



Centre for
Local Government

Community Strategic Plan Phone Survey Report

Community Strategic Plan Project

Prepared for Federation Council

Executive Summary

UTS:CLG has been engaged by Federation Council to undertake extensive engagement and planning that will culminate in the delivery of a *Community Strategic Plan* and corresponding *Delivery Program* and *Operational Plan*. As per the Project Plan, UTS:CLG's method for this project comprises eight phases; and this document has been prepared as part of phase three (executing the community engagement process). It provides a report on the phone survey findings, which will inform the community workshops to be held between 26th February and 2nd March inclusive.

Overview

Overall, the survey had 225 respondents, and achieved a demographically and geographically representative sample at the 95% confidence interval with a margin of error of 6.5%.

What do residents value most about the Federation Council area?

The Federation Council is particularly valued for its natural environment (particularly the Murray River), country lifestyle (particularly its tranquillity), and its strong community spirit. It is also valued for its community and other services, its close proximity to other centres such as Albury and Melbourne, and its parks and recreational opportunities.

What three words would residents use to describe their vision for the Federation Council area?

Overall, respondents' top ten words to describe their vision for the Federation Council area are as follows:

- | | |
|---------------------|-------------------------|
| 1. Growth (n=42) | 5. Pool (n=10) |
| 2. Tourism (n=27) | 7. Employment (n=9) |
| 3. Roads (n=13) | 7. Infrastructure (n=9) |
| 4. Youth (n=11) | 7. Jobs (n=9) |
| 5. Community (n=10) | 10. Development (n=7). |

Whole-of-Council Priorities

Growth and general service provision are key priority areas for residents, which relate to all areas of Council service provision (including community, economic, environmental, governance and infrastructure services). However, whilst the great majority of respondents seek growth, many respondents identified 'tranquillity' as a feature of the Federation Council area that they most value, and several seek for Council to limit growth to preserve this tranquillity.

Community Priorities

Consistent with Federation Council's ageing population, respondents' identified aged care and healthcare as the leading community priorities, followed by youth services and schools (in part to enable the growth and sustainability of the area). Notably, there is a perception that the Federation Council area has a drug problem; and the fifth highest-priority area is services to address this.

Economic Priorities

Consistent with residents' overall concerns regarding the growth and sustainability of the area, respondents identified employment (with particular emphasis on youth employment) and tourism as the highest economic priorities. These are followed by retail, business development and business attraction.

Environmental Priorities

Respondents identified parks and gardens (including playgrounds), water management (including supply and quality of water), and placemaking (including the improvement of public spaces and main streets) as the highest environmental priorities. These are followed by maintenance, protection and utilisation of the river, and development of the river frontage.

Governance Priorities

Respondents identified rates affordability, the equitable servicing of all suburbs, and financial sustainability as the highest governance priorities. Notably, there is a perception that the suburbs and towns within Federation Council are not serviced in an equitable manner at present, perhaps because of the amalgamation. Further, there is a perception that Council's financial and other resources are not being allocated in a strategic or sustainable manner.

Infrastructure Priorities

Respondents identified roads (including road maintenance) and pools (including the development of a new 50-meter pool) as the highest infrastructure priorities. Notably, a significant number of respondents expressed dissatisfaction with the current road service standards, and with Council's delay in developing pools. Moreover, a number of respondents requested a bridge over Lake Mulwala.

What is the relative perceived importance of Council's services?

Respondents were asked to rate the importance of community, economic, environmental, governance and infrastructure services on a five-point scale ranging from 'not at all important' to 'extremely important'. Based on weighted averages, the most important services to respondents are: (1) infrastructure services; (2) economic services; and (3) community services.

What is residents' relative satisfaction with service?

Respondents were asked to rate the importance of community, economic, environmental, governance and infrastructure services on a five-point scale ranging from 'not at all satisfied' to 'extremely satisfied'. Based on weighted averages, the services with which respondents are least satisfied are: (1) infrastructure services; (2) governance services; and (3) economic services.

Satisfaction Relative to Importance

Based on weighted averages, the services with which respondents are least satisfied relative to importance are: (1) infrastructure services; (2) economic services; and (3) governance services.

What is the state of residents' wellbeing?

Respondents were asked to rate seven wellbeing-related statements on a five-point scale ranging from 'experience none of the time' to 'experience all of the time' over the last two weeks. Based on weighted averages, the domains across which respondents experience the least wellbeing are: (1) feeling optimistic about the future; (2) feeling relaxed; and (3) feeling useful.

How much do residents volunteer?

Overall, 54% of respondents indicated they do volunteer, and 46% indicated they do not. Of those who do volunteer, the average number of hours per week for which they volunteer is 6.6, and the median is 4.

Contents

Executive Summary	2
Contents	4
1 Introduction	6
1.1 Overview of Project to Date	6
1.2 Overview of Survey Respondents	7
2 What do residents value most about the Federation Council area?	8
3 What three words would residents use to describe their vision for the Federation Council area?	9
4 What are the highest priority issues facing the Federation Council area?	10
4.1 Overview	10
4.2 Whole-of-Council Priorities	10
4.3 Community Priorities	11
4.4 Economic Priorities	12
4.5 Environmental Priorities	13
4.6 Governance Priorities	14
4.7 Infrastructure Priorities	15
5 What role could Council and the community play in addressing these priorities; and what other issues are there?	16
6 What is the relative perceived importance of Council's services?	17
6.1 Overview	17
6.2 Infrastructure Services	17
6.3 Economic Services	18
6.4 Community Services	18
6.5 Governance Services	18
6.6 Environmental Services	18
7 What is residents' relative satisfaction with service?	19
7.1 Overview	19
7.2 Infrastructure Services	19
7.3 Governance Services	20
7.4 Economic Services	20
7.5 Environmental Services	20
7.6 Community Services	20

8	Satisfaction Relative to Importance	21
9	What is the state of residents' wellbeing?	22
9.1	Not feeling optimistic about the future	22
9.2	Not feeling relaxed	23
9.3	Not feeling useful	23
10	How much do residents volunteer?	24
	Appendix A. What Council could do	25
	Appendix B. What community could do	31
	Appendix C. Other issues	37
	Appendix D. Survey Instrument	41

Introduction

Overview of Project to Date

UTS:CLG has been engaged by Federation Council to undertake extensive engagement and planning that will culminate in the delivery of a *Community Strategic Plan* and corresponding *Delivery Program* and *Operational Plan*. As per the Project Plan, UTS:CLG's method for this project comprises eight sequential phases as outlined in Table 1.

Table 1: Project phases

Phase	Status
1. Project Setup	Completed
2. Development of the final Community Engagement Plan	Completed
3. Executing the community engagement process	Underway. This document provides a report on the phone survey findings, which will inform the community workshops to be held between 26th February and 2nd March inclusive.
4. Preparation of draft Strategic Community Plan (CSP)	To be completed in mid-March
5. Staff preparation for Delivery Program (DP) & Operational Plan (OP) Workshop	To be completed in mid-March
6. Preparation of Council Delivery Program (DP) and Operational Plan (OP)	To be completed by the end of March
7. Preparation of final CSP, DP and OP	To be completed by the end of April

This document has been prepared as part of phase 3. It provides a report on the phone survey findings, which will inform the community workshops to be held between 26th February and 2nd March inclusive.

Overview of Survey Respondents

Overall, the survey had 225 respondents, and achieved a demographically and geographically representative sample at the 95% confidence interval with a margin of error of 6.5%. Tables 1 and 2 provide a breakdown of respondents by demographic and location.

Table 2: Respondents' gender, age and location

	Total	Gender		Age			Location	
		Male	Female	18-44	45-64	65+	Corowa	Other
Respondents	225	106	119	47	91	87	137	88
Weighted Sample (WS)	9,624	4,784	4,840	2,873	3,396	3,355	4,297	5,327
	100%	100%	100%	100%	100%	100%	100%	100%
Male (WS)	4,784	4,784		1,432	1,666	1,686	1,978	2,806
	50%	100%		50%	49%	50%	46%	53%
Female (WS)	4,840		4,840	1,441	1,730	1,669	2,319	2,521
	50%		100%	50%	51%	50%	54%	47%
Total (WS)	9,624	4,784	4,840	2,873	3,396	3,355	4,297	5,327
	100%	100%	50%	100%	100%	100%	100%	100%

Table 3: Respondents' work status, education and parenthood

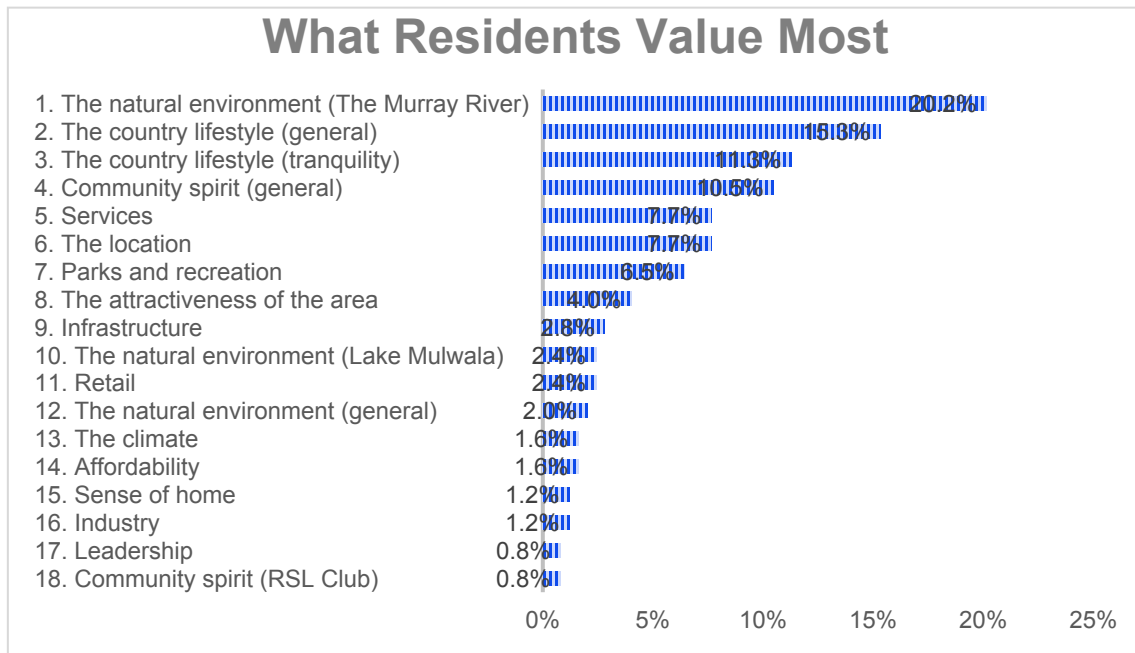
	Total	Work status			Education			Parent of Dependent	
		Full time	Part time	Not at all	No Tertiary	TAFE / Technical	University	Yes	No
Respondents	225	67	45	113	111	72	42	54	171
Weighted Sample (WS)	9,624	3,300	1,922	4,402	4,625	3,162	1,837	2,865	6,759
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male (WS)	4,784	2,300	572	1,912	2,263	1,926	595	1,483	3,301
	50%	70%	30%	43%	49%	61%	32%	52%	49%
Female (WS)	4,840	1,001	1,350	2,490	2,363	1,236	1,241	1,382	3,458
	50%	30%	70%	57%	51%	39%	68%	48%	51%
Total (WS)	9,624	3,300	1,922	4,402	4,625	3,162	1,837	2,865	6,759
	100%	100%	100%	100%	100%	100%	100%	100%	100%

What do residents value most about the Federation Council area?

Respondents were asked the open-ended question “What do you value most about the Federation Council area?” Their responses were analysed thematically, and the frequency of the identified themes was calculated (Figure 1).

Key findings are that Federation Council is particularly valued for its natural environment (particularly the Murray River), country lifestyle (particularly its tranquillity), and its strong community spirit. It is also valued for its community and other services, its close proximity to other centres such as Albury and Melbourne, and its parks and recreational opportunities.

Figure 1: What residents value most about the Federation Council area



What are the highest priority issues facing the Federation Council area?

Overview

Respondents were asked the question “Thinking about the next ten years, what do you believe will be the three highest-priority issues facing the Federation Council area?” Their responses were separated into individual items and analysed thematically; and the frequency of themes was then calculated within the broad categories of:

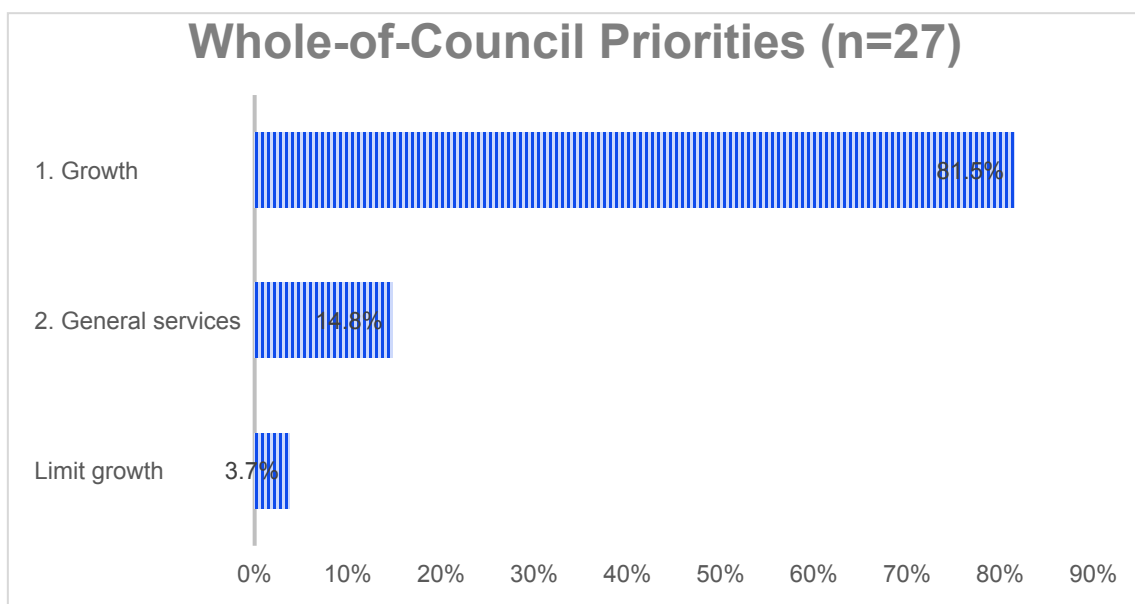
- Whole-of-Council priorities
- Community priorities
- Economic priorities
- Environmental priorities
- Governance priorities
- Infrastructure priorities.

Overall, infrastructure attracted the most comments (n=160), followed by economic services (n=119) and community services (n=110).

Whole-of-Council Priorities

Growth and general service provision are key priority areas for residents, which relate to all areas of Council service provision (including community, economic, environmental, governance and infrastructure services). However, whilst the great majority of respondents seek growth, many respondents identified ‘tranquillity’ as a feature of the Federation Council area that they most value, and several seek for Council to limit growth to preserve this tranquillity.

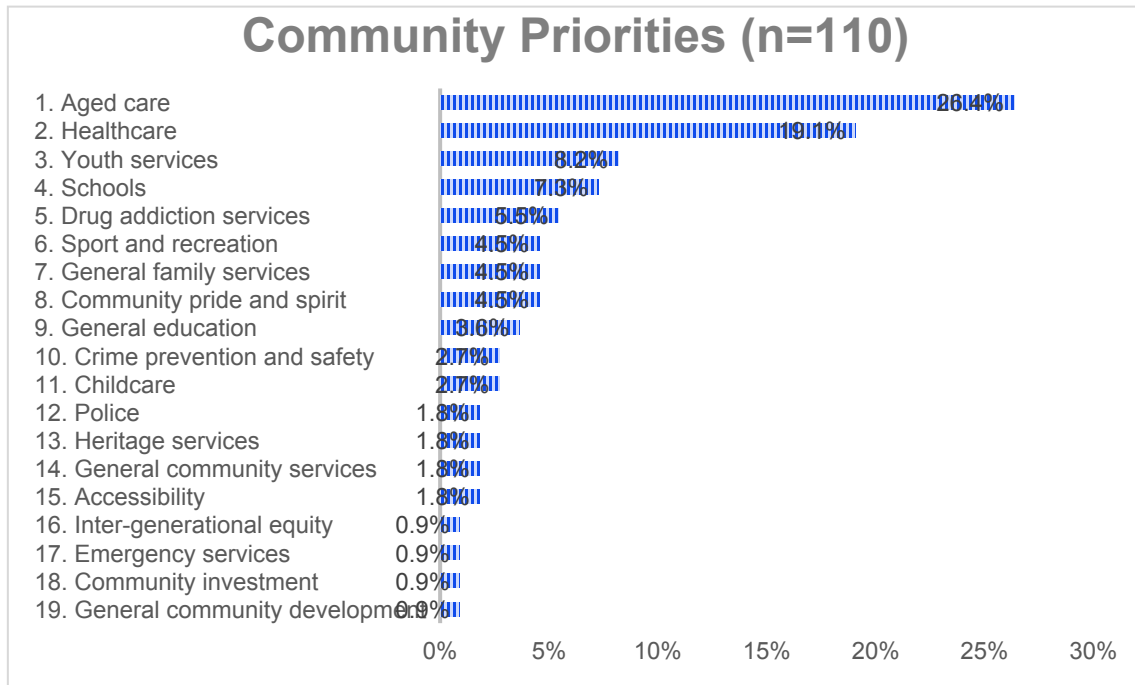
Figure 3: Residents' whole-of-Council priorities



Community Priorities

Consistent with Federation Council's ageing population, respondents' identified aged care and healthcare as the leading community priorities, followed by youth services and schools (in part to enable the growth and sustainability of the area). Notably, there is a perception that the Federation Council area has a drug problem; and the fifth highest-priority area is services to address this.

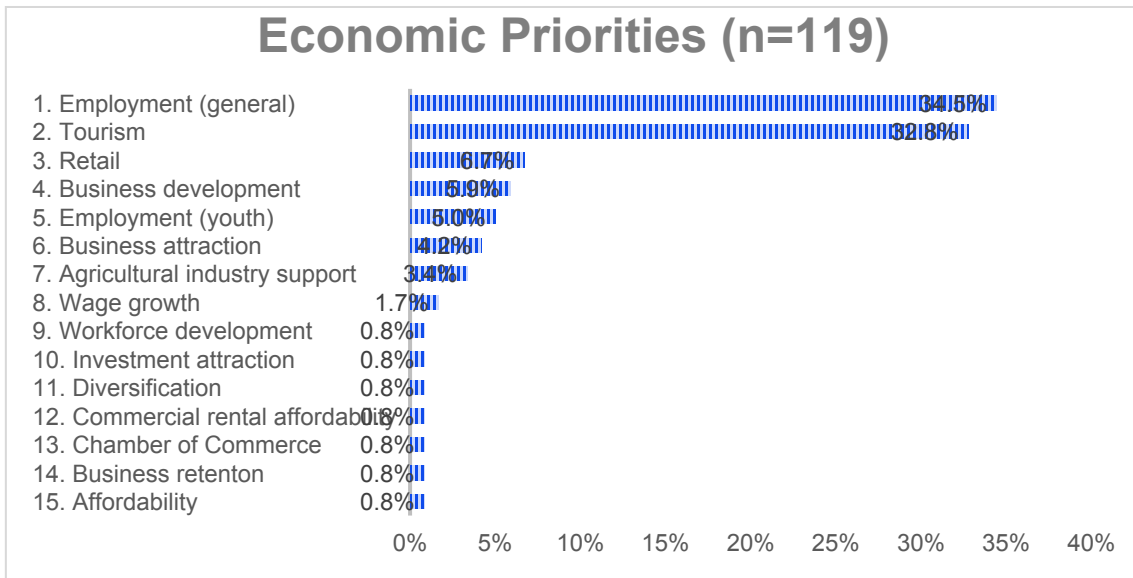
Figure 4: Residents' community priorities



Economic Priorities

Consistent with residents' overall concerns regarding the growth and sustainability of the area, respondents identified employment (with particular emphasis on youth employment) and tourism as the highest economic priorities. These are followed by retail, business development and business attraction.

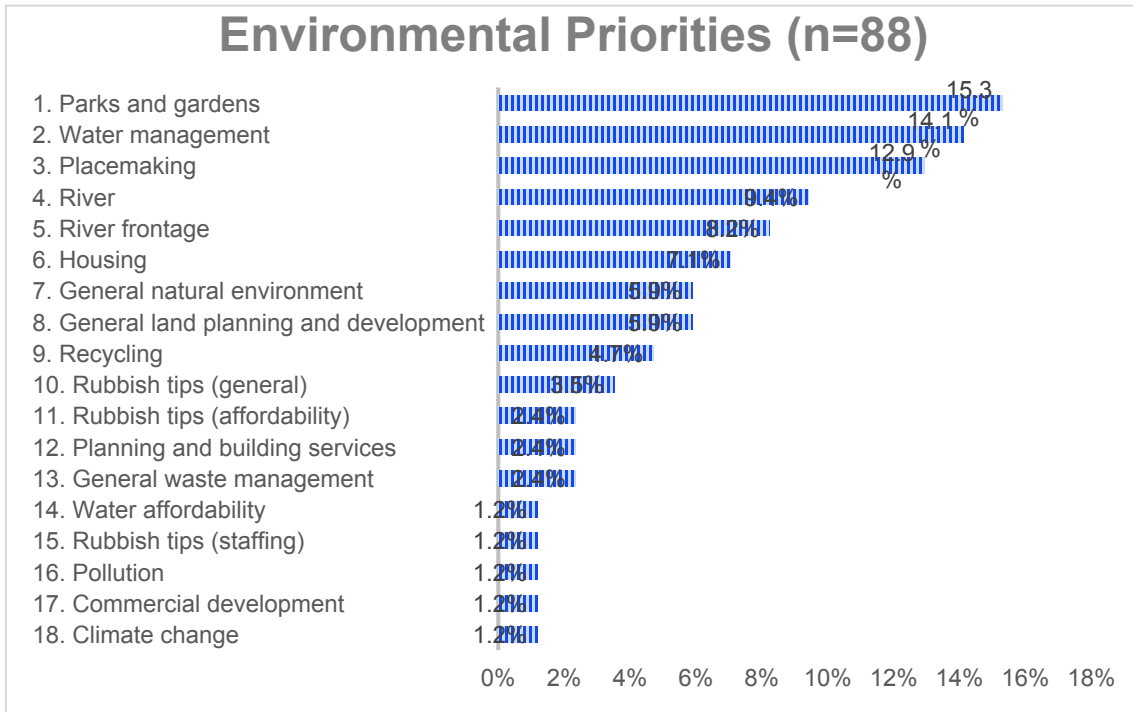
Figure 5: Residents' economic priorities



Environmental Priorities

Respondents identified parks and gardens (including playgrounds), water management (including supply and quality of water), and placemaking (including the improvement of public spaces and main streets) as the highest environmental priorities. These are followed by maintenance, protection and utilisation of the river, and development of the river frontage.

Figure 6: Residents' environmental priorities

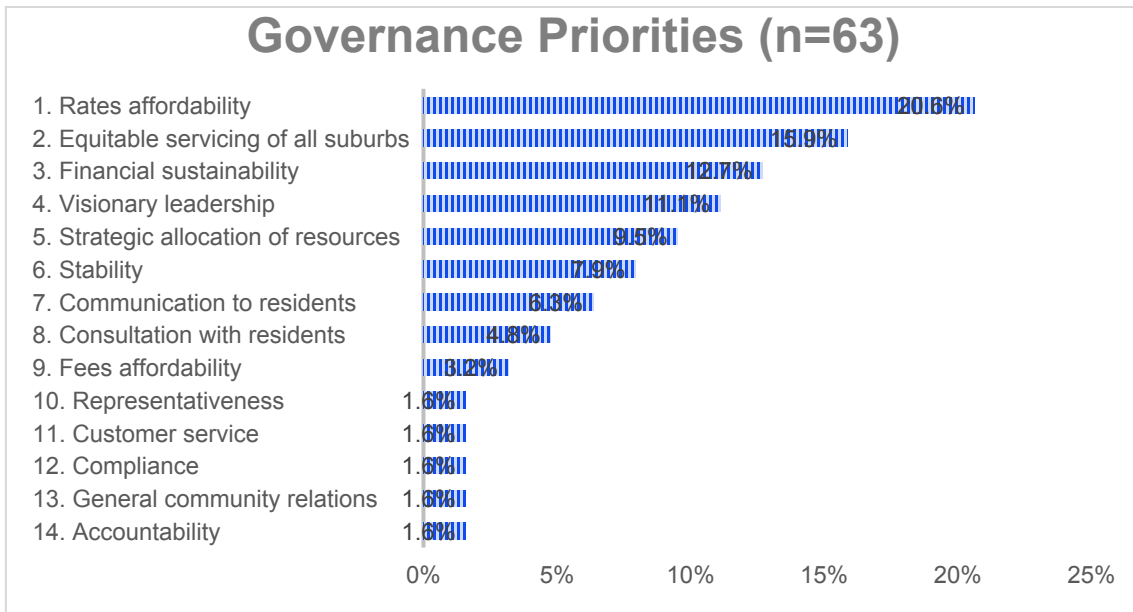


Governance Priorities

Respondents identified rates affordability, the equitable servicing of all suburbs, and financial sustainability as the highest governance priorities. Notably, there is a perception that the suburbs and towns within

Federation Council are not serviced in an equitable manner at present, perhaps because of the amalgamation. Further, there is a perception that Council's financial and other resources are not being allocated in a strategic or sustainable manner.

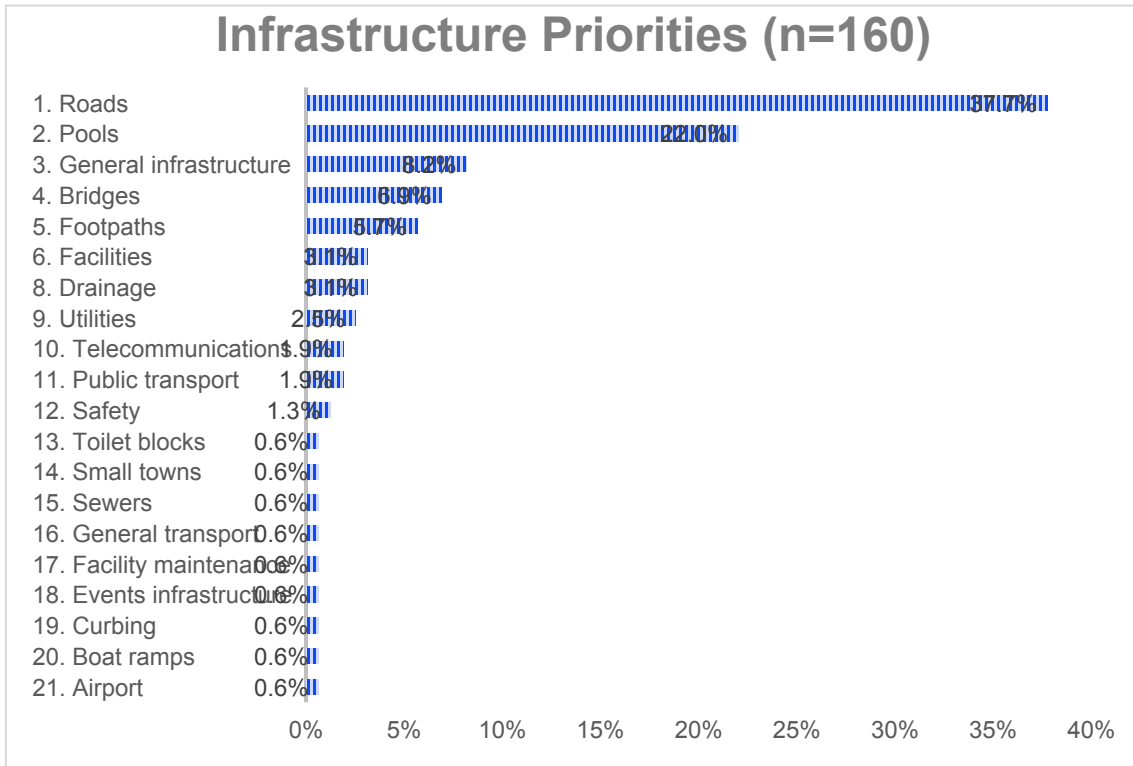
Figure 7: Residents' governance priorities




Infrastructure Priorities

Respondents identified roads (including road maintenance) and pools (including the development of a new 50-meter pool) as the highest infrastructure priorities. Notably, a significant number of respondents expressed dissatisfaction with the current road service standards, and with Council's delay in developing pools. Further, a number of respondents requested a bridge over Lake Mulwala.

Figure 8: Residents' infrastructure priorities





What role could Council and the community play in addressing these priorities; and what other issues are there?

Respondents were asked the open-ended questions “What role could Council play in addressing these priorities”, “What role could the community play in addressing these priorities”, and “Is there anything else you’d like to add regarding community, economic, environmental, governance or infrastructure issues facing the Federation Council area?”

In general, responses to these questions are consistent with the other findings detailed herein, emphasising the need for employment opportunities, growth, roads, swimming pools, tourism, and youth services. However, there are broad and diverse ranges of comments and suggestions that cannot be summated without loss of meaning. Read in conjunction with the other findings, these responses add depth of understanding and specific advice for implementation. For that reason, all of the individual responses to these questions have been included in Appendices A, B and C of this report.

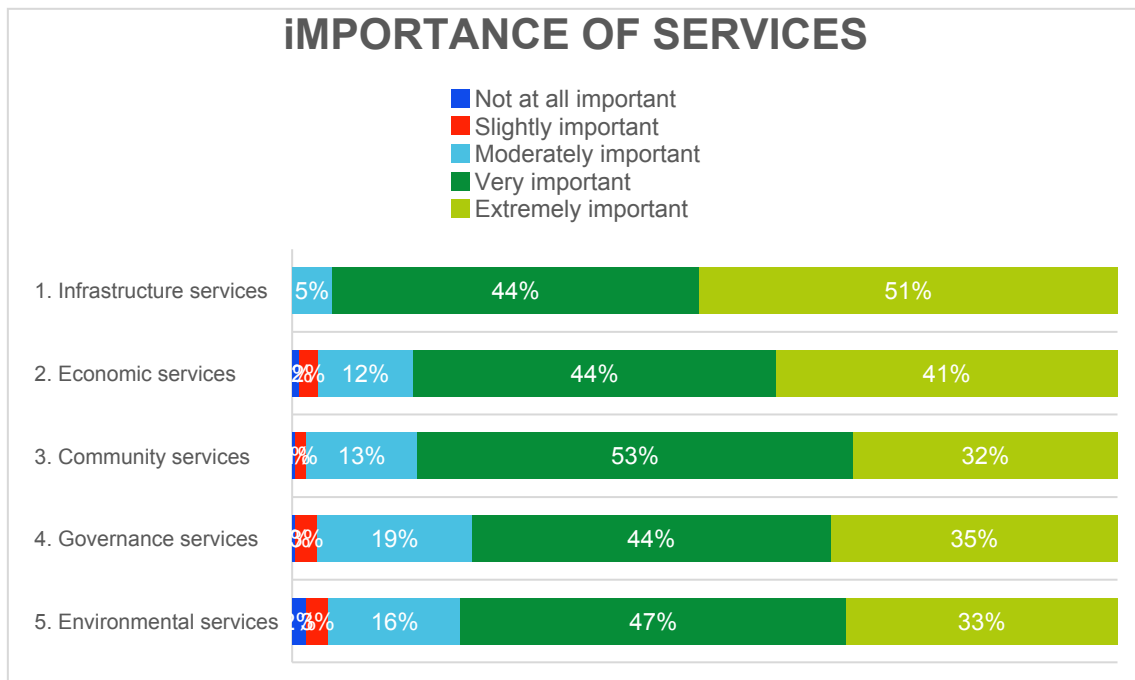
Further, the responses to these questions emphasise residents’ aspiration to be more actively engaged in Council decision-making. Residents seek to be consulted more frequently, and for their input to be acted on.

What is the relative perceived importance of Council's services?

Overview

Respondents were asked to rate the importance of community, economic, environmental, governance and infrastructure services on a five-point Likert scale ranging from 'not at all important' to 'extremely important'. Based on weighted averages, the most important services to respondents are: (1) infrastructure services; (2) economic services; and (3) community services.

Figure 9: The importance of services to residents



Infrastructure Services

Overall, 51% of respondents identified infrastructure services as extremely important. Gender, age, educational attainment and parenthood were significant factors, as respondents identifying infrastructure services as extremely important were:

- **More likely to be female than male** (55% versus 49%)
- **More likely to be aged 18-44** (63%), and less likely to be aged 65+ (44%)
- **More likely to have a university education** (61%), and less likely to have a TAFE/technical education (48%)
- **More likely to be a parent of a dependent than not** (59% versus 49%).

Economic Services

Overall, 41% of respondents identified economic services as extremely important. Age, location, educational attainment and parenthood were significant factors, as respondents identifying economic services as extremely important were:

- **More likely to be aged 18-44** (48%), and less likely to be aged 65+ (35%)
- **More likely to live in Corowa than outside of Corowa** (46% versus 36%)
- **More likely to have a university education** (47%), and less likely to have no tertiary education (38%)
- **More likely to be a parent of a dependent than not** (47% versus 38%).

Community Services

Overall, 32% of respondents identified community services as extremely important. Gender, age, educational attainment and parenthood were significant factors, as respondents identifying community services as extremely important were:

- **More likely to be female than male** (37% versus 28%)
- **More likely to be aged 18-44 or 45-64** (37% and 36% respectively), and less likely to be aged 65+ (24%)
- **More likely to have a university education** (40%), and less likely to have no tertiary education (29%)
- **More likely to be a parent of a dependent than not** (46% versus 27%).

Governance Services

Overall, 35% of respondents identified governance services as extremely important. Gender, age, educational attainment and parenthood were significant factors, as respondents identifying governance services as extremely important were:

- **More likely to be male than female** (41% versus 29%)
- **More likely to be aged 18-44 or 45-64** (40% and 39%), and less likely to be aged 65+ (28%)
- **More likely to have a TAFE/technical education** (48%), and less likely to have a university education or no tertiary education (25% and 30% respectively)
- **More likely to be a parent of a dependent than not** (40% versus 33%).

Environmental Services

Overall, 32% of respondents identified environmental services as extremely important. Age, location, educational attainment and parenthood were significant factors, as respondents identifying economic services as extremely important were:

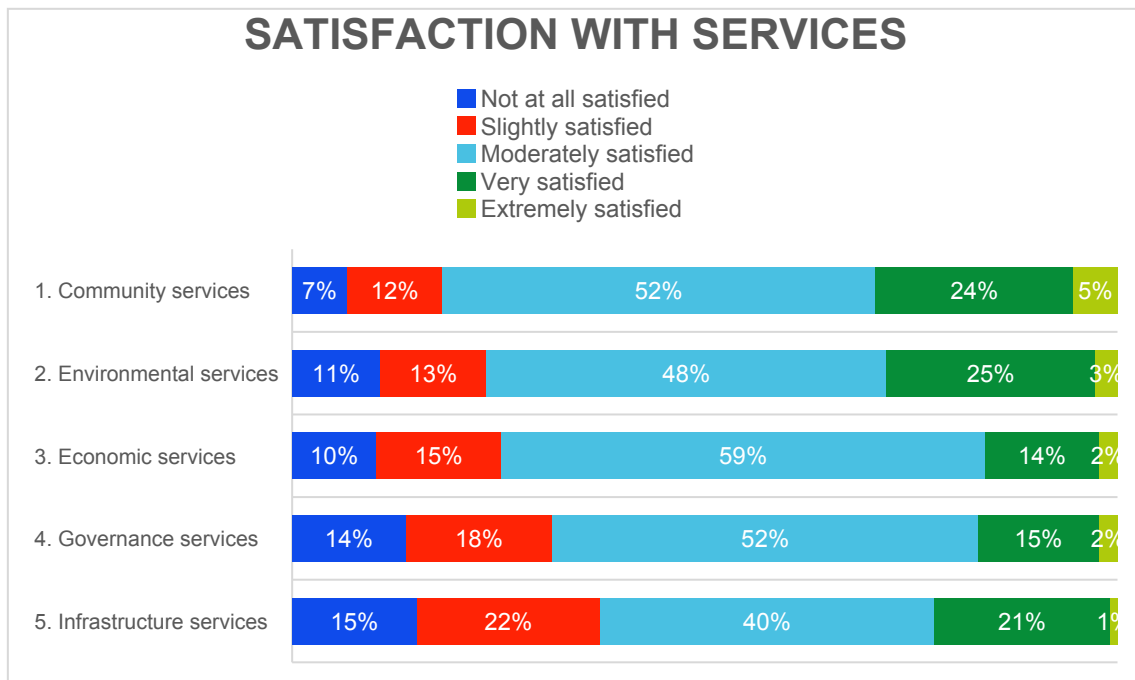
- **More likely to be aged 18-44** (44%), and less likely to be aged 65+ (24%)
- **More likely to work full-time** (43%), and less likely to work not at all or part-time (29% and 30% respectively)
- **More likely to have a TAFE/technical or university education** (38% and 37% respectively), and less likely to have no tertiary education (31%)
- **Much more likely to be a parent of a dependent than not** (40% versus 32%).

What is residents' relative satisfaction with service?

Overview

Respondents were asked to rate the importance of community, economic, environmental, governance and infrastructure services on a five-point Likert scale ranging from 'not at all satisfied' to 'extremely satisfied'. Based on weighted averages, the services with which respondents are least satisfied are: (1) infrastructure services; (2) governance services; and (3) economic services.

Figure 10: Residents' satisfaction with services



Infrastructure Services

Overall, 15% of respondents were not at all satisfied with infrastructure services. Gender, age, work status and parenthood were significant factors, as respondents indicating they are not at all satisfied with infrastructure services were:

- **More likely to be male than female** (26% versus 13%)
- **More likely to be aged 18-44** (44%), and less likely to be aged 65+ (11%)
- **More likely to live outside of Corowa than in Corowa** (25% versus 12%)
- **More likely to work full-time** (29%), and less likely to work not at all or part-time (13% and 15% respectively)
- **More likely to have a university or TAFE/technical education** (24% and 21% respectively), and less likely to have no tertiary education (16%)
- **More likely to be a parent of a dependent than not** (34% versus 13%).

Governance Services

Overall, 14% of respondents were not at all satisfied with governance services. Gender, age, work status, educational attainment and parenthood were significant factors, as respondents indicating they are not at all satisfied with governance services were:

- **More likely to be male than female** (18% versus 13%)
- **More likely to be aged 18-44** (25%), and less likely to be aged 65+ (9% respectively)
- **More likely to work full-time** (21%), and less likely to work part-time (9%)
- **More likely to have a TAFE/technical or university education** (21% and 19% respectively), and less likely to have no tertiary education (10%)
- **More likely to be a parent of a dependent than not** (25% versus 11%).

Economic Services

Overall, 10% of respondents were not at all satisfied with economic services. Gender, age, location and educational attainment were significant factors, as respondents indicating they are not at all satisfied with economic services were:

- **More likely to be male than female** (14% versus 9%)
- **More likely to be aged 45-64** (16%), and less likely to be aged 18-44 or 65+ (8% and 9% respectively)
- **More likely to live outside of Corowa than in Corowa** (16% versus 6%)
- **More likely to have a university or TAFE/technical education** (17% and 14% respectively), and less likely to have no tertiary education (7%).

Environmental Services

Overall, 11% of respondents were not at all satisfied with environmental services. Age, location and educational attainment were significant factors, as respondents indicating they are not at all satisfied with environmental services were:

- **More likely to be aged 45-64** (16%), and less likely to be aged 65+ (7%)
- **More likely to live outside of Corowa than in Corowa** (13% versus 9%)
- **More likely to have a TAFE/technical or university education** (17% and 14% respectively), and less likely to have no tertiary education (6%).

Community Services

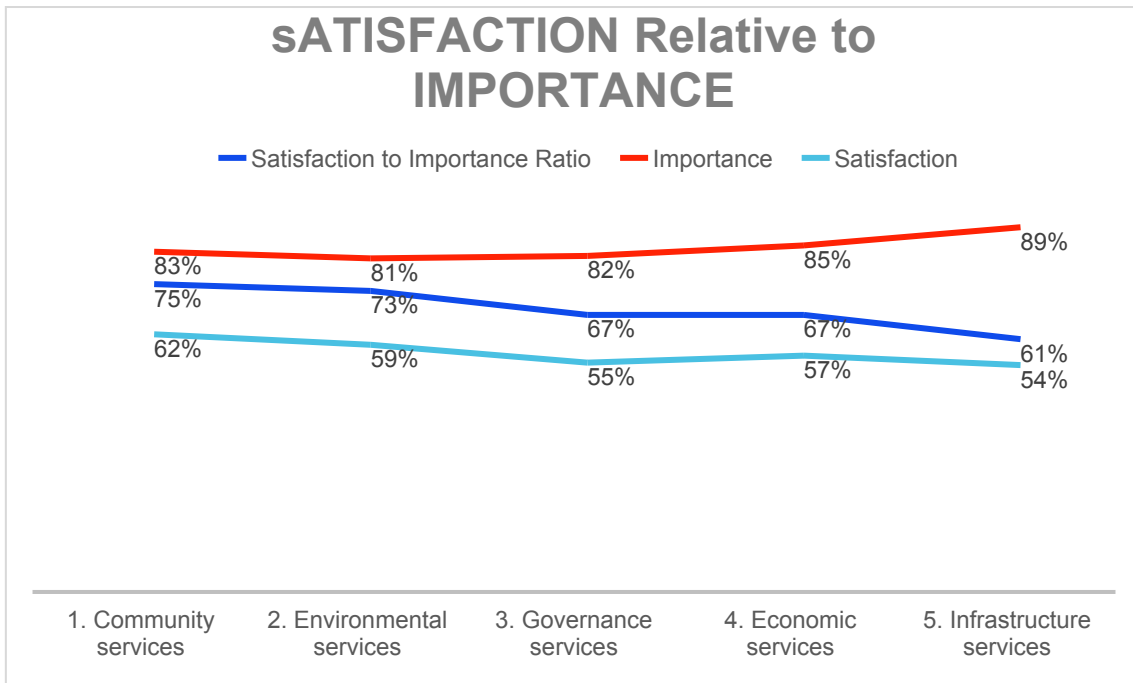
Overall, 7% of respondents were not at all satisfied with community services. Gender, age, work status and parenthood were significant factors, as respondents indicating they are not at all satisfied with community services were:

- **More likely to be male than female** (10% versus 5%)
- **More likely to be aged 18-44** (13%), and less likely to be aged 65+ (2%)
- **More likely to work full-time** (12%), and less likely to work part-time or not at all (both 5%)
- **More likely to be a parent of a dependent than not** (18% versus 3%).

Satisfaction Relative to Importance

Based on weighted averages, the services with which respondents are least satisfied relative to importance are: (1) infrastructure services; (2) economic services; and (3) governance services.

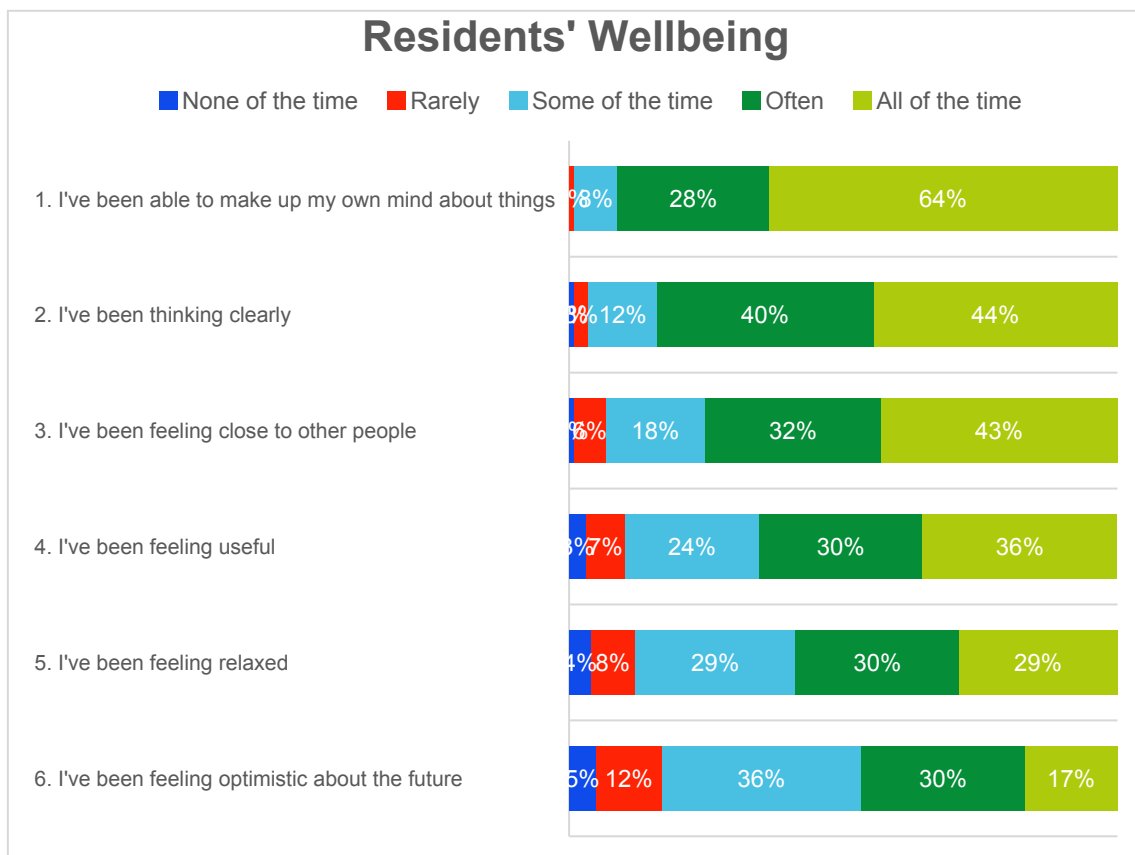
Figure 11: Residents' satisfaction with services relative to importance



What is the state of residents' wellbeing?

Respondents were asked to rate seven wellbeing-related statements on a five-point Likert scale ranging from 'experience none of the time' to 'experience all of the time' over the last two weeks. Based on weighted averages, the domains across which respondents experience the least wellbeing are: (1) feeling optimistic about the future; (2) feeling relaxed; and (3) feeling useful.

Figure 12: Residents' wellbeing



Not feeling optimistic about the future

Overall, 5% of respondents experienced optimism about the future none of the time in the two weeks prior. Gender, age, location, educational attainment and parenthood were significant factors, as respondents indicating they had not experienced optimism during that period were:

- **More likely to be male than female** (9% versus 1%)
- **More likely to be aged 45-65 or 65+** (8% and 6% respectively), and less likely to be aged 18-44 (0%)
- **More likely to live outside of Corowa than in Corowa** (7% versus 3%)
- **More likely to have a TAFE/technical education** (7%), and less likely to have a university education (3%)
- **More likely to not be a parent of a dependent than to be** (6% versus 2%).

Not feeling relaxed

Overall, 4% of respondents felt relaxed none of the time in the two weeks prior. Gender, location, work status, educational attainment and parenthood were significant factors, as respondents indicating they had not felt relaxed during that period were:

- **More likely to be male than female** (5% versus 3%)
- **More likely to live in Corowa than outside of Corowa** (6% versus 2%)
- **More likely to work full-time (7%),** and less likely to work part-time or not at all (0% and 3% respectively)
- **More likely to have a TAFE/technical education (7%),** and less likely to have no tertiary education (1%)
- **More likely to be a parent of a dependent than not** (8% versus 2%).

Not feeling useful

Overall, 3% of respondents felt useful none of the time in the two weeks prior. Gender, age, work status and parenthood were significant factors, as respondents indicating they had not experienced optimism during that period were:

- **More likely to be male than female** (9% versus 1%)
- **More likely to be aged 65+** (5%), and less likely to be aged 45-64 (2%)
- **More likely to work not at all (5%),** and less likely to work part-time or full-time (0% and 2% respectively)
- **More likely to have a TAFE/technical education (5%),** and less likely to have no tertiary education (2%)
- **More likely to not be a parent of a dependent than to be** (4% versus 0%).

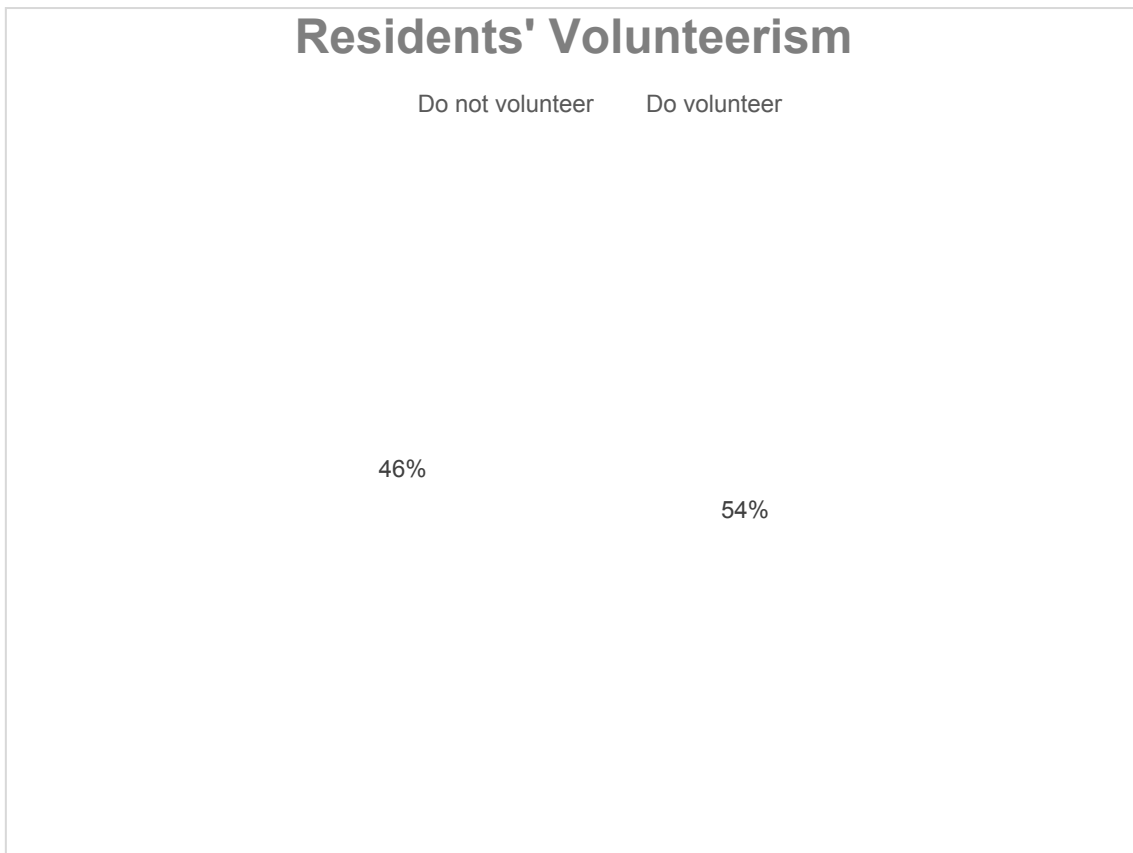
How much do residents volunteer?

Respondents were asked the question “Do you volunteer? If so, for how many hours per week?” Overall, 54% of respondents indicated they do volunteer, and 46% indicated they do not. Of those who do volunteer, the average number of hours per week for which they volunteer is 6.6, and the median is 4.

Respondents who volunteer are:

- **More likely to be male than female** (50% versus 44%)
- **More likely to not work full-time or part-time** (both 51%) than not work at all (41%)
- **More likely to have a university education** (63%) than a TAFE/technical education or no tertiary education (42% and 44% respectively).

Figure 13: Residents' volunteerism



Appendix A. What Council could do

No.	Comment
1	Acknowledge that there is an issue first.
2	Add more attractions so people will get more work.
3	Advertise Corowa as a good place to live.
4	Advertising and promotion of the whole local area.
5	All under their jurisdiction.
6	Allocation of funding, better bus services for the seniors (to surrounding towns), Council to clean up the Murray river liaise with Murray Water Authority about issues. Better tourism.
7	Allow local people to have input on where and how more parks can be done.
8	Already playing a role.
9	An incentive cash from Council to upgrade their shops.
10	Arrange speakers for youth programs at schools, create youth centre and promote activities, promote the features of the towns through social media.
11	Attracting business to create jobs. Being part of the Australia wide conversation about water usage and provision. Again being part of the broader conversation about land management and use to ensure its sustainability to farm.
12	Attraction big corporations into the area, e.g. free land, free rates.
13	Be proactive around change. Get the opinions of everyone before changing things.
14	Being more proactive with the state government for water, child welfare and advocacy and health/more reminders to residents to save water.
15	Being open to ideas and business.
16	Being pre-emptive, getting on the front foot, planning for these issues.
17	Better off forgetting the northern regions of the Council, focus on keeping Corowa viable and get it thriving.
18	Bringing people from the cities and providing adequate internet.
19	Build another pool, provide youth facilities and subsidise care.
20	By taking action and fixing it and listening to their residents.
21	Challenging question, Keep more of an open mind.
22	Cinema is a good start and they need to reach out more to the public to engage and include the younger generation.
23	Clean up the river, get rid of foreign weeds and fish and restock Murray River fish.
24	Communicate more with the ratepayers and what the community wants.
25	Communicating with residents and the community, funding for initiatives.
26	Communication.
27	Community involvement. Listenening to community.
28	Concentrate on doing their job properly.
29	Consult with ratepayers and come up with some ideas.
30	Continue to listen to the people in the town.
31	Continuing Aging Well Program/ Urgent control of erosion by wake boats.
32	Council and fix the pool and promote and financially support and kick start programmes.
33	Council is responsible for maintaining the park, pool and footpaths.
34	Council needs to Look at the water irrigation system and get specialists.

35	Council should address the rubbish dumping, we pay rates and we are proud of our homes and we want to get to get rid of our rubbish when we can. May residents are working on the weekend and cannot make it to the tip.
36	Council to commit to doing the bridge, necessity: in very bad shape as lots of tourism and heavy use/ alter budget priorities and become more efficient: reduce amount of Council rates going out of Mulwala town into Corowa/ lobby State government for increasing policing services.
37	Council to lobby State and Federal governments for resources to ensure that Council maintains its services.
38	Develop a commercial or industrial area for small business, provide facilities other than sport for young people.
39	Distributing services on most populated areas, and spending the money for the Recycling plants.
40	Do not put a tip in the area/ Worry about areas other than Corowa.
41	Do their job.
42	Easier communication process and improved website.
43	Employ more people to do the jobs.
44	Encourage businesses to come by opening up possibilities of cheaper holidays and a freer atmosphere with less red tape. Have open Council meetings, and don't change rules midstream.
45	Encourage more business growth/ employment.
46	Equitable distribution of funding and resources between towns and satellite towns. E.g. factory in town needs to be sustained and kept going for employment of residents from nearby towns.
47	Equitable funding, equitable services.
48	Facilitate these priorities using ratepayers' money - make it happen.
49	Figure out what they are going to spend their money on and not waste it.
50	Financial, managerial and organisational input to support growth.
51	Financing the growth, keeping rates at reasonable levels at the same time.
52	Fix the boat ramp and fix the roads.
53	Fix the roads and allocate the funds for facilities at the river.
54	Free tip entries. Subsidised teenage entertainment.
55	Funding and local committees to oversee.
56	Funding for development.
57	Funds, planning and getting it done.
58	Future planning that is affordable.
59	Get all the community together/ Council driven.
60	Get funding and make the safety of elderly and infirm pedestrians a priority.
61	Get in touch with the public ask the people what they want.
62	Get more funding.
63	Get more public support and go to the local member.
64	Get more tourism into the town.
65	Get newer ideas from the community, look around, get out and meet people.
66	Get on with it all.
67	Get school students to attend Council meetings, encourage the young to get involved as volunteers.
68	Get someone out to fix the problems.
69	Get the roads fixed by filling potholes, put better lights in the existing sporting fields.
70	Get their act together. Start thinking younger.
71	Getting more places for entertaining kids, such as recreation and leisure centres.
72	Getting off their bums and doing it.

73	Getting the job done. Developing strategies for tourism.
74	Give incentives, perhaps reduce rates.
75	Give leadership to make them happen - exercise good judgement.
76	Have a vision and make it happen.
77	Having more meetings and discussing all these issues.
78	Help business with rates discounts/apply for grants to help with childcare facilities.
79	Help small business grow, provide assistance with employment/manage the resources they have better/Murray river/more tourism at Murray river.
80	Improve it.
81	Improving infrastructure/ More employment/ More tourist attractions.
82	Include Urana in the strategic plan they have/ We were told more when we were Urana shire.
83	Increase tourism/ Attract more business into area with incentives/Raise funds for swimming pools and renovate.
84	Initiate a ten-year plan.
85	Integrate the community/youth Council and youth centre.
86	Just lower the rates.
87	Keep the rates down to keep people in the area/Keep the town clean to keep the Tourists coming in.
88	Keep young people here and train young people for industries, these are our lifeline.
89	Keeping rates reasonable, seniors' programs implemented footpath and road development and maintenance.
90	Leadership.
91	Leadership, for a start, and having a general manager who has structural support and support of the Council workers.
92	Liaise with State Government re need for more resources in health, education, policing and judicial facilities.
93	Listen to members of the community.
94	Listen to ratepayers, be more open with communication, there is not enough information publicly available.
95	Listen to the people/get funding from the government to fix the roads/help reduce lease payment on shop to get tenants back.
96	Listen to what the ratepayers want.
97	Listen.
98	Listening to the public and doing something about it to fix.
99	Listening to what their constituents have to say.
100	Lobby Federal government, build the pool, apply for federal and state funding for roads - they are in shocking condition.
101	Look at getting new businesses.
101	Look into it and make sure people's conditions are financially better and they need to bring in more shops.
102	Looking for more recycling options, looking for a composting process that is more suitable than the current one.
103	Make a decision and build a 50 m pool/ Listen to the town.
104	Make more of an effort with road maintenance and signage.
105	Make people more aware of changes and updating.
106	Make public transport more available.
107	Make sure funds available to implement them.
108	Make sure the elder have access to services.
109	Making sure they have good trained staff to do the job.

110	Making the area attractive to get more people into area, grants for new incentives.
111	Making the area more attractive for the workforce.
112	Manage the flow of river better.
113	More events such as music or cultural festivals, good for tourism and employment.
114	Need to do a better survey of their responsibilities to match what the community (residents) require. Roadworks and infrastructure such as drainage needs to be prioritised and solutions brought forward to fix it.
115	Not waste money, support small business.
116	Nurture small town values and community interactions.
117	Playing a leading role.
118	Prioritise the issues.
119	Prioritising their roles and good Councillors/commitment to that role/considering the environment in all decision making/ensuring all infrastructure is well maintained.
120	Proactive role, acquiring government grants, planning for the future.
121	Promote a lot more to bring in more people.
122	Promote the history and culture of Corowa.
123	Promote tourism.
124	Provide funds for these projects.
125	Providing funds and administrative skills to aid the developments.
126	Provision of services, e.g. swimming pool upgrade. Looking at attracting migrants or refugees with children to the area. Applying for federal funding and grants.
127	Public meetings.
128	Push for bridge and tell us what is happening.
129	Push state and federal government to get things done/road authority.
130	Push the interest in entertainment and distinct identity and look after the Heritage and arts.
131	Put Council workers back in town.
132	Put money into it.
133	Put the bells in the Bayly Street and Gulgai Street crossings in Mulwala.
134	Release land for infrastructure projects.
135	Re-prioritise budget and build pool; work with police and limit availability of alcohol at local events, more alcohol free zones and times.
136	Re-prioritising ratepayers' funds to get things done rather than waste money, do as ratepayers request.
137	Retain and upgrade existing pool, stop approving facilities which are already there, make the tip cheaper and accessible to all cutting back on illegal dumping.
138	Rezone the area.
139	Seem to do more to take away and not give more community issues, no work on roads.
140	Show leadership and action.
141	So not everything reflects on one town it should affect whole area.
142	Speak to public about any issues; public should be notified, listen to what people want.
143	Spend less money on expensive signage, build 50-metre pool for swim clubs and carnivals, more riverside walks.
144	Spend money to clean up and beautify town and riverbank areas.
145	Spend the money wisely.
146	Stop spending money elsewhere.
147	Stop spending so much money on administration - reduce costs to running the administration.
148	Stop the infighting and spend the rates money more wisely.

149	Support and promote help for aged.
150	Support the advisory groups such as the disability advisory group, down to three from fourteen members in only twelve months. Install purpose built disability toilets etc., it is humiliating to be told to share them as parent rooms.
151	Taking more feedback from the residents and doing more surveys like this.
152	Talk to the public to help resolve these issues.
153	The Council could make land available at a reasonable price, to those who want to start a business.
154	The Council could put a sign up at the weir bridge.
155	The Council need to visit the elderly and see how they're doing.
156	The Council needs to look at what they can do to stimulate economic growth, maybe improve infrastructure. The Council needs the tourism but they needs to police the associated crime more.
157	They are trying.
158	They can attract more industry to the area to counter unemployment / implement programs for drug addiction.
159	They could employ more people to cover those areas, to prevent a disorganised series of changes.
160	They could encourage more riverside development, more shops and encourage more tourism in the area.
161	They could facilitate these proposals.
162	They could play an active role in those issues.
163	They could put government funds for the childcare program.
164	They could voice their concerns.
165	They have to do the works like clean up the streets.
166	They have to listen to the people of the shire.
167	They have to promote the issues and liaise with the State and federal Governments.
168	They have to put them in the agenda and give high priority.
169	They have to re-elect decent people because they are useless.
170	They need to act on the Community's input.
171	They need to be able to call on the people to assist.
172	They need to be audited more often and address these issues.
173	They need to employ some extra people; they need to have better communication with people in the town.
174	They need to get out and talk to the local and ask for what they want.
175	They need to harass the government for money.
176	They need to make quicker decisions, and need more stability.
177	They need to promote Federation Council or the area.
178	They need to stay on top of the game, keeping their planning looking forward instead of remaining static.
179	They need to treat all areas with the same priority.
180	They should address these issues.
181	They should acquire government grants, in order to provide funds to do these public works.
182	They should encourage bigger businesses to come to town. For example a K-Mart instead of just an IGA.
183	They should give incentives to attract small businesses.
184	They should have a dedicated group to prioritise the running of the town and to make it more beautiful.
185	To acknowledge the small town more often.

186	To assist local group to help increasing tourism or to invite more people to come to the town or make it more attractive for people to come to the town.
187	To create employment for the community.
188	Vision and decision.
189	We need 2 Councillors to address these priorities in Howlong. One Councillor is not enough to address it.
190	With funding - distributing the money to these particular priorities.
191	Work closely with state and federal governments to get funding for these issues.
192	Work closer with the Tourism industry, and promote more to get more businesses into area.
193	Work harder at understanding the different generations.
194	Work with the Murray river commission to get sustainable water level for the holiday seasons.
195	Working together with the public.
196	Working with Federal and state governments on their plans/ maintenance of the landscape values.

Appendix B. What community could do

No.	Comment
1	Assisting with funding, volunteering their time and participating in what is needed and good for the area, voicing opinion and coming up with solutions.
2	Attend Councils meetings/be more proactive towards Federation and help them as much as they help you/ensuring accountability.
3	Attend meetings. Actively be consulted by providing opinions, views etc.
4	Back the Council, support good Councillors.
5	Be involved, speak up when decisions are not right.
6	Be kind to each other.
7	Be more helpful to each other.
8	Be more involved and participate.
9	Be more involved.
10	Be more proactive in finding solutions.
11	Be realistic and move on to more viable areas such as Corowa.
12	Be very supportive.
13	Being available to give a hand/Encouraging them to keep moving ahead.
14	Being given chances to communicate, via Council meetings and attending forums, discussion groups etc.
15	Being more environmentally friendly.
16	Better releasing of the water, to prevent future flooding - community needs to back Council, voice their opinions and be heard.
17	Buying local goods and services/run events that attract people to the town.
18	Certain decisions should be discussed with the people before decisions are made.
19	Come together and work WITH Council.
20	Communicate between organised groups.
21	Community bus is not very accessible.
22	Community consultation.
23	Community contributes financially now.
24	Community groups are quite active in providing food along the river/ Improve the pool and heat it.
25	Community has to be prepared to commit to programmes and participate in local events.
26	Community is canvassing on some of the areas, but sometimes because of the aging community it becomes more and more difficult.
27	Community must be supportive of Councillors and Strategic Plan, get involved, speak up and participate.
28	Community need to be more vocal.
29	Community need to keep pushing.
30	Community should ask for meetings in town and approach Councillors.
31	Community should participate and get together.
32	Community needs to change the Council - make them more accountable.
33	Completed surveys about upgrades where footpaths are needed.
34	Contacting the Council.
35	Contacting the Council.

36	Continuing the festival and events in Corowa like Christmas festival in main street that has been going for the last 2 years.
37	Contractor could provide raw materials and space in front of their own houses. Everyone would like to pitch together with time and effort.
38	Contribute to development of infrastructure and facilities.
39	Council should involve the community.
40	Cut red tape in making new business start up here.
41	Discuss issues with the Council/ the Council should listen more.
42	Discussing all this important issues.
43	Do some work and take some pride in it.
44	Do their job properly.
45	Donate resources, skills and expertise for youth centre and programs, run live feeds on local attractions through social media.
46	Education of the fact that these could be issues for the future.
47	Encourage Council to make a decision on the future of the pool. Either extend it for competitions or have it indoors for children.
48	Encourage more children and cheaper after hours childcare.
49	Encourage the participation in surveys and going to meetings.
50	Endorse swimming facilities, and indoor pool and 50-metre pool; more support for sporting clubs and make it cheaper for kids to play sport.
51	Ensure there are facilities for all ages, and have more community groups to participate to make changes.
52	Establish communities to oversee things.
53	Everyone needs to suggest and give input of their opinions to the Council of what they think needs development. There is a web site or information desk and resource centres where people can offer suggestions.
54	Express your views, go to Council meetings.
55	Form a committee to lobby the Council, do funding raising for the pool/assist young people to run their own recreation programs/organise assistance programs for elderly and maybe hand them over to the Council once they're up and running.
56	Forming Clubs, men's shed/ Local and state government need to get to work on erosion.
57	Fundraising and being kept informed about where our Council rates are being spent.
58	General participation.
59	Get behind the Council and population ideas.
60	Get behind the Council and tell them what to do (voice opinions and concerns).
61	Get involved in community meetings, discussions, keep issues on Council agenda and keep voting for them as a priority.
62	Get involved in service delivery like Meals on Wheels, caring, accommodation.
63	Get involved.
64	Get more involved in the swimming pool process/suggest the road that need to be fixed, an upgrade due to flooding etc./try new business to get things going in the arcade and shops.
65	Get more involved in what the Council does, support what the Council is already doing to promote tourism.
66	Get more involved, go to Council, identify particular areas of need and provide feedback to Council.
67	Get out and help each other, and to create jobs.
68	Get school kids to participate in Landcare and special projects, heat the existing pools with solar heating , refurbish the pool at the golf club for physiotherapy use.
69	Get the funding to do these especially ambulance service we need a better service.
70	Get volunteers together as well.

71	Getting people together in groups to organise more activities.
72	Getting residents on board together with meetings and talking about it.
73	Give the community a voice and they will help, the community does not have a voice at the moment/the community is living in a dictatorship.
74	Have a community meeting and get behind the issue.
75	Have a decent rep from the Council to look after these issues.
76	Have a louder voice, don't give up, keep pushing through with requests.
77	Have a voice to be heard and listened to.
78	Have an area that is a consultation area to discuss residents' issues.
79	Having part in making some of the decision that the Council may come up with.
80	Howlong community has attempted to push issues and have top job so just persist.
81	Instead of kicking them in the guts, the community should help rehabilitate drug addicts. The newspapers demonise drug addicts.
82	Involvement.
83	Join the local clubs such as Lions, Rotary, Apex, sporting clubs. Work together to reap the rewards.
84	Just approaching and raising these issues with the Council, who have the power to bring these things about.
85	Keep doing what they are doing.
86	Keep making their opinions known, keep the pressure up on issues like the pool and the money spent on General Manager.
87	Keep the enthusiasm for participation increasing.
88	Keeping the Council accountable.
89	Let Council know what we want.
90	Let their feelings and opinions be known to Council to make sure they're aware of what the general population wants.
91	Lobby for the pool retention and renovation, hold and attend more meetings on these issues.
92	Lobbying for changes.
93	Lobbying the Councils.
94	Lodge petitions with the Council.
95	Look after the community better so they will shop local.
96	Making Council more aware.
97	Making sure they address the community in addressing employment for youth.
98	Not in their hands - community views get voted out of Council decisions because the town only has 2 Councillors representing them. Eg roundabouts not being built, many incidents have occurred regardless of raising this issue to the Council (about 5 months ago).
99	Not much more than what is already being done.
100	Not relevant, not much more they can do.
101	Nothing.
101	Nothing we can do about these issues.
102	Notified the Council of bad roads and park, petition the Council to get things done.
103	On major issues a forum with the public.
104	Open forums and meetings for the town.
105	Participate and support, including volunteering at events.
106	Participate more in the community, use the local facilities to increase demand; speak up, more input into Council meetings, demand to be listened to.
107	Pay for a doctor.

108	People need to understand that people who are incontinent are being excluded and embarrassed. We often cannot go to events because there are no public amenities for people in wheelchairs.
109	People to publish their opinions in the local papers so it gets seen from the Council.
110	Petition.
111	Pool needs to be replaced by a 50-meter pool size.
112	Promote the area, the community getting behind the area.
113	Public action.
114	Pull together and have a better attitude towards water.
115	Push for more grants/ voluntary work.
116	Push more, perhaps a petition.
117	Put pressure on the Council to get things done.
118	Raise awareness of the issues.
119	Raise funds, keep asking for these things to happen.
120	Raise the issues to Council, including contacting Council directly.
121	Raise these issues at the Council meetings.
122	Shop local.
123	Speaking out more to the Council to let them know what we want.
124	Stand together to help engage with Council to address and fix the issues.
125	Standing together as a community.
126	Submissions and ideas to the Council.
127	Support /use the indoor pool.
128	Support any area as much as possible, keep town tidy and clean to encourage tourist.
129	Support communities and sporting and cultural activities.
130	Support Council with positive input, participate more in local decision-making.
131	Support local businesses instead of Albury.
132	Support the Council more.
133	Support the Council, Go to meetings.
134	Support the Council.
135	Support the Council.
136	Support the organisations that are keeping the hospital going.
137	Talk to the Councillors.
138	Talk to the local Councils or sign petitions to get things done.
139	The community already plays a role too.
140	The community coming together.
141	The community could divest itself of always blaming Council, and take some responsibility itself.
142	The community could encourage companies and individuals to invest in Corowa.
143	The community could get more up-to-date information about what the Council's doing or what they are spending our money for.
144	The community could support businesses and help foster employment.
145	The community has already played a large role in this area.
146	The community needs to be more transparent about plans and future goals.
147	The community needs to give their opinion more, and start attending Council meetings.
148	The community needs to not be complacent, they need to back the Council.
149	The community should speak up more about it.

150	The community should voice their opinions to the Council or members so they can discuss these issues at meetings. Also lock and secure homes and cars as best they can to protect from crime.
151	The people should support their swimming clubs and the idea of swimming pool development.
152	There are priorities or issues.
153	These surveys will help get community help.
154	They can sit down and discuss it with the Council and take vote on any Council decision.
155	They could be encouraged to do more with their gardens.
156	They could gather together and have a meeting.
157	They could speak up about what they want.
158	they need to be an involved community in these developments. Voice their opinions and discuss these issues at local community meetings.
159	They need to communicate with Federation Council to what is needed perhaps community meeting.
160	They need to employ a community coordinator to organise notifications to the public.
161	They need to have a better communication with the Council, more involvement.
162	They should gather and have a meeting.
163	They should gather together and talk about the issues.
164	They should lobby their local Councillors.
165	They should put suggestion or a meeting and talk about the issues.
166	Through community groups being interested in these priorities for e.g.: like land care group for conserving the river.
167	To listen and to put time aside to get involved with the community.
168	To support each other and stand together as a community.
169	Too many old people to help much.
170	Understand that it is a country town and look out for each other.
171	Understand they can't have everything/ Communicate with the Council.
172	Use water more efficiently / help children, get professional help and advocacy/fundraising for Health and local hospital.
173	Using their opportunity to give feedback to relevant people.
174	Voice their opinions to Council, volunteering time and support initiatives and programs, be involved in the local community.
175	Volunteer on planned community clean up days, employ local artistic talent, locals to take interest in tarding up the town.
176	Volunteer work/cleaning, weeding and watering parks.
177	Volunteering for committees to aid these developments.
178	We locals could shop locally more often.
179	We must not let Federation Council forget Mulwala is part of the shire.
180	We need to have a forum, for the general public to discuss our issues, not on the weekend when most people in our town are working shift work and weekends.
181	We want to be involved and we want to be included.
182	Write letters, send in petitions, vote at Council, rally community support, have a voice.
183	Youth group / run activities/ young people to have a voice.

Appendix C. Other issues

No.	Comment
1	A bridge across the river.
2	A one on one talk or discussion with people at our level.
3	Advertise on the side of road and have flexible hours.
4	All of the staff are professional and lovely.
5	An inventory on the shire to know where the money is going?
6	Bring back the tip vouchers so less rubbish.
7	Bus run into Albury more frequent for the elderly.
8	Challenging process because the area is extremely large in land mass - sparsely populated - people still need to be looked after.
9	Clean up the parks and wildlife.
10	Complete saleyards upgrade/ Improve maintenance of aerodrome to avoid further downgrades.
11	Council needs to get out of their offices and look at what is not happening in small business. Small business has no encouragement and we need to create more employment opportunities.
12	Council should take notice ratepayers, they should do what the rate payers want.
13	Desperately need to bring in some younger better qualified people who understand that Corowa needs tourism to grow.
14	Differences in dump fees at different locations/shires. Shouldn't have to pay to dump green waste. Waste management issue.
15	Doing less and less tourism issues in the town/ concerned.
16	Don't leave us people in Mulwala without including us in decisions.
17	Drug use (Ice) is a problem.
18	Employment open up area for tourism and more family related holidays.
19	Encourage more entrepreneurs in Mulwala.
20	Encourage solar power.
21	Everything is fine. Basically I am happy in general.
22	Farms are getting bigger and increasing in automation, they'd rather spend bigger money on equipment than employ anyone. This is driving the demise.
23	Finish the waterfront master plan from seven years ago. Make a decision on the pool.
24	Footpaths are too high for the elderly they need bars for the elderly people.
25	Footpaths, lighting and ramps and disability toilet
26	Good cancer clinic in Albury with transport available and home help available.
27	Gutterings and stormwater drains need maintenance. Footpaths are needed especially in Sauvignon Drive.
28	Have a roster of the sick and elderly so nobody gets left behind. A resident police to watch out for louts.
29	Health service in the area should have a lot more accountability.
30	I am a builder they need to get a faster service for issuing contracts for building approvals.
31	I am happy about the cinema here, it is inspired.
32	I believe the Council is doing a reasonable job, they are more aware now than years back about things other than roads rates and rubbish. Still I would prefer they didn't centralize everything and kept some facilities and services, just within the smaller communities.
33	I think they need to upgrade the swimming pool the one in caravan park (the one close to Murray River). It is very old.

34	I would like to see that the town planning doesn't get rid of too much good agricultural land.
35	In the last 10 years, fruit fly problem has escalated. Council have stopped basing/spraying pesticides made fruit fly problem endemic and this has turned a lot of people off as they may like to have their own fruit trees - may repel people from settling here. Water rates have increased substantially, a lot less greenery/nature strips due to not wanting to incur costs for watering.
36	Infrastructure is going downhill due to lack of maintenance.
37	Infrastructure should produce a return to the community without increased public costs.
38	It is purely up to the Council to help the community. The Council didn't take any notice of the people or didn't listen to the people. The Council should listen to what the people want but they have to get out themselves and look around.
39	Keeping people informed about different projects, give everyone a chance to have a say.
40	KPIs to meet and accountable to the public.
41	Like people to maintain their properties better, e.g. to reduce fire hazards. Reducing accrual of dumped waste eg cars being accumulated on properties.
42	Make the town more attractive.
43	More employment and tourism.
44	More opportunities for young people needed in the area, get the youth involved in decision making processes and contributing to the community - more encouragement.
45	More ramps and footpaths for wheelchairs.
46	More rubbish bins in the streets.
47	Need to improve facilities for tourism.
48	New swimming pool for the future of Corowa.
49	None.
50	Not sure about what the new Council can do - not sure what they're able to do at this stage.
51	Not use expense recruiting agencies, cut back on staff but overall they provide services very well.
52	Old buildings could be organised.
53	Once the direction for development has been taken Council should not be deflected by other issues. Follow through with the decision decisively.
54	Our economic base is not expanding so we need people other than retirees to come into the town, we need to attract young people.
55	Over the years the Council has never been proactive. Hopefully they can open their eyes and be more proactive.
56	Pay more attention to catering for needs of young people in the community.
57	Perhaps a more open mind, need to attract a more diverse group of businesses into the area.
58	Promote more co-operation between states/next to be more flexibility for people who live right on the border/the roads need to be improved.
59	Put more effort into the river frontage, parking and access issues need improvements.
60	Put more footpaths into Corowa.
61	Put the Council Depot back into Mulwala and reduce politicking with Corowa, particularly as Mulwala provides huge income for the Federation Council however, very little is put back in to the town of Mulwala. I appreciate the recent beautification projects by Council.
62	Putting people back on the ground in Mulwala/ Cemetery maintenance/ Rubbish collection in town.
63	Ref
64	Restore heritage bridge.
65	Roads and paths will become an increasing issue as we grow, we also need more investment in sustainable energy such as solar.
66	Roads needs massive attention throughout Council, from one end to other is 150 kms.
67	Roadside wood collection needs to be continued as the wood is a fire hazard.

68	Share the money around in a way that the smaller areas in Federation Council have an intact identity. If the administration of money goes to the larger shires, then we suffer and it is not fair.
69	So far the new Council has expressed a need for economic outcomes over community concerns.
70	Spend money in other satellite towns in the area, not just Corowa. We need a more equitable spread of funds.
71	Sudden changes should not be made as they frighten everyone.
72	Take more of a holistic look at everything.
73	The Council are trying to upgrade our swimming pool, which is in need of repair. The plans they have put forward are not acceptable to me and others / we are now using another town's pool for that reason. The longer they argue the longer it will take for the pool to be completed so they need to discuss it, decide, finally build it and just get on with it.//
74	The Council needs to increase the police presence in this town because they are not here 24/7. Also bus services to the nearest town are very infrequent so funding needs to be increased so the youth have something to do.
75	The Council needs to make a decision and build the appropriate swimming pool.
76	The Councils precept is it is for the elderly, the Council need to support the young/ they need to act now/spend money on the teenage facilities e.g. youth group, youth community area funded by the Council.
77	The federation Council should get their act together because they are acting like a bunch of school girls. Our mayor is now living 60kms away and has no idea of the way Corowa works.
78	The people on pension need more savings in the local area and they need to build Aldi would be very popular if they build it locally.
79	The pool and the skate park - grants to be spent where it should be spent.
80	The pool issue really needs to be solved.
81	The proposed car wash is not in suitable location that is all parks and gardens this needs to be changed.
82	The red tape and over governance of the whole shire, is a problem; also now that is amalgamated, we need to stop the us and them mentality of two separate Councils.
83	The river is not utilised enough. There are some knee jerk reactions when planning proposals are put.
84	The roads need a lot of maintenance.
85	The roads need more maintenance.
86	Their waste management needs upgrade.
87	There is a lack of visible police services in the town, Council should lobby to change this.
88	There is not enough Catholic schools locally. / The water quality is very poor and dirty.
89	There is not enough money to do much of anything.
90	There is nothing for the young people, youth of the town to do for recreation so we need to also address this issue.
91	There is still a lot to do, the previous Council got behind the eight ball/ I would like to see a economic development officer appointed.
92	They are doing a very good job.
93	They are very slow on actioning roadworks in the area after several complaints have been made.
94	They need more involvement with the community and react accordingly.
95	They need to be concentrating less on the bigger places and focusing more on the smaller areas.
96	They need to get a much more effective tourist organisation going in Corowa.
97	They need to give more priority for the major trucks in the area.
98	They need to look at their handling of building application/ be aware they are working for the community.
99	They need to maintain areas around the river.
100	They need to more with emergency services by backing them and providing resources and funding.

101	They need to promote the area more.
101	They need to spend more money on the roads to get rid of potholes and tree roots.
102	They're having a big debate a new 50-metre swimming pool. They should stop debating and just do it.
103	Things are now being sorted out by the newly elected Council.
104	Trees have been removed and concrete barriers put in place on main road, this has slowed down ability for people to turn around the road and get to where they're going. Easier for people to get groceries from the other town (bad for local business). Newsagent (plus other local businesses) have shut down in recent times - needs to be addressed.
105	Understand we are shift workers and if we get a weekend off ; we like to spend it with our family and our days off are during the week.
106	We need more health services, hospitals, doctors and physios.
107	We need more infrastructure and a different industry in addition to the ones we have.
108	We need more money spend on roads, they are declining.
109	We need to consider the northern end of the shire.
110	We need to get a swimming pool.
111	When they are going to build the bridge.
112	With the building of the new swimming pool, am not sure about the plans because we haven't heard anything lately. I feel the quicker they make a decision, the quicker it will be built and that would be good for the community.
113	Young ones need something social to do, like live music and cinema.

Appendix D. Survey Instrument

A1. Are you: 1. Male 2. Female	
A2. How old are you? 1. Under 18 -> [Thank and close] 2. 18-25 3. 26-35 4. 36-45	5. 46-55 6. 56-65 7. 66-75 8. Older than 75
A3. Which town/location do you live in? [Do not read] 1. Corowa 2. Mulwala 3. Balldale 4. Boree Creek 5. Buraja 6. Coreen 7. Daysdale 8. Hopefield 9. Howlong	9. Howlong 10. Lowesdale 11. Morundah 12. Oaklands 13. Rand 14. Rennie 15. Savernake 16. Urana 17. Other [Record]
Q1. What do you value most about the Federation Council area? [Open]	
Q2. What are three words you would use to describe your vision for the area over the next ten years?	
Q2. Thinking about the next ten years, what do you believe will be the three highest-priority issues facing the Federation Council area? [Open]	
Q3. What role could Council play in addressing these priorities? [Open]	
Q4. What role could the community play in addressing these priorities? [Open]	
Q5. Is there anything else you'd like to add regarding community, economic, environmental, governance or infrastructure issues facing the Federation Council area?	
Q6. I will now read a list of five areas across which Federation Council provides services. For each, please indicate whether you consider them to be not at all important [1], slightly important [2], moderately important [3], very important [4], or extremely important [5]. <ul style="list-style-type: none"> • Community services, such as activities and programs for children, families, youth, seniors, and people experiencing disadvantage • Economic services, such as the attraction of employment and tourism • Environmental services, such as environmental protection, land use planning, and waste management • Governance services, such as customer service, and ensuring compliance, transparency and accountability • Infrastructure services, such as the provision and maintenance of roads, facilities and other assets 	
Q7. I will now read that list of five service areas again. This time, please indicate whether you are not at all satisfied [1], slightly satisfied [2], moderately satisfied [3], very satisfied [4], or extremely satisfied [5] with each. <ul style="list-style-type: none"> • Community services • Economic services • Environmental services • Governance services • Infrastructure services 	

Q8. I will now read seven statements about feelings and thoughts. For each of them, please indicate whether you experience them none of the time [1], rarely [2], some of the time [3], often [4], or all of the time [5] over the last two weeks:

- I've been feeling optimistic about the future [1, 2, 3, 4 or 5]
- I've been feeling useful [1, 2, 3, 4 or 5]
- I've been feeling relaxed [1, 2, 3, 4 or 5]
- I've been thinking clearly [1, 2, 3, 4 or 5]
- I've been feeling close to other people [1, 2, 3, 4 or 5]
- I've been able to make up my own mind about things [1, 2, 3, 4 or 5]

And lastly, a few quick demographic questions.

D1. Does each of the following apply [1] or not apply [2] to your household:

1. I have dependent children under the age of 18
2. I rent the home I live in
3. I am paying off a mortgage
4. I am Aboriginal or a Torres Strait Islander
5. I speak a language other than English at home
6. I require assistance with day-to-day activities

D2. Thinking about paid work, do you currently work:

1. Full-time
2. Part-time
3. Not at all

D3. Do you volunteer? If so, for how many hours per week?

D4. Which best describes your annual household income before tax? Please make your best estimate.

1. Less than \$20,000
2. \$20,000 - \$40,000
3. \$40,001 - \$60,000
4. \$60,001 - \$80,000
5. \$80,001 - \$100,000
6. \$100,001 - \$150,000
7. More than \$150,000
8. Not sure/rather not say

[Ask if D2=1 or 2 (i.e. paid work)]

D5. Which of the following best describes the industry you work in? [Ask this as an open-ended question, and then code the response using the list below.]

1. Agriculture, Forestry and Fishing
2. Mining
3. Manufacturing
4. Electricity, Gas, Water and Waste Services
5. Construction
6. Wholesale Trade
7. Retail Trade
8. Accommodation and Food Services
9. Transport, Postal and Warehousing
10. Information Media and Telecommunications
11. Financial and Insurance Services
12. Rental, Hiring and Real Estate Services
13. Professional, Scientific and Technical Services
14. Administrative and Support Services
15. Public Administration and Safety
16. Education and Training
17. Health Care and Social Assistance
18. Arts and Recreation Services

19. Other [Record]

D6. What is the highest level of education you have completed?

1. TAFE or technical
2. University
3. No tertiary education

E1. Would you be interested in participating in a neighbourhood workshop regarding the future of the Federation Council Area? [If yes, collect email address.]

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