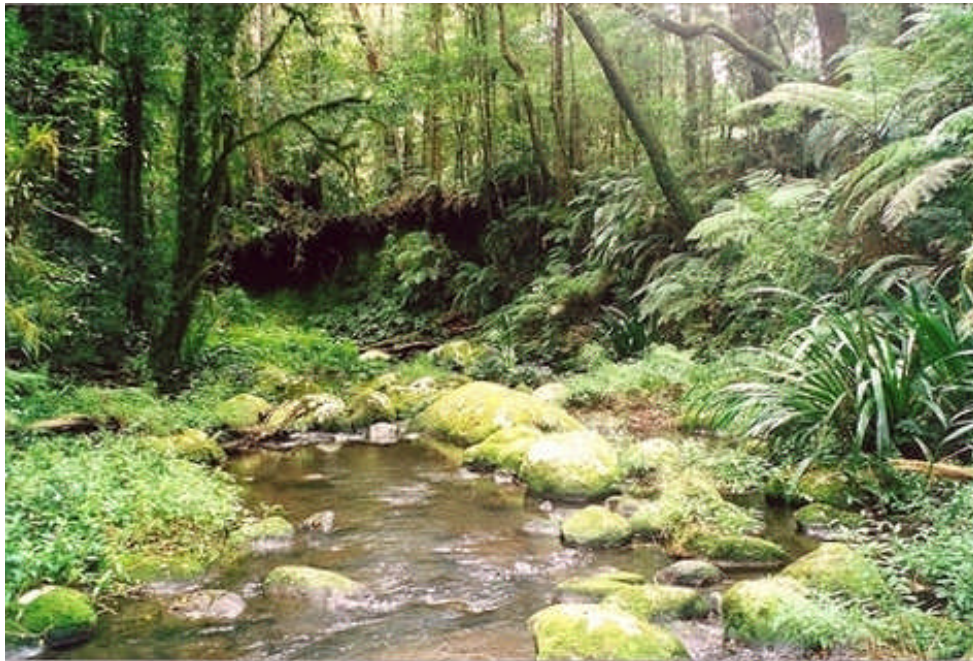


# Kyogle Council 2012 Resident Survey



Findings from a mail-out, mail back survey  
of residents in the Kyogle Local Government Area, conducted  
by Kyogle Council and analysed by Jetty Research

**FINAL REPORT dated April 23<sup>rd</sup> 2012**

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**Front cover photo: Brindle Creek, Border Ranges National Park**

## Disclaimer

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## Executive Summary

In January/February 2012 Kyogle Council conducted a mail-out/mail-back survey of all households to assist councillors and staff better understand resident satisfaction with local government-run facilities and services. In order to enable benchmarking of results against similar surveys conducted in 2007 and 2009, questions from that survey have remained largely unchanged in this latest community engagement exercise.

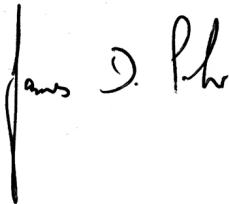
The 2012 survey was completed by 545 households, against 520 in 2009. Responses are once again heavily skewed towards older residents, with those aged 60-plus making up half of all respondents. It should also be noted that the self-selecting (i.e. opt-in) nature of response means that the following conclusions should be treated more as a snapshot of community opinion than a fully representative sample.

That said, results from the 2012 survey are generally more favourable than those in 2009 (which in turn were an improvement on 2007). And unlike 2009, around half of those services rated achieved a mean satisfaction score of 3.0 or more (on a 1-5 scale).

### Among more specific survey findings:

1. Highest rating facilities and services included: library services (with a mean satisfaction score among all respondents of 3.95 out of a possible 5), swimming pools (3.80), cemeteries (3.72), provision of water services (3.53), playing fields and ovals (3.49), information services (3.40) and provision of wastewater services (3.37).
2. Lowest rating facilities and services included: unsealed rural roads (mean satisfaction score of 2.14), control of weeds (2.32), sealed rural roads (2.33), job creation (2.38), attracting and supporting business (2.56), and handling of DA's (2.63).
3. Pleasingly, 34 of 36 services showed improved satisfaction ratings in 2012 against the 2009 survey (though few of the differences would be classed as statistically significant). And for the first time, the majority of services rated had satisfaction rankings above the mid-point score of three. Likewise, overall satisfaction scores within each of the key areas were uniformly – albeit modestly - higher than in 2009.
4. While infrastructure services and lifestyle attribute measures rated strongly in the latest survey, satisfaction scores in the economic development, natural environment and council management areas remained, for the most part, below par.
5. Some 79 per cent of respondents said they had had contact with Council staff over the previous 12 month: while this figure is not necessarily representative of the community as a whole, it nonetheless emphasises the crucial role played by local government.
6. Feedback on customer service levels was generally positive, with descriptions such as “professional”, “courteous” and “helpful” dominating in both face-to-face and telephone contact experiences.
7. The online world is playing an increasing role in community engagement, with use of the Council website and overall Internet connections both up significantly on 2009.
8. When asked to rank their priorities with 12 Council services, improving local roads was a clear winner. This was followed by promoting local employment, promoting tourism, providing aged care and improving/ upgrading water and sewage infrastructure. The big mover in this list was aged care, rising from 11<sup>th</sup> to 4<sup>th</sup> place in the latest ranking.

9. However the majority of respondents were not willing to pay additional rates for any of these 12 service areas. The only services to gain a degree of rate levy support were local roads (37 per cent), providing aged care (23 per cent) and promoting local employment (20 per cent).
10. The Kyogle Council newsletter remains extremely widely read, with some 73 per cent of respondents saying they always read it, and a further 19 per cent saying they do so occasionally. The local newspaper, word of mouth, The Northern Star and ABC local radio are also popular sources of information regarding council activities.
11. The proportion favouring amalgamation with one or more neighbouring councils is relatively stable at 28 per cent (against 26 per cent in 2009). Just under half of those participating (49 per cent) supported a reduction in the number of councillors (against 43 per cent in the previous survey.). The average number of councillors desired was 7.02, against 7.33 in 2009.
12. Support for a popularly elected mayor slipped slightly, from 78 to 72 per cent.



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Managing Director  
April 23<sup>rd</sup> 2012



## Introduction

### Background and Objectives

Kyogle Council has commissioned Jetty Research to analyse the results of a community satisfaction survey mailed to all residential households in January/February 2012. The survey form (see Appendix 1) was originally designed by Kyogle Council and Russell Kelly Strategic Communications for a 2007 survey and amended slightly in 2009 and 2012 formats to provide ready comparison of results against that earlier poll.

From a base of approximately 3500 households<sup>1</sup>, a total of 545 questionnaires were returned (against 520 in 2009). These respondents may or may not represent the views of the community at large – see “Sampling Error”, page 7.

The stated objective of the project was to “help Council understand the needs of our community and make sure we are doing our best to meet those needs”.<sup>2</sup> More specifically, it appears the survey was designed to:

1. Measure levels of community support and satisfaction on a range of Council services (see below);
2. Identify satisfaction with strategic policy areas;
3. Identify future priorities for Kyogle local government area;
4. Obtain qualitative feedback from residents.<sup>3</sup>

As in previous years, the survey asked questions across the following broad areas of Council activities, and throughout the whole Kyogle LGA. These comprised:

1. Infrastructure and core services
2. Quality of life in Kyogle LGA
3. Economic development in Kyogle LGA
4. Natural environment
5. Managing Council
6. Customer service
7. Communication preferences
8. An assessment of key activities, including overall ratings.
9. A qualitative section in which residents’ comment were recorded

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<sup>1</sup> ABS Census 2006, Usual Resident Profile

<sup>2</sup> Excerpt from survey’s front cover letter, signed by Cr Ross Brown, Mayor.

<sup>3</sup> Kyogle LGA Resident Survey 2007 by Russell Kelly Strategic Communications, page 9



## Methodology

We understand the survey questions were constructed by Kyogle Council in collaboration with Russell Kelly Strategic Communications (RKSC) in 2007, based on satisfying the above objectives. The survey form remains largely consistent with that originally formulated by RKSC, and Jetty Research has not played a role in formulating the 2012 survey questions.

The survey population was adults living in the Kyogle LGA. Respondents were mailed a survey form which they could elect to complete and return to Council. We understand there was one survey mailed to each household in the LGA, with respondents having the option of returning the completed survey to Council chambers, or via a reply paid Council mailing address.

Note that data quality and consistency cannot be entirely controlled in a paper-based survey such as this, and some respondents appear to have had difficulty in correctly completing the survey. Some have noted their reasons for this in the concluding comments. However it is unlikely that - except where specifically noted - such confusion has had a material impact on the results.

Surveying was conducted from January to March 2012. Assuming copies were mailed to approximately 3,500 households, response rate to the 2012 survey was approximately 15.6 per cent. This compares with 14.8 per cent in 2009 and 22.5 per cent response rate in the original 2007 survey.

Results were analysed using SPSS. Where differences are classed as “significant”, this means they are deemed statistically different by way of analysis using the appropriate one-way ANOVA test. **(In simplest terms, a difference is classed as statistically significant if it is unlikely to have been caused by chance.)**

## Survey Sample

The target population for this survey was adults living in the Kyogle LGA. Table A shows the breakdown of the survey sample by age and gender, and compares it with population data from the 2006 ABS Census (Usual Residents’ profile):

**Table A: Population profile of Kyogle LGA by age and gender (against ABS Census 2006)**

Age	2012 Survey demographics			ABS Census data (2006)		
	Male	Female	Total	Male	Female	Total
18-29	0.4%	1.0%	1.3%	11.5%	11.5%	23.1%
30-39	2.3%	3.6%	6.0%	5.6%	6.5%	12.1%
40-49	6.3%	8.3%	14.6%	9.7%	9.5%	19.3%
50-59	13.2%	16.3%	29.6%	10.8%	9.9%	20.7%
60 Plus	24.4%	24.2%	48.6%	12.4%	12.5%	24.9%
<b>Total</b>	<b>46.6%</b>	<b>53.4%</b>	<b>100.0%</b>	<b>50.1%</b>	<b>49.9%</b>	<b>100.0%</b>

This suggests that, relative to the actual adult population of the Kyogle LGA, this survey is heavily skewed to older residents. (For example those aged 60-plus made up 49 per cent of the sample, but comprised only 25 per cent of the Kyogle LGA’s adult population in 2006.)

However as this replicates the skew of the 2009 sample (where residents aged 60-plus comprised 45 per cent of the sample), it should not affect the comparability of data between the two surveys.

**Table B: Survey sample breakdown by age, council ward and gender**

Which Council Ward do you reside in * Age * Gender Crosstabulation									
Gender				Age					Total
				18-29	30-39	40-49	50-59	60 Plus	
Male	Which Council Ward do you reside in?	Ward A	Count	1	2	4	9	28	44
				50.0%	16.7%	13.8%	14.3%	23.1%	19.4%
		Ward B	Count	0	1	10	14	29	54
				.0%	8.3%	34.5%	22.2%	24.0%	23.8%
		Ward C	Count	0	4	4	12	32	52
				.0%	33.3%	13.8%	19.0%	26.4%	22.9%
		Not Sure	Count	1	5	11	28	32	77
				50.0%	41.7%	37.9%	44.4%	26.4%	33.9%
	Total		Count	2	12	29	63	121	227
				100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Female	Which Council Ward do you reside in?	Ward A	Count	1	2	7	5	19	34
				20.0%	11.1%	18.4%	6.3%	17.4%	13.7%
		Ward B	Count	0	3	7	18	31	59
				.0%	16.7%	18.4%	22.8%	28.4%	23.7%
		Ward C	Count	1	1	8	23	22	55
				20.0%	5.6%	21.1%	29.1%	20.2%	22.1%
		Not Sure	Count	3	12	16	33	37	101
				60.0%	66.7%	42.1%	41.8%	33.9%	40.6%
	Total		Count	5	18	38	79	109	249
				100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

(For more detail on the survey sample, see Part 1 of survey.)

## Sampling error

A random survey of 520 residents within a random sample of 6,586 (as per Table A) provides a sampling error of 4.3 per cent at the 95 per cent confidence level. In effect, this means that if a similar survey were conducted 20 times, results should be representative of all those in the survey population to within +/- 4.3 per cent in 19 to 20 of those surveys.

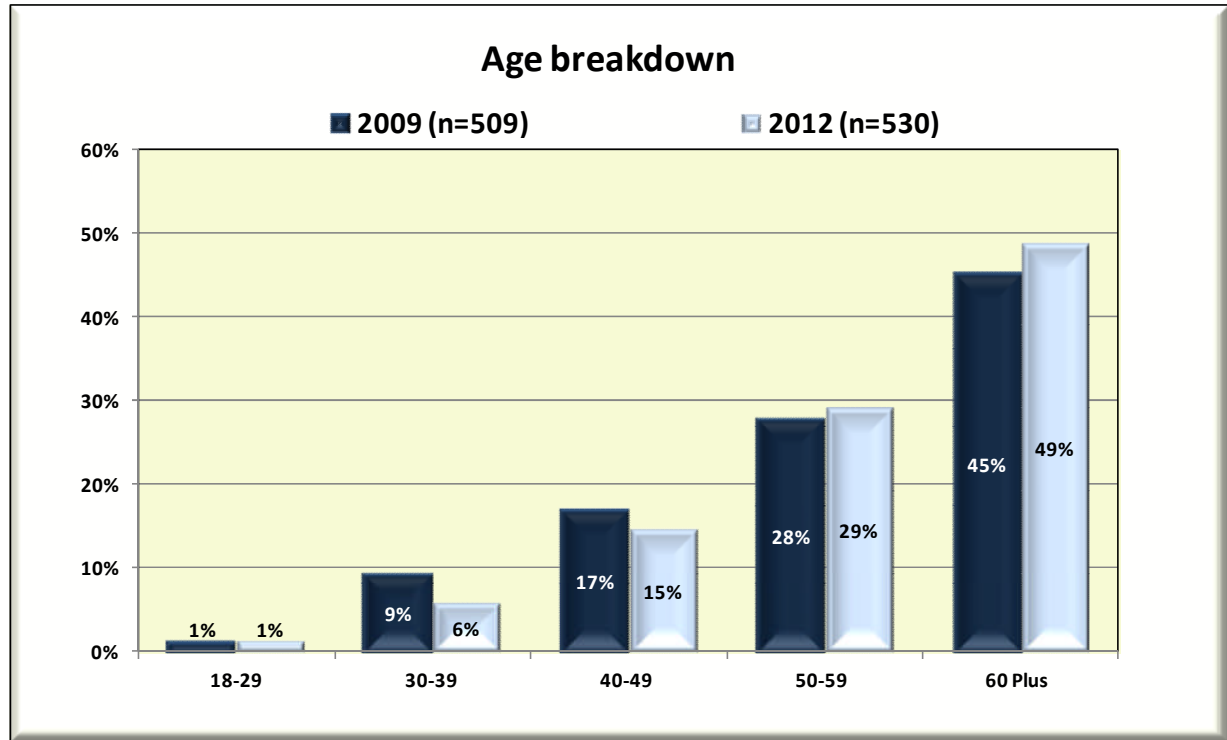
However there are a number of reasons to suggest that this does not represent a random and representative survey of Kyogle adult residents. These include:

- The survey methodology, which favoured those inclined – and with the time – to complete a written survey;
- Likewise, the possibility that the questionnaire was more likely to be completed by those with a particular attitude towards local government facilities and services, rather than a representative sample of all residents or ratepayers; and
- A strong skew in the survey towards older residents. For example those aged 50-plus made up just over half the adult population in the 2006 ABS census, but represent almost three-quarters of respondents to this survey.

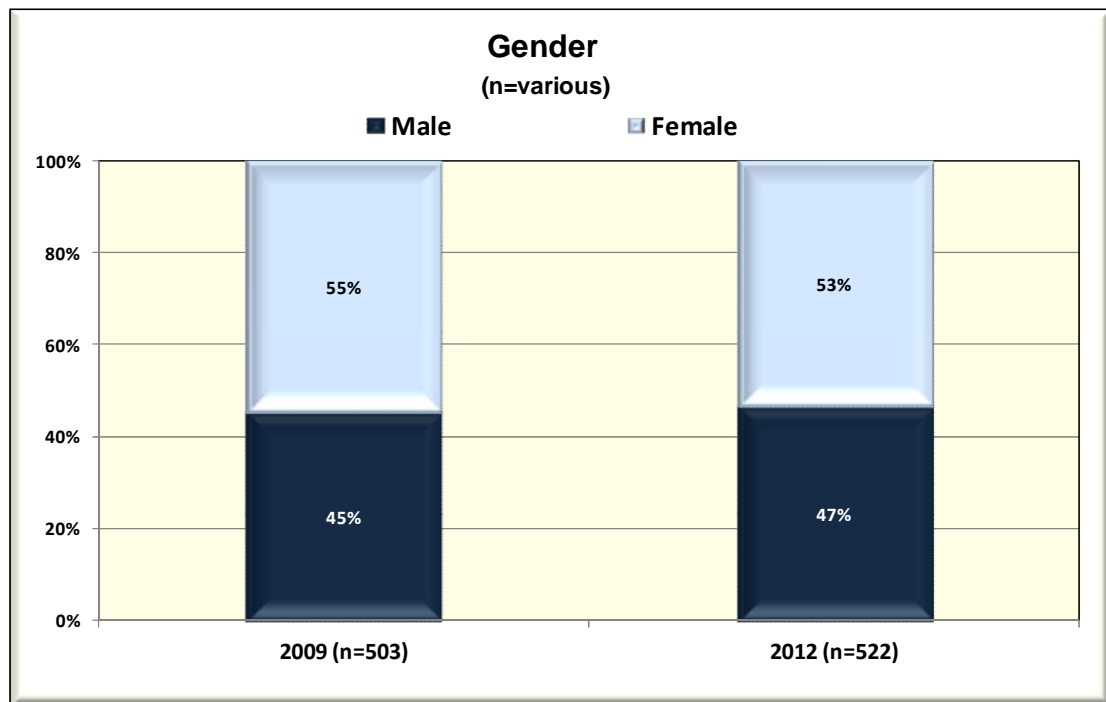
On that basis, we would suggest that the result of the 2009 Ratepayer/Resident survey represent more a snapshot of community opinion rather than being strictly representative of all Kyogle's adult residents.

## Part 1: Respondent characteristics

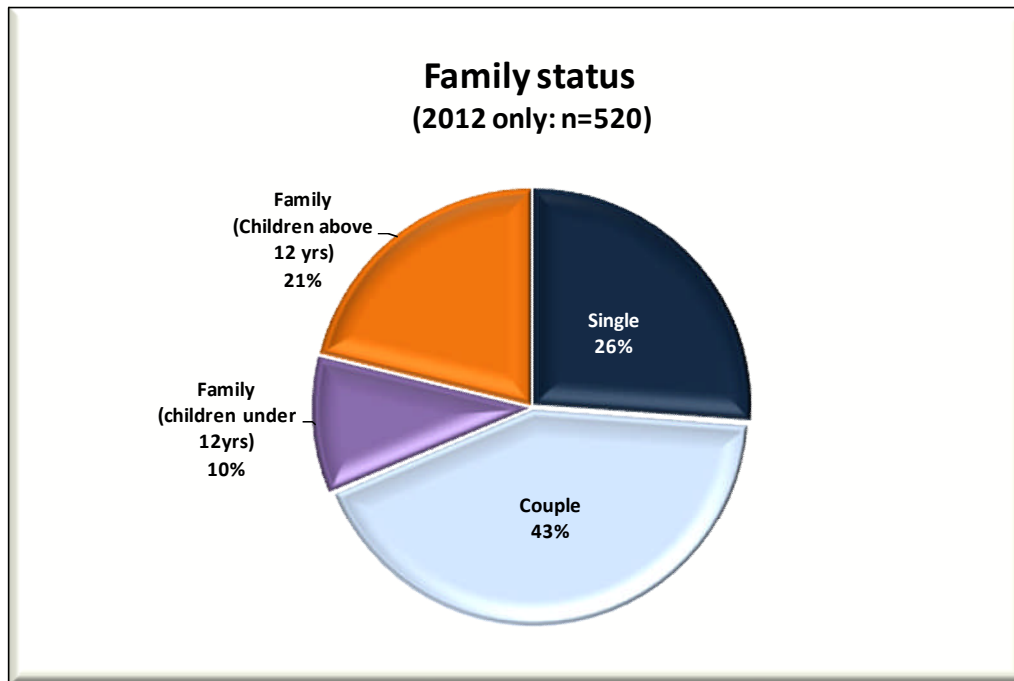
Graph 1.1: Respondent age profile (2012 vs. 2009)



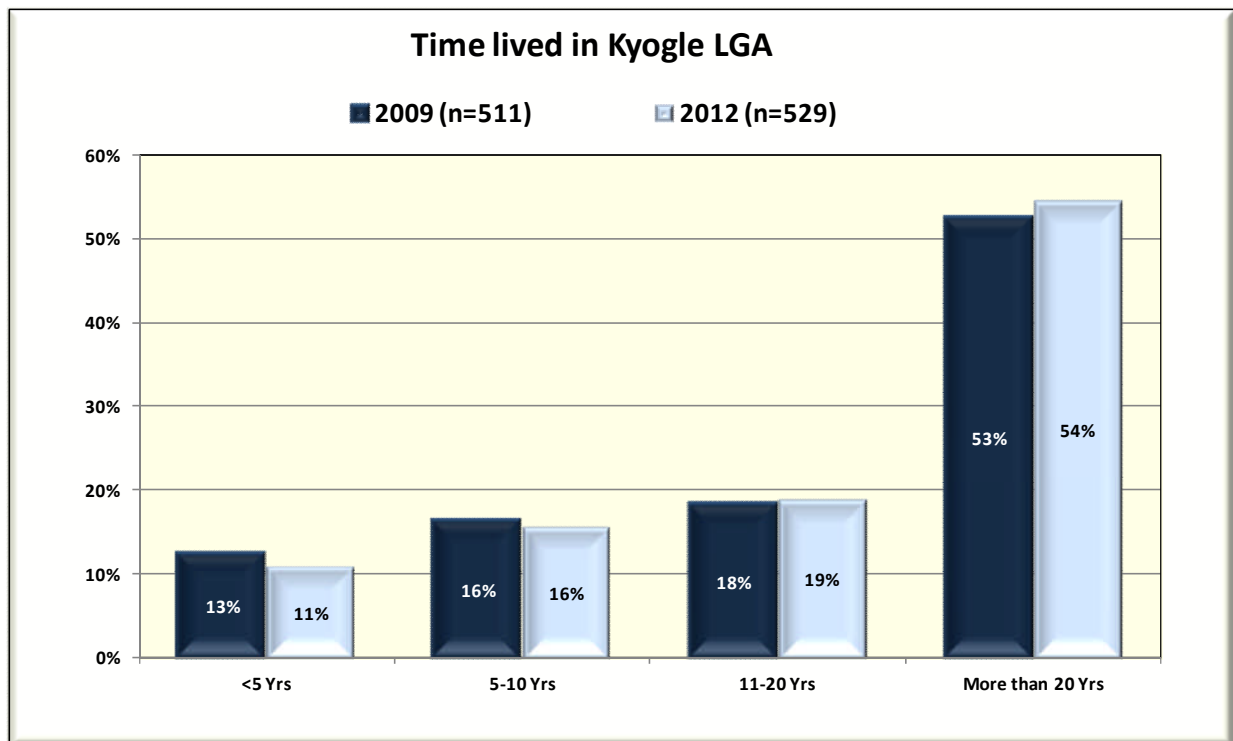
Graph 1.2: Respondent gender profile (2012 vs. 2009)



**Graph 1.3: Family status (2012 only)<sup>4</sup>**

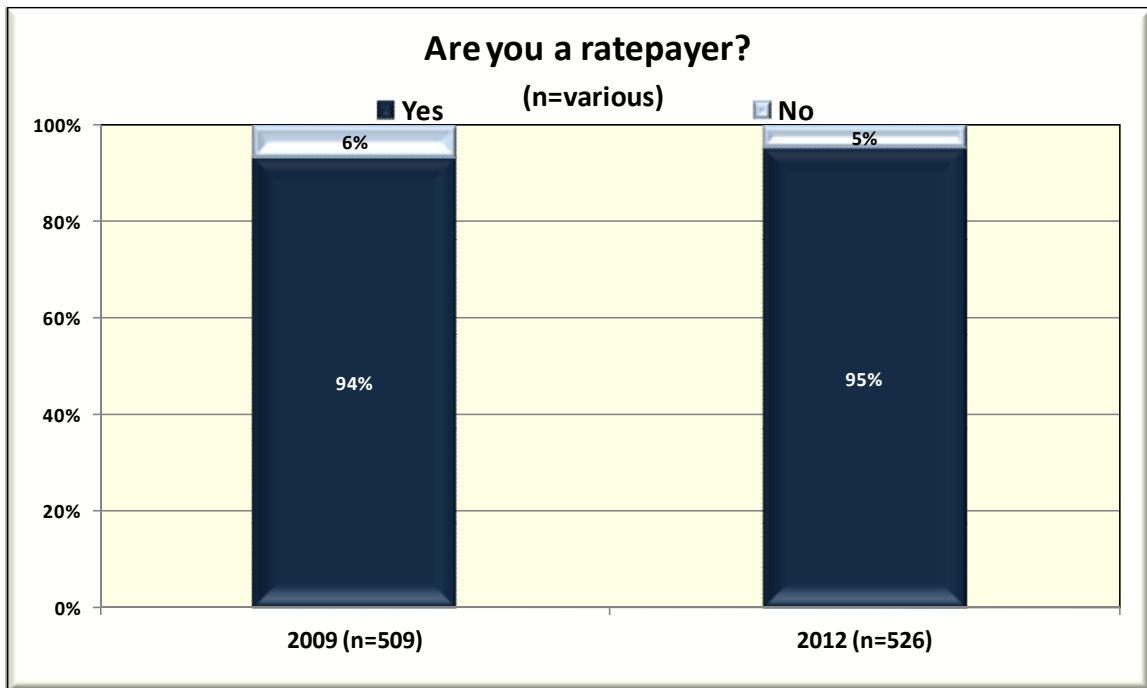


**Graph 1.4: Time lived in Kyogle LGA (2012 vs. 2009)**

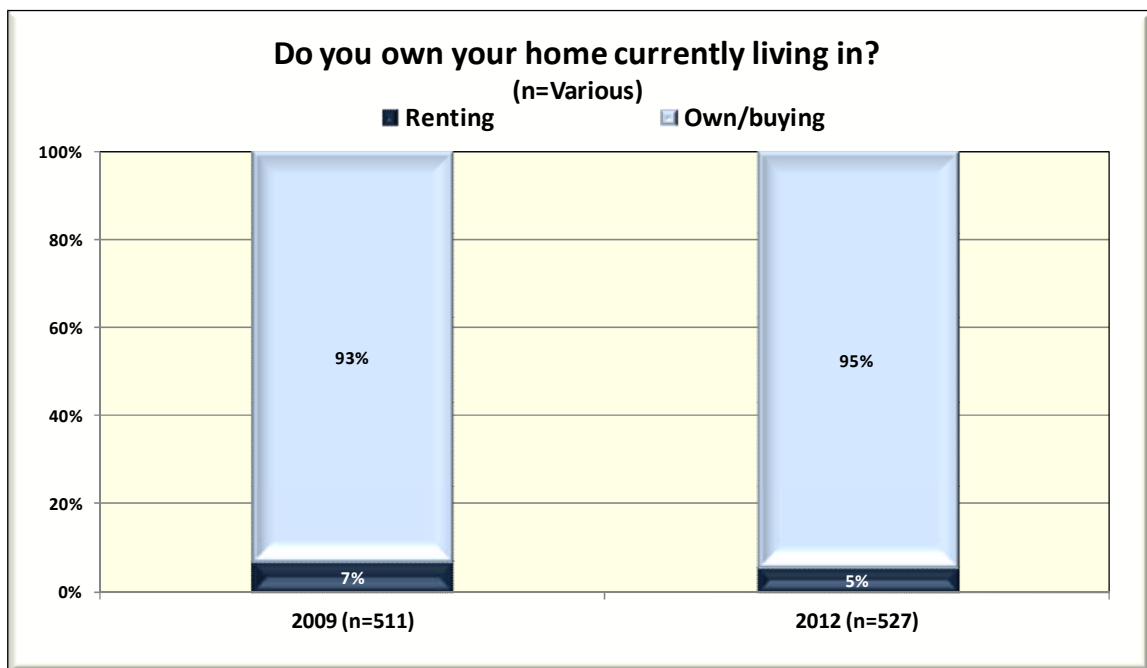


<sup>4</sup> 2009 family status question included a “retired” option, making comparisons invalid

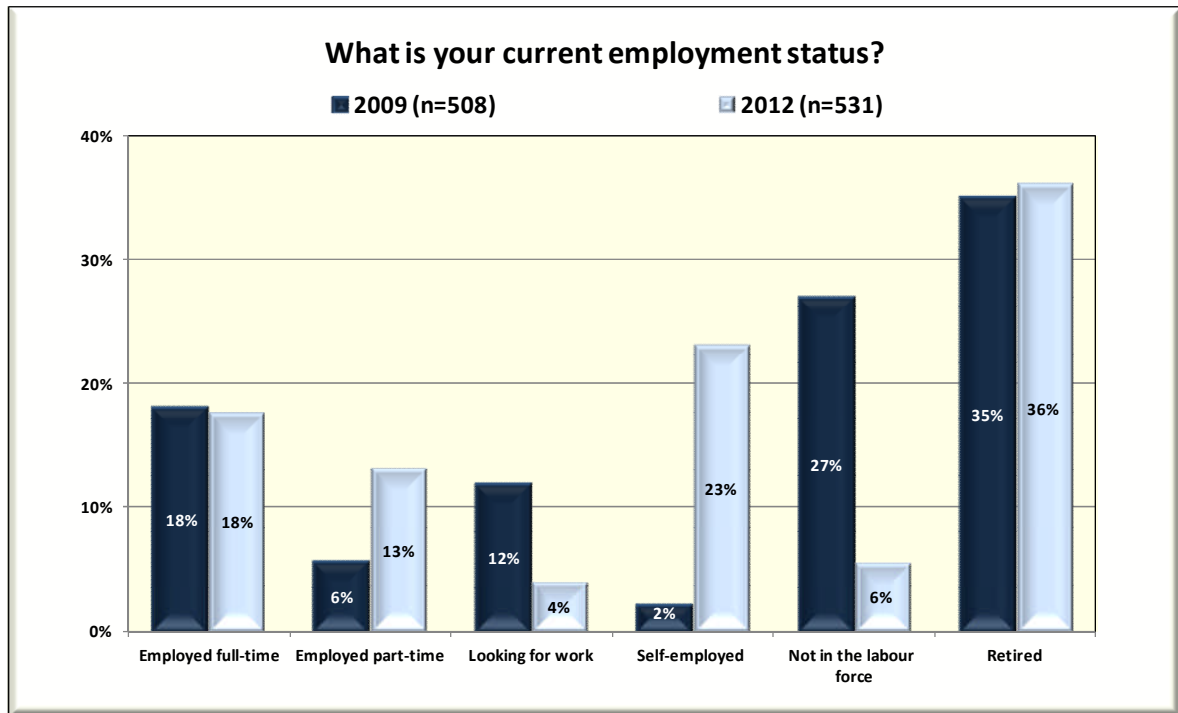
**Graph 1.5: Ratepayer status (2012 vs. 2009)**



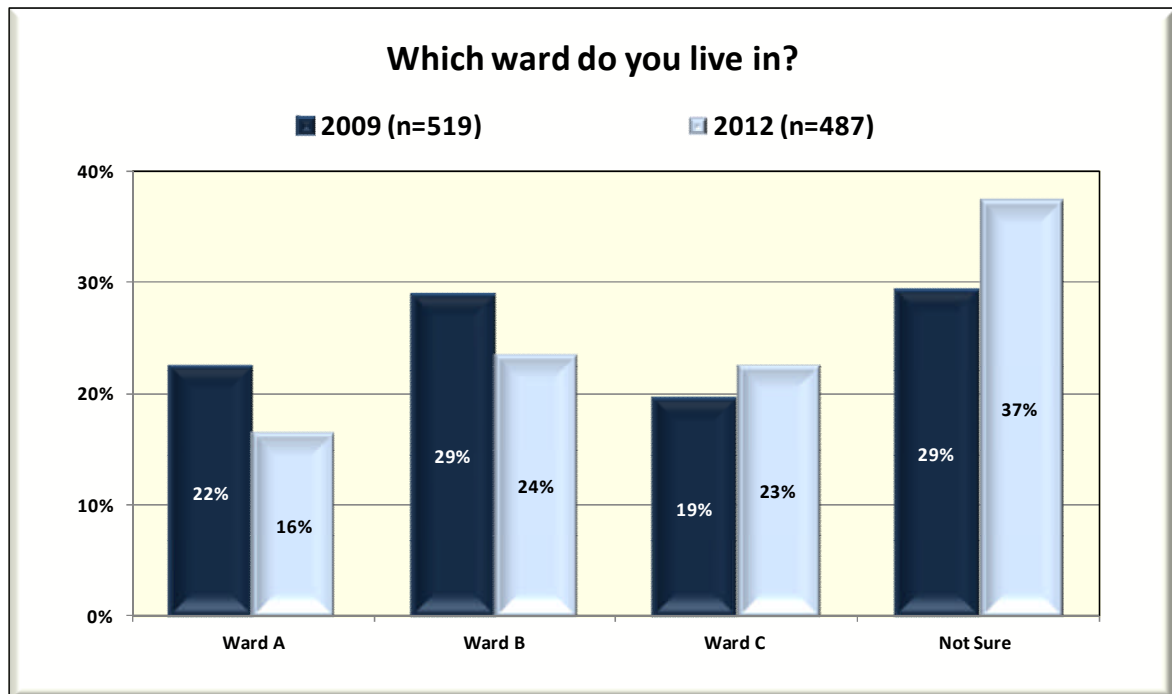
**Graph 1.6: Home ownership status (2012 vs.2009)**



**Graph 1.8: Current employment status (2012 vs.2009)**



**Graph 1.9: Ward of residence (2012 vs. 2009)**



## **Comment:**

In most respects the demographic profile of 2012 respondents is similar to that exhibited in the 2009 resident survey.

Once again the sample is skewed heavily towards older residents (Graph 1.1), who make up almost half of all respondents. Results may hence under-represent the views of younger residents.

The gender split is relatively equal (Graph 1.2), while 43 per cent of respondents were part of a couple with no children against 26 per cent single and 22 per cent having children at home (Graph 1.3).

As in 2009 the sample was heavily skewed to longer term residents (Graph 1.4), ratepayers (Graph 1.5) and home owners (Graph 1.6). However in terms of employment status (Graph 1.7), there was a significant switch between those employed – 54 per cent this time around, against just 36 per cent in 2009 – and those unemployed or not in the labour force (39 per cent in 2009 against just 10 per cent in the latest survey). In particular, the proportion claiming to be self-employed jumped from 2 to 23 per cent.

Regardless of whether the actual status is correct, the higher proportion believing themselves employed is presumably positive for self-esteem and other wellness attributes.

The proportion of respondents in each ward (Graph 1.8) is relatively consistent across the latest two surveys. However it is perhaps troubling that 37 per cent of respondents in the latest poll did not know which ward they lived in.



## Part 2: Infrastructure

Graph 2.1: Satisfaction with Kyogle LGA infrastructure (summary of mean scores)

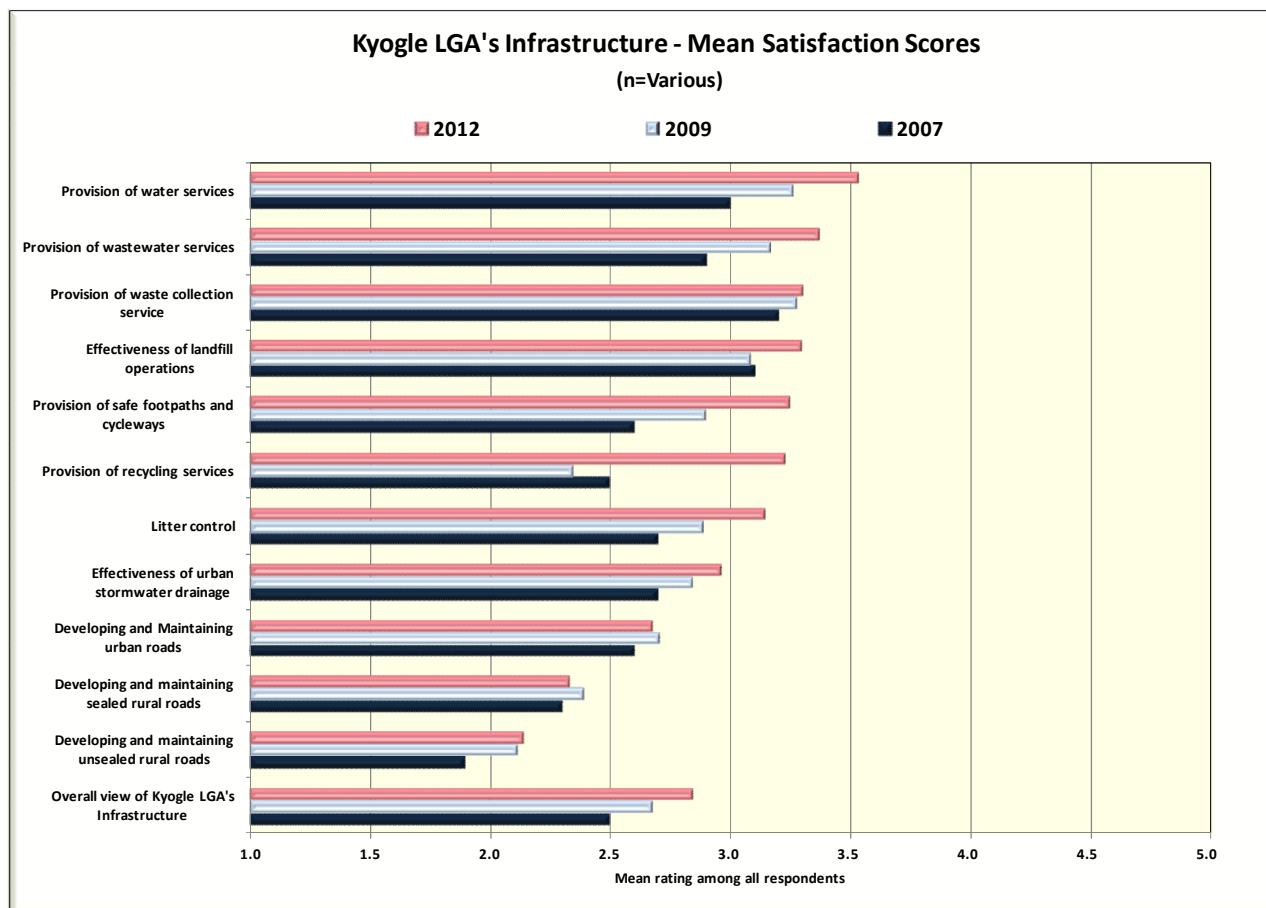
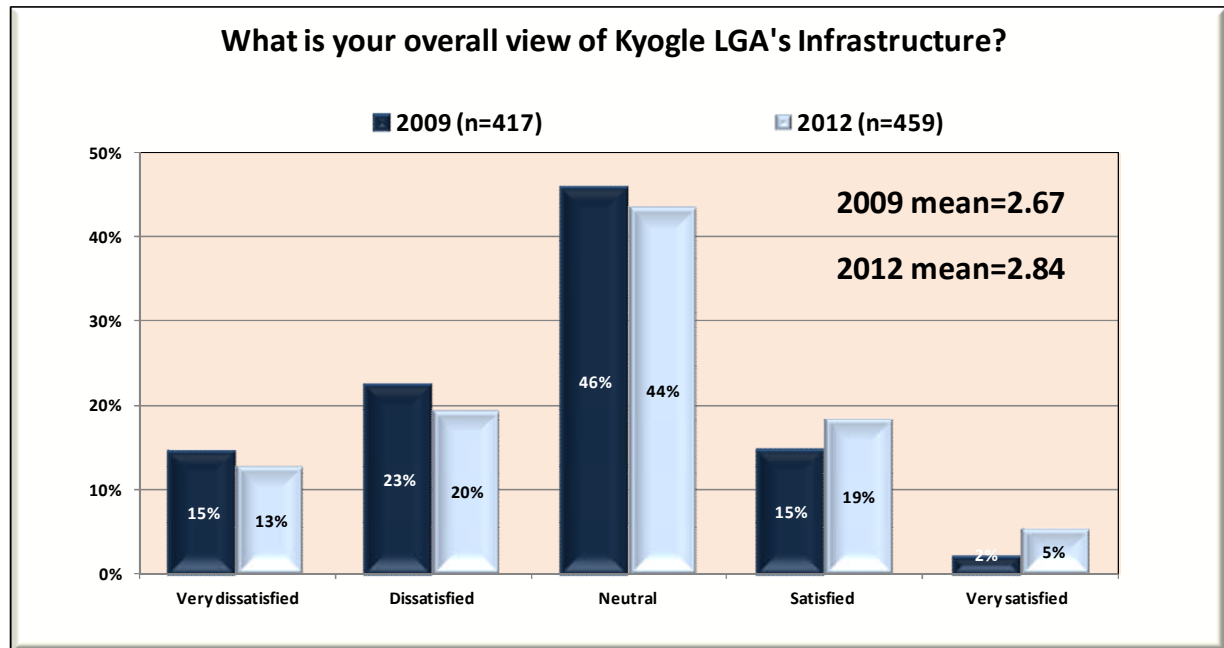


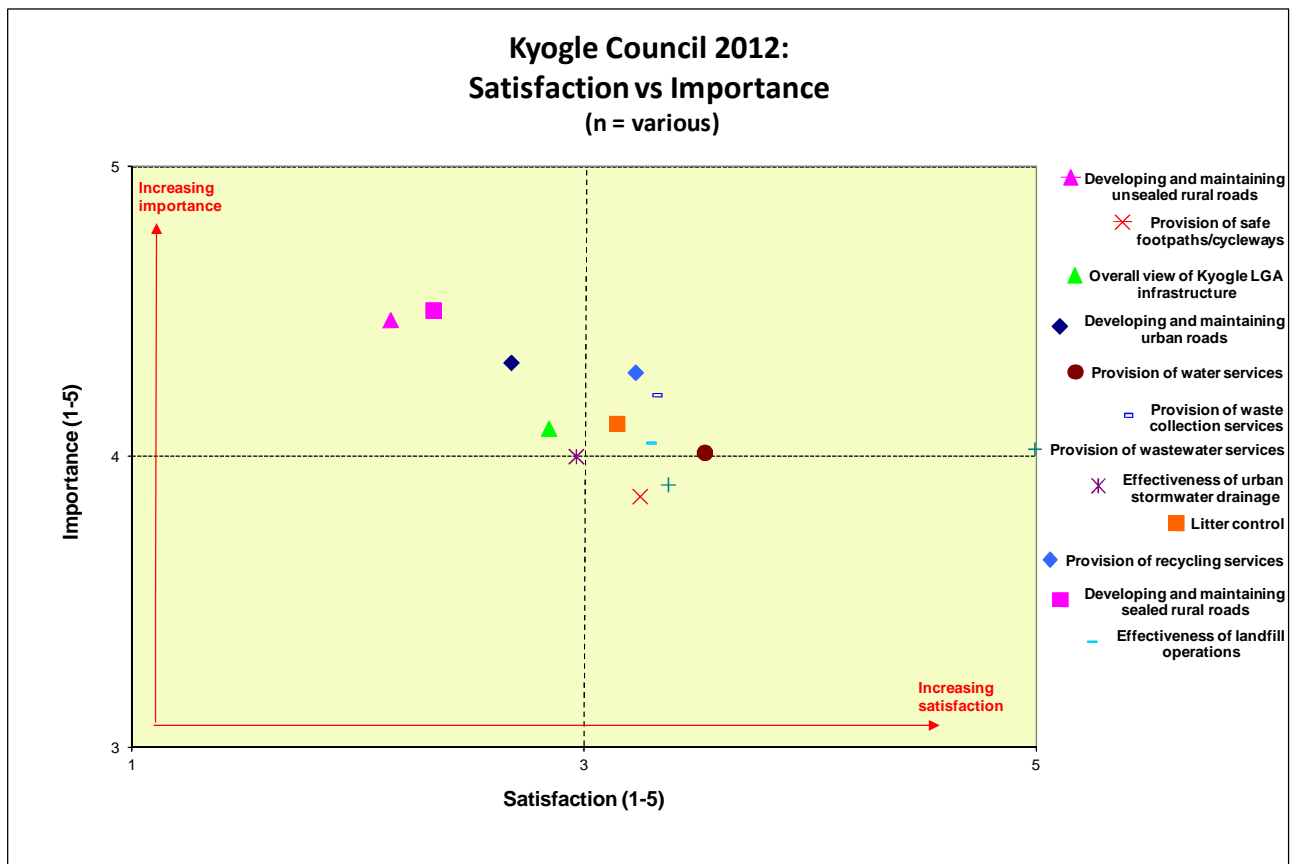
Table 2.1: Summary of satisfaction scores for Kyogle LGA Infrastructure

Infrastructure satisfaction summary	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPS*
Provision of water services	7%	4%	35%	35%	18%	42%
Provision of wastewater services	9%	5%	40%	32%	14%	32%
Provision of waste collection services	15%	9%	27%	27%	21%	24%
Effectiveness of landfill operations	9%	11%	37%	28%	15%	23%
Provision of safe footpaths/cycleways	9%	10%	40%	29%	12%	21%
Provision of recycling services	13%	13%	30%	26%	18%	18%
Litter control	11%	11%	41%	26%	11%	14%
Effectiveness of urban stormwater drainage	15%	13%	40%	24%	7%	4%
Developing and maintaining urban roads	22%	16%	37%	20%	4%	-14%
Developing and maintaining sealed rural roads	29%	25%	32%	11%	3%	-41%
Developing and maintaining unsealed rural roads	37%	25%	28%	8%	2%	-51%
Overall view of Kyogle LGA infrastructure	13%	20%	44%	19%	5%	-8%
* Net proportion satisfied						

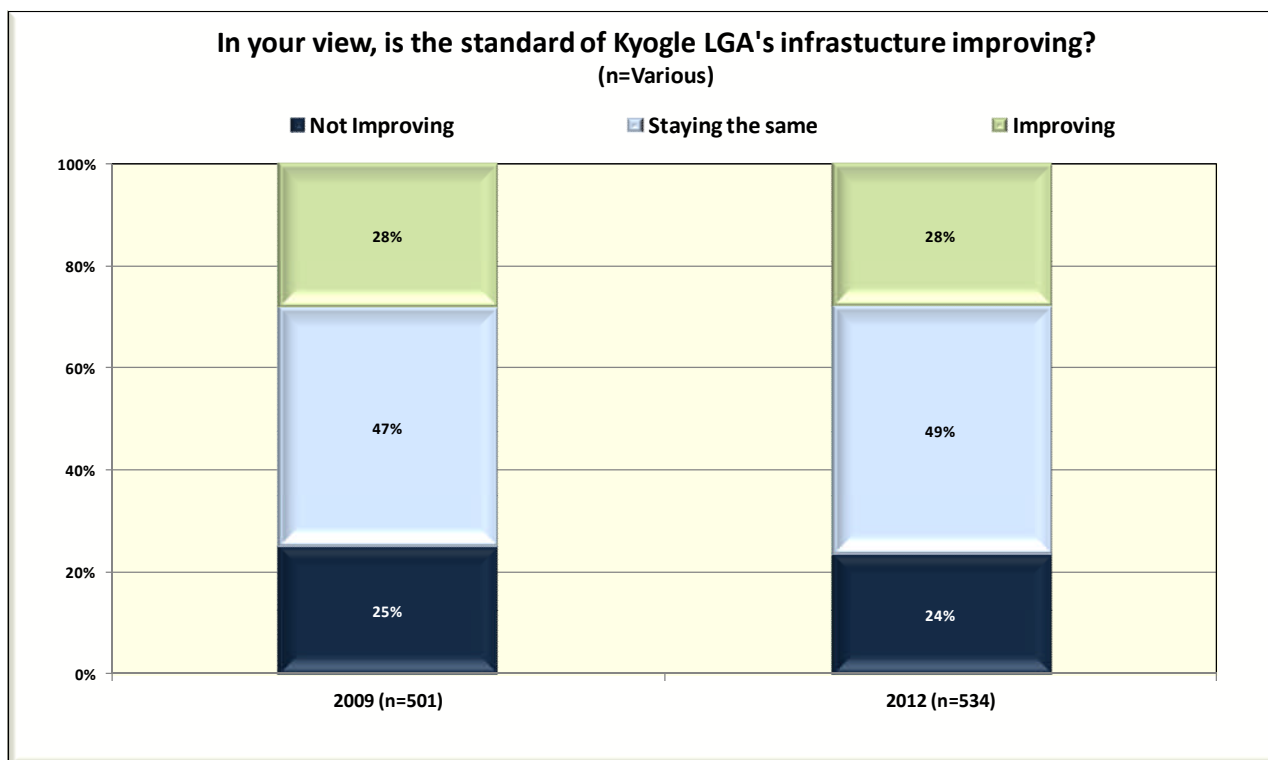
**Graph 2.2: Summary of overall satisfaction with Kyogle LGA infrastructure (2012 vs. 2009)**



**Graph 2.3: Kyogle LGA infrastructure satisfaction vs. importance**



**Graph 2.4: Is the standard of Kyogle LGA infrastructure improving?**



### Comment:

Pleasingly seven of the infrastructure measures exceed the midpoint of 3 in this survey, against just two in 2009 (Graph 2.1). Likewise mean scores were higher across all except two measures (developing and maintaining urban and rural sealed roads) this time around.

This is also reflected in the net satisfaction scores shown in Table 2.1. These were positive for all infrastructure measures except the three categories of road – and in particular rural roads, which were deeply negative. The high importance of roads has also fed through to the “overall” infrastructure score, whose net proportion satisfied (NPS) also slipped into the red (at -8 per cent) despite all the other individual measures showing a positive net satisfaction score.

The mean score for the overall view of Kyogle’s Council-managed infrastructure (Graph 2.2) has risen from 2.67 in 2009 to 2.84 this time around. While still less than the midpoint of 3, this improvement can be considered statistically significant.

The matrix for infrastructure importance vs. satisfaction (Graph 2.3) shows that measures are split almost equally between higher and lower satisfaction quadrants. Again it would be no surprise that roads provide most of the lower satisfaction items. On a brighter note, services such as litter control, waste, recycling and water are well regarded.

As shown in Graph 2.4, there was effectively no change in belief between the two surveys as to whether or not infrastructure is improving. In this instance 49 per cent classed it as staying the same, against 28 per cent who felt it was improving.

## Part 3: Living in Kyogle LGA

Graph 3.1: Satisfaction with Kyogle LGA lifestyle attributes (summary of mean scores)

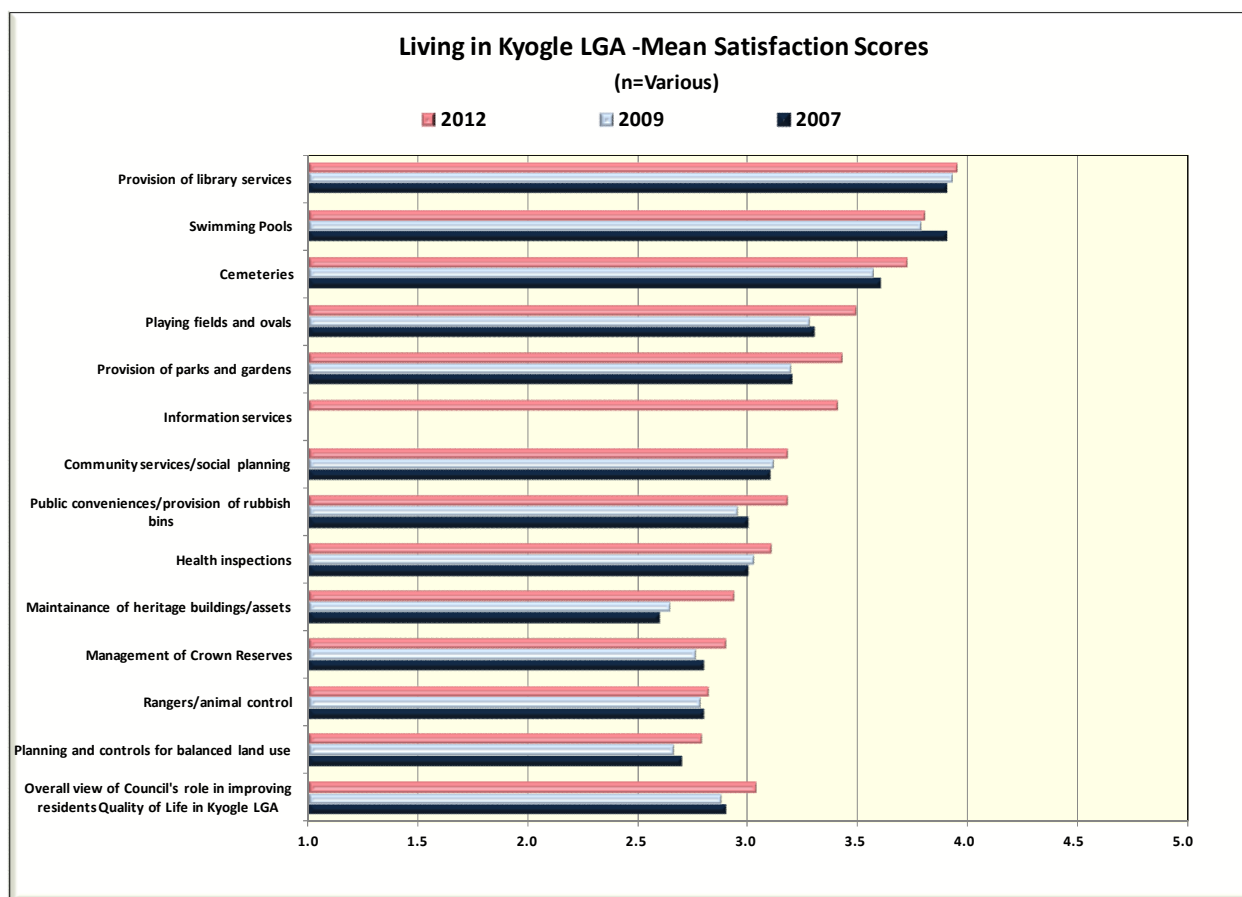
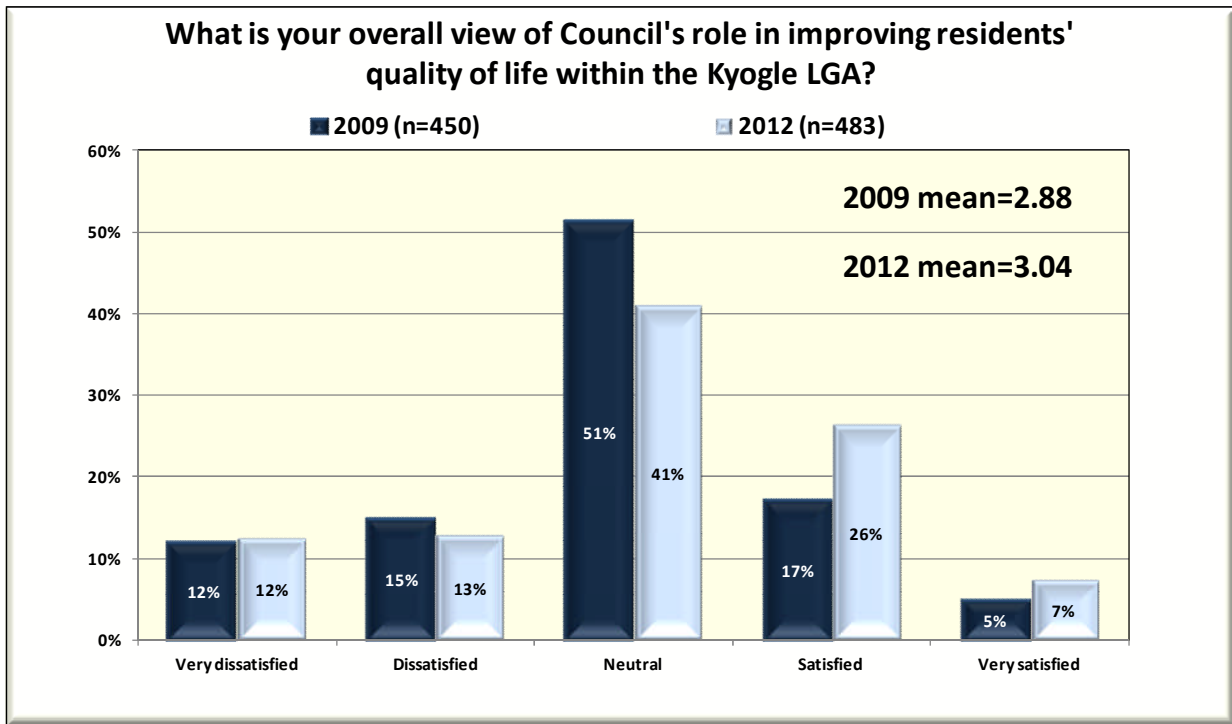


Table 3.1: Summary of satisfaction scores for Kyogle LGA lifestyle attributes

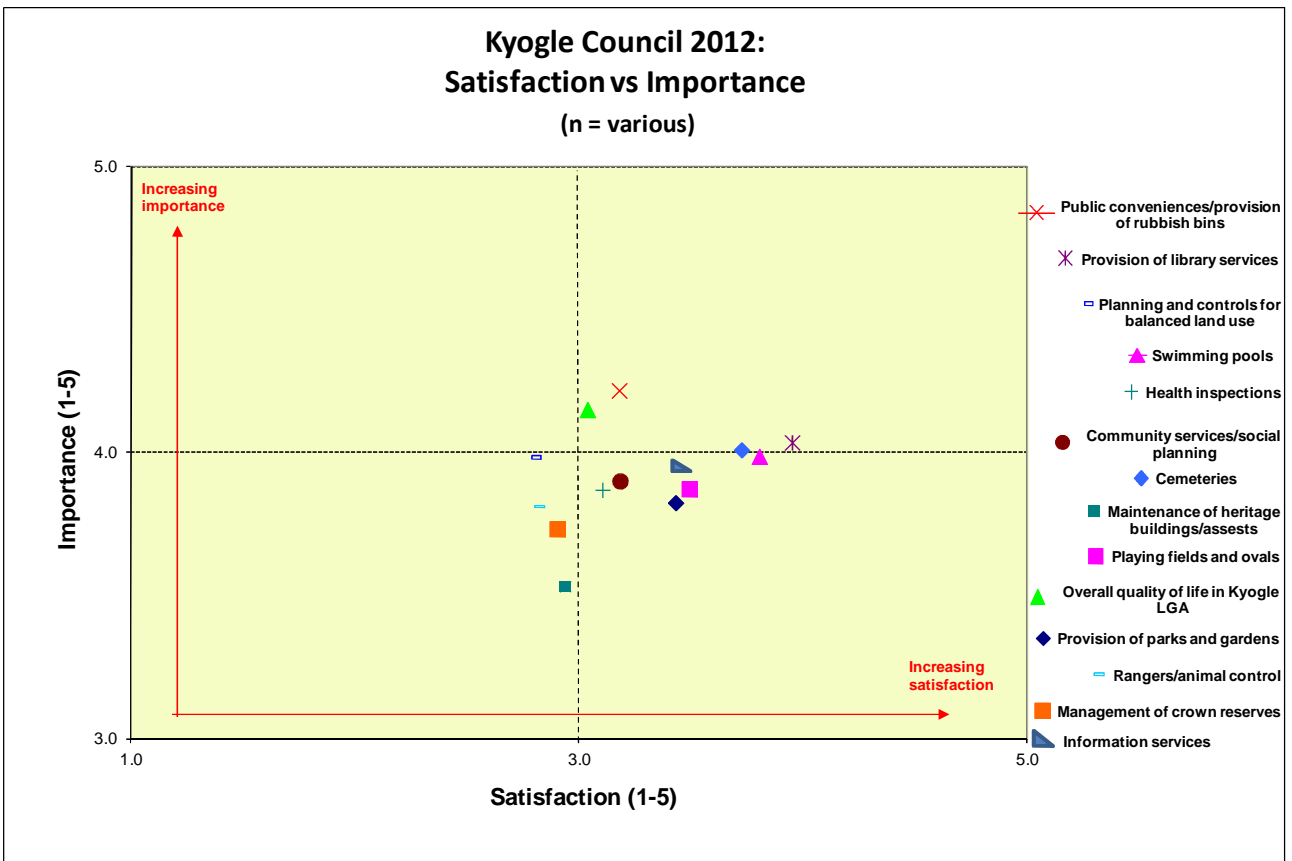
Quality of life satisfaction	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPS*
Provision of library services	2%	3%	28%	33%	34%	62%
Swimming pools	3%	6%	28%	34%	29%	54%
Cemeteries	3%	4%	35%	32%	26%	50%
Playing fields and ovals	3%	7%	41%	35%	14%	38%
Provision of parks and gardens	4%	9%	40%	32%	14%	33%
Information services	6%	9%	38%	29%	17%	30%
Community services/social planning	6%	13%	45%	28%	8%	16%
Public conveniences/provision of rubbish bins	9%	15%	38%	24%	14%	13%
Health inspections	9%	10%	50%	23%	8%	12%
Maintenance of heritage buildings/assets	12%	15%	46%	20%	6%	-1%
Management of crown reserves	13%	16%	47%	18%	7%	-4%
Rangers/animal control	18%	14%	43%	16%	9%	-8%
Planning and controls for balanced land use	17%	16%	46%	16%	6%	-10%
Overall view of Council's role in improving residents' quality of life in Kyogle LGA	12%	13%	41%	26%	7%	8%

\* Net proportion satisfied

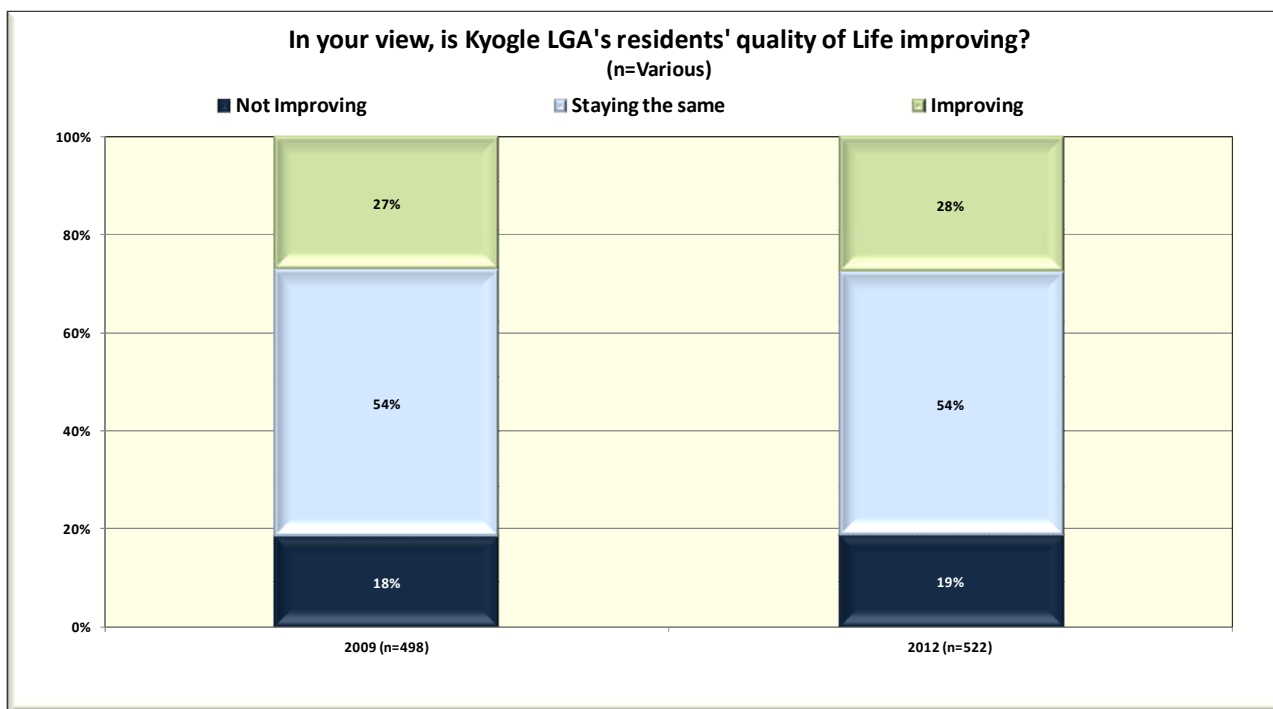
**Graph 3.2: Summary of overall satisfaction with Kyogle LGA lifestyle attributes (2012 vs. 2009)**



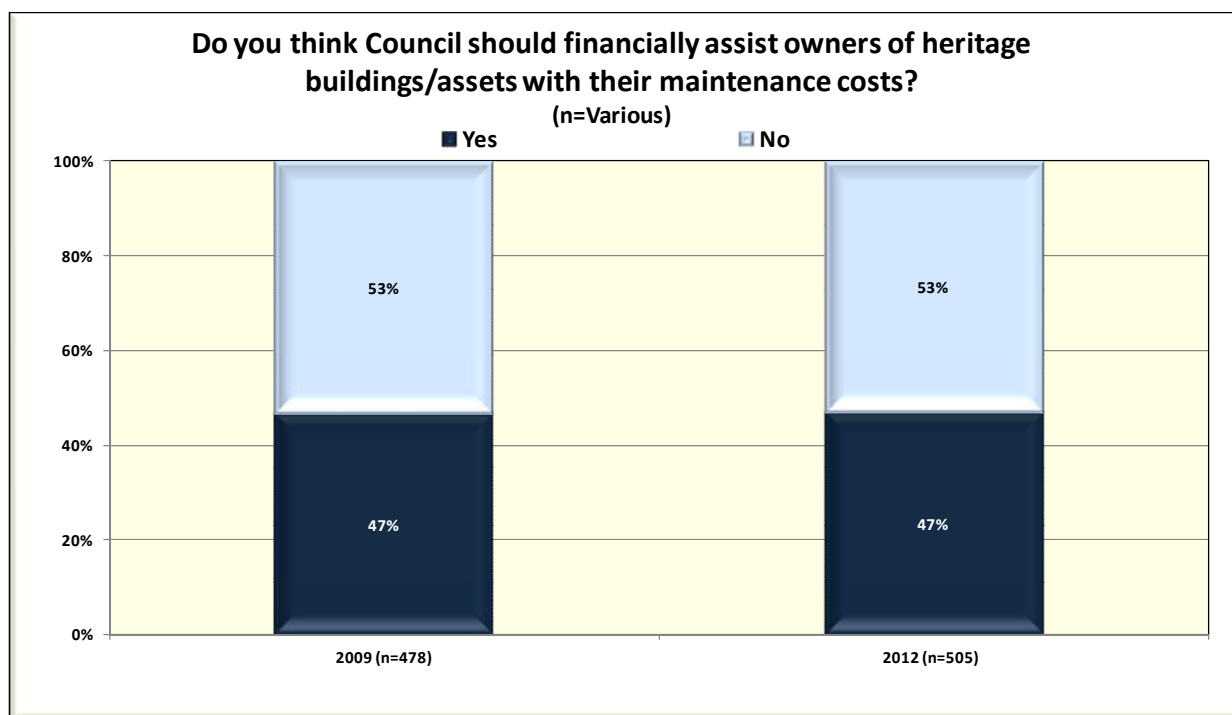
**Graph 3.3: Kyogle LGA lifestyle attributes satisfaction vs. importance**



**Graph 3.4: Is the standard of Kyogle LGA residents' quality of life improving?**



**Graph 3.5: Should Council assist owners of heritage buildings/assets with their maintenance costs? (2012 vs.2009)**



## Comment:

Mean scores for all lifestyle attributes were higher in 2012 than in 2009 (Graph 3.1). And 13 of the measures achieved a mean score of higher than 3.0, against just six in 2009.<sup>5</sup>

The majority of lifestyle attributes had a positive net satisfaction score –many, such as library services, swimming pools and cemeteries strongly so - with only four of the measures dropping into the red (Table 3.1). These included planning and control for balanced land use (-10%) and rangers/animal control (-8%).

The overall score for Council's role in quality of life (Graph 3.2) also rose, and the mean rating of 3.04 was a significant improvement on the 2.88 achieved in 2009.

It is hence little surprise that most of the measures were on the higher satisfaction side of the importance/satisfaction matrix (Graph 3.3).

As with infrastructure, the proportion of residents believing Kyogle LGA's quality of life to be improving or staying the same was basically unchanged on 2009 (Graph 3.4). And likewise, the proportion believing Council should assist owners of heritage buildings or other assets with their maintenance costs was unchanged at 47 per cent.

All in all, the lifestyle attributes section is a positive story for Council.

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<sup>5</sup> N.B. "Information services" was not offered as an option in 2007 or 2009.



## Part 4: Economic development

Graph 4.1: Satisfaction with Kyogle LGA economic development (summary of mean scores)

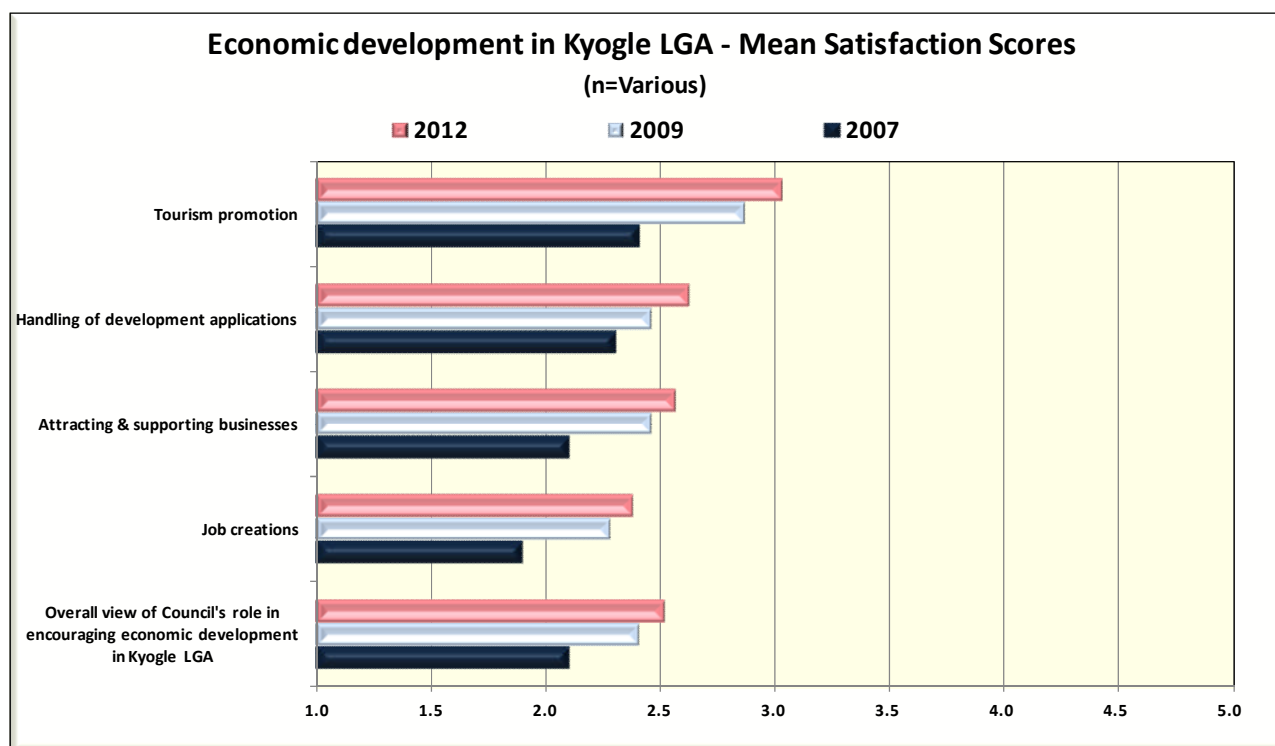
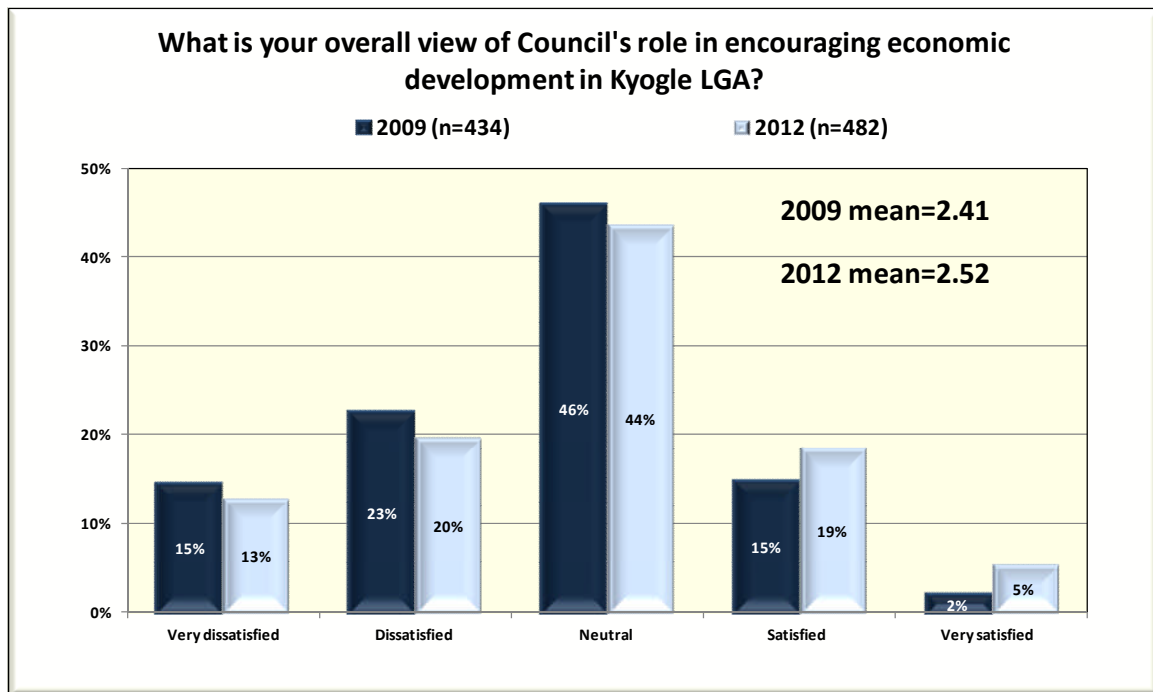


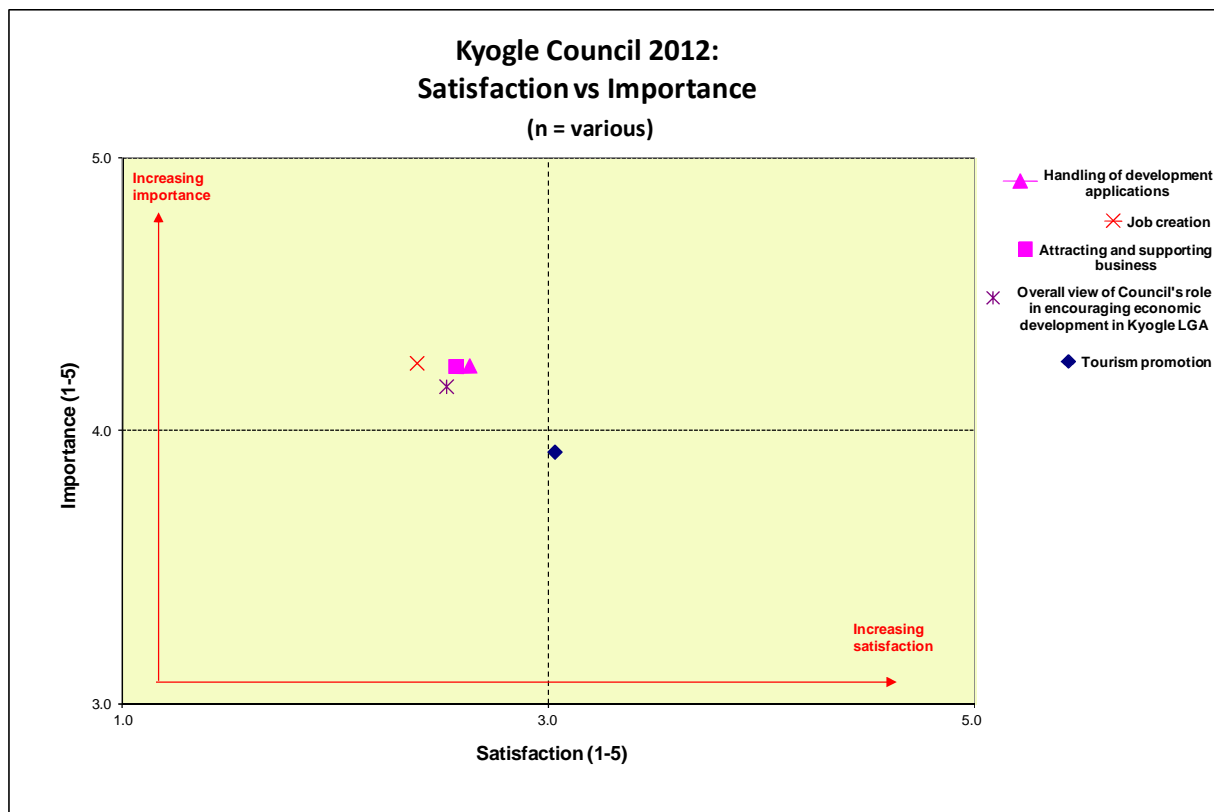
Table 4.1: Summary of satisfaction scores for Kyogle LGA economic development

Economic development satisfaction	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPS*
Tourism promotion	11%	15%	42%	24%	8%	5%
Handling of development applications	21%	20%	38%	17%	4%	-21%
Attracting and supporting business	22%	19%	42%	13%	4%	-25%
Job creation	26%	23%	40%	10%	2%	-38%
Overall view Council improving economic development in Kyogle LGA	23%	20%	43%	11%	3%	-29%
* Net proportion satisfied						

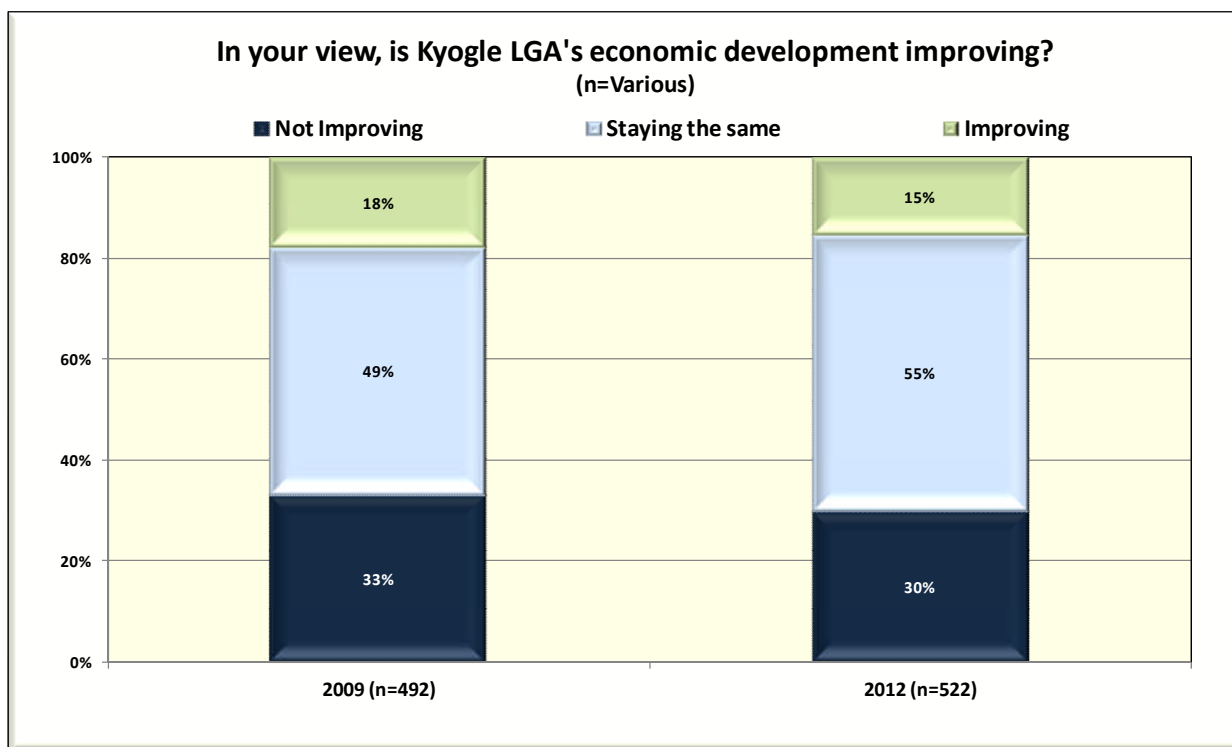
**Graph 4.2: Summary of overall satisfaction with Kyogle LGA economic development (2012 vs. 2009)**



**Graph 4.3: Kyogle LGA economic development satisfaction vs. importance**



**Graph 4.4: Is Kyogle LGAs economic development improving?**



### Comment:

While all five economic development measures have shown an improvement in satisfaction since 2009 (Graph 4.1), only one - tourism promotion - has crept past the 3.0 mid-ranking.

It follows then that all net satisfaction rankings (Table 4.1) are negative, some strongly so. And while overall satisfaction with Kyogle Council's efforts to encourage economic development has risen from 2.41 to 2.52 (Graph 4.2), the difference is not considered significant.

Likewise measures are by and large contained within the "high importance/low satisfaction" quadrant of the importance/satisfaction matrix (Graph 4.3), suggesting that residents place a high degree of importance on this aspect of Council's activities.

Once again, there was little change since 2009 in the proportion of residents feeling that Kyogle's economic development is improving (Graph 4.4).

These results suggest that economic development remains a big deal for residents, and one in which they feel Council is under-performing.

## Part 5: Natural environment

Graph 5.1: Satisfaction with Kyogle LGA natural environment (summary of mean scores)

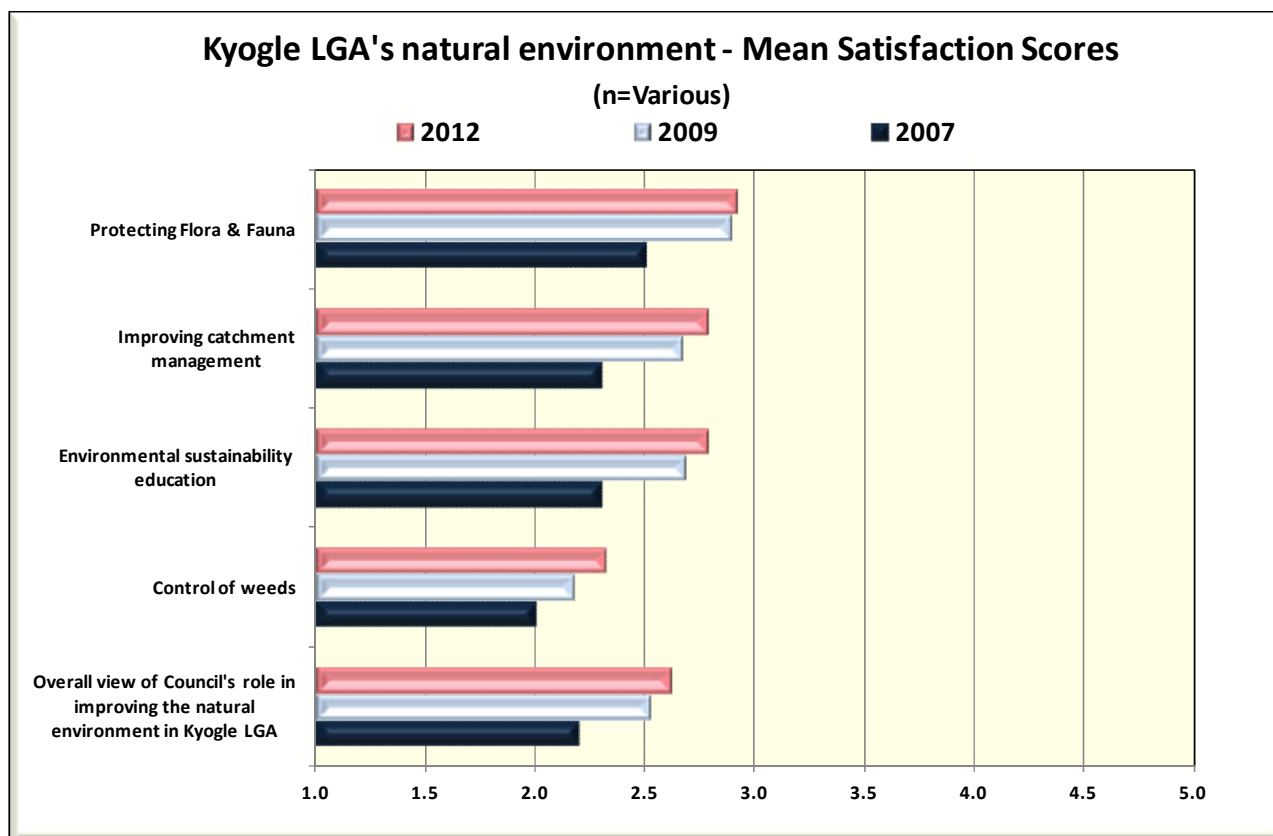
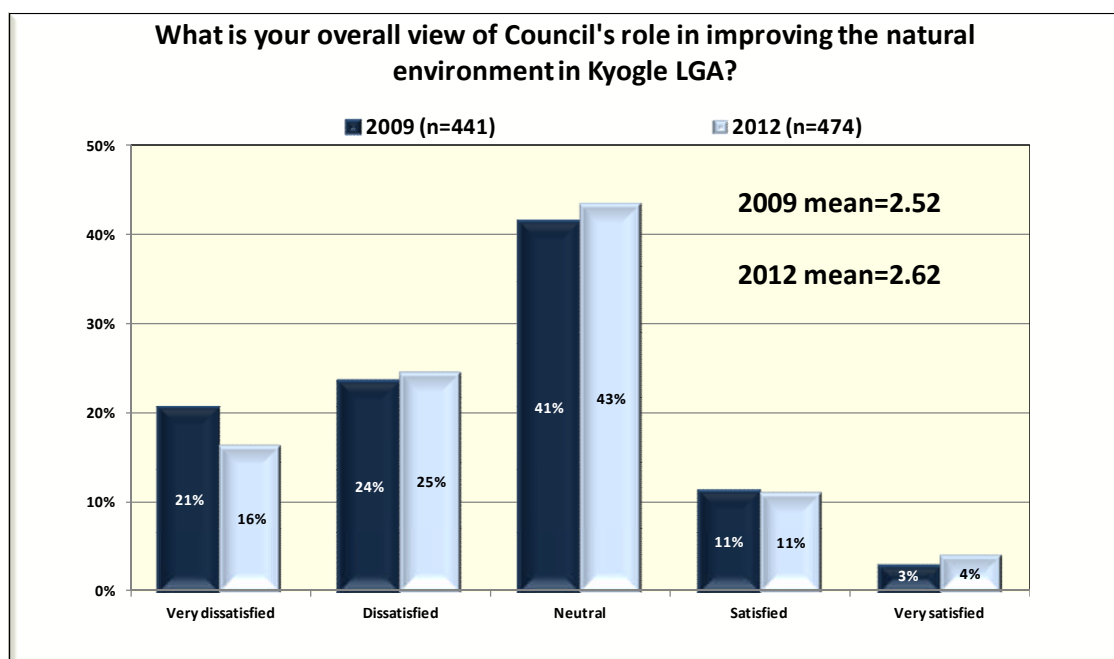


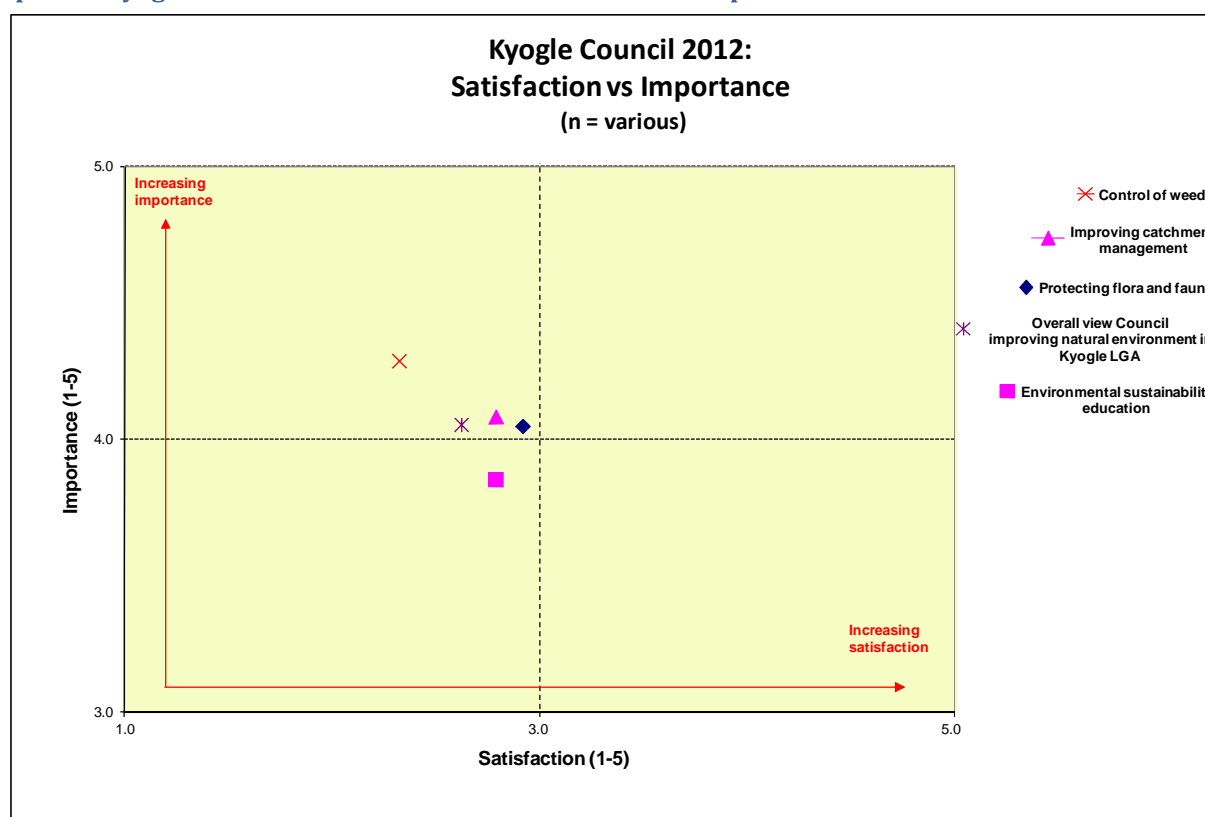
Table 5.1: Summary of satisfaction scores for Kyogle LGA natural environment

Natural environment satisfaction	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPS*
Protecting flora and fauna	12%	19%	41%	20%	7%	-3%
Improving catchment management	13%	21%	46%	17%	4%	-13%
Environmental sustainability education	12%	24%	44%	15%	5%	-15%
Control of weeds	32%	24%	30%	10%	5%	-41%
Overall view Council improving natural environment in Kyogle LGA's	16%	25%	43%	11%	4%	-26%
<i>*Net proportion satisfied</i>						

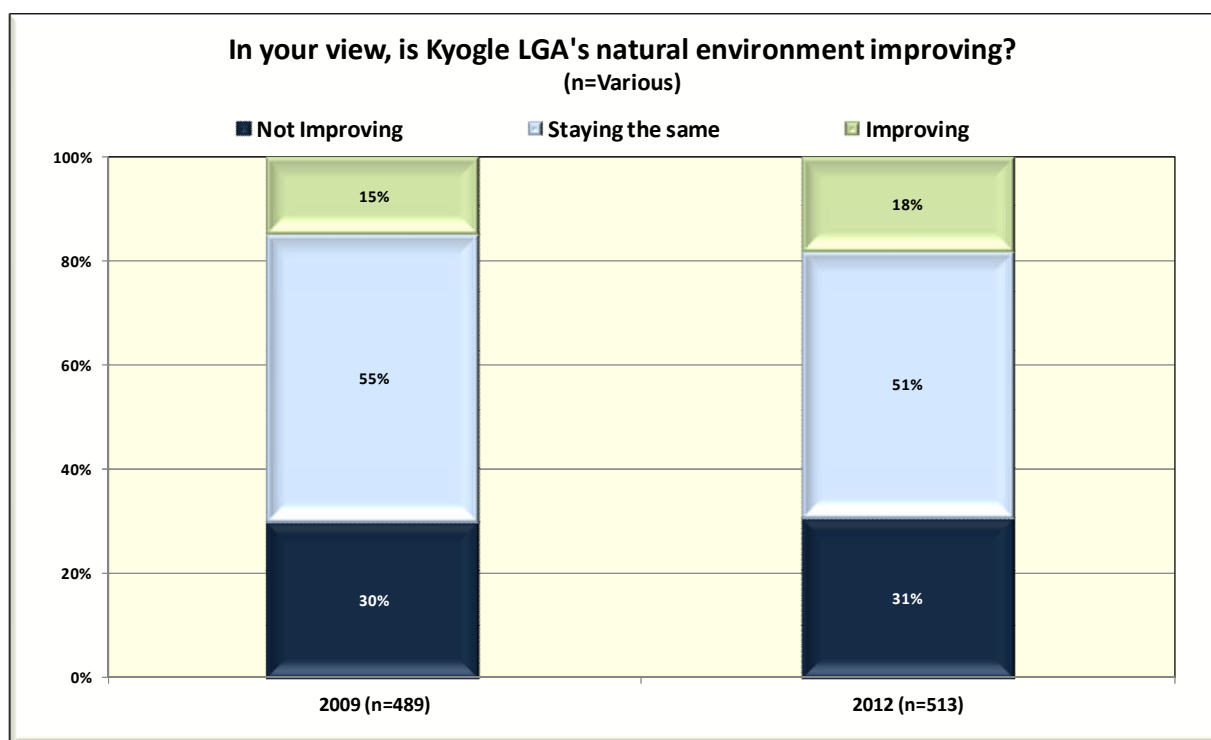
**Graph 5.2: Summary of overall satisfaction with Kyogle LGA natural environment (2012 vs. 2009)**



**Graph 5.3: Kyogle LGA natural environment satisfaction vs. importance**



**Graph 5.4: Is Kyogle LGAs natural environment improving?**



**Comment:**

As with economic development, satisfaction scores relating to Council's management of the Kyogle LGA natural environment were higher across the board than in 2009 but still short of the median 3.0 rating. Graph 5.1 shows that all five satisfaction means are slightly higher than the previous survey. Table 5.1 quantifies the extent of dissatisfaction, with net satisfaction ranging from -3 per cent (managing flora and fauna) to -41 per cent (managing control of weeds).

As shown in Graph 5.2, the mean satisfaction score for natural environment has improved marginally from between 2009 and 2012, from 2.52 to 2.62. Services measures (with exception of weed control) are clustered tightly around the middle of the importance/satisfaction matrix (Graph 5.3), while once again there is little change to 2009 in the proportion of residents believing the natural environment to be improving (Graph 5.4).

## Part 6: Management

Graph 6.1: Satisfaction with Kyogle LGA management (summary of mean scores)

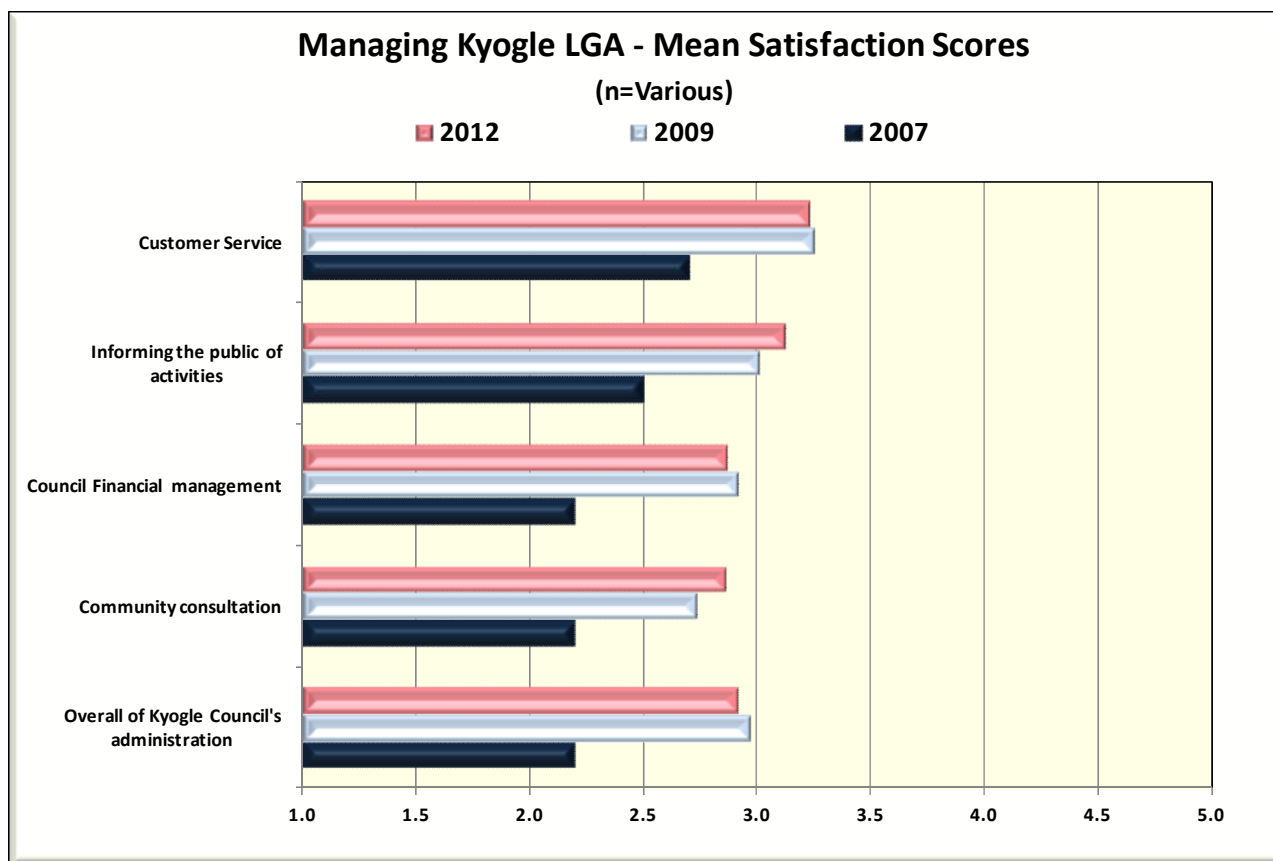
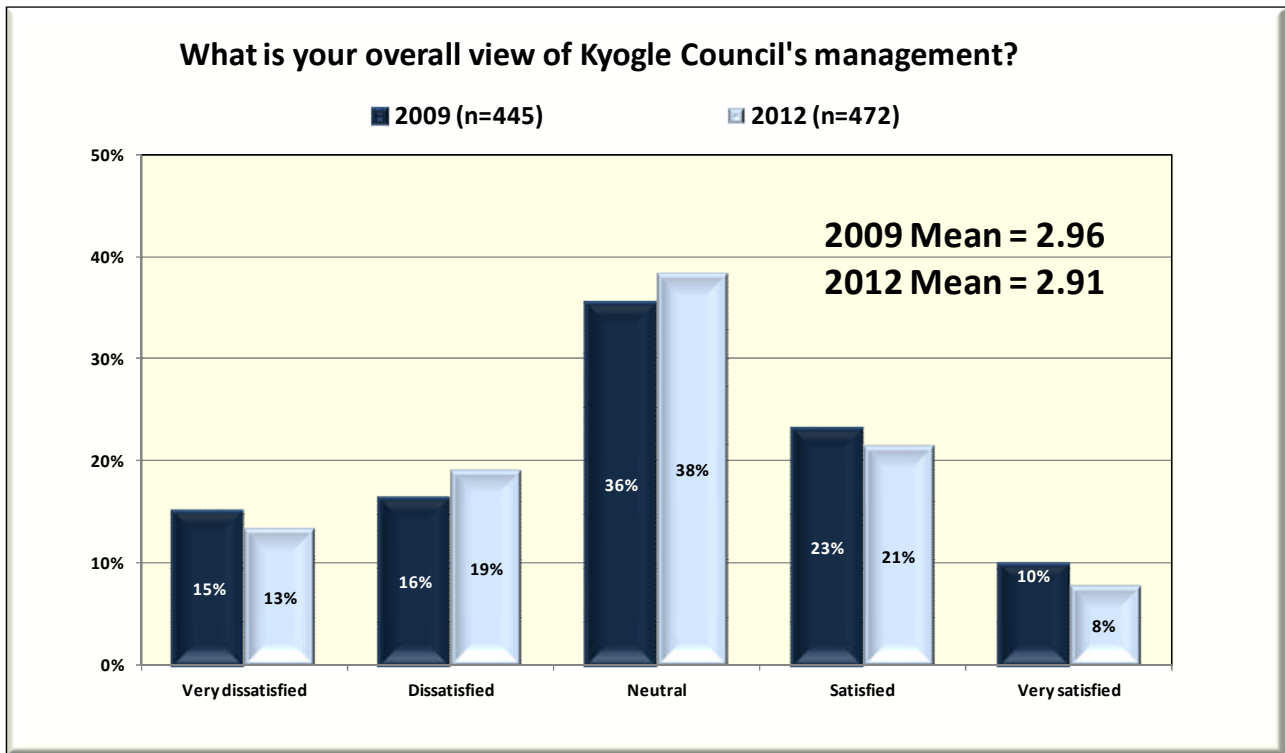


Table 6.1: Summary of satisfaction scores for Kyogle LGA management

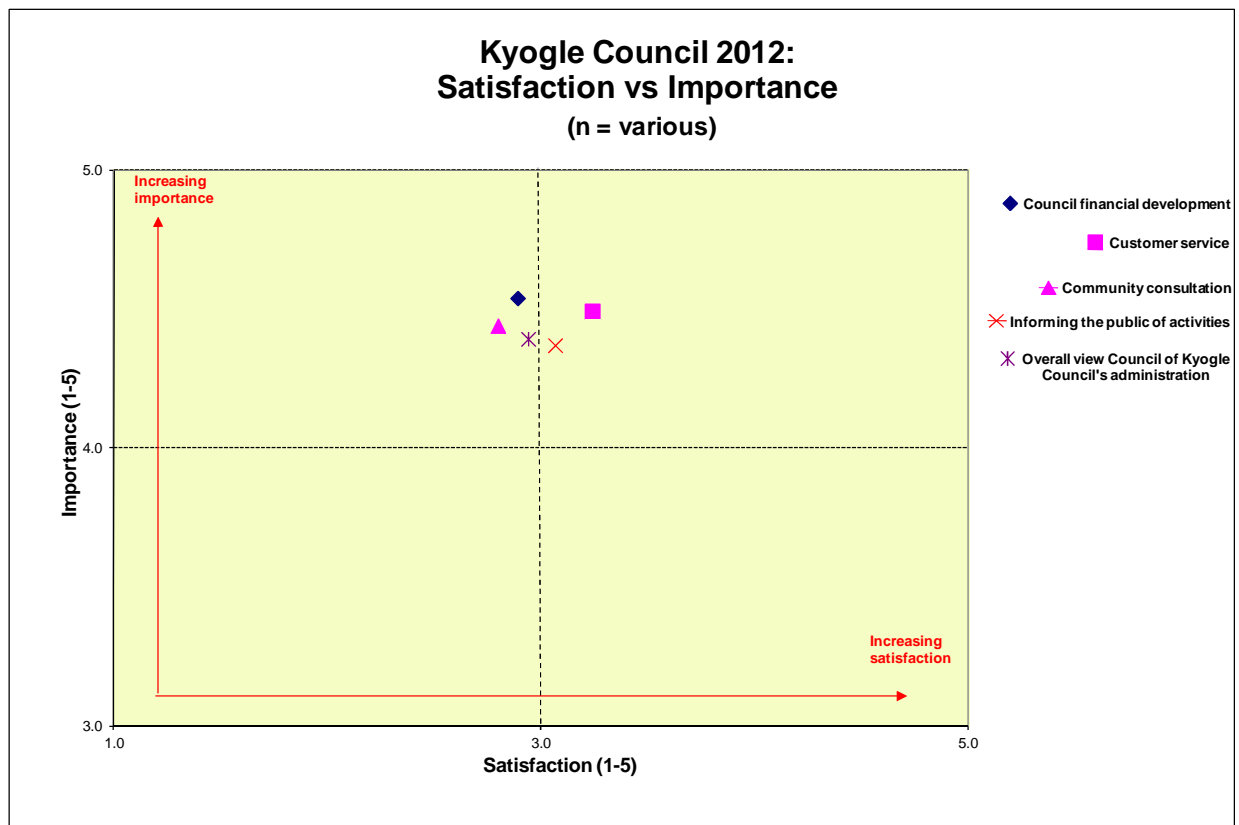
Managing Kyogle Council satisfaction	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPS*
Customer service	10%	15%	33%	28%	15%	18%
Informing the public of activities	13%	13%	36%	25%	13%	12%
Community consultation	19%	15%	36%	22%	8%	-3%
Council financial management	15%	17%	40%	21%	7%	-5%
Overall view Council of Kyogle Council's administration	13%	19%	38%	21%	8%	-3%
*Net proportion satisfied						



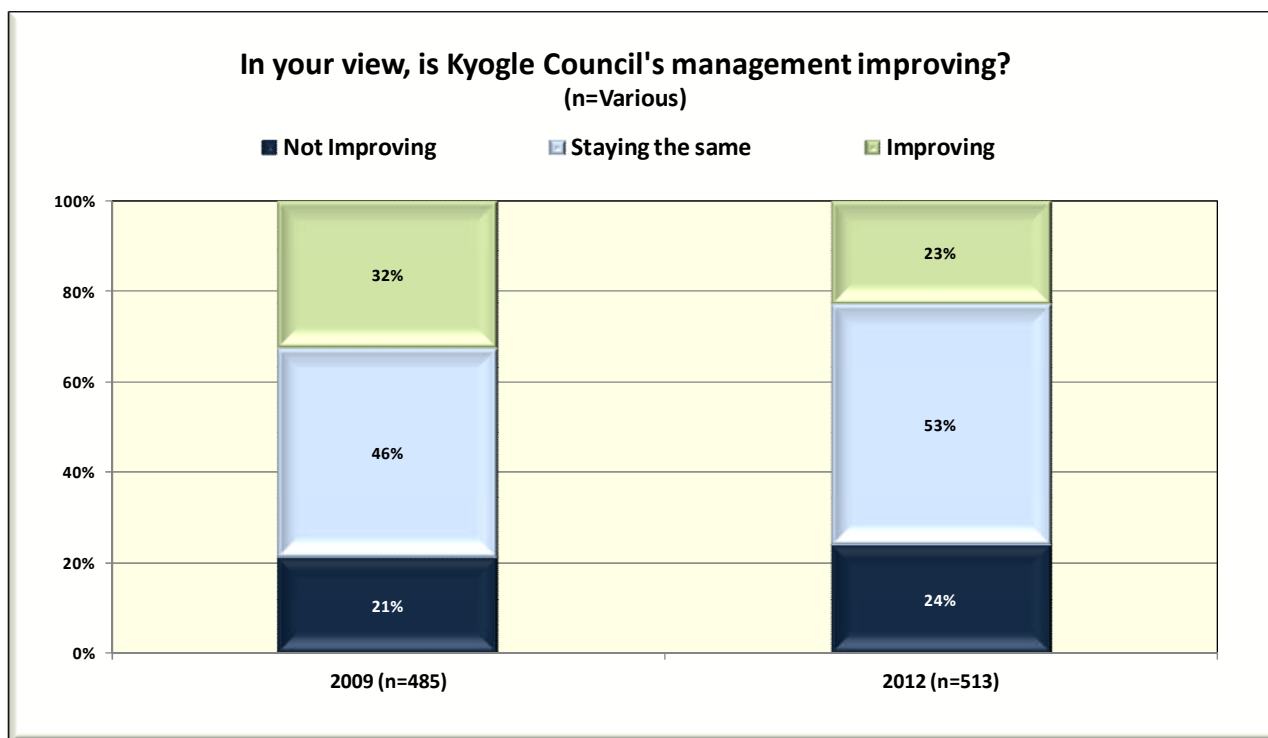
**Graph 6.2: Summary of overall satisfaction with Kyogle LGA's management (2012 vs. 2009)**



**Graph 6.3: Kyogle LGA management satisfaction vs. importance**



**Graph 6.4: Is management of Kyogle LGA improving?**



### Comment:

Satisfaction scores with Council's management are similar to 2009, and all hover around the 3.0 mean (Graph 6.1). Net satisfaction (Table 6.1) ranges from a high of 18 per cent for customer service, through to -5 per cent for financial management.

As shown in Graph 6.2, views on overall management are relatively unchanged from 2009. This is reflected in the mean overall satisfaction score, which at 2.96 is virtually unchanged.

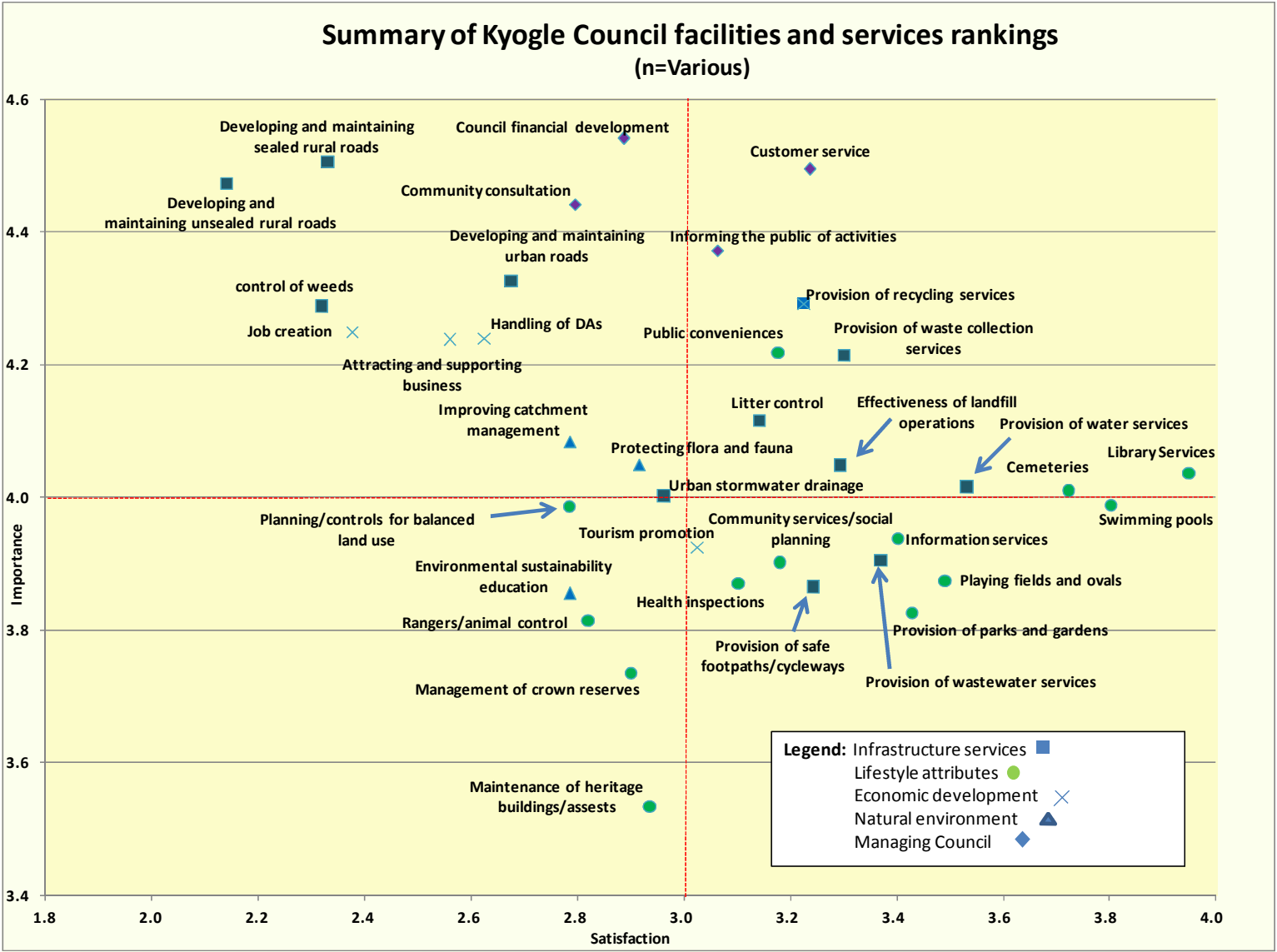
The satisfaction/importance matrix is clustered around the satisfaction mean, with all measures deemed of high importance.

Meanwhile only 23 per cent of residents believe management is improving, compared with 32 per cent in 2009 (Graph 6.4). A further 53 per cent believe it has stayed the same (vs. 46 per cent last time around).

**Graph 6.5: Summary of all importance means (x 37 services measured, prioritised highest to lowest)**

Measure	Importance 2009	Importance 2012
Council Financial management	4.60	4.54
Developing and maintaining sealed rural roads	4.49	4.51
Customer Service	4.52	4.49
Developing and maintaining unsealed rural roads	4.45	4.47
Community consultation	4.47	4.44
Informing the public of activities	4.42	4.37
Developing and Maintaining urban roads	4.33	4.33
Provision of recycling services	4.25	4.29
Control of weeds	4.30	4.29
Job creation	4.26	4.25
Handling of development applications	4.27	4.24
Attracting & supporting businesses	4.24	4.24
Public conveniences/provision of rubbish bins	4.29	4.22
Provision of waste collection service	4.17	4.21
Litter control	4.09	4.11
Improving catchment management	4.15	4.08
Protecting Flora & Fauna	4.11	4.05
Effectiveness of landfill operations	3.99	4.05
Provision of library services	4.20	4.04
Provision of water services	4.13	4.02
Cemeteries	3.93	4.01
Effectiveness of urban stormwater drainage	4.00	4.00
Swimming Pools	4.01	3.99
Planning and controls for balanced land use	4.05	3.99
Information services	NA	3.94
Tourism promotion	3.91	3.92
Provision of wastewater services	4.03	3.91
Community services/social planning	3.95	3.90
Playing fields and ovals	3.91	3.87
Health inspections	3.97	3.87
Provision of safe footpaths and cycleways	3.94	3.86
Environmental sustainability education	3.89	3.85
Provision of parks and gardens	3.89	3.83
Rangers/animal control	3.75	3.81
Management of Crown Reserves	3.67	3.73
Maintenance of heritage buildings/assets	3.61	3.53
Council website	3.58	3.47

Graph 6.6: Summary of Kyogle Council facilities and services ranking



### **Comment:**

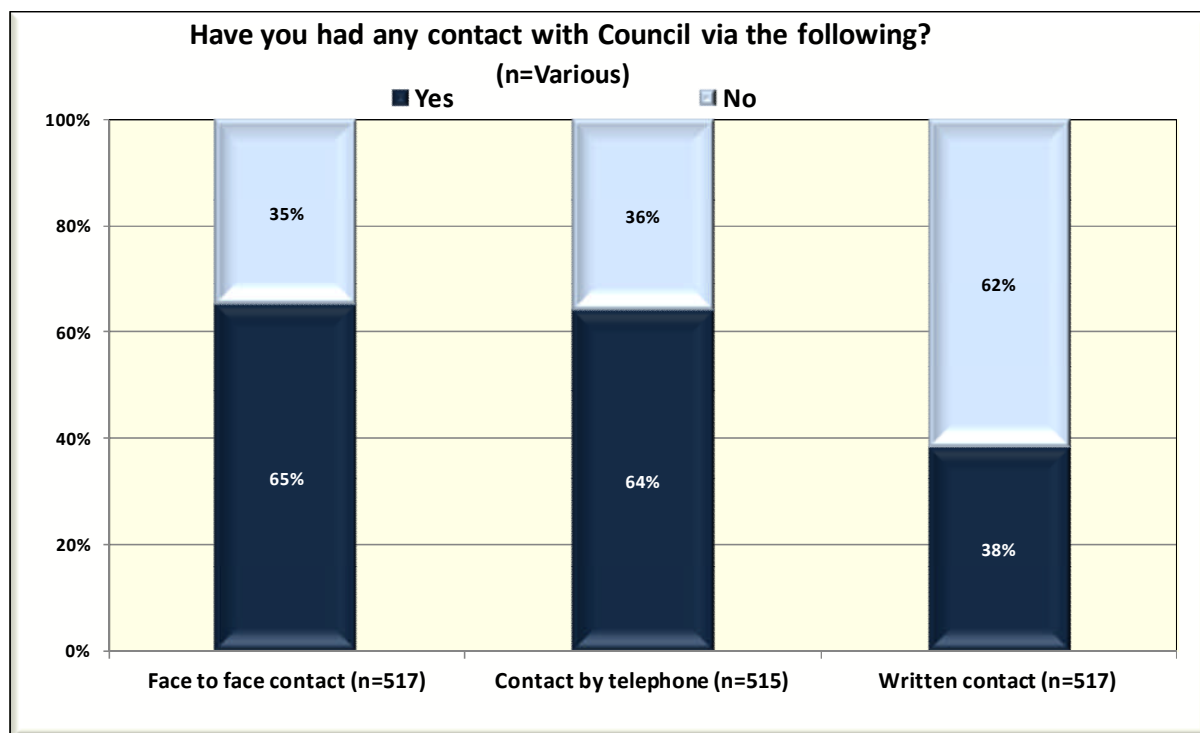
Graph 6.5 summarises importance of all measures across the five service categories, from highest to lowest perceived importance (2012). While the list is somewhat contradictory – for example financial management and sealed rural road maintenance the being the two highest priority items - hopefully this list provides some useful guidance to Council on key resident priorities.

Meanwhile Graph 6.6 summarises all 37 facilities and services into one satisfaction/importance matrix. Those in the top right quadrant, deemed “higher satisfaction, higher importance” are those critical services for which respondents were most satisfied. Conversely, those in the top left quadrant were those critical services exhibiting below-average satisfaction scores.

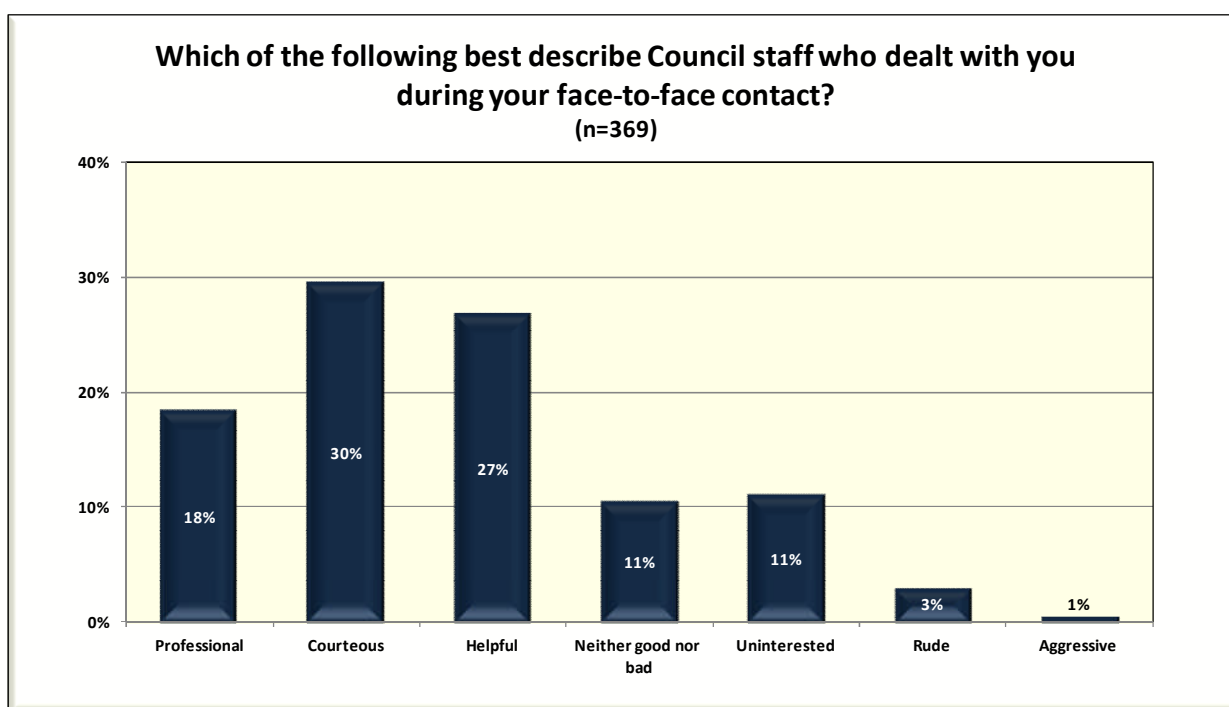
Hopefully this “big picture” analysis helps put each facility and service in service into context against competing spending priorities.

## Part 7: Contact with Council

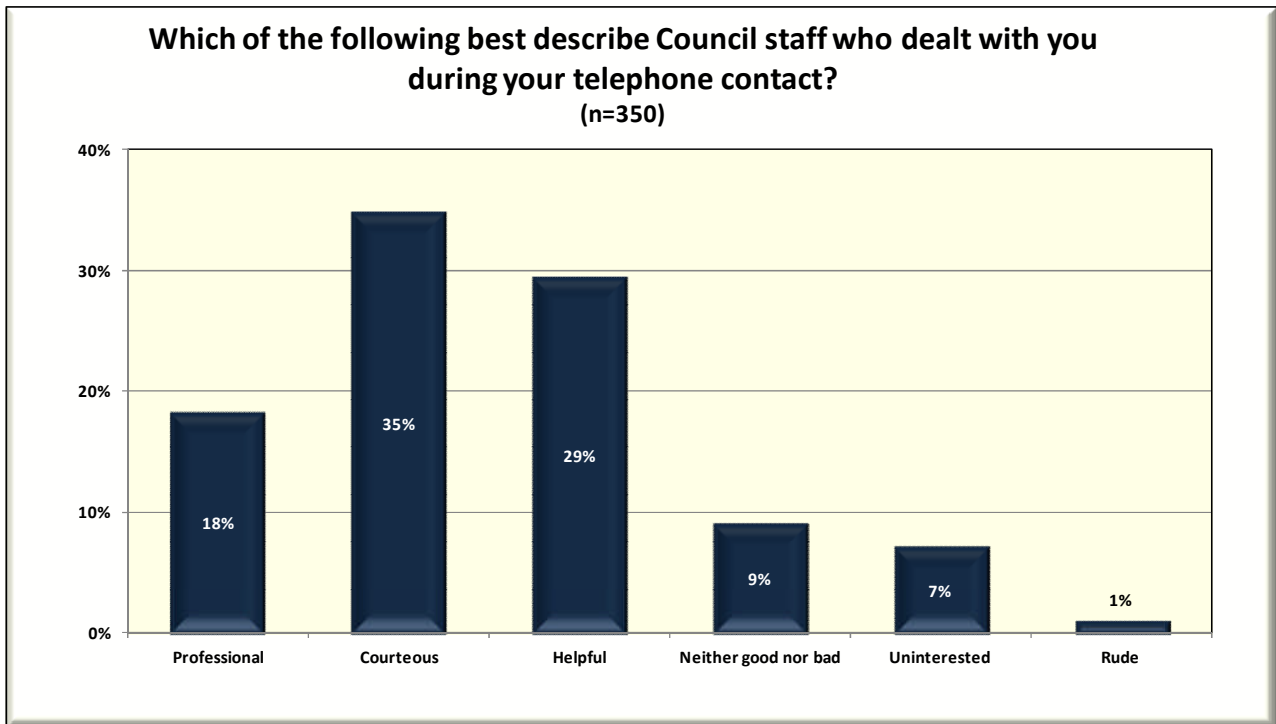
Graph 7.1: Have you had any contact with Council? (summary)



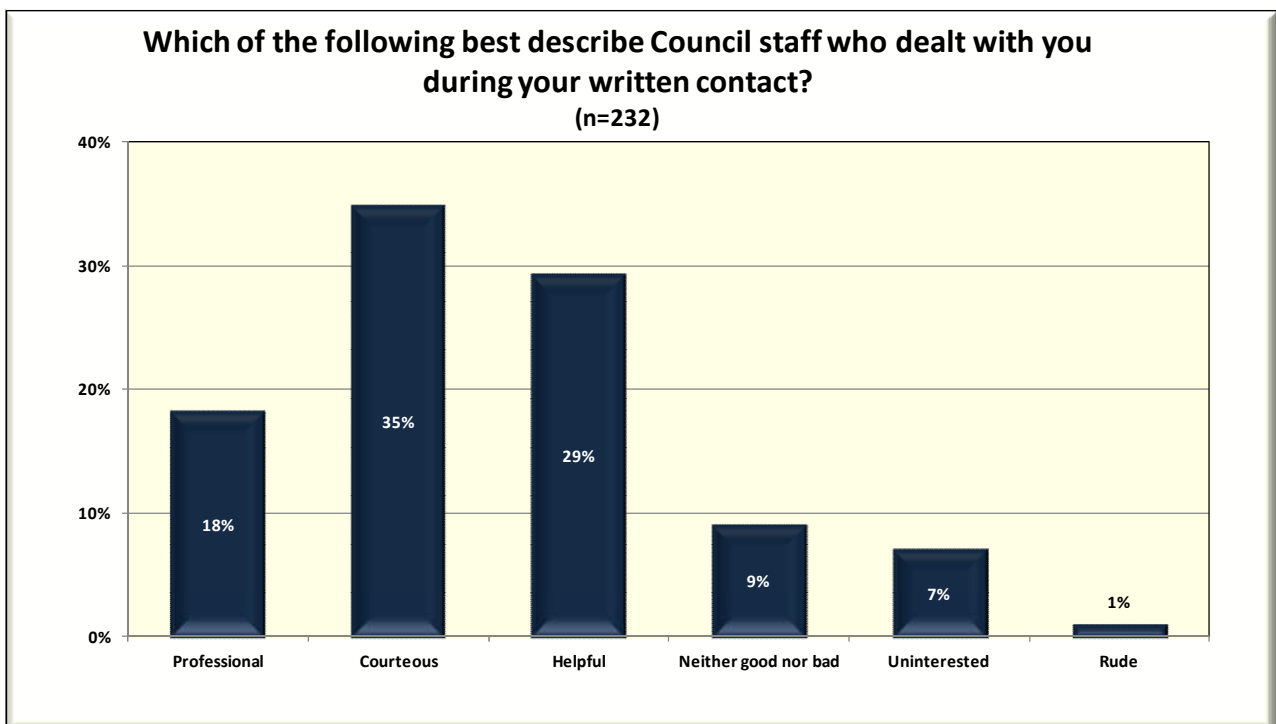
Graph 7.2: Reviews of face-to-face contact



**Graph 7.3: Reviews of telephone contact**

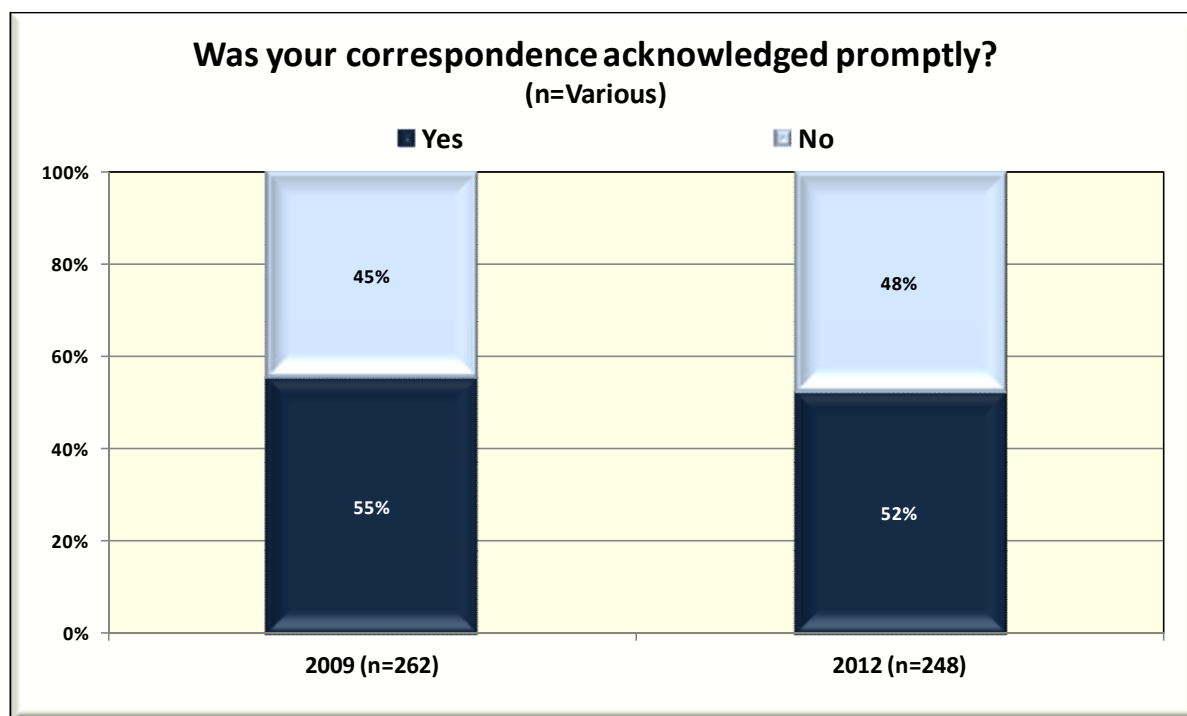


**Graph 7.4: Reviews of written contact**





**Graph 7.5: Was your correspondence acknowledged promptly?**



**Comment:**

Some 79 per cent of all 2012 respondents claimed to have had some contact with Council (against 85 per cent in 2009). This included 65 per cent who had had face-to-face contact, 64 per cent by phone and 38 per cent through written contact (Graph 7.1)<sup>6</sup>. These figures are exceptionally high, and suggest that respondents who had made contact with Council were more likely than the non-contacting residents to complete this survey.

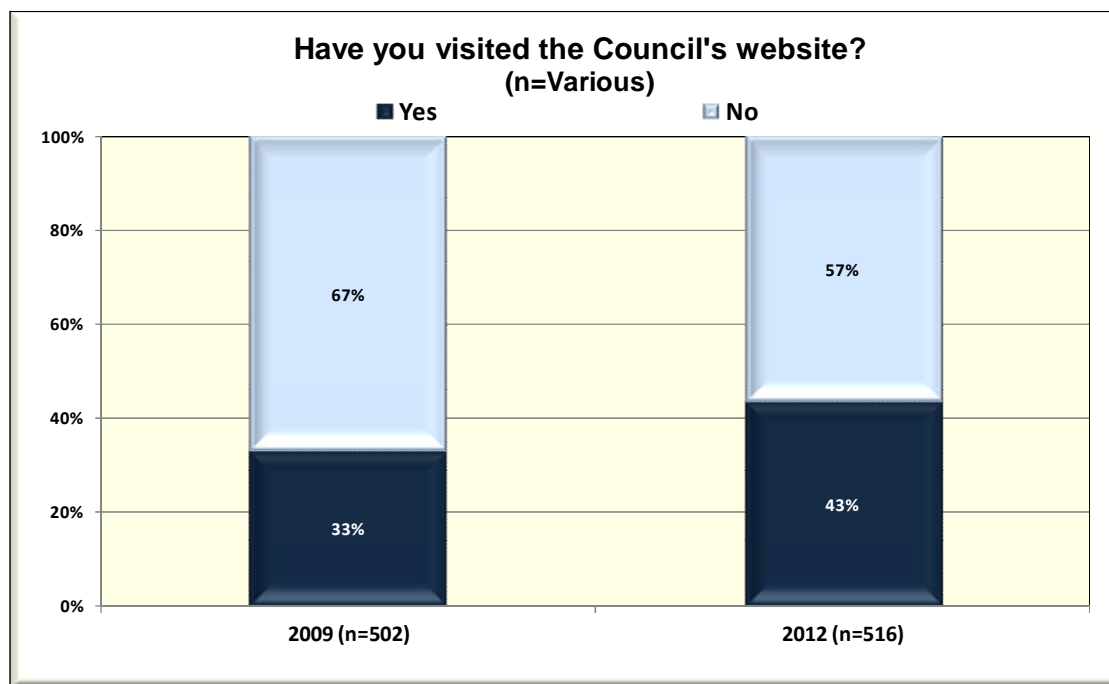
Reviews of face-to-face, telephone and written contact (Graphs 7.2-7.4) were generally positive, with terms such as “courteous”, “professional” and “helpful” dominating.

Just over half the respondents who had contacted council believed their correspondence had been acknowledged promptly. This is in line with data from the 2009 survey.

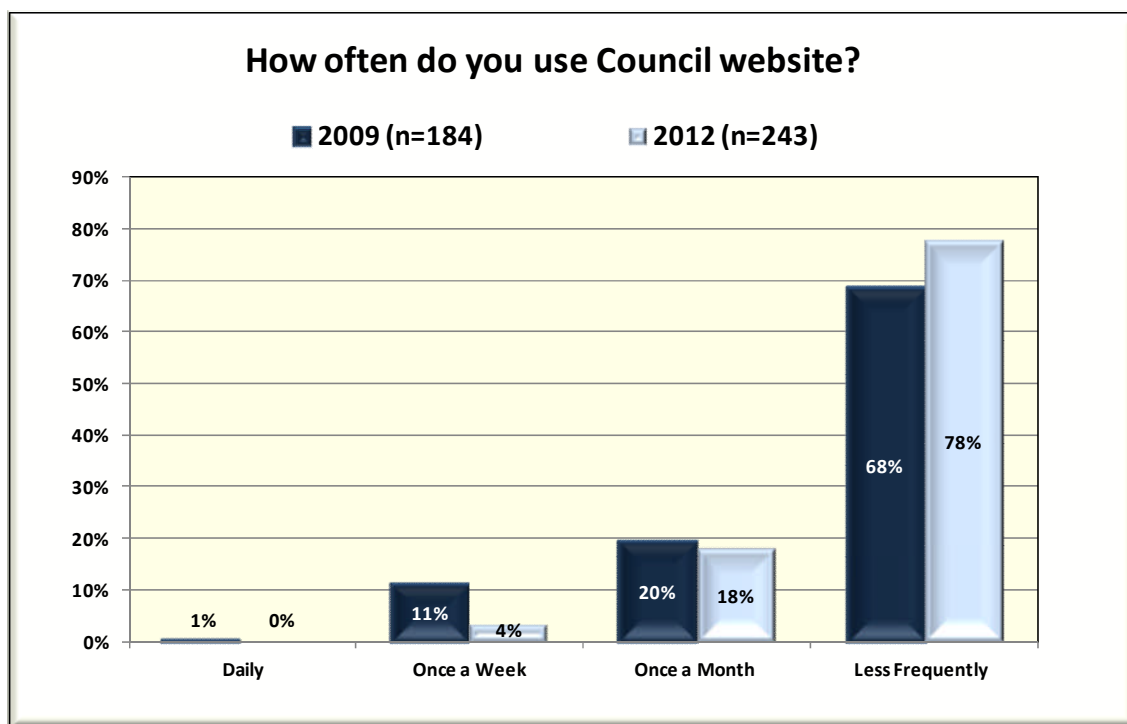
<sup>6</sup> The 79 per cent total is a de-duplicated sum of these three forms of contact.

## Part 8: Council's website

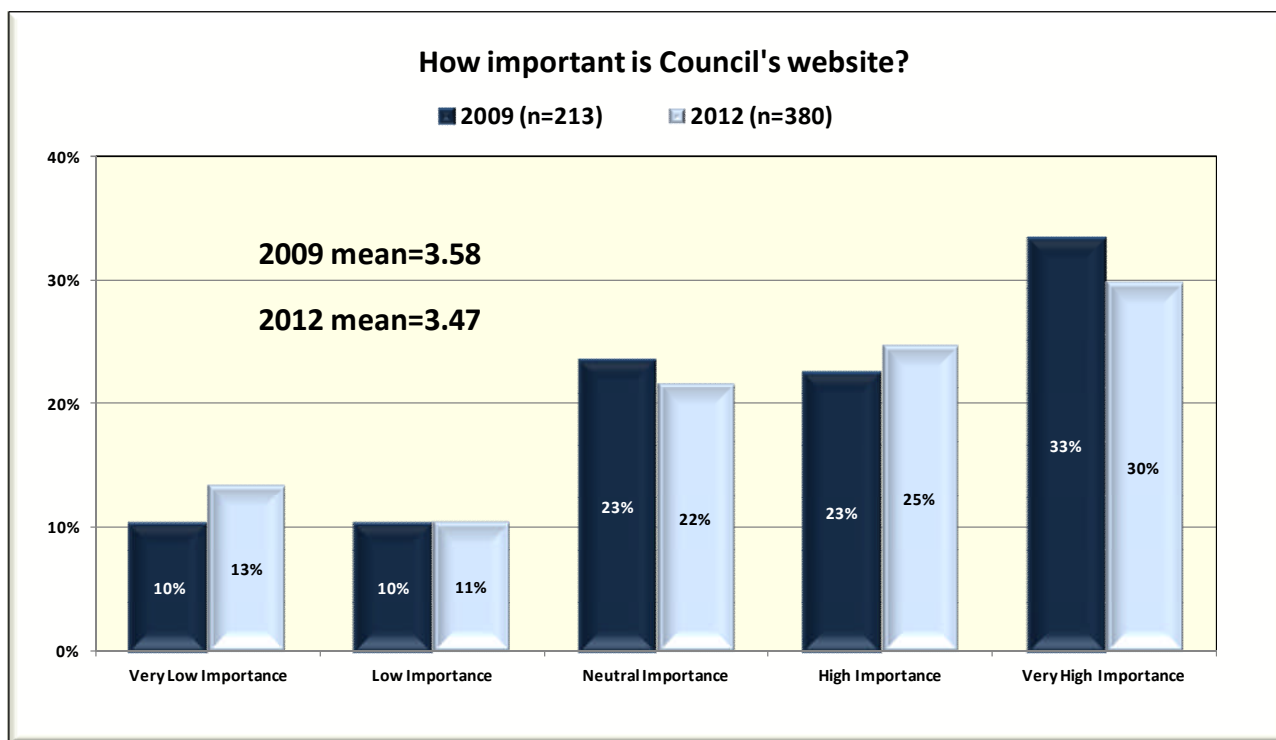
Graph 8.1: Have you visited Council's website?



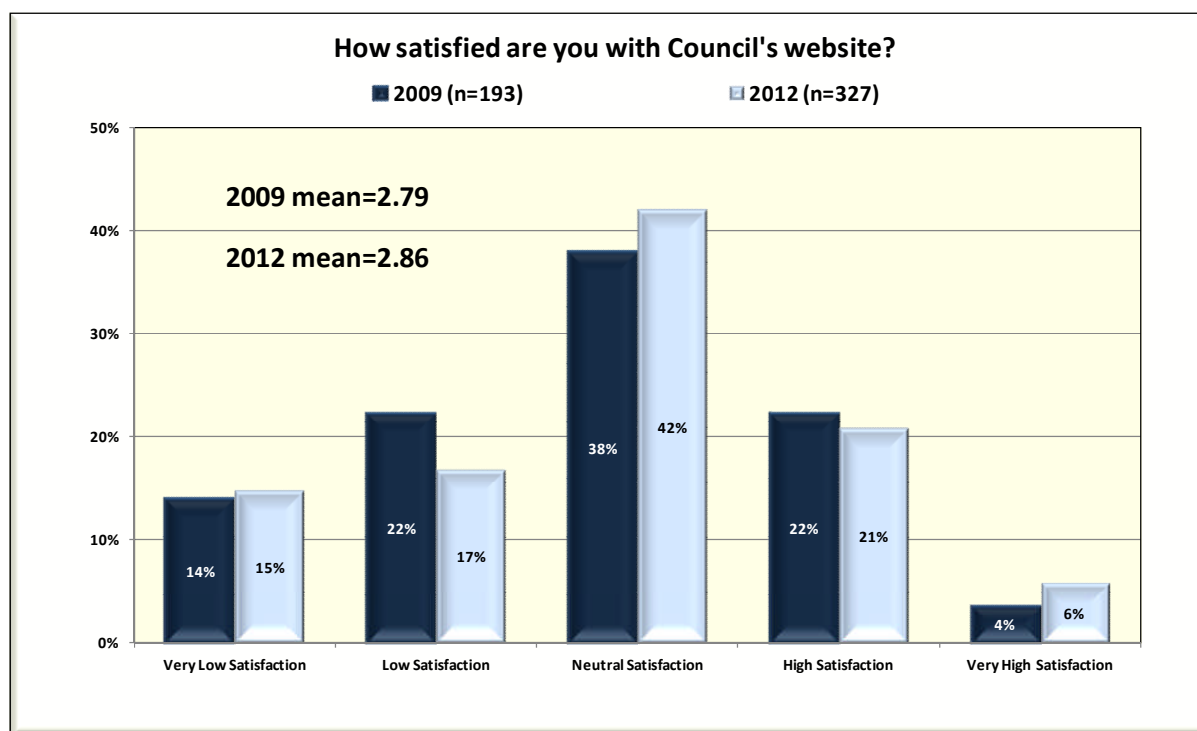
Graph 8.2: How often do you use Council's website?



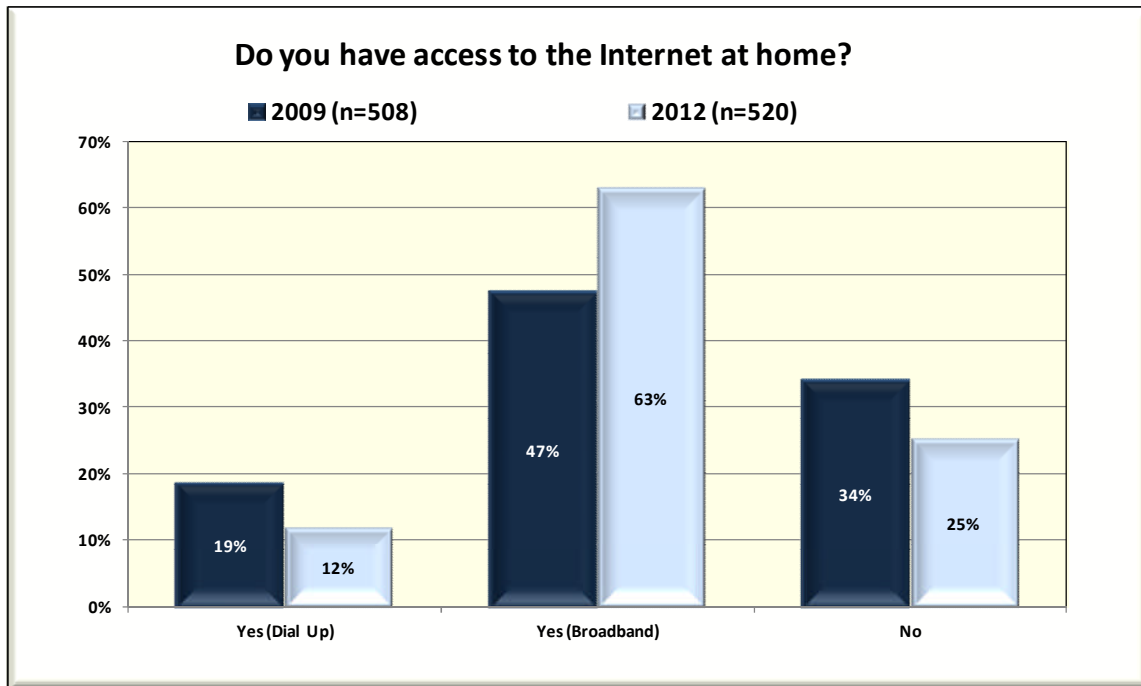
**Graph 8.3: How important is Council's website? (2012 vs.2009)**



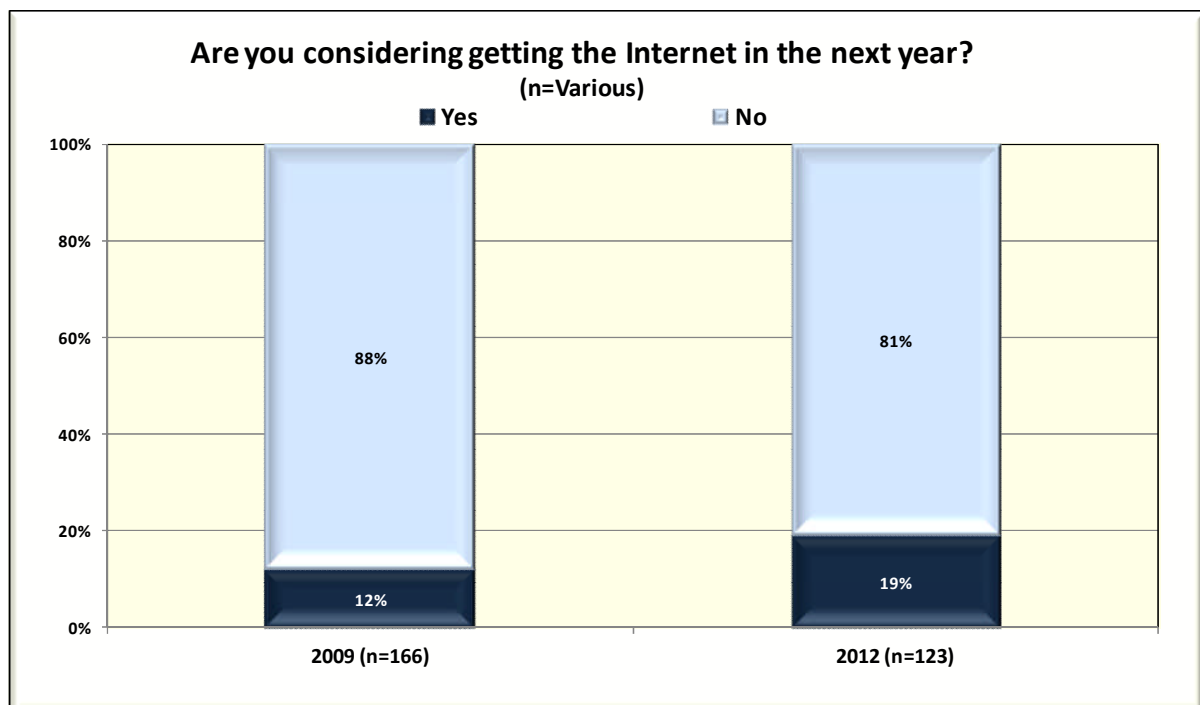
**Graph 8.4: Satisfaction with Council's website (2012 vs.2009)**



**Graph 8.5: Do you have Internet access at home?**



**Graph 8.6: Are you considering getting the Internet in the next year?<sup>7</sup>**



<sup>7</sup> Of those who answered “no” in Graph 8.5

### **Comment:**

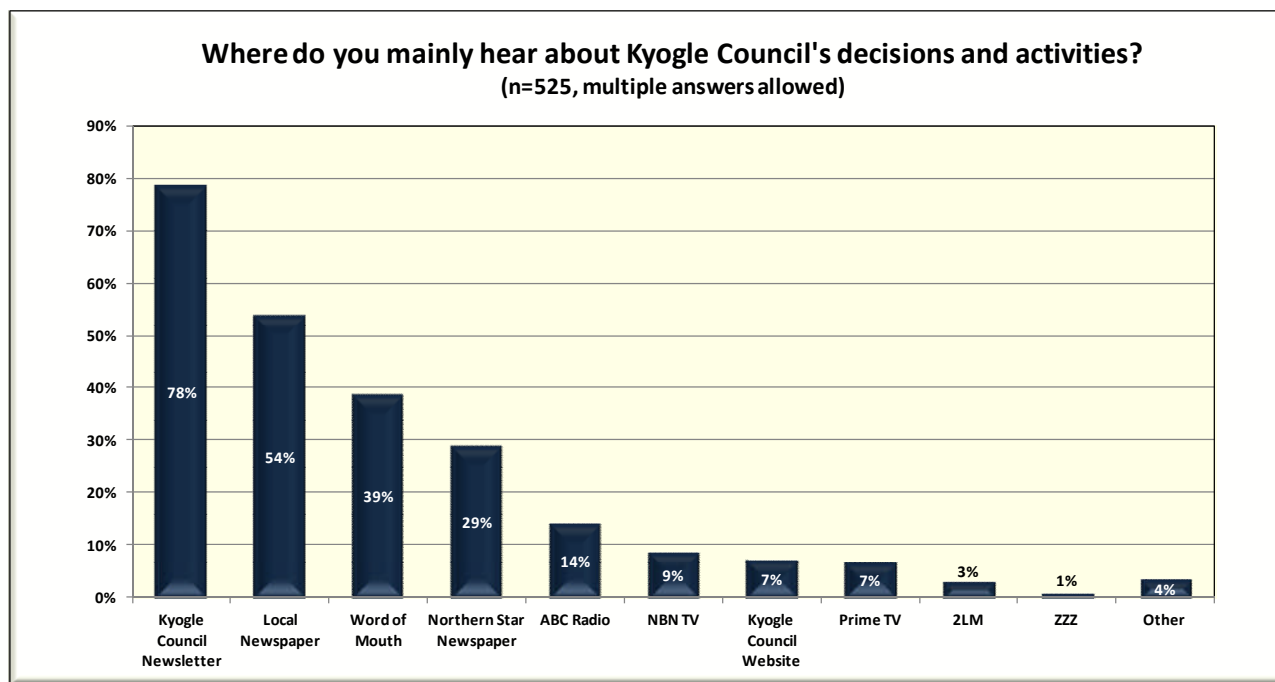
The proportion of respondents visiting Council's website has risen significantly, from 33 per cent in 2009 to 43 per cent in the latest survey (Graph 8.1). However as shown in Graph 8.2, some 78 per cent of the latest sample claim to use the site less than once a month.

Both importance (Graph 8.3) and satisfaction (Graph 8.4) were largely unchanged on the previous survey. The mean satisfaction of 2.86 lay just below the mid-mark of 3.

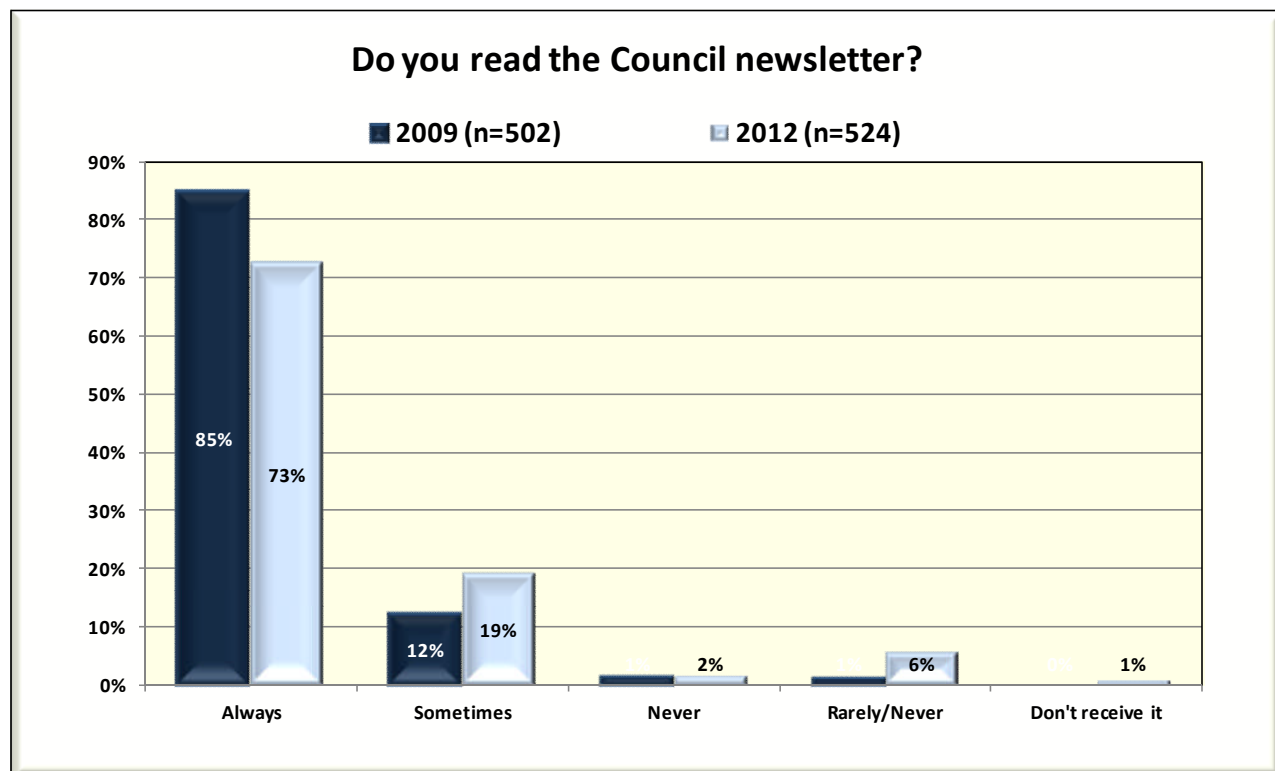
The proportion of respondents with broadband access has risen survey-to-survey, from 47 to 63 per cent. This is a significant difference. Likewise the proportion with no Internet has fallen since 2009, from 34 to 25 per cent. Around one in five of those without Internet access say they are considering moving online within the next 12 months.

## Part 9: Local Media

Graph 9.1: Main sources for information about Council's decisions and activities



Graph 9.2: Readership of Kyogle Council newsletter



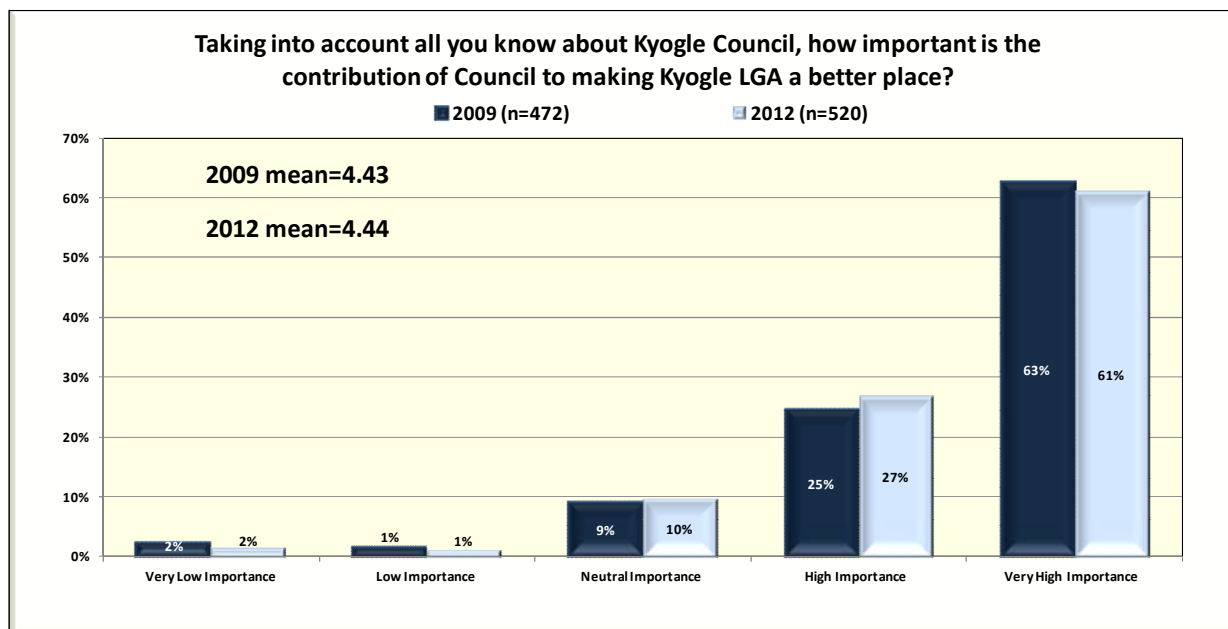
### **Comment:**

The Kyogle Council newsletter appears to be a must-read! Some 78 per cent of respondents claim to read it (Graph 9.1), making it far and away the most common source of information about Council. And 73 per cent of the sample claim to “always” read the Council newsletter (Graph 9.2), while conversely only 8 per cent say they read it rarely or never.

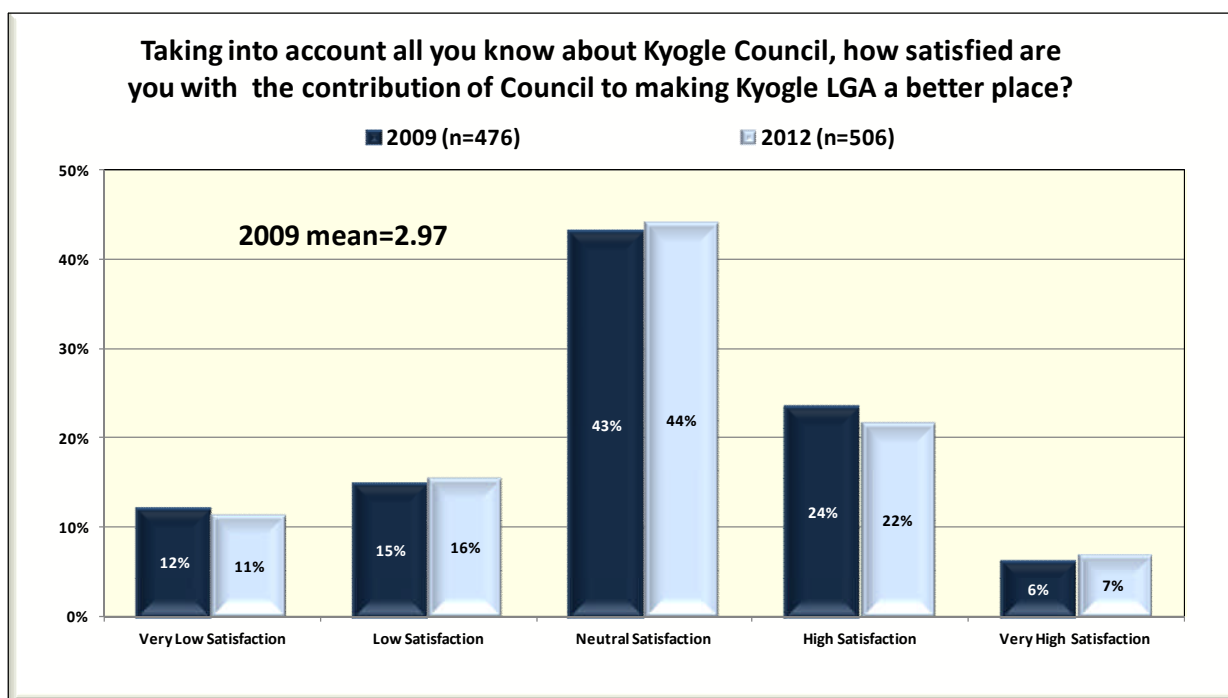
Other popular sources of information about Council activities include the local newspaper (54 per cent), word of mouth (39 per cent), The Northern Star (29 per cent) and ABC local radio (14 per cent).

## Part 10: Council contribution and priorities

**Graph 10.1: Importance of overall Council contribution to making Kyogle LGA a better place**

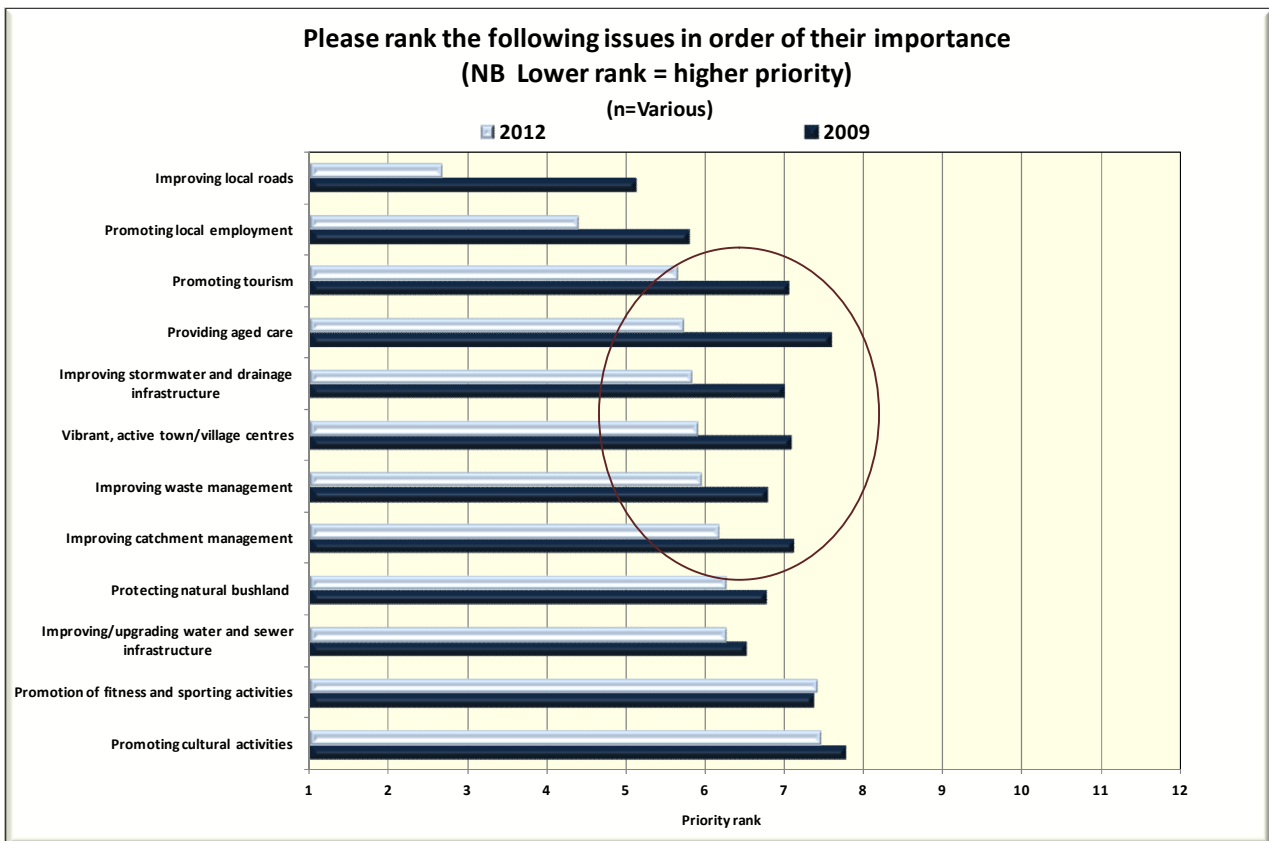


**Graph 10.2: Satisfaction with overall Council contribution to making Kyogle LGA a better place**

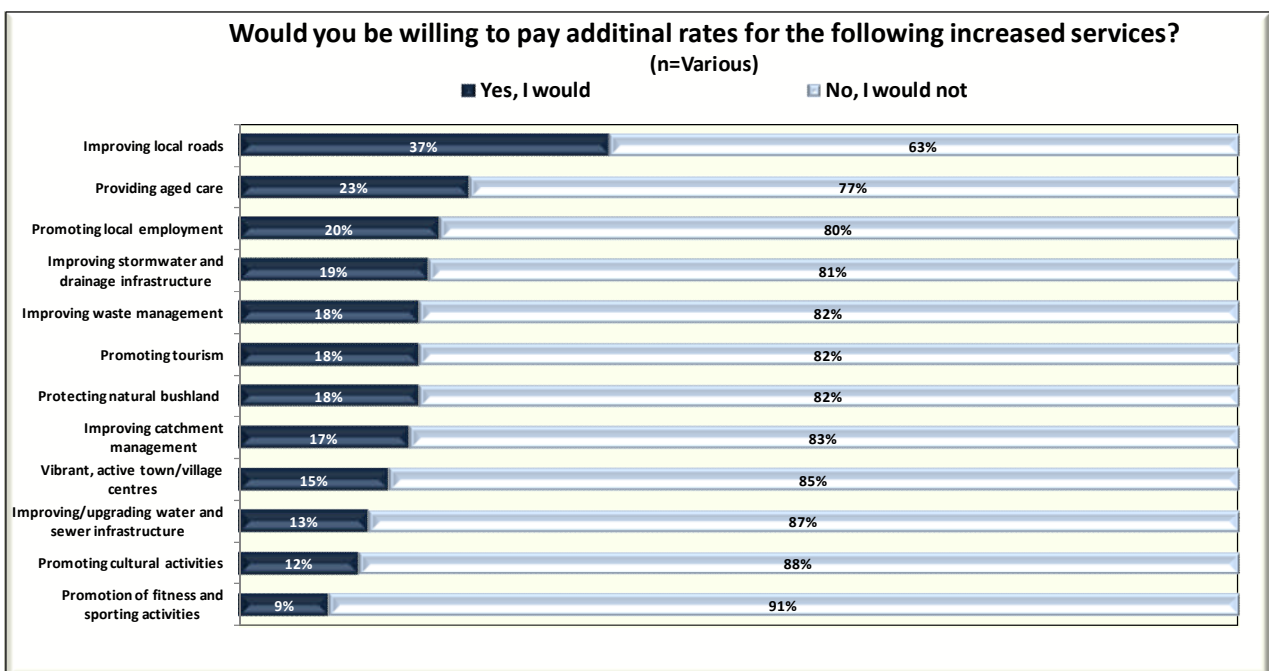




**Graph 10.3: Importance ranking for different Council services**



**Graph 10.4: Willingness to pay additional rates for specific Council services**



## Comment:

When asked about the importance of Council's role in making Kyogle LGA a better place to live (Graph 10.1), and satisfaction with the overall contribution Council makes to achieve this (Graph 10.2), 2012 results were virtually identical to those of the 2009 survey.

Residents were also asked to rank (from a low of 1 to a high of 12) the relative importance of 12 specific Council services (Graph 10.3).<sup>8</sup>

While "improving local roads" and "promoting local employment" were deemed the most critical services in both the 2009 and 2012 surveys, six other services (circled) showed significantly lower means – and hence higher importance – than in the previous survey (Graph 10.4). These included promoting tourism, aged care services, improving stormwater and drainage infrastructure, (create) vibrant, active village and town centres, improving waste management and improving catchment management.

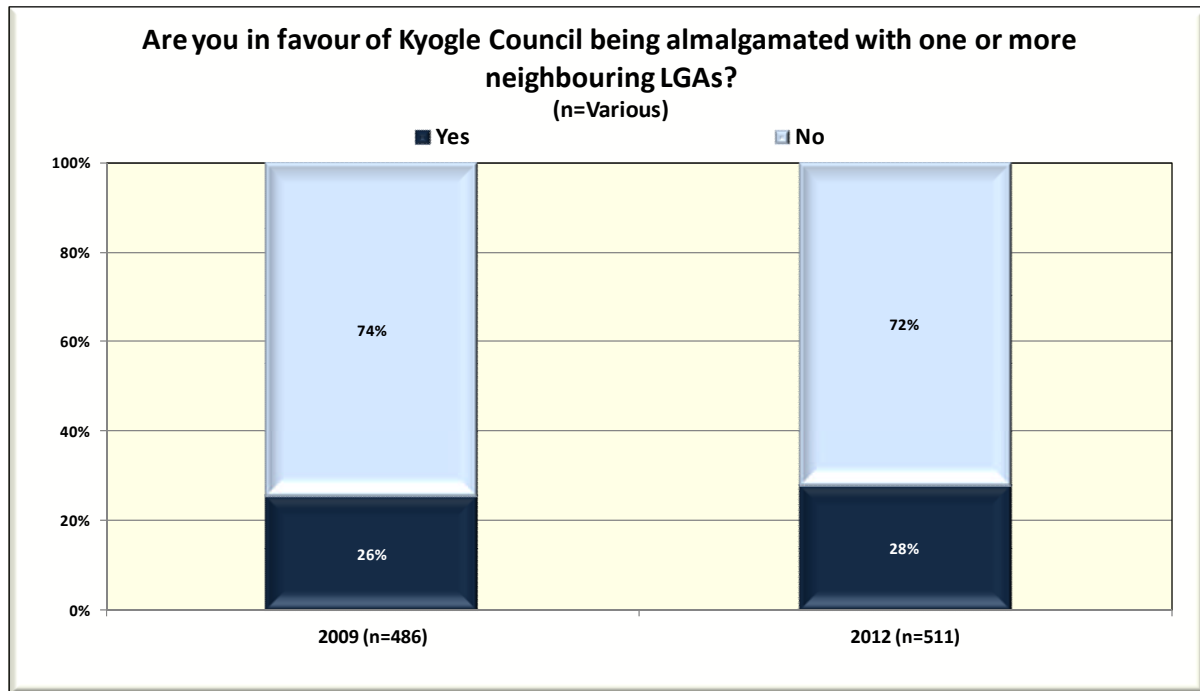
Graph 10.4 shows which services for which respondents would be prepared to pay additional rates. Improving roads led the list, with some 37 per cent of those answering this question saying they would be prepared to pay extra for this. They were less enthusiastic about other services, with only "providing aged care" and "promoting employment" rating a 20+ per cent agreement.

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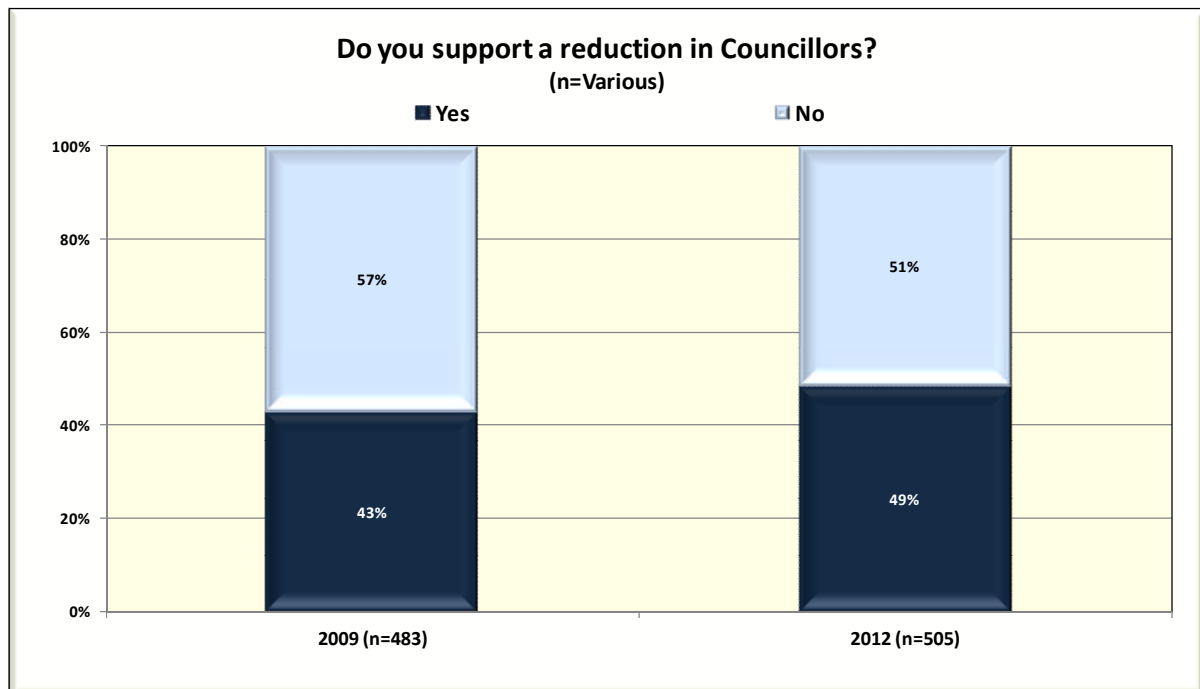
<sup>8</sup> Unless there was evidence to the contrary, it is assumed that respondents placed their highest priority as 1 and lowest as 12. (This was not dictated on the survey form). Where there was evidence to suggest the respondent was ranking services from 12 to 1 (e.g. where they agreed to pay extra rates for services ranked 12 but not for those ranked 1), data was reversed to accommodate this. It is also important to note that many respondents used numbers more than once. Generally this question was not well answered, and the results should hence be treated with caution.

## Part 11: Other issues

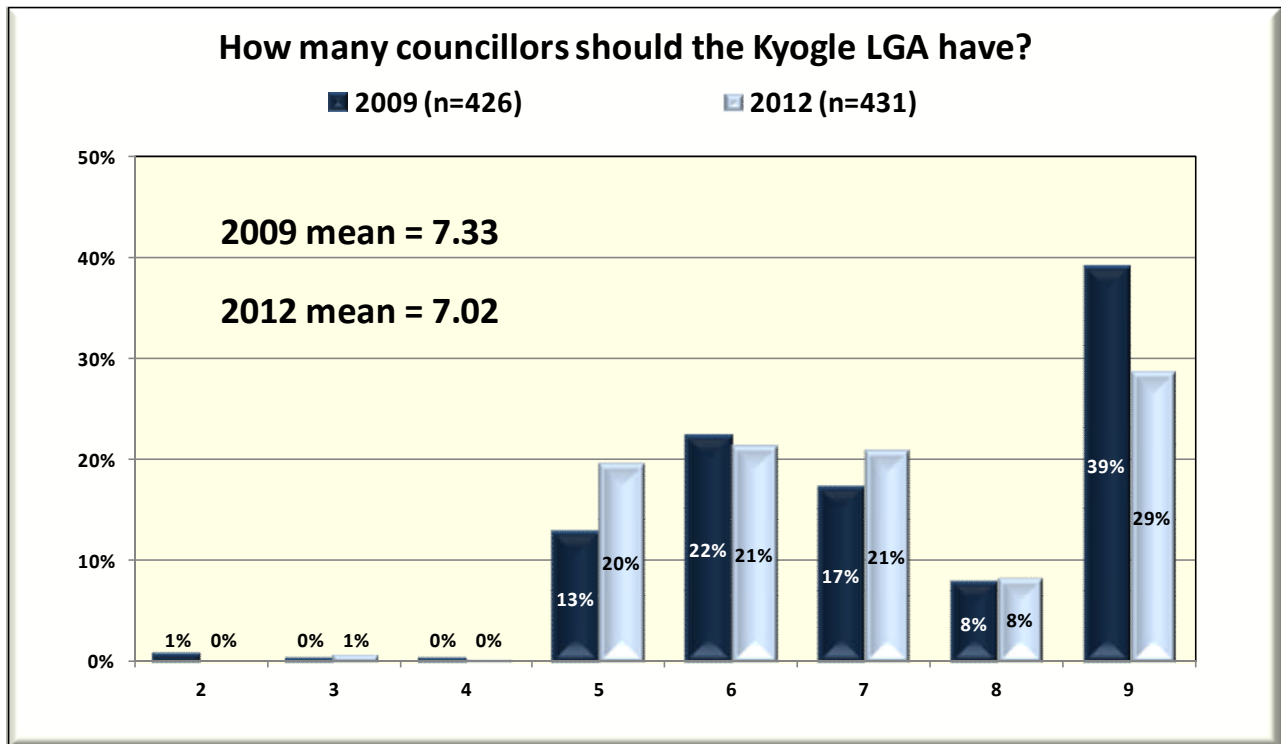
**Graph 11.1: Attitude towards amalgamation with one or more neighbouring LGA's**



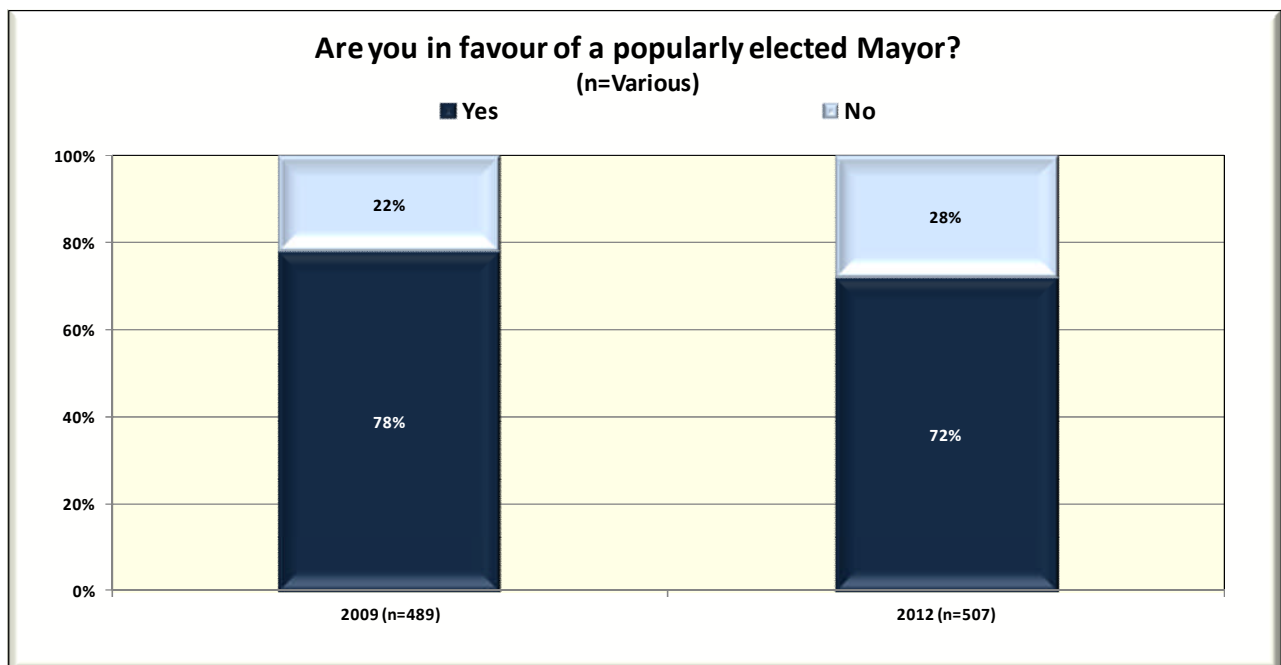
**Graph 11.2: Support for reduction in Councillor numbers**



**Graph 11.3: Preferred number of councillors**



**Graph 11.4: Support for a popularly elected mayor**



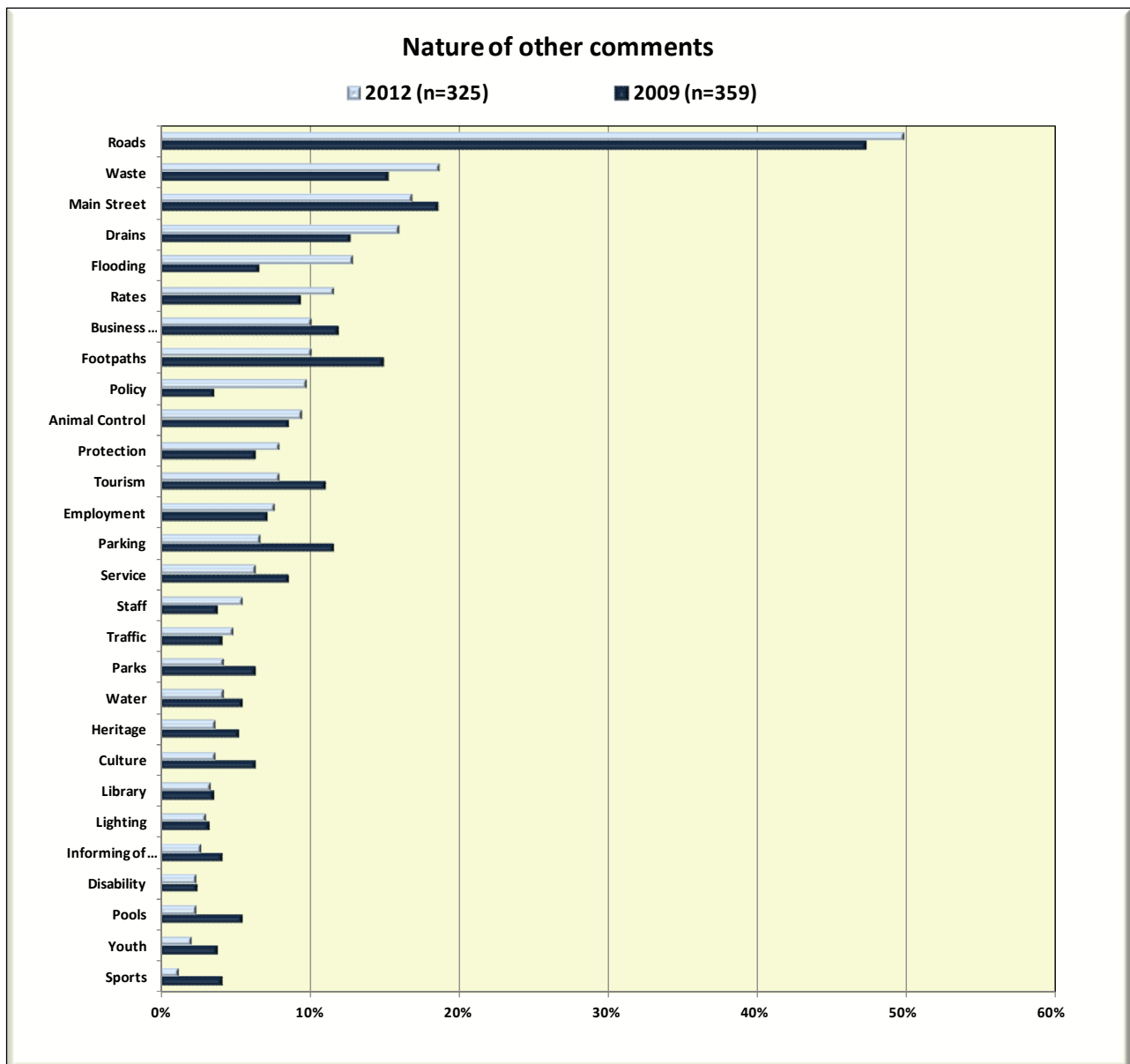
### **Comment:**

The survey finished with a number of questions relating to structural issues. Results suggest that:

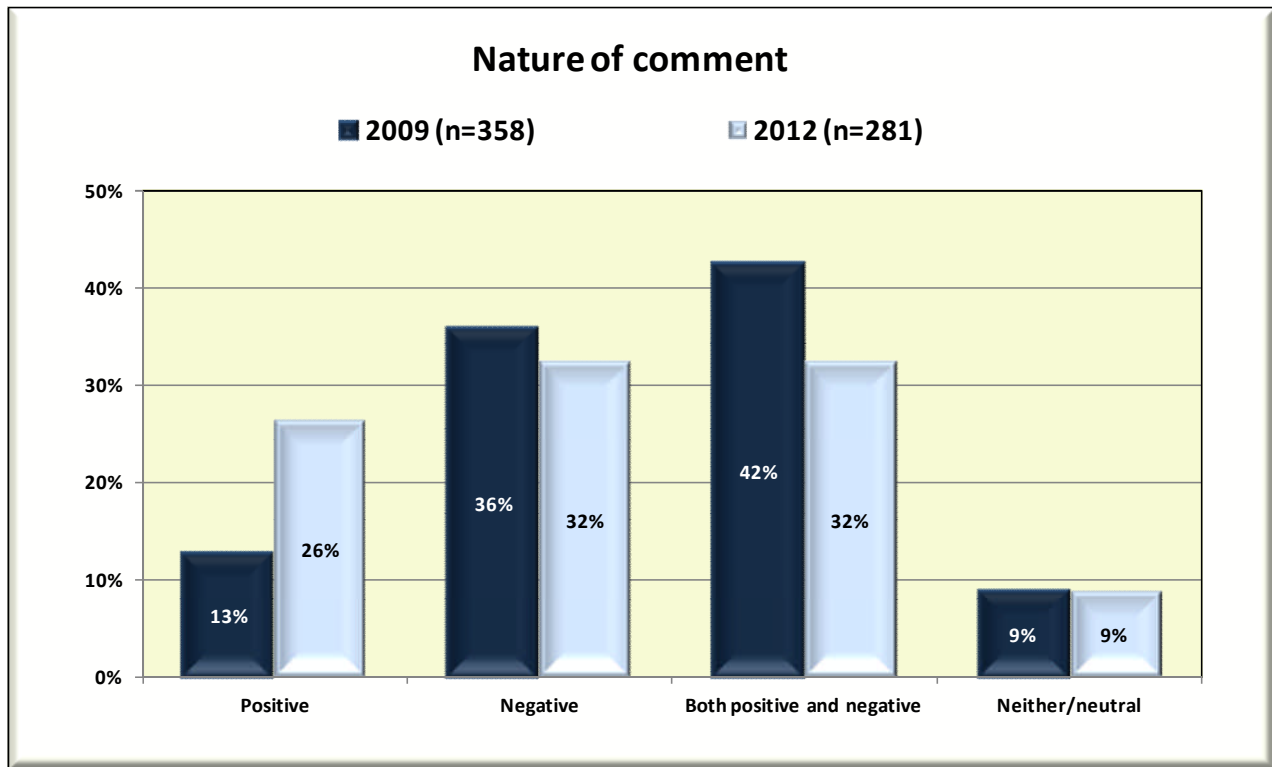
- Only 28 per cent of respondents agreed with the concept of Kyogle Council being amalgamated with one or more nearby LGAs' (virtually unchanged on 2009);
- Half of those surveyed supported a reduction in councillor numbers (up from 42 per cent last time);
- Only 29 per cent supported having nine councillors (down from 39 per cent in 2009) and the mean number of councillors deemed desirable fell from 7.33 in the previous survey to 7.02 this time around;
- 72 per cent of residents supported the notion of a popularly elected mayor, down marginally on 2009.

## Part 12: Other comments

Graph 12.1: Nature of other comments (2012 vs. 2009)



**Graph 12.2: Were other comments favourable or unfavourable? (2012 vs. 2009)**



### **Comment:**

As shown in Graph 12.1, nature of comments was broadly similar to 2009. Two notable exceptions are parking and footpaths, each of which was far less commented-upon this time around.

Pleasingly, however, there is a (statistically) significant rise in the number of positive comments. Over a quarter of comments in this section were positive, against only 13 per cent in 2009. This reflects the general improvement in scores reported throughout the 2012 report.

In all, 337 of the 545 respondents chose to add an additional comment. A summary of these comments is shown in Appendix 2.

## **Appendix 1: Survey form**





## KYOGLE COUNCIL Ratepayer/Resident Survey 2012

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Dear Ratepayer/Resident,

Kyogle Council is pleased to present to you our 2012 Ratepayer/Resident Survey. The survey is designed to help Council understand the needs of our community and make sure that we are doing our best to meet those needs. It will also assist in the development of our new Community Strategic Plan.

All households are being asked to complete and return the survey no later than 9 March 2012, so that we have a broad cross-section of community views.

The results will be analysed independently and a report made available to Council towards the end of the year, assisting us to plan future services and priorities.

Therefore I encourage you to take the time necessary to contribute by providing your feedback. It is important we hear from residents with a range of views and your contribution is therefore greatly valued.

The survey is anonymous, with only demographic details recorded for cross checking with official census data to ensure that the results are representative of all residents.

Instructions for completing the survey are to be found on the following pages.

On behalf of all Councillors and Council staff, I thank you for your participation.

Yours faithfully

Cr Ross Brown  
MAYOR



# KYOGLE COUNCIL

## Ratepayer/Resident Survey 2012

Kyogle Council is seeking feedback from the community on Council's operations, your satisfaction with our community and priorities for the future.

The questions relate to the whole of the Kyogle Local Government Area (Kyogle LGA). The information will be used to plan future Council operations and services.

WHO IS TO ANSWER?: To ensure statistical accuracy, the survey is to be completed by a person living in this household, who is aged 18 years or over.

HOW TO COMPLETE THE SURVEY: For most of the survey, all you have to do is place a tick in the circle that corresponds to your answer.

The scale is from 1 to 5 where 1 = low importance and 5 = high importance and where 1 = low satisfaction and 5 = high satisfaction.

Part A – Council Programs & Services											
	N/A	Importance					Satisfaction				
		Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
About Kyogle Local Government Area's Infrastructure:											
1. Developing and maintaining urban roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Developing and maintaining sealed rural roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Developing and maintaining unsealed rural roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Provision of safe footpaths and cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Effectiveness of urban stormwater drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Provision of water services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Provision of wastewater services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Provision of waste collection service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectiveness of landfill operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Provision of recycling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Litter control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. What is your overall view of Kyogle Local Government Area's Infrastructure?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		Not improving		Staying the same		Improving					
13. In your view, is the standard of Kyogle Local Government Area's Infrastructure improving?		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>					

	Importance					Satisfaction				
About living in Kyogle LGA:	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
14. Provision of parks and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Playing fields and ovals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Swimming Pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Public conveniences/provision of rubbish bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Provision of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Community Services/Social Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Health inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Planning and controls for balanced land use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Rangers/ animal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Management of Crown Reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Maintenance of heritage buildings/assets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Information Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Your overall view of Council's role in improving residents' Quality of Life in Kyogle LGA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Do you think Council should financially assist owners of heritage buildings/assets with their maintenance/restoration costs? <input type="radio"/> Yes <input type="radio"/> No										
	Not improving		Staying the same		Improving					
29. In your view, is Kyogle LGA's residents' Quality of Life improving?	<input type="radio"/>		<input type="radio"/>		<input type="radio"/>					

	Importance					Satisfaction				
About Kyogle LGA's economic development:	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
30. Tourism promotion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Attracting and supporting businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Handling of development applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Job creation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Your overall view of Council's role in encouraging economic development in Kyogle LGA?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not improving		Staying the same		Improving					
35. In your view, is Kyogle LGA's economic development improving?	<input type="radio"/>		<input type="radio"/>		<input type="radio"/>					

	Importance					Satisfaction				
About Kyogle LGA' s natural environment:	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
36. Protecting flora and fauna	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Environmental sustainability education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Improving catchment management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Control of weeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Your overall view of Council's role in improving the natural environment in Kyogle LGA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not improving		Staying the same		Improving					
41. In your view, is Kyogle LGA's natural environment improving?	<input type="radio"/>		<input type="radio"/>		<input type="radio"/>					

	Importance					Satisfaction				
About managing Kyogle Council:	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
42. Council financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. Community consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Informing the public of activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. Your overall view of Kyogle Council's administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not improving		Staying the same		Improving					
47. In your view, is Kyogle Council's performance improving?	<input type="radio"/>		<input type="radio"/>		<input type="radio"/>					

### About Customer Service at Kyogle Council:

48. Did you have any face to face contact with Council staff over the last year? ☐ Yes ☐ No (if No go to 49)

49. Which of the following words best describe Council staff who dealt with you during that contact?

- ☐ 1 = professional
- ☐ 2 = courteous
- ☐ 3 = helpful
- ☐ 4 = neither good nor bad
- ☐ 5 = uninterested
- ☐ 6 = rude
- ☐ 7 = aggressive

50. Did you have any contact by telephone with Council staff over the last year? ☐ Yes ☐ No (if No go to 51)

51. Which of the following words best describe Council staff who dealt with you during that telephone contact?

- ☐ 1 = professional
- ☐ 2 = courteous
- ☐ 3 = helpful
- ☐ 4 = neither good nor bad
- ☐ 5 = uninterested
- ☐ 6 = rude
- ☐ 7 = aggressive

52. Did you have any written contact with Council staff over the last year? ☐ Yes ☐ No (if No go to 53)

53. How satisfied were you with the way the contact was handled?

- ☐ 1 = very dissatisfied
- ☐ 2 = dissatisfied
- ☐ 3 = neither
- ☐ 4 = satisfied
- ☐ 5 = very satisfied

54. Was your correspondence acknowledged promptly? ☐ Yes ☐ No

55. Have you visited the Council's website ([www.kyogle.nsw.gov.au](http://www.kyogle.nsw.gov.au))? ☐ Yes ☐ No (if No go to 57)

56. How often do you use it? ☐ Daily ☐ Once a week ☐ Once a month ☐ Less frequently

	Importance					Satisfaction				
	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
57. How important is the Council's website and how satisfied are you with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

58. Do you have access to the internet at home? ☐ Yes (dial-up) ☐ Yes (broadband) ☐ No

59. Are you considering getting the internet in the next year? ☐ Yes ☐ No

60. Where do you mainly hear about Kyogle Council's decisions and activities?

- ☐ Local Newspaper
- ☐ Northern Star Newspaper
- ☐ Kyogle Council newsletter
- ☐ Kyogle Council website
- ☐ NBN TV
- ☐ Prime TV
- ☐ ABC Radio
- ☐ 2LM
- ☐ ZZZ
- ☐ Word of mouth
- ☐ Other

61. Do you read the Council Newsletter? ☐ Always ☐ Sometimes ☐ Rarely/never ☐ Don't receive it

	Importance					Satisfaction				
	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
62. Overall, taking into account all you know about Kyogle Council what is your view of the contribution of council to making Kyogle LGA a better place?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part B – Future priorities for Kyogle Local Government Area			
63. Please rank the following issues from 1 to 12		Are you willing to pay <b>additional</b> rates for increased services?	
	Rank (1 to 12)	Yes	No
Improving local roads	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Improving/upgrading water and sewer infrastructure	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Promotion of fitness and sporting activities	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Protecting natural bushland	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Promoting local employment	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Promoting cultural activities	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Promoting tourism	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Improving catchment management	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Improving stormwater and drainage infrastructure	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Vibrant, active town/village centres	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Improving waste management	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
Providing aged care	<input type="text"/>	<input type="radio"/>	<input type="radio"/>



64. Are you in favour of Kyogle Council being amalgamated with one or more neighbouring local government areas?	<input type="radio"/> Yes	<input type="radio"/> No			
65. Do you support a reduction in the number of Councillors?	<input type="radio"/> Yes	<input type="radio"/> No			
66. Keeping in mind that a reduction in councillor numbers may mean having one less ward, or no wards at all - in your opinion how many councillors should the Kyogle Local Government Area have?	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9
67. Are you in favour of a popularly elected Mayor?	<input type="radio"/> Yes	<input type="radio"/> No			

### Part C – Demographic Information

Could you please assist with the following information about yourself.  
The information helps us understand the needs of different sections of the community.

68. Gender	<input type="radio"/> Male	<input type="radio"/> Female				
69. Age	<input type="radio"/> <20	<input type="radio"/> 20 – 29	<input type="radio"/> 30 – 39	<input type="radio"/> 40 – 49	<input type="radio"/> 50 – 59	<input type="radio"/> 60+
69. Family status	<input type="radio"/> Single	<input type="radio"/> Couple	<input type="radio"/> Family (children <12yrs)	<input type="radio"/> Family (children >12yrs)		
71. How long have you lived in Kyogle LGA	<input type="radio"/> <5 years	<input type="radio"/> 5-10 years	<input type="radio"/> 11-20 years	<input type="radio"/> more than 20 years		
72. Are you a ratepayer?	<input type="radio"/> Yes	<input type="radio"/> No				
73. Do you own (or are you buying) the home you currently reside in, or do you rent?	<input type="radio"/> Renting	<input type="radio"/> Own/Buying				
74. Employment	<input type="radio"/> Employed full-time	<input type="radio"/> Employed part-time	<input type="radio"/> Looking for work	<input type="radio"/> Not in the labour force	<input type="radio"/> Self-employed	<input type="radio"/> Retired
75. Which Council Ward do you reside in?	<input type="radio"/> Ward A	<input type="radio"/> Ward B	<input type="radio"/> Ward C	<input type="radio"/> Not Sure		

76. Do you have any other comments concerning your satisfaction with Kyogle Council?	
	Please tick the box(es) that relate to the nature of your comment.  <b>Infrastructure</b> <input type="radio"/> Main Street <input type="radio"/> Drains <input type="radio"/> Flooding <input type="radio"/> Footpaths <input type="radio"/> Lighting <input type="radio"/> Parking <input type="radio"/> Pools <input type="radio"/> Rates <input type="radio"/> Roads <input type="radio"/> Traffic <input type="radio"/> Waste <input type="radio"/> Water  <b>Living in Kyogle LGA</b> <input type="radio"/> Animal control <input type="radio"/> Culture <input type="radio"/> Disability <input type="radio"/> Library <input type="radio"/> Parks <input type="radio"/> Sports <input type="radio"/> Youth <input type="radio"/> Heritage  <b>Economic Development</b> <input type="radio"/> Business Development <input type="radio"/> Employment <input type="radio"/> Tourism  <b>Natural Environment</b> <input type="radio"/> Policy <input type="radio"/> Protection  <b>Management</b> <input type="radio"/> Service <input type="radio"/> Staff <input type="radio"/> Informing of activities
77. Is your comment above: <input type="radio"/> positive <input type="radio"/> negative <input type="radio"/> both positive and negative <input type="radio"/> neither/neutral	

Please return the completed survey to:

- Council's Administration Office, Stratheden Street, Kyogle
- or mail to Reply Paid 11 - Kyogle Council, PO Box 11, Kyogle NSW 2474

**Thank you for your participation.**



## Appendix 2: Summary of other comments

ID	Comment
1001	Too many office staff.
1003	Heritage should only be with owners consent. Council not to rezone private land. Need a fairer system for rural ratepayers
1005	Roads and back roads to Bonalbo require maintenance. Too much patching up doesn't fix problem and ends up costing more.
1006	Rural properties should have free access to tip or reduce their rates. Listen to farmers and support local food production.
1007	Improve country roads and support farmers.
1009	Need better clothing stores. Need better public toilets.
1010	Not happy with rural or unsealed roads and drains on rural roads need cleaning. Town gardens look nice.
1011	Council should fix roads properly so they don't break up after being patched.
1015	A yearly kerbside pickup would be good for cleaning up houses.
1017	Bridge over Jerrys Creek needs repairing as a post is rotting. Roads need regular grading.
1018	Water tariffs are too high as the charges are not right. Historic buildings should be restored and Main St brought back to village look. Fawcetts Creek needs to be cleaned up like it used to be.
1019	Roads in Kyogle need maintenance and to be fixed correctly and inspected. If fixed right first time less cost in repairing otherwise Council should pay to fix our cars after damage from bad roads.
1020	Require better rural roads. More employment opportunities for indigenous people.
1021	We pay \$1000 in rates and the only service we get is maintenance of our dirt roads. Very unsatisfied with rural roads.
1022	Recycle skips should be free to encourage residents to recycle. Congrats on a clean town.
1024	New bin is useless as it doesn't hold enough causing an extra trip to the tip costing \$25. New footpaths look good. Council staff should be alcohol and drug tested to improve performance.
1026	Roads in the shire are shocking. I'm happy with the performance of Council.
1027	Rates have increased and roads need urgent attention. Better dog control needed.
1028	Not enough money being spent in C ward. No CSG pipeline along Lions Rd. Council refused a B&B setting up last year which would have provided employment. Only accommodation is the old pub.
1030	Park near post office needs a face lift as does the town pool. Mayor is doing a wonderful job.
1031	Councils need to better manage infrastructure. Reduce costs of holding public events. Council has low morale.
1032	Footpaths need fixing. Rates are too expensive. More promotion for our area. Should be able to pay rates with credit card.
1033	Footpaths need repairing. Need better street lighting and roads. Recycle bins too small. Drains are over grown.
1034	Roads need fixing and certain speed zones changed.
1036	Roads and bridges need fixing and are a big drain on funds. More tourism should be encouraged.
1037	Council isn't maintaining roads to Australian standards. Too much damage to cars that use them.
1039	A weekly recycle collection. More control of dogs. Protect environment from CSG mining.
1041	Councillors should not be able to replace a mayor without public consent. DA's need to be streamlined as it's hindering growth.
1043	School drop off zones need to be lenient to infant parents. Rates are too high to other LGA's.

1048	Need more employment in Woodenbong. Uneven footpaths in Main St. Roads need fixing. More youth entertainment.
1049	Improve the roads.
1050	Encourage more tourism as the area has so much to offer. Better train time arrivals would help.
1051	Wheelchair access to banks and shops non existent.
1052	Increase rates so Council can afford to do what people ask instead of saying no all the time.
1055	Generally happy but need better storm water drainage.
1057	GM and Mayor lack interest in activities by volunteer groups e.g. Tidy Town.
1059	Grade the unsealed roads more often.
1060	Fix the main roads and uneven footpaths. Rate are too high for services received.
1062	Green waste bins would be good.
1065	Old Tweed Rd is in a bad way.
1066	Road grading in Mallangaree is non existent.
1068	Quality of rural roads is very poor.
1073	Old Tweed Rd needs fixing up and we feel ignored by Council. We get sick of waiting for them to do something.
1075	Council should stick to basics like roads, water and sewerage.
1078	Need more local updates for road closures etc for people without computers.
1079	Indigenous community need more programs as crime is out of control. Not enough promotion for tourism. Where is the money for flood damaged roads that was promised in the Bonalbo area.
1080	Rural residential blocks requiring size of 1 hectare is too big and costs too much in resources.
1081	Fix potholes correctly not patch them. Ask residents which roads need fixing. Support retirement villages in the LGA.
1083	If Council require rubbish to be split they should supply the extra bin.
1084	Rural rates are too high as we receive no services apart from road grading. I will not pay any more higher rates.
1086	No maintenance on rural roads. Service is nil in our part of the shire.
1088	Need to attract more business to create jobs. How about an industrial area.
1089	Storm water drainage needs addressing. Residents shouldn't pay for water directed on their properties by Council drains. Better security for local businesses with security cameras.
1090	Install a seat in the Apex park near the equipment.
1091	Not happy with sewer system near highfield area. Insufficient access in town for people with wheelchairs.
1092	All is going well.
1093	Rural roads aren't fixed correctly. More inspections is needed. Town could be cleaned better e.g. gutters. Rural roads have too many weeds.
1095	New garbage bins have reduced room in bins by 40%. If we are to recycle we should have a separate bin.
1096	Rates are too high. Council pool should be free to encourage more use and stop boredom.
1097	Kyogle is dying. The town is run down and needs maintenance. More investment in the town centre.
1099	Road infrastructure is non existent in our area. All I get for my rates is a pool and library. Weed control is needed.
1100	Women on front desk at Council are nice but the men upstairs are rude. DA's are a fight to get through Council.
1101	The condition of rural roads needs fixing especially around the Bonalbo area.
1102	Help local business. Animal control is needed. Drains need cleaning out.
1103	Provide shaded parking in Kyogle. Create an industrial area. More security at night in town centre.
1105	Too much of ratepayers money is spent in Kyogle and not in surrounding villages. Roads require maintenance.

1106	Footpaths need fixing to stop my yard from flooding.
1107	Road maintenance after floods. Kerbside recycling would be good. Don't hold both markets on the same day in the LGA. Promote more community events through Council website.
1108	Please maintain town heritage to help tourism. Fix both town and rural roads. Rates could be better used than paying too many staff. Too many admin staff and not enough spent on infrastructure.
1109	Waste collection for rural community's too. Need a safer turn-off the Bruxner Highway. A cycleway between the rural villages.
1110	Please stop the coal seam gas.
1111	Rates are too high. Water rates far too high. Help for local businesses.
1112	More to help youth. Tidy Town is a waste of money. No action to help improve the environment. Unsealed roads are falling to pieces. Kyogle pool is a great asset so keep it going.
1113	Congratulations to the town gardens and tidy town committee. Promotion of fitness for all is crucial.
1114	Toonumbar Rd should be sealed as it's a tourist destination.
1115	Rate are too high and water should be free. Council should encourage private enterprise to help to advertise.
1119	Too many office staff dealing with whinges. Farmers paying too much rates and not looked after.
1125	Sheltered seating in town. Town drains should flow into Anzac lagoon. More shade in town and bring back the train service.
1127	Unsealed roads need grading as its only done once every three years and it's the only service we receive so why should we pay to dump rubbish. Ratepayers should be given vouchers to use for tip. The pool should be open longer.
1128	Rates are excessive.
1129	Street seats are great for the elderly.
1132	We pay enough rates so why pay for services for infrastructure we don't get. Fix the roads. Plant more trees around town. Take a pay cut.
1133	Fix the rural roads as it's a priority.
1135	Well done on the new gym. Footpaths are great. Pool is a great asset. Main St could do with more trees. I feel shop keepers have more say than residents.
1136	Drainage needs improving in some areas. Recycling is great but we need a separate bin. Crime is on the increase and needs addressing.
1137	Council needs to put forward a stronger case if more money is needed for roads. What happened with the money they already had? Council lost credibility of LEP. The Green town planner has created ill will in the community.
1138	Town centre looks good with new footpath and flowers. New seats and tables would be good.
1141	Like to see a permanent place for Roxy Art Gallery and historical museum.
1142	Happy with footpaths. Drains need clearing. More promotion of our to town. Protect the riverbank from erosion.
1143	More shade in Main St. Divert trucks from town. Please no big turkey.
1144	The ranger is pet, dog hater. I have been a victim of his abuse. Kyogle has very limited pets of leash areas. Its not well signed as to where you can walk the dog off leash.
1147	More signage is needed as to where you can walk dogs off leash. Doggy bags would be good where people walk dogs. Kerbside pick up for green waste as not all have trailers to take it to tip.
1152	Separate recycling service. We need a festival for tourism. Buildings on Summerland Way need heritage protection.
1153	Town footpaths are good. Rural roads need fixing. Rates are to high considering we travel on dirt roads, no garbage or sewerage, we just pay large rates because of land size. Our road is never maintained. Create under 100 acres as semi rural.

1154	Cemetery is well kept. Library staff are very friendly and helpful. Main St new footpath looks good and is safer. The gardener did a great job on Main St.
1157	Roads need upgrading.
1160	Roads and bridges are a problem in big rain. Need more public telephones. Police surveillance of youths at night is needed in town. Council should have saved the cinema.
1161	No activities for youths with little employment options. Spend more on roads and not middle management. More transparency with Council. Maintain the playgrounds.
1162	More maintenance on roads, potholes and grading unsealed roads especially road from Urbenville to Woodenbong. Sewer pipes often backup.
1163	More shelter for eating lunch.
1165	Rural roads need grading and maintenance to make them safe in the wet.
1167	Promote Kyogle as a tourist destination. Rural roads need repair and grading to level the surface and fill potholes. Make Kyogle a safer place to live.
1168	Poor road maintenance and no cultural policy.
1169	Its very hard for Council to maintain such a large area with small rate income as this keeps Council poor.
1170	Council should keep rates stalled as possible. Roads and bridges are very important to industry.
1171	Roads need attention. Need disabled toilet in town. Bring back the rally as we need more public events. Upgrade kids play equipment.
1172	Stop water running down street in Bonalbo and flooding sewerage pump station.
1174	Drains need clearing on sides of roads. Roads are in a terrible state and need fixing. Bin not big enough for recycling, we need two different bins. Too much water on streets in Bonalbo after rain.
1176	Disgusted with handling of cedar point quarry. Cattle should not be on public roads.
1177	Main St look great. A bypass is needed to improve traffic. Park over bridge a mess I won't go there anymore with indigenous inhabitancy, its not safe anymore.
1178	Council need to keep cattle off public roads, policy needs updating asap.
1179	Rural roads need addressing as we are still waiting for work to be done. Poor Council performance standards.
1181	Rural roads need fixing. My car has been damaged by potholes and stones inside my wheels. Happy with Councils performance except for the roads.
1182	Main St in Woodenbong needs urgent repairs. Footpaths need attention and grass cut.
1184	Roads need repair. Grass needs cutting in public areas. Greater weed control. Unsealed roads need grading. Ratepayers were not kept informed by Council about rezoning E3. Too much power is held by Council as its private land.
1185	Happy with Main St. Rate are high enough. Roads have to be improved.
1186	Grass needs cutting around roads in Bonalbo as residents are currently doing this. Weeds need eradicating too.
1187	Like to see Council improve road and bridge maintenance and realise tourism potential of the LGA.
1188	Grade the gravel roads. Spend more on roads and not vehicle maintenance. Spray noxious weeds as landholders do. We keep our lands sprayed but Council has every weed growing on the list. This would help farmers control weeds.
1189	Rates are too high.
1190	Drains need clearing in floods. Some footpaths need bigger gutters or to be built up.
1191	still no industrial estate and no employment in town. No apprenticeships offered by Council for young people.
1193	Roads need to be maintained. Drainage needs improving. Heavy rain damages the roads.
1195	Council needs to listen to the community's concerns.
1196	Animal control is out of control. We have a wonderful mayor.

1197	Council presents itself as gateway to the rainforests but its not as roads are rough, potholed and gravel. This limits what happens are Kyogle. Put a toll on Lyons Rd at the border to help fix the roads.
1198	Roads need fixing in the town centre. More trees need to be planted for shade and make Kyogle a place where tourists would want to stop. Rural roads are a disgrace.
1200	Some Council workers waste time. Women workers to assist in gardening and cleaning toilets would help. Too many workers stand around while a simple job is done.
1201	Fix up potholes and grade roads on wet days too.
1203	No services for rural ratepayers. My road is terrible and is graded once every 2 years.
1204	Council to help small business and promote tourism in the area. Council could put in cabins at Caravan park.
1206	Rural rates should go to improving rural roads.
1207	Drains need upgrading and clearing out.
1209	Roads need improving. There needs to be a provision fro green waste. Not enough room in bins for waste and recycling. Extra bin is needed.
1210	Too many roads are resurfaced when they don't need it. Other areas desperately need fixing first. Town needs more promotion as a tourist destination to bring more business to Kyogle.
1212	Rural rates don't seem to fix or grade rural roads. I'm always repairing my car due to damage from roads. The local tip is the only service I receive for my rates.
1213	Drains need cleaning. More mowing around towns. More work needs to be done with footpaths in Bonalbo area.
1214	New trees to be planted in Main St. Rural drains are poorly maintained. Too expensive to go to the tip for rural land owners. Most just dump rubbish. Animal control especially with stray cattle.
1215	Rural roads are shocking and receive no repairs. Should be given vouchers for the tip. What do I get for \$900 rates.
1218	Roads in Bonalbo are poor. Drains need clearing and flooding is an issue. A heritage centre would be good to share our knowledge. Sewerage is bad in wet.
1219	Rural people get nothing for their rates. The roads are disgraceful. Drainage pipes not cleaned out. Bridges unsatisfactory. Weeds growing on side of road. Council worker drive rollers over ramps when gates were provided. Spraying for lantana is excellent.
1220	We get nothing for our rates. Fix the bridges and roads. Council should control the weeds. Lantana spraying is very good.
1222	Rural roads need more grading.
1224	Council staff should listen to the community and fix the basic needs such as roads and unsealed roads.
1225	No LEP it should be dropped.
1226	Villages seem to be ignored by Council. Village drains need digging. Dirt roads are shocking.
1227	Rubbish should cost the same whether in a ute or bin as it's the same size. Staff at tip said if it was in a bin it would be cheaper. A couple of free trips for rural ratepayers is needed.
1228	No to CSG poisoning our water and land. No gas wells.
1229	We don't support LEP changing land status to E3. Trucks need to be kept off certain roads to stop damage and less maintenance would be needed. It's a nightmare driving on these roads.
1230	Clear the drains long grass as it full of mosquitoes.
1231	The closing of Bonalbo hospital in 6 months.
1233	Kyogle does a good job promoting itself and the roads and parks in town but I feel more energy should be spent on other towns in the area and they struggle on a shoestring budget. Help is needed to keep the little towns going.
1234	Peacock Creek Rd is in a bad state and with no drainage. Trucks use this road and many tourists travel this road on weekends.
1235	Stop wasting rural ratepayers money on bandaaid work to rural roads. Fix the roads properly the first time.



1237	Rural residents have to pay twice as much to use the tip than town people. Council are forcing us to buy 2 wheelie bins.
1240	Council website to provide information on town planning e.g. LEP, DCP and zoning maps etc. More promotion of the arts and farmers markets and events.
1243	Before providing improving Kyogle provide water and sewerage to villages that don't have it. Fix the flooding in Bonalbo and bridges in the area. Provide kerbs and footpaths in all villages.
1245	I pay excessively high rates for a grazing lease on high conservation value land and receive no real benefit from Council and no support for protecting my land. I'm fulfilling a community benefit with no community acknowledgement.
1246	More wild dog control in the Theresa creek area.
1248	Rezoning peoples land to environmental zones is a debacle and constrains their land. This was done without consultation or the review of economic impact on people which is wrong on all levels. The process has been a disgrace and must be reversed. Any change is a serious issue and should be treated that way by Council Staff.
1250	Dilinar Post would help on rural roads if they were closer together on foggy roads so we can see the side of the road.
1251	Council staff are courteous and helpful. The gardens and cemetery are well cared for.
1252	Good parking in Main St. I live 3 kms from town and it's a dirt road but it should be bitumen. I also have no rubbish pick up. The Council run gym is a good way to keep people out of trouble. A town notice board near post office would help me stop missing events.
1253	A babies room on Main St closer to facilities. Better animal control to stop roaming and barking dogs. Create a better Kyogle culture than sport and pubs.
1255	Drainage could be better, no parking in town. Rates notice is hard to follow. Footpaths should be level. More seating near shops entrance.
1256	Lack of job opportunities.
1257	Rates are too high and cost too much. Stop the barking dogs. Too many staff in Council office.
1258	Rates too expensive.
1260	Employ more aboriginal people in Council jobs.
1261	Reduce rates. Garbage bins too small for family's. Explain why tying up productive lands under the LNP is just a land grab.
1262	Bus routes should be serviced by slasher and slope mower. Council to support more police presence in the LGA.
1264	Better drainage of the Wiangaree lagoon.
1265	My concerns are rubbish in the park, poor drainage and the pool closing for 5 months. The Council newsletter is great as is the library. I see little in the way of business development.
1266	Very unhappy with Councils handling of the LEP, it should support land owners not rezone E3. Better grading is needed of unsealed roads and drainage. Bridge approaches are disgraceful.
1269	Let parking in Main St stay. I commend Council on the upgrade of Main St and the gardens. I find Council staff courteous and helpful.
1271	Waste collection is not adequate as not everyone has a trailer. Parking at IGA is dangerous with cars entering both ways.
1272	Council should enforce policies like community engagement. Executive staff come across like a law to themselves, this doesn't apply to admin staff. Appears to be too many managers and not enough workers re: footpath development.
1274	Need more shade trees in town. Footpaths are good. Rates are fair. Roadside grass needs cutting. Heritage buildings need restoring. Not enough is being done about stray cows on the road. No to mines and CSG.
1276	Kyogle roads are in a dreadful state and need fixing particularly in the hilly areas. More drainage and flood work in needed.
1278	No CSG. We need industry but not CSG. We need to choose carefully and protect our environment and CSG will contaminate the waterways and land.

1283	Look after the roads, rates and rubbish. Stick to the basics the rest will look after itself.
1284	The rural roads are a disgrace considering Councils road policy from 2005. We no longer accept the comment of Council saying "We have no money". Its Councils job to seek additional funds even federally to fix the roads. The next big worry for council is the LEP. Land owners will not accept real estate values being reduced. Council could face legal challenges.
1285	What a great service the mobile library is. I would also like to thank Kyogle Council for allowing me to pay off my rates after I was ill in hospital and couldn't afford the rates. Staff made the situation less stressful.
1286	Logging trucks on Connells Rd is dangerous and damaging the road even more. Council should pursue NSW Forestry to make an alternative route for these trucks
1287	Council should mow grass on vacant blocks.
1289	I have no complaints with Council and enjoy receiving the newsletter and love it when our road is graded. We enjoy the library and sports facilities and the pool, thank you.
1291	Would like to see progressive fixture of storm water drains within all towns and better recycling for our children's future.
1293	Tourism is a big drawcard for this area so keep the roadside mowed coming into town. Cafes open on Sundays is good for the tourists.
1294	Council does a good job for a cross section of people. Highlights for me are the library, pool and sporting facilities. The roads are not up to standard but any problems are always fixed on time.
1296	Please do more work on the roads.
1298	Scale of rates for rural residents does not provide value for money, I question if Council uses funds efficiently. All we get is gravel on our road. There should be a free recycling facility like Lismore. There needs to be a good look whether Council has a future.
1301	Need to assist and attract small business to Kyogle.
1302	Our rural roads between towns need urgent attention. They deter tourists and are frustrating for locals. More dog control needed in town centre.
1303	Poor drainage in Bonalbo and it floods regularly. Poor animal control.
1304	There have been improvements to look of the town and footpaths but parking is a nightmare and the roads are shocking.
1305	Rural roads need fixing and reviewing the way in which they are graded. A crown should be formed in the middle to drainage. A more flexible approach to landholders to improve these roads.
1307	The drains in Woodenbong.
1308	Council needs to care for the environment more proactively and develop eco tourism and water catchment policies and waste and recycling management. These are not being addressed.
1309	The roads need attention to the potholes etc. Council needs to direct funding into the local community to support growth in employment. Council needs a vision for the town.
1310	More gravel is needed when grading the roads. A motor bike rider nearly came to grief as a did a local on the roads.
1311	Council is trying their best so hopefully improvements will come.
1316	Councils handling of the LEP was poor.
1319	Well done.
1320	A very good job done with difficult circumstances.
1321	The roads are appalling west of the range. New sections don't last 5 years before deteriorating. Drainage is bad on sealed roads due to sediment build up. Good effort by the small crew for unsealed roads but pipes aren't cleaned out.
1322	Roads should be properly fixed. Business development is non existent in Kyogle. An enquiry into mismanagement and corruption is urgently needed.
1323	Wiangaree lagoon picnic tables should be covered for tourism. Removal of trees from road verging onto property's should be Councils concern not private removal since Council poison the roadside.

1324	Roads need cleaning up and weeds removed. Council was disrespectful to Vince Shea with no offer to bury him or rest in peace, no support was offered. Animal control officer has his favourites, one single lady with 12 dogs and 20 cats in one house ok but not 3 dogs in fenced yard.
1325	Have shade trees in Main St. Have traffic flow through back streets so music can play on Main St like in euro cafes. Maintain the gardens as Kyogle is a special place.
1327	Extend the beautiful gardens along Main St. Have signage to honour indigenous people and places. Storm water run off from roads onto private property needs addressing.
1328	Kyogle roads need fixing correctly and are being ruined by logging trucks. Government funding is needed to help with this. I have unacceptable damage to my car because of bad roads. Visitors from QLD comment how bad our roads are.
1329	Our rural roads are in a terrible way and should be repaired. The grass needs slashing roadside as do spraying of noxious weeds. Kyogle has the worst roads in Australia. It will cost more to fix in the future if not done now.
1330	Not enough money spent on rural unsealed roads. Heritage properties needs addressing after two failed attempts to have listings. Too many middle staff at Council having wages increased with no increased productivity. Councillors should be required to document their decisions and be made public.
1331	I have seen too many businesses close due to excessive Council fees and charges therefore this is causing loss jobs and business in the area. Council seems to be sending businesses backwards. Without business the town won't survive. Help don't hinder.
1332	The rural roads leave much to be desired but I know this is due to lack of funds. Thank you for all that you do.
1334	Repair the roads around Kyogle to encourage visitors. More emphasis on economic development in the town to promote growth. I would like to see the pool hours returned to extended hours. Provide more facilities for families like BBQ shelters and playgrounds. Congratulations to Council for the beautification of the town.
1337	The LEP is the biggest concern in the LGA.
1338	I attended a Council meeting and was shocked. I felt Council was not placing community's needs first. Only one member stayed for questions from the public. This didn't give a good impression of Council. The community has discrimination between rich and poor.
1440	I would like to see more bus services and money to raise houses in flood prone areas.
1441	Kerbside pick up once a year would be good. Council should provide tip vouchers to use throughout the year so then extra visits can be paid by users themselves. Storm water drainage needs addressing. New footpaths are much safer, thank you.
1344	Not satisfied overall.
1346	I was happy Council took a strong stand on CSG. This is a health threat to our whole community. This CSG industry will destroy assets and livelihoods.
1347	New footpaths look good. Parking is no longer an issue since IGA moved. More slashing on rural roads needs to be done. Library staff are helpful and excellent.
1348	I'm new to Kyogle and I'm very impressed with the Council. Friendly buzzing town with beautiful gardens. Lots of improvements have been done to footpaths. Roads need a lot of work in and out of town. Congratulations to Kyogle Council. I enjoy living here.
1349	Fix up the roads. Some streets haven't been touched for 30 years, ratepayers deserve better. In floods only access to homes is via Geneva St and May St, two vehicles can't pass.
1350	Council should apply themselves to basic infrastructure requirements of the LGA. Once this is done they can consider other projects but this is a long way off.
1351	Reduce Main St speed limit to 40km per hour.
1354	All Council vehicles should display the Council logo.
1355	Urban bins need more space.
1358	Fix kerb and guttering in Stratheden St.



1359	Council needs to engage the community for all projects by consulting the community for their opinion before commencing. They need to provide vision for the future. Resources need to be applied to the proposed LEP to ensure an outcome that is applicable to the community.
1361	More lighting in Pratt St. Rates are becoming too high for pensioners and low income earners. The roads are in a bad way.
1366	Roads outside of main area of Kyogle need addressing and are poorly maintained. The LEP is a concern as Council policies have detrimental outcomes for landholders. Such a policy denies use of most productive land.
1367	Encourage more cultural shows or art shows in the Kyogle area to increase our cultural activities. The information centre is good as is the gardens and new footpath.
1368	Council needs to invest and obtain more funding to fix the roads as they are in a terrible condition. More promotion of the area as a tourist destination. Encourage accommodation and business ventures to attract business development.
1369	Roads in a terrible condition. Clean out the drains.
1370	Rural roads need attention and mowing and grading. Wooden bridges are deteriorating and unsafe. Council only seem concerned with the town.
1374	Drains need clearing to stop causing flooding of ratepayers homes.
1375	Happy with Council. Would like a green waste collection each month.
1377	Rates are a big cash cow for Council and should benefit all the public. Rural roads need maintaining they are in a pitiful state. Waste facility is excellent.
1378	More street lighting. Bin not big enough to split recycling. Potholes in rural roads need repairing.
1380	Rural roads lack maintenance and are very dangerous. Road side slashing should be used over spraying. I'm disappointed with the lack of plastic recycling facilities.
1386	Condition of rural roads is very poor. I have major concerns over coal seam gas.
1387	Work in the CBD is great. The library staff are helpful. Youth no longer have a drop in centre.
1392	Need to grade the rural roads and repair bridges damaged caused by floods.
1393	Tidy Towns has been good for the town and community. A one way vehicle calming lane in CBD with seating and shade for a pleasant public space.
1395	Drainage and roads should be the most important issue for Council. Water won't run off the roads if the side of roads is higher.
1396	Rural roads are a priority after all the rain. The waste collection is a bone of contention. I suggest 6 free trips a year to the waste facility for ratepayers.
1397	No CSG. Separate bins for recycling is needed. Rates are too high. Parking spaces in town are too small.
1398	Rates are too excessive. Rural roads need maintenance.
1399	Trees in the Main St would be good for shade.
1400	Urban and rural roads are very poor.
1402	Drainage needs improving as do the footpaths in some areas.
1405	We need 3 bins one each for recycling, general and green waste. More animal control for cats and dogs. The town centre is an asset.
1407	A green waste collection is needed. Too many stray animals we need better animal control.
1408	Councils handling of the LEP is of concern. Government should be compensating landholders.
1409	Footpaths need maintenance. Animal control. Too many small businesses didn't establish at LIGA due to outrageous fees and parking demands by Council.
1410	More energy to go into parks and gardens.
1411	Council should represent all ratepayers and not just those close to CBD. More tourism development to benefit the town.
1414	Very dissatisfied with Councils handling of the LEP. Take your heads out of the sand..
1415	More policing of the streets to protect people. Too many kids out at night. Council needs to ensure citizens are treated fairly.
1416	No fluoride in the water. This is poisoning the community.

1417	Very unhappy with LEP. Draft was drawn up by Council employees lacking in local and agricultural knowledge. Council need to understand economic management of farming.
1419	Very little maintenance of rural dirt roads which is causing dust and health problems. Too many heavy vehicles on these roads.
1423	Keep Bonalbo storm water drains clear. Cattle are polluting Peacock Creek. Over Council does a good job.
1424	Water rates too high.
1427	Cedar Point quarry development must be rejected. It could destroy local animal species.
1428	Not enough attention to rural roads.
1430	Weed and animal control is needed. Kyogle pool is less attractive with shorter opening hours. More encouragement and employment support for our youth.
1432	Raise the Clarence Way at Tunglebung to stop flooding of this road. Large pipes line the road but haven't be installed.
1435	New footpath is good for the elderly. No vision when reversing from parking at the information centre.
1436	Rural residents didn't receive info about what is recyclable. \$6 for a green garbage bag is too much. Verge along side gravel roads.
1439	Roadside mower does an excellent job.
1441	Roads are a joke and are killing my new car.
1443	Overall Council is doing a good job.
1444	Rural roads are poor and the grading so disappears after the rain. Mow the grass on the verges of these roads.
1447	IGA parking is dangerous. We need proper grading and drainage of dirt roads. Library is excellent. Keep CSG out of rural lands and water. Council staff are excellent.
1449	Rural rates are high and subsidise the rest of the town. We need better services in rural areas. Add the Council staff annual wages in the newsletter.
1450	Council should put more time and effort into rural roads and better weed control in bushland areas and riparian zones.
1451	Need to protect our environment.
1453	Maintenance of rural roads are poor. Having to pay for tip when no bin is supplied is unfair. No services for rural ratepayers.
1455	Roads North of Kyogle need to be maintained. A green waste roadside collection once a month.
1456	I'm happy with Councils stand against CSG in the shire.
1458	Roads are not properly fixed that's why they need constant repair. The pool could use a shade cloth over it via a government grant.
1459	More money to be spent on roads which would help with tourism. Bring down the cost of rates.
1460	Council is doing a fair job with some roads and bridge upgrades. Our gravel road is rough at times and needs more attention.
1462	Keep our drains cleaned out. Fill in the potholes around the area.
1464	State of roads is appalling. Need more children's park equipment and more business development.
1466	Clean out the drains to stop septic overflow. More animal control.
1467	I should be able to change rates details over the phone and not have form posted out to upgrade my address.
1468	Two garbage bins are needed in Bonalbo. All waste should be accepted at Bonalbo tip. Tip costs are too high.
1470	Please keep out CSG companies out of our area and protect us from those who want to line their pockets at the community's expense e.g. health and welfare.
1471	We have written to Council regarding a neighbours structure with no DA. We have not heard back from Council after 14 months. Better weed control in the shire.

1472	Main St needs trees. Better recycling facilities for plastics and food. Current access to IGA is a nightmare.
1475	Roads west of the range a disgrace while you spend money on Kyogle footpaths.
1476	Rural roads are terrible especially our dirt road. Grading every 6 months doesn't fix the potholes as too many trucks use the road. We get nothing for our rates and would just like our road done.
1477	Rural roads need maintenance and drainage.
1480	No major works on roads or storm water drains. No dog control of strays or amount of dogs in each household. Council lacks interest in tourism.
1482	I support Councils decision on CSG. Support Council protecting and promoting its natural assets.
1483	Roads are in a poor condition. Too many dogs in Bonalbo.
1485	Council to do all in its power to stop CSG or a pipeline.
1490	Concerned about negative comments regarding decision making process by Council staff on DA's. It's a negative image from Council regarding progress.
1493	Maintain gravel roads and the drains next to them. Roads should be graded twice a year. Grass on roadside should be slashed. Kyogle should have small recycling depots like Lismore.
1494	Drainage needs to be addressed in Kyogle to stop flooding of homes in wet weather.
1496	Greater awareness of more female members of Council.
1497	Dirt roads need maintaining. The Council pool has a chemical imbalance.
1498	Rural roads have to be upgraded and regularly maintained, not once a year.
1499	More emphasis on drainage on sealed and unsealed roads.
1500	Rural drains need cleaning out and rural roads need regular maintenance.
1503	Tip is too expensive. It takes 3-4 weeks to get a boot load but it stinks by that time. I can't afford over \$6 a week for the tip. This has become a huge dissatisfaction for me.
1504	Council isn't in touch with the community over the LEP.
1505	More undercover seating in the main street. There should be seats and tables at the Wiangaree Lagoon Park for the tourists.
1507	Council needs to seek more funding for the roads. Patching the roads isn't working. The Clarence way from Bonalbo turnoff to Urbenville must be the worst road in the area.
1510	Main St looks good, however parking is an issue. Rural roads are a disgrace. We pay rural rates and get no services or support from Council. Its not good enough for council to ignore rural residents and only provide services to town area. A fairer distribution is needed. We need a vibrant tourist attraction in our town.
1511	Drains need to be unblocked and more drainage in general. We need a green bin collection as not everyone has a trailer or ute. There is no lighting in Mountain View Place.
1513	Rural roads aren't repaired adequately. Gutters and drains on side of roads needs clearing. Council needs to promote more tourism and picnic areas. I'm pleased Council has put a moratorium on CSG mining.
1517	Bonalbo drainage is in very poor condition. Roads need maintenance. Pool is kept in a excellent condition.
1519	More slashing of sides of rural roads is needed. Gardens in town are looking good. Council to keep applying for grants to maintain and improve our area. Attracting more business to town would improve employment.
1520	New bin system for locals is shocking, the bins don't hold enough and should have dividers. A roadside pickup twice a year for large items as it's hard if you don't have access to a ute or trailer.
1521	Rural roads need maintenance and we need more for our rates in services. Town centre is fine so spend more money in rural areas. Unhappy with Councils handling of the LEP. Ratepayers without bin service should be able to use tip for free.
1522	More maintenance of all roads. Private dwellings should be heritage listed against owners wishes. Council should concentrate on all services.

1526	Plumbing inspector needs to improve.
1528	New LEP must address E3. Rural roads remain a problem. Council should seek Govt funding to help with roads. Shire amalgamation will only exacerbate the problem.
1530	Road maintenance is poor. Roadside slashing isn't done often enough.
1532	Roads are disgraceful. Slashing of roadside must be maintained. Roads are hampering growth in the area. Leave landholders alone with this LEP. You can't eat trees so let the farmer use his land for agriculture.
1534	NO CSG. No LEP that takes away from agricultural land and making property unviable financially.
1535	Help keep our natural environment. More signage on roads to protect our wildlife.
1536	Cleaning and clearing drains on rural roads has long gone. Pipes are needed to stop water running down the road.
1538	Some Council staff show a lack of understanding to local sporting groups. Council chase up ground fees due but our requests for maintenance go unanswered. Council should realise people visit Kyogle to play sport too.
1539	Can Council help with business development as too many rules and rising costs discourage new business developments.
1540	I love the Main St vista, thank you Council for spending the money. I would like to see more footpaths and cycle ways to encourage more fitness. Please keep pool opening hours longer. We need a separate bin for collection.
1541	Don't let CSG. Protect our water and farmers.
1542	Parking at IGA is too small. It's ok to have heritage listed buildings in the Main St but leave residential off the list.
1543	Cost of rates too high for the services provided. All fees and charges are too high.
1545	Recycle bin is too small.
1546	More dog control in Bonalbo. Take away the road signs advertising Kyogle Council its embarrassing as the roads are crap.
1547	We have to drive on the worst roads in Australia and probably the world. With the lack of funding Council cannot fill its duties so amalgamation can't be any worse. My children are better drives because they learnt on these roads so they can drive in any condition.