# **Key Take Outs**

## **Quality of Services**



Dissatisfied



**42%** of people had a high level of satisfaction with the quality of services delivered by Council.

"I have seen improvements in parks and roads and services while the administration has been in."

"More environmental protections need to be in place. Recycling needs to be a priority. Actual, proper recycling."

### **Council Responsiveness**



Dissatisfied

**35%** of people had a high level of satisfaction with Council's responsiveness to community needs.

"At times it has been difficult to work with the ICC in planning matters as their has been no local representative to liaise with."

"Hurry up and fix the roads. Some streets you go down are rough and bumpy."

#### **Trust and Confidence**



Dissatisfied 0

**31%** of people had a high level of satisfaction with Council's performance in maintaining trust and confidence in the local community.

"[We] have a Council and that they're trustworthy."

"It will take many years for the Ipswich community to trust Council. Council will need to go over and above with accountability, consultation and service provision over a long period to regain trust."

# **Council Decision Making**

Satisfied

Dissatisfied

36%



**32%** of people had a high level of satisfaction with Council's performance in making and implementing decisions in the best interests of the community.

"Just keep doing a good job. Don't go making any rash decisions or anything like that, let the people of the area know what you're doing and don't mess about."

"They've been making decisions that don't line up with what the community wants."

## **Opportunities to be Heard**

Satisfied

31%

Dissatisfied



**31%** of people had a high level of satisfaction with the opportunities Council provides for their voices to be heard.

"The Council is a brick wall at the moment. You contact them and don't get a response."

"Read your own post [Facebook] comments.... And then respond - do we have a community engagement officer? "