

25 January 2012

His Worship the Mayor & Councillors

I have to advise that a **Policy Committee Meeting** will be held in the Council Chambers on Wednesday, 1 February 2012 commencing at 5.00 pm.



D J Sherley  
GENERAL MANAGER

# **BUSINESS AGENDA**

## **POLICY COMMITTEE**

**TO BE HELD ON WEDNESDAY, 1 FEBRUARY 2012**

1. 5:00 PM - MEETING COMMENCES
2. APOLOGIES
3. REPORT OF PREVIOUS MEETING
  - \* Minutes - Policy Committee Meeting - 7 December 2011
4. DECLARATION OF INTEREST
  - To assist the Councillors and committee members in their correct consideration of business before them at the meeting, please give consideration to Section 451 of the Local Government Act, in relation to Declaration of Interest at meetings.
5. RECEIVE AND DEAL WITH DIRECTORS' REPORTS
  - \* Director Corporate Services & Finance's Report
6. GENERAL BUSINESS
7. DISCUSSION FORUM - DEVELOPMENT APPLICATION SUBMISSIONS
8. DISCUSSION FORUM OTHER
9. MEETING CLOSE

## MINUTE

### 1 MEETING COMMENCES

**Present:** Councillors Westman (Chair), Aubin, Bourke, Carpenter, Hanger, Morse, North, Thompson, Toole.

**In attendance:** General Manager, Director Corporate Services & Finance, Director Cultural & Community Services, Director Engineering Services, Director Environmental Planning & Building Services, Manager Corporate Governance, Manager Water & Waste, Manager Technical Services, Manager Recreation.

**MINUTE**

**2     APOLOGIES**

Nil

POLICY COMMITTEE  
REPORT OF PREVIOUS MEETING

**REPORT OF PREVIOUS MEETING TO THE POLICY COMMITTEE MEETING HELD ON 1  
FEBRUARY 2012**

General Manager  
Bathurst Regional Council

**1 MINUTES - POLICY COMMITTEE MEETING - 7 DECEMBER 2011 (07.00064)**

**Recommendation:** That the Minutes of the Policy Committee Meeting held on 7 December 2011 be adopted.

**Report:** The Minutes of the Policy Committee Meeting held 7 December 2011 are attached.

**Financial Implications:** N/A

**MINUTE**

**3 Item 1 MINUTES - POLICY COMMITTEE MEETING - 7 DECEMBER 2011**  
**(07.00064)**

**MOVED: R Thompson SECONDED: B Bourke**

**RESOLVED:** That the Minutes of the Policy Committee Meeting held on 7 December 2011 be adopted.

**MINUTES OF THE POLICY COMMITTEE**  
**HELD ON 7 DECEMBER 2011**

**MEETING COMMENCES**

**1 MEETING COMMENCES**

**Present:** Councillors Westman (Chair), Aubin, Carpenter, Hanger, North, Thompson, Toole.

**In attendance:** General Manager, Director Corporate Services & Finance, Director Cultural & Community Services, Director Engineering Services, Director Environmental Planning & Building Services, Manager Corporate Governance, Manager Recreation, Manager Water & Waste, Manager Economic Development, Manager Technical Services, Acting Manager Environment, Sustainability Strategy Officer.

**APOLOGIES**

**2 APOLOGIES**

**MOVED** Cr P Toole and **SECONDED** Cr W Aubin

**RESOLVED:** That the apologies from Cr B Bourke and Cr M Morse be accepted and leave of absence granted.

**REPORT OF PREVIOUS MEETING**

**3 Item 1 MINUTES - POLICY COMMITTEE MEETING - 2 NOVEMBER 2011 (07.00064)**

**MOVED** Cr T Carpenter and **SECONDED** Cr G Hanger

**RESOLVED:** That the Minutes of the Policy Committee Meeting held on 2 November 2011 be adopted with the following spelling correction to Item #30 "weather" should be "whether".

**DECLARATION OF INTEREST**

**4 DECLARATION OF INTEREST 11.00002**

**MOVED** Cr T Carpenter and **SECONDED** Cr G Hanger

**RESOLVED:** That the Declaration of Interest be noted.

**RECEIVE AND DEAL WITH DIRECTORS' REPORTS**

**Director Corporate Services & Finance's Report**

**5 Item 1 SUBMISSION - POLICY - GOVERNANCE - PAYMENT OF EXPENSES AND PROVISION OF FACILITIES FOR COUNCILLORS (11.00008, 41.00089)**

**MOVED** Cr R Thompson and **SECONDED** Cr P Toole

**RESOLVED:** That Council



- (a) make no change to the Policy as a result of the submission received
- (b) confirm adoption of the Policy
- (c) forward the adopted Policy to the Division of Local Government

**6 Item 2 AUSTRALIA DAY ACTIVITIES - 2012 (23.00033)**  
**MOVED** Cr T Carpenter and **SECONDED** Cr G Hanger

**RESOLVED:** That the information be noted.

**7 Item 3 REPORT OF AUDIT AND RISK MANAGEMENT COMMITTEE - 23 NOVEMBER 2011 (07.00096)**  
**MOVED** Cr T Carpenter and **SECONDED** Cr R Thompson

**RESOLVED:** That the information be noted.

**8 Item 4 ENTERPRISE RISK MANAGEMENT PLAN (03.00162)**  
**MOVED** Cr W Aubin and **SECONDED** Cr T Carpenter

**RESOLVED:** That Council refer the consideration of the Draft Enterprise Risk Management Plan to a Working Party.

**Director Engineering Services' Report**

**9 Item 1 ROADSIDE TRIBUTES POLICY (15.00017)**  
**MOVED** Cr P Toole and **SECONDED** Cr R Thompson

**RESOLVED:** That Council adopt the the Roadside Tributes Policy for Local Roads in the Bathurst Region.

**GENERAL BUSINESS**

**10 THANK YOU COUNCIL STAFF (23.00012)**

**Cr Hanger** - Thanked staff for efforts they have put in during the past year. Has been very good.

**11 RURAL FIRE SERVICE FUND (18.00233, 13.00020)**

**Cr Carpenter** - Notes Local Government & Shires Association has advised Government has miscalculated contributions for next year, have we received amended prices.

The **Manager Corporate Governance** advised Council has received the amended contribution.

**12 GREAT WESTERN HIGHWAY UPGRADE - UNDERGROUND POWER (25.00018)**

**Cr Carpenter** - Asked if Council could approach RMS (formerly RTA) to get services underground when upgrade occurs.

The **Mayor** advised letter has already been sent.

**13      ONE LOCAL GOVERNMENT ASSOCIATION PROPOSAL (18.00105)**

**Cr Carpenter** - Spoke to voting proposal contained in the memorandum which in fact splits the association into two groups. Feels regional councils are disadvantaged with number of votes. Could this be included in any response made by Council.

**14      MEDIA OUTLETS (08.00001)**

**Cr Thompson** - Feels Council is under utilising the media in explaining issues to the community. Could we look at use.

**15      DELEGATED AUTHORITY - DEVELOPMENT APPLICATIONS (11.00007)**

**Cr Thompson** - asked if a working party could be held in new year to discuss these matters.

**16      JUBILEE PARK (04.00061)**

**Cr Thompson** - asked Council to look at recent horticultural actions taken in this area.

**17      YEAR OF THE FARMER (16.00129)**

**Cr Thompson** - advised this is next year. Could Council look at a farmer of the year award, in 2012/13 Management Plan.

**18      BILLBOARDS ON SYDNEY ROAD (18.00208)**

**Cr Toole** - asked is the billboard we are talking about the one at Meadow Flat.

The **Director Environmental Planning & Building Services** advised yes that is correct.

**19      CARBON TAX (16.00130)**

**Cr Aubin** - asked have guidelines been received as to the impact of carbon tax on councils.

The **General Manager** noted awaiting final advice, but a letter has been received from Federal Government this week providing some guidelines, these are being assessed at this time. Noted next years rate increase from IPART allows 0.4% to cover for carbon costs.

**20      INTERNATIONAL DAY OF DISABILITY (23.00066)**

**Cr North** - Spoke to recent event held in Bathurst and the presentations made. A number of people raised an issue with access the Russell & William Streets intersection. Council needs to action this and requested a report be prepared for Council.

**21      PURCHASING OF TREES BY COMMUNITY (13.00019)**

**Cr North** - stated that we put in place a tree purchasing scheme in 2010. Have we

replaced those that died?

The **Manager Recreation** advised officers are checking plantings, those that have died will be replaced.

**22**      **LLOYDS ROAD DEVELOPMENT (2010/0945)**

**Cr North** - asked if this is due to start in the near future.

The **Director Environmental Planning & Building Services** spoke to advice received on the development.

**23**      **RATES OVERCHARGE (22.01578)**

**Cr North** - Raised at last Policy meeting how is this matter going?

The **Director Corporate Services & Finance** advised this matter has been resolved.

**24**      **SUSPENSION OF MEETING**

Meeting suspended at 5.25pm till Discussion Forum commenced as advertised at 5.30pm.

**DISCUSSION FORUM OTHER**

**25**      **Item 1 BATHURST REGION ECONOMIC DEVELOPMENT STRATEGY 2011 – 2016 (20.00168)**

**J Hollis** Rail Action Bathurst - The strategy on integrated transport did not appear to include mention of rail service (daily) to Sydney. Requests that it be included as it is an important facet of internal transport systems eg. light rail system. Council should also look at impacts of a larger Council area.

**J Jennings** Sustainable Bathurst Network - Involves a number of groups. Trying to develop a more coordinated program. Spoke to submission made and possibilities that are available. Would like a coordinator to be employed.

**MEETING CLOSE**

**26**      **MEETING CLOSE**

The Meeting closed at 5.38 pm.

**CHAIRMAN:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **(1 February 2012)**

**MINUTE**

**4     DECLARATION OF INTEREST 11.00002**

**MOVED: P Toole SECONDED: W Aubin**

**RESOLVED:** That the Declaration of Interest be noted.

POLICY COMMITTEE  
DIRECTOR CORPORATE SERVICES & FINANCE'S REPORT  
1 FEBRUARY 2012

**DIRECTOR CORPORATE SERVICES & FINANCE'S REPORT TO THE POLICY  
COMMITTEE MEETING HELD ON 1 FEBRUARY 2012**

General Manager  
Bathurst Regional Council

**1 BATHURST COMMUNITY SURVEY 2011 (02.00003)**

**Recommendation:** That Council note the results of the 2011 Bathurst Community Survey and incorporate its findings into existing operational plans specifically in regards to the implementation of the Bathurst 2036 Community Strategic Plan.

**Report:** With the exception of 2010, the Bathurst Regional Council Community Survey has been conducted on an annual basis since 2001. The survey includes questions about infrastructure, lifestyle, Council facilities and services, regional priorities, Council staff and communication and current issues facing the region.

The survey aims to;

- Assess resident satisfaction with a range of services and facilities provided by Council;
- Determine the relative importance of a number of local issues within the LGA
- Provide information to assess Council's performance against past results.

In 2011 Council released the community's first Draft Bathurst 2036 Community Strategic Plan. The 2011 Community Survey provided an opportunity to test the key visions and priorities articulated in this plan. Questions in the survey are directly linked to the priorities in this plan. A more detailed report of how the community survey results impact on the Draft Bathurst 2036 Community Survey is detailed in the report to the Ordinary Meeting of Council held on 14 December 2011 (GM Report #2).

The Community survey of 610 randomly selected Bathurst Region residents was conducted by the Western Research Institute (WRI) through an anonymous telephone survey during November and December 2011.

**Key findings**

A copy of the survey questionnaire is shown at **attachment 1** for information.

The survey was divided into five sections covering Council's key priority areas;

- Planning and development
- Infrastructure
- The environment
- Community and Cultural facilities
- Communication with Council

Findings of the 2011 Survey revealed a slightly greater level of satisfaction with Council's ability to plan for the future as well as its performance as a professional organisation compared to previous surveys. Overall satisfaction with Council's customer service also improved since 2009 while satisfaction with Council communication, financial management and responsiveness to community concerns remained relatively stable.

There were upward trends in satisfaction for some infrastructure (footpaths, cycleways, parks and gardens) while satisfaction for rural and urban roads decreased. Results showed an upward trend in satisfaction for cultural facilities particularly the Bathurst Art Gallery while several questions highlighted community as an important influence in the quality of life in the Bathurst Region. The clear priority for the local environment is to make improvements to waste management, management of the natural environment and protection of local waterways.

The following details are the key findings from each of these sections;

### **Planning and Development**

- Satisfaction with Bathurst Regional Council's planning for the future has remained relatively stable 2006-2011.
- More than one in three residents believe roads and infrastructure should be Council's main priority.
- The only new addition to the top 5 key issues since 2009 was youth services and facilities - with employment no longer one of the biggest concerns.

### **Infrastructure**

- The highest level of satisfaction was reported for parks and gardens
- Resident satisfaction with footpaths and cycleways, parks and gardens and sporting fields and amenities has trended upwards over the past seven surveys.
- The lowest levels of satisfaction were with the state of rural and urban road surfaces.

### **Environment**

The 3 most important things Council could do to protect the natural environment were;

- to improve waste management including recycling (15%)
- to improve management of the natural environment including planting more trees (11%)
- to better protect and maintain natural waterways (10%).

Water is the top environmental issue especially to;

- improve water quality and enhancing the health of rivers and creeks (42%)
- secure a sustainable water supply and raising awareness of water issues (26%) and;
- water conservation and management was rated as residents' greatest concern overall.

### **Community and Culture**

- Satisfaction with the Art Gallery was statistically significant recoding an upward trend of 2% per annum
- A majority of residents (86%) feel they are part of the local community compared to 77% in the 2009 survey and 81% say the quality of life in the Bathurst area is improving (an improvement on 69% of residents in 2009).
- The friendly community in the Bathurst Region was identified as the best thing about living in the area (27%); the country lifestyle (16%) and natural environment (13%) were other popular reasons.

### **Community and Council**

- Residents say the local media (23%), Council newsletters (20%) and letterbox drops (20%) are the preferred methods of receiving information from Council.
- Preference for information from local media has dropped significantly from 77% in 2009 to 23% in 2011.
- Overall satisfaction with Council's customer service improved in all areas 2009-2011.
- Over 59% of residents surveyed had contact with Council in the last 12 months with the most common reasons being planning/building issues (13%) and water/sewerage (11%).

### **Links with Bathurst 2036**

During 2011 Council embarked on an extensive round of community consultation in developing the Draft Bathurst 2036 Community Strategic Plan. The 2011 Community Survey provided an opportunity to extend this consultation and survey residents who may not have already had the opportunity to participate, with their thoughts on a number of key visions included in the plan.

To the extent that the Community Survey questions addressed themes in the 2036 Draft Plan, many of the findings are broadly supportive of its key visions in particular;

- Managing the natural environment
- The overall management of water for the community and environment
- Infrastructure development, primarily road related but also with considerable support for the extension of communication services;
- Facilitating the provision of extended health and aged care services; and
- Extending support for teenagers and youth, the elderly and the disabled.

**Financial Implications:** Funding for this item is contained within existing budgets.



**MINUTE**

**5     Item 1   BATHURST COMMUNITY SURVEY 2011 (02.00003)**

**MOVED: B Bourke SECONDED: W Aubin**

**RESOLVED:** That Council note the results of the 2011 Bathurst Community Survey and incorporate its findings into existing operational plans specifically in regards to the implementation of the Bathurst 2036 Community Strategic Plan.

Yours faithfully



R Roach  
**DIRECTOR  
CORPORATE SERVICES & FINANCE**

GENERAL BUSINESS

## MINUTE

### 6 Item 10 SOFALA TREE CUT DOWN - CLARET ASH (13.00019)

**Cr Carpenter** - Spoke to representations received concerning a tree cut down in Sofala. Queried process undertaken on removal and whether a replacement would be planted. Raised issue of representative nature of Associations, can we get details of their memberships and incorporations.

The **Director Engineering Services** advised on process undertaken and liaison with Progress Association on the removal. Can look at possible replacement for the tree but must be careful due to location in Denison Street with safety, structural issues and drinking water quality. Noted the hall area is not the Council's.

The **Director Cultural and Community Services** and **General Manager** spoke to consultation programs that are in place for working with the villages.

**MINUTE**

**7     Item 11   BUS SHELTER - HAMILTON STREET, EGLINTON (25.00050)**

**Cr Thompson** - advised there is a large amount of grafitti on this shelter, can someone look into this?

**MINUTE**

**8     Item 12   WINBURNDALE COTTAGE (21.00058)**

**Cr Thompson** - asked what are plans for caretaker, has received representations on this. Could staff get back to him.

**MINUTE**

**9     Item 13   CHIFLEY DAM - PROVISION OF FOOD (32.00005)**

**Cr Thompson** - asked what the position is on this.

The **General Manager** advised Council does not facilitate service of food. Available for a private operator if interested and complies with statutory obligations.

## MINUTE

### 10 Item 14 CARILLON (04.00021)

**Cr Thompson** - queried as to status of works on this building.

The **General Manager** noted two issues involved. One was maintenance works, these were completed a number of years ago. The installation of a clavier which a community group is raising funds for, is the outstanding item.

**MINUTE**

**11     Item 15    BI-CENTENNIAL PARK - RUBBISH (04.00017)**

**Cr Morse** - advised has had concerns raised about the level of rubbish in the park, particularly on weekends. Can this be investigated please? Also there is a lot of rubbish at the library area, you cannot see a garbage bin in this area, please review, perhaps signage re "don't leave rubbish" could be installed.



**MINUTE**

**12     Item 16    CARBON TAX (16.00130)**

**Cr Aubin** - asked could a report come back to Council on the impact to Council of the tax, particularly at the Waste Management Centre.

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to the Policy Meeting 01/02/2012

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GENERAL MANAGER

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MAYOR  
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**MINUTE**

**13 Item 17 DRAINAGE RESERVE - PEEL STREET NEAR WORKS DEPOT**  
**(25.00073)**

**Cr North** - advised has had approaches about the level of water recently in this area and that the drainage reserve is a mess. Can we look into taking some action in this area?

**MINUTE**

**14     Item 18   WEED CONTROL (13.00022)**

**Cr North** - advised has received approaches about concern at Weed Control in the Bathurst Regional Council area- roads, Council property, private lands, UMCC role.

The **Director Engineering Services** spoke of actions taken by the Council, budget limitations and linkage with UMCC.

**MINUTE**

**15     Item 19    MUSEUMS - WHALE MUSEUM ALBANY W.A (16.00044)**

**Cr North** - advised recently attended Whale Museum on WA. Their local residents are entitled to enter free of charge, if bring a paying customer in with them. Appears to be working very well, could we look at this?

**MINUTE**

**16     Item 20    STREETS IN CBD (20.00019)**

**Cr North** - advised has received concerns from people about "bumpiness" of streets in the CBD. Do we have any plans in place?

The **Director Engineering Services** spoke to planning in place, weather issues occurring and funding levels.

**MINUTE**

**17     Item 21    REPLACEMENT OF TREES AT CHIFLEY PARK (04.00067)**

**Cr North** - asked for progress on this matter.

The **Director Engineering Services** advised trees have been ordered, not yet received, will be planted when received.

**MINUTE**

**18 Item 22 WILLMAN PLACE OFF LLOYDS ROAD - PURCHASING WALKWAY**  
**(25.00421)**

**Cr North** - spoke to approaches from ratepayer to purchasing walkway, could this be followed up?

**MINUTE**

**19    Item 23    CREMATORIUM (36.00246)**

**Cr Bourke** - asked for an update on the Norwood Park development?

The **Mayor** advised that Norwood Park have received a number of Expressions of Interest which will go to their Board for consideration.



**MINUTE**

**20    Item 24    STORMWATER DAMAGE MORRISSET AND STANLEY STREETS**  
**(32.00015)**

**Cr Bourke** - advised need to look at doing something down in this area, particularly the creek. There is damage to properties.

The **Director Engineering Services** spoke to size of the rain events that occurred. Will look at the creek area and what works may be able to be undertaken. Contact has been made with residents.

**MINUTE**

**21     Item 25    ROADS IN CBD (20.00019)**

**Cr Bourke** - advised there are problems with road surfaces needs to be looked at eg Russell Street.

**MINUTE**

**22    Item 26    LIGHTS - HAVANNAH/DURHAM STREETS (25.00027)**

**Cr Bourke** - advised problems with traffic backing up here due to lights.

**Cr Aubin** advised the matter is being reviewed by the RMS.

**MINUTE**

**23     MEETING CLOSE**

The Meeting closed at 5.35 pm.

**CHAIRMAN:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **(15 February 2011)**

POLICY COMMITTEE  
ATTACHMENTS TO THE  
DIRECTOR CORPORATE SERVICES & FINANCE'S REPORT  
1 FEBRUARY 2012

Bathurst Regional Council Community Survey 2011

Good afternoon, my name is \_\_\_\_\_. I am calling from the Illawarra Regional Information Service on behalf of Bathurst Regional Council. We are conducting the 2011 community survey, and are interested in hearing from you about the services offered by Council. All your responses would remain completely confidential. Would you have approximately 10 minutes to complete the survey?

**IF YES:** Continue.

**IF NO:** Would there be a better time for me to call, or would someone else in the household be interested in completing the survey?

Thankyou. Firstly I just need to check if you or anyone in your household is employed by Bathurst Regional Council?

**IF YES:** Unfortunately at this point in time we are seeking to hear from persons who are not employed with Council. Thankyou for your time.

**IF NO:** Continue

I also need to check that you are over 18 years of age and that you have resided in The Bathurst Regional Council area for over 6 months.

Are you over 18 years of age?

**IF YES:** Continue

**IF NO:** Inquire if someone over 18 years old in the household would be interested in completing the survey. If not, thank them for their time and end the interview.

Have you lived in the Bathurst Regional Council area for over 6 months?

**IF YES:** Continue

**IF NO:** Unfortunately at this point in time we are seeking to hear from persons who have lived in this region for over 6 months.

Thankyou for your time.

There are 5 sections to this survey. For many questions I'll be asking you to rate your satisfaction with a service and I'd like you to score this on a scale of one to ten, with ten being the best possible score. You may respond with 'unsure' if you wish.

The first section is about local planning and development.

1. On a scale of 1 to 10, with *ten being the best possible score*, to what extent do you agree that Bathurst Regional Council plans well for the region's future?

/10

2. What do you think should be Bathurst Regional Council's top three priorities? (enter 1,2,or 3 against three priority areas)

**DO NOT READ OUT**

	<i>Priority</i>
Environment	
Youth services and facilities	
Health and aged care services	
Community services and facilities	
Economic development	
Roads/infrastructure	
Climate Change	
Subdivision Planning	
Recreational facilities	
Cultural facilities	
Safety	
Employment opportunities	
Other	

The second section is about local infrastructure.

- 3. On a scale of one to ten, with ten being the best possible score, how satisfied are you with:**

	<b>Score</b>
The condition of urban road surfaces	/10
The condition of rural road surfaces	/10
Provision of appropriate street or directional signage	/10
The presentation of Bathurst's CBD	/10
The provision of footpaths and cycleways	/10
Parks and gardens in the Bathurst region	/10
Recreational areas along Macquarie River	/10
Sports fields and sporting amenities	/10

The next section is about the environment.

- 4. What is the single most important thing Bathurst Regional Council can do to protect the natural environment?**

.....

- 5. On a scale of one to ten, with ten being most important, how important are the following environmental issues to you:**

	<b>Score</b>
Living sustainably	/10
Maintaining a healthy environment	/10
Climate change	/10
Fuel and energy costs	/10
Water conservation and management	/10
Renewable energy	/10



6. From the following, please rank the top three actions Council should prioritise to address environmental concerns in the Bathurst Region.

**READ OUT**

	<i>Priority</i>
Improve water quality & enhance health of rivers and creeks	
Protect and maintain the natural environment	
Protect, maintain and enhance biodiversity	
Reduce energy consumption	
Generate renewable energy locally	
Ensure sustainable and energy efficient growth	
Minimise the City's environmental footprint	
Secure a sustainable water supply and raise awareness of water issues	
Other (please provide details)	

Thankyou. The third section is about community and culture in the Bathurst region.

7. On a scale of one to ten, with ten being the best possible score, how satisfied are you with:

	<b>Score</b>
The Memorial Entertainment Centre	/10
The Art Gallery	/10
The Regional Library	/10
The Visitor Information Centre	/10
The Mineral and Fossil Museum, home of the Somerville Collection	/10
The National Motor Racing Museum	/10
Sports fields and sporting amenities	/10
The overall appearance of the Bathurst region	/10
Mount Panorama facilities	/10
The home of Ben Chifley	/10

**8. Do you think there are any gaps in community or cultural service provision in the Bathurst region?**

- Yes
- No
- Unsure

***If Yes, What are they?***

.....

**9. Do you feel part of your local community?**

- Yes
- No
- Unsure

**10. Do you believe the quality of life in the Bathurst region is improving?**

- Yes
- No
- Unsure

**11. What is the best thing about living in Bathurst?**

.....

**12. What advice about living in the Bathurst region would you give people considering relocating to this region?**

.....

The next section is about interaction between Council and community.

**13. On a scale of one to ten, with ten being the best possible score, how satisfied are you with the way Council communicates with you?**

/10

**14. What would be the best way for Council to communicate with you?**

**DO NOT READ OUT**

- Local media (radio, TV, newspaper)
- Email
- In person at Council chambers (eg meetings)
- Public notice board
- Pamphlet or letterbox drop
- Council Website
- Quarterly newsletter (delivered with rates notice)
- Newsfeeds (RSS)
- Facebook / Twitter
- Other
- .....
- Unsure

**15. How many times have you contacted Council in the past 12 months?**

- Once  ⇒ Go to Q16
- 2 – 5 times  ⇒ Go to Q16
- 6 – 10 times  ⇒ Go to Q16
- More than 10 times  ⇒ Go to Q16
- Never  ⇒ Go to Q18
- Unsure  ⇒ Go to Q18

**16. Over the past twelve months, what have you contacted Council about?**

.....

**17. On the most recent occasion you contacted Council, how did the contact occur? DO NOT READ OUT**

- Telephone
- Internet
- Face to face
- Other:

.....

18. On a scale of one to ten, with ten being the best possible score, to what extent do you believe customer service at Council is:

	<b>Score</b>
Courteous	/10
Helpful	/10
Knowledgeable	/10
Prompt	/10

19. Overall, could you please give Council a score out of ten for:

	<b>Score</b>
Its performance as a professional organisation	/10
Its management of financial matters	/10
The way in which it responds to community concerns	/10

Thankyou. Now I just have a few quick questions about yourself, to help classify your answers.

20. Into which of the following age categories do you fit?

**READ OUT**

- 18-24 years
- 25-44 years
- 45-64 years
- 65+ years

21. How many years have you been living in the Bathurst Regional Council area?

**READ OUT**

- 5 years or less
- 6-10 years
- More than 10 years

**22. In which area of Bathurst Regional Council do you live?**

**DO NOT READ OUT**

- |   |   |
|---|---|
| Abercrombie <input type="checkbox"/>    | Raglan <input type="checkbox"/>         |
| Bathurst <input type="checkbox"/>       | Robin Hill <input type="checkbox"/>     |
| Eglinton <input type="checkbox"/>       | Rockley <input type="checkbox"/>        |
| Evans Plains <input type="checkbox"/>   | South Bathurst <input type="checkbox"/> |
| Gorman's Hill <input type="checkbox"/>  | Wattle Flat <input type="checkbox"/>    |
| Kelso <input type="checkbox"/>          | West Bathurst <input type="checkbox"/>  |
| Laffing Waters <input type="checkbox"/> | White Rock <input type="checkbox"/>     |
| Llanarth <input type="checkbox"/>       | Windradyne <input type="checkbox"/>     |
| Mitchell <input type="checkbox"/>       | Yetholme <input type="checkbox"/>       |
| Perthville <input type="checkbox"/>     | Other <input type="checkbox"/>          |
- .....

**23. Do you pay rates to Bathurst Regional Council?**

YES

NO

**24. How many people, including yourself, live in your household? \_\_\_\_\_**

**25. Are there any children under the age of 16 living in the household?**

YES

NO

**26. OBSERVE, DO NOT ASK Gender of respondent:**

Male

Female

Thankyou for taking the time to complete this survey.