



hear every voice, know where you stand

STRAIGHTTALK

COMMUNITY STRATEGIC PLAN - ENGAGEMENT OUTCOMES SNOWY VALLEYS COUNCIL

Draft Engagement Outcomes Report

January 2018



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Document

Draft community engagement outcomes report

Client

Snowy Valleys Council

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1. EXECUTIVE SUMMARY

Snowy Valleys Council was created as part of the local government reform process in New South Wales (NSW) in May 2016. The new Council is required to develop a Community Strategic Plan (CSP), which articulates the long-term vision of the communities it serves and outlines how Council is going to achieve this vision.

In order to prepare a CSP, a complete and comprehensive community engagement program has been developed to gain input from the community. This report details the resulting high-level themes and community priorities identified during the first phase of engagement and will inform the development of Council's CSP 2018-2028. The program of engagement is branded *Our Vision Our Future - Snowy Valleys 2028*.

The overall engagement objectives are to:

- Identify the community's future vision for Snowy Valleys Regional Council
- Set the framework to develop a CSP which clearly defines the community's vision, creating cohesion and strategic vision across the merged Council areas
- Deliver engagement activities and outcomes which provide Council with a strategic direction that can be delivered to the community over the short and long term
- Seek feedback from a variety of different stakeholder groups representing a diversity of perspectives from across the region
- Provide opportunities for people living in remote, regional and rural areas that are geographically diverse to have their say and give feedback to this process
- Inform the community about community engagement that has already been undertaken and how this aligns with the community's vision for the region
- Start conversations related to community expectations regarding service levels.

The engagement program included the following methodologies to engage with the community and stakeholders:

1. Online engagement campaign including online survey and 'Tell us your big idea' activity
2. Interactive pop-up activities and drop in sessions
3. Community, Councillor and staff workshops
4. Central and secondary school workshops
5. Hard copy survey

Initial stakeholder and staff engagement commenced in November 2017, with the formal first phase of engagement occurring from 27 November to 15 December 2016. There was a total of 1092 people engaged through this process (participation numbers are detailed in Table 1). This means that 7.3% of the Snowy Valleys Council population were actively engaged through the first phase of the engagement process.

Table 1

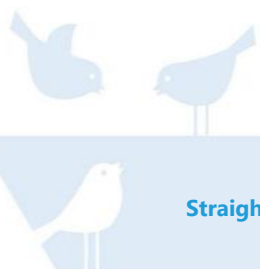
| Engagement type | Number of participants* |
|--------------------------------|-------------------------|
| Workshops | 378 |
| Interactive pop-up activities | 75 |
| Online survey respondents | 143 |
| Hard copy survey respondents | 30 |
| Social media interactions | 282 |
| Big idea submissions | 51 |
| Staff survey respondents | 8 |
| Written submissions | 19 |
| Workshop feedback survey forms | 106 |
| Total | 1092 |

While 7.3% of the population was actively engaged, the reach of the engagement process was far greater - with 282 interactions on Council's Facebook page, plus a video which had over 8000 views, a total reported social media reach of 23,032.

Key themes

Here is what we heard from the community in terms of the key themes during this consultation. These elements will be used to inform the Draft CSP, and they include:

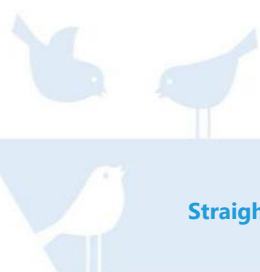
- The people in the Snowy Valleys Council communities are very passionate about retaining local identity, and support equitable services across all communities
- There is a desire for Council to communicate and share information with the community, and for Councillors, senior executive and staff to be accessible
- Post-merger communication, engagement and follow up actions are important to build trust
- Tourism, specifically adventure tourism, and event support are seen as a key to boosting community longevity, vibrancy and ensuring a sustainable future
- Essential infrastructure, particularly road base maintenance and sealing roads is seen as important, particularly to support community links, economic development, tourism and growth
- Community aspirations focus on delight in the natural environment of the area, the cleanliness of lakes and streams, beauty, accessibility, climate, local history, and genuine cultural experiences with traditional owners
- Supporting the local economy, including continued partnerships with established industries such as agriculture and timber, and developing a strategy to attract new and diverse industries.



Next steps

In the second phase of engagement the community will be invited to provide feedback on the engagement outcomes to date, and also to comment on the draft CSP, which is currently being prepared by Council. Council is committed to ensuring all localities across the region are involved throughout the whole process of developing the new CSP. As such, further engagement activities are planned for early 2018.

Feedback received during phase two of engagement will be used to prepare the final CSP, which must be adopted by Council by 30 June 2018.



2. INTRODUCTION

2.1. Engagement purpose

Snowy Valleys Council is developing a new Community Strategic Plan (CSP) which guides how Council will meet the needs and aspirations of the community now and in the future.

A Community Strategic Plan is required under the state government's Integrated Planning and Reporting (IP&R) Framework. This is the first time that Snowy Valleys Council, comprised of the former Tumut and Tumbarumba Councils, will develop a CSP. A fresh approach has been taken towards the engagement program for developing the new CSP. This approach has been branded *Our Vision Our Future - Snowy Valleys 2028*.

Engagement will occur in two phases, the first (which this report focuses on) took place between November and December 2017, with the second phase of engagement set to take place in early 2018. This report details the outcomes of the first phase of engagement, which had the key objectives of raising awareness about the CSP process and seeking input from the community about their long-term vision and any pressing needs, issues and priorities. The second phase of engagement will provide the community an opportunity to review all feedback received during the first phase of engagement, and provide further input as Council prepares the draft CSP.



Figure 1 - Brungle Community Hall

To gain a fuller understanding about community needs and aspirations across the whole region, it has been critical to identify and segment all stakeholders and how best to reach them. To do this, an Engagement Strategy was prepared to encourage as much participation as possible from the community, and to ensure consistent messaging, highlight any risks and allocate sufficient resourcing for engagement. A detailed communications plan was formulated to raise awareness of the activities and encourage the maximum participation rates.

The well-resourced and wide-reaching approach to community engagement for the new CSP indicates a high level of commitment from Council to listen to its community and ensure community needs and aspirations are met.

The purpose of engaging communities as part of the CSP is to:

- Encourage a high level of participation from the community and stakeholders
- Ensure there is wide awareness and visibility of the CSP process and its purpose
- Gather feedback and community input in a meaningful way which provides direction for the CSP
- Collate a breadth and depth of feedback
- Seek the opinions, thoughts and feedback from many different perspectives across the local government area
- Provide opportunities for those who are usually the 'silent majority' and would not usually be part of an engagement process to have their say

2.2. Strategic context

Snowy Valleys Council was proclaimed in May 2016 following the merger of Tumbarumba Shire Council and Tumut Shire Council. The merged Council, located in the western foothills of the Snowy Mountains and bordered by the Kosciuszko National Park and Murray River, covers 8,960 square kilometres. The approximate resident population is 14, 953 people.

Council has 232 full time equivalent employees. Prior to the merger, both Tumbarumba and Tumut Shire Councils had a similarly sized geographical area (approximately 4,300-4,500 square kilometres), however the 2011 population of Tumut (11,250) was significantly larger than Tumbarumba (3,500).



Figure 2 - Council staff workshop and training

The merger has been a thought-provoking and interesting period for the community, staff and Council. The engagement process to date has indicated that although some community members remain opposed to the amalgamation of the former Councils, they recognise the new Council is in a period of transition. At the same time, Council continue to deliver services and infrastructure to the community it serves.

It is in this context of change and forward-thinking that Council must develop a new, forward-looking CSP for the whole of the Snowy Valleys region. This is an opportunity for a fresh start to strategic planning, and combined with the state government's Stronger Communities grants program, an opportunity to deliver much-needed infrastructure improvements which will benefit the community. Community engagement is essential in the process, as it is the community who holds the knowledge of what has worked in the past, and what needs to be improved in the future.

3. ENGAGEMENT ACTIVITIES AND PARTICIPATION

3.1. Communications plan

Community and stakeholder engagement was undertaken from November to December 2017. Each method in the engagement program was designed to address the agreed objectives, and target a broad cross section of people from across Snowy Valleys region. A comprehensive and wide-reaching program of activities was developed for the first phase of engagement.

These activities were promoted in the following ways:

- Council's website
- Council's Facebook page and social media channels
- An email invitation distributed to members of Council's key stakeholder groups and community databases
- Advertisements and articles in local newspapers
- Promotional poster displays in local shops, libraries, halls and areas of high foot traffic
- Information provided to outlets for inclusion in other local publications
- Letterbox drops in towns and villages where community workshops were being held
- Community radio
- Word of mouth from Council staff to members of the community

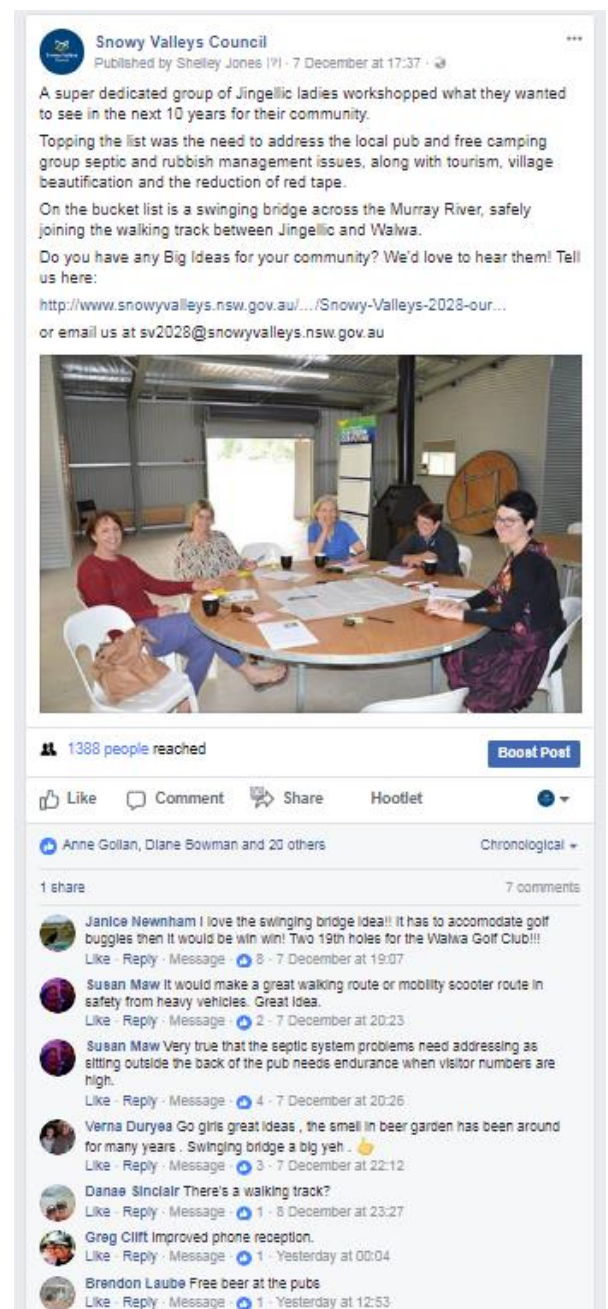


Figure 3 - Facebook engagement on Jingellic workshop

3.2. Engagement program

This section provides an outline of the activities which formed the first phase of the engagement program which took place during November and December 2017. An analyses and summary of outcomes and feedback generated during this engagement is provided in Section 4 of this report.

3.2.1. Face to face engagement activities

Employee workshops and training

On 27 November 2017 staff participated in a workshop and training session. The purpose of this activity was to gain staff input into the CSP, better understand how this document can be made user-friendly for staff and Council to implement and also to utilise the valuable local knowledge of staff. The session included a community engagement upskilling component to assist staff meaningful skills in this area and enhance future engagement between Council staff and the community. Council staff used some of these techniques at a roundtable session in early December with positive feedback.

Councillor and senior executive workshop

A Councillor and senior executive workshop was held on 27 November focusing on customised questions such as 'What's the one thing you would like to achieve in your Council term?' and 'What does success look like to you?'. The workshop provided Councillors and the senior executive to discuss goals and objectives for the Council term, and also to have dialogue about community sentiment towards Council and how to lead during this time of change.

Community workshops

Community workshops were delivered at nine towns and villages across the region. The purpose of the community workshops was to gain an understanding of local place-based issues and to learn about their future aspirations and vision for the region. The workshops utilised an appreciative enquiry framework to capture deliberative community feedback. Full outcomes and analyses of the workshops can be found in Section 4 of this report, with place based reports for each location presented in Section 5.

Pop up information stalls

Pop up information stalls provided an opportunity for information sharing and gaining feedback from community members as they went about their daily activities. These pop-ups included post-it notes to document conversations, polaroid pictures of community members posting their idea, and conversations and question answering with the project team.

Central and secondary school workshops

Council staff conducted workshops with high school students and staff on 23 and 30 November at the following local schools; McAuley Catholic School Tumut, Gadara SSP Tumut, Tumbarumba High School, Tumut High School and Batlow Technology School. Themes emerging from these workshops were fresh and innovative ideas which are detailed in the Section 4 of this report.



Figure 4 - Tumut pop-up activity

3.2.2. Online engagement activities

Online engagement site

A webpage dedicated to *Snowy Valleys 2028: our vision our future* was set up encouraging the community to participate in the CSP engagement process online.



Figure 5 - Snowy Valleys 2028 online engagement website

Online survey

Participants were asked to answer three key questions that were replicated in the workshops 'What do you love most about where you live?', 'What's the one thing you would most like to improve for where you live?' and 'What do you want the snowy valleys region to look like in 10 years' time? Picture the Snowy Valleys region in ten years. What does it look like? How does it feel?'

These open-ended questions phased in the online environment allowed participants to work through at their own pace, and activities provided a framework for participants to suggest tangible and practical ideas to be implemented by Council. The results were coded in a quantitative manner to ensure objectivity. When asked about what they most love about the region, top picks from respondents were:

- Sense of community and the friendliness of the people
- The scenic and beautiful views
- The natural, outdoor environment
- Peace and quiet, accessibility to larger cities, towns and snowfields, close to amenities and services as well as fresh air and clean water.

Top of the wishlist for respondents, in terms of changes they would like to see, are more and better quality amenities and infrastructure. In 10 years time, respondents would like to see more and better tourism product and experiences. The full results of the online survey can be found in Appendix C.

Big idea for Snowy Valleys

The community were invited to submit their big ideas via the 'big idea for Snowy Valleys' brainstorming section of the website. People were asked to share ideas to encourage creative and solution based thinking. A full listing of the 'big ideas' can be found in Appendix A.

#SnowyValleys2028

The #SnowyValleys2028 hashtag was developed to allow people to comment about and search for posts relating to the development of the CSP. The hashtag appeared on marketing material and was publicised through Council's social media channels. The hashtag was promoted at face-to-face engagement events such as workshops and pop-ups and people were encouraged to share their thoughts about the new CSP on social media using #SnowyValleys2028.

Staff survey

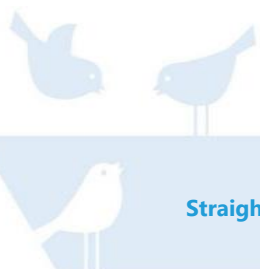
Staff were invited to complete an online survey which contained similar questions to the community survey. The purpose of this survey was to give staff the opportunity to provide feedback on the CSP if they were unable to participate in the other engagement activities.

3.2.3. Hard copy survey

A hard copy survey was made available to residents across the region. This provided a medium for people who preferred to submit a handwritten response, and also for those in the community with limited internet access.

3.2.4. Written submission

Members of the community were also advised that Council would be accepting written submissions as part of the engagement process. The option of making a written submission allowed people to provide more detailed feedback, especially if the feedback related to a specific issue which required Council to understand background and additional information.



3.3. Participation Summary

Table 1 details the number of participants across the different engagement processes, mediums and types. This total number represents 7.3% of the Snowy Valleys Council population.

Table 1

| Engagement type | Number of participants* |
|--------------------------------|-------------------------|
| Workshops | 378 |
| Interactive pop-up activities | 75 |
| Online survey respondents | 143 |
| Hard copy survey respondents | 30 |
| Social media interactions | 282 |
| Big idea submissions | 51 |
| Staff survey respondents | 8 |
| Written submissions | 19 |
| Workshop feedback survey forms | 106 |
| Total | 1092 |

***Some people may have participated in multiple engagement activities**

Table 2 provides detailed information about the face to face engagement activities.

Table 2

| Activity | Where | When | Attendees |
|------------------------------------|---------------------------------------|--|-----------|
| Staff workshop | Tumut Office, 76 Capper Street, Tumut | Monday 27 November 2.00pm-4.00pm | 12 |
| Councillors and executive workshop | Tumut Office, 76 Capper Street, Tumut | Monday 27 November 6.00pm-8.00pm | 10 |
| Community workshop - Talbingo | Talbingo Country Club | Tuesday 28 November 1.00pm-3.00pm | 6 |
| Community workshop - Tumut | Club Tumut | Tuesday 28 November 6.00pm-8.00pm | 15 |
| Community workshop - Brungle | Brungle Memorial Hall | Wednesday 29 November 10.30am-12.30pm | 9 |
| Tumut pop-up | Tumut Main Street | Tuesday 28 November 3.00pm-4.30pm | 50 |
| Community workshop - Adelong | Adelong S&C Club | Wednesday 29 November 6.00pm-8.00pm | 15 |
| Community workshop - Tumbarumba | Tumbarumba RSL Memorial Hall | Monday 4 December 6.00pm-8.00pm | 65 |

| Activity | Where | When | Attendees |
|---|-------------------------------|---------------------------------------|------------|
| Community workshop - Khancoban | Khancoban Community Hall | Tuesday 5 December 1pm-3pm | 13 |
| Community workshop - Batlow | Batlow RSL Club | Tuesday 5 December 6.00pm-8.00pm | 19 |
| Community workshop - Jingellic | Jingellic Showground Pavilion | Wednesday 6 December 2.30pm-4.30pm | 5 |
| Community workshop - Rosewood | Rosewood Golf Club | Wednesday 6 December 2.30pm-4.30pm | 10 |
| Employee roundtable - Tumbarumba | Tumbarumba Office | Friday 9 December | 6 |
| Tumut - Life Long Learners | Tumut | Thursday 14 December 10am-11am | 25 |
| Tumbarumba pop-up | Tumut | Friday 8 December 3.30-4.30pm | 25 |
| Tooma workshop | Tooma | Saturday 9 December | 16 |
| McAuley Catholic School Tumut, Gadara SSP Tumut, Tumbarumba High School, Tumut High School and Batlow Technology School | Various Locations | 23 and 30 November | 77 |
| Total | | | 378 |

Social media feedback and interactions

During the first phase of engagement Council made the following Facebook posts:

Table 3

| Post Date | Content | Like or interaction | Shares | Comments | Post Reach |
|----------------------|--|---------------------|--------|----------|------------|
| 8 December 7.50am | A big thank you to the Rosewood community or joining us on their visiting workshop on Wednesday. We heard that telecommunication improvements, signage, land use and zoning, the ongoing viability of the Rosewood Golf club as a community hub and more event support was important to this community. Do you have a big idea? Share it here... | 3 | 0 | 0 | 583 |
| 7 December 9.48pm | What's your vision for the future of our community? We really want to know what you value most. http://bit.ly2B5b4DH | 0 | 0 | 0 | 55 |
| 7 December 5.37pm | A super dedicated group of Jingellic ladies workshopped what they wanted to see in the next 10 years for their community. Topping the list was the need to address the local pub and free camping ground septic and rubbish management issues, along | 47 | 3 | 12 | 1,412 |

| Post Date | Content | Like or interaction | Shares | Comments | Post Reach |
|----------------------|---|---------------------|--------|----------|------------|
| | with tourism, village beautification and reduction of red tape... | | | | |
| 7 December 6.03am | What's your idea? Big or small, it's not too late to let us know. @snowyvalleys2028 http://bit.ly/2B5b4DH | 1 | 4 | 2 | 660 |
| 6 December 12.30pm | What do you value most about where you live? What does the future look like to you? Take our survey and tell us #snowyvalleys2028 http://bit.ly/2B5b4DH | 3 | 2 | 1 | 1,335 |
| 5 December 9.49pm | Wow! The #Baltow community were on fire tonight at their Big Ideas workshop. Tourism topped the list, along with beautification of the township, encouraging and supporting new businesses and cleaning up the old cannery... | 3 | 1 | 0 | 714 |
| 5 December 9.48pm | A big shout out to the folks at Khancoban who joined us today to share their big ideas. We heard that upgrades to the town's appearance and the town centre, upkeep and maintenance of the gardens and open spaces and tourism were important... | 9 | 1 | 2 | 958 |
| 5 December 8.40pm | Share your big ideas with us. Community workshops on tomorrow at Jingellic Showground Pavilion (10.30am-12.30pm) and Rosewood Golf Club (2.30-4.30pm) Can't make it? Take our online survey and let us know your vision for the future of the region. http://bit.ly/2B5b4DH | 1 | 3 | 0 | 625 |
| 4 December 9.26pm | Share your big ideas with us. Community workshops tomorrow at Khancoban Community Hall (1pm-3pm) and Batlow RSL Memorial Hall (6pm-8pm) Can't make it? Take our online survey and let us know your vision for the future of the region. http://bit.ly/2B5b4DH | 1 | 0 | 0 | 385 |
| 4 December at 9.25pm | What a great turn out from our Tumbarumba community tonight for our strategic workshop! Whilst the demerger sentiment was strong, there were some strong common themes emerge from discussion... | 5 | 0 | 0 | 713 |
| 4 December 6.17pm | We're about to get underway in #Tumbarumba for the community workshop. It's a full house, with more than 50 people braving the rain to Have Their Say and to share their Big ideas for the future of #SnowyValleysCouncil | 3 | 0 | 0 | 671 |
| 3 December 8.45pm | Share your big ideas with us. Community workshop on tomorrow at the Tumbarumba RSL Memorial Hall (6pm-8pm) Can't make it? Take our online survey and let us know your vision for the future of the region. http://bit.ly/2B5b4DH | 1 | 1 | 0 | 323 |
| 30 November 12.37pm | What's your big idea? Big or small, we want to know. #snowyvalleys2028 http://bit.ly/2B5b4DH | 2 | 0 | 5 | 453 |
| 29 November 9.00pm | The #Adelong crew scored top marks at their community workshop tonight for not only sharing | 9 | 1 | 0 | 863 |

| Post Date | Content | Like or interaction | Shares | Comments | Post Reach |
|--------------------|---|-----------------------------|--------|----------|------------|
| | their big ideas, by for Prioritising them as well! Great job! We heard that progressing the work on upgrading the Adelong Creekscape was super important, and this group felt that we need to cut the 'red tape' out of Council dealings... | | | | |
| 29 November 8.52pm | What a great morning we had in Brungle today in the Brungle Memorial Hall. Road safety continues to top the list of priority projects for the Brungle community, and we had a great discussion around value for money for rural ratepayers... | 13 | 3 | 1 | 693 |
| 29 November 4.41pm | Thanks for sharing your Big Ideas with us this afternoon Tumut! Some great ideas for more events and event support, support for small business, free Wi-Fi in all town centres and an indoor multi-sport complex... | 14 | 3 | 1 | 896 |
| 28 November 9.06pm | Tourism, health and further development of Tumut's CBD were hot topics tonight at Tumut's community workshop for the 10-year Community Strategic Plan. What a positive group! Thanks for your enthusiasm and Big Ideas for the future of #SnowyValleys. ... | 6 | 0 | 0 | 767 |
| 28 November 8.04pm | This creative young Tumut couple have captured what they love about living in the #snowyvalleys. We would love to hear what you love and want to see for your community. Jump onto our website and participate in our Big Ideas project! | 27 (8.4k views of video) | 0 | 3 | 1,064 |
| 28 November 8.00pm | Share your big ideas with us. Community workshops on tomorrow at the Brungle Memorial Hall(10.30am-12.30pm) and Adelong S&C Club (6-8pm). Can't make it? Take our online survey and let us know your vision for the future of the region. http://bit.ly/2B5b4DH | 1 | 0 | 7 | 1,056 |
| 28 November 5.31pm | A shout out to our Talbingo community today for sharing their Big Ideas at their community workshop. Thanks for turning up 😊 We heard that harnessing our tourism potential, the provision of adequate health and education services along with... | 9 | 0 | 0 | 1,772 |
| 27 November 8.15pm | Share your big ideas with us. Community workshops on tomorrow at the Talbingo Country Club (1-3pm) and Club Tumut (6-6pm). Can't make it? Take our online survey and let us know your vision for the future of the region! | 1 | 0 | 0 | 132 |
| 26 November 8.30pm | Want to have your say on what's important for the future of your community? Come along to your local town workshop and join in the conversation #snowyvalleys2028 | 21 | 5 | 1 | 2,107 |

| Post Date | Content | Like or interaction | Shares | Comments | Post Reach |
|-----------------------|--|---------------------|-----------|-----------|---------------|
| 24 November 6.30am | We want to hear from you. Can't make your town workshop? Take our online survey and let us know your vision for the future of the region: http://www.snowyvalleys.nsw.gov.au/Have-Your-Say/Snowy-Valleys-2028-our-vision-our-future | 4 | 4 | 6 | 2,164 |
| 22 November 8.04pm | Save the date! Come along to your local town workshop and tell us your vision for the future of the region. #snowyvalleys2028 | 6 | 2 | 2 | 1,623 |
| 16 November | Community members from all walks of life are invited to have their say on the future of the region as Council kicks off phase one of the first Snowy Valleys 10-year Community Strategic Plan. We want to talk to as many people as we can across the whole council area about your long-term vision... | 8 | 5 | 3 | 1,008 |
| Totals | | 198 | 38 | 46 | 23,032 |

#SnowyValleys2028

The hashtag campaign, encouraging people to share their thoughts and photographs on social media had a limited response. While there was a large response from the community when Council used the hashtag or individual community location on Facebook, the community appeared reluctant to post on their own social media accounts using the promoted #SnowyValleys2028. For future engagement, perhaps targeted promotions and word of mouth amongst young people for stage two may be helpful to consider as there has already been a high level of promotion around this activity.

Snowy Valleys 2028: Our Vision Our Future Page

Between November and December, the presence managed by Snowy Valleys Council employees through snowyvalleys.nsw.gov.au/HaveYourSay site had the following usage and engagement:

Table 4

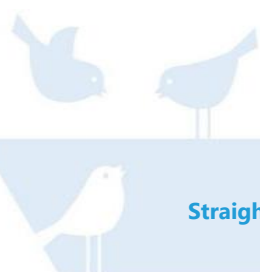
| Online Survey Responses | Online 'big idea' submissions | Total contributions |
|-------------------------|-------------------------------|---------------------|
| 144 | 51 | 195 |

3.3.1. Written submissions

Council received a total of 18 written submissions during the engagement period.

3.3.2. Hard copy surveys

There was a total of 17 hard copy surveys completed and submitted during the engagement period.



4. OUTCOMES

4.1. Overall engagement outcomes

Key themes

Overall the following key findings were identified which will be used to inform the draft CSP:

- The people in the Snowy Valleys Council communities are very passionate about retaining local identity, and support equitable services across all communities
- There is a strong desire for Council to communicate and share information with the community, and for Councillors, the senior executive and staff to 'show their faces' and be accessible
- Post-merger communication, engagement and follow up actions are critical to rebuilding the lack of trust which was developed during the merger process
- Tourism, specifically adventure tourism, and event support are seen as a key to boosting community longevity, vibrancy and ensuring a sustainable future
- Essential infrastructure, particularly road base maintenance and sealing roads is seen as important, particularly to support community links, economic development, tourism and growth
- Community and tourism aspirations focus on delight in the natural environment of the area, the cleanliness of lakes and streams, beauty, accessibility, climate, local history, and genuine cultural experiences with traditional owners
- Supporting the local economy is viewed as critical, including continued partnerships with established industries such as agriculture and timber, and developing a strategy to attract new and diverse industries.



Figure 6 - Scenery between Khancoban and Tumbarumba

Short-term actions by Council to address issues raised by the community

The following suggestions are short term actions which Council could take to respond to community feedback across all communities to build inclusivity as part of the CSP engagement process into the future:

- Consider a Councillor 'listening tour' of towns and villages in 2018

- Staff and Councillors to attend progress association meetings
- Build email databases for the purposes of reporting back to the community, segmenting communication for each area (where applicable), while still using postal services for critical communications
- Consider upgrade of town entrance/welcome signage to each locality across Snowy Valleys Council
- Investigate community co-ordinator positions based on the Warrumbungle and Blayney model
- Tell the story of infrastructure upgrades as they occur, for example signage, letter box drops
- Visually show the rates spend via graphs and charts in communications
- Think outside the box to attract younger families, for example, the refugee resettlement model adopted by Mingoola community

4.2. Face to face engagement outcomes

4.2.1. Pop up information stalls

Below is a summary of the feedback received across the pop up stalls.

Tumut

At the Tumut pop up, participants stated what they love most about the area is the serenity and peace, the people and the cleanliness. Improvements mentioned by participants were access to improved amenities and services such as events and small business support, support for development applications and improved infrastructure such as walking tracks, bench seating and public art. Big ideas included green waste, cultural events, wellness and railway upgrades.

Tumbarumba

At the Tumbarumba pop up, people most loved the natural recreational areas, leisure facilities and childcare services. Key things participants want to improve are engagement with government bodies, infrastructure such as bridges, parking, roads and fences. The big ideas included a water park, and linking the walking tracks.

Tumut - Life Long Learners

At the Tumut pop-up for Life Long Learners conducted by Council staff on 15 December, themes which came through were the love of the community, the open spaces and scenery, the people and the diverse environment. Priorities for improvements are increasing facilities and infrastructure, particularly related to leisure and recreation, plus public transport and roads. In the next 10 years, participants would like to see



Figure 7 - Pop-up activity in Tumut

reuse of unloved spaces (for example the RSL club), social activities, recognition of heritage and history and improved road and footpath infrastructure.

Tooma

Council employees also ran a pop-up event at Tooma on 9 December. What the community loves most about the area are the people, events and volunteer spirit. Common themes for improvements included infrastructure upgrades such as public toilets, road grading and upgrades and mobile phone reception. Tourism also noted a mention around branding, value-adding and diversification. Big ideas for the future included upgrades to the community hall, increased infrastructure servicing and maintenance and Council providing advocacy for improvements to the community's communications services, and reducing black spots.

General feedback across the pop-up activities

Participants at the pop up information stalls were given the opportunity to provide a response to three questions; what do you love; what could be improved; and what is your big idea?

Common themes which emerged from responses are detailed below.

What do you love?

- The friendliness of communities
- Climate
- Natural beauty.

What could be improved?

- Streamline red tape processes
- Infrastructure improvements such as roads, footpaths, parking and recreational areas
- Sport and leisure facilities, for example indoor pools

Your big idea?

'Big ideas' suggested at the pop up stalls related primarily to improving sporting and recreational facilities, increasing the number of RV friendly towns and associated events, improving infrastructure and tourism, as well as increased cross-sharing of ideas between communities particularly near the Victorian border, agricultural diversification, paddock to plate type events and value adding to the tourism offering.

Some key ideas raised by participants were:

- Free Wifi in the town centres
- Green waste bins
- Water parks
- Linking walking tracks
- More events, including cultural, vintage cars, and festivals.

A full list of the ideas and comments received at the pop up information stalls can be found in Appendix A.

4.2.2. Staff workshops

A staff workshop and a staff roundtable were held to ascertain ideas from Council's workforce during this process. Key themes raised related to merger activities during this transitional time and the challenges of

building a new organisation. Relationships and service delivery to customers and communities were also explored, as well as demonstrating how key operational work can fit into the CSP. Some key themes raised by staff included:

- Customer service
- Internal communication
- Transparency
- Trust
- Resourcing

4.2.3. Central and secondary school workshops

A common theme which emerged from the central and secondary school workshops centred on sports and leisure infrastructure, and included improving or building new skate parks, an indoor or 50 metre pool, and creating a downhill bike track, pump track, sensory park and water park.

Big ideas included a cat hotel, free Wifi in the main street, infrastructure such as motocross track, or archery range and increasing retail and food and beverage offerings. Further ideas were a car dealership and more clothing shops. Events such as colour runs and fun runs, party in the park and movies, sport and gala days, musical events, excursions, competitions across sports and cultural pursuits were also mentioned. Participants also noted disabled access at pool facilities, improvements to community infrastructure such as public toilets, recycling and waste are also a priority.

Young people at the workshops perceive recreational centres and community hubs and active adventure type attractions such as ropes courses, to be of interest. Participants also identified improved roads and footpaths as key issues to be addressed in future.

4.2.4. Community workshops

There were nine community workshops held during the first phase of the CSP engagement program. Section 5 of this report provides a place-based summary of each community workshop, some of the big ideas put forward, the priorities for each community and the 'quick wins' for each area. Complete workshop summaries are available in Appendix A.

Participants at all workshops were asked three key questions as part of a paired interview exercise. Common responses to these questions across these workshops included:



Figure 8 - Tumbarumba community workshop

What's the best thing about where you live?

- Beauty of the natural environment, the clean air and water
- The benefits of a friendly and diverse community

- Scenic beautiful views
- Range of local amenities and facilities available.

What's the one thing you would most like to improve for where you live?

Overall, workshop participants spoke about local infrastructure - primarily related to roads, footpaths and cycle ways and the renewal and upkeep of sport and leisure facilities. Participants also wanted to see more events and festivals as well as economic development related to tourism. Another key area for improvement concerned retaining young families and job creation - particularly in relation to industry, agriculture and tourism.

What do you want the Snowy Valleys Region to look like in 10 Years?

Many participants wanted to retain the strong sense of community that they value, and also preserve the clean natural environment, waterways and air that the area is known for. There was a sense that steps needed to be taken to develop and enhance local tourism experiences as a product in order to attract visitors and boost the local economy and employment. Improved infrastructure was also put forward as part of the future vision for the region.

4.2.5. Workshop satisfaction

At the end of each of the workshops, individual written feedback was obtained using a feedback form to explore participant satisfaction with the workshop, including suggestions about how the session might be improved. In total, 112 feedback forms were completed across the 11 workshops.

Overall there was a very high level of satisfaction with the workshop process. This is demonstrated by the graph below. The average rating across all statements was 4.2. There was little deviation between scores which ranged from 3.7 – 4.4.

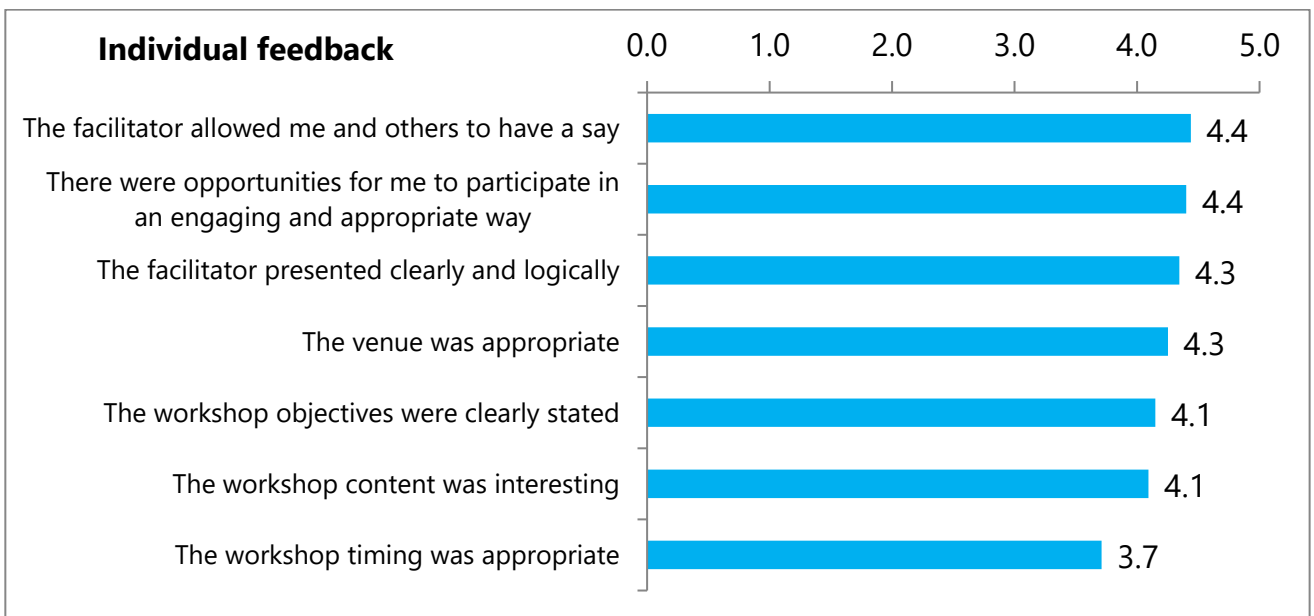
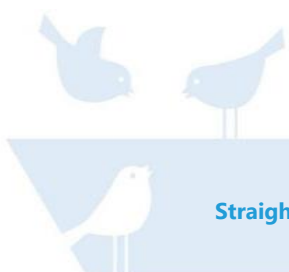


Figure 9 - Compiled workshop feedback, ranked on a scale of one to five, where one is strongly disagree and five is strongly agree



Participants were positive and complimentary about most aspects of the workshops and were particularly impressed they were given ample opportunity to have their say and be heard. They also valued the facilitation and workshop techniques used and being together in a community environment and interaction. Participants also valued the opportunity to hear from others and hear differing opinions.

When asked whether they had any suggestions about how the workshops could have been improved, microphones and amplification were mentioned, plus increased prominence of senior staff and Councillors.

Some other informal comments from the community written on the feedback forms includes:

- *"Looks like you are off to a good start."*
- *"Thought it was worthwhile. Want to see any results from our time."*
- *"Council and the Councillors need to listen to the people."*
- *"The inclusiveness - every attendee was encouraged to contribute and every comment was listened to. Valued the respectfulness."*
- *"Presenters were great, got everyone involved and all worked as a team"*
- *"Freedom to speak, inclusiveness"*
- *"The enthusiasm of local people"*
- *"Looking forward to feedback and further input at future times..."*

For a complete quantitative breakdown of workshop feedback (including other comments) please see the report in the Appendix A.



Figure 10 - Facebook post advertising the engagement program

4.3. Online engagement outcomes

Online Survey

There were 144 people who participated in the online survey. The most valued elements of the region put forward by respondents are the scenic and beautiful views, the friendliness of the community and the natural outdoor environment. What respondents most want to change is new and improved quality

amenities and infrastructure, more attractions, promotion of tourism and more sealed roads, road upgrades and road maintenance.

In 10 years time, participants noted they would like more and increased quality of tourism experiences and product development, followed by a welcoming, caring and community feel and improvements to amenities and infrastructure.

The 50-64 and 30-49 age groups were the top groups of respondents at 27% and 38% respectively. Appendix C contains the complete survey report.

Big idea for Snowy Valleys

There were 51 'big ideas' were collected online through Council's engagement website and email.

Multiple participants stated activities or facilities needed to target and support the most vulnerable in the community, for example improvement to children's services and aged care services. Other ideas focused on infrastructure, an adventure playground, indoor heated and splash pools, more cycle ways and walking tracks and 'sound shell' concert areas.

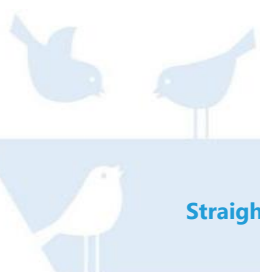
The events and tourism ideas focused on capitalising on existing target markets and providing a greater experience through events, for example motorcycling and RV motor home related experiences. For a complete list of big ideas gathered online, please see the Appendix A.

Social Media

In total, there were 238 social media interactions on Council's Facebook page during the consultation period. Posts focused on a call to action, encouraging the community to have their say, reporting back with images from the consultation, use of bit.ly links and video to encourage interaction, comments and feedback.

4.4. Written submissions

There were 18 written submissions received during the first phase of engagement. All submissions acknowledged the importance of the CSP process. Themes of the submission spanned more efficient and productive Council operations, tourism, sustainability and sustainable transport and infrastructure. Detail of the submissions can be found in Appendix A.



5. PLACE BASED ENGAGEMENT OUTCOMES

5.1. Adelong

A highly engaged and active community participated at the Adelong workshop. We heard a desire for autonomy over the grant-funding process, and a desire for updates on the project stages for the infrastructure spend. The community identified their key priorities as follows:

The environment and upgrade to creekscape

Including the necessary infrastructure and promotions to attract and retain a competitive tourist visitation rates.

- *"Tap into and support weekend crowd - people looking for something to do on a Sunday"*
- *"Promote the natural environment, make it accessible"*

Heated pool and shaded area

Calls to heat and shade the pool in order to extend the pool season, improving visitor facilities and connection between different leisure centres and activities.

- *"Heat our pool"*

Reduction of red tape

Streamline and step community through development application processes, present solutions, demonstrate commitment to win-win outcomes.

- *"Do better explaining DA process to community - and communication"*

Arts and culture

Theatre restoration and funding for cultural and museum activities to enhance local attractions and solidify economic development opportunities for the community.

- *"Restore theatre"*
- *"Museum Officer"*

Road upgrades and maintenance

Keep a regular schedule of maintenance and upgrades of local roads near town, and also restoration and management during peak seasons of heavy truck usage of these local roads.

- *"Better roads and infrastructure"*

Youth

Infrastructure for children and young people, for example parks to play in and family-friendly attractions, as well as increasing job opportunities for young people in the region and young families.

- *"More jobs to keep young people in the region"*

Tourism

Including eco-tourism, accommodation for travellers and enhancing attraction to increase visitation.

- *"Facilities improved for tourism"*

Value for money

- *"Equality of rates paid"*

Big ideas for Adelong

- *"A downhill bike track at Adelong Falls & the pool here enclosed with the addition of basic gym equipment like Junee."*
- *"Keep improving the creekscape"*

Short-term priorities which can be addressed by Council

Bearing in mind the resourcing of big-ticket items and infrastructure projects already in progress, the below are suggested as actions which may address the immediate priorities and concerns of the Adelong community.

- Communication on the implementation of the infrastructure funding for the creek walk project
- Initiate some community-lead aspects of funding (mindful of local government legislation relating to procurement), for example community having a seat on tender selection, community managing the funding
- Development application display and discuss sessions, step-through materials or tip sheets for applicants.



Figure 11 - Community workshop participants in Adelong

5.2. Brungle

The Brungle community is proud of their Aboriginal and Torres Strait Islander and European history and has an extremely strong sense of community. The area has a strong agricultural industry. Participants demonstrated they are a proactive and engaged community.

The workshop included representation from a local Aboriginal and Council's project team was invited to visit the Brungle Health and Community Centre, which now includes an outdoor yarning circle.

The following is a list of key themes and priorities gathered during engagement, with supporting quotes included.



Figure 12 - the newly built yarning circle created through a volunteering return to work program

Roads and bridges

Calls to improve road quality, program to seal roads, table drains and culverts, with a particular focus on ensuring the safety of drivers, and value for money for rural ratepayers.

- *"Regular maintenance of dirt roads - if not sealing"*
- *"Centre line for Brungle Road"*

Tourism

Built infrastructure to encourage people to stop and stay, maintenance of the local hall, planting of trees, general beautification and provision of public toilets.

- *"Public toilets in park - people use Brungle Community Centre when they are desperate and it's only open 2 days per week. It's very embarrassing"*

Communication and feedback from Council

Ensuring ongoing, two way communications to keep the community informed.

- *"Community and Council liaison"*
- *"A way to follow up on complaints with Council that haven't been addressed"*

Mobile phone coverage

Calls for lobbying for mobile coverage in surrounding areas.

- *"Mobile phone coverage in area very poor, if at all"*

Sense of community

Support strong involvement of locals, preserving and enhancing the peaceful pace of life and retaining the 'small community' feel.

- *"Feeling truly reconciled - no racism"*
- *"Strong community spirit"*

Big ideas for Brungle

The following 'big ideas' were floated by this community:

- Historical signage to tell local stories to visitors
- Aboriginal Liaison Officer
- More trees planted and have a more appealing village feel

Short-term priorities which can be addressed by Council

The below actions are suggested as simple quick ways to address the priorities and concerns for the Brungle community:

- Program of civil works and road maintenance: white centre line on road between Tumut-Brungle, speed humps in Adams Street, culverts in township, noxious weed control
- Ensure appropriate signage and safety in place for road works and this is communicated to residents
- Host a community tree-planting day
- Increase awareness and communications about Council activities
- Lobby communications providers for better mobile phone coverage.

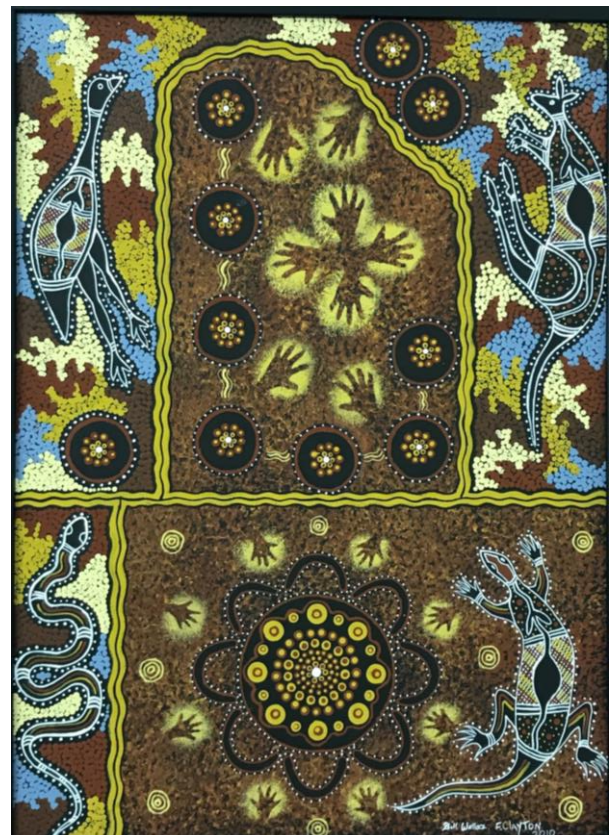


Figure 13 - Aunty Sonia Piper and Vina Jones, board member and supporter of the Brungle Health and Community Centre, outside near the reconciliation garden and local community artwork

5.3. Batlow

This community is active, passionate and convinced of town survival. A recent announcement outlining Stronger Communities grant funding for Batlow will help achieve some of the community's desires. Highlighting the offerings of Batlow to tourists and visitors was high on the agenda at the workshop, along with the redevelopment of local facilities and infrastructure such as the cannery, showground and caravan park.



Figure 14 - Prioritisation exercise at Batlow community workshop

Tourism

Bringing key experiences to the community and new tourism product for all levels of budget in order to become a destination of choice.

- *"There is a real need for more accommodation in Batlow."*

Encourage business

Includes cutting red tape, encouraging renewable energy and helping new and innovative small businesses to flourish.

- *"Each town self-sufficient"*
- *"More emphasis on health e.g. spas, health retreats (similar to Daylesford)"*

Town improvement and beautification

Upgrade of tourism facilities, beautification of streetscape with attention to public toilets and footpaths.

- *"It will look like a postcard that captures an image of nature/ beautiful facilities and wonderful people"*

Cannery

Participants were of the view that something positive should be done with this site after it is demolished.

- *"Move the caravan park to old cannery site"*

Rail trail

Participants believe tourism will be improved through the presence of the rail trail as an amenity for a new tourism market.

- *"Rail trail!"*

Brindabella Road: the link to Canberra to ensure safety and accessibility to the region

- *"Bituminising Brindabella Road"*

Jobs

Encouraging innovation, cutting red tape and support for micro-businesses (for example farm gate, boutique products, craft shops, restaurants and potentially IT).

- "Help form new small business"

Governance and Council's role

Local government can play a role in innovative uses for existing mostly vacant sites, encouraging a central facility for meetings and workshops.

- "Open up showground RVs"
- "Inclusion over the whole Shire"

Council office in Batlow

Community would like to see Council having a visible presence in the community, facilitating meeting spaces, workshops, a central hub for community, and seeking grants.

- "Appoint a staff member to seek grants that can be used by community groups to improve facilities"

Youth

Participants would like to see more youth related programs, activities and facilities to assist young people to stay in the area after graduation.

"Incentives for young people to move into this area"

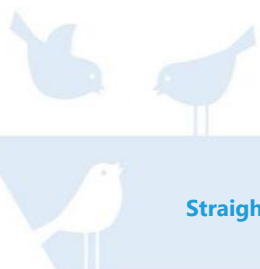
Big ideas for Batlow

- Showground to be opened up to RVs (Recreational Vehicles / Motorhomes) to create RV friendly town, catering to the 'Grey Nomads' and increasing business traffic
- Bring the Batlow caravan park up to the same standard as Tumbarumba and Tumut
- Turn the old cannery site into a botanical garden with playgrounds, petting zoo and water play areas
- Modify use of existing community halls for indoor cricket, soccer, netball and volleyball.
- Road produce stalls

Short-term priorities which can be addressed by Council

The below actions are suggested as simple quick ways to address the priorities and concerns for the Batlow community:

- Implement RV idea and relevant signage
- Regular updates on key infrastructure project upgrades and updates
- Complete further community consultation on use for the old cannery site



5.4. Khancoban

This community is invested in reinvigoration of the community through beautification, infrastructure and diversity. Similar to some of the other communities, there is a perception of mistrust and waiting for follow through on capital works that have been promised.

In addition, seeing value for money for rates paid is quite important to this community. Here is a summary of the main themes of this consultation, and some suggested ways forward.

Tourism and attracting visitors

Create, retain and develop innovative tourism opportunities and products to attract visitors.

- "Major attraction to bring tourist e.g. microbrewery in General Store building and/or wood turning/ Jewellery making demo & sales"

Shopping centre improvements

Keeping a focus on infrastructure improvements to the community and creating good meeting places and community spaces.

- "Shopping centre re-vamp"

Town beautification

Revamp the featured rose garden and invest in making the community clean and tidy.

- "Maintain the "rose garden" which has sentimental and possible heritage value to the Khancoban community"
- "Tumbarumba's main shopping centre would work great here in Khancoban!"

Mobile phone coverage

Although it's recognised this is a provider issue, there is a role Council could play in lobbying for increased investment to enhance communications infrastructure.

- "Better mobile phone service"

Community building

Enhancing the representation of the area in Council, a big ideas foundation, partnerships, and an active progress association.

- "Active and vibrant progress association"

Employment

Creating new jobs and businesses, volunteering supported in the community.

- "Employment performing arts / national parks alliance"



Figure 15 - Participants at Khancoban community workshop



Figure 16 - Prioritisation exercise at Khancoban community workshop

Infrastructure

The re-opening of the shopping centre, National Motor X Track, contributing to local activity and prosperity.

- *"CTC to take over part of closed shop of Bate House selling food etc."*

Follow-through

We heard that participants would like Council to be transparent with budget allocation, deliver on promises, and be realistic about what is achievable.

- *"Free camping at lake - what happened to it?"*

Community events and activities

Participants would like to see recreational, arts and cultural activities such as concerts to attract more visitors.

- *"I have lived here for 44 years. Seen good & bad changes – we have a good healthy lifestyle here fresh air, great place to visit and stay camping swimming – touring – walking etc. great place to raise your kids."*
- *"Some type of festival to bring tourists"*

Resourcing

Many residents remember the upkeep of the town previously and perceive the service level has dropped.

- *"See the town look & be cared for as it was when Snowy Hydro owned it."*

Signage

Directional signage and renewal of appropriate signage to Kosciusko and to Victoria to direct and orientate travellers.

- *"Incoming town signage – both ways"*

Aged care

Being inclusive and caring for the ageing and vulnerable population in the local community to allow people to remain in their own homes for longer.

- *"Community caring for the aged"*

Big ideas for Khancoban

- Classical music concert in natural creek setting / outdoor area
- Redevelopment of the Bowling Green at the Country Club
- Free camping in club carpark
- Create well signposted walking and cycling tracks through National Parks

Short-term priorities which can be addressed by Council

The below actions are suggested as simple quick ways to address the priorities and concerns for the Khancoban community:

- Renewal of welcome town signage
- Regular updates on infrastructure maintenance and beautification improvements

5.5. Jingellic

This workshop explored aspects of increasing town viability and prosperity. Participants in this workshop were focused on increasing amenities for peak season including the camping ground offering, beautification and improving the bike and walking tracks. The key themes explored are as follows:

Septic system

To improve the amenity for the pub and camping ground including waste and rubbish removal at peak season.

- *"Septic system replaced at pub & rubbish removal more often e.g. holiday season"*

Less red tape

Help niche providers to navigate through legislation and ensure small businesses flourish.

- *"Red tape reduction & promotion of small business"*

Beautification

Upgrade of amenities to cope with peak and shoulder seasons

- *"Beautification - moving of roadside shop to pub"*

Roads

Maintenance and sealing of roads to cope with heavy traffic movements, including development of bike tracks and walking track.

- *"Bike tracks/ walking track"*

Attract families

Encouraging new and young families to the area through provision of incentives.

- *"Keep youth in district"*

Rubbish and service

Having regular services of waste and recycling collections especially during peak seasons and investing in community maintenance

- *"Amenities"*

Better communication with Council

Good customer service, better communication to residents and recognition of the work done by volunteers.

- *"Better communication to residents"*



Figure 17 - Participants sharing ideas at the Jingellic community workshop

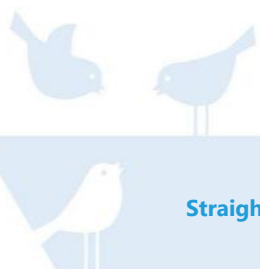


Big ideas for Jingellic

- Renew Septic System and Camping Ground
- Swinging Bridge
- Cycle path and walking track
- Providing incentives for attracting new residents for example \$1 rent a farmhouse scheme

Short-term priorities which can be addressed by Council

- Increase waste collection service frequency during peak season for example December and April school holidays
- Increased communication between Council and community for example Councillors and employees attending meetings
- Installing signage on beautification projects and upgrades



5.6. Rosewood

As the Rosewood community workshop participants focused on improvements towards infrastructure, including stormwater and sewerage, as well as increased support for major events. The community feels that improvements in these areas will have a positive economic impact through tourism and an influx of visitors.



Figure 18 - Table group discussions at Rosewood community workshop

Participants perceived a lack of representation and involvement in local Council matters since the merger and are keen to have their say and see real change occur. Their focus was also on the club upgrades and mobile phone coverage. Below is the summary of themes and outcomes from this workshop.

Sewerage

Upgrade and installation of the town area sewerage to provide key services to visitors and residents.

- *"Rosewood sewerage system in town area"*

Council support for events and communication

Events management logistics support and assistance, promotions and marketing to ensure the growth of local events.

- *"More Council support for local club in their endeavours to hold a number of functions annually which draw in over 1,000 visitors for one function alone."*

Club upgrades

This facility is a community hub and is a space for a number of groups to meet including early childhood programs and requires maintenance to meet growing needs.

- *"Government grants to upgrade our club"*

Infrastructure

A planned approach, long-term upgrade of local facilities to increase visitation.

- *"Strategic plan to develop infrastructure"*

Demerge

Recovery of local identity, being serviced by a Council that are familiar with local issues, and not 'losing out' as part of the merger.

- *"Council to be Tumba not combined with another Council who are unfamiliar with our area"*

Mobile coverage

Ensure good communications in terms of mobile and internet to attract and retain visitors

- *"Mobile / TV Coverage"*

Tourism

Including opportunities for employment of recent graduates to stop the drain of young people leaving

- *"Work for school leavers so they don't have to leave our Shire to get to work"*

Council communication

Ensuring a two-way dialogue with Council to achieve mutual shared goals

- *"Council support / interaction"*
- *"A Council you can trust"*

Land use/zoning

Planning for appropriate and good growth of the area to attract new residents

- *"Subdivision"*

Beautification

To ensure the community is attractive to visitors and prospective residents

- *"Upgrade of all local facilities to attract more people to visit & more so to move to the area to reside"*

Signage

We heard residents would like to see neat and tidy approaches, clarity and maintenance of signposting

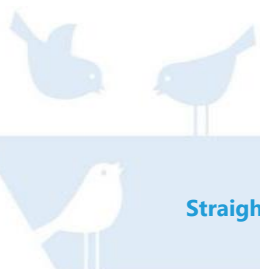
- *"Replace Rosewood Sign"*

Big ideas for Rosewood

- Maintain Puggles & Get 'Puggles 2' (ask support from Snowys 2.0)
- Introduce refugee resettlement program to attract younger families for example, the refugee resettlement model adopted by Mingoola community
- Bypass for log trucks
- New subdivisions
- Partnership with Mannus Correctional Centre

Short-term priorities which can be addressed by Council

- Renewal of town entrance welcome signage
- Seek funding for and plan for event support for Rosewood Country Roundup
- Lobby to reduce black spots in area



5.7. Talbingo

Participants at the Talbingo workshop are passionate about what their community has to offer. We heard the community is distrustful of Council's intentions because of previous experiences and concerned about a lack of response to previous feedback provided. Here are the issues that were identified.

Town survival

Ensure key services for growth, economy and tourism. Businesses need to be supported to set up in the area, free Wifi spots for campers and caravan users, improved internet and mobile reception, and opening up of Talbingo airport to cater to luxury travellers.

Participants mentioned childrens and health services to support young families, as well as organised activities and support for young isolated mothers, for example mothers groups.

- "Younger residents to help it survive with keeping the school, supermarket and club"
- "Health services, visiting doctor, bulk billing"

Roads and infrastructure

Better access to Jounama Pondage and Hume and Hovel Walking Track, more trees, walking track, rail trail and camping areas.

- "Improve access to Jounama Dam"

Sense of purpose and communication with Council

The participants at Talbingo also expressed they had not had a great deal of communication from Councillors and staff, and expressed a need to see and hear from employees and Councillors, for follow through, and for updates of their local events on the Council website.

- "More communication with Council representatives"

Lifestyle

Participants at the workshop also were keen to show their passion about the beauty of the area, location and lifestyle offering, weather and access to the mountain and dams.

- "The beauty of Talbingo"

Big ideas for Talbingo

- A Swinging Bridge
- Opening up of pondage to non-powered water craft
- Reopening of airstrip
- Miles Franklin Information Centre



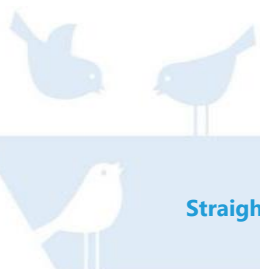
Figure 19 - Participants who took part in the Talbingo workshop

- Opening of power station as tourist attraction
- Improve access to Canberra – Brindabella Road

Short-term priorities which can be addressed by Council

The following simple activities are suggested in response to community feedback:

- Snowy Valleys Council branded town entrance signage
- Lop or spray cottonwood trees on Council land causing allergies
- Staff and Councillors could attend a progress association meeting



5.8. Tooma

Council employees ran a pop-up event at Tooma on 9 December 2017. The features of this community that are most-loved include the people, events and the volunteer spirit. At this workshop we heard themes for improvement around infrastructure upgrades to public toilets, improvements to mobile phone reception and road grading and upgrades. In addition, key mentions were tourism-focused specifically branding, value-adding and diversification.

Communications: including mobile phone and internet coverage

We heard that mobile phone and internet coverage is poor in the Tooma area and impedes business operations. In addition, the area's geographical isolation means that a means to communicate during an emergency is of widespread concern.

- *"We pay a fortune for a substandard internet service"*
- *"What's happening with the new mobile tower that was promised?"*

Cross-border collaboration

Participants suggested Council work closely with Towong Shire to deliver Upper Murray 2030 projects and tie in branding with the Upper Murray brand.

- *"Great River Road should have the word Murray in it"*

Road upgrades and maintenance

At the workshop, we heard concerns about road maintenance, including the frequency of unsealed road maintenance and the condition of the Tooma road.

- *"Getting a B- Double route from Tintaldra to Tooma. We realise that Council doesn't want trucks going all the way through to Tumba, hence our request that the B-Double trucks only go to Tooma. It would considerably decrease cartage costs to all those along this route."*

Village amenity and cohesion

Residents would like to see maintenance of the hall, village centre and area between the two as a unit to give a better 'village feel' and amenity (including painting bridges and park maintained more frequently and in better condition).

- *"Upgrade of Tooma Hall – power, water and toilets. Key meeting point and Puggles venue."*

Big ideas for Tooma

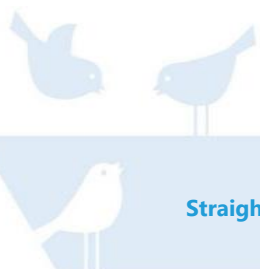
Participants focused on upgrades to the community hall, increased infrastructure servicing and maintenance and Council providing advocacy for improvements to the community's communications services, including reducing black spots. Here are some comments:

- *"The area becomes famous for its wonderful meat as we have our own abattoir with Snowy Valley Beef/Lamb becoming a favourite amongst all consumers. The region is renowned for its beauty, wine, beef, lamb, cheese, distillery, deer hunting, tourists can't get enough. Win-win."*
- *"To have an outdoor library space, undercover and accessible for everybody. We have the books just need the weatherproof storage. Preferably at the Tooma Hall."*

Short-term priorities which can be addressed by Council

The following actions are suggested as simple quick ways to address the priorities and concerns for the Tooma community:

- Regular updates on infrastructure maintenance and beautification improvements
- Provide information to the community on the status of the Telstra 'mobile black spot' funding to improve coverage in the Tooma area.



5.9. Tumbarumba

This workshop was enthusiastically attended by around 65 people, the largest of any community workshop during phase one of the engagement process. It is highly likely the large attendance numbers were in response to the amalgamation decision, with participants wishing to express their desire to 'de-merge' from Snowy Valleys Council. The majority of participants who attended the workshop indicated they were in favour of reverting to the former Tumbarumba Shire Council rather than being part of Snowy Valleys Council.



Figure 20 - Polling exercise at the Tumbarumba workshop

Aside from the merger issues, a common theme within this community is retaining a strong sense of identity, ownership and coming together, along with continuation of projects started under Tumbarumba Council. In addition to this, the community is keen to see a strong tourism industry, and infrastructure and amenities maintained to the level that was experienced under the previous Council. The Tumbarumba community also feels strongly about being listened to and transparency in Council governance and decision making.

De-merge

To consult the community before decisions are made, listen to community sentiment, being changed back to Tumbarumba shire, having good representation.

- "Not be a sheep following the leader"
- "Progressive forward thinking Shire based in Tumbarumba, which has not lost its local feel."

Tourism

Development of cycling infrastructure extending throughout the region, promoting adventure tourism, ensuring good branding and experiences throughout the region, providing support to value-adding industries, being known for produce, and facilitating authentic experiences for visitors.

- "Facilitate cycle tourism"

Continue Tumbarumba Council projects

Keep existing services going, finishing the projects that are started for example festivals, continuing improvements to surrounds, and keeping the community informed of processes

- "As it was in the "good old days" – trust, honesty, transparency, work community"

Vision and leadership

Visionary representation, autonomy for community and keeping the community informed;

- "Leadership to attract young entrepreneurs"

Roads

Improved road quality and maintenance to improve access and connectivity of communities

- *"Improved roads to help tourist access"*

Community growth

Support for general community, for young people and the elderly, Council to make it a point to provide friendly support and good customer service, and build allied services for the community growth.

- *"Support & encourage community growth with local government engagement"*

Communications (mobile, infrastructure and technology)

Lobby for improved communications, internet and coverage for rural areas.

- *"Improve mobile phone services & internet"*

Environment

Preservation of the natural beauty, pristine nature of the area to ensure tourism visitation is retained.

- *"Care of the environment, planning, custodianship"*

Health

Focus on creating active lifestyles for community through provision of facilities, also maintain and lobby for key medical, aged care and community care services.

- *"Maintain and provide a diverse range of health and caring services"*

Continue 355 committees

Keep support of community group values aligned with Council objectives to retain the unique character, high community engagement and identity of Tumbarumba.

- *"355 Committees to continue"*

Business growth/economic development

Retain personal relationship and provide key support for local services and businesses, encourage them to grow, flourish and be 'future proof'

- *"Use local staff & business for all local development"*

Support for community events

Value volunteers, the unique identity of Tumbarumba and give back to the community through providing support for key festivals and activities as a 'launch pad' for future tourism.

- *"Funding for community events through support of volunteer groups"*

Protecting what we have

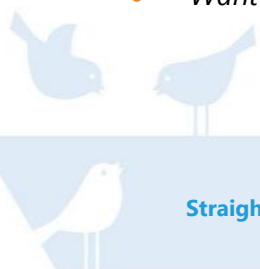
Retain what makes Tumbarumba unique in local character, and attract more passionate residents.

- *"Do not lose our sense of identity"*

Communication with Council

Knowing the Council has the Tumbarumba community's interests at heart, a good sense of care and attention to what has been created before.

- *"Want a council that will truly represent the aspirations of Tumbarumba"*



Support for volunteers

Recognition of the vital contribution they make to the community, retaining the can-do attitude, trust and support into the future.

- *"Built by volunteers – town 'assets'"*

Tree change

Planning for being a tree-change destination, suitable for young entrepreneurs, with attractive services and facilities.

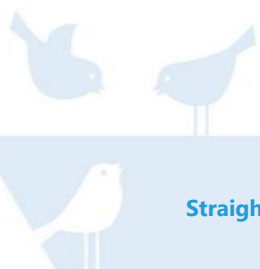
- *"Make Tumbarumba great again"*

Big ideas for Tumbarumba

- Take the B Doubles out of the Parade
- Parks and Gardens scheme extended
- Heated Pool and splash pool in Tumbarumba
- Brindabella Road Upgrade
- Move a Council department for example Engineering or Planning back to Tumbarumba, similar approach to merged Councils in Victoria
- Promotion of creek prospecting (fossicking for sapphires, topaz, zircon, garnet and gold)
- Outdoor sound shell for local concerts
- Ensure good childcare and children's services and facilities
- Water Festival

Short-term priorities which can be addressed by Council

- Continue reporting back, communications and community engagement
- Recognition of community volunteers and committees (awards, breakfasts, profiles)
- Providing key and timely information about upgrade and maintenance of community facilities



5.10. Tumut

The participants at the Tumut community workshop were focused on the benefits of living and working in the area, and positives aspects of the lifestyle including sense of community, loyalty of local people and the beauty of the natural environment. We heard the improvements sought by participants relate to sport and leisure, economy, tourism and environment, and a strong vision for the future shaped by community and Council. Below is a summary of the key themes.

Roads

Improve the key link roads, highway safety and provide value for money for rural ratepayers.

- *"Brindabella Road / Road to Canberra"*

Infrastructure

Make Tumut a 'Smart Region', introduce more renewable energy, supported living for people with disabilities, upgrades to CBD, public amenity, walking areas and parking.

- *"Renewable energy"*

Sport and healthy lifestyles

Retaining the vibrant lifestyle of the community, improve sporting infrastructure, four seasons availability of the sporting and leisure facilities.

- *"Better sporting infrastructure"*

Economy and tourism

Attract and retain timber industry, encourage adventure tourism, navigate red tape and keep young people in the community.

- *"Size – sustain the community"*

Environment

Retain access to the natural environment and associated activities, plan more trees, keep the beauty of the four distinct seasons and keep the National Parks accessible.

- *"Plant more trees, water them, make the town more attractive for tourists"*

Vision for the future

A cohesive, can-do Council, acceptance, and getting on with life for the future.

- *"Accountability, respect for all, acceptance."*



Figure 21 - Table group exercise at the Tumut community workshop

Health

Encouraged by the development of the new hospital for Tumut, having access to medical specialists and embracing the rural lifestyle with the addition of good doctors and hospitals.

- "Health – new hospital for Tumut"

Big ideas for Tumut

- Open National Park areas to public: Talbingo Mountain Lookout.
- Multipurpose indoor sports centre at old RSL club
- Support for local groups trying to preserve our local icons. e.g. Tumut Race Course, Showground, Stockwell Park
- Tap into the motorcycle interest in the area.
- Paid events co-ordinator role
- Start planning for a huge 200-year celebration in 2024, with new and exciting ideas.
- Introduction of green waste collection
- Build a big 'leaf' - tourist attraction
- Develop new library and community precinct
- Branded advertising on semi-trailers driven by local transport companies
- Continue to develop Hume and Hovell track

Short-term priorities which can be addressed by Council

- Continued events support and support for community groups, recognition of volunteers
- Investigate green waste



Figure 22 - Participants at the Tumut community workshop

6. CONCLUSION

This first round of consultation achieved the objective of providing a variety of opportunities and different ways for community to have their say and contribute to the development of the new CSP. The different engagement techniques drew a combination of rich, detailed data along with more 'top of mind' suggestions, brainstorming, thoughts and ideas. The unique combination of long term priorities and aspirations mixed with short term projects and 'to dos', combined with brainstorming indicates the difficulty in strategic visioning, and the need to manage expectations with community around what can be achieved going forward.

While the data received was across different areas, there were certainly consistent themes which emerged from the consultation process. These themes voiced by the community include, but are not limited to:

- Clear communication between Council and across all communities, with a particular focus on equity and reporting back
- Focus on of 'out of the box' solutions for infrastructure renewal, community services and tourism to ensure town survival
- Capitalise on the 'natural beauty', strong volunteerism, and positive community cohesion to continue to advance the region

The feedback received from the extensive first stage of consultation will be used, along with input from stakeholders and Council staff, to develop a draft Community Strategic Plan and associated four-year Delivery Program, which will be placed on public exhibition for further review and comment.

Council is committed to ensuring the consultation process is as robust as possible within the timeframe and resources available, and will embark on a further program of engagement as it works towards finalising the CSP.

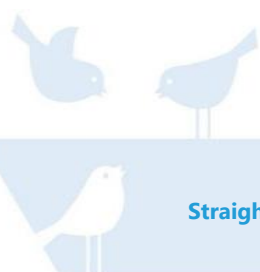
Issues that Council may wish to consider as a result of feedback and as part of the development of the new CSP include:

- Delivering quick wins, such as communicating around the infrastructure improvements and delivery timeframes on these, delivered through the Merger funding.
- Implementing further feedback and community consultation results received from the draft CSP Public Exhibition period into the final Strategy.
- Adopting, in conjunction with the new CSP, the Tourism Destination Management Plan with tangible performance measures to ensure economic growth and innovation are encouraged, and that more employment and education opportunities are available across the region
- Providing the community with an easy to understand, accessible Delivery Program which provides more clarity on when key assets like the delivery of the major infrastructure grants, roads, footpaths and cycle paths, stormwater, parks and playgrounds will be maintained, renewed or replaced and priorities and timeframes for doing so across the region

Next Steps

In the second phase of engagement the community will be invited to provide feedback on the engagement outcomes to date, and also to comment on the draft CSP, which is currently being prepared by Council. Council is committed to ensuring all localities across the region are involved throughout the whole process of developing the new CSP. Further engagement activities are planned for early 2018.

Feedback received during phase two of engagement will be used to prepare the final CSP, which must be adopted by Council by 30 June 2018.



APPENDIX A Detailed feedback summary

Submissions

| Who | Summary of content in submission | Format |
|--------------------------------|---|--------------------|
| Individual Submission | Raise media profile of children's services, upgrade Tumbarumba pool, create community noticeboard, disabled access to main street shops. | Written submission |
| Individual Submission | Khancoban improvements including eco-tourism, biking and walking tracks modelled on Tasmania experience. Aged care facilities, reinvigoration of the bowling green at the Country Club. Thanks to Snowy Valleys Council for all they are doing to keep Khancoban moving forward. | Emailed submission |
| Individual Submission | Vision for future Tumbarumba community includes acceptance of refugee and non-English speaking background residents, burgeoning niche rural enterprises including beef and cold climate wines, photovoltaics and solar generation, high speed rail to Wagga | Emailed submission |
| Individual Submission | Solutions for traffic issues in collaboration with RMS, formulation of a community keeping place (both Aboriginal and European), prepare for Tumut's bicentenary in 2024, completion of Rotary Pioneer Park, Adelong and Batlow Aged Care facilities, Adelong support of eco-tourism for Heritage listed site and creek walk, investigate feeder lie of natural gas from Tumut-Batlow-Tumbarumba. Develop a heritage and cultural committee for the entire region / Council area | Written submission |
| Individual Submission | Concerns about destruction of native fauna and wildlife by wild and domestic cats. Tumut is a diverse region for native species as nearby Kosciuszko National Park. Local owners need to take more responsibility to keep domestic animals indoors at night, and Council could play a role in educating locals, involving young people, and encouraging a night curfew for local domestic animals. A strategic focus on biodiversity and safe habitats within the community strategic plan would ensure Tumut's biodiversity is retained. | Written submission |
| Tumbarumba Chamber of Commerce | Support the community by driving amenity and infrastructure and then chase the population attracted through these processes. This should be done through capital expenditure, tourism, cycle tourism master plan, including continued support of events. Address environmental concerns including weeds and pest control. Provide opportunities for community input and building relationships, grants, and community services. Business support, Council organisation, securing grants, and advocacy. Support for Victorian transport facilities. Council to provide accurate and timely financial | Written submission |

reporting and ensure decision making is backed up with strong research e.g. free pools decision for the summer.

Maintaining and growing our population, remain aspirational, community amenity and relations, infrastructure, business, smart planning and advocacy. Advocate to retain RMS Capital works, push for securing grants for communities as a priority. Keep investment in tourism and continued support of community events, equitable basis for allocations, cycle tourism. Council to have single IT system and a commitment to senior staff presence in the community. Provide strong support for community groups, consider support to berry industry, and continued development of Tumberumba Retirement Village, creek scape, caravan park and police paddock.

Rotary Club of Tumberumba

Key important elements are extension of current plans - independent living units, section 355 committees, cycle masterplan, police paddock, travelling stock routes, shared use paths, waste and recycling services, recreational opportunities, snow view estate, continued support for local events, finish streetscape masterplans. Provide community care services including children's services, care for citizens, and home support.

Emailed Submission

Individual submission

In regards to the Tumut River Walk: it presently passes near the showground entrance uphill in Broughton Street, among houses, and the turns right down Clarence Street to the bull paddock. A much more pleasant stroll amongst the old eucalypts would be to re-route a section to outside the racecourse from the football field entrance directly to the bull paddock sign near the end of Sydney Street.

Emailed submission

Big ideas

My Big Idea Is:

A downhill bike track at Adelong falls & the pool here enclosed with the addition of basic gym equipment like Junee.

I live in

Adelong

A heap is being spent on hall in Batlow, why not put wire over windows and use it for indoor cricket, soccer, netball, volleyball. The Batlow dev league should not have a monopoly on spending. The young need input too.

Batlow

Batlow have as many tourist spots as most towns with all the various fruit grown here, the nature walks and all the festivals (more than Tumut and Tumberumba combined)

Batlow

Bring the Batlow caravan park up to the same standard as Tumberumba and Tumut? We currently have people online recommending people DONT stay here. And it's an ugly unattractive entrance to the town.

Batlow

| | |
|--|-----------|
| I believe Batlow deserves more tourist accommodation and a start could be made very quickly at very little cost if any. | Batlow |
| Major upgrade to Batlow caravan park, the facilities are substandard for itinerant workers and tourists alike, a blight on the town. And the cannery! What's happening with the asbestos problem? (Right next the caravan park!) | Batlow |
| When we drive to other regions we are blown away by the roadside produce stalls. they show case local produce right at the road. not at some upmarket exclusive outlet. This reflects the changing seasons. I want to see all things apple. Cold climate fruits and nuts. Well-made produce. | Batlow |
| Removal of the old cannery & build a horticulture/ forestry museum acknowledging past activity / equipment and champions who helped build the region. refurbish the old packing shed for large inside events/ extra accommodation. The cool rooms have good acoustics for recording. music. | Batlow |
| The HV Smith park in Batlow needs redoing, modernism, the children's play area is old & out dated | Batlow |
| The old cannery in Batlow- turning it into a big botanical garden, with children's playgrounds, a petting zoo, a water splash pad & a water fall. | Batlow |
| I think council should be promoting Tumut - I own a transport company in Tumut and would like to see council pay for a couple of my semi-trailers to have BIG adverts on the side of them. They are in Sydney, Melb and Canberra several times a week so the advertising is ongoing and permanent! | Gilmore |
| I would absolutely love to see our area become recognised as a beautiful place to visit and enjoy the outdoors. We are surrounded by National Park and all the beauty that the wilderness brings. (...) | Khancoban |
| I would also love to see more facilities to keep our retirees in the town. I have seen that many older people move away as they fear they are not close enough to good medical/health facilities. A retirement village or nursing home in Khancoban would be fantastic and allow those on their own to feel more supported and able to stay living in the town they love. I believe there also needs to be more things for them to do...the redevelopment of the Khancoban pool is one area that is already underway and will allow people to enter/exit the pool unlike previously. Our community is very excited about the new facility and I look forward to using it myself. I also would love to see the redevelopment of the bowling green at the Country Club. (..) | Khancoban |
| Thank you for the opportunity to express my ideas for the future look of my town Khancoban and the wider shire area. I think we have such an opportunity to grow with a new look council and to start afresh with positive ideas. | Khancoban |
| Water festival acknowledging the services the upper Murray & Murrumbidgee provide locally and downstream - freshwater fishing, irrigation, boating, wildlife habitat, electricity and tourism in general. | Locally |

| | |
|--|------------|
| A road connecting Canberra and Tumut through the Brindabella's, thus bringing in more tourism and a boost to the local economy. Also it would be easier to access the services in Canberra, as well as the international airport. The road would be a wonderful tourist drive. | Talbingo |
| Install a series of pontoons along the sides of Talbingo dam for fishermen in winter and water-skiers in summer. Have a plan of safe water-skiing circuit on the dam away from the swimming area. Maybe the pontoons could also be used for a couple of houseboats to anchor to at night. Great tourism idea. | Talbingo |
| The area becomes famous for its wonderful meat as we have our own abattoir with Snowy Valley Beef/Lamb becoming a favourite amongst all consumers. The region is renowned for its beauty, wine, beef, lamb, cheese, distillery, deer hunting, tourists can't get enough. Win-win. | Tooma |
| To have an outdoor library space, undercover and accessible for everybody. We have the books just need the weatherproof storage. Preferably at the Tooma Hall. | Tooma |
| Secure a BW route from Tintaldra to Tooma. This would result in significantly decreased cartage costs. | Tooma |
| We need Tumut to Tumba events (or visa versa) to help foster this needed unity. | Tumbarumba |
| Firstly I would love to see a heated pool for Tumbarumba for reasons too numerous to mention | Tumbarumba |
| Brindabella Road upgrade. | Tumbarumba |
| A decent pool, beginners pool and splash pool for toddlers, and the council to act for all communities and represent all town's | Tumbarumba |
| Creation of Cycling experiences to develop Cycle Tourism. Significant community support exists for the development of cycle tourism as a way of diversifying Tumbarumba's economy. Tumbarumba has all the natural assets (stunning beauty, topography, attractive and friendly town, 1st rail trail) to become a successful cycling destination. | Tumbarumba |
| It is hoped Council will play a role in assisting businesses and clubs to create a cycling buzz in Tumbarumba. | Tumbarumba |
| Move one of Councils departments e.g. Engineering or Planning back to Tumbarumba. It has worked in other shires in Victoria e.g. Indi. It would force communication to be maintained with the southern half of the shire and help to overcome some of the pitfalls of distance. | Tumbarumba |
| My idea is for a simple sound shell to be built on the sloping area adjacent to the library where family friendly concerts could be held. It could also be used for days like Australia Day or any other type of activity requiring an outdoor stage area. | Tumbarumba |
| One thing I did not bring up last night was the need for childcare. I think this needs to be included, as I have heard rumours about some councillors from over the hill questioning the need as Tumut does not need it. Obviously we do not have the volume | Tumbarumba |

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| that Tumut has, but if we get rid of childcare and make it go private, a no one will take us on as we do not make much money and B if we do not have childcare we cannot get younger families to move here. | |
| Our creeks are full of gems (sapphires, Topaz, zircon, garnet) and gold. Yet it's not promoted in anyway by anyone but me. I am admin of the largest fossicking Facebook page in Australia and have brought over 100 people to the area to chase gems. It's a rapidly growing hobby. | Tumbarumba |
| I would love to see the parks and gardens scheme extended. Our region could be known as THE place to visit in autumn and spring as our climate allows us to have amazing gardens and street trees. | Tumbarumba |
| That I have work, keep improving children's services | Tumbarumba |
| Start planning for a huge 200-year celebration in 2024, with new and exciting ideas. Support for local groups trying to preserve our local icons. e.g. Tumut Race Course, Showground, Stockwell Park etc. Tap into the motorcycle interest in the area. Festival of bikes. Keeping / Archival storage place. | Tumbarumba |
| Take the b doubles out of the parade | Tumbarumba |
| A nature playground in Tumut, with the possible location being Billa Park. This would be great for both the local community along with increasing the time visitors with children spend in Tumut and possibly attracting new visitors. Please contact me for info on benefits and successful examples. | Tumut |
| A new sporting complex that draws comps from interstate and surrounding districts. | Tumut |
| Aldi's | Tumut |
| An adventure nature playground. To reduce obesity and screen time. To help build kids resilience, curiosity and creativity. Encourage children to manage own risk and make better decisions. To help parents to step back and let kids be kids. | Tumut |
| An indoor heated pool with all the facilities for swimming club, rehabilitation, fitness, swim & survive etc. A lifesaving club similar to little nippers that teaches safety around waterways like rivers & dams. An indoor heated pool could facilitate off season training or simulation boating safety... | Tumut |
| Better facilities at the mountain bike / hiking area such as toilets / parking / bbqs/ shelter this is another growing sport in the region and needs better supports. Facilities infrastructure and promotion of the sport, these sports attracts thousands into Canberra each year y not get them here | Tumut |
| Continue bike and walking tracks from riverwalk out to junction and back via the Snowy Mountains Highway. Forget the rail trail idea to Batlow, look at existing facilities, Hume and Hovel Track, and netball courts for example. Heat and enclose Adelong pool. | Tumut |
| Continue to develop the Hume & Hovell track. Run a walking/bike track out to the junction. Develop a track around the foreshore of the dam. A rail trail will not sustain | Tumut |

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| growth and will cost the community in the end. We have so much prime agricultural land that needs to be sustained for the future. | |
| Cycle way for the growing sport in the region which could include better parking and facilities at the bull paddock where people start / finish (not a rail trail) but cycle way around the town , signage, map of cycle way, road markings etc could be towards blowering / Tumut plains etc etc | Tumut |
| Employ a designated person to work closely with new businesses and industry to help them navigate the red tape night mare. Not just tell them you need to do this or that but to help them negotiate all areas and to meet government regulations. | Tumut |
| For Council to embrace the original vision put forward for the Visy Cares money and develop a Community Hub in the vicinity of the library and Community Services building | Tumut |
| Forgot this one railway line from Visy to Cootamundra Junee or Wagga anywhere to connect with main line as I'm led to believe there are 66 containers a day going to Harefield to load onto trains. | Tumut |
| Have free camping in town like near railway station or middle of race track grey nomads spend money heated indoor pool for rehabilitation would be good also | Tumut |
| I was hoping we could add childcare in the plan. | Tumut |
| I hope the Council will all it can to promote the bicycle and walking track on the disused railway tracks in the area. It would encourage healthy outdoor activity, an enjoyable thing to do and no doubt create good commercial activity. | Tumut |
| I think we need some covered car parking areas in the CBD... when it is raining it is impossible to get small children in and out of the car without getting them and pram's saturated. I assume this is an issue for all ages. | Tumut |
| I would like to see a study to see if the lower section of street could be closed for a pedestrian area. This could reinvigorate & beautify the Main street. I have seen many small towns with this and it seems to work if there is still a one-way 20km access for elderly drop-off and delivery. Maitand | Tumut |
| I would like to see the beauty of this town stay as it is, but, it has got to GROW, we have to make certain we have the jobs and facilities, we need a future for our young people, because if they don't have it they will leave and then the town will die. | Tumut |
| Introduce green/food waste collection, precincts which include a number of units would only need one green waste bin which would be the responsibility of the precinct manager | Tumut |
| Maybe Tumut could become one of the towns with a 'big thing,' we could have a BIG AUTUMN LEAF that stands at the tourist centre and is also on all signposts in town and even street signs and it would become synonymous with the Festival of the Falling Leaf. | Tumut |
| Multipurpose centre for sport such as indoor netball / cricket / basketball etc a better swimming facility in Tumut. | Tumut |

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|---|---------|
| Prevent further air pollution. Our natural beauty will continue to attract settlers and visitors but there is a real risk of the establishment of a major city waste to energy facility being built in the valley. The objectionable smell from the mills has been increasing, more would be very damaging. | Tumut |
| Provide an archival space at the Tumut Library for the storage of local history and artefacts. | Tumut |
| Purchase the Railway precinct [or 99-year lease] and develop same as tourist information centre for Tumut and surrounding towns and develop a welcoming area for tourists. | Tumut |
| That the entrances to Tumut be beautified especially the entrance from Gundagai at the Gocup turnoff. The rail trail through the Gilmore valley should be a definite go ahead in the promotion of the area and bringing tourists to town. | Tumut |
| The Tumut region holds many festivals and events throughout the year such as the Lanterns on the Lagoon, Festival of the Falling Leaf, Rock the Turf, Tumbafest, Apple Blossom Festival and Ciderfest to name a few. All these events are supported by generous volunteers who are willing to give up their time to ensure their event is a success. A Paid Events Co-ordinator be employed by the Council to oversee the management of all events. The Chamber is confident that hiring an Events Co-Ordinator for six weeks prior to each event would ensure the viability and longevity of each and every event in the Snowy Valleys region. | Tumut |
| There have been many societies in the past who had to keep unity over the tyranny of distance. These groups had a number of strategies to maintain homogeneity and give a feeling of being part of a larger whole. | Tumut |
| We need green bins to help people who have not trailers. You can't compost weeds and weed seeds. | Tumut |
| Citizen Advisory Group to Council | Unknown |

Detailed workshop notes

Adelong community workshop

Summary of notes from Adelong Community Workshop. **Yellow highlights** are the top themes as voted by those present.

| THEME | DETAIL |
|-------------|---|
| Environment | <p>Upgrade to Creek</p> <p>Creek walkway was promised</p> <p>Flooded walking track replaced</p> <p>Keep improving the creek scape</p> <p>Link town to falls</p> <p>Looks good – old trees in streets</p> |

| THEME | DETAIL |
|------------------------------|---|
| Roads and Transport | <p>Make it accessible</p> <p>Management of our allocated monies from the grant</p> <p>Ongoing, manage our own funding</p> <p>Urgent start to creek scape – improvement to promote tourism Creek scape</p> |
| | <p>Road upgrades and maintenance of Roads</p> <p>Better access both ways into and out of town</p> <p>Bike racks</p> <p>Brindabella Road from and to Canberra</p> <p>Overtaking lane on the highway either side of town, from Tumut to Adelong</p> <p>Road improvement for all vehicle within the 50km / hour zone, especially B Double as well as pedestrian crossing facilities</p> <p>Safety of motorists, pedestrians</p> <p>Truck bypass</p> <p>With increased traffic through the town ensure a 50 zone</p> |
| Economy | <p>Bakery and café</p> <p>Employment opportunities</p> <p>Expand the timber industry – more plantations, less national park</p> <p>Growth in population by increasing work – for example nursing homes</p> <p>No empty shops in main street</p> <p>Promote small business – help</p> <p>No empty shops in main street</p> <p>Showground improvements</p> |
| Streamline Council Processes | <p>Less red tape</p> <p>Equality of rates paid – Forestry, rateable land for forestry</p> <p>Gridlocks in DA processes, explain processes, present solutions rather than obstacles. Ends up costing people a lot of money and shouldn't.</p> <p>In future: hopefully happy ratepayers and a local authority prepared to make sometimes tough decisions for the benefit of all.</p> <p>Leadership</p> <p>Less obstruction for small business</p> <p>Less obstruction for small business and landholders</p> <p>More communication from Council staff</p> <p>Support building in the area – cut red tape</p> <p>Value for Money on Rates</p> |
| Leisure | <p>Pool (Heated – natural gas) and shade</p> <p>Extend pool season</p> <p>Heat swimming pool, improve visitor facilities</p> |

| THEME | DETAIL |
|--------------------|--|
| Infrastructure | Get some sort of connection between pool / tennis / bowly / park and showground |
| | <p>Beautify the town</p> <p>Toilets in Park near bridge</p> |
| Sense of Community | <p>A great and safe place to bring up family</p> <p>Close knit community</p> <p>General community</p> <p>I've lived overseas, in capital cities and here I'm far busier than I ever was.</p> <p>It's OUR town – good size</p> <p>Just beautiful. I tell people it's God's Country.</p> <p>Like the preschool and the school</p> <p>One knows most people</p> <p>People / community / climate /seasons, proximity to services</p> <p>Pretty town</p> <p>Promote unique offerings</p> <p>Safety bringing up kids</p> <p>Small town</p> <p>Smallness of community</p> <p>The people</p> <p>The support that you get. You're part of something. It is what you make it.</p> <p>Very friendly</p> <p>Vibrant town</p> <p>We wouldn't live anywhere else</p> |
| Arts and Culture | <p>Funding for more cultural activities</p> <p>Museum Officer</p> <p>Theatre</p> |
| Young People | <p>Construction and promotion of youth facilities and outdoor activities</p> <p>Improve timber industry – State Government</p> <p>Maintaining jobs in Timber industry</p> <p>More jobs to keep young people in the region</p> <p>More work for younger people</p> <p>Parks for kids to play in</p> <p>Planning for young people</p> <p>Promote jobs which are already here to attract young families</p> <p>Something to attract young families to fill schools and sporting venues</p> <p>Work for younger people – more industry</p> |
| Tourism | Accommodation for travellers |

| THEME | DETAIL |
|-------|--|
| | Better Wifi and internet |
| | Blowering Dam facilities improved for tourism |
| | Contribution to main street attractions |
| | Eco tourism, promote the natural environment, make it accessible. |
| | History |
| | Improve the caravan park |
| | Let the businesses know what is available for travellers |
| | More grey nomad parking room |
| | More parking for caravans / caravan parks / mobile homes |
| | More young family attractions |
| | Not enough parking |
| | Promote Adelong Falls |
| | Promotion of tourism facilities eg accommodation, falls, creek walk |
| | Tap into / support weekend crowd – people looking for something to do on a Sunday. |

What do you love most about where you live?

A great and safe place to bring up Family

Climate / seasons

Close-knit community

Continue progress association work on the creek

Creek

Employment opportunities

Friendly nature

General community

gold and bowling green

History

I tell people it's God's country.

I used to work in Wagga, it didn't have the sense of community

It is Our town - good size

it is what you make it.

I've lived overseas and in capital cities and overseas and I'm far busier than I ever was. Always doing something.

Just beautiful.

Local surroundings and natural beauty in all seasons

Looks good - old trees in streets

Nice size - friendly town
Our park, pool, tennis courts,
Parks for kids to play in/swimming pool
Part of something and participate.
People
People / community
Pretty town
Promote Adelong falls
Promote unique offerings
Proximity to services
Safety bringing up kids
Small towns
Smallness of community
So that one knows most people
Swimming pool
The creek
The people
The people, small town
The pre-school and the school
The support you get
Very friendly
Very friendly
Vibrant town
We wouldn't live anywhere else

What's the one thing you would most like to improve for where you live?

50 zone
A lot of the 'gridlock' in process - improve it
Better road maintenance, especially dirt roads near town
Bypass for trucks
Communication
Communication
Communication - we want to manage our money
Creek walkway promised

Creek walkway promised
Do better explaining DA process to community - and communication
Eco tourism
Fix / reopen Adelong Falls Creek
Flooded walking track replaced
Have all shops full
Heat our pool
Heat pool
If it's not broken, don't fix it
Improve the caravan park
Improved maintenance of the creek area
Keep improving the creekscape
Link town to falls
Make it accessible
More businesses in the main street
More communication from Council staff
More Council staff communication
More restaurants on town
More toilet facilities
More use of creek
New development - house, driveway
obstacles with no solution - it should be another approach
Old school' attitude needs to change - DA space
Overtaking lane from Tumut to Adelong
Renovations to the theatre and continued improvements to the creek walk
Restore theatre
Safety of motorists and pedestrians with increased traffic through the town
Small bakery open all day
Tap into the weekend crowd - something to do on a Sunday.
Town water supply - taste varies
Walk way down creek
Want to beautify the town



What do you want the Snowy Valleys Region to look like in 10 Years?

A pleasant place to live

All towns in region to be included in development

Also planning for young people

Better roads and infrastructure

Better value for rates (forestry don't pay rates)

Better wifi and internet

Bike racks?

Blowering dam facilities reopened to tourism

Eco tourism

Encouraging small business

Hopefully happy ratepayers and a local authority prepared to make sometimes tough decisions for the benefit of all

It would be good for the area to have many more cultural activities

Link up the park, pool, bowling club, showground as a community project.

Make it accessible

More jobs to keep young people in the region, expand the timber industry, more plantations, less national park

More parking for caravans, mobile homes, etc

More tourism facilities

More tourist attraction. Increase tourism

No empty shops in mainstreet (Adelong)

Only 2 toilet blocks

Promote the natural environment

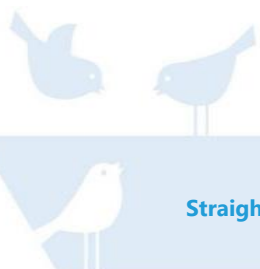
Something to attract young families, to fill schools and sporting venues

Tell us where our money is going

Tourism - create more opportunities - clean up creek and falls area. Shops and cafes open

Work for younger people in a friendly community and viable area

Work with other Councils and government departments to streamline DA processes



| Theme | Dot Voting |
|-------------------------------------|------------|
| Environment / Upgrade to Creek | 13 |
| Pool (heated) and shade | 11 |
| Less Red Tape | 10 |
| Theatre | 6 |
| Road upgrades and maintenance | 5 |
| Youth | 2 |
| Tourism | 2 |
| Value for Money Rates | 1 |
| Resourcing – what budget we do have | 2 |
| Signage | 1 |
| Aged care | 1 |

Batlow community workshop

Summary of notes from the Batlow Community Workshop, grouped by theme and details.

| THEME | DETAIL |
|-----------------------|---|
| Council | Council HQ located in Batlow Inclusion over the whole Shire |
| Jobs | Help form new small business Jobs creation for small business |
| Batlow Beautification | Remove old cannery Aesthetics of town incl. cannery site Town beautification cannery site improvement Streetscape – upgrade toilets |
| Clear cannery site | Removing cannery Removal/ re-use of obsolete & dangerous industrial structures & buildings e.g. cannery |
| Tourism accommodation | Tourist accommodation New caravan park Support from Council Tourism promotion – accommodation, change planning laws, camping areas Caravan park |
| Youth | Youth related programs & facilities |

| THEME | DETAIL |
|--------------------------------------|--|
| | More youth initiatives (scholarships/ grants) to encourage young people to stay after graduation |
| Rail Trail | Rail Trail Tourism rail trail Rail trail |
| Beautification Tourism | Tourism facilities Amenities for showground RV Upgrade Main street upgrade Beautification of streetscape Fix streetscape Help small business thrive instead of too much red tape Tourism support Industry support Apples & more cherries, honey, cider, walking track |
| Brindabella Road | Brindabella road Adding bitumen to Brindabella Road |
| Good Governance/ council | Open up showground RVs Demolish MM building Caravan park old cleared MM site Central facility for meetings/ workshops |
| Tourism | Increase tourism, this can be done by home business (tour guides/ B&B Etc.) Tourism & related businesses Tourism plans across whole council Tourism (shire-wide) |
| Town Facilities place – making | Town facilities upgraded Public toilets etc. Town beautification & facilities upgrade workshop (cannery site, old co-op, forestry building, RV free parking & facilities) caravan park Appoint a staff member to seek grants that can be used by community groups to improve facilities e.g. sports grounds, IT Facilities, etc. Whatever upgrades are undertaken in large centres, do the same thing in smaller towns e.g. footpaths, public toilet upgrades. Upgrade town facilities (include public toilets, pool area? block) |
| Encourage business & cut red tape | Renewable energy Each town self sufficient Support for micro-business e.g. farm gate, boutique products |

| THEME | DETAIL |
|------------------|---|
| | <p>Encourage community members to speak positively about Council and the future of our region.</p> <p>IT Industry which can support tourists</p> <p>Cool climate botanic garden</p> <p>Attract tourist industry for example craft shops, restaurants etc.</p> |
| Cannery Site | <p>Something positive to be done with the old cannery site</p> <p>Old cannery site cleaned up</p> <p>Demolish old M.M Building</p> <p>A new caravan park on old cleared MM site</p> <p>And move the caravan park to old cannery site</p> |
| Tourism | <p>Tourism</p> <p>Attract more business/ shops into town</p> <p>Advertising area S.V.C</p> <p>Unity</p> |
| Town improvement | <p>Main street of Batlow to be upgraded and beautified</p> <p>Open up the showground as a RV park to increase number of visitors</p> |

What do you love most about where you live?

4 Seasons

4 seasons – climate

4 seasons (returned from Coffs Harbour to this region)

Access to many different groups & activities & medical specialists

Affordability

Affordability

Always can go and get out and get job – that's why we chose to live here

area, natural landscape

Batlow itself

Beautiful countryside

Beauty

Beauty of area

Beauty of area

Born here, this is where my heritage is

Bring up children in a safe surrounding

Central location

Central location from main cities, or other larger communities

Clean air

Climate

Climate

Climate & more improving & more (?)

Climate and the people

Close knit

Close to major centres

colours

Community

community – tight knit

Community spirit

Forests

Four distinct seasons

Fresh produce

Get to Gundagai for buses etc.

Get to know everyone

Good community – if you join in

Good people

Good place to bring up children

I love the honesty of hard-working people

Intensive agriculture

Kids can get a job and learn work ethics

Lakes

landscapes

Lifestyle

Lifestyle

Like the quiet times – away from big towns

Live close to CBD

Live close to CBD – walking distance

Living in happy and caring community

Lots of festivals

love living here

Lucky to have a working, sustainable industry

Natural beauty
Not far from highway and major locations
Old-fashioned values
Outdoor activities – photog, bush walking, trout fishing
Peace & quiet
People
People
Pristine environment
Produce
Simple life style – no traffic
Small community
Small community
Small community, help each other out
Small town community
Small town community feel and activities
Small town feeling
Strong sense of community
The beautiful people
The environment/ the seasons 4
The location & the fact that we're 4 hours from Sydney, 4 ½ hours from Melbourne, 2 hours from Canberra, 1 hour from wagga
The wonderful nature
Views – landscape
weather – cool summers, cold winters & fires

What's the one thing you would most like to improve about where you live?

A better deal from Council.
Accom. Providers – Air BnB
Better communication with larger entities e.g. Tumut & Tumbarumba shire Centres
Bring families & groups for outdoor activities
Cannot believe this is still standing – if this eye saw was in Tumut or Tumbarumba it would be cleared in 5 minutes – why?? This gives the impression council do not think much of promoting Batlow
Caravan park moved to old cannery site
Council seems to be obstructive e.g. restaurant shut down to grease drain.

Employment – can we improve job situation
Employment opportunities
Find use for vacant buildings e.g. factory
Footpath down mayday
Get rid of the old M.M site
Greater police presence
I'd like to see a lot more pride in the Town
Improved opportunities
Incentives for young people to move into this area
Lifting 'upselling' or region
Make the town RV friendly to improve tourism
More businesses opening
More infrastructure to assist an aging population
No harmonisation
No incentive to grow tourism – people don't try it because there's already that tourism flow people don't have to move
Position as intermediary – out red tape – things can work better
Reading legislation and development between (intermittently)
Removal or re-use of obsolete & dangerous industrial structures & buildings
RV Park
Shops & retail training for businesses – customer service
Should be brilliant at service
Showground amenities
Small business
Standing home
Street safe improvements
Street scape & beautification
That we have professional central tourist management
That we work better together in the new shire
The current setup with Tumbarumba & Tumut I not impacting tourism from further away
The main street
The old cannery clean up and the caravan park flooded into a walk way
Tidy up the town
Tourism

Tourism could be much more effective without big funding

Townscape – needs a big injection to bring up to standard of townscape in Tumba & Tumut

UFR market

Unity – breakdown the negative barriers, harmonise it all & stop living in the past

Use natural attractions to increase tourism

We need a better deal from Government for rural areas

We used to be on the fringe of Tumut, now we're in the middle and often left out.

What do you want the Snowy Valleys region to look like in 10 years time?

A Shire with a vision

All the towns to have good standards of facilities and appearance.

All towns within the shire working together in a positive way.

Attracting many overseas visitors

Attractive

Awesome boutique style

Batlow as vibrant tourist hub.

Batlow becomes the centre of the SVC with a purpose-built facility & the need for very good governance

Beautiful

Being fair to all towns

Booming tourist mecca

Build on community spirit

Caravan park, canner7 & buildings cleaned up

Clean up & bringing the town to more beauty

Deliver on promises made during amalgamation process – for infrastructure upgrades

Don't want industries to change landscape visually, would like to see more foot traffic (attract tourists) to the area

Everybody with a positive attitude looking towards the future.

Good restaurants and facilities

In that one entity, the larger towns supporting the smaller towns & localities.

Increase in population (young and old).

It feels friendly and a place where people want to live

It looks like a place you want to explore and re-visit

It will be a place people visit and want to come back to

It will feel like home to both locals & visitors

It will look like a postcard that captures an image of nature/ beautiful facilities and wonderful people

Less divided

Less divided - Whole region, more integrated

Look modern while still retaining rural feel

Main street facelift

Major opportunity for this especially on non-usable/ non-farmable land

Modern 21st Century shire

More accommodation in Batlow e.g. large caravan park (showgrounds)

More emphasis on health e.g. spas, health retreats (similar to Dalesford)

More integrated

More people living locally

More people living locally

Motel – Cabins – Hostel accommodation to cater for the festivals in Batlow and other local shops

Not big developments but support for small developments to attract tourism

One entity; known as a tourist destination offering diverse attractions from one end to the other.

Premier places to visit/ live

Rail trail!!

Region operating holistically

Renewable energy – solar power

Still feel secure and safe and happy lifestyle with families

Unspoilt

Welcoming

Whole region following sustainability model

Extra note from Batlow workshop

There are showgrounds opening their doors all over Australia for R.V Parks.

There is a real need for more accommodation in Batlow.

We have more festivals in Batlow than Tumut and Tumbarumba combined with very little accommodation.

We can provide a lot of this by opening up the showgrounds for RV's. We have over 20 power points these are used at the most 3 times per year. These could be used all year round by the ever-increasing number of RV's travelling through. They cannot stop here now. This would not be free - \$10-\$15/ night. This could be done with the only cost would be upgrading the Toilets & Showers then could be available straight away.



| Theme | Dot Voting |
|----------------------------------|------------|
| Tourism | 11 |
| Encourage Business | 9 |
| Town improvement/ beautification | 7 |
| Cannery | 6 |
| Rail Trail | 6 |
| Brindabella Road | 4 |
| Jobs | 3 |
| Governance | 3 |
| Council office in Batlow | 1 |
| Youth | 1 |

Brungle community workshop

Summary of notes from Brungle Community Workshop, grouped by theme and details.

| THEME | DETAIL |
|---------------------------|--|
| A stronger council | <p>A way to follow up on complaints with Council that haven't been addressed</p> <p>Council should help people more</p> <p>Improve roads - Better value for rate money</p> <p>Improved service for Brungle eg Road improvements, drainage</p> <p>Snowy Valleys Council to be supportive of the community and have a good work ethic.</p> <p>We'd like the Snowy Valleys Council area to be and area to be proud of</p> |
| Communication | <p>Better advertising for local events eg Council elections, and other things like markets and special events</p> <p>Better mobile phone coverage</p> <p>Community / Council liaison</p> |
| Economy | <p>Central to Melbourne, Sydney and Canberra</p> <p>Farming</p> <p>More diverse industry for the area</p> <p>More job and career opportunities for our youth</p> |
| Infrastructure | <p>Improve our hall so we can have more events</p> <p>Improvement to general infrastructure, roads, bridges, buildings</p> <p>More /continued support for Brungle Memorial Hall</p> <p>More housing</p> |

| THEME | DETAIL |
|---------------------------|--|
| | <p>Public toilets in park (people use Brungle Community Centre when they are desperate and it's only open 2 days per week. It's very embarrassing)</p> <p>Streets clean, maybe guttered, drains cleaned regularly</p> <p>Would like to see hall used more</p> |
| Sense of Community | <p>Being part of a small community</p> <p>Encourage the involvement of people in the community</p> <p>Feeling truly reconciled – no racism</p> <p>Friendly</p> <p>Good climate</p> <p>Good location, friendly</p> <p>Good scenery</p> <p>Like being out of town</p> <p>Living in a Wiradjuri Community – on country</p> <p>Nice location</p> <p>No traffic jams</p> <p>Not much change to landscape</p> <p>On country</p> <p>Pace of life is a bit slower</p> <p>Peaceful</p> <p>Peacefulness</p> <p>Quiet</p> <p>Sense of peace</p> <p>Strong community spirit</p> <p>Used to love CWA, but closed down</p> |
| Health | <p>Better and more health facilities</p> <p>Brungle medical centre open more often with Dr</p> <p>Improvement to all government facilities</p> <p>Medical centre is handy</p> <p>More availability of doctor at media centre, more days</p> <p>New hospital</p> |
| Roads | <p>A bit more love on the roads</p> <p>Centre line for Brungle Road</p> <p>Improve roads</p> <p>Improve roads in the Brungle area</p> <p>Killimicat Bridge</p> <p>Regular road maintenance of dirt roads (if not sealing)</p> <p>Road from Brungle to Gundagai</p> |

| THEME | DETAIL |
|-----------------|--|
| Tourism | Sealed roads |
| | Speed bumps in Adams Street – 60 zone |
| | Water table drains |
| Environment | Business and employment opportunities through tourism |
| | It's aesthetics, people and community |
| | Local history and tourism |
| | Lots of recreational activities |
| | More tourism, improve tourism |
| | Need to create beautiful streetscape |
| | Promote tourism for area |
| | Strong tourism business base – café |
| Tourism plaques | |
| Environment | We want it to have grown sustainably |
| | Beautifying village streets – trees, drains, cleared, mowing |
| | Brungle needs more trees and have a more appealing village feel. |
| Environment | Noxious Weed Control |

What do you love most about where you live?

Scenery

Quietness

Farming

Small community

Being part of a small community - no traffic jams. Good climate and scenery.

We are central to Sydney, Melbourne and Canberra.

Good location, friendly

Use to love CWA, but closed down

Peacefulness

Pace of life a bit slower

Peaceful

On Country

Like being out of town

Sense of peace - living in a Wiradjuri Community - on Country

Quiet

Nice location



What's the one thing you would most like to improve for where you live?

Encourage the involvement of people in the community

Improve tourism

Better mobile device coverage

I'd like to see job and career opportunities for our youth.

I'd like to see general infrastructure improved eg roads, bridges, buildings.

Help with more improvements on our hall

A bit more love on the roads would be better.

Need better advertising for local events (eg Council elections) and other things like markets and special events

Not really, love it the way it is.

See hall used more. Council could help people more.

Improve roads

Improve roads, better value for rate money

Public toilets! Speed humps in Adams st - 60 zone

Sealed roads

Noxious weed control

Our hall so we can have more events

Roads

Brungle medical centre open more often with Dr

A way to follow up on complaints with Council that haven't been addressed.

What do you want the Snowy Valleys region to look like in 10 years time?

Strong community spirit

Lots of recreational activities

Business and employment opportunities through tourism

We want it to have grown sustainably

We'd like snowy valleys council are to be an area to be proud of,

It's aesthetics, people and community.

We'd like to see

Strong tourism business base, café,

Snowy Valleys Council to be supportive of the community and have a good work ethic.

I want more tourism

Better and more health facilities in our region

More housing for people to live
 Medical centre is handy
 It won't be much different
 More diverse industry for the area
 New hospital
 Not much change to landscape
 New hospital, improvement to all government facilities
 Brungle will be more treed and have a more appealing village feel - streets clean, maybe guttered or drains cleared regularly. Beautiful streetscape.
 Looks similar in landscape
 Feel truly reconciled - no racism
 Friendly

Jingellic community workshop

Summary of notes from Jingellic Community Workshop, grouped by theme and details.

| THEME | DETAIL |
|-----------------------------------|---|
| Septic system | Septic for pub & Camping ground Septic system replaced at pub & rubbish removal more often e.g. holiday season |
| Less red tape | Red tape reduction & promotion of small business |
| Beautification | Upgrade of amenities Beautification moving of roadside shop to pub |
| Roads | Roads |
| Attract families | Encourage families to area |
| Rubbish & Service | Services – rubbish Roadside Town maintenance |
| Better communication with council | Better communication to residents Customer service |

What do you love most about where you live?

Freedom
 Beauty
 Community – small – input of volunteers

Community support – comradery

Intimacy of community

Lifestyle – social

Neighbourhood watch

Remote

Remote

River & trees – the icons of the area (renowned for beauty) i.e. showground, pub

Rural lifestyle i.e. bartering system

Scenery – beauty

What's the one thing you would most like to improve about where you live?

Employment

Encourage more families/ youth

Improve red tape i.e. less of it

Keep youth in district

Maintain sporting clubs etc.

Need more employment opportunities

Septic at pub & camping ground & rubbish

Sustainable population

To keep our medical centre & school going

Young people & tourism

What do you want the Snowy Valleys region to look like in 10 years time?

Amenities

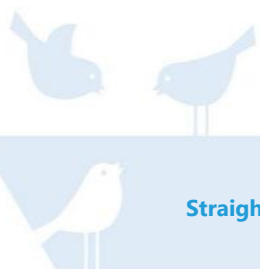
Beautification

Bike tracks/ walking track

Camping grounds to have good amenities – rubbish collection, toilets

Maintenance of township & beautification

Serene



Khancoban community workshop

Summary of notes from Khancoban Community Workshop, grouped by theme and details.

| THEME | DETAIL |
|------------------------------|--|
| Signs | <ul style="list-style-type: none"> Importance of signage of the states Signage to be bought up to date to find Khancoban Signs pointing out Kosciusko Incoming town signage – both ways Better signage for roads to Khancoban |
| Gardens and green spaces | <ul style="list-style-type: none"> Maintain gardens/ green spaces |
| Tourism | <ul style="list-style-type: none"> Have an ongoing attraction e.g. microbrewery All year round heated covered swimming pool Ensure people are comfortable enough to return Increase/ maintain tourism events |
| Community building | <ul style="list-style-type: none"> Local council to be elected locally Active & vibrant progress association Big ideas foundation Comfortable partnerships Symbolic e.g. national parks & arts structure |
| Infrastructure | <ul style="list-style-type: none"> Re-opening of shopping centre Local contribution to the prosperity of Victoria to be publicised Infrastructure resources National Motor x track Endurance Get Country Club house open invite ???? CTC to take over part of closed shop os Bate House selling food etc. |
| Employment | <ul style="list-style-type: none"> Employment opportunities Employment performing arts/ national parks alliance Volunteer enjoyment |
| Shopping centre improvements | <ul style="list-style-type: none"> Shopping centre re-vamp Shopping centre Shopping centre improvements Business in existing shop spaces |
| Delivering on promises | <ul style="list-style-type: none"> Budget – past (completion) |

| THEME | DETAIL |
|-----------------------|--|
| | Free camping at lake – what happened to it? |
| Community activities | Community groups/ activities |
| Aged care | Care for the aging Community caring for the aged |
| Town beautification | Town scruffiness Rose garden de-weed re-vamp with more seating more care all round Town's beautification |
| Mobile phone coverage | Better mobile phone coverage Metter minor roads Better garden maintenance |
| Resourcing | How much can we grow with we got How much we got to play with to expand |
| Attract visitors | Annual event to draw more visitors to Khancoban |

What do you love most about where you live?

Ability to be close to family and freedom to observe the wildlife

Beauty of the area

Being involved in local committees etc.

Birds

Birds

Close walking community

Convenience of doing business to business

Fishing

Four seasons

Good community – bond – strength in support

Have to leave main road to visit town – not a drive through town

I have lived here for 44 years. Seen good & bad changes – we have a good healthy lifestyle here fresh air, great place to visit and stay camping swimming – touring – walking etc. great place to raise your kids.

Kangaroos

Less than 5 minutes' travel to work & back

Like the freedom

Love the scenery – main reason why I moved up here

Not having to deal with traffic

Nothing
Our beautiful area – lake mountains – wildlife scenery
Outdoors stuff
Pc is looking fantastic
Peace & quiet
Peace and quiet
Peaceful
People
People mostly
Pondage
Pristine clean environment
Quality of lifestyle
Quiet, relaxed, strong community values
Safe place to raise children
Scenery
Space
Surrounded by mountains
The wildlife
Topography & clean clear water
Town small – less traffic & larger town problems
Volunteer work for the Community

What's the one thing you would most like to improve about where you live?

2013 – 2014 budget to be complicated 2015, 15, 16 – no footpath
A clean & tidy town
Better communication back to Khancoban people
Better mobile phone service & minor roads to be kept in better condition
Council rep elected for area
Employment opp.
General store for groceries (dedicated)
Heated indoor swimming pool
Information brochure on Khancoban – what we have here – what available etc. etc. what was the history here at Khancoban.
Keep the more iconic parts of K alive & neatly maintained e.g. rose garden, country club

Lack of amenities

Lack of mature aged activities – bingo, cards, dinner meeting etc. & Meeting places to hold these activities

Love to get the residents more involved in improvements & interest in shopping centre in particular General Store

Maintain the “rose garden” which has sentimental and possible heritage value to the Khancoban community

Major attraction to bring tourist e.g. microbrewery in General Store building and/or wood turning/ Jewellery making demo & sales

More landscaping – maintenance work in general

My neighbour’s gardens – snake hazard

No council representatives here, lost it

Preserving history – including Lady Hudson Rose Garden

Rose garden – extend the walking/ cycle track

Services improved – Doctor

Shire to improve communication with non-resident home owners to keep places tidy (yards, homes etc.)

Shopping centre = gardens – paint work, more bench seats, better shade areas

Signage is negative about Khancoban at Wodonga Carryong & at Khancoban Tumbarumba

Signs stop people getting here

Tourism?

Upgrade boat ramp, pontoons for boat parking, camping at boat ramp

What do you want the Snowy Valleys region to look like in 10 years time?

100% mobile phone coverage where all population live

A clean tidy hospitable region for all to visit

A friendly welcome region

A lot different to what it does now

Active & vital progress association

aesthetically stay the same

Better than previously this council came

Club re-opened

Empty blocks of land to be built on

Entrance signs

Flower gardens, bubblers (water) etc.

Improvements – continuous

Include Khancoban local and international visitors

Main shop (General Store) re-opened

Main shop re-opened

More amenities

Nature & the arts

See the town look & be cared for as it was when Snowy Hydro owned it.

Some type of festival to bring tourists.

That is not a blot on Adrian's crew, who work very hard (Snowy days more than double to Crew)

To be leader in community thinking and arts amenities especially for Children's development

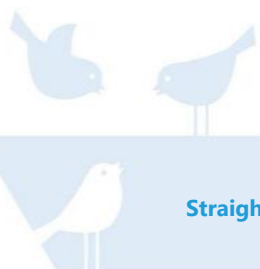
To inclusive & diverse connected to futures

town & rural feel more connected

Town maintenance has gone backwards

Tumbarumba's main shopping centre would work great here in Khancoban!

| Theme | Dot Voting |
|-------------------------------------|------------|
| Tourism/ attract visitors | 7 |
| Shopping Centre improvements | 5 |
| Town beautification | 4 |
| Mobile phone coverage | 4 |
| Community building | 3 |
| Employment | 3 |
| Infrastructure | 3 |
| Deliver on promises | 3 |
| Community events/ activities | 3 |
| Resourcing – what budget we do have | 2 |
| Signage | 1 |
| Aged care | 1 |



Rosewood community workshop

Summary of notes from Rosewood community workshop, grouped by theme and details.

| THEME | DETAIL |
|---------------------------------------|--|
| Land Use Subdivision Zoning | Subdivision |
| Sewer | Sewerage (x 5) Rosewood sewerage system in town area |
| Signage | Replace Rosewood sign |
| Demerge | Demerge |
| Club Upgrades | Upgrade toilets for country |
| Beautification | |
| Mobile Coverage | Mobile/ TV Coverage Mobile coverage |
| Tourism | Make tourism attractions in local area & maintenance on a regular basis on those we do have at present More industry |
| Council Communication | Council support/ interaction Encourage growth |
| Council support for events/ community | Develop community hub More Council support for local club in their endeavours to hold a number of functions annually which draw in over 1,000 visitors for one function alone Govt. grant to upgrade our club Community support |
| Infrastructure i.e. sewerage | Sewerage Strategic plan to develop infrastructure Upgrade of all local facilities to attract more people to visit & more so to move to the area to reside |

What do you love most about where you live?

Activities – offered to small population

Beautiful scenery

Being part of a community, very community based

Caring community

Close to nature – clean air, water etc.

Community – level of support, initiative & infrastructure

Community working together in a voluntary capacity

Endless opportunities for volunteering
Environment – natural
Feeling of belonging & working with like-minded people
Friendly local golf club with a number of functions each year
Friendly people
Friendly people
Friendly people in a small community
Great services
Location
Opportunities – i.e. work, business
People
People, friendliness, level of interaction – individual, group, old council
Previous interaction between the Council and the Community
Previous interaction between Tumba Council & Community
Primary school engagement with local populace and events
Remoteness and peacefulness of transparency and trust we had with our previous council
Rural environment
Scenery
Simple/ slow pace of life
The people (friendly)
The trust we had in our previous council and transparency
Tranquillity
Tranquillity of country life
Very lovely countryside.
Work to of community
Your say listened to

What's the one thing you would most like to improve about where you live?

Agriculture having a voice
Better mobile coverage
Build refugee communities (similar to Mingoola model)
By-pass for log trucks – not through main street in Tumba
Communications – radio, mobile, tv, internet coverage improved plus access
Demerge

Demerge
Demerge & regain our democratic rights
Develop infrastructure
Developing satellite communities
Diversify industry
Early childhood provided & cared for
Encourage new business
Firstly, I would to have our own Council back
Fix black spots for phone/ NBN
Grow population
Health services
I agree the above
Improved communication facility (mobile)
Increase in population – level of education (required to impact on less well educated)
Internet/ ph. services
Maintain Puggles & Get 'Puggles 2' (ask support from Snowys 2)
Opportunity for kids – education, sport etc.
Regain our democratic rights
Regain our democratic rights
Sewerage
Sewerage put on
Support for all we've begun
Support for Club by Council be increased
Support from council
Tourism
Tourism
Tumbarumba to de-merge from Tumut, so that we can maintain our local identity and cohesion
Upgrade of local park with regular maintenance/ upkeep of same
Use funding level pencilled by council
Use of vacant blocks (Inc. rates to reduce number)
Work for school leavers so they don't have to leave our shire to get to work
Year-round swimming pool (indoor pool)



What do you want the Snowy Valleys region to look like in 10 years time?

A Council you can trust

A sewerage system in the Rosewood Town area to grow the population so that the village does not die out

Better hospital & emergency facilities

Better hospitality and emergency facilities

Even perfection can be improved on

Get rid of Tumut

Have our own shire thriving under Tumbarumba

Improved roads

Medical & age appropriate facilities (Inc. sports)

Neat, tidy, parks, gardens, approaches, facilities

Not too many signs (natural environment)

Population 20,000 people

Put Tumba back into the tourism area

Put Tumba back into the Tourism area before merging

Realign boundaries to original Tumb. Shire

Refugee population

Regain our boundaries to the old Tumbarumba Shire

Retain the Tumbarumba Council

Seek grants/ funding

Subdividing more LEP/DEP

Swimming pool upgrade

Think to merge

Tourist coming – walks, bikes, horses, camping, modelling etc. festivals, events, fishing, sports

Tumba Council to be Tumba not combined with another Council who are unfamiliar with our area

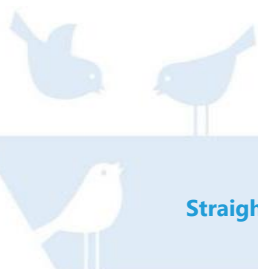
Tumbarumba grows into a thriving centre

United, efficient, striving to introduce new businesses, maintain minimum services

Upgrade of tourist facilities.

Well-developed strategic plans

Why are we in Riverina re: tourism when we live on the side of the Snowy Mountains and our council is the snowy valley council



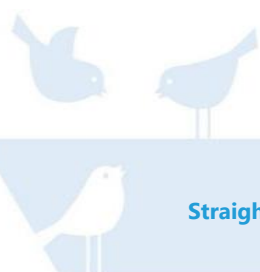
| Theme | Dot Voting |
|--|------------|
| Sewerage | 4 |
| Council support Events/ Communication | 4 |
| Club upgrades | 4 |
| Infrastructure | 3 |
| Demerge | 3 |
| Mobile coverage | 3 |
| Tourism | 2 |
| Council Communication | 2 |
| Land use/ Zoning | 1 |
| Beautification | 1 |
| Signage | |

Talbingo community workshop

Summary of notes from the community workshop, grouped by theme and details.

| THEME | DETAIL |
|--|---|
| Lifestyle | <ul style="list-style-type: none"> Access to the mountains and dams Beautiful place Community Generic weather Mountains Open air Quiet Small community, great local 'hood. Location, lifestyle, open air, weather The beauty of Talbingo The location and lifestyle The views of Journama Pondage Water |
| 'Town Survival' Growth, Economy and Tourism | <ul style="list-style-type: none"> A swing bridge to help with tourism Camping area / Establish free camp ground Children's services Cricket pitch |

| THEME | DETAIL |
|---------------------------------|--|
| | <p>Fitness equipment</p> <p>Free wifi spot for campers, caravan</p> <p>Health services, visiting doctor, bulk billing</p> <p>Hume and Hovell access</p> <p>Improved tennis courts</p> <p>Indoor swimming pool / swimming pools</p> <p>Larger population to support the town</p> <p>Lookout area, midway between Talbingo – Blowering</p> <p>Miles Franklin Information Centre</p> <p>More bike tracks, more walking tracks</p> <p>More families</p> <p>More population to support the town</p> <p>More young families</p> <p>Mountain bikes</p> <p>Open Talbingo Airport to Planes</p> <p>Open the PowerStation up - Open T3 Viewing gallery</p> <p>Rail trail</p> <p>Skate Park</p> <p>Solar light on the current path</p> <p>Swing bridge</p> <p>Talbingo would have younger residents to help it survive with keeping the school, supermarket and club</p> <p>Walking track</p> |
| Roads and infrastructure | <p>Better access to Journama and Hume and Hovell Walking track</p> <p>Improve access to Canberra</p> <p>Improve access to Journama Dam</p> <p>Less lawn mowing</p> <p>More access to Journama pondage, open Journama Pondage – unpowered craft only</p> <p>More trees</p> <p>Path out to Journama Creek</p> <p>Quick road to Canberra</p> |
| Sense of Purpose | <p>Communication with all government bodies, Council, RTA, Parks, Forestry, Snowy Hydro, once every month.</p> |



| THEME | DETAIL |
|---------------|--|
| Communication | <p>Access to Council website to update local events</p> <p>Faster Internet</p> <p>More communication with Council representatives</p> <p>No internet reception, no mobile, no power, no communication if fire, if storms happen.</p> |

What do you love most about where you live?

The views of Journama Pondage

Access to the mountains and dams

The beauty of Talbingo

Quietness

Water

Mountains

Quiet

Small Community

The location and lifestyle

Open air

General weather

Community

Quiet

What's the one thing you would most like to improve for where you live?

Better access to Journama and Hume and Hovell walking track

A Swing Bridge to help with tourism

Open the PowerStation up

A skate park

Communication with all government bodies, Council, RTA, Parks, Forestry, Snowy Hydro etc, once a month.

Get on with it.

More young families, more population to support the town

More families

Larger population to support the town



What do you want the Snowy Valleys region to look like in 10 years' time?

Talbingo would have younger residents to help it survive with keeping the school, supermarket and club

Less lawn mowing, more trees, skate park, walking track, mountain bikes, swimming pool,

Rail trail to Tumut, Tumbarumba

More access to Journama Pondage

Quick road to Canberra

Improve access to Journama Dam

Improve access to Canberra

Other suggestions based on what was raised in the consultation session are included below.

Snowy Valleys Council branded town entrance signage

Lop / Spray Cotton Wood trees causing allergies

Councillor / Council employee to attend Progress Association Meeting

Tumbarumba community workshop

Summary of notes from Tumbarumba community workshop, grouped by theme and details.

| THEME | DETAIL |
|-------------------------|--|
| Tourism/business | <p>Improve & finalise tourism/ outdoor venues. Rail trail/ swimming pool(s) access to walking tracks</p> <p>Cycling infrastructure</p> <p>Rail trail all the way to Wagga & connected to Batlow & Tumut</p> <p>Development of bicycle tourist plans</p> <p>Allied support in policies in regards to industry investment</p> <p>Council assistance to promote value adding in food & wine signage & red tape</p> <p>Support local business – tourism value adding</p> <p>Increased promotion of events amongst each town in our council</p> <p>Tumbarumba region tourism signage</p> <p>More focus/funds for tourism + sourcing grants</p> <p>Encourage small business diversity with Govt. funding</p> <p>More events over wide sphere onto – gardens –</p> <p>Music in the vineyards</p> <p>Free caravan camping</p> <p>Make tourism – cycle tourism destination</p> <p>Rail trail to be completed ASAP</p> <p>Build more mountain bike trails</p> <p>Rail trail from Rosewood to wagga</p> |

| THEME | DETAIL |
|---------------|--|
| | <p>Facilitate cycle tourism</p> <p>Preserve our natural green environment</p> <p>Rail trail</p> <p>Use local staff & business for all local development</p> <p>Wagga/ Tumba rd. is constantly being damaged by heavy transport, needs more funding</p> <p>Forestry expansion</p> <p>Expand blue berries</p> <p>Promote growth</p> <p>Keep the environment clean & pristine as a draw card for tourism</p> |
| Roads | <p>Improved roads to help tourist access</p> <p>Improved roads to tourist destination</p> <p>Maintain & improve roads to major centres leading to larger centres outside shire</p> <p>Improved signage to promote towns & destinations</p> <p>Roads to Wagga, Tumut, Khancoban, Tooma up kept all the time</p> <p>Road infrastructure</p> <p>Wagga road</p> <p>Local roads</p> <p>Improve road network to attract tourism and make it easier for people to get to specialist medical appointments</p> <p>Roads to wagga & Albury</p> <p>Divert from Main street</p> <p>Road around town area</p> |
| Communication | <p>Improve telecommunication & mobile coverage</p> <p>Cellular communication upgrades</p> <p>Improve mobile phone & internet towers/ the lion's share of the south end of SV shire has zero service</p> <p>Improve telecommunication – mobile, internet</p> <p>Better planning for internet/ phone access for rural areas & residential</p> <p>Mobile phone</p> <p>Bell ices mountain - completion</p> |
| 1 | <p>Local projects to go to local contractors</p> <p>Development & support of community groups to represent wants</p> <p>Maintain & improve health services including emergency services & age care facilities</p> <p>Future plan for aging community and promote area as a tree change destination</p> <p>Care of the environment planning, custodianship</p> |

| THEME | DETAIL |
|----------|--|
| | <p>Priority – support & actively facilitate tourism of sporting such as cycle tourism</p> <p>Tourism growth</p> <p>Maintain improvement infrastructure roads sporting</p> <p>Support & encourage community growth with local government engagement</p> <p>Tourism (especially cycle) support, promotion</p> <p>Tourism growth cycling</p> <p>Tourism growth especially cycling</p> |
| 2 | <p>Maintain & improve infrastructure in Tumbarumba e.g. sporting fields, roads, gardens, aged care, child care</p> <p>Maintain and improve infrastructure</p> <p>Maintain and improve infrastructure e.g. roads, sporting facilities</p> <p>Maintain & improve infrastructure such as roads, sporting facilities</p> <p>Support & encourage community growth with local government involvement</p> <p>No charges for meetings with key council staff</p> |
| 3 | <p>Support & encourage volunteer groups through grants, assistance, insurance loan</p> <p>Support community engagement</p> <p>Support & encourage community engagement e.g. Section 355 committees</p> <p>Maintenance and improve infrastructure such as roads sporting facilities, cycle trails & tracks</p> <p>Support & encourage infrastructure involvement of local govt. involvement</p> <p>Funding for community events through support of volunteer groups</p> <p>Improve show ground facilities</p> |
| Brand | <p>The name “Tumbarumba” must be associated with all “good” resources in the area not snowys</p> <p>We are known for our ‘cold’ climate produce</p> <p>Sustainable tourism growth</p> <p>Authentic experience</p> <p>Not gimmicky</p> |
| Services | <p>Roads</p> <p>Maintenance of roads provision of communication – phone, internet</p> <p>Internet reliable</p> <p>Internet & phone service in the country</p> <p>Maintain & grow quality childcare – need a preschool</p> <p>Council has ability to fill gaps private enterprise is unable to fill – children services/ aged care</p> <p>Maintenance agreement with Wagga City Council to control maintenance of Tumba Road between Little Billabong & Hume Freeway</p> |

| THEME | DETAIL |
|------------------|--|
| Reporting | Regular reporting on Council's achievements for Tumbarumba specifically |
| Industry | Keep our food producers thriving and supported e.g. Apples/ Orchards, Vineyards, Farming Growth in population through industry that's sustainable |
| Customer Service | Good personable customer support in accessing Council services Ensure Council choose Equality to Project Side industries to help our youth in town Independent units completed in total not just the first 2 Aged care facilities Walking trail to cemetery 355 Committees job priority Sporting facilities up kept Health & pool & bike tracks up kept My bike Khancoban Equal support for all tracks or pull events e.g. show rodeo etc. More than 2 aged care units finished in 12 months not 10 years 355 committees Footpath between school via Bride & Gibert street |
| Leadership | Needs to be people with vision Tumbarumba representation Not be a sheep following the leader Demerge & be changed back to Tumba shire Autonomy for our community facilitate and vision Give us back our shire To keep community informed, before decisions made To be consulted before changes made & preserve our look of the town Improve cycling & walking tracks & upgrade swimming pool Adult education at local high school for metal trade, wood trade, cooking, English, math Increasing capacity of water supply Actively support retirement village or unit to help attract retirees. Which will allied service like physio and OTs and necessary improvements to public infrastructure like swimming pool which would benefit whole community Why the Tumut shire is not attending the meetings A new round ? |

THEME

DETAIL

Fast train stop at Rosewood & then our kids could get on it to go to work but live here & bring their families up

Demerge x 20

Train from Rosewood – through Tooma to Albury for work

Maintain staff positions in Tumbarumba

Roads

Mountain all services previously provided by Tumbarumba shire Council

Improve main roads to Wagga & Albury

Improve technology

Improve mobile phone services & internet in rural areas

Consult the community for the greater good

Improve the roads

How much is this exercise, consultancy etc. costing the rate payers?

Know what the state Gov. has already planned for us

Listen to the people

Listen to the people in the Tumbarumba shire

Do not increase our rates in line with Tumut

Keep the local services going with council support

Public transport

Public transport

Fix the major roads

De-amalgamate the shire

Do not lose our sense of identity

Change the state gov. then de-merge

Improve technology

Maintain the services

Change the stage government

Improve our roads

Support for cycling infrastructure

Cycling infrastructure

Cycling

Mountain bilking

Land access

Trails

Bike trails

Cycling infrastructure & culture

Trails

THEME

DETAIL

Value added agricultural industries e.g. make wine/ cider local abattoir under a Tumba brand

Support food/wine/cycling development

Food/wine/ outdoor adventure

Tourism destination through access and infrastructure

Promotion of modern tourism

Food, wine, outdoor activities

Retain natural beauty of area

Support for retirement homes, hospital

Local renewable energy scheme

Industry support, development of primary industries

Demerge

Commitment to maintain same level of services & capital expenditure in Tumba as pre-amalgamation

Do not become "Tumut centric" – remain unbiased about genuine benefits to the region of the best locations for expenditure

Continue projects already embarked upon prior to merge

Demerge

Council support not hinder local development initiatives i.e. support for cycle Tumbarumba plan or festivals

Develop the rail trail is the priority and game changing

The rail trail to rosewood & a continuation in the future

Re-route the trucks from the main street

Hostel accommodation for ageing as a progression from home to nursing home

Upgrade Tumbarumba road

Maintain and provide a diverse range of health and caring services

Buy locally goods & services

355 Committees

Dementia patients to be kept in our community

Hammond Avenue reading house looked good until big rocks were put around it

Seek and encourage industry and technology into this area to provide employment and facilities

Use locals more than outsiders

Support future residential development to provide for new housing for young families as well as aged care facilities

Respite for aging people at home to give carers a well-deserved break

The development of the new hospital keeps the hostel the way it is

We need this hostel & to also include respite for carers & a wing for Dementia patients

| THEME | DETAIL |
|-------|--|
| | <p>More recycling a recycling depot i.e. steel</p> <p>Complete upgrade of caravan park for tourism without undermining it with free camping</p> |
| | <p>Independent living area plan to continue</p> <p>Improved communications, internet, mobile phones</p> <p>“future proof” our economy through diversification – cycle tourism, food & wine</p> <p>Take log trucks out of the main street</p> <p>Maintain local family events</p> <p>355 Committees to continue</p> <p>Tumbarumba to maintain its identity</p> <p>Maintain unique character of Tumbarumba Community</p> <p>Demerge</p> <p>Complete retirement village</p> <p>Council to initiate demerge process</p> <p>Become snowy 3.0 Australia’s largest alternative energy power generator</p> |
| | <p>Road to wagga and throughout council need to be well maintained – addition of “turn out lanes” slow vehicles move left to keep people moving</p> <p>Keep out chain stores</p> <p>Keep green identity</p> <p>Promote cycling & wine tourism</p> <p>A strategic plan that focuses on Tumbarumba region distinct from SVC</p> <p>De-amalgamate</p> <p>Make Tumba great again</p> <p>Tourism in general</p> <p>Promote Tumba region as tree change & young entrepreneur destination</p> <p>Keep community involvement in decision making</p> <p>Promotion of Tumba as a region of SVC</p> <p>De-amalgamation</p> <p>Make Tumbarumba adventure capital of NSW – MTB, Canoeing, hiking, sailing</p> <p>Bike tracks</p> <p>competition</p> |

What do you love most about where you live?

4 seasons

4 seasons with cooler summers especially

A can-do attitude by Tumbarumba people

Access to outdoor active areas

Accessibility of council
Accessibility of expertise and advise, direction within the community
Accessibility to staff and personnel employed by council at any time of the day, before forced merger
Achievement
Active community based/ managed groups with motivated individuals (Rotary, Arts, Tap Dancing, Taekwondo etc.)
Adequate infrastructure
Affordability & sustainability
All of the above have been lost due to the amalgamation
Amazing environment & scenery
Beautiful camping spots
Beautiful climate
Beautiful environment
Beautiful landscapes
Big variety of things to do – culture, sport, nature
Built by volunteers – town “assets”
Business people are friendly and helpful
Can do attitude
Can do attitude
Can do attitude and support
Can trust people
Central location – Sydney/ Melbourne
Clean
Clean
Clean air
Clean air
Clean social environment (aids)
Clean water
Clean water
Cleanliness & natural environment
Climate
Climate
Climate
Climate

Climate

Climate

Climate & environment – green for most of the year

Climate, scenery

Close

Close knit community

Close knit community

Close knit community

Close to larger centres, snow/ Mountains

Commercial viability – all services

community

Community

Community

Community – cohesiveness within the people that live here

Community initiative supported by shire e.g. rail trail, bike tracks, walking, horses

Community initiative supported by the shire

Community minded people

Community participation

Community spirit

Community spirit & friendliness

Community spirit & involvement

Community spirit involvement with many people

Community support

Community support & friendliness

Community that embraces the people – now crumbling due to SVC

Concern for others

Convenient location

Council services

Council support of local community groups i.e. preschool, aged care

Creeks

Cultural diversity

Diversity = survival

Don't put up with BS traffic

Easy commute

Easy lifestyle
easy to get to City – Snow – Coast
Employment opportunity in timber industry & allied services
Endless outdoor recreation options
Engaging community
Enormous social capital
Environment
Environment
Environment
Environment
Environment
Environment/ natural assets
Extra comments:
Fabulous grazing land
Feel safe in Tumbarumba
Feeling of local pride in the area
Forward thinking. Planning by leaderships – continue council functions that existed prior
Four distinct seasons
Free camping grounds
Fresh air
Friendliness
Friendliness
Friendliness of people
Friendly
Friendly
Friendly
Friendly – ease of getting things done, people help
Friendly community
Friendly council staff
Friendly people
Friendly, caring community – wanting to plan its own future
Getting in & doing things for the community
Golden triangle
Good education facilities

Good neighbours
Good place to live
Good shopping
great countryside
Having a say
Having our say
Hume & Hovel
I don't like the sculptures that are down at the creek-scape, I believe they're dangerous & that road along there isn't wide enough for 2 cars
I like the environment
Independence
It is a Community where everyone is embraced
Know the region
Kosciusko N.P
Landscape
Landscape – hills
Like levels of aged care e.g. Pinnaroo
Little graffiti damage
Liveability
Liveability
Locally owned businesses
Location
Location (1/2 way between Sydney & Melb, 3 hrs from Canberra)
Loved what the old council provided
Main street well looked after
Maintenance of 355 committees
Medical services & options
Mountain bike track
Mountains
mountains & rivers
Mountains/ Geographical position/ location
Murray River
My farm
Natural beauty

Natural vegetation
Nature
Not a class based community
Not big corporation
Not expensive to live here
Not the city
Not too over populated
Nurturing of
Opportunities of things to do e.g. bike riding, bush walking
Opportunities that provides for recreation, biodiversity, location
Opportunity to succeed
Options for supermarkets
Our local community
Outdoor lifestyle & activities
Outlook of the town (Tumbarumba)
Ownership of local environment
Ownership of the future
Ownership of the future
Ownership of the future
Ownership of the future to have control of our destiny
Past council has been active and proactive in providing services
Patience of people
Peace & quiet
People
People
People
People connected to each other
People get things done
People make it happen
People take it upon themselves to organise events, support Rotary & Lions and care e.g. Hospitals
People work together for the greater good
Personal ownership of the future
Personal relationships with every one – business, commercial
Pinnaroo, Rotary Place

Plenty of clean waterways
Pool needs longer opening times, heating through Winter
Position in town
Positive attitude
Previous council employees pride in workmanship
Prior to amalgamation
Proximity to major centres without the rush
Quiet
Quiet neighbourhood
quietness
Rail Trail
Relaxed lifestyle
Rivers
Rosewood Group organising the country roundup
Rural aspect
Rural setting with well-maintained transport routes to larger centres
Safe place to live
Seasons
Seasons different
Self-motivation predicts great potential with council support
Sense of community
Sense of community/ belonging/ safety
Serenity
Shopping, sporting, etc.
Sincerity
Size community
Small business
Small cohesive community that is easy to get involved in if you wish to
Space
Space
Sporting facilities
Sporting facilities current and future
steady pace
Strong sense of community, independence & level of volunteerism

Supportive of others
surrounding countryside
The broad range of activities available
The clean environment & the beauty
The climate
The climate
The climate with 4 seasons
The combination of natural and agricultural landscapes
The community – people, place climate, environment
The community feel
The community feel - welcoming nature of the Community, everybody cares and looks out for each other
The community feel and the serenity
The community spirit
The Council who supported minimum charges for maximum benefits
The different geographical features of the landscape
The environment
The environment
The environment – mountains & trees, clean, fresh, well looked after
The environment – the aesthetic environment
The four season we get in our climate
The general countryside & community spirit
The mix of beautiful scenery – forests, mountains, farming, orchards with industry – real food produce, wine timber that give jobs that matter to basic life
The mountains & climate
The peace
The people
The rural aspect
The small town feel
The strength of the local community who will stand up and fight for what they believe in
The way it was
The way people know & support each other
This local community of Tumbarumba and to keep our own identity
Thriving and vibrant community
Town treated well by past council

Tumbarumba could be centre for health & wellbeing – cycling, healthcare, aged care facilities

Up kept roads

Views

Views

Voluntary work valued in community because of community feel

We are a diverse community in a diverse environment

We had here a very engaging local govt, you had access to and could influence community services e.g. corissla, aged care residents, Pinnaroo etc.

We liked the levels of aged care, including the Hostel

We used to have control of our destiny – not now

Welcoming

Well up kept parks & gardens

Well-kept shops, facilities

What's the one thing you would most like to improve about where you live?

Access to facilities for disabled and aged in streets, Steep grades & steps into shops etc.

Advertisement as a cycling destination

Aged care facilities

Aged care facilities

Alternative route for big trucks

An alternative route for trucks other than the main street

B&Bs

Base one of the departments of the council in Tumbarumba – a major one like planning, engineering (Tumbarumba is more geographically central)

Better communication – black spots

Better roads

Better use of existing skills & trades of existing council employees

bike tracks of all types

Black spots within the town (roads)

Cafes

Caravan park

Community growth

Community supported bike tourism

Consultation on future erection of monuments

Continue improvements to Tumbarumba surrounds, Rosewood, Khancoban etc.
Currently too high for what we get
Cycling culture
Cycling infrastructure & outdoor recreation infrastructure
Cycling infrastructure and other outdoor recreation opportunities
Cycling tracks
De-amalgamation
De-amalgamation and return of our No. 1 Rural Shire
De-amalgamation of the Snowy Valleys Council
Decision making for Jingellic, Rosewood, Khancoban
De-Merge
De-Merge back to Tumbarumba Shire
De-merge back to Tumbarumba Shire where we know we'll be looked after & listened to
De-merge our council
De-Merge the Council
Disabled access in Main Street
Diversify change development opportunities
Employment – particularly young people
Employment opportunities
Energy availability & cost
Ensure facilities (e.g. hospital) keep up with needs
Entrances into town from Tooma (which looks terrible) Batlow – Rosewood
Equal support for all events
Filling up the empty shops
Full hospital facilities
get log trucks out of main street
Greater respect for previous running's & management of TSC from management and staff at Tumut Shire
Growth of jobs for young people
Hall basketball
Health – retaining medical facilities
Health facilities i.e. heated pool
health services (with ageing pop.)
Healthy lifestyle based tourism
Hospital upgrade will result in a diminished service to its clients (existing and future)

I like new council to provide monthly mayoral report like previous council

Identity retained as Tumbarumba

Improve access to nature based activities

Improve access to snowfields

Improve the facilities at the showground. Toilets, grandstand, change rooms, sharing of facility between rodeo and rugby league club

Improved communications

Improved facilities

Improved facilities for outdoor activities – cycling, walking, horses

Improved telecommunications

Inclusiveness, lead by people with vision

Increase the consistent flow of visitors coming to enjoy our place for what it is e.g. the scenery, the food, wine

Internet – telephone

Internet/ power/ gas

Job opportunities – diversity

Jobs for young people

Keep rate – activities

Keep the rates & costs lower

knowledge base industry

Leadership to attract young entrepreneurs

Medium growth for town

Mobile phone coverage

Modern tourism

More care for aging people & carers e.g. respite

More care for the aging & carers

More control over decisions that directly affect previous Tumbarumba shire residents

More effective management – stop feel good projects

More passionate people who believe in Tumba's identity & grow the identity

More power

More safe cycling routes

More safe for bike riding

more substance in local paper

Mountain bike trails

Ownership of the future – our fear is the new Council is centred around Tumut at the far north end of the Shire and won't give a bugger about people an hour drive to the south.

Phone

Potential for tourism

Provision for dementia/ Alzheimer's patients – so people are kept in their local town or very close to

Provisions for dementia patients including respite for carers

Proximity to Canberra

Public infrastructure i.e. swimming pool needs to be updated and heated with disability access to help attract population to the area

Quicker access to larger communities

Representation on decision making

Restore the original Tumbarumba Shire Council

Retirement village to continue

Return Tumbarumba Shire Council and give us our representation & future back

Review of rates, too expensive relative to quality of services

Road signage etc.

Roads

Roads & transport infrastructure

Roads including access/ local roads

Roads, parking in pain street

Show View development to continue

Stronger economy/ industry base & services to attract e.g. communications & internet

Telecommunications

The area developed to allow other people to come & enjoy our area and at the same time increase our economic viability. For example, wine & food tourism, Bicycle tourism, horse events

The creek inside the showground gate needs cleaning badly

The feeling that the new Council truly represents what we want for our Community

The level of local representation in local government

The swimming pool upgrade so it can be utilised all year round

There should have been / expected economies of scale after merger

Think about grass root improvements to existing infrastructure

To demerge

To de-merge and keep our own identity

To Inc. the no. of tourists

To take advantage of the environment

Tourism & industry – its increase the No. of people who come here for recreation & work – to take advantage of the Community feel, to Inc. the number & pleasure of tourists

Tourism growth

Tourist accommodation – zone changes

Town planning i.e. sporting facilities, providing more industry to provide more diversity and employment, making our schools, shops and local business more viable and productive

Transport

Trees for tourism (continual)

Tumba region promoted/ recognised

Tumbarumba as a bicycle destination

Want a council that will truly represent the aspirations of Tumbarumba

Want to be led by people with vision

Water supply

Water too costly for this area

We can't lose the Hostel

We need ownership of our communities future Cycle tourism

We need vision concerning ideas for growing our community

We want Councillors who have vision

We want to be assured that our needs and vision for our community are recognised and facilitated

What do you want the Snowy Valleys region to look like in 10 years time? Picture the Snowy Valleys region in ten years. What does it look like? How does it feel?

A destination visitors from across the globe want to experience

A growth centre

A place where people want to come & live

A thriving community

A thriving tourism destination of which people want to move to

A younger population

About the same

Adequate/increased accommodation

Aged care

All of our small towns working together

All towns supporting each other's events

Also, a hub for fine wine & bicycle tourism

Alternative route for log truck to access mill other than main street and roads maintain to

Appealing to visitors

As it was in the "good old days" – trust, honesty, transparency, work community

As over-improved

At least as good as the vision that the ex-Tumbarumba Shire had for us, not possible with a Council and area as large as Snowy Valley Shire including Rail Trails everywhere.

Back to caring about community

Based on tourism and diverse industry

Being our own entity (Tumbarumba Council)

Better maintenance of public facilities

Better prepared to cater for tourism

Bigger but same care & attention to all council assets, parks, landscape

Bright VIC still to feel proud to live here – a lot of side industries within the Timber field

Caring

Clean open fields

Clear communication between council & community

Close community who welcome others

Combined advertising & planning

Competitions

Connected by cycling trails

Connected to the wider world but sustainable in its own right

Council run renewable energy scheme for Tumba, like Lockhart shire has just done

Cycling

Cycling & tourism destination & culture

Demerge back to local government

Demerge back to local government

Development of more accommodation

Economic & social assets to equal the previous

Economically viable

Effective aged care

Equal opportunities and access to services for all towns

Excellent health and education

Extensive mountain bike trail, a vibrant wine destination

Facilitated provision of services where needed

Facilitated service for elderly & disability
Feel that council is still proactive in the community
Financially sound
Food
Food & wine distinction in NSW
Food & wine events, outlets, caravans
Friendly
Friendly & vibrant
Full time community nurse – paediatrics
Good aged care facilities
Good health behind care facilities
GPS app – local info
Great tourism/ Food & wine centre
Greater investment in infrastructure to enable future growth in our community
Have Tumbarumba Shire Council returned
Homely
Homic wasteland
Horticulture, Forestry, Communication
I want 2 separate shires
I'd like Tumbarumba to be a leader in health and well-being utilising its natural beauty and pristine
Ideal for young/ entrepreneurial intelligent
Improved technology/ communications
Increased opportunity for employment in the local economy
Internet access
Investment in the timber industry
Is a cycle tourism destination
It has a positive outlook
It should look exactly as it does now with all natural attractions preserved & with extra facilities provided such as cycling paths & other tourist attractions
Jobs and supporting industries
Keep all the villages & towns properly supported by the Shire
Lack of Government interference in Local Councils
Land access
Lively, connected community

Local Governments role more effective and meaningful

Local industries flourishing

Locals & tourists enjoying themselves

Look clean & pristine

Lots of facilities – tourism, recreation – active and passive

Maintain engagement into the community e.g. number of 355 committees

Maintain small community identity, friendliness, standards of social infrastructure

Maintain the community aspect

Make sure Tumbarumba is well looked after with services maintained & improved e.g. roads, gardens, support network, Council staff available to speak to personally

More facilities for tourists and the completion of these facilities

More facility for tourists

More people being happy to age here with appropriate care – respite, hostel, dementia

More people employed less on the dole if they can work

More police to manage speeds in town & main street

More receptive to people & - interaction/ signage. Welcoming

Motorcycles, BMX bikes

Mountain biking & road cycling destination of Choice (Forrest, Vic), (Derby, TAS)

Move back towards a more personal face to face when dealing with Council management and staff

Moving with the times – technology, health

Need big improvement in telecommunications: Phone towers

No “McDonald’s” etc.

Not being dictated by Tumut

Not big population growth but incentive for younger people to stay or move

Offering job opportunities

Old age care = excellent

Old age units when do they being & time for building

Ongoing grants for road maintenance & improvements

Online commerce

Our shire did a good job and was judged ‘fit to stand alone’

People having pride in their gardens & homes

Plantation to construction

Popular cycling destination

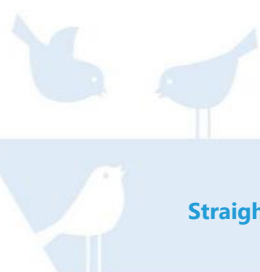
Progressive forward thinking Shire based in Tumbarumba, which has not lost its local feel.

Really good outdoor recreation culture
Retail trail
Roaders
Same as it does not, like answer to question 1 but with trucks out of the main street
See more population
Similar small town feel, with added services
Still a beautiful preserved part of the world
Successful cycling, wine & food destination – buzzing
There are numerous rail trails (Batlow to Tumut) Tumbarumba to Wagga
Think Myrtleford/ Yackandandah golden triangle
Thriving with friendly people
To be thriving, busy, completion of facilities and providing good service
To become more of a tree change destination with services to match
To have our own Tumbarumba shire reinstated
To have Tumbarumba Shire reinstated
Tourism
Tourism hub
Tourism mecca
Tourist information
Trail development
Transit
Trendy without losing its heritage
Tumba adventure capital of NSW attracts young people young ideas & tourism
Tumbarumba being able to determine its own future without interference from Tumut
Tumut shire/ Tumba shire
Value added agricultures & forestry
Vibrant
Vibrant
Vibrant community with a strong progressive council
We love being here
We need to choose what we want to be
Well maintained
Well resourced
Wine

Without a good public transport

Would like to see more tourists creating more local business

| Heading | Dot Points |
|---|------------|
| Tourism/ Adventure tourism | 46 |
| Continue Tumbarumba Council projects | 24 |
| Vision & Leadership | 23 |
| Roads | 16 |
| Community Growth | 16 |
| Communications (Mobile + infrastructure + technology) | 13 |
| Environment | 13 |
| Health | 12 |
| Continue 355 Committees | 12 |
| Business Growth/ Economic development | 10 |
| Support for community events | 10 |
| De Merge (it was agreed with the group that de-merge was the top priority for the majority of those in attendance, thus voting for this theme was optional) | 8 |
| Protecting what we have | 6 |
| Communication with Council | 2 |
| Support for volunteers | 2 |
| Tree Change | 0 |



Tumut community workshop

Summary of notes from Tumut community workshop, grouped by theme and details.

| THEME | DETAIL |
|--------------------|--|
| Lifestyle | <ul style="list-style-type: none"> Accessible CBD Beautiful mountain environment Caring community Climate Close to Wagga and ACT. Green scenery, beautiful trees, parklands, lots of things to do Happy Natural beauty Neat / tidy good environment Open Peace and quiet of Gilmore valley People, mateship The virtues our town has Tourism – operator driven |
| Sense of community | <ul style="list-style-type: none"> All towns friendly to people with disabilities Appreciation by residents of the assets of the local area Better policing Central for families Crime prevention and better police presence Encouragement for those who don't really participate in town activities – work, sports Help aimless people Improve community harmony Loyalty of people (but this is only after a time) Monument for returned service men and women More activities for mixed age groups More people with disabilities working at Council People support in time of need People, friendly, caring, community service Safe environment |
| Health | <ul style="list-style-type: none"> Health – new hospital for Tumut Hospital Medical specialist access Rural lifestyle with doctors and hospital Visiting specialist, medical centre, upgraded hospitals |

| THEME | DETAIL |
|---------------------------------------|--|
| Roads | <p>Brindabella Road / Road to Canberra</p> <p>Improve highway safety through Tumut</p> <p>Road safety to be addressed</p> <p>Value for Rural Ratepayers</p> |
| Infrastructure | <p>Accommodation for people under 70 who have disabilities</p> <p>Amenities at the Pioneer Park not shared with the pool</p> <p>Boat access to Lake Blowering</p> <p>CBD Car Parking, upgrade, streetscape</p> <p>Designated truck stop</p> <p>Develop CBD Plan</p> <p>Full audit of assets</p> <p>High school subject range expanded – business, commerce</p> <p>Make Tumut Valley Smart Region.</p> <p>Phone and internet quality</p> <p>Public transport</p> <p>Ramp access to Woolworths from Heily Street</p> <p>Renewable energy</p> <p>Revitalise the Tumut Street Scape including the residential streets</p> <p>Safe walking access around Woolworths Carpark</p> <p>Update the CBD</p> |
| Sport & Healthy Lifestyles | <p>Better sporting infrastructure</p> <p>Children – bike adventure parks</p> <p>Develop plan and start multi-purpose sport complex</p> <p>Four seasons availability of all the sporting and leisure facilities</p> <p>Healthy lifestyles – bike tracks and trails, walking tracks, sporting facilities</p> <p>Heated pool in all towns, waste wood for heating run by volunteers, late opening hours</p> <p>Heated swimming pool for exercise</p> <p>Improve bicycle accessibility for children around town</p> <p>Indoor stadium, netball courts, cycling paths and MTB</p> <p>Multi-purpose indoor sport facility – at defunct RSL</p> <p>New sporting fields, netball courts, basketball courts</p> |
| Economy | <p>Attract timber industries for jobs growth or any other value-adding industry</p> <p>Attracting industries</p> <p>Commercially vibrant</p> <p>Develop flower industry – temperature is ideal.</p> <p>Encourage more growing for fruit trees to make known as more food area</p> |

| THEME | DETAIL |
|--------------------|--|
| | <p>Green waste service</p> <p>Improve the standing of the Tumut Chamber of commerce, to be more inclusive, supportive and understanding.</p> <p>More industry for employment</p> <p>More jobs in renewable energy sector (not just snowy 2.0)</p> <p>More productive food town</p> <p>Mushroom farms</p> <p>Niche / small business</p> <p>Reduce red tape, assistance to new businesses setting up operations</p> <p>Remaining as a timber town</p> <p>Size – sustain the community</p> <p>Truck stop</p> <p>Utilise empty shops for community display windows</p> |
| Tourism | <p>Adventure tourism</p> <p>Adventure tourism – cater better for nomads</p> <p>Bike trails</p> <p>Dynamic tourism</p> <p>Encourage Niche Commercial Enterprises</p> <p>Helping young people in tourism, stop them going away and losing skills</p> <p>Improve promotional material</p> <p>Improve the town for tourism – people to stay or people travelling through</p> <p>Improve tourist drive</p> <p>Lots of people don't know where Tumut is</p> <p>Make town friendly for RVs – free RV stops around Tumut</p> <p>More active main street</p> <p>More tourist friendly and attractive town</p> <p>Operator driven tourism</p> <p>Operators</p> <p>Promotion</p> <p>RV Friendly</p> <p>Signposting on the Hume Highway</p> <p>Tourism information centre upgrade</p> <p>Walking trails</p> <p>Where do people come from already? Why?</p> |
| Environment | <p>4 seasons climate</p> <p>Beauty – four distinct seasons</p> <p>Close to river, clean water</p> |

| THEME | DETAIL |
|-----------------------|---|
| Vision for the future | <p>Improve the autumn colour, improve street garden care</p> <p>Mountains in the background</p> <p>Mountains, rivers and lakes</p> <p>Natural and beautiful water, hills</p> <p>Natural beauty</p> <p>Open more national park access to public – like Talbingo Mountain Lookout</p> <p>Plant more trees, water them, make the town more attractive for tourists</p> <p>Rivers, mountains and lakes</p> <p>Scenery</p> |
| | <p>Accountability, respect for all, acceptance</p> <p>Cohesive, can-do Council</p> <p>Considered planning for future facilities</p> <p>Let's implement the strategic plans</p> <p>People accepting the amalgamation fo Councils to get on with life for the future.</p> <p>Planning weariness</p> <p>Regular feedback two-way between Council and community on progress of plans</p> <p>Strategic planning considering the demographic without looking at existing plans of what is and isn't possible.</p> |

What do you love most about where you live?

Natural beauty

Loyalty of people (But this is only after a time)

Accessible CBD

Central for family

Safe environment

Neat/tidy good environment

Peace and quiet of Gilmore valley

Caring community

Rural lifestyle with doctors and hospital

Four seasons availability of all the sporting facilities and leisure

Beautiful mountain environment

Climate

It is open parkland. Close to wagga and ACT.

The trees of beautiful European trees, green scenery.

Lots of things to go to.

Scenery around Tumut is always green - mountains in the background - lots of open parkland - close to river clear water, lots of beautiful trees.

It's beauty, four distinct seasons

People support in times of need

Mountains views and lakes.

Natural and beautiful, people

Mateship

Views / hills

Tourism, keeping young people, stop them going away and losing skills

Natural beauty

Rivers, mountain and lakes

4 season climate

People, friendly, caring, community services

What's the one thing you would most like to improve for where you live?

Appreciation by residents of the assets of their local area

Let's implement the strategic plans

Planning weariness

Brindabella Road

Happy

Tourism - operator driven

Medical specialist access

Public transport

Phone and internet quality

Utilise empty shops for community display windows

Heated swimming pool for exercise

Crime prevention and better police presence

Road safety to be addressed

Boat access to Lake Blowering

High school and subject range expanded

Business commerce etc

Signposting on the Hume highway.

Improve tourist drive

Promotional material is poor

Lot of people don't know where Tumut is.
Plan more trees. Make sure to water them.
Make the town more attractive for tourists
Make the town friendly for RVs,
Update the CBD
Improve the town for tourism - people to stay or people travelling through.
Hopefully develop flower industry - temperature is ideal.
Also, mushroom farms and renewable energy.
Amenities at the Pioneer Park to be not shared with the pool.
Accommodation for people under 70 who have disabilities
A designated truck stop
Ramp access to Woolies from Heily Street
Safe walking access around Woolies carpark
Heated pool in all towns.
Free RV stops around Tumut etc
Heated pool in all towns using waste wood for heating run by volunteers.
Pools open till late.
More activities for mixed age groups.
Open National Park areas to public eg Talbingo Mountain Lookout.
Multipurpose indoor sports centre at old RSL club
Monument for returned servicemen
Private Ryan statue - move state to middle of town
Size - sustain the community

What do you want the Snowy Valleys region to look like in 10 years time?

Where do people come from already?

Strategic planning count the demographics - without looking at existing plans and audit of what is and isn't there is no point.

Help aimless people

Niche / small business

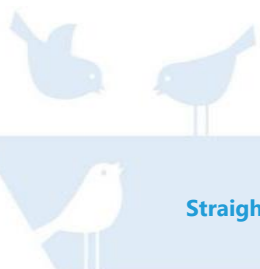
Commercially vibrant

Walking trails

Bike trails

Hospital

Improve sporting facilities
Improve community harmony
Improve the autumn colour
Improve street garden care
Revitalise the Tumut street scape including the residential streets
Improve bicycle accessibility for children around town
Attract timber industries for jobs growth and any other value adding industry.
Improve the standing of the Tumut Chamber of commerce, to be more inclusive, supportive and understanding.
More productive as a food town, encourage great growing.
Make the Tumut Valley a smart region.
Implement above suggestions, will make the Council area more appealing.
More disabled people working at Council.
All towns friendly to disabled people, in accessibility.
People accepting the amalgamation of Councils to get on with life for the future.
Remaining as a timber town
Attracting industries
Tourism - adventure - cater better for nomads.



Tooma community workshop

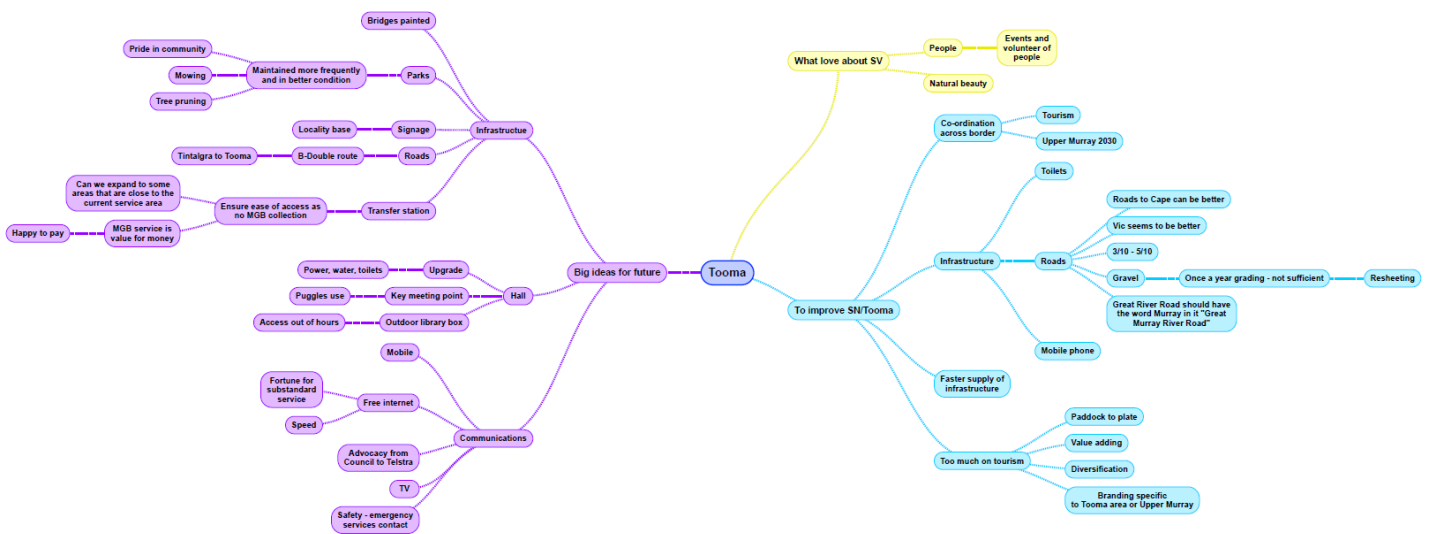


Figure 23 - Tooma mind-map

The above is a mind-map of themes raised at the Tooma workshop run by Council employees at the pop-up event at Tooma on 9 December. Feedback around what people love most about the area are the people, events and volunteer spirit. Common themes for improvements included infrastructure upgrades such as public toilets, road grading and upgrades and mobile phone reception. Tourism also noted a mention around branding, value-adding and diversification. Big ideas for the future included upgrades to the community hall, increased infrastructure servicing and maintenance and Council providing advocacy for improvements to the community's communications services, and reducing black spots.

Summary of notes are below, grouped by theme and category:

| THEME | DETAIL |
|-------------------------------------|--|
| Big Idea | <ul style="list-style-type: none"> Mobile and internet service Hall - needs upgrading Water Outdoor library Council maintaining parkland, mowing, bridge B-Double route to truck cattle out Rubbish |
| What do you love? | <ul style="list-style-type: none"> People / community Beauty |
| Improvements and suggestions | <ul style="list-style-type: none"> Roads Need balance right Mobile Phone coverage Coordination cross-border UM2030 GRR- needs Murray in name |

| THEME | DETAIL |
|-------|---|
| | <p>Need to focus on paddock to plate</p> <p>Branding - more upper-Murray focus.</p> |

Councillor and Council executive workshop

Summary of notes from Councillor workshop, grouped by theme and category.

| THEME | DETAIL |
|------------------------------------|---|
| Growth, economy and tourism | <p>Amount of priority projects – major tourism</p> <p>Business growth</p> <p>Capitalise on opportunities</p> <p>Centre for adventure tourism, horses, walking – individual groups– motor cycles, cycling, team sports, local participation in these activities.</p> <p>Develop sound improvements in services</p> <p>Economic growth – tourism, industry growth, snowy hydro</p> <p>Growth open the region to development across all areas</p> <p>How can we increase the size of the pie?</p> <p>Increase in population</p> <p>Keep what’s good about the character with more people enjoying and a strong growth in the business economy</p> <p>Local tourism – major economic driver create jobs</p> <p>Make the most of UVP</p> <p>Much the same only better</p> <p>Partnerships</p> <p>Recognised for what it is: opportunity / tourism</p> <p>Services for growth</p> <p>Tourism – produce</p> <p>Tourism 4 stars hotels / Better accommodation options</p> |
| Supportive infrastructure | <p>A clear direction to support aged community and youth and growth through investment.</p> <p>Aged Care facilities</p> <p>Better infrastructure</p> <p>CBDs with nice amenities and feel</p> <p>Community and sporting</p> <p>Integration</p> <p>Maintain service levels</p> <p>Medical services – comprehensive</p> |

| THEME | DETAIL |
|---------------------------------------|---|
| Stronger / Vibrant Communities | <p>Stronger infrastructure</p> <p>Understand the push pull of levers for service</p> <hr/> <p>A strong vision of the character of the area</p> <p>Don't lose local identity</p> <p>Community satisfaction</p> <p>Achievement of delivery plan</p> <p>Strong community engagement</p> <p>Stronger connections across the region</p> <p>Strategy that the community understands</p> <p>Clean slate to develop a clear strategy</p> <p>Growth, direction and pride</p> <p>Retain local focus and connections</p> <p>Stronger engagement across the age spectrum</p> <p>Strong with each of the communities</p> <p>Vibrant</p> <p>Maintain our current regional character and lifestyle</p> <p>Have a sense of belonging for each of the villages / towns. The Snowy Valleys is us.</p> |
| Sport, Events and Lifestyle | <p>10-25 years (age group) need better facilities</p> <p>Bike tracks for children</p> <p>Clean air - funding (sic) people, inclusive people, safe for families</p> <p>Good amenity for our residents (good place to live, people are proud to live in Snowy Valleys)</p> <p>Increased vigour to events in Shire</p> <p>New sporting facilities – basketball stadium, netball courts</p> <p>Something for everyone here.</p> <p>Sports facilities to appeal to variety of sport across Snowy Valleys Council</p> <p>Strong environmental credentials and lifestyle</p> <p>Vibrant active outdoor lifestyle for families</p> |
| A stronger council | <p>A strong vision of the character of the area (don't use local identity)</p> <p>Achieving results – working together</p> <p>Agility</p> <p>Approachable</p> <p>Building relationships</p> <p>Deliver results, provide information</p> <p>Deliver strategy plans</p> <p>Getting the Council to operate well – deliver strategic plans</p> <p>Honesty and transparency, integrity</p> |

| THEME | DETAIL |
|-------------------------------------|--|
| | <p>Proactive approach – can-do, deal with problems</p> <p>Respect for rate payers</p> <p>Strong financial position</p> <p>Suite of strategic documents, clear vision for the future</p> |
| Sense of purpose | <p>Achieve objectives</p> <p>Achievement of delivery plan</p> <p>Can still go down to local coffee shop / pub</p> <p>Common purpose with diverse views</p> <p>Council to be proud and wants to deliver</p> <p>Find Snowy Valleys unique value proposition</p> <p>Foundation for change</p> <p>Leadership</p> <p>To have a good plan and strategy</p> <p>Trust, confidence</p> <p>Unify communities</p> <p>Unity during the term.</p> <p>Youth are engaged in an active career path</p> |
| Communication and engagement | <p>Accept all opinions</p> <p>Active listening</p> <p>Communication – coffee shop</p> <p>Community Satisfaction</p> <p>Consultation</p> <p>Definitive directions for community</p> <p>Engagement approachable</p> <p>Generate conversations</p> <p>Getting the information out there</p> <p>Give sense of being heard</p> <p>National attention</p> <p>Positivity</p> <p>Recognise who we are missing</p> <p>Relationship with community</p> <p>Show fears are unfounded</p> <p>Strong customer service ethic</p> <p>Symbols of change</p> <p>Use social media</p> |

Other suggestions based on what was raised in the workshop included:

Managing expectations: councillor briefings and tip sheets for defending controversial Council decisions – helping with the casual 'pub / coffee shop' conversations

'Reporting back' to community in an easy to understand manner, emphasis on informal language.

Consider a Councillor 'listening tour' of towns and villages in 2018

Pop-up stalls

Summary of notes from the pop ups, grouped by theme and details. Comments are verbatim.

Suggestions for improvements included increased amenity, roads and transport links and signage. What people love about the area included the landscape, serenity and people. Big ideas focused on events, promotion, transport and tourism.

What do you love most about where you live?

Cleanliness and pride of appearance

People

People and community

Pretty area

Reference groups from the community

Serenity and landscape

Tumut River Walking track

What would you most like to improve about where you live?

Access to healthy eating options

Ambulance station stay

Council to look after small businesses

Entrance at both ends improved

Free swimming lessons

General insurance to help events start and continue

Less red tape

More access to camping at Blowering Dam

More police on road

More seating down at lake

More walking tracks

More yoga and mindfulness

P plate drivers dangerous driving

Public art

Quicker, easier development - help not hinder!

Roads

Big idea?

Batlow rail trail

Beauty

Everything friendly no traffic lights

Green waste bin

Making wellness fun and easy - education, community

More cultural events

more events - old cars, sport, festivals

More international food

Science (environmental, geoscience, exploration, community - granite, gold)

Tumut can be promoted more

Upgrade railway and get rid of VISY trucks out of Adelong

Day spa retreats

Free Wi-Fi town centres

More indoor sport facilities

Natural gas for Batlow



APPENDIX B Workshop satisfaction report

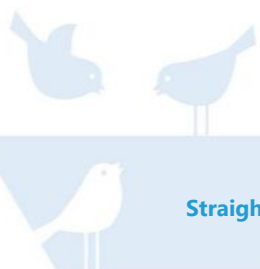


Workshop satisfaction

Post event feedback from community workshops

Snowy Valleys Council

27 November-6 December 2017



Satisfaction with the workshops on average was overwhelmingly positive, with nearly 9 in 10 participants on average strongly agreeing or agreeing with the statement 'the facilitator allowed me and others to have a say'. This was followed closely by 'there were opportunities for me to participate in an engaging and appropriate way'.



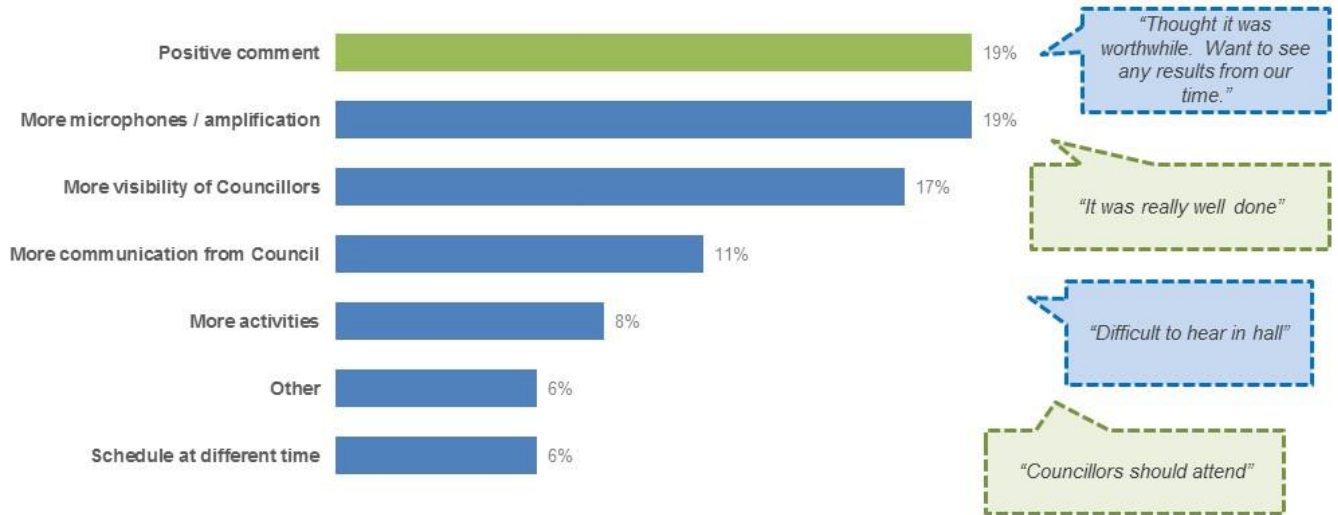
Base 2017: (106). Average 4.4, 4.4, 4.3, 4.3, 4.2, 4.1, 3.7. Ratings converted from 5 point scale to percentage averages.
 Q: The facilitator allowed me and others to have a say. Q: There were opportunities for me to participate in an engaging and appropriate way. Q: Facilitator presented clearly and logically. Q: The venue was appropriate. Q: The workshop objectives were clearly stated. Q: The content was interesting. Q: The workshop timing was appropriate.



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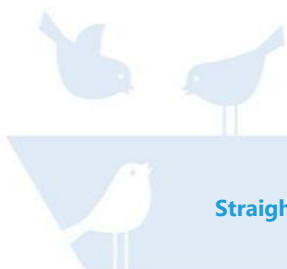


Suggestions for future workshops were that it was a primarily positive move of Council, followed by more microphones and amplification, followed by more visibility of Councillors.

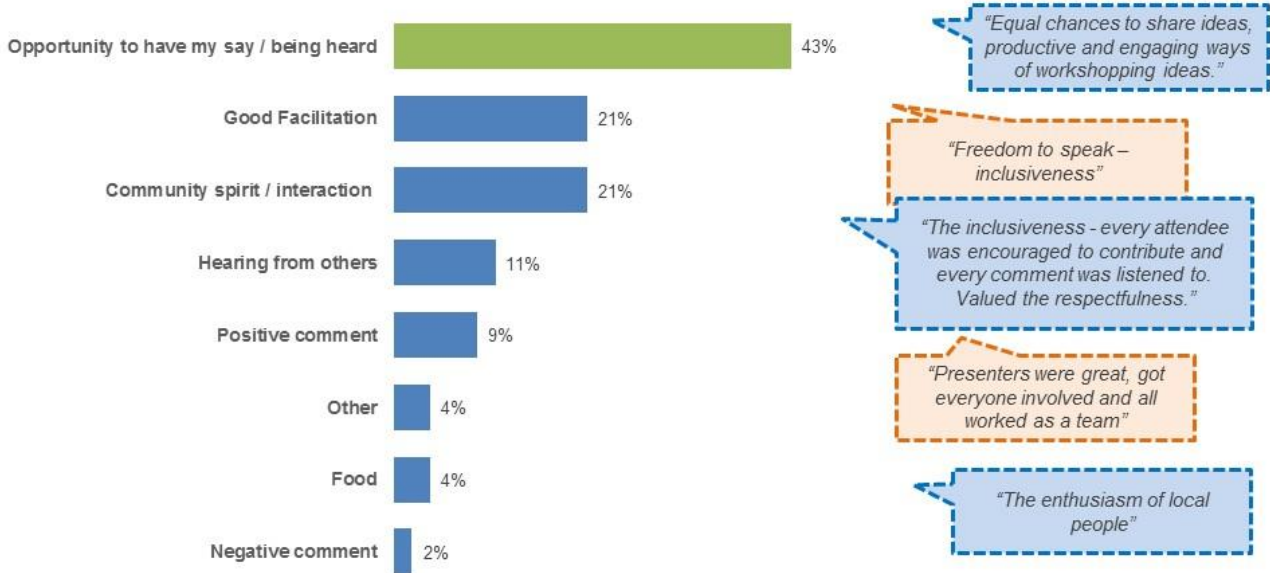


2017: (open question - those who gave a response) *Caution low base Q: Do you have any suggestions about how the workshop could be improved?

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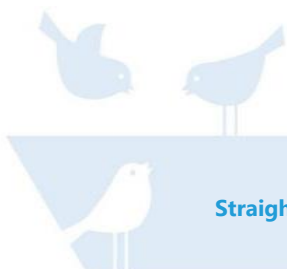
When asked what they valued most about the workshops, top feedback from participants what they most liked was the opportunity to speak and be heard, followed by community spirit and interaction with others. Equal third on the list was good facilitation.



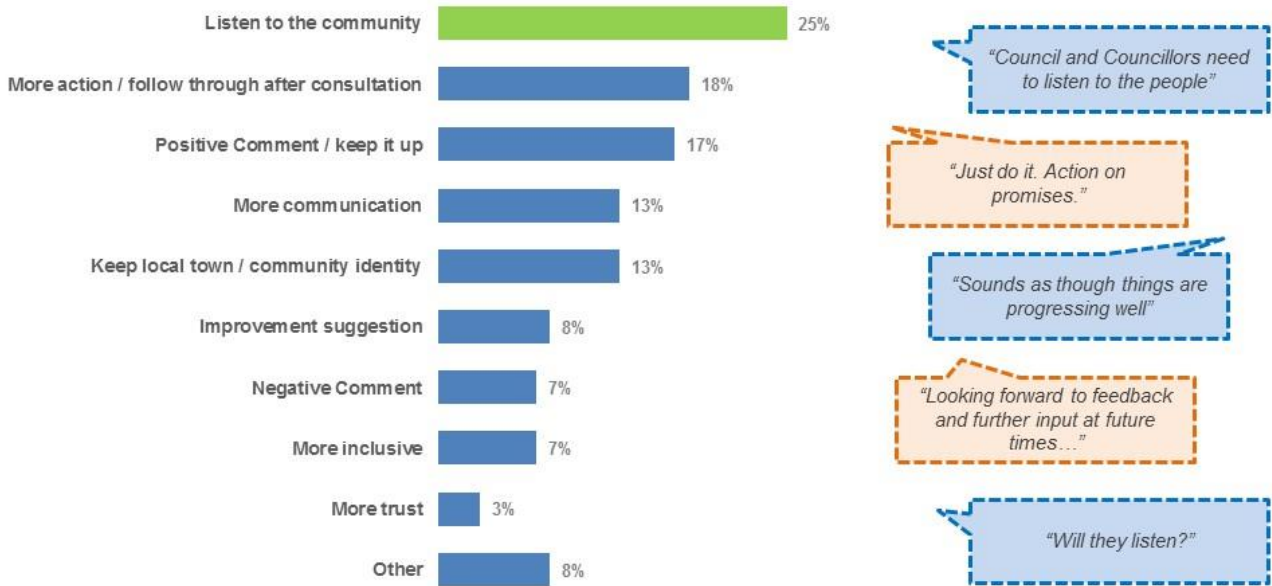
2017: 52 (Open question: those who gave a response) Q: What did you value most about the workshop?



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When prompted, other top comments from participants included urging Council to listen to the community (2 in 10), closely followed by commitment to actions or follow through, followed by a positive comment.



"Council and Councillors need to listen to the people"

"Just do it. Action on promises."

"Sounds as though things are progressing well"

"Looking forward to feedback and further input at future times..."

"Will they listen?"



2017: 60 (Open response – optional – those who gave a response) Q: Do you have any other comments about the development of the Snowy Valleys Council CSP?



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APPENDIX C Online survey results

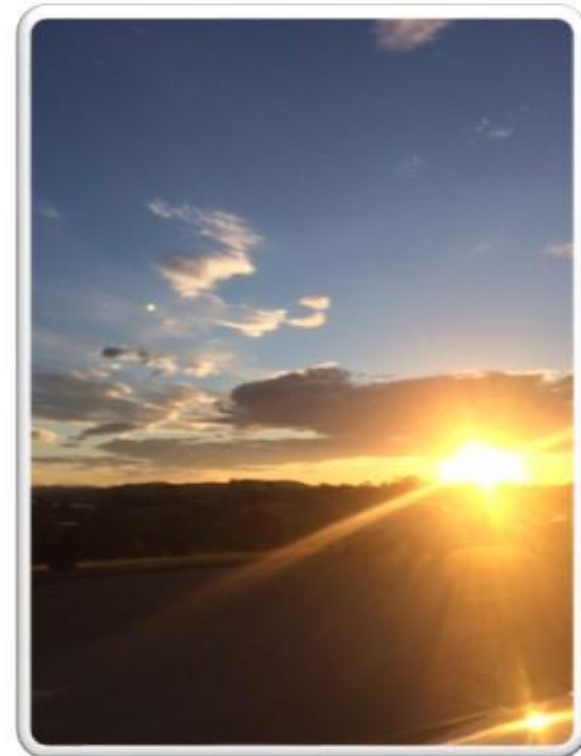




Online Survey

Report

January 2018



Key summary

- **Who Responded?**

- 181 people responded to the online survey, mainly from the two major communities Tumbarumba and Tumut and some of the villages also featured in the response sample.
- 8 in 10 respondents were residents, with nearly 4 in 10 (38%) from the 30-49 age group.

- **What did they say?**

- Top love is the friendliness of the people and the scenic and beautiful views.
- Top of the wishlist in terms of changes are more and better quality amenities and infrastructure.
- In 10 years time, respondents would like to see more and better tourism product and experiences.

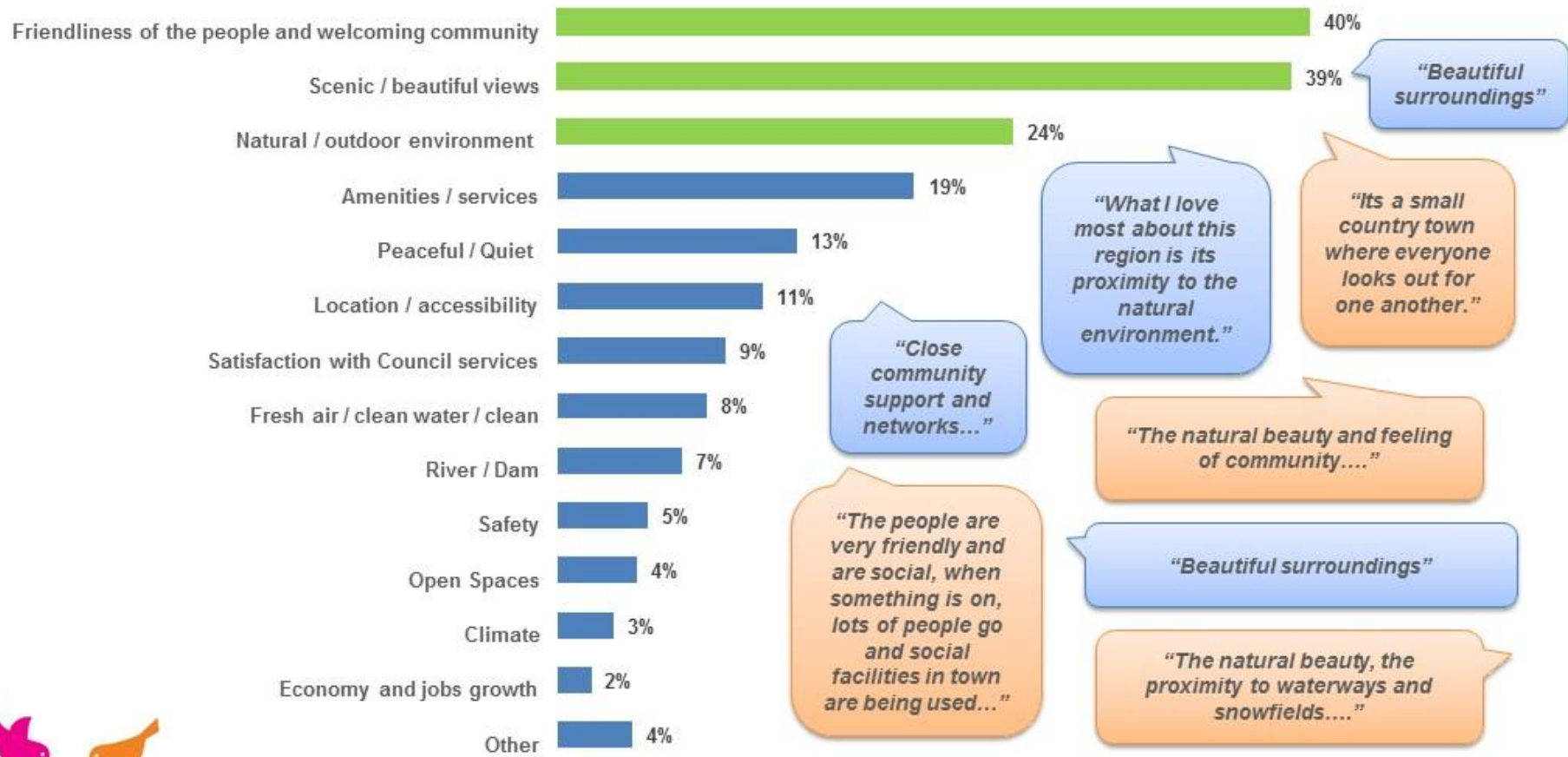


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2



When asked what they love most about where they live, respondents listed their top picks as the friendliness of the people, the scenic and beautiful views and the welcoming community, followed by the accessible natural and outdoor environments.



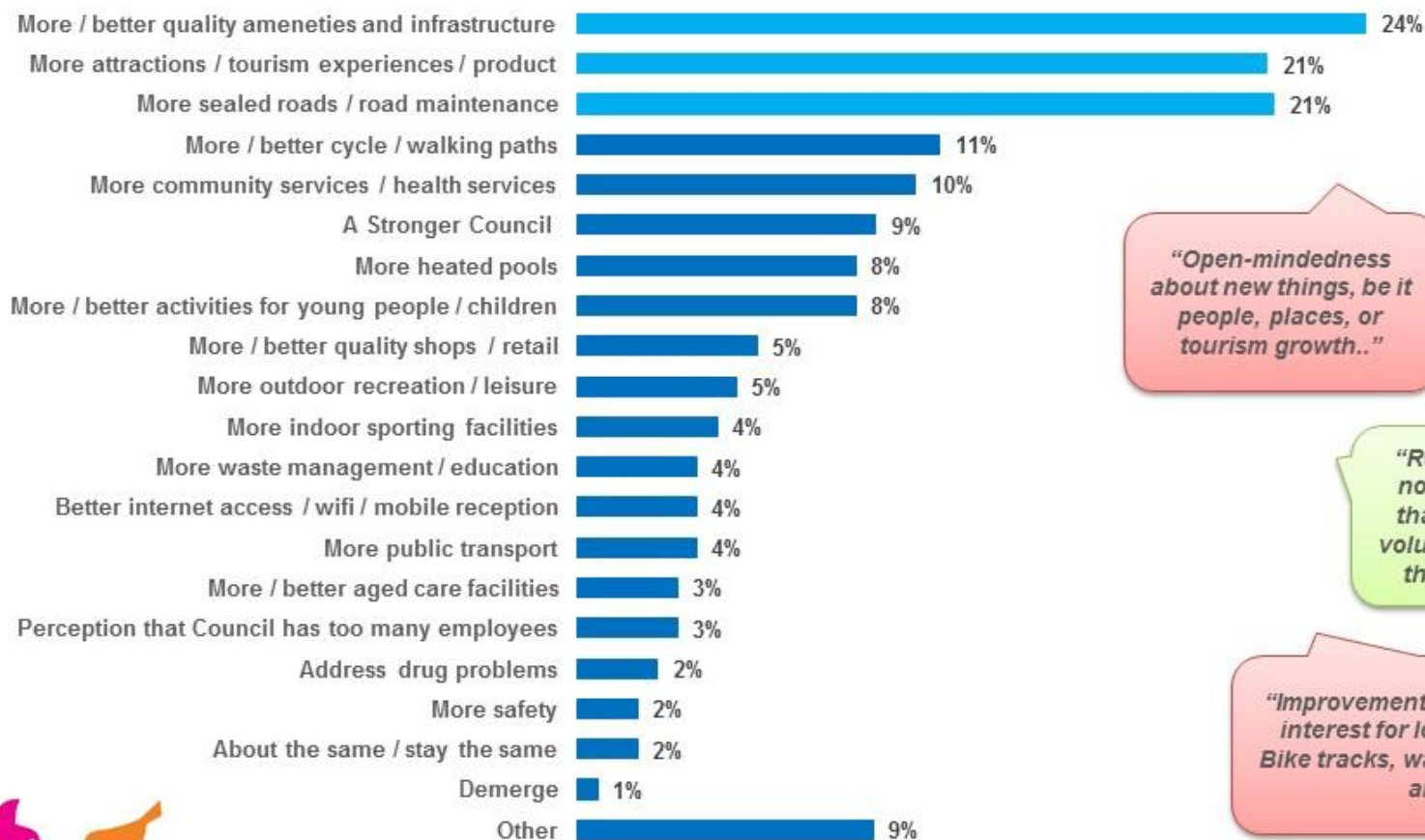
Base: (169) – Those who gave a response Q: What do you love most about where you live? (169)



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When asked what they would like to improve, top on the wish list from respondents included better quality amenities and infrastructure, more tourism product and experiences and also more sealed roads and road maintenance.



“Open-mindedness about new things, be it people, places, or tourism growth..”

“More accommodation”

“A farmer’s market.”

“Roads in the area are not to a high standard that can cope with the volume of heavy vehicles that travel on them..”

“Improvement of points/places of interest for locals and tourism. Bike tracks, walking tracks, picnic areas...”

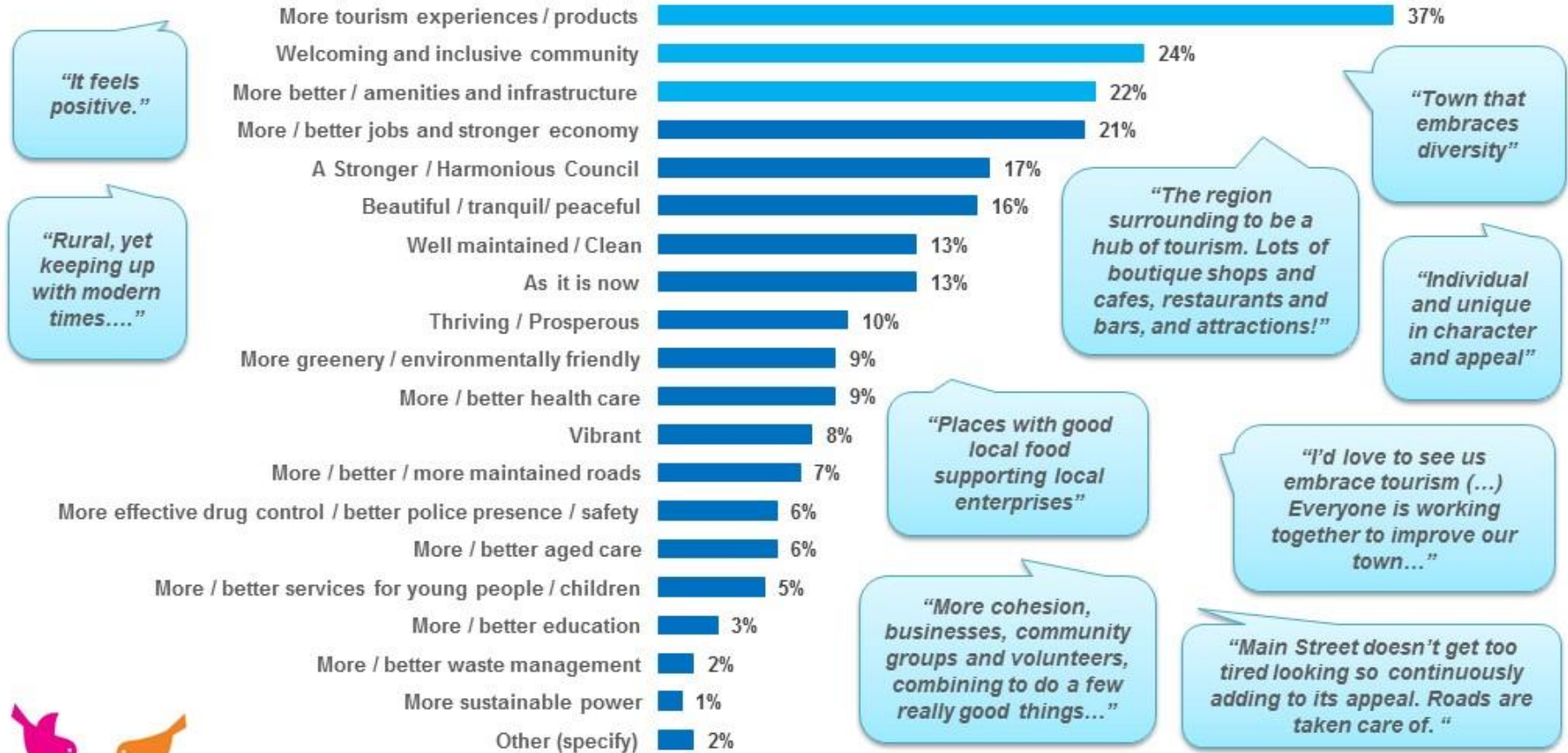
Base: (169) – Those who gave a response Q: What’s the one thing you would most like to improve about where you live?



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When asked what they would like the area to look like in 10 years time, the primary focus from respondents is on increasing the quality and volume of tourism experiences and products, followed by keeping a welcoming and caring community and improvements to amenities and infrastructure.



"It feels positive."

"Rural, yet keeping up with modern times...."

"Town that embraces diversity"

"The region surrounding to be a hub of tourism. Lots of boutique shops and cafes, restaurants and bars, and attractions!"

"Individual and unique in character and appeal"

"Places with good local food supporting local enterprises"

"I'd love to see us embrace tourism (...) Everyone is working together to improve our town..."

"More cohesion, businesses, community groups and volunteers, combining to do a few really good things..."

"Main Street doesn't get too tired looking so continuously adding to its appeal. Roads are taken care of."



Base: (172) Those who gave a response. Q: What do you want the Snowy Valleys region to look like in 10 years time? Picture the Snowy Valleys region in ten years. What does it look like? How does it feel?

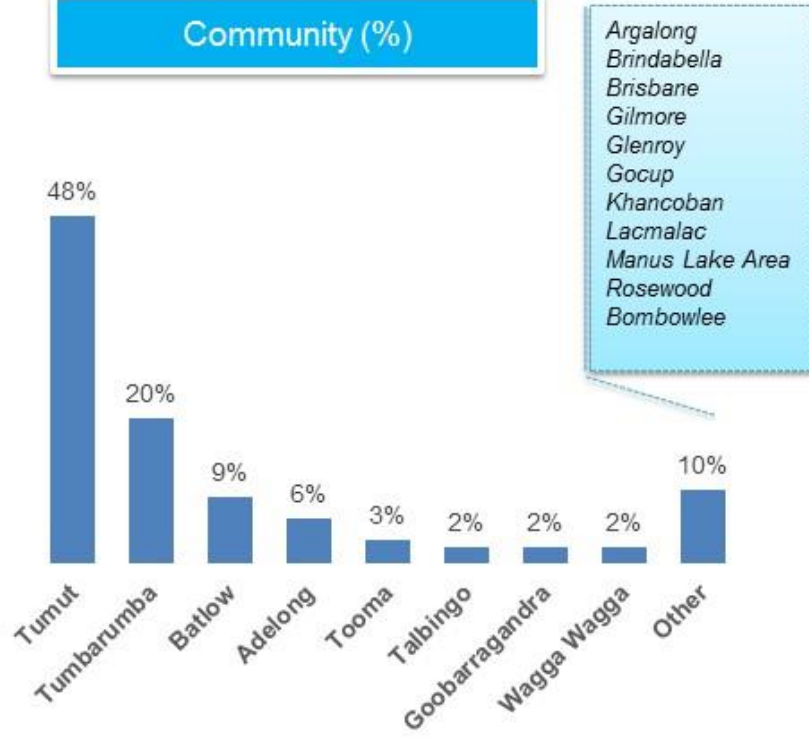


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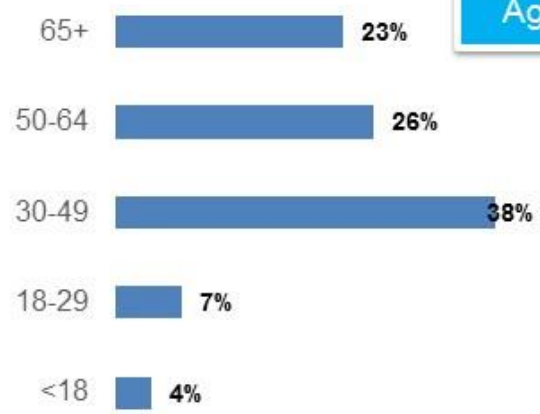
Respondents were focused on a few key sections of the local government area and also beyond. Most frequent respondents from the Generations Y, X and Baby Boomer age groups, representative of a good cross-section.

Community (%)

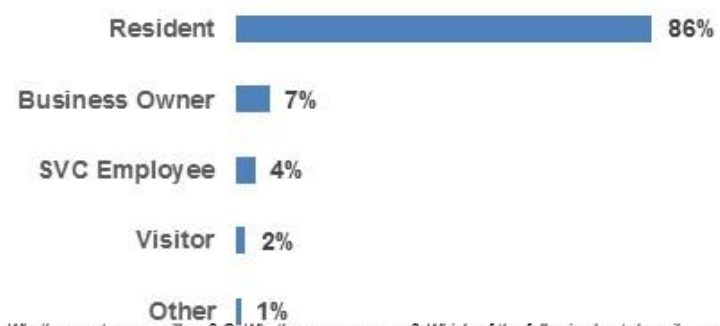


- Argalong
- Brindabella
- Brisbane
- Gilmore
- Glenroy
- Gocup
- Khancoban
- Lacmalac
- Manus Lake Area
- Rosewood
- Bombowlee

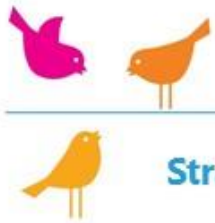
Age (%)



Best describes you? (%)



Base: (162-165) Q: What's your town or village? Q: What's your age group? Which of the following best describes you?



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