



Hinchinbrook Shire Council
**2017 Community Satisfaction
Survey Results**

Ingham
Mt Fox Bambaroo
Trebonne
ch Taylors Beach
s Creek Lucinda
ie Halifax
Blackrock
ion Macknade

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About the Survey

In September 2017, Hinchinbrook Shire Council surveyed the community to assess public sentiment regarding Council Services, Facilities, Communication and Customer Service.

The survey was open for a two week period from 16 September to 30 September 2017. Respondents were able to take part in the survey online through Survey Monkey or via hard copy forms available to the public at the Council's Main Office, Lannercost Street, Hinchinbrook Shire Library, Halifax sub-branch, Hinchinbrook Information and Visitor Lounge and the TYTO Regional Art Gallery.

The survey was advertised via the Hinchinbrook Shire Council website, Council's Facebook page, Council's Connections page in the Herbert River Express and via signage at locations where the survey was available.

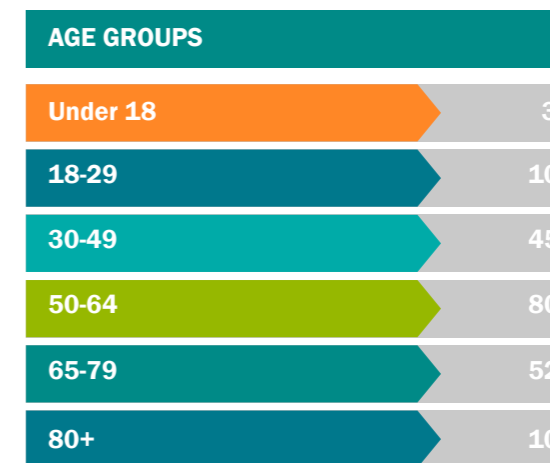
Online surveys were restricted to one survey response per device, however this restriction did not apply to IP addresses. Multiple responses were recorded from identical IP addresses in some instances.

The following information is a summary of the results from the community survey.

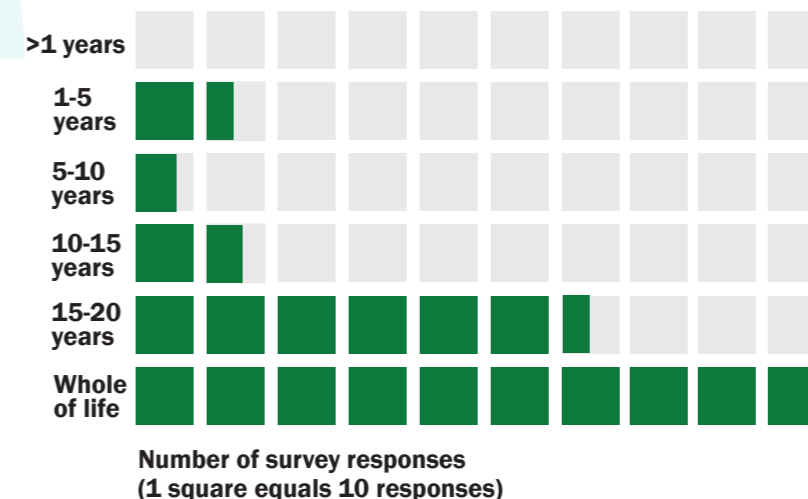
Who took the survey?

197 responses were recorded for the survey with respondents indicating that they resided in locations across the Hinchinbrook region including Abergowrie, Ingham, Mt Fox, Hawkins Creek, Halifax, Blackrock, Toobanna, Lucinda, Forrest Beach and Taylors Beach.

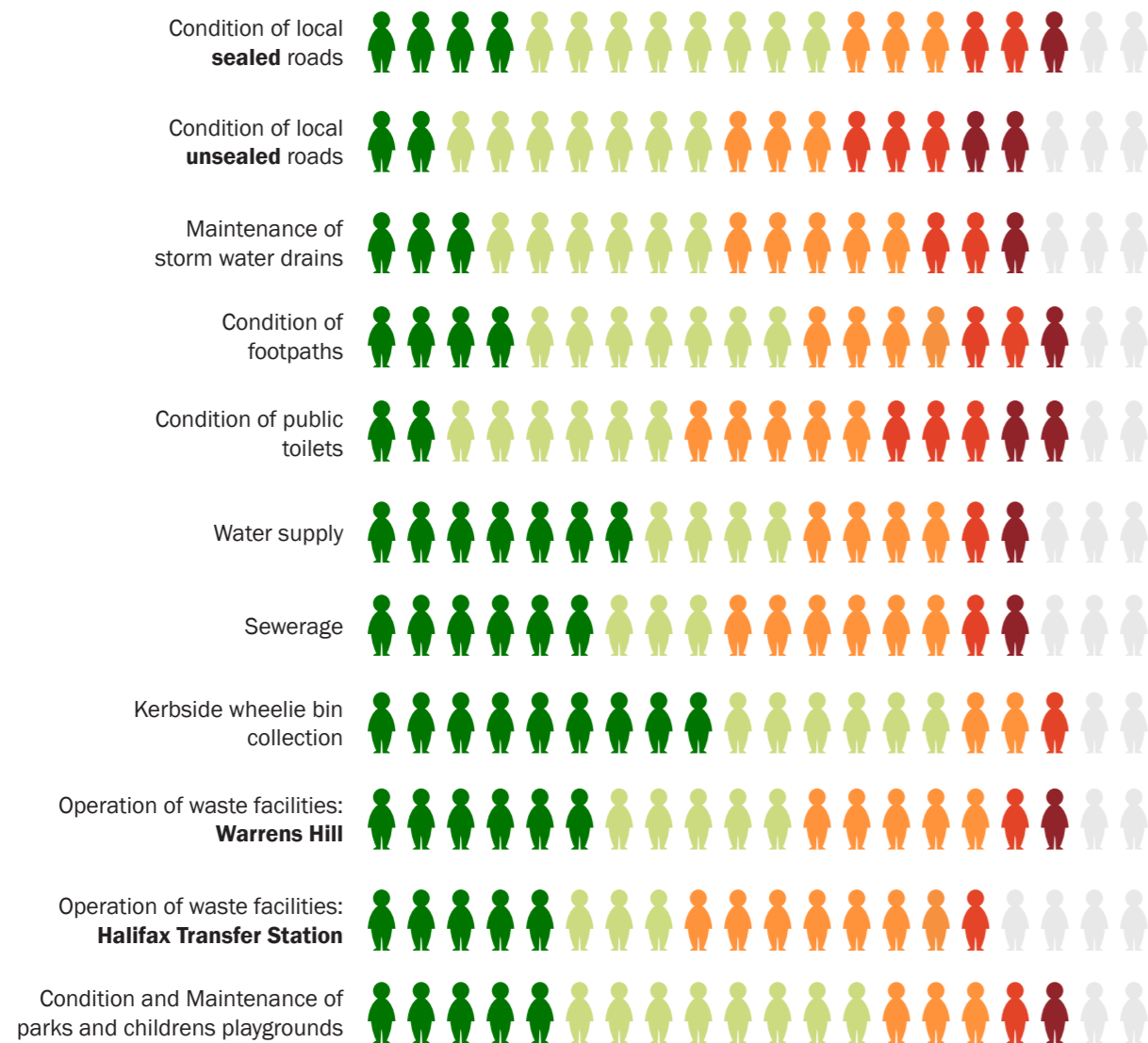
Survey responses indicated an age range that varied from under 18's to over 80's, with the majority of respondents indicating that they were in the age group of 50-64.



The majority of survey respondents indicated that they have lived in the Hinchinbrook Shire for their entire lives with no responses indicating having lived in the area for less than a year.



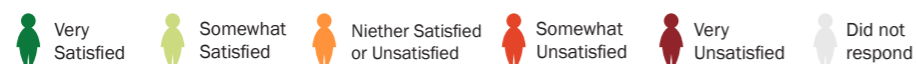
How do Hinchinbrook Shire residents feel about infrastructure and basic services provided by Council?



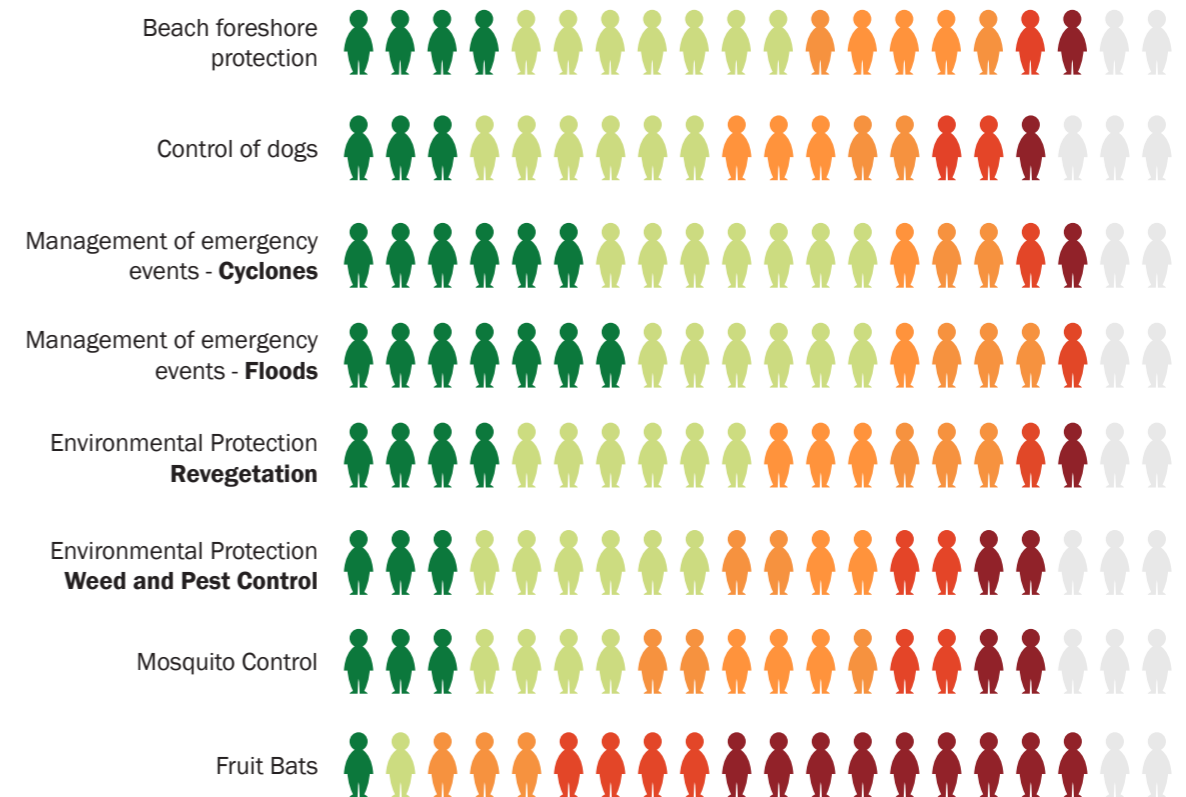
What you told us you want...

- More shared pathways
- More public toilets, especially in the CBD
- Cleaner footpaths
- Town water available in more locations
- Extension of sewerage services
- More waste disposal options/locations
- Upgrades to playground equipment, with a focus on catering to different age groups
- Extended Library hours and better access to Library during wet weather
- More seating in public spaces
- Redevelopment of Rotary Park (playground/shaded seating/BBQ area)
- Investigation of the development potential at beach areas
- Better management of recreational activities such as quad bike usage in foreshore areas
- Better access to waste facilities from beach areas - i.e. Bosworths Road
- More consistent levels of service

Key - each figure is indicative of 10 survey responses and is coded by the following colours:



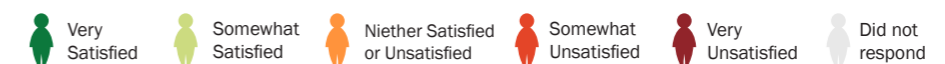
How do Hinchinbrook Shire residents feel about Council's management of the following?



What you told us you want...

- Fruit Bats to be managed and if possible removed from the Ingham area
- Better management of mosquitoes, particularly at beach areas/public spaces
- Better management of roaming, barking, nuisance dogs - stricter penalties for owners and more animal catchers
- Regulation of quad bike usage in foreshore areas - giving riders clear guidelines for use
- More control of weeds and pests in the district
- Re-planting of trees that have been lost during cyclones or other events
- Increased planting of coastal trees and medium flowering trees in foreshore areas
- Investigation of all weather access and safe boat harbour options for Forrest Beach
- Creeks and waterways kept clean
- Reserve land grass kept under control
- More action regarding abandoned buildings that have become unsightly

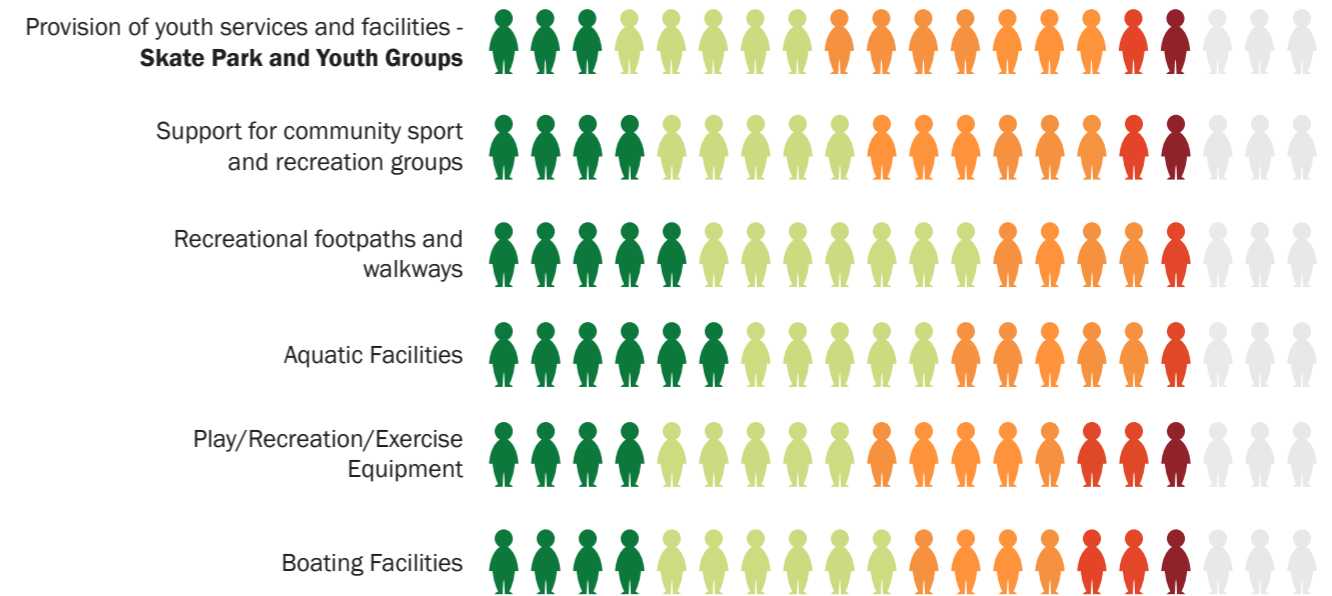
Key - each figure is indicative of 10 survey responses and is coded by the following colours:



How do Hinchinbrook Shire residents feel about Council's support of the local economy?



How do Hinchinbrook Shire residents feel about the Community, Recreation and Sporting Facilities in the Hinchinbrook?



What you told us you want...

- Money spent locally
- Tourism to be encouraged and the tourism industry to be supported
- Investigation of the potential development of Forrest Beach
- Support for new industry and job creation
- Support of local businesses, contractors and trades people
- Development of Wallaman Falls
- Beautification / Redevelopment of the CBD
- Support existing industries i.e. sugar cane
- Showcase our natural assets
- Create opportunities available for local businesses to up-skill
- Consider future industry opportunities
- Better advertising of local events
- Find opportunities to diversify the local economy
- Plan for and accommodate our regions aging population

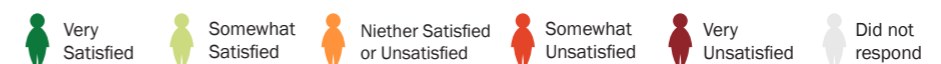
What you told us you want...

- More undercover options for sport and recreation activities
- Development of local Skate Park areas
- Upgrades to boat ramps
- Extension of footpath networks
- Upgrade of play equipment in local parks
- All tidal access for boats
- A dog park and more dog friendly water taps
- More recreational opportunities and activities for teenagers
- More exercise equipment in public places
- More parking at Dungeness
- Upgrades to sporting facilities
- Extended hours at aquatic facilities
- More shade in playgrounds and parks
- Cleaning of boat ramps
- Walking track development at beach townships
- Reduced fees for facility use

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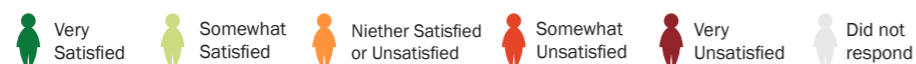
How do Hinchinbrook Shire residents feel about the Cultural Services and Facilities available in the Hinchinbrook Shire?



What you told us you want...

- Extended opening hours for the Library during weekdays
- Continuation of the Library being open on weekends
- Better security in public places, especially TYTO Precinct
- Undercover sport and recreation facilities in the Shire
- More advertising of events locally
- More advertising of Hinchinbrook events in Townsville and Cassowary Coast
- Continuation of Council run family events such as Tasman Turtle
- More art based events and workshops
- More activities and events out of business hours
- Further development of the Gallery including events and workshops

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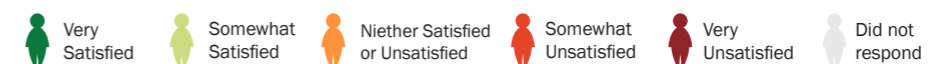
How do Hinchinbrook Shire residents feel about Council's Overall Performance?



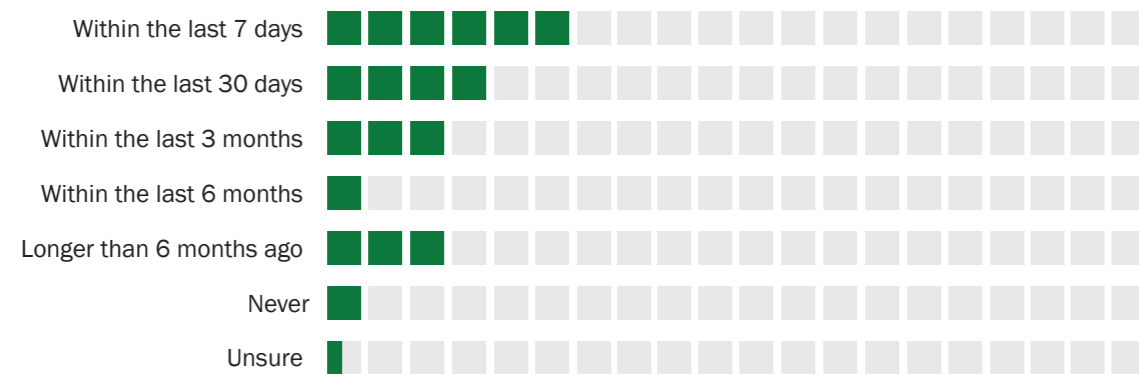
What you told us you want...

- Continued support of local business
- Support of local youth through apprentice and trainee opportunities
- Public spaces to be kept clean and tidy
- Accountability for work undertaken
- Support for local start up businesses and entrepreneurs
- Increased safety of walkers or cyclists throughout the district
- More pathways for walkers and cyclists throughout the district
- Less focus on negative community feedback
- Elected members to engage with the community more

Key - each figure is indicative of 10 survey responses and is coded by the following colours:



When was the last time you had contact with a Council staff member?



When was the last time you had contact with Council?

Of the 197 responses to the survey, 176 answered the question **'When was the last time you had contact with a Council staff member'**.

The majority of responses (57) indicated that they had contact with Council within the seven days preceding the completion of this survey; 12 responses indicated never having had contact with Council and five responses were unsure of the last time they had contact with Council.

How do Hinchinbrook Shire residents feel about Customer Service?



What you told us you want...

- Enquiries or complaints responded to quickly
- Feedback on the progress of issues reported
- Follow up on complaints or issues

How you think we are doing...

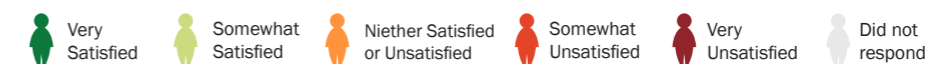
- Majority of staff and volunteers are friendly and helpful

How do Hinchinbrook Shire residents feel about the way Council communicates with you regarding?

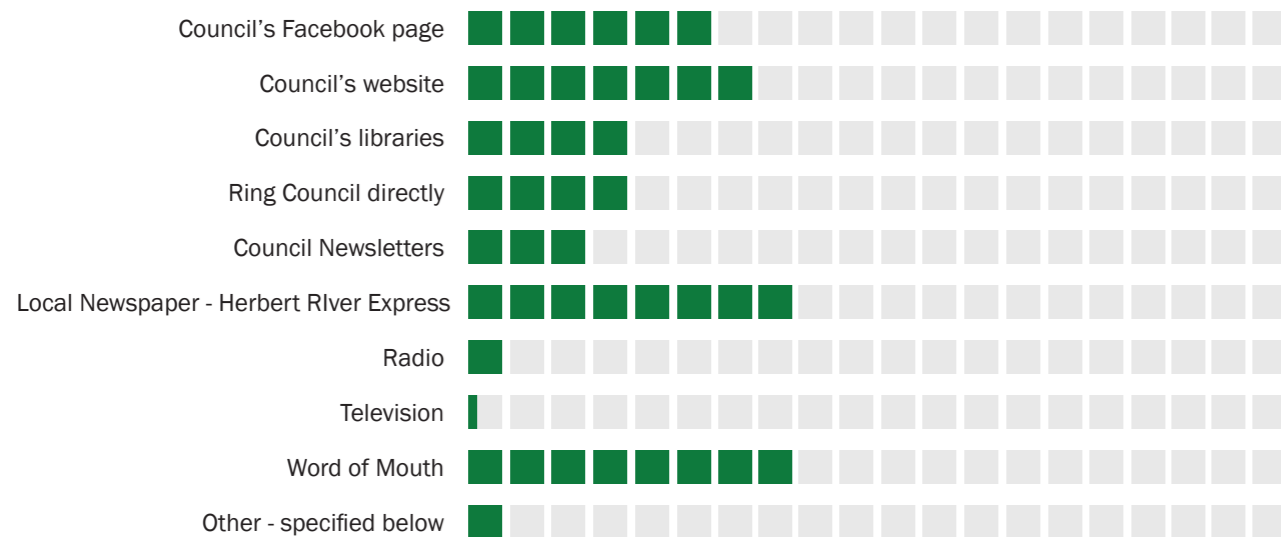


Key - each box is indicative of 10 survey responses

Key - each figure is indicative of 10 survey responses and is coded by the following colours:



When seeking information about Council projects, events or services which of the following sources do you use?



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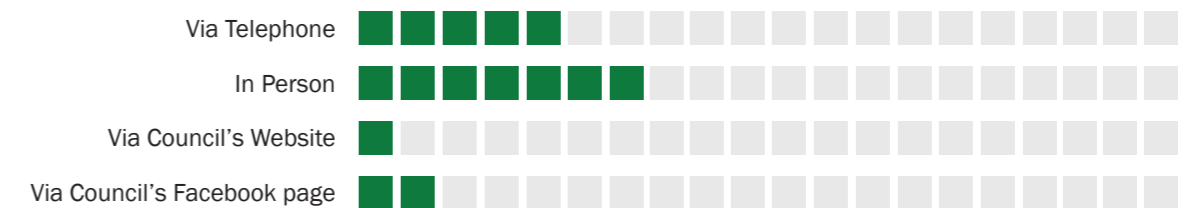
Of the 197 responses to the survey, 166 answered the question **'When seeking information about Council projects, events or services which of the following sources do you use?'**.

Respondents were able to select more than one source when answering this question.

13 respondents chose the option of 'Other' and specified that this included 'talking with Councillors, through local organisations such as the Herbert River Canegrowers, through the TYTO and Hinchinbrook Way Facebook pages and face to face interactions with Council staff'.

Key - each box is indicative of 10 survey responses

In future what would you consider to be your preferred method of contact with Council?



What you told us you want...

- Continued focus on communicating with the public
- Communication through various types of media
- More public awareness of what Council does
- Acknowledgement of feedback, complaints or issues raised with Council
- More engagement with local schools
- Age friendly communication
- More good news stories

Key - each box is indicative of 10 survey responses

Are there any other issues not addressed in this survey that you would like to comment on or bring to Council's attention?

- Boating Facility upgrades
- Airport upgrade to encourage more FIFO workers to reside locally
- More activities and opportunities for youth in the district
- Bowling Alley, Laser Skirmish, Skating Facility available locally
- Undercover area for sport
- Community Hall
- Attention to roads which generate dust issues for local homes
- Support local businesses in supporting local youth
- A more open Council with regular public communication
- Playground at TYTO
- Upgrade to CBD area
- Safer streets - lighting/line marking
- Sewerage to beach areas (Forrest Beach)
- More environmentally friendly projects
- Consideration of a green waste bins
- More promotion of local cheap housing
- More events and activities in the Shire
- More promotion/advertising of cyclone awareness and preparation



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📘 HinchinbrookDisasterInformation

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HINCHINBROOK WAY

www.hinchinbrookway.com.au

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Hinchinbrook Shire Council 2017 Community Satisfaction Survey Results
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Upper Stone

Dungeness **Bemerside**

Forrest Beach

Lannercost **Hawkin**

Abergowr

Wallaman

Victoria Plantati