Noosa Shire Council - Community Satisfaction Survey 2021

June 2021

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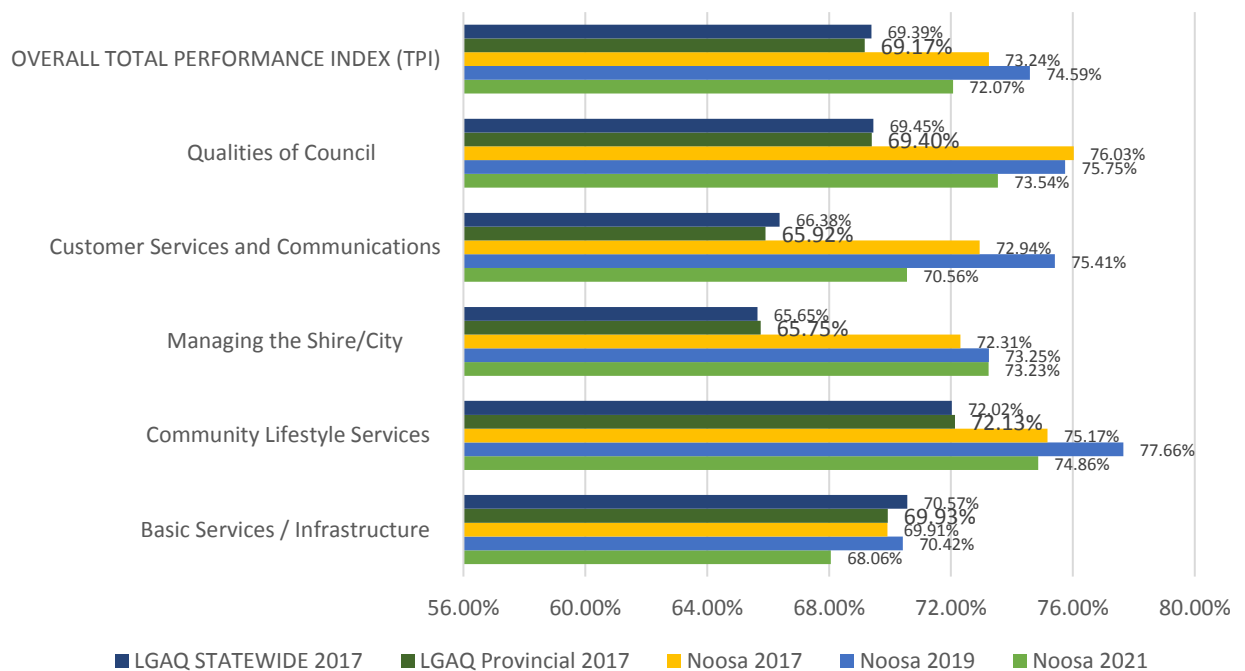
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EXECUTIVE SUMMARY

This 2021 tracking survey is a follow up to the 2019 survey and 2017 benchmark study for Noosa Shire Council. In 2021, Council is performing below the results for 2019. Average Total Performance Index (TPI) for the survey was calculated at 72.07% (74.59% in 2019 and 73.24% in 2017).

It is our observation that community sentiment when measuring Council performance, compared to two years ago is generally less positive. As further evidence of this, other similar Councils who have recently completed these surveys recorded lower TPIs. In relative terms Noosa's TPI of 72.07% is also quite high, so although a lower result than in 2019, it is still above similar sized council in Queensland.

This survey measures the community's satisfaction with 41 Council services including how important a service is and the how well the Council is performing. Four hundred (400) Noosa residents were surveyed from across the Shire from different demographic groups; age, gender. Home ownership status (renting versus home ownership) and current work status (full-time employment, retired and casual etc). This ensures that the results are statistically reliable, and that Council can be confident that these accurately reflect the perception of the general community of Noosa Shire. In addition to the telephone survey, Council also hosted an online version of the survey on their website. A total of 165 community members completed the online survey. Where appropriate the results are presented for comparison throughout this report.

To further breakdown Noosa's 2021 results, the following chart shows the comparison of the Total Performance Index (TPI) for Noosa 2021, 2019 and 2017 (including the 2017 LGAQ CSS State-wide and Provincial averages) across all five Themes. The LGAQ no longer conducts the state-wide CSS.

Comparison of Performance Indices

	LGAQ STATEWIDE 2017	LGAQ Provincial 2017	Noosa 2017	Noosa 2019	Noosa 2021
OVERALL TOTAL PERFORMANCE INDEX (TPI)	69.39%	69.17%	73.24%	74.59%	72.07%
Qualities of Council	69.45%	69.40%	76.03%	75.75%	73.54%
Customer Services and Communications	66.38%	65.92%	72.94%	75.41%	70.56%
Managing the Shire/City	65.65%	65.75%	72.31%	73.25%	73.23%
Community Lifestyle Services	72.02%	72.13%	75.17%	77.66%	74.86%
Basic Services / Infrastructure	70.57%	69.93%	69.91%	70.42%	68.06%

As can be seen from the chart above, in 2021 Noosa is below the overall average TPI in all 5 areas. The stand-out themes are:

- Customer Service and Communication experienced the greatest reduction in TPI from the 2019 result – 70.56% versus 75.41% in 2019
- Community Lifestyle Services, Qualities of Council and Basic Services and Infrastructure TPI reduced in 2021 from 2019 results, on average by 2.4%.
- Managing the Shire TPI was stable or on par with 2019 result (73.23% in 2021 versus 73.25% in 2019)

(The LGAQ has decided to forego the state-wide Community Satisfaction Study via telephone contact).

Areas Rated as Being 'High' on Performance

In 2021, there are some additional responsibility areas that the community has judged Council to be performing better compared to 2019 and 2017. These include:
- Park, Playgrounds & Public Amenities – *Least Important in 2019*
- Environment protection & Conservation – *Average in 2019*
- Environment Controls – *Average in 2019 and Average in 2017*
- Revenue Raising – *Average in 2019*
- Community Health – Average in 2019 and Average in 2017
- Community Services – Average in 2017

Highest Performers
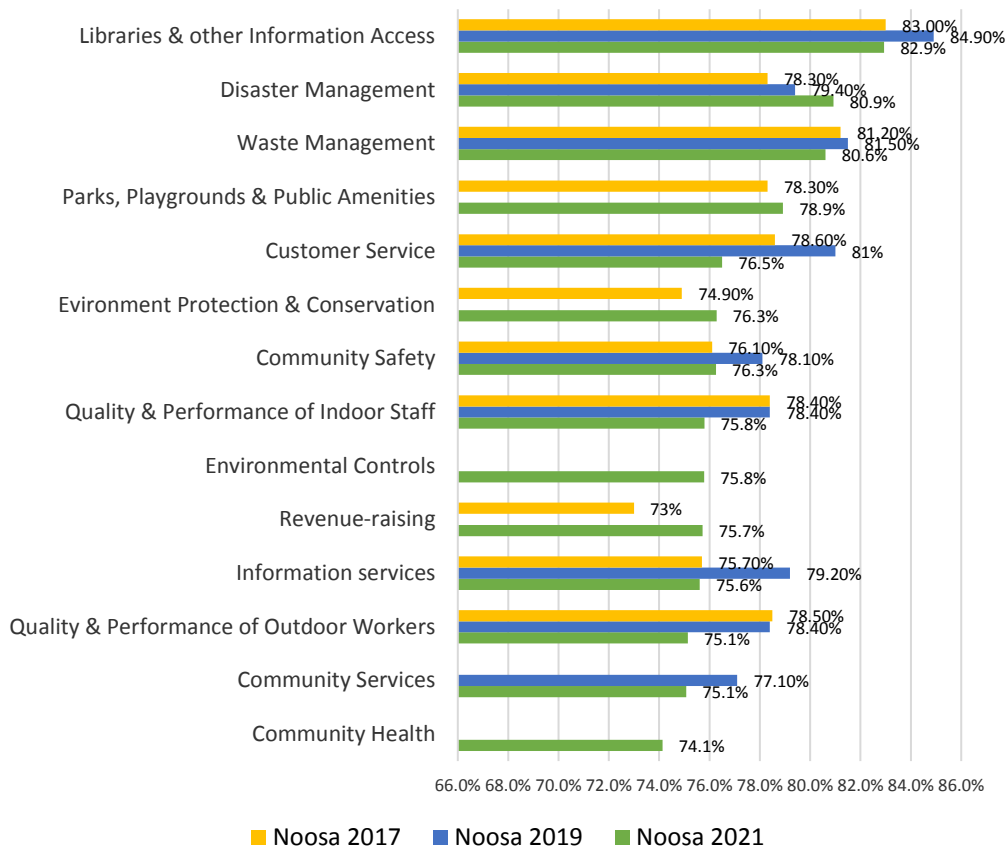
Note - Responsibility Area TPI only shown if also Highest Performer for 2017 and 2019.

The High Priority Areas

In 2021, most of the same responsibility areas continue to be rated as low performers as in 2017. However, two new responsibility areas have been added, specifically "Informing the Community" and "Quality of Councillor(s) Dealt With" which were both rated as average performers in 2019.

The chart below shows a list of targets for improvement where elements have performance ratings 1.5% or more below the average performance assessment of 72.07%, but which also have relatively high (=/>4) levels of importance.

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.

Performance Improvement Targets

Responsibility Area	Noosa 2017	Noosa 2019	Noosa 2021
OVERALL WEIGHTED PERFORMANCE INDEX	73.24%	74.59%	72.07%
Parking Facilities	59.70%	59.60%	56.9%
Economic Development/Local Employment	63.90%	66.60%	63.1%
Traffic Management		68%	63.2%
Responding to the Community	69.70%	71.80%	64.3%
Road Maintenance	68.70%	69.50%	64.4%
Consulting the community	69.60%	72.20%	65.2%
Road Construction	69.80%	70.90%	67.0%
Building Control		71.30%	69.9%
Informing the Community			70.0%
Qualitiy of Councillor(s) Dealt with			70.5%

Note - Responsibility Area TPI only shown if it was also a Performance Improvement Target for 2017 and 2019.

So, in 2021, as in 2019 and 2017 most low performing areas remain as low performers and a comparison of TPI's is shown below:

	2021	2019	2017
Responding to the Community	64.3%	71.8%	69.70%
Building Control	69.9%	71.3%	*
Road Construction	67.0%	70.9%	69.80%
Footpaths, Kerbing, Guttering	Least Important in 2021	69.6%	69.60%
Road Maintenance	64.4%	69.5%	68.70%
Traffic Management	63.2%	68.0%	*
Economic Development/Local Employment	63.1%	66.6%	63.90%
Public Transport	Least Important in 2021	65.1%	65.10%
Parking Facilities	56.9%	59.6%	59.70%
Consulting the Community	65.2%	72.20%	69.6%
Informing the Community	70.0%	*	*
Quality of Councillor(s) Dealt With	70.5%	*	*

These were average performers in 2017 & 2019

The challenge is now for Council to continue to address and prioritise these areas 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 other Councils.

Public Opinion Questions – Snapshot of Key Findings

The survey included a number of public opinion questions that were also asked in previous surveys. These questions covered:

Preparedness for disaster or emergency

- Nearly two thirds (65.8%) of respondents in 2021, as shown graphically below, are prepared for a disaster or emergency and have an emergency plan. In 2019, 66% of respondents had a disaster management plan in place for a flood or fire, compared to 59.7% in 2017.

Satisfaction with Service Levels

- 77.3% of respondents (compared to 88% in 2019 and 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.
- 14.5% indicated that they would be prepared to pay more through their rates for an improved/increased level of service, compared to 9.3% in 2019.

## Rating of aspects of the service

Key Service Aspects	Summary of Ratings
Answering telephone calls	- 62.6% of respondents who contacted the Council rated this aspect of service as 'Good' (20.9%) or 'Very good' (41.7%), compared to 74.8% in 2019.
Council's main Tewantin office	- 45.3% of respondents who contacted the Council rated this aspect of service as 'Good' (21.6%) or 'Very good' (23.7%), compared to 60.4% in 2019.
Email and on-line enquiries	- 36.7% of respondents who contacted the Council rated this contact as 'Good' (20.9%) or 'Very good' (15.8%), compared to 25.8% in 2019
Return of call as promised	- 28.8% of respondents who contacted the Council rated this contact as 'Good'(17.3%) or 'Very good'(11.5%), compared to 47.3% in 2019.
After hours emergency service phone contacts	- For 82% of respondents who made contact with Council, this aspect was 'Not applicable', compared to 91.6% in 2019.
Acknowledgement of written correspondence	- 30.9% of respondents who contacted the Council rated this contact as 'Good' (15.8%) or 'Very good' (15.1%). Compared to 18% in 2019.
Effectiveness in handling complaints	- 43.1% of respondents who contacted the Council rated this aspect of service as 'Good' (23.7%) or 'Very good' (19.4%), compared to 45.5% in 2019.
Effectiveness in responding to requests	- 55.4% of respondents who contacted the Council rated this aspect of service as 'Good' (28.8%) or 'Very good' (26.6%), compared to 55.6% in 2019. - 20.9% of respondents rated this aspect of service as 'Poor' (10.8%) or 'Very poor' (10.1%).

Best method to seek information from Council about a project or an issue

- Council's website (35.5%) 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 Local newspaper (29.3%) and social media (Facebook) (25%).

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

First 2019 ■ First 2021 ■ Second 2019 ■ Second 2021 ■ Third 2019 ■ Third 2021
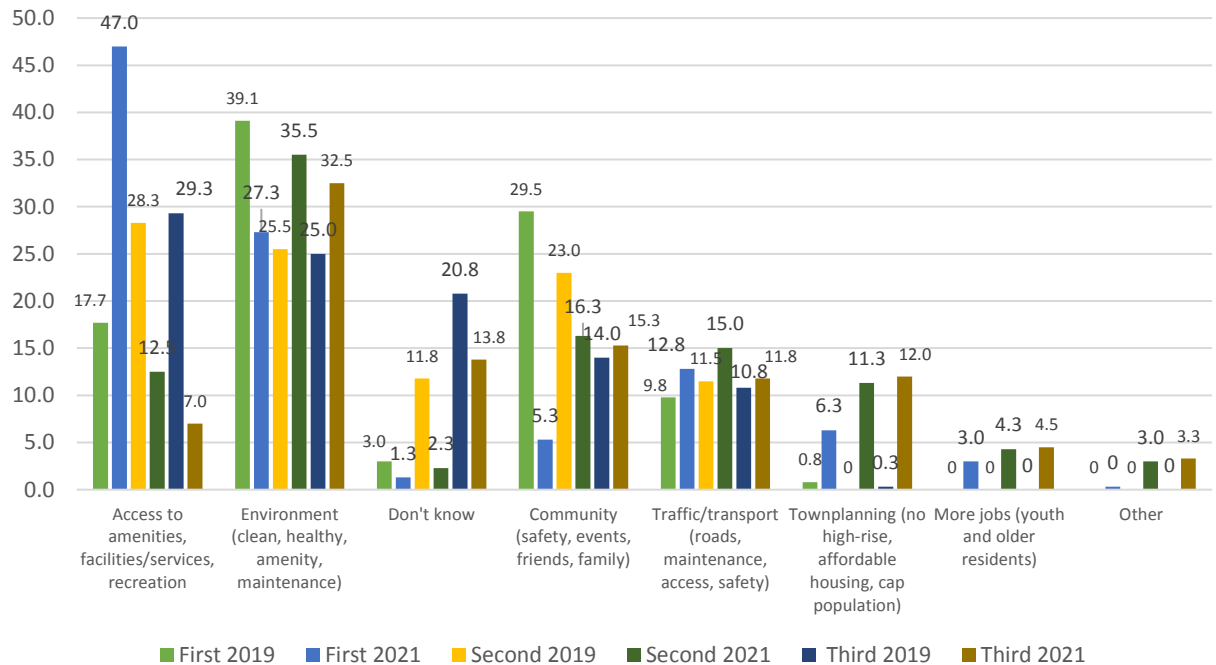
- One of the key themes that emerged from this question was the theme of Access to amenities, facilities/services, and recreation, with 47% of first responses in this category.

Satisfaction with feeling part of the Noosa community

As a final question, survey respondents were asked how satisfied they were with feeling part of the community and to rate this satisfaction. In summary, a large proportion of respondents (88.8%) indicated that they were either 'satisfied' (29.3%) or 'completely satisfied' (59.5%), in regard to feeling part of their community, compared to 76.1% in 2019

1. 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 2021 customer satisfaction research is a follow up tracking survey to the 2017 and 2019 surveys.

As in 2017 and 2019, this survey also included 'supplementary questions' - public opinion measures of a number of other current issues that the Council required 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:

- provide measurements of resident's attitudes and opinions, and
- 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) 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).

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 services and activities are defined in Section 3.4, and are as follows:

1. Basic services & Infrastructure
2. Community Lifestyle Services
3. Managing the Shire/City
4. Customer Services and Communications
5. Qualities of Council

2. METHODOLOGY

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.

Over 17,000 land line numbers and 1,800 plus mobile numbers were available and were used on a rotation of every nth number. From these available numbers 5,233 calls were attempted and 2,347 connected telephone calls were made, in order to enrol the sample of 400 respondents.

A profile of the respondents who participated in the telephone survey is included in Appendix A

Of the people we initially actually spoke to 27 were insufficiently interested in local government or were prevented by other constraints from participating but did answer the ratings question.

In addition to the telephone survey, Council also hosted an online version of the survey on their website. A total of 165 community members completed the online survey. Where appropriate the results are presented for comparison throughout this report

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 B 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 ±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.

3. KEY FINDINGS

3.1 OVERALL PERFORMANCE RATINGS

This Survey Method uses two different measurements of community perceptions of the 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 27 of these contacts in the process of enrolling our sample of 400.

The ratings of the two groups are presented together in Table 1 below and then graphically (overleaf) for this 2021 tracking survey.

Table 1 – Summary of Tracking Surveys – Overall Rating & First Contact

	TOTAL	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Mean
FIRST CONTACT Noosa 2017	46	26.1%	41.3%	13.0%	6.5%	4.3%	8.7%	0.0%	3.86
Overall Rating Noosa 2017	400	16.5%	54.5%	24.0%	3.5%	1.0%	0.5%	0.0%	3.82
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
FIRST CONTACT Noosa 2021	27	8.0%	48.0%	28.0%	8.0%	8.0%	0.0%	0.0%	3.40
Overall Rating Noosa 2021	400	5.5%	55.0%	31.8%	5.0%	2.3%	0.5%	0.0%	3.57

Overall Council Performace - Direct Questioning
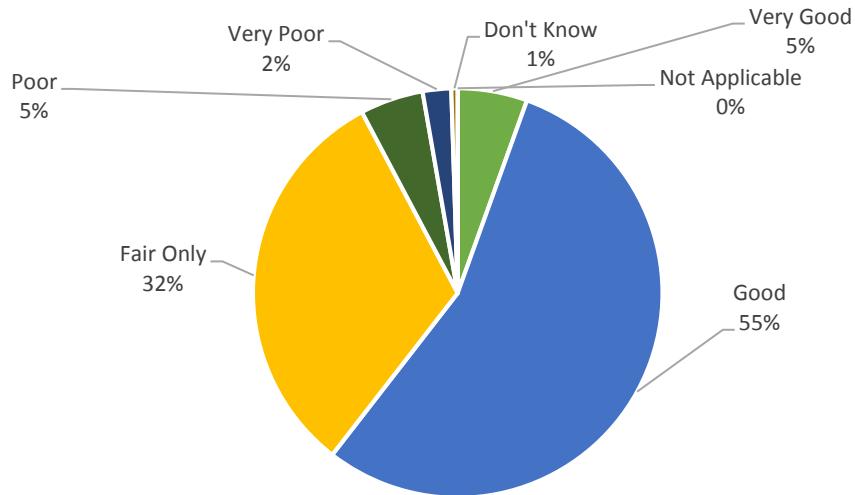
The Sample as a Whole – Direct Questioning

The result for this survey is **3.57** (3.79 in 2019 and 3.82 in 2017) , which is lower than the result in these previous surveys.

A mean score of 3.57, translates to three quarters of respondents viewing Council's performance as 'good' (55%) and 'very good' (5%). *It is also 71.4% (compared to 75.8% in 2019 and 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.*

Ratings - Non-partcipants in survey
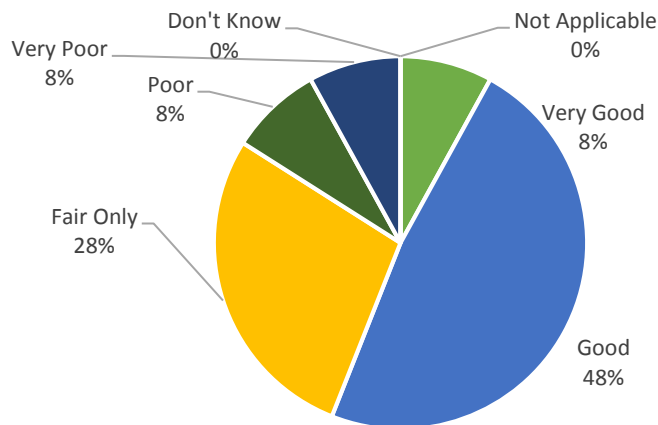
'Non-participants' in the Survey

Those not prepared / unable to do the survey, but prepared to give a rating, have given a higher rating of 3.40 (4.04 in 2019 and 3.86 in 2017).

3.2 THE WEIGHTED AGGREGATED TOTAL PERFORMANCE RATING

This second measurement of overall satisfaction is <u>calculated</u> 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 72.07% (74.59% in 2019 and 73.24% in 2017)

However, it is our observation that community sentiment when measuring Council performance, compared to two years ago is generally less positive. As further evidence of this, other similar Councils who have recently completed these surveys recorded lower TPIs. In relative terms Noosa's TPI of 72.07% is also quite high, so although a lower result than in 2019, it is still above a similar sized council in Queensland.

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).

3.3 COMPARISON OF PERFORMANCE INDICES

The following charts show comparison of the Total Performance Index (TPI) for Noosa 2021, 2019 and 2017 (including the 2017 LGAQ CSS State-wide and Provincial averages) across all five Themes. The LGAQ no longer conducts the state-wide community satisfaction study so there are no later data comparison.

Comparison of Performance Indices
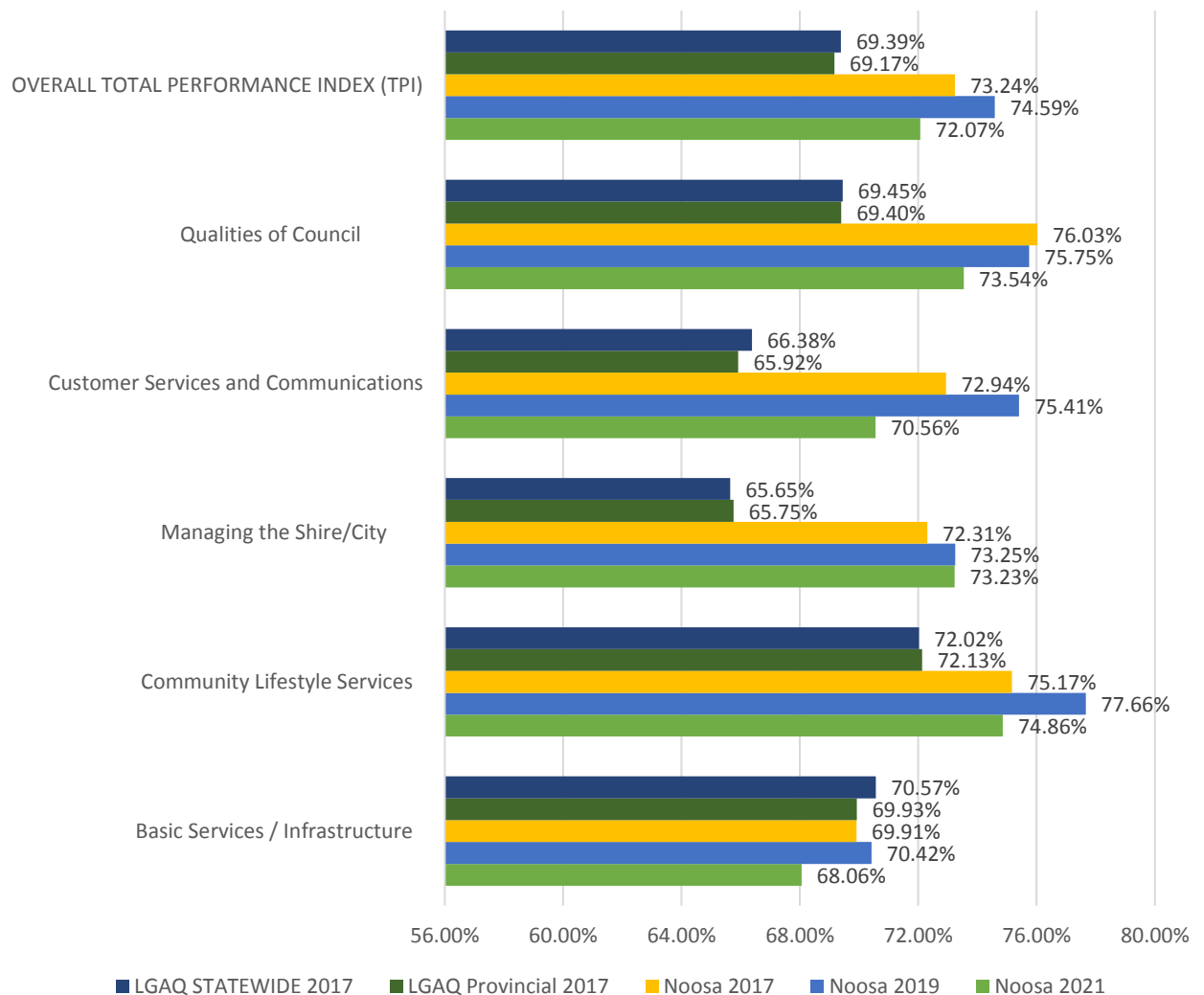
OVERALL TOTAL PERFORMANCE INDEX (TPI)
- 69.39%
- 69.17%
- 73.24%
- 74.59%
- 72.07%

Qualities of Council
- 69.45%
- 69.40%
- 76.03%
- 75.75%
- 73.54%

Customer Services and Communications
- 66.38%
- 65.92%
- 72.94%
- 75.41%
- 70.56%

Managing the Shire/City
- 65.65%
- 65.75%
- 72.31%
- 73.25%
- 73.23%

Community Lifestyle Services
- 72.02%
- 72.13%
- 75.17%
- 77.66%
- 74.86%

Basic Services / Infrastructure
- 70.57%
- 69.93%
- 69.91%
- 70.42%
- 68.06%

Axis: 56.00%, 60.00%, 64.00%, 68.00%, 72.00%, 76.00%, 80.00%

Legend: ■ LGAQ STATEWIDE 2017 ■ LGAQ Provincial 2017 ■ Noosa 2017 ■ Noosa 2019 ■ Noosa 2021

The chart above, shows the Noosa TPI 72.07% (74.59% in 2019 and 73.24% in 2017) compared to TPI for the 5 key themes. As can be seen from the chart above, in 2021 Noosa is below overall average TPI in all 5 areas. The stand-out themes are:

- Customer Service and Communication experienced the greatest reduction in TPI from the 2019 result – 70.56% versus 75.41% in 2019.
- Community Lifestyle Services, Qualities of Council and Basic Services and Infrastructure TPI reduced in 2021 from 2019 results, on average by 2.4% (from 74.86% in 2021 versus 77.6%in 2019).
- Managing the Shire TPI was stable or on par with 2019 result (73.23% in 2021 versus 73.25% in 2019).

3.4 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.

Before each Theme, the definitions used for each function/ responsibility are outlined, so it is clear what definitions were provided to survey respondents.

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** was set in 2017, tracked in 2019 and can now be again compared with the 2021 tracking survey. Successive tracking surveys will 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.

Tables 2-6 show a comparison of how the community actually judges Council performance under each 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 WPI's 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).

Basic Services & Infrastructure Theme

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/cafés/shops, mosquito/midge spraying, cemeteries

Weighted Performance Index (in order of Importance)

Table 2 – Weighted TPI – Basic Services & Infrastructure

Theme 1 Basic Services/Infrastructure	2021 Survey		
	Importance Means	Performance Means	Performance Indexes
Waste Management	4.48	4.03	80.6%
Road Maintenance	4.41	3.22	64.4%
Drainage & Flood Mitigation	4.41	3.63	72.5%
Traffic Management	4.24	3.16	63.2%
Parking Facilities	4.23	2.84	56.9%
Road Construction	4.16	3.35	67.0%
Community Health	4.13	3.71	74.1%
Footpaths, Kerbing, Guttering	3.94	3.30	66.1%
Public Transport	3.91	3.18	63.6%
Street Lighting	3.89	3.56	71.3%
MEANS	**4.18**	**3.40**	
Total Performance Index			**68.06%**

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 2021, the actuality of the interaction between these two forces gives a result of 68.06% (70.42% in 2019 and 69.91% in 2017) of what might have been achieved if Noosa were to achieve perfect performance for every Responsibility Area.

Community Lifestyle Services Theme

Function/Responsibility	Examples/Clarification
Parks, Playgrounds & Public Amenities	Development and maintenance of open space areas, parks, children's playgrounds 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

Weighted Performance Index (in order of Importance)

Table 3 Weighted TPI – Community Lifestyle Services

Theme 2 Community Lifestyle Services	2021 Survey		
	Importance Means	Performance Means	Performance Indexes
Environment Protection & Conservation	4.40	3.81	76.3%
Community Safety	4.39	3.81	76.3%
Libraries & other Information Access	4.23	4.15	82.9%
Community Services	4.19	3.75	75.1%
Environmental Controls	4.18	3.79	75.8%
Parks, Playgrounds & Public Amenities	3.99	3.95	78.9%
Community Development	3.96	3.60	72.0%
Cultural & Entertainment Facilities	3.88	3.52	70.3%
Sporting & Recreational Facilities	3.85	3.75	74.9%
Pet/Animal Control	3.82	3.50	69.9%
Heritage Protection	3.80	3.56	71.2%
Shopping Facilities	3.65	3.66	73.2%
MEANS	4.03	3.74	
Total Performance Index			74.86%

The weighted Total Performance Index (TPI) for Community Lifestyle Services in 2021 is 74.86% (77.7% in 2019 and 75.2% in 2017) of the Optimum.

Managing the Shire Theme

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.

Weighted Performance Index (in order of Importance)

Table 4 – Weighted TPI Managing the Shire

Theme 3 Managing the Shire	2021 Survey		
	Importance Means	Performance Means	Performance Indexes
Financial Management	4.61	3.66	73.1%
Disaster Management	4.56	4.05	80.9%
Town Planning	4.49	3.60	72.0%
Building Control	4.44	3.49	69.9%
Revenue-raising	4.32	3.79	75.7%
Human Resources Management	4.26	3.66	73.1%
Economic Development/Local Employment	4.25	3.16	63.1%
Development of Tourism	3.62	3.92	78.3%
Means	**4.32**	**3.66**	
Total Performance Index			**73.23%**

The weighted Total Performance Index (TPI) for Managing the Shire in 2021 is 73.23% (73.25% in 2019 and 72.31% in 2017) of the Optimum.

Customer Service and Communications Theme

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

Weighted Performance Index (in order of Importance)

Table 5 – Weighted TPI Customers Service and Communication

Theme 4 Customer Service and Communication	2021 Survey		
	Importance Means	Performance Means	Performance Indexes
Responding to the Community	4.45	3.21	64.3%
Providing Leadership & Advocacy	4.45	3.61	72.3%
Informing the Community	4.39	3.50	70.0%
Consulting the community	4.39	3.26	65.2%
Customer Service	4.22	3.83	76.5%
Information services	4.19	3.78	75.6%
MEANS	**4.35**	**3.53**	
Total Performance Index			**70.56%**

The weighted Total Performance Index (TPI) for *Customer Service & Communications* for 2021 is 70.56% (75.41% in 2019 and 72.94% in 2017).

Qualities of Council Theme

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

Weighted Performance Index (in order of Importance)

Table 6 – Weighted TPI Qualities of Council

Theme 5 Qualities of Council	2021 Survey		
	Importance Means	Performance Means	Performance Indexes
Quality of Elected Council	4.49	3.67	73.4%
Managerial & Supervisory Officers	4.42	3.65	73.0%
Quality of Councillor(s) Dealt with	4.36	3.53	70.5%
Quality & Performance of Indoor Staff	4.13	3.79	75.8%
Quality & Performance of Outdoor Workers	4.10	3.76	75.1%
MEANS	**4.30**	**3.68**	
Total Performance Index			**73.54%**

The 2021 weighted Total Performance Index (TPI) for *Qualities of Council* is 73.54% (75.75% in 2019 and 76.03% in 2017).

3.5 COMMUNITY RATINGS OF COUNCIL RESPONSIBILITY AREAS (THEMES)

This section compares importance and performance means for each theme.

Explanation of Importance & Performance

The MEAN 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.

Two sets of tables for each Theme are included in Section 3.6, namely the:

- first set of tables deals with the community's priorities - the IMPORTANCE of each Area of Responsibility/Service; and

- 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.

Significant Variances from these sample averages/ratings by age, gender and homeownership status are presented at the end of each theme, where applicable for each responsibility within the theme.

3.6 COMPARISON OF IMPORTANCE & PERFORMANCE

Theme 1 - Basic Services and Infrastructure

Table 7 - Basic Services & Infrastructure *IMPORTANCE*

	Sample Size	RANK	Crucial	Import.	Nice to have	Not very Import.	Quite Un-import.	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Road Construction	400	5	31.8%	55.3%	10.0%	2.0%	0.5%	0.5%	0.0%	**4.16**	3.90	4.26	4.32
Road Maintenance	400	2=	47.8%	46.5%	4.5%	1.0%	0.0%	0.3%	0.0%	**4.41**	4.49	4.45	4.53
Footpaths, Kerbing & Guttering	400	7	20.0%	47.5%	19.0%	1.8%	1.0%	0.3%	10.5%	**3.94**	3.78	4.01	3.87
Street Lighting	400	9	20.5%	43.5%	19.0%	3.0%	1.8%	0.3%	12.0%	**3.89**	3.68	3.82	3.76
Traffic Management	400	3	36.0%	41.8%	8.8%	2.0%	0.8%	0.5%	10.3%	**4.24**	4.01	4.21	4.09
Parking Facilities	400	4	37.5%	48.0%	12.5%	0.8%	0.3%	0.0%	1.0%	**4.23**	3.93	4.18	4.22
Public Transport	400	8	33.0%	32.3%	19.5%	4.8%	4.3%	0.8%	5.5%	**3.91**	3.99	3.97	3.94
Drainage & Flood Mitigation	400	2=	46.8%	35.8%	6.3%	1.8%	0.0%	0.3%	9.3%	**4.41**	4.22	4.35	4.30
Waste Management	400	1	52.8%	42.5%	3.8%	0.8%	0.0%	0.0%	0.3%	**4.48**	4.32	4.45	4.49
Community Health	400	6	34.0%	47.5%	14.8%	2.0%	0.8%	0.8%	0.3%	**4.13**	4.32	4.14	4.31
						AVERAGE FOR THEME AS A WHOLE				**4.18**	4.06	4.19	4.18

Table 8 - Theme 1: Basic Services & Infrastructure   *PERFORMANCE*

	Sample Size	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Road Construction	400	5	5.5%	41.3%	33.0%	9.3%	5.0%	5.5%	0.5%	**3.35**	3.22	3.54	3.49
Road Maintenance	400	7	7.5%	39.8%	28.5%	11.5%	10.8%	1.5%	0.5%	**3.22**	3.04	3.47	3.43
Footpaths, Kerbing & Guttering	400	6	9.3%	36.5%	19.8%	9.8%	9.8%	2.3%	12.8%	**3.30**	3.15	3.48	3.46
Street Lighting	400	4	11.8%	38.3%	18.3%	7.5%	4.5%	3.8%	16.0%	**3.56**	3.45	3.60	3.59
Traffic Management	400	9	6.8%	35.0%	22.3%	15.3%	9.5%	1.5%	9.8%	**3.16**	3.06	3.40	3.60
Parking Facilities	400	10	3.5%	24.0%	38.3%	17.3%	14.5%	0.8%	1.8%	**2.84**	2.89	2.98	2.99
Public Transport	400	8	7.3%	28.3%	22.0%	10.5%	9.3%	11.8%	11.0%	**3.18**	3.10	3.26	3.07
Drainage & Flood Mitigation	400	3	9.0%	44.8%	23.5%	4.0%	3.0%	6.3%	9.5%	**3.63**	3.40	3.64	3.59
Waste Management	400	1	24.5%	58.0%	12.0%	2.5%	1.5%	1.0%	0.5%	**4.03**	3.76	4.08	4.06
Community Health	400	2	8.3%	48.0%	24.0%	1.0%	2.3%	14.3%	2.3%	**3.71**	3.71	3.71	3.62
						AVERAGE FOR THEME AS A WHOLE				**3.40**	3.28	3.52	3.49

Basic Services & Infrastructure:
Importance & Performance

The average level of Importance for the responsibilities in this Theme is **4.18 (compared to 4.19 in 2019 and 4.18 in 2017).** For the online survey (undertaken in 2021 only) the Importance mean was 4.06.

The average performance rating for this Theme is **3.40 (compared to 3.52 in 2019 and 3.49 in 2017).** For the online survey (undertaken in 2021 only) the Performance mean was 3.28.

The responsibility areas that were rated as having the largest gaps between importance and performance are graphically shown above and summarised in the table below.

For this Theme, those responsibility areas with a gap (between importance and performance) of greater than 0.80 are considered to be the future 'differentiators' for Council and where significant effort by Council should be directed in future planning, so that service expectations and delivery performance can be better met.

Basic Services/Infrastructure	Importance Means	Performance Means	Difference
Parking Facilities	4.23	2.84	1.39
Road Maintenance	4.41	3.22	1.19
Traffic Management	4.24	3.16	1.07
Road Construction	4.16	3.35	0.81
Drainage & Flood Mitigation	4.41	3.63	0.78
Public Transport	3.91	3.18	0.73
Footpaths, Kerbing, Guttering	3.94	3.30	0.64
Waste Management	4.48	4.03	0.45
Community Health	4.13	3.71	0.42
Street Lighting	3.89	3.56	0.33
MEANS	4.18	3.40	

Importance – Signifcant Variances:

Road Construction	Significant Variances by:
Age	42.1% - 65 years and older - Crucial
Footpaths, Kerbing and Guttering	Significant Variances by:
Age	29.4% - 65 years and older - Crucial
Street Lighting	Significant Variances by:
Age	4.8% - 65 years and older – Quite unimportant
Traffic management	Significant Variances by:
Age	15.1% - 65 years and older – Nice to have
Homeownership	65.7% - Renting – Important

Performance – Signifcant Variances:

| Footpaths, Kerbing & Guttering	Significant Variances by:
Homeownership	57.1% - Renting - Good
Street Lighting	Significant Variances by:
Homeownership	62.9% - Renting - Good
Traffic Management	Significant Variances by:
Homeownership	57.1% - Renting - Good
Parking Facilities	Significant Variances by:
Gender	45.7% - Male – Fair only
Public transport	Significant Variances by:
Age	12.7% - 65 years and over – Very good
Waste management	Significant Variances by:
Age	4.6% - 45-54 years – Very poor
Community health	Significant Variances by:
Age	7.1% - 35-44 years – Very poor 5.5% - 45-54 years – Not applicable 61.8% - 55-54 years – Good 14.3% - 65 years and over – Very good
Homeownership	31.4% - Renting – Don't know

Theme 2 - Community Lifestyle Services

Table 9 - Theme 2: Community Lifestyle Services *IMPORTANCE*

	TOTAL	RANK	Crucial	Import.	Nice to have	Not very Import.	Quite Un-Import	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Parks, Playgrounds & Public Amenities	400	6	23.0%	53.8%	22.3%	0.3%	0.5%	0.0%	0.3%	**3.99**	3.99	3.93	4.23
Environmental Controls	400	5	32.5%	54.0%	10.8%	1.5%	0.3%	0.8%	0.3%	**4.18**	4.28	4.07	4.33
Environmental Protection & Conservation	400	1	56.8%	29.3%	11.0%	1.8%	0.8%	0.3%	0.3%	**4.40**	4.37	4.10	4.35
Heritage Protection	400	11	27.3%	37.5%	25.8%	4.3%	4.3%	0.8%	0.3%	**3.80**	4.07	3.82	3.93
Sporting & Recreational Facilities	400	9	21.0%	45.0%	31.0%	1.8%	0.5%	0.5%	0.3%	**3.85**	3.75	3.78	3.98
Cultural & Entertainment Facilities	400	8	21.0%	48.3%	29.0%	0.8%	0.8%	0.0%	0.3%	**3.88**	3.62	3.88	3.82
Libraries & other Information Access	400	3	40.8%	42.3%	16.0%	0.5%	0.3%	0.0%	0.3%	**4.23**	3.84	4.24	4.20
Community Safety	400	2	49.8%	40.0%	8.3%	1.3%	0.0%	0.3%	0.5%	**4.39**	4.43	4.27	4.37
Community Service	400	4	40.0%	39.5%	18.0%	1.0%	0.5%	0.5%	0.5%	**4.19**	4.10	4.13	4.29
Pet/Animal Control	400	10	15.5%	54.5%	26.8%	1.8%	1.0%	0.3%	0.3%	**3.82**	3.80	3.92	4.07
Shopping Facilities	400	12	14.3%	49.3%	25.3%	8.8%	2.0%	0.0%	0.5%	**3.65**	3.50	4.13	3.79
Community Development	400	7	31.5%	39.3%	22.8%	2.8%	2.3%	1.0%	0.5%	**3.96**	3.66	3.96	3.92
					AVERAGE FOR THEME AS A WHOLE					**4.03**	3.95	4.02	4.11

Table 10 - Theme 2: Community Lifestyle Services *PERFORMANCE*

	TOTAL	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Parks, Playgrounds & Public Amenities	400	2	19.0%	58.5%	16.5%	2.0%	1.3%	2.3%	0.5%	**3.95**	3.86	4.00	3.92
Environmental Controls	400	4	13.3%	56.8%	16.3%	5.8%	1.8%	6.0%	0.3%	**3.79**	3.41	3.78	3.71
Environmental Protection & Conservation	400	3=	22.3%	45.8%	18.3%	6.0%	3.3%	4.3%	0.3%	**3.81**	3.28	3.73	3.75
Heritage Protection	400	8	9.0%	34.3%	26.5%	5.3%	2.0%	22.5%	0.5%	**3.56**	3.46	3.83	3.64
Sporting & Recreational Facilities	400	5=	11.8%	51.0%	26.3%	2.3%	1.5%	6.3%	1.0%	**3.75**	3.77	4.05	3.94
Cultural & Entertainment Facilities	400	9	8.3%	46.5%	30.3%	6.8%	3.5%	4.0%	0.8%	**3.52**	3.65	3.87	3.64
Libraries & other Information Access	400	1	31.0%	53.0%	10.5%	2.0%	0.8%	2.3%	0.5%	**4.15**	3.99	4.25	4.15
Community Safety	400	3=	11.5%	57.0%	22.5%	1.0%	1.5%	5.3%	1.3%	**3.81**	3.46	3.91	3.81
Community Service	400	5=	10.8%	52.0%	22.0%	2.8%	1.8%	10.0%	0.8%	**3.75**	3.54	3.86	3.68
Pet/Animal Control	400	10	8.3%	47.5%	25.0%	6.8%	5.5%	6.5%	0.5%	**3.50**	3.41	3.69	3.62
Shopping Facilities	400	6	12.0%	49.5%	26.5%	5.8%	2.3%	2.5%	1.5%	**3.66**	3.60	3.85	3.63
Community Development	400	7	8.3%	40.5%	27.3%	3.5%	2.3%	17.5%	0.8%	**3.60**	3.35	3.78	3.59
					AVERAGE FOR THEME AS A WHOLE					**3.74**	3.56	3.88	3.76

Community Lifestyle Services: Importance & Performance
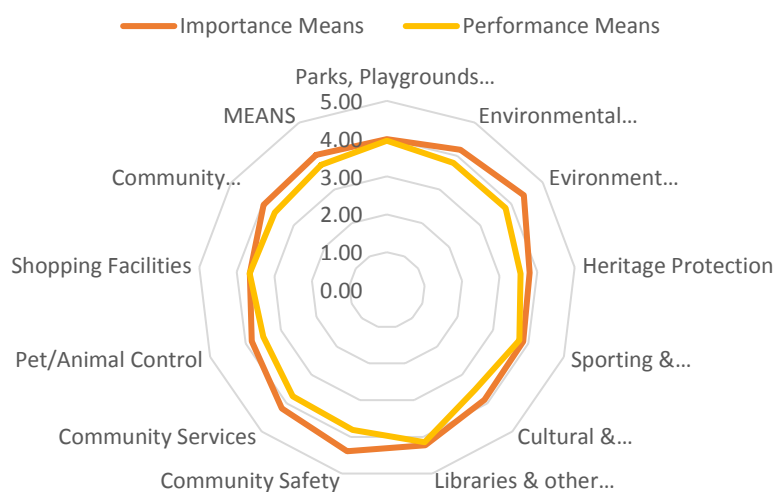
The average level of Importance for the responsibilities in this Theme is **4. 03 (compared to 4.02 in 2019 and 4.11 in 2017).** For the online survey (undertaken in 2021 only) the Importance mean was 3.95.

The average performance rating for this Theme is **3.74 (compared to 3.88 in 2019 and 3.76 in 2017).** For the online survey (undertaken in 2021 only) the Performance mean was 3.56.

The responsibility areas that were rated as having the largest gaps between importance and performance are graphically shown above and summarised in the table overleaf.

However, for this Theme, there are no responsibility areas with a gap (between importance and performance) of greater than 0.80. It could be summarised that for this theme, that respondents generally perceive that their service expectations and delivery performance is being met or at least more closely aligned.

	Importance Means	Performance Means	Difference
Environment Protection & Conservation	4.40	3.81	0.59
Community Safety	4.39	3.81	0.58
Community Services	4.19	3.75	0.43
Environmental Controls	4.18	3.79	0.39
Cultural & Entertainment Facilities	3.88	3.52	0.37
Community Development	3.96	3.60	0.37
Pet/Animal Control	3.82	3.50	0.32
Heritage Protection	3.80	3.56	0.24
Sporting & Recreational Facilities	3.85	3.75	0.10
Libraries & other Information Access	4.23	4.15	0.08
Parks, Playgrounds & Public Amenities	3.99	3.95	0.04
Shopping Facilities	3.65	3.66	-0.01
MEANS	**4.03**	**3.74**	

Importance – Signifcant Variances:

Heritage Protection	Significant Variances by:
Homeownership	22.9% - Renting – Quite unimportant 27.7% - Own home – Nice to have
Sporting and Recreational Facilities	**Significant Variances by:**
Age	32.9% - 45-54 years – Crucial 42.9% - 65 years and over – Nice to have
Cultural and Entertainment Facilities	**Significant Variances by:**
Age	38.1% - 65 years and over – Nice to have
Homeownership	31.3% - Own home – Nice to have
Libraries and other information access	**Significant Variances by:**
Age	51.6% - 65 years and over – Nice to have
Community Safety	**Significant Variances by:**
Age	66.1% - 35-44 years - Crucial
Pet/Animal Control	**Significant Variances by:**
Age	24.6% - 65 years and over - Crucial
Homeownership	5.7% - Renting – Quite unimportant

Performance – Signifcant Variances:

Heritage Protection	Significant Variances by:
Age	22.4% - 55-64 years – Very good 12.5% - 35-44 years – Poor
Homeownership	40% - Renting – Don't know
Libraries and other information access	**Significant Variances by:**
Age	3.6% - 35-44 years – Very poor
Community Service	**Significant Variances by:**
Age	18.3% - 65 years and over – Very good
Homeownership	25.7% - Renting – Don't know
Pet/Animal control	**Significant Variances by:**
Age	13.2% - 55-64 years – Don't know
Gender	12.7% - Female – Very good
Community Development	**Significant Variances by:**
Age	12.5% - 35-44 years - Poor
Homeownership	37.1% - Renting – Don't know

Theme 3: Managing the Shire

Table 11 - Theme 3: Managing the Shire   *IMPORTANCE*

	TOTAL	RANK	Crucial	Import.	Nice to have	Not very Import.	Quite Un-Import	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Town Planning	400	3	53.3%	42.8%	3.3%	0.3%	0.3%	0.0%	0.3%	**4.49**	4.46	4.34	4.39
Building Control	400	4	51.5%	42.3%	5.0%	0.8%	0.3%	0.0%	0.3%	**4.44**	4.42	4.35	4.39
Economic Development & Local Employment	400	7	43.5%	42.3%	8.8%	2.8%	1.5%	1.0%	0.3%	**4.25**	4.15	4.07	4.36
Development of Tourism	400	8	28.0%	37.8%	14.8%	6.3%	12.8%	0.3%	0.3%	**3.62**	3.47	3.96	4.01
Financial Management	400	1	63.0%	31.8%	3.3%	0.0%	0.0%	1.8%	0.3%	**4.61**	4.25	4.50	4.56
Revenue-raising	400	5	43.3%	43.3%	6.5%	3.0%	0.0%	3.8%	0.3%	4.32	3.68	4.23	4.13
Staff Management	400	6	34.0%	56.8%	5.5%	0.8%	0.5%	2.3%	0.3%	**4.26**	3.98	4.09	4.14
Disaster Management	400	2	64.3%	27.0%	5.3%	1.8%	0.3%	1.3%	0.3%	**4.56**	4.41	4.43	4.45
						AVERAGE FOR THEME AS A WHOLE				**4.32**	4.10	4.24	4.30

Table 12 - Theme 3: Managing the Shire PERFORMANCE

	TOTAL	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Town Planning	400	5	8.3%	40.5%	27.3%	3.5%	2.3%	17.5%	0.8%	**3.60**	3.05	3.63	3.62
Building Control	400	6	6.0%	50.3%	24.8%	7.0%	4.8%	6.8%	0.5%	**3.49**	3.10	3.57	3.68
Economic Development & Local Employment	400	7	4.5%	24.8%	35.8%	11.0%	5.0%	18.3%	0.8%	**3.16**	3.13	3.33	3.20
Development of Tourism	400	2	23.8%	48.3%	19.5%	3.5%	1.8%	2.3%	1.0%	**3.92**	3.59	3.97	3.83
Financial Management	400	4=	10.0%	37.3%	24.8%	3.3%	1.8%	22.8%	0.3%	**3.66**	3.58	3.77	3.74
Revenue-raising	400	3	9.8%	33.8%	13.5%	2.0%	1.8%	39.0%	0.3%	**3.79**	3.57	3.67	3.65
Staff Management	400	4=	6.0%	37.5%	19.3%	2.3%	1.8%	32.8%	0.5%	**3.66**	3.36	3.7	3.60
Disaster Management	400	1	22.8%	48.5%	12.8%	2.3%	0.5%	12.5%	0.8%	**4.05**	3.88	3.97	3.91
						AVERAGE FOR THEME AS A WHOLE				**3.66**	3.41	3.70	3.65

Managing the Shire: Importance & Performaance

The average level of Importance for the responsibilities in this Theme is **4. 32 (compared to 4.24 in 2019 and 4.30 in 2017).** For the online survey (undertaken in 2021 only) the Importance mean was 4.10.

The average performance rating for this Theme is **3.66 (compared to 3.70 in 2019 and 3.65 in 2017).** For the online survey (undertaken in 2021 only) the Performance mean was 3.41.

The responsibility areas that were rated as having the largest gaps between importance and performance are graphically shown above and summarised in the table below.

For this Theme, those responsibility areas with a gap (between importance and performance) of greater than 0.80 are considered to be the future 'differentiators' for Council and where significant effort by Council should be directed in future planning, so that service expectations and delivery performance can be better met.

	Importance Means	Performance Mean	Difference
Economic Development/Local Employment	4.25	3.16	1.09
Financial Management	4.61	3.66	0.95
Building Control	4.44	3.49	0.95
Town Planning	4.49	3.60	0.89
Human Resources Management	4.26	3.66	0.61
Revenue-raising	4.32	3.79	0.53
Disaster Management	4.56	4.05	0.51
Development of Tourism	3.62	3.92	-0.29
MEANS	**4.32**	**3.66**	

Importance – Signifcant Variances:

Town Planning	Significant Variances by:
Age	63.5% - 65 years and older - crucial
Economic Development/Local Employment	Significant Variances by:
Age	14.3% - 65 years and over – Nice to have
Homeownership	65.7% - Renting - Crucial
Revenue-Raising	Significant Variances by:
Age	56.3% - 65 years and over - Crucial

Performance – Signifcant Variances:

Town Planning	Significant Variances by:
Age	14.3% - 65 years and over – Very good
Homeownership	22.9% - Renting – Don't know
Financial Management	Significant Variances by:
Age	8.9% - 35-44 years – Poor 34.9% - 45-54 years – Fair only 52.6% - 55-64 years – Good 17.5% – 65 years and over – Very good
Revenue Raising	Significant Variances by:
Age	17.5% - 65 years and over – Very good
Staff Management	Significant Variances by:
Age	11.1% - 65 years and over – Very good
Disaster Management	Significant Variances by:
Age	7.1% - 35-44 years - Poor

## Theme 4: Customer Service and Communication

Table 13 - Theme 4: Customer Service and Communication   *IMPORTANCE*

	TOTAL	RANK	Crucial	Import.	Nice to have	Not very Import.	Quite Un-Import.	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Customer Service	400	3	31.8%	60.3%	6.0%	1.5%	0.3%	0.0%	0.3%	**4.22**	4.17	4.28	4.37
Information Services	400	4	29.3%	62.0%	7.3%	1.0%	0.3%	0.0%	0.3%	**4.19**	4.03	4.22	4.24
Informing the Community	400	2=	46.8%	46.8%	5.0%	1.3%	0.0%	0.0%	0.3%	**4.39**	4.35	4.29	4.34
Consulting the Community	400	2=	47.3%	45.3%	6.0%	1.3%	0.0%	0.0%	0.3%	**4.39**	4.60	4.31	4.39
Responding to the Community	400	1=	52.3%	41.5%	5.3%	0.5%	0.3%	0.0%	0.3%	**4.45**	4.57	4.31	4.42
Providing Leadership & Advocacy	400	1=	53.8%	38.5%	6.5%	0.0%	0.8%	0.3%	0.3%	**4.45**	4.33	4.29	4.25
					AVERAGE FOR THEME AS A WHOLE					**4.35**	4.34	4.28	4.33

Table 14 - Theme 4: Customer Service and Communication *PERFORMANCE*

	TOTAL	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Customer Service	400	1	16.3%	48.0%	20.8%	3.8%	1.3%	9.5%	0.5%	**3.83**	3.64	4.05	3.93
Information Services	400	2	16.3%	49.3%	24.0%	5.5%	0.8%	4.0%	0.3%	**3.78**	3.59	3.96	3.78
Informing the Community	400	4	11.5%	42.8%	30.8%	9.3%	3.8%	1.8%	0.3%	**3.50**	3.53	3.76	3.67
Consulting the Community	400	5	6.5%	37.5%	33.3%	11.5%	7.0%	4.3%	0.0%	**3.26**	3.15	3.61	3.48
Responding to the Community	400	6	4.5%	41.0%	28.5%	14.0%	7.8%	3.5%	0.8%	**3.21**	3.09	3.59	3.49
Providing Leadership & Advocacy	400	3	9.0%	46.8%	28.5%	4.0%	2.5%	8.8%	0.5%	**3.61**	3.32	3.66	3.54
					AVERAGE FOR THEME AS A WHOLE					**3.53**	3.39	3.77	3.65

Customer Service & Communication: Importance & Performance
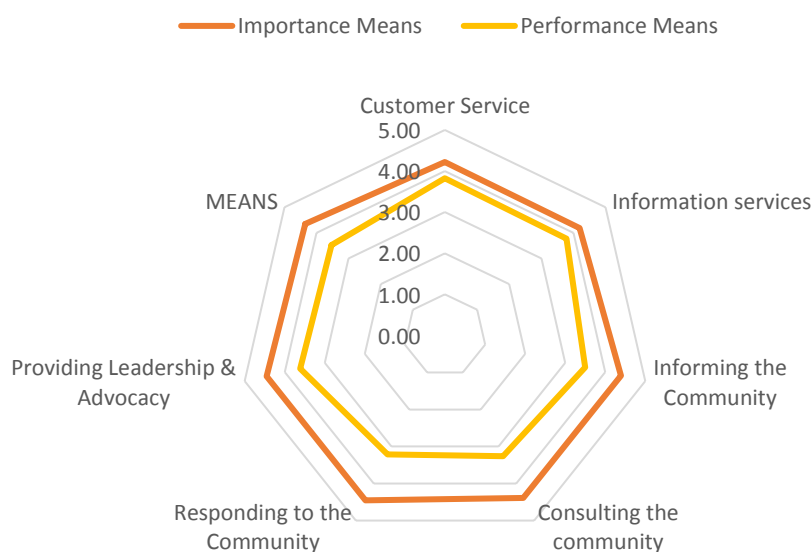
The average level of Importance for the responsibilities in this Theme is **4. 35 (compared to 4.28 in 2019 and 4.33 in 2017).** For the online survey (undertaken in 2021 only) the Importance mean was 4.34.

The average performance rating for this Theme is **3.53 (compared to 3.77 in 2019 and 3.65 in 2017).** For the online survey (undertaken in 2021 only) the Performance mean was 3.39.

The responsibility areas that were rated as having the largest gaps between importance and performance are graphically shown above and summarised in the table below.

For this Theme, those responsibility areas with a gap (between importance and performance) of greater than 0.80 are considered to be the future 'differentiators' for Council and where significant effort by Council should be directed in future planning, so that service expectations and delivery performance can be better met.

	Importance Means	Performance Means	Difference
Responding to the Community	4.45	3.21	1.24
Consulting the community	4.39	3.26	1.13
Informing the Community	4.39	3.50	0.89
Providing Leadership & Advocacy	4.45	3.61	0.84
Information services	4.19	3.78	0.41
Customer Service	4.22	3.83	0.40
MEANS	**4.35**	**3.53**	

Importance – Signifcant Variances:

Informing the community	Significant Variances by:
Age	61.9% - 65 years and over - Crucial
Consulting the Community	Significant Variances by:
Age	58.7% - 65 years and over - Crucial
Responding to the Community	Significant Variances by:
Age	63.5% - 65 years and over - Crucial

Performance – Signifcant Variances:

| Customer Service	Significant Variances by:
Homeownership	25.7% - Renting – Don't know
Information Services	Significant Variances by:
Age	14.3% - 35-44 years – Poor 7.9% - 65 years and over – Don't know
Responding to the Community	Significant Variances by:
Age	19.6% - 35-44 years – Very poor
Providing Leadership & Advocacy	Significant Variances by:
Age	18.3% - 65 years and over – Very good
Homeownership	22.9% - Renting – Don't know

Theme 5: Quality of Council

Table 15 - Theme 5: Quality of Council   *IMPORTANCE*

	TOTAL	RANK	Crucial	Import.	Nice to have	Not very Import.	Quite Un-Import	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Quality of Elected Council	400	1	53.5%	42.0%	3.5%	0.3%	0.3%	0.3%	0.3%	**4.49**	4.54	4.38	4.60
Quality of Councillor(s) Dealt with	400	2	46.0%	43.8%	5.0%	0.3%	0.3%	2.5%	2.3%	**4.42**	4.39	4.34	4.41
Managerial & Supervisory Officers	400	3	42.5%	48.5%	6.0%	0.5%	0.3%	1.8%	0.5%	**4.36**	4.26	4.15	4.42
Quality/Performance of Outdoor Workers	400	5	21.8%	66.0%	10.8%	0.3%	0.3%	0.5%	0.5%	**4.10**	4.13	4.17	4.32
Quality/Performance of Indoor Staff	400	4	24.8%	64.0%	9.0%	0.5%	0.8%	0.8%	0.3%	**4.13**	4.14	4.11	4.32
					AVERAGE FOR THEME AS A WHOLE					**4.30**	4.29	4.23	4.42

Table 16 - Theme 5: Quality of Council   *PERFORMANCE*

	TOTAL	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Noosa Mean 2021	*Noosa Mean Online 2021*	Noosa Mean 2019	Noosa Mean 2017
Quality and Performance of Staff	400	3	6.5%	57.3%	23.8%	4.5%	1.5%	6.3%	0.3%	**3.67**	3.52	3.72	3.75
Quality of Councillor(s) Dealt with	400	4	9.3%	36.8%	23.5%	4.0%	1.3%	22.3%	3.0%	**3.65**	3.50	3.68	3.80
Managerial & Supervisory Officers	400	5	6.3%	30.8%	22.3%	6.3%	1.0%	32.8%	0.8%	**3.53**	3.29	3.71	3.62
Quality/Performance of Outdoor Workers	400	2	14.3%	47.5%	24.3%	4.3%	1.3%	7.8%	0.8%	**3.76**	3.81	3.92	3.93
Quality/Performance of Indoor Staff	400	1	12.0%	41.3%	21.3%	2.0%	1.0%	21.8%	0.8%	**3.79**	3.62	3.92	3.92
					AVERAGE FOR THEME AS A WHOLE					**3.68**	3.55	3.79	3.80

Quality of Council:
Importance & Performance

— Importance Means   — Performance Means
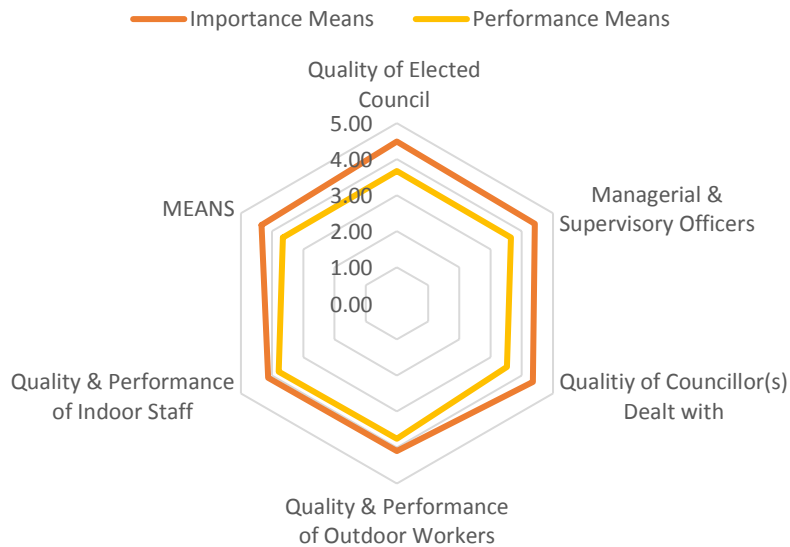
The average level of Importance for the responsibilities in this Theme is **4.30 (compared to 4.23 in 2019 and 4.42 in 2017).** For the online survey (undertaken in 2021 only) the Importance mean was 4.29.

The average performance rating for this Theme is **3.68 (compared to 3.79 in 2019 and 3.80 in 2017).** For the online survey (undertaken in 2021 only) the Performance mean was 3.55.

The responsibility areas that were rated as having the largest gaps between importance and performance are graphically shown above and summarised in the table below.

For this Theme, those responsibility areas with a gap (between importance and performance) of greater than 0.80 are considered to be the future 'differentiators' for Council and where significant effort by Council should be directed in future planning, so that service expectations and delivery performance can be better met.

	Importance Means	Performance Means	Difference
Quality of Councillor(s) Dealt with	4.36	3.53	0.83
Quality of Elected Council	4.49	3.67	0.82
Managerial & Supervisory Officers	4.42	3.65	0.77
Quality & Performance of Outdoor Workers	4.10	3.76	0.34
Quality & Performance of Indoor Staff	4.13	3.79	0.34
MEANS	**4.30**	**3.68**	

Importance – Signifcant Variances:

Quality/Performance of Outdoor Workers	Significant Variances by:
Age	77.1% - 45-54 years – Important 31% - 65 years and over – Crucial 16.7% - 65 years and over – Nice to have
Quality/Performance of Indoor Staff	Significant Variances by:
Age	75.2 - 45-54 years – Important 34.9% - 65 years and over - Crucial

Performance – Signifcant Variances:

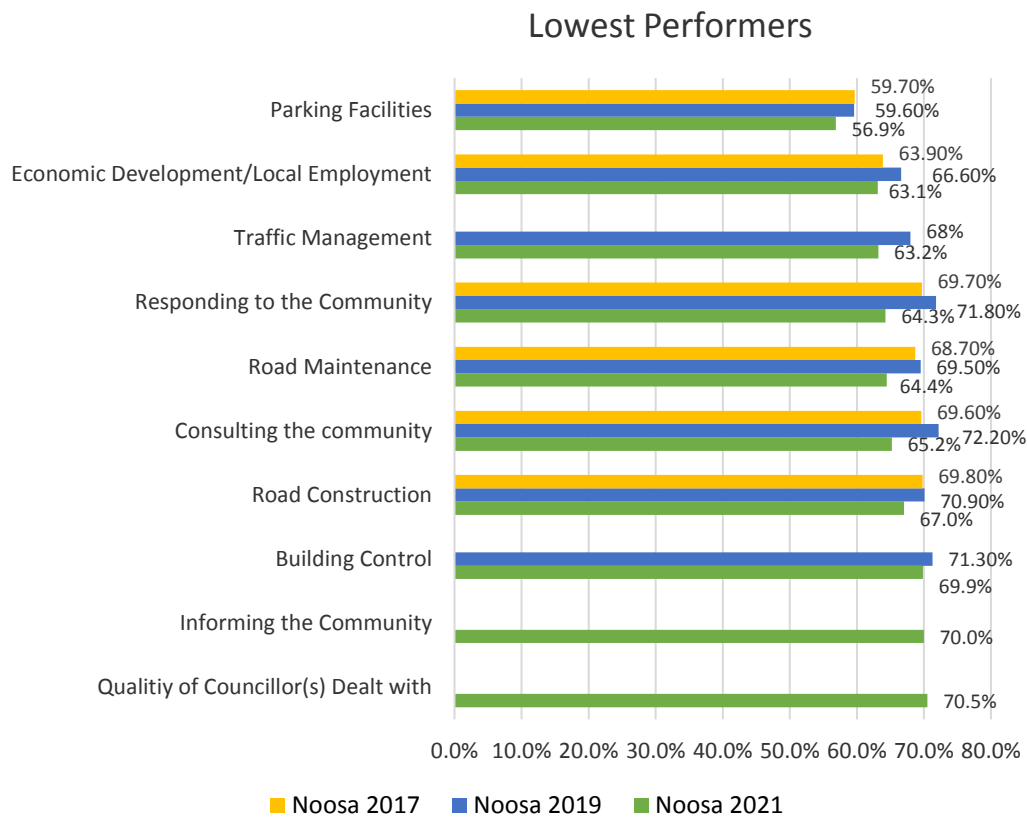| Qualities of Elected Council	Significant Variances by:
Age	66.7% - 65 years and over – Good
Homeownership	20.0% - Renting – Don't know
Managerial/ Supervisory Officers	Significant Variances by:
Age	11.9% - 65 years and over – Very good 39.7% - 65 years and over – Good

3.7 OVERALL ANALYSIS

This analysis focuses on all 41 responsibility areas to present, Lowest Average and Highest Performers.

Areas of Least Importance are also presented, 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.

Lowest Performers

The graph below shows the 11 Responsibility Areas where there are the greatest gaps between Performance and Importance.

In 2021, most of the same of responsibility areas continue to be rated as low performers as in 2017. However, two new responsibility areas have been added, specifically "Informing the Community" and "Quality of Councillor(s) Dealt With" who were both rated as average performers in 2019.

Lowest Performers

Responsibility Area	Noosa 2017	Noosa 2019	Noosa 2021
Parking Facilities	59.70%	59.60%	56.9%
Economic Development/Local Employment	63.90%	66.60%	63.1%
Traffic Management		68%	63.2%
Responding to the Community	69.70%	71.80%	64.3%
Road Maintenance	68.70%	69.50%	64.4%
Consulting the community	69.60%	72.20%	65.2%
Road Construction	69.80%	70.90%	67.0%
Building Control		71.30%	69.9%
Informing the Community			70.0%
Quality of Councillor(s) Dealt with			70.5%

■ Noosa 2017　■ Noosa 2019　■ Noosa 2021

Note - Responsibility Area TPI only shown if also Lowest Performer for 2017 and 2019.

These 11 Responsibility Areas have been selected on the basis that
- their Importance rating is at least 3.96 (on the borderline of '4'= 'Important'), and
- their Performance is more than 1.5% below Average (where Average Total Performance Index is 72.07%).
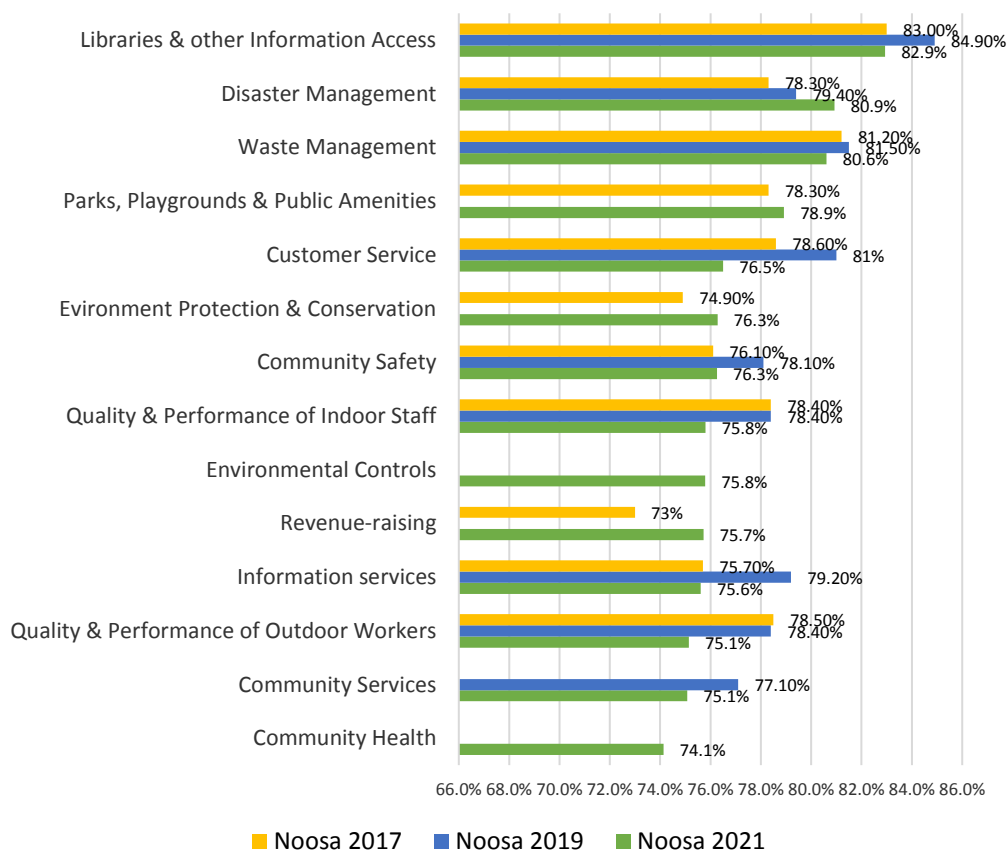
Highest Performers

The graph below shows that there are 14 Responsibility Areas (out of the total of 41) on which Council performed best in relation to their judged importance.

In 2021, there are some additional responsibility areas that the community has judged Council to be preforming better compared to 2019 and 2017. These include:

- Park, Playgrounds & Public Amenities – *Least Important in 2019*
- Environment protection & Conservation – *Average in 2019*
- Environment Controls – *Average in 2019 and Average in 2017*
- Revenue Raising – *Average in 2019*
- Community Health – Average in 2019 and Average in 2017
- Community Services – Average in 2017

Highest Performers

Note - Responsibility Area TPI only shown if also Lowest Performer for 2017 and 2019.

In this case, 'best' is defined as having:
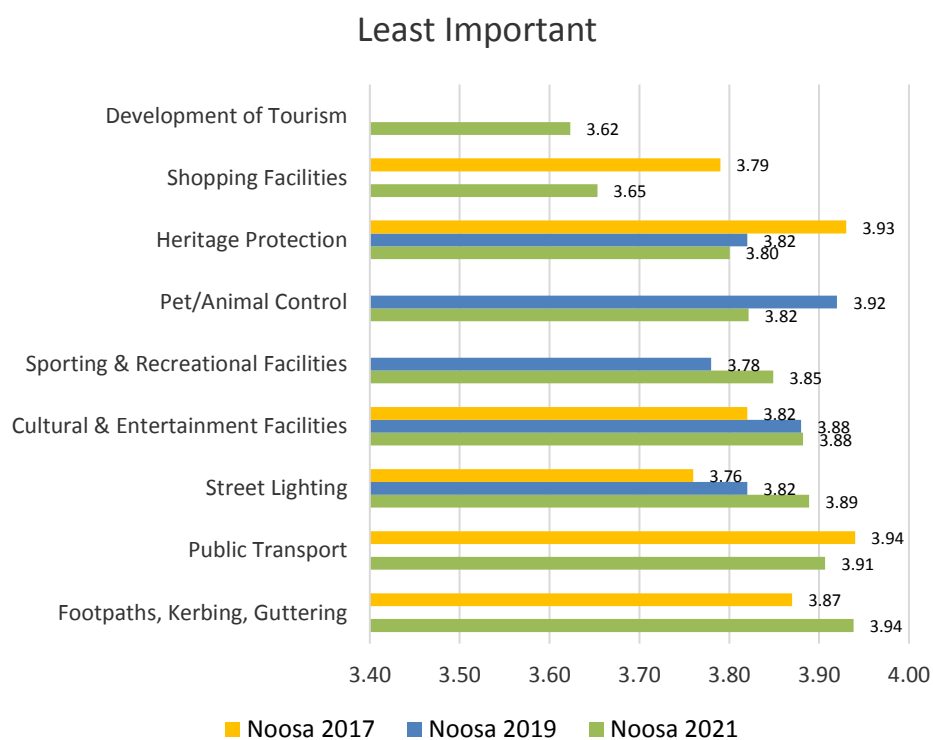
- an Importance rating of at least 3.96 (on the borderline of '4'= 'Important'), and
- Performance more than 1.5% above Average (where Average Performance is 72.07% - the (calculated) Average Total Performance Index).

Average Performers

There are only 8 Responsibility Areas (out of the total of 41) on which Council has received an average score. In 2021, two new responsibility areas have moved from being Low Performers in 2017 to Average performers, namely "Town Planning" and "Drainage & Flood Mitigation".

Average Performers
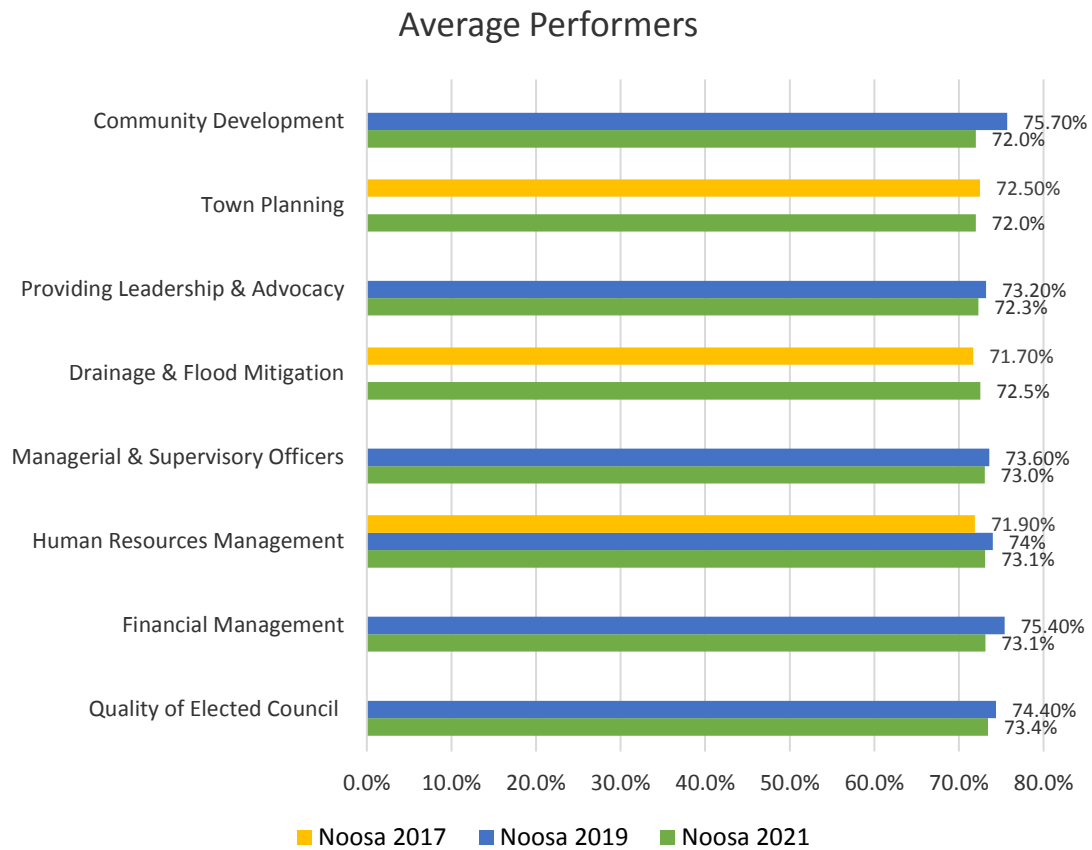
Note - Responsibility Area TPI only shown if also Average Performer for 2017 and 2019.

Average score is defined as having;

- an Importance rating of at least 3.96 (on the borderline of '4'= 'Important'), and
- Performance not more than 1.5% below or above Average (where Average Performance 72.07% - the (calculated) Average Total Performance Index).

Least Important

Only 9 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 graphically shown below. In 2021, the list has grown compared to 2017. Interestingly in 2021, both "Development of Tourism" and "Shopping Facilities" who were both rated as Highest Performers are now rated of Least Importance. Additionally, "Footpaths, Kerbs and Guttering" and "Public Transport" who were both rated Low Performers in 2019 are now rated of least Importance.

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. Pet & Animal Control is rated as *'important'* by 54.5% of respondents). Hence, the detailed data on these areas has to be examined, to formulate priorities - as these show the proportions of the community who have varying priorities.

Least Important

Responsibility Area	Noosa 2017	Noosa 2019	Noosa 2021
Development of Tourism			3.62
Shopping Facilities	3.79		3.65
Heritage Protection	3.93	3.82	3.80
Pet/Animal Control		3.92	3.82
Sporting & Recreational Facilities		3.78	3.85
Cultural & Entertainment Facilities	3.82	3.88	3.88
Street Lighting	3.76	3.82	3.89
Public Transport	3.94		3.91
Footpaths, Kerbing, Guttering	3.87		3.94

*Note - Responsibility Area TPI only shown if also Least Important for 2017 and 2019.*

4. PUBLIC OPINION QUESTIONS – KEY FINDINGS

This section of the report presents the key findings of the 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?

- Nearly two thirds (65.8%) of respondents in 2021, as shown graphically below, are prepared for a disaster or emergency and have an emergency plan. In 2019, 66.3% of respondents had a disaster management plan in place for a flood or fire, compared to 59.7% in 2017. 71.6% of respondents surveyed online had a disaster management plan in place for a flood or fire.


Disaster Management Plan
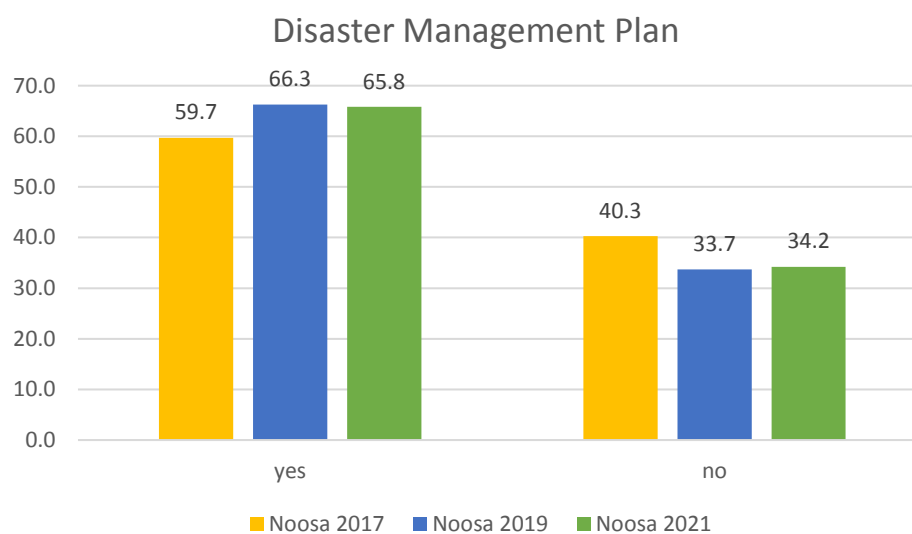
There were no significant variances.

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...

- 77.3% of respondents (compared to 88% in 2019, 86% in 2017 and 52.5% of the online survey in 2021) 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.
- 14.5% (and 35.8% of the online survey in 2021) indicated that they would be prepared to pay more through their rates for an improved/increased level of service, compared to 9.2% in 2019.
- 0.9% in 2021, 'didn't know'.
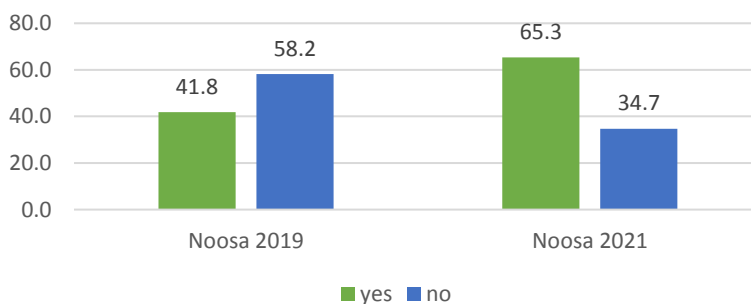
Service Levels
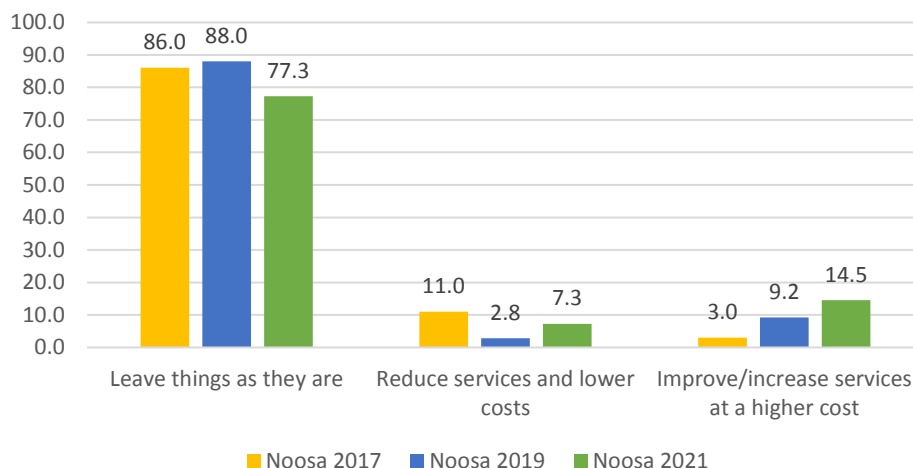
There were no significant variances.

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

- 65.3% of respondents had made contact with Noosa Council in the past 12 months, compared to 41.8% in 2019.
- 84.6% of respondents surveyed online had made contact with Noosa Council in the past 12 months.

Contact in last 12 months

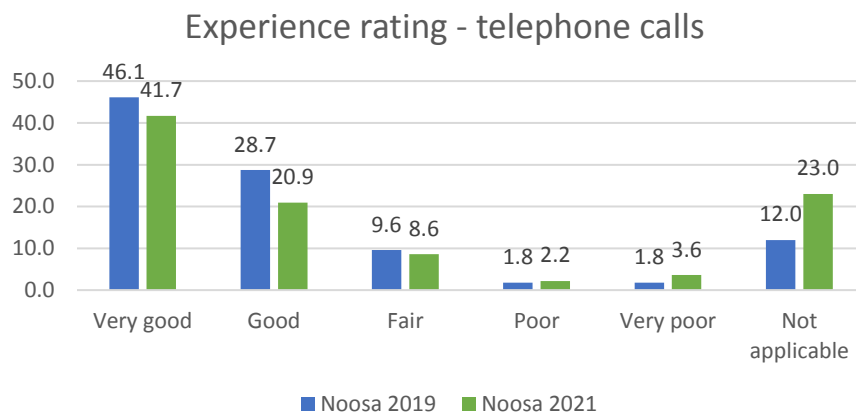*Significant variances were by:*
Home ownership
- *88.6% Renting – No*
- *36.8% Own home – Yes*

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

- 62.6% of respondents who contacted the Council rated this aspect of service as 'Good' (20.9%) or 'Very good' (41.7%), compared to 74.8% in 2019 and 62.9% of the online survey in 2021.

Experience rating - telephone calls

Significant variances were by:
Gender
- *33.8% - Female – Not applicable*
  Age
- *13.3% aged 55-64 years – Very poor*
- *37% aged 65 years and over – Not applicable*

Council's main Tewantin office

- 45.3% of respondents who contacted the Council rated this aspect of service as 'Good' (21.6%) or 'Very good' (23.7%), compared to 60.4% in 2019 and 55.6% of the online survey in 2021.

Experience rating - Tewantin Office
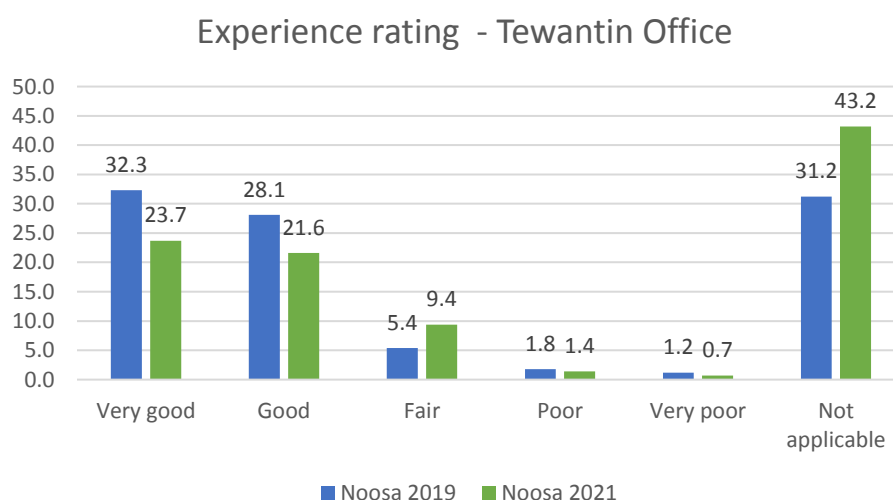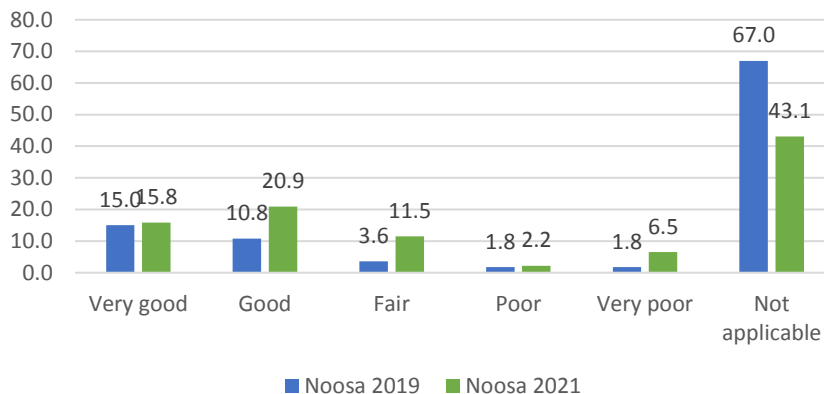

Significant variances were by:
Age
- *42.9% aged 44-54 years – Good*
- 58.7% aged 65 years and over – Not applicable

Email and on-line enquiries

- 36.7% of respondents who contacted the Council rated this contact as 'Good' (20.9%) or 'Very good' (15.8%), compared to 25.8% in 2019 and 43.8% of the online survey in 2021.

Email and on line enquiries
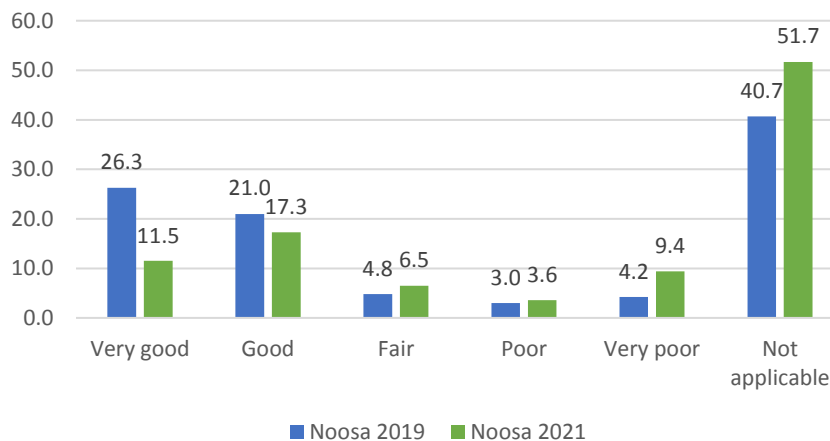

There were no significant variances.

Return of call as promised

- 28.8% of respondents who contacted the Council rated this contact as 'Good' (17.3%) or 'Very good' (11.5%), compared to 47.3% in 2019 and 37.6% of the online survey in 2021.
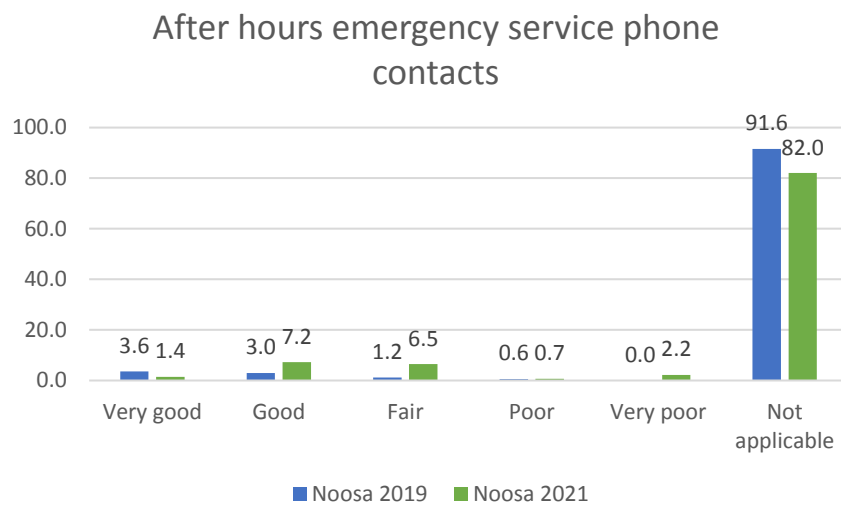- 19.5% rated this aspect as 'Fair', 'Poor' or 'Very poor'.

Return of call as promised

There were no significant variances.

After hours emergency service phone contacts

- For 82% of respondents who made contact with Council in 2021, this aspect was 'Not applicable", compared to 91.6% in 2019 and 69.1% of the online survey in 2021.

After hours emergency service phone contacts

Significant variances were by:
Age
- *16.7% aged 45-54 years – Good*
- *95.7% aged 65 years and over – Not applicable*

Acknowledgement of written correspondence

- 30.9% of respondents who contacted the Council rated this contact as 'Good' (15.8%) or 'Very good' (15.1%), compared to 18% in 2019 and 32.1% of the online survey in 2021.

Acknowledgement of written correspondence
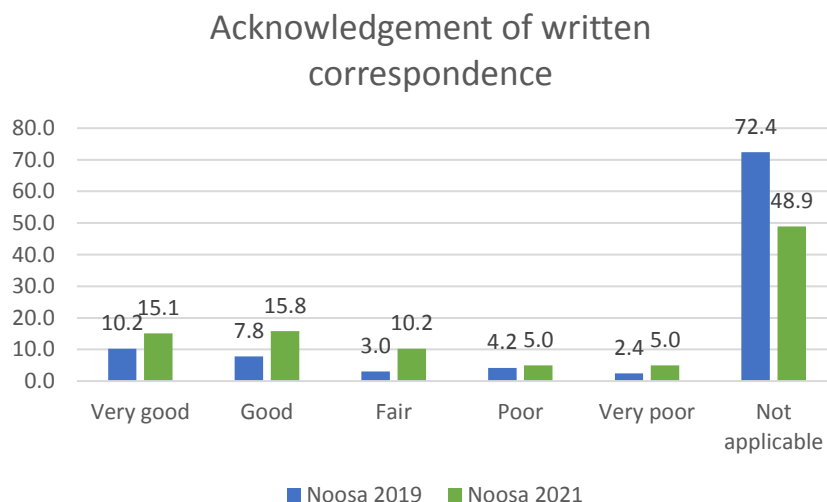
Significant variances were by:
Age
- *69.6% aged 65 years and over - Not applicable*

Effectiveness in handling complaints

- 43.1% of respondents who contacted the Council rated this aspect of service as 'Good' (23.7%) or 'Very good' (19.4%), compared to 45.5% in 2019 and 27.8% of the online survey in 2021.
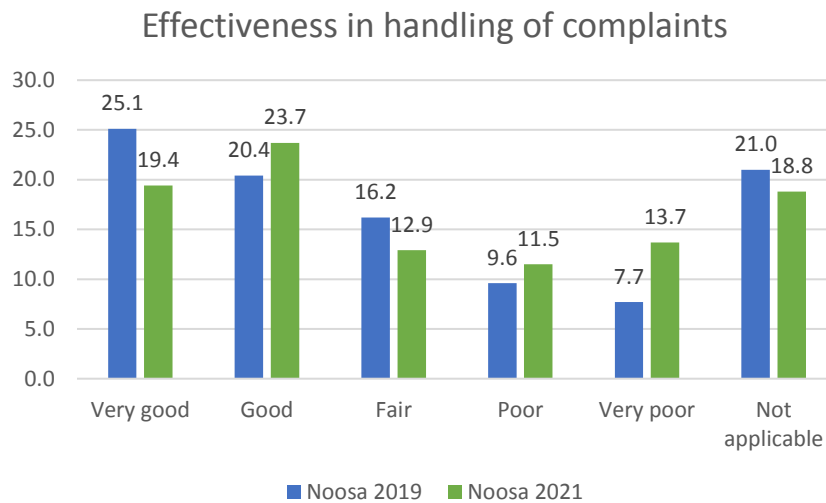
Effectiveness in handling of complaints

Significant variances were by:
Age
34.8% aged 65 years and over – Not applicable

Effectiveness in responding to requests

- 55.4% of respondents who contacted the Council rated this aspect of service as 'Good' (28.8%) or 'Very good' (26.6%), compared to 55.6% in 2019 and 35.8% of the online survey in 2021.
- 20.9% of respondents rated this aspect of service as 'Poor' (10.8%) or 'Very poor' (10.1%) in 2021, compared to 16.2% in 2019 and 29.7% of the online survey in 2021.

Effectiveness in responding to requests
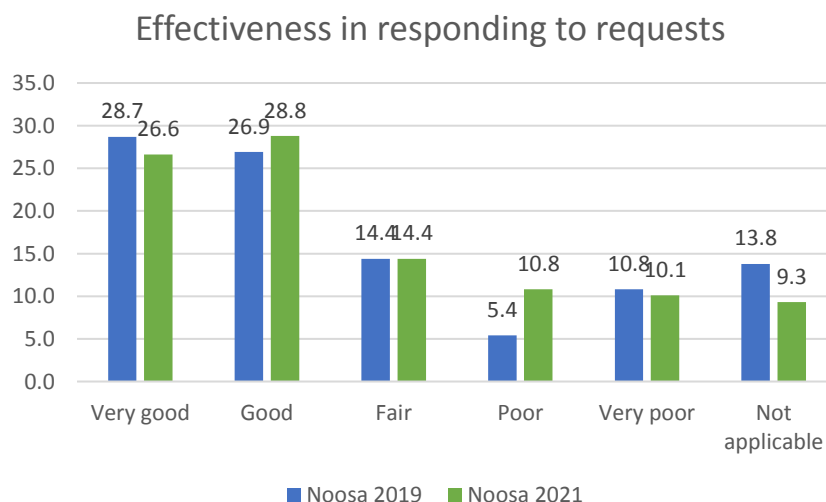
Significant variances were by:
Age
- *21.7% aged 65 years and over – Not applicable*

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 website (35.5%) (compared to 51.9% of the 2021 online survey) 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 Local newspaper (29.3%) (compared to 51.9% of the 2021 online survey) and social media (Facebook) (25%) (compared to 69.1% of the 2021 online survey).

Method to seek information about a project or issue
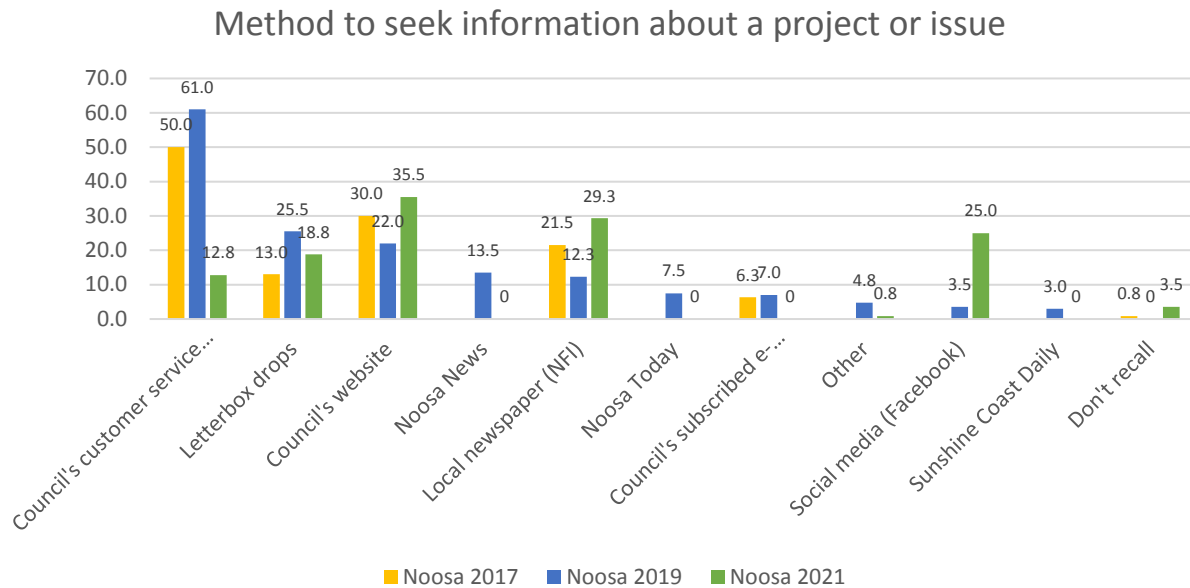
Significant variances were by:
Age
- *37.6% aged 45-54 years – social media (Facebook, Instagram)*
- *42.9% - aged 65 years and over – Local newspaper (NFI)*

Home ownership
- *54.3% Renting – social media (Facebook, Instagram)*
- *31.6% Own home – Local newspaper (NFI)*

4 *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. Town planning (no high-rise, affordable housing, cap the population)
6. More jobs (youth and older residents)
7. Don't know
8. Other

Three things important to you with regards to lifestyle and quality of community
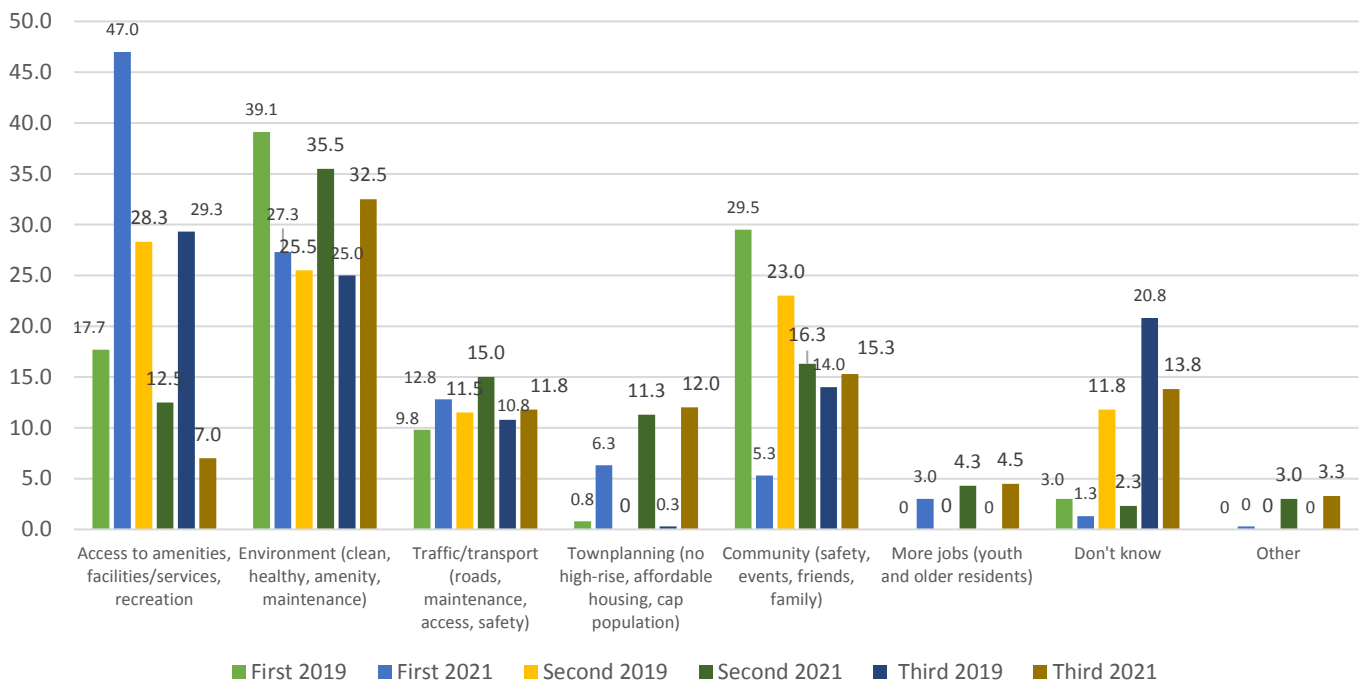
- One of the key themes that emerged from this question was the theme around access to amenities, facilities/services, and recreation, with 47% of first responses in this category.
- This was followed by 27.3% providing first responses to the environment theme.

First Mention
Significant variances were by:
Age
- *10.7% aged 35-44 years – Close to amenities/local amenities*
- *3.9% aged 55-64 years - Freedom*

Home ownership
- *11.4% Renting – Jobs for youth/ young people*
- *14.3% Renting – Good schools/ education in the area*

Second Mention
Significant variances were by:
Gender
- *10.4% Female – Feel safe/ safety in the area*

Age
- *11.8% aged 55-64 years – The climate/peaceful environment/ take care of the environment*
- *10.7% aged 35-44 years – Control the population growth/ cap the population*

Home ownership
- *2.9% Renting – Came for a holiday and decided to stay*

Third Mention
Significant variances were by:
Age
- *5.3% aged 55-64 years – Good health services*

Home ownership
- *17.1% Renting – No high-rises/keep low density houses*

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

Respondents were asked what they thought would be the greatest challenge for their local area in the next few years. The responses received can be grouped into the following common themes:

- Growth/Development
- Traffic/Congestion/Roads
- Infrastructure/Service Provision
- Environment
- Governance
- Economic Development/Employment
- Affordable housing
- Tourism
- Other

Below is a sample of these responses under these headings:

Growth/Development

- Population growth
- Influx in population bringing a burden on the infrastructure
- Loss of the rural identity. Increase of the population in the rural communities with little care for the environment
- Too much development
- Too many people wanting to move here, so we will need more houses and jobs but then the area will all change
- Council being pro Development
- Population growth and no infrastructure to support it.
- Managing population growth - housing density and employment
- Possibility of urban sprawl with population growth
- Noosa Council needs to control subdivision. Housing density ie Noosa needs to stay strong on their population cap.
- Management of the population growth

- Inappropriate development of the area we don't want to end up like the Sunshine coast of the Gold coast
- There is too much development, maintain the environment
- The increase in population will change the area where we live forever
- Very concerned about the changes happening in the local area. People say its progress, but we were promised a capped population

Traffic/Congestion/Roads

- Overcrowding
- Too many people allowed into the region causing crowded housing, parking in street a nightmare, congested roads. Get Beckman's Road bypass done, and I'll be even more happy. Grateful residents, if that was done
- Congestion on roads with so many people moving here or the madness of weekends
- Handling the traffic here because of the way the roads have been designed. You can't add roads because we're surrounded by national parks. The powers that be = planners do not live here or study local conditional.
- Congestion on our roads and street / big development if the council decides to that path
- Road congestion and lack of shopping facilities
- Overcrowding of housing and roads
- Keeping maintenance of roads and widen the ones outside of Noosa because Pomona gets so much tourist traffic
- Road congestion if more housing development done
- Housing and road congestion due to growth demand
- Congestion on streets and parking lots
- Traffic management and road maintenance
- The increase of traffic in the area
- Busy roads with tourist coming and going then deciding to stay
- Traffic is getting busier every day
- The roads won't be able to keep up with the volume of people coming here

Infrastructure/Service Provision

- The growth of the area and lack of support for the infrastructure needed including parking
- Parking and public transport
- Population growth and Infrastructure
- Lack of public hospitals especially is people are using public transport.
- To keep with progress due to Covid - a lot of people seem to be moving here and I'm having trouble parking near work and the shopping centre
- Housing and infrastructure keeping up with growth
- Balance of speed in new infrastructure to keep up with housing development due to influx of southerners moving here
- Road maintenance and infrastructure to keep up with current growth
- Repairing the road surfaces, especially Shore Haven Road
- Keeping up road maintenance and infrastructure
- Population growth and providing infrastructure
- Infrastructure and roads need as much thought and attention as costs will allow
- The infrastructure to cope with all the people moving here
- Getting the roads up to scratch. Hastings Street/ Eumundi Road
- Public transport is no good, it doesn't connect anywhere. The trains are awful
- Infrastructure will not be able to keep up with the amount of people coming here
- Public transport is in an awful mess. Firstly, there is not enough of it in our area and then it costs a fortune to use

Environment

- Noxious weed eradication (Seteria) growing on the verges and overcrowding
- Balance between development and environment
- Climate change / flooding, fires. Preservation of housing not allowing the region to become a new Gold Coast
- Environmental protection
- Over development and loss of wildlife corridors
- Losing the serenity if vast development begins with strong growth
- Keeping open spaces and green environment
- The Noosa River and how it's used. So many people want to use it, we have to find a balance
- Noosa Council holding firm on the stance of trees and bees not over development
- Environment, maintaining the green
- Council holding their firm stand on conservation and preservation
- Beautifully kept parks and amenities.
- We have limited land for more expansion. Where will it end?
- Destruction of forest and habitat
- Upset with Noosa council for allowing developers to destroy the natural habitat
- Too much money spent on Arborists and horticulturist to do jobs that normal maintenance men could do and no supervision by Council while doing job or after to see the debris they leave behind to become a fire hazard as it dies
- Enjoy the local habitat and surrounds.   Please consider the area before allowing too much development, the area will just become another flashy dive
- We are losing a lot of natural habitat due to over-development
- Policies on environment not significant enough. Probably never think about clearing trees for a shopping centre. superior art gallery is needs. Cultural centre is needed

Governance

- Council to do something in the rural communities, be present.
- Community Consultation - will the new council listen
- Professional Competent staff in the council
- Council members with enough knowledge of how to run a council
- Keeping up the integrity of Noosa Shire Council
- Getting the right people in council to manage the problem we are going to facing very shortly. Can't stop people coming in and buying up real estate. It's the developers that follow them in and see multi-millions in the area
- They need to concentrate on other areas - not just Hastings Street
- Quality political leadership
- Funding and upgrades for the Noosa area
- Rural fire brigade is great here   Would be great to have our Noosa Mayor being 'informally interviewed' about the goings on of our regions and any initiatives happening
- Don't know what the council is planning.   Don't know what the council is planning as far as expansion and duel occupancy.   I only know what I hear my parents say.
- Too struck with their town planning, they won't allow Chemist warehouse.   Understaffed in Council as it takes too long for any approve decisions, Information services need to be more online, so we don't have to always front up to council. they need better online information
- Please take notice of people who take the time to give you feedback.
- I think council is bound by too much red tape and it slows their responsiveness to critical problems.

- You have a responsibility to do everything in your power to help with this issue. You are not doing anywhere near enough. I am very disappointed in the current council. I don't consider them to be taking enough interest in the less fortunate in our community. They seem to be giving far more credibility to the wishes of those with the most "clout". I am fortunate to own my home, living where I want to be. However, a lot of my time and money goes into helping those in need and I don't see the council displaying the sort of empathy and ethics that I expect.

Economic Development/Employment

- Supporting local businesses
- Job creation
- Finding long-term employment in my field
- Employment is a big issue
- Cooroy only has IGA need other shops. Jobs growth. Have to go to Nambour or Gympie as Aldi runs out of stock
- Cooroy needs a 'Woolies' or Coles when you've got family to feed. Population growth and not enough housing and jobs
- Unemployment of youth possibly leading to trouble in our small town
- Lifestyle. Business in the area, recovering after Covid
- Easy access to essential services. Housing and employment will be a problem
- Employment for local with the influx of people moving to the area
- Our town staying safe and peaceful if the council allows development here and there are not enough jobs
- Local employment for school leavers
- Local jobs for the future
- Managing after Covid. Trying to find work
- Recovering from loss of income and services with Covid scare
- Recovering from the economic downturn
- Maintaining the budget while maintaining to economic growth
- Sensible economic growth and expansion of revenue generating tourism
- Employment for young people

Affordable housing

- Affordable housing for the low-income earners
- Housing affordability
- Shortage of rentals long-term properties, especially for low income people
- Housing especially rentals, as since Covid interstate people are buying up older houses and demolishing them, splitting in two and building 2 new homes, living in one and putting family in the other
- Housing shortage especially for families trying to buy or rent affordability
- Enough affordable rental properties with all the people wanting to move to the Sunny Coast
- Affordable housing especially for the workers in the hospitality and retail areas as it's often casual and low income
- Affordable housing for our age group and younger as cashed up retirees moving here and buying everything
- Housing and employment to match rapid growth
- People boom causing shortage of homes overcrowding or street, shops etc
- Rental properties are too expensive for people to come here and it affects them coming to work here
- The lack of housing and the cost is ridiculous. I suppose they ask whatever they think they will get
- Managing the increase in property prices and the lack of accommodation for locals
- Homelessness.

Tourism

- Caring for the residents and keeping a balance when it comes to chasing the tourist dollar
- Managing the tourism
- The Region not coping with the Tourism
- Keeping up with the tourism of the other regions
- Covid 19 has been a problem here for tourist movement
- Catering for the tourists
- Finding a balance between tourist and locals wanting to run over said tourist
- Inability to deal with tourism, cars and traffic
- Short term accommodation; growth of tourism; pressure for development
- You will reap the seeds you have seen - over tourism
- Tourists are buying houses because they fall in love with the place
- Tourism is important brings money and most of all jobs

Other

- Flight path and barking dogs
- Outside pressure from minority groups
- Flying fox numbers
- Equality for all the shire not just Noosa
- To many Airbnbs
- Probably keeping it as peaceful as it is not to enjoy the lifestyle
- Maintaining our current lifestyle
- Keeping our slightly rural lifestyle. If council change zoning for housing on adjoining properties, we'll have so many people nearby
- Dealing with the quarry, the noise is incredible, and we also have had broken windscreens. Hate the quarry. Would have been a five for everything but now the quarry has reopened that's all out the window. Wasn't open when we moved here. Increase in quarry trucks and noise
- Feel safe with kids playing outside. Locals look out for one another. Lovely people living nearby. Good shops and certainly enough of them, we don't need anything else. Could have better shopping here but going to the city once or twice a year is good enough for most people around here, if they can't find what they need. Don't worry too much about needing big shopping centres because most shopping can be done online these days.
- Strong presence of police on parks and beaches. Keep a roof over my head. A lot of investors are selling up while the market is hot
- We need more local shopping instead of having to go to Maroochydore
- We want a patrolled beach at Castaways Beach
- Trying to compete with what everyone wants and trying to please everyone. Big task
- Stop the area becoming the Gold Coast
- Voucher for the dump in with our rates notice. Kerbside collection every 6 months

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 (88.8%) indicated that they were either 'satisfied' (29.3%) or 'completely satisfied' (59.5%) in regard to feeling part of their community, compared to 76.1% in 2019 and 74% of the online survey in 2021.

Satisfaction with feeling part of the community
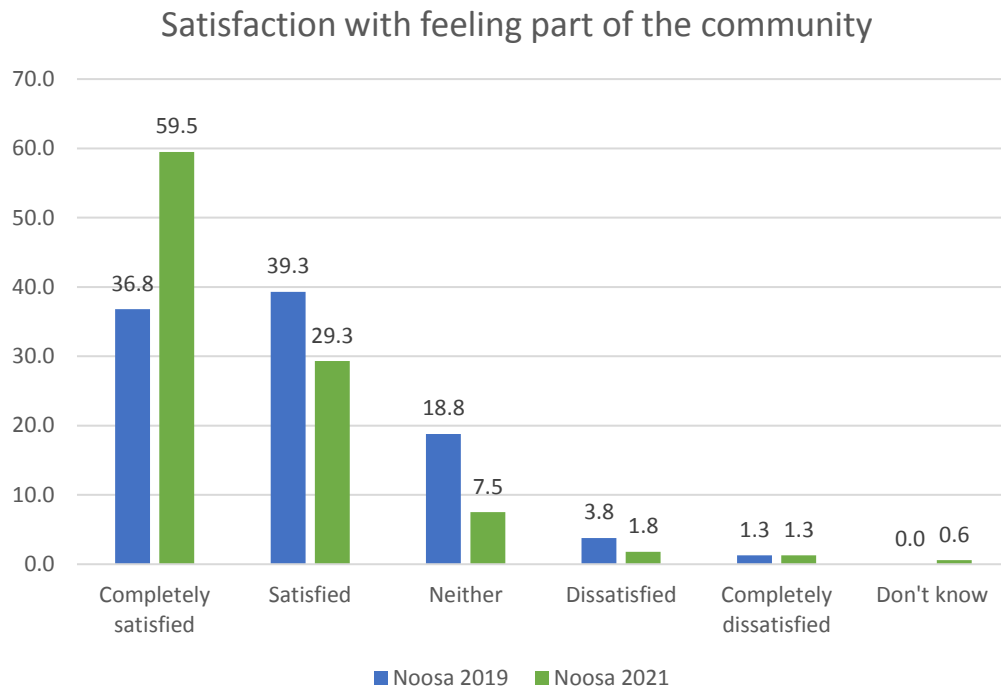
There were no significant variances.

SUMMARY

This 2021 tracking survey is a follow up to the 2019 survey and 2017 benchmark study for Noosa Shire Council. In 2021, Council is performing below the results for 2019. **Average Total Performance Index (TPI) for the survey was calculated at 72.07%** (74.59% in 2019 and 73.24% in 2017).

It is our observation that community sentiment when measuring Council performance, compared to two years ago is generally less positive. As further evidence of this, other similar Councils who have recently completed these surveys recorded lower TPIs. In relative terms Noosa's TPI of 72.07% is also quite high, so although a lower result than in 2019, it is still above a similar sized council in Queensland.

However, to further breakdown Noosa 2021 results, the following chart show comparison of the Total Performance Index (TPI) for Noosa 2021, 2019 and 2017 (including the 2017 LGAQ CSS State-wide and Provincial averages) across all five Themes. *(The LGAQ has decided to forego the state-wide Community Satisfaction Study via telephone contact).*

Comparison of Performance Indices
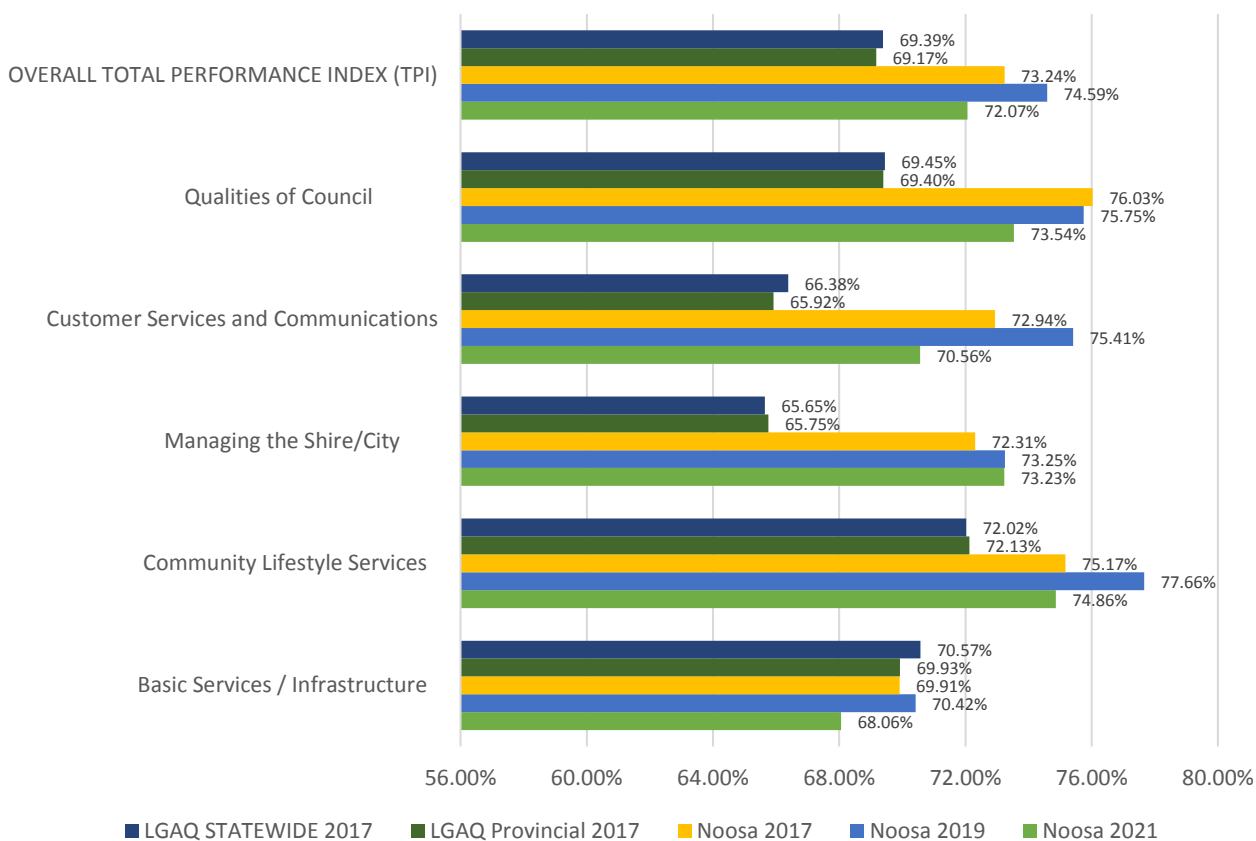
The chart above, shows the Noosa TPI 72.07% (74.59% in 2019 and 73.24% in 2017) compared to TPI for the 5 key themes. As can be seen from the chart above, in 2021 Noosa is below overall average TPI in all 5 areas. The stand-out themes are:

- Customer Service and Communication experienced the greatest reduction in TPI from the 2019 result – 70.56% versus 75.41% in 2019.
- Community Lifestyle Services, Qualities of Council and Basic Services and Infrastructure TPI reduced in 2021 from 2019 results, on average by 2.4%.
- Managing the Shire TPI was stable or on par with 2019 result (73.23% in 2021 versus 73.25% in 2019)

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 the 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)

In 2021, most of the same responsibility areas continue to be rated as low performers as in 2017. However, two new responsibility areas have been added, specifically "Informing the Community" and "Quality of Councillor(s) Dealt With" which were both rated as average performers in 2019.

Lowest Performers

Responsibility Area	Noosa 2017	Noosa 2019	Noosa 2021
Parking Facilities	59.70%	59.60%	56.9%
Economic Development/Local Employment	63.90%	66.60%	63.1%
Traffic Management		68%	63.2%
Responding to the Community	69.70%	71.80%	64.3%
Road Maintenance	68.70%	69.50%	64.4%
Consulting the community	69.60%	72.20%	65.2%
Road Construction	69.80%	70.90%	67.0%
Building Control		71.30%	69.9%
Informing the Community			70.0%
Qualitiy of Councillor(s) Dealt with			70.5%
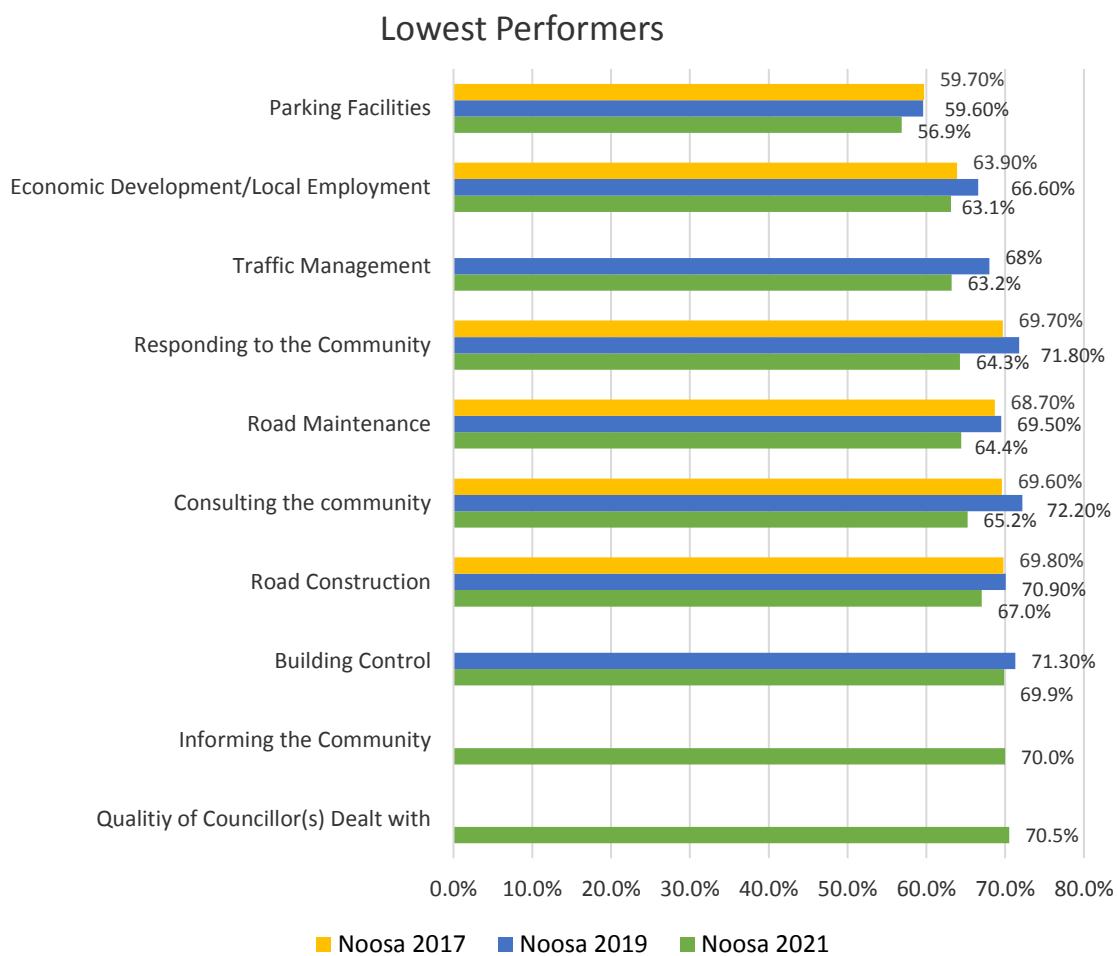
Note - Responsibility Area TPI only shown if also Lowest Performer for 2017 and 2019.

Areas Rated as Being 'High' on Performance

There are 14 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 (72.07%). 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 borderline between 'Important' and 'Nice to Have').

In 2021, there are some additional responsibility areas that the community has judged Council to be preforming better compared to 2019 and 2017. These include:
- Park, Playgrounds & Public Amenities – *Least Important in 2019*
- Environment protection & Conservation – *Average in 2019*
- Environment Controls – *Average in 2019 and Average in 2017*
- Revenue Raising – *Average in 2019*
- Community Health – Average in 2019 and Average in 2017
- Community Services – Average in 2017

Highest Performers

Responsibility Area	Noosa 2017	Noosa 2019	Noosa 2021
Libraries & other Information Access	83.00%	84.90%	82.9%
Disaster Management	78.30%	79.40%	80.9%
Waste Management	81.20%	81.50%	80.6%
Parks, Playgrounds & Public Amenities	78.30%		78.9%
Customer Service	78.60%	81%	76.5%
Evironment Protection & Conservation	74.90%		76.3%
Community Safety	76.10%	78.10%	76.3%
Quality & Performance of Indoor Staff	78.40%	78.40%	75.8%
Environmental Controls			75.8%
Revenue-raising	73%		75.7%
Information services	75.70%	79.20%	75.6%
Quality & Performance of Outdoor Workers	78.50%	78.40%	75.1%
Community Services		77.10%	75.1%
Community Health			74.1%

Legend: Noosa 2017, Noosa 2019, Noosa 2021

Note - Responsibility Area TPI only shown if also Highest Performer for 2017 and 2019.

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.

The chart below shows a list of targets for improvement where elements have performance ratings 1.5% or more below the average performance assessment of 72.07%, 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.

Performance Improvement Targets

Element	Noosa 2017	Noosa 2019	Noosa 2021
Parking Facilities	59.70%	59.60%	56.9%
Economic Development/Local Employment	63.90%	66.60%	63.1%
Traffic Management		68%	63.2%
Responding to the Community	69.70%	71.80%	64.3%
Road Maintenance	68.70%	69.50%	64.4%
Consulting the community	69.60%	72.20%	65.2%
Road Construction	69.80%	70.90%	67.0%
Building Control		71.30%	69.9%
Informing the Community			70.0%
Qualitiy of Councillor(s) Dealt with			70.5%
OVERALL WEIGHTED PERFORMANCE INDEX	73.24%	74.59%	72.07%

Note - Responsibility Area TPI only shown if also Performance Improvement Targets for 2017 and 2019.

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.

In 2021, as in 2019 and 2017 most low performing areas remain as low performers and a comparison of TPIs is shown below:

	2021	2019	2017
Responding to the Community	64.3%	71.8%	69.7%
Building Control	69.9%	71.3%	*
Road Construction	67.0%	70.9%	69.8%
Footpaths, Kerbing, Guttering	Least Important in 2021	69.6%	69.6%
Road Maintenance	64.4%	69.5%	68.7%
Traffic Management	63.2%	68.0%	*
Economic Development/Local Employment	63.1%	66.6%	63.9%
Public Transport	Least Important in 2021	65.1%	65.1%
Parking Facilities	56.9%	59.6%	59.7%
Consulting the Community	65.2%	72.2%	69.6%
Informing the Community**	70.0%	*	*
Quality of Councillor(s) Dealt With**	70.5%	*	*

These were average performers in 2017 & 2019

The challenge is now for Council to continue to address and prioritise these areas 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 other similar Councils.

APPENDIX

A. Respondent Profile
B. Survey Questionnaire

A. 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 (47%) males and (53%) females.
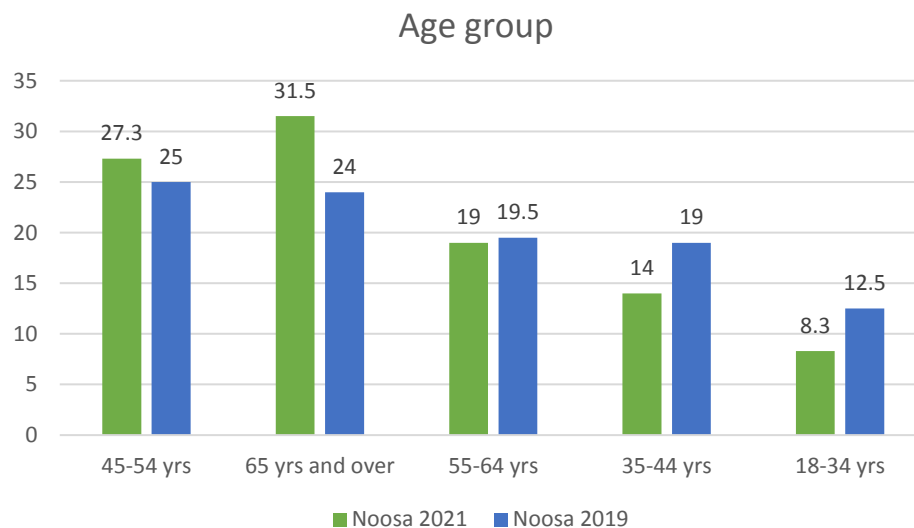
Age group

The most noticeable changes in the age group demographic between the 2019 and 2021 was in the 65 years and over age group (7.5% increase from 2019 to 2021), the 35-44 years age group (5% decrease) and the 18-34 years age group (4.2% decrease).

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.

Household situation
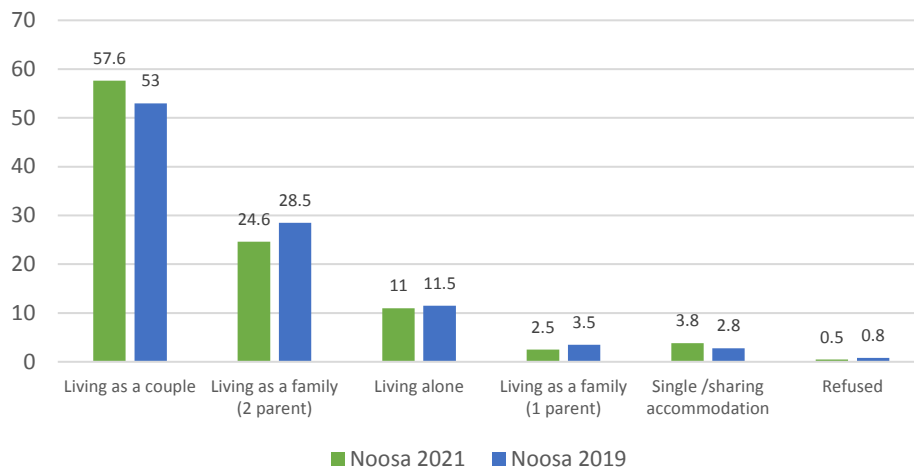
The most noticeable changes in the household situation demographic were those living as a couple (increase of 4.6% from 2019 to 2021) and living as a family (decrease of 3.9% from 2019 to 2021).

The majority (57.6%) of respondents were 'living as a couple' households.
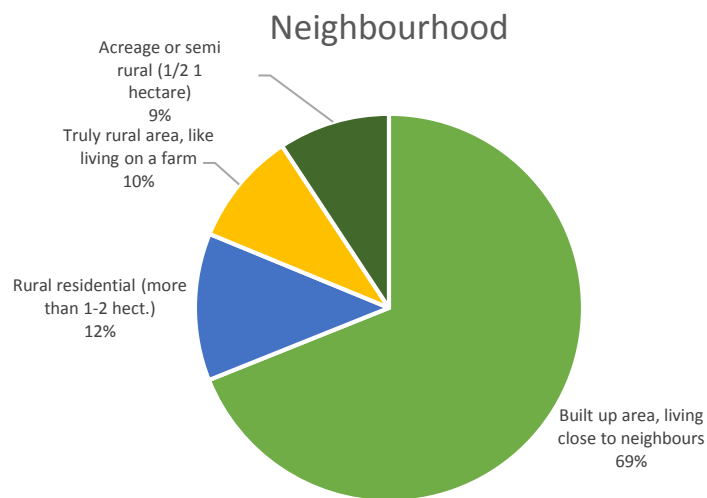
Neighbourhood

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

The neighbourhood demographic has remained the same in 2021 as in 2019.

Home ownership
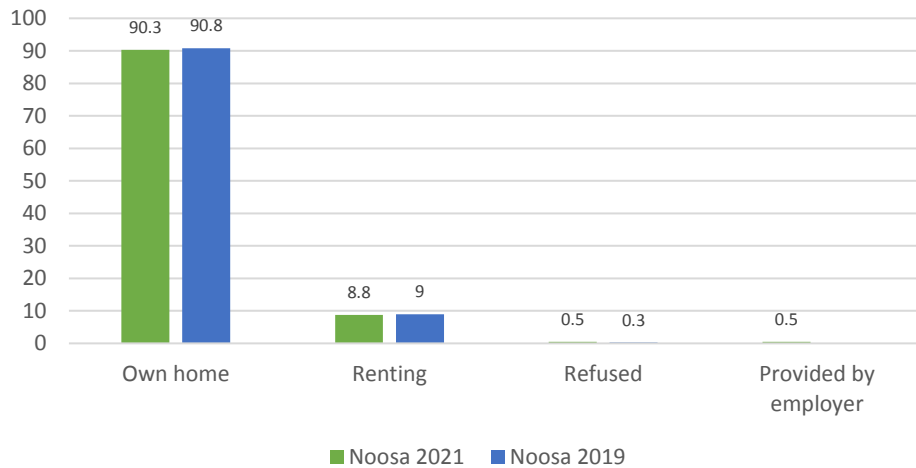
The home ownership demographic remains almost completely unchanged between 2019 and 2021, with the largest change being a 0.5% decrease between 2019 and 2021 for people who own their home. In summary:

- Renters account for 8.8% of respondents.
- 90.3% of respondents were home-owners.

Present work status
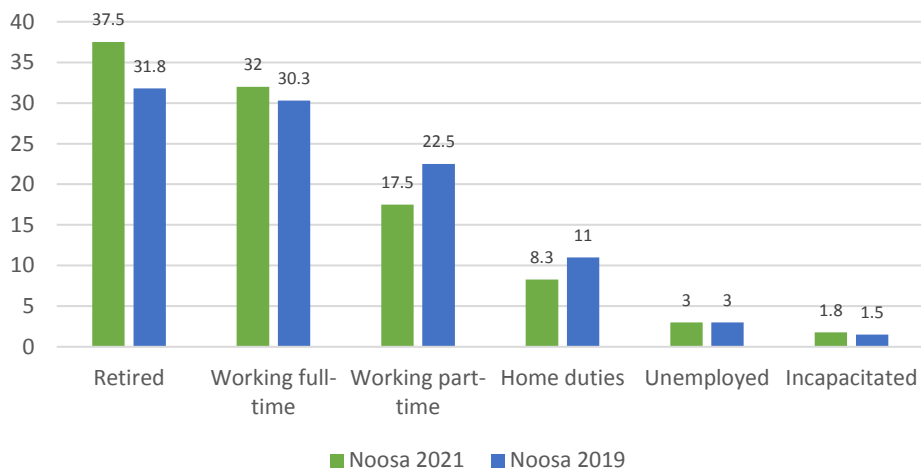
The most noticeable changes from 2019 to 2021 in the present work status demographic was an increase of 5.7% in the retired respondents, a decrease in the working part-time respondents of 5%, an increase in the working full-time respondents of 1.7% and a decrease in those undertaking home duties of 2.7%.

In summary in 2021:

- Half (49.5%) of the sample are either working in full or part time employment.
- 37% of respondents were retired.

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NOOSA SHIRE COUNCIL

COMMUNITY SATISFACTION & ATTITUDES SURVEY

2021

Interviewers' Instructions

&

Respondent Contact

Market Facts Ref: J2457

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]**

May 2021

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

Performance	Function/Responsibility	Examples/Clarification	Importance
	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/cafés/shops, mosquito/midge spraying, cemeteries	

THEME (2) Community Lifestyle Services

Performance	Function/Responsibility	Examples/Clarification	Importance
	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	
	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	Function/Responsibility	Examples/Clarification	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	Function/Responsibility	Examples/Clarification	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	Function/Responsibility	Examples/Clarification	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	

OVERALL COUNCIL PERFORMANCE	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 or attended a council facility 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. Where do you source your Council information from about a project or an issue?

Local newspapers   1   Council's subscribed e-newsletter   5
Council's website   2   Letterbox drops   6
Social media (Facebook, Instagram)   3   Other (Please specify)   *
Council's customer service staff   4   _____

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?

<div align="center">

1   2   3   4   5   6 (DK)

</div>

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 <u>main</u> 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	Important	Quite Important	Unimportant	Not Important At All	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	Important	Quite Important	Unimportant	Not Important At All	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

1.Basic Services & Infrastructure	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not Applic.
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

	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not Applic.
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

<div align="center">RATING</div>

	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not Applic.
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
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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.3 Do you have a plan in your household for emergencies or a 'disaster management plan'?

<div align="center">Yes   1   No   2</div>

Q.4 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 or attended a council facility in the past 12 months?

<div align="center">Yes   1 (Continue to Q.3a)   No   2 (Go to Q.4)</div>

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?
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Q.4 Council is consistently striving to communicate well with residents. Where do you source your Council information from about a project or an issue?

Local newspapers	1	Letterbox drops	6
Council's website	2	Other (Please specify)	*
Social media (Facebook, Instagram)	3		
Council's customer service staff	4	_____	

Council's subscribed e-newsletter   5

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?

                    1   2   3   4   5   6 (DK)

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 <u>main</u> income-earner of your household?

Manager/Administrator/Professional	1
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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.