

LITCHFIELD  
COUNCIL



# Community Survey Outcomes

Annual Report 2022

Kym Lenoble  
Manager, Communications and  
Engagement

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The annual community survey is a chance to reflect on past achievements, collect sentiment and feedback from the community, regroup this information for the years ahead and plan for the future of the region with live-data input from Litchfield community members.

With these findings the council can ensure authentic engagement is being used to measure our strategic outcomes and ensure we are on track and truly representing the needs of the community and course correct where necessary.

This data provides Council with information to better understand the level of satisfaction in the community on how we better manage our services and facilities.

The objectives of the survey are to:

- measure importance and satisfaction of Council services and facilities;
- establish benchmarks;
- guide future priorities for Council
- and provide Council with suggestions.

The survey was available for comment for a period of 4 weeks from the 1 June 2022 and gathered a slight increase in responses of 227 respondents in 2021 to 272 respondents in 2022.

The survey promotional schedule included the following timeline:

#### Table Promotional Survey Timeline

4 Week Campaign	1/06/2022	1/07/2022	
Populate email database	1/06/2022	5/06/2023	Digital
Promote-news sign up on facebook including paid advertising	1/06/2022	1/07/2016	Web
Councillors Market Stall	1/06/2022	1/07/2022	Face to Face
Public flyering at key community hub spots	1/06/2022	1/07/2022	Direct
ABC Grass Roots	8/06/2022	8/06/2022	Radio
Resend to email database	30/06/2022	30/06/2023	Digital

Utilising the assets at hand in a short turn-around campaign cycle the following were used for dissemination and awareness;

- Litchfield Council website
- Facebook
- Radio interviews ABC
- Taminmin Library stall and staff promotion
- Litchfield mail database campaign

#### Screenshot Promotional Advertising Campaign



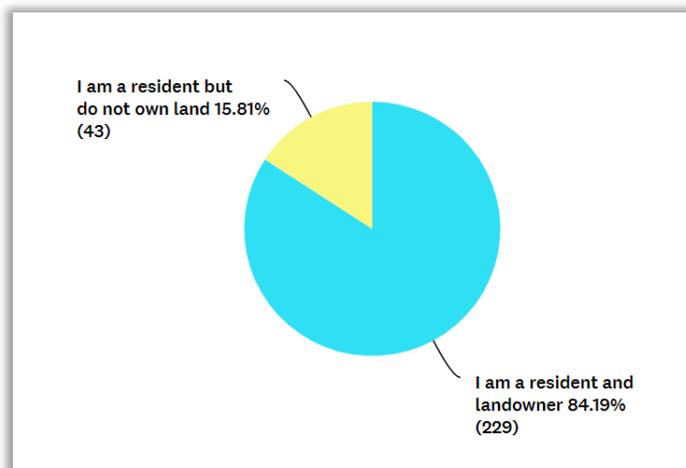
This report outlines the findings of the survey and provides some analysis and benchmarking to previous years' results.

## Findings from Survey Results

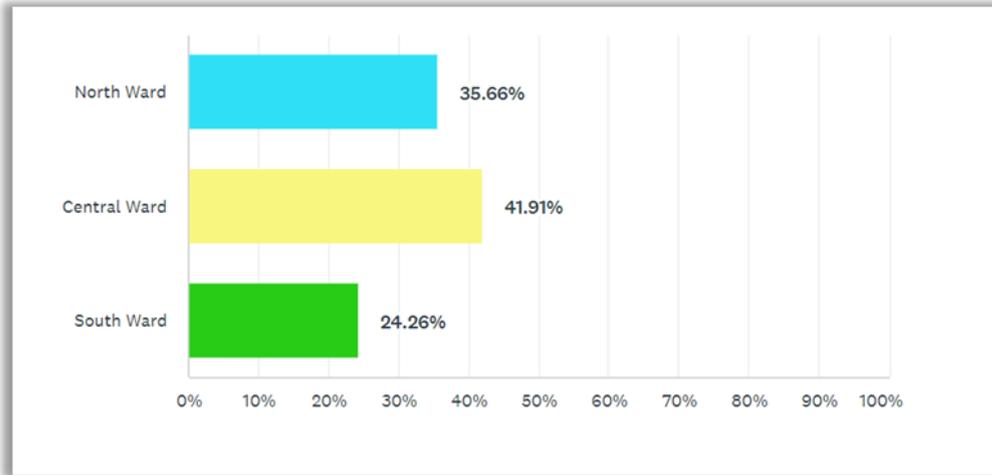
### Respondent Residential Profile

The majority of respondents to the survey are residents and landowners in the Litchfield Municipality, see graph 1

Graph 1 Owners vs Renters



with the Central Ward providing the largest representation as shown in the chart below.

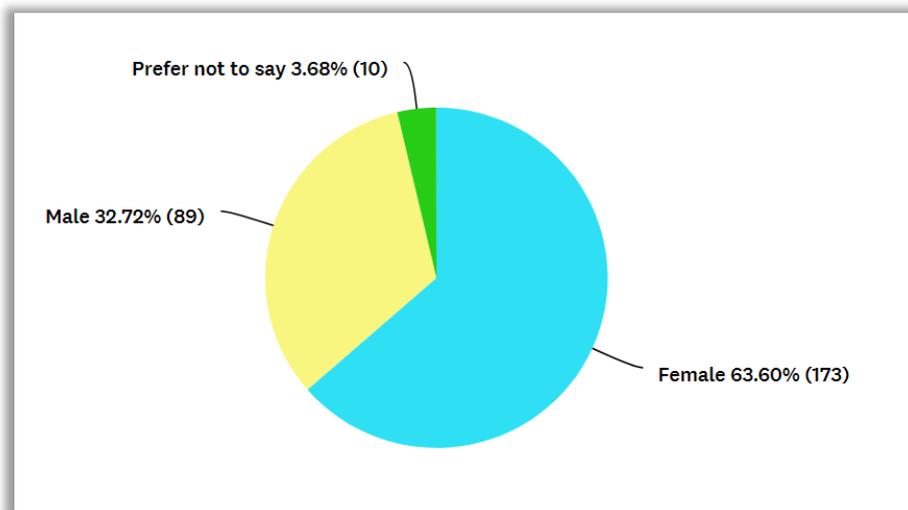


This differed from the 2021 results in that the previous council included four wards, and the new council did not include an east ward. This changed the majority representation from South Ward to Central.

### Gender and Age Profile

The age profile from the survey sample led by Female at above 63 percent, male at above 32 percent and not specified at under 4 percent.

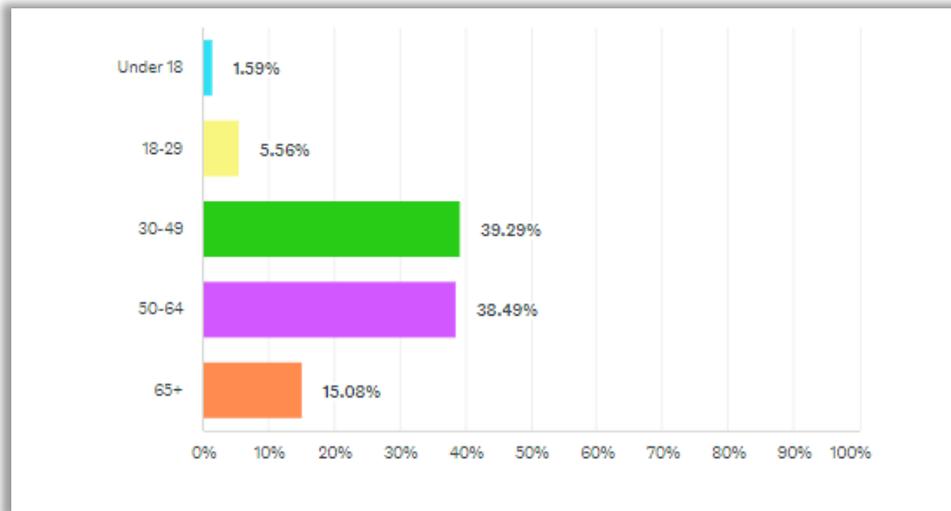
Graph 3 Gender Profile



The respondents with the highest representation at approximately 38 percent were the 50 – 64- year-olds, followed by 37 percent of identifying as 30 - 49-year-olds and 15 percent of respondents being over the age of 65.

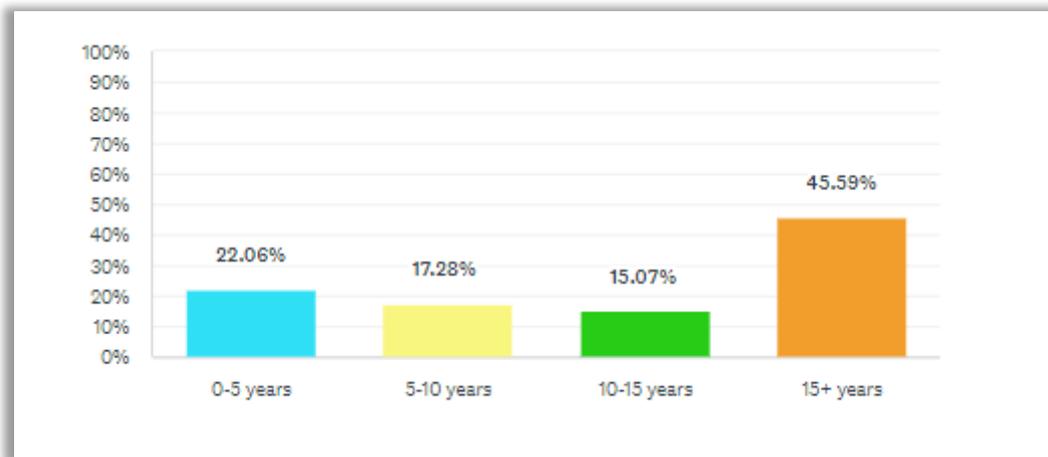
This data matches the 2021 survey, and no variance has been recorded in the age representation in the survey.

Graph 4 Age Range



The below chart reflects the length the respondents have lived in the Litchfield Municipality.

Graph 5 Time Spent Living in Litchfield



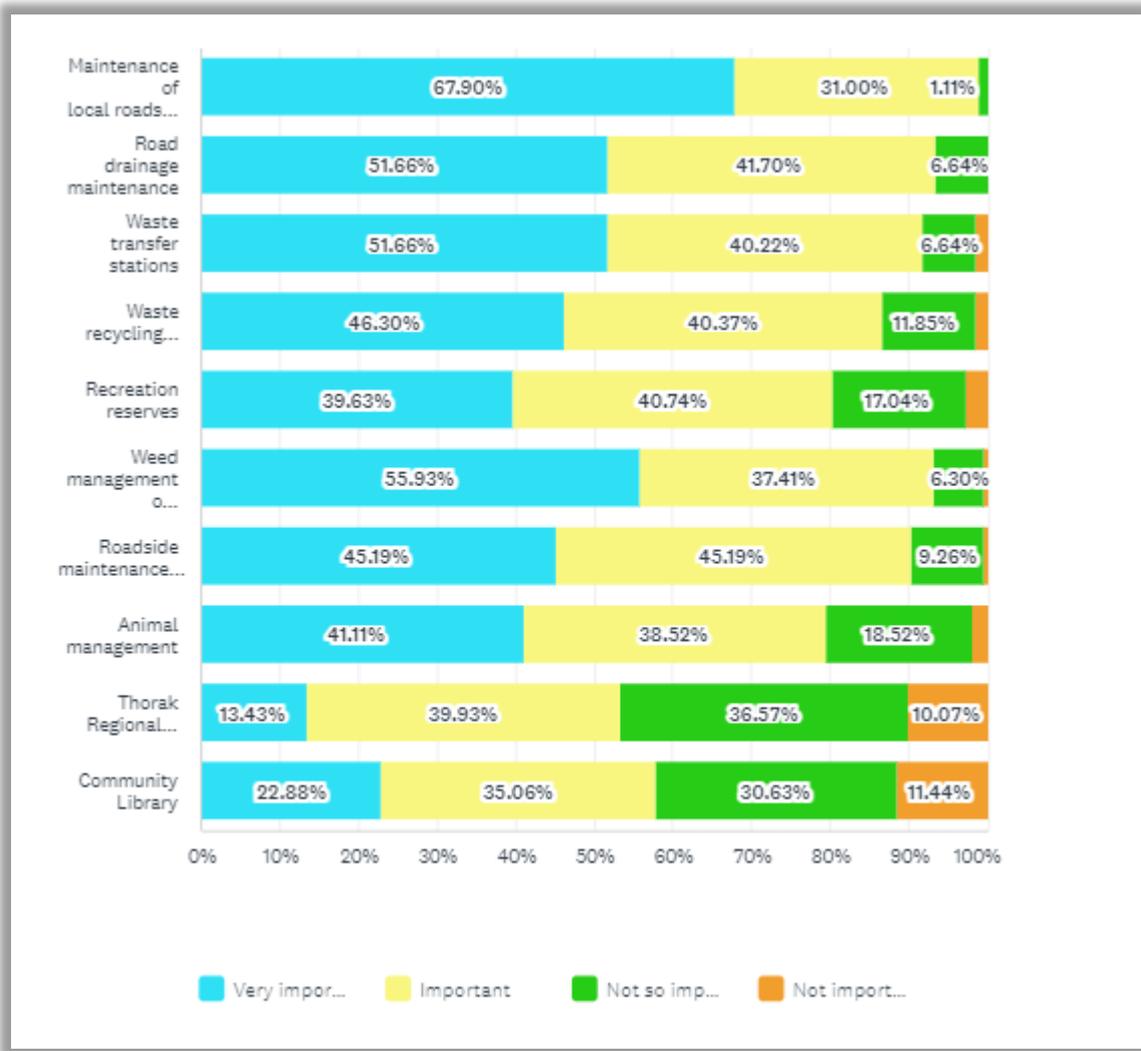
The largest group survey has lived in Litchfield for 15 years or more, with newcomers coming in as the second largest group.

The trend from 2021 shows the largest group represented are the people who have spent 15 years or more in the mid 40 percentile. The amount of people living in Litchfield less than 5 years has declined from the mid 30 percentile to the mid 20 percentile.

### Importance of Council Services and Facilities

Respondents were asked to rank how important Council services and facilities were to them, with 4 metrics from most important to least important demonstrated below.

Graph 6 Importance of Services and Facilities Ranked



2021 vs 2022 Ratings Table Service and Facilities

Service and Facilities	2021	2022	
Maintenance of local roads (potholes, grading, sealing)	1	1	No Variance
Weed management on Council land	5	2	Significantly Increased
Waste Transfer Stations	4	3	Increased
Road drainage maintenance	3	4	Decreased
Waste recycling opportunities	6	5	Increased
Roadside maintenances (mowing, slashing, road signs)	2	6	Decreased
Animal Management	8	7	Increased
Recreation Reserves	7	8	Decreased
Community Library	9	9	No Variance
Thorak Regional Cemetery	10	10	No Variance

Again, maintenance of local roads (potholes, grading, sealing) ranked the most important, followed by weed management, which had climbed up from 5th to 2nd this year, making this an increasing area of concern.

Ranked the least important for the fourth year in a row was Thorak Regional Cemetery.

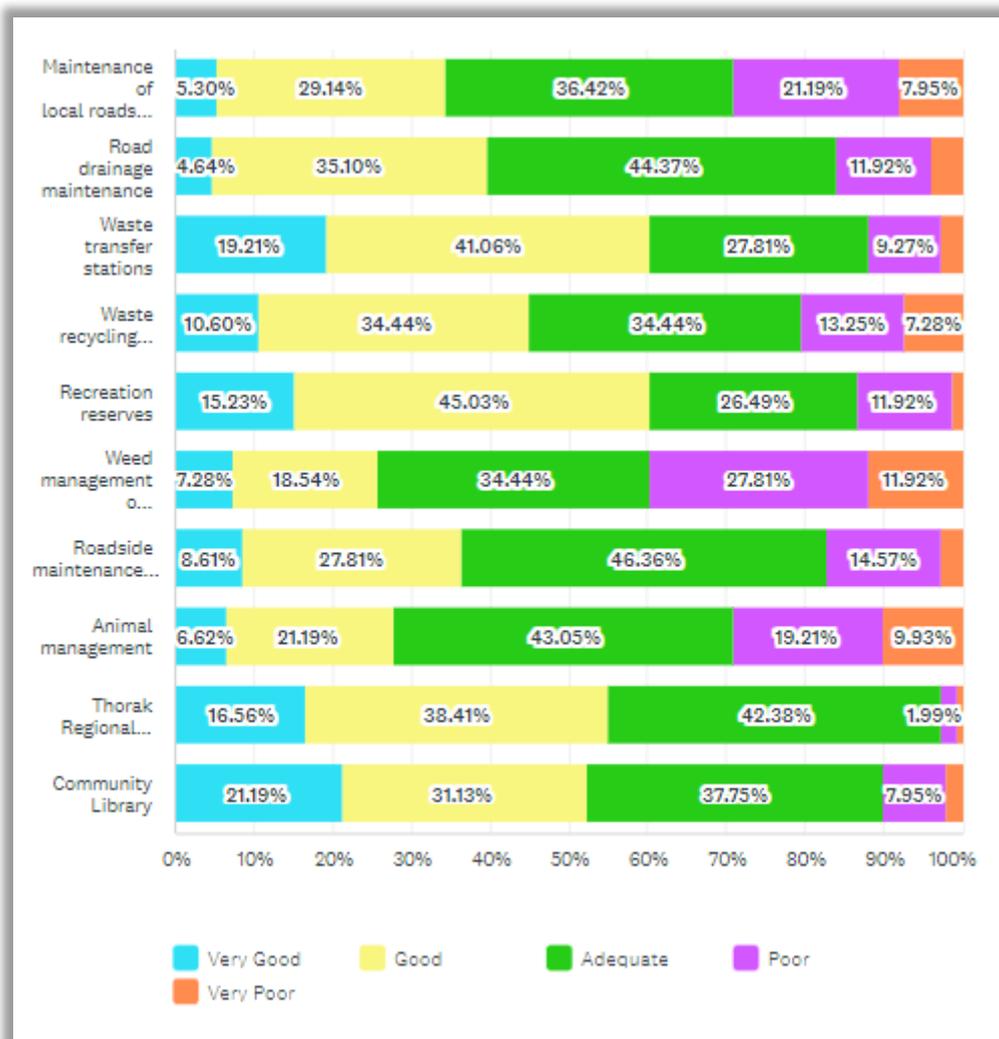
### Satisfaction of Council Services and Facilities

Respondents were asked to rate their satisfaction with Council’s services and facilities using a rating scale of very good, good, adequate, poor, very poor. There was an option to select that they were unaware of the service or facility. Satisfaction levels were determined based on those who ranked the service.

Taminmin Community Library went from 41 percent of respondents who were unaware that the library was a Council delivered service, to 32.51 percent, cutting low awareness by almost a quarter since the 2021 survey.

The chart below shows the satisfaction levels for Council services and facilities that were aware of the services provided.

Graph 7 Level of Perceived Service Delivery



Satisfaction levels have increased in all areas of Councils service delivery.  
 Copyright Litchfield Council 2022

The table below shows the satisfaction of services and facilities that are rated as very good, good or adequate in order from highest performance to lowest for 2022, by comparison from the subsequent three years.

### 2022 Table of Service and Delivery 4 Yearly Comparison

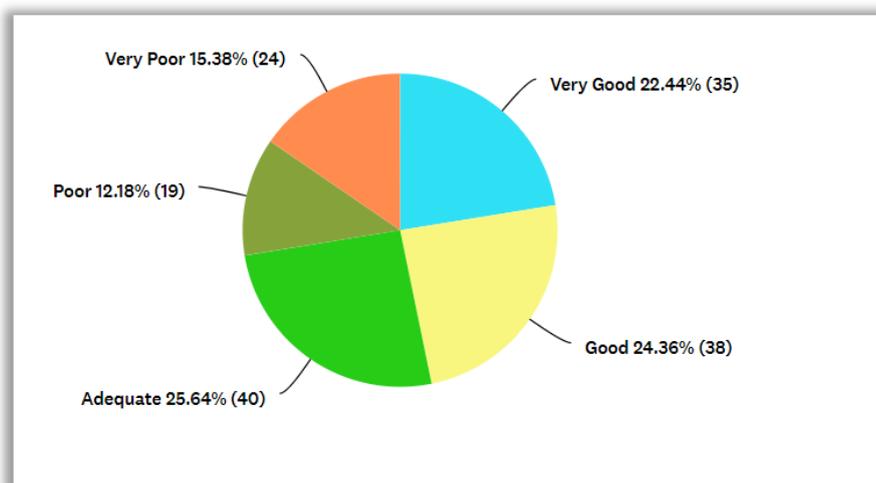
Services or facilities	2019	2020	2021	2022	Variance in satisfaction
Weed management on Council land	65%	35%	35%	60%	25% increase
Animal management	52%	43%	44%	71%	27% increase
Roadside maintenance	62%	62%	60%	83%	23% increase
Waste recycling opportunities	52%	52%	56%	79%	23% increase
Road drainage maintenance	62%	61%	66%	84%	18% increase
Maintenance of local roads	66%	62%	64%	71%	7% increase
Waste Transfer Stations	81%	83%	85%	88%	3% increase
Recreation Reserves	83%	79%	82%	87%	5% increase
Community Library	92%	78%	88%	90%	2% increase
Thorak Regional Cemetery	75%	76%	94%	97%	3% increase

Thorak Regional Cemetery and the Community Library were ranked 9th and 10<sup>th</sup> in order of importance in the survey but delivered the highest level of satisfaction amongst community members for a second year in a row.

### Customer Service

In 2022, respondents were asked if they have contact Council in the past six months and if so, what was their level of service. Of the 272 respondents, 42.65 percent said they had not contacted Council in the past six months. The graph below represents those who had made contact with the council.

Graph 8 Customer Service Interactions Sentiment



Of the respondents that had contacted Council, 72 percent rated their service as very good, good, or adequate. This is an impressive increase of 12 percent from the 2021 survey results as shown in the table below from the last four years.

### Table of Customer Service Satisfaction 4 Yearly Comparison

Rating	2019	2020	2021	2022	Variance
Very good, good, or adequate	62%	46%	60%	72%	12% increase

The four-year trend shows the satisfaction fluctuates between the 40 and 70 percentile and an increase for 2022 to be monitored for fluctuation based on the trajectory of the pattern.

### Recreation Reserves

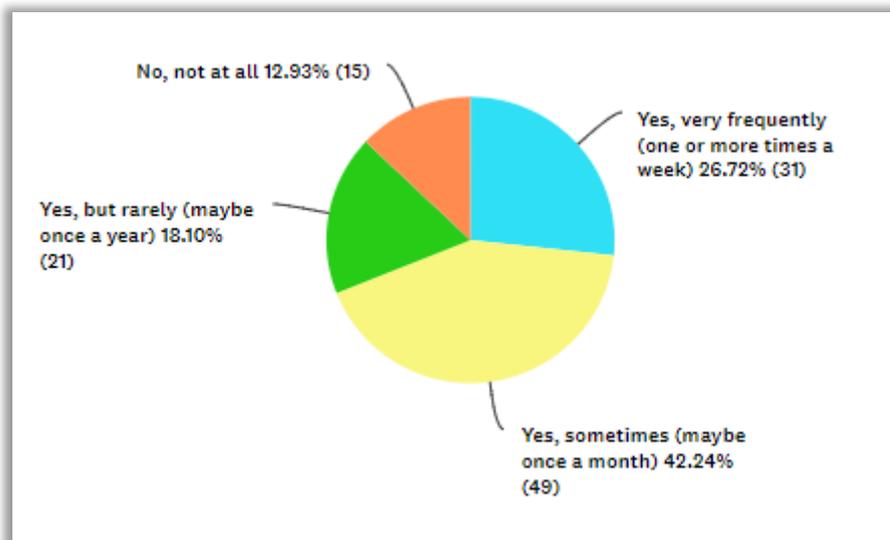
The Litchfield municipality has eight recreation reserves that have varying facilities and are all free to the public. There are hireable spaces available at some of the reserves. Only just under 11 percent of respondents said they never use any of the recreation reserves. The below table shows the consistent recreation reserves usage over the past four years.

### Table of Recreation Reserves usage and participation 4 yearly comparison

Attendance	2019	2020	2021	2022	Variance
At least once a year, up to one or more times a week	87%	87%	87%	89%	2% increase

The chart below shows the frequency of use from respondents at our seven current recreation reserves.

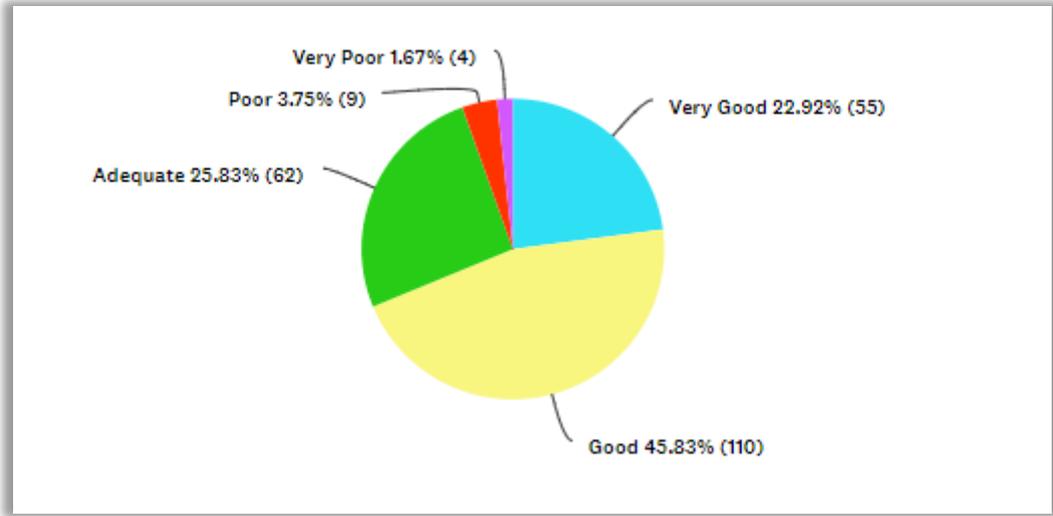
### Graph 9 Recreation Reserve Visitation



The most frequent users of the Recreation Reserves increased by 2 percent in the past year.

The overall satisfaction of the Recreation Reserves was 95 percent, with no comparative data from 2021.

Graph 10 Recreation Reserve Satisfaction Rating



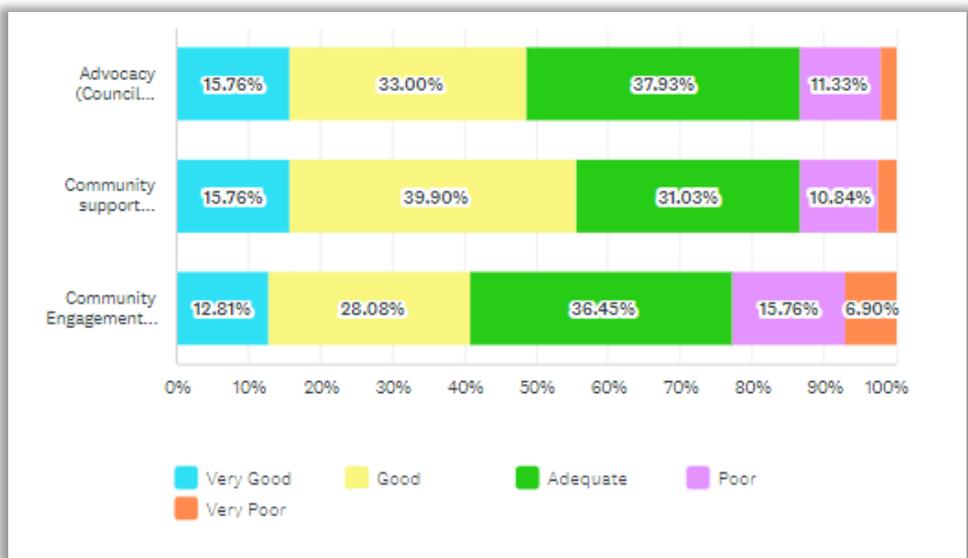
Litchfield Council

Council Advocacy, Support and Engagement

There are many roles that Council performs in its day-to-day operations that the community may not be aware of. These include advocating for funding and about important issues with higher levels of government, supporting community events and engaging with the community.

Using a rating scale from very good to very poor, Council asked responded to rate its performance in the above roles.

Graph 11 Perceived Advocacy, Support and Engagement



The table below shows the rating from respondents of very good, good or adequate in these roles in comparison to previous years.

### Table of Advocacy Support and Engagement 4 Yearly Comparison

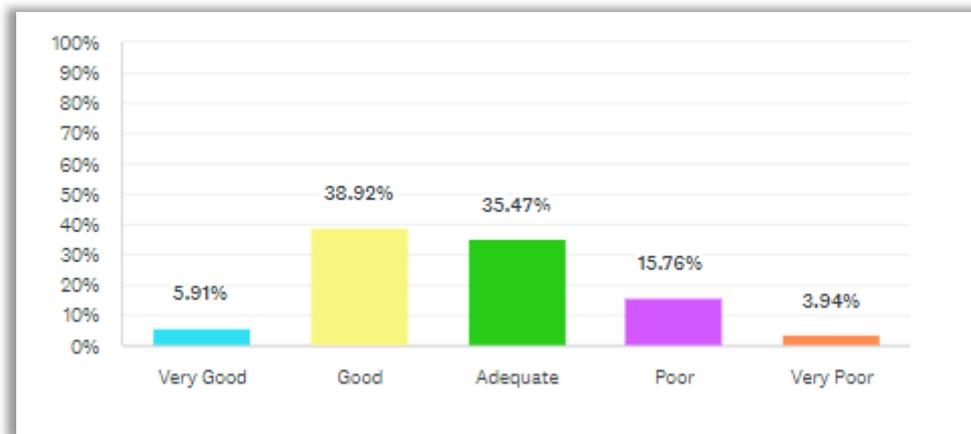
Role	2019	2020	2021	2022	Variance
Advocacy	70%	68%	65%	87%	22% increase
Community support	77%	77%	67%	87%	20% increase
Community engagement	49%	34%	35%	77%	42% increase

The continued upswing in sentiment could be reflective of the addition of “adequate” as a metric in the positive measurement of community members, however, significant work has been done to increase awareness in these areas over the past 12 months.

### Strategic Direction

Council’s strategic direction is to provide services and facilities to make Litchfield the best place to live in the Top End. Respondents were asked to rate how we Council is contributing to its strategic direction.

### Graph 12 Perceived Leadership for Council’s Strategic Direction

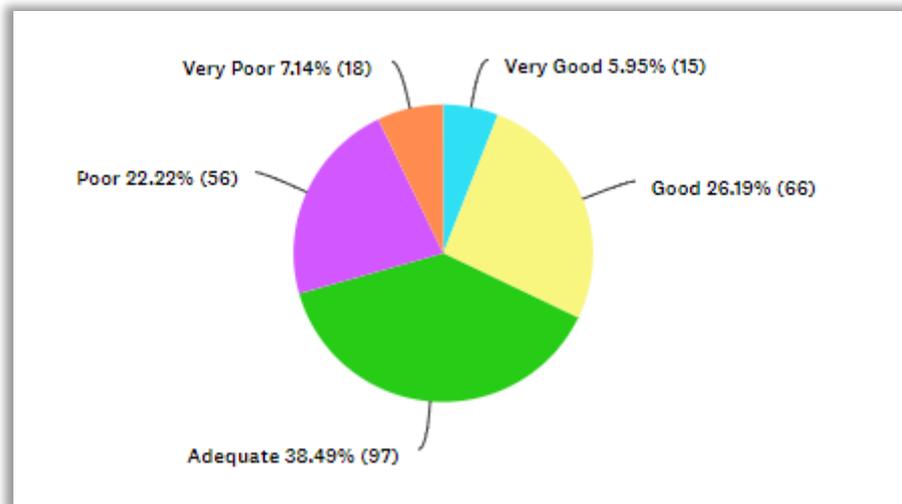


This chart shows that 80 percent of respondents believe Council is very good, good or adequate at contributing to its strategic direction which is an increase of 28 percent from last year’s responses.

### Corporate Communications

Council asked respondents to rate how they feel Council’s communication is to the community. 71 percent said Council was doing very good, good, or adequate which is a 21 percent increase from last year’s survey results.

Graph 13 Community Communication Sentiment



A question was asked for respondents to comment on how Council could improve its communications with residents and interestingly there were several comments regarding the development of a community newsletter, which Council has already put in place and recently issued volume number 6 with plans to increase both the digital and print publication awareness through targeted local campaigns.

The summation of emerging themes can be found indicated in the following word cloud:

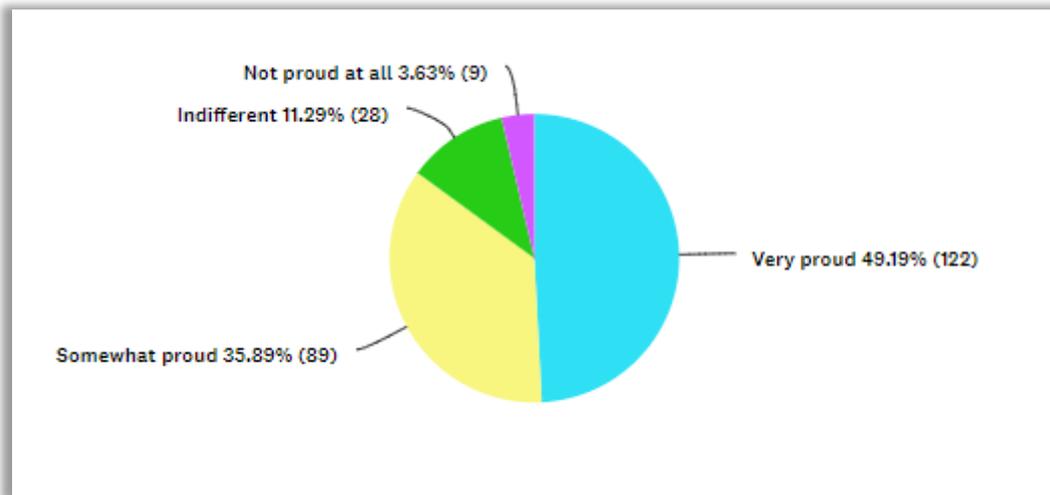


The raw data for this question can be found in [Appendix 2](#).

## Investment in the Community

Council is always interested in understanding the community and their thoughts around their sentiment of living in the Litchfield municipality. Respondents were asked how proud they were to live here and what they like most and least about living here.

Graph 14 Pride of Place in Litchfield



The table below shows the comparison from this year’s sentiment of living in Litchfield against the previous three years of survey results.

Table of Pride of Place 4 Yearly Comparison

Sentiment	2019	2020	2021	2022	Variance
Very proud or somewhat proud	68%	80%	81%	85%	4% increase in sentiment
Not proud at all	7%	6%	0.02%	3.63%	3.61% decrease in sentiment

Respondents were asked to provide examples of what they like the most and what they like the least about living in the Litchfield Municipality and these responses can be found in [Appendix 1](#).

The summation of sentiment can be found in the following word cloud:



## Summary

Feedback has been provided in the survey responses around the sentiment of living in Litchfield and recommendations of how Council can improve the recreation reserves and communication. This feedback will be effective in providing Council some ideas, suggestions and guidance for the future planning for the municipality.

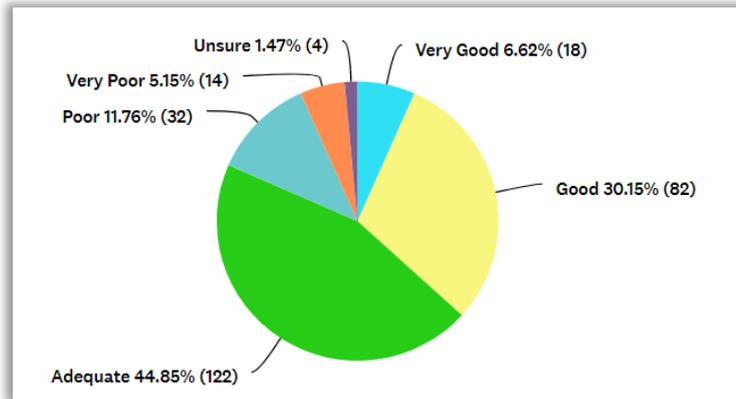
There was a significant increase in the satisfaction of Council’s communications, perceived leadership and strategic goals. There was still a number of comments to deliver more in community communications. The Communications Management team will develop the current publication - Connecting the Community – and work on advancing other communications and media opportunities in the coming year.

## Overall performance

Respondents were asked to rate Council’s overall performance with all 272 responses received. 81.57 percent of respondents said Council’s overall performance was very good, good, or adequate which is an increase in positive sentiment of 25 percent from last year’s survey.

The chart below shows the breakdown of respondents and how they rated Council.

Graph 15 Overall Perceived Performance of Litchfield Council



The overall satisfaction sentiment is 83% of very good, good or adequate.

The 2022 Community Survey results are impressive in that the new council have only been formed a short time and there are several new leadership changes currently in progress.

Feedback has been provided in the survey responses around the sentiment of living in Litchfield and what would make Litchfield the best place to live in the Top End. This feedback will be effective in providing Council some ideas, suggestions, and guidance for the future planning for the municipality.

### Appendix 1

## Q14 What do you think makes Litchfield the best place to live in the Top End and what could be improved?

Answered: 272 Skipped: 0

Responses
Space
Weed management needs improving before the onset of seeding as does rubbish removal from roadsides , Verge mowing / slashing could be more frequent especially in the wet season
Warm weather and more advertising interstate
Great climate
Not too much development. Retain a rural peacefulness and no small residential blocks.
communication beetwen some of council staff and,user of the reserve could improved
Focus on the three R's and don't waste ratepayers' money on any pipe dream stuff. Keep rate increases to cpi.
Peace and quiet
Natural bushland rural lifestyle
Shopping centre to service Howard Springs
Promote local business
I appreciate some residents like the 'undeveloped' landscape however to encourage people to live here and use the facilities a focus on enhancing the natural landscape could beautify and cool the area by several degrees to increase usability.



<p>I appreciate some residents like the 'undeveloped' landscape however to encourage people to live here and use the facilities a focus on enhancing the natural landscape could beautify and cool the area by several degrees to increase usability.</p>
<p>Rural area feel with close amenities</p>
<p>Space and large size of blocks. Cox Peninsula Road surface is needing repair.</p>
<p>Consultation before decisions would go a long way when the Council is dealing with users of recreation reserves buildings. Decisions made recently have caused a lot of anger. They have impacted on the security safety and enjoyment of these facilities. The Club facilities at Knuckey Lagoon are now almost untenable. Indeed one user group have disbanded. Such petty decisions as not being able to leave anything in the fridge. Not being able to have a personal lock on our equipment. Ordered to remove a First Aid Kit!!</p>
<p>An absolute disgrace</p>
<p>Better upkeep oof facilities</p>
<p>The amazing natural places to visit</p>
<p>Reserves for community</p>
<p>Big wide open areas. Good neighbours.quietand secluded.</p>
<p>responsiveness to concerns raised still awaiting reply to lodged issues over 30 days and have sent two reminders and still nothing</p>
<p>Street lighting at intersections</p>
<p>I like that it is rural with 5 acre blocks. I like the natural aspects of the area with bird song all day.</p> <p>Dog control could be improved as could weed management. I would like more opportunities for recycling including a recycle shop at the tip - I don't like putting good wood into the skip bins</p> <p>Some pressure on the NTG re regularly updating the water level signs would be appreciated</p>
<p>Animal manage Could be improved. My dogs recently got out whilst we were away. Whilst I take full responsibility I believe the \$2826 fine going to council would be far better spent on helping fix our fence. Fines are a band aid fix and revenue raise, that's not managing the issue or supporting residents.</p>
<p>It's close to town facilities but still retains rural character by maintaining larger block sizes, and less restrictions. Could be improved by 1. better waste management.. these are our only facilities to dump waste. Restricting, limiting and charging additionally for dumping creates frustration, and leads to dumping in the bush. \$20 to dump an aircon is ridiculous. No wonder our beautiful bush lands are becoming over burdened with dumped cars, electricals and white goods. 2. Animal management.....the registration scheme was supposed to find more and better ranger services. Turns out it was just a scheme for money. Animal issues would be one of the biggest in the shire. 3. Keep it rural.....maintain a minimum block size of no less than 3 acres. 4. A lot of the original Litchfield residents are now 70-80. They cannot maintain their property but don't want to move into the city when they've lived out here 50+ years. Funding a major lifestyle village for the over 60s in Howard Springs, Humpty Doo and Bees Creek would be wonderful.</p>
<p>Weed management needs to be improved, stray dogs (NOT DINGOS) desperately need to be addressed, cat registration needs to be implemented. Humpty Doo Herbert, Girraween and Howard Springs used to be lovely areas to live in, with the roadsides all filled with bushland. There were Wallabies, Black-footed Tree-rats, Bandicoots, Echidnas etc. everywhere. Now the road sides are a barren dust pit, full of weeds that just get dragged around by council mowers and slashers. Might as well be Palmerston now, just without the small blocks or the benefits from their rates that they pay!</p>
<p>The Pine Forest is AMAZING. It holds a lot of sentimental value to the rural people, and it has a great story. Even considering cutting it down to put houses and shops in is disgusting.</p>



LEAVE THE PINE FOREST ALONE.
My friends are jealous of my 5 acres, the space and the bush. Hard to believe it cost no more than a 2bm flat in Nightcliff or a 3bm house in P'ton when we bought it. We have absolutely no regrets about purchasing in Litchfield.
In our area the blocks are large enough to ensure peace, quiet and privacy. Dog management, mowing on main roads like Girraween extension.
N/A
Balance of rural and suburban setting with adequate services. Being able to live on a rural property but still be within a 15min drive to essential services. Need more family friendly facilities and activities/events.
Better maintenance of animals and roads.
Weather and landscape are great; access for picnic/camping is poor. Why do you have to go online to book?
there's still some healthy bush,
not too many people.
The rural lifestyle.
Fixing pot holes in roads and driveways, holding contractors accountable for their work. Limiting erosion of bigger properties and development. Develop the area around Coolalinga Central not Fred's Pass Burdens Creek areas.
Stop taking away the rural lifestyle ie stupid white poles and locked gates on tracks forcing people to ride on the roads.
Was a risk assesment done on the white pole scenario??
Space. Limit the smaller block subdivisions in the area.
Good reserves and waste transfer stations.
Rural bliss :) increase management of illegal bores in the area.
Litchfields has it all, space,great bush,Litchfield Park, 2 pubs which is good. BUT, I have lived on a dirt road which is flat out 1.5km long(only 640m from cox peninsula hwy to my property. I have emailed council in regards to bitumenising 1km of this section from Cox Peninsula road, 1km into Letchford. And every time they refuse. The dust from trucks and cars traveling down Letchford, coates my house in dirt. If that 1 km was bitumenised, I would be totally grateful.
Nice place to live, Coolalinga has everything we need. Girraween Rd needs an upgrade from the lights through to Anglesey Rd roundabout and speed back to 80km hour
The fact we have lots of space around us and no close neighbours.
it needs a swimming pool at Humpty Doo.
A pool
The community
space, safe, clean
Roads need to be maintained + roadsides need to be slashed more often. The parks/reserves need some attention to maintain/brighten them up + make them inviting for people to use.
local library an I dont know
NA



It would be hugely expensive but I believe the highway should be re-aligned to bypass Coolalinga
Weather
It's OK. The parks are good for adventure but could be more environmentally friendly.
Very close to nature, but needs more stuff to do
5 + acre blocks are what make Litchfield, don't want smaller subdivisions
Everything these days are all going backwards , not forward.
Recycling facilities
Stop putting Rates up - or else no-one could afford to live here. Especially Pensioners.
More options for recycling, better road maintenance and rubbish disposal for rural
Rubbish collection
space
quiet lifestyle. peaceful surroundings. what could make it better?: no more suburban block subdivisions approved. Stop the urbanisation of the rural area. Push back against the Palmerston encroachment
Rural blocks & peoples privacy, the reduction of land size blocks, e.g. house blocks & more land sales reduces our quality of life & access to adequate water supplies in our bores
The friendly and helpful people in the area are a great asset to our area. My only wish is for a real rural POOL?
Preserve natural habitats and reduce clearing for development.
Mad Harrys at Coolalinga would make an excellent community hub in the form of a library
The tourist spots are fantastic for local and visiting tourists. I have noticed council bins are always over flowing during the tourist season and should be checked twice or three times weekly for emptying, especially at the Cox Peninsular bus depot. Although the slashing is good, however once done rubbish remains lying around so it would be nice to pick that up after the slashing especially on Cox Peninsular road.
Lack of public transport keeps the trouble makers away. No long grassers
living in / close to natural bushland with modern convenience at our fingertips. Space to move, no high rise or high density housing. footpath bicycle network extended to encourage more local walking and riding
We need a proper bike path that connects Humpty Doo to the Coolalinga bike path - major priority. It's unsafe to bike ride.
Litchfield encompasses the best locations the Darwin region has to offer. We love living out here. Simple, rural, quiet.
Community engagement and follow through on planning and action.
I think the area is well maintained and a real community spirit around. I think more community events could be organized and improvement in the weed spraying/slashing could be achieved. For example on my street one side of the street was left with large strip down the middle that could of been mowed in potential one more turn around but was left looking messy, the whole street visually would have been improved with probably 10 minutes more work.
Friendly
Open spaces
Show
Sports clubs
Block size
Fewer road side ads, better weed control
Nothing to comment on yet. 😊



Council services are competently provided
Better road management, power road fuck up (I trust the rate payers don't have to pick up the bill for the council lack following tenders capability) Also do more about weed management especially gamba grass currently the shire does little to zero. The mayor and several wardens are a complete embarrassingly, Doug on the radio ABC omg a complete incompetent fool and the council monthly meeting zoom I have watched the wardens are taking the stage blowing smoke out their fuckin arse whilst council workers representing the council are trying their best, fuck the wardens and mayor
Being away from majority of the population.
What could be improved is having more of the Litchfield residents engaging and taking more notice of what the Rogue Government is trying to do to the Litchfield region.
A mention in the news on the local TV channel 9 and abc about what's going on in Litchfield, instead of a lot of rubbish they feed to people!!!!
Freds Pass Reserve, it is a great space
Keep it rural living.
Curbside waste and recycling options
Quiet, good facilities.
Space, not letting the development of towny blocks occur in the rural area like on Smyth Rd and Coolalinga. Sorting the dog problem out seeming you are collecting funds for that purpose. Get the old ducks at the dump on a retirement plan and find some friendlier employees.
Stop creating small residential suburbs within our rural areas.
Green open spaces but still close to work, shops etc. Keep roadsides maintained (good presentation is everything) and don't in-fill. Don't build a public pool but do build public sporting courts for residents to use (eg hoops, tennis courts), not restricted to use or control by sporting clubs.
I enjoy the space of living rural, with easy access to great camping, fishing, Tourism. It is disappointing at how built up the area is becoming and it appears that many of the roads aren't built to carry the traffic now happening.
Rural living.
rural lifestyle supported with green belts and reserves. Some of the reserves could be made more user friendly with weed management eg. Girraween lagoon and more cycle and walking tracks
Simply space, don't let development intrude .. keep rural rural
Diverse area
Privacy to maintain your own lifestyle, we need too sort out and manage our own waste, eg our own landfill instead of wasting money with transfers all the way to Darwin, we could even make monies off Comalie
Privacy and security of property is very the most important to me. Improvement for me is not having to pay a waste fee when I take my own waste to a facility and if I do this then I should not be charged a fee for waste collection.
It's far enough to out to be called rural and close enough to be central to most things in the nt, and not built up so ppl are living in your back pocket
I love the space and beautiful native flora and fauna. Please do not allow subdivision into small blocks. I love to walk my dogs on lead around my area however there are so many people that do not close their gates so dogs run out and it is a never ending problem. Should be able to walk streets without being frightened.
The reserves - keep up the maintenance and don't rely on volunteers.
Dog management and roadside drainage need improvement.
Take some responsibility for the excessive land clearing of native vegetation that is happening. Top using broad scale burning as a weed /rubbish management tool - it's materially changing the habitat and killing native fauna.
Force KFC, mcDonalds, etc to clean up road verges which are now littered with their containers. The



place is becoming a waste dump. A tier of government we could do without. Can't even regularly mow verges in the wet season.
People and community feel
It is not the best place to live and there is not enough done to make it the best. Council gives zero fucks about gamba management, control of invasive species (both flora and fauna). The recreational areas are not great. The council office workers are useless and rude, just to get a small thing done takes months and months. Not impressed at all, regretting I ever bought land in Lichy council area.
It enables me to live the lifestyle I love.
Increase the feeling of safety, particularly with crime and animals escaping yards
BITUMEN ROAD INTO SOUTHPORT
They try to stay on top of all the maintenance.
We need a crack down on noisey dogs
Lovely parks and facilities that are well maintained.
More funding is needed towards weed management and the support to landholders dealing with weeds.
no suggestion
Absolute lack of bike roads within Virginia. Running or riding a bike is extremely dangerous and the matter is exacerbated by dangerous dogs. Council believe rate payers should approach owners of nuisance dogs first. Without this occurring council will not engage. Ridiculous. Further some gutters on roads are just dangerous
Swimming pool
Environment was great 20 years ago but now weed infested. Viscous and non stop barking dogs make me consider leaving.
being rural but close to urban
N/A
No public housing and block sizes that eliminate lower socio-economic groups from affording to be able to move in and bring criminal activity to our area.
Rural life style, close to town
Quite
Great a atmosphere
Great community
Great place to give back to the community
Great place to raise a family
Nothing special about this place. Rental shortages forced the move to the area.
Be gone as soon as a better rental location is found
Rural Lifestyle
Less council interference.
Climate
the landscape and people.
road maintenance could be improved



Spacious; & Isolated.
This has nothing to do with you.
A community swimming pool.
Access to reticulated water
In the past the Council has tried to keep rates down but also provided essential services. I'm hoping now we have new management the Council will return to that philosophy. More needs to be done about animals causing stress or attacks on people and animals. My friend has lost 3 cats to dog attacks on her property. 2 were 17 and 22 years old. She has also found a neighbour's dog who killed her cat in her kitchen! Something has to be done when animals are causing problems for other residents
Relaxing
More value for our rates. I feel as though so much money is wasted or not spent wisely, and we, the ratepayers, don't get a whole lot for our money. We get our verges slashed 1/2 a year. Potholes take forever to be filled and reappear in the exact same spots year in, year out. We don't have street lights, rubbish collection, our postage, so not many footpaths to be maintained, yet our rates are increasing for hardly any services. We only use the reserves because the sporting clubs use them. If they didn't use them, we wouldn't really use any of the reserves.
More community events
Need to improve services for teenagers to engage them in activities that are positive - community swimming pool, recreation centre run by adults to engage kids, negotiate opening schools during weekends and school holidays so that kids can play basketball etc. I currently bring my kids to the Palmerston region to access schools which are open to the community
Perhaps please fix the the Lights on Stuart High way from Berrimah down and the motor way inbound city, we have recently seen two car accident on the crossing from Tivendale road and Knuckey lagoon, and too dark to see while driving, especially we have a Knuckey Lagoon Community living close by and accident might occur.
and please look for pot holes to be covered in Knuckey Lagoon area, I feel Litchfield council rarely check out that way.
I love the rural area, all appears to be OK
Rural lifestyle
Being the perfect balance between rural living with access to suburban facilities.
Na
More recreational running/riding places. More supported access to the arts - facilities and funding to support music, theatre, dance access
+Rural living. - Stop all land development of under 5 acres. Eradicate Gamba
na
Space
Carefree
The people.
The location and people.
Don't take away the last native bush we have behind Taminmin
More amenities, more for kids, a pool,

Litchfield is a unique area of the Top End to live in. While we are relatively close to Darwin City, we maintain a rural lifestyle without having to live in suburbia. Litchfield is strategically placed to thrive in the next decade or two.
less urbanisation more rural living
I think for starters the tip should be open to everyone when there is lockdowns. It was disgusting we weren't able to empty our bins when we pay for rates too. It is an essential.
The weed management is poor, unsure who you have employed but they continue to miss areas.
Fred pass facilities should be made cheaper to use. Example the arena
Also the Fred pass show committee has not included local there was no polocrosse or rugby playing this year. Where is the community support. To hold a store there it to expensive. Most store holders won't make that money in that day. Maybe look at making things affordable.
You will end up with more store holders and people coming though. To watch love ones play etc
Great friendly community
Lower the price of the rates
ss
Rural lifestyle, lots of quiet spaces in parks, well maintained roads. I have lived here for 22 years in Virginia and Bees Creek and would not live anywhere else. I think you guys do a great job and rates and still low.
Its far enough out of the cities, but close enough to major facilities.
Relaxed lifestyle without a lot of restrictive laws
Gamba control is out of hand. Needs much more attention. Not just council but NT government and private landowners too.
The wide open spaces are great, reminds me that I am rural. More walking/riding tracks would be good.
The space, the people and the freedoms for our kids
The lifestyle, but it's becoming unnecessarily regulated. Encouragement of Land for Wildlife by giving discount on rates. Dump pass for vehicle rather than licence (with random checks). Discount for early rate payment. Bigger reduction in any fees for seniors / pensioners.
A space for children to play at Coolalinga
Litchfield does have a great rural feel with the convenience of some shops and stores but there needs to be more cafe's, quality restaurants to dine at without needing to travel into Palmerston and family friend rec areas.
The area that and the closeness to Darwin yet still have the rural living aspect. Good tourist base for friends and family that Visit
Acerage not 400sqm blocks with neighbours on your door step
Large properties. Roads need constant improvement
We need better shops and more recreational services. Humpty Doo shops requires to have a complete upgrade with new parking. It cannot support growing rural population and in dry season tourists clear the shelves here and in Coolalinga
Green spaces make it best. Improvement in waste disposal options
Ensure every visitor and tourist goes to Litchfield National Park big campaign its the best



<p>The tranquility of living in a rural setting, but Council need to improve there services in weeds management. Gamba is out of control and council appear to be doing nothing about it around the main population areas of Howard Springs/ Girraween, Herbet and Humpty Doo.</p>
<p>low costs and regulation,larger blocks,no public housing dens of thieves preying on honest people.</p>
<p>Improve? Lobby government to get some land released even at the expense of upsetting the septuagenarian NIMBYs</p>
<p>Promote the subdivision of 2 hectare blocks into 1 hectare where access permits,if not willing to do this then levy a secondary dwelling levy on the thousands who have sub divided de-facto making a nice tax free 20K pa.off the shacks and dongas.Money for jam;take it.</p>
<p>It is the best place because you can choose to be quiet or involved in the neighbourhood and community whenever you like which is fabulous.</p>
<p>Must keep at least 5acre blocks and keep it rural as much as possible. Please</p>
<p>rural lifestyle with adequate space is great. ensuring that land size is maintained and the rural living lifestyle is secured.</p>
<p>Stop the infighting at council level</p>
<p>Open spaces and freedom</p>
<p>Freedom, peace &amp; quiet.</p>
<p>Dog and motorbike control</p>
<p>Noise limits.</p>
<p>The natural environment . Less small blocks and a large acre retirement village</p>
<p>The people in the community and the how close I am to nature</p>
<p>Less education and more experience in the main office. Academics are not working for the ratepayer. They work for themselves and their money wasting agendas. RRR it's not rocket science!</p>
<p>The community services available. The library is great! Reserves are always well maintained.</p>
<p>Management of gamba and mission grass. Management of roaming dogs and their owners</p>
<p>Get projects done on time and budget</p>
<p>Natural and open spaces.</p>
<p>Better weed control.</p>
<p>More community service.</p>
<p>Spread services beyond Coolalinga and Humpty Doo.</p>
<p>Facilities and services are great</p>
<p>More environmental considerations and eco friendly initiatives</p>
<p>Peace &amp; quiet.</p>
<p>More roadside maintenance makes more appealing.</p>
<p>It's much better then palmerston</p>
<p>Roads</p>
<p>It's not the city</p>
<p>Need to work on a better maintenance of our roads including signage and dealing with the asbestos eyesore at the waste transfer station</p>
<p>Best = natural environment. Worst = development eroding peace, quiet and lifestyle reasons we chose to live rural - eg sealing Gunn Point Road; creating Murrumujuk; Holtze to Elizabeth River land use plan. Anything that brings increased traffic noise to the area!!!!</p>



Another improvement - PUBLIC CONSULATION. Zero consultation from council over Bronzewing Ave Telstra Tower. Not good enough!!!!!! Read the room better for community sentiment!!!!

...

Love having acreage to live on and having untouched green land all around

Great lifestyle

Please fix power Road

Dog control needs to be improved. It affects quality of life and personal safety.

Dog control needs to be improved. It affects quality of life and personal safety.

Rates too high

Relaxed lifestyles

Regular updates on council projects and initiatives

Close to most facilities but still has the rural feel.

Swimming pool! 25m would be big enough. For health, fitness, social for seniors, swim classes for kids etc.

More community events for children

Rural living.

Need to encourage the development of an aged care facility to enable transition from a rural block to smaller cottage living with later access to a care facility

Space, quiet & safe.

Reserves are showing their age & need updating & in some cases perhaps replacement of buildings Eg Whitewood Hall, needs to be completely revamped or replaced with a purpose built venue suitable for rural activities. Considering it's age asbestos may be an issue. Oval at Howard Springs needs top dressing to ensure all year round green grass for cricket, baseball, & softball etc. Base of this oval is extremely rocky & dries out quickly. Perhaps the concrete pitch could be replaced with a grass pitch - this would enable football to be played on the oval (all codes). It would mean goal posts would have to be installed. These modifications would widen the versatility of the oval & increase its use age, which would lead to greater use age of the Howard Hall.

Small and quite, country but rules still apply. We need some night time activities for the whole family like a twilight market.

More consultation on changes to roads

More bus shelters for kids

More frequent slashing/mowing on road edges

Stricter rules around fire break maintenance

It's all about potholes and road maintenance whilst that is what makes it safe for residents it is not what makes us happy and gives us a feeling of pride. Invest in community services, look after our youth and get the library in an accessible place like for example a half empty shopping centre. Wouldn't that be a nice idea?

It's great the way it is.



<p>Why do we pay twice for our rubbish. And rates are up again but nothing for the price why why why why why why \$1300 around that for what I'm restricted in what I can dump and other item I have to pay for. You go for a drive now and how much rubbish dumped in the bush .</p>
<p>Well done litchfield council well done.</p>
<p>Litchfield is very diverse. Roads and waste can be improved. Went from Livingstone to Howard Springs and couldn't dump a fridge. I was then going to help my parents clean up with an empty trailer but couldn't.</p>
<p>A SWIMMING POOL (50metre) and facilities like the town pools for the rural community</p>
<p>.</p>
<p>Rural but close enough to amenities, clean up of rubbish in bushland areas could improve as could the items allowed to be dumped to help prevent bush dumping. Better facilities for groups other than sport/horses.</p>
<p>The space from neighbours and the lovely scenery</p>
<p>The roads could be improved.</p>
<p>McMinns road was resealed some time ago but the pot hole UNDER the new bitumen weren't fixed before hand. In hindsight, the road should have been cut out and new bitumen poured and then The road resealed. The pot holes own skin and imperfections are still showing and bumpy to drive on. We all know power road is a mess. I guess the council are not very good at road management and maintenance!</p>
<p>I love the lifestyle and bush.</p>
<p>The people</p>
<p>Smaller areas like fly crk, see little for amount of rates.</p>
<p>A bit more "user pays" less rates</p>
<p>I like that we have the small county feeling but access to all the larger city things we need. We have Berry Springs and Howard Springs reserves moments away making our weekends easy to enjoy. I'd love to see a play ground in humpty doo (I probably just haven't found and existing one yet)</p>
<p>Better walking paths/routes to walk with children and on leash dogs</p>
<p>Answers from council when written to would be a good place to start</p>
<p>Improved weed management to protect the natural environment.</p>
<p>I don't believe it is the best place to live in the top end.</p>
<p>The council needs to be a lot more proactive in getting on top of illegal dumping, gamba control, road repairs.</p>
<p>The place is turning into a weed ridden rubbish tip and shortly you will have nobody wanting to live here. So much for a clean natural environment!!!!</p>
<p>Reduce the cost to live here.</p>
<p>Council rates are too high.</p>
<p>If on centrelink income is \$691.00 per fortnight see</p>
<p><a href="https://www.servicesaustralia.gov.au/how-much-jobseeker-payment-you-can-get?context=51411">https://www.servicesaustralia.gov.au/how-much-jobseeker-payment-you-can-get?context=51411</a></p>
<p>rates this year were \$1328.00</p>
<p>That means that person can not eat drink, pay any bills or do anything for 1 month just so they can pay a council rate notice.</p>
<p>Asset rich but very low income as on centrelink these people need looking after.</p>



Animal control could be improved.
Rural living close to major centre is a great thing about Litchfield.
The rural lifestyle and community
Love the rural life style but find the waste management a huge issue - unable to access the steel area in the wet and the new rulings are just leading to increased dumping
Peace and quiet. Less crime
The rural lifestyle.
Protect local lagoons (Girraween) from being built to too closely.
Fight illegal dumping I.e end of hicks road towards Gunn point
The space and retained bushland is why we live here. Better cycling tracks and footpaths would enable more residents to exercise safely. At the moment you need to cycle, walk on the road most of the time.around us which is very dangerous
open space
It's less crowded than the suburbs, could be made better by maintaining roads better
Friendliness and knowledge of the locals who have lived in the area for some time.
It's the NT
Peaceful, lots of wildlife.
Roads are terrible
Animal management and recycling
get rid of some of the idiots that get paid big dollars drug test them
Listen to the people. Do not allow palmerslum council to take our land like glyde Point and Virginia Rd. It will never stop and those living in those areas will be forced out the same way palmerslum treated those in marlows lagoon. This our rural area tell them to get a life and create weddell like they were supposed to.
I have loved living in the Litchfield area for over 30 years .
Weed management needs to be vastly improved .
Mowing the verges could be done more frequently .
The rural living and the community spirit. More waste removal opportunities and better weed and roadside maintenance
A council focused on the job of roads and rubbish. Stay that way.
Drop the rates or give us garbage collection.
Not living in top of your neighbours and making sure it stays that way
Its not Darwin
Because it is nice to live in a place where you do not live on top of your neighbors. Would not like to see any more housing like the new housing on Fredspass Road. Would and always will think that a local pool would be great for the community and for our tourist industry with a BBQ area and park-like arena and not just a water park, like the one at Howard Springs.
Keep an eye on those contractors who chop resident's palm trees. Also, try to spray weeds at the most effective time.
accessibility and open spaces. Keep Rural Rural.
Fix roads and pot holes, improve contract management, Waste Dumps to accommodate rural lifestyles and small rural businesses waste and not penalise nor restricts rural residents to dump local waste;



Space and sanctuary,  A lot of work needs to be done to keep up to date and make it a safe place to be.  Lobbying for phone reception, decent internet, safer roads - solar lights at busy road intersections for example!
Rural settings good size blocks (5 acres). Better safer equestrian facilities and a swimming pool
Great area great feel. The council needs to focus on bike paths/ foot paths we have 100's of kids each week walkig the roads to the fred's pass as no access from the bus depot so dangerous
An honest Council
Less traffic lights
We have lived in Howard Springs since 1977 and enjoy the rural life style.
Good: Flat rates  Improved: Inform public more about expectations of dog ownership e.g. must remain on your property
The rural aspect is what drew us here, not having to be side by side with neighbours. I think lowering speed limits (ie Giraween Rd), no future planning (Coolalinga roundabout) make it hard to navigate during peak times and dangerous to be on the rds.
Less red tape for using your own land, rubbish collection option for ratepayers with discount for own waste removal.
The people and relaxed lifestyle. Less officialdom. More common sense encouragement. Quick drop off at dump (drive past / throw out for smaller items. Help for older / disabled people to access services.
Litchfield is our home, animal control is becoming a big problem. Our animals are often chased and pushed through fences. Bigger fines are needed.
Improve: When upgrading recreation facilities e.g Freds Pass, ask the main users what they need.  e.g undercover horse arena at Freds Pass becomes a lake when it rains.
Free bin collection service, walking paths in the rural and bike paths. Keep the weeds controlled and mow the verges more. More signage. Better council members looking after most not their friends. Awarding contracts appropriately. Promote yourselves more, you say there's a lot we do you don't know. Well communicate!!! Respond, I sent a web site feedback request 2 weeks ago, haven't heard a thing. Fine those who are not treating gamba and razor grass. Keep dogs in the yards so I can ride my bike and walk without fear. More signage like you might see '.....' birds around this area. Influence the look of Humpty Doo shops, it's so old and ugly - beautify it!
Local governments are tradionally not political. The fact that this Mayor and a majority of Councillors have aligned and actively supported and been actively supported by the CLP will make it very difficult to have any voice with the NT and Fed Govts.. So we all lose.
Stop putting our rates up pensioners are not going to be able to live in Litchfield
Keep drains clear
Keep transfer stations
Focus on basics
keep up the good work already being done.
That council employees remember that ratepayers contribute to their wages and our concerns should be listened too
Less roaming dogs and motor bikes.
We live rural because we like it. What the council can do to improve the issues people have with the council is to listen to residents when they call and not dismiss them, but most importantly looks after the 3R's. The one council is lacking in most is the "RUBBISH" area. The fees are too high for what



<p>we get and when we do visit a dump, we get the third degree by the gatehouse people or the grumpy man on the tractor.</p>
<p>Love the rural area and what it represents! Quiet relaxed friendly.</p>
<p>Pity about the new smaller block subdivisions that got planning approval.</p>
<p>My own property and likeminded people that live here.</p> <p>Litchfield council often doesn't seem to deliver on things spoken about, including that we've had councillors meet with us and people on our street regarding road maintenance, and if anything the maintenance has decreased since then!</p> <p>Also the waste transfer system needs to manage all types of waste - the idea of not allowing dry-wall and CFC is moronic as i have already seen these materials being dumped illegally which is a direct impact of councils rules and council should be held accountable for this..</p>
<p>Rural lifestyle and Freds Pass is an outstanding place that supports many residents in various ways. Better financial management and cutting unnecessary spending so rates can be kept in check. A lot of elderly pensioners live in Litchfield Shire and love where we live but can't afford high rates and high annual increases.</p>
<p>look into private access roads Elizabeth valley road and sandy road off townend rd. Is it possible for land owners to sign a lease over to the council for 99 years to maintain / drainage and seal??</p> <p>need a light on the turnoff from Townend and stuart hwy</p> <p>bus stop for the kids on Townend rd for wet season</p>
<p>Its my home, I love everything about the area. More youth services for employment and public transport. A greater focus on animal management so that the Municipality is safer and residents can go for a walk without being menaced by dogs.</p>
<p>Close enough to city. Country living benefits</p>
<p>improve arterial roads</p>
<p>Freedom, great facilities, and community spirit are great. Roads, weed management and recycling could be improved.</p>
<p>Tender process for works, no more jobs for the boys attitude which must have been what happened at Power Road. More services for youth should be considered.</p>
<p>Keep the area rural and stop building housing estates with small blocks</p>
<p>Space</p>
<p>Great rural lifestyle</p> <p>5 acre blocks</p> <p>Close to sops/schools</p> <p>Fantastic reserves/parks</p>
<p>We need a rural pool!</p>
<p>Casual lifestyle</p>
<p>Space</p>



Ask a question...get and answer .

Not lies or being treated like an idiot

The rural lifestyle. Block sizes should be a minimum size of 2.5 acres nothing smaller and never dispose of the forest on Gunn Point Road.

Rural acreage living with bush left on blocks

The quiet lifestyle and the ability to be away from political garbage.

Councillors need to stop thinking about themselves and their political agendas and support the staff. Too often Councillors try to run down the staff to justify their existence to the community. It would be good to see the Councillors being held to account for their bullying demeanour

Get rid of the Mayor and the other moronic councillors. Stop listening to the Luddite's in the community. We don't live in the 1800's anymore.

We have the worst roads in any locality that is a near capital city rural area. A metre on either side of most roads I travel on are poorly laid and maintained and don't have curbs or shoulders. We don't have any real bike paths, footpaths, walking paths, maintained trails, or connectivity that does not require car transport. There are dumped cars and rubbish all through the crown land areas in Litchfield that council hasn't convinced DIPL to remove. Homeowners are allowed to run car wrecking and car storage businesses from their blocks and do so without any care for the environment or their neighbours. We have no swimming pool access. The pothole management is too slow because it is under-resourced and symptomatic of the worst roads in Darwin and the worst roads I have experienced in any rural community I have lived in.

You need to form a community reference group or rate payers association in each geographically separate area so that you get to hear voices that aren't facebook warriors and voices that are talking about the area that is relevant to where they live. LC is geographically too large and the difference that a line in on a map makes to services and roads in Palmerston and Darwin compared to the abutting LC localities is mind blowing. It is like travelling from the year 2022 to 1965. Cast of the areas that are no longer rural in location and let the other two councils with their vast resources manage them.

Rural lifestyle...

Introduce bylaws and enforcement on recreation reserves...

The rural lifestyle, however this is being eroded with the Coolalinga shopping precinct and the stage 2 Henning road fiasco that is going to allow subdivisions that will back onto properties that have no say in the process, according to planning they draw an arbitrary line on a map and that is gospel.

Great just what is required by rural residents

A planning department that has no idea and a minister that could have proceeded conflicts of interest in the progression of this plan.



I'm a proud resident of the Lichfield area and have lived here my whole life, so I am great full for the things that Litchfield council has done to better the area and also I was at the youth development strategy conference and I enjoy it a lot and would like more conferences similar to that in the future. Some things that could be improved is possibly more events like Fred's pass show to interest other people from other areas to come and to entertain the current residents. The events are a fun thing to look forward to and almost everyone at school talks about. Otherwise I am quite content with how Lichfield council is dealing with things and it is over all a great area to live.

## Appendix 2

Q16

### How can Council improve its communications?

Answered: 272 Skipped: 0

Responses
Don't know
Not sure
More Media
Not sure
I just use the website or call if I have a question.
listen to people
Adequate
Information stall at markets
-
All good
The level of community engagement for the proposed Telstra development at Howard Springs River Park Estate has been inept, incompetent, lacked transparency and not in accordance with community development guidelines at a national level. Certainly presents a council as incompetent and unprofessional. I have attended one council meeting and how the majority of council members presented themselves and the council was incredibly unprofessional.
The level of community engagement for the proposed Telstra development at Howard Springs River Park Estate has been inept, incompetent, lacked transparency and not in accordance with community development guidelines at a national level. Certainly presents a council as incompetent and unprofessional. I have attended one council meeting and how the majority of council members presented themselves and the council was incredibly unprofessional.
More updates in projects
Not sure
Open meaningful discussion with outcomes supportive of Community groups would be a great improvement on the present dictatorial style of communication.
Street side banners for events
More upto date. Plus see what others are asking about

Talking with users of your reserves
Not sure
looking a different ways to not just email and Facebook try flyers council notice boards as shops
Email monthly
Not so much reliance on the website. I like to know what is happening but I only go to your website when I have a specific need for information e.g. what ward do I live in.
More publicity about local events would be good.
-
Road side offices work well for our pollies. Maybe the shire council should try them. Try sitting at the waste stations.
TRANSPARENCY. More community consultation and surveys. And PLUG THEM A LOT: Put them on all the community pages, often. People should be made as aware as possible of what's happening.
A paper newsletter delivered to every PO Box in the area (almost said 'the Shire').
Attend rural markets and shopping centres more frequently
N/A
Not sure
Use other forms of social media or communication
Newsletter - free when you shop locally - used to have this
more of everything
More info on social media, straight to the point, less jargon.
More social media and face to face
Not sure.
Not sure how to join the communications.
Be honest - power road took forever to be fixed. Lack of communication.
N/A
By answering your phone, replying to emails and messengers. Power Rd repair was a joke and no me within the council wanted to talk about.
?
Letters in mail.
NA
NA
More often, more info/relevant info. more engaging.
more updates
NA
Recognise that not everybody uses Facebook, accesses web pages or has a smart phone but most would have an email address
More for people who do not access internet very often - radio adverts/notices
Social Meida
mail or instagram
Perhaps a more regular newsletter update, 1 pager in the mail for people who don't use social media or have bad service
What ever is said is never taken on board anyway.
Email newsletters regularly
No idea
n/a



Unsure
regular not when it suits
unsure
more transparency on council operations & costs on administration
Maybe also once a month have a question and answer day for people who do not have media as such can voice their questions on a face-to-face basis. At maybe Humpty Doo and Coolalinga Shops.
Have information available at council sites on planned improvements, upcoming events etc
Having good communicators on radio etc. Doesn't have to be the mayor but someone that can talk and answer questions
I'm not on their Facebook page and I haven't read a newsletter in ages, so maybe once every two months talk on radio.
Don't know
electronic newsletters for subscribers, social media - and local radio spots
Letters or emails
More direct contact, at local various markets within the shire and maybe a designated pin board in popular areas such as Humpty doo shopping centre.
Offer a text service if residents wish to sign up they could be alerted to events, issues ect
Up to date Facebook page
Instagram
Who even uses Facebook under 40?!
Possible billboard announcements in the shopping centres.
I would like to receive a regular newsletter via email from Council - never had one.
Don't know
Getting on the local news every week!
Direct emails
Adequate communication
I often see posts late despite following so maybe posting algorithm needs improvement
Not everyone is computer literate or surfs endlessly. Some other communication would go well. I've never seen a newsletter.
More posts on social media. Pay for them if necessary. Stop littering my fence with pegs. Have people sign up to a mailing list if they feel the need to continue to receive information on paper. Surely the cost of mailing out to the oldies will still be less than what it costs to go fence dropping.
Unsure
Email is still good
Stop printing that paper newsletter - waste of money.
It appears that online communication isn't consistent, gets more regular if there is something political happening, but not at other times.
N/A
regular updates
Try different avenues, we sadly don't see anything unless we go searching
More social media
Emails like you have with this survey
Regular newsletters



Council is prob doing as much as it can...considering. Gamba and spear grass control could be a lot better tho
Communication is good when you know where to find it.
Back up communications with actual service
Not sure
N/A
Facebook posts
Hore someone who knows how to communicate.
Use more multi media
advertisements on tv, other social media platforms
MORE SURVEYS
I have very rarely received anything from council.
LI
not sure
no suggestion
Communication is usually negative. Explain why and address benefits
Sms
Hold more general meetings for all rate paying residents on big issues like weeds, out of control dogs and care for crown lands.
i dotn know
Face to Face at Shopping Centres and other venues
Quarterly newsletter
Possibly a council news letter every month or every quarter
Probably put up notices in the liquor outlets. It appears everyone in the area frequents liquor outlets more than any other places.
Less internet more face to face communication
Use emails more frequently
more posts on social media
more often, flyers.
Roadside banners
Perhaps subscribe and contribute to some of the Community facebook pages and participate in some of the conversations that take place in the community. Especially when you are getting named in regards to issues that are your responsibility to manage.
Nil advice
This is the first time I have received this annual survey, and I haven't heard anything from the women's business group for months!
Keeping people regularly updated
Actually communicate. I don't see much of a social media presence from the council. They only time I get sent a letter from the council it's to do with rates, telling me how much I need to pay on my next rate payment.
Social media
posting more than once
Unsure
Don't know I get the information I need
Not sure
Provide different platforms
Na



Possibly a newsletter every 6 months? I don't use social media or watch TV. What other ways can you reach us? Billboards/posters/email
Dont know
unsure
?
I was receiving information from our councillor once she left the communication dropped off. Also not everyone is IT savvy and miss out on the communication. Newsletters should be printed and distributed at local shops etc so all can keep up to date.
Facebook and email is good
Target audiences, young family's, community events.
Please make more use of social media. While I notice you somewhat use it, use it for EVERYTHING. So much easier and cheaper than physical materials ie paper based newsletters.
Facebook, Insta, Local Radio
I have no idea who on the committee you never see them anywhere
It's ok as it is currently done
f
Post more onto Facebook
By emailing residents/ratepayers.
I don't have time for large emails, and do not want more computer time. Small short monthly email or flier. Update on one issue at a time maybe?
care more
Unsure
Get someone that has the appropriate marketing and communications skills. Good grammar would be the first point. Create a better marketing strategy.
Newsletter
NA
Local advertising
More facebook posts
Radio ads
Online media is ok
Not applicable
Advertise strongly in Katherine for every tourist to go to Litchfield for the best night
.
for the tech savvy already good,for the aged dinosaurs maybe put flyers in the meals on wheels delivery
FB is not very good at posting straight away sometimes to late to go to events etc.
News letters and emails would be the best way I believe
nil
advertise
More notifications to emails
Email & mail outs
More frequent on social media platforms.
Send out community newsletters with council correspondence eg rates notice
Putting adds on tv
Look in the mirror and see the main problem. You work for the ratepayer not the NWO!
Website needs to be kept more upto date. Hars to find current information
Social media. Had no idea this survey was happening until told by friend



Nil
Get out and talk to people.
more Facebook posts
Using social media is great but an increase face to face engagements would improve community engagement
Get out in the community more, talking to locals.
Road's
Send letters out to each home or by email
Community newsletter then people can sign up to hear information that they want rather than council making a post on Facebook and seeing all the negative comments. It's sad and takes away from the work the team does.
By providing a more regularly communication via email to notify the community
Notes on gates for community awareness about developments proposed in their area - before the development assessment process occurs. Bring community along in the decision making phase. Not after the event!!
.....
Have regular (daily) updates of what is going on, either recreational, services. What is being fixed. All on the Facebook page and instagram
Na
Flyers
Flyers
More Facebook communication
Advertise where we can get info
Notice boards in shopping centres, email newsletters
More community consultation prior to proceeding with projects
Many people have issues with internet communication a physical monthly newsletter distributed via business houses which allows advertising of events and business would've good.
We have no mail delivery or letter box advertising so a newsletter could be a great service and be able to cover some of its costs of production
Regular Facebook notices
Perhaps just more social media.
More consultation. There is works happening on our road that were decided in a Council meeting but not conveyed anywhere else. If you don't read the minutes or attend the meeting you have no idea.
Make it more fun. The communication is too dry and doesn't reflect the culture in the area. You can be professional but also by into the culture and localised uniqueness and you might just get the message out better
More facebook posts
Have not heard anything in 4 yrs how there spending our money or filling there own pockets
Social media. Get on Katie Wolfe.
Social media, Newsletter in letterboxes
.
Not sure
The Council is already doing a fantastic job. They should keep it up
Next
Unsure
More digital communications
Tv announcement s



Social media is the way to go. I don't have time for TV but I check my face book once a day.
Use of social media more
By corresponding to rate payers on specific issues - especially when a rate payer writes or emsils
Radio maybe
Electronic roadside signage
Adds on the radio
I used to receive an email approximately once a month which kept me well informed.
That person has now left council so I no longer get those emails.
More presence in the community ie shopping centres maybe a council newsletter
Post box flyers, posting more to community pages.
More Facebook posts
Get you Councillors out and about. Never met our Councillors in all the years of living rural.
Xx
More engagement through social media
emailed newsletters. Councilors being more proactive in sharing their thoughts, information of council activities, being more available for the community eg at markets.
Send out newsletters
Do monthly community consultation at the reserve areas to see what is needed around the towns. Example being, finn and Jenkins road gets heavy road usage with wild animals on the road and the sides of the road don't seem to get slashed much.
All councillors being out at events
Engage with people!
.
have a get together at each reserve and listen
Talk to the people, tell people what you are doing
Not sure
Not sure
Not sure.
Maybe a or semi annual newsletter delivered via mail to ratepayers.
Hold public meetings outside business hours instead of while everyone is at work
.
By advertising this FB page so that more people know it is there for conversation and talk back also for helping people become aware of problems such as electricity outages ect.
Outreach. Set up a shade at, for example, Howard Springs shops and be available for a chat/to listen.
Pop-ups at markets, quarterly mailing newsletter/updates. Perhaps noticeboards at major shopping complexes; being visible within community - no one knows who the local representatives are? Not all our older citizens has facebook or internet access.
Newsletters - email lists
I only use the website
Noticeboards at the local shopping centres
By responding to ALL emails
A lot of people do a lot of driving in the rural area, perhaps more radio presence
Council asks residents to report road damage but does not act or provide feedback to residents.

No comment
?
Update website more frequently. Engage a social media manager.
Not everyone uses Facebook or web, events / updates with rates notice.
I go to the face book site, everything is very clear.
bkbdwu
Wrote in a more modern tone.
Communicate more often.
Respond to disgruntled social media comments rather than nothing.
1. They claim transparency ! Where is the transparency in sacking the CEO ? Where is the transparency in Councillor breach of Code of Conduct both in this Council (already) and the last.
2. This survey.
Too prescriptive - should allow for more comment eg Q8. - what has a BS election promise by a "nobody of consequence" got to do with a planned, well executed advocacy strategy by the last Council (Mayor, Councillors, CEO and staff).
3. Offering incentive (your name in the draw for.....) to complete this survey is demeaning to say the least.
I think the council should put more into facebook as a lot of people are on Facebook , I have never received a newsletter
Have community newsletters more publicly available
needs to share more things on its facebook page which are happening in the community - not just posting about council happenings
Newsletter included with rates notices doesn't have to be colour black and white is fine
I rarely see anything on Facebook
Letters to lot owners is best as older people in the community are not good on social media. More so, we have poor internet coverage out rural and until that is fixed, you need to go 'old-school'.
Social media etc is ok for a lot of residents but there are this older generation that don't use electronic equipment (no emails or Facebook etc) - need to ensure they are still informed. My fathers is a resident and landholder who falls into this category.
I have sent several emails about the draft private road policy and nobody got back to me..i even followed up with calls around 3 times.
I think the new elected councillors are doing very well and hope they continue with their efforts to improve relationships with residents that have been destroyed since Gerry Woods left.
had trouble finding what ward i belong to
other than that communication is excellent
Hold Councilors accountable for their actions and ensure that the information they discuss with the community is true and correct.
Undure
email & letter box where required
Emails/ letter drops
Allowing people to have their say at Council Meetings
Be more transparent
???



Put more onto Facebook
Place signs at Freds Pass Reserve
It has improved in the last 8 months
The new mayor is being open & transparent unlike the previous council
Answer questions honestly..employ honest people who don't look down their noses at residence....CRM 27243 for example
Emails/Facebook/post. Councillors could door knock not just at election times.
Possibly use local radio stations to speak about anything upcoming or tv notifications
Councillors actually having updated social media platforms and celebrating more good in the community
Get the Mayor some media training and tell the other moron councillors to stop posting dribble and lies on Facebook.
Have a single one stop shop for information. Choose your website or facebook and stick to it. One message, one location, one source of truth and stop Councillors from posting all over facebook outside of the election period. None of them understand the damage that they do to themselves and the council.
Better quality video recordings of council meetings...
Council utilising social media and expecting residents to do the same.
If council puts out notices via social media, expect to get questions back via social media and have the decency to answer the questions.
There are several questions posed from severacouncil posts that have not been responded to. Unwilling,can't, won't, ring the council and staff when questioned are not forthcoming, don't know or just plain rude.
Bad council to deal with for straight forward answers to questions ratepa yers should be entitled to know.
Accountability, Transparency, Inegrity, Honesty trates that are sadly lacking .
I am more than willing to discuss with Council .
Having physical copies of up dates in possibly shops and dashboards for people like me who more get captured attention by things like that.