



Quilpie Shire Council Community Satisfaction Survey

July 2025 | Ref 12767

MCGREGOR **TAN**
RESEARCH. STRATEGY. SOLUTIONS.

Contents

Methodology	3
Executive Summary	4
Detailed Analysis	6
• Performance	7
• Services	12
• Community Vision & Identity	18
• NBN and Final Feedback	21
<u>Appendices:</u>	
1. Respondent Profile	24
2. Sampling Tolerance	26
3. Survey Tool	28

Methodology

This research project was conducted by McGregor Tan from the 14th of March to the 9th June 2025



Community satisfaction surveys were conducted by Quilpie Shire in 2018, 2021, 2023, and 2025 to assess residents' views and levels of satisfaction with various Council services. These included parks and reserves, roads, communication and engagement with Council, as well as the overall performance and operations of the Council.



Market research has been conducted in accordance with ISO 20252.

The data was analysed using Q software.

The lower response rate likely reflects the timing of the survey, which coincided with the March 2025 floods. As Mayor Ben Hall noted, the region faced “extraordinary” stock losses and widespread disruption. With livelihoods under pressure - particularly in agriculture - many residents were understandably focused on recovery, limiting their capacity to participate.



McGregor Tan analysed data provided by council for the 2018 (n=81) and 2021 (n=101) surveys, while the 2023 (n=48) and 2025 (n=28) surveys were hosted via Voxco but data was collected by Council.

In 2025, 38 residents completed the first half of the survey, but participation declined in later stages, with only 28 completing it in full. When interpreting the results, it is important to consider the number of completed surveys.

Surveys took approximately 14 minutes on average.



Relevant statistically significant findings as well as other observations of interest are analysed in this report.

Please note that, because of rounding, answers in single response questions will not always sum precisely to 100%.

In addition, as the base for percentages is the number of respondents answering a particular question (rather than the number of responses) multiple response questions sum to more than 100%.



EXECUTIVE SUMMARY

Executive summary

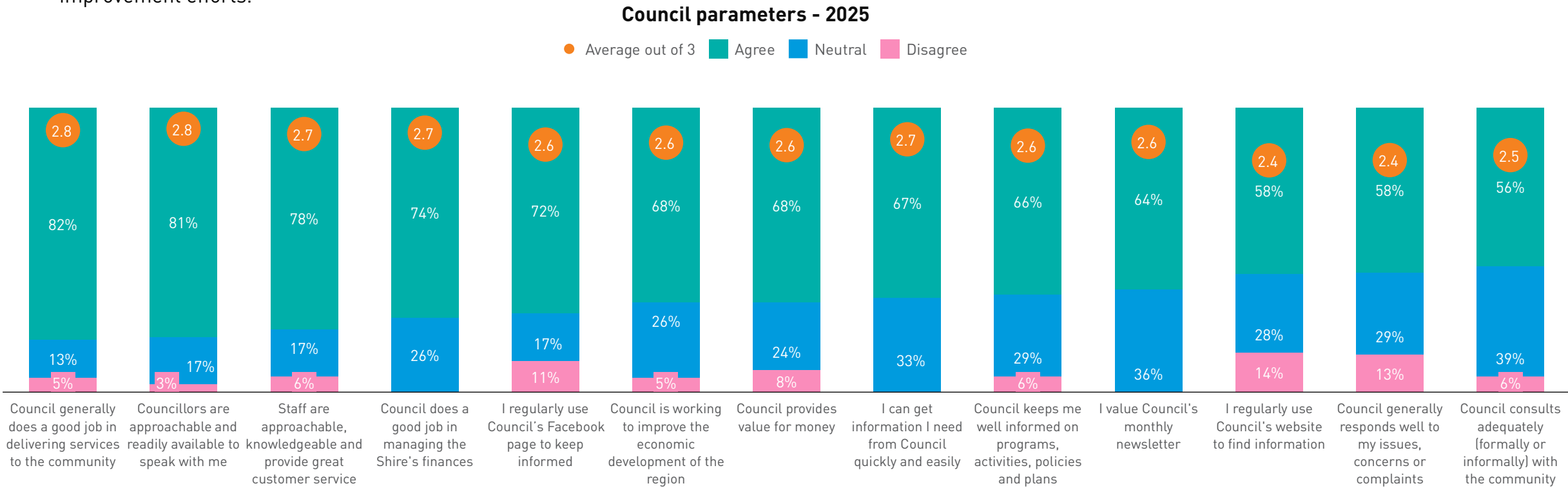
	Overall: The 2025 community insights reflect steady confidence in Council performance, with enduring satisfaction in core services and a strong sense of community identity. While areas like consultation, responsiveness, and community-based services show room for improvement, residents remain generally content - especially with key infrastructure delivery. Priorities continue to centre on health, transport, and business support, with cautious optimism surrounding new initiatives like the NBN rollout. These findings signal a stable civic environment, with opportunities for further engagement and service refinement.
	Performance: Residents continue to view Council performance positively, especially in service delivery and approachability. Satisfaction has held steady since 2018, though community consultation and responsiveness remain areas for improvement, and digital engagement is growing steadily.
	Services: Residents remain satisfied with core services like water, waste, and road upgrades, which are seen as high priority and well delivered. However, there is less satisfaction with community and environmental services, and areas like road maintenance and parks are flagged as needing extra focus. While most couldn't name a service to reduce, suggestions for additions included recycling, kids' programs, and improved shade.
	Community Vision and Identity: In 2025, residents identified health, transport, and support for local business as top priorities. Community identity was seen as the Shire's strongest asset, followed by tourism appeal, service availability, collaboration, and stability. Technology and economic opportunity were less frequently recognised as strengths.
	NBN: NBN connection remains moderate, but community sentiment is positive overall. Just 36% of Quilpie respondents reported connecting to the new NBN Fibre to the Premises (FTTP) service, while 64% had not - mainly due to alternative services. Despite this, community sentiment was cautiously optimistic: 39% expressed positive views and 61% were neutral, with no negative feedback reported.

DETAILED ANALYSIS

PERFORMANCE

Most residents are satisfied with the Council’s overall performance and their interactions with councillors and staff

Overall, the community views the Council as effective in service delivery and approachable, with strong customer service and financial management. However, there are notable gaps in community consultation, digital engagement, and handling of issues or complaints, which may warrant focused improvement efforts.



Most residents continue to view the Council positively, but engagement and responsiveness remain areas needing attention

Community agreement with Council performance remained steady in 2025, with most results aligning with those from 2018 and 2021. Levels of satisfaction were highest in 2023 across several parameters, particularly communication and economic development, before returning to earlier levels in 2025.

Core strengths such as service delivery, councillor approachability, and customer service continue to perform well, while community consultation and responsiveness to issues remain key areas for improvement. Use of digital channels, especially Facebook and the Council website, continues to grow steadily.

	Agreement with Council parameters: Year-on-year comparison			
	2018 Agree	2021 Agree	2023 Agree	2025 Agree
Council generally does a good job in delivering services to the community	86%	77%	90%	82%
Councillors are approachable and readily available to speak with me	77%	76%	83%	81%
Staff are approachable, knowledgeable and provide great customer service	81%	70%	73%	78%
Council does a good job in managing the Shire's finances	66%	64%	71%	74%
I regularly use Council's Facebook page to keep informed	42%	63%	69%	72%
Council is working to improve the economic development of the region	76%	72%	83%	68%
Council provides value for money	62%	61%	77%	68%
I can get information I need from Council quickly and easily	73%	70%	75%	67%
Council keeps me well informed on programs, activities, policies and plans	66%	69%	83%	66%
I value Council's monthly newsletter	71%	68%	71%	64%
I regularly use Council's website to find information	47%	43%	64%	58%
Council generally responds well to my issues, concerns or complaints	74%	66%	67%	58%
Council consults adequately (formally or informally) with the community	64%	54%	69%	56%

General views about council - additional comments

Nine respondents utilised the opportunity to provide feedback, which reflects a broadly positive perception of Quilpie Shire Council's governance and leadership, while also highlighting specific areas for enhancement - particularly in tourism diversity, communication responsiveness and childcare services.

Council Leadership and Governance

Positive sentiments were shared regarding the leadership and operational transparency of Quilpie Shire Council:

"Well balanced council with strong leadership."

"Very transparent."

"Generally, a well-run Council."

"Quilpie Shire Council should be proud."

Tourism Development and Economic Diversification

Two respondents express concerns regarding the lack of diversity in the Shire's tourism strategy, highlighting a perceived imbalance in investment and promotional efforts:

"There is no diversification when it comes to tourism in Quilpie. So much time, effort, advertising and finances has been fed into the ex Mayor's enterprise in Eromanga. Not everyone is interested in dinosaurs."

"Tourism development has been biased over the last decade."

Communication and Community Engagement

Concerns were also raised regarding Council's responsiveness and communication practices:

"Communication could be better."

"When you send an email to website email address raising issues, you do not get a response."

Family Services and Child-Friendly Infrastructure

One respondent raised the need for improved childcare services and recreational facilities for children, noting the impact on family life and community appeal:

"We need childcare for under 2's. Makes it very difficult to attract new families or to return to work when there is no childcare available. Also need more options for kids e.g. splash park with a shed cover, jumping pillow, or an indoor playground."

Communication and customer service additional comments

Seven respondents utilised the opportunity provide feedback. Overall, the feedback reflects mixed community sentiment regarding Quilpie Shire Council's communication and customer service. Concerns centre around the professionalism of interactions, access to timely information, and staff approachability. At the same time, there is recognition of positive outcomes where services function efficiently and respectfully.

Inconsistent or Ineffective Information Distribution

Two respondents highlighted issues with how important updates and notices are communicated, including an overreliance on social media:

"Some notices such as dingo baiting dates I feel need to be emailed as well as listed on Facebook as it doesn't always show in newsfeed or if you aren't on Facebook regularly."

"For some reason I really struggle to get news of events and flood information in a timely manner."

Lack of Community Consultation and Responsiveness

Concerns were raised about limited consultation with residents and a perception of staff being unapproachable or indifferent:

"Council does not consult local road users before repairs and upgrades are completed."

"People are not approachable, usually too busy to want to help. Things take forever to be completed and usually they have a 'not my problem' approach."

Negative Interactions and Public Conduct

A serious concern was raised regarding the conduct of a councillor during a public discussion:

"When a discussion with a councillor about new ideas to promote tourism and what tourists are interested in no one expects to be sworn at and abused in front of other people. 'Council are only interested in rates, roads and recruiting'."

Positive Experiences and Service Recognition

While much of the feedback was critical, two acknowledged positive experiences and overall service quality:

"Recently found a Cemetery plot after asking staff. So good & easy to find with the records online."

"Doing a Good Job."

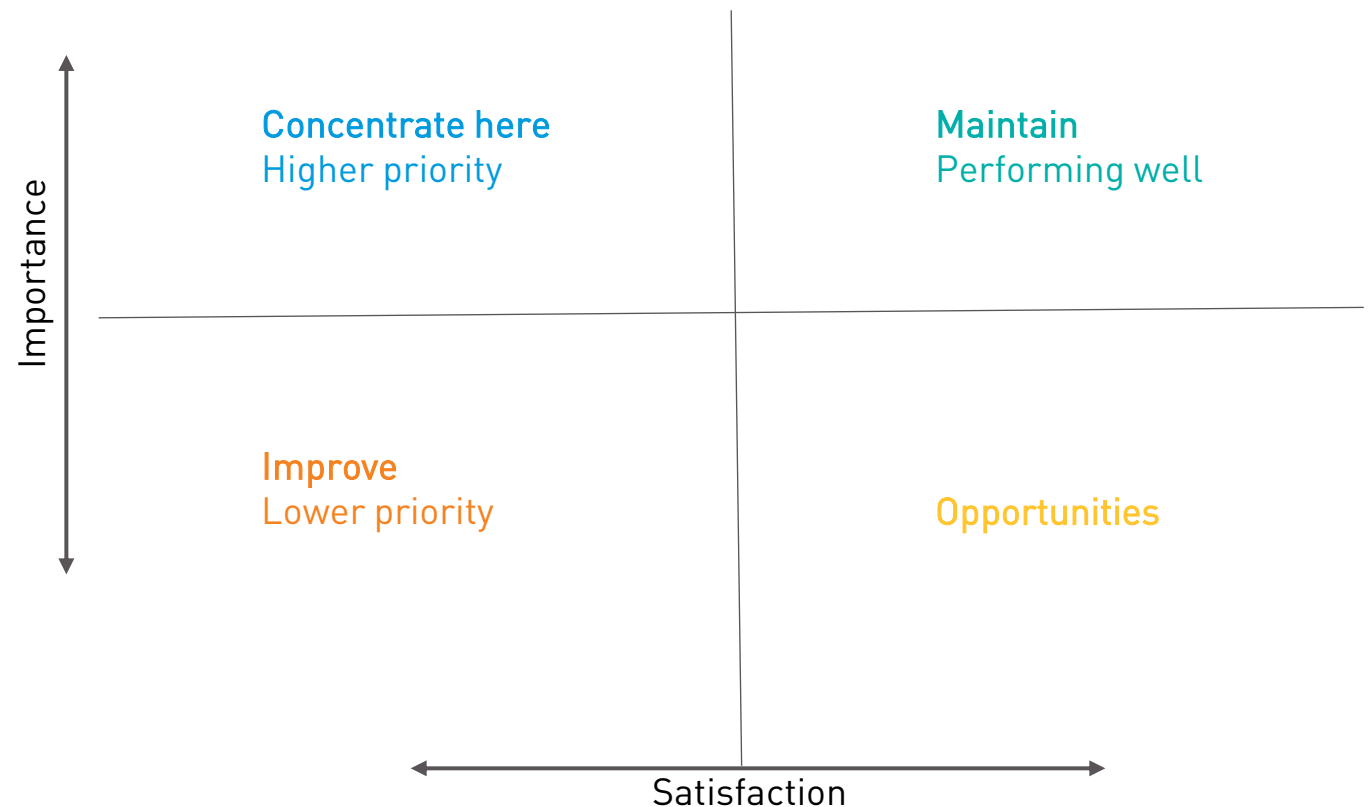
SERVICES

Prioritising service areas for Council

An importance/ satisfaction (performance) chart or matrix is a way of combining 2 sets of data in an integrated way, identifying the attributes or services which respondents think are particularly important to them, but they are less satisfied with.

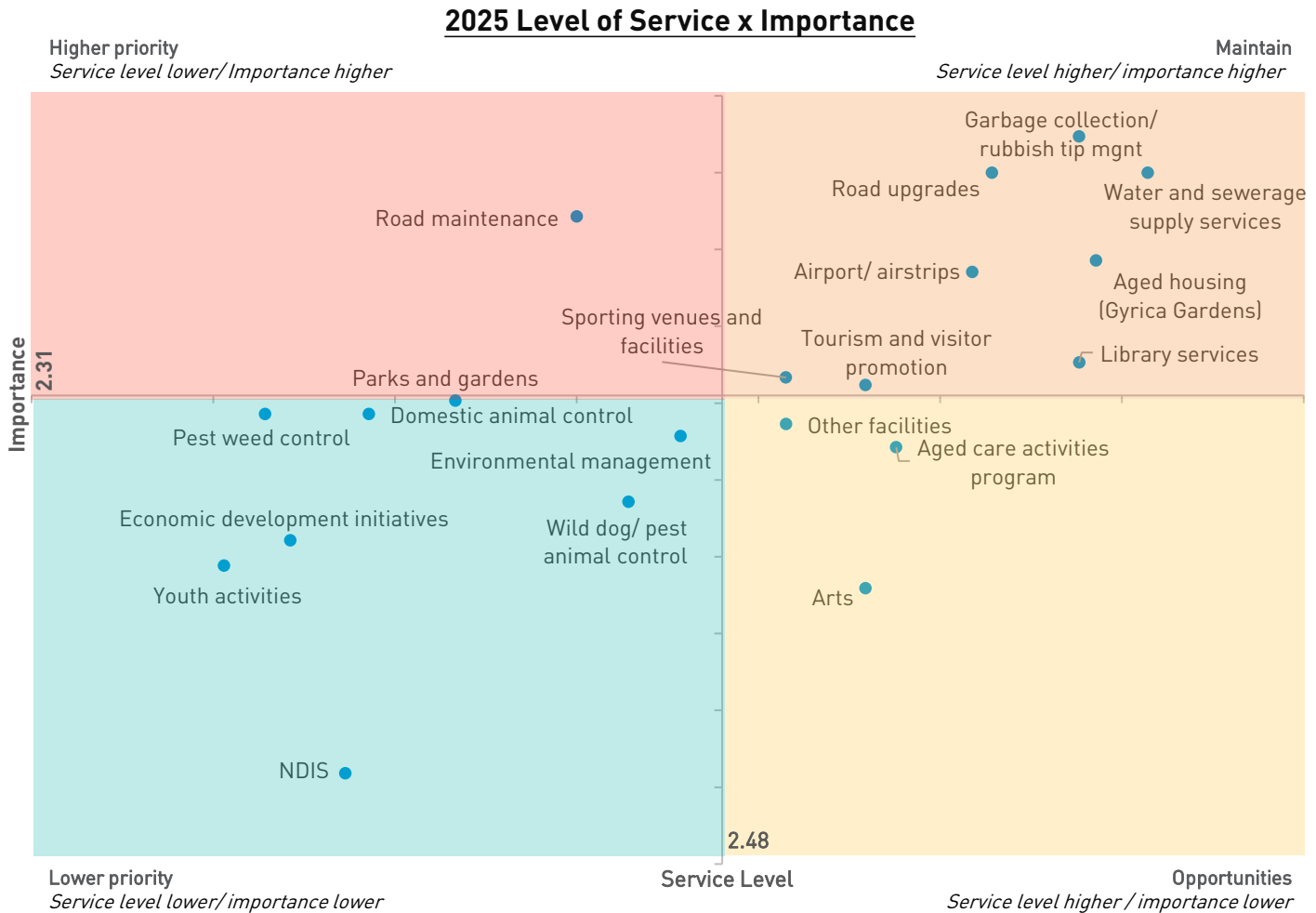
There are typically 4 quadrants of interest. The quadrant for immediate focus is the **top left quadrant**, which isolates the attributes that are of **higher importance** but has **lower levels of satisfaction** or perceived performance. These are the critical areas for service improvements.

The other 3 quadrants are useful for different reasons. This might mean reducing investment in service delivery in areas which are not considered important by the respondent e.g. the lower right quadrant might indicate an over-emphasis on elements that are of little importance to the respondents and therefore could indicate a low return on investment for those efforts.



Road maintenance and parks and gardens (including playgrounds) should be the key focus for Council

CONTINUE DELIVERING ON:	- Water/ sewerage supply services - Garbage collection/ rubbish tip management - Road upgrades - Aged Housing (Gyrca Gardens) - Airports/ airstrips - Library services - Tourism and visitor promotion - Sporting venues and facilities
DRIVE EXTRA FOCUS ON:	- Road maintenance - Parks and gardens
LOWER PRIORITY BUT IMPROVEMENT REQUIRED	- Environmental management - Domestic animal control - Wild dog and pest animal control - Pest weed control - Economic Development initiatives - NDIS - Youth activities



Core services are rated highly, but satisfaction with community and environmental services has declined over time

Perceptions of high service delivery have remained strong across core operational areas such as water and sewerage, garbage collection, and library services, all maintaining levels above 70% in 2025. Aged care services - including activities and housing -also remain well-regarded, with consistent improvement since 2021.

However, a number of services - particularly youth activities, economic development, parks and gardens, and pest weed control - have seen a noticeable decline in high service ratings over time.

While some services like road upgrades show recent improvement, others such as sporting venues, environmental management, and domestic animal control have softened.

Overall, results suggest residents continue to feel well-serviced in core areas, but are less satisfied with service delivery across broader community programs and non-essential services.

High service level: Year-on-year comparison				
	2018	2021	2023	2025
Water and sewerage	70%	67%	77%	77%
Garbage collection/ rubbish tip mgmt	70%	63%	75%	74%
Library services	80%	70%	79%	74%
Airport/ airstrips			80%	71%
Aged care activities program	80%	64%	73%	70%
Aged housing (Gyrica Gardens)	79%	66%	72%	69%
Road upgrades	66%	60%	63%	69%
Arts	67%	59%	76%	65%
Tourism promotion	74%	64%	87%	65%
Other facilities	75%	64%	67%	64%
Sporting venues/ facilities	71%	64%	74%	61%
Road maintenance	59%	50%	57%	54%
Environmental management	52%	46%	54%	51%
Wild dog/ pest animal control	61%	68%	68%	49%
Parks and gardens	64%	57%	65%	48%
Economic development	58%	48%	73%	42%
NDIS			76%	42%
Youth activities	54%	50%	58%	41%
Domestic animal control	39%	47%	54%	40%
Pest weed control	55%	55%	58%	31%

Residents continue to prioritise core infrastructure and essential services

Across the eight-year span, essential services like garbage collection, water/sewerage, and road upgrades consistently rank as the most important to residents. Road maintenance also featured prominently but declined in 2025 after a peak in earlier years.

Several services have experienced a gradual softening in perceived importance, including sporting venues/facilities, libraries, tourism promotion, and environmental management. Meanwhile, services such as arts, youth activities, and economic development have shown a clear downward trend, now rated as lower priorities by fewer than 40% of residents.

Areas like pest control, parks and gardens, and domestic animal control have also declined modestly, suggesting a general consolidation of resident focus around core infrastructure and utilities.

High importance: Year-on-year comparison				
	2018	2021	2023	2025
Garbage collection/ rubbish tip mgmt	71%	68%	72%	76%
Water/ sewerage	74%	77%	79%	74%
Road upgrades	75%	72%	74%	71%
Aged housing (Gyrica Gardens)	39%	43%	55%	69%
Road maintenance	71%	79%	89%	66%
Airport/ airstrips			70%	62%
Aged care activities program	51%	49%	54%	55%
Sporting venues/ facilities	72%	65%	80%	52%
Library services	55%	46%	66%	50%
Tourism/ visitor promotion	59%	51%	57%	50%
Environmental management	60%	54%	59%	49%
Other facilities	60%	59%	59%	48%
Pest weed control	49%	48%	43%	46%
Parks and gardens	65%	67%	67%	45%
Domestic animal control	53%	54%	57%	43%
Wild dog/ pest animal control	73%	54%	49%	43%
Arts	41%	43%	60%	38%
Economic development	61%	59%	65%	36%
Youth activities	39%	44%	53%	35%
NDIS			43%	24%

Community suggestions: Service reductions and additions

One less service (n=12)

Most could not identify a service they would reduce or felt all services were necessary, with only isolated mentions of youth activities, library, and issuing rates notices.

"Issuing rates notices."

"All the services that they are providing at the moment are ok."

"Library."

"Can't think of less but can think of more."

"All enclosed services are needed in this community to cater for varied population."

"All Services provided needed."

"Adequate."

"Unsure."

"Nil."

"None."

"None."

One additional service (n=13)

Most suggested improvements like recycling and kids' activities, while a few felt no extras were needed.

"Off leash park for domestic dogs - no hunting dogs."

"Recycling program."

"Extended library hours. Also replace the playground fill with something less stabby."

"The council shouldn't take on any more responsibilities; they are just coping with the ones they are doing now, and it is unfair to add more pressure to the council."

"Shade."

"Car wash and cleaning facilities."

"After school activities for kids."

"Recycling shed/ garage at the dump manned a couple of times a week to recycle pallets, timber and other recyclables the residents can use."

"Access to council rentals for all towns people. Not just council and contract workers."

"Adequate."

"Indoor kids activities for ALL ages including under 5s during summer and holiday periods."

"Nil. I think council is doing a good job with the services it is providing."

"Nil."

Additional comments (n=3)

"The council should inspect flood damage road repairs done by contractors. The Cheepie Adavale road is being repaired using flood repair funding and sections of the road have bull dust sections that may have been caused by the contractors vehicles doing the repairs."

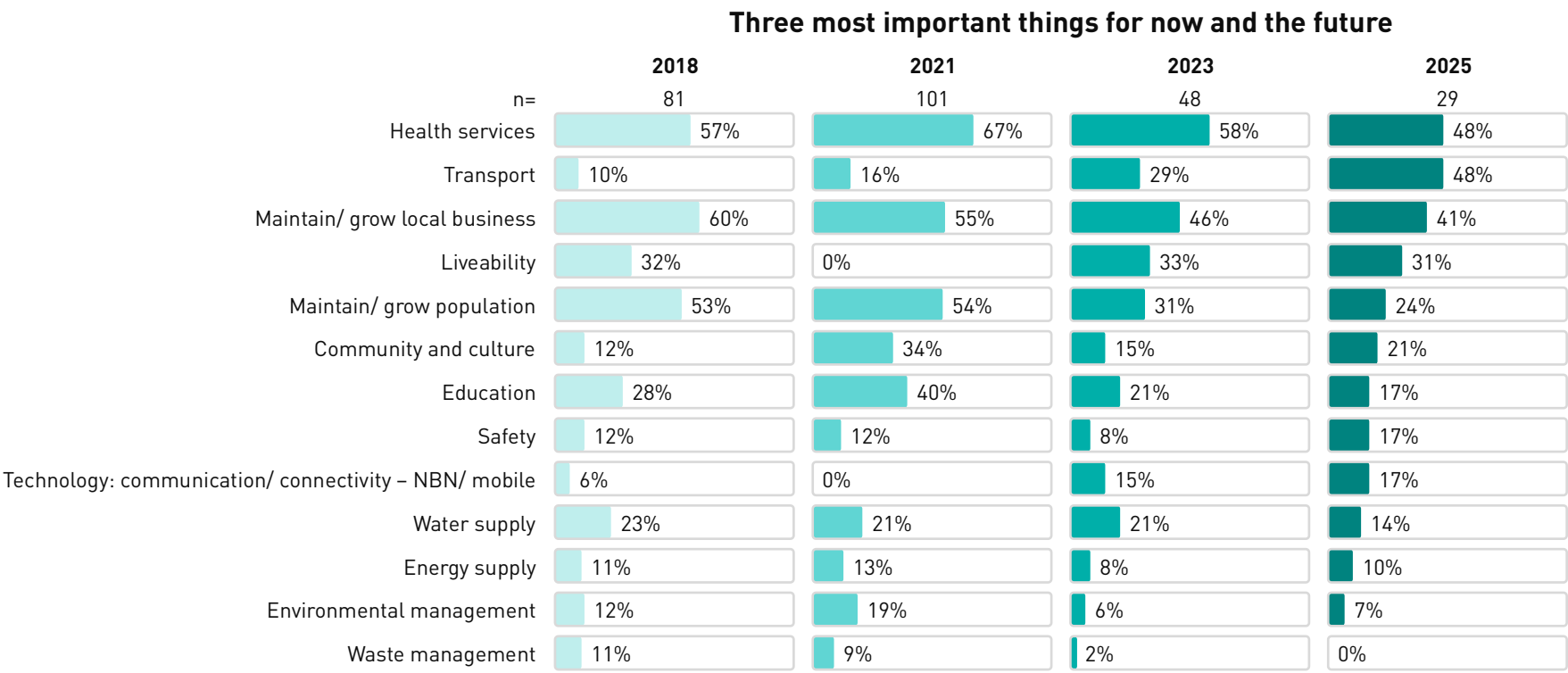
"Housing shortage for rentals."

"Emails need to be sent instead of just using Facebook as you sometimes miss posts such as dingo baiting or common muster. Have distribution lists set up suiting the regular posts such as dingo baiting."

COMMUNITY VISION & IDENTITY

Health, transport, and support for local business remain key community priorities

In 2025, health services and transport were the top priorities for residents (48% each), followed by support for local business (41%) and liveability (31%). While health services have consistently ranked high since 2018, transport has risen sharply in importance over time, from just 10% in 2018. Meanwhile, population growth has dropped steadily (53% in 2018 to 24% in 2025). Environmental and waste management remain among the lowest priorities.



Additional comments

“Lay off the shipping containers. Make it easy to invest in the area.”

“The community will grow when there are jobs and work. The community of Quilpie won't grow if all jobs are given to people from the city and outside of Quilpie's citizens. They should be given a chance at the jobs first, as it is quite well known in the community that many people from the city who were given the jobs only lasted 3 to 6 months. I know it is good to get these other people into the community, but it comes at the cost of losing families that have lived in Quilpie for years and having to move away to find work.”

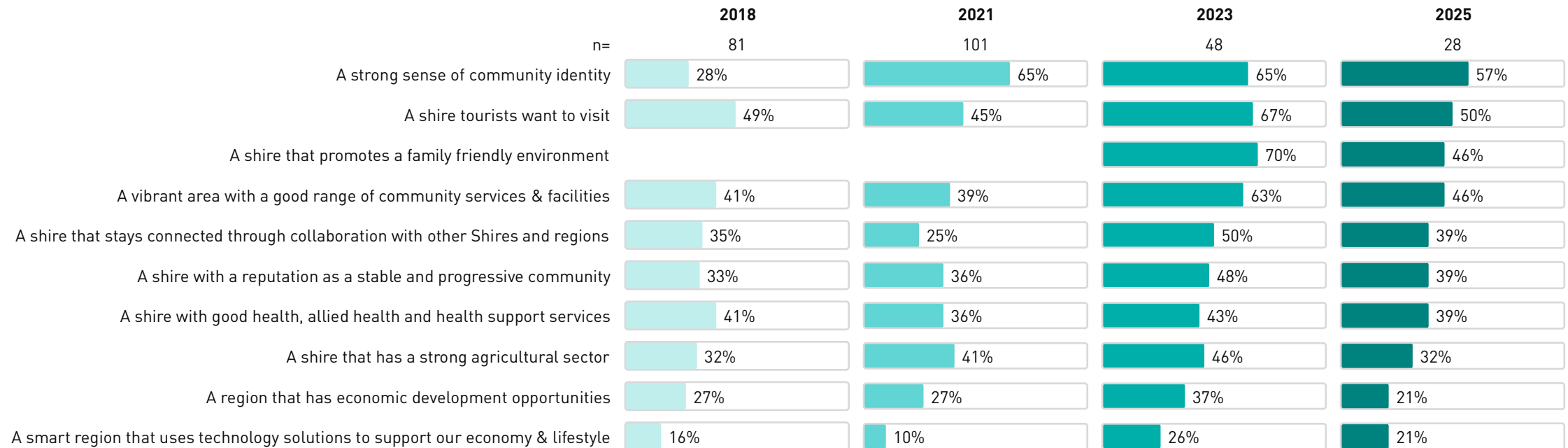
“And health.”

“Widening the Development Road from Quilpie to Charleville.”

Community pride and tourism appeal remain key strengths, while technology and economic perceptions trail

Survey results from 2018 to 2025 reveal a sustained emphasis on community cohesion and visitor appeal as defining features of Quilpie Shire. Respondents continue to value a strong sense of identity, family-friendly environment, and accessible services. However, aspects such as technological advancement and economic development are still viewed as secondary, with relatively low recognition over time. While some strengths such as collaboration with other Shires and health services hold steady, others like agricultural appeal and progressive reputation have seen varied levels of support.

Best describes Shire's current strengths



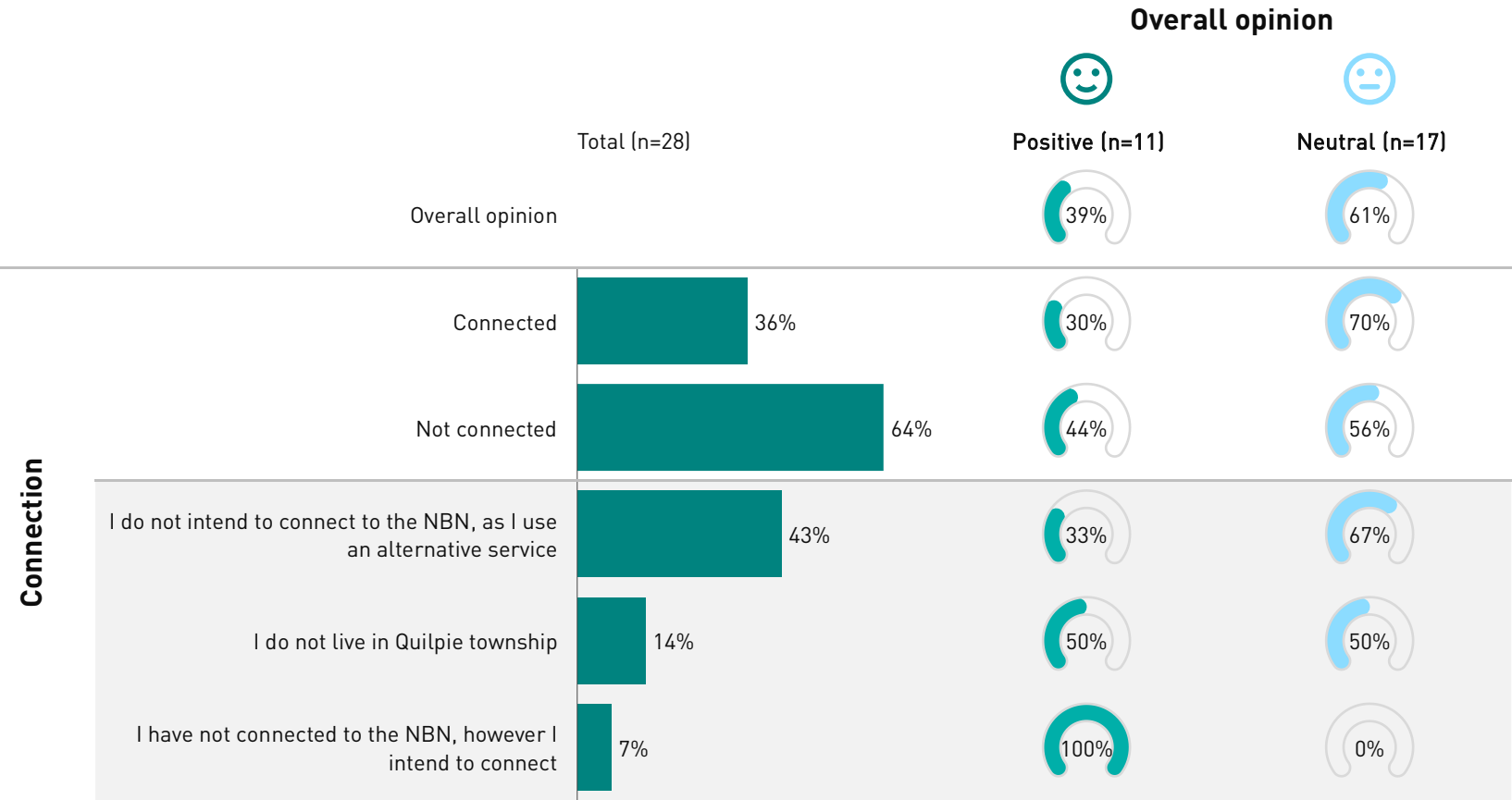
NBN & **FINAL FEEDBACK**

NBN connection rates remain low, but community sentiment is cautiously optimistic

Among the 28 respondents who answered this question, just over a third (36%) had connected to the new NBN Fibre to the Premises (FTTP) service, while the majority had not (64%).

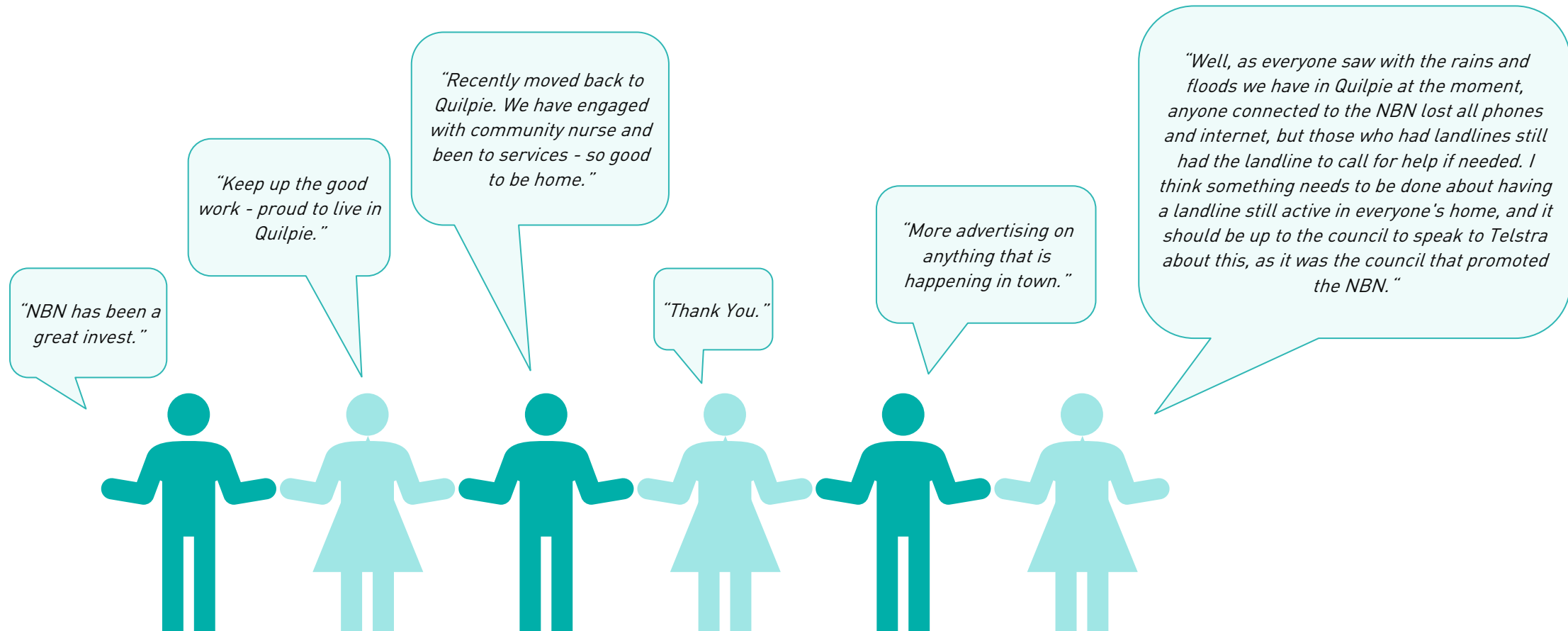
Most of those not connected reported using alternative services (43%), with smaller groups either not living in Quilpie township (14%) or intending to connect in future (7%).

Although connection to the new NBN service remains moderate, community sentiment was either positive (39%) or neutral (61%), with no respondents expressing a negative view, indicating cautious but overall favourable perceptions of the rollout.



Additional feedback

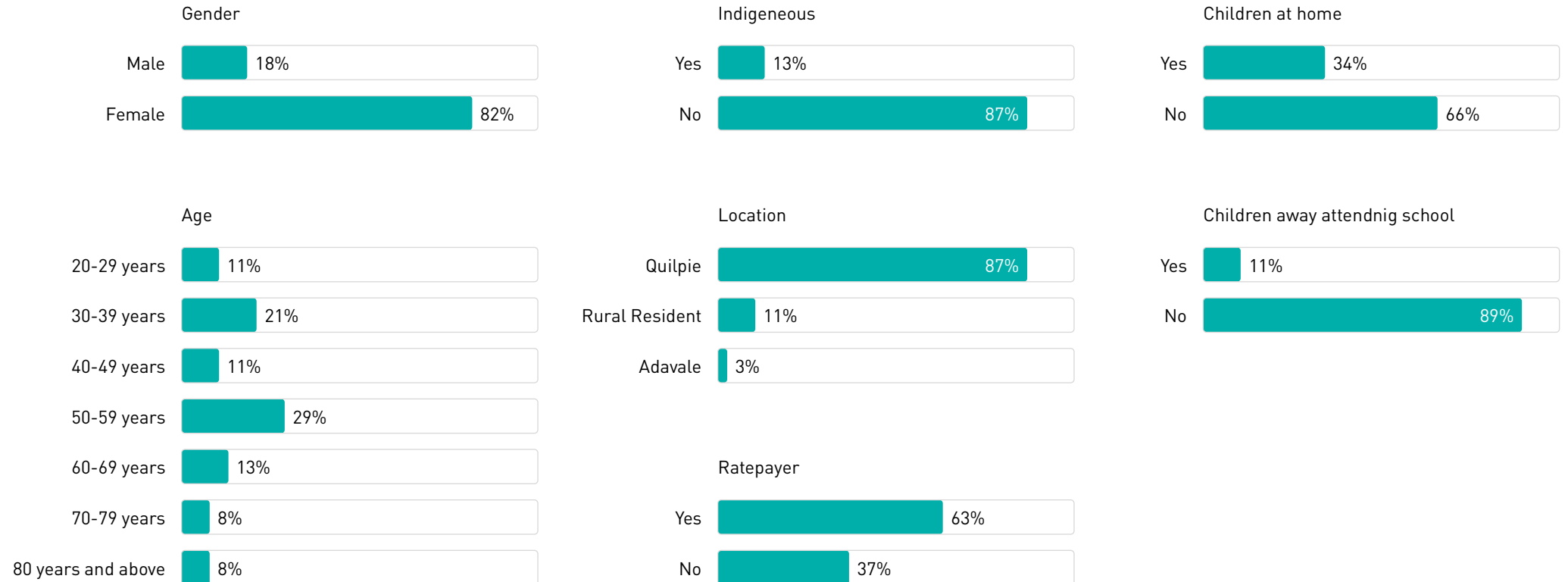
Six respondents provided additional feedback.





Appendix 1: Respondent Profile

Residents





Appendix 2: Sampling Tolerance

Sampling tolerance

It should be borne in mind throughout this report that all data based on sample surveys are subject to a sampling tolerance.

That is, where an n=400 sample is used to represent the population, the resulting figures should not be regarded as absolute values, but rather as the mid-point of a range plus or minus 5% on a 50:50 response (see sampling tolerance table) i.e. if a response is 55% yes and 45% no – the Yes has a variance between 60%-50% and the No would have a variance between 50%-40% (+ or – 5 percentage points from the mid point).

Only variations clearly designated as significantly different are statistically valid differences and these are clearly pointed out in the report.

Other divergences are within the normal range of fluctuation at a 95% confidence level; they should be viewed with some caution and not treated as statistically reliable changes.

MARGIN OF ERROR TABLE (95% confidence level)										
SAMPLE SIZE ↓	Percentages giving a particular answer									
	5% 95%	10% 90%	15% 85%	20% 80%	25% 75%	30% 70%	35% 65%	40% 60%	45% 55%	50% 50%
50	6	9	10	11	12	13	14	14	14	14
100	4	6	7	8	9	9	10	10	10	10
150	4	5	6	7	7	8	8	8	8	8
200	3	4	5	6	6	6	7	7	7	7
250	3	4	5	5	6	6	6	6	6	6
300	3	4	4	5	5	5	6	6	6	6
400	2	3	4	4	4	5	5	5	5	5
500	2	3	3	4	4	4	4	4	4	5
600	2	2	3	3	4	4	4	4	4	4
700	2	2	3	3	3	4	4	4	4	4
800	2	2	3	3	3	3	3	4	4	4
900	2	2	2	3	3	3	3	3	3	3
1000	1	2	2	3	3	3	3	3	3	3
1500	1	2	3	2	2	2	3	3	3	3
2000	1	1	2	2	2	2	2	2	2	2
3000	1	1	1	2	2	2	2	2	2	2



Appendix 3: Survey Tool

Community Satisfaction Survey 2025



At Quilpie Shire Council, we're committed to listening to you - our community - because your voice matters. We want to hear what's important to you, how you feel about the services we provide, and where you think we should focus our efforts. That's why we're conducting a **Community Satisfaction Survey**: to better understand your needs, priorities, and how we can continue to improve. Your feedback will help shape the future of our Shire, ensuring we're working together to create a community that thrives.



01 Complete Survey

02 Return Survey

03 Win



Overview

1. Complete Survey



Every voice in Quilpie Shire matters! If other members of your household would like to share their thoughts, they can complete their own survey too. An online version is available on our website at www.quilpie.qld.gov.au, or paper copies can be picked up at Quilpie Shire Council's customer service desk.

2. Return Survey



Don't forget—the Community Satisfaction Survey closes on **Friday, 11 April 2025**. Whether you're completing the survey online or using a paper copy, make sure your response is submitted by this date. If you're using a paper copy, please return it to Quilpie Shire Council's customer service desk before the deadline. Your feedback is important, so let's make sure every voice is heard by the 11th of April.

3. Win



By entering your name and contact details when you complete the survey, you'll go into the draw to win one of two **\$250 local shopping vouchers**. The **winners** will be drawn at the Quilpie Shire Council Meeting on **May 20, 2025**.



Community Satisfaction Survey 2025

1. What is your gender?

		Please tick ✓
a)	Female	☐
b)	Male	☐

2. Are you of Aboriginal or Torres Strait Islander origin?

a)	Yes	☐
b)	No	☐

3. Which age bracket are you in?

a)	19 years or under	☐
b)	20 – 29 years	☐
c)	30 – 39 years	☐
d)	40 – 49 years	☐
e)	50 – 59 years	☐
f)	60 – 69 years	☐
g)	70 – 79 years	☐
h)	80 years or above	☐

4. Which of the following applies?

a)	I live in the township of Quilpie	☐
b)	I live in the township of Eromanga	☐
c)	I live in the township of Adavale	☐
d)	I am a rural resident (including the townships of Toompine and Cheepie)	☐
e)	Not a resident of Quilpie Shire (terminate)	☐

5. Are you a Quilpie Shire ratepayer?

a)	Yes	☐
b)	No	☐

6. Do you currently have children living at home?

a)	Yes	☐
b)	No	☐



7. Do you currently have children away attending school?

a)	Yes	☐
b)	No	☐

8. General views about Council

	Please ✓ one per statement		
	Agree	Neutral	Disagree
Council generally does a good job in delivering services to the community	☐	☐	☐
Council generally responds well to my issues, concerns or complaints	☐	☐	☐
Council provides value for money	☐	☐	☐
Council does a good job in managing the Shire's finances	☐	☐	☐
Council is working to improve the economic development of the region	☐	☐	☐
8b: Any comments you would like to make?			



9. Communication and customer service

	Please ✓ one per statement		
	Agree	Neutral	Disagree
Council keeps me well informed on programs, activities, policies and plans	☐	☐	☐
Councillors are approachable and readily available to speak with me	☐	☐	☐
Staff are approachable, knowledgeable and provide great customer service	☐	☐	☐
Council consults adequately (formally or informally) with the community	☐	☐	☐
I can get information I need from Council quickly and easily	☐	☐	☐
I regularly use Council's website to find information	☐	☐	☐
I regularly use Council's Facebook page to keep informed	☐	☐	☐
I value Council's monthly newsletter	☐	☐	☐
9b: Any comments you would like to make?			



10. The following is a list of services Council provides. How do you rate the level of service Council provides in delivering these services and how important are they to you?

		Please ✓ one for service level and one for importance <u>per service</u>		
		High	Medium	Low
Aged Housing (Gyrice Gardens)	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Road maintenance — grids, grading, town streets, footpaths	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Road upgrades — e.g. Red Road sealing, widening works etc.	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Water and sewerage supply services	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Garbage collection and rubbish tip management	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Environmental Management	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Wild dog and pest animal control	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Pest weed control	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Domestic animal control (dogs etc)	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐



Q10 continued		Please ✓ one for service level and one for importance <u>per service</u>		
		High	Medium	Low
Parks and Gardens (including playgrounds)	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Sporting venues and facilities (e.g. Bulloo Park, pools etc)	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Other facilities (e.g. halls, equipment hire, bus hire)	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Library services	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Arts (Performances, Museums, Galleries)	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Youth activities (e.g. after school arts and crafts)	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Aged care activities program	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Tourism and Visitor Promotion	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
Economic Development initiatives	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
NDIS (National Disability Insurance Scheme)	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐



Q10 continued		Please ✓ one for service level and one for importance <u>per service</u>		
		High	Medium	Low
Airport / Airstrips	Service level provided	☐	☐	☐
	Importance to you	☐	☐	☐
10b: If there was one LESS service that Council was able to provide, which would you prefer it to be?				
10c: If there was one ADDITIONAL service Council could provide, what would you like it to be?				
10d: Any other comments you would like to make?				



11. What are the 3 things most important to you for the community now and into the future?

		Please ✓ 3
a)	Environmental Management	☐
b)	Maintain / grow population	☐
c)	Maintain / grow local business	☐
d)	Safety	☐
e)	Transport – Roads / Airstrips	☐
f)	Waste Management	☐
g)	Water Supply	☐
h)	Energy Supply	☐
i)	Community and Culture	☐
j)	Education	☐
k)	Health Services	☐
l)	Communication/Connectivity – NBN / Mobile	☐
m)	Liveability	☐
Any comments you would like to make?		

12. Which of these statements describes our shire's current strengths?

		Please ✓ all that apply
a)	A shire tourists want to visit	☐
b)	A shire that has a strong agricultural sector	☐
c)	A vibrant area with a good range of community services & facilities	☐
d)	A strong sense of community identity	☐
e)	A smart region that uses technology solutions to support our economy & lifestyle	☐
f)	A region that has economic development opportunities	☐
g)	A shire with a reputation as a stable and progressive community	☐
h)	A shire that stays connected through collaboration with other Shires and regions	☐
i)	A shire with good health, allied health and health support services	☐
j)	A shire that promotes a family friendly environment	☐
k)	Other (specify)	☐



13. Have you as a Quilpie township resident connected to the new NBN Fibre To The Premises (FTTP) service knowing that the existing ADSL phone and internet services will be disconnected in 2026?

		Please tick ✓
a)	Yes, I have connected to the NBN	☐
b)	No, I do not live in Quilpie township	☐
c)	No, I have not connected to the NBN, however I intend to connect	☐
d)	No, I do not intend to connect to the NBN, as I use an alternative service	☐
If no, why not?		

14. What is your overall opinion of the Quilpie township NBN rollout - positive, negative, or neutral? Please share your thoughts.

	Please ✓ one		
	Positive	Neutral	Negative
Overall opinion of the Quilpie township NBN rollout	☐	☐	☐

15. Please add any further comments you would like to make.

Thank you!

Quilpie Shire Council [sincerely thanks you](#) for taking the time to share your thoughts in the [2025 Community Satisfaction Survey](#). Your feedback is invaluable and helps us work together to build a stronger, more vibrant community. Thank you for making your voice count!

Remember to:

Return this survey to Council by **Friday, 11 April 2025**.



QUILPIE SHIRE COUNCIL
PO BOX 57
QUILPIE QLD 4480



COUNCIL ADMINISTRATION CENTRE
50 BROLGA STREET
QUILPIE QLD 4480

Place your name & contact details below to go into the draw to win one of two \$250 local shopping vouchers.

NAME	PHONE	EMAIL
------	-------	-------



MCGREGOR **TAN**
RESEARCH. STRATEGY. SOLUTIONS.

THANK YOU

