



*Kingston District Council Community Survey*  
**2020/2021**

**RESULTS**

# Executive Summary

The Kingston District Council undertook its second community survey throughout February and March 2020 to help gauge our performance and to inform the draft 2020-2021 Annual Business Plan & Budget. Of the 1,300 surveys posted to ratepayers, 445 responses were received either in hard copy or on-line. Whilst a relatively high return rate for a local government survey, this result was slightly down on the 502 responses received in 2019.

There was an increase in males completing the survey in 2020; 52% compared with 46% the year before. This is most likely attributed to the heightened focus on boat launching facilities which is considered to be a male dominated recreational pursuit. The age completing the survey also varied from year to year, with 74% being in the 50+ years bracket in 2020 and 65% in 2019; there is no definitive assumption for this result.

Only 7% of those completing the survey were not property owners in the Council area, which was on par with 9% the year before. Also consistent was that 3% of respondents in both years were from Cape Jaffa, with 72% from Kingston in 2019 and 69% in 2020.

Not surprisingly, the Maria Creek Boat Launching Facility was the most important project to respondents in both years, and unfortunately remains the most challenging project for Council to deliver in a financially sustainable way. Kingston jetty remains popular as does beach access, the rural road network and environmental sustainability. It was difficult to accurately compare the priorities from year to year as these changed in terms in how the question was posed and themes that were available in the survey. The survey indicated we are doing a great job maintaining our parks, gardens and other public facilities, but not so good with boating facilities. Again, this result was expected due to the emotive topic of the Maria Creek & Cape Jaffa boat launching facilities.

In terms of our interaction with the community, there was a slight improvement on how we are communicating and engaging overall and it was pleasing to see that our staff again rated very highly, in fact the highest amongst the categories of CEO, Mayor and Elected Members. Since the 2019 survey, Council has increased its social media footprint, proactively prepared media releases and introduced an electronic newsletter. This is in response to survey results indicating these are the preferred method of communication. Social media is in fact now the favoured form of communication as indicated by survey respondents in 2020.

We have catalogued a myriad of feedback by way of comments which was at a high level, with 226 participants choosing to provide written feedback. The breakdown of these is found at Q10 of this report, and again, no surprises that the Maria Creek Boat Launching Facility constituted 36% of all written comments made. There were several comments relating to service and maintenance requests and these have been compiled into a register of works to be undertaken as resources and financial capacity is available.

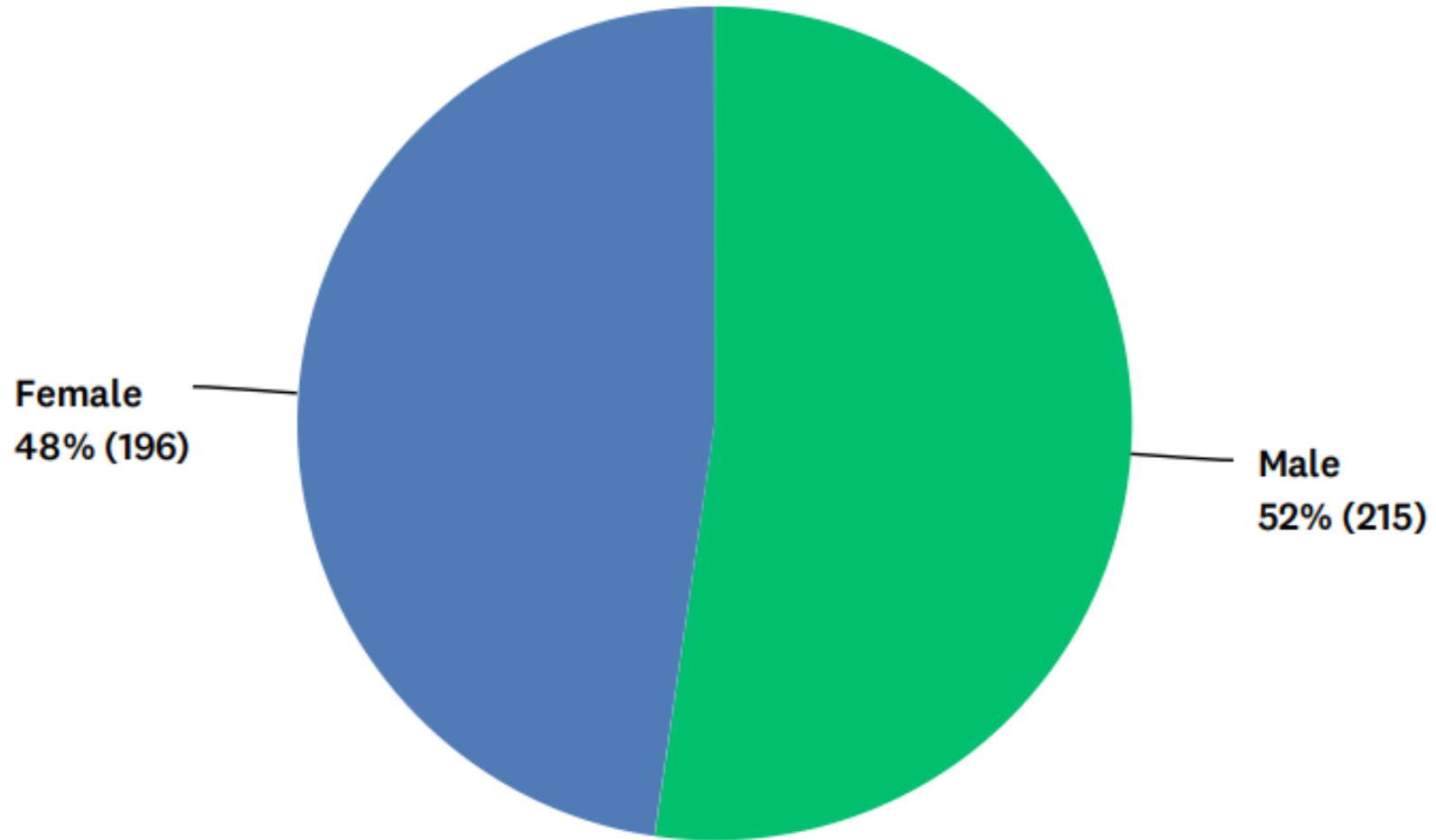
I commend our community for taking such a high interest in the operations of the Kingston District Council through participating in the 2020 survey. Your feedback is important to our team and contributes to the overall decision-making process of our elected member body.

Kind regards

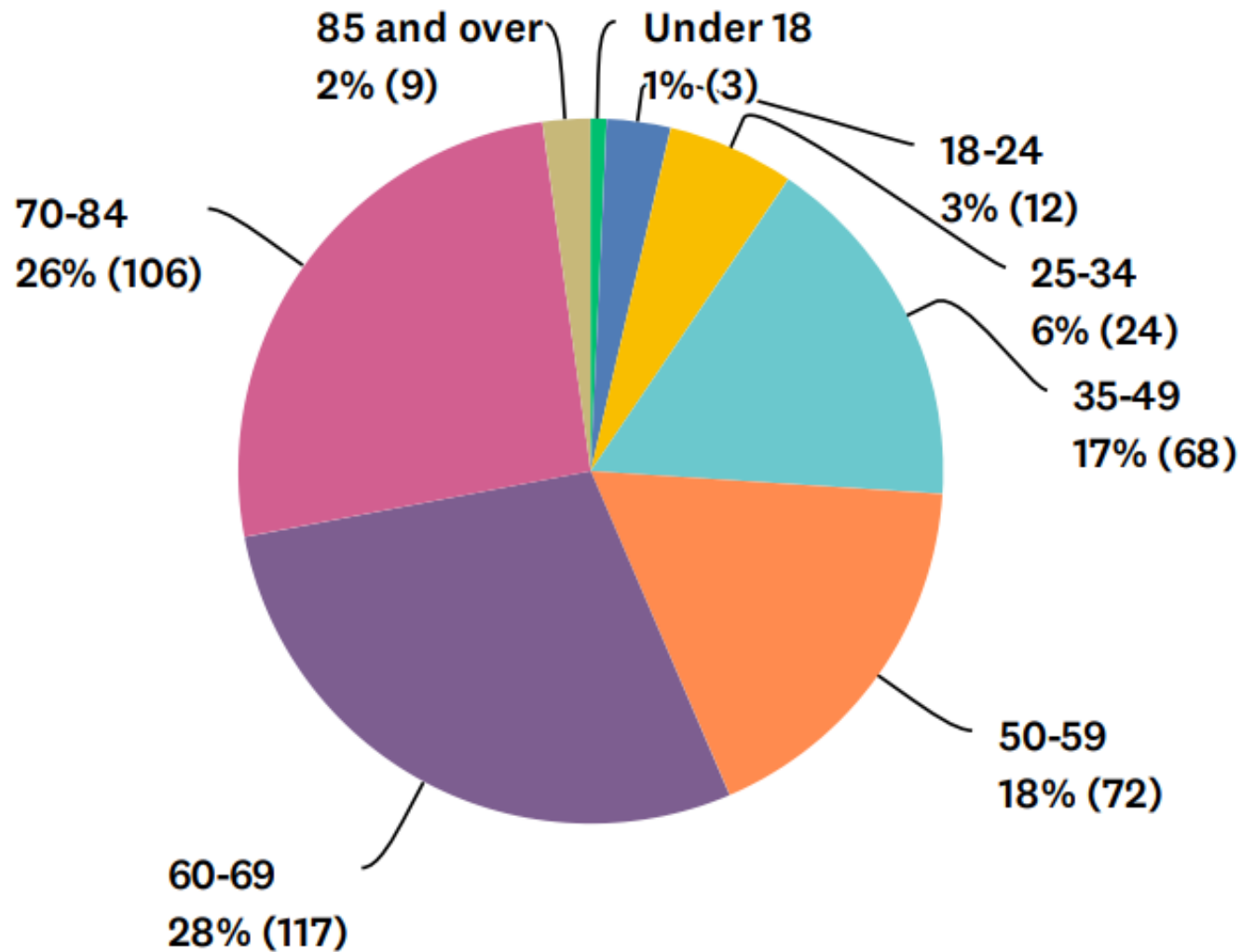


Nat Traeger  
Chief Executive Officer

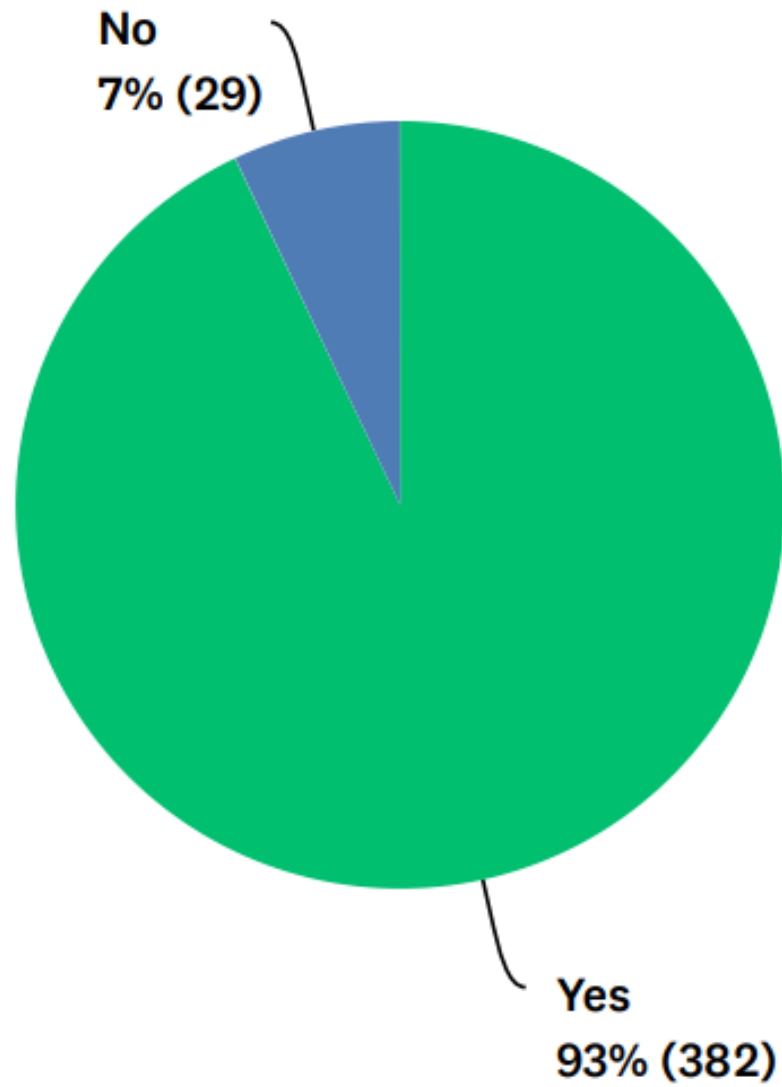
# Q1 – Your Gender?



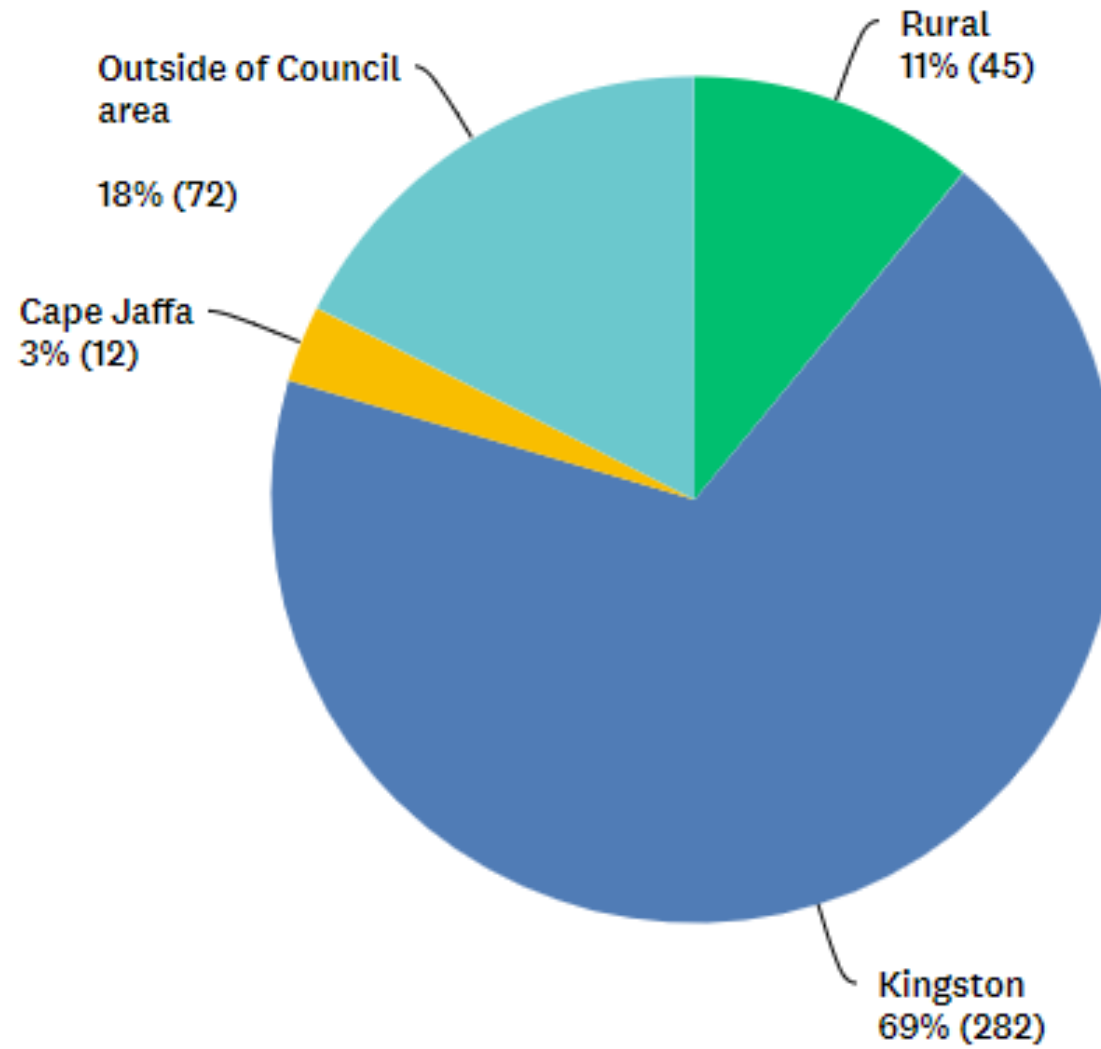
## Q2 – Your age bracket?



### Q3 – Do you own property in Kingston District Council?

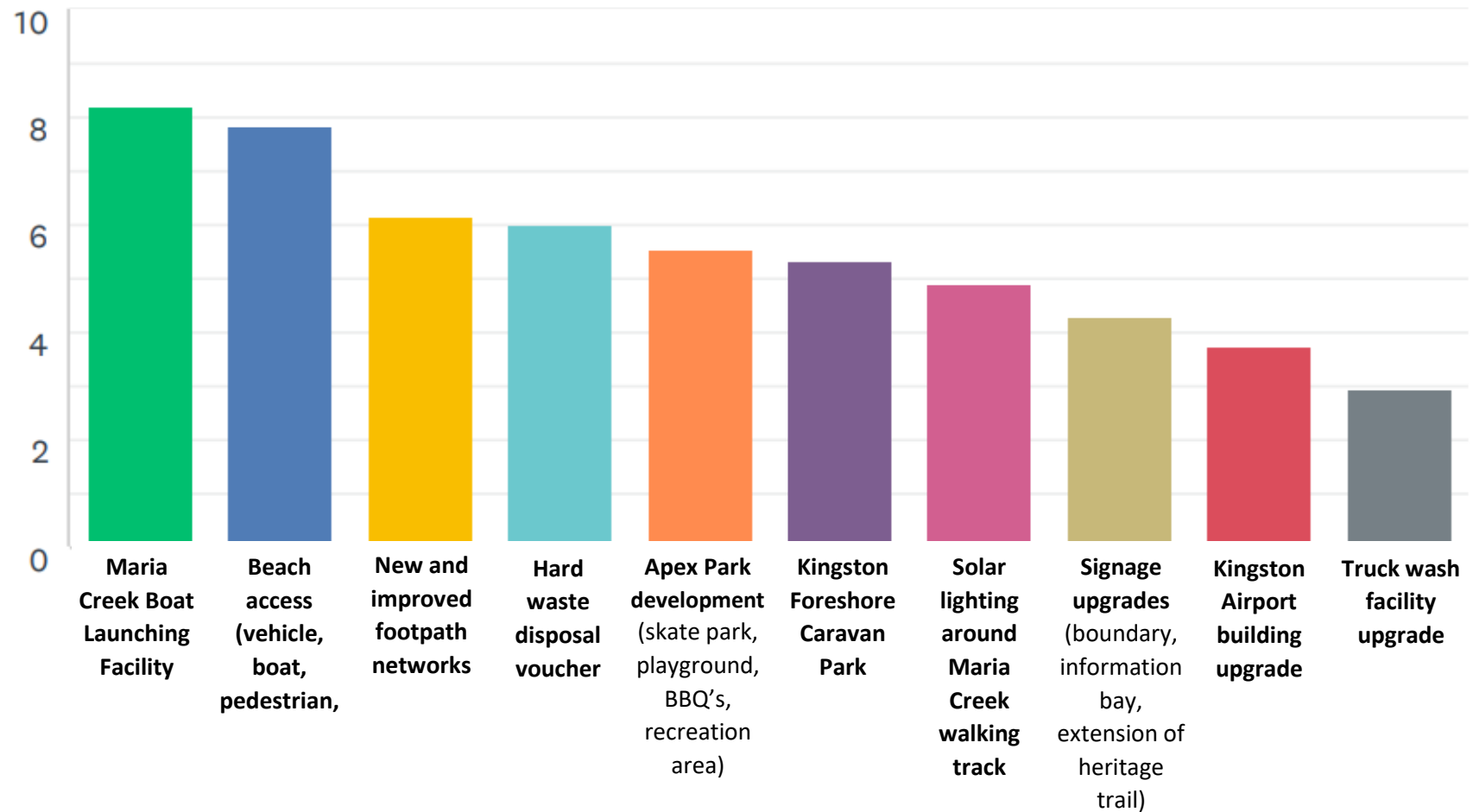


## Q4 – Where do you live?



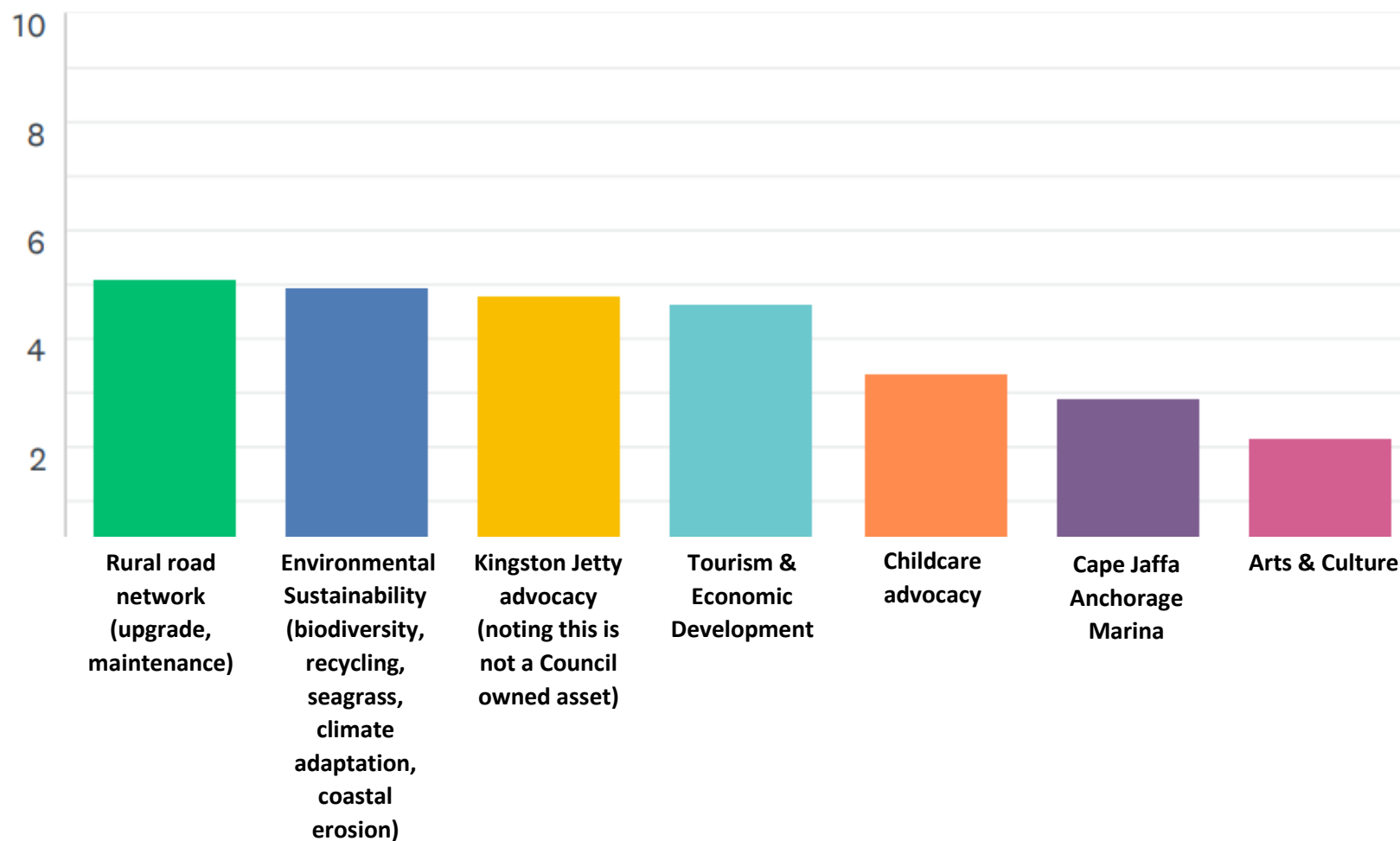
# Q5 – Of the following projects, proposed for the 2020/2021 budget, which are most import to our community?

Please rank all options order of importance – 1 being the most important.



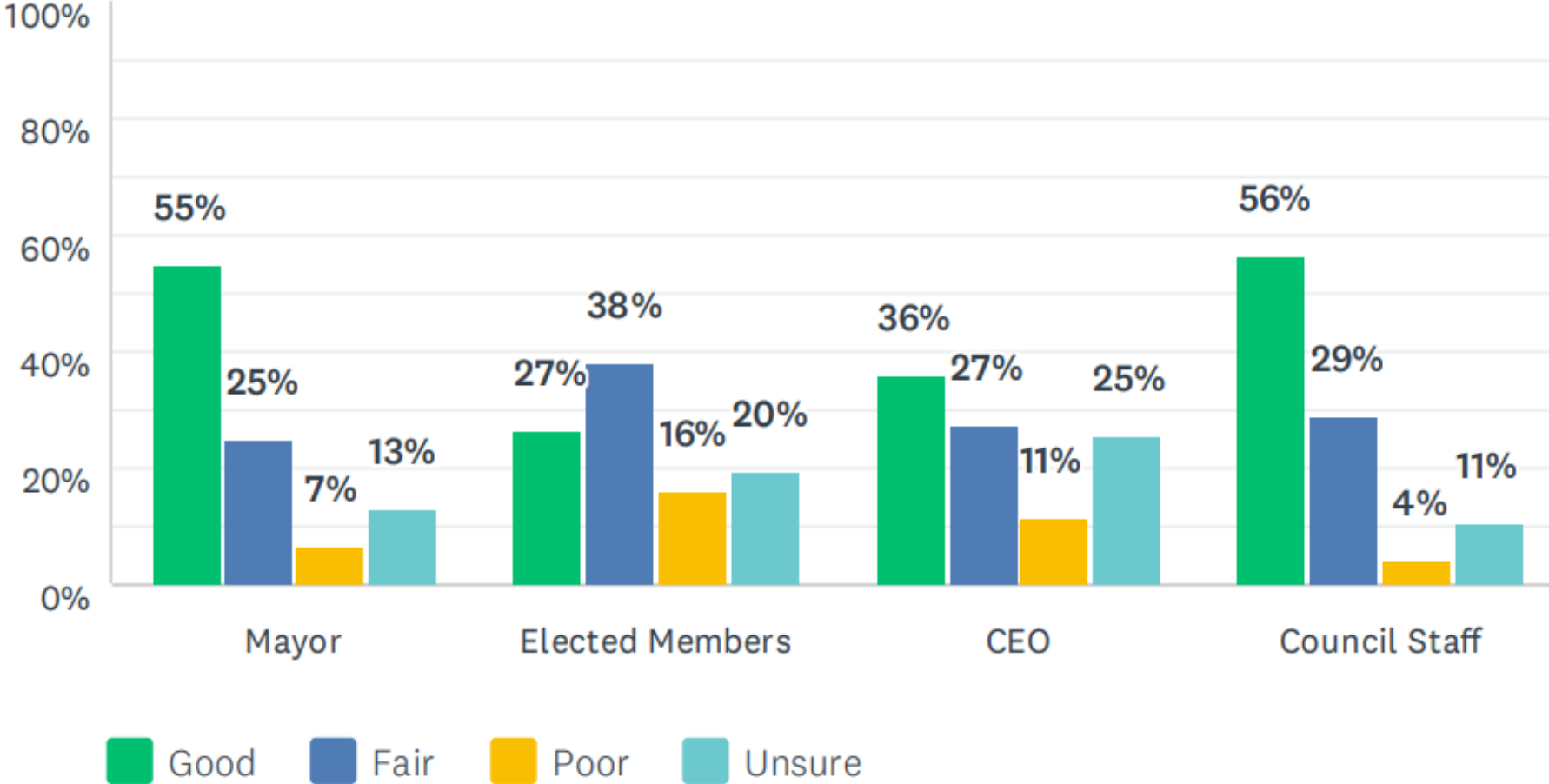
# Q6 – Of Council’s existing and emerging key focus areas, which are most important to our community?

Please rank all options order of importance – 1 being the most important.

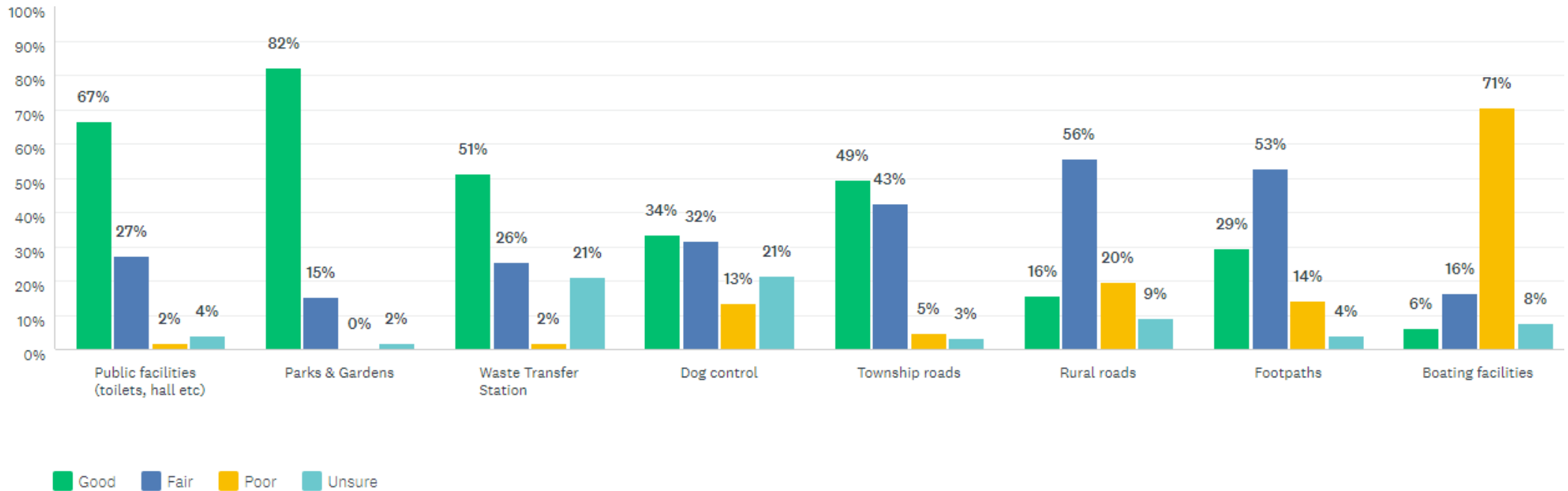




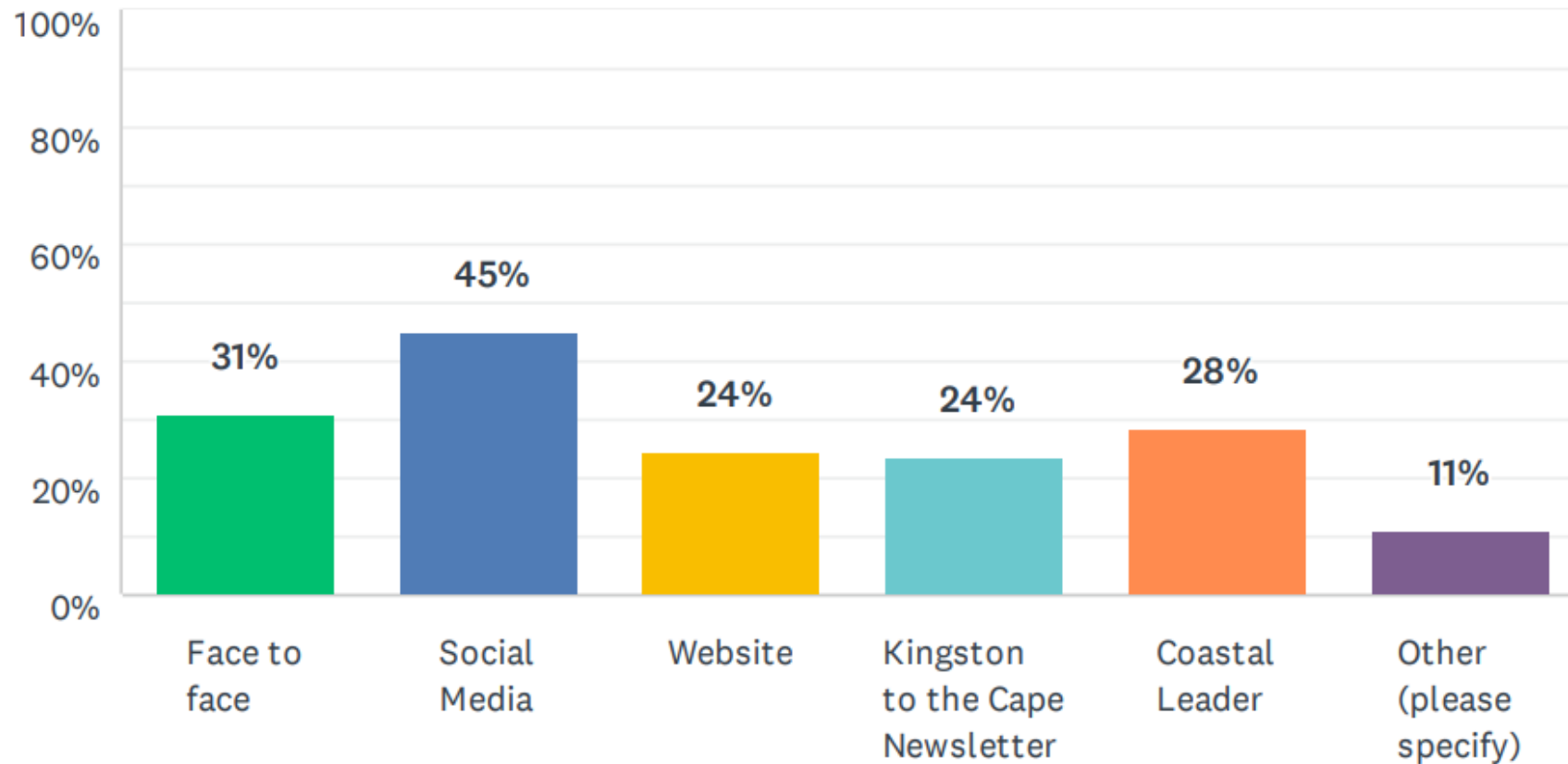
# Q7 – How would you rate council’s communication/consultation/interaction with the community?



# Q8 – Looking after existing facilities and providing quality services are important to us. How are we maintaining and providing the following?



# Q9 - Which method of Council communication would work best for you?



*Other – email, phone, posted newsletter*

# Q10 – Do you have any other feedback?

A total of 226 participants took the opportunity to provide feedback. All answers have been categorised into groups. 10 common themes were identified, with some answers containing multiple themes or questions.

A breakdown of the total number of answers received for each theme are shown below.



81 | Maria Creek Boat Launching



20 | Roads



36 | Coastal



11 | Beach Launching



34 | Economic Development



6 | RV Park



33 | Community Facilities



5 | Compliance/Development



20 | Cape Jaffa



3 | Health