

QA. Where do you live do you live?

- | | | | |
|--|--|------------------------------------|-------------------------------------|
| <input type="radio"/> Backmede | <input type="radio"/> Banyabba | <input type="radio"/> Bentley | <input type="radio"/> Bora Ridge |
| <input type="radio"/> Broadwater | <input type="radio"/> Bungawalbin | <input type="radio"/> Busbys Flat | <input type="radio"/> Camira |
| <input type="radio"/> Casino | <input type="radio"/> Clovass | <input type="radio"/> Clearfield | <input type="radio"/> Codrington |
| <input type="radio"/> Coombell | <input type="radio"/> Coraki | <input type="radio"/> Dobies Bight | <input type="radio"/> Doonbah |
| <input type="radio"/> East Coraki | <input type="radio"/> Ellangowan | <input type="radio"/> Evans Head | <input type="radio"/> Esk |
| <input type="radio"/> Fairy Hill | <input type="radio"/> Gibberagee | <input type="radio"/> Greenridge | <input type="radio"/> Hogarth Range |
| <input type="radio"/> Irvington | <input type="radio"/> Kippenduff | <input type="radio"/> Leeville | <input type="radio"/> McKees Hill |
| <input type="radio"/> Mongogarrie | <input type="radio"/> Mount Marsh | <input type="radio"/> Myrtle Creek | <input type="radio"/> Naughtons Gap |
| <input type="radio"/> New Italy | <input type="radio"/> North Casino | <input type="radio"/> Piora | <input type="radio"/> Shannon Brook |
| <input type="radio"/> Six Mile Swamp | <input type="radio"/> Spring Grove | <input type="radio"/> Stratheden | <input type="radio"/> Swan Bay |
| <input type="radio"/> Tabbimoble | <input type="radio"/> Tatham | <input type="radio"/> The Gap | <input type="radio"/> Tomki |
| <input type="radio"/> Upper Mongogarrie | <input type="radio"/> West Bungawalbin | <input type="radio"/> West Coraki | <input type="radio"/> Whiporie |
| <input type="radio"/> Woodburn | <input type="radio"/> Woodview | <input type="radio"/> Wyan | <input type="radio"/> Yorklea |
| <input type="radio"/> Other (Please specify) _____ | | | |

Section A – The Community Experience

**Q1. How strongly do you agree or disagree with the following statements:
The scale is from 1 to 5 where 1 = strongly disagree and 5 = strongly agree.**

	Strongly disagree		Strongly agree		
	1	2	3	4	5
The Richmond Valley Council Area is a good place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel a part of my local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like to attend events and festivals in the Richmond Valley Council area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Richmond Valley is a harmonious, respectful and tolerant community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing in the area is affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport in the area is accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough opportunities to improve my health and wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough opportunities to participate in arts and cultural activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough opportunities to participate in sporting or recreational activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local shopping strips are vibrant and economically healthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe living in Richmond Valley	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2a. Have you had any contact with Council in the last 12 months?

- Yes No **(If no, go to Q3a)**

Q2b. Thinking specifically of the last time you had contact with Council staff, was it by:

- Phone
 Mail
 Email
 In person

Q2c. What was the nature of your enquiry?

- Payment for services (rates, permits etc)
 Waste / Rubbish
 Development Application
 Maintenance of roads, footpaths, etc.
 Obtaining advice / information



- Booking a Council facility
- Illegal dumping
- Making a complaint
- Infringements
- Community initiative/program
- Other specify (Please specify) _____

Q2d. How satisfied were you with the way your contact was handled?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very satisfied | Satisfied | Somewhat satisfied | Not very satisfied | Not at all satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q3a. How satisfied are you with the level of communication Council currently has with the community?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very satisfied | Satisfied | Somewhat satisfied | Not very satisfied | Not at all satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q3b. Through which of the following means do you receive information about Council?

- Web/Internet
- River Town Times
- Express Examiner
- Coraki & District News
- Northern Star
- Word of mouth
- Radio
- Email
- Brochures/flyers/posters
- Facebook and Twitter
- Libraries/Council community centres
- Community organisations
- Television
- Other (Please specify) _____

Section B – Importance of, and satisfaction with, Council services

Q4. For each of these facilities please indicate that which best describes your opinion of the importance of the following services/facilities to you, and in the second part, the level of satisfaction with the performance of that service. The scale is from 1 to 5, where 1 = low importance and 5 = high importance and where 1 = low satisfaction and 5 = high satisfaction.

	Importance					Satisfaction					
	Low		High			Low		High			
	1	2	3	4	5	1	2	3	4	5	
<u>Part A - Roads and Transport</u>											
1.	Maintaining local roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Maintaining footpaths, kerbing and guttering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Access to public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Traffic management and road safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Part B - Environment</u>											
5.	Protecting bushland and waterways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Encouraging recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Drainage and flood mitigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Importance					Satisfaction				
Low		High			Low		High		
1	2	3	4	5	1	2	3	4	5

Part C - Town Planning

8.	Long term town planning for the Richmond Valley Council area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.	Attractiveness of the town centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.	Protection of heritage buildings and items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part D – Waste, Cleanliness, Services

11.	Town centre cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.	Household garbage collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.	Weed controls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14.	Reticulated town water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15.	Reticulated town sewerage system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part E - Local Shops

16.	Suitability of local shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17.	Availability of car parking in town centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part F - Council Leadership/ Managing the shire

18.	Opportunities to participate in Council's decision making process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19.	Council provision of information to residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20.	Council policies and plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21.	Community consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22.	Financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23.	Economic development and local employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part G - Council Services and Facilities

24.	Maintenance of local parks and playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25.	Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26.	Availability and maintenance of sporting ovals, grounds and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27.	Council libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28.	Community centres and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29.	Community education and safety programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30.	Support for community organisations and groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31.	Support and programs for volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32.	Festivals, events and arts facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section C – Priority Issues

Q5a. Overall for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

Very satisfied Satisfied Somewhat satisfied Not very satisfied Not at all satisfied

Q5b. What is your reason for giving that rating?

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Q6. What do you value most about living in the Richmond Valley local government area?

.....

.....



Q7. Thinking about the next 5 years, what do you think are the highest priority issues facing the Richmond Valley local government area?

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.....

Section D – Coal Seam Gas

Q8. How would you describe your current level of knowledge of the Coal Seam Gas industry? Would you say you are:

- | | | | | |
|-----------------------|-----------------------|------------------------|------------------------|--------------------------|
| Very knowledgeable | Knowledgeable | Somewhat knowledgeable | Not very knowledgeable | Not at all knowledgeable |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q9a. If the Coal Seam Gas industry in the Richmond valley resulted in:
· increased employment;
· economic welfare for the region,
· was appropriately regulated and proven to be environmentally safe

How supportive would you be of Richmond Valley Council working with CSG stakeholders and regulators to ensure the community benefit from this industry?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very supportive | Supportive | Somewhat supportive | Not very supportive | Not at all supportive |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q9b. Why do you say that?

.....

Section E – Demographic & Profiling questions

Q10. What is your age group?.

- 18 – 24
- 25 – 34
- 35 – 49
- 50 – 64
- 65 years and over

Q11. How long have you lived in the Richmond Valley area?

- Less than 2 years
- 2 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years

Q12. Which of the following best describes the house where you are currently living?

- I/We own/are currently buying this property
- I/We currently rent this property

Q14. Gender:

- Male Female Other (please specify) _____

THANK YOU FOR YOUR ASSISTANCE

