

Q1 Overall, how satisfied are you with the advice and services provided to your council by the department?

1 = "Very dissatisfied"

2 = "Dissatisfied"

3 = "Neither satisfied nor dissatisfied"

4 = "Satisfied"

5 = "Very satisfied"

Q2 How satisfied are you with the following aspects of the department's responses to issues and queries?

a) Timeliness

b) Effectiveness

c) Consistency

1 = "Very dissatisfied"

2 = "Dissatisfied"

3 = "Neither satisfied nor dissatisfied"

4 = "Satisfied"

5 = "Very satisfied"

6 = "Don't know/Not applicable"

Q3 How satisfied are you with the following aspects of the training programs provided to your council?

a) Quality

b) Relevance

1 = "Very dissatisfied"

2 = "Dissatisfied"

3 = "Neither satisfied nor dissatisfied"

4 = "Satisfied"

5 = "Very satisfied"

6 = "Don't know/Not applicable"

Q4 Please indicate the extent to which you agree or disagree with the following statements?

a) The department is effective in helping my council to resolve issues with other Queensland Government departments

b) The department effectively helps my council to maintain or improve its financial sustainability

c) The department is receptive to suggestions for legislative or regulatory change

d) My council has the authority and autonomy necessary to do its job

e) The changes to the Local Government Act, other legislation and regulations have made it easier for my council to do its job

f) The Department is effective in helping my community improve its disaster resilience

g) The Department effectively assists my council to improve flood mitigation infrastructure

1 = "Strongly disagree"

2 = "Disagree"

3 = "Neither agree nor disagree"

4 = "Agree"

5 = "Strongly agree"

6 = "Don't know/Not applicable"

Q5 Do you have any suggestions on how the Department can improve the services it delivers to your council?

Free text

Q6 Do you have any suggestions on how the Department can make it easier for your council to do its job?

Free text

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eries raised by your council in the past 12 months?

il by the department in the past 12 months?

ment departments

or my council to do its job

council?

s job?