



Tenterfield Shire Council

2022 Community Strategic Plan

Community Engagement Report

Executive Summary

This report outlines the Community engagement undertaken in preparation of Tenterfield Shire Council's revised Community Engagement Plan (CSP) following the Council elections held in December 2021.

With the new Council being elected in December 2021, the community engagement program undertaken for this term of Council was run slightly different to previous Councils. This was primarily due to the timing of the elections and Councillor inductions. Traditionally, some of the work and engagement undertaken in January this year would normally have occurred during October and November (following the normal election timetable where elections are held in September) so that newly elected Councillors could have the ability to be involved in the process and hear the community's views firsthand.

Council used three methods of direct engagement with the community during this process which were:

1. A series of face-to-face sessions held across the shire to allow residents to communicate directly with the Councillors and staff,
2. An online engagement portal outlining the intent and the process for a new CSP, and
3. An online survey asking several questions about the community's opinions on services and priorities.

There were many good conversations had across the engagement and these will have a direct input into the development of Council's new ten-year CSP. Whilst the focus of the CSP is on the strategic direction for Council over the next ten years and beyond, several of the items raised were operational in nature. Where this has occurred, the matters have been referred to the relevant staff for review.

Later in the report you can see more details of the feedback received and whilst there was a very wide range of issues discussed, there was a set of items that came through as common themes across the region. These items will be strongly represented in the new CSP and include:

- Accessibility to facilities (including fair distribution of services across the entire region),
- Better maintenance of existing infrastructure (roads, buildings and community facilities),
- Communications infrastructure,
- Council operations being run in transparently, efficiently and sustainably,
- Economic development across the region,
- Health care,
- Stormwater and Drainage infrastructure,
- Strong leadership (good communications, financial management and advocacy),
- Waste management, and
- Youth and recreational facilities.

While not all of these will be possible in the current term of Council, and not all are services delivered by Council, they provide Council with good information with which to set medium and long terms plans and strategies. This will also inform Council's advocacy work to help improve the quality of life for residents and ratepayers of Tenterfield Shire Council.

This information will now be used in the development of Council's new CSP and once drafted the new CSP will be placed on public exhibition for the community to review and provide further feedback.

Methods of Engagement

The 2022 engagement process involved the following aspects:

1. Face to Face community sessions

These sessions were held across the Shires towns and villages with a view of making interactions with Councillors and Council staff easier and provide the community with an ability to provide feedback in a face-to-face setting. With the impacts of the covid pandemic over the past two years along with the difficulties faced by the community because of droughts, bushfires, and floods, it was important that every effort be made to undertake face to face sessions where possible to ensure Council not be seen as a faceless organisation.

All face-to-face settings were conducted in compliance with COVID-19 requirements. A list of the face-to-face sessions held can be seen in the table below.

Locality	Community consultation sessions TIME & VENUE
Jennings	Wednesday 19 January 2022 Wallangarra Community Hall, 3pm – 5pm
Tenterfield	Wednesday 19 January 2022 School of Arts, 6pm – 8pm
Drake	Thursday 20 January 2022 Drake Community Hall, 3pm – 5pm
Torrington	Friday, 21 January 2022 Torrington Community Hall, Midday – 2pm
Mingoola	Friday, 21 January 2022 Mingoola Community Hall, 4pm – 6pm
Urbenville	Saturday, 22 January 2022 Urbenville Community Hall, 10am - midday
Legume	Saturday, 22 January 2022 Legume Community Hall, 2pm – 4pm
Liston	Saturday, 22 January 2022 Liston Community Hall, 5.30pm – 7.30pm

2. Engagement Hub Web Site.

This website was available from December 2021 and will remain open until the new Community Strategic Plan is adopted by Council. The site provided the intent and an overview of the process, along with copies of Council's current documents, a list of frequently asked questions and the ability for people to make submissions to Council.

The site can be seen at <https://tent.engagementhub.com.au>

3. Online survey

This survey was available from the engagement hub website and asked several questions that are outlined later in the report but included topics such as:

- Which part of the Shire people lived in
- What you see as most important to be maintained
- What are the three things you would like to see change
- Are you satisfied with the services currently delivered by Council

The survey also asked two questions that covered:

- How supportive would you be to an increase in rates to allow Council to deliver the community's vision, and
- If you would prefer to see reduced service levels, are supportive of an increase to rates or a compromise of the two options.

A copy of the questions is attached to this report.

Feedback from the Engagement

1. Face to face community sessions

The following table outlines some of the key points noted from the community engagement sessions. With so many conversations had, the list does not note every item raised through the process but does provide an overview of the issues raised by multiple people at the sessions.

Whilst the focus of the CSP is on the strategic direction for Council over the next ten years and beyond, several of the items raised were operational in nature. Where this has occurred, the matters have been referred to the relevant staff for review.

With the CSP being a strategic document, the feedback has been collated into sections that can be demonstrated through the strategic plans.

The first table shows the information in quite a detailed version by location. The second table shows a summarized version with the third table showing a very high-level view that will be used at the strategic level.

Table 1: Detailed Community Strategic Plan Meetings feedback (19 – 22 January 2022)

COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
Jennings				
<ul style="list-style-type: none"> Jennings Community Hall needed. 	<ul style="list-style-type: none"> Jennings Post Code and Cross Border Post Office Generate more interest in border & Railway Precinct e.g Tree's entering and exiting, beautify with flowers (add to concept plan), tidy up approach, Jennings Park. Border Line across road/highway, tourism potential. Restore Heritage items relating to the border. 		<ul style="list-style-type: none"> Advocate for a strategic view of Health Care, Allied Health & GP's Enhanced Cross Border Cooperation to generate opportunity Cross Border Waste management agreement between TSC & SCRC for residents to access SDRC Tip. Example: Major pothole at Border grid, no consensus to which state needs to fix. 	<ul style="list-style-type: none"> Maintenance of Roads and roadside vegetation
Tenterfield				
COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> CSP needs to be in simple English, understandable. Youth facilities & activities, mentoring & support. New swimming pool, including hydrotherapy, heated lap pool, open 12 months. Improved disability access e.g into GP premises Cultural Centre to meet, to exhibit Central Community Hub New dance and movement Hall Modern Heritage Plan, need to be more flexible, offer more paint 	<ul style="list-style-type: none"> Encourage new businesses such as underwear, haberdashery, child minding, gardening services, fish & chips, Female Doctor. Alternative or new use for empty shops in main street. Promote and market Tenterfield Assets such as Bald Rock & Boonoo Boonoo. Build on the shire strengths Tenterfield has National 	<ul style="list-style-type: none"> Continue planting of street trees & plantings. Shade over Car parks. Further cleaning up of creek. Bruxner Park/Telstra Building site. Land bought down to street level Piazza Style. 	<ul style="list-style-type: none"> Advocate for Healthcare, including allied health services and a permanent Doctor at the hospital. Advocate for better internet services, gig economy, good connectivity. Nurturing of present & new volunteers for numerous organisations Enhanced Cross border cooperation. Improve Communication, more community consultation, social media, 	<ul style="list-style-type: none"> Maintenance of Roads and roadside vegetation Improved Drainage and Stormwater RV Friendly communal dump point.

Table 1: Detailed Community Strategic Plan Meetings feedback (19 – 22 January 2022)

COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<p>colours, try and modernize the buildings without losing the heritage. Put together a heritage pack with information to all new owners with funding available, colours info etc.</p> <ul style="list-style-type: none"> • Laneways could have artwork or things of interest and need lighting for safe use at night. • Direction to how we see Tenterfield, we need an identity 20 years in the future, it was heritage, but we need to look to the future and create Tenterfield that will suit a wide group of people. 	<p>Parks, Strong Heritage, Horse Riding, Mountain Climbing, views, big open spaces.</p> <ul style="list-style-type: none"> • Challenge for Council to get people to stop in town after the bypass is done. • Should work towards being known as “Best small town in the New England” • Ideal target population to be sustainable 		<p>clear, succinct, good quality information.</p> <ul style="list-style-type: none"> • Identify a single primary service for digital and one for non-digital and advertise so everyone knows. 	
Drake				
COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> • Advocacy for a youth worker, club, mentoring, infrastructure, after school youth program/precinct/activity. • Development of a heritage trail • History of residents (e.g. Woodward), History of water sluices, mining & recorded history (grants?) • Building Community Cohesion – Men’s shed, Women’s shed, support for community groups & activities. • Footpath for children • Outdoor Recreation & Fitness Park. • Acknowledgement of indigenous mobs on new signs. • Welcome to country signs • Town water for Drought, Livestock & Human Use & Firefighting • More seating & tables 	<ul style="list-style-type: none"> • Encourage businesses to move into the area – no general store, no service station. • Education & Ecotourism. National Trail (walking, riding etc.) can that be promoted? 	<ul style="list-style-type: none"> • Waste to energy program • Recycling Education Program • Increased sub-division is degrading the environment, need to protect. • Check trees in park planting renewal program. • Conservation agreements should be promoted. 	<ul style="list-style-type: none"> • Advocacy for high quality phone/internet service and reception for digital economy. • Advocate for mental health services. • More hobby farmers since Covid 19, limited support but not for non-primary producers 	<ul style="list-style-type: none"> • Improved access to stormwater, safer connectivity & thoroughfare. (Grant funding waiting to be announced) • Better road access for emergency services to sheds (grants) • Aging Population & long term unemployed, no private transport, isolated - community bus once a week.

Table 1: Detailed Community Strategic Plan Meetings feedback (19 – 22 January 2022)

COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
Torrington				
COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> • Low Maintenance village • Electric BBQ • Car Park for hall • Australia Day Events and awards • History Recorded including Bolivia Village (Warren Edwards) (grants) • Local Plantings sourced from Mole River Nursery • Community Notice Board at the entry to village or Transfer Station. • More Seating at Park. • Bore needed & solar pump for RFS to use for controlled burns. 	<ul style="list-style-type: none"> • Tourism – promote natural attractions such as Bushwalking, Botanical Garden, Birdwatches, Primitive Camping, Photography, Fossick/Mine history – tin, tungsten, silver, Gem Fossicking Groups, Wedding parties, Spring Wildflowers, 4WD Tracks/Rally Australia – Dirt Roads. 	<ul style="list-style-type: none"> • Fire Buffer Zone • Maintenance of Fire tracks (wattle growing very fast) and fire management & forward planning 	<ul style="list-style-type: none"> • Phone services need to be improved small cell 4G Telstra only. • Advocate for improve access to healthcare. • Increase and nurture volunteer base 	<ul style="list-style-type: none"> • Better road access for emergency services to sheds (grants) • Maintenance of Roads and roadside vegetation • Improved drainage
Mingoola				
COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> • Public toilet near fire shed • Continued maintenance of the school 	<ul style="list-style-type: none"> • Encourage business such as a coffee shop • Advocate for development using forecast population growth. 		<ul style="list-style-type: none"> • Back to basics • Dam to secure water – business case release – activate information 	<ul style="list-style-type: none"> • Focus on Roads • Request for qualified road safety auditor – Bruxner Highway • Flood warning gauge in Bluff River • Height gauge on bridge • More permanent gates • Road Closed signs weren't correct • Sign upgrades • Semi Parking
Urbenville				
<ul style="list-style-type: none"> • Neighborhood day • Exercise and disability access in Heritage Park 	<ul style="list-style-type: none"> • Tourism such as Mountain biking circuit, places to camp, marked 	<ul style="list-style-type: none"> • Solar Power in town with generator back up. See Sydney 	<ul style="list-style-type: none"> • Recognise Urbenville as a Village – Engineer comes once a month. 	<ul style="list-style-type: none"> • Roads, gutters and drains • Stormwater repairs, repair channels & Inlets

Table 1: Detailed Community Strategic Plan Meetings feedback (19 – 22 January 2022)

COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> Community Hub – one day a week employed by Council – local, may be able to use police station. More historic details on villages on website and app. Power to toilet block Accessibility for all – aging residents, disabled. New footpaths, fix existing paths, ramps. Noticeboard outside hall – waterproof with ideas box. Link villages through nature trails, map in each village Logging interpretive centre. Arts & Crafts Swimming Pool Landcare needed for bush/walking trails. Radio Community Bus 	<ul style="list-style-type: none"> tracks and trails. Motorbikes, Fossicking, Archery, Scouts, Abseiling, signs for native flora & fauna – state forest willing to work with groups. Encourage Markets; Farmers, Arts and Crafts, community swap/fun day Devonshire Tea in the hall is a huge drawcard when something is on in town. Employment 	<ul style="list-style-type: none"> University Battery Storage, showcase town. Kerbside Recycling Green Waste Service (Mega Muncher Bins) Drinking water supply from creek, creek infested with Cestruin. 	<ul style="list-style-type: none"> Advocate for better internet – Optus tower has never been turned on. Advocacy for support services, op shop, youth activities, mothers’ group, seniors’ group, art & craft shows, support for families, youth, mothers. Advocacy for new doctor and Health services. Need 3 community nurses (2x blue care/house visit nurses) (1x RN to change dressings). 	<ul style="list-style-type: none"> Maintenance on water pipes Road from main street out to depot, need another grant to finish, fix up guardrail, slashing.
Legume				
COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> Shade Sail over playground and fenced. Outdoor tables, drainage within villages. Signage about what’s in town and natural attractions Electronic Noticeboard – information kiosk Evacuation centre More inviting entrance to the village, tidy up, signs 	<ul style="list-style-type: none"> Economic development plan – reason for kids to stay. Tourism & Marketing plan, incorporate Mill into tourism, refer to Tenterfield Station, Static display, footage of mill operation. Legume – timber Urbenville – goldmining 	<ul style="list-style-type: none"> More fire mitigation & fire buffers 	<ul style="list-style-type: none"> Talk to SDRC, scenic route Liston – Legume – Killarney Name route i.e., Toowoomba Sunflower route Advocacy of Communications – satellite tower is patchy & overloaded. Does not work when power is out. 	<ul style="list-style-type: none"> Legume to Woodenbong; signs of interest, tables, truck pull off area, toilets White swamp road, gateway to the coast needs sealing Seal Urbenville Road & Paddy’s Flat Road. Consultation with community before works commence

Table 1: Detailed Community Strategic Plan Meetings feedback (19 – 22 January 2022)

COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> • Glass & wooden building for a memorial spot. • More consultation with council and progress group • Upgrade Hall as central Hub and evacuation centre. • Old school building owned by Council & caretakers (Legume) includes power, pipes, pumping License, needs pump & water tanks. • Education Building, meeting room & disaster centre, camping area for grey nomads – ease of access, toilets fixed up, parking/camping space. 	<ul style="list-style-type: none"> • Liston – Cobb & Co. Wilsons downfall. • Above history, natural and indigenous trail. • Focus groups for tourism • Opportunity to capture people visiting Stanthorpe via Warwick (via Cullendore Rd) • Grey nomad stopover non-potable water for Legume. 		<ul style="list-style-type: none"> • Phone reception Liston – London Bridge • Better balance of funding across the shire (view that too much goes into Tenterfield and not enough into other villages e.g., Legume) 	<ul style="list-style-type: none"> • Services, regular slashing, maintenance, potholes. • Guardrails needed on road Mt Lindesay to Liston. • Border crossing signage • Maintenance of Roads and roadside vegetation • Improved drainage
Liston				
COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> • Less trees planted on roadside 	<ul style="list-style-type: none"> • Tourism potential – Bus Museum, BnB's, Lavender Farm, photography, Waterfall drive, Bird watching, Ghost Tour in Cemetery, Nature Trail, more attractions needed in area. • Support for items raised at Legume meeting 	<ul style="list-style-type: none"> • Expansion & Clean-up of Undercliffe Falls 	<ul style="list-style-type: none"> • No Phone signal at Wilson's Downfall. No Toilet at Wilson's Downfall. • Undercliffe Falls, owned by State Parks/Forest. Advocate for good walking trails and establish a waterfall trail to follow through villages. 	<ul style="list-style-type: none"> • Maintenance of Roads and roadside vegetation • Improved drainage

Table 2: Common Themes and summarized community version

COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> • Welcome to country signs including acknowledgement of local indigenous mobs on new signs. • Recognition and maintaining the village identities across the shire • Multi-Use community Halls - Central Hub/ Cultural Centre/Arts & Crafts/ Education Centre/ Evacuation Centre/Youth Club/Dance (Tenterfield) Movement Hall. With Car parking. • Youth Facilities, activities, mentoring, after school program and support. • (Tenterfield) New Swimming Pool including hydrotherapy, heated lap pool, open 12 months. • Improved accessibility for residents and disabled e.g., into GP premises. Footpaths new and existing, ramps. • Outdoor recreation, Exercise & Mobility parks inclusive of aging & disabled residents. More seating in Parks generally. • Electric BBQs in Parks, Table & Seating. • Waterproof Community Notice Boards. All villages. • Development of Heritage trails in the Villages, including recorded history, and local history, 	<ul style="list-style-type: none"> • Develop Economic plan for employment growth using forecast population growth. • Tourism – each village very strong desire to have tourism and each village have their own ideas • Beautifying entrances & exits to village, maintain slashing, gardens and trees. • Restore and promote Heritage items and communicate heritage unique to each area. • Promote the natural assets of Tenterfield Shire with a strong activity and adventure focus. Education and Ecotourism. Unique to each village. • Encourage Markets including farmers, Arts & Craft, Community Days & Swap/fun days • Encourage businesses such as coffee shops, general store/service station • (Jennings) Border Post Office & Postcode 	<ul style="list-style-type: none"> • Continue planting of street trees plantings. • Shade over Car Parks. • Further cleaning up of Creek (Tenterfield) • Bruxner Park/Telstra Building Site. Land bought down to street level Piazza Style. • Kerbside Recycling (Urbenville) • Waste to Energy Program. • Recycling education Program. • Green Waste Service (Mega Muncher Bils) • Promotion of Conservation agreements. • Environmental protection with increased sub-division. • Trees regularly checked in parks and a tree renewal program put in place • Maintenance of Fire tracks and fire management forward planning. More fire mitigation & fire buffers. 	<ul style="list-style-type: none"> • Advocate for a strategic view, delivery and access of Health Care including Allied Health, Mental Health Services, GP’s and a permanent Doctor at the hospital. Advocacy for Health services for the villages, such a community nurses & RN’s. • Advocate for support services in villages – families, youth & mothers. • Enhanced Cross Border cooperation to generate opportunity such as a scenic route Liston – Legume - Killarney. And to alleviate Border issues. Example: Major pothole at Border grid, no consensus to which state needs to fix it. • Cross Border Waste management agreement between TSC & SCRC for residents to access SDRC Tip. • Advocate for better internet & phone services (villages) for the gig economy, good connectivity. (Torrington – 4G small cell Telstra only) (Urbenville Optus Tower has never been turned on) (Legume Satellite tower is patchy & overloaded. Does not work when power is out. No reception Liston –London Bridge) 	<ul style="list-style-type: none"> • Better maintenance of roads • Improved drainage • RV Friendly Communal dump point. (Tenterfield) • Improved access to stormwater, safer footpath connectivity & thoroughfare • Better road access for emergency services. • Aging Population & Long term unemployed, no private transport, isolated (villages) – community bus once a week. • Request for qualified road safety audit – Bruxner Highway (Mingoola) • (Urbenville) Road from main street out to depot, need another grant to finish, fix up guardrail, slashing. • (Legume) Legume to Woodenbong; signs of interest, tables, truck pull off area, toilets • White Swamp Rd, gateway to the coast needs sealing • Seal Urbenville Road & Paddy’s Flat Road. • Guardrails needed on road Mt Lindesay to Liston

Table 2: Common Themes and summarized community version

COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<p>including Indigenous, residents and activity (eg. Mining, logging etc. Local History details on website and App. Interpretive centre.</p> <ul style="list-style-type: none"> • Modern Heritage Plan, offering more paint colours, modernise buildings without losing heritage. Put together a heritage pack with information to all new owners with what funding is available, colours info etc. • (Tenterfield) Laneways – artwork and lighting for safety at night. • Building Community Cohesion – Men’s shed, Women’s shed, support for community groups & activities. • Public toilets • Villages require a water supply that is used for Firefighting, RFS controlled burns & Livestock. • Direction as how we see the future in 20 years to attract a wide group of people 	<ul style="list-style-type: none"> • (Tenterfield) Encourage alternative or new use for empty shops in main Street. • Challenge of the bypass to get people to stop. 	<ul style="list-style-type: none"> • (Urbenville) solar Power in town with generator back up. See Sydney University Battery Storage, showcase town. • Expansion & clean-up of Undercliffe Falls. 	<ul style="list-style-type: none"> • Nurturing of present & attract new volunteers for numerous organisations across the shire. • Council to improve Communication with the community (communication strategy) , more community consultation, social media, clear, succinct, good quality information. Identify a single primary service for digital and one for non-digital and advertise is so everyone knows. • Dam to secure water – business case release – activate information. • Advocate for more support for hobby farmers non-primary producers. 	<ul style="list-style-type: none"> • Border Crossing sign needed (Legume) • Legume community consultation needed before works commence

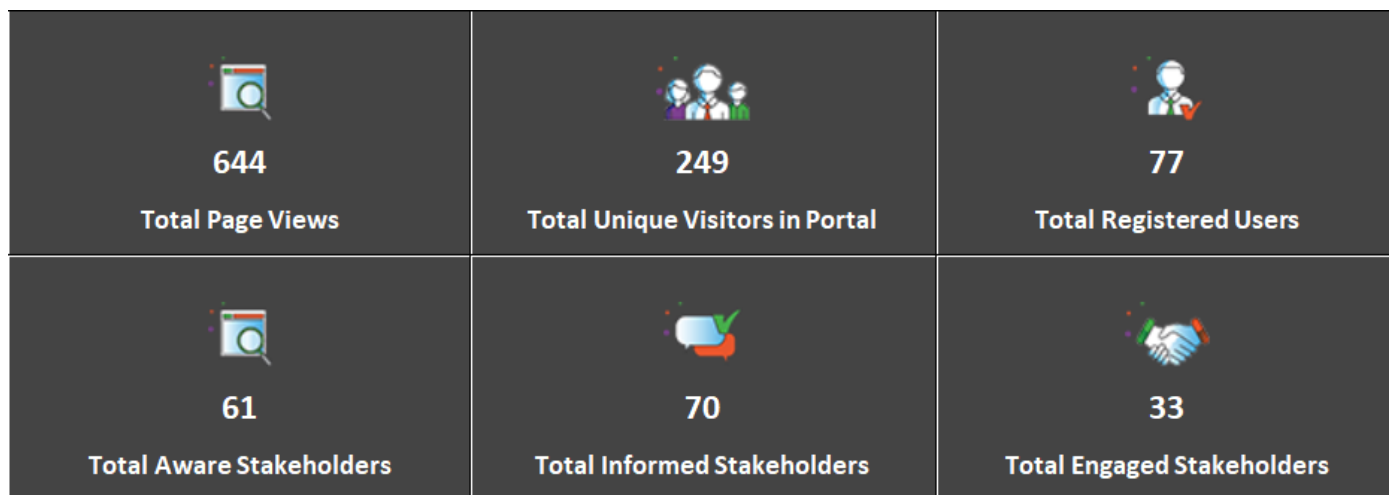
Table 3: Community Strategic Plan – High level Themes and Goals

COMMUNITY	ECONOMY	ENVIRONMENT	LEADERSHIP	TRANSPORT
<ul style="list-style-type: none"> • Facilities: <ul style="list-style-type: none"> ✓ Community Multi Use Halls ✓ Outdoor Recreation Parks • Youth & Community Cohesion <ul style="list-style-type: none"> ✓ Support ✓ Employment ✓ Facilities • Disability & Aging access: <ul style="list-style-type: none"> ✓ Good access to streets, buildings, and facilities 	<ul style="list-style-type: none"> • Economic Plan: <ul style="list-style-type: none"> ✓ Tourism – Unique to each village, focus on outdoor adventure activities (e.g. Heritage Trails) ✓ Business – Encourage new business ✓ Product Development – Innovation ecosystem. 	<ul style="list-style-type: none"> • Environmental Management & Waste Management <ul style="list-style-type: none"> ✓ Good access ✓ Affordable ✓ Good education ✓ Innovative • Environmental Management <ul style="list-style-type: none"> ✓ Strategic forward planning ✓ Maintenance of fire controls ✓ Respecting the regions heritage 	<ul style="list-style-type: none"> • Advocacy: <ul style="list-style-type: none"> ✓ Health & Support Services ✓ Communication networks (Internet/Phone – gig economy) ✓ Cross Border Relations • Attraction & nurture of volunteers • Efficient Council operations and financial sustainability • Council Communications: <ul style="list-style-type: none"> ✓ Acknowledgement shire’s Indigenous people. ✓ Community Notice Boards ✓ Enhanced communications from Council to Community • Transport Options: <ul style="list-style-type: none"> ✓ Youth, unemployed & aging Village populations requiring support with transport 	<ul style="list-style-type: none"> • Roads and associated infrastructure: <ul style="list-style-type: none"> ✓ created and maintained in a timely and efficient manner, to support liveability, economic development, tourism and community connectivity and cohesion. • Drainage <ul style="list-style-type: none"> ✓ Improved drainage and stormwater to support the shire and the associated road network

2. Engagement Hub Web Site

The engagement hub was there to provide information regarding the intent and an overview of the process, along with copies of Councils current documents, a list of frequently asked questions and the ability for people to make submissions to Council.

During the seven-week period from late December 2021 to the time of the writing of this report the site had:



Terminology

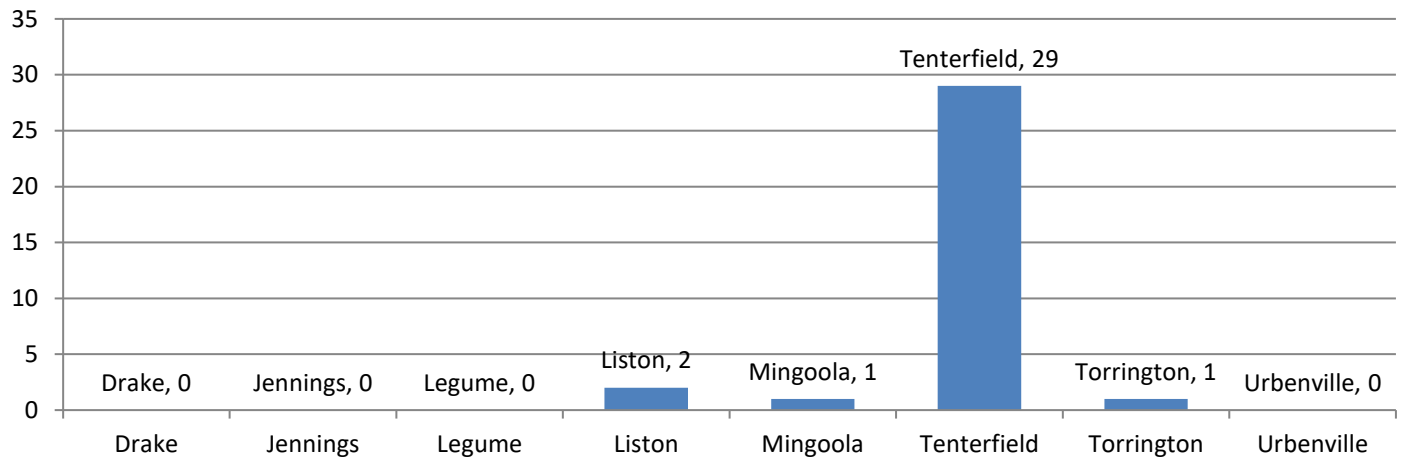
- **Aware:** Number of unique visitors who have viewed the project page, minus any visitors who have undertaken any activity eg: downloaded a document, viewed a video, completed a survey etc.
- **Informed:** Any unique visitor who has viewed a latest news item, viewed a document, viewed a video, viewed a FAQ minus any user that has engaged eg: done a poll, survey, ideas wall, interactive mapping, interactive document, forum.
- **Engaged:** Any unique visitor who has done a poll, survey, ideas wall, interactive mapping, interactive document, forum.

3. Online survey:

From the engagement hub, residents and ratepayers were able to undertake a survey that sought to get feedback across several areas. The survey was written to be an easy-to-understand set of questions that didn't require an exhaustive amount of time to respond to. The survey was not meant to be all encompassing.

The questions and responses as submitted at the time of the writing of this report can be seen below:

Question 1: Tenterfield Shire Council covers a large area. So we can understand the requests for the different areas of our region please let us know which part of the Shire you live in.



Question 2: What do you see as most important to be maintained in the Tenterfield Shire?

Being an open answer there were many responses to this question, however the key items that were repeatably raised were:

- Improved Roads (including drainage and stormwater)
- Parks
- Footpaths
- Better maintenance of existing assets.

Question 3: What are three things you would like to see change in the Tenterfield region?

Like question two, question three was an opened ended answer and there were many responses to this question, however the key items that were repeatably raised were:

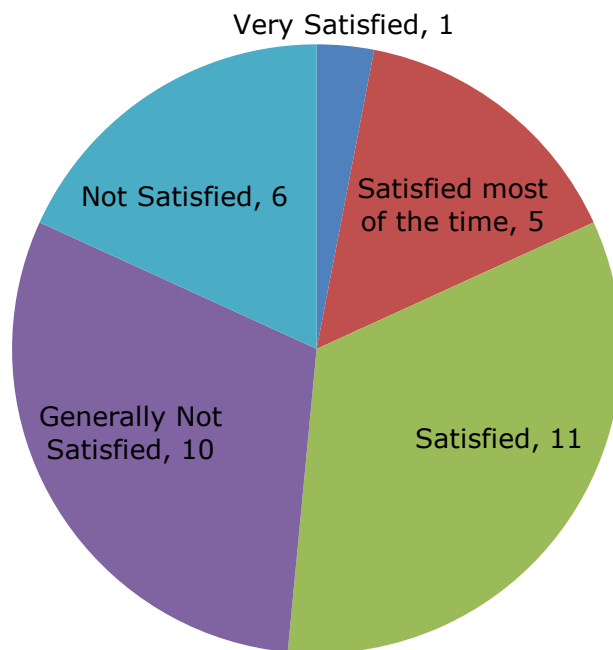
- Council to demonstrate that it is operating efficiently
- Improved footpaths
- Improved Stormwater and Drainage
- Better maintenance of existing assets (with roads being the most common item noted)
- Better communication to ratepayers

Question 4: What facility or service would you most like to see improved or added to the Tenterfield region?;

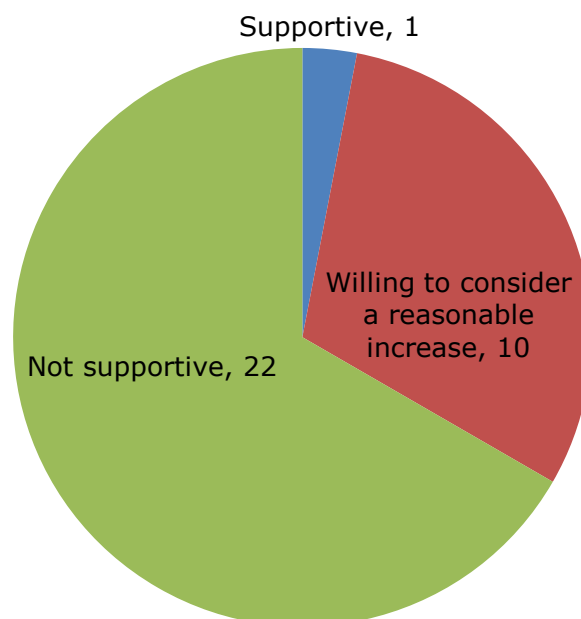
Like questions two and three, question four was an opened ended answer and there were many responses to this question. The items that were repeatably raised were:

- Footpaths
- Stormwater and Drainage (incl kerb and gutter)
- Improved waste management facilities
- More youth infrastructure (e.g. skate park)
- More food shops open after 3pm
- Heated Swimming pool
- More tourism
- Strong health services (e.g., Hospital)

Question 5: On average, are you satisfied with the services currently delivered by Council?



Question 6: Council has to deliver community's vision in a financially responsible manner to ensure Council is sustainable into the future. Tenterfield Shire Council's rates are, on average, cheaper than other similar Councils (e.g. Uralla, Glen Innes, Gwydir and Kyogle). How supportive would you be to an increase in rates to allow Council to deliver the community's vision?



Question 7: Council has to operate in a financially responsible manner to ensure it is sustainable into the future. Council manages a large asset base (e.g. roads, bridges, community buildings, parks etc.) and delivers a large number of services (e.g. Planning, Library, Community services etc.) without the funds to maintain these at current service levels. Noting this, Council is constantly balancing between increasing revenue and reducing service levels (e.g. fixing roads slower). Tenterfield Shire Council's rates are, on average, cheaper than other similar Councils (e.g. Uralla, Glen Innes, Gwydir and Kyogle). To help us manage this balancing act better, using the sliding scale below, please let us know if you would prefer to see reduced service levels, are supportive of an increase to rates or a compromise of the two options.

