

Community Satisfaction Survey 2022



Sunshine CoastTM
COUNCIL

Summary Report
October 2022
Taverner Research

Overall Satisfaction

Service & Facility Performance

Top 5 Services & Facilities

1. Lifeguards
2. Waste collection, disposal and recycling services
3. Provision of recreational parks and facilities including playgrounds and skate parks
4. Provision of sporting facilities
5. Promoting the region for tourism and investment

Bottom 5 Services & Facilities

1. Control of mosquitos
2. Quality of sealed roads (e.g. bitumen, residential streets)
3. Quality of unsealed roads (e.g. dirt or gravel roads)
4. Regulation of on-street parking
5. Planning and control of residential and commercial development

Movers & Shakers

Increased since 2020

- Waste collection, disposal and recycling services
- Traffic management on local roads
- Control of mosquitos

Largest decreases since 2020

- Disaster management, includes planning, coordination, response and recovery
- Quality of sealed roads
- Conservation and maintenance of beaches and foreshores

Strengths & Priorities

Strengths to Maintain

- Provision of recreational parks and facilities
- Conservation and maintenance of beaches and foreshores
- Customer contact channels
- Conservation/maintenance of natural bushland & wildlife
- Regulation of environmental health
- Disaster management
- Quality of footpaths and cycleways
- Conservation/maintenance of water quality in rivers & creeks

Priorities for Council

- Traffic management on local roads
- Supporting local industry and business
- Maintenance of stormwater drainage
- Provision & management of community engagement
- Quality of sealed roads (e.g. bitumen or residential streets)
- Quality of unsealed roads (e.g. dirt or gravel roads)

Service & Facilities Performance – Full Report

Rank	Service/ Facility	Performance	Internal Benchmark	External Benchmark	Strategic Location
1	Lifeguards	4.35	▼	N/A	Opportunities
2	Waste collection, disposal and recycling services	4.01	▲	+	Opportunities
3	Provision of recreational parks and facilities including playgrounds and skate parks	3.97	-	-	Strengths to Maintain
4	Provision of sporting facilities	3.95	▼	+	Opportunities
5	Promoting the region for tourists and investment	3.94	-	+	Opportunities
6	Provision of libraries including educational activities, computer and literacy programs	3.93	▼	-	Opportunities
7	Support and sponsorship of major events (e.g. sporting and entertainment events)	3.82	▼	+	Opportunities
8	Conservation and maintenance of beaches and foreshores	3.78	▼	N/A	Strengths to Maintain
9	Provision and maintenance of cemeteries	3.71	-	-	Opportunities
10	Customer contact channels; including access to digital information	3.67	-	+	Strengths to Maintain
11	Provision of lighting in public areas	3.63	-	-	Opportunities
12	Conservation and maintenance of natural bushland and wildlife	3.61	-	+	Strengths to Maintain
13	Provision of community halls and community meeting spaces	3.59	▼	-	Opportunities
14	Regulation of environmental health	3.55	-	N/A	Strengths to Maintain
15	Disaster management, includes planning, coordination, response and recovery	3.52	▼	-	Strengths to Maintain
16	Quality of footpaths and cycleways	3.52	N/A	+	Strengths to Maintain
17	Conservation/maintenance of water quality in our rivers and creeks	3.51	-	-	Strengths to Maintain
18	Provision of financial grants to community organisations	3.50	-	N/A	Opportunities
19	Provision of holiday parks within the region	3.47	-	N/A	Second Order Issues
20	Domestic animal management (e.g. regulation of dogs and cats)	3.47	-	-	Second Order Issues
21	Provision of community programs	3.46	-	N/A	Second Order Issues
22	Traffic management on local roads	3.45	-	N/A	Priorities for Council
23	Supporting local industry and business	3.42	-	+	Priorities for Council
24	Provision of arts and cultural venues	3.41	-	-	Second Order Issues
25	Control of declared pests (e.g. feral animals, declared plants/weeds)	3.36	-	+	Second Order Issues
26	Maintenance of stormwater drainage	3.33	▼	-	Priorities for Council
27	Provision & management of community engagement	3.32	-	-	Priorities for Council
28	Control of mosquitos	3.24	▲	-	Second Order Issues
29	Quality of sealed roads (e.g. bitumen, residential streets)	3.12	▼	+	Priorities for Council
30	Quality of unsealed roads (e.g. dirt or gravel roads)	2.94	-	-	Priorities for Council
31	Regulation of on-street parking	2.93	-	-	Second Order Issues
32	Planning and control of residential and commercial development	2.76	-	-	Second Order Issues

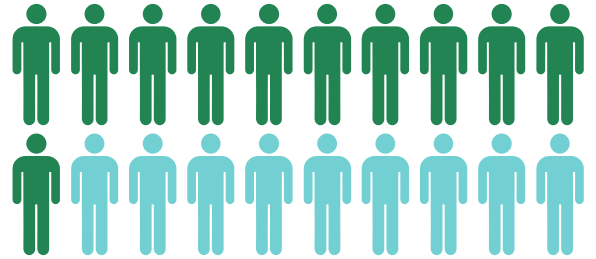
▲ = Increase since 2020 ▼ = decrease since 2020 + = Above other Qld Councils - = Below other Qld councils

Opportunities Strengths to Maintain Second Order Issues Priorities for Council

Satisfaction & Priorities for the future

56%

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



Primary Reasons for Satisfaction

1



Generally happy with Council performance

2



Good customer service/ complaint management

3

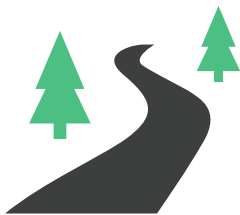


Good services and facilities accessibility and performance

Priorities for the Future

Residents' Top 4 Priorities for the Next 5 Years

1



Road Infrastructure

2



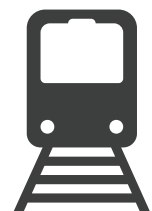
Traffic Management

3



Infrastructure for Population Growth

4



Public Transport

Overview

Taverner Research was commissioned by Sunshine Coast Council to conduct a Community Satisfaction Survey in 2022 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 2022 aimed to collect 1000 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 2020.
- ▶ **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.
 - ▶ **Opportunities:** 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 2020.
- ▶ **External Benchmark:** This refers to how Council is comparing to an amalgamation of comparable Queensland councils, for applicable services.