



COMMUNITY SURVEY RESULTS RELEASED

03 November 2020

Council exists to provide services to you and work for you. We are responsible for realising your vision for Walcha. This new report presents the feedback received from the two most recent surveys about Council services. It covers the 2018 survey regarding asset management and level of service, and the most recent 2020 survey regarding Council Facilities and our Youth.

Walcha Mayor, Eric Noakes said, *“Your feedback gives Council a valuable insight into how you experience our services and what is most important to you. We are striving to create a culture of open communication and consultation between Council and our community. Closing the feedback loop for surveys is an important step to show our community that we hear what you tell us and what we plan to do about it.”*

“Following the 2018 level of service survey, roads still remain the top priority for our community. As well as continuing our regular maintenance programs, Council has invested over \$1.3million of grant funding in sealing new sections of road this year. We will continue to prioritise the quality and safety of our roads for the Walcha community.”

The full report can be viewed on Council’s website, and hard copies are available from the Library and Council office. It includes a complete action plan based on community feedback received, which is categorised in the themes of our community strategic plan.

Summary of highlights – 2018 Level of Service Survey

- 136 responses received
- Roads were rated the most important priority, closely followed by water, sewer and bridges
- 66% of respondents at the time of the survey thought that our road maintenance was being managed “reasonably well” or better.
- 88% of respondents were happy with how council maintain our parks and gardens

Summary of highlights – 2020 Council Facilities and Our Youth Survey

- 205 responses received
- 93% of respondents said that their chances of responding to future surveys was “likely” of better, with 40% saying that they “absolutely would”
- 142 respondents considered opportunities for apprenticeships and traineeships as important or higher.
- 126 respondents considered the priority of youth access to safe driving programs as important or higher.
- 63 respondents would like to see improvements at the pool.

Snapshot of developed actions

- Thunderbolts Way improvements – funding secured to deliver \$12million program of upgrade works by mid 2022.
- More roads to be sealed – successful delivery of sealing projects along Brackendale Road, Kangaroo Flat Road and Nowendoc intersection.
- Future road sealing projects – new project identified at Forest Way due for completion early 2021.

MEDIA RELEASE



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- Pool Facilities Upgrade - \$1.1million grant funding secured and program of work underway
- Levee walk bridge underpass at Fitzroy Street and Levee walk lighting – grant funding secured and design work underway
- Pedestrian safety between schools and ovals – grant funding secured and design work underway.

For interviews phone Walcha Mayor Eric Noakes on 0428 774 504.

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