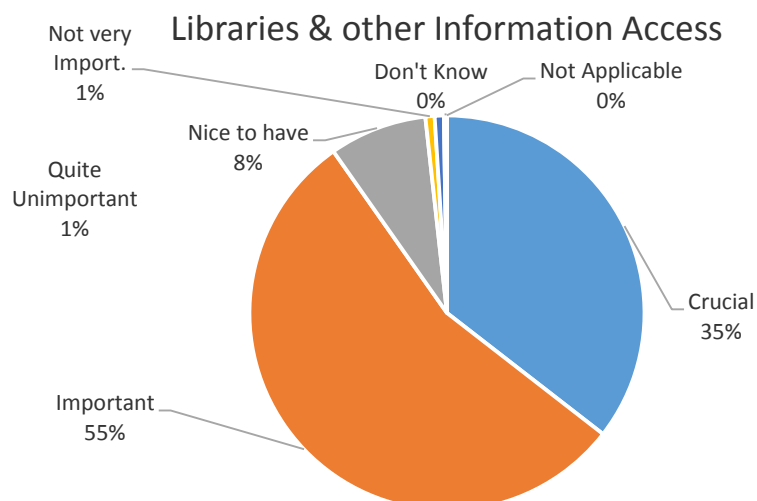
Significant variances were by:

Gender

- 5% of Males - Unimportant



There were no significant variances.



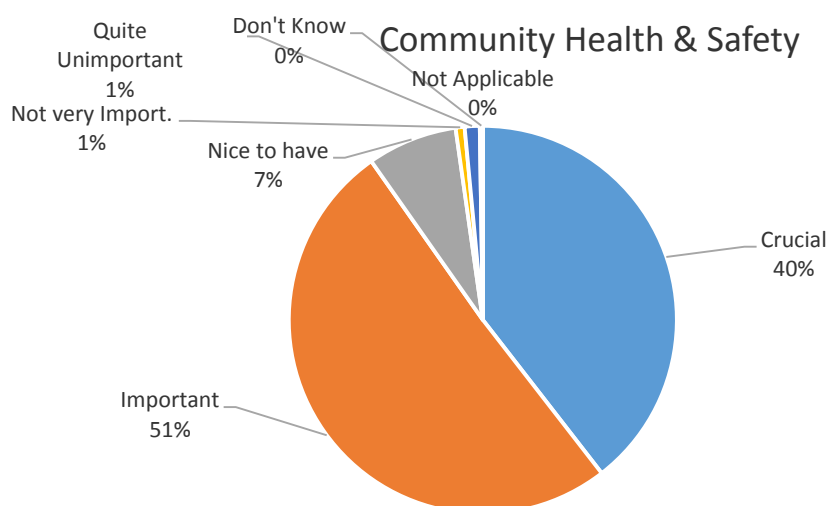
Significant variances were by:

Gender

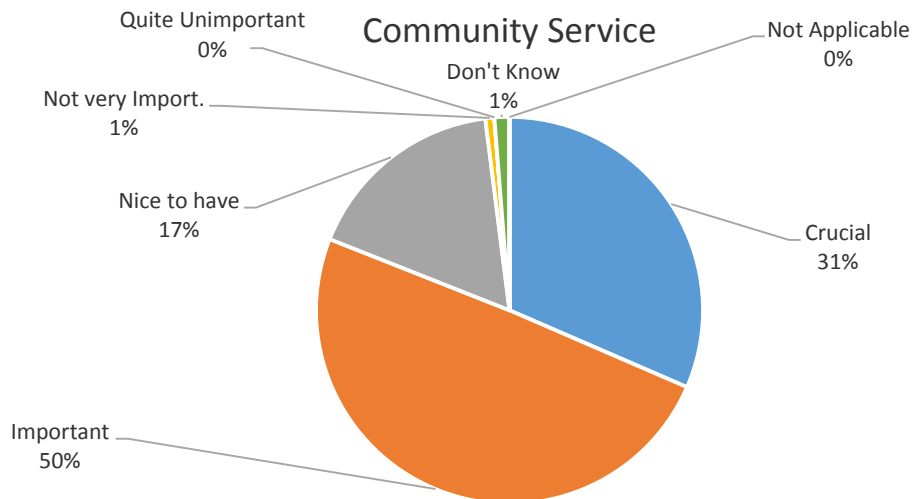
- 2% of males – Quite unimportant

Age

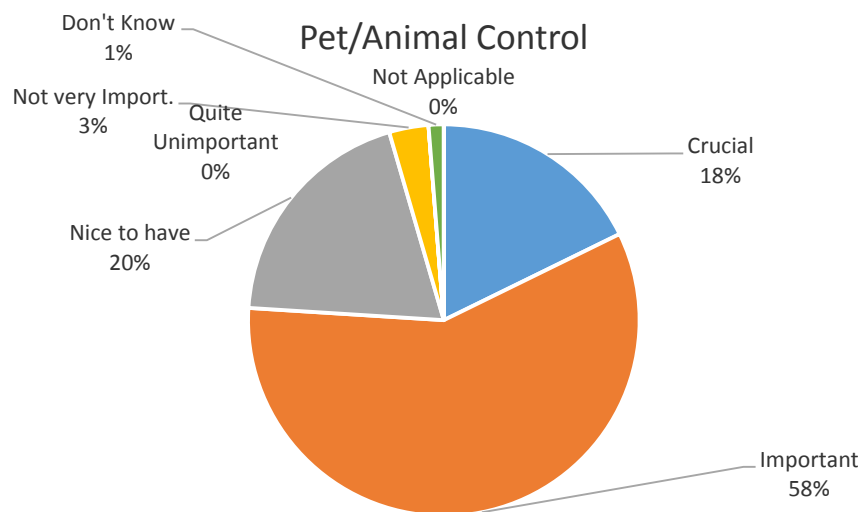
- 12% aged 35-44 years –Unimportant
- 51% aged 45-54 years - Important



There were no significant variances.



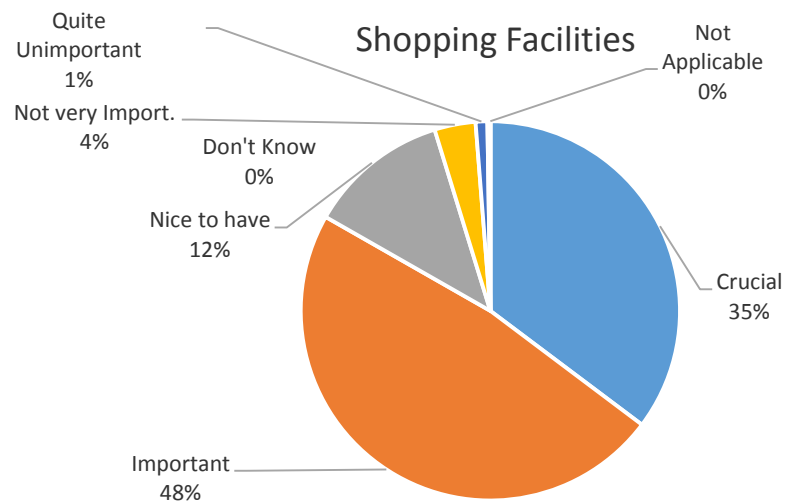
There were no significant variances.



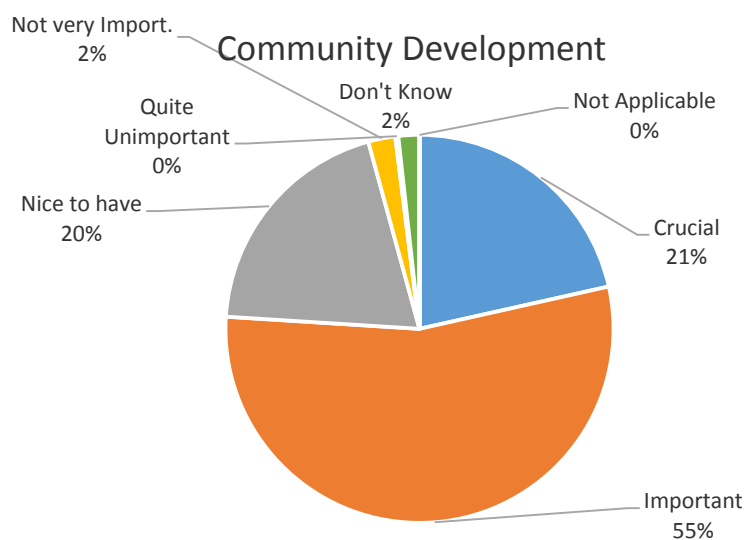
Significant variances were by:

Age

- 33.3% Aged 65 years and over – Nice to have



There were no significant variances.



Significant variances were by:

Home ownership

- 8.3% Renting – Don't know

Theme 3: Managing the Shire *IMPORTANCE*

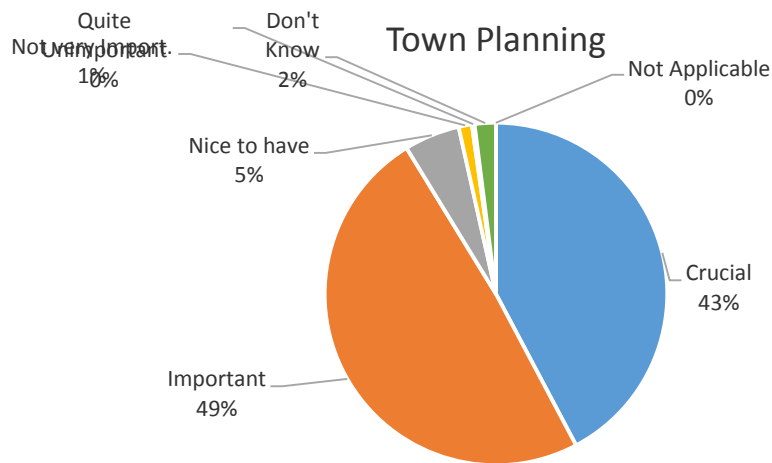
	TOTAL	Crucial	Import.	Nice to have	Not very Import.	Quite Un-Import	Don't Know	Not App.	Noosa Mean 2019	LGAQ Mean 2017	Noosa Mean 2017
Town Planning	400	42.3%	49.0%	5.3%	1.3%	0.3%	2.0%	0.0%	4.34	4.31	4.39
Building Control	400	43.3%	47.3%	6.5%	1.0%	0.3%	1.8%	0.0%	4.35	4.21	4.39
Economic Development & Local Employment	400	24.0%	55.5%	12.0%	2.0%	0.5%	5.3%	0.8%	4.07	4.32	4.36
Development of Tourism	400	25.3%	53.3%	13.3%	6.3%	1.3%	0.5%	0.3%	3.96	3.92	4.01
Financial Management	400	53.0%	37.0%	4.0%	0.5%	0.3%	5.3%	0.0%	4.50	4.48	4.56
Revenue-raising	400	32.5%	52.0%	6.5%	1.0%	1.0%	7.0%	0.0%	4.23	4.23	4.13
Staff Management	400	19.3%	53.8%	8.3%	1.0%	0.5%	17.3%	0.0%	4.09	3.96	4.14
Disaster Management	400	45.8%	45.8%	3.8%	0.5%	0.0%	4.3%	0.0%	4.43	n/a	4.45
					AVERAGE FOR THEME AS A WHOLE				4.24	4.20	4.30

The average level of Importance for the responsibilities in this Theme is **4.24 (compared to 4.30 in 2017)**.

As in 2017, Financial Management (4.50) was accorded the highest priority and Disaster Management second highest (4.43). Both Town Planning and Building Control, rated highly as per the 2017 survey.

Development of Tourism was again rated the lowest priority (3.96).

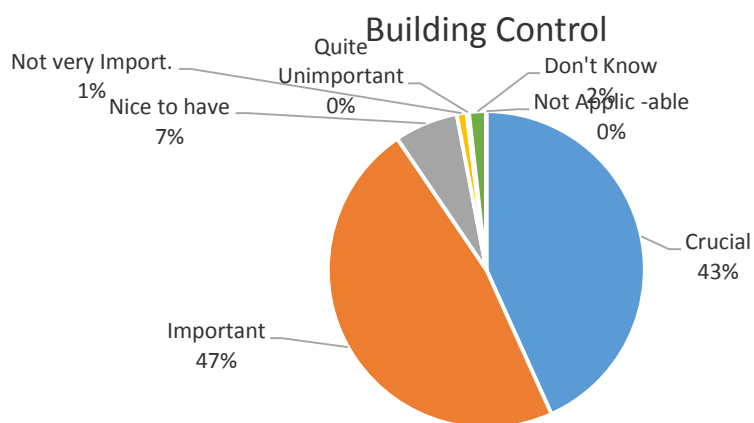
Significant variances from the sample averages are also shown, below each graph, for each responsibility area.



Significant variances were by:

Age

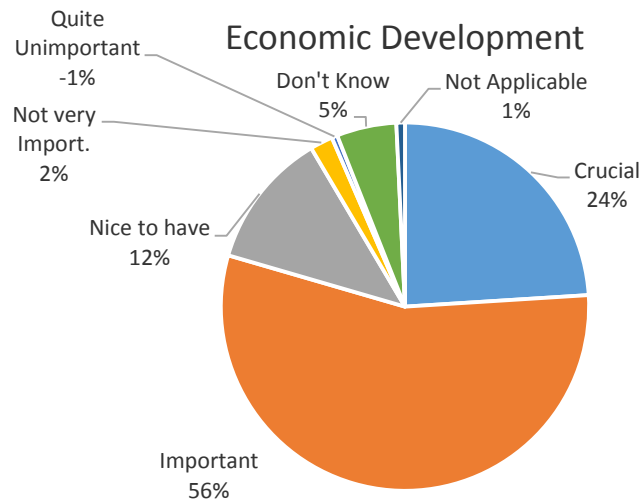
- 2.8% aged 25-34 years – Quite unimportant



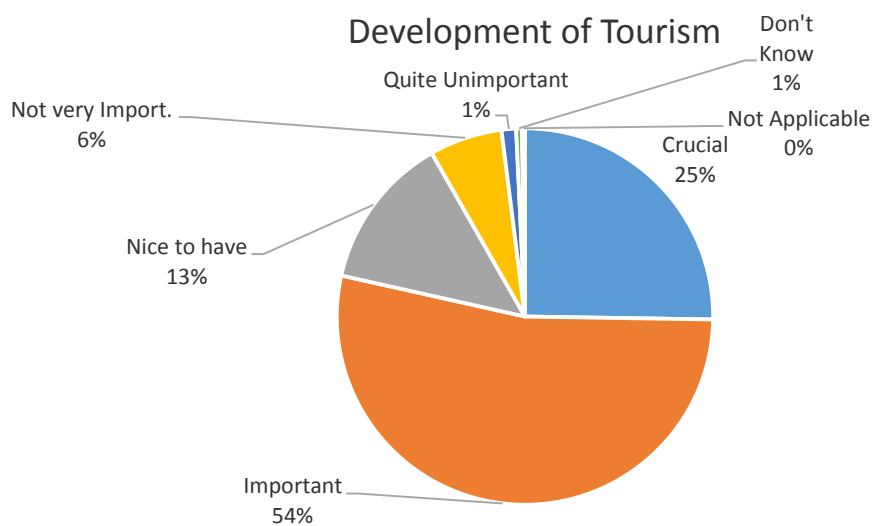
Significant variances were by:

Gender

- 54% of Males – Important
- 10.1% of Females – Nice to have



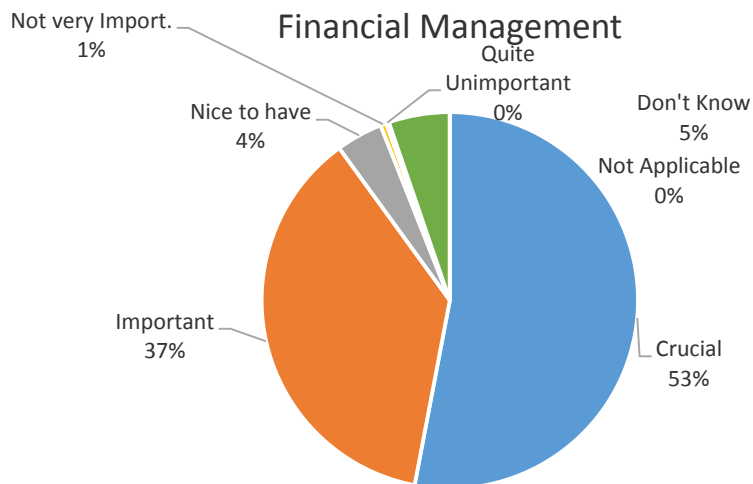
There were no significant variances.



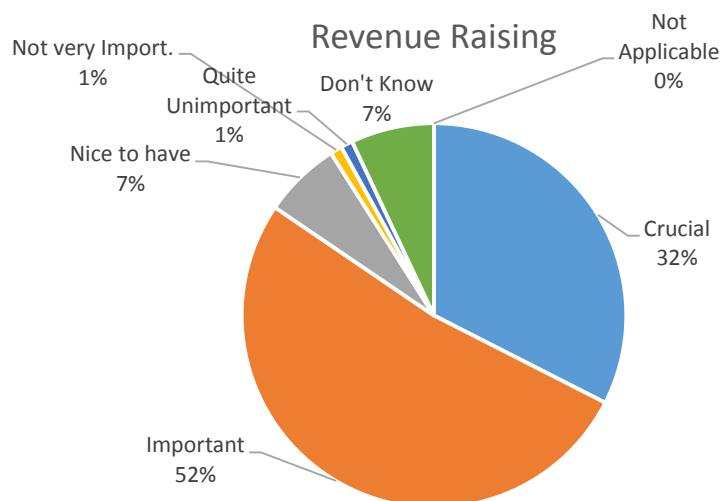
Significant variances were by:

Age

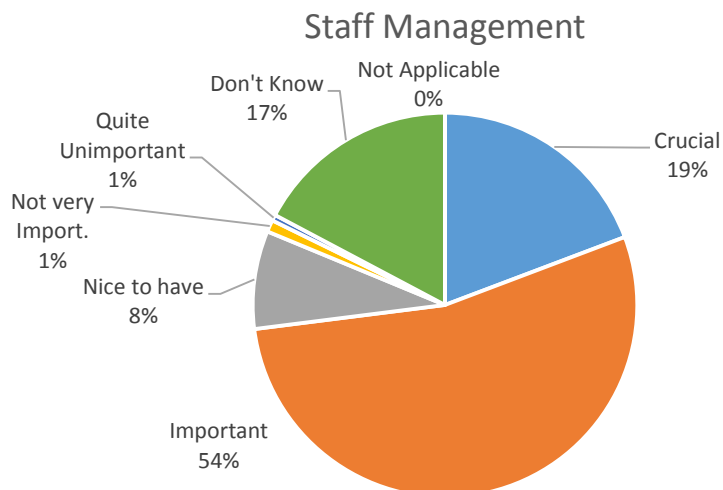
- 4% aged 45-54 years – Quite Unimportant
- 22.9% aged 65 years and over – Nice to have



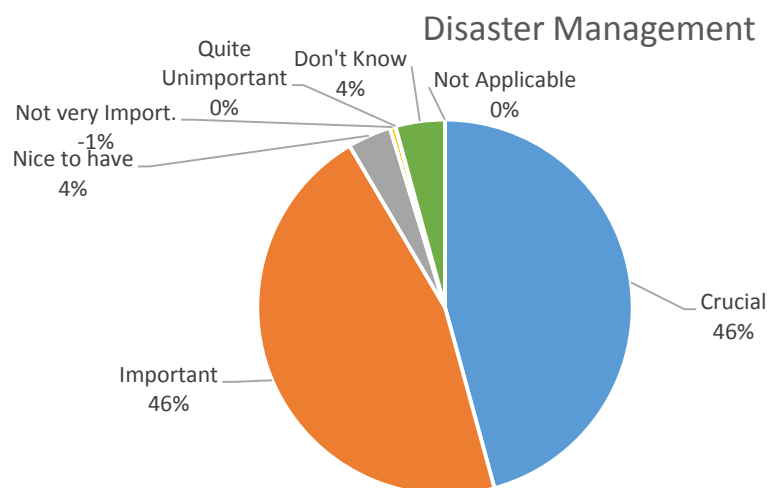
There were no significant variances.



There were no significant variances.



There were no significant variances.



There were no significant variances.

Theme 4: Customer Service and Communication *IMPORTANCE*

	TOTAL	Crucial	Important	Nice to have	Not very important	Quite Un-Import	Don't Know	Not App.	Noosa Mean 2019	LGA Q Mean 2017	Noosa Mean 2017
Customer Service	400	34.3%	59.5%	4.3%	1.3%	0.0%	0.8%	0.0%	4.28	4.25	4.37
Information Services	400	33.3%	57.0%	8.3%	0.8%	0.5%	0.0%	0.3%	4.22	4.10	4.24
Informing the Community	400	38.5%	52.8%	7.8%	0.8%	0.0%	0.3%	0.0%	4.29	4.23	4.34
Consulting the Community	400	39.8%	53.0%	6.0%	1.0%	0.3%	0.0%	0.0%	4.31	4.28	4.39
Responding to the Community	400	40.5%	51.0%	7.3%	0.8%	0.3%	0.3%	0.0%	4.31	4.31	4.42
Providing Leadership & Advocacy	400	41.5%	46.3%	9.8%	0.8%	0.5%	1.3%	0.0%	4.29	4.15	4.25
				AVERAGE FOR THEME AS A WHOLE					4.28	4.22	4.33

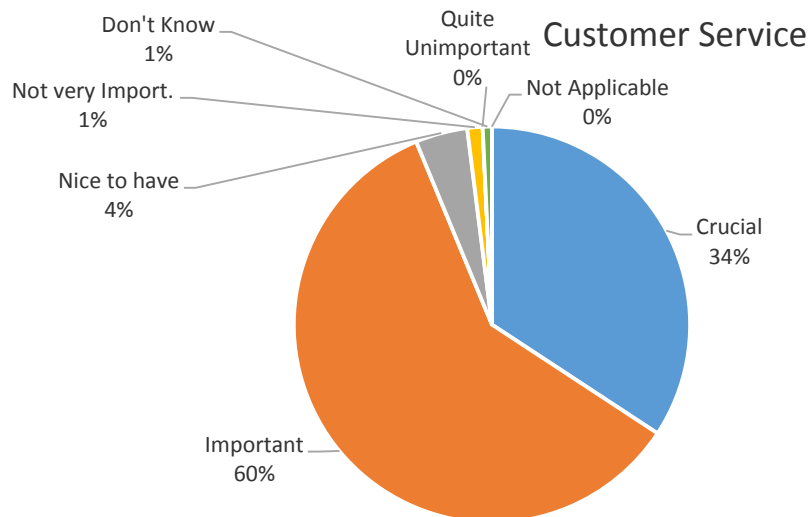
The average level of Importance for the responsibilities in this Theme is **4.28** (compared to **4.33** in 2017).

The highest priorities for the community remain the same in 2019 as:

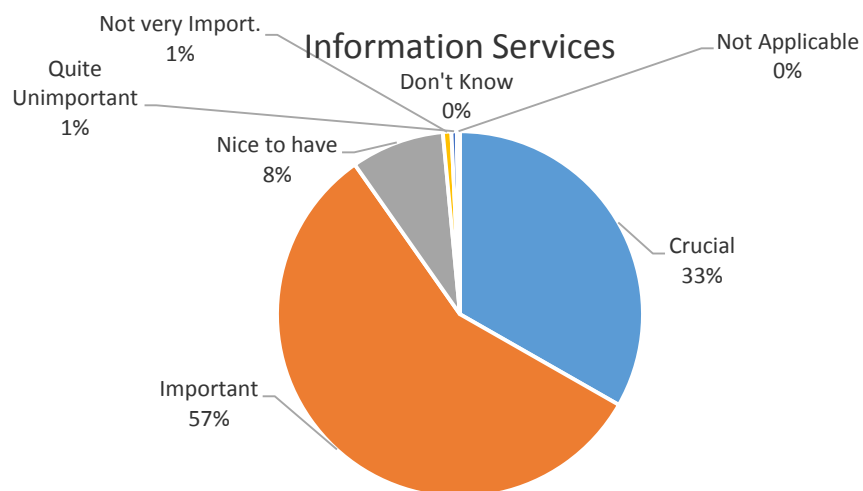
- Responding to the Community (4.31)
- Consulting the Community (4.31)

Information Services (4.21) was again given the lowest priority. However, all responsibility areas were judged as high, with a mean of 4 or more.

Significant variances from the sample averages are also shown, below each graph, for each responsibility area.



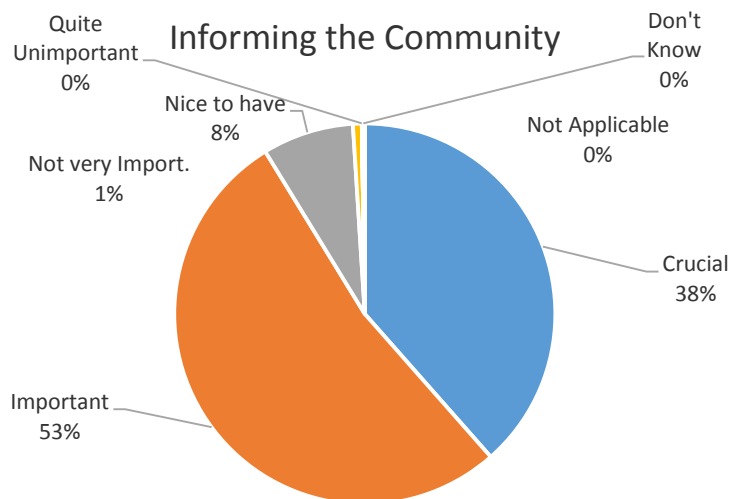
There were no significant variances.



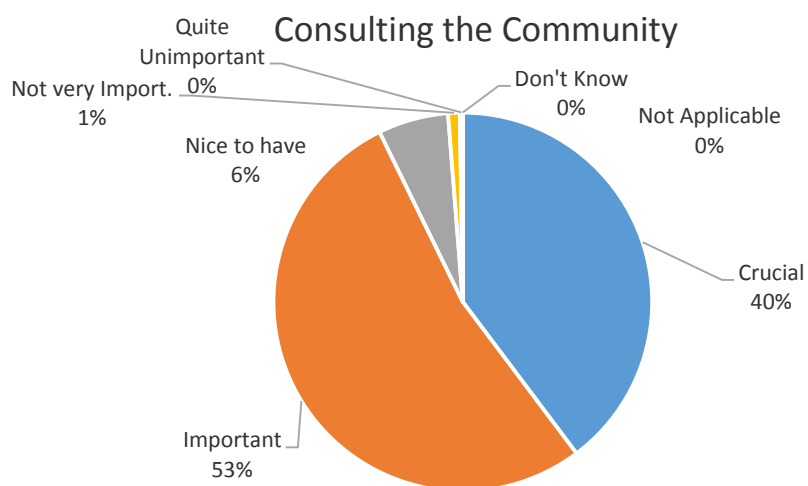
Significant variances were by:

Age

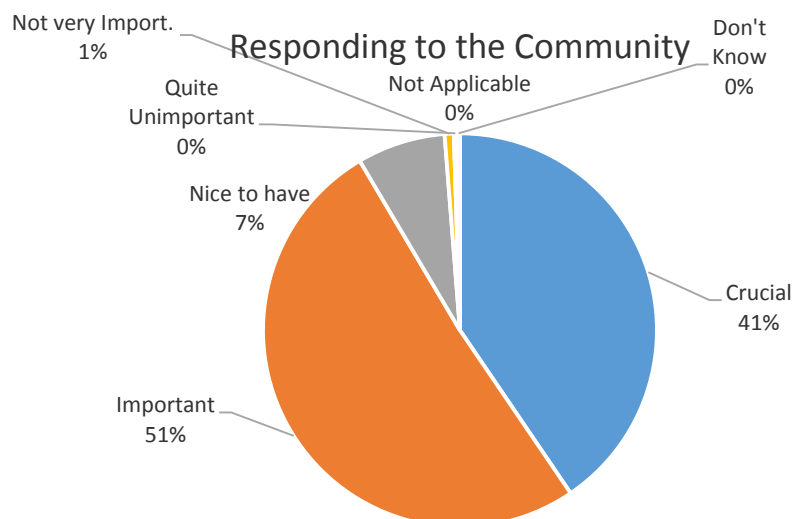
- 2.8% aged 25-34 years – Not applicable
- 46% aged 45-54 years - Crucial



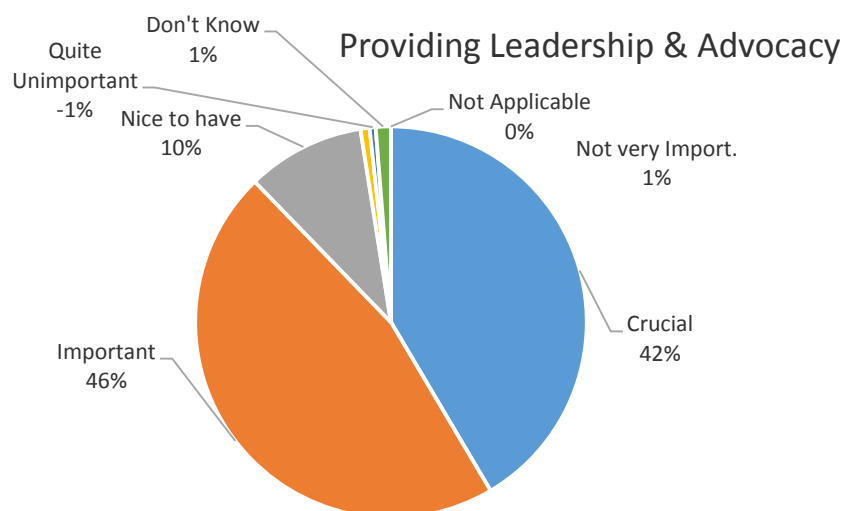
There were no significant variances.



There were no significant variances.



There were no significant variances.



Significant variances were by:

Age

- 18.8% aged 65 years and over – Nice to have

Home ownership

- 8.3% Renting – Don't know

Theme 5: Quality of Council *IMPORTANCE*

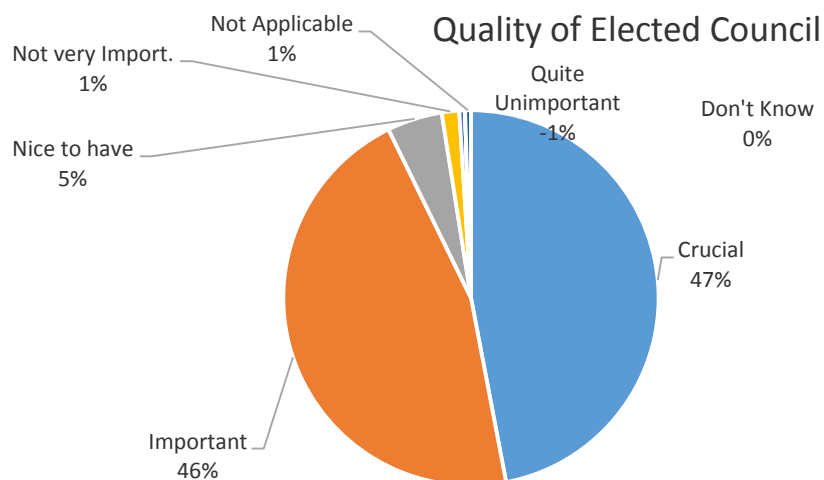
	TOTAL	Crucial	Import.	Nice to have	Not very Import.	Quite Un-Import	Don't Know	Not App.	Noosa Mean 2019	LGAQ Mean 2017	Noosa Mean 2017
Quality of Elected Council	400	47.0%	45.8%	4.8%	1.5%	0.5%	0.0%	0.5%	4.38	4.50	4.60
Quality of Councillor(s) Dealt with	400	35.3%	39.5%	4.5%	1.3%	0.3%	3.3%	16.0%	4.34	4.38	4.41
Managerial & Supervisory Officers	400	24.5%	54.0%	10.0%	0.3%	0.3%	10.0%	1.0%	4.15	4.16	4.42
Quality/Performance of Outdoor Workers	400	25.8%	66.3%	5.5%	0.8%	0.5%	1.0%	0.3%	4.17	4.17	4.32
Quality/Performance of Indoor Staff	400	23.0%	67.5%	7.0%	0.5%	1.3%	0.5%	0.3%	4.11	4.14	4.32
				AVERAGE FOR THEME AS A WHOLE					4.23	4.27	4.42

The average level of Importance for the responsibilities in this Theme is **4.23 (compared to 4.42 in 2017)**.

As in 2017, Quality of Elected Council (4.38) was accorded the highest priority, followed closely by Quality of Councillor(s) Dealt With (4.34)

The Quality and Performance of Indoor Staff (4.11) and Quality and Performance of Outdoor Staff (4.17) was again given lowest priority. However, all responsibility areas rated between important and crucial for this theme.

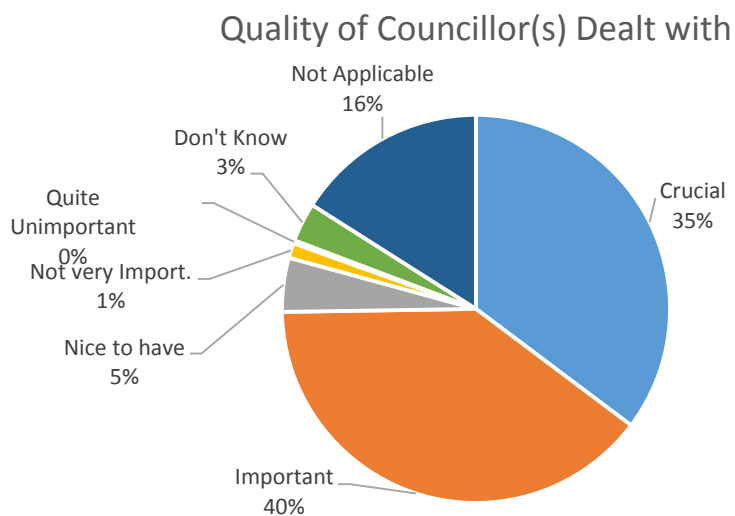
Significant variances from the sample averages are also shown, below each graph, for each responsibility area.



Significant variances were by:

Age

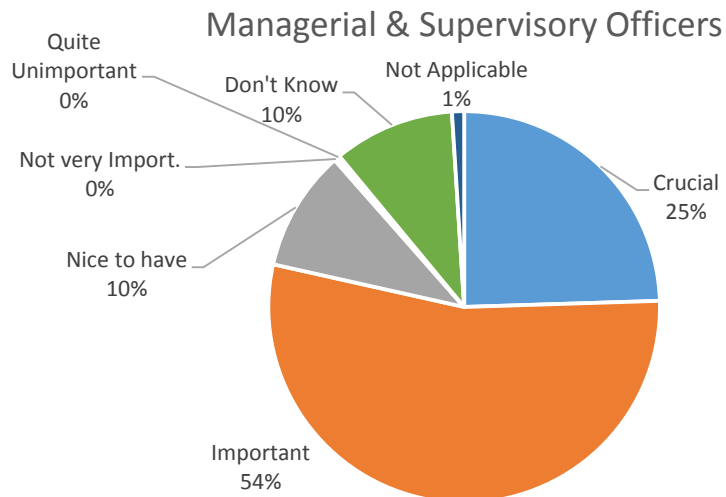
- 72.2% aged 25-34 years – Important



Significant variances were by:

Home ownership

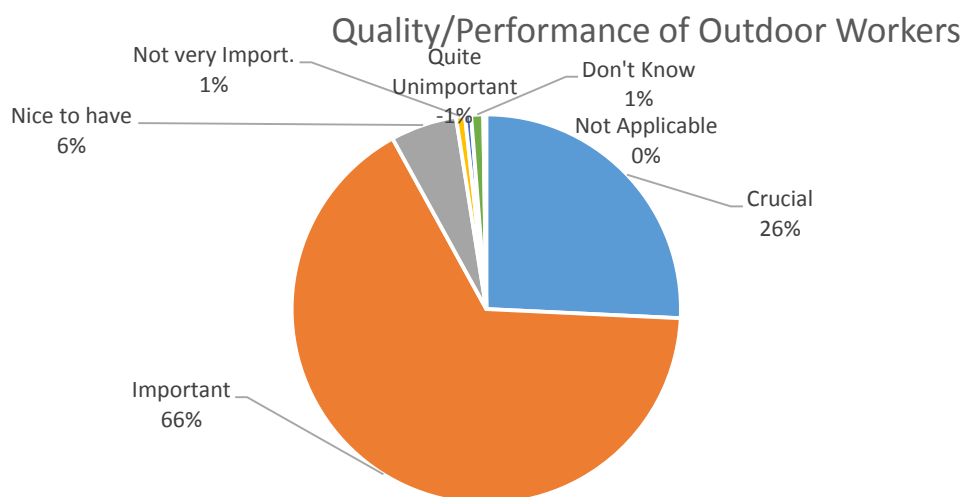
- 11.1% Renting – Don't know



Significant variances were by:

Age

- 75% aged 25-34 years - Important



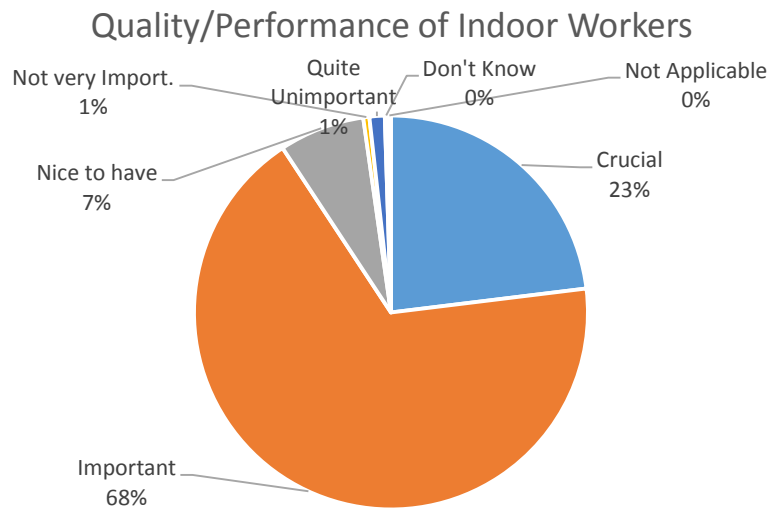
Significant variances were by:

Age

- 12.5% aged 65 years and over – Nice to have

Home ownership

- 5.6% Renting – Don't know



There were no significant variances

PERFORMANCE

Theme 1: Basic Services & Infrastructure *PERFORMANCE*

	Sample Size	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2019	LGAQ Mean 2017	Noosa Mean 2017
Road Construction	400	9.8%	50.0%	26.3%	5.3%	5.8%	2.8%	0.3%	3.54	3.40	3.49
Road Maintenance	400	9.8%	46.3%	27.3%	9.5%	5.0%	1.3%	1.0%	3.47	3.28	3.43
Footpaths, Kerbing & Guttering	400	7.8%	42.0%	23.3%	6.0%	5.5%	2.3%	13.3%	3.48	3.32	3.46
Street Lighting	400	12.3%	37.0%	27.5%	3.5%	3.8%	3.0%	13.0%	3.60	3.59	3.59
Traffic Management	400	10.3%	31.3%	35.5%	10.3%	2.8%	4.0%	6.0%	3.40	3.45	3.60
Parking Facilities	400	5.5%	24.3%	38.8%	15.5%	10.8%	2.5%	2.8%	2.98	3.02	2.99
Public Transport	400	7.8%	27.3%	21.0%	12.3%	5.8%	12.3%	13.8%	3.26	3.03	3.07
Drainage & Flood Mitigation	400	11.8%	48.3%	20.8%	5.5%	4.3%	7.0%	2.5%	3.64	3.49	3.59
Waste Management	400	30.3%	51.0%	12.0%	3.5%	1.3%	1.5%	0.5%	4.08	3.90	4.06
Community Health	400	8.5%	49.8%	24.3%	3.0%	1.0%	13.0%	0.5%	3.71	3.57	3.62
					AVERAGE FOR THEME AS A WHOLE				3.52	3.49	3.49

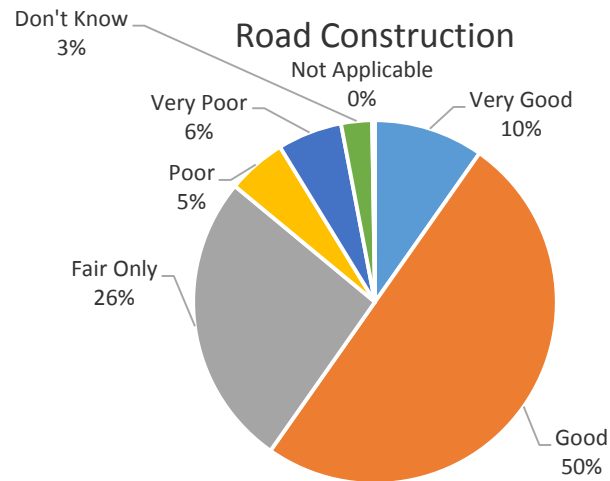
The average performance rating for this Theme is **3.52 (compared to 3.49 in 2017)**.

The top performers were consistent with 2017:

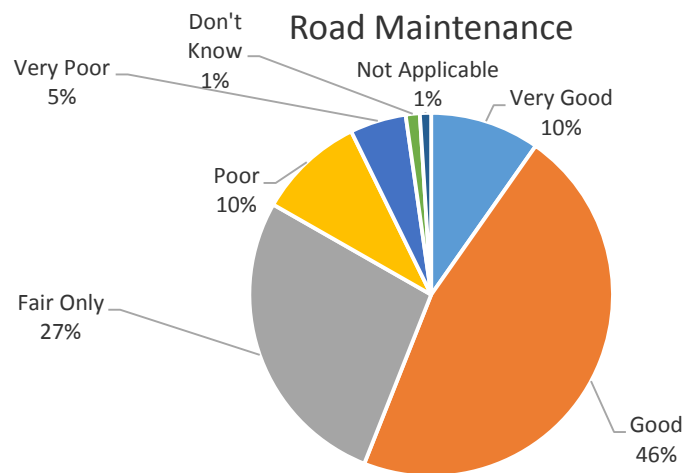
- Waste Management (4.08)
- Community Health (3.71)

The poorest performing area was Parking Facilities (2.99) and this no change from the 2017 survey.

Significant variances from the sample averages are also shown, below each graph, for each responsibility area.

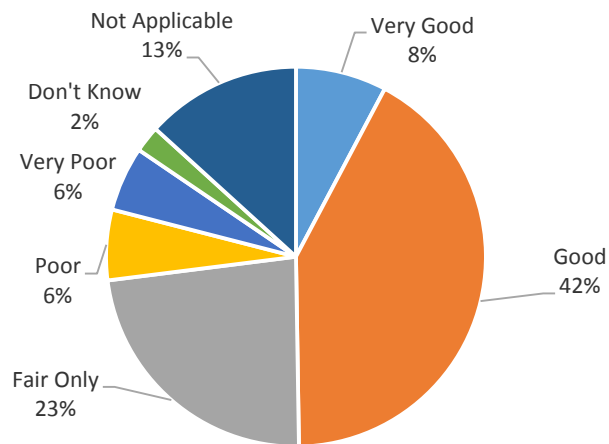


There were no significant variances.



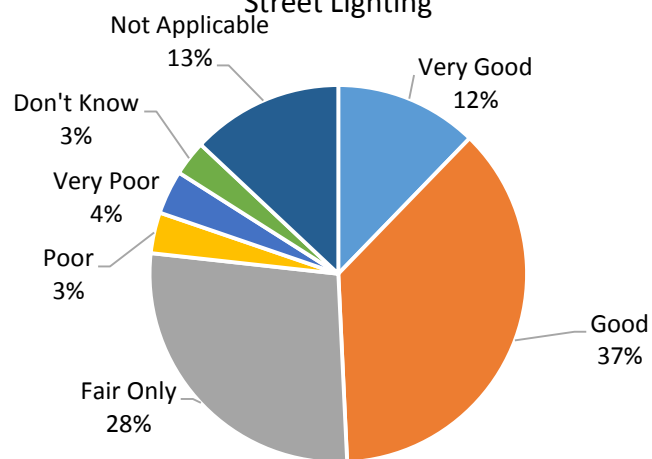
There were no significant variances.

Footpaths, Kerbing & Guttering

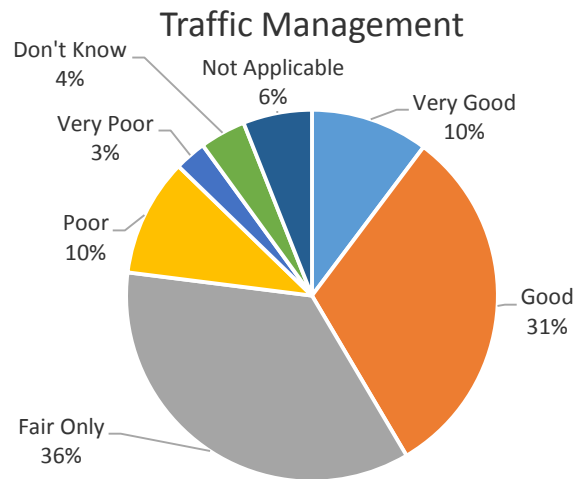


There were no significant variances.

Street Lighting



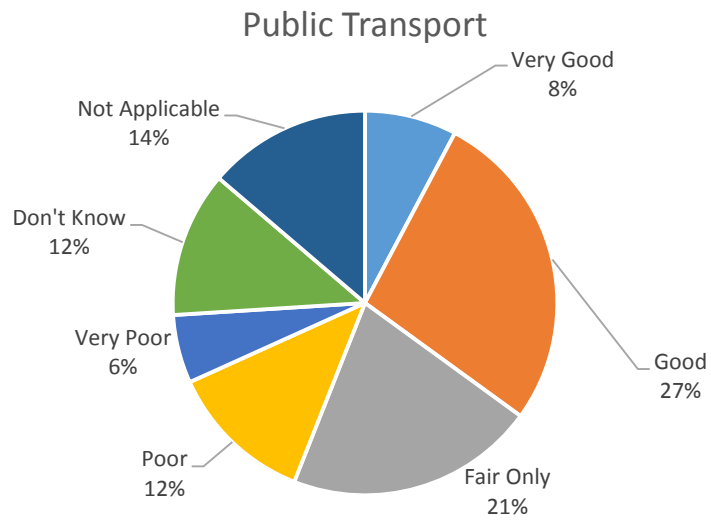
There were no significant variances.



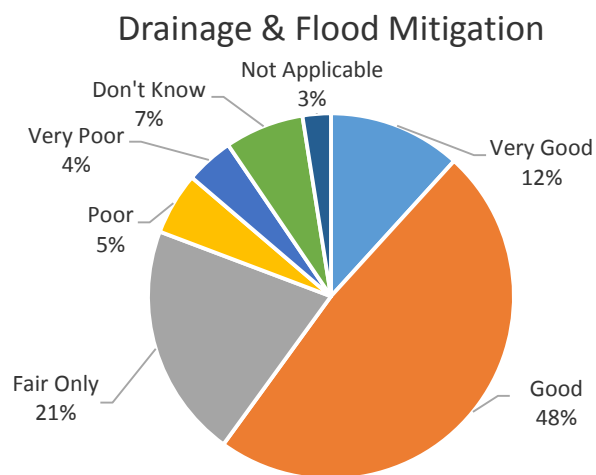
There were no significant variances.



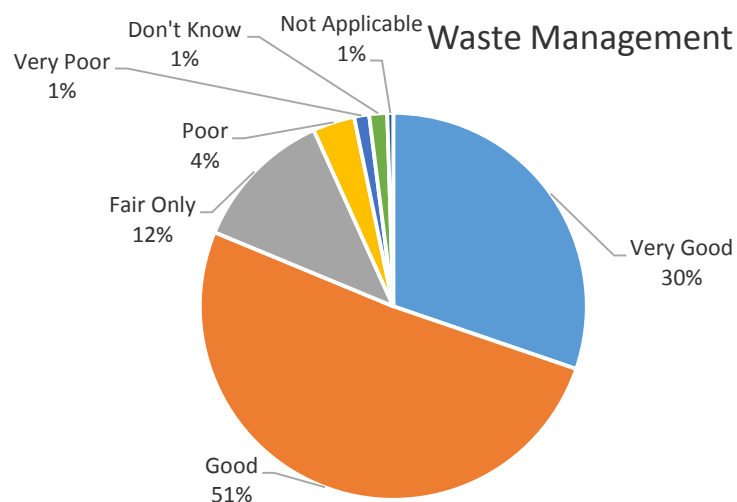
There were no significant variances.



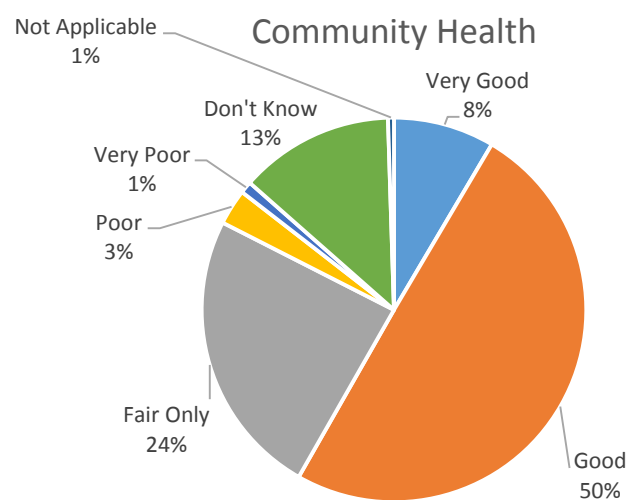
There were no significant variances.



There were no significant variances.



There were no significant variances.



Significant variances were by:

Home ownership

- 5.6% Renting – Very Poor

Theme 2: Community Lifestyle Services PERFORMANCE

	TOTAL	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2019	LGAQ Mean 2017	Noosa Mean 2017
Parks, Playgrounds & Public Amenities	400	20.8%	56.3%	12.8%	1.8%	1.5%	5.0%	2.0%	4.00	3.85	3.92
Environmental Controls	400	13.0%	51.5%	15.5%	5.3%	2.0%	12.5%	0.3%	3.78	3.40	3.71
Environmental Protection & Conservation	400	14.8%	50.5%	19.3%	4.8%	3.8%	6.8%	0.3%	3.73	3.30	3.75
Heritage Protection	400	10.3%	46.3%	18.0%	2.5%	0.3%	20.0%	2.8%	3.83	3.47	3.64
Sporting & Recreational Facilities	400	20.3%	55.3%	12.3%	1.5%	0.3%	9.5%	1.0%	4.05	3.78	3.94
Cultural & Entertainment Facilities	400	15.3%	57.8%	17.3%	3.8%	1.0%	4.0%	1.0%	3.87	3.71	3.64
Libraries & other Information Access	400	37.0%	52.0%	7.8%	2.0%	0.3%	0.5%	0.5%	4.25	4.02	4.15
Community Safety	400	13.8%	60.0%	14.5%	2.8%	0.8%	7.8%	0.5%	3.91	3.55	3.81
Community Service	400	12.5%	54.0%	15.8%	2.8%	1.3%	12.8%	1.0%	3.86	3.50	3.68
Pet/Animal Control	400	11.0%	52.5%	20.8%	6.0%	2.3%	7.3%	0.3%	3.69	3.42	3.62
Shopping Facilities	400	19.0%	53.3%	20.3%	3.5%	2.3%	1.5%	0.3%	3.85	3.79	3.63
Community Development	400	9.0%	52.8%	19.5%	1.3%	1.8%	15.8%	0.0%	3.78	3.50	3.59
					AVERAGE FOR THEME AS A WHOLE				3.88	3.61	3.76

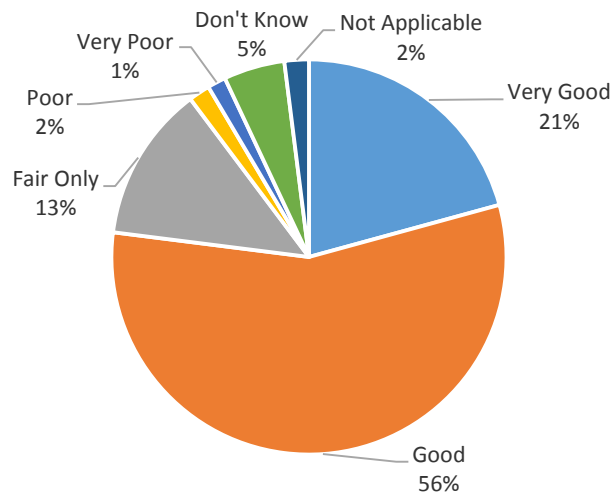
The average performance rating for this Theme is **3.88 (compared to 3.76. in 2017)**

As in 2017, the top performer was Libraries & Other Information Access (4.25). This was followed by Sporting & Recreational Facilities (4.05) and Parks, Playgrounds & Public Amenities (4.0).

The poorest performing area was again Pet and Animal Control (3.69). Most (9 out of 12) areas rated fair to good only.

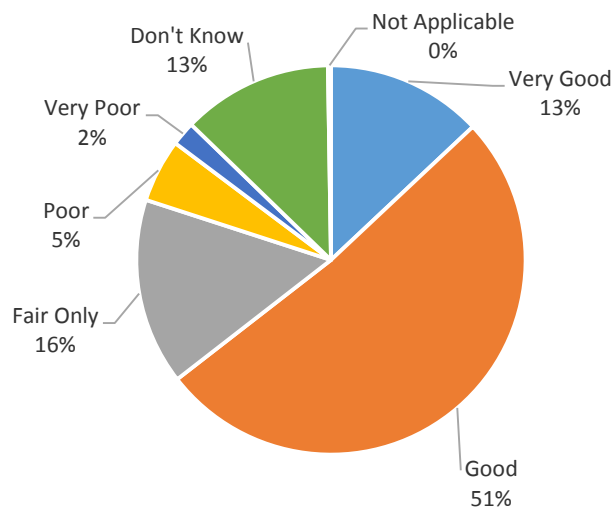
Significant variances from the sample averages are also shown, below each graph, for each responsibility area.

Parks, Playgrounds & Public Amenities



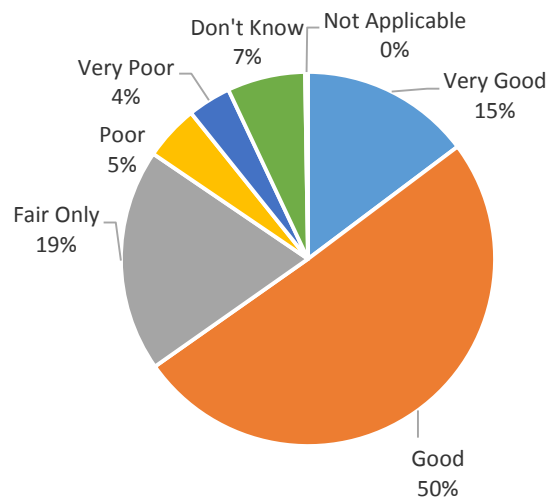
There were no significant variances.

Environmental Controls

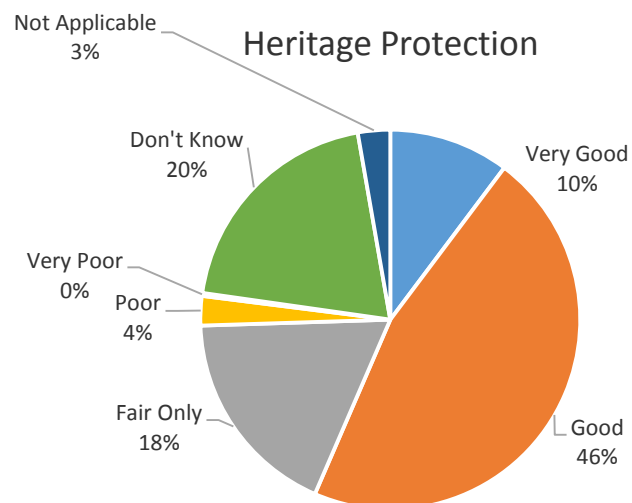


There were no significant variances.

Environmental Protection & Conservation



There were no significant variances.

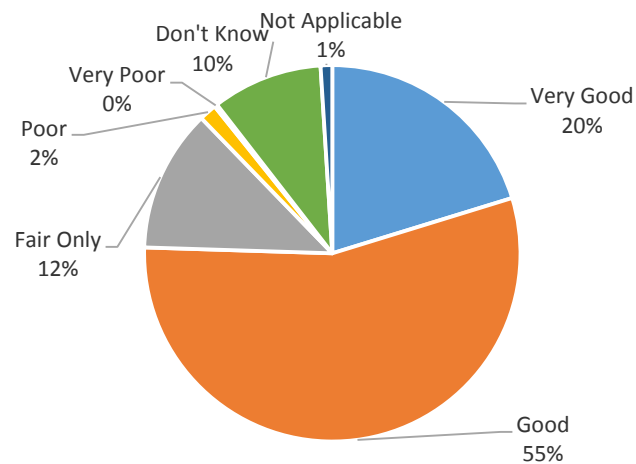


Significant variances were by:

Age

- 19% aged 45-54 years – Very good

Sporting & Recreational Facilities

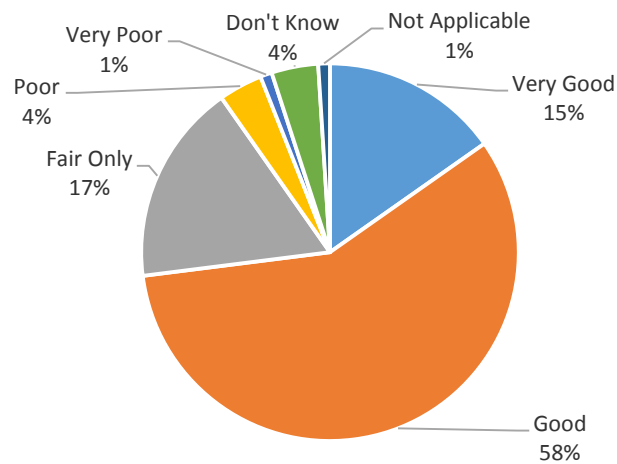


Significant variances were by:

Age

- 8.3% aged 25-34 years – Poor

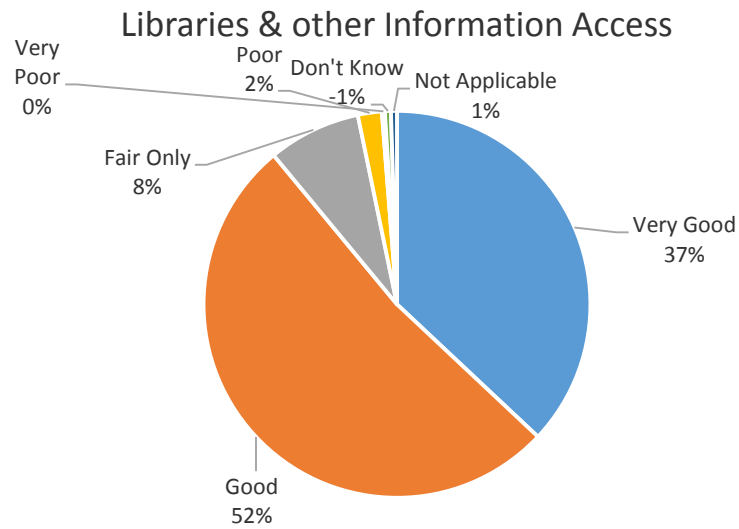
Cultural & Entertainment Facilities



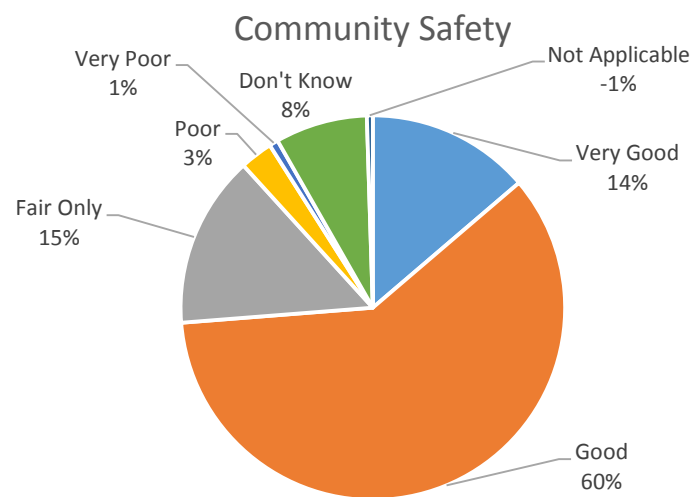
Significant variances were by:

Age

- 27.1% aged 65 years and over – Fair Only



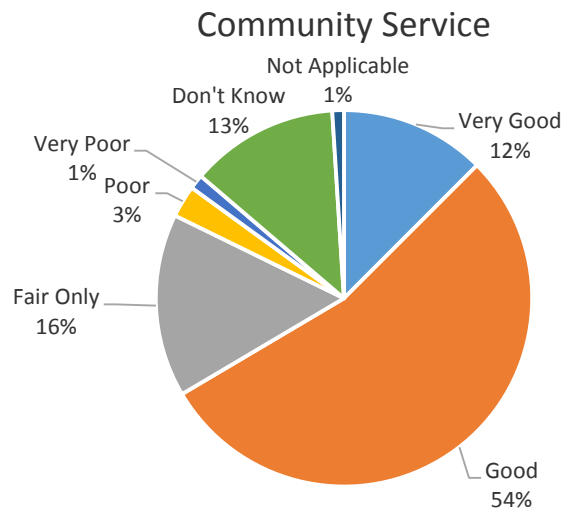
There were no significant variances.



Significant variances were by:

Age

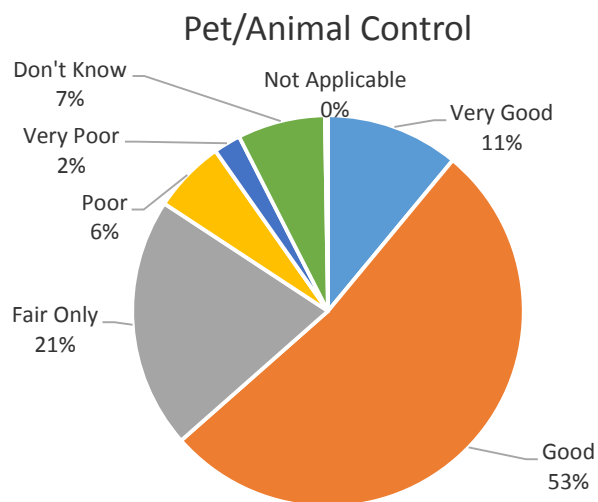
- 3% aged 45-54 years – Very poor



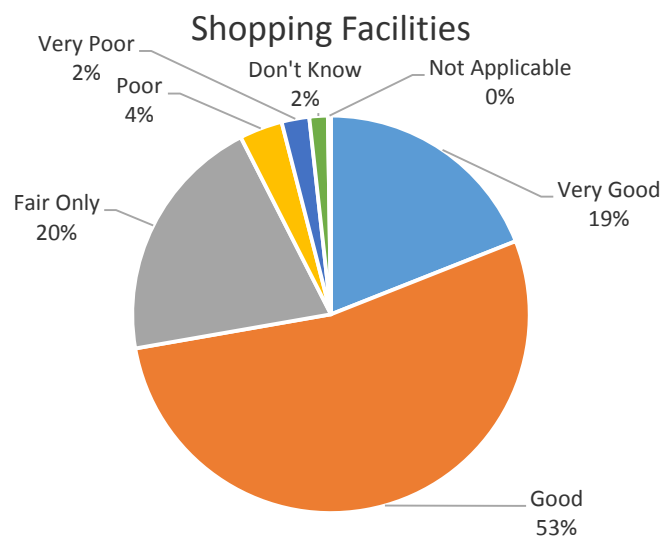
Significant variances were by:

Age

- 11.1% aged 25-34 years – Poor
- 21.9% aged 65 years and over – Very good



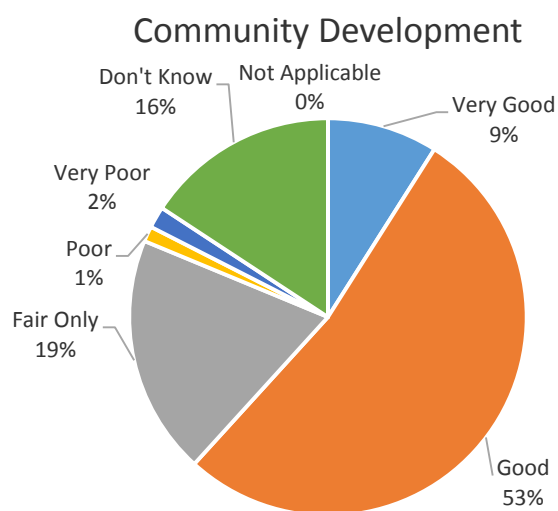
There were no significant variances.



Significant variances were by:

Age

- 8.3% aged 25-34 years – Don't know



There were no significant variances.

Theme 3: Managing the Shire PERFORMANCE

	TOTAL	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2019	LGAQ Mean 2017	Noosa Mean 2017
Town Planning	400	10.8%	49.3%	22.8%	6.8%	2.8%	7.8%	0.0%	3.63	3.40	3.62
Building Control	400	9.0%	46.5%	27.0%	6.5%	3.0%	7.8%	0.3%	3.57	3.45	3.68
Economic Development & Local Employment	400	5.5%	28.0%	30.5%	7.8%	3.3%	24.0%	1.0%	3.33	3.01	3.20
Development of Tourism	400	23.5%	50.8%	15.5%	3.8%	1.0%	5.0%	0.5%	3.97	3.39	3.83
Financial Management	400	13.8%	37.3%	19.0%	4.5%	1.0%	24.5%	0.0%	3.77	3.25	3.74
Revenue-raising	400	9.3%	32.5%	21.0%	3.0%	1.5%	32.8%	0.0%	3.67	3.14	3.65
Staff Management	400	5.8%	31.8%	15.0%	2.3%	1.0%	44.3%	0.0%	3.70	3.39	3.60
Disaster Management	400	15.8%	48.3%	11.0%	2.5%	0.8%	21.5%	0.3%	3.97	n/a	3.91
					AVERAGE FOR THEME AS A WHOLE				3.70	3.29	3.65

The average performance rating for this Theme is **3.70 (compared to 3.65 in 2017)**.

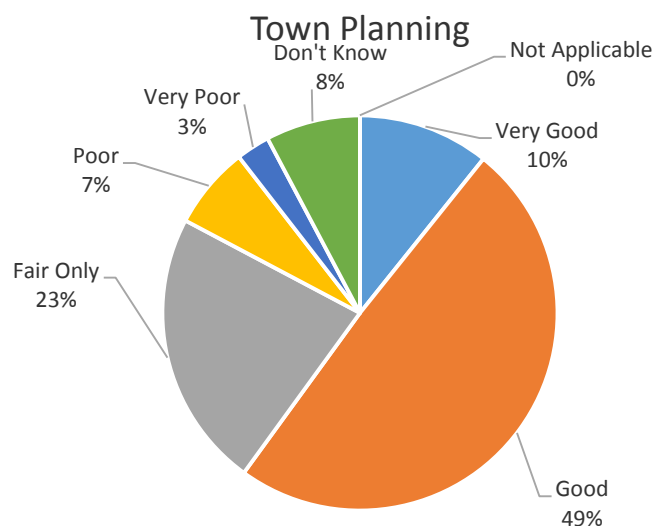
Similar to the 2017 result, the top performers were:

- Disaster Management (3.97)
- Financial Management (3.77)

The poorest performing areas were Economic Development & Local Employment (3.33).

All areas rating fair to good for this Theme.

Significant variances from the sample averages are also shown, below each graph, for each responsibility area.



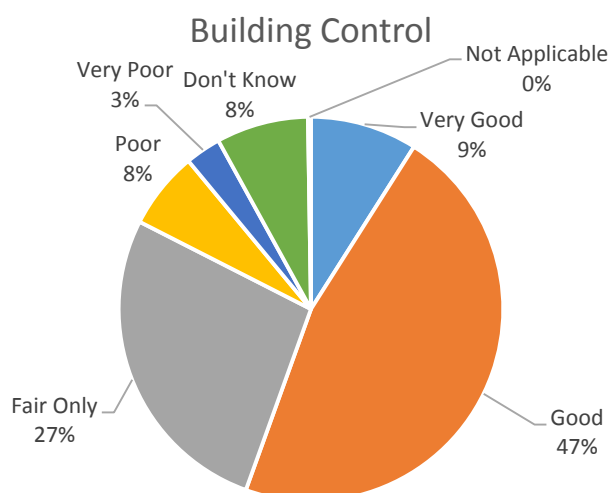
Significant variances were by:

Age

- 7% Aged 45-54 years - Poor

Home Ownership

- 19.4% Renting – Don't know

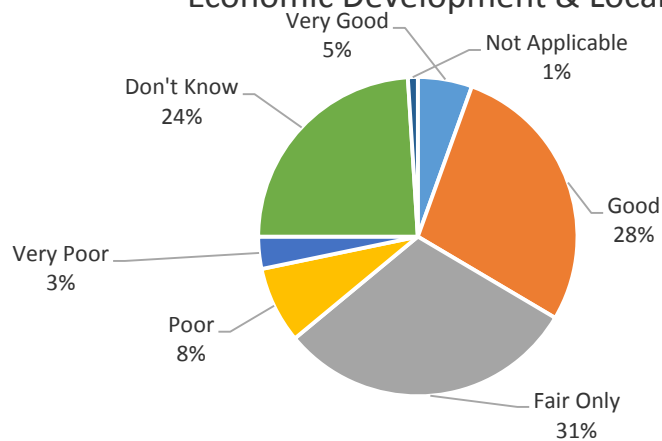


Significant variances were by:

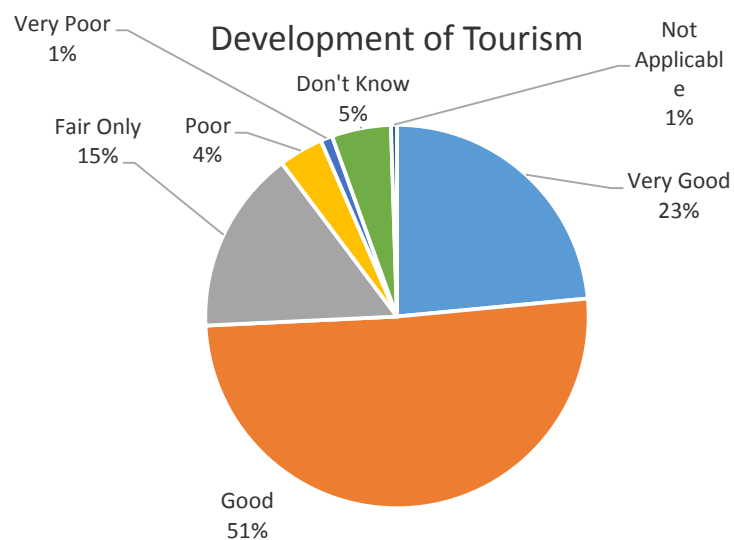
Age

- 8% aged 45-54 years – Very Poor

Economic Development & Local Employment



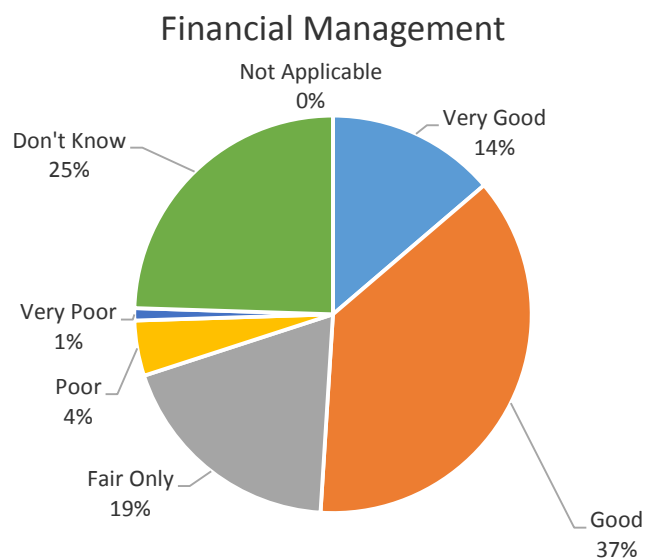
There were no significant variances.



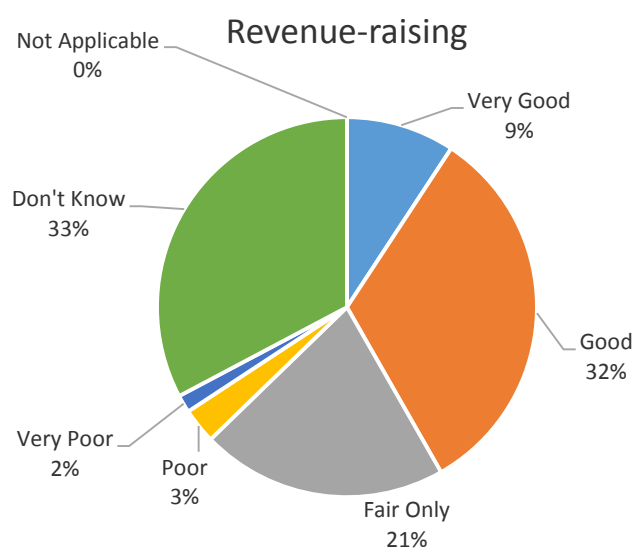
Significant variances were by:

Age

- 19.4% aged 25-34 years – Don't know



There were no significant variances.



Significant variances were by:

Gender

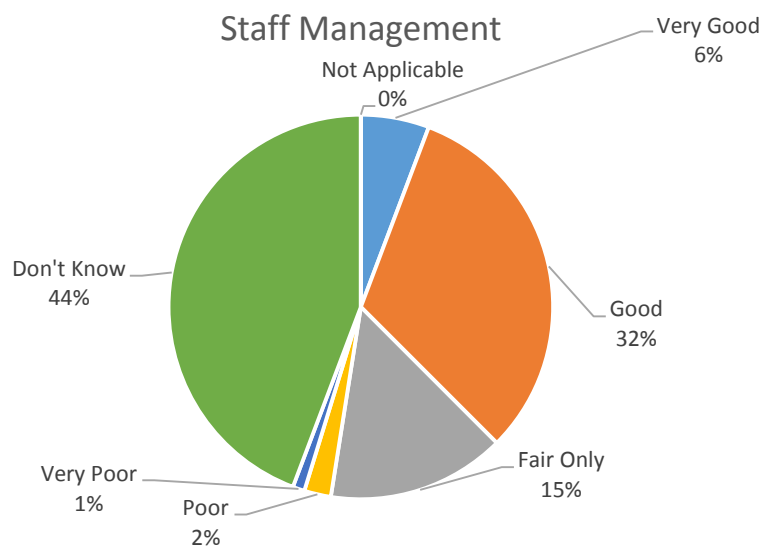
- 13.4% of Males – Very Good

Age

- 52.8% aged 25-34 years – Don't know
- 17.7% aged 65 years and over – Very Good

Home ownership

- 52.8% Renting – Don't know



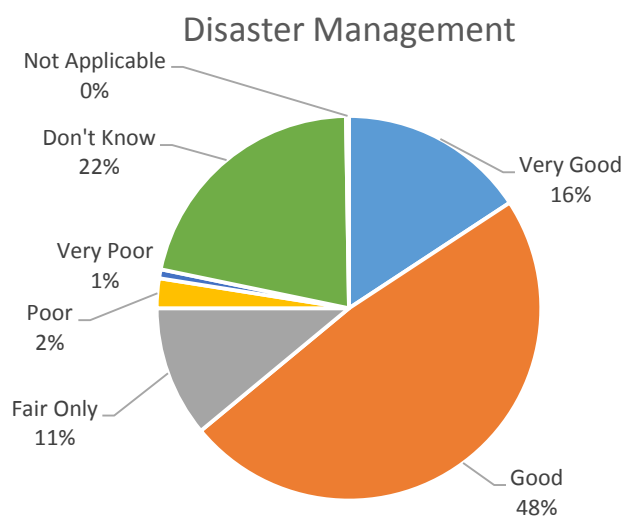
Significant variances were by:

Age

- 13.5% aged 65 years and over – Very good

Home ownership

- 8.3% Renting - Poor



There were no significant variances.

Theme 4: Customer Service and Communication *PERFORMANCE*

	TOTAL	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2019	LGAQ Mean 2017	Noosa Mean 2017
Customer Service	400	21.5%	60.3%	8.3%	2.0%	1.5%	6.0%	0.5%	4.05	3.69	3.93
Information Services	400	22.3%	55.0%	11.8%	2.8%	3.0%	5.3%	0.0%	3.96	3.60	3.78
Informing the Community	400	14.8%	54.5%	18.3%	5.3%	3.0%	4.3%	0.0%	3.76	3.32	3.67
Consulting the Community	402	12.3%	49.3%	20.5%	9.0%	3.5%	5.5%	0.5%	3.61	3.01	3.48
Responding to the Community	403	11.0%	48.5%	22.3%	7.5%	4.0%	6.8%	0.8%	3.59	2.95	3.49
Providing Leadership & Advocacy	405	10.8%	43.5%	19.3%	7.5%	1.5%	17.5%	1.3%	3.66	3.21	3.54
				AVERAGE FOR THEME AS A WHOLE					3.77	3.30	3.65

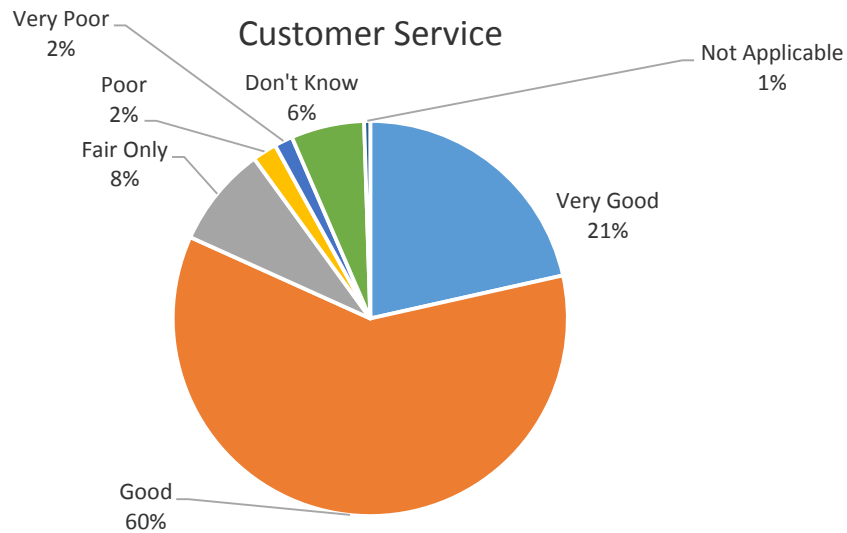
The average performance rating for this Theme is **3.77 (compared to 3.65. in 2017)**

As in 2017, the top performers were:

- Customer Service (4.05)
- Information Services (3.96)

The poorest performing areas were (similar to 2017) Responding to the Community (3.59) and Consulting the Community (3.61).

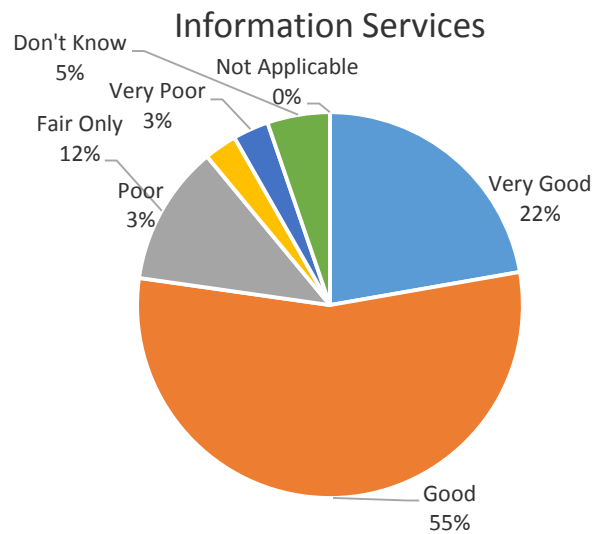
Significant variances from the sample averages are also shown, below each graph, for each responsibility area.



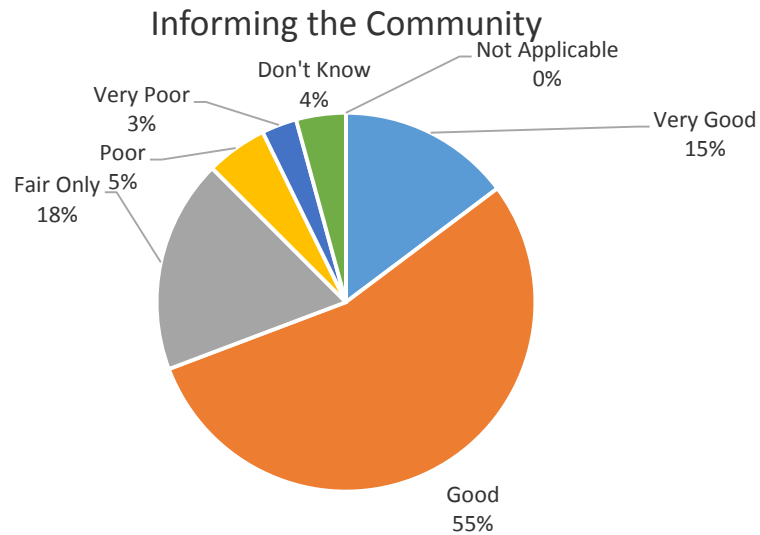
Significant variances were by:

Age

- 5.6% aged 25-34 years – Not applicable



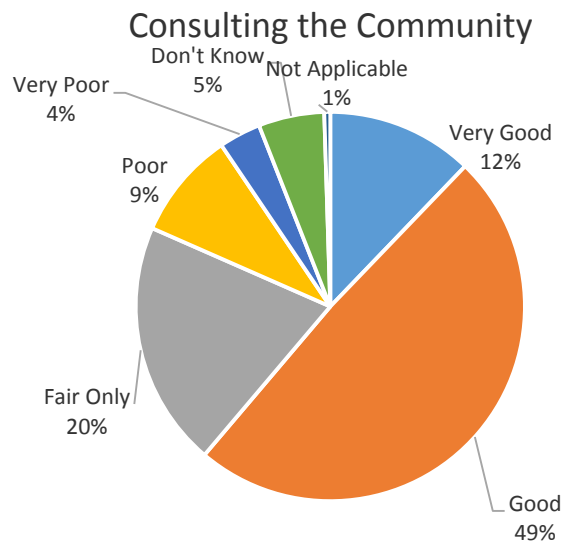
There were no significant variances.



Significant variances were by:

Age

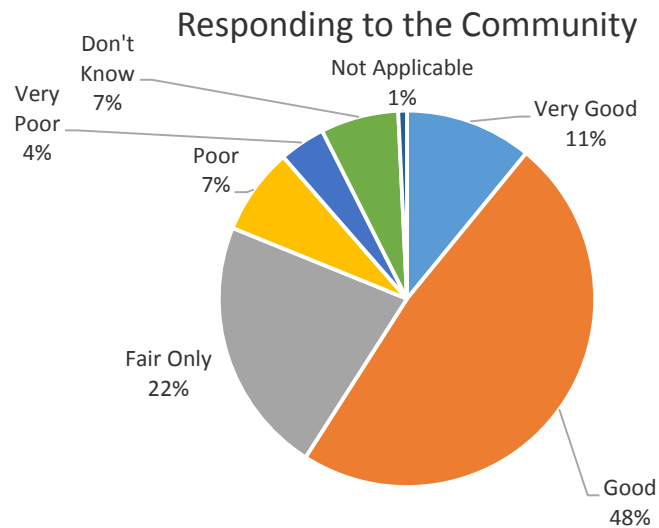
- 19.4% aged 25-34 years – Poor
- 24% aged 65 years and over – Very Good



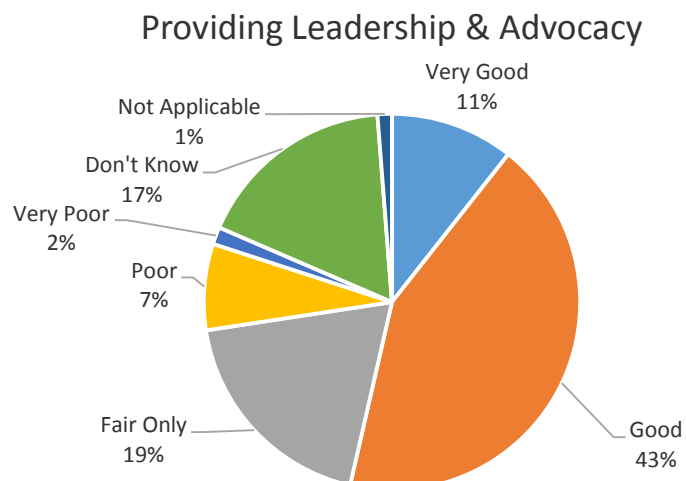
Significant variances were by:

Age

- 21.1% aged 35-44 years – Very Good
- 32.1% aged 55-64 years – Fair only



There were no significant variances.



There were no significant variances.

Theme 5: Quality of Council *PERFORMANCE*

	TOTAL	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2019	LGAQ Mean 2017	Noosa Mean 2017
Quality and Performance of Staff	400	10.5%	54.3%	20.5%	6.0%	1.3%	7.3%	0.3%	3.72	3.39	3.75
Quality of Councillor(s) Dealt with	400	10.0%	30.0%	14.3%	5.8%	1.3%	21.3%	17.5%	3.68	3.34	3.80
Managerial & Supervisory Officers	400	7.3%	32.5%	14.8%	2.3%	1.8%	40.8%	0.8%	3.71	3.36	3.62
Quality/Performance of Outdoor Workers	400	16.8%	58.0%	14.5%	3.8%	0.8%	6.0%	0.3%	3.92	3.68	3.93
Quality/Performance of Indoor Staff	400	11.0%	56.0%	13.5%	1.8%	0.3%	17.5%	0.0%	3.92	3.59	3.92
				AVERAGE FOR THEME AS A WHOLE					3.79	3.47	3.80

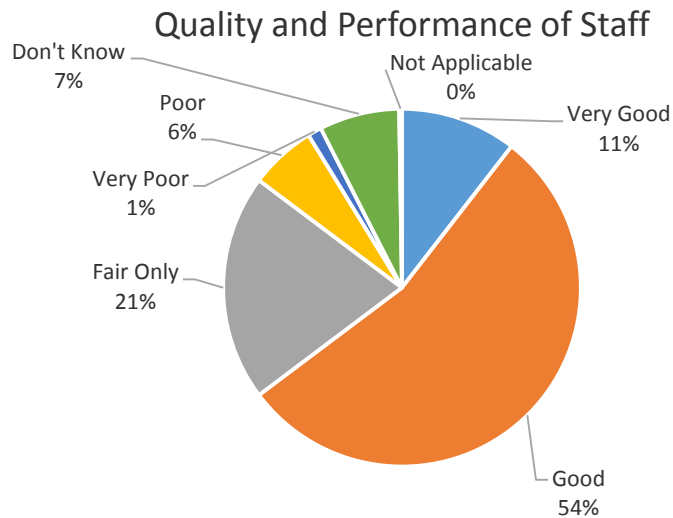
The average performance rating for this Theme is **3.79 (compared to 3.80 in 2017)**.

The equal top performers were Quality/Performance of Outdoor Staff and Indoor Staff with which rated 3.92 and is almost the same as the result for 2017.

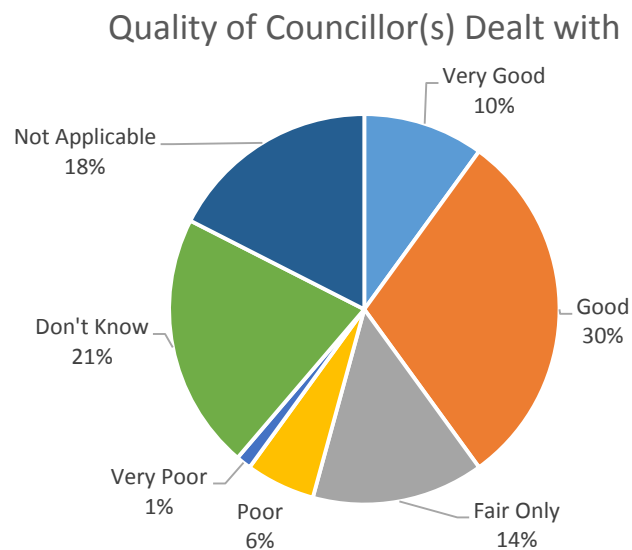
The poorest performing area again for this theme was the Quality of Councillor(s) Dealt With (3.68). This was a change from 2017 survey, where Managerial & Supervisory Officer were rated as the lowest performers.

All areas for this theme rated between fair and good.

Significant variances from the sample averages are also shown, below each graph, for each responsibility area.



There were no significant variances.



Significant variances were by:

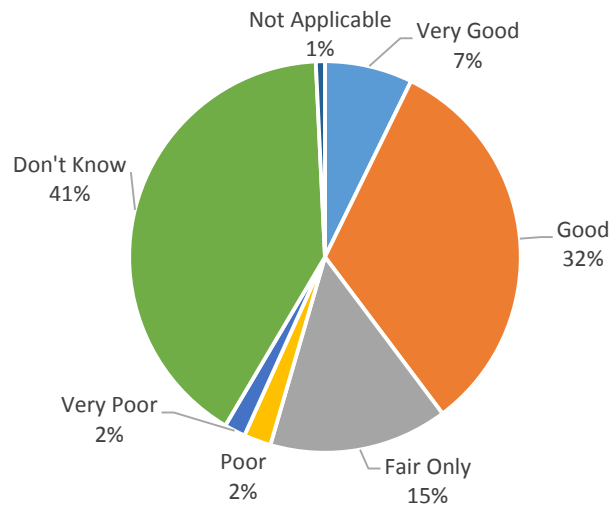
Age

- 4% aged 45-54 years – Very Poor
- 27.1% aged 65 years and over – Not applicable

Home Ownership

- 19.4% Renting - Poor

Managerial & Supervisory Officers

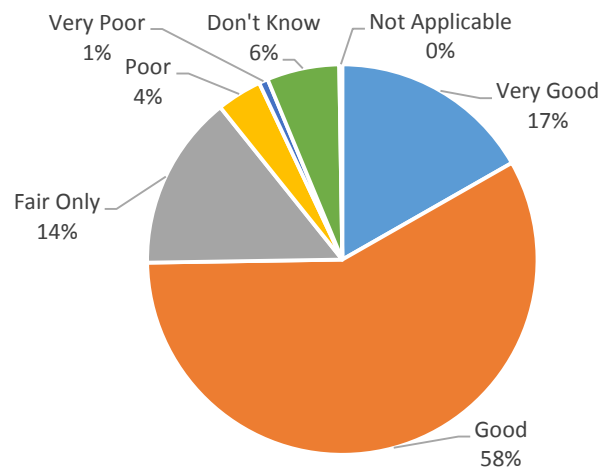


Significant variances were by:

Age

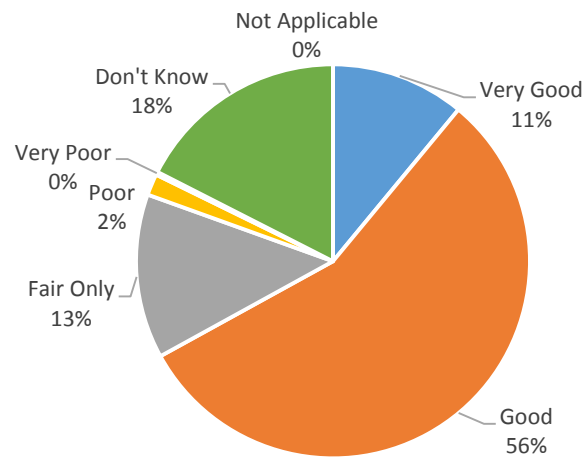
- 5% aged 45-54 years – Very Poor
- 24% aged 65 years and over – Fair only

Quality/Performance of Outdoor Workers



There were no significant variances.

Quality/Performance of Indoor Staff



There were no significant variances.

PUBLIC OPINION QUESTIONS – KEY FINDINGS

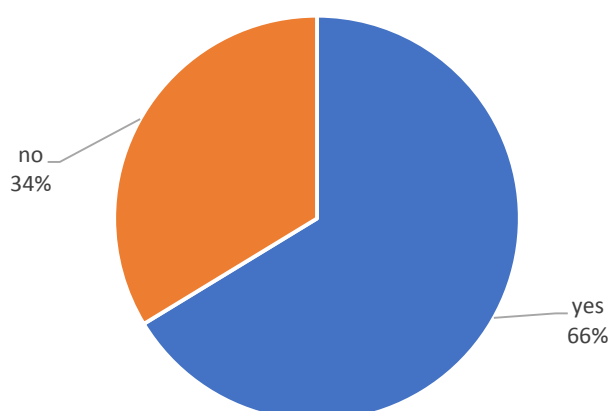
This section of the report presents the key findings of the 10 public opinion questions. A number of these questions were asked as 'open ended questions' in the survey. However, in order to give a snapshot summary, they are also graphically presented.

In this survey, all questions were included in the briefing mail-out sent to each respondent prior to the main telephone interview. Consequently, respondents had time to think about the question, and give a 'considered' opinion. They were requested to do just this – even discuss the question with friends and relations – in the briefing letter.

1. Are you prepared for a disaster or emergency, do you have an emergency plan?

- Two thirds (66%), of respondents, as shown graphically below, are prepared for a disaster or emergency and have an emergency plan. In 2017 60% of respondents had a disaster management plan in place for a flood or a fire.

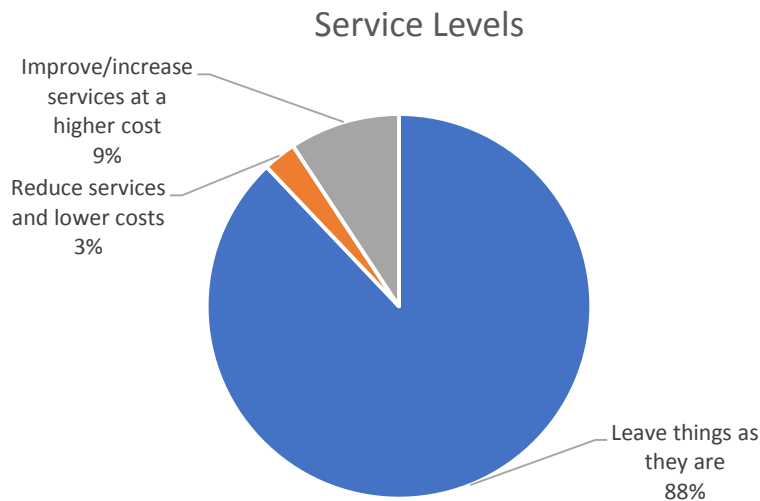
Preparedness for a disaster or emergency



There were no significant variances.

2. *Council consistently strives to strike the right balance between providing the best possible services and operating within its financial means. Would you prefer that Council...*

- 88% of respondents (compared to 86% in 2017) indicated that they preferred that Council 'leave things as they are' when trying to strike a balance between providing the best possible service and operating within its financial means.
- 9% indicated that they would be prepared to pay more through their rates for an improved/increased level of service.

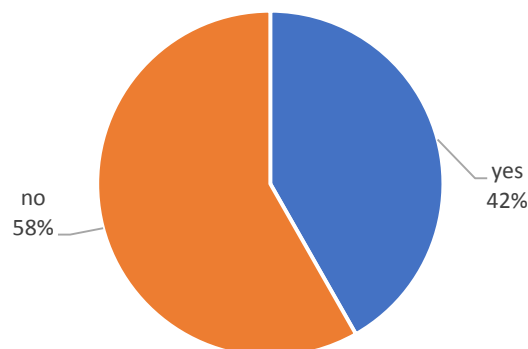


There were no significant variances.

3. *Have you had any contact with the Noosa Council in the past 12 months?*

- 42% of respondents had made contact with Noosa Council in the past 12 months.

Contact in the past 12 months



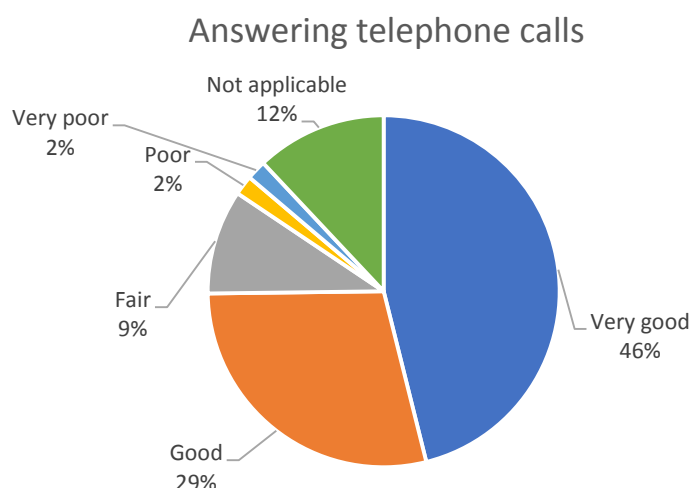
There were no significant variances.

3 (a) Experience rating with Noosa Council

Respondents who contacted the Council were asked to rate a number of aspects of the service that was provided including feedback on the following:

Answering telephone calls

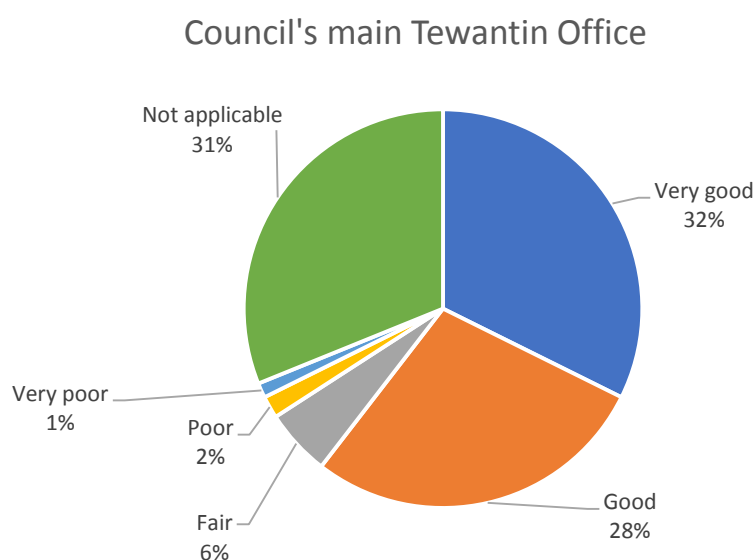
- Three quarters (75%) of respondents who contacted the Council rated this aspect of service as 'Good' (29%) or 'Very good' (46%).



There were no significant variances.

Council's main Tewantin office

- 60% of respondents who contacted the Council rated this aspect of service as 'Good' (28%) or 'Very good' (32%).



Significant variances were by:

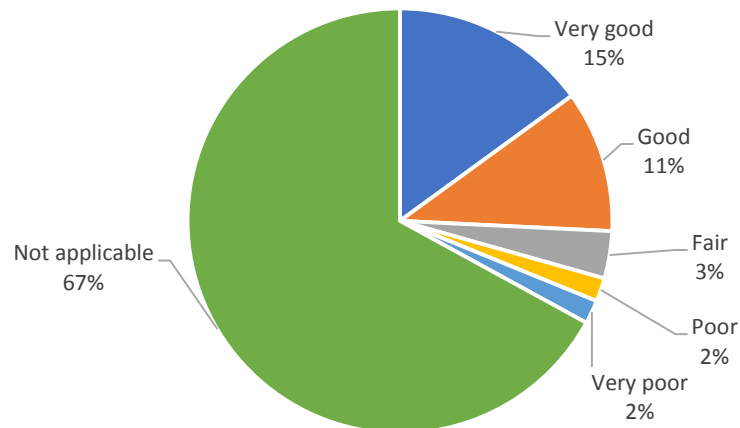
Age

- 6% aged 55-64 years – Very poor

Email and on-line enquiries

- 26% of respondents who contacted the Council rated this contact as 'Good' (11%) or 'Very good' (15%).

Email and on line enquiries

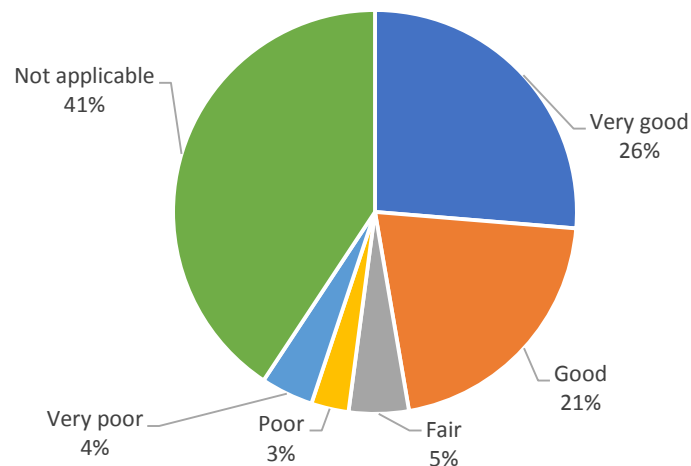


There were no significant variances.

Return of call as promised

- 47% of respondents who contacted the Council rated this contact as 'Good' or 'Very good'.
- 12% rated this aspect as 'Fair', 'Poor' or 'Very poor'

Return of call as promised



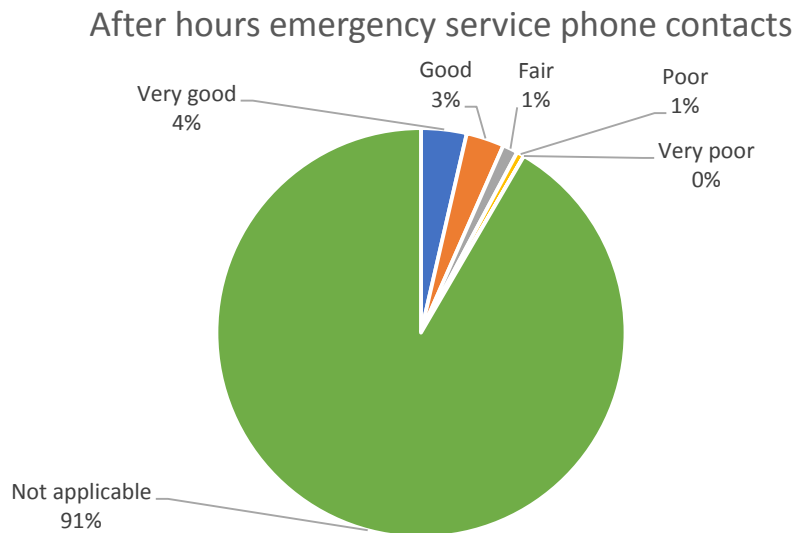
Significant variances were by:

Age

- 11% aged 45-54 years – Very poor

After hours emergency service phone contacts

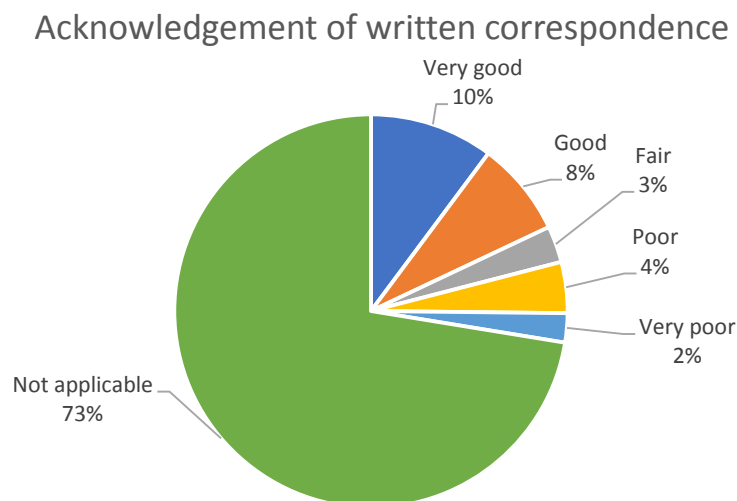
- For 91% of respondents who made contact with Council, this aspect was 'Not applicable'.



There were no significant variances

Acknowledgement of written correspondence

- 18% of respondents who contacted the Council rated this contact as 'Good' or 'Very good'.



Significant variances were by:

Gender

- 13% male – Good

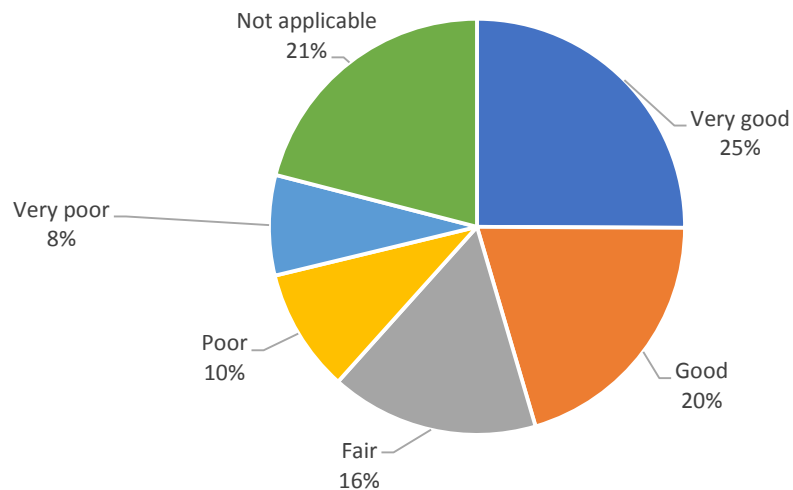
Age

- 13% aged 45-54 years – Poor

Effectiveness in handling complaints

- 45% of respondents who contacted the Council rated this aspect of service as 'Good' (20%) or 'Very good' (25%).

Effectiveness in handling complaints

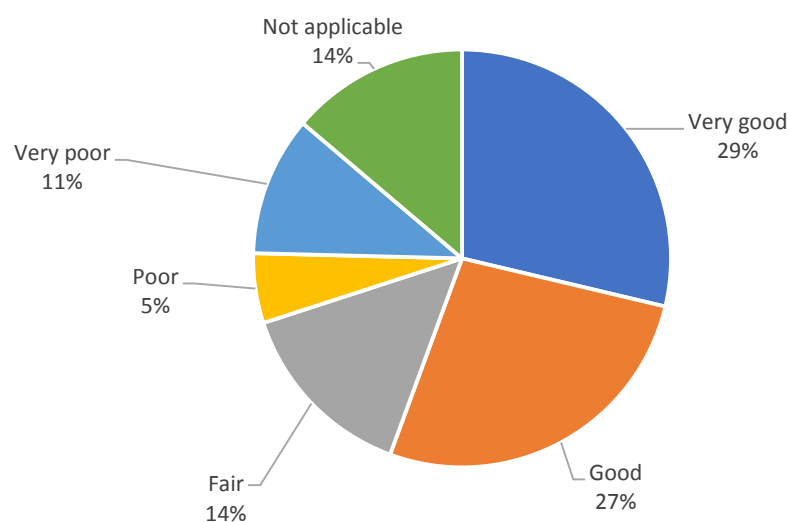


There were no significant variances.

Effectiveness in responding to requests

- 56% of respondents who contacted the Council rated this aspect of service as 'Good' (27%) or 'Very good' (29%).
- 16% of respondents rated this aspect of service as 'Poor' (5%) or 'Very poor' (11%).

Effectiveness in responding to requests

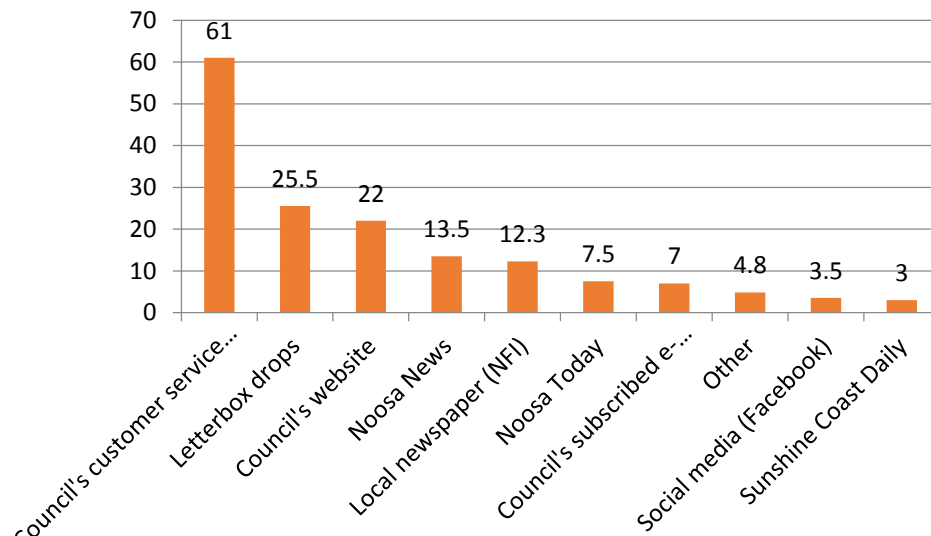


There were no significant variances.

4 *Council is consistently striving to communicate well with residents. What would be the method you would choose to seek information from Council about a project or an issue?*

- Council's customer service staff (61%) was the most popular method by which respondents would choose to seek information from Council about a project or an issue. This was followed by Letter box drops (25.5%) and Council's website (22%).

Method to seek information about a project or issue



Significant variances were by:

Age

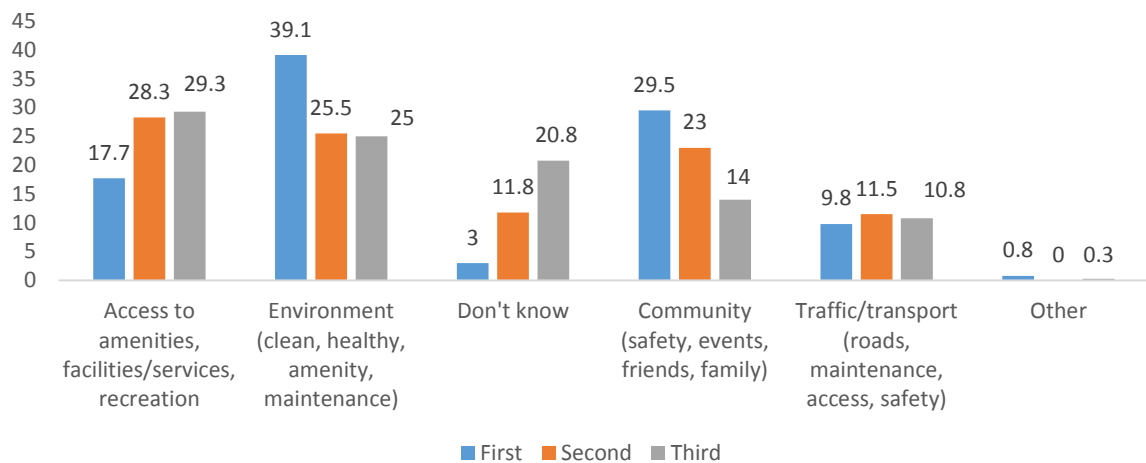
- 81% aged 65 years and over – 'Council's customer service staff'
- 32% aged 65 years and over – 'Noosa News'
- 23% aged 65 years and over – 'Noosa Today'

5 There are many things that people use to judge their lifestyle and the quality of the community. Please tell me three things that are important to you.

Respondents were asked what three things were important to them, in regard to lifestyle, and quality of the community. With common themes from the responses, these were categorised under the headings of:

1. Access to amenities, facilities/services, recreation
2. Traffic/transport (roads, maintenance, access, safety)
3. Environment (clean, healthy, amenity, maintenance)
4. Community (safety, events, friends, family)
5. Other

Three things important to you with regards to lifestyle and quality of the community



- One of the key themes that emerged from this question was the theme of Environment around cleanliness, health, amenity and maintenance with 39% of first responses in this category.
- This was followed by 29.5% providing first responses to a Community theme around safety, events, friends and family.

There were no significant variances.

6 What do you think the greatest challenge will be for your local area in the next few years?

The general comments provided by respondents are grouped below into common themes with examples of commentary provided below each theme. A full list of comments is provided in the appendices to this report. The common theme areas were:

- Growth/Development
- Traffic/Congestion/Roads
- Infrastructure/Service Provision
- Environmental
- Governance
- Economic Development/Employment
- Tourism

Growth/Development

- Coping with growth - infrastructure already stretched and lacking
- Coping with infrastructure to provide for increased growth in population
- Dealing with increased population and employment to cater for different age groups
- Development of the area
- Increase of development and infrastructure
- Management of population growth and tourist accommodation
- Over development

Traffic/Congestion/Roads

- Congestion: Traffic, people, parking etc
- Dealing with traffic and population explosion
- Fixing the road with increased traffic, which has nearly doubled
- Get back Noosa's atmosphere, Noosa has become too busy for the current roads, transport and parking infrastructure, particularly Hastings Street and through Noosa.
- Improving roads system - traffic problems
- Keeping the roads maintained
- Parking especially tourist season HAS to be addressed
- Road/traffic congestion

Infrastructure/Service Provision

- Infrastructure not holding up to the growing numbers of people. Growing too fast
- Lack of facilities and infrastructure
- Maintenance of keeping up with infrastructure to meet the needs of a growing community
- Ongoing maintenance of infrastructure and roads
- Road infrastructure will need major changes especially adding another entry and exit
- Road maintenance - keeping up the parks to a good standard
- Sunshine Beach, continuous maintenance of infrastructure and facilities. No high-rises.

- Aging population. Provision of services to enable people to stay in their own homes
- Public transport needs to be more regular due to increased population

Environmental

- Avoiding over expansion and protecting environment
- Airport noise
- Climate change and rising sea levels
- Avoiding over expansion and protecting environment
- Destruction of natural habitat to house more people. Will our infrastructure be over stretched?
- Effects of the expanding airport
- Maintaining equilibrium of pristine environment - forest, lake etc
- Pollution and traffic management
- Trying to keep Noosa as it is and keeping it green

Governance

- Accountability and compliance with local issues
- Council decisions that affect us
- Council will need to keep promises
- Integrity of the Council to resist developers destroying the shire
- Maintaining Noosa's identity and standards
- Managing the area cost effectively
- Policing if irresponsible driving and drug use
- Ability to control growth
- High-rise restriction

Economic Development/Employment

- Maintaining currency in technology development that SCC is moving ahead. We could end up isolated
- Retention of businesses and keep the economy thriving
- Allow more development so we have more employment
- Developing jobs for youth
- Looking after the young people. They have to move to find work

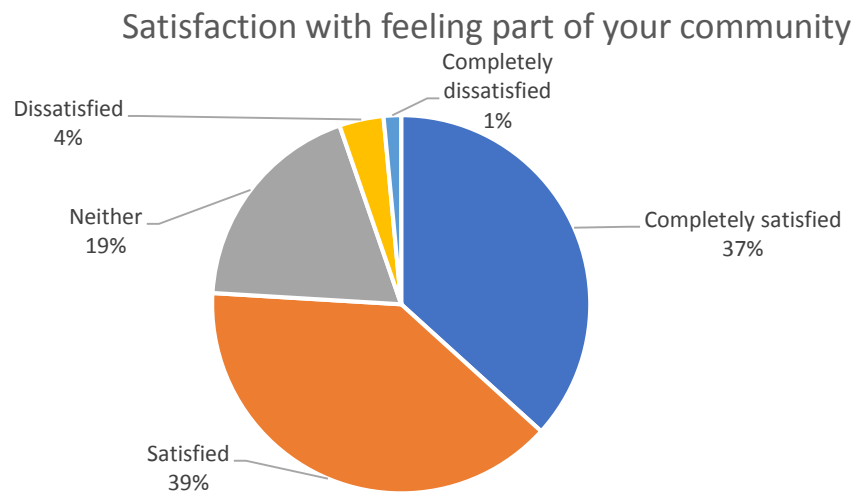
Tourism

- Balancing tourism with residence
- Keeping the area great for tourists
- Management of our tourist resources
- Maximising tourist trade
- Too many tourists jammed into a small area of housing

7 How satisfied are you with feeling part of your community?

Respondents were asked how satisfied they were with feeling part of the community and to rate this satisfaction.

- A large proportion of respondents (76%) indicated that they were either 'satisfied' (39%) or 'completely satisfied' (37%) in regard to feeling part of their community.

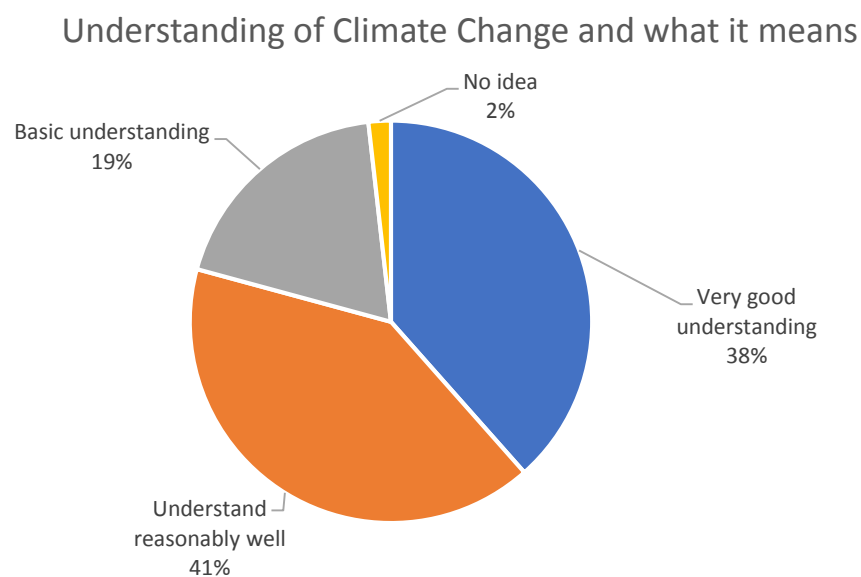


There were no significant variances.

8 How well do you feel you understand the topic of climate change and what it means for Noosa and yourself?

Respondents were asked how well they felt that they understood the topic of climate change and what it means for Noosa and themselves.

- Almost four fifths of respondents (79%) either understood climate change reasonably well (41%) or had a very good understanding of climate change (38%).
- A further 19% had a basic understanding of climate change.

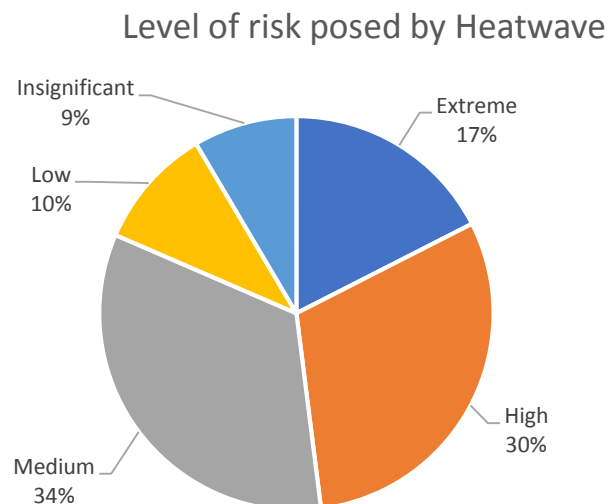


There were no significant variances.

9 *Thinking ahead a couple of decades, using a 5 to 1 scale - extreme to insignificant, how would you rate the level of risk posed by each of natural hazard events below for Noosa Shire?*

Heatwave

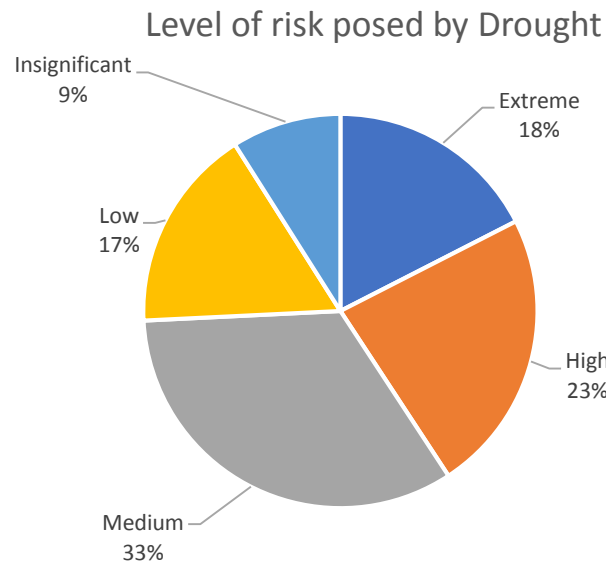
- Almost half (47%) of respondents indicated that a Heatwave proposed either a High (30%) or Extreme (17%) level of risk for Noosa Shire in the next couple of decades.



There were no significant variances.

Drought

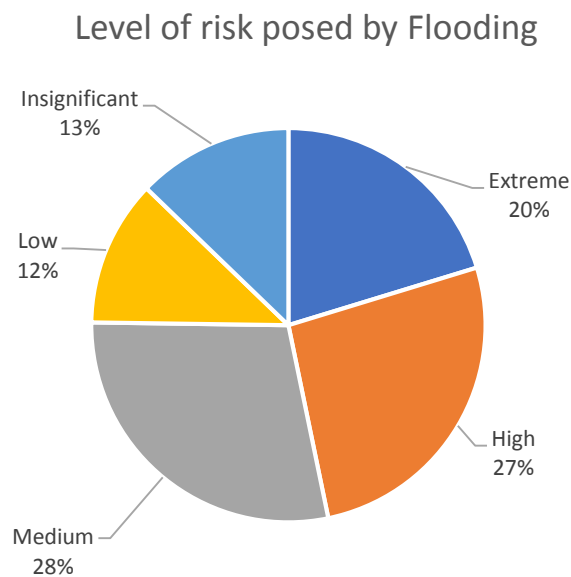
- 41% of respondents indicated that Drought posed either a High (23%) or Extreme (18%) level of risk for Noosa Shire in the next couple of decades.



There were no significant variances.

Flooding

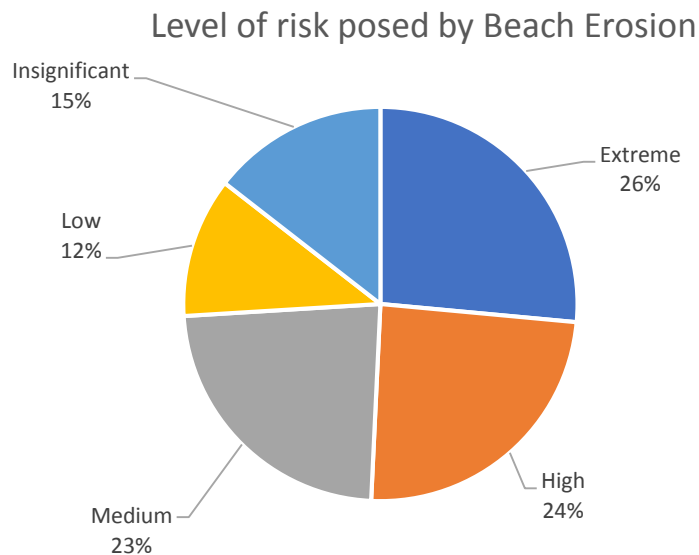
- Almost half (47%) of respondents indicated that Flooding posed either a High (27%) or Extreme (20%) level of risk for Noosa Shire in the next couple of decades.



There were no significant variances.

Beach Erosion

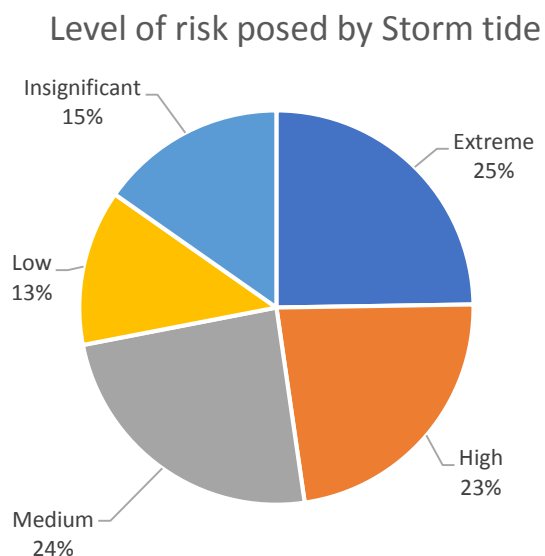
- Half (50%) of respondents indicated that Beach Erosion proposed either a High (24%) or Extreme (26%) level of risk for Noosa Shire in the next couple of decades.



There were no significant variances.

Storm tide

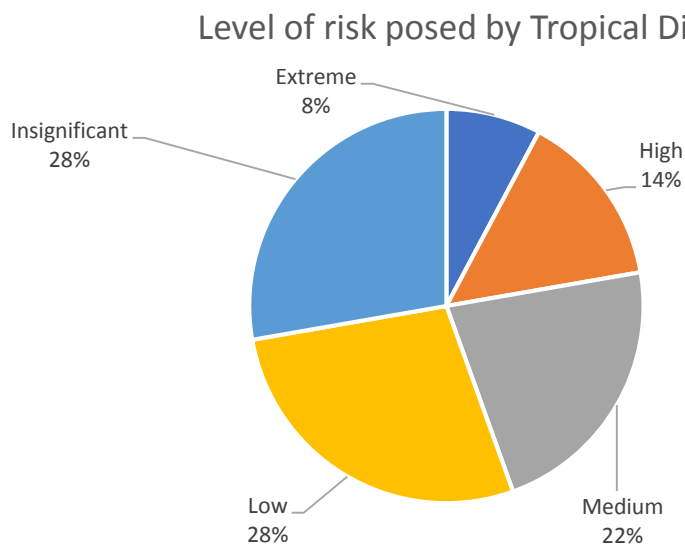
- 48% of respondents indicated that Storm tides proposed either a High (23%) or Extreme (25%) level of risk for Noosa Shire in the next couple of decades.



There were no significant variances

Tropical Diseases

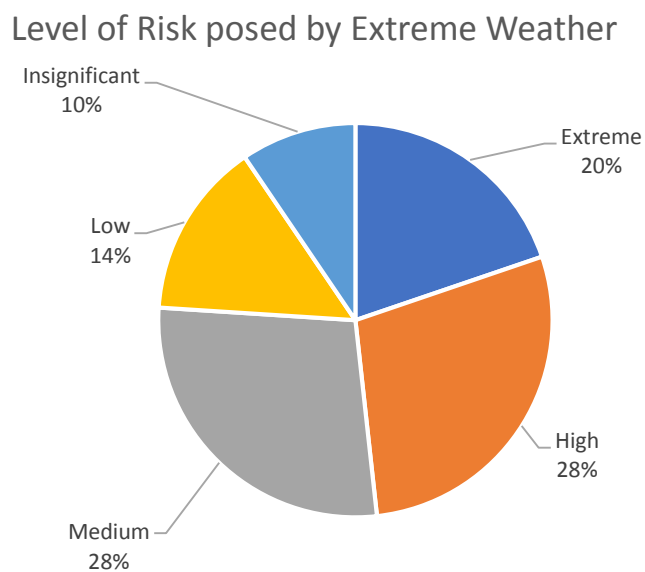
- Over half (56%) of respondents indicated that Tropical Diseases proposed either a Low (28%) or Insignificant (28%) level of risk for Noosa Shire in the next couple of decades.



There were no significant variances.

Extreme Weather

- Almost half (48%) of respondents indicated that Extreme Weather proposed either a High (28%) or Extreme (20%) level of risk for Noosa Shire in the next couple of decades.

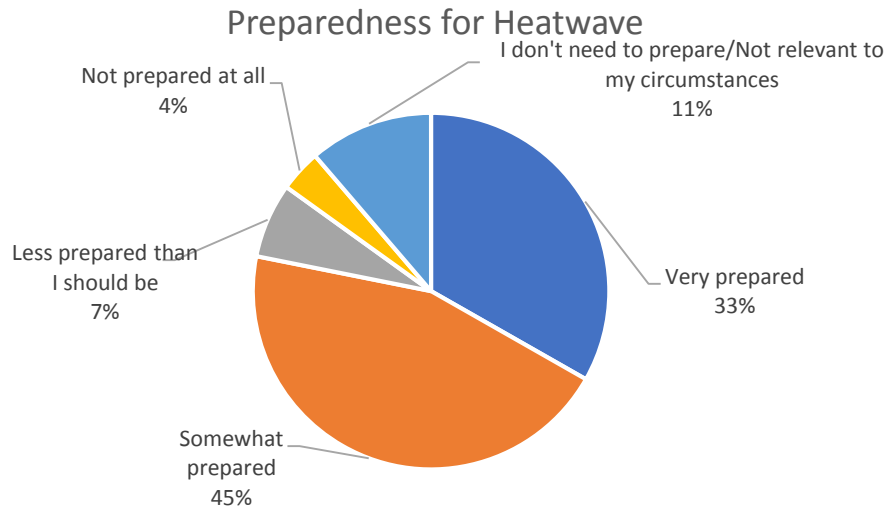


There were no significant variances

10 Still thinking ahead a couple of decades, using a 5 to 1 scale for preparedness. How prepared do you personally feel to deal with each of these??

Heatwave

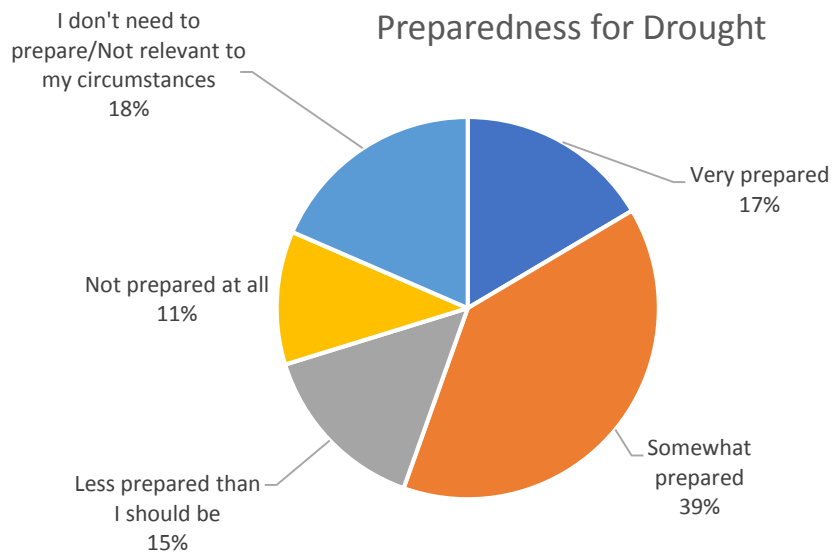
- 45% of respondents indicated that they were 'somewhat prepared' for a Heatwave with a further 33% indicating that they were 'very prepared' for a Heatwave.



There were no significant variances

Drought

- 39% of respondents indicated that they were 'somewhat prepared' for a Drought with a further 17% indicating that they were 'very prepared' for a Drought.

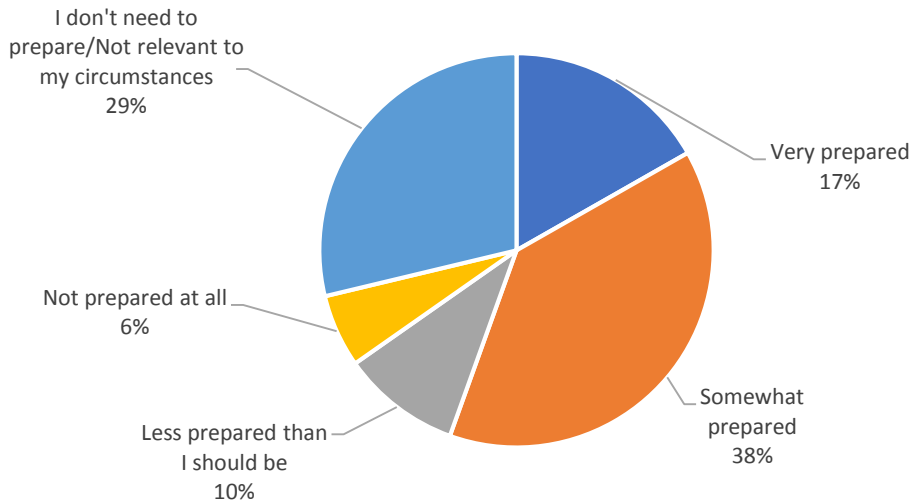


There were no significant variances

Flooding

- 38% of respondents indicated that they were 'somewhat prepared' for Flooding with a further 17% indicating that they were 'very prepared' for Flooding.

Preparedness for Flooding



Significant variances were by:

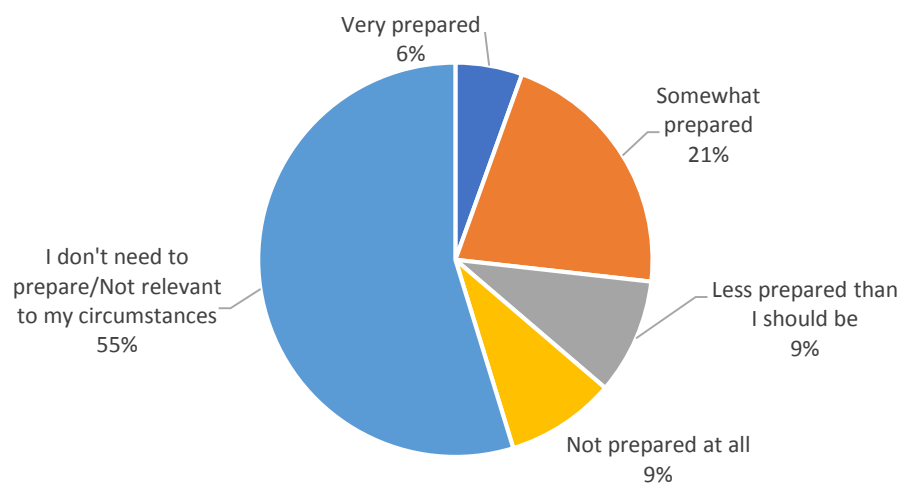
Age

- 18% - aged 65 years + - Less prepared than I should be

Beach Erosion

- 21% of respondents indicated that they were 'somewhat prepared' for Beach Erosion with a further 6% indicating that they were 'very prepared' for Beach Erosion.

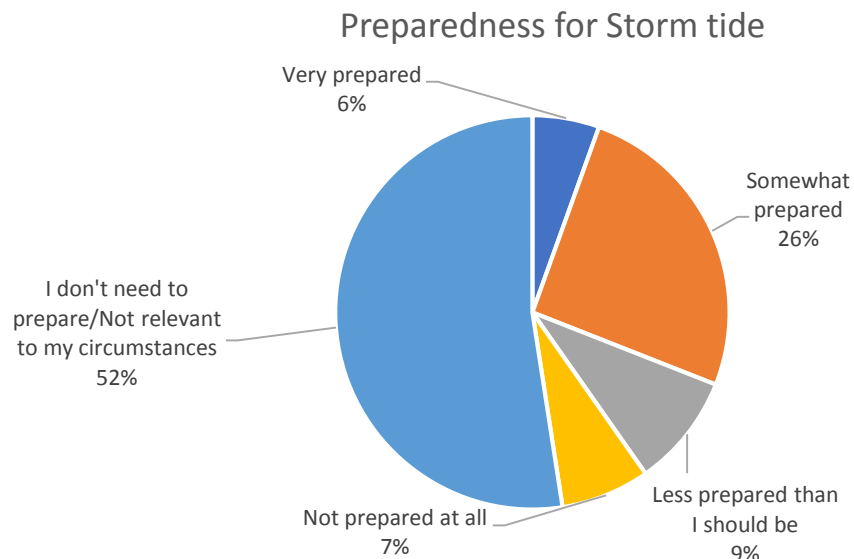
Preparedness for Beach Erosion



There were no significant variances

Storm tide

- 26% of respondents indicated that they were 'somewhat prepared' for a Storm tide with a further 6% indicating that they were 'very prepared' for a Storm tide.



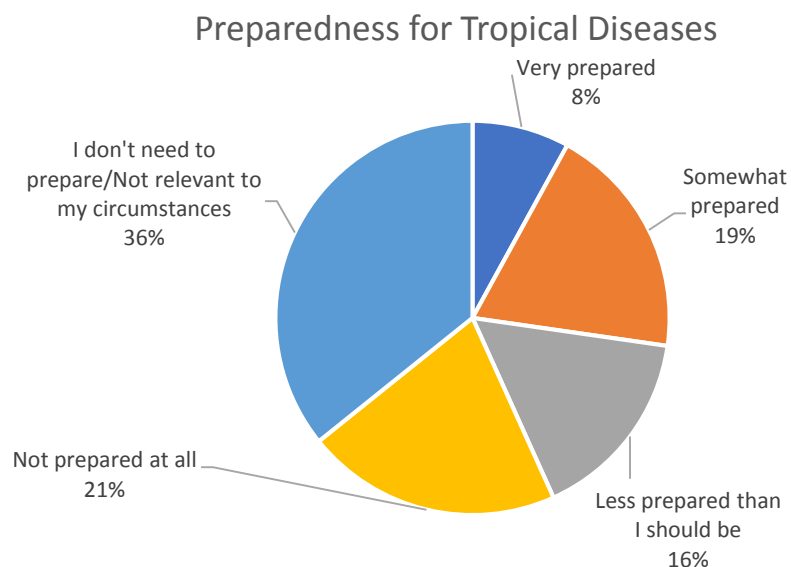
Significant variances were by:

Gender

- 8% males – Very prepared

Tropical Diseases

- 19% of respondents indicated that they were 'somewhat prepared' for Tropical Diseases with a further 8% indicating that they were 'very prepared' for a Tropical Diseases.



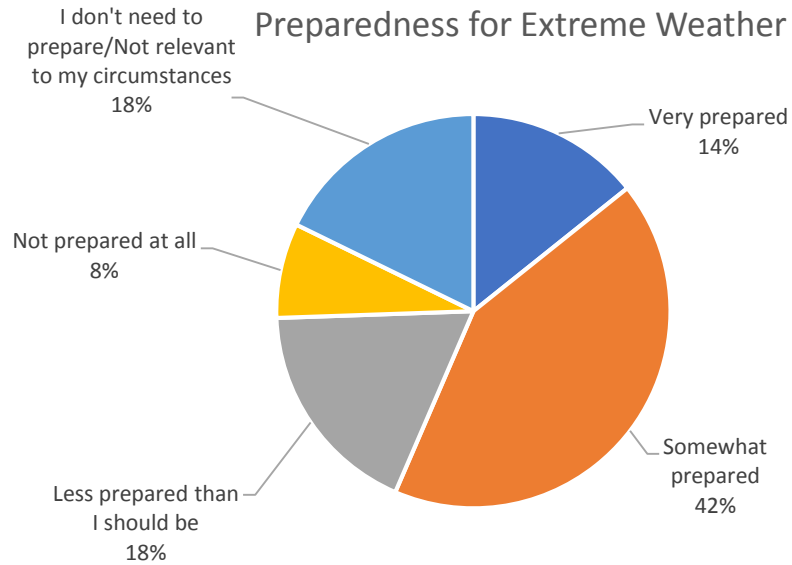
Significant variances were by:

Age

- 27% - aged 65 years + - Less prepared than I should be

Extreme Weather

- 42% of respondents indicated that they were 'somewhat prepared' for Extreme Weather with a further 14% indicating that they were 'very prepared' for Extreme Weather.



Significant variances were by:

Age

- 27% - aged 65 years + - Less prepared than I should be
- 56% - aged 55-64 years – Somewhat prepared

SUMMARY

This 2019 tracking survey is a follow up to the 2017 benchmark study for Noosa Shire Council and it clearly shows Council is currently performing ahead of the results for 2017, and in most areas is perceived to be meeting expectations of the community it serves.

While this study can be used as a stand-alone report on the situation in Noosa Shire Council, as the community sees it, it can also be compared against an external standard - the 2017 LGAQ State-wide Report of results for Queensland, and Provincial Councils. An update report will provide a comparison to Noosa 2019 results, when the results of the LGAQ 2019 survey results, are released (due August 2019).

Obviously, for reviewing performance, up-dating the Corporate Plan, and determining priorities, the most important information is the actual detail in Noosa's own study. However, taking account of an external measurement criterion is important, as it provides Council with a relative comparison measure of its performance.

Overall Performance

An assessment of the overall performance of Council, is obtained at the end of the survey, after all the ratings for Importance and Performance for the 41 individual Areas of Council Responsibility have been obtained – a process which gives respondents plenty of time to review and assess just how well its Council has actually performed, on the 'things that matter'. In this final question, respondents are asked to provide ratings for 'Overall Council Performance'. The average of these ratings provides a single number which sums up their attitudes on the whole subject.

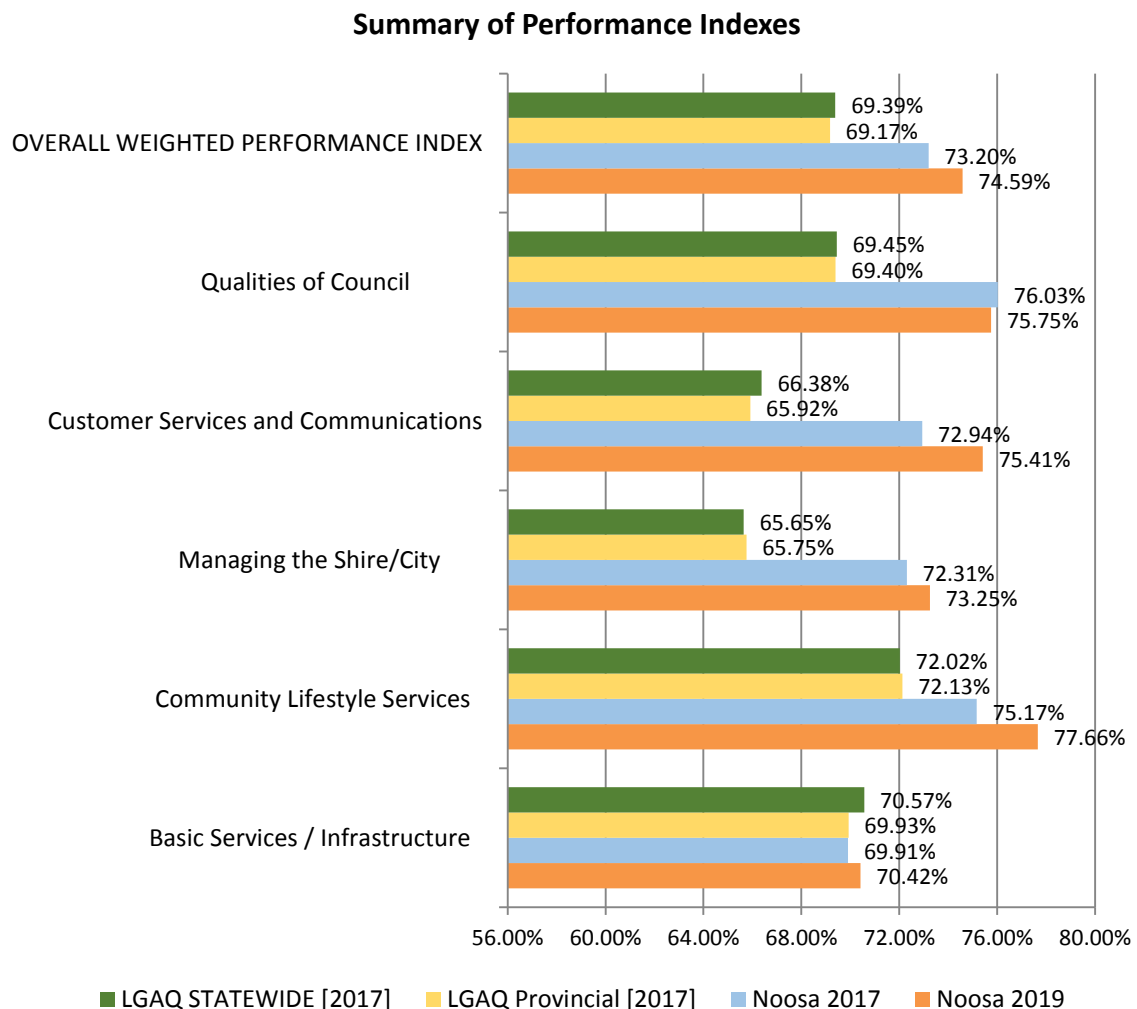
The result for this survey is 3.79 (compared to 3.82 in 2017) , **which is higher than that for Queensland - 3.37 and Provincial Councils – 3.35, as measured in the LGAQ 2017 State-wide Survey.**

A mean score of 3.79, translates to three quarters of respondents viewing Council's performance as 'good' (55%) and 'very good' (17%). ***It is also 75.8% (76.4% in 2017) of the 'Optimum' score of 5 which means that Council is generally viewed as being effective in delivering services to the community.***

A second way of measuring "Overall Performance" is to take the individual Performance ratings for each of the 41 Council Responsibility Areas, add them up after allowing for the relative "perceived Importance" of each of the Areas, and then calculate the result as a percentage of the possible optimum. On this basis (called the Average Total Performance Index), Noosa Shire Council is rated as achieving **74.59 (compared to 73.2% in 2017).**

Comparison of Performance Indices

The following charts show comparison of the Total Performance Index (TPI) for Noosa 2019 and 2017 with LGAQ 2017. *(This chart will be updated with Queensland wide and Provincial TPI's from the LGAQ 2019 State-wide survey when available).*



The chart above, shows the Noosa TPI (74.59%) for 2019 compared to TPI for the 5 key themes. As can be seen from the chart above, in 2019 Noosa is well above overall average TPI in all 5 areas, compared to LGAQ 2017 State-wide and Provincial results. There are three stand out themes:

- Customer Service and Communication (75.41% for Noosa 2019 versus 65.92% and 66.38% for LGAQ 2017 Provincial and State-wide)
- Community Lifestyle Services (77.6% for Noosa 2019 versus 72.02% and 72.13% for LGAQ 2017 Provincial and State-wide)
- Managing the Shire (73.25% for Noosa versus 65.75% and 65.65% % for LGAQ 2017 Provincial and State-wide)

In comparison to Noosa 2017, the results for 2019 have increased in all areas except 'Qualities of Council', where the result is only just below the 2017 survey.

Areas for Improvement

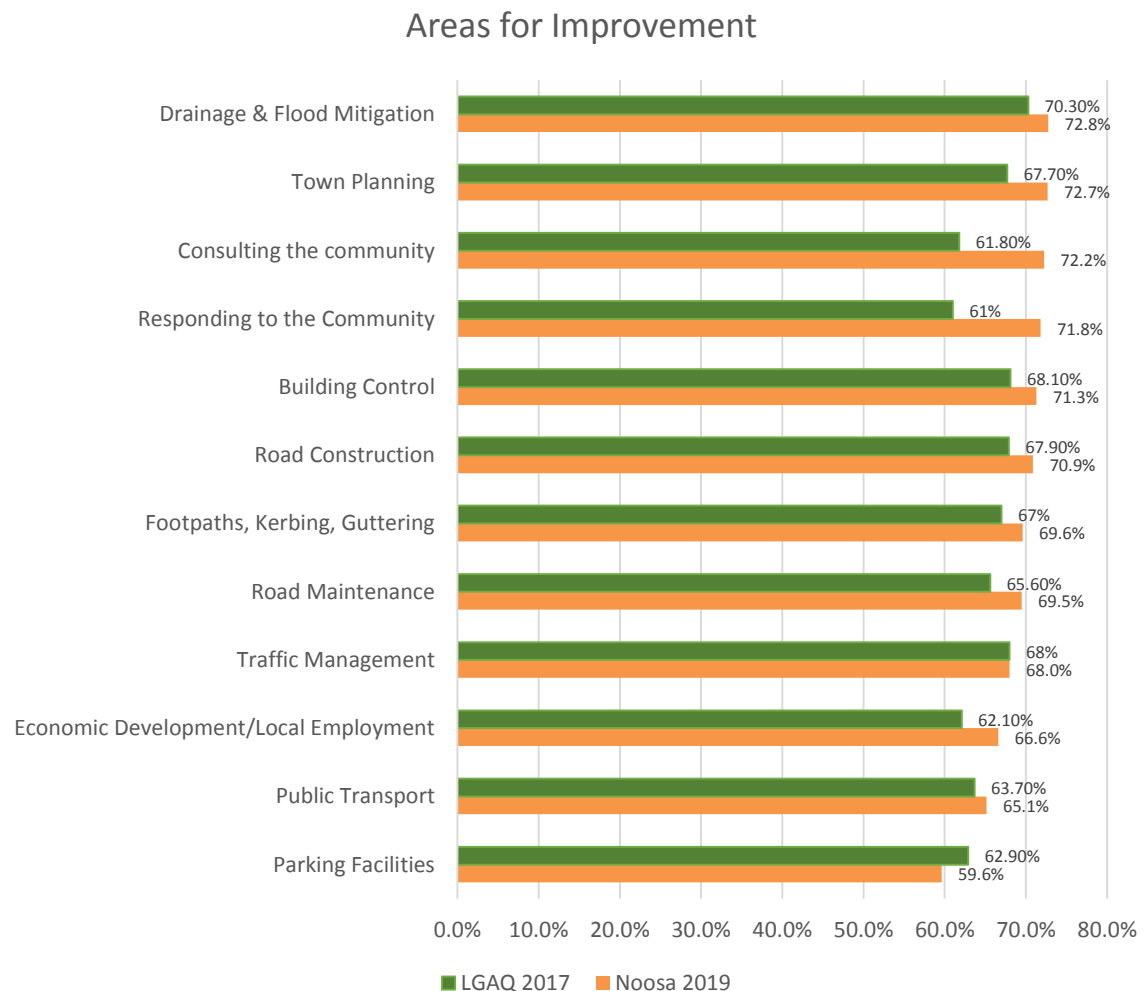
Market Facts believes that Corporate Planning and Continuous Improvement initiatives in Noosa Shire Council should focus on and prioritise those areas of responsibility, which are more important to residents and where Council is seen as being further away from fulfilling expectations (performance ratings). The objective should be to 'close those gaps'.

This can be done by closing the gap between actual Performance and what it would be if it achieved the Optimum Score of '5' (which is not the same as the Importance score)

These 12 Responsibility Areas have been selected on the basis that

- their Importance rating is at least 3.96 (on the border-line of '4' = 'Important'), and
- their Performance is more than 1.5% below Average (where Average Total Performance Index is 74.59%).

These 12 Responsibility Area for Noosa 2019 as compared with LGAQ 2017, are shown graphically below.

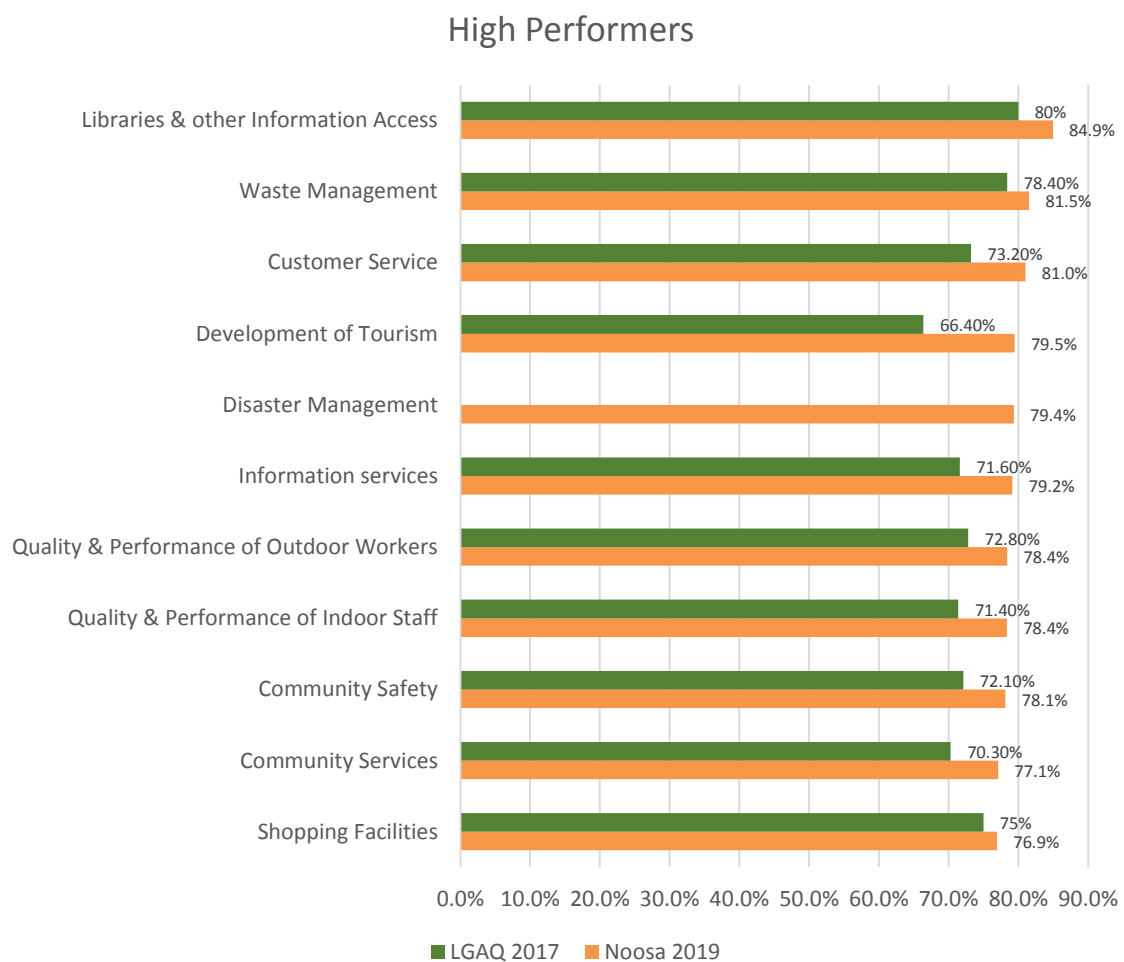


Areas Rated as Being 'High' on Performance

There are 11 Responsibility Areas (out of the total of 41) on which Council performed best in relation to their judged importance.

In this case, 'best' is defined as having an Importance rating of at least 3.96, and Performance more than 1.5% above Average (74.59%). This list does not include all the Areas where the "gaps are smallest", as most of these do not have an Importance score above '4' (the border-line between 'Important' and 'Nice to Have').

These 11 Responsibility Area for Noosa 2019 as compared with LGAQ 2017, are shown graphically below.

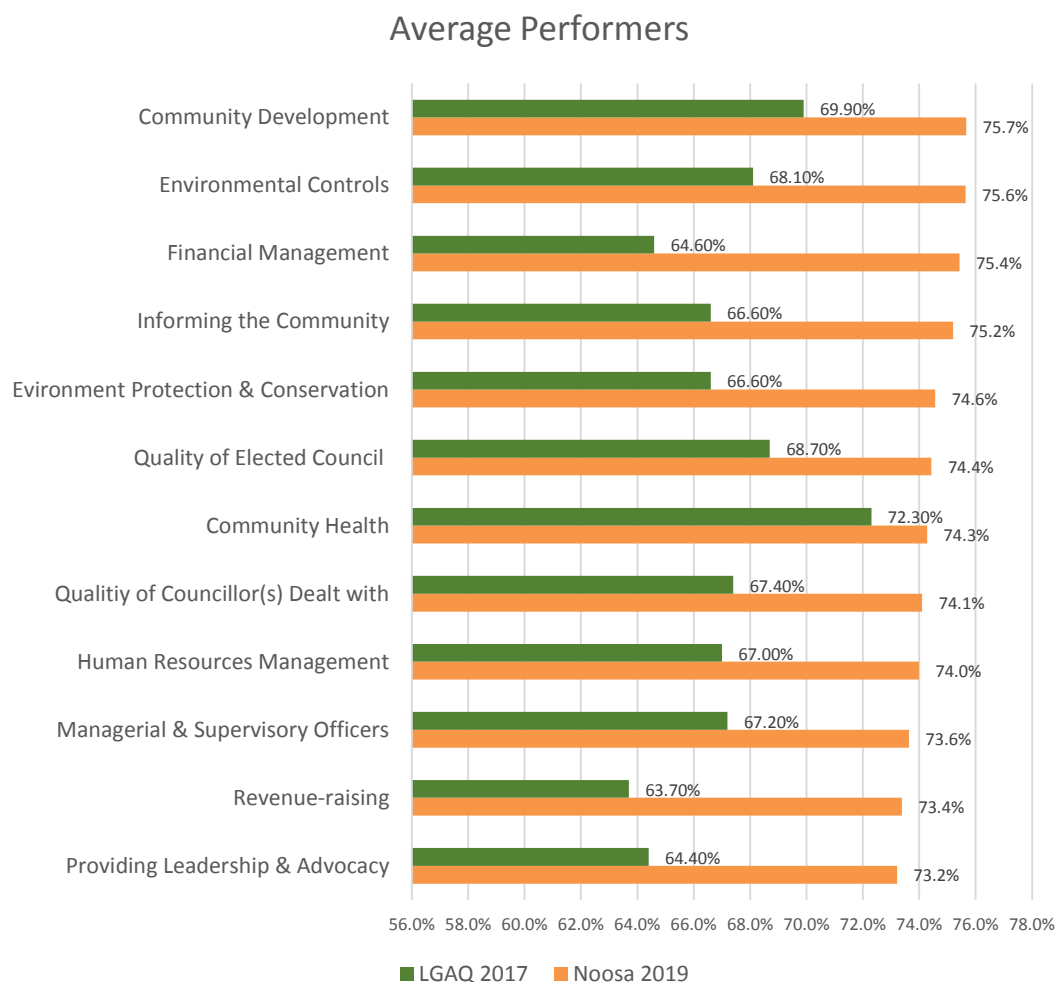


Areas of Average Performance

There are only 12 Responsibility Areas (out of the total of 41) on which Council has received an average score which is defined as having:

- an Importance rating of at least 3.96 (on the border-line of '4' = 'Important'), and
- Performance not more than 1.5% below or above Average (where Average Performance 74.59% - the (calculated) Average Total Performance Index).

These 12 Responsibility Area for Noosa 2019 as compared with LGAQ 2017, are shown graphically below.

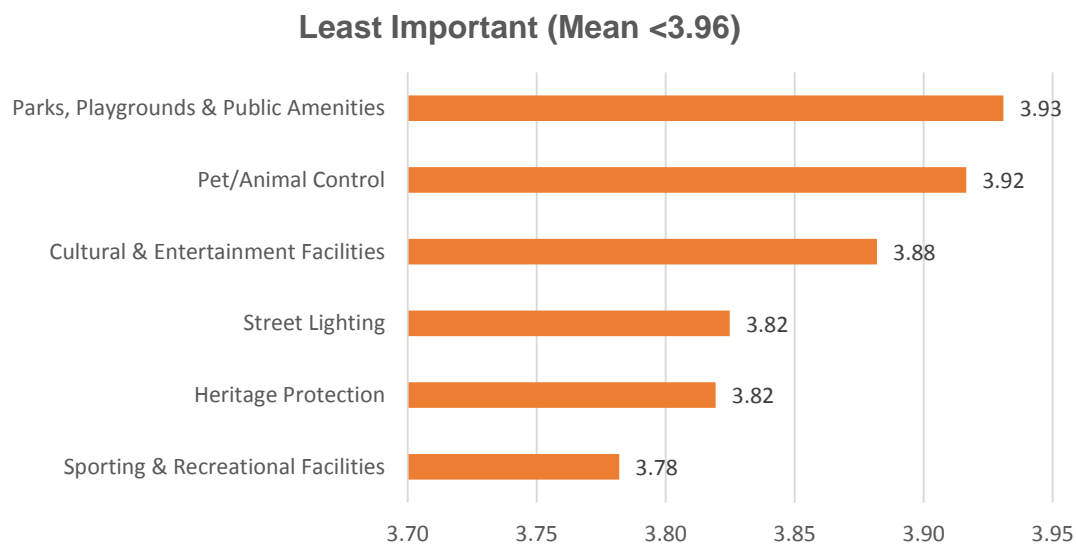


Areas of Least Importance

Only 6 of the 41 Responsibility Areas have not been considered in formulating the previous three lists (Highest Performers, Lowest Performers and Average Performers) because they did not have an Importance rating greater than 3.96, or 4 when rounded (i.e.= 'Important').

Nevertheless, they do exist, and are listed below - ranked by their Performance score, as used in the previous three tables.

Despite their Importance rating being regarded as fairly low, by the Community at large, Councils cannot avoid expending resources upon them, as they are *very Important* to some members of the community (e.g. Sporting & Recreational Facilities is rated as 'important' by 54% of respondents). Hence, the detailed data on these particular areas has to be examined, to formulate priorities - as these show the proportions of the community who have varying priorities.



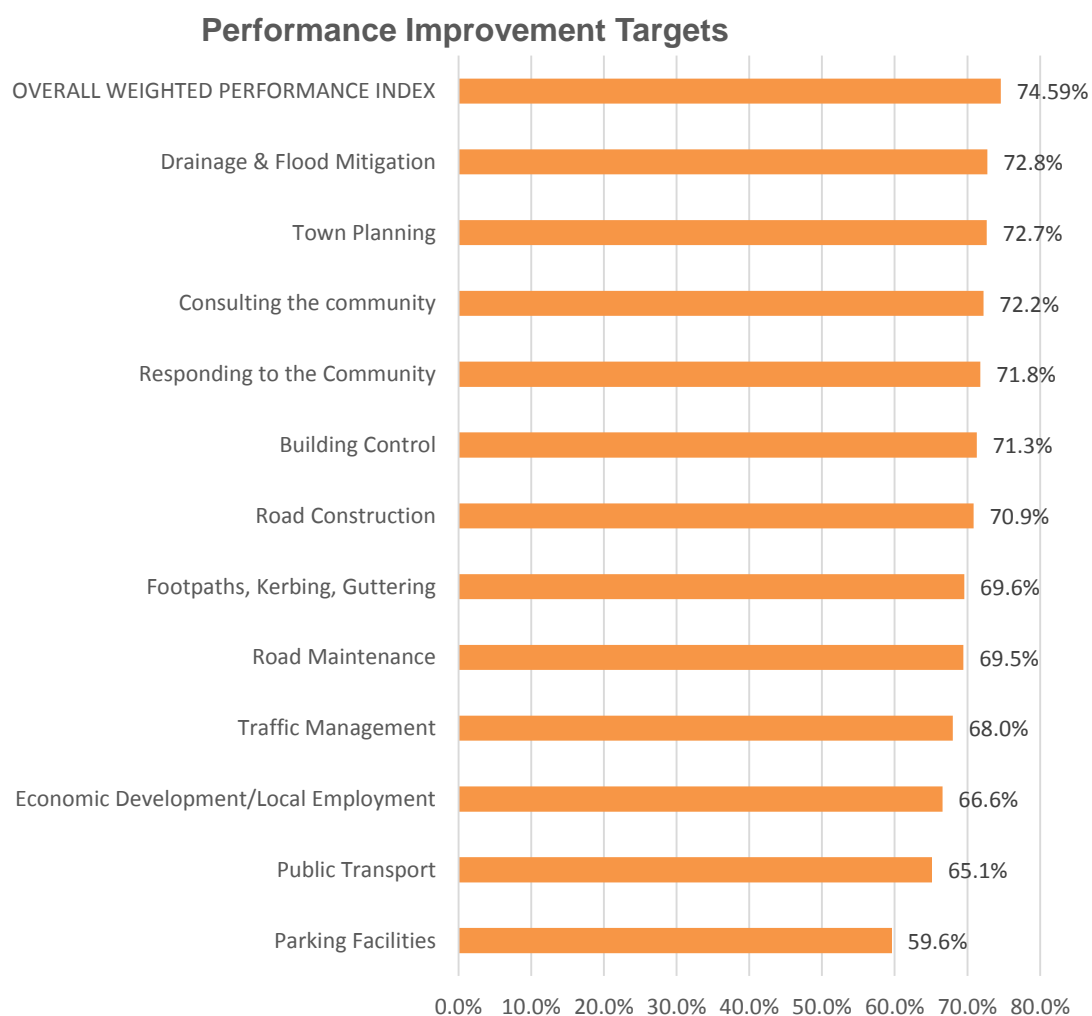
The High Priority Areas

The Responsibility Areas, that have the largest 'gaps' between their scores for Performance and their scores for Importance, also appear near the top of the Importance ranking and at the bottom of the Performance ranking.

These are the Areas where residents are expressing high levels of dissatisfaction with Performance levels and are awarding strong 'should try harder' scores.

Performance Improvement Targets

The chart overleaf shows a list of targets for improvement where elements have performance ratings 1.5% or more below the average performance assessment of 74.59%, but which also have relatively high (≥ 4) levels of importance. There are others close to the cut-off not shown in this figure, although these are noted in the detailed findings.



These elements can be considered as priorities for enhancement of overall performance. Attention to these elements will lead to the greatest overall increase in the weighted performance indices for subsequent tracking surveys.

However, for this 2019 tracking survey, the results clearly demonstrate the extent to which Council has significantly improved its performance, compared to the 2017 benchmark customer satisfaction survey and also compared to LGAQ State-wide and Provincial counterpart Councils. Despite this excellent result in 2019, all low performing areas remain as low performers again in 2019 and a comparison of TPI's is shown below:

	2019	2017
Responding to the Community	71.8%	69.70%
Building Control	71.3%	71.30%
Road Construction	70.9%	69.80%
Footpaths, Kerbing, Guttering	69.6%	69.60%
Road Maintenance	69.5%	68.70%
Traffic Management	68.0%	69%
Economic Development/Local Employment	66.6%	63.90%
Public Transport	65.1%	65.10%
Parking Facilities	59.6%	59.70%

The challenge is now for Council to address this in their future planning, and use follow up tracking surveys to not only monitor ratings for individual areas, but also to ensure overall performance, continues to increase or at least remain at comparative levels with LGAQ tracking surveys.

APPENDIX

- Survey Questionnaire
- Public Opinion Question 6 Verbatims



Market Facts (Qld.) Pty. Ltd.

Market Research Consultants ABN 40 009 940 265

60-68 Byng Road Birkdale Q 4159

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NOOSA SHIRE COUNCIL

COMMUNITY SATISFACTION & ATTITUDES SURVEY

2019

Interviewers' Instructions

&

Respondent Contact

Market Facts Ref: J2433

Total Sample n=400

Stage I**FIRST CONTACT**

Good morning/ afternoon/ evening, my name is from Market Facts, the Queensland Market Research Company, and I'm ringing on behalf of the NOOSA SHIRE COUNCIL. We're conducting a survey about the sorts of services people expect from their local council and how well they feel the council is doing its job... Are you a permanent resident of your local area, aged 18 years or over? **(IF NO, ASK FOR SOMEONE ELSE WHO IS)**

- 1(a) Are you normally fairly interested in discussing local government issues and expressing an opinion about them?

Yes 1 **[GO TO 2]**
 No 2 **[GO TO 1(b)]**
 Maybe / Don't Know/ Not Sure 3 **[GO TO 1(b)]**

Refuses interview **(TERMINATE, TALLY BELOW AND RECORD ON CALL SHEET):**

--

- (b) Would you be prepared to express an opinion about the sorts of services you expect from your local council?
 Yes 1 **[GO TO 2]** No 2 **[GO TO 4]**

- 2(a) Are you an employee of your local council?

Yes 1 No 2 **[GO TO 4]**

- (b) Do you feel able to judge how well the local council is doing its job?

Yes 1 No 2 **[GO TO 4]**

- (c) Have you been living in this area for at least a year?

Yes 1 No 2 **[GO TO 5]**

Well, we'd be grateful if you would take part in our survey... It involves our posting to you some information on the different types of Council services and then ringing you again to get your opinions of your Council's performance...

- 3 Are you prepared to take part?

Yes 1 **[GO TO Stage 2 of this Screener]**
 No 2 **[GO TO 5]**

- 4 Have you been living in this area for at least a year?

Yes 1 No 2

- 5 Well if you were asked to give your local council a rating on how well they are carrying out their responsibilities and delivering the services they are supposed to, would you give them a 5 for 'very good', a 4 for 'good', a 3 for 'fair only', a 2 for 'poor' or a 1 for 'very poor'? **(TALLY STROKE THE RATING IN THE RELEVANT BOX) THANK AND TERMINATE CONTACT**

5	
4	
3	
2	
1	
Cannot Judge	

THANK, AND TERMINATE CONTACT

SCREENING QUESTIONNAIRE - Stage 2

And just to make sure we are covering a cross-section of people in our survey

6. Thinking about your neighbourhood, could it be described as....
- | | |
|---|---|
| A built-up area, living close to your neighbours? | 1 |
| Park residential (½-1 hectare / 1-2½ acres) | 2 |
| Rural residential (more than 1-2 hectare/ 2½-5 acres) | 3 |
| A truly rural area, like living on a farm? | 4 |
7. RECORD GENDER
- | | |
|--------|---|
| Male | 1 |
| Female | 2 |
8. What age group are you in? Would you be
- | | | | |
|-----------|---|-----------------|---|
| 18 - 24 ? | 1 | 45 - 54 ? | 4 |
| 25 - 34 ? | 2 | 55 - 64 ? | 5 |
| 35 - 44 ? | 3 | 65 yrs and over | 6 |
9. What is your present work status? Are you...
- | | | | |
|--------------------|---|----------------|---|
| Working full-time? | 1 | Home duties? | 4 |
| Working part-time? | 2 | Retired? | 5 |
| Unemployed? | 3 | Incapacitated? | 6 |
10. Are you renting, or living in your own home?
- | | |
|----------|---|
| Renting | 1 |
| Own home | 2 |

ENROL RESPONDENTS FOR MAIN SURVEY

- Write name, email address, phone or fax number and preferred re-contact arrangements on "contact sheet" for use in re-contacting
- Organise emailing of letter and attachments.

Thank you for your help.

I will be sending your information packet shortly. Please read it through very carefully as our second interview will be all about the conclusions you reach after reading this material. The material we are sending you is not confidential - you can discuss it with any one you like - family, neighbours, friends . . .

The opinions that you give us are confidential, and only I and Market Facts will know what you have said.

Goodbye. I'll talk to you again on the[INSERT DATE]



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March / April 2019

Dear Resident

Thank you for taking part in our survey on behalf of the NOOSA SHIRE COUNCIL. It is expected to provide valuable input to Council's review of their Corporate Plans, and their long term Corporate Goals. The primary aim of the survey is to provide information to assist in improving their delivery of services to your local community.

The first two attached sheets list the various Areas of Council Responsibility for you to read and consider - even discuss with family or friends - in preparation for a further phone contact, in which our interviewer will ask you to rate Council's performance on all areas where you feel able to form a judgement. Don't worry if there are some areas you are not familiar with - the interviewer will clarify things further if necessary.

In the interview, we will cover:

- 1 **How important** you consider each of those services or responsibilities to be - using a five-point scale, with the ratings being:

Crucial (5), Important (4), Nice to Have (3), Not Very Important (2), Quite Unimportant (1)

[For some of the Areas or Services, Council shares responsibility with State and/or Federal Governments (e.g. Roads) or private operators (e.g. Public Transport). You need to decide how important it is for your Council to get involved to some extent to ensure the service is provided, whether it does the job itself, or organises and/or pressures other levels of government or private enterprise to do it.]

- 2 **How well** you believe your Council **is performing** in those aspects - the five-point scale being:

Very Good (5), Good (4), Fair Only (3), Poor (2), Very Poor (1)

If you were to put your own ratings for each area in the margins before we phone you, it might save some time.

- 3 The third page of the attachment provides details of most of the final questions we will ask you, right at the end of the interview. It would be helpful if you would have a think about them, so that you can give us your opinions and feelings about them.

If you have any queries, please feel free to contact me personally.

Yours sincerely

LESLEY GIBBS
General Manager

AREAS OF COUNCIL RESPONSIBILITY

THEME (1) Basic Services and Infrastructure

<i>Performance</i>	<i>Function/Responsibility</i>	<i>Examples/Clarification</i>	<i>Importance</i>
	Road Construction	Constructing new OR upgrading existing roads	
	Road Maintenance	Repairing potholes and damaged road shoulders; street sweeping and verge mowing	
	Footpaths, Kerbing & Guttering	Construction and maintenance of safe footpaths, kerbs and gutters	
	Street Lighting	Funding the provision and upkeep of lights on Council streets/roads	
	Traffic Management	Traffic planning, traffic lights, roundabouts, traffic 'calming' and directional signage	
	Parking Facilities	Establishing parking policies, parking control, provision of or assessment of requirement for on and off-street parking	
	Public Transport	Ensuring the provision of an adequate system of public transport	
	Drainage & Flood Mitigation	Construction and maintenance of open and underground stormwater drains, levee banks, division channels etc	
	Waste Management	Garbage collection and disposal, waste minimisation (recycling and composting), street bins	
	Community Health	Inspection of restaurants/café's/shops, mosquito/midge spraying, cemeteries	

THEME (2) Community Lifestyle Services

<i>Performance</i>	<i>Function/Responsibility</i>	<i>Examples/Clarification</i>	<i>Importance</i>
	Parks, Playgrounds & Public Amenities	Development and maintenance of open space areas, parks, children's play-grounds and public toilets	
	Environmental Controls	Enforcement of regulations on air, water and noise pollution	
	Environmental Protection & Conservation	Tree planting, bushland acquisition, noxious weeds eradication, foreshore protection, preservation of natural areas	
	Heritage Protection	Preservation of historic buildings, monuments, facilities, artefacts, and indigenous & other records	
	Sporting & Recreational Facilities	Public swimming pools, sports-fields, land and/or support for clubs & their facilities	
	Cultural & Entertainment Facilities	Civic centre, public halls, art gallery/museum, sound shell, community arts programs, community festivals	
	Libraries & Other Information Access	Public libraries (incl. mobiles), Internet access, CD ROM's	
	Community Safety	Safety action plans, safety audits, signage, security patrols & cameras, beach & pool lifeguards, community education & awareness programs	
	Community Services	Programs and facilities which meet the needs of a range of stakeholder groups (such as senior citizens, young people, families, indigenous, disabled, non-English speaking background)	
	Pet / Animal Control	Registration, impounding of strays, control of feral animals	
	Shopping Centres	Ensuring the provision of adequate shopping facilities to meet the needs and convenience of local residents	
	Community Development	Working with (& supporting) community organisations and special-interest groups to develop strong, sustainable & self-reliant communities	

THEME (3) Managing the Shire

Performance	<u>Function/Responsibility</u>	<u>Examples/Clarification</u>	Importance
	Town Planning	Planning and zoning for the purposes of residential, rural, commercial, industrial, recreational, open space & public infrastructure development, rules regarding land usage	
	Building Control	Development and building approvals & controls, building & plumbing inspections, swimming pool fencing	
	Economic Development & Local Employment	Promoting/supporting increased economic activity and increased local employment opportunities, attracting investment	
	Development of Tourism	Area promotion, tourist information facilities, visitor care programs, caravan parks, promoting/supporting additional tourism activities	
	Financial Management	Responsible, open and accountable management of the Council's finances	
	Revenue Raising	Establishing fair and equitable rating for residential, rural, commercial and other sectors; applying a fair and reasonable balance between income from rates and from user-pays fees and charges	
	Staff Management	Selection of skilled and qualified staff and ongoing training and personal development for Council employees	
	Disaster Management	Management plans to help residents and businesses prepare, respond and recover from various hazards, weather events and emergencies.	

THEME (4) Customer Services and Communication

Performance	<u>Function/Responsibility</u>	<u>Examples/Clarification</u>	Importance
	Customer Service	Accessible & adequate facilities for dealing with and responding to contacts from stakeholders and the general public, handling enquiries / requests / complaints	
	Information Services	Maintaining and updating databases on Council facilities & services including rates & property information, drainage networks, community services, etc	
	Informing the Community	Keeping the community informed of Council policies, plans, programs & activities thru newsletters & other means, advising of community issues to be debated	
	Consulting the Community	Ensuring community input into Council policies, plans & programs by regularly canvassing residents' opinions & priorities and by maintaining effective relationships with the broad range of community groups	
	Responding to the Community	Providing feedback on community input, taking action where appropriate to implement community priorities, being accessible to all members of the community including minority groups	
	Providing Leadership & Advocacy	Representing local community needs & interests to other spheres of government (including government authorities) and to other outside organisations whenever relevant, supporting civic pride & local identity, promoting accountability & best practice	

THEME (5) Qualities of Council

Performance	<u>Function/Responsibility</u>	<u>Examples/Clarification</u>	Importance
	Elected Council (as a whole)	Provides leadership & direction for the community, even-handed, responsive, open & honest	
	Councillor(s) you deal with	Reliable, dedicated, knowledgeable, helpful, readily accessible	
	Managerial & Supervisory Officers	Skilled & capable leaders and managers in control of their responsibilities and their staff	
	Outdoor Workers	Competent, effective, efficient, get things done	
	Indoor Staff	Accessible, courteous, helpful, believe in achieving solutions, effective, efficient, knowledgeable	

<u>OVERALL COUNCIL PERFORMANCE</u>	Delivering a level of services and displaying a quality of performance in fulfilling all responsibilities, regarded as 'value for money' for the rates and charges you pay	
---	--	--

These next few questions are about you and your household.

Q.1 Do you have a plan in your household for emergencies or a 'disaster management plan'?

Yes 1 No 2

Q.2 Council consistently strives to strike the right balance between providing the best possible services and operating within its financial means. Would you prefer that Council...

Provided improved or increased services, at a higher cost to ratepayers (that is, funded through an increase in rates).	1
Reduced services and lowered the cost to ratepayers.	2
Neither a) nor b) - leave things as they are.	3

Q.3 Have you had any contact with the Noosa Council in the past 12 months?

Yes 1 (Continue to Q.3a) No 2 (Go to Q.4)

3.a (Only if 'Yes' in Q.3) Thinking about the contact you've had with Noosa Council, how would you rate that experience on a scale of 5 to 1, 5 being Very good and 1 being Very Poor?
Please feel free to say Not Applicable at any point.

	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
Answering telephone calls	5	4	3	2	1	6
Council's main Tewantin office	5	4	3	2	1	6
Email and on line enquiries	5	4	3	2	1	6
Return of call as promised	5	4	3	2	1	6
After hours emergency service phone contacts	5	4	3	2	1	6
Acknowledgment of written correspondence	5	4	3	2	1	6
Effectiveness in handling of complaints	5	4	3	2	1	6
Effectiveness in responding to requests	5	4	3	2	1	6

Q.4 Council is consistently striving to communicate well with residents. What would be the method you would choose to seek information from council about a project or an issue?

Noosa News	01	Council's customer service staff	07	
Noosa Today	02	Council's subscribed e-newsletter	08	
Sunshine Coast daily	03	Letterbox drops		09
Local newspaper (NFI)	04	Other (Please specify)		*
Council's website	05			
Social media (Facebook)	06			

Q.5 There are many things that people use to judge their lifestyle and the quality of the community. Please tell me three things that are important to you.

- 1) _____
- 2) _____
- 3) _____

Q.6 What do you think the greatest challenge will be for your local area in the next few years?

Q.7 On a scale of 5 to 1, 5 being completely satisfied to 1 being completely dissatisfied). How satisfied are you with feeling part of your community?

5 4 3 2 1

Q.8 How well do you feel you understand the topic of climate change and what it means for Noosa and yourself?

Very good understanding 1 Basic Understanding 4

Understand reasonably well 2 No idea 5

Q.9 Thinking ahead a couple of decades, using a 5 to 1 scale – extreme to insignificant, how would you rate the level of risk posed by each of the natural hazard events below for Noosa Shire? (5 extreme; 4 high; 3 medium; 2 low; 1. insignificant)

	Extreme	High	Medium	Low	Insignificant
Heatwave	5	4	3	2	1
Drought	5	4	3	2	1
Flooding	5	4	3	2	1
Beach erosion	5	4	3	2	1
Storm tide (sometimes referred to as 'storm surge')	5	4	3	2	1
Tropical diseases	5	4	3	2	1
Extreme weather (e.g. cyclones, east coast lows)	5	4	3	2	1

Q.10 Still thinking ahead a couple of decades, again using a 5 to 1 scale for preparedness. How prepared do you personally feel to deal with each of the below? (5 very prepared, 4 somewhat prepared, 3 less prepared than I probably should be, 2 not prepared at all, 1 I don't need to be prepared/not relevant to my circumstances).

	Very prepared	Somewhat prepared	Less prepared than I should be	Not prepared at all	I don't need to be prepared/Not relevant to my circumstances
Heatwave	5	4	3	2	1
Drought	5	4	3	2	1
Flooding	5	4	3	2	1
Beach erosion	5	4	3	2	1
Storm tide (sometimes referred to as 'storm surge')	5	4	3	2	1
Tropical diseases	5	4	3	2	1
Extreme weather (e.g. cyclones, east coast lows)	5	4	3	2	1

And just to double check that we are covering a cross-section of people in our survey

a) What is the present occupation of the main income-earner of your household?

- Manager/Administrator/Professional 1
- Para-professional/Trades person 2
- Clerical worker/ Sales or Personal Service worker 3
- Plant or machine operator/ Driver/ Labourer/ Farm worker 4
- Main income-earner not working / No breadwinner 5

b) What is your household situation? Are you...

- Living alone 1
- A single person, sharing accommodation 2
- Living as a couple 3
- Living as a family (2 parent) 4
- Living as a family (1 parent) 5

Thank you very much for assistance.

CONTACT SHEET - RESPONDENT IDENTIFICATION PAGE

NAME:

NUMBER, STREET:

SUBURB:

POST CODE:.....

PHONE NO:

FAX NO:

EMAIL ADDRESS:

LOCALITY.....

DATE FIRST CONTACTED:

RE-CONTACT ARRANGEMENTS:

DATE INTERVIEWED:

THEME START [circle] 1 2 3 4 5

Field Manager (checked):

(validated):

Data Manager (checked):

(entered):

NOOSA SHIRE COUNCIL COMMUNITY SATISFACTION & ATTITUDES SURVEY QUESTIONNAIRE

RATING SHEET- IMPORTANCE OF SERVICES

RANKING

Crucial (5), Important (4), Nice to Have

(3), Not Very Important (2), Quite Unimportant (1)

	Crucial	Import.	Nice to Have	Not Very Import.	Quite Un- Import.	Don't Know	Not App.
1. Basic Services & Infrastructure							
Road Construction	5	4	3	2	1	9	7
Road Maintenance	5	4	3	2	1	9	7
Footpaths, Kerbing and Guttering	5	4	3	2	1	9	7
Street Lighting	5	4	3	2	1	9	7
Traffic Management	5	4	3	2	1	9	7
Parking Facilities	5	4	3	2	1	9	7
Public Transport	5	4	3	2	1	9	7
Drainage and Flood Mitigation	5	4	3	2	1	9	7
Waste Management	5	4	3	2	1	9	7
Community Health	5	4	3	2	1	9	7
2. Community Lifestyle Services							
Parks, Playgrounds and Public Amenities	5	4	3	2	1	9	7
Environmental Controls	5	4	3	2	1	9	7
Environmental Protection and Conservation	5	4	3	2	1	9	7
Heritage Protection	5	4	3	2	1	9	7
Sporting and Recreational Facilities	5	4	3	2	1	9	7
Cultural and Entertainment Facilities	5	4	3	2	1	9	7
Libraries and other Information Access	5	4	3	2	1	9	7
Community Safety	5	4	3	2	1	9	7
Community Service	5	4	3	2	1	9	7
Pet/Animal Control	5	4	3	2	1	9	7
Shopping Facilities	5	4	3	2	1	9	7
Community Development	5	4	3	2	1	9	7

RATING SHEET- IMPORTANCE OF SERVICES

RANKING

	Crucial	Import.	Nice to Have	Not Very Import.	Quite Un-Import.	Don't Know.	Not App.
3. Managing the Region							
Town Planning	5	4	3	2	1	9	7
Building Control	5	4	3	2	1	9	7
Economic Development/Local Employment	5	4	3	2	1	9	7
Development of Tourism	5	4	3	2	1	9	7
Financial Management	5	4	3	2	1	9	7
Revenue Raising	5	4	3	2	1	9	7
Staff Management	5	4	3	2	1	9	7
Disaster Management	5	4	3	2	1	9	7
4. Customer Services and Communication							
Customer Service	5	4	3	2	1	9	7
Information Services	5	4	3	2	1	9	7
Informing the Community	5	4	3	2	1	9	7
Consulting the Community	5	4	3	2	1	9	7
Responding to the Community	5	4	3	2	1	9	7
Providing Leadership & Advocacy	5	4	3	2	1	9	7
5. Qualities of Council							
Quality of Elected Council (as a whole)	5	4	3	2	1	9	7
Quality of Councillor(s) Dealt with	5	4	3	2	1	9	7
Managerial and Supervisory Efficiency	5	4	3	2	1	9	7
Quality and Performance of Outdoor Workers	5	4	3	2	1	9	7
Quality and Performance of Indoor Staff	5	4	3	2	1	9	7

RATING SHEET - COUNCIL PERFORMANCE

RATING

	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.
1. Basic Services & Infrastructure							
Road Construction	5	4	3	2	1	9	7
Road Maintenance	5	4	3	2	1	9	7
Footpaths, Kerbing and Guttering	5	4	3	2	1	9	7
Street Lighting	5	4	3	2	1	9	7
Traffic Management	5	4	3	2	1	9	7
Parking Facilities	5	4	3	2	1	9	7
Public Transport	5	4	3	2	1	9	7
Drainage and Flood Mitigation	5	4	3	2	1	9	7
Waste Management	5	4	3	2	1	9	7
Community Health	5	4	3	2	1	9	7
2. Community Lifestyle Services							
Parks, Playgrounds and Public Amenities	5	4	3	2	1	9	7
Environmental Controls	5	4	3	2	1	9	7
Environmental Protection and Conservation	5	4	3	2	1	9	7
Heritage Protection	5	4	3	2	1	9	7
Sporting and Recreational Facilities	5	4	3	2	1	9	7
Cultural and Entertainment Facilities	5	4	3	2	1	9	7
Libraries and other Information Access	5	4	3	2	1	9	7
Community Safety	5	4	3	2	1	9	7
Community Service	5	4	3	2	1	9	7
Pet/Animal Control	5	4	3	2	1	9	7
Shopping Facilities	5	4	3	2	1	9	7
Community Development	5	4	3	2	1	9	7

RATING SHEET - COUNCIL PERFORMANCE

RATING

	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.
3. Managing the Shire							
Town Planning	5	4	3	2	1	9	7
Building Control	5	4	3	2	1	9	7
Economic Development/Local Employment	5	4	3	2	1	9	7
Development of Tourism	5	4	3	2	1	9	7
Financial Management	5	4	3	2	1	9	7
Revenue Raising	5	4	3	2	1	9	7
Staff Management	5	4	3	2	1	9	7
Disaster Management	5	4	3	2	1	9	7
4. Customer Services and Communication							
Customer Service	5	4	3	2	1	9	7
Information Services	5	4	3	2	1	9	7
Informing the Community	5	4	3	2	1	9	7
Consulting the Community	5	4	3	2	1	9	7
Responding to the Community	5	4	3	2	1	9	7
Providing Leadership & Advocacy	5	4	3	2	1	9	7
5. Qualities of Council							
Quality of Elected Council (as a whole)	5	4	3	2	1	9	7
Quality of Councillor(s) Dealt with	5	4	3	2	1	9	7
Managerial and Supervisory Efficiency	5	4	3	2	1	9	7
Quality and Performance of Outdoor Workers	5	4	3	2	1	9	7
Quality and Performance of Indoor Staff	5	4	3	2	1	9	7
OVERALL PERFORMANCE RATING	5	4	3	2	1	9	7

These next few questions are about you and your household.

Q.1 Are you prepared for a disaster or emergency, do you have an emergency plan?

Yes 1 No 2

Q.2 Council consistently strives to strike the right balance between providing the best possible services and operating within its financial means. Would you prefer that Council...

Provided improved or increased services, at a higher cost to ratepayers (That is, funded through an increase in rates).	1
Reduced services and lowered the cost to ratepayers.	2
Neither a) nor b) - leave things as they are.	3

Q.3 Have you had any contact with the Noosa Council in the past 12 months?

Yes 1 (Continue to Q.3a) No 2 (Go to Q.4)

3.a (Ask only if 'Yes' in Q.3) Thinking about the contact you've had with Noosa Council, how would you rate that experience on a scale of 5 to 1, 5 being Very good and 1 being Very Poor?
Please feel free to say Not Applicable at any point.

	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
Answering telephone calls	5	4	3	2	1	6
Council's main Tewantin office	5	4	3	2	1	6
Email and on line enquiries	5	4	3	2	1	6
Return of call as promised	5	4	3	2	1	6
After hours emergency service phone contacts	5	4	3	2	1	6
Acknowledgment of written correspondence	5	4	3	2	1	6
Effectiveness in handling of complaints	5	4	3	2	1	6
Effectiveness in responding to requests	5	4	3	2	1	6

Q.4 (Ask All) Council is consistently striving to communicate well with residents. What would be the method you would choose to seek information from council about a project or an issue?

Noosa News	01	Council's customer service staff	07
Noosa Today	02	Council's subscribed e-newsletter	08
Sunshine Coast daily	03	Letterbox drops	09
Local newspaper (NFI)	04	Other (Please specify)	*
Council's website	05		
Social media (Facebook)	06		

Q.5 There are many things that people use to judge their lifestyle and the quality of the community. Please tell me three things that are important to you.

1) _____

2) _____

3) _____

Q.6 What do you think the greatest challenge will be for your local area in the next few years?

Q.7 On a scale of 5 to 1, 5 being completely satisfied to 1 being completely dissatisfied). How satisfied are you with feeling part of your community?

5 4 3 2 1

Q.8 How well do you feel you understand the topic of climate change and what it means for Noosa and yourself?

Very good understanding	1
Understand reasonably well	2
Basic understanding	3
No idea	4

Q.9 Thinking ahead a couple of decades, using a 5 to 1 scale – extreme to insignificant, how would you rate the level of risk posed by each of the natural hazard events below for Noosa Shire? (5 extreme; 4 high; 3 medium; 2 low; 1. insignificant)

	Extreme	High	Medium	Low	Insignificant
Heatwave	5	4	3	2	1
Drought	5	4	3	2	1
Flooding	5	4	3	2	1
Beach erosion	5	4	3	2	1
Storm tide (sometimes referred to as 'storm surge')	5	4	3	2	1
Tropical diseases	5	4	3	2	1
Extreme weather (e.g. cyclones, east coast lows)	5	4	3	2	1

Q.10 Still thinking ahead a couple of decades, again using a 5 to 1 scale for preparedness. How prepared do you personally feel to deal with each of the below? (5 very prepared, 4 somewhat prepared, 3 less prepared than I probably should be, 2 not prepared at all, 1 I don't need to be prepared/not relevant to my circumstances).

	Very prepared	Somewhat prepared	Less prepared than I should be	Not prepared at all	I don't need to be prepared/Not relevant to my circumstances
Heatwave	5	4	3	2	1
Drought	5	4	3	2	1
Flooding	5	4	3	2	1
Beach erosion	5	4	3	2	1
Storm tide (sometimes referred to as 'storm surge')	5	4	3	2	1
Tropical diseases	5	4	3	2	1
Extreme weather (e.g. cyclones, east coast lows)	5	4	3	2	1

And just to double check that we are covering a cross-section of people in our survey

b) What is the present occupation of the main income-earner of your household?

- Manager/Administrator/Professional 1
- Para-professional/Trades person 2
- Clerical worker/ Sales or Personal Service worker 3
- Plant or machine operator/ Driver/ Labourer/ Farm worker 4
- Main income-earner not working / No breadwinner 5

b) What is your household situation? Are you...

- Living alone 1
- A single person, sharing accommodation 2
- Living as a couple 3
- Living as a family (2 parent) 4
- Living as a family (1 parent) 5

Thank you very much for assistance.

Q6 What do you think the greatest challenge will be for your local area in the next few years?

- Ability to control growth
- Absence of regular employment in our area
- Accommodation, provision of housing for residents
- Accountability and compliances with local issues
- Aeroplanes flying overhead is robbing owner and all the visitors of a peaceful lifestyle. What were they thinking?
- Affordability
- Aging population. Provision of services to enable people to stay in their own homes
- Airport noise
- Allow more development so we have more employment
- Availability of land for population growth
- Availability of public transport
- Avoiding over expansion and protecting environment
- Balancing tourism with residence
- Beach erosion
- Better internet service in the area
- Better roads to cope with traffic
- Building development
- Building too many homes with not enough infrastructure and road management
- Can't think
- Can't think of anything
- Cap the growth
- Clean township and beaches
- Climate Change
- Climate change and rising sea levels
- Commercial fishermen. No one seems to be stopping them
- Community Services
- Congestion: Traffic, people, parking etc
- Control of development - not allowed area to be over developed
- Control of development - prevention of over development
- Control of population growth
- Control of population, they promised to cap the population
- Control of weed invasion in the area
- Control population growth
- Controlling development
- Controlling over-population. No high-rise development EVER
- Controlling population growth
- Controlling population growth and over-development
- Controlling rented properties, B & B's with regards to noise and parking.
- Controlling short term stays (air BB & STAYZ), regarding noise control and car parking.
- Coping with being over-run by festivals.
- Coping with growth - infrastructure already stretched and lacking
- Coping with increase in population
- Coping with infrastructure to provide for increased growth in population
- Coping with provision of infrastructure for tourists and residents
- Cost of living and to afford ever getting a home. Infrastructure already 10 years behind
- Council decisions
- Council decisions that affect us
- Council doing the wrong thing by the permanent residents

- Council to an accessible entity
- Council to communicate with residents - always
- Council will need to keep promises
- Dealing with increased population and employment to cater for different age groups
- Dealing with tourists into National Park. Parking is the issue.
- Dealing with traffic and population explosion
- Destruction of natural habitat to house more people. Will our infrastructure be over stretched?
- Developing a lot of area closely so parking will definitely be a problem
- Developing jobs for youth
- Development (n=2)
- Development creeping in here
- Development of the area
- Don't know
- Effects of the expanding airport
- Employment - lack of growth
- Employment in small towns
- Employment opportunities
- Ensuring provision of adequate parking spaces and signs designating parking areas
- Ensuring provision of adequate parking spaces and signs designating parking areas
- Environment
- Environmental protection
- Erosion of Noosa main Beach
- Expansion of area, loss of open space. Overpopulation
- Extension of flight path
- Financial security is important
- Find a Mayor and councillors who have common sense and use it!! The dam needs to be revised.
- Finding and allowing accommodation to be expanded on family properties, second building
- Fixing the road with increased traffic, which has nearly doubled
- Flight path over the lifestyle blocks
- Flood control in the lower sections
- Flood management clean drains and waterways
- Floods
- Free flow of traffic
- Get back Noosa's atmosphere, Noosa has become too busy for the current roads, transport and parking infrastructure, particularly Hastings Street and through Noosa.
- Growth (n=5)
- Growth / lack of infrastructure
- Growth and development
- Handling tourism
- Having the services for increasing population
- High-rise restriction
- Housing
- Housing affordability (n=3)
- Impact of unit development in normal housing especially the water run-off as build up at least a metre
- Improve bridge to cross creek - flooding. Improve single roads/dirt roads
- Improving roads system - traffic problems
- Improving the roads
- Increase in population
- Increase of development and infrastructure
- Increase population - becoming too commercialised
- Increased population growth
- Influx of people
- Influx of people and facilities and infrastructure that can cope

- Influx of residents - population growth
- Influx of wealthy people
- Infrastructure (n=2)
- Infrastructure and over populating
- Infrastructure not holding up to the growing numbers of people. Growing too fast
- Infrastructure to cope with population growth
- Infrastructure with population growth is going to be a drama
- Integrity of the council to resist developers destroying the shire
- Jobs
- Jobs for kids
- Keep as it is
- Keep it as it is
- Keep it enjoyable and liveable for locals
- Keep our town authentic and nostalgic, while growing it.
- Keep the tourist industry going?
- Keep up with growth and infrastructure
- Keeping it not over-developed
- Keeping rates down.
- Keeping subdivisions down. Protect the environment
- Keeping the area as it is
- Keeping the area great for tourists
- Keeping the balance of numbers people in the area
- Keeping the new people out
- Keeping the population under control
- Keeping the roads maintained
- Keeping up with influx of people/ infrastructure
- Keeping up with population growth re infrastructure
- Lack of facilities and infrastructure
- Lack of space for provision of infrastructure due to too any blocks of land going under housing
- Level of rates we will have to pay in the future
- Limit population growth
- Looking after the young people. They have to move to find work
- Maintain the ambience of the area
- Maintain this lifestyle
- Maintaining a state of community values
- Maintaining currency in technology development that SCC is moving ahead. We could end up isolated/
- Maintaining equilibrium of pristine environment - forest, lake etc
- Maintaining Noosa's identity and standards
- Maintaining objective councillors that are honest
- Maintaining the ability to care for the population
- Maintaining the area
- Maintaining the green environment and serene lifestyle.
- Maintaining the lifestyle
- Maintaining the town as it is
- Maintenance of keeping up with infrastructure to meet the need of a growing community
- Management of our tourist resources
- Management of population growth and tourist accommodation
- Managing balance between residents and tourists, traffic, parking, housing affordability, etc
- Managing population growth and delivering services to meet the needs to the residents
- Managing the area cost effectively
- Managing the population (n=2)
- Managing Traffic
- Maximising tourist trade

- New flight path
- No idea
- Not enough infrastructure for the population
- Not sure
- Nothing
- Number of people coming here to live
- Ongoing maintenance of infrastructure and roads'
- Over crowding
- Over developers
- Over development
- Over development especially too many 3 level high
- Over development with limited resources
- Over population (n=5)
- Over population control
- Over population with the wrong kind of people
- Overcrowding (n=2)
- Overcrowding and lack of planning
- Overcrowding by council building like Airbnb
- Overcrowding in holiday season
- Overdevelopment (n=7)
- Over-development. Need recreation hall
- Overpopulation (n=3)
- Over-population - no high-rise development
- Owner occupiers will reduce amount of accommodation available for tourists
- Parking (n=2)
- Parking and excess of service stations
- Parking and Local traffic, ie Beckman's Rd.
- Parking and Rental accommodation
- Parking and road systems
- Parking availability due to increase traffic
- Parking especially tourist season HAS to be addressed
- Parking facilities
- Parking problems
- Parking situation and keeping very disgruntled ratepayers satisfied with being actually able to enjoy and get to the beaches. Despair of traffic and car parking. No idea what can be done.
- People with scooters off the walking areas - so dangerous
- Petty crime from influx of people and not policed enough
- Policing if irresponsible driving and drug use
- Pollution and traffic management
- Population (n=3)
- Population and Airbnb rental, nuisance noises, safety of residents
- Population and tourist unmanageable
- Population cap (n=2)
- Population control (n=5)
- Population control, cap population
- Population growth (n=8)
- Population growth and overdevelopment (n=2)
- Population growth and provision of services and facilities to cope with that reality
- Population growth and tourism
- Population growth needs to be controlled
- Population overgrowth
- Population. Overcrowding
- Population's growth - being able to manage it properly

- Preserve what it is today, push back from developers and maintain environment and independence from state and regional councils. Controlling tourism.
- Pressure to increase development
- Problem cyclists on narrow roads holding up traffic
- Provision of adequate shopping centres
- Provision of infrastructure to cope with growing population (n=2)
- Provision of infrastructure to cope with over population
- Provision of roads to cope with increasing traffic and more street lights
- Public transport
- Public transport - too much tourism not enough for the people who live here
- Public transport needs to be more regular due to increased population
- Putting a light in my street
- Raising employment
- Resisting the pressure of raising the cap on population
- Restricting population
- Retention of businesses and keep the economy thriving
- Road congestion
- Road infrastructure will need major changes especially adding another entry and exit
- Road maintenance (n=2)
- Road maintenance - keeping up the parks to a good standard
- Road maintenance and repairs
- Road network - more and more people
- Road/traffic congestion
- Roads/traffic (n=2)
- Short term rental accommodation coming suburban streets and ruining the quiet lifestyle of residents
- Space
- Stagnate
- Standard of Development
- Stop developers from building high rises
- Stop the over development
- Stopping over development and high-rise
- Sunshine Beach, continuous maintenance of infrastructure and facilities. No high-rises.
- Sustain plans
- Sustain the integrity of the area
- Sustainability of environment and safety on roads
- Sustainability of our lifestyle
- Sustaining the population - want to be able to take the kids to the park without having to worry about drug addicts
- The bridge is not sufficient for the volume of traffic need another entry/exit
- The congestion increasing on our roads
- The dam
- The degree of development will require increasing new infrastructure
- The emptying of the lake to increase depth
- The major intersection upgrade in Cooroy
- The one entry will definitely not be suitable for increased traffic
- The Sunshine Coast airport flight plan invading our pristine beaches. Negative impact. Noise and pollution from planes
- To sort out management of Noosa River - Someone from council needs to take responsibility
- Too many new houses
- Too many people and not enough facilities
- Too many tourist / overcrowding
- Too many tourists jammed into a small area of housing
- Too much development

- Tourism
- Tourist (n=2)
- Tourist accommodation
- Tourists (n=2)
- Traffic (n=3)
- Traffic / Parking
- Traffic and build bypass
- Traffic and overcrowding
- Traffic and parking
- Traffic and parking - gets congested at tourist time
- Traffic congestion (n=6)
- Traffic congestion as the area becomes more populated
- Traffic congestion in Cooroy and providing parking
- Traffic control due to overcrowding plus tourism
- Traffic controlled and development of the area
- Traffic flowing with tourists sightseeing is a drama
- Traffic getting heavier
- Traffic in and out of Cooroy. The bridge needs 2 or more lanes.
- Traffic in and out of Cooroy. The bridge needs 2 or more lanes.
- Traffic increase
- Traffic management
- Traffic management
- Traffic situation
- Traffic/ increased volume of traffic
- Transport, parking, waste management, population management, public behaviour, employment. Maintain quality of life.
- Trying to keep Noosa as it is and keeping it green.
- Trying to keep up the services if grow too big
- Upkeep of roads due to truck usage to and from quarry
- Weather
- Wildlife preservation
- Youth unemployment/drugs