

# **Survey of the Moranbah Households**

**RESEARCH REPORT No. 2**

John Rolfe and Galina Ivanova

***IMPACTS OF THE COAL MINING EXPANSION ON  
MORANBAH AND ASSOCIATED COMMUNITY***

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**Any comments will be gratefully received and should be directed to Professor John Rolfe or to Associate Professor Stewart Lockie:**

*Professor John Rolfe*

*Centre for Environmental Management*

*Central Queensland University*

*Rockhampton, 4702*

[\*j.rolfe@cqu.edu.au\*](mailto:j.rolfe@cqu.edu.au)

*(07) 4923 2132 (ph)*

*Associate Professor Stewart Lockie*

*Faculty of Sciences, Engineering and Health*

*Central Queensland University*

*Rockhampton, 4702*

[\*s.lockie@cqu.edu.au\*](mailto:s.lockie@cqu.edu.au)

*(07) 4930 9209 (fax)*

## **Executive Summary**

This report presents the results of a survey of householder attitudes in Moranbah towards the social and environmental impacts of coal mining in the Bowen Basin of Central Queensland. The surveys were conducted in Moranbah in late 2006. The survey was a part of social and economic impact assessment of coal mining operations in Moranbah. The survey responses were collected by phone and mail through the CATI (Computer-Assisted Telephone Interviewing) lab at the Central Queensland University.

Most of respondents (63%) were planning to live in the Shire between 2 and 20 years, and were therefore interested in development options for Moranbah. The majority of respondents (38%) were employed in coal mining industry and in continuous shift work (57%). Respondents in general spent more time when off shift in Moranbah than in Mackay or other areas. On average, respondents spent about 75% of their time in Moranbah when off shift. Most of respondents were happy with Moranbah as a community to live in.

The survey results allowed four key conclusions to be drawn. First, the results indicated that community are generally supportive of mining activities in the region. Residents think that mining companies support local businesses and events and create a good environment to invest in other businesses.

Second, residents also think that mining creates some negative impacts on the local community. They are concerned about increased house prices, crime rates, risk associated with increased traffic, and that shift work patterns have negative impacts on community activities in Moranbah. There were also some concerns that coal mining companies do not have a good knowledge of local community needs, and that they create cost burdens on the Shire Council to provide extra services.

Third, most of respondents spend money mainly in Moranbah for most goods and services except car and machinery, clothing, shoes and fashion, sporting goods, café and restaurants and computing electronics. Respondents shop outside Moranbah because they either were not able to find desired goods and services or they were too expensive in Moranbah. Residents of Moranbah visit Mackay quite often: about 70% of respondents visit Mackay at least once a month. They would travel less to Mackay if shopping and services improved in Moranbah.

Fourth, the results indicated that Moranbah residents would like to see more houses rather than workcamps build in Moranbah. Cheaper housing, better shopping and other services and more shops and services, more jobs opportunities for children and partners, more activities for younger children and partners, better entertainment, better medical services and better educational facilities would also encourage respondents or other families to live in Moranbah.

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## **2.1 Introduction**

This report presents the results of a survey of householder attitudes in Moranbah towards the social and environmental impacts of coal mining in the Bowen Basin of Central Queensland. The surveys were conducted in Moranbah in late 2006. The survey was a part of social and economic impact assessment of coal mining operations in Moranbah. The first report from this project has detailed the available demographic and statistical data, while the social impact assessment is presented in report 3. The subsequent reports in this series detail the other stages in the data collection process.

It is important to note that the results of this survey should be interpreted in the light of other reports.

## **2.2 Sample and response rate for household survey**

In this stage of the research project, over 300 surveys were collected at random from households in Moranbah. The survey responses were collected by phone and mail through the CATI (Computer-Assisted Telephone Interviewing) lab at the Central Queensland University. All households that contained a current land-based telephone number were used as a database, with a Market Pro database and the Moranbah Telephone Directory 2005/06 used for selecting Moranbah phone numbers. Using the Moranbah Telephone Directory ensured that the sample was current and included up to date contact details of new residents in Moranbah.

The questionnaire was pilot-tested by trained interviewers on a number of randomly-selected households in Moranbah. Interviewer comments (e.g. confusing wording, inadequate response categories, question order effect, etc.) and pre-test frequency distributions were reviewed before modifications were made to the questionnaire. After completion of the telephone data collection phase of the Moranbah Study a mail out was conducted in order to allow those respondents who chose to complete the survey by postal mail or email to do so. A second part of the survey (Part B) was also mailed to respondents who had agreed to this option. The results of that more specialised survey are presented in Report 6.

The total sample attempted by telephone interviewers at the Population Research Laboratory (PRL) was 1,034 households and a total of 2,499 calls were made. The average interview length was 20.08 minutes.

A total of 319 complete and partial surveys were collected. The response rate is a calculated percentage representing the number of people participating in the survey either with a completed or partially completed interview divided by the people selected in the sample. The Response Rate<sup>1</sup> for the survey was 65.77%.

## **2.3 Description of the results**

Out of all returned surveys, 42% were filled out by males and 58% by females. The average age of respondents was 45 years old. About 89% of respondents were married or de facto, less than 7% of respondents were single and the rest were widowed, divorced or separated. The household structure can be summarised as followed:

- 36% of respondents did not have children under age of 18 years old living with them,

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<sup>1</sup> The calculations for RR6 are shown below.

$$RR6 = \frac{\text{Complete interviews} + \text{Partial Interviews}}{(\text{Complete} + \text{Partial}) + (\text{Refusal} + \text{Non Contact} + \text{Other})}$$

- 16% of respondents had one child living with them,
- 31% of respondents had two children living with them
- 17% had three or more children living with them.

About 47% of respondents had family with young or school age children, and 15% of respondents had older children or other family as well in the household. About 17% of respondents had only a partner in the household while there were less than 5% of one person household respondents. Less than 1% of respondents described their household as two or more single people sharing a house.

Out of 274 respondents, the following residency pattern was identified:

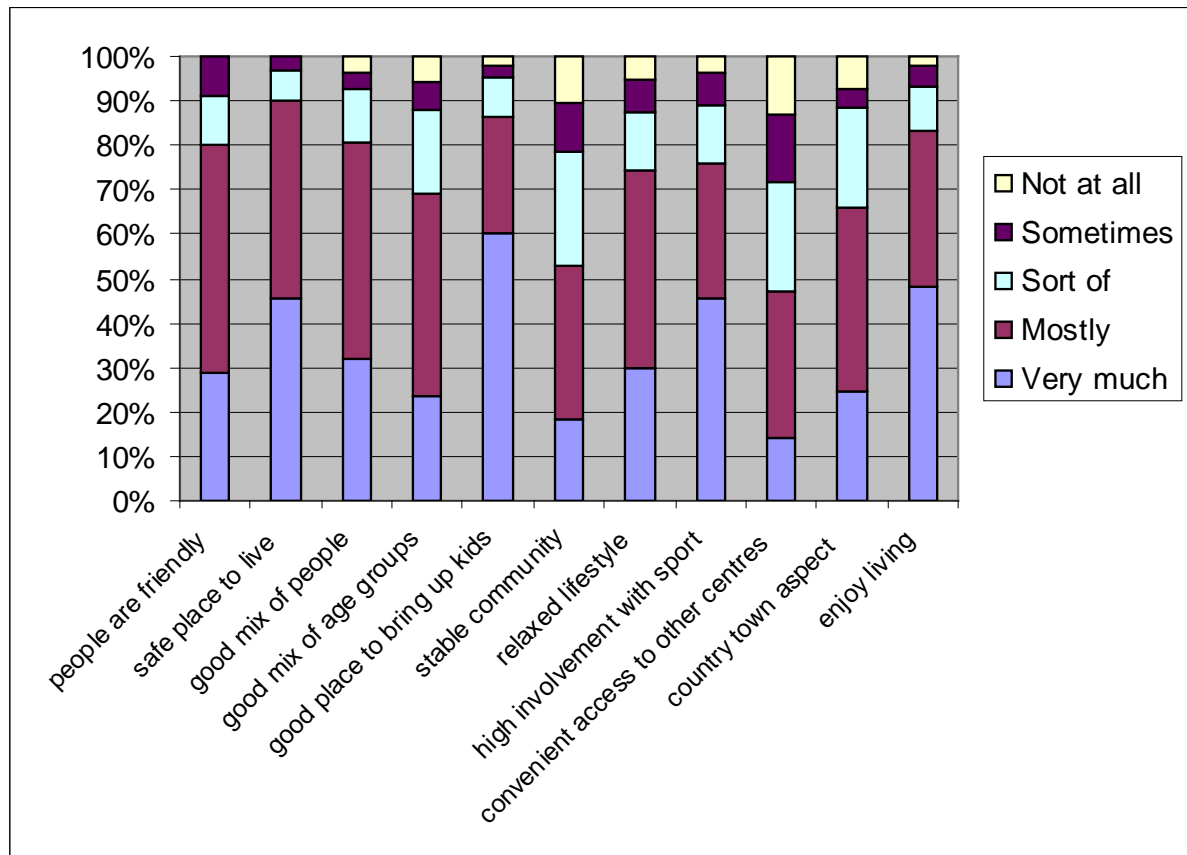
- 38% of respondents had lived in Moranbah for more than 15 years,
- 11% of respondents had lived in the Shire between 6 and 10 years
- 9% of respondents had lived in the Shire between 10 and 15 years.

About 7% of all respondents declared that they will live in Moranbah for the rest of their lives, while 63% of all respondents were planning to live in the Shire from 2 to 20 years. Only 10% of all respondents were planning to stay in the Shire for less than 2 years, with a further 6% of respondents uncertain about their future plans regarding living in the Shire.

When asked about their occupancy, 38% of respondents were working in the coal mining industry, 18% of respondents were doing home duties, 7% of respondents were employed in trade, accommodation and restaurants and the rest represented different industries. About 57% of all respondents (or other adults in their households) were employed in continuous shift work. When off shift, 46% of respondents spent most of their time in Moranbah, about 6% of respondents spent time in Mackay and more than 2% of respondents spent time in other areas of Mackay region. On average, respondents spent about 75% of their time in Moranbah when off shift.

Figure 1 (Table 1) shows how respondents rate Moranbah as a community to live in.

**Figure 1. How do you perceive Moranbah community to live in?**



**Table 1. Short versions of survey questions for Figure 1.**

Survey question	Shortened question for figures
Q5a: The people are friendly	people are friendly
Q5b: It's a safe place to live	safe place to live
Q5c: There's a good mix of people	good mix of people
Q5d: There's a good mix of age groups	good mix of age groups
Q5e: It's a good place to bring up kids	good place to bring up kids
Q5f: It's a stable community	stable community
Q5g: It's a relaxed lifestyle	relaxed lifestyle
Q5h: There's a high involvement with sport	high involvement with sport
Q5i: There's convenient access to other centres	convenient access to other centres
Q5j: There's a country town aspect	country town aspect
Q6: Do you enjoy living in Moranbah?	enjoy living

- More than 90% of respondents who answered the question regarding their perceptions of living in Moranbah community, think that it is a safe place to live.
- More than 86% of respondents think that Moranbah is a good place to bring up kids.
- More than 80% of respondents stated that people are friendly in Moranbah.
- More than 80% of respondents think that Moranbah has a good mix of people and less than 69% of respondents think that Moranbah has a good mix of age groups.

- More than 76% of all respondents who answered this question stated that people living in Moranbah can be highly involved in sport.
- More than 74% of all respondents think that it has a relaxed lifestyle
- More than 66% of respondents considered Moranbah towns as towns having a country town aspect.
- More than 52% of respondents stated that Moranbah community is a stable one.
- Only less than 47% of all respondents who answered this question perceived that Moranbah is conveniently positioned in terms of having a convenient access to other centres.
- Overall, more than 83% of respondents enjoy living in Moranbah.

A key part of the survey was questions about expenditure patterns in Moranbah. Respondents indicated that their expenditure occurs mainly in Moranbah (more than 57% of their income). Key areas where expenditure occurred elsewhere were:

- car and machinery purchases (84%)
- clothing, shoes and fashion (59%)
- Sporting goods (56%)
- Household appliances (55%)
- cafes and restaurants (50%)
- computing and electronics (50%)
- car repairs and other transport costs (46%)

Key areas where the majority of expenditure occurred in Moranbah included:

- food and groceries (84%)
- Accommodation (79%)
- medical services (78%)
- Household appliances (57%)

Householders were asked about the reasons why they shopped elsewhere. The responses included:

- not able to find right goods and services in Moranbah (24%)
- too expensive to shop in Moranbah (20%)

Householders were also asked about their frequency of visits to Mackay, with the following responses:

- about once a month (41%)
- Mackay about once every 2-3 months (23%)
- about once a fortnight (20%)
- about once or more a week (8%)
- once every 4-6 months or less (8%).



A key question in the survey asked respondents how much less they would travel to Mackay if shopping and services in Moranbah improved by 50%, with the following responses,

- 19% of respondents stated that they would travel to Mackay more than 50% less
- 22% of respondents stated that they would travel 25-50% less
- 19% of respondents stated that they would travel to Mackay 10-25% less
- 6% of respondents indicated that they would travel to Mackay up to 10% less
- 18% of respondents would travel as often as before.

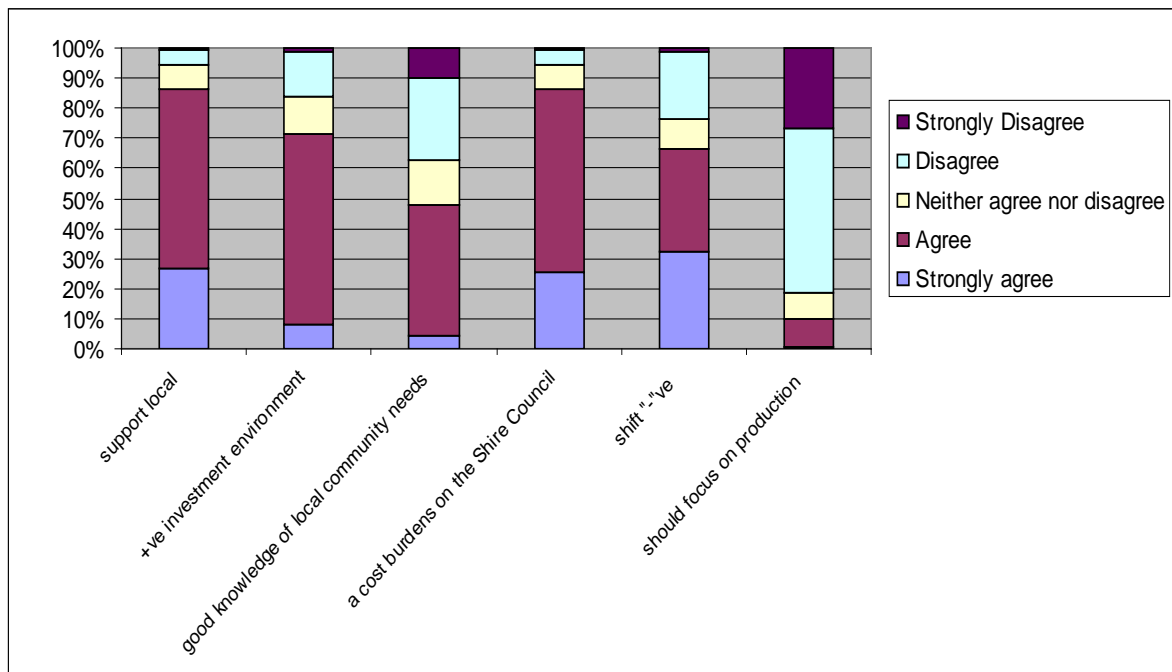
There were a number of questions regarding perceptions of Moranbah residents towards coal mines and the council. Shortened labels for these questions are used in Figures 2, 3 and 4, and the following tables show the full questions used. The complete results to these attitudinal questions are shown in Table 1 in the Appendices.

More than 86% of respondents who indicated their opinions stated that coal mines support local businesses and events (very much or mostly), while only 47.6% of respondents thought that coal mining companies have a good knowledge of local community needs.

About 71% of respondents stated that mining in the district creates a good environment to invest in other businesses. However, more than 86% of respondents indicated that the mining industry expansion is creating cost burdens on the Shire Council to provide extra services.

About 67% of respondents thought that the current shift work patterns have negative impacts on community activities in Moranbah. Only 10% of respondents wanted mining companies to focus only on production so that they can maximise employment and wage levels in the community.

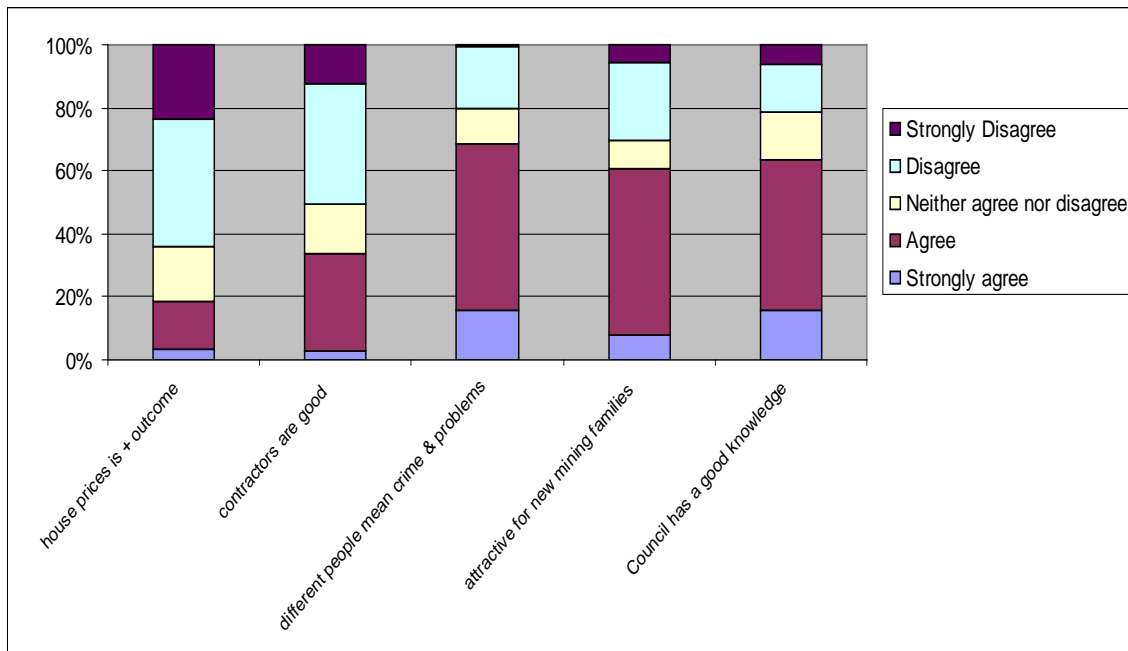
**Figure 2. Community perceptions of mines**



**Table 2. Short versions of survey questions for Figure 2.**

Survey question	Shortened question for figures
Q10_1: The coal mines support local businesses and events	support local
Q10_3: Mining in the district creates a good environment to invest in other businesses	+ve investment environment
Q10_4: Mining companies have a good knowledge of local issues and what local communities want	good knowledge of local community needs
Q10_9: The mining industry expansion is creating cost burdens on the Belyando Shire Council to provide extra services	a cost burdens on the Shire Council
Q10_14: Current shift work patterns have negative impacts on community activities in Moranbah	shift "-ve
Q10_16: Mining companies should focus only on production (not on contributions to the community) so that they can maximise employment and wage levels in the community	should focus on production

**Figure 3. Community perceptions of mines and Moranbah’s development**

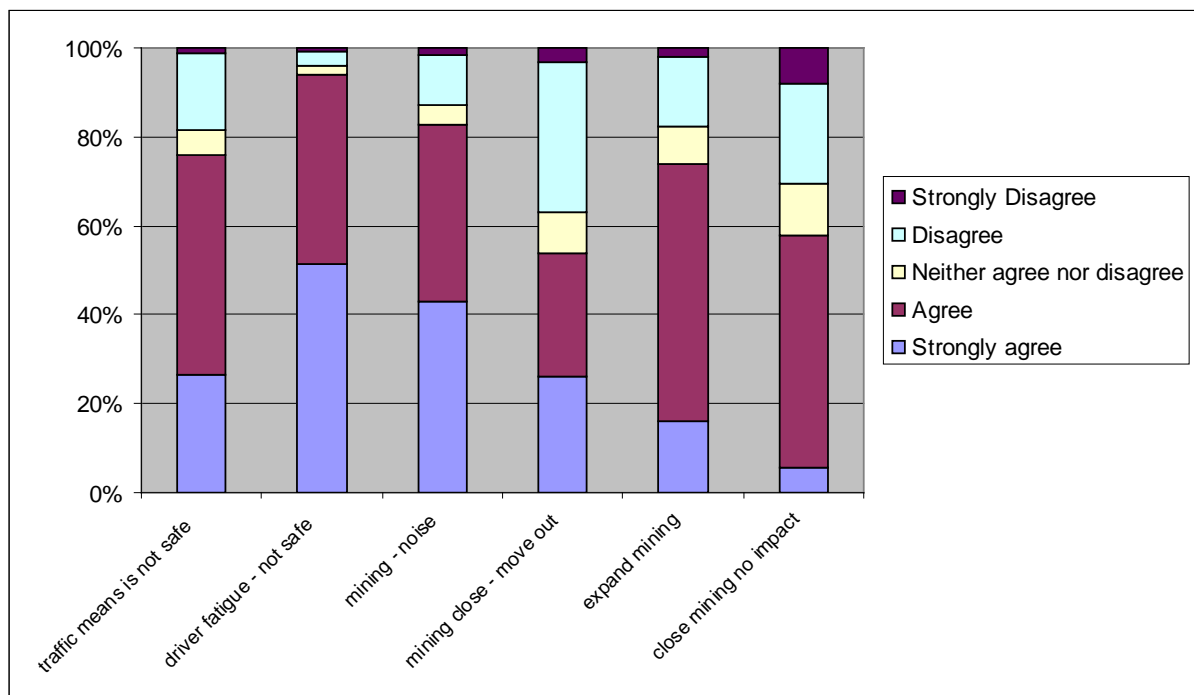


**Table 3. Short versions of survey questions for Figure 3.**

Survey question	Shortened question for figures
Q10_2: The recent increases in house prices and rents in Moranbah are a good outcome	house prices is + outcome
Q10_6: The number of contractors working in Moranbah has been good for the town	contractors are good
Q10_7: Different people in the region may mean that crime and social problems are on the increase	different people mean crime & problems
Q10_8: Moranbah is attractive for new mining families to move to the town	attractive for new mining families
Q10_5: The Shire Council has a good knowledge of local issues and what local communities want	Council has a good knowledge
Q10_15: The local community does not really get a say in how mine developments affect the town	no say

- Less than 19% of respondents disagree that the recent increases in house prices and rents in Moranbah are a good outcome.
- Less than 34% of respondents disagree that the number of contractors working in Moranbah has been good for the town.
- More than 68% of respondents indicated that different people in the region may mean that crime and social problems are on the increase.
- However, more than 60% of respondents think that Moranbah towns are attractive for new mining families to move to the town.
- About 63% of respondents think that the Shire Council has a good knowledge of local issues and what communities want.
- 75% of respondents think that the local community does not really get a say in how mine developments affect the town.

**Figure 4. Community perceptions of Moranbah’s development**



**Table 4. Short versions of survey questions for Figure 4.**

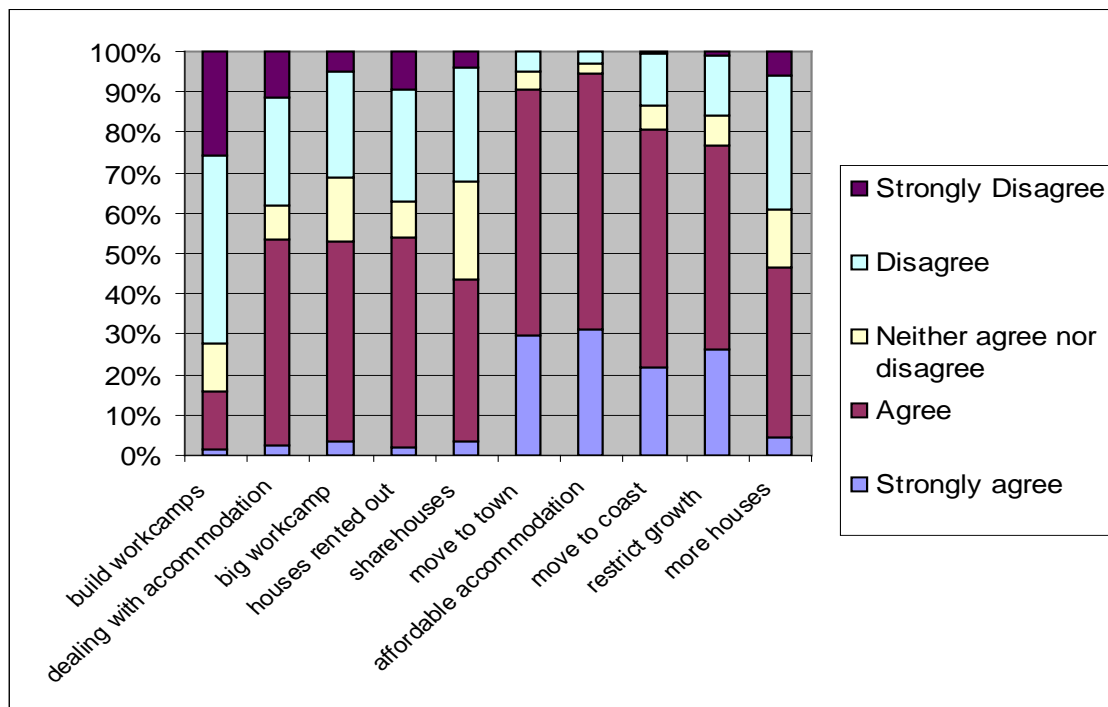
Survey question	Shortened question for figures
Q10_12: Increased traffic means the district is not as safe as it used to be	traffic means is not safe
Q10_13: Driver fatigue issues mean the district is not as safe as it used to be	driver fatigue - not safe
Q10_10: I worry about the potential environmental impact (dust, noise) from coal mines if they are developing close to the town	mining - noise
Q10_11: If mining comes close to town boundaries, I might consider moving from Moranbah	mining close - move out
Q10_17: The town should be allowed to expand even if there are coal reserves underneath	expand mining
Q10_18: Mining the coal reserves close to Moranbah can be done in ways that don't impact on residents	close mining no impact

The majority of respondents (76%) indicated that increased traffic means the district is not as safe as it used to be. More than 93% of respondents thought that driver fatigue issues mean the district is not as safe as it used to be.

Potential environmental impacts (dust, noise) from coal mines developing close to the town were an issue for 82% of respondents, with 53% of respondents indicating that they might consider moving from Moranbah if mining comes close to town boundaries. However 74% of respondents supported the statement that town should be allowed to expand even if there are coal reserves underneath, and 58% of respondents agreed that mining the coal reserves close to Moranbah can be done in ways that don't impact on residents.

Figure 5 provides the results regarding perceptions of Moranbah residents towards accommodation options including building more work camps or houses in Moranbah. Table 5 shows the labels for the questions that are used in Figure 5.

**Figure 5. Accommodation options**



**Table 5. Short versions of survey questions for Figure 5.**

Survey question	Shortened question for figures
Q10-19: It is better to focus on building workcamps rather than housing in Moranbah, in case there is a downturn in the coal industry	build workcamps
Q11_1: Additional workcamps are a good way of dealing with current accommodation shortages	dealing with accommodation
Q11_2: It is better to have a few big workcamps than a number of smaller facilities	big workcamp
Q11_3: There are no problems with having houses rented out to groups of shift workers	houses rented out
Q11_4: It would be preferable to have shift workers in Moranbah sharing houses rather than living in workcamps	share houses

Q11_5: Many people currently using workcamps would move to Moranbah if cheaper housing was available	move to town
Q11_6: The development of the town should focus more on providing affordable accommodation	affordable accommodation
Q11_7: If there are more workcamps, it might encourage some families to move to the coast	move to coast
Q11_8: Growth in Moranbah should be restricted until more water supplies are available	restrict growth
Q11_9: It would be better to have more houses in Moranbah even if there are increased water restrictions	more houses

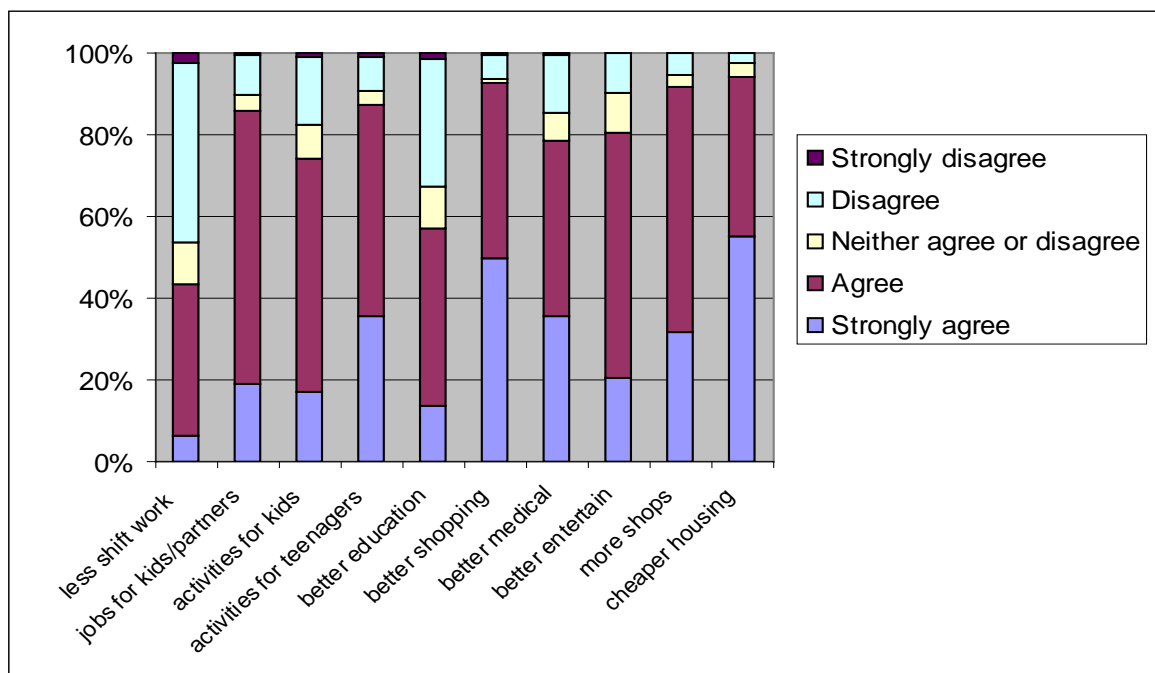
The results indicate that only 16% of respondents thought that it is better to focus on building workcamps rather than housing in Moranbah, in case there is a downturn in the coal industry. More than 53% of respondents thought that additional workcamps are a good way of dealing with current accommodation shortages and it is better to have a few big workcamps than a number of smaller facilities. About 54% of respondents thought that there are no problems with having houses rented out to groups of shift workers, while more than 43% of respondents stated that it would be preferable to have shift workers in Moranbah sharing houses rather than living in workcamps.

About 91% of respondents agreed that many people currently using workcamps would move to Moranbah if cheaper housing was available, while 95% thought that the development of the town should focus more on providing affordable accommodation. About 81% of respondents suggested that if there are more workcamps, it might encourage some families to move to the coast. There was support for restricting growth in Moranbah until more water supplies are available (76%), although 46% of respondents thought that it would be better to have more houses in Moranbah even if there are increased water restrictions.

Respondents were asked what they thought about the effect of current shift patterns on their family and the community. About one-third of respondents (31%) indicated that they would prefer weekday shifts to allow more family time, while 30% stated that they liked the current shift patterns. Only 14% of respondents preferred shifts to be standardised between mines.

Figure 6 illustrates what would encourage respondents and their families to live in Moranbah.

**Figure 6. What would encourage respondents to live in Moranbah**



**Table 6. Short versions of survey questions for Figure 6.**

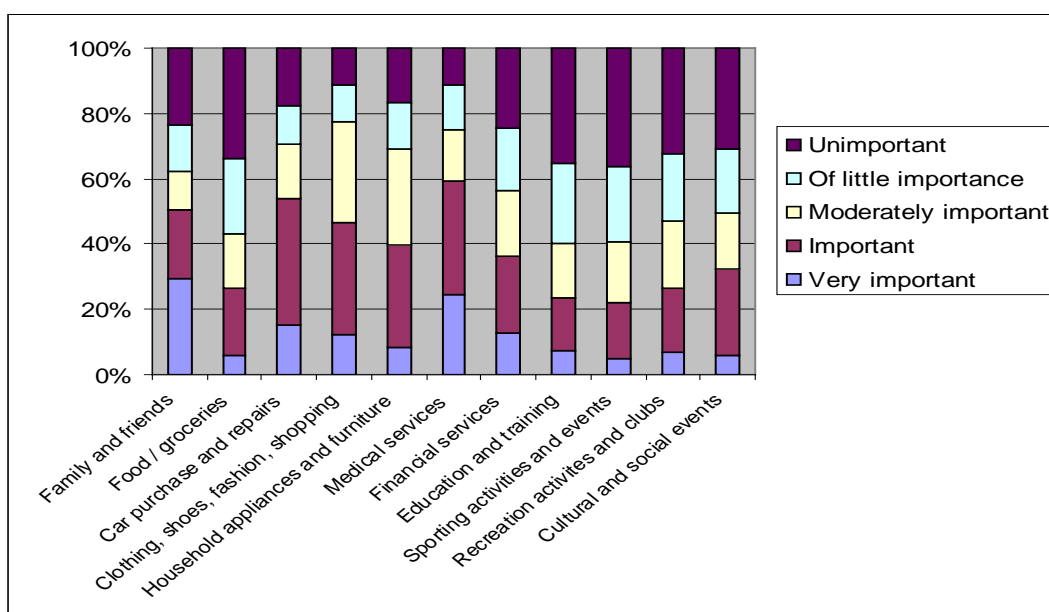
Survey question	Shortened question for figures
Q12_1: Less shift work	less shift work
Q12_2: More job opportunities for children and partners	jobs for kids/partners
Q12_3: More activities for younger children	activities for kids
Q12_4: More activities for teenagers	activities for teenagers
Q12_5: Better educational facilities	better education
Q12_6: Better shopping and service facilities	better shopping
Q12_7: Better medical facilities	better medical
Q12_8: Better entertainment	better entertain
Q12_9: More shops and services	more shops
Q12_10: Cheaper housing	cheaper housing

Nearly all respondents (94%) indicated that cheaper housing would encourage their or other families to live in Moranbah. Key items that would encourage them or other families to live in Moranbah were:

- better shopping and other service facilities (93%)
- more services and shops (92%)
- more jobs opportunities for children and partners (86%)
- more activities for teenagers (88%)
- better entertainment (80%)
- better medical services (78%)
- more activities for younger children and partners (74%)
- better educational facilities (57%)

The importance of Mackay as a provider of different services was also assessed to determine what services are needed to be developed in Moranbah. Figure 7 illustrates how important Mackay was for respondents to access different services.

**Figure 7. How important Mackay was to respondents for access of the following services?**



**Table 7. Short versions of survey questions for Figure 7.**

Survey question	Shortened question for figures
Q14_1: Family and friends	Family and friends
Q14_2: Food / groceries	Food / groceries
Q14_3: Car purchase and repairs	Car purchase and repairs
Q14_4: Clothing, shoes, fashion, shopping	Clothing, shoes, fashion, shopping
Q14_5: Household appliances and furniture	Household appliances and furniture
Q14_6: Medical services	Medical services
Q14_7: Financial services	Financial services
Q14_8: Education and training	Education and training
Q14_9: Sporting activities and events	Sporting activities and events
Q14_10: Recreation activities and clubs	Recreation activities and clubs
Q14_11: Cultural and social events	Cultural and social events

The most important reasons nominated for accessing Mackay were medical services (59%), car purchases and repairs (54%), and visiting family and friends (51%). The least important reasons were providing sporting activities and events (22%), education and training (24%), recreational activities (26%) and food and groceries (26%).

## **2.4 Summary**

First, the results indicated that community are generally supportive of mining activities in the region. Residents think that mining companies support local businesses and events and create a good environment to invest in other businesses.

Second, residents also think that mining creates some negative impacts on the local community. They are concerned about increased house prices, crime rates, risk associated with increased traffic, and that shift work patterns have negative impacts on community activities in Moranbah. There were also some concerns that coal mining companies do not have a good knowledge of local community needs, and that they create cost burdens on the Shire Council to provide extra services.

Third, most of respondents spend money mainly in Moranbah for most goods and services except car and machinery, clothing, shoes and fashion, sporting goods, café and restaurants and computing electronics. Respondents shop outside Moranbah because they either were not able to find right goods and services or they were too expensive in Moranbah. Residents of Moranbah visit Mackay quite often: about 70% of respondents visit Mackay at least once a month. They would travel less to Mackay if shopping and services improved in Moranbah.

Fourth, the results indicated that Moranbah residents would like to see more houses rather than workcamps built in Moranbah. Cheaper housing, better shopping and other services and more shops and services, more jobs opportunities for children and partners, more activities for younger children and partners, better entertainment, better medical services and better educational facilities would also encourage respondents or other families to live in Moranbah.

## 2.5 Appendix

Table 1.

### How do you perceive Moranbah community to live in?

		Very much	Mostly	very much + Mostly	Sort of	Sometimes	Not at all
%							
Q5a: The people are friendly	people are friendly	28.94	51.28	<b>80.22</b>	10.99	8.79	
Q5b: It's a safe place to live	safe place to live	45.62	44.53	<b>90.15</b>	6.93	2.92	
Q5c: There's a good mix of people	good mix of people	31.87	48.72	<b>80.59</b>	12.09	3.66	3.66
Q5d: There's a good mix of age groups	good mix of age groups	23.36	45.62	<b>68.98</b>	18.98	6.20	5.84
Q5e: It's a good place to bring up kids	good place to bring up kids	60.15	26.20	<b>86.35</b>	8.86	2.95	1.85
Q5f: It's a stable community	stable community	18.52	34.44	<b>52.96</b>	25.56	11.11	10.37
Q5g: It's a relaxed lifestyle	relaxed lifestyle	30.04	44.32	<b>74.36</b>	12.82	7.69	5.13
Q5h: There's a high involvement with sport	high involvement with sport	45.59	30.51	<b>76.10</b>	12.87	7.35	3.68
Q5i: There's convenient access to other centres	convenient access to other centres	14.02	32.84	<b>46.86</b>	25.09	14.76	13.28
Q5j: There's a country town aspect	country town aspect	24.72	41.33	<b>66.05</b>	22.51	4.06	7.38
Q6: Do you enjoy living in Moranbah?	enjoy living	48.00	35.27	83.27	9.82	4.73	2.18
Q7: Does your partner / other adult in the household enjoy living in Moranbah?		43.14	38.04	81.18	8.24	6.67	3.92



<b>Community perceptions of mines</b>	%	Strongly agree	Agree	Strongly agree + agree	Neither agree nor disagree	Disagree	Strongly Disagree
Q10_1: The coal mines support local businesses and events	support local	26.74	59.34	86.08	8.42	4.76	0.73
Q10_3: Mining in the district creates a good environment to invest in other businesses	+ve investment environment	7.95	63.26	71.21	12.50	15.15	1.14
Q10_4: Mining companies have a good knowledge of local issues and what local communities want	good knowledge of local community needs	4.15	43.40	47.55	15.09	27.55	9.81
Q10_9: The mining industry expansion is creating cost burdens on the Belyando Shire Council to provide extra services	a cost burdens on the Shire Council	25.77	60.77	86.54	8.08	5.00	0.38
Q10_14: Current shift work patterns have negative impacts on community activities in Moranbah	shift "-ve	32.59	34.07	66.67	10.00	21.85	1.48
Q10_16: Mining companies should focus only on production (not on contributions to the community) so that they can maximise employment and wage levels in the community	should focus on production	0.75	9.06	9.81	9.06	54.72	26.42
<b>Community perceptions of mines and Moranbah's development</b>							
Q10_2: The recent increases in house prices and rents in Moranbah are a good outcome	house prices is + outcome	3.65	14.96	18.61	17.15	40.88	23.36
Q10_6: The number of contractors working in Moranbah has been good for the town	contractors are good	2.94	30.88	33.82	15.81	37.87	12.50
Q10_7: Different people in the region may mean that crime and social problems are on the increase	different people mean crime & problems	15.53	53.03	68.56	11.36	19.32	0.76
Q10_8: Moranbah is attractive for new mining families to move to the town	attractive for new mining families	7.64	53.09	60.73	8.73	24.73	5.82
Q10_5: The Shire Council has a good knowledge of local issues and what local communities want	Council has a good knowledge	15.56	48.15	63.70	14.81	15.56	5.93
Q10_15: The local community does not really get a say in how mine developments affect the town	no say	30.08	44.92	75.00	10.94	13.67	0.39
<b>Community perceptions of Moranbah's development</b>							
Q10_12: Increased traffic means the district is not as safe as it used to be	traffic means is not safe	26.67	49.26	75.93	5.56	17.41	1.11
Q10_13: Driver fatigue issues mean the district is	driver fatigue - not safe	51.46	42.34	93.80	2.19	3.28	0.73

not as safe as it used to be

Q10\_10: I worry about the potential environmental impact (dust, noise) from coal mines if they are developing close to the town

mining - noise 43.07 39.78 82.85 4.38 11.31 1.46

Q10\_11: If mining comes close to town boundaries, I might consider moving from Moranbah

mining close - move out 26.30 27.41 53.70 9.26 33.70 3.33

Q10\_17: The town should be allowed to expand even if there are coal reserves underneath

expand mining 16.04 57.84 73.88 8.58 15.67 1.87

Q10\_18: Mining the coal reserves close to Moranbah can be done in ways that don't impact on residents

close mining no impact 5.62 52.21 57.83 11.65 22.49 8.03

### Accommodation and workcamps

Q10-19: It is better to focus on building workcamps rather than housing in Moranbah, in case there is a downturn in the coal industry

build workcamps 1.46 14.23 15.69 12.04 46.35 25.91

Q11\_1: Additional workcamps are a good way of dealing with current accommodation shortages

dealing with accommodation 2.55 50.91 53.45 8.36 26.91 11.27

Q11\_2: It is better to have a few big workcamps than a number of smaller facilities

big workcamp 3.57 49.60 53.17 15.48 26.19 5.16

Q11\_3: There are no problems with having houses rented out to groups of shift workers

houses rented out 2.22 51.85 54.07 8.89 27.78 9.26

Q11\_4: It would be preferable to have shift workers in Moranbah sharing houses rather than living in workcamps

sharehouses 3.42 39.92 43.35 24.33 28.52 3.80

Q11\_5: Many people currently using workcamps would move to Moranbah if cheaper housing was available

move to town 29.52 61.25 90.77 4.43 4.80

Q11\_6: The development of the town should focus more on providing affordable accommodation

affordable accommodation 31.25 63.24 94.49 2.57 2.94

Q11\_7: If there are more workcamps, it might encourage some families to move to the coast

move to coast 21.59 59.09 80.68 6.06 12.88 0.38

Q11\_8: Growth in Moranbah should be restricted until more water supplies are available

restrict growth 26.12 50.37 76.49 7.84 14.55 1.12

Q11\_9: It would be better to have more houses in Moranbah even if there are increased water

more houses 4.63 41.70 46.33 14.67 33.20 5.79

Strongly agree Agree Strongly agree + agree Neither agree nor disagree Disagree Strongly Disagree

restrictions

### What would encourage people to live in Moranbah?

		Strongly agree	Agree	Strongly agree + agree	Neither agree nor disagree	Disagree	Strongly disagree
Q12_1: Less shift work	less shift work	6.27	37.27	<b>43.54</b>	9.96	44.28	2.21
Q12_2: More job opportunities for children and partners	jobs for kids/partners	18.91	66.91	<b>85.82</b>	4.00	9.82	0.36
Q12_3: More activites for younger children	activities for kids	17.28	56.99	<b>74.26</b>	8.09	16.54	1.10
Q12_4: More activites for teenagers	activities for teenagers	35.53	52.01	<b>87.55</b>	3.30	8.42	0.73
Q12_5: Better educational facilites	better education	13.75	43.49	<b>57.25</b>	10.04	31.23	1.49
Q12_6: Better shopping and service facilities	better shopping	50.00	42.70	<b>92.70</b>	1.09	5.84	0.36
Q12_7: Better medical facilities	better medical	35.66	42.65	<b>78.31</b>	6.99	14.34	0.37
Q12_8: Better entertainment	better entertain	20.36	60.00	<b>80.36</b>	9.82	9.82	
Q12_9: More shops and services	more shops	31.50	60.07	<b>91.58</b>	2.93	5.49	
Q12_10: Cheaper housing	cheaper housing	54.91	39.27	<b>94.18</b>	3.27	2.55	

### What do people think about how important Mackay is in providing different services?

		Very important	Important	Very important + important	Moderately important	Of little importance	Unimportant
Q14_1: Family and friends	Family and friends	29.56	21.17	50.73	11.31	14.60	23.36
Q14_2: Food / groceries	Food / groceries	5.84	20.44	26.28	16.79	22.99	33.94
Q14_3: Car purchase and repairs	Car purchase and repairs	15.33	38.69	54.01	16.79	11.68	17.52
Q14_4: Clothing, shoes, fashion,	Clothing, shoes, fashion,	12.41	34.31	46.72	30.66	11.31	11.31

shopping	shopping						
Q14_5: Household appliances and furniture	Household appliances and furniture	8.39	31.39	39.78	29.56	14.23	16.42
Q14_6: Medical services	Medical services	24.45	34.67	59.12	16.06	13.50	11.31
Q14_7: Financial services	Financial services	12.64	23.79	36.43	19.70	19.33	24.54
Q14_8: Education and training	Education and training	7.38	16.24	23.62	16.61	24.35	35.42
Q14_9: Sporting activities and events	Sporting activities and events	5.11	16.79	21.90	18.61	23.36	36.13
Q14_10: Recreation activities and clubs	Recreation activities and clubs	6.93	19.71	26.64	20.44	20.80	32.12
Q14_11: Cultural and social events	Cultural and social events	5.84	26.64	32.48	17.15	19.34	31.02

### **Q21: Would you like to make any comments about the survey, or additional comments about some of the issues raised in it?**

20,000 extra on house cost as there is no accommodation for the builders, if they can build the town in 3 mth they should be able to move it in 6 mths

Absolutely wonderful

Affordable accomodation would be great, not affordable for young people

Affordable housing is a concern to us, council is planning on building ten units and ten houses, and supply them to apprentices, such as butchers and things that will be useful to the town and they can pay rent accordingly

Asked the right questions, especially impact of mines and lack of water

Believe that with regard to water, if you use it you pay for it. The government take millions off the mines for access to water and then the township gets no allocation from the new pipeline. They should put something back into the community.

Biggest issues are the water supply, affordable accomodation for families, safety of the community with different contractors in the town.

Biggest problem is water and accommodation

Bringing single mens camps into the area is a bad idea, breaking the families up.

Coal mines only put enough into community to be seen to be committed. Only a pittance compared with the profits they make from the community and the coal. Won't really invest in the township only interested in getting as much coal out of the ground

Coal mining close increasing incidences of respiratory diseases - extra dust from coal, lack of water. Mines need to put more water into the town - government have a role in making this happen

Community socialising - no pleasant places people can congregate, like parks, lake etc that is why many people spend a lot of time away. Families have gone, clubs declined, community losing structure. No long term commitment from contractors

Community started as a mining town and then it became a family mining town now its a contractor town and families are not wanted. Don't need to bring the rent down just build lots more houses

Contract work is not the problem; the problem is that it attracts a lot of males to the community without the stability of their families.

Don't believe coal companies put enough into town

Done a good survey

Fairly extensive survey

Good survey, very professional

Good that we are doing the survey, hope it helps our community. It's hard to undergo building our community without any water.

Hit nail on head - good survey

Hope I have been of assistance

Hope that survey is not only to benefit council so that they can bash company. Councils would not be so big and prosperous without input from mining

Housing concerns

Housing is a big issue, local council, coal will be exhausted eventually

I'm worried about the booming mining industry due to enviromental impacts, there would be negative impacts on animals (wildlife)

I don't think the mining companies put into the community what they take out of it; there's no give and take at all in that regard.

I feel like poeple in Moranbah, would use the shops if there wasn't such a high mark up and Moranbah needs a grocery store, coles is not pulling its weight, people would like to work, but not enough hours

I love the place and would like more help like this in the town and I have grown up all my life here and have 2 young young boys and I hope that they grow up and live here to

I think it's good they're doing this survey, although it should have been done years ago

I think shire councils are doing all they can with the tools they have, but they could do a lot more if their hands weren't tied by coal mining companies and the state government.

I think the develpoement is to close to the town, dust is very bad, house prices

I think the water is a big issue here. I can't see the infrastructure holding up for the increasing population - the schools are overflowing, we don't have a butcher, there's only one supermarket (some competition would be good), convenience stores.

I think the work camps should be placed on the out skirts of town not in the centre of town, and they should be self catering with food services

I think these types of issues are very important. There are real problems associated with the mines and town development. A lot of people say the town isn't what it used to be - community spirit has decreased.

I thought it was good

It's a good idea to have the survey, good cross section of questions

It's a good idea to have this survey, hope it works

It's good that the government is asking the community what they think

It's good they're asking these sorts of questions. The content of the questions was good.

It's pretty broad. The impact of contractors on the town. The town doesn't cater for them, makes it hard for the town

It is a nice little town

It is hard to be unbiased about housing and accommodation in Moranabh as we are home owners and have benefited a great deal in regards to this.

It was put to the council 30 years ago that Moranbah that needed its own water supply and now there is a massive uproar in regards to this. The water situation is a massive problem.

Keep the mine away from the town.

Like to see ban on people living away from the area. Like to see more things for younger kids, more sporting

Like to see more affordable housing in the town

Make sure you do some thing about the town and the mining

Make the council more public about what they want to do. Big public notice about upcoming events e.g town square developement

Matching grants for sporting clubs and also the schools

More help for local police force, supermarket runs out of food

More housing, more shops

More money injected into system - mining companies could do more

More road works lights and signs on all the roads

Most of the issues raised are very important ones that deal with the town, most were very relevant

Need water and coles isn't as good as it used to be

Promote affordable housing for families, not Satalite town, so we need water, better dental, better shopping, thousands of single blokes come into town, run a muck then go home, driving home after a 12 hour shift, drive to Rockhampton or Mackay

Quality not good, prices are high, not adequate supply

Questions needed to be more easier to understand like how many people will stay in the house, equal pricing

Re: question about "Better educational facilities" - standard is good but more variety would encourage people to live in Moranbah; private school for example.

Restrictions in water, nothing has been done in years. They should cut the water supply down in a few of the mines and the town would have more water, the mines are wasting water

She complained that she could hear the mines, they said that she would not be able to hear it as it was 20km away but that is by car, its only 5km as the crow flies and she can see the light at night and she can hear moaning noises

Should ask more questions about what council does provide and could do better like town planning

Should be more things for kids to do like things to do with kids and be involved with the kids

Should have more entertainment for teenagers

Some questions are the same and asked a few times, they have just been asked in different ways.

Some work is restricted because of the lack of child care and coles needs to get in fresh food, new people to the community, no family support

Survey was really good, questions relevent

The coucil should look at ways of more wisely using water - grey water and allowing water tanks in yards. I'm surprised that there isn't a private high school given the high income levels

The council and community need to get together to increase activities for teenagers, something for dirt bikes

The issues are very relevant and the questions were very thorough. Overall it was a very good survey.

The mines are doing a good job; you can't really complain. People are very friendly and considerate.

The more camps that are here, the better off the house prices are. Harder to buy as a young families

The need to put more scocial life for the family in area

The one thing I don't like about Moranbah is that there are too few police on duty, especially late at night. There's also litter everywhere.

The price of everything is jacked up for mine wages - not everyone is on high mine wages, but we still ahve to pay more for everything. There is a perceptioint

that if you live in Moranbah, you are earning heaps of money.

The prices at the supermarket are ridiculous. Can't currently supply the town - regularly lack of stock on shelves. Consistently no meat - I have to buy meat elsewhere.

The roads should be up graded around town and on the highways, there should be speed limits up at certain times of the day (rush hour).

The survey tends to look at development in housing and water usage as consequence but that's not the case, don't limit development because of water restrictions. 20 yrs the restrictions have been in place in town.

There is a major strain on housing, mining companies need to address this

There is more land around Moranbah that can be used for housing

There needs to be an address of the relationship between the companies, their corporate ethos and the community - 12 hour shift, lack of infrastructure and support for town in water resources, approach that is open and honest

There should be better shops, the butcher has closed down because he can't pay the high wages and high rents that the mine have pressured the town into

There will be more deaths on the road if we don't get more housing in Moranbah, affordable accommodation for families.

They really need to look at improving the supermarket; they don't seem to be catering for the increased population. They need to have a third doctor because the two we have are incredibly overworked. The government and council have acted way too late

They use the medical service all the time but at the moment they have to travel and spend more as is going to orthodontics more now than before

Think a lot of houses for sale and don't need more buildings

Think there is a lot of drink in town and too many single men

Thinks survey will be good if it has an impact

Very good questions particular directed to the current issues in Moranbah, the council and mines no longer work together for the community, just there to make a buck, its all money driven

Very good survey, covers a wide range

Very good to get something that's relevant to us

Water and housing crisis. Out of town workers, family living in Mackay and they constantly travelling back and forth. Large number of males makes me uncomfortable. No families - no community.

Water dams

Water is vitally important when considering infrastructure and industry increases

Water issue horrible

We need more doctors (at least one more) and another supermarket. Workcamps are a short-term solution, but not long-term one.

We need water! The government doesn't seem to be doing anything about it, a pipe line is being built but its for the mine not the town

We put it to BMAs CEO in regards to water supply and supplied housing and why engineers get special accommodation consideration to housing. They can't get highly experienced and highly skilled tradesman due to this.

Workcamps a contentious issue. Like families to stay together, but lack of affordable housing makes difficult so families have to live apart. Workcamp environment undesirable

Workcamps are okay for short-term but not long-term solution; 12 shifts are a bit too long (shift work itself is okay); an alternative to the state school - independent (Christian) school would be good; another supermarket and butcher; maternity facility

Workcamps make it unattractive for more families. If they weren't there more families would move to the town, provided infrastructure is there. This is far preferable. They say on surface making it family oriented what they do makes you wonder

Worried about transient element of town and water supply

Would be no problem with mine close to town as he has worked in the Hunter and they are mining right next to Muggie and they were a high dust

**Q20: If you could change one thing in the community, no matter how small, what would it be?**

12 hour shifts

A better variety of shops. New shopping centre.

A dam/lake like Clermont has - a deep dam that you can ski on, and associated recreation areas ect.

A full TAB instead of a pub one. They need to build houses here, as people travel after they work 12 hour shifts, 12 hour shifts have stopped sports and people travel to mackay and elsewhere. Before 12 hour shifts there was sport here every weekend

A lot of the groups (clubs and even schools etc.) out here expect handouts from the mines all the time. They think they're entitled to that sort of thing and don't really expect members to contribute very much (and the members expect the mines to pay for

Ability for people to be housed for jobs, in relation to partners and families

Access road from Mills Ave to Peak Downs Highway, Watonga. (to open)

Accommodation

Accommodation for permanent residents should increase

Affordable accommodation

Amount of entertainment for young people should be increased and events etc

Amount of money, the money is the main reason and no community spirit

Amount of shift work. I've grown up here and I've seen the deterioration of team sport in particular. More shift work means less are able to play in this type of family sporting competition

An air service with competitive prices (same price as prices from Mackay).

An increase in the number of volunteers for not-for-profit organisations (coming from P&C perspective).

Another big shopping centre like woolworths

Another shopping centre, another grocery store

Another shopping complex, better competition so there will be better service. Manmade dam for the rain when we do get it, to save another drought.

Another supermarket

Attitude of the people

Attitude of people here in the town, too materialistic. 8 hr shifts should come back, so the family atmosphere will change back to how it was

Attitudes of teenagers - they're not very empathetic to people outside of their community, especially people on low incomes. The community is very affluent and teenagers seem to believe that if people don't have much money it's their own fault

Availability of housing needs to increase

Availability of water, I would change the amount of houses that they approve to be built due to the water. Increase water restrictions. Allow grey water to be used. Available land that is here should be used for housing

Better access to the shopping centres and dentist, medical services

Better medical facilities



Better recreation facilities  
Better restaurants  
Better services in all business's  
Better shift patters  
Better shopping facilities  
Better shopping mall, air conditioned. Walking tracks away from highway. Air conditioned cafe, child friendly and more covered play areas  
Better shops and child care and more of both  
Better sport facilities for the kids, ovals and basketball courts etc  
Better sporting facilities  
Better water supply to the house is needed and place for recreation dams  
Build a dam for water sports and water supply  
Build a dam, better medical facilities, more recreational things like bowling alleys  
Build a water reservoir, for water and recreation  
Build another supermarket in Mackay, a butcher as well  
Build dams or allow water tanks in household yards  
Build more houses  
Bus service to work - provided by company/even if need to pay for service  
Butcher shop and supermarket  
Change overall appearance of community  
Change some of the laws with the dog (pig dog) and there will be a kids that will be killed, The shifty workers don't think about other people in the street have to sleeping and with drinking  
Change the accomodation availability so kids could move out and live by themselves  
Change the Council members  
Change the heat  
Change the rosters, fatigue issues  
Change the special needs at the High school  
Change the speed that drivers drive  
Cheaper accomodation  
Cheaper housing  
Cheaper housing, manmade dam, better water allocation for everyone.  
Childcare  
Coles store  
Cost of housing - decrease  
Cost of housing  
Dam for water

Day care placement because you can't get time in for care and better water build dam  
Delivery/maternity services at the hospital  
Developing the town, more shops  
Dogs are problems pet ownership in general to many of dogs walking around with out leashes  
Don't know  
Entertainment and housing prices  
Friendlier people  
Get another supermarket - Woolworths preferably  
Get another supermarket  
Get more grocery outlets  
Get rid of all the camps  
Get rid of some contractors - ease the contractors, more family orientation. Now you have to lock everything.  
Give us a dam full of water  
Good to have a centre water attraction - eg. lake or dam  
Hands on help for young kids  
Help plant more trees and more rubbish services  
High school education/private schools  
Housing  
Housing and water  
Housing crisis - increase availability of houses and lower prices. Also, more daycare for children (more places).  
Housing for families  
Housing prices, costs of rental so family member could live here, or so could be a house at a reasonable price  
Housing situation - more housing available for families. Rent and purchase prices are too high - Housing crisis  
Housing situation  
I'd also relocate the town 100km closer to Mackay. Having more water supplies.  
I'd want a new caravan park put in the town, or upgrade what's here (because I live in a caravan so that's very important to me).  
I think an awareness for people to support their own community. We fight against people buying things from Mackay, we need business to be supported, it really doesn't cost more to buy here once you add travel costs in  
I think we need a bit more cultural and recreational venues and kid friendly social venues.  
I would make it more family friendly - encourage families to move to the town rather than have workers commuting.  
I would not change a thing  
Improve medical services, specifically specialist services.  
Improve water reserves - having a stable water supply  
Improved health services  
Improved medical and grocery shopping

Improving the water supply so there aren't as many water restrictions and the place isn't as dry. Road conditions are another problem in terms of quality (maintenance).

Increase in shopping (we need a butcher, or another supermarket) and increased water

Increase in shopping and entertainment facilities and options

Increase the number of childcare places for children under 2

Keep children safe

Lack of funds for the youth

Lack of rural land for private ownership is one reason we will go elsewhere. Water supply is important too.

Lack of water

Lack of water facilities upgraded

Less influence of shift work in community

Location of the community

Lowering the costs of rent

Lowering the rent for the house for the family

Mayor of the council

Medical services need upgrading

Medical/Hospital

Mentality that the people have against the contractors

Monopoly that coles has

Moranbah requires more doctors and better medical facilities

More activities - nightclubs, social

More childcare

More childcare facilities

More competition amongst food and grocery retailers - more reasonable. Need another supermarket and butcher urgently

More doctors

More educational support materials for children and schools

More employment for the youth

More entertainment

More entertainment and medical specialists

More entertainment for mature adults

More entertainment for the kids

More family stability

More for kids

More hospital services

More housing

More lighting - in some streets there's not much lighting at all; More shade over park play equipment and more play equipment in general would be good.  
More parking  
More recreational events geared towards children - not sports orientated  
More shopping, better shopping centre. Manmade lake would be nice for the community with bbq area's etc.  
More shops and services  
More shops and services and hardware store  
More shops, bigger range, particularly groceries. Better medical services - if pregnant you have to go to Mackay. Things need to be more cost effective if they want people to spend money in Moranbah.  
More sporting events for children  
More things for young kids to do  
More things for younger people - entertainment, palces to go  
More water  
More water in the town  
More water resources available - this would have knowck on effects for other improvments  
More water to the town - water is the source of life, very important  
More water, butcher shop  
Move locality, away from main road  
Need another supermarket - a bit of competition  
Need more doctors  
Need more families to live in Moranbah. Without families there is no community. There are lot of out of town workers, contractors, for those people Moranbah is just a place they can make money, there's little to no respect for people who wish to live here  
Needs to be recreational outlet for people - other than sport/water facililty  
No  
No 12 hour shift  
Not sure  
Not to bring the mine into town  
Only an hour's travel to Mackay, not a 2 hour journey.  
Our water situation needs to change, we need better water facilities, and Better housing  
People are always moving in and out (transient) friendships are hard to build due to this as people are always in and out. People know they arnt going to live there forever  
People from out of towns attitudes  
People getting on together and more friendly  
People who work from out of town to recognise that it is actually a community  
Police issues is a big thing, you just hope you don't get into trouble after 5-00 pm only 1 officer on  
Policing is down and there could be a lot move they shut down after 6-00 pm  
Price of groceries

Provide better childcare services - it's very restricting for shift workers especially because they only seem to cater for Mon-Fri day jobs.

Provide cheaper housing

Put more pressure on companies regards accomodation /houses

Reducing the strength of the unions

Retail competition - another supermarket especially

Return of water allocations/ lifting water restrictions

Road between Moranbah and Mackay should be bigger, cheaper fuel

Safety facator of the town, increased security

Shift rosters - go to a more family friendly shift roster where we get weekends off more consistently.

Shift work

Shiftwork

Shopping centre and have a bit of competition

Shopping Centres /more choice

Shopping for groceries

Shorting working hours

Small dam, water park

Social life

Sufficient water supply

Sufficient water supply, a dam for Moranbah.

Sufficient water supply, more housing

Supermarket

Teenagers Drinking

There are no shops or petrol stations open after 9pm. They need a 24 hour convenience store of some sort.

Things for the kids

To be the way it used to be years ago, get rid of city people

To have a shopping centre (including coles) butchers

To stop new mines opening until a solution is found for housing and water

Wage difference between miners and everyone else

Water park would be good

Water restrictions, competitive supermarket

Water situation, it impacts on everything, right down to look of town, development

Water supply

Water supply, another shopping centre so we have competition.

Water supply, put a rain water tank of every house

Water, recreation

Wider variety of shops

You hear so much about people getting sick and having to go to Mackay for treatment and their family can't really go with them (especially for maternity services). There should be a better bus service (more often).