



West Coast Council

ANNUAL PLAN COMMUNITY SURVEY

Community Consultation Feedback and Comments

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COMMUNITY CONSULTATION FEEDBACK AND COMMENTS

While 184 people opened the survey and answered some questions only around 80 answered the substantive questions. The average time answering the survey was 1 minute and 40 seconds.

The responses are below. Only no comment or unclear responses have been removed. There has been some minor editing for clarity.

Question: Where should Council focus for financial year 2020-2021?

- Our heritage.
- Start fixing big things and there will not be so many little things.
- Footpaths
- Gutters
- Town entrances
- The Local Ratepayer and making sure overgrown areas are maintained, especially scrub, also back backburning.
- Simple tasks to help tourists and locals, especially school children. Put up some signs to explain things around town, i.e. miners siding tree names, Amal Plaza Names. Also, who ever is responsible for the North Lyell mine should keep it neat and clean. Historical building signs to explain about them, including in the main street. Also paint and look after buildings, have some pride.
- Roads, footpaths
- Increasing tourism. The future of the West Coast is very dependent upon tourism.
- Tourism and improving education on recycling
- Sports, Recreation, and public areas
- Tourism, roadkill prevention
- Resealing of bad roads in each town
- Maintenance around west coast towns, gorge control, fire breaks, lawns mowed, upkeep of west coast towns
- Maintain overgrowth around towns.
- safety on our roads and keep our recycling bins
- The footpaths in Zeehan, so they look like Queenstown and Strahan
- Roads
- Provide telehealth facilities and training how to use them. Electronic health documents that can be signed, so patients do not need to travel 4-8 hours to sign health related paperwork.
- CREATING A FESTIVAL ANNUALLY
- Strahan
- Sport grounds
- Queenstown Main Street tidy up and encourage opening fir empty shop fronts
- Bush fire management
- Where it's most needed not wanted
- Beautifying our communities, footpaths , paint , make those who do not comply pay extra rates especially those in main streets , plant gardens etc.
- Abatement notices, keeping the towns tidy
- Tourism infrastructure

- Health and safety
- Dog park or indoor pool
- Employment & Infrastructure
- Roads
- Footpath Zeehan RSL, stormwater/ drains at the back of the RSL, better directional and tourist signage around Zeehan.
- Zeehan Main Street beautification
- Cleaning up our main streets particularly in Zeehan. Enforcing abatement on unkept properties and people who are squatting on land they either do not own or don't have the correct planning and building permits. Cleaning up blackberry and gorse. Sealing gravel roads that are within town limits and seeing high volumes of traffic.
- Queenstown
- improving or making more economical the assets they already have within the municipalities and using resources and structures already established.
- Roads and pools. Both are not nearly accessible enough.
- Footpaths and roads
- Providing advertising signs showing all businesses which ate in a town. Example Zeehan turnoff.
- Providing quality services for all towns not just Queenstown and Strahan and getting the Rosebery pool fixed
- Television reception and getting roads upgraded quicker
- Repopulating the West; encouraging new residents and new businesses.
- Tullah
- Waste services
- roads, town beautification & outdoor recreation
- Roads; amenities; town image
- The huge opportunity the Council has created with the MTB trail project, for the Western Wilds to potentially become, not only a MTB resort, but an Adventure resort, starting with Queenstown aa the MTB hub (more than MTB; Adventure Sport hub) of the Southern Hemisphere (why not Australia and the World?) should now be the focus of main effort. I call it the "Whistler" effect. If the trail is envisaged to be completed in Dec, my current experience is that the community as a whole, especially the Business community, has not bought into the concept enough to keep the great momentum the project currently has. I was surprised to learn how few relevant businesses and high profiled locals are really grasping the concept and realise the opportunity that lies ahead. I understand that council will provide the trail and the rest is up to the business community, hey need not to hear words to that effect. They need constant positive affirmation that this is the Whistler effect. I suggest a fixed date for the opening of the trail and a have a huge commercial countdown campaign like the Olympics utilising the great brand we have created but also getting national and definitely international celebrities to get the word out. I also suggest an "out of the ordinary never seen before in the Western Wilds, corporate event hosting potential investors and stakeholders including big brand Adventure sports companies to showcase their and our brand and buy into and sell the Whistler concept. If the Whistler effect is successful, it will result in the achievement of many other priorities of the 2025 Community Plan and linked strategies. I predict that there could even be a major shift in the current premise of the KPMG report i.e. lowering of the median age etc. This could be a game changer. It is now time to cleverly align operational objectives and expend resources especially on community spaces, additional beneficial infrastructure and community safety that supports across the different strategies. The return of investment for focusing on the MTB strategy now, will

result in achievement of the 2025 plan. If achieving the Whistler effect is not the center of gravity, and the MTB strategy is not the focus of main effort, we will just have another MTB trail and miss the opportunity to capitalise on the inherent potential.

- Sealing Lowana Road and Ocean Beach Road
- Cutting costs of council administration
- Prioritise spending that benefits rate payers council wastes too much money on unnecessary things to cater for tourists that only benefits a selected few businesses on the west coast this money could be better spent making the west coast a better place to live for the rate payers that fund the council
- West side of Morrisby Street (opposite the school) needs a footpath. The gravel, which is currently there, is very harsh on the wheels of my father's wheelchair.
- Backburning
- Rebuilding relationship with community, listen to the community, not just Councillor favorites or those who make noise, build up community groups, put more effort into promoting the regional, use the brand, small businesses don't have time to.
- Zeehan
- Campground in Tullah to be maintain. Seen human poo and toilet paper everywhere near the lakes. Went to take my children swimming but the stench was awful. Community service workers to clean mount black rubbish. Keep the Rosebery pool as there is little here for the children. Look into putting in a recycling center between Rosebery and Zeehan, opens much needed jobs for locals. Covered areas for picnic and play, the hot sun is a killer here.
- Creating infrastructure and supporting business to create employment and tourism
- I think that it can be a shared focus , on recreation, sport and then also town infrastructure such as parking meters in all towns not just Strahan , look at upgrading footpaths in some of the older streets like Wilsdon street as this street is often used by tourists visiting the famous oval
- Making sure entrances into town look appealing and doing more to make main streets look clean and tidy
- Mountain bike - tourism
- Rosebery
- Streets-many streets in Strahan are very narrow with no kerb and channeling, get covered with water
- Economic development social services and drainage
- Rosebery
- Community life - significant decline in volunteer organisations, significant health barriers, significant education barriers
- Covering the pool in Queenstown to allow yearly access. It is not only great for moral during the winter months, but it is also beneficial to all residents for exercise and water therapy. A healthy community is a happy community!
- Queenstown
- Roads, footpaths & verges
- on infrastructure
- Additional Recreational facilities
- Kerb and guttering and beautification of Main Street. E.g. Wynyard
- Rosebery swimming pool
- Street beautification

- Not closing the tips and not money on roads around Zeehan foot paths have been left and you cannot walk on them roads too small for the amount of traffic
- upgrading old infrastructure
- West coast
- removal of vegetation encroaching on towns - Nuisance reduction
- West coast roads
- On vacant block's that needs slashing and cleaned up.
- Maintenance, town facilities and roads.
- Roads. Water
- more town maintenance workers
- Services and facilities to not only keep residents here but to draw new residents here
- Queenstown
- Waste management recycling, Public Recreational facilities, Youth Activities, Council Information newsletter to be sent quarterly with rates, txt reminders payments and community events & health reminders e.g. breast screen Tasmania in Queenstown for ?
- Cleaning up the West Coast, and More things for people to do over the winter months, indoor activities
- Zeehan
- Roads
- Efficiency and Effectiveness
- Health across the West Coast area , to ensure adequate health care for all residents which in turn will encourage young families and elder residents to stay on the West Coast
- Strahan recreation center
- Community facilities particularly for children and youth
- Rosebery swimming pool

Question: In which areas should Council focus investment in terms of assets and projects?

- Bike stands, better parking, support to events, clean streets, cut grass and pools.
- New skate park – Queenstown.
- Our heritage.
- The gyms, sporting venues, gravel roads.
- Continue upgrade of Penghana Rd Footpath, from Wilsdon St to Jakins St.
- When doing roads and footpaths consider width, parking areas, new kerb, not piecemeal upgrades, like Huxley Crescent which could have been narrow with car parks included.
- Roads
- Improving road infrastructure. Tourism infrastructure.
- Assistance to improve current tourist spots like Spion Kopf lookout, it is a terrible example on show.
- Sports and recreation
- Roadkill prevention, community infrastructure
- Tourism, streetscapes
- Zeehan
- Less staff and cars.
- Green recycling and renewals
- Adult education and training, west coast inter town transport.

- Roads, Beach BBQ area, footpaths and ensure Recreation Hall is finished on time
- Upgrading buildings, they already have
- Consideration of an indoor swimming pool of existing Queenstown pool
- Heritage buildings and footpaths
- Queenstown primary school eye saw
- Enclose a pool (Zeehan it's central for all) to create full time employment , encourage healthy activity, enjoyment for future generations , and entice families to stay
- Upkeep of swimming pools. Queenstown has had a marvelous season. Please keep open in March 2021 also. Swimming is so important.
- Tourism infrastructure, signage lookouts etc.
- Health
- Dog park or indoor pool
- Roads Infrastructure
- More focus in preserving history. Zeehan pioneer cemetery and install parking area for tourists. Historic buildings Old building across from Zeehan RSL, Central Hotel, General business frontage Zeehan. They are privately owned but disgraceful council should push the owners for the benefit of the town.
- Town beautification and continued upgrades of footpaths, signage, and local roads
- Street sweeper , and painting bridges, and infrastructure rails
- improvement and renovations of the GP houses in Rosebery. It's vital to provide quality homes for professionals so we can retain GPs and professional people on the west coast. if we had a quality home in Strahan it would go a long way to securing a perm GP to the area. I also feel the pools are an issue, and in speaking to community members I am of the opinion that it would be sensible to close all but 1 pool, and open that 1 pool all year round. Zeehan pool should be kept open, due to it being central to all towns and recently having the water heating system upgraded.
- Pools. We need more access to affordable exercise and recreation options.
- Park expansion - for all ages (Riverbend as guide)
- All areas, all towns financed equally
- Rosebery pool
- Roads
- Community infrastructure such as swimming pools, playgrounds, and indoor facilities.
- Community
- Waste services
- Image e.g. hunter's hotel footpath barricade is an eyesore and a hazard
- West Coast Visitor Centre
- Council should focus on their plans to create the aged care facility proposed for the old central school in Queenstown. This would create short- and long-term employment while being a great benefit to the community and should have been prioritised a head of the expansion of the already overcrowded Macquarie heads camping grounds
- Recycling, camping, and community engagement.
- upgrading the Queenstown skate park to a safety standard, upgrade the tennis facilities, encourage the interests of the children in the town with indoor facilities such as indoor cricket, boxing, indoor soccer (footsel) gymnasium etc.
- Tourism support including MTB tracks and creating pull off areas so tourists can enjoy our beautiful scenery. For example, aging viewing areas such as the

Mt Jukes lookout on the Anthony and Strahan roads. Every time a tourist slows down or stops to enjoy a panorama makes them more likely to stay and spend.

- It should focus more on assets that are used regularly for example , there were 4 days last week where Zeehan pool had no one attend to swim , waste of money running three pools when only one is used regularly
- Sports for west coast
- Roads and tourism
- Lowana Road is used by locals and a lot of tourists but it's a disgrace. Sporting hall in Strahan. Relook at parking in main town area-remove dining outdoors at Hamers for parking
- Street scales town branding .art installations ..new investment to region ..Improve guttering ..road maintenance between townships
- Rosebery.
- Asset consolidation and making sure stuff is in working order; get rid of the Rosebery pool (what a waste of \$20,000 for temp repairs); Begin serious health and community project to address significant co-morbidity issues
- Tourism is a great asset to the West Coast. The shortfall is the dilapidated buildings that are left vacant too long. Fresh seafood is another area council could promote. The vast array of fresh seafood paired with boutique styled / rustic modern accommodations could draw tourism to the West Coast is marketed right. Another great local project should be a semi enclosed skate parks in Zeehan and Queenstown. Having access to outside activities, especially during the winter months / rainy season, an area for children to play outside and undercover has multiple benefits from health to the reduction of anti-social behavior.
- Roads pools footpaths drains
- Tourism
- existing infrastructure
- Upgrade current sports facilities
- Indoor pool and tourist information facilities and new signage
- Rosebery swimming pool
- Multiuse community space
- Zeehan
- Queenstown
- town maintenance - mowing, sweeping rubbish removal
- Development of the Strahan wharf and the Study Hub
- Redevelopment of the old school, otherwise the council has wasted the ratepayer's money
- again, looking after staff
- Youth sports and recreation, community services for all towns not isolating to one town would be nice and that includes being able to access services
- PCYC
- Small business, tourism
- Indoor pool or aquatic Centre
- Heritage buildings
- Footpaths/roads
- shop fronts, main street
- Activities for children
- Asset register, performance evaluation
- Sport and health
- Strahan- development of foreshore to make it more appealing to the public, resealing of Lowana road

- The Queenstown skate park is mostly unusable due to the unstable surface and placement of ramps. There is nothing for our young people to do over winter
 - Streetscaping
 - Rail lines
 - Zeehan Laundromat
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Question: Which areas of Council's operations should be prioritized?

- Business opportunities in Zeehan.
- Advertising to all of Tasmania.
- Nee welcome to Zeehan signs.
- Footpaths/Roads
- Improving infrastructure
- Keeping towns neat.
- The gorse outback in Strahan.
- Sort out medium/long term parking in Queenstown – if 30 minute parking not enough medium/long term spaces needed. We are only going to get more people wanting to park, shop and explore 30 min not long enough – 1 hour at least. Sort out RV parking at Rec Ground.
- Assisting existing businesses to better respond to meeting the increased presence of tourism.
- Setting up sustainable recycling program and getting rid of paid parking for tourists-makes us look like a laughing stock given the size of the town with no traffic lights
- Public works
- Gorse management
- Town maintenance
- Maintenance
- Town's presentation. Very untidy in many areas.
- nature corridors will help animals and cut down accidents on our roads
- Cleaning up and clearing the bush and gorse around the town
- Roads
- Roads, gorse clearing, and adult education
- ROADS
- Roads, drainage, footpaths and recreation facilities
- Community sports clubs
- Maintain gutters and tidy and repair footpaths
- Bush Fire management
- Queenstown primary school
- Recycling, gorse control , highway clean ups , first impressions last - tidy our towns
- Outside, keeping grass cut and streets safe and tidy
- Tourism infrastructure including information and signage
- Health
- Roads
- Town maintenance town beautification
- General town maintenance
- Compliance department, weed control and town maintenance (works department)
- Cleanup, gutters, letters sent to rate payers to clear property's, beautifying , and fixing the closed bridge

- improving the health and lifestyle of our communities and helping residents access outreach services with more ease. also anything that improves the lifestyle of community members. creating activities, facilities etc. that will keep people on the west coast and encourage people to move into our area.
- Roads particularly.
- Main Street & recreational areas
- Helping local businesses be promoted, and making business frontages safe and up to standards
- Getting all towns to the same quality footpaths services
- Road upgrades taking too long to complete
- Economic and population growth, and developing infrastructure.
- Roads
- Staff knowledge to get a strait answer.
- Waste services
- Roads
- The current priorities in the plan is sound, the many strategies could however be aligned, and resources concentrated. Innovation is key. Use the innovation fund also. As part of the focus of the main effort, should be very basic restoration/revamping/upgrading/beautifying of neglected, derelict and abandoned infrastructure, including homes on the main roads so that it is attractive to tourists and locals. Let the kids graffiti them in a themed competition. Use the branding colors, fonts and logos to transform those houses and buildings. What great photo opportunities and tourist attraction would those not become.
- Keeping streetscapes clean
- Issuing abatement notices early in the growing season and at the end of the summer and don't only wait until someone complains about it. Councils should prioritise cutting the grass that they are responsible for and also be proactive about fire hazard reduction in and around perimeters of west coast towns
- Footpaths in general where any elderly and/or disabled people travel along.
- Roads, stormwater, vegetation control.
- Sustainable training and development. Educational programs for youth to engage in working along side the council. You need a healthy community to build a better future.
- the redevelopment of all open drains/gutters to health and safety standards. The smell, mosquito and water build up are a hazard to residents, children, tourists and visitors to our town.
- Community development and supporting business.
- Works , waste disposal , roads - footpaths
- Sports areas
- Mountain bike and tourism
- Putting up shelters for our children and youth to play under
- Sport facilities in Strahan. No basketball court or grandstand
- West Coast brand...forge investment tourism renewables and innovation. Improve drainage systems ..winter event to build visitor numbers
- Rosebery swimming pool
- Enhancing community life - we don't need more footpaths! We need good access to health care, real doctors (not locums), fresh fruit and veg, and community health initiatives
- Streamlining services such as ICT, repairing roads that have potholes or dips. Make companies who use heavy machinery accountable for their road damages. DOGS! there are so many dogs that run around Queenstown and Zeehan without a leash.

- Road works to the tip
- Town Maintenance
- repair and maintenance of existing infrastructure
- Visual aspect of Queenstown
- Waste
- Rosebery swimming pool
- Tourism
- Cutting the dead wood out of the council and remember rates rubbish roads
- Piping the open drains in properties in Murchison street Rosebery
- Waratah
- towns maintenance
- Road works
- None that I know of, as they to what that can with the resources that are available
- Footpaths, parks, fire hazards.
- Repairs on paths roads
- looking after staff
- Solving Strahan's medical services issues, community wellbeing including mental health focus
- Road resurfacing
- Recycling, Better communications with the public rate payers regarding events and public information, recreational activities for the public
- Parks, roads, etc.
- Zeehan entry, foot paths and signage
- Fixing roads
- Program performance
- Maintenance of business areas to encourage visitors to explore our area
- Continue the re-sealing if Lowana road until at least the first bridge
- Queenstown's playground needs updating and covering for year-round use
- Streetscaping. And Rosebery pool

Question: In which areas should Council reduce its focus and resource allocation?

- Council seem to have some good staff trying hard, but don't have the help or money or enough workers to get stuff done.
- Branding
- Streets that are not used.
- No reduction always increase.
- Macquarie Heads upgrades and extensions.
- Swimming pools
- Council should reduce its focus on revenue raising from collecting parking fees as this is detrimental to attracting tourists and the feedback often provided by tourists.
- Paid parking
- Buying new cars for staff
- Politics
- Staff wages & cars
- Strahan
- One town appears to receive much more funding spent in the area.
- I do not have an answer as I think they could do more
- ADMIN

- Wasting money
- Possible reduction of total if office staff
- Swimming pools
- Macquarie heads
- New vehicles
- Less focus on hiring photographers etc. to advertise our beautiful area. There is lots of local talent around. Why not ask for photo submissions instead?
- Spraying roundup on city streets
- You can't
- Strahan
- i think they should stop trying to open 3 pools for 3 months each and open 1 pool all year round.
- Not sure on that one.
- I do not believe Council has an area of focus I disagree with
- Strahan, seems to be prioritised
- Stop getting in outside people to come and look at issues as these people cost a fortune surely you pay a gm that should be capable of making said decisions
- Nowhere
- Advertising (unless for developing business) and bureaucracy.
- Office staff and vehicles
- none
- None come to mind
- If the MTB Strategy succeeds, I envisage a roll-on effect in the partial achievement of the strategies in the 2025 plan.
- Pools
- Council should stop its obsession with the ridiculous plan to lock up the tips that grossly inconveniences people that work longer workdays and will only contribute to the dumping of rubbish in the bush
- Pork barreling Strahan
- Nowhere. Fight for more. This beautiful area needs hard work, TLC and money is the drive for most things sadly.
- Sorry, no idea on this question.
- Council cars joke how many are out there
- In the offices
- Heads camping ground
- Review any duplication of services
- No reduction
- Strahan
- Stop with the footpaths. We only have a few hundred people in each town and don't need more footpaths in town where only about 50 people will use them! Get rid of the Rosebery pool. Shame on you for wasting money on a busted ship like that!
- None. The council needs to invest more in the region to promote positive growth
- Arts
- Nonacceptable local government projects
- advertising and body stickers on council vehicles
- Restrictions to waste management facilities
- Going overboard with the brand'
- Queenstown and Strahan
- They shouldn't
- Queenstown and Strahan

- pools
- Wynyard
- anything that is not "core business"
- Staffing and staff vehicles
- Cute back on staff. And put more into towns needs , tourists attractions, fire safety
- Can't think of where Council is "wasting" resources.
- too many office jobs
- On upgrading Queenstown's services areas as other towns and communities are severely lacking even basic services and not everyone can travel to Queenstown
- Parking meters and worrying about gates at the tips
- Strahan
- Company cars
- Mindless self-promotion - lets have deeds not words.
- refuse areas ,leave the areas open to the public which will also stop illegal dumping of rubbish when refuse centers are closed
- Tourism
- On yourselves
- Office staff.

Question: What measures should Council use to report on its performance to the Community?

- Suggestion forms
- Grants, try and get more, support groups and events, safety projects.
- Mailing
- Facebook and radio.
- Rate payers should be able to see what's happening reports are not needed.
- Mail or email.
- Not just financial. Council's connection, support, and partnership with communities
- Small things make a big difference.
- A flyer on a regular basis that cab be picked up at depots.
- Open days
- Adherence to the agreed plan once implemented. Progress against budget and timelines for budget items and special projects.
- Completion of planned targets, whatever they are. Lay the plans out on their Facebook page, keep updates on completions or setbacks
- Public meetings, online reports
- Newsletter
- Mayor on Air is good plus social media
- Large measure
- Maybe a letter drop together with radio program.
- Be more transparent
- Web published reports and newsletters
- ANNUAL REPORTS AGM
- Social media is effective
- Meetings social media
- The measures should be the transparent productivity from GM to ancillary staff including assessment of elected Councillors who are not productive for a paid position

- Updates on vital projects and grants
- no comment council and community are heading in completely opposite directions have been for a long time
- Social media - and quick response for the public to keep us informed and in the loop
- As you have been doing.
- Monthly community newsletter
- Achievement and failures
- Mayor on Air, Annual Report
- Sending emails to the community that have signed up for updates or post updates to all rate payers. Not just post things on Facebook as not all of us have Facebook.
- Quarterly statements and considerations for WCC
- community forums, or via social media. this is a modern world and reaching out to the community via electronic means or community gathering i feel is preferred.
- It really needs to be a multi-platform system. Facebook is wonderful but no everyone uses it. Radio is wonderful also but again no everyone uses it. So reporting across as many platforms as practical would be best.
- Facebook & a newsletter once every few months
- Regular town meetings
- Social media
- The council and its incompetent bureaucrats should stop telling lies but report accurately all that the Council does.
- Better use of social media
- The availability of minutes, plans, strategies, budget etc. online is very effective but looking at our median age and the % using online technology I am not sure if the message is getting through to most.
- Same as now
- The council should not be reporting to the community on its performance the community should be reporting to the council on the council's performance
- Social media and paper letters mailed out for those who don't use social media e.g. the elderly
- social media
- Website and local community hub announcement.
- Better designed website and opt in social media
- I think a bulletin that is sent out every quarter would be benefiting and also there for people cannot complain , there choice to read it
- For the community to see the differences
- By the increase of tourism in area
- Community forums
- Quarterly newsletter on line or at noticeboards in each town
- Multimedia. Set benchmarks report on commencement progress and completion
- I don't think that the newspaper is the place before a community has been informed
- Whatever your using it isn't working. Maybe something on your website that allows real time analysis of costs and projects.
- Rates income, economic statistics such as population growth, school's growth and vehicle registrations could be a precursor for councils own performance on how the towns grow.
- Its council page and printouts can be put up in shop windows
- Quarterly approved/audited reports on their website

- full detailed monthly reports on all activities and expenditure
- Completion of projects
- Public forums
- Use of council vehicles for private use at monthly council meeting
- Regular open forums with the community
- Be honest with the rate payers
- Local newspapers, radio, community meetings.
- Newsletters
- as prescribed under the local government act and regs.
- Community surveys
- Radio, Facebook page and newsletters at post offices or IGA stores.
- What is budgeted for vs what was achieved and an explanation of the differences.
- Electronic and pamphlets at chambers and stores
- any means available.
- Not just using Facebook would be a start, not everyone has access t social media eve if it is very useful tool. Especially in regard to road closures and works
- Letter drops and radio
- Public survey, community consultation
- All documents should be available on the website.
- Realistic and relevant performance indicators.
- surveys and public consultation
- Facebook
- Via newsletters and internet