



**MICHELS WARREN  
MUNDAY**

# **Litchfield Council Community Survey 2012**

October/November 2012

Prepared by Michels Warren Munday

**LITCHFIELD COUNCIL**



COMMUNITY EFFORT  
IS ESSENTIAL

---

## Table of Contents

<b>Executive Summary</b> .....	<b>3</b>
About the respondents .....	3
Key findings .....	3
<b>1. Introduction</b> .....	<b>5</b>
Background and Objectives .....	5
Methodology.....	5
Rounding .....	5
Graphs and tables .....	5
Open-ended responses.....	5
<b>2. Importance Ratings</b> .....	<b>6</b>
<b>3. Satisfaction Ratings</b> .....	<b>9</b>
<b>4. Importance Vs Satisfaction</b> .....	<b>12</b>
<b>5. Opinions about living in Litchfield Municipality</b> .....	<b>13</b>
<b>6. Future priorities for Litchfield Council</b> .....	<b>15</b>
<b>7. Litchfield Council Rates</b> .....	<b>18</b>
<b>8. What people like most about living in the Litchfield Municipality</b> .....	<b>21</b>
<b>9. What people like least about living in the Litchfield Municipality</b> .....	<b>22</b>
<b>10. Major issue of concern for the Litchfield Council</b> .....	<b>23</b>
<b>11. Services or facilities for youth</b> .....	<b>24</b>
<b>12. Services or facilities for seniors</b> .....	<b>25</b>
<b>13. Services or facilities for disabled residents</b> .....	<b>26</b>
<b>14. General Information</b> .....	<b>27</b>
Gender .....	27
Age .....	27
Respondents .....	28
Length of time as resident of Litchfield Municipality .....	28
<b>15. Communication</b> .....	<b>29</b>
Current methods of accessing information about the Council.....	29
Preferred methods of accessing information about the Council.....	31
<b>16. Additional comments</b> .....	<b>33</b>

---

## Executive Summary

The Litchfield Council Community Survey is an opportunity for Council to hear from people living in the Litchfield Municipality - to find out what people like about living in the Municipality, what they don't like, issues they would like to see Council address, and areas they believe the Council is doing well. This guides Council's future priorities and actions, and provides a benchmark for the future.

### About the respondents

1,145 people completed the Litchfield Council Community Survey 2012. Of these, 57% were female and 44% male. Half of the respondents were aged between 30 and 49. The next most represented age group was 50 to 64, with 34%. The 18 – 29 age group was only represented by 5% and only 1% were under 18.

More than half of the respondents have lived in the Litchfield Municipality for more than ten years. Almost a quarter have lived in the Municipality for one to five years, and 20% for six to ten years. Only six percent have lived in Litchfield Municipality for less than a year.

### Key findings

#### Satisfaction with the area, services, facilities and issues

Generally, most people were satisfied with recreation services and reserves, Council's maintenance of public areas parks and reserves, construction and maintenance of roads and street cleaning and litter control.

On the other hand, most people were not satisfied with weed control and domestic and feral animal management and control. Domestic and feral animal management and control was also an area highlighted as needing attention in the 2008 survey.

While satisfaction with recycling services and facilities improved, satisfaction is still split, with almost half being satisfied, and almost half being dissatisfied.

#### What people like most about living in Litchfield Municipality

The most common responses regarding what people like most about living in Litchfield Municipality was the privacy, space, peace and quiet, the rural lifestyle, and large blocks. Some said they like that they can have a rural lifestyle close to the centres of Darwin and Palmerston.

#### What people like least about living in Litchfield Municipality

While some people liked everything, other comments focused mostly on dog related issues, hoons, the lack of services and facilities generally, the lack of rubbish services, and the lack of an Olympic sized swimming pool.

#### Priorities for Litchfield Council

Most respondents believe the top priority for Council in the future should be engaging with the community to hear concerns and seek feedback. Construction and maintenance of roads; weed control; maintenance of public areas, parks and reserves; recreation services and reserves; domestic and feral animal management and control; and recycling facilities were also rated as key priorities for Council.

Most people believe the lowest priorities for Council are art and cultural facilities; promoting Council services, facilities and future activities; and construction and maintenance of footpaths. People also thought sealing roads with additional funds from ratepayers was a low priority.

---

### **Major issues of concern**

There were a wide variety of answers as to what should be major issues of concern for Council. Weeds, roads, rubbish, and maintaining minimum rates were the most common responses. Other responses included dogs, a pool, Inpex village, senior facilities, youth facilities, fire management, recycling, public transport, road signage, traffic management, communication, cemetery fees, future development, keeping rates to a minimum and retaining the rural lifestyle.

### **Satisfaction with the rates**

Most respondents said they didn't think they were getting value for money for their rates. Common complaints were that rates continue to increase without any corresponding increase to services; people have to pay for their own rubbish removal; and some believe they are paying rates without receiving anything in return.

### **Youth services and facilities**

The question about youth services and facilities was primarily aimed at young people, however only 6% of respondents were 29 or under, so most of the responses were not from young people. The main suggestions were a pool and/or water park, skate park, sporting facilities, bike paths, and arts and entertainment facilities or services.

### **Seniors' services and facilities**

The most common responses for seniors' services were transport/bus services, medical facilities, a pool, retirement village, a club or centre and lawn bowls, however the responses varied.

### **Disabled services and facilities**

Suggestions for disabled services and facilities included transport services, ramps and wheelchair accessible buildings, medical facilities, a pool, and wheelchair accessible paths. Many said they didn't know, and others suggested asking disabled people in the area.

### **Communication**

While more than half of the respondents said promoting Council services, facilities and future activities should be a low priority, it is possible that the choice of the word "promoting" rather than "communicating" could have influenced this result as in other areas of the survey, respondents indicated they would like information on services and activities. Responses indicate that people place more importance on Council engaging with the community to hear concerns and seek feedback rather than simply promoting facilities, services and activities.

Most respondents said they believe the top priority for Council in the future should be engaging with the community to hear concerns and seek feedback.

69% of respondents said they would like to receive information through the website. Many others said they would like to receive emails or email newsletters.

There are still many people who don't have access to or don't use the internet, so it is essential that Council communicate with ratepayers through a variety of mediums, including the website, electronic newsletters, email, councillors at shopping centres, and the newspaper column.

---

## 1. Introduction

This report has been compiled by Michels Warren Munday, to report on the findings of the 2012 Litchfield Council Community Survey and to compare the results of the 2012 survey with the survey conducted by Litchfield Shire Council in 2008.

### Background and Objectives

The purpose of the 2012 Litchfield Council Community Survey was to:

- measure levels of importance and satisfaction of services and communication
- establish benchmarks
- guide future priorities for Council
- provide Council with issues, suggestions and comments on its role and services

### Methodology

The 2012 Litchfield Council Community Survey was developed by Michels Warren Munday in conjunction with the Litchfield Council, using the previous survey from 2008 as the basis. Most of the questions in the 2012 survey remained the same as the 2008 survey to enable comparisons and changes in perceptions, attitudes and issues.

Litchfield residents were encouraged to complete the survey online through Survey Monkey, however, understanding not everyone has access to a computer, people were given the option to complete hard copy surveys. Some took up this option, but the majority of residents completed the survey online.

The survey was promoted to residents through the media including press advertising and radio, posters displayed around the area, direct mail to residents including letters and emails, and notices to schools and clubs. It was also promoted on the Litchfield Council website. Litchfield Councillors, including the mayor, made themselves available at central locations like the market and shopping centres to encourage people to complete the survey.

An incentive prize to go in the draw to win \$1000 of fuel was offered to residents who completed the survey. Those who wanted to go in the draw provided their name and contact details.

The survey was open for a period of eight weeks from 1 October to 15 November, 2012.

A total of 1,145 people completed the survey.

### Rounding

In some cases, percentage totals do not add up to 100 percent exactly, due to rounding.

### Graphs and tables

Some of the graphs shown in this report use a rating average with a scale from zero to three or 3.5. This is an average of responses on the scale of 1 to 4.

### Open-ended responses

The open-ended responses have not been edited, therefore spelling or grammatical errors may be present.

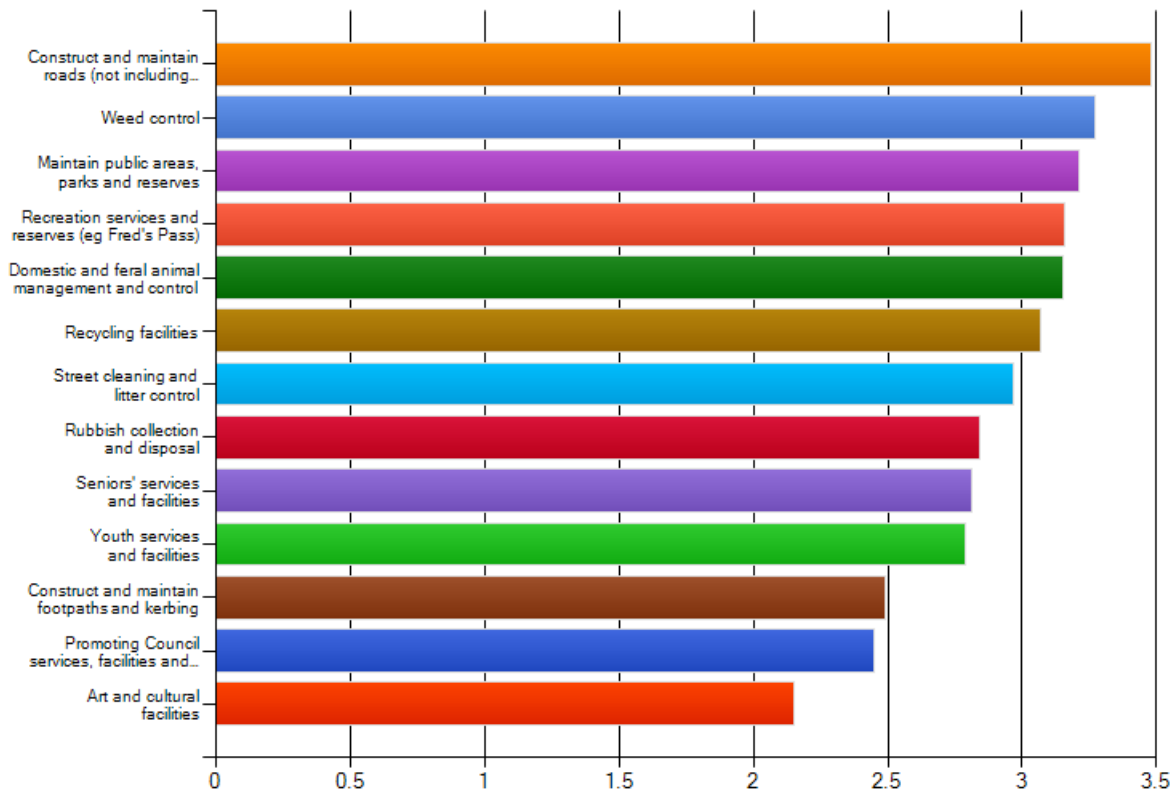
**The survey and all survey data from Survey Monkey is supplied in the appendix**

---

## 2. Importance Ratings

Question three asked respondents to rate the level of importance of services and facilities and issues on a scale of 1 to 4 where **1 is least important** and **4 is very important**. **1,127 people responded to this question**. The following graph illustrates the results in order of rated importance.

**Please rate the level of importance this area/service/issue is to you. 1 is least important and 4 is very important.**



The top five issues rated as being **very important** or **important** to respondents were:

- Construct and maintain roads (87%)
- Weed control (81%)
- Maintain public areas, parks and reserves (80%)
- Recreation services and reserves (77%)
- Domestic and feral animal management and control (75%)
- Recycling facilities (72%)

There were nine areas where at least 30% of respondents considered a particular issue to be **very important**.

The top issues that were rated as **least important** (rated 1 or 2) were:

- Art and cultural facilities (64%)
- Promoting Council services, facilities and future activities (54%)

- Construct and maintain footpaths and kerbing (50%)

### Comparison of importance 2008 and 2012

The following table compares the responses in 2008 with those in 2012. Please note that while the scale in 2008 was also 1 to 4, the wording was slightly different (not at all important, not very important, quite important and very important), so we have to be careful about comparisons made between the two years, although the data indicates the responses were similar.

	<b>1 Least important</b>	<b>2</b>	<b>3</b>	<b>4 Very important</b>
<b>Construct and maintain roads (not including highways and main roads)</b>	<b>4%</b>	<b>8%</b>	<b>24%</b>	<b>63%</b>
2008 results	2%	7%	42%	49%
<b>Construct and maintain footpaths and kerbing</b>	<b>23%</b>	<b>27%</b>	<b>20%</b>	<b>25%</b>
2008 results	21%	30%	29%	20%
<b>Rubbish collection and disposal</b>	<b>17%</b>	<b>18%</b>	<b>23%</b>	<b>37%</b>
2008 results	13%	13%	28%	46%
<b>Recycling facilities</b>	<b>11%</b>	<b>15%</b>	<b>28%</b>	<b>44%</b>
2008 results	8%	12%	32%	49%
<b>Maintain public areas, parks and reserves</b>	<b>6%</b>	<b>12%</b>	<b>35%</b>	<b>45%</b>
2008 results	3%	11%	50%	36%
<b>Recreation services and reserves (eg Fred's Pass)</b>	<b>7%</b>	<b>15%</b>	<b>34%</b>	<b>43%</b>
2008 results	4%	12%	48%	35%
<b>Weed control (and pest reduction – 2008)</b>	<b>5%</b>	<b>12%</b>	<b>33%</b>	<b>48%</b>
2008 results	3%	8%	40%	49%
<b>Domestic and feral animal management and control</b>	<b>8%</b>	<b>16%</b>	<b>29%</b>	<b>46%</b>
2008 results	7%	14%	35%	44%
<b>Youth services and facilities</b>	<b>14%</b>	<b>20%</b>	<b>33%</b>	<b>28%</b>
2008 results	12%	17%	37%	33%
<b>Seniors' services and facilities</b>	<b>14%</b>	<b>21%</b>	<b>30%</b>	<b>31%</b>
Not included in 2008	**	**	**	**
<b>Art and cultural facilities</b>	<b>30%</b>	<b>34%</b>	<b>24%</b>	<b>10%</b>
2008 results	26%	36%	29%	10%
<b>Street cleaning and litter control</b>	<b>8%</b>	<b>21%</b>	<b>34%</b>	<b>35%</b>

2008 results	4%	10%	48%	37%
<b>Promoting Council services, facilities and future activities</b>	<b>19%</b>	<b>34%</b>	<b>29%</b>	<b>17%</b>
Not included in 2008	**	**	**	**
<b>Availability of information on Council services, facilities and future activities (not included 2012)</b>	<b>4%</b>	<b>15%</b>	<b>53%</b>	<b>27%</b>

### Summary

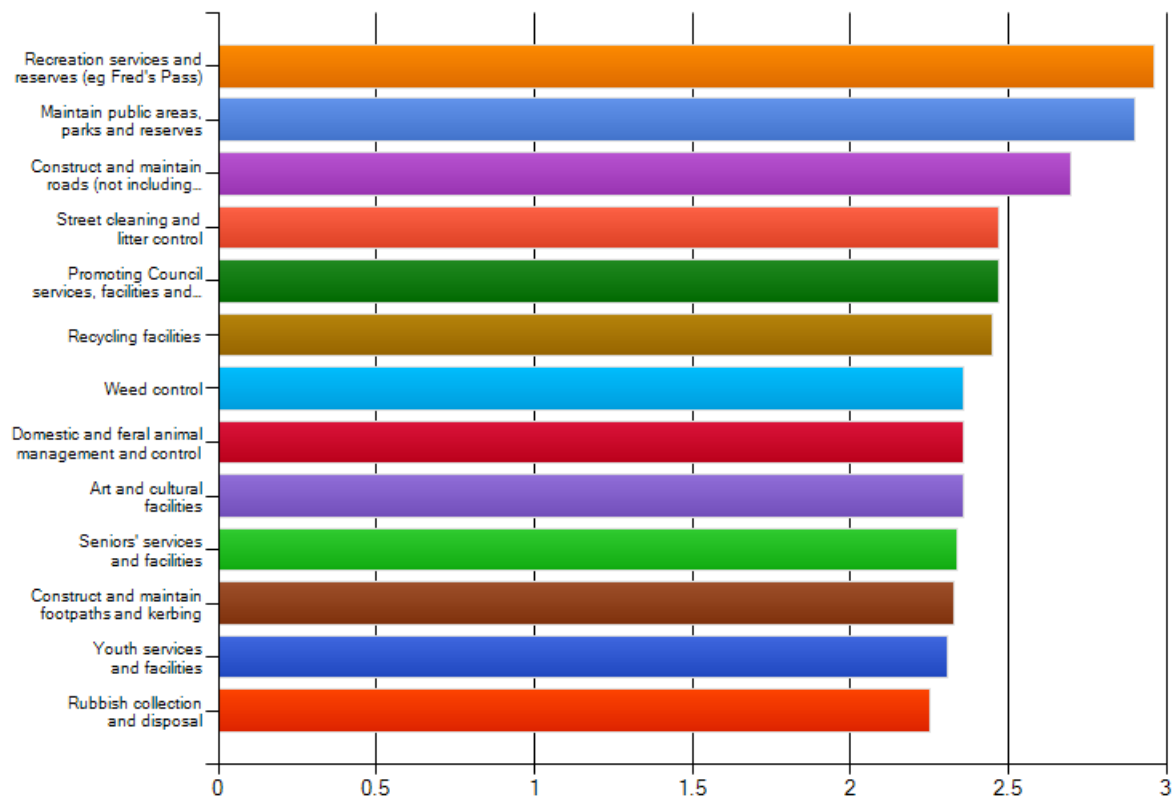
- Most respondents consider *construct and maintain roads* as being important or very important. This was followed closely by *weed control, maintain public areas, parks and reserves, recreation services and reserves, domestic and feral animal management and control and recycling facilities*.
- Areas that received a lower rating of importance were *art and cultural facilities, promoting Council services, and facilities and future activities and construct and maintain footpaths and kerbing*.
- The issue rated most highly as being **very important** in both 2008 and 2012 was *construction and maintenance of roads*. *Weed control* was the next highest rating issue for both years.
- *Art and cultural facilities and construct and maintain footpaths and kerbing* were also considered **least important** or **not at all important** for both surveys.



### 3. Satisfaction Ratings

In question four, respondents were asked to rate their level of satisfaction with the area, services, facilities and issues on a scale of 1 to 4 where **1 is least satisfied** and **4 is very satisfied**. **1,102 people responded to this question**. The following graph illustrates the results in order of rated importance.

**Please rate your level of satisfaction with the current area/service/issue. 1 is least satisfied and 4 is very satisfied.**



#### Very satisfied

As was the case in 2008, there was not a high rate of response for “very satisfied” in any areas. The top five areas where people were either **satisfied** (rating 3) or **very satisfied** (rating 4) were:

- Recreation services and reserves (72%)
- Maintain public areas parks and reserves (72%)
- Construct and maintain roads (63%)
- Street cleaning and litter control (50%)

Opinion was divided over promoting council services, facilities and future activities, where 44% of people were satisfied or very satisfied, while 44% said they were not satisfied.

#### Least satisfied

The five main areas where people reported being **least satisfied** (rated 1 or 2) were:

- Weed control (51%)
- Domestic and feral animal management and control (51%)
- Rubbish collection and disposal (47%)
- Construct and maintain footpaths and kerbing (44%)
- Youth services and facilities (43%)

The following table compares the responses in 2008 with those in 2012.

**Comparison of satisfaction levels 2008 and 2012:**

	<b>1 Least satisfied</b>	<b>2</b>	<b>3</b>	<b>4 Very satisfied</b>
<b>Construct and maintain roads (not including highways and main roads)</b>	<b>10%</b>	<b>26%</b>	<b>48%</b>	<b>15%</b>
2008 results	9%	26%	58%	7%
<b>Construct and maintain footpaths and kerbing</b>	<b>19%</b>	<b>25%</b>	<b>28%</b>	<b>9%</b>
2008 results	16%	26%	15%	8%
<b>Rubbish collection and disposal</b>	<b>28%</b>	<b>19%</b>	<b>26%</b>	<b>12%</b>
2008 results	28%	20%	39%	12%
<b>Recycling facilities</b>	<b>20%</b>	<b>28%</b>	<b>29%</b>	<b>17%</b>
2008 results	38%	30%	26%	6%
<b>Maintain public areas, parks and reserves</b>	<b>4%</b>	<b>20%</b>	<b>53%</b>	<b>19%</b>
2008 results	5%	15%	68%	12%
<b>Recreation services and reserves (eg Fred's Pass)</b>	<b>3%</b>	<b>20%</b>	<b>51%</b>	<b>21%</b>
2008 results	3%	11%	71%	16%
<b>Weed control (and pest reduction – 2008)</b>	<b>18%</b>	<b>33%</b>	<b>36%</b>	<b>9%</b>
2008 results	15%	32%	48%	5%
<b>Domestic and feral animal management and control</b>	<b>19%</b>	<b>32%</b>	<b>35%</b>	<b>9%</b>
2008 results	28%	31%	35%	6%

<b>Youth services and facilities</b>	<b>15%</b>	<b>28%</b>	<b>27%</b>	<b>5%</b>
2008 results	17%	37%	43%	4%
<b>Seniors' services and facilities (not included in 2008)</b>	<b>13%</b>	<b>29%</b>	<b>28%</b>	<b>5%</b>
<b>Art and cultural facilities</b>	<b>14%</b>	<b>24%</b>	<b>27%</b>	<b>7%</b>
2008 results	10%	22%	58%	10%
<b>Street cleaning and litter control</b>	<b>16%</b>	<b>28%</b>	<b>39%</b>	<b>11%</b>
2008 results	12%	26%	53%	8%
<b>Promoting Council services, facilities and future activities (not included 2008)</b>	<b>21%</b>	<b>32%</b>	<b>35%</b>	<b>9%</b>
Availability of information on Council services, facilities and future activities (not included 2012)	14%	31%	50%	4%

More than a quarter of respondents selected *not applicable* for youth services and facilities, seniors' services and facilities and art and cultural facilities, therefore the figures for those areas only total around 75%. Other areas where the totals do not reach 100% are also due to people selecting *not applicable*.

#### Summary

- Two areas that received a high rate of response for satisfied or very satisfied were *recreation services and reserves* and *maintain public areas parks and reserves*. *Construct and maintain roads* and *street cleaning and litter control* were two other areas where more than half of the respondents reported being satisfied or very satisfied.
- The two main areas that may need further attention by Litchfield Council are *weed control* and *domestic and feral animal management and control*.
- *Domestic and feral animal management and control* was also highlighted as an area needing attention in the 2008 survey.
- Satisfaction for *provision of recycling facilities* improved from 2008 to 2012 by 20%. In 2008, 68% were not at all satisfied or not very satisfied, while in 2012, 48% were less or least satisfied.

---

## 4. Importance Vs Satisfaction

The ratings for importance and satisfaction have been cross-referenced to look at how satisfied survey respondents are with the areas they believe are most important.

Looking at the top five areas respondents rated as **very important**, there were two areas where more than half were **less or least satisfied**; two areas where more than half were **satisfied or very satisfied** and one area where it was almost evenly split.

- 63% of respondents said *construct and maintain roads (not including highways and main roads)* was very important, and 15% of respondents were **very satisfied** and 48% said they were **satisfied**.
- Almost half (48%) of the respondents rated *weed control* as very important, whereas only 9% said they were **very satisfied** and 36% were **satisfied**. More than half (51%) of respondents were either **less satisfied** or **least satisfied** with weed control.
- *Domestic and feral animal management and control* was rated as very important by 46% of respondents. Only 9% said they were **very satisfied**, but 35% said they were **satisfied**; More than half (51%) said they were either **less satisfied** or **least satisfied**.
- 45% of people said *maintain public areas, parks and reserves* was very important, and 19% said they were **very satisfied** and 53% said they were **satisfied**. A further 24% said they were either **less satisfied** or **least satisfied**.
- *Recycling facilities* was rated as very important by 44%. 17% were very satisfied, 29% satisfied, and 48% were either **less satisfied** or **least satisfied**.

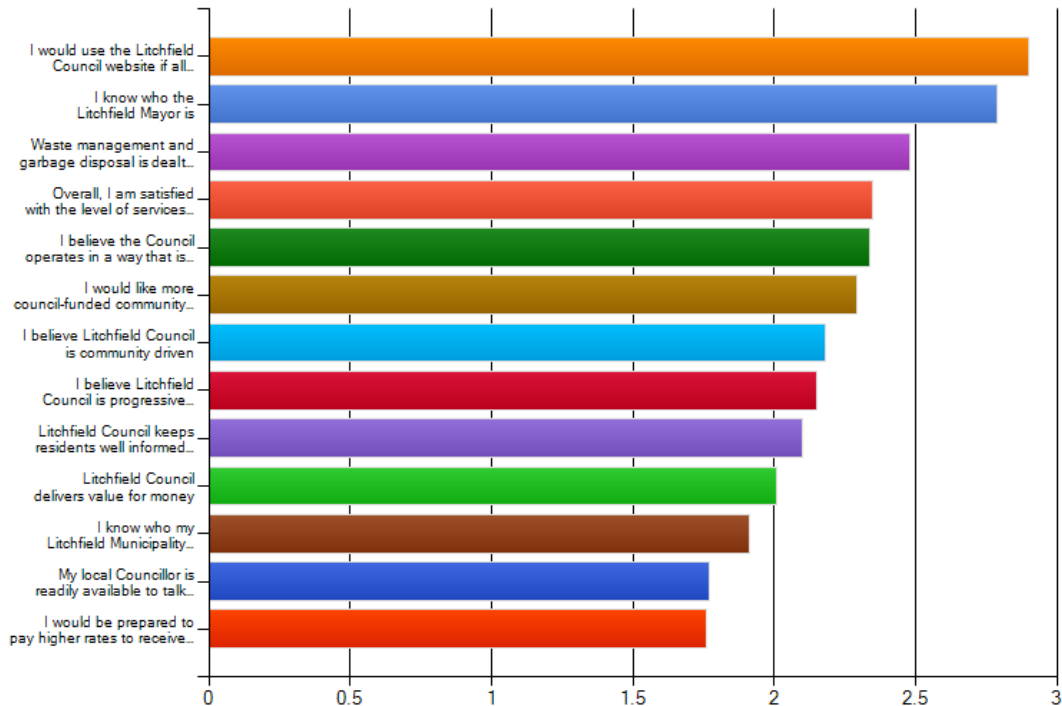
### Summary

- If Council is to focus on areas that ratepayers consider very important, two areas in particular may need more focus – weed control and domestic and feral animal management and control.
- Council is obviously performing well with maintenance of public areas, parks and reserves as 72% reported being satisfied or very satisfied.
- Construction and maintenance of roads is an area of high importance where most people reported being generally satisfied.
- Recycling facilities may need some attention as this issue is split with almost half satisfied and almost half not satisfied.

## 5. Opinions about living in Litchfield Municipality

In question five, respondents were asked to indicate their level of agreement with 13 statements, with a rating of 1 to 4, where 1 is **strongly disagree** and 4 is **strongly agree**. **1,125 people answered this question.**

**Please indicate your level of agreement with the following statements. 1 is strongly disagree and 4 is strongly agree.**



People disagreed or strongly disagreed with the statements more than they agreed or strongly agreed.

### The top three statements that people either agreed or strongly agreed with were:

- I would use the Litchfield Council website if all information was provided on the website (69%)
- I know who the Litchfield Mayor is (62%)
- Waste management and garbage disposal is dealt with effectively by Litchfield Council (51%)

### The top five statements that people either disagreed or strongly disagreed with were:

- My local Councillor is readily available to talk to at shopping centres etc. (82%)
- I would be prepared to pay higher rates to receive additional services (79%)
- Litchfield Council delivers value for money (73%)
- I know who my Litchfield Municipality Councillor is (72%)
- Litchfield Council keeps residents well informed about the services and benefits it provides (68%)

---

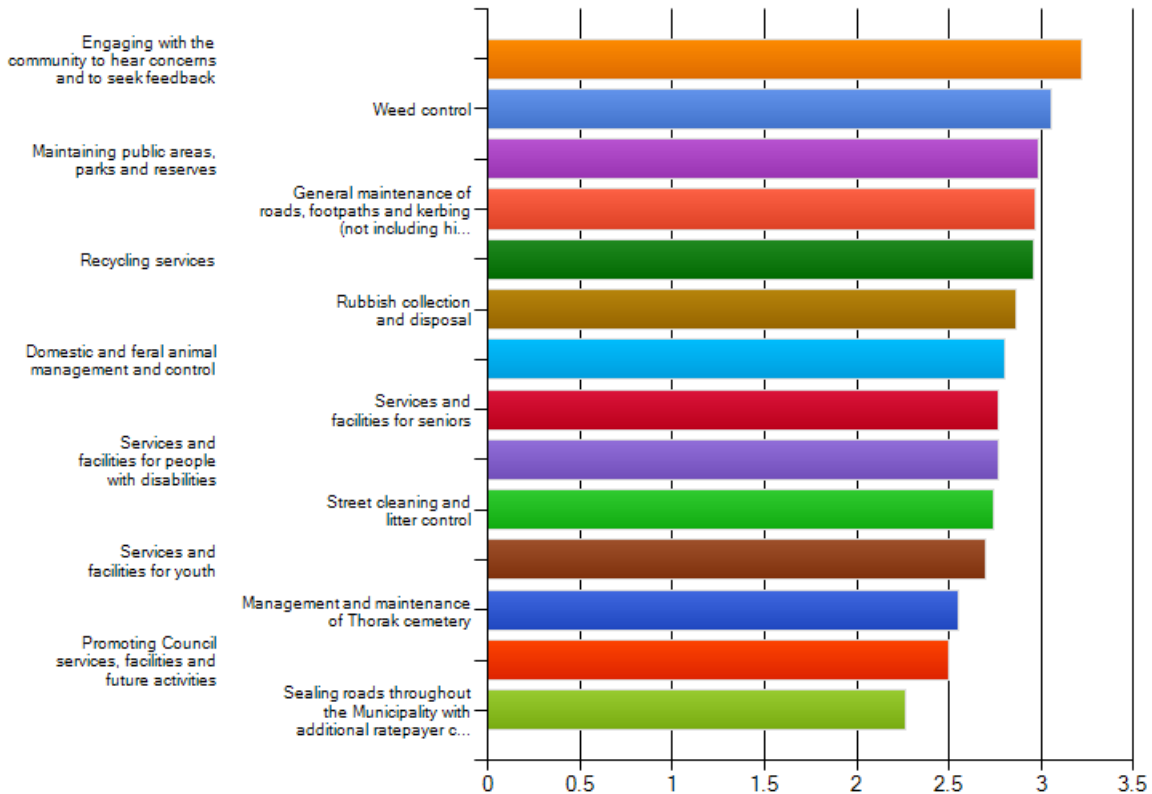
## Summary

- Litchfield Council should place a high priority on ensuring it has a useful and informative website that is regularly updated so ratepayers can access it to receive information on their area and Council. At question five, 69% of people said they would use the website if all information was provided on the site. 69% also indicated at question 19 that they would like to receive information through the website. Given that most respondents said they think Council doesn't keep residents well informed about the services and benefits, the website is an ideal platform to change this.
- Most people know who the Litchfield Mayor is
- Slightly more than half (51%) the respondents said that waste management and garbage disposal is dealt with effectively by Council.
- Many respondents don't believe their local Councillor is readily available to talk to at shopping centres etc
- People indicated they are not willing to pay higher rates to receive additional services
- Most respondents did not think that Litchfield Council delivers value for money
- Most respondents don't know who their Litchfield Municipality Councillor is

## 6. Future priorities for Litchfield Council

In question 6, respondents were asked to rate the priority level they think Litchfield Council should allocate to 14 areas/issues, where 1 is the lowest priority and 4 is the highest priority. 1,122 people responded to this question. The following graph illustrates the results in order of rated priority.

Looking forward, please indicate the level of priority you think Council should give to each of the following. 1 is the lowest priority and 4 is the highest priority.



### Highest priorities

- 83% of respondents think that Litchfield Council should allocate **engaging with the community to hear concerns and seek feedback** to either a high, or highest priority level.
- 74% said **weed control** should be allocated either as a high or highest priority.
- 74% said **maintaining public areas, parks and reserves** should be a high or highest priority.
- 71% said **general maintenance of roads, footpaths and kerbing** should be a high or highest priority.
- 69% said **recycling services** should be a high or highest priority.

The top five issues people think should be a **very high priority** are:

- engaging with the community to hear concerns and seek feedback (44%)
- recycling services (36%)
- weed control (36%)
- rubbish collection and disposal (33%)

- general maintenance of roads, footpaths and kerbing (33%)

The top five issues people think should be a **high priority** are:

- maintaining public areas, parks and reserves (45%)
- engaging with the community to hear concerns and seek feedback (39%)
- weed control (38%)
- general maintenance of roads, footpaths and kerbing (38%)
- services and facilities for people with disabilities (37%) and seniors (37%)

#### Lowest priorities

- 62% said **sealing roads throughout the Municipality with additional ratepayer contributions** should be a low or lowest priority
- 52% said **promoting Council services, facilities and future activities** should be a low or lowest priority

The table below presents the data from question six.

	1 Lowest priority	2	3	4 Highest priority
Engaging with the community to hear concerns and to seek feedback	4%	14%	39%	44%
Sealing roads throughout the Municipality with additional ratepayer contributions	27%	35%	24%	15%
General maintenance of roads, footpaths and kerbing (not including highways and main roads)	7%	23%	38%	33%
Domestic and feral animal management and control	10%	28%	34%	28%
Rubbish collection and disposal	13%	21%	33%	33%
Recycling services	10%	22%	33%	36%
Street cleaning and litter control	10%	31%	36%	24%
Maintaining public areas, parks and reserves	5%	21%	45%	29%
Weed control	5%	21%	38%	36%
Management and maintenance of Thorak cemetery	14%	33%	35%	18%
Services and facilities for youth	13%	27%	35%	24%
Services and facilities for seniors	10%	28%	37%	25%
Services and facilities for people with disabilities	10%	27%	37%	26%



---

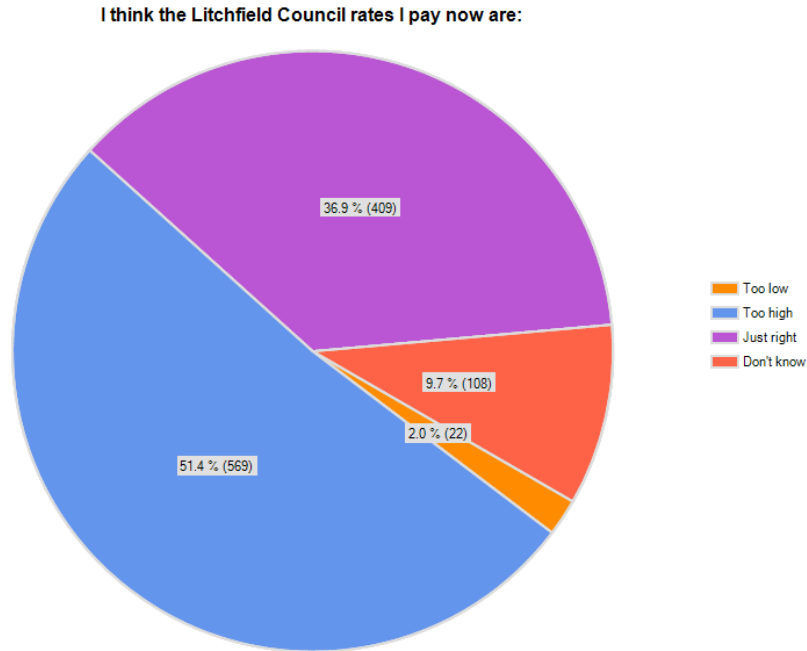
Promoting Council services, facilities and future activities	15%	37%	32%	16%
--	-----	-----	-----	-----

### Summary

- Results indicate that engaging people to hear concerns and seek feedback should be a very high priority for Litchfield Council. People appreciate the opportunity to provide input to decisions that will affect them, and this has been highlighted in the survey responses.
- Weed control, maintaining public areas, parks and reserves, general maintenance of roads, footpaths and kerbing, and recycling services were all rated as a high or very high priority.
- Sealing roads throughout the Municipality with additional ratepayer contributions should be a low priority for Litchfield Council, given the responses in this survey.
- While more than half of the respondents said promoting Council services, facilities and future activities should be a low or very low priority, it could also be that the choice of the word “promotion” rather than “communicate” could have influenced this result. In other areas of the survey, respondents have indicated that they would like information on services and activities.

## 7. Litchfield Council Rates

Question 7 asked respondents to state whether they thought the Litchfield Council rates they pay now are too low, too high or just right. **1108 people answered this question.** Just over half (51%) the respondents said they thought the rates were too high, while 37% said they were just right. Not surprisingly, only 2% said they were too low. The results are outlined in the chart below.



The following table shows the responses for this question for 2008 and 2012. The results are similar, with only a slight increase in 2012 for those who think the rates are too high, and a slight decrease for those who think the rates are just right.

### 2008 and 2012 comparison

	2008	2012
<b>Too high</b>	49%	51%
<b>Too low</b>	2%	2%
<b>Just right</b>	41%	37%
<b>Don't know</b>	5%	10%

Respondents were asked to provide an explanation with their response. **833 people responded.** A selection of comments is included below, grouped into the most frequently mentioned categories.

### Increase in rates without increase in services

*Being a resident for 30 years and when the Council built their office we were paying \$50 for the same level of services it is now \$980. What a joke!*

---

*Because services have not kept pace with the constantly increasing rates.*

*Have increased by over 100% since purchasing my property with no additional services.*

*Every year our rates rise. In 8 years our rates dramatically with no difference in the service at Berry Springs. We just pay more for the same*

*I have paid rates since 1986 when they were introduced, they have increased at an alarming rate for the services received*

*There are not a lot of services that we currently receive, to justify the rates more than doubling in the 20 yrs i have resided in Litchfield. Last wet my front verge was not mowed for the whole season. Pay for our own rubbish removal. No facilities for youth. Swimming pool has been a long awaited waste of time.*

### **Minimal services for rates**

*given the facilities provided that we utilise or enjoy, I think they are way too high.*

*I believe it is too high because we live on a dirt road, supply our own water and dispose of our rubbish no mail service*

*we get nothing for our money, no rubbish removal from home, only a local rubbish collection depot. It took 4yrs to fix a whole in the bitumen where my driveway meets the road, this was reported by myself and my neighbor many time & only got fixed just before election. Council doesn't offer precyclone curbside collection. I really don't see what the Council does provide me?*

*The flat rate system is not fair. Council needs to seriously explore UCV rates - why should a landowner of a small block in Southport with virtually no facilities pay the same rates as a landowner in the northern parts of the council area where they have bitumen roads, street lighting, proximity to services etc etc*

*For what we receive, I believe our rates are too high. We maintain our own nature strip by mowing and poisoning weeds and pay for our rubbish to be collected. This is an extra cost to us on top of our rates.*

### **Rubbish**

*We object to paying rates for waste disposal (\$287) when we already pay a private garbage contractor (\$456)*

*we have to pay for waste management fee, yet there is not even a rubbish collection service*

*Overall the shire gives me very little for the money they charge in rates I don't understand why Palmerston who have more houses to collect rubbish from but are closer together so more wear and tear on the truck can collect rubbish but this shire whose trucks will travel further but stop less what more money from me to give a basic service*

*Rubbish Fees are excessive. Most services are provided in the Coolalinga or Howard Springs Area and not in outer lying areas*

### **Satisfied**

*They seem to be more justifiable than Palmerston and Darwin.*

---

*Mainly concentrating on 3 'Rs' which was original council mission*

*we knew the cost of rates and level of service when we moved out here. As long as this balance doesn't change much we will remain happy with council.*

*They are reasonable but what or whom can we make a comparison to...services for rates etc*

*The price i pay interstate is higher with similar services*

*Currently, I believe that we receive pretty much what we pay for.*

Question 5 also raised the issue of rates. In question 5, **73% of respondents either disagree or strongly disagree** that Council delivers value for money.

**Most people (79%) also said they were not willing to pay higher rates** for additional services. This is an increase of 11% on last year.

#### **Summary**

- The responses indicate that ratepayers don't feel they are getting value for money. This seems to stem from the fact that people are spending \$630 for the general rate; \$1250 for the commercial and industrial rate; and a waste charge of \$237 but do not believe they are receiving anything in return.
- The major complaint is about the lack of a rubbish service, as many people pay a private contractor for rubbish services on top of their rates which include a waste management fee.
- A common complaint is that the rates continue to increase without any corresponding increase to services.
- These issues are almost identical to those highlighted in the 2008 survey. In 2008, we recommended communicating with ratepayers about what services the Council provides to residents, and the costs of providing these services. We recommend this action again.

---

## 8. What people like most about living in the Litchfield Municipality

Question eight asked what people **liked most** about living in the Litchfield Municipality. **1028 people responded**. The responses were overwhelmingly about the **privacy, space, peace and quiet, the rural lifestyle, and large blocks**. Some said they like that they can have a rural lifestyle close to the centres of Darwin and Palmerston. Below is a random selection of comments:

*Serenity, a beautiful place for my kids to grow up*

*the community feel of the shopping centres, schools, reserves and at any events in our shire, Carols by Candlelight at the Village green. Having untouched bush and places of environmental significance (flora and fauna) in close proximity.*

*the peaceful relationship with the natural environment and the sense of neighborliness in our area.*

*The open space which is available by living in a rural precinct. But I also support the need for smaller lots of 1 - 2 Acres to be incorporated into its future town planning. Many residents will no longer need or want a 5 Acre or*

*bigger block but currently they have to leave the shire and friends because of the very limited amount of alternatives. Rural people don't want to live in towns which is why they live in Litchfield Shire in the first place but some of us just want a smaller rural block which is less than 5 Acres but not a 600sqm block like in Darwin/Palmerston. The choice of something in between would be very nice because we are rural people and still like a bit of open space around us.*

*Rural environment. Space to have dogs / chooks ect. Life is uncomplicated. You pay for services you receive there is a choice not imposed ie rubbish pickup.*

*Open space, not yet over populated although that is changing with Inpex camp and smaller blocks.*

*Rural lifestyle that's close to Palmerston and Darwin City*

*i believe Australia is the best country in the world and litchfield the best spot in australia therefore we are in the best spot in the world. we are blessed*

*Space but not necessarily isolated.*

*Being near the bush.*

*Peaceful, spacious, simple relaxing life close enough to services in Palmy and Darwin, but without neighbours 10 feet away in a dense populated area.*

*I have lived in Darwin and rural and lifestyle is certainly for better out here. Continually improving facilities out this way will only improve everyones lifestyle and create a prosperous future for our community.*

*Out of town. Able to be free of neighbours*

*Safe environment for family, low crime particularly violent crime. The village green is great.*

---

## 9. What people like least about living in the Litchfield Municipality

Question nine asked what people **liked least** about living in the Litchfield Municipality. **975 people responded.** While some people liked everything, other comments focused mostly on **dog related issues, hoons, the lack of services and facilities generally, the lack of rubbish services, and the lack of an Olympic sized swimming pool.** Below is a random selection of comments:

*Rates are too high, no street lights in Virginia road*

*feel like less control over goings on in the council the shop planning for the coolilinga area/parking is shocking. Town planning is not clear*

*Distance to decent amenities.*

*People from town moving out here because they love the life style, and then they start changing all the rules to be like town.*

*Kids on motorbikes on the roads*

*My dirt road which is always in a shocking state and having to go to the tip and lately the litter being thrown around. Top of Townend Rd is a disgrace and if I could who was doing it I would dob them in. They use it as a tip.*

*too many unrestrained dogs*

*Wild dogs*

*lack of real direction*

*Our Knuckey residence cops a pounding when the Army personnel drive past throwing their takeaway wrappings out car windows.*

*It is a very car focused culture.*

*Lack of recycling machines. Gamba Grass and those that still insist on baling if for mulch hay which is then distributed everywhere.*

*hunters and gunshot constantly landing on our roof - police phoned on several occasions*

*Roaming dogs and dirt/quad bikes*

*No Garbage disposal*

*How far it takes to get into town. When you see what Palmerston has just received in sporting venues and we are still struggling for our pool*

*Peak hour traffic to the City and lack of family activities in the rural area*

*Lack of a 50m swimming pool and lack of bicycle paths in the Herbert and Girraween areas.*

*NTG allowing a workers camp down the end of our street.*

---

## 10. Major issue of concern for the Litchfield Council

Respondents were asked what they think is or should be a major issue of concern for the Litchfield Council overall. **935 people responded to this question.** The answers varied considerably with topics including **dogs, the pool, Inpex village, senior facilities, youth facilities, fire management, recycling, public transport, road signage, traffic management, communication, cemetery fees, future development, keeping rates to a minimum and retaining the rural lifestyle. Weeds, roads, rubbish, and maintaining minimum rates** were the most common responses.

Below is a random selection of comments:

*The environment - Weed management, recycling and rubbish removal. Restoration of roads and paths and listening more to what the community want.*

*Town planning. Foot paths/walking strips supporting a healthy community. education and more opportunity for community input to decisions (like this)*

*Public transport for the rural area & making the reserves better - omg how hard would it be to organise a once a year billy cart race down the hill on Elizebeth valley road for the kids etc Imagine the awesome turn out & community spirit it could create.*

*Control of weeds and feral cats. Cats should be registered and control programs in place. Rates should be equitable based on services provided.*

*Lack of services for children, and family orientated activities. Public transportation into palmerston and darwin probably explains all the drink drivers on the roads, taxis don't even want to come out in the rural area, and you have to take out a loan just to use one if you managed to secure their service. How about having the vision to put in a automated light rail system that would service darwin, palmerston, coolalinga, bees creek, humpty doo, weddell, and berry springs area (or maybe just a bus service that isn't too expensive) Wouldn't that make it easier for everyone to get to work and to recreation activities.*

*Keeping most of the area/properties on large blocks and not turn it into tiny residential blocks*

*Sustainability for the future. Balancing the rural area living with growth and development. Block size and planning arrangements. Involvement of youth and 20/30 year old group in conversations re future needs. Connected system of bike paths. There is a great bike path in Longreach Qld. It is a fitness trail and native tree learning point.*

*Changing ethos of population as Palmerston Municipality encroaches with increased expectations of residents regarding service level. Integration of INPEX workers village into local life, especially road traffic/safety. Total lack of future vision and direction for the Council, loss of previous identity. No forward planning, very little community spirit.*

*You should issue stickers to all residents for entry into the rubbish collection centres. The show your licence thing is not working. But I do understand the need to stop Palmerston residents from using our facilities.*

*Traffic resulting from growth such as coolalinga has the potential to stuff up our way of living if not planned properly.*

---

## 11. Services or facilities for youth

Question 11 asked young people living in Litchfield Municipality what services and facilities they think Council should provide for youth. **708 people responded to this question.** Many of the responses indicated the question was not applicable to them, and some responded but indicated that they are not youth. Some respondents suggested that this area is not the responsibility of council. While the comments varied, the main suggestions were a pool and/or water park, skate park, sporting facilities, bike paths, and arts and entertainment facilities or services. Below are some of the suggestions and comments:

*Pool, police boys club, motorcross track, youth centre, pool, open HowardSprings for swimming again, did I mention pool, Berry Springs is always closed for swimming. The hottest place and no pool, hard to believe although it's the CLP's problem now.*

*I'm a young person and think that youth need to get off their backsides and do things for themselves - its not up to the Council to provide things for youth other than the parks and recreation areas already existing. Darwin and Palmerston are not far away and that is where Litchfield youth can go for entertainment.*

*Promote arts at the library, maybe have an annual art exhibit at the taminmin library (there are many artists in the rural area that i know would support this). It wouldn't cost much and the impact would be huge. Have a Litchfield Youth Festival (maybe a part-time Youth, Arts & Cultural Officer - like the other Councils)*

*Recreation centre, skate park, pool, basketball / netball swimming Gymnastics*

*A skatepark / bmx track at Howard Springs (I don't wish to travel to Humpty Doo or Palmerston). I would like bike paths or foot paths around Howard Springs school for children to ride to school safely. the only foot path constructed was between Palmerston and Good Shepherd Lutheran Middle School and then it followed on to Howard Springs Primary School. We have no other foot paths for children to ride on.*

*Sporting facilities, recreation facilities like skate parks - nothing in Girraween or Howard Springs.*

*A bus to Palmerston. I understand that most people living rural enjoy outdoor facilities such as horse and bike riding which exist either in reserves or on private blocks.*

*Swimming pool and not close to palmerston or humpty doo have it out berry springs way. More sporting clubs to utilise berry springs and livingstone reserve so families do not have to run into palmerston and darwin.*

*Once again a transport system that can allow the youth to move around to go to the already existing facilities. More attention in the Humpty Doo and beyond region instead of Howard Springs/Coolalinga as kids from the rural blocks still can't access easily because of transport*

*Motor cycle facilities, bus shelters from the rain,*

*There should be maybe one entertainment venue in the rural area, like mini golf, bowling, skating.....just something that they can go and do when it's stinking hot!*



---

## 12. Services or facilities for seniors

Question 12 asked older people living in Litchfield Municipality what services and facilities they think Council should have for seniors. **666 people responded to this question.** Some said the question did not apply to them, and others said they weren't old but had suggestions. The main responses focused on the need for transport/bus services, medical facilities, a pool, retirement village, a club or centre and lawn bowls, however the responses varied. Below is a random selection of responses:

*Good public transport, social activities - good venues for this, disabled access and good footpaths*

*Lawn bowls, exercise facilities, swimming pool. Transport ie minibus weekly or fortnightly to Palm, Casuarina or Darwin City.*

*Free bus services to town, casino and community events. Maybe a shuttle bus service for locals*

*(1) Connected bus routes that drop off and pick up during the day from Coolalinga without citizens needing to travel a hour or two down the Highway first. My elderly mother who relocated up to our property left last week*

*because she couldn't access appointments, church and so on via bus, to and from Coolalinga, without spending hours on the bus home. She also had to wait hours in Palmerston. She couldn't afford taxis because she is a*

*pensioner. (2) Affordable sociable events such as a non-alcohol family bush dance once or twice a year;*

*Senior Citizen Clubs. Pool at Berry Springs.*

*maybe a pickup service for those who can't drive, particularly for medical, but also weekly shopping.*

*We are both happy with what we have- outside activities are already available.*

*We need doctors, dentists, banks, cafes and restaurants in close proximity. Recreation areas close to Coolalinga centre to enable people to take gentle exercise (eg walking) in safety rather than up and down busy roads such as*

*Girraween Rd.*

*1. A library for adults and those who wish to read in quiet. 2. Nature walks, preferably with a knowledgeable guide.*

*Lawn bowls, hall for scrabble mornings, games days etc. The pool can be used for seniors aquatics on certain days.*

*Although not 'old' I do have my parents living on the same parcel of land as me. They are mobile and quite capable at the moment but would like to see more medical facilities such as more doctors to enable easier and make more available access; representation of government agencies in our local area such as Medicare, Centrelink, PWC, MVR - basically all those agencies that provide utilities and other services. I am hoping with the construction of what appears to be a large shopping precinct opposite the existing Coolalinga facilities, that many of these additional services will appear in that centre.*

*Put more emphasis on what is currently offered firstly to maximise attendance. Build a facility that both seniors and disabled can use together in comfort.*

---

## 13. Services or facilities for disabled residents

**629 people responded** to question 13 asking what services and facilities they think Litchfield needs for disabled residents. Suggestions included transport services, ramps and wheelchair accessible buildings, medical facilities, a pool, and wheelchair accessible paths. Many said they didn't know, and others suggested asking the disabled people in the area.

Below is a random selection of responses:

*community bus service*

*Same as above, a lot of disabled people can interact with people without disabilities, transport is always what keeps them at home.*

*Once again WHAT DO YOU HAVE NOW???*

*bringin all public access buildings in the shire up to code for wheelchair access. So a systematic inspection of public place access. Also a proactive recruitment to appropriate positions within Council*

*None. I find hard to believe this would be value for money. We are in a rural Area*

*Pool to allow rehab, physio sessions to be carried out by disabled support services within the Shire*

*Would a local mini bus service help them a couple of days per week – so they can get out and about eg., shopping, paying bills etc, or outings for pleasure.*

*wheelchair accessilbty especially footpaths/tracks for mobility to services*

*How many disabled residents are currently in Litchfield?Perhaps the question should be directed to them.*

*Ensure the new pool to be built is totally accessable to disabled residents and all other shopping centres, bus stops and public areas are wheelchair and disabled friendly.*

*Hard one. Don't know how many there are, and what types. I am sure public transport is an issue. Maintained footpaths and appropriate amenities (toilets) around community facilities would be imporant too.*

*My freind's son lives at Coolalinga Caravan Park and he has been in a wheelchair all his life. I would class his age as a youth but young Adult living in his own freedom. He has a trade as a boiler maker but in this economical turmoil has lost his job. He would be a great advisor for disbled people in the area and I believe someone you could get great advise from. When was the last time LSC employed a disabled person?*

*Basic access facilities at places of business.*

*Possibly same as those said for seniors and in addition possibly support developing access to own block if becoming disabled.*

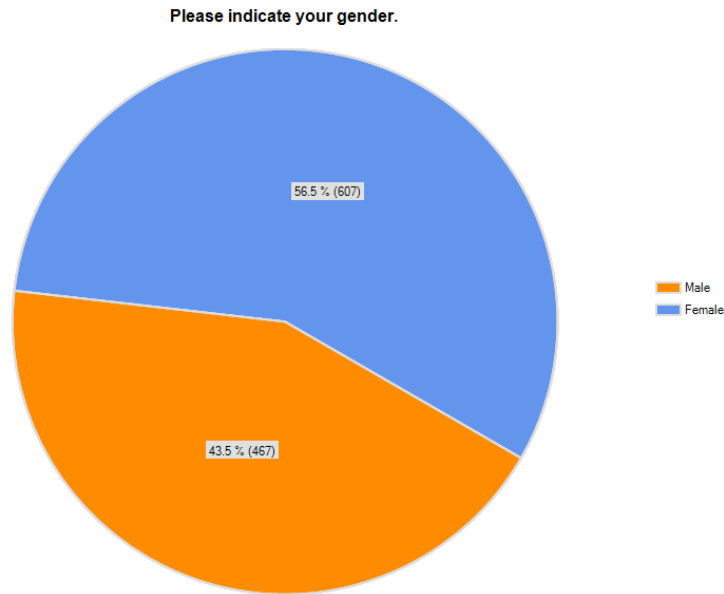
*exactly the same as for able bodied residents.*

---

## 14. General Information

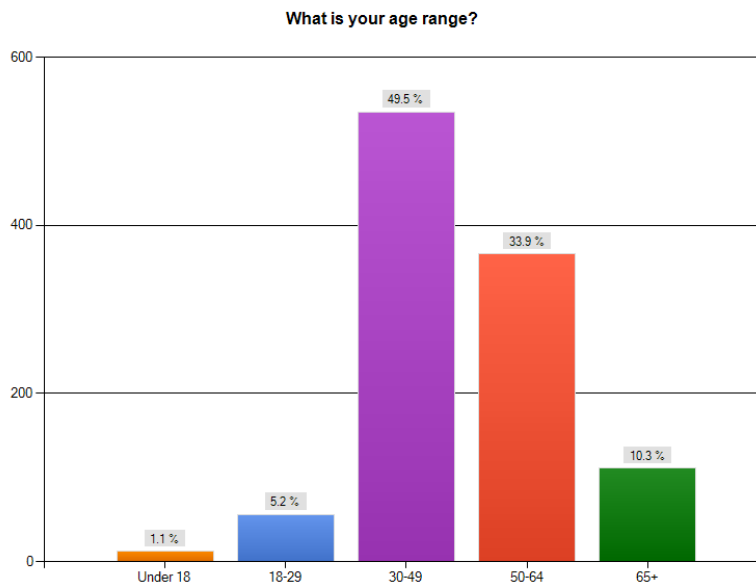
### Gender

There were slightly more female respondents than male, with 57% female and 44% male.



### Age

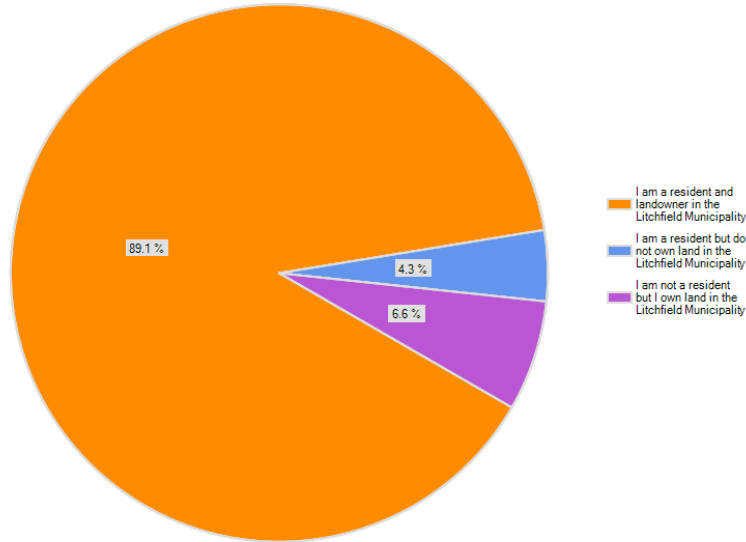
Half of the respondents are aged between 30 and 49. The next most represented age group is 50 to 64, with 34%. These figures are almost identical to those from 2008. The graph below illustrates the age range of the survey respondents.



## Respondents

The graph below illustrates the breakdown of survey respondents. 89% are residents and landowners in the Litchfield Municipality, 7% own land but don't live in the Municipality, and 4% are residents but don't own land in the Municipality.

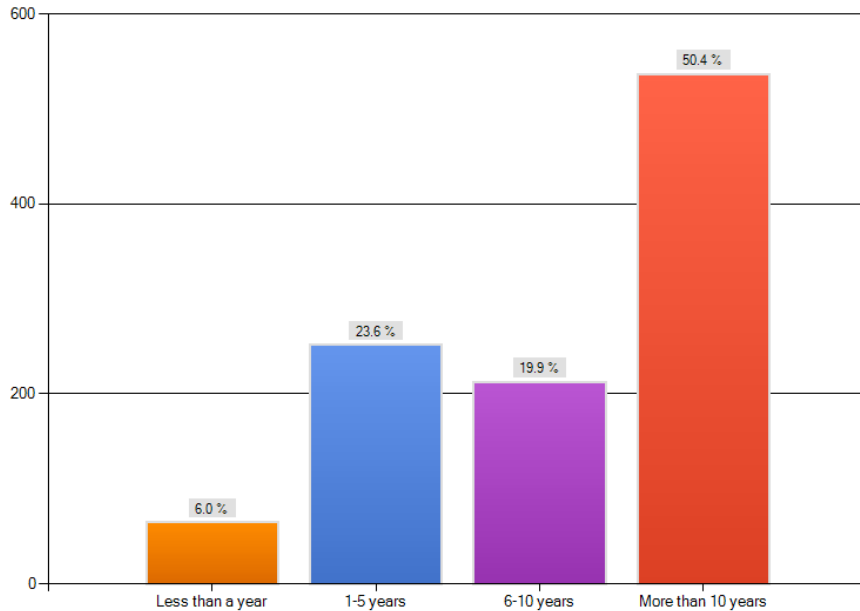
Please select the statement that best describes your situation.



## Length of time as resident of Litchfield Municipality

More than half of the respondents have lived in the Litchfield Municipality for more than ten years. Almost a quarter have lived in the Municipality for one to five years, and 20% have lived in the Municipality for six to ten years. Six percent have lived in Litchfield Municipality for less than a year.

How long have you been a resident of the Litchfield Municipality?



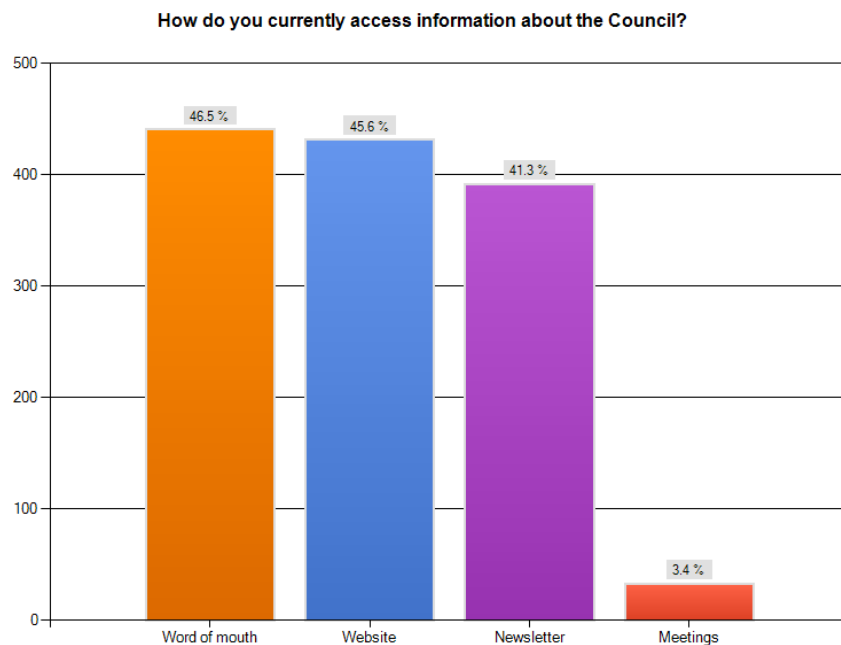
---

## 15. Communication

### Current methods of accessing information about the Council

Question 18 asked respondents how they currently access information about the Council. Respondents were able to select more than one answer. The graph below shows that word of mouth (47%), the website (46%) and the newsletter (41%) are the most common ways people access information about the Council. Meetings only represented 3%. People were also able to provide other responses. The most common response was the newspaper, some said they go into the Council office, while others said they don't access any information at all. A few people said they had never seen a newsletter.

In 2008, word of mouth was the most common answer (51%) followed by the newsletter at 30%. Interestingly, only 8% accessed information about the Council on the website in 2008, whereas this has increased significantly to 46% in 2012.



A selection of open-ended responses has been included below.

*The only time I get information from the council seems to be when you tell me how much my rates are this year. I wasn't aware of your website until today, and the only reason I visited it is because my child's school included a link in their newsletter with a message from the Council*

*do not get much information except whatever comes with the rates renewal.*

*I don't get or seek a lot of information. My wife gets the Litchfield Sun which is ok and a good method of communication*

*walk in council office*

---

*I read the column in the sun but its not amazingly informative*

*I would love to get my info via a newsletter or the web site, but unfortunately there isn't anything there that is of use to long term residents. For new arrivals, yes. And going to council meetings or even stumbling through the minutes, is just too depressing. Because it shows how little useful outcomes there actually are from council.*

*Radio*

*I don't usually. if I have a query I phone.*

*not many older citizens have or can afford a computer to check on websites etc.*

*Received correspondence in mail. Now am aware of the website.*

*via radio if it is on, or the newsletter. I do not have a computer. I did not even know about the previous survey was that on the net, if so I do not have a computer at home.*

*Local newspaper*

*Met mayor at Rural Garden Club, very good*

*Darwin Palmerston Litchfield Sun*

*Generally don't receive any information about the council except in the rates notice.*

*Hmmm - don't know if I do access information, apart from the Library, which is fantastic. I see events in the NT News when I buy it. Read articles in the News. Would like an email newsletter - but don't really want it to be glossy and full of 'good news' stuff. We need to know everything about our Council - good, bad and indifferent*

*Neighbours - we have a great street e-mail system.*

*I am an expat currently working in Malaysia, so it is hard for me to access information. A newsletter that is emailed to me would be great.*

*I never hear anything :( But I can access on line if I knew about things upcoming. Like this survey, thank you for the letter!*

*This is the 1st time Ive heard from the council & I am impressed, please keep up the pro-active approach & help make our rural area the best place to live in the NT ;)*

*What newsletter? Meetings aren't advertised or even on bulletin boards or are they?*

Part of a comment that was written as a response to question 10 is included below:

*1. Communicating effectively with its ratepayers. Or for starters, just communicating! I signed up for an e-newsletter over 2 years ago and am still waiting to receive the first issue. We'll have to have a party when it gets there!!! There isn't even a newsletter on the web site. The only thing in the "news archive" is about the council election, which is self promotion in my eyes, not informing the rate payers and residents of Litchfield.*

---

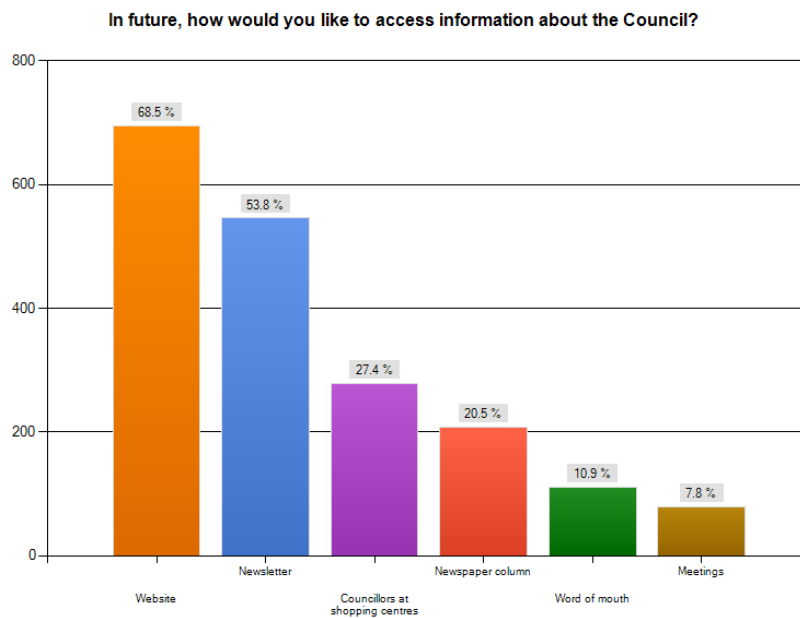
## Preferred methods of accessing information about the Council

Question 19 of the survey asked how people would like to access information about the Council in the future. Respondents were able to select more than one answer. The graph below shows that:

- most people (69%) would like to access information on the website
- newsletter followed closely with 54%
- Councillors at shopping centres was rated at 28%
- 21% said they would like information through a newspaper column
- word of mouth and meetings were 11% and 8% respectively.

Respondents were able to provide other answers. By far the most people providing “other” options said they would prefer to receive an email or electronic newsletter. A few said billboards, public meetings and face-to-face time with Councillors.

In 2008, almost half (49%) said they would like to receive information by a newsletter. This was followed by the website (35%), newspaper column (27%) and Councillors at shopping centres (20%). Word of mouth and meetings were 7% and 4% respectively.



A selection of “other” responses is included below:

*It's good to see Shire President at community markets and events which didn't happen in the past.*

*Newspaper column in Litchfield Sun, NOT in NT News.*

*Do not receive a newsletter, would find this very helpful. Perhaps then more people would turn up to Council meetings!*

*A monthly report of events happening.*

*To have the ward councillor at shopping centres on a Saturday morning would be good once every 2*

---

*months is probably enough and a general newsletter occasionally. Minutes of meetings on the web are useful for people with access but often don't give the full story.*

*Email. That's a great way to be kept up to date.*

*Email newsletter? If the cost is not prohibitive.*

*e-newsletter send to email addresses*

*Perhaps newsletter at shopping centres whatever is most cost effective*

*Councillor to come to local community centre or fire brigade for local area update or info session.*

*Meetings are no good for me as they are held when I am at work and as yet have not occurred on a day when I am not at work.*

*I think public meetings are extremely important for both council and constituents. I have been to public meetings before and they can be very confronting for both council and constituents but they are live and open to scrutiny - the best way to govern.*

*Facebook or email*

*would be great if the Berry Spings Rec reserve had a sign board, advertising meetings at the reserve as well as council meetings, and advertising any up coming events etc*

*Post Box the same as i knew about this survey*

*noticeboard eg at shopping centres, po -- people seem to read them. Website should offer subscription to newsletter to be emailed. People aren't going to check website without an emailed reminder*

*Email newsletter would be great*

#### **Summary**

- As is the trend everywhere, it appears that people living in the Litchfield Municipality have increased their use of the internet and email, as 69% of respondents said they would like to receive information through the website. Most of the "other" responses were for email and email newsletters.
- The survey results indicate the best forms of communicating with ratepayers are through the website, email, electronic newsletters, councillors at shopping centres, and the newspaper column.



---

## 16. Additional comments

410 respondents provided additional comments at the end of the survey. The subject of the comments varied and included requests for sealing roads, creating footpaths, requests for a pool, keeping rates and services to a minimum, keeping the rural blocks and rural lifestyle, fixing road signs, problems with the recycling centre, general praise or criticism of the Council, and requests for more services. A random selection of comments is included below:

*I welcome the opportunity to put forward what is important to me in my area. I have identified them in order of priority as set out below. 1. Dog control - there are often dogs wondering the streets in my area. I ride my push bike to the bus stop on a regular basis and am chased by dogs regularly. I am also a keen conservationist and supporter of wildlife. 2. More signage to control speeding motors and to remind residents "wildlife crossing" particularly in wet areas. Such as Trippe Road south on the bend before Woodlands Road. Many wildlife get hit on that corner by speeding motorists. I often have people overtake me on this bend....I live in the bush to enjoy the bush and I am sure I am not alone. 3. Litter control. I notice a lot of litter along the road side. This is further exacerbated by the slashers when they run over it and spread it everywhere during the wet season roadside slashing patrols. Thank you and please do not hesitate to contact me should you have any queries.*

*Don't make Litchfield a little Palmerston/Darwin.*

*Look after local library*

*I think overall the Municipality is a great place, with excellent facilities, great schools, but of bras there, roads are in fair to good condition, we just have to be aware when it comes to development it is a rural area where long term residents come to enjoy the peacefulness and serenity of it all that we don't end up with the development of small blocks interspersed amongst larger blocks.*

*Keep up with the good work. Vehicle registration should be paying for roads and sealing. Fining people who don't cover rubbish and green waste on tray tops and trailers going to the transfer station being scattered evenly along the road which is often seen. Cemetery should be managed by the NT Government, it's a regional cemetery.*

*A council nursery providing native trees and also fruit trees and vegetable seedlings.*

*Give us rate payers value for money not just collect rates and not all of us use Freds pas or community areas we just go to work and come home but want some thing to show for our rate money like I said you dont collect rubbish or mow my verges so what do I get for my money poorly maintained roads, a dump which will soon only be open between 9-5 and alot of empty promises*

*It would be nice to recive rates notice four times a year with set payments so you know if you are upto date with payments and not to close to Christmas period*

*A quarterly newsletter on council meetings what is on agenders to be more informed of councils intentions without having to go to the meetings to be informed*

*William road berry springs must be sealed urgently. After nearly 5 years of campaigning nothing has happened and response from council has been completely unacceptable. I will be emailing again to formally complain.*

*The previous council had some reasonable ideas on planning for the future it would be a shame to see*

---

*them abandoned with a new broom sweeps clean approach. Good ideas should be used. Ability to print the online survey form for personal record would have been useful.*

*we really need to keep the areas with a rural feel and not let the suburbs move out to us*

*As Produce Road is very busy now, I would appreciate a bike path along this road, to make our children and people who walk, much safer, rather than take their lives into their hands on this very busy road.*

*there should be a suggestion site on the web site to allow people to put their ideas on what the council should do. also the web site should have more information about how the council works and how the councillors get elected*

*and the process involved there as i wouldnt mind looking at sitting on the board*

*I accept area of Shire is large however, newly developed areas had roads provided by developers and the Council needs to make sure they are maintained proactively. Cement street signs in so that hoons hitting them smash their cars up so that it costs them. At moment you just stick poles in the dirt.*

*I would like to meet at some stage with Mr McKay or a representative to discuss council maintenance options for the culvert on your property. Currently, we have the water from Bastin Road running onto our block and self-funded pipes and drainage have been installed to accomodate this. The culvert is hard to maintain and I would appreciate some assistance with the on-going maintenance of this area. Would be great to hear from someone regarding this issue. Thanks Jo*

*If you did the survey in paper form, not online, probably would get a lot more participants/feedback. Older people can,t fill the online survey We are very happy living in the Litchfield Shire. We prefer the rates to stay as low as possible even if this means not having the luxuries that Darwin City Council has eg. bitumen footpaths, rubbish collection from residents etc.*

*Footpath/bikepath on Bees Creek rd and Coolalinga areas.*

*I would like a new law put into place regarding people with clutter/car bodies all over there block as they can be cyclone missiles which can result in people being hurt and properties being damaged*

*Only recently moved here I'm a little disappointed in the lack of community. I really thought there would be more sense of community in a rural setting. I did have a meeting with Jerry Wood with another concerned resident about my concerns and what if any groups were available only to be told Id have to start my own. I work full time and Have a three year old and a husband in the army who is away for months at a time. So whilst not in a position to instigate a new surge of interest, i would love to offer my time ( a couple of hours a month) to help making Howard Springs a more desirable community.*

*Councilors - Do a Gerry Wood sit on street corners and discuss with residents the issues they have.*

*Overall satisfied with how Litchfield Council operates. e.g. supply of fill to maintain our private road*

*So happy that you have some recycling at the Howard Springs dump.*

*extremely hard job to balance needs of all residents against income from rates etc. a recycling centre at the tip which utilises the cash for containers concept might be a way to bring extra revenue into the shire?*

*i love my block, i love the bush and ilove the people of the shire. a real melting pot.*

---

# **APPENDIX**

## **Survey summary**