

Community Satisfaction Survey 2024



Sunshine CoastTM
COUNCIL

Summary Report
September 2024
Taverner Research

Satisfaction and Priorities for the future

91%

of Council services were rated above satisfactory with a score of 3.2 or more out of 5.



3.49

Overall average score (on a 1-5 scale).

55%

of residents were satisfied overall with Council over the past 12 months.

Primary Reasons for Satisfaction

1



Generally happy with Council performance

2



Good services accessibility and performance

3

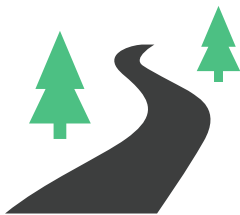


Good customer service/complaint management

Priorities for the Future

Residents' Top 4 Priorities for the Next 5 Years

1



Road infrastructure

2



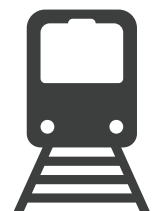
Infrastructure for population growth

3



Traffic management

4



Public transport

Overall Satisfaction

Service & Facility Performance

Top 5 Services & Facilities

1. Lifeguards
2. Provision of libraries including educational activities, computer and literacy programs
3. Waste collection, disposal and recycling services
4. Conservation and maintenance of beaches and foreshores
5. Provision of recreational parks and facilities including playgrounds and skate parks

Bottom 5 Services & Facilities

1. Control of mosquitos
2. Quality of sealed roads
3. Quality of unsealed roads
4. Regulation of on-street parking
5. Planning and control of residential and commercial development

Movers & Shakers

Increased since 2022

- Lifeguards
- Provision of libraries including educational activities, computer and literacy programs
- Conservation and maintenance of beaches and foreshores
- Provision and maintenance of cemeteries
- Disaster management, includes planning, coordination, response and recovery
- Quality of sealed roads

Largest decreases since 2022

- Provision of sporting facilities
- Promoting the region for tourists and investment
- Support and sponsorship of major events
- Quality of footpaths and cycleways
- Traffic management on local roads

Strengths & Priorities

Strengths to Maintain

- Conservation and maintenance of beaches and foreshores
- Provision of recreational parks and facilities including playgrounds and skate parks
- Provision of sporting facilities
- Disaster management, includes planning, coordination, response and recovery
- Support and sponsorship of major events
- Provision of community halls and community meeting spaces
- Customer contact channels; including access to digital information and services
- Conservation and maintenance of natural bushland and wildlife

Priorities for Council

- Regulation of environmental health
- Provision of community programs
- Provision of financial grants to community organisations
- Supporting local industry and business
- Maintenance of stormwater drainage
- Quality of footpaths and cycleways
- Provision & management of community engagement
- Quality of sealed roads
- Planning and control of residential and commercial development

Service & Facilities Performance – Full Report

Rank	Service/ Facility	Score	% Satisfied	Internal Benchmark	External Benchmark	Strategic Location
1	Lifeguards	4.42	82%	▲	N/A	Differentiator
2	Provision of libraries	4.04	71%	▲	—	Differentiator
3	Waste collection, disposal and recycling services	4.03	75%	-	-	Differentiator
4	Conservation and maintenance of beaches/foreshores	3.90	71%	▲	N/A	Strengths to Maintain
5	Provision of recreational parks and facilities	3.89	70%	-	-	Strengths to Maintain
6	Provision and maintenance of cemeteries	3.88	41%	▲	+	Differentiator
7	Provision of sporting facilities	3.83	67%	▼	-	Strengths to Maintain
8	Promoting the region for tourists and investment	3.80	65%	▼	+	Differentiator
9	Support and sponsorship of major events	3.68	55%	▼	-	Strengths to Maintain
10	Disaster management	3.68	52%	▲	-	Strengths to Maintain
11	Provision of community halls and meeting spaces	3.65	55%	-	-	Strengths to Maintain
12	Customer contact channels	3.61	53%	-	-	Strengths to Maintain
13	Provision of lighting in public areas	3.59	57%	-	+	Differentiator
14	Conservation and maintenance of bushland and wildlife	3.59	58%	-	+	Strengths to Maintain
15	Regulation of environmental health	3.49	46%	-	N/A	Priorities for Council
16	Conservation/maintenance of water quality in rivers & creeks	3.49	52%	-	N/A	Second Order Issues
17	Provision of holiday parks within the region	3.48	47%	-	N/A	Second Order Issues
18	Domestic animal management	3.46	49%	-	-	Second Order Issues
19	Provision of community programs	3.45	44%	-	N/A	Priorities for Council
20	Provision of financial grants to community organisations	3.42	34%	-	N/A	Priorities for Council
21	Supporting local industry and business	3.36	41%	-	+	Priorities for Council
22	Provision of arts and cultural venues	3.39	43%	-	—	Second Order Issues
23	Control of declared pests	3.34	41%	-	+	Second Order Issues
24	Maintenance of stormwater drainage	3.34	45%	-	-	Priorities for Council
25	Quality of footpaths and cycleways	3.34	49%	▼	—	Priorities for Council
26	Traffic management on local roads	3.31	49%	▼	-	Second Order Issues
27	Provision & management of community engagement	3.25	37%	-	-	Priorities for Council
28	Control of mosquitos	3.23	38%	-	—	Second Order Issues
29	Quality of sealed roads (e.g. bitumen, residential streets)	3.23	46%	▲	+	Priorities for Council
30	Quality of unsealed roads (e.g. dirt or gravel roads)	2.97	28%	-	+	Second Order Issues
31	Regulation of on-street parking	2.87	30%	-	—	Second Order Issues
32	Planning & control of residential and commercial development	2.72	24%	-	—	Priorities for Council

▲ = Increase since 2022 ▼ = Decrease since 2022 + = Above other Qld councils — = Below other Qld councils

 Differentiator
  Strengths to Maintain
  Second Order Issues
  Priorities for Council

Overview

Taverner Research was commissioned by Sunshine Coast Council to conduct a Community Satisfaction Survey in 2024 which tracks Council's performance in service delivery, identifies priority areas and evaluates Council's customer services, communication and community priorities.

The Sunshine Coast Council Community Satisfaction Survey 2024 aimed to collect 1,000 completed responses from a random sample of residents in the Sunshine Coast Council local government area. The reported results have a margin of error of $\pm 3.1\%$ at the 95% confidence level. This means that if the survey was repeated 100 times, in 95 times the results will be within 3.1 percent of the true population value. This is a highly robust sample and reliable for Council's planning and reporting activities.

Definitions

- ▶ **Service & Facility Performance:** Average satisfaction rating. Respondents were asked to rate their satisfaction with services and facilities using a 5-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.
- ▶ **Movers & Shakers:** Based on the average satisfaction rating, these are services and facilities that have experienced a significant change compared to the previous survey conducted in 2022.
- ▶ **Strategic Location:** This refers to the location in the performance / importance quadrant from the analysis. The different classifications include:
 - ▶ **Strengths to Maintain:** An above-average performing service that has a strong impact on creating overall satisfaction with Council.
 - ▶ **Priorities for Council:** A below-average performing service that has a strong impact on overall satisfaction. Improvement in these services will have a positive impact on overall satisfaction.
 - ▶ **Differentiators:** A service that performs above average but does not have a strong relationship with overall satisfaction.
 - ▶ **Second Order Issue:** A below-average performing service that does not have a strong relationship with overall satisfaction. Improvement in these services will not result in a strong increase in overall satisfaction with Council.
- ▶ **Internal Benchmark:** This refers to whether there was a statistically significant change in average satisfaction since the last Community Satisfaction Survey in 2022.
- ▶ **External Benchmark:** This refers to how Council is comparing to an amalgamation of comparable Queensland councils, for applicable services.