



Community Survey

March 2014

**A Survey of Residents & Ratepayers
in Bombala Council Area**

Table of Contents

.....	Page
 CONTENTS	
Introduction	1
Survey Method.....	1
Representativeness of Sample	1
Location of Respondents within the Bombala Council Area.....	2
Section 1 - Demographics.....	4
Gender of Sample	4
Age of Sample	5
Length of Residence in the Bombala Council Area.....	6
Household of Respondents	7
Section 2 – Interaction with Council	8
Visitation to Council Premises	8
Visits to Council Offices	9
Visits to Community Centre, Library and Visitor Information Centre	11
Analysis of Community Centre Visits	12
Overall Image of Bombala Council.....	14
Section 3 – Infrastructure, Community Facilities & Services	15
Water Supplies.....	15
Sewerage Schemes	17
Roads and Bridges	19
Parks & Playgrounds	21
Garbage Services	23
Footpaths, Walking / Bike Paths	24
Sporting Facilities and Swimming Pool	26
Halls, Culture Arts.....	27
Library	28
Bombala Main Street	30
Disability Access	31
Tourist Attractions.....	32
Weeds Management	33
Level of Importance – All Categories	35
Section 4 – Strategic Direction.....	37
Willingness to Pay More for Infrastructure & Services.....	37
Health Services	39
Most Important Issues over Next 4 Years	40
Lifestyle.....	41
Presentation of Area	42
Tourism Direction	43
Telecommunications Access	45

Table of Contents

Local Business Preference in Council Supplies.....	46
Possible Amalgamation of Council	48
Vision for Bombala Council Area in 10 Years' Time	50
Further Comments	51
Appendix 1 – Survey	52
Appendix 2	56
Question 6 Responses – Visits to Community Centre	56
Question 8 Responses – Extra Community Care Supports Needed.....	56
Question 19 Responses – Additional Health Services	57
Appendix 3	61
Question 9 Responses – Visiting Council Office	61
Question 17 Responses – Services/Facilities Willing to Pay For	62
Appendix 4	64
Question 10 Responses – Most Liked about Area	64
Question 22 Responses - Tourism	65
Question 22 Responses - Telecommunications	68
Question 27 Responses – Council Amalgamations	72
Appendix 5	75
Question 12 Responses – Most Important Issues for Next 4 Years	75
Appendix 6	93
Question 28 Responses – In 10 Years' Time.....	93
Appendix 7	98
Question 29 Responses – Further Comments	98

INTRODUCTION

This Report comments on an in-house survey of residents and ratepayers, which was undertaken to provide Council with a snapshot picture of the issues currently of most importance to the community. The survey included questions to ascertain the demographics of the sample, the level of satisfaction and importance of the various Council functions and strategic questions designed to provide information for Council in the formulation of the Community Strategic Plan and future policy options.

The report is therefore broken into four sections dealing with the following issues.

1. Demographics – profiling the sample against the population
2. Interaction with Council – providing information on where respondents interact with Council.
3. Infrastructure, Community Facilities and Services – Detailing specific services and facilities and levels of satisfaction.
4. Strategic Questions – detailing what the respondents saw as important for the future.

A copy of the survey is included in Appendix 1.

SURVEY METHOD

The survey was distributed through the post office to all households in the area and also posted to absentee ratepayers in early March 2014. Therefore the potential sample is the entire adult population of the area, albeit the survey was posted to households. No follow up correspondence was sent to participants and 349 people responded. The response equates to 18.1 percent of the adult population. A further 30 surveys were received after 28th March and were not included in this analysis. Their comments have been incorporated into the comments sections of this report.

Representativeness of Sample

As there was no control as to the composition of the sample against the census data for the municipality a comparison was done to ascertain the representativeness of the sample for this community. This comparison is listed in Section 1 - Demographics of this report. There will always be differences between a sample and the population however, which needs to be considered when assessing the results of this survey.

For a response rate of 349 surveys the maximum standard error for the overall results is 5%. This means that if the entire adult population had responded the result would be plus or minus 5% of the survey result. If 50% of the respondents are satisfied with a service then the response from the population would be between 55% and 45%. Because the survey responses are primarily from people over 40 years in age, and we know that an unknown number of surveys were filled in jointly by couples, it is practical to assume that the representativeness of the sample is reasonably accurate. The sample is skewed towards the older section of the community and towards the views of those willing to be involved however it provides an accurate reflection of the views of the population subject to these constraints.

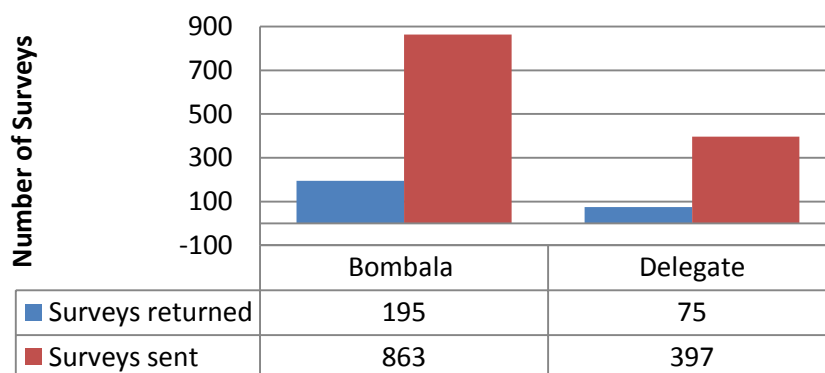
Location of Respondents within the Bombala Council Area

For the purposes of gaining a better understanding of any regional issues within the Council area the surveys were colour coded to provide information on the location of respondents. As would be expected the majority of respondents (57%) came from Bombala. The estimated number of households that the survey was sent to is compared to the returns to give an indication of the representativeness of the sample to the population for each district. Where the townships or districts are mentioned the quantities often included a number of adjacent rural properties. Mila and Rockton were included with the Bombala numbers as there were only 40 surveys required between them.

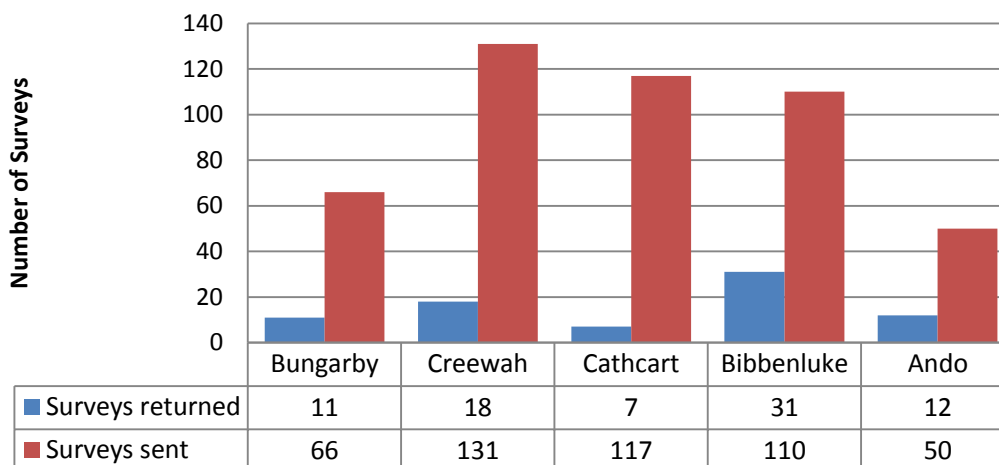
Because of the scale the following graphs have been split to better illustrate sent and received surveys. There appears to be a discrepancy with the Ando, Creewah and Cathcart areas in particular as to whether a person received the correct survey. . The proportion of surveys sent to absentee owners was higher in districts such as Creewah and Cathcart as a proportion of surveys sent as well.

Anecdotal evidence suggested that some surveys were not delivered in a number of areas. There will be some level of difference between the postal areas and what the community considers the area to be. As the survey was reliant on the different post offices in the area there may have been some anomalies in delivery as well.

Surveys Sent & Returned



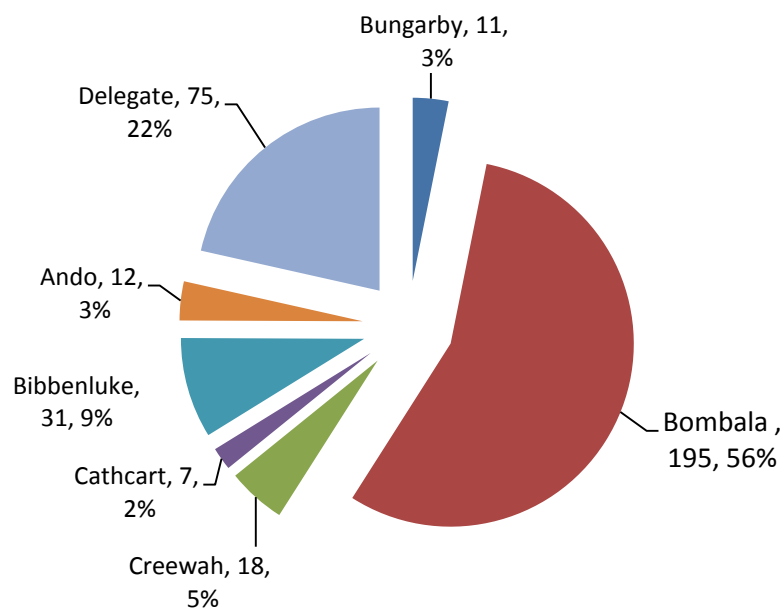
Surveys Sent & Returned



In this Report the skew of the majority response from Bombala residents was checked against the responses from respondents who resided in other areas of the municipality for variance between districts. The similarity of the response levels to almost all the questions lead to the supposition that the community is homogenous in its desires, wants and aspirations and that there is no significant dichotomy between Bombala and the rest of the municipality.

Therefore limited analysis has been undertaken in this Report on responses to individual questions on the basis of location, as this was not a factor that meaningfully affected the results of the survey. The spread of surveys returned is depicted in the following graph. Although not counted in the below information the late surveys returned were primarily from Bombala and Delegate with one from Bibbenluke and three from Creewah.

Spread of Surveys Returned

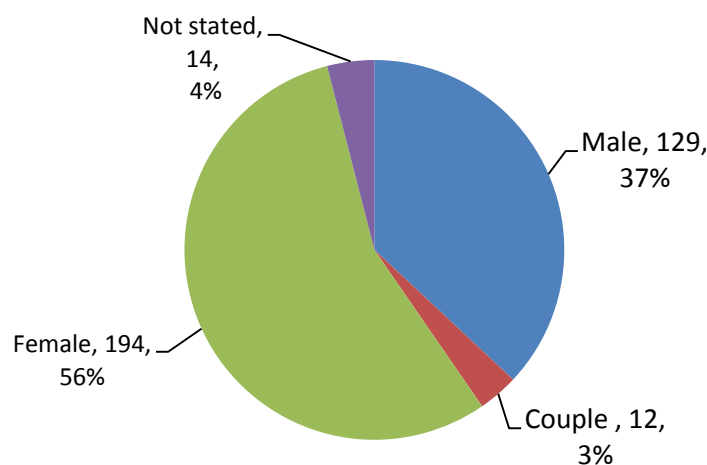


SECTION 1 - DEMOGRAPHICS

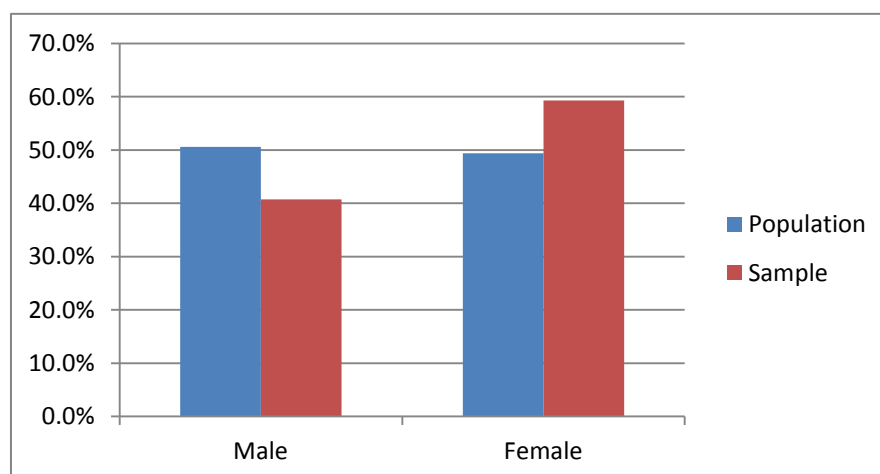
The questions in this section were asked to obtain a demographic picture of the sample received to allow it to be compared with the overall demographics of the Bombala Council area. This provides an indication of the likelihood of the sample responding in the same way as the entire community would respond if they had been surveyed.

Gender of Sample

Responses were received from 125 males and 193 females with 10 couples identified and 14 persons not stating so presumably couples or family. It is reasonable to assume that a number of the surveys which stated they were filled out by an individual also included the views of partners or family members.



The population of the Bombala Council area over the age of 18 years is split almost exactly with 1,218 (50.6%) being male and 1,191 (49.4%) being female. The gender of respondents was skewed more towards females responding to the survey.

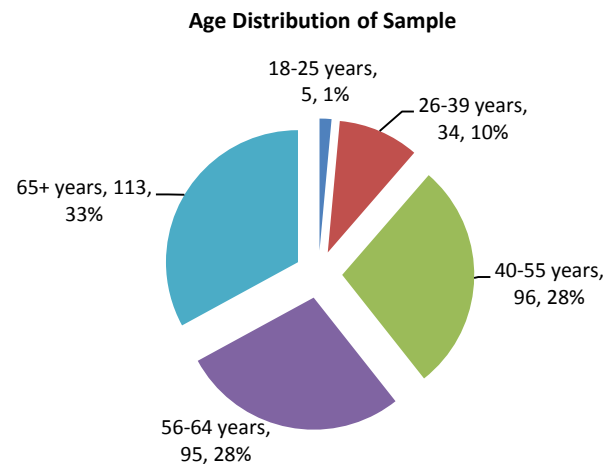


Age of Sample

Of the 349 surveys returned 343 responded to this question. The largest single group of respondents, comprising a third of all responses, was in the 65+ age group. Respondents over 40 years of age accounted for 88.4% of the sample.

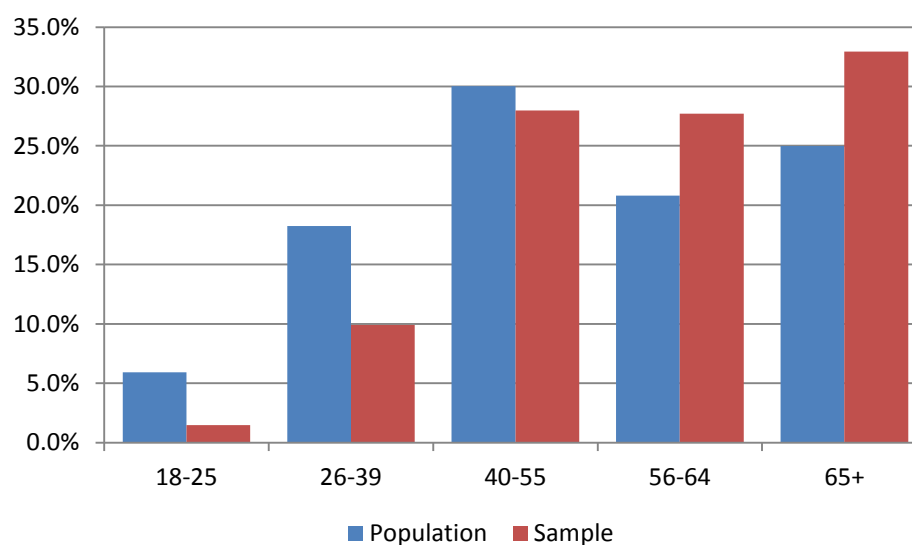
The 18 to 25 year age group was again the least represented group and therefore the perspective on issues will generally be weighted towards the views of older age groups.

Age	Population	Sample
18-25	109	5
26-39	336	34
40-55	553	96
56-64	383	95
65+	460	113
Total	1841	343



The following comparison is made with the census demographics for the Bombala Council area. It can be seen that the sample is skewed towards the over 40 age group, which again is not surprising as they will generally be more likely to respond to a survey. This skew towards the older age group needs to be considered when assessing the answers to the different questions however.

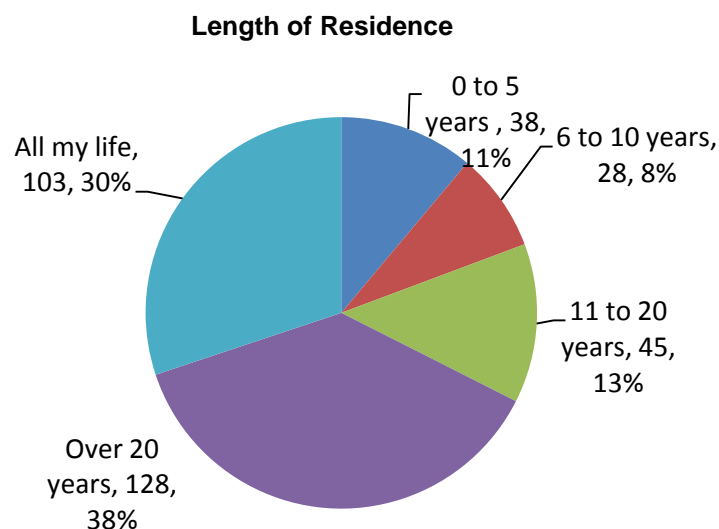
Age Distribution – Population to Sample



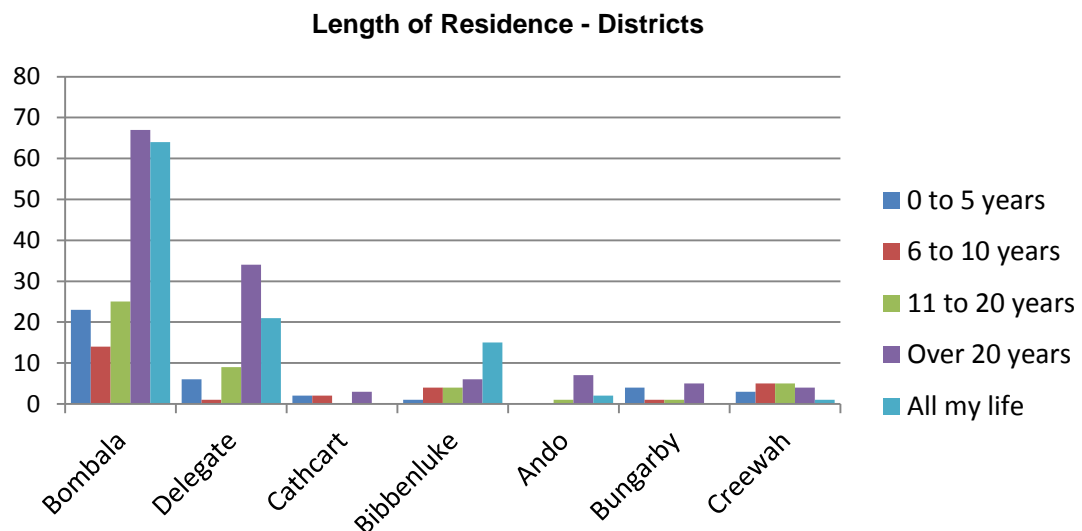
Length of Residence in the Bombala Council Area

Of the 349 surveys returned 335 answered this question. The majority of respondents (68%) have resided in this area for over 20 years with 81.5% of those who responded to the survey having resided in the area for over 10 years.

Length of Residence	Number	Percent
0 to 5 years	37	11.0%
6 to 10 years	25	7.5%
11 to 20 years	45	13.4%
Over 20 years	125	37.3%
All my life	103	30.7%
TOTAL	335	100.0%



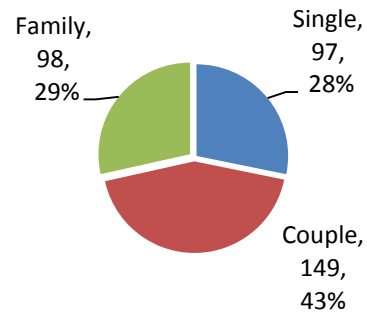
When comparing length of residence by district it immediately becomes apparent that as a general rule the residents of the Creewah district in particular are different from the norm with more people having been in the area for less time.



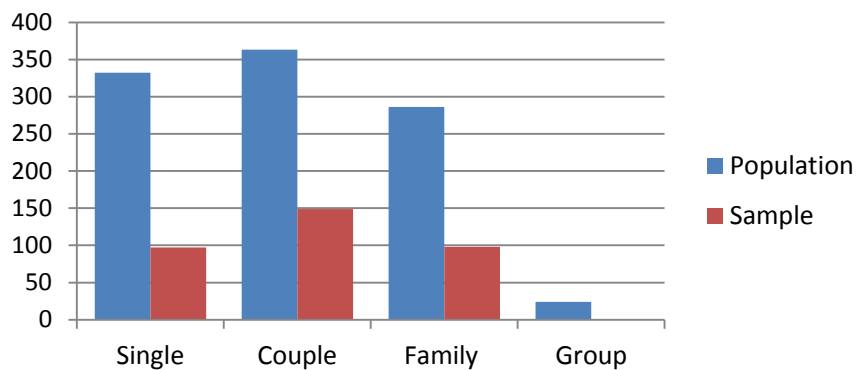
Household of Respondents

The sample correlates with the population reasonably closely in the responses to this question. The responses received are as follows with the majority of respondents, as would be expected residing as a couple or a couple with children. The graph below gives the percentage of respondents in each of the categories.

People in Household	Population	Sample
Single	332	97
Couple	363	149
Family	286	98
Group	24	0

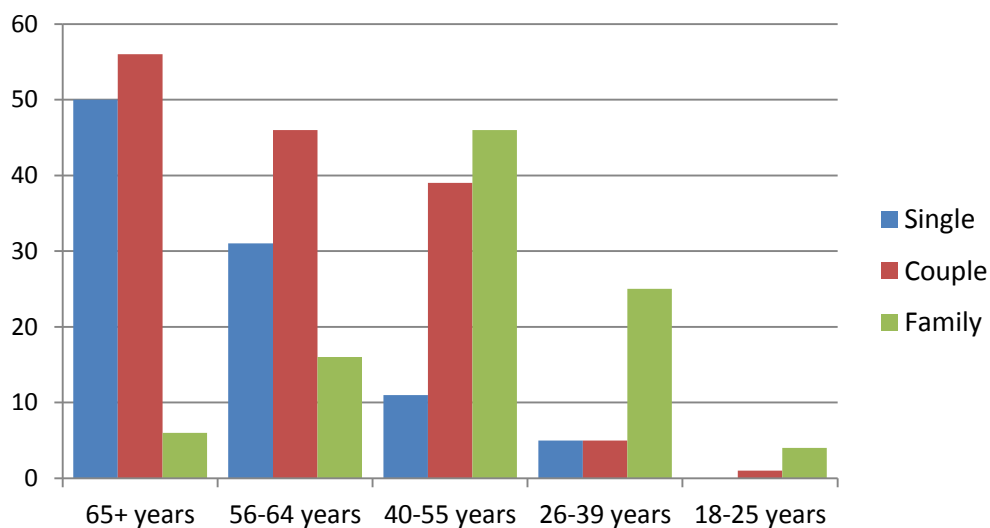


Households of Respondents – Population to Sample



The following graph provides a more detailed picture of the elderly nature of our community and the number of elderly people in single person households.

Households of Respondents – Population to Sample



SECTION 2 – INTERACTION WITH COUNCIL

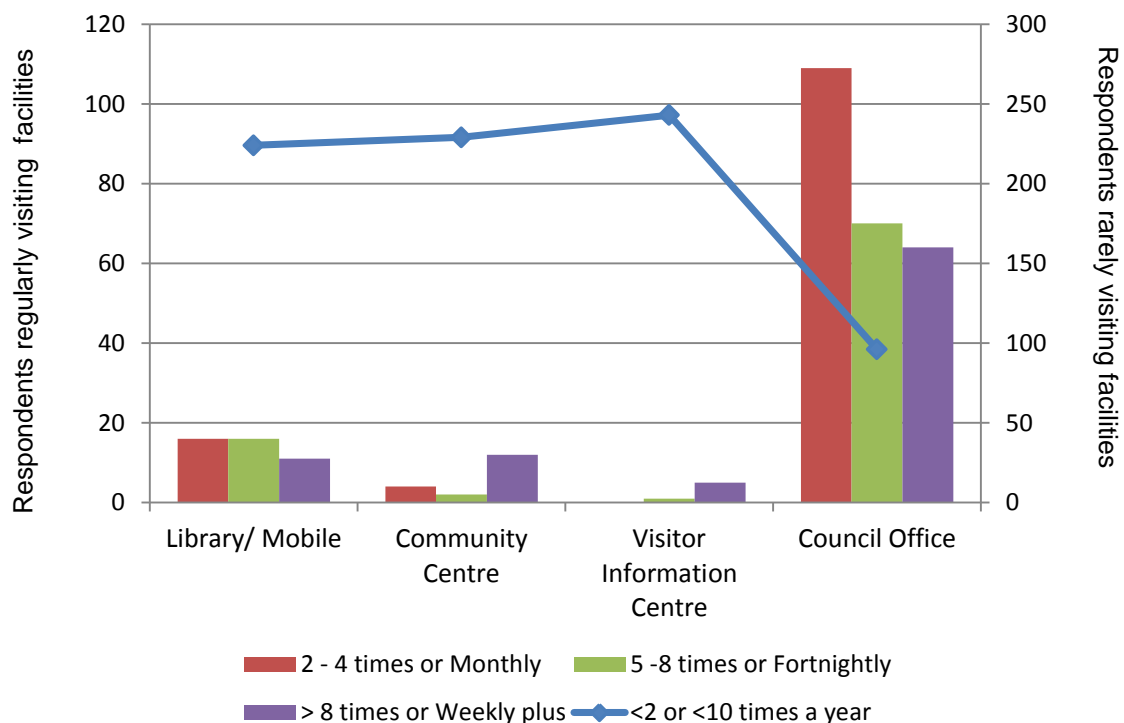
The questions in this section were asked to obtain information about the interaction with Council, the use of Council facilities and services and their overall perception of the image of Council. The results in this section provide information to better target the services of Council, the level at which they are delivered and how Council communicates and interacts with our community.

Visitation to Council Premises

The following information was received on the frequency people visited four main Council facilities; the Council office, the Community Centre (formerly known as the HACC Centre), the Library and the Visitor Information Centre.

	Council Office		Library/ Mobile Library	Community Centre	Visitor Information Centre
0 - 2 times	96	0 - 10 times	224	229	243
2 - 4 times	109	Monthly	16	4	0
5 - 8 times	70	Fortnightly	16	2	1
> 8 times	64	Weekly or more	11	12	5

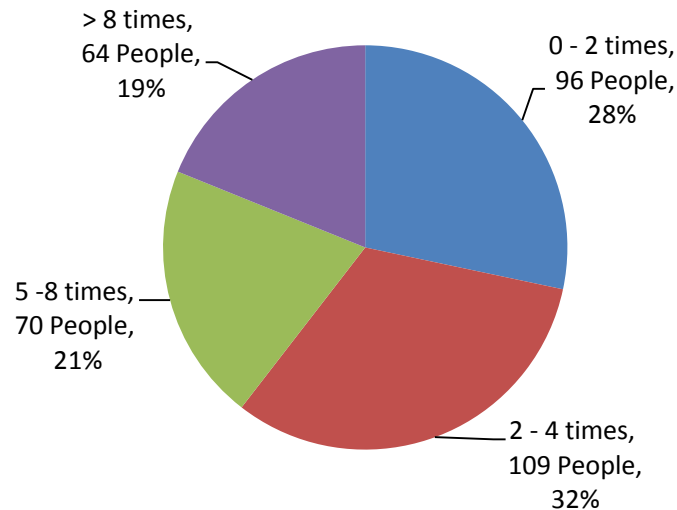
As can be seen a substantial proportion of the respondents visit the Council Office reasonably regularly during the year for a number of functions. The Library and community centre are the next most visited (depicted as bars and LH scale). A significant number of people rarely or do not visit these facilities (the blue line and RH scale).



Visits to Council Offices

There were few respondents (9%) who did not need to visit the Council offices during past 12 months for some purpose. Most of our population visit the office at least twice a year.

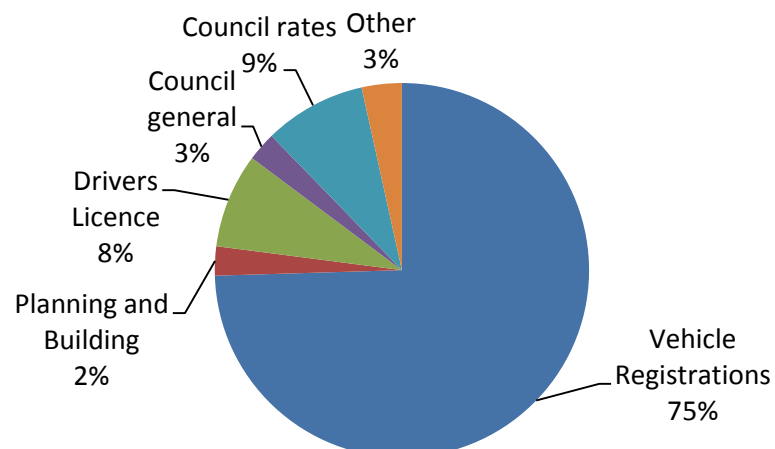
Visits to Council Office



Over 80% of the visits to the Council Offices are for RMS related activities, primarily vehicle registration or drivers licences.

Reason		Reason	
Vehicle Registrations	237	Council general	8
Planning and Building	8	Council rates	28
Drivers Licence	26	Other	11

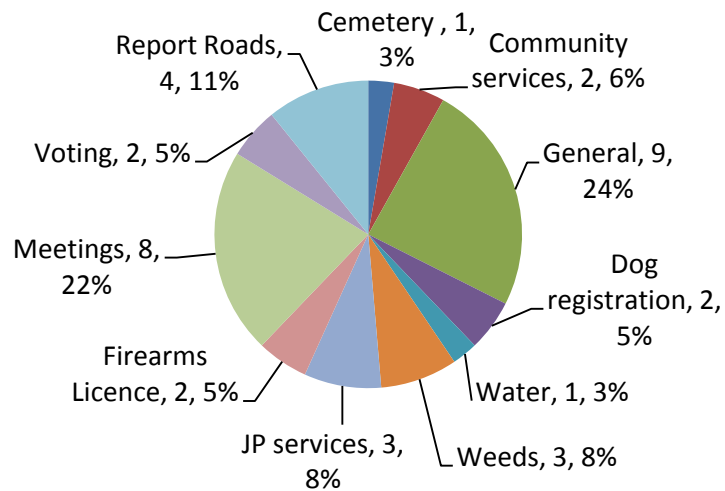
Reason for Visit to Council Office



Analysis of the “Other” category reveals that people visit the office for a wide variety of reasons including general queries, reporting problems with roads or water, using JP services, various licences or registrations, and attending meetings. . The full text of the answers to Q.9 are found in Appendix 3.

Reason		Reason	
Cemetery	1	JP services	3
Community services	2	Firearms Licence	2
General	9	Meetings	8
Dog registration	2	Voting	2
Water	1	Report Roads	4
Weeds	3		

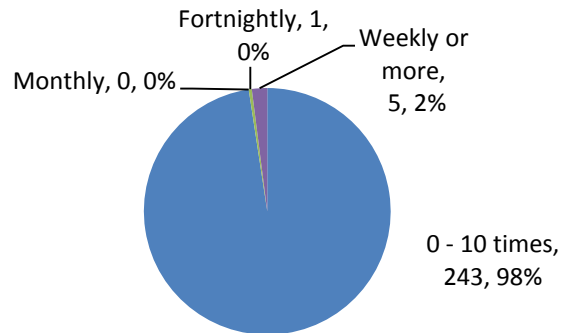
Other Reasons to Visit Council Office



Visits to Community Centre, Library and Visitor Information Centre

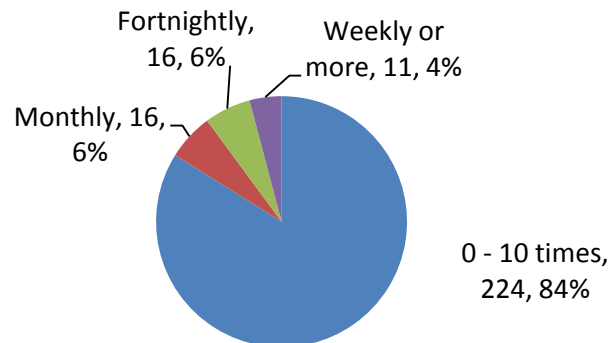
The respondents that did visit the Library, Community Centre or Visitor Information Centre were comparatively few.

Visitor Information Centre Visits



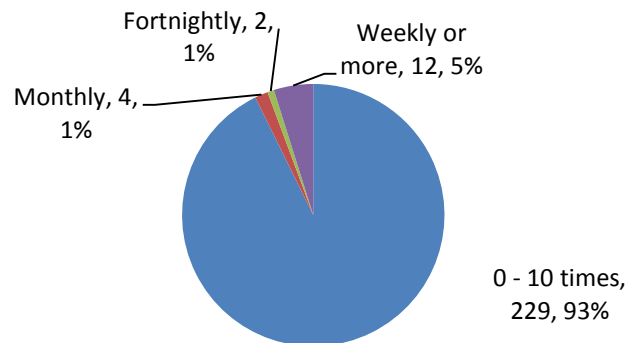
As expected the local population rarely visits the information centre.

Visits to Library/ Mobile Library



The Library service had the most usage by the adult population on a regular basis.

Visits to Community Centre

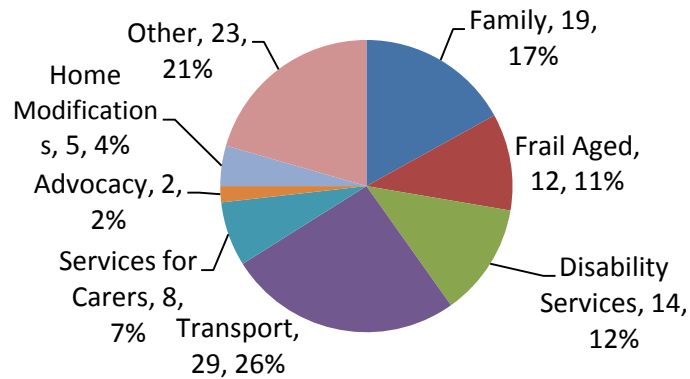


Analysis of Community Centre Visits

While most of the respondents did not visit the Community Centre those that did had a number of reasons to visit the Centre. The question was asked as to what services they accessed or inquired about. “Transport” was the primary reason for visiting the Community Centre, followed by “Family”, “Frail Aged” and “Disability Services”. Caution needs to be exercised here as to what precisely the respondents meant by their identification of the different services.

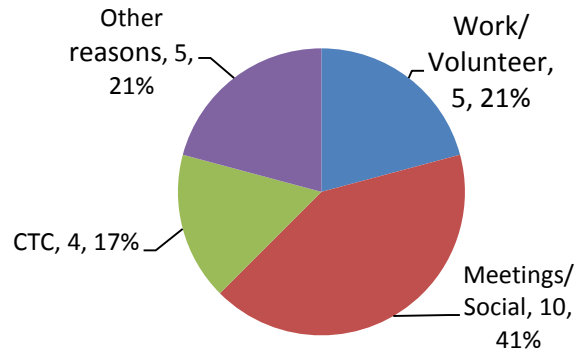
Reason	Number	
Family	19	17.0%
Frail Aged	12	10.7%
Disability Services	14	12.5%
Transport	29	25.9%
Services for Carers	8	7.1%
Advocacy	2	1.8%
Home Modifications	5	4.5%
Other	23	20.5%
	112	100.0%

Reason for Visit to Community Centre



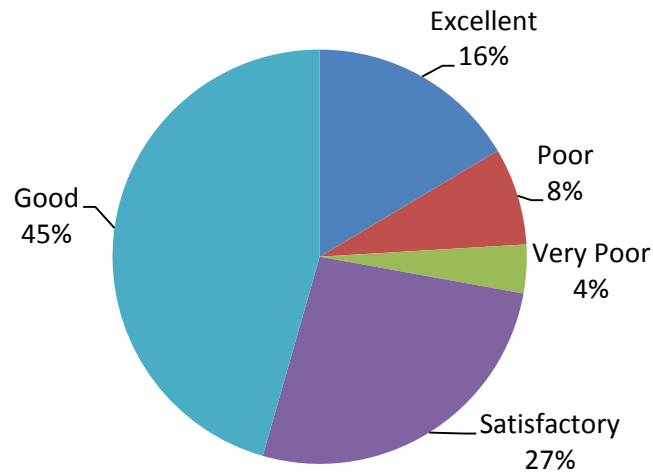
The second highest category however was the “Other” category. In the Other category the following were the major reasons identified. The full text of the answers to Q.6 are found in Appendix 2.

Other Reasons to Visit Community Centre



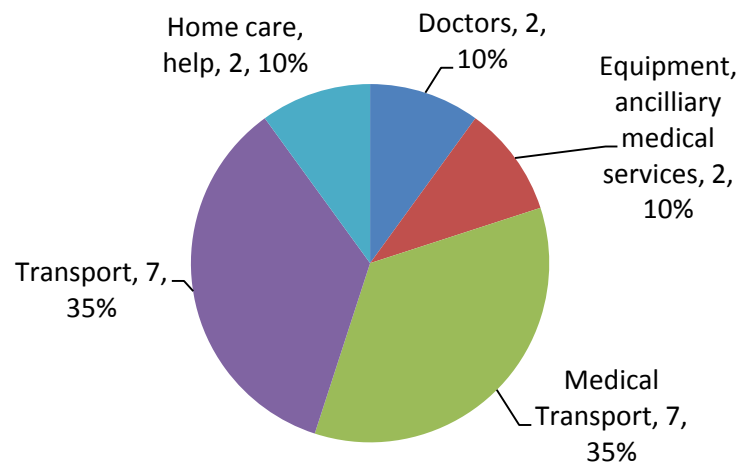
Respondents who had accessed services were asked to assess whether they considered these services had encouraged participation and inclusion.

Community Care Supports Encouraging Participation



On the question of whether additional community care supports were needed in the area 28 responded that they were and 158 said they did not require any other services. The full text of the answers to Q.8 are found in Appendix 2.

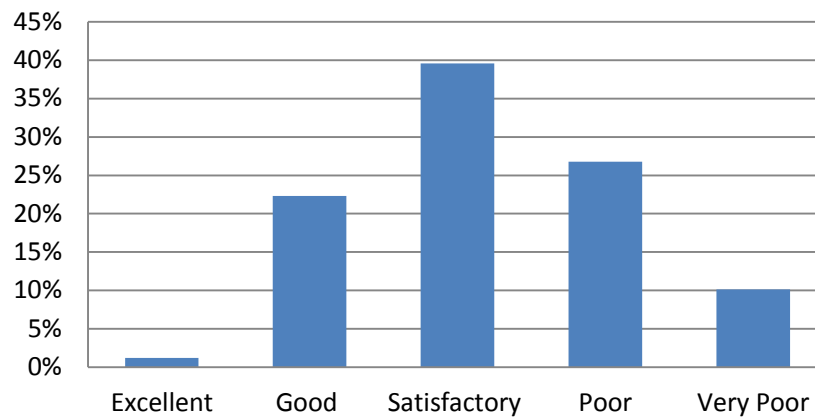
Additional Community Services or Support



Overall Image of Bombala Council

The question was asked “How do you rate the overall image of Bombala Council in the local area? The following responses were received to this question.

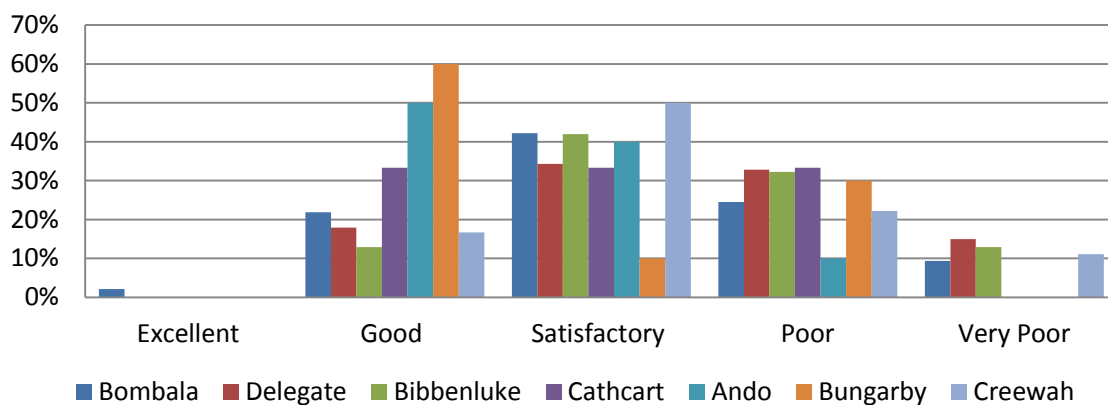
Perception of Overall Image of Bombala Council



The statistical average was below satisfactory however this varied somewhat by district. Below are the figures for each district on their perception of the overall image of Bombala Council in the local area.

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah
Excellent	4	0	0	0	0	0	0
Good	42	12	4	2	5	6	3
Satisfactory	81	23	13	2	4	1	9
Poor	47	22	10	2	1	3	4
Very Poor	18	10	4	0	0	0	2
	192	67	31	6	10	10	18

Perception of Overall Image of Bombala Council

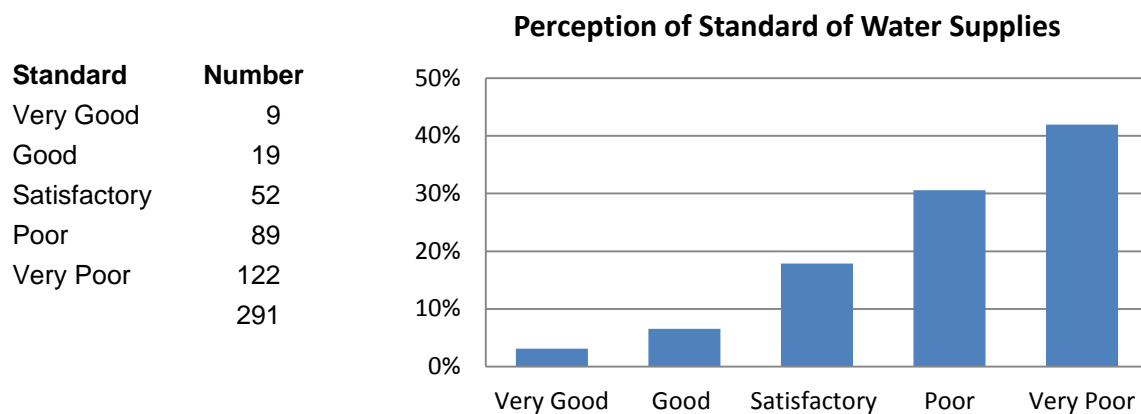


SECTION 3 – INFRASTRUCTURE, COMMUNITY FACILITIES & SERVICES

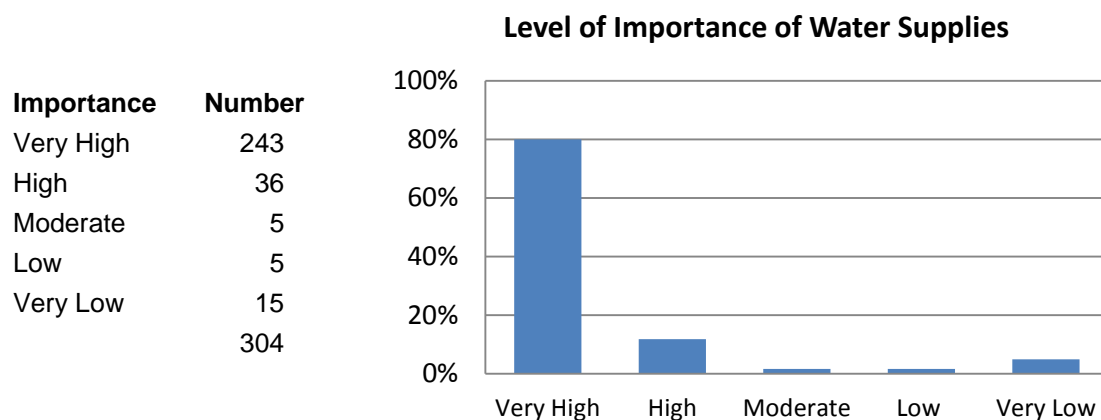
The questions in this section were asked to obtain information about the perceived standard of infrastructure, services and facilities and the importance that respondents place on these services, facilities and infrastructure. An analysis of the willingness of the community to pay more for a better standard of infrastructure, services and facilities is found in Section 4.

Water Supplies

The following responses were received on the standard of the water supplies provided by Council at Bombala and Delegate. As not all respondents receive these services some have not answered and 291 responses were received to this question. It seems reasonable to assume that some of those responding will not be speaking from personal experience but rather from a level of perception.



The overall perception of the standard of and satisfaction with the Water Supplies is poor with only 27.5% of respondents considering the standard to be satisfactory or higher. The majority of the respondents (72.5%) consider the Water Supplies to be substandard. The statistical average is very slightly worse than “Poor” overall for water supplies.



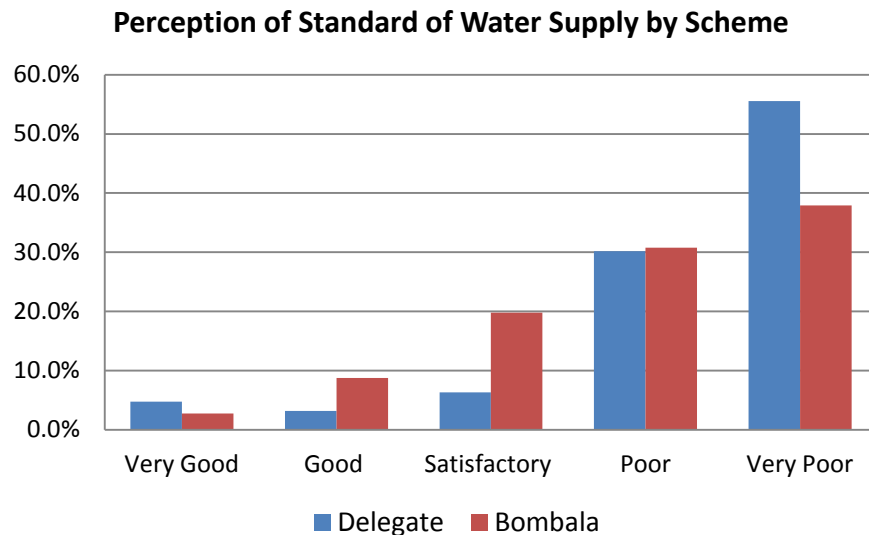
Section 3 –Infrastructure, Community Facilities & Services

The Delegate Water Supply Scheme is a non-potable supply from an excellent source and the Bombala Water Supply Scheme is a potable supply but from a more variable source. The following analysis breaks this up further into Delegate and Bombala and the rest of the community.

The table below provides details of the number of respondents who commented on the Water Supplies and is split into the towns of Bombala and Delegate with the other respondents listed separately.

	Delegate	Bombala	Others
Very Good	3	5	1
Good	2	16	1
Satisfactory	4	36	12
Poor	19	56	14
Very Poor	35	69	18

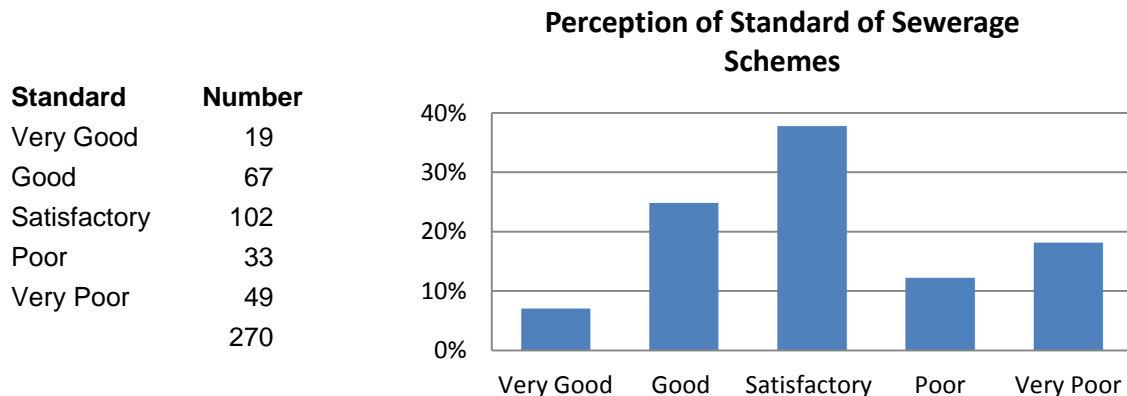
Comparing Delegate and Bombala it is interesting to note that despite the non-potable water supply at Delegate the level of dissatisfaction is higher for the Bombala Scheme.



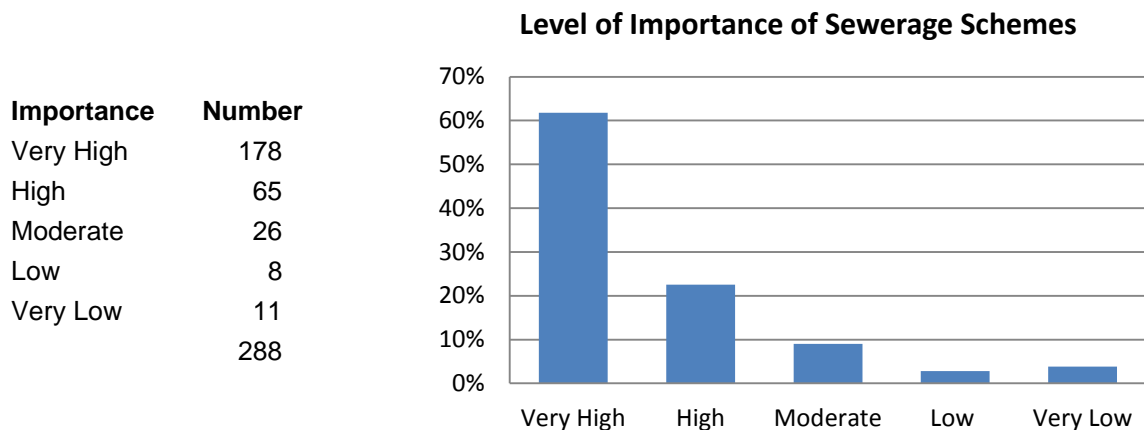
As can be seen from the above graph the statistical average for Bombala water supply was higher than poor however the statistical average for the Delegate water supply was between poor and very poor.

Sewerage Schemes

The following responses were received on the standard of the sewerage schemes provided by Council at Bombala and Delegate. As not all respondents receive these services some have not answered and 270 responses were received to this question. It seems reasonable to assume that some of those responding will not be speaking from personal experience but rather from a level of perception.



The overall perception of the standard of and satisfaction with the Sewerage Schemes is satisfactory to good. Of the respondents who answered this question 69.6% considered the sewerage schemes to be satisfactory or better. The statistical average is slightly better than satisfactory for sewerage schemes.



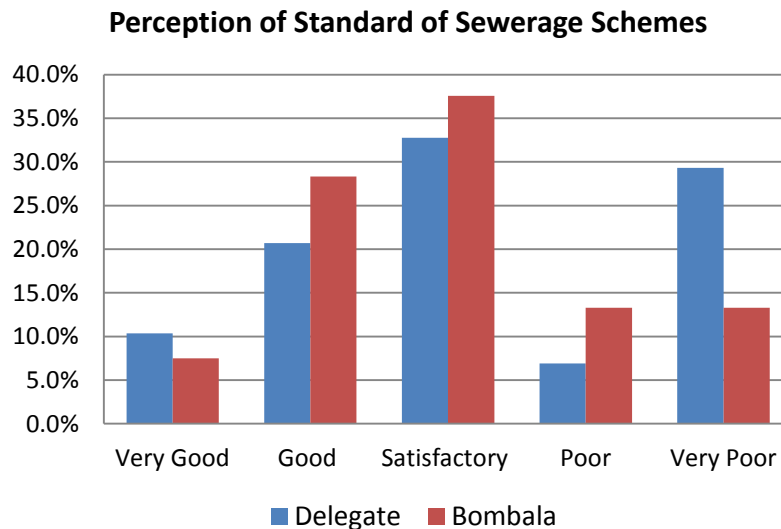
Whilst the overall importance is considered very high, the perception of the standard of and satisfaction with the Sewerage Schemes was considered to be satisfactory or higher by 69.7% of the respondents.

Section 3 –Infrastructure, Community Facilities & Services

The following analysis breaks this up further into Delegate and Bombala and the rest of the community.

The table below provides details of the number of respondents who commented on the Water Supplies and is split into the towns of Bombala and Delegate with the other respondents listed separately.

	Delegate	Bombala	Others
Very Good	6	13	0
Good	12	49	6
Satisfactory	19	65	18
Poor	4	23	6
Very Poor	17	23	9



As can be seen from the above graph the statistical average for Bombala sewerage was above satisfactory however the statistical average for the Delegate sewerage scheme was below satisfactory.

This response from Delegate is presumably driven by the quality of the water supply and the perception that Delegate sewerage is therefore not satisfactory as well together with the discharge of sewerage from the timber mill into the Delegate system to boost supply to the treatment plant. This is surprising when the two sewerage treatment plants are considered technically and environmentally.

Section 3 –Infrastructure, Community Facilities & Services

Roads and Bridges

The following responses were received on the standard of the roads and bridges in the area.

Perception of Standard	Roads	Bridges
Very Good	3	17
Good	27	98
Satisfactory	110	128
Poor	100	36
Very Poor	78	24
	318	303

Perception of Standard of Roads and Bridges

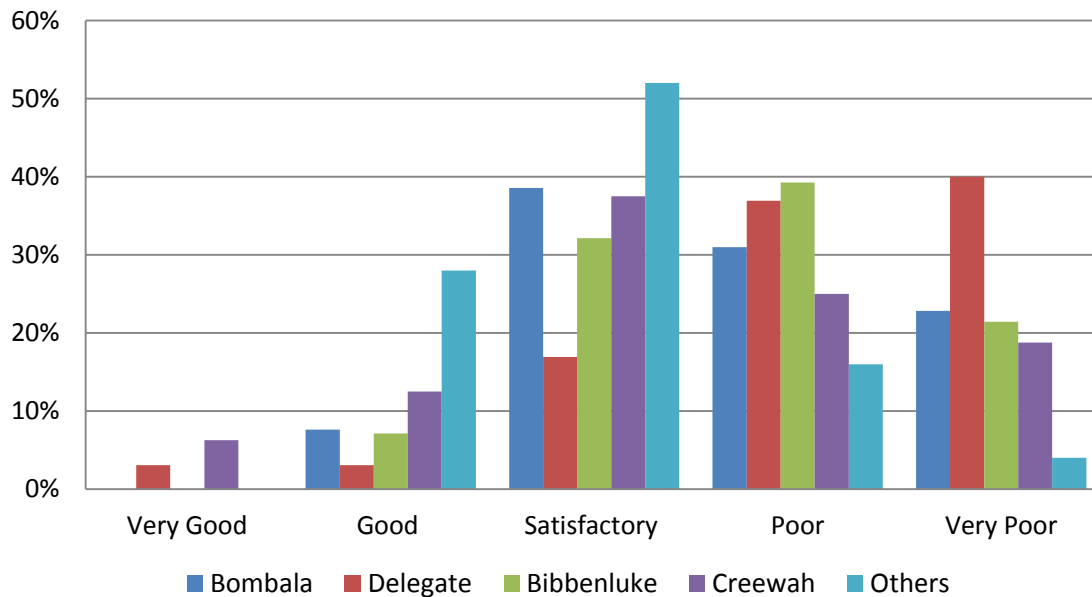


The mean or statistical average for perceived standard of roads was between poor and satisfactory while the statistical average for bridges was between good and satisfactory.

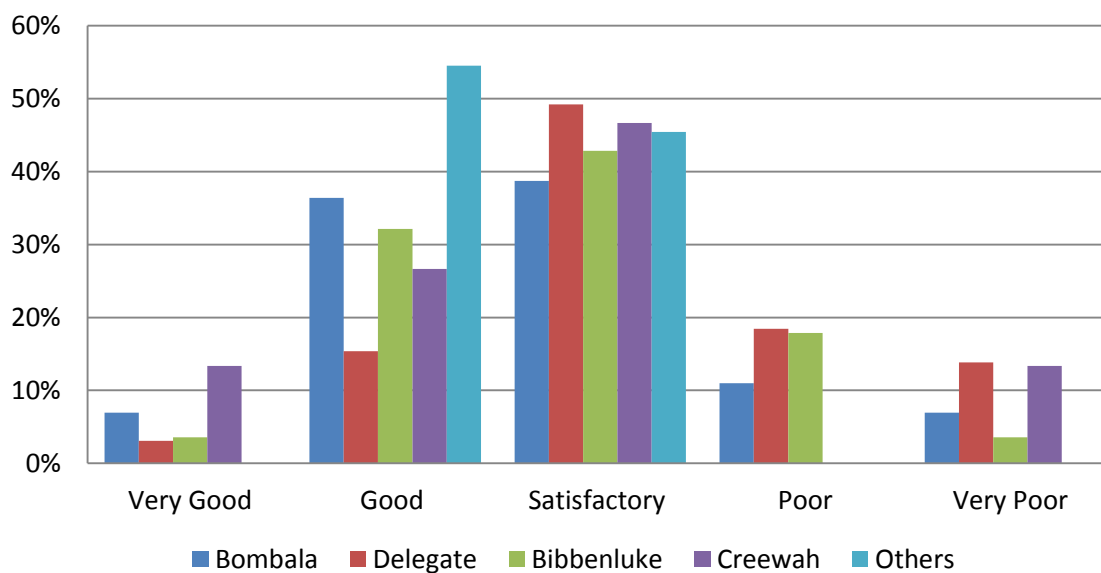
Assuming people tend to comment on the roads and bridges in their area first further analysis is provided by district on the perception of the standard of roads and bridges.

Roads	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah	Total
Very Good	0	2	0	0	0	0	1	3
Good	14	2	2	2	3	2	2	27
Satisfactory	71	11	9	2	5	6	6	110
Poor	57	24	11	2	1	1	4	100
Very Poor	42	26	6	0	1	0	3	78
	184	65	28	6	10	9	16	318

Section 3 –Infrastructure, Community Facilities & Services

Perception of Roads by District

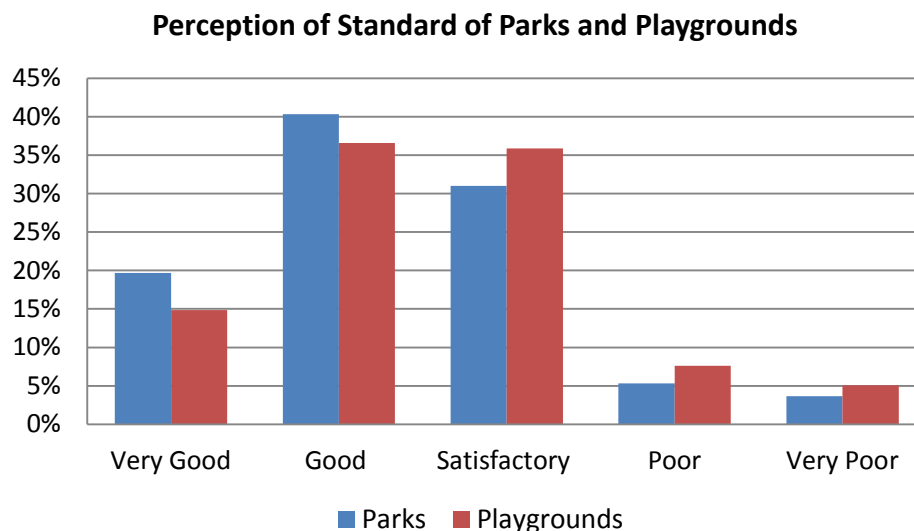
Bridges	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah	Total
Very Good	12	2	1	0	0	0	2	17
Good	63	10	9	4	5	3	4	98
Satisfactory	67	32	12	2	2	6	7	128
Poor	19	12	5	0	0	0	0	36
Very Poor	12	9	1	0	0	0	2	24
	173	65	28	6	7	9	15	303

Perception of Bridges by District

Parks & Playgrounds

The following responses were received on the standard of parks and playgrounds.

	Parks	Playgrounds
Very Good	59	41
Good	121	101
Satisfactory	93	99
Poor	16	21
Very Poor	11	14
	300	276

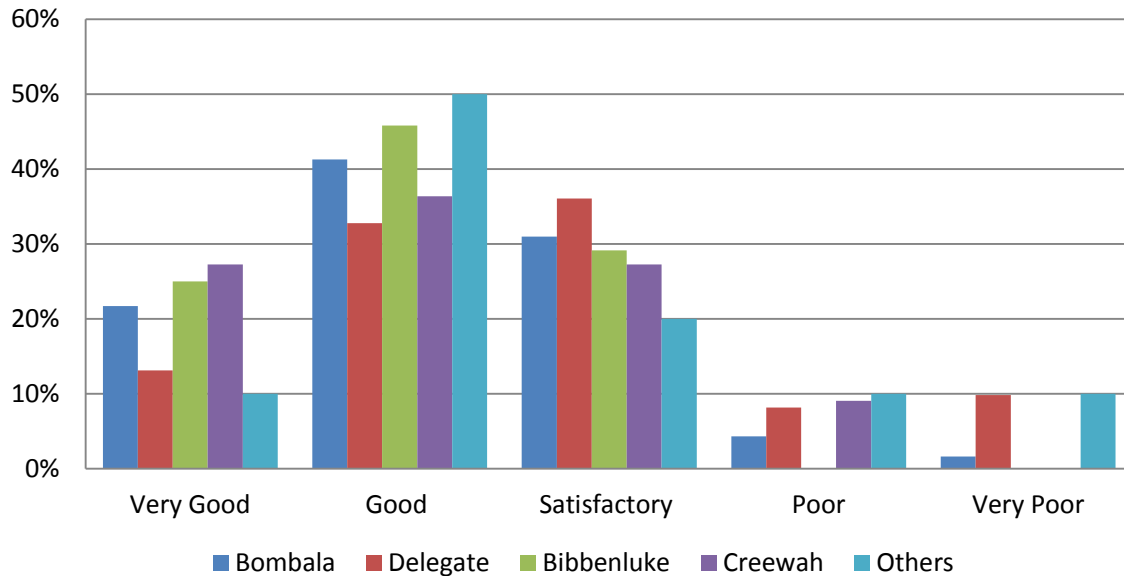


The mean or statistical average for perceived standard of parks was marginally below good while the statistical average for playgrounds was between good and satisfactory.

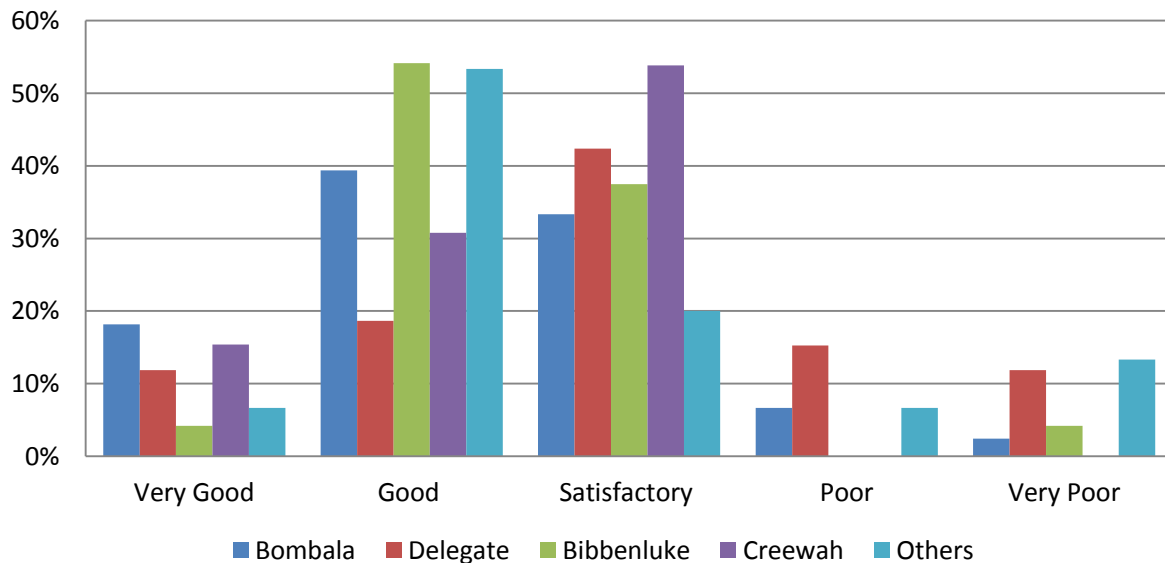
Assuming people tend to comment on the parks and playgrounds in their area first further analysis is provided by district on the perception of the standard of parks and playgrounds.

Parks	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah	Total
Very Good	40	8	6	0	1	1	3	59
Good	76	20	11	3	5	2	4	121
Satisfactory	57	22	7	1	2	1	3	93
Poor	8	5	0	1	0	1	1	16
Very Poor	3	6	0	0	0	2	0	11
	184	61	24	5	8	7	11	300

Section 3 –Infrastructure, Community Facilities & Services

Perception of Parks by District

Playgrounds	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah	Total
Very Good	30	7	1	0	1	0	2	41
Good	65	11	13	2	4	2	4	101
Satisfactory	55	25	9	0	2	1	7	99
Poor	11	9	0	1	0	0	0	21
Very Poor	4	7	1	1	0	1	0	14
	165	59	24	4	7	4	13	276

Perception of Playgrounds by District

Garbage Services

The following responses were received on the standard of garbage services.

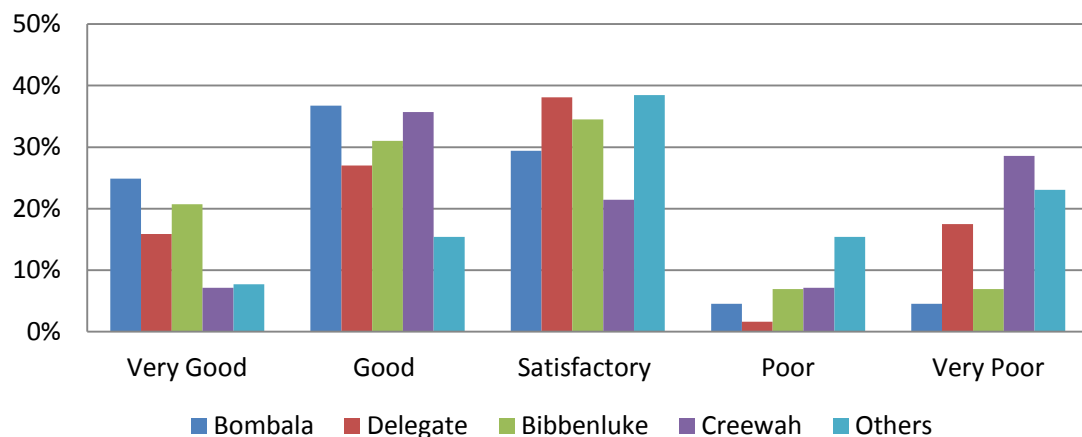


The statistical average for perceived standard of garbage services was between good and satisfactory.

Visits to the Garbage Tips are currently free for all residents and garbage collections and recycling collections occur in Bombala and Delegate. Assuming people tend to comment on the convenience of their garbage service or distance from a tip the following analysis is provided by district on the perception of the standard of garbage services.

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah	Total
Very Good	44	10	6	1	0	0	1	62
Good	65	17	9	1	1	0	5	98
Satisfactory	52	24	10	1	3	1	3	94
Poor	8	1	2	0	1	1	1	14
Very Poor	8	11	2	0	2	1	4	28
	177	63	29	3	7	3	14	296

Perception of Garbage Services by District

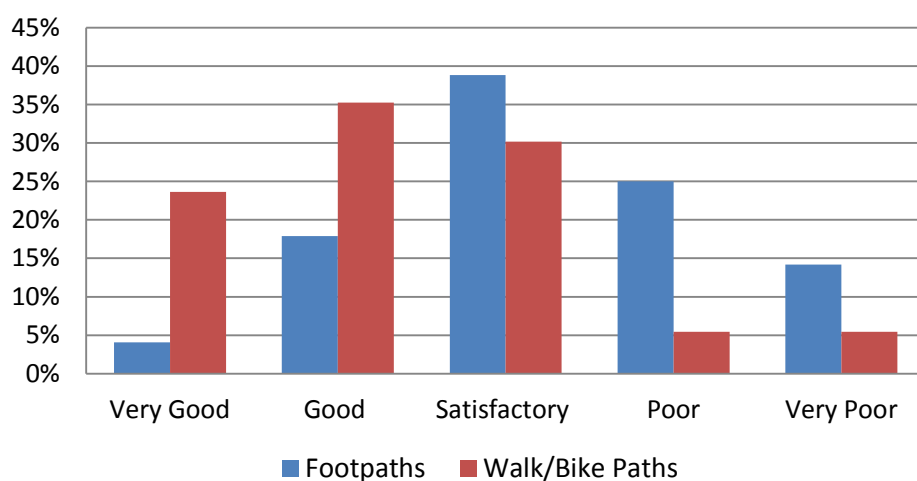


Section 3 –Infrastructure, Community Facilities & Services

Footpaths, Walking / Bike Paths

The following responses were received on the standard of footpaths and combined walking/ bicycle paths.

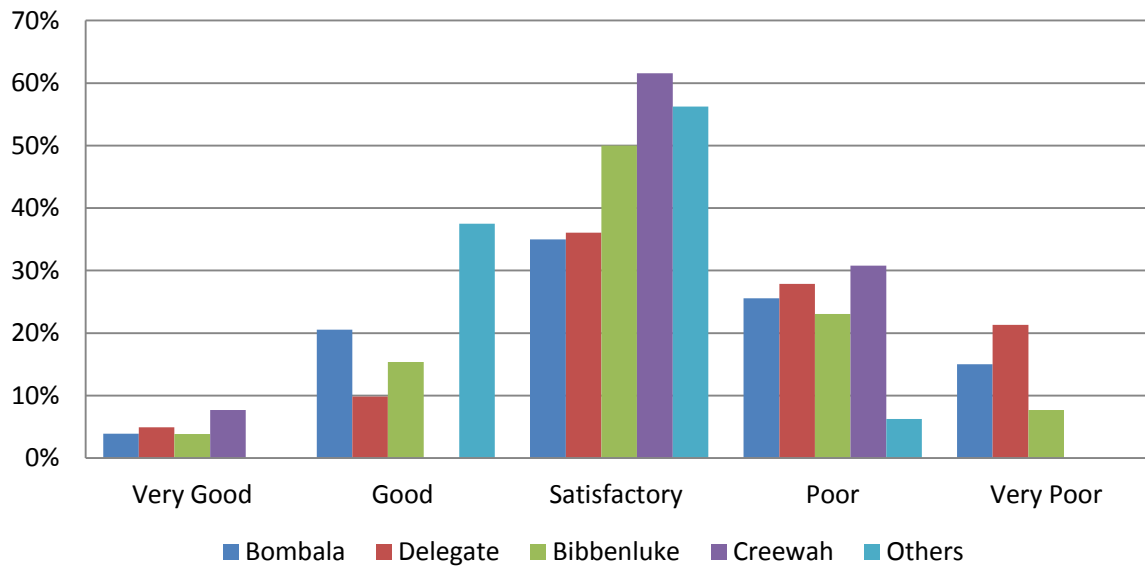
	Footpaths	Walk/Bike Paths
Very Good	12	65
Good	53	97
Satisfactory	115	83
Poor	74	15
Very Poor	42	15
	296	275

Perception of Footpaths & Walk/ Bike Paths

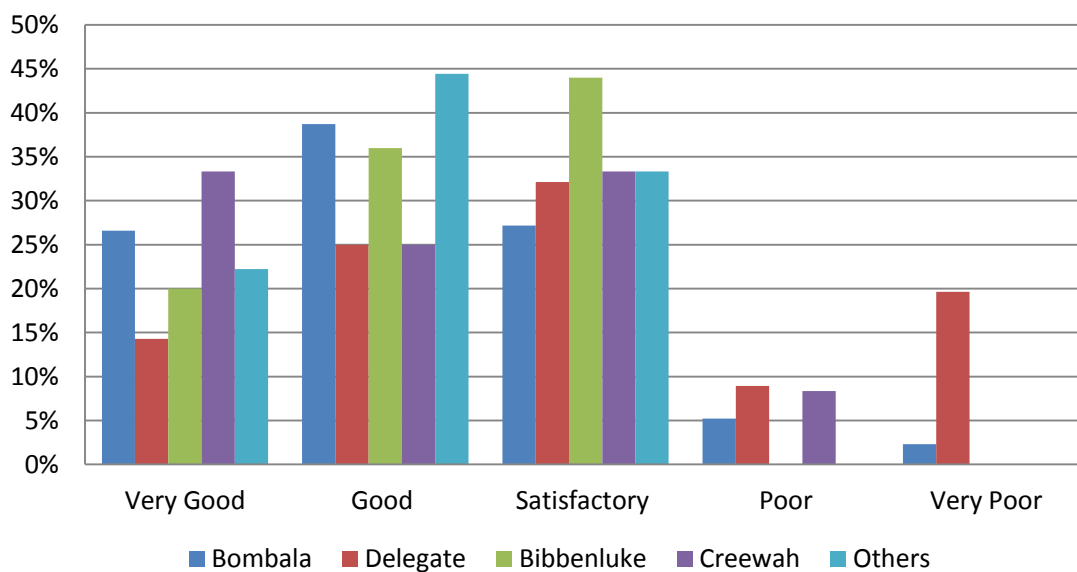
The statistical average for perceived standard of footpaths was marginally below satisfactory while the statistical average for walking and bike paths was marginally below good. . Below is an analysis by districts for comparison.

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah	Total
Very Good	7	3	1	0	0	0	1	12
Good	37	6	4	3	2	1	0	53
Satisfactory	63	22	13	1	5	3	8	115
Poor	46	17	6	1	0	0	4	74
Very Poor	27	13	2	0	0	0	0	42
	180	61	26	5	7	4	13	296

Section 3 –Infrastructure, Community Facilities & Services

Perception of Footpaths by District

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah	Total
Very Good	46	8	5	0	2	0	4	65
Good	67	14	9	1	2	1	3	97
Satisfactory	47	18	11	1	1	1	4	83
Poor	9	5	0	0	0	0	1	15
Very Poor	4	11	0	0	0	0	0	15
	173	56	25	2	5	2	12	275

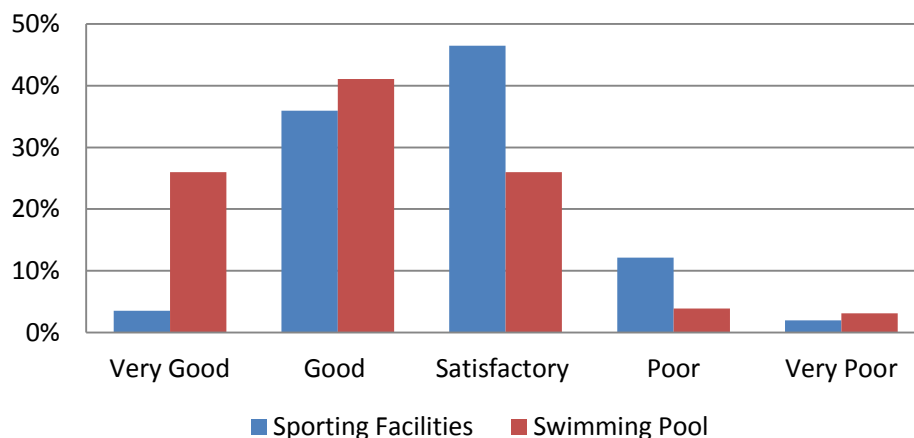
Perception of Bike Paths by District

Sporting Facilities and Swimming Pool

The following responses were received on the standard of sporting facilities and the Bombala Swimming Pool.

	Sporting Facilities	Swimming Pool
Very Good	9	67
Good	92	106
Satisfactory	119	67
Poor	31	10
Very Poor	5	8
	256	258

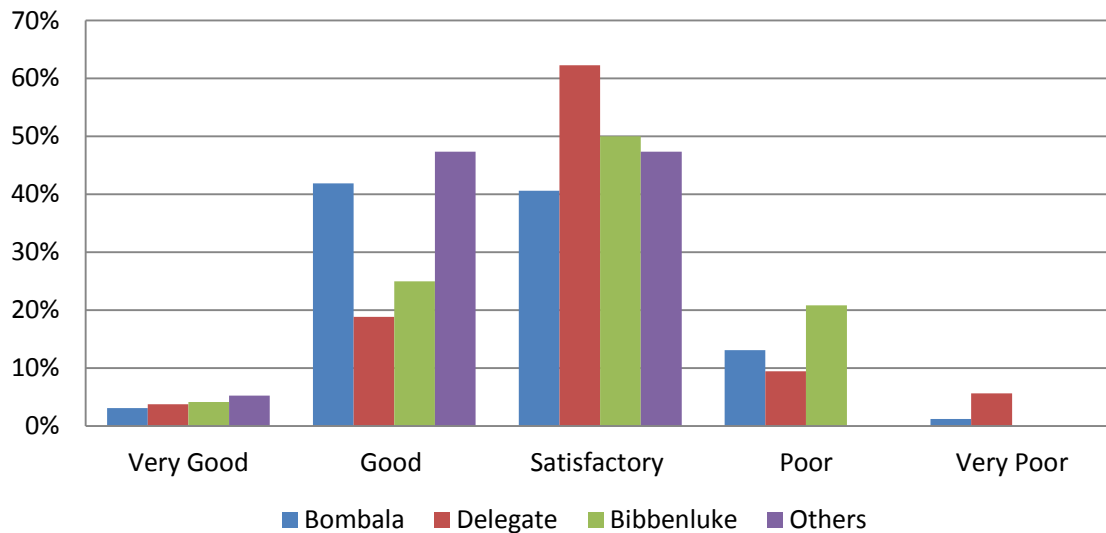
Perception of Standard of Sporting Facilities & Swimming Pool



The statistical average for perceived standard of the swimming pool was marginally below good while the statistical average for sporting facilities was marginally above satisfactory. As there are a number of sporting fields in the area further analysis was undertaken on the perception of the standard of sporting fields by district.

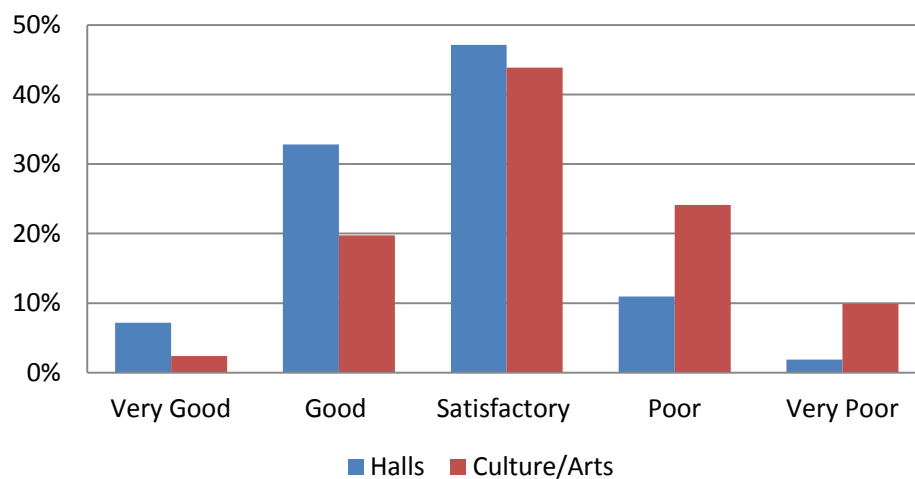
	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah	Total
Very Good	5	2	1	0	0	0	1	9
Good	67	10	6	2	3	1	3	92
Satisfactory	65	33	12	0	4	1	4	119
Poor	21	5	5	0	0	0	0	31
Very Poor	2	3	0	0	0	0	0	5
	160	53	24	2	7	2	8	256

Section 3 –Infrastructure, Community Facilities & Services

Perception of Standard of Sports Fields**Halls, Culture Arts**

The following responses were received on the perception of halls and culture and arts.

	Halls	Culture/Arts
Very Good	19	6
Good	87	50
Satisfactory	125	111
Poor	29	61
Very Poor	5	25
	265	253

Perception of Halls and Culture/ Arts

Section 3 –Infrastructure, Community Facilities & Services

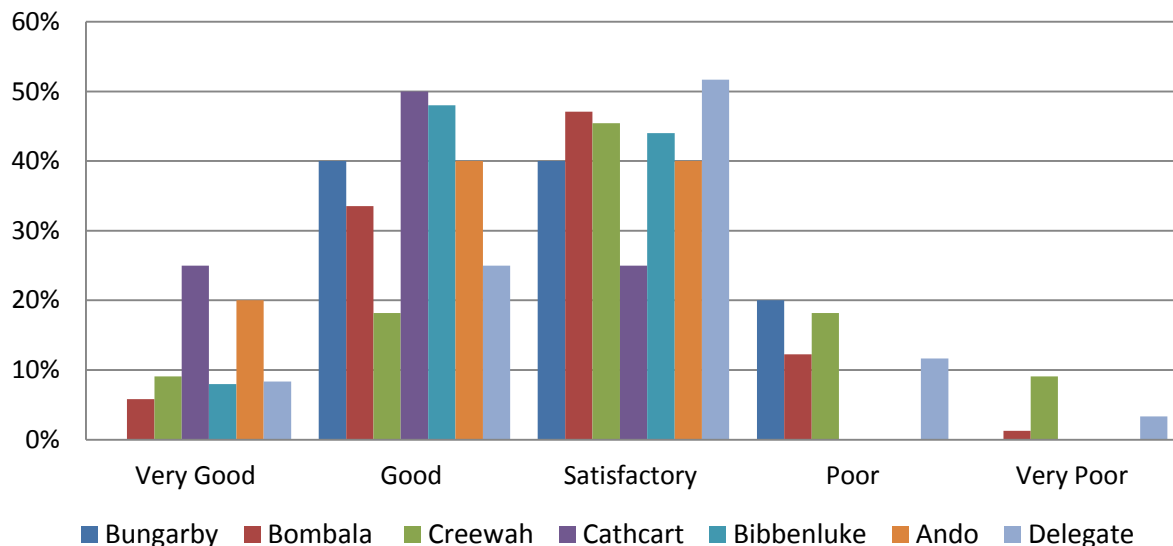
The statistical average for perceived standard of halls was between good and satisfactory while the statistical average for culture/ arts was marginally below satisfactory.

There were marked differences in opinion however when the halls were looked at by town or district.

	Bungarby	Bombala	Creewah	Cathcart	Bibbenluke	Ando	Delegate
Very Good	0	9	1	1	2	1	5
Good	2	52	2	2	12	2	15
Satisfactory	2	73	5	1	11	2	31
Poor	1	19	2	0	0	0	7
Very Poor	0	2	1	0	0	0	2
	5	155	11	4	25	5	60

Cathcart and Ando considered halls to be good, Creewah, Bibbenluke and Bungarby considered halls to be between good and satisfactory. Delegate and Bombala consider halls marginally above satisfactory. It is therefore reasonable to assume that the perception of what constitutes a hall was potentially an issue in answering this question. For example Creewah does not have a hall as such but an excellent rural fire shed.

Perception of Halls by District

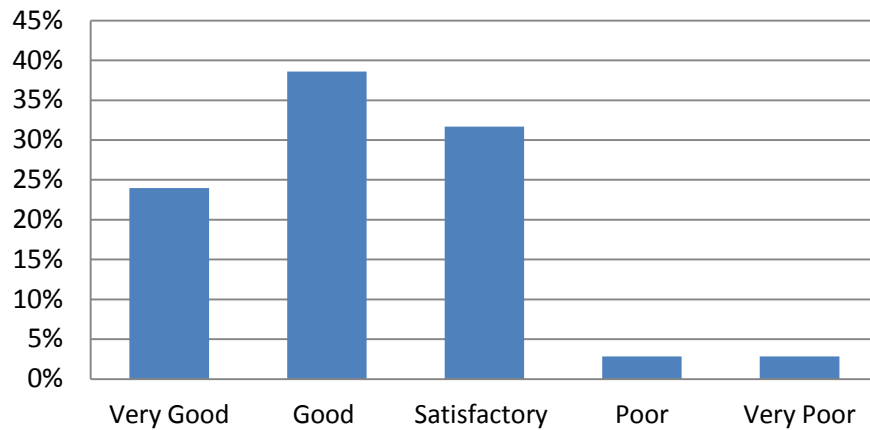


Library

The following responses were received on the standard of library services and facilities.

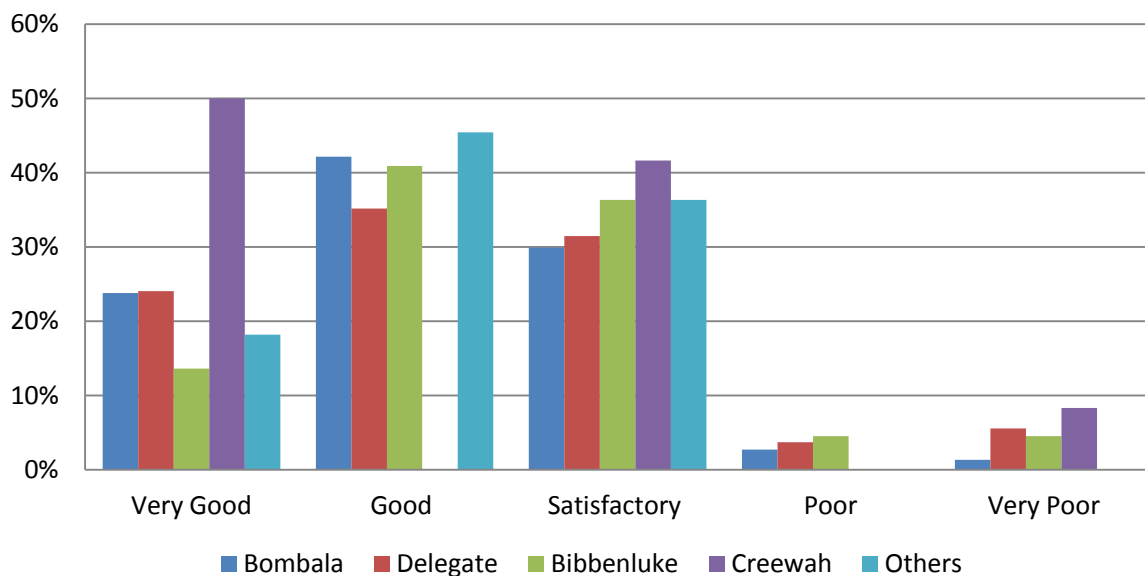
Very Good	59
Good	95
Satisfactory	78
Poor	7
Very Poor	7
	246

Section 3 –Infrastructure, Community Facilities & Services

Perception of Library Services

The average score for the perceived standard of library services was just below good and there were marginal differences between the districts. Below is an analysis by selected districts for comparison as the mobile library services areas outside the Bombala Library.

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah
Very Good	35	13	3	1	1	0	6
Good	62	19	9	1	3	1	0
Satisfactory	44	17	8	1	2	1	5
Poor	4	2	1	0	0	0	0
Very Poor	2	3	1	0	0	0	1

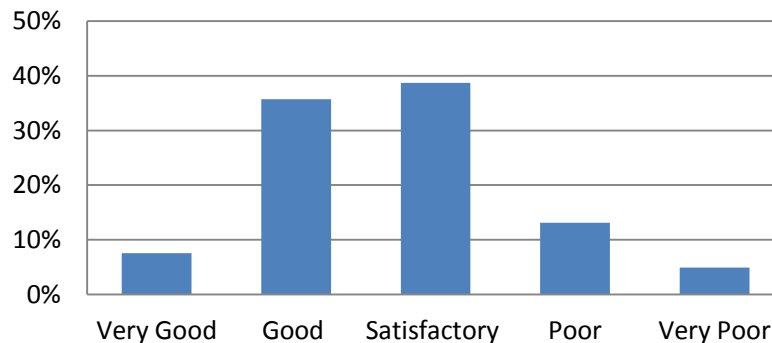
Perception of Library Services by District

Bombala Main Street

The following responses were received on the standard of Bombala Main Street. There were a number of comments on surveys returned stating that there was no opportunity to comment on Delegate Main Street in Q.11.

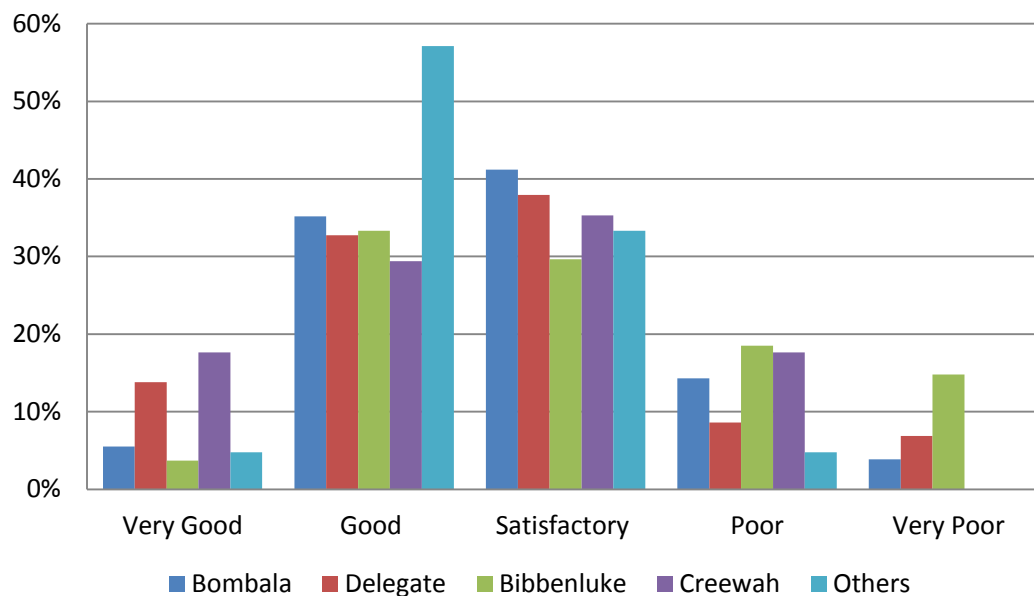
	Bombala	Delegate	Bibbenluke	Creewah	Others	Total
Very Good	10	8	1	3	1	23
Good	64	19	9	5	12	109
Satisfactory	75	22	8	6	7	118
Poor	26	5	5	3	1	40
Very Poor	7	4	4	0	0	15
	182	58	27	17	21	305

Perception of Bombala Main Street



The statistical average for perceived standard of Bombala Main Street was above satisfactory. Below is an analysis by selected districts for comparison.

Perception of Bombala Main Street

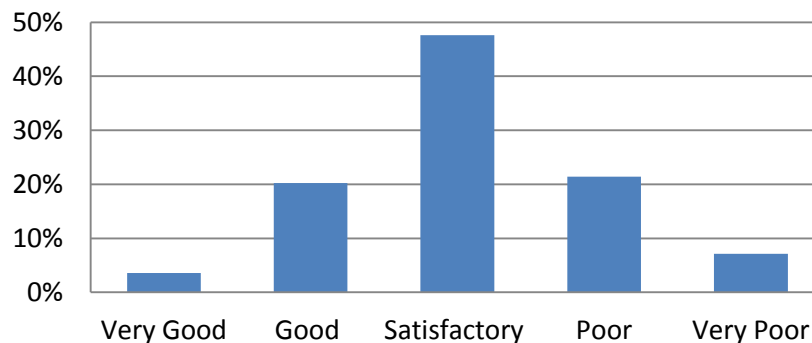


Disability Access

The following responses were received on the standard of Disability Access in Bombala Council area. This will primarily relate to perceptions of access in the Bombala and Delegate main streets and Council and business facilities. No further clarification questioning was undertaken

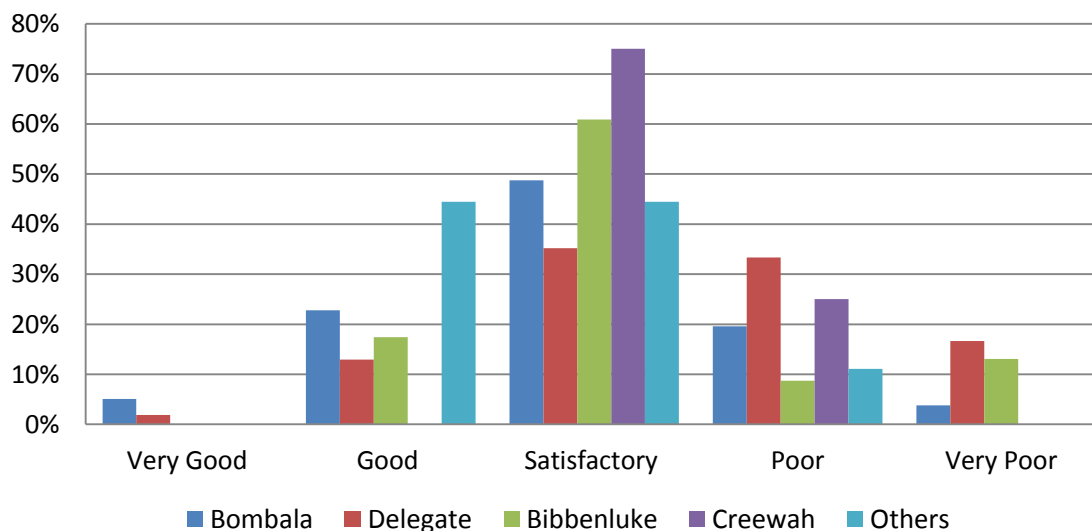
	Bombala	Delegate	Bibbenluke	Creewah	Others	Total
Very Good	8	1	0	0	0	9
Good	36	7	4	0	4	51
Satisfactory	77	19	14	6	4	120
Poor	31	18	2	2	1	54
Very Poor	6	9	3	0	0	18
	158	54	23	8	9	252

Perception of Disability Access



The statistical average for perceived standard of Disability Access is marginally below satisfactory. As we have an ageing and increasingly disabled community the analysis by selected districts highlights perceived anomalies between the towns and districts as shown below.

Perception of Disability Access by District



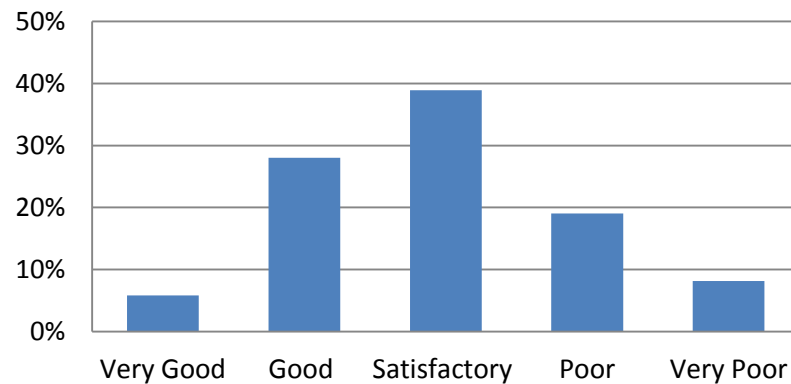
Section 3 –Infrastructure, Community Facilities & Services

Tourist Attractions

The following responses were received on the standard of Tourist Attractions in Bombala Council area.

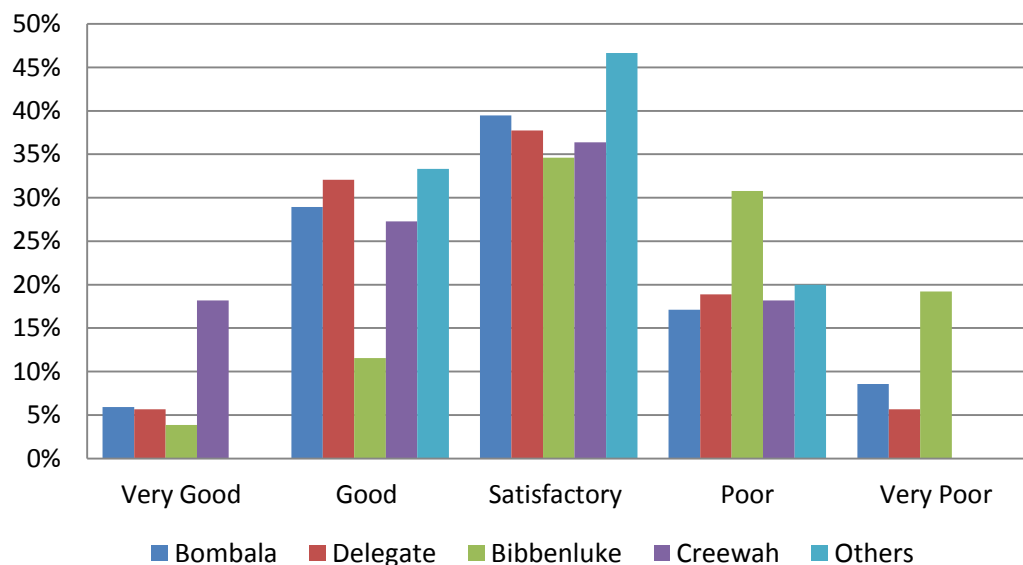
	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah	Total
Very Good	9	3	1	0	0	0	2	15
Good	44	17	3	2	2	1	3	72
Satisfactory	60	20	9	1	4	2	4	100
Poor	26	10	8	3	0	0	2	49
Very Poor	13	3	5	0	0	0	0	21
	152	53	26	6	6	3	11	257

Perception of Tourist Attractions



The statistical average for perceived standard of Tourist Attractions is satisfactory. As no further questions were asked on specific attractions or facilities this response provides a broad comment.

Perception of Tourist Attractions



Weeds Management

The following responses were received on the standard of Council's management of Weeds. As expected the majority of responses were not aware of Council's activities in this area as they primarily relate to rural properties.

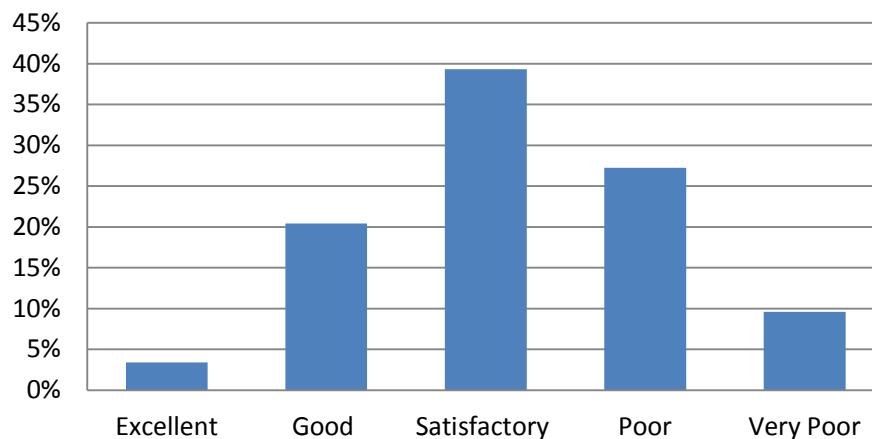
Standard of Weed Control

Excellent	11
Good	66
Satisfactory	127
Poor	88
Very Poor	31
	323

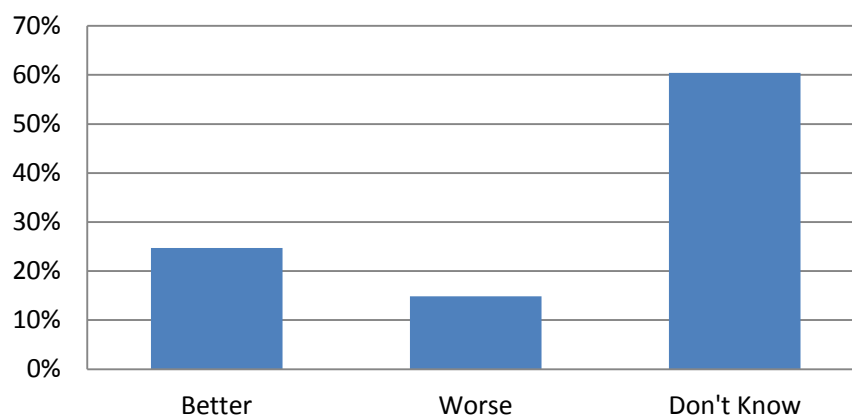
Weed Control compared to Region

Better	78
Worse	47
Don't Know	191
Other	2
	318

Perception of Standard of Weed Control



Perception of Weeds Management against Region



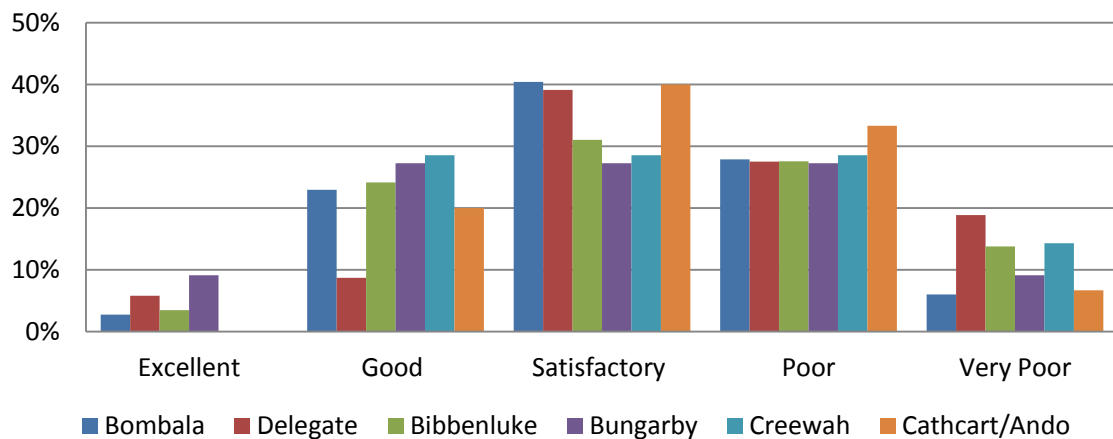
Section 3 –Infrastructure, Community Facilities & Services

The statistical average for perceived standard of Weeds management is marginally below satisfactory however of those who did know about Council's weeds management, the majority considered Council was doing a better job than others in the region.

As weeds management is primarily an activity undertaken in rural areas the following analysis by districts highlights perceived anomalies.

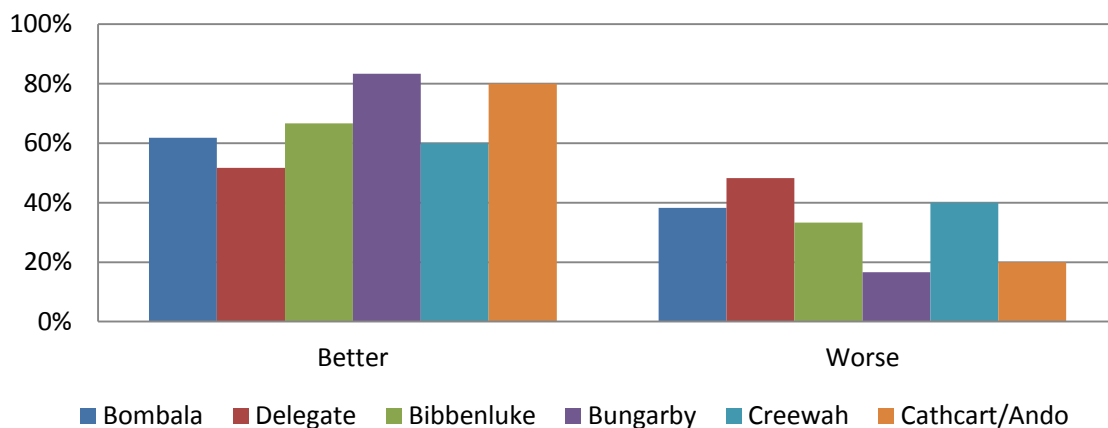
	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah
Excellent	5	4	1	0	0	1	0
Good	42	6	7	0	3	3	4
Satisfactory	74	27	9	3	3	3	4
Poor	51	19	8	2	3	3	4
Very Poor	11	13	4	1	0	1	2
	183	69	29	6	9	11	14

Perception of Weed Management locally



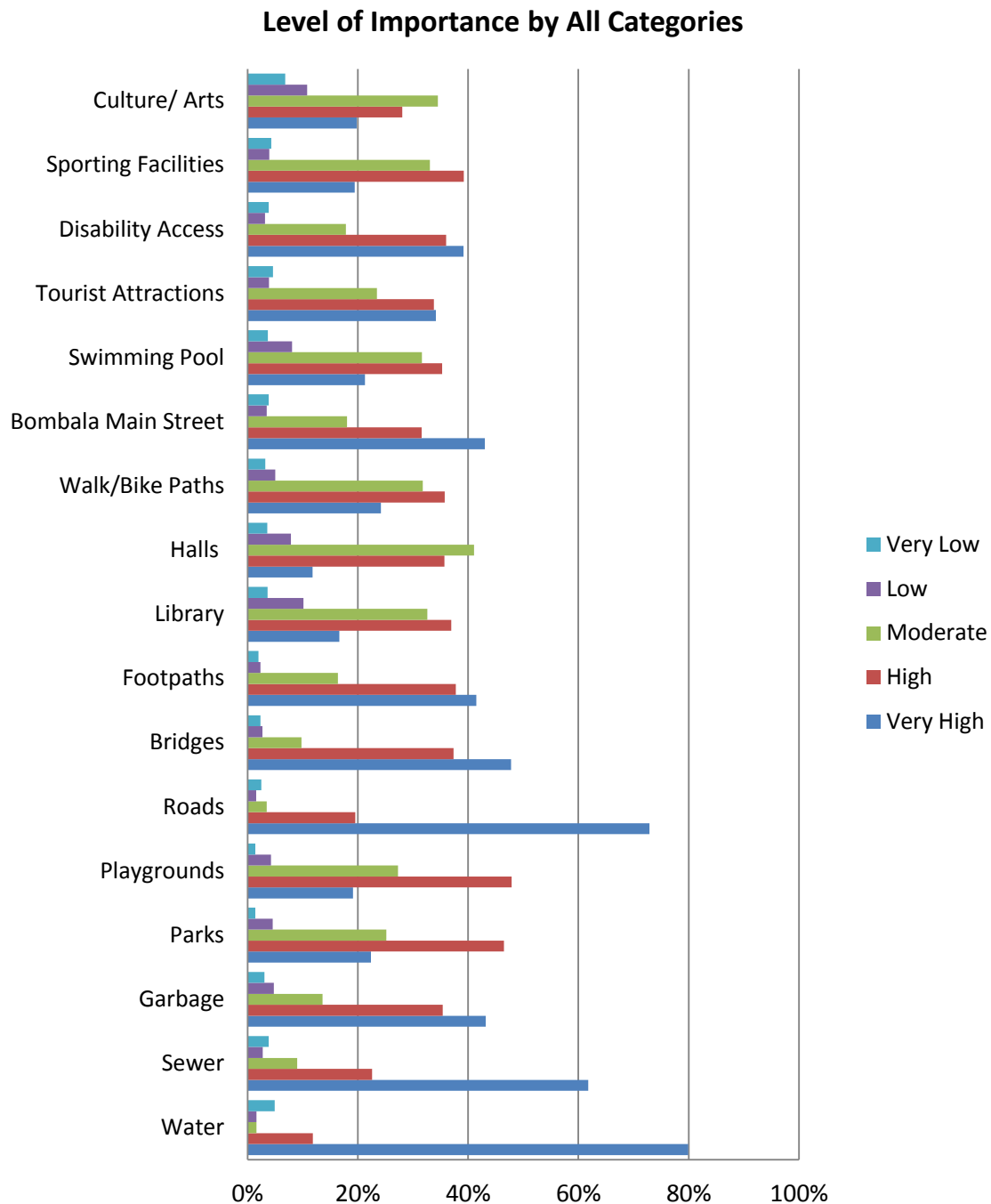
Below are the responses of those who made comment on their perception of Bombala Council's weed management compared to others in the region.

Perception of Weed management compared to Region



Level of Importance – All Categories

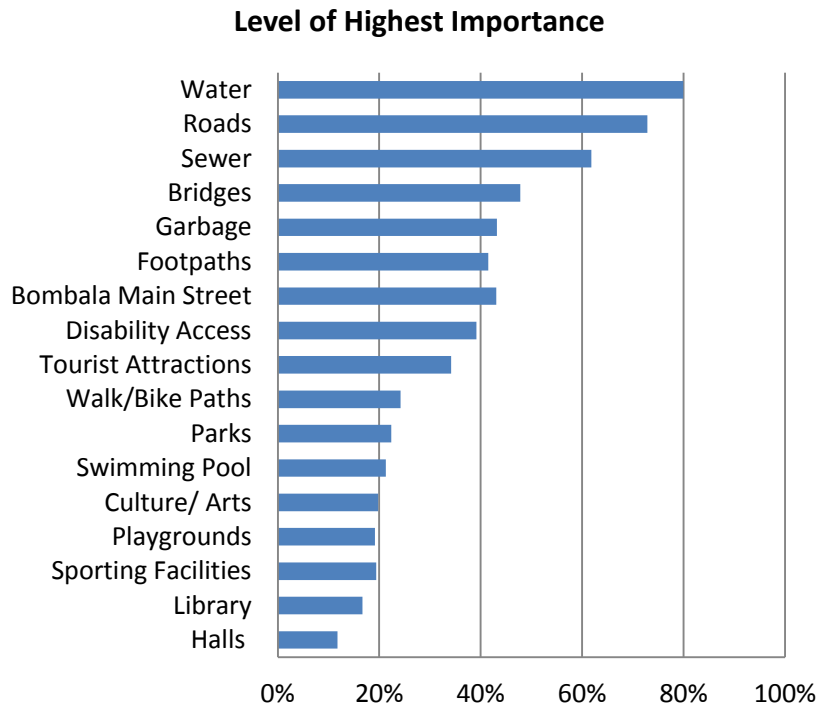
The following graph provides a picture of the level of importance placed on each of the categories of services and facilities.



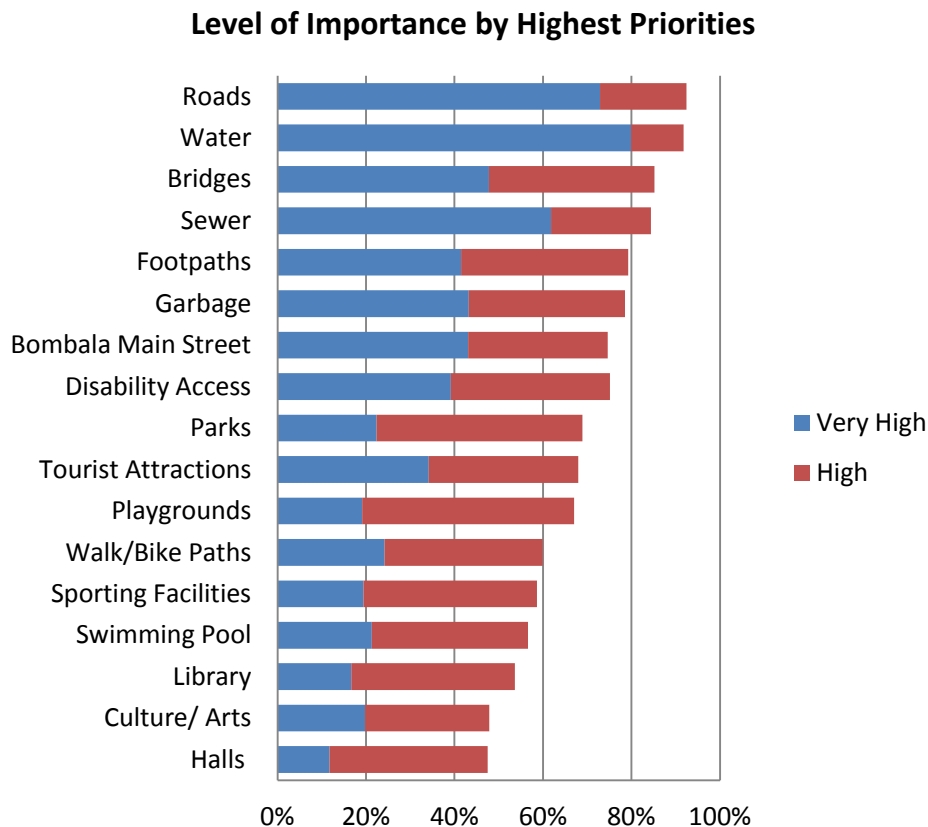
As expected the categories of primary importance are roads, bridges, water supplies and sewerage schemes. The following tables provide a different view of the importance of the various categories by only looking at the Very High and High levels of importance.

Section 3 –Infrastructure, Community Facilities & Services

By just looking at the Very High responses the following list of important activities is produced.



If the two highest categories are added together however the list changes somewhat to the list below.



SECTION 4 – STRATEGIC DIRECTION

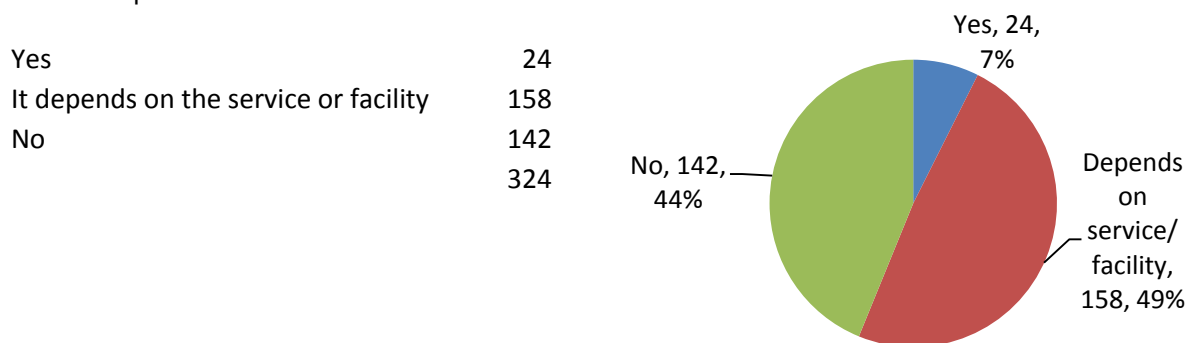
This section provides an analysis of the questions that were asked to obtain information about the community's views on where they want to see our community and Council going in the future. The willingness to pay more for infrastructure, services and facilities identified in Section 3 is also considered.

Willingness to Pay More for Infrastructure & Services

Section 3 provides information on the details of the perceived standard of Council's infrastructure, services and facilities together with the level of importance the community places on this infrastructure, services and facilities.

Obviously it is expected that respondents would place high levels of importance on many subjects however if they are required to pay more for these services, facilities or infrastructure, then there can be a marked lack of enthusiasm for improvements.

The following answers were received to the question of whether residents were willing to pay more for improved services and facilities.

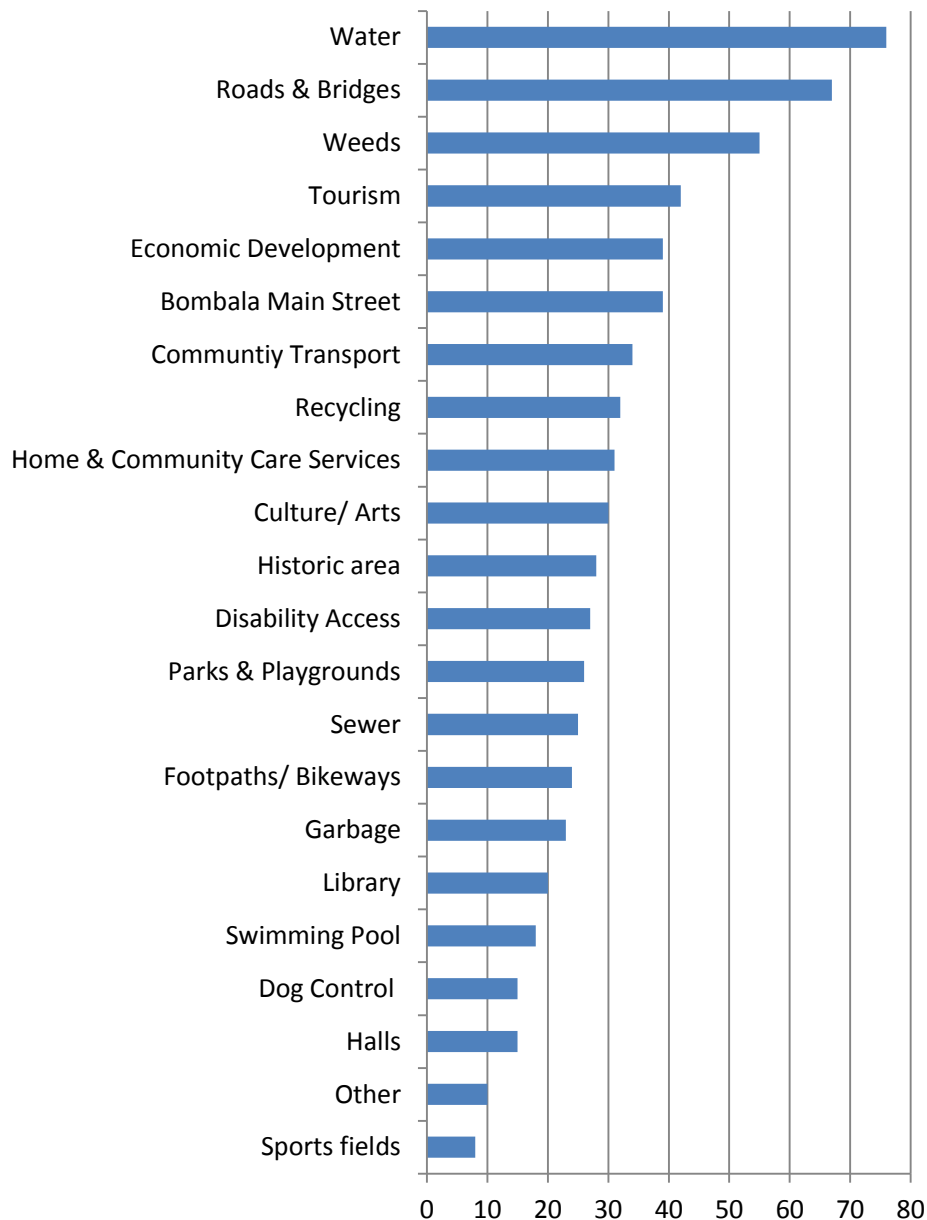


As expected there is a significant portion of the community that does not wish to see any increase in rates or other fees and charges to improve infrastructure, services and facilities. An additional question was asked of those who said "yes" or "it depends..." to ascertain what infrastructure, services and facilities they would be willing to pay for to improve the standard or level of service.

Of the 182 people who said they would be willing to pay specific responses on the different services, facilities and infrastructure were received from 179 people.

Garbage	23	Water	76	Library	20
Footpaths/ Bikeways	24	Roads & Bridges	67	Disability Access	27
Sports fields	8	Historic area	28	Economic Development	39
Tourism	42	Recycling	32	Dog Control	15
Swimming Pool	18	Sewer	25	Community Transport	34
Halls	15	Parks & Playgrounds	26	Home & Community	
Bombala Main Street	39	Weeds	55	Care Services	31
Culture/ Arts	30	Other	10		

The number of people who were willing to pay for the various services, facilities and infrastructure are depicted below.



There were 45 comments in relation to Q.17 although not all respondents identified “other” in completing the survey. Broadly 27 comments were not in favour of increases in rates and fees, and 20 were generally either in favour of increases for specific purposes or were neutral subject to further information. These comments are listed in full in Appendix 3.

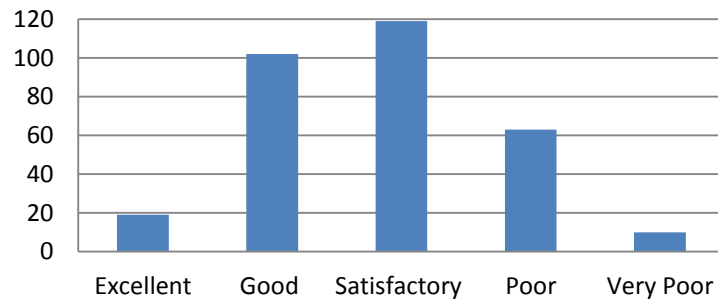
Health Services

Although Council does not provide health services these have been identified by our community as of major importance so questions were asked to ascertain the level of satisfaction with services currently available and seeking information as to what other services are required.

Health services Responses

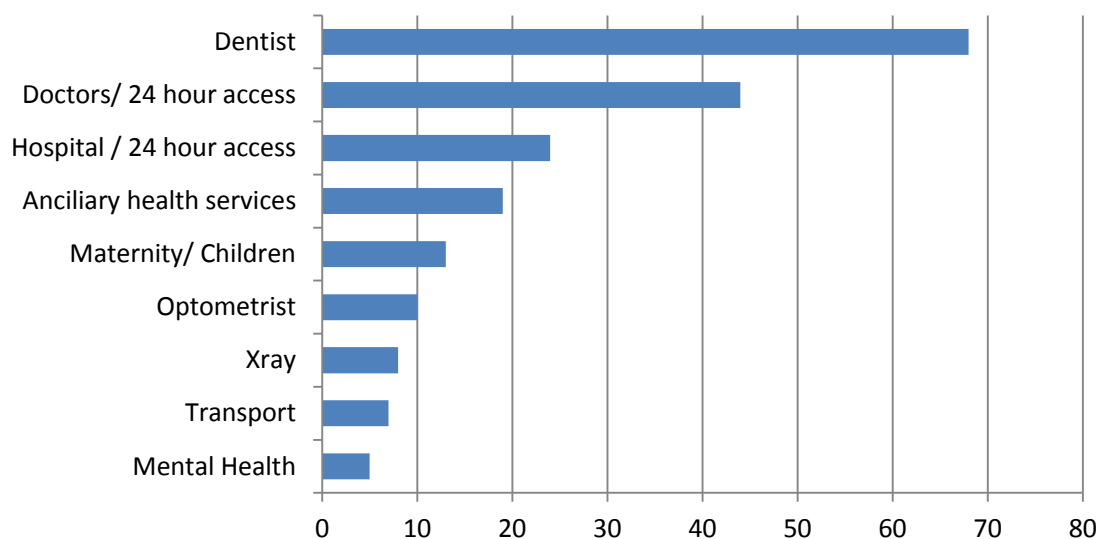
Excellent	19
Good	102
Satisfactory	119
Poor	63
Very Poor	10
	313

Perception of Range of Health Services



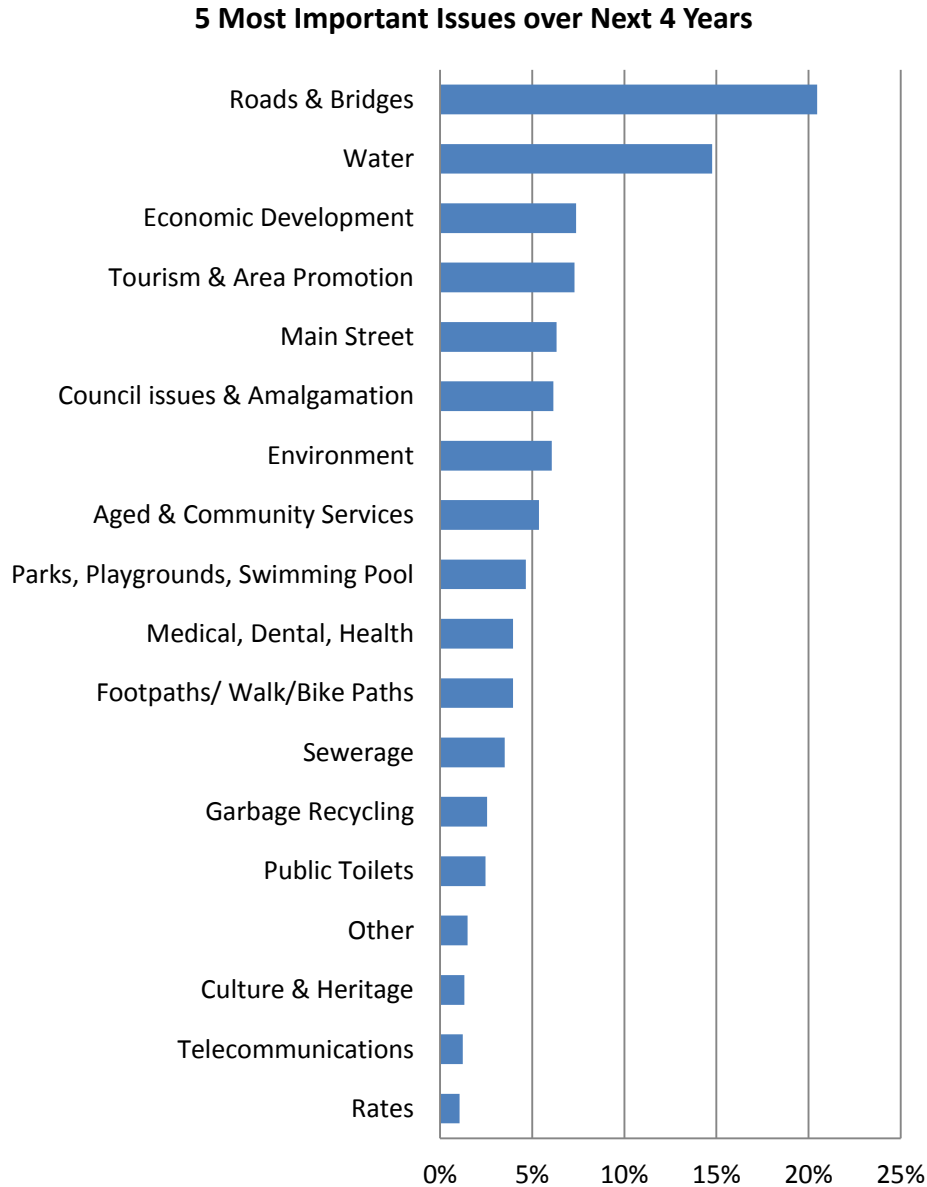
Of the 183 comments provided, the following responses were given in relation to the additional health services that people would like to see in the area. Ancillary health services includes physiotherapy, podiatry, hydrotherapy, women's health and wellness clinics. The full text of the answers to Q.19 is in Appendix 2.

Doctors/ 24 hour access	44	Transport	7
Dentist	68	Ancillary health services	19
Mental Health	5	Hospital / 24 hour access	24
Maternity/ Children	13	Optometrist	10
Xray	6		



Most Important Issues over Next 4 Years

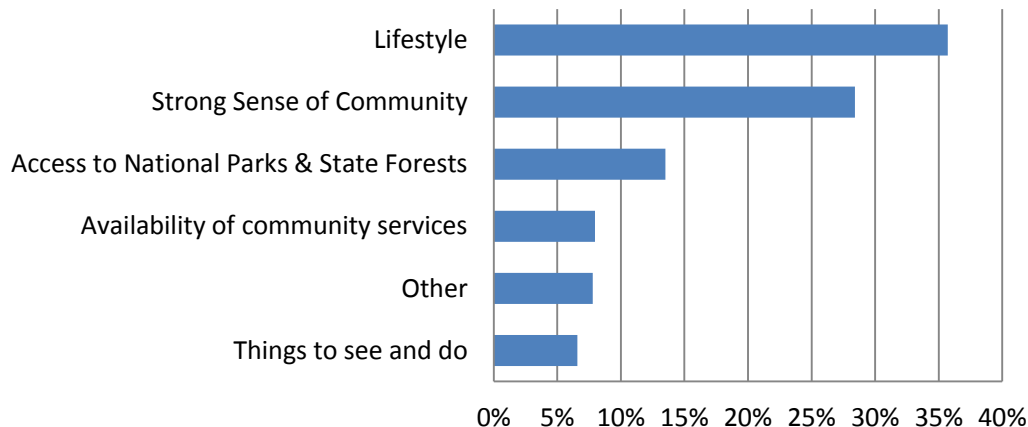
In Question 12 Council asked people to respond with the 5 most important issues that Council should address over the next 4 years. The following information provides an analysis of these responses by broad subject area. The full text of the 1154 responses is provided in Appendix 5.



Lifestyle

Respondents were asked what things they most liked about the Bombala Council area. The following information provides an analysis of these responses to Question 10 and the full text of any comments on this question are provided in Appendix 4.

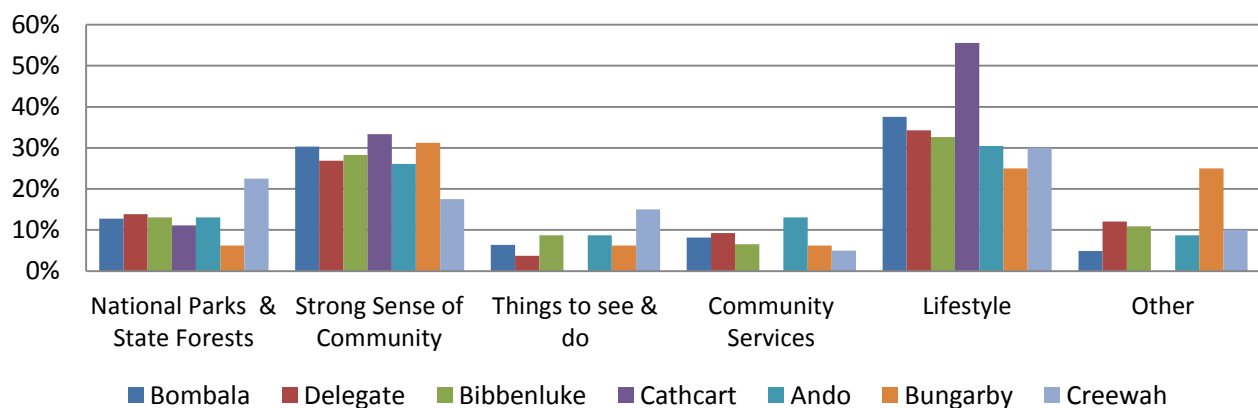
Most Liked Things About Bombala Council Area



The following responses were received by district.

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah
Access to National Parks & State Forests	42	15	6	1	3	1	9
Strong Sense of Community	100	29	13	3	6	5	7
Things to see and do	21	4	4	0	2	1	6
Availability of community services	27	10	3	0	3	1	2
Lifestyle	124	37	15	5	7	4	12
Other	16	13	5	0	2	4	4
	330	108	46	9	23	16	40

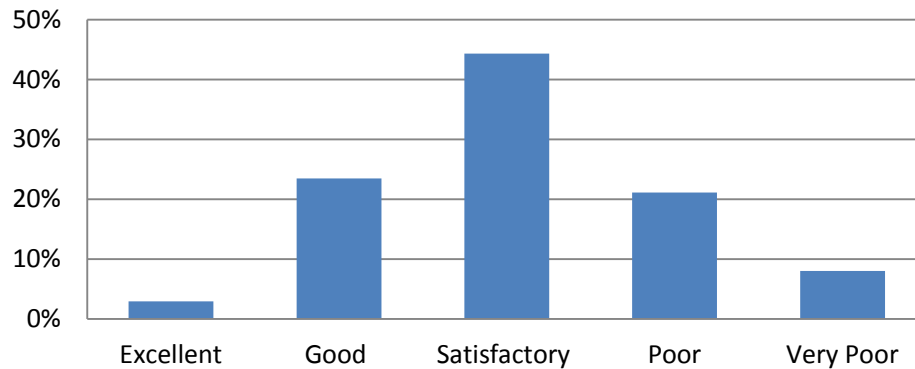
Most Liked Things in Bombala Council Area



Presentation of Area

In response to the question on how the local area presents to visitors in comparison with other areas in the region the following responses were given.

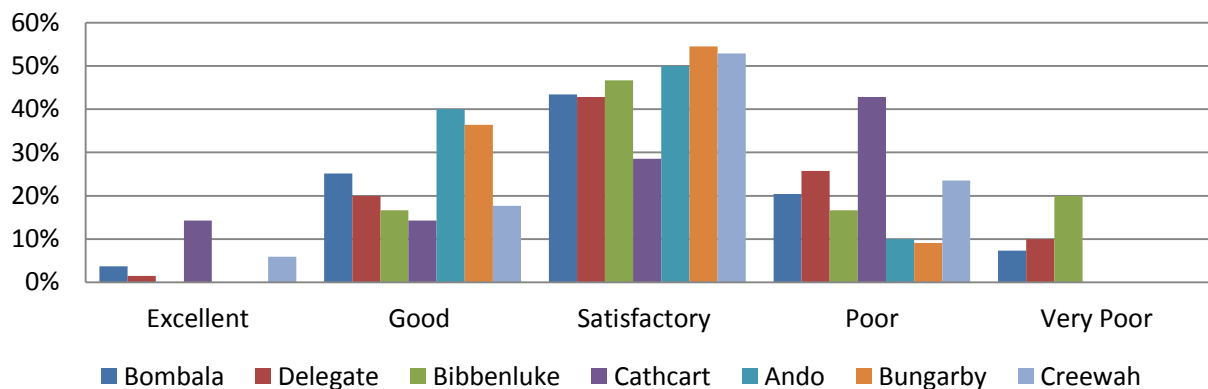
Perception of Presentation of Area to Visitors



The statistical average for this question was on the low side of satisfactory and further analysis by district revealed the following.

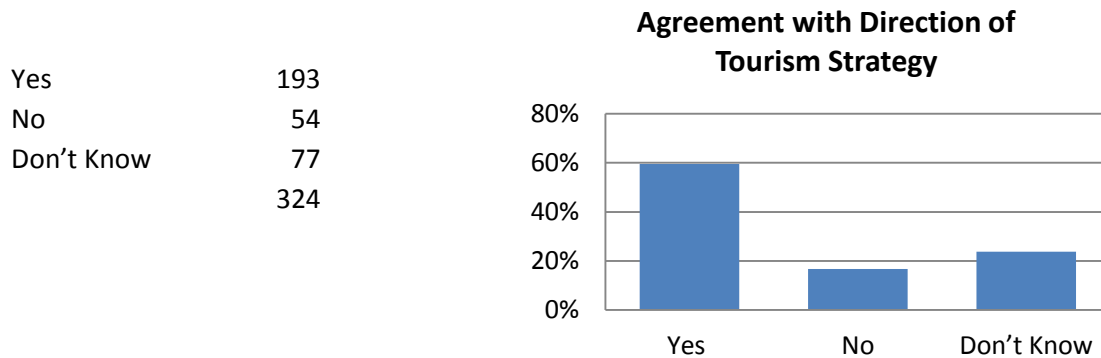
	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah
Excellent	7	1	0	1	0	0	1
Good	48	14	5	1	4	4	3
Satisfactory	83	30	14	2	5	6	9
Poor	39	18	5	3	1	1	4
Very Poor	14	7	6	0	0	0	0
	191	70	30	7	10	11	17

Presentation of Area to Visitor compared to Region



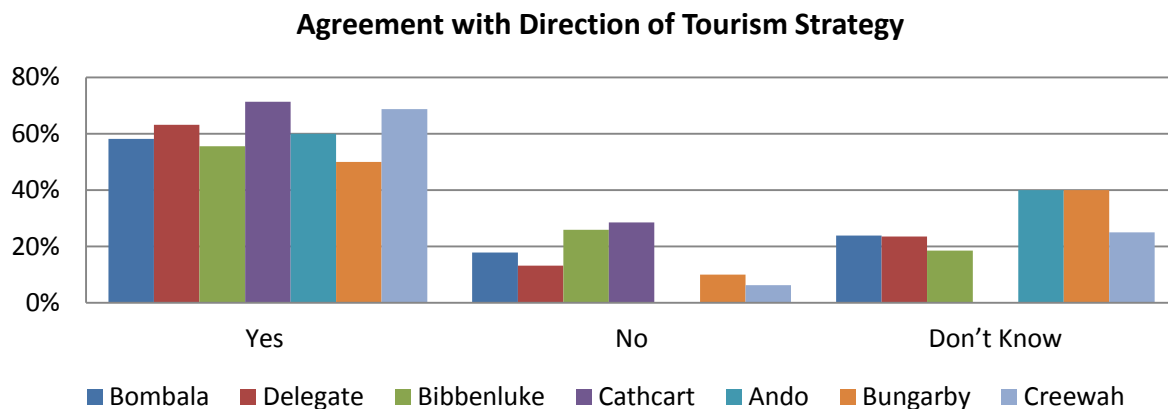
Tourism Direction

Respondents were asked if they agreed with the Council's present direction on tourism including the Bundian Way, motorcycle tourism, day trip markets and improvements to caravan parks, railway land and signage. The following responses were received. The full text of comments on this question are provided in Appendix 4.



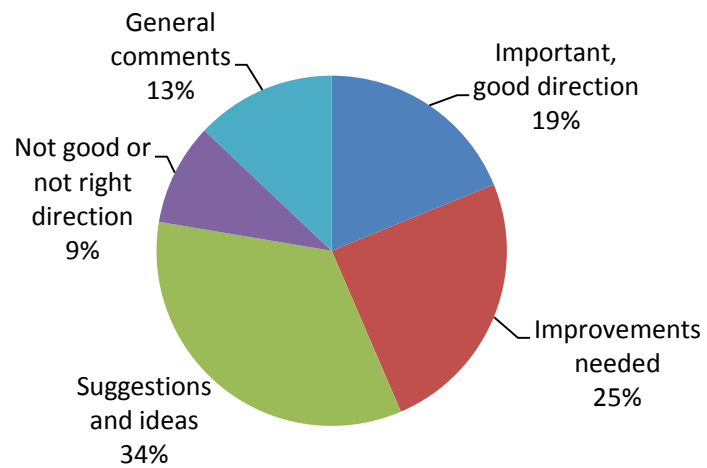
The district analysis is as follows.

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah
Yes	107	43	15	5	6	5	11
No	33	9	7	2	0	1	1
Don't Know	44	16	5	0	4	4	4
	184	68	27	7	10	10	16



There were 85 comments on this question and they fell into 5 broad categories.

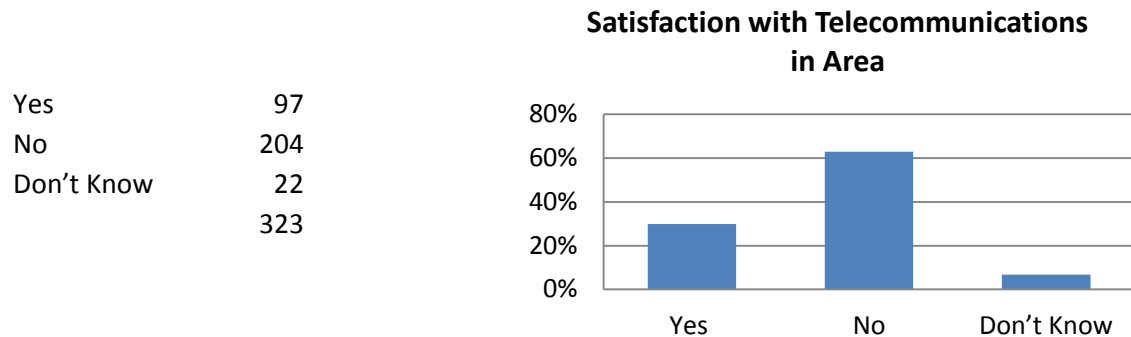
Important, good direction	16
Improvements needed	21
Suggestions and ideas	29
Not good or not right direction	8
General comments	11
	85

Comments on Tourism Strategy

There were a number of suggestions and ideas around improving our status as a fishing destination, improving accommodation and the main street and continuing to develop the Bundian Way and caravan parks. These are detailed in Appendix 4.

Telecommunications Access

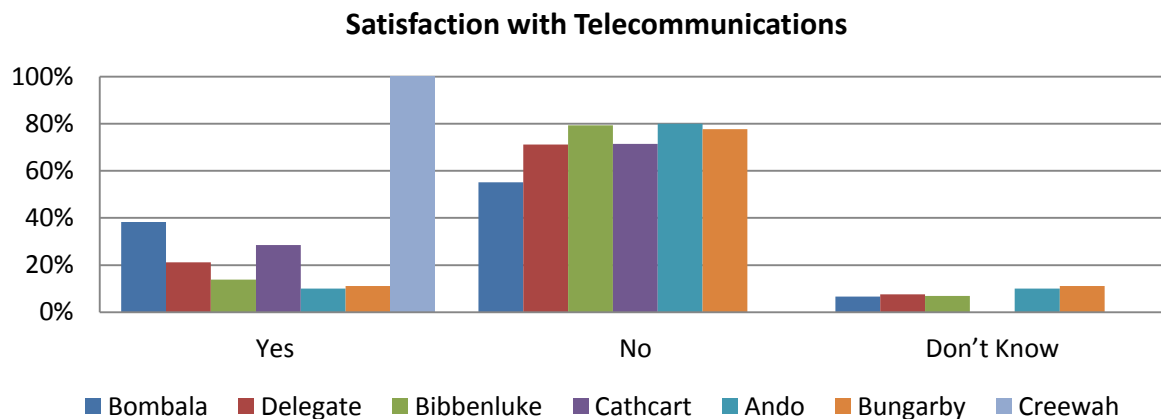
Given Council's knowledge of the level of service available in the area for telecommunications and internet access respondents were asked how satisfied they were with available telecommunications services and requested to comment. Of the 349 respondents to this survey 157 made comment on telecommunications in their area. The full text of comments on this question are provided in Appendix 4.



The following district analysis is provided.

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah
Yes	70	14	4	2	1	1	14
No	101	47	23	5	8	7	0
Don't Know	12	5	2	0	1	1	0
	183	66	29	7	10	9	14

The district analysis showed a distinct aberration from the norm in the Creewah area where 100% stated that they were satisfied with their telecommunications.



With the exception of Creewah most respondents do not consider their access to telecommunications and internet services are adequate which, given Council's knowledge of the standard and availability (or lack thereof) of services in the area, is not surprising.

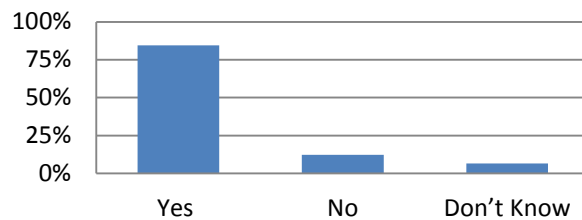
The comments on this question show a number of serious issues including the fact that some residents cannot get landlines, the satellite is oversubscribed and mobiles don't work. Understandably as the survey was conducted after fires in the area there is also comment on the lack of any reliable services in the event of an emergency. The full text of the comments is found in Appendix 4.

Local Business Preference in Council Supplies

The question was asked as to whether respondents agreed that Council should give local contractor and businesses priority over outside business.

Yes	274
No	40
Don't Know	21
	335

Agreement with Local Business Preference by Council

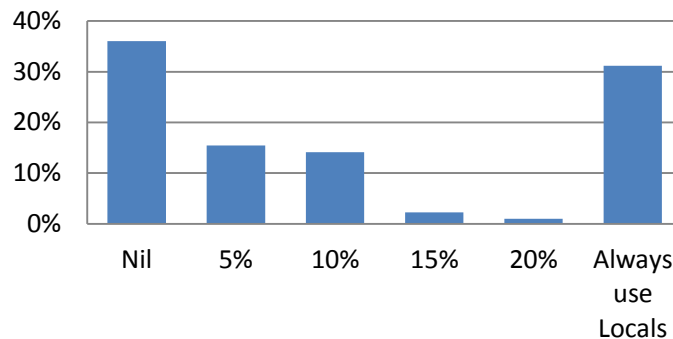


The overwhelming majority of respondents consider that some form of local preference by Council is reasonable. No analysis by district was undertaken for this question.

The picture is somewhat different however when respondents were asked what level of financial preference should be given. There is a wide variety of opinion on this subject.

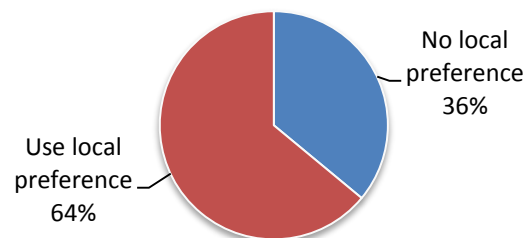
Nil	112
5%	48
10%	44
15%	7
20%	3
Always use Locals	97
	311

Level of Local Preference by Council Accepted



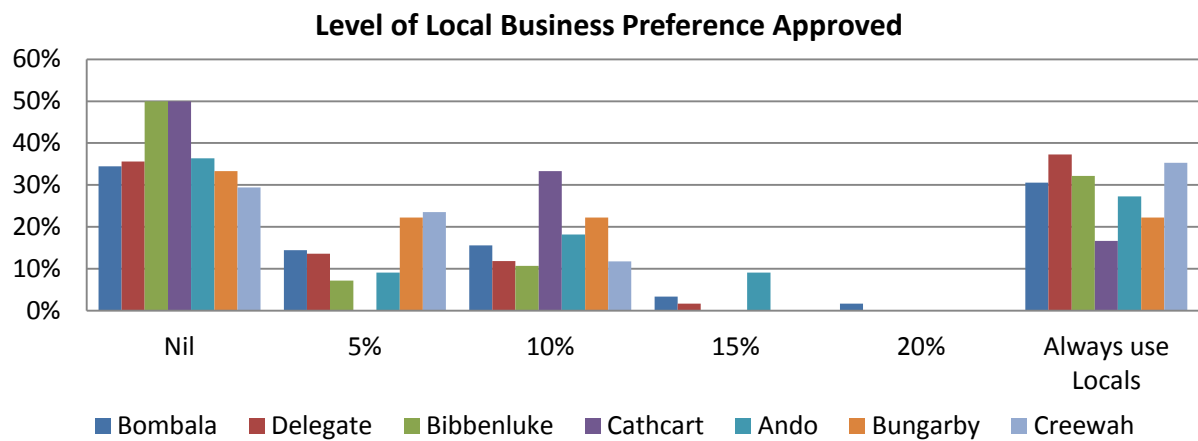
The majority of respondents (64%) consider that some form of local business preference should be paid for by the Council and, by implication, the community. Only 36% of respondents considered price and value for money to be the primary driver in Council's purchasing decisions.

No local preference	112	36%
Use local preference	199	64%
	311	100%

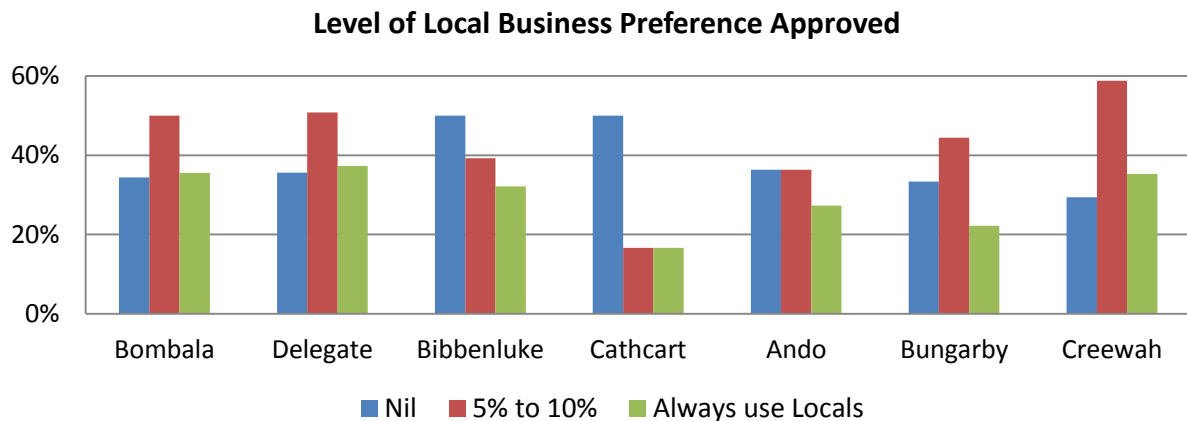


To gain a better understanding of the level of support for local preference by district the following analysis was undertaken.

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah
Nil	62	21	14	3	4	3	5
5%	26	8	2	0	1	2	4
10%	28	7	3	2	2	2	2
15%	6	1	0	0	1	0	0
20%	3	0	0	0	0	0	0
Always use Locals	55	22	9	1	3	2	6
	180	59	28	6	11	9	17



The following graph provides a picture of local business preference by area and then by using only 3 categories, no preference, up to 10% preference and anything higher to always using locals.

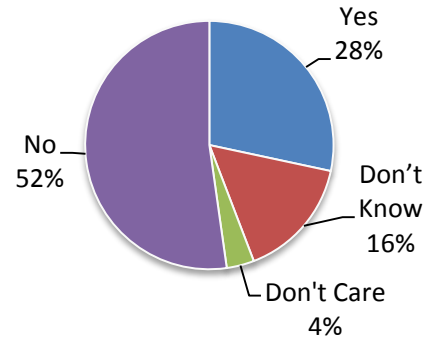


Possible Amalgamation of Council

Following the recent Local Government Review Independent Panel Report and the suggestion in that report that Bombala Council be amalgamated with Cooma Monaro and Snowy River Shire Councils the question was asked as to whether respondents agreed with this suggestion. The following responses were received.

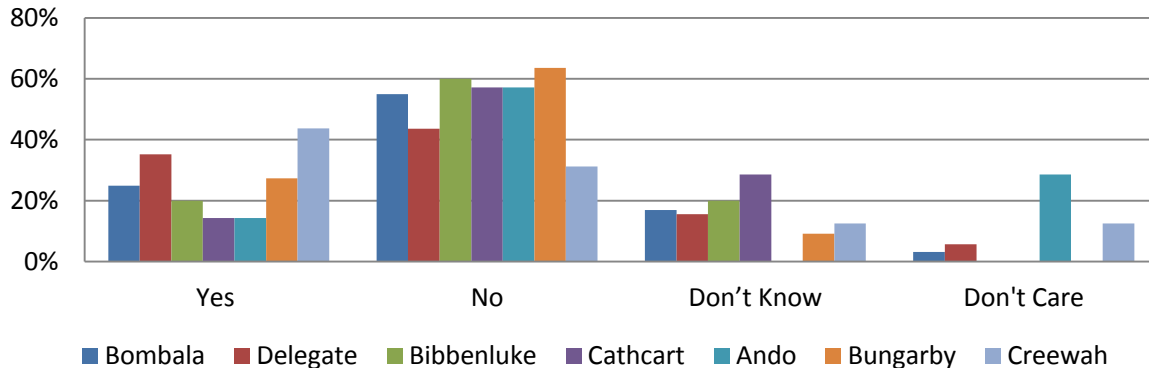
Yes	95
No	175
Don't Know	53
Don't Care	12
	335

View on Possible Amalgamation of Bombala Council

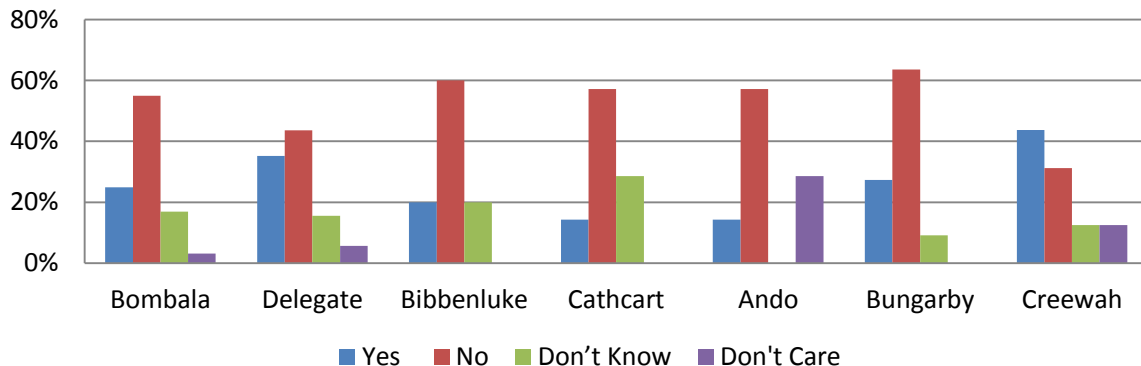


The district analysis of this question shows the following looked at by opinion and then by district.

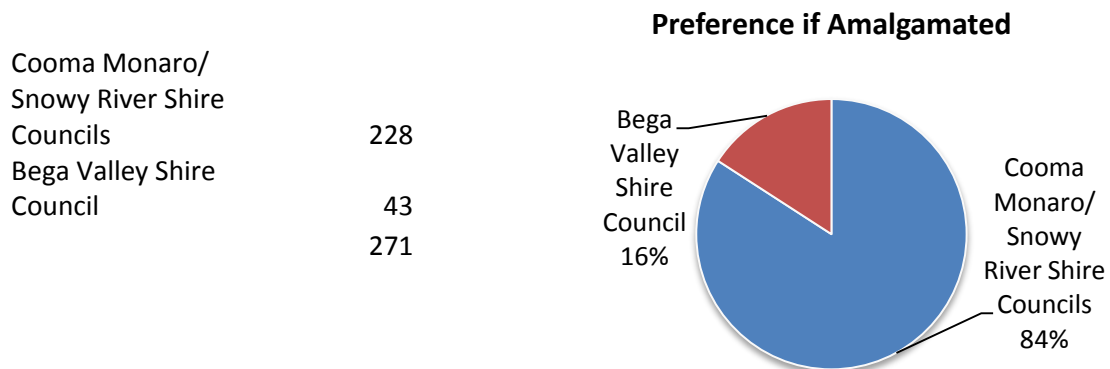
View on Bombala Council being Amalgamated



View on Bombala Council being Amalgamated

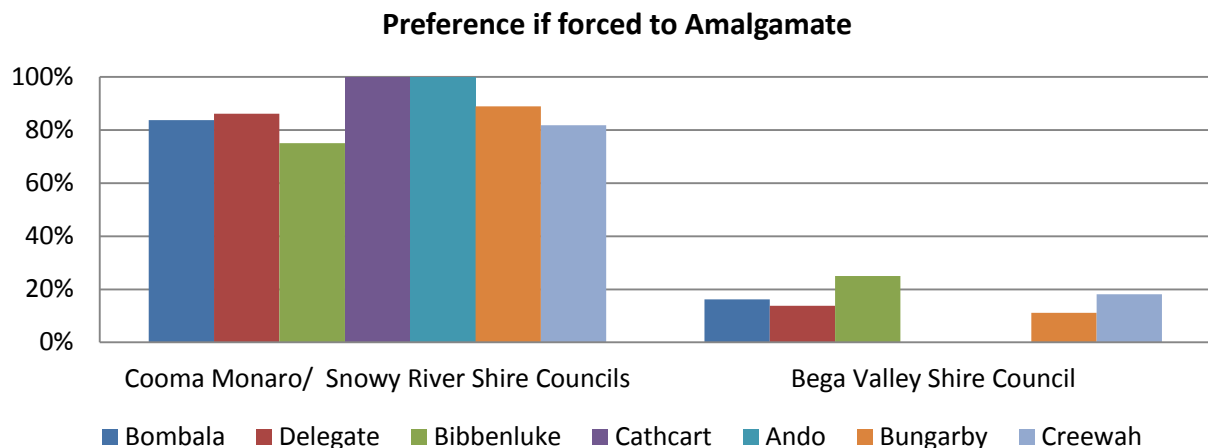


In response to the question of “if Council is forced to amalgamate, which would you prefer Bombala Council to be amalgamated with?” the following responses were given.



There is a clear identification with the Monaro in this response. The district analysis is detailed below.

	Bombala	Delegate	Bibbenluke	Cathcart	Ando	Bungarby	Creewah
Cooma Monaro/ Snowy River Shire Councils	129	50	21	6	8	8	9
Bega Valley Shire Council	25	8	7	0	0	1	2
	154	58	28	6	8	9	11

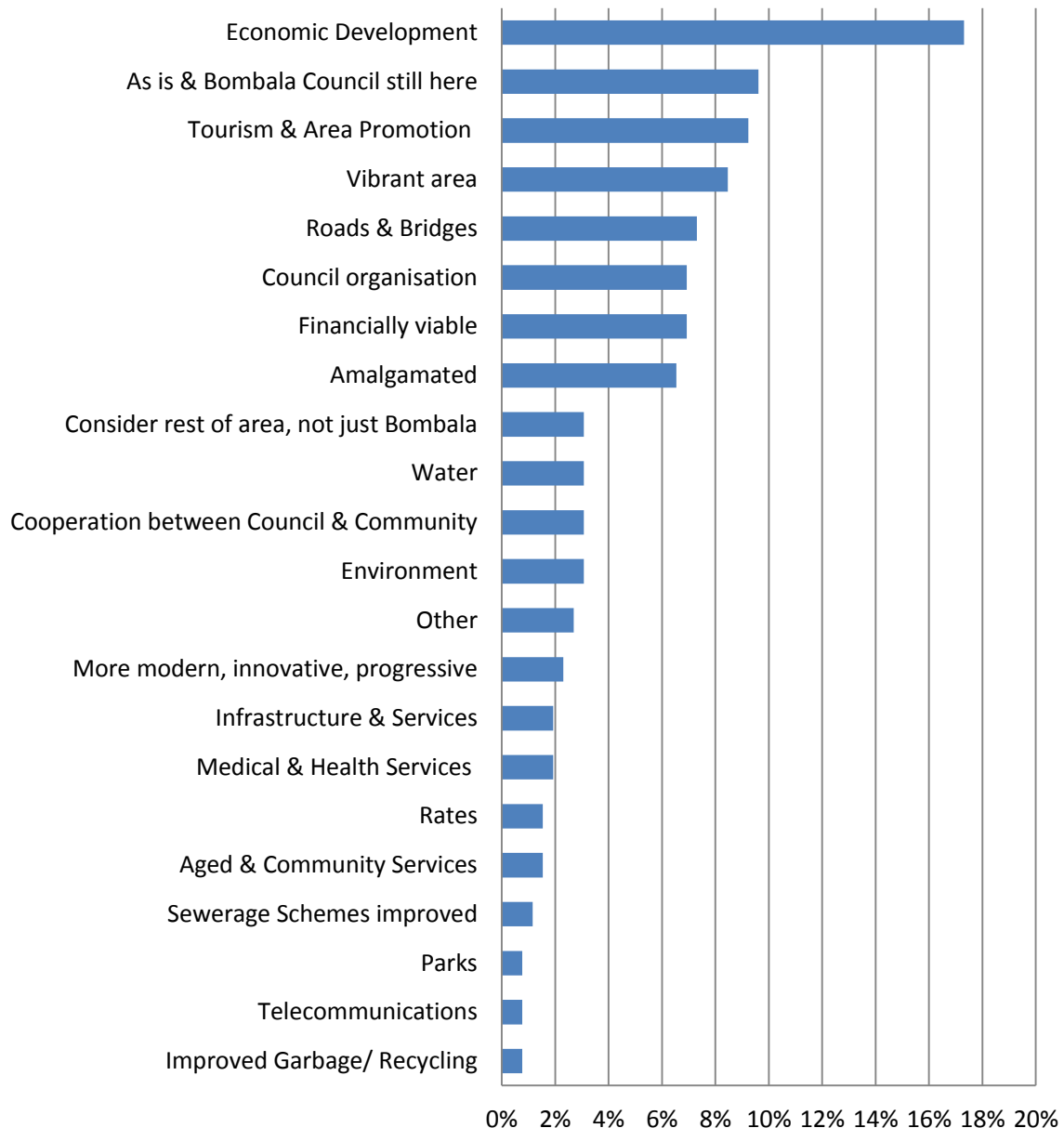


A diverse range of views, comments and suggestions were provided by respondents on this subject however they broadly align with the above responses and offer greater detail in relation to respondents' views. The full text of the comments is found in Appendix 4.

Vision for Bombala Council Area in 10 Years' Time

The question was asked as to where respondents would like Bombala Council area to be in 10 years' time and there were 261 responses to this question. A broad analysis of the subject matter of these responses was undertaken including breaking up complex responses into individual subjects. The following provides a picture of what improvements respondents would like and where they consider the Council and area should be in 10 years' time. The full text of these comments is found in Appendix 6.

Improvements in Bombala Council Area in 10 Years' Time



Further Comments

The final question asked for any further comments and 179 responses were received to this question. No analysis of these comments was undertaken and the full text of the comments is found in Appendix 7. This text has been edited to remove personal information where necessary to comply with the *Privacy and Personal Information Act 1998*.

APPENDIX 1 – SURVEY



We Want to Hear From You

Thank you for taking the time to fill in this survey

Please return to Council in Reply Paid Envelop by 24 MARCH 2014

The information that you provide in this survey is confidential and anonymous. You are not required to give your name or address. Information collected from the survey will only be used in aggregate to provide Council with a community view on the questions.

Please mark the appropriate ☐s for each question. Where not applicable to you do not mark any ☐.

Q.1 Are you? ☐ Male ☐ Female

Q.2 Which age group are you in?

☐ 18-25 years ☐ 26-39 years ☐ 40-55 years ☐ 56-64 years ☐ 65+ years

Q.3 How many people live in your household?

☐ Single ☐ Couple ☐ Family ☐ Group house

Q.4 How long have you lived in the Bombala Council area?

☐ 0-5 years ☐ 6-10 years ☐ 11-20 years ☐ Over 20 years ☐ All my life

Q.5 In the last year how often have you visited?

Council Office: ☐ 0-2 times ☐ 2-4 times ☐ 5-8 times ☐ More than 8 times

Library/Mobile: ☐ 0-10 times ☐ Monthly ☐ Fortnightly ☐ Weekly or more

Community Centre (HACC): ☐ 0-10 times ☐ Monthly ☐ Fortnightly ☐ Weekly or more

Visitor Info. Centre: ☐ 0-10 times ☐ Monthly ☐ Fortnightly ☐ Weekly or more

Q.6 If you have visited the Community Centre (HACC Centre), what community care supports services were you accessing or enquiring about? (If not go to Q.9)

☐ Family ☐ Frail Aged ☐ Disability Services ☐ Services for Carers
☐ Transport ☐ Advocacy ☐ Home Modifications ☐ Other _____

Q.7 If you have accessed any community care supports or services, how well do you believe that the supports put in place encouraged participation and inclusion?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor ☐ Very Poor

Q.8 Do you have a need for any community care supports that do not exist in Bombala e.g. medical transport?

☐ Yes ☐ No ☐ If yes, what support _____

Q.9 If you have visited the Council Office what was your primary purpose? (Tick more than one)

☐ Vehicle registrations ☐ Drivers Licence ☐ Council rates ☐ Planning & Building
☐ Council general ☐ Other _____

Q.10 What are the things that you most like about the Bombala Council area?

☐ Access to national parks and state forests ☐ Strong sense of community
☐ Things to see and do ☐ Availability of community services
☐ Lifestyle ☐ Other _____



Community Survey

March 2014

Q.11 Please rate the standard of community facilities in the Bombala Council area:

	1. Very Good	2. Good	3. Satisfactory	4. Poor	5. Very Poor
Water:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bridges:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Halls:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk/ Bike Paths:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bombala Main Street:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming Pool:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tourist Attractions:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Access:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sporting Facilities:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culture/ Arts:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q.12 What are the 5 most important issues Council should address over the next 4 years to improve the area?

1	
2	
3	
4	
5	

Q.13 How do you think our local area presents to visitors in comparison with other areas in South East New South Wales?

☐ Excellent
 ☐ Good
 ☐ OK
 ☐ Poor
 ☐ Very Poor

Q.14 How do you rate the overall image of Bombala Council in the local area?

☐ Excellent
 ☐ Good
 ☐ OK
 ☐ Poor
 ☐ Very Poor



Community Survey

March 2014

Q.15 What level of importance do you place on the following facilities in the Council area?

	1. Very High	2. High	3. Moderate	4. Low	5. Very Low
Water:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bridges:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Halls:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk/ Bike Paths:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bombala Main Street:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming Pool:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tourist Attractions:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Access:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sporting Facilities:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culture/ Arts:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q.16 Would you be willing to pay more for improved services and facilities provided by Council? (For example: increases in rates, charges, fees etc.)

☐ Yes ☐ It depends on the service or facility ☐ No (go to Q.18)

Q.17 What services and facilities would you be willing to pay more for?

- ☐ Garbage ☐ Footpaths/ Bikeways ☐ Sports fields ☐ Tourism
☐ Water ☐ Roads & Bridges ☐ Historic areas ☐ Recycling
☐ Sewer ☐ Parks & playgrounds ☐ Swimming Pool ☐ Halls
☐ Bombala Main Street ☐ Home & Community Care Services ☐ Dog Control ☐ Community Transport
☐ Weeds ☐ Cultural/ Arts ☐ Library ☐ Disability Access
☐ Economic Development ☐ Other _____

Q.18 How do you rate the range of health services in the Bombala Council area?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor ☐ Very Poor

Q.19 What additional health services would you like to see?

Q.20 How do you rate weed control within the Council area?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor ☐ Very Poor
☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor ☐ Very Poor



Community Survey

March 2014

Q.21 Do you think Council is managing weed control better or worse than neighbouring Councils?

☐ Better ☐ Worse ☐ Don't Know

Comment: _____

Q.22 Do you agree with Council's present direction with regard to tourism? (Includes support for Bundian Way, motorcycle tourism, day trip market, improvements to railway land, caravan parks and tourism signage. For full details see www.bombala.nsw.gov.au/tourism.)

☐ Yes ☐ No ☐ Don't Know

Comment: _____

Q.23 Should Council give local contractors and businesses priority over outside businesses?

☐ Yes ☐ No ☐ Don't Know

Q.24 How much extra would you be prepared for Council to pay to use local businesses?

☐ Nil ☐ 5% ☐ 10% ☐ 15% ☐ 20% ☐ Always use locals

Q.25 Are you satisfied with available telecommunication services?

☐ Yes ☐ No ☐ Don't Know

Comment: _____

Q.26 A recent Local Government Review suggested that Bombala, Snowy River Shire and Cooma-Monaro Shire Councils amalgamate. Do you agree with this?

☐ Yes ☐ No ☐ Don't Know ☐ Don't Care

Q.27 If Council is forced to amalgamate, which would you prefer Bombala Council to be amalgamated with?

☐ Snowy River and Cooma-Monaro Shire Councils ☐ Bega Valley Shire Council

Comment: _____

Q.28 In 10 years' time I would like Bombala Council Local Government area to be....

Q.29 Any further comments?_

THANK YOU FOR YOUR ASSISTANCE

Please post survey to Council in Reply Paid Envelope by 24 March 2014

APPENDIX 2

Question 6 Responses – Visits to Community Centre

The following responses were received in answer to the “Other” section of Q.6 *If you have visited the Community Centre (HACC Centre), what community care supports services were you accessing or enquiring about?*

- Assisted others
- Cemetery/funeral issues
- Computer use
- Computers
- CTC
- Employment
- Garden Club
- Hydro pool Cooma
- meeting place
- Meetings
- Meetings
- Meetings
- Meetings & functions
- Need more carers
- No visits, rang for HACC man
- passport photos
- Photo club
- Provided activity for senior citizens
- Rotary function
- Social
- Voluntary work
- Volunteer
- Work at HACC
- Work there

Question 8 Responses – Extra Community Care Supports Needed

The following responses were received in answer to Q.8 *Do you have a need for any community care supports that do not exist in Bombala e.g. medical transport?*

- "Mobility Matters" disabled equipment, budget medication/bulk billing!!!!
- Ambulance
- Attended hospital - serious cut - no doctor - delayed with paperwork - drove to Bega
- Chiropractor, doctor, dentist, massage
- Dental care (even a visiting bus with gear & personnel on board)
- Dentist
- Dentist
- education, secondary training or transport to access, affordable?
- For elderly, disabled those too ill to drive to surgery. HACC is too expensive \$40 a trip St Vinnies was told
- Help during the weekend
- Home care
- Local taxi service if one does not qualify for HACC & also the unexpected.
- medical (doctors/ specialists) TAFE guide dog australia transport
- Medical transport
- Medical transport to Bega - will become more important with new hospital
- Medical transport to Canberra but the new Transconnect service will help greatly
- Medical transport to Canberra/Bega/Cooma at reasonable rate
- Medical Transport to Doctors Cooma-Bega-Canberra
- More doctors and health services more funding from Abbot Government
- More support re/rural
- More transport availability
- Not yet but medical transport would be a great service for people.
- Taxi around town
- Transport
- Visiting dentist

Question 19 Responses – Additional Health Services

The following responses were received in answer to Q.19 *What additional health services would you like to see?*

- 24 hour doctor service at Bombala hospital
- 24 hour Dr coverage
- A consistent Dr, the ability to rely on Bombala Hospital in case of an emergency. Not just be for the elderly.
- A dentist
- A doctor at Delegate. Better after hours service
- A doctor at the hospital all the time and doctors that know what they are doing
- A doctor in Delegate
- A doctor on 24 hours so we don't have to travel and hour away at night
- A doctor on call after 6pm. Not everyone can afford to go off to Cooma if the need is urgent.
- A Dr on call at all times including weekends!!!
- A hospital that is open 24/7. Cooma is 60 min away
- A productive hospital service eg ultrasound, doctor on call 24/7, more doctors instead of having to go outside of Bombala to see a doctor
- A proper running hospital with a doctor. Children being treated at the hospital. A dentist
- A specialised dementia unit as aged locals find difficulty travelling to units in further towns
- Access to doctors after hours. Not have to travel Canberra for so many things
- Additional Doctor fulltime to help Dr Pate
- Additional physiotherapy, we consult a GP and dentist in Canberra. An additional GP is required in each of Bombala and Delegate.
- After hours Dr at hospital. Dentist
- Ambulance
- Ambulance availability. More use of hospital. Too much travel for services
- an 8 week wait to see doctor is not acceptable
- An annual visit from the Breast Screen van instead of going to Cooma
- Another full time doctor
- Another GP to serve Delegate for 1 to 2 days per week
- As I do not go to the medico's very often I keep myself in good health
- Attracting more health professional to town eg another doctor
- Being able to stay in Bombala and not be sent to Bega or Cooma Hospitals
- Better access to specialist
- Better availability of doctors
- Better GP Service to Delegate Region
- Better mental health services
- Better services for young children/babies
- Bombala hospital should have required equipment so patients don't have to travel for treatment.
- Childrens health
- Chiropractic, Dental, Remedial massage, Orthodontic, Optical
- Chiropractor, Dentist
- Chiropractic - Dental - Optical. These services do make people leave town then they do other shopping
- Collaboration with church/community to deal with mental health issues - drought depression etc
- Continue to attract specialist clinicians ie dental

- Dental
- Dental
- Dental
- Dental , Optical
- Dental and optical services and a hospital that has after hours services
- Dental service
- Dental services
- Dental, 24 hour /7 day doctor availability
- Dental, alternative therapy; optometrists
- Dental, optical, more regular doctors - still hard to get a doctors appointment
- Dental, Optometrist
- Dental, transport, increased hospital, maternity, emergency, doctors
- **20 individual comments just stating "Dentist"**
- Dentist - better parking at hospital & more Away for people to get to surgery - HACC too dear/overpriced for patients
- Dentist at hospital for area - optical for seniors - speech difficulties children - retirement - needing help after someone has died (one left). Assistance for isolated children. Drought and farmers assistance - where?
- Dentist, chiropractor
- Dentist, Chiropractor, Radiologist
- Dentist, Dialysis, Childrens services/treatment. Having either doctors on call after hours or video link to either Cooma or Bega hospitals
- Dentist, optical
- Dentist, optician, paediatrics for children
- Dentist, optometrist
- Dentist, specialists
- Dentist/dental facility
- Dentist/optical
- Dialysis unit
- Do you have bulk billing doctors?
- Doctor in less than 2 weeks
- Doctor on duty after hours in Bombala - weekends. Make sure the Delegate MPS stays open
- Doctor on weekends
- Doctors after hours service
- Doctors on call
- Doctors taking "call" after hours - hard on patients having to travel to Cooma/Bega
- Dr available at all times at the hospital = 24/7
- Dr for Delegate 2-3 days per week
- Dr in Delegate. Emergency Department open 24hrs with a Dr on call 24hrs
- Dr on call at weekends; more ancillary services - scans etc
- Easier access to the doctors
- Emergency Department to have a DR on call all the time
- Especially when most of the time it is up to the nurse to triage and send to Cooma. A doctor on call 24/7 surely with 4 doctors this would be able to happen.
- Everything I need is here and if I require more the doctor refers me!
- Eye dentist
- Facility for younger children so they don't have to go to Cooma

- Free Bus Service - access to town to do shopping and support local business
- Full Time Doctor in Delegate
- Full Time Doctor in Delegate
- Full time doctor providing after hours service. Physiotherapy Post operative care Radiology
- Full time doctors to cover weekends
- Full-time fire fighters, Dentist full-time, optometrist, fulltime xray
- GP Superclinic like Harden with Dentist and after hours doctor
- Health services good for the elderly. Not good for young families. Take care of the young children better! Improve training and facilities to care for young families so as not to send them off into a dark cold night without care!
- Health services not good if sick/injured after 4pm! Possible after hours service of some kind for illness/injury as sometimes travelling to Cooma/Bega is out of the question.
- Hospital available 7 days/24 hrs
- Hospital upgrade. Visiting MO & DO's
- Hydrotherapy pool at Currawarna for residents & other elderly locals (suggested by a local senior). As well as more social activities - card games, Jen's old time ball etc
- I now access medical services in Canberra, I catch the Countrylink bus and stay with my daughter.
- I would like to see more GP services in Delegate - very hard to get appointments in Bombala & travelling - not everyone drives. If another GP came to Delegate 1 or 2 days would lessen load in Bombala surgery
- I'd like to see the wellness clinic open from at least 9-4 daily
- Improved health services for Delegate - permanent doctor
- Improved service at hospital - usually told to go on to Cooma
- Increase home care for elderly
- Just made sure the present ones don't deteriorate
- Lucky we are going well with what we have available at the moment
- Maternity - 24/7 emergency
- Mental health
- more childrens services
- More co-operation between the services involved
- More Counselling services
- More Doctors
- More doctors and health services
- More doctors and services at hospital for health. Physio should be on everyday not once a week
- More doctors in area especially in Delegate
- More doctors including Delegate
- More doctors needed and cheaper medication and disabled equipment, a DENTIST wouldn't hurt either! Perhaps our community smiles would be improved
- More doctors on call over the weekend
- More DOCTORS so we do not have to travel to Cooma or Bega to get our children hospital care. We have an excellent new hospital but cannot have our children there, so it is largely wanted.
- More Drs. So you can get an appointment instead of waiting weeks.
- More extensive services added to local facility eg dental, chiropractic, disability liaison services
- More GPs
- More GP's
- More GP's
- More GPs to assist current GP
- More mental health support for those suffering & their families
- More nurses (staff) hospital / ultrasound. Doctors on call / improved Xray

- More service for the aged care and let Currawarna residents use the services of the HACC Centre
- More things being able to be done at the hospital. Ultrasounds, CT Scans etc
- More use of hospital instead of being sent on to Cooma for basic attention
- Need better medical and referral services
- New hospital should be able to cater for children of a night time! Its only a matter of time before there is a car accident of people driving to Cooma Hospital in the middle of the night!
- No doctor on call at hosp (mostly) glorified Nursing Home. A young grad doctor - that has graduated in Australia. Many of the overseas docs hard to understand, seem of lessor quality??
- Not so much additional services but need to improve what we have eg. We have a big flash hospital and there are never any dr's on. What's the point in having it??
- Not wait 6 weeks to see a doctor!
- Ophthalmology, Dentistry
- Optometrist, Radiology, Dentist
- Our size makes it difficult to get more services as they are very expensive
- Outreach health clinics being utilized & clients turn up to appointments
- Paediatrics
- Perm Dr for Delegate
- Permanent high level paramedic at the very least
- Permanent specialty services eg xray, physio, dental etc
- Radiology 5 days per week, better GP access, after hours GP access
- Radiology available at local hospital more than once a week
- Regional hospital - perhaps pie in the sky
- Repairs to hospital roof & heating. Dentist
- Support what we have firstly
- The need for a fair roster for on call doctor to the hospital 24/7 Presently it is hit and miss with unnecessary visits for patients to visit Cooma or Bega out of hours
- There is confusion about what clients should do short of ambulance. Triage treatment at hospital is available
- To have a Dr rostered on for after hours service so you don't have to go to Cooma
- Ultrasound
- Ultrasound service
- Visiting dentist
- Visiting dentist
- We are so dependent on transport for medical facilities; flexibility from health providers would be refreshing
- We have all the services that the hospital level allows
- We have an excellent hospital. Pity it is open with a DR on duty more. It's not fair having to go out of town late in the day and night
- What is needed
- When new Bega hospital opens a linked patient transport system with Bega Shire
- Where to start?
- Womens health service, dentist
- Would be good if there was an available doctor 24/7
- Xray department opened more than 1 day a week
- Xray department to be open more than 1 day per week
- Xray more often. Walk in centre for non emergency problems
- Xray, dentist, availability of doctors

APPENDIX 3

Question 9 Responses – Visiting Council Office

The following responses were received to Q.9 *If you have visited the Council Office what was your primary purpose?*

- Head stone on grave
- Dog registration/season pass to pool
- Pet registration
- brochures - local amenities
- General queries
- Obtain address details for the rubbish tip
- Photo Id, general enquiries
- Proof of age card
- Street stall roster
- Swimming voucher passes
- To talk to the lovely ladies about a number of things
- Visiting staff
- Information Re: Community services
- Paying HACC account
- Certify documents
- Document checks
- getting things certified by a JP
- Firearms licence
- Shooter's Licence
- 355 committee
- Council meeting
- Council services
- Councillor
- Meetings
- Meetings, weed committee
- Noxious weeds meetings
- Special meetings for ratepayers over questionable issues
- Report Black Lake road (repair)
- Road maintenance
- Roads not good
- See if bad edges on roads be fixed funny quae
- Voting
- Voting
- Data bases, don't update each other - ie updating for address for weed or livestock address doesn't update other council addresses - frustratingly!!
- Weeds
- Weeds Officer
- Enquire about water quality
- Too bad you don't have a licence printing machine!!

Question 17 Responses – Services/Facilities Willing to Pay For

The following responses were received in answer to the “Other” section of Q.17 *What services and facilities would you be willing to pay more for?*

- 17, 18, 19 (*Weeds, Culture/Arts, Library*)
- 20. Because nothing is fixed now and rates are high (*Disability Access*)
- Already pay more
- Already pay too much!
- ALREADY SHOULD BE COVERED BY PRESENT RATES
- As I am a pensioner - it would depend on what other Rate Payers would choose to pay more for
- Attracting business to town. Too much reliant on mill for work. Open other avenues. Better maintenance practices for water & sewer for a good start
- Delegate main street
- Delegate township
- Get it right, then think about rate increase
- Grass cutting footpath
- Health services
- I thought most of these options would be included with annual rates.
- If you have 10 million in bank why pay more?
- Improvement based in Delegate
- Medical facility (doctors)
- Nil! Pay too much rates
- NONE
- NONE - I PAY ENOUGH RATES!
- None - we pay enough and get little
- None I feel our rates are high now. We pay more than some Sydney suburbs as it is!
- None, pay enough now
- Not sure economic development funds effectively spent
- Off leash dog park
- Opening hours of library extended
- Our rates already don't seem to cover our road maintenance
- Our rates are already expensive why should we pay more?
- Our rates are high enough for the little services we get. I think council should utilise the money we already pay more wisely. I will not pay anymore for rates. They are overpriced already and we don't get any services
- Pay too much already, rates @ Gold Coast \$900.00
- Public Toilets in Main Street to for elderly to walk to swimming pool
- Purchase and restore Literary Institute, which would provide inspiration and demonstrate leadership
- Rates already too expensive compared to other towns this size in Australia
- Rates are already very high
- Rates are too high now for the services we receive
- Remove some office staff to compensate the prices
- That's what we pay rates for
- The refurbishment of our rivers by the complete removal of willows

- To date, the only outcome observed with every increase in payments is an increase in government wage payments
- Too bloody high
- Training and education for council workers in their respective fields and as a whole to discover alternative ways of doing business new ways
- We are the highest rates of anywhere even QLD, Canberra
- We pay enough now
- We pay enough now
- We pay too much now
- We should not have to pay any more than what we are

APPENDIX 4

Question 10 Responses – Most Liked about Area

The following responses were received in answer to the “Other” section of Q.10 *What are the things that you most like about the Bombala Council area?*

- A caring community in a beautiful, safe environment! The up-thrust caused by improvements to the river gardens, walkways, the swimming pool etc and the wonderful impetus from the private enterprises of "Raw Fitness" and "Garden Gadget Gallery"
- Accessibility of coast & mountains
- Ambience and proximity to coast
- An average area
- Climate, Relative Remoteness, near to VIC
- Close proximity to coast
- Closer than going on to Cooma
- Continued weed control to keep out many listed weeds
- Deer Hunting
- Diversity and location (geographical) 2hrs to Canberra, Narooma, Lakes Entrance, Mountains
- Employment
- Family
- Family
- Family and Friends
- Fast disappearing pristine landscape
- Friendly bush hospitality, warm welcome waves
- Friendly people
- Friendly Shop Owners and Residents
- Good place to live & where the work is
- Good place to retire, easy to drive around
- Great southern Monaro country
- I'd like to access National Parks but I don't have a gun licence. I believe in culling over population of Gods creatures
- Just place to live
- Landscape
- Living in Delegate
- Living in Delegate
- Locality and climate which we should be marketing
- No traffic, friendly, gorgeous weather
- Open space
- Overall better roads then other close by Council Areas
- People very friendly
- Pool season passes
- Respond when required for roads and weeds, Vigilant about weed control
- River
- River walk, parks along the river
- Rural, access to mountains & sea
- Safe, secure place to raise a family
- Safety of our children
- Security

- Small caring community
- The lovely and helpful staff at Council offices
- The Road Out
- There is little to no sense of community
- Water skiing on Black Lake
- We all know each other; because of Mens shed, Garden Club, Historical Group, Probus, Rotary, Lions, Gym group, churches (community involve themselves - not council)
- We don't know how lucky we are compared to other council areas.
- Work

Question 22 Responses - Tourism

The following responses were received in the comment section of Q.22 *Do you agree with Council's present direction with regard to tourism?*

- Do not have access to a computer
- I am too elderly to be concerned
- I believe [REDACTED] is doing good job organising various things around town
- Love the colourful map - great for bikers
- Most of it is good but motorbikes & speed are dangerous on our public roads.
- Most tourism funding seems to go to Delegate, where population is less
- Small communities struggle to obtain a committee to run functions across Australia
- The community is still unsure what [REDACTED] actually does? [REDACTED] would be a much better candidate for Tourism Officer!
- The EDO works very hard to make improvements in all areas of her portfolio
- These don't seem to bring many extra people. Not sure what else could be done though
- What tourism sites are here other than natural ones anyone?
- Need quality motel and more flats or units built
- Local business other than shops are forgotten
- More input from Council and local business be encouraged to participate.
- More promotion to regional centres such as Cooma, Canberra, Jindabyne
- More improvements should be made to the Apex Park toilet block & caravan park development
- Add access to lookout & upgrade viewing area
- But more needs to be done with the main street. Not very inviting at all ie. Shabby shop fronts
- Delegates Main Street appearance is unattractive to tourists
- It is not working you can't get a takeaway meal on weekends
- All the above is to be commended however tourism could be greatly improved
- But could do more. Many of the maps down the coast do not mention Bombala at all.
- but more needs to be done by supporting the locals
- But need tourists to stop. What day trips? Need signs at eg post office and swimming pool to be more informative and updated - more notice of what's available in the district.
- But tourism should be encouraged over all the Council Area not just in Bombala township.
- Needs new visitor centre upgrade
- Needs to be expanded though
- Needs to do more for the cost of an tourism officer
- Not all - yes to caravan pk, railway land signage (don't forget outlying communities)

- Standards - low - other councils over NSW-SA-WA-VIC-ACT - tourism is very high standard, plenty to see - old machinery - wool, produce - information centre cover many items
- Stated my opinion on motorcycles! Otherwise we need to try something
- They have no vision & need to realise they have to spend money to make money.
- An excellent caravan park and an updated bbq area. But there does appear to be "outside" publicity naming attractions of the area
- Caravan park is a credit to the management!
- Caravan park is going really great
- The caravan park is very well kept I have been told the toilets get top marks
- Bundian Way excellent concept. Caravan parks & tourism signage encourages tourists to stay in town.
- Yes the Council is doing well here. Imagine the Bundian Way to be an international attraction. Fantastic concept.
- All good, takes time to do these things
- All important for our community
- EDO seems to be doing a great job - Pls refer to the EDOs record over the last 5 yrs
- Especially over the past 5 years it is noticeable how much more through traffic is stopping in town & tourists in the area.
- I think people in the community need to support tourism a bit more
- [REDACTED] does a good job in promoting the area - more visitors coming
- Railway improvements are great! Also updates to caravan parks. Motorcycles - how do bikie laws affect this?
- This answer to our community
- Tourism needs to be encouraged it's the only thing that will keep area viable
- We have a lot to offer visitors - keep up the good work
- Bombala Hotel - BACKPACKERS
- Situation could improve if cultural/arts sector is boosted and promoted
- Tourists need accommodation and something to see and do for more than one day
- Delegate has got a caravan park too. The money made from the Fire Base Camp should go to the park in Delegate and not be reabsorbed into Bombala Council funds.
- Fishing competitions attract a lot of people. Promote gold mining history - Metal detecting competition
- Should be also focusing on the trout fishing around the Delegate & Bendoc area
- We have areas such as fishing/hunting/local falls unpromoted. We need local shop owner to have a buy in to councils plan to self promote
- What about actively encouraging the return of trout fishing while constant re-stocking of rivers with trout. Black Lake could be included. Motorcycle tourism is going great I think, keep up the good work with that!!
- Have eating places open longer would help keep travellers in Bombala
- Unsure what railway land improvements add to tourism - if you mean VC - it is in the wrong place - should be main street
- A rail trail for cyclists and walkers from Canberra to Cooma and onto Bombala sounds fantastic
- Need an art gallery with areas for artists to put their craft in public. There are many gifted people in this town!
- need arts centre - HACC room should never have been made smaller by office takeover

- Bombala could be a wedding destination (country weddings) with improved accommodation; short railway trips, stocking waterways with fish, mass bulb plantings on river bank would improve tourism
- Cannot see why need tourism officer as well as development - should be combined save money (small shire)
- Change of staff would be good
- Council needs to increase and enhance tourist attractions to diversify the economic base of the area. The Bundian Way project should be developed to its full potential
- Delegate gets more than their share!!
- Fix the roads and bridges, they are almost third world standard, realistically tourism is not the financial saviour of Bombala region
- Focus on fixing the issues, not increasing traffic where we can't cope due to infrastructure.
- Forests are an obvious source of interest for ecotourists, if areas destroyed are avoided. I refer to old growth, not regrowth or pine.
- How about more support of farmers who have been, are and will always be the financial backbone of Bombala
- Need more attractions/promotions
- Not something I am interested in. Why not promote agriculture more
- Should be a place for bikes to break rest instead blocking up the town there should be a special area if you want tourism
- The scenic values of the Monaro are simply not widely known. Keep the billboards out of the shire.
- Timber town sign is not visible move to be seen
- What about publishing and making known other sites eg. Gorges, old growth forests, historic surrounding towns, old gold areas etc
- Bombala cannot compete with coastal and mountain attractions - should be user pay and not paid for by ratepayers
- Bundian Way - what a load of BS
- Bundian Way is a myth because it is not even on the track. Get rid of the promotional officer no longer needed
- No one cares about lavender
- But definitely do not want Cooma - Bombala rail developed for bike/walking track
- Far too much emphasis is placed on the cost of tourism for very little benefit to a selected few businesses.
- I don't believe this is the right direction to go in. Why encourage people here when facilities are not yet acceptable for them
- There is too big a gap between expenditure and return
- Tourism and Bombala is a joke. Stop wasting money

Question 22 Responses - Telecommunications

The following responses were received in the comment section of Q.25 *Are you satisfied with available telecommunications services?*

- 1. Poor internet 2. transmission for digital TV poor 3. SBS coverage 4. mobile phone coverage very poor
- A lot of blackspots - especially around Delegate
- Although mobile coverage could be improved
- As a tradie the mobile reception is shit 8km radius around Bombala then nothing until Delegate (poor)
- Better coverage between Cooma-Bombala-Delegate and coast
- Better mobile coverage around Cathcart, Rockton, and from Bombala to the shire boundary on the Monaro Hwy
- Better mobile phone coverage
- Better mobile coverage + SBS TV
- Better overall mobile coverage needed
- Better range for mobile phones
- Bombala must have equitable access to the NBN
- Broadband facilities should be upgraded.
- Broader area for mobile phones and internet - outside of CBD. Bombala & Delegate
- Bull shit!
- But if I was in some location outside town mobile coverage may be a problem
- But what choice do we have?
- Can Bibbenluke & Ando ever get mobile service after all Bendoc with its 115 population gets top coverage
- Can't get digital radio
- Can't get mobile coverage in my area (Bungarby)
- Complete lack of mobile coverage
- Could be better
- Disgraceful
- Don't understand why mobile phones don't work in places they used to
- Employing locals help to keep families in Bombala, why should they cost more?
- Especially reception for mobile phones
- Everything is either non-existent or we have to install satellite dishes
- Federal Govt need to fund this. They sold Telstra prior to roll out of mobile infrastructure. The failure of multiplex repeaters and exchange equipment around Delegate is unacceptable
- I can barely get TV reception (No SBS!) and when will we be getting access to broad band network?
- I get limited service in my house near the old Telstra depot on Manning St
- I got Telstra mobile coverage although unable to get digital TV where I reside
- I have a land line to our property but it always dropped out - so got a "Sat" phone
- I live on a farm and I can not get internet service. Not very good when I have children
- I only have a landline, and have just had that connected again after being out for week.
- I use Optus and I have no reception in certain areas - tower - provider problems
- I'd love to have SBS TV
- I'm O.K but significant black spots evident e.g. Mobile reception
- In a lot of out of town areas there is no mobile phone reception
- in our own personal situation, yes.
- In process of negotiating with them

- Internet and mobile is a joke here!
- Internet connections are very spasmodic and mobile coverage is rubbish!
- Internet coverage of local area very poor
- Internet is now essential for all activities with regard to business - we are handicapped in this area.
- Internet is slow and not always available when needed eg. Bushfires
- Internet services tend to be very slow
- Internet speed very poor
- Is there anything that can be done regarding phone service on mountain (emergency situations)
- its favoured more towards high income urban persons
- Lack of mobile phone reliability
- Losing Mobile reception during Goongerah fires in Delegate was disturbing. Frequently losing reception in Delegate
- Mobile - Bombala/Merimbula- Bombala /Nimitabel. I have written to Mr Peter Hendy Federal Government
- Mobile coverage
- Mobile coverage inadequate
- Mobile coverage is very patchy and in some areas non existent
- Mobile coverage poor
- Mobile coverage still crap in most areas
- Mobile coverage very patchy even in my house
- Mobile needs better coverage
- Mobile Phone coverage inadequate
- Mobile phone coverage is not good and local ABC radio signal is poor
- Mobile phone coverage is very poor. Internet speeds (even via satellite) is very slow
- Mobile phone poor, internet almost non existent in places
- Mobile phone service is still poor. Wireless internet also needs improving.
- Mobile reception in rural areas not good
- Mobile reception is very bad in our part of Bungarby and internet is near impossible even with blue tick phone and fancy expensive ariels
- Mobile reception is very poor. Internet way too slow.
- Mobile reception not always available
- Mobile service - should be much better!
- Mobile Service isn't very good in some areas and no SBS
- Mobile service should be more than main st coverage
- Mobile services out of town still poor
- Mobile signal on Mt Darragh
- More choice (via mobile reception) would be good but landline is fine
- More choices - better mobile coverage
- More mobile and internet coverage required
- My mobile does no work in many areas
- My mobile doesn't work out of town. Did you know 112 =000
- Need better mobile coverage
- Need more courses for learning about telecommunication and to be better advertised.
- Need more mobile access
- Need new underground phone lines continual problems
- Needs more working people
- No 4G network yet, no advised timeframe for NBN, some services limited in town depending on location
- No complaint re phone. Television - what efforts are being made by council to have SBS available using normal transmission

- No computer
- No coverage for our mobile
- No coverage/service in all rural areas
- No mobile available in National Parks or at my house, poor cover impacts emergency management
- No mobile coverage between Cann River until 20km before Bombala
- No mobile coverage in many areas. (No SBS)
- No mobile coverage out of town
- No mobile coverage past the Hights Pine Plantation, no service on or past or before Imlay Rd Rockton
- No mobile coverage. Copper wire landlines aged & unreliable. New residents in our area unable to connect to landline as no more capacity.
- No mobile phone service at Cathcart. Also no SBS TV.
- No mobile reception where I live. Landline also goes out a lot
- No mobile service
- No mobile service in some areas still in 2014
- No mobile service on Mt Darragh - disgusting.
- No reliable mobile phone access in many areas. Landline service has problems from time to time. Internet access difficult.
- No TV at Glen Allen and Creewah, Limited phone activity
- Not enough mobile phone area
- Not extensive enough mobile coverage
- Not good enough mobile service no option but Telstra on broadband
- Often haven't got service
- Patchy Mobile No NBN
- Phone is OK, I pay for broadband sat
- Phone service need to be looked at and improve
- Poor - non existant mobile phone coverage.
- Poor mobile coverage
- Poor mobile coverage
- Poor mobile service around area
- Poor mobile service in a lot of areas
- Poor phone and digit service
- Poor reception
- Poor reception and regular 'outages' obviously infrastructure is too old
- Poor reception for radio and internet and phone lines are full of overseas callers
- Poor service on mobiles
- Pressure should be put on government to supply remaining tv channels
- Reception of mobile telephone is impossible in many areas eg Cathcart
- Service drops out often
- Service in marginal for mobile phones outside town
- Services crash to easily
- Several black areas for mobile phones still
- Should be informed, not left in dark
- Slow downloads, goes out with every heavy rain, excessive delays in rectification
- Slow internet / slow repairs
- So much area without reception, needs major improving
- Some dead spots
- Still many places unable to get mobile services. Also TV coverage of digital is poor
- Suggest free wifi for town area as a boost for business & community

- Telstra are rather tardy in repairs!!
- Telstra coverage for outlying community not sufficient
- Telstra tower a joke can't access in high demand times
- Telstra tower on Delegate Hill is not always reliant
- Thanks to Satellites. No thanks to Council: Example fudged SBS community survey results Delegate
- The land is not working at the moment. Went out/stopped work on the 6th March still not working today 16th March. Internet satellite dish after drops out. No coverage for next G for mobile.
- There is no mobile service in most of councils rural areas (south)
- This is not a responsibility of the council
- Too many black spots
- Too many black spots
- Too many black spots while using mobile phones around area Bombala-Cooma, Bombala-coast, Bombala-Delegate
- Too many blackspots
- Too many blackspots with mobile phone
- Too many places where mobiles don't work
- TV and internet access and some mobile reception. No availability of SBS services TV and radio
- Very poor mobile coverage, very poor internet coverage and very poor FM radio coverage ie ABC As ABC South East is the designated emergency radio its coverage is poor
- Very poor mobile coverage/ Only one carrier, lack of maintenance to copper network.
- Very satisfactory
- We do not have mobile coverage where we live and internet services are very poor
- We have no internet access or mobile phone coverage at New Line Road.
- We need better mobile coverage to rural areas
- We need better mobile phone coverage
- We still have copper cables and no reliable wireless access
- Wireless internet, and mobile coverage is marginal at best
- Wireless internet/mobile phone coverage is very limited and Delegate Hill transmitter need to be upgraded as is very slow in busy times
- Would like SBS access, radio FM - average, mobile phone access - still average

Question 27 Responses – Council Amalgamations

The following responses were received in the comment section of Q.27 *If Council is forced to amalgamate, which would you prefer Bombala Council to be amalgamated with?* These responses relate to both questions 26 and 27 on the subject of Bombala Council possibly amalgamating with a neighbour.

- All of them. Too much government already.
- Amalgamate with SR & CM Shire councils as Bombala Council have a lot in common.
- Amalgamation should be avoided at all costs
- Amalgamation with Cooma-Monaro would be acceptable but Snowy River is one very greedy Shire - they are not at the top of my list.
- Amalgamation would be catastrophic in terms of local job loss. How has Eden fared in the Bega Valley Shire, for example?
- Amalgamation would mean job losses which the area can't withstand
- Appear stronger
- At least they operate as Shires. Bombala operates as a Council for Bombala - Look at your Q11 and 15 if you disagree. Try filling them out if you live in Delegate Cathcart or rural.
- Because we're closer and more aligned to our local environment
- Bega is broken
- Bega too far, different weeds.
- Bega Valley are pirates! Very expensive rates!
- Bega Valley has different interests and priorities. Stay with the Monaro where we have more in common
- Bega Valley Shire Council is to political rather than common sense
- Bombala - All due to top heavy "Office Staff" - used all revenue or rates
- Bombala & Snowy River/Cooma share common factors like climate & population
- Bombala cannot sustain itself with declining population. SRCM more aligned
- Bombala District is part of the Monaro the coast range is a barrier and boundary between Bombala and Bega
- Bombala has a common set of values and goals with the rest of Monaro
- Bombala has more in common with Snowy River & Cooma-Monaro
- Bombala's future is in tourism, Cooma has a very poor record promoting tourism. Cooma's way of getting people to stop at Cooma is to deprive Satellite Villages of funds.
- but council needs to spend the money that they have saved on roads & our town first
- Coastal needs are not the same as tablelands needs
- Coastal people are not as familiar to our region as Cooma persons
- Community use the facilities in the Bega Valley more than the other councils
- Cooma area would take preference to other areas (Cooma is too preoccupied with skifields and lakes) ask Nimitabel residents.
- Definitely don't want to be part of Bega Valley Shire
- Definitely NOT Bega Valley, we are not a coastal area
- Definitely not BVSC the Monaro is a geographic area
- Depends - as councils have too many desk jobs - short on people doing. Just because those who have lived/worked in our area choose to move and shop at the coast - we are not a coastal population
- Depends on what gets done
- Distance. Better road to Cooma. Bendoc, Bonang people utilise Orbost support
- Don't know, if it decreased rates then yes, otherwise no. Whichever of the two as long as Bombala benefited not suffered from the merger.
- East Gippsland is amalgamation of 4 shires and is very efficient
- Either - whichever would be of benefit financially and would improve tourism for Bombala. Bega maybe for future health facilities

- Either way, I fail to see how it would be better
- Either whichever is the strongest financially and capable
- Either would be better than what we have now
- Ensure we don't lose employment if amalgamation occurs
- Feel that if amalgamation smaller areas Delegate/Cathcart will suffer
- Good god just have a look. Go for a drive
- Have more common issues and our land use is similar
- I believe Bega Valley Shire Council sets a high standard in seeking ratepayer views and constantly seeking to improve streetscapes, historic areas and tourism. Indeed, it is attracting tourists, who would stay in Bombala if there was more and improved accommodation in Bombala.
- I believe BV shire would promote us as something different to the costal tourists. We would lose our uniqueness if we combined with Cooma
- I don't even want to think about how we would fair if either gets it.
- I have been to Cooma & Bega many times. I think Bombala is equal if not better
- I never want amalgamation to happen. Boa must retain its own identity.
- I think the Shires on the Monaro have similar issues. We would be last/ swallowed up/ forgotten in the Bega Valley Shire.
- I think this would result in less focus on Bombala Shire infrastructure, cost more, but on the other hand change may be beneficial. Snowy Cooma = Sydney tourists. Bega = Canberra tourists. Canberra tourists are closer and more likely to explore our area
- If amalgamation occurs do we benefit or gain to the same degree as larger councils or do we just get dropped?
- If Bombala amalgamates, the town/shire will be dead in a few years - No Amalgamation!
- If cash is short apply to Clive Palmer - he could reinvigorate commercial mining/ forests and reactivate the railway thru to Cann River
- If managed correctly Bombala Council can stand alone
- If we amalgamate we will get nothing done
- If we merge with SR and CM, we will die while they kill each other
- In terms of land use - more in common with Snowy River & Cooma. Existing co-op0eration in some areas (eg. Library)
- It would not matter to Delegate, Cathcart, Ando etc as they get no attention anyway.
- Keep the Monaro shires together
- May have to in time due to costs and rate base small in this council area
- more the same climate, environment same tourist attraction - Cooma parks always tidy
- Much better at tourism, community services etc
- Need to connect more with the Snowy Mountains region.
- Need to increase rate base (ie income) and rate forests & national parks
- Neither
- Neither
- No
- No amalgamate
- No amalgamation
- No because people will lose jobs and because Bombala is the smallest we will be put on the back burner for everything we need
- No decision until full assessment is made
- No one, we would be left with no services! It will cost more for them to come to Bombala from either of the two councils mentioned. (Can't you see that) This will send me bankrupt for sure.
- No preference
- No way
- None
- NONE - Doesn't work

- None, they will use all the money council has here from our ratepayers go to elsewhere instead of here
- Not coastal
- Not Snowy River, they are bankrupt, OK for Cooma or Bega
- Often smaller partners overlooked, Local jobs may go
- Only because they have better roads & maybe bring some good tourism
- Other councils seem to be booming all their small towns look a lot better
- Prefer Bega but if forced it will be SR & CM
- Prefer local council to remain LOCAL!
- Probably inevitable but Bombala needs to retain its identity
- Quality of water supply is main threat to continuation of a standalone council
- Seems to more functional eg better services, roads etc
- Should align with Snowy River & Cooma as they are Southern tablelands area where as Bega is coastal and totally different
- Similar environmental issues
- Similar land usage by ratepayers/ Landholder (with Snowy/Cooma)
- Similar socio-cultural and geographic elements
- Small shires will miss out. Bega shire get things done and there work is great to see roads are perfect
- Snowy River & Cooma are broke, we would receive little. Big is not better.
- Sooner the better
- SR/CM as an extreme last resort. I believe that either of these options would not be good because I believe that we would become an outpost to these larger centres. Loss of independence "a very bad move"
- SRCM - why merge when they are broke
- The Bega Valley Shire & Bombala Shire could complement each other much better than Cooma Shire I believe as we have the high country, forests and eco-tourism such as platypus & trout fishing that Bega currently doesn't have. A much more diverse partnership I believe. Encourage coastal people to do day trips to Bombala
- The bigger the council - the less money to spend locally - do not agree with this idea at all
- The most efficient but probably Snowy Cooma
- There is a natural region with CM/SR however business values & practices would need to align
- Too much government as a whole
- Too much difference between coastal shires and Bombala Council
- We are located between the two
- We are part of SR & C Monaro region & share more issues plus Bega is hopeless with weeds.
- We are similar landscapes and communities
- We are too far away from any of them. We would miss out on a lot
- We get little for rates pays off Delegate
- We have little in common with coastal communities. This amalgamation seems inevitable - unfortunately
- We have strong ties with both areas but I feel Snowy River and Cooma-Monaro are more appropriate. Bega Valley already has a huge population in comparison
- We probably don't have a choice, after the next election (state) we'll be forced to amalgamate
- What "community of interest" is shared with the coastal area?
- Where would centre of government be the further from centre less is spent
- Which ever council is least likely to leave Bombala out of the budget
- Which has the most to offer Bombala residences? Think seriously please!
- Would like to see the review report and understand the benefits and costs of amalgamation

APPENDIX 5

Question 12 Responses – Most Important Issues for Next 4 Years

The following responses were received in answer to Q.12 *What are the 5 most important issues Council should address over the next 4 years to improve the area?*

Comments on Council Amalgamations

- Amalgamate
- Amalgamate
- Amalgamate
- Amalgamate
- Amalgamate
- Amalgamate now
- Amalgamation
- Amalgamation
- Making our Council viable to stand up to amalgamations
- Not to Amalgamate
- Remain independent council
- No Council Amalgamation
- Remain as a single council/ no amalgamation
- Council amalgamation

Comments on Aged and Community Services and Access Issues

- Disability and tourist toilet block, baby change room built in next to Hairdresser "Main St" Centre of Maybe St 2 - parking bays
- More disabled parking spaces
- Disability access
- Disability Access
- Disability Access
- Disability access
- Disability access to main street shops
- Disability/Frail Aged Access
- Disabled toilet & shower at Bill Jeffries Park
- More disabled car spaces in main street - I'm sure there are more than 2 disabled people in town
- More seats for the elderly through our main streets
- Grant to given to Craigie Hall just like other halls committees. Councillors not to be petty & be fair to the Hall committees
- Upgrade to community halls
- Upgrading Exhibition Hall & facilities
- Town parking
- Aged facilities
- Assistance for Pensioners for households to beautify front of house
- Attract retirees
- Building a strong local community association It is worth the trip to Wingecarribee shine to meet, say, the Bundanoon community association
- Community centre
- Community events
- Community forums to discuss impact of big business moving into area e.g. wind farm.
- Community Infrastructure
- Community infrastructure
- Community services
- Complete the Men's Shed
- Continue the work of HACC
- Delegate cemetery
- Drug and Alcohol free activities
- Educating youths about littering & recycling
- Education
- Education
- Education

- Encourage continued development of Currawarna
- Encourage town pride by "Best House, Best Garden and Grounds" = Prize 1/4 off Rates!
- Ensure sustainability of community organisation
- Ensure that events happen year round
- Extend library hours
- Garden competition for locals
- Help people to get thing going eg Mens Shed
- Introduce more cultural activities
- Library - more community engagement activities that are advertised adequately. More books.
- Maintain/improve library services
- More family facilities
- More funding for literacy & numeracy
- More help for young children, babies. No maternity available
- Much more help and understanding for older people
- New bus to service hospital & Currawarna residents as they are part of community
- Promote classes available within the shire - glass, wood etc
- Promote pride in household appearance
- Promotion of activities in area
- Public transport
- Public transport - Wheelchair accessible
- Senior citizens
- Taxi Service
- Taxi service (would be nice to have back)
- Transport
- Transport
- Transport
- Transport to larger centres
- Youth leisure activities

Comments on Arts, Heritage and Culture

- Art/craft gallery/shop in main st
- Arts
- ARTS CENTRE - a space for arts and crafts
- Community Art Gallery for local talent
- Cultural Arts
- More funding for arts
- Promote woodwork and glass classes
- Promoting culture and arts
- Make the Arts (Literacy) centre available for community use
- Heritage protection of local buildings especially shops pubs
- Maintain our historical buildings by accessing heritage funding if needed
- Put together/ask for volunteers to save/fix the Lit Institute building and arrange its use
- School of Arts and Bombala Hotel need maintenance
- School of Arts building - purchased, restored, operating
- Compulsorily acquire the Literary Institute building, restore it and return it to community and/or tourist use, if necessary with heritage government funds

Comments on Economic Development and Employment

- Assist local people to write grant applications
- Actively encourage growth through encouraging investment in industry
- Assist business & employment growth
- Assist residents to lobby Govt for internet and mobile phone access
- Attract Business and Residents
- Attract more business
- Attract more business to Bombala. Loosen up some stiff! Attract more people to area. Regulation to attract / encourage building!
- Attracting employment opportunities
- Attracting enterprise for more employment
- Attracting new businesses to area
- Business activity

- Continue to attract small business or larger employment opportunities to town
- Continue to support local business and contractors
- Development of commercial district
- diversification of industry
- Do not put bypass around town would be a disaster for a small town
- Economic development
- Employment
- Employment
- Employment
- employment
- Employment - training for those looking for work
- Employment (somehow)
- Employment for Young people
- Employment for young people. To gain employment and lifestyle, young people need to leave town
- Employment opportunities
- Employment opportunities
- Employment opportunities
- Employment to keep young people here
- Empty shops need to be kept clean and maintained. The pink shop should be tidied up and painted it looks embarrassing
- Encourage & support local business
- Encourage business development
- Encourage economic growth
- Encourage more small manufacturing businesses to come to area
- Encourage New Industry
- Encourage private Investment
- Encouragement of new business eg restaurants
- Encouragement to the agricultural sector - not just the timber sector
- Getting a good industry, timber is not the answer with state owned forests to be privatised it will only employ about 4-6 people going off other private owned forests.
- Getting more infrastructure for businesses
- Help businesses in the town
- Help developers
- Help local business where possible
- Improve Business opportunity
- Improve infrastructure (State/ L.G. co-op.)
- Improvement of business/work opportunities
- Incentives for developers
- Incentives for small business in Bombala
- Increase Retail Opportunities
- Industrial centre
- Industry
- Industry
- Insist on local employment on schemes promoted by council - the mill
- Job opportunities
- Jobs
- Jobs
- Jobs
- Jobs! Jobs! Jobs! Your town is going under we all know it, can you help?
- Jobs/training centres
- Keeping local businesses viable
- Local business
- Local Industry
- Look after existing business & farms and encourage new business to the area.
- Marketing existing business & attracting new
- More effort into Bombala markets, perhaps a market day in town on a weekday in town centre
- More employment opportunities for our kids
- More encouragement for development/building
- More industry
- More promotion of our traditional industries ie sheep cattle farming timber

- More specialty shop selling 'local' produce
- More varies employment opportunities
- Need another motel
- Need industry for young people to stay, if nothing happens Bombala will be like Delegate & Dalgety
- Progress of local villages
- Promote - encourage businesses to relocate here
- Promote development
- Promote industry
- Push hard for the particle board mill
- Secure more industry for shire - more employment.
- Support young local businesses
- Train more young people in secure jobs
- Unemployment
- Work placement (More Employment)
- Youth Employment

Comments on Environment, Weeds, Pests and Trees

- Investigate with fisheries the lack of trout
- Re-stocking the rivers with trout
- Town dog owners Delegate and Bombala at least.
- Control feral animals
- Feral animal control
- Feral animal control
- A kangaroo cull - professional shooters to make roads safer
- Marketing to attract a commercial kangaroo industry
- The amount of kangaroos and wombats on the Delegate-Bombala road
- Wildlife on roads culled
- Fire Hazards (eg grass around vacant land blackspots)
- Keep up MOWING Move sewer plant
- Mowing of town precinct
- Noise from Tasco
- Tasco noise in town starts 6.20am
- Limit Destruction of Roadside Vegetation
- Look after trees in town especially the big old trees - plant more blossom & autumn coloured leaf trees
- Maintain the trees along the footpaths so you walk under not around them
- Many of our trees are like myself - old, wrinkled and gnarled and way past their use by date.
- More trees and gardens
- Plant more trees - such as Delegate Townscape
- Plant more trees/tables & chairs along river
- Plant shrubs around township of Delegate
- Plant trees Crabb apples and maples
- Removal & trimming of trees
- Remove old untidy & unsafe trees
- Remove pine trees on entrance into Delegate
- The trees in Victorian Parade Delegate need to be cut down before they fall and kill someone
- Tree at Bright St school crossing drops large limbs should come down
- Trees in Wellington Street to be trimmed be up
- Willow/Poplar etc removal- roads and river
- Continue with good weed control
- Co-ordinated weed controls by government and community agencies on private and public land
- Farmer Thistle control (ENFORCED)
- Keep up the good work in weed control particularly preventing the spread of African love grass.
- Keep up the great work in keeping Fireweed out of the Monaro (also African Love Grass)
- Reduce weeds
- Roadside weed control
- Roadside Weeds
- Roadside weeds - St Johns Wort
- We need someone full time spraying weeds not just saying we will look at it
- **11 individual comments just stating "Weed Control" or "Weeds"**

- Weed Control , need to recognise pine seedlings as noxious weeds
- Weed control especially love grass
- Weed Spraying in town and roadside areas
- Weeds - Council should prosecute farmers who do not control noxious weeds. Lovegrass has to be No.1 priority.
- Weeds - rural and town
- Weeds on council land, not sprayed.
- Weeds rife on roadsides
- Realistic weeds budget
- Care with chemicals ie spraying
- Catchment areas
- Clean up of Bombala River
- Do something about ratepayers back yards and old cars that appear to be everywhere
- Fill Black Lake with water
- Make sure we maintain and improve our valuable RFS. We need to look at quick spray units at every fire station.
- Platypus
- Rehabilitation of destroyed roadside veg. does Council have a roadside Vegetation Plan?
- Start protecting the landscape and heritage values of the district, its principal assets, which attract tourists, capital investment and improve prosperity for all residents a proven in other rural districts.
- Less signs around the area & less regulation regarding dogs
- Stray Dogs wandering Delegate
- Kangaroo Culling

Comments on Footpaths, Walking/ Bike Tracks

- Complete the Delegate River track
- Continue with upgrades to bike/walk paths
- Extend river track
- Maintenance of river and walking paths
- More walking paths
- More walking/bike tracks/better footpaths (&more)
- River walk, overall river areas, entrance to town, what a picture and a credit to council come to Delegate observe the same areas and make the same comparison, I would expect Bombala to be priority over Delegate, Ando, Bibbenluke and Cathcart but I see little in comparison. I let you be the judge. At this point your survey bears no significance to Delegate
- Better footpaths in streets other than main street
- Delegate footpaths
- Footpaths - more around the town
- Footpath & gutters
- Footpath townside of overhead rail bridge needs repairs
- **11 individual comments just stating "Footpaths"**
- Footpaths - need sealing they are putrid
- Footpaths in Delegate
- Footpaths in Delegate main street, all streets
- Footpaths in quite a few places
- Footpaths in the street need fixing.
- Footpaths on both sides of all streets
- Footpaths, curb & guttering
- Footpaths, gutters improved in town areas
- Footpaths, gutters improved in town areas
- Footpaths, I use a walking frame
- Footpaths/ walkways
- Footpaths/curb & guttering
- More footpaths in back streets of Delegate
- More footpaths in town
- More K+6+ footpath upgrade
- More kerb & guttering streets
- Nothing done to our walkways (Bombala walkways are well keep)
- Overhanging branches on footpaths

- Paths - if not in town centre, forced to walk on roads with strollers/prams
- Paths Wheel Chair access into shops
- Public access eg footpaths
- Footpath in Forbes St

Comments on Garbage Services, Tips and Recycling

- better recycling - would be great to be able to recycle more
- Recycle Bins
- Bigger wheelie bins or a least two for garbage
- Clearing of rubbish & vacant blocks
- Continuous improvement of dump stations
- Establish recycle centre (Tip Shop)
- Fix up Cathcart tip. Put more bins in and have rubbish around the tip are picked up more often. It is always in a mess when we use the tip
- Garbage
- Garbage
- Garbage collection points for outer areas
- Garbage tip open Saturday and Sunday
- Garbage Tip Opening Hours
- Improve recycling at the dump
- Improvements to recycling services eg bins so that there is more room & rubbish doesn't blow away
- Increased number of bins available for out of town people at Delegate garbage
- Increasing extent of recycling
- Large recycling bins like the garbage bins
- Larger recycling bins
- More recycling
- Need access to general rubbish bins at tip for days when not open
- Recycle containers replaced by big bins with lids - recycles blow away in wind
- Recycle Shop at tip. \$\$\$
- Recycling
- Recycling - wheelie bins for residents
- Recycling/scavenging days implemented at the tip
- Resource management/recycling with an education program
- Rubbish tip - encourage plastic bags to be phased out
- Strategically placed bins ie bus stops, street corners
- Sustainability at the tip by letting people have access to what is being dumped

Comments on Public Toilets

- Cleaning in public toilets.
- Closer toilets to main street - coming from a mother with young children and toilet training
- Keep public toilets and facilities clean and welcoming
- Loos in main street
- Main Street Toilets
- Mainstreet toilet facilities/ behind Food works
- Need public toilets in Main Street
- New public toilets in main street
- Permanent site for local artists. Tafe building not in use
- poor toilet facilities
- Public toilet in main street
- Public toilets closer to town
- Public toilets in main shopping area
- Public toilets in Main Street
- Public toilets in Main Street
- Public toilets in Main Street
- Public toilets in main street of Bombala
- Public toilets in main street area
- Public toilets in the main st, or a proper walkway access to pool toilets
- Public toilets need improving Bombala

- Public toilets need to be in main street
- Public toilets should be in main street area.
- Toilet in main street
- Toilet in the main street
- Toilet should be in main street
- Toilets Bill Jeffreys Parks - CFA moneys would be used for this
- Toilets closer to shops
- Toilets in main street (between hairdressers & Stewart Lee) Upgrade toilets at Exhibition Ground. Better lighting at pool toilets for night time use.

Comments on Health Services, Doctors, Dentists and Wellbeing

- Better Ancillary Health Services locally
- Medical - we need a dentist to visit, also need dialysis services so patients do not have to travel
- Dental Care
- Dental services
- Dentist in town
- Health & Aged Care (Dentist)
- **10 individual comments just stating "Health"**
- Health - maintain at least current level, with more specialised dementia care
- Health services
- Health services
- Health services
- Health services for Delegate
- Hospital - either have a doc on call or close it!
- improve health services
- Improve hospital services
- Keep our health services to a high available standard
- Additional medical practitioner
- After hrs GP for every patient who attends ED
- Another doctor on call when needed
- Attracting continuous medical staff
- Dr on duty 24hrs not having to go Cooma
- Dr services to Delegate
- Health - we need on call doctors 24/7
- Health services for Delegate. A doctor in residence
- Medical (Doctor in Delegate ext)
- Permanent (Full time) Doctor for Delegate
- We need a doctor in Delegate
- We need a fulltime doctor in Bombala
- Healthcare - always improving on what we do have
- Helicopter landing site near hospital
- Keep healthy as no. 1 priority!
- Medical facilities
- Medical facilities
- Medication/bulk billing
- More medical stuff eg. Doctors & Dental unit
- On call Dr for emergency department 24/7
- Doctor Access to Delegate
- Doctor for Delegate area
- Doctor for the Delegate area
- Doctor in Delegate. Doctor 24/7 at Bombala Hospital
- Doctors
- Doctors
- Medic is so bad more doctors
- Source more healthcare professionals ie. Doctors, Paediatricians
- Contrive to attract Dr's to the area
- Expanding health services

Comments on the Main Street (Bombala and Delegate)

- Easier access for pedestrians to main street from back of shops in Bombala
- Encourage new buildings/better footpaths etc in side streets - plantings etc
- Encourage owner of "Pink Palace" (old furniture shop ?) to clean up or sell. Tourists look at all of these things. Shame about some empty shops, need a bit of TLC
- Facelift for Maybe St, including toilets & visitor information (suggest using empty shop)
- If the town looks after its heritage and general appearance tourists will respond
- Improve appeal on main st (so people want to stop)
- Keep improving Main Street
- Main Street - colour scheme
- Main street Bombala & Delegate improvements
- Make main street people friendly even a few planters and trees
- Maybe Rd shops look tired and old - not inviting
- Need to give the main street a facelift, try to get people to stop
- Overall look of Hotels at roundabout needs a makeover. Not a good impression for tourist - hanging/sagging ceilings and old flaking paint.
- Pedestrian crossing - Maybe Street
- Redevelopment of Maybe St roundabout & gardens
- Reduce focus on improving/maintaining aesthetics of Bombala (esp. main street) and put funds to useful things like road
- Repainting the main street front shops that need it
- Shop front yearly refurbishments. Updates painted etc
- Shop fronts upkeep
- Signage & seating in main street
- Smarten up Main Street, gardens free of weeds
- Street beautification - curb & guttering
- Street Lighting Delegate
- The appearance of main street! Its disgusting drive into town and have a look as you come off the bridge! Disgusting eye sore
- Tidy up approaches to town centre
- Upgrade Main St
- 40kmh zone in Maybe St at school times
- Appearance Delegate Main Street
- Delegate Main Roads
- Delegate Main Street
- Delegate main street and in front of Delegate Hotel
- Main street in Delegate
- Upgrade to Delegate main street
- Marked zebra crossing at both ends of Maybe St
- Parking for industry
- Parking in Bombala is a joke Lines don't even line up footpaths are to town high power poles in road place so car backs in to them road needs building up so cars don't hit curb
- Parking off the main street
- Divert heavy transport
- Heavy Vehicle bypass from bright street to River
- Heavy vehicle by-pass ring road in Bombala, possibly using low level crossing down stream.
- No trucks driving through Maybe Street
- Put a bypass in for trucks and other traffic so that the trucks do not have to come down the main street
- Stop the trucks parking in Maybe St near the Caltex
- A bypass for trucks - instead of using the main street
- Bypass for semi trailers away from main street
- Log trucks through main st no need
- Roads - bypass of CBD required
- Trucks off main street
- Appearance of Maybe Street
- Appearance of Main Street
- Appearance of the main street could be a lot more appealing
- Beautify Main Street
- Beautify main street. Not very appealing to tourist
- Beautify the main street

- Beautifying near of shops to present town in better light to visitors - trees, hedges park areas
- Bombala Main Street
- Bombala main street
- Bombala Main Street
- Bombala/Delegate Main streets
- Display/ promote town in empty shop windows
- Fix main street
- Keep Main street aesthetically pleasing
- Main Street
- Main street
- Main street public toilets
- Main street public toilets
- Main street revamp
- Overall look of town centre. It needs a revamp
- Owners of older buildings should be asked to at least paint and maintain them eg Literary Institute next to council
- Shop workers parking in the main street
- Suggest all councillors take a look around Bombala, especially main street, caravan park (Delegate Caravan Park was built when Noah was a boy)
- Vision for town streets improvements ie. Sunken intersection, service lines, kerb & gutter etc

Comments on Telecommunications

- Continued submissions to Fed Govmt re communications - in particular mobile coverage
- Create/maintain parity with cities in ICT
- Encourage better communication eg. High speed internet, broadband.
- Get Telstra to provide a phone service which doesn't drop out for days after every heavy rainfall & who will rectify promptly without delays, currently out for 5 days
- Improved communication facilities across the region covering mobile phones, UHF repeaters and satellite internet
- Improving mobile phone and mobile internet in remote areas
- Lobby for better mobile phone coverage
- Lobby for greater mobile phone coverage
- Lobby Govts for improved mobile phone and internet services
- Making it Sustainable
- Mobile Reception to Delegate
- Rural communications - mobile non-coverage
- Telecommunication services - digital radio, tv reception SBS, internet access etc
- Telecommunications

Comments on Parks, Playgrounds, Swimming Pool and Sporting Fields

- A playground in Bungarby so local children can meet
- Gates on the fence around parks, childrens playground.
- Keep improving playgrounds & youth facilities
- Playground at Bibbenluke
- Playground for toddlers
- Playgrounds
- Playgrounds & areas for kids in Delegate
- Playgrounds not safe for children
- Upgrade play equipment in Park in Dickinson St. This is the only park for children on that side of town
- Bigger swimming pool/longer season
- Convert public pool to solar heated
- Cover pool for more use throughout year
- Cover swimming pool
- Enclose the swimming pool completely
- Everyone want the pool enclosed. Swimming pool should have been enclosed instead of spending money on building
- Heat and cover swimming pool and longer use
- heating of pool
- Indoor pool - increase usage of good facility

- Not having our pool heated sends a lot of families out of town so they do all there shopping away also. A heated pool also would be great in town for physio
- Our pool is in need of heating and covering. The smoke at the pool is a disgrace. Our people young and old need a pool all year round. Not sure why that has happened in the past every child has the right to learn to swim
- Pool needs cover and heating for kids to learn to swim
- Roofed in pool for all year use
- Swimming pool
- Swimming pool
- Swimming Pool - the actual pool not window dressing
- Swimming pool - year round access
- Upgrade pool to all year usage
- Upgrade swimming pool to all season facility
- Apex Park - touch footy fields need improving for safety
- Pool/Sportsground
- Sporting facilities
- Sports facilities
- Upgrade sporting facilities
- A picnic/ park in Bungarby
- Delegate parks (main street play things)
- Ensure all mowing is done for holiday periods
- Facilities
- Facilities at Bill Jeffries Park
- Improve parks/toilets etc that are high visitor use areas - direct visitors from these parks to main st
- Keeping the parks, gardens & riverbanks etc mowed and maintained
- Maintaining our asset of parks, gardens as has been achieved in the past
- more ramps/ bowl - Skatepark
- Not a make shift job at Bill Jeffrey Park
- Parks
- Parks
- Parks & forests recreation
- Parks and gardens need to be properly maintained eg whipper snip where mower can't access
- Railway bridge approaches (disgraceful)
- Shade in parks
- Skate Park in Delegate
- Support for the river park lands - continue its high standard
- Upgrade community infrastructure continuing current services and for recreational spaces
- Pool needs to be indoor so it can be used all year around, even warm city have indoor pools

Comments on Roads, Streets and Drainage

- Guttering in Upper Wellington Street
- Gutters
- Roads - fix properly instead of dodgy patching, remove shite lines in main street parking
- Truck parking
- Truck parking elsewhere!!
- Improve Essential infrastructure
- Infrastructure
- Infrastructure
- Roadworks. They only seem to get attention before voting or surveys
- All roads
- Attention to bridge approaches (need building up)
- Better local roads and highways
- Better long term repair of roads (think outside current way)
- Better maintenance of dirt roads
- Better maintenance on gravel roads especially bus runs
- Better road re-surfacing
- Bibbenluke to Cathcart Road should be tarred before someone is killed.
- Bitumen all roads in Delegate
- Bitumen on all streets
- Bitumen the Black Lake Road - it is very dangerous as is and a lot of traffic use it. Must cost a lot to keep grading it

- Black Lake Road
- Black Lake road must be sealed properly
- Bridges
- Bridges outside town repaired? RTA eg Parsonage Bridge
- By-pass from main street for trucks
- Caveat St/Rd Re sealing (pool end)
- Check Street signs are right way
- Clear road sides
- Clearing of long grass on roadsides
- Condition of roads being destroyed by log trucks
- Connect lands by building more in-roads
- Connect road between Bib-Cath-seal!
- Coolumbooka Bridge
- Craigie bridge
- Crankies Plain bridge replaced
- Creek that runs through the street
- Crossing in Main Street
- Curb & gutter and paths outside of main street area
- Curb + Gutter
- Delegate River Bridge
- Delegate Road
- Delegate Roads
- Delegate to Delegate River Road sealed to border
- Dirt roads neglected - must be improved
- Drainage for Maybe St to cope with storms
- Drainage in Caveat St
- Drainage in streets, other than main streets
- Employ someone who can build roads
- Farm road maintenance
- Finish curb & guttering roads in town
- Fix major roads
- Fix major roads
- Fix up the roads and give work to all contractors not just one!
- General road maintenance
- Good roads
- Grading and upgrading of unsealed roads
- Improve New Line Road then others may move here
- Improve rural bridges load limits too restrictive for farm operations
- Improve the roads in the area
- Improve the roads, widen them
- Improvement on roads
- Improving roads, footpaths & infrastructure
- Improvement to infrastructure and maintenance
- Increased maintenance on roads
- Keep improving infrastructure
- Keep up gravel road maintenance
- Kerb and guttering in township
- Kerb guttering throughout town - Delegate
- Local roads grading and sealing
- Local roads maintained more regularly
- Local town roads
- Maintain and upgrade rural roads.
- Maintain infrastructure at a high level
- Maintaining the roads in good condition
- Maintenance of roads
- Maintenance of roads, tar and gravel
- Mila Road
- New bridge over Coolumbooka
- Out of town roads - Cathcart-Bombala-Bibbenluke
- Overtaking lanes on Hwy
- Pot holes/edges road more timely repair

- Regular maintenance on kerbing & guttering on all streets and road surfaces
- Regular upkeep of New Line Road
- Repair of bad bitumen roads
- Road improvement (rural roads)
- Road improvements - the forgotten end of town from Imperial east in bad need of some improvement
- Road in front of my house a bit crappy. Roads and potholes are often a problem and need attention as often as money is available.
- Road maintaining, effective & long lasting (dirt roads with a crown!)
- Road maintenance
- Road maintenance
- Road maintenance
- Road maintenance
- road maintenance (continue)
- Road maintenance (not filling in 1 pothole & leaving 6)
- Road maintenance needs improving. In Burton St there's a bump in the road near [REDACTED] that's been there for 20 years
- Road maintenance on rural council roads
- Road maintenance/improvements
- Road quality
- Road side slashing on Monaro Hwy coming into Bombala (both sides)
- Road upgrades to the point where maintenance can be relaxed
- Road works and maintenance
- **72 individual comments just stating "Roads"**
- Roads - all gravel roads need resheeting
- Roads - all houses on dirt roads need/deserve a bitumen strip for health reasons.
- Roads - better maintained
- Roads - do properly better drainage on gravel roads
- Roads - grade them regularly, deal with water damage promptly. Grade the whole road eg. Road past [REDACTED] place to [REDACTED] NOT graded last time and is in VERY BAD condition.
- Roads - Instead of paying \$1000's per year on mowing put it in to our roads!!
- Roads - investigate alternative management strategies for cyclic maintenance of sealed and unsealed roads. The size and scope may lead to increasing size of roads department - seeking state funding to have local staff & machinery and continue contractors
- Roads - more work on dirt roads
- roads - pot holes
- Roads - shocking
- Roads - the condition
- Roads - they are a disgrace
- ROADS - water quality
- Roads (country gravel roads)
- Roads (town)
- Roads / river dredging to water better, emergency number , Craigie,
- Roads and Bridges
- Roads and road edges ie slash road edges
- Roads and street maintenance
- Roads are not safe
- Roads around Delegate and to Delegate Hill
- Roads both in and out of townships
- Roads curb & guttering
- Roads forestry being our 'largest' employers, industry groups should contribute to our roads.
- Roads in & out of towns
- Roads maintenance
- Roads maintenance of lessor roads more often
- Roads that don't need constant REPAIRS!!!
- Roads to country rate payers
- Roads to Delegate and surrounding
- Roads to outer lying regions
- Roads up keep and overtaking lanes needed
- Roads, footpaths, street lighting etc
- Roads, repairs

- Roundabout at NAB/RSL intersection
- Rural bridges
- Rural roads
- Rural roads
- Rural roads
- Rural roads & access
- Rural roads. Improved Maintenance
- Seal Black Lake Road
- Seal Black Lake Road before someone gets killed
- Seal Cathcart Bibbenluke Road
- Seal minor roads
- Seal minor roads
- Sealing Black Road between Cathcart & Bibbenluke
- Secondary roads
- Stop expensive felling of roadside trees when doing roadworks
- Stop pussing around planting trees in the way and start mending the roads properly
- Stormwater damage to roadside that hinder driveway with large gutters need addressing immediately
- Street repairs in some areas
- Streets - (Preschool access Wellington St)
- Streets and roads
- Streetscape
- The roads and log trucks wrecking them
- The roads are in the worse condition I've seen
- Traffic has tripled on Gunningrah Road over the last 20 years shoulders on road are really bad from whashouts etc.
- Upgrade of local roads eg dirt roads
- Widen the Bombala to Cathcart Road - the road is not wide enough for the amount of trucks that use the road
- Regular grading of gravel roads

Comments on Rates

- Keep rates to a minimum
- Keep rates to a minimum, don't keep penalising the ratepayer
- Lower council rates
- Lower rates
- Lower rates to help development
- Rate prices are too expensive
- Rates - very high to what we receive
- Reduce rates
- Reduce rates
- Reduction of Council rates
- Take actions to cut costs - reduce rates
- Cut rates

Comments on Sewerage Schemes (Bombala and Delegate)

- Adequate sewerage treatment plant
- Antiquated & extremely foul smelling sewer treatment plant
- Attention to sewerage works - smell some days unbearable
- Bombala Sewer Plants odour
- Bombala Sewer System
- Improve/ upgrade the wastewater system
- Location of sewerage as spoken about years ago! Re: to get it away from the high school and Bright St houses
- Sewage upgrade
- Sewage Works - the smell need to be improved with the school being near it
- 11 individual comments stating, "Sewer", "Sewerage" or "Sewage"
- Sewer - move lake poo-ha
- Sewer - very offensive driving into town and smelling sewerage
- Sewer needs upgrade
- Sewer should be moved away from school.

- Sewer system
- Sewer upgrade
- Sewerage - get rid of the antiquated system that stinks over half the town.
- Sewerage - upgrade work (school area smells)
- Sewerage in Bombala & Delegate
- Sewerage system
- Sewerage treatment/odour
- Sewerage works (smells near & around Bright St)
- Smelly sewer
- Stop Bombala sewage waste being dumped in Delegate
- The sewerage system/holdings ponds are too small
- Fix sewerage near school
- Fix the sewer stench as you drive out of town
- Improve sewage treat works to reduce odour issues
- New sewerage
- Upgrade smelly sewerage works
- Relocate sewer treatment plant

Comments on Council Operations, Communication, Councillors and Staff

- Less waste of ratepayers money on poorly planned projects
- Equity/equality of ratepayer services
- Appoint experienced, qualified, imaginative and dynamic tourism and economic development officers
- Better consultation with new & existing business owners
- Better planning and consultation with local residents and ratepayers
- Closer scrutiny of council white collar positions
- Communications from Council meetings
- Community consultation
- Community consultations/communications
- Continue to conduct surveys like this
- Cooperation for newcomers - building etc
- Could the staff save time by making their own morning coffee!!
- Council staffing levels
- Councillors running their own agendas not necessarily for the good of the Shire e.g. HACC garages
- Councillors should listen more to the ratepayers on important issues and problems
- Council's administrative processes and mechanisms
- Council's responsiveness to the issues, concerns and needs of local residents and ratepayers
- easier planning approvals
- Encourage people to build not discourage them
- General manager needs to be a leader
- Get out more, you Councillors, and try to address your 'redneck' reputation
- Get rid of [REDACTED]
- Get rid of the can't do issue & replace with a can do attitude.
- Give ratepayers value for money
- How about at xmas time you at least try to get into the xmas spirit with decorations and a decent tree.
- Implement full performance pay/ reporting for all executive staff i.e. pay directly related to revenue generated
- Improve efficiencies within management and workforce were money is wasted compared to work done
- Information to locals
- Invite senior/junior student s to council meetings to see the process of local govt and meeting protocols
- Issue more building permits
- May look at private contractors to do road work instead of Council having so much capital investment in machinery.
- Maybe get rid of [REDACTED].
- More communication with Ratepayers
- More community consultation on contentious issues
- More outside staff & less inside

- More pro production building inspector willing to assist business/private to stay in area
- Outside staff work ethic
- Person who organised boat ramp & toilet at Black Lake should be sacked.
- Pool all executive vehicles. No private use & all vehicles remain at Council compound overnight
- Poor public communications
- Provide information to ratepayers by appropriate media - not just internet/ newspaper -
COMMUNICATE
- Rationalise/ reduce Council office staff
- Renegotiate relevant award so that Council executive staff have salaries relating to ratepayer base/Council revenue
- Rethink of Council policies
- Review & streamline staffing at Council
- Sharing with other Councils
- Should free up building restrictions to encourage business & community to develop, as opposed to making hard to do so, so they keep closing down.
- Standards of conduct
- Stop being responsible for everything
- Stop wasting ratepayer money on free Bombala calendars
- Strategic planning to attract business to area
- That there are other towns in area besides Bombala!
- Too many indoor staff, more needed outdoor
- Up date standard building policies, regarding composting toilets - in line with NSW government recommendations.
- Update councils office look & interior - It's very dated!
- Why contract everything out?

Comments on Tourism Services and Facilities

- Parking for drive thru caravans/trailers/boats
- Accommodation
- Address owners of 2 hotels (disgraceful)
- Appraisal of cost of "tourism and development"
- Area promotion
- Attracting further tourism
- Attracting more accommodation businesses
- Attracting more tourist to visit & stay
- Attracting tourism
- Bundian Way Delegate
- Conserve and restore heritage buildings and improve the main street all in accordance with expert heritage advice eg Beechworth Vic, Boorowa, Tilba
- Continue promotion and development of business and tourism in the area.
- Delegate Caravan Park (toilets & showers) Bill Jeffreys
- Do something about fishing for tourism in the area, there is more to tourism than LAVENDER.
- Don't waste money on new information centre
- Embark on a v. proactive program (even if just an annual event) to attract visitors.
- Encourage tourism to enjoy the rail line from Bukalong - Bombala
- Encourage tourists
- Endorsement of tourist attractions, particularly Bundian Way and Railway land
- Entrance to town
- Farmstay Opportunities
- Fix the rail on the bridge heading south. It just looks bad
- Future planning for tourism & beautifying street & surrounds
- Give a grant to a talented landscape photographer to take images for future books and publicity materials
- Hours of business not appropriate for tourists
- I have heard on a number of occasions that we do not have enough accommodation outlets available.
- Identify necessity as the main tourist attraction to Bombala OR give people a reason to come here. Street carnival, Bombala show are not legitimate tourist attractions
- Improve amenities to encourage tourists eg Bill Jeffreys Park
- Improve marketing and promotion of facilities
- Improve Tourism

- Improve tourist attractions (current) and create new opportunities - need signage/maps etc to support
- Increase Tourism
- Increase tourists to area
- Increasing tourism
- Keep up good work on railway ground and river walk.
- Lookout Access (tourism)
- More signage for visitors
- More tourism
- New visitor centre
- Promote our great fishing tourism
- Promote the area more for tourists
- Promotion of tourism hub
- Put a live platypus viewing tank in a tourist shop in the main street in conjunction with public toilets
- Roads/Roads to tourist attraction
- Signage area at entrances to town could be greatly improved to be made more attractive and welcoming with arrangement of rocks and plants
- Signage to let people know where walks are particularly the river walk in Bombala
- Support friends of Bombala Railway even more!
- Support local artists and businesses (boost tourism)
- Take all necessary steps to encourage the expansion and improvement of accommodation
- **19 individual comments just stating "Tourism"**
- Tourism - motorbikes - trail rides a selling point
- Tourism (forget about lavender & those involved with it)
- Tourism development
- Tourism events
- Tourism improvements
- Tourism opportunities
- Tourist attractions
- Tourist attractions
- Tourist attractions
- Tourist attractions
- Tourist Attractions - Should have a HUGE platypus statue - wool - history
- Tourists - More should be done to encourage tourists
- Try to think of the native forests as more than a resource to be exploited eg. Ecotourism
- Urban signage (faded)
- visitor signage

Comments on Water Supplies (Bombala and Delegate)

- Lots of complaints about our water supply but I still drink it. But inside of white electrical kettle was a bit of a surprise.Also Bungarby Hall needs help.
- Affordable Utilities
- Adequate water supply
- Appropriate weed control by Bombala Council on their land - don't just ask property owners to do it, you do it as well!
- Better town water supply (reservoir)
- Better water
- Better water supply
- Bigger water supply
- Bombala & Delegate water - bad taste & colour at times
- Clean out water weir that holds town water (yuk)
- Clean up Bombala water so that it is drinkable
- Clean water would be good
- Delegate Water
- Delegate Water
- Delegate Water
- Delegate water
- Delegates Water
- drinkable water
- Drinkable water

- Drinking water
- Drought proofing (reservoir - cleaning out?)
- Eliminate garbage collection costs for people who live out of collections areas and have to take it to tip themselves
- Extra garbages & a couple more seats would be handy on river walk
- Facilitate and improve access to H₂O
- Find ways to improve water services
- Fix disgusting water
- Fix the water
- Fix the water quality
- Fix towns stormwater problems behind town
- Improve quality of riverwater post treatment
- Improve taste of water
- Improve the water quality
- Improve town water
- Improve water quality
- improved water quality
- improved water quality
- Improved water quality
- Improved water storage
- Improvement of water
- Improvement to water
- Improvements to water supply (upgrade)
- Increase water storage for Bombala
- It is ridiculous to raise the height of the dam again when there will be so much lost to evaporation however the dam basin is so shallow for most of its length
- Make town water drinkable
- Make water quality better so it can actually be drank
- Our water. It smells and tastes disgusting. It used to be much better
- Possible advanced water filtering
- Quality of town water
- Quality of water supply
- Quality of water supply
- Reliable and clean drinking water supply
- Replacement of water mains
- Roads/Drinkable town water
- Source another water supply if you want to cater for growth of small industry & town expansion
- Standard of water (taste)
- Town water
- Town water. No explanation needed here. Parts of my rates goes to this and I can't use the water.
- Upgrade water storage
- **37 individual comments just stating "Water"**
- Water - all communities
- Water - bio filter
- Water - Dredge out the dammed area, its full of mud. We could hold twice the amount of water. How many years has it been since anyone has seen the gate (overflow)
- Water - fluctuates between tasting like soil or chlorine. Colour changes too. Causes a film on elements.
- Water - improvements in quality
- Water - increase water storage capacity & quality
- Water - it is undrinkable & brown often
- Water - look at alternate source Little Plains River , pristine water
- Water - need to be totally redone and drinkable
- Water - tastes disgusting
- Water & sewerage
- Water & sewerage
- Water & sewerage sustainability
- Water and sewage
- Water and sewer infrastructure upgrade
- Water and water pressure
- Water attracting additional employment opportunities

- Water both Bombala and Delegate
- Water dirty
- Water drainage
- Water improvement
- Water in both Bombala and Delegate
- Water in Delegate
- Water in Delegate
- Water is drinkable
- Water issues in Delegate
- Water must be the number one issue
- Water not drinkable. Bad taste
- Water particularly Delegate
- **22 individual comments just stating "Water quality"**
- Water quality and supply
- Water quality and supply of some
- Water quality etc
- Water quality improved or back to what it used to be
- Water quality in Bombala and Delegate!!
- Water quality in Delegate
- Water quality needs improving
- Water quality!!
- Water quality. The water stinks and not drinkable
- Water quality/storage
- Water supply - you must add to the volume using both rivers as independent sources of water
- Water supply & availability
- Water supply and quality
- Water supply upgrade
- Water Supply Volume & quality
- Water treatment
- Water upgrade
- WATER!!
- Water!!!
- Water, water, water
- Water. It is unacceptable to not have clean safe drinking water
- Water. Water Water

Other Comments

- Back up in case of power failure
- Be an advocate for change, if change is inevitable but be open about it with us (if we champion change we are in control)
- Christmas Decorations
- Clean up flats - [REDACTED] disgraceful
- Dam up river to look better year round small shelf end of Young St
- Delegate to be recognised as part of Shire
- Ensure that local businesses have a roster to stay open until 6pm on Sundays and public holidays
- Fuel supply and price
- Get our area represented on the "BOM" weather site again
- Honour the long term primary producers with an award for keeping records - rain etc over a long time ie [REDACTED] daughter - [REDACTED] - 95 this year!!
- Improve the saleyards
- Issue demolition of uninhabited, sub-standard homes
- Make people clean their yard during fire season
- Quality of contractors work - especially [REDACTED]
- Railway connection from North, via Eden port and south to Bairnsdale
- Take Focus away from Bombala- Spread it across the shire- add shire to name as a first step
- The old Delegate Hospital should be given back to community

APPENDIX 6

Question 28 Responses – In 10 Years' Time...

The following responses were received in answer to Q.28 *In 10 years' time I would like Bombala Council Local Government area to be....*

- 1. A tourism destination all year not just individual events 2. A retirement hub with its own transport
- 1. Still Bombala Council 2. Having increased collaboration between community & council 3. a go-to place for tourists & community alike
- 100% better then now roads bridges need lots of work
- 1000% better than it is now with employment opportunities here not elsewhere
- A centre - in Snowy River Cooma Council - to be a great attraction to all visitors - stop over/ eat outs/ history/ coat/ Tathra Wharf/ railway engine/steam carriage café/ first produce - now.
- A destination for tourists to want to come to
- A happy well serviced area with low unemployment
- A larger population which would bring added benefits across the board
- A more open community an inclusive to young families and children, not just to the elderly. Eg. Hospital treatment, care is not given to young families when a child is sick. They get sent to Cooma or Canberra for sickness on cold winter icy nights where their lives are put in greater danger!
- A place that tourist visit & explore
- A place where all residents are treated equally and with respect; a place where rates are not a burden.
- A place where everyone will be proud to live and all accepted
- A place where people want to come for a holiday or weekend
- a place with good roads and resources (telecommunication) so my day to day life is better and I'm not forced to leave town every time I need a common product or resource
- A pleasant u sustainable
- A prosperous area with good, well maintained infrastructure
- A secure safe place to live with excellent healthcare, transport services, with employment opportunities for the young
- A thriving business & tourism area. Long way to go.
- A thriving town with excellent services that encourages people to want to live here
- A tidy town with better roads & clean water where the smell of sewerage doesn't fill the air.
- A viable and highly productive rural sector and timber production facility which also provides top quality facilities for tourists in the area & increase population
- A viable Council area with developing community services
- A vibrant community with employment for young people
- A1 water system so you could drink it and not be buying water because you can't get the glass near your nose.
- Able to manage and maintain its roads to a good standard
- Able to provide employment. Able to withstand agricultural decline due to climate change
- Alive & thriving
- All bitumen roads
- Amalgamated
- Amalgamated
- Amalgamated - Bombala - Has become competent
- Amalgamated as above and rationalisation of costs
- Amalgamated with Cooma - Monaro Shire Council, and better managed, more professional and responsive in its processes and handling of all matters, and led/ represented by more responsible councillors & mayor, and with better trained Council staff.
- Amalgamated with Snowy River & Cooma Monaro shire councils
- Amalgamated. Good clean cut of council staff and workers. Using a health inspector from out of town.

- An attraction to small business and retirees
- An attraction to small business and retirees
- An attractive area supporting a range of industries with emphasis on agriculture and tourism. Hopefully more opportunities for the youth of the area.
- As is
- As it is now
- As it is NOW! If it because too big ie. Amalgamated it leads to ineffectively
- As pretty as it is now. More trees and gardens and kept as clean
- Be cost effective, have low unemployment, employ some younger people
- Be helpful to ratepayers eg. How can we help you? No "You can't do that and here's another fee"
- Be managed by competent forward thinking younger people with an eye on the continuing growth and health of the district
- Better
- Better prepared to cope with future influx of people
- Better recycling services and better health services
- Better roads, continue to beautify to town, support local businesses, make building easier
- Better run
- Better than it is now. Get rid of heavy traffic in Main Street
- Better than now
- Bigger pop, able to support my kids employment and families
- Brought into the 20th century
- Buzzing with tourists and more job opportunities
- Comfortable with the fact we are a country town and exploit the country feel. Tourists will appreciate this. Employ team of road & bridge workers (in house) using best practice asset management.
- Concentrating a little less on Bombala Town site, and spending some money on the smaller communities which make up the council area.
- Consolidated by local business and industry. The town will survive if you give support to them.
- Continue improvements, listening to the community's needs
- Continuing as it is now
- Council to be pro-active in other areas not just Bombala township
- Dissolved - amalgamated - "economies of scale" Little shires are not at all efficient
- Drought proof town water - A more helpful building person.
- Dynamic, solvent with good roads and library
- Enjoying my rates contributions
- Financially sound with booming tourism, farming and timber industries
- Forging ahead - better services on weekend for travellers to stop. Water for drinking 100% better
- Forward thinkers. Full of fresh faces with new ideas
- Fostering economic growth which leads to population growth.
- Free of problems regarding low water capacity & being on constant water restrictions most summers - to plan for a long term sufficient water catchment reservoir
- Fully financial and independent
- Going ahead
- Going forward
- Have better roads, water sewerage (&councils)
- Have less indoor staff, more outdoor staff
- Have roads to the same standard or better. Have developed more tourism opportunities. Continue to support farmers and approve any MIS type schemes
- Healthy, happy and prosperous in every way - including tourism

- I may not be here
- I would like a reduction in rates, as these are excessive when compared to other areas
- If not amalgamated - prosperous/well maintained
- If not amalgamated it should be run as a shire recognising there are places outside Bombala town.
- Impossible to assess for 10 years time
- Improved Infrastructure and services
- Improved with better roads and tourists facilities (hotels, motels, inns)
- In a lot better shape than it is at this time
- In Victoria
- Increasing population - more jobs
- Independent and achieving
- Independent of other shires. The local economy has to be built upon the touristic and agricultural industries
- Independent! Managing funds effectively to invest in services now but also looking ahead for areas of development for the future
- independently operated
- Industry in town, more for visitors to do, display of sheep, wool and timber mill.
- Inviting for travellers to actually stay here! Need to get a coffee after 3 on a Sunday!
- Mainly the same
- Maintaining very well - roads, parks etc
- Managed by different people
- Managed properly
- Many wilderness areas, animal conservation, hike tracks etc for tourists
- Maybe have no dirt streets! Kerb and guttering in every street
- Mindful of rate rises
- More and more tourist friendly
- More concerned for Delegate area
- More connected to the obvious assets of the area: be aware of what more green and progressive councils are doing.
- More Delegate orientated
- More developed, too much business is done out of town as is leisure time due to lack of facilities
- More employment in the area to keep people in the town
- More facilities to keep the younger generation from leaving
- More financial and to reduce the cost of rates
- more for us (the community) rather than career plans for government officials and others
- More inclusive of the whole shire - smaller towns and villages are too low on councils priority list
- More modern and keep up to date eg. "Guess the weight of the beast in stone & pounds" KGs have been around for a long time. Time for a reprint!!
- More people and truck friendly not so judgemental of new people
- More positive, ask the opinions of people who are in business & stop listening to minority groups!!
- More proactive in bringing new businesses to the area and make development easier for building & subdividing
- More sensitive to environmental issues and more tree planting and beautifying of street scapes and not threatening 2 famous horse chestnuts. Making Bombala a more beautiful and friendly town.
- More solar!! (Some towns are solar self sufficient) Yes to wind farms!!
- More tourism friendly
- More tourist friendly, have more shops & services and be more inviting to visitors.
- Much more in touch with the world - better phones (mobile) and internet access
- Neat and tidy area with good service available for tourists visiting and for the locals as well

- No vacant shops in Main Street. Roads and Bridges kept to high standard
- Non existent - too small in area, brain power and vision
- Not amalgamate
- Not easy to answer - more businesses come to town if possible and empty houses sold
- On the coast
- Operating progressive Council policies with streamlined processes which aid not hinder development
- Part of Snowy River Cooma region
- Proactively addressing its rural residents not just townies. Good tourist attraction or stopping point for travellers
- Profitable, efficient, innovative, free thinking, willing to use ideas from other sources
- Progressive, informative & with more open forums for discussion & public participation
- Prosperous, still local
- Proud of themselves for increasing the towns permanent resident numbers through the attraction of industry and jobs, for increasing the volume of the weir so we can avoid water shortages and for purchasing and installing a much more advanced and SMELL FREE sewerage treatment plant that does NOT pump outfall into the local river system.
- Roads improved, noise from mill gone. Sign at bridge caravan parking at pool not main street
- Run by someone that knows what they're doing
- Run properly
- Safe, clean beautiful and remain a caring community with more people coming to live.
- same as now
- Same as present
- Self sustaining
- Selling the many tourism opportunities locally
- Shown to be a ground breaker on developing new ideas and not caught up into State politics
- Something to be proud of
- Standing alone fully operational and a local employment centre as is
- Stay the way you are, if we do Bombala will miss out big time
- Still a stand alone council
- Still a wonderful place to live
- Still alive, thriving tourist destination
- Still autonomous in Bombala area - maybe some staff cuts in local office to offset ratepayers expenses
- Still Bombala Council but unlikely as bigger is better (?) is current fad. So would like council that will continue to support development of Bombala area
- Still financial and progressive
- Still here with additional tourist attractions
- Still in existence & vibrant offering employment and a relaxed lifestyle choice
- Still on the MAP!!
- Still running and giving rate payers a fair deal and still be affordable to pay rates
- Still viable!
- Strong and vibrant with work for our children to stay here rather than having to move away.
- Surrounded by beautifully maintained roads have a clean and reliable water supply and a tip without plastic bags, cigarette butts, recycling
- Sustainable and a great place to visit
- The best in the state for our size on our own
- The same but some improved services and infrastructure
- The same caring community that it is today - relevant to rate payers needed
- The thriving, prosperous area it should be having regard to its position and natural advantages
- The whole Monaro
- There will not be a Bombala Council and Cooma Monaro Shire will have control of the area and it will be running smoothly.

- Thriving
- Thriving rural community with facilities to support locals and encourage visitors
- Thriving small towns offering full employment, with the mill engendering job opportunities through "value added" products
- Tidier, no weeds in farmers paddock (thistles) roadside slashing beautify area in general
- To be amalgamated and thriving instead of stagnant.
- To be continuing in the same mould
- To have better roads, communications and a thriving tourism industry to create jobs.
- To remain in place but with a streamlined staff, sharing resources with other councils
- To support fully the locals
- Transparent, unbiased, efficient in management - justify your \$\$
- Under new management / Council office staff halved
- Viable council with affordable rates. May have to sacrifice staff to do this
- Vibrant and Diverse. Its very old, tired and lacking innovation
- Vibrant with the area offering great outdoor experiences such as bushwalking, fishing, hunting, canoeing etc Clean and well kept facilities where shop owners are on board with councils objective & assist with our areas promotion
- Vibrant, well educated community minded and be a model of sustainable natural resource management
- We can't stand still and think that local government will be regional government I hope it will be the 3 Monaro Councils as the Monaro Region Gov
- Weed free
- Weed free
- Where they say they were going to be
- Who cares
- Won't be here in 10 years time
- Working for all of the area, not just Bombala. Focusing on issues that services/facilities/infrastructure rather than ascetics.

APPENDIX 7

Question 29 Responses – Further Comments

The following responses were received in answer to Q.29 *Any further comments?*

- - Roads 1/5, - Fire - You haven't Mentioned it. See Q27. - Amalgamation is a must, to ensure more professional Shire Services (look over the border as an example) - Q23: Local businesses should be given the opportunity to quote
- 1. More interaction with East Gippsland. 2. interaction with regional bodies eg Regional D'ment Australia ROCS and Urgently need bypass of Bombala Street for Heavy vehicle
- A café between Ginger Leigh & caravan park would be ideal for tourists with kids and community members. Change zoning if it restricts it
- A little more work around Delegate would be nice
- Always use locals
- Always use locals if you want the town to survive
- As a fairly new resident to Bombala it would be great to find out what services are available in my local area (post, phone towers etc). A local park would open opportunities to meet locals especially for my daughter
- As a farmer I do not believe we get value for the amount of rates we pay
- As I worked in Cooma I have remained Cooma oriented. This has skewed the survey as I use facilities such as library, medical etc. in Cooma. Also I live in a rural environment which does not have many services (garbage, water, playgrounds etc) so much of the survey is irrelevant.
- Assist small landholders with weed eradication
- Attract festivals - 1. Food 2. Music etc. Don't think you have nothing in common with Byron Bay, for example. Connect your best town asset, the river, to your food & alcohol outlets instead of shunning it.
- Before considering increasing rates to pay for service improvement Council needs to look at the VERY POOR EFFICIENCIES within its own work force!!! Why do contract roading crews get twice as much done in a day than Councils! How do you justify that the council crew don't work every 2nd Friday? We need to keep expensive council machinery working 5-6 days a week. Have a look at staff costs in office and management and wastes with vehicles and hrs worked? ie senior management
- Better water, better roads, better doctor coverage at hospital. Thank god for Nursing Staff at Bombala that's all I can say. Council should give local contractors/businesses priority only if they do a better job - it should go to cheaper and better
- Bombala car bumper stickers professionally designed could be issued to residents to promote the district. It is most important that the council defend its principal assets being its landscape and history against any inappropriate development such as managed investment schemes (which largely destroyed the social fabric of Delegate) and windfarms, whether these developments are proposed by federal or state governments or private developers. If the council does not defend these assets, they will simply be lost. Council should also obtain professional advice more frequently. For example, trees should not be removed unless an arborist says they are dangerous and an experienced and competent solicitor should be on retainer, as is the case with other councils
- Bombala is a unique place to live! Any service my family requires is here and if not buy online. I would also like to commend council and locals on the river walking track! IT IS THE BEST!
- Bombala is a WORKING town. Develop local industry first. Accept trucks are keeping this town alive and stop trying to drive them out. Provide truck parking so passing trucks can stop in town and buy food instead of bypassing us
- Bombala is in an ideal spot, mountains grazing and close to coast. Tourism here would be best aimed at nature lovers, designated hikes, campsites and farm stays.
- Bombala is the main town and as such deserves attention but the surrounding villages deserve better attention to roads, streets, cemeteries and services.
- Bombala isn't the only town with a main street! Council give local contractors/businesses priority - not just certain contractors.
- Bombala lacks visitor accommodation at times. The caravan park is fine & seems successful however at times another motel or similar would be handy. Council needs to "step-up" re dog control particularly the reoccurrence of barking dogs in town. Council should give local contractors/businesses priority where they are competitive!

- Bombala Main Street is ok stop wasting money on it. Tourist attractions what are they??? "Out of towners" don't get much. Whenever I'm in town the tip is closed. (yeah - ok - go to town Mon not Tues, Wed or Thurs) First time only part of Palarang Rd graded. Not all of us travel by school bus.
- Bombala used to be "Timber Town (and proud of it)", then along came the greenies and now its "Platypus Territory" if these changes progress it could be time for "Silvertails Retreat (Retirement City)" in 10 yrs time.
- Change the mayor
- Council give local contractors/businesses priority as long as they are competitive and efficient!
- Council give local contractors/businesses priority as long as they do quality work
- Council give local contractors/businesses priority if they can do it to a high standard
- Council give local contractors/businesses priority only if it is cost effective and they can perform tasks no point if u get a shit job. Local business should cost same or less!
- Council must look seriously at efficiency of staff - feel job could be done better with more productive efficient staff - ? Sometimes what all do. If drought happens in future rural land holders may have problem paying rates. I question the integrity of some council staff on the building of the fire control centre and upgrading of the Bombala swimming pool complex. The poor workmanship and final costs for the work done is unbelievable. Someone or persons should be accountable this will be a burden on the ratepayers. (Cheap is always nasty)
- Council need to treat Bombala as a business unless its growing - its dying
- Council needs to establish clear mechanisms for complaints lodgement and handling. A better website is needed (eg look at Cooma - Monaro Council's website). A change of culture needs to happen for an effective Council to operate in the interests of residents, ratepayers and the community.
- Council needs to tend to trucks, motorcycles and vehicles speeding down Monaro Highway towards town. Even though a 60KM/ph zone, trucks and vehicles drive at HIGH speeds up and down the road! (Trap them please!) Trucks also don't obey the low compression braking noise sign!
- Council should be thinking of the communities outside the Bombala township as most of the time we feel VERY forgotten
- Council should give local contractors/businesses priority - cost and quality of work must be considered!
- Council should give priority to local contractors/businesses - locals have to be realistic with their prices!
- Council should give priority to local contractors/businesses depending on the job at hand.
- Council should involve the community more their plans and ideas. Should communicate more to let us know what you are doing and intend to do
- Council should not give priority to local contractors/businesses if they are more expensive!
- Council to examine the potential use of rivers and streams for kayaking as a tourist attraction. Improved management of gravel roads and timely repair of individual sections before they become major problems eg Soldier Settlers Road is good overall but has some sections which will erode significantly when we get heavy rain. Dongwha has received a lot of money to assist the development of the timber mill - why is it not possible to buy treated pine from Dongwha in Bombala?
- Councillors and Council need to realise they are "Big Fish" in a little pond (councillors) and Bombala Council is a "small fish" in a big pond - Council is despotic and "incestuous", most have never worked/lived anywhere but Bombala.
- Councillors need to visit rural areas that are thriving on tourism and start looking at ways to promote the region better, the Grey Nomads are growing in number, you need to attend caravan and camping shows around the states and promote Bombala
- Council's focus should be on preserving natural environment & encouraging eco-tourism. Also supporting farmers to remain viable esp through weed control.
- Delegate Bombala cemeteries need work there worse around the country should be well maintain the shire should be a shame and Bombala Shire should have their own parking

- DOES THE COUNCIL REALLY HAVE TO ASK IF THEY SHOULD GIVE LOCAL BUSINESS & CONTRACTORS PRIORITY??!! LOCAL JOBS AND GROWTH IN BUSINESS & INDUSTRY IS FAR more beneficial to the sustained growth of Bombala and its economy than any day trip market or tourism sign could ever hope for. Council should give local contractors/businesses priority - always use local business unless they are a lot dearer, don't forget that the majority of the difference will be returned into the community anyway through normal day to day living.
- Don't place too much emphasis on tourism, concentrate to be an industry and business friendly town. Something that hasn't been portrayed too positively in the past eg truck parking in town.
- Encourage development in the local villages eg. Bibbenluke/Cathcart/Craigie. Encourage building and development of available blocks
- Encourage new innovative housing, industry, enterprises that will attract couples to be able to both work and live in this beautiful part of the world and raise families: fresh approaches - new thinking - plan ahead - not just government or council jobs
- Every effort should be made to assist amalgamation. I was one of the few local people to make a submission to the local govt review. Of note,, my submission was never placed on the website, despite several follow up enquiries. Council should not give local contractors/businesses priority you will fall foul of the Commonwealth Govts microeconomic reform agenda
- Fishing brings in tourism
- Fix Caveat St/Rd, Womans Shed, TAFE info RE: courses, Long distance learning providers
- Fix road surfaces between Delegate and Bombala
- Fix the roads and fix the water, these are basic needs which are NOT being met. We are sick of drinking brown, over chlorinated water and getting flat tyres driving on standards roads. Learn how to budget! Stop wasting money on minor issues! Instead of fixing things that don't need fixing eg. gutters on Wellington St were FINE. Nice spending! Council should give local contractors/businesses priority - crazy not too.
- For Bombala not to be so remote in areas such as phone service, facilities & entertainment
- For sale signs everywhere - not a good look. What else can we try to encourage to come to the town. NOTE - We could have had the ole Bombala Literary Institute restored with grant money and not still looking like a sad reflection on this town - but thanks to you [REDACTED] the poor old thing will fall down and day now. I look out of my bedroom window and dream about what might have been!!!
- For the money I pay in rates per annum (\$10,000) there is a real over abundance of council workers and not enough rural employees and businesses to tax to keep such huge workforce and equipment
- Get ICAC in to have a good look. Sooner than later. Council give local contractors/businesses priority - all contractors not just one.
- Get more people outside the office to maintain what we have. Do we need so many people in the office???
- Good luck
- How about Delegate!!!
- I believe that Bombala Council need to improve its standard of professionalism. Within the signs on road works and removal after the work is finished. This is part of the face of council that is present to visitors plus it is dangerous an incites motorist to ignore signs and break the law. Council needs "Supervisor of Works"
- I disagree with what happened to [REDACTED] the other employee should have been dismissed [REDACTED] is not up to his role on the council. Too many people working in the office.
- I don't see how you can suggest that the rates be increased. They are at an appalling height
- I feel that the council over the past few years have failed to upgrade or do any capital works. Now everything is run down and out dated and expensive to bring up to an acceptable standard. I think council and councillors forget that they are employed by the ratepayers and to stop treating the general public with contempt!!

- I have few reasons to respect either senior management or council governance. Community engagement is very poor and this survey no doubt will be used to tick a box - regard to 'engagement'
- I have paid rates for nearly 8 years to Bombala council, I do not receive water, sewage or garbage collection, the road to my place is very rough and dangerous, I would like council to maintain [REDACTED]. Also water has been taken out of the McLaughlan River to build wind farm, this has stopped the flow of water.
- I have purchased my property 2 years ago and love the area. The forest and farm roads are excellent and with a motorsport background, would be interested if my Canberra Club could consider running a car rally down here? I think it could be good for local business
- I own a property in the SRSC and Bombala and Sydney. This gives me the opportunity of making a very educated comparison on regarding facilities and price comparisons of Council rates. It is surprising to say that living in the country is very expensive for the actual services that you get. SRSC is one of the most expensive councils for what service they provide.
- I think indoor staff, could have a better attitude to their employers, the ratepayers.
- I think the fact that only Bombala Main St is mentioned on the survey says it all. Too much concentration by council on Bombala township while ignoring outlying areas in such basics as street cleaning and maintenance
- I think the town would go ahead in leaps and bounds if [REDACTED] was NOT the health inspector. The amount of people who have had trouble with him is unbelievable. Seems to have different rules for different people. VERY BAD attitude. Your promoting "shop local" but not actually doing it yourselves??
- I would hope council would be dedicated to healthcare, education, employment provision into the future - Employing and shopping locally (which is not always the case now) Continuing to promote tourism and growth to our area. Council should give local contractors/businesses priority if costs and quotes are comparable.
- I would love to see more community minded events/activities. Since you say the improvements to water & sewerage systems will be expensive, why not hold some fundraisers? No one wants to pay more rates etc for things we should already be getting, but will pay through fundraisers that will benefit their community
- I'd love to see a better street presence ie roundabout with a garden in the middle - check out other larger councils to get ideas like Coolamon or Wagga Wagga has nice street presence which is inviting to stop
- If the Bombala Council use taxpayers money more effectively and efficiently there would not be a reason for increasing rates and introducing any new charges or fees
- If the cost of improving the water supply is too large for the council on its own can it obtain funds from state and federal sources? If it can, this would improve the case for not merging with another council, which would benefit the community.
- I'm appreciative of the Council putting out this survey and encouraging community feedback
- It always surprises me how little the council discusses the maintenance of trees in urban areas. Trees cut down at the river because a rope swing was attached to it and the Burton St fiasco "public safety" is the catch cry too often. Lets get real, this is not America! Why are heavy metals not dealt with at our 'garbage tips'. Electronics, refrigeration gases, oils etc
- It would be wonderful if Delegate could ever be thought of as part of Bombala Shire. And I would like to see some evidence of "The Ten Year Plan" for the improvements to Bill Jeffries Park. What happened to the funds raised for this project!!
- Keep up the good work!!! R15 & 28 - 1. We need one permanent outstanding tourism drawcard maybe with transport links to the other surrounding shires. 2. We already have the basics to attract - we need the medical and transport access and then specialty accommodation.
- Keep up the good work.
- Less chiefs in Council office more Indians

- Listen to the community as a whole. More emphasis is put on the opinion of few rather than the major community
- Living on a farm means we do not receive as many services as those in town and rates should be costed accordingly.
- Local govt in general appears to have a lot of red tape which really discourages small projects, even to get a start, its all too hard. Over the years I've heard this too often, yet one of these ideas may grow to increase employment.
- Make the town as beautiful as can be. The entrance to the town when crossing the bridge needs to be fixed. The buildings need a coat of paint - first impressions will make a difference - to stop or not. We have a great little town lets make it a great place to visit & stay.
- More cabins at caravan park River maintenance stepped up - small dam at bottom of bridge - for better look arriving in our town - to encourage more canoes etc to use for all ages.
- More consultation with the community before projects such as the appalling garage at the HACC centre are started. Also do a gradual replacement of trees if need be instead of total removal of all.
- More diverse tourism not just motorbikes and lavender. Showcase articles on other businesses Saffron etc, if you're interested in diversity
- More environmental care needed. A barrier is needed at the bottle/plastics container at the rubbish tip (Have nearly fallen in!) Plus it is more than a 1m drop
- More help needed for older disabled people who are trying to stay living in their own homes alone. Disabled access almost non existent. Many times treated as if they are totally imbecile and have no power to think and the sooner they end it the better for everyone.
- More outside work done, less indoor staff
- [REDACTED] on council staff is an absolute outstanding worker & an asset to the town of Bombala. I'm no relation by the way. Thankyou
- Much more transparency is required regarding Council decisions eg. Secrecy surrounding Burton St tree removal and HACC garages.
- Murals on blank building walls eg imperial hotel back to bridge, toilet block in Maybe street centre "public" hairdresser/"Main Street" & Stuart Lee's In Need.
- My driveway always washes away when it rains. [REDACTED]
[REDACTED] I'm always putting out new rock, gravel due to water coming down from Bombala St/Topping St. bitumen road - driveway washing away due to heavy continuous rain. Would like to see kerb guttering installed as this costs me money and time every time it rains. As a rate payer I would like to see Council fix the issue. Thankyou
- Need to do curbs and guttering on Dickenson St and stop water flooding down into Park and Tarong Place
- Need to look after local business and encourage new business to move here. It is sad to see empty shops (and the deterioration of them) and does not give a thriving town image. Also need to make older buildings look better eg the old Literacy Building in Caveat St. It is an eyesore.
- No amalgamation We get very little now. We will get even less after amalgamation either council areas are already to big
- None at his stage I am happy with what has been done.
- Nope!
- Not enough done to keep young people in the area
- On any road out of town, I'm afraid our darling town is an eye sore, first looks for opinions! Just saying!!! Always use locals or you won't need a council.
- Only land owner in Bungarby area
- Our area is small we need to build on what we have, tourism is the way to go coupled with improvements to community facilities. While roads are important, good roads aren't much good if no one is left to drive them. To grow population the area needs good amenities and facilities.

- Our rates are already higher than most councils with other councils offering more. I feel the local council wastes a lot of \$\$ on things that beautiful only Bombala, not surroundings with in the council areas. It would be nice to see the council better park areas in the Delegate community, and do something about getting heating and covered area for the pool, it will get used more by old and young.
- Over holiday periods - Christmas - our grounds/parks (which are normally beautiful) become overgrown due to our Council workers being on leave - this is a busy time for tourists & visitors to the area and we are not looking our best.
- Parsonage Creek Bridge needs widening with high use of Semi's making passing dangerous. No safety rails on the bridge. Peppercorn rates for all churches
- Perhaps lacking in resources to do much - given the poor rates base! One day pigs will fly too! Local businesses are appalling in their response to clients. I'm amazed that they stay in business.
- Please increase the number of bins available at Delegate tip for out of town people or let us drop our rubbish in to tip area - I'm sure town people are also using bins in fenced off area meaning that some times there are no bins and others just leave their rubbish on ground
- PLEASE SAVE THE TREES, they beautify the town
- Poorly designed survey as it caters primarily for residents in townships - not rural properties which have no services. Two sections: one for town dwellers and another for rural residents.
- Public toilets in the main street area accessible for the elderly. Abolish law that prevents trucks parking in Bombala main street area. Parking over on the rec is too far for them to walk to shop facilities. We are a timber town after all and that means trucks.
- Rates are \$50 a quarter more than they should be. After a storm it is impossible to cross road from Westpac to Furniture/ Fabric store due to poor drainage.
- Rates are ridiculously high for a small country town and should be 1/2 what they are. People are not recycling anywhere near the amount they should. All dumps should have a shed for selling recycling
- Re: Q12, No 5 It appears there are no longer any trout in the Bombala River below the township (no reported catches above) Saucy Creek, Gunningrah Creek, lower Delegate & Little Plains River. Small population of Rainbow Trout in Coolumbooka River. Trout fishing used to bring a lot of fisherman to this area and also a lot of money.
- Reduce office expenditure, employ an engineer that knows what and how to organise outdoor staff. Utilise machinery to the maximum, oversee all operations
- Residents encouraged to clean up yards of old cars etc - Collection of large items maybe 1 or 2 a year (kerbside) Derelict building owners? Encouraged to clean up their buildings - health & fire hazards to neighbours. Encourage refugee families in moderation (small numbers so they can be assimilated into population) to come to area - boosts business & schools etc.
- Roads are atrocious given it is a main thoroughfare between Sydney and Melbourne and also the volume of logging traffic. Need better roads then not as much money would be spent on maintenance
- Same people - same ideas - same business relationships equals tired, lazy, inefficient
- Skate Park in Delegate!!!!
- Some areas left out due to lack of information on these subjects
- Sponsorship of 2 or 3 refugee families with support of service clubs, churches. Perhaps establish viable market garden. Local craft outlet in main street
- Spray roadside weeds instead of spending funds inspecting farms. Try & free up all the restriction & encourage development both residential & commercial.
- Start doing something with kangaroos on local roads
- Stop beautifying Bombala for the sake of tourism, there has to be something to look at or do when the tourists arrive, and the roads in the area are almost third world standard which is a deterrent for tourists. Stop pandering to so call medical professionals to attract substandard medics
- Sub-division with new homes/units
- Support local
- Survey does not seem to consider rural dwellers as much as township. I think rates are too high for services I receive.
- Swimming pool needs to be enclosed and properly heated. If you provide a facility that people could ensure they'd get their monies worth they'd pay to use the swimming pool. At the moment if you pay for a pool season pass you might be lucky to use it 10 days, you are better off paying at gate on the good days. Use for swimming lessons, leisure, hydrotherapy, physio, fitness classes.

- Swimming pool not open for long enough
- Swimming pool should be indoors for longer use. Council give local contractors/businesses priority - all businesses should be competitive. Council is too top heavy in offices, not enough outside staff. Heavy plant & equipment work should be done by locals & shared between the local contractors as it is clear that certain contractors are favoured, this is bordering on corruption and goes against the Councils Code of Practice. Being a ratepayer of this community these acts are unfair and wrong, this issue should be addressed and resolved asap.
- Take a few risks for crying out loud. Bad debt happened a long time ago. Councillors should not get paid if the turn up to meetings without reading their business papers
- Thank you for asking! I understand my opinions may be confronting - or not- but I do not mean to offend. I feel the council is doing a great job under difficult and changing circumstances. Council should give local contractors/business priority but the conditions under which the contracts are given must encourage them to develop their business and adopt the latest practices, otherwise no. However local businesses need to be pushed to compete. Encourage them to develop. Bombala is a timber town? But have you tried to buy timber here? Focus on being a country town. People don't want a city feel. Personally I don't like motorcycles but I understand \$ into the community.
- Thank you for conducting this survey Bombala is precious; one of the best places on the planet. Don't change or kill the good bits. Council should give local contractors/businesses priority with appropriate disclosure where required ie. Re relatives
- Thank you for the chance to have a say. We cannot do without our Shire Council. We cannot amalgamate - will be the end of Bombala. Loss of jobs, loss of services.
- Thank you for this opportunity
- Thanks for putting in the effort to find out what the community want.
- The amount of staff in your office is just a joke. You need to put apprentices on the outdoor staff eg excavator, truck, workshop, grader
- The council is doing a great job
- The council is not all about Bombala
- The council really needs to fix the water. We pay enough for what services we get now and too much really for what we get. We should not pay more.
- The council workforce (outdoor) need a bomb putting under it!! Too many people doing nothing, more harmony within the shire workforce, two separate xmas parties, how embarrassing that must be for those involved. Council give local contractors/businesses priority we pay rates in the town outside businesses don't. Locals would be cheaper anyway
- The male person on building staff does not & never has appeared to want Bombala to go ahead.
- The mayors focus on the Tasco development has neglected a lot of local issues. The transport of wind farm equipment was not effectively communicated to residence by council!
- The medical in Bombala is very poor you have to wait for 3 to 4 weeks for appointment to see a doctor, and if there is an emergency you have to go to Cooma because there is no doctors. We don't live in a 3rd world country, we live in Australia but that is how we are treated. I do believe you need to train front office staff in all aspects so you don't have to call back for someone who knows what they are talking about.
- The other shires have money problems as Bombala does. But go around Cooma & Bega and their footpaths out of town areas are in need of a lot of work. Bombala locals will miss out on a lot if forced to amalgamate
- The writing is on the wall for Bombala school numbers declining less teachers most of the timber industry live down coast travel don't spend any money in town. The new mill is going to employ less with new technology.
- There are grants available to local govt for repairs or upgrading to council facilities such as halls, parks etc. Perhaps council could make use of these funding opportunities to maintain these assets as some are in urgent need of attention.
- There are smaller towns in NSW doing a far better job than the present Bombala Council. This is a town clearly going backwards, it needs and injection of life. Try different things, some will work some won't, but TRY!
- There are way too many office staff at the council sucking the life out of the ratepayers.
- There should be more outdoor staff and less indoor staff

- Think it is a shame that so many road side trees were removed between Bombala and Delegate and Delegate river. This makes our road less aesthetic to drive for locals and tourists. Heaps of soil and rubble pushed into remaining trees so they cannot be burnt without damaging the remainders
- This council is more aware than former councils, but needs to listen more
- This is 4th survey since arriving in Bombala - yet nothing seems to get done after survey is collated. Replace staff -at whatever level - who hinder progress!!
- This is a fantastic area to live in. Great community and a beautiful environment. We are most fortunate.
- This is a worthwhile survey. Let the community know what percentage of the population has contributed. There is too much apathy & reliance on a few. Council needs to be more proactive & visionary.
- This survey is very much biased towards town dwellers, and therefore, doesn't pick up rural issues/ concerns (hence many responses omitted).
- This town/area has an ideal climate, is not far from a major city (Canberra) yet feels like it's the back of beyond. It should have so much potential, but doesn't seem to think beyond its traditional farm/ timber base.
- Town workers ok more effort from roadworks men
- Tree's between Caveat/Young Streets on Wellington Street need to be trimmed - as vision when crossing Caveat/Wellington St intersection is very bad. Retain Chestnuts on Caveat/Maybe Street when replacing trees with more suitable species maybe do every second tree and in 5-8 years do the other trees to allow the first lot to establish a bit first. Also Street Carnival has been a great success over last two years. Keep up the good work in that direction.
- Try to resolve the issue of office staff vs works staff that exists at the moment plus more support for workers (injuries/ management) loyalty to those who hold council policies and then are victimised.
- Updating computer system in library would encourage me to borrow books. Again - don't like being told to return books I already have.
- Very against developing Cooma - Bombala rail track as cycle/walking track for tourists. Will create weed problems (lovegrass from Cooma) and have tourists walk through land holders areas. Litter and stock issues. Please do not support this tourist development plan.
- Water drinkable, roads, Health Medical - get a decent hospital so we do not have to be sent away because nothing can be done up here
- We are very lucky to have a pro-active Council with exceptionally committed Councillors. Bombala is in good hands under the direction of Mayor [REDACTED]
- We don't drink the water. Sewer smell travels from time to time
- We get less service for the rates we pay at Delegate. Water - roads in the streets in Delegate. We pay too much rates
- We need to stop thinking motorbikes and lavender are the main drawcard for visitors. For Bombala to grow and sustain its business houses it needs new development (like a jail, or new industry)
- We wrote to Bombala Council approximately six months ago (while living in Sydney) to ask Council's position on coal gas seam mining. Not only have we still not received a response, we never even got an acknowledgement of our letter. As an ex council customer services officer this is pretty poor customer service!!
- Weeds are getting out of control. Roads are a mess. Why? Can't we get Black Lake Road sealed, can someone please answer me on this?
- Weeds spreading on roads. Gravel pit near racecourse imported with St Johns Wort
- When there is no garbage or other services or very little use there should be a reduction in infrastructure charges ie churches etc isolated farms
- Why can't Craigie village (Bibbenluke & Cathcart) get emergency numbers? Aren't we aloud to have the service to find us easily. No garbage pick up @ Craigie: Roadside rubbish needs to pick up (people that have community hours) could do this Kangaroos & wombat on the Rd to Delegate need to Culled & all roads. GM not to be negative about town & their church habits if she doesn't like the town she can leave why are we paying her.
- Why is council loosing skilled staff in favour of unskilled, unqualified, unlicensed staff? Is management qualified for their positions? When is the parking ranger going to do his job? Councillors should be able to access council staff. Lost skilled staff - [REDACTED] stinks!!!!

- Why not start a recycling shop at the tip. Using items deemed to be worth recycling for a small fee. Roofing iron, furniture, timber, glass etc
- Why not try to encourage the government to put another service in Bombala to get more employment going. Eg. Call centre, refugee centre. This would also help with culture and arts and help our community grow in many directions
- Why should it cost to use our local people??
- With amalgamations, we are going to have a strong representation as we are the small one from tourism angle, we are on the access road to Cooma/snow fields from the south. Have to give them a reason to stop in Bombala
- Work should be spread between as many local businesses and contractors as possible, not just a few
- You need to think very carefully about your development officer. The community criticise council greatly about the money spend on her wages and the overuse of council vehicle. The position could be shared by Council staff very easily saving a great deal of money. Local Contractors/businesses only if they are competitive

