

# Lithgow City Council

## Community Strategic Plan Research

Conducted by Micromex Research

December 2016

Prepared by Lithgow City Council

February 2017



# Background and Methodology

## Background

In 2016 Lithgow City Council engaged Micromex Consulting to undertake a survey of the community to measure community attitudes and perceptions towards current aspirations and priorities for the LGA in the future.

## Objectives

Key objectives of the research included:

- Identifying residents' quality of life in the LGA
- Identifying the level of support for the Community Strategic Plan
- Assessing and establishing the community's agreement with activities and lifestyle opportunities, and the performance of services and facilities
- Identifying support for prospective projects and initiatives

## Questionnaire

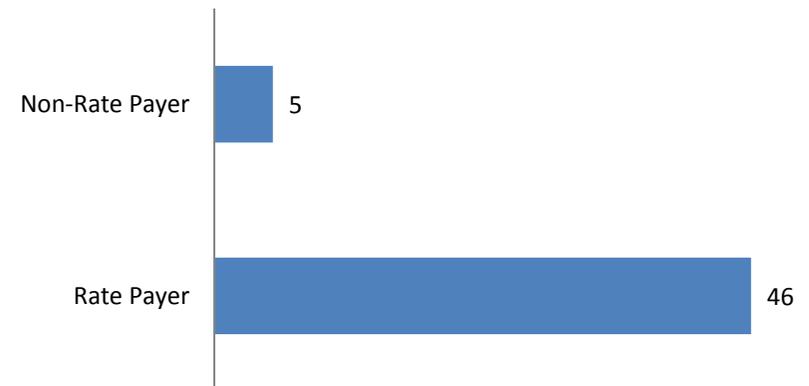
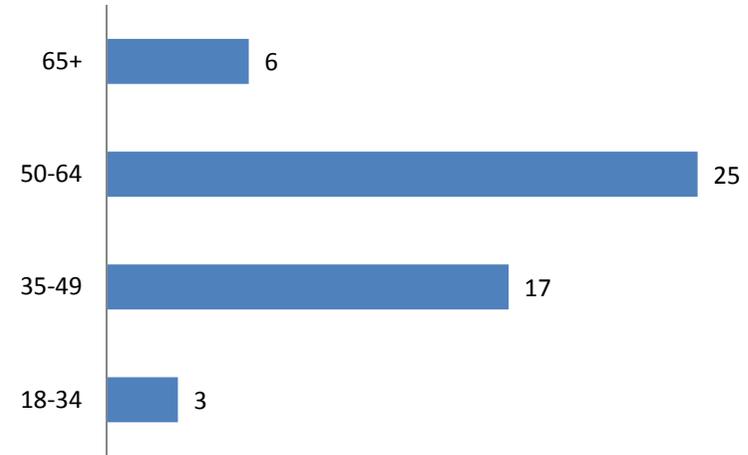
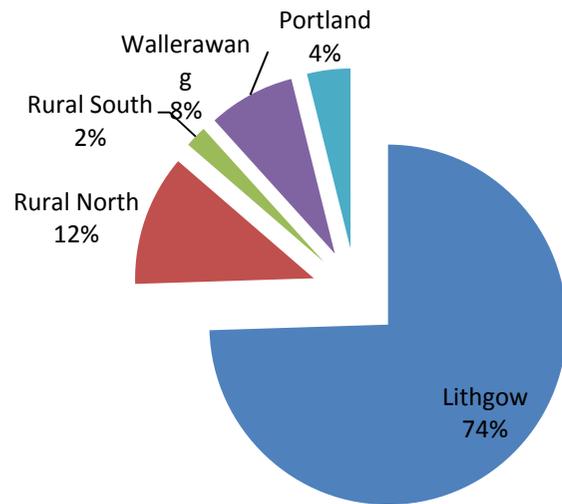
Micromex Research, together with Lithgow City Council, developed the questionnaire.

In December 2016, Micromex undertook a telephone survey on behalf of Council. The sample consisted of 405 residents, randomly selected from the electronic White Pages. In addition to this a copy of the survey was placed on Council's website between 9 December and 6 January. There were 51 respondents to the online survey.

This report deals with the responses to the online survey. Micromex has provided a separate report dealing with the results of the telephone survey however; collation of the data from the online survey was undertaken in-house by Council.

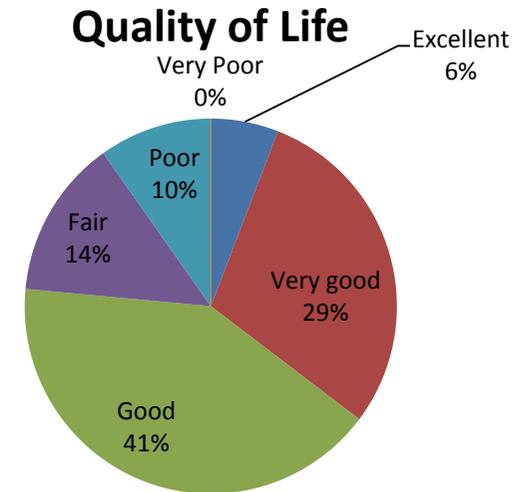
## Respondent Profile

### Responses by Planning Precinct



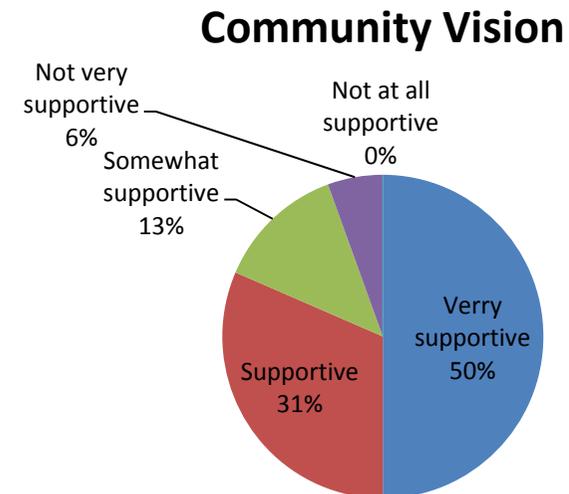
## Overall Quality of Life

Q2. Overall, how would you rate the quality of life you have living in the Lithgow area?



## Support for the Community Vision

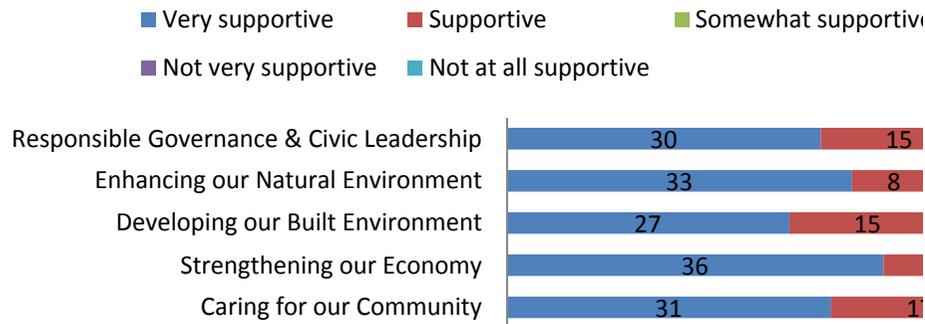
Q3. The vision highlighted in the current 2012-2032 Community Strategic Plan is that we are: "A centre of regional excellence that encourages community growth and development, and contributes to the efficient and effective management of the environment, community and economy, for present and future generations. How supportive are you of this community vision?"



# Community Strategic Plan Themes - Summary

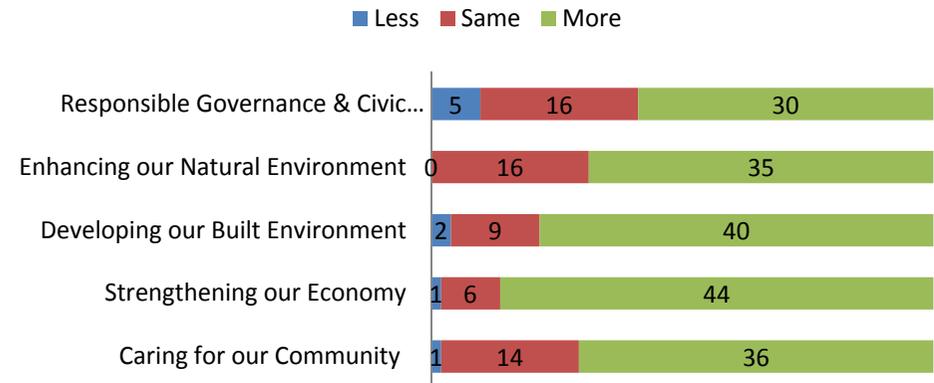
Q4a. How supportive are you of each of the following Community Strategic Plan Themes?

## Support for Community Strategic Plan Themes



Q4b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

## Council Investment, Resourcing or Advocacy

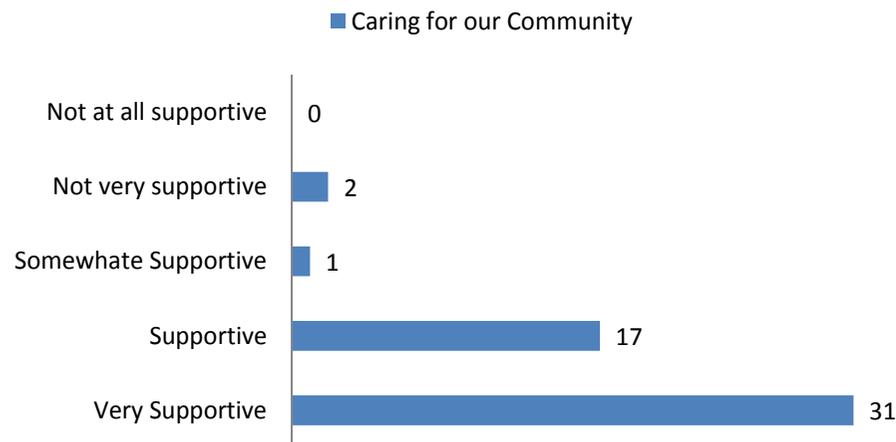


## Caring for Our Community

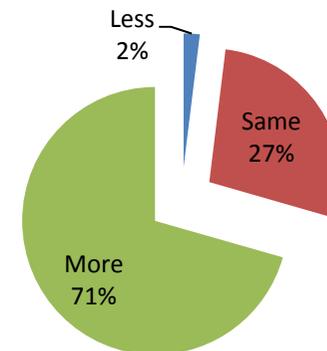
Q4a One key theme of the Plan is 'Caring for Our Community'. The aim of this theme is to retain, respect and strengthen the overall sense of community. This theme includes planning and providing quality community facilities and services for a healthy, vibrant and harmonious community, by working together to support, celebrate and expand the social and cultural diversity of the community in a safe environment. How supportive are you of this theme?

Q4b Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

### Caring for our Community



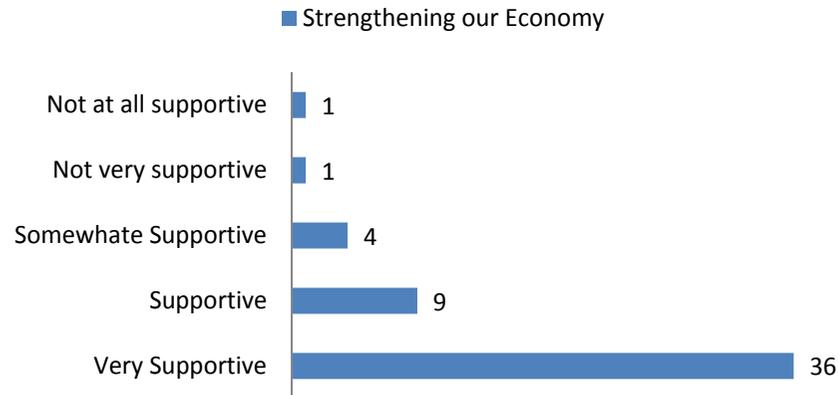
### Caring for our Community



## Strengthening Our Economy

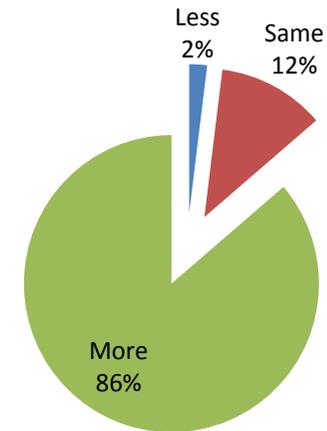
Q5a Another key theme of the Plan is 'Strengthening Our Economy'. The aim of this theme is to provide for sustainable and planned growth through the diversification of the economic base, the development of diverse job opportunities and the provision of a broad range of educational services. This includes pursuing educational, creative and cultural opportunities to diversify our economy, skills base and employment opportunities, while offering a range of lifestyle choices. How supportive are you of this theme?

### Strengthening our Economy



Q5b Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

### Strengthening our Economy

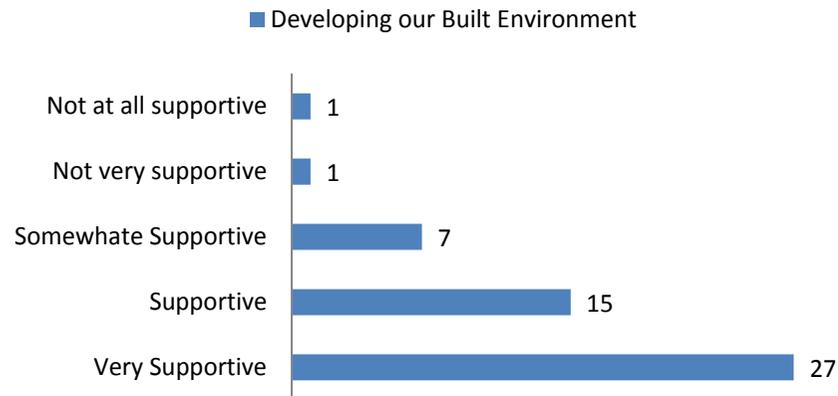


## Developing Our Built Environment

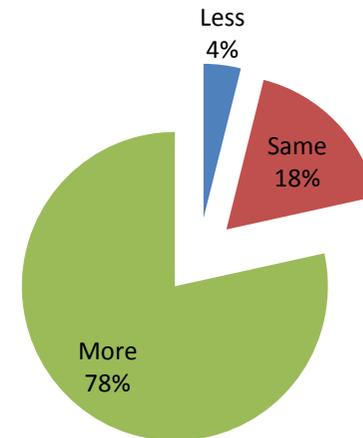
Q6a Another key theme of the Plan is 'Developing Our Built Environment. The aim of this theme is to provide for suitable infrastructure development to promote sustainable and planned growth while enhancing the existing identity of the rural areas, villages and towns that make up the Lithgow LGA. This them includes providing suitable entertainment, recreational facilities and lifestyle choices. How supportive are you of this theme?

Q6b Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

### Developing our Built Environment



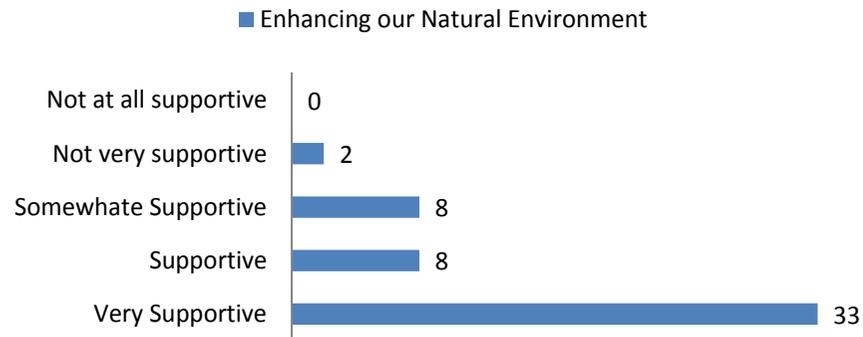
### Developing our Built Environment



## Enhancing Our Natural Environment

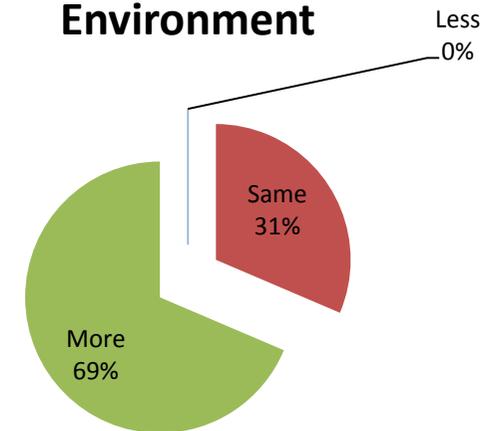
Q7a Another key theme of the Plan is 'Enhancing Our Natural Environment'. The aim of this theme is to balance, protect and enhance our diverse environmental elements, both natural and built, for the enjoyment and support of both current and future generations. How supportive are you of this theme?

### Enhancing our Natural Environment



Q7b Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

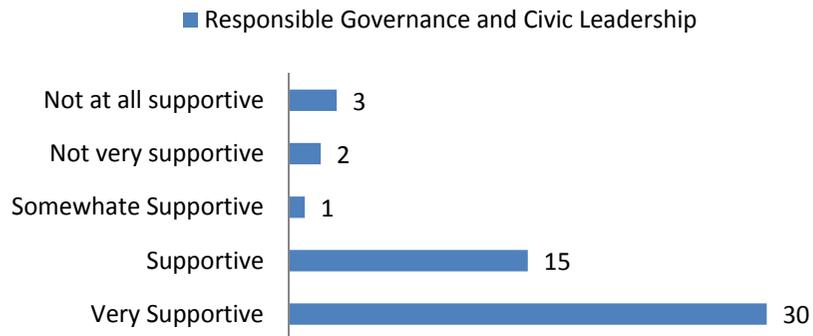
### Enhancing our Natural Environment



## Responsible Governance and Civic Leadership

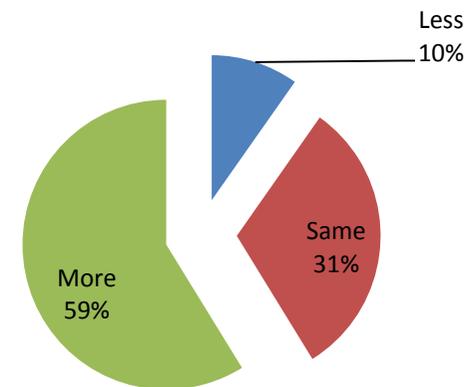
Q8a Another key theme of the Plan is 'Responsible Governance and Civic Leadership'. The aim of this theme is to develop community confidence in Council by the way it is directed, controlled and managed. This theme includes having Council focus on strong civic leadership, organisational development and effective governance with an engaged community actively participating in decision making processes affecting their future. How supportive are you of this theme?

### Responsible Governance and Civic Leadership



Q8b Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

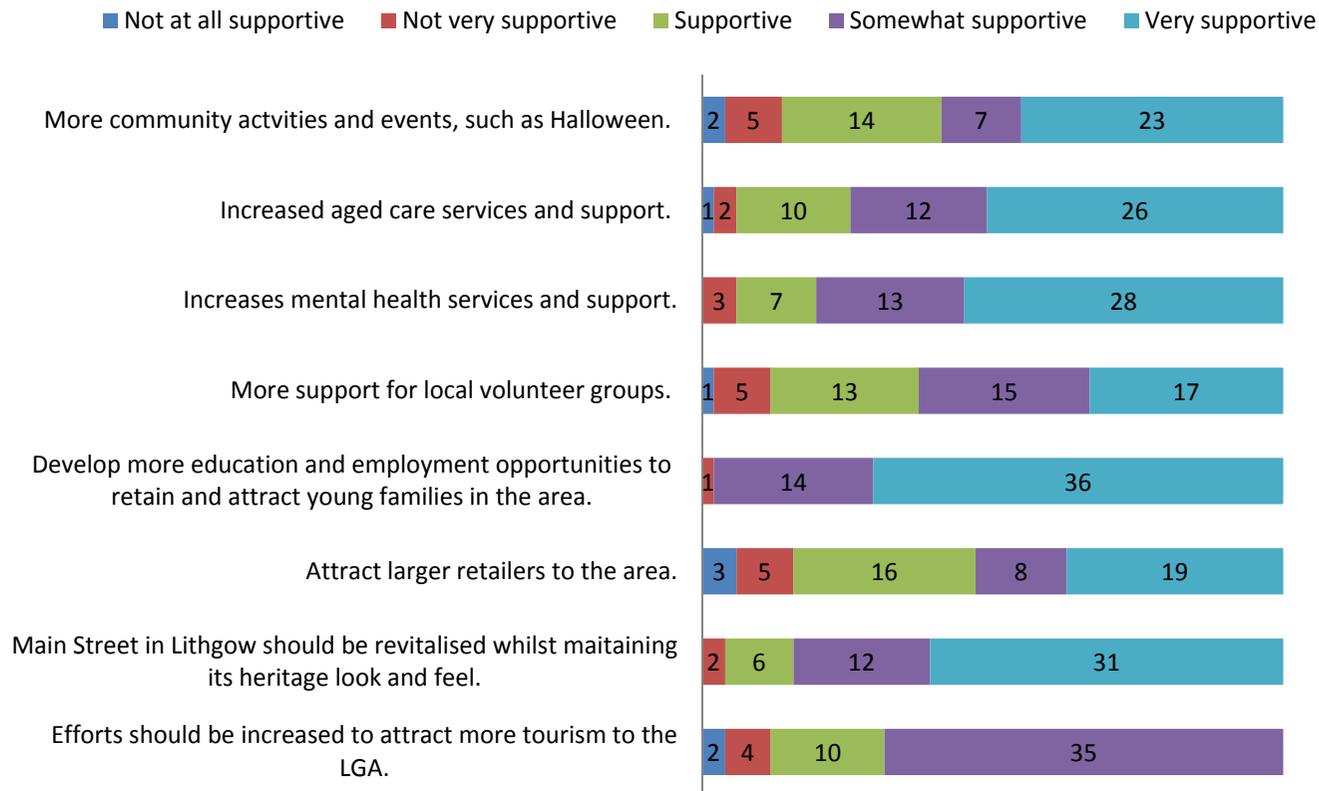
### Responsible Governance and Civic Leadership



## Future Projects and Initiatives

Q9b. The following is a list of some projects and initiatives that could be implemented across the LGA over the Coming Years. Council may be directly involved in providing these initiatives or it may lobby other levels of government for their support. Please rate your level of support for each one.

### Support for Future Projects and Initiatives

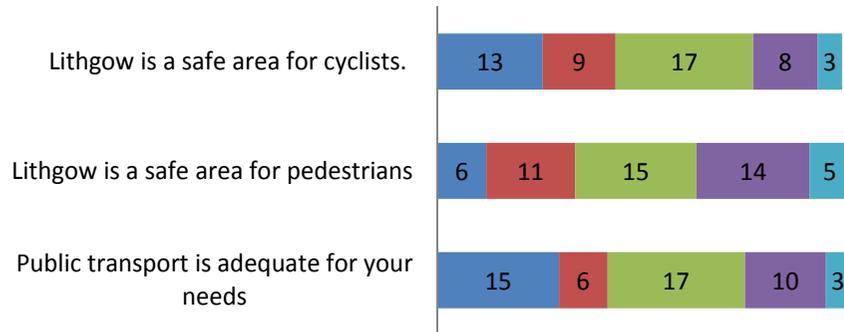


# Community Agreement Statements

Q9a For each of these statements, could you please indicate your level of agreement?

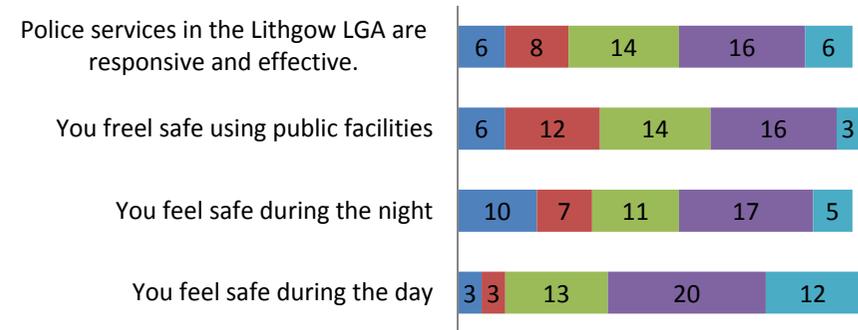
## Roads and Transport

■ Strongly Disagree    ■ Somewhat Disagree    ■ Agree  
■ Somewhat Agree    ■ Strongly Agree



## Community Safety

■ Strongly Disagree    ■ Somewhat Disagree    ■ Agree  
■ Somewhat Agree    ■ Strongly Agree



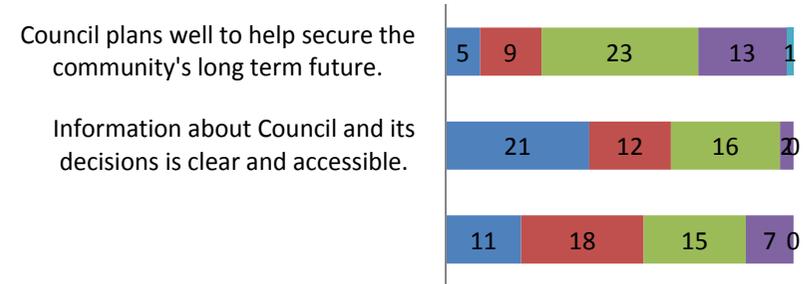
## Infrastructure and Development

■ Strongly Disagree    ■ Somewhat Disagree    ■ Agree  
■ Somewhat Agree    ■ Strongly Agree



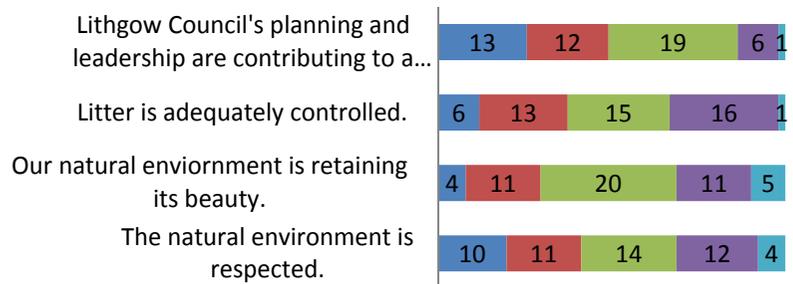
## Planning and Decision Making

■ Strongly Disagree    ■ Somewhat Disagree    ■ Agree  
■ Somewhat Agree    ■ Strongly Agree



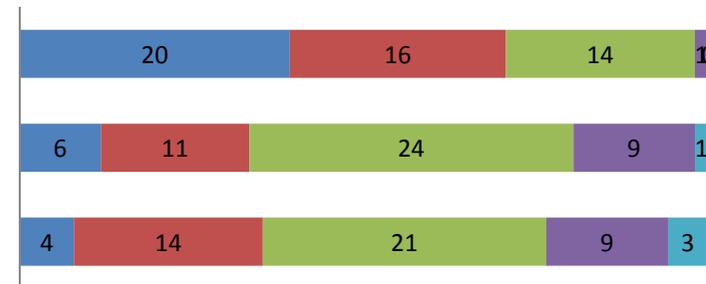
## The Natural Environment

■ Strongly Disagree    ■ Somewhat Disagree    ■ Agree  
■ Somewhat Agree    ■ Strongly Agree



## Health

■ Strongly Disagree    ■ Somewhat Disagree    ■ Agree  
■ Somewhat Agree    ■ Strongly Agree



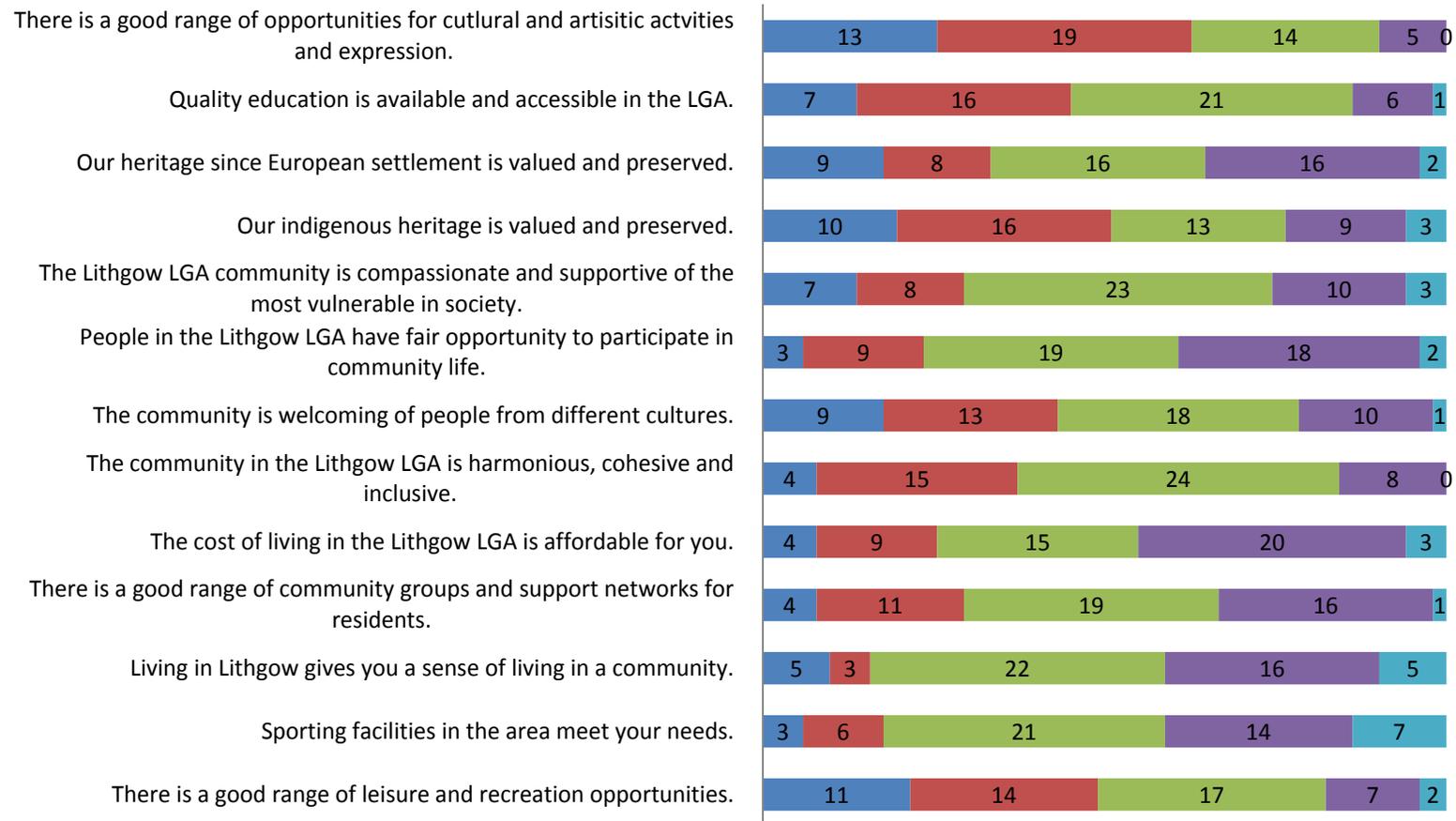
## Economic Development Growth

■ Strongly Disagree  
 ■ Somewhat Disagree  
 ■ Agree  
 ■ Somewhat Agree  
 ■ Strongly Agree



## Services and Facilities

■ Strongly Disagree  
 ■ Somewhat Disagree  
 ■ Agree  
 ■ Somewhat Agree  
 ■ Strongly Agree



## Detailed Responses – Caring for Our Community

Q4a One key theme of the Plan is 'Caring for Our Community'. The aim of this theme is to retain, respect and strengthen the overall sense of community. This theme includes planning and providing quality community facilities and services for a healthy, vibrant and harmonious community, by working together to support, celebrate and expand the social and cultural diversity of the community in a safe environment. How supportive are you of this theme?

Q4b Can you think of any priorities that should be considered in terms of 'Caring for Our Community'?

Response	Count	Response	Count
More Nursing Homes/aged care facilities/services	4	More Community Events	2
Longer hours of opening for facilities	1	Beautification of town entrances	1
Safety signage on bushwalk and recreation trails	1	Encourage volunteering	2
Aboriginal services/resource (cultural) centre or Council Liaison Officer	5	Diversity of housing	1
Early childhood services	1	Improved liaison regarding crime prevention and safety	3
Drop-in Centre for disability and disadvantaged families	1	Promote a multicultural society	1
More public programs at the Library	2	More activities for youth	4
Improved services and facilities for mental health	4	Upgrade Main Street pavers	1
A community hub supported (not funded) by Council	1	Inclusion	2
Improved promotion of events and activities	1	Support for carers and organisations	1
Continued support for Lithgow Library	2	Reduced rates	1
Central point to access information on local support services and networks.	1	Free community space to hold events and community courses	1
Parks to be upgraded	1	A Multi-Cultural Centre	1
Action as opposed to meaningless reports	1	Better public transport	2
Reduce high water rates	1	Remove fluoride from drinking water	1
Create working opportunities for people with special needs	1	Community lunches	1
Incentives for local businesses in Main Street to remain open.	1	Higher educational standard for schools	1
Inspire individuals to take better care of their properties	1	Activities for families and visitors	3

Community say on health issues	1	Continued support for community arts projects	1
Community transitional support – Children – Teens – Adult	1	Extended Library hours	1
Encourage meaning in people’s lives	1	More Council Staff involved in Interagency groups	1
Investment in services, infrastructure and public spaces.	1	Community garden	3
A well-resourced hospital	2	Monthly Council newsletter	1
Promote family values	1	A department store – Big W	1
Addressing economic and generational poverty	1	Lithgow must become a tidier town.	1
Breaking down barriers	1	Support community festivals i.e. Ironfest, Halloween and Community markets	1
Integration of aged care and early childhood services	1	Continuing Halloween celebrations	1
More ongoing Council surveys for community feedback	1	Increased support for Bushcare, Landcare, Parkcare, community nursery and gardens.	1
More retirement homes	1	Road repairs	1
Target disabled parking areas being used by people who aren’t disabled.	1	Work opportunities for younger people	1
I have a number of issues I put forward to Council, but I have been treated with contempt.	1	Activities and programs to increase community morale and civic pride	1
The biggest growth industry in Lithgow is Aged Health Care.	1	Need a facility to look after homeless/destitute/drug-dependent people.	1
Road approaches in to Lithgow should be kept clean and tidy.	1	More central meeting places (shaded for summer) where people can casually interact with visitors and families.	1
Hold an annual planning event bringing together community groups from across the LGA to better understand what is occurring and plan join initiatives.	1	Clean up messy villages and towns	1
Remove deep mining waste from our water	1	Acknowledge that the “jobs and growth” mentality will not address social disadvantage, and will more likely exacerbate it.	1
Continue the development of the Farmers Creek Master Plan	1	Schools should visit or invite the elderly to their concerts etc.	1
Holiday programs for children aged 6 – 15.	1	More “corner shop” development instead of large shopping complexes.	1
Children’s services support Officer	1	Parenting groups and education	1

## Detailed Responses – Strengthening Our Economy

Q5a Another key theme of the Plan is ‘Strengthening Our Economy’. The aim of this theme is to provide for sustainable and planned growth through the diversification of the economic base, the development of diverse job opportunities and the provision of a broad range of educational services. This includes pursuing educational, creative and cultural opportunities to diversify our economy, skills base and employment opportunities, while offering a range of lifestyle choices. How supportive are you of this theme?

Q5b Can you think of any priorities that should be considered in terms of ‘Strengthening Our Economy’?

Response	Count	Response	Count
Attract more government departments and industry to the area	14	Indoor playground for kids	1
Offer incentives to attract larger employers/industry to the area.	4	Tourism – create an image for our town/provide infrastructure	6
Support small business	5	More job opportunities	7
Seek federal and state grants to support community support services such as LINC and Lithgow Community Projects.	2	Look past coal and to the future	8
Support the local education institutions – Schools, TAFE and universities	5	Create professional opportunities for local artists.	2
Investing in worthwhile projects	1	More action less talk	2
Education	1	Get rid of capitalism	1
Attract large retailers like Big W, Rivers, Ikea	3	Beautifying our CBD	3
Dormitory for Sydney	2	Reduce our rates	1
Tourist Railway to Wolgan	1	Indigenous Zoo at Wang (like Featherdale)	1
Caring for and capitalising on our natural environment/Eco-Tourism	5	Waste water standard mine waste water is pumped into our main water dam	1
Collaborate with Bathurst, Orange and Dubbo to facilitate and lobby for fast transit options to Sydney	2	Develop a game plan to know which types of industries/businesses to grow/attract.	1
Promote Lithgow’s unique industrial history and heritage as a focus for tourism and education.	1	Removal of fluoride from water supply	2
Encourage more Doctors and Specialist to come to our area	1	Many people still shop out of town/encourage shop local	2
Aboriginal Liaison Officer position at Council	1	Renewable energy and associated industries	3

Expanding housing areas	1	Create a permanent arts committee that is comprised of artists with contemporary professional practices from all areas of the arts to advise LCC re: Future directions.	1
Improved service quality for phone and internet	2	Think outside the box	1
Work experience opportunities	1	Consult with local business	1
More entertainment – nothing much but sport in this town.	2	Facilities and programs targeted at youth	1
Provide incentives for apprentices and their employers	1	Paint all the two-storey shop terraces	1
Timber and wood	1	Stop resealing roads that aren't that bad	1
Unrelenting leadership from council to do these things – if no possible amalgamate and do it from a wider base	1	Provide space/incentives for small environmentally clean business to setup or move to Lithgow.	1
Retain apprentices in the area that we spend money training	1	Promote the area especially the rail link as the last post of the electric rail.	1
Establish business parks/commercial centres dedicated to specific needs.	4	Promote Lithgow as the 15 <sup>th</sup> town of the Blue Mountains.	1
We need to keep our youth in our area.	1	Continue to provide funding and support for tourism projects such as Halloween and Lithglo.	1
Transitional program working with school/business to support transition to the workplace.	1	Wider vision of new development	1
Council's senior management paid too much, don't seem to achieve big winds for the region.	1	Community projects	1
Fix shocking roads	1	Pop-ups similar to the renewal program Newcastle Council has been running.	1
Approve all DA's	1	Encourage local artisan art/craft/food market stall weekends.	1
Coal	1	Greater emphasis on genuine protections of Aboriginal and European Heritage sites.	1
Encourage weekend trading for tourists	1	Hold discussions with mining and electricity providers around resources we already have here.	1
Invest in Theatre Royal – Turn it back into movie theatre with restaurant/café	1	Blast Furnace Park and Ironfest – Synergy there	1
Encourage Franchises	1	TAFE scholarships	1
Council support for agricultural industry	1	Council support for smaller rural communities across	1

		LGA.	
Support local initiatives that are working already.	1	Overhaul Eskbank House as a Gallery: Remove entrance fees to art exhibitions, Reconsider charging artists to exhibit.	1
Clean up around the steel works (Blast Furnace) as it looks like a tip beside it. Certainly not a good look for a tourist attraction.	1	With WSU create an art precinct connected to the town.	1
Indigenous industry	1	Develop a strategy to harness high energy business (e.g. Data centres (given proximity to power station.	1

## Detailed Responses – Developing our Built Environment

Q6a Another key theme of the Plan is ‘Developing Our Built Environment. The aim of this theme is to provide for suitable infrastructure development to promote sustainable and planned growth while enhancing the existing identity of the rural areas, villages and towns that make up the Lithgow LGA. This them includes providing suitable entertainment, recreational facilities and lifestyle choices. How supportive are you of this?

Q6b Can you think of any priorities that should be considered in terms of ‘Developing Our Built Environment?’

Response	Count	Response	Count
Movie Theatre	1	Promote/use the current empty shops	1
Offer incentives for businesses employing locals (i.e. short term cheaper rates)	1	The Old Tech on Mort Street, The Warehouse, empty shops in Main Street all need attention/Restore old buildings. Approach business to relocate.	2
Purchase the Theatre Royal and use it as a community space for functions, conference, community theatre, cultural art/tourism/museum space	2	Maintain/Preserve and reuse heritage buildings(architectural) and industrial heritage	2
Tourism/Cultural Centre/Regional Art Gallery/Education Centre	2	Better shops	1
Accessible health system	1	More support and social activities are needed for teens in Lithgow	3
Build suitable recreation facilities for children, teens and adults.	1	Working with the environment	1
More trains/ fast rail link	2	Adventure playground with bike track.	1
Enough of these meaningless, directed surveys and start investing in the towns.	1	Community education, communication and involvements	1
Increasing infrastructure to support more industries and the people that move here.	2	The old pottery estate looks like a dump	1
Extend our existing Museums Network; Textiles Museum, Mineral museum etc.	1	Tidy up the streetscape – put pressure on business owners to clean up their street appearance.	3
North facing apartments in a square in walking distance of CBD	1	When DA proposals go in focus on parking sizes and spaces.	1
New ‘selective’ public High School to encourage education and attract business.	2	Keep the place clean – get rid of graffiti and fix broken plate glass.	1
Release land for manufacturing and business.	1	Make Lithgow more attractive for residents and visitors.	1

Lithgow is located in the ideal spot for lifestyle choices	1	Fast track the CBD Revitalisation Program	2
Public meeting places.	1	Stricter development standards to stop the construction of inappropriate, shoddy and ugly commercial buildings.	1
Look after our waterways	2	Adequate buffer zones between conflicting land-use i.e. residential and industrial	1
Improved footpaths – some streets only have partial or poorly constructed ones.	2	Bowling alley	1
A replacement scheme for water pipes	1	Consolidating residential development in towns rather than spreading over arable land that will become scarce in the future.	2
Better Schools	1	Pursue unused buildings especially large industrial buildings to be repurposed for cultural uses.	1
Unemployment	1	Ensure all new builds are fully accessible for prams, wheelchairs, walkers and so on.	1
Encourage local talent	1	Mobile phone coverage	1
Discussions with sporting bodies around grants for sporting development and upgrades to facilities.	1	Developers are not attracted to the town areas because the lot sizes are too large. Reduce min. size to 400 and watch a boom occur.	1
Fix up our roads.	1	More big pots with plants in them – greening Main Street.	1
Tourist Railway from Lithgow into the Wolgan Valley.	1	Release land for residential development	1
Make Lithgow more attractive for “tree-changers” and small businesses relocating from Western Sydney	1	Maintain our facilities.	1
Replace the Main Street pavers	1	Retain built heritage	2
Night Club	1	Attract young families with cheap housing, good schools and opportunities for work.	1
Play centre for youth	1	Build new industrial areas and gradually phasing out the old industry that exists adjacent and within residential areas.	1
More café’s with good food and coffee	1	Cinema	1
LCC waits for private investors to act but scares them away.	1	Take measure to encourage the owners of the Lithgow Valley Shopping Centre to improve the exterior vision of	1

		the Centre, especially the car park.	
Encourage community generated murals- competition for best design – schools, individual artists – liven up the place and take pride in streetscape.	1	Entice government departments to relocate from Sydney basin.	1
Leverage the industrial history	1	Toilets and garbage collection at Wang Dam is seriously lacking.	1
Link the Lithgow Shopping Centre and Aldi	1	More user friendly Youth Centre	1
Encourage Main Street as a unique retail shopping destination, ban large shopping development in the LGA.	1	Support existing businesses to overcome access issues for people using prams, walkers, Wheelchairs.	1
Encourage more small business to the main Street.	1	Police presence on the streets to deter crime.	1
New Year’s Eve celebrations to bring the community together.	1	Hold design competitions to do the town over	1
Council members to visit towns and villages in the Mounts and take note of what looks really great.	1	Put Lithgow on the Map” Australia-wide with UNIQUE events such as IronFest, Lithgow Halloween etc.	1
There is No entertainment in Lithgow – this also encourages shopping out of town.	1	Lake Lyle camping areas could be further expanded to make more revenue with amenities.	1
Investigate redevelopment Hartley Building, Council, Centreline Building and large carpark adjoining old TAFE Building to a new Council Chambers and Offices. Federal and State Government Service Centre, Large scale retail and other commercial space. Lithgow to centre of Main Street.	1	Cooperate with Bathurst in regional approach to development of services.	
Park/Bike or Walking tracks	1	Allow land to be used for recreational facilities.	1
Improve the quality of existing parks.	1	Tennis Court in Bowenfels near Fatima Hall is in very Poor condition.	1
Extend the mobile library service to Clarence/Dargan	1	Pull the fences down at the Cement Works its not all privately owned.	1
Encourage energy-efficient building design, solar hot water, solar power, and rainwater collection tanks.	1	A tourist map billboard might make the town more attractive if easy to follow	1
Work with businesses in all townships to improve the appearance and use of public spaces, footpaths, buildings.	1		

## Detailed Responses – Enhancing our Natural Environment

Q7a Another key theme of the Plan is ‘Enhancing Our Natural Environment’. The aim of this theme is to balance, protect and enhance our diverse environmental elements, both natural and built, for the enjoyment and support of both current and future generations. How supportive are you of this theme?

Q7b Can you think of any priorities that should be considered in terms of ‘Enhancing our Natural Environment?’

Response	Count	Response	Count
Tourism, please promote Lithgow and what it has to offer.	1	Keep a healthy balance between the environment and development.	1
Improve roads to access tourist landscapes/lookouts	3	Promote Hassans Walls lookout	1
Promote safety in bush	1	Clean up Newnes	1
More funds put towards maintenance and promotion of tourism attractions. E.g. road access to Glow Worm Tunnels and maintained walking tracks in bushwalking areas	3	Enhancing is an awful word to use here – Nature doesn’t need to be enhanced.	1
Eco toilets and water tanks at local lookouts and tourist attractions	1	Wind power	1
Environmental education programs for children	1	Educate Councillors and the community to eliminate the aggressive division that exists in terms of ‘Greenies and Mining’.	1
Encourage support and involvement in ventures such as Secret Creek’s Nature Sanctuary	1	Not to exclude development/consents for the sake of a plant or insect or similar	1
Tree planning	2	Water quality – chlorine smell	1
Encourage schools to participate	1	Full-time Environmental Officer on Council – natural environment a priority to protect.	1
Supporting growth and retaining the resources that are already here	1	Council really needs to invest in renewables	1
Community involvement	1	Rebates for homeowners and businesses installing renewable energy systems	1
Ensuring a balance between maintaining our natural environment and our development.	1	Wide spread Ad of the local areas and its attractions to encourage more tourism.	1
Killing all the overgrown weeds, especially in the CBD.	1	Mountain Bike track to promote healthy lifestyles and tourism in Portland (similar to Derby, Tasmania).	1

Land care groups	1	Bush regenerations	1
Discouraging waste dumping in the bush	1	Draw a boundary around the town with a fire break	1
Minimise the damage by four-wheel drives and bikes to local forest tracks	1	The development of Endeavour Park to the status it deserves.	1
Focus on replacing the public image of “Dirty Lithgow” with “Lithgow – Your Country Lifestyle Choices”.	1	Council support for individuals trying to promote outdoor activities.	1
Encouraging low impact tourism	1	More casual recreation opportunities for families in tree shaded areas near the water.	1
Promote and provide details of environmental/heritage features in the LGA on Council’s website	1	Improved access to Newnes Plateau and Gardens of Stone NP	1
Enabling better use of natural areas for tourism	1	Council must be more proactive in protecting our water resources, endangered ecological communities and threatened plant and animal species, in particular from mining developments.	1
The Fly Ash Storage from closed power stations should be contained by the power company	1	Native animal breeding programs	1
Kerbside mulching of green waste for residents	1	Make the Gardens of Stone a National Park	1
Cease mindlessly supporting all mines with consideration for the impact on non-mining residents.	1	Clean up Farmers Creek through the town and develop it as a walkable riverbank with picnic points, healthy river for fish.	1
We need an outdoor adventure shop/company to organise activities i.e. sailing, rock climbing, cycling etc.	1	Having guidelines which keep our environment clean (e.g. get rid of the junk yards.	1
Help poor low/income, aged, terminally ill get decent water filters that remove deep mining heaving metals.	1	Protect and conserve native bushland remnants along waterways, roadside reserves, greenfield development sites.	1
Council should make itself aware of fluoride absorption via skin at the Aquatic Pool.	1	Establish a Bushland Reserve Management Program	1
More interactive parks	1	Regular mowing of Hartley Valley Road verges.	1
Green Waste Bins like they have in the Mountains.	1	Public land that was attached to the Portland Cement works needs to be handed back and made public space.	1
Build protected (with concrete barriers) bike paths along the highways – encourage cycle tourism. Should be part of all	1	Genuinely apply the principles of minims, avoid, and mitigate to ALL development in natural bushland areas	

roadworks.		and require genuine like for like biodiversity offsets only as a last resort.	
Improve health benefits for the community through increased passive recreation opportunities.	1	Community gardens.	1
Have a position on council to develop and maintain bush walking tracks, so many have been let go.	1	Drinking water is a disgrace. Stop dumping mine wastewater in the town water supply and clean it up.	1
Encourage planting of native trees and vegetation in new developments, roadworks, parks, streetscapes, parks and gardens.	1	Preserve unique areas such as Gardens of Stone.	`1
Continue the good work that has occurred around our waterbodies such as Lake Pillans, Lake Wallace and Lake Lyell	1		

## Detailed Responses – Responsible Governance and Civic Leadership

Q8a Another key theme of the Plan is ‘Responsible Governance and Civic Leadership’. The aim of this theme is to develop community confidence in Council by the way it is directed, controlled and managed. This theme includes having Council focus on strong civic leadership, organisational development and effective governance with an engaged community actively participating in decision making processes affecting their future. How supportive are you of this theme?

Q7b Can you think of any priorities that should be considered in terms of ‘Responsible Governance and Civic Leadership?’

Response	Count	Response	Count
More unity amongst Councillors – no political agendas	19	Accurate and reasoned reporting of Council proceedings and decision making.	1
Hiring trusted people	1	More communication between Council and the public	2
Basic customer service – upgrade of reception/front of house service	1	Allowing access and contribution to all aspects of Council process.	2
Council staff working with the community rather than infighting and rudeness	1	Regular report card to the community on performance against key governance targets or priorities.	2
When voting for Mayor, Councillors should all vote.	2	Create educational programs for youth.	1
Respect, respect, respect	1	Get rid of Ticehurst!!! He is making Council look bad	2
No Council mergers	1	Anti-corruption measures	1
Council investment, you got to be joking. We already pay more than most Council’s.	1	Show professionalism in all aspects of council	1
Clear goals and effective leadership are needed.	2	Openly encourage the public to attend council meetings...make the meetings more obvious and user friendly.	1
Stop the “mess” the recent & current Councils have been – focus of implementing the policies above.	1	Community confidence is the answer	1
Break down the “old Lithgow” mentality – encourage newcomers.	1	Strong and thoughtful leadership is required for the future: alliances with Bathurst and Orange and the state government would seem to be a priority.	1
Having local community involved in key subcommittees of Council.	2	Stop ignoring and lying to the residents about our tap water	2

It would be better if the council was recognised as a constitutional reality.	1	Listen to people tired of Lithgow standing still	6
Accountability of Council staff for implementing Council policies and plans.	1	Written queries to LCC – as well as a written acknowledgement, a written response should be mandatory from all departments to enquiries in writing. This does not happen.	1
Be more proactive in attracting business, events and opportunities.	1	Rules and regulations from Council on building codes/permits need an overhaul.	1
Council's General Manager & staff should not be involved in political witch-hunts.	1	Why would the council staff be more responsible than any other person in the community?	1
Accountability for all council government leaders.	1	I think the new Mayor is doing a good job here	1
Set a good example by being "present".	1	Council planning and development applications should be a main priority.	1
Respect must be earned. Council has a lot of work to do to regain the respect and trust of the community.	2	Council services linked directly to strategic planning	1
LCC staff and councillors please remember YOU are working for the people.	1	Friendliness and inclusivity.	1
Community members like progress for their rate.	1	The many 10yr/20yr plans are just useless. Focus on 5 years and be specific about what will be achieved.	1
Invest in your staff – training and development.	1	Transparency	1
Financial discipline is important. – Secure 3 <sup>rd</sup> party funds from public/private in all areas of responsibility and operations.	1		