

# LIVERPOOL PLAINS SHIRE COUNCIL



## Fit for the Future Survey Results

**Total number of surveys completed:**  
**1102**

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**Prepared for**  
Liverpool Plains Shire Council, Date- 13th May

## Table of Contents

<b>Executive Summary .....</b>	<b>3</b>
<b>Methodology.....</b>	<b>4</b>
<b>LPSC Survey Results .....</b>	<b>5</b>
Q.1. In which area of the shire do you live? .....	5
Q.2. The Councils current position is to stand alone. The NSW State Government has provided LPSC with two options:- Which option do you prefer? .....	7
Q.3. To enable LPSC to be a stand alone Council, and be financially sustainable, do you agree with efficiency strategies, such as resource sharing with other Councils? .....	8
Q.4. To enable LPSC to be a stand alone Council and be financially sustainable, do you agree with Council undertaking service level reviews that may involve a reduction in the service levels that Council currently provides?.....	9
Q.5. In the event that Council has to reduce its services, which services are MOST important to you? .....	10
Q.6. LPSC provides services of a semi-commercial nature under contract for both state & federal government. Do you agree that it is essential for Council to continue to be involved in these areas on a cost recovery basis? .....	12
Q.7. Council provides support services and facilities that go beyond direct local government responsibility. As a ratepayer, do you support council continuing with these additional roles? .....	13
Q. 8. Do you support Council investigating innovative partnerships with the private sector in our long term strategic plan?.....	15
Q.9. In the event that Council has exhausted all efficiency measures and there is a demonstrated need to increase rate revenue, which would you consider: Rate Rise or Reduction in Services:- .....	16
Q.10. To ensure LPSC's performance and compliance in achieving financial sustainability, it is proposed that Council engages an independent external reviewer to assess its performance at regular intervals. Do you agree with this? .....	17
<b>Preferred contact method for participants .....</b>	<b>18</b>
<b>Survey Results &amp; Comments by Area.....</b>	<b>19</b>
<b>Conclusion of LPSC Survey .....</b>	<b>70</b>
<b>Recommendations.....</b>	<b>72</b>

## Executive Summary

In 2014, the State Government announced a major local government reform program known as “Fit for the Future”. This reform program requires most NSW councils to consider amalgamation options with neighbouring councils as the Government looks to investigate the efficiency of councils and aims to reduce the number of regional and metropolitan councils.

A component of this reform program and a part of the submission to the NSW Government are for council to consult and investigate with their community on the different options provided to council and how they may become “Fit for the Future”.

In the submission the LPSC council must address four significant criteria:

- Financial sustainability.
- Effective infrastructure and services management.
- Efficient service and infrastructure delivery, achieving value for money for current and future ratepayers.
- Scale and Capacity, with strong organisational and regional capacity to mobilise resources in order to engage effectively across community industry and government.

A survey was drafted taking into consideration the above criteria. A survey of this kind was the first for the LPSC that will assist in determining an appropriate response to “Fit for the Future” submission in line with the community’s expectations.

This report presents shire-wide results, providing analysis from not only the shire as a whole but each individual town and village within the shire. More than 1000 residents and ratepayers participated. This is a sufficient sample size to provide confidence that the overall results are representative of the sector as a whole. The report presents survey item level results for each question and also breaks down results and community feedback for each area.

# Methodology

## Development

Surveys that are properly executed are good practice in measuring communities' values and obtaining feedback. The survey question-set was sourced from what has to be addressed in the "Fit for the Future" submission. Items were further refined through discussion with the LPSC management team and councillors. A draft version of the survey was pilot tested individually with a number of employees and external stakeholders. Pilot test participants were not involved in question development and each was asked for feedback about survey navigation, layout, instruction and item wording. Their ideas were considered and where appropriate implemented in the final version.

## Delivery

The survey was open to all residents, ratepayers and business owners within the shire who were 16 years and over. The survey could be completed via online or paper-based. Participation was strongly encouraged throughout the shire, though not mandatory.

The survey was open from 20th of April 2015 to 6th May 2015. Respondents to the paper-based version of the survey were given a further 2 days to allow for postage.

The following tools were utilised to promote "Fit for the Future" and the survey.

- A specific website was developed explaining "Fit for the future" process, options and events along with a survey link.  
<http://yoursayliverpoolplainsshirecouncil.com.au>
- A Fit for the Future hot line.
- Flyers sent to all households in the Shire.
- Promotion of events and survey in the media, which included radio, print, TV, and social media.
- Promotion of survey at local events including Relay for Life, Quirindi Canter, Werris Creek "Friends of the Library" monthly market stall and the Quirindi Heritage Rally.
- Posters and flyers in each town promoting "Fit for the Future" events and survey.
- Events held at Warrah Creek, Willow Tree, Quirindi, Currabubula, Werris Creek, Caroon, Spring Ridge and Premer.

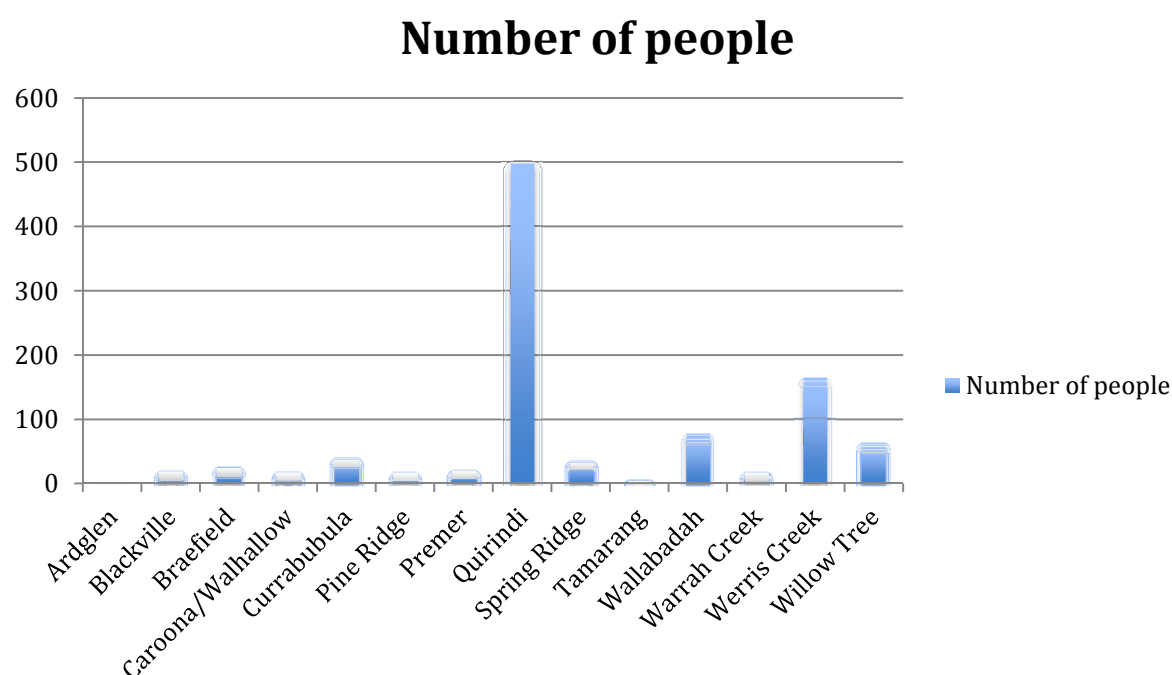
4000 Surveys were printed, and distributed as flyers either via:

- Australia Post
- Attached to School Newsletters
- Attached to the HACC and the Werris Creek flyer
- Available in all council buildings, general stores and selected businesses throughout the Shire.

1102 surveys were completed a percentage of 27.55%.

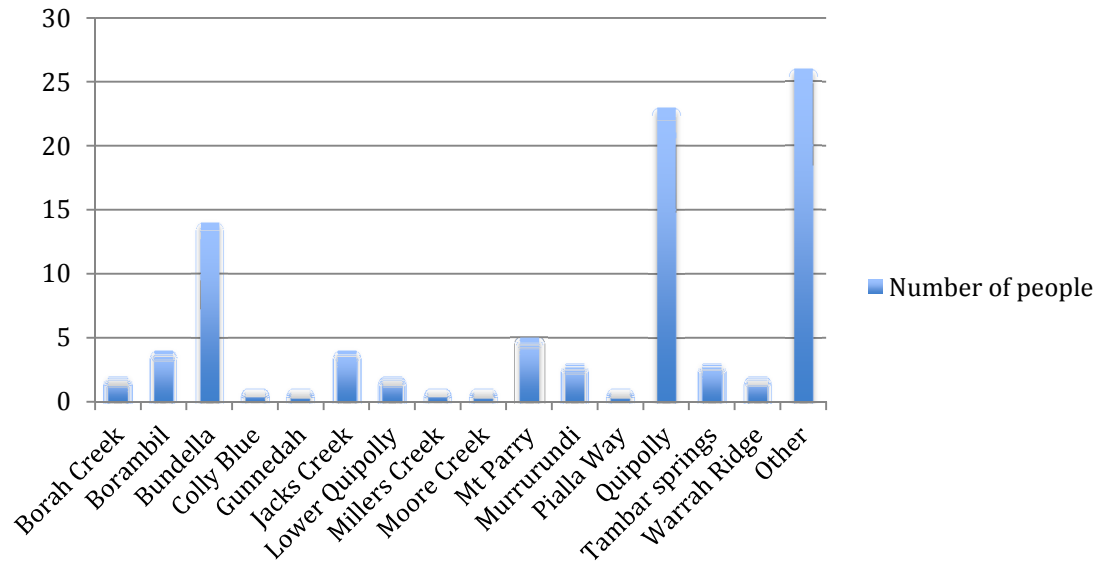
# LPSC Survey Results

## Q.1. In which area of the shire do you live?



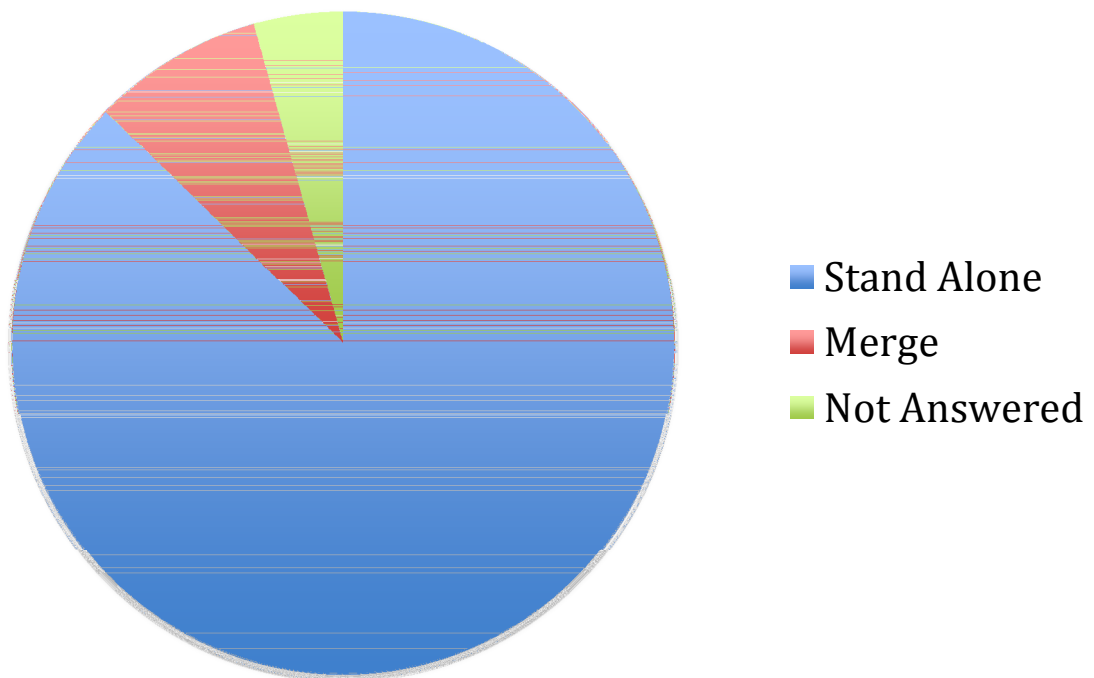
Area of the shire	Number of people
Ardglan	0
Blackville	20
Braefield	26
Carroona/Walhallow	19
Currabubula	41
Pine Ridge	18
Premer	21
Quirindi	498
Spring Ridge	36
Tamarang	6
Wallabadah	78
Warrah Creek	18
Werris Creek	164
Willow Tree	64
<b>Total</b>	<b>1009/1102</b>

## Number of people



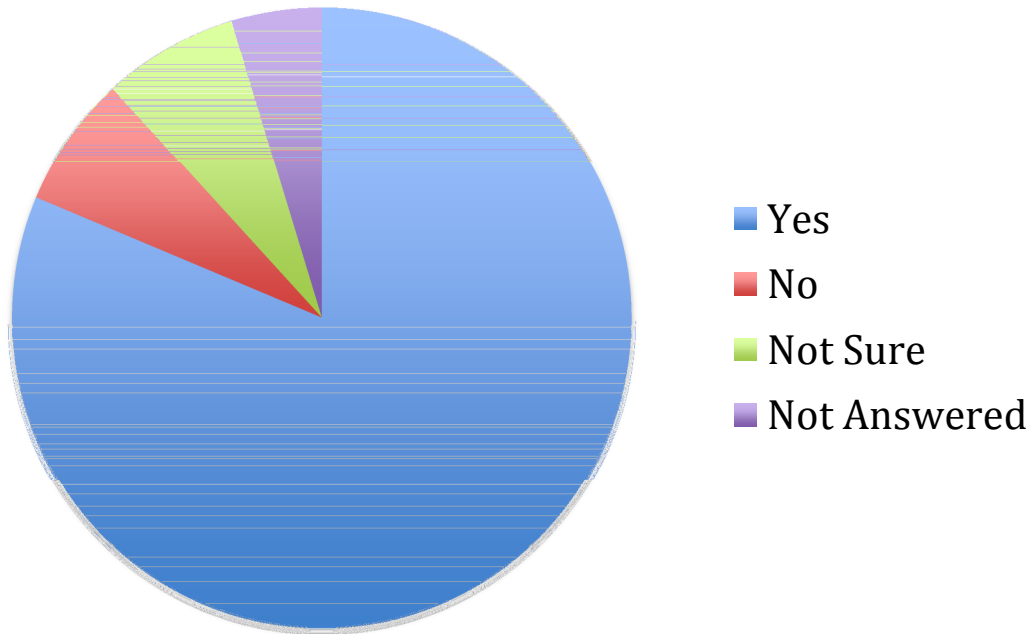
Other Areas	Number of People
Borah Creek	2
Borambil	4
Bundella	14
Colly Blue	1
Gunnedah	1
Jacks Creek	4
Lower Quipolly	2
Millers Creek	1
Moore Creek	1
Mt Parry	5
Murrurundi	3
Pialla Way	1
Quipolly	23
Tambar Springs	3
Warrah Ridge	2
Other	26
<b>Total</b>	<b>93/1102</b>

**Q.2. The Councils current position is to stand alone. The NSW State Government has provided LPSC with two options:-  
Which option do you prefer?**



Stand Alone	Merge	Not Answered
962 (87.3%)	92 (8.3%)	48 (4.4%)

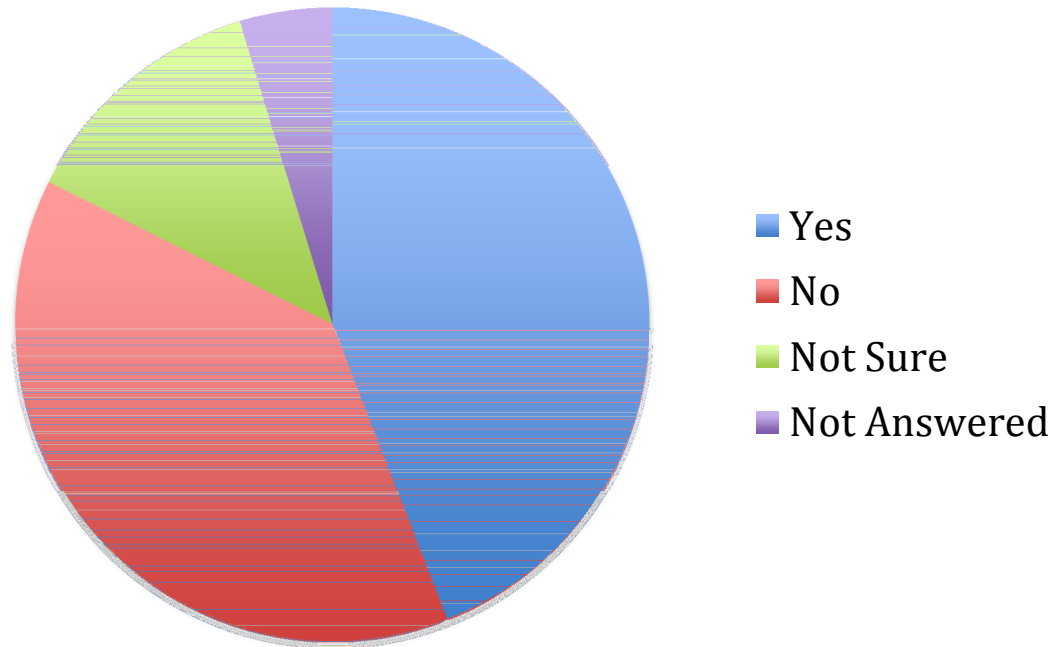
**Q.3. To enable LPSC to be a stand alone Council, and be financially sustainable, do you agree with efficiency strategies, such as resource sharing with other Councils?**



Yes	No	Not Sure	Not Answered
896 (81.3%)	76 (6.9%)	78 (7.1%)	52 (4.7%)

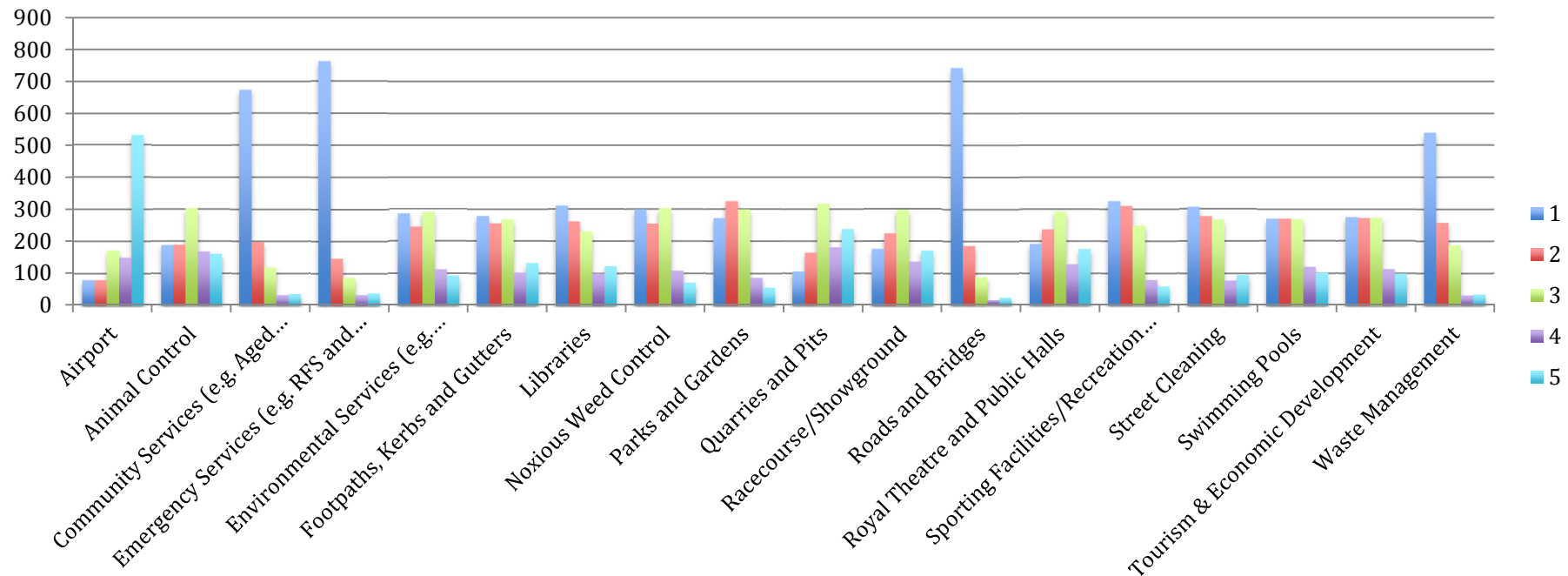


**Q.4. To enable LPSC to be a stand alone Council and be financially sustainable, do you agree with Council undertaking service level reviews that may involve a reduction in the service levels that Council currently provides?**



Yes	No	Not Sure	Not Answered
486 (44.1%)	422 (38.3%)	142 (12.97%)	52 (4.70%)

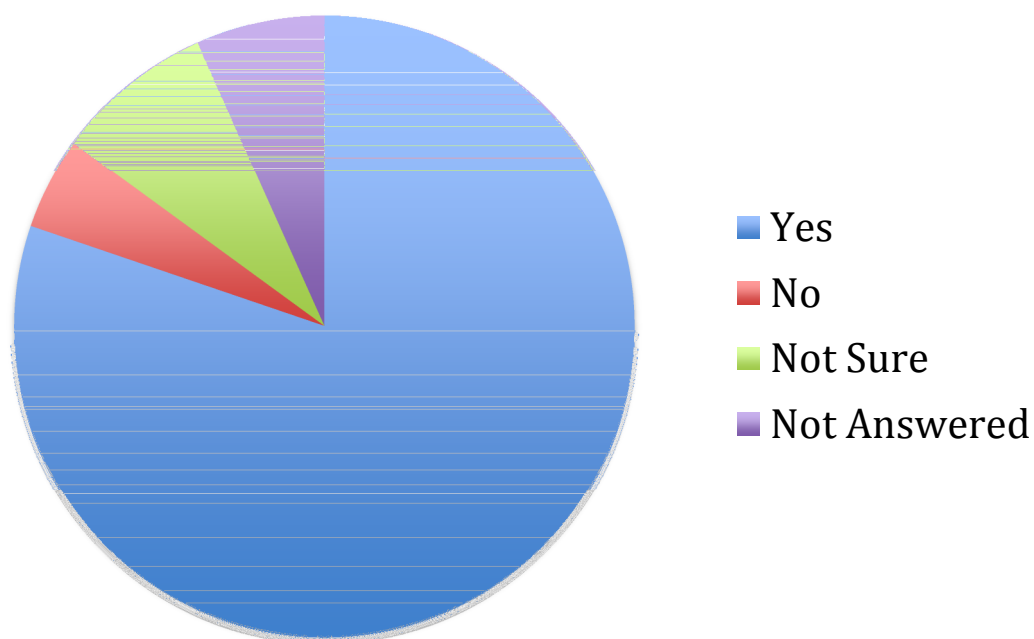
**Q.5. In the event that Council has to reduce its services, which services are MOST important to you? Tick one number in each section (1 being the most important and 5 being the least important)**



**Q.5. Ranking of services (A smaller number indicates more importance/average score)**

<b>Service</b>	<b>Average Score</b>
Roads and Bridge	1.427
Emergency Services	1.497
Community Services	1.577
Waste Management	1.743
Sporting Facilities/Recreation Centre	2.096
Parks and Gardens	2.217
Street Cleaning	2.219
Noxious Weed Control	2.27
Libraries	2.303
Environmental Services	2.317
Tourism & Economic Development	2.333
Swimming Pools	2.353
Footpaths, Kerbs and Gutters	2.41
Racecourse/Showground	2.643
Royal Theatre and Public Halls	2.664
Animal Control	2.674
Quarries and Pits	2.99
Airport	3.643

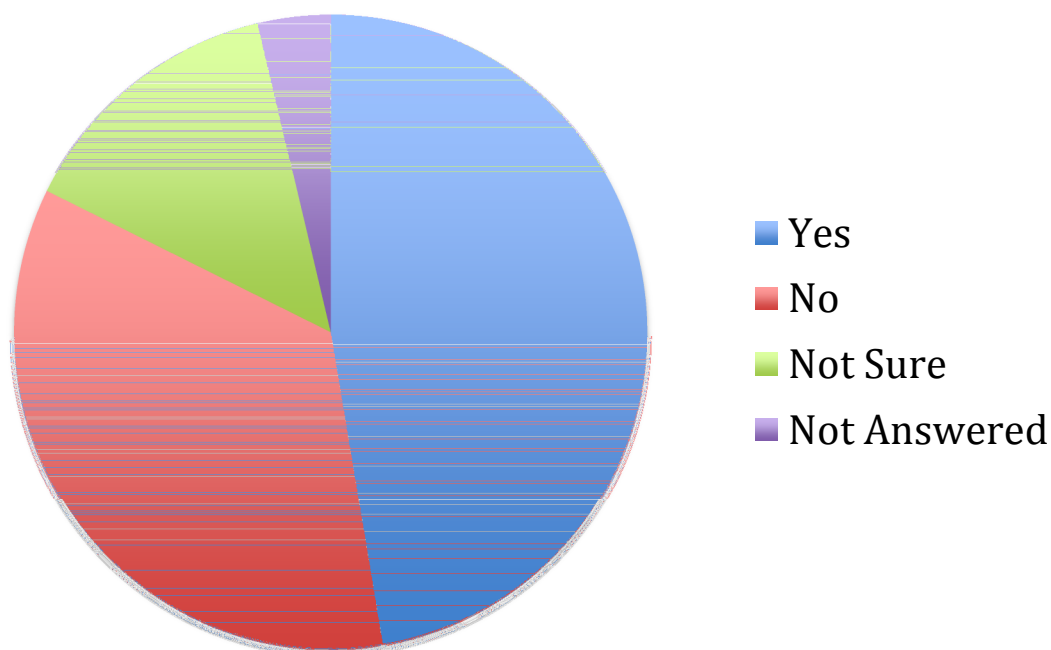
**Q.6. LPSC provides services of a semi-commercial nature under contract for both state & federal government. Do you agree that it is essential for Council to continue to be involved in these areas on a cost recovery basis?**



Yes	No	Not Sure	Not Answered
884 (80.2%)	53 (4.8%)	91 (8.3%)	74 (6.7%)

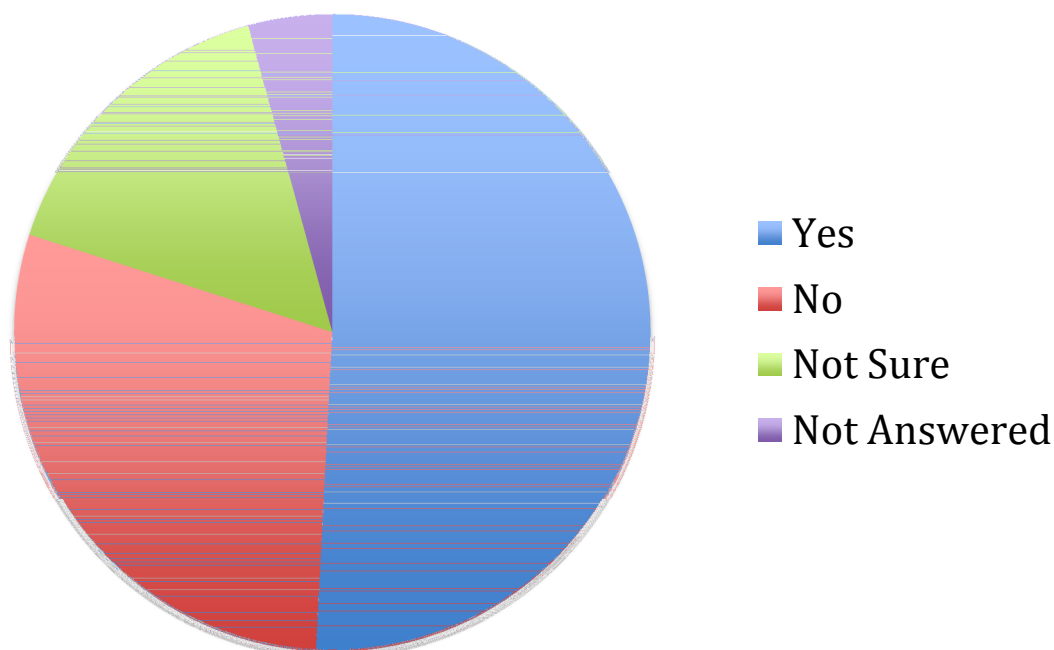
**Q.7. Council provides support services and facilities that go beyond direct local government responsibility. As a ratepayer, do you support council continuing with these additional roles?**

**Accommodation for doctors**



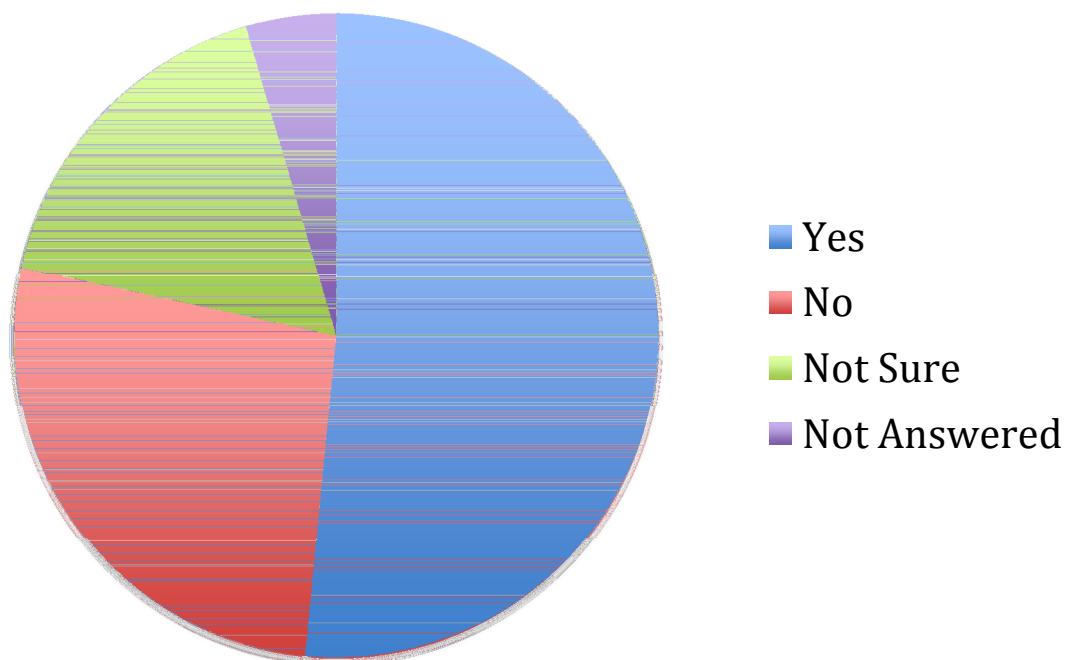
Yes	No	Not Sure	Not Answered
522 (47.4%)	385 (34.9%)	154 (14.0%)	41 (3.7%)

**Caravan Parks**



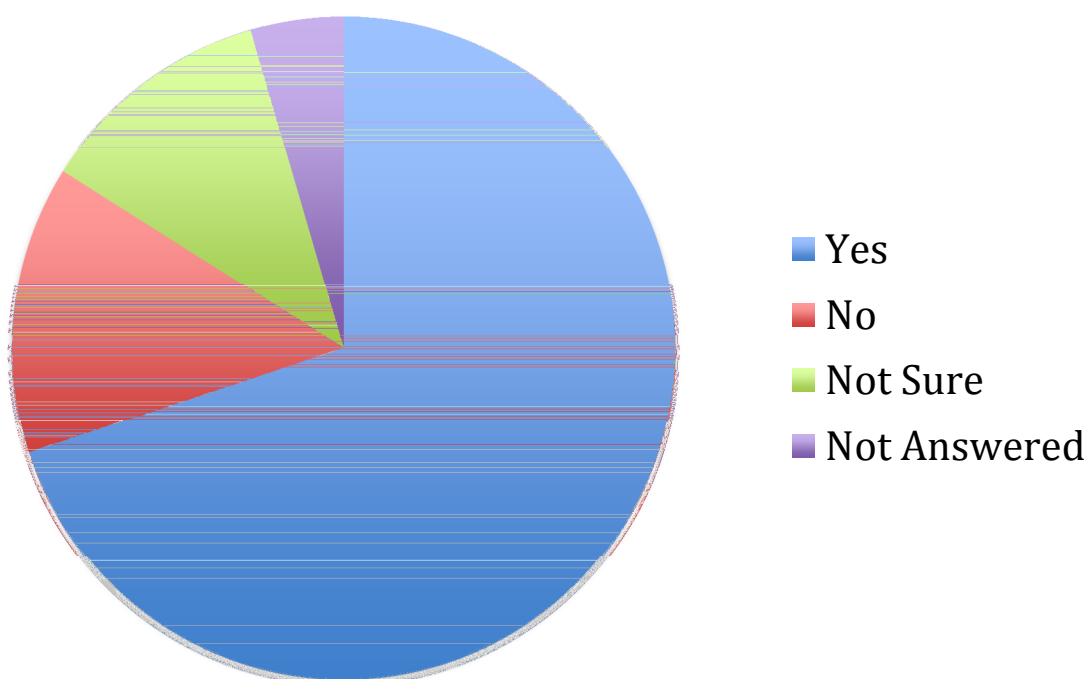
Yes	No	Not Sure	Not Answered
560 (50.8%)	321 (29.1%)	174 (15.8%)	47 (4.3%)

## Community Civic Centre (Royal Theatre)



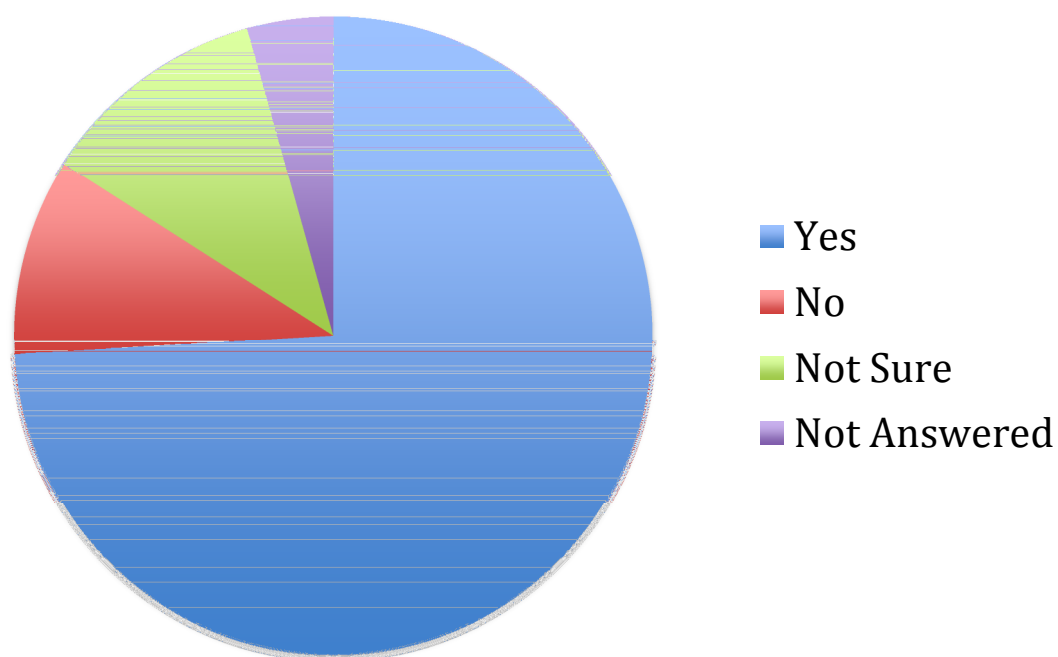
Yes	No	Not Sure	Not Answered
568 (51.5%)	296 (26.9)	188 (17.05)	50 (4.54)

## Child care centre



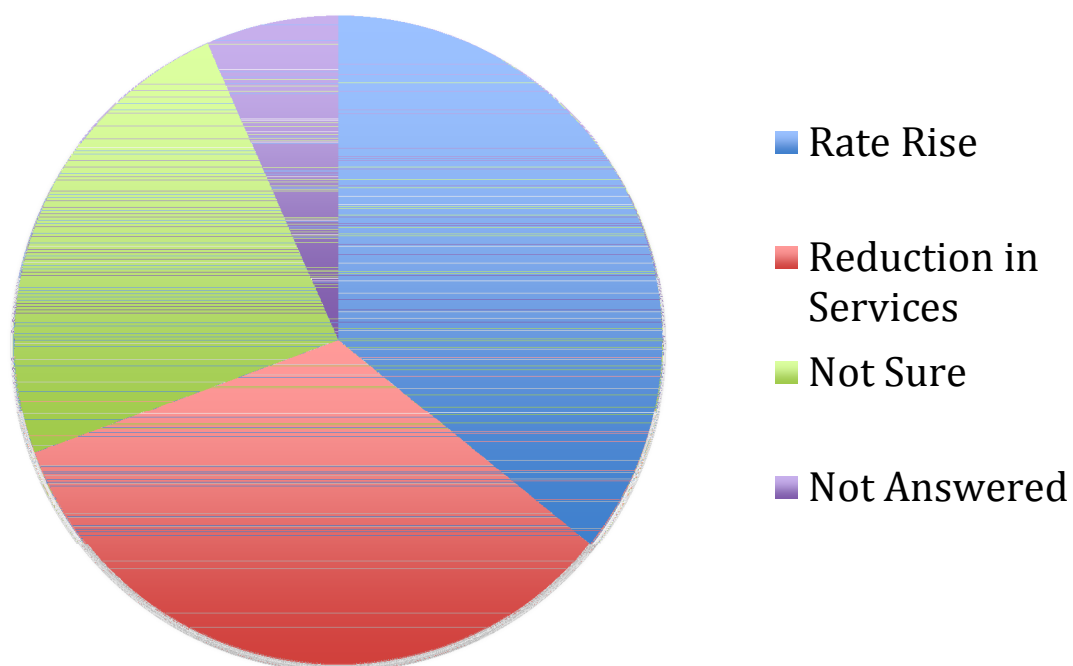
Yes	No	Not Sure	Not Answered
770 (69.9%)	155 (14.1%)	127 (11.50%)	50 (4.5%)

**Q. 8. Do you support Council investigating innovative partnerships with the private sector in our long term strategic plan?**



Yes	No	Not Sure	Not Answered
816 (74.0%)	110 (10.0%)	128 (11.6%)	48 (4.4%)

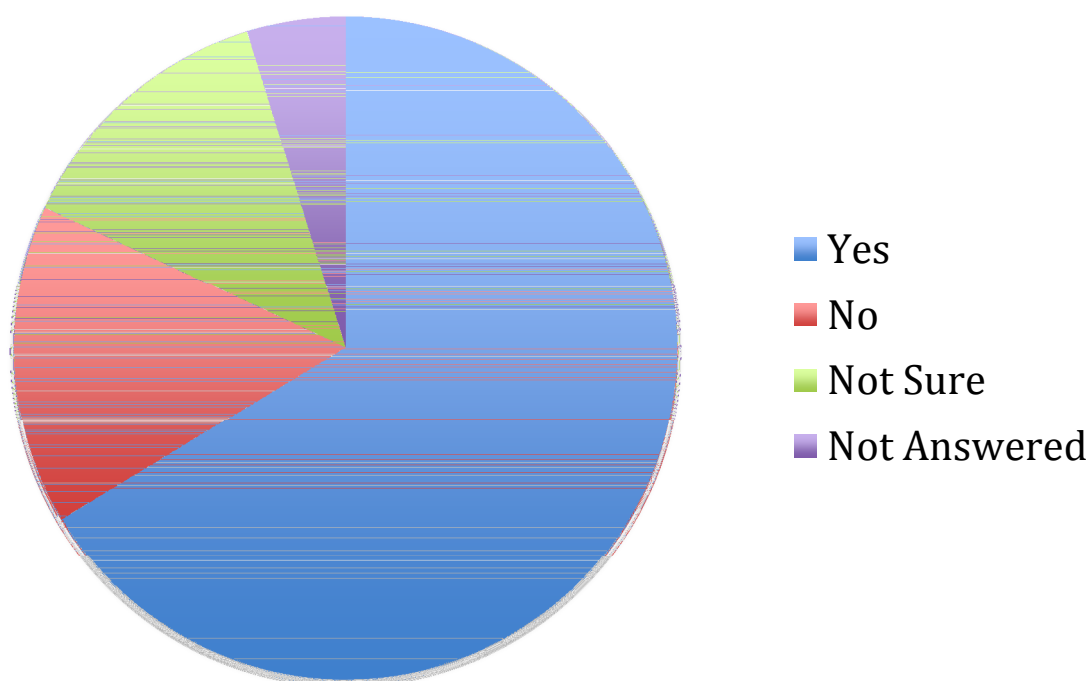
**Q.9. In the event that Council has exhausted all efficiency measures and there is a demonstrated need to increase rate revenue, would you consider:-**



Rate Rise	Reduction in Services	Not Sure	Not Answered
395 (35.8%)	369 (33.5%)	265 (24.1%)	73 (6.6%)

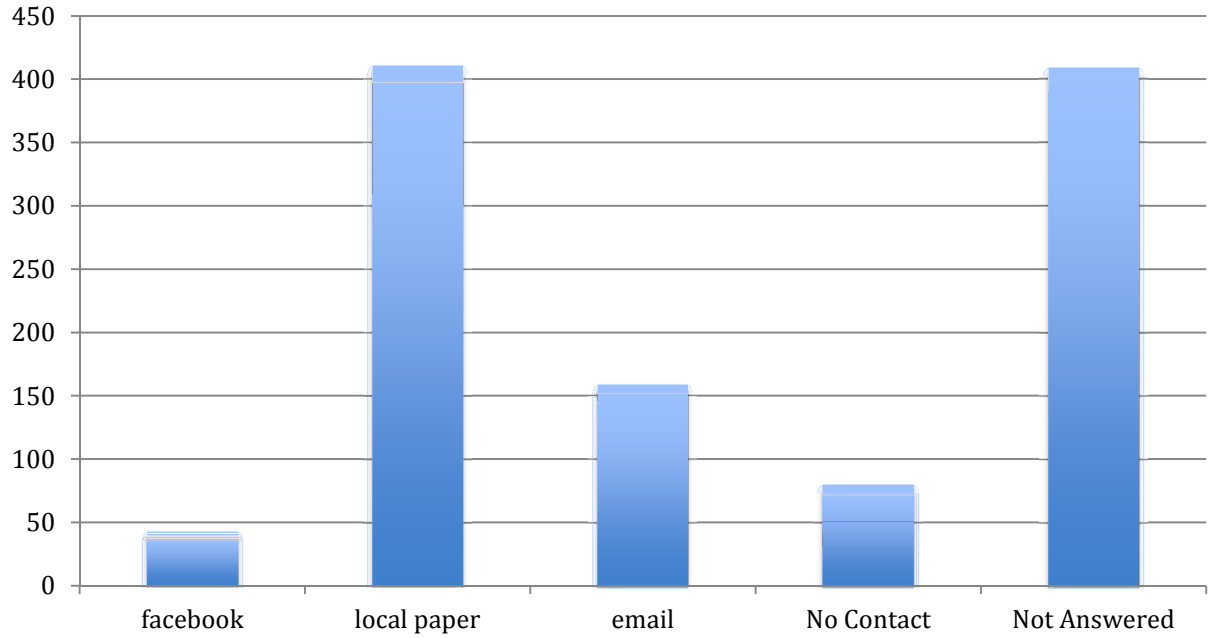


**Q.10. To ensure LPSC's performance and compliance in achieving financial sustainability, it is proposed that Council engages an independent external reviewer to assess its performance at regular intervals. Do you agree with this?**



Yes	No	Not Sure	Not Answered
731 (66.3%)	172 (15.6%)	146 (13.3%)	53 (4.8%)

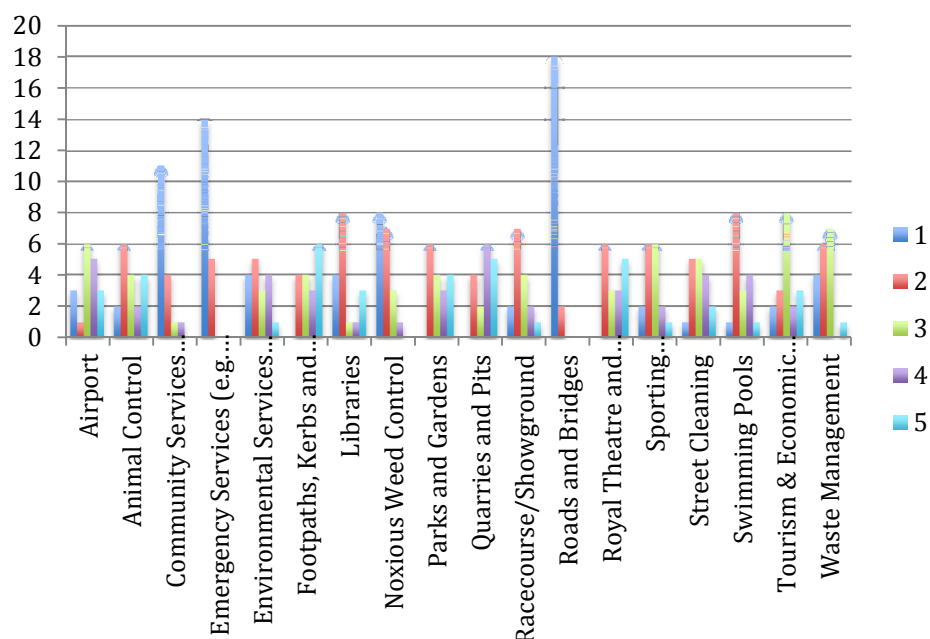
## Preferred contact method



# Survey Results & Comments by Area

## Blackville - 20 people, 20 stand alone (100%)

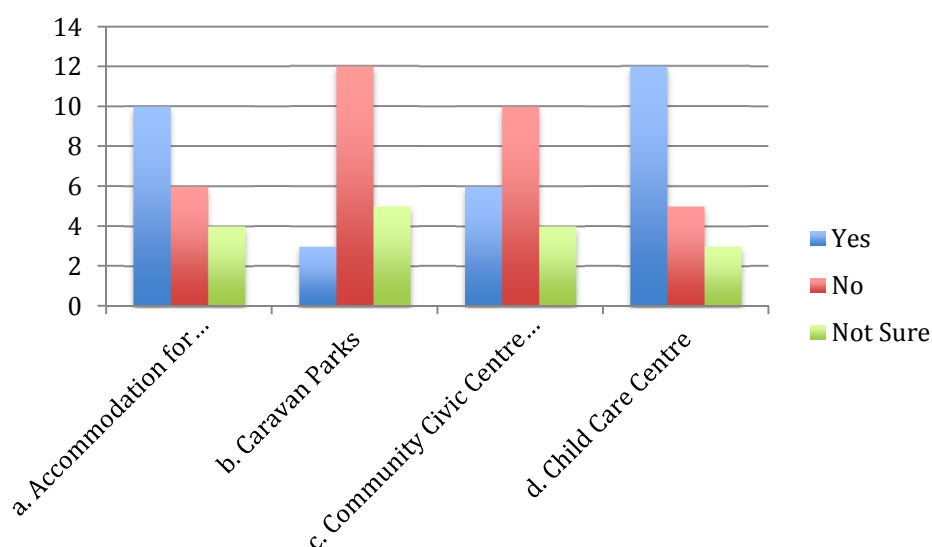
### Question 5



**Ranking of services (A smaller number indicates more importance/average score)**

Roads and Bridges	1.1
Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.2
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.3
Noxious Weed Control	1.75
Racecourse/Showground	2.05
Libraries	2.1
Waste Management	2.1
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.2
Sporting Facilities/Recreation Centre	2.25
Swimming Pools	2.35
Street Cleaning	2.6
Animal Control	2.7
Tourism & Economic Development	2.75
Parks and Gardens	2.8
Royal Theatre and Public Halls	2.9
Footpaths, Kerbs and Gutters	3.1
Quarries and Pits	3.15

## Question 7

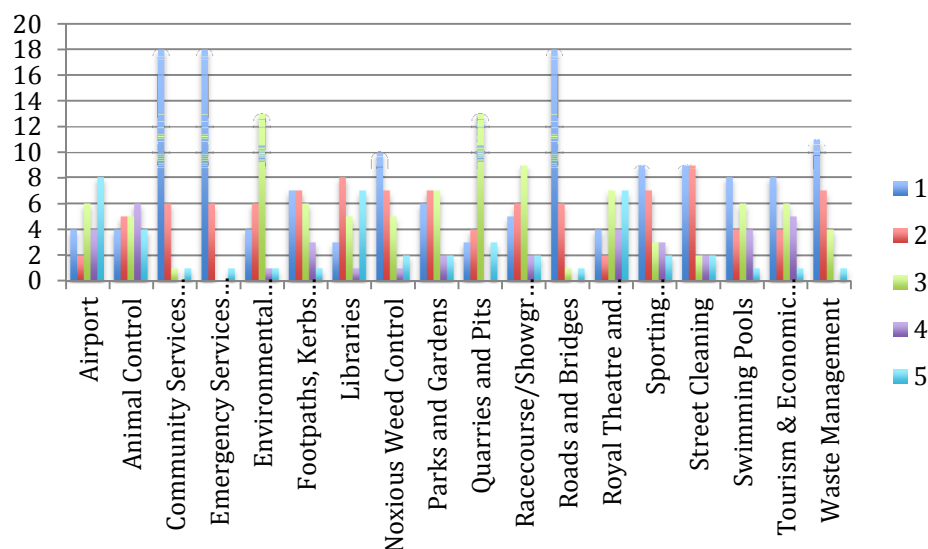


## Comments

1. Not happy with the money spent on the theatre and feel that it is money not well spent.
2. The town of Quirindi has an inordinate amount of money spent on capital works i.e. footpaths up Lennox and Breeza Streets.  
  
I do not agree with the restoration of the Royal Theatre and now it is struggling. Our roads out of town need more maintenance, that is the source of most of the rates. Be more respectful to ratepayers when spending money.
3. All rate payers be allowed to vote at council elections
4. The council should budget to construct five kilometers of new sealed roads every year, to be financed from grants, council funds and from plants hire and contracting services
5. Do not want a rate raise or reduction in levels of service.
6. Council needs to focus more effort on communications infrastructure. We currently suffer terrible mobile phone reception, really terrible Internet connection (it must be satellite), and inadequate TV/Radio reception. If the communication infrastructure were adequate, many services could be provided or supplemented by much more efficient means.

## Braefield – 26 people, 24 stand alone (92.3%)

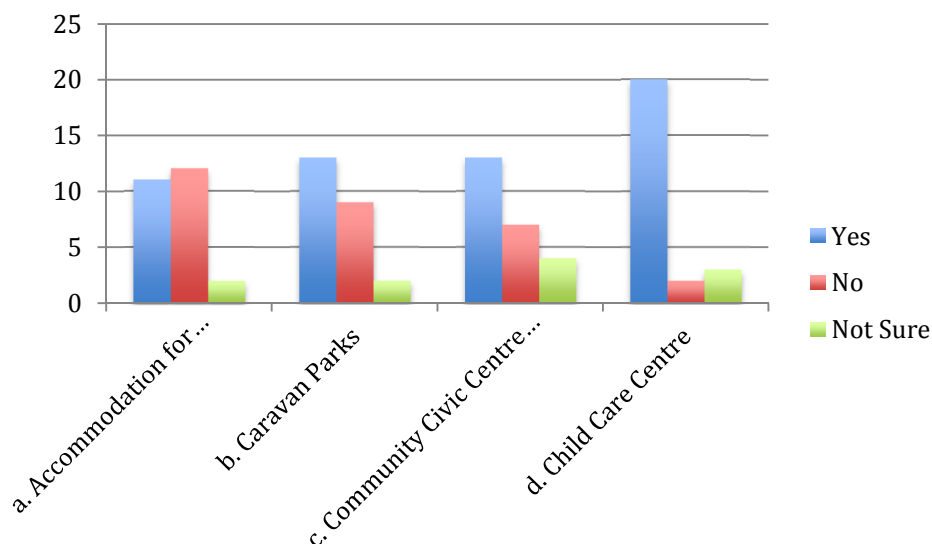
### Question 5



### Ranking of services (A smaller number indicates more importance/average score)

Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.346
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.462
Roads and Bridges	1.462
Waste Management	1.615
Street Cleaning	1.962
Noxious Weed Control	2.038
Sporting Facilities/Recreation Centre	2.077
Swimming Pools	2.115
Footpaths, Kerbs and Gutters	2.154
Parks and Gardens	2.269
Tourism & Economic Development	2.269
Racecourse/Showground	2.385
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.462
Quarries and Pits	2.5
Animal Control	2.808
Libraries	2.808
Royal Theatre and Public Halls	3.077
Airport	3.154

## Question 7



## Comments

1. Council is going pretty well. The parks and gardens are a credit to council, need to focus on country roads as well.
2. On the whole LPSC appears to be doing a pretty fair job. Like most business it gets back to two main points, 1/ watching closely the spending. 2/ may have to have small increase in rates. The parks and gardens are a credit to council, but some country roads are needing attention
3. If Council exhausts all efficiency measures it should review indoor staffing levels and the efficiency levels before rate rises and reduction in services - overstaffed and efficiency levels questionable. Reviews regularly on staff performance.

We pay a tip access fee on rates and still pay when we go to the tip even though we don't get a pick up service at the ratable property/properties - and one is a vacant block. Needs to be more consistent.

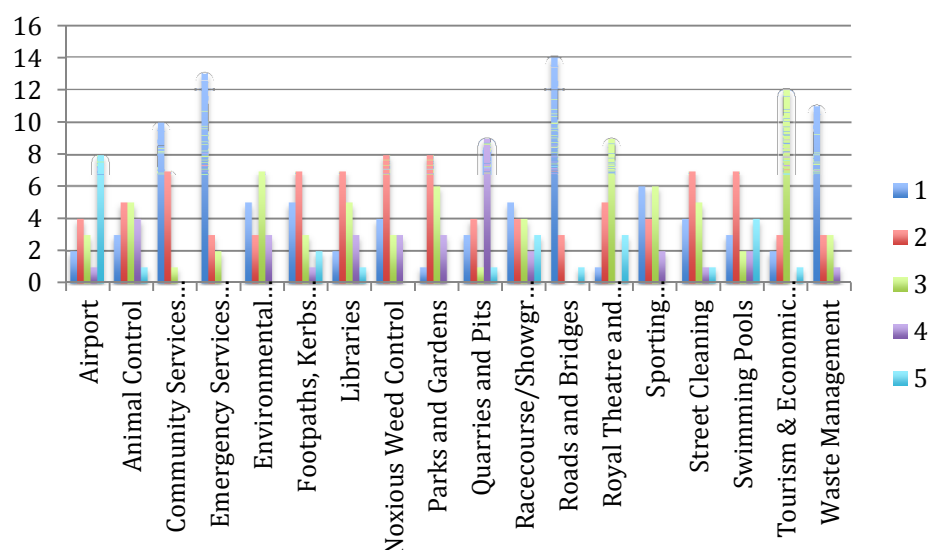
4. Council needs to get its in order. Management needs to manage work as a team with its employees. Employees are a company or organisations best asset for a successful business.
5. Theatre is losing money, wasting ratepayer's money.
6. Show the public the shortfall in money & what they will loose if we don't increase rates.
7. Close the theatre and go back to the pavilion.
8. Ensure management handles operational matters without councilors wanting to influence or take over the day to day running.

9. The parking in front of the bank to be for disabled people, a lot of residents seem to ignore the sign and park there any way.
10. This was a quick and easy survey to take.
11. My opinion with the running of the Quirindi Swimming Pool is appalling. Toilets are filthy, toddler pool has slime in it and is not clean, 50m pool is being back washed during opening hours. Lifeguards are not spending enough time watching swimmers. Can't patrol while in the canteen. This is a community pool. The community should have a say as to whom they want to run it. LPSC does a much better job running our pool. I am a frequent user of this pool and have seen all these things first hand. Hopefully the council runs this facility in the future.
12. Streets to be improved for prams, golfers (motorised vehicles for elderly / disabled, bikes. Streets are uneven and lots of potholes. Footpaths too many cracks and not enough room for pedestrians and golfers



## Carroona/Walhallow – 19 people, 18 stand alone (94.7%)

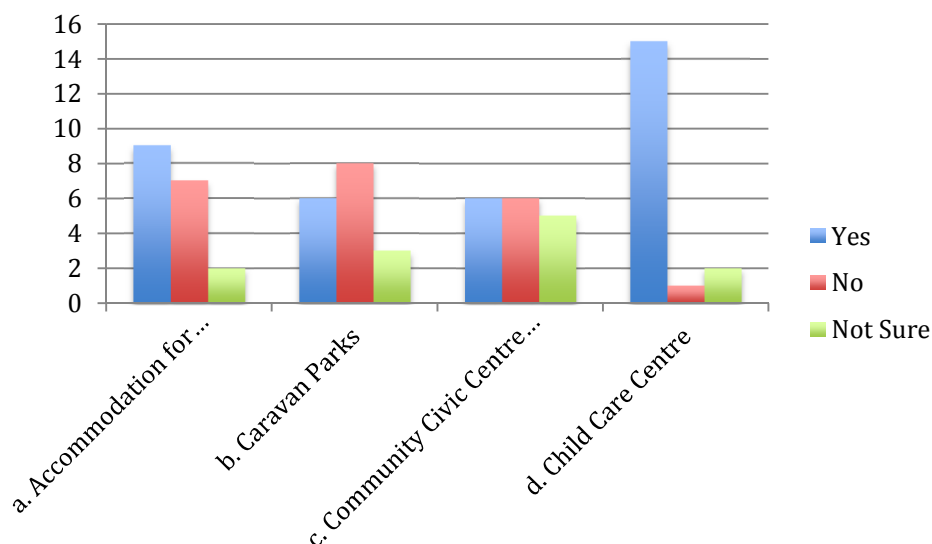
### Question 5



### Ranking of services (A smaller number indicates more importance/average score)

Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.389
Roads and Bridges	1.389
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.5
Waste Management	1.667
Sporting Facilities/Recreation Centre	2.222
Noxious Weed Control	2.278
Footpaths, Kerbs and Gutters	2.333
Street Cleaning	2.333
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.444
Parks and Gardens	2.611
Libraries	2.667
Racecourse/Showground	2.667
Animal Control	2.722
Tourism & Economic Development	2.722
Swimming Pools	2.833
Royal Theatre and Public Halls	2.944
Quarries and Pits	3.056
Airport	3.5

## Question 7



## Comments

1. Need transport from Carroona, can't catch the local school bus into town.
2. I am against any further amalgamations; it hasn't helped in the past & won't help now. Councils should learn how to economise
3. LPSC should push to reduce the red tape involved with state government and allow councillors and employees to do their job.
4. Depending on cost. These reviews of service levels seem to come with over inflated charges from council.
5. The local pool needs to be re-assessed for longer opening hours in the summer time & current owners need to be replaced because small pool was not kept clean, had mildew in it. The pool needs to be run properly.
6. Council should not be involved in stand-alone tourism but support private projects, Council should not accept non essential infrastructure projects from mining companies or developers without an agreement to cover the ongoing maintenance costs.

Quality quarry material is a finite resource and any bulk sale should assess the council's long-term requirements and potential costs and road damage created by council's own cross shire transport. There appears to be a number of indoor staff that would be more efficiently engaged across a group of councils and outdoor permanent staff that may be replaced by contractors as required.

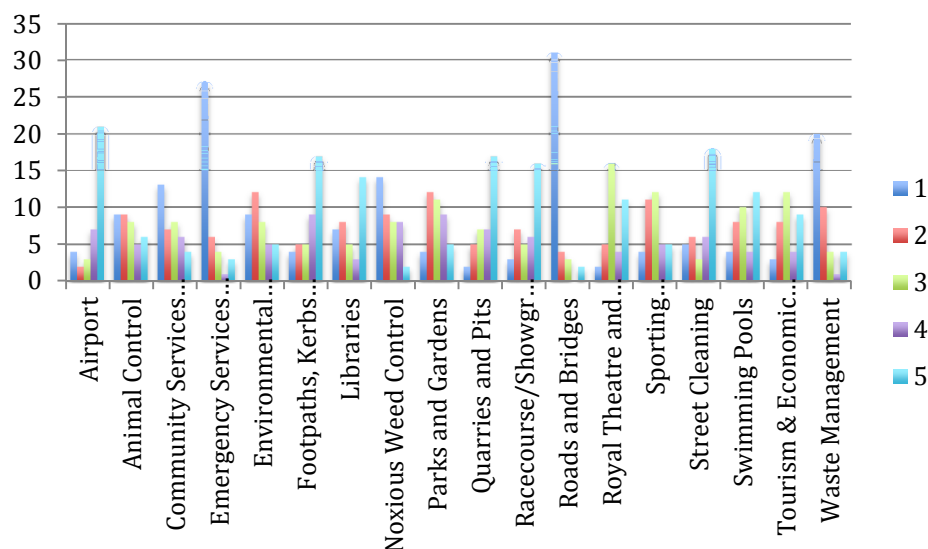
Is there any cost recovery policy for the huge amount of time council spends on mine development?

There are obviously cost recovery and efficiency measures available so additional rate increases should not be an option.

7. A good General Manager should be able to undertake Q10, in fact it should be in his brief. Normally independent external reviewers, at great cost, will give you what you want to hear, confirming you are on the right track.

## Currabubula – 41 people, 33 stand alone (80.5%)

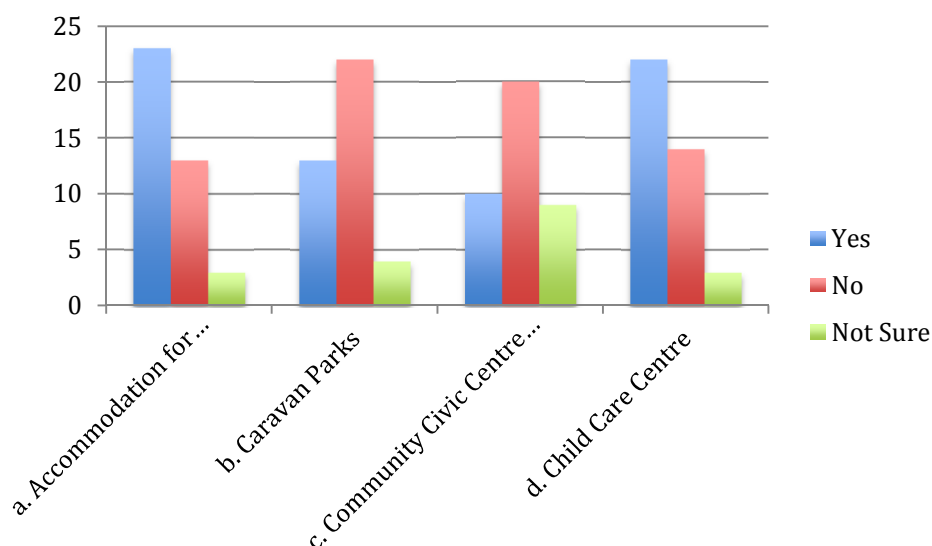
### Question 5



### Ranking of services (A smaller number indicates more importance/average score)

Roads and Bridges	1.415
Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.707
Waste Management	1.854
Community Services (e.g. Aged Care, Youth Services, Childcare)	2.317
Noxious Weed Control	2.39
Animal Control	2.463
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.488
Sporting Facilities/Recreation Centre	2.61
Tourism & Economic Development	2.829
Libraries	2.927
Parks and Gardens	2.976
Swimming Pools	3.073
Royal Theatre and Public Halls	3.195
Racecourse/Showground	3.317
Street Cleaning	3.415
Quarries and Pits	3.561
Airport	3.659
Footpaths, Kerbs and Gutters	3.659

## Question 7



## Comments

1. Agree looking after halls in communities however not sure of the thing in Quirindi.
2. Agriculture has historically provided the wealth of LPSC and should continue to do so unless undermined by Coal and gas fields.

There are other opportunities for smaller localised coal mining and other mineral mining such as Zeolite, which will have minimal effect on water and soil assets.

Rate rises are a bonafide method of providing services or maintaining.

3. External reviewer may be from another council, not an expensive contractor. Swap services.

Note all unfunded state and federal government services forced on council in the FFF report.

4. Q6 - providing 100% recovered profit

Q8 - provided council breaks even or makes on profit

Q10 - should not be necessary

5. Q 9 depends on how much rate raise and what services would be reduced, marked not sure.
6. Q9 We were not sure how to answer this question as it depends on how much of a rate rise is and if it is affordable and what particular services would be reduced

7. I think if council has "spare" resources to be able to conduct outside work for state or federal Govt then it is over resourced at the rate payers expense, council should only own plant and equipment if it can utilize it more than 80% of the time on its own work if not use private contractors. I think it would very unfair for council to tender for work against the local contractors on outside projects, I believe where possible council should investigate the use of private contractors especially in the outer regions roads. I think private contractors could offer more efficient service if they were based out in areas such as Spring Ridge or Blackville and would help employment in these small towns.
8. Q5 - Environmental Services - N/A Nothing seems to be done in rural villages to keep people accountable - does not concern me.

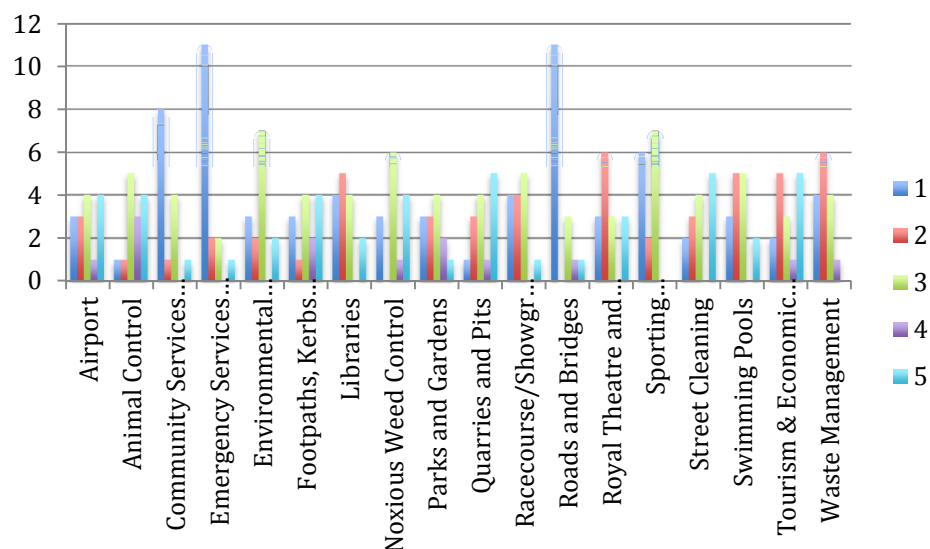
Q5 - Street cleaning not applicable in this area

#### Comments

It is really immaterial to us what happens. We are at the end of the Shire and feel quite "forgotten. Whatever happens we wont be in the centre of any Shire / or council so have no strong feelings either way.

## Pine Ridge – 18 people, 14 stand alone (77.8%)

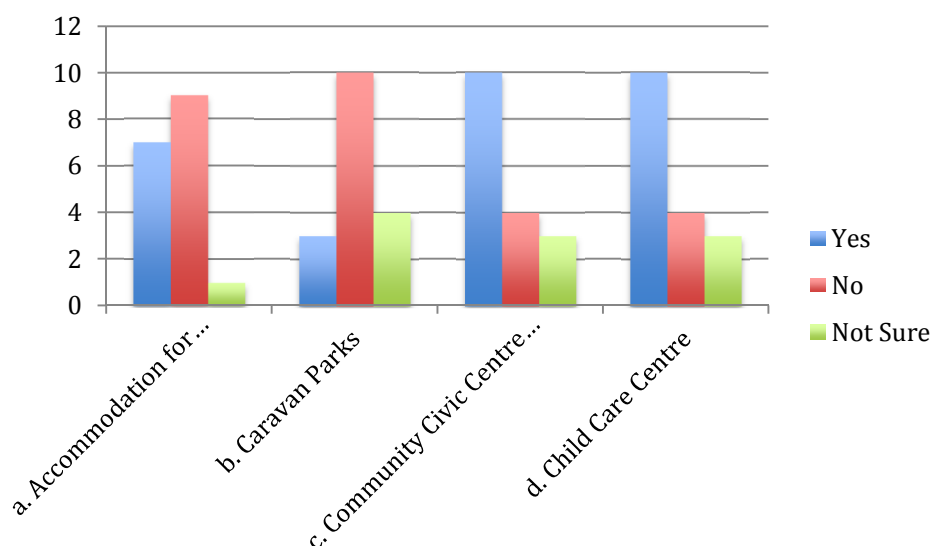
### Question 5



### Ranking of services (A smaller number indicates more importance/average score)

Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.444
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.5
Roads and Bridges	1.611
Sporting Facilities/Recreation Centre	1.722
Racecourse/Showground	1.778
Waste Management	1.778
Parks and Gardens	1.889
Libraries	2
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.111
Swimming Pools	2.111
Royal Theatre and Public Halls	2.167
Airport	2.5
Footpaths, Kerbs and Gutters	2.5
Noxious Weed Control	2.5
Street Cleaning	2.5
Quarries and Pits	2.667
Animal Control	2.778
Tourism & Economic Development	2.778

## Question 7

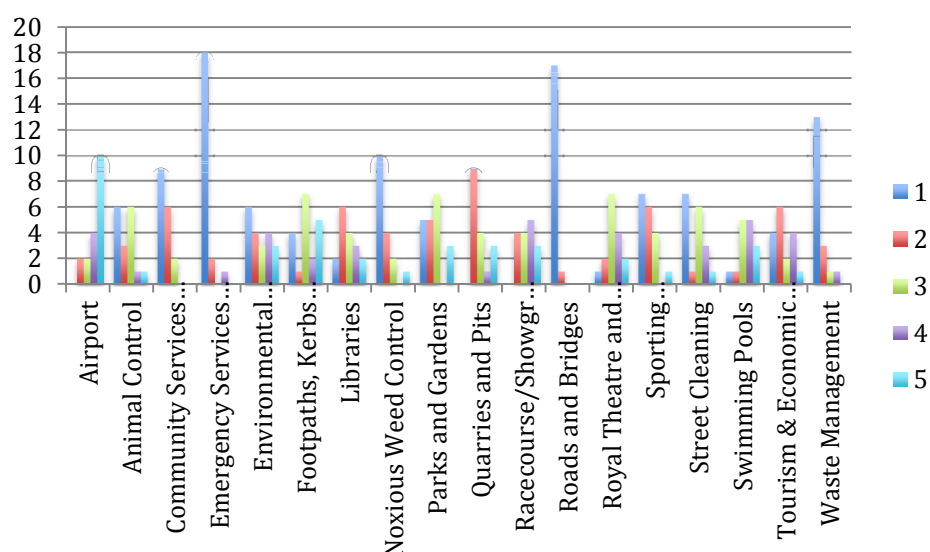


## Comments

1. Give more building approvals to farms.
2. Senior councillors need to consult with all elected members on any decisions. Concerned with the cost of this process. Quirindi is not growing, it's going backwards.
3. The Quirindi Caravan park is in a state of disrepair, I cannot comprehend how council does not see fit to peruse maintenance of facilities of Wallabadah Caravan park as on certain occasions up to 50 vans have been parked there.
4. I think it is important that LPSC remains as an independent stand alone council and not become part of an amalgamated council. I believe if we become part of a larger council we will loose input at the local level and the influence of local representation. Unless of course, the old system of ridings is introduced.
5. Development should only be allowed when in sympathy with the local culture and environment. Therefore we need to support the expansion of sustainable long term businesses.
6. The maintenance of gravel roads used to be done by private enterprise. This worked well with individuals responsible for various sections. Now we have very expensive equipment sitting idle for much of the time. Please look at efficiencies in this department.

## Premier – 21 people, 20 stand alone (95.2%)

### Question 5

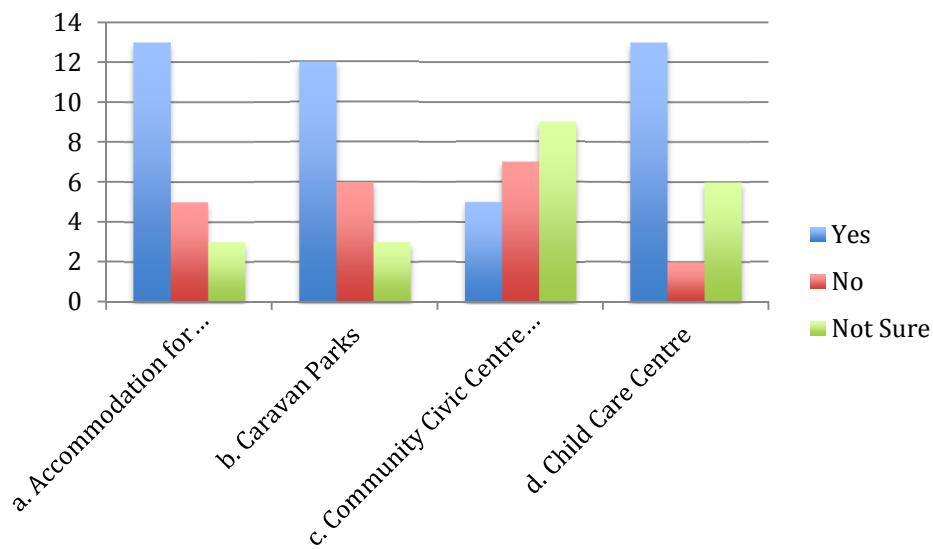


### Ranking of services (A smaller number indicates more importance/average score)

Roads and Bridges	0.905
Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.238
Waste Management	1.238
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.286
Noxious Weed Control	1.381
Sporting Facilities/Recreation Centre	1.714
Animal Control	1.857
Tourism & Economic Development	2.048
Street Cleaning	2.095
Libraries	2.286
Quarries and Pits	2.333
Parks and Gardens	2.429
Royal Theatre and Public Halls	2.476
Swimming Pools	2.524
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.571
Racecourse/Showground	2.619
Footpaths, Kerbs and Gutters	2.857
Airport	3.619



## Question 7

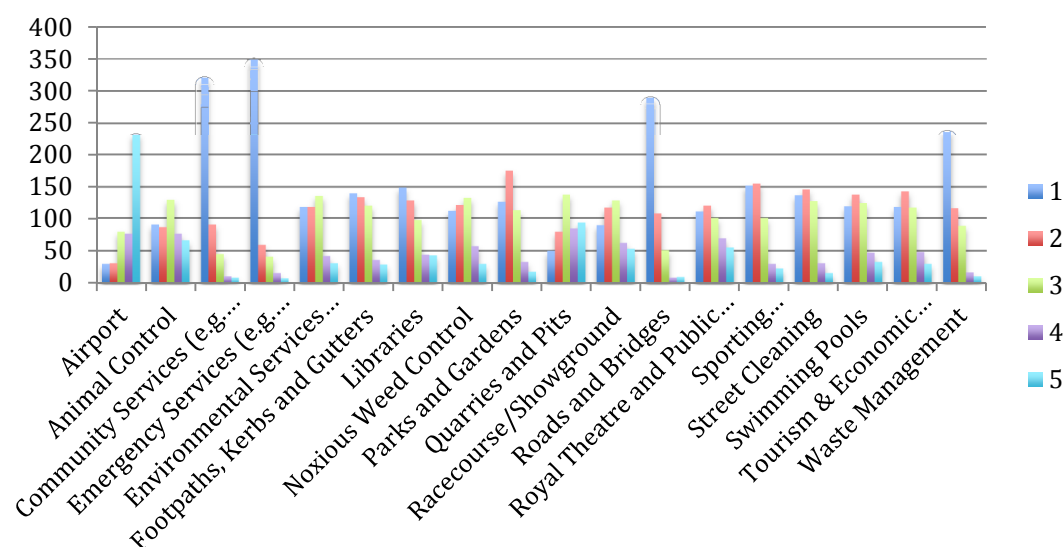


## Comments

1. Please don't forget Premier does exist. I think most of the time we are left out. Its a sad looking place - thank you for coming out - nothing to do with tonight but what are we going to do with the Post Office?
2. What about our Post Office?
3. Definitely disagree with paying external consultants big dollars to review how we are going. Roads major priority.

## Quirindi – 498 people, 451 stand alone (90.6%)

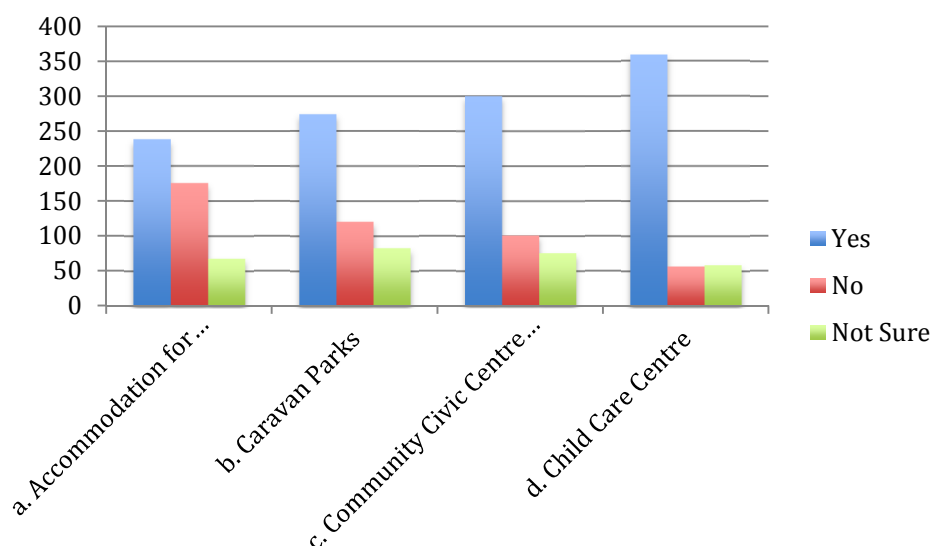
### Question 5



**Ranking of services (A smaller number indicates more importance/average score)**

Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.422
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.486
Roads and Bridges	1.531
Waste Management	1.758
Sporting Facilities/Recreation Centre	2.043
Street Cleaning	2.084
Parks and Gardens	2.133
Footpaths, Kerbs and Gutters	2.172
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.23
Libraries	2.232
Tourism & Economic Development	2.256
Swimming Pools	2.303
Noxious Weed Control	2.324
Royal Theatre and Public Halls	2.469
Racecourse/Showground	2.51
Animal Control	2.635
Quarries and Pits	2.916
Airport	3.674

## Question 7



## Comments

1. Reduce the number of staff and people supplied vehicles.

2. The libraries must be kept open fulltime at all costs.

Main street gardens must be maintained & storefronts be made to be painted etc. as shabby buildings affect tourists & general wellbeing of people.

3. Suggest council do their own internal review with the expertise within Council.

4. Rates are paid by all.

5. As long as it is independent and not someone's buddy in the joint organisation.

6. Better Utilisation of Inter- Departmental Services.

E.g. water department instead of using private plumbers to repair weak /or sewer chocks on council properties use their own staff for public toilets, parks, ovals and buildings.

7. Keep up all good work.

8. Suggest to use work for the doll people to keep our parks gardens neat and tidy, reducing the costs and number of staff required to maintain them.

9. Rates are to expensive, paper are to expensive, water is unacceptable.

10. Better water. Calcium level to high. No rate increase. We pay one of the highest rates now.

11. As a small farmer, paying a significant amount of rates is completely out of order. I know it is tax deductible but so is repairing sheds and water, hence charge be far Qurindi businesses. At the moment because of the high rates I'm unable to do so.
12. The independent reviewer would need to be impartial.
13. I would like to see the council ensuring we have a disaster survival plan i.e. locally grown foods, provisions etc. plan with vision (i.e. independent power; rainwater tanks at every home) for an unstable and uncertain world, clean air etc.
14. We pay some of the highest rates in NSW. Why?  
  
Would like more transparency & accountability from council.
15. Do we require all the footpaths around QDI, resurfacing of roads in town that don't need it, would like a green waste bin. The quality of water is questionable and the cost for it. The Royal Theatre would be better demolished.
16. Fix TAR roads
17. Could have both a rate rise and reduction in services so the rate rise is not so high.
18. Having rural properties in both LPSC and Tamworth shires. I find LPSC to be extremely efficient, hard working council beneficial to ratepayers and support standing alone.
19. Let all the doctors attend the hospital.
20. No secrets from ratepayers please. If considering staff reductions, please start at the top.
21. Weeds need spraying immediately. Tourism is not as important as economic development.
22. That all council business be put as a motion before all councilor.
23. Swimming pool partnership was no 1. I feel successful sport & rec. swimming would have been affordable, hours not great for young families.
24. Please review the efficiency of council administrative staff. I have never been to the council office & had my inquiry/ request dealt with efficiently by just one member of staff. As ratepayers, we are paying all council staff - what measures, if any, are in place to ensure the accountability of administrative staff to the rate payers?
25. What accountability does the council have to us as rate payers?
26. Reduction in indoor staff before outdoor staff.
27. No need for an independent reviewer to tell you one performing in confidence or not.

28. Does reducing services mean job cuts? Council staff should be used before contractors where possible. Not only does this keep working people in town but shire staff know if a job isn't done well, rate payers know who did it.

"Contractors don't care & what work that needs to be done.

29. Years ago I saw Ashford Shire Council amalgamate with Inverell. Ashford SC was the biggest in NSW. As a result all equipment and jobs moved to Inverell resulting in less employment.

Strongly against amalgamation

30. The service at the swimming pool has dropped off since the YMCA took over. concerned with the age of the staff and their ability.
31. Feel we already pay one of the highest rates in the country in NSW.
32. Get with Gunnedah Shire because in time it will happen.
33. Rate rise and a reduction in service
34. Perhaps more information could have been provided to enable an informed choice. How much would the rate rise be or what reduction in services would be required? You can't choose without knowing!!!
35. My observation - It seems this survey is all about promoting the reduction of services!!
36. Put the rates down.
37. Would like to know what the cost the rate payers with the termination of the General Manager, Cost of consultants, Cost of salary, how will all the extra cost effect the budget & make us "Fit for the Future".
38. There is too much waste a divided council will not make us " Fit for The Future"
39. The private use of company vehicles should be stopped.
40. Less people in the front office you only need the essential roles filled
41. Terribly important that we alone. The heart of the community & the local spirit that makes it a good place to live & bring up our children is best in a stand - alone community rather than an outpost of a larger shire
42. If services are cut - Cut staff
43. Comment on Question 10 - I understand that LPSC is independently audited on a regular basis already.
44. Would like to see more cohesion with councilors, rather than airing dirty laundry publically.

45. Ratepayers should not have to pay to dispose of rubbish at local waste centre.
46. Believe staff are able to assess performance of the council.
47. We definitely need to fight not to merge.
48. Concerned Rate Payer:

I would like to draw your attention to the footpaths in Thomas Street, Quirindi they are very neglected as most of the cement blocks are broken and un-leveled and rough which is Dangerous for people to walk on. Snr Citizens with walking sticks and walkers. Parents with Prams etc. it is a busy street with a school and a church. We would be grateful if you could do something to improve the footpaths. Also the left side has no footpath and the grass is very hard to walk on

Thank you

49. Stand Alone.
  50. A heated pool would be great, run by the council not YMCA
  51. An increase in support/admin staff is required to keep abreast of the additional reporting requirements forced on Council by other Government bodies, e.g.; Office of Local Government.
  52. In relation to Q10 if the Council is aimed at remaining independent shouldn't they be doing everything possible to ensure this happens? Why do we need to waste Rate Payers money to on an external reviewer?
- As a person highly involved in Quirindi Basketball I would like to express my concerns of the lack of facilities in Quirindi for our sport. Our local Junior Basketball in Quirindi is very popular, we also field 8 teams every Wednesday night in the Tamworth Schools Competition as well as having 7 Representative teams competing in the Northern Junior League, yet we do NOT have one full sized court available in Quirindi for practice or competition. Gunnedah have ZERO teams competing in the Tamworth Schools Competition and ZERO in the Northern Junior League but has 4 full sized courts available.
- Maybe the money wasted on the Recreation Centre refurbishment and the Royal Theatre could have gone towards a decent facility for all users.
53. Would volunteers be able to maintain the Quirindi cemetery?
  54. Salary of General Manager to be kept in line with that of other councils. Not pay exorbitant salary for little return. This will assist in keeping council fit for the future.
  55. Q10:- provided independent review produces positive outcomes.
  56. Shire needs to be innovative with its ideas and practice. Be more up to date in how a business should be run. Be prepared to be open and honest.

57. Use water from Werris creek mine for water on golf course. Obtain agronomic advice so you are spraying at right time, utilising spray better saving money on regrowth. Put movies on at 4pm not when schools on. This will attract more people making more \$\$ for the theatre.
58. Q9:- should have had a rate rise last year.
59. - If you are going to cut services then you have two choices 1- raise the rates 2- amalgamate.
60. Important to trust senior staff's opinion and be supported by councilors to do what is best by the community.
61. Be proactive in informing the community of what is happening and demonstrate what is best to the community to maintain services.
62. If you cut services, LPSC is finished
63. The royal theatre is very much needed in our community as a great meeting place.
64. Q5:- I feel that towns people should be consulted
- I would like to point out that I have been a resident here for 20 years and do not have a proper foot path (have always paid rates promptly) would like to see footpath between Henry & Pryor St completed.
- Q9:- only if all other avenues have been exhausted.
65. Consider reduction in office staff.
66. Amalgamations of councils DO NOT create a reduction in expenses! This statement from information gathered for presentation to boundaries commission x 2. If amalgamation takes place Quirindi will become a backwater and go down the drain, with nothing spent in it or district e.g., existing shire boundaries we are totally opposed to amalgamation of shire councils, it is the next step by NSW government to abolish local government.
67. Q7:- should be privatised.
68. Q9: - depending which ones
- Q10:- not too often
- Wash streets after rain to save water
- Open Quipolly dam to canoe and sailing boats - no more car parks.
- Perennial plants in the main street - not annuals. Approve a pipeline to use waste water from Werris Creek mine on Quirindi golf course - get federal funding for infrastructure costs. Spray roadside weeds before seeding to avoid re-spraying costs

69. Shire administration should be in the hands of people qualified to be innovative in ideas and practice, prepared and qualified to self-assess the effectiveness and sustainability of practices to the shire and its ratepayers.
70. Q4: - You need to reduce the bloated middle-management area of local Govt not the services
- Q6:- As long as all costs are recovered
- Q10:- Believe bottom line is the measure of your performance. That's how any business owner would assess it. Concerned that council spends money on expensive consultants? Does your employee context prevent you from doing the job you're paid to do to the absolute best of your ability?.
- The trouble with local government or any government run area, e.g. health, education, is that there are too many administrators and paper shufflers and too few at the ground level doing the jobs that need to be done. Anytime any govt employee gets a promotion they go onto shuffle papers so there ends up being 987 people in some sort of admin & 5 people doing the jobs that actually matter.
71. I am not sure that we should cut back on all of question 4, barring the swimming pool and public halls, areas like roads, cemeteries, parks, gardens, sport, library and the royal theatre should be maintained.
72. DEFINATELY NO MERGER - IT WOULD BE CATASTROPHIC TO SAY THE LEAST.
73. The working of the shire needs to be reviewed.
74. RE Q9:- it has been noted by myself & others that the rates in Quirindi are higher than in previous lived towns.
75. Whilst happy to support a rate rise if it maintains and improves base Council activities, I do not support it if there is not a commensurate efficiency drive simultaneously to get the best value for the additional money. Similarly, a reduction (or removal) in levels of service on "nice to haves" (Theatre, Festivals, inactive Compliance Officers, LG's making up for other tiers of Government services etc.) is required to receive good service on "must have" base Council services like Roads, Utilities, Storm water, waste etc. We need good infrastructure first to grow; the "nice to haves" will follow if the basic stuff is available.
76. It is my experience that a town losing authority and gathering with a larger area will DISADVANTAGE and service in cutting the savings are not worth the losses.
77. Commercial Rates especially in George Street have risen sharply and the following is an example for Council to consider going forward  
 Rates all most \$ 4,400.00  
 Domestic Waste \$424.00  
 Water rates are at a higher rate than most residential due to the process. Lets say as an example:  
 \$200  
 Total overall \$5,024.00



78. They certainly do not need to increase. We need to encourage business in the main street
79. If amalgamation with Gunnedah is to take place I firmly recommend we return to ridings.
80. We could do with a refund of cost of carbon tax that was applied to ratepayers waste management. No need for green waste collection or bulk goods but provide five free disposal visits to local tip per year
81. I think Quirindi Council has far to many workers who are not productive. To many in management not enough people on the ground.
82. Rates are the highest in the state - no increase yet - town water is poor - Calcium very high. To get ahead and move forward Council needs to look to the future open road to Quirindi for Road trains - Pay drop for Council members and councillors Productivity measurements on workers. Support mines. Councillors need to be more transparent in their dealings.
83. Move all heavy vehicles out of the main street. An alternative route is not impossible to find - A happy resident
84. Partnership with the YMCA at the swimming pool was below service standards! Late or not opening the pool for early morning swimmers, leaving members standing out the front of pool. Pool levels varied and unclean.
85. Partnerships with the private sector are a good idea, although I don't believe the partnership with the YMCA and the swimming pool is successful. The attitude of the employees at the pool is a disgrace, and the lifeguards on Facebook while there is young kids in the pool is disappointing. Let the council workers run the pool as it has done for years. Lack of YMCA staff at the pool is also a concern. I have been there when there has been 1 person to man the gate, canteen and be a lifeguard.
86. Look internally such as:
- \*Management structure
  - \*Lease of vehicles
  - \*Petrol cards
  - \*employ locally
  - \*employee to use their own vehicles to and from place of employment
  - \*reduce waste, work more efficient
87. Doctors need to pay their own rent.
88. Review jobs in front office. Privatised road construction and maintenance and oversee it with someone practical, not university trained. Council's key areas are Roads Sewerage and water. Do that first, and then worry about the other.

89. Investigate staff efficiency and possible reduction.
90. I am concerned the Royal theatre may be closed in this cost cutting frenzy - I would like to say its entertainment value to the community is important, we all want to go on living here, Quirindi is a great place to live, so lets keep it that way.
91. If the current Councillors worked together as one as elected - instead of the division currently in place we would not be in this position we are now in. Work together otherwise you will not be voted back in.
92. Quirindi already has been through two (Mergers) However, this area would be the "Jewel of the Crown" for Gunnedah as any consideration of environmental choices, would be just a "done deal "given the clout the Shenwah and others would bring to the table, as with jobs etc. - Thanks for my say.
93. If there is any amalgamation it should be with Tamworth. Gunnedah is not a centre of interest for Quirindi, Tamworth is.
94. I would like to see more information about Council in our local paper, as we often don't know what is going on.
95. I believe that the decision to amalgamate or not will come down to economics, and ultimately we would rely on the council to make this decision on behalf of the ratepayers.
96. The Tamworth correctional centre or Mussellbrook correctional centre can provide workers to carry out such things as lawn mowing, parks and gardens. Tamworth city council uses them to look after the cemetery etc.

There is no cost for this.

A good e.g. would be to get them to look after the Quipolly Dam recreational park. etc.

97. The current local pool arrangement has proved less efficient than in previous times. It seems pointless to have a local swimming pool that does not offer swimming lessons.
98. Our Shire needs a better animal shelter that the community can access to find lost pets.
99. These questions seem to bias this survey toward data that supports the council's desire to stand alone...
100. There is a general perception that Council's office staff has grown at a far greater rate than outdoor staff, and that this is a major driver of rate increases. Ratepayers are aware of increasing compliance forced upon local government, but there must be ways to reduce both the cost of administration and increase its efficiency.

Duplication of administration appears to be widespread. Given the office technology available, many tasks could be more streamlined and coordinated between departments. Outsourcing some functions to private enterprise may be appropriate, but the public has seen too many examples of private enterprises putting profit before service. The community still expects many roles to be carried out by dedicated public employees.

Economic and demographic predictions mean that the days of ever-increasing government services are over. In the past if there was a demonstrated need then community organisations and individuals stepped up. Shire residents need to be educated about the limitations of local government and encouraged to take back some of the more achievable roles of council.

101. To answer Q 10 properly, I would like to know the cost of this process. If this happens at the expense of another service, then I do not support it. Surely a joint council or internal process can be developed as an alternative and cost less.
102. For question 9 I would support both a reduction in services and a small rate rise if it was required to retain demanded services.
103. Private enterprise should be enticed, i.e. more than just encouraged, to take on business opportunities such as Child Care Centres, Doctor Accommodation and the Caravan Park. Incentives would be cheaper than management of these facilities.
2. A heritage grant should be constantly requested from State Gov't to renovate rather than refurbish the Royal Theatre, e.g. new roof or other capital works.
3. Business incentives should be promoted to attract both large and small businesses to the town. Every extra business drives demand for trades, retail supplies, all services and employment. Examples could be: Rates holidays, business premises rental incentives, ADSL/ NBN internet connection, marketing assistance (website development, social media advice, newspaper advertising), Chamber membership. A series of small outlays to form an attractive package, then promoted widely may draw a mix of enterprises never considered by local entrepreneurs. The cost is low until the new business establishes. Their commitment should be submission (in confidence) of a viable business plan with a 3-5 year budget attached that must be approved by the GM or CFO.
- Attracting business usually means educated and clever people broaden our social and economic base, reducing our reliance on Government employment or welfare to sustain our population. Council as a matter of urgency needs to develop strategies to encourage economic development within the shire thereby increasing the availability of jobs, increasing the population and thus sustain and grow the rate base. This in turn will attract other service and retail outlets and reduce the need for people to shop out of town. Hire an expert if need be. The business community is currently largely stagnant and hanging on hoping for an economic miracle to survive.

104.

Q10 - But if we are standing alone, why do we need external scrutiny.

Consolidate what we have, we need schools and education, we need housing, all children are first on any list, old age facilities are a growth industry

Resource sharing regarding maintenance activities adjacent to Gunnedah Shire Council good idea.

Sharing of engineering expertise (Survey, Design, Geotech ) COUNCIL MUST INVEST IN STAFF "AT ALL TIMES "

105. Q9 - You would need major consultation in this process

Q10 - Depends how much it costs

Now that you have a CFO you should be able to keep your costs under control. Keep up the good work and here is to an independent Liverpool Plains Shire Council.

106.

LPSC should see itself as a market and look to attract involvement with like minded groups in the private sector.

Operationally, the council should net as a catalyst and pass day to day operations across to the community (Dookie - a town in Victoria) is a good example of this.

107.

Q4 - all depends on what services

Q6 - on a cost recovery and efficient and effective

Need to look at improving (sealing) shoulders ( outside the edge line) on roads for cyclists, in particular state roads, regional roads as a priority. Maintaining them as well - edge drop offs are a problem at the moment. Using jet patcher to fill is not a good outcome.

108. Better consistence with tenders for contractors toward maintenance and construction works carried out in Shire

109. More trees in main street of Willow Tree

110. Lack of water availability from Quipolly dam. State government should come to the party re filtration etc. Bore water is second rate and ruins all the appliances used requiring water. We are happy having water, but not second rate.

111. Don't like Bore water

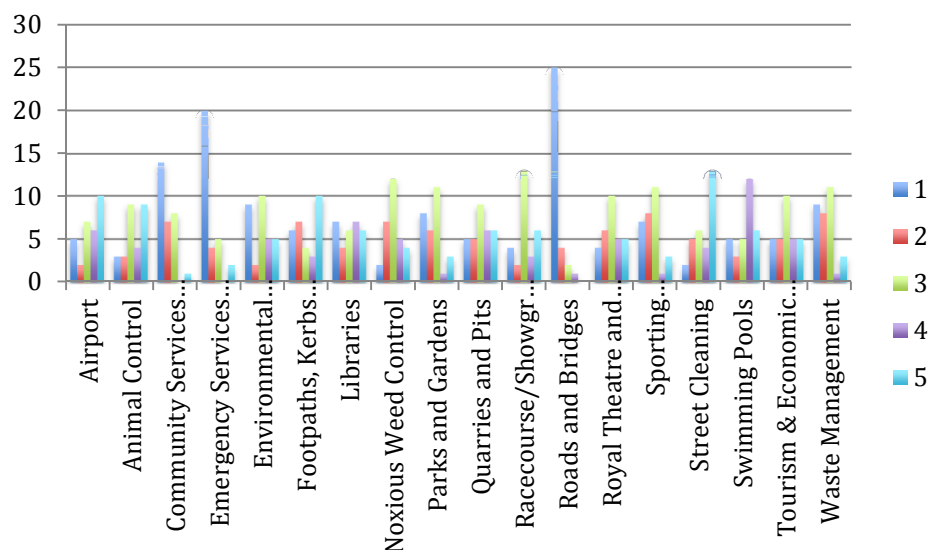
112. I believe the council needs to look at critical efficiencies. There must be gains to be made by making policy, labour and procedures more efficient

113. The who the thought it road, Ray Carter Drive needs to be resealed and more attention payed to the road surface - it is an accident waiting to happen

114. Get back to basic to survive or amalgamate and provide better cost effective services beyond basic services. We don't have the scale to provide cost effective non basic services.

## Spring Ridge – 36 people, 20 stand alone (55.6%)

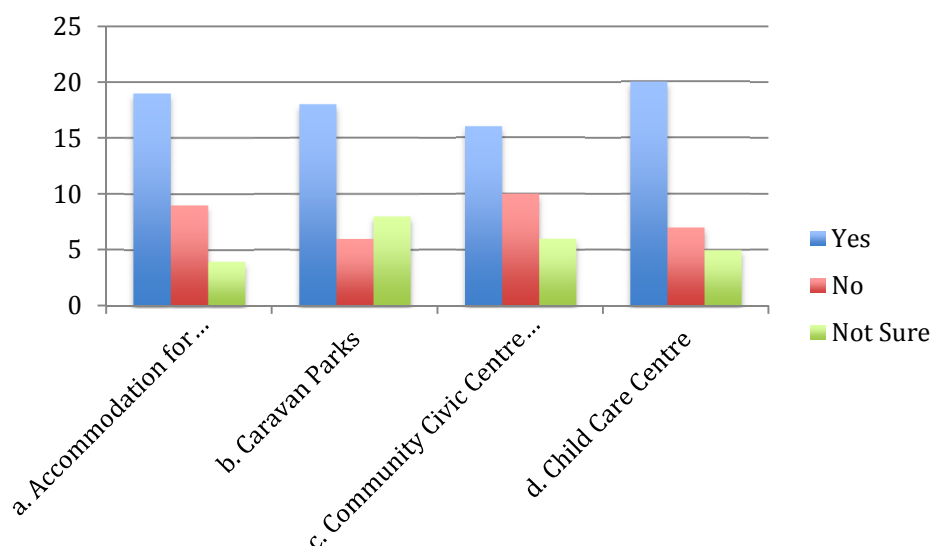
### Question 5



### Ranking of services (A smaller number indicates more importance/average score)

Roads and Bridges	1.344
Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.656
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.781
Parks and Gardens	2.25
Sporting Facilities/Recreation Centre	2.344
Waste Management	2.406
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.75
Racecourse/Showground	2.781
Tourism & Economic Development	2.813
Libraries	2.844
Royal Theatre and Public Halls	2.844
Noxious Weed Control	2.875
Footpaths, Kerbs and Gutters	2.938
Quarries and Pits	3
Animal Control	3.031
Airport	3.25
Swimming Pools	3.25
Street Cleaning	3.469

## Question 7



## Comments

1. Ordinary water pressure in town, not all roads are sealed in village
2. Not the best water pressure  
Not all roads sealed in village.
3. Spring Ridge has no water pressure.
4. I agree that the council needs to be accountable for every dollar spent and to spend sustainably.
5. Decrease the overhead component of council.
6. Rural landholders pay the bulk of the rates and their main priority is ROADS. Too many council resources wasted on trivial things in town.
7. As a large farming operation, we are one of the Shires largest ratepayers, however we receive the same services as the smallest ratepayer. Council needs to be accountable and cost saving - don't forget the ratepayers outside the town limits. Provide us with services we require.
8. LPSC needs to continue to maintain core services in an independent way. Some less important services may need to be sacrificed to help balance the budget. Objective local input remains essential.
9. We do not need the socio problems of Gunnedah to further drain our rate paid finances. There has been no outline of what or how cost savings can be achieved with the amalgamation. Gunnedah and The Liverpool Shire are two very different districts with different needs.

10. In reference to question 10, LPSC should only engage these expensive review options if they have to by legislation. There is so much bureaucratic expense, these options need to be minimised and the funds spent on the issues important to the rate payers. We do not need to be amalgamated with a council that will have increasing issues in the future with the fall of commodity prices.

11. Q3 Grade road from end to end - job done

Check vehicle rating on Silo road (Stale Street) B Double? not wide enough

Wilmott Rd - Tar

Wiliwerinna Rd - tar

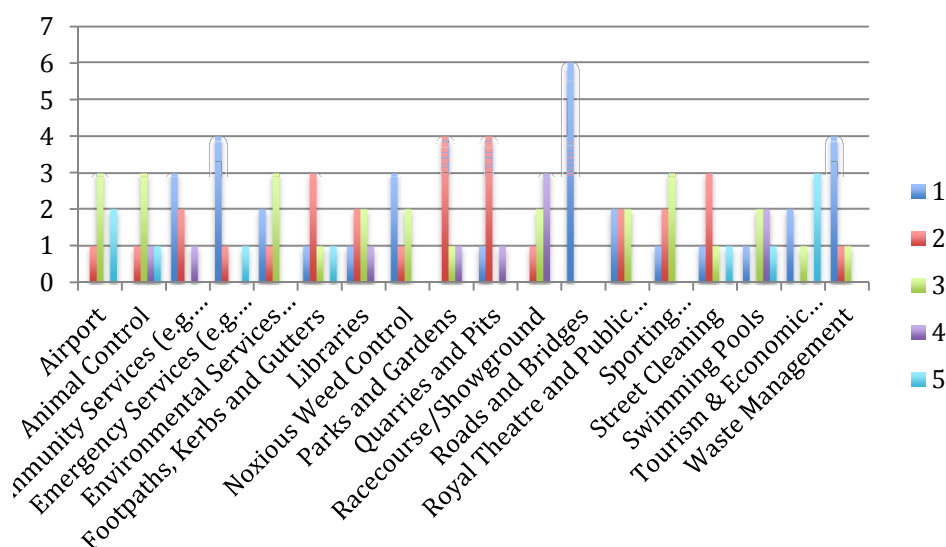
Mystery Rd - Tar

Tip Rd - tar

All of the roads above heavy truck traffic - heavy use

## Tamarang – 6 people, 4 stand alone (66.7%)

### Question 5

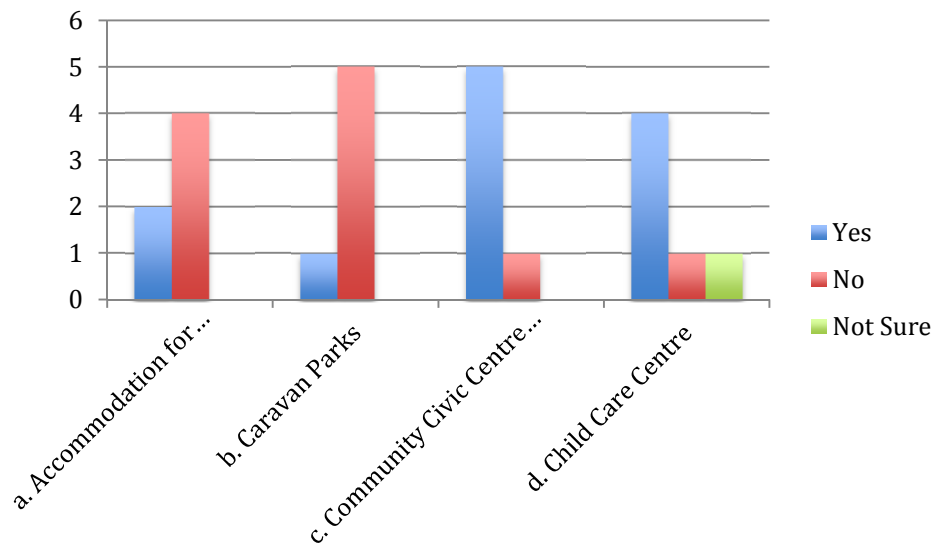


### Ranking of services (A smaller number indicates more importance/average score)

Roads and Bridges	1
Waste Management	1.5
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.833
Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.833
Noxious Weed Control	1.833
Royal Theatre and Public Halls	2
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.167
Quarries and Pits	2.167
Sporting Facilities/Recreation Centre	2.333
Footpaths, Kerbs and Gutters	2.5
Libraries	2.5
Parks and Gardens	2.5
Street Cleaning	2.5
Animal Control	3.333
Racecourse/Showground	3.333
Swimming Pools	3.333
Tourism & Economic Development	3.333
Airport	3.5



## Question 7

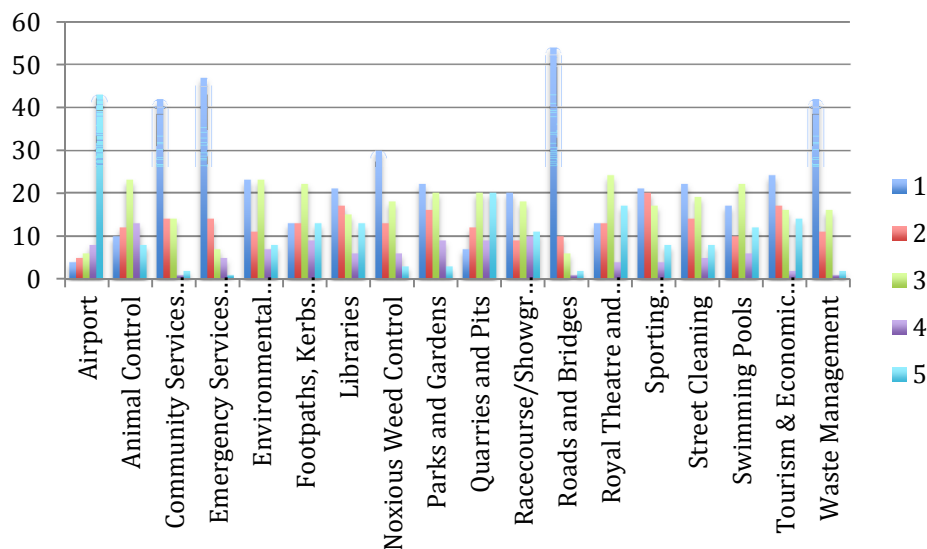


## Comments

1. Council to maintain one public hall and venue not two. Maintain the Royal Theatre as it can be used for private functions as well picture theatre. The Pavillion requires too much revenue to bring it up to the standard of the theatre. Quirindi is a smaller town with a smaller population. Most towns only have one major function centre.

## Wallabadah – 78 people, 72 stand alone (92.3%)

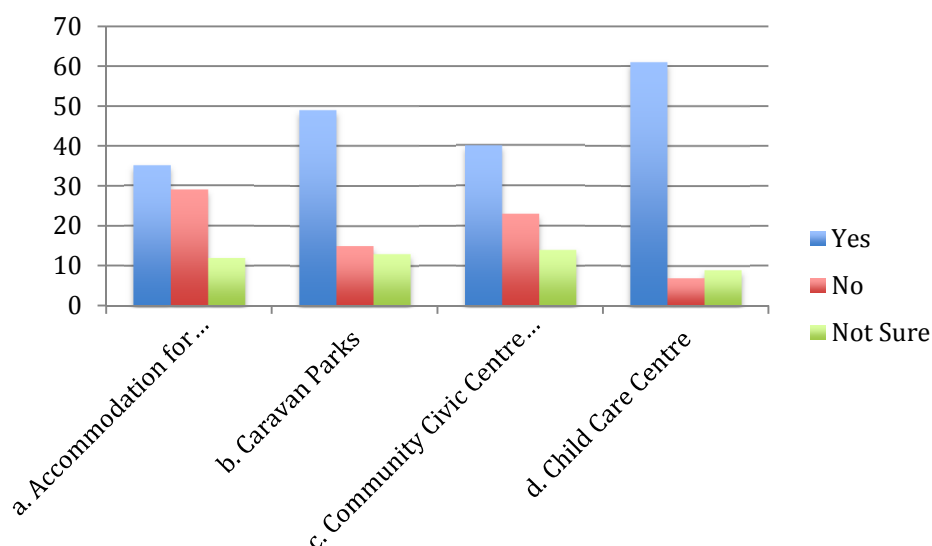
### Question 5



### Ranking of services (A smaller number indicates more importance/average score)

Roads and Bridges	1.377
Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.571
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.636
Waste Management	1.636
Noxious Weed Control	1.935
Parks and Gardens	2.143
Street Cleaning	2.169
Sporting Facilities/Recreation Centre	2.182
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.364
Tourism & Economic Development	2.39
Racecourse/Showground	2.429
Swimming Pools	2.429
Libraries	2.455
Animal Control	2.532
Footpaths, Kerbs and Gutters	2.675
Royal Theatre and Public Halls	2.753
Quarries and Pits	2.948
Airport	3.623

## Question 7



## Comments

1. Would not like to see reduction of some services so would like consultation with community.
2. Q10:- I have put no but if LPSC was to allow to have a say in who is chosen as the independent external reviewer and in us I mean the ratepayers. In my vote I might have put a yes vote.
3. Q5:- Tourism & Economic development - you cannot promote tourism if the infrastructure i.e. Roads are falling apart.  
  
Q8:- The pool was not managed well this year at all. - YMCA "you can fix it" LPSC "no you can fix it" - Result - nothing gets fixed  
  
Q9:- Trim the fat at the top end. Airfares and new vehicles are not essential.  
  
Q10"- yet another expense, concerned results may be manipulated.
4. Shire could improve its profile by endeavouring to be more visible and accountable with the general public being so diverse it is often difficult to know who to contact etc., when shire services are required we have been in Wallabadah for 5 years & Could not name one shire Councillor.
5. My interests might not be typical because I live far from town and I have no children. For me, it is important that the roads remain passable and that health and medical services (which are good) remain easy to access.
6. May he cut down on a few office workers with high salaries.
7. Q10:- Depending on cost
8. Comment on Q 10 - Consultation with the community would be cheaper and much more valuable.

9. What's wrong with considering Tamworth (to merge with).

More transparency and available information the council spending e.g. wages and number of employees etc.

The YMCA should not be employed at the local swimming pool. This season was an absolute disgrace, way over staffed, opening hours far to restrictive.

Why should NON rate payers have any input re rates?

With regard to any rate rise, there is no way a genuine primary producer with no off farm income could cope with any further rise. In percentage terms the farmer pays for more of his (sometimes negative) income on shire rates than the average wage or salary earner, we are getting rated off our properties. Charge those who use the services. Quirindi you want the theatre pay more for it.

10. Manage staff better. e.g. - Noticed 7 employees to erect poles - 2 should be enough!! Seems to be a big waste of rate payers money on staff doing nothing. Also give vouchers to rate payers to go to dump 4 per year. Cessnock City Council do this to encourage use of dump instead of litter in back streets etc.

11. Q10:- That's what a General Manager is for.

Concerning Q2:- Joint partnership with Upper Hunter, would blend Liverpool Range Geographies with Liverpool Plains and capitalise on longterm established heritage, increased tourism benefits and economy at scale. Before last amalgamation and historically Quirindi has always had common identity with Upper Hunter, particularly Murrurundi. Upper Hunter feeds highway and population into Liverpool Ranges/plains gateway.

12. Drinks at the pub with councilors.

13. Wallabadah Caravan park always has people staying there, with NO showering facilities. Facilities should be opened up at a charge

14. Q7:- b, Wallabadah

15. Q3:- NO CORRUPTION

Q7:- It includes Wallabadah

As long as any councillor or CEO have anything to do with property developments

16. Would like to see community consultation if service are to be reduced and rates to rise.

- Hot water at caravan park for caravaners (Wallabadah)

17. Any efficiency measures must be Council wide with unproductive jobs removed. There must be sufficient staff to complete the jobs not staff filling jobs. Incentive schemes/bonuses may be a way to increase production. Management of all works must be top class so the public can clearly see that works are being completed as cost effectively as possible.

18. Q5 separate Royal Theatre (5) and Public Halls (1) separate Sporting facilities (5) Recreation Centre (1) Add water to (1)

Q9 more efficient

Water is the biggest concern in this area and should be considered. Cemeteries mainly Quirindi is a disgrace all new residential developments should have an enviro system fitted as part of the DA.

19. Q10 - Absolutely no!

Quirindi is a good area. Lets keep it that way. Look what so called consultants did to Tamworth.

20. Since the YMCA has taken over the pool, I feel that the running of the pool is unprofessional. LPSC was much easier to deal with and need to take back control.

Dirt roads need more maintenance, proper gravel needs to be used - no big rocks.

Cemeteries are kept beautiful. It is a credit to the LPSC.

21. Total disgust at the red tape in getting approvals for sheds, carports etc. - Total waste of time in removal of bomb cars at Wallabadah (Victor Street).

22. I am proud of the achievement of the LPSC. While I am no longer living in the area I am passionate that the excellent service it provides remains local. Ensuring services like Drs, Cultural (Royal Theatre) continue and remain viable is paramount. However we as rate payers need to step up and support our local government

23. Q4 - F Gunnedah

Coal mining trying to take over the little farming towns.

24. As I live in the Wallabadah area, amalgamation with Gunnedah Shire Council would be most unsatisfactory, we do not have anything in common with Gunnedah. We would be far better off to join with Tamworth Regional Council.

We should never have been in the position to have to consider such a drastic action. If you want to save money why not empty out some of the indoor staff. The Council has been top heavy for years.

25. Q3 - usually the demand for equipment is at the same time

Q4 - we currently have a very basic level of services

Q5 - did not answer left comment - These services should be maintained at the current level - all are of equal value to sustain and balance for our community

Q9 - Reluctantly - need a more realistic support from both levels of government

Q10 - If the council cannot overcome its problems itself external reviews are not likely to solve the problem

Unfortunately Council does seem to waste a lot of resources with poor planning and some shoddy workmanship

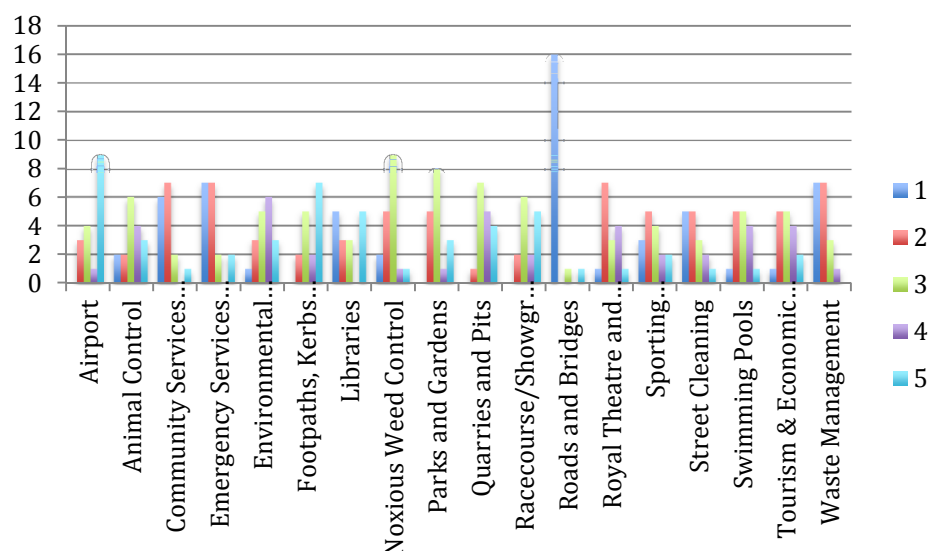
26. Q3 - usually the demand for equipment is at the same time

27. Engaging an independent external reviewer is obviously going to cost money! There needs to be a cost/ benefit for all decisions made by council.

Governments at other levels seem keen to privatize many services. Maybe we have come to expect too much from the LPSC & need to consider privatizing things like the Royal theatre, Childcare facilities etc., like with YMCA & swimming pool

## Warrah Creek – 18 people, 18 stand alone (100%)

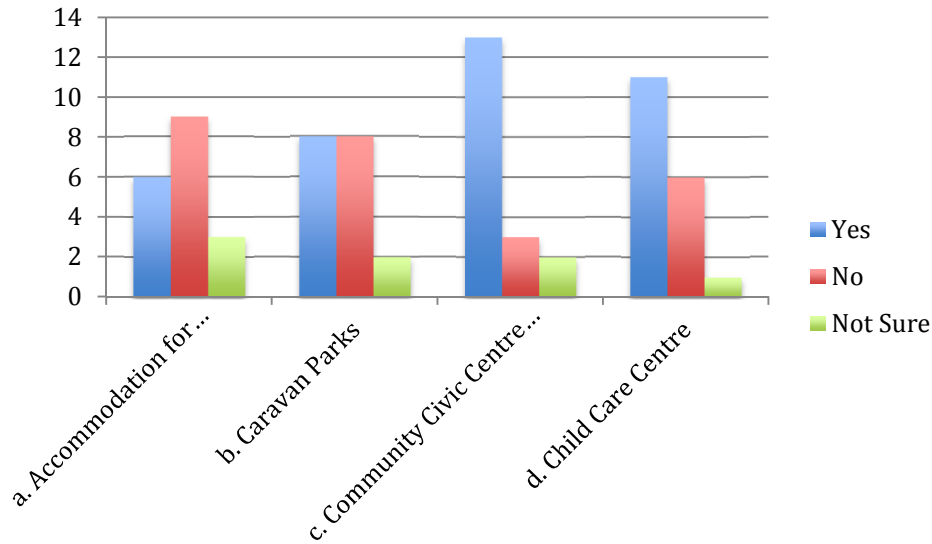
### Question 5



### Ranking of services (A smaller number indicates more importance/average score)

Roads and Bridges	1.333
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.722
Waste Management	1.889
Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	2.056
Street Cleaning	2.056
Sporting Facilities/Recreation Centre	2.389
Libraries	2.5
Royal Theatre and Public Halls	2.5
Swimming Pools	2.611
Noxious Weed Control	2.667
Tourism & Economic Development	2.889
Parks and Gardens	2.944
Animal Control	3.056
Racecourse/Showground	3.056
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	3.389
Footpaths, Kerbs and Gutters	3.444
Quarries and Pits	3.5
Airport	3.722

## Question 7



## Comments

1. High grade gravel should be used when re-surfacing roads so that our roads wont deteriorate so quickly. The main street of Willow Tree is not attractive, some areas very shabby. Needs to be attractive, some areas very shabby. Needs to be made more welcoming. Box culvert at dry creek would be very helpful, a number of people cross everyday.
2. Need to spend money more wisely and work with the community better how you have been for this process. Thanks for coming out.
3. Do not merge with Gunnedah at any price. Make more use of our assets to create extra income. Hire out our plant, staff etc. Work extra shifts of our plants etc. and get more use of the above. Keep the plant working not parked at small jobs.
4. As a former ratepayer in the Murrurrundi Shire, I accepted, with reluctance, amalgamation into Liverpool Plains.

The feeling at the time was that would safeguard us from further amalgamations in the foreseeable future.

I feel betrayed and angry that this proposed amalgamation with Gunnedah is even on the table and would resist it strongly.

5. With Q9. A rate rise & reduction in some services could be considered.

The council should consider more surveys like this for relevant matters or public ideas/proposals etc.

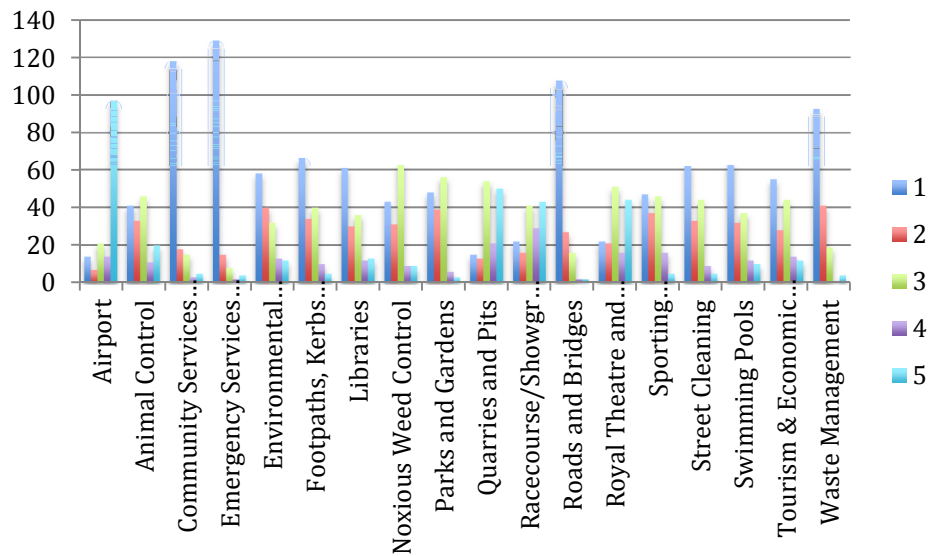
6. Would like to see greater waste management in outlying areas extended e.g. Willow Tree, also to undertake greater encouragement of people to recycle.



7. Make sure when working with outside sources (as per question 8) that the people in charge are qualified and know what they are doing. YMCA.
8. Green waste services once a month

## Werris Creek – 164 people, 135 stand alone (82.3%)

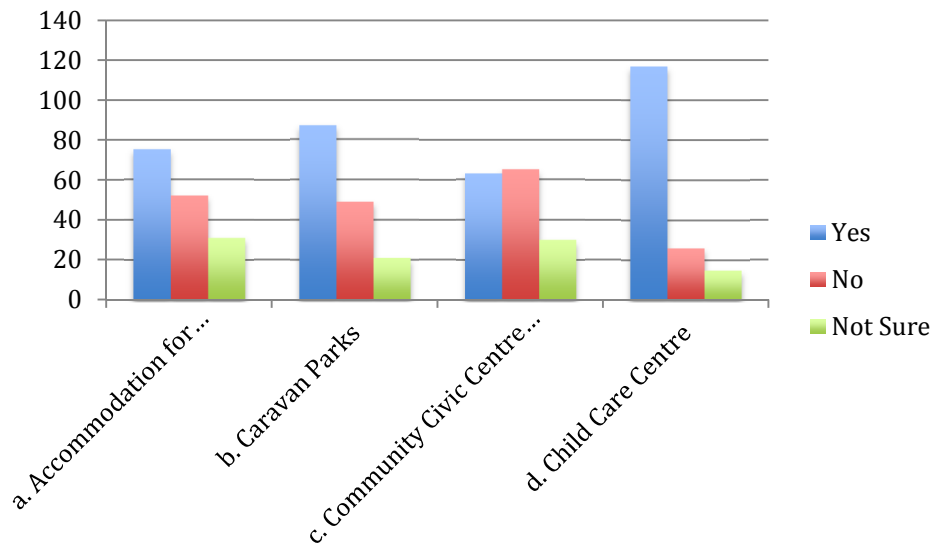
### Question 5



### Ranking of services (A smaller number indicates more importance/average score)

Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.311
Roads and Bridges	1.416
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.466
Waste Management	1.59
Footpaths, Kerbs and Gutters	1.988
Street Cleaning	1.994
Parks and Gardens	2.068
Swimming Pools	2.087
Libraries	2.124
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.149
Sporting Facilities/Recreation Centre	2.161
Tourism & Economic Development	2.23
Noxious Weed Control	2.329
Animal Control	2.416
Royal Theatre and Public Halls	3.112
Racecourse/Showground	3.155
Quarries and Pits	3.335
Airport	3.925

## Question 7



### Comments

1. Why are there only two options? No one in this town has any affinity with Gunnedah and that was expressly nominated as illogical when the question was asked when entering Liverpool Plains Shire
2. Why can't we go with Tamworth??
3. Competitions for street block to keep the lawn tidy, Caravan parks to attract people into town (Grey Nomads), need more police in the area. Pretty up the main street so it does not look like a ghost town. Have activities to keep the youth busy. Have a festival that celebrates our town.

Councillors to be out and about and the staff as well.

4. Education program for residents in upkeep of property - lawns etc. - Incentives for streets/blocks

Caravans

More police

More beautification of town

Youth activities

Council visibility in town

Encourage retail outlets in Werris Creek

Markets/festivals

Bus stops throughout town for Seniors/ Infirm

5. Really look at ways to save money internally before cutting services and raising rates.

6. Airport is a waster of time and money, 80% done by Volunteers workers in Werris Creek on Parks' and Gardens. The show ground waste of time and especially the Royal theatre in Quirindi. That money could be better utilised. There are no services in Werris Creek so I am not sure about Q9.
7. If council where more efficient would consider a rate rise or reduction in services.
8. Council and Council staff should be more accessible to the communities they represent and the growth of the Shire does not just include Quirindi but all of the towns and villages. Council should be transparent and open and it is not happening. Councils focus seems to be totally on Quirindi. Assets that are sold by council in Werris Creek i.e. sporting complex should be spent locally. Where is that money?
9. Werris Creek has already experienced reduced levels of service compared to Quirindi. This is not acceptable. The airport is currently not used. The community services are concentrated to Quirindi. Extra aged care is desperately required in Werris Creek for our aging population that wishes to remain locally. The footpaths are not completed in Werris Creek. The parks and gardens and the cemetery is maintained by volunteers. The tip hours are already reduced compared to Quirindi
10. Too many broken promises and half finished projects for me to have any faith in the current council.
11. What about merge with Tamworth only. Parks and gardens are mostly done by the volunteers in WCK.
12. Rates are a problem address that every year not every three years.

Value of land has decreased

1- WAS WORTH \$40,00 NOW WORTH \$30,00 still pay the same rates, is so wrong.

13. Q2:- Why Gunnedah? Why not Tamworth

Q9:- Reasonable rate increase

- Better maintained streets in Werris Creek
  - \* Black Gully Rd (Werris Creek access to Quipolly Dam) requires sealing
  - \* Green waste bins
  - \* Recreational vehicle stop over
  - \* Rail overpass (Southern end) Werris Creek

14. Services that provide a sense of community (e.g. libraries, swimming pool, theatre space, playgrounds) are just as essential as regular council services (roads, rubbish etc.). Performance and compliance can be self-assessed.
15. Q4:- most of services in Werris Creek is done by volunteers i.e. Graveyards and parks.

Q5:- (Footpaths, Kerb and gutters - Kerbs are of no interest to council if they are in Werris Creek. Done by volunteers

If we do go to Gunnedah Shire does that mean we get control of our dam back - not share water with Willow Tree.

Q9:- Drop of top heavy admin staff at council

Q10:- what a waste of money.

16. I would like to see coal mine closure or the money they give to council be spent in Werris Creek only as it is our town that is disadvantaged with house damage, dust etc.

17. Q8:- Depends on specific project

Q10;- What do we pay council managers for, if not to do this.

I advocate the return to the positions on council, including mayor being voluntary! Provision of motor vehicles etc. should cease.

A reduction in the number of management positions may be in order, particularly if consultants are needed to perform basic administrative tasks.

18. I feel LPSC is missing in action in Werris Creek, Having an employee of LPSC living in the town would be beneficial. What happened to the main street beautification we were promised when the footpath was paved.

19. A bit more fairness to the Werris Creek community, eg. Street appeal & youth services would strongly keep Werris Creek residents/community in favour of LPSC as independent.

20. If Council has to increase rates please DO NOT make it too hard for people on pensions to pay the cost of an increase. I know we have to pay for services to continue.

21. Comments on Question 5 - Parks, Gardens and Sporting Facilities - Maybe other towns could have their parks etc. maintained by volunteers like Werris Creek does.

Would Council consider a caravan park for Werris Creek? Has Council any plans for residential building blocks so Werris Creek can grow? Would Council consider introducing a green waste service?

22. NO WAY GUNNEDAH!

23. Council needs to look at outsourcing services where the private sector would be more competitive cost wise and quicker which would free up a lot of internal and external staff as well as equipment

24. LPSC is not viable. With a population of approx 8000 spread over a huge land area, it is impossible to provide more than basic services without rate increases. Why should ratepayers here be paying approx 60% more in rates than city councils that are providing a full range of services and other facilities? I believe LPSC should be abolished with Qurindi, Wallabadah and Willow Tree areas going to Upper Hunter

Shire, Werris Creek and Currumbula going to Tamworth regional Council and Caroonah, Premier areas going to Gunnedah. As a resident of Werris Creek for over 10 years, I don't believe we could be any worse off with a new council.

- Regular, ongoing consultation with WC residents about what is needed in the town is vital Different forums to be explored. One size doesn't fit all!!!
  - \* Visibility of councillors/council staff in WC is necessary. Local patrol of WC & its precinct to gauge what is lacking in township. Pride in WC to be encouraged.
  - \* 355 committee requires revamping- needs to become the voice of WC. Brainstorming sessions prior to 355 meetings!!!
  - \* Significant notice to be given to WC residents to have input into strategic plans and budgets. All suggestions to be given a good hearing
  - \* Potential candidates from WC for Council elections to be investigated. promoted & encouraged
  - \* LPSC needs to capitalise on ARM tourist potential- caravan park/ Rec Vehicle stopover access is vital to realise towns economic potential

25. Q9:- Mainly in administration area, not the staff performing out in the community.

Technology happens to become quite expensive when continually updated.  
Attention to programmes that have more compatibility further into the future.

sport, health, education and infrastructure should be maintained to continue the liability of the shire

26. I would really like to see a kerbside green waste bin introduced. Composting on site is not an option for me, and lots of people illegally dump grass clippings around the trees in the street, which isn't good for the trees.

27. Personally I think we should merge with TRC, they service this area with buses. People from Willow Tree, Quirindi, Werris Creek shop in Tamworth also a few people are employed in Tamworth. Who travels to Gunnedah. We would be in the been docks. If you can manage it financially OK stand alone.

28. Re: an external reviewer,

Don't waste rate payers money - if the council can't monitor their own performance and expenditure, they should find alternative employment

29. The engagement of an "external reviewer" would be a great cost - if council cant monitor their progress (or lack thereof) & their expenditure, they shouldn't be there. Also you have given no indication of LPSC's future involvement with action against further mining development in the shire.

Also many people are concerned " service cuts" become necessary, they will be cut in the smaller satellite towns, rather than in Quirindi where most "wastage" occurs.

30. Need to sort out staff, walk past weeds in the street.

31. Q9:- Just Had one
32. Q9:- DEFINATELY NOT
33. I've made the assumption that cost will inevitably rise with inflation so my answer to that question is to increase costs you can't avoid that.
34. Time for a vote so the people' get a say in who is on their council.
35. In November 2014 I went into Quirindi Council and asked for a street sign. I was told it would be done in two weeks. We are now in April 2015 and still haven't got a street sign. By the time we had to give the emergency services directions, the outcome could be serious.
36. Q9 - Rate Rise: To much now
37. Q5 - Parks and Gardens: Park Equipment In Werris Creek is a disgrace
- Q5 - Gardens in Werris Creek are maintained by volunteers just as well. The park equipment is always broken, its not checked enough!
- YMCA did not maintain the pool to standard. It closed on some days with no notification to the paying public and no reason. But Hey Quirindi stayed open.
38. Vacuum cleaning of street and gutter on a regulatory basis
39. A survey for the introduction of a green waste bin, explaining hat it would cost only approx. \$2 per week instead f the yearly amount that was put forward last time. I am sure more people would agree.
40. Council should take more interest in maintenance of grounds at Summerhill Lodge, Werris Creek dg: lopping of trees and ground maintenance. Local voluntary work saves council many man power hours (Cemetery, Parks, Public Toilets)
41. Q4 All work (Parks and Cemeteries) in Werris Creek done by volunteer
- All the years we were with Parry Shire we never ever had a water problem. Since coming under LPSC have been on restrictions why?
42. Q9 No rate rise
- Q10 all cost money?
- Don't think Werris Creek gets enough media - our roads are needing repair cant afford rate rise
43. If LPSC has to merge, why is Tamworth Regional Council not the preferred choice for Werris Creek? Tamworth is a lot closer than Gunnedah & Tamworth has a lot more to offer as far as support for tourism & events. i.e. The Country Music Festival which I benefit from each year with accommodation bookings & in the promotion of the town and the Railway Museum to a much larger number of tourists visiting Tamworth than what would visit Gunnedah.
44. Regarding Q5, how can Council consider reducing the level of service of Fire and Rescue NSW when it is State funded? Council should also consider the other towns

and villages in the Shire and not treat them as being of less importance than Quirindi.

45. The viability of effective local government has been weakened significantly by the reduction in State and Federal Government funding/cost shifting.

Educational efforts should be made to allow ratepayers to be informed about this and hopefully to encourage representation broadly to state and federal politicians. "The viability of effective local government has been weakened significantly by the reduction in State and Federal Government funding/cost shifting.

Educational efforts should be made to allow ratepayers to be informed about this and hopefully to encourage representation broadly to state and federal politicians."

46. As a resident of Werris Creek I would like to see more spent on the upkeep of residential roads. As for Quirindi I think that the general main street appeal is looking very shabby as most of the empty shops could do with a coat of paint to tidy them up, as do the Werris Creek shops. It seems there are many vacant shops and no new business' looking to go in them. My thoughts are if the owners are happy to leave these buildings vacant and continue to pay rates and insurance on them, Why cant they offer a 6 or 12 month fee rental of these premises to encourage small business to have a go.

47. Council needs to do what council was set up to do, local matters that affect local people. Not take on unfunded roles pushed on to them by state government. Paper work needs to be cut and areas unable to support themselves long term be abolished and passed onto private enterprise. Council needs to attract investors and create job opportunities for our local residents.

Promotion of our shire not just rural aspect. Council appears to be divided and political. Keep politics out of local government play both sides. Once a decision is made support it as a whole whether councillors agreed to it or not. Working with Namoi type groups will only postpone the inevitable. Bite the bullet and merge with a larger shire such as Gunnedah or split the shire up between Upper Hunter, Coonabaraban, Gunnedah and Tamworth. Shires

48. Q9 - Re- valuing priorities

Have a common sense attitude by avoiding waste on non- essential issues

(e.g. fixing roads is more important than spending money on "appearances")

49. Q 9 – Neither  
Barnbrook Road is a disgusting dust hazard

50. Q5 - Roads in Werris Creek are very poor

Q10 - Don't waste money on reviews surely members of the Council has some common sense to make decisions (Reviews means less money to do work)

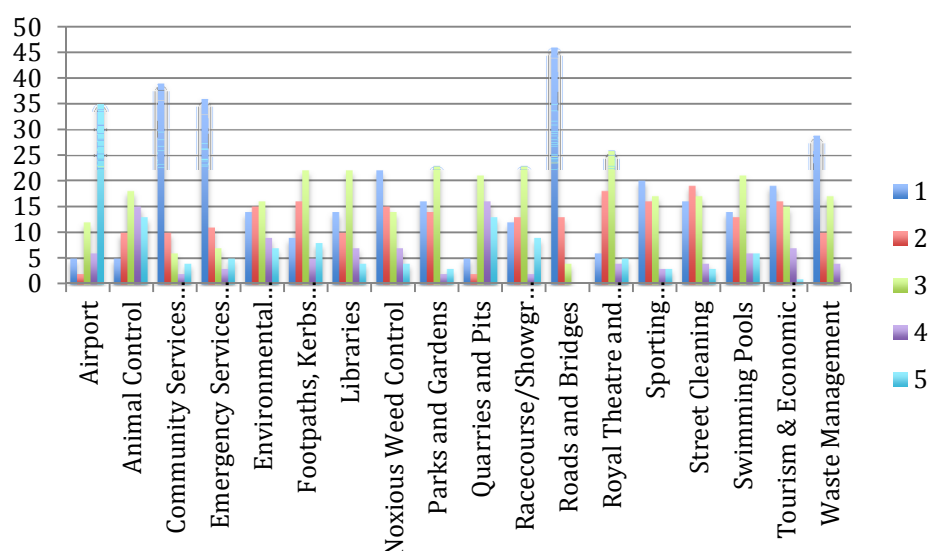
51. Q9 - I don't think Werris Creek receive a fair share of services or money spent in our town compared to Quirindi.



52. Werris Creek needs a new park, I will not take my children down there its disgusting. It also needs a fence it is right near the road.
53. Provide Green Waste bins
- Tar Pikes Place, of North Street
- Remove poisonous Oleander, from near playground equipment in Single Street
54. I would rather the council own things rather than selling them to the private sector. Public services just cost money and it doesn't matter if they run at a loss.
55. Provide a cleaning service for Junction Park (Werris Creek)
- Better kerb and guttering throughout town streets
- Removal of Oleander poisonous plants surrounding play ground at Hoamin park
56. \*Green waste bin at least monthly
- \*Recreational vehicle access
- \*Sealing of black Gully Road
- \*More community involvement to discuss what town needs and what is proposed
57. We have undrinkable water (even Tamworth base hospital recommended that we purchase water for our baby for his bottle)
- We don't have a kerb / gutter to half of our residence - so every time it rains or storms it floods and damages the road.
- We have a tree on council grounds that covers our solar panels (which the council had to replace the solar panel from the previous home owner as a storm dropped a brand on our solar panels and cracked them) and the council will only allow us to remove the tree at our own cost.
- Maybe it is time to merge with other councils to so we can share resources and upgrade things that desperately need it.
58. It is my feeling that by merging with Gunnedah council, you are increasing your pool of resources and therefore at Werris Creek we would not see a reduction in service levels. The funds would be more evenly and fairly distributed among shires/suburbs. Also as Gunnedah are unbiased, we may get our water plant at Werris Creek Fixed/upgraded so that we will have drinkable water.
59. Q7 Community Civic Centre - Definitely not
- Q10 at what cost to council
60. As a resident of Werris creek I don't wish to pay more in rates for the very limited services the town receives from the current council. I don't believe we, as a town would be any better or worse for joining with Gunnedah.

## Willow Tree – 64 people, 60 stand alone (93.76%)

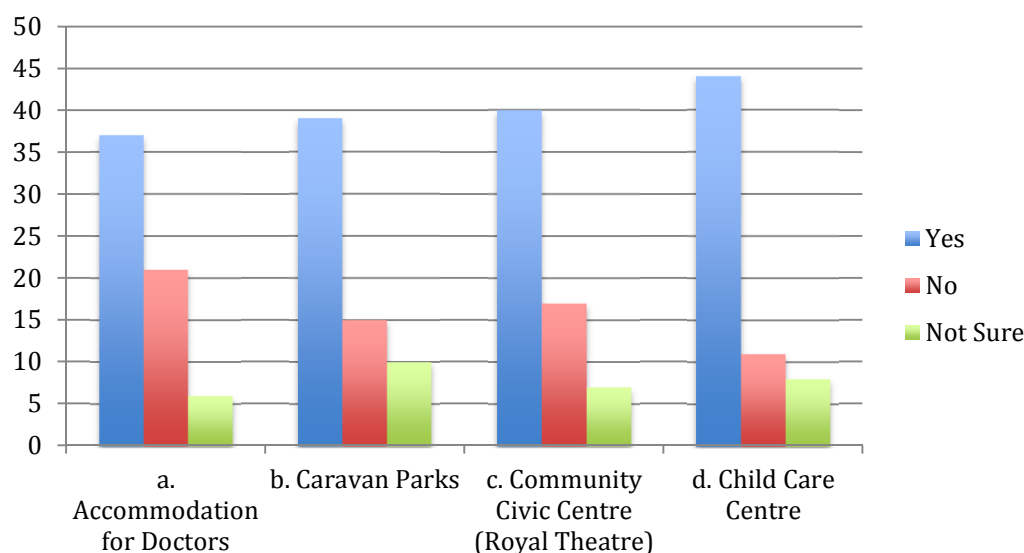
### Question 5



### Ranking of services (A smaller number indicates more importance/average score)

Roads and Bridges	1.313
Community Services (e.g. Aged Care, Youth Services, Childcare)	1.641
Emergency Services (e.g. RFS and NSW Fire and Rescue, Volunteer Rescue Association and SES)	1.813
Waste Management	1.813
Tourism & Economic Development	2.016
Sporting Facilities/Recreation Centre	2.031
Parks and Gardens	2.125
Street Cleaning	2.125
Noxious Weed Control	2.219
Libraries	2.313
Swimming Pools	2.453
Racecourse/Showground	2.5
Royal Theatre and Public Halls	2.516
Environmental Services (e.g. Development Assessment and control, building approvals, environmental education)	2.547
Footpaths, Kerbs and Gutters	2.609
Quarries and Pits	3.141
Animal Control	3.188
Airport	3.813

## Question 7



## Comments

1. Spending \$\$ and resources on things such as the rocks out the front of the Information Centre, no one was consulted. Approvals of anything i.e. buildings is painful. Need to sort out the old buildings in town.
2. Too much time & ratepayers money & resources are spent on silly things related to approvals & developments - lets get on with business quickly and without fuss.
3. In my opinion a number of the questions designed to attract the right answer. Putting road construction with childcare is a little cute.

You cannot stand-alone if you are forced to share with so many others. This is dangerous for so many staff, but isolates mayors, Councillors, and General managers from losing their position.

Question 9 is a doozy. Put up the rates or downgrade services.

This attack by Premier Baird clearly shows that they acknowledge that local councils have been ill managed, and shown no initiative for years.

You did not put Solar Panels on the Information building nor the community Hall, in fact I am at a loss to find one building you have added solar panels or installed LED lighting.

If council thinks that certain initiatives are below it, or maybe beyond their capabilities, it could have nevertheless become a facilitator.

I am terribly disappointed in this council, and have been so for some years.

The council will not survive on the income derived from Shenhua Watermark, or the value of road assets.

4. The services they supply to our farm are great.

5. I am more than happy with the services supplied to our farm, road & creek crossing (after flooding) when the need arises. The work carried out has always been first class!
6. LPSC is doing a good job at present. Please seek to generate further efficiencies to remain a viable entity for tomorrow.
7. Services council provides now are far from satisfactory and poor (DA approvals). Encouragement for people to move into the district is negative and makes a joke of the LPSC web page
8. Q5 Noxious Weed Control - you don't do this now!!

Q5 - Waste management - so limited high prices for out of town landholders, maybe work harder - no so much down time = shovel holding, looking at jobs, productivity for all staff - reduce office staff

Q9 - Work smarter and harder

Q10 - cost too high for end results

Over management under working staff is the problem as it is with so many government bodies - why does the Mayor have a car why do the office staff have 4 people to ref all to why do ground staff work so slowly and produce so little !! What a sad group you are!!

9. I would only consider the rate rise if I actually benefitted from it. As mentioned at the Warrah meeting currently Swinging Ridges Road and me driving on it is costing myself and my family money. Going through tyres twice as quick, having to now buy \$300 filters because of the dust going in our tank from our roof. I understand the importance of what was discussed at the meeting and do support the changes that need to be made but if I have to pay more rates the rural roads need to be improved.
10. I found the meeting at Warrah Hall very informative, although one of my worries would be 'does stand alone' mean we resist taking money from mines so we can be truly independent and look after the rural/town communities rather than the bottom line of the councils budget, even if on projects that the council or community want, they work together and raise the money rather than take the easy option of donations from mining companies, other than that I totally agree with the council standing alone.
11. I am not a ratepayer; while a rate increase would not affect me personally, I know it would affect many members of our community. A decision on a reduction of services would depend on which services were proposed. As such, until further information is available I am unable to make a decision on rates over services. We are a community in suspension, due to potential resource extraction and possible royalties and impacts to the region; as such I find it ludicrous that no allowance has been made by State Government for local council to consider this in its future projections of possibilities, choices and options. I also appreciate there is a push for commercial over social in regards to services offered in our Shire and would encourage local council to continue to seek funding from alternative sources as an option to maintain social services that are essential to our the heart, soul and essence of our community.

12. Am not in favour of all the expense associated with "Sister cities" - surely electronic media would save the necessity of the cost of personal visits. If there is a financial/economic/business benefit to them then the businesses involved should meet costs.

Why should Councillors & council employees have better working conditions than the teachers in the local schools? If anyone wants to argue about hours of work & holiday leave, bring it on!!

13. Thank you for taking the time to visit Willow Tree and explain the options to WT residents.
14. I do not believe in putting two battling councils together. We have nothing in common with Gunnedah. It would be better to make a regional Council including Tamworth and Gunnedah with us. We would then have the power to deal with State and Federal Governments to raise our grants and also to deal with the ever-increasing coal mines on our black soil plains. We probably would have more push being a region to deal with these mines and CSG. And with Willow Tree on the very end of the Shire it won't make any difference to us because we are on the very end..... have a think!?!
15. I would prefer to have a choice about the Council we are to amalgamate with. Tamworth Regional Council is much more appropriate than Gunnedah.

## Conclusion of LPSC Survey

1. A large majority of the survey participants were from Quirindi, followed by a smaller number from Werris Creek and Willow Tree. In the event the survey participants noted they did not live in the Shire i.e. Gunnedah, Moore Creek and Murrurundi only those who identified that they owned businesses or property in the Shire were taken into account.
2. An overwhelming number would like to remain independent and form a joint organisation with Namoi Councils. The areas that showed more support towards an amalgamation with Gunnedah were Pine Ridge, Spring Ridge, Tamarang, Werris Creek and Currabubula.
3. A large majority agrees with efficiency strategies, such as resource sharing with other Councils.
4. The majority of the participants were either unsure, did not answer the questions, or agree with Council undertaking service level reviews that may involve a reduction in the service levels that Council currently provides.
5. The top six overall most valued services for the shire, provided by the council are: Roads and Bridges, Emergency Services, Community Services, Waste Management, Sporting and Recreation Centre, Parks and Gardens. In addition to this it is important to note that a number of the villages and surrounds rated Noxious Weed Control and Street Cleaning in the top five services.
6. A large majority of the survey participants agree, that it is essential if Council is to continue to be involved in providing services of a semi-commercial nature under contract for both state & federal government providing, that it is done on a cost recovery basis.
7. Just under half of the survey participants support council continuing to provide accommodation for Doctors. The areas that supported this include Quirindi, Wallabadah, Blackville, Caroon, Currabubula, Spring Ridge, Premer, Werris Creek and Willow Tree.
8. Of the participants 47.5% surveyed agreed with council continuing to support caravan parks. The areas of support were Braefield, Spring Ridge, Wallabadah, Werris Creek, Quirindi and Willow Tree.
9. Just over half of the Shire agrees with council continuing to support the Royal Theatre. The areas of support were noted from Quirindi, Braefield, Pine Ridge, Spring Ridge, Premer, Tamarang, Wallabadah, Warrah Creek and Willow Tree.
10. The large majority of the survey participants supports the council in providing childcare services. Every area of the shire supports this service continuing.
11. Over 70% of the participants surveyed within the shire support Council investigating innovative partnerships with the private sector in council's long term strategic plan.

12. In the event council has exhausted all efficiency measures and there is a demonstrated need to increase revenue, 35.8% surveyed prefer a rate rise in comparison to 33.5% who would prefer a reduction in services. It is important to note that 30.6% of those surveyed did not make a decision either way.
13. Over 66% of those surveyed agreed with Council engaging an independent external reviewer to assess its performance at regular intervals.
14. A majority of the participants preferred to be advised of the outcomes of the survey via the local paper.

## Recommendations

1. Use the survey results as the baseline for future comparisons.
2. For future surveys if people have the option of marking “not sure,” ask for a reason why they are not.
3. In the event service level reviews are required, it is suggested to take a more strategic approach and identify each individual town/village lower priority service areas.
4. In future surveys have the caravan park for Quirindi separate.
5. In future surveys clarify if the participant completing the survey is a ratepayer.
6. Demonstrate to the community what efficiency measures have been made by Council prior to any rate rise or a reduction in level of services.
7. Educate the community on what services the council actually provides.
8. From the comments in each area, identify issues and opportunities relevant to that specific community and develop and implement an action plan.