



NORFOLK ISLAND 2030

Sustaining our Future

COMMUNITY SURVEY MESSAGES



Introduction

The *Norfolk Island 2030: Sustaining our Future Plan* (the 2030 Plan) is being developed to ensure that the progress of Norfolk Island is based on the community's priorities.

The 2030 Plan will contain an overarching strategy for all stakeholders of Norfolk Island, highlighting the long-term priorities for sustaining the local community and economy, which centres on its unique natural, cultural and heritage environment.

The 2030 Plan will also articulate immediate to short-term goals in responding to the economic challenges/opportunities posed by the COVID-19 pandemic.

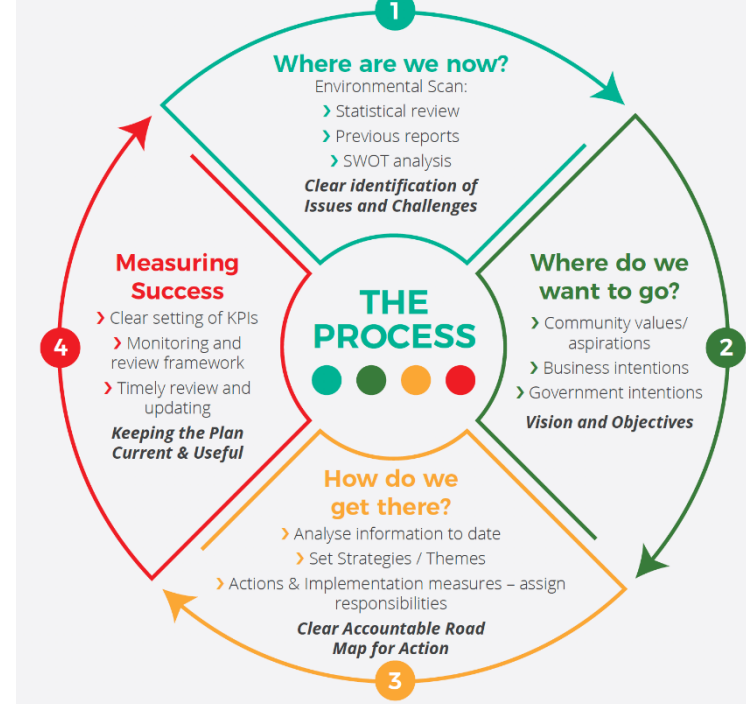
The 2030 Plan provides a unified pathway such that the community's vision of '*Norfolk Island, the Best Small Island in the World*' can be achieved with involvement from all relevant stakeholders.

As a community-owned document, the 2030 Plan will provide a framework for future strategic discussions among community members. It will be a point of reference for future conversations with the Australian Government, service providers and the business sector.

The 2030 Plan acknowledges and builds upon the important work completed to date, particularly the *Norfolk Island Community Strategic Plan 2016-2026*. The 2030 Plan provides support to the *Norfolk Island Community Strategic Plan 2016-2026* and does not supersede it.

The process for developing the 2030 Plan is shown in the graphic to the right. This notes that information from a range of activities are drawn upon when drafting the 2030 Plan. This includes relevant information from previous reports, plans and strategies, as well as detailed economic and demographic analysis (Step 1). Community, business and governments' aspirations are also important and will be drawn from multiple consultation processes (Step 2). Once Step 1 and 2 are completed, all information will be analysed and synthesised, and the draft 2030 Plan will be developed (Step 3). A framework for noting how the 2030 Plan will be measured and updated will also be included (Step 4). The Community will have a chance to comment at the conclusion of key stages, such as at the completion of community consultation and once the plan has been drafted.

Currently, we are part-way through **Step 2**. Reports, information and data have been reviewed (Step 1) and stakeholder consultation has commenced for the 2030 Plan (Step 2). Consultation tasks performed to date include a community survey. In August and September 2020 further consultations will be held with members of the Norfolk Island community, industry groups, business groups, government and special interest groups.



This report provides feed back to the community associated with the **raw output** from the community survey. Once further consultation has been conducted, the report will be updated to include all key messages from Norfolk Island stakeholders.

Is it important to note that this report is NOT a draft of the 2030 Plan. Rather, this report provides a summary of the messages heard through one part of the consultation. Together with statistical analysis and research, these messages, plus the additional ones heard during the further consultation tasks, will be considered when developing the Norfolk Island 2030 Plan.

While progressing the 2030 Plan, the COVID-19 pandemic occurred, and through this period many issues regarding the economic, environmental, social and cultural impacts were brought to the forefront. As such, the Administrator and the Mayor of Norfolk Island led recovery and renewal community sessions. The key messages from the recovery and renewal sessions are also included in this report, and commence on the following pages. The output of the raw data from the community survey begins on page 9.



Scope of the 2030 Plan

The scope of the 2030 Plan is to engage with the community and develop a plan which will support a strong future for Norfolk Island by encouraging economic activity, improving liveability and strengthening cohesion to provide a unified pathway so the community's vision of Norfolk Island can be achieved.

To achieve this goal, the scope of the 2030 Plan is to consider a range of goals and actions including:

- Ways to harness opportunities for new industries and to grow existing businesses;
- Harnessing opportunities for economic sustainability and/or diversification;
- Harnessing opportunities for expanding the tourism sector, including branding and marketing;
- Harnessing opportunities for attracting investment;
- Building entrepreneurship and local capacity; balancing economic development with environmental protection and sustainability;
- Balancing economic development which respects and enhances the natural, cultural and heritage environment;
- Identifying opportunities for expanding or improving local infrastructure;
- Maintaining and improving community health and wellbeing; and
- Identifying opportunities to support local leadership and youth leadership to drive change.

The Community Survey asked residents of Norfolk Island to outline their thoughts on the strengths of Norfolk Island, and essential elements / works / projects needed to stimulate and rebuild the Norfolk Island economy, now and into the future.

A clear message that came through the survey was that the Norfolk Island community has a strong desire for their history, heritage and culture to be acknowledged and respected. We welcome this message and note that the consultation that will be conducted in August and September will ask community members how they would like to see this reflected in the Plan. We will utilise this information to ensure that the 2030 Plan acknowledges, respects and celebrates the culture, history and heritage of Norfolk Islanders wherever appropriate.

It is noted that during the community survey, there was encouragement from some within the community for respondents to utilise the survey to express their views on overall governance issues for Norfolk Island, and in particular, to express a desire to return to self-governance.

Upon analysis of the survey, there were respondents that answered 'self-determination' (or a similar response) for many of the questions, and some (approx. 19% of respondents, or about 70 people) who answered most, if not all questions, with 'self-governance or self-determination'.

The Office of the Administrator acknowledges these responses and messages. However, we note the overall governance framework of Norfolk Island is out of scope for the Norfolk Island 2030 Plan.

Given the above, the outcomes included in this report relate only to those issues that are in scope for the Norfolk Island 2030 Plan.

Implementation of the Plan

The Strategic Plan's overall aim is to ensure that Norfolk Island maximises its prosperity, resilience and cohesion, and in so doing, becomes a much more self-sustaining Island.

Implementation of the Plan will be the responsibility of a variety of stakeholders, and an important component will be in articulating how the community can best get involved and take responsibility for its own future.

Once developed, the Plan will be overseen by the Office of the Administrator, in partnership with the Norfolk Island Regional Council (NIRC), and with support from the Department of Infrastructure, Transport, Regional Development and Communications (DITRDC). However, the ownership and involvement of business, industry and the community will be instrumental to the Plan's success.

The 2030 Plan will be a living document, one that can be modified as actions are completed and circumstances evolve. The Plan will guide the community in its priority recovery and renewal actions post COVID-19 as well as in its ongoing conversation with the Australian Government about the community's priority actions. The Plan will assist the community to be heard and continue to build a productive relationship with the Australian Government.

We thank everyone for their contributions to date, and acknowledge the essential nature of your ongoing support. We look forward to the next steps of the process.

Consultation Input:

Recovery and Renewal Consultation Administrator and Mayor: Session 1



Key messages we heard from Session 1

- > **Strengths:** Peace, serenity, natural beauty, stable climate, arts & culture, shared history, liveability, simplicity, isolation, sense of community spirit / belonging / knowing everyone, safety, sense of freedom, easy to cram lots of activities into the day
 - > **Weaknesses:** COVID-19 impacts on tourism-dependent economy, cash-strapped businesses cannot support tourism marketing, many Council casuals are under- or unemployed, visitors used to see a more unified community
 - > **Opportunities:** Better use of KAVHA (governance, fees, 'working settlement', events, art galleries, accommodation, site interpretation, re-branding), creative industries, population policy, career paths for youth, more positive/unified community, deepening the link between environment & culture, working together & healing, sustainability, self-sufficiency, local decision-making, tourism & hospitality training, town improvements, fresh marketing, Australian – New Zealand travel bubble, customer service improvements
 - > **Threats:** ongoing COVID-19 impacts to tourism and community
-

Consultation Input:

Recovery and Renewal Consultation Administrator and Mayor: Session 2



Key messages we heard from Session 2

- > **Vision:** planned, self-sustaining, cultural, clean, unified, vibrant CBD, retaining/attracting youth
- > **Business:** Norfolk Island Brand, agribusiness processing co-op, astronomy tours, environmental research hub, art programs, freight subsidy, work-from-home in lifestyle destination, Govt business enterprise privatisation, business start-up programs, shared office space for creative industries
- > **Tourism:** tourist fee to fund infrastructure, new markets in health & well-being, adventure, eco-agri- and foodie-tourism, art in public space, entertainment, social media promotion
- > **Community:** safe, positive, unified, proud, resilient, hard-working, innovative, progressive, diverse, inclusive, inter-generational connections nurtured, authenticity, language promoted, barter system understood & respected
- > **Environment:** research centre, waste management/recycling (inc, wastewater re-use), renewable energy, marine conservation & education, ban single-use plastics, promote endemic flora/fauna, monitoring, land care, education in agriculture/farming
- > **Infrastructure & planning:** regular/reliable freight, upgraded shipping/pier, nature/exercise trails, water storage, world class internet, regulated land development, multi-facility sports centre, better health centre with maternity ward, higher education/research institute, regulated/planned land development, private household solar power, better roads, 'No' to cruise ships, 'Yes' to small cruise ships

Consultation Input:

Recovery and Renewal Consultation Administrator and Mayor: Session 3

Key messages we heard from Session 3

Short-term recovery projects:

- > **Tourism marketing:** narrow marketing window for recovery campaign, widen the marketing net, promote as family-safe, use social media, upgrade the NI Tourism website to capture interest
- > **Tourism:** upgrade airport arrivals with traditional Norf'k Ailen experience, promote/interpret Pitcairn histories, incentives for start-up businesses, revamp the island feeling, be realistic about isolated living (manage big city expectations)
- > **Public amenities upgrades:** toilets, kid's park, skate park, walking paths (eg, Burnt Pine to Kingston), exercise equipment, increased signage, community driven working bees
- > **Research Centre:** Aust/NZ/New Caledonia joint initiative (incorporating info desk, shop, natural history museum, reference library, meeting rooms, researcher facilities) studying island issues, land management & endemic species across the bioregion
- > **Chef's table:** Intimate Food festival add-on, showcasing local produce to high yielding tourists
- > **Food cooperative:** revamp produce stalls (with consistent design theme) to sell/trade/give away surplus food produce
- > **Observatory:** with paying night sky viewing tours.



Consultation Input:

Norfolk Islander Submissions, Letters and Articles



Key messages we heard from Norfolk Islander articles

- > Strategic Plan should be community driven, not Commonwealth driven; survey responses should be listened to; no survey questions about governance; The Council of Elders and Norfolk Island People for Democracy suggested answers to Questions 8.1, 8.2, 8.3, with a component of this encouraging people to cite self-governance in the survey.
- > NIRC (and others) Community Support in response to COVID-19: discounts on land rates, electricity, water, lighterage, telecom, radio advertising, etc, financial hardship payment arrangements, mental health & wellbeing support
- > NI Free Thinkers & Innovators is an informal group formed to explore innovative responses to COVID-19 crisis, inc, diversifying economy away from reliance on tourism, moving away from exports towards imports, and a raft of ideas to generate new economic activity, inc, an Innovation Festival.
- > Competition for freight space is restricting stock feed supplies which is impacting agricultural production

Key messages we heard from Letters to the Editor

- > Disappointing NIRC can't operate Hotrot Composting System & accept green waste
- > Use economic stimulus funds for tennis club upgrade & Headstone Dam upgrade
- > Department's plan - not community plan; To become a community plan, the community should be able to view for comment the final draft; Will the Plan supersede the NIRC Plan? Survey allowed individuals to respond multiple times
- > 'Norfolk Island: Thoughts for the Future' by Dr Chris Nobbs is available for free download
- > Survey is loaded, will be used as quasi plebiscite on governance; Commonwealth Government dictating how economy should be managed.
- > Encouraged community to use the survey as a genuine expression of future governance

- > Tourism needs to respect Pitcairn history & culture; community morale is not welcoming to visitors; Tourism website needs to be more engaging

Consultation Input:



Submissions to Mayor or Administrator

Key messages we heard from written submissions to Mayor or Administrator

- > NI needs stimulus package for capital works; Pitcairn history is under-represented in tourism marketing; market NI to Australia - New Zealand as comfortable safe haven
- > Market NI as digital detox environment; marketing needs to be more emotive; post-COVID-19 appeal as safe consolidated destination; restructure Tourist Bureau to travel wholesaler; KAVHA entry fee, Pitcairn precinct; sustainable population policy; designated protest areas; strong leadership to unite community
- > Litter Officer to impose on-the-spot fines; make traffic hot spots safer; beach volleyball facility at Emily Bay; scale back noisy activities to create 'Sunday feeling'; moratorium on glyphosates; NI shaped gingerbread biscuits
- > NI needs Tourism Recovery Plan, inc, post-COVID-19 market research; change to target market to attract a younger demographic that is fully employed, inclusion in Tourism Australia's & Tourism NSW marketing campaigns; departure from domestic terminals; new domestic flight routes; ensure NI is eligible for Austrade's EMDG scheme to cover NZ marketing expenses
- > Need to improve social media content to 'call to action'
- > NI Free Thinkers & Innovators has proposed an Innovation Festival, and a raft of other ideas covered in the Norfolk Islander article, to support NI in the face of the COVID-19 crisis.



Community Survey Results

Community Survey

As well as the recovery and renewal workshops, residents of Norfolk Island were asked to complete a community survey to outline their thoughts on the strengths of Norfolk Island, and essential elements / works / projects needed to stimulate and rebuild the Norfolk Island economy, now and into the future. Questions on how the COVID-19 pandemic had impacted them were also included. Response data is included on the following pages.

There was a great response to the survey, with 235 respondents completing the on-line version and 126 respondents completing hard copy surveys (a total of 361 surveys completed). With the population of Norfolk Island at around 1760, this represents 20 percent of the population¹. It is important to note that not all questions were completed by each respondent. Where 'n=' is indicated in the information below, this shows the **number of people** who have responded to the question. For most questions, multiple responses were allowed. The number of responses are indicated by 'v='. Where percentages are indicated, this denotes the percent of **respondents** (n) highlighting the issue (as opposed to proportion of overall **responses received** (v)). Only issues that are noted by 5% or more of respondents have been reported on in text that follows (but all responses are captured in the graphs).

The following provides an outline of the community survey results. This is provided in three parts:

1. Respondents' views of the strengths of Norfolk Island and what they would like Norfolk Island to be known for into the future;
2. Respondents' views of the priority and longer-term requirements to sustain Norfolk Island now and into the future; and,
3. The impacts of the COVID-19 period on respondents, their families and their perceptions of the community as a whole.

¹ It is noted that some responses may reflect 'family' values, and thus the representation of the population could be higher than 20 percent.

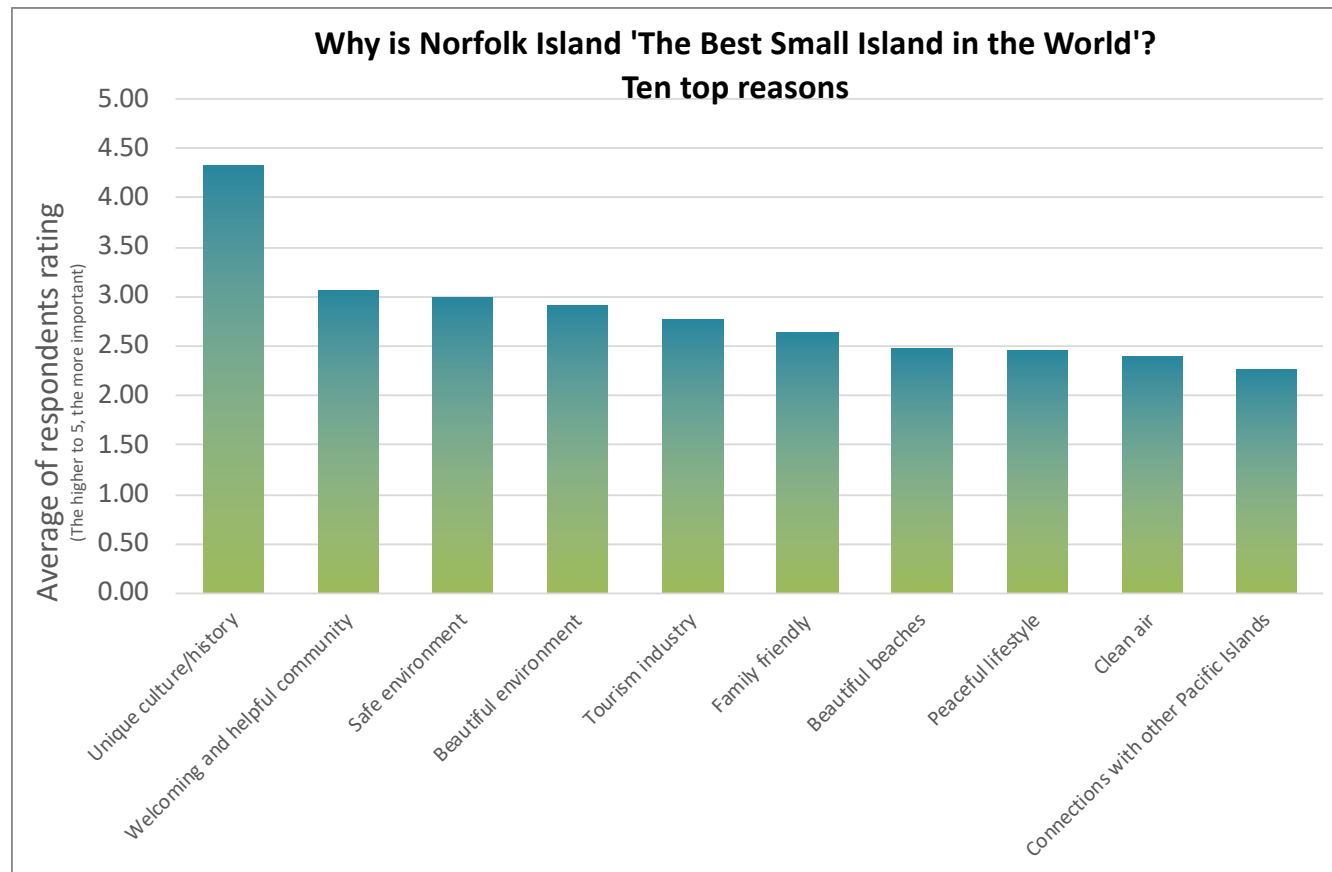
Community Survey:

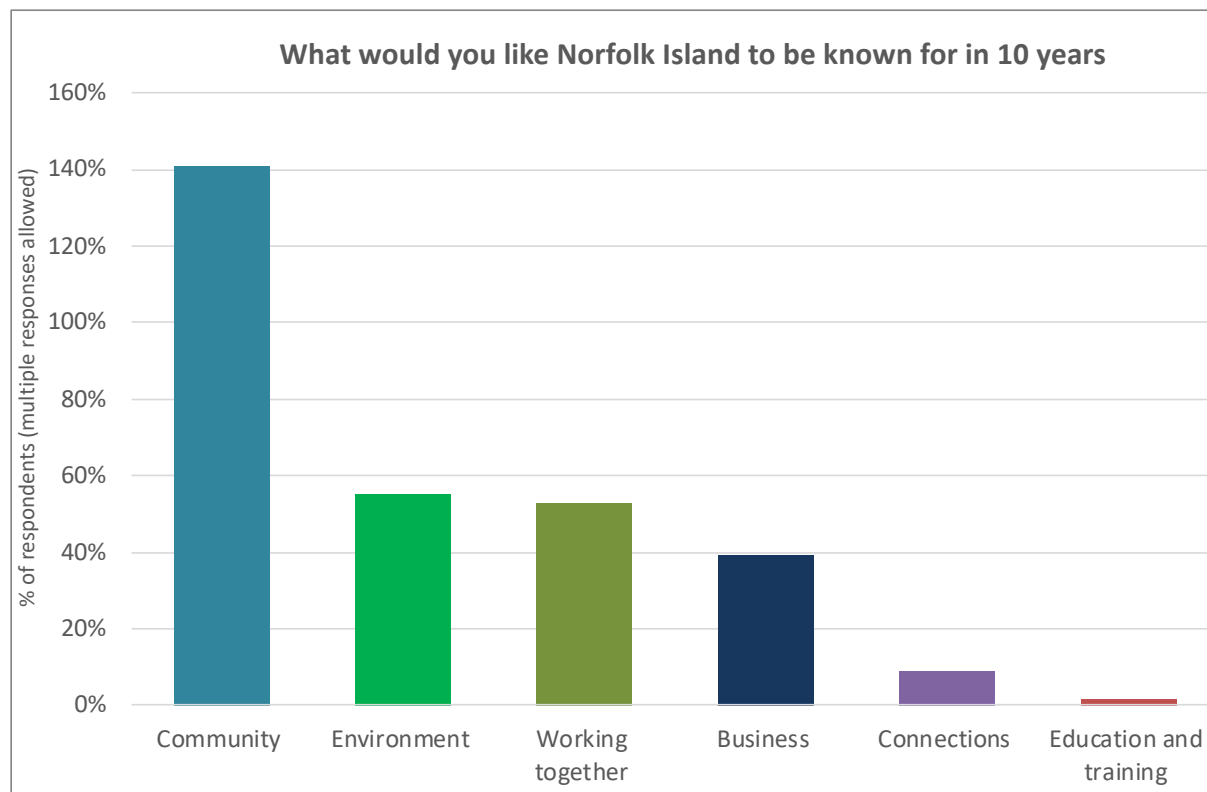
Norfolk Island strengths / Desires for the future

Key Messages

Respondents were asked why they thought Norfolk Island was a great place to live. These are the top ten responses: (n=267)

- > Unique culture and history, especially the Norfolk Islander Pitcairn heritage – this was by far the highest ranking response
- > Welcoming and helpful community
- > Safe environment
- > Beautiful environment
- > Great place for tourism
- > Family friendly
- > Beautiful Beaches
- > Peaceful lifestyle
- > Clean air
- > Connections with other Pacific Islands





> **Working together:**

- Financially sustainable, mutually respectful and cooperative relationship with the Australian Government (39%)
- Showcase for small Islands (5%)

> **Environment:**

- Pristine and sustainable environment (17%)
- Renewable resources / waste management / environmental practices (15%)
- Natural environment generally (14%)
- Known for its beauty and cleanliness (11%)

> **Business/Industry:**

- A thriving tourism industry with a multitude of attractions (21%)
- Economic diversity, innovative, good infrastructure and a thriving, prosperous economy (20%)
- Financially stable (10%)
- Self-sufficient (7%)

Key Messages: Norfolk Island in 10 years

Respondents were asked what would they like Norfolk Island to be known for in 10 years' time. There were many and varied responses (n=331), and people nominated multiple entries (v= 990). Answers that attracted more than 5 percent of responses are noted below:

> **Community:**

- Recognising the special relationship of the Pitcairn/Norfolk People & their desire to preserve their traditions & culture (67%)
- A range of community values, such as safe, welcoming, cohesive, cooperative, family friendly (40%)
- Recognising that Norfolk Island is the homeland for Pitcairn/Norfolk People (16%)
- Great services and facilities – health, education, community (8%)

Community Survey:

Priority and longer term requirements

Key Messages: Immediate Issues / Opportunities

Respondents were asked what they felt Norfolk Island's immediate issues / opportunities were. The following issues were noted (n=310), (v=871):

> **Working together:**

- Issues associated with levels of Government, and particularly how the Council, Administrator, Department working together for the community (or not) (31%)
- Safety / border security / pandemic issues (29%)
- Transparency and accountability (12%)
- Integration / inclusion of local in decision making (11%)
- Infrastructure focus (5%)

> **Business:**

- Tourism issues (including KAVHA) (25%)
- Local employment / employment / job security (22%)
- Economic diversification / opportunities (17%)
- Business/industry assistance and support (10%)

> **Community:**

- Health and wellbeing / services (26%)
- Population strategy (8%)
- Restoring / reviving / remembering community values (7%)
- Heritage and culture (5%)

- Food security / resource security (7%)
- Affordability / cost of living / cost of doing business (6%)
- Financial stability of the population (6%)

> **Connections:**

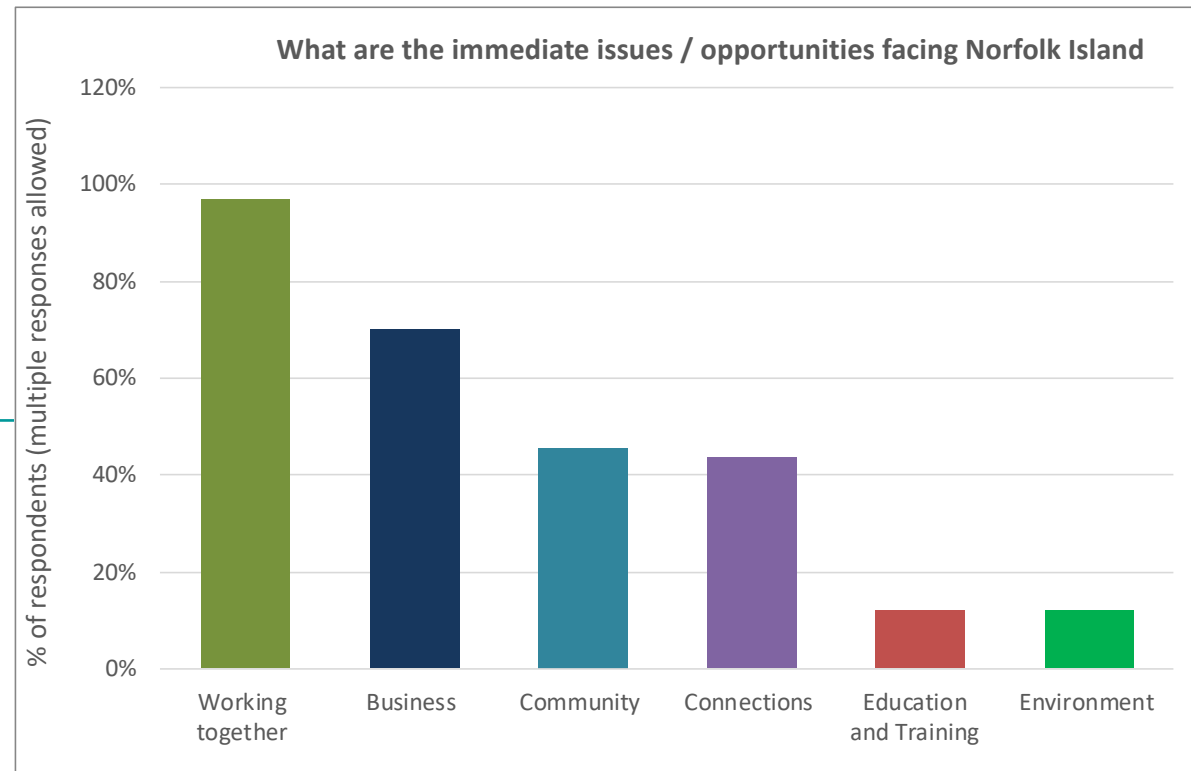
- Shipping / wharf / landing areas / freight issues (26%)
- Air freight and airline services (13%)
- Connectivity - internet, mail services (5%)

> **Education:**

- Education and training and particularly securing provider (12%)

> **Environment**

- Heritage and culture (5%)



Key Messages: Longer Term Issues / Opportunities

Responses to the question 'what do you think are the longer term issues / opportunities for Norfolk Island included the following (n=300), (v=822):

> **Working together:**

- Clarity, transparency, accountability and leadership issues associated with Australian and NIRC government services and systems (48%)
- Food security / water security / resource security (16%)
- Integrated decision making / including youth and locals (7%)
- Infrastructure issues (6%)
- Taxes and charges (5%)

> **Community:**

- Health and wellbeing (17%)
- Population issues / strategy (16%)
- Culture / heritage / history (14%)
- Affordability / Cost of living (9%)
- Restoring / reviving / remembering community values / working together / cohesion / community spirit (6%)

> **Connections:**

- Shipping / wharf issues / sea freight (28%)
- Air line services (12%)
- Connectivity / telecommunications / mail (6%)

> **Business:**

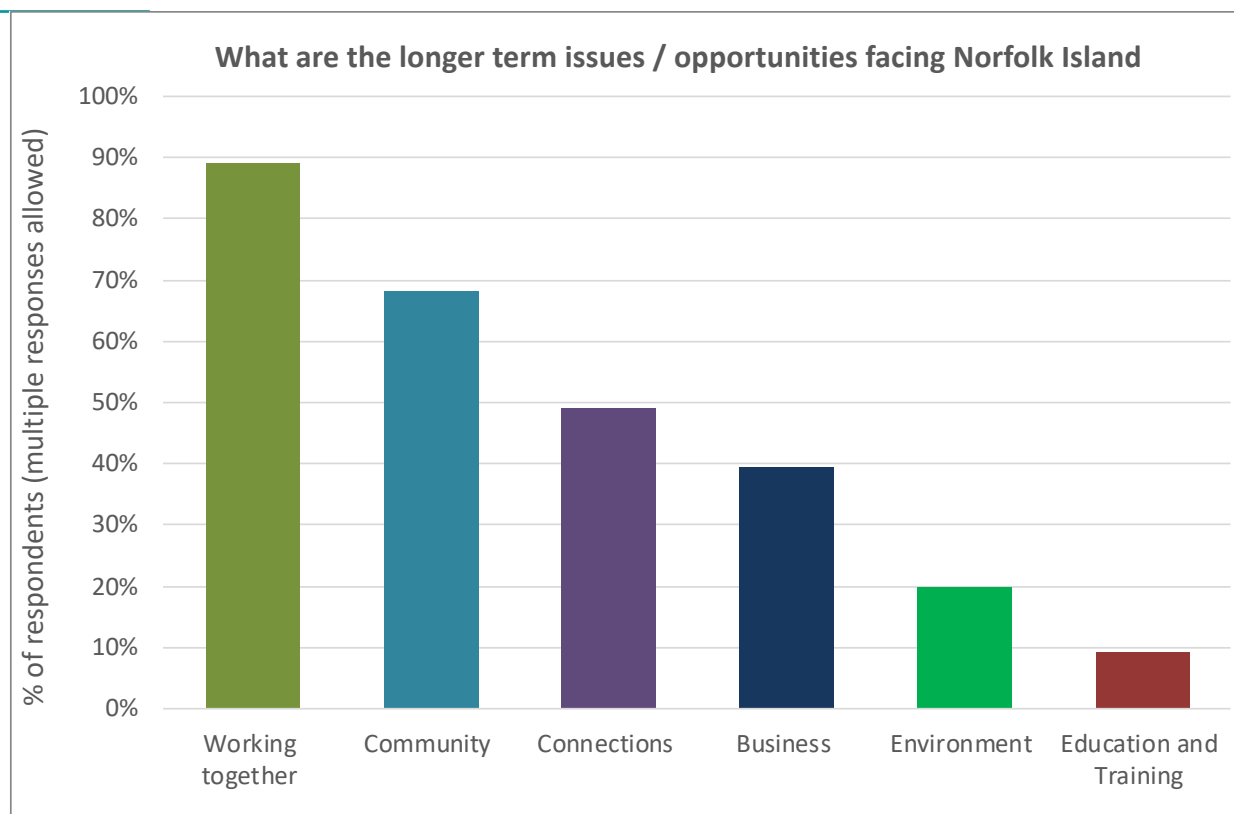
- Tourism (17%)
- Economic diversity / opportunities (14%)
- Employment – security, creation, local opportunities (12%)
- Economic and financial stability and support for business (11%)

> **Environment:**

- Renewable energy (6%)
- Waste management (5%)
- Environmental protection (5%)

> **Education and Training:**

- Education and training – secondary, tertiary, apprenticeships (9%)

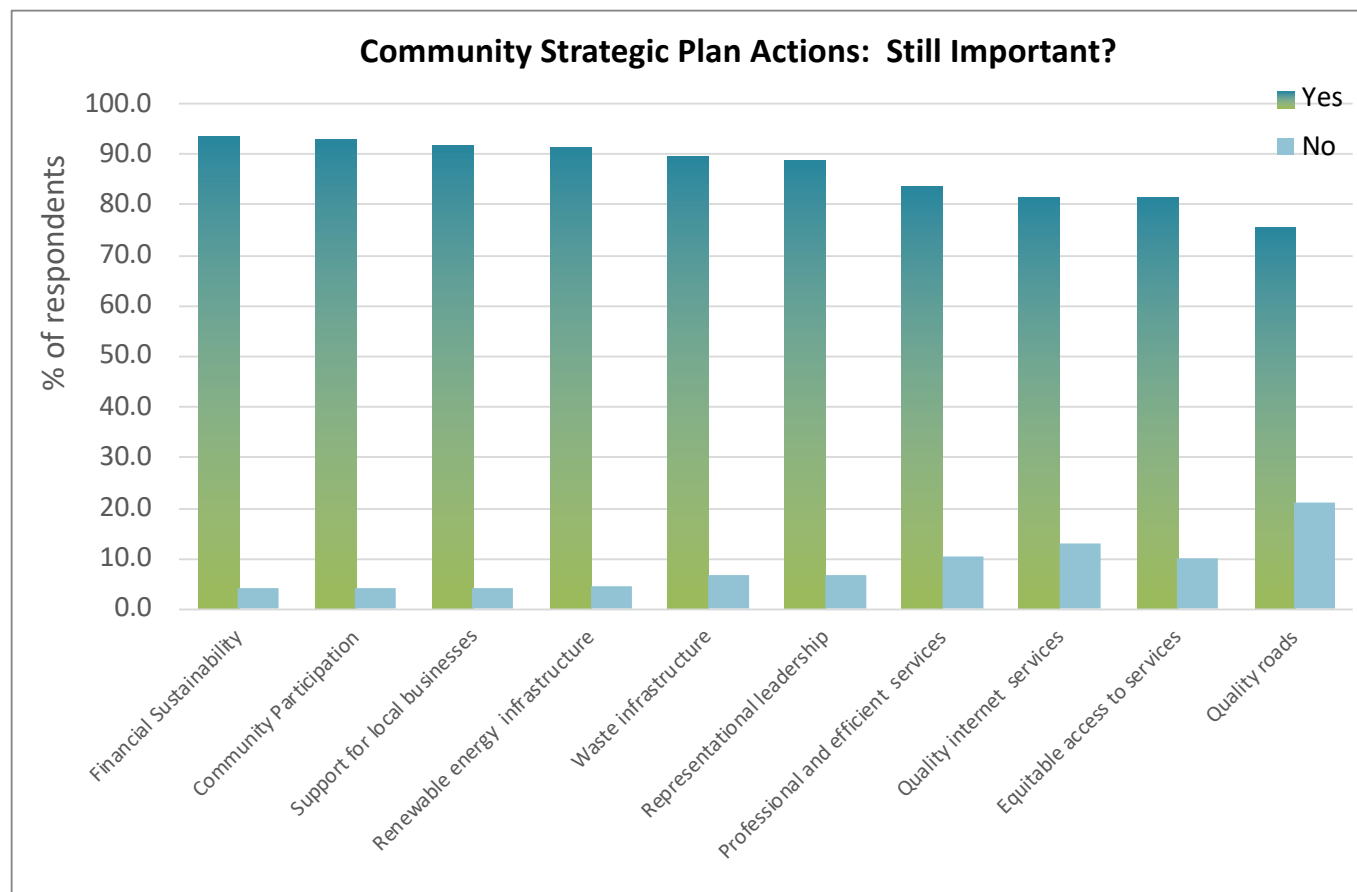


Key Messages: Community Strategic Plan Priority Actions

The Community Strategic Plan outlined ten priority actions that were considered important to the community in 2016. The community survey for the *Norfolk Island 2030: Sustaining our Future* plan, asked if these were still relevant.

As can be seen in the graph to the right, a large majority of respondents to this survey indicated that the following were still important issues:

- Financial sustainability (n=309)
- Community participation (n=300)
- Support for local business (n=294)
- Renewable energy infrastructure (n=303)
- Waste infrastructure (n=303)
- Representational leadership (n=299)
- Professional and efficient services (n=291)
- Quality internet services (n=297)
- Equitable access to services (n=298)
- Quality roads (n=288)



Community Survey:

Respondents views of the most important actions by industry sector

Key Messages: Tourism Sector

Responses to the question 'what do you think are the longer term issues / opportunities for Norfolk Island in the tourism sector' included the following (n=293) ,(v=492):

> **Business / Industry:**

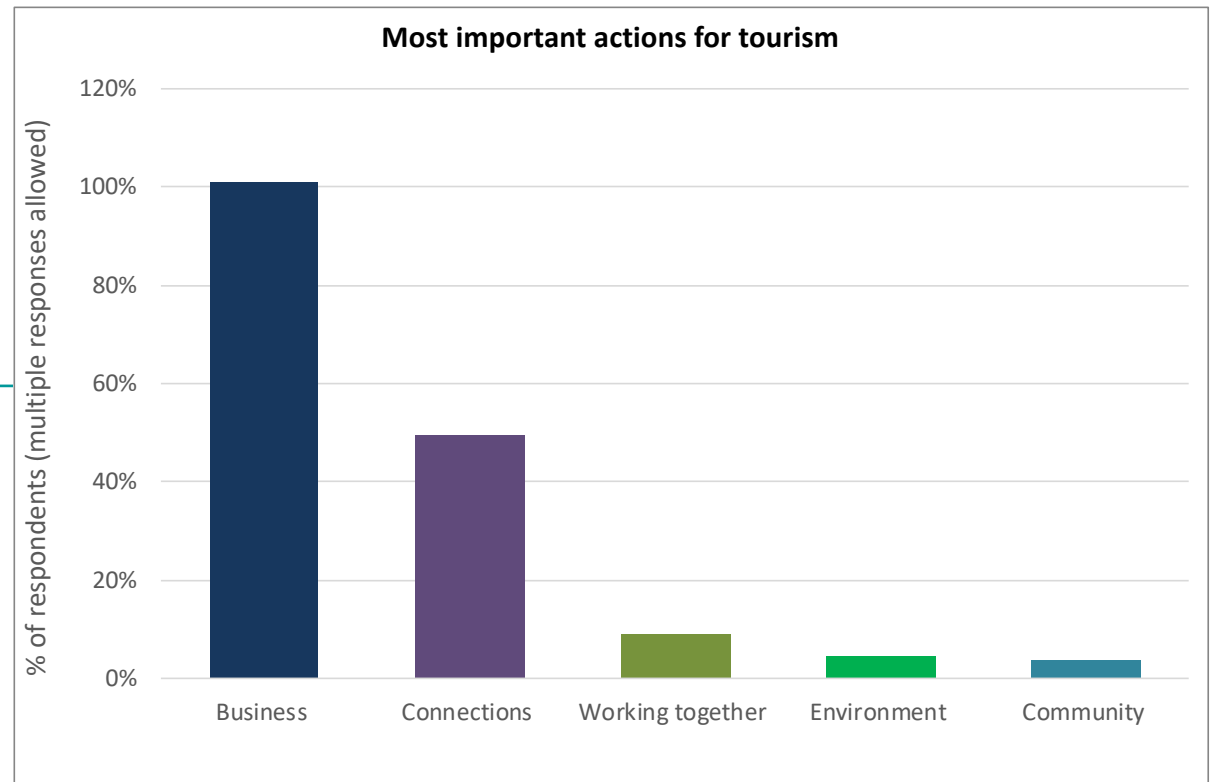
- Experiences / activities / infrastructure / services (57%)
- Advertising, Marketing and Promotion (30%)
- Budgets, funding, finance and grants (16%)
- Markets being targeted (8%)
- Accommodation (7%)
- Forward planning (5%)
- Support for local businesses (5%)
- Customer service / welcoming environment (5%)

> **Connections:**

- Flight issues / airport / entry to Norfolk Island (42%)
- Harbour / wharf issues and opportunities (7%)

> **Working together:**

- Post pandemic security (6%)



Key Messages: Environment and Heritage

Responses to the question 'what do you think are the longer-term issues / opportunities for Norfolk Island in the area of environment and heritage?' included the following (n=268), (v=518):

> **Environment:**

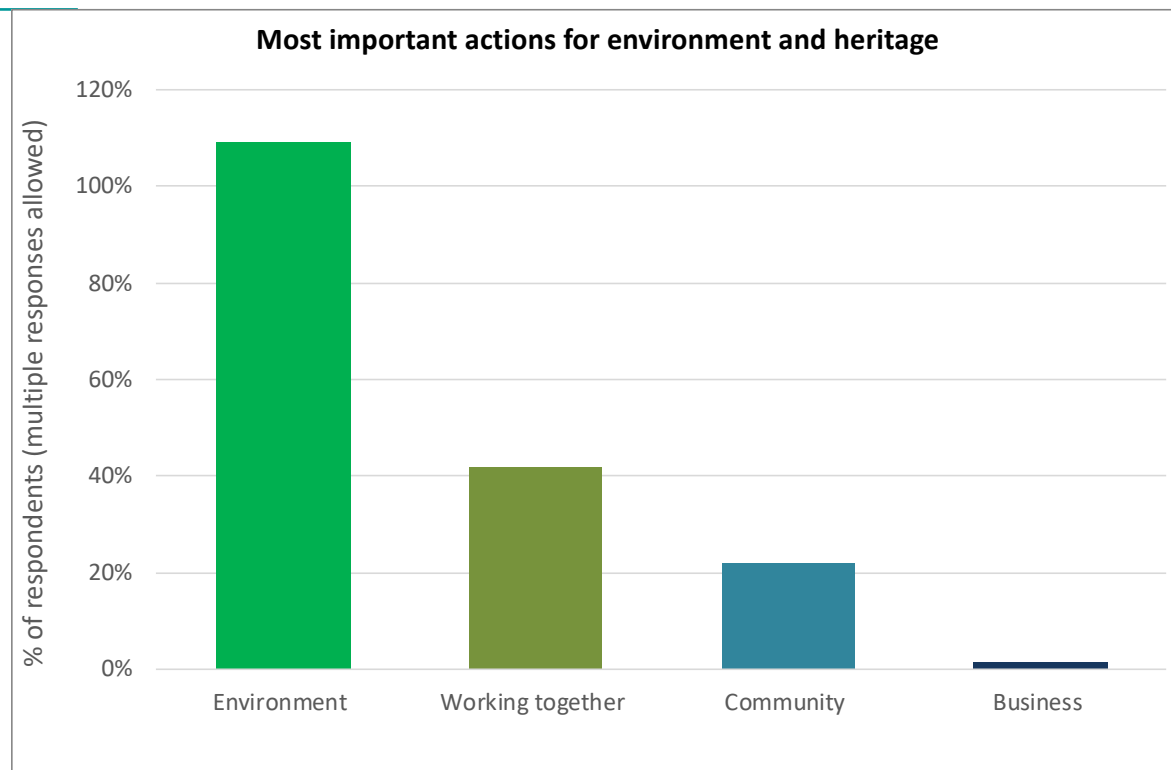
- History and heritage, including Pitcairn heritage (25%)
- Environmental protection and compliance (16%)
- KAVHA opportunities and protection (13%)
- Renewable /alternative energy (12%)
- Security of resources (11%)
- Waste management (11%)
- Clean up Island / beautification works (10%)

> **Working together:**

- Management and protection issues (19%)
- Inclusive decision making (9%)
- Forward planning (7%)
- Support/financial assistance/funding from Government (5%)

> **Community:**

- Education (9%)
- Population issues and strategy (7%)
- Residents' input and support (6%)



Key Messages: Research and development

Research and development was defined as activities in any industry that is directed towards innovation and improvement of products, processes and services. Respondents indicated that the top actions / initiatives required in research and development included the following (n=201), (v=278):

> **Working together:**

- Access to grants and finance (14%)
- Council support and encouragement (12%)
- Working together to provide facilities (7%)
- Supportive legislation and regulation (7%)

> **Environment:**

- Environmentally sustainable practices (12%)
- Green technology / sustainability (6%)
- Heritage/Culture (6%)

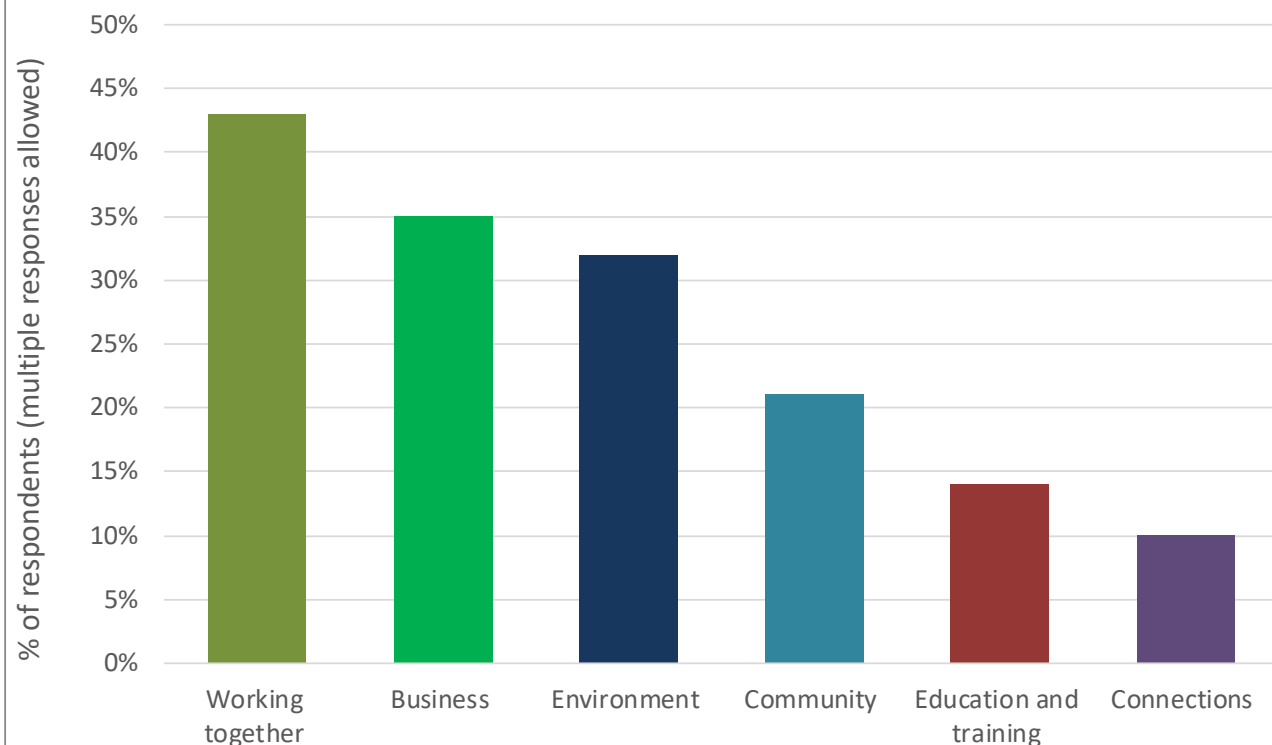
> **Business:**

- Innovative technology (including fibre optics, 3D printing) (12%)
- Agriculture procedure / imports (9%)
- Facilities / opportunities (7%)

> **Community:**

- Recognise local expertise/consultation to determine opportunities/deepen community understanding of R&D (21%)

Most important actions for research and development



> **Education and training:**

- Educational services (7%)
- Skills and training (7%)

> **Connections:**

- Infrastructure issues (5%)
- Shipping (5%)

Key Messages: Agriculture, Horticulture and Fisheries

Responses to the question 'what do you think are the longer term issues / opportunities for Norfolk Island in the area of agriculture, horticulture and fisheries?' included the following (n=232), (v=456):

> **Working together:**

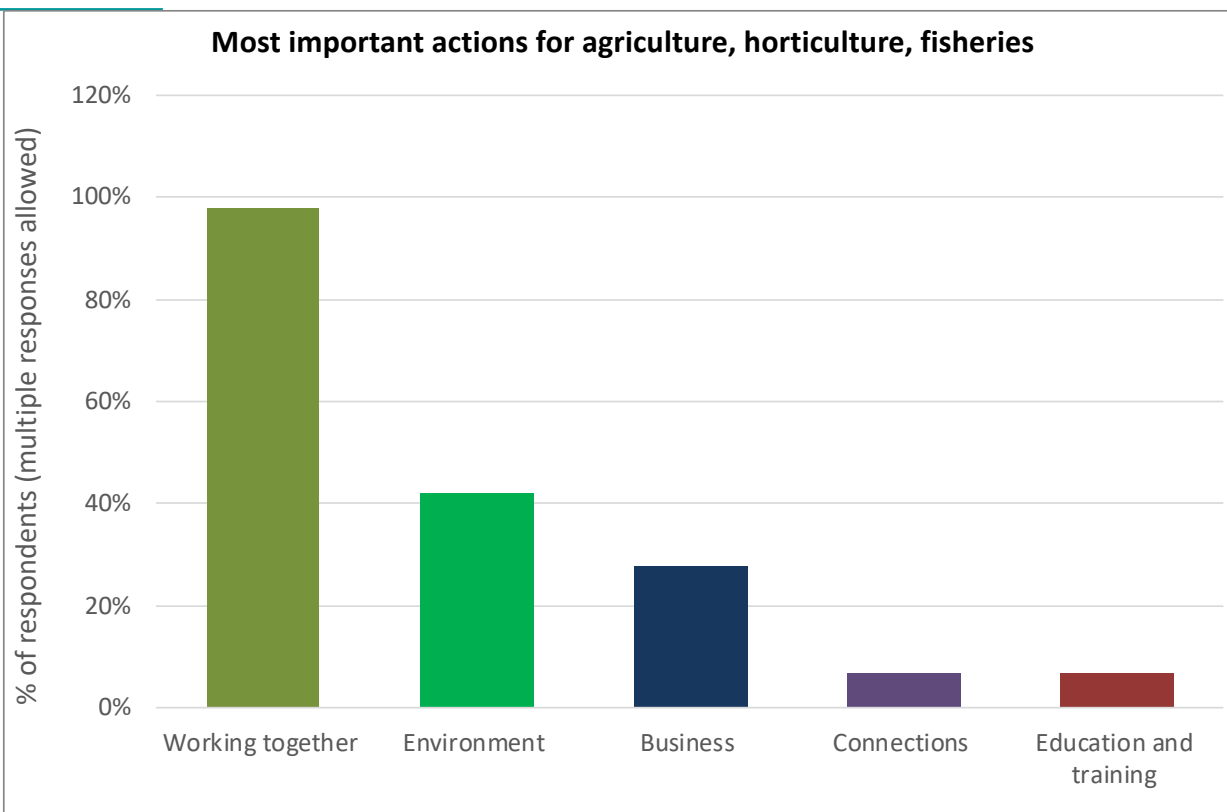
- Import opportunities and issues (25%)
- Management issues, including quarantine, bio-security (18%)
- Access to grants, finance, support, subsidisation (17%)
- EEZ (exclusive economic zone) issues (14%)
- Supportive legislative framework (13%)
- Forward planning and public input (12%)

> **Environment:**

- Fisheries specific issues (28%)
- Sustainability focus, resource management (9%)

> **Business:**

- Drought management (10%)
- General opportunities in the sector (7%)
- Export opportunities (6%)



> **Connections:**

- Shipping (7%)

> **Education and training:**

- Training for the local population in Agriculture, Horticulture and Fisheries (5%)

Key Messages: Education and Training

Respondents indicated that improvements required or opportunities for improvements in the education and training sector included the following (n=243), (v=385):

> **Business:**

- Apprenticeships / traineeships / scholarships / mentoring (21%)
- Certainty of education (19%)
- Affordable TAFE and tertiary opportunities (14%)
- Local training and employment (10%)
- Expert trainers / motivational speakers / academic visitors (10%)
- NSW Curriculum / provider (10%)
- On-line opportunities, social media (10%)

> **Working Together:**

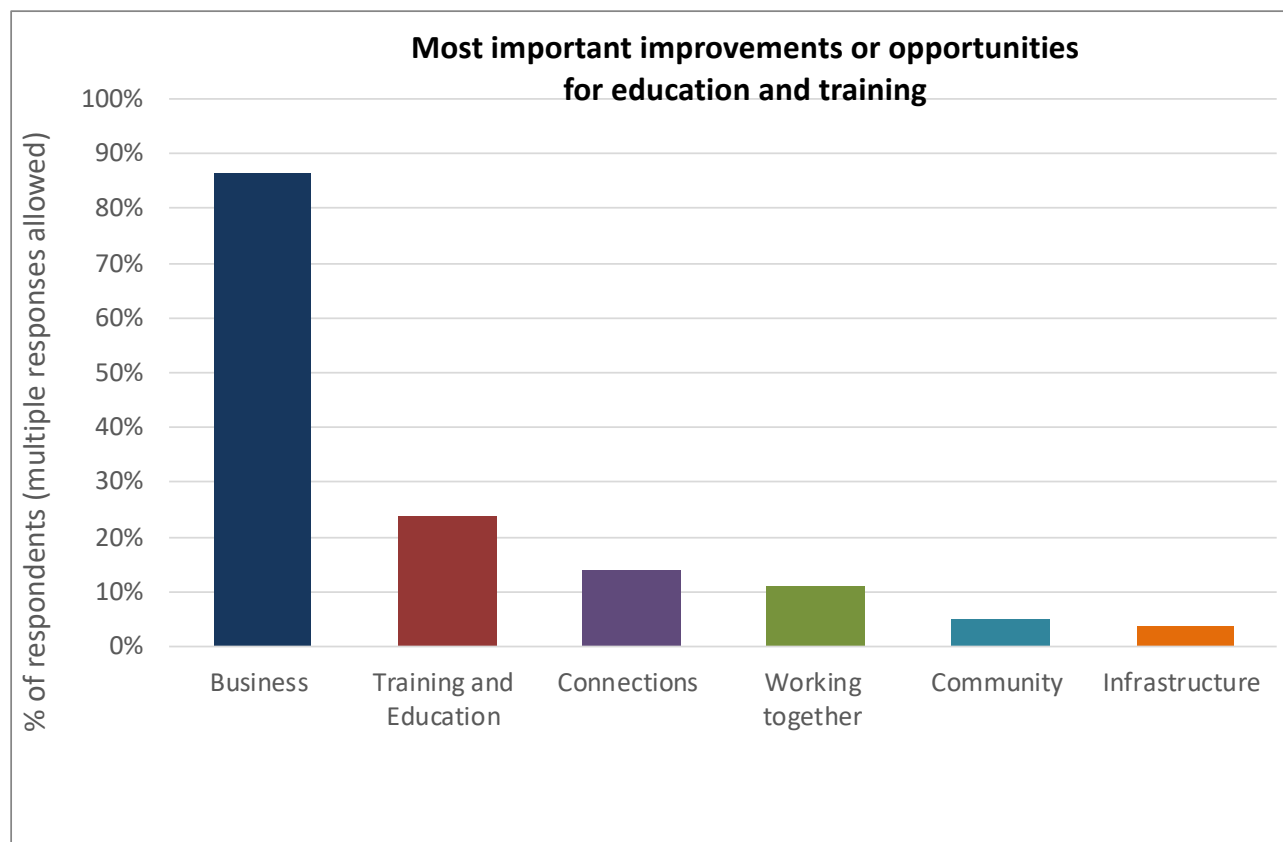
- Financial support (5%)

> **Training and Education:**

- Specific and general training opportunities (24%)
- Sustainability focus, resource management (9%)

> **Connections:**

- Connectivity / telecommunications improvements (7%)
- University (5%)



Key Messages: Health, Wellbeing and Liveability

Respondents indicated that improvements required or opportunities for improvements in health, wellbeing and liveability included the following (n=243), (v=413):

> **Community:**

- Hospital (40%)
- Health provider and services provided (12%)
- Community values, cohesion (9%)
- Population numbers/resident issues (8%)
- Visiting specialists (8%)
- Aged care (including facilities, and ageing in place) (6%)
- Complimentary health services and wellness opportunities (5%)

> **Working together:**

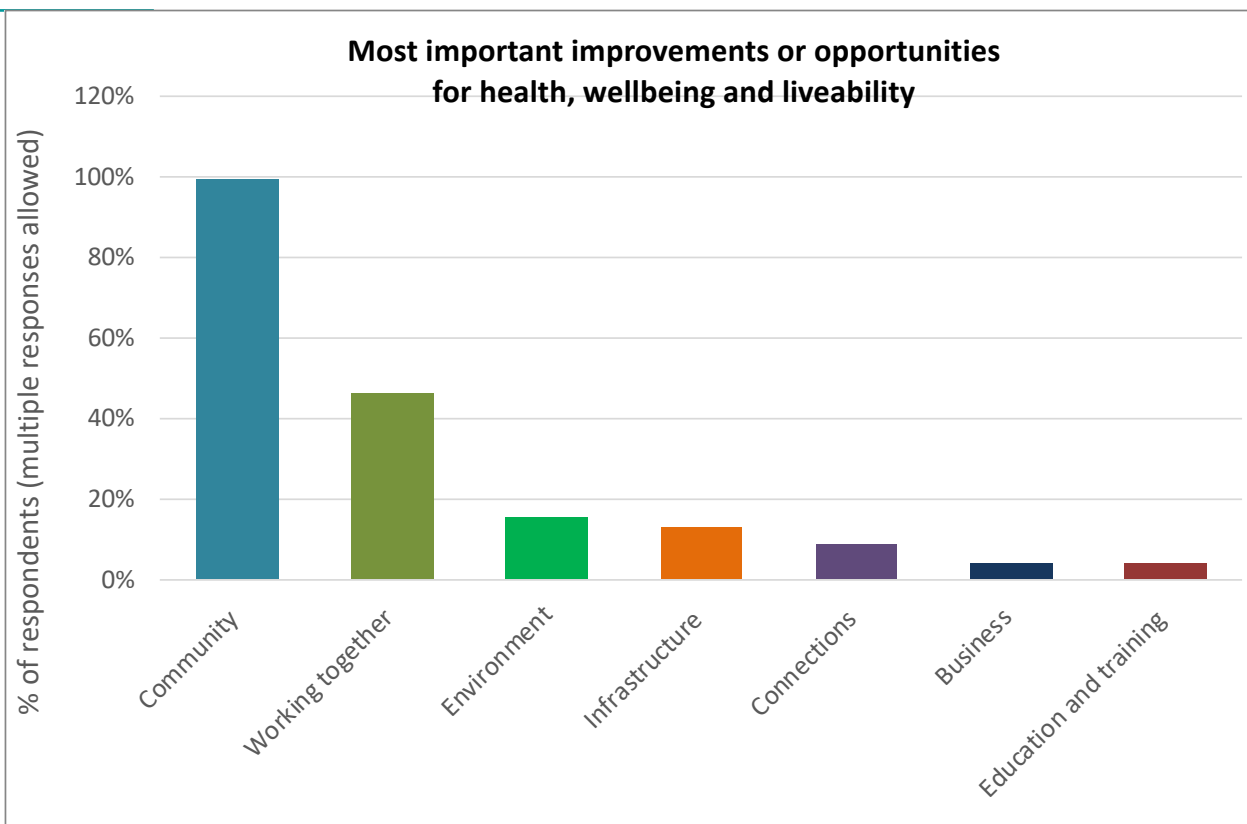
- Improving relationship with government (9%)
- Inclusive decision making / community participation (7%)

> **Environment:**

- Food security / water security / produce / fishing issues (11%)

> **Infrastructure:**

- Community infrastructure (parks, cultural centre, playgrounds, etc) and services/ activities (9%)



> **Connections:**

- Improved freight / more timely – sea and air (5%)

> **Business:**

- Industry / economic opportunities (7%)

Key Messages: Priority Infrastructure Project

Priority infrastructure projects nominated by respondents included the following (n=258), (v=586):

> **Connections:**

- Wharf / port / landing / freight (30%)
- Harbour / piers / jetties (24%)
- Connectivity, telecommunications and postal (14%)
- Airport / air services (5%)

> **Community:**

- Hospital (30%)
- Community infrastructure (eg. pool, centres etc) (16%)
- Heritage and culture infrastructure (7%)

> **Environment:**

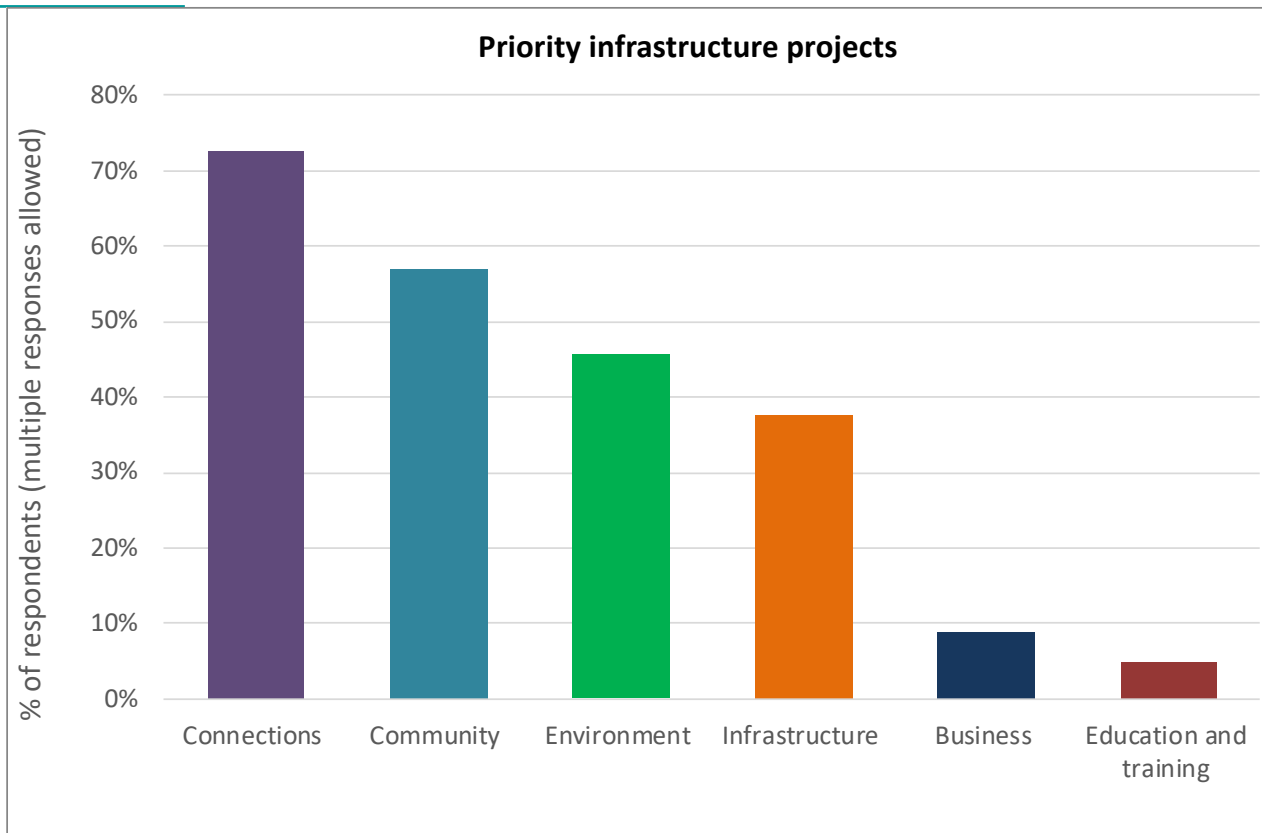
- Renewable energy (20%)
- Water storage / water issues (14%)
- Waste management (9%)

> **Infrastructure:**

- Roads (31%)
- Quarry (7%)

> **Business:**

- Tourism opportunities (5%)
- Tourism infrastructure (5%)



Key Messages: Government services

Respondents indicated that improvements required or opportunities for improvements in government services provided by NIRC and/or the Australian Government included the following (n=253), (v=409):

> **Working together:**

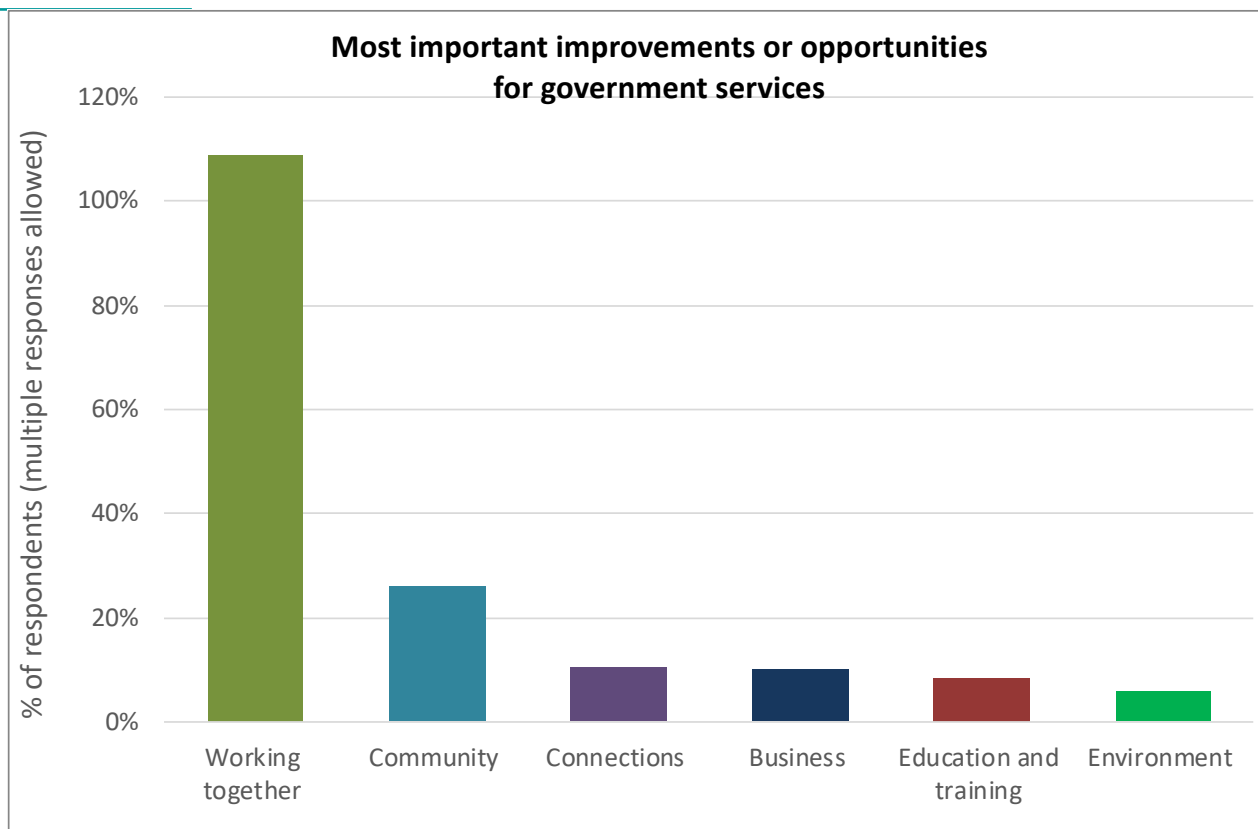
- Clarity of responsibilities, roles and expectations between different levels of government (24%)
- Transparency, openness, honesty and accountability (17%)
- Inclusive decision making / community engagement / consultation (16%)
- Council issues (16%)
- Infrastructure (roads, pavements etc) (12%)
- Funding and support (5%)

> **Community:**

- Acknowledge original inhabitants, acknowledge Pitcairners (5%)

> **Business:**

- Local employment (7%)



Community Survey:

Impacts of COVID-19 Pandemic

Key Messages: Negative impacts from COVID-19 on individuals and their families (n=307), (v=443):

> **Business:**

- Financial / business impacts, with many indicating these were devastating impacts (31%)

> **Community:**

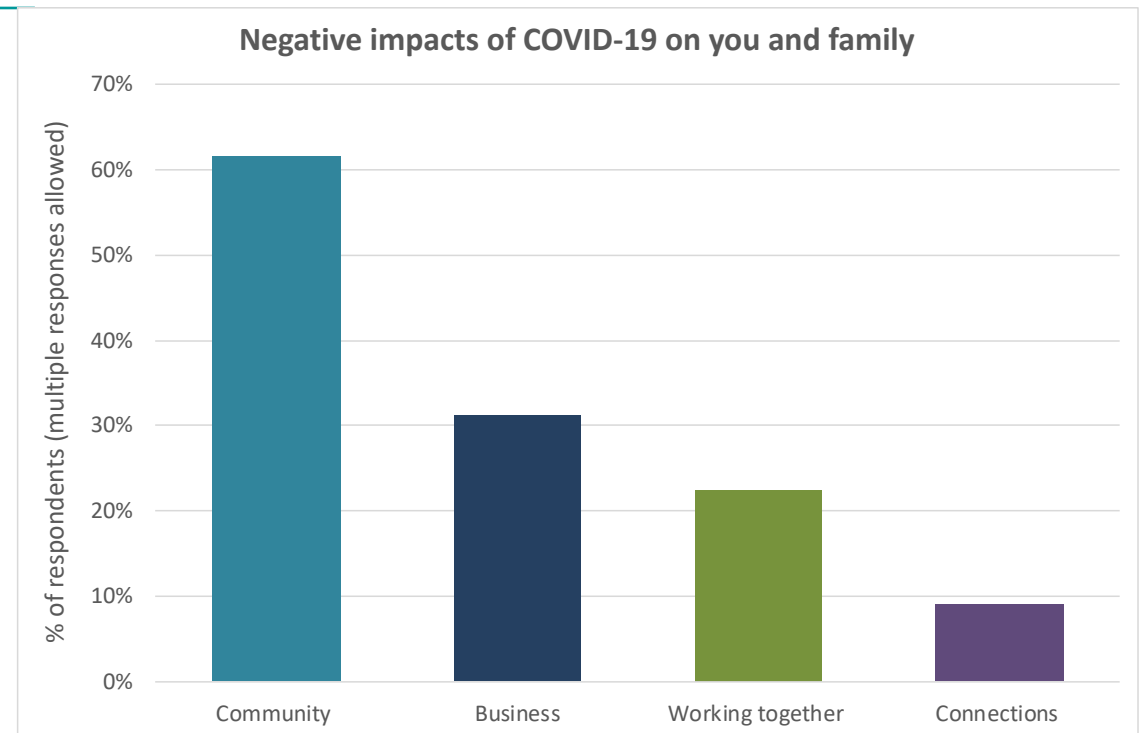
- No/limited access to friends/family/socialising/impact on community spirit/social fabric (22%)
- Mental well-being /emotional impacts (12%)
- The feeling of isolation (7%)
- Isolation requirements tough / restricted to home was tough (6%)

> **Working together:**

- Confusion / conflicting / lack / poor information from Emergency Management (8%)
- Feelings of being unsafe because of how it was managed (5%)

> **Connections:**

- Restrictions of travel for us, as well as for tourism industry (9%)



> **No / Little impact**

- 14% indicated no impact
- 4% indicated little impact because they are self-sufficient

Key Messages: Negative impacts from COVID-19 on Community as a whole (n=302) (v=475):

> **Business:**

- Financial/business/employment impacts (47%)
- Restrictions from travel for us and tourism industry (14%)

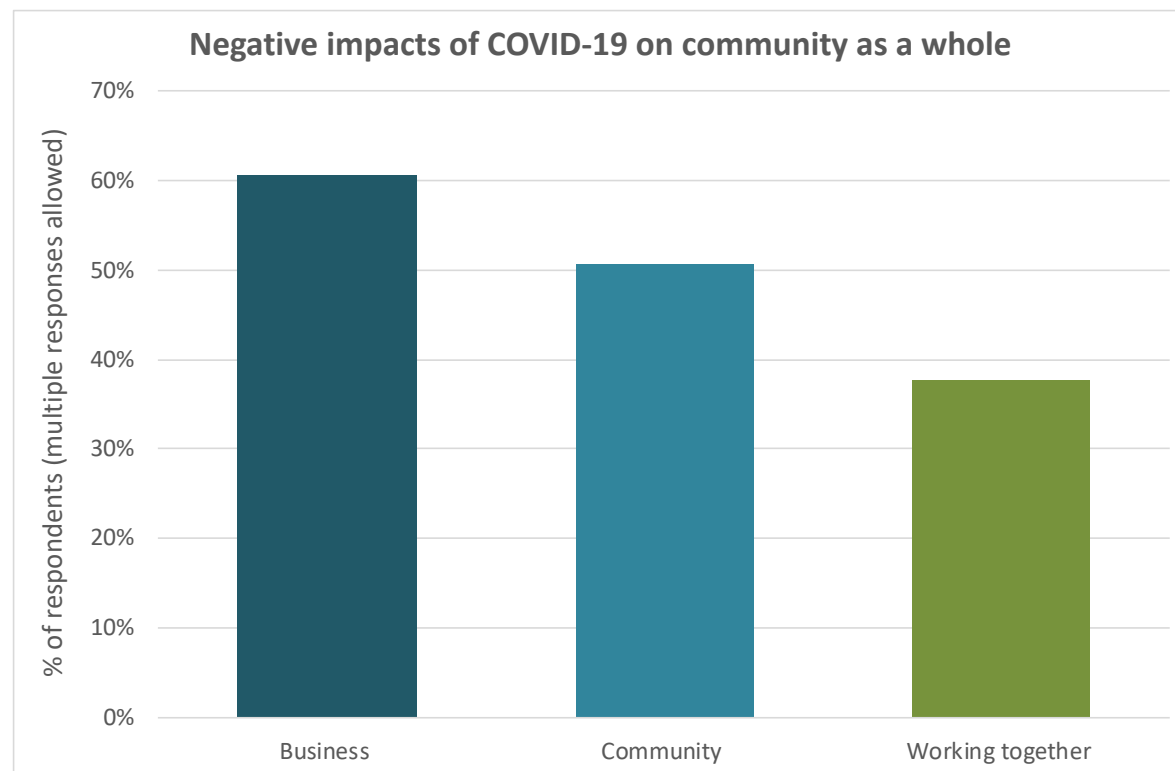
> **Community:**

- No or little access to friends/family/socialising (11%)
- The feeling of isolation (6%)
- Uncertainty about / concern for future (6%)
- Mental wellbeing / emotional impacts (6%)
- People became fearful / Impact on community spirit / social fabric (5%)

> **Working together:**

- Confusion / conflicting / lack of or poor information from emergency management (11%)
- Government control / lack of democracy / double standards (10%)
- Fear mongering (7%)
- Isolation requirements tough (6%)

- > ***In addition to the above, 6% of respondents indicated that they felt there were few or no impacts on the Community through COVID-19 period***



Key Messages: Positive impacts from COVID-19 on individuals and their families (n=296), (v=367):

> **Community:**

- Quality time as family / appreciated family (26%)
- Ability to get tasks done / clean up etc (17%)
- Slower pace / time to rest / time to reflect and be still (11%)
- Community protected / safe (8%)
- Appreciation for health / being COVID-19-free (6%)
- Reviewed priorities / perspective (6%)
- More sustainable / holistic approach to life / back to basics (5%)

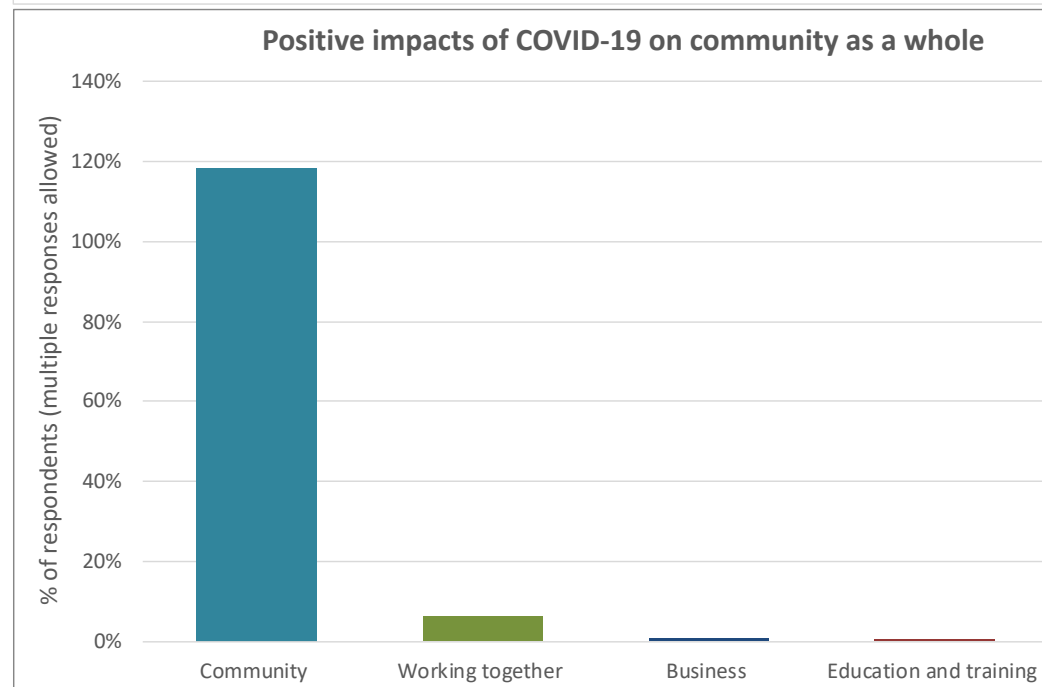
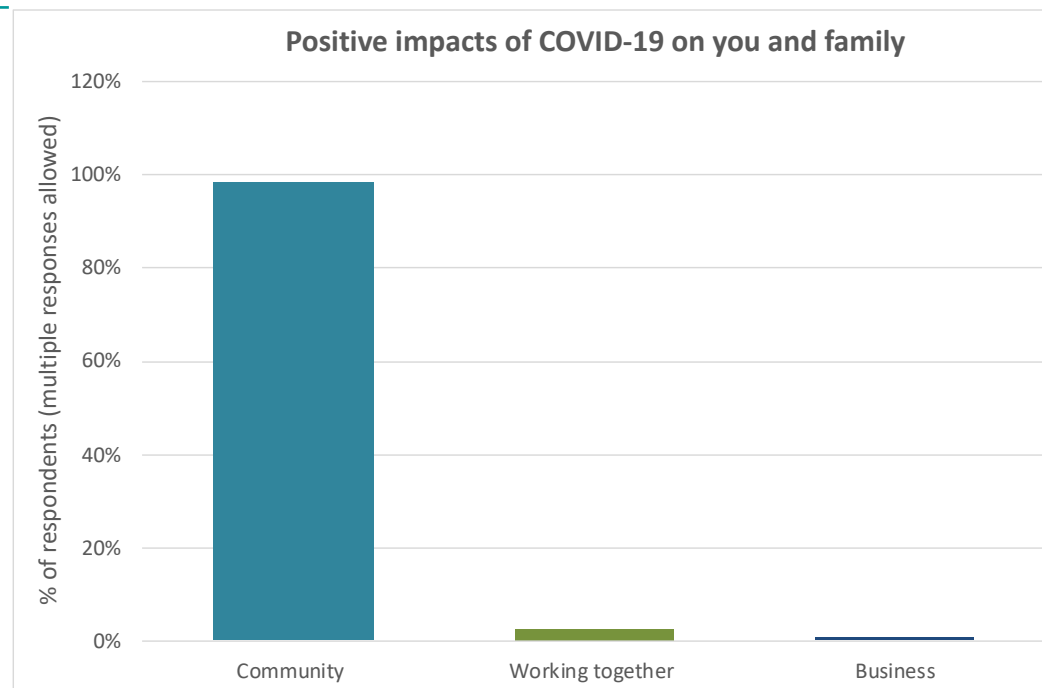
> **Working together:**

- Financial support (eg. through job keeper) (3%)

Key Messages: Positive impacts from COVID-19 on the community as a whole (n=278), (v=349):

> **Community:**

- None / this has been devastating (22%)
- Brought out best in community / community spirit / reconnection with Island (22%)
- Felt safe / being COVID-19-free (13%)
- More sustainable / holistic approach to life / back to basics (8%)
- Slower pace / time to rest / time to reflect and be still (7%)
- Enjoyed the isolation (6%)
- Most in the community worked together to keep our island safe (5%)
- More time to get tasks done / clean up (5%)
- Quality time as family / appreciated family (5%)



Key Messages: Things that are working well during COVID-19

(n=293), (v=379):

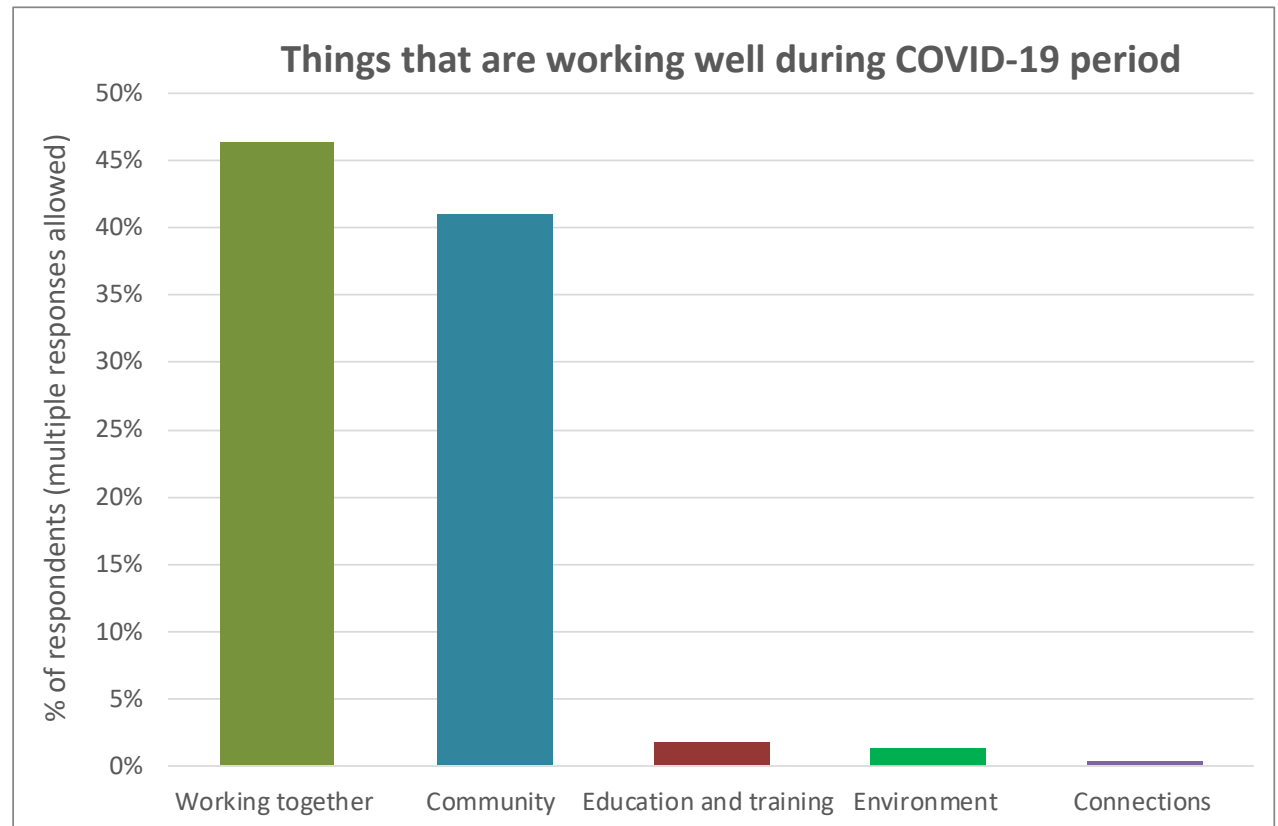
> **Working together:**

- Quarantine requirements/ shut border (21%)
- EMNI (8%)
- Communications (7%)
- Financial / government assistance / NIRC's stimulus package (6%)

> **Community:**

- Community connection / community spirit/ community support / resilience (30%)
- Covid-19-free / keeping community safe / being isolated (17%)
- Compliance to requirements (7%)

> **8% thought that nothing worked well**



Key Messages: Things that could be better during COVID-19 (n=292), (v=453)

> **Working together:**

- Communications - clearer / more consistent / more honest / better disseminated / more timely / less scaremongering (28%)
- Acted more quickly / had better responses / policing behaviour better (24%)
- Better leadership and relationships between government levels and community (19%)
- Better / clearer / more open / more timely / more accountable decision making and education on decisions (18%)
- Quarantine issues / same rules for all (13%)
- More inclusive decision making / community and elders (9%)
- Assured community better that matters would be handled effectively / followed up with concerns better (7%)
- Less strict quarantine requirements (6%)
- Better financial / employment support now and into the future / better aligned to Island (5%)

> **Community:**

- Better health services / better health procedures (3%)

> **Nothing could have been better / Did a pretty good job (10%)**

