



**West Coast Council**

# **ANNUAL PLAN 2021-2022 COMMUNITY SURVEY**

**Community Consultation Feedback and Comments**



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## **COMMUNITY CONSULTATION FEEDBACK AND COMMENTS**

A total of Thirty-three (33) people accessed the West Coast Council's online survey. From this number, a total of sixteen (16) residents (48.48%) completed the survey and a further four (4) residents submitted a hard copy feedback form. A total of twenty (20) resident respondents participated in the Annual Planning review as of 30 May 2021.

This document details the collective community comments regarding the review of the Annual Plan. 2021-2022 (the Annual Plan).

A set of eight (8) Questions were designed and asked of respondents in the survey. The first two (2) survey questions related to permissions to participate in the survey and acknowledgment of the way in which the survey will be used to inform West Coast Council's Annual Planning. All respondents agreed to both participation and survey information use and dissemination.

Community feedback to inform the Annual Plan 2021-2022 is detailed below.

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### **Question One:**

#### **Where should Council focus our efforts for the financial year 2021-2022?**

1. Resilience, Mental Health.
2. Improving the road to the tip in Queenstown.
3. Playgrounds for children, things for youth to do, sports facilities, youth 'drop-in centre' etc.
4. Roads, recycling, storm water drains.
5. Roadside litter, road safety, community programs.
6. Rosebery and Tullah.
7. Support for small business and more housing options.
8. Sport and recreation, young people.
9. Roads and footpaths.
10. Fix roads and fix the infrastructure that we already have.
11. In beautifying our streets especially main streets where tourists pass through and supporting and providing incentives for people to relocate and start businesses.

12. Sporting facilities, especially for children. Opening the refuse stations 7 days (or at least 6) and encouraging landlords of shopfronts to lease out at reasonable price.
13. Keeping towns clean and attractive to visitors.
14. Indoor sports facilities focused around central locations. Individuals and families don't want to travel large distances to use a facility. Rejuvenation or beautifying our town. Focus on ratepayers just as much as tourism; the Council needs to work more in partnership with the community.
15. Keeping towns clean and attractive to visitors.
16. Mountain bike trails in Zeehan and gorse removal.
17. The Rosebery community.
18. Council needs to plan for town centric needs as well as regional. Each town is unique and while regional branding has its benefits, acknowledging respecting and celebrating the unique contributions of each community will only strengthen the connectivity of communities and promote a diversified attraction to the region. The natural landscapes and history and reasons why residents choose to live in the various townships within the West Coast should not be homogenized. Micro plans for each town need to also be examined to ensure that those with greatest disadvantages do not get lost in the regional planning.

Council needs to become more strategic when it comes to identifying their role and function across the Annual Plan. Council can play a critical role in advocating for improved housing and review its planning to determine incentives, strategy to attract developers and investors and take the planning to a different level. Council needs to upgrade their own housing stock and advocate for new builds from other government sectors. Of deep concern is the limited reference to planning for climate change. While Council has a number of active and effective consultative committees, it needs to create local town centric groups to guide the council response to more localized town centric issues and concerns. Aboriginal people should be consulted, and relationships fostered- it's long overdue.

19. The region comprises - physically separate rural residential communities each with their distinct industries, landscapes and histories. The Annual Plan in its current form limits the ability to target actions to ensure that the needs of residents living within these communities are met, planned for or identified and advocacy used to ensure that they can reside in their towns of choice- due to the nature of the townships planning for development and service delivery needs to reinforce the local character for each town that is unique from the character of perhaps the larger town Queenstown. The Annual Plan becomes flawed when the surrounding townships that are physically separate due to the natural landform and features of the locality, and importantly the communities who maintain their distinct identity of each of their communities.

Planning for each township is needed to inform the Annual Planning process (i.e., micro-plans or township plans). From this approach, then mapping to develop a regional response to inform the Annual Plan and strategic direction for Council would be more effective and in keeping with best practice and contemporary approaches. It's one thing to brand a region for tourism and attraction for investment and quite another to plan for residents to meet their social economic, cultural and environmental needs and amenity needs.

Council should put more effort into trying to attract housing development and diversified industries and investment. Council needs to ensure that their gazetted streets and properties are properly maintained, and fire hazard reduction plans are maintained- climate change needs to be planned for and should be more relevant in all planning including the Annual Plan. Community education programs to best prepare communities for environmental crisis response needs to occur in partnership with emergency services. Council should try and attract more soft resources and funding for the arts performances, town beautification initiatives, and programs, Indoor recreation needs and developing collaborative partners.

20. Aboriginal and Torres Strait Islanders not even mentioned in the Annual Plan at all- how can we close the gap if Council doesn't even engage? When do you raise the Aboriginal flag? It should be up every day. Can't see any Aboriginal art in Council offices or Chambers- no recognition that we exist and nothing on our history- plenty of spaces and buildings promoting white settlement – plenty of landscapes telling the story of mining etc. – nothing about the Aboriginal community and our story our history. This needs to change and can only change once Council and others acknowledge the traditional lands and heritage. There is nothing even of shared heritage.

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### **Question Two:**

#### **Which areas of Council's operations should be prioritised?**

1. Community health & safety.
2. Road maintenance and street scape.
3. Tips being open 7 days, street cleaning and upgrading sports grounds and facilities.
4. Recycling and weed control.
5. Community programs, road safety/improvements and bushfire/fuel reduction.
6. Indoor entertainment centres.
7. Housing development, Community programs & events, and small business development.
8. Town maintenance and maintaining amenities.
9. Less cars.

10. No new stuff, and fix what we already have.
11. Community service and public works.
12. Sports facilities and pools etc.
13. Waste management, abatement and animal control.
14. A slight increase of rates to allow better for maintenance of assets.
15. Bringing tourists into smaller towns.
16. Recreation.
17. Improve ongoing consultation and community engagement processes to inform Council of town specific issues (not all issues are regionally based). Increase efforts in attracting housing development /improve housing mix including tiny home and small block planning/ incentivize big business investment into the region. Support the establishment of a business hub. Develop a recycling program or at the very least a program whereby residents can repurpose materials. Audit Council owned land and undertake fire hazard reduction. Improve Council's website. Provide coin operated BBQ amenity throughout the West Coast Council owned amenities including picnic areas. Advocate for improved health access- we don't even have a vial of anti-snake venom on the West Coast.
18. Regional branding and economic development to attract developers and industries to the region. Safe roads. Ensure that the water quality of the harbour at Strahan does not have its annual health risk factors and water used by residents is safe. Complete the renewal of the Strahan harbour precinct.
19. Indoor facilities for young people- not just providing skate parks. Welcome to the West Coast packs need to be made available. Improve the repair or replacement of facilities for example- why do only half the job of fixing up the kiosk in Strahan- no floor and not able to be used for other activities? Fix the sight guides on the footpaths they are all coming up and causing pedestrian trip hazards- we have a lot of elderly who could hurt themselves and toddlers and prams don't fair well with them either. Climate change factors need to be taken seriously- no real news out there about what Council is doing.
20. Signage entering most towns are awful, these need to be refreshed. There are a number of roads which are causing excessive run off into people's properties- Council should record where these problems are and include trench works as part of the street scape maintenance program. We need health services and dental services urgently in this region- It would be good if Council hosted a forum of critical government agencies to get improved access to services on the West Coast.

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**Question Three:****In which areas should Council focus its budget allocations in terms of assets and projects?**

1. Health & wellbeing. e.g., Implement and encourage no smoking in the CBDs.
2. Getting people to remove rubbish from crown land.
3. Upgrading sports facilities, roof on our pool.
4. Cut a lot of red tape.
5. Community programs, litter/waste/recycling; public buildings and heritage.
6. Indoor pool health facilities, entertainment projects.
7. Indoor sports and recreation.
8. Footpaths, drains and roads.
9. Camping areas brought up to spec with the rest of Tasmania.
10. Beautifying our areas and making them attractive to visitors and community members.
11. Junior sports and sporting facilities and an automated gate on tips.
12. More West Coast Brand signage - and put-up window coverings in the Queenstown Gym.
13. The creation of an undercover sports facility in Queenstown. Queenstown is a major town on the West Coast.
14. Mountain Bike Trails.
15. Rosebery recreation.
16. Council needs to undertake risk planning and identify where they are best to advocate for services/ partner for services and programs/provide and deliver services / research needs to inform planning. Performance measures need to be more meaningful to determine the direction of Council and allocation of funding. Town centric planning is needed to inform regional strategies- inherent risks in homogenizing at a regional level (refer to previous notes previous questions). Continue with Liveable Communities Committee work and the work of the Education Training Committee.
17. The refuse management has had an adverse impact on residents and needs to have costed automated gates- even if this was an additional rate charge to

fund it – with the irregularity of hours of residents especially in high areas of shift work and tourism being able to access tips out of the incredibly restrictive hours would be advantageous. Job creation and promotion is important. Housing strategy is urgently needed. Incentives to maintain yards and tidy town competition would be advantageous. Improve Council's website so that community know what's happening in Council- its currently terribly difficult to navigate.

18. Community centre/multipurpose facility for Strahan- smaller gym larger community space with a commercial kitchen. Fix the playground not just for residents' children but the large numbers of families coming to enjoy the water and amenity. Finish off the kiosk at Strahan- the CWA and others can't prepare food without a floor. BBQs coin operated should be added to recreational areas including one at the Zeehan pool and Strahan and Macquarie Harbour and out at picnic spots. Wash down shower with dog tap so that community can wash their feet before getting into vehicles near the beach. Audit the streets of each town to address /remediate excessive road runoff into residential properties. Youth programs should be advocated for or provided. A concerted effort to improve housing stock options is needed including transportable homes and tiny house projects.
19. Council should work at getting more funds out of the State and Federal Government to partner with Council to achieve major asset development- that way Council could do more with rate payer's money. Our children and young families need improved facilities- even if this means doing up halls and creating play areas- need undercover opportunities. I believe that the bike trail should have been made by investors but now that we are in it- finish it. Just make sure it is environmentally friendly and supportive of the environment and history of the area. Stop ignoring Strahan. We don't have a good medical service -while not a Council responsibility advocacy is. We don't have a kiosk that's finished, the precinct is not complete, the information centre and theatre for the Ship that never was is tired. More staff there is needed. We don't have a community centre and are told there are plans for a big gym- having a small room for a gym might be needed but a warm gathering place for our CWA Elders, our seniors, our playgroup and families, our community groups, our need for community information should be made available to us...we seem to pay more rates than others yet are not getting a fair allocation- we have a huge number of tourists yet we are not having broad investment to support residents of Strahan. We don't even have a 'west coast family brand' yet Zeehan Rosebery Tullah and Queenstown' do. We also do not have any great images to promote.

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#### **Question Four:**

##### **In which areas should Council reduce its focus and resource allocation?**

1. Arts.
2. Staff spending.
3. Too much focus on visitors. Help locals more.
4. Not sure.
5. None, all should be considered.
6. Assess current assets and usability.
7. The amount of cars the Council has for its staff and shift supervisors
8. (No) New building anything- look after what we have.
9. Parking meters.
10. Current focus is good.
11. No pool for Zeehan - how can we afford two pools for 4,000 people.
12. Investing in large projects that do not directly and monetarily effect local residents.
13. Unsure.
14. Tourism.
15. It's not always about reducing Council's resource allocation- it's about Council working harder to attract contributors in terms of funding and investments to achieve community and township wellbeing. Why create gyms in every town? Why was there not thought to a combination of indoor experiences offered across the town based on what each town needed and maximise the benefits to the community from the money being spent in this area? - this approach would have been a more strategic approach and brought with it a diversified range of opportunities for our West Coast community to use. i.e. Some towns may want a gym, others an indoor cricket or squash or indoor hockey space or another town may just want a multifunctional space for a range of purposes which maximises the opportunity to use the space- i.e. for bootscooting/indoor bowls/basketball/children's indoor activity perhaps even include a rock climbing wall – In other words target the spend, including making indoor spaces for children or mixed aged ranges in the planning and design of the building. The message from Council is confusing- one minute we



have to think regionally and share resources and travel -the next minute each town must have a gym instead of choice in the how this money could be best spent in their town. Gyms should be set up by business investment partners.

16. Council might want to reduce facilities in the region due to maintenance costs and but there appears to be a lack of innovation in looking at alternative ways to retain services that fall within them. For example- in Christchurch New Zealand pop up cafes and centres using converted and funky shipping containers and these are also used for setting up learning centres, play spaces, youth drop-in centres. They are well done and can be put together quickly and cheaply and are very popular across the globe. Use of renewable energy and compost toilets and rainwater harvesters have managed to keep costs down while offering versatile and much needed indoor infrastructure. Sample pictures included:



17. Council needs to go back to the planning and be very specific about its expenditure and allocation. Some projects such as the mountain bike trail seem like an awful lot of money targeted towards a recreational pursuit which may bring dollars to the region but the other infrastructure is not in place.
18. Road's rubbish and rates are important but don't forget about the community- Council do not do enough to include community in decisions. A lot of people couldn't get onto survey monkey as they don't have access to computers. Why doesn't Council try some phone surveys or look at doing group sessions to understand more. Community facilities are important but not necessarily used the way they used to be. Multiuse models would be good.

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### Questions Five:

**Are there any areas where Council could reduce its efforts and resource allocation to focus on another area of priority? Please explain what you believe is the priority and what should be reduced or replaced to achieve this?**

1. Resilient and healthy societies respond rapidly and effectively to health challenges and the associated economic consequences and adapt to be more responsive to future challenges.
2. No.

3. A shake up of outside staff, some work much harder than others.
4. Too many pen pushers, more people on the works crew.
5. Not sure, don't know enough about Council spending/allocation.
6. Rosebery- we should have a fully functioning health indoor aquatic Centre- if you (Council) can't do it pass plans so MMG can.
7. Streamline of Council process to ensure general public accessibility and usability. Furthermore, reduce spending on a few smaller intertown projects and focus on a few bigger projects. Maintain focus on local residents as their local support promotes economic growth.
8. Less cars.
9. Please reduce enormous fees to use sports grounds, these clubs are voluntary and not financial enough to cover costs.
10. One pool only - Queenstown. Maybe extend the pool season to include November and March. Stop all focus on the Mountain Bike trail and focus more on local residents. The West Coast can't grow without implementation of housing projects and education projects.
11. Unsure.
12. Tourism- I don't believe that it should be Council's priority. I feel that Council is taking too much away from our community and leaving nothing for the family's that want to stay; especially if you have children. Because of this people are moving to other areas where there are activities and more for their kids. I live in Rosebery and feel that particularly here, we are being unfairly treated with the closure of pools and parks. Being forced to travel and I'll be honest I won't go to Queenstown which is an hour away. I'll go up the coast and spend all my money there where everything is as it is only 15 minutes more away.
13. Review the refuse management and determine cost savings including option for a fee for service gate access to the tip for residents. I'm sure a user pay option may work for those needing out of hours access.
14. Difficult to respond to this question without being privy to the budget and to know what is already planned and what are already allocated commitments. I do believe however, there may be better ways in which to engage and consult with communities in order that they have a more active role in participating in the decision making. Many in the community are pragmatic as well as creative and could provide meaningful ways in which to both allocate existing funds and set the priorities for the region.

15. Perhaps don't spend as much on bike trails and the like and spend instead on community programs and support. Without seeing the budget costs savings are difficult to suggest. I would, however, recommend that community are more actively involved in budget allocations for their towns and discussion occurs regarding best allocation of available funds to ensure programs and services are well targeted and timely. Attracting additional investment or funding is recommended to avoid a slash to services and programs. Housing is critical and innovative ways that are still affordable should be created to improve existing housing stock and increase the affordability and options to build. To do this, flexibility in the development planning is required. Increasing the rates base assists Council in achieving outcomes.
  16. This question isn't useful as the budget did not come with access to the Annual Plan. Council is best placed to review their budget based on priorities in the area. Would rather that they look for funding of certain projects to enable strategic growth to occur.
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#### **Question Six:**

#### **In what way should Council report to the West Coast community on its performance for the financial year 2021-2022?**

1. We are all now used to Video conferencing. State of the West Coast could be presented live.
2. Online.
3. Community forum.
4. Hold a general meeting with open invite to all rate payers.
5. Online is ok, but possibly in the local libraries on notice boards.
6. Via internet or town meetings.
7. West Coast Council website and social media.
8. How much are you paying your so-called advisors?
9. More online.
10. Social media is very important. Communication via the communities' Facebook pages.
11. A community meeting/forum.
12. An Annual report.

13. Online through the Council's website. Though, the Council HAS (deliberately bold and capitalised) to improve its website for usability function.
14. Social media - report on KPIs. What was set out to achieve against what was achieved.
15. With honesty- not the Advocate or the radio. Hold meetings in the town's that are concerned. Hearing that Rosebery was losing stuff over the radio was poor form. Also, where the money is being spent should not be done with graphs it should be broken down to who's getting what and what's costing what?
16. Public forums, social media, Council needs to improve its website interface- its woefully inadequate and difficult to navigate.
17. Meetings in each township would be helpful. Use social media and offer opportunity to provide verbal feedback not just through survey – not everyone has computers or knows how to use them. Do a mid-year consult to see how Council is going. Use the 'Meet your Councillors sessions' to gather community feedback.
18. A mix of ways is needed as the Council needs to respond to the varying needs of young people as well as older people, people with language and literacy needs as well as those without digital device. Use of Facebook, social media, website, twitter, mailouts with the rates; talk back radio may also be useful ways forward. People I speak to say they miss the face-to-face discussion meetings.
19. Meetings, social media and website would be the main ones.