



3 February 2025

ANNUAL PLAN 2025-2026

Community Feedback

Community Consultation
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COMMUNITY FEEDBACK AND COMMENTS

Council's Annual Plan and Budget is an important document which guides the work of the Council team over a financial year and sets the resource allocation Council provides to projects and priorities. To help guide Council in setting the Annual Plan and Budget, Council invited input from the Community. Priorities and projects should be linked to the West Coast Community Plan 2025 and other strategies adopted by Council. An opportunity for community to provide feedback was provided and is presented below.

The survey was open for public comment for a period of 12 weeks, from 10 November 2024 to 3 February 2025. The comment period was advertised via social media, Council website, local radio and available via QR code and survey link. Hard copies of the survey were also distributed to all West Coast Council agencies. Feedback was received via email, Survey Monkey and post to Council office.

There were 16 feedback submissions received in relation to the survey, questions below.

- 1) Where should Council's focus be for the financial year 2025-2026?**
 - 2) Which areas of Council's operations should be prioritized?**
 - 3) In which areas should Council focus investment in terms of assets and projects?**
 - 4) In which areas should Council reduce its focus and resource allocation?**
 - 5) What measures should Council use to report on its performance to the Community?**
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1) Where should Council's focus be for the financial year 2025-2026?

Responses:

1. Emergency services, expansion of emergency triage centres in the suburbs that allow minor injuries to be addressed.
2. Maintenance of infrastructure.
3. Everything in answers 2-5. But also stop the lazy workers, and the old workers that do nothing because they've been working for years and think they can't be terminated.
4. Footpaths, roadside gutters before winter.
5. We need greater emphases on all towns not just Queenstown. Work crews need a greater productivity and customer service. Would need a tourism office appointed to boot tourism and a better balance of what's on offer. Need a grants officer to obtain grant for council projects. Currently individuals are taking the grant funds with nil impact on the whole community.
6. Drains, footpaths, keeping council property tidy.
7. Covering up the drains in Zeehan - Open drains are a health hazard.
8. Encouraging small business.

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9. The council should be focused on increasing tourism in our region by investing in a national advertising campaign.
 10. Roads rates and rubbish.
 11. Enhancement and development of visitor friendly facilities and activities.
 12. A lot of work by council seems to be other places than Zeehan which seems to be a minimised focus. An identifiable effort to at least brighten the main street of Zeehan would lift the spirits of residents. Eg. no effort whatsoever for the Christmas season was made for residents or visitors except a private effort by some residents. How about a weed clean-up and a few flowerpots along the shopping area at least!
 13. It's sense of care and fairness to each town.
 14. On the basics, roads, rubbish, parks and gardens and nature strips. Sprays only where necessary. Reduce 'napalm' (scorched earth) look and thus reduce the fire danger associated with long, dead, dry grass and bush.
 15. Making money! Selling off un utilities assets
 16. Employment Activities for youth. Dog control!! And litter control!!
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2) Which areas of Council's operation should be prioritised?

Responses:

1. Development of emergency services, including expanding capacity of Ed at Royal and triage centres in Suburbs to treat minor emergencies.
2. Town maintenance.
3. Kerb appeal, abatements, clearing hazards that are known for years, getting rid of the current Mayor who clearly has no interest in the west coast. Seems like he's just there for the pay packet, and he always sounds drunk on the radio.
4. Basics read answer to first question.
5. Basic town maintenance and upkeep.
6. Cutting down on the amount of vehicles that are used privately on lease plans.
7. Covering up the drains in Zeehan.
8. Safe walking paths in West Coast towns.
9. Tourism and maintenance/revitalisation of town centres.
10. Operations.
11. Roads, sidewalls and other areas seen by visitors.
12. Employees who care about doing a good job for maintenance and infrastructure!
13. Ethics of employees and commitment to its mission.
14. Town maintenance. As above.
15. New equipment and fix up public spaces.

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16. Activities for youth. Sustainability for families.

3) In which areas should Council focus investment in terms of assets and projects?

Responses:

1. Development of ED centres in the suburbs to treat minor injury's etc and provide Medicare funded after hours services to keep people with minor injuries away from ED at Royal.
2. Visitor information. Drains, concrete footpaths and roads, curbing of all streets. No more open drains!
3. Enclosing the Queenstown pool, allow for year-round operation with key fobs for outside of hours, this also allows the seniors access to hydrotherapy that they sorely need (State health should also help fund) Bring the gym into the pool grounds and turn it into a proper facility.
4. Maintaining the basics.
5. The old Police Station in Strahan should be updated to make it usable eg. additional kitchen and toilet facilities.
6. Bring down price of rates.
7. Covering up the drains in Zeehan.
8. Easier access to coastal attractions. Safe, level steps.
9. Public facilities (pools, libraries, places for study), tourism advertising and revitalisation of town centres.
10. Asset control of critical infrastructure.
11. Support for businesses and individuals developing tourist attractions and assets. Including parks, layovers etc.
12. A FAIR DEAL for each township starting with Zeehan.
13. Lifting the hope for a good future of each township and showing it. Care is a verb!
14. If selling assets, do so on open market to attract best return for ratepayers. Don't waste money we can't spare on spin doctors and consultants for projects that will never come to fruition. Council has a poor track record in terms of maintaining assets, work out what we can afford to keep, and look after those things.
15. More in Queenstown gym pool and stadium should be one place to generate income.
16. Sustainability of employment throughout the region. Things to attract families to the area.

4) In which areas should Council reduce its focus and resource allocation?

Responses:

1. New stadiums.
2. In which areas should Council reduce its focus and resource allocation?

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3. Stop the lazy people who do nothing but shovel gutters and piss off that clown that speeds along the road from the dump into town in the front loaded, he's a danger to everyone and mostly school kids crossing in school zones (he's doing top speed in school hours).
4. Major projects.
5. Queenstown.
6. Private use of Council vehicles.
7. None.
8. Stopping activities like dog walking by imposing more restrictions.
9. Wherever recourses do not directly or indirectly strengthen the economy and improve the living standards of the people of the west coast.
10. Economic development.
11. Difficult, however there is a perception in outlying areas that Queenstown receives an unfair allocation.
12. The Queenstown area has had a bigger share of the pie. People in Zeehan have just about given up hope of being noticed!
13. Itself.
14. Paying Font PR (to pedal spin) is not an ethical use of ratepayers money.
15. Reduce administration workers. And stop saying No to new ideas.
16. I have no idea but selling a building worth \$600k for \$150k is not the way to go!

5) What measures should Council use to report on its performance to the Community?

Responses:

1. Social media report cards, comparing objectives with achievements for the year.
2. Newsletter like other councils and social media, local radio.
3. The council needs to perform first before they can report. But Facebook and flyers for those without access to the internet.
4. Council performance speaks for itself! Let's see the results in all the towns basics being down.
5. Monthly newsletter to all residence.
6. Sending out letters not everyone has social media.
7. On-line link to updates.
8. Social media. Mail.
9. Making tourism statistics for each town aware to the public may encourage healthy competition to make each town as tourist friendly as possible.

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10. Works request and KPIS.
 11. Quality surveys and direct feedback from ratepayers.
 12. Evidence of completing jobs like weed control, maintenance on main street of Zeehan, a visit by the mayor every now and again.
 13. Has the council ever, together taken a drive to and around Zeehan and asked themselves: 'Are we doing enough for this town? What would it feel like to live here? Would I like to live here?' Why, why not? What does it need? How can we make that happen? If I lived here, how would I feel and think about the council? Is council willing to do that and answer honestly?
 14. Electors should be the judge of Councillors/Councils performance. This is difficult if Council's decisions are made in secret (closed meetings). Let's see some open debate at Council meetings and let electors assess performance. No person/entity should be assessing their own performance, and certainly not Council.
 15. Online.
 16. Currently we have little knowledge of council meeting agendas or their priorities. There appears to be minimal communication. Meetings. Website. Facebook.
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