



**Litchfield Council**

**2021 Community Survey Report**

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**Appendix 1 – Please comment on how you think Council could improve any of the recreation reserves**

**Appendix 2 – What do you like most about living in the Litchfield municipality**

**Appendix 3 – What do you like least about living in the Litchfield municipality**

**Appendix 4 – Please comment on how Council could improve its communications with residents**

## Overview

Litchfield Council conducts the community survey annually to hear from residents in our community and to provide Council with information to better understand satisfaction in how Council manages its services and facilities.

The results of the survey are used in future planning for the municipality.

The objectives of the survey are to:

- Measure importance and satisfaction of Council services and facilities
- Establish benchmarks
- Guide future priorities for Council
- Provide Council with suggestions

The survey was available for comment for a period of 28 days from 18 June to 16 July 2021 and gathered a slight increase in responses from the 2020 survey of 215 to 227.

The survey was promoted through the following means:

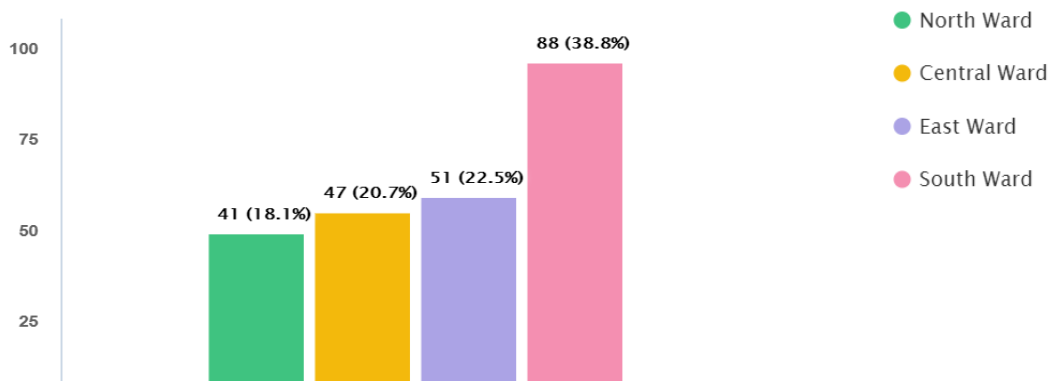
- Your Say Litchfield
- Litchfield Council website
- Facebook
- Radio interviews
- Taminmin Library

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

## Findings

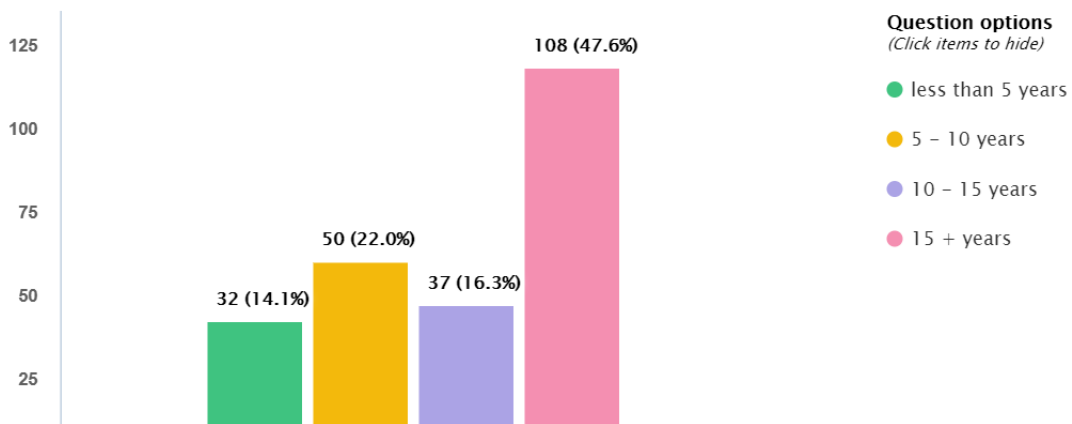
### Respondent profile

The majority of respondents to the survey are residents and landowners in the Litchfield Municipality, with the South Ward providing the largest representation as shown in the chart below.



The respondents age range with the highest representation at 42 percent was the 50 – 64-year-olds, followed by 39 percent of the 30 - 49-year-olds and 15 percent of respondents being over the age of 65.

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



## Importance of Council services and facilities

Respondents were asked to rank how important Councils services and facilities were to them, with one being the most important and 10 being the least important.

Again, maintenance of local roads (potholes, grading, sealing) was ranked the most important, closely followed by roadside maintenance (mowing, slashing, road signs).

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

The table below shows the importance ranking in order from most important to least importance service and facilities for 2021 and their comparison to 2020 results.

Service and Facilities	2020	2021	Variance
Maintenance of local roads (potholes, grading, sealing)	2.25	2.35	.10 increase
Roadside maintenances (mowing, slashing, road signs)	4.69	4.22	.47 decrease
Road drainage maintenance	4.65	4.51	.14 decrease
Waste Transfer Stations	4.77	4.86	.09 increase
Weed management on Council land	4.72	4.91	.19 increase
Waste recycling opportunities	5.83	5.63	.20 decrease
Recreation Reserves	5.20	5.69	.49 increase
Animal Management	6.24	5.88	.36 decrease
Community Library	7.95	8.09	.14 increase
Thorak Regional Cemetery	8.46	8.51	.05 increase

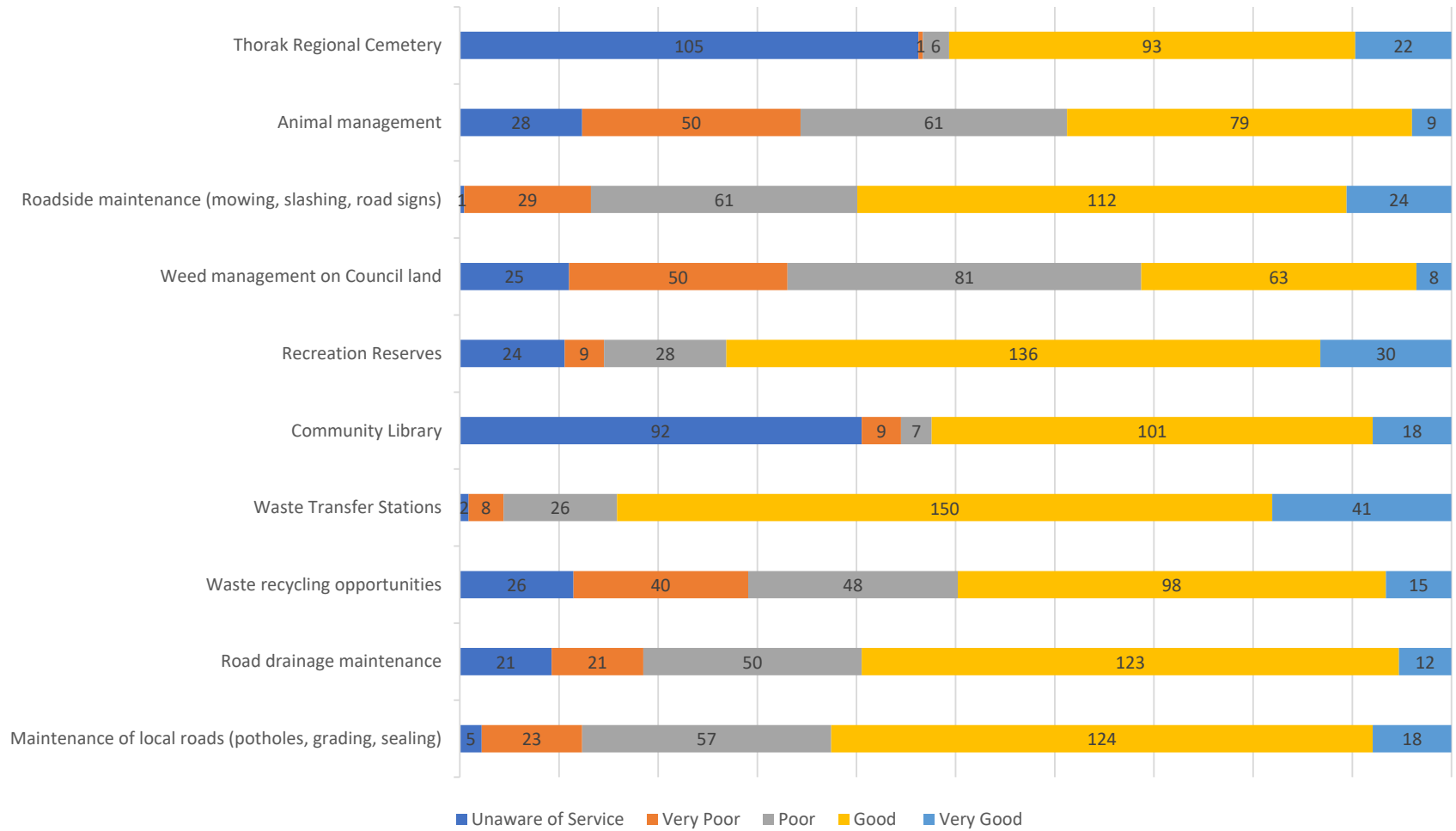
## Satisfaction of Council services and facilities

Respondents were asked to rate their satisfaction with Council's services and facilities using a rating scale of very good, good, 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.

Despite an increase in Council promoted activity for the Taminmin Community Library, there was still 41 percent of respondents who were unaware that the library was a Council delivered service.

The chart below shows the satisfaction levels for Council services and facilities.

### Satisfaction of Council services and facilities



Satisfaction levels have increased in all but two areas of Councils service delivery to the community, with significant increases to both Thorak Regional Cemetery and the Community Library.

The table below shows the satisfaction of services and facilities that are rated as very good or good in order from highest performance to lowest for 2021.

Services or facilities	2019	2020	2021	Variance in satisfaction
Thorak Regional Cemetery	75%	76%	94%	18% increase
Community Library	92%	78%	88%	10% increase
Waste Transfer Stations	81%	83%	85%	2% increase
Recreation Reserves	83%	79%	82%	3% increase
Road drainage maintenance	62%	61%	66%	5% increase
Maintenance of local roads	66%	62%	64%	2% increase
Roadside maintenance	62%	62%	60%	2% decrease
Waste recycling opportunities	52%	52%	56%	4% increase
Animal management	52%	43%	44%	1% increase
Weed management on Council land	65%	35%	35%	No variance

Thorak Regional Cemetery and the Community Library were ranked 9<sup>th</sup> and 10<sup>th</sup> in order of importance in the community and were rated the highest in satisfaction.

### Customer Service

In 2021, respondents were asked if they have contact Council in the past six months and if so, what was their level of service. Of the 227 respondents, 48 percent said they had not contacted Council in the past six months.

Of the respondents that had contact Council, 60 percent rated their service as very good or good, this is an impressive increase of 14 percent from the 2020 survey results as shown in the table below.

Rating	2019	2020	2021	Variance
Very Good or Good	62%	46%	60%	14% increase

## Recreation Reserves

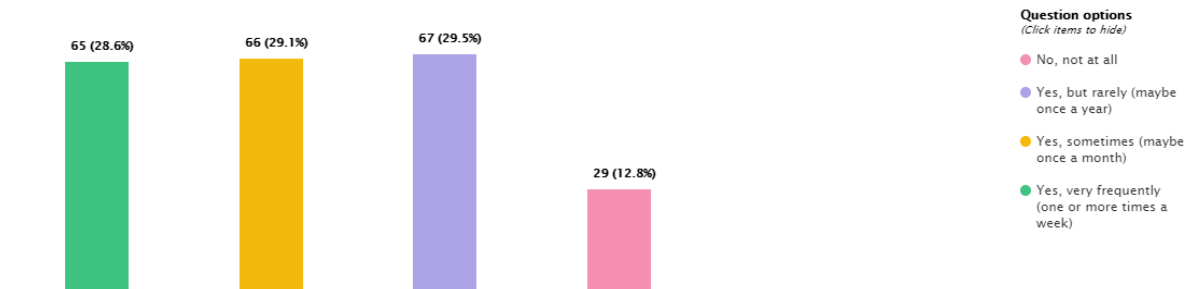
The Litchfield municipality has eight recreation reserves that have varying facilities and are all free to the public. There are hireable spaces available at some of the reserves.

Only just under 13 percent of respondents said they never use any of the recreation reserves.

The below table shows the consist recreation reserves usage over the past three years.

Attendance	2019	2020	2021	Variance
At least once a year, up to one or more times a week	87%	87%	87%	No variance

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



Sport, general exercise, walking the dog and leisure time are the most common uses identified for the recreation reserves.

When asked how you think Council could improve any of the recreation reserves, many comments were received, however, the following themes emerged.

- Secure funding to improve/update facilities
- More community activities/more different sporting facilities
- Water play/swimming pool

Appendix 1 provides comments from respondents regarding the above question in raw data form.



## Litchfield Council

### Satisfaction with Council roles

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 respondents to rate its performance in the above roles.

It is disappointing that Council has achieved a number of milestones in these roles that is not reflected in the results. An example of this is Council's advocating efforts to the Federal and Northern Territory governments to successfully seal a \$21 million joint project for the upgrade of four mango production roads.

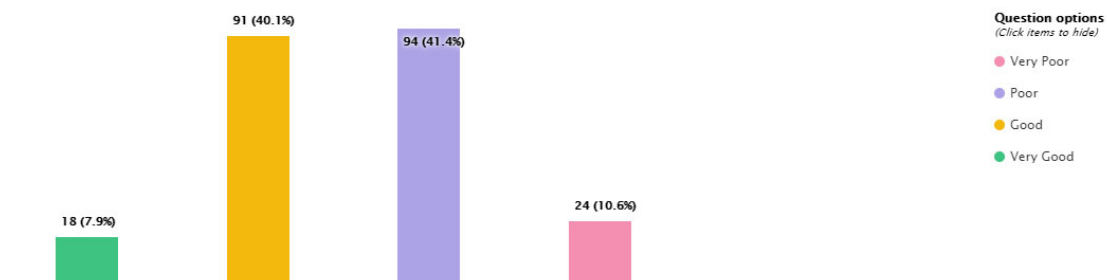
The table below shows the rating from respondents of very good or good in these roles in comparison to previous years.

Role	2019	2020	2021	Variance
Advocacy	70%	68%	65%	3% decrease
Community support	77%	77%	67%	10% decrease
Community engagement	49%	34%	35%	1% increase

### 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.

The below chart shows that 48 percent of respondents believe Council is very good or good at contributing to its strategic direction which is a decrease of 2 percent from last year's responses.



## Corporate communications

Council asked respondents to rate how they feel Council's communication is to the community. Six respondents skipped this question with 50 percent saying Council was doing very good or good, which is a 2 percent decrease from last year's survey results.

A question was asked for respondents to comment on how Council could improve its communications with residents and interestingly there were a number of comments regarding the development of a community newsletter, which Council has already put in place and recently issued volume number 4.

The raw data for this question can be found in Appendix 4.

## Investment in the community

Council is always interested in understanding the community and their thoughts around the 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.

It was pleasing to see such a drastic decrease of respondents that said they were not proud at all to live in the Litchfield municipality from 2020.

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

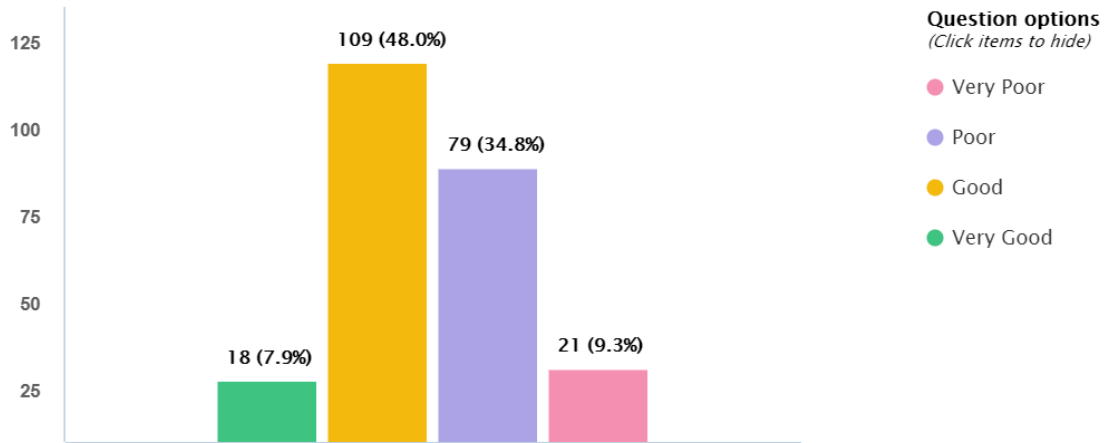
Sentiment	2019	2020	2021	Variance
Very proud or somewhat proud	68%	80%	81%	1% increase
Not proud at all	7%	6%	0.02%	5.98% decrease

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's 2 and 3 respectively. Twenty-six respondents skipped the question what do you like the most and 34 respondents skipped the question what do you like the least.

## Overall performance

Respondents were asked to rate Council’s overall performance with all 227 responses received. Fifty six percent of respondents said Council’s overall performance was very good or good, which is the same result as last year’s survey.

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



## Summary

The 2021 Community Survey results are very pleasing especially in the satisfaction levels of Council’s delivered services and facilities.

Feedback has been provided in the survey responses around the sentiment of living in Litchfield and recommendations of how Council can improve the recreation reservice 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 slight decrease in the satisfaction of Council’s communications, with a number of comments to improve suggested a Council newsletter. Connecting the Community – Council’s community newsletter was launched in June 2020 and promoted through Facebook, Council’s website and directly emailed to registered participants on Your Say Litchfield. The survey results have shown that more promotion and awareness is needed to advise the community of the means of communications that are available.

Council’s overall performance remains consistent at 56 percent of respondents saying that Council is performing very good or good, which is the same result as 2020.

## Appendix 1

### Please comment on how you think Council could improve any of the recreation reserves

Secure funding and/or manage in-house

Running/walking tracks so we don't have to go into Palmerston.

N/A

More community activities held at these facilities like markets etc.

Upgrade facilities, introduce new clubs i.e. Netball, basketball etc.

Adding something unique like water play area, mazes ect.

I think it is time the NTG step up and actually assist Council to upgrade many of these places. They are wonderful spots but are tired for the most part.

I would love to see the NTG provide a community sporting centre with a pool and aquatic activities for the kids. I understand this is not an affordable option for Council, but you should be advocating for something like this, with an agreement from the NTG to assist with the cost of maintenance. Beats having to listen to Eva Lawler spruiking on about Gamba Armies that do nothing in the community really

?

Add some water play

N/A

Swimming pool

Leave more native bush areas! For people to explore and enjoy.

More enforcement of dog bylaws...

Increase budget

Nil

Not sure, maybe more shade and tables areas not too close together so people can still enjoy the surroundings

Livingstone - watering

Berry springs - toilet facilities dirty

Too afraid in case they put the rates up

No comment

Better maps more info on each rock pools.

Dog parks

Ban dogs or get people to pick up their dogs S\$hit

Improved facilities for horses at Livingstone reserve

better sharing of facilities at Freds Pass Reserve so it is more multipurpose and not dominated by specific sporting associations

Buying Girraween Lagoon and creating a recreation and wildlife reserve where trailbikes and quad bikes are not permitted

Fix the rd into the Freds Pass markets. Ok for 4wds but tough for non-4wds

Help young people, teenagers, look after Aboriginal people properly. Get rid of disgusting food and alcohol. Animal cruelty with the croc at Berry Springs Tavern.

Accessible clean toilets

By adding more services, ie: pool, different sports fields- hockey, tennis, bball.

Increase equine facilities

More shade, equipment hire (eg tennis rackets), better maintenance of facilities

keep up the watering and making to look its best in the dry

Weed management. Tree maintenance on dangerous trees.

Desperately need a dog socialisation area

Allow swimming again in Howard Springs at least during the wet season when the water is flowing.

Keep check on weeds.

Get rid of crocs

lights on ovals

More grand stands and shade structures at sporting ovals.

only know McMinns, thats very pleasant.

NA

More recycling facilities, drinking water refill stations

Residents and local groups should get discounted hire and council should help with cost of Public liability insurance for local groups

Rubbish removal

I think they are in pretty good condition from what i've seen.

Water diversions on the Freds Pass Reserve back sporting fields needs to be redirected away from roads and ovals. Road access to FPR. Provide safe walking tracks for the kids off the bus at Coolalinga to get to Freds Pass

They need more financial support to maintain

More funding for equestrian users.

Expand and improve on current infrastructure

More use of space as income-producing eg short stay campers at Freds Pass Sport and Recreation Reserve and Livingston Reserve along with the provision of a dump point

Add public swimming pool to Fred's Pass

I'm nervous of election promising pool talk. If you build a pool, a 25m one is a waste of money. Hold out until you can build a 50m pool. This would be much more beneficial to schools and lap swimmers.

You could improve by providing more services for the rate payer in the location rather than focusing on the recreational reserves.

Car parks at Berry Springs

Spending more money on them instead of hair brained ideas like caravan park

There are management teams within the reserves and are looked after well however it is not all about reserves! It is also about maintaining the rural ambience without destroying lifestyles by not challenging the changes that the planning authority is forcing upon large rural areas!

Fred's Pass Reserve has for ever required an overall facility for each organisation to use as a clubhouse like say Tracey Village

Fred's Pass Reserve Manager was inapproachable, inflexible and downright rude

As I have not visited any in the last 6 months or more I can not comment.

Sell them to the highest bidder, or give them away, just get rid of them and stop wasting money.

Oversee Management so they stop chopping down trees, employ Managers with Environmental issues as a priority  
Leave them alone.

Start school age sports for the kids out here in Berry Springs

More sporting options out Berry Springs way considering there's a school there.

We need a swimming pool!

Lobby to keep Howard springs pine forest as green space

Always support the community groups who maintain them or ensure they are retained to a level for the future.

Bike paths to get to these reserves.

Berry Springs Reserve is a fantastic facility that is hamstrung by council rules. If it was made a 48hr self-sufficient recreation vehicle (RV) camp area at a minimal cost of \$10-\$15/night, the funds would allow for the Reserve to advance and support local sporting teams, efficient, safe lighting, solar power etc. The current caretaker is required to purchase tools and equipment as a result of insufficient funding to the Reserve. The committee is often dysfunctional due to inexperience (outside of Council control) and lack the ability to challenge Council on matters pertaining to the Reserve.

Give them back to the locals and organisation to maintain and stop out laying unnecessary money that isn't yours! The grounds at Fred's Pass were always beautifully maintained without the council. Plus families like my own often mowed and maintained Howard Park and Berry Springs.

More wheelchair accessibility.

The rural area is constantly growing and you need to keep up with this, either increase facilities at Fred's Pass or build across the road

Berry Springs needs some way to walk around it preferably with dogs, but especially with small children.

There's needs to be a nicer spot to picnic or watch the sunset with a view of the water. - for example we moved here from the city and lost the Cullen Bay Lawn, East Point and the Nightcliff foreshore, and in comparison Berry Springs you have to sit away from the water and you could be in any field so there's no comfy place to sit and just watch the world go by!

I think Wildlife Park should be free to Berry Springs residents as it was our only place to walk with young children in the shade and now it costs a large upfront cost

They could put Aussie Rules goal posts on Howard Park.  
walking track at McMinns Lagoon

Just let committee do more with out restarts put on them  
I dont want them improved

By including a turfied athletics field. The Rural Athletics Team has one of the largest enrolments (of not THE largest) in the Top End yet it doesn't have a proper track to train on. The volunteers that run this club are of excellent quality and have been involved for many years. Having a track and field that reflects the increased involvement of the community in this club would support Litchfield Councils strategic direction of having services and facilities that make Litchfield Municipality the best place to live.

All good

mow the grass more regularly on the access points to knuckey lagoon e.g the lane from secrett road to the lagoon. used to be able to walk down it but can't now due to long grass

Mcminns needs weeding...memorial park appalling...needs paths repaired...mowing....signage renewed...

Keep funding them

Include a dog park

More community fun days for families.

By putting more toilets

Ore things to do more events

Better signage

Livingstone Reserve could be next Rodeo ground. Plenty of room. Particularly if get pushed out of Robbie Robbins.

Not sure , Better to ask the individual reserves what they need

Swimming facilities

Give Humpty Doo scouts more control of the hall

The new sliding gate at Freds pass is a joke who ever installed it should come back and get rid of the hideous bump in the road.

Recreation reserves are OK, but I wish that I could bring my dog for a walk sometimes.

Howard Park requires work on landscaping and irrigation

\* Council could enhance their usage by allocating licences to pop-up vans to provide refreshments (weekends).

\* Actively pursue possible paying customers & businesses re location hire for outdoor meetings work shops etc anything !

Advertise ! Provide mobile marquees

\* More guided tour dates by reserve guides. (Publicised)

\* Schedule more variety of activities in the calendar year for each reserve

\* hire out reserves for weddings, birthdays etc (What Dwn Botanical Gardens is doing now) - supply tables/chairs for a fee

\* Publish a slick brochure advertising your services & promote ASSETS (reserves)

Playground at McMinns and a BBQ maybe

more seating areas, kid use and party facilities. dog friendly spaces.

Listen to the user groups - use the grant user group got for what it's purpose was not taking it for your own projects. Have people at the FPR who are actually interested in what happens there.

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Upgrades to existing

By STOPPING over-development.

Actually spend some money on them, make them inviting

More activities



Upgrade some of the inside spaces of buildings on the reserves, to modernise them and make them functional for a variety of purposes. Creating a Dog Park so that dog owners can exercise their dogs in a safe space, similar to the Dog Park at Marlow's Lagoon. This would create a space for dog owners to meet and socialise. Perhaps Council could advocate (or lobby) both the Australian Government and the Northern Territory Government (and/or private investors/big sports organisations) for funds to upgrade the sporting fields at Fred's Pass, so they are commensurate with the facilities at Marrara.

add basketball courts in Humpty Doo with lighted areas for night usage

Don't go often enough to comment

Dog friendly

They can't cuase they are too lazy

n/a

They are good as they are

more seating areas with BBQ's covers (Shade) around them

Increase in community projects, partnering with non profit groups both senior and junior ages. Celebrations or festivities within the reserves. Freds Pass receives more money and grants etc whilst others receive little.

Nil

no comment

More Finance

Not sure

Install a pool

All should have fitness stations and more, labelled, native shade trees.

Increase quality of service, particularly maintenance

Provide more accessible footpaths (high enough to be safe from the wet soil during the wet season), provide electric BBQ areas (with cleaning maintenance), provide irrigation for nice presentable grass for picnics etc, provide water bottle fountains, create more space for families to have picnics.

Improve the lease agreements process with community groups, so that non for profit community groups don't need to chase them and they know where they stand in regards to who is responsible for what.

hard to say as I don't tend to use them

Haven't used any recently

no

None

Update play groups maybe include a water play ground

## Bins

Stop locking the gates on the access road following the boundaries of the reserve! - it makes running and bike riding a real hassle when negotiating these locked gates and they're NEVER OPEN!!!!

## Bird and plant lists

More free events or school holiday programs in a child friendly environment

Stop trying to make the rural area into an exclusive townie holiday retreat

when i rarely visit I'm satisfied

Tennis courts, 50m pool, clean waste sorting and collecting e.g. bottle caps, contact lenses,

Tree maintenance/pruning

Overhaul old member of reserves who fail to want to change.

Would like more junior sports berry springs/Livingstone. Berry springs reserve is heavily under utilised

They are great - clean and tidy

## Maybe more shaded areas

Toilet facilities, parking and small grants to run activities to activate the spaces

Reduce those that are not used regularly. The land may best be suited for other uses. For example, part of the Humpty Doo Village Green area could be used for a Caravan Park that would bring in revenue to Council.

## Appendix 2

### What do you like most about living in the Litchfield municipality?

Large block sizes  
Spacious but close to everything  
Wide-open spaces  
Plenty of space.  
It has everything  
Rural Lifestyle  
Access to everything you need  
Being rural and on acreage  
Open space  
Rural lifestyle with peace and quiet  
Its no Palmerston

I like living in the Litchfield area as it is - no hassles but I do not appreciate that council uses my rates for then and not for me!

Open space  
Being rural, leave Litchfield council land as rural land!!!  
The land / property acreage  
Rural lifestyle  
Own spaces  
Rural living...  
It's Home - nothing to do with the Council  
Rural living  
peace  
The peace and quiet  
My home, rural quietness  
Quiet, love humpty doo village green  
Quiet  
I like living rural being in the litchfield area is irrelevant.  
It was suppose to be cheaper rates. Not getting our monies worth near paying as much as Palmerston and Darwin rates with 1/2 of the services  
Space  
Rural living.  
The isolation

Rural living, quietness

Large blocks  
Space  
Access to free recreation reserves for horses.  
my quite rural block, the community around me.  
Acreage, close yo Darwin but not suburbia  
The birds. Not too busy.  
Rural lifestyle  
It doesn't excite me, run down, bad animal management, no forward thinking on development.

The community spirit

Space

space

Quiet

5 acre blocks

Our rural lifestyle

Open space, access to the outdoors

lifestyle, peace and tranquility, fact I am able to own acreage,  
cost of rates

Privacy and lack of traffic.

Lifestyle and proximity to town

Knowing it won't be subdivided into house blocks or smaller  
acreage lots

5 acre blocks

Not being closed in by suburban development which is  
happening against the rights of residents.

low crime low cost less government oppression

Peace and quiet

Natural surrounds

Room to move, great community, great schools, good facilities.

Space, ie acreage.

Peace and quiet and being able to grow vegetables

It's not Darwin or Palmerston. Lesser crime. Open space.

Although I pay for the privilege. Extra fuel, rates we etc.

The rural lifestyle - it's why we moved there.

Space, peace and quiet

Keeping rural rural.

Peace and quiet

Rural living

Less beauracracy smaller government until now.

Poor representation

Rural lifestyle

the community support around me

Space

Space from my neighbours. Less bureaucracy and fussing.

Natural bush. It's already the best place to live in the top-end -  
without anyone's input.

Everything except for what our council provides for the rates we  
are charged.

Open space

Laid back

Friendly people

Not over governed

Lifestyle

quiet

Free dump, rural blocks

Large land sizes, space

Peace and quiet  
The rural lifestyles  
Lifestyle  
my choice to live how I want without impacting neighbours or  
the environment  
The quiet  
Space and community  
Love living rural. great community great people  
Mainly I like the quite rural lifestyle.  
Its not Palmerston  
Space, natural environment

Love living here, love our open spaces. Love the Pine Forest.

Rural Lifestyle which is slowly being eroded  
Rural life style  
My neighborhood  
Peaceful  
Rural living  
No close neighbours and the rural lifestyle  
It's a rural municipality that is nothing like a town/city that has  
different priorities.  
The space - not living on top of neighbours.  
I enjoyed going to storytime at the library when the kids were  
little and it really connected me to the community.  
I've also been trying to get along to more Art Out events, but  
can't often make it due to working hours. Another great way to  
connect with community and enjoy our local area.

Generally, the genuine rural minded residents within the wards

It's rural, great community and lots of outdoor activities.  
The people  
It is not the municipality or anything to do with the council, I  
love living rural  
Berry Springs has a Rural but friendly feel  
The rural lifestyle puts hunting reserves on my doorstep.  
Rural lifestyle  
its warm  
The real life style  
Rural living and quiet  
Rural land  
Rural  
Space, community  
The quiet.  
Room, good place to raise family  
Rural areas, open spaces, horses, lifestyle  
Rural lifestyle  
I love Humpty Doo. It has almost everything we need.  
The people and the sense of community

Rural lifestyle  
Nature living  
Rural lifestyle, large blocks

The opportunity to live a semi-rural lifestyle. Enjoyng land and space enough to pursue a wider range of hobbies and interests such as gardening, keeping animals/pets, exercise (including walking through surrounding bush tracks). We are situated in a great spot to enjoy recreation and leisure between the natural environment and those facilitated by more densely populated suburbia like the cities of Palmerston and Darwin.

Perceivably high safety and low crime rates.

Privacy that comes from living in a low density, low traffic, residential area.

Lower levels of pollution (including noise and light pollution).

Freedom & responsibility of processing own rubbish & recycling. Taking it to the facilities when necessary or when it suits our schedule, not being limited by a collection schedule or a number of council bins provided.

Observing the wildlife as they feed, bathe, rest or court in our own backyard. Our open paddocks, diverse flora, water reservoirs and quiet block all attract wildlife as they migrate through or settle in depending on the species and season.

Space

What I did like was it was quiet and safe ( not any more )

space and freedom

Quiet

Privacy and space

Relative freedom

Privacy

Space and nature

Bigger block size than town so neighbours are a nice distance away.

Space, recreational reserves and the large blocks.

We live in an Awesome community But Council could improve some of it`s services especially gamba and weed control on their properties

Rural environment with access to essential services

Rural fresh air with not many people around.

Love the rural environment and friendliness

Rural living

\* Facilities are in close proximity, not vast travel time to notable destinations.

\* No public housing riff raff at shopping centres

My space and privacy

The rural community, lifestyle and easy way of life.

It quiet in my block.

Rural/farm life  
Freedom  
Rural living  
Sense of community, lifestyle.  
Quite clean  
Rural living  
The rural lifestyle  
Rural living  
Rural lifestyle

WAS the peace and quiet.  
WAS the beautiful green spaces and ecological natural beauty.

Rural lifestyle. Blocks 5 acres or larger.  
Rural living  
Rural  
Space. Lack of high density housing.  
Quiet

The space and privacy that comes with living on acreage. The sense of community that has evolved over the years I have lived in the Litchfield Municipality. The contribution and support community members give to each other, giving to the community, helping each other when needed. The advocacy and representation of our MLA's (ie: Gerald Marley, Gerry Wood, Kezia Purick), speaking up to protect the rural lifestyle of residents. They are visible and accessible to residents.

the community  
the space that large blocks enables for a garden and natural bush enjoyment  
Space, relative quietness, good people, people who care about native wildlife / flora,  
Space - rural living  
I wish the cox pen side had its own council as litchfield is so great of an area and we are often forgotten about  
rural lifestyle  
Space ,peace and quiet  
the peace and quiet  
Rural lifestyle  
Freedom  
Rural environment and amenity  
Freedom  
Remote  
Natural landscape, lifestyle and opportunities.  
it is not in the city  
Rural living  
My own space  
Lifestyle  
Space, bush, our idyllic lifestyle, and our quirky nature.

The quiet, the space and the lack of itinerant traffic.  
Peace and quiet  
Space and Low Crime  
The rural lifestyle  
relaxed lifestyle, open space, great reserves  
the space and freedoms we enjoy compared to city living.  
peace and quiet on 20 acres  
The lifestyle, freedom, privacy  
my age it quite  
Serenity  
Rural Lifestyle  
It's home for me  
Rural lifestyle  
No street lights  
We enjoy our closeness to nature - we have lots of wallabies,  
bandicoots and possums on our block! - also with the  
development of Coolalinga - close proximity to amenities - but  
we'd really like a pool at Fred's Pass!  
Natural environment, people.  
Space; Fred's Pass Reserve; community consultation  
The rural nature of the area  
The freedom and nature  
Privacy and independence  
habitat  
Living on acreage with bush and wildlife around  
Large blocks of land  
Serenity  
freedom from too much interference from shire and govt  
departments.  
Rural environment  
Rural living and privacy  
Rural life and way of living  
The mix of rural and suburban living for families  
Rural lifestyle that appears to be degrading.



## Appendix 3

### What do you like least about living in the Litchfield municipality?

Utilities harder to maintain. Eg: PAWA don't have pipes for town water to the block, only to the top of the road. We get water leaks that is the land owners responsibility to fix. Pipes should go to the verge, not the top of the road.

Health and support services

Roaming dogs and lack of consequences for irresponsible owners.

Lack of weed management.

Road networks around Coolalinga

Poor street lighting and footpaths.

Dust

Dogs !

Animals roaming the community at will.

Aldermen who have absolutely no interest in what is best for the community and would rather sit around swearing and acting like little children. The Council staff are labelled with the incompetence of the elected members and this is outright disgusting

The standard in which roadworks are carried out and then paid for. Redgum Drive is a perfect example of allowing useless contractors to claim ratepayers money and the road is worse than before they resealed it last year. There is depressions and basically holes in the road that were simply sealed over with no rectification carried out. There is a sunken strip of asphalt right on a bend that is a dangerous situation in waiting. When you drive over this, your car bounces off the road and needs to be overcorrected. Trippe Rd is another useless bit of work. The patch works carried out create a dangerous roadway because of the pooling of water in the wet season that encourages aquaplaning. Council needs to review its policies around acceptable works. It is time to stop letting contractors rob Council and the community of our hard earned money.

Stop bending over for the minorities. Just because someone is loud doesn't make them right. If anything in the rural area, the louder the idiot, the dumber their thoughts generally are. Grow a set and allow your staff to do their job and do what is in the best interests of the community.

I would never want to be one of your employees. The amount of times you can jump onto the Litchfield Council Facebook page and see someone talking with a lack of brain cells is pure frustration and the way Council just accepts it is ridiculous. It is about time that Council takes action against the serial pests on social media and stop them.

Doug Barden and Mathew Salter need to be sent packing. Their behaviour is disgusting and not fit to represent the people of the community.

Lack of services and maintenance

The councils attitude with who pays there wages,

Skate park

X

The fact that they are trying to enforce dog laws on the residents when they are providing any additional assistance I.e. after hours call outs, more kennels etc

What's next we aren't allowed to have more than 2 dogs. Stop trying to be like Palmerston and Darwin.

The mayor

Getting too busy, Coolalinga especially. Turn off outbound from town into Coolalinga Central should have a big gap between Stuart hw and turn off to allow cars turning onto shw to see.

People who do not restrain their dogs in recreation reserves...

Ridiculous rate rises with no other visible benefit

Uncontrolled dogs

roaming dogs

Nothing

Animal control, lack of actual council engagement and care of residents thoughts

Roaming dogs, potholes

The council

It was suppose to be cheaper rates. Not getting our monies worth near paying as much as Palmerston and Darwin rates with 1/2 of the services

Roads

Weeds that are uncontrolled both in council area which spread to private property.

Roads and tourist that use them.

Lack of services;

-Rubbish collection,

-Street lights,

-Can't Recycle at Berry Springs Transfer station which makes skip bins get too full & increases the price we pay.

Restrictions

Unapproachable council and dogs

Poor animal (dog) control

distance to go to cultural events in darwin

Roaming attacking dogs. Lack of control of said dogs. Very few places to safely walk pet dogs either on or off lead. Is criminal that Litchfield Council would not accept responsibility for Girraween Lagoon and add it to council reserves

Road and building planning, particularly around Coolalinga

It's expanding but the services are not. Roads are becoming to dangerous at peak hour.

As above.

Not enough services , no bus stops for kids

Lack of things to do

less options for effective waste recycling

Low road maintenance

Road safety and Animal management

The increase of smaller blocks

Lack of services south of Arnhem Highway

constant government hammering into trying to take over your Shire and the Palmerston Hospital been built where it is and not been located further down the Shire to make access easier for those rural residents.

Worried about boundary changes to Palmerston. Worried about smaller subdivisions. Lack of feeder lanes onto Stuart Highway - huge safety issue at peak traffic times.

Dangerous animals (and humans!), fire risk, lack of dog socialisation area

Council's communication with the public on decision making

"Barking dogs " and speeding cars.

Ps you need to add another option (average) between good and poor to make your survey relevant.

ignorant ageing self centred NIMBYs and their champions

Public Facilities - pool I'm sure you get this one all the time I travel in to parapool daily

Some community facilities could be improved (e.g. dog park, playgrounds)

No roadside rubbish collection, probably not enough activities for 13-17 year olds.

Increased smaller urban blocks being developed.

Council rates

Other than lazy mugs dumping their rubbish or hooning about the rural roads I try to be content with what I have.

Limited services the price of the rates.

The useless blood sucking council and it's lack of transparency

Barking dogs constantly throughout the night. Roadside slashing. Water drainage from roads onto landholders property, lack of guttering, water diversion into drains or lack of creating water diversions.

Lack of funds to recreational reserves

Development of small suburban blocks.

Incompetent councillors. Should be administrators only would eliminate one level as our councillors dont truly represent constituents anyway dont know their job.

Excessive rates

Uncontrolled dogs and water source insecurity

the irresponsible dog owners and their wandering dogs

The council doesn't listen and thinks residents can keep paying increased rates for limited services

The fatalities on the Stuart Highway after it merges to single lanes. Had to drive on the dirt again today to avoid a head-on.

Paying exorbitant rates for a distinct lack of services.

Less used roads are not adequately repaired.

Example Marakki rd has been graded but there are holes that need filling. Also the jungle/spring near the Stuart Highway has small pipes to direct water under the road. 2 pipes 1 at the top and 1 at the final crossing at the end are not working. The pipes are putting water on the road with 1 at the top causing erosion at the 1 at the bottom putting all the water on the road crossing. The eroded area was not graded as of last week.

No rubbish collection provided by shire in built up areas

the selective nature strip mowing

Girraween Road needs to be duplicated. Not enough thought into infrastructure to support growing rural area. There is no swimming pool.

No noise rules relating to use of trail bikes in vicinity of houses, livestock, pets etc

The council being sneaky and not doing the basic core jobs properly.

The way in which we are losing the lifestyle by poor

Government instigated upgrades that Council seem to condone without objection

Distance to services

Planning decisions foisted on us without consultation (even though they say they do)

The problem dogs that get reported and absolutely nothing done about them, and people dumping rubbish in bushland. In regard to the rubbish neither police nor council want to know anything about it when you report it. Maybe make the dump free for everyone and then they wouldn't illegally dump?

Maybe advertise that we want rubbish taken to the fantastic dump and not left in our pristine bushland????

Disregard for road rules

lack of water pressure,

If you had to rely on public transport to go anywhere you would be extremely hard pressed to get any. In the Litchfield shire it is essential that your own reliable transport.

Its turning into Palmerston

Road access to property is 'unmaintained' so I have to do it myself. This combined with the fact I have a serious medical condition and an ambulance can't get down my 'road' for half the year, regardless of when I might need it. Frustrating then to see the council focussing on bullshit projects like libraries, reserves, and pools for Bees Ck when they can't even provide basic services like roads, weed control in outer areas. Rates have risen up from a \$300 rate 20 years ago to pay for luxuries near town when in outlying regions numerous blocks still get no services at all, its unfair.

We have had issues with bad roadside drainage and the water runs all the wrong way.

Power goes out a lot and phone & internet service is very bad.

Lack of services

A council that is hell bent on turning the shire into another city. A council that has delusions about what is required and seems set on increasing rates beyond what ordinary people can afford.

No school age sports for the kids out here in berry Springs  
Dogs outside their property so you don't feel safe to walk or ride with your children in your own neighborhood.

Driving around howard springs road full of uneven surfaces.

Mowing not completed in whole street

Lack of public transport there's no bus service available available to Darwin River

People who move into the area who don't understand and expect city amenities and services.

That I can't go for a safe walk around the suburb from my driveway. I worry about potential dog attacks and there is no safe path to walk or ride on with the kids (particularly during the wet season). The streets near me are thoroughfares for quite a lot of traffic so are not safe to ride on with kids.

whingers that moved out here that want town life,  
Ridiculous archaic rules that need addressing to fit with modern life

The council and paying rates. We moved to this area long before a council was formed. The initial council was a strong voice for the local area and a reflection of the people that lived here. Gradually it has become a money making venture, closed to public opinion and ineffective at reflecting local values. My road is maintained by NTG, and I mow my own verge, so i effectively pay over \$1200/year to use a rubbish dump.

Townend rd being 90 instead of 100 like all the other roads around it.

Having to go through Coolalinga and the traffic lights everywhere these days

Nowhere to go for a walk with your dog, nowhere shaded to walk with young children and the Wildlife park now costs a lot of money even to local residents. You can't picnic at Berry Springs with a view of the water and there's no walk or safe space for young children - so we don't get the same nice benefits you get with Howard Springs for example. You have to stay on your own block.

There's also no sports for young children in the Berry Springs area - no after school sports club or anything

The weed intrusion of olive hymen-achne at the Howard River Park lagoon and gamba and mission grass throughout the municipality.

Encroachment of suburbia

The negative comments with the members elected to council.

Pot holes and power outages

Poor councils decision as they think they know what we want and make decisions without our concerns. And how they keep putting up the rates and we don't get any service for anything.

Council

Theft, breakins

The gamba grass and walking in fear of dogs attacking in the neighbourhood.

Lack of emergency services. The library needs to be removed from the school to become its own entity. Concerned that people can attend without ochre card and have contact with students. Only high school functioning like this

in knuckey lagoon the road noise is terrible and affects my quality of life

Being traded to palmo shire

Nowhere safe to swim close by. We need a public swimming centre.

All the whingers that complain relentlessly but but never put their hands up for elections to show they can do better!

Some crazy people

The "rural" folk

Current Litchfield Council members

The lack of higher speed internet (wired NBN) compared to other residential locations. The NBN across the NT and Australia as a whole leaves much to be desired. I am aware however that local councils can do little to remedy this.

Sometimes the pot-holes in the road go unfixed for longer than we'd like in the wet season.

Increasing crime, lack of facilities such as footpaths.

The fucking idiots on motor bikes 4 wheelers that have no consideration for home owners and the idiots doing burnouts on the public rds something has to be done about it

stray dogs

Barking dogs

Rd maintenance

Lack of street lights and bike paths.

Hoons on roads at night

Hoons

Road maintenance

Allowing smaller sized blocks to develop In area, poor condition of road through Berry springs, poor communication

Nothing

Climate

Dogs

More subdivisions, keep them for the town folk that love lots of people and kaos.

Occasionally distance from services is a problem and no public transport available. Which means that as we get older we have no option but relocate, So very sad. I love living on my rural block

Continual increase in rates. Push to urbanise Litchfield

Recreation Reserves suck up huge funds & Litchfield Council gives them funding prominence with no large scale utilisation of these (as yet untapped) facilities to recoup expenditure through say, annual country fairs etc ie. Making good utilisation of the jewels in the Crown/Shire !

Neighbors who don't look after their blocks

distance to amenities.

No dog control and council not managing it only focused on responsible owners.

Roads

Poor services

Lichfield council wasting money

All fine by us.

Nothing

No rubbish service, no recycling, road maintenance is limited.

Road state

Commute

\*The current development proposals of GIRRAWEEEN Swamp area

Despite Litchfield council been given the opportunity to keep this land when gifted to them from Churches Estates!

\*Litchfield council management

\*lack of proper land management by Litchfield council

\*diversion of precious \$ from community needs to council wages

\*lack of transparency by Litchfield council

\* lack of fundamental basic understanding that council members are elected BY the people and work for the people to manage, administer and protect our community and environment.

Trying to control gamba

Needs more lighting on rural roads

Crap Council, left wing run by some old grandmas

Encroachment of the suburbs

70 km speed on Giraween road

the council

communicating with council at public meetings

Dogs - wild or barking domestic, idiots who do burnouts on corners in middle of night, people who have noisy parties all night.

This survey, no option for neutral response - need to be option between good and poor, several questions I felt performance neither good nor poor, but didn't want to say poor, so does not reflect properly.

Lack of action on illegal neighbour activity .. not permitted zoning activities

The council

nothing

It's getting busier

the dryness some parks are very dry



Lack of visibility on council decisions. The upgrade to Freds Pass included works which were not required, yet there is plans to increase rates. No rubbish collection, no recycling programs or focus on long term viability, increase in legislative requirements whilst services still remain low.

The area lacks services and social groups for older persons. My parents moved on due to a lack of viable volunteer with real value.

There is a push to remove the special rural lifestyle many person moved to the area for.

I would rather see a child or family on quads and bikes etc than the children hanging around the shops. There needs to be more done to maintain the special values of living rural.

Noisy neighbours

Lack of close neighbors and good community spirit

Paying increasing rates for bugger all service

Gamba grass

Litchfield Council

The quite rural lifestyle

Nothing

Lack of services and amenities

Residents that don't respect their neighbours. Idiots riding ATV's on roads.

Not sure

Noisy dogs

The lack of well maintained recreational reserves, well horticultural side road displays, street lights.

the councils continual self serving failure to represent the majority of ratepayers.

they never up keep the drainage opposite our block so always over flows in a big wet season and we lose part of our driveway.

Fuel prices :D

putting up with the council crap

Bush fires

Urban areas encroaching

Nothing

Not having a swimming pool at Fred's Pass!

gamba grass

Urban drift

Traffic on main roads

The lack of phone service. this is causing stress, mental health issues and anger as residents are unable to ring emergency department, loose costumers for work or unable to speak with loved ones when in distress or during lockdown.

-No public transport options. I can't get to work or get the kids to school if my car break down as there is no public transportation such as busses/ trains or affordable taxis.

-No investments in teenagers or barely anything for children. The Humpty doo library, play ground or access to a pool is too far away for me to travel to. There is nothing available for my children for the school holidays eg. Camps, sports days or activities

The fact rates keep going up like in town but there is no need for the hikes. we want less service and prefer independence. I am worried the council will eventually try and price people from the area over time. I'd like to live here long term and have some security over mine and my families future but the costs and council rate hikes are becoming too high. Certain services are not needed nor are they wanted. Keep the rural life simple as there are plenty of services to be found in the suburban areas of Greater Darwin only a short drive away and that is the point of living in a rural environment.

weeds and feral dogs

Telstra service

Have to individually contract waste removal services (inefficient vs paying in rates for a council service, and most people don't recycle because of this).

People who do not manage their weed problems and no one cares if they do or don't!!

the creeping in of city type influences.

No rubbish removal

Lack of community engagement activies for kids. No daycare in berry springs, no junior sports in berry springs no swimming pool in Litchfield

Poor locals allowing rubbish to go on the Arnhem highway (falling of Ute and not cleaning up after themselves)

Recycling - the local tip just places into landfill (much wider issue than Litchfield however)

Terrible internet access - may be an advocacy opportunity for council or opportunity to provide a hub service to make more accessible in community. Not enough family and lifestyle facilities or programs. The rubbish collection vs expensive self WTS is still not satisfactory, plus recycling opportunities and community education need to continue increasing

Traffic management particularly large truck using smaller arterial roads and being parked on rural blocks.

## Appendix 4

### Please comment on how Council could improve its communications with residents

Regular pop up booths in shopping centres.

Keep it meaningful

Listen and see that people are not feeling they are getting value for money for our rates.

Actually communicate with them before making decisions.

Councillors to get out and talk to their community

A general increase of good stuff happening in the community

Need to be louder and prouder. More positive stories to drown out the whingers in the communities

Communicate!

I have never seen my council representative since I have moved to Herbert!

Return emails

Be more community focused, I know who the Palmerston councillor are but not idea who Litchfields are

There's not enough of a following on Facebook for you to be able to have an impact and communicate effectively with the community and some residents don't have Facebook, let alone phones. Council could do better.

Letters email

'Communication' insinuates that listening is occurring

It's ok

Nil

Actually value feedback, not undertake token engagement.

Mayor, ceo and other councillors don't actually care about resident feedback or sentiment

Not sure

Email

Be honest, stop wasting money on reports that contain pages of photos and irrelevant design.

They don't seem concern when you ring them

Tell the truth

Public comment particularly on rate rises that do not provide extra services. This could be surveys, face to face at markets and shopping centres.

Nil

Listen to the residents,  
allow us to speak at meetings.

More approachable

Open up the floor at council meetings and stop hiding behind close doors.

And not everybody has the time to sit on face book all day.

Better Facebook messaging

na

Clear concise communication on social media, have a community board with what's being done/ actioned in several areas

By taking dog attacks seriously and actually doing something about it.

Having stalls at places like Freds Pass markets or in the shopping centres would be great.

Support Aboriginal people actually do something to help these young people. It's getting worse under your watch disgusting.

More Facebook posts

ensure messages go out on all platforms as social media is best for me but others never use it

Putting something on a Facebook page or website isn't actively engaging consulting with the community. Get out there and talk to people and explain what Council is or wants to do.

Communicate and listen.

I didn't realize you had a Facebook page I will upload it and keep in touch more.

Direct email of newsletters. Councillors actually contacting their residents via email on issues in specific wards. Never heard from our Councillor since her election. Very, very poor.

You figure it out. Something different than what you are doing now. Not everyone has Facebook 🙄

revert council meetings to a more observer friendly environment where comment could be made instead of the "star chamber" you have made it.

if councillors responded to questions rather than ignoring them it would help.

Weekend information pop ups at local shopping centres when interesting items are being discussed or decided upon at council meetings. I don't often get time to search social media etc working long hours in CBD Mon - Friday

Would you offer a monthly newsletter/newspaper like the Leader down south?

I do feel those that don't use social media may miss out on communications from time to time.

Don't put out information and just assume people will find it. Use more social type methods to advise people when information is being distributed.

Mail out not everyone uses computers, never seen a Council newsletter on a notice board or at the library

N/A

For the issue that i have raised above; it would be expected that where LCC reach out to specific residents for input into a matter (private road draft policy) and the residents respond in detail, that LCC respond to the residents and keep them informed of the progress. I received no response whatsoever without significant effort in following this up.

Be transparent and bother to listen to what the community want

Quarterly hardpaper newsletter. not everyone has facebook. Councillors need to be more active, face to face. I never know who mine is and the smallest stand at Coolalinga markets is not a good networking stall.

Not everyone is on facebook - regular communication direct via email to ratepayers would be better - newsletter

By councillors knowing their job and representing constituents and not wearing too many paid hats.

Include communications about good things happening when they happen.

Allow free question time at meetings not submit prior

By actually giving a shit and doing face to face with the residents and rate payers.

I do not see a Facebook presence

The only thing I see each year is my rates notice

Being honest and accountable.

Face to face

For one, this survey is , in my opinion, very poorly drawn up. In a number of questions there is no option between "good' and "poor" and I can't allocate either. Perhaps "average" or "as expected" could be added. And I can't submit this survey till I answer every Q - another very poor performance - so I'll put "unaware" or "very poor"

No. 8 - if you don't hear about it how can you comment.

Perhaps you should make these things more well known.

No.6 - I was ranking each item in order of importance until I ran out of numbers and realised you wanted them ranked against each other which is difficult because a number of them are of equal importance.

14 "Services" - ???

15. No answer - "for a season"

The internet isn't the only way to communicate.

Communication is a two way interaction. If one side isn't interested there is no communication.

The question might be : how do you get the community interested in the positive stuff Council does and not just the negative eg rate rises. For example explain why rates have increased - how has this benefited the community (beware pay rises and more staff won't cut it).

Similarly Council must listen to individuals - their request or complaints.

5 minutes to do survey - really ?

I often see other residents comment about a submission that needs to be put in that I haven't heard about at all, but Council has had it out for a long time.

Given the poor internet service in alot of areas along with some of the older population not using social media - this cannot be the main source of communication

I have regular communication to a council member via email.

For me this is perfect as normal business hour events are extremely difficult for me to attend.

Councillors need to be more notable

Council meetings held in different localities from time to time

When decisions are made give the public more warning for comments

Actually listen to what residents say and want and not just barge ahead with councils own ideas regardless.

Emails

Employ me.

Advertising through school newsletters is good - keep that up.  
Please don't fall to relying only on Facebook - I am trying to  
move away from it, but would like to remain updated by council  
in other ways.

unsure, randomly found this survey , wast aware of a FB page.  
dont recollect seeing 'Connecting the Community' newsletter

Participation in committee meeting held throughout the  
Councils jurisdiction.

Council only want to tell (communicate) their thoughts and  
opinions; ie the Mango Roads project that benefitted so few.  
Council needs to try to listen as well (converse) as they are  
SUPPOSED to be effecting the decisions of the residents and  
landowners; not their own.

I don't think I've seen that? Facebook posts would be my  
preference

The council could ask FB groups like Howard River Park  
Community groups if they could join and comment through that  
avenue.

Letter drops

Letter drops

Dont think if themselves. don't make decisions without the  
community knowing.

By doing a good job council wouldnt need to better  
communicate. Face book is fine

Be more present in local community activities through an info  
stall.

Also by not just including a 4 tiered selection in its  
questionnaires. There is no option between poor and good  
leading to limited voice in providing our real opinion.

N/A

Email us...

Get a marketing campaign together. Employ someone that runs  
this side of it and make sure they have the skills (especially  
grammar etc) to fulfill the role

Mayor and councillors to engage with community online  
through videos and discussion chats

Fence drops more facebook announcements

Targeted communications to younger audiences using social  
media or other digital means.

Via email, mail

Email ?

Leaflet drops.

Facebook is an Awesome resource But , You should listen to  
what the community wants and needs more !!



Take heed of what we say and don't pretend you care when you ask us what we want. Because most of the time you do as you please anyway.

Perhaps strongly encourage your councilors to send out regular updates to residents, either by direct mail, or email/facebook. I rely on the councilor from a different ward to keep me in touch. which is definitely not a good look, especially as I am aware that others are doing the right thing with their residents.

unsure

Be transparent and actively pro communicative, happens not often enough atm

More on radio interviews eg on Katie's show

You don't use social media well, your responses always seem defensive if there is a response and the actual information you put out is biased and misleading. you show us what you want and not the actual facts so people can make up their own minds.

Include them. I find more out through the political pages as the council try and hid it.

.

Apart from occasional newsletter I don't really hear much from council.

Provide more to for residents to be aware of what's occurring.

By LISTENING to their community.

When in Darwin or Palmerston we see council workers and vehicles in uniform and with signed vehicles. It would be good to be able to recognise council staff in our community.

Open days

Social media is a great source of communication, however, there are a number of community members that don't use social media or have internet access. Perhaps the elected members could be more visible in the community, sitting on the side of the road, hold public consultation/information sessions at the reserves or other public spaces; public information sessions on the services council provide ie: how to recycle; how to identify and eradicate weeds on your block; how to manage your pets; consultation sessions for new initiatives, such as, what services would you like in a Community Library, etc; council tours of the recreation reserves, highlighting the possible community uses.

unsure

residents who want to say something at council meetings should be given the opportunity. the web site with contact us and your say is confusing and not effective - i don't see why residents have to fill out lots of questions about themselves on your say and the questions they can have their say on are nominated by the web site. emails to the council and mayor are not answered and this was a more effective means of communication with previous councils. a sign on the highways and other major roads informing the public a council meeting is being held is needed.

Care more about the people.

Get rid of the old people taking us for a ride and bring in some younger more level headed people who know how to work and arnt on the brink of death

n/a

visit the houses in the area

Increase in links on social media to information on council websites.

Send emails not letters in the mail

Communicate prior to decision making

Let Questions be asked at council meetings

Get out and meet the people

Engage with the community regarding strategic planning and provide a waste pick up service

Promote that LSC is an inherent part of the community and that its mission is to facilitate and enhance our unique lifestyle. LSC is the community and not just another service provider.

Provide clearer answers and direction when on the opportunity arises. I think the Mayor should prepare more thoroughly prior to interviews on radio etc

Open and transparent

Have weekly updates on the Council webpage.

For example, weekly statistic reports on animal attacks, animal registrations and microchipping (to encourage locals to be more aware of the usefulness of regulatory services) provide updates on road works and other milestone reporting regarding infrastructure (to allow locals to see where their rates are going), provide the recycling process and success of the local waster transfer stations (to provide locals with an understanding of how our wast transfer stations operate).

community newsletter, drop in sessions at supermarkets and markets.

actually listen to the majority instead of the little voices on the side who happen to be 'besties' with some one on council

by bring the rates down

Nbn

Stop being sneaky and locking people out of meetings, ie, crime meetings should be held when people can attend such as later on a Saturday or even a Sunday, alot of people work Saturday mornings and cannot afford to take time of due to EVERY THING and everyone keeps putting up prices

Perhaps they could utilise emails - or at least publicise what they are doing on a regular basis vis F/B

no comment

?Newsletter or some sort of advertising to let people know about the social media

I did not about newsletter/ facebook

I only find out about meetings or events after they have already been. More advertisement before the event with updates on progress and follow up eg. Via Facebook or on the webpage

By communicating

its difficult to do well. face to face is very important.

I did not know there was a newsletter

Other digital comms

I feel like I hear from/about City of Darwin council a lot but very rarely from Litchfield council.

by council do you mean council staff,we should be seeing more councillors.

Mail drops

Only just found out about this survey - maybe post on local Facebook pages

More than one social media platform. Connecting the Community newsletter needs to be available widely as many in area have poor internet. Also communications need to be made available for ESL/CALD and those with poor literacy

Better access to council members. Quarterly gatherings in different areas of the Shire?