



Redland City Council Community Satisfaction Survey, 2010

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Very positive results are:

- *Residents have a good sense of belonging and community spirit (90.3%).*
- *Redland City is a good place to live (96.3%).*
- *Two thirds (66.8%) of residents were satisfied with the way their queries or contact with Council was handled.*

Redland City Council performs well on community services and basic services but can improve on planning to help retain the qualities that people value about Redland City.

Growth is placing pressure on roads, transport infrastructure and services. Residents are opposed to a major population increase. Residents want to see more community services for young people and older age groups.

1. Executive Summary

Introduction

This report presents the findings of a survey of 459 residents of Redland City on the following aspects:

- Perceptions of Council's performance covering basic services and infrastructure, community lifestyle services, managing the City and customer service and communication.
- Perceptions of performance on services that are outside the direct control of local government but which have a significant impact on residents. These services are provided by other levels of government.
- Residents' views on communication and contact with Council.

The survey canvassed the views of a representative sample of 459 residents living in Redland City in September 2010.

Performance Measures

The survey covers two types of performance results:

- Results measure Council's performance on the Redlands 2030 Community Plan and the Redland City Council Corporate Plan 2010-2015. Results shown in **blue** tables relate to Redland City Council's performance.
- Issues or services delivered in Redland City by other government agencies, which are outside the direct control of Council. Results are shown in **green** tables.
- Tables in **orange** relate specifically to measures identified in RCC's community and corporate plans.

Where these measures overlap with LGAQ measures or with measures outside of RCC control these measures have been indicated as a footnote.

Where results are available, Redland City Council's performance has been compared with the results of the 2009 Community Satisfaction Tracking Study conducted by the Local Government Association of Queensland.

The results of the survey provide a comprehensive snapshot of Council's performance and the performance of other government agencies on services delivered in Redland City. Redland City Council performed at or above the level of LGAQ results on 9 out of 17 measures.

Performance Themes

In keeping with the LGAQ survey, the results of this survey have been analysed using four performance themes:

- Community lifestyle services.
- Managing the City.
- Basic infrastructure services.
- Customer services and communication.

Community Lifestyle Services

Community Services

Survey results show that Redland City Council is seen as a strong performer in terms of delivering community lifestyle services and building a strong community.

Linked to a high level of satisfaction with the quality of life in the Redland City is the result that residents agree that they have a good sense of belonging and community spirit (90.3% agreed).

This strong sense of belonging is supported by high levels of Council performance on cultural and recreational facilities:

- Quality and range of cultural, sporting and library services (77.2% rated this good or very good).
- Parks, playgrounds/public amenities (68.9%).
- Parks management (68.1%).

Supporting these findings is the relatively high level of community satisfied with safety in the City and in their neighbourhood (75.0%).

With a significant proportion of new families and older residents in Redland City, services to meet the needs of these groups are important to the community.

People under 40 years of age rated Council's performance relatively low on performance in community development covering youth outreach services and community safety (only 37.4% rated this as good or very good).

However, there was higher satisfaction with other agencies' performance on after school hours child care, and swimming pools and sporting facilities (68.4% satisfied).

Services delivered by other agencies for the ageing population need to improve. Only four in ten people aged 55 and over were satisfied with these services:

- Community health (seniors care; disability support services) (43.6% satisfied).
- Availability of community services aimed at meeting the needs of an ageing community (39.8%).

Aboriginal Culture

There is reasonably high awareness or a strong knowledge of Aboriginal culture among Redland City residents (60.4%). Residents of Stradbroke Island were most aware and knowledgeable.

The Environment

New and longer standing residents place high value on the environment and conservation of the environment. The City's location on Moreton Bay, the Bay Islands and bush land areas all attract residents who want to live in a quality environment.

Survey results show that Council is performing in the mid range on these factors and can strengthen performance.

Results on environmental performance include the following:

- Environmental controls (storm water runoff; building site runoff; industry emissions) (52.1% rated performance as good or very good).
- Agree there are enough measures to protect wildlife and koalas (50.6%)
- Environmental protection/conservation (48.7%).

Pets

Good quality of life attracts residents to Redland City and for many, pet facilities and pet control is important.

Council performs reasonably well in this area based on these results:

- Pet control measures are effective (63.5% agree).
- There is good access to dog off leash areas in Redland City (54.9%).

Managing the City

Managing the City covers these elements:

- The quality of life outcomes from effective management of the City.
- Performance on planning and managing growth.
- Managing tourism and economic development.

Quality of Life

Survey results confirm that residents value the quality of life they have living in Redland City (96.3% agreed that Redland City is a good place to live).

The City's bayside location, open spaces, islands and quality of urban life all appeal to residents and continue to attract new residents to the City.

Growth Challenges

Deborah Wilson Consulting Services has undertaken community consultation in the past in a number of other high quality lifestyle locations in Australia.

When these areas experience growth, residents (long standing and new) want to preserve the status quo to retain their current lifestyle.

Growth changes the lifestyle experience – more people, more traffic and higher density housing – and this concerns residents who want the area to remain untouched by growth.

Longer standing residents in Redland City are more likely to be concerned about growth in Redland City and how it might impact on the City.

These views about growth in a high quality lifestyle region are reflected in results that show low levels of agreement, satisfaction or support for:

Council Controlled Activities

- Building control (10.1%).

- Town planning (28.0%).
- Environmental planning (34.2%).

Growth Plans by other Levels of Government

- The State Government's Regional Plan to increase the population by 30,000 (only 14.1% are satisfied with this plan).
- Agreement that there are measures in place to protect the Redland's lifestyle (30,000 incr. pop.) (7.6%).
- Agreement that there are measures in place to protect the Redland's environment (30,000 incr. pop.) (12.3%).

Only about a quarter of residents surveyed (23.1%) agree or strongly agree that Council works effectively with other levels of government in the interests of the City.

About half the residents surveyed were non committal or unsure whether Council is working effectively with other levels of government.

Results reflect community concerns about the pressures of current growth and strong opposition to plans to increase the population of Redland City by 30,000 people.

Views on Council Performance

Despite these growth pressures, the majority of residents agree that:

- Council is doing a good job in managing the City's growth, development and housing diversity (54.9%).
- Council acts in the best interests of the community (52.4%).

However, cost increases and the challenges of managing change have impacted on ratepayers' perceptions of value – only about a third (36.5%) agreed that Redland City rates are reasonable or good value for money.

Just under half the residents surveyed (47.7%) agreed that they are happy with the general policies and direction of Council.

Residents suggested these improvements to ensure that residents are happy with the general policies and direction of the Current Council included:

- Reduce rates (mentioned by 12.0% of residents).
- Limit development (11.9%).
- Reduce waste charges (8.1%).
- More consultation with the community (5.4%).
- Improve roads, transport infrastructure and traffic (5.2%).
- Improve planning (4.5%).
- Improve waste services (4.1%).
- Reduce water rates (4.1%).
- Improve Council performance (3.9%).

Economic Development and Tourism

Reflecting the economic and employment pressures created by the global financial crisis, residents placed strong emphasis on the need for economic and tourism development in Redland City. There is strong agreement that Council should support business growth to increase local employment (78.5%).

Only about a third of residents rated Council's performance as good or very good on:

- Tourism development (35.0%).
- Economic development and local employment (35.7%).

Basic Infrastructure Services

Most residents rate Council's performance on these basic services as good or very good:

- Waste management (60.2%).

- Drainage/flood mitigation (52.9%).

However, City growth is impacting on views of Council's performance of transport related services:

- Traffic management (46.7%).
- Road maintenance, footpaths, kerbing and guttering (44.8%).
- Parking (38.4%).

Residents also believe that other government agencies need to improve their performance on:

- Major roads in Redland City (46.9% were satisfied with performance).
- Public transport (33.2%).

Customer Services and Communication

Communication

Communicating a range of information on Council services and progress to a growing population base is a challenge. Four in ten residents rate Council's performance on providing high quality clear information about Council and the way it works (39.4%) as good or very good and about half rated handling enquiries and requests efficiently as good or very good (47.0%).

More than a third (37.0%) of residents surveyed said they were satisfied with current communication from Council. Suggestions provided by residents surveyed to improve communication services to residents included:

- Increase mailed out information (13.5%).
- Increase consultation with the community (9.3%).
- Improve consultations with the community and publicity on issues and meetings (8.0%).
- Increase the information available (6.1%).
- Listen to residents and their feedback (3.9%).
- More emailed information (3.3%).

Contact with Council

Three in five residents surveyed (58.1%) had contact with Redland City Council in the last twelve months.

Residents from the southern bay islands (70.2%) and from the inland region of the City (63.3%) were more likely to have had contact with Council in the last twelve months. Of the residents who had contacted Council in the last 12 months, 66.8% were satisfied with the way their queries or contact was handled – a positive result.

Consultation

Four in ten residents agree that they have the opportunity to have their say on key decisions (41.4%) but only one in ten (11.9%) participated in Council's consultation activities in the last 12 months. The most frequently mentioned consultation activities that residents participated in included:

- Focus groups, community reference groups, community working groups.
- Speakouts and other community events.
- Other online surveys, forums or feedback forums.
- Paper based surveys and feedback forms.

Views of Differing Groups in the Community

An analysis of different groups in the community highlights the different priorities of these groups. The table on the following page highlights results for these groups:

- Residents who have lived in Redland City for less than 5 years.
- Residents who have lived in Redland City for less than 10 to 19 years.
- Residents of the inland region (see Section 2 for a full list of postcodes by region).
- Residents of the coastal region.
- Residents of Stradbroke Island.
- Residents of Southern Bay Islands.
- Residents aged less than 40 years of age.
- Residents aged 41 to 55 years.
- Residents aged 55 years and over.
- Households with children.
- Households with no children.

To highlight contrasting results, the table lists high performance areas (65.0% or higher agreement or satisfaction) and low performance areas (less than 26.0% agreement or satisfaction).

The report includes a detailed analysis of results for all measures covered in the survey.

**Table 1.1 – Summary of High and Low Performance Results
(High=65% or higher agreement/satisfaction, Low=less than 26% agreement/satisfaction)**

Service Area	Inland Residents	Coastal Residents	Stradbroke Residents	Southern Bay Island Residents
Summary	Value quality of life, sense of belonging and believe the City is a good place to live. Support economic and employment growth but concerned about growth.	Value quality of life, sense of belonging and believe the City is a good place to live. Support economic and employment growth but concerned about growth.	The City is a good place to live. Highest awareness of Aboriginal culture. Support economic and employment growth. Concern about roads, parking and traffic, youth services, the environment and growth.	Good sense of belonging and community spirit, believe Redlands is a good place to live. Support economic and tourism growth. Concern about roads, parking and transport, youth services, building controls and drainage/ flood mitigation.
Basic Services and Infrastructure	<i>(All results are mid range)</i>	<i>(All results are mid range)</i>	Low <ul style="list-style-type: none"> Traffic management (18.5%) Road maintenance, footpaths (23.7%) Parking (15.8%) 	High <ul style="list-style-type: none"> Waste management (68.6%) Low <ul style="list-style-type: none"> Satisfied with public transport (22.9%) Drainage/flood mitigation (22.2%) Satisfied with major roads (21.5%) Road maintenance, footpaths (18.6%) Parking (3.8%)
Community Lifestyle Services	High <ul style="list-style-type: none"> Good sense of belonging and community spirit (89.6%) Quality and range of cultural, sporting and library services (74.7%) Parks, playgrounds/public amenities (69.0%) Safety (70.7%) 	High <ul style="list-style-type: none"> Good sense of belonging and community spirit (91.0%) Quality and range of cultural, sporting and library services (80.3%) Safety (77.9%) Parks, playgrounds/public amenities (70.5%) Pet control is effective (69.0%) 	High <ul style="list-style-type: none"> Aware or strong knowledge of Aboriginal culture (94.8%) Good sense of belonging and community spirit (93.9%) Safety (85.7%) Low <ul style="list-style-type: none"> Youth outreach services; community safety (21.1%) After school hours child care; swimming pools and sporting facilities (21.0%) Storm water runoff; building site runoff; industry emissions (23.7%) 	High <ul style="list-style-type: none"> Good sense of belonging and community spirit (82.0%) Low <ul style="list-style-type: none"> After school hours child care; swimming pools and sporting facilities (24.1%) Storm water runoff; building site runoff; industry emissions (24.1%) Youth outreach services; community safety (22.2%)
Managing the City	High <ul style="list-style-type: none"> Redland City is a good place to live (98.2%) Council should support business growth to increase local employment (84.5%) Low <ul style="list-style-type: none"> Building control (18.3%) State Government's Regional Plan to increase the population by 30,000 (15.5%) 	High <ul style="list-style-type: none"> Redland City is a good place to live (95.5%) Parks management (73.3%) Council should support business growth to increase local employment (75.0%) Low <ul style="list-style-type: none"> Building control (21.1%) Redland City is a better place to live compared with 5 years ago (15.1%) State Government's Regional Plan to increase the population by 30,000 (13.2%) 	High <ul style="list-style-type: none"> Agree Redland City is a good place to live (95.9%) Support business growth (77.5%) Low <ul style="list-style-type: none"> Economic development (24.7%) Environmental planning (21.1%) Council is working effectively with other levels of government (20.4%) Building control (18.4%) State Government's Regional Plan to increase the population by 30,000 (18.4%) Aware of island evacuation plans (13.2%) Cycleways (5.2%) 	High <ul style="list-style-type: none"> Redland City is a good place to live (86.0%) Support business growth (80.0%) Low <ul style="list-style-type: none"> Building control (22.3%) Rates are reasonable /good value (20.4%) Tourism development (20.4%) Economic development (19.9%) Happy with the general policies and direction of Council (23.4%) Council is working effectively with other levels of government (20.0%) State Government's Regional Plan to increase the population by 30,000 (14.0%) Town planning (18.6%) Aware of island evacuation plans (9.3%)

(High=65% or higher agreement/satisfaction, Low=less than 26% agreement/satisfaction)

Service Area	Residents Aged Under 40 Years	Residents Aged 41 to 55	Residents Aged 55 and Over
Summary	Value quality of life, sense of belonging and the quality and availability of community services. Support economic and employment growth but opposed to significant population growth.	Value quality of life, sense of belonging and the community facilities available. Believe the City is a good place to live. Support economic and employment growth but concerned about growth.	Value quality of life, sense of belonging and the community facilities available. Believe the City is a good place to live. Support economic and employment growth. Significant concern about growth.
Basic Services and Infrastructure	High <ul style="list-style-type: none"> Waste management (65.2%) 	(All results are mid range)	(All results are mid range)
Community Lifestyle Services	High <ul style="list-style-type: none"> Good sense of belonging and community spirit (88.3%) Pet control measures are effective (81.4%) Safety (76.3%) Local availability of child care and services for children and young people (72.8%). Aware or strong knowledge of Aboriginal culture (69.3%) After school hours child care; swimming pools and sporting facilities (68.4%) Quality and range of cultural, sporting and library services (67.6%) 	High <ul style="list-style-type: none"> Good sense of belonging and community spirit (91.4%) Safety (75.9%) Quality and range of cultural, sporting and library services (75.7%) Parks, playgrounds/public amenities (67.6%) Aware or strong knowledge of Aboriginal culture (65.5%) 	High <ul style="list-style-type: none"> Good sense of belonging and community spirit (90.1%) Quality and range of cultural, sporting and library services (82.3%) Safety (73.6%) Parks, playgrounds/public amenities (71.7%) Pet control measures are effective (64.3%)
Managing the City	High <ul style="list-style-type: none"> Redland City is a good place to live (94.8%) Council should support business growth to increase local employment (86.8%) Enough measures to protect wildlife and koalas (69.7%) Council acts in the best interests of the community (66.5%) Low <ul style="list-style-type: none"> State Government's Regional Plan to increase the population by 30,000 (20.0%) 	High <ul style="list-style-type: none"> Redland City is a good place to live (96.0%) Council should support business growth to increase local employment (80.8%) Low <ul style="list-style-type: none"> Building control (22.0%) Redland City is a better place to live compared with 5 years ago (19.2%) Council is working effectively with other levels of government (16.6%) Agreement on the State Government's Regional Plan to increase the population by 30,000 (15.6%) 	High <ul style="list-style-type: none"> Redland City is a good place to live (97.1%) Parks management (70.6%) Council should support business growth to increase local employment (73.1%) Low <ul style="list-style-type: none"> Town planning (24.0%) Council is doing a good job in managing the City's growth, development and housing diversity (21.9%) Redland City is a better place to live compared with 5 years ago (15.9%) Building control (14.5%) State Government's Regional Plan to increase the population by 30,000 (10.3%)

(High=65% or higher agreement/satisfaction, Low=less than 26% agreement/satisfaction)

Service Area	Residents for less than 5 Years	Residents for 10 to 19 Years	Households with Children	Households without Children
Summary	Newer residents most satisfied with quality of life, community facilities and services and Council management of the City.	Value quality of life and the sense of belonging. Satisfied with community facilities. Support economic and employment growth but oppose significant population growth.	Value quality of life and the sense of belonging. Very satisfied with community facilities and services. Support economic and employment growth but oppose significant population growth.	Value quality of life and the sense of belonging. Satisfied with community facilities and services. Support economic and tourism growth. Concerned about growth.
Basic Services and Infrastructure	High <ul style="list-style-type: none"> Waste management (66.8%) 	(All results are mid range)	(All results are mid range)	(All results are mid range)
Community Lifestyle Services	High <ul style="list-style-type: none"> Young people and older age groups get on (72.8%) Good access to dog off leash areas in Redland City (68.0%) Parks, playgrounds/public amenities (71.1%) Good sense of belonging and community spirit (76.5%) Safety (98.7%) Quality and range of cultural, sporting and library services (80.9%) 	High <ul style="list-style-type: none"> Good sense of belonging and community spirit (94.7%) Quality and range of cultural, sporting and library services (85.1%) Safety (76.7%) Parks, playgrounds/public amenities (75.0%) 	High <ul style="list-style-type: none"> Good sense of belonging and community spirit (89.0%) Satisfied with safety in your City and neighbourhood (85.5%) Aware or strong knowledge of Aboriginal culture (74.6%) Local availability of community support services such as child care and services for children and young people (78.3%). Quality and range of cultural, sporting and library services (69.1%) Parks, playgrounds/public amenities (68.4%) 	High <ul style="list-style-type: none"> Good sense of belonging and community spirit (90.8%) Safety (71.0%) Quality and range of cultural, sporting and library services (81.2%) Parks, playgrounds/public amenities (69.2%) Pet control measures are effective (66.8%)
Managing the City	High <ul style="list-style-type: none"> Redland City is a good place to live (100%) Council should support business growth to increase local employment (90.0%) Parks management (82.0%) Happy with the general policies and direction of Council (72.8%) Council is doing a good job in managing the City's growth (68.0%) Council acts in the best interests of the community (74.4%) Cycleways (74.2%) Low <ul style="list-style-type: none"> Council is working effectively with other levels of government (15.2%) 	High <ul style="list-style-type: none"> Redland City is a good place to live (96.8%) Council should support business growth to increase local employment (86.1%) Parks management (73.7%) Low <ul style="list-style-type: none"> Council is working effectively with other levels of government (23.8%) State Government's Regional Plan to increase the population by 30,000 (12.4%) 	High <ul style="list-style-type: none"> Redland City is a good place to live (96.5%) Council should support business growth to increase local employment (86.8%) Low <ul style="list-style-type: none"> Redland City is a better place to live compared with 5 years ago (25.1%) Building control (23.1%) Council is working effectively with other levels of government (20.5%) Town planning (19.9%) State Government's Regional Plan to increase the population by 30,000 (15.6%) 	High <ul style="list-style-type: none"> Redland City is a good place to live (96.2%) Council should support business growth to increase local employment (75.4%) Parks management (71.4%) Low <ul style="list-style-type: none"> Council is working effectively with other levels of government (24.2%) Redland City is a better place to live compared with 5 years ago (23.4%) Building control (18.5%) State Government's Regional Plan to increase the population by 30,000 (13.6%)

The survey canvassed the views of 459 residents living in Redland City in September 2010.

2. Project Activities

2.1 Project Aims

Research was conducted for Redland City Council to provide feedback on:

- Perceptions of Council's performance covering basic services and infrastructure, community lifestyle services, managing the City and customer service and communication.
- Perceptions of performance on services that are outside the direct control of local government but which have a significant impact on residents. These services are provided by other levels of government.
- Residents' views on communication and contact with Council.
- Research was conducted for Redland City Council to provide feedback on key issues and community satisfaction with current services and service levels.

2.2 Project Activities

Survey Coverage

This report presents the findings of a telephone survey of 459 residents of Redland City.

Residents surveyed were from the following suburbs:

Coastal Region (139 interviews)

- Thorneside.
- Birkdale.
- Ormiston.
- Wellington Point.
- Cleveland.
- Raby Bay.

- Victoria Point and Victoria Point West.
- Redland Bay.

Inland Region (129 interviews)

- Capalaba.
- Sheldon.
- Alexandra Hills.
- Thornlands.
- Mount Cotton.

Stradbroke Island (87 interviews)

- Amity Point.
- Dunwich.
- Point Lookout.

Southern Islands (104 interviews)

- Coochiemudlo Island.
- Karragarra Island.
- Lamb Island.
- Macleay Island.
- Russell Island.

Survey Sampling

The survey was undertaken using random digit dialling phone numbers across postcodes in Redland City.

The response rate for the survey of residents was 30%.

As with all surveys, results are subject to sampling error. For instance, the proportion of residents that had contacted Redland City Council in the last 12 months was estimated to be 57.5%. The true value lies within a 95% confidence interval of 55.6% to 59.4%. Caution should be used when analysing survey results – very small percentage results are subject to higher sampling errors

Questionnaires

Appendix 1 of this report contains the survey questionnaires used in the survey of residents.

To accommodate a wide range of questions, two questionnaires were used with some questions covered only in one of the two questionnaires.

Each questionnaire was used for half the sample targets for each region – giving sufficient sample size coverage for each question to produce statistically reliable results.

Weighting of Survey Estimates

Sample results have been weighted using the population (*Source: Australian Bureau of Statistics Census Data, 2006*) in each region to produce estimates that are representative for Redland City.

Where age profile of respondents has had a significant effect on results, results have also been weighted to reflect the age group profile of the City. The results that have been weighted by age and region cover:

- Community health (seniors care; disability support services).
- Community development (youth outreach services; community safety).
- Town planning.
- Economic development/local employment.
- Local availability of community support services such as child care services and services for children and young people.
- Major roads in your local area.
- Council acts in the best interests of the community.
- Redlands is a better place to live compared to 5 years ago.
- There are enough measures in place to preserve local wildlife including koalas.
- Measures for animal and pet control in Redland City are effective.

- Residents are happy with the general policies and direction of the current Council.
- Type of last contact with Council.
- Participation in any of Council's consultation activities in the last 12 months and activities residents participated in.

Additional Comments

Appendix 2 contains a summary of the comments residents made on improving performance on measures covering Council and other government services.

2.3 LGAQ Comparisons

Where results are available, Redland City Council's performance has been compared with the results of the 2009 Community Satisfaction Tracking Study conducted by the Local Government Association of Queensland.

This LGAQ data on councils' performance on a range of aspects have been included to illustrate how well Redland City is performing compared to other councils. Results used for comparison in this report are for 'Metro Fringe' councils from the LGAQ survey.

The survey covered a spread of geographic areas and family types in Redland City.

3. Household Characteristics

Demographics

Characteristics of residents surveyed included the following:

- The survey covered residents living on the mainland (58.4%) and island communities (41.6%).
- The majority of residents surveyed (84.1%) owned their residence and 15.9% were renting.
- The survey covered female (58.8%) and male (41.2%) participants.
- The majority of respondents were aged over 55 years (36.0%) and between 41 to 55 years (30.2%) and 33.8% of respondents were aged 40 years and under.
- Almost four in ten people surveyed (36.9%) were not in the workforce, 15.7% were in blue collar occupations and 47.4% were in white collar occupations.
- One in four households surveyed (37.6%) had children aged less than 18 years in the household and 62.4% were adult households.

Length of Time Living in Redland City

Just over one third of residents surveyed (35.1%) had lived in Redland City for 20 years or more.

A further 32.3% had lived in the City for 10 to 19 years.

One in ten residents surveyed (9.7%) had only lived in the City for less than 5 years and one fifth (22.9%) had lived in the City for 5 to 9 years.

Good or very good performance on road maintenance, footpaths, kerbing and guttering:

Redland City 44.8%

LGAQ 2009 survey 40.0%

Island residents rate Council significantly lower on performance compared to mainland residents.

4. Basic Services and Infrastructure

4.1 Roads, Footpaths, Kerbing and Guttering

Performance on road maintenance, footpaths, kerbing and guttering

Table 4.1.1 shows how residents rated Council's performance on road maintenance, footpaths, kerbing and guttering.

Chart 4.1.1 shows the proportion of residents that rated Council's performance on roads, footpaths, kerbing and guttering as good to very good. Four in ten residents (44.8%) thought that Council's performance on road maintenance, footpaths, kerbing and guttering was good (40.9%) or very good (3.9), a third rated it as fair only (36.7%).

One in five residents 18.5% rated Council's performance on road maintenance, footpaths, kerbing and guttering as poor or very poor.

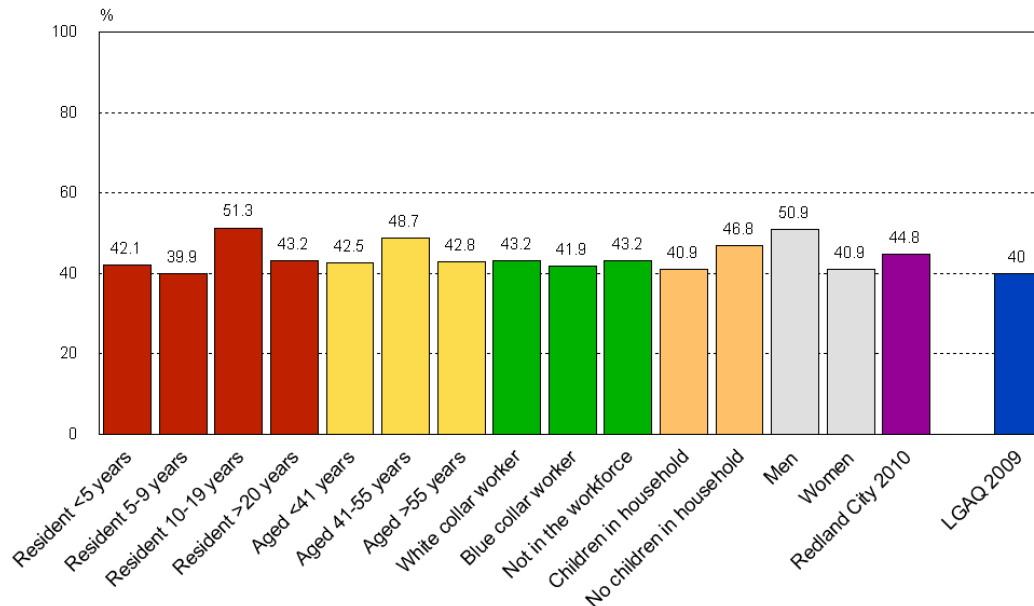
Table 4.1.1 – Performance of Council on Roads, Footpaths, Kerbing and Guttering

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	49.3%	35.2%	15.5%	0.0%
Inland Regions	40.8%	40.8%	18.4%	0.0%
Stradbroke Island	23.7%	23.7%	52.6%	0.0%
Southern Islands	18.6%	13.0%	66.6%	1.9%
Total – Mainland	45.9%	37.5%	16.7%	0.0%
Total – Islands	19.6%	15.3%	63.7%	1.5%
Total	44.8%	36.7%	18.5%	0.1%

Residents who have lived in the City for 10 to 19 years (51.3%) were more likely to rate performance as good or very good.

Chart 4.1.1

Performance of Council on Road Maintenance, Footpaths, Kerbing and Guttering (LGAQ road maintenance) was Good to Very Good



The proportion of residents that rated Council's performance as poor to very poor on road maintenance, footpaths, kerbing and guttering was higher for these groups:

- Residents on southern bay islands (66.6%).
- Residents on Stradbroke Island (52.6%).

Major roads in residents' local area

Table 4.1.2 shows residents' satisfaction with major roads in their local area. These roads are provided by the State Government.

Four in ten residents surveyed (46.9%) were satisfied or very satisfied with major roads in their local area (1.3% very satisfied, 45.6% satisfied). A further 12.5% of residents surveyed were neither satisfied nor dissatisfied. Four in ten residents surveyed (40.5%) were dissatisfied or very dissatisfied with major roads in their local area (23.8% dissatisfied, 16.7% very dissatisfied).

People living in Redland City for 20 or more years (53.9%) and people aged under 40 (58.1%) were more satisfied with major roads in the local area.

Dissatisfaction with major roads in the local area was higher for the following groups:

- People living on the southern bay islands (66.8%).
- Men (54.7%).
- People aged 41 to 55 years (51.9%).
- People living in the inland regions of the City (46.6%).

Suggested improvements to major roads included:

- Upgrading roads including widening roads.
- Fixing potholes.
- Fixing road verges and road quality on southern bay islands.

Table 4.1.2 – Satisfaction with Major Roads in Their Local Area

Region	Very Satisfied/ Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied/ Very Dissatisfied	Cannot say
Coastal Regions	46.7%	17.5%	35.9%	0.0%
Inland Regions	49.0%	4.5%	46.6%	0.0%
Stradbroke Island	44.6%	12.2%	34.6%	8.6%
Southern Islands	21.5%	9.8%	66.8%	2.0%
Total – Mainland	47.6%	12.5%	39.9%	0.0%
Total – Islands	27.8%	10.4%	58.0%	3.8%
Total	46.9%	12.5%	40.5%	0.1%

- Resurface roads with rough surfaces.
- More double lane roads and better access into and within Redland City.
- Some suggested more traffic lights at problem intersections while others wanted to see fewer traffic lights.
- A few people disliked roundabouts.
- Improve the response to breakdowns.
- Install speed bumps on some roads.
- Install more street lighting.

Good or very good performance on traffic management:

Redland City 46.7%

LGAQ 2009 survey 46.6%

Nearly half the mainland residents surveyed rate Council performance as good or very good.

4.2 Traffic Management

Table 4.2.1 shows how residents rated Council’s performance on traffic management. Chart 4.2.1 shows the proportion of residents that rated Council’s performance on traffic management as good to very good.

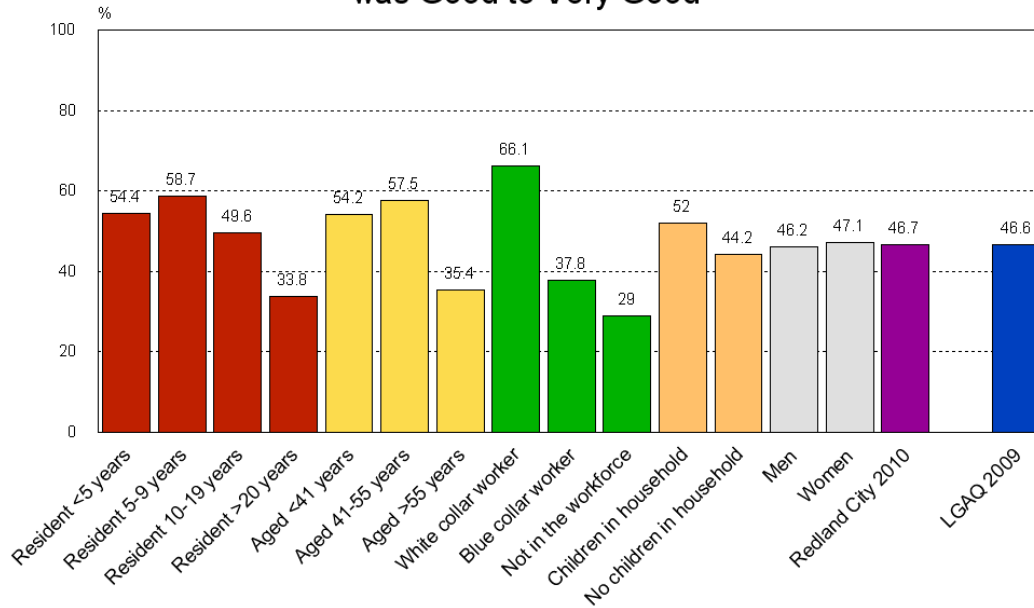
Just under half of the residents surveyed (46.7%) rated the Council’s performance on traffic management as good (41.9%) to very good (4.8%).

A third of residents surveyed (30.5%) rated Council’s performance on traffic management as fair only while a further one fifth of residents surveyed (21.3%) rated Council performance as poor (13.5%) or very poor (7.8%).

Table 4.2.1 – Performance of Council on Traffic Management

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	49.3%	35.2%	15.5%	0.0%
Inland Regions	45.0%	25.4%	28.2%	0.0%
Stradbroke Island	18.5%	34.2%	21.1%	0.0%
Southern Islands	27.8%	9.3%	42.6%	1.9%
Total – Mainland	47.6%	31.2%	20.7%	0.0%
Total – Islands	25.8%	14.6%	37.9%	1.5%
Total	46.7%	30.5%	21.3%	0.1%

**Chart 4.2.1
Performance of Council on Traffic Management was Good to Very Good**



Groups in the community more likely to rate Council’s performance as good or very good were:

- People living in Redland City for 5 to 9 years (58.7%).
- White collar workers (66.1%).
- Residents aged 41 to 55 years (57.5%).

Groups more likely to rate Council’s performance as poor or very poor were:

- Southern islands residents (42.6%).
- Blue collar workers (34.8%).
- Residents living in Redland City for 20 years or more (26.1%).

Good or very good performance on parking:
Redland City 38.4%
LGAQ 2009 survey 38.6%
Island residents rate Council significantly lower on performance compared to mainland residents.

4.3 Parking

Table 4.3.1 shows how residents rated Council’s performance on parking. Chart 4.3.1 shows the proportion of residents that rated Council’s performance on parking as good to very good.

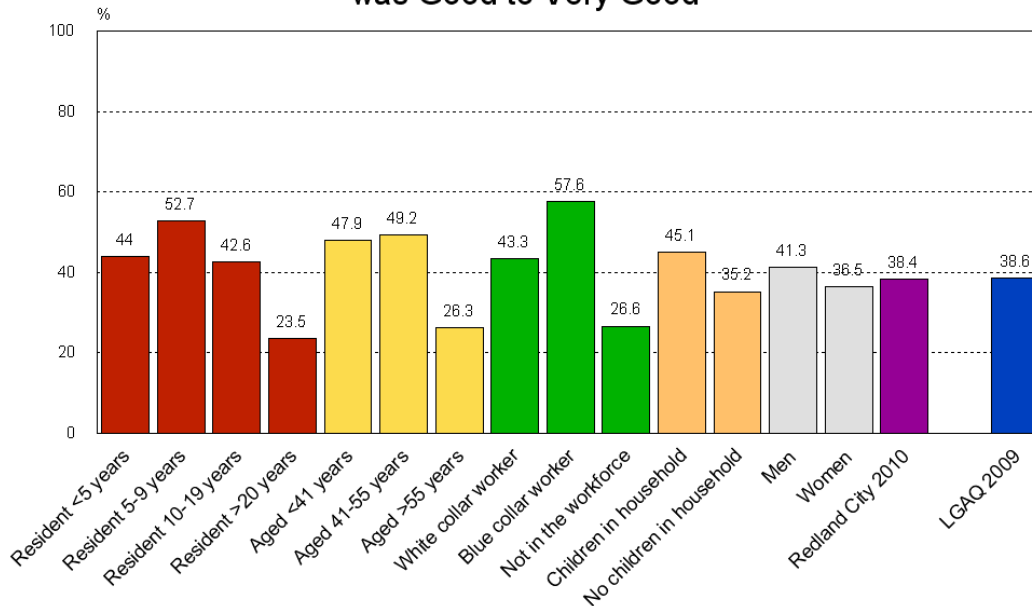
Almost 2 in 5 residents surveyed (38.4%) rated Council’s performance on parking as good (33.5%) to very good (4.9%). However, one in three (30.1%) rated the services as ‘fair only’.

One in three (29.2%) rated Council’s performance on parking as poor (21.6%) to very poor (7.6%).

Table 4.3.1 – Performance of Council on Parking

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	40.8%	29.6%	26.7%	2.8%
Inland Regions	38.0%	32.4%	28.1%	1.4%
Stradbroke Island	15.8%	42.1%	39.5%	2.6%
Southern Islands	3.8%	7.4%	87.0%	1.9%
Total – Mainland	39.7%	30.7%	27.3%	2.2%
Total – Islands	6.3%	14.8%	76.9%	2.0%
Total	38.4%	30.1%	29.2%	2.2%

Chart 4.3.1
Performance of Council on Parking was Good to Very Good



People living in Redland City for 5 to 9 years (52.7%) and blue collar workers (57.6%) were more likely to rate Council’s performance on parking as good to very good.

The rating of Council’s performance on parking as poor to very poor was much higher for the following groups:

- Southern islands residents (87.0%).
- Stradbroke Island residents (39.5%).
- Residents aged 55 and older (34.1%).
- Residents not in the workforce (39.4%).

Good or very good performance on public transport:

Redland City 33.2%

LGAQ 2009 survey 33.3%

Southern bay island residents rate State Government and private transport significantly lower on performance compared to other regions.

4.4 Public Transport

Chart 4.4.1 shows the proportion of residents surveyed that were satisfied or very satisfied with public transport services in their local area provided by State Government and private sector firms. Table 4.4.1 shows satisfaction with the public transport services in their local area.

One in three residents surveyed (33.2%) were satisfied or very satisfied with public transport services in their local area (3.7% very satisfied, 29.5% satisfied). A further 21.9% of residents surveyed were neither satisfied nor dissatisfied.

One third of residents surveyed (31.8%) were dissatisfied or very dissatisfied with public transport services in their local area (18.3% dissatisfied, 13.5% very dissatisfied).

Blue collar workers (44.1%) and residents living in Redland City for less than 5 years (44.0%) were more likely to be satisfied with public transport services in their local area.

Dissatisfaction with public transport services in their local area was higher for the following groups:

- People living on the southern bay islands (62.5%).
- People living in the inland region of the City (43.1%).
- Stradbroke Island residents (36.8%).
- Men (36.0%).
- While collar workers (35.5%).

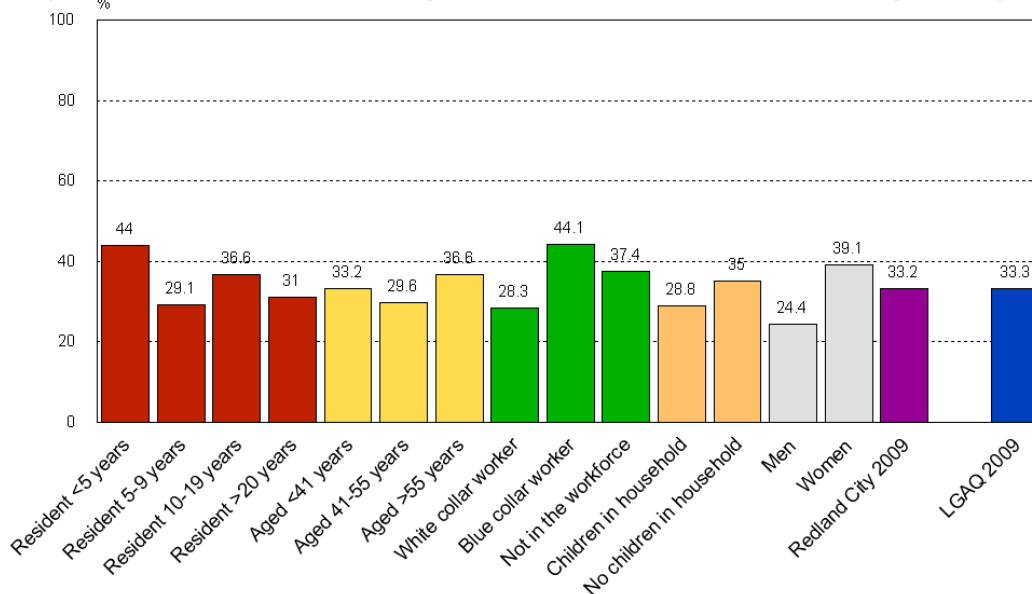
Table 4.4.1 – Satisfaction with Public Transport Services in Their Local Area

Region	Very Satisfied/ Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied/ Very Dissatisfied	Cannot say
Coastal Regions	33.8%	29.4%	23.5%	13.2%
Inland Regions	32.8%	10.3%	43.1%	13.8%
Stradbroke Island	44.9%	14.3%	36.8%	4.1%
Southern Islands	22.9%	12.5%	62.5%	2.1%
Total – Mainland	33.5%	22.3%	30.8%	13.4%
Total – Islands	29.1%	13.0%	55.2%	2.6%
Total	33.2%	21.9%	31.8%	13.0%

Chart 4.4.1

Satisfied with Public Transport

(Redland - Satisfied or Very Satisfied, LGAQ - Good or Very Good)



Suggested improvements to public transport services in their local area included:

- Increased frequency of services.
- More public transport routes covering the Redlands.
- Expanding bus and rail transport services.
- Reduce the travel time on public transport services to Brisbane City.
- Improve safety at the railway station (gangs).
- More late night and early morning public transport services.
- Increase bus services on Stradbroke Island.
- The bus service on Stradbroke Island is a monopoly and performance can be improved.

Good or very good performance on cycleways: Redland City 51.4% Stradbroke Island residents rate Council significantly lower on performance compared to other regions. .

4.5 Cycleways

Table 4.5.1 shows how residents rated Council's performance on cycleways.

Just over half of the residents surveyed (51.4%) rated Council's performance on cycleways as good (43.6%) to very good (7.8%), however, one quarter (25.7%) rated Council's performance on the services as 'fair only'.

Slightly more than one in ten residents surveyed (13.4%) rated Council's performance on cycleways as poor to very poor (9.0% poor, 4.4% very poor).

Residents who had lived in Redland City for less than five years (74.2%), blue collar workers (68.6%), men (55.7%) and households without children (53.5%) were more likely to rate Council's performance on cycleways as good to very good.

People who thought Council's performance on cycleways was poor or very poor was higher for the following groups:

- People living on Stradbroke Island (76.3%).
- People living on the southern bay islands (29.6%).

Table 4.5.1 – Performance of Council on Cycleways

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	53.6%	22.5%	11.2%	12.7%
Inland Regions	50.7%	31.0%	14.1%	4.2%
Stradbroke Island	5.2%	10.5%	76.3%	7.9%
Southern Islands	31.5%	20.4%	29.6%	18.5%
Total – Mainland	52.4%	26.0%	12.4%	9.2%
Total – Islands	25.8%	18.3%	39.6%	16.2%
Total	51.4%	25.7%	13.4%	9.5%

*Good or very good performance on jetties: Redland City 36.6%
The coastal region and Stradbroke Island residents rated Council higher on performance compared to other regions.*

4.6 Jetties

Table 4.6.1 shows how residents rated Council's performance on jetties.

Just over one third of residents surveyed (36.6%) rated Council's performance on jetties as good (32.7%) to very good while a quarter (25.5%) rated the services as 'fair only'.

Slightly more than one in ten residents of the Islands (13.4%) surveyed rated Council's performance on these services as poor to very poor.

People aged 40 or younger (48.6%), people living in Redland City for 5 to 9 years (48.7%) and white collar workers (40.9%) were more likely to rate Council's performance on jetties as good to very good.

More people in these groups thought Council's performance on jetties was poor or very poor:

- People living on the southern bay islands (51.9%).
- People living on Stradbroke Island (26.3%).
- Blue collar workers (23.8%).

Table 4.6.1 – Performance of Council on Jetties

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	40.8%	23.9%	9.8%	25.4%
Inland Regions	31.0%	28.2%	15.5%	25.4%
Stradbroke Island	39.5%	31.6%	26.3%	2.6%
Southern Islands	27.8%	18.5%	51.9%	1.9%
Total – Mainland	36.8%	25.7%	12.2%	25.4%
Total – Islands	30.3%	21.3%	46.4%	2.0%
Total	36.6%	25.5%	13.4%	24.5%

Good or very good performance on drainage and flood mitigation:

Redland City 52.9%

LGAQ 2009 survey 56.7%

About half the coastal and inland residents surveyed rate Council performance as good or very good.

4.7 Drainage/Flood Mitigation

Table 4.7.1 shows how residents rated Council’s performance on drainage and flood mitigation. Chart 4.7.1 shows the proportion of residents that rated Council’s performance on drainage and flood mitigation as good to very good.

Just over half of the residents surveyed (52.9%) rated Council’s performance on drainage and flood mitigation as good (47.0%) to very good (5.9%). However, one quarter (25.3%) of those surveyed rated the Council’s performance on drainage and flood mitigation services as ‘fair only’.

Slightly more than one in ten residents of the Islands (12.6%) surveyed rated Council’s performance on these services as poor (10.9%) to very poor (1.7%).

People living in Redland City for 5 to 9 years (66.9%) and white collar workers (61.4%) were more likely to rate Council’s performance on drainage and flood mitigation as good to very good.

Groups who were more likely to think Council’s performance on drainage and flood mitigation was poor or very poor were:

- People living on the southern bay islands (37.0%).
- People living on Stradbroke Island (36.9%).
- Blue collar workers (19.3%).
- Households with children (17.9%).

Chart 4.7.1
Performance of Council on Drainage/Flood Mitigation was Good to Very Good

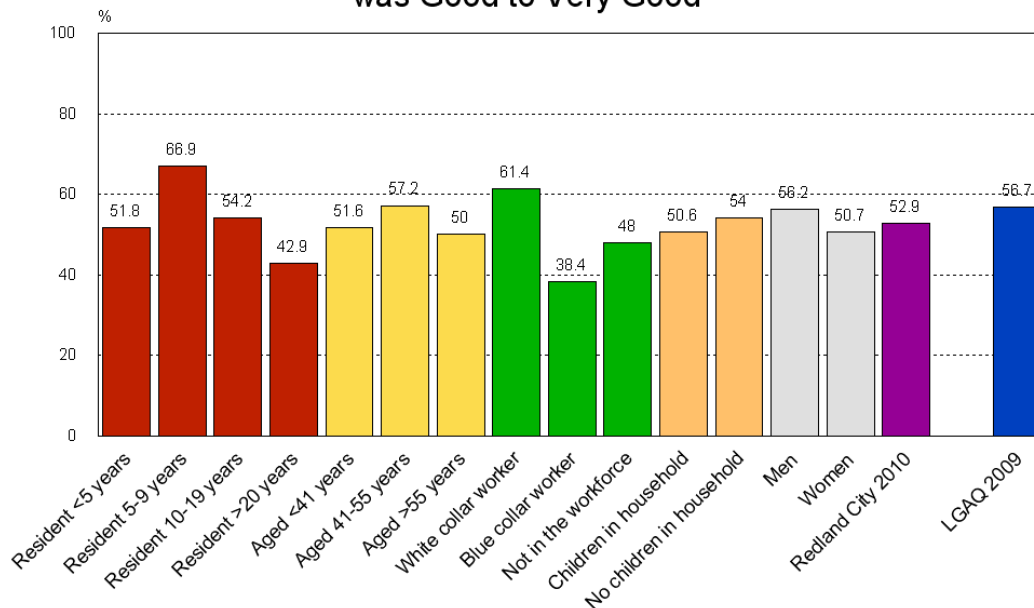


Table 4.7.1 – Performance of Council on Drainage and Flood Mitigation

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	56.3%	22.5%	9.9%	11.3%
Inland Regions	50.8%	29.6%	14.1%	5.6%
Stradbroke Island	26.3%	23.7%	36.9%	13.2%
Southern Islands	22.2%	22.2%	37.0%	18.5%
Total – Mainland	54.1%	25.4%	11.6%	9.0%
Total – Islands	23.1%	22.5%	37.0%	17.4%
Total	52.9%	25.3%	12.6%	9.3%

Good or very good performance on waste management:

Redland City 60.2%

LGAQ 2009 survey 72.7%

Stradbroke Island residents were less likely to rate Council performance as good or very good.

4.8 Waste Management

Table 4.8.1 shows how residents rated Council's performance on waste management. Chart 4.8.1 shows the proportion of residents that rated Council's performance on waste management as good to very good.

Three in five residents surveyed (60.2%) rated Council's performance on waste management as good (47.9%) to very good (12.3%). However, a further 18.9% rated the Council's performance on waste management services as 'fair only'.

One in five residents (20.8%) surveyed rated Council's performance on these services as poor (12.1%) to very poor (8.7%).

People living in Redland City for less than 5 years (66.8%) people aged 40 or younger (65.2%) and women (65.7%) were more likely to rate Council's performance on waste management as good to very good.

More people in these groups thought Council's performance on waste management was poor or very poor:

- People aged 40 or younger (27.5%), despite the result that this group was also more likely to report good performance.
- Men (25.3%).
- People living on Stradbroke Island (23.7%)
- People living in the coastal and inland regions of the City (21.1% and 21.2%, respectively).

Chart 4.8.1
Performance of Council on Waste Management was Good to Very Good

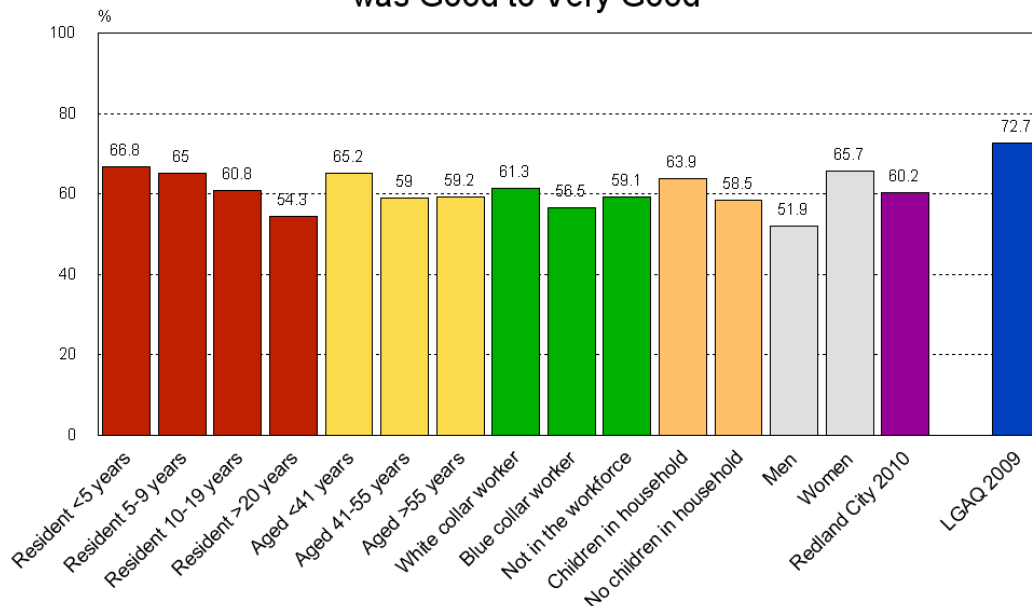


Table 4.8.1 – Performance of Council on Waste Management

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	57.8%	21.1%	21.1%	0.0%
Inland Regions	63.4%	15.5%	21.2%	0.0%
Stradbroke Island	52.6%	23.7%	23.7%	0.0%
Southern Islands	68.6%	18.5%	11.1%	1.9%
Total – Mainland	60.1%	18.8%	21.2%	0.0%
Total – Islands	65.1%	19.6%	13.8%	1.5%
Total	60.2%	18.9%	20.8%	0.1%

Most residents have taken action to prepare for storms, cyclones and fires.

Fewer residents have taken action to prepare for storm surge or inundation and tsunami.

Only 10% of island residents were aware of the island evacuation plan.

4.9 Environmental Impacts and Natural Disasters

Table 4.9.1 shows how prepared residents are for a range of natural disasters.

Nearly three quarters of residents surveyed (73.2%) take action to prepare for storms or cyclones.

People living in Redland City for 5 to 9 years (79.9%) and people aged 41 to 55 years (77.4%) were more likely to take action to prepare for storms or cyclones.

Only four in ten residents (40.7%) reported that they prepare for storm surges or inundation. Groups more likely to prepare for storm surges or inundation included residents living on Stradbroke Island (57.9%), blue collar workers (57.9%), and longer standing residents (44.3% for 20 years or more and 43.9% for 10 to 19 years).

Three quarters of residents prepared for fires (75.5%). People living in Redland City for 20 years or more (84.0%), people not in the workforce (85.9%) and island residents (87.9%) were more likely to take action to prepare for fire.

Only 17.2% of residents reported that they had made preparations for tsunamis. Stradbroke Island residents (39.5%), men (25.8%), households with children (22.8%) and people living in Redland City for 20 years or more (22.5%) were more likely to take action to prepare for tsunamis.

Only one in ten residents of the islands (10.1%) were aware there was an island evacuation plan in the event of a natural disaster.

Residents who had lived on the islands for 10 to 19 years (16.1%) were more likely to be aware there is an evacuation plan, while almost 100% of residents who lived on the islands for less than 5 years were not aware of an evacuation plan.

Table 4.9.1 – Proportion of Residents who Prepare for Natural Disasters

	Coastal region	Inland region	Stradbroke Island	Southern Islands	Mainland Total	Islands Total	TOTAL
Prepare for storms or cyclones	71.8%	74.6%	89.5%	75.9%	73.0%	78.8%	73.2%
Prepare for storm surge, inundation	39.4%	42.3%	57.9%	38.9%	40.6%	43.0%	40.7%
Prepare for fire	73.2%	77.5%	84.2%	88.9%	75.0%	87.9%	75.5%
Prepare for tsunami	21.1%	11.3%	39.5%	14.8%	17.1%	20.1%	17.2%
Aware of island evacuation plans in the event of a natural disaster	n.a.	n.a.	13.2%	9.3%	n.a.	10.1%	10.1%

Good or very good performance on community health (seniors and disability):

Redland City 47.1%

LGAQ 2009 survey 53.3%

Most coastal and Stradbroke Island residents rate Council performance good or very good.

5. Community Lifestyle Services

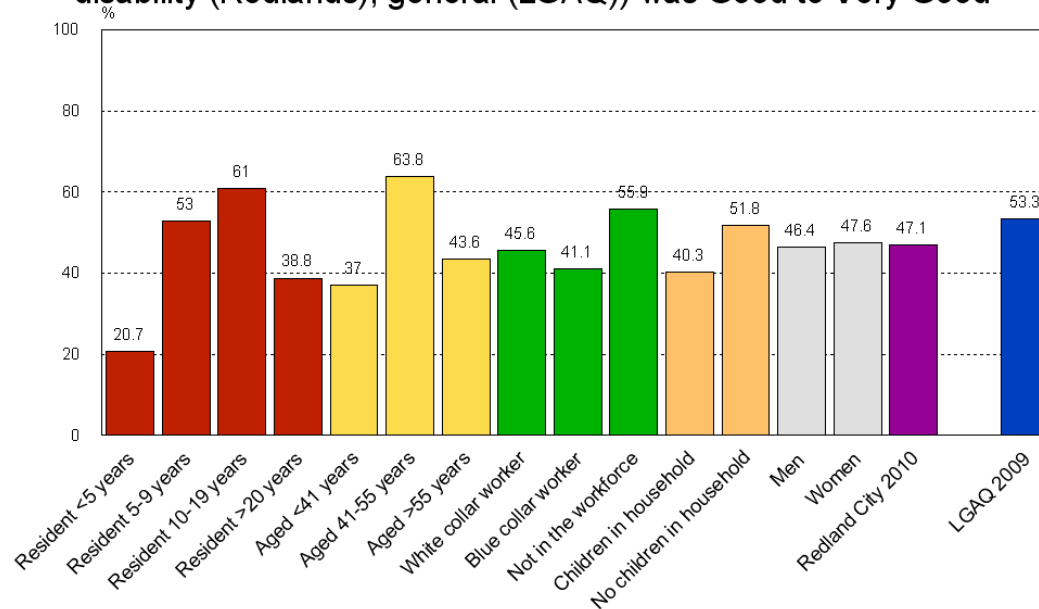
5.1 Community Health and Development

Performance on Community Health (seniors care, disability support services)

Table 5.1.1 shows how residents rated Council’s performance on community health services. Chart 5.1.1 shows the proportion of residents that rated Council’s performance on community health services as good to very good.

Chart 5.1.1

Performance of Council on Community Health (seniors, disability (Redlands), general (LGAQ)) was Good to Very Good



Nearly half the residents surveyed (47.1%) rated Council’s performance on community health services for seniors and disability support services as good (39.5%) to very good (7.6%). A further 24.0% rated the performance as ‘fair only’.

Slightly less than one in ten residents (7.3%) surveyed rated Council’s performance on these services as poor (6.5%) to very poor (0.8%).

People living in Redland City for 10 to 19 years (61.0%) and people aged 41 to 55 years (63.8%) were more likely to rate Council’s performance on community health services for seniors and disability support services as good to very good.

Table 5.1.1 – Performance of Council on Community Health Services

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	53.0%	18.6%	6.3%	22.2%
Inland Regions	40.4%	31.1%	7.4%	21.1%
Stradbroke Island	55.0%	13.2%	15.9%	15.9%
Southern Islands	32.0%	24.7%	24.3%	19.0%
Total – Mainland	47.5%	24.1%	6.8%	21.7%
Total – Islands	37.4%	22.0%	22.3%	18.3%
People Aged 55 & over	43.6%	23.2%	8.4%	24.9%
Total	47.1%	24.0%	7.3%	21.6%

People in these groups were more likely to rate Council's performance on community health services for seniors and disability support services as poor or very poor:

- People living the southern bay islands (24.3%).
- People living on Stradbroke Island (15.9%).

Availability of community services to meet the needs of an ageing population

While Council does not provide these services, their availability impacts on the community in Redland City.

Table 5.1.2 summarise results on satisfaction by region.

Almost half of residents surveyed (48.7%) were satisfied or very satisfied with the availability of community services aimed at meeting the needs of an ageing community (6.3% very satisfied, 42.4% satisfied). A further 17.9% of residents surveyed were neither satisfied nor dissatisfied.

Slightly more than one in ten residents surveyed (13.5%) were dissatisfied or very dissatisfied with the availability of community services aimed at meeting the needs of an ageing community (9.3% dissatisfied, 4.2% very dissatisfied).

People living in Redland City for less than 5 years (67.9%) were more satisfied with the availability of community services aimed at meeting the needs of an ageing community

Groups more likely to be dissatisfied with the availability of community services for an ageing population were:

- People aged over 55 years (20.2%).
- People who had lived in Redland City for 5 to 9 years (18.1%).
- Households without children (16.2%).
- People not in the workforce (15.1%).

Table 5.1.2 – Satisfaction with Availability of Community Service Meeting the Needs of an Ageing Community

Region	Very Satisfied/ Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied/ Very Dissatisfied	Cannot say
Coastal Regions	57.4%	17.6%	8.8%	16.2%
Inland Regions	34.5%	19.0%	19.0%	27.6%
Stradbroke Island	51.0%	12.2%	28.5%	8.2%
Southern Islands	42.0%	12.0%	36.0%	10.0%
Total – Mainland	48.9%	18.1%	12.6%	20.4%
Total – Islands	44.5%	12.1%	33.9%	9.5%
People Aged 55 & Over	52.4%	7.9%	20.2%	19.5%
Total	48.7%	17.9%	13.5%	20.0%

Suggested improvements to community services for the ageing population included:

- Increasing the range of facilities and services available to older residents – the ageing community should not be 'left out'.
- More facilities for aged care on islands.
- Providing more information about services available and better access to services for older residents. This includes some with mobility problems.

- Provide more funding for home care. Provide more public transport services that are accessible for older people.
- More doctors are needed.
- Improved parking at the hospital – need car spaces close to the entrance for older people.
- Improve accessibility of services for older people.
- Provide more hospices and counselling services.
- Better access to care facilities for people on low incomes.
- Provide more respite places.
- Provide more links to help older people in the community.

Young people and older age groups

About half the residents surveyed (44.6%), agreed that young people and older age groups in the community get on well and respect each other (4.6% strongly agree and 40.0% agree).

A fifth neither agreed nor disagreed (19.8%) and third (34.0%) disagreed.

More people on Stradbroke Island (34.7%), southern bay islands (52.0%) and people aged over 55 years (39.4%) disagreed.

Comments made by people who disagreed that young people and older age groups get on well included the following:

- More discipline and improve family lifestyles to support young people.
- Parents need to teach children respect.
- Improve education and ensure that young people attend school.
- Gangs can be disrespectful.
- Provide more areas and facilities for young people.

Table 5.1.3 – Agreement That Young People and Older Age Groups Get on Well Together and Respect One Another

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	47.0%	17.6%	33.8%	1.5%
Inland Regions	41.4%	24.1%	32.8%	1.7%
Stradbroke Island	53.1%	12.2%	34.7%	0.0%
Southern Islands	30.0%	14.0%	52.0%	4.0%
Total – Mainland	45.0%	20.1%	33.5%	1.6%
Total – Islands	36.4%	13.5%	47.2%	2.9%
Total	44.6%	19.8%	34.0%	1.6%

- Both generations live in their own world and do not mix.
- More work needs to be done in the community with young people and older age groups to build a community spirit – the resident does not want the Redlands to end up with the conflicts that the UK experiences.
- There is a breakdown or generation gap with young people.
- There are declining family values and young people have no respect.
- Drugs and alcohol have an impact on the behaviour of young people.

Good or very good performance on after school hours child care, swimming pools and sporting facilities: Redland City 55.4%

Most inland and coastal residents rate Council performance good or very good.

Performance on Community Services (after school hours child care, swimming pools and sporting facilities)

Table 5.1.4 shows how residents rated Council's performance on community services.

More than half of all the residents surveyed (55.4%) rated Council's performance on community services for after school hours child care, swimming pools and sporting facilities as good (42.1%) to very good (13.3%). A further 18.5% rated Council's performance as 'fair only'.

More than six in ten residents in households with children (63.2%) rated services as good or very good.

Less than one in ten residents (8.5%) rated Council's performance as poor (6.8%) to very poor (1.7%).

People aged under 40 (68.4%), households with children (63.2%) people living in Redland City for 10 to 19 years (63.3%) and less than 5 years (61.4%) and were more likely to rate Council's performance on community health services for after school hours child care, swimming pools and sporting facilities as good to very good.

More people in these groups rated Council's performance on community health services for after school hours child care, swimming pools and sporting facilities as poor or very poor:

- People living on Stradbroke Island (44.7%).
- People living the southern bay islands (44.4%).

Table 5.1.4 – Performance of Council on Community Services

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	54.9%	19.7%	4.2%	21.1%
Inland Regions	59.2%	16.9%	11.3%	12.7%
Stradbroke Island	21.0%	15.8%	44.7%	18.4%
Southern Islands	24.1%	16.7%	44.4%	14.8%
Total – Mainland	56.7%	18.6%	7.2%	17.7%
Total – Islands	23.5%	16.5%	44.5%	15.6%
Households with Children	63.2%	23.4%	11.8%	1.7%
Total	55.4%	18.5%	8.5%	17.6%

Satisfaction with availability of child care services and services for children and young people:

<i>Redland City</i>	43.6%
<i>Child care services is adequate</i>	10.8%
<i>After school care is adequate</i>	10.8%

Local availability of community support services such as child care services and services for children and young people

Table 5.1.5 shows residents' satisfaction with the local availability of community services such as child care services and services for children and young people. While Council does not provide these services, they have an impact on the community.

Two in five residents surveyed (49.0%) were satisfied or very satisfied with the availability of community services such as child care services and services for children and young people (5.0% very satisfied, 44.0% satisfied). A further 21.5% of residents surveyed were neither satisfied nor dissatisfied.

More than three quarters of residents in households with children (78.3%) were satisfied with services available.

Slightly less than one in ten residents surveyed (8.0%) were dissatisfied or very dissatisfied with the availability of community services such as child care services and services for children and young people (5.9% dissatisfied, 2.1% very dissatisfied).

People aged under 40 (72.8%), households with children (78.3%) and people living in Redland City for less than 5 years (63.3%) were more satisfied with the availability of community services such as child care services and services for children and young people.

Dissatisfaction with the availability of community services such as child care services and services for children and young people was higher for the following groups:

- People living on the southern bay islands (25.8%).
- People living on Stradbroke Island (30.4%).

Table 5.1.5 – Satisfaction with Availability of Community Service Such as Child Care Services and Services for Children and Young People¹

Region	Very Satisfied/ Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied/ Very Dissatisfied	Cannot say
Coastal Regions	59.6%	19.6%	7.5%	13.3%
Inland Regions	35.9%	25.7%	60.8%	33.6%
Stradbroke Island	29.9%	10.0%	30.4%	29.9%
Southern Islands	21.5%	11.7%	25.8%	41.0%
Total – Mainland	49.9%	21.9%	7.3%	20.9%
Total – Islands	23.8%	11.2%	27.1%	37.9%
Households with Children	78.3%	8.5%	4.5%	8.7%
Total	49.0%	21.5%	8.0%	22.5%

One in ten people surveyed (10.8%) believed that there was adequate child care services in Redland City and 10.8% believed that there was enough after school care in Redland City

¹Also community and corporate plan measure

Good or very good performance on community development (youth outreach and community safety):

Redland City 38.8% Residents rate Council lower on performance on youth outreach and community safety.

Some residents suggested improvements to the availability of community services such as child care services and services for children and young people including:

- Providing more activities and facilities for young people.
- Expanding child care services to meet unmet demand in Redland City

Performance on Community Development (youth outreach services, community safety)

Table 5.1.6 shows how residents rated Council's performance on community development.

Four in ten residents surveyed (38.8%) rated Council's performance on community development (youth outreach services and community safety) as good (34.4%) to very good (2.4%). A further 33.7% rated Council performance as 'fair only'.

One in ten residents (10.5%) rated Council's performance as poor (8.2%) to very poor (2.3%).

People living in Redland City for 5 to 9 years (53.0%) and people aged 41 to 55 years (48.1%) were more likely to rate Council's performance on community development (youth outreach services and community safety) as good to very good.

Groups who rated Council's performance on community development (youth outreach services and community safety) as poor or very poor included:

- People living the southern bay islands (34.6%).
- People living on Stradbroke Island (31.8%).
- Blue collar workers (22.1%).
- People living in Redland City for 20 or more years (14.5%).

Table 5.1.6 – Performance of Council on Community Development

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	36.8%	35.3%	6.0%	21.9%
Inland Regions	42.2%	32.7%	14.5%	10.6%
Stradbroke Island	23.1%	20.9%	31.8%	24.2%
Southern Islands	27.2%	20.8%	34.6%	17.3%
Total – Mainland	39.2%	34.2%	9.8%	16.9%
Total – Islands	26.3%	20.8%	34.0%	18.9%
Households with Children	35.7%	35.0%	11.2%	18.1%
Total	38.8%	33.7%	10.5%	17.0%

Good or very good performance on parks, playgrounds and public amenities:

Redland City 68.9%
LGAQ 2009 survey 57.4%
Coast and inland residents rate performance higher.

5.2 Parks, Playgrounds and Public Amenities

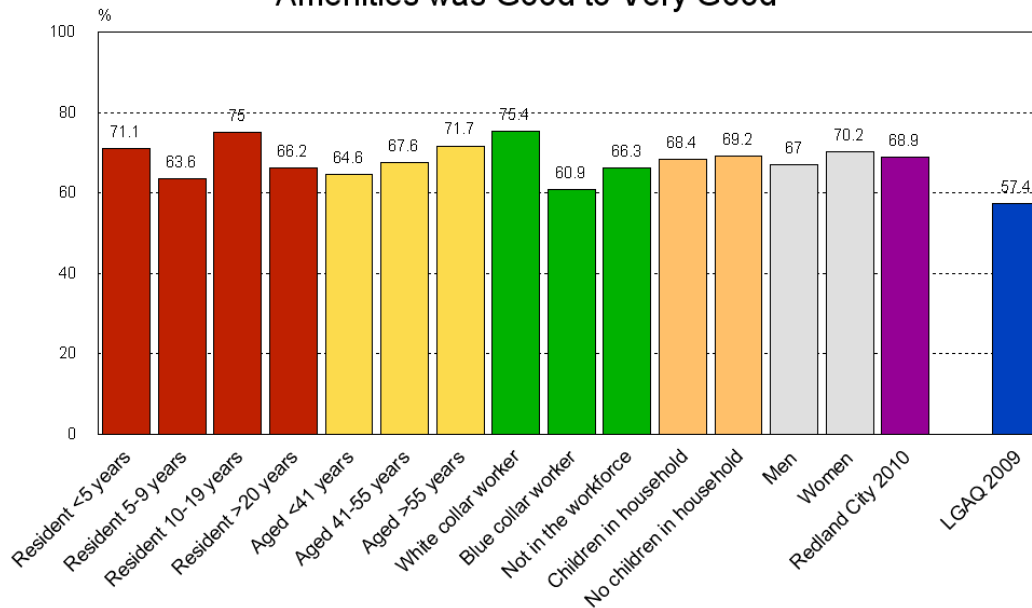
Table 5.2.1 shows how residents rated Council’s performance on parks, playgrounds and public amenities. Chart 5.2.1 shows the proportion of residents that rated Council’s performance on parks, playgrounds and public amenities as good to very good.

More than two third of residents surveyed (68.9%) rated Council’s performance on parks, playgrounds and public amenities as good to very good (12.8% very good, 56.1% good). A further 22.0% of residents surveyed rated it as ‘fair only’.

Table 5.2.1 – Performance of Council on Parks, Playgrounds and Public Amenities

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	70.5%	23.9%	2.8%	2.8%
Inland Regions	69.0%	18.3%	12.7%	0.0%
Stradbroke Island	36.8%	31.6%	31.6%	0.0%
Southern Islands	48.1%	29.6%	18.5%	3.7%
Total – Mainland	69.8%	21.6%	6.8%	1.7%
Total – Islands	45.7%	30.0%	21.3%	2.9%
Total	68.9%	22.0%	7.4%	1.7%

Chart 5.2.1
Performance of Council on Parks, Playgrounds and Public Amenities was Good to Very Good



Less than one in ten residents surveyed (7.4%) rated Council’s performance on parks, playgrounds and public amenities as poor to very poor (5.6% poor, 1.8% very poor).

Residents for 10 to 19 years (75.0%), less 5 years (71.1%) and white collar workers (75.4%) were more likely to rated performance as good to very good.

The rating of poor to very poor was higher for Stradbroke Island (31.6%), southern bay islands (18.5%) and for residents of 5 to 9 years (19.5%).

Good or very good performance on environmental controls:
Redland City 52.1%
LGAQ 2009 survey 32.0%
Coast and inland residents rate performance higher.

5.3 Environmental Controls and Protection

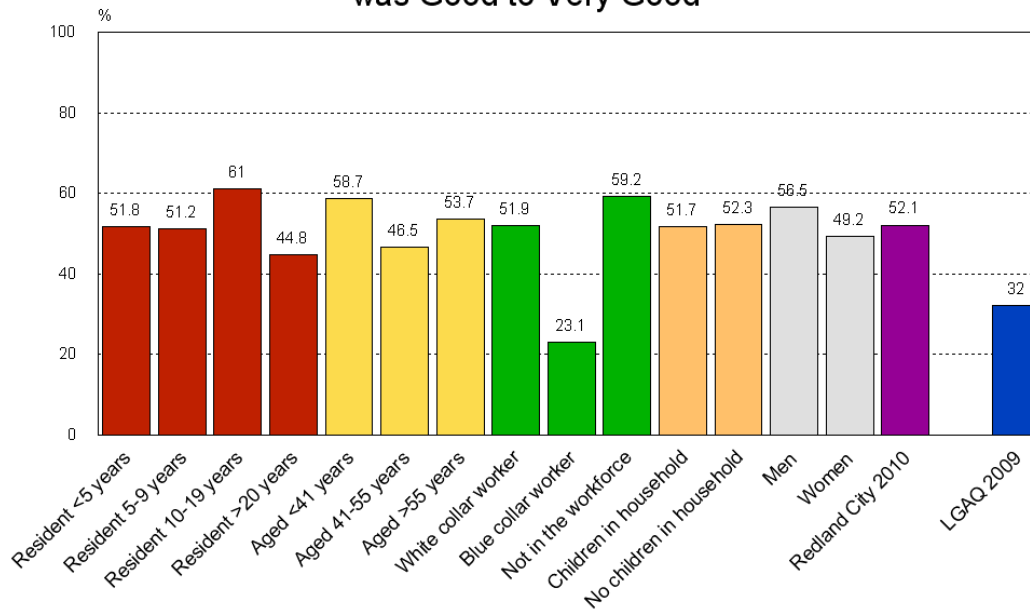
Performance on Environmental Controls (storm water, run-off, building site runoff, industry emissions)

Table 5.3.1 shows how residents rated Council’s performance on environmental controls and protection. Chart 5.3.1 shows the proportion of residents that rated Council’s performance on environmental controls and protection (storm water, run-off, building site runoff, industry emissions) as good to very good.

Table 5.3.1 – Performance of Council on Environmental Controls

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	54.9%	22.5%	8.4%	14.1%
Inland Regions	50.7%	32.4%	8.4%	8.5%
Stradbroke Island	23.7%	26.3%	34.2%	15.8%
Southern Islands	24.1%	24.1%	40.8%	11.1%
Total – Mainland	53.2%	26.6%	8.5%	11.8%
Total – Islands	24.0%	24.6%	39.4%	12.1%
Total	52.1%	26.5%	9.6%	11.8%

Chart 5.3.1
 Performance of Council on Environmental Controls was Good to Very Good



Half of residents surveyed (52.1%) rated Council’s performance on environmental controls and protection (storm water, run-off, building site runoff, industry emissions) as good to very good (6.9% very good, 45.2% good). A further 26.5% of residents surveyed rated it as ‘fair only’.

Less than one in ten residents surveyed (9.6%) rated Council’s performance on environmental controls and protection (storm water, run-off, building site runoff, industry emissions) as poor to very poor (6.9% poor, 2.7% very poor).

People living in Redland City for 10 to 19 years (61.0%), people not in the workforce (59.2%), men (56.5%) coastal areas (54.9%) and were more likely to rate Council’s performance as good or very good.

The rating of poor to very poor for Council's performance on environmental controls and protection storm water, run-off, building site runoff, industry emissions) was higher for the following groups:

- People living on the southern bay islands (40.8%).
- People living Stradbroke Island (34.2%).

Good or very good performance on environmental protection and conservation:

Redland City 48.7%

LGAQ 2009 survey 46.6%

Southern bay island and Stradbroke residents rate performance lower compared to other regions.

Performance on Environmental Protection/Conservation

Table 5.3.2 shows how residents rated Council's performance on environmental protection and conservation. Chart 5.3.2 shows the proportion of residents that rated Council's performance on environmental protection and conservation as good to very good.

Almost half of the residents surveyed (48.7%) rated Council's performance on environmental protection and conservation as good to very good (10.7% very good, 38.0% good). A further 26.9% rated it as 'fair only'.

One in five residents surveyed (19.3%) rated Council's performance on environmental controls and protection as poor to very poor (11.9% poor, 7.4% very poor).

People aged 41 to 55 years (58.6%) and people living in Redland City for 10 to 19 years (55.4%) were more likely to rate Council's performance on environmental controls and protection as good (17.2% very good, 38.2% good).

The rating of poor to very poor for Council's performance on environmental controls and protection was higher for the following groups:

- People living on Stradbroke Island (31.6%).
- People living on the southern bay islands (29.6%).
- People not in the workforce (21.6%).
- Households with children (20.2%).

Chart 5.3.2
Performance of Council on Environmental Protection/Conservation was Good to Very Good

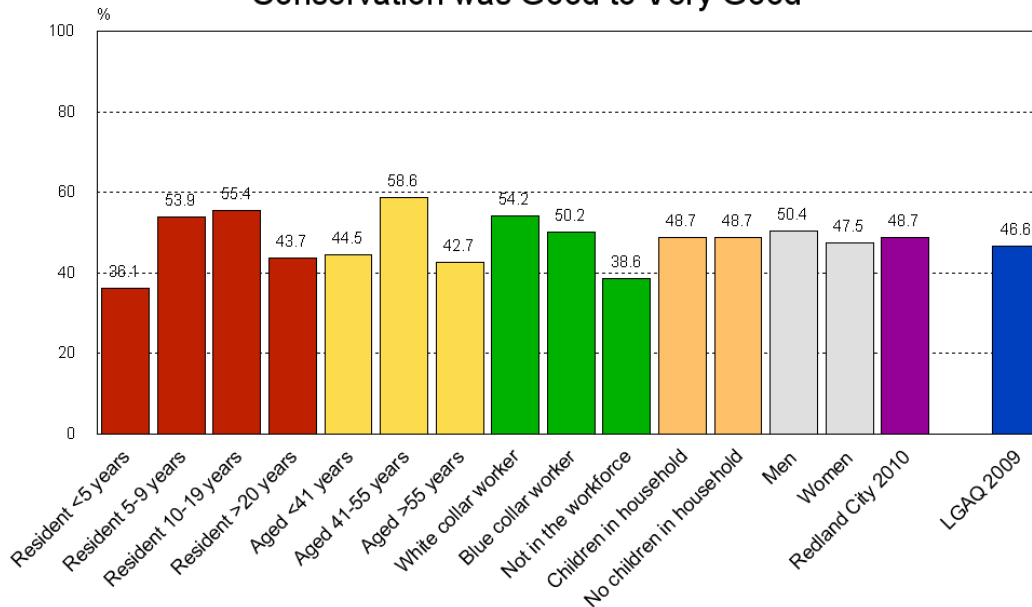


Table 5.3.2 – Performance of Council on Environmental Protection/ Conservation

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	45.0%	26.8%	21.2%	7.0%
Inland Regions	54.9%	26.8%	15.5%	2.8%
Stradbroke Island	36.8%	26.3%	31.6%	5.3%
Southern Islands	38.9%	31.5%	29.6%	0.0%
Total – Mainland	49.1%	26.8%	18.8%	5.3%
Total – Islands	38.5%	30.4%	30.1%	1.1%
Total	48.7%	26.9%	19.3%	5.2%

Agree there are effective measures for animal and pet control:

Redland City 66.9%

Coast and inland residents rate Council performance on pet control higher.

5.4 Wildlife and Pets

Effective measures in place for animal and pet control in Redland City

Over half the residents surveyed (55.6%) reported that they owned a pet. This was higher for new residents:

- Less than 5 years (63.6%).
- Five to 9 years (65.7%).

Pet ownership was slightly lower on Stradbroke Island (48.3%).

Residents surveyed were asked whether they agreed or disagreed that there are effective measures in place for animal and pet control in Redland City and if they indicated they disagreed or strongly disagreed they were asked what improvements were needed.

Table 5.4.1 shows agreement that there are effective measures in place for animal and pet control in Redland City.

Two thirds of residents surveyed (66.9%) agreed or strongly agreed there are effective measures in place for animal and pet control in Redland City (1.6% strongly agree, 65.3% agree). A further 12.4% of residents surveyed neither agreed nor disagreed.

One in six residents surveyed (15.7%) disagreed or strongly disagreed there were effective animal and pet control measures in place (14.2% dissatisfied, 1.5% very dissatisfied).

People aged under 40 years (81.4%), white collar workers (70.9%), blue collar workers (70.7%) and people living in Redland City for 5 to 9 years (71.9%) were more likely to agree that there are effective measures in place for animal and pet control in Redland City.

Table 5.4.1 – Agreement that Effective Measures for Animal and Pet Control are in Place

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	69.6%	12.3%	12.0%	6.0%
Inland Regions	64.4%	12.7%	19.9%	3.1%
Stradbroke Island	53.7%	10.0%	30.4%	6.0%
Southern Islands	41.5%	9.8%	35.2%	13.7%
Total – Mainland	67.6%	12.5%	15.0%	4.9%
Total – Islands	44.9%	9.8%	33.8%	11.5%
Total	66.9%	12.4%	15.7%	5.1%

Disagreement that there are effective measures in place for animal and pet control in Redland City was higher for the following groups:

- People living on the southern bay islands (35.2%).
- People living Stradbroke Island (30.4%).
- People not in the workforce (22.7%).
- Households with children (18.6%).

Suggested improvements for effective measures in place for animal and pet control in Redland City included:

- Cats and dogs are still running around loose.
- Do more to keep cats and dogs indoors at night.

- Every cat and dog in the Redlands need to be sterilised.
- Need to address barking dogs – Council needs to take action on all complaints.
- Listen to local conservation groups about measures to preserve wildlife through pet control.
- Some visitors to Stradbroke Island do not control their pets.

Access to dog off leash areas in Redland City

Table 5.4.2 shows the proportion of residents surveyed that agree there are effective measures in place for animal and pet control in Redland City.

Half of the residents surveyed (54.9%) agreed or strongly agreed there is good access to dog off leash areas in Redland City (3.6% strongly agree, 51.3% agree). A further 14.7% of residents surveyed neither agreed nor disagreed.

Slightly more than one in ten residents surveyed (14.3%) disagreed or strongly disagreed there is good access to dog off leash areas in Redland City (12.3% disagree, 2.0% strongly disagree).

People living in Redland City for less than 5 years (68.0%) and people aged 41 to 55 (62.7%) were more likely to agree there is good access to dog off leash areas in Redland City.

Disagreement that there is good access to dog off leash areas in Redland City was higher for the following groups:

- People living on the southern bay islands (28.0%).
- People living Stradbroke Island (24.5%).
- While collar workers (17.2%).

Suggested improvements for access to dog off leash areas in Redland City included:

- Increase the number of dog off leash areas.

- Provide more dog off leash areas.
- Improve dog off leash areas – more trees and more seats.
- Larger and more dog off leash areas are needed.
- ‘There are no dog off leash areas on the island – however, locals would pay no attention to these areas’.

Table 5.4.2 – Agreement that There Is Good Access to Dog Off Leash Areas in Redland City

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	55.9%	14.7%	14.7%	14.7%
Inland Regions	55.2%	15.5%	12.1%	17.2%
Stradbroke Island	55.1%	6.1%	24.5%	14.3%
Southern Islands	32.0%	8.0%	28.0%	32.0%
Total – Mainland	55.6%	15.0%	13.7%	15.6%
Total – Islands	38.3%	7.5%	27.0%	27.1%
Total	54.9%	14.7%	14.3%	16.1%

Good or very good performance on cultural, sporting and library services:
Redland City 77.2%
LGAQ 2009 survey 62.4%
Coast and inland residents rate Council performance higher.

5.5 Cultural, Sporting and Library Services

Table 5.5.1 shows how residents rated Council’s performance on cultural, sporting and library services. Chart 5.5.1 shows the proportion of residents that rated Council’s performance on cultural, sporting and library services as good to very good.

More than three quarters of residents surveyed (77.2%) rated Council’s performance on cultural, sporting and library services as good to very good (20.7% very good, 56.5% good). A further 17.1% of residents surveyed rated it as ‘fair only’.

One in fifty residents surveyed (2.8%) rated Council’s performance on cultural, sporting and library services as poor to very poor (2.6% poor, 0.2% very poor).

People living in Redland City for 10 to 19 years (85.1%), people aged over 55 years(82.3%) and people not in the workforce (82.7%) were more likely to rate Council’s performance on cultural, sporting and library services as good to very good.

More people in these groups rated Council’s performance on cultural, sporting and library services as poor or very poor:

- People living Stradbroke Island (23.7%).
- People living on the southern bay islands (13.0%).

Chart 5.5.1
Performance of Council on Cultural, Sporting and Library Services was Good to Very Good (LGAQ combined average)

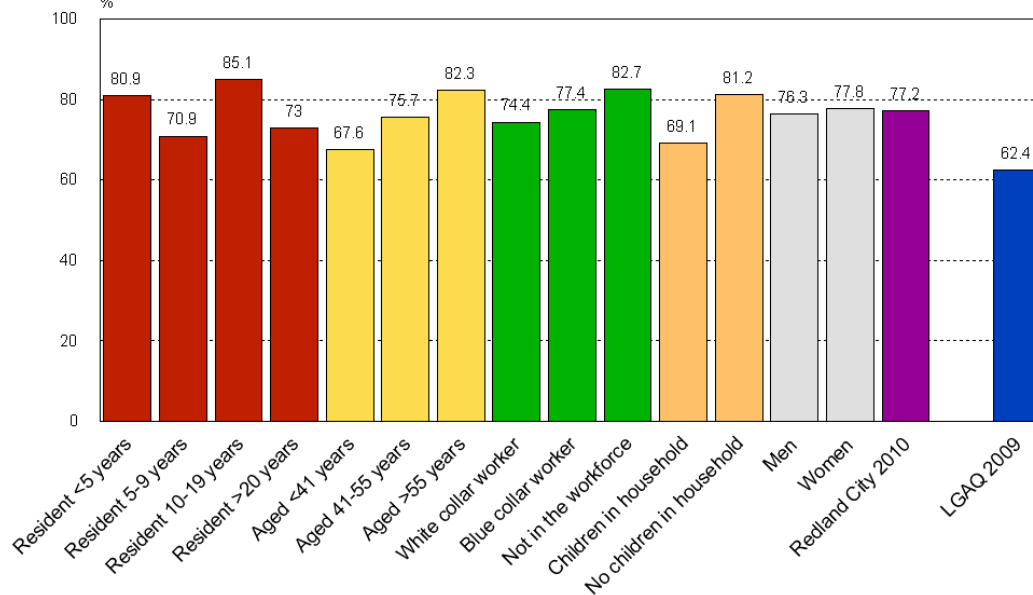


Table 5.5.1 – Performance of Council on Cultural, Sporting and Library Services

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	80.3%	16.9%	0.0%	2.8%
Inland Regions	74.7%	16.9%	5.6%	2.8%
Stradbroke Island	42.1%	34.2%	23.7%	0.0%
Southern Islands	63.0%	18.5%	13.0%	5.6%
Total – Mainland	78.0%	16.9%	2.3%	2.8%
Total – Islands	58.5%	21.9%	15.2%	4.4%
Total	77.2%	17.1%	2.8%	2.9%

Have a strong knowledge or are aware of aboriginal culture and history:

Redland City 60.4%

Stradbroke residents were much more likely to be aware and knowledgeable.

5.6 Awareness of Aboriginal History and Culture

Only 1% of residents surveyed identified themselves as aboriginal, a traditional owner or Torres Strait islander.

Table 5.6.1 shows how much residents know about the aboriginal community of Redlands. Chart 5.6.1 shows the proportion of residents that know about the aboriginal history and culture of Redlands.

Three in five residents surveyed (60.4%) had a strong knowledge or were aware of the local aboriginal community of Redlands and their traditions (6.5% strong knowledge, 53.9% aware). Residents in households with children were more likely to have knowledge of Aboriginal culture and history (74.6%).

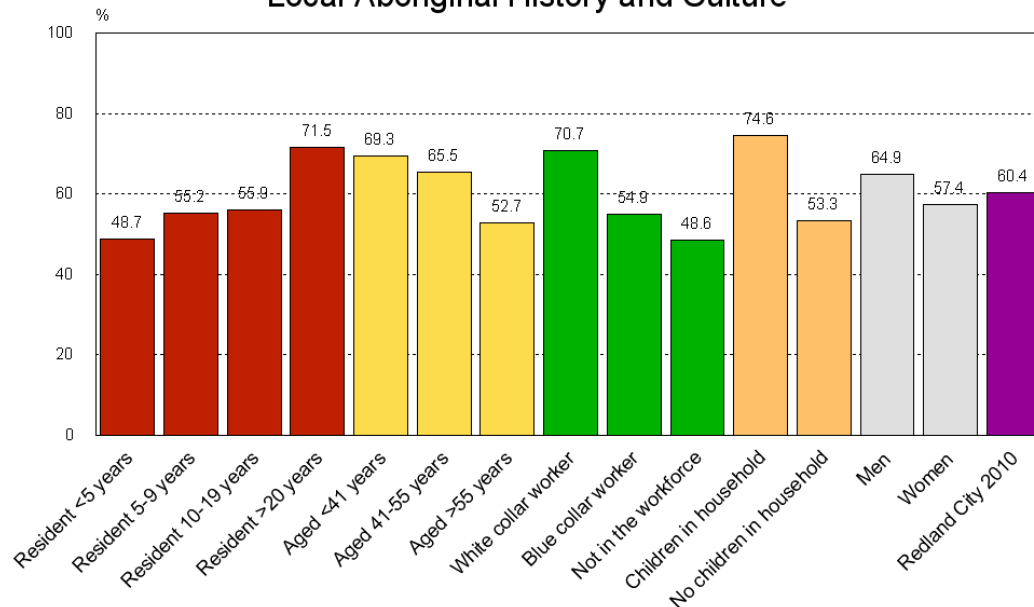
Nearly all Stradbroke Island residents report having knowledge and awareness of aboriginal culture and history.

One third of residents (36.3%) were unaware about the aboriginal community of Redlands. People living in Redland City for more than 20 years (71.5%) were more likely to have a strong knowledge or awareness of the local aboriginal community of Redlands and their traditions.

Table 5.6.1 – Proportion that Felt Aware of Local Aboriginal History and Culture

Region	Strong knowledge/ Aware	Unaware	Could not say	Previously heard the term Quandamooka
Coastal Regions	59.2%	35.2%	5.6%	35.2%
Inland Regions	62.0%	38.0%	0.0%	35.2%
Stradbroke Island	94.8%	2.6%	2.6%	100.0%
Southern Islands	51.9%	42.6%	5.6%	59.3%
Total – Mainland	60.3%	36.4%	3.3%	35.2%
Total – Islands	61.0%	34.0%	4.9%	38.0%
Total	60.4%	36.3%	3.4%	36.5%

Chart 5.6.1
Proportion of Residents that Felt They Were Aware of Local Aboriginal History and Culture



Resident’s knowledge was lower for the following groups:

- People not in the workforce (44.9%).
- People aged 55 years and over (43.4%).
- People living on the southern bay islands (42.6%).

- People living on the coastal region (35.2%).

A third of residents (36.5%) surveyed had not previously heard the term Quandamooka, although 100% of Stradbroke Island residents had heard the term before the survey.

Only 12.9% of residents who had lived in the region for less than 5 years had heard of Quandamooka compared with 48.9% of residents who had lived in the region for more than 20 years.

Almost one in five residents (37.6%) correctly identified its meaning as descendants of the first (aboriginal) people of Redlands. More than half (51.5%) did not know what it meant.

Other meanings for Quandamooka given by residents interviewed included:

- Name of a locality in Redland City (7.2%).
- One of the Islands (less than 2%).
- Name of the job support.
- People by the sea.
- Name of the island and tribe.
- Mouth of the river.
- Land of aboriginals.
- Area that is claimed by traditional owners.
- Council of Elders.
- On Stradbroke Island.
- Name of a place.

Satisfied with safety in the City and in their neighbourhood:

Redland City 75.0%

Stradbroke Island and coastal residents were more likely to be satisfied with safety.

5.7 Safety in your City and Neighbourhood

Residents were asked how satisfied they were with safety in their city and neighbourhood.

Table 5.7.1 shows how residents rated their satisfaction with safety in their city and neighbourhood.

Three in four residents surveyed (75.0%) were satisfied or very satisfied with safety in their city and neighbourhood (10.1% very satisfied, 59.9% satisfied). A further 15.2% of residents surveyed were neither satisfied nor dissatisfied.

Only one in ten residents surveyed (9.7%) were dissatisfied or very dissatisfied with safety in their city and neighbourhood (6.4% very dissatisfied, 3.3% dissatisfied).

People living in Redland City for less than 5 years (98.7%) and people from households with children (85.5%) were more satisfied (satisfied or very satisfied) with safety in their city and neighbourhood.

Dissatisfaction with safety in their city and neighbourhood was higher for the following groups:

- People living on the southern bay islands (22.0%).
- People not in the workforces (16.8%).
- People living in the inland region of the City (10.3%).

Those survey participants who indicated they were dissatisfied or very dissatisfied were asked if an increase in lighting would improve their satisfaction.

Nearly half the people surveyed who were dissatisfied with safety in the City and their neighbourhood (46.2%) agreed that increased lighting would improve safety.

Table 5.7.1 – Satisfaction with Safety in your City and Neighbourhood

Region	Satisfied/ Very Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied/ Very Dissatisfied
Coastal Regions	77.9%	13.2%	8.8%
Inland Regions	70.7%	19.0%	10.3%
Stradbroke Island	85.7%	6.1%	6.1%
Southern Islands	64.0%	14.0%	22.0%
Total – Mainland	75.2%	15.4%	9.4%
Total – Islands	70.0%	11.8%	17.6%
Total	75.0%	15.2%	9.7%

Agree there is a good sense of belonging and community spirit:

Redland City 90.3%

Residents on Stradbroke Island and people living in coastal areas were most likely to agree there is a good sense of community.

5.8 Feeling Part of the Community

A good sense of belonging in Redland City and good community spirit in your local area

Residents surveyed were asked whether they agreed or disagreed that they had a good sense of belonging in Redland City and good community spirit in their local area. If residents disagreed or strongly disagreed they were asked on improvements needed.

Table 5.8.1 shows the proportion of residents surveyed that agree they had a good sense of belonging in Redland City and good community spirit in their local area.

Nine in ten the residents surveyed (90.3%) agreed or strongly agreed they had a good sense of belonging in Redland City and good community spirit in their local area (15.3% strongly agree, 75.0% agree). Only 3.0% of residents surveyed neither agreed nor disagreed.

Fewer than one in ten residents surveyed (6.7%) disagreed or strongly disagreed they had a good sense of belonging in Redland City and good community spirit in their local area (6.7% agreed, 0% strongly disagreed).

The proportion of residents that agree or strongly agree they have a good sense of belonging in Redland City and good community spirit in their local area was higher for the following groups:

- People living in Redland City for 10 to 19 Years (94.7%),
- People living on Stradbroke Island (93.9%).
- White collar workers (93.9%).

Table 5.8.1 – Agreement That They Had a Good Sense of Belonging in Redland City and Good Community Spirit in Their Local Area

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	91.0%	1.5%	7.5%	0.0%
Inland Regions	89.6%	5.2%	5.2%	0.0%
Stradbroke Island	93.9%	2.0%	4.1%	0.0%
Southern Islands	82.0%	6.0%	12.0%	0.0%
Total – Mainland	90.5%	2.9%	6.6%	0.0%
Total – Islands	85.3%	4.9%	9.8%	0.0%
Total	90.3%	3.0%	6.7%	0.0%

- People living in Redland City for 20 or more years (92.8%)
 - People living in the coastal region of the City (91.0%).
- Disagreement they have a good sense of belonging in Redland City and good community spirit in their local area was higher for the following groups:
- Blue collar workers (12.4%).
 - People living on the southern bay islands (12.0%).

Comments on sense of community and belonging included the following:

- Performance on community spirit could be much better.
- People need to find the right groups to join to live with others in the city.
- As most people work outside the area, this can affect community spirit.
- Increase publicity about community events.
- Council is very exclusive.

Good or very good performance on town planning:

Redland City 28.0%
LGAQ 2009 survey 41.3%
Southern bay islands and Stradbroke Island residents rate Council significantly lower on performance compared to mainland residents.

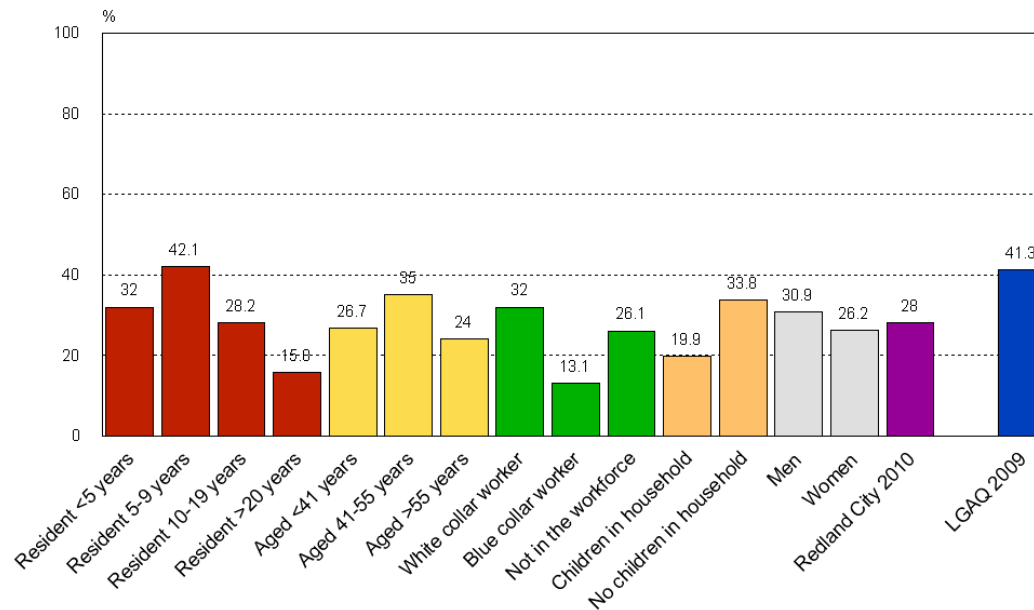
6. Managing the City

6.1 Town Planning

Table 6.1.1 shows how residents rated Council’s performance on town planning. Chart 6.1.1 shows the proportion of residents that rated Council’s performance on town planning as good to very good.

Around one in four of residents surveyed (28.0%) rated Council’s performance on town planning as good to very good (good 24.9%, very good 3.1%). A further two in five (41.4%) rated it as ‘fair only’.

Chart 6.1.1
Performance of Council on Town Planning was Good to Very Good



One fifth of residents (20.5%) surveyed rated Council performance in this area as poor or very poor (poor 15.1%, very poor 5.4%).

People living in Redland City for 5 to 9 years (42.1%) and white collar workers (32.0%) were more likely to rate it as good (good or very good).

Table 6.1.1 – Performance of Council on Town Planning²

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	28.7%	38.9%	19.2%	13.2%
Inland Regions	28.2%	46.4%	19.8%	5.65%
Stradbroke Island	6.6%	31.9%	47.8%	13.7%
Southern Islands	18.6%	13.9%	53.7%	13.9%
Total – Mainland	28.5%	42.2%	19.4%	9.8%
Total – Islands	15.8%	18.1%	52.3%	13.8%
Total	28.0%	41.4%	20.5%	10.0%

Rating of Council’s performance as poor to very poor on town planning was higher for the following groups:

- People living on the southern bay islands (53.7%).
- People living on Stradbroke Island (47.8%).
- Residents aged 55 years and older (28.5%).
- Men (25.5%).

² Community and corporate plan measure

Good or very good performance on building control:

Redland City 20.0%

LGAQ 2009 survey 48.7%

Island residents rate Council significantly lower on performance compared to mainland residents.

6.2 Building Control

Table 6.2.1 shows how residents rated Council’s performance on building control. Chart 6.2.1 shows the proportion of residents that rated Council’s performance on building control as good to very good.

One in five residents surveyed (20.0%) rated Council’s performance on building control as good to very good (good 16.7%, very good 3.3%). A further third (37.4%) rated it as ‘fair only’.

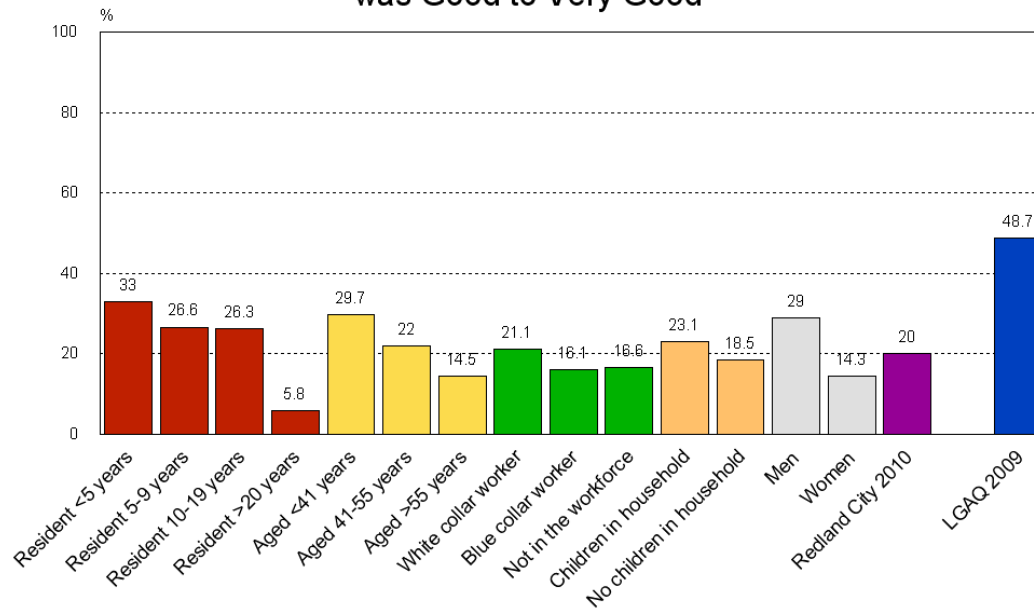
Around one third (30.3%) surveyed rated Council performance in this area as poor or very poor (poor 19.7%, very poor 10.6%).

People living in Redland City for less than 5 years (33.0%), residents aged 40 years and under (29.7%) and men (29.0%) were more likely to rate it as good or very good.

Table 6.2.1 – Performance of Council on Building Control

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	21.1%	32.4%	29.6%	16.9%
Inland Regions	18.3%	46.5%	29.5%	5.6%
Stradbroke Island	18.4%	15.8%	52.6%	13.2%
Southern Islands	22.3%	18.5%	46.3%	13.0%
Total – Mainland	20.0%	38.2%	29.6%	12.3%
Total – Islands	21.4%	17.9%	47.6%	13.0%
Total	20.0%	37.4%	30.3%	12.3%

Chart 6.2.1
Performance of Council on Building Control was Good to Very Good



Rating Council’s performance as poor to very poor on building control was higher for the following groups:

- People living on Stradbroke Island (52.6%).
- People living on the southern bay islands (46.3%).
- Residents aged 55 years and older (35.3%).

Good or very good performance on environmental planning: Redland City 34.2% Inland residents rate Council performance highest.

6.3 Environmental Planning

Table 6.3.1 shows how residents rated Council’s performance on environmental planning. Chart 6.3.1 shows the proportion of residents that rated Council’s performance on environmental planning as good to very good.

One in three residents surveyed (34.2%) rated Council’s performance on environmental planning as good to very good (good 28.9%, very good 5.3%). A further 42.0% rated it as ‘fair only’.

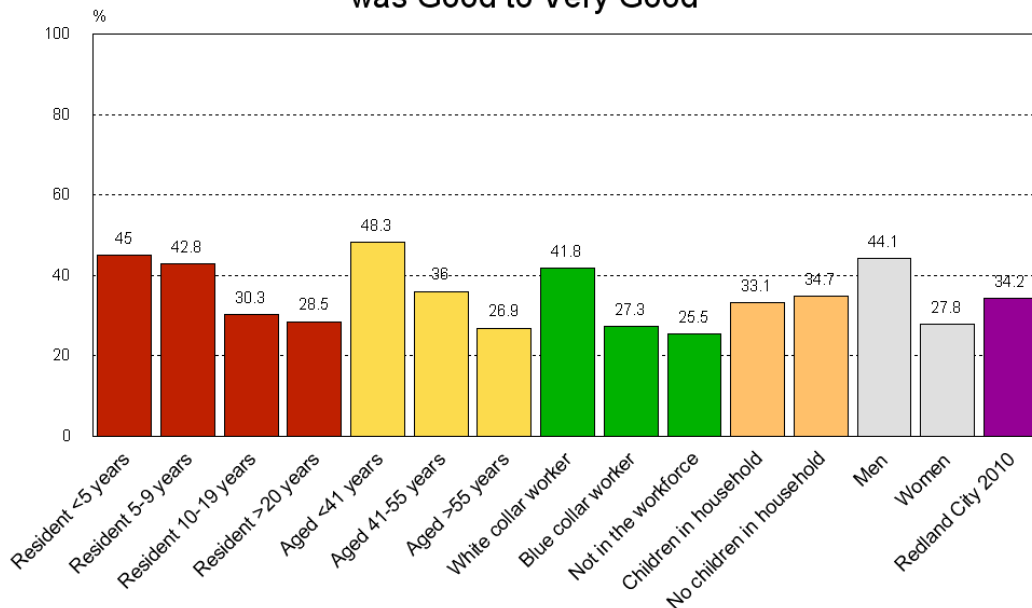
One in five residents (18.2%) surveyed rated Council performance in this area as poor or very poor (poor 15.0%, very poor 3.2%).

People living in Redland City for 5 to 9 years (42.8%), residents aged 40 years and under (48.3%), white collar workers (41.8%) and men (44.1%) were more likely to rate it as good (good or very good).

Table 6.3.1 – Performance of Council on Environmental Planning

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	28.2%	46.5%	18.3%	7.0%
Inland Regions	43.7%	36.6%	16.9%	2.8%
Stradbroke Island	21.1%	36.8%	36.8%	5.3%
Southern Islands	31.1%	29.6%	29.7%	13.0%
Total – Mainland	34.5%	42.4%	17.7%	5.3%
Total – Islands	26.3%	31.2%	31.1%	11.3%
Total	34.2%	42.0%	18.2%	5.5%

Chart 6.3.1
Performance of Council on Environmental Planning was Good to Very Good



Rating Council’s performance as poor to very poor on environmental planning was higher for the following groups:

- People living on Stradbroke Island (36.8%).
- People living on the southern bay islands (29.7%).
- Households with children (21.4%).

There are enough measures in place to preserve local wildlife including koalas

Table 6.3.2 shows residents' agreement with the statement that there are enough measures in place to preserve local wildlife including koalas.

Half of residents surveyed (50.6%) agreed or strongly agreed that there are enough measures in place to preserve local wildlife including koalas (4.0% strongly agreed, 46.6% agreed). A further 7.7% of residents surveyed neither agreed nor disagreed.

People living in Redland City for 5 to 9 years (66.1%), blue collar workers (76.5%) and residents aged 40 years and younger (69.7%) were more likely to agree that there are enough measures in place to preserve local wildlife including koalas.

Disagreement with the statement that there are enough measures in place to preserve local wildlife including koalas was higher for the following groups:

- Residents aged 55 years and older (55.0%).
- People not in the workforce (53.8%).
- People living on the southern bay islands (48.8%).
- People living in inland regions (48.3%).
- Females (46.3%).

Suggested improvements to have measures in place to preserve local wildlife including koalas included:

- Reduce or stop development.
- Need to increase measures to preserve koalas and wildlife.
- More open space and more trees.
- It is too late – development is already impacting on koalas and wildlife.
- Retain existing trees – opposed to increased housing in the area.

Table 6.3.2 – Agreement That There Are Enough Measures in Place to Preserve Local Wildlife Including Koalas

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	54.8%	9.9%	35.2%	0.0%
Inland Regions	44.5%	4.1%	48.3%	3.1%
Stradbroke Island	47.8%	10.0%	38.3%	4.0%
Southern Islands	37.6%	5.9%	48.8%	7.8%
Total – Mainland	50.9%	7.7%	40.2%	1.2%
Total – Islands	40.4%	7.0%	45.9%	6.8%
Total	50.6%	7.7%	40.4%	1.4%

- Better planning is needed to preserve habitats. New housing should not be placed in areas that affect koalas and wildlife.
- Leave more open space and plant more trees, as trees have been disappearing from the Redlands.
- Establish a koala hospital in the area.
- Undertake more research to protect native animals.
- Provide more room in the Redlands for wildlife – limit population growth.
- Provide wildlife corridors and leave more trees in the Redlands.
- Wildlife is being affected by population growth.
- Lower the speed limits.

- Need more areas for koala habitat.
- Need to put in fences to protect wildlife.
- Dogs and tourists are having an impact on the koala population. Tourists driving too fast kill the koalas. Four-wheel drive vehicles are also a disruption on beaches. There are 90% less birds on the island now compared to the past.
- More fencing needed to protect koalas.

Good or very good performance on parks management: Redland City 68.1% More mainland residents rate Council performance as good or very good.

6.4 Parks Management

Table 6.4.1 shows how residents rated Council’s performance on parks management. Chart 6.4.1 shows the proportion of residents that rated Council’s performance on parks management as good to very good.

Seven in ten residents surveyed (68.1%) rated Council’s performance on parks management as good to very good (good 57.2%, very good 10.9%). A further 25.2% rated it as ‘fair only’.

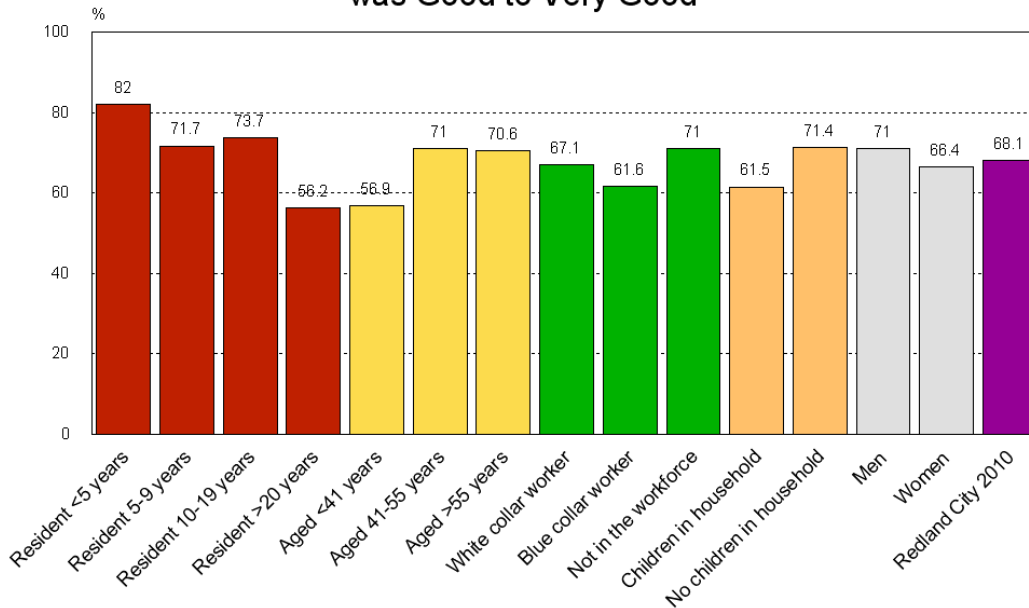
One in twenty residents (5.7%) surveyed rated Council performance in this area as poor or very poor (poor 3.7%, very poor 2.0%).

Groups more likely to rate performance good or very good were people living in Redland City for less than 5 years (82.0%), households with children (71.4%), residents aged 41 to 55 years (71.0%), people not in the labour force (71.0%) and men (71.0%).

Table 6.4.1 – Performance of Council on Parks Management

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	73.3%	22.5%	4.2%	0.0%
Inland Regions	63.4%	28.2%	7.0%	1.4%
Stradbroke Island	39.4%	36.8%	23.7%	0.0%
Southern Islands	42.6%	33.3%	13.0%	11.1%
Total – Mainland	69.2%	24.8%	5.4%	0.6%
Total – Islands	41.9%	34.1%	15.3%	8.7%
Total	68.1%	25.2%	5.7%	0.9%

Chart 6.4.1
Performance of Council on Parks Management was Good to Very Good



Rating Council’s performance as poor to very poor on parks management was higher for the following groups:

- People living on Stradbroke Island (23.7%).
- People living on the southern bay islands (13.0%).

Good or very good performance on economic development and local employment:

Redland City 35.7%

LGAQ 2009 survey 37.3%

Results show that performance on economic development and local employment can improve.

6.5 Economic Development/ Local Employment

One in eight residents surveyed (11.8%) reported owned a business in the Redlands. The proportion was higher on Stradbroke Island (17.2%) and southern bay islands (18.6%).

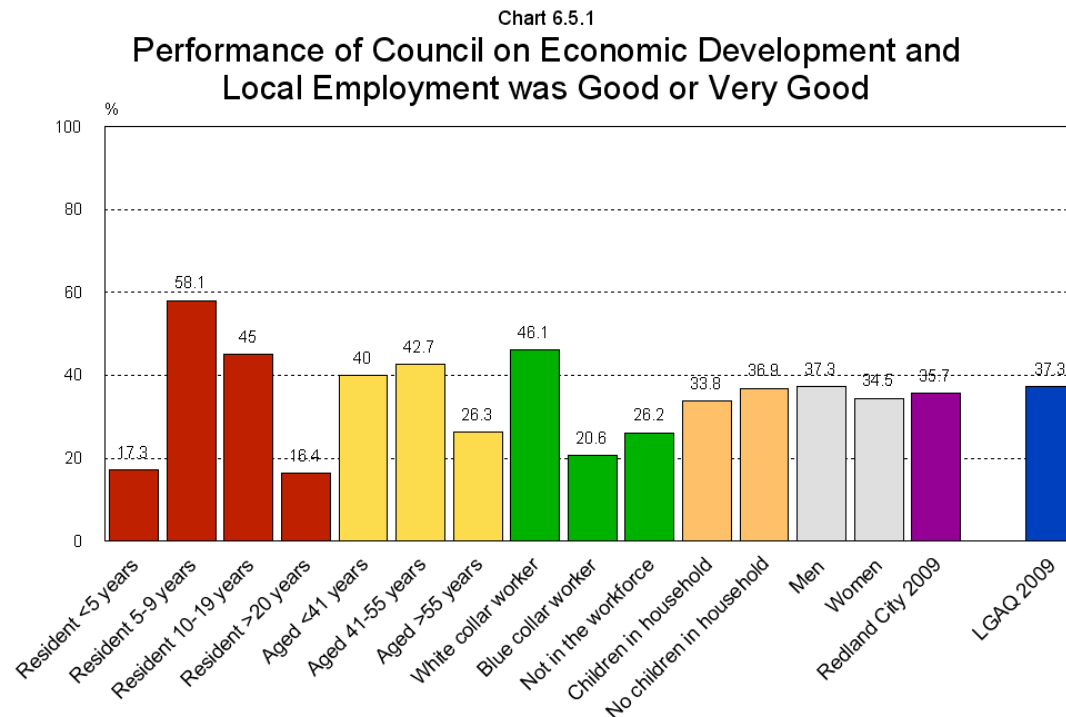
Table 6.5.1 shows how residents rated Council’s performance on economic development and local employment. Chart 6.5.1 shows the proportion of residents that rated Council’s performance on economic development and local employment as good to very good.

One in five residents (14.8%) surveyed rated Council performance in this area as poor or very poor (poor 11.9%, very poor 2.9%).

People living in Redland City for 5 to 9 years (58.1%), white collar workers (46.1%) and residents aged 41 to 55 years (42.7%) were more likely to rate it as good (good or very good).

Table 6.5.1 – Performance of Council on Economic Development and Local Employment

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	32.0%	42.8%	10.8%	14.4%
Inland Regions	41.4%	31.4%	17.7%	9.5%
Stradbroke Island	24.7%	22.5%	46.2%	6.6%
Southern Islands	19.9%	17.7%	43.3%	19.0%
Total – Mainland	36.1%	37.8%	13.9%	12.2%
Total – Islands	21.0%	18.9%	43.9%	16.1%
Total	35.7%	37.2%	14.8%	12.4%



One in three residents surveyed (35.7%) rated Council’s performance on economic development and local employment as good to very good (good 32.7%, very good 3.0%). A further 37.2% rated it as ‘fair only’.

Groups more likely to rate Council’s performance as poor to very poor on economic development were:

- People living on the southern bay islands (43.3%).
- People living on Stradbroke Island (46.2%).
- People not in the workforce (23.8%).

Agree or strongly agree that Council should support business growth to significantly increase the number of local jobs in the City:

Redland City 78.5%

Inland residents are most supportive of growth to increase local employment.

Council should support business growth to significantly increase the number of local jobs in the City

Table 6.5.2 shows residents' agreement with the statement that Council should support business growth to significantly increase the number of local jobs in the City.

Four in five residents surveyed (78.5%) agreed or strongly agreed that Council should support business growth to significantly increase the number of local jobs in the City (19.9% strongly agreed, 58.6% agree). A further 11.7% of residents surveyed neither agreed nor disagreed.

Less than one in ten residents surveyed (7.2%) disagreed or strongly disagreed that Council should support business growth to significantly increase the number of local jobs in the City (5.3% strongly disagreed, 1.9% disagree).

People living in Redland City for less than 5 years (100.0%), households with children (86.8%), residents aged 41 to 55 years (80.8%) and blue collar workers (84.7%) were more likely to agree that that Council should support business growth to significantly increase the number of local jobs in the City.

Disagreement with the statement that Council should support business growth to significantly increase the number of local jobs in the City was higher for the following groups:

- People living on the southern bay islands (8.0%).
- People living in the coastal region (7.3%).

Table 6.5.2 – Agreement That That Council Should Support Business Growth to Significantly Increase the Number of Local Jobs in the City

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	75.0%	14.7%	7.3%	2.9%
Inland Regions	84.5%	6.9%	6.9%	1.7%
Stradbroke Island	77.5%	8.2%	4.1%	10.2%
Southern Islands	80.0%	10.0%	8.0%	2.0%
Total – Mainland	78.5%	11.8%	7.1%	2.5%
Total – Islands	79.3%	9.5%	6.9%	4.3%
Total	78.5%	11.7%	7.2%	2.6%

Suggested improvements for Council support for business growth to significantly increase the number of local jobs in the City included:

- Reduce urban sprawl and development.
- Businesses need to support themselves – businesses should not be supported by ratepayers.
- The Redlands should not become an industrial area.
- Keep the area as it is and conserve the environment. Knowledge industries are better than manufacturing.
- Encourage apprenticeships.
- It is hard to know what businesses are located in the Redland City.

Good or very good performance on tourism development:

Redland City 35.0%
LGAQ 2009 survey 39.3%

Results show that performance on tourism development can improve.

6.6 Tourism Development

Table 6.6.1 shows how residents rated Council's performance on tourism development. Chart 6.6.1 shows the proportion of residents that rated Council's performance on tourism development as good to very good.

One in three residents surveyed (35.0%) rated Council's performance on tourism development as good to very good (good 31.9%, very good 3.1%). A further 42.8% rated it as 'fair only'.

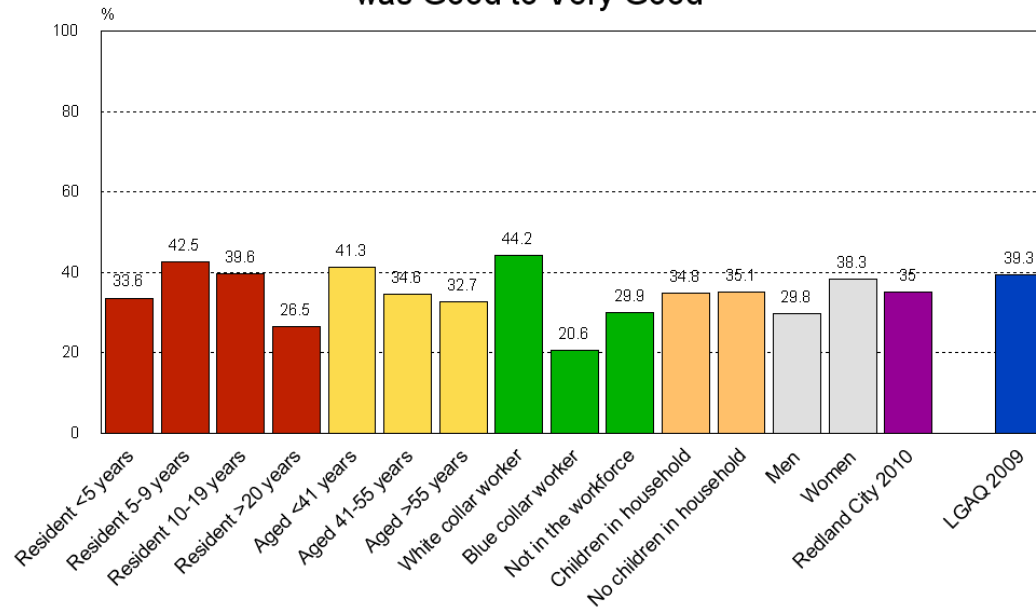
One in five residents (17.1%) surveyed rated Council performance in this area as poor or very poor (poor 12.6%, very poor 4.5%).

People living in Redland City for 5 to 9 years (42.5%), white collar workers (44.2%) and residents aged 40 years and under (41.3%) were more likely to rate it as good (good or very good).

Table 6.6.1 – Performance of Council on Tourism Development

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	36.6%	43.7%	14.1%	5.6%
Inland Regions	33.8%	43.7%	18.3%	4.2%
Stradbroke Island	31.6%	21.1%	36.9%	10.5%
Southern Islands	20.4%	22.2%	51.8%	5.6%
Total – Mainland	35.5%	43.7%	15.8%	5.1%
Total – Islands	22.8%	22.0%	48.6%	6.6%
Total	35.0%	42.8%	17.1%	5.1%

Chart 6.6.1
Performance of Council on Development of Tourism was Good to Very Good



Groups more likely to rate Council's performance as poor to very poor on tourism development were:

- People living on the southern bay islands (51.8%).
- People living on Stradbroke Island (36.9%).
- People aged under 40 years (24.7%).
- Blue collar workers (23.7%).

*Satisfied or very satisfied with State Government’s Regional Plan:
Redland City 14.1%
There is strong community opposition to the State Government’s Regional Plan goal of increasing the population by 30,000.*

6.7 Management of Growth and Housing Diversity

State Government’s Regional Plan to increase Redland City by about 30,000 residents by the year 2031.

Table 6.7.1 shows residents’ satisfaction with the State Government’s Regional Plan to increase Redland City by about 30,000 residents by the year 2031.

Just over one in ten residents surveyed (14.1%) were satisfied or very satisfied with the State Government’s Regional Plan to increase Redland City by about 30,000 residents by the year 2031. A further 14.5% of residents surveyed were neither satisfied nor dissatisfied.

People living in Redland City for less than 5 years (29.2%) and blue collar workers (25.9%) were more satisfied (satisfied or very satisfied) with the State Government’s Regional Plan to increase Redland City by about 30,000 residents by the year 2031.

Dissatisfaction with the State Government’s Regional Plan to increase Redland City by about 30,000 residents by the year 2031 was higher for the following groups:

- Residents aged 55 years and older (75.1%).
- White collar workers (73.5%).
- People living in the inland and the coastal regions of the City (69.1% and 70.7%, respectively).
- People living on the southern bay islands (62.0%).

Comments on the State Government’s Regional Plan to increase population included the following:

- Ridiculous – far too many people.
- Retain good agricultural land instead of using land for residential development.

Table 6.7.1 – Agreement On The State Government’s Regional Plan To Increase Redland City By About 30,000 Residents By The Year 2031

Region	Very Satisfied/ Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied/ Very Dissatisfied	Cannot say
Coastal Regions	13.2%	14.7%	69.1%	2.9%
Inland Regions	15.5%	13.8%	70.7%	0.0%
Stradbroke Island	18.4%	18.4%	44.9%	18.4%
Southern Islands	14.0%	18.0%	62.0%	6.0%
Total – Mainland	14.1%	14.4%	69.7%	1.8%
Total – Islands	15.2%	18.1%	57.3%	9.4%
Total	14.1%	14.5%	69.2%	2.2%

- Need to improve existing services to the community before increasing population.
- Opposed to high rise development – need to have minimal development in Redland City.
- Redlands should remain a small community.
- Too much high density housing would spoil the area.
- Keep the Redlands as it is – the area is struggling to cope with the existing population.
- Planned population growth is not sustainable.

Satisfied or very satisfied there are enough measures in place to accommodate this growth without significant impact on the lifestyle in Redland City: Redland City 7.6%

Residents do not believe there are enough measures in place to maintain the lifestyle in Redland City if population increases by 30,000.

Enough measures in place to accommodate this growth without significant impact on the lifestyle in Redland City

Table 6.7.2 shows residents' satisfaction that there are enough measures in place to accommodate population growth of 30,000 without significant impact on the lifestyle in Redland City.

Less than one in ten residents surveyed (7.6%) were satisfied or very satisfied that there are enough measures in place to accommodate this growth without significant impact on the lifestyle in Redland City (7.6 % satisfied). A further 16.9% of residents surveyed were neither satisfied nor dissatisfied.

People living in Redland City for less than 5 years (27.8%) and blue collar workers (27.9%) were more satisfied (satisfied or very satisfied) that there are enough measures in place to accommodate this growth without significant impact on the lifestyle in Redland City.

Dissatisfaction that there are enough measures in place to accommodate this growth without significant impact on the lifestyle in Redland City was higher for the following groups:

- People living in the inland and the coastal regions of the City (82.7% and 66.2%, respectively).
- Households with children (82.1%).
- People living on the southern bay islands (75.6%).
- White collar workers (74.9%).
- Residents aged 55 years and older (72.6%).

Suggested improvements to measures in place to accommodate this growth without significant impact on the lifestyle in Redland City included:

- Opposed to bringing more people into the Redlands.

Table 6.7.2 – Agreement That There Enough Measures in Place to Accommodate This Growth without Significant Impact on the Lifestyle in Redland City

Region	Very Satisfied/ Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied/ Very Dissatisfied	Cannot say
Coastal Regions	5.9%	23.5%	66.2%	4.4%
Inland Regions	10.3%	6.9%	82.7%	0.0%
Stradbroke Island	10.9%	8.7%	56.5%	23.9%
Southern Islands	8.2%	6.1%	75.6%	10.2%
Total – Mainland	7.5%	17.4%	72.4%	2.8%
Total – Islands	8.9%	6.8%	70.5%	13.9%
Total	7.6%	16.9%	72.3%	3.2%

- All services will need to be improved to accommodate new population growth – there is already a waiting list for schools.
- Increase services including health, facilities for children, education, transport infrastructure and transport services.
- More space is needed for people and for increased building.
- Improve infrastructure and transport services first.
- More needs to be done to reduce impacts on the City's lifestyle.
- It will increase rates. Need to increase schools.

Satisfied or very satisfied there are enough measures in place to accommodate this growth without significant impact on the environment in Redland City:

Redland City 12.3%

Residents do not believe that there are enough measures to protect the environment if the population increases by 30,000.

Enough measures in place to accommodate this growth without significant impact on the environment in Redland City

Table 6.7.3 shows residents' satisfaction that there are enough measures in place to accommodate population growth of 30,000 without significant impact on the environment in Redland City.

Slightly more than one in ten residents surveyed (12.3%) were satisfied or very satisfied that there are enough measures in place to accommodate this growth without significant impact on the environment in Redland City. A further 17.0% of residents surveyed were neither satisfied nor dissatisfied.

People living in Redland City for less than 5 years (44.0%) and blue collar workers (27.9%) were more satisfied (satisfied or very satisfied) that there are enough measures in place to accommodate this growth without significant impact on the environment in Redland City.

Dissatisfaction that there are enough measures in place to accommodate this growth without significant impact on the environment in Redland City was higher for the following groups:

- People living in the inland region (72.4%).
- People living on the southern bay islands (71.4%).
- Households with children (76.4%).
- Residents aged 55 years and older (71.7%).
- Females (71.7%).

Suggested improvements to measures in place to accommodate this growth without significant impact on the environment in Redland City included:

- Increase green spaces and bushland as well as providing more parkland.

Table 6.7.3 – Agreement That There Are Enough Measures in Place to Accommodate This Growth without Significant Impact on the Environment in Redland City

Region	Very Satisfied/ Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied/ Very Dissatisfied	Cannot say
Coastal Regions	13.2%	17.6%	64.7%	4.4%
Inland Regions	10.3%	17.2%	72.4%	0.0%
Stradbroke Island	16.3%	4.1%	57.2%	22.4%
Southern Islands	16.3%	6.1%	71.4%	6.1%
Total – Mainland	12.2%	17.5%	67.6%	2.8%
Total – Islands	16.4%	5.6%	67.4%	10.7%
Total	12.3%	17.0%	67.6%	3.1%

- Need to improve access to green electricity and solar power. Make this accessible for pensioners.
- Need to review planning to minimise environmental impacts.
- Impacts are already occurring. Need to improve corridors between green spaces.
- Too many people living in the area will impact on the environment.
- Retain the Redlands as it is – overgrowth will destroy it.
- Increase recycling to keep the streets cleaner.
- Too much bushland is being lost to housing.

- Need to invest in high rise development instead of clearing bush areas – especially for first time residents.
- Work with local conservation groups to expand green belt areas.
- Stop development – it is a shame to build on good agricultural land.
- High-rises are an eyesore and they damage the wetlands.
- Preserve the bushland and try to limit building to non-sensitive areas.
- The environment will suffer as a result of land clearing if 30,000 more people move into the Redlands.
- Improve planning, but there would be an inevitable impact on the environment.

Agree or strongly agree Council is doing a good job in managing the City's growth, development and housing diversity:

Redland City 31.8%
Inland residents were more likely to agree that Council's management is effective.

Council is doing a good job in managing the City's growth, development and housing diversity

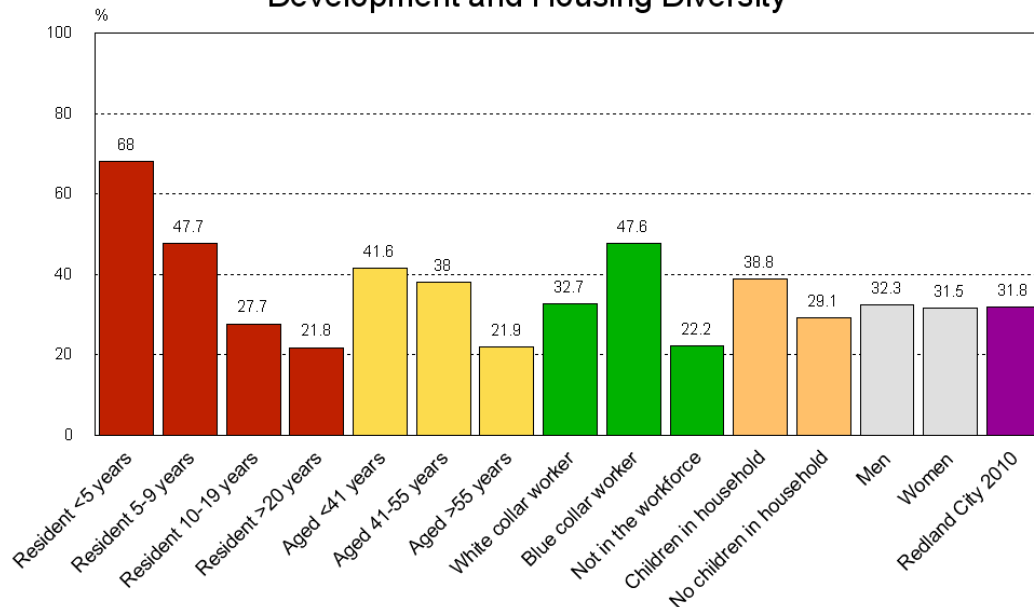
Table 6.7.4 shows residents' agreement with the statement that Council is doing a good job in managing the City's growth, development and housing diversity. Chart 6.7.1 shows the proportion of residents that rated Council's performance on tourism development as good to very good.

Almost one third of residents surveyed (31.8%) agreed or strongly agreed that Council is doing a good job in managing the City's growth, development and housing diversity (0.1% strongly agreed, 31.7% agreed). A further 18.7% of residents surveyed neither agreed nor disagreed.

Table 6.7.4 – Agreement That Council is doing a Good Job in Managing the City's Growth, Development and Housing Diversity

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	26.5%	22.1%	44.1%	7.4%
Inland Regions	41.4%	13.8%	41.4%	3.4%
Stradbroke Island	29.2%	20.8%	31.3%	18.8%
Southern Islands	26.0%	10.0%	58.0%	6.0%
Total – Mainland	32.0%	19.0%	43.1%	5.9%
Total – Islands	26.9%	12.9%	50.8%	9.5%
Total	31.8%	18.7%	43.4%	6.1%

Chart 6.7.1
Agree that Council is Doing a Good Job of Managing the City's Growth, Development and Housing Diversity



Four in ten residents surveyed (43.4%) disagreed or strongly disagreed that Council is doing a good job in managing the City's growth, development and housing diversity (8.3% strongly disagreed, 35.1% disagreed).

People living in Redland City for less than 5 years (68.0%), blue collar workers (47.6%) and residents aged 40 years and under (41.6%) were more likely to agree (agreed or strongly agreed) that that Council is doing a good job in managing the City's growth, development and housing diversity.

Disagreement with the statement that Council is doing a good job in managing the City's growth, development and housing diversity was higher for the following groups:

- People living on the southern bay islands (58.0%).
- People living in the coastal region of the City (44.1%).
- Residents aged 55 years and older (53.3%).
- Males (48.1%).

Suggested improvements for Council is doing a good job in managing the City's growth, development and housing diversity included:

- There is too much development.
- Unit sizes are too small – need to downsize houses for pensioners and single people.
- Open up more land for housing without 'going over the top'.
- Less high density housing and better planning for housing.
- Council needs to manage what they already have rather than planning for growth.
- Communicate more with the community to understand what the community wants.
- People are suffering as a result of development.
- Council acts before consulting the community.
- Council needs to limit development.
- There are too many small blocks and units in the Redlands – they all look the same.
- Better town planning and less residential development are needed.
- Try to cap population. Development is occurring at the moment ahead of demand for housing.
- Need to build more houses and release more land for housing.

- Provide more affordable housing.
- There should be no high-rise developments or there should be a limit on this type of development.
- Planning needs to improve to provide the infrastructure needed.
- The City is growing too fast.
- Council is making a mess of managing growth.
- Council needs to fix the roads.
- Stop population growth.
- Stop building smaller houses.
- Council should have more consultation with residents.
- Change the council.
- Houses are already too close together.
- Increased housing is a concern.
- Unit developments all look the same and are cheapening the neighbourhood. They are unpleasant and are an eyesore
- Houses in the Redlands all look the same. Units all look the same and this is not positive for the community.

Agree or strongly agree Redland City is a 'good place to live':

Redland City 96.3%
There is very strong agreement that Redland City is a good place to live.

6.8 Redland City as a Place to Live

Redland City is a 'good place to live'

Table 6.8.1 shows residents' agreement with the statement Redland City is a 'good place to live'. Chart 6.8.1 shows the proportion of residents that agree with the statement Redland City is a 'good place to live'.

Almost all residents surveyed (96.3%) agreed or strongly agreed that Redland City is a 'good place to live' (31.1% strongly agreed, 65.2% agreed). Only 1.9% of residents surveyed neither agreed nor disagreed.

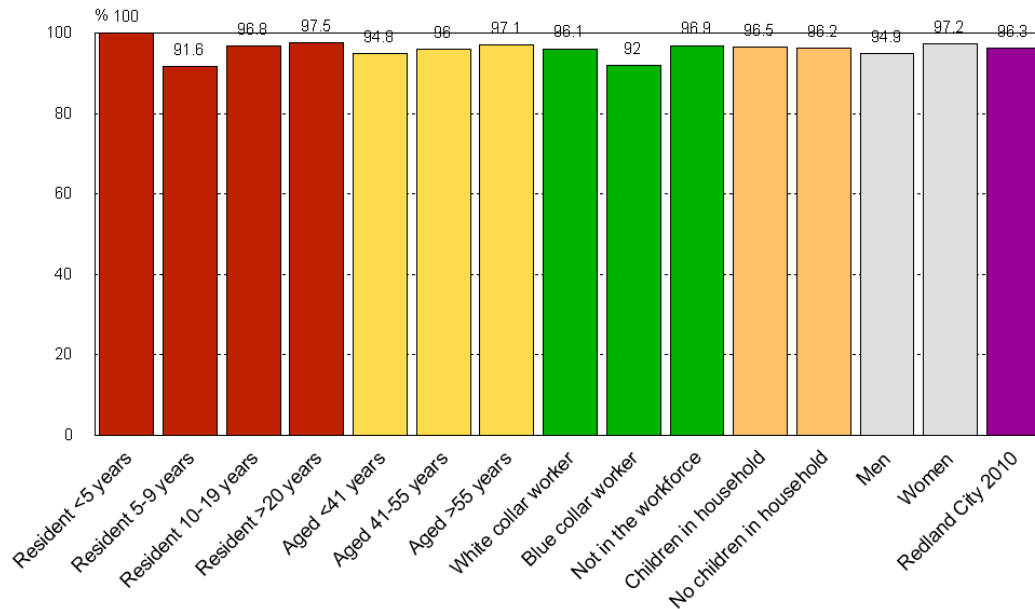
Less than one in fifty residents surveyed (1.8%) disagreed or strongly disagreed that Redland City is a 'good place to live'.

Table 6.8.1 – Agreement That Redland City is a 'good place to live'³

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	95.5%	1.5%	3.0%	0.0%
Inland Regions	98.2%	1.7%	0.0%	0.0%
Stradbroke Island	95.9%	4.1%	0.0%	0.0%
Southern Islands	86.0%	12.0%	2.0%	0.0%
Total – Mainland	96.6%	1.6%	1.8%	0.0%
Total – Islands	88.8%	10.0%	1.4%	0.0%
Total	96.3%	1.9%	1.8%	0.0%

Chart 6.8.1

Agree that Redland City is a Good Place to Live



All people living in Redland City for less than 5 years (100.0%) agreed that Redland City is a 'good place to live'. Agreement with the statement that Redland City is a 'good place to live' was also higher for the following groups:

- People living in the inland regions of the City (98.2%).
- People living on Stradbroke Island (95.9%).

Disagreement with the statement that Redland City is a 'good place to live' was above the overall very low average recorded for the following groups:

- Blue collar workers (7.3%). Residents aged 40 years and younger (4.9%) and men (4.6%).

³ Community and corporate plan measure

Agree or strongly agree Redland City is a 'better place to live compared with five years ago':

Redland City 24.0%

Growth pressures and cost increases have influenced residents' perceptions about Redland City being a good place to live.

Redland City is a better place to live compared with five years ago

Table 6.8.2 shows residents' agreement with the statement Redland City is a better place to live compared with five years ago.

One quarter of residents surveyed (24.0%) agreed or strongly agreed that Redland City is a better place to live compared with five years ago (2.0% strongly agreed, 22.0% agreed). A further 28.3% of residents surveyed neither agreed nor disagreed.

One in four residents surveyed (42.9%) disagreed or strongly disagreed that Redland City is a better place to live compared with five years ago (6.9% strongly disagreed, 36.0% disagreed).

Residents aged 40 years and younger (37.1%) and blue collar workers (26.1%) were more likely to agree (agreed or strongly agreed) that Redland City is a better place to live compared with five years ago.

Disagreement with the statement that Redland City is a better place to live compared with five years ago was higher for the following groups:

- Residents aged 55 years and older (56.3%).
- Blue collar workers (53.9%).
- Males (49.1%).
- Households without children (48.5%).
- People living in the coastal region of the City (47.0%).
- People living in the inland region of the City (37.7%).

Suggested improvements to ensure that Redland City is a better place to live compared with five years ago included:

- Some areas are better and some areas are not.
- Need more police.

Table 6.8.2– Agreement That Redland City is a Better Place to Live Compared With Five Years Ago

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	15.1%	31.3%	47.0%	6.6%
Inland Regions	37.0%	24.0%	37.7%	1.4%
Stradbroke Island	46.3%	23.9%	23.9%	6.0%
Southern Islands	39.1%	22.0%	29.3%	9.8%
Total – Mainland	23.3%	28.5%	44.5%	4.6%
Total – Islands	41.1%	22.5%	27.7%	8.7%
Total	24.0%	28.3%	42.9%	4.8%

- The Redlands is noisier – we need less housing.
- There is less and less green space – stop development.
- Need wider roads and better bus services.
- There are more shopping facilities.
- Listen to people more – people do not want change.
- The Redlands is losing its character.
- Provide better services to residents and better value for money paid in rates.
- Now it is more expensive to take rubbish to waste transfer facilities.

- The Redlands was much better 25 years ago. Now Redlands is becoming more urbanised and high rise development is planned. Slow down population growth.
- The Redlands has lost its quiet lifestyle.
- There are too many built-up areas in the Redlands – it used to be quieter.
- Council is allowing too many small houses to be built.
- Infrastructure is improving at a slower rate than population growth.
- The Redlands needs better infrastructure to cope with population growth.
- Improve walkways along the foreshore.
- Stop building high-rise development and townhouses in Cleveland.
- There are too many houses now in the Redlands – slow down the development growth.
- Redlands is more congested now than it was five years ago.
- There are too many people – curb population growth.
- The Redlands is less safe now and it is more overcrowded now.
- There are too many people for the limited island infrastructure.
- Today, there are more commercial operations, farms are disappearing, the region is crowded and is losing its 'soul'.
- The cultural centre and hospital are both important improvements.
- The Redlands probably is better – there is more of everything.
- The Redlands is not a better place to live for people living at Point Lookout and on Stradbroke Island.

Agree or strongly agree that Council works effectively with other levels of government in the interests of the City:

Redland City 23.1%
About half the residents surveyed were non committal or unsure whether Council is working effectively with other levels of government.

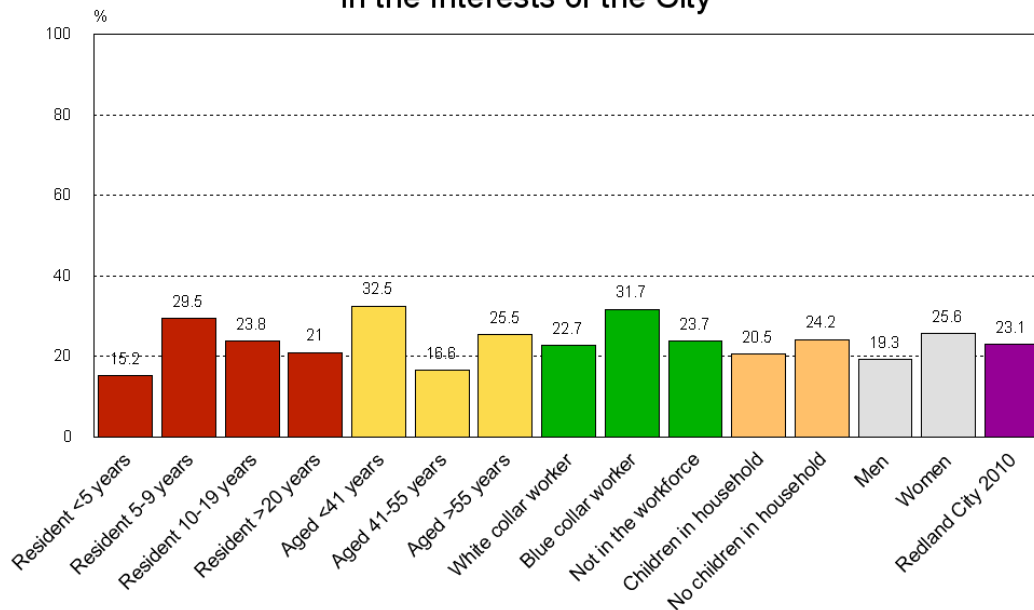
6.9 Working with State and Federal Governments

Table 6.9.1 shows residents' agreement with the statement that Council works effectively with other levels of government in the interests of the City. Chart 6.9.1 shows the proportion of residents that Council works effectively with other levels of government in the interests of the City.

Almost one quarter of residents surveyed (23.1%) agreed or strongly agreed with the statement that Council works effectively with other levels of government in the interests of the city (0.6% strongly agreed, 22.5% agreed).

Chart 6.9.1

Agree that Council Works Effectively with Other Levels of Government in the Interests of the City



A further 30.9% of residents surveyed neither agreed nor disagreed.

Table 6.9.1– Agreement That Council Works Effectively with Other Levels of Government in the Interests of the City

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	19.4%	31.3%	17.9%	31.3%
Inland Regions	29.9%	31.6%	29.8%	8.8%
Stradbroke Island	20.4%	12.2%	28.6%	38.8%
Southern Islands	20.0%	20.0%	46.0%	14.0%
Total – Mainland	23.3%	31.4%	22.3%	23.0%
Total – Islands	20.1%	17.9%	41.2%	20.8%
Total	23.1%	30.9%	23.2%	22.9%

Almost one quarter of residents surveyed (23.2%) disagreed or strongly disagreed that Council works effectively with other levels of government in the interests of the City (3.2% strongly disagreed, 20.0% disagreed).

People living in Redland City for 5 to 9 years (29.5%), residents aged 40 years and younger (32.5%) and blue collar workers (31.7%) were more likely to agree that Council works effectively with other levels of government in the interests of the City.

Disagreement with the statement that Council works effectively with other levels of government in the interests of the City was higher for the following groups:

- People living on the southern bay islands (46.0%).
- Residents aged 55 years and older (31.1%).
- People not in the workforce (28.4%).

Suggested improvements to the way Council works with other levels of government included

- 'Councillors are too pally with developers'.
- Council should listen to the people who voted them in.
- There is pressure on the green belt and koala habitats.
- Council is acting separately and is not working with other levels of government.
- The resident believes that local Council could be abolished.
- Council needs to be more open and have more communication with the community.
- Each council should run on its own merits – this should be separate from other levels of government.
- More could be done to work with other levels of government.
- Council should stop giving themselves pay rises and should also stop increasing rates.
- Councillors should be more accountable for their own local areas.
- Council and other members of the government are 'always at each others' throats'.
- The resident is not sure how the Council is working with other levels of government.
- The mining operations on Stradbroke Island are closing – this is not at all in the interest of the community.

- Council appears to be working well with other levels of government, but the resident is not sure.
- Residents do not really know how council is working with other levels of government.
- There is a difference between services provided on the mainland and on the island.
- Councillors do not have the business skills to deal with other levels of government.

*Considered the rates and charges they pay as good or reasonable value for money:
Redland City 36.5%
Inland residents were more likely to consider the rates and charges they pay as good value for money.*

6.10 Feedback on Rates

Table 6.10.1 shows the proportion of residents' surveyed who pay rates and their view on whether the rates and charges they pay they consider as value for money.

More than one third of residents surveyed (36.5%) considered the rates and charges they pay as value for money (5.5% good value, 31.0% reasonable value). Only 2.1% of residents could not say.

Three in five residents surveyed (61.3%) considered the rates and charges they pay as poor value for money.

People living in Redland City for 5 to 9 years (42.6%), females (40.0%) residents aged 41 to 55 years (38.3%) and white collar workers (41.8%) were more likely to rates and charges they pay as good or reasonable value for money.

People who considered the rates and charges they pay as poor value for money was higher for the following groups:

- People living on the southern bay islands (79.6%).
- Blue collar workers (68.6%).
- Residents aged 40 years and under (66.5%).
- Males (65.6%).

Table 6.10.1– Feedback on Rates

Region	% of residents who pay rates	Good value/ Reasonable value	Poor Value	Cannot say
Coastal Regions	87.1%	35.6%	62.0%	2.5%
Inland Regions	88.4%	39.5%	58.8%	1.8%
Stradbroke Island	74.7%	33.9%	61.5%	4.6%
Southern Islands	89.4%	20.4%	79.6%	0.0%
Total – Mainland	87.6%	37.1%	60.7%	2.2%
Total – Islands	85.8%	23.2%	75.7%	1.0%
Total	87.5%	36.5%	61.3%	2.1%

Council's performance on providing high quality, clear information about the Council and the way it works rated as good to very good:
Redland City 39.4%
LGAQ 2009 survey 48.0%
Islands residents rate Council significantly lower on performance compared to mainland residents.

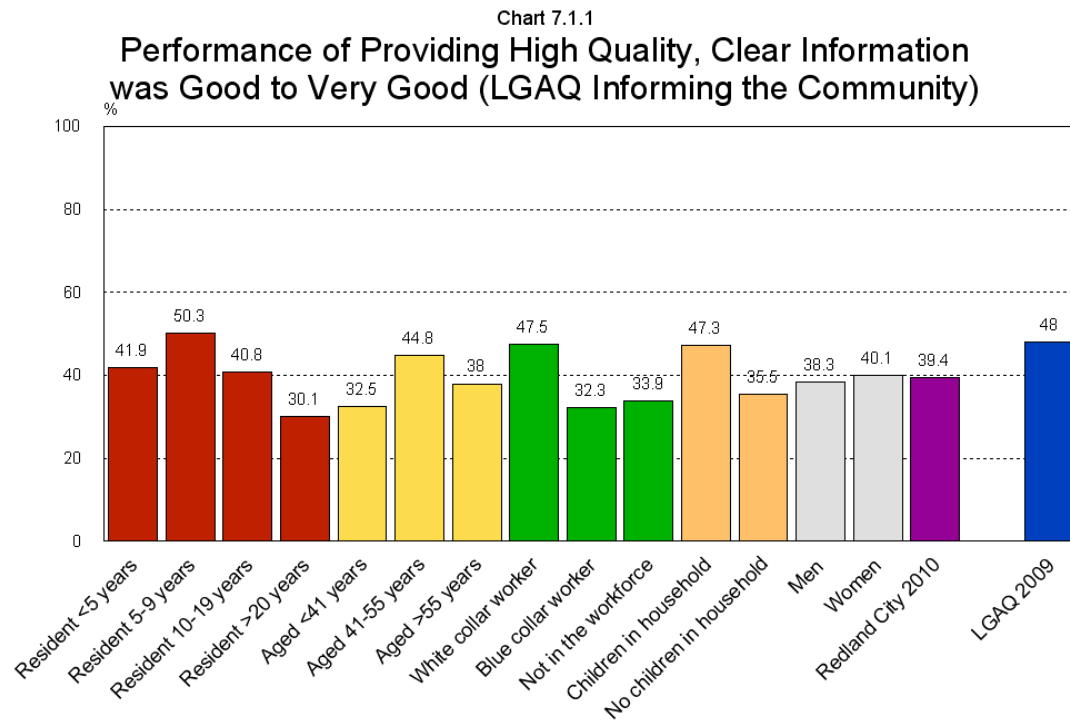
7. Customer Service and Communication

7.1 Information Services

Table 7.1.1 shows how residents rated Council's performance on providing high quality, clear information about the Council and the way it works. Chart 7.1.1 shows the proportion of residents that rated Council's performance on providing high quality, clear information about the Council and the way it works as good to very good.

Table 7.1.1 – Performance of Council on Providing High Quality, Clear Information about the Council and the Way It Works

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	35.2%	38.0%	23.9%	2.8%
Inland Regions	46.4%	26.8%	19.7%	7.0%
Stradbroke Island	26.3%	28.9%	36.9%	7.9%
Southern Islands	27.8%	22.2%	44.4%	5.6%
Total – Mainland	39.8%	33.4%	22.2%	4.5%
Total – Islands	27.5%	23.7%	42.8%	6.1%
Total	39.4%	33.0%	23.0%	4.6%



Two in five residents surveyed (39.4%) rated Council's performance on providing high quality, clear information about the Council and the way it works as good to very good (good 34.5%, very good 4.9%). A further 33.0% rated it as 'fair only'.

One in five residents (23.0%) surveyed rated Council performance in this area as poor or very poor (poor 16.1%, very poor 6.9%).

People living in Redland City for 5 to 9 years (50.3%), white collar workers (47.5%) and residents in households with children (47.3%) were more likely to rate communication as good (good or very good).

These groups were more likely to rate Council's performance as poor to very poor:

- People living on the southern bay islands (44.4%).

- People living on Stradbroke Island (36.9%).
- People not in the workforce (30.3%).
- Blue collar workers (28.1%).
- People aged over 55 years (26.4%).

Of the residents who had contacted Council in the last 12 months, 66.8% were satisfied with the way their queries or contact was handled.

7.2 Contact with Council

Table 7.2.1 shows residents' last contact with Council.

Three in five residents surveyed (58.1%) had contact with Redland City Council in the last twelve months.

Residents from the southern bay islands (70.2%) and from the inland region of the City (63.3%) were more likely to have had contact with Council in the last twelve months.

People living in Redland City for less than 5 years (70.3%), residents aged 40 years and younger (60.9%). Women (63.8%) and residents in households with children (63.0%) were more likely to have had contact with Council in the last twelve months.

Residents were less likely to have contact from the following groups:

- Blue collar workers (63.5%).
- Males (50.0%).
- People living in the coastal regions of the City (45.9%).
- People living on Stradbroke Island (51.2%).

More than half of residents surveyed (60.7%) had contact by telephone.

Table 7.2.1 – Last Contact with Redland City Council

Principle	Region				Mainland – Total	Islands – Total	Total
	Coastal Regions	Inland Regions	Stradbroke Island	Southern Islands			
Contact with Council in last twelve months.	54.1%	63.3%	48.8%	70.2%	57.9%	64.8%	58.1%
By telephone.	62.8%	59.1%	36.9%	54.9%	61.1%	51.5%	60.7%
In person (elsewhere).	12.2%	15.5%	6.4%	30.4%	13.7%	25.8%	14.2%
In person at Customer Service Centre.	13.9%	16.0%	8.6%	3.9%	14.8%	4.8%	14.5%
Online (email or Council website).	2.2%	10.1%	10.7%	6.5%	5.8%	7.3%	5.8%
By letter or other correspondence.	3.6%	5.6%	13.4%	17.3%	4.5%	16.6%	5.0%
Through local Councillor.	3.3%	4.7%	15.0%	0.0%	4.0%	2.9%	3.9%
A visit by Council staff.	3.3%	4.9%	9.1%	1.3%	4.1%	2.8%	4.0%
Other.	1.1%	0.9%	4.2%	2.6%	1.0%	3.0%	1.0%

Residents surveyed contacted the Council for the following reasons:

- Animal registration (15.7%).
- Pay rates (12.4%).
- House and building approvals (11.5%).
- House and building enquiries (8.6%).
- Leaves and tree cleanup (5.0%).
- Pet control (4.9%).
- Water and wastewater issues (4.6%).
- Recreational activities enquiries (4.5%).
- Parklands (3.0%).
- Problems with neighbours (2.8%).
- Waste services (2.6%).
- Waste fees (2.5%).
- Water rates (2.0%).
- Footpaths (2.0%).

Other reasons, each made by less than 2% of residents surveyed, included the following:

- Environmental issue.
- Rates enquiries.
- Make other payments.
- Problems in the area.
- Community services.
- Local facilities.
- Traffic.
- Waste management.
- Pay rates.
- Town planning issue.
- Parking.
- Roads.
- Got an award.

- Employment.
- State government development.
- Cannot recall or did not want to comment.
- Permits.
- Pool regulation.
- Fees.
- Fuel reduction, disability access.
- Boat moorings and jetties.
- Fires.
- Tree planting or removal.
- Regulations.
- Council community or meetings.
- Library Services.
- Insects.
- Asbestos.
- Insurance.
- Care and foster grand children.
- Range of issues.

Rated Council's performance on handling enquiries and requests efficiently as good to very good:

Redland City 47.0%

Coastal and inland residents rated Council performance higher.

7.3 Handling Enquiries and Requests Efficiently

Table 7.3.1 shows how residents rated Council's performance on handling enquiries and requests efficiently. Chart 7.3.1 shows the proportion of residents that rated Council's performance on handling enquiries and requests efficiently as good to very good.

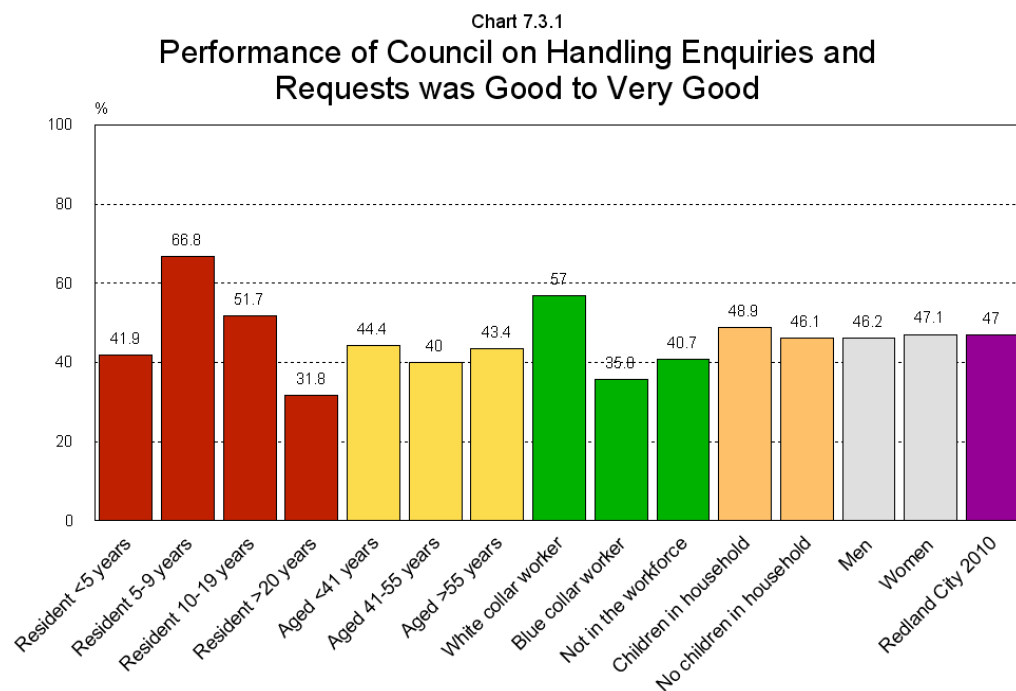
Almost half of residents surveyed (47.0%) rated Council's performance on handling enquiries and requests efficiently as good to very good (good 36.5%, very good 10.5%). A further 30.7% rated it as 'fair only'.

Slightly more than one in ten residents (14.6%) surveyed rated Council performance in this area as poor or very poor (poor 9.6%, very poor 5.0%).

People living in Redland City for 5 to 9 years (66.8%), 10 to 19 years (51.7%) and white collar workers (57.0%) were more likely to rate Council's performance on handling enquiries as good (good or very good).

Table 7.3.1 – Performance of Council on Handling Enquiries and Requests Efficiently

Region	Good/Very Good	Fair Only	Poor/Very Poor	Cannot say
Coastal Regions	45.1%	32.4%	15.5%	7.0%
Inland Regions	50.7%	29.6%	11.3%	8.5%
Stradbroke Island	26.4%	34.2%	29.0%	10.5%
Southern Islands	40.8%	13.0%	37.1%	9.3%
Total – Mainland	47.3%	31.2%	13.8%	7.6%
Total – Islands	37.6%	17.5%	35.3%	9.5%
Total	47.0%	30.7%	14.6%	7.7%



Rating Council's performance as poor to very poor on handling enquiries and requests efficiently was higher for the following groups:

- People living on the southern islands (37.1%).
- People living on Stradbroke Island (29.0%).
- Blue collar workers (21.3%).

Newspapers and direct communication continue to be the preferred by residents. However, the website is an important source of information. Residents want to see increased consultation, more information available and more direct mail information.

7.4 Communication from Council

Sources of information

The residents surveyed obtained their information from Council from the following sources:

- Newspaper articles (44.5%).
- Newsletters (38.5%).
- Personalised mail (18.1%).
- Council's weekly columns in newspapers (15.1%).
- The internet (13.8%).
- Via the Council website (13.5%).
- By telephone (13.5%).
- Newspaper ads (10.5%).
- Publications and brochures (7.7%).
- Local councillor (2.7%).
- Information at the library (2.1%).
- Email (2.1%).

Other sources of information identified, each made by less than 2% of residents surveyed, included the following:

- Information with rates notices.
- Word of mouth or gossip.
- In person.
- Shopping Centre displays.
- Community centre.
- Offices are easily accessible for information.
- Through family.
- Friends who work for council.
- Direct from mayor.
- Radio.
- Notice boards.
- Prising it out – Council has very poor communication.

Priorities for Council Communication

More than a third (37.0%) of residents surveyed said they were satisfied with current communication from Council. A further 12.1% had no specific comment to make or were unsure about the issues.

Suggestions provided by residents surveyed to improve communication services to residents included:

- Increase mailed out information (13.5%).
- Increased consultation with the community (9.3%).
- Improve consultations with the community and publicity on issues and meetings (8.0%).
- Increase the information available (6.1%).
- Listen to residents and their feedback (3.9%).
- More emailed information (3.3%).
- Be honest, open and transparent (2.7%).
- Improve the website (2.4%).
- Other comments (2.1%).

Other sources of information identified, each made by less than 2% of residents surveyed, included the following:

- There is information overload.
- More accessible - people and information.
- Improve information in some areas and locations.
- Improve information quality.
- Reply to queries.
- More information on the website.
- Act to follow through on feedback.
- Inform residents about the survey results.
- Improve information clarity.

Agreed or strongly agreed residents have an opportunity to have a say on key decisions affecting Redlands:

Redland City 41.4%

LGAQ 31.3%

Inland residents are more likely to feel that they have a say.

7.5 Feedback and Influence on Council Decisions

The opportunity to have a say on key decisions affecting the Redlands on important issues

Table 7.5.1 shows residents' agreement with the statement that they have the opportunity to have a say on key decisions affecting the Redlands on important issues.

Four in ten residents surveyed (41.4%) agreed or strongly agreed that they have the opportunity to have a say on key decisions affecting the Redlands on important issues (1.3% strongly agree, 40.1% agree). A further 9.5% of

residents surveyed neither agreed nor disagreed.

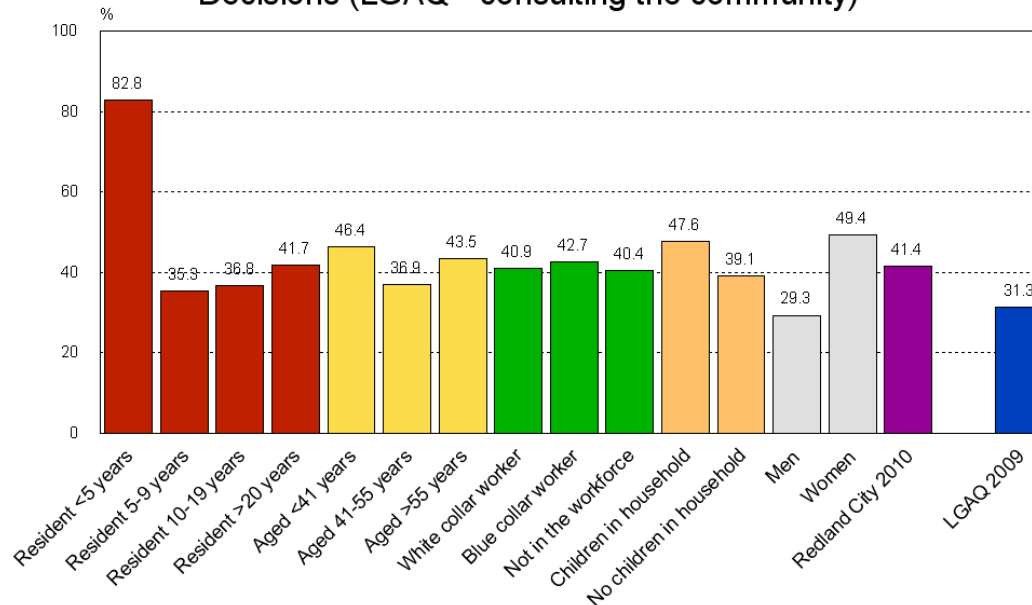
Four in ten residents surveyed (44.0%) disagreed or strongly disagreed that they have the opportunity to have a say on key decisions affecting the Redlands on important issues (33.9% disagree, 10.1% strongly disagree).

Table 7.5.1 – Agreement That They Have the Opportunity to Have a Say on Key Decisions Affecting the Redlands on Important Issues

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	36.8%	7.4%	48.5%	7.4%
Inland Regions	50.0%	12.1%	36.2%	1.7%
Stradbroke Island	30.6%	18.4%	47.0%	4.1%
Southern Islands	38.0%	18.0%	44.0%	0.0%
Total – Mainland	41.7%	9.1%	43.9%	5.3%
Total – Islands	36.0%	18.1%	44.8%	1.1%
Total	41.4%	9.5%	44.0%	5.1%

Chart 7.7.1

Agree that Residents have the Opportunity to Have a Say on Key Decisions (LGAQ - consulting the community)



People living in Redland City for less than 5 years (82.8%), female residents (49.4%) and residents in households with children (47.6%) were more likely to agree (agreed or strongly agreed) that they have the opportunity to have a say on key decisions affecting the Redlands on important issues.

Disagreement with the statement that they have the opportunity to have a say on key decisions affecting the Redlands on important issues was higher for the following groups:

- Males (59.0%).
- Blue collar workers (56.5%).
- Residents aged 41 to 55 years (54.4%).
- People living in the coastal region of the City (48.5%).
- People living on the Stradbroke Island (47.0%).

Suggested improvements to ensure residents have the opportunity to have a say on key decisions affecting the Redlands on important issues included:

- Listen to residents more – follow the will of the people.
- Council should be more available. Increase consultation with the community.
- More community input to improve local services.
- Councillors need to listen to what people have to say – more public consultation is needed.
- Council should hold more open meetings to discuss issues with the public.
- Get rid of politicians.
- Get rid of the current politicians.
- Council is ignoring the community.
- More public awareness of decision making and consultation is needed.
- People need more opportunities to speak directly to councillors.
- More regular consultation with the ordinary residents is needed.
- Councillors do not listen to residents.
- Money matters more to the Council than public opinion.

- Council needs to be more transparent.
- Councillors are listening but are not acting on community feedback.
- Council should give more notice to the public about key decisions made.
- The Council needs to improve the information it provides to residents on important decisions.
- Pay more attention to open discussions with the community rather than on token gestures of consultation.
- The community needs better opportunities to be able to voice their opinion – this resident had not had the chance to put forward their views.
- Councillors are sometimes worse than kindergarten children.
- Council bypasses the general public – council panders to minority groups.
- Residents are not told when important decisions or issues have happened.
- The Greens are dominating the vote in council. Average public views are being overruled.
- Council is only acting to protect interest groups – pandering to the minorities.
- There is communication with the aboriginal population, but not to other residents. There are 500 squatters on the island.
- Sometimes residents are unaware of council decisions and some do not care about these decisions.
- Government is closing down the mine – the community did not hear about it and had no say in this decision.
- Council needs to improve communication when important things are happening.

Southern bay islanders were more likely to have participated in meetings while residents in other regions were more likely to participate in groups, speakouts and online consultation.

Council's consultation activities

Table 7.5.2 shows residents' participation in consultation activities with Redland City Council in the last twelve months and the purpose and type of consultation activity.

One in ten residents (11.9%) surveyed had participated in consultation activities with Redland City Council in the last twelve months.

The following groups were more likely to participate in consultation activities with Redland City Council:

- Residents of the southern bay islands (44.3%).

- Residents of Stradbroke Island (24.3%).
- Residents aged 55 years and older (13.9%).
- People not in the workforce (14.9%).
- People in households with children (13.3%).

The main Redland City Council consultation activities that residents participated in during the last twelve months included the following:

- Focus groups, community reference groups, community working groups (39.4%).
- Speakouts and other community events (26.6%).

Table 7.5.2 – Participation in Redland City Council's Consultation Activities

Principle	Region				Mainland – Total	Islands – Total	Total
	Coastal Regions	Inland Regions	Stradbroke Island	Southern Islands			
Participated in Council's consultation activities in last twelve months.	11.3%	10.5%	24.3%	44.3%	10.9%	39.2%	11.9%
Focus groups, community reference groups, community working groups	44.0%	37.9%	64.0%	14.5%	41.7%	22.0%	39.4%
Speakouts and other community events	29.3%	25.8%	27.0%	14.5%	28.0%	16.4%	26.6%
Other online surveys forums or feedback forums	16.0%	12.1%	31.5%	6.2%	14.5%	10.0%	14.0%
Paper based surveys and feedback forms	5.3%	12.1%	0.0%	16.6%	7.9%	14.1%	8.6%
Meeting/views forward for parking at meeting/meeting with councillor/parking meeting	0.0%	0.0%	0.0%	37.8%	0.0%	32.1%	3.7%
Development of Redland Bay	5.3%	0.0%	0.0%	2.1%	3.3%	1.8%	3.1%
Council's online community feedback network (Redlands Pulse)	5.3%	0.0%	9.0%	0.0%	3.3%	1.4%	3.1%
Planted trees/home planting for plants/planting trees	0.0%	6.1%	0.0%	4.1%	2.3%	3.5%	2.4%
Attended Council meeting re closing of South Street	0.0%	6.1%	0.0%	0.0%	2.3%	0.0%	2.0%
Other.	0.0%	0.0%	0.0%	8.4%	0.0%	7.2%	0.8%

- Other online surveys, forums or feedback forums (14.0%).
- Paper based surveys and feedback forms (8.6%).
- Meetings or views forward for parking issues (3.7%).
- Council's online community feedback network (Redlands Pulse) (3.1%).
- Development of Redland Bay (3.1%).
- Planted trees or home planting of plants (2.4%).
- Attended Council meeting re closing of South Street (2.0%).

Other consultation activities reported by less than 2% of the residents surveyed included the following:

- Seniors Week meeting.
- Grants application – Art gallery.
- Transport and bridge.
- 2030 plan for next 30 years.

Agree with general policies and direction of current Council:

Redland City 47.7%

Coastal residents are more likely to agree with general policies and direction of current Council.

8. Qualities of Council

8.1 Satisfaction with Council General Policies and Direction

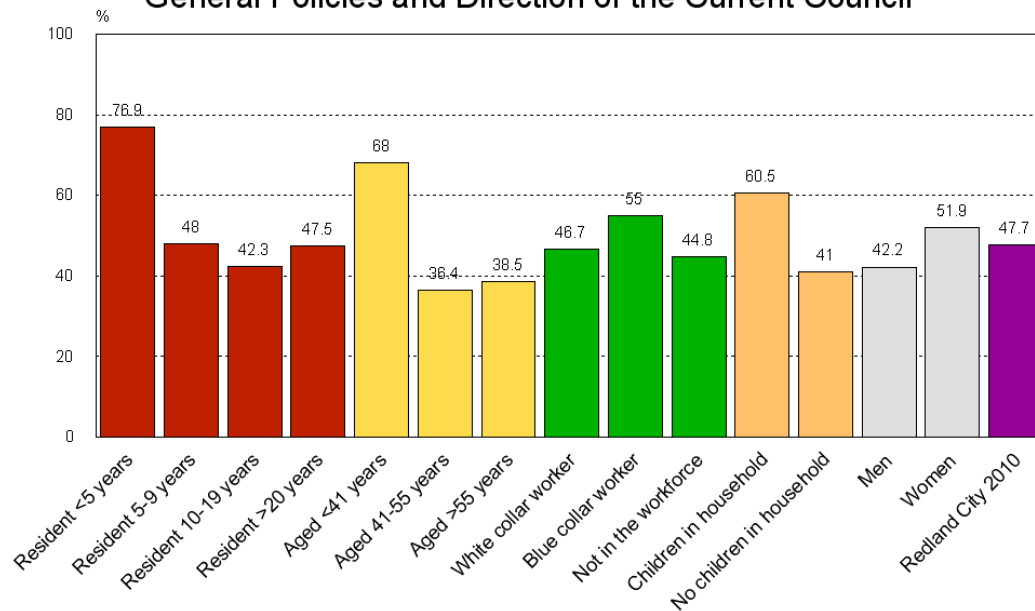
Table 8.1.1 shows residents' agreement with the statement that they are happy with the general policies and direction of the current Council.

Almost half of residents surveyed (47.7%) agreed or strongly agreed that they are happy with the general policies and direction of the current Council (1.1% strongly agree, 46.6% agree). A further 18.1% of residents surveyed neither agreed nor disagreed.

Table 8.1.1 – Agreement That They Are Happy With the General Policies and Direction of the Current Council

Region	Strongly Agree/ Agree	Neither Agree nor Disagree	Disagree/ Strongly Disagree	Cannot say
Coastal Regions	53.4%	17.6%	25.3%	3.7%
Inland Regions	40.8%	18.5%	39.4%	1.4%
Stradbroke Island	38.3%	29.9%	23.9%	8.0%
Southern Islands	23.4%	19.5%	55.1%	2.0%
Total – Mainland	48.6%	17.9%	30.7%	2.8%
Total – Islands	27.5%	22.4%	46.6%	3.6%
Total	47.7%	18.1%	31.2%	2.8%

Chart 8.1.1
Residents that Agree they are Happy with the General Policies and Direction of the Current Council



One in three residents surveyed (31.2%) disagreed or strongly disagreed that they are happy with the general policies and direction of the current Council (21.2% disagreed, 10.0% strongly disagreed).

People living in Redland City for less than 5 years (76.9%), residents aged 40 years and younger (68.0%), blue collar workers (55.0%) and households with children (60.5%) were more likely to agree (agreed or strongly agreed) that they are happy with the general policies and direction of the current Council.

Disagreement with the statement that they are happy with the general policies and direction of the current Council was higher for the following groups:

- People living on the southern bay islands (55.1%).
- People living in the inland regions of the City (39.4%).
- Residents aged 41 to 55 years (39.1%).
- Males (34.6%).

Residents suggested these improvements to ensure that they are happy with the general policies and direction of the current Council:

- Reduce rates (12.0%).
- Limit development (11.9%).
- Reduce waste charges (8.1%).
- More consultation with the community (5.4%).
- Improve roads, transport infrastructure and traffic (5.2%).
- Improve planning (4.5%).
- Improve waste services (4.1%).
- Reduce water rates (4.1%).
- Improve Council performance (3.9%).
- Pet control (2.6%).
- Increased measure to protect koalas and wildlife (2.6%).
- Improve environmental management (2.3%).
- Be open, honest and transparent (2.1%).
- Change focus in some areas (2.1%).

Other comments, each made by less than 2% of residents surveyed included the following:

- Council unity.
- Green waste costs.
- Support development.
- Council is trying but can improve.

- Improve parking.
- Increased tourism.
- Improve communication with the community.
- Improve equity of services for different areas in the City.
- Increased infrastructure investment.
- Improve recreational facilities.
- Increased local employment.
- Other government management and service issues.
- Improve services to special needs groups.
- Improve financial management.
- They overspend on purchasing land out of rate payers funds.
- Be more visible.
- Work more effectively with other levels of government.
- Improve access to the islands.
- Water management.
- Improve transport services.
- Build a more diverse community.
- Improved parking.
- Improve services to islands.
- Greater acknowledgement of the Quandamooka people.
- Improve regulations affecting residents.

Agree or strongly agree that Council acts in best interests of the community:
Redland City 52.4%
Coastal and inland residents are more likely to agree.

8.2 Acting in the Interests of the Community

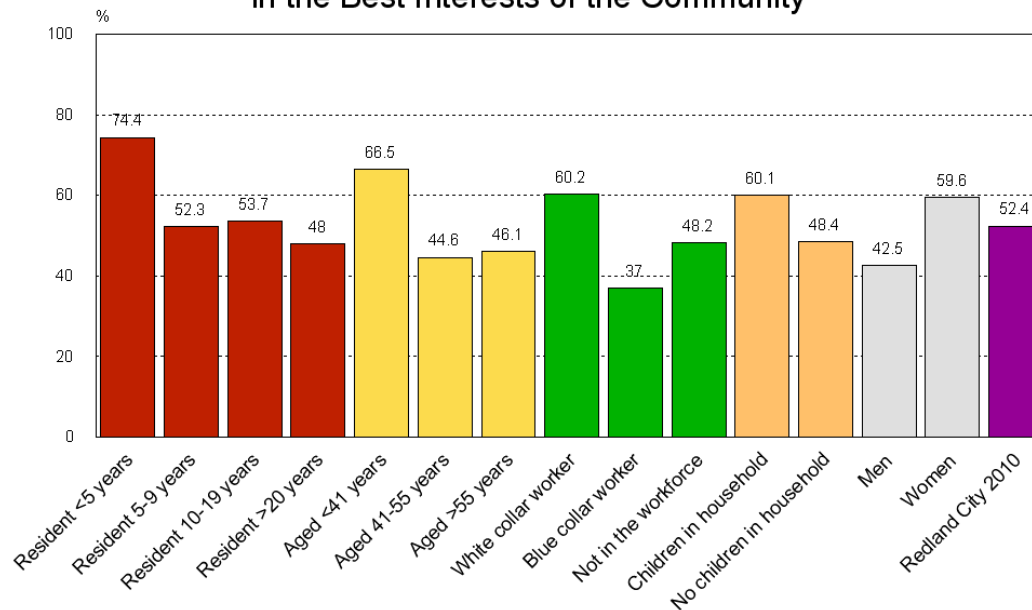
Table 8.2.1 shows residents' agreement with the statement that Council acts in the best interests of the community.

Half of the residents surveyed (52.4%) agreed or strongly agreed that Council acts in the best interests of the community (2.0% strongly agree, 50.4% agree). A further 18.4% of residents surveyed neither agreed nor disagreed.

One in three residents surveyed (28.0%) disagreed or strongly disagreed that Council acts in the best interests of the community (23.6% disagreed, 4.4% strongly disagreed).

Chart 8.2.1

Proportion that Agreed that Council Acts in the Best Interests of the Community



People living in Redland City for less than 5 years (74.4%), residents aged 40 years and younger (66.5%) and households with children (60.1%) were more likely to agree (agreed or strongly agreed) that Council acts in the best interests of the community.

Table 8.2.1 – Agreement that Council Acts in the Best Interests of the Community

Region	Strongly Agreed/Agreed	Neither Agreed nor Disagreed	Disagreed/Strongly Disagreed	Cannot say
Coastal Regions	56.6%	19.9%	22.3%	1.2%
Inland Regions	48.0%	15.8%	34.9%	1.4%
Stradbroke Island	34.3%	19.9%	43.8%	2.0%
Southern Islands	23.5%	21.5%	55.1%	0.0%
Total – Mainland	53.3%	18.3%	27.1%	1.3%
Total – Islands	26.5%	21.0%	52.0%	0.5%
Total	52.4%	18.4%	28.0%	1.2%

Disagreement with the statement that Council acts in the best interests of the community was higher for the following groups:

- People living on the southern bay islands (55.1%).
- People living on Stradbroke (43.8%).

- Blue collar workers (40.3%).
- Households with no children (34.0%).

Suggested improvements to ensure that Council acts in the best interests of the community included:

- Council should be more involved in the community.
- Council should be more approachable. The community needs to be allowed to express concerns.
- Target longer term goals.
- Council should think twice about spending taxpayers' money, e.g. Aldi shops.
- Listen to residents.
- Council acts for themselves and not for the people.
- The resident is opposed to high-density housing.
- The Council needs to support industrial growth.
- The Council acts in the best interests of their own hip pockets.
- Council should show more respect for residents.
- Council needs to communicate about the focus of the city, e.g. building tourism.
- Council should talk to the community more than it does at present, particularly when issues arise. Council is not listening to residents.
- More community input on decisions.
- Councillors need to talk to the community – the community pays their wages.
- High-rise development is not in the best interests of the community.
- Council should consider reducing charges.
- Provide more services for pensioners.
- Council should stop giving themselves pay rises and should also stop increasing rates.
- Listen to the people of the city.
- Council is too focused on green issues.
- Council should 'honour people power'.
- It is not clear how council acts in the interests of the community.
- There is a lot of favouritism when granting planning approvals. There is too much bureaucracy.
- Council is slow to act.
- Council does not always act in the best interests of the community.
- Council looks after itself first, second and last.
- The recent investment in units and high rise is affecting the community and runs against the community's best interests – it is creating overcrowding.
- At times, Council acts in the exact opposite to community interests.
- Council has a focus on minority groups and sectors with money. The Council does not really focus on the views of the general community in Redlands.
- More transparency is needed.

APPENDIX 1 – SURVEY QUESTIONNAIRES

A

REDLAND CITY COUNCIL COMMUNITY SATISFACTION SURVEY

Draft No. 7
13 September 2010

INTRODUCTION

Good morning/afternoon/evening, my name is ... from Deborah Wilson Consulting Services, a Brisbane market research firm. We are conducting an important survey for Redland City Council on residents' satisfaction with service levels and potential improvements. Your feedback will help Council understand community views on Council's performance and will be incorporated as a key part of Council's overall performance management.

The interview will take about 10 minutes. Do you have time now to participate?

The information you provide will be used for research purposes only and we do not keep any individual responses after we finish the survey.

Can I confirm that you live in Redland City? **(If no, thank and end interview)**

Can I just confirm you are aged 18 years or over? Can I ask for your first name?

First Name: _____

Phone: _____

Interviewer: _____ Date: _____

Call Back details: _____

1. Performance on Services

1.1 How would you rate the performance of Redland City Council on these basic services? Please tell me if their performance is very good, good, fair only, poor or very poor. **(Read out and record an answer for each)**

Aspect	Very good	Good	Fair only	Poor	Very Poor	Cannot say
(a) Road maintenance, footpaths, kerbing and guttering	1	2	3	4	5	6
(b) Traffic management	1	2	3	4	5	6
(c) Parking	1	2	3	4	5	6
(d) Drainage/flood mitigation	1	2	3	4	5	6
(e) Waste management	1	2	3	4	5	6
(f) Community health (seniors care; disability support services)	1	2	3	4	5	6
(g) Community development (youth outreach services; community safety)	1	2	3	4	5	6
(h) Parks, playgrounds/public amenities	1	2	3	4	5	6
(i) Environmental controls (storm water runoff; building site runoff; industry emissions)	1	2	3	4	5	6
(j) Environmental protection/conservation	1	2	3	4	5	6

Aspect	Very good	Good	Fair only	Poor	Very Poor	Cannot say
(k) Community services (after school hours child care; swimming pools and sporting facilities)	1	2	3	4	5	6
(l) Quality and range of cultural, sporting and library services	1	2	3	4	5	6
(m) Town planning	1	2	3	4	5	6
(n) Building control	1	2	3	4	5	6
(o) Economic development/local employment	1	2	3	4	5	6
(p) Tourism development	1	2	3	4	5	6
(q) Environmental planning	1	2	3	4	5	6
(r) Parks management	1	2	3	4	5	6
(s) Cycleways	1	2	3	4	5	6
(t) Jetties	1	2	3	4	5	6
(u) Providing high quality clear information about Council and the way it works	1	2	3	4	5	6
(v) Handling enquiries and requests efficiently	1	2	3	4	5	6

2. Community Views

2.1 (a) How much do you know about the Aboriginal community of Redlands? **(Read out and record one answer)**

- Strong knowledge of local Aboriginal community and traditions 1
- Aware that there is a local Aboriginal community 2
- Unaware of any local Aboriginal community or tradition 3
- Could not say 6

(b) Before today, had you heard the term Quandamooka?

- No 1 **(go to 2.2)**
- Yes 2 **(go to (c))**

(c) Can you tell me what Quandamooka means? **(Do not read out. Record all answers)**

- No - don't know what it means 98
- Descendants of the first (Aboriginal) people of Redlands 1
- Name of a locality in Redland City 2
- Other - specify:

2.2 Does your household take any actions to prepare for the following natural disasters? **(Read out and record one answer for each)**

	Yes	No	Cannot Say
(a) Severe storms or cyclones	1	2	3
(b) Storm surge, inundation	1	2	3
(c) Fire	1	2	3
(d) Tsunami	1	2	3

2.3 **(ISLAND COMMUNITIES ONLY – STRADBROKE ISLAND AND SOUTHERN ISLANDS)**

Are you aware of island evacuation plans in the event of natural disasters?

- Yes 1
- No 2

2.4 **(ASK EVERYONE)** (a) Do you or a member of your household pay rates?

- No 1 **(go to 3.1)**
- Yes 2 **(go to (b))**

(b) Do you consider that the rates and charges you pay are value for money relative to the range of services and facilities provided by Council? Would you say they are: **(Read out and record one answer)**

- Good value for money 1
- Reasonable value for money 2
- Poor value for money 3
- Could not say 4

3. **Customer Services/Communication**

3.1 (a) In the last 12 months, have you had any contact with Redland City Council?

- Yes 1 **(go to (b))**
- No 2 **(go to 3.2)**

(b) What was that last contact with Council?... **(Do not read out. Record one answer)**

- Through your local Councillor? 1
- In person at Customer Service Centre? 2
- A visit by Council staff? 3
- In person (elsewhere)? 4
- By telephone? 5
- By letter or other correspondence? 6
- At the library 7
- Online (email or Council’s website) 8
- Other 9

(c) What was that contact about? **(Do not read out. Record one answer)**

- Pay rates 1
 - Make other payments 2
 - Rates enquiries 3
 - Recreational activities enquiries..... 5
 - House and building approvals 6
 - House and building enquiries 7
 - Animal registration 8
 - Other (specify).....9
-

(d) Overall, how satisfied were you with the way your queries or contact in the last 12 months was handled?
(Read out and record one answer)

- Very satisfied 1
- Satisfied 2
- Neither satisfied nor dissatisfied 3
- Dissatisfied..... 4
- Very dissatisfied..... 5
- Could not say 6

3.2 (a) How do you get your information from Council? **(Do not read out. Record all answers)**

- Have not received any information 98
 - Personalised mail..... 1
 - Newsletters 2
 - Newspaper articles 3
 - Council’s weekly columns in newspapers..... 4
 - Newspaper ads 5
 - Information with rates notices 6
 - Publications and brochures 7
 - By telephone 8
 - Via the Council website 9
 - The internet..... 10
 - Information at the library 11
 - Email..... 12
 - Shopping Centre displays 13
 - Local councillor..... 14
 - Other (specify)..... 15
-

(b) Have you participated in any of Council’s consultation activities in the last 12 months? **(Record one answer)**

- No 1 **(go to 4.1)**
- Yes 2 **(go to (c))**

(c) What activities did you participate in? **(Do not read out. Record all answers)**

Council’s online community feedback network (Redlands Pulse).....1

Other online surveys, forums or feedback forums.....2

Speakouts and other community events.....3

Focus groups; community reference groups; community working groups.....4

Paper based surveys and feedback forms5

Other (please describe)6

4. Managing the City

4.1 What could Council do more of or differently in the following areas? **(Read out (a) and (b))**

(a) Improving its communication services to residents **(Record all answers given)**

(b) General policies and direction of the current Council**(Record all answers given)**

5. Demographics

Finally, a couple of questions to make sure we are talking to a cross section of people.

5.1 What was your age group last birthday? **(Read out and record one answer)**

- 18 – 25 1
- 26 – 30 2
- 31 – 35 3
- 36 – 40 4
- 41 – 45 5
- 46 – 50 6
- 51 – 55 7
- 56 – 60 8
- 61 – 65 9
- Over 65 10

5.2 How long have you lived in Redland City? **(Record number of years)**

_____ years

5.3 (a) Do you own a pet? **(Record one answer)**

Yes 1 **(Go to (b))**

No 2 **(Go to 5.4)**

(b) What type of pet do you own? **(Record answer)**

5.4 How many people live in the household in the following categories? **(Read out and record an answer for each)**

- Adults in the household aged over 18
- Children aged 12 to 18
- Children aged 5 to 11
- Children aged under 5
- Total people

5.5 What is your occupation? **(If respondent is unemployed/not in labour force, ask...)** What is the main income earner in the household's occupation? **(Do not read out. Record using the reference list.)**

- Manager/administrator 1
- Professional 2
- Associate professional 3
- Tradespersons and related workers 4
- Advanced clerical and service worker 5
- Intermediate clerical, sales and service worker 6
- Elementary clerical, sales and service workers 7
- Labourers and related workers 8
- Unemployed 9
- Retired 10
- Student 11
- Other (specify 12

5.6 Do you own or manage a business in the Redlands? **(Record one answer)**

- Yes 1
- No 2

5.7 What is your postcode and suburb? **(Record postcode and suburb)**

Postcode _____ Suburb _____

5.8 Do you own your residence or are you renting? **(Record one answer)**

- Renting 1
- Own or paying off the residence 2

5.9 Sex **(Record automatically)**

- Male 1
- Female 2

5.10 Do you identify as **(Read all and record one answer)**

- An aboriginal or Torres Strait islander 1
- A traditional owner 2
- Other non-English speaking background 3
- None of the above 4

Thank you for your help with this survey.

Just to remind you, my name is from Deborah Wilson Consulting Services and our telephone number is (07) 3392 7978. We remind you that the information you provided will only be used for research purposes and if you require access to your personal information before we destroy the questionnaire in the next few days you can contact us. We do not keep any individual responses after we finish the survey.

B

REDLAND CITY COUNCIL COMMUNITY SATISFACTION SURVEY

Draft No. 7

13 September 2010

INTRODUCTION

Good morning/afternoon/evening, my name is ... from Deborah Wilson Consulting Services, a Brisbane market research firm. We are conducting an important survey for Redland City Council on residents' satisfaction with service levels and potential improvements. Your feedback will help Council understand community views on Council's performance and will be incorporated as a key part of Council's overall performance management.

The interview will take about 10 minutes. Do you have time now to participate?

The information you provide will be used for research purposes only and we do not keep any individual responses after we finish the survey.

Can I confirm that you live in Redland City? **(If no, thank and end interview)**

Can I just confirm you are aged 18 years or over? Can I ask for your first name?

First Name: _____

Phone: _____

Interviewer: _____ Date: _____

Call Back details: _____

1. Performance on Services

1.2 We would like your views on some issues that are outside the direct control of local government. This will help Council work with state and the federal governments on changes and funding for these issues. How satisfied are you with the following aspects. Are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with: **(Read out and record one answer)**

Aspect	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Cannot say	If dissatisfied or very dissatisfied, ask additional questions
(a) Safety in your City and neighbourhood	1	2	3	4	5	6	Would an increase in lighting improve this? Yes 1 No 2
(b) Local availability of community support services such as child care services and services for children and young people	1	2	3	4	5	6	Are child care services adequate in Redland City? Yes 1 No 2 Is after school care adequate in Redland City? Yes 1 No 2
(c) Availability of community services aimed at meeting the needs of an ageing community	1	2	3	4	5	6	What improvements are needed?
(d) Major roads in your local area	1	2	3	4	5	6	What improvements are needed?
(e) Public transport services in your local area	1	2	3	4	5	6	What improvements are needed?
(f) The state government's	1	2	3	4	5	6	What improvements are needed?

Aspect	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Cannot say	If dissatisfied or very dissatisfied, ask additional questions
Regional Plan to increase Redland City by about 30,000 residents by the year 2031.							
(g) Enough measures are in place to accommodate this growth without significant impact on the lifestyle in Redland City.	1	2	3	4	5	6	What improvements are needed?
(h) Enough measures are in place to accommodate this growth without significant impact on the environment in Redland City.	1	2	3	4	5	6	What improvements are needed?

1.3 (a) Do you agree or disagree with the following statements about Redland City – strongly agree, agree, neither agree nor disagree, disagree or strongly disagree. **(Read out and record one answer)**

Aspect	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Cannot say	If disagree or strongly disagree, ask 'What improvements are needed?' and record the answer)
(a) Young people and older age groups in the community get on well and respect one another	1	2	3	4	5	6	_____
(b) Redland City is 'a good place to live'	1	2	3	4	5	6	_____
(c) You have the opportunity to have a say on key decisions affecting the Redlands on important issues	1	2	3	4	5	6	_____
(d) Council should support business growth to significantly increase the number of local jobs in the City	1	2	3	4	5	6	_____
(e) Council acts in the best interests of the community	1	2	3	4	5	6	_____
(f) Council is working effectively with other levels of government to support the interest of the City	1	2	3	4	5	6	_____
(g) Redlands is a better place to live compared to 5 years ago	1	2	3	4	5	6	_____

Aspect	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Cannot say	If disagree or strongly disagree, ask 'What improvements are needed?' and record the answer)
(h) There are enough measures in place to preserve local wildlife including koalas	1	2	3	4	5	6	_____
(i) Measures for animal and pet control in Redland City are effective	1	2	3	4	5	6	_____
(j) There is good access to dog off leash areas in Redland City	1	2	3	4	5	6	_____
(k) You have a good sense of belonging in Redland City and good community spirit in your local area	1	2	3	4	5	6	_____
(l) Council is doing a good job in managing the City's growth, development and housing diversity	1	2	3	4	5	6	_____
(m) You are happy with the general policies and direction of the current Council	1	2	3	4	5	6	_____

2. Community Views

2.4 (a) Do you or a member of your household pay rates?

No 1 **(go to 3.1)**

Yes 2 **(go to (b))**

(b) Do you consider that the rates and charges you pay are value for money relative to the range of services and facilities provided by Council? Would you say they are: **(Read out and record one answer)**

Good value for money 1

Reasonable value for money 2

Poor value for money 3

Could not say 4

3. Customer Services/Communication

3.1 (a) In the last 12 months, have you had any contact with Redland City Council?

Yes 1 **(go to (b))**

No 2 **(go to 3.2)**

(b) What was that last contact with Council?... **(Do not read out. Record one answer)**

Through your local Councillor? 1

In person at Customer Service Centre? 2

A visit by Council staff? 3

In person (elsewhere)? 4

By telephone? 5

By letter or other correspondence? 6

At the library 7

Online (email or Council's website) 8

Other 9

(c) What was that contact about? **(Do not read out. Record one answer)**

Pay rates 1

Make other payments 2

Rates enquiries 3

Recreational activities enquiries 5

House and building approvals 6

House and building enquiries 7

Animal registration 8

Other (specify) 9

(d) Overall, how satisfied were you with the way your queries or contact in the last 12 months was handled? **(Read out and record one answer)**

Very satisfied 1

Satisfied 2

Neither satisfied nor dissatisfied 3

Dissatisfied 4

Very dissatisfied 5

Could not say 6

3.2 (a) How do you get your information from Council? **(Do not read out. Record all answers)**

- Have not received any information 98
- Personalised mail..... 1
- Newsletters 2
- Newspaper articles 3
- Council’s weekly columns in newspapers..... 4
- Newspaper ads 5
- Information with rates notices 6
- Publications and brochures 7
- By telephone 8
- Via the Council website 9
- The internet..... 10
- Information at the library 11
- Email 12
- Shopping Centre displays 13
- Local councillor 14
- Other (specify)..... 15

(b) Have you participated in any of Council’s consultation activities in the last 12 months? **(Record one answer)**

- No 1 **(go to 4.1)**
- Yes 2 **(go to (c))**

(c) What activities did you participate in? **(Do not read out. Record all answers)**

- Council’s online community feedback network (Redlands Pulse).....1
- Other online surveys, forums or feedback forums.....2
- Speakouts and other community events.....3
- Focus groups; community reference groups; community working groups.....4
- Paper based surveys and feedback forms5
- Other (please describe)6

4. Managing the City

4.1 What could Council do more of or differently in the following areas? **(Read out (a) and (b))**

(a) Improving its communication services to residents **(Record all answers given)**

(b) General policies and direction of the current Council**(Record all answers given)**

5. Demographics

Finally, a couple of questions to make sure we are talking to a cross section of people.

5.1 What was your age group last birthday? (Read out and record one answer)

- 18 – 25 1
- 26 – 30 2
- 31 – 35 3
- 36 – 40 4
- 41 – 45 5
- 46 – 50 6
- 51 – 55 7
- 56 – 60 8
- 61 – 65 9
- Over 65 10

5.2 How long have you lived in Redland City? (Record number of years)

_____ years

5.3 (a) Do you own a pet? (Record one answer)

Yes 1 (Go to (b))

No 2 (Go to 5.4)

(b) What type of pet do you own? (Record answer)

5.4 How many people live in the household in the following categories? (Read out and record an answer for each)

- Adults in the household aged over 18
- Children aged 12 to 18
- Children aged 5 to 11
- Children aged under 5
- Total people

5.5 What is your occupation? (If respondent is unemployed/not in labour force, ask...) What is the main income earner in the household's occupation? (Do not read out. Record using the reference list.)

- Manager/administrator..... 1
- Professional 2
- Associate professional 3
- Tradespersons and related workers 4
- Advanced clerical and service worker 5
- Intermediate clerical, sales and service worker 6
- Elementary clerical, sales and service workers 7
- Labourers and related workers 8
- Unemployed 9
- Retired 10
- Student 11
- Other (specify 12

5.6 Do you own or manage a business in the Redlands? **(Record one answer)**

Yes 1

No 2

5.7 What is your postcode and suburb? **(Record postcode and suburb)**

Postcode _____ Suburb _____

5.8 Do you own your residence or are you renting? **(Record one answer)**

Renting 1

Own or paying off the residence 2

5.9 Sex **(Record automatically)**

Male 1

Female 2

5.10 Do you identify as **(Read all and record one answer)**

An aboriginal or Torres Strait islander..... 1

A traditional owner 2

Other non-English speaking background..... 3

None of the above..... 4

Thank you for your help with this survey.

Just to remind you, my name is from Deborah Wilson Consulting Services and our telephone number is (07) 3392 7978. We remind you that the information you provided will only be used for research purposes and if you require access to your personal information before we destroy the questionnaire in the next few days you can contact us. We do not keep any individual responses after we finish the survey.

APPENDIX 2 – COMMENTS ON SUGGESTED IMPROVEMENT

1.2 We would like your views on some issues that are outside the direct control of local government. This will help Council work with state and the federal governments on changes and funding for these issues. How satisfied are you with the following aspects. Are you very satisfied, satisfied, neither satisfied not dissatisfied, dissatisfied or very dissatisfied with: **(Read out and record one answer)**

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
(a) Safety in your City and neighbourhood	<ul style="list-style-type: none"> Footpaths need to be improved. 			
(b) Local availability of community support services such as child care services and services for children and young people			<ul style="list-style-type: none"> There are not many facilities for young people. There has been some improvement recently, but more facilities are needed. There are nowhere near enough childcare facilities in Redland City. There is not enough for young people to do after school. There are not enough playgrounds in Redland City – they are the same number of playgrounds now as there were 25 years ago. There is nothing for young people to do. There are not a lot of childcare services available at Amity. There are not enough park areas for young children in the area. Improve facilities for teenagers. Provide more services for young people. 	

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
(c) Availability of community services aimed at meeting the needs of an ageing community	<ul style="list-style-type: none"> • Build more nursing homes and provide more funding for home care. • More services for the ageing community are needed. • Services need to improve in every area – more services, better accessibility to transport, more homecare – the ageing community should not be ‘left out’. • Provide more apartments that older people can rent instead of having to buy houses. • The resident has waited five years for an appointment with a dentist and has waited three years for a cataract operation. Both times the resident went to private health care, but could not afford this expense. 	<ul style="list-style-type: none"> • Provide more hospices. • Provide counselling services. • Provide increased care facilities particularly for people who have low incomes. • There are no bus services available for the resident. • Provide more respite places. • Provide more links to help older people in the community. • More public transport services accessible for older people. • More doctors are needed. • Better public transport that is more accessible. • Improved parking at the hospital – need car spaces close to the entrance for older people. • Improve accessibility of services for older people. 	<ul style="list-style-type: none"> • Increase aged care facilities – the area only has one aged care facility. • There is very little help unless all the people are of indigenous descent. • Council needs to talk to the community about their needs – there is a need for larger aged care facilities. • More can be done to provide retirement villages and aged care facilities at Amity Point. 	<ul style="list-style-type: none"> • Broader base for home care help. • Help needs to be promoted more. • Better and cheaper access to islands. • Need a retirement village. • Club or centre. Care and medical care. • Library, community pool, gym. • More places for elderly. More nursing homes and beds for respite. • Hydrotherapy pool, bicycle lanes. • Need Blue Care or something like it. • Public transport. • Rehabilitation services and more aged care. • Respite, better transport, footpaths, potholes. • Cannot say. • No transport to places. • Better accessibility to places. • Need medical care availability. • Services on the mainland should be on the islands. • Communication and availability. • Get rid of administration. More for older people. • Impossible for disabled people to get about. • Lack of access to jetties which is not suitable for older people.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
(d) Major roads in your local area	<ul style="list-style-type: none"> • Update the road network and install speed bumps. • Upgrade and update the road network. • Roads need widening. • Put speed bumps on Valentine Road. • Upgrade the road system – there are too many roundabouts. • Install more street lighting. • The road system needs vast improvement. • Traffic lights are needed at Shaw Street West and Wellington Street. • Improve road signage. • The road network needs to be updated and upgraded. • All local streets need resealing – there are too many potholes. • Future planning is needed to respond to population growth, especially between Cleveland and Victoria Point. Roads are getting too busy in this area. • Better roads are needed as well as fewer traffic light changes. Improve the conditions of the roads. • There has been a lack of planning – roads have not kept up with the increase in population and residential development in the area. • The resident does not like the intersection from the bay across Bloomfield Street – it is too difficult. More roundabouts would help the situation. 	<ul style="list-style-type: none"> • Cut down trees adjacent to roads – roads are often full of branches. • Build a two lane road to the Gold Cost. • Expand the road system to ease congestion. • Better transport infrastructure is needed – widen the roads. • Need to upgrade roads. • Need wider roads. • Fix the potholes. • Upgrade the roads. • Widen the main roads. • Widen and upgrade the roads. • Roads are too congested. Need more dual lane corridors from Redlands into Brisbane City. • Install more traffic lights at intersections. • Fix the potholes and improve road maintenance – a lot of work is needed including resurfacing. • Fix the many potholes. • Roads need improvement. • Upgrade roads. • There are not enough roads in the city. • Have less traffic lights. • There is too much traffic. • Provide better road access to Brisbane City. • Resurfacing is needed on Dublin Street. • Better traffic management is needed. More traffic lights or a ring road are needed. • Expand the road network. • Fix potholes. 	<ul style="list-style-type: none"> • Roads are not maintained and are not very wide. Council needs to improve the road network. • More road maintenance is needed. • Improve the road shoulders on the road to Dunwich. Most of the curbing needs improvement. • The resident only has a sand track on one side and a gravel road on the other. • There were no bicycle tracks. Poor services make it unsafe to cycle. • Road shoulders are in a terrible condition – need to improve road maintenance. • Road maintenance is always an issue – roads are always in need of repair. • Local roads and access roads are substandard – need to improve these roads. • Fill in the potholes more regularly. • Roads are sand tracks on the island. Roads are being ripped up all of the time. • There is not enough road maintenance. 	<ul style="list-style-type: none"> • Need bike paths/ways. • Rainbow Crescent needs footpath. • Too busy. Slow speed limit. • Need to clean gravel off paved roads. • Could be better. • Need to be redone. • More roads. (2) • More money into roads. • Lower speed limits to protect wildlife. • Improve road surfaces. • Better roads. • Sealed roads. Are too many dirt roads. (2) • Need repairs/maintenance. (2) • Tar sealing, footpaths, potholes filled. • Speed zones, upgrades dual carriage way Cleveland/Redland bay roads. • Speed limits too high. • Dirt roads. • Sealing any dirt roads. Dust reduction (5) • Build roads. • Only dirt roads. • No roads. • Road works. • Surfacing/tarmacing all roads. (5) • Upgrade roads. • No good roads, pathways. • Roads need guttering. • Seal roads. Kerbing. (3) • Move to 21st century, better roads. • More roads and more parking.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<ul style="list-style-type: none"> • The current infrastructure does not cater for the increased population. • Key roads should have two lanes each way to accommodate for current demand and future growth. • There are potholes everywhere. • Double lane roads to Brisbane are needed. • Improve the condition of roads – there are too many potholes and areas of rough or bad condition. • Stop the development – there are too many people and this causes traffic congestion. • Install more traffic lights. • Better road infrastructure is needed. • Roads need to be upgraded and widened. Establish a new train line to the Redlands. • Some roads need to be improved – services are rough. • Some road surfaces are too rough. Some intersections are dangerous. • The response to breakdowns on major motorways is too slow – just push the cars off the road to avoid traffic jams. 	<ul style="list-style-type: none"> • Provide more lanes on main roads. 		

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
(e) Public transport services in your local area	<ul style="list-style-type: none"> • Bus services should be more frequent and cover a wider range of locations in the Redlands. • More frequent bus services. • The railway station is not safe – gangs hang around. • Better public transport routes and more frequent services are needed. • Provide more frequent bus services. (2) • Public transport services are not regular enough for the amount of demand at present. • Improve rail services. • Provide light rail, rail or bus ways. Plans should be in place for corridors to improve public transport. • More frequent services and more services are needed. • There needs to be a significant increase in transport services between the Redlands and Brisbane City. • Provide more transport services, especially bus services. • Provide faster public transport services – more express services to the city and major destinations. 	<ul style="list-style-type: none"> • Improve the train system – efficiency and additional services. • More frequent services. • More frequent bus services. Buses are dirty, ill kept and dangerous. • Increase public transport services. • More regular and direct public transport services to the City. • Improve bus services. • Need a direct rail link. • Increase bus services. Smaller buses would be cheaper and could provide more frequent services. • More frequent bus services – particularly after hours. • Provide more frequent bus services and expand the number of bus routes. • More frequent transport services. • Safer, cleaner, better bus shelters. • More frequent bus services. • Not enough bus services to the suburbs. Tram services are good but there is not enough parking. • Increase bus and train services. • Improve the reliability of transport services and increase transport services. • More frequent public transport services. • Increase frequency of public transport services to suit the whole community – current services are very much below 	<ul style="list-style-type: none"> • Amity Point only has services three times a day – residents need to have a car to be able to move around. • Private transport services are available – boats and ferries provide a great service and buses are okay. • Bus services are okay, but the ferry service is too expensive. • Public transport is non-existent. Public transport needs to be improved from its current service level. • There is only one bus and five services that are only for school children. People cannot get services early in the morning. • There is a monopoly on transport services – the service is not very good and bus drivers are cranky. • Provide more bus services to Amity Point. • Public transport services are very erratic. 	<ul style="list-style-type: none"> • Bit more often. Only 7 times a day to Dunwich. • Courtesy bus service. • More bus stops and buses too infrequent. • Need water taxi. (2) • Buses and taxis don't connect. • More buses and bus services. don't go to enough areas. (5) • Buses are too expensive. Not linked with QLink. • Too expensive. Need more buses. • More buses and more frequent and later services. (2) • Maintenance. • Only privately owned bus service. Time table is poor. • Translink. • Ferry too expensive, bus service is rubbish. Have to rely on ferries which need to be subsidised. • Need more transport. (5) • None – link islands. Bus and ferry too expensive. Should be able to buy together. • Better boat fares, bridge. • More transport to amenities. • There are none! (8) • Island bus for public. • Buses, more transport. Barges unaffordable, ferry vehicle hopeless. • No transport. Need buses. Taxi too expensive. • Only a ferry service. Not on Translink. • Don't have any. Ferry is privately owned and too expensive. No buses, only

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
		<p>par.</p> <ul style="list-style-type: none"> • Improve public transport services. The Redlands should have a better rail system. • There are not enough public transport services. • Provide more public transport services. • Provide more buses and more public transport routes. • Provide better public transport services between the Redlands and Brisbane City. • Public transport services take too long (travel time). • Current public transport services do not take you where you want to go. • Provide more late night and early morning public transport services. 		<p>taxis. Need one ticket for all the services.</p> <ul style="list-style-type: none"> • None on islands. Boat services don't run on time with bus on mainland. • Need local bus service.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
<p>(f) The state government’s Regional Plan to increase Redland City by about 30,000 residents by the year 2031.</p>	<ul style="list-style-type: none"> • Bringing 30,000 more people into the Redlands is too much. • The Redlands will need better infrastructure to cope with population growth. • Need better infrastructure to cope with population growth. • Do not increase the population by 30,000. • If 30,000 people will move in, the Redlands will lose its quiet lifestyle. • Roads need to be widened and there is a lack of major facilities to cope with population increase. • Target of 30,000 is too much for the Redlands. The resident is opposed to building high-rise units. • There is too much development in the Redlands already and infrastructure is poor. • The resident does not want to see the community change – more people coming in will lead to over-development. • Better infrastructure would be needed if the population increased. • The Redlands will need better infrastructure if the population increases. • The Redlands should have less growth and lower population growth. • There is too much development. • Increased population will lead to too much development and 	<ul style="list-style-type: none"> • Keep the population at its current level. • Properties are too small – if more people move in to the Redlands this will make the situation even close. Homes are too close together and there is not enough space. • ‘Shoot local government’ – high density housing is wrong. • There are too many people in Redland City as it is – do not attract more people. • The City is big enough as it is – do not increase the population. • There is a lack of infrastructure to support this population growth. • Do not increase the population in the Redland City – look at other areas in southeast Queensland for population growth. • Ridiculous – far too many people. • Retain good agricultural land instead of using land for residential development. • Unsure of actions but do not want additional population. • Need to improve existing services to the community before increasing population. • Population should not increase – the Redlands is supposed to retain good farm land. • Opposed to high rise buildings. • Opposed to high rise development – need to have minimal development in Redland City. 	<ul style="list-style-type: none"> • There are already too many people in Redland City. • Increased population will have an adverse impact on the lifestyle for everyone. • Opposed to population increase – too many people coming in would have a negative effect. It would not be like natural population growth. • Increased population should not mean reduced services to the community. • Council should be reducing the population – not increasing it. • If there is overpopulation of the Redlands area, who will want to live here? • Increasing the population is okay as long as Stradbroke Island is left alone. • Population has to go somewhere. • It is not a good idea to increase the population in a coastal environment. • The resident is unhappy with plans to add another 30,000 people to the population. • The resident is not happy with plans to increase the population. • It is a crime to destroy rich farmland – rural Australia is being destroyed by population growth. • Hopefully, Stradbroke Island will not be affected by any population increase. • 30,000 is too many people. 	<ul style="list-style-type: none"> • Infrastructure isn’t available. • Too many people. Infrastructure would need to be dealt with first. (2) • Too many people. (5) • Will put too heavy demand on services. • Why? There is no need for it. • Too many. • It’ll spoil the Redlands. • Too big. • Can’t provide for people who live there now. • Bridge to islands. • Roads, hospitals, everything across the board. • Not enough space. • No infrastructure. (2) • Too much infrastructure. Rates too much. • Only interested in money. • Over crowded. • Don’t need all those people. • Services need to be improved first. • More beds for hospitals. Water and electricity can’t cope. • Need improvements. • Can’t provide for people there already. • Have sufficient water infrastructure. • Don’t have sewerage, sealed roads, transport or parking facilities. • It’s slowly growing too big. Have not improved anything. • Infrastructure that can keep up. • Awareness of wildlife.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<p>high-rises. The resident is opposed to high-rise development.</p> <ul style="list-style-type: none"> • This will result in a growth rate that is too high. • Population growth will require more infrastructure for support. • Increasing the population by 30,000 people is too much – there would be too many people in the Redlands. • The Redlands does not have the facilities or infrastructure to cope with 30,000 people. • Planning is not being done effectively. Council is focusing on development, but should be focusing on tourism and other areas. • There are enough people already living in the Redlands. • Stop building high-rise developments in the Redlands – it is not appropriate for the area. • Significant increase in population will make travelling very hard – travel times need to be improved now. New roads will be needed. • The Redlands is too crowded as it is – another 30,000 people would not be supported by the community. • Redlands needs fewer people – not more people. • The capacity of public transport services and road infrastructure would need to be increased if more people 	<ul style="list-style-type: none"> • Redlands should remain a small community. • Too much high density housing would spoil the area. • Keep the Redlands as it is – the area is struggling to cope with the existing population. • Planned population growth is not sustainable. • If the population increases, there will be a need for more infrastructure, including more bus ways. • Population growth would require new infrastructure investment. • More money is needed to cater for a large increase in population. • Provide more facilities if the population increases. • Do not increase the population by 30,000 people. 	<p>High-density living is not what the Redlands is all about.</p> <ul style="list-style-type: none"> • If population increases, there will be a need for more infrastructure, hospitals and roads. • Bringing 30,000 more people into the Redland City – ‘they are dreaming – it is a terrible idea’. 	

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<p>move to the Redlands.</p> <ul style="list-style-type: none"> • Keep the Redlands as it is – it does not need improving. • If the population increases, the Redlands need to identify areas that will be left as bushland for koala habitat and areas that are suitable for residential building and infrastructure – do not destroy the land. • Building and development is increasing too fast – the resident is concerned about the increase in traffic and would like to see reduced growth. • There is too much population growth. • The resident hates the idea of 30,000 new residents coming to the Redlands. This person moved to the Redlands for the country atmosphere and does not want to see more people move to the area. • If there is a population increase, new roads will need to be built. • There should not be any more housing development until infrastructure is provided for population growth. • The community lacks facilities at the present time – need to increase facilities if the population increases. • The resident is opposed to an increase in population. • An increase of 30,000 people will destroy the lifestyle in the 			

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<p>Redlands.</p> <ul style="list-style-type: none"> Do not change the Redlands – it is a good community as it is and an increase in population will change this. Do not increase the population – 30,000 is too many. The resident is opposed to population growth. 			
(g) Enough measures are in place to accommodate this growth without significant impact on the lifestyle in Redland City.	<ul style="list-style-type: none"> Redlands will lose its quiet lifestyle if population increases. Need improved infrastructure to cope with population growth. There will be too many people and this will affect the lifestyle. The resident likes the quiet lifestyle – increased population will affect the lifestyle. The resident wants to see lower population growth – people value the quiet lifestyle and Redlands is becoming overcrowded. General facility upgrades would be needed if the population increases. There is too much development and this has affected the quiet lifestyle. People like the quiet lifestyle – too much development will wreck this. The resident likes the quiet lifestyle – this will be affected by population growth. Blocks are getting too small and the road network would not be able to cope with the increased population. 	<ul style="list-style-type: none"> Do not want to see too much change – there is too much traffic as it is. Services need to be increased to accommodate increased population. Improve public transport. Better housing to accommodate more people and make sure that affordable homes are available. Extend footpaths. Expand hospital facilities. Improve the road networks and water – the Redlands is always running out of water. Increase the number of police in the city. Increase the ambulance services and expand the hospital. Upgrade the roads and make them wider. Improve public transport. More needs to be done to reduce impacts on the city's lifestyle. Need to increase transport services. Increase transport services. Extend the hospital system. More facilities for young 	<ul style="list-style-type: none"> Need to improve water, transport, ferry services to cope with increased population. Roads are already congested – increased population will make the situation worse. Stradbroke Island would not be able to handle increased population. A lot more houses would be needed for an increased population. The resident hopes that there will be no high-rise developments on Stradbroke Island. Available land will be insufficient. More infrastructure would be needed to handle the influx of population. Beaches will be more crowded. Stradbroke Island struggles to cope with 3,000 extra people on holidays. Make sure that population does not increase significantly on Stradbroke Island. If it does increase, this will cause lots of conflict and disruption. Infrastructure needs to be improved, particularly transport, to cope with 	<ul style="list-style-type: none"> Probably not enough facilities. Nicer before when not overcrowded. Roads not coping. More infrastructure, roads. (3) Infrastructure isn't available. (4) Too many people. Infrastructure would need to be dealt with first. More measures. Can't say. (2) Can't sustain that amount of people. Less people. Not enough. Don't want more on island. No need for extra shops. Can't cope. Rates. Less people. High rises are destroying lifestyle. Too many people. Don't need it. Roads. Hospital too small, not enough transport or high schools. Overcrowded. Affect islanders. Infrastructure needed to accommodate. Bridge and parking.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<ul style="list-style-type: none"> • Infrastructure and services would need to be improved. • More infrastructure, transport services and shops would be needed if the population increased. • The Redlands would need greatly improved facilities, better roads, hospitals, more schools and parks if the population increased. • The resident is opposed to population growth. • Better telephone services will be needed as well as more shopping centres, more schools and better health care services. • If the population increased, all services from housing through to retail would need to be increased. • There are too many people in the Redlands. People move to the Redlands because it is not crowded, but increasing the population will make it crowded. • Increase infrastructure and road networks. • Redlands is getting too big – everyone is in a hurry and no one wants to stop and talk to their neighbours anymore. • Changes to the Redlands are ‘killing the lifestyle’. Any growth must be managed effectively. It is important to retain the good features of the lifestyle – open areas need to be preserved and houses 	<ul style="list-style-type: none"> people such as skate parks. • Improve safety. • Improve public transport. • More space is needed for people and for increased building. • Need improved services. Residents should not be charged for visiting waste transfer stations. • Roads are congested. Need improved busways and bikeways. • Opposed to bringing more people into the Redlands. • Increase rates. Increase schools. • Council should consult more with residents. • Increase public transport services. • All services will need to be improved to accommodate new population – there is already a waiting list for schools. • Increase park areas for children. Provide better schools. • Improve infrastructure and transport services first. • Provide more infrastructure and a better rail system. • Provide more infrastructure. (2) • Provide more facilities if the population increases. • More infrastructure would be needed. 	<ul style="list-style-type: none"> population growth. • Infrastructure would need to improve to cater for increased population growth. • Roads and public transport would not cope with increased population numbers. There is no room for increased settlement. • There will be too many people and this will cause overcrowding. • Everything would suffer – roads, schools, traffic – if there were more people in the area. The area would also need a more visible police force. • Stradbroke Island hopefully will not be affected by population increases. However, there will be increased demand for water. • Infrastructure is pushed to the limit on Stradbroke Island during holiday periods. There is a need for more entertainment areas. • Population growth is okay as long as there are enough jobs. There are a lot more new houses and this is a bad thing. • Stradbroke Island could not support increased population. • A lot more infrastructure would be needed. • If the population increases, it will be important to accommodate them without too many high-rise developments. • There is not enough capacity to 	<ul style="list-style-type: none"> • Cost too much. • Don’t bring the people in.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<p>should not be built too close together on small blocks.</p> <ul style="list-style-type: none"> • High-rise development needs sufficient parking. • It is important to effectively plan and manage intersections to minimise road accidents. Decrease the speed limits – some limits are too high near built-up areas. • An extra 30,000 people will have a massive impact and this will be very bad for the lifestyle. • More services would be needed for a higher population. • Research would be needed to determine what an increased population would need in terms of services. • Provide more facilities – retail and entertainment. • Overcrowding would cause cramped conditions in schools and will overload facilities. • An increase in population would require improved public transport services, including train services. • The local government cannot cope with a large population increase. • Provide better infrastructure and upgrade roads. • Provide better infrastructure. • Better infrastructure is needed, including public transport. Provide rural public transport services. • Need better infrastructure. 		<p>accommodate more population growth on Stradbroke Island.</p> <ul style="list-style-type: none"> • There are not enough houses to accommodate a big population increase. Infrastructure could not cope. 	

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<ul style="list-style-type: none"> Invest in better infrastructure before increasing the population. More services would be needed for all age groups if population increased. More primary schools would be needed, as well as high schools and other amenities to cater for increased population. 			
(h) Enough measures are in place to accommodate this growth without significant impact on the environment in Redland City.	<ul style="list-style-type: none"> Stop development – it is a shame to build on good agricultural land. There is too much building on good land. It would be sad to see good land being used for residential development. Stop building on good quality land. There is too much building on good agricultural lands. Do not build on bushland. The resident does not want to see fewer trees in the Redlands. The resident is opposed to high-density housing. High-rises are an eyesore and they damage the wetlands. Preserve the bushland and try to limit building to non-sensitive areas. Opposed to high-rises – they are an eyesore. Building on good land and cutting down trees needs to be stopped. Do not allow development on good land. 	<ul style="list-style-type: none"> Too much bushland is being lost to housing. Council should govern for the people – development should not be the main agenda. Need to invest in high rise development instead of clearing bush areas – especially for first time home owners. Opposed to new housing as this would result in land clearing. The City is barely managing now. Work with local conservation groups to expand green belt areas. Increase green spaces and bushlands as well as providing more parkland. Need to improve access to green electricity and solar power. Make this accessible for pensioners. Need to review planning to minimise environmental impacts. Impacts are already occurring. Need to improve corridors between green spaces. Too many people living in the 	<ul style="list-style-type: none"> Need to improve conservation areas and parklands. Opposed to high-rise development. Increased population will ruin Stradbroke Island as a sanctuary. Hopefully, the national parks will preserve the environment. The environment will suffer if more area is turned into housing developments. Holiday periods attract all sorts of problems to Stradbroke Island. The environment suffers and sometimes it takes a full year to recover from the damage from visitors during holiday periods. Increased population will ruin the natural beauty of the area unless most of the island is turned into a national park. Keep population growth to the mainland – not the islands. The environment must be protected from increased population growth. The impact on the island would be significant because people travel to Stradbroke Island for 	<ul style="list-style-type: none"> Not enough being done. Where do the houses go? Needs to be well planned. Inadequate. Need to be more aware of environment. Can't sustain that amount of people. More public housing. Less people. Don't want more on island. Leave park lands. Can't cope. Too many people. Don't need it. Bad for animals. More open space park lands. Infrastructure needed, will impact on environment. Disastrous. Koalas heading for extinction. Can't handle it. Too much pollution and contaminated water. Can't invite thousands of people. Infrastructure. Do more. Will take away Redlands charms.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<ul style="list-style-type: none"> • The environment will suffer as a result of land clearing if 30,000 more people move into the Redlands. • Too much land would be destroyed – stop land being cleared. • Population increase would have a negative effect on the environment. • Improve planning, but there would be an inevitable impact on the environment. • Need better planning. • Leave the green spaces and stop building houses. • Population growth is wrecking the environment – there is a need to plan for areas that are reserves. Ensure that there is adequate water supply. Establish a koala hospital in the area. • An additional 30,000 people will have a massive impact on the environment – it will be a very bad outcome. • More green areas for visitors. • Council could do more to clean the area – as more people move in there is more rubbish. • Provide more green spaces and parks. • Do not allow building on good land. Do not approve high-rise developments. • Impose stricter fines for people who litter. • Stop building high-rise developments. • Provide more green areas 	<p>area will impact on the environment.</p> <ul style="list-style-type: none"> • Provide more green spaces and retain existing trees and open spaces. • Retain the Redlands as it is – overgrowth will destroy it. • Increase recycling to keep the streets cleaner. • Too much land has been taken up through development. • Population increase will have a harsh impact on the environment. • Provide more facilities if the population increases. • More infrastructure would be needed to preserve the environment. 	<p>holidays.</p> <ul style="list-style-type: none"> • Increased population would affect habitats in the area. • If there are too many people, the environment will come second place to people’s needs. • Population growth would be devastating to the environment. The Redland was the fruit salad bowl of South East Queensland and agriculture would be lost from the area. • Accessing additional land for housing will have an impact on the environment and wildlife. Stradbroke Island has one of the nicest beach areas in Australia, but residents feel let down by the way things have been done – chain wire fencing looks like fencing used in a prison camp. • The environment will end up suffering if population increases. • Population growth is bound to cause more environmental problems and impact on the wildlife. • There will be a lot more disruptions to natural habitats if population increases significantly. • Koala corridors need to be kept. • The environment could be protected with effective planning. • Stradbroke Island does not 	<ul style="list-style-type: none"> • Have to chop down trees which is not good. • Understanding and respect.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<p>throughout the city to protect wildlife next to roads.</p> <ul style="list-style-type: none"> • Reduce the rate of development. • Provide more green corridors to break up housing development. The populations of koalas and possums have decreased greatly as the city has been developed. 		<p>want population growth or tourists.</p>	

1.3 (a) Do you agree or disagree with the following statements about Redland City – strongly agree, agree, neither agree nor disagree, disagree or strongly disagree. **(Read out and record one answer)**

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
(a) Young people and older age groups in the community get on well and respect one another	<ul style="list-style-type: none"> • Provide more facilities for young people. • Young people need more discipline from parents and need to have more respect for parents. • Both generations live in their own world and do not mix. • More education is needed for young people. Respect starts at the family level. • Young people do not have respect – this needs to improve. • Better parental guidance, better responsibility and education for delinquent children and parents are needed. • The lack of respect is the way things are. • There needs to be more respect for older people. • Bring young people and older age groups together. • The younger generation is lazy and does not like talking to older people. • More work needs to be done in the community with young people and older age groups to build a community spirit – the resident does not want the Redlands to end up with the conflicts that the UK experiences. • Provide more for young people to do in the Redlands. • Parents need to teach 	<ul style="list-style-type: none"> • Gangs can be disrespectful. • Parents should have more control over their children. • Improve education. • More discipline and improve family lifestyles to support young people. • Improve education for young people. • Educate young people to respect older people. • There are two Boys Town facilities in the Redlands – this is too many. • Better parental control is needed. • Attitudes need to change. 	<ul style="list-style-type: none"> • Young people and older aged groups do not respect each other. • There are changing values – respect has gone. • There is a breakdown or generation gap with young people. • There are declining family values and young people have no respect. • Younger people have no respect for anyone, including themselves. • Children do not have the same respect for their elders as they had in the past. • Drugs and alcohol have an impact on the behaviour of young people. • Young people do not have respect for older age groups. • Young Samoans can cause problems. • Young people are partially out of control – the discipline issues come back to parents. • There is a big divide between young people and older people. Ethnic young people have different interests. 	<ul style="list-style-type: none"> • Educate young to respect elders. (3) • Generation thing. • No respect between the two. (3) • Not a Council issue. (2) • Young people don't have much respect. Individual problem. • It's an age thing. • More things for young people. • Wind clock back. • Young respect old more. • Young people used to be taught more respect. • More touch with schools, sports parks, tennis walls, cricket fields, more communication. • Opportunity to get together. • Better communication (more for young people). • Don't know - more respect. • Don't know – tolerance. Education, training, parental responsibility. • Need more for young ones to do.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<p>children respect.</p> <ul style="list-style-type: none"> • We cannot do much about this, but try to stop the vandalism. • Improve law and order to keep young people off the streets. 			
(b) Redland City is 'a good place to live'	<ul style="list-style-type: none"> • Redland City is overpopulated. The Council is useless. • The Redlands is getting worse – keep young people off the streets. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Redland City is the pick of Brisbane suburbs; however, rates have been increasing. 	<ul style="list-style-type: none"> • Translink. Parking is too expensive. • Bridge needed.
(c) You have the opportunity to have a say on key decisions affecting the Redlands on important issues	<ul style="list-style-type: none"> • People need more opportunities to speak directly to councillors. • Have more regular community meetings. • More regular consultation with the ordinary residents is needed. • Councillors do not listen to residents. • Money matters more to the Council than public opinion. • Council needs to be more transparent. • Councillors should listen to the community. • Councillors are listening but are not acting on community feedback. • Councillors do not listen to the community. • Council should give more notice to the public about key decisions made. • The Council needs to improve the information it provides to residents on important decisions. • Council should take more time to listen to residents. 	<ul style="list-style-type: none"> • Listen to the community more. • Listen to residents more – follow the will of the people. • Council should be more available. Increase consultation with the community. • More community input to improve local services. • Councillors need to listen to what people have to say – more public consultation is needed. • Council should hold more open meetings to discuss issues with the public. • Council needs to listen more to residents. (2) • Council should listen more to the community. • Council needs to listen more to residents. • 	<ul style="list-style-type: none"> • Councillors are sometimes worse than kindergarten children. • Council bypasses the general public – council panders to minority groups. • Residents are not told when important decisions or issues have happened. • The Greens are dominating the vote in council. Average public views are being overruled. • Council is only acting to protect interest groups – pandering to the minorities. • There is communication with the aboriginal population, but not to other residents. There are 500 squatters on the island. • Sometimes residents are unaware of council decisions and some do not care about these decisions. • Government is closing down the mine – the community did not hear about it and had no say in this decision. • Council needs to improve 	<ul style="list-style-type: none"> • Can't vote for local government. Am an Australian citizen but can't vote because not on the list. • More forums. • Stop hiring consultants. • Council doesn't listen to people – only to minority groups. • Council doesn't listen to the people. • Need to ask and listen to the people. • Don't listen. (4) • Residents should have more of a say. Council doesn't listen. • They ask opinion but don't listen. • Need to listen to residents. • Better availability to local members. • Should ask people about decisions, they're not informed. • People should be more involved. • Actually listen to opinions. • I don't have time to go to meetings.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<ul style="list-style-type: none"> • Pay more attention to open discussions with the community rather than on token gestures of consultation. • The community needs better opportunities to be able to voice their opinion – this resident had not had the chance to put forward their views. • Council needs to be more open and there needs to be more community input on decisions. • More face to face contact between Council and residents. • Residents need easy access to councillors. Residents need to be made aware of what is going on. • Councillors should listen to the community. Councillors should not make decisions on issues about which the public was unaware. • The mayor needs to be more accountable. • Some residents cannot get out to put their views forward (mobility). • Residents need more face-to-face contact with the Mayor. • Council needs to listen to the community. • Council should be talking to the community more on key decisions. • Get rid of some councillors. • Council should be more accessible to the public – more meetings to suit 		<p>communication when important things are happening.</p> <ul style="list-style-type: none"> • Residents do not have an opportunity to have their say on key decisions. • More publicity in the media is needed – people need to have their say and more consultation is needed. 	<ul style="list-style-type: none"> • Council needs to listen more. (2) • Islands not well represented. • Transport upgrading, parking. • Not enough opportunity. (2) • Issues with parking and Council don't care or don't listen. (2) • Listen but don't act on it. • Need to be consulted before things go ahead.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<p>residents are needed.</p> <ul style="list-style-type: none"> • There need to be better ways for residents to anonymously voice their opinions. 			
(d) Council should support business growth to significantly increase the number of local jobs in the City	<ul style="list-style-type: none"> • Businesses need to support themselves – businesses should not be supported by ratepayers. • The Redlands should not become an industrial area. • The resident does not want business growth to impact on lifestyle by the bay. 	<ul style="list-style-type: none"> • Business should support its own development. • Council has no control over business growth. 	<ul style="list-style-type: none"> • Keep the area as it is and conserve the environment. Knowledge industries rather than manufacturing. • Council needs to focus on conserving what we have as a community. • Encourage apprenticeships. • It is hard to know what businesses are located in the Redland City. • The Council forgets the Bay Islands. 	<ul style="list-style-type: none"> • As long as it is the right type of business. • Only have one petrol station.
(e) Council acts in the best interests of the community	<ul style="list-style-type: none"> • The resident is opposed to high-density housing. • The Council needs to support industrial growth. • The Council acts in the best interests of their own hip pockets. • Council should show more respect for residents. • Council needs to communicate about the focus of the city, e.g. building tourism. • Council should talk to the community more than it does at present, particularly when issues arise. Council is not listening to residents. • More community input on decisions. • Councillors need to talk to the community – the community pays their wages. • High-rise development is not in the best interests of the community. 	<ul style="list-style-type: none"> • Council should be more involved in the community. • Council should be more approachable. The community needs to be allowed to express concerns. • Target longer term goals. • Council should think twice about spending taxpayers' money, e.g. Aldi shops. • Many in the community do not agree with the decisions made by Council – Council need to listen to the general public. • Council needs to listen more to residents. • Reduce waste collection prices. • Council needs to listen more to the community. 	<ul style="list-style-type: none"> • It is not clear how Council acts in the interests of the community. • There is a lot of favouritism when granting planning approvals. There is too much bureaucracy and Council is slow to act. • Council does not always act in the best interests of the community. • Council looks after themselves first, second and last. • The recent investment in units and high-rise is affecting the community and runs against the community's best interests – it is creating overcrowding. • At times, Council acts in the exact opposite to community interests. • Council has a focus on minority groups and sectors with money. The Council 	<ul style="list-style-type: none"> • Should be paid less. • Council doesn't listen to people – only to minority groups. • Council doesn't listen to the people. (2) • Need to ask and listen to the people. (2) • Don't listen. • Residents should have more of a say. Council doesn't listen. • More listening. • Fix road to Amity Point. • Should ask people about decisions, they're not informed. • Be accessible, learn town planning, learn to deal with people. • Get more input from public. • Take community concerns on board. • Start listening (parking). • Listen more. • Council does what Council

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<ul style="list-style-type: none"> • Council should consider reducing charges. • Provide more services for pensioners. • Council should stop giving themselves pay rises and should also stop increasing rates. • Listen to the people of the city. • Council is too focused on green issues. • Council should 'honour people power'. • Councillors are only in power for themselves. 		<p>does not really focus on the views of the general community in Redlands.</p> <ul style="list-style-type: none"> • More transparency is needed • Government is closing the mines – this will be devastating for the local community. • Councillors currently act in their own best interests – they are greedy and the politics is selfish. • Sand mining on the island will be closed down and this will be terrible – ecotourism will not support the population. • There are considerable delays in development approval decision-making – too much bureaucracy. • The councillors act for their own benefit – developers are being favoured. 	<p>wants.</p> <ul style="list-style-type: none"> • Best interest of Council. • Work together more. • Council do as they like, they don't listen. • Master Plan is stupid. • There is too much crime, cars, parking, water rates. Listen to people. • Car parks needed. • Council forget we exist on the islands. • Lazy Council wastes money. • Don't alter island parking. • Need more attention for the islands.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
<p>(f) Council is working effectively with other levels of government to support the interest of the City</p>	<ul style="list-style-type: none"> • The resident believes that local Council could be abolished. • Improve consultation with the community. • Council needs to be more open and have more communication with the community. • Each council should run on its own merits – this should be separate from other levels of government. • More could be done to work with other levels of government. • More could be done to work with other levels of government. • Council should stop giving themselves pay rises and should also stop increasing rates. • Councillors should be more accountable for their own local areas. • Water and electricity prices have gone up – the resident does not trust the local council. 	<ul style="list-style-type: none"> • ‘Councillors are too pally with developers’. • Council should listen to the people who voted them in. • Council needs to listen more to residents. • Councillors need to work with each other and listen to the community. 	<ul style="list-style-type: none"> • Council and other members of the government are ‘always at each other’s throats’. • The resident is not sure how the Council is working with other levels of government. • The mining operations on Stradbroke Island are closing – this is not at all in the interest of the community. • Council appears to be working well with other levels of government, but the resident is not sure. • Residents do not really know how Council is working with other levels of government. • There is a difference between services provided on the mainland and on the island. • Councillors do not have the business skills to deal with other levels of government. • Mining on Stradbroke Island is being shut down. • Government is closing down sand mining on the island and this is a bad move. • Other levels of government have taken over the water supply – this outsourcing has been very bad. 	<ul style="list-style-type: none"> • Not effective enough. • More honesty. • Can improve. • Seem to be on their own. • Council needs to be more representative of the people’s views. • No communication. • Not enough communication. • Infrastructure costs and availability of transport. • Can’t see any benefit on Russell Island. • Spend less money advertising and get on with the job. • Don’t know, e.g. roads. • Put self serving interests on back burner. Should work together and not compete. • Less brochures and more action.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
(g) Redlands is a better place to live compared to 5 years ago	<ul style="list-style-type: none"> • Slow down population growth. • The Redlands has lost its quiet lifestyle. • There are too many built-up areas in the Redlands – it used to be quieter. • The Redlands has lost its quiet lifestyle. • Council is allowing too many small houses to be built. • Infrastructure is improving at a slower rate than population growth. • The Redlands needs better infrastructure to cope with population growth. • The Redlands is too built up. • Rates are too high. The suburb is expensive compared to other suburbs. • Improve walkways along the foreshore. • Stop building high-rise development and townhouses in Cleveland. • There are too many houses now in the Redlands – slow down the development growth. • Redlands is more congested now than it was five years ago. • There are too many people – curb population growth. • The Redlands is less safe now and it is more overcrowded now. • The Redlands is getting too overcrowded – it was better five years ago. • Costs including water and fees have increased – these 	<ul style="list-style-type: none"> • Some areas are better and some areas are not. • Need more police. • The Redlands is noisier – we need less housing. • There is less and less green space – stop development. • Wider roads and better bus services. • There are more shopping facilities. • Listen to people more – people do not want change. • The Redlands is losing its character. • Provide better services to residents and better value for money paid in rates. • Redlands has gone backwards in terms of Council performance. • The Redlands is not a better place compared to five years ago – the population should be smaller. 	<ul style="list-style-type: none"> • There are too many people for the limited island infrastructure. • Today, there are more commercial operations, farms are disappearing, the region is crowded and is losing its ‘soul’. • The cultural centre and hospital are both important improvements. • The Redlands probably is better – there is more of everything. • The Redlands is about the same as it was five years ago. • The Redlands is not a better place to live for people living at Point Lookout and on Stradbroke Island. • The Redlands is not a better place to live compared to five years ago. There is too much business, too many people and too many high-rises now. 	<ul style="list-style-type: none"> • More traffic now. • Better before growth. • Better before. (2) • Preferred it before. • Liked it better before. • Over populated. • Transport, hospital facilities, community. • Costs have gone up. • More infrastructure, sewage and sealed roads. • Stop so many people and too many new homes. Need more control over development. • Less brochures and more action. • Go backwards to go forward. Lack of good planning.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<p>need to be reduced.</p> <ul style="list-style-type: none"> • There was more of a neighbourly feel in the Redlands five years ago. The community needs to return to getting to know their neighbours. • The Redlands is getting too busy, but the resident is not against growth. • High-rise development is making the Redlands a worse place to live in. • Roads and infrastructure need to be improved. • Rates should be less expensive. • Improve infrastructure. • Reduce residential building and reduce the population. • Roads are getting worse and residential building growth is too high. • Cap the population and improve roads. • Council should communicate more with residents. • Reduce the number of people living in the Redlands. • There is too much development – the Redlands has lost its quieter lifestyle. • Traffic is worse now compared to five years ago. Better public transport is needed. • Have realistic planning for the future. • Decrease the population of the Redlands. • There is too much traffic. Development is dividing up the countryside. 			

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
<p>(h) There are enough measures in place to preserve local wildlife including koalas.</p>	<ul style="list-style-type: none"> • Lower the speed limits. • Retain more bushland and decrease the rate of development growth. • Stop building on bushland and cutting down trees. • There are not enough measures to protect koalas and wildlife as development and building is continuing. • Need more areas for koala habitat. • Council has removed reeds from creek beds, which is causing water quality to drop. • Plant gum trees either side of Ricketts Road to improve the koala habitat. • Create more parkland areas. • Plant more trees and stop cutting down existing trees. • The Redlands has left it too late – natural habitats are being lost. • There are too many people – this is affecting wildlife habitats. • More trees should be planted to improve habitats. • Better planning is needed to preserve habitats. New housing should not be placed in areas that affect koalas and wildlife. • Leave more open space and plant more trees, as trees have been disappearing from the Redlands. • Establish a koala hospital in the area. • Undertake better planning for infrastructure. • The resident would like to see 	<ul style="list-style-type: none"> • Do more environmental planning before residential building. • More should be done – no specific suggestions. • Stop developments. • Need to increase measures to preserve koalas and wildlife. • More open space and more trees. • Need to improve measures to preserve koalas and wildlife. • It is too late – development is already impacting on koalas and wildlife. • Retain existing trees – opposed to increased housing in the area. • Stop cutting down trees. • Provide more measures to protect koalas and wildlife. • More information is needed and more land to protect koalas and wildlife. • Provide more measures, land and reserves to protect koalas and wildlife. 	<ul style="list-style-type: none"> • Need to put in fences to protect wildlife. • Dogs and tourists are having an impact on the koala population. Tourists driving too fast kill the koalas. Four-wheel drive vehicles are also a disruption on beaches. There are 90% less birds on the island now compared to the past. • Much more needs to be done to stop development and get back some of the land for koala and wildlife habitats. • More could be done on the mainland to preserve koala and wildlife habitats. • More koalas are being run over – this is reducing the koala population. A lot more needs to be done to protect wildlife. • Dogs are banned in national park areas to protect koalas. • Need to improve measures to protect wildlife. • More fencing needed to protect koalas. • Measures to preserve wildlife need to be increased. • Measures could be better to protect koalas. • Loss of land to residential development is affecting the habitat for wildlife. Do not approve high-density building. • Maintain habitats for wildlife – avoid building on habitat areas. • Koalas are walking across the road and are at risk of being 	<ul style="list-style-type: none"> • Stop taking away their habitat. • Slow traffic. • More on mainland. • More measures are needed. Speed limit. Publicity. • Could be better. • Taking too much bushland away. • Need more. (2) • Need more and lower speed limits. • Developers blowing up – there is a cap on development. • Stop development where the koalas live. Need land for koalas. (2) • Need measures to protect wildlife. • Be more active. Too much talk. • Development on land. • Too much time worrying about koalas. Won't cut trees which is a fire hazard. • More fencing and less building. • No wildlife service to contact on island. • Too much development. • Less housing developments and more bush preserved. • Protect it, don't build on it. Keep their word in conservation statements. • Too much land clearing. • Preservation of habitat and extend habitat.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<p>more measures to protect koalas.</p> <ul style="list-style-type: none"> • Undertake more research to protect native animals. • Provide more room in the Redlands for wildlife – limit population growth. • Stop clearing trees and building houses – development has an impact on the wildlife. • Stop chopping up the land for residential development. • Provide wildlife corridors and leave more trees in the Redlands. • Wildlife is being affected by population growth. • Developers need to stop building on quality land. • Did not put up signs about wildlife and koalas – they are just destroyed. Provide green corridors and reduce the speed limit between 7:00pm and 5:00am. 		<p>killed. Mining activities are knocking down trees – preserve trees and provide fencing.</p>	

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
(i) Measures for animal and pet control in Redland City are effective	<ul style="list-style-type: none"> • Cat owners should keep their cats inside. • There are irresponsible dog owners. • Cats and dogs are still running around loose. • There are too many pets and people do not control their pets – this is impacting on the wildlife. • Stop barking dogs. • Dog owners need to take more control of their pets and clean up the dog mess after them. 	<ul style="list-style-type: none"> • Do more to keep cats indoors. • Residents should be made to control their cats. • Every cat and dog in the Redlands need to be sterilised. • All residents with dogs should be made to keep dogs inside at night. • Increase staff to catch dogs and cats that are roaming. Increase the number of dog control staff. 	<ul style="list-style-type: none"> • Pet owners need to be more responsible for their pets. Dogcatchers tend to take pets in the street, but not all of these animals are strays. • There are not enough measures to control cats. • Dogs on the island savage wildlife. Foxes running wild cause a problem. • Stricter control of animals is needed. Tourists bring dogs to the island and these are a danger to the wildlife. These dogs roam free, make a lot of noise and attack the wildlife. • Dogs roam everywhere – Council cannot collect all of these animals, but they try. • There are too many dogs roaming around and there are problems with noisy dogs. • The resident wanted more freedom for dogs – pet control robbed the place of character. • The resident is opposed to strict fines for pet owners. • Dogs are running free everywhere – tighter controls are needed. 	<ul style="list-style-type: none"> • Too many cats. • Pets should be neutered and micro chipped. • No policing of it. Tourists are problem. • Could be better. • Need another RSPCA – the main one is too far away. • Tourists shouldn't be able to bring their pets over. • Tighten up on number of dogs people can own - roaming. • Cat control not effective. • More protection needed. • Too many stray dogs and cats. • More patrols and animal control. • Some cases not allowed.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
(j) There is good access to dog off leash areas in Redland City	<ul style="list-style-type: none"> • Need more dog off leash areas. • Larger and more dog off leash areas are needed. The Council already collects a lot of money from dog registrations and should be using this for dog off leash areas. • Increase the number of dog off leash areas. • Increase the number of dog off leash areas. • There could be more dog off leash areas. • Provide more areas for dogs to roam. • Provide more dog off leash areas. • More could be done to stop dogs roaming free. • Keep the dog off leash area in Torquay Road – at present it is only temporary. • There could be more dog off leash areas. • Increase the number of dog off lease areas. 	<ul style="list-style-type: none"> • Increase dog off leash areas. • Need more dog off leash areas. 	<ul style="list-style-type: none"> • More police are needed to cope with the visitors to the island during holiday seasons. • Everywhere appears to be an off-leash area – owners do not control dogs. • There were no dog off leash areas on the island – locals would pay no attention to these areas. • Residents should be able to walk their dogs anywhere. • Need to have dog off leash areas on Stradbroke Island. 	<ul style="list-style-type: none"> • Need more on island. (3) • Need more areas. (9) • More off leash areas – dogs need more space. • Too many stray dogs.
(k) You have a good sense of belonging in Redland City and good community spirit in your local area	<ul style="list-style-type: none"> • Councillors should have more direct contact with local residents. • The Redlands is hostile towards outsiders. • Sometimes the resident has the feeling that they are a bit of a foreigner – they are from the UK. At times, Australians can be hostile. • ‘Kick out the foreigners’ • Improve law and order and respect in the community. 	<ul style="list-style-type: none"> • Performance on community spirit could be much better. • People need to find the right groups to join to live with others in the city. • As most people work outside the area, this can affect community spirit. 	<ul style="list-style-type: none"> • Many do not know what is going on. 	<ul style="list-style-type: none"> • No community spirit. • Spoil the Redlands with too much building. • More improvement.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
<p>(I) Council is doing a good job in managing the City's growth, development and housing diversity</p>	<ul style="list-style-type: none"> • The city is a good place to live, except for the traffic problems. • Council needs to limit development. • The Redlands is over-developed. • There are too many small blocks and units in the Redlands – they all look the same. • Stop building high-rise developments. • Better town planning and less residential development are needed. • Try to cap population. Development is occurring at the moment ahead of demand for housing. • Need to build more houses and release more land for housing. • Provide more affordable housing. • There should be no high-rise developments or there should be a limit on this type of development. • Planning needs to improve to provide the infrastructure needed. • The city is growing too fast. • Council is making a mess of managing growth. • Council needs to fix the roads. • Undertake more planning. • Stop population growth. Stop building smaller houses. • Council should have more consultation with residents. • Change the council. 	<ul style="list-style-type: none"> • There is too much development. • Improve park maintenance. • Unit sizes are too small – need to downsize houses for pensioners and single people. • Open up more land for housing without ‘going over the top’. • Less high density housing and better planning for housing. • Council needs to manage what they already have rather than planning for growth. • Communicate more with the community to understand what the community wants. • Council should stop massive building development that is occurring. • Council needs to listen to people in the community. • Council needs to listen more to the community. 	<ul style="list-style-type: none"> • Houses are already too close together. • Increased housing is a concern. • Unit developments all look the same and are cheapening the neighbourhood. They are unpleasant and are an eyesore • Houses in the Redlands all look the same. Units all look the same and this is not positive for the community. • Council is making a poor job of controlling growth – they need more expertise and more common sense. • Council needs to be more professional. • Council is doing a bad job – they could be doing much better. 	<ul style="list-style-type: none"> • Hold off on development. Two year moratorium. • Could be better. • Stop building on bushland. • Environmental, regulations, time wasting, expenditure. • More public housing. • Slow down growth. • Careful planning needs to be done. Islands aren't ready for such rapid growth. • Curb development. • New Council. • Start listening to residents especially on bay islands. • Don't need more houses. • Happening despite Council. • Councillors should care more about area than own wallet. • Too much development. • No transport. Need a pontoon. • Too many houses looking the same. • More affordable housing, rents too high. • Too much cheap houses and expensive ones being knocked back on environmental issues. • More restrictions, more green area and wildlife go.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<ul style="list-style-type: none"> • Stop building high-rise developments. • There has been too much development across the city. • Invest in infrastructure and amenities before growth takes place. Population growth is already affecting established services. 			
(m) You are happy with the general policies and direction of the current Council	<ul style="list-style-type: none"> • Birkdale Fair Shopping Centre – there are plans to build units on this land and this is very poor. • The resident is opposed to development on good land. • Council needs to be more transparent. • Council is ‘messaging up the environment’ – new services and infrastructure are impacting on the environment; population growth is causing this pressure. • Reduce the rate of residential development. • Need more communication with the local community. • Improve building planning to preserve the environment. • The resident is not happy with the level of rates and the large increases in fees without any increase in services or service quality. • Councillors need to talk more with residents and take on board feedback from residents. • The resident does not like the way this Council works. • Rates are too high. • Have another election. 	<ul style="list-style-type: none"> • Less development – have more high rises in the main cities instead of developing in bushland areas. • Improve transport and improve the road system. • Improve facilities for young people. • Councillors need to have more contact with the community. • Listen to the people living in the Redlands. • More open Council meetings to allow the public to be present when decisions are made. • Need to improve landfill facilities, curbing and recycling. • Council should listen to the people. • Council should listen to the community. • Council needs to follow through on what they say they will do. 	<ul style="list-style-type: none"> • The resident has no confidence that the Council can do a good job. • Council has talked to the community about installing a sewerage system on Stradbroke Island – the plans are done and now action is needed. • The resident preferred Stradbroke Island the way it was 40 years ago. • Council represents the minorities rather than the majority of the public in Redland City. • There needs to be more consideration of people’s views and the people need to be in power. • Council should pay a bit more attention to Stradbroke Island. • Better transparency is needed from the council. There is no clear information about what is planned for water supply. Council is very weak on planning for infrastructure required. • Council is ‘wishy-washy’ and rates are too high. • More consultation is needed. Council is biased towards 	<ul style="list-style-type: none"> • High rates but no changes. Water has no pressure. Back burning is the only decent thing. • Spend dollars more wisely. • Need to listen to surveys. • Everything is done too cheaply. Doing nothing to preserve island or environment. Stop growth. It is an island not a city. • Consult with residents. • More communication with islanders. • Don’t know what they are. • More public transport, better health service, better access for disabled people. • Neglected: no street lights, no roads, no schools. • New Council not so green. • Start listening to residents especially on bay islands. • Generally. • Not enough vision. • Except from roads and footpaths. • Communicate more honestly. • Do their job better, listen more. • Listen to people and residents. (2) • Islanders are forgotten. Parking too expensive.

Aspect	Coastal region	Inland region	Stradbroke Island	Southern islands
	<ul style="list-style-type: none"> • Stop increasing waste facility fees and charges. Increase kerbside pickups (like Brisbane City) and include these in rates. • Change the council. • Reduce the rate of development in the Redlands. • Some councillors have been on Council for too long and are now looking out for themselves more than for the community. • Council acts on issues too quickly. • Improve working relationships between councillors. 		<p>certain interests.</p>	<ul style="list-style-type: none"> • Listen to public, support areas better, public services available, more information on community centre. • Better roads, better parking, better public transport, better time table. Link ferries and buses. • More parking, it's too expensive need cheaper rates. • Better roads, kerbing, street signs. • Police presence on island, access to ferries, improvement to jetties. • Not listening about development, transport and sewage. • Listen to residents. Younger Councillors less corruption. • New Council.