

# QUEANBEYAN PALERANG REGIONAL COUNCIL

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Community Engagement  
Report, October 2021.



*projectura*

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## Summary findings

**With an estimated population of 62,239 residents, the Queanbeyan-Palerang region is diverse and covers 5,300 square kilometres. The main population area is central Queanbeyan, which is a thriving service centre close to Canberra. Along with fast-growing new communities, the region boasts the historic towns of Braidwood and Bungendore, national parks, and a rich agricultural history.**

A broad cross section of the community participated in the Towards 2042 Stage 1 engagement from 21 June to 13 August 2021. 1,727 people contributed their views and opinions to the project through drawing sheets, submissions, an online survey, group discussion guides, telephone interviews and an online workshop.

People were invited to review the current CSP and its relevance to today and consider their current community, its strengths, and challenges, what they would like it to look like in the future, and how we might get there.

A summary of high-level findings are provided below.

- Children and young people aged under 18 years were well represented in the engagement, through the submission of drawing sheets. The two underrepresented age groups were 18–34-year-olds and those aged 70 years and over. Male participation was low (36.5 percent). Participants came from both urban (67 percent) and rural residents both taking part.
- 50.2 percent of respondents were happy or very happy with the current Community Vision.
- 50.0 percent of participants indicated that they had read the current CSP. When considering the current Strategic Pillars of Community, Choice, Character, Connection, and Capability 44.8 percent of respondents agreed with them all, and 33.4 percent agreed with some.
- When considering the Strategic Pillars respondents indicated they felt Council was most 'on track' in achieving the strategic objective of Community.
- The beautiful natural environment (14.8 percent), local people and spirit (9.9 percent) and location and convenience (9.8) were the main aspects that made the community a great place to live.
- The main challenges facing the community were environmental sustainability (13.4 percent), changing demographics and size (11.1 percent) and jobs and employment (10.1 percent).
- Respondents were asked what they had seen in other areas that would enhance the region. Their top responses were parks and green spaces (18.3 percent), improved infrastructure (15.5 percent) and more activities and events (13.4 percent).
- Infrastructure (13.2 percent), environmental impact (10.4 percent) and sports and recreation facilities (9.8 percent) were ranked highest priorities to achieve over the next 10 years.
- The top three projects and services that respondents would like to see Council focus on are climate change adaptation (6.4 percent), roads and parking (6.0 percent) and aged and disability services (5.0 percent).

## Methods and participation

Stage 1 engagement activities gathered personalised views from a broad cross section of the community. The total participation level in Stage 1 was 1,727 people. Community members will have further opportunity to explore and prioritise strategies once the Draft Community Strategic Plan is available.

Table 31. QP – Participation summary

Total participation	Population (2020 ERP)	% of population engaged
1,727	62,239	2.8

As shown in Table 32, Queanbeyan-Palerang Regional Council used seven different methods to engage with the community. The online survey and drawing sheets generated the largest number of participants in Stage 1 Engagement. The online survey generated the greatest volume of useable data and participant demographic details.

Table 32. QP – Participation summary by method

Method	Participation	
	Measure	Number
Drawing sheets	Number of drawing sheets received.	315
Pop-ups	Number of people who attended pop up sessions.	0
Submissions	Number of formal submissions received.	1
Online survey	Number of individual survey responses.	1,041
Discussion Guides	Number of people who contributed to discussions.	239
Online workshop	Number of workshop participants.	15
Targeted telephone interviews	Number of telephone interviews completed by Projectura.	16
Random telephone interviews	Number of calls made by Jetty Taverner.	100

The following is a summary of community engagement data collected.

**1. Drawing sheets**

- 315 Drawing Sheets received.

**2. Pop-up sessions**

- 0 pop-ups were held.

**3. Submissions**

- 1 submission received:
  - 13 August 2021 - Female resident.

**4. Online survey**

- 1,041 individual responses were received to the Online Survey through Surveymonkey.

**5. Discussion Guide**

- 16 Discussion Guide responses received within the Online Survey. 5 complete responses. 3 partially complete responses. 8 incomplete responses (only answered Q1).
- A total of 239 people contributed to the 8 completed responses.

**6. Online workshop**

- 1 Online workshop held from 10am-12:30pm on 28 July 2021. 15 participants.

**7. Targeted telephone interviews**

- Projectura completed 16 telephone interviews.

**8. Random telephone interviews**

- 100 random phone calls completed by Jetty Taverner.
- The results will be provided by Jetty Taverner.



The profile of the participants shows a broad cross-section of the Queanbeyan-Palerang region were involved in terms of age, gender, location, and diversity characteristics.

Table 33. QP – Respondent profile

Demographics		T2042 Engagement	CRJO Profile ID
Characteristic	Breakdown	%	2016 (%)
Age	Under 18 years	25.9	22.3
	18-34 years	12.4	21.8
	35-49 years	27.4	22.3
	50-59 years	18.3	14.6
	60-69 years	11.7	10.2
	70+ years	6.5	7.5
Gender	Female	60.8	49.8
	Male	36.5	50.2
Urban/Rural	Rural	33.0	-
	Urban	67.0	-
Diversity	LGBTQIA+	4.7	-
	Person with a disability	6.5	* 3.9
	Aboriginal or Torres Strait Islander	2.6	3.1
	Non-English speaking background	3.1	* 12.1
	Lived experience of homelessness, mental health or drug issues	5.5	
	Difficulty finding affordable housing	0.5	

**NOTE:** Red represents underrepresentation, and green represents overrepresentation compared to the 2016 census data shown in Profile ID.  
\* Source: ABS Cat 2001.0

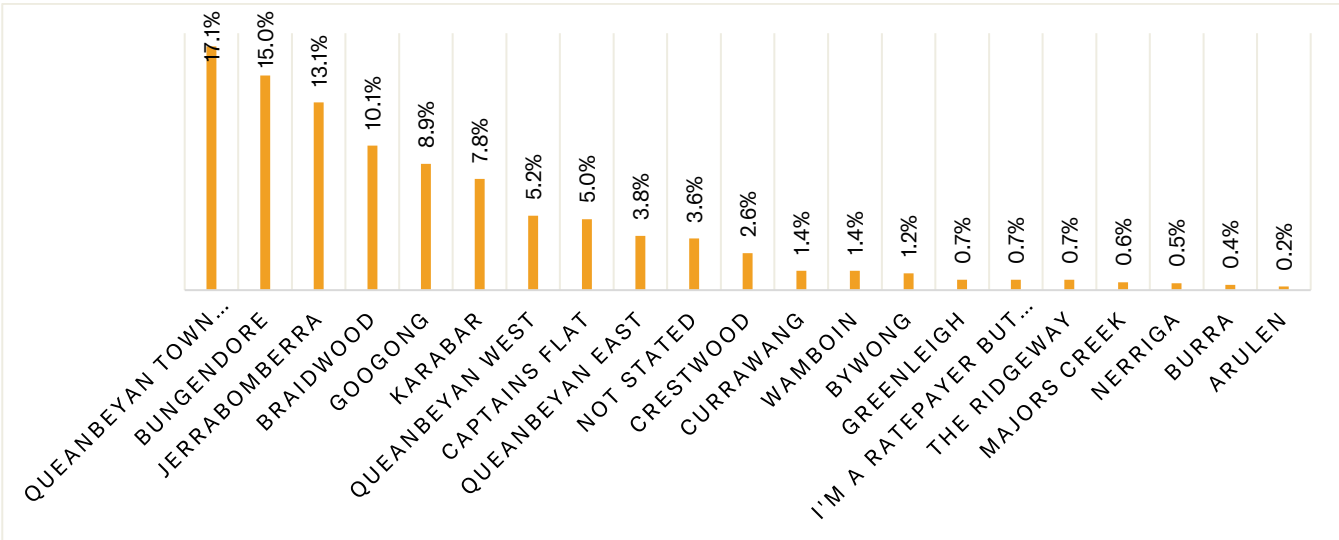


Figure 26. QP – Respondent location

Future engagement stages for the Community Strategic Plan should aim to improve representation of:

- People aged 18 to 34 years (tertiary education and independence, and young workforce).
- People aged over 70 years (Seniors and elderly).
- Males.
- Aboriginal and Torres Strait Islanders.
- People from non-English speaking backgrounds.



# Are we on track?

The people of the Queanbeyan-Palerang region have an existing Community Strategic Plan. As part of the review and update of this document, we asked the community if they thought the plan was tracking well and if they had any feedback.

## Vision 2028

*A place offering a wonderful lifestyle for families, a lifestyle created in large part by passive and active enjoyment of the natural and built environment.*

*The lifestyle is friendly, safe and relaxed – the result of living in an environmental haven, with clean and pristine waterways and bushland, a well maintained urban public realm and a commitment to sustainable energy and waste.*

## Q1. How do you feel about the vision in the adopted Queanbeyan-Palerang Community Strategic Plan 2018-2028?

n=759

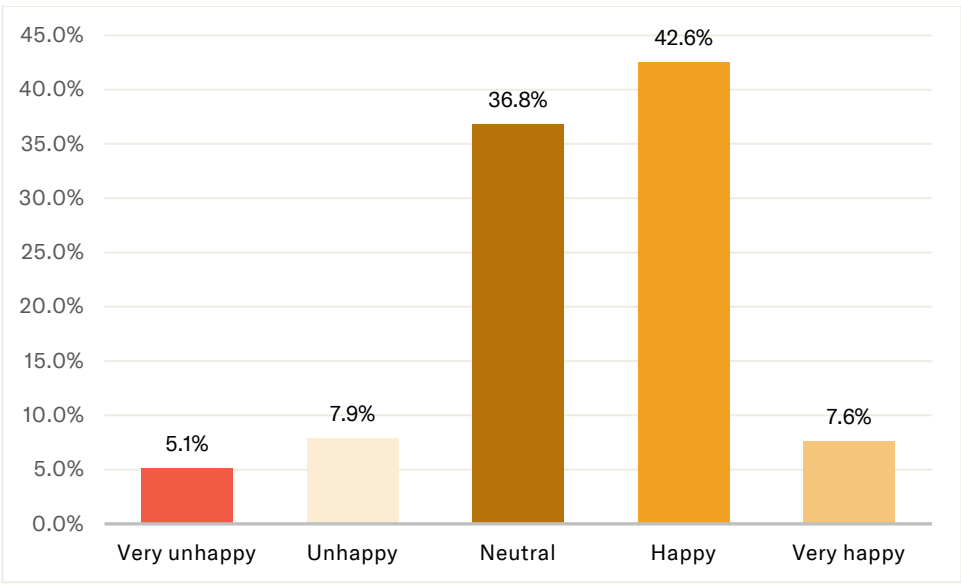


Figure 27. QP – Satisfaction with vision



759 people responded to this question. Just over 50 percent rated the current Vision as good or very good. A further 36 percent felt neutral regarding the Vision. This indicates a strong level of support for the current Vision.

Over 30 percent of respondents commented about how the Vision could be improved. A summary of suggested improvements is included below.

Table 34. QP – Considerations to improve Vision

Add	Alter/refine/define	Remove
Connection. Inclusion. Innovation. Enterprise. Include reference to economy/business.	Vision too broad. Enhance reference to environment with sustainability. Plain English.	Nil

Q2. Have you read the Queanbeyan-Palerang Community Strategic Plan 2018-2028?

n=730

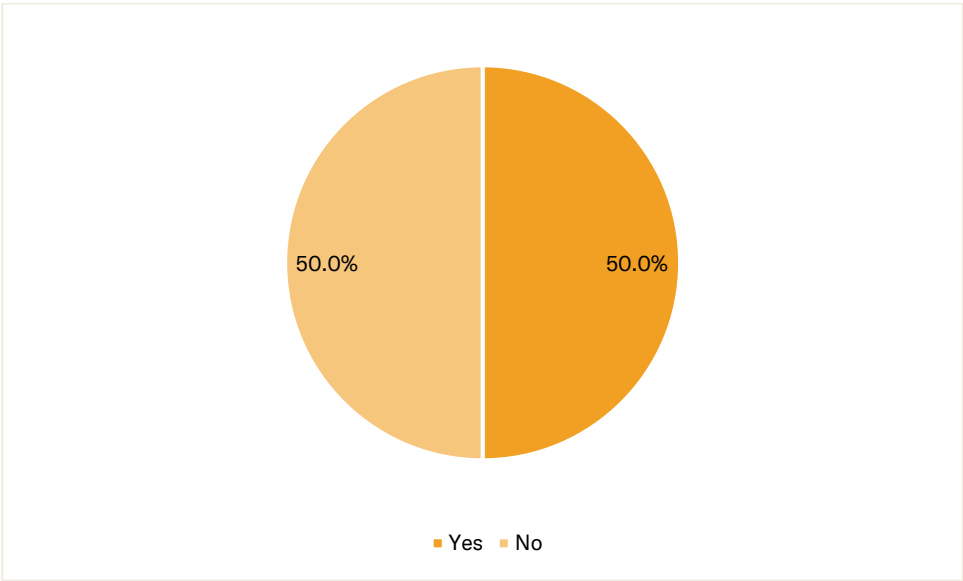


Figure 28. QP – Read CSP

Across the engagement, 50.0% of people had read the CSP. Those that had read the CSP were asked further questions. Their responses are detailed on the following pages.

Within the plan, there are 5 high level strategic pillars. The Strategic Pillars are:

- 1. Community.
- 2. Choice.
- 3. Character.
- 4. Connection.
- 5. Capability.

### Q3. Do you agree with these Strategic Pillars?

n=308

Queanbeyan-Palerang respondents considered what might be missing under the current themes and strategic pillars in the Queanbeyan-Palerang Community Strategic Plan. Almost 45 percent indicated they agreed with all of the strategic pillars, and an additional 33.4 percent indicated they agreed with some of the strategic priorities. Approximately 5.5 percent of respondents indicated they did not agree with the Strategic Pillars.

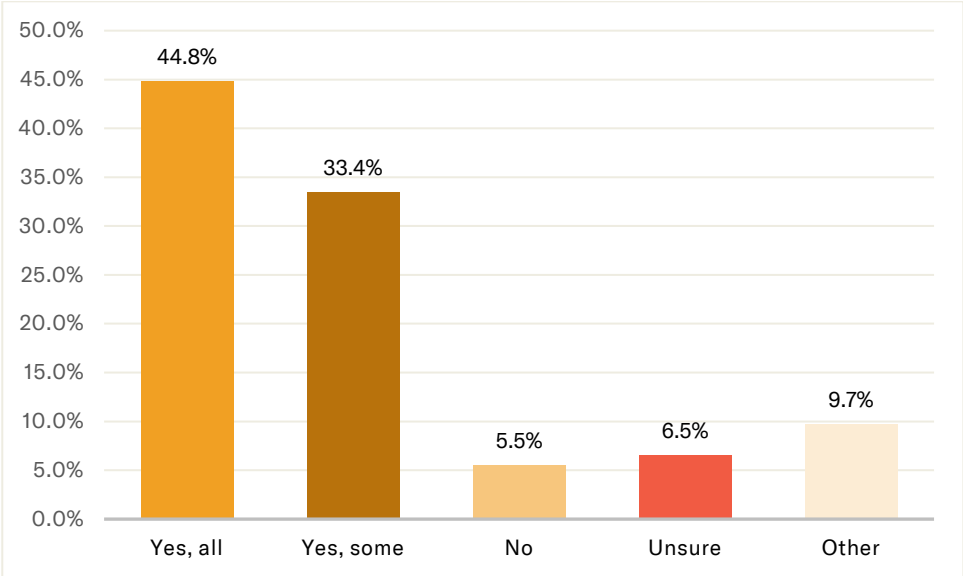


Figure 29. QP - Strategic pillar support

## Q4. Do you think we're on track with delivering the 5 high-level Strategic Pillars?

n=302

Over one fifth (20.9 percent) of respondents indicated they believed they were on track for achieving the Strategic Pillar for 'Community'. An additional 45.4 percent thought they were partly on track. 20.5 percent of respondents indicated they believed they were on track for achieving the 'Character' pillar, with an additional 45.6 percent indicating they were partly on track. This shows higher satisfaction for progress towards these two pillars. Achieving a high level of responses for 'no, not on track' was the pillar for 'Connection', with almost one third (32.7 percent) of respondents indicating that they did not believe they were on track for achieving this objective.

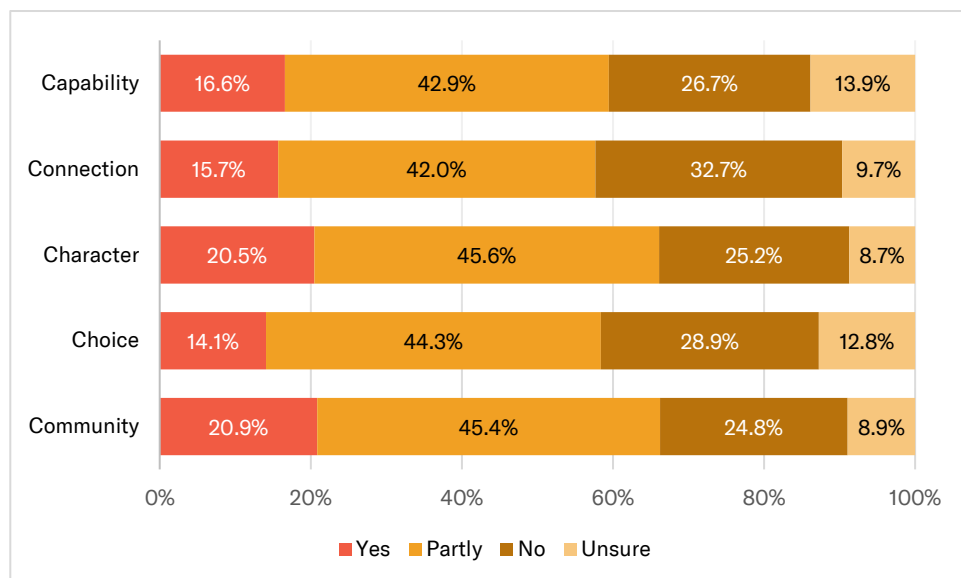


Figure 30. QP - On track with strategic pillars

## Q5. Is anything missing in the Queanbeyan-Palerang Community Strategic Plan 2018-2028?

n=138

Queanbeyan-Palerang Regional Council currently has five Strategic Pillars which structure the CSP. The five Strategic Pillars are Community, Choice, Character, Connection and Capability. Engagement participants considered if there was anything missing under these themes in the current CSP. A summary of the main areas of feedback under each theme is provided below.

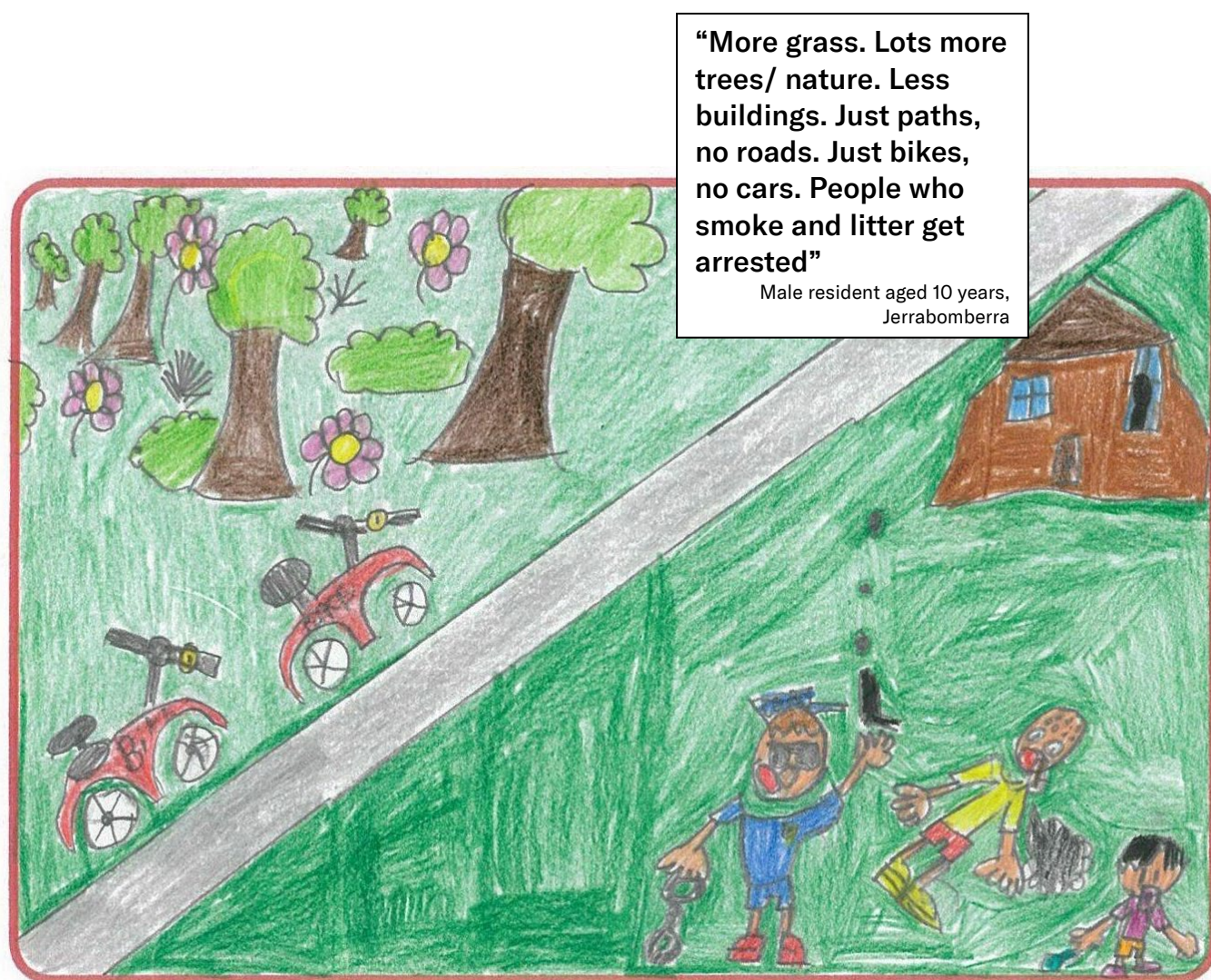
Table 35. QP - Missing from the CSP

Strategic pillars				
1. Community	2. Choice	3. Character	4. Connection	5. Our Capability
<ul style="list-style-type: none"> <li>Support for all communities in LGA.</li> <li>Community development.</li> </ul>	<ul style="list-style-type: none"> <li>Community engagement.</li> <li>More choice.</li> </ul>	<ul style="list-style-type: none"> <li>Environmental stewardship.</li> <li>History and heritage.</li> <li>Maintaining character.</li> </ul>	<ul style="list-style-type: none"> <li>Roads and parking.</li> <li>Public transport.</li> </ul>	<ul style="list-style-type: none"> <li>Organisational competence.</li> </ul>
Other				

Table 35. QP - Missing from the CSP

#### Strategic pillars

- Sustainability.
- Education and schools.



# Where are we now?

## Q6. What makes your community a great place to live?

n=919

QPRC residents were asked to identify what made their community a great place to live. 3,345 insights were provided by 919 people across five engagement methods including drawing sheets, online surveys, discussion guides, online workshops and targeted telephone interviews.

The top 5 five strengths identified across all methods include the beautiful natural environment, local people and spirit, location and convenience, peace and quiet, and lifestyle. Comments relating to these strengths include:

**Beautiful natural environment (14.8 percent):** The natural, rural, and beautiful landscape. Including the abundance of trees, the views, the river corridor, the green spaces complimenting the built environment, and access to mountain and bushland.

**Local people and spirit (9.9 percent):** Community spirit, grass roots mentality, multicultural and diverse people, friendliness, and the kindness and warmth of people living there.

**Location and convenience (9.8 percent):** The connectivity within the town, its walkability, convenience of its proximity to Canberra, and having adequate facilities and services nearby.

**Peace and quiet (8.9 percent):** A peaceful and serene lifestyle came to the forefront, noting the area’s natural beauty and quiet place to escape the hustle and bustle of Canberra.

**Lifestyle (8.1 percent):** Affordable lifestyle and sense of balance in being a rural community with access to the city. The country feel and relaxed vibe, and resulting sense of wellbeing.

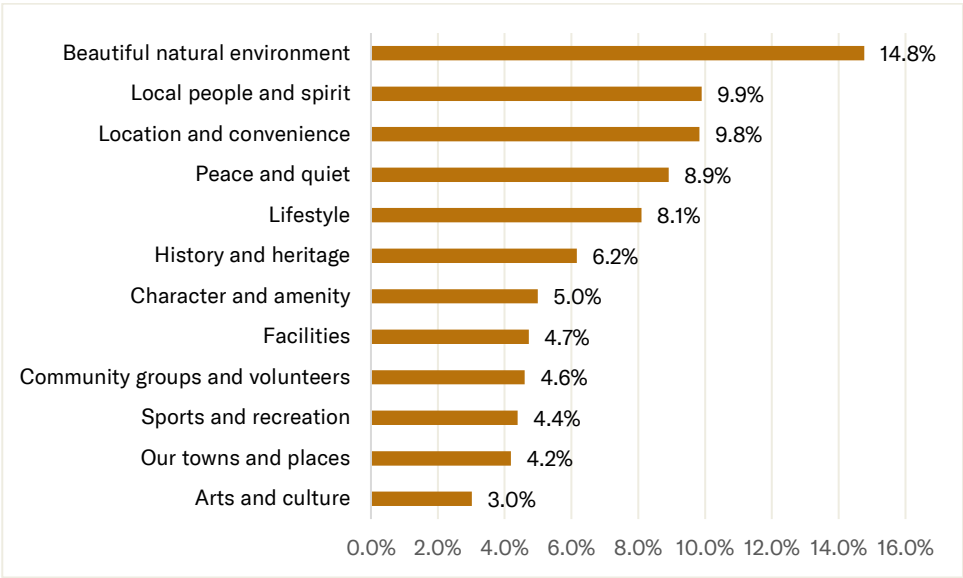


Figure 31. QP – Strength attributes

Almost 86 percent of consultation inputs came from the community's participation in the online survey. The remaining inputs were largely from the drawing sheets consisting of young people's voices (6 percent), as well as targeted telephone calls (4 percent). Although only accounting for 6 percent of the total feedback, the drawing sheets demonstrated clearly that young people value the sports and recreation opportunities and the beautiful natural environment most. For those groups and participants who took part in the discussion guides or targeted phone calls, other important strengths identified were community groups and volunteers and the sense of community

Table 36. QP - Strength attributes by method

LGA	Top attribute	Attribute 2	Attribute 3	Attribute 4	Attribute 5
<b>Queanbeyan-Palerang</b> <i>n=919</i>	Beautiful natural environment	Local people and spirit	Location and convenience	Peace and quiet	Lifestyle
Drawing sheets <i>n=157</i>	Sport and recreation	Beautiful natural environment	Local people and spirit	Our towns and places	Businesses
Online survey <i>n=584</i>	Beautiful natural environment	Location and convenience	Peace and quiet	Local people and spirit	Lifestyle
Discussion guides <i>n=150</i>	Community groups and volunteers/ History and heritage/ Lifestyle/ Peace and quiet/ Sense of community				
Online workshop <i>n=12</i>	Sense of community	Local people and spirit/ Location and convenience		Our towns and places/ Lifestyle	
Targeted telephone interviews <i>n=16</i>	Sense of community	Local people and spirit	Lifestyle	Community groups and volunteers	Our towns and places

## Q7. What do you think are the main challenges facing our community?

n=753

Queanbeyan-Palerang residents considered the challenges facing their community. 2,407 insights were provided by 753 people across six engagement methods including an online survey, discussion guides, and online workshop, targeted telephone interviews, submissions and drawing sheets. Of those methods, 74 percent of feedback we heard was collected through the online survey.

The top five challenges identified by participants across the engagement methods were environmental sustainability, changing demographics and size, jobs and employment, climate change and adaptation and governance and leadership. A summary of further comments regarding each challenge is provided below.

**Environmental sustainability (13.4 percent):** Conservation, land management, sustainability, water security and education and awareness.

**Changing demographics and size (11.1 percent):** Ensuring that infrastructure keeps pace with change, maintaining a rural lifestyle, sustainable growth and population growth, catering for older people and dealing with the evolving nature of the community in relation to participation, expectation and balancing the needs of the community.

**Jobs and employment (10.1 percent):** Employment and attracting and retaining a skilled workforce.

**Climate change and adaptation (9.2 percent):** Adapting to climate change and taking action, raising awareness and urgency relating to climate change, ensuring the area is prepared for adverse weather events and natural disasters.

**Governance and leadership (9.1 percent):** Improving communication and community engagement, increasing organisational competence and ensuring an equal distribution of services and funding across the Council area, maintaining rates at an affordable level, making sure each area of the Council has strong representation, the relationship with state and federal governments and their representatives and strong strategic planning.



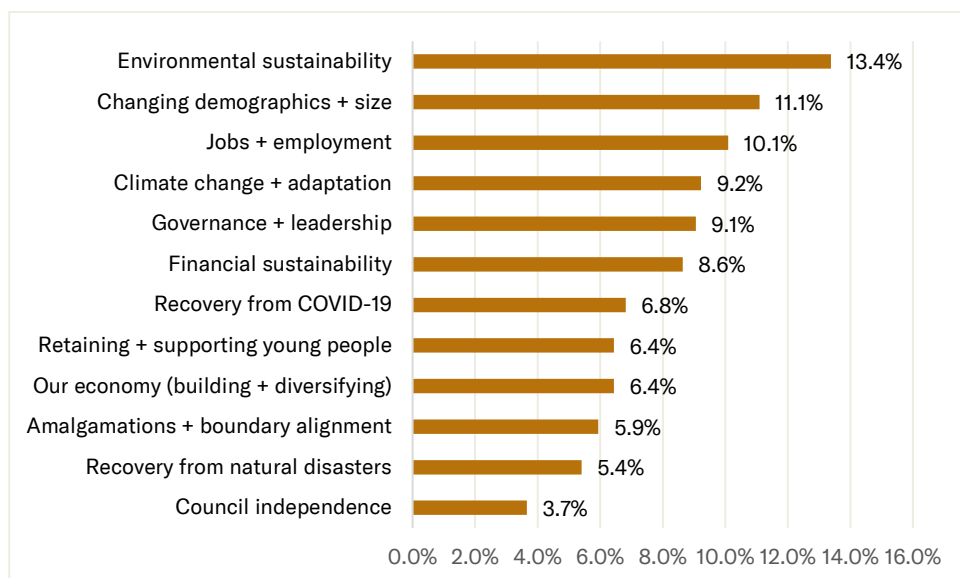


Figure 32. QP - Challenge attributes

Nearly three quarters of engagement participants provided feedback via the online survey. The main challenges identified through the survey align with those outlined above. Although statistically less prevalent than the five main challenges outlined above the following challenges were also identified throughout discussion guides, the online workshop and targeted telephone calls: recovery from COVID-19 and natural disasters, housing, infrastructure and social issues.

Table 37. QP - Challenge attributes by method

LGA	Top attribute	Attribute 2	Attribute 3	Attribute 4	Attribute 5
<b>Queanbeyan-Palerang</b> <i>n=753</i>	Environmental sustainability	Changing demographics and size	Jobs and employment	Climate change and adaptation	Governance and leadership
Online survey <i>n=575</i>	Environmental sustainability	Changing demographics and size	Jobs and employment	Climate change and adaptation	Governance and leadership
Discussion guides <i>n=150</i>	Changing demographics and size/ Jobs and employment		Climate change and adaptation/ Governance and leadership/ Recovery from COVID-19/ Recovery from natural disasters		
Online workshop <i>n=12</i>	Infrastructure	Our economy/ Social issues		Housing availability and affordability	Services
Targeted telephone interviews <i>n=12</i>	Our economy	Changing demographics and size	Housing availability and affordability	Infrastructure/ Jobs and employment	

## Where do we want to be in 10 years' time?

### Q8. What have you seen in another area/shire that you think would work well in your community?

n=600

The Queanbeyan-Palerang community were asked if they had seen anything in another area or shire that would be good in their community. Of the 600 respondents, 67.5 percent answered 'yes', resulting in 426 inputs. The feedback was provided across four engagement methods, including online surveys, discussion guides, online workshops and targeted telephone calls.

The top 5 categories of things the community would like to see as measured across all methods of engagement include parks and green space, improved infrastructure, more activities and events, town planning and economic growth.

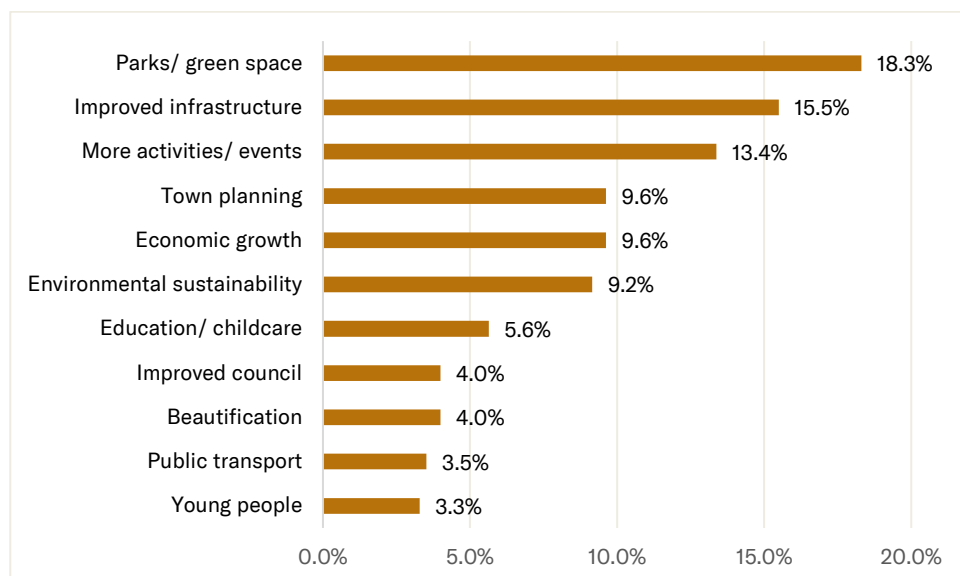


Figure 33. QP - Major suggestions from other areas

Comments relating to these categories include:

**Parks and green space (18.3 percent):** More areas that are dog-friendly, gardens, playgrounds, barbeque and picnic facilities, paths for walking/cycling, and a rail trail.

**Improved infrastructure (15.5 percent):** Library improvements, improved accessibility, maintenance and upgrading of roads, more sports facilities, a community hub, and an aquatic centre with heated swimming pool.

**More activities and events (13.4 percent):** More events for diverse age ranges, nightlife, festivals, markets, more options for indoor activities such as a cinema, arcade or bowling, and sports events.



**Town planning (9.6 percent):** Creating a pedestrian-friendly town, beautifying the town centre, not over-developing, utilising natural assets in planning, and creating more appealing main streets.

**Economic growth (9.6 percent):** Improved selection and variety of shops and restaurant options, supporting local businesses, diversifying the economy, having a caravan park and promoting tourism.

Out of the consultation inputs for this question, 87 percent resulted from the online survey. The overall results correlate closely with the online survey. Targeted telephone calls and online workshops indicated that environmental sustainability was also something the community would like to see, specifically speaking to recycling, waste management, conservation, and clean energy. The weight of this (12 percent of total inputs) needs to be considered in light of the level of participation in the 'other' engagement methods.

Table 38. QP - Suggestions from other areas by method

LGA	Top attribute	Attribute 2	Attribute 3	Attribute 4	Attribute 5
Queanbeyan-Palerang <i>n=600</i>	Park and green space	Improved infrastructure	More activities and events	Economic growth	Town planning
Online survey <i>n=358</i>	Park and green space	Improved infrastructure	More activities and events	Economic growth	Environmental sustainability
Discussion guides <i>n=90</i>	Care and safety/ Environmental sustainability/ More activities and events			-	-
Online workshop <i>n=12</i>	Improved infrastructure	Economic growth	More activities and events/ parks and green space/ Town planning		
Targeted telephone interviews <i>n=15</i>	Park and green space	Care and safety/ Environmental sustainability/ More activities and events/ Town planning			

## Q9. What is one thing you would like to see achieved in your community in the next ten years?

n=807

Queanbeyan-Palerang residents were asked what one thing they would like to see achieved in the next 10 years. 807 people responded, and provided 884 different insights. The feedback was provided across four engagement methods, including an online survey, discussion guides, an online workshop and targeted telephone calls.

The top five categories across all methods of engagement include infrastructure, economic growth, environmental impact, beautification and town identity, strong and unique community and sports and recreation facilities. Comments relating to these categories include:

**Infrastructure (13.2 percent):** Car parking, improved drainage, maintained footpaths, improved internet infrastructure, upgraded roads, and improved water quality.

**Environmental impact (10.4 percent):** Council leadership on climate change mitigation and adaptation, becoming carbon neutral, net-zero emissions, renewable energy, waste management, and environmental conservation and protection.

**Sports and recreation facilities (9.8 percent):** Additional walking and bicycle paths, additional playgrounds, indoor pool facilities, and constructing a rail trail.

**Economic growth (8.1 percent):** Business attraction and support, diversifying industry, more retail shops, expanding tourism opportunities.

**Beautification and town identity (8.1 percent)** Revitalising the CBD and improving the main street, beautification of the town and cleaner streets. Maintaining the heritage and history and developing the riverside waterfront.

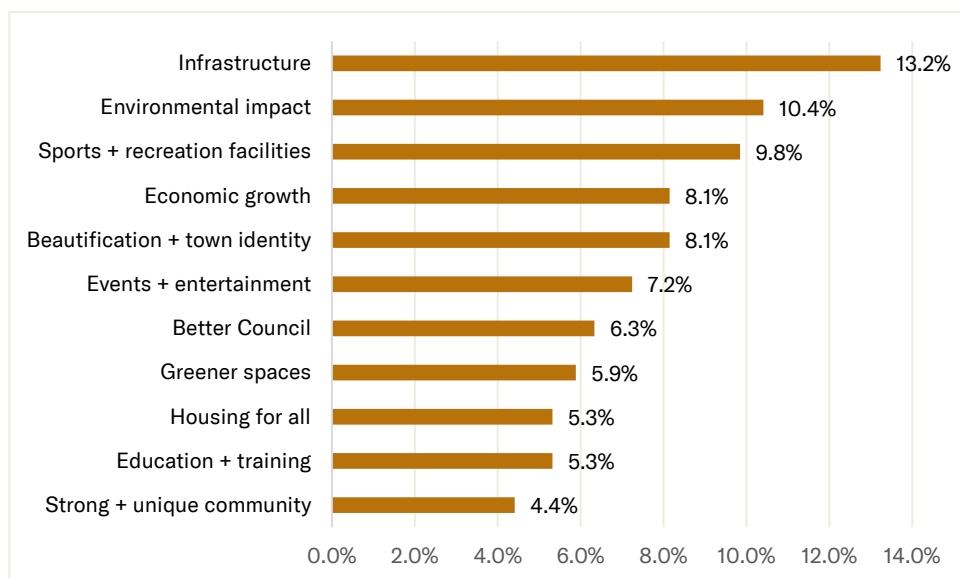


Figure 34. QP - Priorities

The overall list correlates closely with the findings of the online survey, which represented 76.5 percent of all inputs for this question. Through other methods of engagement, we heard that infrastructure was important, as well as greener spaces, council management, events and entertainment, and housing for all.

Table 39. QP - Priorities by method

LGA	Top attribute	Attribute 2	Attribute 3	Attribute 4	Attribute 5
<b>Queanbeyan-Palerang</b> <i>n=807</i>	Infrastructure	Environmental impact	Sport and recreation facilities	Economic growth	Beautification and town identity
Drawing sheets <i>n=37</i>	Sports and recreation facilities	Greener spaces	Economic growth/ Environmental impact		More for young people to do
Online survey <i>n=358</i>	Infrastructure	Environmental impact	Beautification and town identity	Events and entertainment	Economic growth/ Education and training
Discussion guides <i>n=90</i>	Infrastructure	Events and entertainment	Education and training/ Public transport / Strong and unique community		
Online workshop <i>n=12</i>	Better council	Infrastructure	Beautification and town identity	Strong and unique community	Environmental impact
Targeted telephone interviews <i>n=15</i>	Infrastructure	Beautification and town identity/ Better council / Economic growth/ Housing for all			

## How will we get there?

### Q10. What services or projects do you think Queanbeyan-Palerang Regional Council should be prioritising, or lobbying other levels of government for?

n=716

Residents were asked to prioritise services and projects that they would like Council to focus on, and had their say through the online survey, discussion guides, telephone interviews and submissions. Across the four engagement methods 2,813 inputs were provided by 716 participants.

Analysis of all engagement methods has identified climate change and adaptation, roads and parking, aged and disability services, cycle, shared pathways and footpaths and gardens, trees and landscaping as the top 5 priorities. A summary of comments provided by participants relating to these subjects is provided below.

**Climate change and adaptation (6.4 percent):** Climate adaptation, carbon neutrality and environmental stewardship.

**Roads and parking (6.0 percent):** Better and safer roads, traffic management, connections between regional cities, maintenance of the rural road network and improvement of bridges.

**Aged and disability services (5.0 percent):** Availability and provision of aged and disability services, accessibility and inclusion and support for other vulnerable cohorts.

**Cycle, shared pathways and footpaths (4.7 percent):** Complete footpath upgrades and maintain footpath network. Connected pedestrian and bicycle friendly areas. Development of trails and paths.

**Gardens, trees and landscaping (4.6 percent):** Improving and maintaining parks and open and green spaces. Greater tree plantings.

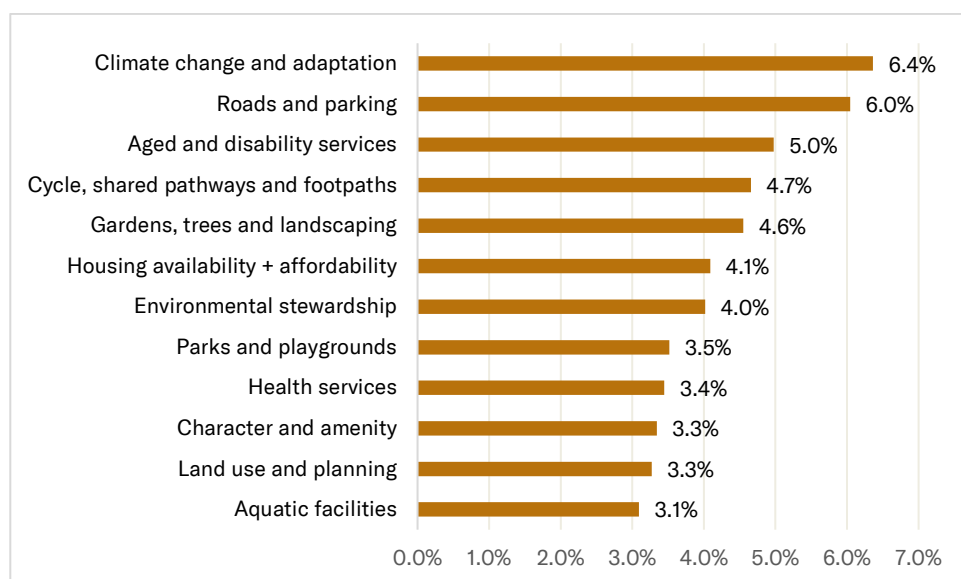
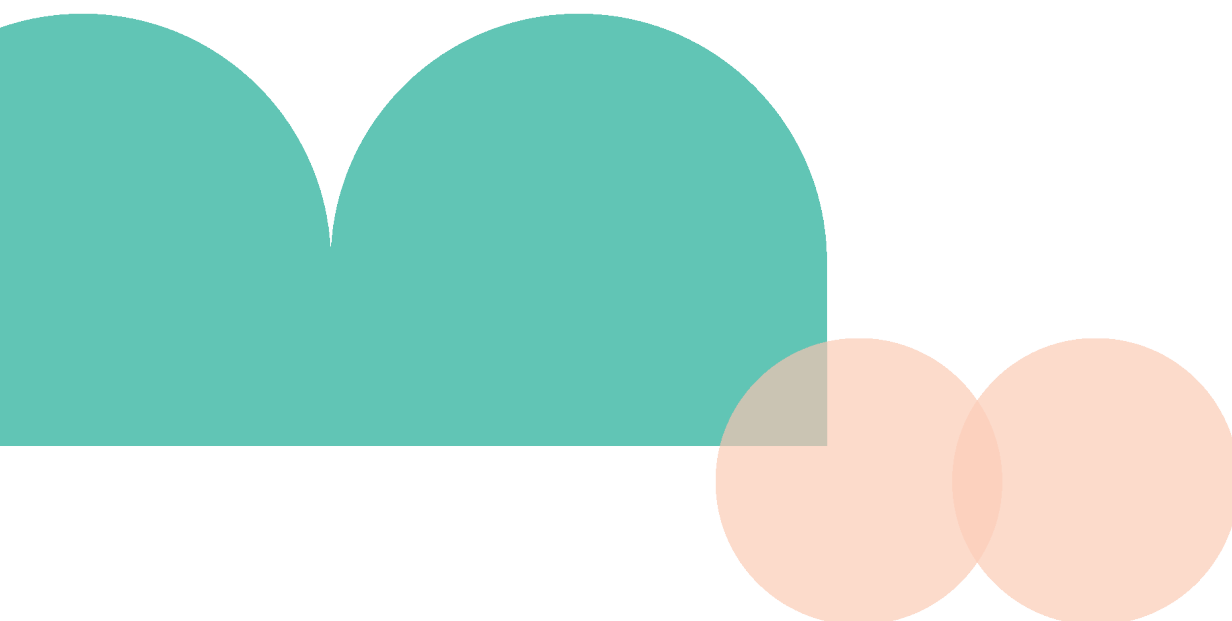


Figure 35. QP – Services & projects

With more than 94 percent of what we heard coming from participants through the online survey it corresponds closely with the five overall priorities outlined. However, even with a small sample size which should be read with caution. It is interesting to note that telephone interview respondents placed housing affordability, infrastructure, future resilience and transport in their top five priorities.

Table 40. QP – Services & projects by method

LGA	Top attribute	Attribute 2	Attribute 3	Attribute 4	Attribute 5
<b>Queanbeyan-Palerang</b> <i>n=716</i>	Climate change and adaptation	Roads and parking	Aged and disability services	Cycle, shared pathways and footpaths	Gardens, trees and landscaping
Online survey <i>n=550</i>	Climate change and adaptation	Roads and parking	Aged and disability services	Cycle, shared pathways and footpaths	Gardens, trees and landscaping
Submissions <i>n=1</i>	Environmental stewardship	-	-	-	-
Discussion guides <i>n=150</i>	Aged and disability services/ Community buildings and facilities/ Roads and parking			-	-
Targeted telephone interviews <i>n=16</i>	Roads and parking	Housing availability and affordability/ Infrastructure		Sports facilities/ Future resilience	



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