

14.8 Community Survey Results

File No: Corp/Survey

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Summary

The Oberon Council Community Survey was conducted between 7 May 2024 and 8 April 2025 to inform the development of the 2025–2029 Delivery Program in line with the Integrated Planning and Reporting (IP&R) framework.

A total of 164 community members participated in the survey, providing both quantitative and qualitative feedback on Council services, infrastructure, governance, communication, and budget priorities.

The report provides the survey results and supporting analysis for Council consideration.

Recommendation:

That Council receives and notes Oberon Community Survey 2025 summary report as the first phase of community consultation informing the development of the 2025-2029 Delivery Program under the Integrated Planning and Reporting framework.

List of Attachments

1. Community Survey Responses [**14.8.1** - 33 pages]

Comment

The Oberon Council Community Survey was conducted between 7 May 2024 and 8 April 2025 through Council's online engagement platform, *Have Your Say Oberon*, as the first phase of community consultation to inform the development of the 2025–2029 Delivery Program. This consultation forms part of Council's broader obligations under the Integrated Planning and Reporting (IP&R) framework.

A total of 164 community members participated in the survey, providing both quantitative and qualitative feedback on a wide range of topics related to Council's services, infrastructure, governance, communication, and budget priorities.

The Community survey process gives a platform for the community to comment on the current state and progress of Council operations and governance requirements and forms an essential component of understanding the communities views on these operations.

The survey results identify roads and infrastructure, healthcare access, and community services as the community's highest priorities. Feedback also highlighted concerns over Councillor conduct, transparent governance, improved communication, and more inclusive engagement practices.

Further opportunities for public feedback will be provided when the Draft Delivery Program and associated IP&R documents are placed on public exhibition in May 2025. In addition to shaping the Delivery Program, the survey results will serve as a baseline for measuring and evaluating Council's performance throughout the life of the Plan.

Summary of Findings:

Top Community Issues Identified

Respondents were asked to select their top concerns. The most frequently selected were:

- Roads and infrastructure – 63%
- Healthcare access and availability – 52%
- Economic Development and job opportunities – 30%
- Community services (youth, seniors, disability) – 26%
- Waste and environmental management – 26%

Governance and Council Performance

- 22% of respondents were satisfied with councillor performance, while 41% were dissatisfied or very dissatisfied.
- 28% felt Council represents the community well or very well.
- 64% of respondents believe Council decision-making is only “sometimes,” “rarely,” or “not at all” transparent.

Communication and Engagement

- Satisfaction with Council communication varied across channels:
 - Social media – 52% satisfied to very satisfied
 - Website – 44% satisfied to very satisfied
 - Community meetings – 34% satisfied to very satisfied
 - Response to feedback – 30% satisfied to very satisfied
- The most preferred communication channels were:
 - Social Media (77%)
 - Council website (64%)
 - Email Newsletters (44%)
 - Community Meetings (40%)

Roads and Transport

- 70% of respondents rated the condition of local roads as “good” or “fair.”
- The highest road maintenance priorities were:
 - Pothole repairs and resurfacing – 87%
 - Maintenance of unsealed rural roads – 61%
 - Widening roads to improve safety – 41%
- 88% of respondents preferred that Council seek additional state or federal funding to support road upgrades.

Playgrounds and Recreation

- Satisfaction with existing playgrounds was moderate, with strong feedback on areas for improvement.
- Most desired features included:
 - Swings, slides, climbing structures, nature-based play, and sensory equipment
- Suggested improvements included better shade, accessible equipment, fencing, and seating.

Customer Service

- 112 respondents had not contacted Council in the past 12 months.
- Of the 52 who had:
 - 43% were satisfied with their experience
 - 25% were dissatisfied or very dissatisfied
- Feedback highlighted a need for more timely responses and clearer follow-up processes.

Budget Priorities

When asked where Council should focus any available surplus funding, the top three ranked areas were:

1. Roads maintenance
2. Waste Management and Recycling
3. Parks and playgrounds

Free Text Feedback – Summary Themes

More than half of respondents provided written comments. Recurring themes included:

- Calls for improved transparency, unity, and professionalism
- Emphasis on road repair, particularly rural and unsealed roads
- Strong support for better community engagement and communication
- Requests for investment in youth facilities and services
- Comments on the need for equitable service delivery across towns and villages

It is considered that the results of the survey should be used to 'check in' on the progress of Council operations and will be undertaken each year to gauge performance and develop data to inform future plans.



Community Survey 2025

SURVEY RESPONSE REPORT

07 May 2024 - 08 April 2025

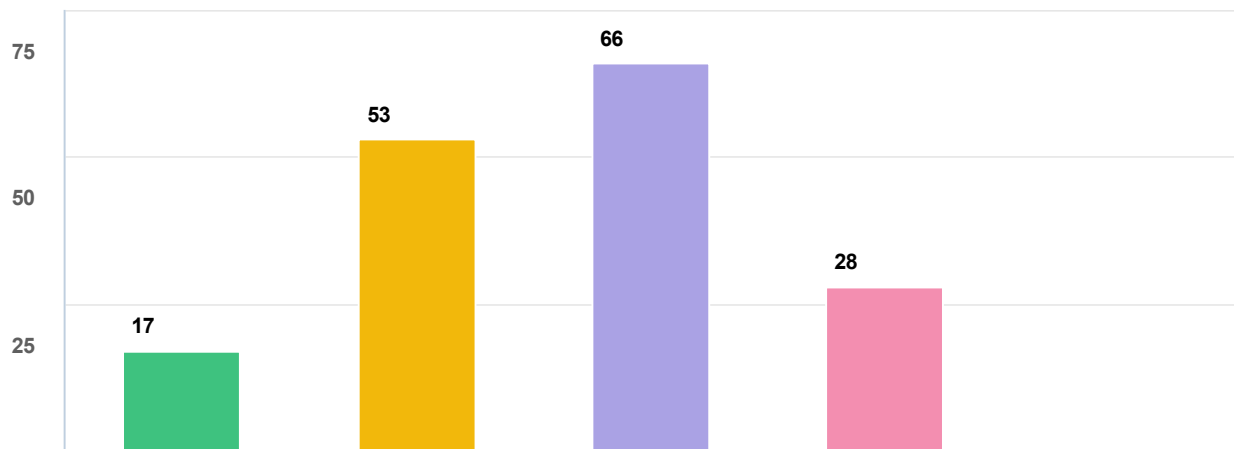
PROJECT NAME:

Community Survey 2025



SURVEY QUESTIONS

Q1 Age Group



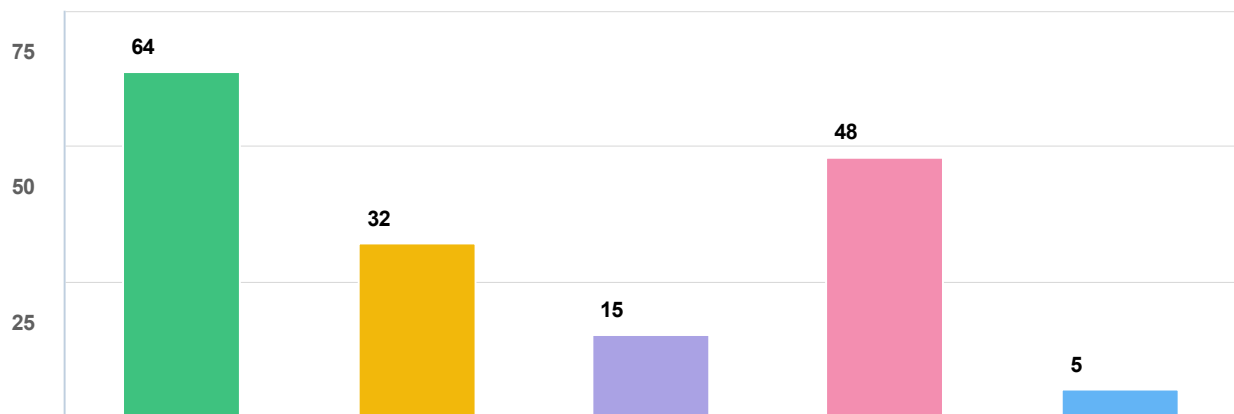
Question options

18-34 35-54 55-69 70+ Under 18

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q2 Where do you live?



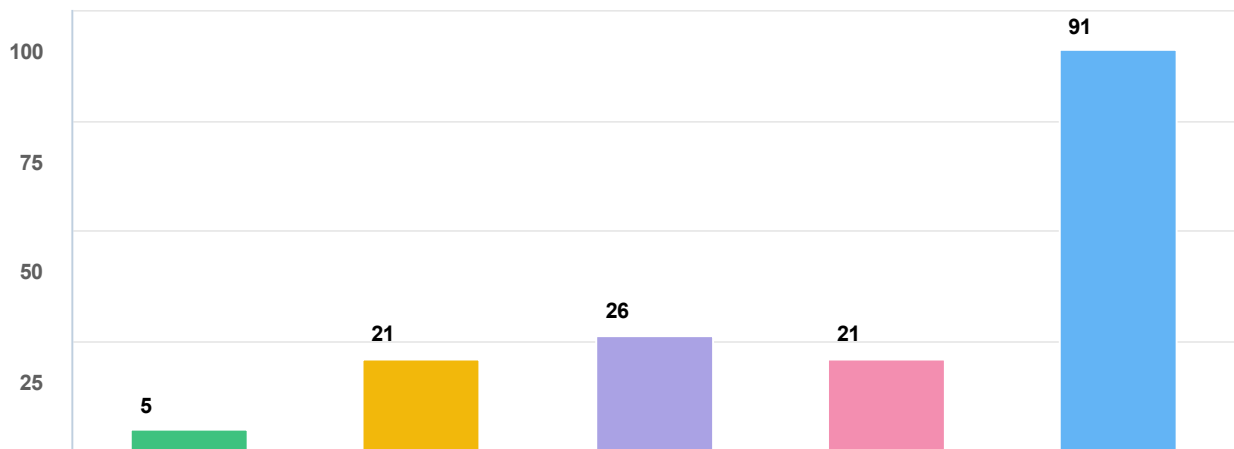
Question options

Oberon Township Rural/Residential zone (Titania, Bracken Glen etc..) Villages (Black Springs, Mt David etc..) Rural Other

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q3 How long have you lived in Oberon?



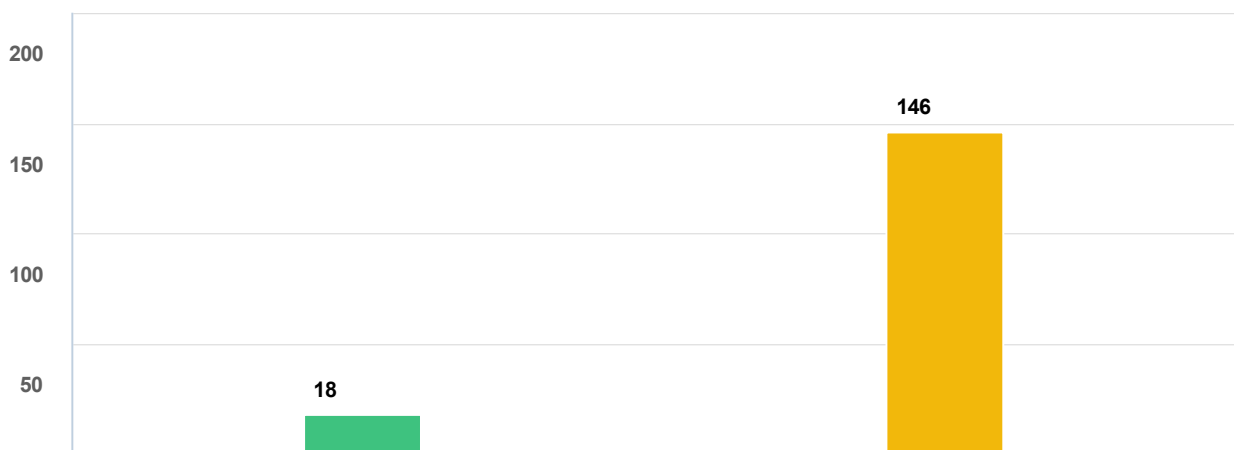
Question options

● Less than 1 year
 ● 1-5 years
 ● 6-10 years
 ● 11-15 years
 ● 15+ years

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q4 Do you identify as living with a disability?



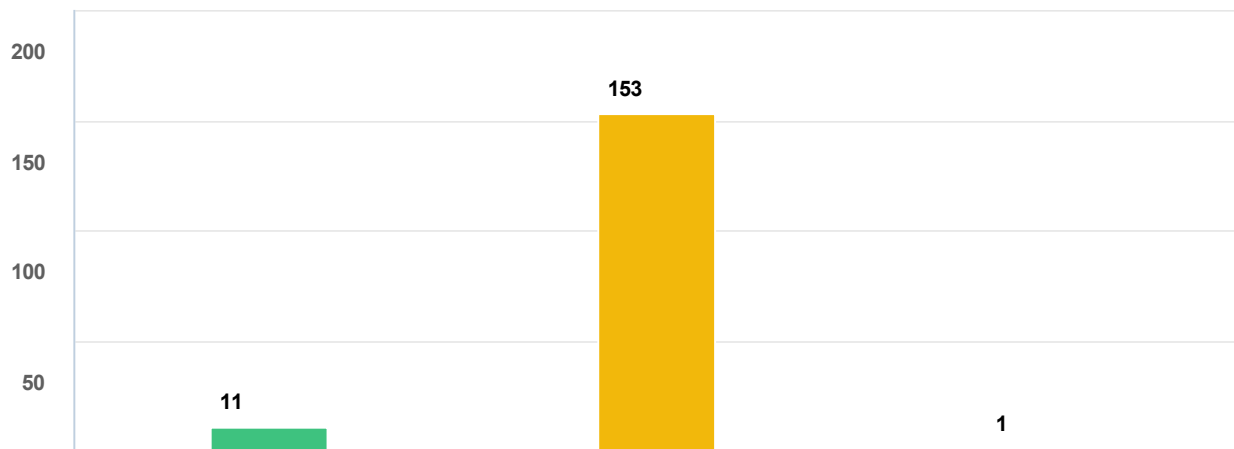
Question options

● Yes
 ● No

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q5 Do you speak a language other than English at home?



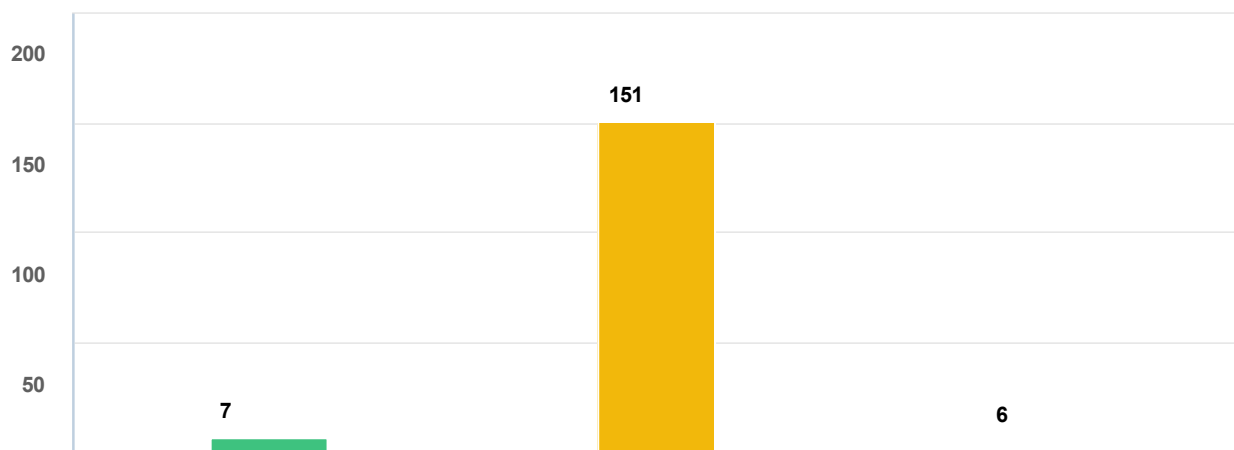
Question options

Yes No If yes, what language?

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q6 Do you identify as Aboriginal or Torres Strait Islander?



Question options

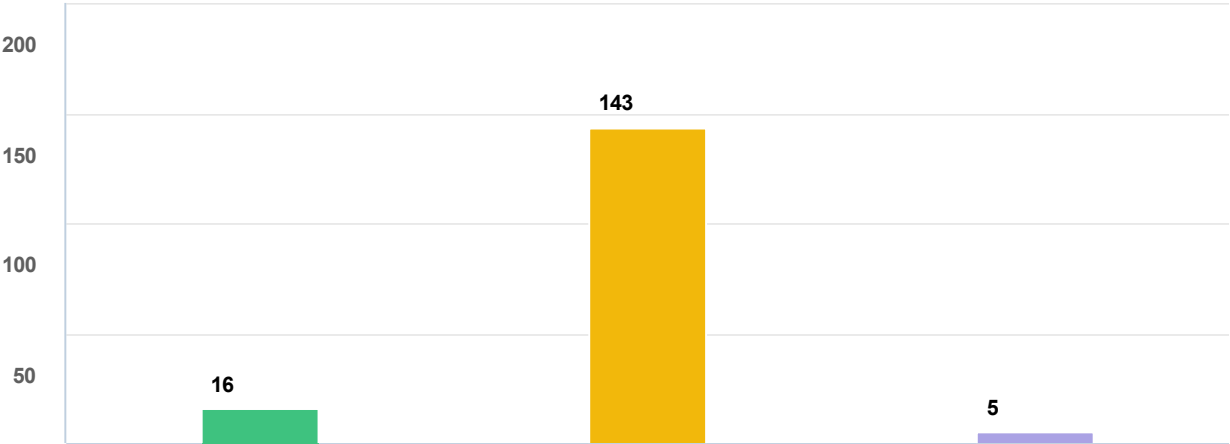
Yes No Prefer not to say

Mandatory Question (164 response(s))

Question type: Checkbox Question



Q7 Do you rent or own your home?

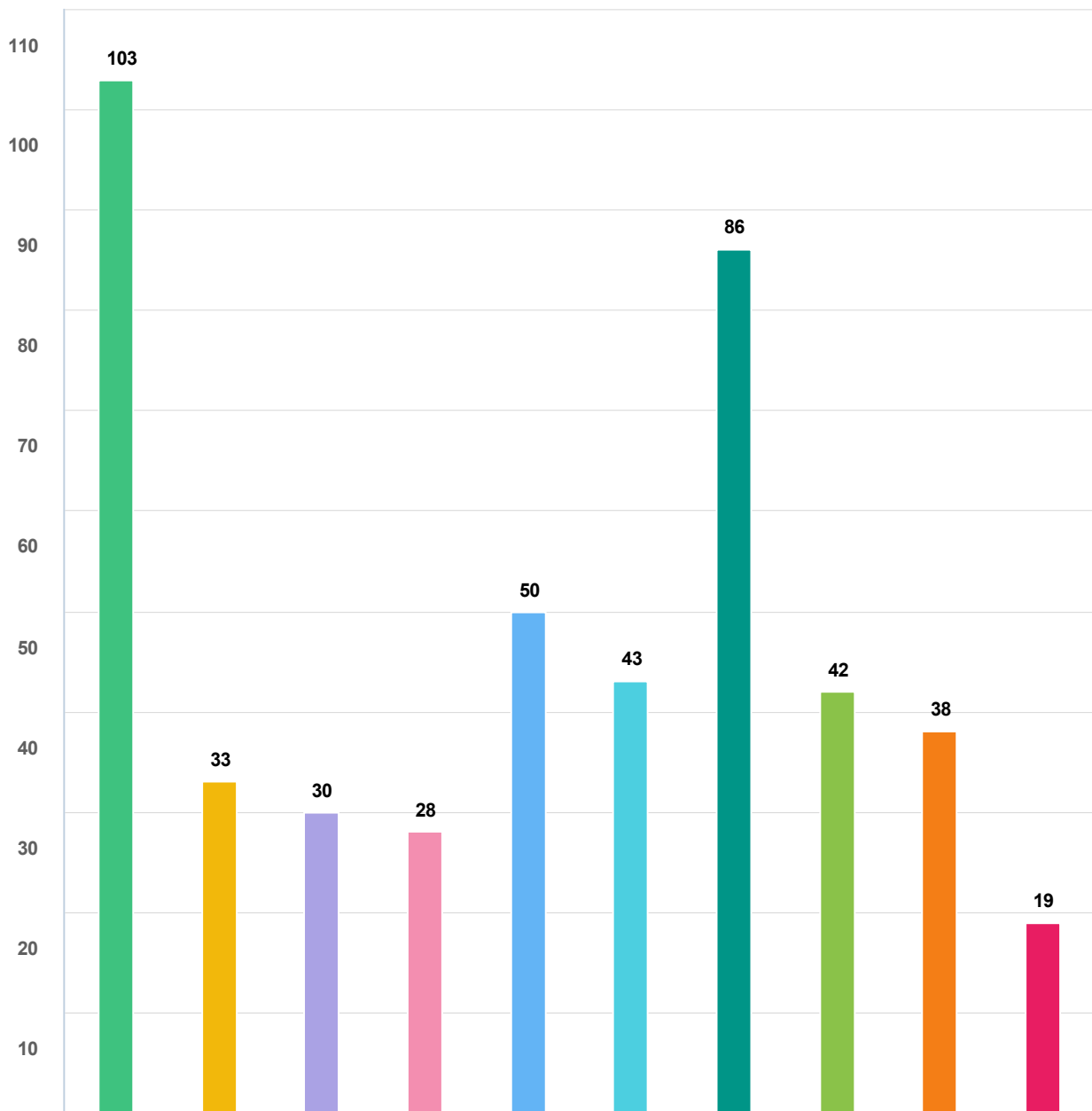


Question options

☒ Rent ☒ Own ☐ Other

Mandatory Question (164 response(s))
Question type: Checkbox Question

Q8 What are the biggest concerns for Oberon residents? Choose up to 3.



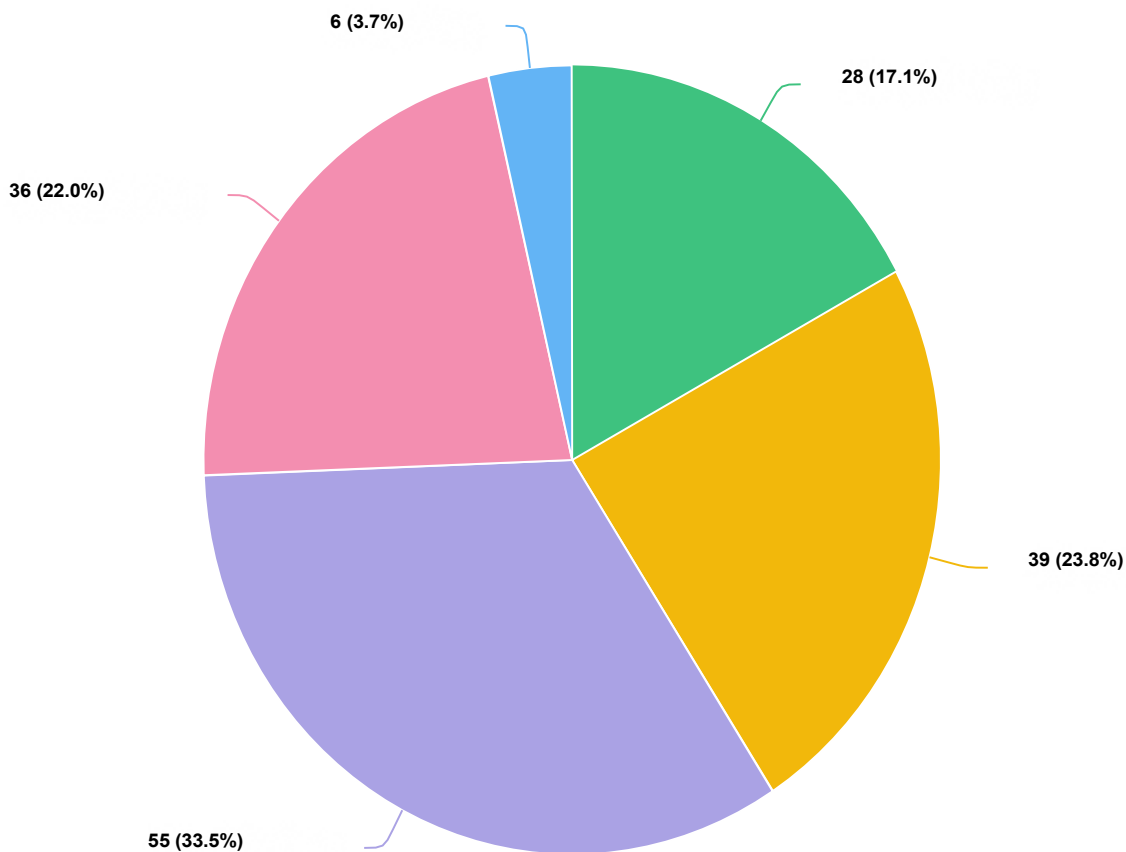
Question options

- Roads and infrastructure
- Water & sewer services
- Community safety and crime prevention
- Affordable housing availability
- Economic development and job opportunities
- Community services (youth, seniors, disability support)
- Healthcare access and availability
- Environmental sustainability and waste management
- Recreation facilities (parks, playgrounds, sports fields)
- Other (please specify)

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q9 How satisfied are you with the performance of Oberon's Councillors over the past 12 months?



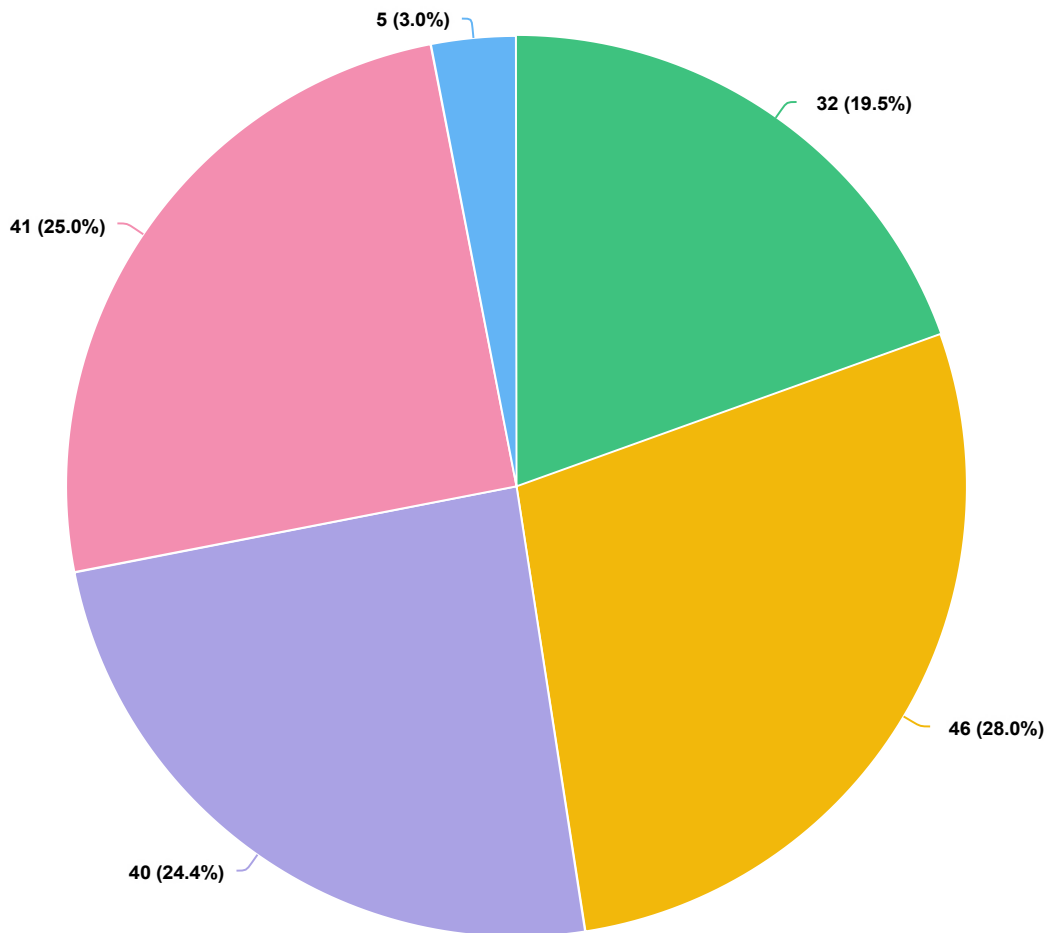
Question options

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied

Mandatory Question (164 response(s))

Question type: Emoji Question

Q10 How well do you feel the Council represents the community's interests and concerns?



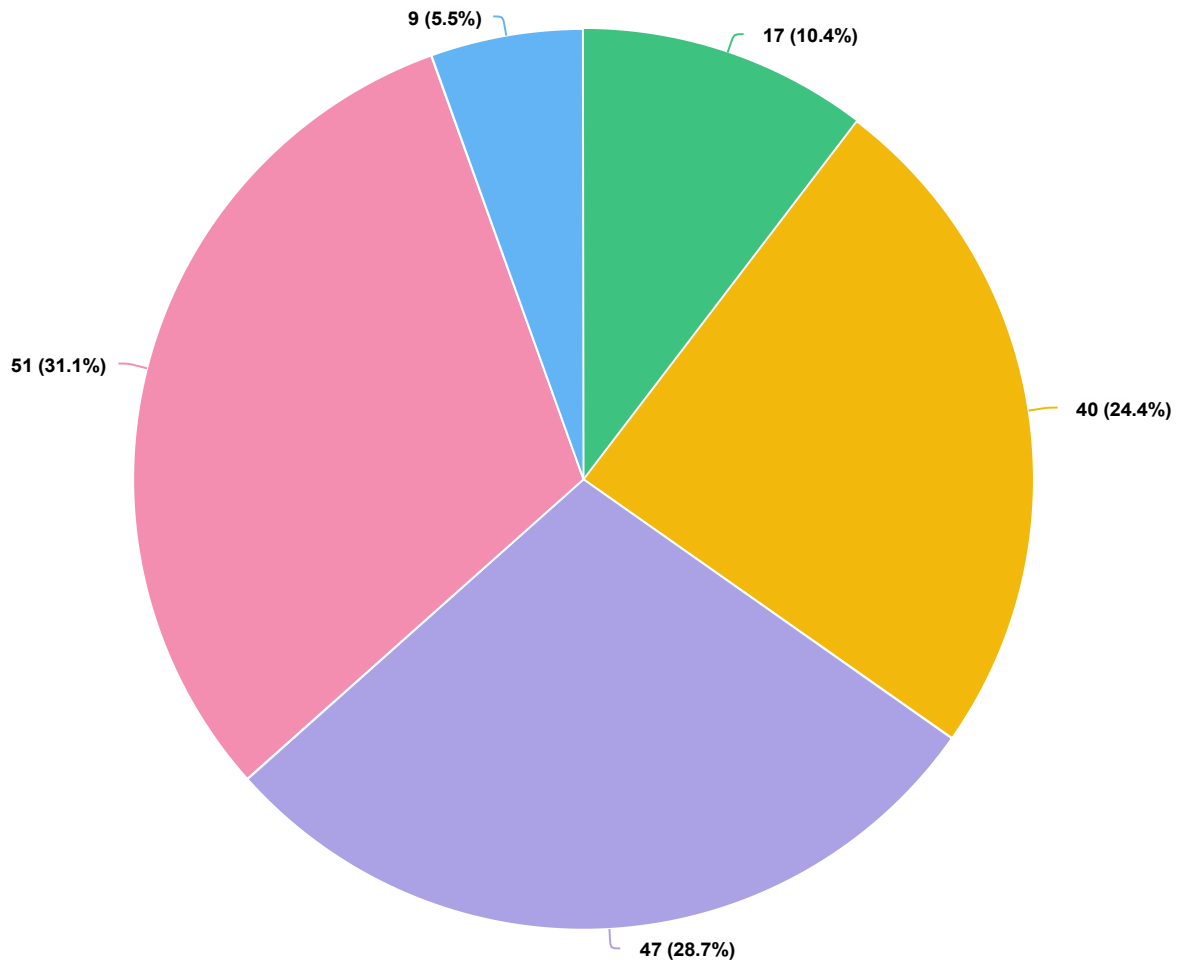
Question options

Very poorly Poorly Neutral Well Very well

Mandatory Question (164 response(s))

Question type: Emoji Question

Q11 | Do you believe Council decisions are made transparently?



Question options

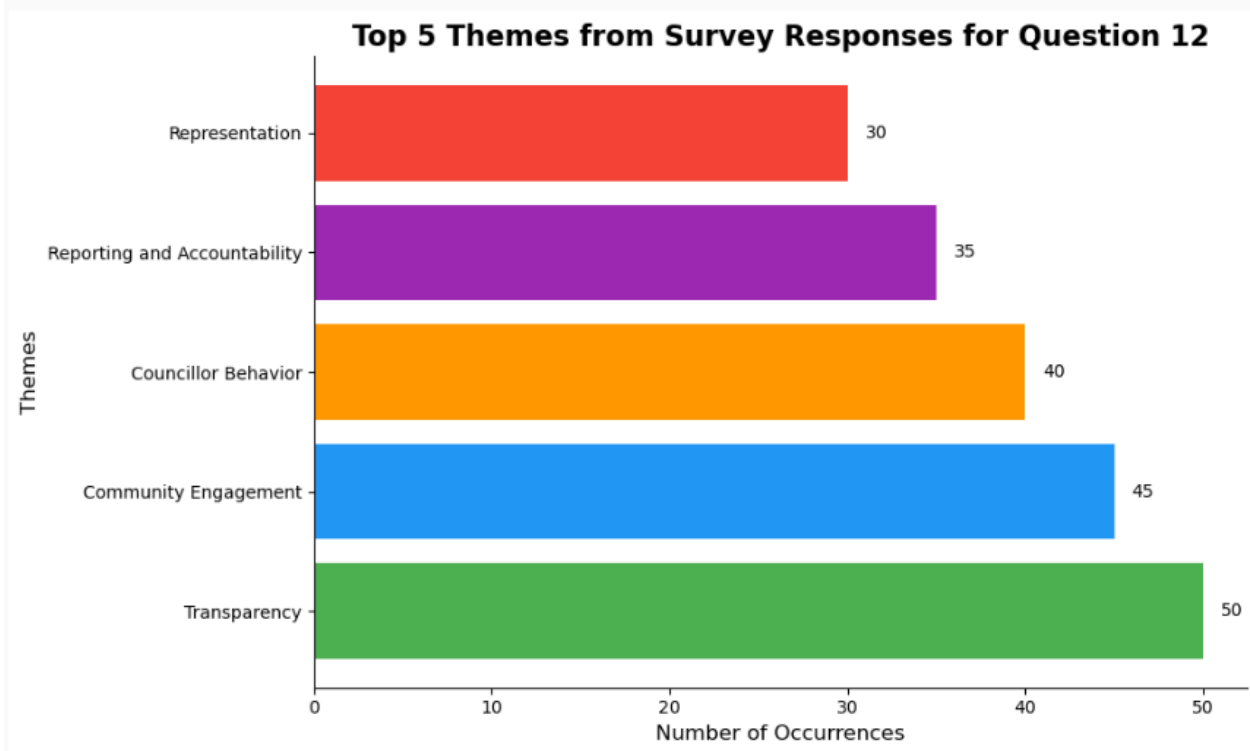
● No, never ● No, rarely ● Sometimes ● Mostly ● Yes, always

Mandatory Question (164 response(s))

Question type: Emoji Question

Q12 How could Oberon Council improve its governance and decision making?

Top 5 Themes from Survey Responses for Question 12



1. **Transparency:** Many respondents emphasised the need for more transparent decision-making processes and better communication from the council.
2. **Community Engagement:** A significant number of responses highlighted the importance of engaging with the community, listening to their concerns, and involving them in decision-making.
3. **Councillor Behaviour:** Several responses mentioned the need for councillors to work together harmoniously, avoid personal agendas, and behave professionally.
4. **Reporting and Accountability:** Improved reporting, accurate and timely information, and accountability were common themes in the responses.
5. **Representation:** Ensuring that councillors represent the interests of the community and not their personal or political agendas was a key concern.

Optional question (98 response(s), 66 skipped)

Question type: Essay Question

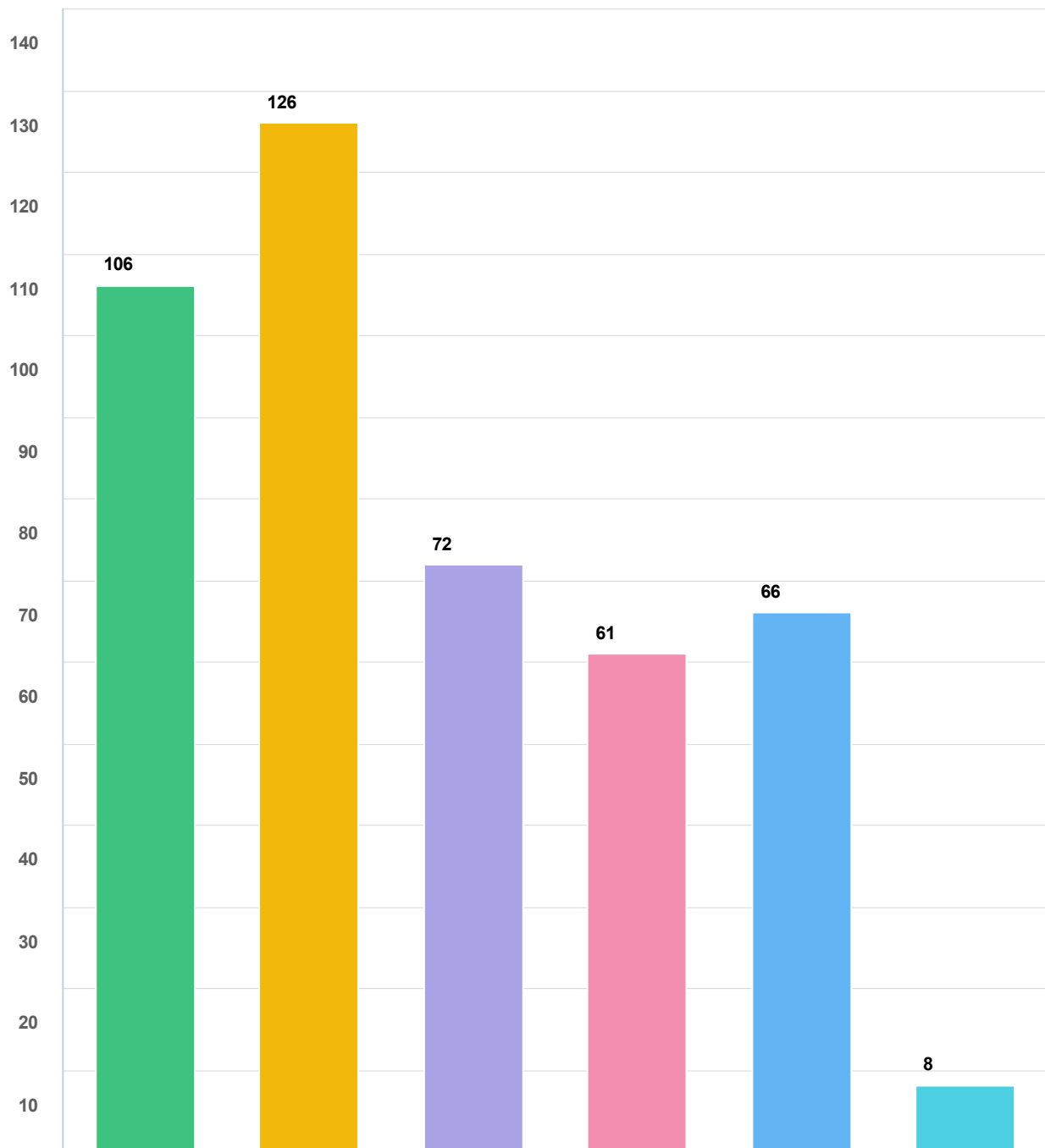
Q13 How Satisfied are you with Council's consultation methods?



Mandatory Question (164 response(s))

Question type: Likert Question

Q14 What communication channels do you prefer for Council updates? (Select all that apply)



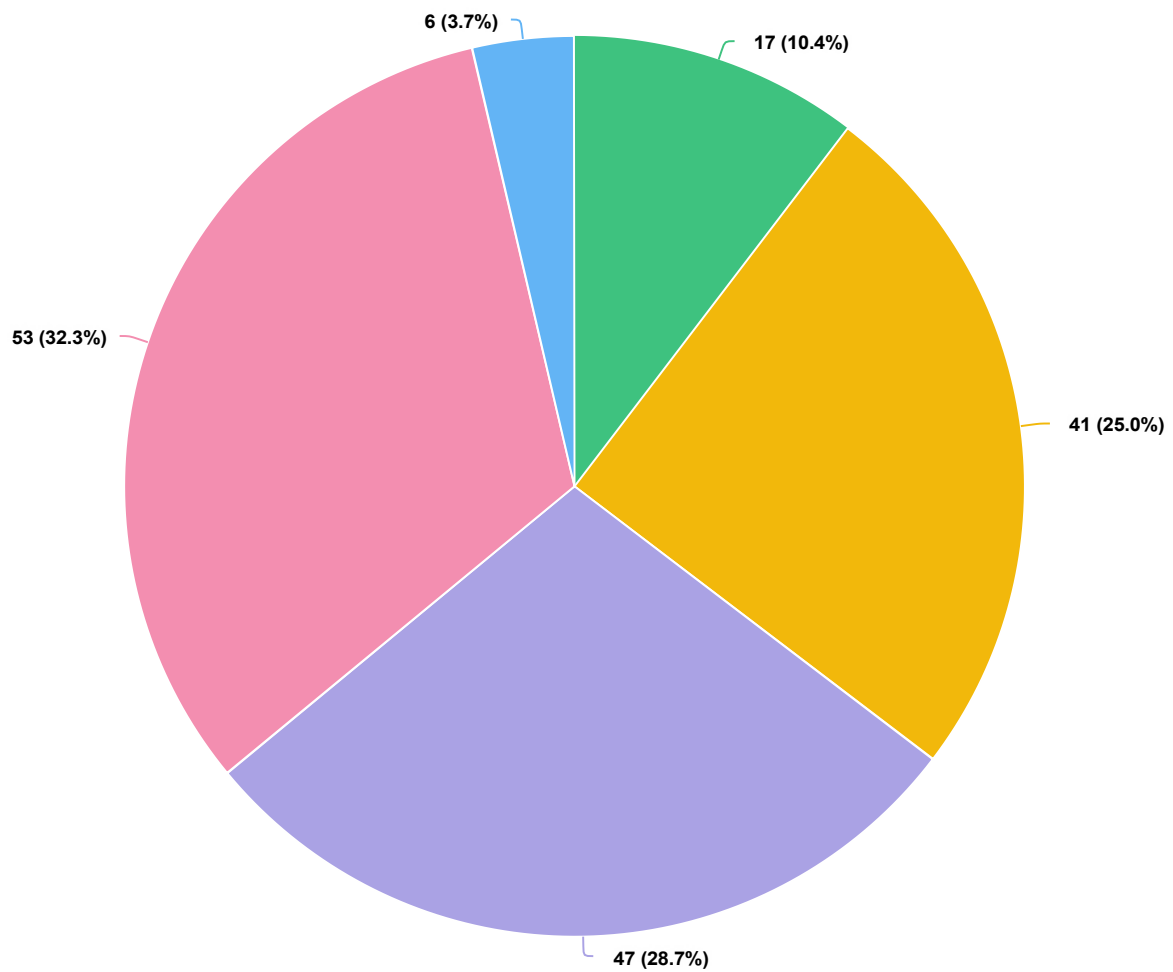
Question options

- Other (please specify)
- Community meetings
- Printed newsletter
- Email newsletters
- Social media
- Council website

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q15 How satisfied are you with the clarity and transparency of Council's communication?



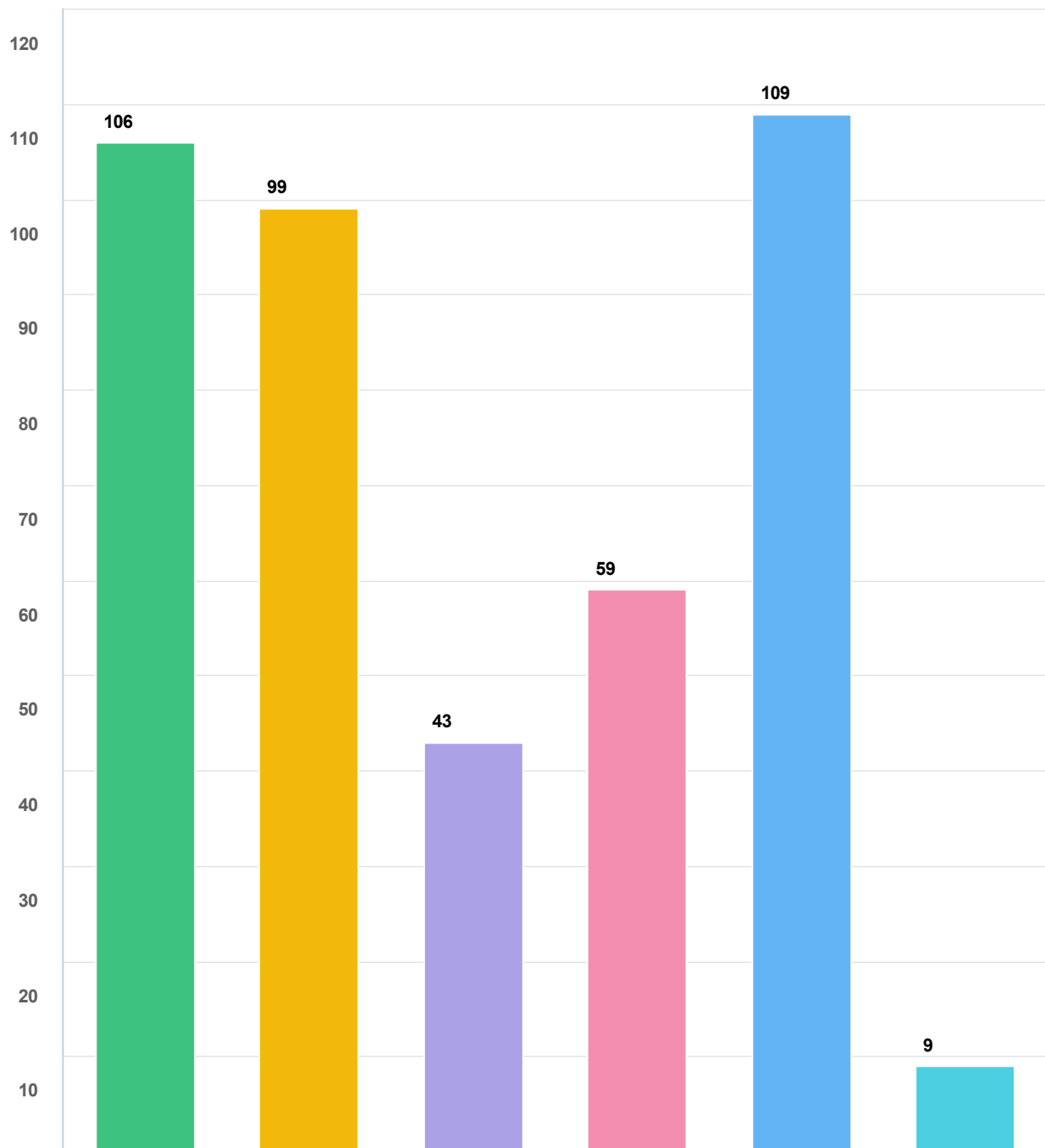
Question options

Very Satisfied Satisfied Neutral Dissatisfied Very dissatisfied

Mandatory Question (164 response(s))

Question type: Emoji Question

Q16 What information do you find most useful? (Choose up to 3)

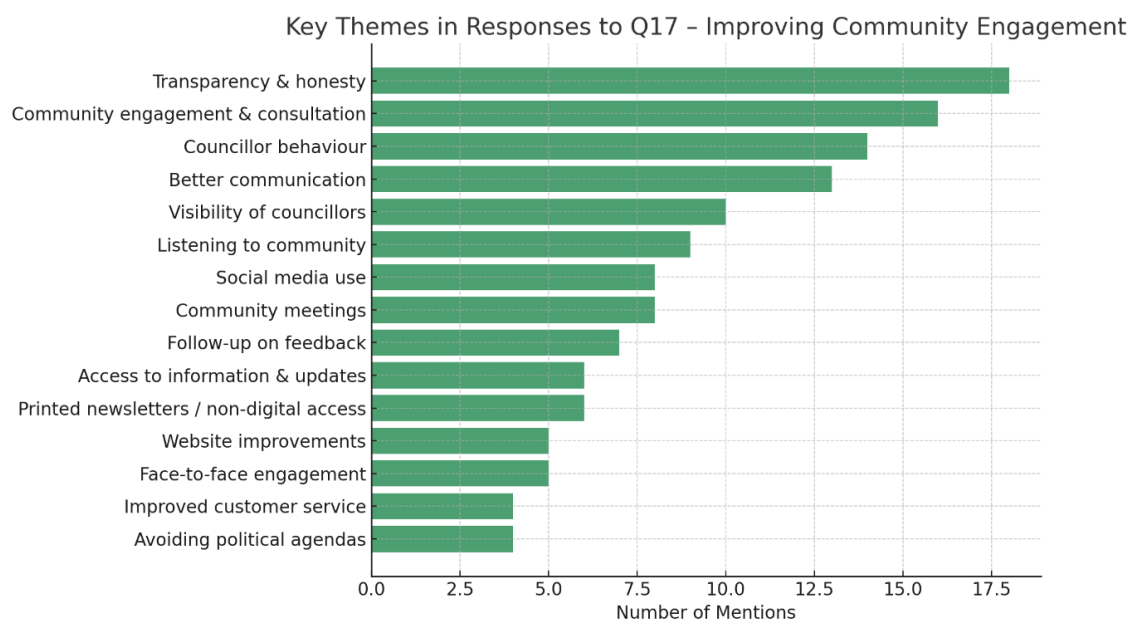


Question options

- Other (please specify)
- Community News
- Public Exhibitions (Development Applications etc..)
- Policy / Procedure changes
- Event announcements
- Service / Works updates

Mandatory Question (164 response(s))

Question type: Checkbox Question

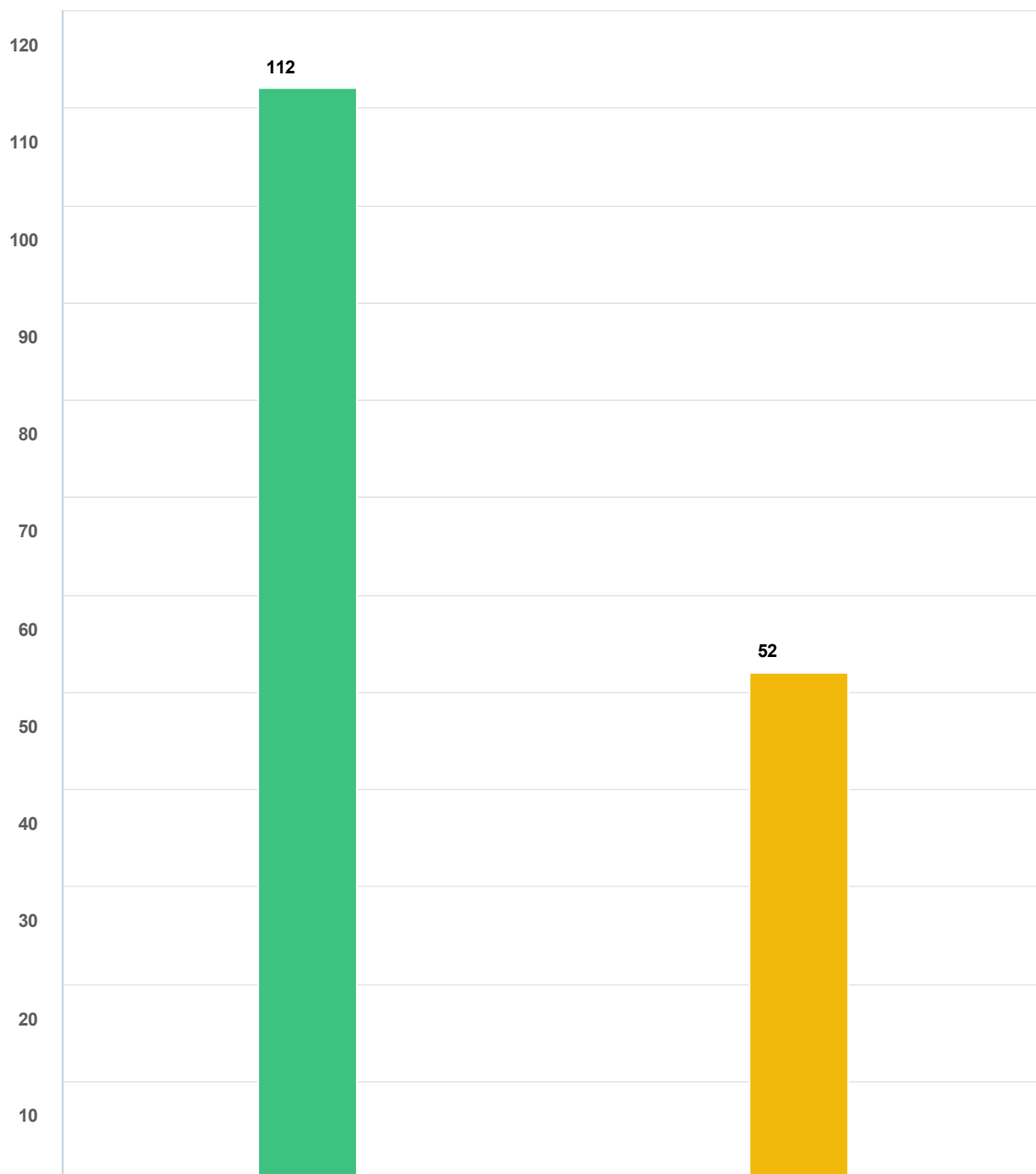
Q17 What would improve Council's engagement with the community?

Key Themes

1. **Transparency:** Many respondents emphasised the need for more transparent decision-making processes and better communication from the council.
2. **Communication:** Improved communication and engagement with the community were frequently mentioned, including the use of clear language and timely updates.
3. **Visibility:** Respondents highlighted the importance of councillors being more visible and accessible to the community.
4. **Customer Service:** There were calls for more courteous and responsive customer service interactions.
5. **Community Involvement:** Increased community involvement and engagement in decision-making processes were suggested.

Optional question (85 response(s), 79 skipped)

Question type: Essay Question

Q18 Have you contacted Oberon Council in the past 12 months?



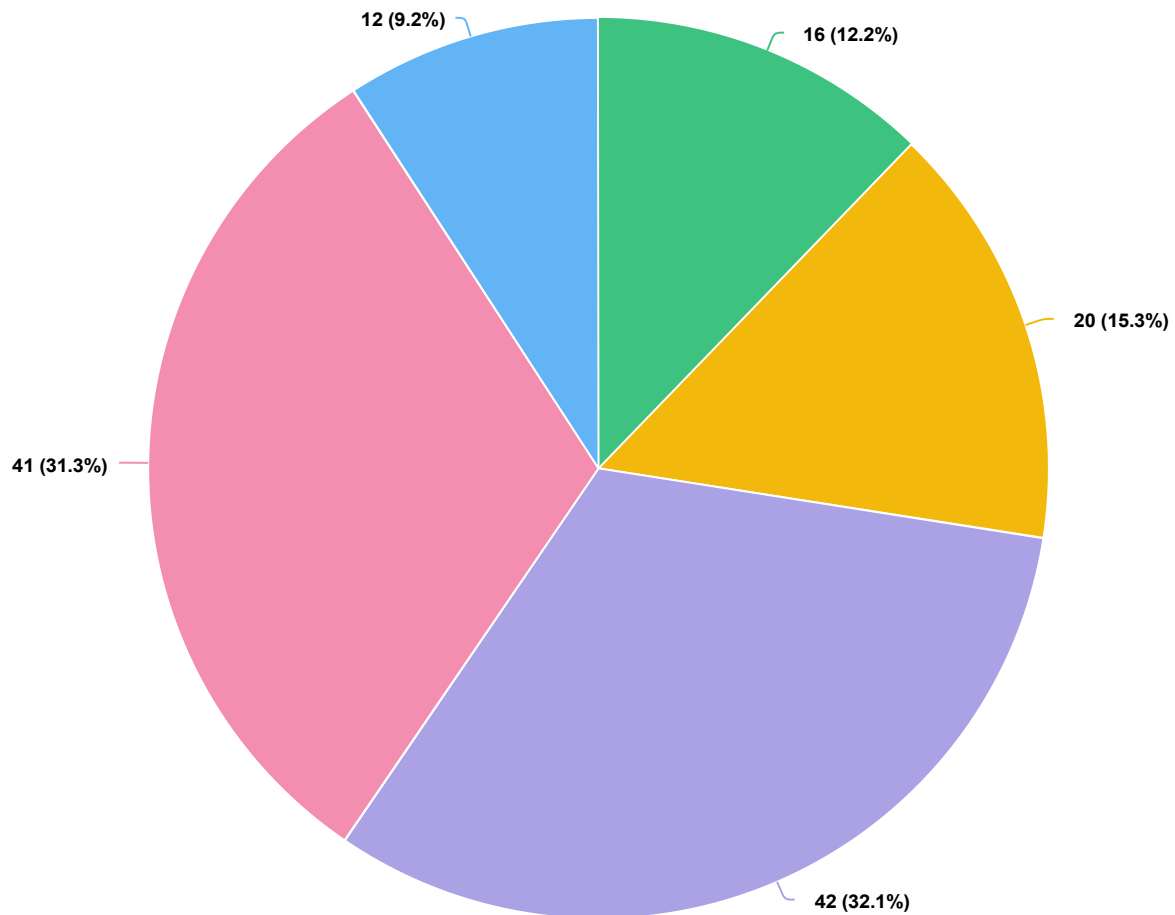
Question options

☐ No ☒ Yes

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q19 If yes, how happy were you with the response



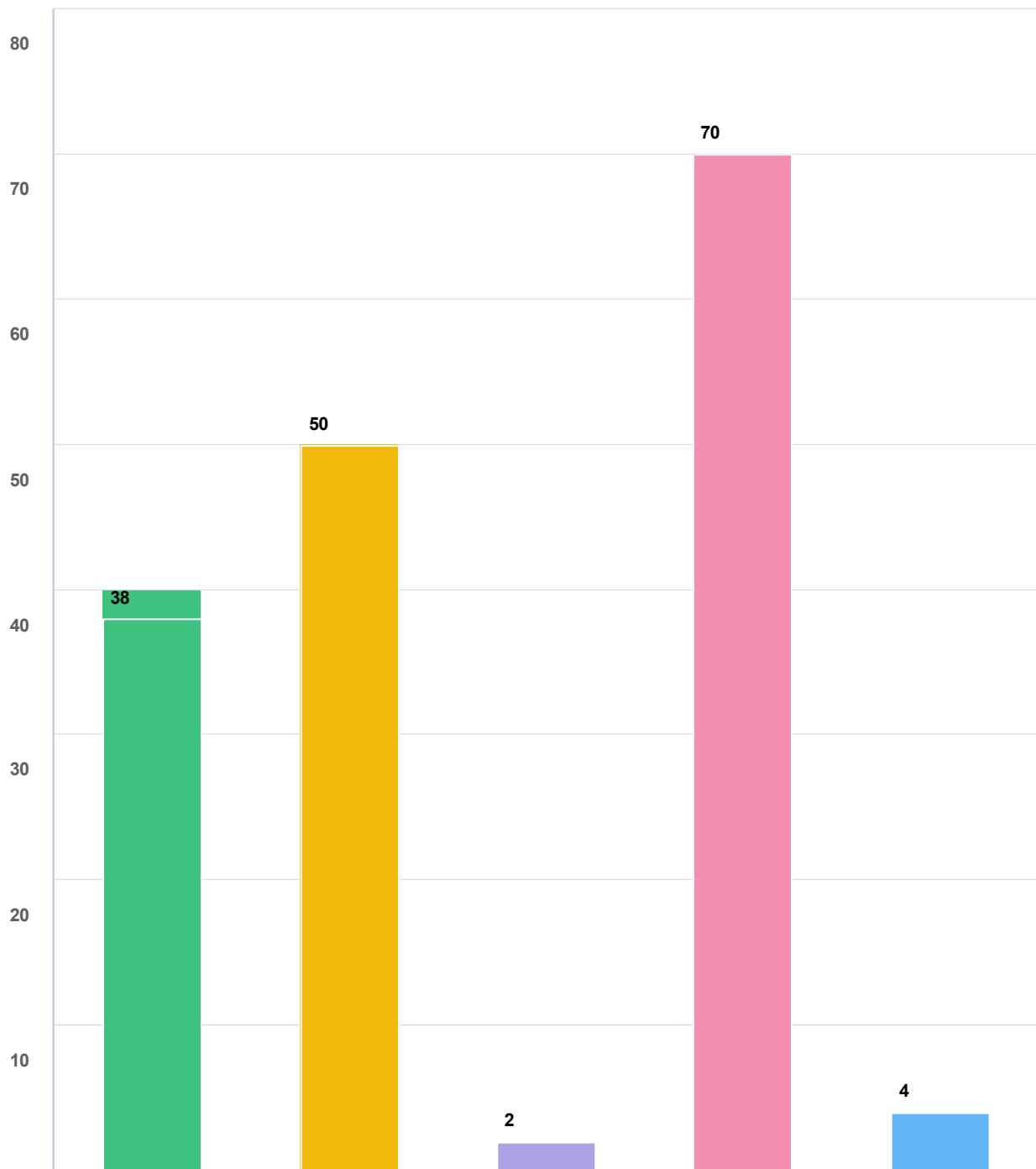
Question options

Very happy Happy Neutral Unhappy Very unhappy

Optional question (131 response(s), 33 skipped)

Question type: Emoji Question

Q20 What is your preferred method of contacting our customer service team?



Question options

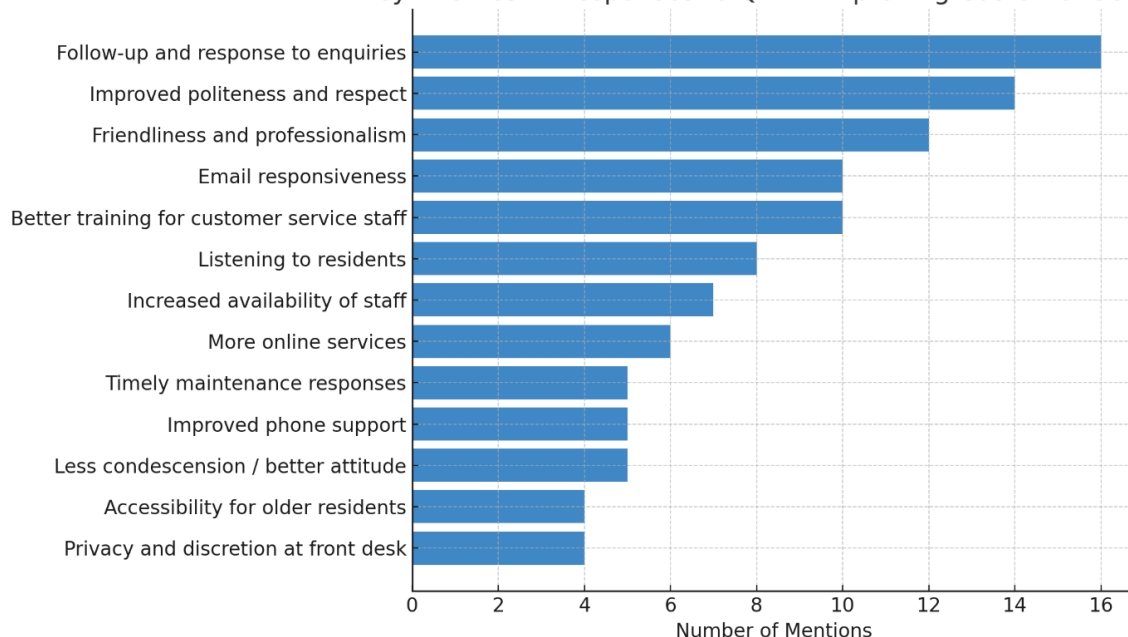
● Other (please specify)
 ● In-person
 ● Social Media
 ● Email
 ● Phone

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q21 How can Council improve the customer service experience?

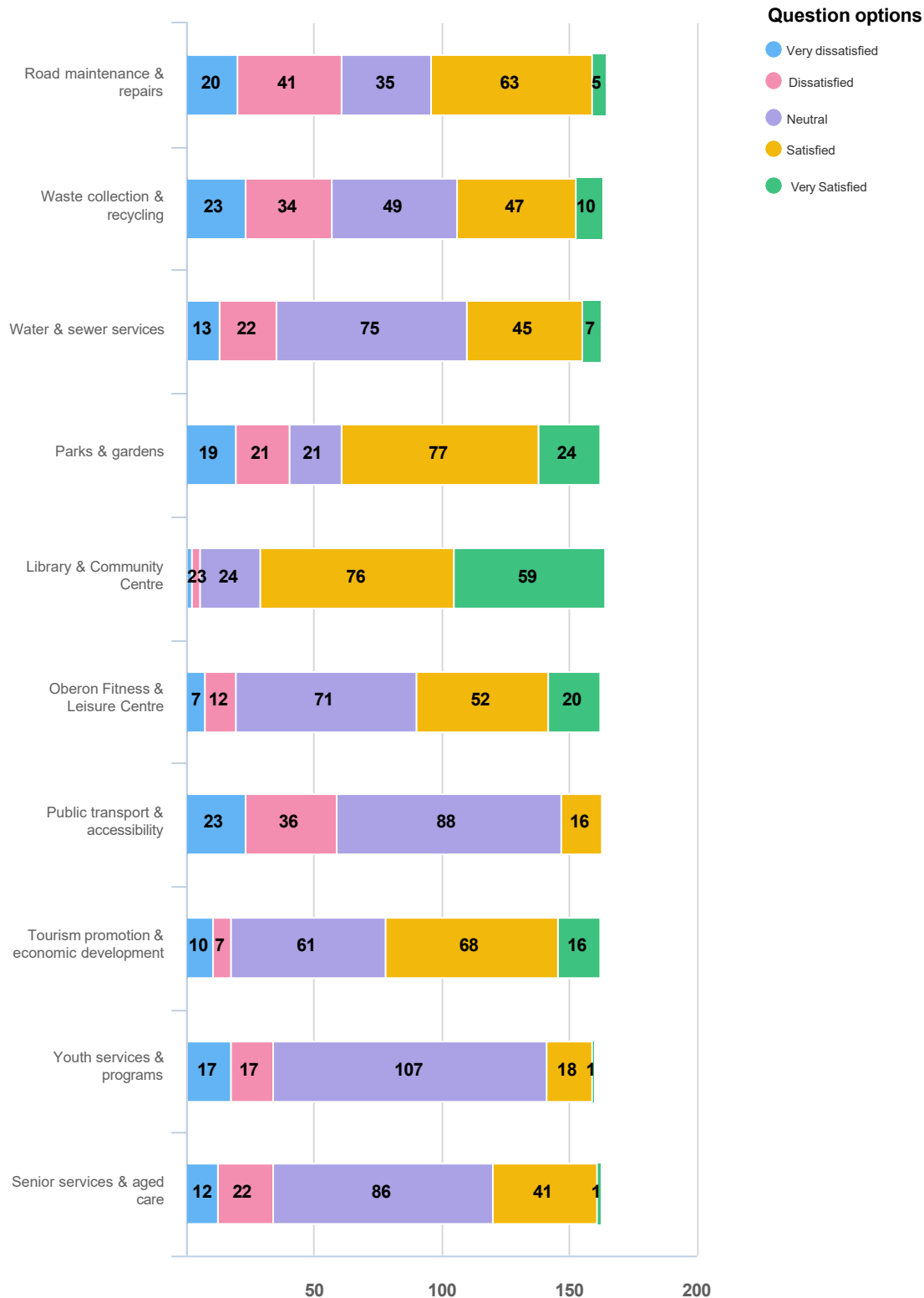
Key Themes in Responses to Q21 – Improving Customer Service



1. **Politeness and Courtesy:** Many respondents emphasised the importance of polite and respectful interactions. Suggestions included smiling, being courteous, and showing respect to all community members.
2. **Responsiveness:** There were numerous calls for more prompt and timely responses to inquiries, whether via email, phone, or in-person visits. Respondents highlighted the need for follow-up on issues raised.
3. **Training and Knowledge:** Several responses mentioned the need for better training to ensure staff are knowledgeable and capable of handling queries efficiently.
4. **Availability:** Respondents suggested having more staff available to handle inquiries and ensuring that customer service representatives are accessible during extended hours to cater to those who work late.
5. **Professionalism:** There were calls for maintaining a high level of professionalism.

Optional question (75 response(s), 89 skipped)

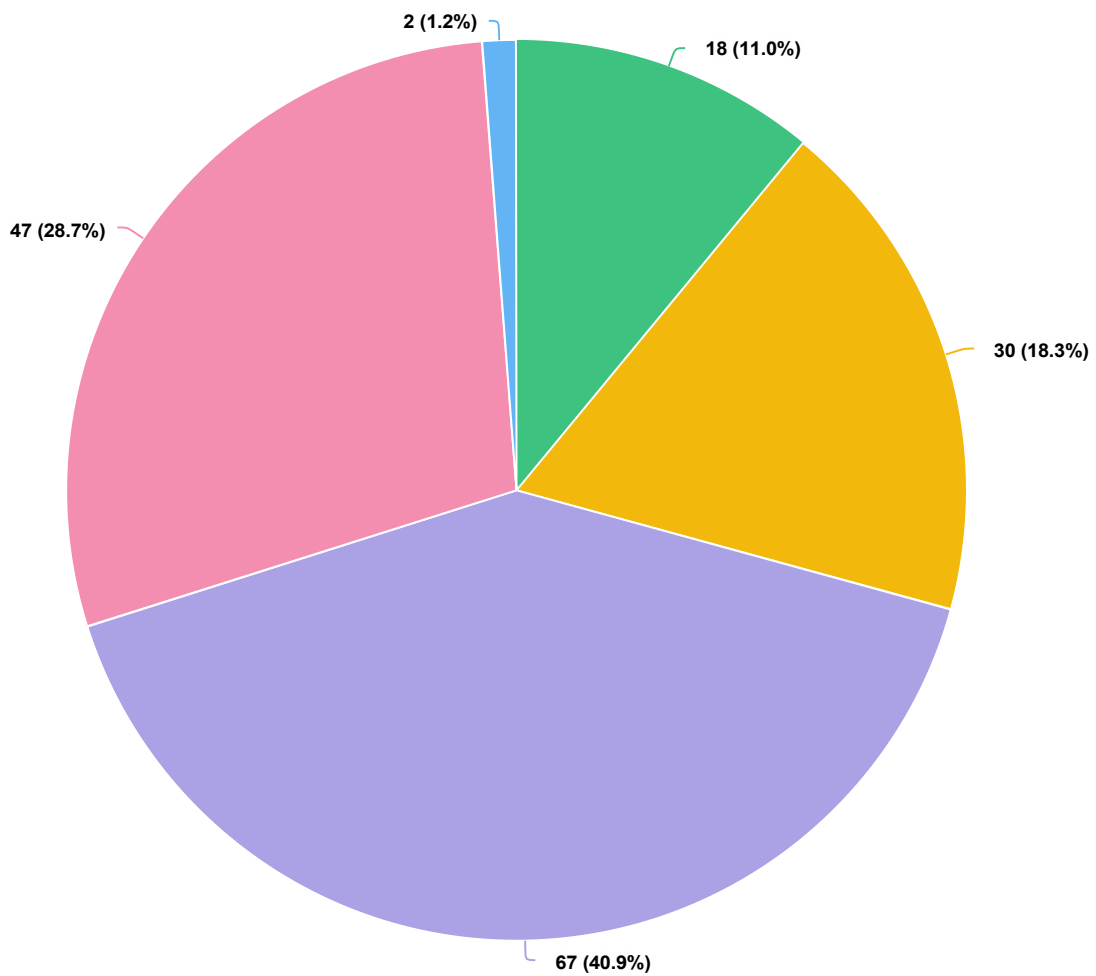
Question type: Essay Question

Q22 Please identify your satisfaction with the following services:

Optional question (164 response(s), 0 skipped)

Question type: Likert Question

Q23 How would you rate the overall condition of roads in the Oberon LGA?

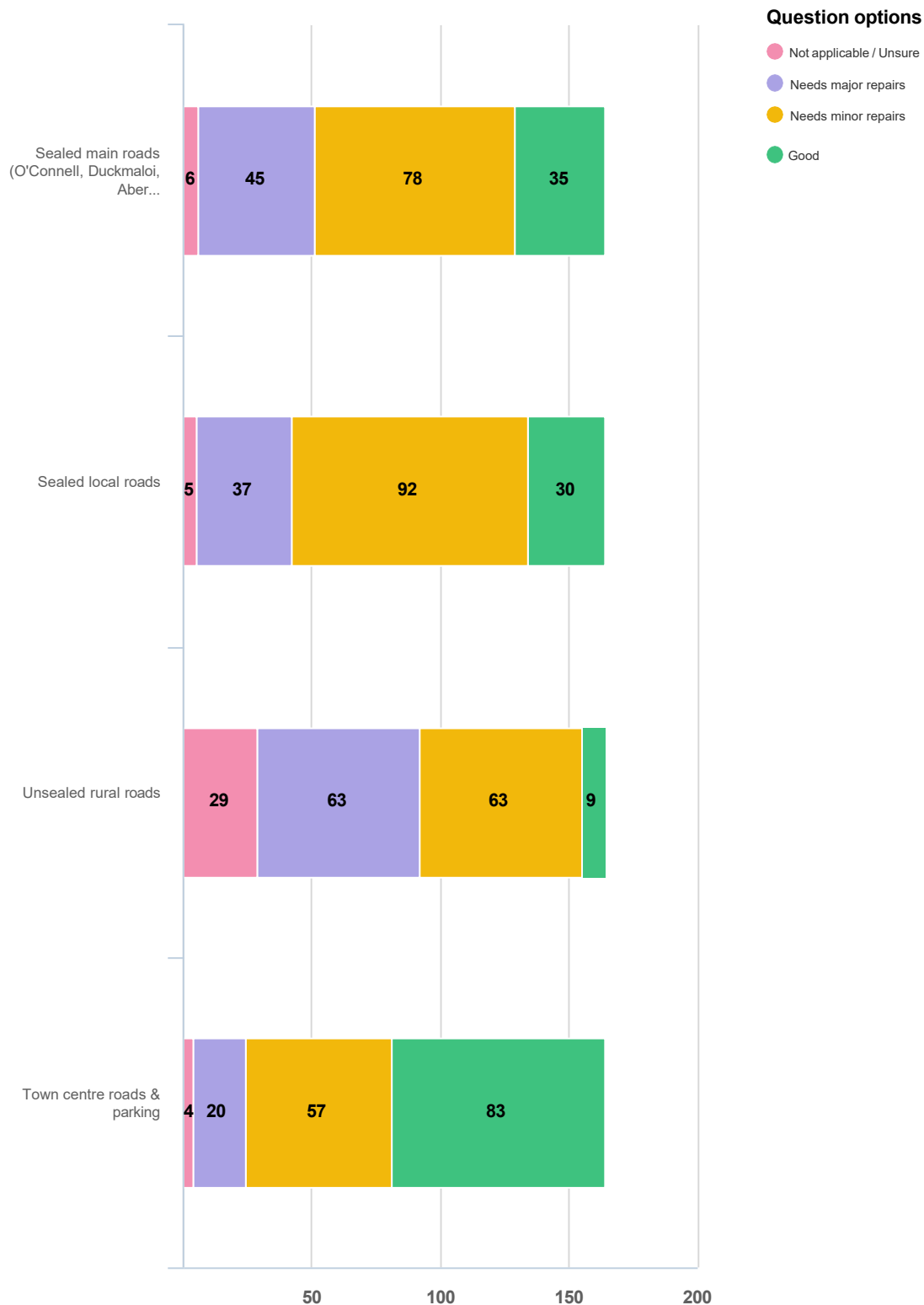


Question options

● Excellent ● Good ● Fair ● Poor ● Very poor

Mandatory Question (164 response(s))

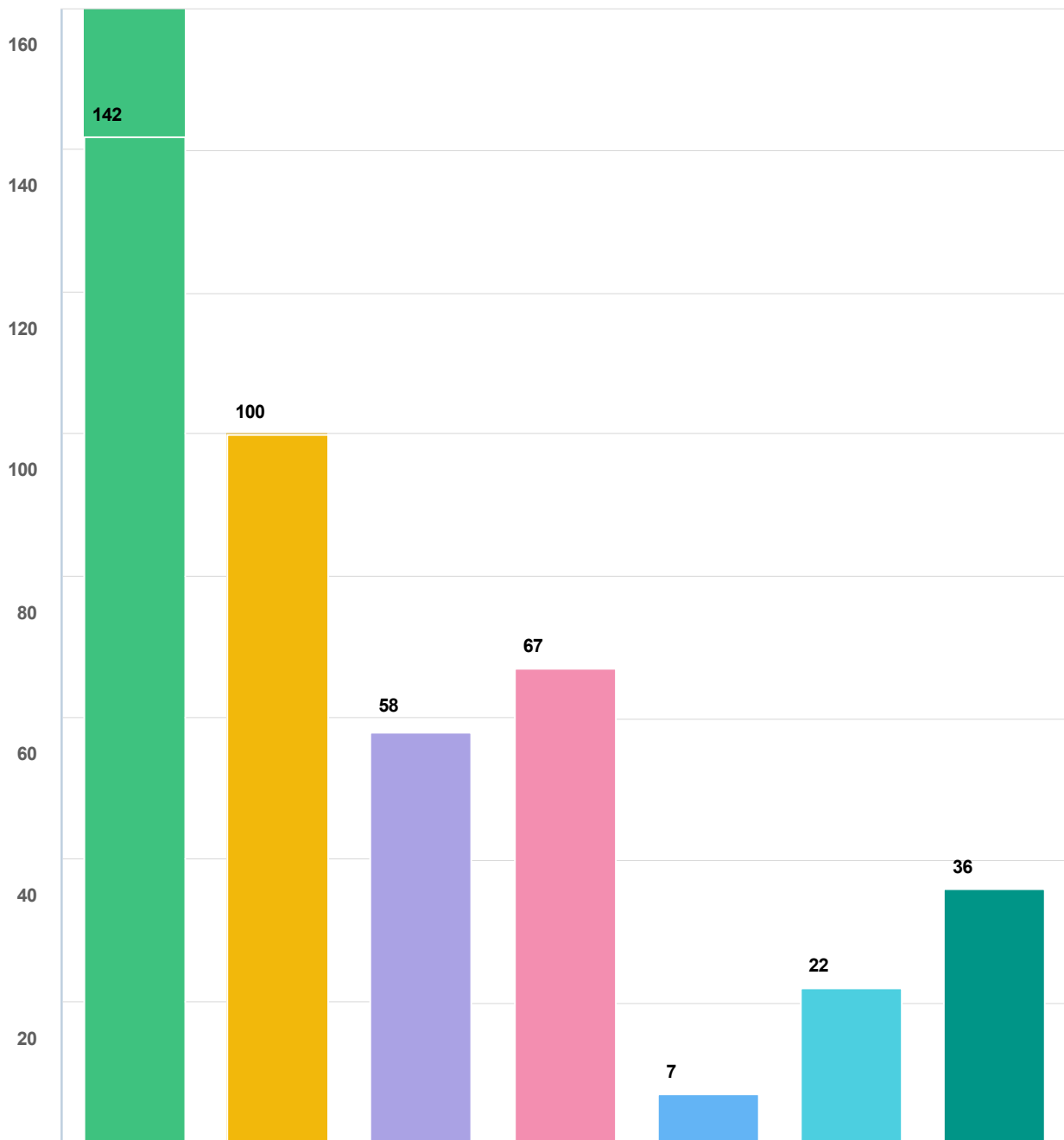
Question type: Emoji Question

Q24 Please rate the condition of the following roads:

Mandatory Question (164 response(s))

Question type: Likert Question

Q25 What are the top road priorities for improvement? (Select up to 3)



Question options

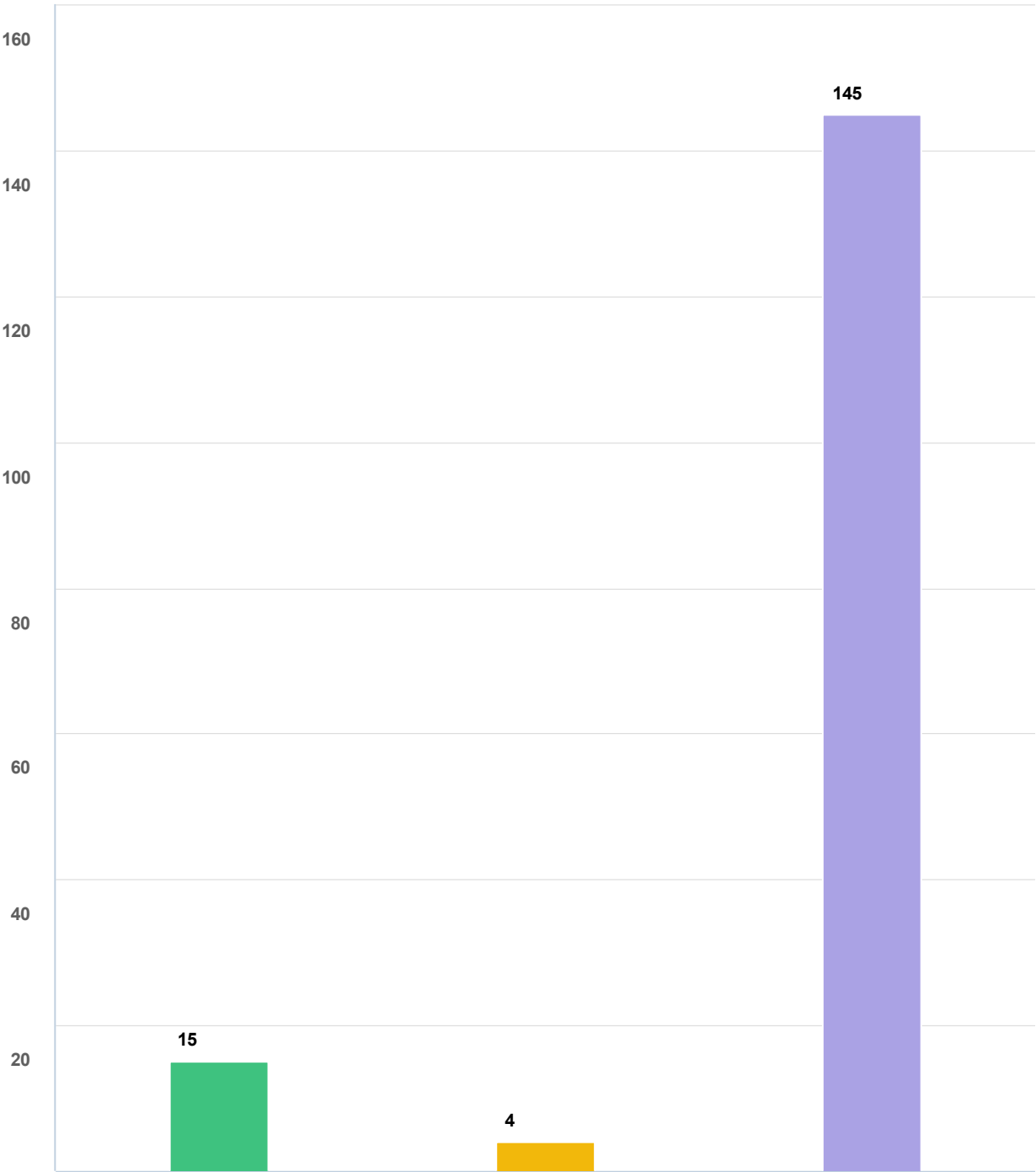
- Better road signage & line marking
- Increasing street lighting for safer travel
- Upgrading intersections for better traffic flow
- Widening roads to improve safety
- Improving road drainage & flood resilience
- Maintaining unsealed roads
- Fixing potholes & resurfacing roads

Mandatory Question (164 response(s))

Question type: Checkbox Question



Q26 How do you think Council should fund road upgrades?

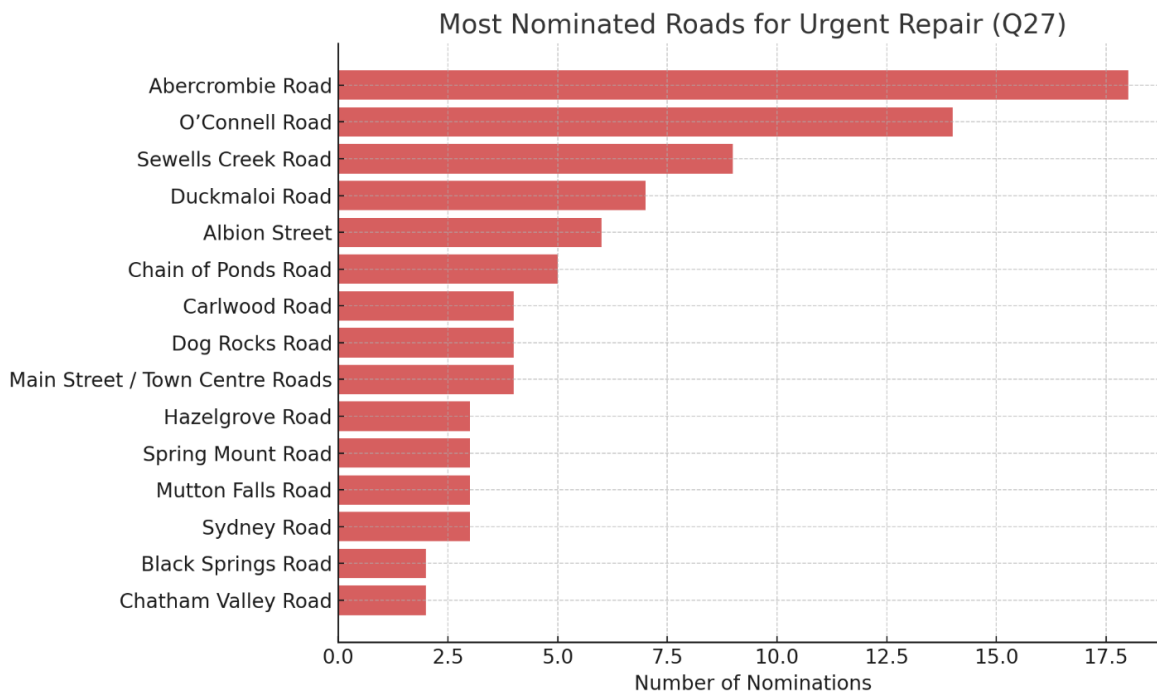


Question options

- ☒ Seek more State/Federal Government grants ☐ Increase Council rates or levies ☐ Reallocate funds from other services

Mandatory Question (164 response(s))

Question type: Checkbox Question

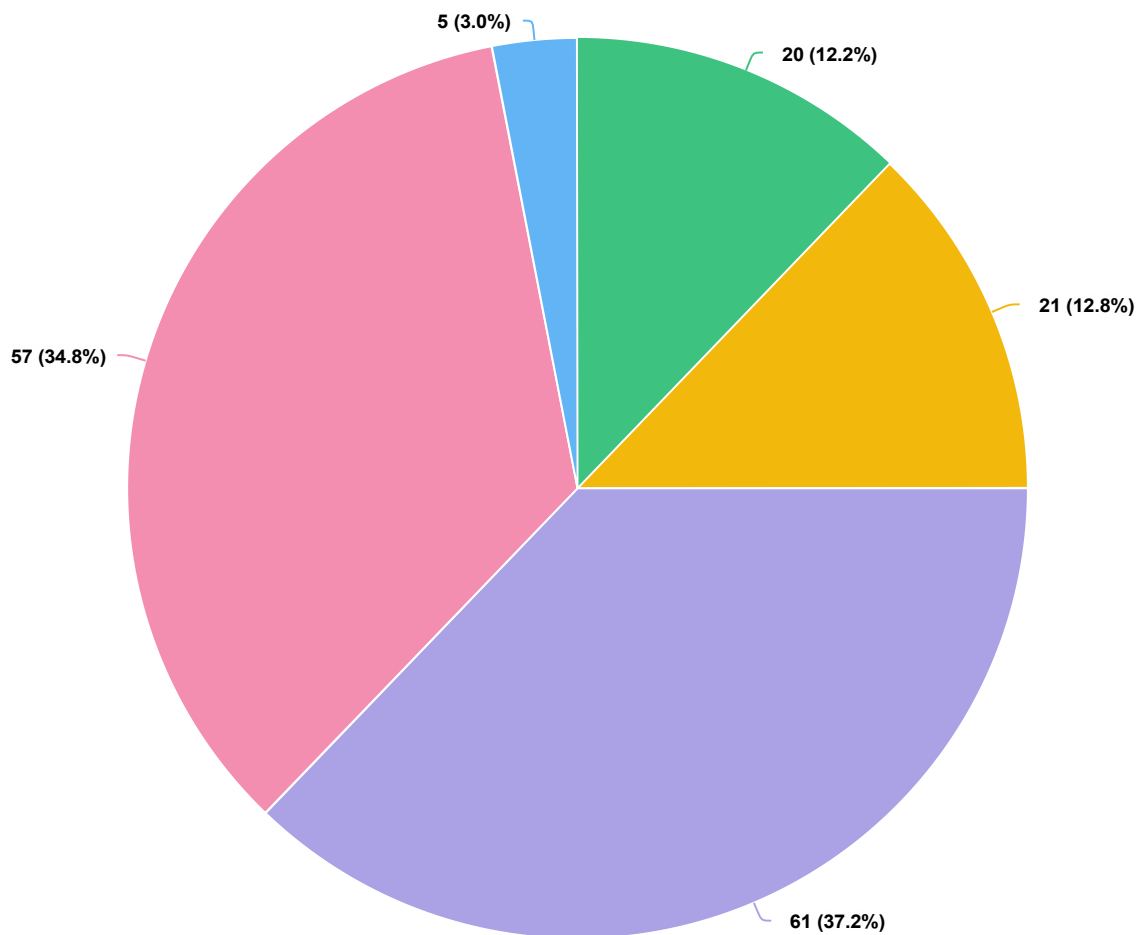
Q27 If you could nominate ONE road for urgent repair or upgrade, what would it be?

1. **Abercrombie Road** was by far the most frequently mentioned, with strong feedback regarding potholes, drainage, and safety concerns.
2. **O'Connell Road** received many nominations, especially regarding broken edges, narrow sections, and traffic volumes.
3. **Sewells Creek Road**, **Duckmaloi Road**, and **Albion Street** also featured prominently due to their deteriorating condition or need for upgrades.
4. **Chain of Ponds Road**, **Dog Rocks Road**, and **Carlwood Road** were repeatedly mentioned for their rough surfaces or lack of sealing.
5. Residents also highlighted roads in **town centres** and **village areas** that need mobility improvements and safety upgrades.

Optional question (111 response(s), 53 skipped)

Question type: Single Line Question

Q28 How satisfied are you with the playgrounds in the Oberon LGA?



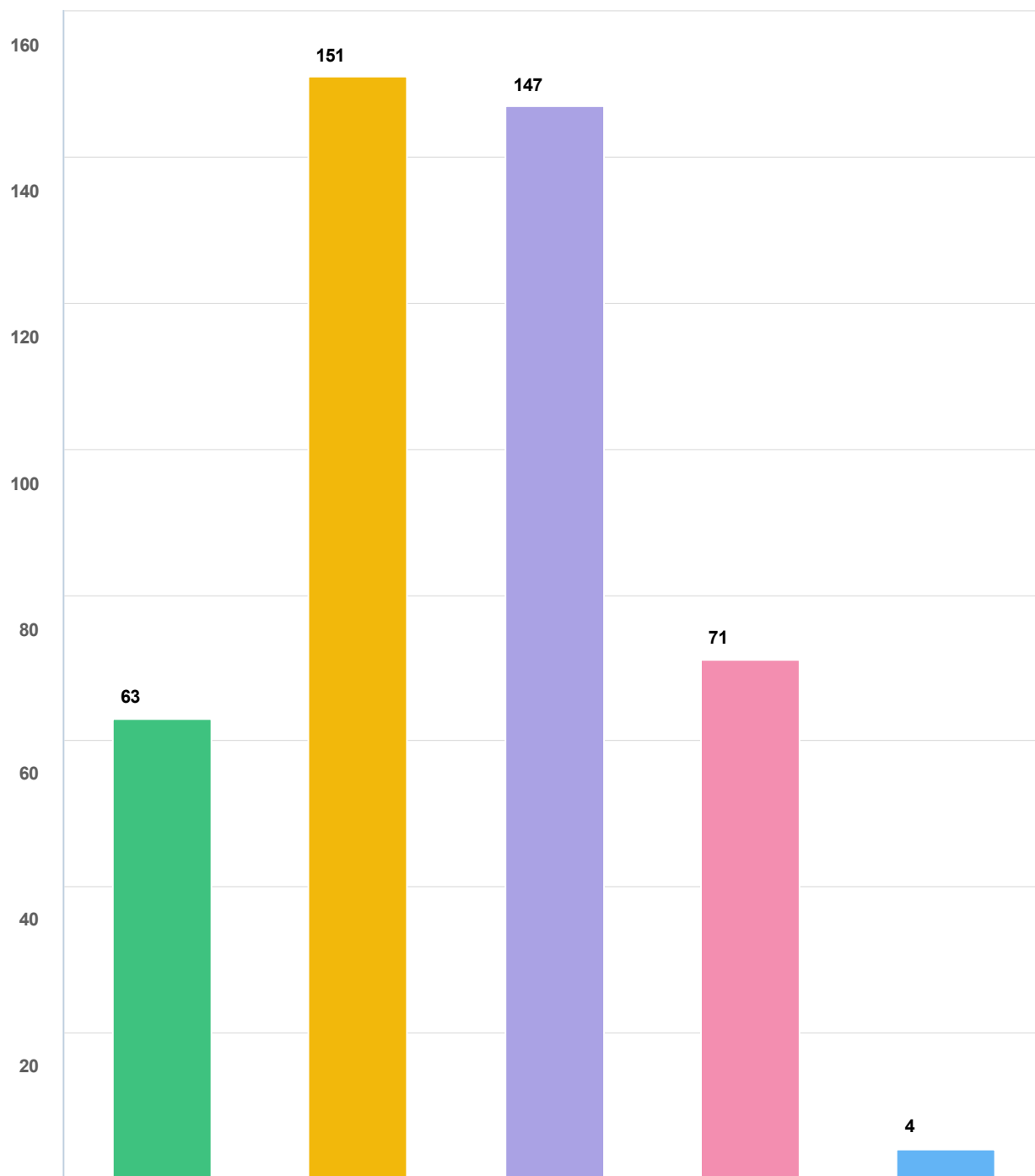
Question options

Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

Mandatory Question (164 response(s))

Question type: Emoji Question

Q29 What age groups should playgrounds cater to? (Select up to 3)



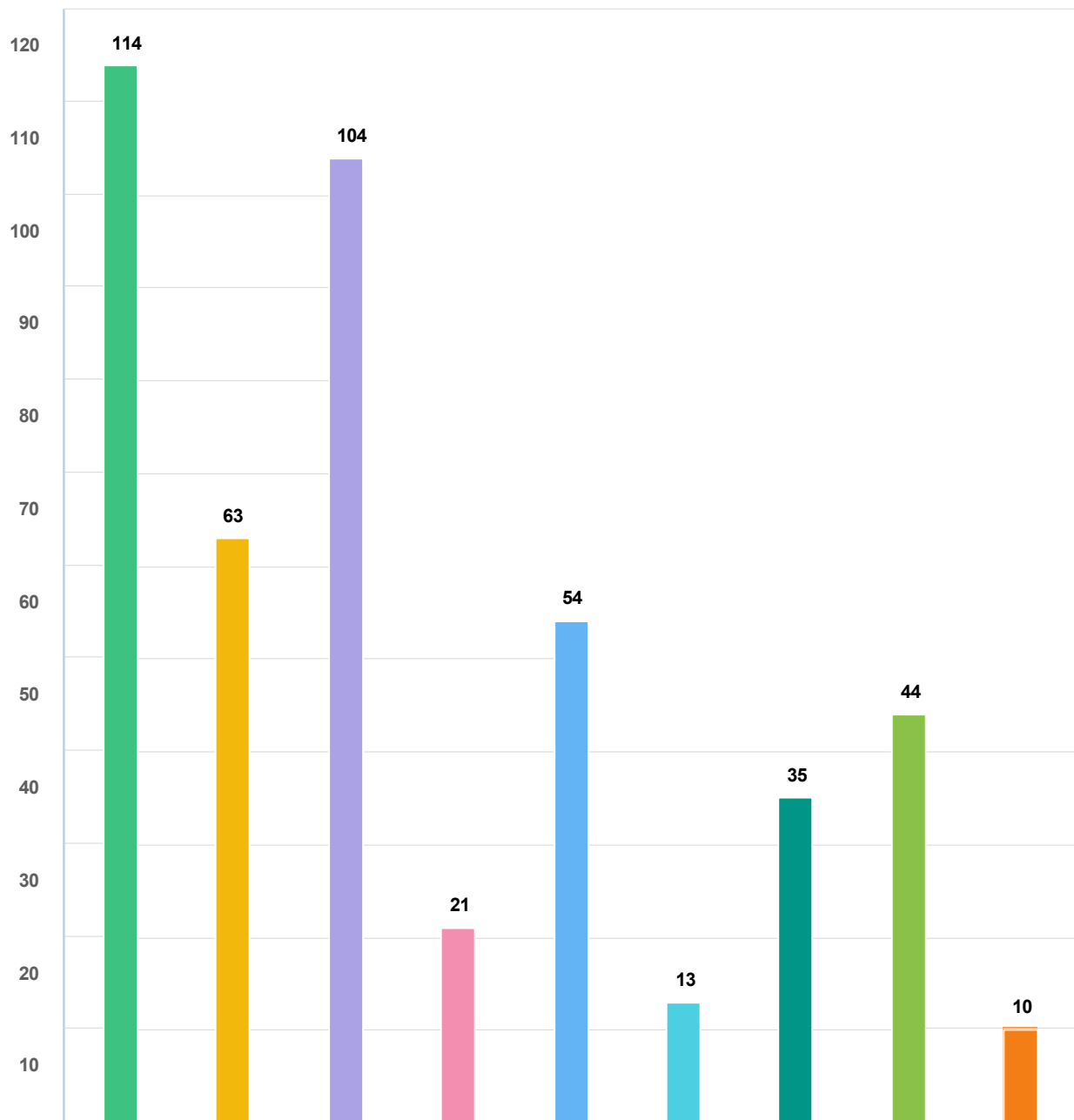
Question options

● 18+ years
 ● 13 - 18 years
 ● 6 - 12 years
 ● 2 - 5 years
 ● Under 2 years

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q30 What types of playground equipment are most important to you? (Select up to 3)



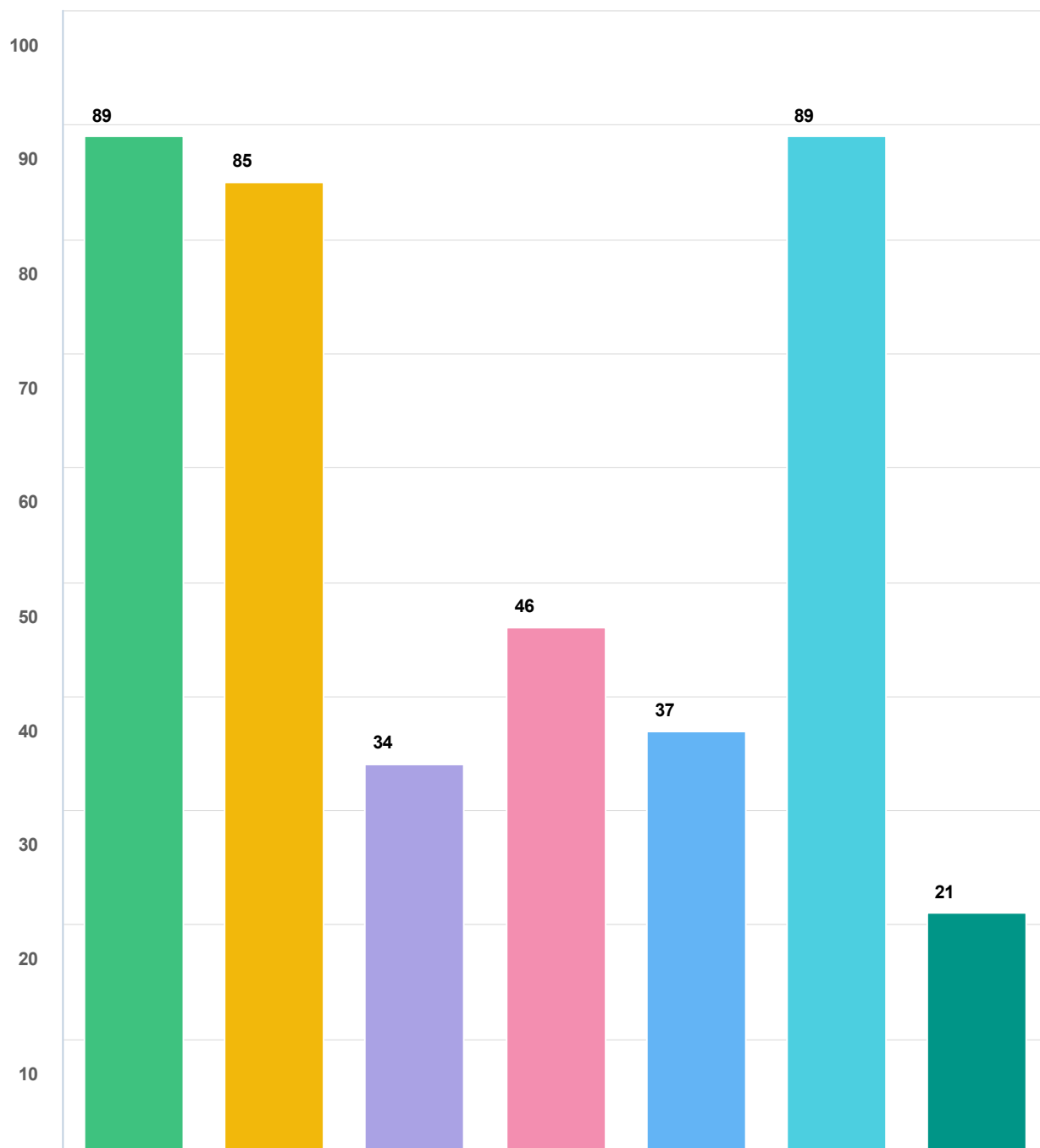
Question options

- Other (please specify)
 ● Fitness / exercise equipment for older children and adults
- Sensory-friendly equipment (for children with disabilities)
 ● Water play features
- Nature-based play areas (logs, rocks, sand etc.._
 ● Interactive play panels
 ● Climbing structures
 ● Slides
- Swings

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q31 What improvements would you like to see in playgrounds? (Select up to 3)



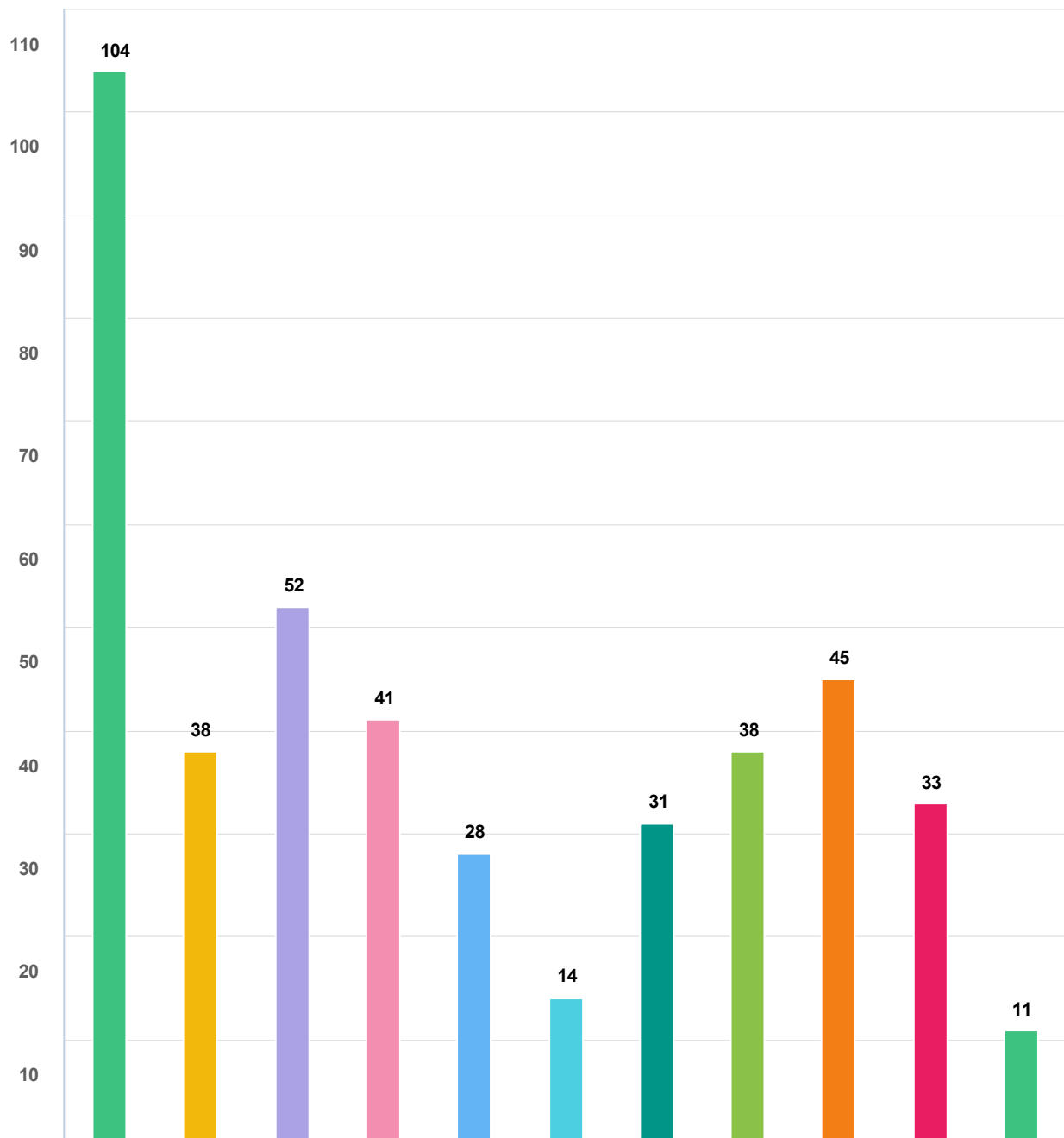
Question options

- Other (please specify)
 ● Better maintenance & cleaning
 ● More lighting for evening use
- More accessible play equipment
 ● Better fencing for safety
 ● More seating & picnic areas
 ● More shade / shelter

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q32 If Council had extra funding, where should it be spent? Select up to 3



Question options

- Other (please specify) Emergency Services support Parks & playgrounds Youth & senior services
- Tourism & economic development Library & community services Sports & recreation facilities
- Footpaths & cycleways Waste management & recycling Water & sewer services Roads maintenance

Mandatory Question (164 response(s))

Question type: Checkbox Question

Q33 Any other comments or suggestions?

Summary of comments and suggestions.

1. Road Maintenance and Infrastructure

- The most common concern. Many residents reiterated the need for improved road conditions, with specific reference to potholes, edge repairs, and road shoulders.
- A few mentioned missed opportunities for grant funding to support these works.

2. Waste Management and Recycling

- Numerous requests for kerbside recycling, particularly in town and village areas.
- Strong support for reinstating the annual bulky goods waste collection, as many residents struggle to access the waste facility.

3. Pool Access and Recreation

- Some residents expressed frustration that the Oberon Pool isn't open year-round, pointing to health, safety, and community benefits of extended access.

4. Village Services and Equity

- Concerns that village and rural areas are under-serviced compared to Oberon township.
- Requests for improved infrastructure, waste access, and communication in outlying areas.

5. Transparency and Behaviour

- Ongoing dissatisfaction with some councillors' public behaviour, transparency in decision-making, and professional conduct.
- A few raised issues with misinformation and lack of follow-up on concerns.

6. Lighting and Safety

- Suggestions for improved street lighting, especially near community centres and in residential areas.

7. Community Activities and Promotion

- Residents encouraged more promotion of events, better signage, and support for community-driven activities.

8. Environmental Management

- A few responses noted overgrown verges, poorly managed nature strips, and weeds on rural roads.

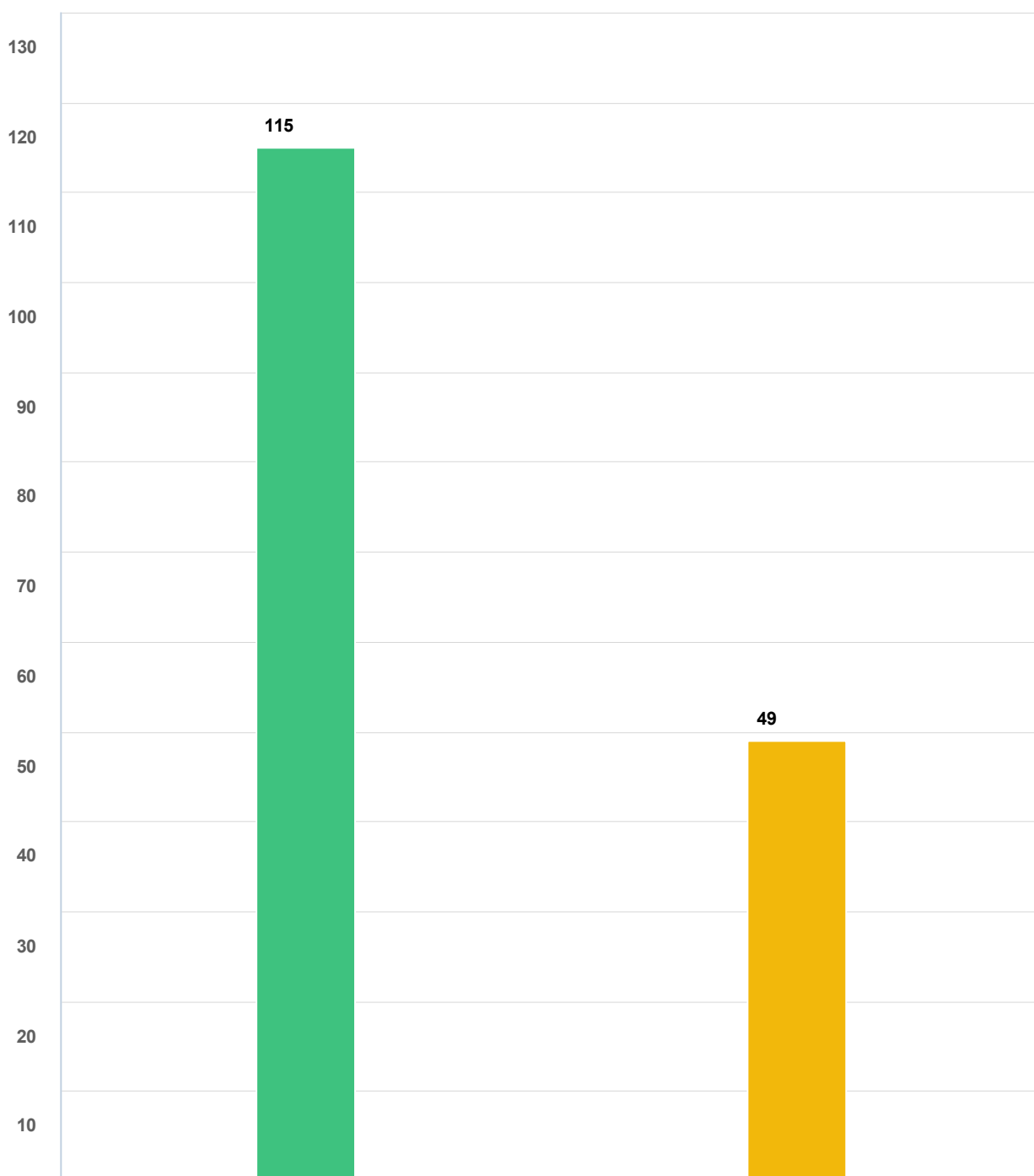
9. Active Transport

- Some support for more footpaths, bike lanes, and safer pedestrian access, especially in town.

Optional question (54 response(s), 110 skipped)

Question type: Essay Question

Q34 Would you like to receive updates on Council decisions based on this survey?



Question options

☐ Yes, my email address is: ☒ No

Mandatory Question (164 response(s))

Question type: Checkbox Question