



Community Satisfaction Survey

**A Research Report
Prepared for**

Kempsey Shire Council

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Introduction

Micromex Marketing Services was commissioned by Kempsey Shire Council to undertake a community survey to determine the matters or issues of concern to the community and the degree of importance placed on them.

Background

Kempsey Shire Council has an ongoing commitment to provide residents and ratepayers with a high level of service and a broad range of facilities.

To assist Councillors and Management with future planning and to establish long term priorities Council had decided to undertake a community survey and community consultations to assist in identifying and prioritising key issues.

Kempsey Shire Council had previously conducted Community Surveys with the emphasis being on 'Community Satisfaction' with Council's services.

This survey examined community attitudes on a broader range of issues that will assist with the development of Councils' Strategic Plan.

Objectives

To assist with the development of the Management Plan a range of matters or issues were canvassed through a community survey and included, but were not limited to:

- The environment
- Lifestyle
- Transport
- Services
- Development
- Recreation

As a basis for the questionnaire design the 'Common Report for Local Government' and the 'National Agenda (ALGA)' were reviewed.

The broad objectives for the Community Survey were to:

- Rate the importance and satisfaction with different services or facilities
- Identify what is most liked and least liked about living in Kempsey Shire as well as what is seen to be the biggest issue facing Kempsey Shire in the next five years.

Methodology

Micromex together with Kempsey Shire Council developed the questionnaire.

Data collection:

The 2003 survey was based on the in-house survey questionnaire with some alterations made following consultation between Micromex Marketing Services and Kempsey Shire Council.

The main survey, using a structured questionnaire, was printed and distributed in hard copy.

Methodology (Cont'd)

A copy of the questionnaire is provided in Appendix F.

Data collection period:

The survey was distributed in the 'Macleay Valley Happenings' on April 2nd 2003 and closed on the 24th April 2003. Respondents were asked to return the completed forms to the Council or through a number of drop off points throughout the Shire.

Survey area:

Kempsey Shire Local Government Area.

Sample:

The sample consisted of a total of 370 residents.

Sampling error:

A sample size of 370 residents provides a maximum sampling error of approximately plus or minus 5.2% at 95% confidence. It is important to acknowledge that this survey was undertaken on a 'self selection' process which could skew the results.

From the demographics we found that 43% of the respondents were retired, 53% were over the age of 55 and 58% were from either Kempsey or South West Rocks.

Executive Summary

The key results from each part of this report are summarised below:

The rating of importance of 15 different issues

In response to this rating question we found that in 14 of the 15 issues the majority felt that they were of high to very high importance. The exception was with promoting cultural activities where the majority felt that it was of low to very low importance.

The mean ratings calculated for each issue show that 'community safety' is the most important issue. This was followed closely by 'improving local roads', 'provision of services for older people', and 'provision of services and facilities for people with disabilities' which all came equal second.

Those issues on the lower end of the importance scale were 'promoting cultural activities' and 'developing an identity'.

Council's role

In this question respondents were asked if they felt that Council had an active role to play in 7 different areas.

The majority of respondents answered in the affirmative in all cases. The highest vote was for 'weed control' (93%) and the lowest 'value adding to local produce' (70%).

Executive Summary (Cont'd)

The importance of lifestyle issues not funded by Council

In this question respondents were asked to rate how important they felt 5 different lifestyle related issues were to them.

The mean ratings show that all the lifestyle related issues were considered to be of 'high' to 'very high' in importance particularly 'heath' and 'health of the Macleay River'.

The majority in all cases felt that the lifestyle issues were of high to very high importance.

The mean ratings show that highest importance was placed on 'health' and the lowest importance on 'telecommunications'.

Services respondents are prepared to forego to enable Council to develop new services and or facilities.

Only two services were nominated by more than 50% of the respondents. These were 'cultural services' and 'additional library hours'.

Those services that received fewer than 10% were 'aged services', 'public toilets', 'road maintenance' and 'garbage services'.

Separating recyclable materials from non-recyclable materials.

More than 85% of the respondents were prepared to separate their recyclable from their non-recyclable materials if Council provided appropriate collection receptacles.

Support for an increase in the garbage disposal charge for kerbside recycling collection.

The result to the question on whether respondents were prepared to accept an additional charge for recycled materials collection was inconclusive. Those in favour almost equaled those not in favour and 25% of the respondents were undecided,

Agreement or disagreement on 10 statements relating to the Council or the Shire

In this question respondents were asked to rate to what extent they agreed with 10 different issues.

The majority agreed with the statements that 'the natural attributes and beauty in the Kempsey Shire enhances lifestyle' and 'the nature of economic development in the Shire is beneficial'.

The majority were neutral on the statement 'the nature of development in the Shire will improve quality of life'.

The majority disagreed with the remaining 7 statements.

Communicating with Council

The mean ratings show that 'weekly ads in the local newspaper' was significantly higher than the other options of communicating with Council.

This question was followed up by another question asking which they felt was the most useful means of communicating with the community.

Executive Summary (Cont'd)

The preference for 'weekly ads in the local newspaper' was dominant with 91% of the respondents expressing their preference for this method.

Contact with Council

84% of respondents had contact with Council in the past 12 months.

The ratings show that 72% of respondents rated their satisfaction in the range 'high' to 'very high' when asked if their contact in Council was 'courteous and helpful'.

With the statement 'quick and efficient' and 'overall satisfaction', 52% were in the range 'high' to 'very high'.

Reasons for dealing with Council

The main reasons for dealing with Council were:

Information inquiry	43%
Making a payment	34%
Request for assistance	29%

Contact with Councillors

38% of respondents contacted their Councillor when they felt aggrieved in any way.

Of those who had contacted their Councillor, 55% were dissatisfied with the attention they received.

What they most liked about living in Kempsey Shire

There were 169 different responses with the most significant being:

- Beauty of the area
- Climate
- Beaches
- Relaxed lifestyle
- The Lifestyle

What they liked least about living in Kempsey Shire

There were 272 different responses to this question with crime being the most significant.

The biggest issues facing Kempsey Shire in the next five years

The most significant issues related to:

- Crime
- Development
- Employment
- Bypass
- Population growth
- Roads

Executive Summary (Cont'd)

One thing that Council could do to make the Shire a better place

There were 315 different responses which are listed in Appendix D

Conclusion

When examining the results of this survey the reader must appreciate that the methodology used was by a 'self selection' process. This methodology allows for statistical errors and the results are not necessarily representative of the whole population.

Crime and community safety is clearly an issue to the community.

Community safety is the most highly rated issue in importance and this is further substantiated by crime being stated as the reason the respondents like least about living in the Shire as well as crime being among the biggest issues facing Kempsey Shire in the next five years.

With respect to recyclable materials there was strong support for Council to provide a collection service but there was less enthusiasm for an increase in charges to provide this service.

The number of respondents who were in favour were almost identical as those who were against an increase in charges but almost a quarter of the respondents were undecided. Further research is required on this issue to get a broader community opinion.

The means of communication was conclusive with a considerable majority preferring 'weekly ads in the local newspaper'.

Council's service was found to be very good with respect to being 'courteous and helpful', however, there is room for improvement. Respondents rated Council staff lower with respect to being 'quick and efficient' and the 'overall satisfaction' in dealings with Council staff was also lower.

Contact with Councillors needs to be further investigated as the majority of those respondents who felt aggrieved in some way and contacted their Councillor, were dissatisfied with the attention they received.

On the positive side Kempsey Shire is seen to be a beautiful area with respondents enjoying the climate, beaches, lifestyle and friendly people.

Results

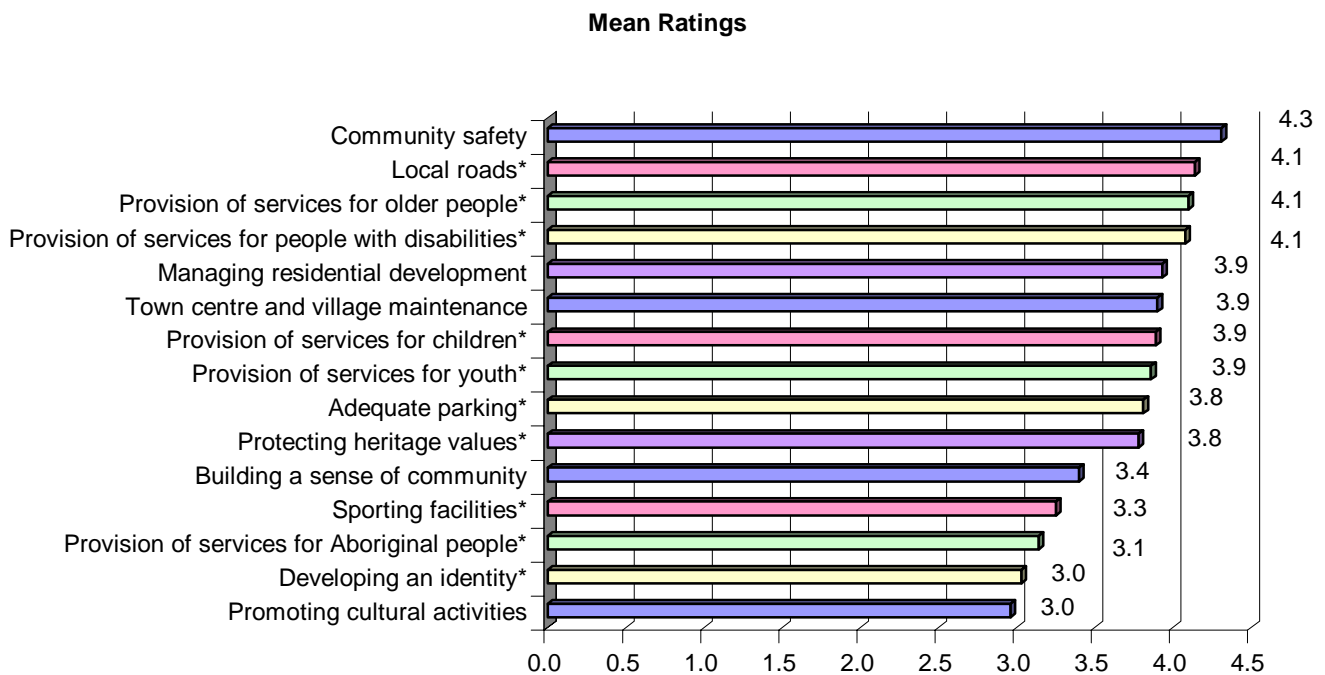
Q1. Please rate how important you feel the following issues are to you.

In this question respondents were asked to rate how important they felt 15 different issues were to them. The ratings were on a scale of 1 to 5 where 1 = 'low importance' and 5 = 'high importance'.

Table A contains the counts and percentages of responses for each issue.

To illustrate the relative importance, mean ratings were calculated for each issue and are represented in the graph below.

The mean ratings show that 'community safety' was the most important issue and 'developing an identity' and 'promoting cultural activities' the least important.



* Full description in Table A below

Continued on the following page

Q1. Please rate how important you feel the following issues are to you. (Cont'd)

Table A

	Very low importance		Low importance		Neither		High importance		Very high importance		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Community safety	14	3.9%	9	2.5%	58	16.1%	49	13.6%	231	64.0%	361	100.0%
Improving local roads	20	5.5%	12	3.3%	55	15.1%	86	23.6%	191	52.5%	364	100.0%
Provision of services and facilities for older people	15	4.2%	17	4.8%	61	17.1%	93	26.1%	170	47.8%	356	100.0%
Provision of services and facilities for people with disabilities	13	3.7%	13	3.7%	70	19.7%	91	25.6%	169	47.5%	356	100.0%
Managing residential development	18	5.0%	30	8.4%	69	19.3%	97	27.2%	143	40.1%	357	100.0%
Town centre and village maintenance	13	3.9%	18	5.4%	72	21.6%	106	31.7%	125	37.4%	334	100.0%
Provision of services and facilities for children	14	3.9%	23	6.5%	86	24.2%	95	26.8%	137	38.6%	355	100.0%
Provision of services and facilities for youth	17	4.8%	24	6.8%	85	24.0%	92	26.0%	136	38.4%	354	100.0%

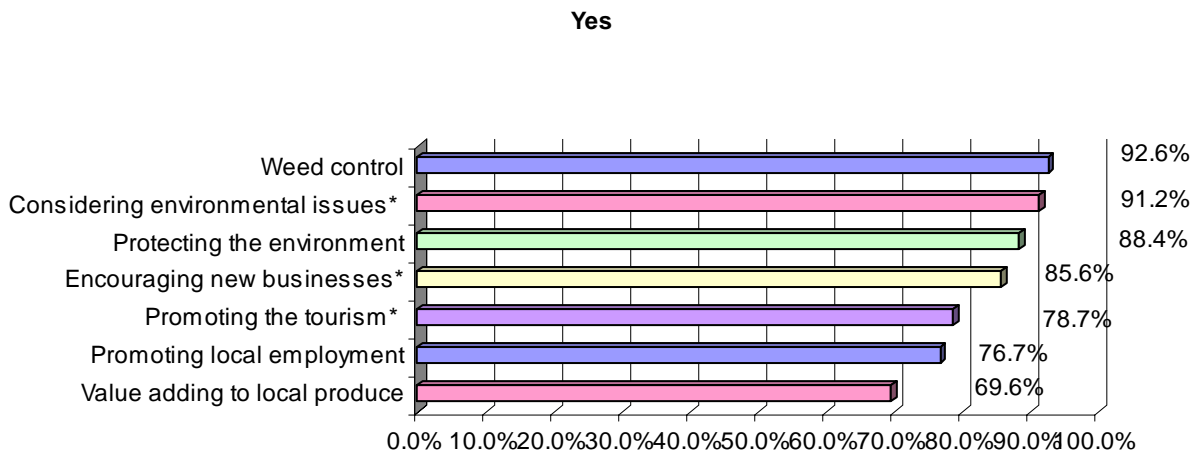
	Very low importance		Low importance		Neither		High importance		Very high importance		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Providing adequate parking, footpaths and cycleways	13	3.6%	25	6.9%	99	27.4%	115	31.9%	109	30.2%	361	100.0%
Protecting heritage values and buildings	17	4.7%	35	9.8%	86	24.0%	81	22.6%	139	38.8%	358	100.0%
Building a sense of community	43	12.0%	32	9.0%	106	29.7%	92	25.8%	84	23.5%	357	100.0%
Improving sporting and recreational facilities	34	9.4%	41	11.4%	146	40.6%	80	22.2%	59	16.4%	360	100.0%
Provision of services and facilities for Aboriginal people	68	19.7%	45	13.0%	88	25.4%	61	17.6%	84	24.3%	346	100.0%
Developing an identity for the Shire in our region	61	17.2%	52	14.6%	113	31.8%	72	20.3%	57	16.1%	355	100.0%
Promoting cultural activities	66	18.5%	61	17.1%	110	30.8%	61	17.1%	59	16.5%	357	100.0%

Nb: Some respondents did not answer

Q2. Do you believe that Council has an active role to play in:

In this question respondents were asked if they felt that Council had an active role to play in 7 different areas.

The graph below indicates that the majority of respondents felt that Council does have a role to play in all the areas. There was a particularly high percentage for weed control and environment issues. The other areas, although not to the same extent, still gained considerable support.



* Full description in Table B below

Table B

	Yes		No		Total	
	Count	%	Count	%	Count	%
Protecting the environment	319	88.4%	42	11.6%	361	100%
Considering environmental issues when planning for the future	330	91.2%	32	8.8%	362	100%
Weed control	338	92.6%	27	7.4%	365	100%
Promoting local employment	276	76.7%	84	23.3%	360	100%
Encouraging the establishment of new businesses in the Shire	309	85.6%	52	14.4%	361	100%
Promoting the tourism potential of the Shire	285	78.7%	77	21.3%	362	100%
Value adding to local produce	245	69.6%	107	30.4%	352	100%

Nb: Some respondents did not answer

Q3. How important to you are the following lifestyle issues which are not funded by Council?

In this question respondents were asked to rate how important they felt 5 different lifestyle related issues were to them. The ratings were on a scale of 1 to 5 where 1 = 'low importance' and 5 = 'high importance'.

Table C contains the counts and percentages of responses for each issue.

To illustrate the relative importance, mean ratings were calculated for each issue and are represented in the graph below.

The mean ratings show that all the lifestyle related issues were considered to be of 'very high' to 'high' in importance particularly 'health' and the 'health of the Macleay River'.

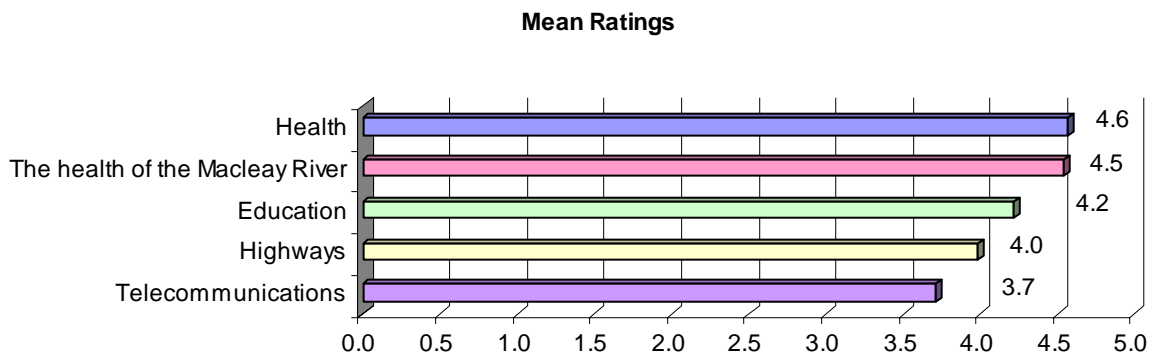


Table C

	Very low importance		Low importance		Neither		High importance		Very high importance		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Health	9	2.5%	6	1.7%	28	7.7%	49	13.5%	271	74.7%	363	100%
The health of the Macleay River	11	3.0%	3	.8%	33	9.1%	48	13.3%	266	73.7%	361	100%
Education	18	5.0%	13	3.6%	49	13.6%	72	19.9%	209	57.9%	361	100%
Highways	24	6.6%	18	5.0%	67	18.5%	83	22.9%	170	47.0%	362	100%
Telecommunications	28	7.8%	28	7.8%	88	24.5%	89	24.8%	126	35.1%	359	100%

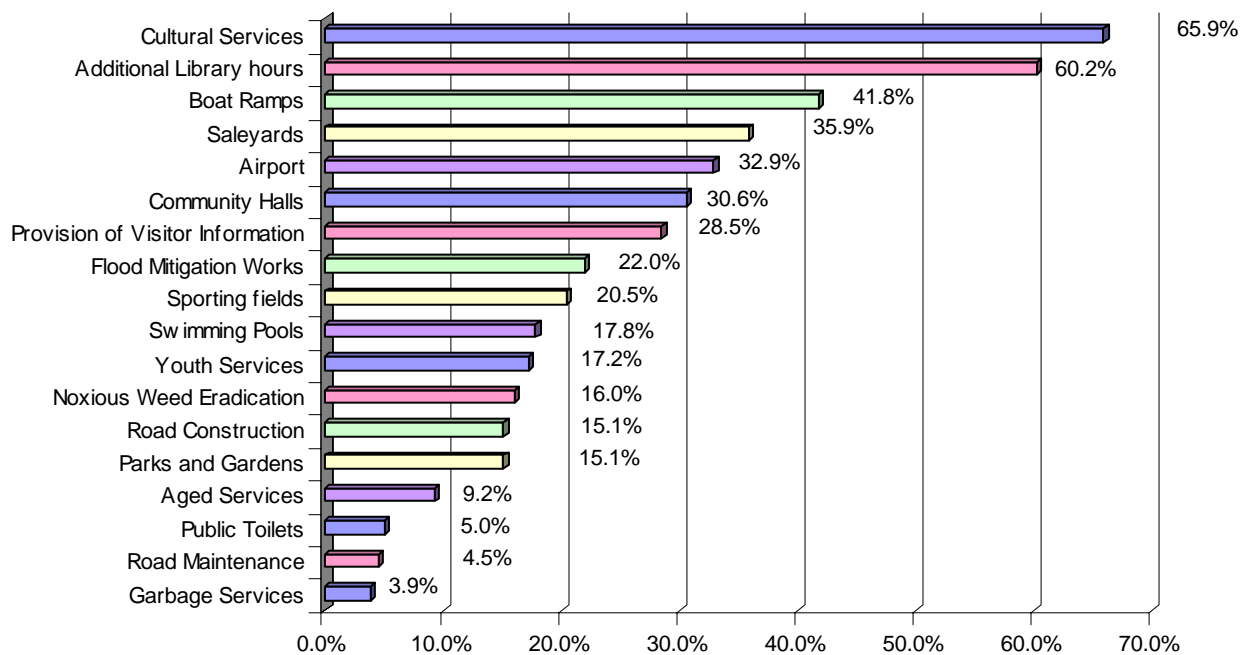
Nb: Some respondents did not answer

Q4. If circumstances require that Council forego one or more services to implement changes, or to introduce new services, which service(s) do you think should be foregone or have a reduction in the current level of service offered?

In this question we attempted to find those services the community felt Council could forgo so that Council might continue providing existing services or develop new services. There were 18 different services listed.

A significant majority felt that ‘cultural services’ and ‘additional library hours’ could be discontinued. All the other services did not gain a majority although some of the responses were still quite considerable.

On the other end of the scale ‘public toilets’, ‘road maintenance’ and ‘garbage services’ were considered by the lowest number of respondents as services Council may forego.



Continued on the following page

Q4. If circumstances require that Council forego one or more services to implement changes, or to introduce new services, which service(s) do you think should be foregone or have a reduction in the current level of service offered? (Cont'd)

Table D

	Cases	Col Response %
Cultural Services	222	65.9%
Additional Library hours	203	60.2%
Boat Ramps	141	41.8%
Salesyards	121	35.9%
Airport	111	32.9%
Community Halls	103	30.6%
Provision of Visitor Information	96	28.5%
Flood Mitigation Works	74	22.0%
Sporting fields	69	20.5%
Swimming Pools	60	17.8%
Youth Services	58	17.2%
Noxious Weed Eradication	54	16.0%
Parks and Gardens	51	15.1%
Road Construction	51	15.1%
Aged Services	31	9.2%
Public Toilets	17	5.0%
Road Maintenance	15	4.5%
Garbage Services	13	3.9%
Total	337	

Nb: Some respondents did not answer

Continued on the following page

Q4. If circumstances require that Council forego one or more services to implement changes, or to introduce new services, which service(s) do you think should be foregone or have a reduction in the current level of service offered? (Cont'd)

The residents of Kempsey Shire could be classified as living in the city, on a rural property or on the coast.

In Table E we have attempted to highlight the similar and differing opinions of the respondents based on where they live.

With the two most significant issues, 'cultural service' and 'additional library hours' we found the following percentage nominations by area (Note: Only areas with a sample of 30 or more have been considered):

Cultural services:

- 74% of South West Rocks respondents
- 66% of Kempsey respondents
- 59% of Crescent Head respondents

Additional library hours:

- 63% of South West Rocks
- 58% of Kempsey residents
- 56% of Crescent Head respondent

Table E – Please see on the following page.

	Kempsey		Crescent Head		Kundabung		South West Rocks		Stuarts Head		Willawarrin/ Ballbrook		Frederickton		Rural		Hat Head		Smithtown/ Gladstone		Other	
	Cases	Col %	Cases	Col %	Cases	Col %	Cases	Col %	Cases	Col %	Cases	Col %	Cases	Col %	Cases	Col %	Cases	Col %	Cases	Col %	Cases	Col %
Cultural Services	69	65.7%	24	58.5%	4	100.0%	61	73.5%	4	50.0%	16	55.2%	10	71.4%	8	61.5%	2	100.0%	6	75.0%	14	60.9%
Additional Library hours	61	58.1%	23	56.1%	3	75.0%	52	62.7%	3	37.5%	22	75.9%	9	64.3%	7	53.8%	2	100.0%	4	50.0%	12	52.2%
Boat Ramps	45	42.9%	14	34.1%	2	50.0%	31	37.3%	2	25.0%	18	62.1%	5	35.7%	6	46.2%	0	.0%	4	50.0%	8	34.8%
Salesyards	35	33.3%	14	34.1%	2	50.0%	35	42.2%	4	50.0%	11	37.9%	4	28.6%	4	30.8%	1	50.0%	0	.0%	6	26.1%
Airport	23	21.9%	18	43.9%	4	100.0%	28	33.7%	2	25.0%	12	41.4%	5	35.7%	5	38.5%	0	.0%	2	25.0%	9	38.1%
Community Halls	36	34.3%	7	17.1%	2	50.0%	32	38.8%	0	.0%	8	27.6%	2	14.3%	7	53.8%	1	50.0%	0	.0%	5	21.7%
Provision of Visitor Information	28	26.7%	18	43.9%	3	75.0%	29	34.9%	3	37.5%	9	31.0%	0	.0%	0	.0%	0	.0%	2	25.0%	0	.0%
Flood Mitigation Works	30	28.6%	10	24.4%	1	25.0%	15	18.1%	2	25.0%	6	20.7%	1	7.1%	4	30.8%	0	.0%	0	.0%	4	17.4%
Sporting fields	28	26.7%	5	12.2%	2	50.0%	15	18.1%	1	12.5%	7	24.1%	2	14.3%	1	7.7%	1	50.0%	1	12.5%	5	21.7%
Swimming Pools	22	21.0%	5	12.2%	1	25.0%	14	16.9%	4	50.0%	7	24.1%	1	7.1%	0	.0%	1	50.0%	1	12.5%	3	13.0%
Youth Services	23	21.9%	6	14.6%	0	.0%	8	9.6%	2	25.0%	7	24.1%	1	7.1%	3	23.1%	0	.0%	4	50.0%	2	8.7%
Noxious Weed Eradication	26	24.8%	6	14.6%	1	25.0%	12	14.5%	1	12.5%	5	17.2%	0	.0%	0	.0%	0	.0%	1	12.5%	2	8.7%
Parks and Gardens	21	20.0%	11	26.8%	1	25.0%	8	9.6%	2	25.0%	2	6.9%	0	.0%	1	7.7%	1	50.0%	1	12.5%	3	13.0%
Road Construction	16	15.2%	9	22.0%	1	25.0%	13	15.7%	1	12.5%	3	10.3%	5	35.7%	0	.0%	0	.0%	0	.0%	3	13.0%
Aged Services	9	8.6%	3	7.3%	1	25.0%	5	6.0%	1	12.5%	5	17.2%	1	7.1%	2	15.4%	0	.0%	0	.0%	3	13.0%
Public Toilets	9	8.6%	3	7.3%	0	.0%	3	3.6%	1	12.5%	0	.0%	1	7.1%	0	.0%	0	.0%	0	.0%	0	.0%
Road Maintenance	7	6.7%	4	9.8%	0	.0%	1	1.2%	1	12.5%	1	3.4%	1	7.1%	0	.0%	0	.0%	0	.0%	0	.0%
Garbage Services	4	3.8%	4	9.8%	0	.0%	1	1.2%	1	12.5%	1	3.4%	1	7.1%	0	.0%	0	.0%	1	12.5%	0	.0%
Total	105		41		4		83		8		29		14		13		2		8		23	

Q5. Would you be prepared to separate recyclable materials from non-recyclable waste materials if appropriate collection receptacles were provided by Council for use at your home?

A significant percentage of the population was prepared to separate their waste materials if Council provided the appropriate bins.

	Count	Col %
Yes	308	85.6%
No	52	14.4%
Total	360	100.0%

Nb: Some respondents did not answer

Q6. Would you support an increase in the garbage disposal charge for the provision of a kerbside recycling collection service for glass, plastics, paper and organic waste?

The result to the question on whether respondents were prepared to accept an additional charge for recycled materials collection was inconclusive.

Those in favour almost equaled those not in favour, with 25% of the respondents being undecided. This suggests an opportunity for Council to achieve a more favorable outcome by educating the community on the need for such a service that is ultimately in the best interest of the community.

	Count	Col %
Yes	129	38.1%
No	125	36.9%
Maybe	85	25.1%
Total	339	100.0%

This question was not applicable for 23 of the respondents

Nb: Some respondents did not answer

Q7. To what extent do you agree with these statements?

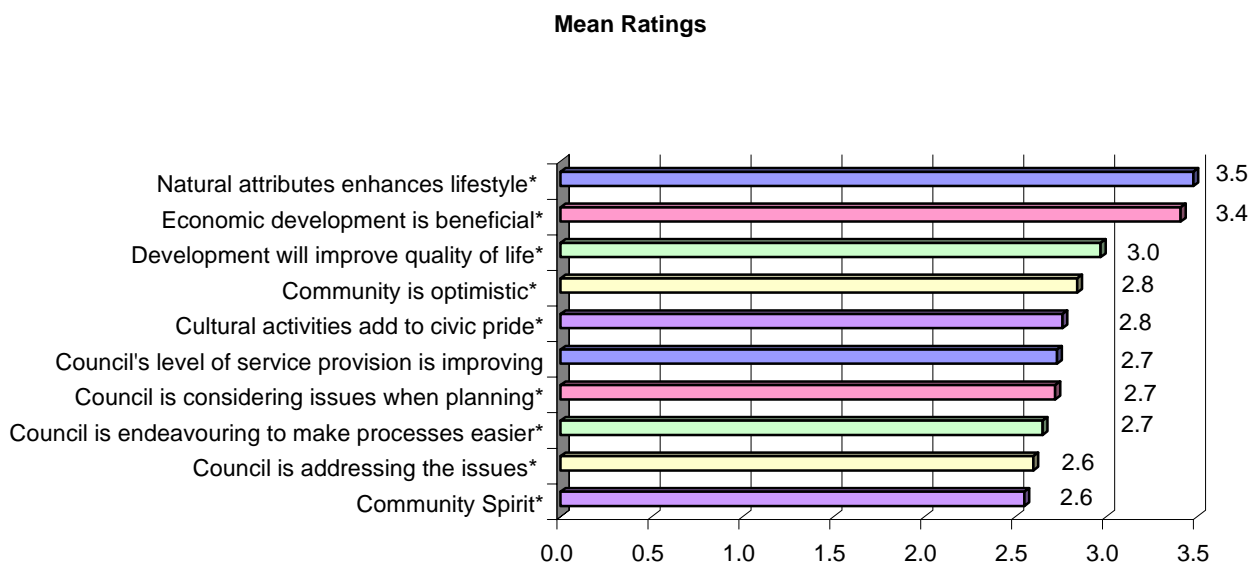
In this question respondents were asked to rate to what extent they agreed with 10 different statements. The ratings were on a scale of 1 to 5 where 1 = 'disagree' and 5 = 'agree'.

Table F contains the counts and percentages of responses for each issue.

To illustrate the relative importance, mean ratings were calculated for each issue and are represented in the graph below.

The mean ratings show that there was a degree of agreement with the statement 'natural attributes enhance lifestyle' and 'economic development is beneficial'.

The respondents were neutral on the statement 'development will improve quality of life' and generally disagreed with the remaining statements.



* Full description in Table F

Q7. To what extent do you agree with these statements? (Cont'd)

Table F

	Strongly disagree		Disagree		Neither		Agree		Strongly agree		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
The natural attributes and beauty in the Kempsey Shire enhances lifestyle and are recognised by the community	25	7.2%	44	12.7%	90	25.9%	116	33.4%	72	20.7%	347	100%
The nature of economic development in the Shire is beneficial	36	10.4%	34	9.8%	101	29.1%	102	29.4%	74	21.3%	347	100%
The nature of development in the Shire will improve quality of life	65	18.6%	57	16.3%	101	28.9%	76	21.8%	50	14.3%	349	100%
The community is optimistic about the future of the Shire	54	16.2%	71	21.3%	112	33.5%	69	20.7%	28	8.4%	334	100%
Cultural activities are seen to add to civic pride building community relations	83	23.6%	64	18.2%	104	29.5%	55	15.6%	46	13.1%	352	100%
Council's level of service provision is improving	59	17.1%	77	22.3%	126	36.4%	68	19.7%	16	4.6%	346	100%
Council is considering regulatory, environmental and community issues when planning for future services in areas of rapid growth or economic decline	81	23.7%	59	17.3%	110	32.2%	60	17.5%	32	9.4%	342	100%
Council is endeavouring to make processes and applications easier for me	70	21.0%	59	17.7%	133	39.9%	58	17.4%	13	3.9%	333	100%
I believe that Council is addressing the issues that fall under its control	83	23.6%	63	17.9%	133	37.9%	55	15.7%	17	4.8%	351	100%
There is a strong sense of Community Spirit in Kempsey Shire	91	25.9%	66	18.8%	124	35.2%	51	14.5%	20	5.7%	352	100%

Nb: Some respondents did not answer

Q7b. It would be helpful if you could expand on any of the above questions with which you strongly disagree.

There were 144 different answers to this question. Please see Appendix A for a full list.

Q8. Please give your opinion on how useful you think the following methods are that Council uses to communicate with you regarding their facilities and services. Which one method do you think is most useful?

In this question respondents were asked to rate how useful they thought 9 different ways were that Council used to communicate with them. The ratings were on a scale of 1 to 5 where 1 = 'low use' and 5 = 'high use'.

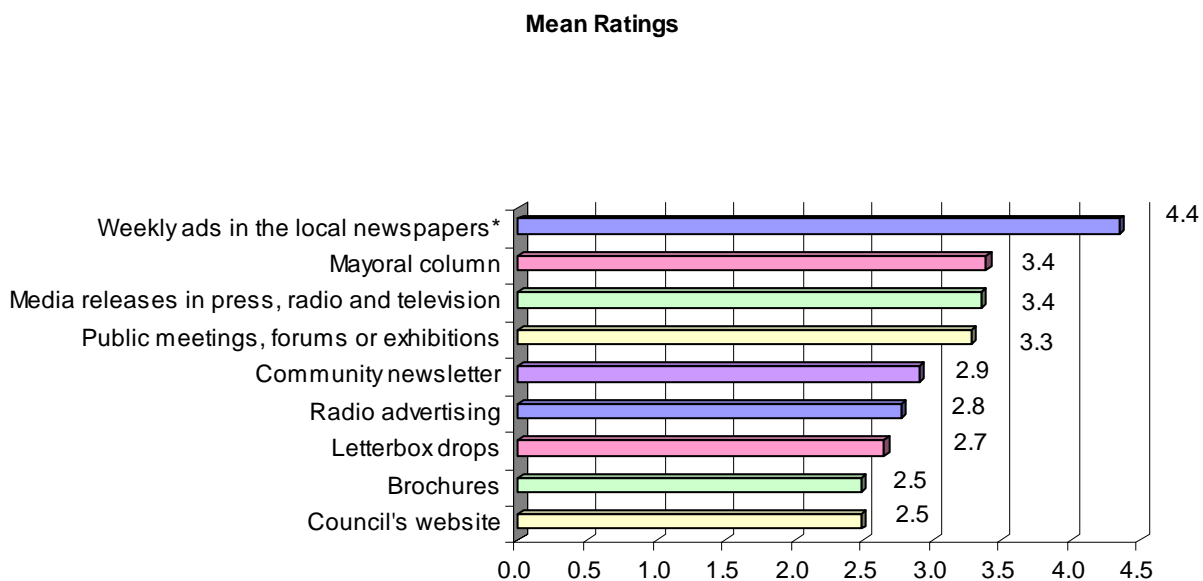
Table G contains the counts and percentages of responses for each issue.

To illustrate the relative importance, mean ratings were calculated for each issue and are represented in the graph below.

The mean ratings show that 'weekly ads in the local newspaper' was significantly higher than the other options.

This question was followed up by another question asking which they felt was the most useful means of communicating with the community.

The preference for 'weekly ads in the local newspaper' was dominant with 91% of the respondents expressing their preference for this method.



* Full description Table G below

Continued on the following page

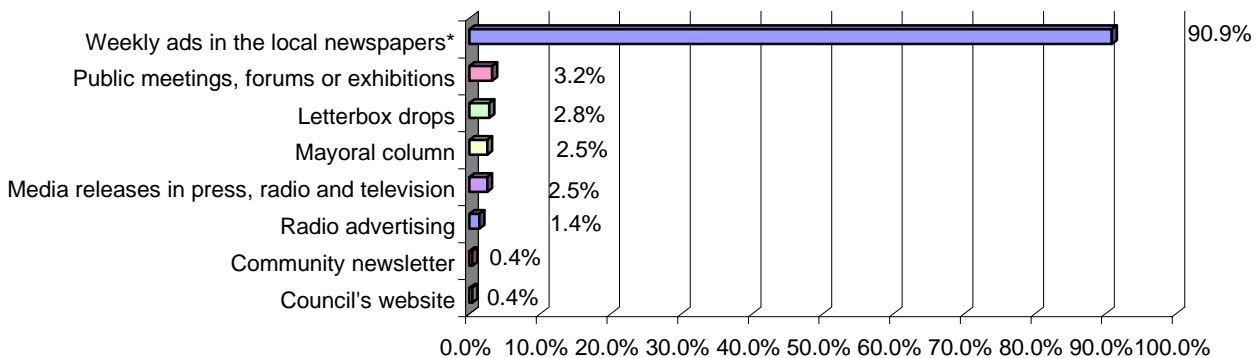
Q8. Please give your opinion on how useful you think the following methods are that Council uses to communicate with you regarding their facilities and services. Which one method do you think is most useful? (Cont'd)

Table G

	Very low importance		Low importance		Neither		High importance		Very high importance		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Weekly ads in the Macleay 'Argus' and 'Macleay Valley Happenings'	12	3.8%	4	1.3%	35	11.0%	78	24.5%	190	59.6%	319	100%
Mayoral column	50	17.2%	26	9.0%	62	21.4%	64	22.1%	88	30.3%	290	100%
Media releases in press, radio and television	33	11.7%	40	14.2%	72	25.6%	69	24.6%	67	23.8%	281	100%
Public meetings, forums or exhibitions	34	12.2%	37	13.3%	82	29.4%	69	24.7%	57	20.4%	279	100%
Community newsletter	49	18.0%	49	18.0%	87	32.0%	55	20.2%	32	11.8%	272	100%
Radio advertising	54	19.9%	69	25.5%	70	25.8%	42	15.5%	36	13.3%	271	100%
Letterbox drops	77	28.1%	54	19.7%	67	24.5%	39	14.2%	37	13.5%	274	100%
Brochures	67	24.9%	65	24.2%	93	34.6%	28	10.4%	16	5.9%	269	100%
Council's website	86	32.8%	48	18.3%	64	24.4%	43	16.4%	21	8.0%	262	100%

Nb: Some respondents did not answer

Most useful method of communicating



*** Full description Table H below**

Continued on the following page

Q8. Please give your opinion on how useful you think the following methods are that Council uses to communicate with you regarding their facilities and services. Which one method do you think is most useful? (Cont'd)

Most useful means of communication

Table H

	Cases	Col Response %
Weekly ads in the Macleay 'Argus' and 'Macleay Valley Happenings'	259	90.9%
Public meetings, forums or exhibitions	9	3.2%
Letterbox drops	8	2.8%
Mayoral column	7	2.5%
Media releases in press, radio and television	7	2.5%
Radio advertising	4	1.4%
Community newsletter	1	.4%
Council's website	1	.4%
Total	285	

Nb: Some respondents did not answer

Q9. In the past 12 months have you had any contact with Council staff?

A very high percentage of respondents had contact with Council in the last 12 months.

	Count	Col %
Yes	299	83.8%
No	58	16.2%
Total	357	100.0%

Nb: Some respondents did not answer

Q10. In your dealing/s with Council staff, please rate your satisfaction with the service you received.

Those respondents who had dealings with Council in the past 12 months were asked to rate their satisfaction with the services they received.

The ratings were on a scale of 1 to 5 where 1 = 'low satisfaction' and 5 = 'high satisfaction'.

To illustrate the relative importance, mean ratings were calculated for each issue and are represented in the graph below.

The graph shows a very high rating for 'courteous and helpful' and a high rating for 'quick and efficient' and 'overall satisfaction'.

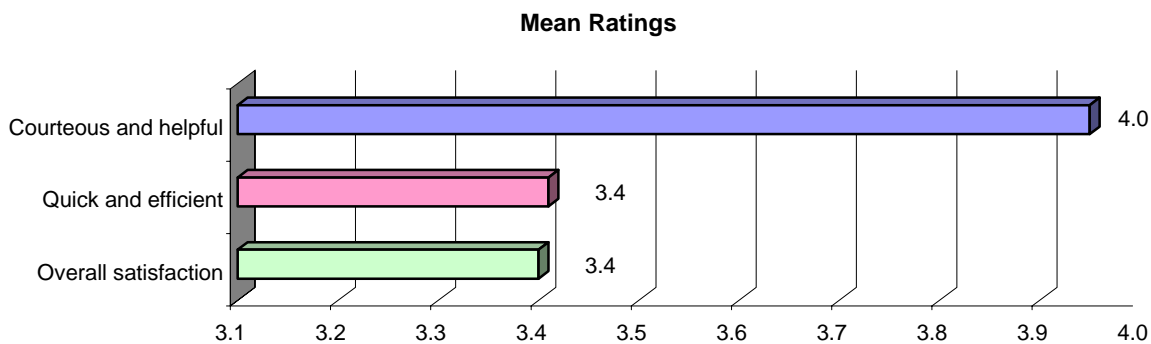


Table I

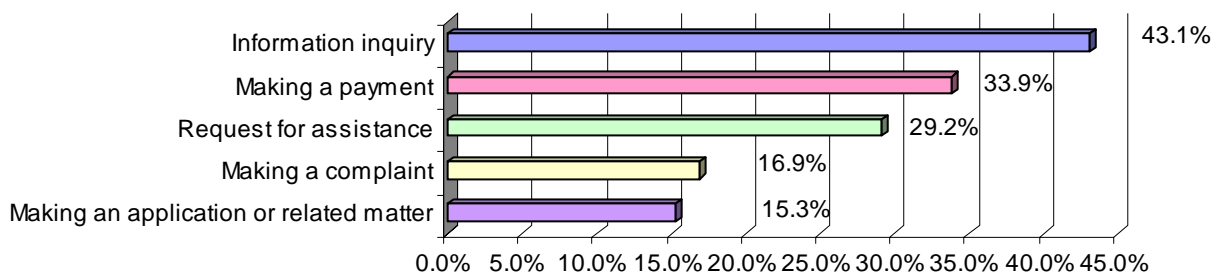
	Very low satisfaction		Low satisfaction		Neither		High satisfaction		Very high satisfaction		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Courteous and helpful	21	7.2%	20	6.9%	40	13.8%	81	27.9%	128	44.1%	290	100.0%
Quick and efficient	49	17.5%	31	11.1%	55	19.6%	61	21.8%	84	30.0%	280	100.0%
Overall satisfaction	43	14.8%	31	10.7%	65	22.4%	65	22.4%	86	29.7%	290	100.0%

Nb: Some respondents did not answer

Q11. What was the main reason for your last dealing with Council?

Those respondents who had dealt with Council in the last 12 months were asked what the main reason was for that contact.

The graph illustrates the main reasons they had for dealing with Council.



	Cases	Col Response %
Information inquiry	127	43.1%
Making a payment	100	33.9%
Request for assistance	86	29.2%
Making a complaint	50	16.9%
Making an application or related matter	45	15.3%
Total	295	

Nb: Some respondents did not answer

Other

Library services	3	Water excess inquiry	11
Sealing Maria River Rd	2	Had fall on footpath, staff very helpful	11
Tree trimming	2	Headstone restoration	11
Damage to plants in Belgrave Street	1	Help with Year 10 assignment	11
Aged housing	1	Home inspection	11
Assisting Council with advice	1	Human rights to enjoy a noise free environment	11
Being complained about	1	Issues of community requirements	11
Buying a house (took 6 months)	1	Library information	11
Concerning sporting fields	1	Notify disappearance of stop sign, rectified same day, well done!	11
Cubby house	1	Paying for my dogs	11
Cutting road verge and trees	1	Professional relationship - constant interaction	11
Disabled sign being ignored	1	Public meeting about development of South West Rocks.	1
Facilities and improvements in parks	1	Register dog	1
Following up on complaint	1	Reporting dangerous road conditions	1
Through my work	1	Road	1
Visiting Bellbrook Waste Transfer Station	1		

Continued on the following page

Q11. What was the main reason for your last dealing with Council? (Cont'd)

Table J

In Question 10 the results showed the overall degree of satisfaction the respondents felt in their dealings with Council irrespective of the specific reason for the contact.

In this question the analysis shows how satisfied the respondents were with respect to the specific reason for having made contact with Council.

Table L contains all the responses and the respective percentages.

To illustrate the relative satisfaction, mean ratings were calculated for each reason and are represented in Table K below.

The ratings were on a scale of 1 to 5 where 1 = 'low satisfaction' and 5 = 'high satisfaction'.

'Courteous and helpful' was rated highly particularly for making payments and information inquiries.

'Quick and efficient' rated highly for making payments and information inquiries however, there was a degree of dissatisfaction with applications and particularly with making a complaint.

The 'overall satisfaction' was high for making payments and information inquiries but particularly low for making a complaint.

Table K

Mean Ratings

Mean	Courteous and helpful	Quick and efficient	Overall satisfaction
Making a payment	4.27	3.84	3.88
Request for assistance	3.83	3.16	3.08
Making an application or related matter	3.73	2.70	3.00
Information inquiry	4.02	3.63	3.69
Making a complaint	3.29	2.28	2.21
Total	3.97	3.39	3.43

Continued on the following page

Q11. What was the main reason for your last dealing with Council? (Cont'd)

Table L

			Q11				
			Making a payment	Request for assistance	Making an application or related matter	Information inquiry	Making a complaint
Courteous and helpful	Very low satisfaction	Count	2	6	3	6	7
		Col %	2.3%	7.7%	7.3%	5.1%	15.9%
	Low satisfaction	Count	3	7	3	8	1
		Col %	3.4%	9.0%	7.3%	6.8%	2.3%
	Neither	Count	13	9	8	12	12
		Col %	14.8%	11.5%	19.5%	10.3%	27.3%
	High satisfaction	Count	21	24	7	33	13
Col %		23.9%	30.8%	17.1%	28.2%	29.5%	
Very high satisfaction	Count	49	32	20	58	11	
	Col %	55.7%	41.0%	48.8%	49.6%	25.0%	
Total	Count	88	78	41	117	44	
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	
Quick and efficient	Very low satisfaction	Count	4	15	10	15	13
		Col %	4.7%	19.7%	24.4%	12.9%	32.5%
	Low satisfaction	Count	9	10	7	9	6
		Col %	10.5%	13.2%	17.1%	7.8%	15.0%
	Neither	Count	15	15	7	22	13
		Col %	17.4%	19.7%	17.1%	19.0%	32.5%
	High satisfaction	Count	27	11	7	25	4
Col %		31.4%	14.5%	17.1%	21.6%	10.0%	
Very high satisfaction	Count	31	25	10	45	4	
	Col %	36.0%	32.9%	24.4%	38.8%	10.0%	
Total	Count	86	76	41	116	40	
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	
Overall satisfaction	Very low satisfaction	Count	5	15	7	11	16
		Col %	5.7%	19.5%	16.7%	9.3%	39.0%
	Low satisfaction	Count	6	10	7	8	7
		Col %	6.8%	13.0%	16.7%	6.8%	17.1%
	Neither	Count	16	18	9	27	7
		Col %	18.2%	23.4%	21.4%	22.9%	17.1%
	High satisfaction	Count	29	12	10	29	5
Col %		33.0%	15.6%	23.8%	24.6%	12.2%	
Very high satisfaction	Count	32	22	9	43	6	
	Col %	36.4%	28.6%	21.4%	36.4%	14.6%	
Total	Count	88	77	42	118	41	
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	

Q12a. Do you contact Councillors when you feel aggrieved in any way?

In this question we found that 38% of the respondents contacted their Councillors when they felt aggrieved in any way.

In the follow up question as to whether the attention they received had been to their satisfaction, we found that more than half of those who had contacted their Councillors were dissatisfied.

	Count	Col %
No	220	62.1%
Yes	134	37.9%
Total	354	100.0%

Nb: Some respondents did not answer

Q12b. (If yes) has the attention you received been to your satisfaction?

	Count	Col %
No	73	55.3%
Yes	59	44.7%
Total	132	100.0%

Nb: Some respondents did not answer

Q13. What do you like most about living in the Kempsey Shire?

Beauty of area	55
Climate	49
Beaches	35
Relaxed lifestyle	27
Lifestyle	26
Friendliness of people	22
People	21
Quiet lifestyle	19
Environment	17
Weather	15
Natural environment	11
Location	10

There were 169 different responses to this question. Please see Appendix B for full list.

Q14. What do you like least about living in Kempsey?

Crime	38
Vandalism	12
Unemployment	9
Racial tension	7
Aboriginal attitude	6
Feeling unsafe on streets	6
Condition of roads	5
Drunkenness	5
Lack of recycling facilities	5
Anti-social behaviour (white & black)	4
Lack of youth activities	4
Negative attitudes of residents	4
Car stealing	3
Hoodlum element on streets at night	3
Juvenile crime	3
Lack of parking in CBD	3
Poor retail areas	3

There were 272 different responses to this question. Please see Appendix C for full list.

Q15. What do you think is the biggest issue facing Kempsey Shire in the next 5 years?

Crime related issues

Crime	19
Law and order	11
Crime - vandalism, theft	2
Crime among minors	2
Punishment to fit crime - including juveniles	1
Stealing	1
Continuation of high levels of uncontrolled crime	1
Crime rate especially black community	1
Crime should have much higher penalties by magistrate	1
Dealing with petty crime	1
Getting the undesirable images off the streets	1
Juvenile/Koori crime & burden on ratepayers by rest of (non-paying) community	1
Stamping out crime and racial hatred	1
Vandalism	1
Vandalism among minors	1
Violence	1

Development

Controlling development	21
Coastal/beach development	8
Bad development	1
Careful planning to balance development against environmental preservation	1
Controlling the speed of growth in housing at S.W.R.	1
Curtail obscene 'big money' developments	1
Developing ecologically sound business opportunities with jobs for locals	1
Developing land (but not to look like SWR development at the moment)	1
Developmental degradation	1
Development and agreeing at meetings	1
Development and environmental issues	1
Development control - especially units	1
Development of new agricultural industries	1
Development, at present it appears ad hoc	1
Getting development right - balance between development and environment	1
Housing overdevelopment by profit driven developers	1
Improving appearance of villages and other centres	1
Inappropriate and unsustainable development	1
Maintain Shire's uniqueness rather than quick development gains	1
Maintaining a sensible approach to coastal development	1
New developments depleting vegetation open spaces	1
Not letting development get out of hand	1
Over development - lack of infrastructure	1
Over development without structured master plan	1
Overpaid housing development on the coast	1
Residential development	1
Sustainable development including re-employment and industry	1
To balance economic development with natural environmental issues	1
To manage growth & development while maintaining our natural environment	1
Too many units	1
Too much development without consideration of environment & current lifestyle of community	1

Q15. What do you think is the biggest issue facing Kempsey Shire in the next 5 years? (Cont'd)

Environment

Environmental issues	4
Being 'fair dinkum' about environmental issues	1
Environment & controlled development so as not to destroy what we moved here to enjoy	1
Environment corridors connecting reserve & natural parks from coast to mountains	1
Environmental damage due to poor town planning	1
Environmental degradation by an uneducated Council	1
Environmentally sensitive development	1
Preserving environment	1

Other

Employment	36
Bypass	32
Population growth	17
Roads	16
Financial management	13
Rates - levies	8
Second bridge	6
Sewerage system	6
Health	5
Adequate services	4
Housing	4
Impact of correctional facility	4
Tourism	4
Youth employment	4
Control of noxious weeds	3
Financial constraints	3
Social problems	3
Usage of Macleay River	3
Water	3

There were 181 different responses in the 'other' list. Please see Appendix D for a full list.

Q16. If there were one thing that Council could do to make the Shire better, what would it be?

There were 315 different responses to this question. Please see Appendix E for a full list.

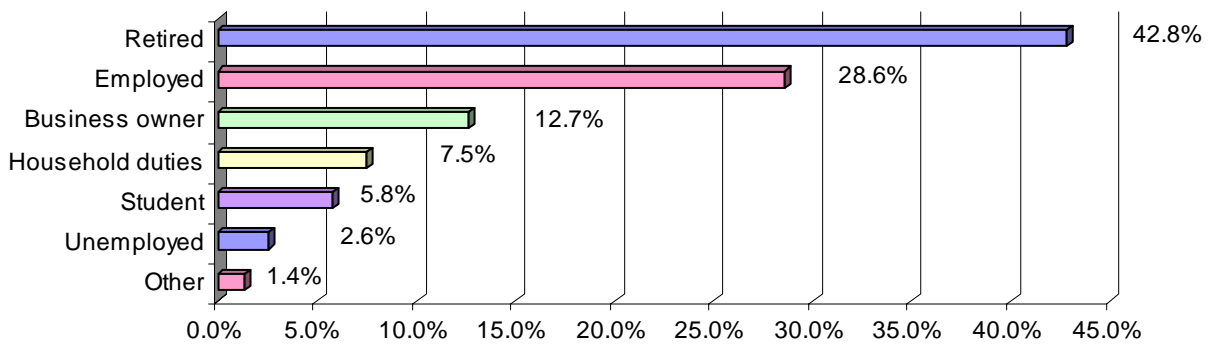
Demographics

Gender

	Cases	Col Response %
Male	181	54.5%
Female	164	49.4%
Total	332	

Both male and female respondents completed some of the surveys

Employment status

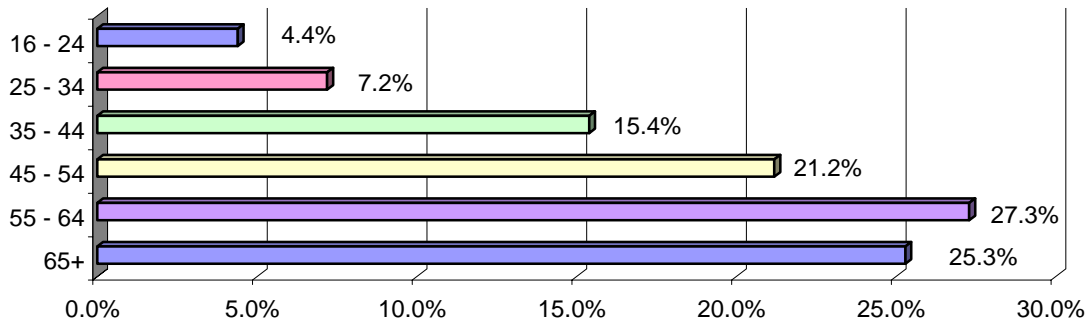


	Cases	Col Response %
Retired	148	42.8%
Employed	99	28.6%
Business owner	44	12.7%
Household duties	26	7.5%
Student	20	5.8%
Unemployed	9	2.6%
Other	5	1.4%
Total	346	

Both male and female respondents completed some of the surveys

Demographics (Cont'd)

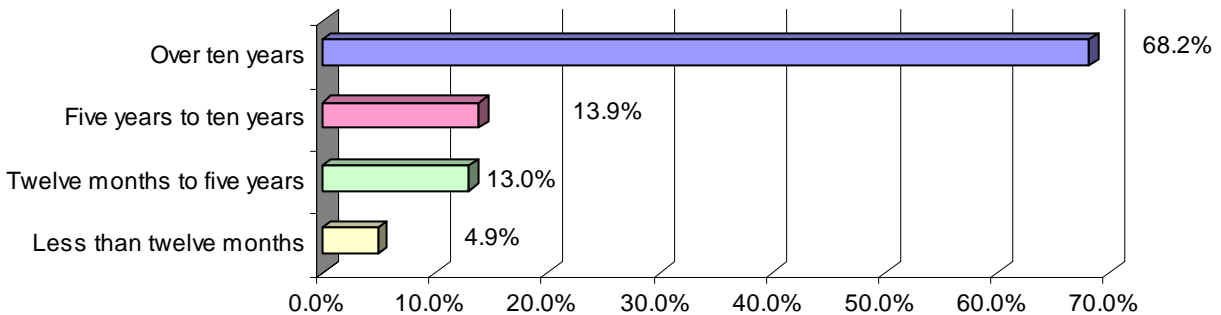
Age group



	Cases	Col Response %
16 - 24	16	4.4%
25 - 34	26	7.2%
35 - 44	56	15.4%
45 - 54	77	21.2%
55 - 64	99	27.3%
65+	92	25.3%
Total	363	

Both male and female respondents completed some of the surveys

How long have you lived in the Kempsey Shire?

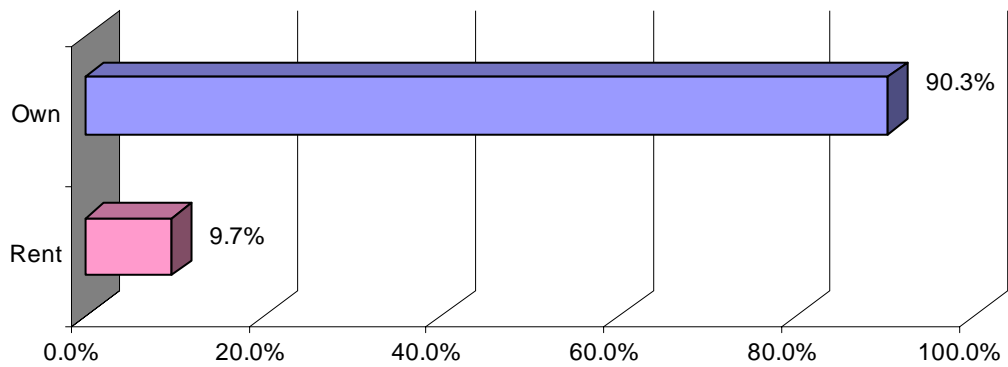


	Count	Col %
Over ten years	251	68.2%
Five years to ten years	51	13.9%
Twelve months to five years	48	13.0%
Less than twelve months	18	4.9%
Total	368	100.0%

Nb: Some respondents did not answer

Demographics (Cont'd)

Do you own or rent your dwelling?



	Count	Col %
Own	317	90.3%
Rent	34	9.7%
Total	351	100.0%

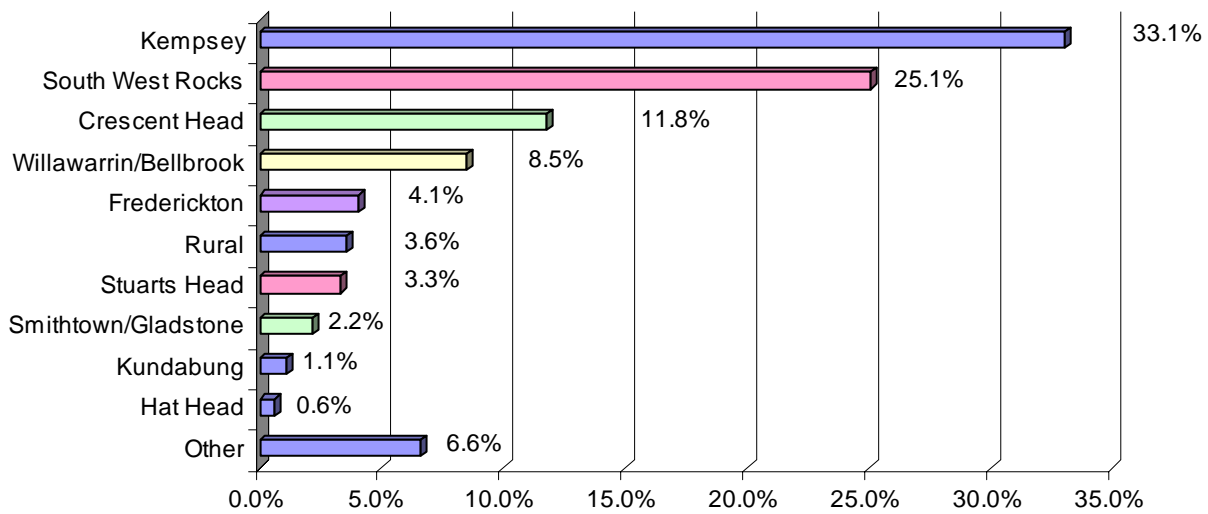
Nb: Some respondents did not answer

Do you currently pay rates?

	Count	Col %
Yes	290	90.9%
No	29	9.1%
Total	319	100.0%

Demographics (Cont'd)

In which of the following areas do you live?



	Count	Col %
Kempsey	120	33.1%
South West Rocks	91	25.1%
Crescent Head	43	11.8%
Willawarrin/Bellbrook	31	8.5%
Frederickton	15	4.1%
Rural	13	3.6%
Stuarts Head	12	3.3%
Smithtown/Gladstone	8	2.2%
Kundabung	4	1.1%
Hat Head	2	.6%
Other	24	6.6%
Total	363	100.0%

Other

Aldavilla	3	Jerseyville	1
Collombatti	3	On property out of Willawarrin	1
Stuarts Point	3	Rainbow Beach	1
Dendingalong	2	Semi rural - Arakoon	1
Kinchela	2	Yarrahapinni	1
Euroka	2	Yarravel	1
Fishermans Reach	1	Yessabah	1
Grassy Head	1		

Nb: Some respondents did not answer

APPENDIX A

Q7b. It would be helpful if you could expand on any of the above questions with which you strongly disagree.

Too many variations on requirements and rules	2
If there was a strong sense of community spirit it would reflect in lower level of vandalism - community provided facilities - including roads	1
"Lifestyle and standard of living" , far too many tourists invade South West Rocks, we hate tourists, they are of no benefit to 98% of the population	1
\$100 fee to make a small adjustment to a building application is unnecessary	1
A month ago asked for trees to be cut back at Fisherman's Reach, no rectification yet	1
A permanent theatre at SWR similar to that at Nambucca. More police presence	1
A reply from Council took 3 months. Phone calls weren't returned from the Mayor and other senior council employees	1
All the above mentioned are vital for the Kempsey community	1
Always disharmony when a certain minority group has access to more welfare and services compared to the whole community	1
At times information is not consistent, different answers to the same questions. Councils information/records don't appear to be administered & documented efficiently	1
Be more helpful to small business. Land owners should have control over trees they want cut down	1
Building applications should be processed quicker. Improve communications by Council to queries	1
By the state of some areas and streets the spirit for a united community is nil	1
Can't see any evidence of either of the above. Everyone including Council has his/her/it's own agenda	1
Civil maintenance teams doing excellent job around town and at beaches	1
Community consultation not working, 3 letters to GM have not been acknowledged, 2 years in a row the environment levy has been rejected	1
Community needs to have a strong & working hospital that can service us without going out of town for health needs.	1
Community not involved enough to accept their responsibility, often reactive instead of proactive	1
Community spirit - more like a community divided too much - juvenile crime, graffiti, too many empty shops in central Kempsey - you have to entice business to town.	1
Community spirit appears to be what I/we get out of the effort without considering the whole	1
Community spirit is the low point, we could all benefit from it being higher	1
Community spirit is very low	1
Community, high crime rate, no bulk billing doctors, can get more depending on skin colour & unemployment	1
Constant cry for higher rates and obvious decline in Council services. Maybe State should take over Local Government	1
Council appears to be promoting SWR to the detriment of Kempsey/Crescent Head and other villages. SWR has lacked development control and has lost character in its housing style/development	1
Council appears to care only about the high profile areas like SWR etc. The Upper Macleay would like its fair share	1
Council appears to have no concern about the negative environmental (& social) impact of indiscriminate house building, especially with regard to clear-felling of native trees & no requirement for the building of solar passive housing (eg. aspect north etc.) & no requirement for developers to make any contribution to the increased demands on infrastructure brought about by their work, eg. new play areas for kids, etc.	1
Council are "buying" into issue that I believe is not "their" purpose in fact. More attention required to ratepayers' basic needs. Council attempt to become involved in business development & we don't have the necessary grass roots facilities properly up & running	1
Council continues to push for an environmental levy when we now pay state & federal taxes for this in quite a number of ways and why only the rate payers, why not the tourists who do most of the damage	1
Council does not take any notice of public meeting or rate payer's suggestions	1
Council has an antagonistic approach to their elections	1
Council has not come through for me to remove a cubby house that has made my life uneasy	1
Council is caught between a rock & a hard place with balancing costs with expected services. Our State & Federal Governments collect so much direct & indirect taxes yet are happy to let communities run down & go broke. Rates are only part of the equation	1

Continued on the following page

Q7b. It would be helpful if you could expand on any of the above questions with which you strongly disagree. (Cont'd)

Council is difficult to deal with, stressful & controlling. Some staff are rude & unhelpful	1
Council management and councillors should listen to the majority not the minority	1
Council must get the moral and pride lifted. If they want to improve community spirit with their employees	1
Council only concerned with Aboriginal community	1
Council should consider the ratepayer more such as the low level bridge to West Kempsey never being discussed with the public – we were totally ignored	1
Council sidesteps issues when confronted, no common sense approach to ratepayers' problems	1
Council staff's ability to be effective and efficient needs work, service provision falling behind, application processes complex and slow	1
Council works against landholders	1
Council's effort in controlling the noxious weed Giant Parramatta Grass is disgusting	1
Council's lack of interest when problems reported	1
Council's level of service to the community is appalling and they are not addressing the community's needs	1
Crime and vandalism	1
Cultural activities appear to me to cause more friction rather than improving relations	1
Cultural activities appear to relate only to Aborigines, this can be divisive. More could be made of the beauty of the river	1
Cultural activities are good from a tourism aspect but tend to isolate groups into their ethnic segments. Community relations are strengthened when the cultural activities embrace the whole of the various ethnic groups	1
Cultural activities do not appear to reduce the high crime rate, community spirit will not improve while there is a high crime rate, replacement of a garbage bin at Gap Beach Hat Head is yet awaited (was removed some 2 years ago). Also a picnic table is yet to be replaced	1
Cultural activities only appeal to those it affects – Council should stick to <u>Council</u> requirements	1
Cultural and community will be strong if the Council provide services the town requires. Council shouldn't get involved with the organisation of events.	1
Development at S.W.R. is a worry. Need wildlife corridors and bigger building blocks	1
Development in the Shire needs controlling for the sake of the environment	1
Development of South West Rocks, every tree knocked down, houses without eaves crammed together, no parks included for kids, very ugly, no character	1
Development, particularly at SWR is detrimental to the environment & quality of life. Increased traffic & noise & high density housing has SWR looking like western suburbs of Sydney. Loss of bushland is depressing. The community is not optimistic – they all comment on the disgraceful direction Council is taking SWR. For the above reasons I am moving out of the area.	1
Do not believe a jail is beneficial for any area. Small business appear to be struggling	1
Economic development low priority, environmental protection first priority	1
Environmental services need a complete overhaul. Review Policies on how building applications are processed, bring them in line with more updated councils on urban planning	1
Excess waste in cost in local roadworks, eg. Patching up repair every 3-6 months	1
Explain what you mean by 'the nature of development'	1
Find these statements inapplicable to real life	1
For the first two questions – get off your office seats & look round Kempsey – daily – where vehicles travel each day & occupants never seen to do anything!	1
Have very little confidence the Shire is or will handle development in a way that the natural beauty & attributes of the shire will be at very least maintained. For this to happen the Council needs to enter a brave new world & say a total no to some developments & not use the word "sustainable" as camouflage for 'yes' to DA's when there should be a strong 'no'.	1
Haven't had any responses to our request that dead branches of trees be removed. They are always falling along our road	1
I do not know of anybody that has anything good to say about councils, and what they are about. At SWR the general feeling is get rid of them and put in an administrator	1
I don't believe there is a strong sense of community spirit, apathy still rates high, but the situation is definitely improving	1
I don't see that they're actually making the community more peaceful & safe	1

Continued on the following page

Q7b. It would be helpful if you could expand on any of the above questions with which you strongly disagree. (Cont'd)

I feel Council should set standards visibly in the community to unify the community	1
I feel slow, property planned. Environment is future we live a great environment. Don't destroy for greed.	1
I feel that Council should stay out of affairs elsewhere in Australia or abroad.	1
I like to think council is trying hard so I have kept in the middle ground. I get the feeling that most residents are not confident in the Council – money not used efficiently & poor planning	1
If Council's level of service provision includes forward planning of development in SWR, taking into consideration environment and landscaping then I DISAGREE as the reverse to 'improving' is more appropriate	1
Information of Council's services not available. Need to develop access to environment	1
Is it usual to make 8 phone calls to get Council to slash an area that is on their books & is it usual to only slash twice a year when the grass is over your head?	1
It is generally agreed that many businesses are turned away by council, not allowed to develop	1
It takes too long to get anything processed by Council staff	1
Itemised list of Council expenditure	1
I've lived in SWR for 32 years & now when you drive into the town it looks like a dog's breakfast	1
Kempsey Council is (or seems to be) miles behind & outdated compared to other councils. Improvements are needed in order to see a rosy future for us all.	1
Kempsey doesn't have any community spirit, eg loss of Truck Show, the River Festival and 'Made on the Macleay, even the Kempsey Show	1
Kempsey Mall and all empty shops is very sad	1
Kempsey seems to bound by poor council decisions	1
Kempsey Shire – more concern for Kempsey than SWR, HH or CH. Why not Macleay Shire	1
Kempsey shire has a negative and a backward attitude towards progress	1
Kempsey Shire has residents who don't want change. They fail to support local activities but complain when there's nothing to do	1
Kempsey Shire seems to be interested in development at any cost to natural beauty, environmental concerns and community wishes	1
Kempsey Shire will never have a strong sense of community until it brings the Aborigines special treatment in to line, and treats them the same as the rest of us.	1
Lack of community consultation re haphazard insensitive housing developments in our town South West Rocks	1
Letters get 'lost'. Not all employees seem to be on the same wavelength.	1
Local councils create too much red tape when it comes to building applications etc.	1
Maintenance of gravel roads is abysmal. Maintenance could probably be reduced if the job was done properly in the first place. A 'lick and a promise' with a grader is not good enough	1
Maintenance of unsealed roads, specifically Nullacreek Rd, is our most important expectation of Council. No improvement has been seen. We realise this is a funding issue.	1
Many people I have talked to in the last 18 months have bad-mouthed Kempsey. Quite a few of these people are Council employees. Community spirit should start at the source	1
More cultural activities needed to help foster reconciliation between the indigenous & non-indigenous communities	1
More information on how and where our money is spent & for what	1
Nature of development in coastal towns leave a lot to be desired, attend and made acceptable	1
Need to upgrade garbage services. Recycling services need to fall in line with adjacent shires	1
New housing developments without any children's playgrounds, natural bush regarded as fire hazard by Council & not protected	1
No council services at Stuart Point	1
No garbage service, roads in poor condition, no library van, no community transport for aged, no sport or youth services in village	1
No long term development plan of South West Rocks to be recognised as a good and healthy tourist place instead of a retiring village	1
No sense of community unless there is a flood	1
One rule for some and not others	1

Continued on the following page

Q7b. It would be helpful if you could expand on any of the above questions with which you strongly disagree. (Cont'd)

Overdevelopment in many areas without adequate environmental considerations and heritage considerations	1
People who have positive lifestyles and community input as opposed to those with bad habits eg drugs, alcohol	1
Pothole patching is very wasteful. Staff training required. SWR is 'left out', money goes to Kempsey	1
Racial problems, on both sides, continue to inhibit a good community spirit. Youth crimes are a problem.	1
Racism; Youth problems	1
Recent housing developments in SWR are awful and the handling of legitimate opposition to such has been shonky and arrogant. Council could impact the style and size of housing but doesn't	1
Recycling in the Shire is ignored. This is very important & must be addressed by Council	1
Recycling should be introduced & maintenance of roads needs more work	1
Road maintenance; Cultural activities need modernising	1
See proposal left with Garry Smith	1
Service provision is not improving, roads are deteriorating and noxious weeds are ruining rampant.	1
Slow in planning and approval	1
SWR is becoming a toilet block of poor environmental & ugly development – another Port Macquarie in the making	1
SWR is expanding too quickly. The beautiful environment WILL suffer.	1
The beautiful environment is being torn down, and the new development is an eye sore	1
The council and its staff are ignorant In terms of environmental issues & dealing with over population growth. There's no promotion of relevant or interesting architecture & trying to do something outside of the norm is near impossible	1
The council is hopelessly schizophrenic. Despite claiming a high commitment to consultation and the community if there is disagreement the council ignores the community.	1
The general community is apathetic to local support in concerts, i.e. Eisteddfod almost folded, outside entertainment i.e. one-night stands – all seats sold & the money is out of the shire before sunrise. The community is selfish – certain organizations have had to end because of lack of interest!	1
The lack of beautification, the approval of very ugly poorly designed development, very poor aesthetic & design appreciation limit ceiling of community spirit	1
The level of transparency is commendable - holistic approach to community/environmental issues is very pleasing (many people acknowledge your efforts).	1
The nature of development in the Shire would be much better if the National Parks would stop being taken over	1
The people are absolutely disgusted with KSC attitude to development at any cost eg. SWR Structure Plan, scenic protection zone development etc with resulting damage to community spirit & distrust.	1
There is no regional council representation i.e. Ward Councillor. Money is spent on dying areas of the Shire. Developing areas are deprived of amenities and services. If it doesn't have four legs and eat grass, Council doesn't care.	1
There is no spirit because Aboriginals get 1st preference always. As for applications all you people do is give us the run around	1
This Council concerns itself only with Kempsey & east of highway	1
Too many members of the community have little respect for community property	1
Too much "Sorry not my department" when wanting information.	1
Too much paper work and fees are to high	1
Too much regulation looks like dictatorship; too little is sloppy. Find a middle way	1
Very little community spirit. This is reflected in high crime, criminal damage etc	1
We need different bins for recyclable material & would be happy to pay for this service.	1
We need more 'practicality' and less 'friendly'; highway traffic control needs to cater for greatest user number (local)	1
We will never have strong community spirit whilst the Aboriginal community are allowed to run rough shop over the rest of us, and break the law under the nose of the police	1

Continued on the following page

Q7b. It would be helpful if you could expand on any of the above questions with which you strongly disagree. (Cont'd)

Weeds are swamping the Shire	1
What is basic is not provided - recycling, bicycle paths & gardens all along river banks - we have Woolworths & car parks instead! Look at all other North Coast river towns for comparison	1
Where would one start, truly look at Port Macquarie Council & let them hold your hands to cross the road, there is another side, the future	1
Who knows how the community thinks but at least you're trying to find out	1
Who needs the anglo-world order to define and prescribe community spirit eg? Why not build a few 50 million dollar nursing homes or factories instead of jails?	1
Why it won't matter anyways council has already made its mind up as to what it is going to do	1
With the bypass eventually coming, Council should have secured more services for Kempsey much sooner	1
You 'beautify' the walkway in Belgrave St, what about the ugly empty shops. Money wasted on the riverbank. The brick wall at lights in Belgrave St being hit by trucks which cause damage	1

APPENDIX B

Q13. What do you like most about living in the Kempsey Shire?

Beauty of area	55
Climate	49
Beaches	35
Relaxed lifestyle	27
Lifestyle	26
Friendliness of people	22
People	21
Quiet lifestyle	19
Environment	17
Weather	15
Natural environment	11
Location	10
Country lifestyle	8
Family	8
River	8
Mountains	7
Atmosphere	6
Community spirit	6
Friendships	6
National Parks	5
Proximity to beaches	5
Rural environment	5
Clean air	4
Close to beaches	4
Crescent Head	4
Low population	4
No traffic hassles	4
Places of interest	4
Pristine environment	4
Rural lifestyle	4
Small town atmosphere	4
Born here	3
Caring community	3
Clean beaches	3
Laid back lifestyle	3
Ocean	3
Open spaces	3
Safety	3
Services	3
Shopping	3
South West Rocks lifestyle	3
Undeveloped	3
Work	3
Area	2
Beautiful unspoilt environment	2
Bush	2
Clean	2
Facilities available	2
Fishing	2
Great library facility	2

Q13. What do you like most about living in the Kempsey Shire? (Cont'd)

Living in South West Rocks	2
Love living in Kempsey	2
Low multiculturalism	2
Native fauna	2
Nice place to live	2
No high rise development	2
Nothing	2
Pristine beaches	2
Schools	2
Sports fields	2
101 reasons, too many to list	1
95% the people	1
Ability to escape the town and go to beaches/bush	1
Able to get what I need locally to support our lifestyle and local business.	1
Access to free coastal beaches & National Parks	1
Access to natural environment	1
Activities for seniors	1
Affordable	1
Ambience – coastal feel – environment – people	1
Availability to mountains, rivers and beaches	1
Away from the cities	1
Beach access	1
Beach and river access clean	1
Being able to walk my dogs on the beach	1
Best of both worlds	1
Casual lifestyle at S.W.R.	1
Central location in our state	1
Clean toilets	1
Close to large regional centres	1
Close to major cities	1
Close to mountains	1
Close to the coast	1
Coast & hinterland	1
Coastal lifestyle	1
Cohesive community	1
Convenience of travel to work & home	1
Country atmosphere – low traffic congestion	1
Country lifestyle close to beach	1
Country lifestyle with most facilities	1
Development in Nature's Wonderland	1
Dirt roads to coastal beaches	1
Diverse landscape of the Shire	1
Diversity	1
Easy access to cities	1
Economic development	1
Entire Macleay Valley	1
Environment – unspoilt beaches	1
Environment in Macleay Valley	1
Everything close & handy	1
Feeling at home after moving a lot	1

Continued on the following page

Q13. What do you like most about living in the Kempsey Shire? (Cont'd)

Feeling of belonging	1
Freedom of movement – no pollution	1
Geography	1
Golf course	1
Good neighbours and friendly service in most shops	1
Grass and trees on foreshores for family gatherings	1
Green relaxed environment	1
Halfway between 2 main cities	1
Hinterland	1
I like the area	1
I live at Crescent Head	1
Increasing support for Arts	1
It is NOT a city	1
it isn't busy like a city	1
It was the fishing but that's no good now	1
Kempsey has a spectacular ocean line	1
Kempsey is big enough for me	1
Land affordability (used to be)	1
Library	1
Lifestyle – rural/coastal	1
Like minded people	1
Living in the villages outside Kempsey	1
Living out here at Arakoon South West Rocks in the "centre of the universe"	1
Living out of town	1
Living out of town where thieving is less	1
Living with people well known to me	1
Low crime rate	1
My business	1
Native	1
Neighbours & peaceful valley at Aldavilla	1
No pollution	1
Nothing anymore – new bridge over river shows that you don't care enough about the ordinary people	1
Open air	1
Openness toward Aboriginal themes and hopefully continuation of environmental awareness	1
Our quiet country village of Hat Head	1
Peace & quiet of Collombatti	1
Personal contact possible with service providers due to Country atmosphere	1
Place for families	1
Pretty valley	1
Primitive camping	1
Private views	1
Proximity to National Park & beaches	1
Quality of diverse environment	1
Quality of life	1
Quiet and no tourists	1
Quiet but close to beautiful beaches	1
Relaxed non urbanized environment	1
Remaining bushland (while it lasts)	1
Safe areas for walking	1
Secluded beaches	1

Continued on the following page

Q13. What do you like most about living in the Kempsey Shire? (Cont'd)

Sense of community within local groups. I don't think this sense of community is throughout the Shire	1
Short commute for work	1
Short distance between bush & beach	1
Small community	1
Space	1
Sports available	1
The fact that I do not live in Kempsey town but in Stuarts Point	1
The hope that things may improve	1
The Kempsey Shire - it is a great place to live. It would rival anywhere in the world.	1
The kids	1
Topography	1
Traffic between 9am to 3pm is not as bad as in Sydney	1
Trees	1
Uncrowded beaches	1
Variety	1
Was the quiet lifestyle at the Rocks before excess housing boom	1
Water supply	1

APPENDIX C

Q14. What do you like least about living in Kempsey?

Crime	38
Vandalism	12
Unemployment	9
Racial tension	7
Aboriginal attitude	6
Feeling unsafe on streets	6
Condition of roads	5
Drunkenness	5
Lack of recycling facilities	5
Anti-social behaviour (white & black)	4
Lack of youth activities	4
Negative attitudes of residents	4
Car stealing	3
Hoodlum element on streets at night	3
Juvenile crime	3
Lack of parking in CBD	3
Poor retail areas	3
Aboriginal problems and crime	2
Anti social behaviour in the CBD South Kempsey & Dept. Housing areas.	2
Attitude to black community	2
Development gone mad	2
Division of the various ethnic groups	2
Drug abuse	2
Heat	2
High costs	2
Indigenous problems	2
Jail	2
Lack of cultural activities	2
Lack of cultural facilities – decent cinema, Cultural Hall	2
Lack of medical services	2
Lack of some facilities	2
Litter	2
Maria River Rd	2
Pacific Highway going through town, the Highway is no better than a patched goat track	2
Racist issues	2
Road signs	2
Sandflies and mosquitoes	2
Town planning	2
Traffic through town	2
Uncontrollable youth in CBD	2
Uncontrolled development	2
Aboriginal youth drinking, violence, break-ins, car thefts	1
Aboriginals, and the way they get away with things	1
Access to medical help is nil	1
Activities that impact adversely on the area, i.e. land clearing, logging.	1
Aesthetic views from many residents	1
Aggressive “do not” signs, contradictory signs for beaches concerning dogs, ridiculous and unfriendly	1
Airport not used	1

Continued on the following page

Q14. What do you like least about living in Kempsey? (Cont'd)

All the destruction - break-ins (homes, businesses & cars),	1
Anti social behaviour displayed by Aboriginal youth.	1
Any type of development of Scenic Protection Areas, they should not be interfered with	1
Archaic sewerage system	1
Arrogant people, not enough police	1
Atmosphere	1
Attitudes of self-interested groups	1
Bad behaviour and rudeness of some people	1
Bad media reports	1
Bad reputation of "Kempsey" name	1
Basic property security concerns	1
Being left behind by other Shires	1
Broken bottles in parks	1
Children's behaviour in shopping centre	1
Christmas holidays on the roads	1
Concentration of both heavy & light vehicles through our central business district (especially during holidays)	1
Conflict and dispute	1
Continuing dangerous deterioration at Armidale Road, fix it please	1
Council	1
Council disregarding laws locally	1
Council staff not performing	1
Council won't listen to rate payers	1
Council's "slack" supervision of staff required to do maintenance work half done yet accepted "near enough good enough" syndrome	1
CRIME - lack of law & order by police	1
Crimes committed by minors and not making them accept responsibility	1
Cycling	1
Destruction of natural beauty & habitat by developers - bad planning	1
Development which leaves no natural beauty	1
Dirt roads	1
Disgusting language that is heard as you walk down the street	1
Distance from high quality medical services	1
Distance from Sydney's facilities	1
Early morning garbage cleaning	1
Economic decline. Stuarts Point is forgotten by KSC	1
Empty shops	1
Everything	1
Excess housing boom at the Rocks	1
Fact that its still called Kempsey Shire & not Macleay Shire	1
Fact that one doctor looks after every patient in Kempsey Hospital	1
Fact that so many people are poor & do not appear to have a bright future.	1
Fading "village" atmosphere, bad development (large houses, removal of street plantings for shade, small blocks etc.)	1
Flying of 'Aboriginal' flags at schools, Council, etc	1
Food and fuel costs	1
Frustration at rapid, unfettered & indiscriminate "development" & consequential environmental degradation	1
Gangs of youth in early hours of morning	1

Continued on the following page

Q14. What do you like least about living in Kempsey? (Cont'd)

Getting a straight answer from Council	1
Going to Kempsey	1
Gravel roads	1
Greed of coastal developers	1
Gross overdevelopment and sub-standard constructions of new housing estates in the S.W.R.	1
Growing danger of a serious accident on the bridge	1
Having to deal with council	1
Having to negotiate badly maintained beach access ramp at Smoky Beach	1
Having to put up with young people loitering in shopping mall & street	1
Having to wait to cross the Kempsey traffic bridge	1
Health services and dental clinic service	1
Heavy vehicles	1
High aboriginal population	1
High cost of council rates in relation to services provided	1
High crime rate & constant fear of being burgled for the second time.	1
High level of crime in South Kempsey and the fact that police don't do anything about it	1
High unemployment and consequent low morale	1
Highway through town, Aboriginal problems, young men/youths running in packs, bad behaviour	1
Houses and villas being built on small blocks of ground	1
Ignorance by Council of the natural beauty of the area	1
Impossible to access C.B.D in holiday times because of road alterations and closures.	1
Inactivity of Council on important issues. Ignoring the residents	1
Inadequate and unsafe hospital facilities	1
Inadequate basic services	1
Inappropriate coastal development	1
Inconsiderate changes to our seaside village – South West Rocks, re colourbond fences – vary them, space the houses further apart as it is like a housing settlement of the 1950's	1
Inconsistency in ordinance application	1
Increasing development along coast	1
Increasing traffic (B-Doubles) on Pacific Highway	1
Inefficient and incompetent council	1
Inefficient Kempsey Council	1
Inequality and lack of justice in the white indigenous society	1
Inequality of services	1
Insecurity, not enough street police	1
It seems slow in dealing with what needs doing	1
It still feels very much parochial; end of the world?; no human rights of free, unimpeded passage with care into and out of Kempsey	1
It's a very dull & boring town	1
It's getting too congested	1
It's in NSW – high taxes & council seems to disregard the feelings of the community	1
Job situation is very poor – get more industries here	1
Kempsey – it's depressing and you need to hang onto your purse	1
Kempsey – name should be changed	1
Kempsey CBD is not a safe place to shop or walk	1
Kempsey Council, lack of control of crime in Kempsey, we all know who does it – let's fix it	1
Kempsey itself, it is dark, dim & depressing. Shopping is like taking life in to your own hands	1

Continued on the following page

Q14. What do you like least about living in Kempsey? (Cont'd)

Kempsey shopping centre	1
Koori behaviour in supermarkets	1
lack of a good town/shire map	1
Lack of aged facilities eg. Senior citizens hall, etc	1
Lack of care to grass cutting and tree lopping along footpaths and Macleay River at SWR	1
Lack of charm and development of SWR compared to other well maintained & developed little towns in Australia.	1
Lack of civic pride by certain people – breaking the law – the old adage “what’s yours is theirs”, vandalism to great work & effort put in by charity members for all to enjoy	1
Lack of commercial facilities	1
Lack of communication between Council & local business.	1
Lack of community pride	1
Lack of Council replies	1
Lack of council to respond to road maintenance complaints	1
Lack of economic development, direction	1
Lack of environmental awareness	1
Lack of facilities for rural areas	1
Lack of factory employment	1
Lack of Federal/State services, specifically medical-specialist and education	1
Lack of law and order	1
Lack of law and order in Central Kempsey CBD	1
Lack of law enforcement of Aboriginal crime	1
Lack of parental control	1
Lack of parental control of some sections of our youth . Authorities do not give the impression of interest in the matter.	1
Lack of policing (not Council’s problem), no recycling	1
Lack of Public Transport, lack of employment and the mosquito problem	1
Lack of services (medical, etc)	1
Lack of some facilities, eg. Airport	1
Lack of street safety; poor application of legal restraints and deterrents to offenders	1
Lack of tertiary educational facilities	1
Lack of vision for employment & developing local industry	1
Land clearing, SW Rocks urban sprawl. Having to defend the environment against prawn hatchery, surfer reserves	1
Lawlessness of the Aboriginal community and the preferential treatment they receive from the Police	1
Leniency on young repeat offenders	1
Less than satisfactory social behaviour of many indigenous people	1
Levels of anti-social behaviour by youth	1
library should be opened all weekend	1
Local councils surviving on Centrelink payments and asking for more	1
Local crime – purse snatched in 2002 in public street	1
Local vandalism and rude teenagers in town	1
Locals continually bagging the place	1
Location	1
Loss of fish stocks in river & ocean	1
Low community spirit	1
Managing of housing around Bi Lo Shopping Mall	1
Many roads are in need of repair. Need for better toilet facilities in town, and picnic areas.	1
Medical facilities – I resent being shipped off to Port Macquarie	1

Continued on the following page

Q14. What do you like least about living in Kempsey? (Cont'd)

Misbehaviour and lack of parental control of minors	1
Mismanagement of Shire Council	1
Monotonous housing developments, the pointlessness of communicating to Council	1
More money spent on S.W.R. not enough spent in Kempsey	1
Narrow-mindedness of some people	1
Negative publicity & hence the undeserved negative image	1
Negativity of people who mostly seem to be people who have never lived anywhere else	1
Neglect of beachside parks	1
No cinema	1
No modern hospital	1
Noise	1
Noise of some neighbours machinery (mowers, the poisoning around fence borders and trees, chainsaws)	1
Noisy vehicles, dogs	1
Non-existent cheap public transport	1
Not enough parking	1
Not enough police	1
Not enough social activity especially on weekends	1
Not feeling safe, CBD not attractive does not cater for "family friendly" shopping	1
Not recognised enough by State & Federal Governments	1
Obvious division between Aboriginals and Whites	1
One law for one & not the other	1
Over development at S.W.R.	1
Overcrowding in new estates, narrow streets. Friends have said no backyards, no caravan or boat parking.	1
Overdevelopment in small seaside villages	1
Overdevelopment, Aboriginal crime rate	1
Pacific Highway at my front door	1
Parramatta Grass	1
Paying rates for which we receive very little	1
People who spit on the street and won't move aside for others to pass.	1
People's attitudes	1
People's misinformed opinions	1
Poor satisfaction with Council	1
Poor town – no dollars to improve, flood prone land unable to develop substantially	1
Pressure of development	1
Progress & change for change's sake	1
Rampant ugly development	1
Rape of the Macleay River	1
Rate charge and levies	1
Recent over-development	1
Regressive attitude, no public transport	1
Respect for property, vandalism in CBD	1
Reverse discrimination with law & order	1
River getting shallow & weedy, bad roads, season tickets for swimming pools should be for all council pools.	1
Rubbish dumped, no recycling	1
Rude youth in CBD - swearing, spitting, crime	1
Seeing the environment & lifestyle ruined by KSC & development	1

Continued on the following page

Q14. What do you like least about living in Kempsey? (Cont'd)

Seeing the lifestyle under threat - tourism - I hate it	1
Shire Council's inability to provide for the community	1
Shoddy planning & development in residential areas. The estate leading into the Rocks is a disgrace to Council. It is a great introduction to the area. The sight of tin fences & backyards with washing on the lines is a great advertisement for Council planning going back to the dim past, if this is a taste of Council's outlook, the area is in poor hands.	1
Shopping in Kempsey - unruly behaviour, No apparent control of above	1
Slash-burn policy clear-fell	1
Slaughter of all the trees and forests at S.W.R. (developers)	1
Social problems	1
State of fish in the river	1
SWR expanding too quickly	1
Terrible development of S.W.R building sub-divisions. I don't live there or own property there	1
The attitude & unfriendliness of the local Aboriginals	1
The changes in our community (negative) caused by the Young Offenders Act. I applaud Andrew Stoner's endeavours to have this changed.	1
The conflict	1
The 'victim of society' adults with kids	1
Theft	1
Them and us approach when dealing with Aborigines	1
There are not many places of entertainment for 16-25 year olds	1
To much environment destruction	1
Too much rural influence in an increasing urban area	1
Total clearing of all natural flora for developers' ease, concerns over future insensitive developments, developers' greed, lack of new open spaces	1
Total lack of organised street tree planting and parks	1
Tourists - especially "backpackers"	1
Traffic around Bridge & Elbow Streets. West Kempsey.	1
Traffic congestion at Smith Street lights in holiday times with lights set to holiday mode for through traffic	1
Traffic congestion especially at holiday time	1
Traffic over bridge into Kempsey	1
Traffic snarls in Smith and Bridge Streets, especially during holidays	1
Transport	1
Troublemakers	1
Ugly houses, ugly supermarket in South West Rocks	1
Unattractive town & village centres	1
Unavailability of many consumer items at competitive prices	1
Underdeveloped economy	1
Unhealthy attitudes of councillors	1
Unsightly Aboriginal housing at Greenhill	1
Violence	1
Visiting Kempsey, too scary in the mall with no protection from Aboriginal youths	1
Waste of money by council, i.e. Belgrave St. & Smith St.	1
Watching rampant, ugly development destroying the very reason I came here.	1
Weed infestation	1
Where I am is quite nice until they built the cubby house. Now no privacy or security	1
Worry of crime and violence - foulness, bad behaviour and bad language on our streets.	1
Youth that have no inspiration, drugs	1

APPENDIX D

Q15. What do you think is the biggest issue facing Kempsey Shire in the next 5 years?

Crime	
Crime	19
Law and order	11
Crime - vandalism, theft	2
Crime among minors	2
Punishment to fit crime - including juveniles	1
Stealing	1
Continuation of high levels of uncontrolled crime	1
Crime rate especially black community	1
Crime should have much higher penalties by magistrate	1
Dealing with petty crime	1
Getting the undesirable images off the streets	1
Juvenile/Koori crime & burden on ratepayers by rest of (non-paying) community	1
Stamping out crime and racial hatred	1
Vandalism	1
Vandalism among minors	1
Violence	1
Development	
Controlling development	21
Coastal/beach development	9
Bad development	1
Careful planning to balance development against environmental preservation	1
Controlling the speed of growth in housing at S.W.R.	1
Curtail obscene 'big money' developments	1
Developing ecologically sound business opportunities with jobs for locals	1
Developing land (but not to look like SWR development at the moment)	1
Developmental degradation	1
Development and agreeing at meetings	1
Development and environmental issues	1
Development control - especially units	1
Development of new agricultural industries	1
Development, at present it appears ad hoc	1
Getting development right - balance between development and environment	1
Housing overdevelopment by profit driven developers	1
Improving appearance of villages and other centres	1
Inappropriate and unsustainable development	1
Maintain Shire's uniqueness rather than quick development gains	1
Maintaining a sensible approach to coastal development	1
New developments depleting vegetation open spaces	1
Not letting development get out of hand	1
Over development - lack of infrastructure	1
Over development without structured master plan	1
Commercial fishing pressure on the Macleay River and adjacent waters	1
Residential development	1
Sustainable development including re-employment and industry	1
To balance economic development with natural environmental issues	1
To manage growth & development while maintaining our natural environment	1
Too many units	1
Too much development without consideration of environment & current lifestyle of community	1

Continued on the following page

Q15. What do you think is the biggest issue facing Kempsey Shire in the next 5 years? (Cont'd)

Environment

Environmental issues	4
Being 'fair dinkum' about environmental issues	1
Environment & controlled development so as not to destroy what we moved here to enjoy	1
Environment corridors connecting reserve & natural parks from coast to mountains	1
Environmental damage due to poor town planning	1
Environmental degradation by an uneducated Council	1
Environmentally sensitive development	1
Preserving environment	1

Other

Employment	36
Bypass	32
Population growth	17
Roads	16
Financial management	13
Rates - levies	8
Second bridge	6
Sewerage system	6
Health	5
Adequate services	4
Housing	4
Impact of correctional facility	4
Tourism	4
Youth employment	4
Control of noxious weeds	3
Financial constraints	3
Social problems	3
Usage of Macleay River	3
Water	3
Alcoholism	2
Attracting more businesses to relocate here	2
Attracting new business to area	2
Cultural problems	2
Drugs	2
Economic growth	2
Education - campuses	2
Garbage disposal/recycling	2
Inadequate facilities	2
Infrastructure improvement	2
Keeping business in the area	2
Keeping the river clean by dredging	2
Kempsey Hospital	2
Land availability	2
New bridge	2
Reconciliation	2
Recycling	2
75% of the Council	1
A growing rift between rich/well off & poor	1
Aboriginal people	1

Continued on the following page

Q15. What do you think is the biggest issue facing Kempsey Shire in the next 5 years? (Cont'd)

Aboriginal problem doesn't help image of Kempsey	1
Acceptance of the fact that Kempsey is dying and will eventually be bypassed	1
Accommodation, where is everyone going to live. No rentals in town	1
Address vandalism and integrated community issues	1
Addressing the socio-economics of the valley.	1
Affordability	1
Airport back in use - we need it	1
Anti-social behaviour	1
Attract employment ("idle hands are the devil's play toy")	1
Attracting business and growth	1
Attracting development that will provide jobs	1
Attracting people & business to the area due to its poor image	1
Awareness of sustainable well designed buildings	1
Bankrupt rural community because of noxious weed problem	1
Behaviour of a lot of certain youths	1
Being bypassed for major activities and events because of lack of facilities	1
Better Public Transport	1
Closing of the Macleay River to commercial fishing	1
Commercial fishing pressure on the Macleay River and adjacent waters	1
Community spirit	1
Construction of the link roads to South West Rocks	1
Control of youth especially Aborigines	1
Council and business promotion and partnership	1
Council prioritising effectively	1
Council should be encouraging tourists to stop in Kempsey before the town is bypassed. Speak to Taree Chamber of Commerce and learn from their experience	1
Council's grandiose and silly plans	1
Council's inefficiency and incompetency	1
Deciding whether to be greedy or look for good long term practices	1
Destructive people	1
Developing another community radio station	1
Development of community spirit & economic growth	1
Dredging of Macleay River and SWR Creeks	1
Drunkennes	1
Economic decline and falling rate base	1
Energy	1
Ensure quality land is available for housing	1
Entertainment for youth and families	1
Expectations of 'townies' to provide additional services whilst still maintaining traditional services on a limited budget	1
Fair allocation of funding to all areas	1
Finance	1
Finding new Councillors	1
Forging a reason for existence	1
Funding	1
Funding priorities disregard vital services - money squandered on staff bonuses	1
Getting Council staff to come to terms that Kempsey may have to expanded and their cosy lifestyle may be affected.	1
Getting the highway bypass prioritised.	1
Greedy local Government	1

Q15. What do you think is the biggest issue facing Kempsey Shire in the next 5 years? (Cont'd)

Handling a total vote of no confidence in KSC from all out of town landholders	1
Having a council who will respond to rate payer's requests	1
Helping people with low living standards and poor financial positions cope with changes that the Federal govt will make around social security	1
Heritage preservation	1
Image	1
Impact of rerouting Pacific Hwy on local businesses	1
Impact on business on re-route of highway. Increased pressure for more residential development	1
Improving efficiency to work within budget	1
Inadequate facilities for young people	1
Inappropriate land practices	1
Increase in Aboriginal population	1
Increase in population will stretch Council's infrastructure	1
Increase in unemployed youth	1
Increased population	1
Increased traffic	1
Influence of new residents to our area will bring a need for upgrading the treatment works	1
Influx for those looking for cheap rent	1
Infrastructure planning - water	1
It may take longer than 5 years	1
Keep services in line with population growth	1
Keeping costs down - otherwise will be consolidated with other shires	1
Keeping it all together	1
Keeping Kempsey shopping viable	1
Keeping swimming pools open & playing fields mown.	1
Lack of a few big modern factories or an industrial complex	1
Lack of bitumen program	1
Lack of consideration for rate payers	1
Lack of infrastructure	1
Lack of organisation	1
Lack of policing car parks	1
Lack of pride in our community	1
Land clearing	1
Living within budget	1
Location of the proposed bypass	1
Loss of back beach & sanding up of S.W.R. Creek	1
Maintaining services for an aging population	1
Maintaining standards with less income	1
Maintenance	1
Make the Shire attractive enough to retain a younger population	1
Maori Rd bypass	1
More large specialty shops	1
More parklands and a playground for children	1
More shops	1
Need for a cultural venue	1
Need to develop a broader economic base in order to provide more jobs for the youth of the Shire	1
Not enough industry to promote growth & employment	1
Not losing the easy going lifestyle & burying us in red tape	1

Q15. What do you think is the biggest issue facing Kempsey Shire in the next 5 years? (Cont'd)

Not relying on tourism/hospitality as the main means by which the Shire enjoys economic worth & employment opportunities. Continuing to attract other compatible industry to the area & strengthen those we have.	1
Overgrown grass	1
Paying for everything	1
Planning of new housing estates of South West Rocks	1
Pollution and the Aboriginals	1
Positive tourism & marketing	1
Preparing for the highway bypass - ensuring the CBD does not lose trade	1
Preservation of the Macleay River & its valley	1
Prioritising Council's role - essential services first	1
Public crossing on the highway to shops and bank	1
Quality of homes being built out this way & environment destruction - re no habitat corridors	1
Racial issues	1
Raising our image	1
Rampant development lacking adequate infrastructure	1
Recalcitrant youth	1
Rectifying bad development decisions	1
Redeveloping and promoting tourism industry	1
Retirement and nursing home facilities	1
Safety	1
Safety issues for elderly and females	1
Shortfall in funding	1
Shortfall in funding to maintain services and carry out works programs	1
Smell of water from mains	1
Smith St	1
Sporting fields	1
Stop cheap housing	1
Stop clearing of trees	1
Strong objection of green waste being cut from trees overhanging	1
Terrible congestion of traffic in the CBD area	1
The area that I live	1
The kids	1
To ensure stability to residents by ensuring the right route for highway bypass is chosen	1
Too much waste	1
Too rapid growth of SWR	1
Town planning	1
Traffic through Frederickton	1
Traffic through town	1
Transport	1
Trying to get more money from rate payers which I object to	1
Undisciplined	1
Unity in the community	1
Unrepresentative councillor	1
Updating the shopping centre	1
Walkways & picnic areas	1
We need people who care about themselves and others	1
Winning back community confidence	1
Youth activities	1
Youth issues	1

Q16. If there were one thing that Council could do to make the Shire better, what would it be?

Listen to rate payers	4
Recycling	3
Be more efficient	2
Close river to commercial fishing	2
Counteract crime	2
Equality for everybody	2
Improve Maria River Rd	2
Improve roadways	2
Kempsey bypass	2
Listen to the people & recycling	2
Put in an administrator	2
Resign	2
Roads & parks	2
11:00pm curfew	1
Adapt Taree improvements to Kempsey	1
Adopt much stricter building ordinances for development applications	1
All resign	1
Amalgamate with Hastings	1
Art/craft gallery	1
Assist ratepayers, heed their grievances	1
Assistance for the businesses	1
Attention to local roads	1
Attract people, clean up crime	1
Be gutsy & set a statewide precedent by taking the issue of capping tourism levels seriously so the very thing we treasure - Nature's wonderland is enhanced, not just <u>sustained</u> - this word is used so very hypocritically.	1
Be honest	1
Beautify Kempsey	1
Become more cosmopolitan and less old anglo-protestant elite	1
Better advertisements on tourist attractions such as beach areas. Could have a botanical garden or a grower's market	1
Better communication	1
Better control land clearing	1
Better development	1
Better maintenance of facilities	1
Better planning to preserve beauty & environment	1
Better promotion of the area within the greater community, clean up the racecourse	1
Better recreation facilities, eg cinema	1
Better roads, roadside cleanup	1
Better rules i.e. Dog control	1
Better shops such as Coles, Kmart	1
Better TAFE courses for young people	1
Bicycle tracks, do you want someone killed before you act?	1
Big shops in the Valley	1
Break up into wards, each ward would have a representative in Council	1
Bridge between SWR and Stuarts Point to open up Shire and create growth	1
Budget projects i.e. roads to completion - preparation for further work is a waste of money and resources	1

Continued on the following page

Q16. If there were one thing that Council could do to make the Shire better, what would it be? (Cont'd)

Build a cultural centre or civic centre, develop the heritage aspect of Kempsey	1
Build a new hospital, the current one is too old	1
Build a sense of community incorporating youth affairs	1
Build the proposed low level bridge next to the railway bridge	1
Business, employment & greater TAFE courses, public transport around Shire	1
Bypass or another bridge	1
Bypass the highway & talk to the community	1
Bypass urgent – not bridge	1
Change the Mayor and Councillors to forty year olds with vigour	1
Clean streets	1
Clean the toilets more often – “disgusting” was the comment of a tourist that I heard	1
Clean up streets in Aboriginal areas	1
Cleanliness in CBD	1
Community complex	1
Concentrate on town planning and the environment	1
Consider other management	1
Consistent policies re development	1
Continue to create more employment/career opportunities through encouraging sustainable industry development & tertiary education; maintain a sense of optimism for our steady growth; balance competing priorities for services	1
Continue to lobby for better law, health services and education	1
Contract out its services & include clean-up days	1
Control development better	1
Controlled progress	1
Co-operation of Police to genuinely address social problems	1
Core activities	1
Council has its fingers in too many pies	1
Create more after school activities and opportunities for employment after leaving school	1
Create more parking in the CBD rather than restricting it	1
Curfew for 10pm all teenagers unaccompanied by an adult returned to parents – be they at the club or home	1
Curtail housing developments harmful to environment	1
Cut down staff numbers	1
Deal with above Macleay River problem to the extent of its ability to be involved and to better publicise such activity	1
Decent centre and shops	1
Decentralisation – so our children can have jobs	1
Develop a sense of pride in all Council staff and encourage the whole community to work harder and more effectively to provide and maintain the basic needs of the Shire	1
Develop or help develop another community radio station	1
Develop parks and gardens	1
Divide area into wards to provide equal representation proportional to population & rates	1
Do not allow high rise building, sack the Mayor	1
Don't become the poor relation to Port Macquarie – be an individual identity	1
Dredge the river	1
Education – encourage community/businesses to be educated – education brings wealth & prosperity to towns	1

Continued on the following page

APPENDIX E

Q16. If there were one thing that Council could do to make the Shire better, what would it be? (Cont'd)

Efficient operation	1
Employ me to effect weed eradication (Qualified Horticulturist) name supplied	1
Encourage a stronger sense of civic pride in residents and commercial enterprises in and around the CBD of Kempsey	1
Encourage business	1
Encourage elderly to live in caravan parks for economic and safety reasons	1
Encourage everyone to take pride in where they live	1
Encourage interaction between people to reduce racial tension	1
Encourage 'made in Macleay' products; Incorporate parks, walkways and tree sanctuary areas in new developments	1
Encourage more big business.	1
Encourage more companies to build here	1
Encourage new agricultural and horticultural industries	1
Encourage new industry and commerce	1
Encourage communities for youth	1
Encourage the idea that our Aboriginal community is our greatest asset. The Shire could be a great example of reconciliation.	1
Encourage tourism interstate	1
Encourage tree planting; Clean up behind sand dunes	1
Encourage urgent construction Kempsey Hwy bypass	1
Encouraging new businesses to the area with rebates on land/building rates	1
Ensure no more ghettos (like Belle O'Connor)	1
Ensure that development is good for the future of the shire, not for the good of present day developers. Look after future generations, not present day greed	1
Ensure that the frequent water availability is maintained	1
Ensure you don't hinder the development of business enterprise	1
Exercise greater control over residential & commercial development	1
Extend & enhance positive linkages in the community	1
Extend north wall of S.W.R. Creek	1
Facilitate the reconciliation of the indigenous and non-indigenous communities	1
Fence it off	1
Find community service for unemployed – voluntary if no other way	1
Foster employment opportunities	1
Get a new Council/fix up boat ramps/dredging bans	1
Get a new mayor	1
Get an administrator in and sack Council	1
Get back to basics – roads, water, garbage, more streetlights	1
Get behind long term early intervention programs with a few generations of toddlers & preschoolers – reading for life, health & optimism, so as to create a successful generation of kids (some country NSW towns are doing this).	1
Get new Councillors; let Kempsey Shire be amalgamated by Port Macquarie Council.	1
Get new industry to set up here	1
Get rid of female mayor, give S.W.R greater representation on Kempsey Council	1
Get rid of the crime element	1
Get rid of top management & streamline administration	1
Get sacked	1

Continued on the following page

Q16. If there was one thing that Council could do to make the Shire better, what would it be? (Cont'd)

Get the airport active to commercial flights – even if only a “milk-run” like in the old days of East-West Airlines.	1
Getting our airport operational would save having to go to Port Macquarie which I detest	1
Go back to Ridings – SWR has no representation but look at the dollars you get from us & why spend all that money on signs telling us where the tip is.	1
Go elsewhere	1
Greater control of future look of towns & individual buildings	1
Have a much better police force	1
Have a progressive development program	1
Have more info nights, so residents can talk to the Council	1
Help prevent thieving, stolen cars & goods, vandalism, teach Aboriginals to stop yelling in the streets	1
Help the youths	1
Helping out everyone in different situations	1
Highway bypass, upgrade the old sewerage lines to cope with the capacity it needs to carry	1
Hopefully they could attract businesses to fill the empty shops in the CBD in Kempsey	1
Housing Commission accommodation for young families at SWR	1
I think Council is starting to do that already	1
Improve administration & management	1
Improve security of residents and business, encourage economics	1
Improve social environment	1
Improve the natural attributes of the Shire	1
Improved methods of repairing roads	1
Inadequate transport – run a community bus from Council to Bellbrook – 2 daily	1
Incentives for businesses to establish here	1
Increase employment	1
Increase employment opportunities	1
Increase forums with concerned community members	1
Increase the size of house blocks	1
Inequality in favour of Aborigines	1
Informing and encouraging the community to be involved	1
Introduce and enforce heavy penalties for those who litter or deface. Keep it beautiful	1
Introduce decent entertainment centre; eg, Hoyts Cinema/function centre	1
Introduce recycling & a 3-4 times per year kerbside garden & rubbish collection	1
Keep costs down	1
Keep politics out of local government	1
Keep rates low	1
Keeping parks, footpath and grass areas neat and tidy	1
Kempsey's traffic flowing problem	1
Leave South West Rocks alone, you have no idea how we dislike the influx of tourists, give us our peaceful village back	1
Limit development on coast – no high rise	1
Limit inappropriate, poorly designed developments. Think more about encouraging sustainable design in new developments	1
Listen more to its ratepayers & control developers	1
Listen sincerely to all ratepayers instead of focussing almost exclusively on minority groups	1
Listen to the people. Excessive growth without adequate essential environment service	1
Listen to the residents & ratepayers	1

Continued on the following page

Q16. If there were one thing that Council could do to make the Shire better, what would it be? (Cont'd)

Listen to the will of the people	1
Listen to wishes of whole community not just the business owners	1
Longer library hours	1
Look at old world towns now beautified by good planning compared to 100 years ago	1
Lower rates, use poll tax/user pays (not for libraries), eg. Beach parking	1
Maintain natural beauty by better litter control environmental pollution & establish sewerage works in all outlying settlements	1
Maintain the airport, think to the future	1
Maintaining the roads and cleaning grass verges	1
Make applications to open new businesses a little easier & try to entice people to stop	1
Make children and people more responsible	1
Make equal rights more equal	1
Make it a better place	1
Make it bigger and expand, more business, more growth	1
Making people more accountable for their/family's actions	1
Meet with the people and get to know them	1
More efficient use of Council resources to improve roads	1
More employment especially for under 40's	1
More footpaths	1
More footpaths and improved roads	1
More jobs	1
More police, get rid of summary offences, act zero tolerance	1
More police, Life Education for adolescents	1
More progressive attitude	1
More security for elderly people when shopping	1
More units for aged	1
Move the taxi stop back to Smith St where the businesses have moved to	1
Need a community centre	1
New LEP with sustainable development following Coastal Council Design Guidelines	1
No large buildings over 3 stories in the town and none in residents area	1
Not sure	1
Nothing, keep it natural and clean	1
Obtain more funding	1
On completion of a development, Council should introduce by-laws for continuation of building covenants, ie brick/tile, etc	1
Open communication lines	1
Over development	1
Paint the footbridge at Crescent Heads	1
Pick up the rubbish on the sides of the main roads.	1
Plan for better traffic control in Elbow Street. Lobby for earlier building of the bypass	1
Plant trees	1
Plant trees, develop cycle ways, increase parklands	1
Pray for the lost and angry ones who are using drugs and alcohol to cover their pain	1
Pressure State Government to fast track Highway deviation	1
Prevent unauthorised parking in disabled areas	1
Promote a new image of Kempsey; progressive, environmentally aware, diversity embracing	1

Continued on the following page

Q16. If there were one thing that Council could do to make the Shire better, what would it be? (Cont'd)

Promote businesses	1
Promote industry; rezone land west of town for more housing eg. Sub divisions	1
Promote natural beauty of coastline	1
Promote tourism	1
Protect riverside park against future flooding	1
Provide a second river crossing for our town	1
Provide proper service to all the Shire not just town dwellers	1
Pump the river, use the soil to fix the banks, for sporting fields, to build up low areas or to sell.	1
Push for highway bypass ensuring environmental issues are addressed properly	1
Put a high school at SWR & put the Stuart Point Bridge across from SWR.	1
Put a pedestrian crossing at York Lane to service the RSL before some retired person is run down and a speed bump into RSL carpark to slow traffic.	1
Put a waterslide at the pool to encourage more people to use it (it might help keep kids off the streets)	1
Put in dog waste bins at common dog walking and leash free areas. Help encourage all dog owners to do the right thing & keep beach dog friendly	1
Put street and directional signs above reach of vandals	1
Re open airport	1
Realise that the Shire is becoming more urban, and act accordingly	1
Recognise that <u>now</u> is when action is required to stop the whole coastal fringe turning into an ugly, poorly thought-out, identikit subdivision. The population will increase but it can be done sensitively	1
Recycle bins, save the River	1
Recycle plastics, tins, etc.	1
Recycling and development controls	1
Recycling bins and educating public re being litter bugs	1
Recycling our rubbish	1
Reduce commercial and residential development along foreshores	1
Reduce crime and drunkenness	1
Reduce crime levels	1
Reduce delays in processing proposals that aid employment	1
Reduce juvenile crime	1
Reduce overhead	1
Refrain from presenting indigenous people as a special area for assistance	1
Rehabilitate wetlands	1
Remove all Camphor Laurel trees before they grow any more	1
Remove caravan parks from all beach fronts & stop overdevelopment	1
Remove flood gates & e-establish wetlands & swampland	1
Remove gangs of youths from CBD. Lobby for a shop front for police in CBD. Coffs Harbour has a police shop front in CBD	1
Remove the jail.	1
Repair the road from 12 to 16 Russell St Arakoon, it hasn't been done since the convicts built it	1
Replace weed control officer with an efficient weed control team	1
Restore and preserve natural waterways	1
Restore order through strong application of laws	1
Restrict development	1
Roads	1

Continued on the following page

Q16. If there were one thing that Council could do to make the Shire better, what would it be? (Cont'd)

Roadwork	1
Sack farmers from Council and employ qualified business people	1
Sack Finney	1
Sack the councillors	1
Safer living	1
Safer roads	1
Safer streets at night	1
Safety	1
Save the trees & recycling bins at homes	1
Saving large areas of coastal bush land connecting them to reserves and natural parks from the coast to the mountains	1
Second bridge over river near the railway bridge	1
Second river crossing	1
Sensible policy to trees	1
Sensitive planning, listening to community, not developers' wishes & needs	1
Sewerage and better road maintenance	1
Share the rate burden more equally	1
Some attempt to eradicate noxious weeds, Council's current efforts are dismal & appalling	1
Spend more money & paint footbridge at Crescent Head	1
Spend more money on beautifying the roadsides, riverbanks, etc & therefore more people would stop, look & spend money & holidaymakers would come.	1
Spend some money on fixing up the roads and making them safe	1
Start listening, stop talking	1
Stop any more logging & land clearing	1
Stop bikes and skateboards being ridden on footpaths	1
Stop chopping down trees, plant more	1
Stop crying poor, Improved facilities will bring more people and activity to the Shire	1
Stop photos of the Mayoress in every publication	1
Stop vehicles from parking on footpaths	1
Stop wastage – Council does not know the meaning of the word! Come down from your ivory towers & meet the people!	1
Stop wasting rate payer's money	1
Sub-let some basic services and stick to council business	1
Support existing business to ensure their future	1
Support new business	1
Support the fast tracking of the Kempsey by pass and not the second river crossing	1
Take a course in sustainable development & learn of the wildlife we once had, stop your bulldozer drivers from excessive roadside clearing; those areas are important wildlife corridors.	1
Take a good look around & cut dead wood	1
Target on tourism and develop the shire for investors.	1
Teaching residents self responsibility	1
Things the youth could do and more	1
Think sustainable development in regards to all aspects so that future generations can enjoy this place as well.	1
Think twice before approving new developments	1
Think young, think modern, think ahead!	1
To get the airport up & running again. Provide a nursing home at S.W.R.	1

Continued on the following page

Q16. If there were one thing that Council could do to make the Shire better, what would it be? (Cont'd)

To keep the town of Kempsey cleaner. Rubbish lying around	1
To remember the Aboriginal culture and heritage of this Macleay region within tourism and history and environmental issues	1
Tourists come here for what it was, not the way it is going at S.W.R.	1
Town planning	1
Treat all people as equals	1
Treat everyone equally	1
Tree preservation on land marked for residential development	1
Tree preservation order on land marked for residential development	1
Turn 'wastes' into resources that people can use & are willing to pay to use	1
Upgrade facilities in Shire	1
Upgrade the Maria River Road	1
Use money in better way	1
Using community based committees to develop better planning structure regarding development and to leave beaches and rivers as they are - not developed	1
Waste transfer station on the west side	1
Water improvement - clear not brown SWR area	1
Water tastes terrible	1
Wildlife corridors linking all native vegetation	1
Work with all communities to build a 10 year business plan	1
You could stop traffic jams by getting rid of those stupid traffic lights outside the pearl perch hotel.	1

APPENDIX F

Kempsey Shire Council Community Satisfaction Survey - 2003

Council has an ongoing commitment to provide residents and ratepayers with a high level of service and a broad range of facilities in the Kempsey Shire. Please take the time to fill in the following survey as it will help Council to establish long term priorities for the next ten years.

Completed forms can be dropped into a Council office or one of the businesses listed below that have generously offered to accept the surveys on our behalf. Alternatively, you may like to post the completed form to Kempsey Shire Council, PO Box 78, West Kempsey NSW 2440.

Kempsey – Civic Centre	Smithtown General Store	Kundabung Service Station
Stuarts Point Library	Bellbrook General Store	Hat Head PO & General Store
Willawarrin Take-away	Crescent Head Country Club	Frederickton Newsagency
South West Rocks Library	Gladstone General Store	

Closing date is Thursday 24th April 2003. The information will be used by Councillors and Management when planning for the future.

Q1. To assist us, please rate how important you feel the following issues are to you on a scale of 1 to 5 where 1 = low importance and 5 high importance.

	Low					High
	1	2	3	4	5	
1. Community safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Improving local roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Providing adequate parking, footpaths and cycleways		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Improving sporting and recreational facilities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Building a sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Developing an identity for the Shire in our region	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Promoting cultural activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Managing residential development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Protecting heritage values and buildings		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Town centre and village maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. Provision of services and facilities for :-						
• older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• people with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Aboriginal people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q2. Do you believe that Council has an active role to play in:-

	Yes	No
1. Protecting the environment?	<input type="checkbox"/>	<input type="checkbox"/>
2. Considering environmental issues when planning for the future?	<input type="checkbox"/>	<input type="checkbox"/>
3. Weed control?	<input type="checkbox"/>	<input type="checkbox"/>
4. Promoting local employment?	<input type="checkbox"/>	<input type="checkbox"/>
5. Encouraging the establishment of new businesses in the Shire?	<input type="checkbox"/>	<input type="checkbox"/>
6. Promoting the tourism potential of the Shire?	<input type="checkbox"/>	<input type="checkbox"/>
7. Value adding to local produce?	<input type="checkbox"/>	<input type="checkbox"/>

Q3. How important to you are the following lifestyle related issues which are not funded by Council?

	Low		3	High	
	1	2		4	5
1. Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Highways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Telecommunications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The health of the Macleay River	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4. Ratepegging and increased costs related to insurance, occupational health and environmental issues means that Council is faced with a challenge - how can it continue to maintain existing and develop new services and facilities in Kempsey Shire within a limited budget? If circumstances require that Council forego one or more services in order to implement changes, or to introduce new services, which service(s) do you think should be foregone or have a reduction in the current level of service offered?

Sporting Fields	<input type="checkbox"/>	Boat Ramps	<input type="checkbox"/>
Swimming Pools	<input type="checkbox"/>	Aged Services	<input type="checkbox"/>
Community Halls	<input type="checkbox"/>	Youth Services	<input type="checkbox"/>
Parks and Gardens	<input type="checkbox"/>	Road Maintenance	<input type="checkbox"/>
Provision of Visitor Information	<input type="checkbox"/>	Road Construction	<input type="checkbox"/>
Additional Library hours	<input type="checkbox"/>	Cultural Services	<input type="checkbox"/>
Flood Mitigation Works	<input type="checkbox"/>	Garbage Services	<input type="checkbox"/>
Airport	<input type="checkbox"/>	Public Toilets	<input type="checkbox"/>
Saleyards	<input type="checkbox"/>	Noxious Weed Eradication	<input type="checkbox"/>

Other, please specify _____

Q5. In previous surveys, recycling was considered by residents to be very important. Would you be prepared to separate recyclable materials from non-recyclable waste materials if appropriate collection receptacles were provided by Council for use at your home?

Yes No

Q6. Would you support an increase in the garbage disposal charge for the provision of a kerbside recycling collection service for glass, plastics, paper and organic waste?

Yes No Maybe Not applicable

Q7a. To what extent do you agree with these statements:

	Disagree		3	Agree	
	1	2		4	5
"I believe that Council is addressing the issues that fall under its control that affect my lifestyle and standard of living"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"The natural attributes and beauty in the Kempsey Shire enhances lifestyle and are recognised by the community"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"The nature of development in the Shire will improve quality of life"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"The nature of economic development in the Shire is beneficial"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"The community is optimistic about the future of the Shire"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Council is considering regulatory, environmental and community issues when planning for future services in areas of rapid growth or economic decline"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Cultural activities are seen to add to civic pride building community relations"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11. What was the main reason for your last dealing with Council?

- | | | | |
|---|--------------------------|---------------------|--------------------------|
| Making a payment | <input type="checkbox"/> | Information inquiry | <input type="checkbox"/> |
| Request for assistance | <input type="checkbox"/> | Making a complaint | <input type="checkbox"/> |
| Making an application or related matter | <input type="checkbox"/> | | |

Other - please specify

Q12a. Do you contact Councillors when you feel aggrieved in any way? Yes No

Q12b. (If yes), has the attention you received been to your satisfaction? Yes No

Please provide your opinion on the following questions.

Q13. What do you like most about living in the Kempsey Shire?

Q14. What do you like least about living in the Kempsey Shire?

Q15. What do you think is the biggest issue facing Kempsey Shire in the next 5 years?

Q16. If there was one thing that Council could do to make the Shire better, what would it be?

Could you please assist with the following information?

- | | | | |
|--|----------------------------------|---|---|
| Gender: Male <input type="checkbox"/> | Female <input type="checkbox"/> | Employment status: | |
| Age group: 16 - 24 <input type="checkbox"/> | 45 - 54 <input type="checkbox"/> | Business owner <input type="checkbox"/> | Unemployed <input type="checkbox"/> |
| 25 - 34 <input type="checkbox"/> | 55 - 64 <input type="checkbox"/> | Employed <input type="checkbox"/> | Household duties <input type="checkbox"/> |
| 35 - 44 <input type="checkbox"/> | 65 + <input type="checkbox"/> | Retired <input type="checkbox"/> | Student <input type="checkbox"/> |
| | | Other (specify) _____ | |

How long have you lived in the Kempsey Shire?

- | | |
|-----------------------------|--------------------------|
| Less than twelve months | <input type="checkbox"/> |
| Twelve months to five years | <input type="checkbox"/> |
| Five years to ten years | <input type="checkbox"/> |
| Over ten years | <input type="checkbox"/> |

Do you own or rent your dwelling?

- | | | | |
|-----|--------------------------|------|--------------------------|
| Own | <input type="checkbox"/> | Rent | <input type="checkbox"/> |
|-----|--------------------------|------|--------------------------|

Do you currently pay rates? Yes No

In which one of the following areas do you live?

- | | | | |
|--|--|---------------------------------------|--|
| Kempsey <input type="checkbox"/> | South West Rocks <input type="checkbox"/> | Hat Head <input type="checkbox"/> | |
| Crescent Head <input type="checkbox"/> | Stuarts Point <input type="checkbox"/> | Frederickton <input type="checkbox"/> | Smithtown/Gladstone <input type="checkbox"/> |
| Kundabung <input type="checkbox"/> | Willawarrin/Bellbrook <input type="checkbox"/> | Rural <input type="checkbox"/> | Other <input type="checkbox"/> |

If other, please specify where: _____

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