

Results:

# Maple Street Cooperative Survey 2019

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# Who answered the survey?

## Members and customers

- There were 164 respondents. 87% were members. 50% have been members more than three years.
- 6 respondents were no longer members: two forgot to renew, two no longer interested in the coop, one couldn't justify the expense, one moved out of Maleny.
- Of the nine customers, but not members who answered, their NPS total was 50.

## How often have you shopped in the last two months?

Nearly equal for: once or twice a week, weekly and more than weekly.

## Where do you live?

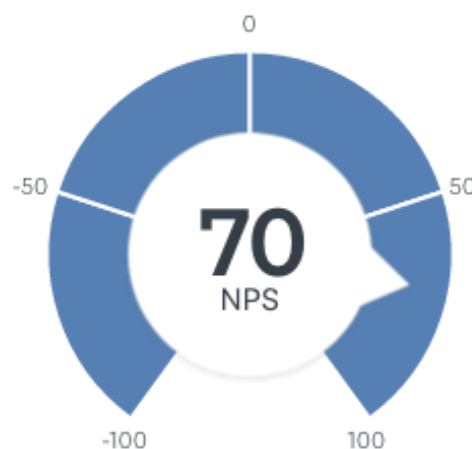
All were in Queensland. 78% in the 4552 postcode. The farthest was Gympie.

## What is your age?

- The largest group of respondents were 60 and over. Only 11% of respondents were under 45.

# Net Promoter Score

We asked "How likely is it that you would recommend the Coop to a friend or a colleague?" The answer to this is called a Net Promoter Score as is commonly used by businesses. Our score of 70 is extremely good! This level is considered "world class" or according to one source, "anything above 71 means that you're delivering excellent service."



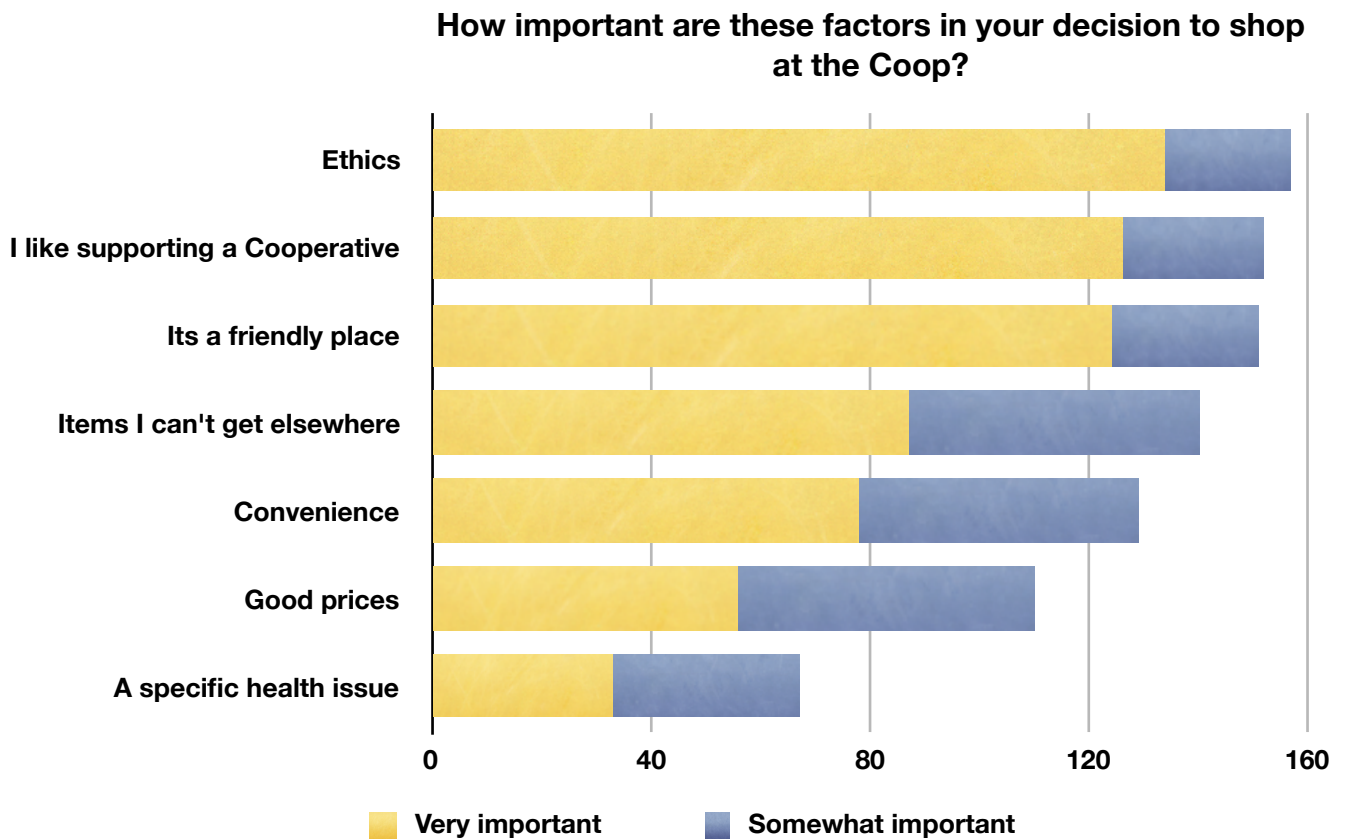
For comparison, the Survey Monkey benchmark out of 160,000 companies is 35.

# Why do people shop at the Coop?

The three top reasons that were most often *most important* and *somewhat important* were "Ethics", "I like supporting a Coop," and "Its a friendly place." This points to the importance of our values and culture as a unique selling point.

The next two reasons were also similar to each other: "Items I can't get elsewhere," and "Convenience."

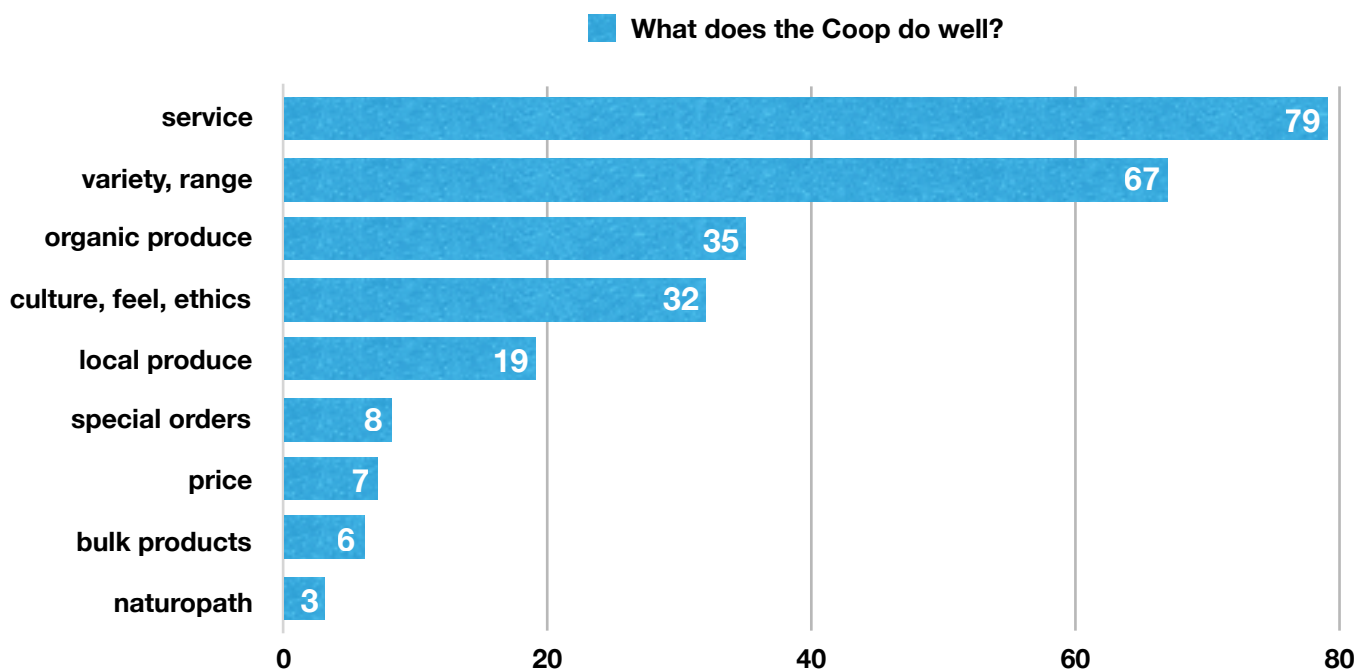
"Good prices" and "A specific health issue" ranked lowest, but are still important issues for 50% of respondents.



# What does the Coop do really well?

We received 160 comments in answer to this question. Reading through them was inspiring. In categorising the results we found that our two biggest successes are our friendly, helpful and knowledgeable service and our large range of products. It was nice that over half the people who responded mentioned service.

About one quarter of respondents mentioned organic products and around the same amount mentioned the culture and values of the Coop. People also appreciate that we stock local products and produce, the willingness of staff to take special orders and stock items on request, our prices and bulk products. Some mentioned the availability of our naturopath and naturopathic products.



Q2 What does the Coop do really well?



# How can the Coop improve?

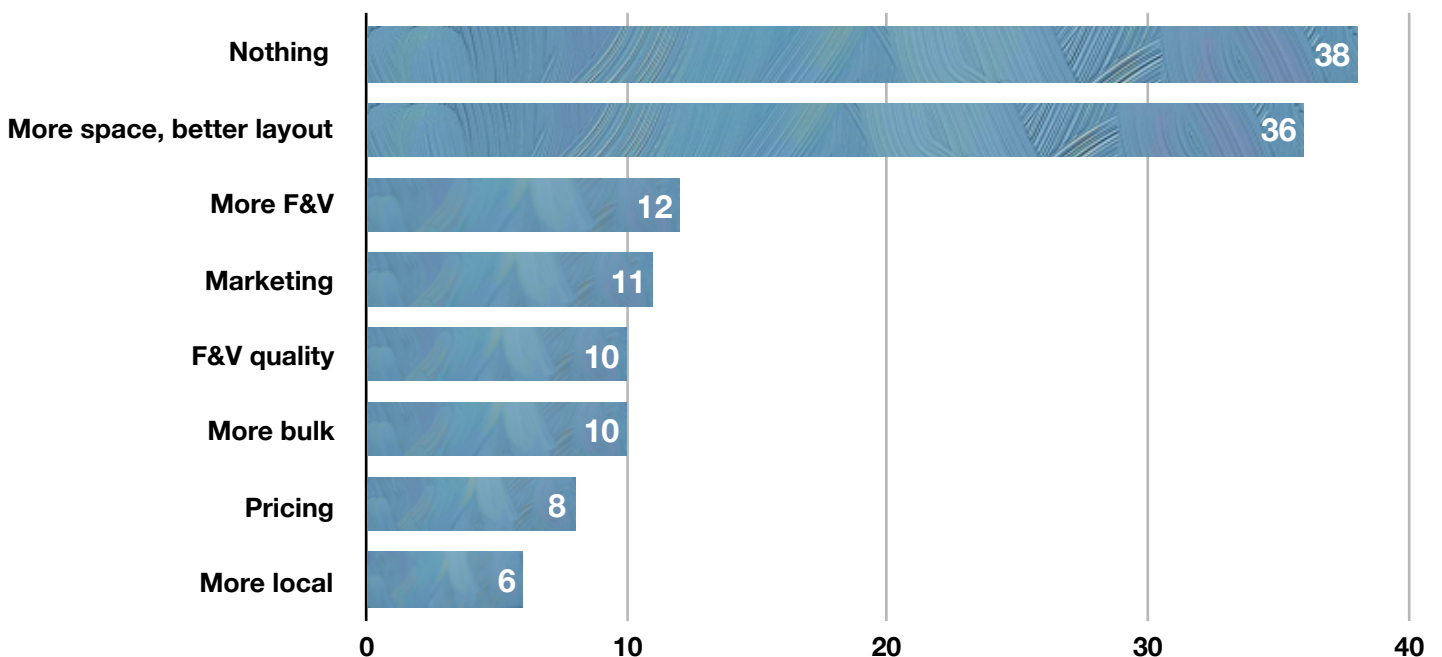
We received 145 responses to this question. Of these, around one quarter couldn't think of anything or loved everything.

The most common suggestions were around larger space, better lighting, more room to move. This is great, because we will be doubling our space in mid 2020 when we move into the Maleny Foods Co. .space.

Respondents also asked for a greater variety of fresh produce and more bulk items, which we also look forward to implementing in 2020. They also wanted us to improve the quality, presentation and freshness of our produce, our marketing, our pricing and more local items.

There were also a few suggestions around having hot and cooked foods for sale, wanting to be able to read the price on the cash register, online and home delivery options and better pricing.

How can the Coop improve?

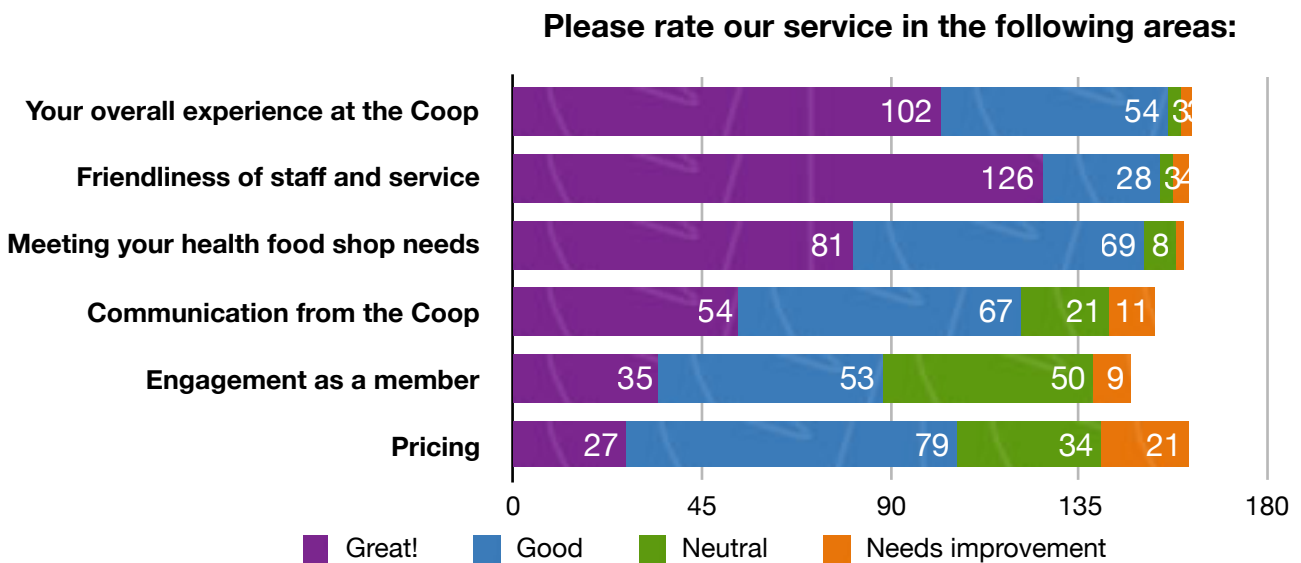


much aisles think Consider Keep possible think anything new fresh produce see  
 fresh quality organic improve sure light really things items sourced  
 good produce products looking space use know way  
 prices buy bulk Maybe please local expensive make well bulk change  
 fruit veg small buy one Increase shop

# How do respondents rate our service?

The majority of respondents rate their overall experience at the Coop as “great” and 75% of respondents rated the friendliness of staff and service as great. We are also “meeting health food shop needs” very well (“good” or “great”).

Communication from the Coop, Pricing and Member Engagement and Pricing did not rate unfavourably, but can be improved.



# Are there any products and services that you would like us to offer?

We received 100 varied responses to this question, but many responses reflected the previous question about improving: people wanting more space, more variety of produce and bulk and local items, more involvement of the naturopath, educational activities and items for special diets.

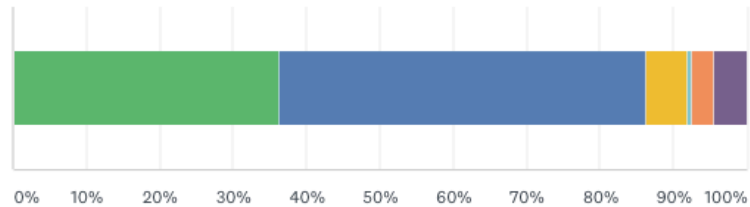
There were also many specific and thoughtful suggestions which have been passed on to staff and the Board.

fresh<sub>staff</sub> organic<sub>possible</sub> local<sub>None</sub> think<sub>bulk</sub> products  
 produce good<sub>items</sub> food<sub>great</sub> etc<sub>see</sub> fresh produce

# Data and Comments

## Are you a member or customer of the Coop?

Answered: 162 Skipped: 2

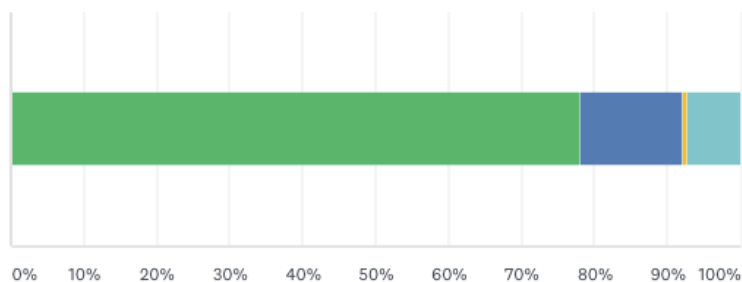


- Yes, I'm a member (one to three years)
- Yes, I'm a member (more than three years)
- I'm a customer, but not a member
- I'm not a customer or a member
- I am no longer a member
- Please share with us why you are not a member or are no longer a member.

ANSWER CHOICES	RESPONSES
▼ Yes, I'm a member (one to three years)	36.42% 59
▼ Yes, I'm a member (more than three years)	50.00% 81
▼ I'm a customer, but not a member	5.56% 9
▼ I'm not a customer or a member	0.62% 1
▼ I am no longer a member	3.09% 5
▼ Please share with us why you are not a member or are no longer a member.	<a href="#">Responses</a> 4.32% 7
<b>TOTAL</b>	<b>162</b>

## Where do you live (most of the time?)

Answered: 164 Skipped: 0

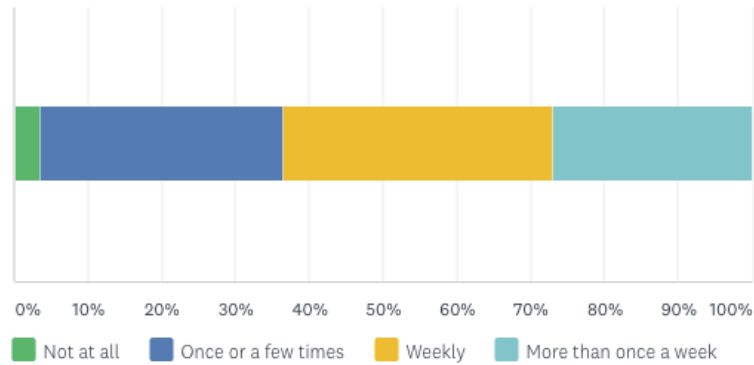


- 4552 Post code area
- Elsewhere on the Sunshine Coast
- Brisbane
- Other (please specify)

ANSWER CHOICES	RESPONSES
▼ 4552 Post code area	78.05% 128
▼ Elsewhere on the Sunshine Coast	14.02% 23
▼ Brisbane	0.61% 1
▼ Other (please specify)	<a href="#">Responses</a> 7.32% 12
<b>TOTAL</b>	<b>164</b>

## Approximately how often have you shopped at the Coop in the last two months?

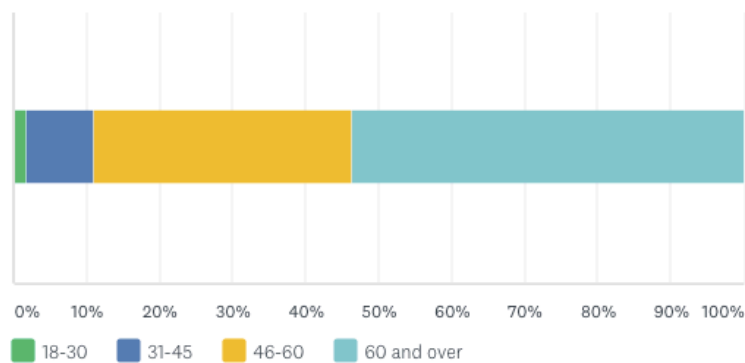
Answered: 164 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Not at all	3.66%	6
▼ Once or a few times	32.93%	54
▼ Weekly	36.59%	60
▼ More than once a week	26.83%	44
<b>TOTAL</b>		<b>164</b>

## Your age?

Answered: 164 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ 18-30	1.83%	3
▼ 31-45	9.15%	15
▼ 46-60	35.37%	58
▼ 60 and over	53.66%	88
<b>TOTAL</b>		<b>164</b>



## Survey Responses: What does the Coop do Really Well?

Responses	Tags
Upholds the culture of sustainability cooperation togetherness of all things good for a healthy way of life. Miss upfront club	culture, feel, ethics
Keep that old heath food shop feeling	culture, feel, ethics
Supply good food with environmentally-friendly packaging or no packaging	culture, feel, ethics
On most things	culture, feel, ethics
Offers health in a friendly atmosphere.	culture, feel, ethics
A food shop that strives for supplying people that are into conscious consumerism.	culture, feel, ethics
Ethical products	culture, feel, ethics
Stock the best food	culture, feel, ethics
Selling well researched product at competitive prices	culture, feel, ethics, good price
I trust that all products are researched before they are put on shelves for sale and therefore staff is doing me an immense favour .	culture, feel, ethics, local produce
Coop does encourage local suppliers.	culture, feel, ethics, organic produce
Sell organic and healthy	culture, feel, ethics, organic produce, local produce
promote local organic produce, plus a range of quality ethical products.	good price, service, bulk products
Cheapest bulk items in town!	local produce
Beautiful fresh produce.	local produce
Delightful staff	local produce
local produce	local produce
Local produce	local produce
Provide local and ethical products.	local produce
Sells local produce that I can choose first over other similar items.	local produce
good service    excellant product knowledge	local produce, organic produce, good price
wide range of products,    Polite staff.    sells local produce	naturopath and products
prices reasonable for organic food	naturopath and products, organic produce
Health products	organic produce
Fresh fruit and veggies (organic).	organic produce
Homeopath on site.	organic produce
Staff willing to go the extra mile.	organic produce
Organic fruit & vegies	organic produce
Stocks organic items	organic produce
Fresh organic food ALWAYS	organic produce

Offer organic alternatives	organic produce
Promote natural organic lifestyle	organic produce
Organic fruit and veges	organic produce
provide really good organic choices	organic produce
Stocks organic and gluten free brands.	organic produce
provide reasonable priced organic food	organic produce
Stocks organic	organic produce
Organic available across a useful range	organic produce
Sell produce from local farmers & suppliers provide organic food	organic produce, local produce
Fresh, Local, Organic, Ethical Food and Food related items. Sharing a vision of how a local community can come together and contribute toward sharing knowledge, skills and energies which add many layers of value (social, ecological) and inspire new ideas.	organic produce, local produce
Bringing local organic products to its community, warmth and friendliness.	organic produce, local produce
customer service	service
service	service
it has that small country market atmosphere	
members discount	service
great staff	
Keeps an "old fashioned service etiquette" non commercialised and friendly helpful staff.	service
customer service	service
Friendly service	service
Customer service.	service
friendly service	service
People contact....smiling faces....I feel welcome.	service
Customer relations	service
Friendly knowledgeable staff	service
customer service	service
Good service	service
Friendly	service
Great service and friendly helpful staff	service
good service	service
Great customer service	service
Customer service	service
Service	service
Friendly personalised service. Sometimes I get recommendations for products before I've even asked about them!	service

Finding items, checkout	service
Stock great product and give friendly service	service
Friendly, helpful & knowledgable staff.	service
Very good customer service, polite and cheerful and helpful	service
Service to customers	service
Meet and Greet people and communicate well face to face	service
Friendly helpful and efficient service	service
Keeps in good touch with members	service
Mostly unique products. Friendly atmosphere and service. Ability to buy in bulk	service, bulk products
It's personal. There is a sweet connection between membership and staff.	service, culture, feel, ethics
Friendly service and an emphasis on health conscious products	service, culture, feel, ethics
Friendly service and quality food	service, culture, feel, ethics
Keeps the atmosphere warm and friendly. Stocks great bread!! Always clean	service, culture, feel, ethics
Everything, i love it. I love the people and what the Coop has on offer.	service, culture, feel, ethics
Fresh food and great service	service, culture, feel, ethics
quality local produce, healthy products, great service by shop staff, community engagement	service, culture, feel, ethics, local produce
Local produce, provides locals with opportunity to volunteer, friendly and welcoming, warm atmosphere	service, culture, feel, ethics, local produce
provide genuine organic products/fruit/veggies - great staff and a history to show that genuinely ethical retailing works.	service, culture, feel, ethics, organic produce
It sources a huge amount of organic, ethically produced products and has many staff members who are caring and well informed.!	service, culture, feel, ethics, organic produce
The range of produce is great, organic, in season and local. Your service and team are wonderful, and its nice to always see familiar faces, you're hours of opening (even on most public holidays).	service, culture, feel, ethics, organic produce, local produce
Good selection natural cosmetics & supplements. Organic fruit veg is great. Pleasant to shop in.	service, culture, feel, ethics, variety, good range, organic produce
Great customer server and range of local product	service, local produce
provides natural foods with byo packaging	
supports local suppliers	service, local produce
employs friendly helpful staff	
Sells very good organic food and products. Friendly assistance.	service, organic produce
Organic products, service	service, organic produce

fresh organic foods	
bath milk	service, organic produce
service	
Good quality organics in a non commercial format, Prices are reasonable. Everyone is always helpful and friendly. I love our little Coop - the best shop in Maleny	service, organic produce, good price
Customer service; Display; Sourcing requested products; research; providing safe healthy products; Going the extra mile for customers; are super flexible and understanding	service, special orders
service is efficient and staff knowledgeable and helpful. They offer to order items which are not currently in stock	service, special orders
service, stock--within your size limits--what we want	service, special orders, variety, good range
Customer service, product selection, support local producers and authors, fill orders and communicate when it's arrived, have great staff and management :)	service, special orders, variety, good range, local produce
Good quality, organic products; very friendly and helpful staff; will get new products in; new & interesting lines.	service, special orders, variety, good range, organic produce
Stock a good variety of product.	service, variety, good range
Employ knowledgeable staff.	
provides a great variety of products and veggies. service is great to . thanks for such a wonderful service.	service, variety, good range
Customer service and product supply	service, variety, good range
variety, service	service, variety, good range
Friendly, helpful service and wide range of products	service, variety, good range
provide a variety of products that covers almost every dietary requirement. Staff who know answers or will find answers out	service, variety, good range
Customer Service and range of products	service, variety, good range
Great friendly service and great products available all in a relatively small store	service, variety, good range
Customer service and great stock selection	service, variety, good range
Always friendly service, good selection of products.	service, variety, good range
Good products, cheerful service	service, variety, good range
Friendly, helpful service and wide range of products.	service, variety, good range
Provide products not available elsewhere in Maleny plus an excellent service	service, variety, good range
Stock a variety of natural wholefoods and products. Lot's of Australian made choices. Friendly staff.	service, variety, good range
Friendly, welcoming staff. A great range of products. And I feel they really care for us locals.	service, variety, good range
Friendly service and plenty of variety	service, variety, good range
good counter service and good range of products	service, variety, good range

Helpful staff, big range of healthy products	service, variety, good range
Generally excellent service from staff, and well stocked to suit me.	service, variety, good range
Customer service, range of products	service, variety, good range
Community, customer service, product range	service, variety, good range
provides: fantastic customer service and feeling of inclusion; good range of products; fresh fruit and vegies	service, variety, good range
Fresh vegetables/ fruit, good range of naturopathic products, wholesale grains, n legumes, quality service.	service, variety, good range, bulk products
Good range of bulk staples, fresh produce and niche products. And excellent, committed staff providing truly great service.	service, variety, good range, bulk products
friendly efficient staff, good range of products, good prices	service, variety, good range, good price
Friendly service Organic skin care products Chocolate	service, variety, good range, organic produce
Endeavours to meet any particular needs	special orders
Staff are always more than happy to help to the best of their ability or find someone else who can help. Pascal's assistance is always appreciated. Huge range of stock in what seems to be an ever decreasing space as more and more choices are added. I love that there's so many organic and ethical options. I love that you're a co-op!	special orders, naturopath and products, organic produce, variety, good range, culture, feel, ethics
Products research  Specialises in quality organics  Offers special orders  Puts bread aside for customers :)	special orders, organic produce
Good variety of legumes, flours and many more items.	variety, good range
Overall range	variety, good range
unusual products	variety, good range
Provide a good range of produce.	variety, good range
Carries a wide range of products and fresh goods that I am interested in buying	variety, good range
Good stock	variety, good range
Carry a large and varied product lines	variety, good range
Variety of products	variety, good range
diversity	variety, good range
Great selection	variety, good range
Alternative products. Products that are difficult to find.	variety, good range
All sorts of products.	variety, good range

Provides a basic array of lots of things	variety, good range
Good product assortment for competitive prices	variety, good range
Have a large choice of many healthy products	variety, good range
offer a broad range of products	variety, good range
Provide a good range of products	variety, good range
Variety of products	variety, good range
Range of staple & niche goods / products	variety, good range
Variety of products and helpful staff	variety, good range
variety of products	variety, good range
Variety	variety, good range
refill availability for dish washing liquid etc. Good range of pulses	variety, good range, bulk products
A good range of products and fits well with the ethos of the community	variety, good range, culture, feel, ethics
Everything, a wonderful atmosphere & good products	variety, good range, culture, feel, ethics
Provides a broad range of products and produce of good quality and ethicacy.	variety, good range, culture, feel, ethics
Sells good quality healthy food and environmentally friendly products.	variety, good range, culture, feel, ethics
Wide range of sustainable, ethical foods	variety, good range, culture, feel, ethics
Provides excellent quality and and a very good range of products	variety, good range, culture, feel, ethics
Offers quality and good range of healthy produce, frozen goods and supplements, etc.	variety, good range, culture, feel, ethics, local produce
Maintains the rustic shopping experience that locals and tourists love.	
Great range of products, competitive prices	variety, good range, good price
Supply a comprehensive selection of organic and environmentally responsible products including fresh local produce at competitive prices	variety, good range, local produce, organic produce, good price
Keep a good range of organic products and produce.	variety, good range, organic produce
Offers a good selection of organic food	variety, good range, organic produce
fresh organic food; health care products; large variety of bulk items;	variety, good range, organic produce, bulk products
Provide variety in healthy, organic foods and produce plus it's all in the one place. I especially like that the organic produce is often sourced locally	variety, good range, organic produce, local produce
supplies nutrition Physically and mentally to the community.	
provide a wide range of products and a sense of community	
Variety of vegan options	
Fruit and Vegetables	
Bread	

## Survey Responses: How can we improve?

Comment	Tag
Prices are too expensive. This causes many people to shop elsewhere.	Better pricing
lower some prices	Better pricing
Better pricing	Better pricing
Always having a point of difference; competitive pricing relevant to the product line & quality; keeping up-to-date with new ideas & advice for healthier living & nutrition; enviro products & tips.	Better pricing
it is expensive	Better pricing
By bringing prices down.	Better pricing
Please be more competitive on pricing, especially fresh produce. Keep the fresh produce looking that way. Change the layout for a better flow and to create interest.	Better pricing, More space, larger
more inclusiveness to casual shoppers	better service
Get friendlier staff seriously no one speaks now if you are not known to them ...	better service
locate suppliers of better quality celery. ...I no longer buy celery from you because it is generally half leaves and only a bit of stalks. Not worth the cost.	f&v quality
More brand diversity. Fresher fruit and vegetables (I find they don't stay as fresh as other organic sourced vegetables)	f&v quality
I feel that better stock control would be helpful; eg. have really struggled to buy apples that aren't soft / not fresh. Also feel a wider range of Fruit & Veg would be great.	f&v quality
a little more care with the quality of some of the perishable goods.	f&v quality
Leafy vegetable need to be kept fresh longer. Hydrating with a water spray regularly could improve looks .	f&v quality
I acknowledge fresh produce gets past it's use by date quickly. sometimes I find it not possible to purchase some of the perishables like bananas and avos that I can take home and use straight away. They are ripe in a day or two which is great too.	f&v quality
Sometimes the fresh vegetables don't look very inviting and ideally, nothing would be in a plastic bag.	f&v quality
Consider one day a week delivery to the elderly or people without cars.	Home delivery
You could provide a boxed delivered organic fruit and veg service	Home delivery
Online ordering with national delivery	Home delivery
Add some hot foods/snacks	hot food
Provide healthy fresh meals (maybe frozen) for home consumption.	hot food
It would be lovely to see the store renovated and larger in size. Maybe include some hot food and chai	hot food, More space, larger



Advertise	Marketing
More advertising or promotion	Marketing
Engage more with social media	Marketing
perhaps educational events in store (cooking, use of products)	Marketing
workshops, events, cooking demo's,	Marketing
Clear signage and some marketing!	Marketing
Maybe send emails to members of new or sale items	Marketing
Product of the week.	Marketing, f&v quality
<p>Values up front and spelled out, such as 'food miles' and exceptions (oats from Finland get me every time!).</p> <p>More member input, and spell out that coops are member owned and members have a right to be involved. I like how you put it out there for this opportunity recently.</p> <p>Go back to coop roots and ensure all staff etc know what this means in practice. Coops are up and coming in other states now so they are far from a dying breed. Non-hierarchical ethos is key in decision making etc.</p>	Marketing, values stronger
more organic fruit & vegies and bulk foods	More bulk
More unpackaged goods in bulk + plastic free packing on gluten free bread, not sure if Crystal waters bakery would do a gluten free bread order in paper bags?	More bulk
More bulk items	More bulk
Incentives for local customers to buy in bulk. Currently we go to Flanneries once a month and spend at least \$150 on items that we use a lot of. Much of your products are sold in small quantities or are expensive if you are buying large quantities. Also it would encourage people to band together and buy in bulk. There is too much competition to ignore this opportunity to increase turnover instead of losing clients to the coast.	More bulk
If there is demand it would be good to see more bulk items. I would definitely buy more bulk dispensed products.	More bulk
improved presentation, it seems so cluttered and dark, more light, zero waste and more bulk buying, competitive pricing.	More bulk, More space, larger
More bulk foods and a roomier shop	More bulk, More space, larger
More fruit and vegetable varieties	More f and v
Widen assortment of fresh fruit and vegetables	More f and v
More fruit and veg	More f and v
I would like more fruit and veg like Kunara	More f and v



More fresh produce please	More f and v
If anything maybe some extra fruit & veges at times.	More f and v
I'd like to see a greater range of fresh produce at more affordable prices	More f and v, Better pricing
expand fruit and veg range. Organic doesn't have to be poor quality or too expensive	More f and v, f&v quality
Fruit and veg can seem a little limp and not very fresh at times and sometimes even way past what should be for sale. Better quality control and only displaying spanking fresh produce to be implemented. As an example, Kunara are very good at always presenting very fresh produce.	More f and v, f&v quality
not sure - maybe increase fresh local organic produce ?	More f and v, more local
Increase product lines sourced from local farmers, growers, artisans with proven integrity to (clean, organic, biodynamic, ethically produced), goods, services, ideas. Consider creating access to courses, information sessions, ideas/forums, which entice us to use our minds on purpose to continuously improve, support, grow the idea of Self Reliance via Self Directed participation and cooperation.	More f and v, more local, Marketing, values stronger
Continue to stock good / improved range of fruit / veg. Consider developing a code of ethics (?) to apply to local produce that isn't certified due to the high cost for small producers. Gradually expand bulk offerings - though not really unusual items like the 'Source' offers - too likely have low turnover. Good shampoo? Conditioner? Really focus on having engaged and knowledgeable staff. Young may be an attractive option, but we've lost most of the experienced staff with excellent product knowledge and customer engagement.	More f and v, more local, values stronger, More bulk
More local products first.	more local
More floor space for bulk food dispensers Concentrate more on local producers & consider food miles.	more local, More bulk, More space, larger
More local produce less packaging more space better light	more local, More space,
Better layout and "brighter"	More space,
More space (realise this is a difficult one). More healthy snacks. Tea prices rather high?	More space,
Entrance access to shop	More space,
Wheelchair access please.	More space,
Increase space	More space,
Wheelchair access.	More space,
maybe appearance	More space,
More space, more light - make things easier to find?	More space,

The layout is tired and dark, and desperately needs modernising. Get rid of the window display, and lighten the store up, and make it accessible for people with mobility challenges.	More space, larger
Aisles are a bit narrow, but I realize that you have only so much room to show all your products.	More space, larger
Find more parking!	More space,
Ideally more space to make it less boxy for shoppers.	More space,
The premises are far too small. Very difficult to browse shelves for long with others wanting to get past, plus stock is cramped on the shelves making it difficult to find what I'm looking for. Could use a bigger zero-waste section.	More space, larger
The limited amount of aisle space can be awkward at times and the crowding of the shelves can make it difficult to find things. I think there are too many of the same product eg Chai Tea, toothpaste, packaged chocolate. I'm presuming someone monitors the frequency of turnover. Having said this I wouldn't like to see it expand in size too much more though. I am aware of the limited amount of space behind the scenes and think that would need addressing first.	More space, larger
Improving the traffic flow if possible	More space, larger
Lighter shop floor	More space,
Maybe a bit more space	More space,
Get a larger facility	More space, larger
While I love the atmosphere in the co-op, it's hard not to wonder what you could do with bigger premises.	More space, larger
I know there isn't the space.... but it would be nice to be able to choose the amount of different products I buy... so more bulk bins. Even small ones.	
Better and more productive checkouts, wider aisles, kids area.	More space,
It is really dark in the shop. better lighting would be a big improvement	More space,
Keep more counter space clear.	More space, larger
Remind shoppers with a lot of items to bring the basket around behind the counter to be emptied by the staff.	
Larger building/aisles with ramp access	More space,
More room if possible. Especially around the check outs.	More space,
Get bigger. Children's play area.	More space,
Bigger space?	More space,
Improve the lighting - it's dingy, which doesn't feel clean (although it is clean). Get rid of the dead weight products to make more space because the aisles are crowded too close together.	More space, larger
More space, so things weren't as cramped.	More space, larger

Get rid of the clutter out the front of your store	More space, larger
Not much. If you had bigger premises you could do what you do so well, but more of it. More bulk foods would be good for the environment (but realise space restricts). Would be good to display information about what organic really means in detail and why it is best (I have mentioned supplying this to Coby but have been busy so slow to get to it. Will do though.)	More space, larger, Marketing, More bulk
Having a till that shows prices. I am sometimes curious to know the cost of a purchase and I think it is easy for staff to think you might not trust them when you ask for a receipt.	till shows prices
Have a cash register that the customer follow the prices on a screen as they are rung in	till shows prices
I do miss the yummy savoury lunch snacks you used to have - pizza slices. I liked that I could grab a healthy savoury lunch snack as well as shop.	
A Notice board regular up dates of Toxins in community and alternatives.	
Keep membership fees low for unwaged	
Keep up supply of items - often runs out of a product.	
By listening to suggestions and complaints	
promote container swaps over plastic bagged items - more difficult to fill on demand, I realise ...	
Ensure basic products are never out of stock, particularly organic items	
Put a sign outside "use us or lose us"	
I sometimes wish I could buy an item which the Coop does not have because organic was not available. This leads to my shopping at IGA instead of MSC	
When entering the store have someone that is able to help you instead of having to go to the registers	
More vegan products 😊	
An experienced natopath on once a week who can advise on herbs and health	
They really know their products	
If sometimes has an aloof feel about it when you shop there which can be unwelcoming	
Look into getting rid of plastic containers and plastic	
Maybe feature the gift and book section a little more viably.	
Maybe provide more info on how local members can trade their goods that they grow.	
More Australian made/owned products at reasonable prices.	
Perhaps just a little faster turnaround for enquiries about getting a product in	

Perhaps source breads/baked goods closer to home. IGA's products are pre-baked rubbish. The little bakery is meh. There is an opportunity to feature some great new bakeries popping on days when crystal waters sourdough isn't available.	
Open a little earlier	
Greater range of meat refrigerated. Being competitive with pricing to IGA - some things are cheaper and more expensive at IGA.	
Make sure the 70% chocolate doesn't get mixed up with the 55%..	

## Survey Responses:

### Are there any products and services that you would like us to offer?

I appreciate the book shelf and local cards, and small gifts too. The general variety of products is amazing, both food and other; and efforts from staff is obviously generous.
More fresh gluten free savoury slices to grab for lunch. Yes I know there are coffee shops galore but grabbing a delicious healthy and gluten free home made snack is something I miss - pizza slice was nice.
More kids items re soap / shampoo / nappy cream / snacks
I love good selection of quality dried fruit particularly dried nectarines - not available in coop. Can get them at a place in west end Brisbane. Difficult to get to. Thankyou.
Local produce
Larger selection and amounts of fresh produce, and in some cases (like celery) better quality
keto products like bread , protein powder etc.
I personally find the layout cluttered. I probably don't go often because of the prices and I know that that is difficult. Organics are sometimes 5 times the price eg oats, special flours and F&V. Sadly it;s just not a reality for most people.
You don't seem to stock the organic nitrate-free bacon any more.
Perhaps source products that are suitable for Type2 Diabetics
More bulk foods and emerging new products and items can't get elsewhere
more variety in nuts
Naturopath appointments Fresh herbal teas More veges grown local
fruit and vegetable choices but appreciate there's limited space.
More vegan products
Lewis and Son products (kabana, salami etc - all FODMAP friendly, gluten free and a great Australian product worth supporting, oh and delicious!). An improved fresh produce section.
Organic coconut milk powder.
Container refills that are a bit easier maybe?
Biodynamic food and produce. Talks by farmers and food producers. Anything which enhances Self Reliant living.
I would love to see customers bring all their own produce bags i.e. wash out old plastic bags, re-use their paper bags.

I would like to see ALL the staff wearing a smart, high quality apron (eg. Kunara staff) with a visible, removable name badge. This would address several issues, such as health and safety, cleanliness, being able to distinguish a staff member from a customer and a more professional face to the Store and its Member/Owners.
Helpful staff on the floor to ask questions to instead of registers
hot snacks/foods. Another brand of organic herbs.
Vegan cakes, slices, pastries etc
To your advantage to have dieticians naturopathic practitioners available to consult.
More access and encouragement to stock products from local vegetable gardens
Introducing me to new ways to use some of the food products ie; cooking demonstrations or tastings / recipes
Products grown locally, i realise thats not always possible but think it is something that should be promoted.
Would love to see more products in bulk bins - other co-ops are offering bulk crackers etc
More fresh produce but if possible at reasonable prices
Online ordering to save time
More fruit and veg Monthly email with news and specials
More fresh produce
more bulk items
If you had more room it would be nice to serve drinks. Say like fresh juices and smoothies.
I recommended some biobag brand of dog poo bags. I hope they get stocked. I dropped the details into Mita
Packaged meals
MCT oil clarity
Good quality bulk local peanut oil if possible
Make more use of Pascal!
Ive seen a boxed delivered seasonal fruit and veg service work really well and profitable in Sydney. It needs more space than the coop has and ppl willing to attend markets regularly. Also an entrepreneurial spirit. Often the produce in the coop is not that fresh or appealing or perhaps Bris organic markets is not that good.
Online ordering with mail delivery please
Maybe other bulk products eg peanuts, dried dates, (although I get these fr. IGA). Bulk bran, Red lentils? Genuine whole foods & not sweetened, choc coated etc.
Cold goats milk,
There was a packaged curry meal at one stage that was convenient,tasty and well priced.
More bulk items