



Trend Analysis Kyogle Council Community Surveys 2007 - 2017



Contents

| | |
|---|----|
| Abstract..... | 2 |
| Summary | 3 |
| Limitations | 5 |
| Key themes – 2007-2017..... | 8 |
| Satisfaction levels | 8 |
| Satisfaction increases..... | 8 |
| Satisfaction decreases..... | 9 |
| Importance levels | 10 |
| 2017 Survey results..... | 11 |
| Satisfaction versus importance | 11 |
| Importance | 13 |
| 1. Emergency Services..... | 13 |
| 2. Bridges..... | 13 |
| 3. Quality of sealed and unsealed roads..... | 14 |
| 4. Landfill and waste transfer | 14 |
| 5. Control of weeds..... | 15 |
| 6. Catchment management..... | 15 |
| 7. Environmental health services | 15 |
| 8. Parks and gardens | 15 |
| 9. Maintenance of public toilets..... | 16 |
| 10. Tourism..... | 16 |
| 11. Garbage removal..... | 16 |
| 12. Stormwater and flood management..... | 16 |
| 13. Town planning and regulation..... | 17 |
| 14. Economic development..... | 17 |
| 15. Community support services | 18 |
| 16. Heritage preservation..... | 18 |
| 17. Current governance systems | 18 |
| Recommendations | 19 |
| Appendix 1 – Summary of Survey Trends | 20 |
| Appendix 2 – Results from the 2017 survey. | 21 |

Abstract

Information presented in the 2007, 2009, 2012 and 2013 Kyogle Council resident survey reports is compared with data from the 2017 resident survey.

Key satisfaction and importance levels and trends across the period 2007 to 2017 are examined, demonstrating changes over time.

Limitations in the collection, collation and comparison of data over time are outlined and recommendations are made.

An appendix containing the data from the 2017 Kyogle Council Community Survey is included.

This report can be read in conjunction with the Kyogle Local Government Area Resident Survey 2007 prepared by Russell Kelly Strategic Communications, Ratepayer/Resident Survey 2009 prepared by Jetty Research, Kyogle Council 2012 Resident Survey prepared by Jetty Research and Resident and Ratepayers Survey 2013 prepared by Kyogle Council.

Summary

Five community surveys have been conducted over the period 2007-2017. Surveys enable Kyogle Council to better understand the needs of the residents, which Council services and programs are of the most importance to the community and what issues are of concern.

The number of people completing the survey has decreased over time, with 1014 households partaking in the 2007 survey, 520 households in 2009, 545 in 2012, 349 in 2013 and 234 in 2017.

The reason for this decline is unknown. However, the first survey in 2007 survey was conducted at a time when the Council was being investigated by the Department of Local Government. It is also noted that until 2017 the surveys were solely issued as hardcopies which had to be mailed back to Council for results to be recorded. In 2017, the survey was able to be completed on-line.

In general, respondents begin the survey and complete a majority of questions, but by the middle and towards the end of the survey many people are answering fewer questions.

Participation across the age ranges was limited across all five surveys, with a majority of respondents above the age of 50.

Until 2013, reports on the survey findings were written by external companies.

Each time the survey has been conducted the survey questions have been altered and the ways people could rank their responses have changed. These inconsistencies have limited a direct comparison of results over time.

Key themes that were highlighted remained relatively consistent over the course of the 10 years. High satisfaction levels have been consistently reported for: public libraries; swimming pools and cemeteries. The 2017 survey also showed high levels of satisfaction with emergency services, pre-schools, water supplies, sewerage services, bridges and art galleries.

Low satisfaction levels have been consistently reported for: control of weeds; unsealed rural roads and sealed rural roads, with waste collection also rating poorly in the 2017 survey.

For the majority of services however, satisfaction levels have improved since 2007. Significant improvements have been expressed in land management (crown reserves and catchment management) and town planning sectors (economic development, tourism and ranger services). Infrastructure-wise, even though levels are still low, Council should be proud of its increase in satisfaction when regarding rural sealed and unsealed roads, as well as water supplies, sewerage services, and stormwater and flood management. The increase in satisfaction in regard to community services indicates that the community utilises services when they are available and it is appreciated.

Areas which decreased in satisfaction include waste services, public halls, weed control, quarries, emergency services, and slight negative variations for heritage preservation and pre-schools.

More women than men completed the 2017 survey. A majority of respondents were over 50 years old and the spread of respondents was fairly even across the wards, although the numbers were low. Most people own or are buying their own homes, and a majority of people are in a “couples” family type. Most of the respondents have lived in the area for more than 20 years and are ratepayers.

In this most recent survey, emergency services scored as the most important service to the community with the third highest level of satisfaction despite having a small fall in satisfaction since 2007. This reflects the impact on the community of disasters such as bush fires and flooding in particular, and also a high regard within the community for the effectiveness of the emergency services and disaster response processes across the Kyogle LGA.

Bridges had the second highest score point, and when asked about the conditions of bridges in the LGA, 67% of respondents indicated that the current service levels associated with bridges was getting better. This is a reflection of the recent increased investment in road and bridge renewals, and in particular the accelerated bridge replacement program.

Sealed rural roads, waste services, weed control and catchment management also ranked high in importance. In 2017, the areas that ranked high in importance but received low satisfaction levels were sealed and unsealed roads and weed control.

Limitations

Limitations associated with the processes involved in collecting the data and the data itself are presented.

This report has been written using the reports from the 2007, 2009, 2012 and 2013 surveys and raw data from the 2017 survey. Raw data from the first four surveys has not been used for this report as council does not have access to all of this raw data in a suitable form, and so as a result the original interpretations of data may influence the findings of this report. The most recent data (from 2017) has been used in its raw form and interpreted throughout this report to draw conclusions about community satisfaction levels and services that are considered important to the community. Conclusions from the 2017 data were drawn from the mean (average) values of responses from the sample population. These statistics are attached in an appendix at the close of this document.

Four of the five surveys were conducted using hard copies of the survey which had to be mailed back to Council, while the fifth survey was conducted using the online platform SurveyMonkey. Conducting the research solely using hardcopy surveys may have limited the sample populations, as people who were short on time may have felt that conducting and handing in the survey may have taken too much effort. The differing methods of data collection (hardcopy versus online) may have impacted consistency in the collection of results. The structure of questions and answers also slightly changed across the years, with a noticeable difference occurring in the 2013 survey. This survey focused on the potential changes to rates in the LGA and therefore responses to questions relating to the conditions and upkeep of all Council facilities may not have been considered as important as they were in the other surveys.

The first report in 2007 was written by Russell Kelly Strategic Communications. Jetty Research wrote the 2009 and 2012 reports. Kyogle Council compiled the 2013 report which had a strong focus on the increase of rates within the LGA tied to developing Kyogle Council's Long Term Financial Plan. Different authors have presented the results in varying formats and this may have affected the ability to explore direct comparisons across key themes.

Demographically the surveys have returned a limited response from younger adults as predominantly older residents consistently completed and returned the surveys.

Age of respondents v's percentage adult population

| | <20 (15-19) | | 20-29 | | 30-39 | | 40-49 | | 50-59 | | >60 | |
|------|-------------|----------------|------------|-----------------|------------|-------|------------|-------|------------|-------|------------|-------|
| Year | Response % | LGA % | Response % | LGA % | Response % | LGA % | Response % | LGA % | Response % | LGA % | Response % | LGA % |
| 2007 | - | - | 4 | 10 ¹ | 10 | 14 | 21 | 23 | 27 | 24 | 38 | 29 |
| 2009 | - | - | 1 | 10 ² | 9.2 | 14 | 17.1 | 23 | 27.9 | 24 | 44.8 | 29 |
| 2012 | 0 | 8 ³ | 1.3 | 9 | 6 | 11 | 14.6 | 17 | 29.6 | 23 | 48.6 | 32 |
| 2013 | 0.6 | 8 ⁴ | 0.6 | 9 | 4.1 | 11 | 14.4 | 17 | 20.9 | 23 | 59.4 | 32 |
| 2017 | 0 | 7 ⁵ | 4.9 | 8 | 9.3 | 10 | 21.9 | 14 | 27.3 | 22 | 36.6 | 39 |

The disproportionate levels of respondents in the older age brackets may skew results in favour of generational preferences and mask the importance/satisfaction levels for younger people in the community who are not being adequately represented. The skew toward older residents may be linked to the length of time needed to complete the survey question. It was estimated that it would take a respondent 15 minutes to answer survey. The number of questions asked in each of the surveys may have contributed to the decrease in responses each survey. The shift to online data collection in the 2017 survey may have been the cause of the drop in the percentage responses from the over 60's age group. Continued use of online surveys may result in a more accurate representation of Kyogle LGA's population, and it is recommended that this should be favoured in the future.

Skewed results regarding age of respondents could also be occurring as not all respondents have told us their age. For example, in the 2017 survey, a total of 234 respondents partook in the survey, however questions regarding demography (age, gender, type of residency, ratepayers status and nature of employment) only attracted 182 to 184 responses (changes depending on question). The structure of the survey could have influenced the rate of responses, as demography questions were asked after the questions regarding Council services and programs.

The survey attempts to gather data from people across the Kyogle LGA. However, many people do not know which ward they are in. With the low numbers of respondents characterised in

¹ 2006 ABS Census

² 2006 ABS Census

³ 2011 ABS Census

⁴ 2011 ABS Census

⁵ 2016 ABS Census

each ward, it is difficult to draw any firm conclusions about differences of opinion across the LGA.

Number of respondents per ward (please note this is not a percentages table)

| Year | A Ward | B Ward | C Ward | Unknown | Skipped the question |
|------|------------|------------|------------|------------|----------------------|
| 2007 | 194 | 178 | 165 | 356 | 121 |
| 2009 | 116 | 149 | 99 | 137 | 19 |
| 2012 | 78 | 113 | 107 | 178 | 69 |
| 2013 | 59 | 86 | 68 | 95 | 41 |
| 2017 | 43 | 44 | 31 | 64 | 52 |

Key themes – 2007-2017

Satisfaction levels

Key themes that were highlighted remained relatively consistent over the course of the 10 years. High satisfaction levels were reported for: public libraries; swimming pools, cemeteries and emergency services. Low satisfaction levels were reported for: control of weeds; unsealed rural roads, sealed rural roads, recycling and waste collection.

Top three highest and lowest levels of satisfaction with Kyogle Council facilities and services

| Year | Highest | Lowest |
|------|---|---|
| 2007 | Library services Cemeteries Swimming pools | Unsealed rural roads Rural roads (sealed) Urban roads |
| 2009 | Swimming pools Library services Cemeteries | Unsealed roads Control of weeds Recycling |
| 2012 | Library services Swimming pools Cemeteries | Unsealed rural roads Control of weeds Sealed rural roads |
| 2013 | Public libraries Swimming pools Emergency services | Unsealed rural roads Weed control Sealed rural roads |
| 2017 | Public libraries Swimming pools Emergency services | Unsealed roads Weed control Waste collection services |

Satisfaction increases

For the majority of services, satisfaction levels have improved since 2007.

Crown reserve management, economic development, town planning and regulation and catchment management gained the highest level of satisfaction increase over the last 10 years, however the starting point was quite low and their levels of satisfaction remain below the neutral level.

Other notably large increases can also be observed in the satisfaction of community services, sealed and unsealed rural roads, water supplies and sewerage services.

Satisfaction decreases

Areas which observed significant decreases in satisfaction include waste collection services and public halls. Weed control, emergency services, quarries, landfill and waste transfer stations, heritage preservation showed a small decrease in satisfaction. The data concerning public halls, weed control, emergency services and quarries represents a drop in satisfaction over a four year period, with the sharp decrease in satisfaction regarding public halls and waste collection services a stand out.

Mean satisfaction levels over the period 2007 to 2017. * are from the 2013 report.

| | Satisfaction. | | |
|--------------------------------------|------------------------------|-------------|--------|
| | 2007 (mean) *=2013 (mean) | 2017 (mean) | Change |
| Sealed rural roads | 2.3 | 2.73 | +0.43 |
| Unsealed roads | 1.9 | 2.38 | +0.48 |
| Urban roads | 2.6 | 2.94 | +0.34 |
| Bridges | 3.0* | 3.22 | +0.22 |
| Quarries | 3.0* | 2.89 | -0.11 |
| Footpaths/cycle ways | 2.6 | 2.84 | +0.24 |
| Stormwater and flood management | 2.7 | 3.09 | +0.39 |
| Parks and gardens | 2.7 | 2.86 | +0.16 |
| Public halls | 3.3* | 2.83 | -0.47 |
| Sporting facilities and ovals | 2.9 | 3.13 | +0.23 |
| Emergency services | 3.6* | 3.49 | -0.11 |
| Water supply services | 3.0 | 3.36 | +0.36 |
| Sewerage services | 2.9 | 3.33 | +0.43 |
| Waste collection services | 3.2 | 2.69 | -0.51 |
| Landfill and waste transfer stations | 3.1 | 3.0 | -0.1 |
| Swimming pools | 3.2 | 3.5 | +0.3 |
| Public toilets | 2.9* | 2.94 | +0.04 |
| Cemeteries | 3.2 | 3.47 | +0.27 |
| Public libraries | 3.5 | 3.56 | +0.06 |
| Community services | 2.6 | 3.05 | +0.45 |
| Art galleries | 3.1* | 3.15 | +0.05 |
| Pre-schools | 3.4* | 3.38 | -0.02 |
| Town planning and regulation | 2.4 | 2.95 | +0.55 |
| Building controls | 3.0* | 3.0 | -- |
| Environmental Health Services | 3.0* | 3.02 | +0.02 |
| Ranger and animal control | 2.4 | 2.8 | +0.4 |
| Crown reserve management | 2.2 | 2.89 | +0.69 |
| Economic development | 2.1 | 2.74 | +0.64 |
| Tourism | 2.4 | 2.78 | +0.38 |
| Heritage preservation | 2.9* | 2.84 | -0.06 |
| Weed control | 2.5* | 2.38 | -0.12 |
| Catchment management | 2.3* | 2.81 | +0.51 |

Importance levels

The condition of roads has been a consistently important issue for the community over the years. In the earlier years of the survey Council financial management, customer service and community engagement were important and in the latter years emergency services, bridges and weed control have been highlighted.

The top five issues of importance to the community.

| | Importance | | | | |
|------|--|---|--------------------------------------|---|------------------------------------|
| Year | 1st | 2nd | 3rd | 4th | 5th |
| 2007 | Rural roads | Customer service | Council financial management | Unsealed rural roads | Informing the public of activities |
| 2009 | Development and maintaining unsealed roads | Public conveniences / provision of rubbish bins | Handling of development applications | Control of weeds | Council financial development |
| 2012 | Council financial management | Developing and maintaining sealed rural roads | Customer service | Developing and maintaining unsealed rural roads | Community consultation |
| 2013 | Bridges | Emergency services | Sealed rural roads | Unsealed rural roads | Weed control |
| 2017 | Emergency services | Bridges | Sealed rural roads | Landfill and waste transfer | Control of weeds |

When asked how Council should prioritise its spending, the community has consistently stated roads and road network components ie. bridges. Earlier priorities for investment in tourism promotion, improving catchment management and emergency services has been replaced with a focus on investment in road based infrastructure and pedestrian connectivity. It must be noted though, that people had trouble ranking the options presented. In the 2017 survey only 174 of the 234 respondents answered this question.

Top five future priorities ranked over the period.

| | Future priorities | | | | |
|------|------------------------------|--------------------------------|--|---------------------------------|--|
| Year | 1st | 2nd | 3rd | 4th | 5th |
| 2007 | Improving local roads | Promoting local employment | Improving / upgrading water & sewer infrastructure | Promoting tourism | Improving catchment management |
| 2009 | Improving local roads | Promoting local employment | Improving / upgrading water & sewer infrastructure | Improving waste management | Protecting natural bushland |
| 2012 | Improving local roads | Promoting local employment | Promoting tourism | Providing aged care | Improving stormwater and drainage infrastructure |
| 2013 | Improving sealed rural roads | Improving unsealed rural roads | Improving bridges | Provision of emergency services | Improving public toilets |
| 2017 | Sealed rural roads | Unsealed rural roads | Bridges | Urban streets | Footpaths and cycle ways |

In each survey people were asked if they would pay additional rates if it meant the delivery of additional services. Each year the majority of the community says no. However the highest percentage “yes” response was received for improving local roads, with 30% or more of respondents saying they would pay extra rates for improved service.

2017 Survey results

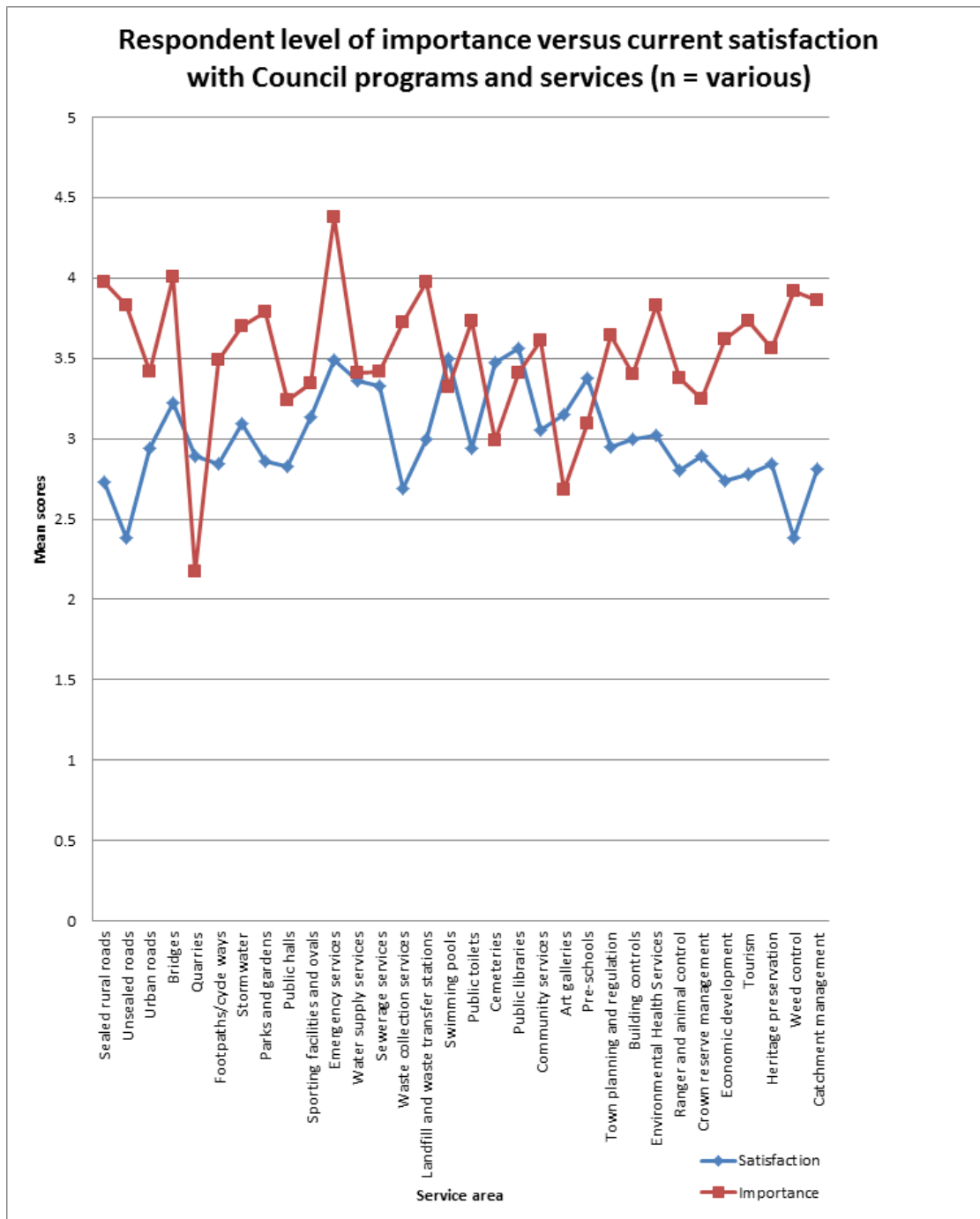
More women than men completed the survey, a majority of respondents were over 50 years of age, and the spread of respondents was fairly even across the wards. Most people own or are buying their own homes, and a majority of people are in a “couples” family type. Most of the respondents have lived in the area for more than 20 years and are ratepayers.

Satisfaction versus importance

Importance levels allow Council to gain insight into what services are most valued in the Kyogle LGA. Satisfaction levels enable Council to see how their performance is being viewed by the community. Emergency services scored as the most important service to the community despite having a slight fall in satisfaction over the past 10 years. Bridges had the second highest score point, and when asked about the conditions of bridges in the LGA, 67% of

respondents indicated that the bridges were getting better. Sealed rural roads ranked next in importance and then weed management. Satisfaction in weed management had reduced.

In the 2017 survey, weed control and unsealed roads were both ranked as very important but have low satisfaction levels (below 2.5).



Importance

The following themes are ordered according to importance levels to the community. Importance levels were scaled using the mean value on a scale of one (1) to five (5) with one equalling a very low level of importance and five equalling a very high level of importance. The themes discussed below have been chosen as they have a high or very high level of importance to the community, with a mean score of 3.5 or above.



Figure 1: a scale of importance or satisfaction.

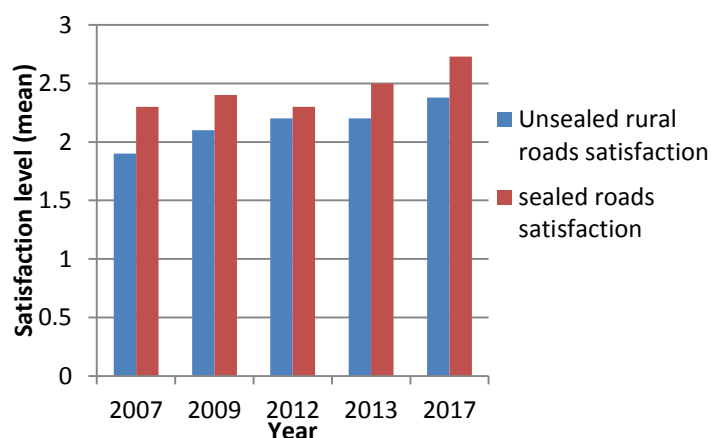
1. **Emergency Services** attracted the largest level of importance with a mean of 4.38 in the Kyogle Council Community Survey 2017. This extremely high level of importance indicates that respondents collectively agree that these services and facilities need to be maintained in a good state of repair and delivered effectively. It has been found that satisfaction levels relating to Emergency Services have decreased slightly over the course of the 10 year survey period (See table 1 for details on satisfaction levels). Levels of the satisfaction in regard to this service are still relatively high despite the drop, with the service receiving a mean satisfaction score of 3.49 in the most recent survey. This indicates that while satisfaction has decreased it is still sitting in the medium to high range. Resources should be allocated to this service and monitoring should be conducted to ensure satisfaction levels do not drop further into the future. The public has also indicated that improvements to the service should continue to be made, with 43% of respondents indicating that they would like to see the service improve in the future.
2. **Bridges** hold significant importance in the Kyogle LGA, reflected through a mean score of 4.01. The recent bridge works have been recognised by the community and 67% of respondents in the 2017 survey indicated that the service levels are improving. Parallel to this response, 58% of respondents indicated that they would like to see bridge

services continue to improve into the future. From 2013 to 2017, satisfaction in bridges increased by 0.22.

3. **Quality of sealed and unsealed roads**

remained a consistent concern to the community. Comments from residents living on unsealed roads were particularly focused on Council rates which contribute to services that they do not personally utilise (such as the

Satisfaction Increases Over the Decade to 2017



pool and library), with services which are separately funded such as town water, garbage pickup and sewerage also mentioned despite these not being funded from general rates, revealing a knowledge gap amongst those who responded relating to how Council’s services are funded. However, the roads that they do use are in poor repair, and one commenter expressed these conditions result in damage to vehicles that use the roads⁶. Over the duration of the survey period satisfaction levels continued to improve on this matter, however the quality of roads continues to be one of the largest areas for improvement for council. To address these low satisfaction rates, particularly on unsealed roads, more improvements need to be made to these facilities. While satisfaction levels have risen, for unsealed roads the average response is still negative, signifying the need for prolonged intervention.

4. **Landfill and waste transfer** had a high degree of importance but low satisfaction levels.

In the comments section of the 2017 survey, people who take rubbish to the tip expressed dismay in the cost of disposing of green waste especially because Council then sells the waste as mulch⁷. Further comments made about the LGA waste removal included lack of services outside of Kyogle township and the closure of the tip shop, with one resident simply stating “Shame the Kyogle Tip Shop has never reopened”. Despite the decrease in satisfaction, 32% of respondents indicated that the facility was

⁶ Comment 47, Kyogle Council Community Survey 2017

⁷ Comment 11, page 21, Kyogle Council Community Survey 2017

getting better and 46% of respondents indicated that they would like to see these facilities continue to improve.

5. **Control of weeds** in the LGA was a key theme and respondents emphasised the value of maintaining pristine bushland around waterways and roads. Being upstream from many other council areas, the existence of weeds in the Kyogle LGA may lead to the spread to areas down river. Tourists visiting the area expecting a *Gateway to the Rainforest* experience may also be deterred from revisiting if the promised bushland and rainforests are overrun with the likes of cats claw and other weeds. One respondent summarised these points, commenting:

“Cats Claw and weeds choking up rivers. (The) time is now to act on weeds before we lose our beautiful Gateway to the Rainforest and it becomes a weed nursery. We are at the head of waterways. All weed seed flows from Kyogle and surrounds to Lismore onto Ballina”

A majority of respondents (64%) indicated that they would like to see an improvement in weed control in the future.

6. **Catchment management** improved in satisfaction by 0.51 from a mean of 2.3 to 2.81 from 2007 to 2017. While this indicates that satisfaction regarding catchment management has improved over this time, with a mean score of 2.81. 38% of respondents indicated that they would like an improvement in catchment management services.
7. **Environmental health services** were considered relatively high in importance to the community, with a mean score of 3.83. Satisfaction in this service has remained stable over the final four years of the survey period, with a slight increase of 0.02 in mean satisfaction level.
8. **Parks and gardens** are important to the Kyogle LGA community, with the service scoring 3.79 out of the possible 5 in importance. Satisfaction levels in the service indicate that the service can be improved, scoring 2.86 in the 2017 survey. Respondents would like the parks and gardens in the LGA to improve with 58% of respondents indicated that

parks and garden facilities need improvement in the future. Related to parks and gardens, a large proportion of respondents indicating that they would like footpaths and cycle-ways to be improved in the Kyogle LGA, with the service scoring a mean of 2.59.

9. **Maintenance of public toilets** (particularly those at the KMI) were highlighted in the 2013 and 2017 surveys with emphasis on a lack of disability and elderly access public toilet facilities in this area of town. The weekly use of the facilities by marketgoers stood as an example as to why the facilities need to be better maintained and made accessible to all members of the community. 53% of respondents indicated they would like public toilet facilities to improve in the future.

10. **Tourism** in the LGA continuously appeared as an area that required more attention from Council. Maintaining a tidy but authentic main street in Kyogle was a key idea in how to increase tourism to the area. Cleaning of the facades of heritage listed buildings throughout the main street and planting trees and flowers were also suggested. Encouraging existing businesses to extend their opening hours to accommodate visitors as well as locals was also proposed to bring more people to the area, particularly on the weekends. The quality of the roads between residential areas and tourist hotspots also need to be considered when endeavouring to have more people visit the Kyogle LGA. The community frequently linked tourism with creating more jobs in the Kyogle LGA. A majority of respondents (64%) indicated that tourism needs to be improved in the Kyogle LGA.

11. **Garbage removal** had a large decrease in satisfaction in the Kyogle LGA. Green bins allocated to the removal of green waste and yellow bins for the removal of recyclables was highlighted as important to the community and examples were drawn from Casino where the three bin service is provided. The decrease in satisfaction from 3.2 in 2007 to 2.69 in 2017 indicates that improvement is necessary in this service. Half of respondents indicated that garbage removal services need to be improved.

12. **Stormwater and flood management** had a significant importance level of 3.7 in the 2017 survey. Satisfaction in this area has improved largely since 2007 from 2.7 to 3.09. The release of the 2009 Kyogle Floodplain Risk Management Plan and the completion

of the flood modification works in 2016 may have contributed to this improvement in satisfaction. 43% of respondents indicated that the service needs improvement.

13. **Town planning and regulation** was also scrutinised with one respondent of the 2017 survey expressing:

“Kyogle Council needs to improve its town planning and DA regulations and make it easier for new applications. Kyogle Council needs to improve on expansion not make it difficult for new business”

Town planning and regulation had a low level of satisfaction in the 2012, 2013 and 2017 surveys, with respondents commenting that the process of completing a DA and having it approved discourages business from coming to Kyogle, and by extension of this lost employment and tourism opportunities. Despite these low satisfaction levels, the levels have increased substantially over the 10 year survey period. Satisfaction levels in 2007 were only at 2.4, a negative opinion from the respondents. By 2017 the satisfaction levels had risen to 2.95, and reflect a positive public opinion regarding the service. 42% of respondents would like to see the town planning and regulation services improve in the future.

14. **Economic development** and specific ideas relating to the development of the town of Kyogle and the villages were not explicitly mentioned in the comments section of the 2017 survey, however over the period 2007-2017 satisfaction levels in economic development did improve (see Figure 3). The importance of economic development in the Kyogle LGA was indicated through the high mean score given (3.62). Comments made in this section linked economic development with tourism, jobs and the processing of development applications. Comments formed a

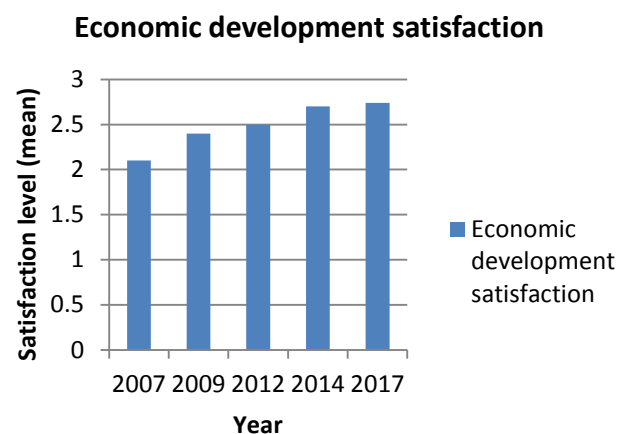


Figure 3: a graph of the satisfaction levels of economic development in the Kyogle LGA from 2007 to 2017

causal/effect relationship between these activities (tourism, jobs and economic development).

15. **Community support services** have increased significantly in satisfaction over the 10 year survey period, with satisfaction levels being just 2.6 in 2007 but increasing to 3.05 in 2017. The services remain important to members of the community, with a score of 3.62 being recorded. 42% of respondents indicated that they would like community support services to improve.

16. **Heritage preservation** had a decrease in satisfaction from 2013 to 2017. It was considered important to the community scoring a mean of 3.56. Maintenance of the facades of the heritage buildings in the Kyogle LGA should be considered to alleviate this drop in satisfaction within the community. A majority (57%) of respondents indicated that they would like this service level to remain the same.

17. **Current governance systems** were explored through questions relating to whether the Mayor should be popularly elected, if there should be a reduction of Councillors and if there should be an abolition of wards. The structuring of these questions limited the responses, with some commenting that they were confused by the question or felt they were not informed enough on current governance to make any meaningful contributions. Of the 234 respondents who partook in the 2017 survey, only 175 respondents answered this question. 55% of respondents were in favour of having a popularly elected mayor. A majority of respondents (78%) indicated they would not like a reduction in the number of Councillors. Similarly, 67% of respondents indicated they would not like wards to be abolished.

Recommendations

Should Council choose to conduct a survey of this nature again it is recommended that a series of questions within the survey remain exactly the same so the results can be compared across consecutive surveys. Related to this, demography questions should be asked before the specific questions relating to the survey. Additional questions that relate to areas of interest at the time can be added as supplementary questions. Structuring the survey in this manner ensures a higher rate of responses toward demographic data which ultimately assists in identifying which areas of the community are partaking in the survey and how well the sample population reflects the wider population of the Kyogle LGA.

Survey questions should be constructed so there is no ambiguity in how someone is to answer and additional information in the form of fact sheets or introductions to questions may be required to enable respondents to answer questions in an informed manner. However, this will lengthen the time it will take to answer the survey.

To enable the community to be engaged enough to want to complete the survey, considerations need to be made in regard to access to the internet and computer services as well as time constraints which may be associated with taking part in the survey. Hardcopy options may continue to be made accessible to the community from key community organisations that can be posted back to Council however this should serve to compliment the online data which is collected. There may also be a role for community information sessions where the community has the opportunity to learn more about the purpose of the survey, ask questions and perhaps complete the survey at the session.

Furthermore, the public need to be adequately informed about why they should partake in a survey and how the outcomes of the data will influence policy in the future. Informing the community in this manner then puts responsibility on individuals to voice their concerns or experiences.

Data should be collated in a consistent manner. When handling raw data it can often be difficult to examine specific results and make relevant correlations between results. To ensure that this is done in the most accurate manner, it is recommended that a research professional designs the survey and writes the report to translate the raw data.

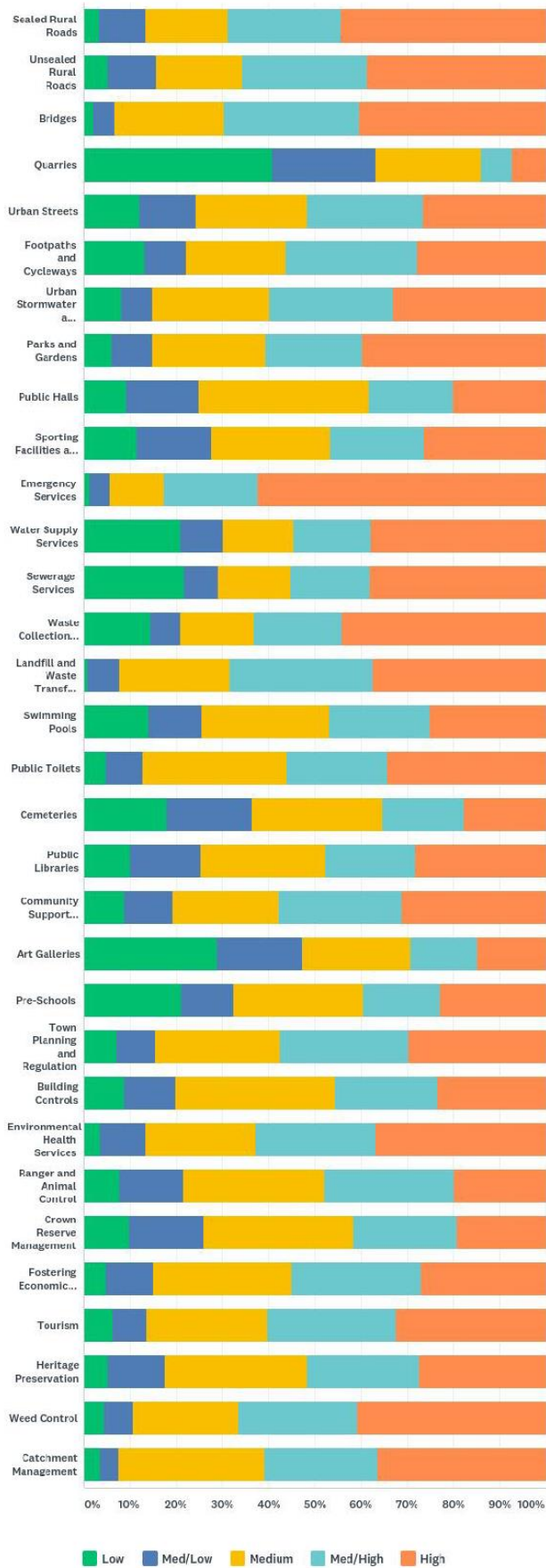
Appendix 1 – Summary of Survey Trends

Appendix 1 compares the means satisfaction levels from 2007 and 2017. Importance levels from 2017 are also included. Items in red demonstrate drops in satisfaction over the course of 10 years. Satisfaction values with asterisks (*) have been taken from the 2013 survey as there was no comparable data in previous surveys. The means were calculated from the confidence scale of one (1) as low and five (5) as high. A mean of 2.5 is a neutral response. Services are ordered as they appeared in the 2017 survey.

| | Satisfaction | | | Importance |
|--------------------------------------|------------------------------|-------------|--------|-------------|
| | 2007 (mean) *=2013 (mean) | 2017 (mean) | Change | 2017 (mean) |
| Sealed rural roads | 2.3 | 2.73 | +0.43 | 3.97 |
| Unsealed roads | 1.9 | 2.38 | +0.48 | 3.83 |
| Urban roads | 2.6 | 2.94 | +0.34 | 3.42 |
| Bridges | 3.0* | 3.22 | +0.22 | 4.01 |
| Quarries | 3.0* | 2.89 | -0.11 | 2.17 |
| Footpaths/cycle ways | 2.6 | 2.84 | +0.24 | 3.49 |
| Stormwater and flood management | 2.7 | 3.09 | +0.39 | 3.7 |
| Parks and gardens | 2.7 | 2.86 | +0.16 | 3.79 |
| Public halls | 3.3* | 2.83 | -0.47 | 3.24 |
| Sporting facilities and ovals | 2.9 | 3.13 | +0.23 | 3.34 |
| Emergency services | 3.6* | 3.49 | -0.11 | 4.38 |
| Water supply services | 3.0 | 3.36 | +0.36 | 3.41 |
| Sewerage services | 2.9 | 3.33 | +0.43 | 3.42 |
| Waste collection services | 3.2 | 2.69 | -0.51 | 3.72 |
| Landfill and waste transfer stations | 3.1 | 3.0 | -0.1 | 3.97 |
| Swimming pools | 3.2 | 3.5 | +0.3 | 3.32 |
| Public toilets | 2.9* | 2.94 | +0.04 | 3.73 |
| Cemeteries | 3.2 | 3.47 | +0.27 | 2.99 |
| Public libraries | 3.5 | 3.56 | +0.06 | 3.41 |
| Community services | 2.6 | 3.05 | +0.45 | 3.61 |
| Art galleries | 3.1* | 3.15 | +0.05 | 2.68 |
| Pre-schools | 3.4* | 3.38 | -0.02 | 3.09 |
| Town planning and regulation | 2.4 | 2.95 | +0.55 | 3.64 |
| Building controls | 3.0* | 3.0 | -- | 3.4 |
| Environmental Health Services | 3.0* | 3.02 | +0.02 | 3.83 |
| Ranger and animal control | 2.4 | 2.8 | +0.4 | 3.38 |
| Crown reserve management | 2.2 | 2.89 | +0.69 | 3.25 |
| Economic development | 2.1 | 2.74 | +0.64 | 3.62 |
| Tourism | 2.4 | 2.78 | +0.38 | 3.73 |
| Heritage preservation | 2.9* | 2.84 | -0.06 | 3.56 |
| Weed control | 2.5* | 2.38 | -0.12 | 3.92 |
| Catchment management | 2.3* | 2.81 | +0.51 | 3.86 |

Appendix 2 – Results from the 2017 survey.

Q1 For the following services and program, please indicate their importance to you



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| Kyogle Council has very poor regard of people living the Cawongla side of the Cawongla range |
| Kyogle Council has little regard for people not living in Kyogle, second class roads and services |
| Please clean Council footpaths outside all the shops on Summerland Way |
| Irradiation of cats claw, Baloon vine, Celtis, camphor and other weeds and restore waterways in conjunction with landholders should be a priority before it's too late. |
| Rentals 1st time Home Owner Availability... No chance |
| Roadside clearance on Clarence Way should more often. |
| Tourists visit when all shops are shut Saturday and Sunday arvo. Cats Claw and weeds choking up rivers. Time is now to act on weeds before we lose our beautiful Gateway to the Rainforest and it becomes a weed nursery. We are at the head of waterways. All weed seed flows from Kyogle and surrounds to Lismore onto Ballina |
| While these things are important, it is better to pursue an overall healthy approach to our unique situation, with regards to conserving natural resources and heritage. Kyogle shire is blessed with the topographical accident of diverse ecological niches, as well as broad and interesting biodiversity. Active support is needed. |
| You really need to look at storm water very tired of cleaning up YOUR mess after heavy downpours which is left on our property including syringes nappies and other assorted filth, your storm water empties directly into our home backyard and paddocks, despite numerous phone calls, you do nothing and we pay to pick up bags of town filth and take it to the tip hardly seems fair and it's quite a health risk |
| More regular mowing on road sides out of the town area. Grass on the sides higher then people but not being attended to |
| This is very high on importance. Please please please seal lynchies creek dirt road up to Simes Rd turn off. Nothing has been sealed since the early 70's. Properties aren't going to be subdivided so seal the bloody road. A lot of people use this its time to see some improvements! |
| Opportunity to partner with other government funded nfp groups in the area of community support services. Such as Landcare. Border Ranges Richmond Valley Landcare Network Inc. employs part time coordinator and works with landowners, farmers and landcare groups in the area of NRM |
| infrastructure need city factories to relocate to rural area we have the rail and trucks to supply their products |
| If you choose to live there put up with the services available - it is your choice |
| Another medical practice is urgently needed in Kyogle. There is a long wait to see a doctor and an even longer wait for the sole woman doctor. |
| The Gateway to the Rainforest needs to give great attention to environmental management. In an area of lower socio-ec status community support services does not seem to have attention it needs. |
| 1. Dual Occupancy re: Housing Crisis 2. Multiple occupancies rated per household |
| Nice to have Green Voucher to attend tip with grass clipping since you recycle it into mulch. |
| Please promote Kyogle. Eco tourism & support & promote the towns businesses. Please model the town on Tentafield & Bangalow, make it a priority to clean the main street's buildings. Plant large shade trees & flower bed's in main street, have new signage and remove all the ugly wires going across the streetscape. The road entrance into Kyogle from Casino is especially bad looking. |
| I would like to see a significant investment into the condition and safety of our rural roads. I contribute to 3 sets of rates in this shire in the rural areas and travel our roads all of the time. Road surface condition and safety of rural driveways are two areas of particular concern. I would also like council regulations to support and foster the development of off grid systems for power water and sewerage systems in line with the new technology that is available to us. |
| Kyogle council need to implement a token system to allow residents to take large refuge and |

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| whitegoods items to Kyogle refuge centre. It would be good if this could be done twice a year (as Lismore and Casino do for their residents). |
| Community consultation is a high priority. |
| Stop pestering people about dropping rubbish in public bins. You don't allow for the fact that people actually clean up the side of the road(s) on their way into town and that they shouldn't have to take it all the way to the tip. Now should they have to pay for doing so. The recent grading of the dirt roads in ettrick was/is appalling. HUGE rocks have come to the surface and as a result of same, I have had two (2) flat tyres and require a wheel alignment. Who do I contact in your organisation to make arrangements for payment of same (tyres) and to arrange a suitable mechanic for the latter? |
| heritage seems to be white anglo saxon in these parts... |
| This method of response doesn't allow for any nuance. While I don't find sports fields of much importance, financial support for relocation of the gym from its present location at the Showground to the swimming pool is very high on my 'importance' list. The gym provides a very important service to the community that would be greatly enhanced by moving to a more central, flood-free, easily accessible site close to schools and the senior citizens centre. For the life of me I can NOT understand why the history museum got preferential funding!! |
| I am new to the area, though these are my thoughts. |
| Ranger and Animal Control. Barking dogs in Geneva. Late Afternoon and Night |
| Council to enforce regulations involving "yapping dogs" in Geneva area and advise people of regulations in local papers and Council newsletter on regular basis. |
| Maintenance of sealed roads and unsealed roads more often, weed control and roadside slashing!! and slope slashing please. |
| The appearance of the town is excellent with parks and verges neatly mowed. |
| Ranger duties and animal control is put back On owners and those persons reporting issues, waste of rate payer funds |
| charge less for rates |
| Would like to see more regular mowing of Council land in Wiangaree. It makes such a difference - No big rills of grass. |
| Would be great to put more resources into catchment management, as this will in the medium to long term have benefits for catcment health, erosion reduction, raw water quality and weed reduction. |
| Council's partnerships with community groups are also important to me |
| Stick with what your doing now, that seems to be addressing the main priorities |
| Some of the unsealed roads are in a very poor state of repair. I live out of town with few services. It is disappointing & frustrating we pay for the tip voucher, but it can only be used 4 times a year. It would be preferable that we don't pay for this service, and instead have a reasonable fee for emptying a wheelie bin at the tip ourselves. Weed control of the creeks is in a very poor state with various vines taking over. |
| You should encourage new business opportunities and make sure Main Street properties are not left derelict like the old IGA the owners should be made to renovate or detonate encourage new business opportunities like opposition to IGA Deli or alternative Fruit and Veg Shop some prices at IGA are over the top for pensioners and families. |
| The more council provides, the more people want. They need to keep their expectations realistic and in line with the funding available. |
| Toddler/ baby facilities and shaded parks and playgrounds. No use of tan bark in playgrounds (splinters, stabbing, cuts, annoyance and hurts toddlers to crawl or fall on). Toddler play equipment. Water play (floor fountains) for kids. |
| stop listening to the vocal minority that want knitted art spaces |
| Weed control should be undertaken without use of chemicals that harm bees or that are based on glyphosphate. |

Cleaning town streets

Parks and Gardens - focus is out of proportion from east to west across the area.

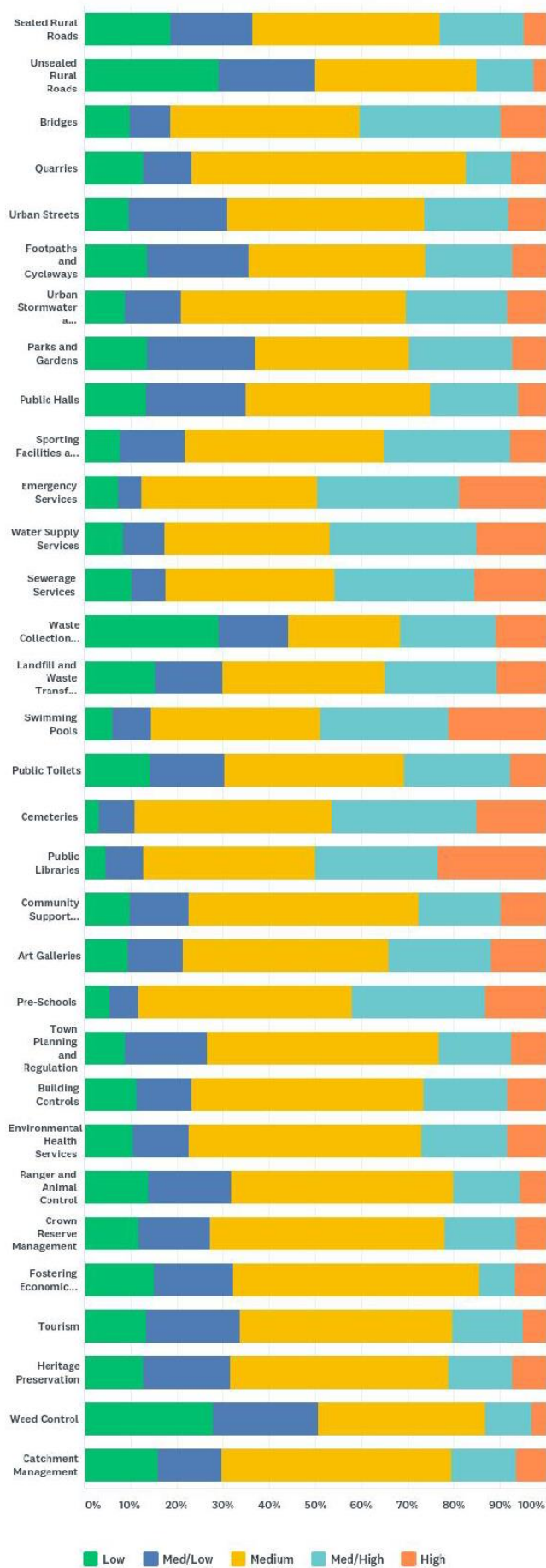
Approx \$3k/week on Kyogle Cemetary vs how much on all the others

Tourism expenditure substantial, but value not spread

Weed control - devolvment to Rouse Water not producing outcomes - higher level of oversight / accountability required

Crown Reserves - ongoing fiasco.

Q2 For the following services and program, please indicate your current level of satisfaction with each.

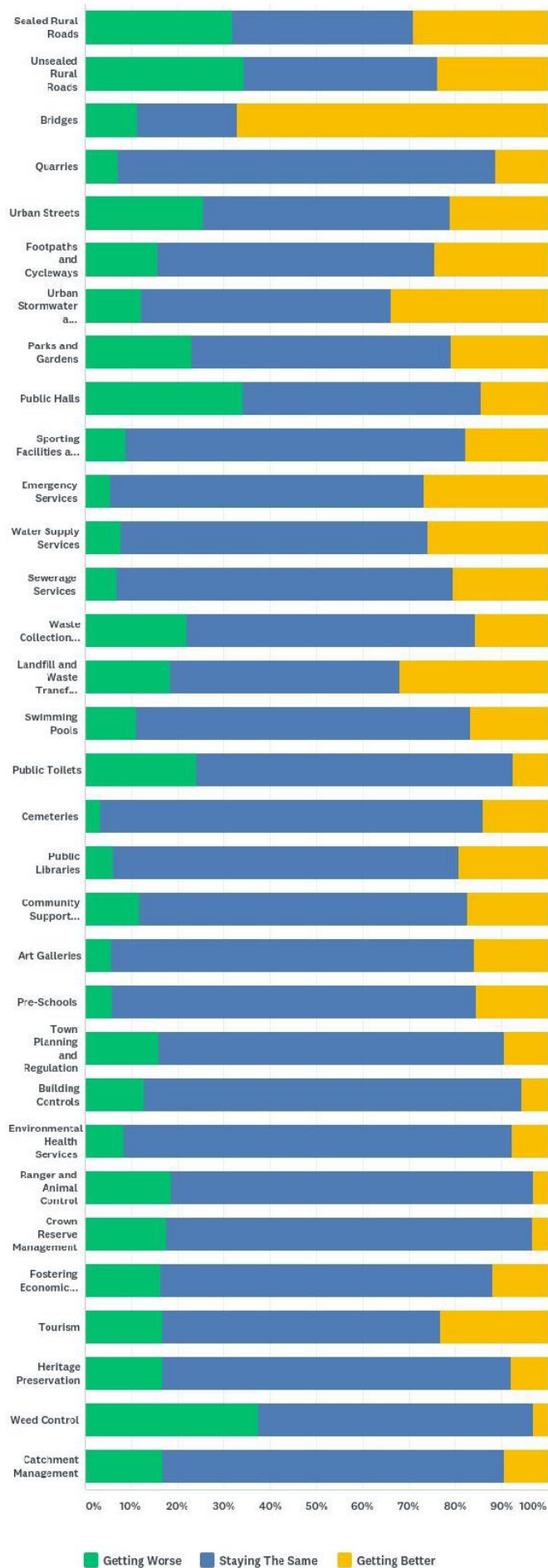


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| Give some more local people a god damn opportunity of being part of the community !! Trade qualified Not even given the time of day because heaven forbid show up the boss !! |
| I do not support the planned mobile tower that is to be built at Lillian rock on the corner of Lillian rock and kyogle road. |
| Please put someone into weed control in town. It looks bad. We are responsible for cats claw spreading downstream. "Gateway to the Rainforest" is more like "Gateway to the Weed Forest". We could be leading the way with environmentally aware parks and gardens, control landslides with tree planting. Create community ownership and increase care of our town with care for creeks. We have such a beautiful environment here, its a tourist destination. An emerald jewel. |
| We need two seperate bins desperately for rubbish collection in town. Pool entry prices are crazy dear as is cost of using the dump. |
| Much more can and should be done to foster health and the preservation of the natural environment. Our paradigm ought to be one of sustainability, rather than the illusion of growth through economic development- a sure road to degradation and a compromise of lifestyle |
| Heritage preservation poor with the presentation of the Parker & Kissane building does not fit at all with the street |
| Rubbish dump fees are over priced and unrealistic. |
| There are many people who cannot access the Public Library, swimming pool and shops in the centre of town, due to those public places now high in electromagnetic radiation (EMR), namely wi-Fi. Sadly the whole main street is now wi-Fi'd, and there has been no consideration for the public who are affected by EMR. |
| We need to have a green waste bin, garbage, and a recycled bins |
| Too much emphasis/budget priority on roads and bridges in the last few years. Sure, these are issues that needed to be addressed but now that progress has been made more funding/priority should be directed to wards other services and infrastructure such as; libraries, planning/building control, heritage promotion and preservation, tourism promotion, footpaths and cycleway, street trees, taking action on unapproved development (which seems to be happening everywhere). Town streets are really hot- need street trees. Footpaths are at best average- need more and better. Catchment management- work with landholders, farmers, Water NSW to improve the state of the Richmond River- serious weed, bank erosion and water quality issues. Council should develop a public art strategy- be good to see more art on buildings etc in town. The Main St appears run down and is stinking hot- hardly going to attract people to move or invest here. Council should work with shop owners, Chamber of Commerce etc. to spruce up the main st and get it activated. Improve the skate park- invest in things for kids and youth. |
| There are no toilets in the Main Street accessible to the aged or disabled |
| I'm not happy with the dirt roads especially so close to the towns. Sealing the road to Murwillumbah proves that if the roads are good, sealed roads bring Tourist, tourist bring money! Please seal Lynchs Creek Rd and take down the 60km signs. Its no longer a detour. And Gradys Creek Rd look at the flow of tourist since it has been fully sealed. You want to Foster Economic Development, seal the roads and the people will come. |
| No real attempt to integrate crown land reserve management, weed control and catchment management into a sustainable program . This includes roadside management programs that are non existent. Eg. rehabilitation of land adjoining new bridges to consolidate and limit erosion and reduce ongoing management. |
| There is a unsealed road near the Don gully oval that has huge pot holes that fill with water every time it rains,the road is dangerous and a disappointment for the oval users. I'd also like to see some of the low hanging braches trimmed along the footpaths near the hospital and also some cleaning of the fallen flowers there as when it rains the footpath is very slippery where the flowers are and could cause a accident for a elderly person |
| Supplied waste bins are not nearly big enough need one for recycling and one for general. Showering facilities at Kyogle Pool very unsatisfactory privacy wise as lot elder people use this |

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| <p>facility and uncomfortable showering in open area Overgrown side of roads dangerous need more regular mowing and spraying Maintenance of streets/lanes very low</p> |
| <p>Potential of the Gateway to the Rainforests will not be realised without better environmental management. Community Services are critical in this area. Difficult to provide this with one part-time officer.</p> |
| <p>Road access to tourism hot spots must be improved: Hanging Rock Falls, National Park</p> |
| <p>Please promote Kyogle. Eco tourism & support & promote the towns businesses. Please model the town on Tentfield & Bangalow, make it a priority to clean the main street's buildings. Plant large shade trees & flower bed's in main street, have new signage and remove all the ugly wires going across the streetscape. The road entrance into Kyogle from Casino is especially bad looking.</p> |
| <p>Med/low simply suggests that these are areas for either immediate or constant improvement</p> |
| <p>More needs to be done to attract visitors to the shire</p> |
| <p>The public toilets at the Tourist Info Centre as well as those up near the top of town are in URGENT need of an update. The lights strung across the main street in town at Christmas time are poxy and unless you are looking to update same, then you needn't risk the installers life to do so. What a waste of time they are. Some fittings don't even have bulbs in them!!!</p> |
| <p>Please control half finished housing and unsightly fencing and residences in Bonalbo township, public toilets in Stratheden street are terrible, old, dirty and often unhygienic on Saturdays when the farmers market is on. they need a revamp, or cleaning prior to the market starting at 8am..</p> |
| <p>For explanation of low rating of sporting facilities, please see comment on previous question. Hard to mark 'water', 'sewage' and 'waste collection' since I use none of these services.</p> |
| <p>I don't know enough about some of these areas, e.g. catchment management, crown reserve management, to provide a proper level of satisfaction. I am disappointed, however, that I have to spend lots of dollars on filtering out the flouride in my tap water.</p> |
| <p>Doesn't appear to be much work to control cats claw</p> |
| <p>More needs to be done on weed control along road reserves, as well as regular slashing.</p> |
| <p>Town looks good - Coloured street lights and Christmas decorations excellent</p> |
| <p>close the quarries. Sack the bloody mayor and get someon more competent. Lower the rates because it's too expensive even Richmond Valley rural rates are almost half than Kyogle and surrounds because for a little town on the backside of the world with nothing going for it's too bloody expensive. Waste less rate payers money. Got that morons</p> |
| <p>The quality of work regarding upkeep of roads, its patches on patches or not at all. Big potholes after rain</p> |
| <p>Council needs to replicate other towns in the NE with waste bin variety and collection. All surrounding towns have red, green and yellow bins. Having just one bin is ridiculous.</p> |
| <p>My unsealed Road has to be dangerous and almost impassable until it gets fixed. I have to move because it's so bad. I am appalled.</p> |
| <p>Engaging third parties like local businesses (Border Ranges Contractors) to assist with weed eradication & community groups (Kyogle Together Inc) to assist with meeting responsibilities in the community strategic plan might help meet targets</p> |
| <p>Kyogle's main street is ugly and hot in the summer. It desperately needs trees planted and cared for along the centre of the street (bust to use a variety of locally native trees) to beautify, and provide shade and coolness. Lismore have the idea. Same for parks and gardens. Great expanses of mowed grass are hot and boring. We have plenty of room for some beautiful shade and attractive trees e.g. figs, lillipillies, callistemons,</p> |
| <p>1.The town's main street is ugly, and looks and feels hot in the summer. Planting a variety of native trees in the centre (not just a boring monoculture of lomandra), would make the street beautiful and provide shade and coolness in summer. Lismore has the right idea! 2. Ranger</p> |

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| <p>services needed to round up unde-sexed roaming and nuisance dogs, also foxes on the flats. Council should make de-sexing of pet cats and dogs compulsory, to help in long term control of feral animals and their danger to wildlife.</p> |
| <p>unable to maintain roads properly the repair work is disgusting those in charge should be demoted</p> |
| <p>We need separate bins for garbage, recycling and a third bin for green waste. Not happy with the environmental impact of cement works. Impact on local residents is significant both noise and dust given this area is zoned for light industrial which does not according to guidelines include heavy industry such as cement works. Would prefer council to use alternative to spray for weed control. Drift from spray has impacted gardens.</p> |
| <p>This survey would have been better if there was a N/A (not applicable) option as many items are irrelevant to me, but very important to others (e.g. pre-schools).</p> |
| <p>Seems rural properties and road maintenance does not matter even though we are rate payers check out Findon Creek road, used by tourists to visit and stay at Moore Park, potholes at the beginning just of Summerland way and right through the street to Terrence creek . Garbages are far too small for families. All money spent on town activities, council not concerned about rural ratepayers and land owners.</p> |
| <p>Overall, I believe that the council does an outstanding job with the funding available to it.</p> |
| <p>great year just stop listening to people with vested interests</p> |
| <p>This is hard to do since there is no N/A option and anyone who lives in rural areas would have to answer N/A to many of these questions.</p> |
| <p>Unhappy that there is no waste collection for rural properties. The council could place skip bins at the t-intersections of dirt and sealed roads for the residents on the sealed roads. This would allow rural residents to have their waste removed without resorting to illegal dumping, burning, or filling up the town bins with residential waste.</p> |
| <p>Don't actually know enough on council's activities to rate them properly - based on observation and/or personal experience.</p> |
| <p>Clarence way is a death trap had wide load with scraper run me off the road, no pilot, over dumb double line on single carriage way</p> |
| <p>KMI has received a disproportionate amount of attention and funding - what about the rest? Approach to economic development straight down the conventional line - the line that got us where we are now - a world of increasing disparity and inequity; social issues and disengagement etc. Vision required to think differently - you cant stand out if you follow the crowd. Redefine economic development to encapsulate at its heart what is important ie prosperity in the true sense of the word - quality of life. Tourism - everyone seems to know what everyone else wants - but clearly we are wrong, tourism understanding and development has gone nowhere. Need to increase Councillor and Council staff capacity wrt tourism, and bring the community along. Q If one tourists bus is good, what about 100?</p> |

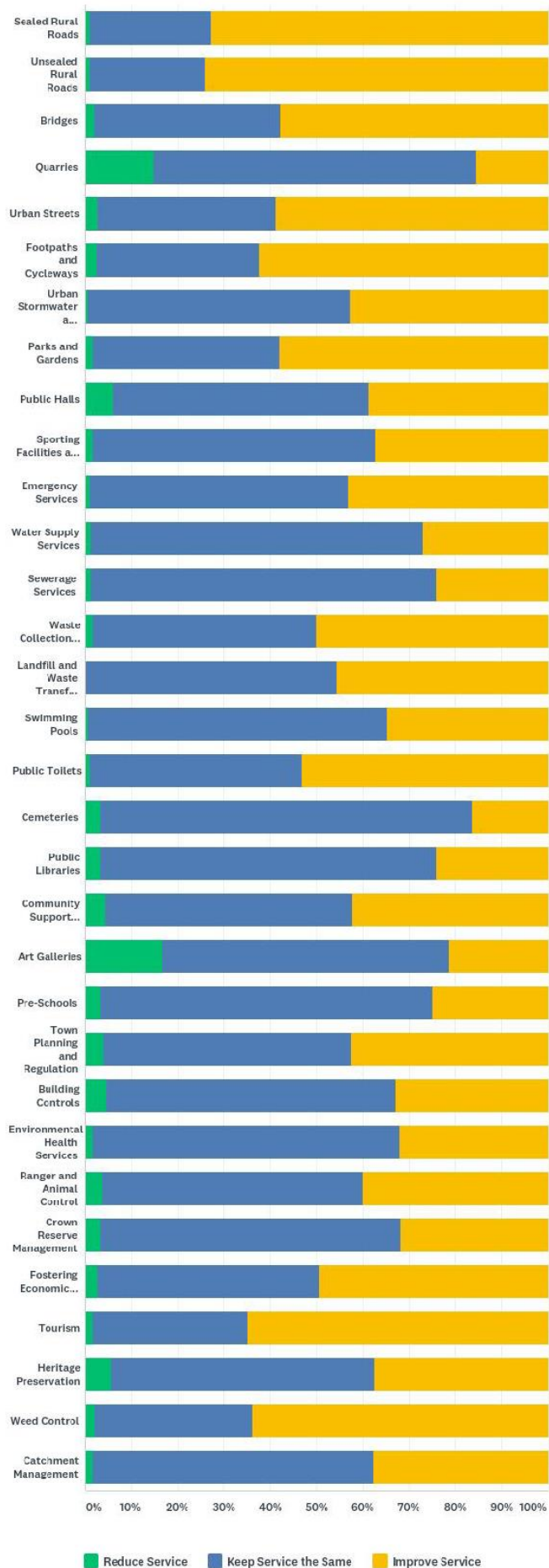
Q3 Please indicate your observations in relation to the current service levels.



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| Lack of effective compliance for replacing structures and neglect of Boundary limitations. |
| Spray around the Sight and safety rails with Roundup |
| Please keep in town cleaner ie. Footpaths |
| Very little seems to be done regarding the preservation of our unique environment. Although controls exist, they are not acted on. Excellent guidelines exist, and yet recommendations have not been implemented after many years (Roadside Vegetation Management Plan). Too little is done to combat weeds, and catchment overall needs concerted effort to instigate actions |
| Look at the sides of the road. Weeds obstruction views everywhere at intersections |
| Round up weed killer is now classified as a Carcinogen, and yet it looks like Council use it on the side roads around posts and any vegetation that is not wanted. The poison then goes into our soils and waterways - a huge step backwards. |
| Spend more on the roads. This also creates jobs. Tar the dirt, hot mix the corners. Seal the Lynchs Creek Rd. Its approximately 50 years since you did anything on it. I'd like to see it sealed right to the National Parks, but to Simes Rd would do for now. |
| Unable to completed questions pertaining to Urban living as we have never lived in town. |
| I have only lived in the area less than 12 months so cannot comment on trend. |
| Landfill has seen improvements lately but still very expensive compared to other local councils. Kyogle seems to forget that residents pay rates for this service therefore the costs should be considerably lower and green waste should be free as council then sells it as mulch. |
| Unightly paint work on some buildings. Filthy and smelly toilets. A huge improvement in the quality of Kyogle town water - well done Graham. |
| Both Pines and Ettrick roads are appalling. There are fallen trees that the public have dealt with in order to gain access into town yet the council haven't bothered to come through and clean up the remnants of same. It's not good enough. Also, when is the 'nature strip' poisoning going to occur? There are grasses lining the road out here that HAS to be 6ft tall! This makes an already dangerous drive even more dangerous. |
| The footpaths and town streets need to be regularly weeded and sprayed. Very unsightly (Bonalbo Town Centre) |
| Destroying a Heritage Listed Bridge because the Council is too lazy to think out of the box in promoting and protecting it is an indication of how short sighted this council is. |
| i live on a road that has a quarry and forestry was also happening. the road is too narrow for the traffic - large trucks often threaten to run ratepayers/residents off the road. |
| Actually for all questions so far in this survey you,could have included an I don't know option. My answers are often guesses for things I don't know about. I think the survey could have been designed better. Results will be mislead |
| Wild dogs are an issue. Need baits to be delivered faster when requested. Council also needs to take action in reducing numbers. Roseberry Creek Road is a death trap. Speed limit far too high. Should be 60kph not 100kph. There are walkers, children, joggers, cyclists, horse riders and stock crossing. My son has been hit by rocks flung from cars whilst waiting for the school bus. I've been hit myself whilst attending to weed control on the council nature strip outside my home that the council does not slash or poison. It is also not graded often enough. Blow outs and flat tyres are costing residents a fortune. Personally they have cost me over \$500 in the last 8 weeks and I never go over 60kph. Now down to 30-40kph. Other than that, keep up the good work! The town itself is lovely. |
| Continuing control of animals, cows out on roads straying, fencing of rural properties on main roads improved. |
| Maintenance effort excellent |
| ALL kerbsides in Bonalbo should be maintained - not all residents have whipper snippers, some |

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| aren't capable and some of the embankments are too steep to mow, the unkempt look is not a good look for residents or tourists. |
| Street cleanliness, gardens and weed control need work. |
| Paying third parties to do the work identified in the CSP may assist Council to meet targets - i.e. Border Ranges Contractors for weed control in road reserves & Kyogle Together for youth engagement |
| Hi, the Kyogle Council Mayor seems to be doing her best to improve the overall development of Kyogle Council with the amount of money & grants she has available to her. Job well done. |
| We desperately need a green waste bin. Those of us who take pride in their gardens need a green waste bin... |
| Again this survey would've been better to have an option of another button ... such as "no opinion". |
| Nothing done by council to kill Cats claw vines strangling rivers, tourist drives. Nothing done to help land owners try and combat it |
| There has been substantial progress in many aspects of the council operations since Mayor Mulholland took over. The town, villages and area in general have moved forward in leaps and bounds. Best progress I've seen in a long while. |
| who cares about art |
| Shame the Kyogle Tip Shop has never reopened |
| I am opposed to the proposed move of the Roxy Gallery to the first floor of the KMI. The art gallery should be street level to entice people to use it. Having it up out of the way will mean its slow death. The elevator is not a solution - it needs to be street level for visibility. |
| The roads are not mown the gutters on the Clarence way haven't been cleared in years, Bonalbo will flood through the middle of town because council hasn't cleared the diversion drain on the Comon for 20 years + filthy overgrown streets. New road work at Culmaren fallen apart already because it was badly built. |

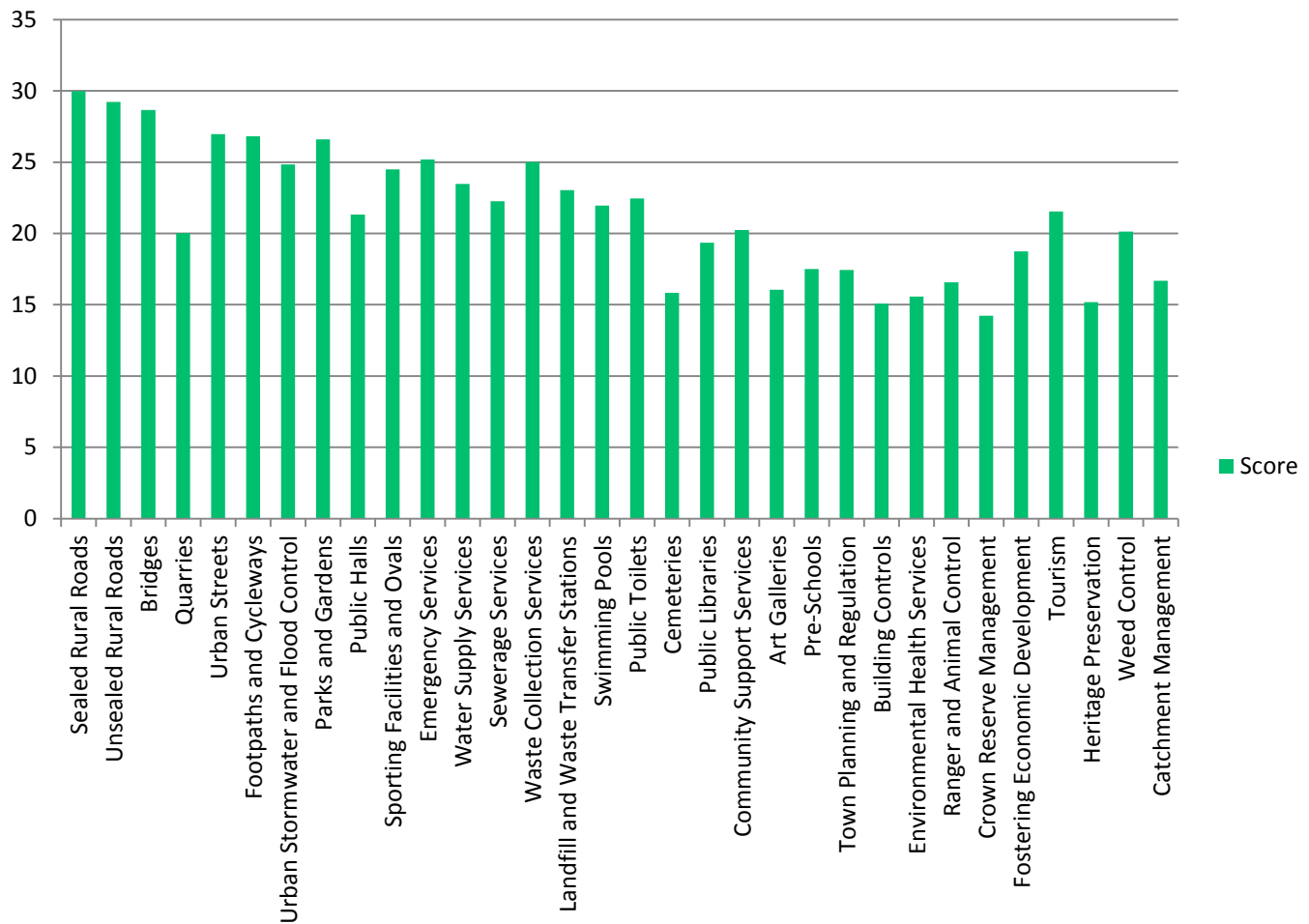
Q4 Please indicate your desired service level trends for the future



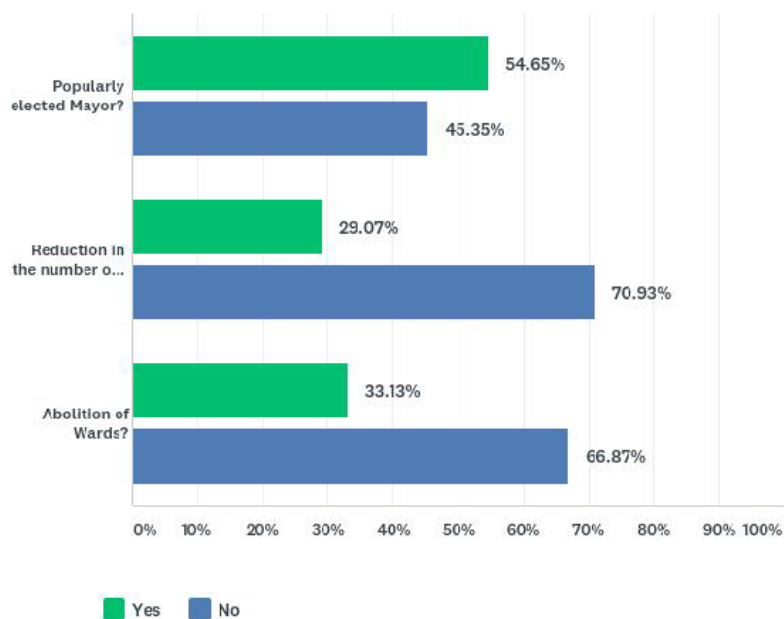
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| N/A - I do not receive these services |
| Kyogle will be booming, next Bangalow. Put plans into creat beautiful botanic gardens to showcase out beautiful river. The weir is a popular spot. Lets clean up weeds. Clarrie Hall Dam slipway could become a crazy wet wild waterslide where people pay money to ride it! I love Kyogle. Its natural beauty needs preserving. Its an Emerald Jewel. Green Spaces = Good Mental Health. We will have more Gold Coast tourists wanting our lush green pastures, peace and quiet. |
| Why is council asking about preschools? As far as I'm aware they do nothing to support our preschool. We're forever fundraising for it. |
| Consistent expenditure on environmental issues; planning to promote riparian health; creation of new jobs to effect weed control, and to oversee road construction for native vegetation protection |
| Kyogle is a beautiful town... it would be great to see Kyogle trend towards improving tourism, promotion of healthy living and lifestyle (remove half of the wifi in the main street). Promote for example; country living and encourage farmers and producers to show off their wares in an annual scenic tour. There's so much that could be done to promote tourism to the area. |
| SEAL LYNCHS CREEK RD, PLEASE! |
| It is important that Council is open to continual monitoring of services. Revising approach and updating where appropriate.Continually seeking best practice and seeking funding opportunities. Have ticked 'improve service' because believe we should always be aiming to improve where we can and set goals to keep up with changes in our community. |
| Keep swimming pool open for longer - a solar blanket as it gets cooler |
| <ol style="list-style-type: none"> 1. Install shade sail over shallow end of large pool - sun smart for pool goers 2. Toilets near KMI Hall outdated and not disable friendly - need upgrade. 3. Catchment management - carp now muddy the upper reaches of the Richmond River as they travel upstream over the new fish ladder and have negative impact on native fish stocks - pristine clear water will never be seen again now. 4. Improve visual street appeal of Kyogle main street will increase attraction of future businesses and empty shops need to be leased ie. Ritchies Old IGA |
| Kyogle looks so dirty, Burton is a disgrace and is embarrassing. From the KMI, to our main street, Kyogle needs to have some pride. Other councils provide a clean engaging main street, the old building look so dirty, and we all cannot believe you havent planted trees in the street. For god sake look at other town councils where things have worked, gain from their expertise. Be a CAN-DO COUNCIL, instead of the too unsure so LETS DO NOTHING COUNCIL, you currently are. Kyogle can be so much better, prettier, buskers in the streets, trees, flowers, cafes with chairs & tables on street. If its been good enough for Paris for hundred's years, and Melbourne & Sydney & most (good to be in) full of life & great atmosphere towns. Lets do it here, & attract eco-tourism, bike riding. bushwalkers, art deco lovers, history buffs, rural weddings, vintage car clubs, kayakers etc. |
| Kyogle council needs to improve its town planning and DA regulations and make it easier for new applications.. Kyogle council needs to improve on expansion not make it difficult for new business . |
| If you're going to charge people rates, then at least let them see that they're getting SOME value! With regards to animal control.....there's a small dog in Colin Street that's NEVER inside the gate and barks and barks and barks at all times of the day and night. It's named Lilly and it's a black and white fox terrier. If I never hear that thing again, it'll be too soon. People walking dogs off the leash and defecating on other people's property needs to be addressed as well. |
| Improve everything. Totally useless council with no vision same old same old |
| Spend money on cycleways which can be used by the whole family rather than on always-unlikely-to-be-used exercise equipment in the park where there's no shelter from rain or sun. Waste of money. Shift the gym to the pool. |

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| Give the art gallery a better home but NOT UPSTAIRS. Council should have insisted on a dual-use historical museum and art gallery instead of financially supporting a half-a-million-dollar single-use building. Another waste of money and land! |
| My wishlist: A separate bin for green waste collection; remove fluoride from water supply; improve/increase parks and gardens; improve public transport by providing regular bus services to Lismore, Woodenbong, QLD, the coast, Sydney; bring in the tourists by giving them somewhere to eat at night; get shop owners to tidy up/paint the facades of buildings in town; grow some trees in town. |
| I haven't marked the boxes as I do not know about the issues listed |
| Sealed roads are of most importance and keeping roadside grounds and waterways clear and clean to protect seal on roads. |
| All goes well |
| <ul style="list-style-type: none"> * Try to stop using poisons. You could use urine maybe for weeds. * Please stop round up use/ * Please place speed cameras along service stations towards Wiangaree and other 2 roads out of town. Please stop those deadly maniacs. * It would have been better if the power tower behind the Post Office was out of town and not microwaving everyones brains. |
| We found building regulations a nightmare of red tape |
| Engage third parties to assist |
| Focus on the corr functions, make it easier for new businesses and developments especially those that create jobs, stop making things hard for people |
| Some public toilets in Kyogle are disgusting , only nice ones are at the information centre. Why is the tip nay open during the week for 1/2 day ! |
| Trees on Main Street Hard rubbish collection |
| Heated pool for winter swimming would be great |
| Too much money thrown at Bonalbo hall for only a few who exclude the volunteers they've used up & abused out, why do they need so much council money? |

Q5. Please indicate your desired future budget priorities (please select at least your top 5 items on list)



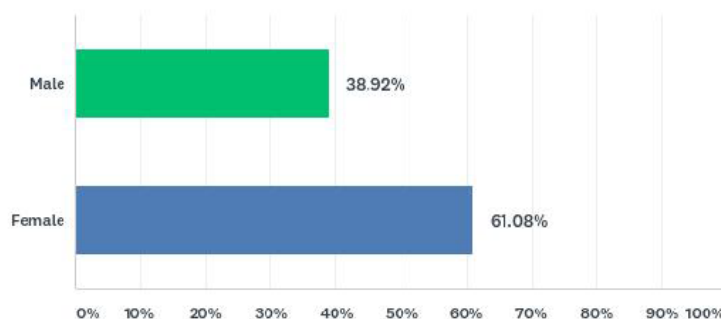
Q6 Tell us if you think Kyogle Council should make changes to its current governance arrangements.



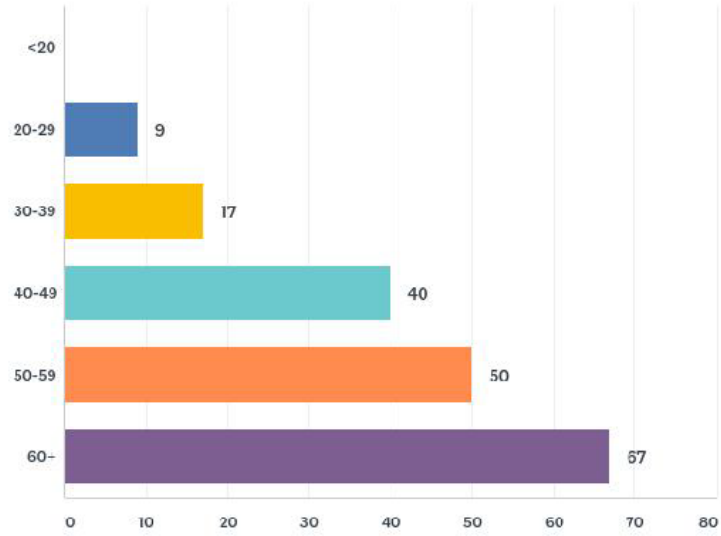
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| 9 councillors does seem a little excessive for a small council |
| This question is written confusingly - are you saying YES to changing the Mayor being popularly elected (which means to abolish it) or YES you think the Mayor should be popularly elected - I think this is going to corrupt your stats! |
| Reduced admin staff at the front counter that don't know what they are talking about |
| the community should vote for elected mayor |
| Mayor should be voted by residents not Councillors |
| Most people have very little awareness of local government and how it works. This could be explained and included in Council newsletter, website and else where - Local media for eg. |
| Not sure of the implications of any of the above. I would maintain or improve the feedback from community, so at least maintain or increase representation. |
| Kyogle Council needs to take stricter control of Australia Day celebrations. A large minority of people are not represented. |
| I'd suggest the library and it's employee stops asking you your name and telling you whether you need to book an appointment JUST to print things off! That place needs a good scrub too! It looks like an old ladies loungeroom with all the junk and poxy handwritten signs plonked up on the walls willy nilly. Get some sugar soap and give that joint a decent clean!! I also hink the Saturday markets could be better accessed down the footpath of the main street. As it stands they too are all over the place and it's the same old things being sold. How about attracting people from outside the area to bring their wares as well. It's an insult to my intelligence and wallet if half those people think I'm paying \$10+ for a cutting from their garden!!! The artisan bakers are good, the cruit and vege stalls, the guy that makes chopping boards etc and the seafood truck from Iluka are all stall holders I buy from. The rest need to stay at home and have a wash!! |
| Amalgamation and a Council with a vision for the future YES |
| Our current Mayor Danielle is the best we've had since I've been here, which is now forty years. Keep her in office and working for the community. |
| Please support Australia Day and Fairymount Festival |
| More representation of residents on state, regional and national matters on issues that effect to |

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| locals |
| Think progressively for the future, remember the old ways but improve the old school thinking and look outside the square. |
| Pay Councillors a proper wage so they can concentrate their efforts on the duties as a Councillor |
| Wards are a joke for a Council of less than 10,000 people, we miss out on good Councillors because of it, just let us pick the best six plus elect our own Mayor for a full term, makes seven all up, then pay them a bit more from what you save with lower numbers |
| This question is not clear/confusing. I'm saying don't make changes to the current governance arrangements. |
| Councillors should be qualified before they stand for election and should have mandatory preparatory training before being able to be elected. The thought that any person off the street with a smile and who is known (i.e. some level of "popularity") is the same thing as being skilled and competent is laughable. More councilors like Mayor Mulholland and less like the others. |
| later council meetings allowing those that work out of town to attend. alot of people work in Lismore and finish at 5pm. |
| This is a very badly worded survey and Ai don't believe it will help the Council as much as it should have. It is a great idea, but needs to be better written. |
| Do not mrrdple with Australia day |
| New depot management |
| Ongoing Professional Development of elected Councillors required |

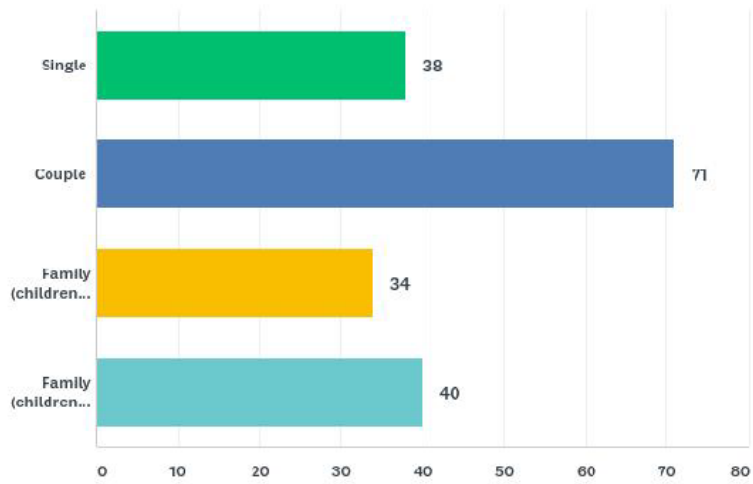
Q7 What is your gender?



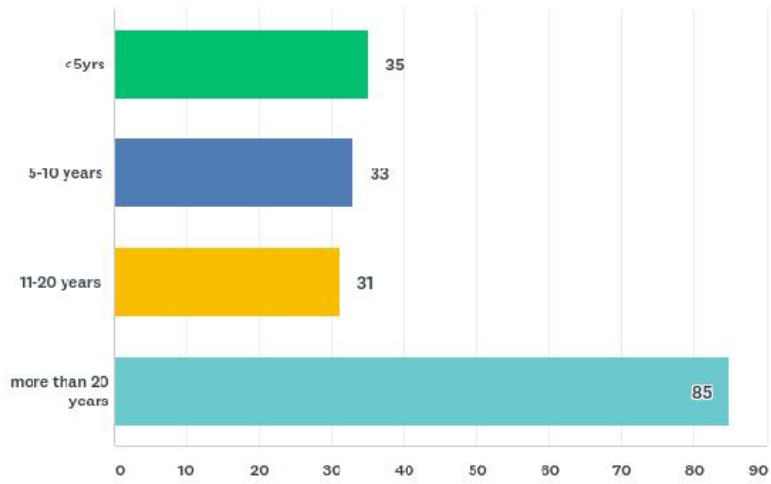
Q8 What is your age?



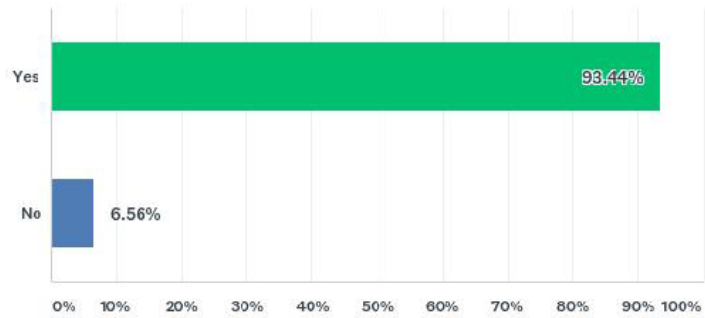
Q9 What is your family status?



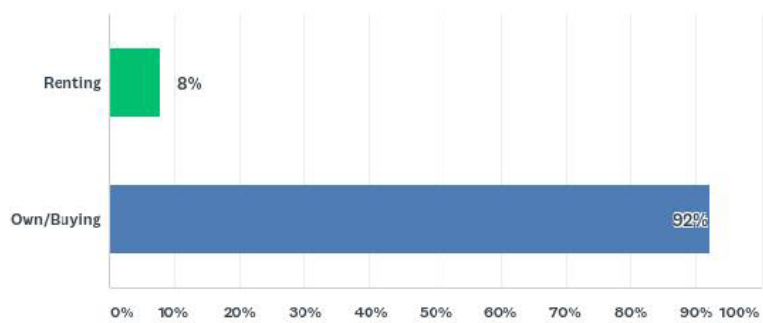
Q10 How long have you lived in the Kyogle LGA?



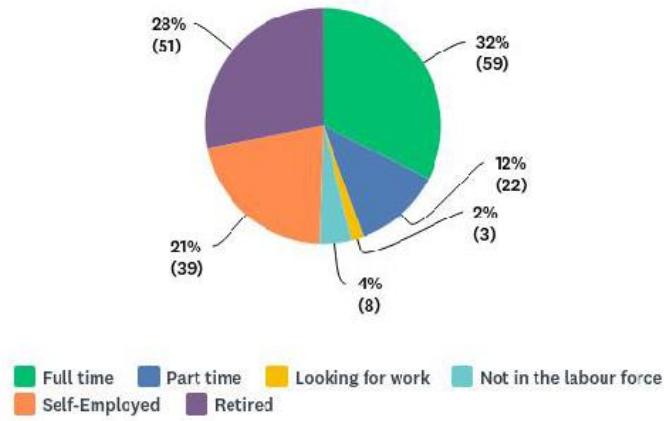
Q11 Are you a ratepayer?



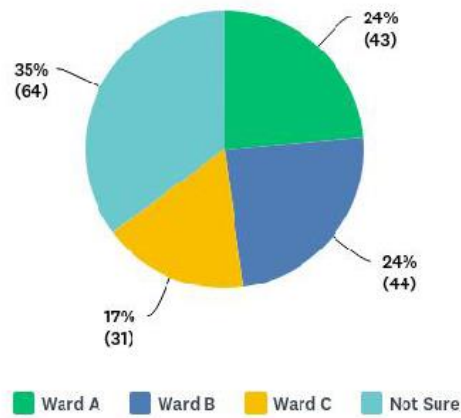
Q12 Do you own or rent where you live?



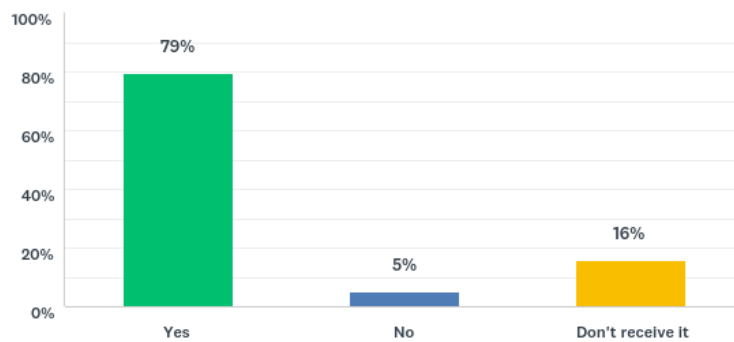
Q13 What is the nature of your employment?



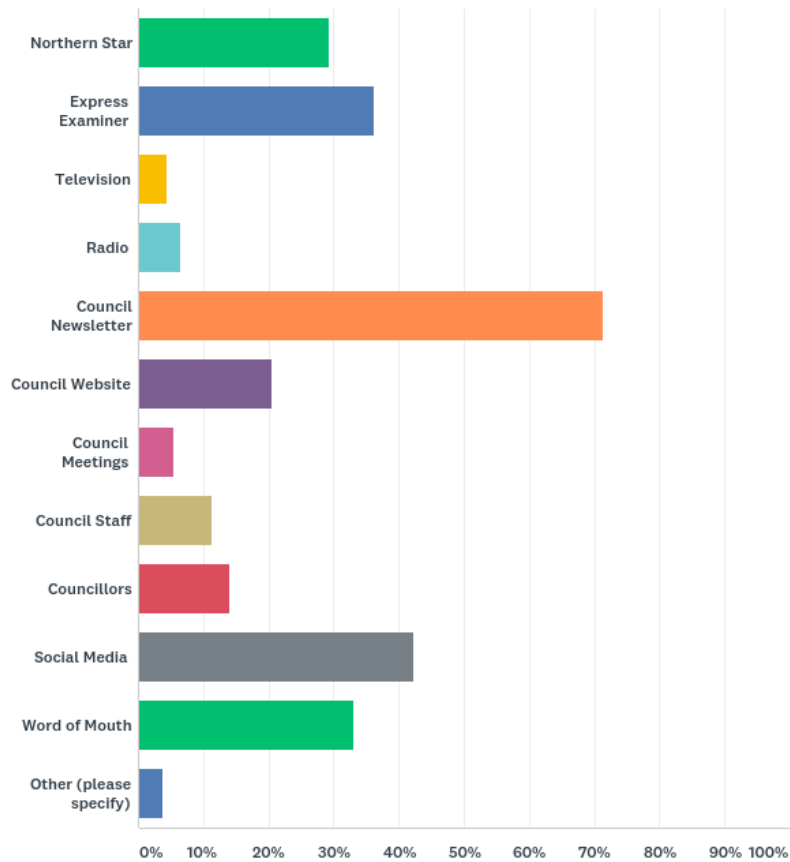
Q14 Which Council Ward do you reside in?



Q15 Do you read the Council newsletter?



Q16 Where do you mainly receive information about Councils decisions and activities?



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| Internet. Facebook. Word of mouth. |
| Council facebook page |
| Talking Turkey |
| On Line |
| facebook |
| Personal experience |
| Council papers at PO |

Q17. Comments

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| The Green's have to much to say to day in many decisions. Some trees should be cut down, above the Cawongla village on the two bends, so you can see the Big Trucks coming, for safety. Thank you |
| Kyogle Council employees when phoning them couldn't care less |
| I will say again please clean the footpaths more regularly, because right now no cleaning is done. Council receive lots of money from grants. Use some cleaning the place. + No Rally Thank you |
| Over all I am much more satisfied with the present council's performance than I have been in past years. I still find them slow to respond to enquiries. On a Kyogle social media site I have suggested a water bubbler to be installed in the CBD. I hope this can be done out of the money |

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| <p>allocated for community facilities. I am pleased that these surveys are being offered. .</p> |
| <p>Clean tree of roadside. More gravel in potholes on gravel roads. Fill potholes in Clarence Way. Clean end of cement pipe along Clarence Way. More slashing of Clarence Way</p> |
| <p>The survey is very limited in that it is not future planning, it compartmentalises services and there is no option to suggest progressive interconnected services that are both council and community/industry relevant. Not sure the answers here are vigorous enough to engage the resilience needed for climate change or a technologically advancing world (nothing about tech in the questions - just old thinking infrastructure??).</p> |
| <p>Keep Kyogle Clean. Biodiversity is the secret to abundant life. Please control weeds on waterways and riparian zones.</p> |
| <p>I don't really like the set out of the survey, but plough on. Kyogle is "The Gateway To The Rainforest", or used to be. We are slowly but surely losing a great deal of what makes this place great, and also what distinguishes Australia from any other country. It is unique, and should be helped to remain so. Economic development cannot but cause a movement away from natural resource protection and management. Weeds take the place of local species at alarming rates, and new introductions through pasture species, accident and garden escapes run riot.</p> |
| <p>Our town logo is "gateway to the rainforests" yet our town landscaping is far from rainforest and appealing. Some trees in the centre street and plants outside shops ... like Casino, Bangalow and other progressive towns.</p> |
| <p>There are a significant amount of heavy vehicles now using Clarence Way. The grass on the side of the road makes the road feel narrower than normal and reduces visibility. The surface on this road has become dangerous due to excessive heavy traffic</p> |
| <p>Worst council we have ever dealt with most expensive rates for the poorest service</p> |
| <p>Always friendly staff answering the phone at Council, and everyone doing a great job. Just wish there wasn't wifi everywhere down the main street. Please consider removing from the IGA half way up toward the hospital. It gives my family migraines and tachycardia, diagnosed by medical doctors. Thank you</p> |
| <p>Kyogle needs more people to move and invest here in order to create employment, vibrant communities. Now that substantial progress has been made on addressing poor roads and bridges Council should focus on programs that will make the towns and villages attractive, vibrant places that will make people choose to locate here and increase funds to services and infrastructure that enriches people's lives, not just lets them drive around- libraries, art galleries and cultural development, improvements to Main streets/CBD, street trees, public art, heritage conservation and celebration, parks and gardens, footpaths and bikeways. Thanks.</p> |
| <p>Fix the website. We live in NSW not QLD. GET IT RIGHT!</p> |
| <p>We need two bins one for rubbish one for recycling. The pool should open at 6am. Dogs shouldn't be allowed to roam freely in town..... the ranger does not collect them when notified of dogs roaming!</p> |
| <p>Being the owner of a school bus business in Urbenville I still operate in the kyogle area I would love to see the roads fixed</p> |
| <p>Please seal the roads. I don't live on Collins Creek Rd but I was so pleased to see somebody benefitting from the sealing of at least a few km's. I'm sure ill use it sooner or later. Lynchs Creek was last sealment of dirt road 50 years ago or close enough. Please do the right thing, and seal them. In other Shires tiny dirt roads out the back of no where are sealed. Whats going on here?</p> |
| <p>Do not feel I could answer question 5 on budget. However more resources need to be found to address our natural resources which are the base on which we live as a community. Much more can be accomplished in this area without necessarily drawing further the rate dollar. Applications for funding through the various environmental programs and developing partnerships. Other Councils have successfully introduced an environmental levy to raise funds to work in</p> |

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| maintaining and improving their natural resources. Coffs Harbour is a good example |
| Any chance of a leash-free area for all the dogs in Kyogle |
| * Think on the spot drug testing for all field staff would be advisable * Enquiry into some Council staff possibly receiving payoffs from tradesmen would be advisable |
| doing some great work recently - well done all. please invest in economic and community development staff, noting they are all separate things and exclude tourism. also, if funding relies on grants why don't we have a professional grants writer on staff? |
| You don't include health services in your survey. We need more health services in Kyogle. |
| Terrible survey - Very boring and poorly designed. Can't see how you could possibly make use of the information apart from ticking the box to say the community was surveyed. |
| This is an awful survey. For greater attention should have been given to its design. |
| Survey is too repetitive making it longer than necessary. Busy families will not take the time to complete. |
| Tell the mayor to dress better. We are not ferals. She should dress corporate to represent our area. Don't mind what she does in her time but to represent our area do it better. |
| Kyogle is full of great people who believe in this town. Please support these people and their passion & lets make Kyogle not just the friendly town, but a beautiful town with tourists dollars benefiting everyone. The area has magnificent natural beauty, now we need a stylish, clean, heritage town to match. |
| I realise the council is financially challenged, however many in your community are in a low or very low cashflow situation. Particularly rural rate payers who are cursed with higher rates charges. Please be mindful of this when setting rates and charges, especially for services which not everyone can take advantage of. |
| It would be great to see town residents get two waste bins....one for recycling and a smaller one for general waste to encourage people to recycle and improve our curb side collection and reduce landfill. The current bin with 2 sections just is not big enough and does not encourage recycling. |
| I notice a big improvement generally with the change in general manager. We have a generally good council - both elected and professional. |
| Get your act together and stop wasting money on council staffers having flash cars. People are tired of seeing anyone bludging from the public purse be it nationally or locally when the road they live on is causing damage to their vehicles each and every time they use it. Also, the fellow that pounces on you when you put a bag of rubbish in the bin at the skate park, tell HIM to show an identification badge before he tries to muscle in on my personal space and make the same demand of me! I'll gladly leave any rubbish I find on the side of the road to eventually infect our waterways just so I never have to see that person ever again!! |
| It has always been my understanding that Council is there for the betterment of rate payers and citizens of the Council. Things like Do we have Australia Day Celebration and when should be decided by the people not council. |
| Encourage beautification and pride in township of Bonalbo |
| Think out of the box Look at what you have beside Cattle and do something to promote the Upper Clarence. You have opportunities galore with that bridge in Tabulam. Bridges of Maddison County bridges designed by the same man. That USA state uses them as a tourism feature, promotes BnBs and what does our council do, tear it down. Very forward tourism promotion and heritage protection thinking? So look at Sthn NSWLGAs and ask what is wrong with Kyogle. Same old same olds reinventing a well worn wheel. |
| We feel that Kyogle has so much opportunity to be so much more. We are the first town over the border with many travellers coming through town. We need to capture these tourists & make Kyogle a destination, as it is close to Brisbane, Gold Coast & Byron. Business owners (coffee shops etc) need to change their opening times & open longer hours on a Saturday & open |

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| <p>Sundays to cater for both tourists & Kyogle locals. Having a cinema in town is great, but it would be nice to go out for dinner or a coffee as well as a movie. Not watch a movie then drive 20mins back home. The bridge upgrades/road improvements on Lions Road are going to open up the area for more travellers if the road is nicer to travel on. It is already a popular motorcycle route. Tree planting in the main street & additional seating, outdoor dining would do alot to soften the main street. Trees would make it cooler also, offering shade to pedestrians on the footpaths. Empty shops need to be kept well presented until re-tenanted, so as not to let down the rest of the street/town. Council should be able to insist this from building owners. In regards to the roads, the amount of money & time wasted filling pot holes with the asphalt truck that sprays it in the holes & is not packed down is a disgrace. The fill is out as soon as we get the next lot of rain & the process is repeated again & again. My father (Asphalt worker in Brisbane for over 40yrs) witnessed this practice on a visit once & was horrified of the process. The only compaction is us road users driving over the freshly sprayed hole, most of it ending up attached to the bottom of our vehicles.</p> |
| <p>Whilst I am generally satisfied as a rate payer in Mallanganee, I am quite disgusted at the Council's lack of improvements/maintenance in Bonalbo. Take a drive down Peacock St (first on Left) from Bruxner Highway and, see the disgraceful, set up of a van and house painted grey with so much rubbish around it and abandoned. Also the bridge down from the supermarket needs immediate attention. Thank you</p> |
| <p>This is the most important arm of government - providing direct on the spot services!</p> |
| <p>Plant some shade trees in the main street of town to cool down and beautify the township please.</p> |
| <p>I think we live in the most beautiful part of Australia and are served by a good Council and staff - Thank you. I had 21 happy years on Council staff.</p> |
| <p>They should sack the whole lot of you and get some competent smarter thing people in who waste less money on useless stuff</p> |
| <p>There is a great shortage of suitable toilet facilities in the town area for our aging population. Ramps are needed for existing toilets and more are needed in safe areas. What happened to the extra green waste bins we all signed up for some times ago. We all pay high rates and only have 1 bin for everything. The divided bins are hopeless for families. Casino can provide enough bins, why can't we have them too!!!</p> |
| <p>Educational services could be better, perhaps a community/council facilitated option in some of the villages</p> |
| <p>Think progressively for the future and change, remember the old ways but improve the old school thinking and look outside the square. Improve waste diversity and upgrade to the 21st century. Town presentation needs a strategy and improvement for a wow factor. Support the local associations and business owners, be transparent and open to change.</p> |
| <p>I have to leave the area since my husband died because my road is so bad I'm afraid to drive on it. ...and my rubbish is not collected. It's a shame.</p> |
| <p>Looking forward to working with Council to see the gym moving up to the pool and Kyogle Together being able to increase the business at the whole pool complex to support the operation of the youth centre and the outlying pools (Bonalbo & Woodenbong)</p> |
| <p>Things are getting better, dont throw out the good work done recently for the sake of change, but time to reduce the Councillors, get rid of wards and move the givernance into the 21st century</p> |
| <p>I get sick and tired hearing that my land rates supply me with a pool and library, but nothing else for rural residential. I do not use the pool, do not get any services and have to put up with a rural road, that cost me a fortune in car repairs every year because it only gets graded, once every 2 years, or so. Yet my rates go up every year in line with legislation, but of no benefit to rural people.</p> |
| <p>repair clarence way PROPERLY the repairs done at present would be considered poor by third</p> |

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| world countries and considering the traffic that uses this road it is disgusting. |
| <p>this town needs a clothing store like target, best& less or something a like</p> <p>Tidy up the main street add better gardens, trees or shrubs</p> <p>do something with the old IGA building, keep the foot paths clean regularly</p> <p>do something with the turning lanes so people keep to the left when turning onto side streets,so many cut the corners, it makes it difficult when someone is on the wrong side...</p> <p>more entertainment is needed in the pubs, keep it friendly</p> <p>more attention on noxious weeds and trees</p> <p>get the people that live in that house on the left side Summerland Way New Park coming into town to clean up around their house, it is a disgrace ...they throw rubbish over the fence and leave it! it is an eyesore.... fix up the caravan park grounds.....attract more business to town instead of making it very difficult to do so.</p> |
| I dont believe council has the authority to change the date of Australia Day celebrations. Council was elected to manage and maintain public roads, utilities etc, not to meddle in issues beyond their jurisdiction. |
| Great place to live and all up I think Council does well with what it has - a vast area with limited economic activity and small population. Roads are unfortunately an important issue, I hate seeing all our rates (\$\$) eaten up building better roads but the fact is we all need them, I guess we also know as well that improved access is a path to greater economic growth. To that end one thing missing on your survey was public transport. If you are like me and you work overseas you'd know that getting in and out of Kyogle without using a car is a nightmare (additionally I live about 15min from the town). Some creative thoughts around public transport solutions PLEASE! |
| Kyogle don't want change or "new people" to have opinions as we are told we are new and don't have that right. pathetic ! The Mayor needs to stop doing surveys and go out on the streets of different towns and meet and talk to all kinds of people not just expect people to feedback on surveys or social media. New people bring money and business to a small town like Kyogle , Casino welcome new people to help them grow. Their mayor talks to people and visitors and asks them what they like and don't like and what they can do better. |
| Please add disability or pensioner and also don't forget that some people don't identify as male or female and needs an other box |
| More consultation with rate payers Councillors not getting out there |
| I recognise Council is doing its best with limited rates base and extensive costs (esp roads). But need to promote, invest in and make the most of natural resources for tourism and economic development. |
| Kyogle Council repeatedly punches above its weight. I think it is an outstanding example of what a small rural council with the right leadership can do. Vastly better than any of the surrounding councils. The GM and staff should be rightly proud of their achievements. Well done! |
| remember the silent majority as well as the vocal minority |
| <p>Gravel roads need more attention.</p> <p>Dairy farmers should not be using roads as laneway for moving large herds on a twice daily basis. Equestrian sport needs more funding for an all weather covered arena. Many events are cancelled due to wet weather.</p> |
| Bridges are a disgrace in the council. They are getting worse not better. The town's gardens are a major fail. They need to put plants in there with colour to make the town inviting. The gravel roads are a disgrace. There is so much over growth in the sides of the roads there is no drainage either. The roads are the drains. The grass in town is appalling where the council has to maintain. Grass knee high at times and growing into the gutter. Council need to take a look when driving around and take note of how the town looks at the moment. Yes time and money is an issue but |

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| surely they can see the town is slipping backwards not forwards in presentation. |
| Fix the Clarence way, & mow it before February to reduce the fire hazard, grade the edges for drainage & do regular maintenance |
| Grade unsealed roads better and more frequently inc fixing flood damaged causeways. |
| No mention of satisfaction with Council staff and their service provision - excellent! No mention of satisfaction with Councillors - highly variable, but all could do with capacity building No mention of Council communication and engagement - needs working on! Appear to be going back to the bad old days of increasing inequity between east and west, and major focus on Kyogle. Refer current financial management plan - lots of capital items in Kyogle (incl a labyrinth- pip pip Hooray). We supported rate increases, but not to see it all frittered away in Kyogle. Please can someone explain to me how Council in its own right, and also as a member of NOROC can lobby re flood prone land whilst at the same time be working towards "emergency" accommodation in the Kyogle Caravan Park - a flood prone area. The most likely requirement for emergency accom is likely to be associated with flooding - and the accommodation is in the flooded area??? It appears Council missed the major opportunities to piggyback on the Blueberry farm development - suggest that the ability to be both responsive and creative needs working on. |