



MORETON SAYS

Frequently Asked Questions

Question	Answer
What is Moreton Says?	<p>Moreton Says is a major engagement program Council is undertaking to connect more strongly with our communities and better understand what is important to them.</p> <p>Moreton Says gives you the opportunity to confidentially share your views and experiences with Council through a series of surveys to be undertaken over the next few years.</p>
Why is Council doing Moreton Says?	<p>The future of Moreton Bay Region is important. Council wants to get to know our communities better so we can make the best decisions for the future of our region.</p> <p>Insights from the Moreton Says surveys will better inform Council about the things that matter most to our communities. We are committed to using these insights in our decision-making and future planning of our region.</p>
What does Moreton Says involve?	<p>Surveys will be undertaken every few months until 2023.</p>
Who is managing the survey for MBRC?	<p>This is so important to us we have partnered with third-party provider Voconiq, to confidentially collect and manage this data for us so you can feel comfortable telling us how you feel.</p> <p>Voconiq will help us to understand what Moreton said. The results of the surveys will be shared on our website and via other Council channels soon after each survey closes. To learn more about Voconiq visit https://voconiq.com/moreton-says/.</p>
How do I complete the survey?	<p>Tell us what is important to you by completing your Moreton Says survey online at mbrc.link/moreton-says on most modern mobile devices including phones and tablets. Alternatively, printed copies of the survey are at your nearest Moreton Bay Regional Council Library, Customer Service Centre or by phoning Council on 1300 477 161.</p> <p>Paper surveys can be returned to:</p> <p>Voconiq Reply Paid 88434</p>

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	<p>Level 6, 5 King Street, Bowen Hills 4006.</p> <p>No postage stamp is required.</p>
How long does the survey take to complete?	The Moreton Says survey takes about 5-10 minutes to complete.
What if I don't have access to the internet?	<p>Moreton Bay Regional Council libraries offer one-hour free internet access per day (and library membership is free). Bookings are recommended and can be made in person or by phoning any of our libraries.</p> <p>Printed copies of the survey are available at your nearest Council Library, Customer Service Centre or by contacting Council on 1300 477 161.</p>
Where do I return my completed paper survey?	<p>Paper surveys can be returned to:</p> <p>Voconiq Reply Paid 88434, Level 6, 25 King Street, Bowen Hills QLD 4006.</p> <p>No postage stamp is required.</p>
Do I have to register my personal details to complete the survey?	<p>To complete the Moreton Says survey you will need to register your personal details with Voconiq, who will separate them from your survey responses and will not pass them along to Council.</p> <p>However, you will have the option to provide your personal details to Council to receive additional updates and information from Council about Moreton Says and other projects related to you.</p>
How will my personal details be handled and stored?	Council is committed to protecting privacy and personal information in accordance with the Information Privacy Act 2009 (IP Act). All personal information collected in the Moreton Says surveys will be managed by Council and our contractors in accordance with the IP Act.
Are the surveys confidential?	Yes, participants confidentiality is assured. Council has engaged an independent specialist, Voconiq, to manage the Moreton Says surveys. This includes securely maintaining all data and ensuring no personal information or information that would enable identification of individuals is made available to Council the public.
Will the results of the survey be publicly released?	Yes, we will share with you what Moreton said. The Moreton Says survey results are shared on the Your Say Moreton Bay website and via our other channels soon after each survey period closes. The results show collective trends, issues and individual respondents will not be identified.
How will Council respond to the	Insights from the Moreton Says surveys will better inform Council about the things that matter most to our communities. We are committed to using these insights in our decision-making and planning. This planning includes a new Corporate Plan and new economic, environment and



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information collected from the surveys?	<p>community strategies, as well as several longer-term plans that will help manage the population growth and development our region is experiencing.</p> <p>Insights from surveys will inform the planning we are doing for the future of the Moreton Bay Region.</p>