

MORETON SAYS



Survey findings

September 2024

Acknowledgment of Traditional Custodians

City of Moreton Bay acknowledges the Jinibara, Kabi Kabi and Turrbal peoples and pays respects to Elders, past, present and emerging. Council recognises that the Moreton Bay area has always been a place of cultural, spiritual, social and economic significance to its Traditional Custodians. Council is committed to reconciliation and working in partnership with Traditional Custodians and Aboriginal and Torres Strait Islander communities to shape a shared future for the benefit of all communities within the City of Moreton Bay and beyond.



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Disclaimer

Moreton Bay City Council and its officers accept no liability for decisions made based on information, expressed or implied, in this document. Nothing in this document should be taken as legal advice.

Introduction

About *Moreton Says*

Moreton Says is a city-wide survey helping City of Moreton Bay (Council) understand the things that matter most to our communities. We do the surveys twice a year and they cover a range of topics. The surveys include some repeated questions to track changes over time or to allow comparisons to be made to other data sets like Census that is collected by the Australian Bureau of Statistics. They also include some new questions to understand community views on emerging topics. The surveys are open to everyone who lives, works, plays or visits in City of Moreton Bay.

Since *Moreton Says* launched in 2021, more than 24,600 surveys have been completed. This has allowed us to better bring the views, needs, priorities and aspirations of our communities into Council's decision-making.

The findings from *Moreton Says* are used to inform our projects, programs and services, and as an evidence base for future planning for our city. We make the deidentified results of the survey public so our community members can also use the results in their own planning and decision-making. More about *Moreton Says*, and past findings reports and data, can be found at moretonbay.link/moreton-says.

This Survey: August–September 2024

The data for this *Moreton Says* survey was collected between 9 August and 9 September 2024. The survey was made available online and in hard copy.

In this survey, we asked questions about:

- issues facing the local area
- environment and sustainability
- natural hazard preparedness
- long-term city planning
- whether Council is meeting community expectations.

We partnered with .id (informed decisions) Consulting (<https://home.id.com.au>) to design, implement and analyse this survey. The data and insights presented in this report were prepared by .id Consulting.

Survey engagement and participation

A broad-scale communication and engagement campaign was delivered to encourage community members to participate in the survey. This involved:

- information on our online consultation platform Your Say Moreton Bay at moretonbay.link/moreton-says
- social media and online advertising
- pop-up stalls in each of the 12 Council divisions including at local events, markets and University of the Sunshine Coast's Moreton Bay campus
- contacting local community groups and schools
- signs, posters and banners at outdoor spaces and venues around the city
- displays and paper copies of the survey at Council's libraries and customer service centres
- promotion through a range of Council newsletters
- email invitations to community members who participated in past *Moreton Says* surveys or who pre-registered for this survey
- internal promotion to staff.

To incentivise participation, anyone that completed the survey could opt into the draw to win one of 10 Moreton Money gift cards valued at \$100 each. Moreton Money is a Buy Local gift card program to support local businesses in City of Moreton Bay. It encourages local spending and supports the economic sustainability of the Moreton Bay local business community. Every \$100 spent generates around \$180 of economic impact.



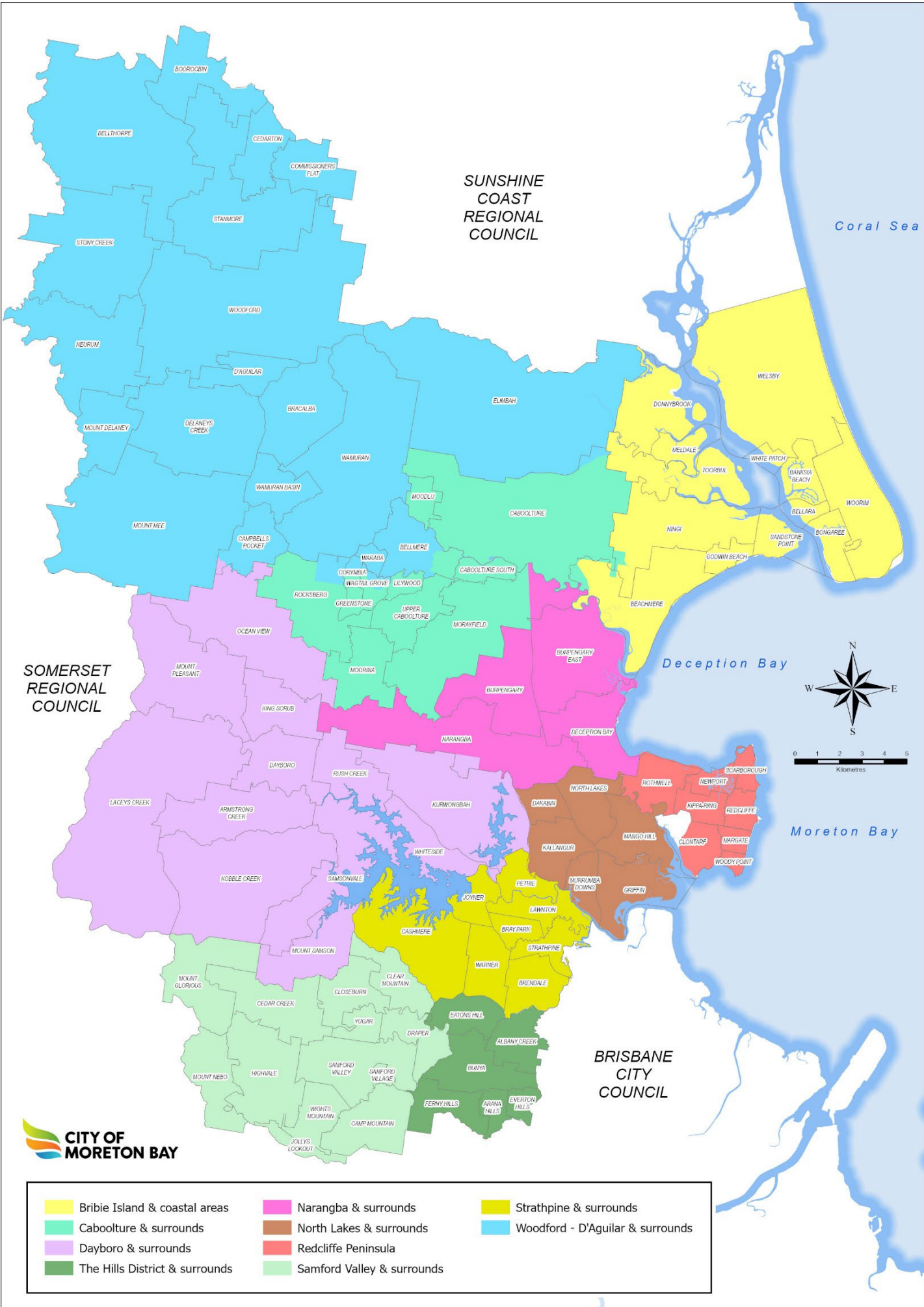
Moreton Says pop-up at the Moreton Bay Food and Wine Festival

3,723 community members from across the city participated in the survey. This is considered a large, statistically robust sample. To ensure the final sample reflected the actual demographic profile of City of Moreton Bay, the data was normalised (weighted) using gender, age and local area (based on our Communities of Interest – map on following page). Below is the unweighted and weighted sample profile. Further detail on the data processing and how to interpret the results is included in the appendix.

Sample profile

Characteristic	Sample size (n)	Unweighted %	Weighted*
Gender			
Woman or female	2,238	63%	51%
Man or male	1,286	36%	48%
Non-binary	38	1%	1%
Age			
15-34 years	393	11%	30%
35-59 years	1,623	47%	41%
60+ years	1,469	42%	29%
Local area			
Woodford-D'Aguilar & surrounds	160	4%	26%
Bribie Island & surrounds	338	9%	
Caboolture & surrounds	408	11%	
Narangba & surrounds	443	12%	42%
Redcliffe Peninsula	738	20%	
North Lakes & surrounds	408	11%	
Dayboro & surrounds	118	3%	25%
Strathpine & surrounds	476	13%	
Samford Valley & surrounds	108	3%	
The Hills District & surrounds	278	7%	7%
Non-resident	248	7%	

**The weighted % is based on actual population proportions from the Australian Bureau of Statistics (ABS) Census. Some respondents elected not to provide their gender or age and are excluded from the table above.*



SUNSHINE
COAST
REGIONAL
COUNCIL

Coral Sea

SOMERSET
REGIONAL
COUNCIL

Deception Bay



0 1 2 3 4 5
Kilometres

Moreton Bay

BRISBANE
CITY
COUNCIL



Bribe Island & coastal areas	Narangba & surrounds	Strathpine & surrounds
Caboolture & surrounds	North Lakes & surrounds	Woodford - D'Aguliar & surrounds
Dayboro & surrounds	Redcliffe Peninsula	
The Hills District & surrounds	Samford Valley & surrounds	

About .id Consulting

With more than 25 years' experience converting national demographic, housing and economic trends into local stories, .id is Australia's leading provider of tools and consulting services to support local area decision making.

Through its Community Views service, .id helps councils and other organisations put their residents' needs at the centre of decision making.

To learn more, please visit <https://home.id.com.au/>.

.id Consulting and City of Moreton Bay would like to acknowledge and thank the many community members that participated in the *Moreton Says* August–September 2024 survey. Your perspectives are important and are making a positive impact on how Council makes decisions and conducts its work.

About City of Moreton Bay

City of Moreton Bay is located in south-east Queensland, between 20 and 44 kilometres north of the Brisbane CBD. The Traditional Custodians of the land are the Kabi Kabi, Jinibara and Turrbal People. Today, over 510,000 people live here. We are one of the largest and fastest growing local government areas in Australia. By 2041, an additional 200,000 people are expected to call our city home.

City of Moreton Bay has a total land area of over 2,000 square kilometres, including mountain ranges, water supply catchments, coastal wetlands, national parks, state forests, rural townships and urban centres.

City of Moreton Bay is a growing residential area, with substantial rural, rural-residential, commercial and industrial areas. Rural land is used mainly for dairy farming, timber production, beef cattle, mixed farming and tropical fruit growing. In City of Moreton Bay, Health Care and Social Assistance is the largest employer, generating 32,511 local jobs in 2022/23.



510,000+

population (additional 200,000 by 2041)



3rd largest

local government in Australia by population



5th fastest

growing area in Australia



2,045km²

land area



100 suburbs

with an average population density of 249 per km²



294km

coastline and waterways



39 years

median resident age



3.9%

residents that identify as Aboriginal or Torres Strait Islander



21%

residents born overseas



30%

households renting



\$21 billion

local economy



163,000

local jobs

Survey findings

Issues affecting the local area

Council is committed to understanding what matters to everyone who lives, works, plays or visits in City of Moreton Bay. Understanding the key issues you experience helps us to consider your needs in our work.

What we asked

We asked you to identify the top three issues facing your local area in City of Moreton Bay (from a possible list of 19). 'Crime/law and order' (45%), 'inflation/cost of living' (41%) and 'transport' (35%) were identified as the top issues affecting the city.

In April-May 2024, .id Consulting independently administered this question to residents across Australia and South-East Queensland. A comparison of community priorities showed the issues of 'crime/law and order', 'transport', 'environmental concerns' and 'population/overpopulation' were significantly more important in City of Moreton Bay compared to South East Queensland and Australia.

	City of Moreton Bay	South-East Queensland	Australia
Crime/Law & order	45%	30%	26%
Inflation/Cost of Living	41%	62%	59%
Transport	35%	21%	18%
Housing/Price of Housing	32%	61%	54%
Environmental Concerns	27%	7%	7%
Population/Overpopulation	24%	16%	13%
Healthcare/Hospitals	22%	10%	19%
Petrol Prices/Fuel	17%	22%	21%
Poverty/Inequality	13%	13%	11%
The Economy	10%	10%	13%
Drug/Alcohol Abuse	9%	11%	15%
Household Debt/Personal Debt	6%	15%	14%
Education	5%	1%	3%
Immigration	4%	7%	5%
Unemployment	4%	6%	9%
Taxation	3%	3%	5%
Issues Facing First Nations	2%	3%	5%
Race Relations/Racism	1%	1%	3%
Defence	1%	1%	1%

The findings indicated a wide range of concerns in the City of Moreton Bay. Across South East Queensland and Australia there were 2 clear main local area issues: 'inflation/cost of living' (59%) and 'housing/price of housing' (54%). However, in City of Moreton Bay there was a more balanced distribution across issues like 'crime/law and order' (45%), 'inflation/cost of living' (41%), 'transport' (35%), 'housing/price of housing' (32%) and 'environmental concerns' (27%).

Community safety is a pre-requisite for achieving other needs - building a life, making a contribution, and participating to our fullest extent. An independent .id Consulting survey found the need to feel safe was the most important issue in making somewhere a great place to live across Australia¹. With 'crime/law and order' the top perceived local area issue in City of Moreton Bay, any improvements in perceptions of safety would contribute positively to quality of life.

Over recent decades, the population of City of Moreton Bay has grown significantly². A key challenge in areas experiencing rapid population growth across Australia is critical infrastructure keeping pace. In City of Moreton Bay, 'transport' was a key issue for over a third of the community (35%). Linked to managing growth were the issues of 'environmental concerns' and 'population/overpopulation' which were more pronounced here than South East Queensland and Australia more broadly. The results of this survey suggest the community would benefit from more information about how planning decisions are considered and made.

'Environmental concerns' (27%) was a significantly higher issue in City of Moreton Bay than in South East Queensland or Australia (both 7%). This is consistent with the findings of previous *Moreton Says* surveys, which found protecting and enhancing natural areas and wildlife habitat was a priority for our community.

Perceived issues in City of Moreton Bay differed by age. For young people (aged 15-34), the top issue was 'inflation/cost of living', with 53% of this cohort selecting it compared to 41% for the whole city. 'Housing/price of housing' was also significantly more important to young people (42% compared to 32% for the whole city). 'Inflation/cost of living' and 'crime/law and order' were the top issues within the 35-59 year age group. For those aged 60 years and over, 'Crime/law and order' was of above average importance at 48%.

Top issues facing the local area by age

15-34 year olds		35-59 year olds		60+ year olds	
Inflation/cost of living	53%	Inflation/cost of living	46%	Crime/law and order	48%
Price of housing	42%	Crime/law and order	46%	Transport	33%
Crime/law and order	30%	Transport	37%	Inflation/cost of living	32%

¹ informed decisions (.id) Consulting (2024) 'Living in Australia 2024: National Community Views Survey' <https://content.id.com.au/living-in-australia-national-community-views-survey>

² <https://profile.id.com.au/moreto-bay/highlights>

Local area issues also differed by geographic location. Below are the top three issues in each of City of Moreton Bay's communities of interest.

Top issues facing the local area by community of interest

Bribie Island & coastal areas		Caboolture & surrounds		Dayboro & surrounds	
Transport	43%	Crime/law and order	53%	Transport	46%
Crime/law and order	42%	Inflation/cost of living	36%	Environmental concerns	42%
Environmental concerns	39%	Transport	30%	Crime/law and order	36%
Narangba & surrounds		North Lakes & surrounds		Redcliffe Peninsula	
Crime/law and order	45%	Inflation/cost of living	52%	Crime/law and order	53%
Inflation/cost of living	45%	Crime/law and order	52%	Housing/price of housing	36%
Transport	40%	Housing/price of housing	36%	Inflation/cost of living	36%
Samford Valley & surrounds		Strathpine & surrounds		The Hills District & surrounds	
Transport	56%	Crime/law and order	46%	Inflation/cost of living	50%
Environmental concerns	53%	Inflation/cost of living	45%	Transport	47%
Inflation/cost of living	40%	Housing/price of housing	35%	Crime/law and order	33%
		Woodford – D'Aguilar			
		Transport	45%		
		Inflation/cost of living	38%		
		Crime/law and order	33%		

Some issues were more common in some communities of interest than others:

- 'Crime/law and order' was most common in Caboolture and surrounds (53%), and North Lakes and surrounds (52%).
- 'Inflation/cost of living' was in the top three issues identified in all communities of interest but was most pronounced in North Lakes and surrounds (52%), and The Hills District and surrounds (50%).
- 'Transport' was a key issue in the more rural/isolated areas of Samford Valley & surrounds (56%), Dayboro and surrounds (46%), Woodford–D'Aguilar and surrounds (45%), and Bribie Island and surrounds (43%).
- 'Housing/price of housing' was most important in Redcliffe Peninsula (36%), North Lakes and surrounds (36%), and Strathpine and surrounds (35%).
- 'Environmental concerns' were most common in Samford Valley and surrounds (53%), Dayboro and surrounds (42%) and Bribie Island and coastal areas (39%).

There were also some slight variations within different cohorts of the community. Those with a disability were more likely to indicate 'healthcare/hospitals' as a key issue (29%). Those that spoke a language other than English were more likely to indicate 'education' as an issue (12%). First Nations people were more likely to indicate that 'education' (11%) and 'issues facing Aboriginal and Torres Strait Islanders' (11%) were issues facing the local area.

There were some similarities between the results of this survey and issues found in the *Moreton Says* Anchor survey conducted in April-June 2021. The Anchor survey found the community placed a high level of importance on 'keeping public places safe', in line with the importance placed on 'crime/law and order' in 2024. The Anchor survey also reported that, when choosing a place to live, the community placed the most value on 'the natural beauty of the region' and 'ease of affording the lifestyle you want', which reinforces why 'environmental concerns', 'inflation/cost of living' and 'housing/price of housing' were key issues in 2024.

Suggestions for improving quality of life

Moreton Says invited you to tell us in your own words: **What could be done to improve the quality of life for people in your local area in City of Moreton Bay?**

The below sections present those free-text responses as qualitative themes, with some examples of direct quotes from residents to provide further detail.

Housing

Housing was commonly mentioned by respondents in the free-text responses as a strong contributor to quality of life. There was an emphasis on diversity in types of housing, as well as affordable housing. The need for housing to be surrounded by appropriate infrastructure was also a frequent theme. Some suggested a change to planning rules to allow granny flats or mobile homes. Density was a conflicting topic, with some opposed to high-density living (particularly in more rural areas), and others supportive of high-density housing developments provided they are supported by appropriate community infrastructure (roads, parking, green space, services etc.).

"Supply of housing to suit a broad range of the public (e.g. elderly through to families and single person households). Need to seriously review the local government laws to assist the provision of granny flat type accommodation in the larger town blocks."

Female, 60+ years, Dayboro & surrounds

"Change planning rules to allow building small homes, granny flats or more mobile home areas. Give architecture students free reign to come up with innovative projects with recycled items, look at the solutions overseas already addressing these problems for the next generation to afford a home."

Female, 35-59 years, non-resident

"Improve infrastructure to support the number of higher density housing developments being approved (e.g. the rail underpass near Dakabin station)."

Female, 35-59 years, Strathpine & surrounds

Transport and roads

A range of comments were about public transport, roads and active transport infrastructure (e.g. footpaths, bike paths, etc.). Respondents suggested improved public transport options (including greater coverage and frequency) would contribute to improved quality of life for people in City of Moreton Bay. Comments about active transport suggested a more connected network and improved linkages between bike and walking paths would also contribute to quality of life

"I think that the roads need to be improved to cater for the larger number of people moving to the area."

Female, 35-59 years, Strathpine & surrounds

"Improve public transport and access to public transport. There are areas in Morayfield where the footpath isn't continuous, and I feel unsafe walking on them because I feel there's not enough space for me and the cars on the road."

Female, 35-59 years, Caboolture & surrounds

"Additional public transportation option along Uhlmann Road.

Currently there are limited to no public transportation options for Burpengary East."

Male, 15-34 years, Narangba & surrounds

Cost of living

Cost of living was another key theme within the community. Whilst it was often acknowledged this is typically a State and Federal Government policy issue, members of the community felt rising inflation was impacting their quality of life. Examples of areas of financial pressure included housing (interest rates and rents), energy/utilities, health services, Council rates, petrol/fuel, etc.

"Find a way to reduce cost of living - the govt gives out money then the suppliers (e.g. Electrical retailer) raise their prices - making govt assistance null and void."

Female, 35-59 years, Narangba & surrounds

"Reduce cost of living across all sectors - utilities, food, services (health & fitness primarily)."

Female, 35-59 years, Redcliffe Peninsula

"Lowered cost of living- for example, placing lower caps on how much landlords can abruptly raise rent."

Male, 15-34 years, North Lakes & surrounds

Natural environment

Preservation of the natural environment was an important theme. The topics in this theme ranged from environmental and habitat protection, retaining trees in the development/construction process, enhancing tree coverage in urban areas, more recreational parks, gardens and green spaces for community use, wildlife protection and concern about urban heat islands (urban areas that experience much warmer temperatures than surrounding rural areas).

“More assistance for those residents who are trying to restore the environment on their property.”

Female, 15-34 years, The Hills District & surrounds

“Stop approving developments that are chopping down the last of the trees that home our most precious resource - our wildlife.”

Male, 35-59 years, Strathpine & surrounds

“Large shaded green spaces with toilet and BBQ facilities to encourage families to spend more time outdoors.”

Female, 35-59 years, Strathpine & surrounds

Community safety

The main comments about community safety related to stronger punishments for offences, particularly youth crime. There were suggestions for increased police presence to deter the crime in the area and local community building programs. It was widely acknowledged this is not solely a local government responsibility and there was scope Council to advocate more to other levels of government on behalf of the community.

“A heavier hand when dealing with youth crime, no more second chances. Not a local council issue but the local council can raise the issues upstream to state government.”

Male, 60+ years, Narangba & surrounds

“Local governments can fund neighbourhood non-profits to support hyper-local community projects, which have been shown to positively impact crime reduction by strengthening community bonds.”

Female, 35-59 years, Redcliffe Peninsula

“Additional steps to address youth crime in general, unemployed/unhoused squatting on council land in existing suburbia or parks all need attention - place pressure at state and federal level, Council can't do this alone.”

Male, 60+ years, The Hills District & surrounds

Environment and sustainability

In City of Moreton Bay, our green spaces are highly valued and form part of the character and amenity of our communities. Our city spans from the natural environments of our coastlines in the east through to our hinterland ranges in the west, with extensive waterways, wetlands and bushland corridors.

What we asked

In line with our commitment to create healthy environments and sustainable lifestyles now and in the future, we asked you:

- what actions you believe Council should take to contribute to a healthy and sustainable city
- what action(s) you are taking in your day-to-day lives to contribute to a healthy and sustainable city
- what might prevent you from living a more environmentally sustainable lifestyle
- what you feel are the five best ways to reduce greenhouse gas emissions in your local area
- how comfortable you feel about the use of recycled water for non-drinking purposes such as watering sports fields, dust suppression on construction sites, etc.

Consistent with past *Moreton Says* surveys, the results show that maintaining a healthy natural environment remains important to our community.

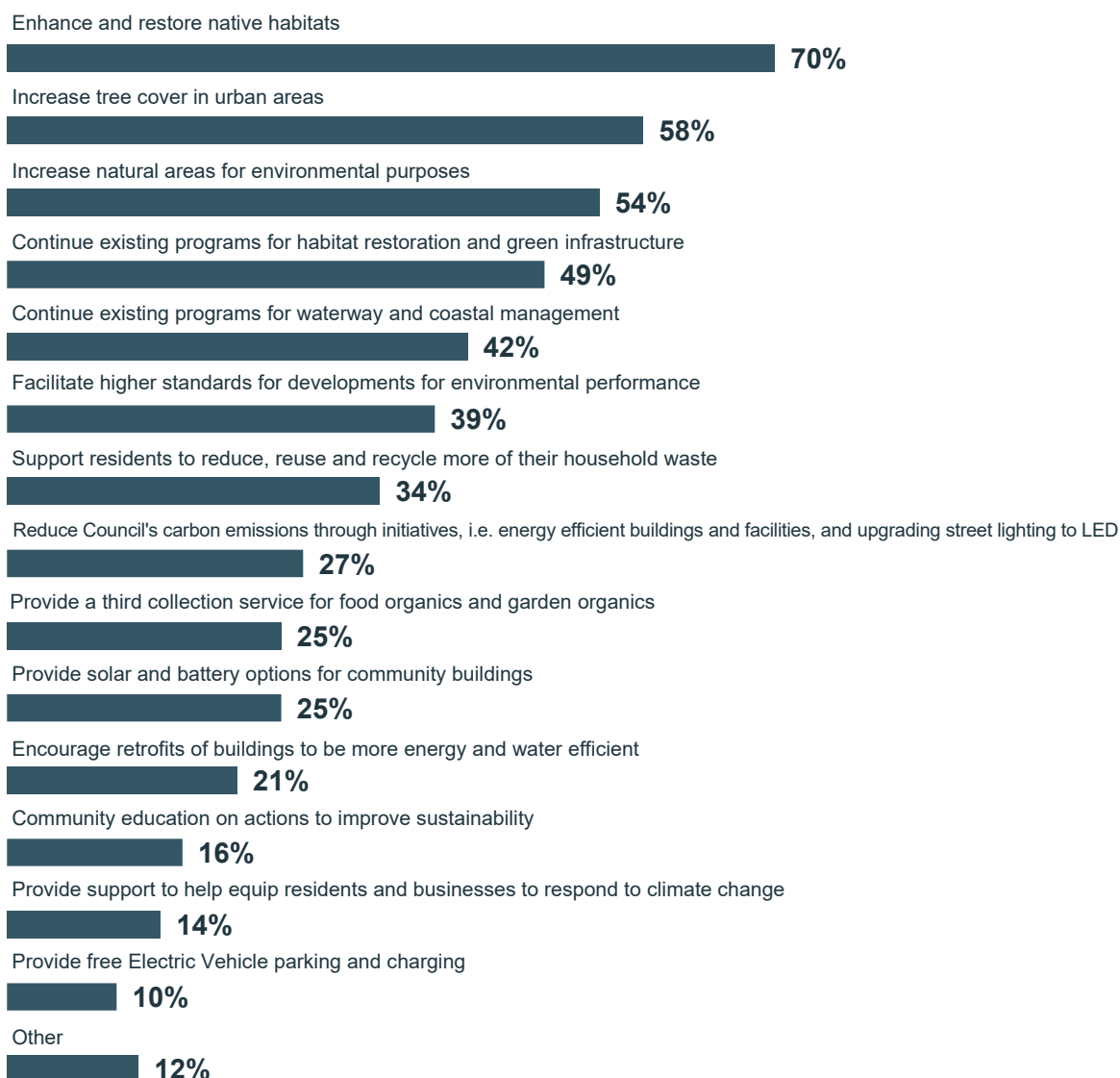
Most important Council actions for a healthy environment and sustainable city

This question asked you to select 5 actions Council could take to contribute to a healthy environment and sustainable city from a list of 15 options. 'Other' was included as an option so you could add ideas if your preferences weren't in the list provided.

The top actions from the list respondents felt Council could take were 'enhancing and restoring native habitats' (70%), 'increasing tree cover in urban areas' (58%) and 'increasing natural areas for environmental purposes' (54%). 'Continuing programs for habitat restoration' and 'waterway and coastal management' were also deemed important (49% and 42% respectively).



What are the five most important actions you think Council could take to contribute to a healthy environment and sustainable city?



Preserving the natural environment and ensuring the community can see, experience and enjoy wildlife is a key contributor to quality of life. Research³ has found spending time in the natural environment on a regular basis makes a positive contribution to wellbeing, mental health and resilience. Across Australia, 'access to the natural environment' was the second most important contributor towards making somewhere a good place to live⁴.

³ Jimenez M P et. al. 'Associations between Nature Exposure and Health: A Review of the Evidence' (2021) <https://pmc.ncbi.nlm.nih.gov/articles/PMC8125471/>

⁴ informed decisions (.id) Consulting (2024) 'Living in Australia 2024: National Community Views Survey' <https://content.id.com.au/living-in-australia-national-community-views-survey>

Across our 10 communities of interest there were different views on the most important actions to contribute to a healthy and sustainable environment. These differences reflected the type of natural environment each community is characterised by. For example, we saw a higher emphasis on 'waterway and coastal management' on the Redcliffe Peninsula (51% compared to 42% for whole city) and a higher emphasis on 'increasing natural areas for environmental purposes' in Woodford-D'Aguilar and surrounds (66% compared to 54% for the whole city).

Respondents aged 15-34 years were significantly more likely to prefer:

- 'reducing Council's carbon emissions through initiatives such as energy efficient buildings and facilities, and upgrading street lighting to LED' (37% compared to 27% for whole city)
- 'providing solar and battery options for community buildings' (38% compared to 25% for whole city).

This indicates people aged 15-34 years may be more supportive of Council investing in more sustainable infrastructure to make positive contributions to the long-term health and sustainability of the environment.

Those aged 60 years or above were significantly more likely to prefer continuing existing programs for:

- 'habitat restoration and green infrastructure' (54% compared to 49% for whole city)
- 'waterway and coastal management' (48% compared to 42% for whole city).

This question was also asked of the community in March 2022. Whilst some changes to the response options mean the results of this survey cannot be compared directly with the past survey, qualitatively there was a greater emphasis this year on 'enhancing and restoring native habitats', 'increasing tree cover in urban areas' and 'increasing natural areas for environmental purposes'. This survey's reinforcement of previous results highlights the importance the community places on preserving the natural amenity as our city continues to grow and develop.



If respondents selected 'other', their ideas were captured in free-text response fields. Common responses included:

- limiting development and population growth
- investing in recycling and waste management programs
- promoting sustainable transport.

Examples of typical comments are provided below.

“Limit population and development.”

Male, 35-59 years, Samford Valley & surrounds

“Provide better options for recycling. i.e. separation of recycling materials (glass, paper, etc.).”

Male, 15-34 years, Narangba & surrounds

“Provide reasonable bike paths to allow access to public transportation.”

Female, 35-59 years, Redcliffe Peninsula

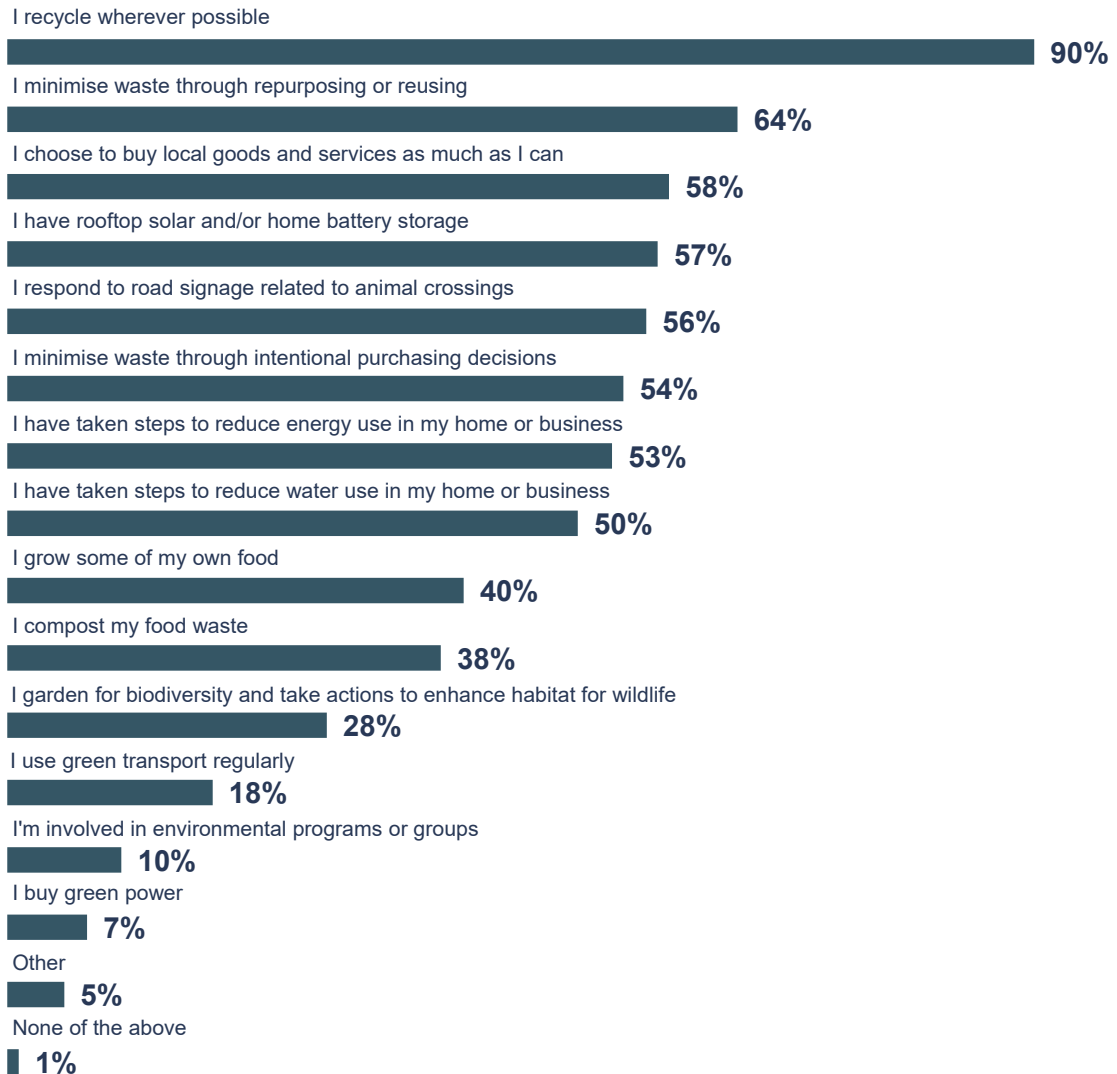
A small number of people raised concerns about having to select 5 responses from the list. The intention was to help us prioritise actions, but we understand how this may have made this question difficult for some people to answer if they didn't support 5 actions. We have taken this feedback on board. If we ask a similar question in the future, we will invite respondents to select **up to** 5 actions from a list. We will also continue to include the 'other' option so respondents can share their own ideas and add 'none of these' as an option.

Day-to-day actions towards a healthy environment and a sustainable city

This question invited you to select as many day-to-day actions that applied to you from a list of 16 actions. These actions could be taken towards a healthy environment and sustainable city, and included 'other' and 'none of the above'.

Almost all respondents were engaging in environmentally friendly actions in their day-to-day life in some way, most commonly 'recycling wherever possible' (90%). Other common behaviours included 'minimising waste through repurposing or reusing' (64%), 'choosing to buy locally (58%), having rooftop solar and/or home battery storage' (57%) and 'responding to road signage related to animal crossings' (56%). One in 10 (10%) of those surveyed reported being 'involved in environmental programs or groups'.

What action(s) are you taking in your day-to-day life towards a healthy environment and sustainable City of Moreton Bay?



In Dayboro and surrounds, 'growing some of their own food' (63%), 'composting food waste' (58%) and 'gardening for biodiversity and taking action to enhance habitats for wildlife' (47%) were more common compared to the rest of the city.

In Bribie Island and coastal areas, minimising waste (73%), buying locally (70%) and having rooftop solar and/or battery storage (64%) were more common. This community was more likely to include 'environmental concerns' in their top three local area issues (39% compared to 27% across City of Moreton Bay) – see the 'Issues facing the local area' section of this report.

In Samford Valley and surrounds, almost all (97%) respondents recycle wherever possible. Two thirds (67%) of residents in these communities had rooftop solar and/or home battery storage.

The Hills District and surrounds and Woodford-D'Aguilar and surrounds had the highest incidence of rooftop solar and/or home battery storage (71% and 70% respectively).

Those that put 'environmental concerns' in their top local area issues (see 'Issues affecting the local area' section) were more likely to engage in environmentally friendly behaviours. They were particularly more likely to 'garden for biodiversity and take actions to enhance habitat for wildlife' (49%), 'compost food waste' (55%) and 'minimise waste through intentional purchasing decisions' (70%).

There were some links between people's environmental behaviours and what actions they would like to see Council take. For example, people that bought green power were more likely than the average person to want Council to 'provide solar and batteries for community buildings', provide 'free Electric Vehicle parking and charging' and for Council to 'buy green power'. People who were involved in 'environmental programs or groups' or 'gardened for biodiversity' were more likely than the average person to want Council to 'enhance and restore native habitats', 'increase natural areas for environmental purposes', 'facilitate higher standards for developments' and 'continue existing programs for habitat restoration'. People who used green transport regularly were more likely to think the best way to reduce greenhouse gases was to 'increase public transport coverage and use', 'walk and ride more for shorter trips', 'use e-scooters/e-bikes' and have 'more charging stations for electric vehicles'.

If respondents selected 'other', their day-to-day actions were captured in free-text response fields. Common responses included:

- picking up rubbish/litter from public areas (beaches, parks, etc.)
- reducing use of plastic and packaging in purchases
- using energy efficient appliances and lighting
- using water mindfully and having water tanks
- caring for and protecting wildlife
- walking instead of driving
- participating in local environmental groups and events.

Examples of typical comments are provided below.

"I pick up roadside rubbish when I go running and recycle what I can of the rubbish. I average 10 kgs+ of rubbish a week and have been doing it for 28 years."

Male, 60+ years, Strathpine & surrounds

"Conserving Energy: Use energy-efficient appliances, turn off lights and electronics when not in use, and consider renewable energy sources like solar panels."

Male, 35-59 years, The Hills District & surrounds

"Rainforest backyard with no lawns to maintain that brings in wildlife of birds and animals in a suburban block. Our trees keep us cool in summer and protect wildlife in the area. We have water tanks to minimise water usage in our gardens."

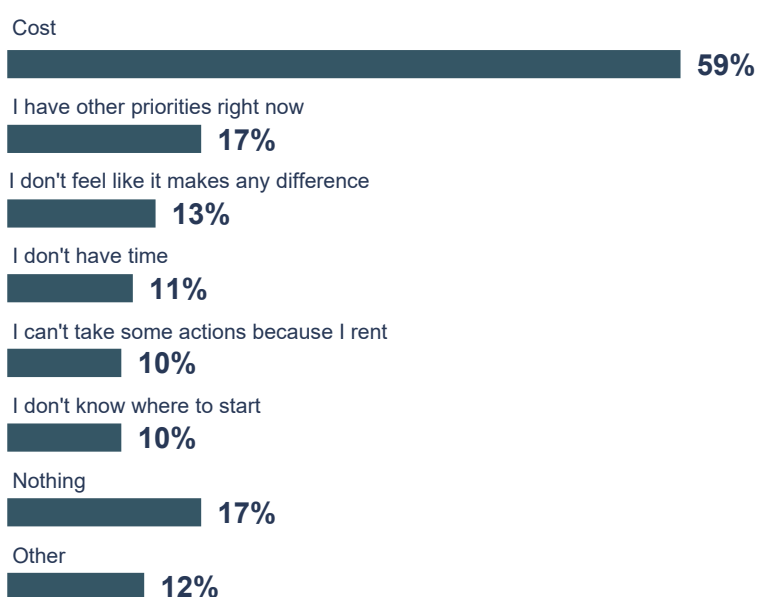
Female, 60+ years, North Lakes & surrounds

Barriers preventing more environmentally sustainable lifestyles

This question invited you to select as many barriers to living a more environmentally sustainable lifestyle as applied to you from a list of 8 options including 'other' and 'none of these'.

'Cost' was overwhelmingly the top barrier at 59%. In the context of 'inflation/cost of living' being the second most important local area issue, there were likely household financial pressures inhibiting the ability to live more sustainably. Secondary barriers included 'having other priorities' (17%) and not 'feeling it will make a difference' (13%) following in second and third respectively. A substantial number of respondents (17%) did not experience any barriers to living a more environmentally sustainable lifestyle.

What prevents you from living a more environmentally sustainable lifestyle?



One in 10 (10%) indicated they 'don't know where to start' suggesting an opportunity for greater education and support in this area.

A similar number (10%) said they "can't take some actions because they rent." This would include any permanent changes to a property such as installing water tanks, solar power/batteries, energy efficient lighting and appliances, gardens that support biodiversity or requesting a larger recycling bin from Council. There may be an opportunity to target landlords through education and support.

Young people aged 15-34 were most likely to indicate they experienced barriers to living a more environmentally sustainable lifestyle, particularly 'cost' (70%), 'having other priorities' (32%), 'not having enough time' (30%), 'not being able to take some actions because they rent' (23%), and 'not knowing where to start' (22%).

If respondents selected 'other', their barriers were captured in free-text response fields. Common responses included:

- lack of public transport options
- limitations based on dwelling type (e.g. apartment)
- cost of batteries for energy storage
- need for more home waste management options.

Examples of typical comments are provided below.

"Public transport. It's expensive and not enough buses."

Female, 60+ years, Caboolture & surrounds

"I used to recycle plastic through the previous program run, but unfortunately I can't do it now. I wish we had a community garden where we could compost our food waste."

Female, 35-59 years, North Lakes & surrounds

"The cost of batteries for solar. Even with government battery booster rebate it would take 10 years to see a return on investment and by then much better batteries will be on the market."

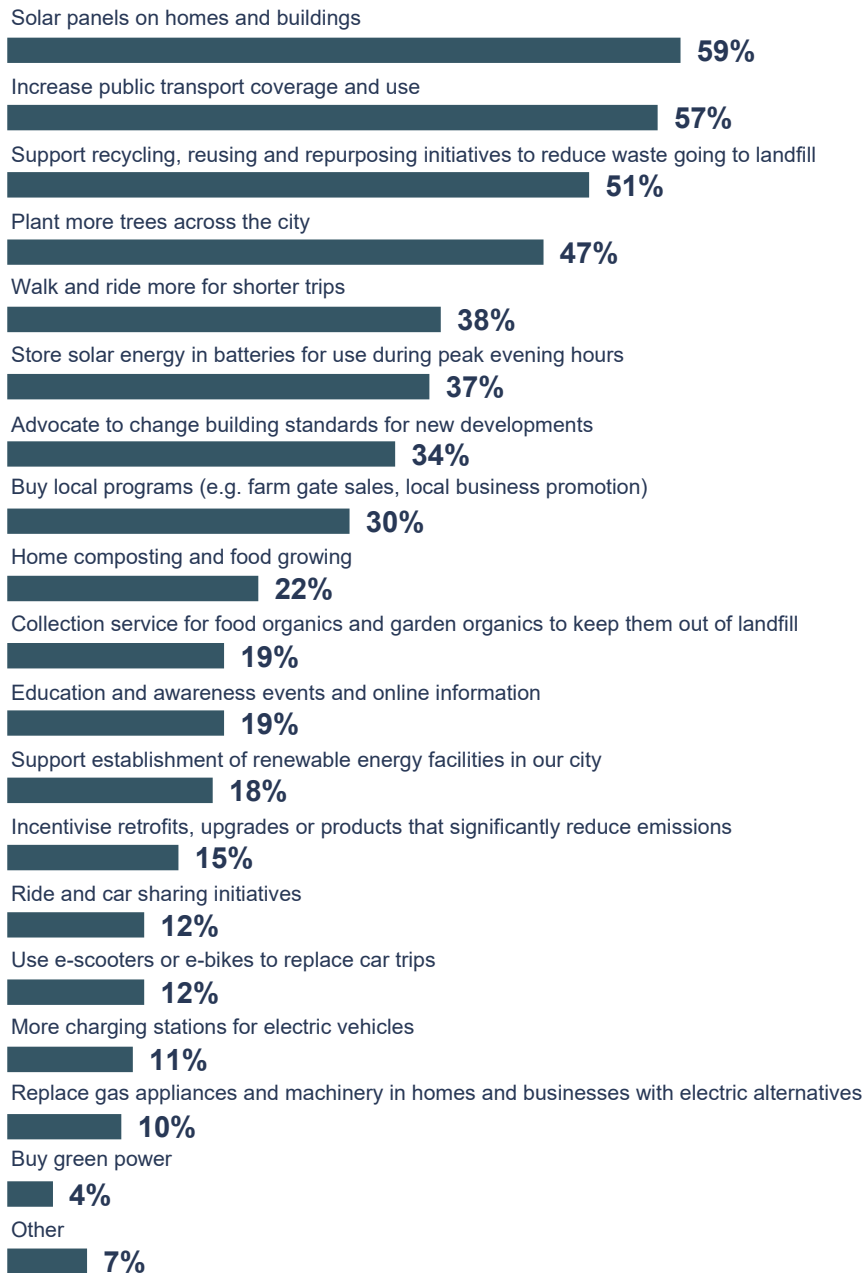
Female, 35-59 years, Dayboro & surrounds

Best ways to reduce greenhouse gas emissions in your local area

This question asked you to select what you believe are the 5 best ways to reduce greenhouse gas emissions in your local area in City of Moreton Bay from a list of 20 Council had identified. 'Other' was included as an option so you could add ideas if your preferences weren't included in the list provided.

'Installing solar panels on homes and buildings' was the top response (59%), followed by 'increasing public transport coverage and use' (57%), and 'supporting recycling, reusing and repurposing initiatives to reduce waste' (51%).

What do you feel are the five best ways to reduce greenhouse gas emissions in your local area in City of Moreton Bay?



Australia's response to climate change and the transition to renewables is likely to be shaped and influenced from the local area up, so it is important to understand the views of local communities on these issues. Interestingly, the most popular ways to reduce greenhouse gases in the local area were things individual households can do (and are doing) themselves or things that require collective action for the change to succeed – i.e. install rooftop solar panels, increasing public transport use, and supporting recycling, reusing and repurposing initiatives.

Those living on the Redcliffe Peninsula were significantly more likely to support 'recycling, reusing and repurposing initiatives to reduce waste going to landfill' (58% compared to 51% for the whole city) – in fact, it was their top way. In The Hills District and surrounds, 65% selected 'increasing public transport coverage and use', significantly higher than 57% for the whole city.

Those aged 15-34 years were more likely to prefer initiatives addressing transport-related greenhouse gas emissions; a significantly higher proportion selecting 'walk and ride more for shorter trips' (46%), 'ride and car sharing initiatives' (18%), 'use e-scooters or e-bikes to replace car trips' (22%), and 'more charging stations for electric vehicles' (15%).

If respondents selected 'other', their ideas were captured in free-text response fields. Common responses included:

- retaining or planting more trees
- using alternative forms of energy production and storage⁵
- providing active transport paths and networks
- improving public transport options⁶
- limiting residential development.

Some respondents also felt reducing greenhouse gases should not be a focus for Council.

Examples of typical comments are provided below.

"Maintaining established vegetation (large trees) when developing new areas. Shading roads and yards keeping dwelling areas cool."

Male, 15-35 years, Woodford - D'Aguilar & surrounds

"We need significant incentives for private home (and business) battery energy storage prioritised (in addition to solar panel incentives). Battery costs need to come down by generating significant demand through incentives."

Male, 35-59 years, Redcliffe Peninsula

"I would ride my bike if it was safe to do so and better bike lanes areas."

Female, 35-59 years, Narangba & surrounds

Again, feedback from a small number of people about having to select 5 responses from the list has been taken onboard. In the future similar questions, will invite respondents to select **up to 5** actions from a list. We will also continue to include the 'other' option so respondents can share their own ideas.

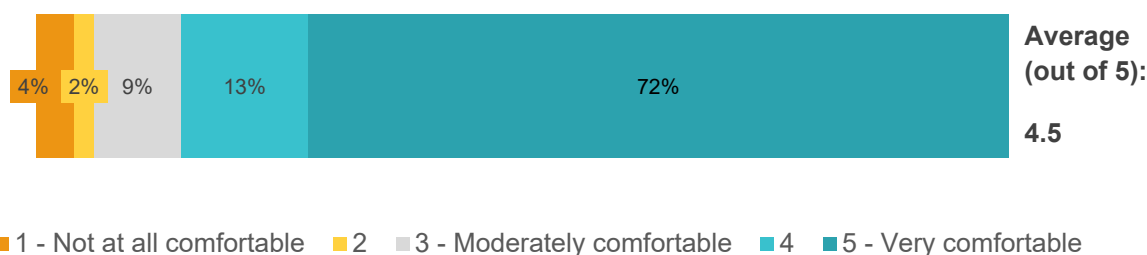
⁵ Energy provision is a State Government responsibility, Council may advocate to State Government for improvements.

⁶ Public transport provision is a State Government responsibility, Council may advocate to State Government for improvements.

Use of recycled water for non-drinking purposes

This question asked you how comfortable you are with Council using recycled water for non-drinking purposes such as watering sports fields, dust suppression on construction sites, etc. Overall, respondents were comfortable (85% quite/very comfortable; average of 4.5 out of 5).

How comfortable are you with Council using recycled water for non-drinking purposes such as watering sports fields, dust suppression on construction sites, etc.?



Comfort was highest among those aged 60 years or over (75% very comfortable) and lowest among those aged 15-17 years (40% very comfortable). This may be due to higher usage of sports fields⁷ among people aged 15-17 years.

There were no communities of interest where comfort with use of recycled water for non-drinking purposes was particularly low, although it was lower in Narangba and surrounds (10% not comfortable; average of 4.4 out of 5), Strathpine and surrounds (8% not comfortable; average of 4.4 out of 5), The Hills District and surrounds (7% not comfortable; average of 4.4 out of 5) and Caboolture and surrounds (7% not comfortable; average of 4.4 out of 5). Demographically, the suburb of Narangba is characterised by a higher proportion of secondary school students⁸ (11.0%) than the City of Moreton Bay average (8.2%). This may be contributing to lower levels of comfort.



⁷ Australian Bureau of Statistics: Sports and Physical Recreation: A Statistical Overview, Australia, 2011

⁸ Source: Australian Bureau of Statistics, Census of Population and Housing 2021. Compiled and presented by .id (informed decisions).

Natural hazard preparations

As we plan for the growth of our city, we must also build a resilient community that can respond to the impacts of natural hazards. In the face of an increasingly challenging environment, we must be adaptable to promote community safety and economic security.

What we asked

To inform our efforts to increase community safety and resilience to natural hazards through public awareness, information and education, we asked you:

- how confident you are that you are prepared for various natural hazards
- what disaster preparation strategies you have in place
- if and when you have accessed and used Council's natural hazard risk resources
- about your personal resilience and ability to think under pressure, perceived risk of being impacted by natural hazards or disasters, concern about risk to the home, and use of news outlets or social media to stay informed about natural hazards or disasters.

Personal confidence in preparation for natural hazards

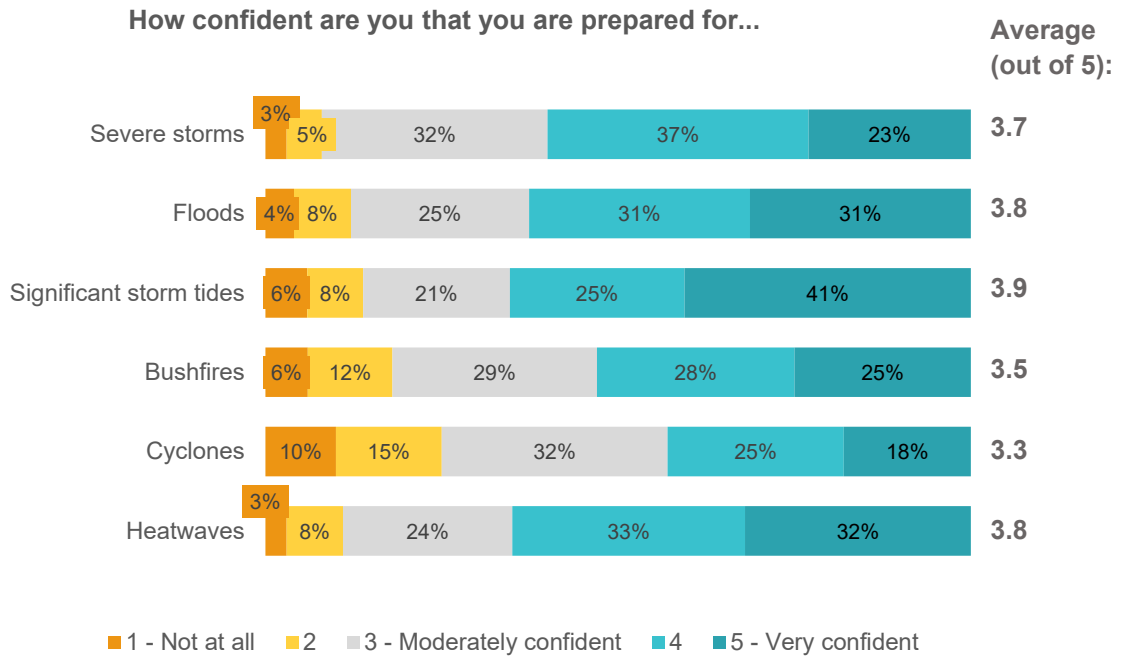
Respondents had varying levels of confidence in their personal preparedness for different types of natural hazard. Respondents felt most prepared for significant storm tides (41% very confident; average of 3.9 out of 5). However, in communities most likely to be impacted by significant storm tides⁹, perceived preparedness was lower with 33% very confident and an average of 3.7 out of 5.

Confidence in preparation for heatwaves was also relatively high with 32% very confident, followed by floods at 31% very confident. Perceived preparedness for floods was lowest in Narangba and surrounds (average of 3.6 out of 5), and North Lakes and surrounds (average of 3.6 out of 5).

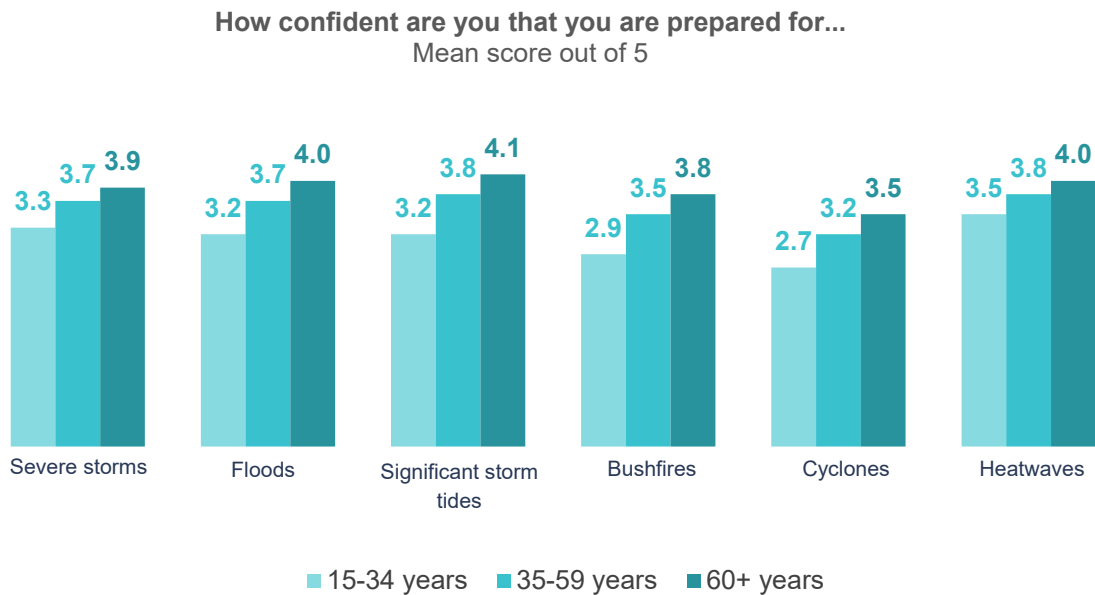
Across City of Moreton Bay, 25% felt very prepared for bushfires. Confidence in preparedness for bushfires was lowest in Dayboro and surrounds (average of 3.2 out of 5), North Lakes and surrounds (average of 3.3 out of 5), Samford Valley and surrounds (average of 3.4 out of 5) and The Hills District and surrounds (average of 3.4 out of 5). Perceived preparedness for bushfires in Woodford – D'Aguilar and surrounds was higher averaging 3.6 out of 5.

Women felt more vulnerable than men across most natural hazards, particularly in relation to bushfires (22% of women were very confident compared to 31% of men), floods (29% of women were very confident compared to 37% of men) and significant storm tides (36% of women were very confident compared to 49% of men).

⁹ Moreton Bay Flood Viewer – Storm Tide Map. Communities most likely to be impacted: Donnybrook/Meldale/Toorbul/Ningi, White Patch/Banksia Beach/Bellara/Bongaree, Godwin Beach/Beachmere/Burpengary East, Deception Bay/Newport/Clontarf, Griffin/Murrumba Downs/Lawnton/Strathpine.

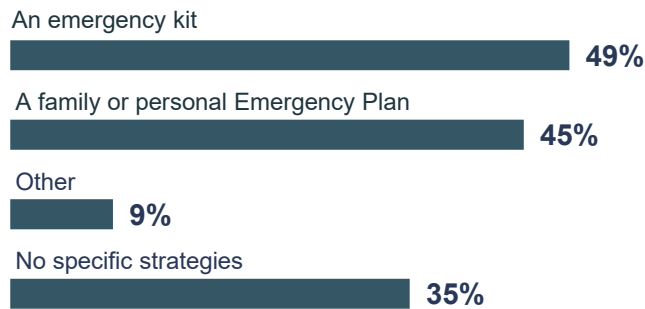


Young people (15-34 years) felt significantly less confident in their preparation across all natural hazards, compared to those aged 35 years or over. Those aged 60 years and over felt the most prepared.



Almost one in two people (49%) had an emergency kit prepared in case of a natural hazard. A similar proportion (45%) had a family or personal Emergency Plan in place.

What disaster preparation strategies do you currently have in place should any of the previously mentioned natural hazard events occur?



The following communities were more likely to have kits and plans in place:

- Dayboro and surrounds (53% emergency kit; 58% Emergency Plan)
- Samford Valley and surrounds (51% emergency kit; 50% Emergency Plan)
- Woodford - D'Aguilar and surrounds (57% emergency kit; 52% Emergency Plan).

Over a third (35%) had no specific strategies in place should a natural hazard event occur.

This question was also asked of the community in October 2021. The proportion of the community with an emergency kit has increased from 45% in 2021 to 49% in 2024, and the proportion of people with a family or personal emergency plan has increased from 32% to 45%. Note the 2021 data has been retrospectively re-weighted to enable comparisons to 2024, therefore these numbers will be different to what has appeared in previous reports.

Those that had either an emergency kit or emergency plan in place were more likely to feel confident they were prepared across all six natural hazards (severe storms: 3.9; floods: 4.0; significant storm tides: 4.0; bushfires 3.7; cyclones: 3.5; heatwaves: 4.0).

If respondents selected 'other', their preparation strategies were captured in free-text response fields. Common responses included:

- having sufficient supplies (e.g. food, water, first aid kit, torches, fuel, etc.)
- having back-up power/energy/water options
- maintaining the home/property (e.g. upkeep on trees, gutters, drainage, etc.)
- checking in with family and friends
- following weather updates and evacuation warnings.

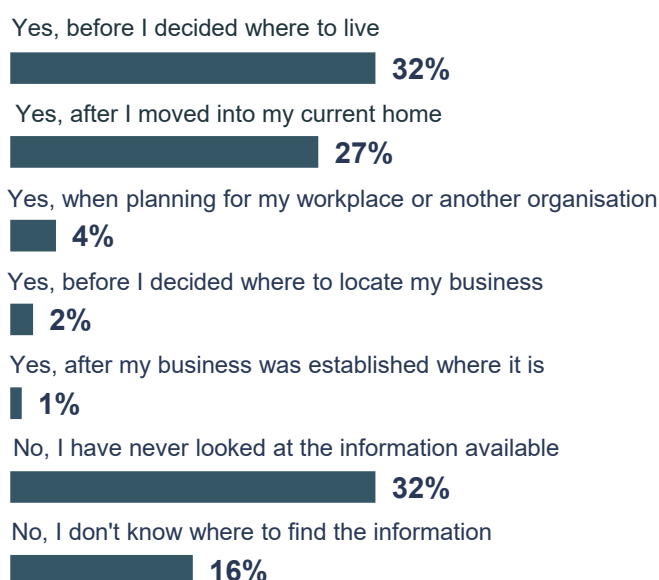
Examples of typical comments are provided below.

<p><i>“We manage the bush around us to reduce bushfire intensity. Family members have skills and equipment to manage bushfire, building fires, and storm damage to trees. We build strong buildings with storms and cyclones in mind.”</i></p> <p><i>Male, 60+ years, Samford Valley & surrounds</i></p>	<p><i>“Adequate food and water storage, solar powered chargers for mobiles, laptops etc.”</i></p> <p><i>Female, 60+ years, Bribie Island & coastal areas</i></p>	<p><i>“Potable water tanks, generators for power loss, firefighting pumps and hoses.”</i></p> <p><i>Male, 35-59 years, Strathpine & surrounds</i></p>
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One third (32%) of the community indicated they had accessed Council information about natural hazard risks before deciding where to live. Just over a quarter (27%) accessed the information after they moved into their current home.

A smaller proportion accessed Council information about natural hazard risks when planning for a workplace/other organisation (4%), when deciding where to locate their business (2%) and after their business was established where it is (1%). Among the 306 *Moreton Says* respondents who identified as owning a business in City of Moreton Bay, 9% accessed this type of information before they decided where to locate their business and 7% after their business was established.

Have you ever accessed Council information about natural hazard risks (e.g. flood, bushfire, coastal)?

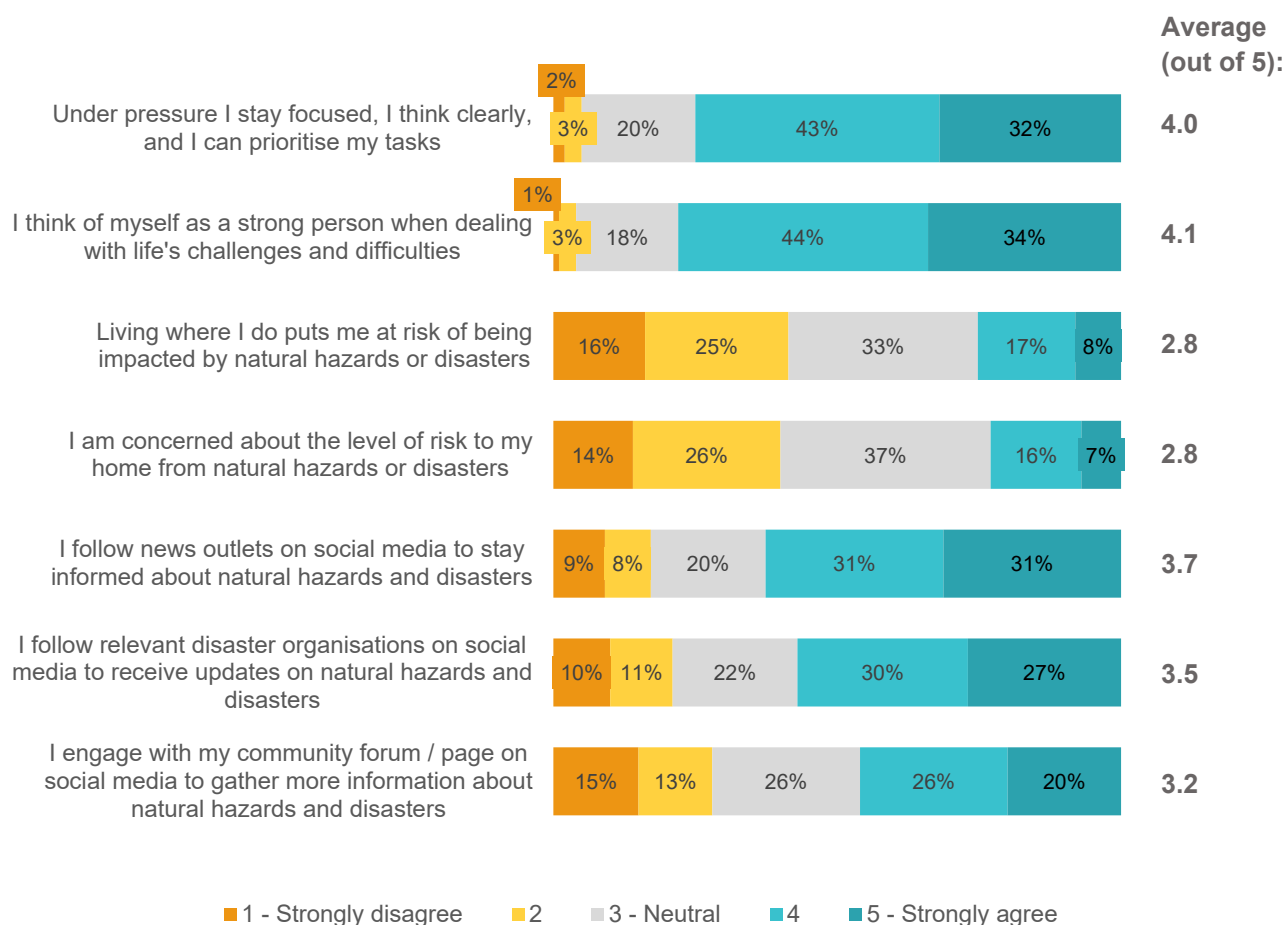


Those who had accessed Council information about natural hazard risks were more likely to have an emergency kit (57%) or emergency plan (53%) in place.

Attitudes, characteristics and behaviours in relation to natural hazards

The attitudes, characteristics and behaviours of respondents in relation to natural hazards varied. The majority identified as being able to stay focused, think clearly and prioritise their tasks under pressure (75%, average of 4.0 out of 5). Similarly, most agreed to being a strong person when dealing with life's challenges and difficulties (78%, average of 4.1 out of 5).

Please rate your level of agreement with the following statements



Men were more likely than women to describe themselves as 'staying focused under pressure' (81% of men strongly agreed or agreed compared to 74% of women).

Information seeking was more common in women than men. Women were significantly more likely to strongly agree or agree that they:

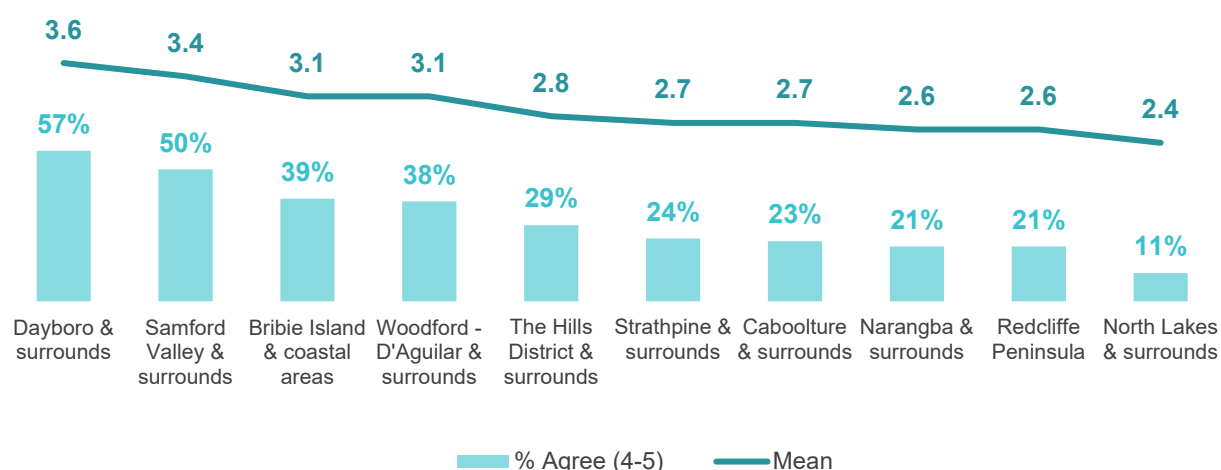
- follow news outlets on social media to stay informed about natural hazards and disasters (68% compared to 54% of men)
- follow relevant disaster organisations on social media to receive updates on natural hazards and disasters (63% compared to 49% of men)
- engage with their community forum/page on social media to gather more information about natural hazards and disasters (53% compared to 33% of men).

Young people (aged 15-34 years) were less likely to:

- stay focused, think clearly and prioritise tasks under pressure (59% strongly agreed or agreed; average of 3.6 out of 5)
- think of themselves as a strong person when dealing with life's challenges and difficulties (60% strongly agreed or agreed; average of 3.7 out of 5)
- follow news outlets on social media to stay informed about natural hazards and disasters (45% strongly agreed or agreed; average of 3.2 out of 5)
- follow relevant disaster organisations on social media to receive updates on natural hazards and disasters (44% strongly agreed or agreed; average of 3.1 out of 5)
- engage with their community forum/page on social media to gather more information about natural hazards and disasters (30% strongly agreed or agreed; average of 2.7 out of 5).

Respondents who thought living where they do put them at risk of being impacted by natural hazards or disasters varied across our 10 communities of interest. Identification with being at risk of natural hazards or disasters was highest in Dayboro and surrounds, Samford Valley and surrounds, Bribie Island and coastal areas, and Woodford–D'Aguilar and surrounds.

Living where I do puts me at risk of being impacted by natural hazards or disasters



Those who agreed or agreed living where they do puts them at greater risk of being impacted by natural hazards or disasters (962 people) were more likely to engage in news and social media regarding natural hazards (73% of them strongly agreed or agreed they follow news outlets on social media to stay informed about natural hazards compared to 62% on average) and follow disaster organisations on social media (67% strongly agreed or agreed compared to 57% on average).

Long-term city planning

Over the next 20 years, an additional 200,000 people are expected to call City of Moreton Bay home, making us one of the largest and fastest growing council areas in Australia. We believe well-planned places should grow sustainably and adapt to the needs of communities.

What we asked

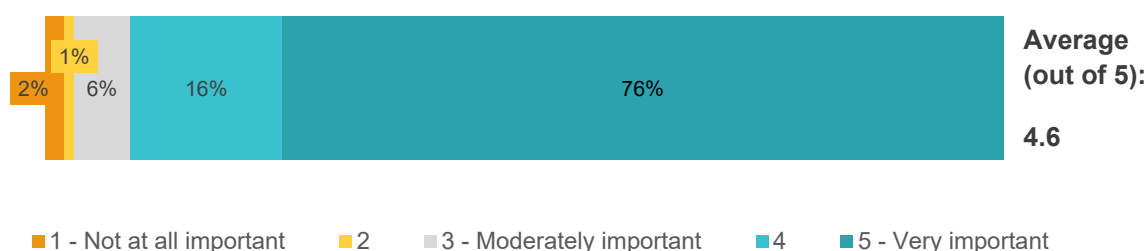
As part of our commitment to sustainable growth, we have asked you:

- how important it is that new development is well designed, diverse and liveable in new urban neighbourhoods
- what your preference is for concentrating growth around well serviced areas versus dispersing growth throughout existing urban neighbourhoods
- what level of information you need about what Council is doing for various aspects of long-term planning such as growth management, land use, new transport and infrastructure corridors, new information on natural hazards, biodiversity protection, character and place identity outcomes, new locations for industry, planning for new technologies, and creating opportunities for local businesses and job creation.

Urban development preferences

A high degree of importance was placed on new development being well designed, diverse and liveable in new urban neighbourhoods, with 92% rating it important or very important (average of 4.6 out of 5).

How important is it that new development is well designed, diverse and liveable in new urban neighbourhoods?



Good design, diversity and liveability in urban areas was more important for those aged 60 years or over (84% found it very important), and significantly less important for those aged 15-34 years (58% found it very important). This generational difference may be due to experience with development among the older community (e.g. witnessing delivery of poor-quality housing development and design). Young people may be less likely to find the design, diversity and liveability important due to a higher focus on issues such as cost of living and housing affordability. When asked how much information they would like about what Council is doing for various aspects of long-term planning, those aged 15-34 years were more likely to indicate they have enough information or don't need to know about it.

When given the choice, there was an almost even split between wanting:

- **concentrated growth** (increased heights and densities) around well-serviced areas like train stations and centres, along major transport corridors and high amenity locations like close to waterways and coastal areas where safe to do so from natural hazards (56% preferred)
- **dispersed growth** (like low-rise apartments, townhouses, duplexes and smaller allotments) throughout existing urban neighbourhoods (44% preferred).

When thinking about changes in existing urban neighbourhoods, is your preference:



- Concentrating growth around well-serviced areas
- Dispersing growth throughout existing urban neighbourhoods

This shows little agreement on where new development should occur within the community. Further analysis showed preferences differed according to life stage and local area. For example, 62% of 15-34 year olds preferred concentrated growth (increased heights and densities) around well-serviced areas. This is a significantly higher proportion than the total City of Moreton Bay result and indicates a higher tolerance among younger people for high-rise development, as long as it is well-located.

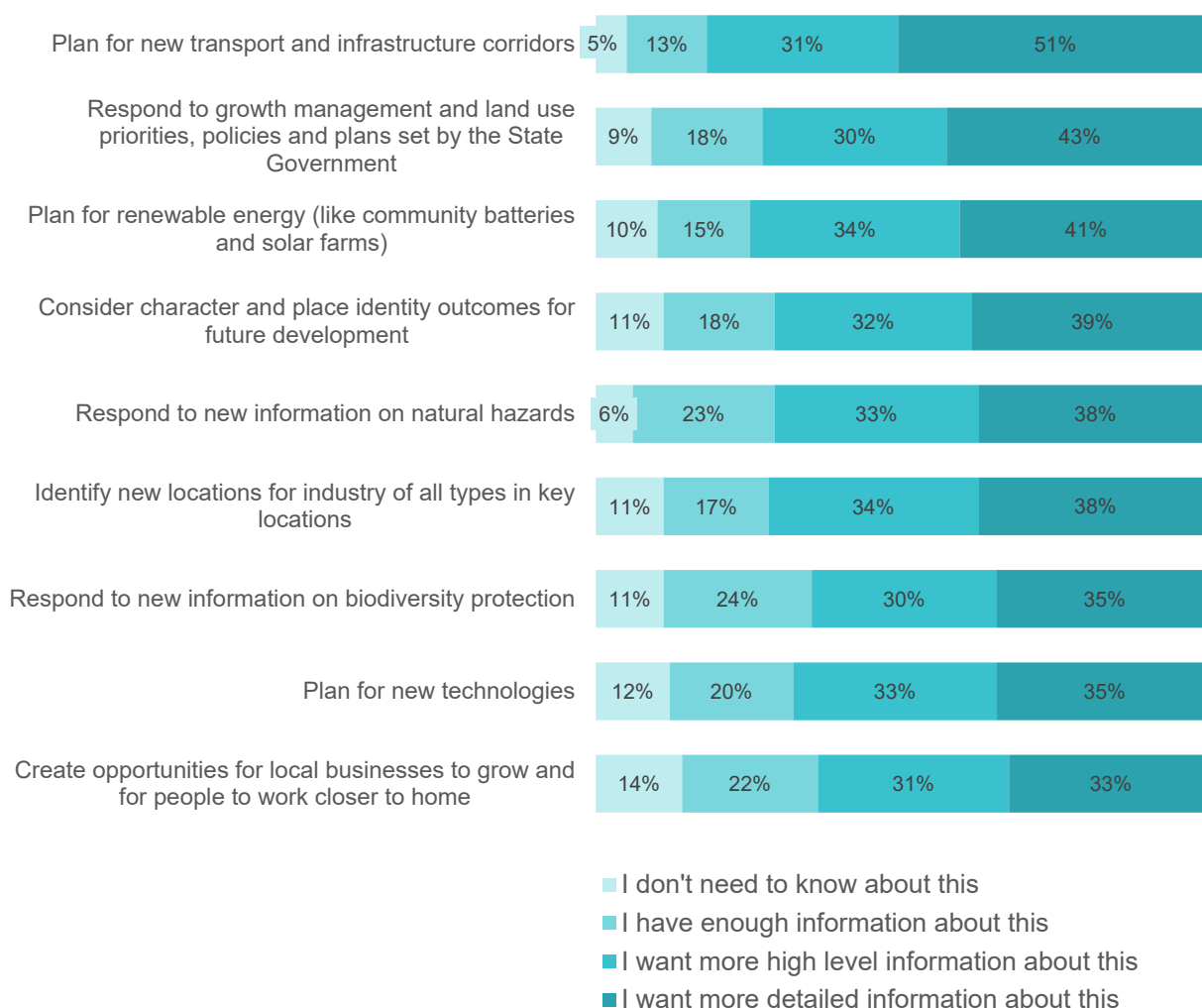
There was a more pronounced preference for concentrating growth around well-serviced areas in: Woodford-D'Aguilar and surrounds (70%), Samford Valley and surrounds (69%), and Dayboro and surrounds (66%). Respondents from the Redcliffe Peninsula, which is experiencing concentrated growth, showed a greater support for dispersing growth (like low-rise apartments, townhouses, duplexes and smaller allotments) throughout existing urban neighbourhoods (54%).

Needed information about planning matters

Council’s long-term city planning for new and existing areas is considering many factors. We want to communicate well with you about this planning. The following pages show some key factors being considered.

There was firm demand among some in the community for more information about how planning decisions are made and considered, particularly as they related to what Council is doing to plan for new transport and infrastructure corridors (51% wanted more detailed information, and 31% wanted more high-level information). This was followed by how Council is responding to growth management and land use priorities (43% wanted more detailed information) and planning for renewable energy (41% wanted more detailed information). Typically, it was those aged 35+ that wanted more detailed information about planning but given the range of different needs it would be worthwhile making different levels of materials available (For example a mix from fact sheets through to more detailed reports for those that want them).

How much information do you need about what Council is doing to...



Our City and Council

We strive to be an accountable, transparent, engaged and responsive organisation committed to great customer experiences and continuous innovation in service delivery. The community's participation in *Moreton Says* is an important part of measuring progress towards this goal.

What we asked

As part of our commitment to understanding experiences within the community and continuously improving Council service delivery, we asked you:

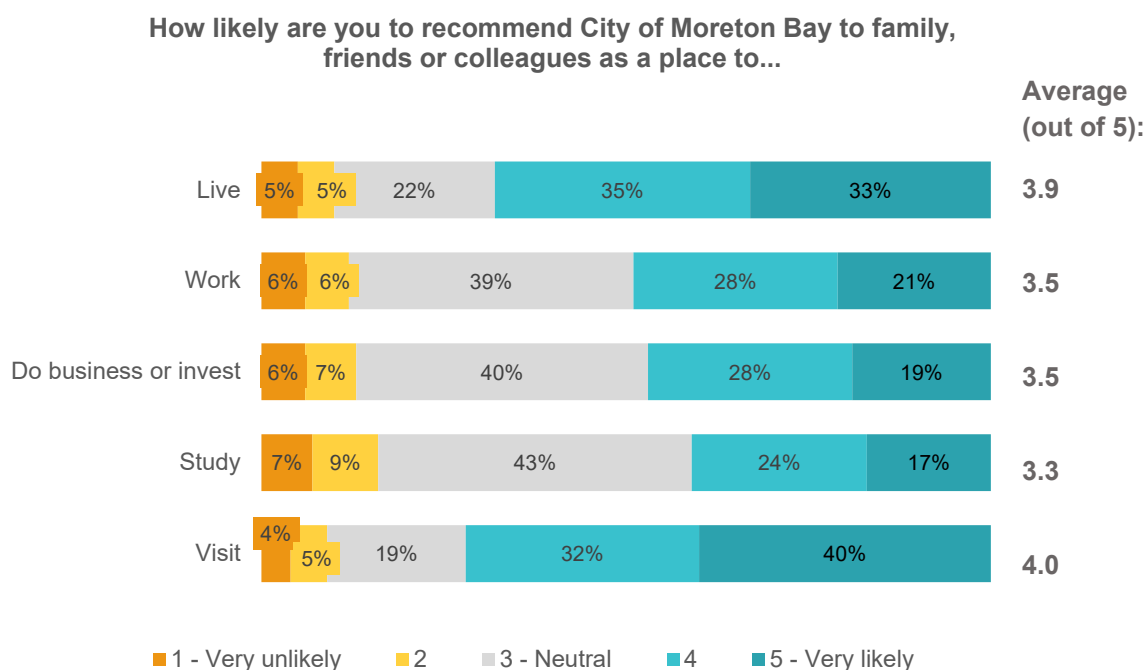
- to what extent you would recommend City of Moreton Bay as a place to live, work, do business/invest, study or visit
- how satisfied you are with Council's performance across a range of responsibilities including facility and service provision, providing a sound direction, financial sustainability, representation and advocacy on behalf of the community, and community consultation and engagement
- about your interactions with people from Council in the last three months
- how you rate our responsiveness to maintenance of footpaths, parks and playgrounds, roads and public toilets
- how much you trust and approve of Council
- how you rate our progress towards Council's vision.



Likelihood to recommend City of Moreton Bay

We asked you to what extent you would recommend City of Moreton Bay as a place to live, work, invest, study or visit.

Respondents demonstrated a strong sense of pride, with 7 out of 10 likely to recommend it as a place to visit (72% rated 4 or 5 out of 5) and over two-thirds endorsing it as a place to live (68% rated 4 or 5 out of 5). This willingness to advocate for the local area is crucial for fostering social cohesion and attracting community investment.



Respondents were less likely to recommend City of Moreton Bay as a place to work (49%), own a business/invest (47%) or study (41%), however the higher proportion of neutral response here may indicate a lack of familiarity or a lack of involvement in those aspects.

When focusing on those who were more likely to be in a position to recommend these aspects of City of Moreton Bay:

- 42% of respondents who **work within City of Moreton Bay** (33% of total survey respondents, 1,211 people) would recommend the city as a place to work, a slightly lower proportion than the total community (49%).
- 55% of those that own **a business in City of Moreton Bay** (8% of survey respondents, 306 people) would recommend doing business or investing in City of Moreton Bay, a slightly higher proportion than the total community (47%).
- Of those, 49% of those **attending school or studying in City of Moreton Bay** (5% of survey respondents, 193 people) would recommend City of Moreton Bay as a place to study or attend school, a slightly higher proportion than the total community (41%).

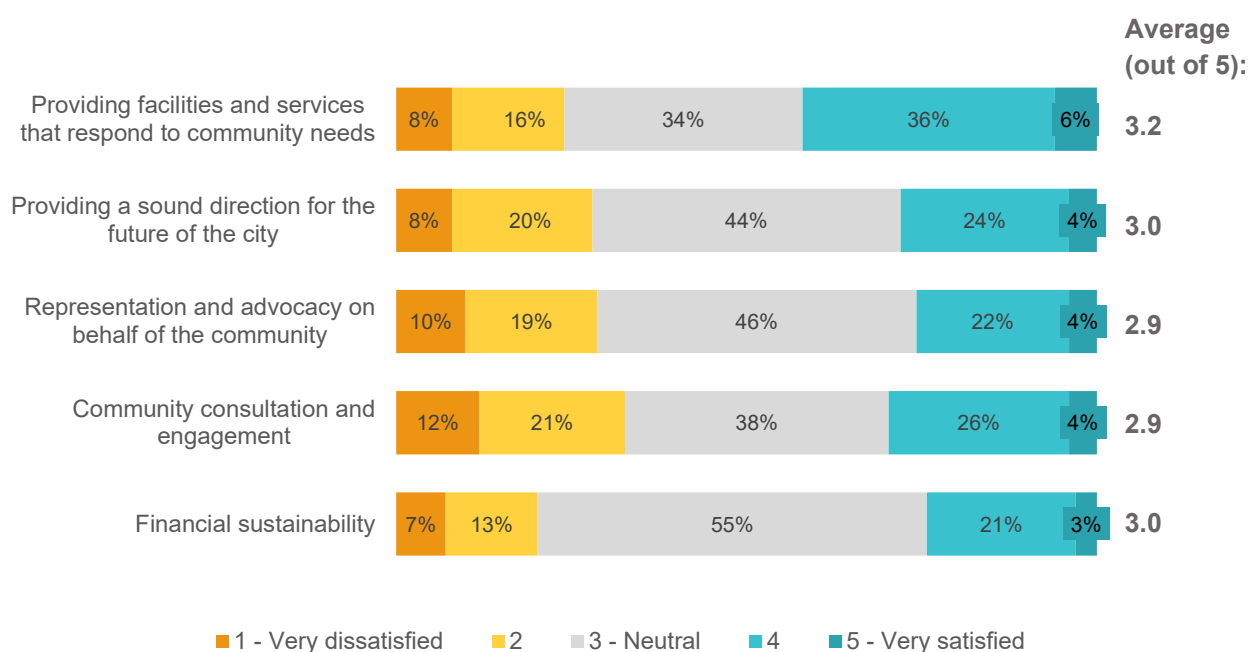
Women were slightly more likely than men to recommend City of Moreton Bay across all aspects, as were those aged 60 years or over. For example, among those aged 60 years or over, 71% were at least somewhat likely to recommend City of Moreton Bay as a place to live, with 37% very likely. Communities most likely to recommend City of Moreton Bay as a place to live included Redcliffe Peninsula (78%), and North Lakes and surrounds (72%). Communities least likely to recommend City of Moreton Bay as a place to live included Woodford-D'Aguilar and surrounds (63%), Narangba and surrounds (64%) and Bribie Island and coastal areas (64%).

Satisfaction with Council performance

In terms of satisfaction with the different aspects of Council performance, respondents were most satisfied with its ability to provide facilities and services that respond to community needs (42% satisfied rating 4 or 5 out of 5), a core and important role of local government.

Across all measures, there was a high number of 'neutral' responses, indicating there is a proportion of the community who don't feel familiar enough with Council performance to provide a positive or negative response. For example, as it pertains to Council's performance in financial sustainability, 55% were neutral.

What is your personal level of satisfaction with Council's performance in...



The area with the highest amount of dissatisfaction was in relation to community consultation and engagement (33% very dissatisfied or dissatisfied (rating 1 or 2 out of 5). Interestingly, it also had the second highest level of satisfaction (30% satisfied or very satisfied).

Dissatisfaction with community consultation and engagement was highest among those:

- aged 35-59 years (34% very dissatisfied or dissatisfied)
- in Woodford-D'Aguilar and surrounds (39% very dissatisfied or dissatisfied)
- in Redcliffe Peninsula (36% very dissatisfied or dissatisfied)
- in Samford Valley and surrounds (36% very dissatisfied or dissatisfied)
- in Caboolture and surrounds (36% very dissatisfied or dissatisfied)
- in Strathpine and surrounds (35% very dissatisfied or dissatisfied).

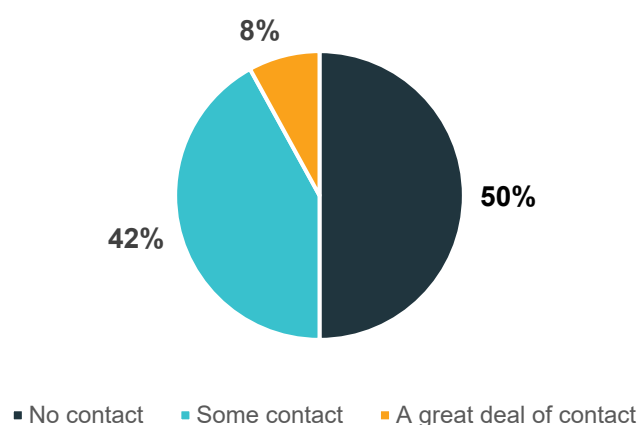
Contributing to this dissatisfaction may be community perceptions that feedback captured in consultation and engagement is not being responded to by Council. This was reported in the August 2023 *Moreton Says* survey with:

- 35% disagreeing or strongly disagreeing with the statement: when engaging with the community, it feels like Council are genuinely there to listen (34% neutral)
- 39% disagreeing or strongly disagreeing with the statement: Council is prepared to change its practices in response to community concerns (39% neutral)
- 33% disagreeing or strongly disagreeing with the statement: Council listens to and respects my opinions with regard to community issues (39% neutral)
- 49% providing a neutral response to the statement: Council has been using the feedback from the *Moreton Says* survey to improve the way they operate.

The high level of neutral responses to the above suggests people may not be familiar with how Council is responding to community opinions and concerns, and more could be done to share this information with the community.

Half (50%) of respondents indicated they had contact with people from Council in the last 3 months (including face-to-face, emails and phone calls). Within that, 8% had a great deal of contact and 42% had some contact.

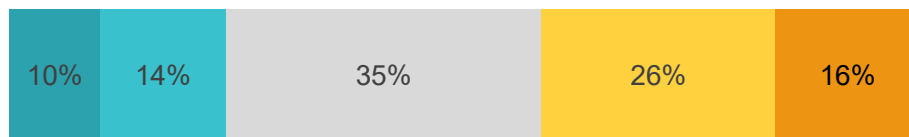
How much contact have you had with people from Council in the last 3 months (May to July 2024)? This may include face-to-face interactions, or in other ways like emails or phone calls.



Among those who had contact with people from Council (1,854 respondents), there were varying experiences with the level of effort required to satisfy their needs – 24% found their interaction low effort (1 or 2 out of 5), whilst 42% found their interaction high effort (4 or 5 out of 5).

How would you rate the level of effort you had to put into your interaction with Council to satisfy your needs?
(reported by the 1,854 people who had contact in the last 3 months)

Average (out of 5):
Note: lower score is more desirable



3.3

■ 1 - Very low effort ■ 2 ■ 3 - Moderate effort ■ 4 ■ 5 - Very high effort

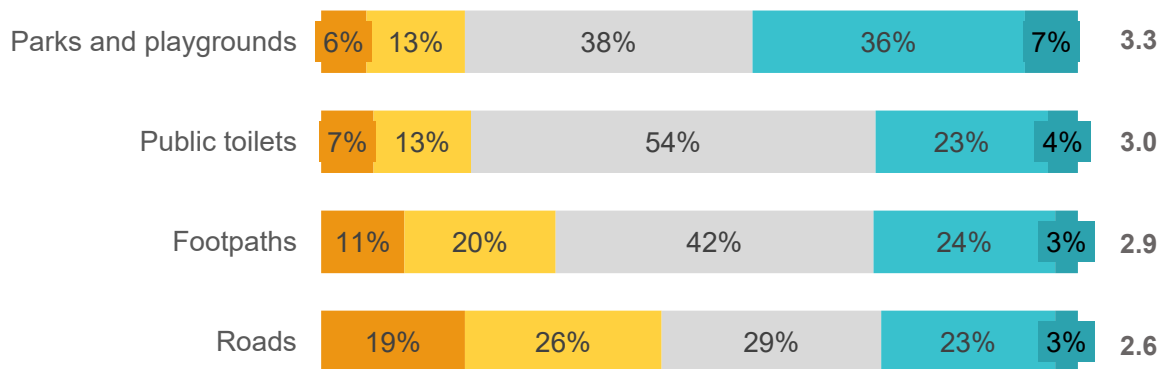
Council responsiveness to maintenance

Satisfaction with Council’s responsiveness to maintaining and fixing parks and playgrounds was highest at 43% satisfied or very satisfied.

Dissatisfaction was highest with responsiveness to fixing roads (45% dissatisfied) and footpaths (31% dissatisfied).

How would you rate Council’s responsiveness to maintaining/fixing...

Average (out of 5):



■ Very dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Very satisfied

When it came to roads, dissatisfaction was highest in:

- Caboolture and surrounds (66% dissatisfied or very dissatisfied)
- Woodford-D'Aguilar and surrounds (66% dissatisfied or very dissatisfied)
- Dayboro and surrounds (61% dissatisfied or very dissatisfied)
- Narangba and surrounds (59% dissatisfied or very dissatisfied).

As with satisfaction with Council performance, a high proportion of respondents registered a 'neutral' response when thinking about Council maintenance (particularly for maintaining public toilets at 54%).

Trust, approval and progress towards Council vision

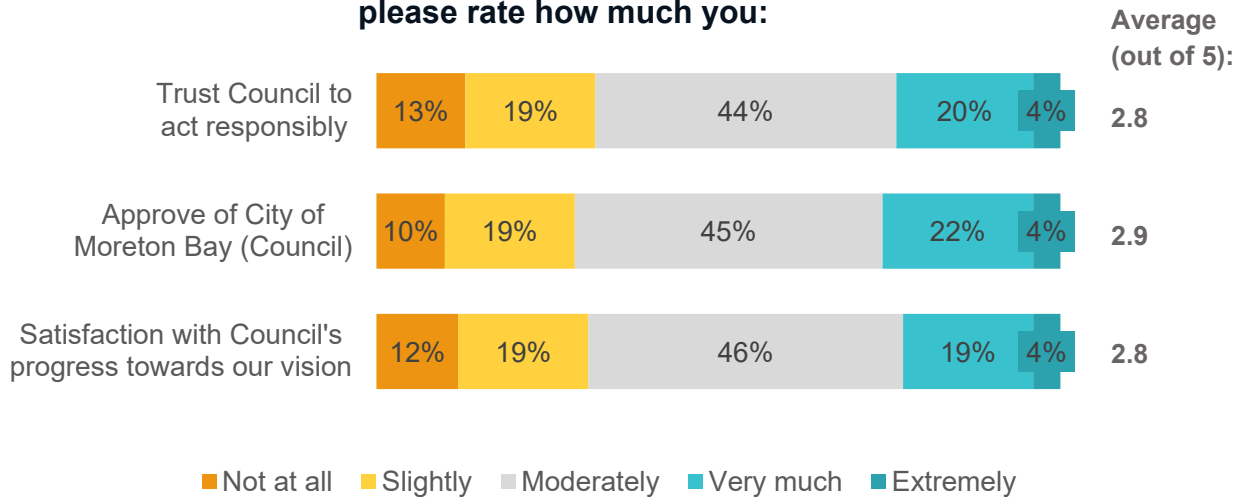
Moreton Says has been tracking the attitudes of the community in relation to trust and approval of Council since 2021. Satisfaction with progress towards Council's vision was a new question in this survey. The following excerpt of City of Moreton Bay's vision, *Amazing Places, Natural Spaces* was provided to respondents:

Our vision represents the values and aspirations shared by our communities and Council for the future of our city. It is made up of two aspects:

- **Amazing Places:** Our Moreton Bay is a network of amazing places. Our neighbourhoods are well-planned, safe and friendly. We are leaders in the use of technologies and sustainable practices that make our places and people resilient and climate friendly.
- **Natural Spaces:** Our Moreton Bay is valued for its natural beauty and distinct landscapes. As we evolve, we are focused on balancing growth while protecting what we value and our Moreton Bay way of life.

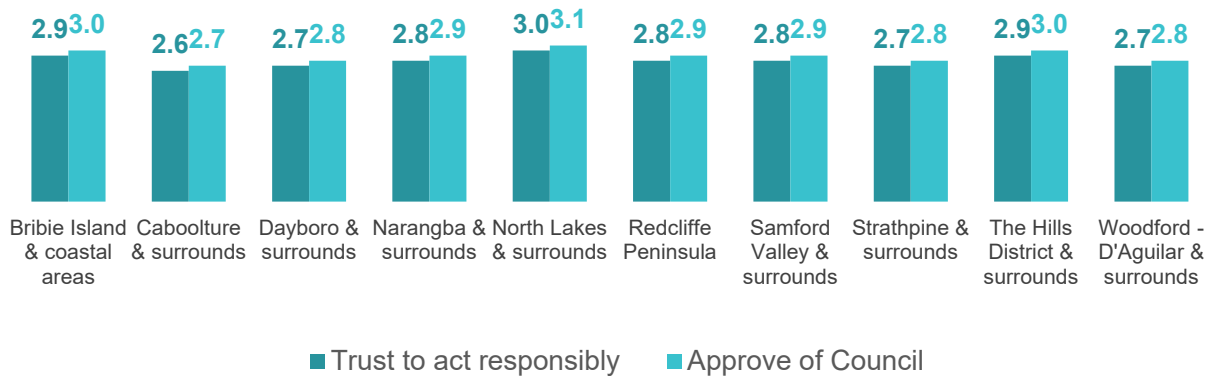
In September 2024, the average score for 'trust in Council to act responsibly' was 2.8 out of 5. Average rating of 'approval of Council' was similar at 2.9 out of 5. The average rating for 'satisfaction with Council's progress towards our vision, *Amazing Places, Natural Spaces*' was 2.8 out of 5.

**Thinking about Council specifically,
please rate how much you:**



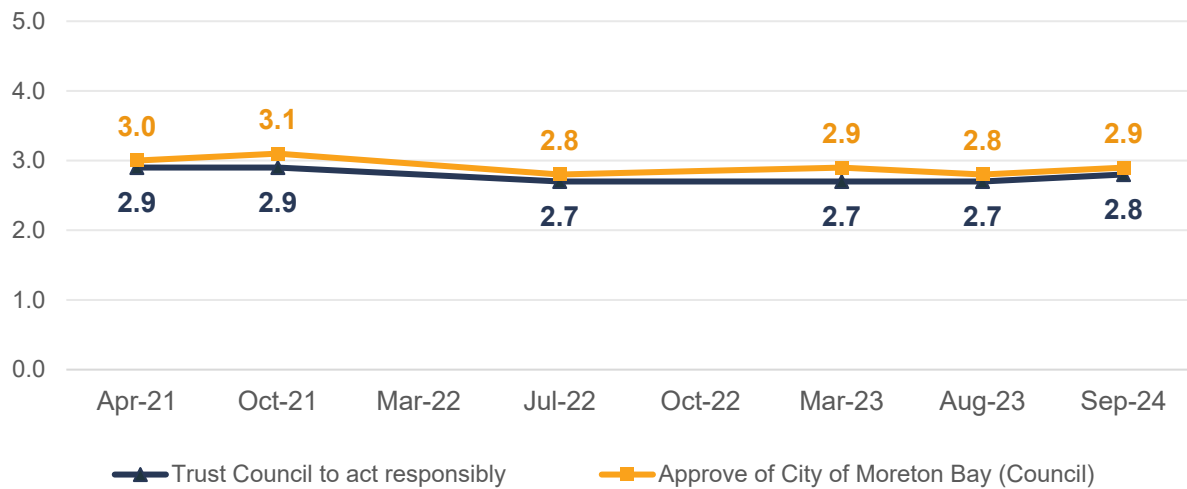
Trust in Council to act responsibly and approval of Council was similar across our 10 communities of interest. Trust and approval were highest in North Lakes and surrounds (3.0 and 3.1) and lowest in Caboolture and surrounds (2.6 and 2.7).

Trust Council to act responsibly / Approve of Council
Mean score out of 5



Looking at trends over time, trust in Council and approval of Council has remained relatively steady since 2021. Note the 2021-2023 data has been retrospectively re-weighted to enable comparisons to 2024, therefore these numbers will be slightly different to what has appeared in previous reports.

Thinking about Council specifically,
please rate how much you:



There were some differences in the attitudes of those who didn't trust Council at all and those who did trust Council to some degree. Those who had didn't trust Council at all (13% of respondents):

- were more likely to feel that 'Population/overpopulation' was a key issue affecting the local area (34% compared to 24% across the whole city)
- had lower levels of satisfaction with:
 - Council community consultation and engagement (82% dissatisfied or very dissatisfied compared to 33% across the whole city)
 - Council representation and advocacy on behalf of the community (80% dissatisfied or very dissatisfied compared to 29% across the whole city)
 - Council providing a sound direction for the future of the city (80% dissatisfied or very dissatisfied compared to 28% across the whole city)
 - Council providing facilities and services that respond to community needs (72% dissatisfied or very dissatisfied compared to 24% across the whole city)
 - Council's financial sustainability (68% dissatisfied or very dissatisfied compared to 20% across the whole city).
- had lower levels of satisfaction with all aspects of maintenance, especially in regard to fixing/maintaining roads (79% dissatisfied or very dissatisfied compared to 45% across the whole city)
- were more likely to want more detailed information about what Council is doing in relation to planning and growth management
- were less likely to approve of Council (63% didn't approve of Council at all compared to 10% across the whole city)
- were less likely to be satisfied with Council's progress towards its vision (51% not at all satisfied compared to 12% across the whole city)
- were more likely to have lived in City of Moreton Bay for 10 years or more (67% compared to 56% across the whole city).

This, along with community comments, suggests some disappointment with how growth and change has been handled in the past. Building trust should involve:

- giving everyone the opportunity to share their views and then genuinely listening
- considering alternative viewpoints
- decision-making that is transparent and considers community perspectives
- providing the community with evidence-based explanations for the actions that are taken.

Those who had high levels of trust in Council were more likely to recommend City of Moreton Bay as a place to live (90% compared to 68% across the whole city). Given this, efforts to build trust in Council within the community are likely to lead to increased pride in the local area, and a community that celebrates the city as a great place to live.



Conclusion

Moreton Says provides a platform for the community to have their say on issues affecting them. The results highlight differing points of view across the city's large geographical area and diverse communities. This underscores the importance of our ongoing efforts to monitor and respond to the perspectives of its communities.

The findings revealed a broad range of issues within City of Moreton Bay for Council to consider during planning and decision-making. Safety and crime minimisation remained important to the community, with 'crime/law and order' being the top perceived local issue in the city. Any efforts to enhance safety perceptions would contribute positively to residents' quality of life. Strengthening community networks through critical social infrastructure will support this.

City of Moreton Bay has a population roughly the same size as the state of Tasmania. A major challenge in large, densely populated, rapidly growing areas across Australia is keeping critical infrastructure up with increases in residential population. In City of Moreton Bay, 'transport' was recognised as a key priority by over a third of the community, which tends to be a common priority among Australia's growth communities (particularly when there is increasing pressure on roads). The survey results suggested firm demand among some in the community for more information about how planning decisions are made and considered, particularly as they relate to infrastructure and transport planning. Ensuring the community has access to this information, to varying levels of detail, may improve Council's relationship with the community and perceptions of transparency.

Preservation of the natural environment was found to be a key contributor to quality of life in City of Moreton Bay. Community priorities for contributing to a healthy and sustainable environment included native habitat restoration, increasing tree cover in urban areas and broadening natural areas for environmental purposes. This is consistent with previous *Moreton Says* surveys, and reinforces the importance of preserving the natural amenity of the city as it continues to grow and develop. The results suggested the community is already acting in a way that is respectful of the environment and want to be a part of the solution.

Natural hazard preparedness is an increasing focus across local governments throughout Australia and internationally. The diversity of Australia's local areas means climate change will impact different communities in different ways, raising different fears and challenges. While the City of Moreton Bay community had varying levels of confidence in their personal preparedness for different types of natural hazards, a comparison to previous *Moreton Says* survey results showed the proportion of the community with an emergency kit or family or personal Emergency Plan had increased. This indicates gains in strengthening the resilience of the community, although more work can be done.

There was a degree of pride within the City of Moreton Bay community, with 7 in 10 likely to recommend City of Moreton Bay as a place to visit and two thirds likely to recommend the city as a place to live. It is important for social cohesion and attracting local investment to have a proud community that is willing to advocate for and celebrate the local area.

In terms of satisfaction with different aspects of Council performance, the community was most satisfied with the provision of facilities and services that respond to community needs, and least satisfied with community consultation and engagement. An analysis of trust in Council suggested that disappointment with community consultation and engagement and concerns about population/overpopulation in the city played a role in lower levels of trust. This sentiment was more common among longer-term residents than newer residents to the area.

While cities are the economic powerhouses of our nation, we need to remember cities are fundamentally about people. Liveability is essential to attracting and retaining residents, workers, businesses, students and visitors. City of Moreton Bay's community want a place that is safe, affordable, easy to travel around and respects the natural environment. The challenge over the coming years will be in managing growth whilst also retaining liveability based on a solid understanding of the community's values and concerns.



Parallel data collection

To give community members alternative ways to contribute their views, two other activities were run in parallel to the main survey:

- pop quiz on the *Moreton Says* webpage (moretonbay.link/moreton-says)
- interactive conversation trees that featured in in selected libraries, customers service centres, and community pop-up stalls.

Pop quiz

A single question pop quiz, featuring a question from the survey, was included on the project website. The question was changed part way through the survey period to demonstrate the range of topics covered in the survey. In total 124 responses were received from 148 participants to the two questions. A summary of the responses to each question is provided below:

How would you rate Council's responsiveness to maintaining / fixing public assets like footpaths, parks, playgrounds and public toilets?

- 51 responses received
- 47% satisfied or very satisfied
- This result is similar to the survey result for 'responsiveness to maintaining / fixing parks and playgrounds (43%), and significantly higher than survey results for 'responsiveness to maintaining / fixing footpaths' (27%) and 'responsiveness to maintaining / fixing public toilets' (27%), suggesting respondents are more focused on parks and playgrounds than footpaths and public toilets.

How comfortable are you with Council using recycled water for non-drinking purposes like watering sports fields, dust suppression on construction sites, etc?

- 97 responses received
- 91% comfortable or very comfortable
- This result is higher than the result for the same question in the survey (85%).

Interactive conversation tree

Participants were invited to write what they would like to see in the future City of Moreton Bay on a paper leaf and add it to a model tree. A total of 300 leaves were added to trees at libraries, customer service centres and pop-up stalls during the survey period. Key themes identified include:

- more parks, playgrounds and dog parks
- better roads, transport, public and active transport improvements
- continued libraries and more cultural facilities (including many positive comments about existing libraries and facilities)
- more recreation and community events and activities
- more environmental areas, protection and enhancement
- Addressing homelessness in our city
- Building community connectedness
- Balancing population growth and development with other community priorities.



Appendix

Data analysis and weighting

Upon completion of the survey collection, any duplicate responses were removed. The survey sample was then compared with the population of interest (i.e. all City of Moreton Bay residents aged 15+) to identify how closely the demographic profile matched that of the actual population. Taking into consideration the impact of these skews, the data was normalised (weighted) using gender, age and local area. Data-weighting is a common practice in social research. It aims to improve the representativeness of survey results.

The results were based on a total sample size of 3,723. When analysing the total sample results, the maximum margin of error at the 95% confidence interval is +/-1.6%. In simple terms, this means that if 50% of survey respondents told us they 'take steps to reduce their personal water use', we can be 95% confident that between 48.4% and 51.6% of the total City of Moreton Bay community take steps to reduce their personal water use.

When viewing the results by sub-groups (for example 15-34 year olds or people within a particular geographical area), the sample size denominator will decrease. As the sample size decreases, the error margin increases. Please consider the role of sample size when interpreting sub-group survey insights, using the following as a guide:

- Samples greater than $n=200$ ($\pm 6.9\%$) can be regarded as 'representative' of the community's views.
- Samples between $n=200$ ($\pm 6.9\%$) and $n=100$ ($\pm 9.8\%$) should be considered 'indicative' of the community's views.
- Samples between $n=100$ ($\pm 9.8\%$) and $n=50$ ($\pm 13.9\%$) should be considered 'limited'.
- Samples less than $n=50$ ($\pm 13.9\%$) should be considered 'unreliable'.

