



GOVERNMENT OF
NORFOLK ISLAND

Norfolk Island Community Wellbeing Survey & Monitoring Framework – 2026.

Good governance begins with listening.
Sustainable futures are built on understanding.

Government of Norfolk Island



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INTRODUCTION

The Government of Norfolk Island is committed to ensuring that decisions affecting the Island are informed by meaningful community participation and reliable evidence.

The *Governance Charter & Operational Manual 2026* recognises that responsible governance extends beyond the administration of public affairs. It requires an understanding of the environmental, social, economic, cultural, and governance factors that together influence the wellbeing, resilience and long-term sustainability of the Norfolk Island community.

Clause 20 of the Governance Charter therefore provides for the development of a Community Wellbeing and Governance Indicator Framework to establish a structured method for monitoring the health of the community over time and supporting transparent, accountable and evidence-informed decision-making.

This document represents the first stage in implementing that commitment. It establishes a repeatable methodology for measuring not only community wellbeing, but also the conditions, values, priorities and aspirations that shape Norfolk Island's long-term resilience and sustainability.

The Framework has been developed specifically for Norfolk Island. While informed by recognised community wellbeing methodologies used elsewhere, it has been adapted to reflect Norfolk Island's unique constitutional history, cultural identity, governance arrangements, and community aspirations. In particular, it recognises governance and constitutional integrity as fundamental contributors to community wellbeing, acknowledging that confidence in public institutions, participation in decision-making and transparent governance contribute directly to community resilience and long-term wellbeing.

At the heart of the Framework is the **Norfolk Island Community Wellbeing Survey**.

The survey has been designed to establish the Government of Norfolk Island's first comprehensive baseline of community conditions, wellbeing, governance and future aspirations. It provides a structured means of understanding measurable community conditions alongside the lived experiences, priorities and aspirations of community members across the five Sustainability Pillars established under the Governance Charter:

- Environmental Sustainability;
- Social Wellbeing;
- Economic Resilience;
- Cultural Continuity; and
- Governance & Constitutional Integrity.



By establishing this initial baseline, future surveys will be able to measure change over time, enabling the Government and the General Assembly to better understand emerging trends, evaluate the effectiveness of future initiatives, identify areas requiring attention, and support informed decision-making based on evidence rather than assumption.

Community participation is central to the success of the Framework.

The information collected through the survey will assist in creating a comprehensive picture of community wellbeing for Norfolk Island. Every completed survey contributes to a richer understanding of the community's experiences, priorities and aspirations, helping ensure that future planning reflects the voices of those who live, work, raise families and contribute to Norfolk Island's future.

Participation is voluntary, confidential, and open to all members of the Norfolk Island community. Individual responses will not be identified or published. Survey findings will be reported only in aggregated form to protect privacy while providing meaningful information for community planning and public reporting.

The Government intends that this Framework will become an enduring part of Norfolk Island's governance arrangements.

Rather than providing a single snapshot in time, it establishes a consistent methodology that can be repeated periodically to monitor long-term change. Over time, the Framework will support the preparation of **State of Norfolk Island Reports**, inform Sustainability Assessments required under the Governance Charter, assist General Assembly deliberations, and contribute to transparent, accountable and evidence-informed governance.

This document is released as a **Community Consultation Draft** following its introduction to the General Assembly on 11 July 2026.

The Government welcomes comments and suggestions from members of the community before the Framework is finalised. Community feedback will assist in refining the survey, the indicators, and the reporting methodology to ensure that the Framework reflects Norfolk Island's circumstances and continues to meet the needs of future generations.

Ultimately, this Framework is intended to become an enduring part of Norfolk Island's governance arrangements. Through regular measurement of community conditions, wellbeing and aspirations, it represents a long-term commitment to listening to the community, measuring what matters, and supporting decisions that strengthen the wellbeing, resilience and prosperity of Norfolk Island for present and future generations.

***Good governance begins with listening.
Sustainable futures are built on understanding.***



PART 1

COMMUNITY WELLBEING SURVEY FRAMEWORK

PURPOSE

The Norfolk Island Community Wellbeing & Governance Indicator Framework establishes a structured and transparent method for measuring the long-term wellbeing, resilience, and sustainability of Norfolk Island.

The Framework supports evidence-informed decision-making by providing consistent indicators that enable changes in community wellbeing to be measured over time.

The Framework is intended to:

- establish a baseline of community wellbeing;
- monitor long-term trends;
- support Government planning;
- inform General Assembly deliberations;
- improve public transparency;
- assist Sustainability Assessments required under the Governance Charter; and
- contribute to periodic State of Norfolk Island Reports.

The Framework is designed as an ongoing governance tool and is intended to evolve through community consultation and practical experience.

GOVERNANCE CHARTER AUTHORITY

This Framework is established under Clause 20 of the Governance Charter & Operational Manual 2026.

Clause 20 requires the Government of Norfolk Island to establish and maintain Community Wellbeing Indicators reflecting the five pillars of sustainability:

- Environmental Sustainability
- Social Wellbeing
- Economic Resilience
- Cultural Continuity
- Governance and Constitutional Integrity

The Charter further provides that these indicators should inform decision-making, support transparency, and contribute to long-term stewardship.



WHY MEASURE COMMUNITY WELLBEING?

Traditional government reporting often measures financial performance, population, or economic activity.

While these measures remain important, they do not provide a complete understanding of the wellbeing of a community.

Norfolk Island's Governance Charter recognises that long-term prosperity depends upon the interaction between environmental health, social wellbeing, economic resilience, cultural continuity, and effective governance.

Accordingly, this Framework seeks to measure not only outcomes, but also the community's confidence in those outcomes.

The Framework therefore combines measurable statistical information with community perceptions to provide a broader understanding of community wellbeing.

FRAMEWORK PRINCIPLES

The Framework is founded on six principles.

- **Community-centred:** the community's lived experience remains central.
- **Evidence-based:** Indicators should support objective decision-making.
- **Transparent:** methodology and reporting are publicly available.
- **Consistent:** Indicators remain stable over time wherever possible.
- **Practical:** Data collection should remain achievable for a small administration.
- **Continuous Improvement:** Indicators may evolve through consultation and experience.

THE FIVE PILLARS

- Environmental Sustainability
- Social Wellbeing
- Economic Resilience
- Cultural Continuity
- Governance & Constitutional Integrity

INDICATOR FRAMEWORK

Each Community Wellbeing Indicator is measured through one or more questions contained within the *Norfolk Island Community Wellbeing Survey*.

The indicators have been developed to provide a practical and consistent method for measuring community wellbeing over time while remaining achievable for a small administration to maintain.



Each indicator is assigned a permanent identification code. These codes remain unchanged from year to year to enable reliable comparison of results and long-term trend analysis.

The Framework has been designed so that each indicator contributes to one of the five Sustainability Pillars established under the Governance Charter.

Indicator results may be analysed:

- individually;
- within each Sustainability Pillar;
- across the whole Community Wellbeing Framework; and
- over time to identify trends and emerging issues.

Open-ended questions included within the Community Wellbeing Survey provide qualitative information to assist interpretation of survey results. These questions are not Community Wellbeing Indicators and are therefore not included within the Indicator Register.

The following table provides the standard register for Community Wellbeing Indicators.

INDICATOR REGISTER

Code	Indicator	Primary Source	Reporting Frequency
ENV1–ENV10	Environmental Sustainability Indicators	Community Survey	Annual
SOC1–SOC10	Social Wellbeing Indicators	Community Survey	Annual
ECO1–ECO11	Economic Resilience Indicators	Community Survey	Annual
CUL1–CUL10	Cultural Continuity Indicators	Community Survey	Annual
GOV1–GOV14	Governance & Constitutional Integrity Indicators	Community Survey	Annual
FUT1–FUT5	Community Outlook Indicators	Community Survey	Annual

Additional indicators derived from administrative data, government records, or future research may be incorporated where they improve the overall understanding of community wellbeing and remain consistent with the Governance Charter.

DATA COLLECTION

Purpose

Reliable information is fundamental to responsible governance.



The Community Wellbeing Monitoring Framework combines information gathered directly from the community with other appropriate sources to provide a balanced understanding of Norfolk Island's wellbeing.

Using multiple sources strengthens the reliability of the Framework while reducing unnecessary duplication of information collection.

Primary Data Source

The principal source of information is the Norfolk Island Community Wellbeing Survey.

The survey is intended to be undertaken periodically using a consistent methodology to enable meaningful comparison of results over time.

Survey questions are aligned with the Community Wellbeing Indicators and the five Sustainability Pillars established under the Governance Charter.

Secondary Data Sources

Where appropriate, Community Wellbeing Indicators may also be informed by:

- Government administrative records;
- demographic information;
- economic statistics;
- environmental monitoring;
- health and education data;
- committee reports;
- advisory body reports;
- independent research; and
- other publicly available information considered reliable.

Secondary data shall complement, rather than replace, direct community participation through the Community Wellbeing Survey.

Data Integrity

The Government of Norfolk Island shall seek to ensure that information used within the Framework is:

- reliable;
- objective;
- collected consistently;
- appropriately documented;
- protected from unauthorised alteration; and
- suitable for long-term comparison.



Where methodologies change, those changes should be publicly documented to preserve transparency.

INDICATOR SCORING

Purpose

A consistent scoring methodology enables Community Wellbeing Indicators to be compared across different years while remaining simple to administer and understand.

The Framework has been deliberately designed so that results may be analysed using commonly available spreadsheet software without requiring specialist statistical expertise.

Standard Rating Scale

Unless otherwise specified, survey questions shall use the following five-point scale.

Score	Interpretation
5	Very High / Excellent / Strongly Agree
4	High / Good / Agree
3	Moderate / Neutral
2	Low / Disagree
1	Very Low / Poor / Strongly Disagree

Indicator Scores

Each survey question contributes to a specific Community Wellbeing Indicator. Individual responses are converted directly to their numerical score. Average scores are then calculated for each indicator.

Sustainability Pillar Scores

Indicator scores are aggregated within each Sustainability Pillar to produce a Pillar Score for:

- Environmental Sustainability
- Social Wellbeing
- Economic Resilience
- Cultural Continuity
- Governance & Constitutional Integrity

These scores provide an overall picture of community wellbeing within each pillar.



Overall Community Wellbeing Index

The five Sustainability Pillar Scores together form the Norfolk Island Community Wellbeing Index.

The Index provides a high-level summary of community wellbeing and enables long-term trends to be monitored.

The Index is intended to support informed decision-making rather than replace detailed analysis of individual indicators.

Confidence Indicators

Where appropriate, indicators may distinguish between:

- measured conditions; and
- community confidence in those conditions.

For example, the Framework may separately measure:

- the condition of environmental assets; and
- community confidence that those assets are being responsibly managed.

This distinction assists Government in understanding both objective conditions and public confidence in governance and stewardship.

REPORTING

The Community Wellbeing Monitoring Framework is intended to support regular public reporting.

Following each Community Wellbeing Survey, results shall be analysed and presented through the **State of Norfolk Island Report**.

The report may include:

- overall Community Wellbeing Index;
- Sustainability Pillar Scores;
- indicator trends;
- significant findings;
- emerging issues;
- community priorities; and
- recommendations for future consideration.

Reporting shall seek to present information in a manner that is clear, accessible, and readily understood by the community.



Transparency

To promote confidence in the Framework, the Government shall make publicly available:

- survey methodology;
- indicator definitions;
- scoring methodology;
- reporting approach; and
- summary survey results.

Individual responses shall remain confidential.

REVIEW & CONTINUOUS IMPROVEMENT

The Community Wellbeing Monitoring Framework is intended to evolve over time while preserving consistency in long-term reporting.

The Framework should normally be reviewed every five years, or earlier if considered necessary by the General Assembly.

Reviews may consider:

- emerging community priorities;
- improvements to indicators;
- changes to data collection methods;
- developments in community wellbeing measurement; and
- recommendations arising from advisory bodies, committees, or community consultation.

Where changes are adopted, efforts should be made to preserve compatibility with previous reporting so that long-term trends remain meaningful.





PART 2

ABOUT THE COMMUNITY WELLBEING SURVEY

ABOUT THIS SURVEY

The Government of Norfolk Island is committed to making decisions that are informed by community participation, reliable information, and a clear understanding of the Island's changing needs and aspirations.

Clause 20 of the Governance Charter & Operational Manual 2026 establishes the Community Wellbeing and Governance Indicator Framework to monitor the long-term health, resilience, sustainability and governance of Norfolk Island and its people.

This survey is the first step in establishing that Framework. Together, the Community Wellbeing Indicators and community responses will provide an enduring evidence base to support governance, sustainability, policy development and community planning, while creating a permanent record of the lived experiences and aspirations of the Norfolk Island community.

The information collected will create a baseline against which future change can be measured. It will assist the Government and the General Assembly to better understand community conditions, wellbeing, governance, population sustainability, and community priorities; identify emerging issues; evaluate the effectiveness of future initiatives; and support long-term planning and responsible stewardship.

The survey reflects the five Sustainability Pillars established under the Governance Charter:

- Environmental Sustainability
- Social Wellbeing
- Economic Resilience
- Cultural Continuity
- Governance and Constitutional Integrity

The survey has been designed specifically for Norfolk Island and recognises that the wellbeing of a community is influenced not only by health and economic conditions, but also by culture, stewardship, participation, governance, environmental capacity, and confidence in the future.

In addition to measurable indicators, the survey includes a number of optional open-ended questions that allow community members to share their experiences, identify emerging issues, and express their aspirations for Norfolk Island's future. These responses will complement the Community Wellbeing Indicators by providing valuable context and helping to inform future policy development and community planning.



WHY YOUR PARTICIPATION MATTERS

Every completed survey contributes to a clearer understanding of life on Norfolk Island today and helps build an evidence base for future decision-making.

The information collected will:

- establish Norfolk Island's first Community Wellbeing Baseline;
- measure community conditions, wellbeing and confidence over time;
- identify community strengths, priorities and emerging challenges;
- support evidence-based policy development, planning and decision-making;
- assist future General Assembly deliberations;
- contribute to periodic Community Wellbeing Reports prepared under the Governance Charter; and
- help guide long-term stewardship for present and future generations.

The purpose of this survey is to provide a reliable picture of the lived experiences, perspectives and aspirations of the Norfolk Island community.

PRIVACY

Participation is voluntary.

Individual responses will remain confidential.

Survey results will only be reported in summary form and no individual respondent will be identified.

HOW TO COMPLETE THE SURVEY

Most questions use a consistent five-point rating scale. This enables Community Wellbeing Indicators to be measured consistently over time and supports annual reporting on changes in community wellbeing, sustainability and governance.

Unless otherwise stated, please select the response that best reflects your own experience or opinion.

Score	Meaning
5	Very High / Excellent / Strongly Agree
4	High / Good / Agree
3	Moderate / Neutral
2	Low / Disagree
1	Very Low / Poor / Strongly Disagree

Some questions invite written comments. These questions are optional and are not scored. They provide valuable context by capturing community experiences, priorities and ideas that cannot always be reflected through numerical responses. Qualitative responses will be analysed alongside the Community Wellbeing Indicators to help identify common themes, emerging issues and opportunities for future improvement.





PART 3

COMMUNITY WELLBEING SURVEY

SECTION 1: COMMUNITY PROFILE

People experience Norfolk Island differently depending on their age, family history, employment, household circumstances and connection to the Island.

Collecting this information allows survey results to be understood more accurately and helps ensure the experiences of different parts of the community are recognised.

This information is used only for statistical analysis and individual responses remain confidential.

1.1. Connection to Norfolk Island	
CP1	Which of the following best describes you?
	☐ Pitcairn–Norfolk Islander ☐ Norfolk Island resident (non-descendant) ☐ Other ☐ Prefer not to say
CP2	How many generations of your family have lived on Norfolk Island?
	☐ None ☐ One ☐ Two ☐ Three ☐ Four ☐ Five or more
CP3	How long have you lived on Norfolk Island?
	☐ Less than 1 year ☐ 1–5 years ☐ 6–10 years ☐ 11–20 years ☐ 21–40 years ☐ More than 40 years ☐ My whole life



1.1. Household	
CP4	Age Group
	☐ Under 18 ☐ 18–24 ☐ 25–34 ☐ 35–44 ☐ 45–54 ☐ 55–64 ☐ 65–74 ☐ 75+
CP5	Gender
	☐ Female ☐ Male ☐ Prefer not to say
CP6	How many people live in your household?
	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+
CP7	Who owns your household residence?
	☐ I rent – shared rental ☐ I rent - house ☐ I own my/ our home outright – no mortgage ☐ I own my/ our home - and pay a mortgage ☐ I am unable to rent or purchase a place to live
1.2. Employment	
CP8	Which best describes your current employment?
	☐ Full-time ☐ Part-time ☐ Casual ☐ Self-employed ☐ Business owner ☐ Retired ☐ Student ☐ Unemployed ☐ Other
CP9	On average, how many paid hours do you work each week?
	☐ Less than 10 ☐ 10–20 ☐ 21–35 ☐ 36–50 ☐ More than 50
CP10	Would you prefer:
	☐ More hours of work ☐ Fewer hours of work ☐ My current hours are about right



SECTION 2: ENVIRONMENTAL SUSTAINABILITY

Caring for Norfolk Island's natural environment is fundamental to the wellbeing of present and future generations.

Norfolk Island's environment underpins the Island's quality of life, cultural identity, economy and long-term sustainability.

The Governance Charter recognises environmental stewardship as one of the five pillars of sustainable governance.

This section asks about the condition of Norfolk Island's natural environment and the community's confidence that it is being cared for responsibly.

Please rate the following. *(Use the standard 1-5 scale unless otherwise stated.)*

CODE	QUESTION	Very High Excellent Strongly Agree	High Good Agree	Moderate Neutral	Low Disagree	Very Low Poor Strongly Disagree
ENV1	How confident are you that Norfolk Island's natural environment is being protected for future generations?	☐	☐	☐	☐	☐
ENV2	How would you rate the management of Norfolk Island's land and natural resources?	☐	☐	☐	☐	☐
ENV3	How confident are you in the Island's long-term water security?	☐	☐	☐	☐	☐
ENV4	How would you rate waste management on Norfolk Island?	☐	☐	☐	☐	☐
ENV5	How confident are you that biodiversity is being protected?	☐	☐	☐	☐	☐
ENV6	How effective are current biosecurity arrangements?	☐	☐	☐	☐	☐



ENV7	How well are public parks, reserves and community environmental assets maintained?	☐	☐	☐	☐	☐
ENV8	How important is protecting productive agricultural land?	☐	☐	☐	☐	☐
ENV9	How important is increasing Norfolk Island's food self-sufficiency?	☐	☐	☐	☐	☐
ENV10	Overall, how would you rate Norfolk Island's environmental stewardship?	☐	☐	☐	☐	☐

Open response

ENV 11 **What environmental issue should receive the highest priority over the next ten years?**

Respond Below:



SECTION 3: SOCIAL WELLBEING

Strong communities are built on healthy, connected and supported people.

Social wellbeing reflects how people experience daily life on Norfolk Island. It includes health, housing, safety, belonging, participation and confidence in the future.

The Governance Charter recognises social wellbeing as one of the five pillars of sustainable governance.

Please rate the following. (Use the standard 1–5 scale unless otherwise stated.)

CODE	QUESTION	Very High Excellent Strongly Agree	High Good Agree	Moderate Neutral	Low Disagree	Very Low Poor Strongly Disagree
SOC1	Overall, how satisfied are you with your quality of life on Norfolk Island?	☐	☐	☐	☐	☐
SOC2	How would you rate your overall physical health?	☐	☐	☐	☐	☐
SOC3	How would you rate your overall mental and emotional wellbeing?	☐	☐	☐	☐	☐
SOC4	How connected do you feel to the Norfolk Island community?	☐	☐	☐	☐	☐
SOC5	How safe do you feel living on Norfolk Island?	☐	☐	☐	☐	☐
SOC6	How satisfied are you with your current housing situation?	☐	☐	☐	☐	☐
SOC7	How confident are you that suitable housing will remain available for future generations?					
SOC8	How easy is it to access the					



	services your household needs?					
SOC9	How would you rate the willingness of people to support one another within the community?					
SOC10	Overall, how would you rate social wellbeing on Norfolk Island?					

Open response

SOC 11. What do you believe is the greatest housing issue facing Norfolk Island?

Respond Below:

SOC 12. What would most improve housing availability?

Respond Below:



SECTION 4: ECONOMIC RESILIENCE

A resilient economy provides opportunity, security and confidence for present and future generations.

Economic resilience is about more than income. It reflects the ability of individuals, families, businesses and the community to prosper while adapting to change.

Please rate the following. *(Use the standard 1–5 scale unless otherwise stated.)*

CODE	QUESTION	Very High Excellent Strongly Agree	High Good Agree	Moderate Neutral	Low Disagree	Very Low Poor Strongly Disagree
ECO1	How secure do you feel about your household's financial future?	☐	☐	☐	☐	☐
ECO2	How would you rate employment opportunities on Norfolk Island?	☐	☐	☐	☐	☐
ECO3	How supportive is the current business environment for local enterprise?	☐	☐	☐	☐	☐
ECO4	How affordable is the cost of living on Norfolk Island?	☐	☐	☐	☐	☐
ECO5	How affordable is housing for local residents?	☐	☐	☐	☐	☐
ECO6	How accessible is your access to money for personal or business lending?	☐	☐	☐	☐	☐
ECO7	How reliable are essential services such as electricity, telecommunications and freight?					
ECO8	How confident are you in Norfolk Island's long-term economic future?					
ECO9	How well does Norfolk Island support young people seeking					



	employment or business opportunities?					
ECO10	How well are Norfolk Island's assets and resources being managed for long-term benefit?					
ECO11	Overall, how would you rate Norfolk Island's economic resilience?					

Open response

ECO 12. What is the biggest barrier to creating more local employment opportunities?

Respond Below:

ECO 13. What is the biggest challenge facing local businesses?

Respond Below:



SECTION 5: CULTURAL CONTINUITY

Our culture, language and heritage connect past, present and future generations.

Norfolk Island's identity is shaped by its history, language, culture and shared traditions. Protecting and strengthening these foundations contributes directly to community wellbeing.

Please rate the following. *(Use the standard 1–5 scale unless otherwise stated.)*

CODE	QUESTION	Very High Excellent Strongly Agree	High Good Agree	Moderate Neutral	Low Disagree	Very Low Poor Strongly Disagree
CUL1	How important is protecting Norfolk Island's cultural heritage?	☐	☐	☐	☐	☐
CUL2	How confident are you that the Norfolk language will continue to be spoken by future generations?	☐	☐	☐	☐	☐
CUL3	How well are Norfolk Island's traditions being maintained?	☐	☐	☐	☐	☐
CUL4	How effectively is cultural knowledge being passed between generations?	☐	☐	☐	☐	☐
CUL5	How connected do you personally feel to Norfolk Island's history and heritage?	☐	☐	☐	☐	☐
CUL6	How well are young people being encouraged to participate in Norfolk Island's cultural life?					



CUL7	How well are significant heritage places being protected?					
CUL8	How important is maintaining Norfolk Island's distinct identity within the Pacific region?					
CUL9	How confident are you that Norfolk Island's culture will remain strong over the next twenty years?					
CUL10	Overall, how would you rate the cultural wellbeing of Norfolk Island?					

Open response

CUL 11. Looking ahead, what aspect of Norfolk Island's culture do you believe is most important to pass on to future generations?

Respond Below:



SECTION 6: GOVERNANCE & CONSTITUTIONAL INTEGRITY

Good governance strengthens public confidence, accountability and community participation.

The Governance Charter recognises governance and constitutional integrity as essential components of community wellbeing. Trust in public institutions, participation in decision-making and confidence in constitutional arrangements all influence the resilience of a community.

Please rate the following. (Use the standard 1–5 scale unless otherwise stated.)

CODE	QUESTION	Very High Excellent Strongly Agree	High Good Agree	Moderate Neutral	Low Disagree	Very Low Poor Strongly Disagree
GOV1	How well informed do you feel about decisions affecting Norfolk Island?	☐	☐	☐	☐	☐
GOV2	How confident are you that community views are genuinely considered in decision-making?	☐	☐	☐	☐	☐
GOV3	How transparent do you consider public decision-making processes to be?	☐	☐	☐	☐	☐
GOV4	How accountable do you consider Norfolk Island's public institutions?	☐	☐	☐	☐	☐



GOV5	How confident are you in the integrity of the General Assembly process?	☐	☐	☐	☐	☐
GOV6	How easy is it for community members to participate in public decision-making?					
GOV7	How important is direct democracy to Norfolk Island's future?					
GOV8	How confident are you that constitutional modernisation is progressing appropriately?					
GOV9	How confident are you in Norfolk Island's long-term governance arrangements?					
GOV10	Overall, how would you rate governance and constitutional integrity on Norfolk Island?					
GOV11	How well do you understand the current Australian administrative arrangements applying to Norfolk Island?					



GOV12	How well informed do you feel about the way Australian Government agencies communicate decisions and changes affecting Norfolk Island?					
GOV13	How well do current governance arrangements respond to Norfolk Island's local circumstances and community needs?					
GOV14	How well do current governance arrangements support locally accountable decision-making for Norfolk Island?					

Open response

GOV15. What do you believe should be the highest priority for improving governance and decision-making on Norfolk Island?

Respond Below:



SECTION 7: POPULATION & FUTURE SUSTAINABILITY

The future of Norfolk Island will be shaped by the decisions we make today.

Population is more than a number. It influences housing, employment, community services, Environmental Capacity Confidence, cultural continuity and economic resilience. This section seeks to understand community views on the long-term sustainability of Norfolk Island and the priorities that should guide planning for future generations.

CODE	QUESTION	Very High Excellent Strongly Agree	High Good Agree	Moderate Neutral	Low Disagree	Very Low Poor Strongly Disagree
POP1	Do you believe Norfolk Island's current population is about right?	☐	☐	☐	☐	☐
POP2	How confident are you that Norfolk Island's current infrastructure can support future population growth?	☐	☐	☐	☐	☐
POP3	How important is it that future population growth remains consistent with Norfolk Island's Environmental Capacity Confidence?	☐	☐	☐	☐	☐
POP4	How important is maintaining cultural continuity when planning for future population?	☐	☐	☐	☐	☐



POP5	How confident are you that young families can establish long-term lives on Norfolk Island?	☐	☐	☐	☐	☐
POP6	How important is encouraging Norfolk Islanders living elsewhere to return?					
POP7	How important is attracting skilled workers where local skills are unavailable?					

Open response

POP 8. What do you believe is the greatest long-term challenge facing Norfolk Island's future population?

Respond Below:



SECTION 8: STEWARDSHIP - LOOKING AHEAD

Stewardship requires us to think beyond today and consider the wellbeing of future generations.

This final section invites you to consider Norfolk Island's future and identify the priorities you believe should guide long-term planning.

CODE	QUESTION	Very High Excellent Strongly Agree	High Good Agree	Moderate Neutral	Low Disagree	Very Low Poor Strongly Disagree
FUT1	How optimistic are you about Norfolk Island's future?	☐	☐	☐	☐	☐
FUT2	How confident are you that future generations will enjoy the same or better quality of life than today?	☐	☐	☐	☐	☐
FUT3	How well prepared is Norfolk Island to meet future challenges?	☐	☐	☐	☐	☐
FUT4	How important is long-term planning in Government decision-making?	☐	☐	☐	☐	☐
FUT5	Overall, how confident are you in Norfolk Island's future?	☐	☐	☐	☐	☐

Open response

FUT 6. In your opinion, what are the three highest priorities for Norfolk Island over the next ten years?

FUT 7. If there was one message you could give to future leaders and decision-makers about Norfolk Island's future, what would it be?



APPENDIX

APPENDIX A: Indicator Register

This Appendix establishes the official register of Community Wellbeing Indicators used within the Norfolk Island Community Wellbeing & Governance Indicator Framework.

Each indicator is assigned a permanent identification code that corresponds directly with the Norfolk Island Community Wellbeing Survey. These codes remain consistent over time to support reliable reporting, trend analysis, and comparison between survey periods.

Indicators are organised according to the five Sustainability Pillars established under the Governance Charter.

Additional indicators may be incorporated in future where approved by the General Assembly, provided they remain consistent with the objectives of the Framework and do not compromise the integrity of long-term reporting.

ENVIRONMENTAL SUSTAINABILITY

Code	Community Wellbeing Indicator	Survey Question	Reporting Frequency
ENV1	Environmental Protection	ENV1	Annual
ENV2	Natural Resource Management	ENV2	Annual
ENV3	Water Security	ENV3	Annual
ENV4	Waste Management	ENV4	Annual
ENV5	Biodiversity Protection	ENV5	Annual
ENV6	Biosecurity Confidence	ENV6	Annual
ENV7	Environmental Asset Management	ENV7	Annual
ENV8	Protection of Productive Land	ENV8	Annual
ENV9	Food Self-Sufficiency	ENV9	Annual
ENV10	Overall Environmental Stewardship	ENV10	Annual

SOCIAL WELLBEING

Code	Community Wellbeing Indicator	Survey Question	Reporting Frequency
SOC1	Quality of Life	SOC1	Annual
SOC2	Physical Health	SOC2	Annual
SOC3	Mental Wellbeing	SOC3	Annual
SOC4	Community Connectedness	SOC4	Annual
SOC5	Personal Safety	SOC5	Annual
SOC6	Housing Satisfaction	SOC6	Annual
SOC7	Future Housing Confidence	SOC7	Annual
SOC8	Access to Services	SOC8	Annual
SOC9	Community Support	SOC9	Annual
SOC10	Overall Social Wellbeing	SOC10	Annual



ECONOMIC RESILIENCE

Code	Community Wellbeing Indicator	Survey Question	Reporting Frequency
ECO1	Household Financial Security	ECO1	Annual
ECO2	Employment Opportunity	ECO2	Annual
ECO3	Business Environment	ECO3	Annual
ECO4	Cost of Living	ECO4	Annual
ECO5	Housing Affordability	ECO5	Annual
ECO6	Access to Personal and Business Finance	ECO6	Annual
ECO7	Essential Services Reliability	ECO7	Annual
ECO8	Economic Confidence	ECO8	Annual
ECO9	Youth Employment Opportunities	ECO9	Annual
ECO10	Asset & Resource Stewardship	ECO10	Annual
ECO11	Overall Economic Resilience	ECO11	Annual

CULTURAL CONTINUITY

Code	Community Wellbeing Indicator	Survey Question	Reporting Frequency
CUL1	Cultural Heritage Protection	CUL1	Annual
CUL2	Norfolk Language Continuity	CUL2	Annual
CUL3	Cultural Traditions	CUL3	Annual
CUL4	Intergenerational Knowledge Transfer	CUL4	Annual
CUL5	Cultural Identity	CUL5	Annual
CUL6	Youth Cultural Participation	CUL6	Annual
CUL7	Heritage Place Protection	CUL7	Annual
CUL8	Norfolk Island Identity	CUL8	Annual
CUL9	Confidence in Cultural Continuity	CUL9	Annual
CUL10	Overall Cultural Wellbeing	CUL10	Annual

GOVERNANCE & CONSTITUTIONAL INTEGRITY

Code	Community Wellbeing Indicator	Survey Question	Reporting Frequency
GOV1	Access to Public Information	GOV1	Annual
GOV2	Community Participation	GOV2	Annual
GOV3	Transparency	GOV3	Annual
GOV4	Accountability	GOV4	Annual
GOV5	Confidence in the General Assembly	GOV5	Annual
GOV6	Opportunity to Participate	GOV6	Annual
GOV7	Support for Direct Democracy	GOV7	Annual
GOV8	Constitutional Modernisation Confidence	GOV8	Annual
GOV9	Long-Term Governance Confidence	GOV9	Annual
GOV10	Overall Governance & Constitutional Integrity	GOV10	Annual



Code	Community Wellbeing Indicator	Survey Question	Reporting Frequency
GOV11	Understanding of current Australian Administrative Arrangements	GOV11	Annual
GOV12	Communication of Decisions by Australian Government Agencies	GOV12	Annual
GOV13	Responsiveness of Current Governance Arrangements	GOV13	Annual
GOV14	Support for Locally Accountable Decision Making	GOV14	Annual

POPULATION & FUTURE SUSTAINABILITY

Code	Community Wellbeing Indicator	Survey Question	Reporting
POP1	Population Sustainability	POP1	Annual
POP2	Infrastructure Capacity Confidence	POP2	Annual
POP3	Environmental Capacity Confidence	POP3	Annual
POP4	Cultural Continuity Planning	POP4	Annual
POP5	Young Family Confidence	POP5	Annual
POP6	Return Migration	POP6	Annual
POP7	Workforce Sustainability	POP7	Annual

FUTURE STEWARDSHIP

Code	Community Wellbeing Indicator	Survey Question	Reporting Frequency
FUT1	Confidence in Norfolk Island's Future	FUT1	Annual
FUT2	Future Generational Wellbeing	FUT2	Annual
FUT3	Community Preparedness	FUT3	Annual
FUT4	Long-Term Planning	FUT4	Annual
FUT5	Overall Future Confidence	FUT5	Annual

Framework Administration

The Community Wellbeing Indicator Register shall be maintained by the Government of Norfolk Island as the authoritative record of all approved Community Wellbeing Indicators.

Indicator names, codes and definitions should remain stable wherever practicable to preserve long-term comparability between reporting periods.

Where the General Assembly approves the addition, removal or amendment of an indicator, the Register shall be updated and the change documented in the subsequent *State of Norfolk Island Report* to ensure transparency and continuity of reporting.



APPENDIX B: Survey Mapping Register

Purpose

This Appendix provides the official mapping between the Norfolk Island Community Wellbeing Survey and the Community Wellbeing & Governance Indicator Framework.

Each survey question has been developed to support one or more Community Wellbeing Indicators established under the Framework and to give practical effect to Clause 20 of the *Governance Charter & Operational Manual 2026*.

The Register demonstrates how each scored survey question contributes to one of the five Sustainability Pillars established under the Governance Charter.

Community Profile questions provide demographic information to assist interpretation of survey results and are not included in the Community Wellbeing Index.

Open-ended questions provide qualitative evidence to assist interpretation of survey findings and are reported separately from the scored indicators.

COMMUNITY PROFILE

Survey Code	Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
CP1	Community Connection Profile	Demographic Information	Clause 20	No
CP2	Family Connection Profile	Demographic Information	Clause 20	No
CP3	Length of Residence Profile	Demographic Information	Clause 20	No
CP4	Age Profile	Demographic Information	Clause 20	No
CP5	Gender Profile	Demographic Information	Clause 20	No
CP6	Household Profile	Demographic Information	Clause 20	No
CP7	Housing Tenure Profile	Demographic Information	Clause 20	No
CP8	Employment Profile	Demographic Information	Clause 20	No
CP9	Working Hours Profile	Demographic Information	Clause 20	No
CP10	Employment Preference Profile	Demographic Information	Clause 20	No



ENVIRONMENTAL SUSTAINABILITY

Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
ENV1	Environmental Protection	Environmental Sustainability	Clause 20	Yes
ENV2	Natural Resource Management	Environmental Sustainability	Clause 20	Yes
ENV3	Water Security	Environmental Sustainability	Clause 20	Yes
ENV4	Waste Management	Environmental Sustainability	Clause 20	Yes
ENV5	Biodiversity Protection	Environmental Sustainability	Clause 20	Yes
ENV6	Biosecurity Confidence	Environmental Sustainability	Clause 20	Yes
ENV7	Environmental Asset Management	Environmental Sustainability	Clause 20	Yes
ENV8	Productive Land Protection	Environmental Sustainability	Clause 20	Yes
ENV9	Food Self-Sufficiency	Environmental Sustainability	Clause 20	Yes
ENV10	Overall Environmental Stewardship	Environmental Sustainability	Clause 20	Yes
ENV11	Qualitative Environmental Evidence	Environmental Sustainability	Clause 20	No

SOCIAL WELLBEING

Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
SOC1	Quality of Life	Social Wellbeing	Clause 20	Yes
SOC2	Physical Health	Social Wellbeing	Clause 20	Yes
SOC3	Mental Wellbeing	Social Wellbeing	Clause 20	Yes
SOC4	Community Connectedness	Social Wellbeing	Clause 20	Yes
SOC5	Personal Safety	Social Wellbeing	Clause 20	Yes
SOC6	Housing Satisfaction	Social Wellbeing	Clause 20	Yes
SOC7	Future Housing Confidence	Social Wellbeing	Clause 20	Yes



Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
SOC8	Access to Services	Social Wellbeing	Clause 20	Yes
SOC9	Community Support	Social Wellbeing	Clause 20	Yes
SOC10	Overall Social Wellbeing	Social Wellbeing	Clause 20	Yes
SOC11	Qualitative Social Evidence	Social Wellbeing	Clause 20	No

ECONOMIC RESILIENCE

Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
ECO1	Household Financial Security	Economic Resilience	Clause 20	Yes
ECO2	Employment Opportunity	Economic Resilience	Clause 20	Yes
ECO3	Business Environment	Economic Resilience	Clause 20	Yes
ECO4	Cost of Living	Economic Resilience	Clause 20	Yes
ECO5	Housing Affordability	Economic Resilience	Clause 20	Yes
ECO6	Access to Personal and Business Finance	Economic Resilience	Clause 20	Yes
ECO7	Essential Services Reliability	Economic Resilience	Clause 20	Yes
ECO8	Economic Confidence	Economic Resilience	Clause 20	Yes
ECO9	Youth Employment Opportunities	Economic Resilience	Clause 20	Yes
ECO10	Asset & Resource Stewardship	Economic Resilience	Clause 20	Yes
ECO11	Overall Economic Resilience	Economic Resilience	Clause 20	Yes
ECO12	Qualitative Economic Evidence	Economic Resilience	Clause 20	No



CULTURAL CONTINUITY

Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
CUL1	Cultural Heritage Protection	Cultural Continuity	Clause 20	Yes
CUL2	Norfolk Language Continuity	Cultural Continuity	Clause 20	Yes
CUL3	Cultural Traditions	Cultural Continuity	Clause 20	Yes
CUL4	Intergenerational Knowledge Transfer	Cultural Continuity	Clause 20	Yes
CUL5	Cultural Identity	Cultural Continuity	Clause 20	Yes
CUL6	Youth Cultural Participation	Cultural Continuity	Clause 20	Yes
CUL7	Heritage Place Protection	Cultural Continuity	Clause 20	Yes
CUL8	Norfolk Island Identity	Cultural Continuity	Clause 20	Yes
CUL9	Confidence in Cultural Continuity	Cultural Continuity	Clause 20	Yes
CUL10	Overall Cultural Wellbeing	Cultural Continuity	Clause 20	Yes
CUL11	Qualitative Cultural Evidence	Cultural Continuity	Clause 20	No

GOVERNANCE & CONSTITUTIONAL INTEGRITY

Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
GOV1	Access to Public Information	Governance & Constitutional Integrity	Clause 20	Yes
GOV2	Community Participation	Governance & Constitutional Integrity	Clause 20	Yes
GOV3	Transparency	Governance & Constitutional Integrity	Clause 20	Yes
GOV4	Accountability	Governance & Constitutional Integrity	Clause 20	Yes
GOV5	Confidence in the General Assembly	Governance & Constitutional Integrity	Clause 20	Yes



Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
GOV6	Opportunity to Participate	Governance & Constitutional Integrity	Clause 20	Yes
GOV7	Support for Direct Democracy	Governance & Constitutional Integrity	Clause 20	Yes
GOV8	Constitutional Modernisation Confidence	Governance & Constitutional Integrity	Clause 20	Yes
GOV9	Long-Term Governance Confidence	Governance & Constitutional Integrity	Clause 20	Yes
GOV10	Overall Governance & Constitutional Integrity	Governance & Constitutional Integrity	Clause 20	Yes
GOV11	Understanding of Current Australian Administrative Arrangements	Governance & Constitutional Integrity	Clause 20	Yes
GOV12	Communication of Decisions by Australian Government Agencies	Governance & Constitutional Integrity	Clause 20	Yes
GOV13	Responsiveness of Current Governance Arrangements	Governance & Constitutional Integrity	Clause 20	Yes
GOV14	Support for Locally Accountable Decision-Making	Governance & Constitutional Integrity	Clause 20	Yes
GOV15	Qualitative Governance Evidence	Governance & Constitutional Integrity	Clause 20	No

POPULATION & FUTURE SUSTAINABILITY

Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
POP1	Population Sustainability	Social Wellbeing / Economic Resilience	Clause 20	Yes
POP2	Infrastructure Capacity Confidence	Social Wellbeing / Economic Resilience	Clause 20	Yes
POP3	Environmental Capacity Confidence	Environmental Sustainability	Clause 20	Yes



Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
POP4	Cultural Continuity in Population Planning	Cultural Continuity	Clause 20	Yes
POP5	Confidence in Opportunities for Young Families	Social Wellbeing	Clause 20	Yes
POP6	Return Migration Confidence	Social Wellbeing / Economic Resilience	Clause 20	Yes
POP7	Workforce Sustainability	Economic Resilience	Clause 20	Yes
POP8	Qualitative Population Evidence	Cross-cutting (All Sustainability Pillars)	Clause 20	No

FUTURE STEWARDSHIP

Survey Code	Community Wellbeing Indicator	Sustainability Pillar	Governance Charter Reference	Included in Community Wellbeing Index
FUT1	Confidence in Norfolk Island's Future	Cross – cutting (All-Sustainability Pillars)	Clause 20	Yes
FUT2	Future Generational Wellbeing	Cross – cutting (All-Sustainability Pillars)	Clause 20	Yes
FUT3	Community Preparedness	Cross – cutting (All-Sustainability Pillars)	Clause 20	Yes
FUT4	Long-Term Planning	Cross – cutting (All-Sustainability Pillars)	Clause 20	Yes
FUT5	Overall Future Confidence	Cross – cutting (All-Sustainability Pillars)	Clause 20	Yes
FUT6	Community Priorities	Cross – cutting (All-Sustainability Pillars)	Clause 20	No



APPENDIX C: Reporting Methodology

Purpose

This Appendix describes the methodology used to analyse and report information collected through the Norfolk Island Community Wellbeing Survey.

The methodology has been developed to ensure that Community Wellbeing reporting is transparent, consistent, repeatable, and practical to administer over time.

The approach has been designed to enable meaningful comparison of community wellbeing between survey periods while remaining sufficiently straightforward to be administered using commonly available spreadsheet software.

Methodology Principles

The Community Wellbeing & Governance Indicator Framework is founded upon the following principles.

Consistency

Survey questions, indicator codes, and reporting methods should remain as consistent as practicable to enable reliable comparison of results over time.

Where amendments are necessary, changes should be documented and reported to preserve the integrity of long-term trend analysis.

Transparency

The methodology used to calculate Community Wellbeing results shall be publicly available.

This includes:

- the survey instrument;
- indicator definitions;
- scoring methodology;
- reporting framework; and
- Community Wellbeing Reports.

Individual survey responses shall remain confidential.

Simplicity

The Framework has been deliberately designed so that survey results may be analysed using commonly available spreadsheet software.

The methodology does not require specialist statistical software and is intended to remain practical for a small administration.

Objectivity

Community Wellbeing Indicators should be interpreted consistently and reported without modification to support predetermined outcomes.

Survey findings should accurately reflect the information provided by respondents.



Continuous Improvement

The Framework may evolve through experience and community consultation while preserving compatibility with previous reporting wherever practicable.

Survey Responses

Most survey questions use a standard five-point rating scale.

Score Rating

- 5** Very High / Excellent / Strongly Agree
- 4** High / Good / Agree
- 3** Moderate / Neutral
- 2** Low / Disagree
- 1** Very Low / Poor / Strongly Disagree

Responses are entered directly into the survey database or spreadsheet using the corresponding numerical value.

This allows results to be analysed consistently and efficiently.

Community Profile Information

Community Profile questions provide demographic information to assist interpretation of survey findings.

These questions are **not** included in the calculation of Community Wellbeing Indicator Scores or the Community Wellbeing Index.

Instead, they allow survey results to be analysed across different sections of the community where appropriate.

Community Wellbeing Indicators

Each scored survey question contributes directly to one Community Wellbeing Indicator.

Indicator Scores are calculated by determining the average score recorded for each indicator across all valid survey responses.

Indicator Scores provide detailed information about individual aspects of community wellbeing.

Sustainability Pillar Scores

Indicator Scores are grouped according to the five Sustainability Pillars established under the Governance Charter:

- Environmental Sustainability
- Social Wellbeing
- Economic Resilience
- Cultural Continuity
- Governance & Constitutional Integrity

The average of the relevant Indicator Scores forms the Sustainability Pillar Score.



These scores provide an overall measure of community wellbeing within each pillar.

Community Wellbeing Index

The Sustainability Pillar Scores collectively form the Norfolk Island Community Wellbeing Index.

The Index provides a high-level summary of community wellbeing and enables changes to be monitored over time.

The Index is intended to support informed decision-making and should always be interpreted together with the individual Sustainability Pillar Scores and Community Wellbeing Indicators.

Qualitative Responses

Open-ended survey questions provide valuable context that cannot always be represented through numerical scoring.

Qualitative responses shall be analysed separately to identify common themes, emerging issues, and community priorities.

Narrative findings may be included within Community Wellbeing Reports where they assist interpretation of quantitative results.

Individual comments shall not be published in a manner that identifies respondents without their consent.

Data Analysis

Survey data may be analysed to identify:

- overall Community Wellbeing;
- Sustainability Pillar Scores;
- Community Wellbeing Indicator Scores;
- emerging trends;
- areas of strength;
- areas requiring attention;
- differences across demographic groups where appropriate; and
- changes between survey periods.

Analysis should focus on supporting informed decision-making and continuous improvement.

Reporting

Following completion of each Community Wellbeing Survey, results may be published through a **State of Norfolk Island Report**.

The Report may include:

- Executive Summary;
- Community Wellbeing Index;
- Sustainability Pillar Scores;
- Community Wellbeing Indicators;
- significant findings;



- emerging trends;
- community priorities;
- progress since previous reporting periods; and
- recommendations for future consideration.

Community Wellbeing Reports should be presented to the General Assembly and made publicly available wherever practicable.

Confidentiality

Individual survey responses remain confidential.

Reports shall present information only in summary or aggregated form unless respondents have expressly consented to the publication of identifiable information.

Survey records shall be maintained in accordance with the Government's records management practices.

Review of Methodology

The reporting methodology should be reviewed periodically to ensure it remains consistent with the Governance Charter, practical to administer, and capable of supporting reliable long-term reporting.

Any significant amendments should be documented within the subsequent Community Wellbeing Report to preserve transparency and continuity.

Diagrammatic Overview

The Community Wellbeing Monitoring Framework follows the following process:

