



**Redland City Council Community Satisfaction Survey, 2010  
Summary of high and low performance results**

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November 2010

# Contents

## Table 1 Variations based on where residents live:

**Coastal – Birkdale, Cleveland, Ormiston, Raby Bay, Redland Bay, Thorneside, Victoria Point, Victoria Point West and Wellington Point)**

**Inland – Alexandra Hills, Capalaba, Mount Cotton, Sheldon and Thornlands.**

**Stradbroke – Amity Point, Dunwich and Point Lookout.**

**SMBI – Coochiemudlo, Karragarra, Lamb, Macleay and Russell Islands.**

## Table 2 Variations based on age grouping

## Table 3 Variations based on length of time living in Redlands

**Table 1 - Variations based on where residents live  
(High=65% or higher agreement/satisfaction, Low=less than 26% agreement/satisfaction)**

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

**Table 2 –Variations based on age grouping  
(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
<b>Summary</b>	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.
<b>Basic Services and Infrastructure</b>	<b>High</b> <ul style="list-style-type: none"> <li>Waste management (65.2%)</li> </ul>	<b>(All results are mid range)</b>	<b>(All results are mid range)</b>
<b>Community Lifestyle Services</b>	<b>High</b> <ul style="list-style-type: none"> <li>Good sense of belonging and community spirit (88.3%)</li> <li>Pet control measures are effective (81.4%)</li> <li>Safety (76.3%)</li> <li>Local availability of child care and services for children and young people (72.8%).</li> <li>Aware or strong knowledge of Aboriginal culture (69.3%)</li> <li>After school hours child care; swimming pools and sporting facilities (68.4%)</li> <li>Quality and range of cultural, sporting and library services (67.6%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Good sense of belonging and community spirit (91.4%)</li> <li>Safety (75.9%)</li> <li>Quality and range of cultural, sporting and library services (75.7%)</li> <li>Parks, playgrounds/public amenities (67.6%)</li> <li>Aware or strong knowledge of Aboriginal culture (65.5%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Good sense of belonging and community spirit (90.1%)</li> <li>Quality and range of cultural, sporting and library services (82.3%)</li> <li>Safety (73.6%)</li> <li>Parks, playgrounds/public amenities (71.7%)</li> <li>Pet control measures are effective (64.3%)</li> </ul>
<b>Managing the City</b>	<b>High</b> <ul style="list-style-type: none"> <li>Redland City is a good place to live (94.8%)</li> <li>Council should support business growth to increase local employment (86.8%)</li> <li>Enough measures to protect wildlife and koalas (69.7%)</li> <li>Council acts in the best interests of the community (66.5%)</li> </ul> <b>Low</b> <ul style="list-style-type: none"> <li>State Government's Regional Plan to increase the population by 30,000 (20.0%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Redland City is a good place to live (96.0%)</li> <li>Council should support business growth to increase local employment (80.8%)</li> </ul> <b>Low</b> <ul style="list-style-type: none"> <li>Building control (22.0%)</li> <li>Redland City is a better place to live compared with 5 years ago (19.2%)</li> <li>Council is working effectively with other levels of government (16.6%)</li> <li>Agreement on the State Government's Regional Plan to increase the population by 30,000 (15.6%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Redland City is a good place to live (97.1%)</li> <li>Parks management (70.6%)</li> <li>Council should support business growth to increase local employment (73.1%)</li> </ul> <b>Low</b> <ul style="list-style-type: none"> <li>Town planning (24.0%)</li> <li>Council is doing a good job in managing the City's growth, development and housing diversity (21.9%)</li> <li>Redland City is a better place to live compared with 5 years ago (15.9%)</li> <li>Building control (14.5%)</li> <li>State Government's Regional Plan to increase the population by 30,000 (10.3%)</li> </ul>

**Table 3 –Variations based on length of time living in Redlands  
(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
<b>Summary</b>	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.
<b>Basic Services and Infrastructure</b>	<b>High</b> <ul style="list-style-type: none"> <li>Waste management (66.8%)</li> </ul>	<b>(All results are mid range)</b>	<b>(All results are mid range)</b>	<b>(All results are mid range)</b>
<b>Community Lifestyle Services</b>	<b>High</b> <ul style="list-style-type: none"> <li>Young people and older age groups get on (72.8%)</li> <li>Good access to dog off leash areas in Redland City (68.0%)</li> <li>Parks, playgrounds/public amenities (71.1%)</li> <li>Good sense of belonging and community spirit (76.5%)</li> <li>Safety (98.7%)</li> <li>Quality and range of cultural, sporting and library services (80.9%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Good sense of belonging and community spirit (94.7%)</li> <li>Quality and range of cultural, sporting and library services (85.1%)</li> <li>Safety (76.7%)</li> <li>Parks, playgrounds/public amenities (75.0%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Good sense of belonging and community spirit (89.0%)</li> <li>Satisfied with safety in your City and neighbourhood (85.5%)</li> <li>Aware or strong knowledge of Aboriginal culture (74.6%)</li> <li>Local availability of community support services such as child care and services for children and young people (78.3%).</li> <li>Quality and range of cultural, sporting and library services (69.1%)</li> <li>Parks, playgrounds/public amenities (68.4%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Good sense of belonging and community spirit (90.8%)</li> <li>Safety (71.0%)</li> <li>Quality and range of cultural, sporting and library services (81.2%)</li> <li>Parks, playgrounds/public amenities (69.2%)</li> <li>Pet control measures are effective (66.8%)</li> </ul>
<b>Managing the City</b>	<b>High</b> <ul style="list-style-type: none"> <li>Redland City is a good place to live (100%)</li> <li>Council should support business growth to increase local employment (90.0%)</li> <li>Parks management (82.0%)</li> <li>Happy with the general policies and direction of Council (72.8%)</li> <li>Council is doing a good job in managing the City's growth (68.0%)</li> <li>Council acts in the best interests of the community (74.4%)</li> <li>Cycleways (74.2%)</li> </ul> <b>Low</b> <ul style="list-style-type: none"> <li>Council is working effectively with other levels of government (15.2%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Redland City is a good place to live (96.8%)</li> <li>Council should support business growth to increase local employment (86.1%)</li> <li>Parks management (73.7%)</li> </ul> <b>Low</b> <ul style="list-style-type: none"> <li>Council is working effectively with other levels of government (23.8%)</li> <li>State Government's Regional Plan to increase the population by 30,000 (12.4%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Redland City is a good place to live (96.5%)</li> <li>Council should support business growth to increase local employment (86.8%)</li> </ul> <b>Low</b> <ul style="list-style-type: none"> <li>Redland City is a better place to live compared with 5 years ago (25.1%)</li> <li>Building control (23.1%)</li> <li>Council is working effectively with other levels of government (20.5%)</li> <li>Town planning (19.9%)</li> <li>State Government's Regional Plan to increase the population by 30,000 (15.6%)</li> </ul>	<b>High</b> <ul style="list-style-type: none"> <li>Redland City is a good place to live (96.2%)</li> <li>Council should support business growth to increase local employment (75.4%)</li> <li>Parks management (71.4%)</li> </ul> <b>Low</b> <ul style="list-style-type: none"> <li>Council is working effectively with other levels of government (24.2%)</li> <li>Redland City is a better place to live compared with 5 years ago (23.4%)</li> <li>Building control (18.5%)</li> <li>State Government's Regional Plan to increase the population by 30,000 (13.6%)</li> </ul>