

How can we communicate and engage with you better?

SURVEY RESPONSE REPORT

20 August 2024 - 15 September 2024

PROJECT NAME:

Are you being heard?



SURVEY QUESTIONS

Q1 | Age



29



41



31



51



28



over 60, the better years!



62



62



65



54



77



63



64

[REDACTED] 58
[REDACTED]

[REDACTED] 71
[REDACTED]

[REDACTED] 68
[REDACTED]

[REDACTED] 30
[REDACTED]

[REDACTED] 67
[REDACTED]

[REDACTED] 42
[REDACTED]

[REDACTED] 63
[REDACTED]

[REDACTED] 48
[REDACTED]

[REDACTED] 41
[REDACTED]

[REDACTED] 63
[REDACTED]

[REDACTED] 70
[REDACTED]

[REDACTED] 41
[REDACTED]

[REDACTED] 47
[REDACTED]

[REDACTED] 67





45



49



49



44



61



55



48



65



47



62



50



41



19



64



[REDACTED] 79
[REDACTED]

[REDACTED] 35
[REDACTED]

[REDACTED] 45
[REDACTED]

[REDACTED] 70
[REDACTED]

[REDACTED] 60
[REDACTED]

[REDACTED] 25
[REDACTED]

[REDACTED] 37
[REDACTED]

[REDACTED] 53
[REDACTED]

[REDACTED] 45
[REDACTED]

[REDACTED] 33
[REDACTED]

[REDACTED] 32
[REDACTED]

[REDACTED] 28
[REDACTED]

[REDACTED] 57
[REDACTED]

[REDACTED] 74

[Redacted]

[Redacted]

62

[Redacted]

57

[Redacted]

72

[Redacted]

Seventys

[Redacted]

67

[Redacted]

61

[Redacted]

60

[Redacted]

50

[Redacted]

42

[Redacted]

42

[Redacted]

61

[Redacted]

32

[Redacted]

67



55



67



37



70



34



35



43



69



59



44



28



43



75



42









72



54



73



35



37



44



30



54



38



33



42



55



49



48



[Redacted] 53 soon
[Redacted]

[Redacted] 29
[Redacted]

[Redacted] 40-50
[Redacted]

[Redacted] 26
[Redacted]

[Redacted] 60
[Redacted]

[Redacted] 59
[Redacted]

[Redacted] Older
[Redacted]

[Redacted] 56
[Redacted]

[Redacted] 58
[Redacted]

[Redacted] 39
[Redacted]

[Redacted] 49
[Redacted]

[Redacted] 36
[Redacted]

[Redacted] 34
[Redacted]

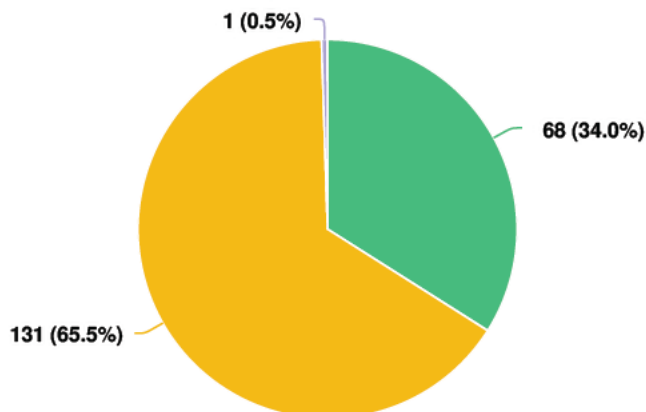
[Redacted] 35



Mandatory Question (200 response(s))

Question type: Single Line Question

Q2 | Gender

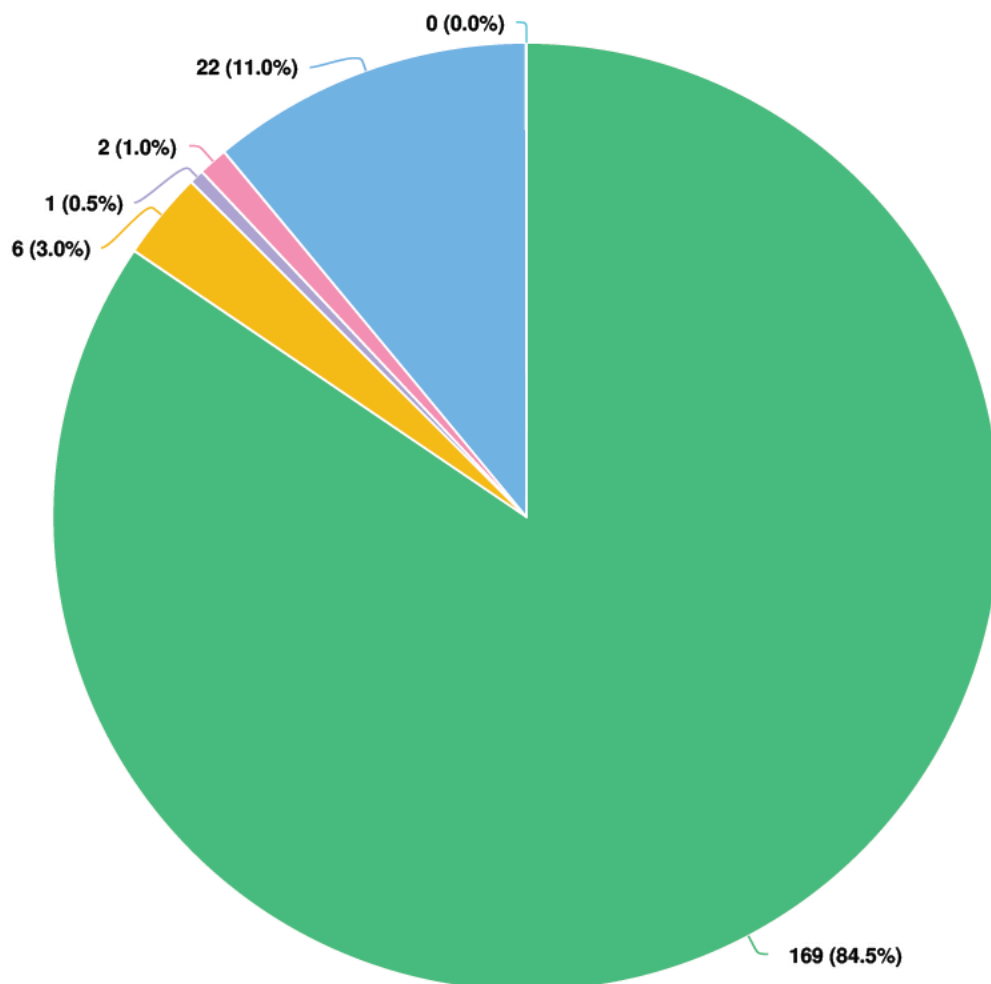


Question options

● Male ● Female ● Other

Mandatory Question (200 response(s))
Question type: Dropdown Question

Q3 | Ethnicity

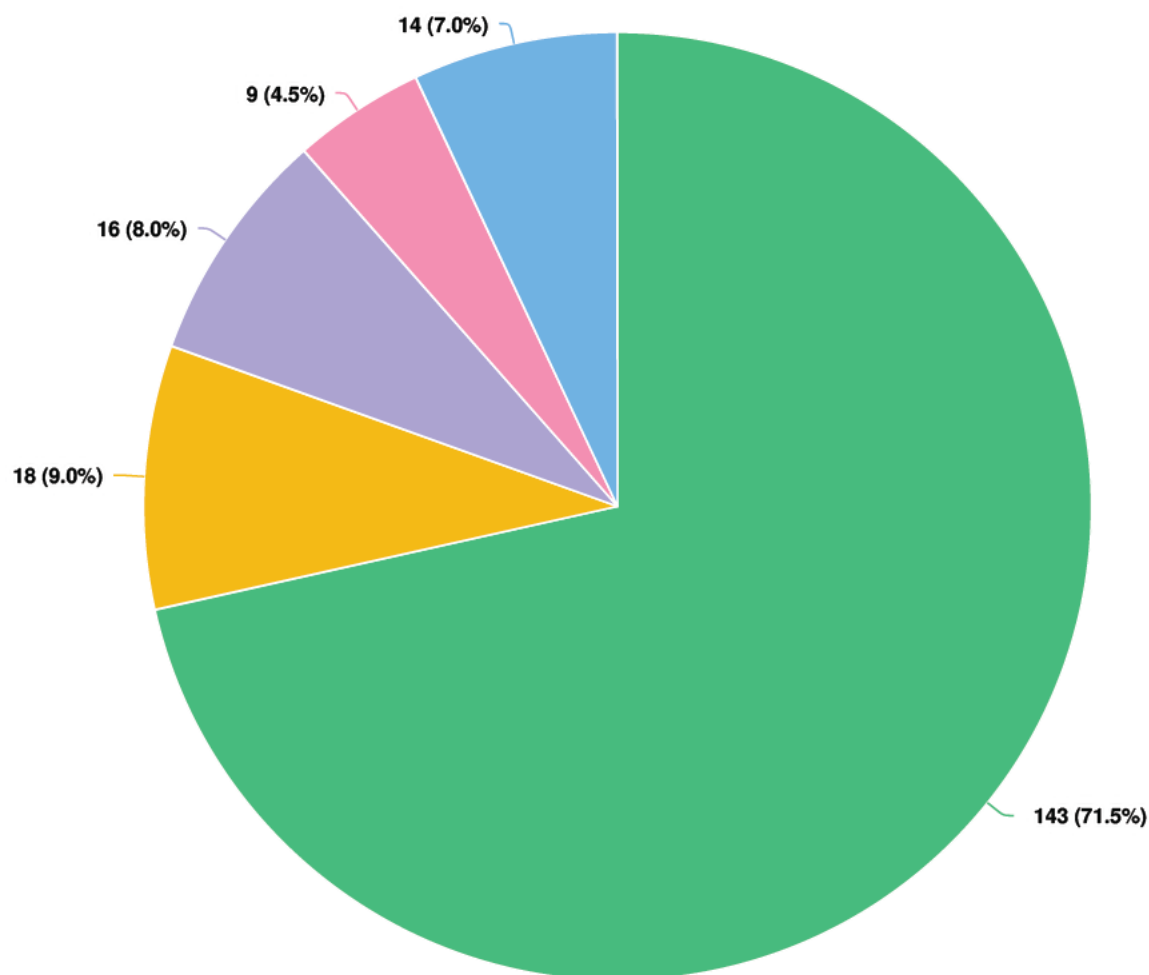


Question options

- NZ European / Pākehā
- Māori
- Asian
- Middle Eastern, Latin American, African
- Other (please specify)
- Pacific

Mandatory Question (200 response(s))
Question type: Dropdown Question

Q4 Which ward do you live in?

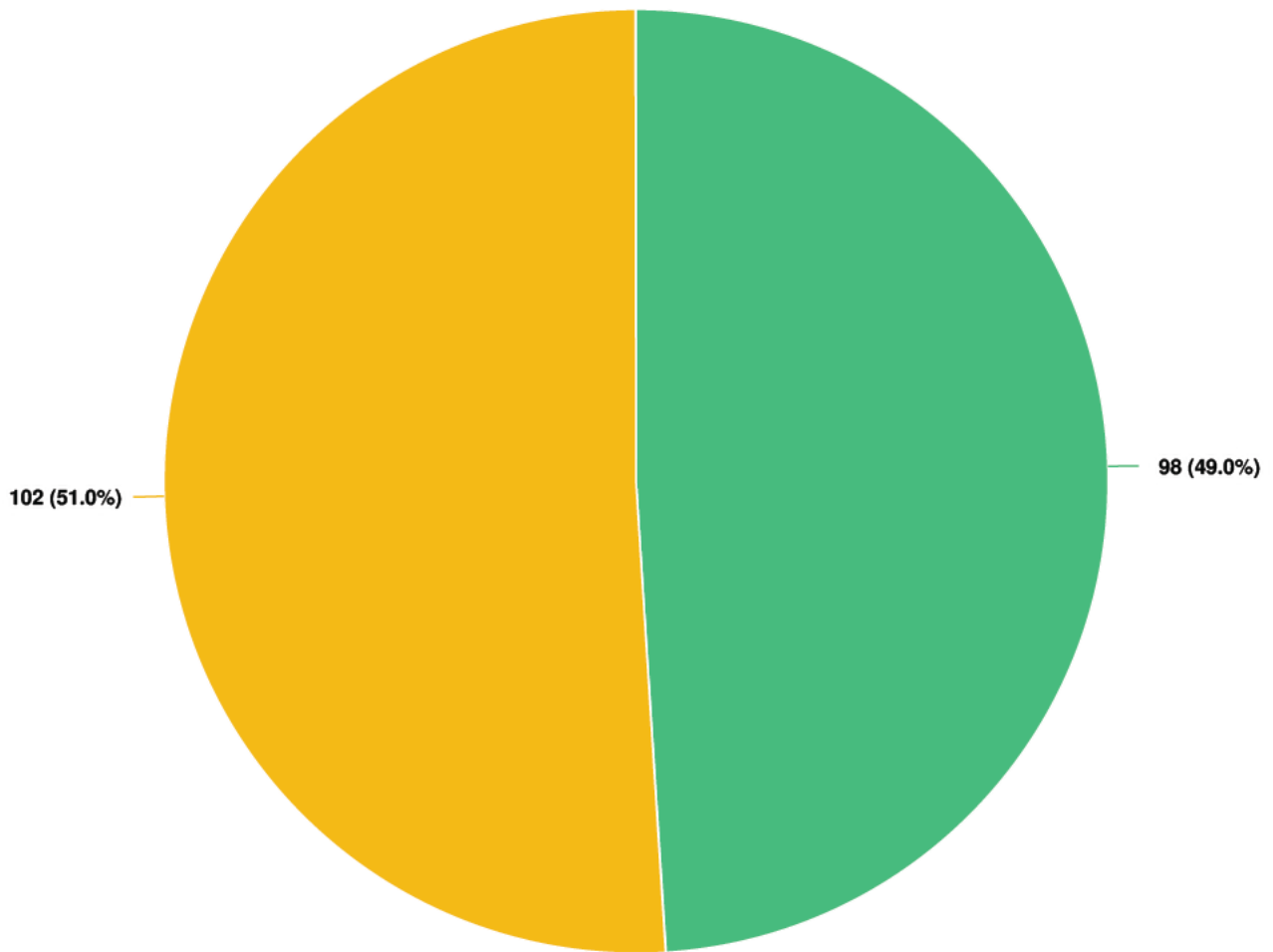


Question options

- Gore
- Mataura
- Waikaka
- Waimumu - Kaiwera
- Outside of the District (please specify)

Mandatory Question (200 response(s))
Question type: Dropdown Question

Q5 | Do you currently give feedback to the council?

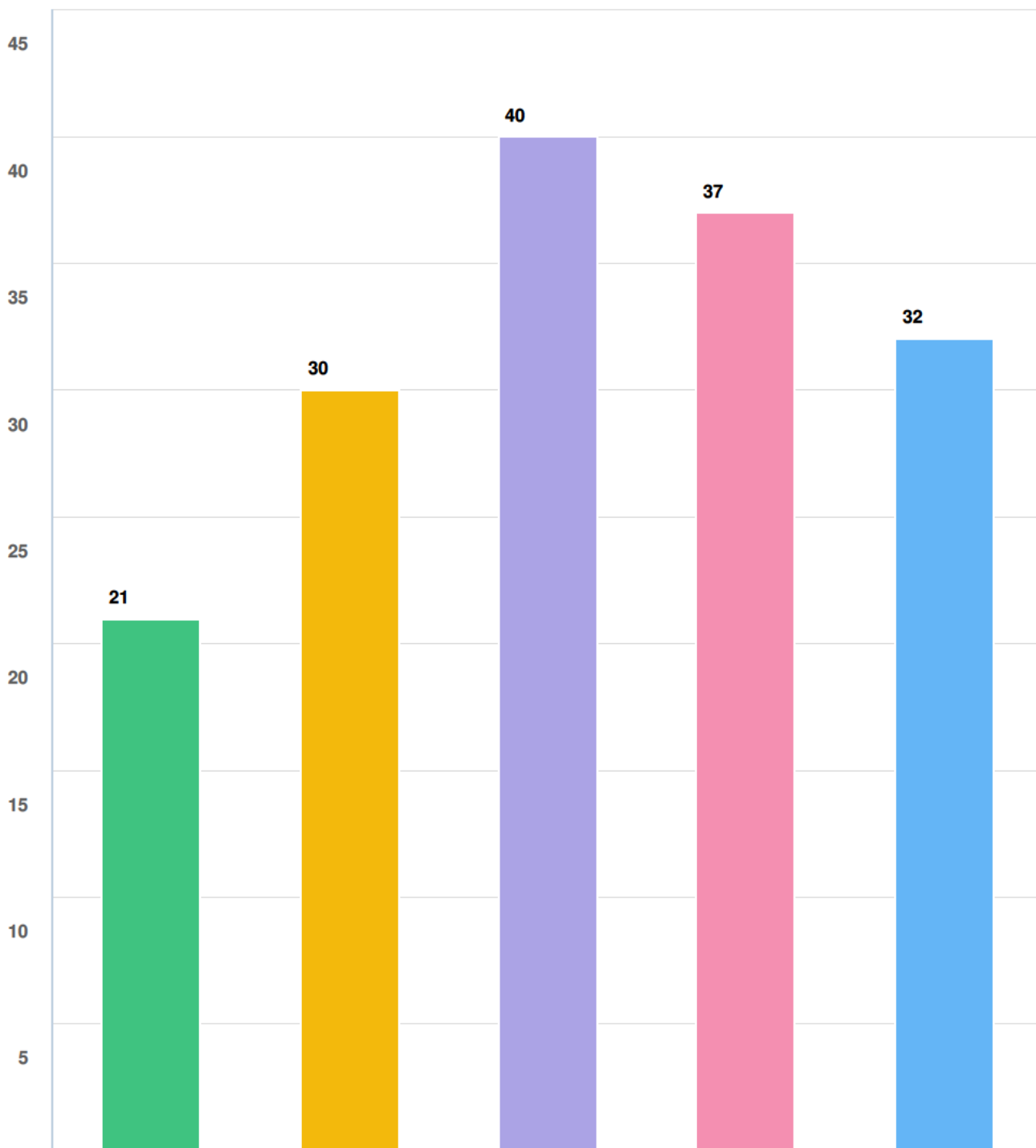


Question options

- Yes
- No

Mandatory Question (200 response(s))
Question type: Dropdown Question

Q6 How do you currently give feedback to the council?



Question options

- Attending drop in sessions/ public meetings
- Facebook messages and comments
- Reporting issues on Antenno
- Surveys on Let's Talk Kōrero Mai
- Other

Mandatory Question (98 response(s))
Question type: Checkbox Question

Q7 | Why do you not give feedback to Council?

[REDACTED]
[REDACTED]

Employee

[REDACTED]
[REDACTED]

Not sure where to/no space to do this. Don't want to do it publicly on facebook

[REDACTED]
[REDACTED]

Don't have much to say and I am in the Southland District Council rates zone

[REDACTED]
[REDACTED]

not sure of the preferred method for that

[REDACTED]
[REDACTED]

makes no difference

[REDACTED]
[REDACTED]

Feel they won't listen

[REDACTED]
[REDACTED]

On past experience it's not worth the time and effort as things rarely change

[REDACTED]
[REDACTED]

I used to but it's a waste of time. Regardless of what the majority think or say, they do their own thing anyway.

[REDACTED]
[REDACTED]

Feel we are not heard

[REDACTED]
[REDACTED]

never asked for it

[REDACTED]
[REDACTED]

Seemed like a total waste of time in years gone by. Fell on "deaf" ears

[REDACTED]
[REDACTED]

I don't make the time to do it to be honest. I think of it was questions with a sliding scale that I just had to click numbers ie 1 disagree 10 completely agree that would be faster & easier for me. I don't have the time to type out long winded thoughts

[REDACTED]
[REDACTED]

Didnt say

[REDACTED]
[REDACTED]

never know how.

[REDACTED]
[REDACTED]

haven't had any opportunity

[REDACTED]
[REDACTED]

Haven't bothered online, normally talk to a councilor.

[REDACTED]
[REDACTED]

I haven't felt the need

[REDACTED]
[REDACTED]

Survey links not sent to email to complete. Time poor.

[REDACTED]
[REDACTED]

They don't listen so not wasting my time. They didnt listen to submissions about rates.

[REDACTED]
[REDACTED]

Because the way in which we are being Rated we soon see us not being able to service the dept on my house, and we will be forced to sell it, and possibly never be able to own a home again, and this Council sure do know how to waste Money, it's sickening

[REDACTED]
[REDACTED]

Do not think they listen to much feedback

[REDACTED]
[REDACTED]

Wouldn't listen anyway, council just does what it wants ,who cares what I think

[REDACTED]
[REDACTED]

We have a lot of feedback but we dont pass to GDC as it will have no affect. The spending continues

[REDACTED]
[REDACTED]

Waste of time on one listens

[REDACTED]
[REDACTED]

Never thought about it

[REDACTED]
[REDACTED]

I don't keep up with Council news as much as I should

[REDACTED]
[REDACTED]

Can't be bothered. Don't get anywhere, set in their ways.

[REDACTED]
[REDACTED]

New here

[REDACTED]
[REDACTED]

Not part of the District

[REDACTED]
[REDACTED]

I dont know how

[REDACTED]
[REDACTED]

I dont know anything about it

[REDACTED]
[REDACTED]

Haven't seen anything

[REDACTED]
[REDACTED]

Dont have social media

[REDACTED]
[REDACTED]

Know one listens to what we say

[REDACTED]
[REDACTED]

Dont have time to attend meetings. Surveys would be handy and can do at own pace and convince

[REDACTED]
[REDACTED]

Don't think it will matter

[REDACTED]
[REDACTED]

Nowhere to give it

[REDACTED]
[REDACTED]

Council does what council wants

[REDACTED]
[REDACTED]

Other than attending a meeting, not sure how on general business issues

[REDACTED]
[REDACTED]

They don't listen

[REDACTED]
[REDACTED]

Haven't had reason to

[REDACTED]
[REDACTED]

Too lazy and don't care enough

[REDACTED]
[REDACTED]

didn't know I could

[REDACTED]
[REDACTED]

Too hard and not listened to either

[REDACTED]
[REDACTED]

Didn't think it would make any difference

[REDACTED]
[REDACTED]

council doesnt listen

[REDACTED]
[REDACTED]

Jejej

[REDACTED]
[REDACTED]

you don't listen!!!! You use constants who have no real work experience in the job at hand.

[REDACTED]
[REDACTED]

New ratepayer, was renting for 22yrs didn't i realize could contribute as a tenant. Have lived in Gore all but 6 years of my life

[REDACTED]
[REDACTED]

Because my opinion is unlikely to change/influence Council decisions

[REDACTED]
[REDACTED]

The issues that affect me most appear to be contracted out.

[REDACTED]
[REDACTED]

It feels like one little voice wouldn't make much of a difference

[REDACTED]
[REDACTED]

Don't believe it would make any difference

[REDACTED]
[REDACTED]

Staff aren't allowed

[REDACTED]
[REDACTED]

new to town and so far have had nothing to comment on.

[REDACTED]
[REDACTED]

Because it appears any situation where this has been or is offered is a token gesture only. It feels as though the council is not interested in what the community has to say but wants to give the perception of choice.

[REDACTED]
[REDACTED]

Waste of time I have emailed issues with foot paths and kerbs. No one ever answers. Wont even answer a simple question of how often K2 contracting are to inspect kerbs for rubbish. That is a basic question

[REDACTED]
[REDACTED]

I am not confident that it will be considered

[REDACTED]
[REDACTED]

Broadly satisfied with performance of council. Perception that feedback would not solicit a response.

[REDACTED]
[REDACTED]

Didn't know how

[REDACTED]
[REDACTED]

I only give feedback if there is something I am really annoyed about

[REDACTED]
[REDACTED]

Because Im happy with most things

[REDACTED]
[REDACTED]

Busy in my own life, also not permanently living in district so feel limited in what impacts me personally.

[REDACTED]
[REDACTED]

they are going to do what they want, so what is the point

[REDACTED]
[REDACTED]

Too hard

[REDACTED]
[REDACTED]

N/A

[REDACTED]
[REDACTED]

Never really known I could. Just assumed you did what you wanted.

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

1.Because I work for the Council 2.Because giving feedback to businesses etc is not something I tend to do

[REDACTED]
[REDACTED]

disillusioned. I was on the Council (elected) for 12 years

[REDACTED]
[REDACTED]

There seems to be no easy way of doing it

[REDACTED]
[REDACTED]

I have no reason to

[REDACTED]
[REDACTED]

Goes unheard

[REDACTED]
[REDACTED]

Haven't had a reason to need to give feedback

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

Need prompting

[REDACTED]
[REDACTED]

Unsure how

[REDACTED]
[REDACTED]

Never asked

[REDACTED]
[REDACTED]

We are a school and don't feel the need.

[REDACTED]
[REDACTED]

Nothing to feedback about

[REDACTED]
[REDACTED]

Certainly don't on facebook, not interested in others commenting on my thoughts, would rather comment on this type of forum

[REDACTED]
[REDACTED]

To time consuming

[REDACTED]
[REDACTED]

X

[REDACTED]
[REDACTED]

Because they don't listen

[REDACTED]
[REDACTED]

never had the opportunity presented

[REDACTED]
[REDACTED]

Haven't had any issues and with the rates increase, cannot do anything about it.

[REDACTED]
[REDACTED]

Because the feeling from the past is that Matura residents issues are never heard

[REDACTED]
[REDACTED]

Our policy refrains this

[REDACTED]
[REDACTED]

just landed here

[REDACTED]
[REDACTED]

didn't think I was allowed too

[REDACTED]
[REDACTED]

New to the area, not too familiar with it

[REDACTED]
[REDACTED]

employed by Council

[REDACTED]
[REDACTED]

Work for council.

[REDACTED]
[REDACTED]

Because I work there

[REDACTED]
[REDACTED]

Feel the feedback is not genuinely wanted. When people give other views to what the preferred option is, those people are made fun of & not taken seriously.

[REDACTED]
[REDACTED]

Because I nothing ever gets done when feedback is given

[REDACTED]
[REDACTED]

Nothing bothers me that much.

[REDACTED]
[REDACTED]

Staff member - I've never felt like it would be welcomed

[REDACTED]
[REDACTED]

never had anything significant to report

[REDACTED]
[REDACTED]

Have found that in the past it is a waste of time

[REDACTED]
[REDACTED]

I believe they have their own agenda no matter what I think, therefore "what's the point". I find their holier than thou opinions just plain arrogant.

Mandatory Question (102 response(s))

Question type: Single Line Question

Q8 | How would you prefer to give feedback to the council? Is there something we can do differently?

[REDACTED]
[REDACTED]

Listen to the rate payers perhaps.....

[REDACTED]
[REDACTED]

Have some rural ratepayers meetings

[REDACTED]
[REDACTED]

Send the link to my email address

[REDACTED]
[REDACTED]

Actually listen instead of just asking for the sake of it/

[REDACTED]
[REDACTED]

No, I like the Antenno app, easy to send any non urgent issues

[REDACTED]
[REDACTED]

Online surveys

[REDACTED]
[REDACTED]

You make a lot a promise's but keep none, you only see the Raye Payer as a (Cash-Cow)

[REDACTED]
[REDACTED]

Just like this

[REDACTED]
[REDACTED]

Listen to what ratepayers want and stop wasting money on nice to have stuff that probably benefits 5% of the community

[REDACTED]
[REDACTED]

Survey if it is read

[REDACTED]
[REDACTED]

Internet

[REDACTED]
[REDACTED]

More open meetings

[REDACTED]

Online surveys are good if they are only a few questions.

[REDACTED]

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

123

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

Advertise drop in sessions more

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

Surveys delivered in mailboxes, open meetings during evenings so full time workers can attend

[REDACTED]
[REDACTED]

Survey

[REDACTED]
[REDACTED]

In person

[REDACTED]
[REDACTED]

I like the idea of online polls/questions

[REDACTED]
[REDACTED]

Make sure you're reaching as many residents as possible

[REDACTED]
[REDACTED]

You could listen to the ratepayers, which you don't bother to do

[REDACTED]
[REDACTED]

Electronic communications is hard for elderly in our community

[REDACTED]
[REDACTED]

I would be happy doing it via Antenno if I actually got a response and things happened as a result.

[REDACTED]
[REDACTED]

Links to feedback boxes about general business items

[REDACTED]
[REDACTED]

options to give feedback works ok currently

[REDACTED]
[REDACTED]

Have all meetings relevant to Gore in the evening so people can attend

[REDACTED]
[REDACTED]

Consult more with the community

[REDACTED]
[REDACTED]

Make it easy

[REDACTED]
[REDACTED]

The options you offer work well for me.

[REDACTED]
[REDACTED]

Survey

[REDACTED]
[REDACTED]

being emailed and asking for feedback is good. That's how I got to know about this

[REDACTED]

Online, facebook messenger, instagram

[REDACTED]

[REDACTED]
[REDACTED]

I consider informed submissions are the democratic avenue whereby the public can give feedback to council and petitions. People that take the time to go down these avenues should be listened to. NOT those who plaster uninformed comments on facebook.o

[REDACTED]
[REDACTED]

A survey that asks ghe "hard" questions

[REDACTED]
[REDACTED]

Antenno works well for me. I'm also happy to speak to the wonderful Frontline staff as well.

[REDACTED]
[REDACTED]

just like this

[REDACTED]
[REDACTED]

Plenty of options available

[REDACTED]
[REDACTED]

answer the phone when it rings. When ringing the roading manager it always goes to answer phone. They never ring back when you leave your contact details

[REDACTED]
[REDACTED]

Answer the questions asked of you. More consultation on issues and spending. Listen to the ratepayers. NOT the elite few

[REDACTED]
[REDACTED]

Public meetings instead of drop in sessions

[REDACTED]
[REDACTED]

Facebook poll

[REDACTED]
[REDACTED]

More personal contact by telephone or face to face.

[REDACTED]
[REDACTED]

I prefer to email or call

[REDACTED]
[REDACTED]

Regular surveys like this is a great idea

[REDACTED]
[REDACTED]

Paper based survey for older people who maybe don't utilise electronic means of communication.

[REDACTED]
[REDACTED]

no

[REDACTED]
[REDACTED]

Survey. Hear what is being said and act on majority view.

[REDACTED]
[REDACTED]

I don't mind digital means. But to get real numbers reported back to council to actually get a scope of what people are thinking you need to go back to door knocking and ask them face to face!

[REDACTED]
[REDACTED]

Having anonymous platforms is important. Ensuring the elderly have ways of having their voice heard that is not necessarily digital it's important .

[REDACTED]
[REDACTED]

Feedback is irrelevant when council doesn't listen

[REDACTED]
[REDACTED]

Be transparent/ think of how the community are struggling

[REDACTED]
[REDACTED]

I'd like there to be a safe avenue for staff to have a say as residents and ratepayers

[REDACTED]
[REDACTED]

online or if necessary in person

[REDACTED]
[REDACTED]

Be transparent and allow all meetings to be open with agenda and feedback allowed for every meeting. Online works well as the majority of us have jobs and meeting times do not suit. Listen to the feedback, you are meant to represent the community.

[REDACTED]
[REDACTED]

A system that gets a response

[REDACTED]
[REDACTED]

Online survey such as this one is great and not overly time consuming

[REDACTED]
[REDACTED]

Any of the above works but online works best as I can do this out of my work hours

[REDACTED]
[REDACTED]

In writing or face to face with a councillor

[REDACTED]
[REDACTED]

in person on phone for example

[REDACTED]
[REDACTED]

There needs to be more chances for people to talk to council face to faceo face

[REDACTED]
[REDACTED]

On line

[REDACTED]
[REDACTED]

This is fine

[REDACTED]
[REDACTED]

any way as long as it goes somewhere, not just an empty voice

[REDACTED]
[REDACTED]

Facebook is good if comments can be turned off.

[REDACTED]
[REDACTED]

Instagram story polls, facebook poll/question box. Any thing that is quick

[REDACTED]
[REDACTED]

Add an extra box on antenno for things that don't fit it the categories listed.

[REDACTED]
[REDACTED]

Facebook and Antenno as long as comments are being read

[REDACTED]
[REDACTED]

No, I think you are taking care of the District and listening well.

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

My problem is that unless feedback suits the Council narrative, the general public are not listened to so there seems to be no point to giving feedback.

[REDACTED]
[REDACTED]

Make it easy, Facebook has too many people who whinge or attack opinions

[REDACTED]
[REDACTED]

Lower rates. Have a mayor who has a track record of running a successful business.

[REDACTED]
[REDACTED]

Reaching out like this has been a great start and as more people become aware that they can have a say is great. Offering quick surveys is a fab idea.

[REDACTED]
[REDACTED]

Paper Questionnaire needed for the LTP

[REDACTED]
[REDACTED]

-

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

I would prefer to give feedback by a physical form or an online form

[REDACTED]
[REDACTED]

Online. With a stream lined form that is easy to use

[REDACTED]
[REDACTED]

I do wonder at times how much the councilors actually take on board as it would appear a lot of the time they already have their minds made up or are half way through a major decision process before ratepayers are consulted with.

[REDACTED]
[REDACTED]

In online surveys

[REDACTED]
[REDACTED]

Online, it's convenient.

[REDACTED]
[REDACTED]

Actually listen and take on board what is being said

[REDACTED]
[REDACTED]

electronic suggestion box, easily scan or on website

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No, I find that the Antenno and Facebook work for me

[REDACTED]
[REDACTED]

Antenno works well

[REDACTED]
[REDACTED]

Phine

[REDACTED]
[REDACTED]

I'm concerned that our community is not receiving timely feedback and updates. It seems that local residents are often caught off guard by news and developments, as they had not been informed or prepared in advance. This lack of communication leads to

[REDACTED]
[REDACTED]

Surveys are great and maybe an online equivalent of a Suggestion Box.

[REDACTED]
[REDACTED]

More surveys sent through house hold Gore Resident emails?

[REDACTED]
[REDACTED]

Have surveys in the newspaper.

[REDACTED]
[REDACTED]

I would like to be able to attend drop in sessions, but ca't due to their poor timing of these meetings. I am happy to continue giving feedback online and through Antenno.

[REDACTED]
[REDACTED]

Short surveys are great

[REDACTED]

Online surveys

[REDACTED]

[REDACTED]
[REDACTED]

no, we have asked the council a few questions but you can never get an immediate response and always has to be in writing and then you don't hear back for a long time if at all.

[REDACTED]
[REDACTED]

More of these type of forms for specific areas of topic, ie playgrounds, rates, library, etc

[REDACTED]
[REDACTED]

Unsure

[REDACTED]
[REDACTED] M

This survey is ideal

[REDACTED]
[REDACTED]

online

[REDACTED]
[REDACTED]

I do but I get no follow up

[REDACTED]
[REDACTED]

Honestly with no repercussions

[REDACTED]
[REDACTED]

a way we can give feedback anonymously

[REDACTED]
[REDACTED]

Just the way this is

[REDACTED]
[REDACTED]

Surveys are good and things that feel confidential where the rest of the public isnt going to see my feedback eg facebook comments

[REDACTED]
[REDACTED]

As a rate payer the same as everyone else who are ratepayers. What affects them also affects me. It can feel like being muzzled at times as usually my partner couldn't participate as although a ratepayer he lived with me.

[REDACTED]
[REDACTED]

Happy with above media

[REDACTED]
[REDACTED]

Satisfied with current opportunities for feedback.

[REDACTED]
[REDACTED]

Anonymously

[REDACTED]
[REDACTED]

Not have a massive rates rise next year aswell

[REDACTED]
[REDACTED]

Phone or in person

[REDACTED]
[REDACTED]

Phone. And to see some action actually done

[REDACTED]
[REDACTED]

N/a

[REDACTED]
[REDACTED]

Paper forms as they are anonymous.

[REDACTED]
[REDACTED]

Online or paper, either or works.

[REDACTED]
[REDACTED]

no

[REDACTED]
[REDACTED]

Have more public meetings and talks, survey's

[REDACTED]
[REDACTED]

Social media links would be a good way to reach the younger demographic

[REDACTED]
[REDACTED]

By Email or survey

[REDACTED]
[REDACTED]

Be easier to get in touch with in person.

Optional question (127 response(s), 73 skipped)

Question type: Single Line Question

Q9 Are there any barriers stopping you from giving feedback to the Council?

- ██████████
██████████ Being an employee, I feel I am not allowed
- ██████████
██████████ Not for me personally, i take an interest in the Councils work and keep myself updated on the happenings, the details and make an effort to provide information and feedback on relevant topics for myself/my family
- ██████████
██████████ lack of platforms
- ██████████
██████████ I'm not a ratepayer in Gore, I only work in Gore
- ██████████
██████████ No
- ██████████
██████████ none I've never been backwards in coming forward!!
- ██████████
██████████ no
- ██████████
██████████ no
- ██████████
██████████ No
- ██████████
██████████ Some there have a god complex
- ██████████
██████████ Same answer as above
- ██████████
██████████ Regardless of what the people want they do what they want anyway.

[REDACTED]

[REDACTED]
[REDACTED]

Too hard

[REDACTED]
[REDACTED]

no. We are talking but are you listening

[REDACTED]
[REDACTED]

no

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

A lack of closing the feedback loop with updates or resolutions discourages me from providing feedback

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

I dont believe the middle class feels listened to. I think this is exacerbated if these people are any version of youthful, elderly, brown, 'different', alternative etc. Take another look at the video asking people to get involved. Word limits r a barrier

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

my work hours

[REDACTED]
[REDACTED]

Yes sometimes the person taking the feedback is not people friendly (not Brian)

[REDACTED]
[REDACTED]

No . Please start and listen to the poor rate payers , why we continue with linking Nanning with Gore . Nanning has HUGE FIELDS of rotting cars ,perhaps they want more space to dump them .

[REDACTED]
[REDACTED]

Yes there are to many close door meetings about important issues that affect our community that the community should have a right to be heard on

[REDACTED]
[REDACTED]

Yes as being a GDC staff member we are not allowed to comment I think this needs a a change of rules.

[REDACTED]
[REDACTED]

same as above. Do they listen, or reply to your questions. Do you get straight answers. Do they manipulate the answers ?

[REDACTED]
[REDACTED]

If given opportunity

[REDACTED]
[REDACTED]

No.

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

Never appear to be made welcome when attending, or attempting to attend

[REDACTED]
[REDACTED]

As above, time to consider ideas, and get survey completed

[REDACTED]
[REDACTED]

No one listens

[REDACTED]
[REDACTED]

Council inability to listen and act on ratepayers concerns. What happened after the Annual Plan Submission Hearing was Shameful

[REDACTED]

No

[REDACTED]

[REDACTED]
[REDACTED]

Frustration

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No, that's why I'm doing the survey

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

Why bother

[REDACTED]
[REDACTED]

No results pending

[REDACTED]
[REDACTED]

No one listens

[REDACTED]
[REDACTED]

Retaliation

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

134

[REDACTED]
[REDACTED]

Yes. Things font seem to be actioned

[REDACTED]
[REDACTED]

Meetings during work hours

[REDACTED]
[REDACTED]

I feel the council does not listen to those who do give feed back so I
tend not to waste my time

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

Discouraged by lack of progress even tho there's been offers of help.

[REDACTED]
[REDACTED]

The you don't care what I think barrier is the barrier

[REDACTED]
[REDACTED]

Most have own ideas

[REDACTED]
[REDACTED]

No one listens

[REDACTED]
[REDACTED]

no

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

Time pressure

[REDACTED]
[REDACTED]

Lack of action- common theme in the community. Voicing opinions and not getting replies/acknowledgement or actions.

[REDACTED]
[REDACTED]

Na

[REDACTED]
[REDACTED]

Depends what it is but there is a certain element of will they listen, is my feedback valuable, am I wasting my time? To a degree we have elected representatives who should be looking out for us.

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

not now

[REDACTED]
[REDACTED] PM

Yes - needs to be open ended surveys!!!

[REDACTED]
[REDACTED]

Under the Hicks/Parry regime, people stopped wasting their time because it became clear they had their own agenda. The public's opinion was NOT wanted.

[REDACTED]
[REDACTED]

Being hasselled by facebook keyboard warriors.

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

no

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

I don't understand what to do and how to go about making a submission

[REDACTED]
[REDACTED]

giving feedback is pointless. you either don't listen or the CEO has already made up his mind on a vanity project

[REDACTED]
[REDACTED]

Have gone to a drop in meeting and attending a submission meeting in Gore whilst I felt listened too nothing changed, was a total waste of my time and yours

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

They don't listen to the ratepayers. So why would I bother.

[REDACTED]
[REDACTED]

I don't do facebook

[REDACTED]
[REDACTED]

Unable to participate in residents survey due to myself/family member employed by council rule

[REDACTED]
[REDACTED]

Yes, often it's unclear who might deal with my issues and I find it difficult at times to find someone directly responsible.

[REDACTED]
[REDACTED]

Information falling on deaf ears or saying it will get done and nothing comes off it

[REDACTED]
[REDACTED]

I don't comment on Facebook feeds for fear of judgement of others in the town and on the council

[REDACTED]
[REDACTED]

Not for me personally but I know of older people who rely on The Ensign to keep informed/give feedback etc who have missed opportunities to be involved as they don't use social media or the internet often (if at all).

[REDACTED]
[REDACTED]

People's own reluctance, easier to sit back and complain

[REDACTED]
[REDACTED]

You won't listen. Council had own agenda.

[REDACTED]
[REDACTED]

Lack of listening to the community due to non contact

[REDACTED]
[REDACTED]

When feedback doesn't seem to be heard or responded to it is disheartening. Yes the squeaky wheel gets addressed but it would be nice not to have to get there in the first place. Having a council that's not embroiled in drama makes it more trustworthy.

[REDACTED]
[REDACTED]

Yes, not being listened to

[REDACTED]
[REDACTED]

No

[REDACTED]

They don't listen

[REDACTED]

[REDACTED]
[REDACTED]

Yes being a staff member

[REDACTED]
[REDACTED]

no

[REDACTED]
[REDACTED]

Again, history shows that the council is not listening. It feels any opportunity for feedback is a token gesture and that it will not affect outcomes. The council is bleeding the people it serves dry!

[REDACTED]
[REDACTED]

No one answering

[REDACTED]
[REDACTED]

As I mentioned above, I am not convinced that public responses are given due consideration

[REDACTED]
[REDACTED]

No, although not actually finding out/knowing if any of my feedback is genuinely heard or actually considered is disengaging.

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

yes the personal touch on phone is not working so have to resort to antenno

[REDACTED]
[REDACTED]

Yes

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

no

[REDACTED]

No.

[REDACTED]

[REDACTED]
[REDACTED]

millennial fear of making phone calls. Definitely prefer to write an email go online or text over calling!

[REDACTED]
[REDACTED]

Being a staff member

[REDACTED]
[REDACTED] M

No

[REDACTED]
[REDACTED]

being too far away. We were thinking of coming back just before the pandemic, and then got stuck here.

[REDACTED]
[REDACTED]

They say the would listen but we all know they don't

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

Council is not an inviting place to give feedback or in actual fact to discuss anything. Processes are not simple and easy andxas you feel nobody is listening, you do wonder why you bother. The process for booking a room is difficult. Not enough space he

[REDACTED]
[REDACTED]

Not really, I like reading other peoples views

[REDACTED]
[REDACTED]

Dismissive staff at council offices

[REDACTED]
[REDACTED]

Now that I know I can give feedback it's something I will consider and will share the information with others.

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

no, just a personal choice

[REDACTED]
[REDACTED]

a crazy attitude to letting the Council debt balloon out for control, spending over the budget. not budgeting for surplus every year

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

That people won't listen

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No, if I wanted to say something I would

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

have called - no luck

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

no

[REDACTED]
[REDACTED]

It doesn't help that you don't respond

[REDACTED]
[REDACTED]

Yes

[REDACTED]
[REDACTED]

The limit of words in my message. - This lack of communication leads to unnecessary surprise and shock.

[REDACTED]
[REDACTED]

time, being reminded as busy with life, also lack of acknowledgement and seeing our opinions put into practice or discussed

[REDACTED]
[REDACTED]

Unsure which avenues to take.

[REDACTED]
[REDACTED]

I would rather have a paper survey. Also,as we have an aging population many don't know how to use the internet or don't have access to it.

[REDACTED]
[REDACTED]

Several times I have wanted to attend a drop in session or public meeting, but it was held during normal business hours. The majority of your ratepayer base will work 9-5 jobs, so it's unfair that we are excluded from public meetings and drop in sessions.

[REDACTED]
[REDACTED]

The feeling of not being listened too.

[REDACTED]
[REDACTED]

Time generally

[REDACTED]
[REDACTED]

yes just make it easier to get an answer.

[REDACTED]
[REDACTED]

just time barriers

[REDACTED]
[REDACTED]

That the feedback I give won't be heard

[REDACTED]
[REDACTED]

I don't really know how to do it

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

lack of awareness

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

don't feel like it makes a difference

[REDACTED]
[REDACTED]

Not easy at my age to get to the Council building for a one on one talk. Why no Council person come to Matura occasionally?

[REDACTED]
[REDACTED]

An employee

[REDACTED]
[REDACTED]

no

[REDACTED]
[REDACTED]

maybe not know you are allowed to

[REDACTED]
[REDACTED]

Work for council so it is generally not deemed appropriate by management and don't want to get singled out. Partner cant give feedback as he doesn't want to affect my employment.

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED]

They are my employer

[REDACTED]
[REDACTED]

No barriers.

[REDACTED]
[REDACTED]

Giving feedback with our names attached to it

[REDACTED]
[REDACTED]

No

[REDACTED]
[REDACTED] Knowing I'm wasting my breath ringing about roading issues because nothing ever gets done

[REDACTED]
[REDACTED] Yes

[REDACTED]
[REDACTED] N/a

[REDACTED]
[REDACTED] Staff unable to reply to FB posts

[REDACTED]
[REDACTED] Even if we cannot win the prize etc. I would still like to voice my opinion. Even better if I can do it anonymously.

[REDACTED]
[REDACTED] no

[REDACTED]
[REDACTED] Yes, not being listed too.

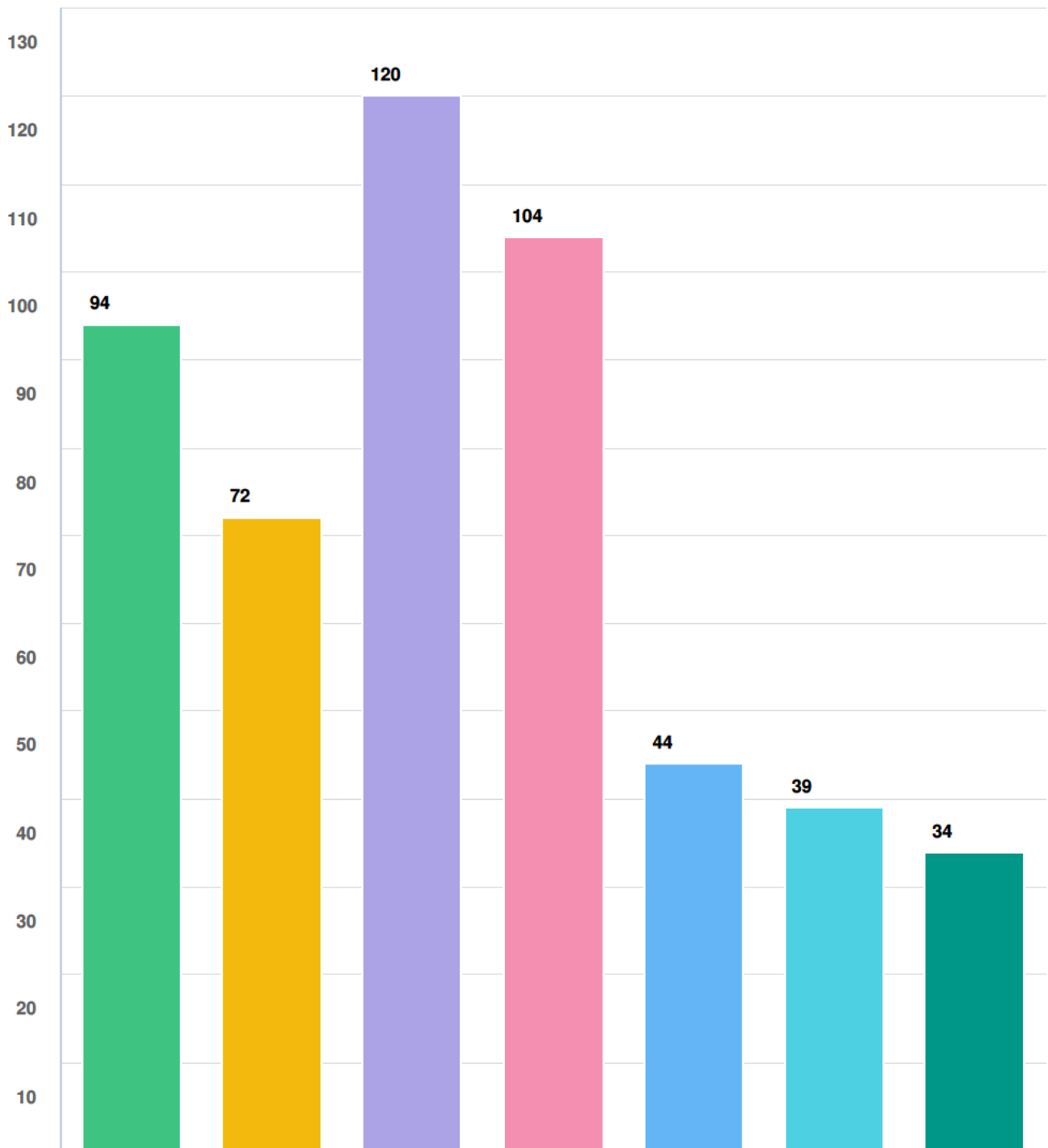
[REDACTED]
[REDACTED] No

[REDACTED]
[REDACTED] No as long it is worthwhile and listened to.

Optional question (161 response(s), 39 skipped)

Question type: Single Line Question

Q10 | How do you currently get news and information from the Council?



Question options

- Chinwag noticeboard in the Ensign
- Gore DC Website
- Gore DC Facebook page
- Antenno
- Emails from Gore DC
- Council Meetings
- Other (please specify)

Mandatory Question (200 response(s))
Question type: Checkbox Question

Q11 | What are ways you would like to get information from the Council in the future?

[REDACTED]

I'd like to see more on social media about the day to day functions of the council and what they do

[REDACTED]

GDC must continue to, and possibly increase, its use of MULTIPLE options for community to know about, understand and feedback on relevant topics in ways that meet individual and community need across various platforms and avenues. 1 size doesn't fit all.

[REDACTED]

links to more public consultation around things - perhaps: x x & x are items appearing on an upcoming agenda for Council to vote on, here's a quick survey to tell us how you feel about these items. This will give Council a more informed view before voting

[REDACTED]

Maybe something delivered to workplaces for those who aren't ratepayers so we know what is going on

[REDACTED]

always prefer face to face over any social media

[REDACTED]

as above

[REDACTED]

current ways ok

[REDACTED]

Emails

[REDACTED]

More info in the Ensign, show the ratepayers you are really listening to their concerns

[REDACTED]

No ways.

[REDACTED]

we are been told enough, the problem is are you listening

[REDACTED]
[REDACTED]

email

[REDACTED]
[REDACTED]

Information needs to be more transparent and comprehensive. Also would like actual responses on questions raised.

[REDACTED]
[REDACTED]

You cover all bases

[REDACTED]
[REDACTED]

As above

[REDACTED]
[REDACTED]

Emails from Council

[REDACTED]
[REDACTED]

I believe the ways are fine. It might be more around the narrative and delivery. Also how you feedback to people who need clarification or more information.

[REDACTED]
[REDACTED]

Roading is a major issue within the District and we do not often see the Roding Team out and about checking on the state of rural roads. It would be a big improvement to see the team out meeting residents over the fence for a chat.

[REDACTED]
[REDACTED]

I particularly would like to read about all tenders that have been tendered for jobs and this can be released via antenno before GDC chooses who wins the contract. I also like to see the company that fails to the job properly has to re do the job properly

[REDACTED]
[REDACTED]

Important things affecting people should be by e mail

[REDACTED]
[REDACTED]

Weekly update on the savings we have made ! If any .

[REDACTED]
[REDACTED]

Public notice on social media and on local radio

[REDACTED]
[REDACTED]

Online news letter on GDC FB

[REDACTED]
[REDACTED]

Mail drop, email and public forum

[REDACTED]
[REDACTED]

There's enough ways now.

[REDACTED]
[REDACTED]

Facebook is fine

[REDACTED]
[REDACTED]

Just the same

[REDACTED]
[REDACTED]

useful

[REDACTED]
[REDACTED]

Currently ok

[REDACTED]
[REDACTED]

Answer the publics questions would be a great start and start implementing some of their ideas.

[REDACTED]
[REDACTED]

phone

[REDACTED]
[REDACTED]

Email

[REDACTED]
[REDACTED]

This question does not make grammatical sense, so what hope is there?

[REDACTED]
[REDACTED]

.

[REDACTED]
[REDACTED]

I don't care, I just want you to stop raping us of our hard earnt income, the first \$100 a week we earn goes to the Go District Re for our Rates, that's outrageous

[REDACTED]
[REDACTED]

Just be honest and own the bad decisions you make



As above suits us



Same



Same



There are so many options already so feel like that is a good amount of options



Facebook



123



It feels like they will only tell us what they want to



No more emails



School Newsletters, School notices. Tiktok, Instagram



School notices, Tiktok, Instagram



Online, Google, I don't use social media, posters around town, school newsletter



Online, Google, I don't use social media, posters around town, school newsletter



Letters to each house hold



Mailbox drop, emails, via the antenno app, texts

[REDACTED]

[REDACTED]
[REDACTED]

E mail

[REDACTED]
[REDACTED]

Online is best

[REDACTED]
[REDACTED]

Better use of Ensign plus encourage them to get deliveries sorted.
We often miss completely along with many others

[REDACTED]
[REDACTED]

Is there going to be any information that's going to change your
current mindset I wish

[REDACTED]
[REDACTED]

As above

[REDACTED]
[REDACTED]

N/A

[REDACTED]
[REDACTED]

I get a weekly email newsletter from KCDC which I find useful for
what's happening around the region, events and developments.

[REDACTED]
[REDACTED]

no change

[REDACTED]
[REDACTED]

Emails and online examples Facebook etc

[REDACTED]
[REDACTED]

More Facebook posts- summaries on council meetings and links to
agendas

[REDACTED]
[REDACTED]

Paper?

[REDACTED]
[REDACTED]

As above.

[REDACTED]
[REDACTED]

Facebook

[REDACTED]
[REDACTED]

emailed information

[REDACTED]
[REDACTED] PM

Online

[REDACTED]
[REDACTED]

There was a time when the Ensign kept the public informed on council business and what was coming up in agenda's, but this practice seems to have disappeared. Perhaps a brief summary on face book outlining items to be discussed at council meetings..

[REDACTED]
[REDACTED]

I am happy with current options. The public needs to understand how cohcniks work. ie. The relationship between staff and councilors. Councilors get all the blame for decisions made predominately by staff. A good example is staff numbers and pay rates

[REDACTED]
[REDACTED]

AS above

[REDACTED]
[REDACTED]

same as above

[REDACTED]
[REDACTED]

I really like the videos that explains things and newsletters

[REDACTED]
[REDACTED]

by mail

[REDACTED]
[REDACTED]

Ok as it is

[REDACTED]
[REDACTED]

Get out there more and talk to real people/workers.

[REDACTED]
[REDACTED]

Tiktok

[REDACTED]
[REDACTED]

As a land owner and public function provider. I would like to be automatically informed of anything to do with my property or the tourist industry

[REDACTED]
[REDACTED]

Just the same is fine

[REDACTED]
[REDACTED]

The current ways work for me.

[REDACTED]
[REDACTED]

Public meetings before council meetings held at appropriate times even if you have to bend of backwards a little.

[REDACTED]
[REDACTED]

As above

[REDACTED]
[REDACTED]

Council web site. News papers. Local radio

[REDACTED]
[REDACTED]

Justifying unneeded expenses

[REDACTED]
[REDACTED]

I'd like to see tiktok and also I'd like to see a wider use of te reo

[REDACTED]
[REDACTED]

plenty of options available now.

[REDACTED]
[REDACTED]

Honest publications online and via Antenno

[REDACTED]
[REDACTED]

Be answered when a question is answered.

[REDACTED]
[REDACTED]

I am happy with the current communication platforms.

[REDACTED]
[REDACTED]

Personal when I've taken time to provide feedback. All of the above forms are useful to know what the council is doing.

[REDACTED]
[REDACTED]

e mail and via the district council website

[REDACTED]
[REDACTED]

An answer to enquiries/complaints in person

[REDACTED]
[REDACTED]

More public consultation and meaningful engagement

[REDACTED]
[REDACTED]

Email

[REDACTED]
[REDACTED]

As above

[REDACTED]
[REDACTED]

Honestly

[REDACTED]
[REDACTED]

I like to get info from the council where there is no negativity and comments from people who do not know what they are talking about. So Facebook or other platforms with comments turned off.

[REDACTED]
[REDACTED]

video chats, informal relatable settings. Digestible written content that's not too long or heavy with industry lingo.

[REDACTED]
[REDACTED]

On line, but keep it simple.

[REDACTED]
[REDACTED]

Happy with options already available

[REDACTED]
[REDACTED]

same

[REDACTED]
[REDACTED]

i can find the info if I need it

[REDACTED]
[REDACTED]

Emails

[REDACTED]
[REDACTED]

As above. But if you are putting information in the Ensign as an ad please make sure the ad is big enough to be easily read.

[REDACTED]
[REDACTED]

Direct rather than through the post or Southland times

[REDACTED]
[REDACTED]

email

[REDACTED]
[REDACTED]

Have a more interactive app. One where we can reach out and have a day.

[REDACTED]
[REDACTED]

Newsletters and Questionaries

[REDACTED]
[REDACTED]

As above

[REDACTED]
[REDACTED]

Social Media

[REDACTED]
[REDACTED]

your over spending equals 21% rates rise. new pipes Wigna + Eccle,, + Elizaveh Sts excellent New admin + Library - nuts

[REDACTED]
[REDACTED]

Facebook

[REDACTED]
[REDACTED]

I think its adequate as it is.

[REDACTED]
[REDACTED]

Via a weekly newsletter that goes out to all public about the happenings at the council

[REDACTED]
[REDACTED]

Facebook

[REDACTED]
[REDACTED]

I'm fine with how I currently do it

[REDACTED]
[REDACTED]

Radio

[REDACTED]

newsletter - goings on at Council etc

[REDACTED]

[REDACTED]
[REDACTED]

Txts

[REDACTED]
[REDACTED]

If it directly relates to me, email would be fine. Otherwise the systems that I us now seem to work just fine.

[REDACTED]
[REDACTED]

email

[REDACTED]
[REDACTED]

Phine

[REDACTED]
[REDACTED]

Short and easy posts on Instagram/ Facebook with a web link in case I get interested in reading more about the topic.

[REDACTED]
[REDACTED]

Emails

[REDACTED]
[REDACTED]

In the newspaper

[REDACTED]
[REDACTED]

Happy with how I currently get information.

[REDACTED]
[REDACTED]

Online (noticeboard at library)

[REDACTED]
[REDACTED]

emails

[REDACTED]
[REDACTED]

happy with the ways I get information

[REDACTED]
[REDACTED]

Entertaining videos that have a informative aspect

[REDACTED]
[REDACTED]

Unsure

[REDACTED]
[REDACTED]

Fb

[REDACTED]
[REDACTED]

emails/antenna

[REDACTED]
[REDACTED]

Email

[REDACTED]
[REDACTED]

email

[REDACTED]
[REDACTED]

More info on Facebook page

[REDACTED]
[REDACTED]

Mataura messenger, website, FB page

[REDACTED]
[REDACTED]

Ensign or Website

[REDACTED]
[REDACTED]

It would be good to have a councillor visit the Seniro Citz Friday morning to talk to use and listen to our concerns

[REDACTED]
[REDACTED]

Antenna

[REDACTED]
[REDACTED]

Happy with the above formats

[REDACTED]
[REDACTED]

email

[REDACTED]
[REDACTED]

staff update email

[REDACTED]
[REDACTED]

Social media for younger demo, i dont often use facebook.

[REDACTED]
[REDACTED]

There are plenty of ways to get information at present.

[REDACTED]
[REDACTED]

Happy with current communications

[REDACTED]
[REDACTED]

Open discussion sessions to participate in, focus groups

[REDACTED]
[REDACTED]

Satisfied with current information pathways

[REDACTED]
[REDACTED]

Antenno app so can manage the amount of notifications coming through

[REDACTED]
[REDACTED]

Online. Ensign

[REDACTED]
[REDACTED]

Facebook, antenno

[REDACTED]
[REDACTED]

In my opinion the council has done everything, maybe old-fashioned posters on the noticeboards at the various buildings. Something we can physically point to when the public says they didn't know despite it being everywhere.

[REDACTED]
[REDACTED]

Ads on the tv would be nice

[REDACTED]
[REDACTED]

Business drop ins for those at work all the time

[REDACTED]
[REDACTED]

As at present and email

[REDACTED]
[REDACTED]

Meeting reports

Optional question (153 response(s), 47 skipped)

Question type: Single Line Question

Q12 Would you like to see the results and outcomes from this engagement? If so, let us