

# SURVEY RESULTS

*Community Strategic Plan...*

How we're doing —  
here's what you said...

# Who responded?

**58%** have lived in Gilgandra for more than 20 years, **12%** have been here for 11-20 years and **17%** less than 5 years.

**75%** of respondents were female, **25%** were male.

The majority of respondents were aged between **36 – 45 years** (23%), followed by 18-35 age group (19%)

**78%** are from in the **Gilgandra Area**, while Armatree, Balladoran, Biddon, Collie, Curban, Kickabil, Mendooran, Tonderbrine, Tooraweenah areas were represented

**212** total respondents





# Respondent details

	2015	2021	2025
<b>Number of survey responses</b>	41	321	212
<b>Respondent age</b>	36-45 (28%) 56-65 (18%)	56-65 years (26%) 18-35 (23%)	36-45 (23%) 18-35 (19%)
<b>Gender split</b>	65% female	72% female	75% female
<b>Lived in Region for?</b>	20 years + (54%) < 5 years (17%)	20 years + (63%) < 5 years (14%)	20 years + (58%) < 5 years (17%)





# *Live > Visit > Start/Grow a business?*



**87%** would be likely or very likely to recommend Gilgandra Shire as a place to **live**

**88%** would be likely or very likely to recommend Gilgandra Shire as a place to **visit**

**76%** would be likely or very likely to recommend Gilgandra Shire as a place to **start/grow a business.**



# Live > Visit > Start/Grow a business?

	2021	2025
Recommend Gilgandra as a place to <b>LIVE</b>	82%	↑ 87%
Recommend Gilgandra as a place to <b>VISIT</b>	81%	↑ 88%
Recommend Gilgandra as a place to <b>start/grow a business</b>	54%	↑ 76%

# Contacting Council...

**49%** of respondents had contacted Council in the last 12 months (other than to make a payment).  

**45%** contacted Council by **phone** and **31%** visited Council Facilities **in person**. Which were the top two preferred ways of dealing with Council (76%).

 **Roads** were the main reason for contacting Council.

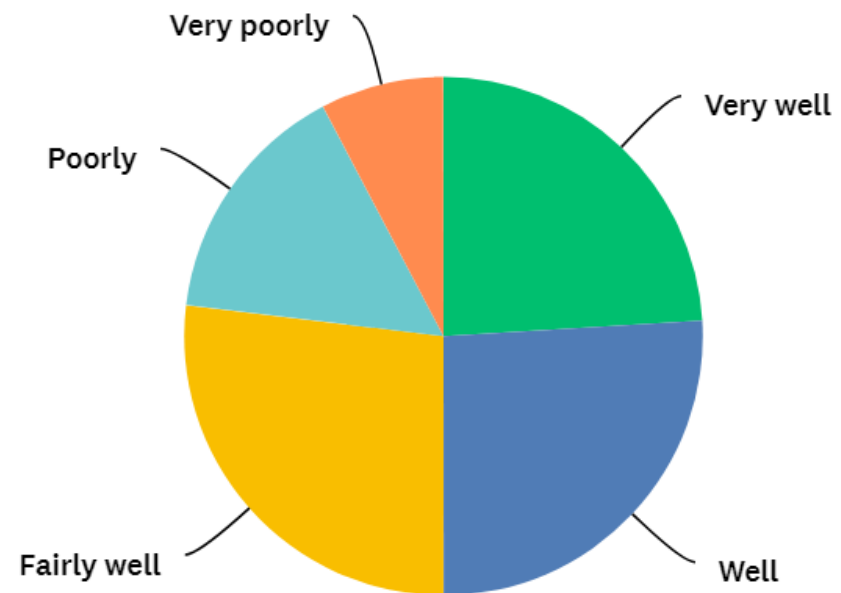
condition Repairs  
Building ask Reporting needed  
business council  
Request road development  
propertyhouse Services pool trees  
water zoning Discuss problem



# Interaction Satisfaction...

**27%** of respondents felt like Council dealt with their interaction **fairly well**.

**26%** of respondents felt like Council dealt with their interaction **well**.

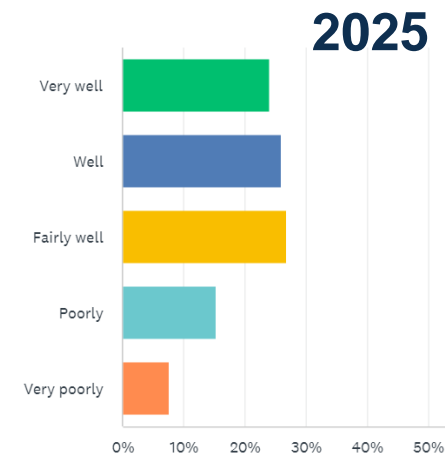
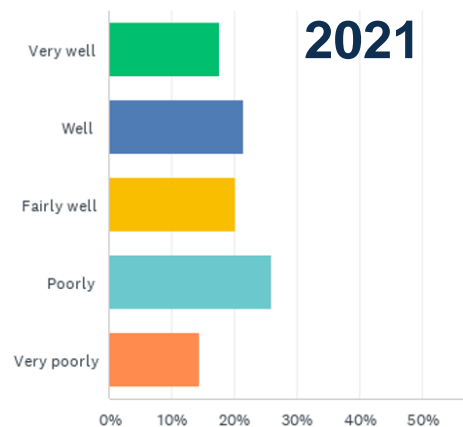






# Interaction Satisfaction

	2021	2025	What this says?
Contact channels	Phone (52%) In person (27%)	Phone (45%) In person (31%)	More people are coming in to see us instead of calling us
How Council handled concerns	1. Poorly (26%) 2. Well (22%)	1. Fairly well (27%) 2. Well (26%)	Council is handing complaints <b>BETTER</b>

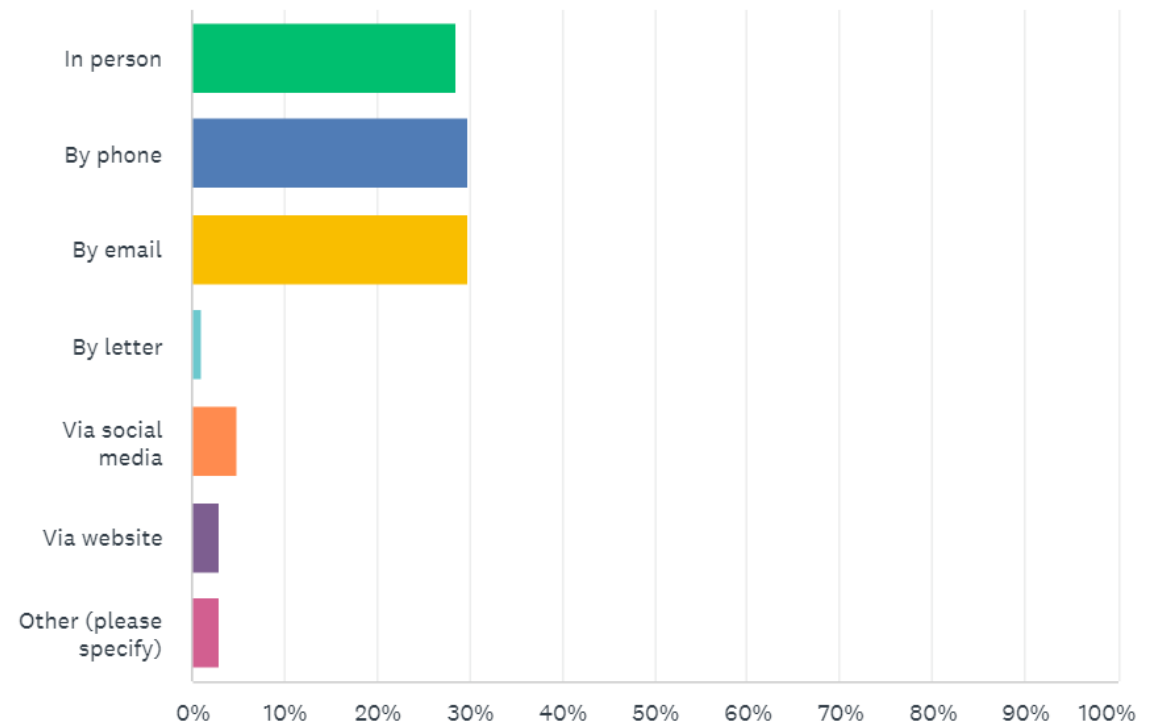


# How people like to communicate with Council...

The majority of respondents prefer to communicate with Council **by email and phone (30% each)**

**In person** followed just behind with **29%**.

The remaining communication methods were all **below 5%** (social media, website and via letter).

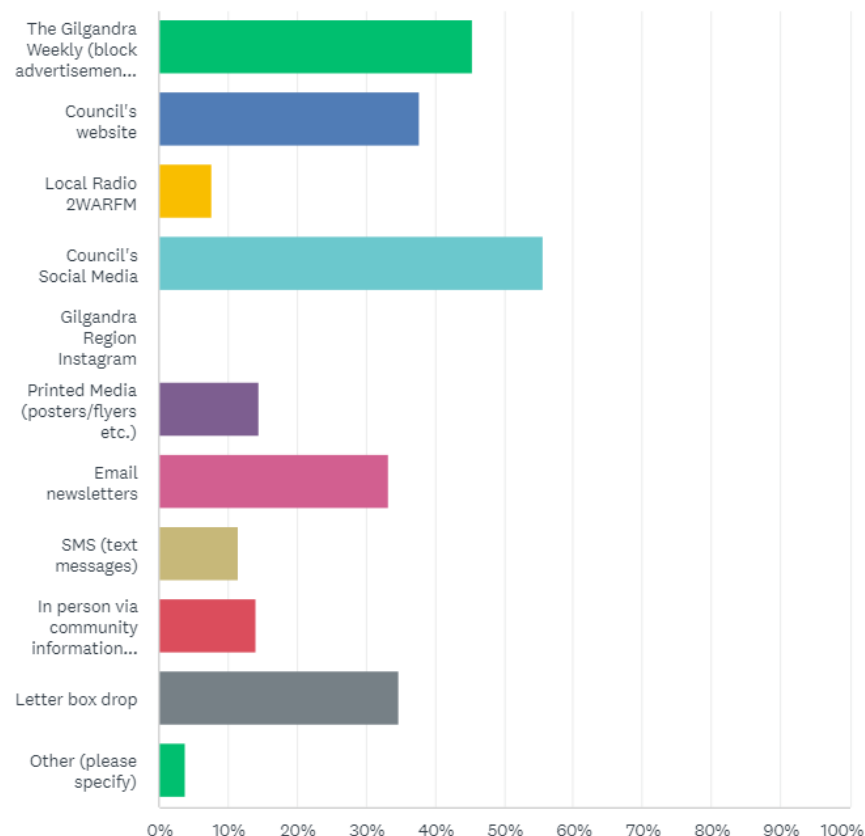


# How people like Council to communicate with them...

The majority of respondents prefer to hear about Council news through **Council's Social Media (56%)**.

**The Gilgandra Weekly** was the second highest communication channel **(45%)**.

Council's website, email newsletters and letter box drop were all well rated (above 33%).





# Communication Channels



In **2015** the majority of respondents preferred to hear about Council news through the **stories in the Gilgandra Weekly (63%)**. Followed by the Gilgandra Weekly Council Block Advertisement (55%) and social media (40%).

In **2021** the majority of respondents preferred to hear about Council news through the **Gilgandra Weekly (31%)**. Followed by Facebook and Council's website.

In **2025** the majority of respondents preferred to hear about Council news through **Council's Social Media (56%)**. The **Gilgandra Weekly** was the second highest communication channel (45%) but has a lower importance then previously.

Local Radio, SMS, printed materials/posters and in-person via community information sessions have all dropped significantly in ranking from 2021>2025.

# Council Facilities & Services...

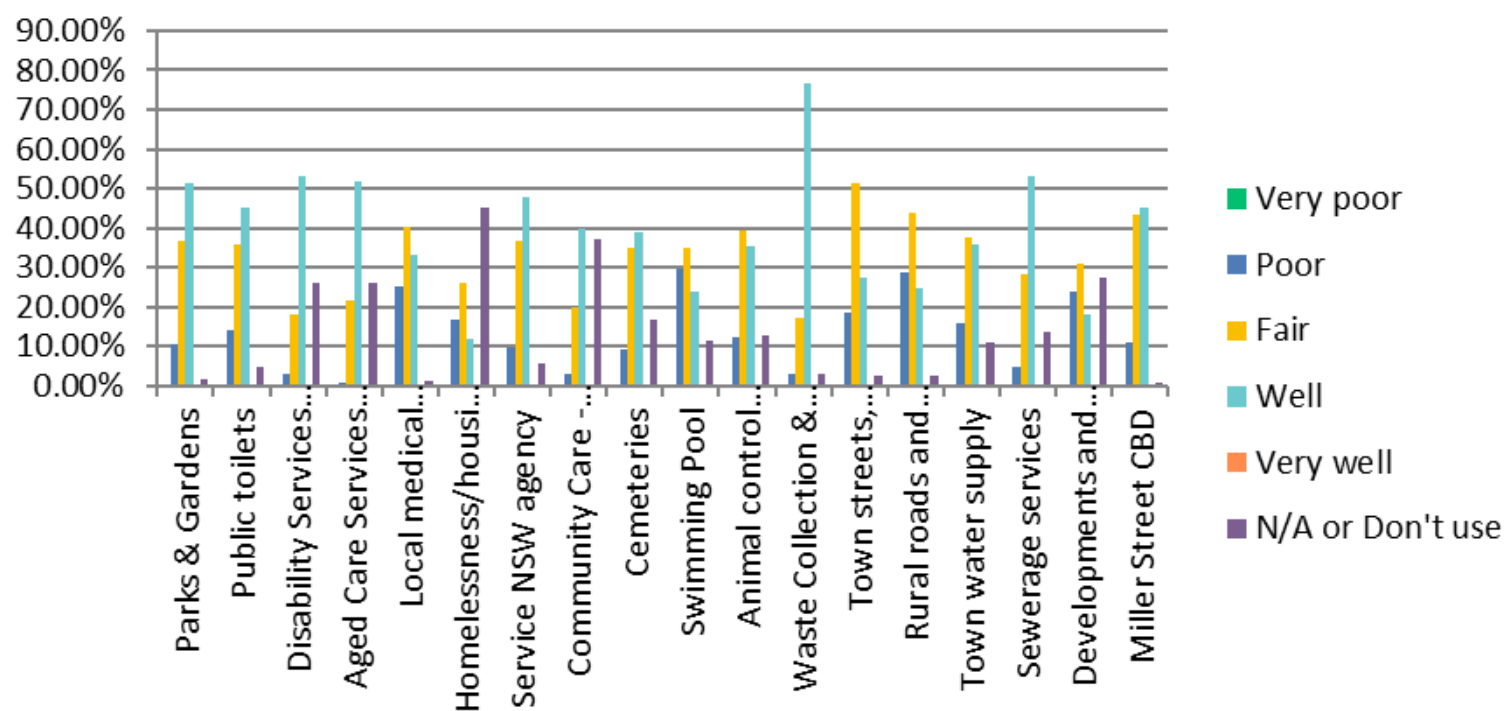
## Most important **LIVE** facilities and services:

Local Medical Centre/Dentists, Waste Collection & Recycling, Public Toilets, Parks and Gardens, Sewerage services, Aged Care Services, Miller Street CBD, Town streets, footpaths and walkways, Rural roads and bridges, and the Swimming Pool were considered the most important facilities.



# LIVE Services...

## Performance - How well does Council deliver the service or facility?



No services were rated 'Very Well' or 'Very Poor'



# Council Facilities & Services...

Most important **ENJOY** facilities and services:

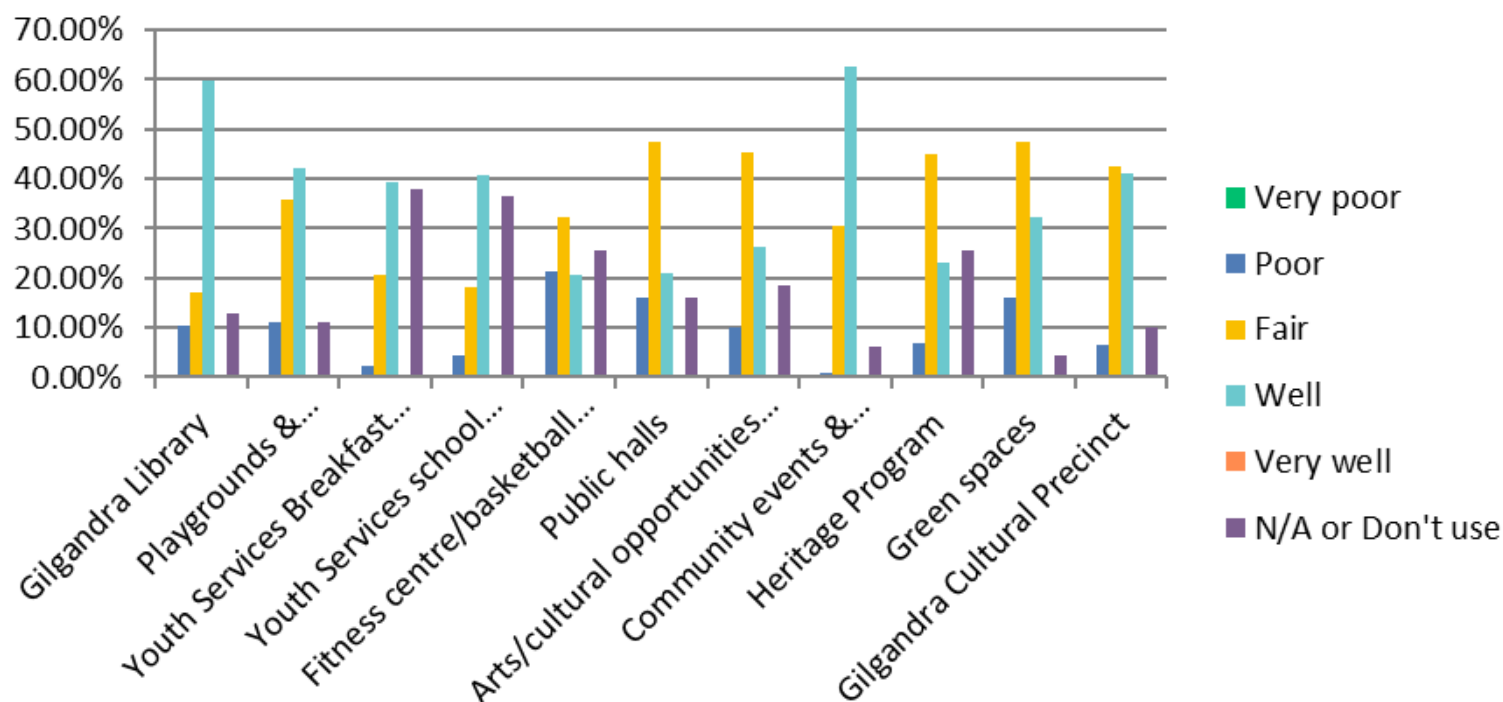
Playgrounds and sportsgrounds,  
Gilgandra Library, Fitness  
Centre/swimming pool, Green spaces,  
Youth services (breakfast club and after school  
drop-in), Community Events and Festivals, Public  
halls, and the Gilgandra Cultural Precinct were  
considered the most important facilities/services.



*Enjoy...*

No services were rated 'Very Well' or 'Very Poor' across any of the scores

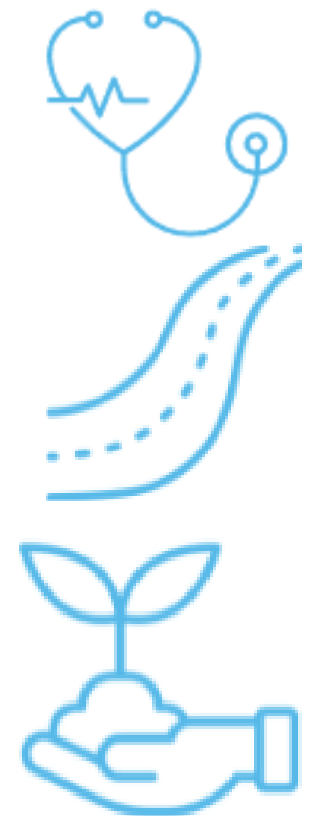
## Performance - How well does Council deliver the service or facility?



# Council Facilities & Services...

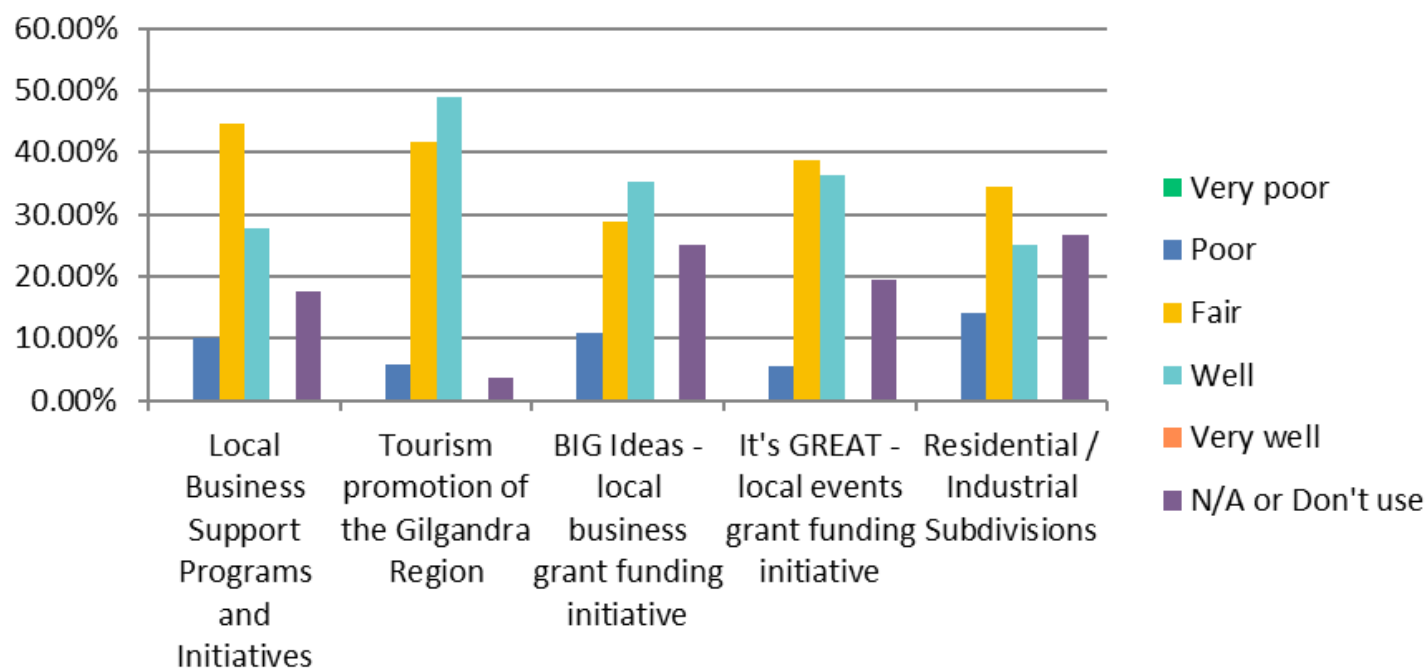
Most important **GROW** facilities and services:

Tourism promotion of the Gilgandra Region, Local Business Support Programs and Initiatives, Residential/Industrial Subdivisions were considered the most important.



Grow...

## Performance - How well does Council deliver the service or facility?



# Council Facilities & Services...

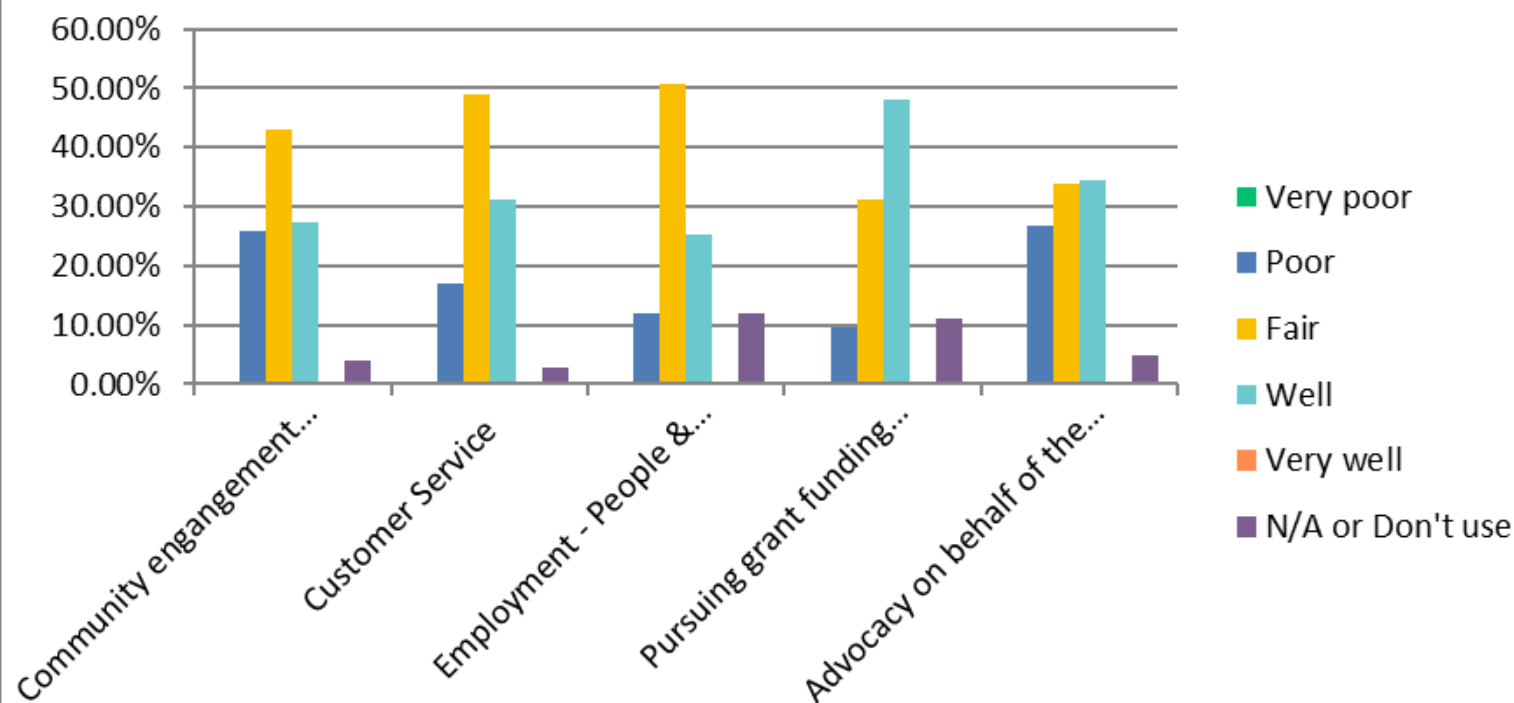
Most important **LEAD** facilities and services:

Advocacy on behalf of the community, Customer Service, and pursuing grant funding opportunities were considered the most important.



Lead...

## Performance - How well does Council deliver the service or facility?







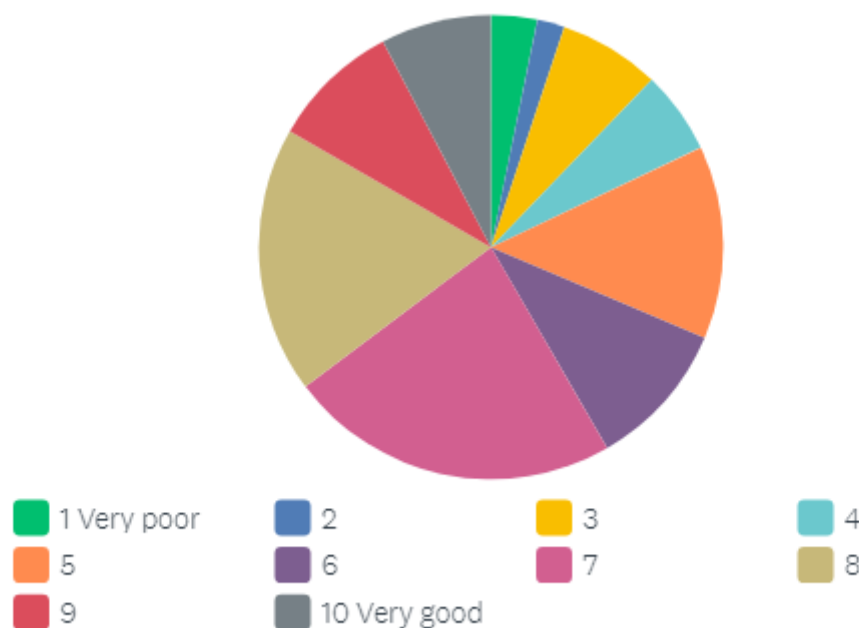
# Most Important Facilities

2015	2021	2025
<ol style="list-style-type: none"><li>1. Local Medical Centres/Dentists</li><li>2. Sewerage services</li><li>3. Public toilets</li><li>4. Water supply services</li><li>5. Public health (food inspections, water quality)</li><li>6. RTA, Centrelink and other Government agencies</li><li>7. Waste management and recycling</li><li>8. Contributions to emergency services</li></ol>	<ol style="list-style-type: none"><li>1. Local Medical Centres/Dentists</li><li>2. Rural roads and bridges</li><li>3. Town water supply</li><li>4. Sewerage</li><li>5. Public toilets</li><li>6. Aged care facilities</li><li>7. Disability services</li><li>8. Waste collection and service</li></ol>	<ol style="list-style-type: none"><li>1. Local Medical Centres/Dentists</li><li>2. Waste Collection and recycling</li><li>3. Public toilets</li><li>4. Parks and gardens</li><li>5. Sewerage services</li><li>6. Aged care services</li><li>7. Miller Street CBD</li><li>8. Rural roads and bridges</li></ol> <p>+ Town streets, footpaths and walkways</p> <p>+ Advocacy on behalf of the community</p>

Local medical center's/dentists remains the most important facilities. However, there has been a shuffle below this with **waste collection and recycling and public toilets being rated as more important**. Rural roads and bridges have dropped lower in rated importance.

# Council's Overall Performance...

The majority of respondents rated Council's overall performance last term as a 7, on a scale of 1 (very poor) to 10 (very good). This was closely followed by 8.



82% scored Council's overall performance as 5 and above. Compared to 64% scoring 5 and above in 2021.

# Our Youth

What do you think makes  
Gilgandra a great place for  
children and young people to

community people  
Sporting facilities  
older safety needs services  
Good schools opportunities young living rural activities Dubbo  
Open spaces Access park sporting Safe Small Quiet local  
knowing friendly **community** good people available  
areas facilities great town children  
Gilgandra family primary school pool library safe friendly  
playground place youth centre caring young people  
think programs place community spirit Small place means  
library youth club

What are the most important  
issues or challenges that  
children and young people are

Access activities now drugs alcohol Cost living  
entertainment social media leave leave town feel pool needs  
teenagers high school area parenting youth childcare  
centre young school children kids town exposures  
supervision pool education **Lack** activities support low  
play facilities need sporting limited business  
Mental health things go Employment opportunities Boredom Dubbo  
bullying families drugs access work enough places  
quality much employment opportunities care options transport  
young people Domestic violence child care swimming pool

# Gilgandra Lifestyles - Care

**In the next 10 years would you be likely/planning to access any of the below services?**

## Answer Choices

## Responses

None of the above	66.67%	104
Jack Towney Hostel	2.56%	4
Cooee Lodge Hostel	8.97%	14
Cooee Lodge Retirement Village (Cooee Villas)	17.95%	28
Home Care Services	19.87%	31
Community Services (Meals on Wheels, Community Transport, Social Support)	19.23%	30



# Top focuses for the future...

**#1** Upgrading swimming pool  
Swimming pool children pool facilities  
community facilities sports Better support  
upgrade Youth town pool school library  
care make new open activities area  
people water park business services Street  
Employment Roads council different  
Main Street hunter park

**#2** Community events Upgrade Swimming pool  
better main street Housing  
park town  
roads areas facilities  
council new services water  
swimming pool encourage developments  
maintain parks gardens

**#3** Employment  
community new youth walking  
Improving town parking  
facilities care roads Better pool  
Street support services shade  
main street

# COUNCIL WORKSHOP

*Community Strategic Plan...*



# COMMUNITY SESSION

- 40 Minutes
  - Community collaboration sessions overview
  - Community Strategic Plan
    - Vision & Values
    - Challenges & Opportunities
    - Themes & Strategies
  - Towards 5000 Strategies + project priorities



# BEARBONG

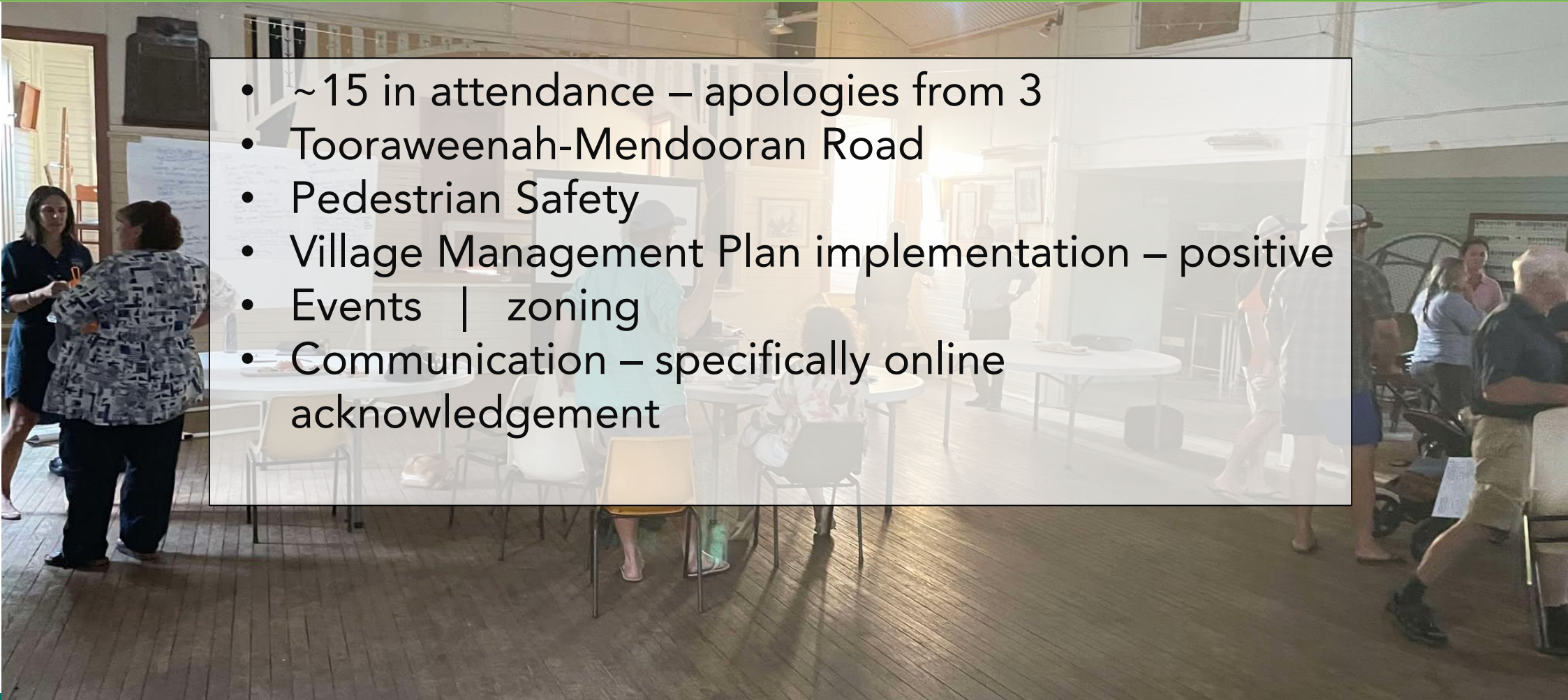
## *Community Collaboration Session...*

- 
- 12 community members in attendance + staff + Councillors
  - Tooraweenah – Mendooran Road
  - Road maintenance
  - Schools, youth activities
  - Pool
  - Health – positive feedback
  - Housing



# TOORAWEENAH

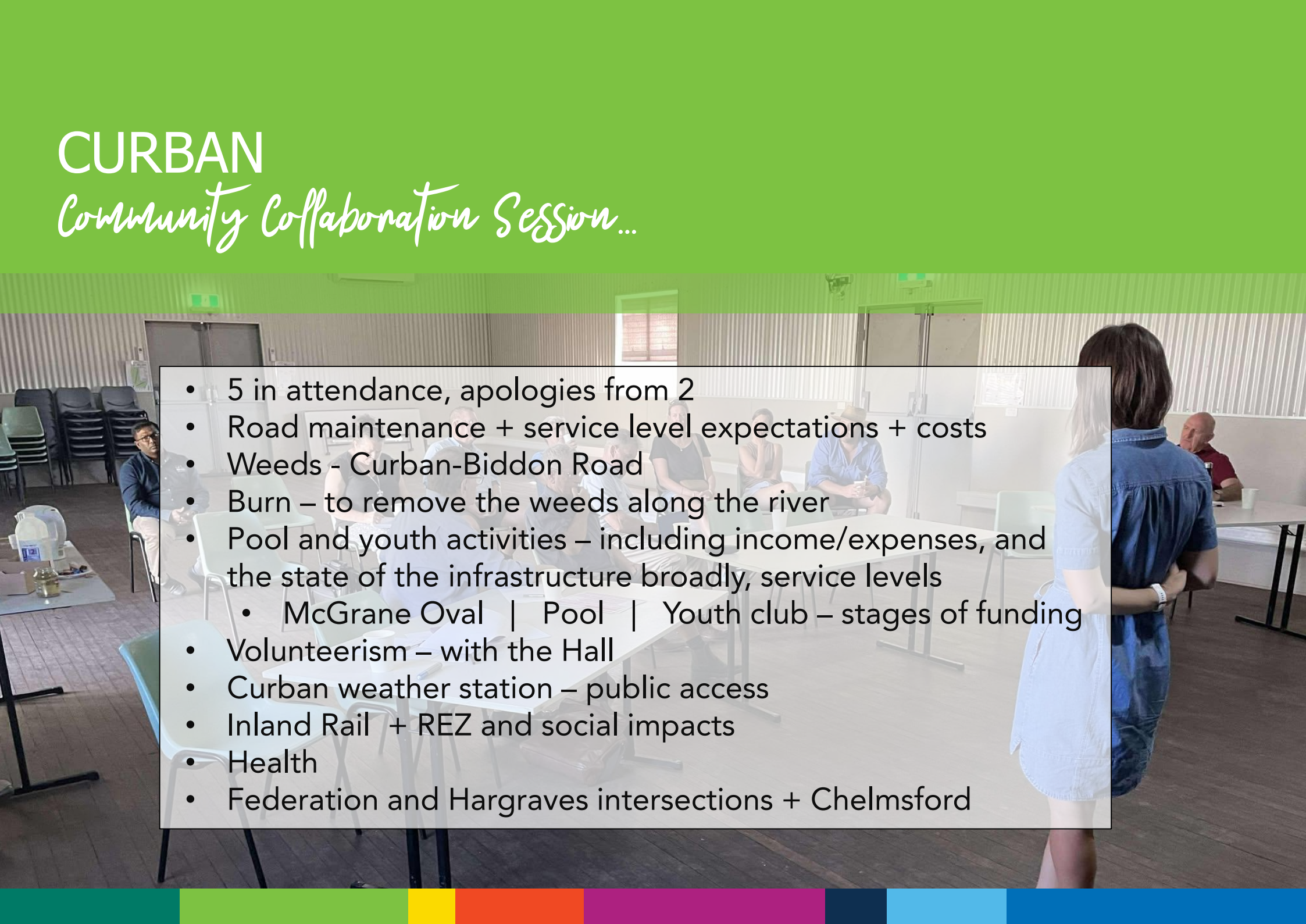
## *Community Collaboration Session...*

- 
- ~15 in attendance – apologies from 3
  - Tooraweenah-Mendooran Road
  - Pedestrian Safety
  - Village Management Plan implementation – positive
  - Events | zoning
  - Communication – specifically online acknowledgement



# CURBAN

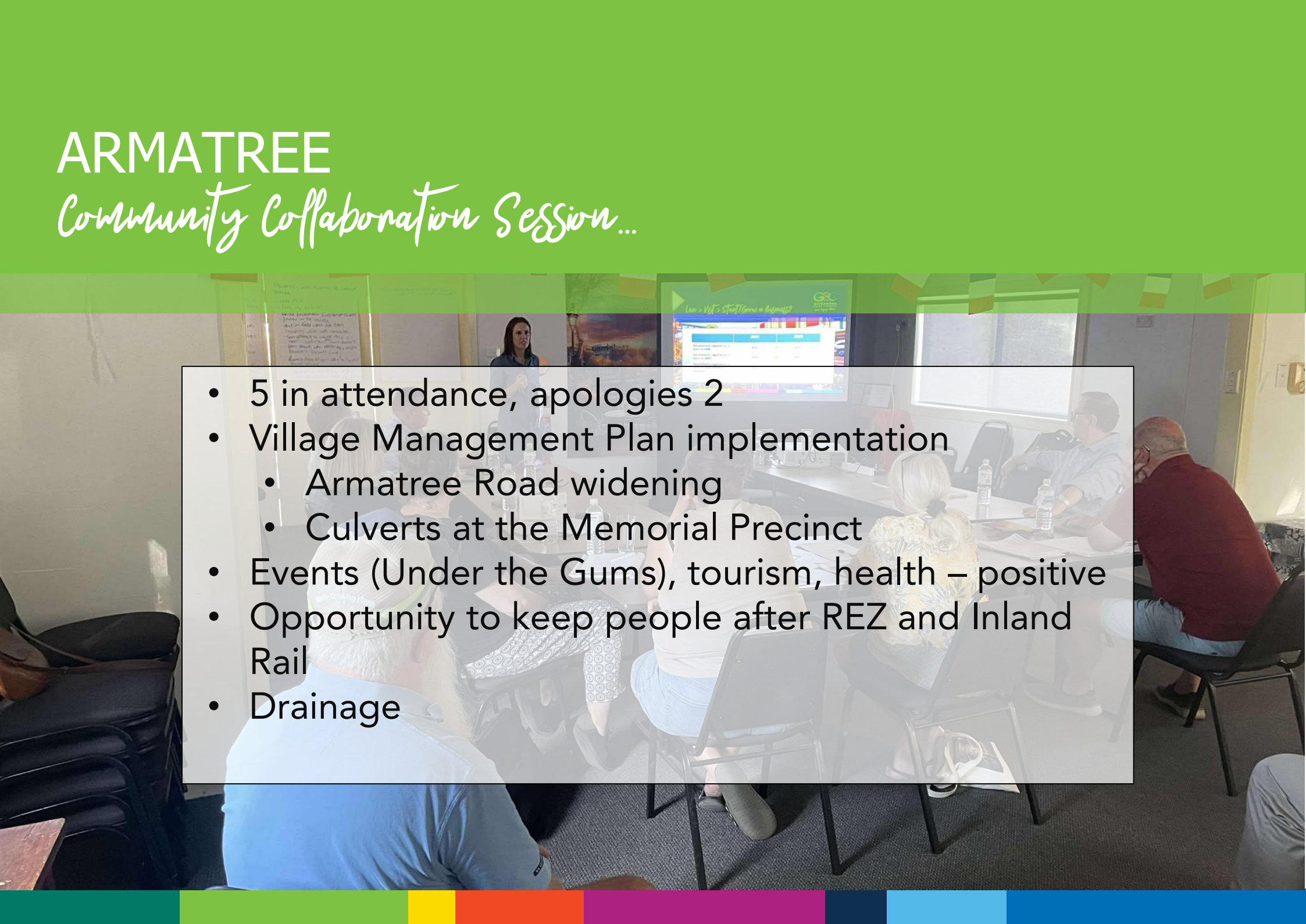
## *Community Collaboration Session...*

- 
- A photograph of a community collaboration session. Several people are seated around a long white table in a room with corrugated metal walls. A woman in a blue denim shirt is standing and facing the group. The room has large windows and a door in the background. The floor is made of dark wood. A small table with water bottles and papers is on the left. The overall atmosphere is collaborative and focused.
- 5 in attendance, apologies from 2
  - Road maintenance + service level expectations + costs
  - Weeds - Curban-Biddon Road
  - Burn – to remove the weeds along the river
  - Pool and youth activities – including income/expenses, and the state of the infrastructure broadly, service levels
    - McGrane Oval | Pool | Youth club – stages of funding
  - Volunteerism – with the Hall
  - Curban weather station – public access
  - Inland Rail + REZ and social impacts
  - Health
  - Federation and Hargraves intersections + Chelmsford



# ARMATREE

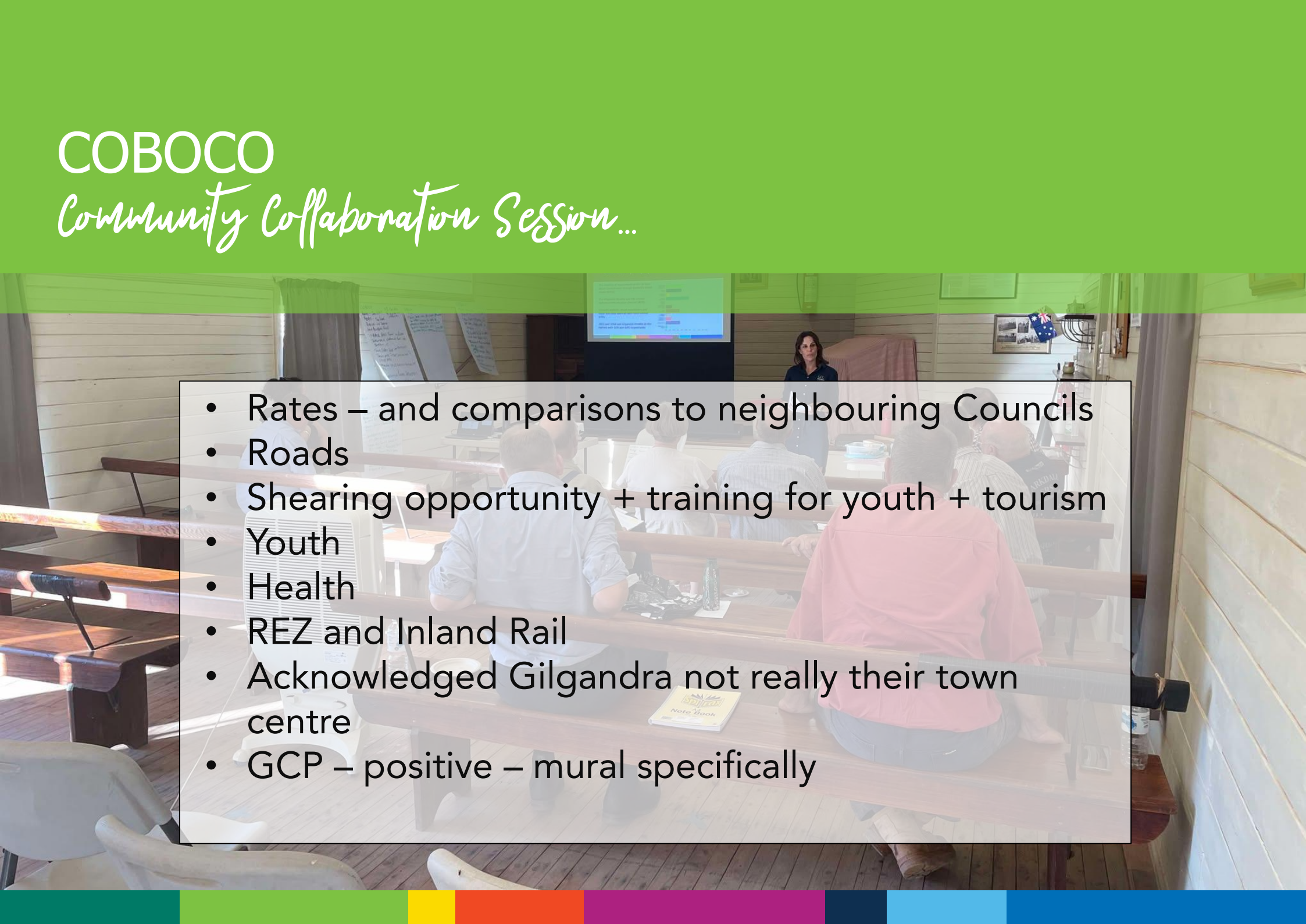
## *Community Collaboration Session...*

- 
- 5 in attendance, apologies 2
  - Village Management Plan implementation
    - Armatree Road widening
    - Culverts at the Memorial Precinct
  - Events (Under the Gums), tourism, health – positive
  - Opportunity to keep people after REZ and Inland Rail
  - Drainage



# COBOCO

## *Community Collaboration Session...*

- 
- Rates – and comparisons to neighbouring Councils
  - Roads
  - Shearing opportunity + training for youth + tourism
  - Youth
  - Health
  - REZ and Inland Rail
  - Acknowledged Gilgandra not really their town centre
  - GCP – positive – mural specifically



What's next...

# COMMUNITY STRATEGIC PLAN

*Timeline from here...*

March

- Community consultation sessions
- Current plans are available on our website [www.gilgandra.nsw.gov.au](http://www.gilgandra.nsw.gov.au)
- The latest End of Term Report 2021/2024 is available also

April

- DRAFT plan to be developed
- We will keep you updated with FAQs and steps

May

- DRAFT Plans will go onto public display for community feedback – did we get it right?

June

- Council will adopt 2025/26 – 2034/35 Community Strategic Plan



# COMMUNITY STRATEGIC PLAN

## *Community Collaboration...*

October

- Council workshops commence – overview
- Community Survey + priorities

March

- Confirm Vision, Values, Opportunities – elements on the CSP
- Budget and planning preparation continues

November

- Green Space Summit
- CSP Collaboration Survey Commences

April

- Budget and planning preparation - including Revenue Modelling, Rates and Charges

December -  
January

- Survey open for residents

May

- DRAFT Budget + Plans endorsed to go onto public display.

February

- Council workshop – survey results
- Budget preparation commences
- Community sessions commence

June

- Council will adopt 2025/26 – 2034/35 Community Strategic Plan





GILGANDRA  
SHIRE COUNCIL

*Live > Enjoy > Grow*



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