

QUESTIONS:	1 Poor	2 Unsatisfactory	3 Average	4 Good	5 Very Good	COMMENTS:
1. Shire Communication with Community - How well do you rate the way you are currently informed of general Shire news and events?	4	10	27	33	6	The Shire to disseminate all information in four mediums - The Atoll, Shire Facebook Page, Shire Website and letter drop
2. Customer Service – How well do you rate the level of service given by the Shire at the first point of contact?	2	3	30	47	9	Requires more attention to details and knowledgeable across all areas and movements of staff
3. Complaints – How well do you rate the Shire’s handling of complaints made to them?	4	17	48	18	1	Some complaints are not given consideration There is a complaints register and the processes needs to be distributed to all staff members
4. Payments – How well do you rate the ease and convenience of paying Shire accounts?	1	10	21	37	10	Depends the type of payment needing to be made Staff should be constantly trained for ease of taking all payments. There is lack of confidence in the area and requires more training and competency signoff
5. Shire Funding – How well do you rate your understanding of the Shires funding arrangements, budget, and spending allocations/priorities?	16	13	40	26	4	Needs more information to be provided More Projects Funding arrangements are advertised in the local newsletter, Facebook and the Website. Officers disseminate the grant funding to community groups and organizations
6. Community Engagement – How well do you rate the way Council members manage, lead and plan?	10	18	41	19	4	Lacking in leadership and inhouse politics. Councillors serve the whole community and not just those that can influence or former Councillors
7. Community Engagement – How well do you rate your overall satisfaction with consultation/engagement and opportunities to participate in council decision making?	7	17	44	24		Council representation on all community workshops. Staff advertise for community members to be on advisory groups so that there is a wider range of perspective
8. Community Engagement (Staff) - How well do you rate the effectiveness of the Shire’s Leadership team and their engagement with community?	7	10	35	34	5	Works well across all sections in the organisation to achieve goals
9. Community Activities - How well do you rate the effectiveness of activities delivered by the Shire for the community i.e., Sport and Recreation?	2	13	24	40	12	Support with sports and recreational activities for kids Requires more variety and urgent attention to engage a large spectrum of the community
10. Housing - How well do you understand your leasing/rental agreement with the Shire, i.e., Shire versus tenant obligations?	7	19	33	27	1	More consultation required Understanding the obligations
11. Community Services – How well do you rate the effectiveness of services delivered by the Shire for the community i.e., economic development, development application processing?	10	9	45	25	1	Economic opportunity for new generations No economic development staff member. Development application is good
12. Parks and Reserves Maintenance - How well do you rate the Shires maintenance of parks and reserves?	9	14	31	30	5	Below average maintaining parks and reserves on Home Island. Aesthetically needs improvement and pride
13. Sealed and Unsealed Road Maintenance - How well do you rate the Shires maintenance of sealed and unsealed roads?	17	17	29	24	5	More works required Road maintenance works are slow and lack enthusiasm
14. Waste Management - How well do you rate the Shires waste management (kerbside) collection service?	1	7	26	43	15	
15. Waste Management - How well do you rate the Shires waste management landfill, incineration service?	8	17	30	34	4	Disposal option for used clothing Shire workers sort out through rubbish Lack of understanding or non compliance from residents to recycle waste properly. Green waste area inundated by other waste e.g foam eskies, household rubbish and boxes
16. Waste Management (recycling) – How well do you rate the Shires waste management recycling service?	4	11	29	35	12	Battling to keep up with the number of mixed rubbish
		YES		NO		
Shire funding – would you attend a community awareness session to understand Shire funding better?		59		32		
Payments – Would you use an on-line payment service if this was introduced by the Shire e.g. BPay or similar?		64		26		

Please add any comments or feedback you have regarding issues not covered by the survey.	
Shire to be fair and provide same recreational facilities to Home and West Island. If we build on WI we should also build on HI vice versa.	
Does insurance costs cover sola hart, cyclone event	
Shire does not consult well with community	
Needs betterment of recreation areas and its amenities	
Wash down or fresh water facility at forshore and boat ramps	
Clearing and reserves around chicken garden plots	
What can Shire do to lease houses?	
Opening times for rubbish is not appropriate for workign people	
Shire does the best with what its got, building luxury houses and no real return on rent is dumb, stick to roads, parks, toilets etc. Staket parks and cym that don't get used are also dumb .	
Slow responding	
More maintenance for lease property - its still Shire house	
Solar hart half paid by Shire half by tenants	
Meeting CEO	
House insurance	
More information about leasing	
Who owns North Keeling	
Not happy with house maintenance, need more work done as we pay rent	
More maintenance and inspection for rental houses	
Fund for houses either rental/lease be a separate pool for repairing and other services	
With this survey many are unsatisfactory because Shire is still weak in managing their service. Lack in community consultation/meeting	
Housing need maintenance/repair. Everything in bathroom need repair, solar hart need replacing from insurance money and other carpentry work. Insurance we pay is beyond our expenses.	
Housing insurance	
Stop cutting trees down and tidying up trees at the back of the island that not necessary	
The community especially the elderlies have trouble/want better knowledge of housing insurance and where the money goes. Maybe a community info session would help get some better understanding.	
Happy with all Shire work and maintenance	
Meeting CEO - ask questions for any issues	
More house maintenance and inspection	
Insurance to consider for customer who is on pensioners or seniors benefit	
Maintenance - Leased but its still the Shire's house. Solar hart half fund by Shire and half tennant	
Roads on enough maintenance, need improvements. Blind corners prevent accidents	
House insurance. Meeting with CEO	