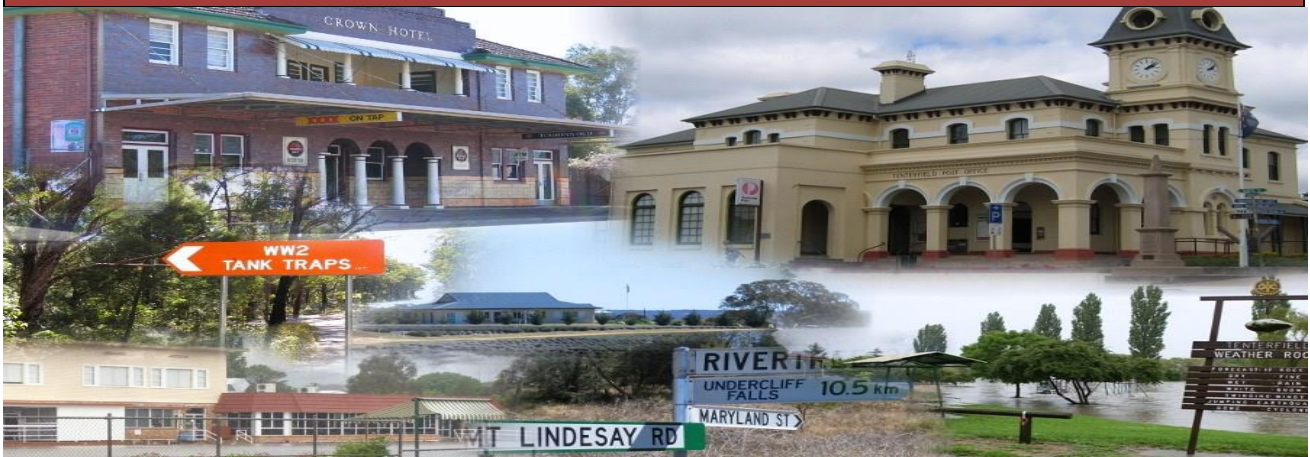


Tenterfield Shire

Our Community Engagement Strategy

“Listening and Learning”



This document describes the community engagement strategies adopted in developing the 10 year Community Strategic Plan



First Adopted June 2011 – Revised and Adopted in April 2013.

This document was produced and is available from Tenterfield Shire Council.

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Section 1 – Introduction

1.0

Introduction

1.1 Understanding the Community Engagement Strategy

This document provides an overview of Council’s approach to engaging with the Tenterfield Shire community for the purpose of discussing issues of interest to the community and in reviewing the Community Strategic Plan. It also provides the detailed outcome of the extensive community engagement held in 2012-2013 for the update of the 10 year Community Strategic Plan.

There is a difference between community consultation and community engagement. Community Engagement call for a more comprehensive approach, and is built on the principle that all members of the community have an opportunity to contribute to their community’s future.

The table below provides a summary of the key differences between symbolic engagement and real engagement.

Table - Community Engagement

	Positive Engagement
Interaction style	Collaborative
Participation is sought	Early, before anything is set or decided
Role of staff	Collaborative technical / facilitator
Role of Resident	Equal partner
Resident’s skills needed	Participation and knowledge skills
Approach towards “other”	Trust
Governance processes	Dynamic, visible, open
Community options	Pro-active and/or reactive
Community output	Design and ideas
Staff output	Process
Time to decision	Appears longer and more onerous than community consultation but usually doesn’t require redoing because residents have been

	involved from the beginning.
Decision is made	Emerges as a result of discussion; equal opportunity for all to enter the decision-making process and to deliver the outcomes

This document identifies the stakeholder groups within the community that may be engaged and the engagement methodology employed.

Council is committed to listening and learning from our community. We will continuously be looking at various ways to promote the ongoing exchange of ideas and opinions.

1.2 Background

Council adopted its first 10 year Community Strategic Plan June 2011.

The Community Strategic Plan, pursuant to the requirements under the Local Government Act 1993, must reflect the entirety of the local community’s priorities and aspirations for the future, not just those priorities that a local Council may be able to satisfy like, for example, health services and law and order.

Community consultation and engagement is the foundation and building blocks of the Community Strategic Plan.

The second version of the Tenterfield Shire Community Strategic Plan expands on the first and it factors in any changes to the community aspirations and priorities. Council is mindful that it needs to undertake ongoing community engagement over the coming years to ensure its Community Strategic Plan is accurately reflective of changing community needs and requirements.

1.3 Strategy Document Structure

This report provides an overview of the purpose and background to the processes adopted to achieve compliance with the Integrated Planning and Reporting legislation. An overview of the four principal engagement components that comprise the strategy are also described.

The main focus of the community engagement outcomes has been structured around the four key areas that address the quadruple bottom line (QBL) considerations – environmental, social, economic and government leadership.

The QBL approach was selected to ensure that the Tenterfield Shire Community Strategic Plan was balanced and holistic in outlook to ensure no one particular aspect dominated.

1.4 Tenterfield Shire Principles of Sustainability

Council in developing its Community Strategic Plan has adopted a set of high level principles to provide general guidance and direction in the establishment and prioritisation of community outcomes. These principles over time will need to become part of Council’s every day decision-making, actions and management practices.

These principles will also greatly assist Council in ensuring that its planning and reporting framework takes a long-term view when making decisions and takes consideration of social, environmental and economic factors.

The Tenterfield principles of sustainability whilst significantly influenced from community engagement feedback, also generally cover the prudent functioning of a sustainable shire.

1. Provide a uniquely Tenterfield Shire long-term vision based on sustainability, intergenerational, social and economic equity.
2. Achieve long-term economic and social security.
3. Recognise the value of the natural environment and biodiversity ensuring their protection and restoration.
4. Empower people and foster community engagement.
5. Grow cooperative networks to work towards a common, sustainable future.
6. Promote sustainable production and consumption, through smart use of environmentally sound technologies and practices.
7. Recognise and build on the distinctive characteristics of Tenterfield Shire, including its people, places, culture, history and natural systems.
8. Enable continual improvement of government leadership, based on proactive advocacy, transparency, accountability and good governance principles.

These principles are incorporated into Council’s Community Engagement Strategy in various ways, like a focus on quadruple bottom line outcomes and targeted questions on the content of the principles.

Further prioritisation within the Tenterfield Shire Community Strategic Plan of the community’s directions, strategies and actions is reflective and takes account of the principles.

1.5 Social Justice Principles

Council’s Community Strategic Plan is based on the social justice principles of equity, access, participation, and rights. Specifically, Council supports and integrates into all its planning the following principles:-

- There is equity in the distribution of resources.
- Rights are recognised and promoted.
- People have fairer access to the economic resources and services essential to meet their basic needs and to improve their quality of life.
- People have better opportunities for genuine participation and consultation about decisions affecting their lives.

These principles are incorporated into Council’s Community Engagement Strategy through targeted questions to obtain feedback on social factors like access and equity issues, affordable housing, community consultation and engagement methodologies and ethical practices of government leadership.

1.6 Principles for Effective Community Engagement

For any community involvement in projects and for the Community Strategic Planning process to be effective, Council has adopted a set of community engagement principles to underpin its attitude and approach to community engagement.

By focussing on the following principles for effective community engagement, projects and actions developed over time will be involving, meaningful, and effective.

1. Make it timely

Participation should not be so late in the life of an issue that it is tokenistic, or merely confirms decisions already made. The timing should occur when people have the best chance of influencing outcomes. Give people enough time to express their views.

2. Make it inclusive

Participants should be selected in a way that is not open to manipulation, and should include a cross-section of the population – as individuals and as groups. Random selection offers the best chance of achieving this.

3. Make it community focussed

Ask participants not what they want personally or what is in their self-interest, but what they consider appropriate in their role as community members.

4. Make it interactive and deliberative

Avoid reducing questions to a simplistic either/or response. Allow consideration of the big picture, so people can really become engaged.

5. Make it effective

Although decision-making can strive for consensus, complete agreement need not always be the outcome. Be clear on how the decisions will be made so that participants know and understand the impact of their involvement.

6. Make it matter

It is important that there is a strong likelihood that any recommendations which emerge from the engagement process will be adopted. If they are not, it is important that a public explanation is provided. Faith in the process is important by both the power holders and the participants.

7. Make it well-facilitated

It is important that all participants control the agenda and content because this will give the process more credibility. An independent, facilitator with no vested interest is often essential in order to achieve this with difficult issues.

8. Make it open, fair and subject to evaluation

The consultation method should be appropriate to the target group. Evaluation questions should be formulated in advance. Decide how the ‘success’ of the consultation will be measured. Include factors beyond the adoption of recommendations. Feedback to the community after consultation is over is essential.

9. Make it cost effective

It is difficult to measure community satisfaction, however, factors can be considered including how many and which types of community members should be consulted on a given issue. Some questions will require broader consultation, others more targeted consultation. Costs will vary and are adaptable, but the process selected must be properly resourced.

10. Make it flexible

A variety of engagement mechanisms exist. Choose the one which best suits the circumstances. Try a variety of mechanisms over time. Think how to reach all users, including those with special needs (e.g. Language, disability, the elderly, the young).



Section 2 – Engagement Methodology

2.0 Engagement Methodology

2.1 Community Representative Focus Groups

Key community organisations, key community members and professional leaders of each group may need to be interviewed and consulted depending on the issue at hand. The following groups are examples:

- Environmental
- Indigenous
- Sporting
- Events
- Arts and Culture
- Business
- Education
- Law and Order
- Aged
- Disabled
- Youth
- Emergency Services
- Media
- Service Clubs
- Children Services
- Tourism
- Religious

Community focus group questionnaires could be distributed or forums could be held with each of the respective organisations/groups.

2.2 Open Community Forums

Tenterfield Shire is a large geographical area with a dispersed population covering many towns and villages and rural locations.

It is important that everyone is provided with the opportunity to participate regardless of their address. Many people also have “place-based” interests in that they are only concerned for the future of their particular locality.

The following is a list of the proposed community forums and their locations:-

- Tenterfield RSL Pavilion
- The Drake Community Hall
- The Wallangarra School of Arts Hall
- The Legume Community Hall
- The Liston Community Hall
- The Mingoola Community Hall
- The Torrington Community Hall
- The Hall at Jubbulum Village

In addition to the forums, letter box drops with a survey, inviting all residents to contribute, will be distributed to all households with reply paid return flyer for Community Engagement for the Community Strategic Plan and any other matter requiring broad participation.

2.3 Staff Focus Groups

The Staff of the Council are also members of the community and therefore have the capacity to provide a unique perspective on community issues.

They understand how Council operates, are knowledgeable about the Council area, and generally understand the context of community issues and the reality of the public policy setting environment.

Staff focus groups workshops should also be facilitated when making important planning decisions.

2.4 Councillor Forums

Councillors as the elected representatives of the community have a custodial role in initiating, preparing and maintaining the Tenterfield Shire Community Strategic Plan.

Their input at Key stages of the engagement strategy is critical to ensure alignment of purpose and direction.

The following work-shops for Councillors were undertaken prior to adopting the revised Integrated Planning and Reporting Framework by June 2013:

• Integrated Planning and Reporting Framework	Full day work-shop 12 Nov and evening work-shop 14 Nov 2012	Council Chamber	All Councillors General Manager Senior Staff
• Community Strategic Plan and development of the Delivery Program	Full day workshop 8 March 2013	Council Chamber	All Councillors General Manager Senior Staff
• Operational Plan and Budget session	Evening workshop 10 April	Council Chamber	All Councillors General Manager Senior Staff



Section 3 – Community Engagement Outcomes

3.0 Community Engagement Outcomes

3.1 Summary

The public forums held during November/December 2012 followed a set format in addressing Council’s six “Key Focus Areas”, which are targeted at addressing the quadruple bottom line considerations – environmental, social, economic and government leadership.

Eight (8) community forums were held and 4000 surveys were distributed to all households in the Shire. Almost 400 of the surveys were returned (9.2%) and the community responses have been sorted into quadruple bottom line considerations.

After identifying all of the best and worst issues facing the community about living in Tenterfield Shire, participants were asked to prioritise their issues and their thoughts. A summary of the key issues brought up by the community were as follows:

Likes:

Climate;
Warm and friendly community;
Nature, parks and gardens;
Lifestyle
Heritage.

Don’t like:

Condition of the roads;
Council disunity;
The deterioration of the main street;
Lack of businesses and employment;
No recycling.

Future:

Economic Development;
Upgrade of the Main Street;
Tourism;
New Hospital/more doctors;
Better roads;
Heavy vehicle by-pass;
Recycling;
Attention to villages and their infrastructure needs;
More services for Youth and children;
Councillors that work together, and a dedicated Council working for the entire Shire.

The following pages detail all the outcomes from these various engagement processes that influenced the development of the Tenterfield Shire Community Strategic Plan.

Summary of Survey Responses for Dislikes



3.2 Community Public Forum Responses **2012**

3.2.1 Living in Tenterfield Shire - Likes

What are the best things about living in Tenterfield Shire?

Tenterfield:

- Climate
- Social Structure
- Location – Accessibility
- Excellent Facilities – School of Arts, Library – Events
- Excellent Business
- Small enough to know each other
- Potential
- Rural diversity
- Good sporting facilities
- Good aged care facilities
- Good schools
- Attract high Level Profess
- History
- Beautiful/Crowd free
- Trees/Places/gardens
- Large diversity of plants
- Personnel Space
- Volunteers/ “Can Do”
- Distinguished Citizens
- Friendliness
- Distinct Architecture
- Not Amalgamate
- Clean Air & Water

Drake:

- Community Involvement
- Cheap Rates
- History
- Close contact with the environment
- Pristine country
- Few people
- Fresh air
- Beautiful rivers
- Opportunities
- Great place to live
- Good business

- School
- Tank Water
- Opportunities for appropriate development
- More alternative culture

Urbenville:

- History
- Amenities and hospital
- Clubs
- SES
- RFS
- Police
- Medical Centre
- Aged care
- Education
- Positive youth/focused
- Local Primary School Reputation
- Maintenance/management assets
- Climate
- Rainforest
- Natural Environment
- Culture/heritage
- Family connections
- Water falls
- Tourism potential
- Proximity to the Gold Coast
- Sense of community
- Safe community
- Community capacity

Liston:

- Safe
- Healthy Climate
- Friendly Community
- Supportive Community
- Village
- Goof Services – RFS
- Natural Environment
- Climate
- Not too far from town – Tenterfield tourist information centre
- Locality
- History
- Family Lifestyle

Legume:

- Small Community
- Peaceful
- Beautiful Environment
- Freedom
- Space
- Healthy Tank Water
- No Pollution
- Close to shopping
- Access to Services
- The way it is
- Safe Community
- Good for Children
- Friendly Community

Jennings:

- Lifestyle – Climate
- Friendly People
- No Traffic
- Clean Air & Water
- Opportunities
- Good place for families
- Work available
- Safe Area
- Location
- Highway
- Schools
- National parks
- Railway Station
- Tourism
- Heritage

Mingoola:

- Peace and Quiet
- I can make a Living
- Community
- Privacy
- Weather/Climate
- River Systems
- Affordable Rates
- Neighbours
- Help when you need it
- Potential

Torrington:

- Sense of Community
- Nature & Environment
- Quiet
- Peaceful
- Friendly
- Safe Community

School aged children:

- Park next door to house
- There is a shop around the corner
- It is close to school
- The corner shop
- Cafes in Tenterfield
- Pool parties
- Small town where people know each other
- Community Parties
- Parks and roads
- Country Side
- It's quiet
- Not much traffic
- You don't have to go far to get to school
- Lots of country shows like rodeos and carnivals
- Lots of land to have animals
- That it is hot and cold
- School (2)
- Houses
- Nature
- Fresh water
- People that help
- Teachers
- The community
- Fresh air
- Connections to family who live in the Shire
- Skatepark
- Pool (2)
- Tenterfield Show
- Familiar Shops and streets
- Friendly Local People
- No Maccas or KFC
- No traffic or pollution
- All the nice shops (6)
- The candy shop (3)
- I like everything (3)
- Not too busy/ like the quietness

- The Country
- Their house
- Restaurants
- Lovely place
- Fish & Chip Shop
- Happy caring people
- Lovely people
- Country smell
- Pets they are allowed to have
- Easy to get around unlike a big town
- Country Outfitters
- Courtyard Café
- Pretty Gardens
- The space of the countryside
- Happy friends
- Second hand things
- How the park has a fence

3.2.2 Living in Tenterfield Shire - Dislikes

What don't you like about living in the Tenterfield Shire

Tenterfield:

- Dirty Footpaths
- Lack of Pride in Main Street
- Bitumen Main Street
- Lack of Kerb & Gutter
- Lack of Recycling
- Pedestrian Safety
- No Public Arts Agenda
- Risk in Health Main Street
- No Business Plan
- No Investment Plan
- No Rail Service
- State Government removes Services
- Hospital Services Limited
- No PCYC
- Resistance to Change
- Lack of Light Industry
- No Control over free services
- Localised air pollution (smoking)
- Gardens – Main Street
- Lack of Career Opportunity for young people
- Not promoting the town well

Drake:

- Tip fees
- Work place health and safety
- Water drainage (lack of)
- Gravel roads
- Public notification
- Heavy patching
- No helicopter pad
- Cannot use the oval
- Not good enough playground
- Lack of mobile coverage
- No fence around the community hall
- Main road usage'
- Signage
- Bus stop safety
- Lack of policing

Urbenville:

- Bad reception – TV/Mobile
- Emergency Services communication
- Lack of police when needed
- The lack of support from the community for the police
- Drugs
- Communication from Council
- Roads – connections
- Not much organised for children

Liston:

- Some of the roads are bad
- Forgotten corner
- Nothing is done about the history
- Lack of signage
- Local employment
- Lack of inclusiveness
- Cross border issues
- Lack of bins in park
- Poor condition of playground – BBQ

Legume:

- Lack of communication
- Distance from Services
- Road Maintenance
- Tourism is ignored
- No signs for Tourism
- Heavy vehicles

- State of the Tips – Bins not emptied
- People not following the rules
- Smoke pollution – burn offs
- No mobile reception
- Public toilets

Jennings:

- Lack of Local Tip
- Green Waste
- Drainage
- Stray dogs
- Street Names/Signs
- Unsealed Roads “Dust”
- Daylight Savings
- Public Toilets – vegetation
- Need more volunteers to mow at times

Mingoola:

- Lack of Current Disaster Plan
- Visible Power Lines
- Shop close to early
- No rubbish tip
- Roads
- Declining population
- Age demographic
- Waste management
- Decline in economic activity
- Mobile phone coverage
- No TV coverage
- Poor Telstra service
- Accessing hospital services

Torrington:

- Want more Grading
- Too far to the tip
- Other people using the tip
- Distances to services
- Trees over the road
- Bridge limits

School aged children:

- No Aerial
- You are not allowed rabbits and ferrets in Wallangarra
- Noting at all it is Beautiful
- Toilets are smelly and graffiti is on the walls and playground

- The roads with lots of pot holes
- Signs because they have graffiti
- Drive to Tenterfield to get food.
- Snakes
- Litter
- Fires
- Land clearing
- Pollution
- No Maccas or KFC
- No fast food chain that has the type of food children like to have as a treat
- Not enough activities for Children
- Pool closed in winter
- No bookshop
- Interruptions caused by traffic works
- Tip costs
- No recycling
- I don't like how Crazy Clarkes shut down
- Wizards Butchery
- No Big W
- There is nothing that I dislike about Tenterfield
- People throw rubbish everywhere
- Not a very big hospital for emergencies
- Not having a really good park
- Not having a city
- I don't like the violence
- Some people are a bit mean to others
- New England Highway Highway to Mingoola
- The Showground
- Not enough shops
- Cold weather
- Best and Less
- Don't have anything fun to do
- Bullies
- Bad Floods
- Not enough road crossings
- Not enough Bins
- No places to relax

3.2.3 Living in Tenterfield Shire - Future

What would you like to see in the future (what would be your three priorities)?

Tenterfield:

- More Services at Hospital (17)

- Reclaim the Main Street (14)
- Promoting Tourism (14)
- More Services for Children & Youth (10)
- Light/niche Industry (7)
- More coordinated town strategy – town plan (5)
- Less Regulated (5)
- Tree Replacement Plan (5)
- Marketing & Creating incentives (5)
- Green Energy (5)
- Food Mitigation Plan (4)
- Reopening Rail Line (4)
- Food Production (4)
- Marketing Strategy (3)
- Non-invasive Rec Act on Dam (3)
- Distinguished Rural (3)
- Recognition all people in town (2)
- Strong vision for Education (2)
- Involving children in civic pride (2)
- Bike Track Connecting (1)
- To Dam/Town (1)
- Tolerant Town – Support the current assets (1)
- Arts & Cultural Activities
- Strong/Unique Events
- Destination Place
- Grass Skiing

Drake:

- Doctor at Bonalbo (12)
- Better Roads (9)
- Gas Free (7)
- Helicopter Pad (7)
- Well-functioning oval (6)
- Playground/park upgrade (6)
- Drains Functioning (5)
- Better Tip/Recycling (5)
- Broadband network (3)
- Rural Business persevered (2)
- Appropriate Tourism and Population dev (2)
- Good Asset Management
- Heritage Areas looked after (2)
- More transport (2)
- DVRC Continuing (2)
- Local Decision making – RFS (2)
- Assistance with grants applications – TSC (1)
- Accessibility Highway – Footpaths (1)

- Keeping the things we like
- Continuing of lifestyle
- Union free zone
- Youth progress
- Community notice board

Urbenville:

- Better Communication (8)
- Roads (5)
- Tourism promotion updates – events/bikes (4)
- Show ground to TSC (3)
- Forestry Park Upgrade (2)
- Forest plantation – Population (2)
- Beautify main street (2)
- Upgrade of public toilets (1)
- 24/7 Doctor
- Economic Development – value adding/innovation

Liston:

- Better Roads (9)
- Better Signage & in park “map” (6)
- Access to the river (4)
- Recycling (4)
- Expanded village with interesting things (3)
- Good communication (3)
- Improved school bus safety (3)

Legume:

- Two lane highway (28)
- More staff resource to make the villages tidy (7)
- School facility utilised (7)
- Tenterfield shire to become one (5)
- More police (4)
- Cemetery finished (3)
- Free camping opportunities (3)
- More tourism – accessible (3)

Jennings:

- Signage – Presentation “Jennings” on NSW Side
- The Uniqueness of the Position
- Economic Development
- Fright/Light Industry
- Sewerage

Mingoola:

- Improved roads (12)

- Storage of water (10)
- Improved communication cross border (10)
- Economic Development (5)
- More opportunity for youth (5)
- Improve the disaster plan (4)
- Refugee Policy (4)
- Vertically integrated industry (3)
- Value adding to rural areas (3)
- Sustainable energy (3)
- Road reinstated to a highway (3)
- Put Mingoola on the map (2)
- Improve council communication (2)
- Farmers Market (1)
- Local Industry
- Coffee shop
- Tenterfield CBD upgrade

Torrington:

- Doctors (23)
- Pub/Hotel (9)
- Caravan Park (7)
- Recycling (2)

School aged children:

- Pools (2)
- Restaurant
- Bakery
- Nothing
- Library
- Fences around the parks
- Skate park
- Pathways
- Local vegie garden
- New playground
- New sand in the Jennings park
- Shopping centre like bilo
- Saddler shop
- Shopping centres
- Zoo (2)
- Inside heated pool
- Skatepark Extension
- Sporting complex – events
- More parks and Nature reserves
- A greater variety of specialty shops
- Opportunities for Kids – Kids fair

- A Smiggle Shop
- Crazy Clarkes
- Fill up the bumps on the road
- Get RM Williams Shop
- A toy shop
- A lolly shop
- KFC
- Maccas
- Time Zone
- Big W
- More rides at the show
- Upgrade plastic park
- A motorbike shop
- Upgrade the School of Arts
- Game Centre
- A bigger Target
- Decent Movies
- Better Cinemas
- Myer Store
- Dreamworld
- Underwater world
- White Water World
- Wet and Wild
- Movie world/toy world/ Sea world
- Fix New England Mingoola road
- A big indoor pool/ a 50m pool
- A turf running track
- An animal shelter
- A discus net for little A's and all the schools
- A Jewellery Shop
- A fun park and pool with a big slide for the pool
- Dust n Boots Shop
- Subway
- A Water park
- Sam's Warehouse

3.3 Community Public Forum Responses grouped into the areas of 1. Social, 2. Environmental, 3. Economic and 4. Leadership

3.3.1. SOCIAL

TORRINGTON

- Sense of Community
- Quiet
- Peaceful
- Friendly
- Safe Community

JENNINGS

- Lifestyle
- Friendly People
- Good Place for Families
- Safe Area
- Schools
- Don't Like Daylight Savings
- Opportunities
- No Traffic

DRAKE

- Community Involvement
- History
- Few People
- Great Place to Live
- School
- More Alternate Culture
- Public Notification
- Not good enough Playground
- No fence around Community Hall
- Bus Stop Safety
- Well-Functioning Oval
- Broadband Network
- Heritage Areas Looked after
- More Transport
- Local Decision Making – RFS
- Continuing our lifestyle
- Youth progress
- Community Notice Board

LEGUME

- Small Community
- Peaceful
- Freedom
- Space
- Safe Community
- Good for Children
- Friendly Community

LISTON

- Safe
- Friendly Community
- Supportive Community
- Not too far from town – Tenterfield Tourist Info Centre

MINGOOLA

- Peace & Quiet
- Make a Living
- Community
- Privacy
- Affordable Rates
- Neighbours
- Help when you need it

URBENVILLE

- History
- Clubs
- Positive youth/focused
- Local Primary School Reputation
- Family Connections
- Safe Community
- Community Capacity

TENTERFIELD

- Social Structure
- Excellent Facilities – SOA, Library – Events
- Small enough to know each other
- Good sporting facilities
- Good Schools
- History

- Personal Space
- Volunteers/ “Can do”
- Distinguished Citizens
- Friendliness
- Pool
- Parks & Gardens
- No Fast Food Outlets – KFC, Macca’s, Subway

3.3.2. ENVIRONMENTAL

TORRINGTON

- Nature & Environment
- Trees over the Road

JENNINGS

- Climate
- Clean Air & Water
- National Parks

DRAKE

- Close contact with the Environment
- Pristine Country
- Fresh Air
- Beautiful Rivers
- Tank Water
- Gas Free (7)

LEGUME

- Beautiful Environment
- Healthy Tank Water
- No Pollution
- Smoke Pollution – Burn Offs

LISTON

- Healthy Climate
- Natural Environment
- Access to River (4)

MINGOOLA

- Weather/Climate

- River Systems
- Visible Power Lines
- Sustainable Energy (3)

URBENVILLE

- Climate
- Rainforest
- Natural Environment
- Culture/Heritage
- Water Falls
- Forestry Park Upgrade
- Forest Plantation – Population
- Beautify main Street
- Upgrade of Public Toilets

TENTERFIELD

- Climate
- Rural Diversity
- Beautiful/Crowd Free
- Tress/Places/Gardens
- Large diversity of plants
- Clean Air and Water
- Dirty Footpaths
- Risk in Health in Main Street
- Localised Air Pollution (Smoking)
- Gardens – Main Street
- Tree Replacement Plan (5)
- Green Energy (5)
- Food Production (4)
- Distinguished Rural (3)
- Dam/Town
- Grass Skiing
- No Traffic or Pollution
- The Country Smell
- Pretty Gardens
- Space
- Bad Floods
- Cold weather

3.3.3. ECONOMIC

TORRINGTON

- Want more Grading
- Too Far to the Tip
- Other People using the Tip
- Distances to Services
- Bridge Limits
- Doctors (23)
- Pub/Hotel (9)
- Caravan Park (7)

JENNINGS

- Work Available
- Location
- Highway
- Railway Station
- Tourism
- Heritage
- Drainage
- Unsealed Roads “Dust”
- Public Toilets – Vegetation
- The Uniqueness of the Position
- Economic Development Freight/Light Industry
- Sewerage

DRAKE

- Cheap Rates
- Opportunities
- Good Business
- Appropriate Development
- Work Place Health & Safety
- Lack of Mobile Coverage
- Signage
- Doctor at Bonalbo (12)
- Rural Business Persevered (2)
- Appropriate Tourism and Population Dev (2)
- Good asset Management
- Assistance with grants applications – TSC (1)
- Union Free Zone

LEGUME

- Close to Shopping

- Access to Services
- Road Maintenance
- Tourism is ignored
- No Mobile reception
- Public Toilets Upgrade
- Two Lane Highway (28)
- More Staff Resource to make the Village Tidy (7)
- School Facility utilised (7)
- Tenterfield Shire to become one (5)
- Cemetery finished (3)
- Free camping opportunities (3)
- More Tourism – accessible (3)
-

LISTON

- Village
- Locality
- Some of the Roads are bad
- Local Employment
- Poor condition of playground – BBQ
- Better Roads (9)
- Better Signage & in Park “map” (6)
- Expanded village with interesting things (3)
- Good Communication (3)
- Improved School Bus Safety (3)

MINGOOLA

- Potential
- Lack of Current Disaster Plan
- Roads
- Waste Management
- Decline in Economic Activity
- Mobile Phone Coverage
- No TV Coverage
- Accessing Hospital Services
- Improved Roads (12)
- Storage of Water (10)
- Economic Development (5)
- Improve Disaster Plan (4)
- Refugee Policy (4)
- Vertically Integrated Industry (3)
- Value adding to rural areas (3)
- Road reinstated to a Highway (3)
- Put Mingoola on the Map (2)

- Farmers Markets
- Tenterfield CBD Upgrade

URBENVILLE

- Amenities and Hospital
- Medical Centre
- Aged Care
- Education
- Maintenance /Management Assets
- Tourism Potential
- Proximity to Gold Coast
- Bad Reception – TV/Mobile
- Not much organised for Children
- Roads (5)
- Tourism promotion Updates (4)
- Showground to TSC (3)
- Upgrade of Public Toilets
- 24/7 Doctor
- Economic Development – Value adding/innovation

TENTERFIELD

- Location – Accessibility
- Excellent Business
- Potential
- Attract High Level Professionals
- Distinct Architecture
- Not Amalgamated
- No Business Plan
- No Investment Plan
- More Hospital Services (17)
- Resistance to change
- Lack of Light Industry
- Lack of Career Opportunity for the Youth (10)
- Not promoting the town well
- Reclaim the Main Street (14)
- Promote Tourism (14)
- Light/niche Industry (7)
- More coordinated town strategy – Town Plan (5)
- Less Regulated (5)
- Marketing & Creating Incentives (5)
- Food Mitigation Plan (4)
- Reopening of Rail Line (4)
- Marketing Strategy (3)

- Non-invasive Rec act on Dam (3)
- Recognition of All Town People (2)
- Strong Vision for Education (2)
- Involving Children in Civic Pride (2)
- Arts & Cultural Activities
- Strong/Unique Events
- Destination Place

3.3.4. LEADERSHIP

TORRINGTON

- Recycling

JENNINGS

- No Traffic
- Opportunities
- Lack of Local Tip
- Street Names/Signage
- Need more Volunteers to mow at times
- Presentation of “Jennings” on NSW Side

DRAKE

- Tip Fees
- Lack of Water Drainage
- Gravel Roads
- Heavy Patching
- No Helicopter Pad (7)
- Cannot Use Oval
- Main Road Usage
- Lack of Policing
- Better Roads (9)
- Drains are not Functioning (5)
- Need Better Tip/Recycling (5)
- DVRC to Continue (2)
- Need Accessibility to Highway – Footpaths (1)

LEGUME

- Lack of Communication
- Distance from Services
- No Signs for Tourism
- Heavy Vehicles
- State of the Tips – Bins Not empties
- People not following the rules

- More Police (4)

LISTON

- Good Services – RFS
- Forgotten Corner
- Nothing is done about the History
- Lack of Signage
- Lack of Inclusiveness
- Cross Boarder Issues
- Lack of Bins in Park
- Recycling (4)

MINGOOLA

- No Rubbish Tip
- Improved Communication Cross Border (10)
- Improve Council Communication (2)

URBENVILLE

- Like SES, RFS and Police services
- Improve Emergency Services Communication
- Lack of Police when needed
- Lack of support from the community for the police
- Lots of Drugs
- More Communication from Council (8)
- Improve Roads – connections

TENTERFIELD

- Lack of pride in Main Street
- Bitumen Main Street
- Lack of Kerb & Gutter
- Lack of Recycling
- Lack of Pedestrian Safety
- No Public Arts Agenda
- No Rail Service
- State Government removes services
- No PCYC
- Tip Costs
- Lack of Career Opportunity for Youth

3.4 DETAILED SURVEY RESULTS - LIKES

3.4.1 SOCIAL

- Accessibility of main street services
- Aesthetically attractive and good country atmosphere
- Affordability (9)
- Always lived in the area its home
- Always looking for improvement
- Arts
- Atmosphere
- Attractive and interesting buildings in main street and residential areas and old bridges throughout shire
- Australian country style
- Availability of activities/interests
- Away from crowds
- Bike/walking path along the creek (9)
- Can nearly always get a park down town
- Church
- Cinema (5)
- Close to city for major stuff
- Close to family members
- Close to major centres not in them
- Comfortable (4)
- Community Events (2)
- Community Spirit (29)
- Convenience to larger centres particularly health facilities
- Country living (6)
- Culture of Tenterfield
- Excellent aged care facilities (7)
- Excellent sporting facilities (3)
- Feel of the high street and how it feels like a lovely town
- Freedom (2)
- Friendliness/Friendly (53)
- Golf Course (4)
- Good area for pensioners
- Good facilities (5)
- Good Local Schools (2)
- Good Neighbours (5)
- Good place to bring up children/family (2)
- Good policing
- Great Village (6)
- Health Services
- History (15)

- It is where I was born
- Library (5)
- Lifestyle (24)
- Lived here for 70 years
- Low Crime (8)
- Low population density (12)
- Most basic services available (3)
- Museum
- My Home (5)
- My neighbours (3)
- No distinct class distinction
- No fast food outlets (5)
- No mobile phones!
- Nothing (4)
- Our new bridge at Hoffmans creek
- Peace & Quiet (44)
- People (11)
- Plenty to do
- Pride of people in their homes and gardens
- Raffle stores down the main street
- RFS
- Safe (9)
- Street signs
- Tennis courts
- The number of small and active groups
- Walking everywhere

3.4.2 ENVIRONMENT

- 4 Seasons (6)
- A clean environment to live in and grow food, with also a lot of natural water, and great natural beauties
- Access to national parks, state forest and other outdoor areas
- Beauty, trees, scenery, views, parks, gardens etc. (75)
- Biodiversity and abundant natural resources
- Birds and birdsong (2)
- Bush, heritage, involvement in tourism and church
- Clean Air (11)
- Climate (61)
- Colours of the trees (3)
- Deciduous tree lined streets and retention of grassy verges (2)
- Elevation (4)
- Environment (10)
- Everything (2)
- Fire Safe

- Good Rainfall (2)
- Grass verges and gutter areas – not in favour of too much concrete (3)
- Healthy
- Lack of pollution (2)
- Landscape (6)
- Location (37)
- National Parks (5)
- Native Animals (4)
- Roads are maintained to the best of the workers ability
- Rural (16)
- Tank water
- Tip is becoming more recycling orientated
- Town neat and tidy (4)
- Willows lining the creek

3.4.3 ECONOMIC

- A positive reputation – fairly well marketed tourist area
- Able to conduct farm business in area of like-minded community members
- Adequate shopping facilities – could be better – access to bigger centres is ok and now we have internet shopping
- Agriculture and pastoral activity
- Art deco main street
- Balance of nature, livestock and development
- Close proximity to Warwick
- Education facilities and opportunities (2)
- Efficient Visitors Centre
- Good Local Schools (2)
- Good Variety of shopping and businesses (9)
- Farming Environment (2)
- Heaps of parking
- Heritage (7)
- No fast food outlets (5)
- No Mobile Phones
- Potential of the area
- Reasonably well serviced by town and rural businesses
- TAFE – for mental and artistic engagement
- The grazing country
- Volunteers (3)

3.4.4 LEADERSHIP

- Approachable Council officers
- Council depot in Urbenville work hard to maintain the town
- Council staff very helpful (2)

- Councillors are friendly and accessible
- Courtesy of outdoor and indoor staff
- Great Mayor
- If the Councillors cannot work together they should be sacked. Last Council was a disgrace.
- New Council proactive and involving residents
- Own Local Government
- The New Councillors, C.E.O and Mayor
- The New Mayor is a breath of fresh air & we should see a new attitude from the Councillors
- TSC have always been approachable and easy to deal with e.g. gravel sales

3.5 DETAILED SURVEY RESULTS - DISLIKES

3.5.1 SOCIAL

- "Traffic calmers" in Rouse Street
- A "preciousness" about the past history - as though it should ensure our future
- A history of poor, short-sighted decisions (in particular about waste management) that have led to the current unsatisfactory situation for residents
- A pathetic police service
- Absence of rail service
- Airstrip needs upgrading (2)
- Amount of money I have spent on security because of break ins
- Appearance of the main street and immediate surrounds (30)
- Arts and cultural programs could be better - no public art gallery - Council should have bought Tenterfield Star
- Bilo car park disgusting
- Black out and lack of coverage where I am
- Boring town
- Bypass and new consultants (2)
- Can be gossipy
- Change is very difficult
- Children's/youth programs lacking – very limited vacation care programs – need more facilities and programs for youth
- Cross border issues (2)
- Dental services poor
- Disappointing attitude of locals to newcomers
- Distance and centralization of services - Medical (7)
- Divisions between aboriginal and non-indigenous communities
- Dogs barking (2)
- Downgrading of hospital (11)

- Driving on rough and un maintained roads
- Drugs in my area
- Exploit history
- Few entertainment options, particularly for the young
- Fractured community vision
- Geyers road needs maintenance attention
- Heavy traffic using my street as a thoroughfare
- Heavy trucks through town (5)
- High number of children who don't go to school leading to high number of unemployed youth on welfare
- High percentage of bitter mental pensioners, squeaky wheel gets the grease
- High percentage of residents on welfare/low income
- In village of Liston, need help with removal of rubbish in park bins
- Increasing population
- Juveniles disrespecting local property
- Lack of activities for young people/teenagers (2)
- Lack of affordable public transport to Brisbane
- Lack of an identity
- Lack of descent public transport
- Lack of employment Youth and Adults (14)
- Lack of events
- Lack of facilities (4)
- Lack of health services (4)
- Lack of local cultural facilities
- Lack of maintenance on roads (13)
- Lack of medical facilities (7)
- Lack of modern telecommunications
- Lack of security
- Lack of services for youth, mental health and rehabilitation
- Lack of shade over playground equipment in the villages.
- Lacking infrastructure
- Law-breakers it seems being a small town we are a soft touch for these scum but I'm hoping the new Sgt will help.
- Limit to what is available in Tenterfield
- Limitation on sport activities available
- Limited access to the pool complex due to lack of effective heating - only open for a short period each year.
- Limited medical with referrals often to Tamworth/Newcastle where Brisbane/Toowoomba are closer
- Little cultural diversity
- Malcontents who settle and then look around to find fault
- More kerb & guttering needed (6)
- My neighbour

- Narrow main road for the high volume of heavy traffic
- Negativity
- No gym
- No more restaurants
- No one at police station 24/7 - Lack of Policing (5)
- No use is being made of the rotunda in the park
- No water craft in dam, at least non powered water craft and rec fishing
- Not enough doctors (2)
- Not enough footpaths
- Not enough trees for parking in shade
- Objection to Change (3)
- People moving here who don't appreciate rural environment (roosters, cows, in town)
- People riding their bikes and skateboards on the footpath
- People sitting on the front stairs of hotels is a turn off for visitors and locals alike
- People use our front gate as a toilet leaving toilet paper, nappies & worse
- Poor mobile phone reception (2)
- Poor quality of roads (18)
- Poor signage - areas that require caution eg. Blind crests & crossroads, no road/place names in some cases
- Poor telecommunications services
- Post code problem
- Private use of Council vehicles
- Reasonable services
- Residents keeping large animals on standard sized house allotments
- Resistance to change
- Risk of mining in close proximity to homes
- Scarcity of dental services
- Some amenities need better maintenance
- Some houses are an eye sore to look at
- Sporting facilities
- Spread of "lifestyle "blocks around town outskirts.
- Stereotyping and negative attitudes toward aboriginal residents
- Stop sign in Riley street needs to be dealt with, also the trucks that travel that street
- Streets need maintenance
- Students being bused out of town for schooling
- That the pool can't be used all year round
- The dangerous intersection of the New England Highway and the Bruxner Way (west)
- The highway passing through the main business centre and residential area
- The hours at the tip

- The industrial traffic that feeds from council depot and other industrial areas through urban streets
- The rumours that the hospital will be downgraded
- The slow acceptance of "blow ins"
- The use of Pelham street as an unofficial bypass
- There is little for young people to do
- Traffic in the main street (6)
- Under use of Bruxner park
- Unruly individuals roaming the streets
- Untidy dwellings in Liston
- Untidy keeping of Clinton Speedy Memorial Park
- Untidy keeping of residential properties
- We have been very surprised at the amount of open racism against indigenous Australians that we have encountered in the form of ignorant comments & stereotyping from a wide range of community members
- Welfare attitude
- Within 10km of town turning into 'shedsville' sprawl
- Woodenbong to Legume road terribly condition needs maintenance

3.5.2 ENVIRONMENT

- Agriculture and bushland weeds – privet, pyracantha, lovegrass etc
- Air pollution – the toxicity and intensity of smoke when big burns are instigated
- Apparent Gas system
- Beautiful Park & rotunda at the dam picnic spot is always dirty and saturated in bird poo and never cleaned.
- Better drainage in Logan Street
- Clean lose metal out of the drains
- Cleaning and maintenance of public areas (3)
- Cold south easterly wind
- Cold weather in winter
- Crime (3)
- Destruction of the Environment
- Deteriorating dirt roads
- Dirty water occasionally (3)
- Disgraceful tip
- Dogs and cats that leave droppings on our lawns (not animals fault)
- Drought
- Dusty Roads
- Filthy street garbage bins
- Fluoride in the water (11)
- Flower beds on the roads (2)
- Gardens need to be better maintained
- Gutters and drain not been not been kerbed

- Highway noise
- Hours of operation at ecer
- In village of Liston, need help with removal of rubbish in park bins
- Inadequate waste services
- Insufficient plantings and maintenance of parks & gardens
- Intrusion by polluting mining industries and workers
- Lack of available /cost waste facility to Jennings
- Lack of commitment to the Environment
- Lack of Recycling (14)
- Living close to the Old border
- Living near an industrial area
- Mining
- No notice taken of previously grouped areas and re design water runoffs
- No recycle Bins (3)
- No sewerage
- No toilets at the Maryland river this is a very popular spot for picnics and people just having a rest for a while
- Noise of ecer
- Noise of trucks on Bruxner highway and high street at night
- Noxious weeds/feral animals
- Poor waste disposal (2)
- Regular slashing of grass
- Rubbish left on our property by people (3)
- Saddlers Estate – visual eye sore
- Sewer
- Standard when it floods
- Tenterfield Creek could be more appealing
- The appalling dog shelter
- The fact that I’m not permitted to hook up my rainwater tank to the house for showering and drinking
- The lack of proper drainage to some Tenterfield streets
- The pollution caused by trucks, they are noisy and dirty
- The slavish adherence to the control of nature despite a worldwide movement work with nature
- Ticks & Leeches
- Tiny bins which are impractical Transgrid going through Black Swamp
- Too isolated (2)
- Unfettered development within 10km radius and tin sheds
- Weeds (privet, lovegrass etc.) (3)
- More Kerb & Guttering needed (6)
- Narrow main road for the high volume of heavy traffic

3.5.3 ECONOMIC

- A lack of an “overall” marketing drive
- Absence of rail service
- Airstrip needs upgrading (2)
- Appearance of the main street and immediate surrounds (30)
- Bilo car park disgusting
- Bruxner Highway Upgrade (2)
- Business Owners think that you owe them a living
- Christmas decorations at Christmas were a disgrace need to improve
- Closed shops
- Condition of road to Stanthorpe
- Create opportunities for industries to move here
- Cross border issues (2)
- Declining Employment opportunities
- Driving on rough and unmaintained roads
- Empty houses around me
- General unkemptness of areas of the town (2)
- Geyers road needs maintenance attention
- Hard to find full time employment
- Increasing population
- It is standing still; needs to attract small businesses, e-business and light industry
- Lack of business support from locals
- Lack of focused tourism – attracting people to Tenterfield to enjoy local facilities, local food and local history
- Lack of industry (8)
- Lack of maintenance on roads (13).
- Lack of opportunities for our emerging students – we desperately need labor intensive industries
- Lack of opportunities to earn higher income
- Lack of tourist signage in some areas
- Lack of vision to capitalize on the town’s assets for tourism and economic development – huge resistance to change
- Mt Lindesay road
- Negativity to towards the by-pass, with positive attitudes from the business community and come councilors who strive
- No Bunning’s
- No consultation with adjoining farmers when a subdivision is proposed
- No Saturday or Sunday trading (2)
- No toilet facilities at night for travellers
- No train service (improve nationwide to take more freight off roads)
- No Welcome to Tenterfield signs on Sugarloaf road or Cullendore road
- Not many specialty shops but plenty of food outlets
- Not well serviced for freight in

- Number of vacant buildings and unmaintained buildings
- Old guard resistance/undermining of new proposals in some cases
- Overhead power lines in rouse street
- Poor preservation of old buildings-signage a major problem e.g. and especially Mitre 10
- Poor quality roads (17)
- Poor shopping choices
- Residents conducting businesses from houses in urban areas
- Resistance to innovation and new ideas particularly in relation to regenerative Agriculture
- Risk in mining in close proximity to homes
- Saddler estate to be linked to town with path and parks added as they were supposed to be
- Sandstone walls on highways and main street
- Stop owners with empty shops should have to keep them clean
- Small lot sizes of subdivision
- Subdivision of grazing land
- Streets need maintenance
- TAFE courses pathetic (2)
- The difficulty of getting tradesman in particular builders
- The number of vacant shops
- The prospect of a paintball park within 1000m of us the importance council places on the tourists lack of support for other industries (2)
- Too many shop closures
- Tourism services and organizations in need of development
- We don't really produce anything
- Woodenbong to legume road terribly condition needs maintenance

3.5.4 LEADERSHIP

- 9 years of complaints to TSC with no resolved answers
- Ashamed of Council
- Being ignored by Council
- Big stick approach taken by the shire council for the strategic plan
- Bureaucracy office filled with too many engineers, assistants and staff. Money from rates going into wages for office staff and not where it's needed maintenance
- Constant attempts by some to change Tenterfield into a clone of other towns
- Constant excuses from council for actions and no tolerance from Council to the peoples excuses /issues
- Continuing impost of the bureaucracy on our ability to conduct our business
- Council do not uphold promises
- Council does not encourage new enterprises into town

- Council lack of leadership
- Council leaving so much for ratepayers to maintain, pretty drastic when one is in their eighties
- Council mal administration
- Council seems to be bolted down with red tape
- Council should contribute more fund for tourism
- Councils lack of commitment to implement recycling
- Dishonest Councillors
- Doing things their way and the way as laid out in the public service rules, regulations etc
- Eastern Tenterfield has not been served at all by councillor the TVA in the 33 years I have lived here
- Favouritism
- Garbage prices/charges (6)
- I look at other country towns and there is the ability to move forward without losing what makes them unique – I don't know if we have that
- In the past the council has not had much vision and has not encouraged businesses to the area
- Inability of many in business and previous council who don't believe that federal and state legislation is applicable to them
- Inaction council does not address issues of this area seriously
- Inadequate footpaths and lighting
- Inappropriate management of council funds, tends to be town centric around Tenterfield town not the whole shire
- Lack of communication between council and people in the villages
- Lack of consultation with long term residents about road names
- Lack of council awareness of how many people are actually out here
- Lack of council personnel in village
- Lack of Council understanding of local issues and inappropriate community notification of changes
- Lack of historicity the old council
- Lack of understanding from councillors regarding effects of their decisions to business community
- Limited vision
- Little benefit for rates paid
- No Council representative prior to 2012 in our area
- No obvious commitment to sustainability
- No research done before approving Da's
- Numerous close border issues
- Overreaching state government bureaucracy starting to restrict or make costly low impact development
- Past poor council performance and the future costs, impacts
- Paying rates and getting nothing in return
- Personnel agendas in organizations
- Personal negativity, which was partly fostered by previous councillors

- Poor communication with rate payers (I found out about this survey from someone else)
- Poor Council communication or complete lack there of
- Poor council management response
- Previous Council politics
- Red tape forced upon us
- Risk that our end could get cut off and be amalgamated with coastal shires
- Remoteness from Sydney – Forgotten corner – lack of grants
- Rudeness and unapproachability of council rangers
- Some of the Council policies
- The Council
- The previous council and their inability to see the big picture, which has put the whole town at risk
- The rates which are higher than anywhere else I’ve lived for fewer services
- The state government taking everything away
- The way council runs, too many indoor staff and not enough outdoor staff therefore all maintenance goes backwards
- There appears to be a north/south attitude in the shire
- To many office staff
- Town not growing due to council
- Unreasonable council actions and advice particularly from the planning department

3.6 DETAILED SURVEY RESULTS - FUTURE

3.6.1 SOCIAL

- 1 more cop in area
- 40km speed limit down the main street
- A man made beach similar to Wagga Wagga
- A program of hazard reduction, maintenance and progressive sealing of rural roads
- A women health centre in Jennings/Wallangarra area or in Tenterfield
- Adult riding club
- All parks seats and picnic tables kept spotless for people using them especially the one at the dam
- All people working together
- All trucks stopped from using Riley street
- Alternate route for heavy vehicles
- An expedited arrival of the NBN
- Aquatic centre
- Better and more regular maintenance of roads

- Better health services
- Better medical services at Tenterfield hospital
- Better public transport options
- Better roads (5)
- Better roads/highways
- Better rural road maintenance
- Bigger skate board park
- Bitumen border street, Jennings
- Bolivia hill
- By pass (42)
- Castlerag Rd maintained more regularly - it is very badly maintained at present and is our main access to Tenterfield
- Closure of negative ratepayers association
- Community bus service (2)
- Continue roads and bridges program
- Continued improvement in basic services
- Continued support of education
- Convert town pool into indoor pool
- Correct and clean signs
- Crime reduction - maybe street cameras
- Cyclists lanes
- Dental & medical services
- Dental facilities
- Development of walkways along creek
- Eastern by pass
- Extend the walkways/footpaths along the creek in every direction
- Extensions to the RSL hall so as to facilitate 2 indoor basketball courts.
- Faster/better road to casino
- Footpath down main street needs to be assessed very un even
- Footpath/cycle way to saddlers estate - commercial airport
- Full time policing
- Further support for healthy communities
- Get rid of the patch mobile and repair roads in a better manner
- Good roads
- Grade roads more often
- Gym
- Half pipe at skate park
- Heat the swimming pool (4)
- Helicopter pad on drake oval
- Hospital upgrade (13)
- Improve Education Services
- Improve Health Services (6)
- Improved policing responses to petty crime
- Improving infrastructure
- Initiatives to encourage the youth of the area to stay in the area

- Keep the cinema & library best part of town
- Kerb & guttering (5)
- Library at Liston
- Local roads
- Maintaining roads/more Sealing (10)
- Maintaining the rural character of the shire
- Maintenance of the rural atmosphere e.g. Grazing animals inside town limits, fields inside town limits
- Maintenance/improvement of medical services (4)
- Make the Bruxner park look like it used to with beautiful flowers and back to how it use to admire people
- Maternity Ward at Hospital (3)
- Mobile coverage (3)
- Mobile library van, so people who don't have cars can still get something to read
- More arts involvement in the development of the area
- More bitumen on Rocky River road
- More community involvement in the local high school so that students are not bussed out of town
- More consideration for rural areas
- More cycle ways
- More doctors (4)
- More focus on community
- More footpaths (2)
- More obvious federation walk
- More parking areas (2)
- More social/help services for non-indigenous.
- More speed cameras
- More street stuff for teens, motor cross track
- More things for young people (3)
- Not too grow too fast
- Open dam to public and have recreational fishing (2)
- Opened police station/ Better Policing (4)
- Pedestrian crossings moved
- Pedestrian plaza/mall between manners/high street on old highway
- People to be reasonable with animals particularly dogs barking
- People working together
- Permanent dentist
- Police Citizens Youth Club (2)
- Possible local contract for maintenance of local dirt roads more frequently
- Re open small country schools
- Reduce petty crime
- Repairs to some of our streets
- Return of the new year's festivities
- Revoke mx use at ecer

- Road improvement & maintenance (15)
- Road needs to be sealed from Tenterfield to Boonam
- Rural roads and wooden bridges repaired
- Shade over half of the big pool
- Shire unites- south connects with the north - bitumen all the way to Tenterfield would assist
- Strong law and order
- Tennis courts need upgrading
- Tenterfield to maintain its identity as a country town servicing its rural community and not be taken over by highway oriented development
- The fast track of Bolivia hill
- The partial closing of Riley street between Western road and Pelham street as promised in 2008
- Town grow
- Traffic calming in Pelham St to stop it being used as a thoroughfare to avoid the traffic camera
- TSC develop opportunities for younger people
- Two lane road from Woodenbong to Legume
- Upgrade of Torrington-Emmaville
- Upgrade road from Tenterfield to Drake
- Vibrant educational institutes-schools and take. Families will look to this before settling
- Village parks with clean toilets that looks welcoming for travellers

3.6.2 ENVIRONMENT

- 2nd Dam to be made
- Alimentation of water supply operations
- All new buildings (dwellings/industrial) to be required to install solar electricity generators and rainwater tanks
- Beautify the creek & Surrounds in Tenterfield
- Better cleaning of public areas
- Better tasting water
- Better water storage for town
- Bring back the good water
- Bring parks and gardens back to what they were in Brian Morris's days
- Clean the main street (4)
- Clean up long grass where people haven't mowed
- Collection of recycled bins
- Commitment to developing an ecologically sustainable community
- Controlled rubbish dump
- Decentralised renewable energy supply of the shire
- Drainage improved
- Drake & Surrounds declared a coal seam gas fire area
- Fluoride out of the drinking water (6)

- For Council to get involved with the public in clean up Australia Day & help us clean up the real messes like our road side boundary rather than the 2 already looked after parks currently are targeted by Landcare – it’s a waste of resources.
- Free tip disposal
- Full recycling facilities
- If we have to have the flower stands plant and maintain some colourful flowers footpaths
- Improve parks & Gardens
- Improve waste disposal and reduce waste fees for owners who have multiple properties
- Improved drainage on unsealed roads
- Improved water reliability and flood mitigation (that is dams not tunnels)
- Increased weed control management
- Installation of rainwater tanks at the Urbenville multipurpose centre
- Introduction of a kerb side recycling system
- Keep the long grass around some streets mowed to look tidier
- Land use study and vision statement
- Larger parks and garden staff to better maintain all public areas
- Local cemetery to be cared for more
- Location
- Lovegrass eradication program
- Mole river dam construction
- More efficient rubbish tips with proper recycling
- More local native vegetation. The European trees are pretty but the native flora is pretty too and brings the native fauna
- More support for sustainable initiatives in energy, gardening, farming etc.
- More thought put into the reduction of washouts and corrugation
- More trees planted (4)
- More vigilant road/stormwater management in villages
- Natural gas supply
- Nature strips maintained by council
- Needs to improve the quality of the drinking water
- No CSG mining
- Open dam to public and have recreational fishing (2)
- Plant willow tress (town of the willows) (2)
- Putting in a new cause way in Geyers road so that we don’t get flooded in all the time
- Recycling (20)
- Relocate the dog shelter
- Replacement of water supply structures
- Sand dredged from creek to ease flooding
- Sewerage services extended
- Tenterfield Creek cleaned up

- Tenterfield understanding that recycling and other issues ie the tip all need to be addressed and can no longer be put on a ‘back burner’ as has been the practice for the past 10 years
- The parks cleaned up and as nice as Stanthorpe
- The River tree crossing raised
- Tidy up Liston
- Torrington people need a key to their local tip
- Trees trimmed properly

3.6.3 ECONOMIC

- A concerted effort by all parties to push the tourist potential of this great area
- A dynamic professional tourist marketing strategy and creative incentives to attract new business
- A professional approach to tourism which has not been happening at the TVA
- A program hazard reduction, maintenance and progressive sealing of rural roads
- Aldi
- All industries treated equally
- All of the old buildings in the main street bring back to how they use to look i.e. balcony’s, facades and street posts
- Alternate route for heavy vehicles
- An expenditure arrival of NBN
- An incentive for Businesses to move into the industrial Area
- Appropriate TAFE courses for further education after high school
- Attempting the almost impossible task of attracting Business and thus creating jobs
- Attract more Industry to the Area
- Beautification of the main street (28)
- Better and more regular maintenance of roads
- Better Roads/Highways (6)
- Better rural Road maintenance
- Business premises be encouraged to sweep the front of their shop
- By-pass (42)
- Commercial businesses being attracted to the town to grow employment and prosperity for the town
- Continuation of active promotion of our tourist attractions
- Creation of more tourism opportunities – in particular indigenous culture could be introduced into local tourism
- Dam size to increase for more population
- Detour of heavy vehicles from town centre perhaps turn it into a mall/something like Armidale with outside cafes and off set parking

- Develop a sense of village atmosphere that would be seen to be a destination for visitors
- Developing a future for Torrington
- Dump shop for recycling goods
- Eastern by-pass
- Encourage more business/industry to our area (3)
- Encourage Tourism
- Encourage villages to be tidy and welcoming for travellers
- Encouragement of more diverse rural enterprises
- Encouraging new business and industry to Tenterfield to boost local employment and help our town prosper not decline. This is employment to retain our young population
- Facades on shops more in keeping with the history of the federation town we are (3)
- Fast food outlet (KFC or Macca’s etc) (2)
- Faster/better road to casino
- Fill the main street with “boutique” shops to attract the tourist trade
- Finish bitumen on Woodside road to Mole river bridge
- Fix our dirt roads
- Fix our roads to the same standards
- Fix the road network to assist the tourism industry for the benefit of everyone in the shire
- For the tourism board to spend more time promoting sport, at the moment we are knocking back visiting teams who want to come here
- Foresight by the town to get behind an extensive tourist industry. More tourists = more job opportunities
- Forward thinking about making Tenterfield an attractive stopping off point for travellers, and other particularly in view of the proposed by-pass
- Free camping
- Further development of parklands for wider tourism
- Good quality small business
- Good roads
- Greater Business opportunities to grow the town
- Greater emphasis on our world class environment/tourist assets
- Greater funding to rural wards infrastructure, such as roads, drains, recycling, waste and tourism
- Grow the population – More people means better services
- Have shops opened on a weekend to attract the tourists potential
- Improve main and service roads (3)
- Improving infrastructure
- Incentives for light industry/niche industries to set up/relocate to Tenterfield
- Increased business employment opportunities

- Innovative marketing for tourism, events and economic development to ensure future sustainability and create jobs
- Job creation (10)
- Jobs in Urbenville
- Kmart, Aldi store, KFC, McDonalds (2)
- Land use study and vision statement
- Legume to Woodenbong road upgrade (6)
- Local employment perhaps with the council
- Maintaining roads/more sealing (10)
- More advertising of local area
- More Al fresco dining spaces
- More businesses opening (2)
- More consideration for rural areas
- More employment for people (2)
- More industry attracted to area
- More infrastructure, rest stops and facilities
- More shire workers in the northern section
- More signage and tourist information
- Mt Lindesay Road upgrade (7)
- Pedestrian plaza/mall between manners/high street on old highway
- Price of Industrial land to be cheaper
- Promote local food producers & wine better plus our natural attractions & great lifestyles.
- Promotion of Business and Tourism
- Promotion of Labour intensive industries
- Railway operating again catering for freight which would take a lot of large road transport off the New England Highway (2)
- Realisation of potential – unique features/events well promoted and successful
- Remove rock walls – Rouse Street
- Restricted Urban development on rural land – keep it for farming
- Road improvement & maintenance (15)
- Road needs to be sealed from Tenterfield to Boonam
- Road multiple dwelling approvals and eco-tourism development
- Safe , clean, bio diverse, distinctly rural town, tolerant and supportive of the productive sectors
- Shire marketing program put in place immediately to counteract effects of the by-pass should it occur
- Small industry
- Small shopping centre out of town with Big W, Kmart, McDonalds, KFC
- Some major form of employment e.g. light industry, tourism, regional recycling facility
- Some sort of online service for businesses
- Support local business better
- Sustainable Rural Lifestyles and Industries (2)

- Tenterfield to maintain its identity as a country town servicing its rural community and not to be taken over by highway orientated development
- The main street revitalised with some common theme – utilise the façade of all the old buildings
- Tidy up of main street and look to extend main street of shopping precinct
- To get rid of ‘broken windows’ in Tenterfield main street
- Tourism manager employed directly under council
- Tourist development (6)
- Town grow
- Two lane road from Woodenbong to Legume
- Upgrade road from Tenterfield to drake
- Utilisation of history/ heritage for tourism e.g. Anzac plan for main street
- Vibrant Business environment
- Vibrant educational institutes-school and TAFE. Families will look to this better settling
- Village parks with clean toilets that looks welcoming for travellers

3.6.4 LEADERSHIP

- “How can we help you” attitude from Council
- 2372 in phone book ie bay for Jennings
- A council that we are not afraid of approaching and more involvement outside Tenterfield town
- A dedicated council working for the benefit of the entire shire
- A New Council
- Administrator appointed
- An improvement
- Another grader
- Approachable and accountable planning department to assist residents not alienate
- Approachable Council, open to ideas
- Better communication with councillors
- Better control over spending – previously a lot of money has been wasted
- Better council productivity, removal of incompetent management
- Better information
- Better value for rates
- Better, more informed decision making by council with the long term in mind
- Continue the increased involvement that council has started with the aboriginal community and look at ways to increase this groups positive portrayal and influence in our town
- Continuing low rates
- Council and government support

- Council in which councillors can work co-operatively
- Council must enforce their by-laws
- Council needs to attract more businesses from outside e.g. Big W
- Council solving the communication problems they have in getting information to people in villages
- Council workers to be based in Legume
- Councillors getting out and meeting their constituents during their time as councillors not just an election time, it is possible I know I’ve been there and done that
- Councillors that listen to the community and act on their behalf
- Councillors work together, not against each other for the benefit of all residents
- Environment friendly Council
- Encouragement from Council to bring people to town
- Fair and equitable treatment for all shire ratepayers
- Financially sound Council
- Keep up the wonderful work you do
- Less bureaucracy (close IHPA give to Council) no cars for private use Council
- Lower the rates minimal red tape and hurdles to trying new ideas on land in the shire
- More careful use of rates
- More Council support for minority groups
- More investigations before approving DA’s
- More survey’s like this
- More transparency and accountability from our elected officials
- Qualified people holding senior positions within the Council – I know that this is currently being addressed
- Rates imposed on small business or commercial premises reduced
- Reduction in “red tape” documentation to promote unhindered local government area expansion and development
- Regain control of the main street from RMS (RTA)
- Removal of Dump/Tip Fees (2)
- Some services seem hard to justify, example-rural areas paving for garbage where there is no collection
- Surveys with a higher level of objectivity
- To be listened to, acknowledgment by Council
- Work for the shire community not for self-importance



Section 4 – Conclusion

4.0

Conclusion

More than ever rural communities like Tenterfield Shire are being placed into the position of finding new and innovative ways to meet the challenges before them.

Council itself is not immune from the difficulties ahead. Challenges for Tenterfield Shire like all Councils in New South Wales are its role and relationship with higher tiers of government including the problems of cost shifting; managing rising community expectations; maintaining service level commitments in the face of a huge infrastructure bill and constraints on rate income and other revenue sources.

Many issues facing the community and Council are complex and finding solutions in the short and long term are not easy to achieve. We require new approaches to address the new realities of the present and future.

The Tenterfield Shire Community Strategic Plan is a way to constructively, collaboratively and successfully address some of these realities. It is through partnerships and collaborative efforts that solutions can and need to be found.

The keys to the success of strategic planning are the following:

1. Action must be taken!

The community engagement and strategic planning process is far more than a mental exercise – it is an action orientated program. Tangible, meaningful and long lasting benefits of the process will only manifest when action items are accomplished.

2. There must be continuous community engagement!

The community must participate in the progress of the Tenterfield Shire Community Strategic Plan and be involved in any review or change to the Plan. The opportunities for community engagement will not end here. The community will be encouraged to stay involved by participation in ongoing opportunities.

Council on implementing its Community Strategic Plan will need to obtain greater input and more active involvement from State Government agencies. Many issues of concern raised by the community are the direct responsibility of Federal and State Government. Council will endeavour to work with agencies, the community and other tiers of Government to achieve for the best outcomes for the Tenterfield Shire as a whole and at the same time be mindful of the limited resources available, and seek financial assistance where appropriate.



Section 5 – Appendices

Appendices

Appendices

- (A.)** Sample Community Questionnaire
- (B.)** References

Sample Community Questionnaire



**Community Focus Group
Questionnaire**

If you are comfortable with computers, it would be very helpful if you could complete this survey online at: <https://www.surveymonkey.com/s/TSCCommunity2013>

Name:	_____	My principal address is;	Urban
Address:	_____		Semi rural
	_____		Rural

What do you like about living in Tenterfield Shire (and in your particular area)?

What don't you like about living in Tenterfield Shire (and in your particular area)?

What would you like to see in the future (what would be your three priorities)?

Appendix B

References

- Local Government Act, 1993.
- NSW Department of Local Government "Planning a Sustainable Future" Planning and Reporting Manual for local government in NSW, Version 1, January 2010.
- NSW Department of Local Government "IPRL Frequently Asked Questions" August, 2009.
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- Inglis, Glenn. A Guide to Citizen Market Research in Local Government Vol. 1, A Guide to Citizen Consultation in Local Government Vol 2, A Guide to Citizen Participation in Local Government Vol 3, June 2000, L.G.S.A.