Community Satisfaction Survey 2024

Quantitative Research Report
FINAL

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verian

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Verian respectfully acknowledges the Traditional Owners of the lands on which we live and operate, and pay our respects to all Elders, past and present.

We recognise their strengths and enduring connection to lands, waters and skies as the Custodians of the oldest continuing cultures on the planet. We remain committed to actively contributing to Australia's reconciliation journey through listening and learning, sharing diverse voices with our clients and working together for a better tomorrow.

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INTRODUCTION

Redland City Council conducts a biennial community satisfaction survey to capture community ratings of performance in the areas in which Council delivers services to the community. The survey also assists in identifying opportunities for improvement.

The 2022 and 2024 surveys were undertaken by Verian, an independent research agency dedicated to serving government and not-for-profit organisations. The survey captures community ratings of performance in 33 areas, with a sample size of n=460 surveys achieved through a mix of telephone and mobile data collection methods using Computer Assisted Telephone Interviewing (CATI).

Executive Summary

OVERALL PERFORMANCE

In 2024, Redlands Coast residents, on average, rated Council's overall performance as 6.2 out of 10.
Just over half (53%) of residents gave Council a positive overall performance rating (i.e. rated 7-10 on a 10-point scale). Most of these residents gave Council a 'good' rating (46%), while 7% gave a 'very good' rating (8%). Fourteen percent (13%) gave Council a negative rating (1-4), while one-third (33%) provided a neutral rating.

While overall performance ratings remain similar to 2022 at a total Council area level, there has been a decline in ratings amongst the Southern Moreton Bay Islands residents this year.

TOP 10 SERVICES (PERCEIVED PERFORMANCE)

1. Rubbish collection and disposal (highest performer)
2. Libraries
3. Water supply
4. Sewerage
5. Food safety
6. Waste minimisation
7. Quality and performance of Council staff
8. Managing cemeteries
9. Disaster management
10. Council accessibility

The top four are consistent with 2022. Disaster management and council accessibility are new to the 10 performing services this year.

BOTTOM 10 SERVICES (PERCEIVED PERFORMANCE)

1. Town planning (lowest performer)
2. Economic development and local employment
3. Road construction
4. Road maintenance
5. Parking management
6. Promotion of tourism
7. Traffic management (local roads)
8. Community engagement
9. Mosquito programs
10. Community safety

The four lowest performing services are consistent with 2022. Promotion of tourism and traffic management are new to the bottom 10 performing services this year.

IMPORTANCE OF SERVICES

This year, services with the highest impact on perceptions of Council's overall performance are:
1. Informing the community
2. Sewerage
3. Road maintenance
4. Environmental controls
5. Managing cemeteries
6. Supporting community organisations
7. Footpaths
8. Mosquito programs
9. Water supply
10. Libraries

COUNCIL'S AREAS OF STRENGTH

Performance versus importance mapping suggests areas to continue to maintain are:
1. Sewerage
2. Managing cemeteries
3. Supporting community organisations
4. Water supply
5. Libraries

These services have a higher impact on perceptions of Council's overall performance, and ratings of performance for these services are higher than others.

COUNCIL'S AREAS FOR FUTURE FOCUS

Performance versus importance mapping suggests areas for improvement prioritisation are:
1. Informing the community
2. Road maintenance
3. Environmental controls
4. Footpaths
5. Mosquito programs
6. Town planning

These services have a higher impact on perceptions of Council's overall performance, but ratings of performance for these services are lower than others.

Executive Summary

CHANNELS OF CONTACT WITH COUNCIL

Methods of contact with Council in the past 12 months are largely consistent with 2022. All but 2% of residents have had some form of interaction with Council, with the majority being via non-digital channels (97%). The most common non-digital interaction is the Councillor newsletter in the letterbox (70%). However, a noteworthy portion (86%) had a digital interaction with Council, with visits to Council's website being most common (63%), followed by payments of charges via Council's website (48%).

Of the 63% who proactively contacted Council over the past 12 months, the most common reason was to report an issue (or problem) to Council (34%). Reasons relating to trees and vegetation management (17%) and animal registration (17%) were also common.

CUSTOMER EXPERIENCE

The 63% of residents who proactively contacted Council over the past 12 months with a matter or query were asked to rate elements of their interaction. In 2024, 7 in 10 (68%) of these residents agreed it was easy to 'do business' or liaise with Council, including (42%) who strongly agreed. However, ratings for timely resolution of the matter / query and resolution effectiveness were rated lower – around 6 in 10 of these residents agreed their matter or query was resolved in a timely (59%) or effective (57%) manner. Nearly 3 in 10 (28%) disagreed there was an effective resolution. These ratings remain similar to 2022.

Ratings were quite high for digital service experience, with the majority (75%) providing a positive rating (7-10 out of 10), including 28% who gave a very good rating (9-10).

PREFERRED COMMUNICATION WITH COUNCIL

The most popular channel for receiving information from Council continues to be by email or eNewsletter, with three in five (60%) of all residents nominating this as one of their preferred channels. This was closely followed by a Councillor newsletter in the mailbox (41%).

Three-quarters (75%) of all residents would be satisfied to receive and/or access Council's newsletter, magazine and other news digitally to reduce the cost of printing and posting publications.

The most popular topics for further information are general development and building (22%), events / what's on (20%), general Council updates (18%) and roads and transport (13%).

PERCEPTIONS OF LIVING ON REDLANDS COAST

Perceptions of living on Redlands Coast are very positive. Nearly all residents (98%) agree that Redlands Coast is a good place to live, remaining stable from 99% in 2022. Additionally, almost nine in ten residents (87%) would recommend Redlands Coast as a place to visit, remaining stable from 91% in 2022.

The proportion of residents who believe that Redlands Coast is a better place to live than five years ago remains relatively stable compared to when it was measured in 2022 (42% vs. 46%). However, a slightly higher proportion of residents believe it is not a better place to live now (49%) than those who do (42%).

ISSUES FACING REDLANDS COAST IN THE NEXT 10-20 YEARS

Resident verbatims suggest they perceive the most important issues facing Redlands Coast in the next 10-20 years to be:
- Population growth / overcrowding (38%)
- Roads – increased capacity / maintenance (35%)
- New infrastructure - footpaths / hospitals / schools / university / shops (29%)
- Traffic – congestion (25%)
- Housing – more housing / affordable housing (15%)
- Environmental protection and conservation - loss of habitat / climate change (12%)
- Public safety / crime / youth crime (10%)

FIRST NATIONS COMMUNITY

The proportion of residents who self-report they have strong knowledge of the First Nations communities of Redlands Coast and their history increased gradually from 2019 to 2022. This now remains stable in 2024 at 20%. Three in five (59%) residents believe they know what Quandamooka means. This has been increasing since 2019.

Understanding of native title remains stable, but there is still some room for improvement. This year, one-quarter (25%) of residents describe their level of understanding as 'good' or 'very good'. Two in five (42%) describe it as 'extremely poor' or 'poor'. Therefore, lower levels of understanding exceed that of higher levels of understanding.

2.

Research background, objectives and approach

Introduction to the research

- Redland City Council conducts a **biennial community satisfaction survey** to capture community ratings of performance in the areas in which Council delivers services to the community.

- The survey also assists in identifying opportunities for improvement.

- The 2022 and 2024 surveys were undertaken by Verian, an independent research agency dedicated to serving government and not-for-profit organisations. The 2019 survey was undertaken by a different research supplier.

- The survey captures community ratings of performance in 33 areas, with a target sample size of n=460 surveys achieved through a mix of landline and mobile phone data collection methods using Computer Assisted Telephone Interviewing (CATI).

Research objectives

Objectives:

The objectives of the 2024 Redland City Council Community Satisfaction Survey are to:

- capture community **ratings of performance in the 33 areas in which Council delivers services** to the community,
- identify opportunities for improvement by **comparing ratings of performance in service areas**,
- identify opportunities for improvement by **comparing ratings of performance in the four regions** of Redlands Coast,
- identify the highest and lowest **drivers of overall satisfaction with Council** in order to identify strategies for improving overall satisfaction with Council,
- understand community preferences regarding **channels of communication** and
- measure community understanding of **Quandamooka culture and native title**.

The survey results are used to:

- Help Council evaluate its performance in delivering services to the community,
- Identify strategies for improving resident satisfaction and
- Guide strategic planning, priority-setting and budget allocation.

Quantitative research approach

Data collection method

Computer-Assisted-Telephone Interviewing (CATI) 81% of surveys were completed on mobile, and 19% on landline.

Survey length

20 minutes

Target respondent

Redland City Council residents aged 18+ years

Data collection dates

20 May – 2 June 2024

Sample size

n=460 surveys achieved; the estimated margin of error is very low at 4.57% at a 95% confidence interval.

Quotas

To ensure that the sample was reflective of Australian Bureau of Statistics (ABS) population statistics, quotas were set by:
• Location (Region and suburb)
• Age
• Gender

The following page shows the quotas applied versus achieved in 2024.

Weighting

Data has been post-weighted by age and gender to correct for any minor skews – interlocked ABS 2021 Census data has been used.

Sample quotas

Quota criteria	Target % of total sample	Target sample size n=460 total	2024 Sample achieved n=460 total
Regions			
• Coastal	53%	245	245
• Inland region	33%	150	150
• North Stradbroke Island	7%	30	30
• Southern Islands	8%	35	35
Age (soft quotas)			
• 18-39 years	30%-36%	n=138-166	139
• 40-59 years	30%-36%	n=138-166	163
• 60 years plus	30%-36%	n=138-166	158
Gender			
• Male	45%-55%	n=207-253	208
• Female	45%-55%	n=207-253	252
• Other (non-binary)	No target	No target	0

Further details on the profile of the sample can be seen in Section 7 of this report, including household structure, dwelling type, employment status, ratepayer status, home ownership, having a disaster management plan, length of time living in the area, work location, First Nations status and languages other than English.

Suburb / locality quota breakdown	ID		Target sample size	2024 Sample achieved
Coastal Region	ID		**245**	**245**
4158	1	Thorneside	11	7
4159	2	Birkdale	41	44
4160	3	Erobin, Ormiston	18	14
4160	4	Wellington Point	32	41
4163	5	Cleveland, Raby Bay	48	45
4165	6	Point Halloran, Victoria Point, Victoria Point West	54	46
4165	7	Redland Bay	41	48
Inland Region			**150**	**150**
4157	8	Capalaba	45	46
4157	9	Sheldon	8	4
4161	10	Alexandra Hills, Burwood Heights	42	47
4164	11	Thornlands	37	36
4165	12	Mount Cotton	18	17
North Stradbroke Island			**30**	**30**
4183	13	Amity Point, Dunwich, Point Lookout	30	30
Southern Moreton Bay Islands			**35**	**35**
4184	14	Coochiemudlo Island	7	3
4184	15	Karragarra Island, Lamb Island, Macleay Island, Russell Island	28	32
TOTAL			**460**	**460**

Guide to interpreting results in this report

- In some charts and tables, figures may add up to more than 100%. This is either because of:
  - Rounding effects; or
  - A question allowing multiple responses rather than single response.
- Responses shown in bar charts and tables are ordered from highest mentioned response (%) to lowest mentioned response (%), except responses like 'don't know' and 'other (specify)' are always anchored at the bottom.
- Where scale questions are reported (i.e. responses on a scale of 1 to 10), results are ordered from the highest to lowest % 7-10 response (e.g. positive ratings).
- Charts show proportions that are rounded to the nearest whole figure (e.g. 20%). However, the data that sits behind each chart contains multiple decimal places (e.g. 20.5473%). For this reason, some chart bars, which may show the same proportional result, may not visually align.

- Statistically significant changes between each year are shown in this report. These changes are tested at a 95% confidence interval.
- Tests for statistically significant differences between respondent sub-groups have been conducted at a 95% confidence level for Council's overall performance question, A4. Further comparisons between sub-groups for other survey questions are shown in the excel topline report that accompanies this report.
- Some questions have allowed for open-ended responses (i.e. verbatims). Some verbatims have been coded into themes for quantitative analysis in this report, while others have not. Please see the Excel topline report for all verbatims.
- Where questions have been asked consistently over time, comparisons to previous years have been made. In charts or tables where no comparison to previous years has been made, there has been a question change, resulting that has resulted in data not being comparable or the question being entirely new in 2024. Please refer to the footnotes for explanation.
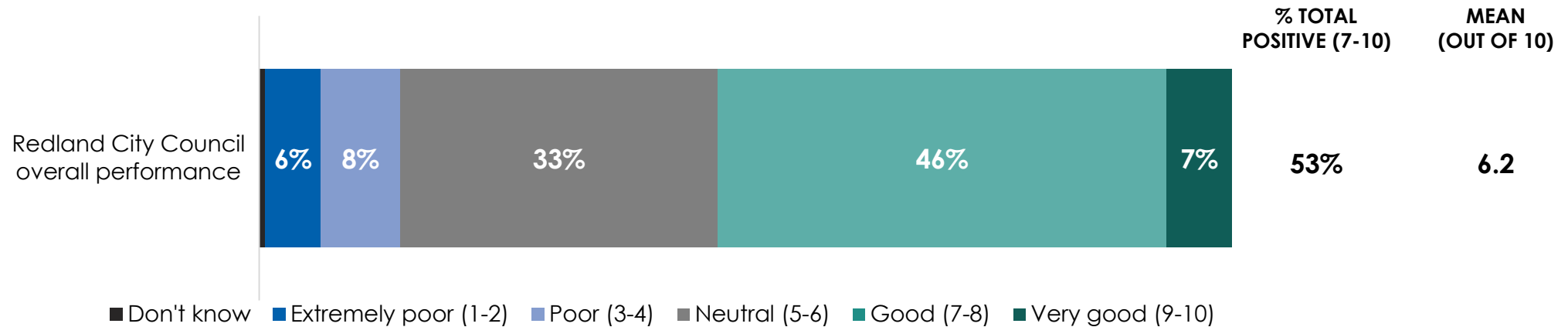
3.

Council performance

Perceptions of Council's overall performance

In 2024, Redlands Coast residents on average rated Council's overall performance as 6.2 out of 10.

Just over half (53%) of residents gave Council a positive overall performance rating (i.e. rated 7-10 on a 10-point scale). Most of these residents gave Council a 'good' rating (46%), while 7% gave a 'very good' rating. Fourteen percent (14%) gave Council a negative rating (1-4), while one-third (33%) provided a neutral (mid-point) rating.

						% TOTAL POSITIVE (7-10)	MEAN (OUT OF 10)
Redland City Council overall performance	6%	8%	33%	46%	7%	53%	6.2

■ Don't know ■ Extremely poor (1-2) ■ Poor (3-4) ■ Neutral (5-6) ■ Good (7-8) ■ Very good (9-10)

The proportion who rated Council positively (7-10) is **higher** amongst:
- 18-34 year olds (64%)
- Males (58%)
- Families (57%)
- Residents who are not ratepayers (65%)
- Those who believe Redlands Coast is a better place to live than 5 years ago (70%)

The proportion who rated Council positively (7-10) is **lower** amongst:
- 60+ year olds (43%)
- Southern Moreton Bay Islands residents (28%)
- Females (48%)
- Non-family households (47%)
- Ratepayers (51%)
- Own the house they live in (51%)
- Have lived on the Redlands Coast for more than 30 years (39%)
- Those who do not believe Redlands Coast is a better place to live than 5 years ago (38%)

A2. Now thinking about how Redland City Council is performing overall, how would you rate that on the same scale of 1 to 10, where 1 is extremely poor and 10 is excellent?. BASE: Total Sample 2024 (n=460).

Perceptions of Council's overall performance

The chart below shows perceptions of Council's overall performance split by region.

Inland residents rate Council most positively, with 58% providing a rating of 7-10 out of 10. Coastal residents provided the second most positive ratings, with just over half (55%) providing a rating of 7-10. North Stradbroke Island residents provided the third most positive ratings (37% rated 7-10). Residents of the Southern Moreton Bay Islands rate Council the least positively; 28% of these residents provided a positive rating, while 32% provided a negative rating (negative ratings therefore outweighed positive ratings in this region).
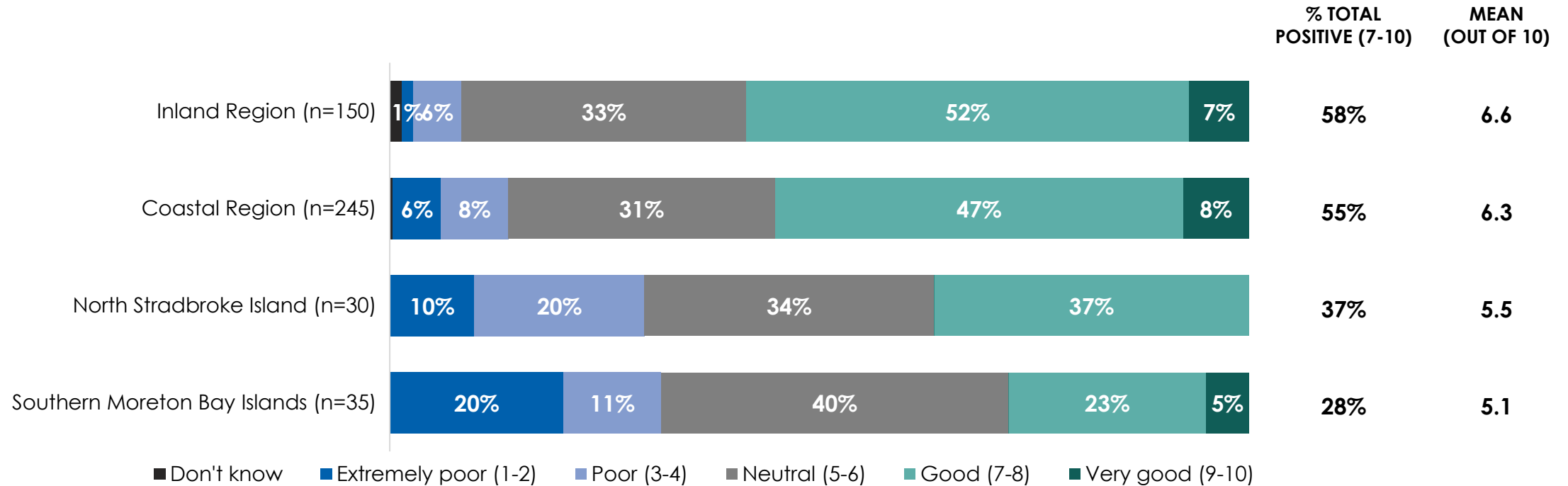
	% TOTAL POSITIVE (7-10)	MEAN (OUT OF 10)

	Don't know	Extremely poor (1-2)	Poor (3-4)	Neutral (5-6)	Good (7-8)	Very good (9-10)	% TOTAL POSITIVE (7-10)	MEAN (OUT OF 10)
Inland Region (n=150)	1%	1%	6%	33%	52%	7%	58%	6.6
Coastal Region (n=245)		6%	8%	31%	47%	8%	55%	6.3
North Stradbroke Island (n=30)		10%	20%	34%	37%		37%	5.5
Southern Moreton Bay Islands (n=35)		20%	11%	40%	23%	5%	28%	5.1

Legend: Don't know · Extremely poor (1-2) · Poor (3-4) · Neutral (5-6) · Good (7-8) · Very good (9-10)

A2. Now thinking about how Redland City Council is performing overall, how would you rate that on the same scale of 1 to 10, where 1 is extremely poor and 10 is excellent?. BASE: Total Sample (n=460).

Perceptions of Council's overall performance – over time

Looking at total positive ratings (% 7-10), the proportion of the Southern Moreton Bay Islands residents who provided Council with a positive overall performance rating has significantly declined this year from 54% in 2022 to 28% in 2024. Conversely, the proportion of the Southern Moreton Bay Islands residents who provided a negative rating increased from 17% to 32% (though this is not charted below).
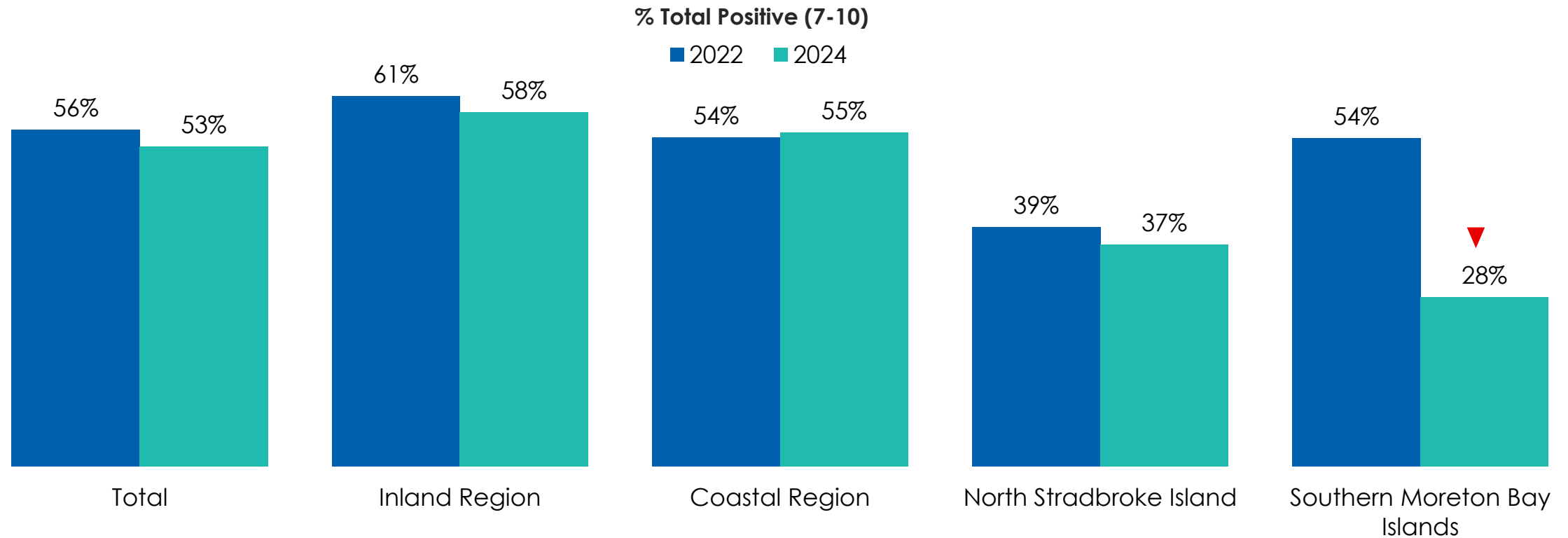
% Total Positive (7-10)

■ 2022   ■ 2024

	Total	Inland Region	Coastal Region	North Stradbroke Island	Southern Moreton Bay Islands
2022	56%	61%	54%	39%	54%
2024	53%	58%	55%	37%	28% ▼

A2. Now thinking about how Redland City Council is performing overall, how would you rate that on the same scale of 1 to 10, where 1 is extremely poor and 10 is excellent?. BASE: Total Sample (2022 n=462, 2024 n=460). NOTE: This question was not asked directly of residents prior to 2022; instead, Council's overall performance score was derived in 2019 via a 'Total Performance Index' (TPI) using weighted importance scores and performance scores of individual services.

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*

Perceptions of Council's overall performance – over time

Looking at more detailed ratings of Council's overall performance, these also remain stable at a total level, and in all regions except for the Southern Moreton Bay Islands. The proportion of the Southern Moreton Bay Islands residents who rated Council as 'good' has declined substantially.

% TOTAL POSITIVE (7-10)

	Total		Inland Region		Coastal Region		North Stradbroke Island		Southern Moreton Bay Islands	
	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
% Total Positive	56%	53%	61%	58%	54%	55%	39%	37%	54%	28% ▼

Legend:
- Very good (9-10)
- Good (7-8)
- Neutral (5-6)
- Poor (3-4)
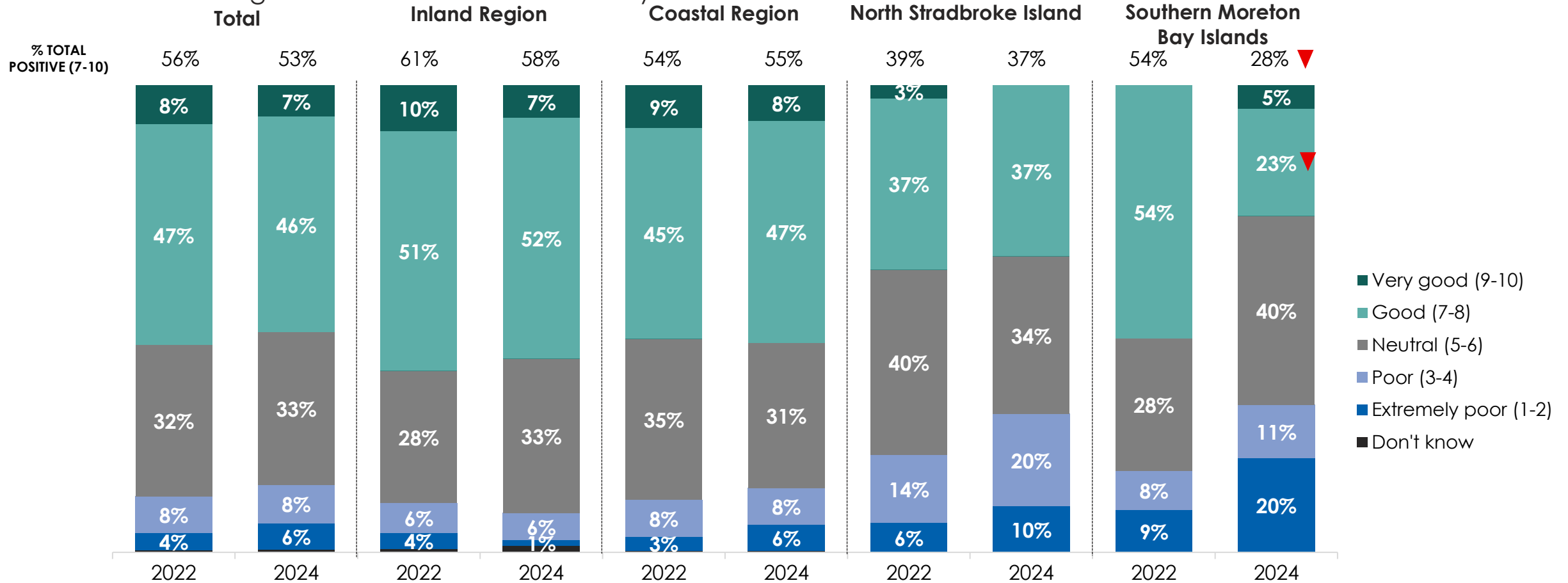- Extremely poor (1-2)
- Don't know

A2. Now thinking about how Redland City Council is performing overall, how would you rate that on the same scale of 1 to 10, where 1 is extremely poor and 10 is excellent?. BASE: Total Sample (2022 n=462, 2024 n=460). NOTE: This question was not asked directly of residents prior to 2022; instead, Council's overall performance score was derived in 2019 via a 'Total Performance Index' (TPI) using weighted importance scores and performance scores of individual services.

▲ *Significantly higher or lower* ▼ *than previous wave at 95% CI*

Reasons for ratings of Council's overall performance

Resident verbatims were collected and coded into themes as shown. Only those whereby 3% or more residents at a total sample level are shown (please see the accompanying topline report for more detail).

Themes / reasons for overall performance rating	Total	Poor (1-4)	Neutral (5-6)	Good (7-10)
NET positive sentiment	**35%**	**5%**	**12%**	**58%**
Good performance / no issues encountered	20%	0%	2%	36%
Good customer service	7%	0%	1%	13%
Parks and playgrounds - good provision / maintenance / amenities	5%	2%	2%	7%
Good general maintenance (cleanliness / tree trimming / lawn mowing)	4%	0%	0%	8%
Good community engagement / consultation / communication	4%	1%	1%	7%
Great place to live / great community / family friendly	3%	0%	0%	6%
NET neutral sentiment	**19%**	**7%**	**17%**	**23%**
Always room for improvement	9%	3%	5%	14%
Average / good in some areas, bad in others	8%	0%	11%	9%
NET negative sentiment	**73%**	**97%**	**89%**	**58%**
Road infrastructure and traffic management - poor provision / maintenance	23%	30%	25%	20%
Issues with town planning - overdevelopment / poor development	12%	18%	16%	8%
Council - specific members / corruption / disjointed / fund mismanagement	12%	24%	18%	5%
Poor community engagement / consultation / communication	11%	16%	16%	7%
Poor value for money / expensive rates	11%	19%	13%	7%
Parking issues - availability / infringements / cost	8%	13%	12%	5%

Themes / reasons for overall performance rating	Total	Poor (1-4)	Neutral (5-6)	Good (7-10)
Poor general maintenance (cleanliness / tree trimming / lawn mowing)	8%	11%	11%	5%
Poor performance / encountered issues	8%	21%	10%	3%
Footpaths and bikeways - poor provision / maintenance	7%	9%	7%	7%
Public safety concerns - crime / poor lighting	7%	9%	9%	6%
Poor infrastructure	6%	12%	9%	4%
Poor customer service	6%	12%	10%	3%
Parks and playgrounds - poor provision / maintenance / amenities	5%	10%	4%	4%
Lack of environmental conservation / lack of green space	5%	8%	4%	4%
Islands are overlooked	5%	10%	6%	3%
Facilities / services - poor provision	4%	13%	5%	1%
Poor flood mitigation and disaster management / response	4%	6%	6%	2%
Not accounting for population growth	4%	5%	8%	2%
Amenities - poor provision / maintenance	3%	6%	4%	1%
Accessibility issues	3%	2%	5%	2%
Sport and recreational facilities - poor provision / maintenance / club support	3%	3%	2%	3%
Poor waste services	3%	3%	4%	2%
Other	5%	3%	6%	5%

Significantly higher than total sample
Significantly lower than total sample

A2A. Can you tell me why you gave Council this score? BASE: Total Sample 2024 (n=460), Rated poor (1-4) at A2 (n=63), rated neutral (5-6) at A2 (n=150) rated good (7-10) at A2 (n=244).
NOTE: Question not asked in previous years. | NOTE: Results for don't know at A2 are not shown in the table above. | NOTE: Themes mentioned by <3% of respondents at a total sample level are not shown, please see the accompanying topline report in excel for further detail.

3.1

Service performance

Introduction to evaluation of specific Council services

This section outlines community ratings of performance in the 33 areas in which Council delivers services to the community. The 33 services evaluated this year, and their definitions, are provided in the appendix of this report.

A note about scales:

In 2022 and 2024, all services were evaluated on a 10-point scale where 1 is 'extremely poor' and 10 is 'excellent'. The 2022 and 2024 datasets are, therefore, comparable to each other. It should be noted that the description wording of two services changed slightly in 2024 (parking management and town planning); however, results suggest that this has not altered respondent interpretation.

For many services, there is comparable data from the 2019 survey due to consistent descriptions; however, caution must be applied when comparing 2019 results to subsequent years because:

- Changes in the data collection method for the survey (as a whole) occurred between 2019 and 2022,

- Some minor revisions to the wording between 2019 and 2022 may have occurred and

- The scale used to evaluate the service changed between 2019 and 2022. In 2019 a 5-point scale was used, where 1 was 'very poor' and 5 was 'very good'. In 2022 and 2024 a 10-point scale was used where 1 is 'extremely poor' and 10 is 'excellent'.

For the purpose of comparing 2019 with scores in subsequent years, the mean score from 2019 has been doubled to convert what was provided on a 5-point scale to a 10-point scale. However, the comparison should be used as a guide only as it is not 100% comparable over time.

In both years, a 'don't know' option was available if the resident simply had no opinion or understanding of the service. The proportion of residents who indicated 'don't know' is higher for services where awareness or exposure of that service is lower for the resident. Therefore, for the purpose of analysis, the proportion of residents who indicated 'don't know' for each service has been removed.

Top 10 services
(Performance ratings based on percentage rated 7-10)

33 services were rated on a scale of 1 to 10

% TOTAL POSITIIVE (7-10)

Rubbish collection and disposal
Waste collection and accessibility of Council Recycling and Waste Centres and disposal services
90%

Libraries
Providing Council libraries and programs
86%

Water supply
Supply of water to meet reasonable standards of quantity and quality
82%

Sewerage
Providing and maintaining sewerage systems with adequate standards of effluent discharge, odour control and operating efficiency
81%

Food safety
Managing food safety in restaurants and cafes across the city
75%

% TOTAL POSITIIVE (7-10)

Waste minimisation
Encouraging residents to reduce waste and recycle by providing green waste bins and yellow lid recycle bins and information on what can and can't be recycled
70%

Quality and performance of Council staff
Responsive, courteous, helpful, effective, efficient, knowledgeable, get things done
68%

Managing cemeteries
Maintaining cemeteries to cater for burial of residents
68%

Disaster management
Preparing for, responding to, and recovering from severe weather events and natural disasters
67%

Council accessibility
Open hours, locations, facilities, platforms (e.g. online, in person, phone) that meet your needs
65%

A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BASE: Total sample 2024 (n=460). NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis.
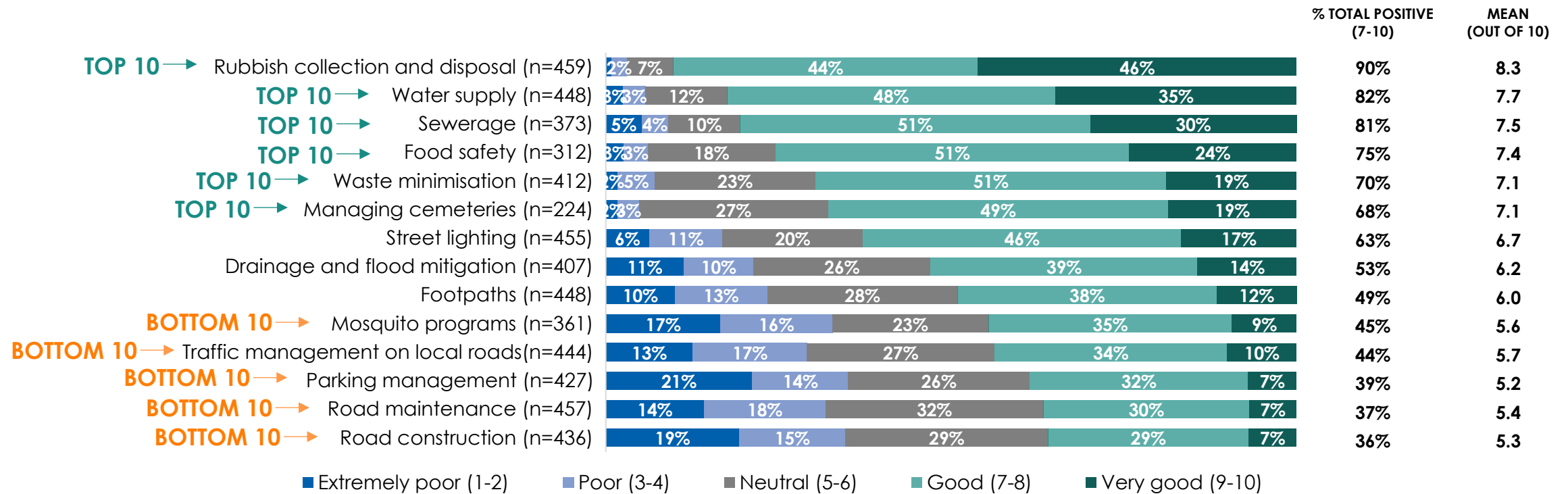
Bottom 10 services

(Performance ratings based on percentage rated 7-10)

% TOTAL POSITIVE (7-10)

% TOTAL POSITIVE (7-10)

Town planning
Managing the growth of the city by planning and zoning land for the purposes of residential, rural, commercial, industrial, recreational and open space uses

28%

Economic development and local employment
Supporting increased economic activity, increased local employment and attracting investment

34%

Road construction
Construction and upgrading of local roads (i.e. not main State roads)

36%

Road maintenance
Repairing road surfaces, street sweeping and mowing verges of local roads

37%

Parking management
Provisions and regulations of car parking at destinations such as town centres, ferry terminals, sports and recreational venues across Redlands Coast that enables fair access

39%

Promotion of tourism
Promoting Redlands Coast to attract visitors to the region, including services such as the Visitor Information Centre

43%

Traffic management on local roads
Managing traffic, signage and infrastructure on local roads

44%

Community engagement
Giving residents opportunities to provide input on Council projects, plans and initiatives through Council's online Your Say community engagement platform, surveys, social media and face to face events

45%

Mosquito programs
Conducting spraying to limit breeding of mosquitos

45%

Community safety
Providing education and awareness, security patrols & CCTV cameras, beach and pool lifeguards and safety signage to help keep residents safe (excluding State responsibilities like policing etc.)

48%

A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BASE: Total sample 2024 (n=460). NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis.

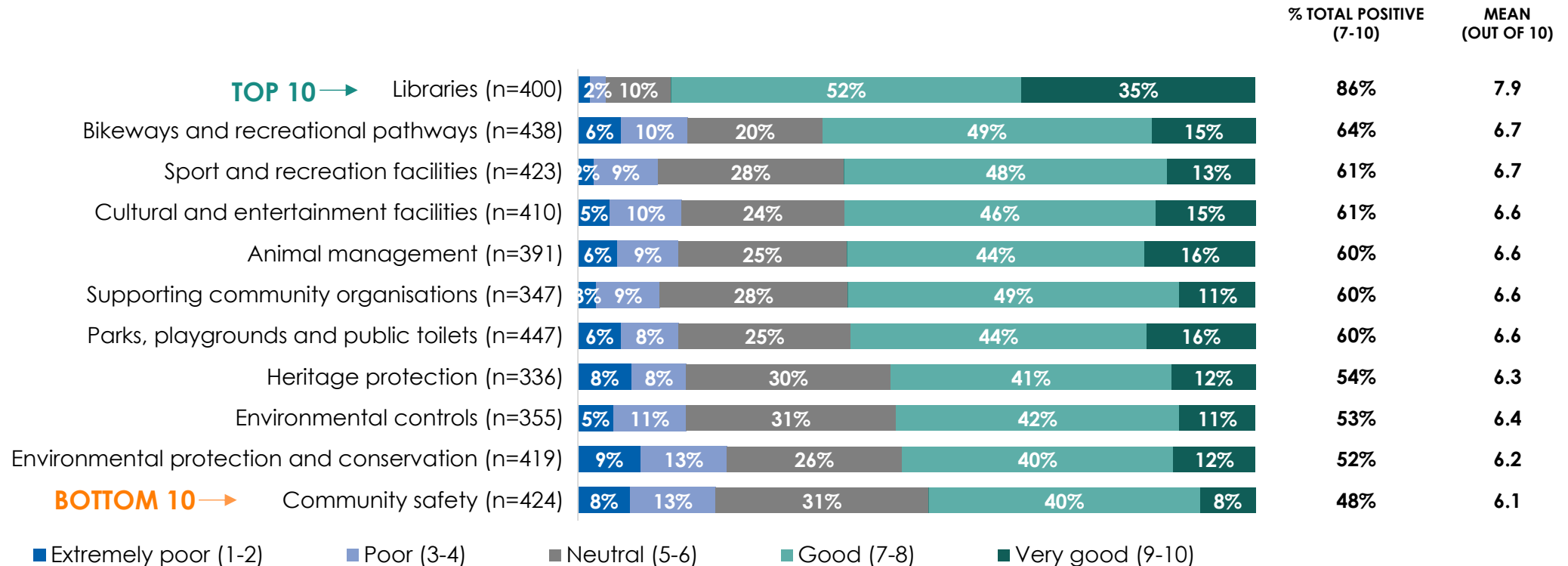# Service performance: Basic services and infrastructure

Looking at all **basic services and infrastructure** services, this service area contains six of the top ten performing services, but five of the bottom ten performing services. Rubbish collection and disposal, water supply, sewerage and food safety were rated most positively (as per 2022). More than three-quarters of residents rated these services positively (7-10 on a 10-point scale). Basic services and infrastructure services that were rated least positively included road construction, road maintenance and parking management. Less than 40% rated these services positively.

	% TOTAL POSITIVE (7-10)	MEAN (OUT OF 10)
TOP 10 → Rubbish collection and disposal (n=459) — 2% 7% 44% 46%	90%	8.3
TOP 10 → Water supply (n=448) — 3% 3% 12% 48% 35%	82%	7.7
TOP 10 → Sewerage (n=373) — 5% 4% 10% 51% 30%	81%	7.5
TOP 10 → Food safety (n=312) — 3% 3% 18% 51% 24%	75%	7.4
TOP 10 → Waste minimisation (n=412) — 2% 5% 23% 51% 19%	70%	7.1
TOP 10 → Managing cemeteries (n=224) — 2% 3% 27% 49% 19%	68%	7.1
Street lighting (n=455) — 6% 11% 20% 46% 17%	63%	6.7
Drainage and flood mitigation (n=407) — 11% 10% 26% 39% 14%	53%	6.2
Footpaths (n=448) — 10% 13% 28% 38% 12%	49%	6.0
BOTTOM 10 → Mosquito programs (n=361) — 17% 16% 23% 35% 9%	45%	5.6
BOTTOM 10 → Traffic management on local roads (n=444) — 13% 17% 27% 34% 10%	44%	5.7
BOTTOM 10 → Parking management (n=427) — 21% 14% 26% 32% 7%	39%	5.2
BOTTOM 10 → Road maintenance (n=457) — 14% 18% 32% 30% 7%	37%	5.4
BOTTOM 10 → Road construction (n=436) — 19% 15% 29% 29% 7%	36%	5.3

■ Extremely poor (1-2) ■ Poor (3-4) ■ Neutral (5-6) ■ Good (7-8) ■ Very good (9-10)

A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BLOCK 1. BASE: Total Sample minus those who indicated don't know for each service; 2024 min n=224 (for these services). NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis.

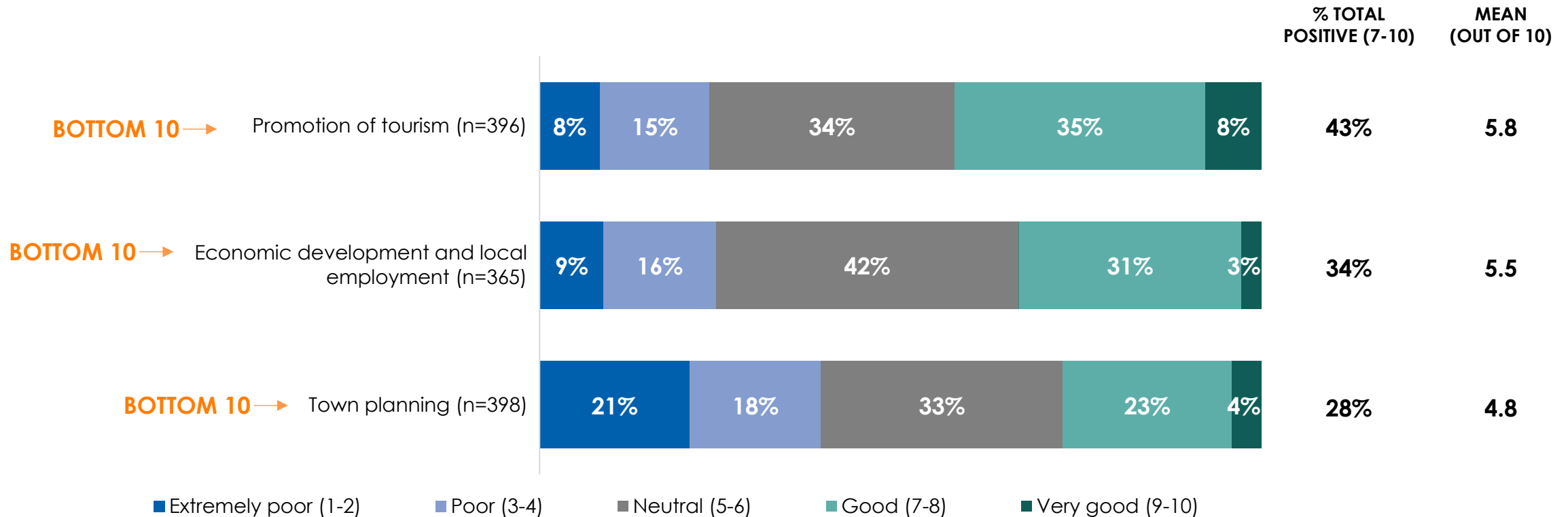# Service performance: Community lifestyle services

Looking at all **community lifestyle services**, libraries were rated much more positively than other services this year. Bikeways and recreational pathways, sport and recreation facilities and cultural and entertainment facilities were also rated quite positively. Community lifestyle services that were rated least positively included community safety and environmental protection and conservation. Around half of residents rated these services positively.

		% TOTAL POSITIVE (7-10)	MEAN (OUT OF 10)
TOP 10 →	Libraries (n=400)	86%	7.9
	Bikeways and recreational pathways (n=438)	64%	6.7
	Sport and recreation facilities (n=423)	61%	6.7
	Cultural and entertainment facilities (n=410)	61%	6.6
	Animal management (n=391)	60%	6.6
	Supporting community organisations (n=347)	60%	6.6
	Parks, playgrounds and public toilets (n=447)	60%	6.6
	Heritage protection (n=336)	54%	6.3
	Environmental controls (n=355)	53%	6.4
	Environmental protection and conservation (n=419)	52%	6.2
BOTTOM 10 →	Community safety (n=424)	48%	6.1

Bar chart values:
- Libraries: Extremely poor 2%, Poor 10%, Good 52%, Very good 35%
- Bikeways and recreational pathways: 6%, 10%, Neutral 20%, Good 49%, 15%
- Sport and recreation facilities: 2%, 9%, Neutral 28%, Good 48%, 13%
- Cultural and entertainment facilities: 5%, 10%, Neutral 24%, Good 46%, 15%
- Animal management: 6%, 9%, Neutral 25%, Good 44%, 16%
- Supporting community organisations: 3%, 9%, Neutral 28%, Good 49%, 11%
- Parks, playgrounds and public toilets: 6%, 8%, Neutral 25%, Good 44%, 16%
- Heritage protection: 8%, 8%, Neutral 30%, Good 41%, 12%
- Environmental controls: 5%, 11%, Neutral 31%, Good 42%, 11%
- Environmental protection and conservation: 9%, 13%, Neutral 26%, Good 40%, 12%
- Community safety: 8%, 13%, Neutral 31%, Good 40%, 8%

Legend: ■ Extremely poor (1-2) ■ Poor (3-4) ■ Neutral (5-6) ■ Good (7-8) ■ Very good (9-10)

A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BLOCK 2. BASE: Total Sample minus those who indicated don't know for each service; 2024 min n=336 (for these services). NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis.
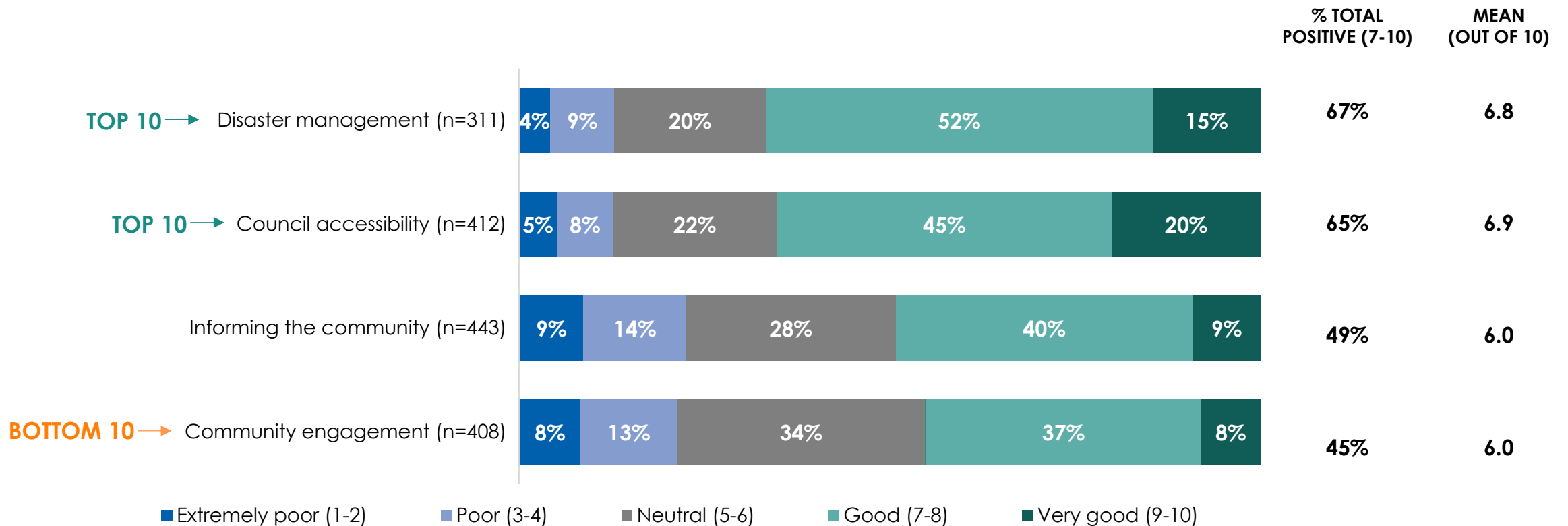
Service performance: Managing the region

Looking at services associated with **managing the region**, all three services fell into the bottom ten services rated least positive. The promotion of tourism was rated more positively than the other two services (43%). This was followed by economic development and local employment (34% positive ratings). Town planning ranked lowest, with just 28% providing a positive rating. The proportion of residents who rated town planning negatively exceeded those who rated it positively (39% vs. 28%).

		% TOTAL POSITIVE (7-10)	MEAN (OUT OF 10)
BOTTOM 10 → Promotion of tourism (n=396)	8% 15% 34% 35% 8%	**43%**	**5.8**
BOTTOM 10 → Economic development and local employment (n=365)	9% 16% 42% 31% 3%	**34%**	**5.5**
BOTTOM 10 → Town planning (n=398)	21% 18% 33% 23% 4%	**28%**	**4.8**

■ Extremely poor (1-2)   ■ Poor (3-4)   ■ Neutral (5-6)   ■ Good (7-8)   ■ Very good (9-10)

A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BLOCK 3. BASE: Total Sample minus those who indicated don't know for each service; 2024 min n=365 (for these services). NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis.

Service performance: Customer services and communication

Looking at **customer services and communication**, this service area contains one of the top ten performing services, and one of the bottom ten. Disaster management and Council accessibility were rated most positively. Approximately two-thirds of residents rated these two services positively. Aspects of customer services and communication that were rated the least positively included community engagement (lowest), followed by informing the community (second lowest). Just under half of residents rated these services positively.

		% TOTAL POSITIVE (7-10)	**MEAN (OUT OF 10)**
TOP 10 → Disaster management (n=311)	4% / 9% / 20% / 52% / 15%	**67%**	**6.8**
TOP 10 → Council accessibility (n=412)	5% / 8% / 22% / 45% / 20%	**65%**	**6.9**
Informing the community (n=443)	9% / 14% / 28% / 40% / 9%	**49%**	**6.0**
BOTTOM 10 → Community engagement (n=408)	8% / 13% / 34% / 37% / 8%	**45%**	**6.0**

■ Extremely poor (1-2)   ■ Poor (3-4)   ■ Neutral (5-6)   ■ Good (7-8)   ■ Very good (9-10)
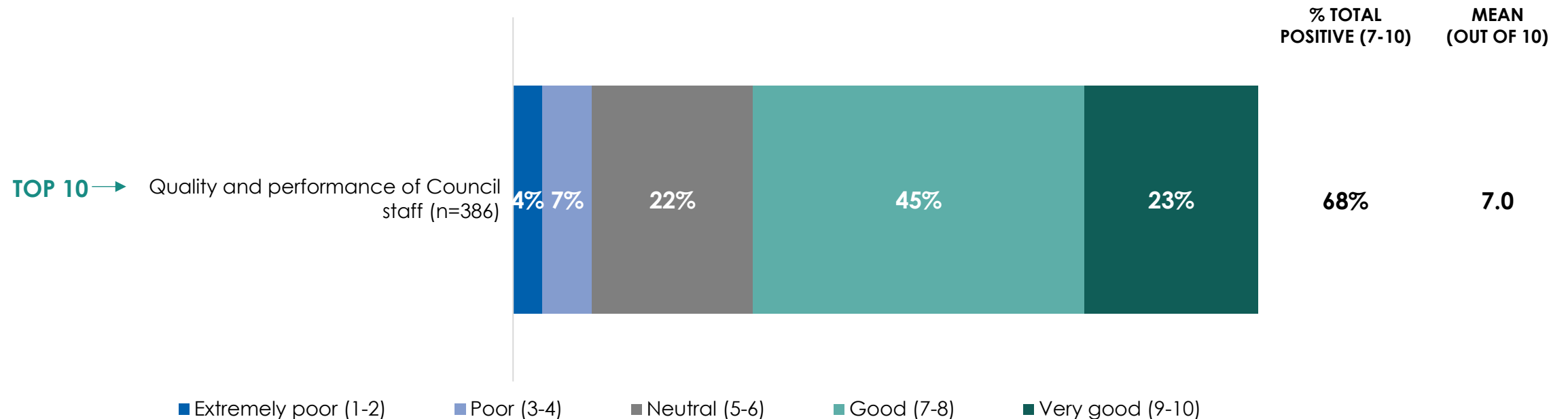
A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BLOCK 4. BASE: Total Sample minus those who indicated don't know for each service; 2024 min n=311 (for these services). NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis.

Service performance: Qualities of Council

This year, just over two-thirds (68%) of residents rated the **quality and performance of Council staff** positively (rated 7-10 on a 10-point scale). While most (45%) of these residents provided a 'good' rating (7-8), a noteworthy proportion (23%) provided a 'very good' rating (9-10).

On average, residents scored the quality and performance of Council staff as 7.0 out of 10.

					% TOTAL POSITIVE (7-10)	MEAN (OUT OF 10)

TOP 10 → Quality and performance of Council staff (n=386)

Extremely poor (1-2)	Poor (3-4)	Neutral (5-6)	Good (7-8)	Very good (9-10)	% TOTAL POSITIVE (7-10)	MEAN (OUT OF 10)
4%	7%	22%	45%	23%	68%	7.0

■ Extremely poor (1-2)　■ Poor (3-4)　■ Neutral (5-6)　■ Good (7-8)　■ Very good (9-10)

A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BLOCK 5. BASE: Total Sample minus those who indicated don't know; 2024 n=386 (for these services). NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis.

Changes in service performance ratings over time

The next few slides show ratings of service performance over time. Two measures are shown:
- The proportion who provided positive scores of 7-10 is shown on page 28
- The mean score (average) for each service is shown on page 29.

In 2019, only mean performance scores on a 5-point scale were reported. The scales on which services were rated changed to a 10-point scale in 2022. To be able to draw comparisons against 2019 data and subsequent years, the 2019 mean scores have been doubled to be equivalent to a 10-point scale. However, these doubled mean scores in 2019 should be used as a guide only, as we cannot directly compare 2019 mean score data with that belonging to 2023 and 2024. The changes shown between years for the means are not necessarily statistically significant. Changes of 0.5 or more in the mean are highlighted. Tests of statistical significance cannot be done on the mean scores due to the scale changes between 2019 and 2022.

The primary focus when comparing 2024 against 2022 data should be on the proportional changes shown on slide 28 (i.e. %7-10 on a 10-point scale). The changes shown on this slide <u>are</u> statistically significant at a 95% confidence level.

In summary, slide 28 shows there have been statistically significant declines in performance ratings for several services between 2022 and 2024. These services are summarised in the following slide.

No statistically significant increases have been observed for any services.

'Watch areas' – services with a decline in ratings since 2022

Larger declines

Cultural and entertainment facilities
Redland Performing Arts Centre, Redland Art Galleries, supporting museums and providing open spaces for community festivals and events
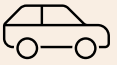
Traffic management on local roads
Managing traffic, signage and infrastructure on local roads

Road maintenance
Repairing road surfaces, street sweeping and mowing verges of local roads

Promotion of tourism
Promoting Redlands Coast to attract visitors to the region, including services such as the Visitor Information Centre

Smaller declines

Sport and recreation facilities
Providing and maintaining public halls, swimming pools and sports fields

Parks, playgrounds and public toilets
Providing and maintaining parks, playgrounds and public toilets

Road construction
Construction and upgrading of local roads (i.e. not main State roads)

Parking management
Provisions and regulations of car parking at destinations such as town centres, ferry terminals, sport and recreational venues across Redlands Coast that enables fair access

Bikeways and recreational pathways
Providing and maintaining bikeways, pathways and boardwalks

A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BASE: Total Sample minus those who indicated don't know for each service; 2019 min n=unknown; 2022 min n=203; 2024 min n=224. NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis.
NOTE: Decline assessments on this page are based on the proportion who indicated 7-10 at A1 and the change between 2022 and 2024

2022 vs. 2024 service evaluation (% positive scores 7-10)

Basic services and infrastructure

Services	2019	2022	2024
Road construction	-	43%	36% ▼
Road maintenance	-	46%	37% ▼
Footpaths	-	49%	49%
Street lighting	-	65%	63%
Traffic management on local roads	-	54%	44% ▼
Parking management*	-	46%	39% ▼
Water supply	-	80%	82%
Sewerage	-	79%	81%
Drainage and flood mitigation	-	53%	53%
Waste minimisation	-	71%	70%
Rubbish collection and disposal	-	89%	90%
Food safety	-	74%	75%
Mosquito programs	-	46%	45%
Managing cemeteries	-	73%	68%

Community lifestyle services

Services	2019	2022	2024
Parks, playgrounds and public toilets	-	68%	60% ▼
Environmental controls	-	53%	53%
Environmental protection and conservation	-	48%	52%
Heritage protection	-	54%	54%
Sport and recreation facilities	-	69%	61% ▼
Cultural and entertainment facilities	-	75%	61% ▼
Libraries	-	85%	86%
Community safety	-	48%	48%
Supporting community organisations	-	59%	60%
Animal management	-	64%	60%
Bikeways and recreational pathways	-	70%	64% ▼

Managing the region

Services	2019	2022	2024
Town planning*	-	28%	28%
Economic development and local employment	-	38%	34%
Promotion of tourism	-	52%	43% ▼

Customer services and communication

Services	2019	2022	2024
Council accessibility	-	69%	65%
Informing the community	-	53%	49%
Community engagement	-	47%	45%
Disaster management	-	66%	67%

Qualities of Council

Services	2019	2022	2024
Quality and performance of Council staff	-	73%	68%

*Wording description of these services in the survey changed in 2024:

- Parking management description was changed from 'Regulating where and how long cars can park on streets across Redlands Coast' to 'Provisions and regulations of car parking at destinations such as town centres, ferry terminals, sport and recreational venues across Redlands Coast that enables fair access'

- Town planning description was changed from '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' to 'Managing the growth of the city by planning and zoning land for the purposes of residential, rural, commercial, industrial, recreational and open space uses'

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*

A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BASE: Total Sample minus those who indicated don't know for each service; 2019 min n=unknown; 2022 min n=203; 2024 min n=224. NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis. Tests for statistically significant changes between 2019 and 2022 cannot be performed on these scores due to scale changes.

2019 vs. 2022 vs. 2024 service evaluation (mean scores)

Basic services and infrastructure

Services	2019	2022	2024
Road construction	6.30	5.73	5.27
Road maintenance	6.42	6.01	5.36
Footpaths	6.42	6.14	6.04
Street lighting	7.14	6.80	6.65
Traffic management on local roads	5.66	6.27	5.69
Parking management*	5.40	5.72	5.22
Water supply	8.04	7.74	7.74
Sewerage	8.10	7.58	7.48
Drainage and flood mitigation	7.54	6.24	6.16
Waste minimisation	N/A	7.38	7.14
Rubbish collection and disposal	8.22	8.33	8.25
Food safety	N/A	7.35	7.35
Mosquito programs	N/A	5.85	5.58
Managing cemeteries	N/A	7.42	7.13

Community lifestyle services

Services	2019	2022	2024
Parks, playgrounds and public toilets	7.62	6.97	6.57
Environmental controls	6.40	6.28	6.39
Environmental protection and conservation	5.94	5.94	6.18
Heritage protection	7.56	6.36	6.34
Sport and recreation facilities	7.70	7.03	6.71
Cultural and entertainment facilities	7.70	7.40	6.58
Libraries	8.52	7.97	7.88
Community safety	7.22	6.08	6.11
Supporting community organisations	6.50	6.72	6.60
Animal management	6.98	6.87	6.64
Bikeways and recreational pathways	6.58	6.95	6.65

Managing the region

Services	2019	2022	2024
Town planning*	5.36	4.94	4.82
Economic development and local employment	5.66	5.60	5.51
Promotion of tourism	6.12	6.28	5.83

Customer services and communication

Services	2019	2022	2024
Council accessibility	N/A	7.10	6.87
Informing the community	6.84	6.41	6.00
Community engagement	5.84	6.02	5.95
Disaster management	N/A	6.88	6.83

Qualities of Council

Services	2019	2022	2024
Quality and performance of Council staff	7.20	7.22	7.04

☐ Improvements of 0.5 or more vs. previous year   ☐ Declines of 0.5 or more vs. previous year   Note: Changes of 0.5 or more may or may not be statistically significant.

NOTE: For the purpose of comparing 2019 with 2022 scores, the mean score from 2019 has been doubled to convert what was provided on a 5-point scale to a 10-point scale. However, **the comparison should be used as a guide only as is not 100% comparable over time.**

*Wording of these 2 service descriptions changed in 2024

A1. Firstly, I'm going to read out a list of services provided by Council, and I'd like you to rate how well you think Council is delivering on each one of these, on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent? BASE: Total Sample minus those who indicated don't know for each service; 2019 min n=unknown; 2022 min n=203; 2024 min n=224. NOTE: The proportion who indicated 'don't know' for each service has been removed from analysis. Tests for statistically significant changes between 2019 and 2022 cannot be performed on these scores due to a) scale changes b) 2019 standard deviations not being available. Therefore we have simply noted where changes of more than 0.5 have occurred over time.

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'Watch areas' – services with a decline in ratings since 2022

(Example verbatims)

"We have potholes in the roads, road to Amity in particular is full of holes. Road not wide enough, water everywhere in amity drainage is terrible. Parking at one mile needs to stay at one mile but needs to be a paved road with proper parking and streetlights. They removed library from amity. The other 2 townships have a library but we don't? They took away the toilet block at the park. Illegal parking and camping in carparks at the beaches and everywhere." Amity Point resident (North Stradbroke Island)

"Because of the disruptions at the current times with roads and developments being started with no road infrastructure in place / they have done subdivision approvals and haven't fixed the roads to suit all the new houses going into this area." Redland Bay resident (Coast region)

"The roadworks through Redland Bay and Vicky Point are ridiculous and they've been going on for so long it's a nightmare." Capalaba resident (Inland region)

"They are all talk and no action. We have parking problems here on the island and on the mainland. People park on the side of the road and get fined. The carparks are not secured. This has been an ongoing problem and we pay fees like the mainland we don't get any returns. The footpaths are disgusting. The community centre has huge potholes and it's been like that for 12 months. People are bursting tyres. We don't get any services here and it all goes to making the mainland foreshore." Macleay Island resident (Southern Islands)

"Need more public toilets in playgrounds and public parks where there are kids and elderly." Alexandra Hills resident (Inland region)

"Some things still need work. I think traffic, the roads one is big, the roads need improvement, not the maintenance but there's quite a bit of traffic from development. The sporting facilities could do with upgrades." Cleveland resident (Coastal region)

"Because we are out on the Bay Islands and we seem to be treated differently than the mainland. The roods we have got were done 16 years ago and now they are falling to pieces and no one seems to care. The footpaths lea to nowhere and the parking is terrible. This is linked to town planning. The amount of parking we have got now after the new jetty construction is less. The previous car park areas are gone now and people are now parking up to the police station and the supermarket." Russell Island resident (Southern Islands)

"We feel the Council does not invest here as it does in the mainland/there's a huge parking issue over here, I know they're trying to fix it, but locals are not very happy about it." Dunwich (North Stradbroke Island)

"I have to maintain their own trees on the footpath. Parks are not maintained well / long grass in parks." Redland Bay (Coastal Region)

"Constant potholes that takes months to fix, they refuse to pave the road, we have to put up with poor roads. Need parking for people in Redland Bay, there are people walking up to a kilometre away. Parking managed poorly" Macleay Island resident (Southern Islands)

"I live on Macleay Island, we have dreadful roads, we have to play hopscotch with the pothole, no footpaths or gutter." Macleay Island resident (Southern Islands)

A2A. Can you tell me why you gave Council this score? BASE: Total Sample 2024 (n=460). Further verbatims can be seen in the excel topline report that accompanies this full report.
Service areas of focus are those that have experienced a decline in the proportion who rated them 7-10 out of 10.

3.2

Service importance

Introduction - Importance of services on ratings of Council's overall performance

This section shows the results of multivariate regression analysis whereby the impact of Council's 33 services on perceptions of Council's overall performance is derived. Question A2 has been used as the dependent variable, while the 33 services rated in question A1 have been used as independent variables.

In the 2019 survey, the importance of each service was asked of residents, however, in the 2022 and 2024 surveys, the importance of each service was not asked directly. This was not done for three reasons:

a) There is a risk of residents stating all services are equally important, which does not aid us when trying to determine which areas to focus on to improve overall satisfaction with Council.

b) To keep survey length to a minimum and therefore survey fatigue and drop-outs; this thus improves data quality.

c) Impact on overall satisfaction can be derived via regression analysis instead.

Note that when interpreting the impact (or importance) results for services, the total adds up to 100%. Due to the number of services (33), the proportional impacts, whilst appearing low, tell us the highest and lowest impacting services. This year, informing the community, sewerage and road maintenance appear to have higher impacts than other services, though half a dozen others are also worth mentioning (see the following slide).

In order to help identify what services Council should focus on improving, whether it be actual or perceptual, an importance versus performance matrix is also shown on the pages that follow.

Importance of services on ratings of Council's overall performance

Services with the largest impact in 2024

Informing the community

Sewerage

Road maintenance

Other services with higher levels of impact in 2024

Environmental controls

Managing cemeteries

Supporting community organisations

Footpaths

Mosquito programs

Water supply

Libraries

Town planning

Model accuracy (r squared): 2024 Model explains 62% of all cases – e.g. For 62% of residents surveyed, we can be sure that the results above apply. In Verian's view, this model is fairly accurate – it means that the factors fed into the model are largely predictive in explaining perceptions of Council's overall performance. Dependent factor: A2. Now thinking about how Redland City Council is performing overall, how would you rate that on the same scale of 1 to 10, where 1 is extremely poor and 10 is excellent? (excludes n=3 cases who indicated don't know). Independent factors: All A1 service performance metrics using full scale responses excluding don't know.

Importance vs. performance matrix - explanation

(All services versus their impact on driving perceptions of Council's overall performance)

Performance (vertical axis) / **Importance** (horizontal axis)

OBSERVE AND DIFFERENTIATE

Higher relative performance on less valued criteria.

Leverage to differentiate if contributing to Council's 'brand identity', if not, consider channelling resources to 'Action' quadrant.

MAINTAIN AND INVEST

Higher relative performance on highly valued criteria.

Strength areas for Council.

REVIEW

Lower relative performance on less valued criteria.

ACTION

Lower relative performance on highly valued criteria.

Priority for improvement by Council in order to improve overall perceptions of Council.
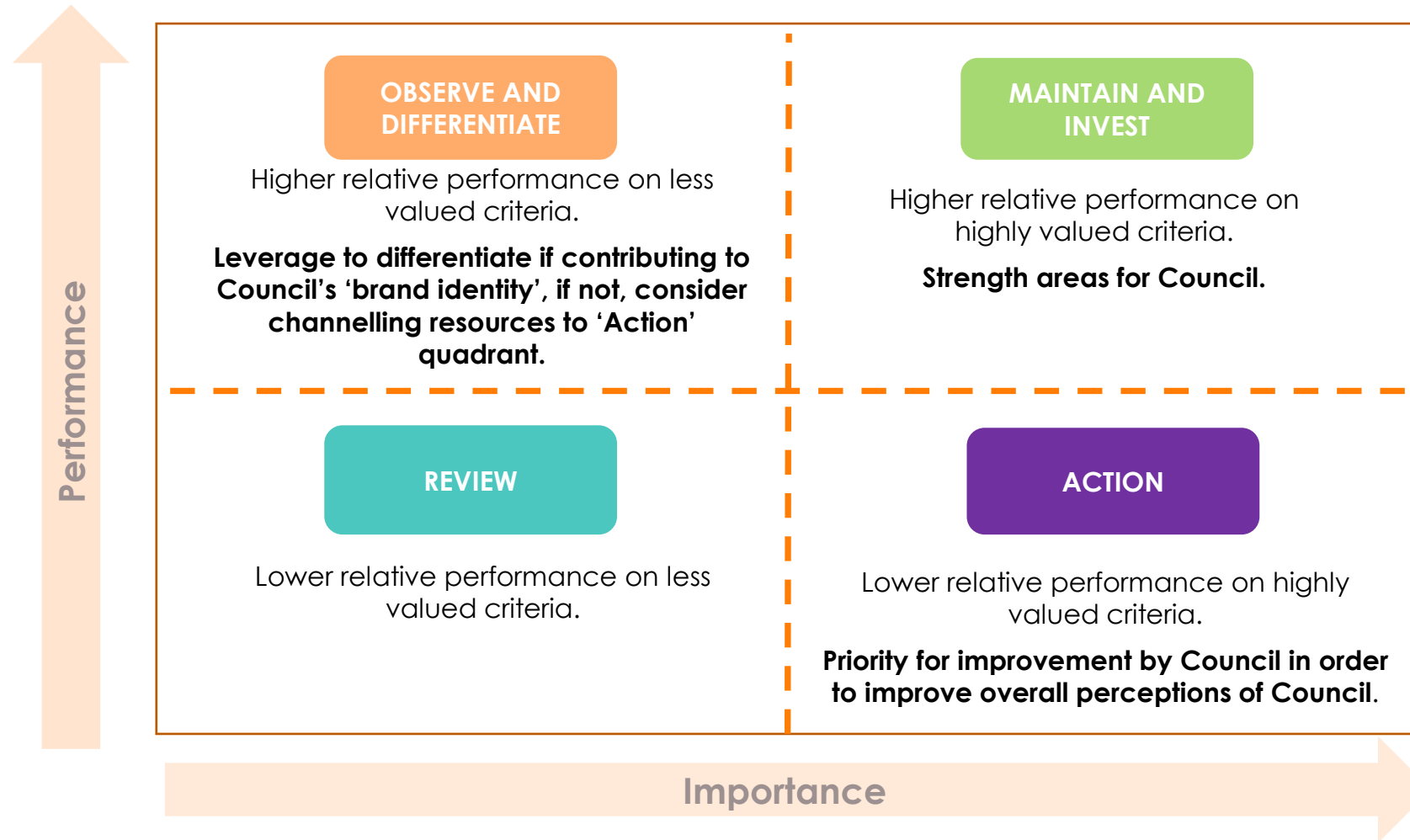
Dependent factor: A2. Now thinking about how Redland City Council is performing overall, how would you rate that on the same scale of 1 to 10, where 1 is extremely poor and 10 is excellent? (excludes n=3 cases who indicated don't know). Independent factors: All A1 service performance metrics using full scale responses excluding don't know.

Importance vs. performance matrix – 2024 results

(All services versus their impact on driving perceptions of Council's overall performance)

#	Service	Importance	Performance
21	LIBRARIES	3.4%	86.3%
7	WATER SUPPLY	4.3%	82.4%
23	SUPPORTING COMMUNITY ORGANISATIONS	4.8%	60.2%
14	MANAGING CEMETERIES	5.1%	67.8%
8	SEWERAGE	9.1%	80.6%
26	TOWN PLANNING	3.1%	27.5%
13	MOSQUITO PROGRAMS	4.5%	44.6%
3	FOOTPATHS	4.7%	49.1%
16	ENVIRONMENTAL CONTROLS	5.6%	53.1%
2	ROAD MAINTENANCE	9.0%	36.6%
30	INFORMING THE COMMUNITY	12.2%	49.2%
10	WASTE MINIMISATION	0.1%	69.6%
11	RUBBISH COLLECTION & DISPOSAL	0.1%	90.2%
15	PARKS, PLAYGROUNDS AND PUBLIC TOILETS	0.9%	59.7%
12	FOOD SAFETY	1.0%	75.4%
4	STREET LIGHTING	1.4%	62.8%
25	BIKEWAYS & RECREATIONAL PATHWAYS	1.6%	63.9%
24	ANIMAL MANAGEMENT	1.7%	60.3%
33	QUALITY AND PERFORMANCE OF COUNCIL STAFF	1.7%	67.8%
19	SPORT AND RECREATION FACILITIES	1.8%	60.7%
20	CULTURAL AND ENTERTAINMENT FACILITIES	2.4%	60.7%
32	DISASTER MANAGEMENT	2.5%	66.7%
29	COUNCIL ACCESSIBILITY	2.8%	65.3%
27	ECONOMIC DEVELOPMENT AND LOCAL EMPLOYMENT	0.0%	33.6%
9	DRAINAGE AND FLOOD MITIGATION	0.3%	53.0%
22	COMMUNITY SAFETY	1.1%	48.2%
17	ENVIRONMENTAL PROTECTION AND CONSERVATION	1.5%	52.2%
28	PROMOTION OF TOURISM	1.6%	42.5%
1	ROAD CONSTRUCTION	1.9%	36.0%
6	PARKING MANAGEMENT	2.1%	38.6%
18	HERITAGE PROTECTION	2.3%	53.8%
31	COMMUNITY ENGAGEMENT	2.4%	45.2%
5	TRAFFIC MANAGEMENT ON LOCAL ROADS	2.9%	43.7%

Regression model accuracy (r squared): 2024 Model explains 62% of all cases – e.g. For 62% of residents surveyed, we can be sure that the importance results above apply.
Dependent factor: A2. Now thinking about how Redland City Council is performing overall, how would you rate that on the same scale of 1 to 10, where 1 is extremely poor and 10 is excellent? (excludes n=3 cases who indicated don't know). Independent factors: All A1 service performance metrics using full scale responses excluding don't know.

Importance vs. performance matrix – 2022 vs. 2024

#	Service	2022 Quadrant	2024 Quadrant
21	LIBRARIES	Maintain and invest	Maintain and invest
7	WATER SUPPLY	Maintain and invest	Maintain and invest
23	SUPPORTING COMMUNITY ORGANISATIONS	Review	Maintain and invest
14	MANAGING CEMETERIES	Observe and differentiate	Mantain and invest
8	SEWERAGE	Observe and differentiate	Maintain and invest
26	TOWN PLANNING	Action	Action
3	FOOTPATHS	Action	Action
16	ENVIRONMENTAL CONTROLS	Action	Action
2	ROAD MAINTENANCE	Action	Action
30	INFORMING THE COMMUNITY	Action	Action
13	MOSQUITO PROGRAMS	Review	Action
11	RUBBISH COLLECTION AND DISPOSAL	Observe and differentiate	Observe and differentiate
15	PARKS, PLAYGROUNDS AND PUBLIC TOILETS	Observe and differentiate	Observe and differentiate
12	FOOD SAFETY	Observe and differentiate	Observe and differentiate
4	STREET LIGHTING	Observe and differentiate	Observe and differentiate
33	QUALITY AND PERFORMANCE OF COUNCIL STAFF	Observe and differentiate	Observe and differentiate
19	SPORT AND RECREATION FACILITIES	Observe and differentiate	Observe and differentiate
32	DISASTER MANAGEMENT	Observe and differentiate	Observe and differentiate
29	COUNCIL ACCESSIBILITY	Observe and differentiate	Observe and differentiate
20	CULTURAL AND ENTERTAINMENT FACILITIES	Maintain and invest	Observe and differentiate
10	WASTE MINIMISATION	Maintain and invest	Observe and differentiate
25	BIKEWAYS AND RECREATIONAL PATHWAYS	Maintain and invest	Observe and differentiate
27	ECONOMIC DEVELOPMENT AND LOCAL EMPLOYMENT	Review	Review
9	DRAINAGE AND FLOOD MITIGATION	Review	Review
1	ROAD CONSTRUCTION	Review	Review
5	TRAFFIC MANAGEMENT ON LOCAL ROADS	Review	Review
17	ENVIRONMENTAL PROTECTION AND CONSERVATION	Review	Review
18	HERITAGE PROTECTION	Review	Review
22	COMMUNITY SAFETY	Review	Review
28	PROMOTION OF TOURISM	Review	Review
24	ANIMAL MANAGEMENT	Maintain and invest	Observe and differentiate
6	PARKING MANAGEMENT	Action	Review
31	COMMUNITY ENGAGEMENT	Action	Review

Increased relative **importance** and **performance** vs. 2022

Increased relative **importance** vs. 2022

Increased **importance** vs. 2022, but performance did not improve, so slipped into Action
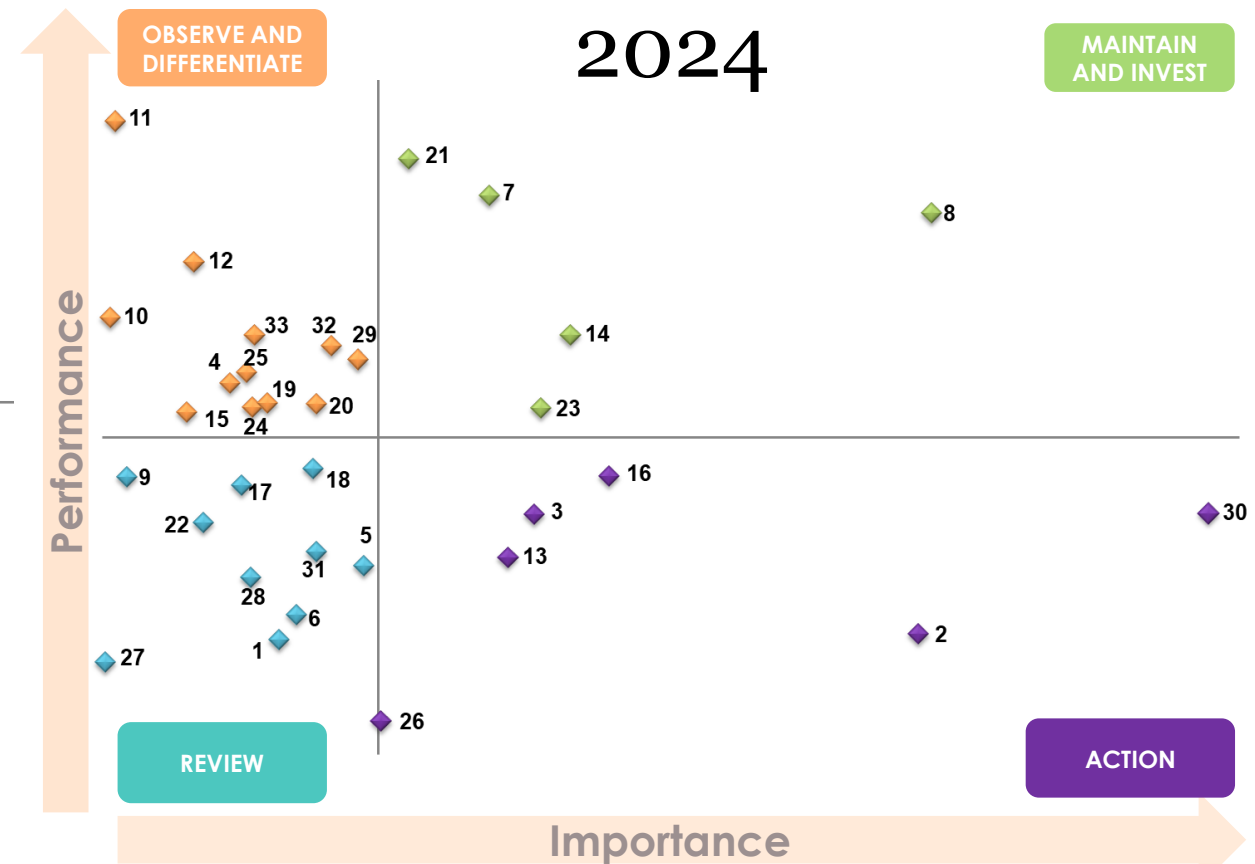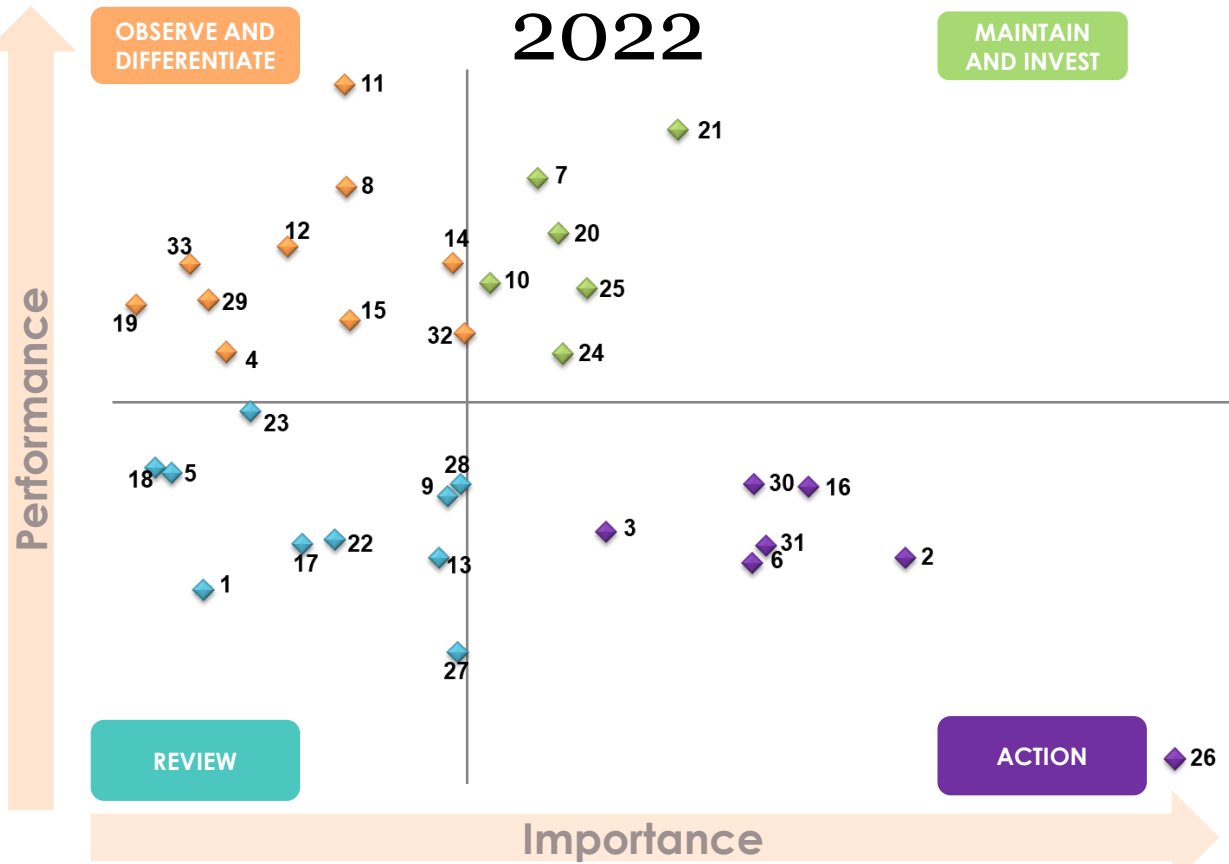
These have declined in relative **importance** this year

These have declined in relative **importance** this year, and the bottom two have additionally declined in **performance**.

Importance vs. performance matrix:
2022 vs. 2024

#	Service	#	Service
1	ROAD CONSTRUCTION	18	HERITAGE PROTECTION
2	ROAD MAINTENANCE	19	SPORT AND RECREATION FACILITIES
3	FOOTPATHS	20	CULTURAL AND ENTERTAINMENT FACILITIES
4	STREET LIGHTING	21	LIBRARIES
5	TRAFFIC MANAGEMENT ON LOCAL ROADS	22	COMMUNITY SAFETY
6	PARKING MANAGEMENT	23	SUPPORTING COMMUNITY ORGANISATIONS
7	WATER SUPPLY	24	ANIMAL MANAGEMENT
8	SEWERAGE	25	BIKEWAYS & RECREATIONAL PATHWAYS
9	DRAINAGE AND FLOOD MITIGATION	26	TOWN PLANNING
10	WASTE MINIMISATION	27	ECONOMIC DEVELOPMENT AND LOCAL EMPLOYMENT
11	RUBBISH COLLECTION & DISPOSAL	28	PROMOTION OF TOURISM
12	FOOD SAFETY	29	COUNCIL ACCESSIBILITY
13	MOSQUITO PROGRAMS	30	INFORMING THE COMMUNITY
14	MANAGING CEMETERIES	31	COMMUNITY ENGAGEMENT
15	PARKS, PLAYGROUNDS AND PUBLIC TOILETS	32	DISASTER MANAGEMENT
16	ENVIRONMENTAL CONTROLS	33	QUALITY AND PERFORMANCE OF COUNCIL STAFF
17	ENVIRONMENTAL PROTECTION AND CONSERVATION		

2022

OBSERVE AND DIFFERENTIATE

MAINTAIN AND INVEST

REVIEW

ACTION

Performance

Importance

2024

OBSERVE AND DIFFERENTIATE

MAINTAIN AND INVEST

REVIEW

ACTION

Performance

Importance

Results determined via regression analysis. Dependent factor: A2. Now thinking about how Redland City Council is performing overall, how woul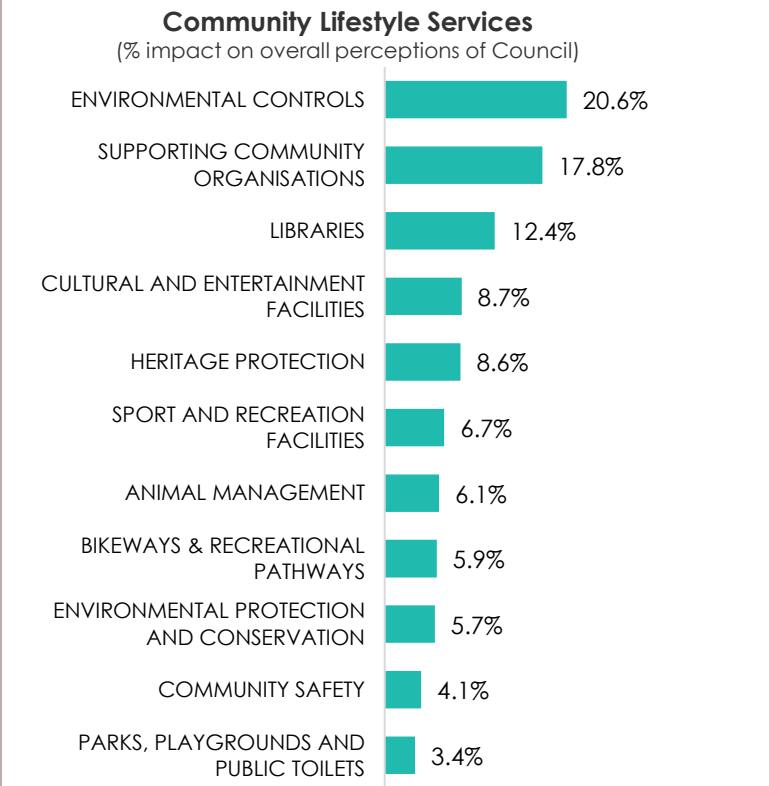d you rate that on the same scale of 1 to 10, where 1 is extremely poor and 10 is excellent? (excludes n=3 cases who indicated don't know). Independent factors: All A1 service performance metrics using full scale responses excluding don't know.

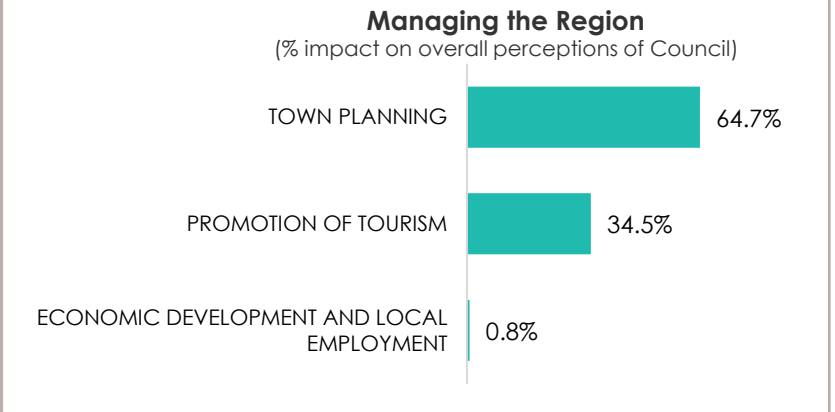# Importance of each service within each service area

Across **Basic Services and Infrastructure** services, sewerage and road maintenance have the most impact on overall perceptions of Council this year.

Basic Services and Infrastructure
(% impact on overall perceptions of Council)

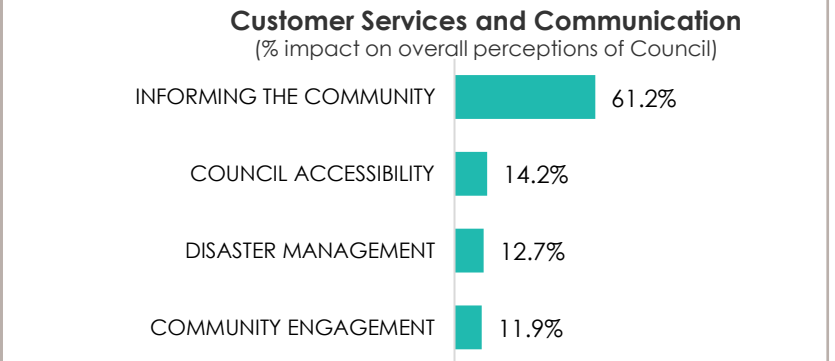| Service	%
SEWERAGE	19.6%
ROAD MAINTENANCE	19.3%
MANAGING CEMETERIES	11.0%
FOOTPATHS	10.2%
MOSQUITO PROGRAMS	9.6%
WATER SUPPLY	9.1%
TRAFFIC MANAGEMENT (LOCAL ROADS)	6.2%
PARKING MANAGEMENT	4.6%
ROAD CONSTRUCTION	4.2%
STREET LIGHTING	3.0%
FOOD SAFETY	2.2%
DRAINAGE AND FLOOD MITIGATION	0.6%
RUBBISH COLLECTION & DISPOSAL	0.3%
WASTE MINIMISATION	0.2%

A number of **Community Lifestyle Services** have a noteworthy degree of impact on overall perceptions of Council, including environmental controls, supporting community organisations and libraries.

Community Lifestyle Services
(% impact on overall perceptions of Council)

Service	%
ENVIRONMENTAL CONTROLS	20.6%
SUPPORTING COMMUNITY ORGANISATIONS	17.8%
LIBRARIES	12.4%
CULTURAL AND ENTERTAINMENT FACILITIES	8.7%
HERITAGE PROTECTION	8.6%
SPORT AND RECREATION FACILITIES	6.7%
ANIMAL MANAGEMENT	6.1%
BIKEWAYS & RECREATIONAL PATHWAYS	5.9%
ENVIRONMENTAL PROTECTION AND CONSERVATION	5.7%
COMMUNITY SAFETY	4.1%
PARKS, PLAYGROUNDS AND PUBLIC TOILETS	3.4%

Town Planning is by far the most important issue to residents in **Managing the Region.**

Managing the Region
(% impact on overall perceptions of Council)

Service	%
TOWN PLANNING	64.7%
PROMOTION OF TOURISM	34.5%
ECONOMIC DEVELOPMENT AND LOCAL EMPLOYMENT	0.8%

Informing the community is the most important issue when it comes to **Customer Services and Communication.**

Customer Services and Communication
(% impact on overall perceptions of Council)

Service	%
INFORMING THE COMMUNITY	61.2%
COUNCIL ACCESSIBILITY	14.2%
DISASTER MANAGEMENT	12.7%
COMMUNITY ENGAGEMENT	11.9%

Model accuracy (r squared): Model explains 62% of all cases. Dependent factor: A2. Now thinking about how Redland City Council is performing overall, how would you rate that on the same scale of 1 to 10, where 1 is extremely poor and 10 is excellent? (excludes n=3 cases who indicated don't know). Independent factors: All A1 service performance metrics using full scale responses excluding don't know.
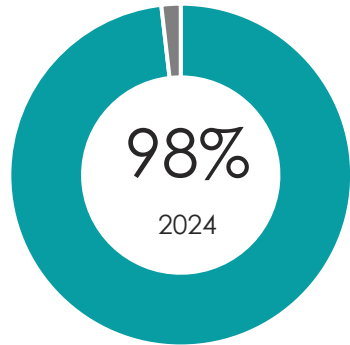
4

Council touchpoints

Contact with Council in past 12 months

Methods of contact with Council in the past 12 months are largely consistent with 2022. All but 2% of residents have had some form of interaction with Council, with the majority being via non-digital channels (97%). However, a noteworthy portion (86%) had a digital interaction with Council.

98%
2024

Had contact with Council via **any** channel
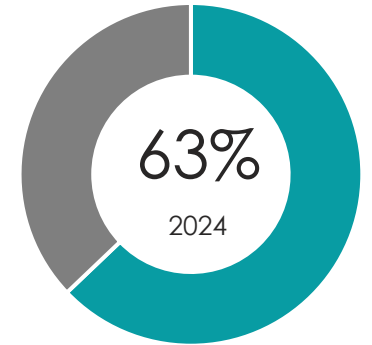
(vs. 98% in 2022)

97%
2024
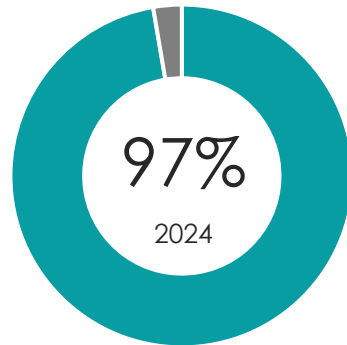
Had contact with Council via a **non-digital** channel

(vs. 97% in 2022)

86%
2024
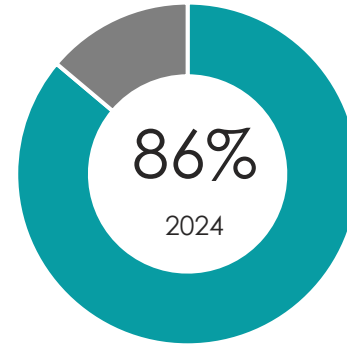
Had contact with Council via a **digital** channel*

(2022 data not comparable as less digital channels were measured)

63%
2024

Had direct, proactive contact with Council staff

(vs. 59% in 2022)

Includes:
- submitted an enquiry or feedback form through Council's website
- visited a Council Customer Service Centre
- called Council's general enquiries telephone number
- emailed Council

C1. Still answering yes or no, have you had contact with Redland City Council in any of the following ways in the last 12 months? Have you....? BASE: Total Sample (2022 n=462, 2024 n=460)
Note: The data from 2016 and 2019 is not comparable with 2022 and 2024 and therefore not shown.Please see digital and non-digital channel definitions in the appendix

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*

Contact with Council in past 12 months

In 2024, the most common **non-digital** interactions with Council are via a Councillor newsletter in the letterbox (70%), visiting a library (57%), ads promoting a Council project (56%) and the quarterly Our Redlands Coast Magazine in the letterbox (54%), noting that the latter h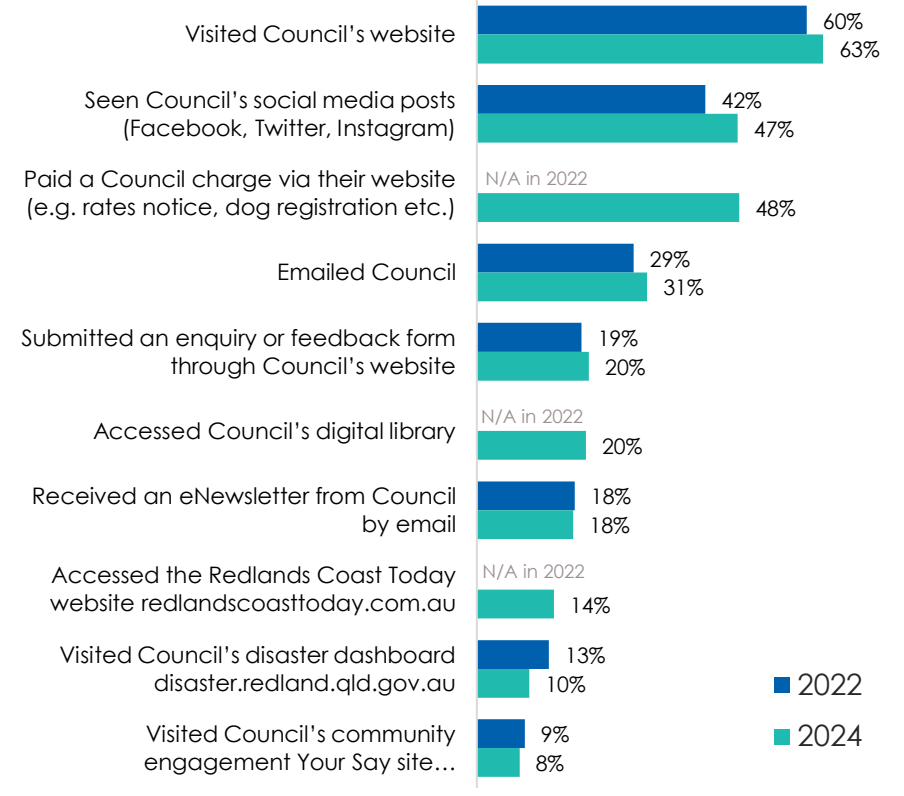as declined since 2022. Looking at **digital** interactions, visits to Council's website are quite common (63%), followed by payments of Council charges via Council's website (48%).

Contact with Council via non-digital channels (% yes)

Channel	2022	2024
Received a Councillor newsletter in the letterbox	69%	70%
Visited a library	51%	57%
Seen ads promoting a Council project (signs, billboards, flyers)	60%	56% ▼
Received the quarterly Our Redlands Coast Magazine in the letterbox	62%	54%
Visited IndigiScapes (environmental education centre and café)	41%	46%
Called Council's general enquiries telephone number	42%	43%
Attended a Council event like Christmas Carols or Lighting of the Tree, NAIDOC week celebrations, Australia Day Awards, Candle Lighting Vigil etc.	N/A in 2022	39%
Visited RPAC, the Redland Performing Arts Centre	35%	35%
Contacted a Councillor directly	27%	32%
Visited a Council Customer Service Centre	22%	25%
Visited a Council art gallery	24%	21%
Participated in a face-to-face community engagement session or a survey	N/A in 2022	15%
Contacted the Mayor directly	4%	6%
Other (specify)	9%	6%

Contact with Council via digital channels (% yes)

| Channel	2022	2024
Visited Council's website	60%	63%
Seen Council's social media posts (Facebook, Twitter, Instagram)	42%	47%
Paid a Council charge via their website (e.g. rates notice, dog registration etc.)	N/A in 2022	48%
Emailed Council	29%	31%
Submitted an enquiry or feedback form through Council's website	19%	20%
Accessed Council's digital library	N/A in 2022	20%
Received an eNewsletter from Council by email	18%	18%
Accessed the Redlands Coast Today website redlandscoasttoday.com.au	N/A in 2022	14%
Visited Council's disaster dashboard disaster.redland.qld.gov.au	13%	10%
Visited Council's community engagement Your Say site…	9%	8%

■ 2022
■ 2024

C1. Still answering yes or no, have you had contact with Redland City Council in any of the following ways in the last 12 months? Have you….? BASE: Total Sample (2022 n=462, 2024 n=460)
Note: The data from 2016 and 2019 is not comparable with 2022 and 2024 and therefore not shown. | Note: Channels with no 2022 data are new to the questionnaire in 2024.

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*

Reason for contact

Of the 6 in 10 residents (63%) who proactively contacted Council over the past 12 months, the most common reason was to report an issue (or problem) to Council (34%). Reasons relating to trees and vegetation management (17%) and animal registration (17%) were also common.

Reasons across all four channels where direct proactive contact* was made by the resident
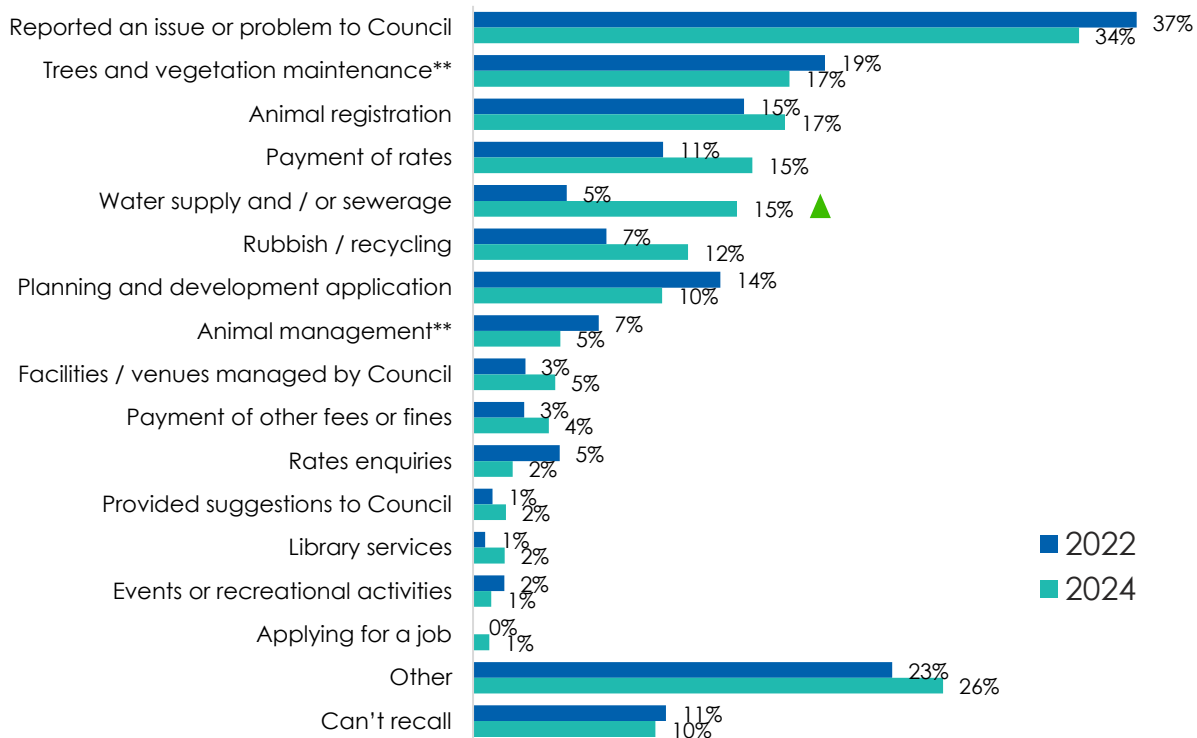
Reason for contacting Council	Submitted an enquiry or feedback form through Council's website	Visited a Council Customer Service Centre	Called Council's general enquiries telephone number	Emailed Council
Sample size (n=)	n= 95	n= 114	n=199	n=142
Reported an issue or problem to Council	34%	32%	38%	35%
Trees and vegetation maintenance**	24%	11%	19%	20%
Animal registration	22%	23%	21%	17%
Payment of rates	9%	28%	17%	15%
Water supply and / or sewerage	20%	19%	19%	20%
Rubbish / recycling	16%	9%	14%	12%
Planning and development application	9%	18%	12%	12%
Animal management**	7%	4%	6%	4%
Facilities / venues managed by Council	9%	5%	5%	6%
Payment of other fees or fines	5%	5%	5%	5%
Rates enquiries	3%	1%	3%	4%
Provided suggestions to Council	2%	2%	2%	3%
Library services	3%	4%	2%	1%
Events or recreational activities	1%	2%	1%	1%
Applying for a job	2%	0%	0%	1%
Other	39%	25%	26%	37%
Can't recall	12%	18%	10%	10%
TOTAL	100%	100%	100%	100%

C2. You mentioned you contacted Council by: [SCRIPT TO INSERT ALL OPTIONS SELECTED 'YES' FROM C1]. What was that contact about? Direct proactive contact with Council included the 4 channels as shown in the table header above. BASE: Contacted Council in the last 12 months (2022 n=272, 2024 n=291). **These codes were not included in the questionnaire but created from a review of responses provided for 'other (specify)' and/or 'reported an issue or problem to Council (specify)'. These will need to be added to the questionnaire next year.

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*
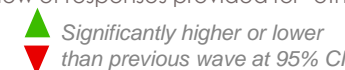
Types of issues or problems being reported to Council
(Example verbatims)

"The trees on the Council land is pushing the concrete on our footpath up. People have tripped on it. We reported it as a hazard." Cleveland resident (Coastal region)

"Road development outside of my house. They performed roadworks and they didn't tell me and they significantly changed the accessibility to my house from the road." Sheldon resident (Inland region)

"Fallen trees, not maintenance of vegetation close to property. If I didn't do it, it would be like a jungle. I have cut vegetation from streetlights otherwise it would be dangerous." Capalaba resident (Inland region)

"Potholes on my road were really bad" Capalaba resident (inland region)

"Complaint about parking at the Raby Bay parking ramp. As a result, people were parking on local streets and getting tickets. They did contact me back and they advised me on town planning and what's happening. Timeframe given was 2 years, so very slow to act." Victoria Point (Coastal region)

"The lights were out in Capalaba (near Kmart)" Capalaba resident (inland region)

"Trees that needed trimming. Alexandra Hills resident (Inland region)

"Unregistered vehicle left in carpark." Point Lookout resident (North Stradbroke Island)

"Mowing council grassland." Russell Island resident (Southern Islands)

"Nature strip trees/the root system needed to be maintained, and the tree cut back." Redland Bay resident (Coastal region)

"Called council about parking issues. Built new carpark and closed old carpark so all the hospitals workers park in the industrial estate now all industrial estate workers have less parking." Alexandra Hills resident (Inland region)

"Drain clearing, removal of bus shelters." Dunwich resident (North Stradbroke island)

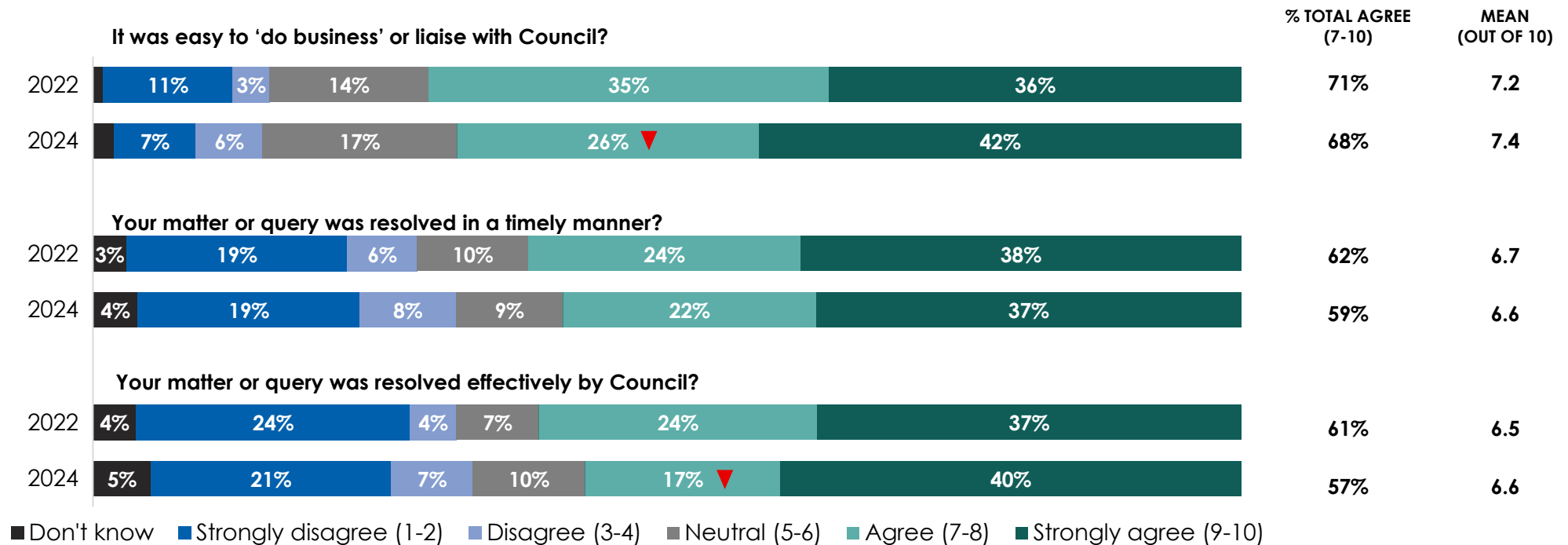"Animal management on the island." Coochiemudlo island (Southern Islands)

"Water main issue - damage done to the pipes." Alexandra Hills resident (Inland region)

"Paths in the park were bad and the bins have been taken away." Thornlands resident (Inland region)

C2. You mentioned you contacted Council by: [SCRIPT TO INSERT ALL OPTIONS SELECTED 'YES' FROM C1]. What was that contact about? BASE: Contacted Council in the last 12 months (2024 n=291).
Only those verbatims associated with 'reported an issue or problem to Council (specify)' are presented.

Customer experience (CX) ratings: Contacting council

Almost two-thirds of residents (63%) proactively contacted Council over the past 12 months with a matter or query; these residents were asked to rate three elements of their interaction. In 2024, 7 in 10 (68%) of these residents agreed it was easy to 'do business' or liaise with Council, including (42%) who strongly agreed. However, ratings for timely resolution of the matter / query and resolution effectiveness were rated lower – around 6 in 10 of these residents agreed their matter or query was resolved in a timely (59%) or effective (57%) manner. Nearly 3 in 10 (28%) disagreed there was an effective resolution. These ratings remain similar to 2022.

								% TOTAL AGREE (7-10)	MEAN (OUT OF 10)

It was easy to 'do business' or liaise with Council?

	Strongly disagree (1-2)	Disagree (3-4)	Neutral (5-6)	Agree (7-8)	Strongly agree (9-10)	% TOTAL AGREE (7-10)	MEAN (OUT OF 10)
2022	11%	3%	14%	35%	36%	71%	7.2
2024	7%	6%	17%	26% ▼	42%	68%	7.4

Your matter or query was resolved in a timely manner?

	Don't know / Strongly disagree	Disagree	Neutral	Agree	Strongly agree	% TOTAL AGREE (7-10)	MEAN (OUT OF 10)
2022	3% / 19%	6%	10%	24%	38%	62%	6.7
2024	4% / 19%	8%	9%	22%	37%	59%	6.6

Your matter or query was resolved effectively by Council?

	Don't know / Strongly disagree	Disagree	Neutral	Agree	Strongly agree	% TOTAL AGREE (7-10)	MEAN (OUT OF 10)
2022	4% / 24%	4%	7%	24%	37%	61%	6.5
2024	5% / 21%	7%	10%	17% ▼	40%	57%	6.6

■ Don't know ■ Strongly disagree (1-2) ■ Disagree (3-4) ■ Neutral (5-6) ■ Agree (7-8) ■ Strongly agree (9-10)

C3. Still thinking about that contact with Council, on a scale of 1 to 10 where 1 is completely disagree and 10 is completely agree, to what extent do you agree that…? BASE: Directly contacted Council by enquiry or feedback form through Council's website OR visiting a Council Customer Service Centre OR calling Council's general enquiries telephone number OR emailing Council (2022 n=272, 2024 n=291).

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*

Suggestions for more effective query handling

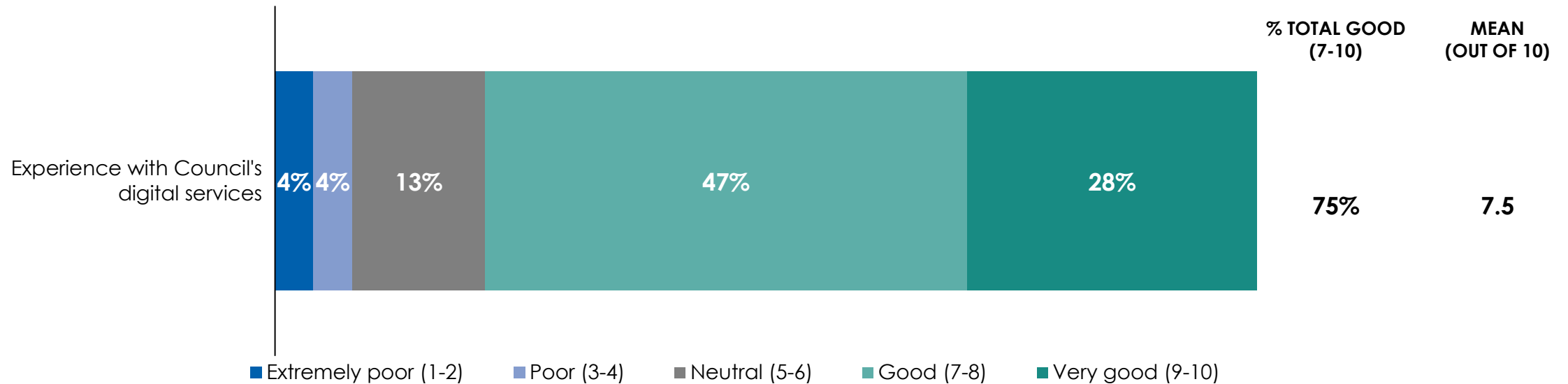Verbatims often tend to be very specific to the topic matter or query, however core themes appear to include:

- **Having Council staff coming out to investigate issues in person:**
  - "Wanted someone to come have a look but no one came out to see the issue with the trees."
  - "Contacted Council and they didn't even look at the parking issue. They never come to look out at the problems."
  - "Could have come out and spoken to us on site and listened to our concerns and provided options to fix it/general communication. Actually showing face and looking at the problem in person."
  - "They could have come out to hear the barking dog, and maybe spent some time to listen to barking dog. They could come out to street to see the flow of vehicles."
  - "The barking dogs, there was no resolution. They should have gone to the address, only two are registered and they have five dogs. If animal people come out and speak to them, that would be a shock to them."

- **Following through on promises:**
  - "They told me they would chop down the tree in September 2023. Tree is still there. Nothing has been done in terms of maintenance in the meantime. No contact since from council."
  - "Said they were coming to help with the rat problem but they didn't come. They say things you want to hear on the phone and do nothing about it."
  - "They could have done what they told me they were going to do and cleaned up the mess."

- **Respond to digital or mail queries, and/closing the loop of communication / informing the resident how the issue is being addressed.**
  - "They didn't even reply. At least a reply would have been nice. They also could have fixed the problem. The pathway is sinking out the front of our house."
  - "The first one was just to respond to the enquiry / never heard anything from the council."
  - "A response would have been nice saying 'We have received your application and we are working on it but it might take a month' or whatever"

- **Directing queries to the right Council department**
  - "Getting to the right department for help should be easier and less confusing. Staff should have better knowledge."
  - "Timeframe. The amount of time it took to get a response. A lot of back and forward, I had to chase a response and find the right person in the correct department."

Digital channel experience

A new survey question this year, residents who had contact with Council through key digital channels were asked to rate their overall experience with Council's digital services. Ratings were quite high, with the majority (75%) providing a positive rating (7-10 out of 10), including 28% who gave a very good rating (9-10). Only 8% had a negative experience.

	% TOTAL GOOD (7-10)	MEAN (OUT OF 10)

Experience with Council's digital services

| 4% | 4% | 13% | 47% | 28% |

75%   7.5

■ Extremely poor (1-2)   ■ Poor (3-4)   ■ Neutral (5-6)   ■ Good (7-8)   ■ Very good (9-10)

Digital services in scope for this evaluation include:

- visited Council's website
- visited Council's disaster dashboard disaster.redland.qld.gov.au
- visited Council's community engagement Your Say site yoursay.redland.qld.gov.au
- Submitted an enquiry or feedback form through Council's website

- Accessed the Redlands Coast Today website redlandscoasttoday.com.au
- Paid a Council charge via their website (e.g. rates notice, dog registration etc.)
- Accessed Council's digital library

C8. You mentioned you had contact with Council via a digital channel, that is: [digital services used]. On a scale of 1 to 10, where 1 is extremely poor and 10 is excellent, how would you describe your overall experience with Council's digital services? BASE: Respondents who used a digital service (n=364)
NOTE: Social media interactions and Council's eNewsletter are not included in the assessments above.
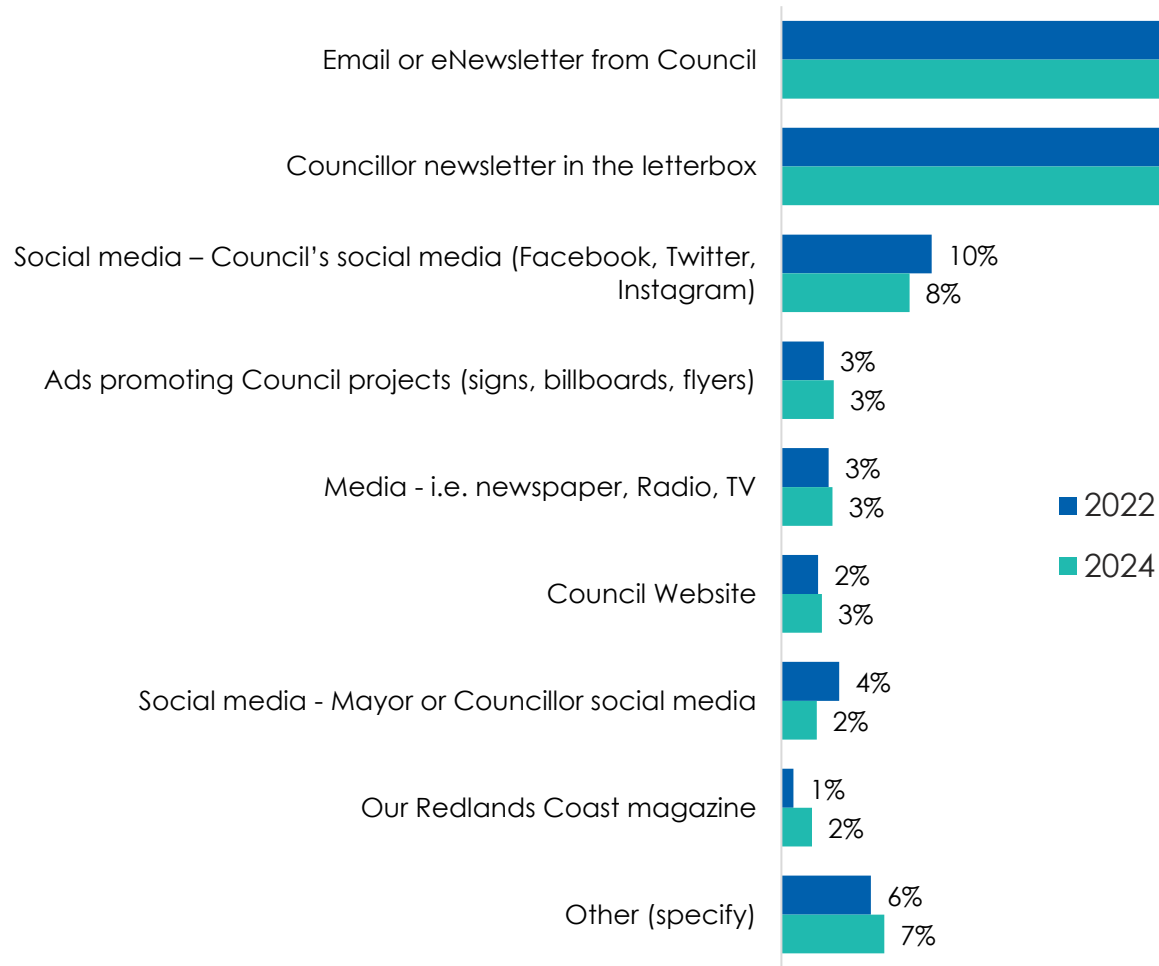
Suggestions to improve the digital service experience

Those who had a digital interaction with Council in the last 12 months and provided lower scores to rate their experience were asked to provide suggestions on how their digital experience could be improved. Common suggestions are below.

- **By far the most common suggestion was to make it easier to find information of importance to residents on the Council website**
    - "Very confusing to fine stuff. Takes a lot of time to find stuff and had to call to get help. Good to deal with."
    - "The layout of website could be a bit more user friendly/ hard to use and hard to find things."
    - "It was a bit clunky to get to what I needed to get to. Not intuitive to me. A number of steps, too many step the design of the web page."
    - "Making a bit more user-friendly / I have to go through 100 pages to find what I need."
    - "It needs to be clearer, broken down into more categories and subcategories."
    - "I couldn't find the search bar, I had to look through lots of different things / maybe a live chat function would be handy?"

- **Some feedback on the digital library was provided:**
    - "Maybe with the library thing, I find it really hard to search up books. The search engine is really hard. When you are searching for a specific book, you can't search for junior fiction or senior fiction, you have to go to the other side of the page to click on what you want. I just wish it would be easier."
    - "Probably just keeping the tech updated. So the layout of their pages, the library - digital library, the apps don't work or lock you out. Little glitches in the tech."
    - "Have more books available / have some half decent books."

- **Feedback on other specific digital services was provided:**
    - "Disaster dashboard was very confusing/ trying to sign up for the alerts was very confusing."
    - "Little more direction when using the etools. Digital mapping system is very hard to use when there are no directions"
    - "After I submitted my payment for parking infringement it didn't show that the payment had been processed. Add a receipt option."
    - "There is a booking system to hire venues, it's absolutely [expletive], for example, you look at the availability of the sports field, it tells you its available when its not. It's not user friendly."

Preferred ways to receive information from Council

Email or eNewsletter from Council
- 2022: 51%
- 2024: 60% ▲

Councillor newsletter in the letterbox
- 2022: 40%
- 2024: 41%

Social media – Council's social media (Facebook, Twitter, Instagram)
- 2022: 10%
- 2024: 8%

Ads promoting Council projects (signs, billboards, flyers)
- 2022: 3%
- 2024: 3%

Media - i.e. newspaper, Radio, TV
- 2022: 3%
- 2024: 3%

Council Website
- 2022: 2%
- 2024: 3%

Social media - Mayor or Councillor social media
- 2022: 4%
- 2024: 2%

Our Redlands Coast magazine
- 2022: 1%
- 2024: 2%

Other (specify)
- 2022: 6%
- 2024: 7%

■ 2022
■ 2024

The most popular channel for receiving information from Council continues to be by email or eNewsletter, with three in five (60%) of all residents nominating this as one of their preferred channels.

This was closely followed by a Councillor newsletter in the mailbox (41%).

Council's social media was preferred by 8% of residents.

Preference for an email or eNewsletter from Council has increased since 2022 (60% vs. 51%).

C5. As a resident, what are your preferred methods of receiving information from Council? (Multiple response). BASE: Total Sample (2022 n=462, 2024 n=460)

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*

Preference for digital

2%
22%
75%
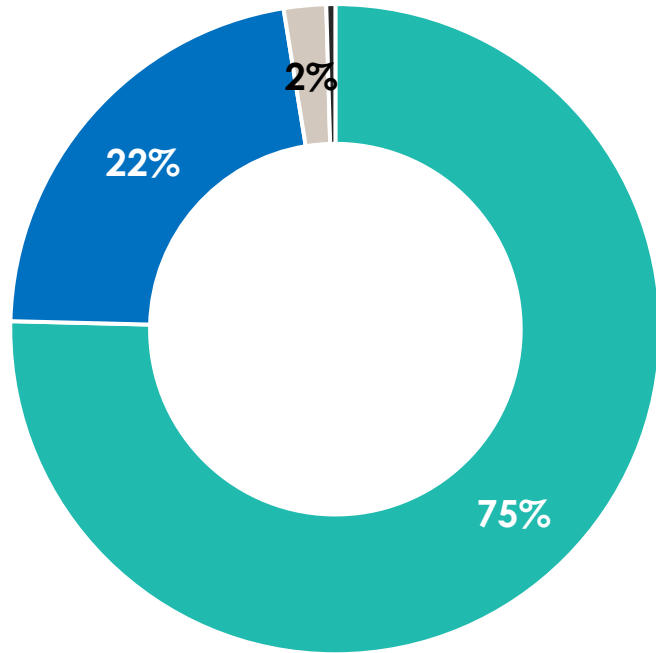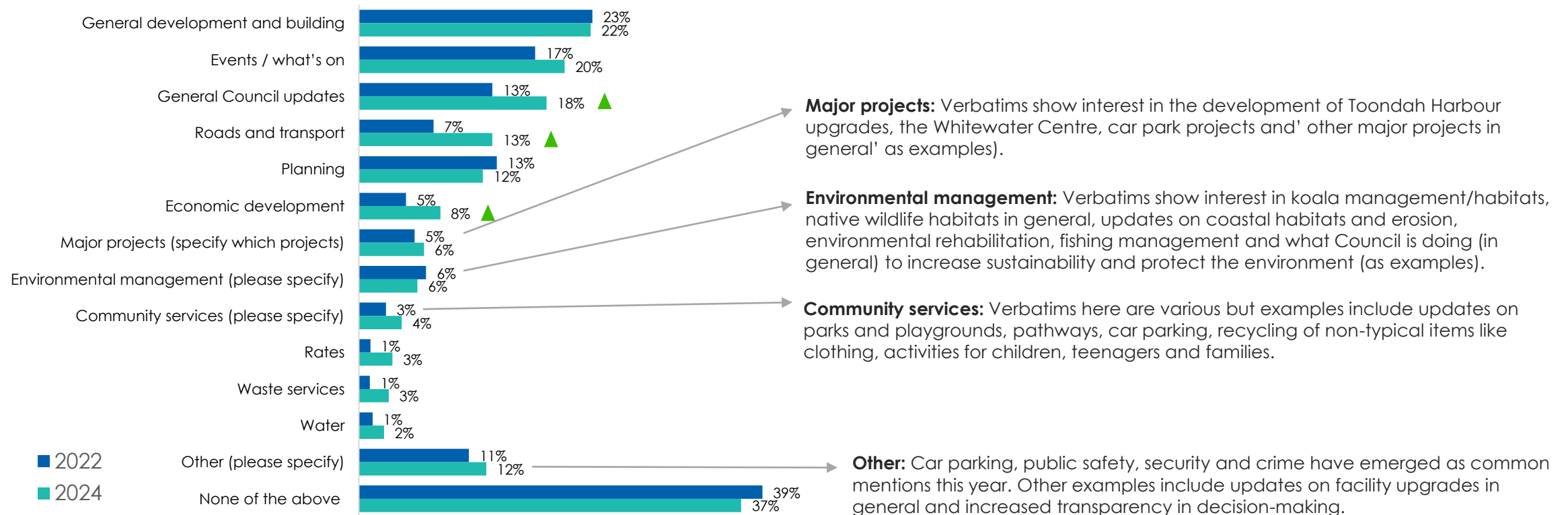
■ Yes ■ No ■ Depends ■ Don't know / not sure

Three-quarters (75%) of all residents would be satisfied to receive and/or access Council's newsletter, magazine and other news digitally to reduce the cost of printing and posting publications.

Although preference for digital publications decreases with age, even two-thirds (63%) of residents aged 60 years or older would prefer to receive digital publications to reduce the cost of printing and posting publications.

C10. Would you be satisfied to receive and/or access Council's newsletter, magazine and other news digitally to reduce the cost of printing and posting publications? BASE: Total sample n=460

Verian | Community Satisfaction Survey 2024   Confidential | **51**

Topics for further information

The most popular topics for further information are general development and building (22%), events / what's on (20%), general Council updates (18%) and roads and transport (13%). The desire for the latter two topics, plus economic development, has increased compared to 2022. The desire for information on essential services like water and waste services continues to be very low. Just over one-third (37%) of residents indicated they didn't want any further information on any of these topics (which includes a small portion that didn't want any information from Council at all).

Topic	2022	2024
General development and building	23%	22%
Events / what's on	17%	20%
General Council updates	13%	18% ▲
Roads and transport	7%	13% ▲
Planning	13%	12%
Economic development	5%	8% ▲
Major projects (specify which projects)	5%	6%
Environmental management (please specify)	6%	6%
Community services (please specify)	3%	4%
Rates	1%	3%
Waste services	1%	3%
Water	1%	2%
Other (please specify)	11%	12%
None of the above	39%	37%

Major projects: Verbatims show interest in the development of Toondah Harbour upgrades, the Whitewater Centre, car park projects and' other major projects in general' as examples).

Environmental management: Verbatims show interest in koala management/habitats, native wildlife habitats in general, updates on coastal habitats and erosion, environmental rehabilitation, fishing management and what Council is doing (in general) to increase sustainability and protect the environment (as examples).

Community services: Verbatims here are various but examples include updates on parks and playgrounds, pathways, car parking, recycling of non-typical items like clothing, activities for children, teenagers and families.

Other: Car parking, public safety, security and crime have emerged as common mentions this year. Other examples include updates on facility upgrades in general and increased transparency in decision-making.

C7. What topics do you want more information about from Council? Anything else? (Multiple response). Results from previous years are not comparable.
BASE: Total Sample (2022 n=462, 2024 n=460) | NOTE: Those who indicated they did not want any further information at C5 are recoded as 'none' at the question above.

▲ *Significantly higher or lower*
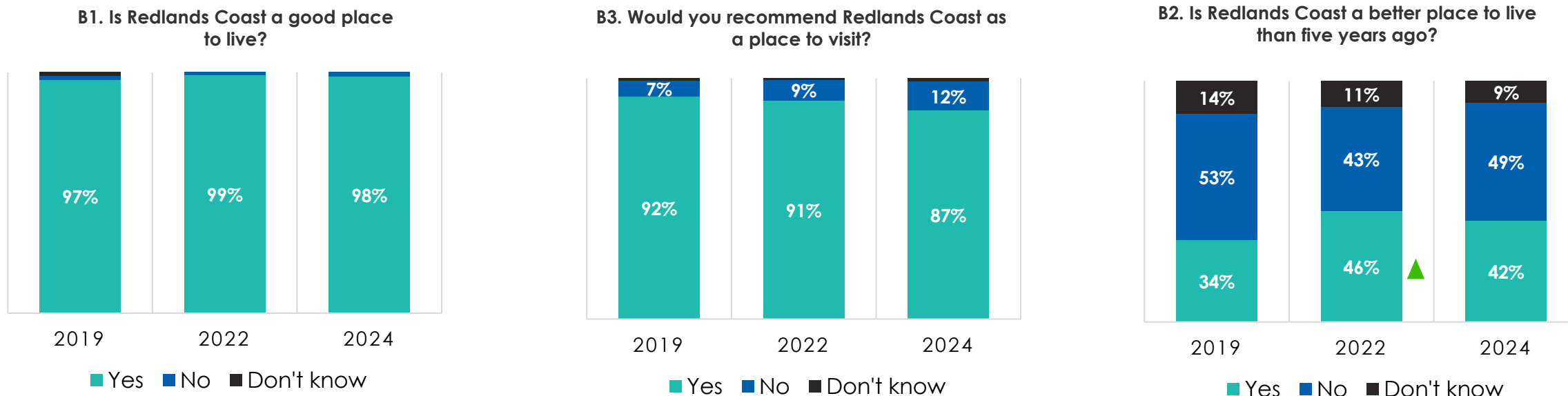▼ *than previous wave at 95% CI*

5

Living on Redlands Coast

Perceptions of living on Redlands Coast

Perceptions of living on Redlands Coast are very positive. Nearly all residents (98%) agree that Redlands Coast is a good place to live, remaining stable from 99% in 2022. Additionally, almost nine in ten residents (87%) would recommend Redlands Coast as a place to visit, remaining stable from 91% in 2022.

The proportion of residents who believe that Redlands Coast is a better place to live than five years ago remains relatively stable compared to when it was measured in 2022 (42% vs. 46%). However, a slightly higher proportion of residents believe it is <u>not</u> a better place to live now (49%) than those who do (42%).

B1. Is Redlands Coast a good place to live?

2019	2022	2024
97%	99%	98%

■ Yes ■ No ■ Don't know

B3. Would you recommend Redlands Coast as a place to visit?

2019	2022	2024
7%	9%	12%
92%	91%	87%

■ Yes ■ No ■ Don't know

B2. Is Redlands Coast a better place to live than five years ago?

2019	2022	2024
14%	11%	9%
53%	43%	49%
34%	46%	42%

■ Yes ■ No ■ Don't know

B1. Is Redlands Coast a good place to live? B2.Is Redlands Coast a better place to live than 5 years ago? B3. Would you recommend Redlands Coast as a place to visit? BASE: Total Sample (2019 n=600; 2022 n=462, 2024 n=460)

▲ *Significantly higher or lower*
▼ *than previous year at 95% CI*

Key issues for Redlands Coast over the next 10-20 years

## Resident verbatims were collected and coded into themes as shown

Services	2022	2024
Population growth - too many people / overcrowding	26%	38% ▲
Roads - increase in road capacity / maintenance / more roads	32%	35%
New infrastructure - footpaths / hospitals / schools / university / shops	26%	29%
Traffic - congestion	19%	25% ▲
Housing / accommodation - provision of more housing / affordable housing	6%	15% ▲
Environmental protection and conservation - loss of habitat / climate change	18%	12% ▼
Public safety / crime / youth crime (*New code in 2024)	-	10%
Poor quality or inappropriate development - small blocks / high density / Toondah Harbour	15%	9% ▼
Overdevelopment / loss of green space	18%	9% ▼
Town planning - improve planning / approval processes / managing development	7%	9%
Increase public transport	5%	8%
Parking - more availability	7%	7%
Economic development and local employment	5%	6%
Improve services - internet / sewerage / water quality / rubbish / power	4%	5%
Amenities - parks / public pool / sports facilities	2%	5% ▲
Catering for younger generation / lack of activities (*New code in 2024)	-	4%
Council - corruption in relation to developers / lack of transparency / overspending	2%	4%
Cost of living increasing / rates high	3%	4%
Olympics 2032 infrastructure (*New code in 2024)	-	3%
Issues with Native Title (*New code in 2024)	-	2%
Promote tourism and people to come to live	2%	2%

Services	2022	2024
New facilities (*New code in 2024)	-	2%
Community consultation - find out what the community needs / indigenous needs	2%	2%
Community services - health / aged care / domestic violence	2%	2%
General maintenance	2%	2%
Other	7%	4% ▼
Irrelevant	1%	0%
No / nothing	0%	0%
Don't know / not sure	6%	2% ▼

Compared to 2022, there was an increase in spontaneous mention of population growth (too many people / overcrowding), traffic / congestion, increased housing and affordable accommodation, and, to a lesser extent, amenities like parks, public pools and sporting facilities as being key focus areas for the Redland City Council area over the next 10-20 years.

Public safety / crime / youth crime has emerged as a new focus area this year, with 10% of residents freely mentioning this year.

A4. What do you personally see as the most important issue/s facing the Redland City Council area over the next 10-20 years?
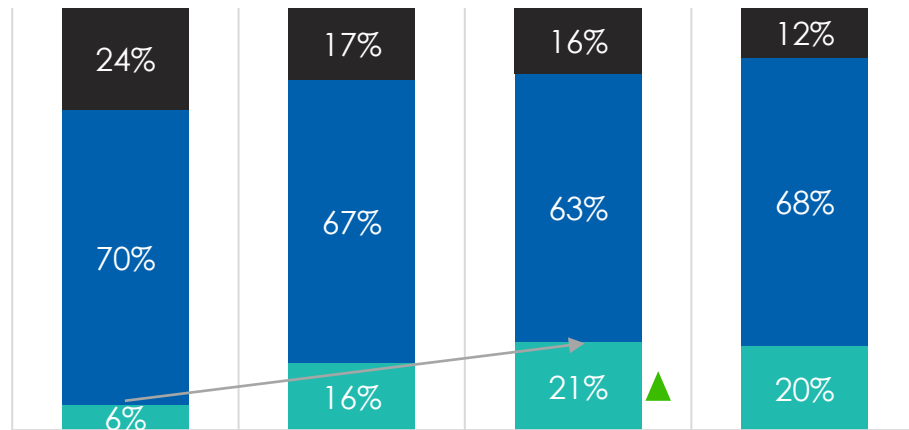BASE: Total Sample (2022 n=462, 2024 n=460)

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*
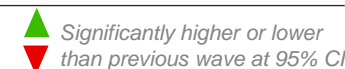
6

First Nations community

Level of knowledge about First Nations communities

The proportion of residents who self-report they have strong knowledge of the First Nations communities of Redlands Coast and their history increased gradually from 2019 to 2022, and now remains stable in 2024 at 20%.

Three in five (59%) residents believe they know what Quandamooka means. This has been increasing since 2019. Since then, higher proportions believe it is the name of the descendants of the First Nations people of the majority of Redlands Coast, and this has now peaked at 33%.

■ Unaware of any local Aboriginal community or traditions
■ Aware that there is a local Aboriginal community
■ Strong knowledge of Aboriginal communities and traditions
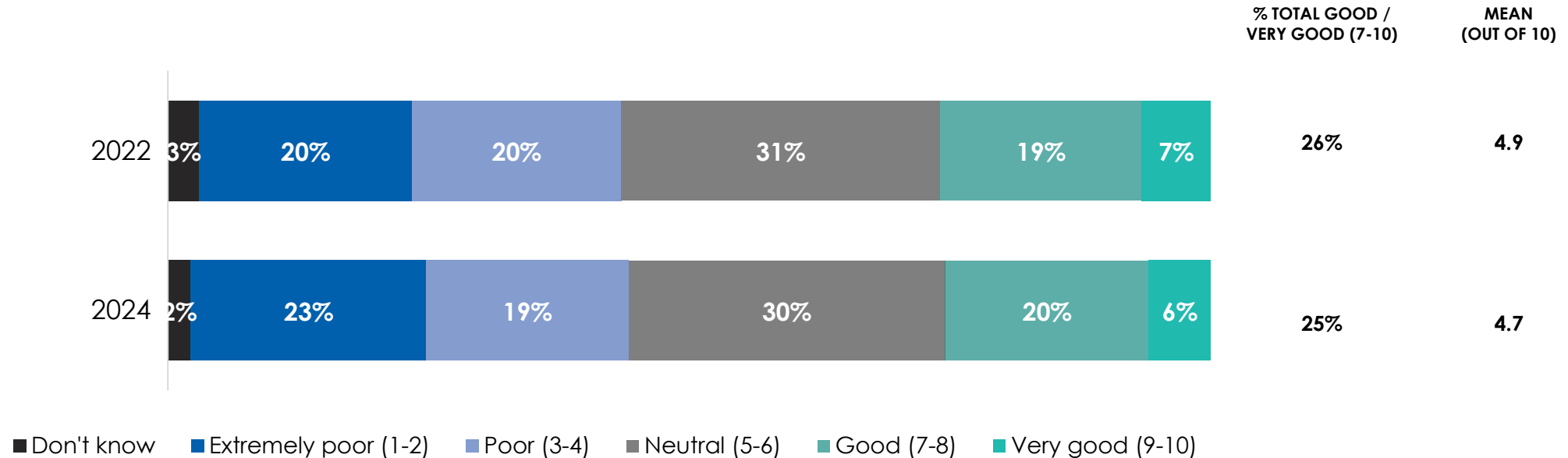
■ 2019 ■ 2022 ■ 2024
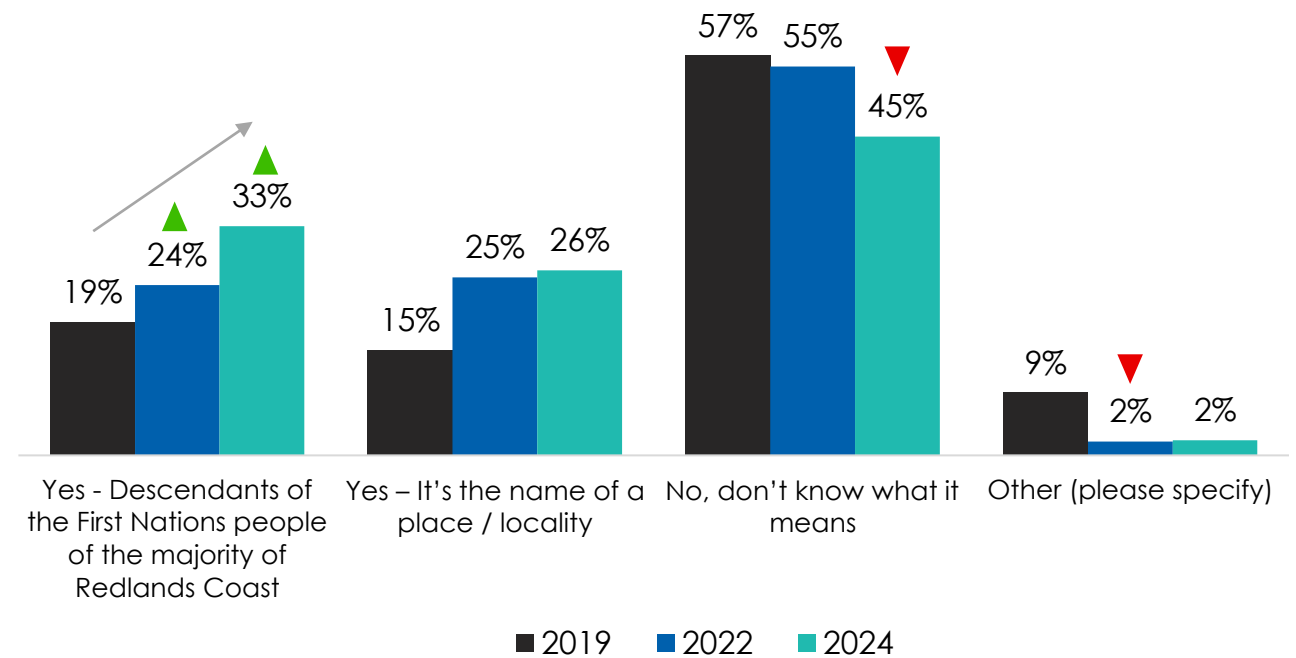
E1. Which of the following describes how much you know about the First Nations communities of Redlands Coast and their history? E2. Can you tell me what Quandamooka means? NOTE: 2016 data is not comparable and therefore not shown. BASE: Total Sample (2016 n=463, 2019 n=600; 2022 n=462, 2024 n=460)

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*

Understanding of native title

Understanding of native title remains stable compared to 2022, but there is still some room for improvement. This year, one-quarter (25%) of residents describe their level of understanding as 'good' or 'very good'. Two in five (42%) describe their understanding as 'extremely poor' or 'poor'. Therefore, lower levels of understanding exceed that of higher levels of understanding.

On average, residents rate their level of understanding as 4.7 out of 10.

	% TOTAL GOOD / VERY GOOD (7-10)	MEAN (OUT OF 10)
2022	26%	4.9
2024	25%	4.7

Legend: ■ Don't know ■ Extremely poor (1-2) ■ Poor (3-4) ■ Neutral (5-6) ■ Good (7-8) ■ Very good (9-10)

2022: 3% | 20% | 20% | 31% | 19% | 7%
2024: 2% | 23% | 19% | 30% | 20% | 6%

E3. How would you rate your understanding of native title, on a scale from 1 to 10, where 1 is extremely poor and 10 is excellent? BASE: Total Sample (2022 n=462, 2024 n=460)

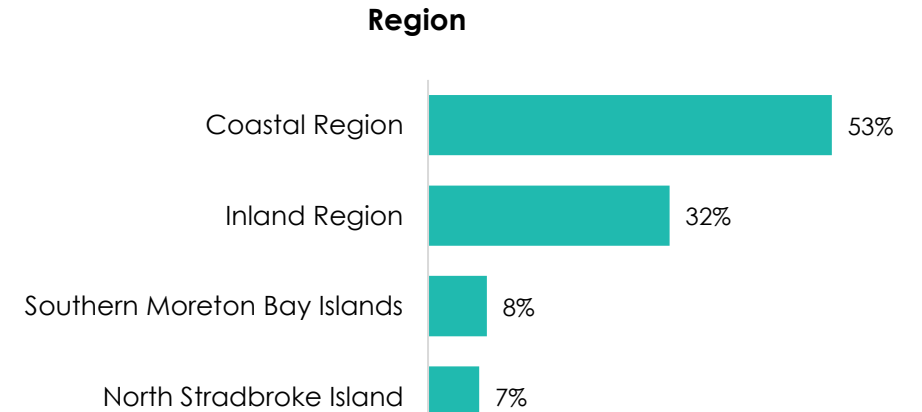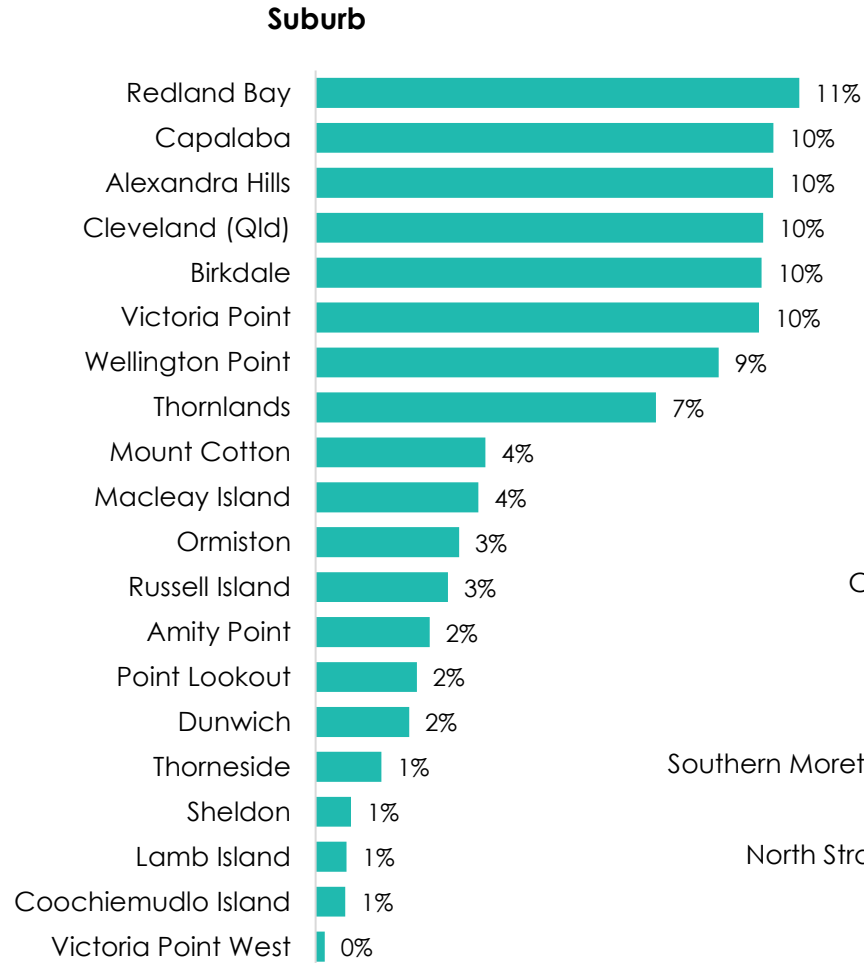▲ Significantly higher or lower
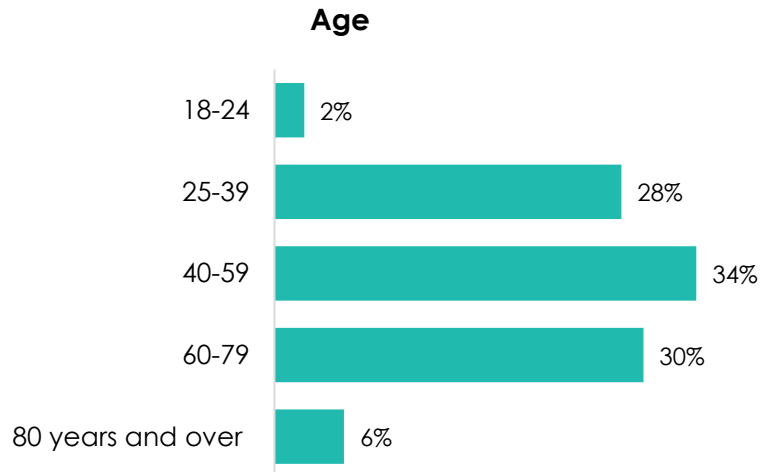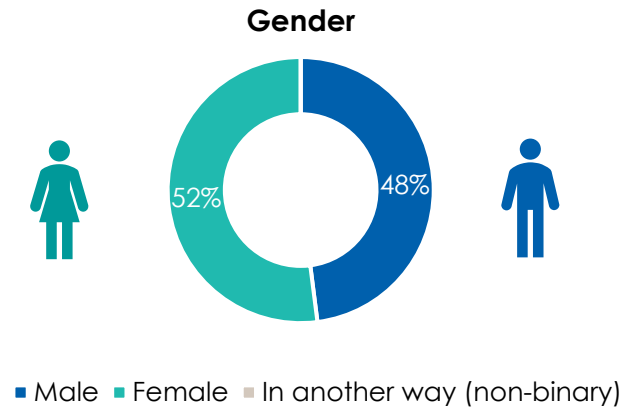▼ than previous wave at 95% CI

Sample profile (demographics)

Demographics

(Weighted sample profile: 2024)

Gender

- Male
- Female
- In another way (non-binary)

52% 48%

Age

Age group	Value
18-24	2%
25-39	28%
40-59	34%
60-79	30%
80 years and over	6%

Suburb

Suburb	Value
Redland Bay	11%
Capalaba	10%
Alexandra Hills	10%
Cleveland (Qld)	10%
Birkdale	10%
Victoria Point	10%
Wellington Point	9%
Thornlands	7%
Mount Cotton	4%
Macleay Island	4%
Ormiston	3%
Russell Island	3%
Amity Point	2%
Point Lookout	2%
Dunwich	2%
Thorneside	1%
Sheldon	1%
Lamb Island	1%
Coochiemudlo Island	1%
Victoria Point West	0%

Region

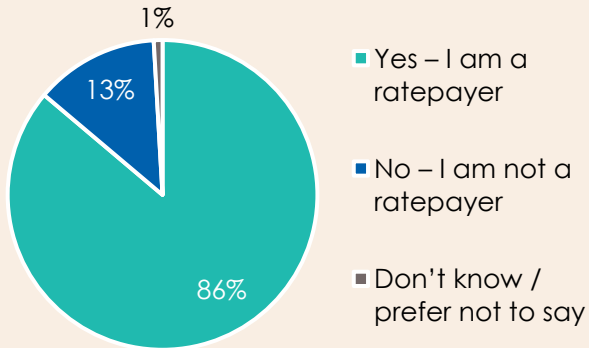| Region	Value
Coastal Region	53%
Inland Region	32%
Southern Moreton Bay Islands	8%
North Stradbroke Island	7%

S3. Into which of the following age groups do you fall within…? S4. What is the postcode where you live? S5. And what suburb is that? S6. Would you describe yourself as…? BASE: Total Sample (n=460). NOTE: Data is weighted by age and gender to reflect the demographics of the Redlands population
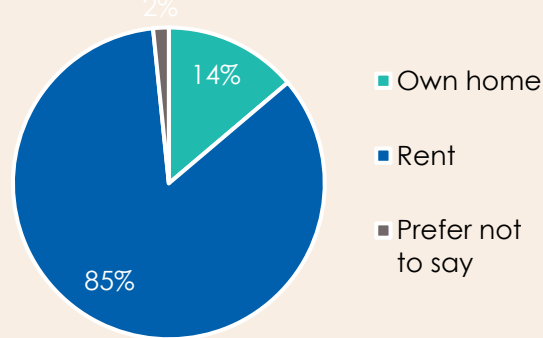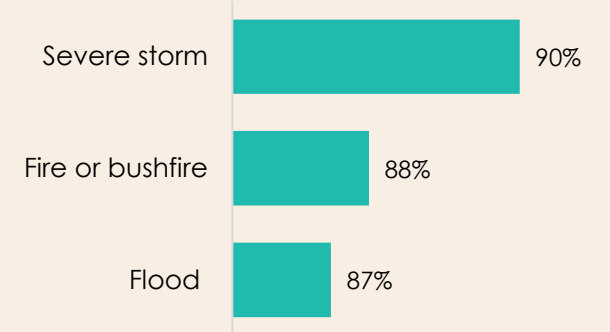
Demographics
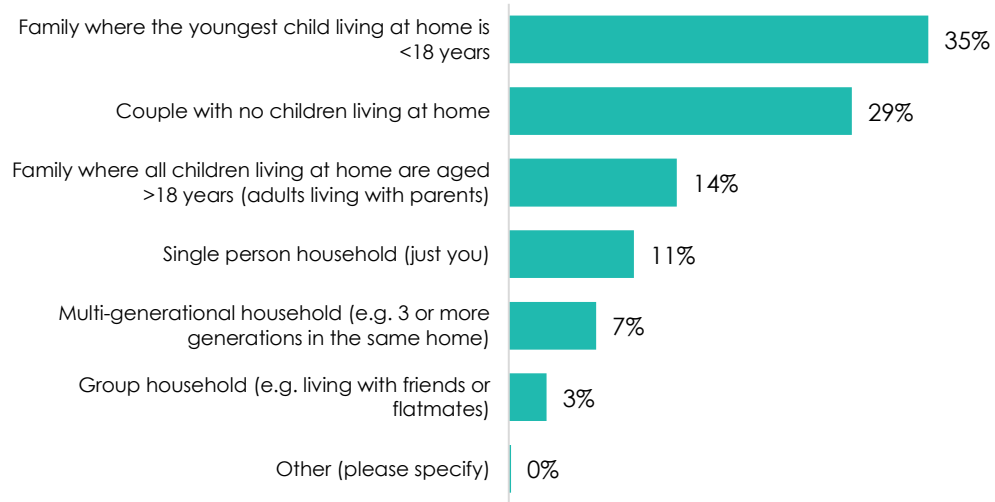## (Weighted sample profile: 2024)

Pay rates bill

1%
13%
86%

- Yes – I am a ratepayer
- No – I am not a ratepayer
- Don't know / prefer not to say

Home ownership

2%
14%
85%

- Own home
- Rent
- Prefer not to say

Disaster management – Resident would know what to do in a…

Severe storm	90%
Fire or bushfire	88%
Flood	87%

Household structure

Family where the youngest child living at home is <18 years	35%
Couple with no children living at home	29%
Family where all children living at home are aged >18 years (adults living with parents)	14%
Single person household (just you)	11%
Multi-generational household (e.g. 3 or more generations in the same home)	7%
Group household (e.g. living with friends or flatmates)	3%
Other (please specify)	0%

Employment status

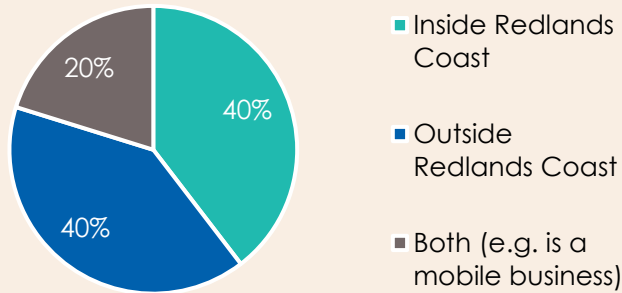|	
Employed full time	40%
Retired	26%
Employed part time or casual	14%
Self-employed	11%
Not currently employed	6%
Home duties (stay at home parent, carer etc)	3%
Prefer not to say	0%

F1. Which of these best describes your household? F2. Do you live in a… ? F3. Do you pay or jointly pay a Redland City Council rates bill? F4. Thinking about the property you currently live in, do you…?
F5. Do you feel confident that you would know what to do in a….? F6. How would you describe your current employment status? BASE: Total Sample (n=460). NOTE: Data is weighted by age and gender
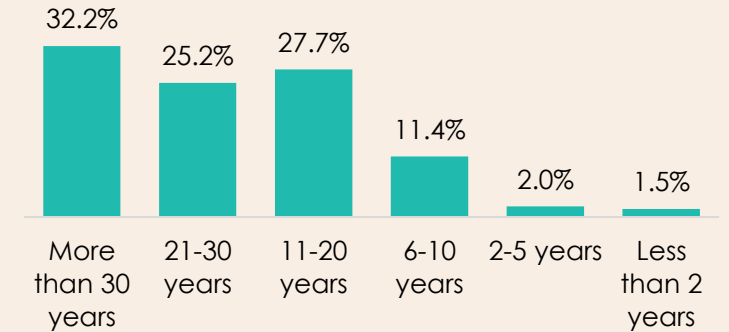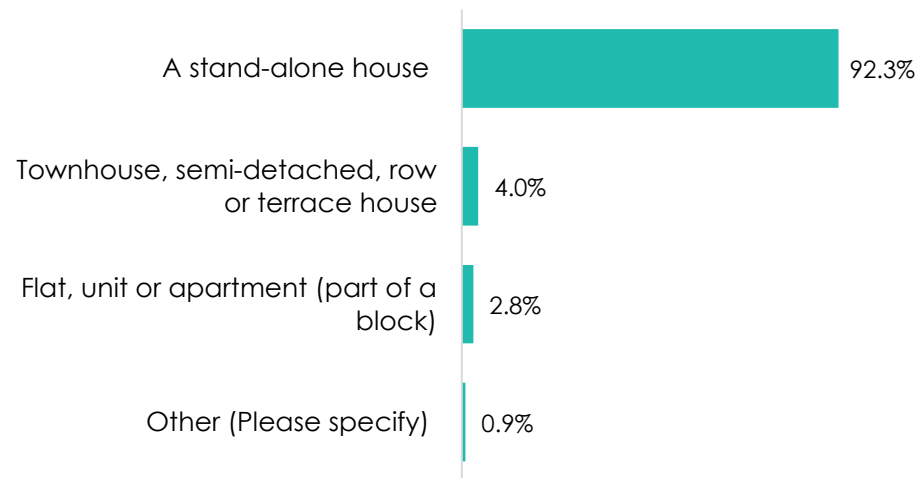
Demographics

(Weighted sample profile: 2024)
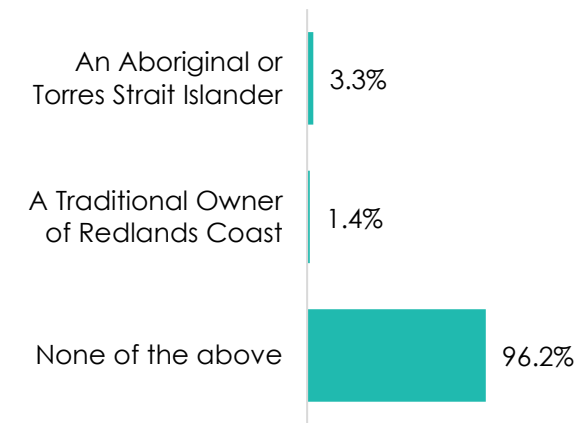
Work inside/outside Redlands Coast (Base: Working)

- ■ Inside Redlands Coast
- ■ Outside Redlands Coast
- ■ Both (e.g. is a mobile business)

Length of time living in the area

More than 30 years	21-30 years	11-20 years	6-10 years	2-5 years	Less than 2 years
32.2%	25.2%	27.7%	11.4%	2.0%	1.5%

Dwelling type

A stand-alone house	92.3%
Townhouse, semi-detached, row or terrace house	4.0%
Flat, unit or apartment (part of a block)	2.8%
Other (Please specify)	0.9%

First Nations status

An Aboriginal or Torres Strait Islander	3.3%
A Traditional Owner of Redlands Coast	1.4%
None of the above	96.2%

F7. Do you work inside or outside the Redland City local government area? BASE: Currently working (n=301)
F8. How long have you lived in the Redland City Council area? F2. Do you live in a…? F11. And finally, do you identify as…? BASE: Total Sample 2024 (n=460). NOTE: Data is weighted by age and gender

Demographics over time

		2022	2024			2022	2024
Gender (S6)	Female	48%	52%	Pay rates bill (F3)	Yes – I am a ratepayer	81%	86% ▲
	Male	52%	48%		No – I am not a ratepayer	18%	13% ▼
Age (S3)	18-24	2%	2%		Don't know / prefer not to say	1%	1%
	25-39	29%	28%	Suburb (S5)	Redland Bay	9%	11%
	40-59	37%	34%		Capalaba	9%	10%
	60-79	26%	30%		Alexandra Hills	10%	10%
	80 years and over	5%	6%		Cleveland (Qld)	11%	10%
Household structure (F1)	Family where the youngest child living at home is <18 years	37%	35%		Birkdale	10%	10%
					Victoria Point (Qld)	9%	10%
	Couple with no children living at home	26%	29%		Wellington Point	8%	9%
					Thornlands	8%	7%
	Family where all children living at home are aged >18 years (adults living with parents)	16%	14%		Mount Cotton	5%	4%
					Macleay Island	2%	4%
					Ormiston	4%	3%
	Single person household (just you)	11%	11%		Russell Island	2%	3%
					Amity Point	2%	2%
	Multi-generational household (e.g. 3 or more generations in the same home)	5%	7%		Point Lookout	1%	2%
					Dunwich	3%	2%
					Thorneside	2%	1%
					Sheldon	2%	1%
					Lamb Island	1%	1%
	Group household (e.g. living with friends or flatmates)	4%	3%		Coochiemudlo Island	2%	1%
					Victoria Point West	1%	0.2%
	Other	1%	0%		Karragarra Island	0.2%	0%

BASE: Total Sample (n=460). NOTE: Data is weighted by age and gender to reflect the demographics of the Redlands population

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*

Demographics over time

		2022	2024
Employment status (F6)	Employed full time	46%	40%
	Retired	27%	26%
	Employed part time or casual	12%	14%
	Self-employed	8%	11%
	Not currently employed	4%	6%
	Home duties (stay at home parent, carer etc)	2%	3%
	Prefer not to say	1%	0.4%
Home ownership (F4)	Own home	82%	85%
	Rent	17%	14%
	Prefer not to say	1%	2%
Work outside Redlands Coast (F7?)	Inside Redlands Coast	38%	40%
	Outside Redlands Coast	46%	40%
	Both (e.g. is a mobile business)	15%	20% ▲
Length of living in the area (F8)	Less than 2 years	0.5%	2% ▲
	2-5 years	5%	2% ▼
	6-10 years	16%	11% ▼
	11-20 years	31%	28%
	21-30 years	20%	25%
	More than 30 years	29%	32%

		2022	2024
Region (S4)	Coastal Region	54%	53%
	Inland Region	33%	32%
	Southern Moreton Bay Islands	7%	8%
	North Stradbroke Island	6%	7%
Dwelling type (F2)	A stand-alone house	91%	92%
	Townhouse, semi-detached, row or terrace house	4%	4%
	Flat, unit or apartment (part of a block)	3%	3%
	Other	1%	1%
Disaster management – Resident would know what to do in a… (F5)	Severe storm	91%	90%
	Fire or bushfire	84%	88%
	Flood	89%	87%
First Nations status (F11)	An Aboriginal or Torres Strait Islander	3%	3%
	A Traditional Owner of Redlands Coast	2%	1%
	None of the above	96%	96%

BASE: Total Sample (n=460). NOTE: Data is weighted by age and gender to reflect the demographics of the Redlands population

▲ *Significantly higher or lower*
▼ *than previous wave at 95% CI*

Appendix: Definitions

Service definitions

Basic services and infrastructure

Service (summary description)	Detailed description	Equivalent data in 2019?	Equivalent to data in 2022?
ROAD CONSTRUCTION	Construction and upgrading of local roads (i.e. not main State roads)?	✓	✓
ROAD MAINTENANCE	Repairing road surfaces, street sweeping and mowing verges of local roads?	✓	✓
FOOTPATHS	Construction and maintenance of roadside footpaths, kerbs and gutters?	✓	✓
STREET LIGHTING	Providing and maintaining lights on Council roads and footpaths?	✓	✓
TRAFFIC MANAGEMENT ON LOCAL ROADS	Managing traffic, signage and infrastructure on local roads?	✓	✓
PARKING MANAGEMENT	2022 wording: Regulating where and how long cars can park on streets across Redlands Coast? 2024 wording: Provisions and regulations of car parking at destinations such as town centres, ferry terminals, sport and recreational venues across Redlands Coast that enables fair access?	✓	✓ (wording change but is largely comparable to 2022)
WATER SUPPLY	Supply of water to meet reasonable standards of Quantity (volume, pressure, continuity) and Quality (colour, odour, taste, softness) (excluding State responsibilities)?	✓	✓
SEWERAGE	Providing and maintaining sewerage systems with adequate standards of effluent discharge, odour control and operating efficiency?	✓	✓
DRAINAGE AND FLOOD MITIGATION	Construction and maintenance of stormwater drains to reduce the risk of local flooding?	✓	✓
WASTE MINIMISATION	Encouraging residents to reduce waste and recycle by providing green waste bins and yellow lid recycle bins and information on what can and can't be recycled?	✗	✓
RUBBISH COLLECTION AND DISPOSAL	Waste collection and accessibility of Council Recycling and Waste Centres and disposal services?	✓	✓
FOOD SAFETY	Managing food safety in restaurants and cafes across the city?	✗ (was previously combined with mosquito programs)	✓
MOSQUITO PROGRAMS	Conducting spraying to limit breeding of mosquitos?	✗	✓
MANAGING CEMETERIES	Maintaining cemeteries to cater for burial of residents?	✗	✓

NOTES:
- Even though a service may have comparable data in previous years, minor revisions in the wording of the statement may have been made. These may need to be taken into consideration when comparing data between years.
- Performance was measured on a 5 point scale in 2019, and on a 10 point scale in 2022 and 2024.

Service definitions

Community lifestyle services

Service (summary description)	Detailed description	Equivalent data in 2019?	Equivalent data in 2022
PARKS, PLAYGROUNDS AND PUBLIC TOILETS	Providing and maintaining parks, playgrounds and public toilets?	✓	✓
ENVIRONMENTAL CONTROLS	Enforcement of regulations on air, water and noise pollution?	✓	✓
ENVIRONMENTAL PROTECTION AND CONSERVATION	Tree planting and bushland acquisition, noxious weeds eradication, foreshore protection, preservation of natural areas?	✓	✓
HERITAGE PROTECTION	Protecting Redlands Coast's heritage such as historic buildings?	✓	✓
SPORT AND RECREATION FACILITIES	Providing and maintaining public halls, swimming pools and sports fields?	✓	✓
CULTURAL AND ENTERTAINMENT FACILITIES	Redland Performing Arts Centre, Redland Art Galleries, supporting museums and providing open spaces for community festivals and events?	✓	✓
LIBRARIES	Providing Council libraries and programs?	✓	✓
COMMUNITY SAFETY	Providing education and awareness, security patrols and CCTV cameras, beach and pool lifeguards and safety signage to help keep residents safe (excluding State responsibilities like Policing etc.)?	✓	✓
SUPPORTING COMMUNITY ORGANISATIONS	Working with and supporting local community organisations to deliver programs and activities for the community?	✓	✓
ANIMAL MANAGEMENT	Managing the responsible ownership of pets, registration, rehoming, impounding of stray animals as well as control of feral animals?	✓	✓
BIKEWAYS AND RECREATIONAL PATHWAYS	Providing and maintaining bikeways, pathways and boardwalks?	✓	✓

NOTES:
- Even though a service may have comparable data in previous years, minor revisions in the wording of the statement may have been made. These may need to be taken into consideration when comparing data between years.
- Performance was measured on a 5 point scale in 2019, and on a 10 point scale in 2022 and 2024.

Service definitions

Managing the region

Service (summary description)	Detailed description	Equivalent data in 2019?	Equivalent data in 2022?
TOWN PLANNING	2022 wording: Planning and zoning for the purposes of residential, rural, commercial, industrial, recreational, open space and public infrastructure development including urban renewal and CBD redevelopment, rules regarding land usage? 2024 wording: Managing the growth of the city by planning and zoning land for the purposes of residential, rural, commercial, industrial, recreational and open space uses?	✓	✓ (wording change but is largely comparable to 2022)
ECONOMIC DEVELOPMENT AND LOCAL EMPLOYMENT	Supporting increased economic activity, increased local employment and attracting investment?	✓	✓
PROMOTION OF TOURISM	Promoting Redlands Coast to attract visitors to the region, including services such as the Visitor Information Centre?	✓	✓

Customer services and communication

Service (summary description)	Detailed description	Equivalent data in 2019?	Equivalent data in 2022?
COUNCIL ACCESSIBILITY	Open hours, locations, facilities, platforms (e.g. online, in person, phone) that meet your needs?	✗	✓
INFORMING THE COMMUNITY	Keeping the community informed of Council programs, plans, events and activities through Council newsletters, magazines, website, social media, ads and other means?	✓	✓
COMMUNITY ENGAGEMENT	Giving residents opportunities to provide input on Council projects, plans and initiatives through Council's online Your Say community engagement platform, surveys, social media and face to face events?	✓	✓
DISASTER MANAGEMENT	Preparing for, responding to, and recovering from severe weather events and natural disasters?	✗	✓

Qualities of Council

Service (summary description)	Detailed description	Equivalent data in 2019?	Equivalent data in 2022?
QUALITY AND PERFORMANCE OF COUNCIL STAFF	Responsive, courteous, helpful, effective, efficient, knowledgeable, get things done?	✓	✓

NOTES:
- Even though a service may have comparable data in previous years, minor revisions in the wording of the statement may have been made. These may need to be taken into consideration when comparing data between years.
- Performance was measured on a 5 point scale in 2019, and on a 10 point scale in 2022 and 2024.

Digital and non-digital channels assessed in the 2024 survey

Council's digital channels

- Visited Council's website
- Visited Council's disaster dashboard disaster.redland.qld.gov.au
- Visited Council's community engagement Your Say site yoursay.redland.qld.gov.au
- Submitted an enquiry or feedback form through Council's website
- Accessed the Redlands Coast Today website redlandscoasttoday.com.au
- Paid a Council charge via their website (e.g. rates notice, dog registration etc.)
- Accessed Council's digital library

Digital performance was not measured for the following channels at survey question C8, but have been included in the digital contact definition:

- Received an eNewsletter from Council by email
- Seen Council's social media posts (Facebook, Twitter, Instagram)
- Emailed Council

Council's non-digital channels

- received a Councillor newsletter in the letterbox
- received the quarterly Our Redlands Coast Magazine in the letterbox?
- seen ads promoting a Council project (signs, billboards, flyers)
- visited a Council art gallery
- visited a Council Customer Service Centre
- called Council's general enquiries telephone number?
- contacted the Mayor directly
- contacted a Councillor directly
- visited a library
- visited IndigiScapes (environmental education centre and café)?
- visited RPAC, the Redland Performing Arts Centre
- Attended a Council event like Christmas Carols or Lighting of the Tree, NAIDOC week celebrations, Australia Day Awards, Candle Lighting Vigil or similar
- Participated in a face-to-face community engagement session or a survey

Thank you

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