



SHIRE OF GINGIN

Resident  
Perceptions  
Survey

May-June 2023





# CONTENTS

3	Study Background and Approach
7	Executive Summary
16	Strategic Conclusions and Recommendations
19	Key Findings
28	Overall Service Results
37	Individual Service Results
106	Sample Profile
110	Appendices
119	Contact Us





# STUDY BACKGROUND AND APPROACH



# BACKGROUND

This report details the results of the Shire of Gingin's fourth biennial resident perceptions survey undertaken by Research Solutions. The previous survey was in 2020.

The survey is designed to measure resident satisfaction in key performance areas and this study forms an important part of the Shire's evaluation of the services it delivers, the facilities which it provides and the quality of life of its residents.

Specifically, the study measures:

- Perceptions of the overall performance of the Shire
- Satisfaction with the Shire as a place to live
- The customer service provided by the Shire
- Satisfaction with:
  - Waste services
  - Regulatory and development services
  - Community facilities
  - Community services
  - Governance
  - Environmental management
  - Roads and path networks
  - Communications.



# THE APPROACH

The questionnaire was reviewed by the Shire and small changes were made to ensure it remained current with the Shire’s services. Whilst the sampling method remained the same as in previous years – inviting all residents and ratepayers in the Shire to participate – the primary method of distributing the survey changed from a mail survey to an online survey, supported by mail to seek a greater response which was achieved.

The survey was distributed using a 2-stage process that gave people the option of completing the comprehensive survey or a short version.

2300 ratepayers for whom the Shire had email addresses were sent a unique link to the comprehensive survey and were invited to complete the survey online. Those who didn’t respond were followed up with two reminders.

Once the invitation and reminder process had been completed, those who hadn’t completed the online survey, as well as those for whom the Shire didn’t have email addresses, were sent a postcard with a short (5 question) version of the survey on it. The postcard also contained QR codes and the URLs to both the comprehensive and short versions of the survey for those who wanted to complete it online. The two versions of the survey were also promoted on the Shire’s website, and paper copies of the questionnaire were available for those who requested them.

In all, 967 responses were received. Responses from people who: didn’t either live or own property in the Shire or were elected members or Shire employees were removed from the comprehensive survey (the short version didn’t capture that information), as well as partially completed surveys and duplicate responses accessed via the common link on the postcard, website or social media, a sample of 933 was achieved.

The sources were as follows:

Comprehensive survey	Online	Email invitation	<b>606</b>
Comprehensive survey	Online	Via QR code from the postcard or from Shire website	<b>81</b>
Comprehensive survey	Hardcopy	On request	<b>3</b>
Short survey	Hardcopy	Postcard	<b>197</b>
Short survey	Online	Via postcard or from Shire website	<b>46</b>

# THE APPROACH

After removing undeliverable surveys, the response rate for the email invitation approach was 27.2%.

No response rate can be calculated for the other four distribution methods as they were not mutually exclusive.

As this is a survey of resident households and non-resident ratepayers, the Shire has provided an estimate of the population who would have been sent a survey.

Across the five distribution methods, 28.1% of the resident and ratepayer population participated in this year's survey.

The total sample has an error margin of  $\pm 2.7\%$  at the 95% level of confidence, slightly better than in 2018 and 2020.

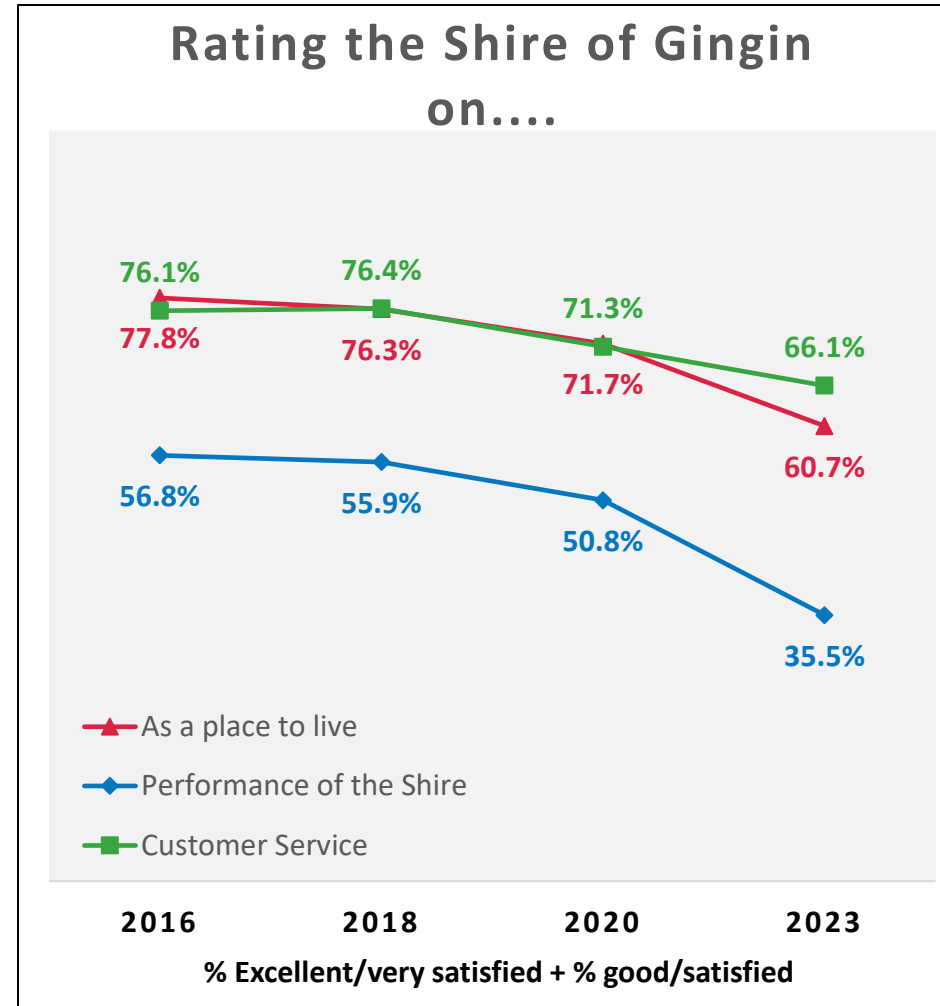
The data has been thoroughly checked and coded before being analysed. Comparisons have been made to 2020 results where appropriate and differences between subgroups of the population have been identified. The results are detailed in the following pages of this report.



# EXECUTIVE SUMMARY

# EXECUTIVE SUMMARY

- Perceptions of the overall **performance of the Shire** has continued to trend downwards since 2018 and fallen significantly since 2020, with just over 1 in 3 respondents rating the Shire as excellent / good, down from 1 in 2 respondents in 2020.
- Rating of the Shire **as a place to live** has also been trending downwards since 2018 and fallen significantly since 2020, although 3 in 5 respondents continue to rate it excellent / good.
- Amongst those who had had contact with the Shire over the previous 12 months, ratings of the **customer service** received during their most recent contact remains high and while statistically similar to the 2020 result is now below the 2016 and 2018 results.
- As occurred in 2020, non-resident ratepayers expressed significantly higher levels of satisfaction with the **performance of the Shire** overall and with the Shire **as a place to live**.



Q1. Performance of the Shire 2020, 2023 n=899; 34 don't know and no response excluded  
 Q2B. Customer service, 2023 n=504 who had contact with the Shire, 19 don't know, gave no responses excluded  
 Q3. A place to live, 2023 n=905; 28 don't know and no response excluded



# SATISFACTION WITH SHIRE SERVICES AND FACILITIES

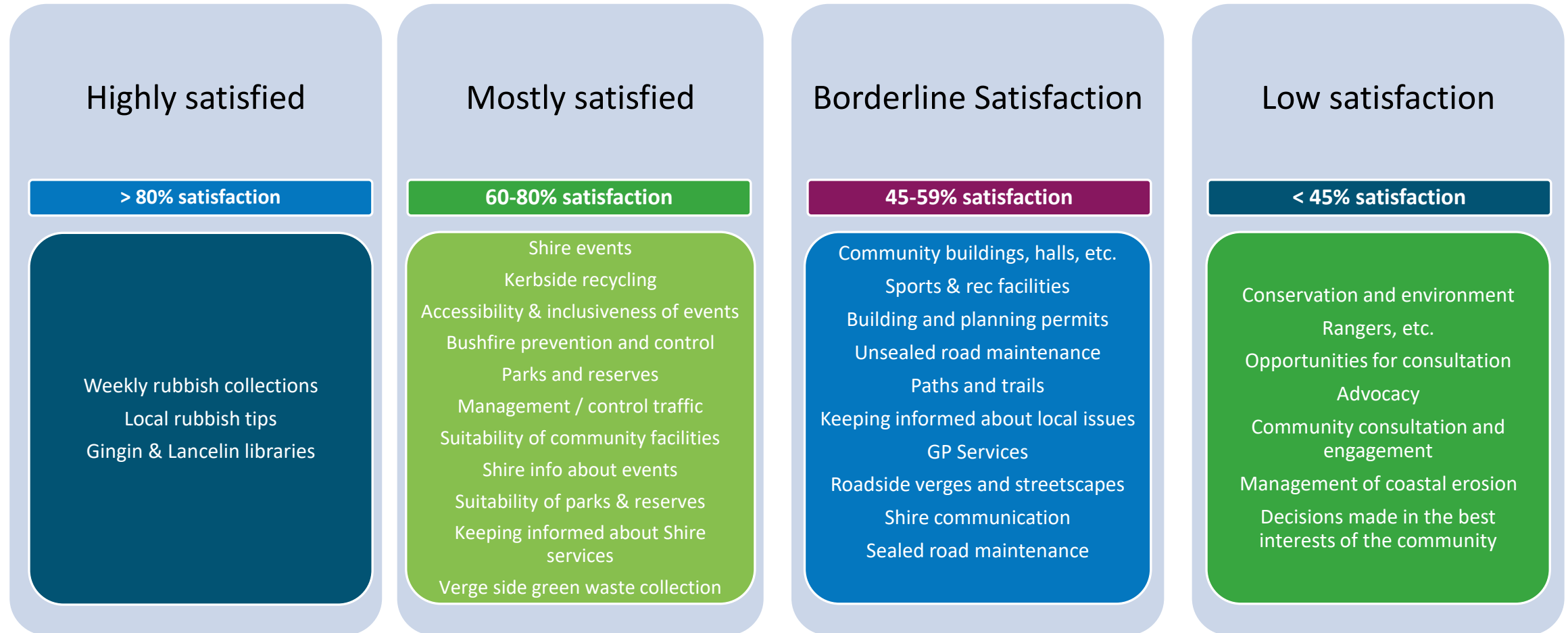
**Residents and ratepayers were asked this year to rate their satisfaction with 28 services and facilities provided by the Shire.**

The services and facilities provided by the Shire have been reported in four groups:

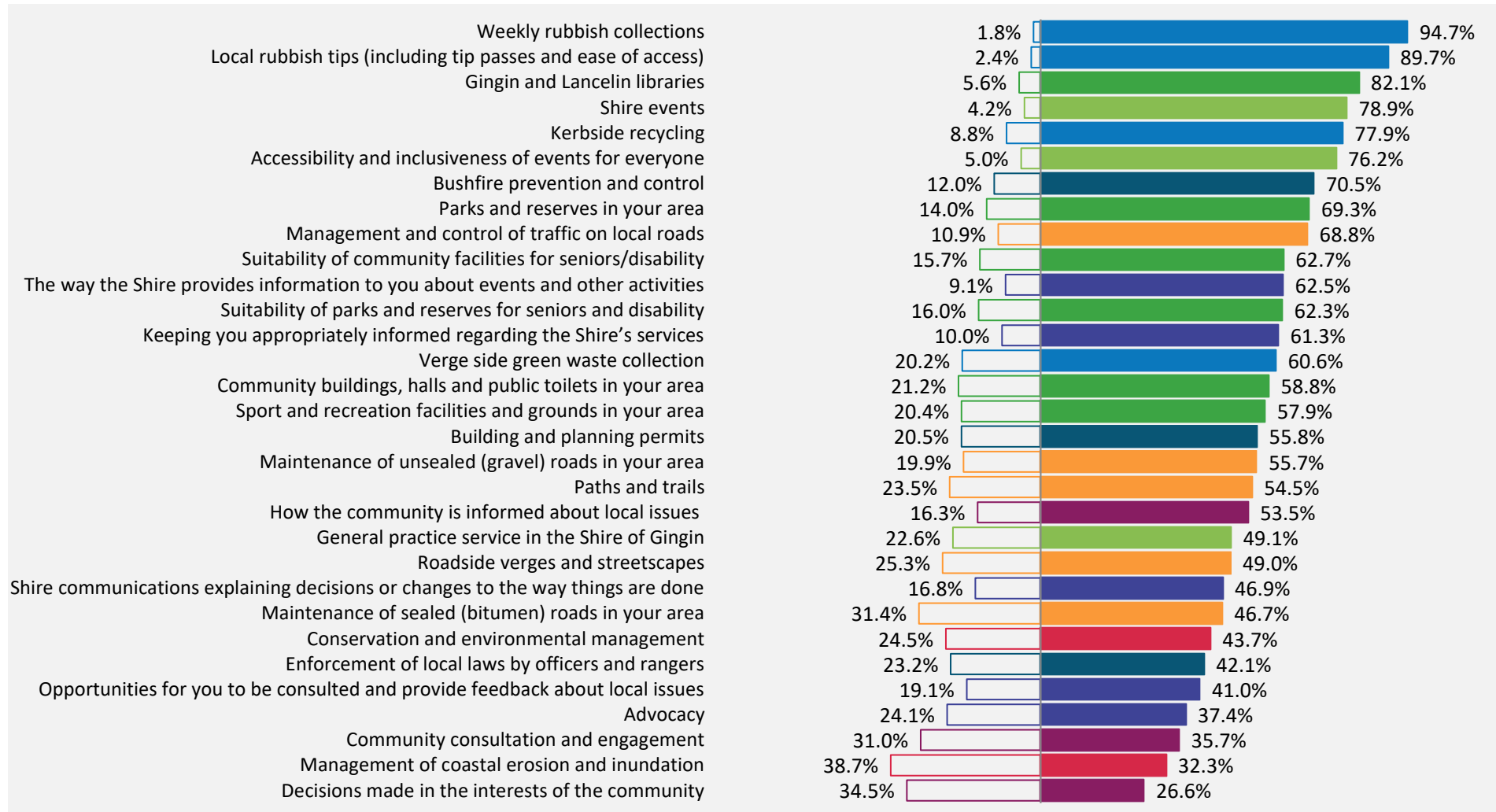
- Areas of **high overall satisfaction**: where more than 80% of users were satisfied or very satisfied.
- Areas where users were **mostly satisfied**: 60-80% gave satisfied or very satisfied ratings.
- Areas of **borderline satisfaction**: where 45-59% of users are satisfied or very satisfied.
- Areas of **lower satisfaction**: where fewer than 45% of users are satisfied or very satisfied.

**Overall satisfaction** ranged from a high of 94.7% (for weekly rubbish collections) to a low of 26.6% (for decisions made in the interests of the community). These two were also the best and worst performing services and facilities in 2020.

# SATISFACTION WITH SHIRE SERVICES AND FACILITIES



# OVERALL SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES



Q.4 , Q5, Q6, Q7. (n=162-646, 44-528 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



# CHANGES IN SATISFACTION WITH SHIRE SERVICES AND FACILITIES FROM 2020

The table below outlines the services and facilities where satisfaction improved, was similar to 2020 or declined / worsened. Unless otherwise noted, the changes refer to all three measures reported.

Satisfaction improved	Similar results to 2020	Lower satisfaction results than in 2020
Bushfire prevention and control	Weekly rubbish collection	Sport and recreation facilities and grounds
Roadside verges and street scapes (VS+S & D+VD)	Kerbside recycling	Community buildings, halls and public toilets (VS only)
	Verge side green waste collection	Parks and reserves (VS & D+VD only)
	Local rubbish tips	Shire events (VS only)
	Building and planning permits	General practice service
	Enforcement of local laws	Community consultation and engagement (VS+S & D+VD)
	Libraries	How the community is informed about local issues (VS)
	Conservation and environmental management	Decisions made in the interests of the community (VS+S & D+VD)
	Management of coastal erosion and inundation	The way information about events and activities is disseminated (VS only)
	Maintenance of sealed roads	Opportunities to be consulted and provide feedback about local issues (VS+S)
	Maintenance of unsealed roads	Shire communication explaining decisions or changes to the way things are done (VS+S)
	Management and control of traffic on local roads	
	Paths and trails	
	Being kept informed about Shire services	
	Advocacy	

Key:  
 VS = very satisfied  
 VS+S = Very satisfied or satisfied  
 D+VD = Dissatisfied or very dissatisfied

Measured for the first time this year were:

- Access to and usability of sport and recreation facilities and grounds, community buildings and libraries for seniors and people with a disability
- Access to and useability of PARKS AND RESERVES for seniors and people with a disability
- Accessibility and inclusiveness of events for everyone



# GROUPS OF RESIDENTS WITH DIFFERING VIEWS TO THE REST OF THE SHIRE

## Upper Coastal

More satisfied

More dissatisfied

- Management of coastal erosion and inundation
- Advocacy

## Gingin & Rural

More satisfied

More dissatisfied

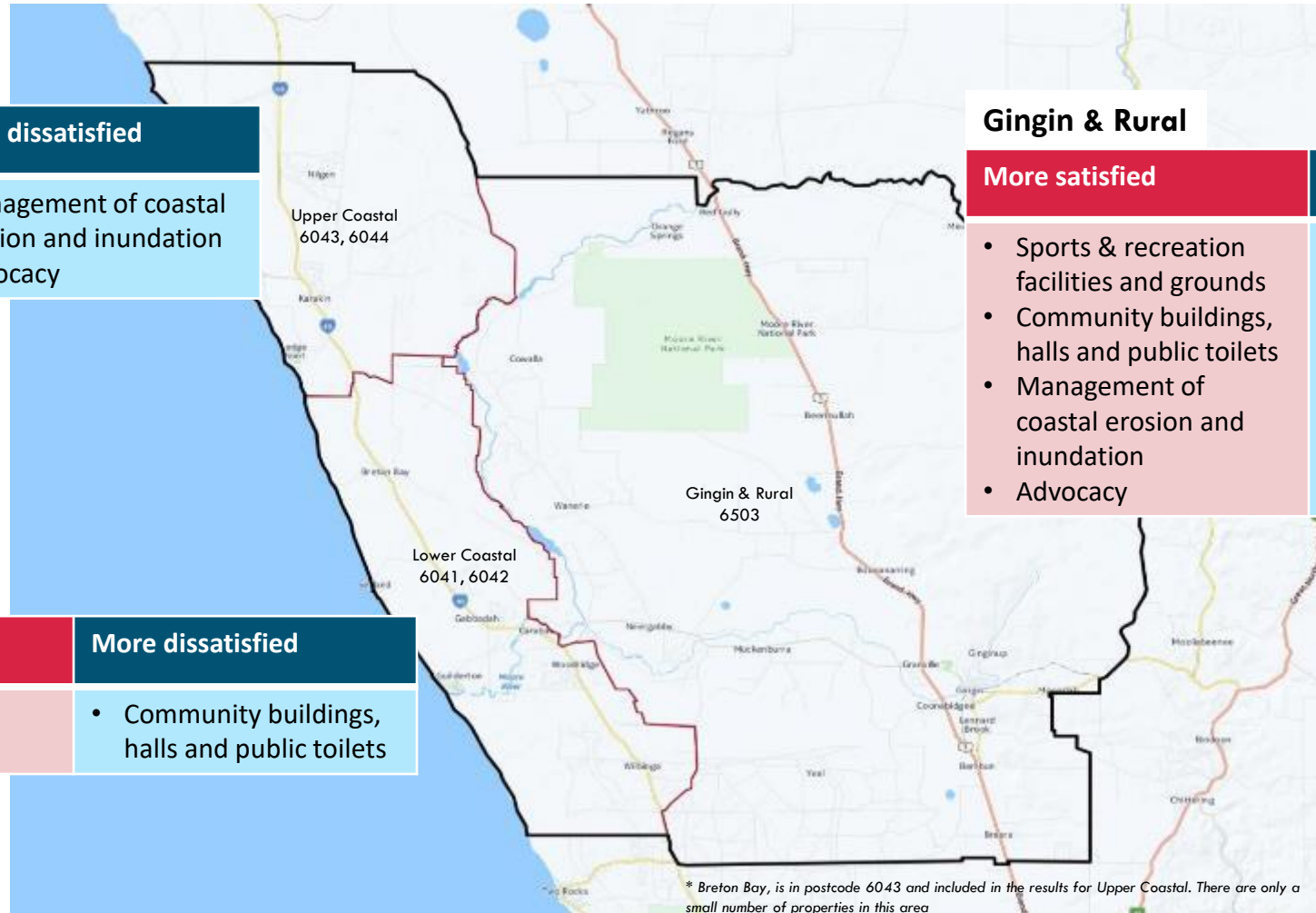
- Sports & recreation facilities and grounds
- Community buildings, halls and public toilets
- Management of coastal erosion and inundation
- Advocacy

## Lower Coastal

More satisfied

More dissatisfied

- Community buildings, halls and public toilets



# GROUPS OF RESIDENTS WITH DIFFERING VIEWS TO THE REST OF THE SHIRE

## Residents

**More are satisfied:** residents are not more satisfied in any areas

**Fewer are satisfied with:**

- Community buildings, halls and public toilets
- Access to and usability of sports and recreation facilities and grounds, community buildings and libraries for seniors and people with a disability
- Parks and reserves
- Community consultation and engagement
- Decisions made in the best interests of the community
- Management and control of traffic
- Opportunities to be consulted

**More are dissatisfied with:**

- Sport and recreation facilities and grounds
- Maintenance of sealed & unsealed roads
- Roadside verges and streetscapes
- Paths and trails

## Non-resident ratepayers

**More are satisfied with:**

- Overall performance of the Shire
- Shire as a place to live
- Access to and usability of sports and recreation facilities and grounds, community buildings and libraries for seniors and people with a disability
- Parks and reserves
- Maintenance of sealed & unsealed roads
- Roadside verges and streetscapes
- Management and control of traffic
- Paths and trails
- Opportunities to be consulted

**Fewer are satisfied:** non-residents ratepayers are not less satisfied than other groups in any areas.

**More are dissatisfied:** non-residents ratepayers are not more dissatisfied than other groups in any areas.

## Owners of holiday homes

**More are satisfied with:**

- Shire as a place to live
- Community buildings, halls and public toilets
- Access to and usability of sports and recreation facilities and grounds, community buildings and libraries for seniors and people with a disability
- Parks and reserves
- Maintenance of sealed & unsealed roads
- Roadside verges and streetscapes
- Management and control of traffic
- Paths and trails

**Fewer are satisfied:** owners of holiday homes are not less satisfied than other groups in any areas.

**More are dissatisfied:** owners of holiday homes are not more dissatisfied than other groups in any areas.

## Owners of investment properties

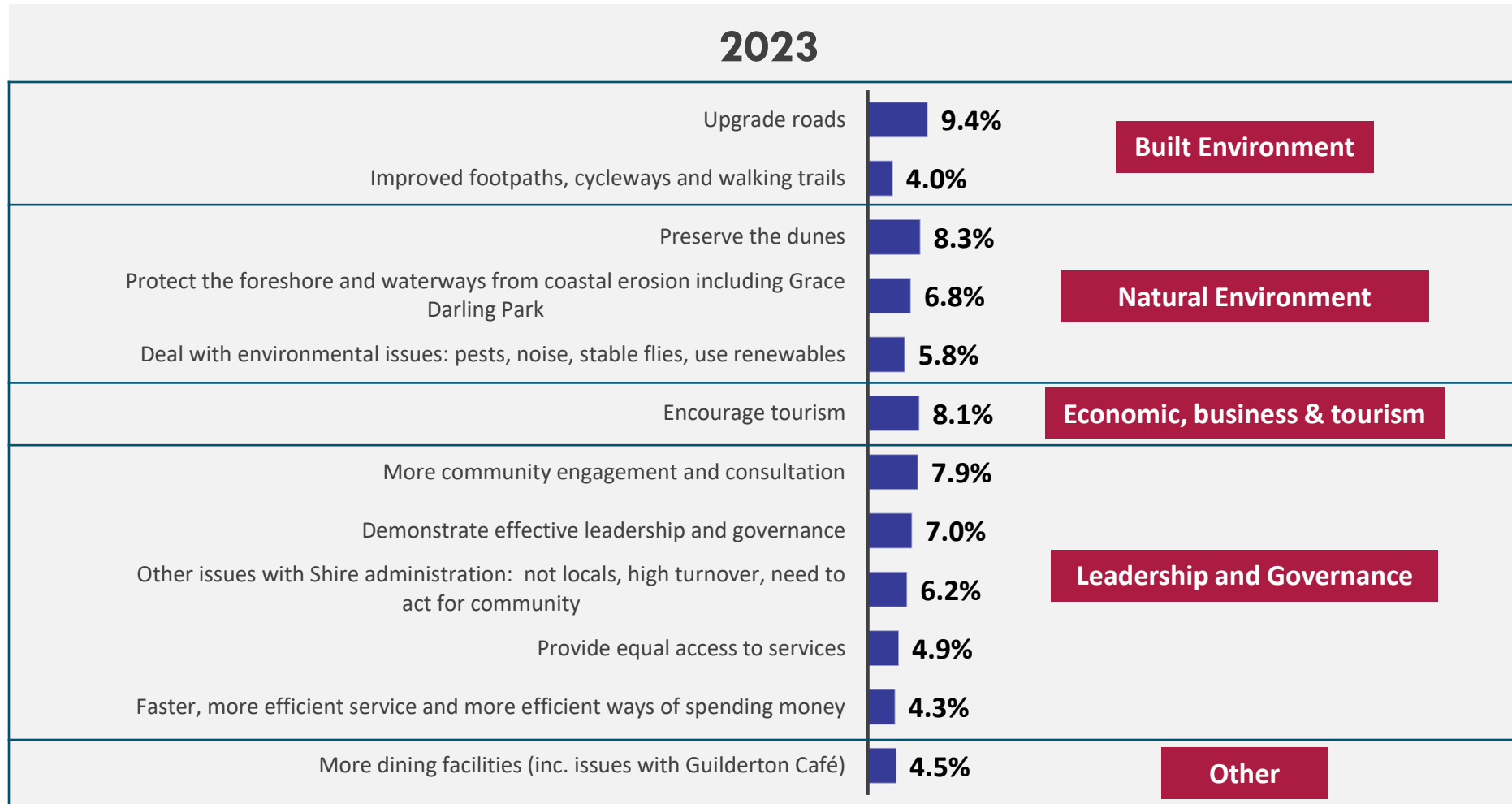
**More are satisfied with:**

- Maintenance of sealed roads

**Fewer are satisfied:** owners of investment properties are not less satisfied than other groups in any areas.

**More are dissatisfied:** owners of investment properties are not more dissatisfied than other groups in any areas.

# THINGS THE SHIRE COULD DO TO MAKE A DIFFERENCE



Q8. Make a difference (by category)  
And if there was one thing that the Shire had the power to do which would really make a difference, what would that be?  
n = 530; 160 don't know, had no contact or gave no responses excluded



# STRATEGIC CONCLUSIONS AND RECOMMENDATIONS



# STRATEGIC CONCLUSIONS AND RECOMMENDATIONS

**Residents' perceptions of the performance of the Shire overall have continued to deteriorate** since the 2018 survey and the rate of decline has increased since 2020. This has been exacerbated a somewhat by the lower ratings received via the QR codes and the post cards (though it is not clear as to the ratio of residents to non-residents returning postcards). The latter two approaches have tended to attract those people holding strong negative opinions. The impact on residents' perceptions of overall Shire performance of including responses to the short survey is a reduction of about 4% and of the QR code is a reduction of about 3% in resident satisfaction with overall Shire performance.

The great majority of non-resident ratepayers' perceptions (95%) came from the email invitation survey, though it is not clear if any postcard responses came from non-resident ratepayers. These perceptions are similar to those in 2020.

Overall ratings of the **performance of the Shire**, have fallen 15.3 percentage points to 35.5% respondents rating its performance excellent or good since 2020. This is also accompanied by a marked increase in ratings of poor or very poor, increasing to 28.1% of respondents.

Satisfaction with the Shire as **a place to live** has also fallen compared to 2020; however, 60.7% of respondents still remain very satisfied or satisfied.

Ratings of their most recent contact with the Shire continue to be positive, with 2 in 3 rating their experience excellent or good. Whilst similar to 2020 results, there is evidence of longer-term decline; 2023 results are significantly lower than in 2016 and 2018.

Amongst the 31 Shire services and facilities, as well as governance and communication, that were measured:

- The Shire continues to performs well in delivering the tangible regular services (notably the weekly general rubbish and kerbside recycling collections) as well as the community services and community facilities.
- Areas where satisfaction is borderline or where there is significant room for improvement tend to be services with encompass:
  - Statutory and regulatory areas (building & planning permits, and enforcement of local laws by officers and rangers).
  - Environmental management.
  - Roads and path networks (with the exception of management and control of traffic on local roads).
  - Governance
  - The advocacy and consultation.

Of the 28 that were measured last year, 2 have improved and 11 are perceived to perform less well.

# STRATEGIC CONCLUSIONS AND RECOMMENDATIONS

- In considering the low ratings for the performance of the Shire, the low ratings for governance and for communications, and the lower levels of satisfaction amongst residents (vs. non-residents), we recommend that the Shire:
  - Increase its communication and work in the area of community consultation and ‘decisions made in the interests of the community’. The Shire could consider undertaking **workshops in each of the larger communities**. These workshops could be designed around **tabling the issues, examining them in more detail, and identifying potential solutions from residents**. **The Shire should then announce its decision and act on it promptly where practical to do so.**
  - Consider **involving residents in the decision-making process**, through the use of charettes and deliberative polling (which provide participants with detailed information, so they understand the constraints the Shire is working with), advisory panels, committees and citizen juries (which are even more collaborative approaches). These are particularly useful for pernicious issues such as coastal erosion and environmental management as they ensure everyone has the same information and help the community identify what they are willing to trade off to achieve a particular outcome.
- Regardless of which activities the Shire chooses, it is **communication** – of the various points of view, the possible solutions, the outcomes and the reasons for the decisions – that is essential. It is no accident that the lower performing areas are all communications issues or are governance issues that have a strong communication element to them. While it is important for this information to be accessible to the whole community, it’s particularly important this information is shared with those groups most affected by the issue being consulted on.



# KEY FINDINGS

# KEY PERFORMANCE INDICATORS

- To commence the survey, survey participants were asked to consider and rate:
  - The Shire’s overall performance.
  - Customer service, if they had had contact with the Shire over the last 12 months (comprehensive survey only).
- These were measured on a 5-point scale:

<b>Excellent</b>	<b>Good</b>	<b>Mixed feelings</b>	<b>Poor</b>	<b>Very Poor</b>		<b>Don’t Know</b>
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- Survey participants were then asked to rate their satisfaction with the Shire of Gingin as a place to live.
- This was measured on a 5-point scale:

<b>Very satisfied</b>	<b>Satisfied</b>	<b>Mixed feelings</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>		<b>Don’t know</b>	<b>Did not use</b>
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# SHIRE OF GINGIN – Performance OVERALL

- Excellent + good performance – 35.5%
- Excellent performance – 3.8%
- Poor or very poor performance – 28.1%

## Who is satisfied?

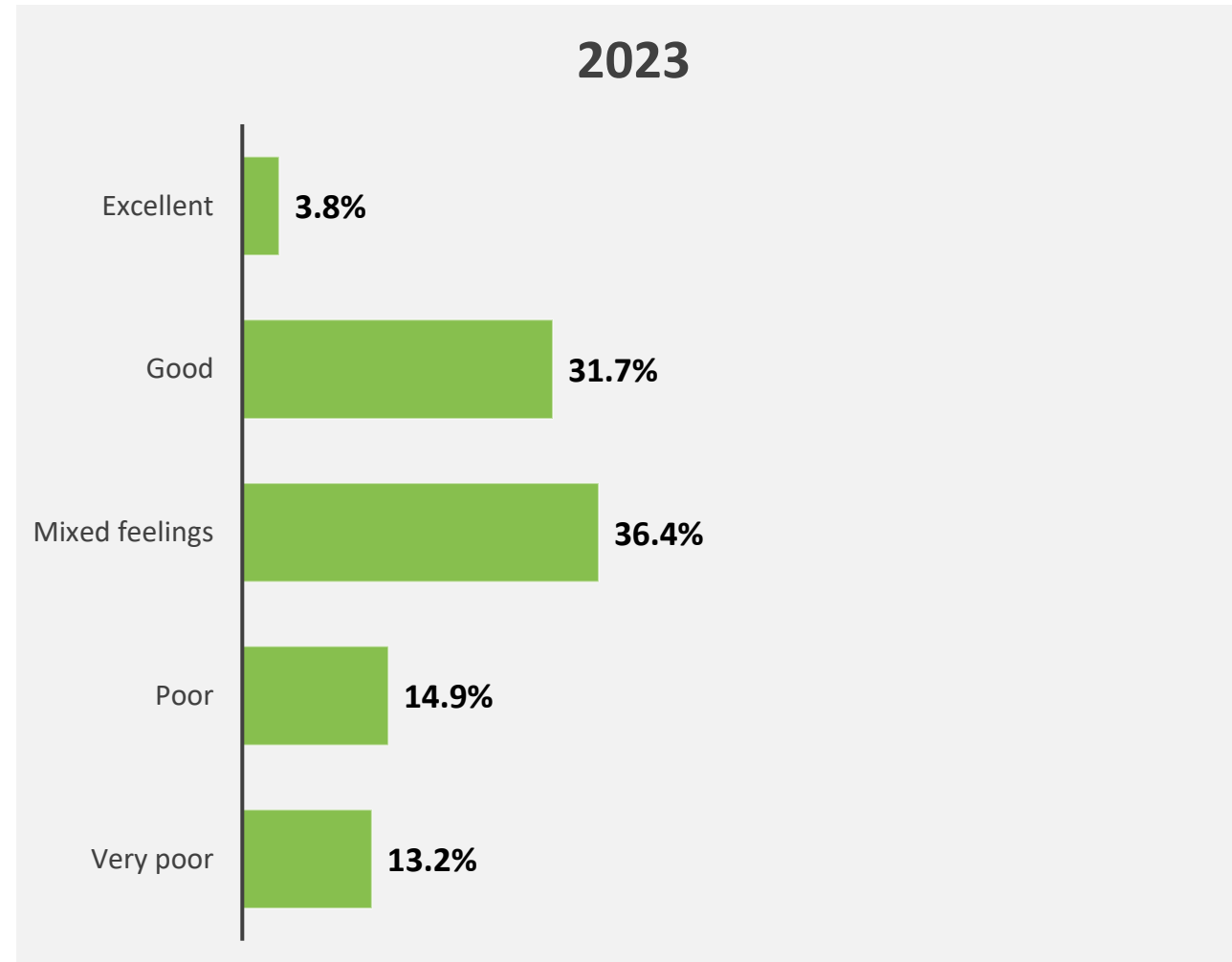
Non-resident ratepayers (50.7%)

## Who is less satisfied (but not dissatisfied)?

Residents (36.5%)

## Who has a higher level of dissatisfaction?

Respondents using QR codes (51.9%) and those responding by postcard (48.6%) dissatisfied.



*Q1. How do you feel about the performance of the Shire of Gingin over the past 12 months? Your response should not just be based on 1 or 2 issues but over ALL areas of responsibility. 2023 n=899; 34 don't know and no response excluded*

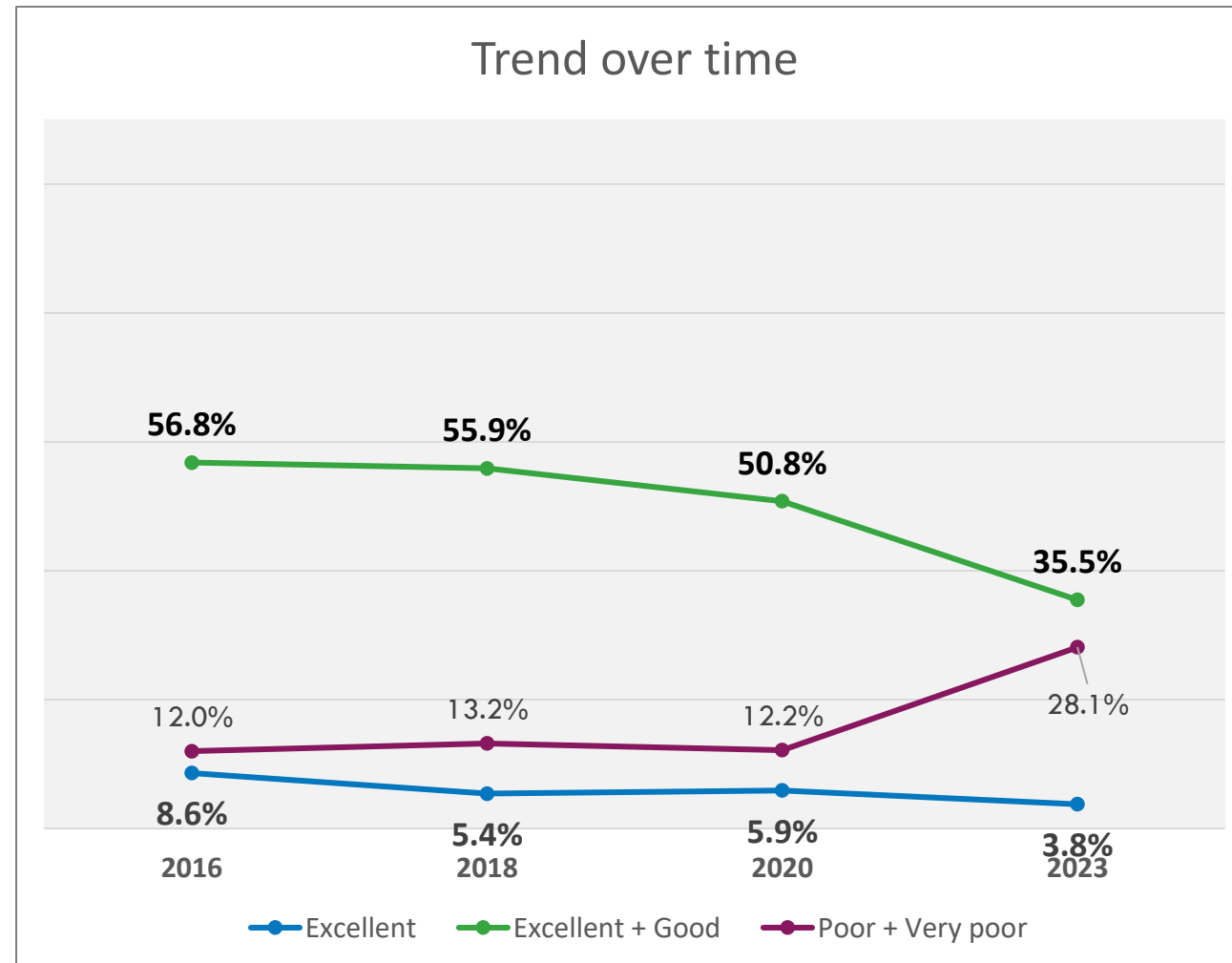
# SHIRE OF GINGIN – performance OVERALL

2023 results for excellent + good are significantly lower than the 2020 results. The results for poor + very poor are significantly higher than the 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result are also lower than the 2016 and 2018 results.
- Very satisfied – 2023 result is lower than the 2016 result.
- Dissatisfied + very dissatisfied – 2023 is also higher than the 2016 and 2018 results.

In previous years, the results for residents and non-resident ratepayers have been similar.



Q1. How do you feel about the performance of the Shire of Gingin over the past 12 months? Your response should not just be based on 1 or 2 issues but over ALL areas of responsibility. 2023 n=899; 34 don't know and no response excluded. 2020 n=658; 37 no response and unsure excluded. 2018 n=681; 49 no response and unsure excluded. 2016 n=521, 53 no response and unsure excluded.

# SHIRE AS A PLACE TO LIVE

- Very satisfied + satisfied with the Shire as a place to live – 60.7%
- Very satisfied – 19.8%
- Dissatisfied or very dissatisfied – 12.0%

## Who is satisfied?

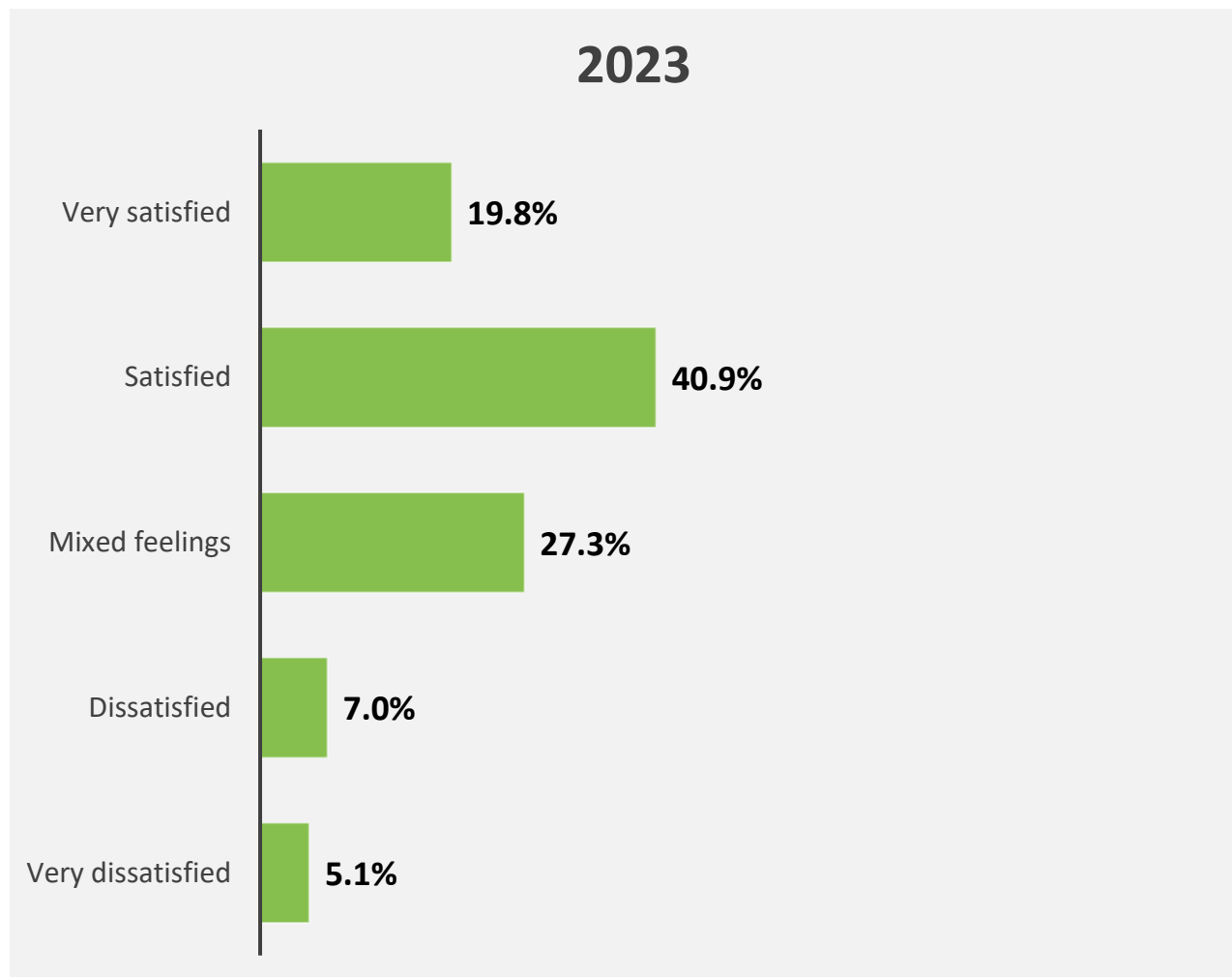
Ratepayers responding to the email invitation (67.9%)  
Non-resident ratepayers (72.1%)

## Who is less satisfied (but not dissatisfied)?

Respondents using QR codes and those responding by postcard (47.3%)

## Who has a higher level of dissatisfaction?

No one group stands out



Q3. Overall, how satisfied are you with the Shire of Gingin as a place to live?  
2023 n=905; 28 don't know and no response excluded

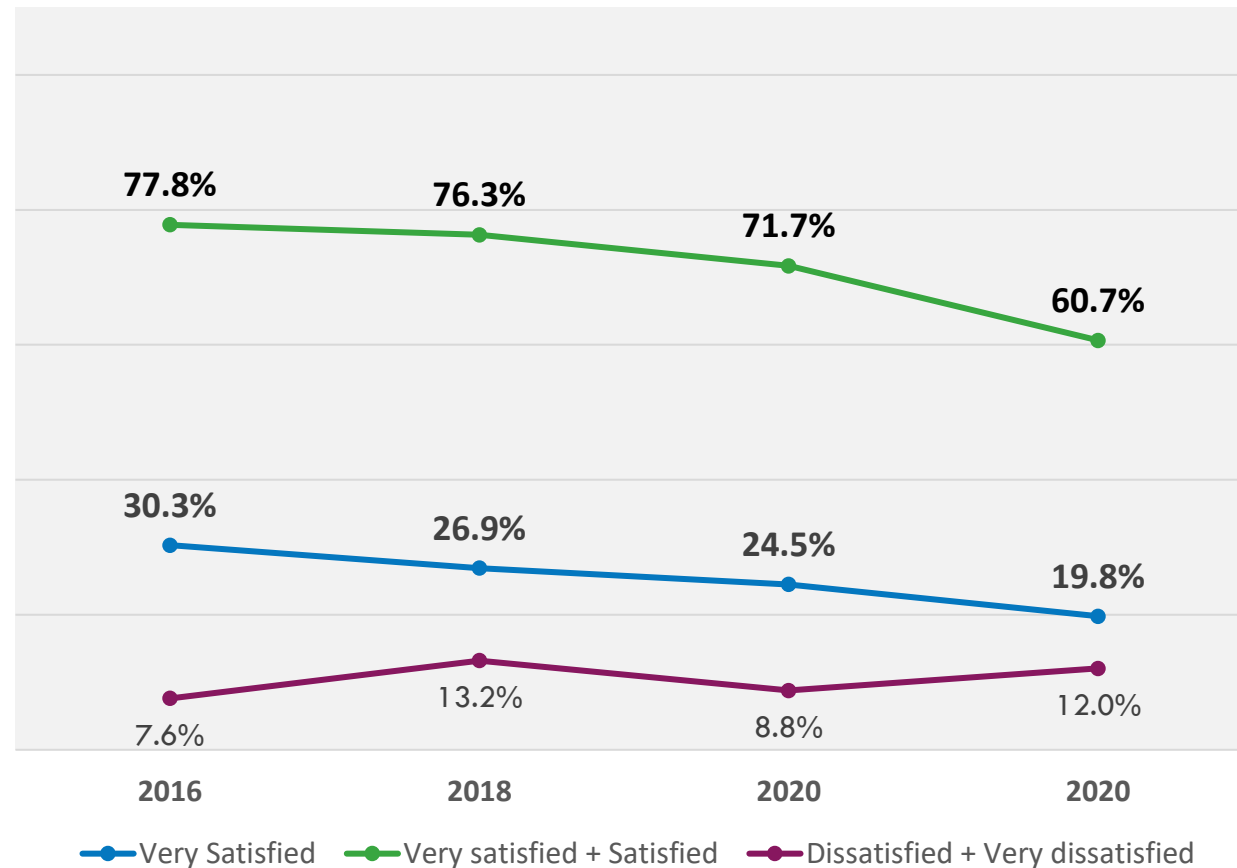
# SHIRE AS A PLACE TO LIVE

2023 results are significantly lower than the 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is also lower than the 2016 and 2018 results.
- Very satisfied – 2023 result is also lower than the 2016 and 2018 results.
- Dissatisfied + very dissatisfied – 2023 is higher than the 2016 result.

Trend over time



Q3. Overall, how satisfied are you with the Shire of Gingin as a place to live?  
 2023 n=905; 28 don't know and no response excluded  
 2020 n=672; 23 no response and unsure excluded  
 2018 n=714; 16 no response and unsure excluded  
 2016 n=543; 31 no response and unsure excluded



# TYPE OF CUSTOMER SERVICE CONTACT WITH THE SHIRE

The 2023 survey participants contacting the Shire:

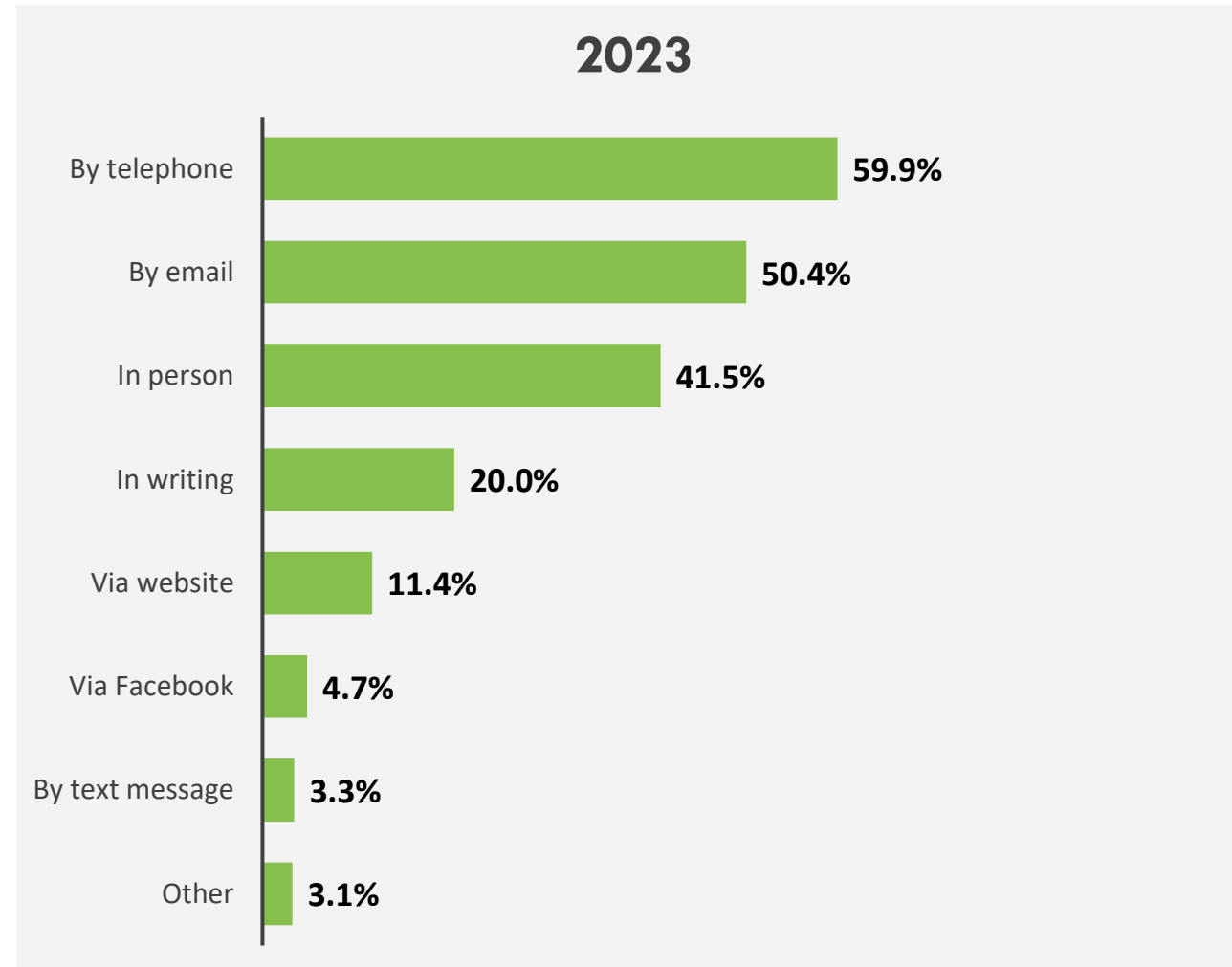
- Use of telephone continues to be strong.
- Use of email has increased since the 2020 survey.
- Use of in person contact and use of Facebook has decreased since the 2020 survey.

Contact with the Shire in person was highest amongst:

- Gingin & Rural
- Residents, esp. owner occupiers.

Contact with the Shire by telephone or email was lowest amongst:

- Aged 65+



*Q2A. Over the last 12 months, have you had any contact with the Shire of Gingin in any of the following ways 2023 n = 516; 174 no contact, no response and don't know excluded*

# CUSTOMER SERVICE PROVIDED BY THE SHIRE

## Customer service results are good:

- Excellent + good customer service – 66.1%
- Excellent customer service – 20.4%
- Poor or very poor customer service – 14.7%

## Who is satisfied?

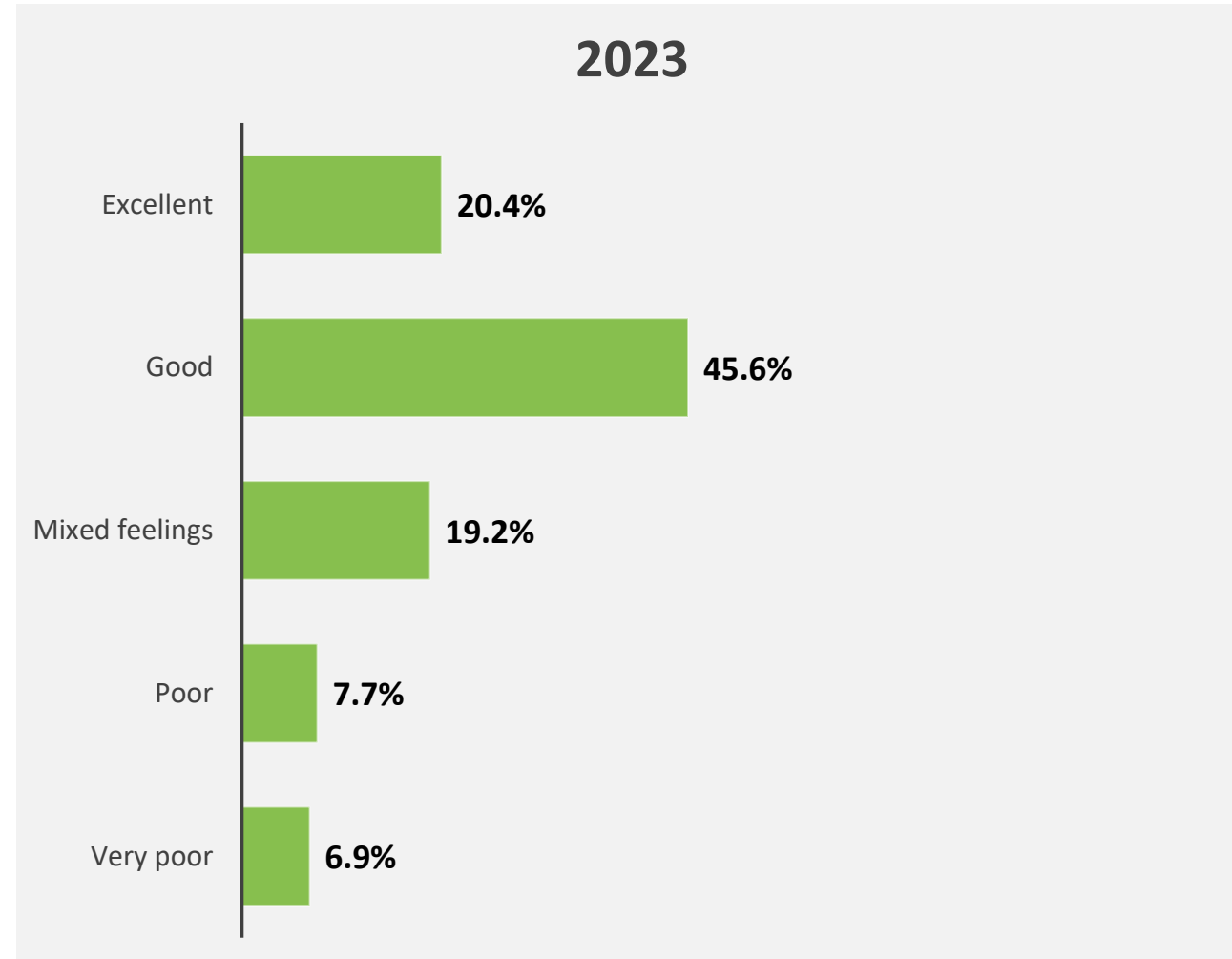
No one group stands out

## Who is less satisfied (but not dissatisfied)?

No one group stands out

## Who has a higher level of dissatisfaction?

No one group stands out



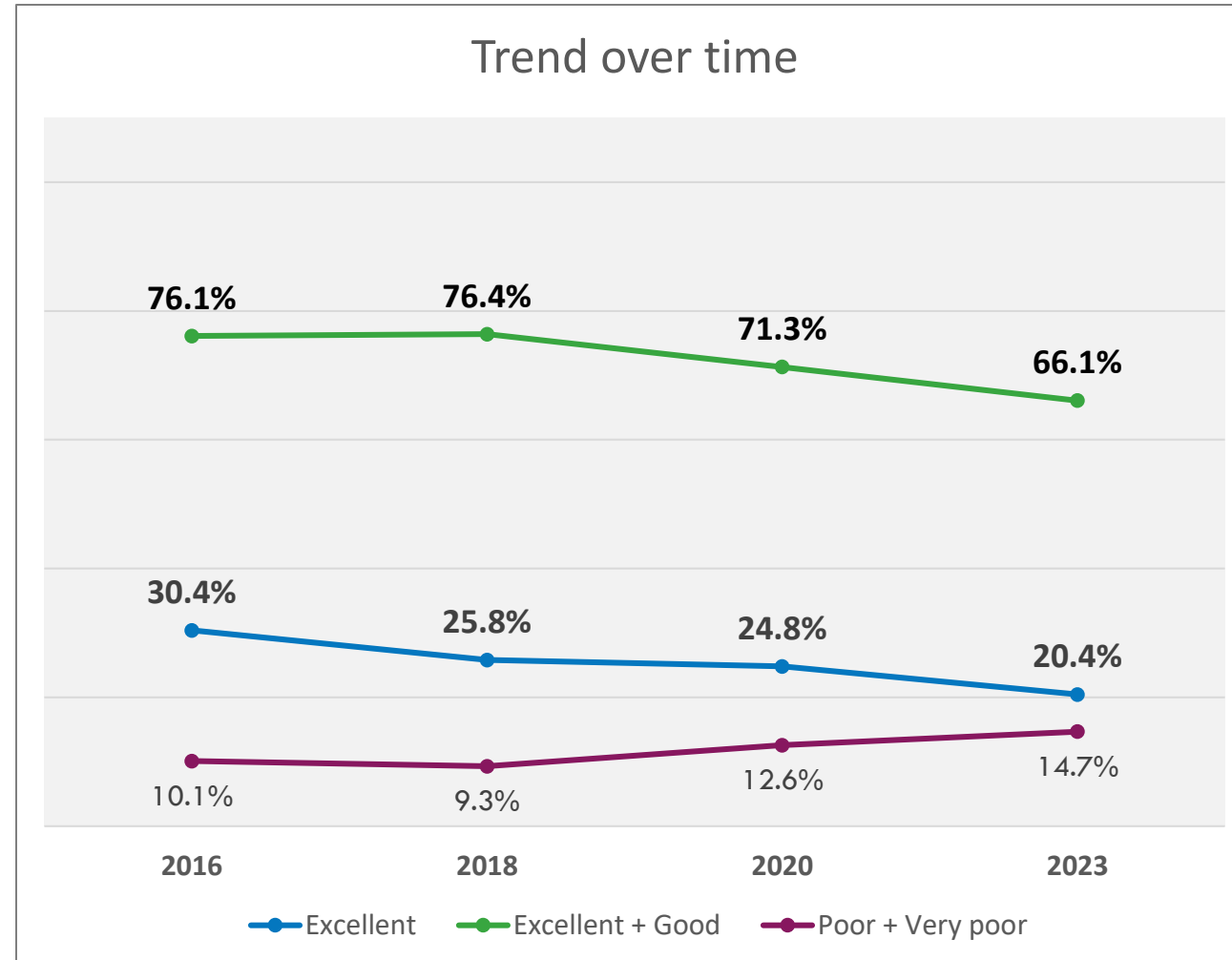
*Q2B. If you have had contact...thinking about the most recent contact, how would you rate the customer service provided? Please keep in mind we do not mean the actual outcome, rather the service you received. Was it... 2023 n=504 who had contact with the Shire, 19 don't know, had no contact or gave no responses excluded*

# CUSTOMER SERVICE PROVIDED BY THE SHIRE

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is lower than the 2016 and 2018 results.
- Very satisfied – 2023 result is also lower than the 2016 and 2018 results.
- Dissatisfied + very dissatisfied – 2023 is also higher than the 2016 and 2018 results.



Q2B. If you have had contact...thinking about the most recent contact, how would you rate the customer service provided? Please keep in mind we do not mean the actual outcome, rather the service you received. Was it...  
 2023 n=504 who had contact with the Shire, 19 don't know, had no contact or gave no responses excluded  
 2020 n=541 who had contact with the Shire, 154 don't know, had no contact or gave no responses excluded;  
 2018 n=551 who had contact with the Shire, 179 unsure, had no contact or gave no responses excluded;  
 2016 n=433 who had contact with the Shire; 141 unsure, had no contact or gave no responses excluded



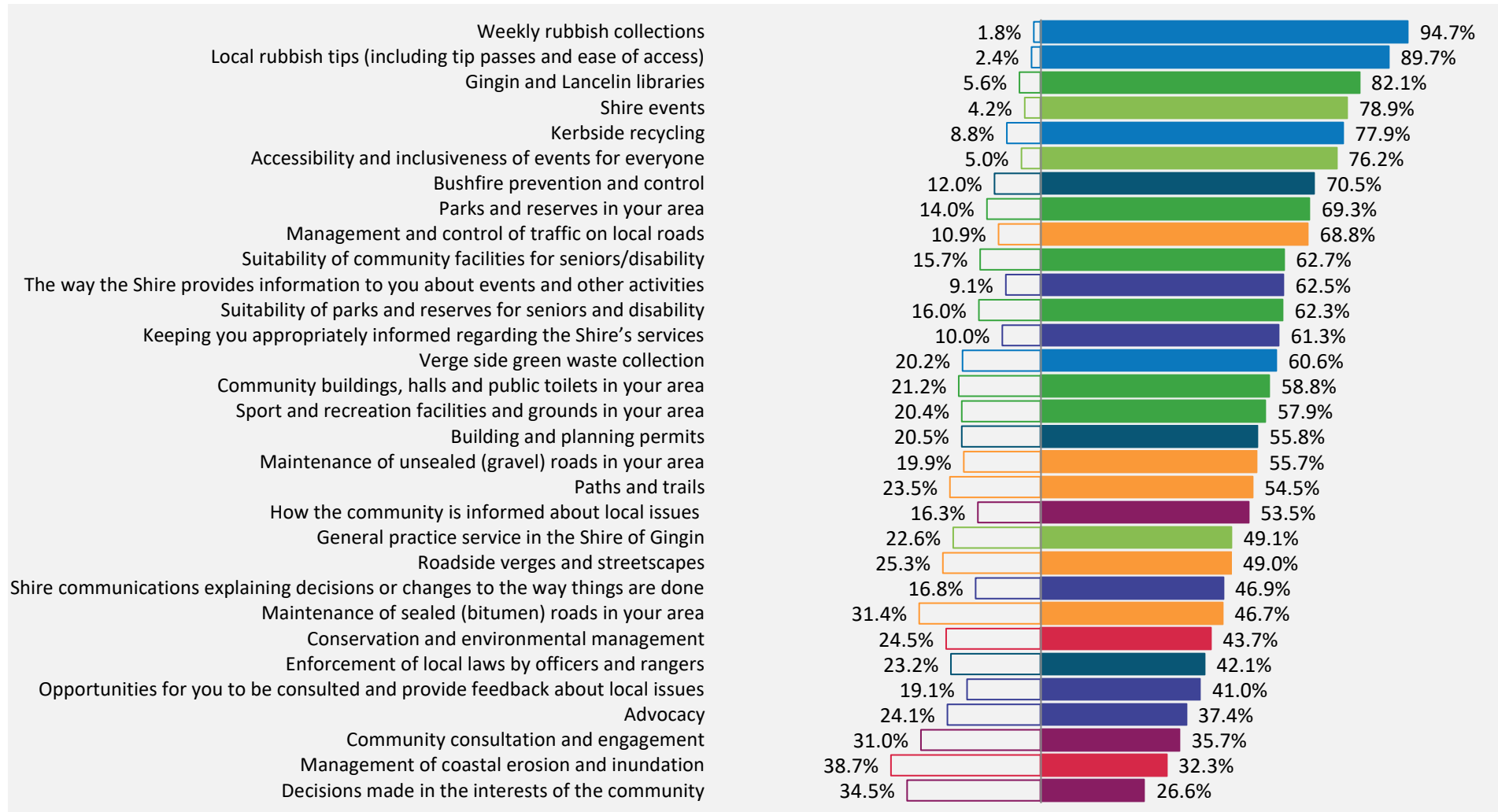
# OVERALL SERVICE RESULTS

# SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES

- People who participated in the comprehensive survey were asked to rate their satisfaction with key aspects of the Shire's performance in the areas of Waste Services; Regulatory and Development Services; Community Facilities and Services; Governance; Environmental Management; Roads and Path Networks; and Communications. Satisfaction was measured on the 5-point satisfaction scale.
- Those who had not actually RECEIVED the service or USED the service or facility over the last 12 months were provided with an option to indicate that they had not used the service and they were excluded from the calculation of satisfaction.
- A summary of the overall satisfaction with each service is shown in the next two slides, followed by a detailed analysis of the results for each service/facility assessed which are found in later sections of this report.
- They were also asked to name the one thing that the Shire had the power to do that would really make a difference.
- People participating in the short survey were asked to indicate whether they were satisfied (yes/no) with the Shire's overall delivery of its services, the Shire's facilities, and overall communication from the Shire.



# OVERALL SATISFACTION

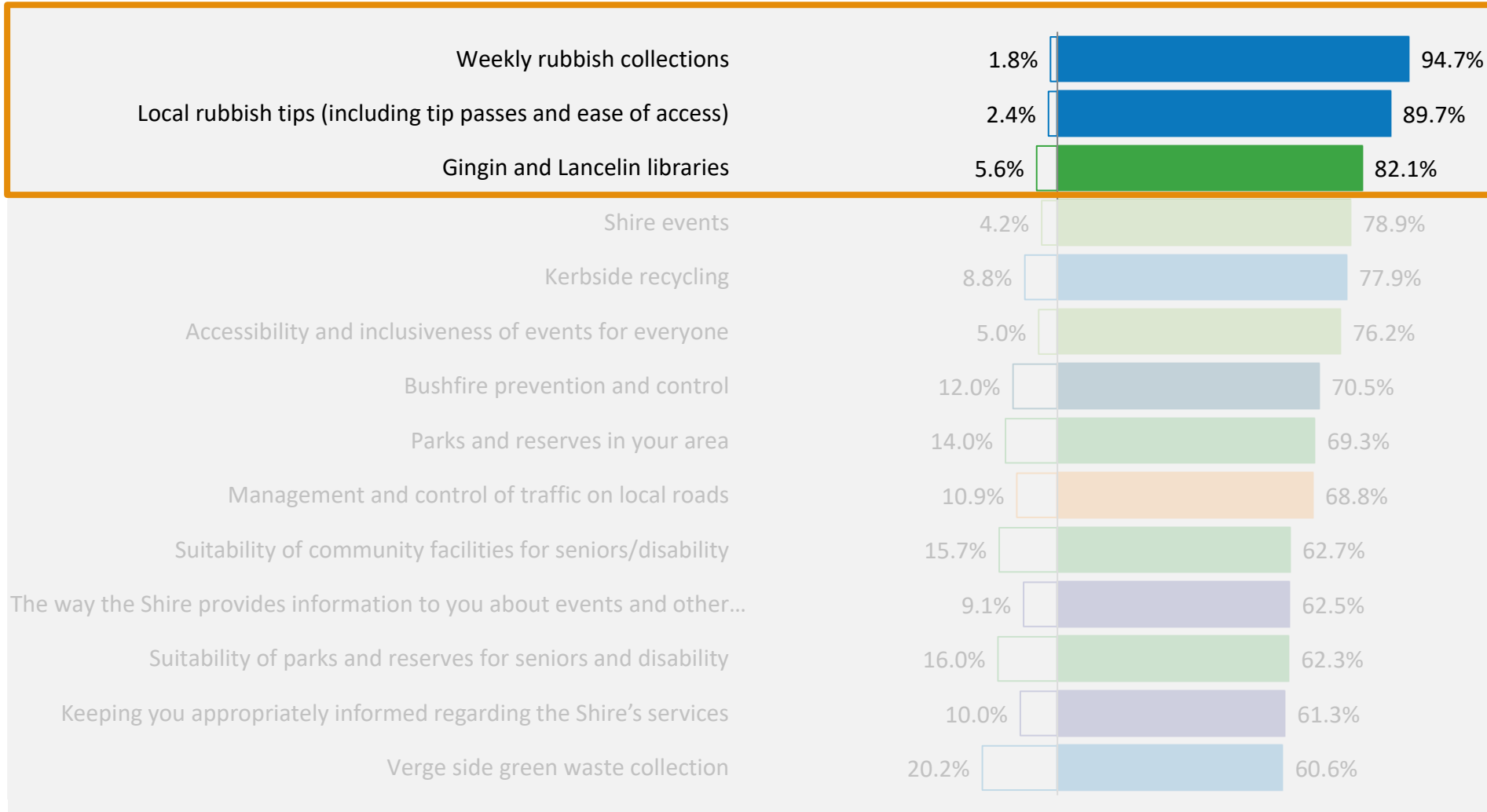


Q4, Q5, Q6, Q7. (n=162-646, 44-528 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



# OVERALL SATISFACTION ABOVE 80%

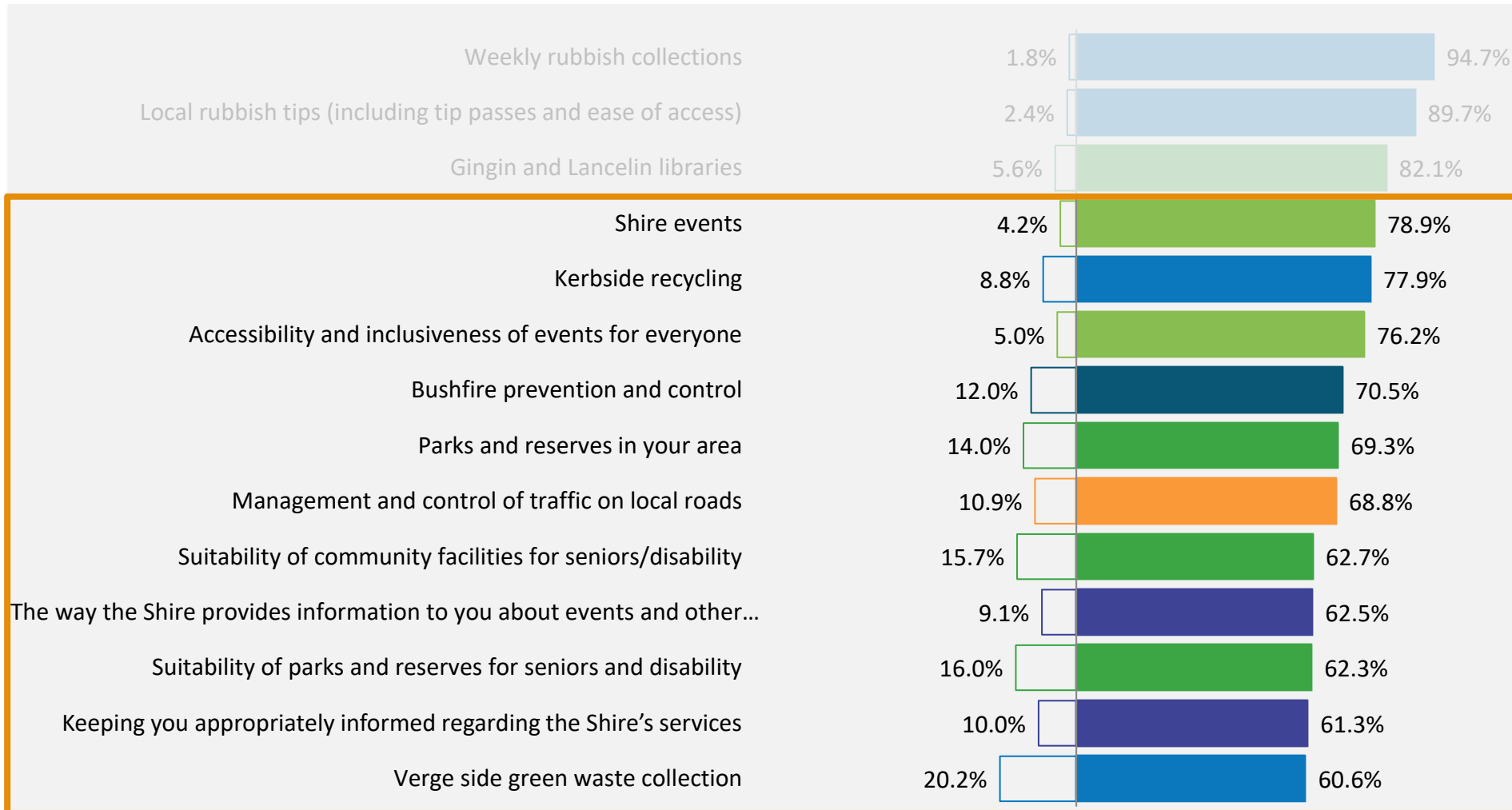


Q4, Q5, Q6, Q7. (n=162-646, 44-528 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



# OVERALL SATISFACTION 60 – 80%

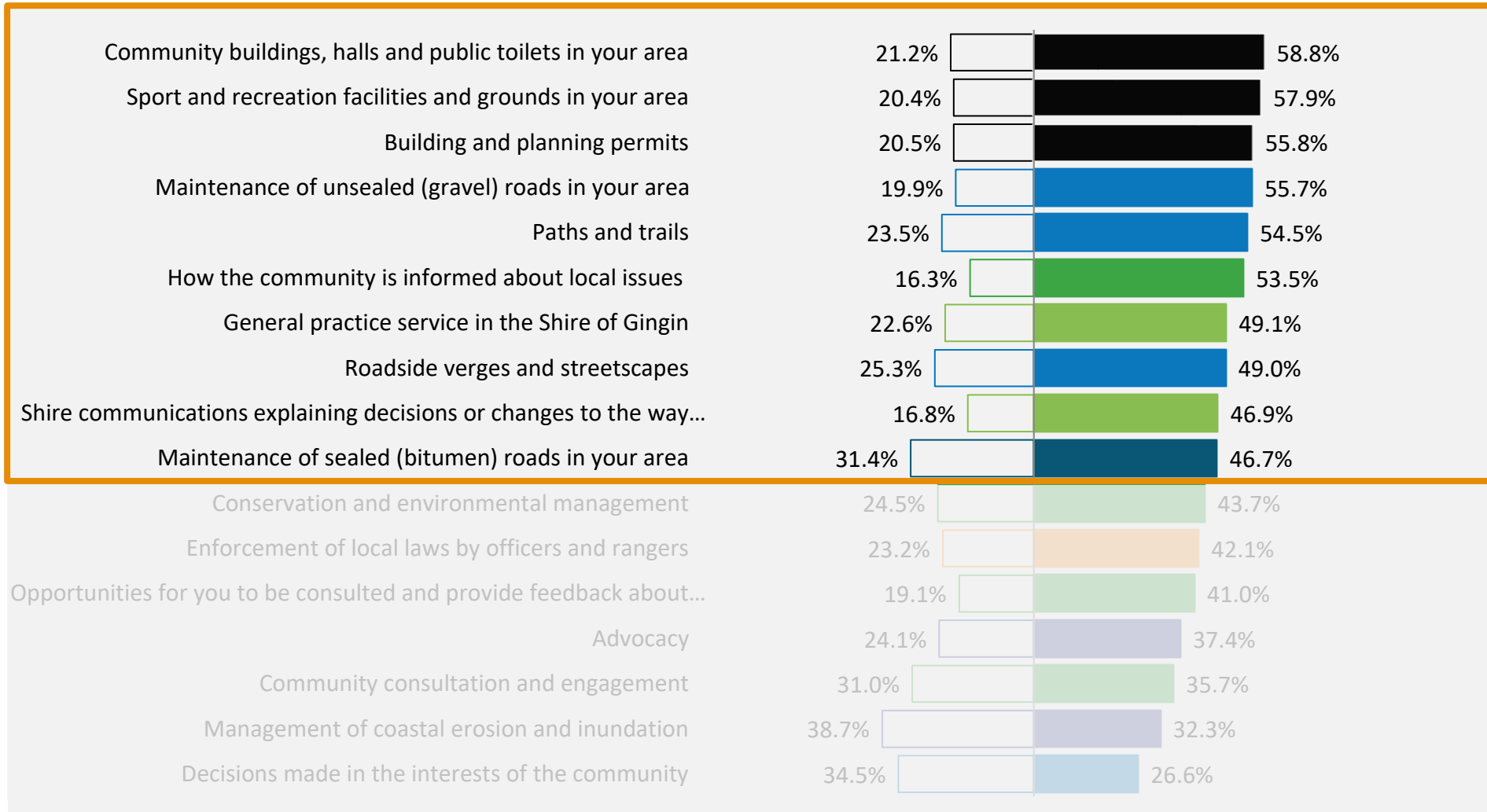


Q4, Q5, Q6, Q7. (n=162-646, 44-528 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



# OVERALL SATISFACTION 45 – 59%

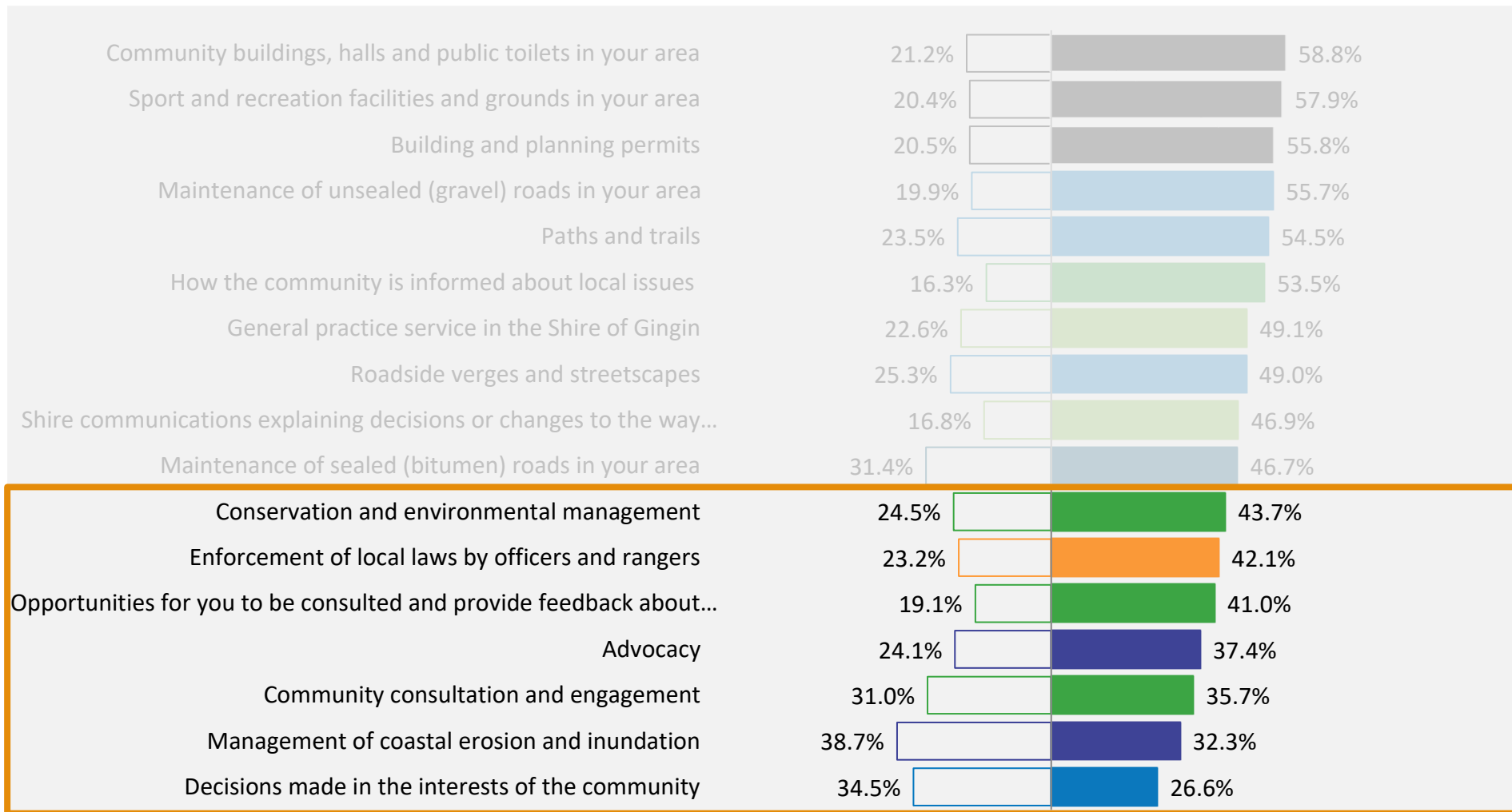


Q4, Q5, Q6, Q7. (n=162-646, 44-528 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



# OVERALL SATISFACTION BELOW 45%



Q4, Q5, Q6, Q7. (n=162-646, 44-528 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.





# CHANGES IN SATISFACTION WITH SHIRE SERVICES AND FACILITIES FROM 2020

The table below outlines the services and facilities where satisfaction improved, was similar to 2020 or had declined since 2020. Unless otherwise noted, the changes refer to all three measures reported.

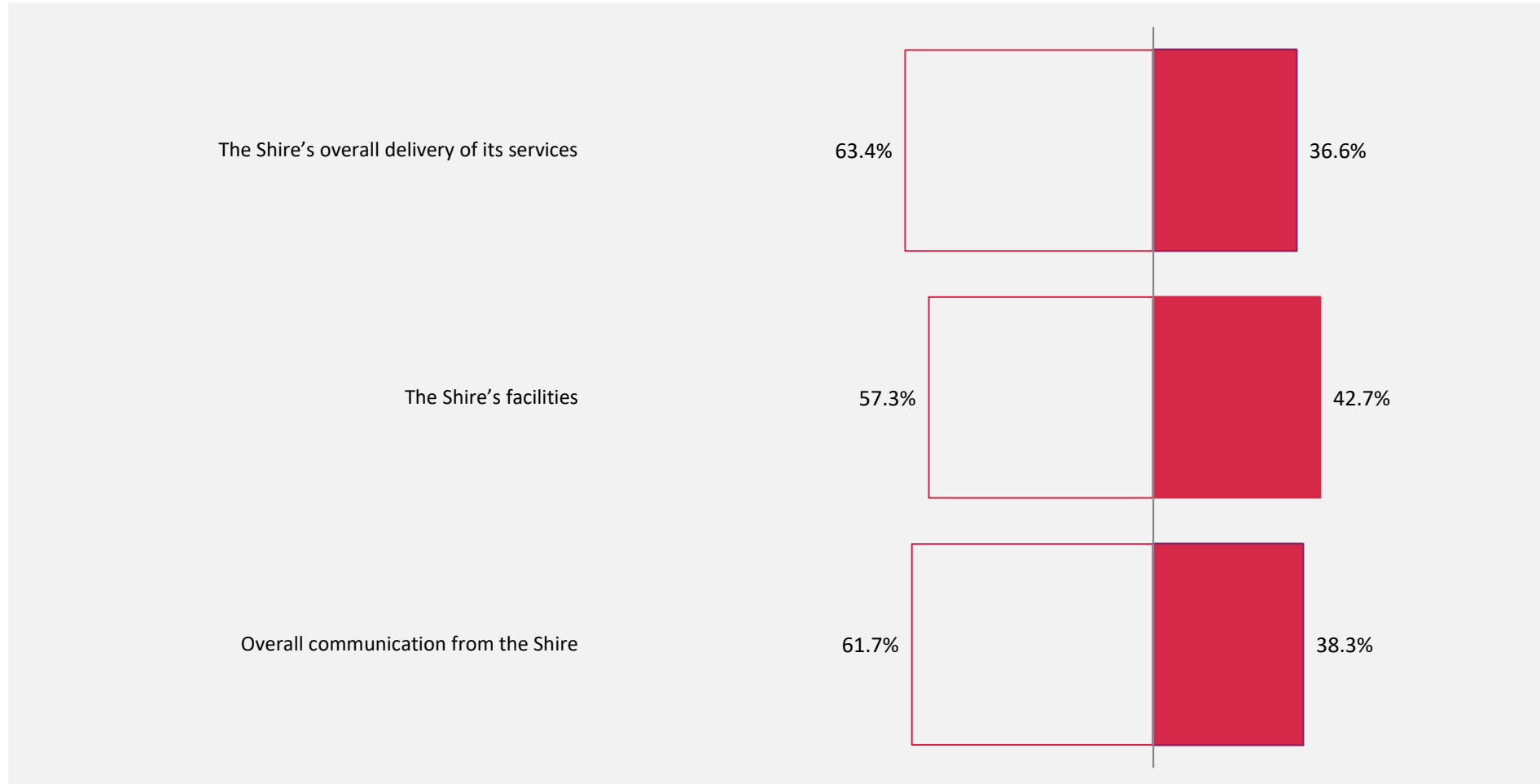
Improvement	Similar to 2020	Declined
Bushfire prevention and control	Weekly rubbish collection	Sport and recreation facilities and grounds
Roadside verges and streetscapes (VS+S & D+VD)	Kerbside recycling	Community buildings, halls and public toilets (VS only)
	Verge side green waste collection	Parks and reserves (VS & D+VD only)
	Local rubbish tips	Shire events (VS only)
	Building and planning permits	General practice service
	Enforcement of local laws	Community consultation and engagement (VS+S & D+VD)
	Libraries	How the community is informed about local issues (VS)
	Conservation and environmental management	Decisions made in the interests of the community (VS+S & D+VD)
	Management of coastal erosion and inundation	The way information about events and activities is disseminated (VS only)
	Maintenance of sealed roads	Opportunities to be consulted and provide feedback about local issues (VS+S)
	Maintenance of unsealed roads	Shire communication explaining decisions or changes to the way things are done (VS+S)
	Management and control of traffic on local roads	<div style="border: 1px solid black; padding: 5px;">                     Key:                      VS = very satisfied                      VS+S = Very satisfied or satisfied                      D+VD = Dissatisfied or very dissatisfied                 </div>
	Paths and trails	
	Being kept informed about Shire services	
	Advocacy	

Measured for the first time this year were:

- Access to and usability of sport and recreation facilities and grounds, community buildings and libraries for seniors and people with a disability
- Access to and useability of PARKS AND RESERVES for seniors and people with a disability
- Accessibility and inclusiveness of events for everyone

# SATISFACTION WITH SERVICES, FACILITIES AND COMMUNICATION

The short survey measured 3 further items, satisfaction with: service delivery, Shire facilities and communication as shown below. Whilst it is difficult to draw comparisons between the two surveys, it would appear that satisfaction measured in the short survey was at the lower end of the results from the comprehensive survey (shown in the coloured table to the right). No cross analysis is possible from the short survey as no additional data was collected.



<b>Waste Services</b> Ranges from 60.6% - 94.7%
<b>Regulatory &amp; Development Services</b> Ranges from 42.1% - 70.5%
<b>Community Facilities</b> Ranges from 57.9% - 82.1%
<b>Community Services</b> Ranges from 49.1% - 78.9%
<b>Governance</b> Ranges from 26.6% - 53.5%
<b>Environmental Management</b> Ranges from 32.3% - 43.7%
<b>Roads and Path Networks</b> Ranges from 46.7% - 68.8%
<b>Communications</b> 37.4% - 62.5%



# INDIVIDUAL SERVICE RESULTS

# WASTE SERVICES

Waste Services were rated highly with over 60% of the community rating themselves as satisfied or very satisfied with the service provided. The overall level of satisfaction for each service is similar to 2020.

Row %	Very satisfied	Very satisfied + satisfied	Commentary
Weekly rubbish collections	47.4%	94.7%	The highest level of satisfaction of any service; however <b>very satisfied</b> is trending downward and the 2023 result is lower than 2016.
Kerbside recycling	28.5%	77.9%	High level of satisfaction, similar to 2018 and 2020.
Verge side green waste collection	15.9%	60.6%	Significant decline in <b>very satisfied</b> occurred in 2018 and still has not recovered.
Local rubbish tips (including tip passes and ease of access)	44.4%	89.7%	Satisfaction is very high and continues to be higher than in 2016.





# WEEKLY RUBBISH COLLECTIONS

- Very satisfied + satisfied – 97.7%
- Very satisfied – 47.4%
- Dissatisfied + very dissatisfied – 1.8%

## Who is satisfied?

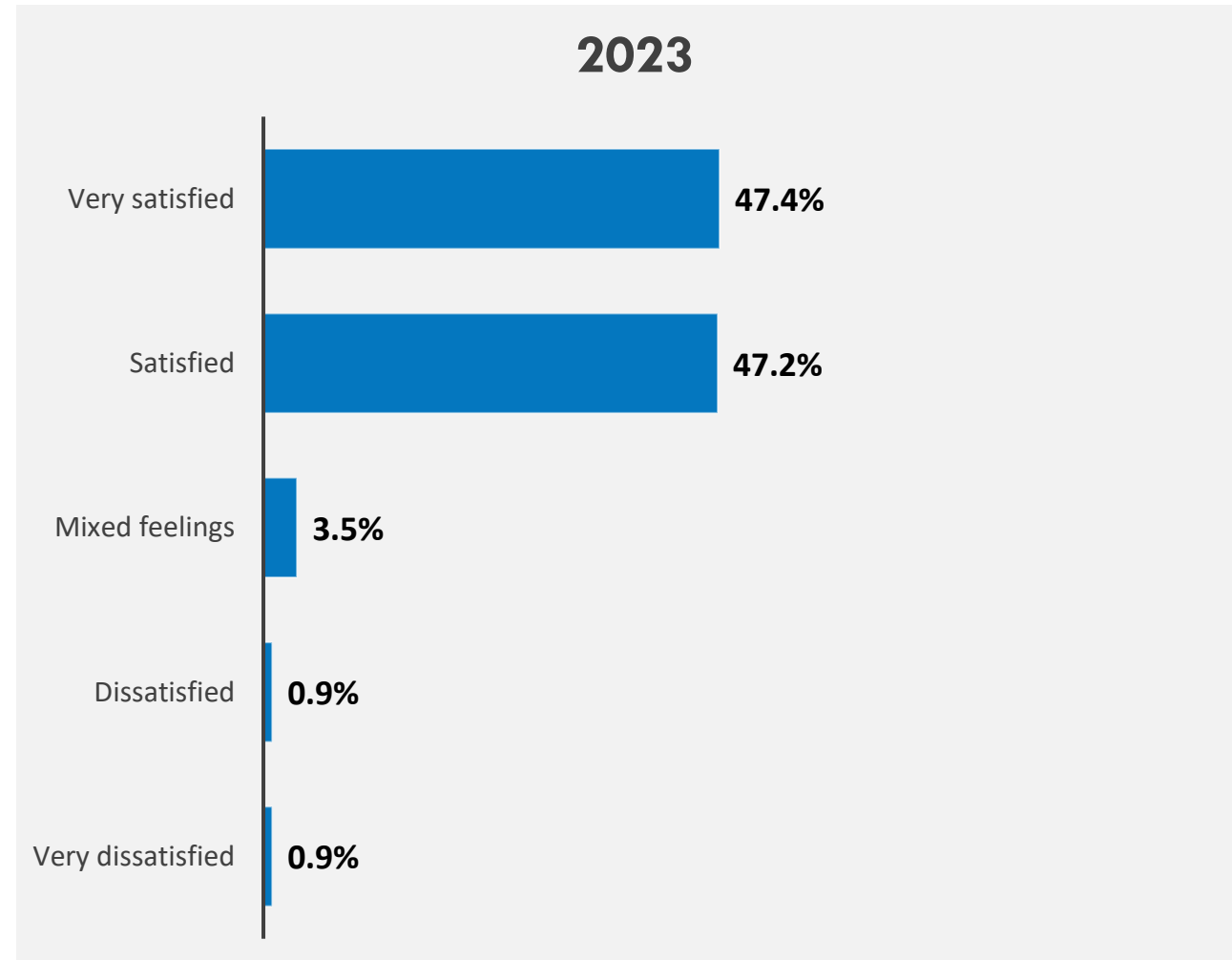
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



*Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months: Waste services  
2023 n = 544; 146 no response, unsure and do not receive excluded*



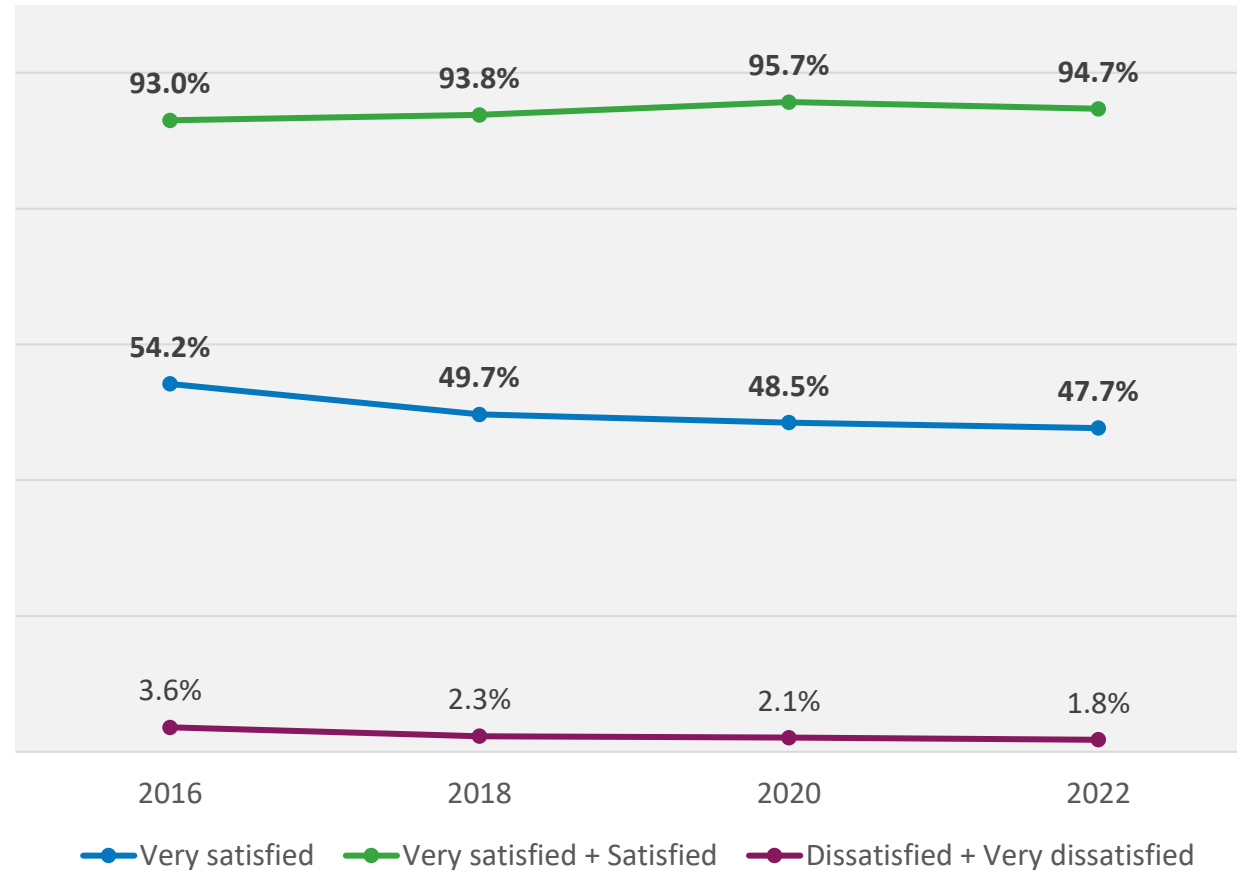
# WEEKLY RUBBISH COLLECTIONS

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to all previous years.
- Very satisfied – 2023 result is similar to 2018 and 2020, but now below 2016.
- Dissatisfied + very dissatisfied – 2023 result is similar to all previous years.

Trend over time



Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months: Waste services  
 2023 n = 544; 146 no response, unsure and do not receive excluded  
 2020 n = 577; 118 no response, unsure and do not receive excluded  
 2018 n=756; 154 no response, unsure and do not receive excluded  
 2016 n=457; 117 no response and unsure and do not receive service excluded

# KERB-SIDE RECYCLING

- Very satisfied + satisfied – 77.9%
  - Very satisfied – 28.5%
  - Dissatisfied + very dissatisfied – 8.8%
- Not all households receive this service.

## Who is satisfied?

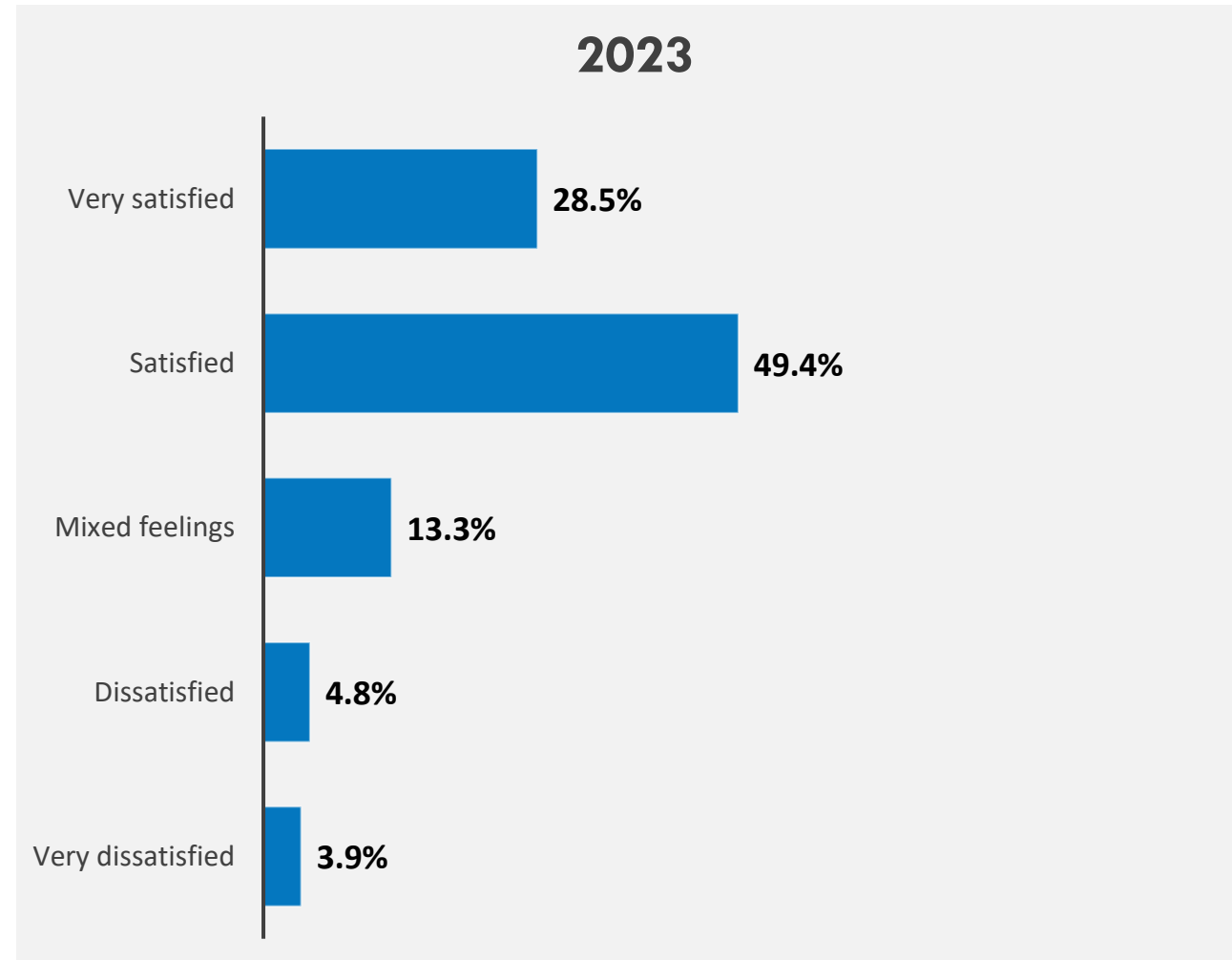
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months: Waste services.  
2023 n = 330; n = 360 no response, unsure and do not receive excluded

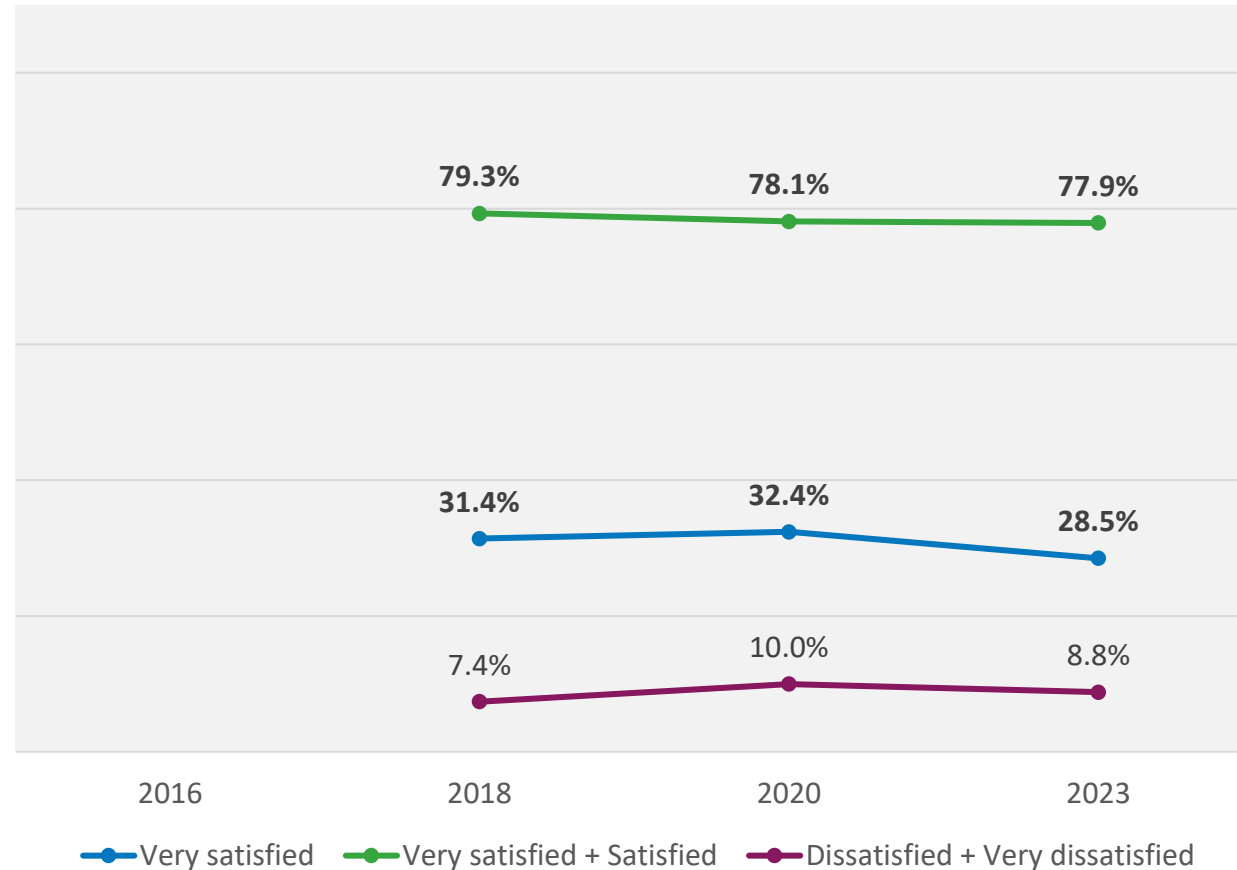
# KERB-SIDE RECYCLING

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to all previous years.
- Very satisfied – 2023 result is similar to all previous years.
- Dissatisfied + very dissatisfied – 2023 result is similar to all previous years.

Trend over time



Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months: Waste services.

2023 n = 330; n = 360 no response, unsure and do not receive excluded

2020 n = 401; n = 309 no response, unsure and do not receive excluded

2018 n=392; 338 no response, unsure and do not receive excluded

# VERGE SIDE GREEN WASTE COLLECTION

- Very satisfied + satisfied – 60.6%
- Very satisfied – 15.9%
- Dissatisfied + very dissatisfied – 20.2%

## Who is satisfied?

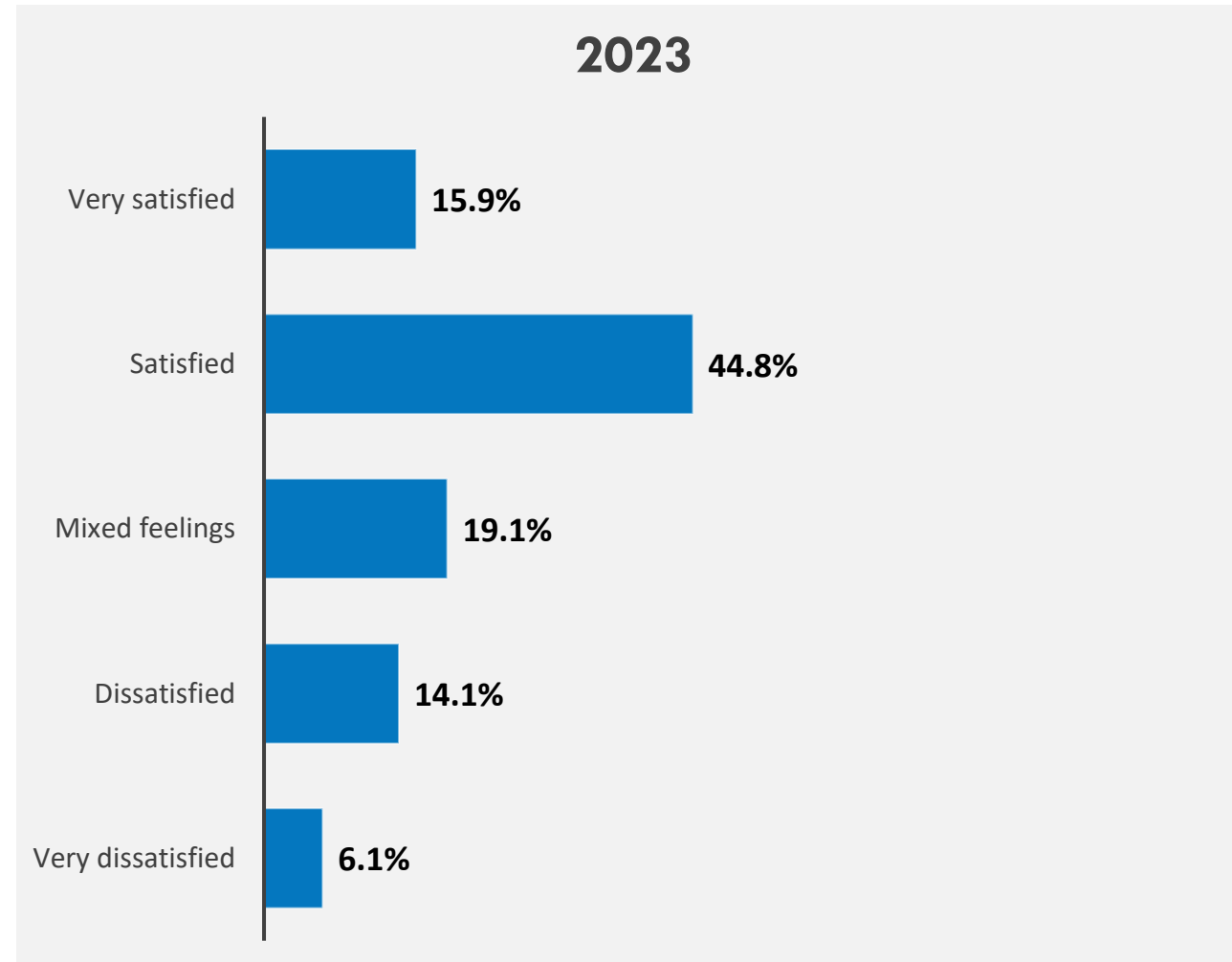
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



*Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months: Waste services.  
2023 n = 277; 413 no response, unsure and do not receive excluded*

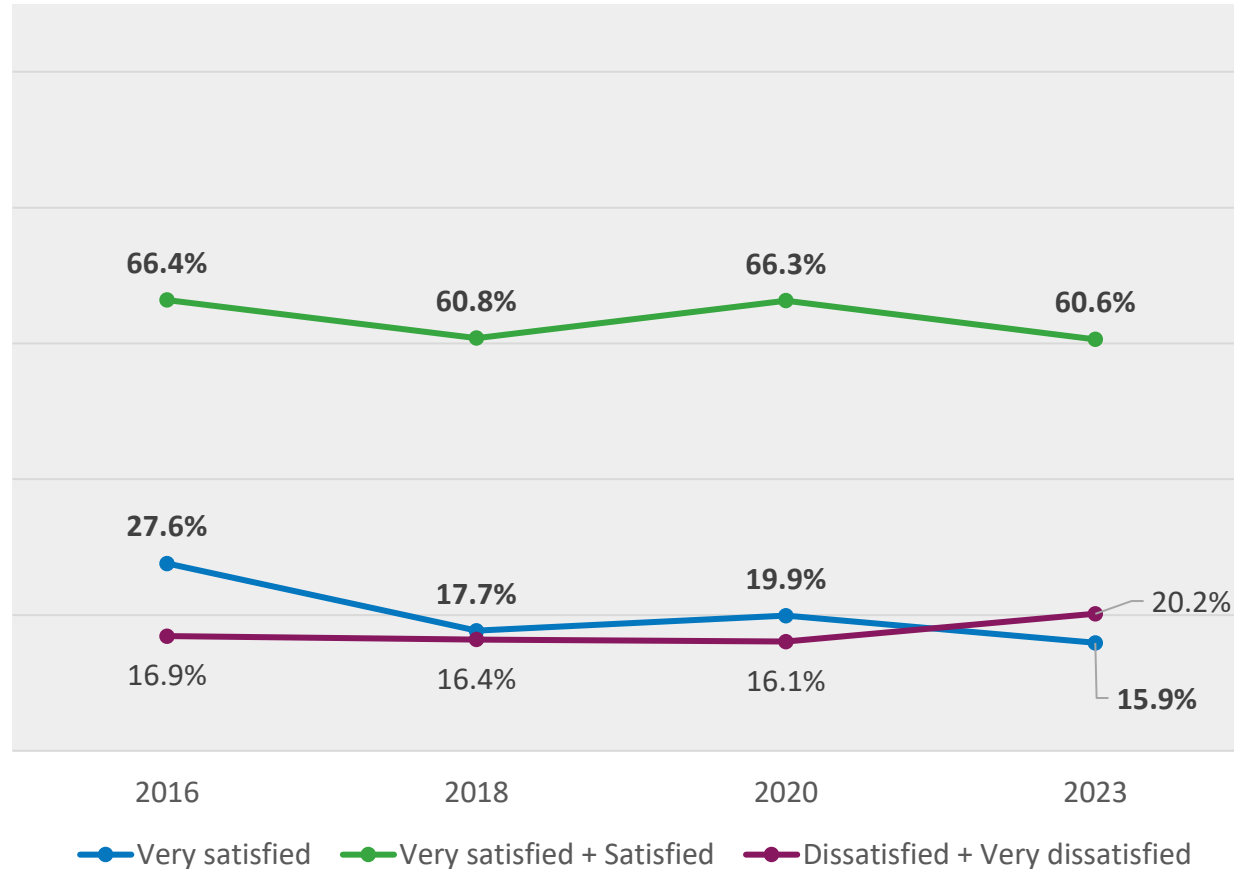
# VERGE SIDE GREEN WASTE COLLECTION

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to all previous years.
- Very satisfied – 2023 result continues to be below the 2016 high (for the 3<sup>rd</sup> successive year).
- Dissatisfied + very dissatisfied – 2023 result is similar to all previous years.

Trend over time



Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months: Waste services.  
 2023 n = 277; 413 no response, unsure and do not receive excluded  
 2020 n = 386; 309 no response, unsure and do not receive excluded  
 2018 n=378; 352 no response, unsure and do not receive excluded  
 2016 n=297; n=277 no response and unsure and do not receive service excluded



# LOCAL RUBBISH TIP (INCLUDING TIP PASSES AND ACCESS)

- Very satisfied + satisfied – 89.7%.
- Very satisfied – 44.4%.
- Dissatisfied + very dissatisfied – 2.4%.

## Who is satisfied?

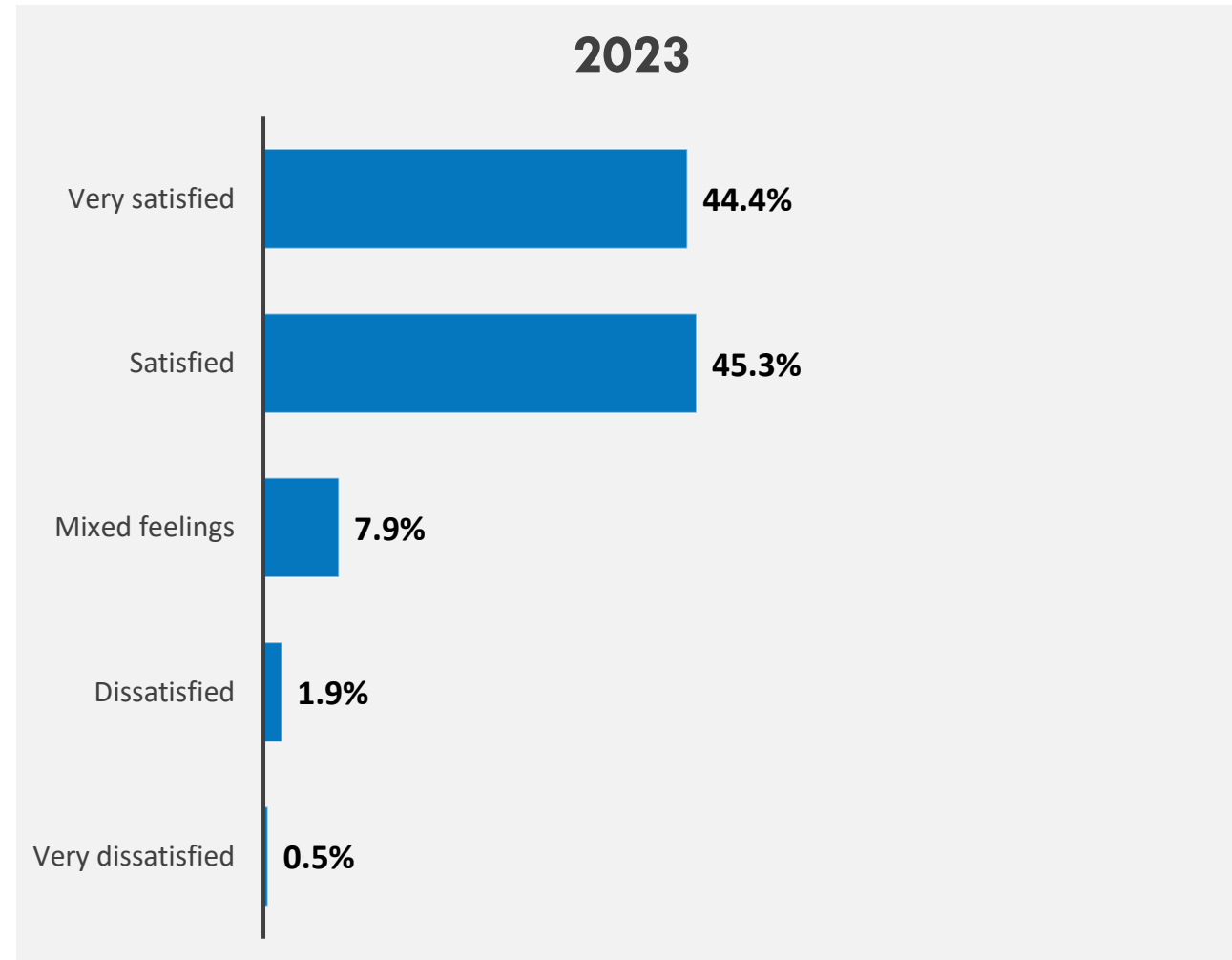
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



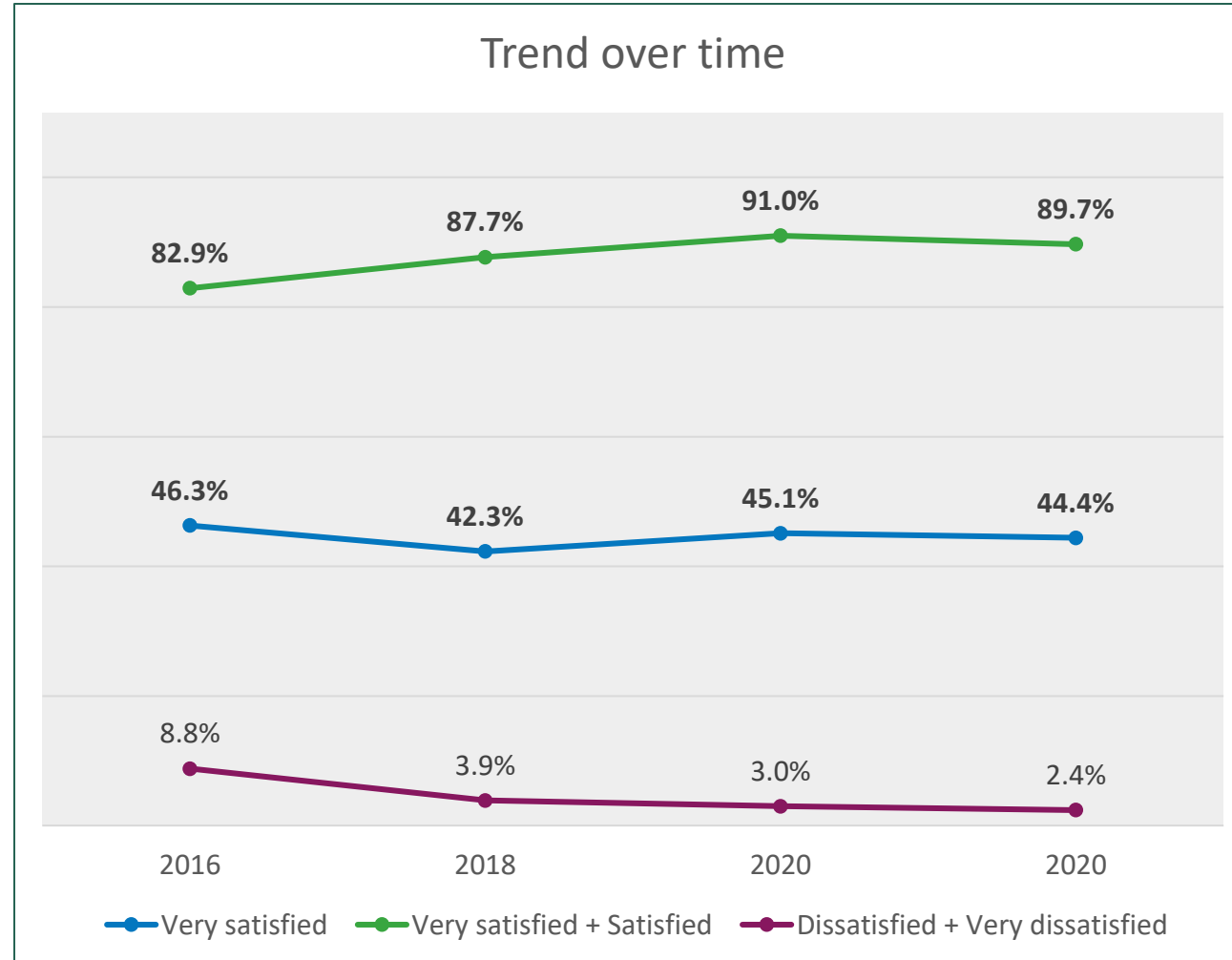
*Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months: Waste services.  
2023 n = 620; n=70 no response and unsure and do not receive service excluded*

# LOCAL RUBBISH TIP (INCLUDING TIP PASSES AND ACCESS)

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – result remains trending upwards compared to 2016 (for the 3<sup>rd</sup> successive year).
- Very satisfied – 2023 result is similar to all previous years.
- Dissatisfied + very dissatisfied – result continues to be better than 2016 (for the 3<sup>rd</sup> successive year).



Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months : Waste services.  
 2023 n = 620; n=70 no response and unsure and do not receive service excluded  
 2020 n = 634; n=61 no response and unsure and do not receive service excluded  
 2018 n=674; 56 no response, unsure and do not receive service excluded  
 2016 n=503; n=71 no response and unsure and do not receive service excluded

# REGULATORY AND DEVELOPMENT SERVICES

Community satisfaction with Regulatory and Development Services is a mix of strong and weaker results. Satisfaction is stable for two of the measures and has improved for bushfire prevention and control.

Row %	Very satisfied	Very satisfied + satisfied	Commentary
Building and Planning permits	17.2%	55.8%	2023 results are similar to all previous years
Enforcement of local laws by officers & rangers	7.1%	42.1%	No change from 2020, but satisfaction is trending down over the longer term
Bushfire prevention and control	21.1%	70.5%	Improvement from 2020, reversing that year's declines.



# BUILDING AND PLANNING PERMITS

- Very satisfied + satisfied – 55.8%
- Very satisfied – 17.2%
- Dissatisfied + very dissatisfied – 20.5%

## Who is satisfied?

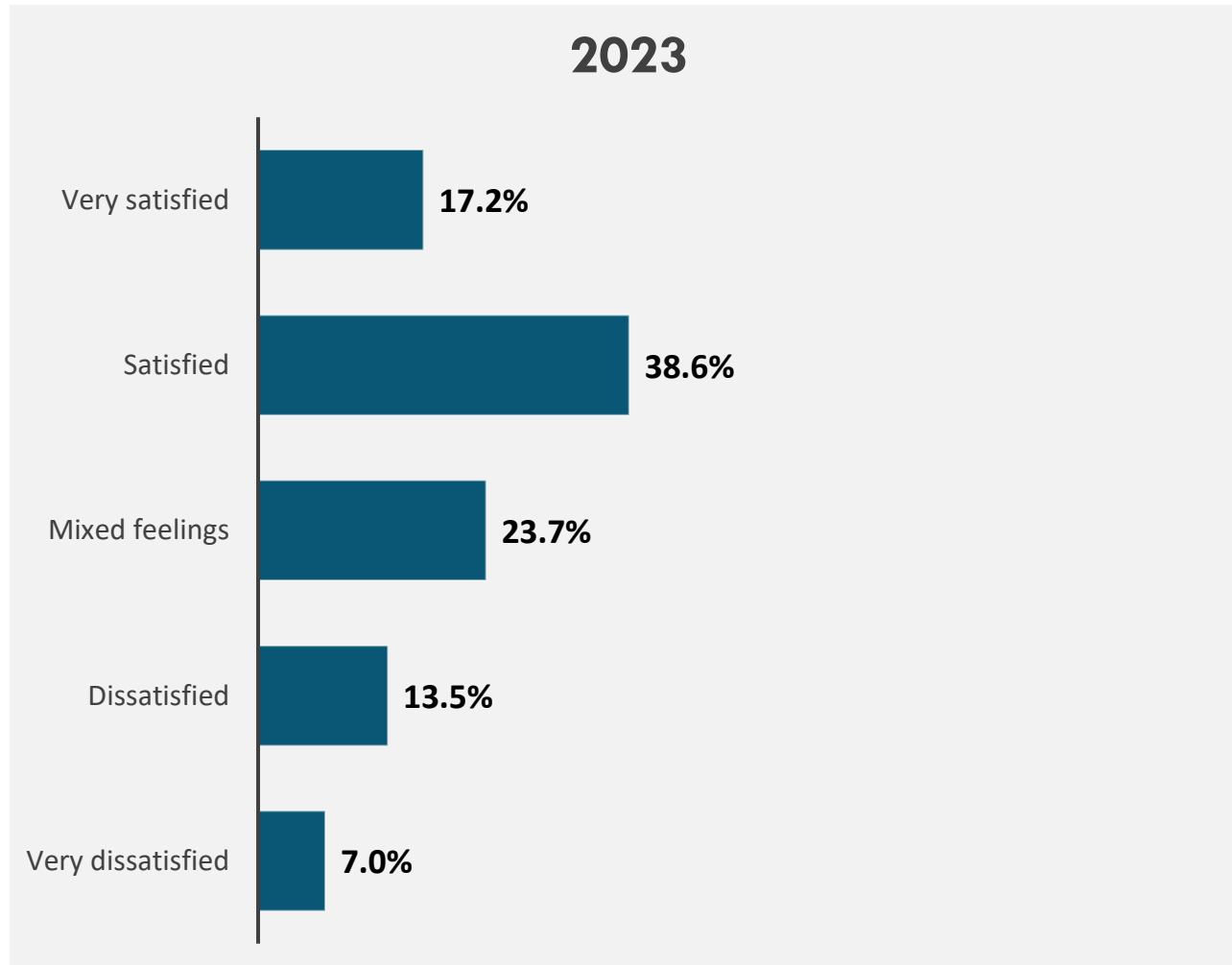
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



*Q5. If you have used or had contact with the Planning and Development team in the last 12 months, please rate your level of satisfaction for each service.*

*2023 n = 215; n=475 no response and unsure and do not receive service excluded*

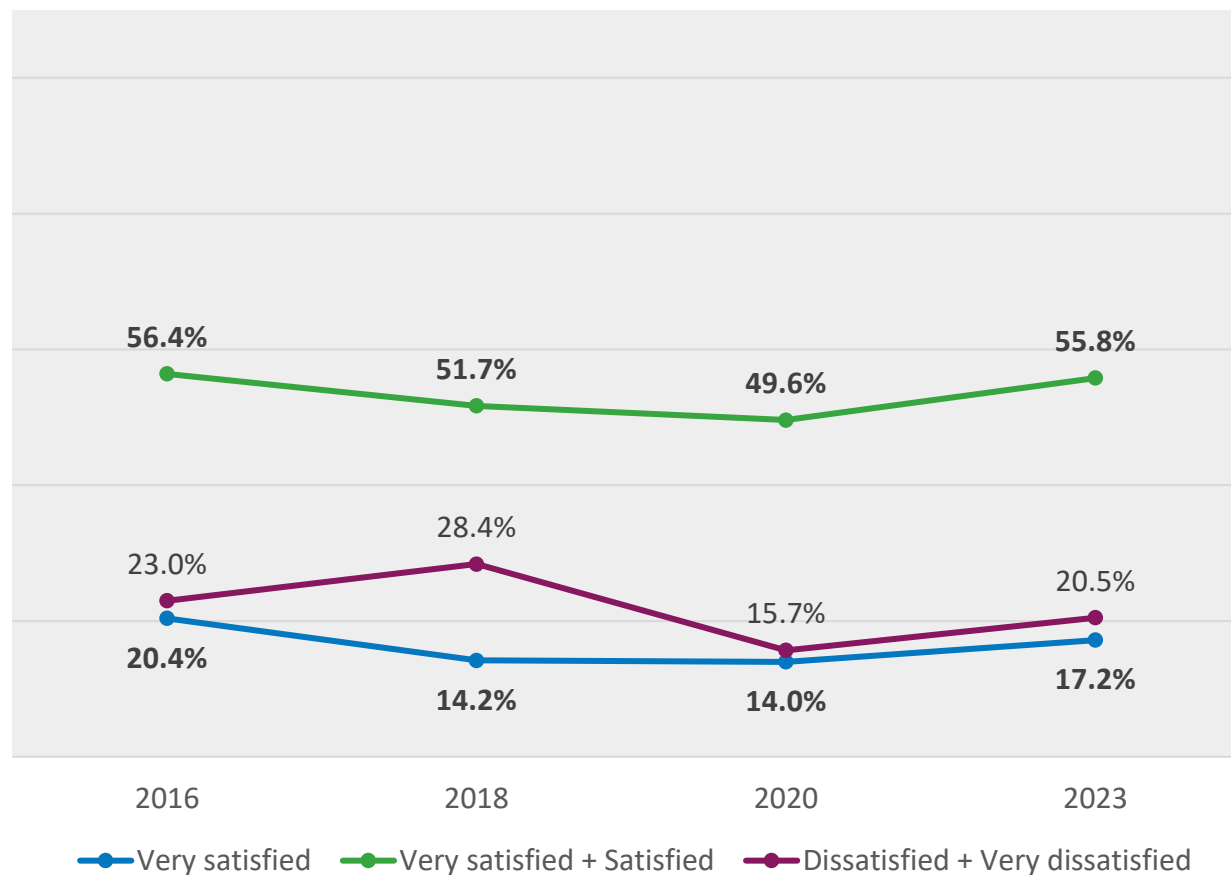
# BUILDING AND PLANNING PERMITS

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to all previous years, even though the results has returned to 2016 levels. The sample size for this service is too small to show a statistically significant increase.
- Very satisfied – 2023 result is similar to previous years.
- Dissatisfied + very dissatisfied – 2023 result is similar to previous years.

Trend over time



Q5. If you have used or had contact with the Planning and Development team in the last 12 months, please rate your level of satisfaction for each service.

2023 n = 215; n=475 no response and unsure and do not receive service excluded

2020 n = 242; n=453 no response and unsure and do not receive service excluded

2018 n=176; n=554 no response, unsure and did not use excluded  
2016 n=151; n=423 no response and unsure and those with no contact excluded

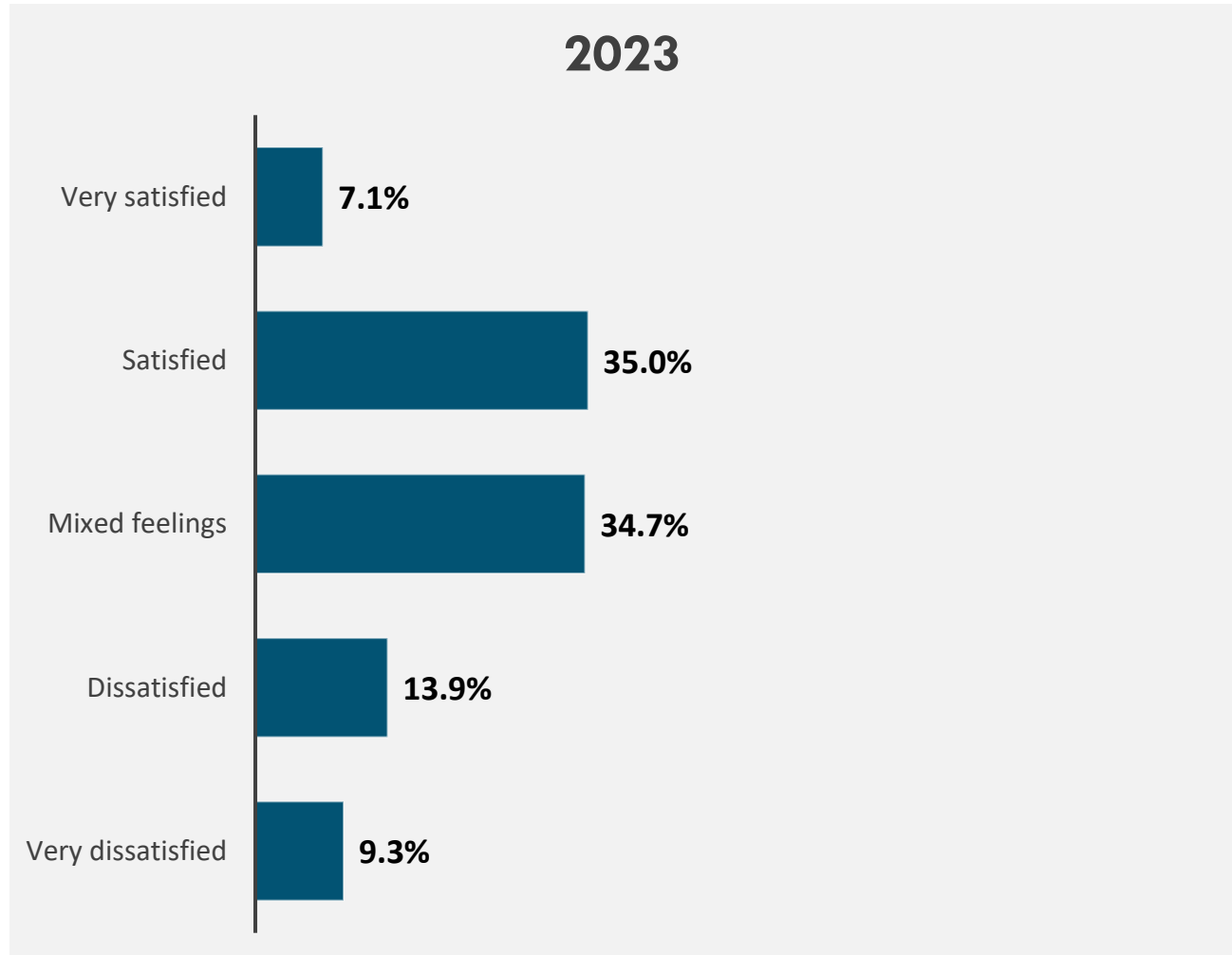
# ENFORCEMENT OF LOCAL LAWS BY OFFICERS AND RANGERS

- **Very satisfied + satisfied – 42.1%**
- **Very satisfied – 7.1%**
- **Dissatisfied + very dissatisfied – 23.2%**

**Who is satisfied?**  
No one group stands out.

**Who is less satisfied (but not dissatisfied)?**  
No one group stands out.

**Who has a higher level of dissatisfaction?**  
No one group stands out.



*Q5. If you have used or had contact with Regulatory and Development services in the last 12 months, please rate your level of satisfaction for each service.  
2023 n = 323; n= 367 no response and unsure and do not receive service excluded*



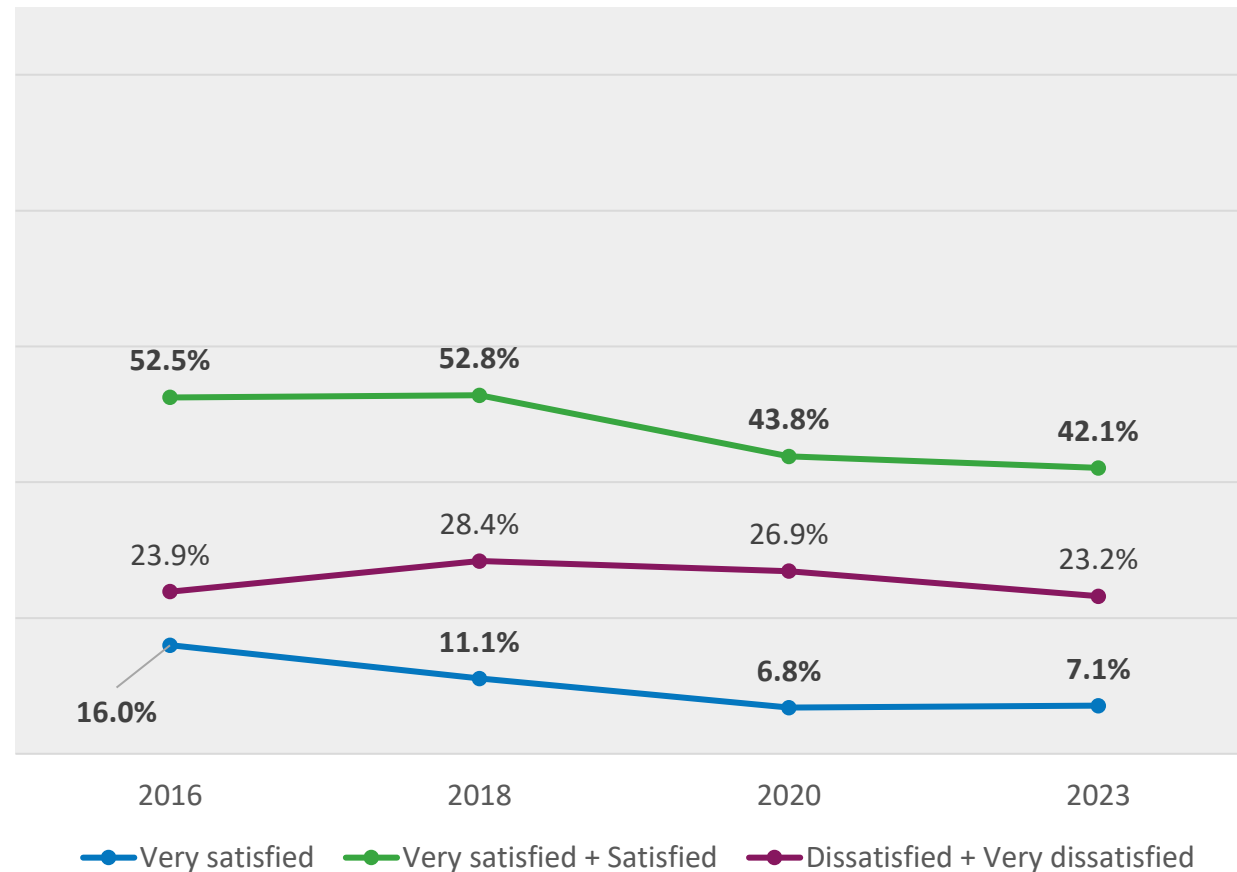
# ENFORCEMENT OF LOCAL LAWS BY OFFICERS AND RANGERS

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is lower than 2016 & 2018.
- Very satisfied – 2023 result is lower than 2018 (small sample in 2016)
- Dissatisfied + very dissatisfied – 2023 result is similar to all previous years.

Trend over time



Q5. If you have used or had contact with the Regulatory and Development services team in the last 12 months, please rate your level of satisfaction for each service.  
 2023 n = 323; n= 367 no response and unsure and do not receive service excluded  
 2020 n = 427; n= 185 no response and unsure and do not receive service excluded;  
 2018 n=341; n=389 no response, unsure and did not use excluded;  
 2016 n=250; n=324 no response and unsure and those with no contact excluded

# BUSHFIRE PREVENTION AND CONTROL

- Very satisfied + satisfied – 70.5%
- Very satisfied – 21.1%
- Dissatisfied + very dissatisfied – 12.0%

## Who is satisfied?

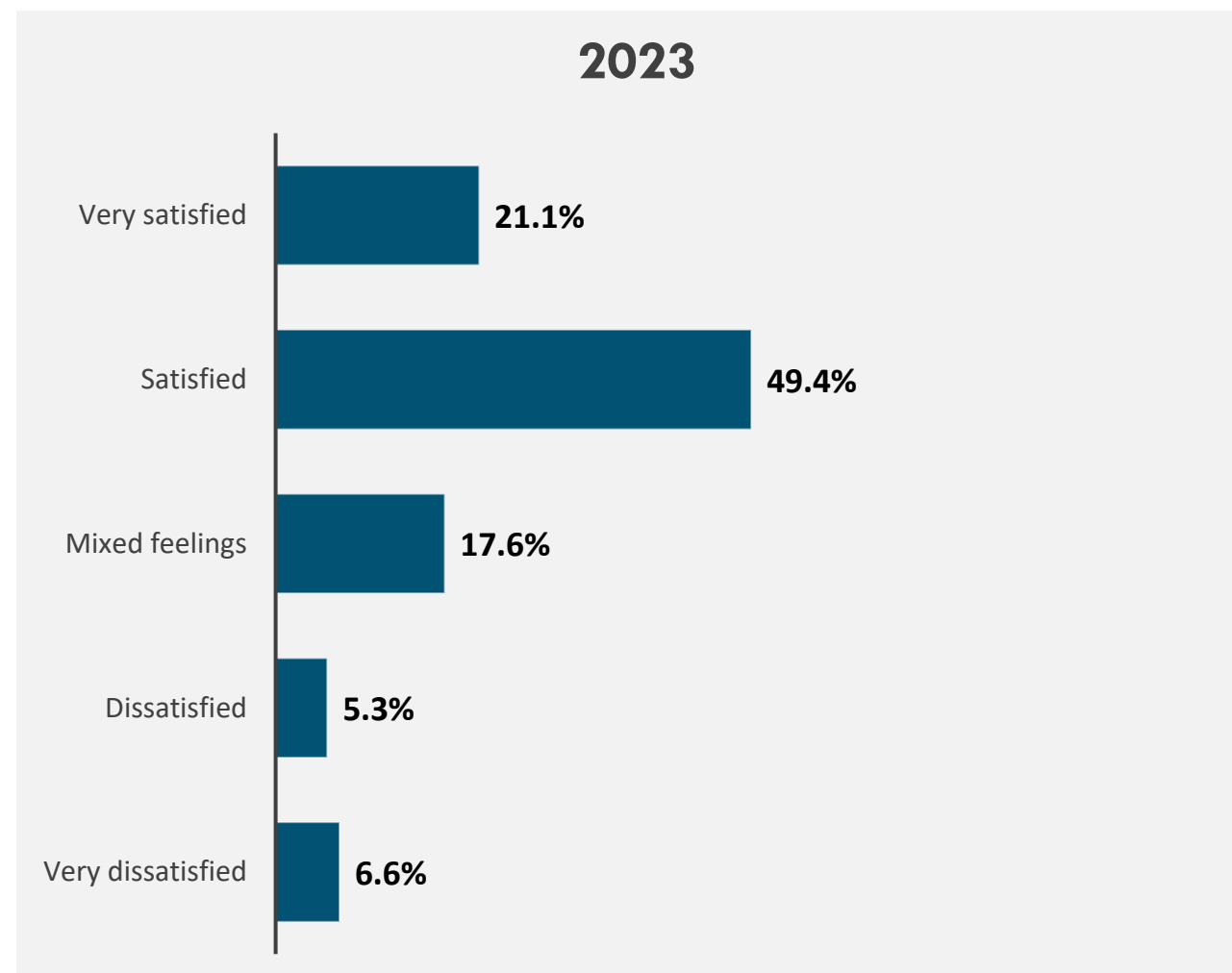
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



*Q5. If you have used or had contact with the Regulatory and Development services team in the last 12 months, please rate your level of satisfaction for each service.*

*2023 n = 393; n=297 no response and unsure and do not receive service excluded*

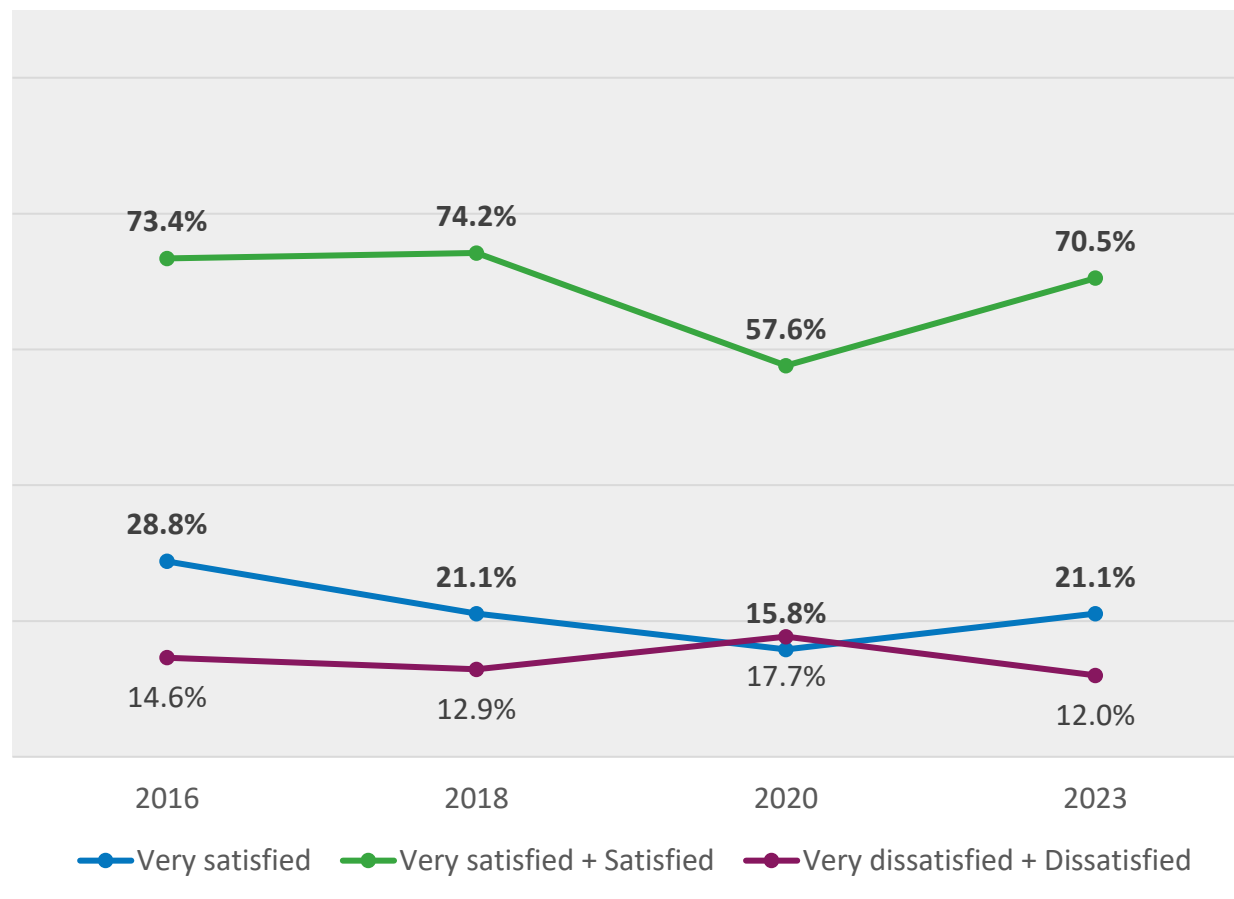
# BUSHFIRE PREVENTION AND CONTROL

The 2020 declines in satisfaction and increase in dissatisfaction have been reversed, with significant improvements in % very satisfied and overall satisfaction and a significant lowering of overall dissatisfaction.

Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to 2016-2018.
- Very satisfied – 2023 result is lower than 2016.
- Dissatisfied + very dissatisfied – 2023 result is similar to 2016-2018.

Trend over time



Q5. If you have used or had contact with the Regulatory and Development services team in the last 12 months, please rate your level of satisfaction for each service.  
 2023 n = 393; n=297 no response and unsure and do not receive service excluded  
 2020 n = 526; n=169 no response and unsure and do not receive service excluded  
 2018 n=403; n=327 no response, unsure and did not use excluded  
 2016 n=280, n=294 no response and unsure and those with no contact excluded

# COMMUNITY FACILITIES

Satisfaction with Community Facilities is relatively strong, however there are areas of decline compared to 2020.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Sport and recreation facilities and grounds	12.8%	57.9%	Results are worse than 2020 and are showing a long-term decline.
Community buildings, halls and public toilets	7.7%	58.8%	Very satisfied has fallen from 2020 and is lower than all previous years. Overall satisfaction is below 2016.
Gingin and Lancelin libraries	25.9%	82.1%	Results continue to be strong and fairly stable.
Suitability of facilities for seniors / disability	9.6%	62.7%	New measure this year
Parks and reserves in your area	15.1%	69.3%	Overall satisfaction is significantly lower than 2020, and trending down from 2016.
Suitability of parks and reserves for seniors / disability	12.5%	62.3%	New measure this year



# SPORT AND RECREATION FACILITIES AND GROUNDS

- Very satisfied + satisfied – 57.9%
- Very satisfied – 12.8%
- Dissatisfied + very dissatisfied – 20.4%

## Who is satisfied?

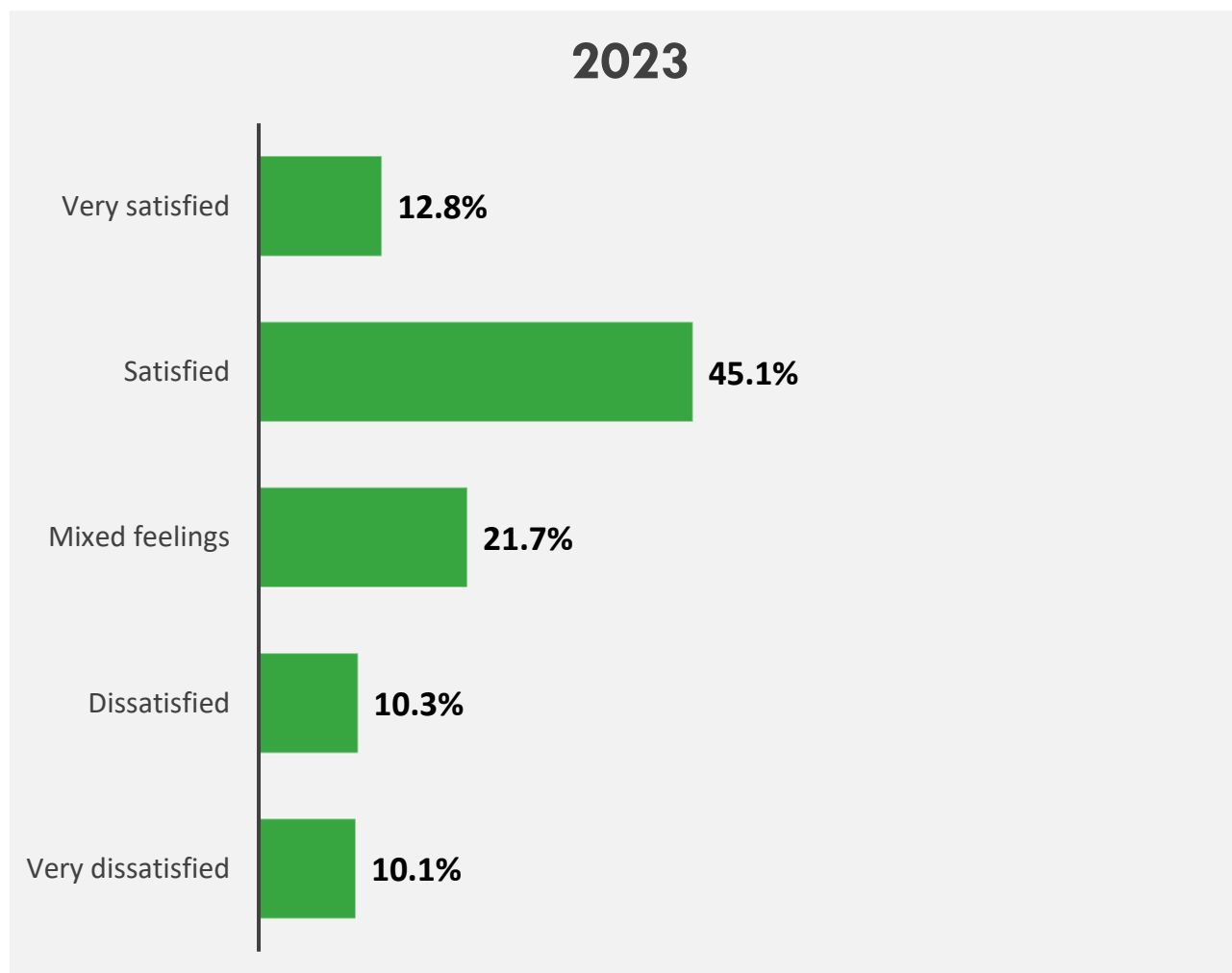
Gingin & Rural

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

Residents.



Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months. 2023 n = 406; n=284 no response, don't know, did not use

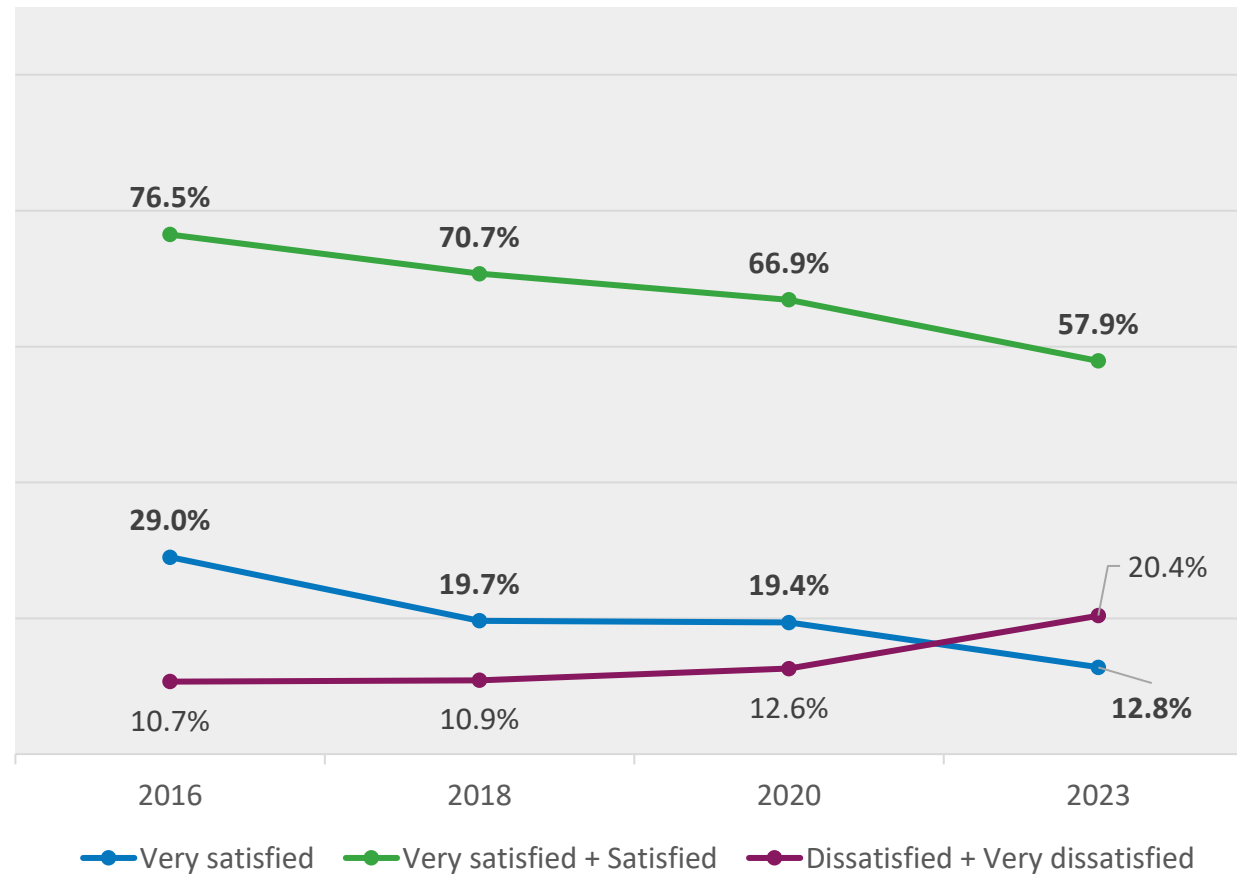
# SPORT AND RECREATION FACILITIES AND GROUNDS

2023 results are lower than the 2020 results.

Over the longer term, results are showing a long-term decline:

- Very satisfied + satisfied – 2023 result is lower than previous years.
- Very satisfied – 2023 result is lower than previous years.
- Dissatisfied + very dissatisfied – 2023 result is worse than previous years.

Trend over time



Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months.  
 2023 n = 406; n=284 no response, don't know, did not use  
 2020 n = 505; 190= no response, don't know, did not use  
 2018 n=468; n=262 no response, don't know, did not use  
 2016 n=201; n=413 no response, don't know, did not use



# COMMUNITY BUILDINGS, HALLS AND PUBLIC TOILETS

- Very satisfied + satisfied – 58.8%
- Very satisfied – 7.7%
- Dissatisfied + very dissatisfied – 21.2%

## Who is satisfied?

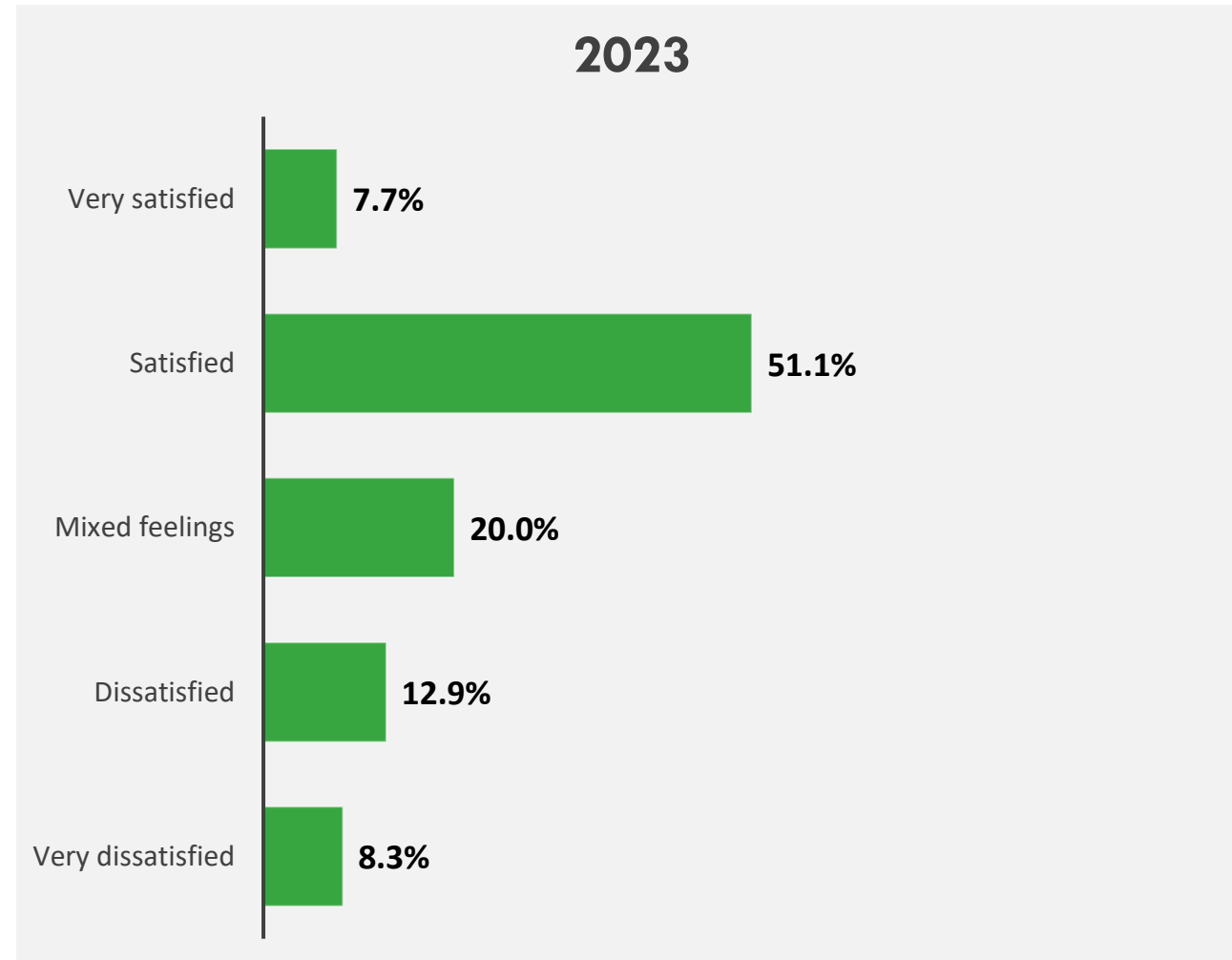
Gingin & Rural  
Owners of holiday homes

## Who is less satisfied (but not dissatisfied)?

Residents, especially homeowners.

## Who has a higher level of dissatisfaction?

Lower Coastal (exc. Breton Bay).



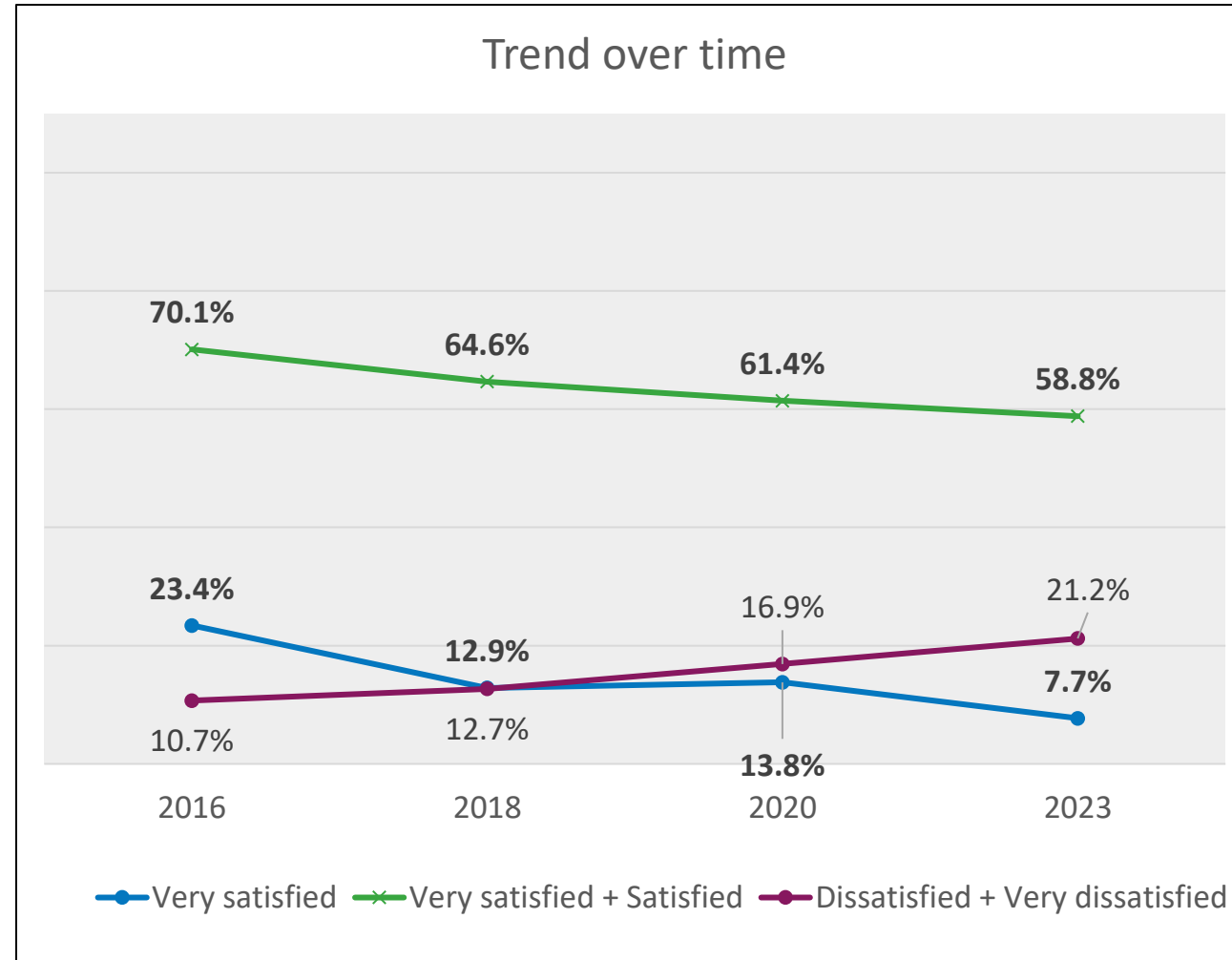
Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months. 2023 n = 505; 185 no response, don't know, did not use

# COMMUNITY BUILDINGS, HALLS AND PUBLIC TOILETS

The 2023 results are all similar to 2020, except the result for very satisfied which is lower than in 2020.

Over the longer term:

- Very satisfied + satisfied – 2023 result is lower than the 2016 result.
- Very satisfied – 2023 result is lower than all previous years.
- Dissatisfied + very dissatisfied – 2023 result is higher than the 2016 and 2018 results.



Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months.  
 2023 n = 505; 185 no response, don't know, did not use  
 2020 n = 572; n=123 no response, don't know, did not use  
 2018 n=560; 170 no response, don't know, did not use  
 2016 n=455; 119 no response, don't know, did not use

# GINGIN AND LANCELIN LIBRARIES

- Very satisfied + satisfied – 82.1%
- Very satisfied – 25.9%
- Dissatisfied + very dissatisfied –5.6%

## Who is satisfied?

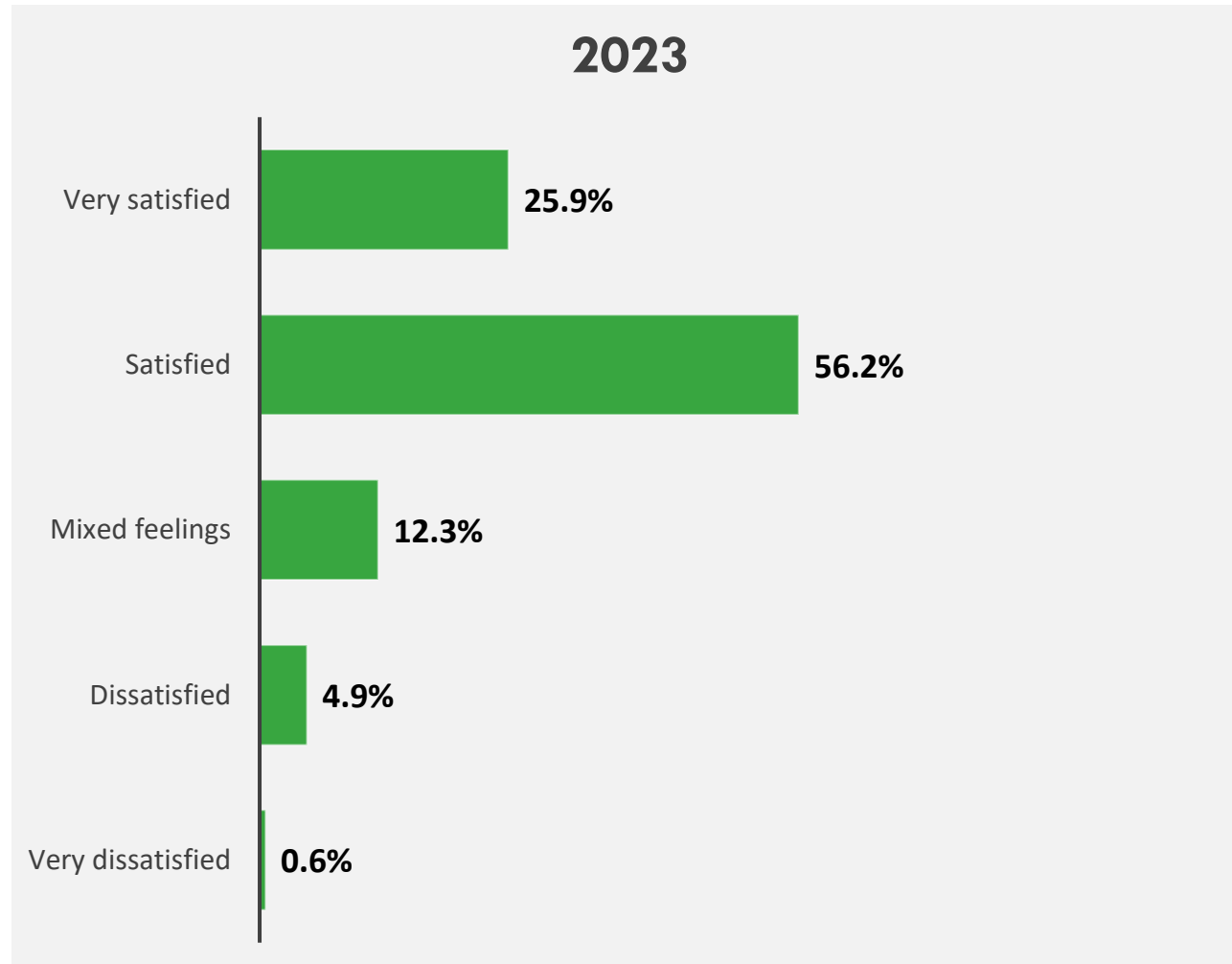
No one group stands out

## Who is less satisfied (but not dissatisfied)?

No one group stands out

## Who has a higher level of dissatisfaction?

No one group stands out.



*Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months. 2023 n = 162; 528 no response, don't know, did not use*

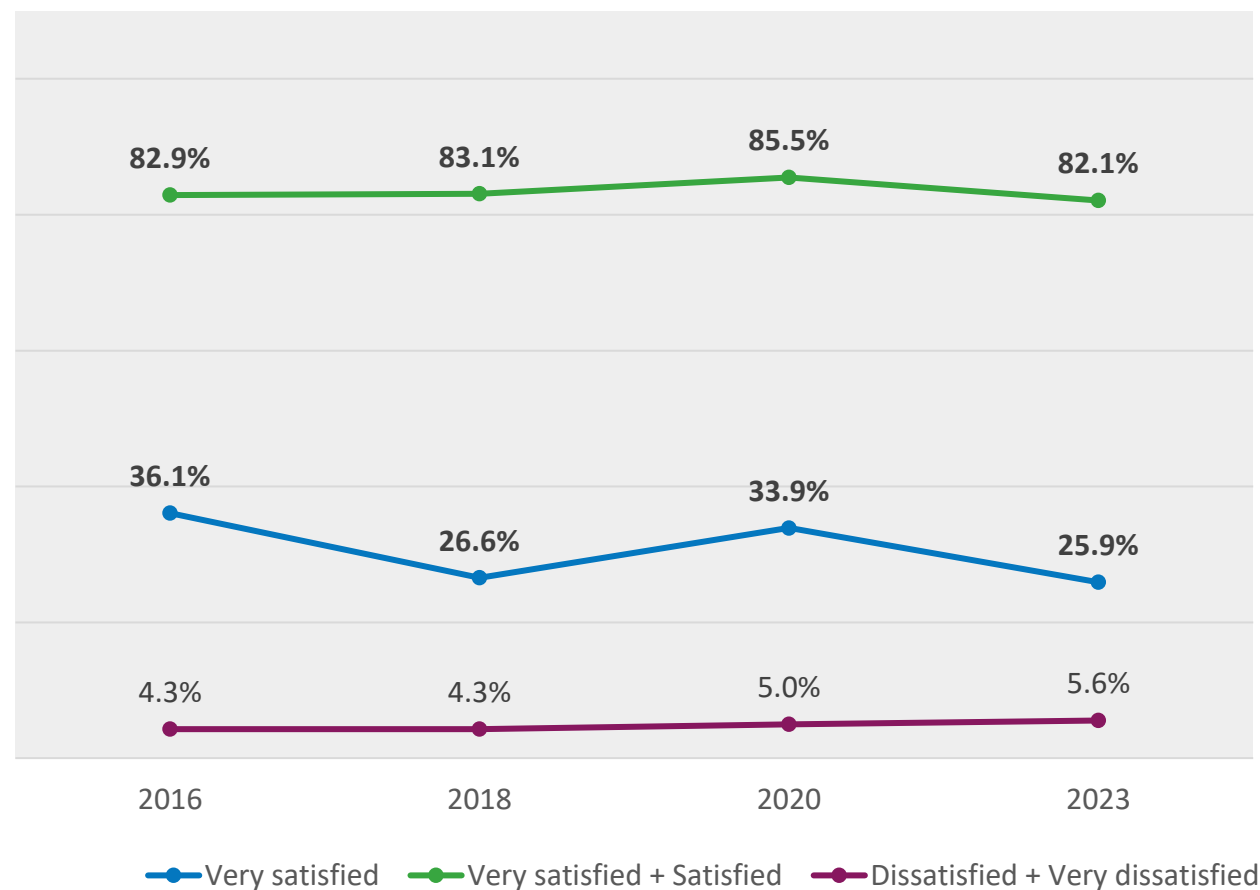
# GINGIN AND LANCELIN LIBRARIES

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to all previous years.
- Very satisfied – 2023 result is lower than the 2016; the sample of library users is too small to measure a statistical decline in 2020.
- Dissatisfied + very dissatisfied – 2023 result is similar to all previous years.

Trend over time



Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months.  
2023 n = 162; 528 no response, don't know, did not use  
2020 n = 221; 474 no response, don't know, did not use  
2018 n=207; 523 no response, don't know, did not use  
2016 n= 205; 369 no response, don't know, did not use

# ACCESS TO AND USABILITY OF SPORT AND RECREATION FACILITIES AND GROUNDS, COMMUNITY BUILDINGS AND LIBRARIES FOR SENIORS AND PEOPLE WITH A DISABILITY

- Very satisfied + satisfied – 62.7%
  - Very satisfied – 9.6%
  - Dissatisfied + very dissatisfied –15.7%
- Measured for the first time in 2023

## Who is satisfied?

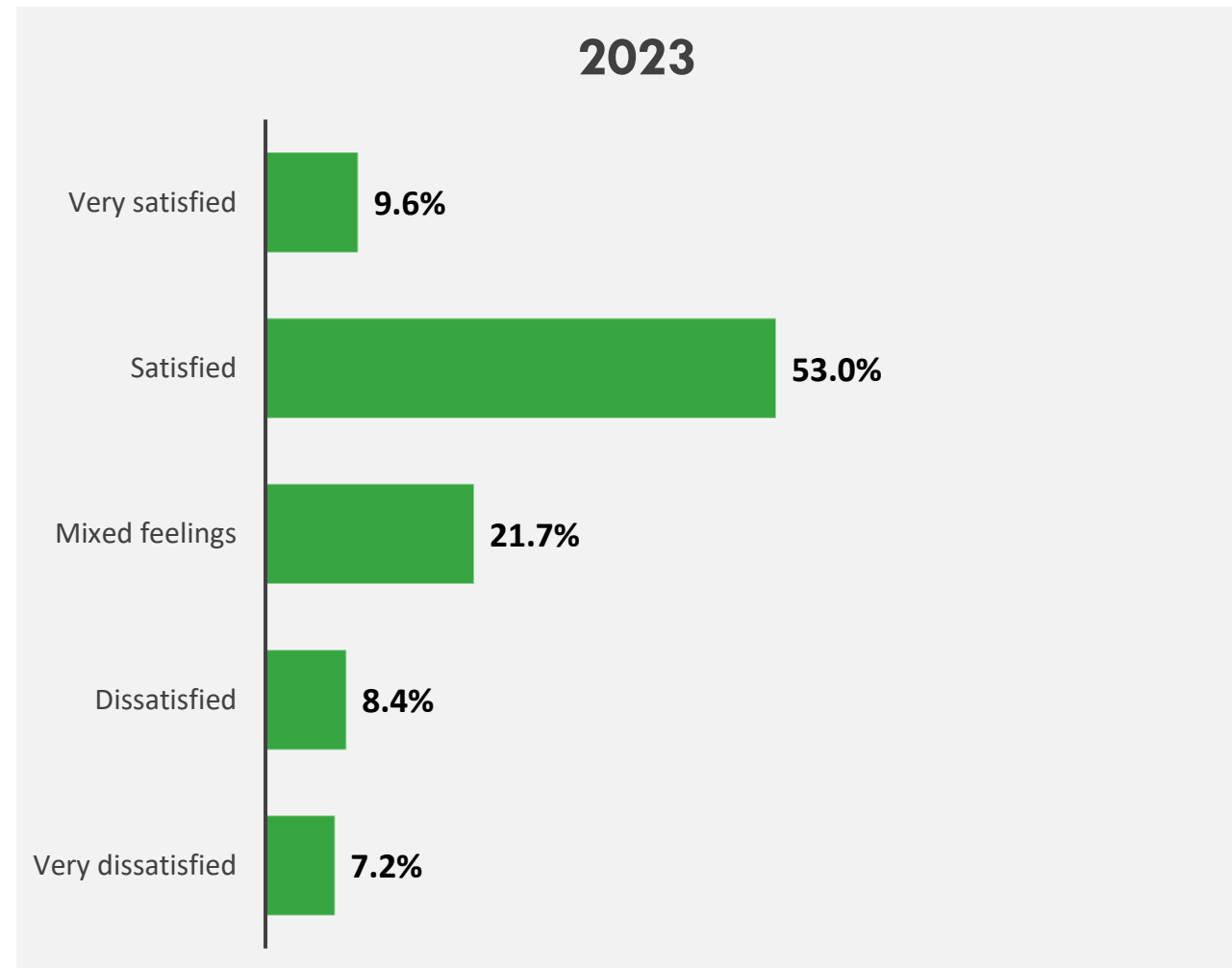
Owners of holiday homes  
Non-resident ratepayers.

## Who is less satisfied (but not dissatisfied)?

Residents

## Who has a higher level of dissatisfaction?

No one group stands out.



*Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months. 2023 n = 249; 441 no response, don't know, did not use*

# PARKS AND RESERVES

- Very satisfied + satisfied – 69.3%
- Very satisfied – 15.1%
- Dissatisfied + very dissatisfied – 14.0%

## Who is satisfied?

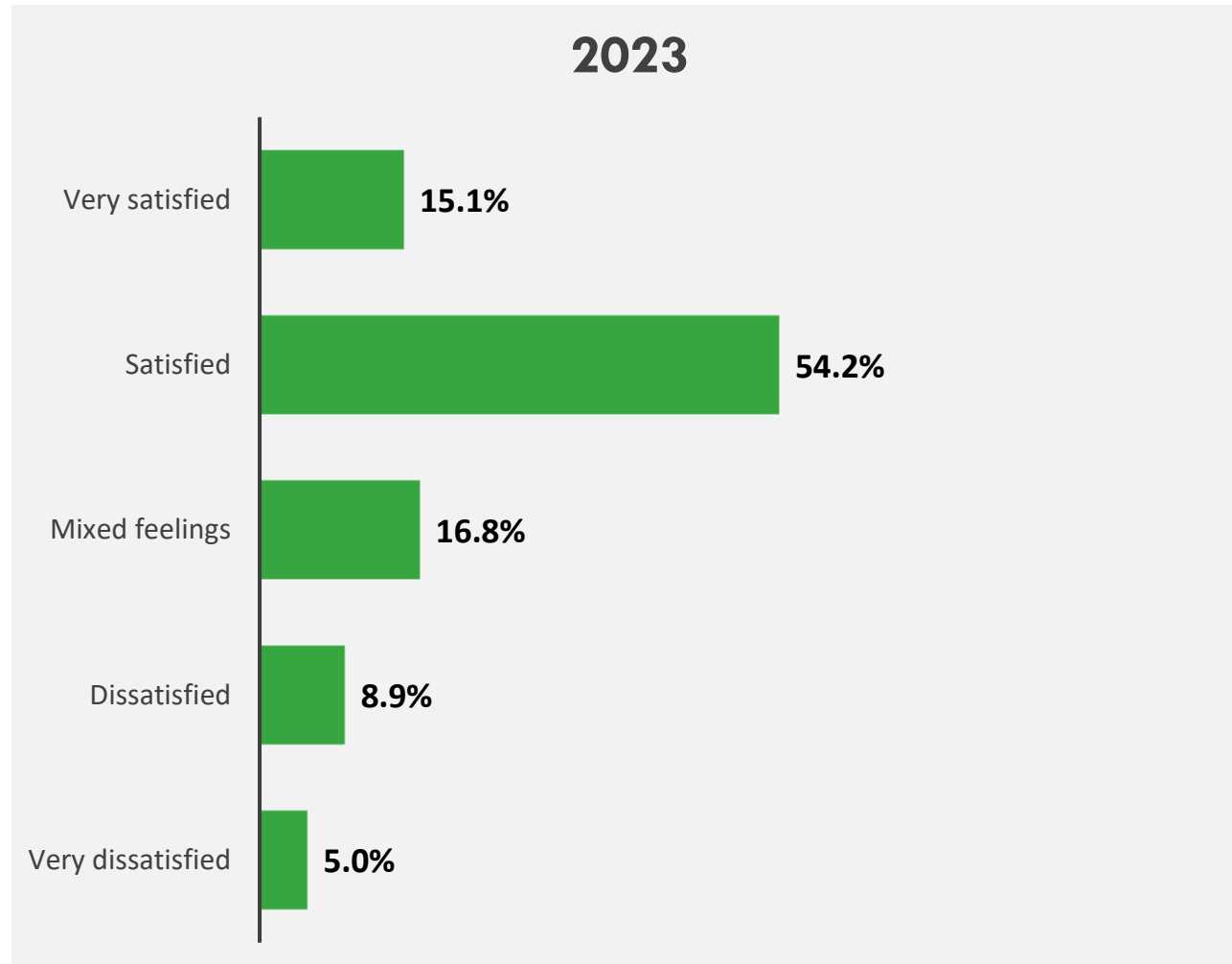
Owners of holiday homes  
Non-resident ratepayers.

## Who is less satisfied (but not dissatisfied)?

Residents

## Who has a higher level of dissatisfaction?

No one group stands out.



Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months. 2023 n = 537; n=153 no response, don't know, did not use

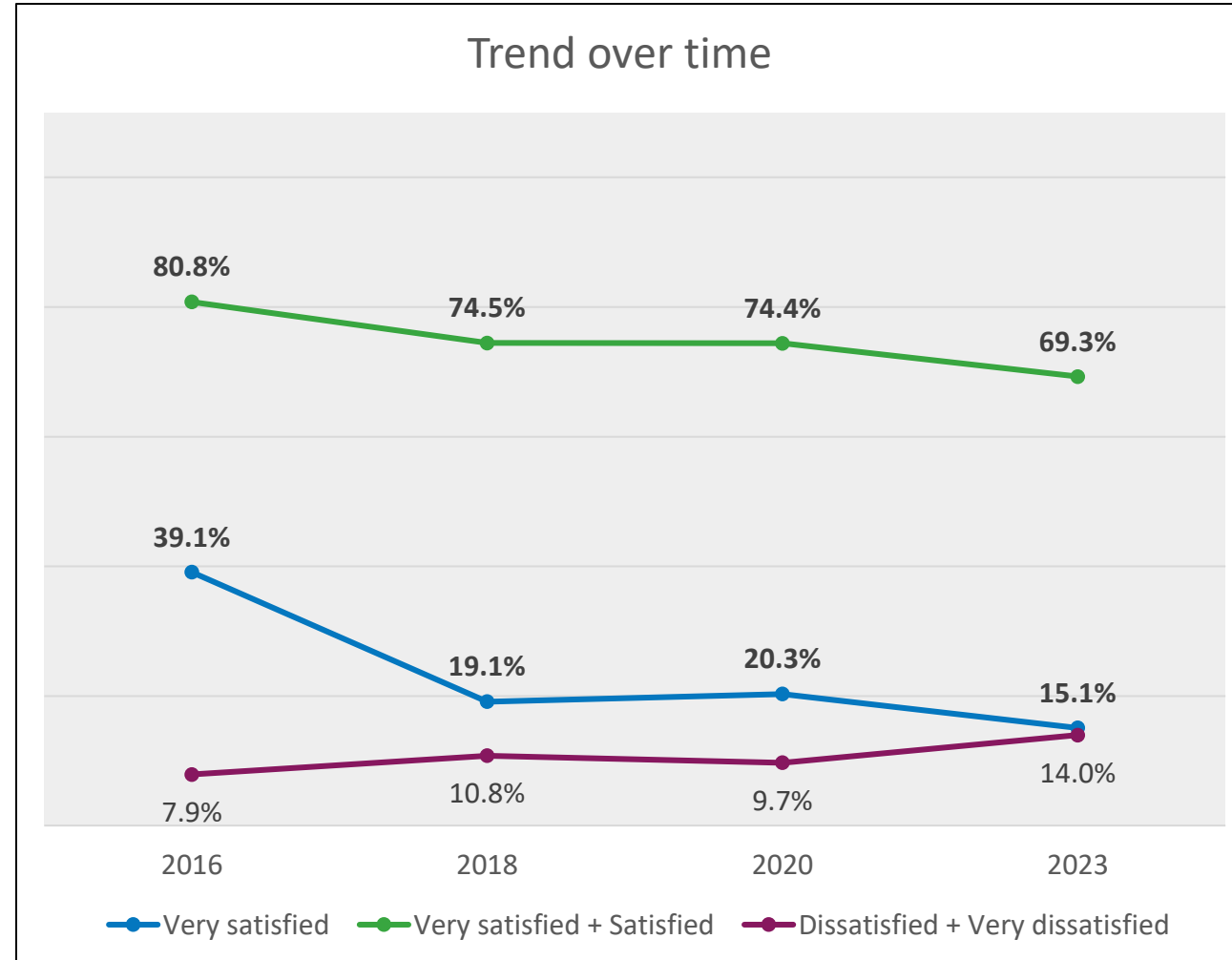


# PARKS AND RESERVES

2023 results for very satisfied are lower and the results for dissatisfied + very dissatisfied are higher than the 2020 result. Overall satisfaction is similar.

Over the longer term:

- Very satisfied + satisfied – 2023 result is lower than the 2016 result.
- Very satisfied – 2023 result is lower than the 2016 result.
- Dissatisfied + very dissatisfied – 2023 result is worse than the 2016 result.



Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months.  
 2023 n = 537; n=153 no response, don't know, did not use  
 2020 n = 597; total; n=98 no response, don't know, did not use  
 2018 n=591; n=139 no response, don't know, did not use  
 2016 n= 483, n=92 no response, don't know, did not use

# ACCESS TO AND USEABILITY OF PARKS AND RESERVES FOR SENIORS AND PEOPLE WITH A DISABILITY

- Very satisfied + satisfied – 62.3%
  - Very satisfied – 12.5%
  - Dissatisfied + very dissatisfied – 16.0%
- Measured for the first time in 2023

## Who is satisfied?

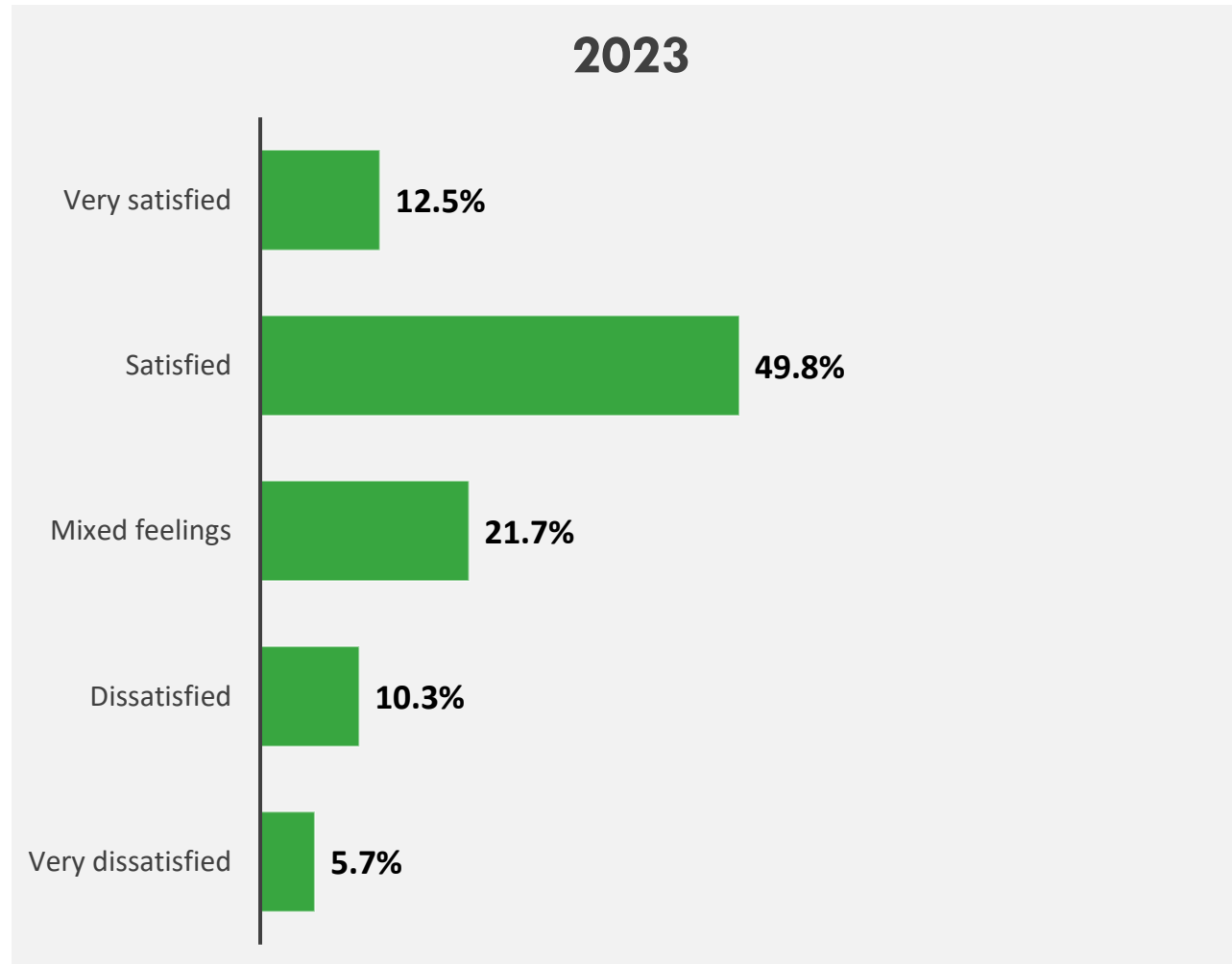
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

Females



Q6. How satisfied have you been with the following areas (COMMUNITY FACILITIES) over the past 12 months. 2023 n = 281; n=409 no response, don't know, did not use

# COMMUNITY SERVICES

Satisfaction with the events aspects of Community Services is relatively strong, however there are areas of decline. Satisfaction with the General Practice service has declined.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Shire events e.g., Lancelin/ Gingin Triathlons	16.0%	78.9%	Very satisfied is lower than 2020.
Accessibility and inclusiveness of events for everyone	16.0%	76.2%	New measure this year.
General practice service (doctor)	12.6%	49.1%	Results have declined from 2020 and are also worse than 2018.



# SHIRE EVENTS

- Very satisfied + satisfied – 78.9%
- Very satisfied – 16.0%
- Dissatisfied + very dissatisfied –4.2%

## Who is satisfied?

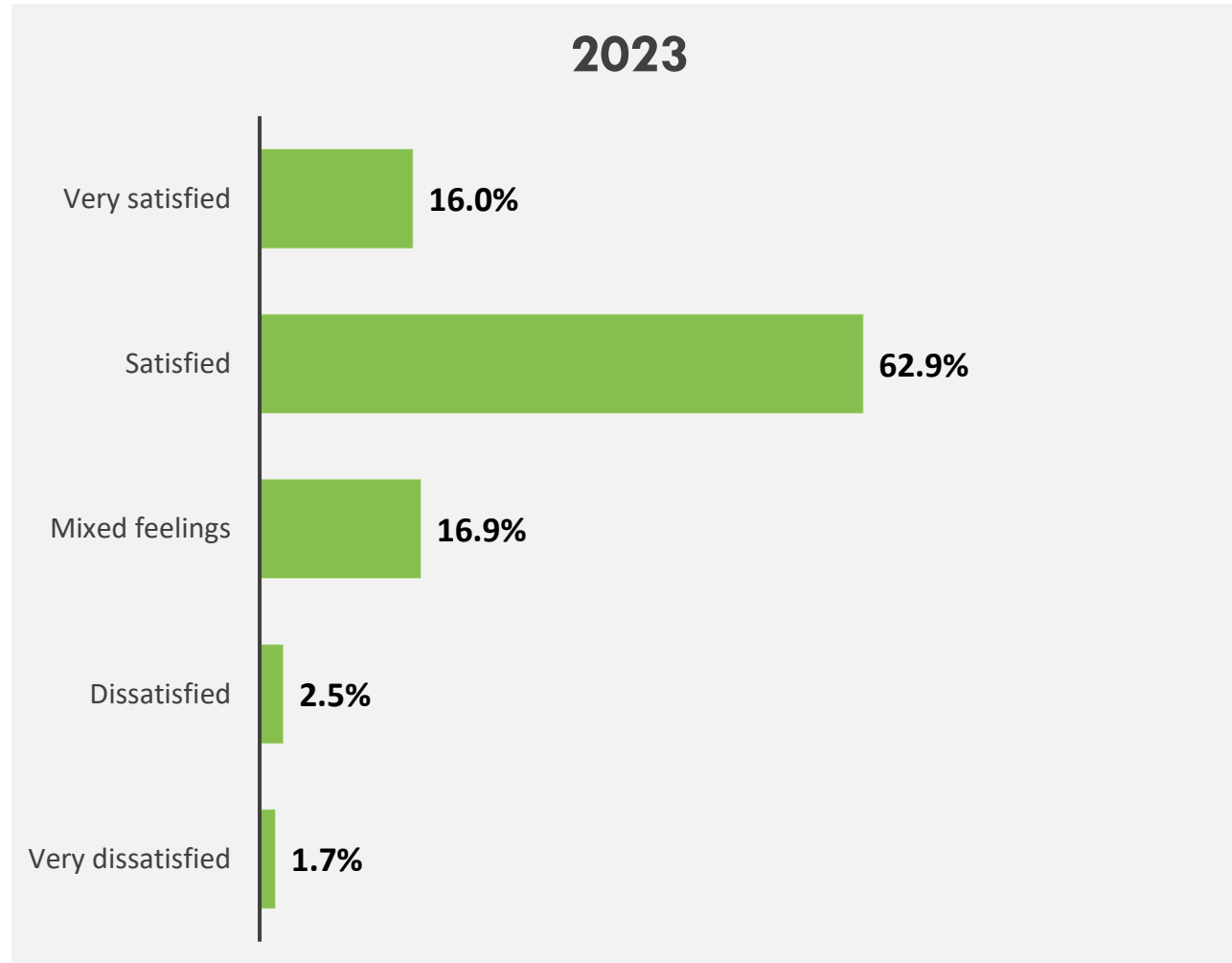
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



*Q6. How satisfied have you been with the following areas (COMMUNITY SERVICES) over the past 12 months. 2023 n = 356; 334 no response, don't know, did not use*

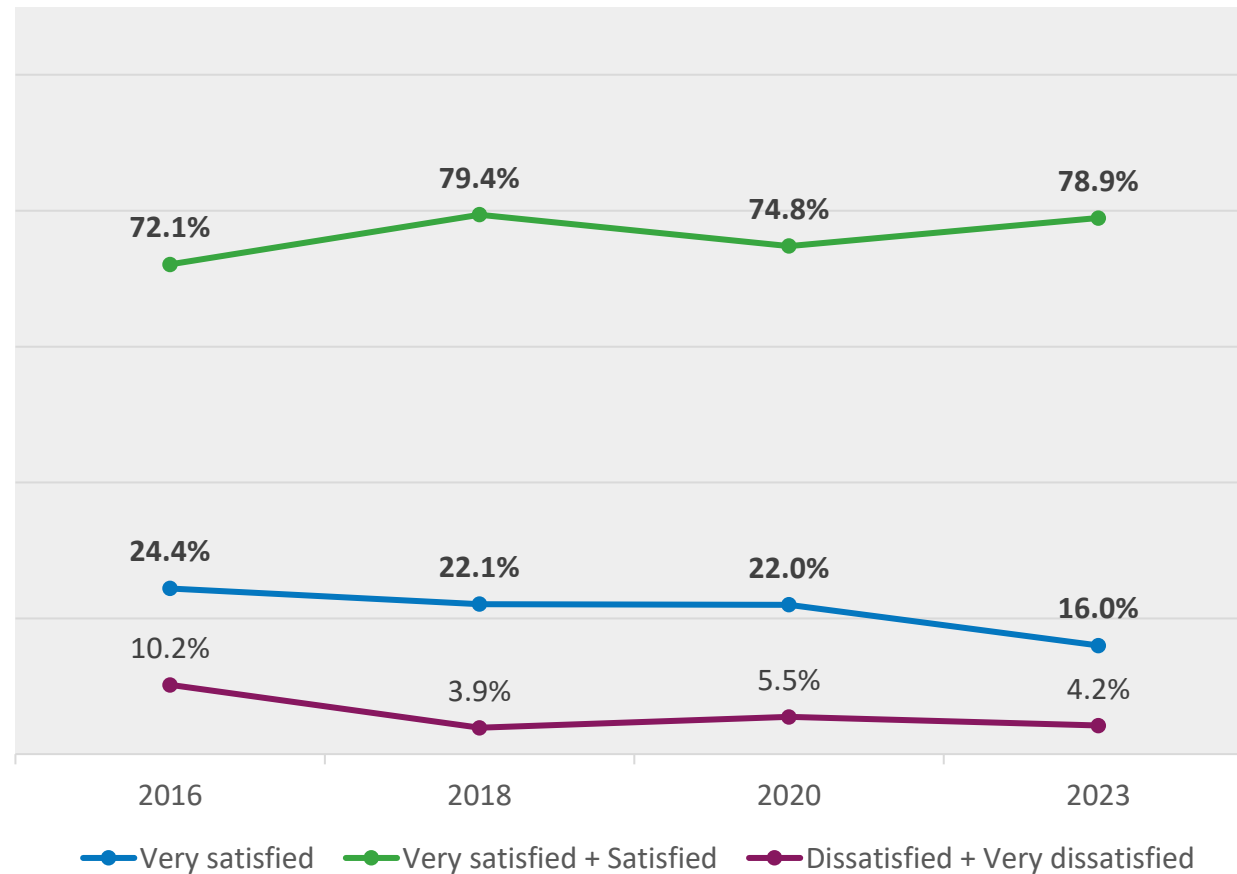
# SHIRE EVENTS

Overall satisfaction with Shire events has remained stable year on year.

However, the 2023 result for very satisfied is lower than the 2020 result. Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to all previous results.
- Very satisfied – 2023 result is lower than the 2016-2020 results.
- Dissatisfied + very dissatisfied – 2023 result is better than the 2016 result.

Trend over time



Q6. How satisfied have you been with the following areas (COMMUNITY SERVICES) over the past 12 months.  
 2023 n = 356; 334 no response, don't know, did not use  
 2020 n = 440; 255 no response, don't know, did not use;  
 2018 n=389; 341 no response, don't know, did not use  
 2016 n= 243, 331 no response, don't know, did not use

# ACCESSIBILITY AND INCLUSIVENESS OF EVENTS FOR EVERYONE

- Very satisfied + satisfied – 76.2%
- Very satisfied – 16.0%
- Dissatisfied + very dissatisfied –5.0%

## Who is satisfied?

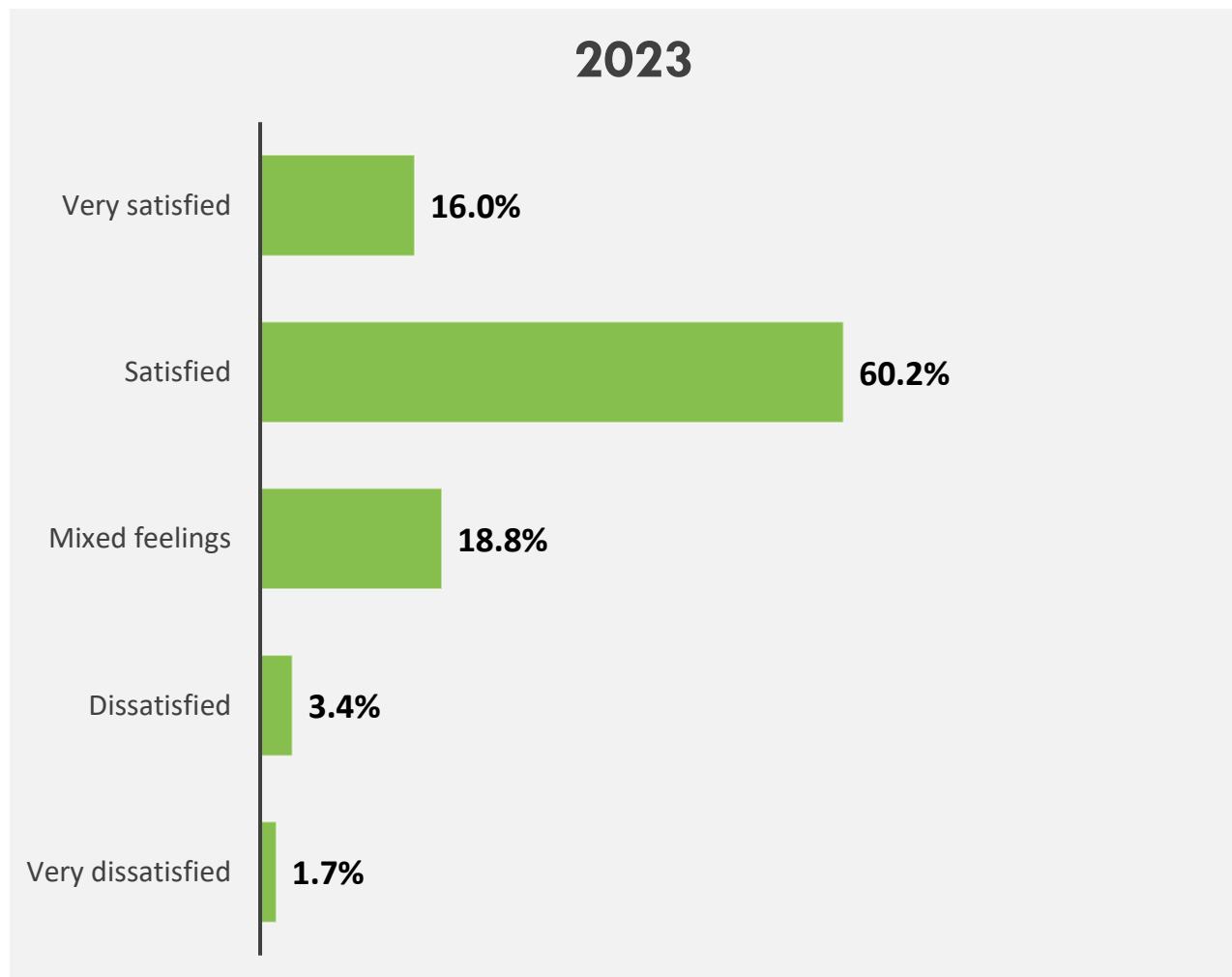
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



Q6. How satisfied have you been with the following areas (COMMUNITY SERVICES) over the past 12 months. 2023 n = 357; 333 no response, don't know, did not use



# GENERAL PRACTICE SERVICES (DOCTOR)

- Very satisfied + satisfied – 49.1%
- Very satisfied – 12.6%
- Dissatisfied + very dissatisfied – 22.6%

## Who is satisfied?

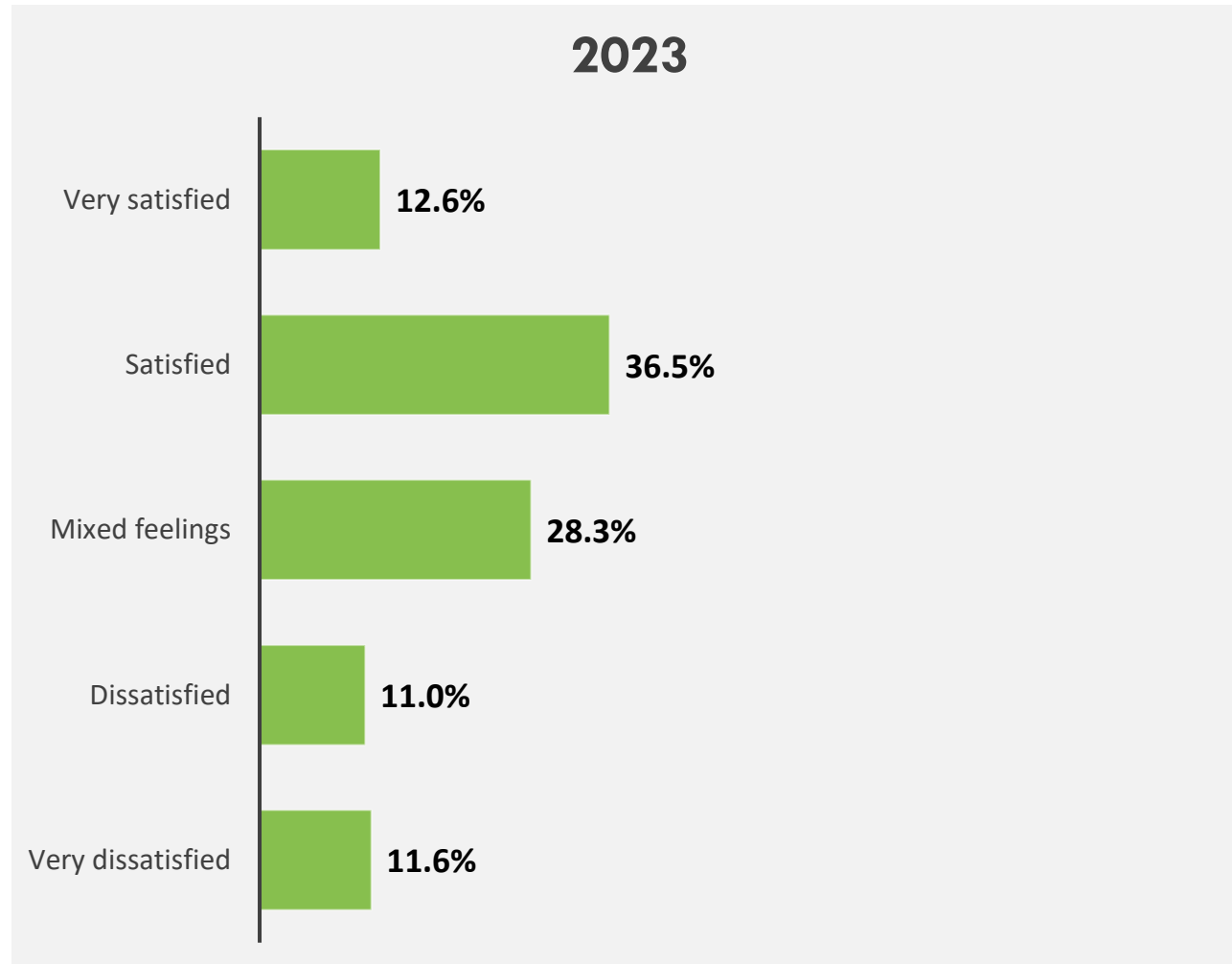
Those who use a GP based in Gingin.

## Who is less satisfied (but not dissatisfied)?

Those who use a medical practice outside the Shire mainly due to access.

## Who has a higher level of dissatisfaction?

No one group stands out.



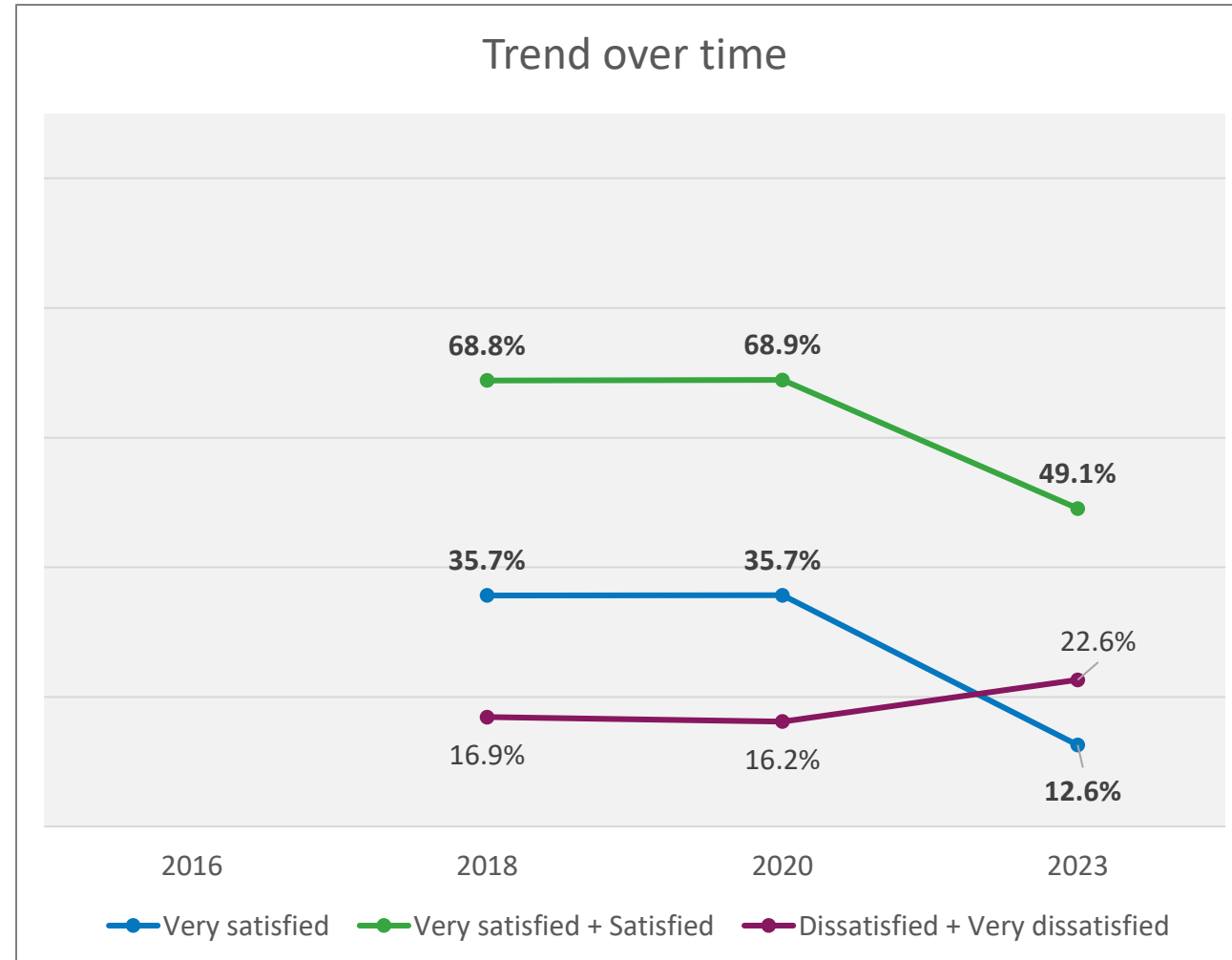
*Q6. How satisfied have you been with the following areas (COMMUNITY SERVICES) over the past 12 months. 2023 n = 318; 372 no response, don't know, did not use*

# GENERAL PRACTICE SERVICES (DOCTOR)

2023 results are lower than the 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is lower than the 2018-2020 results.
- Very satisfied – 2023 result is lower than the 2018-2020 results.
- Dissatisfied + very dissatisfied – 2023 result is higher than the 2020 result.



Q6. How satisfied have you been with the following areas (COMMUNITY SERVICES) over the past 12 months.  
2023 n = 318; 372 no response, don't know, did not use  
2020 n = 370; 325 no response, don't know, did not use  
2018 n=356; 374 no response, don't know, did not use

# GOVERNANCE

Satisfaction with consultation and decisions made is low and worse than in 2020. How the community is informed is moderate and stable.

Row %	Very satisfied	Very satisfied + satisfied	Commentary
Community consultation and engagement	4.7%	35.7%	Overall satisfaction and overall dissatisfaction are significantly lower than 2020.
How the community is informed about local issues	5.0%	53.5%	Very satisfied is lower than 2020. Other results are similar to all previous years.
Decisions made in the interests of the community	3.4%	26.6%	Overall satisfaction and overall dissatisfaction are significantly lower than 2020.



# COMMUNITY CONSULTATION AND ENGAGEMENT

- **Very satisfied + satisfied – 35.7%**
- **Very satisfied – 4.7%.**
- **Dissatisfied + very dissatisfied – 31.0%.**

## Who is satisfied?

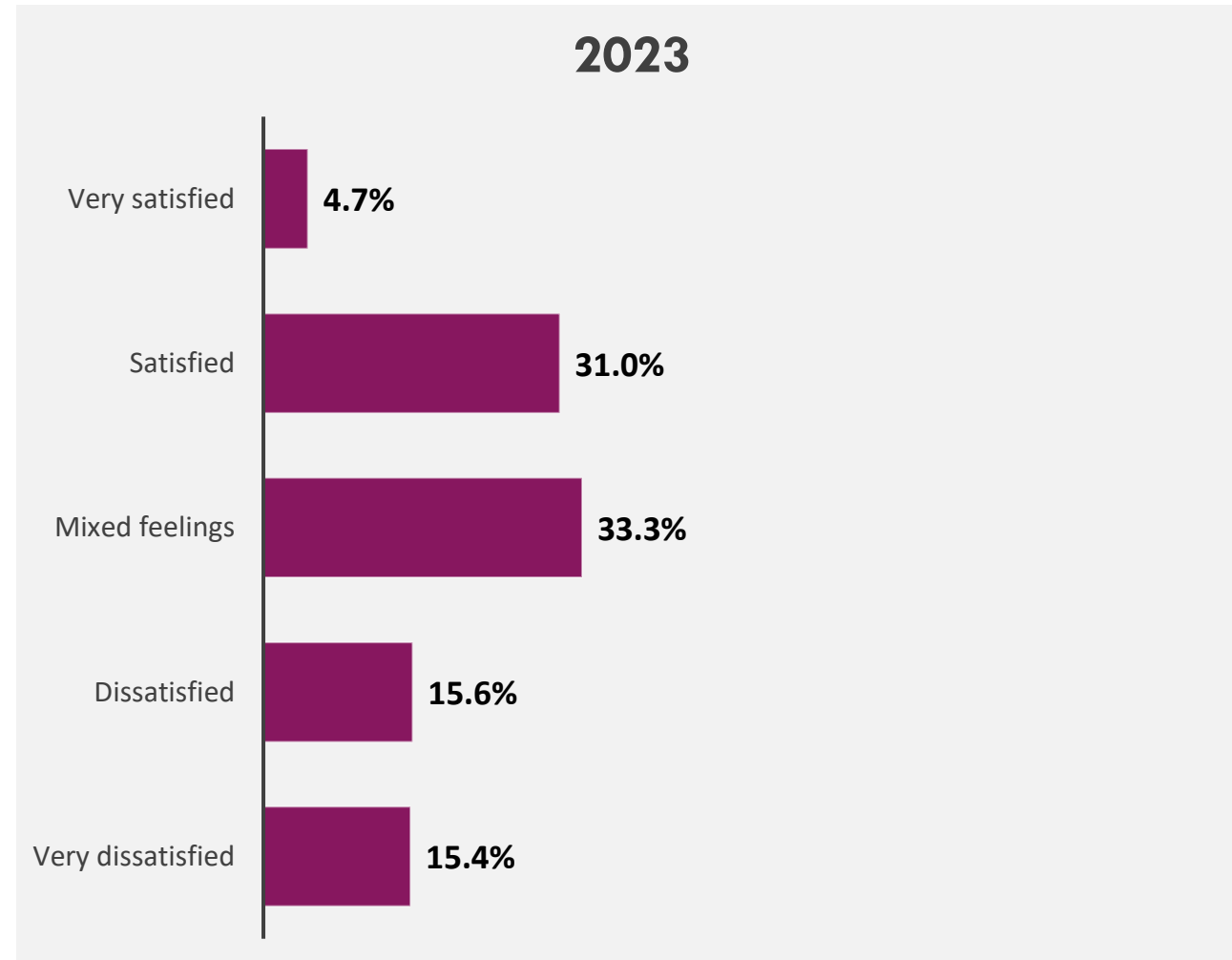
People who own properties other than residences (e.g., farms, commercial properties)

## Who is less satisfied (but not dissatisfied)?

Residents, especially owner occupiers.

## Who has a higher level of dissatisfaction?

No one group stands out.



*Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. Community consultation and engagement  
2023 n = 429; 261 no response, don't know, did not use*

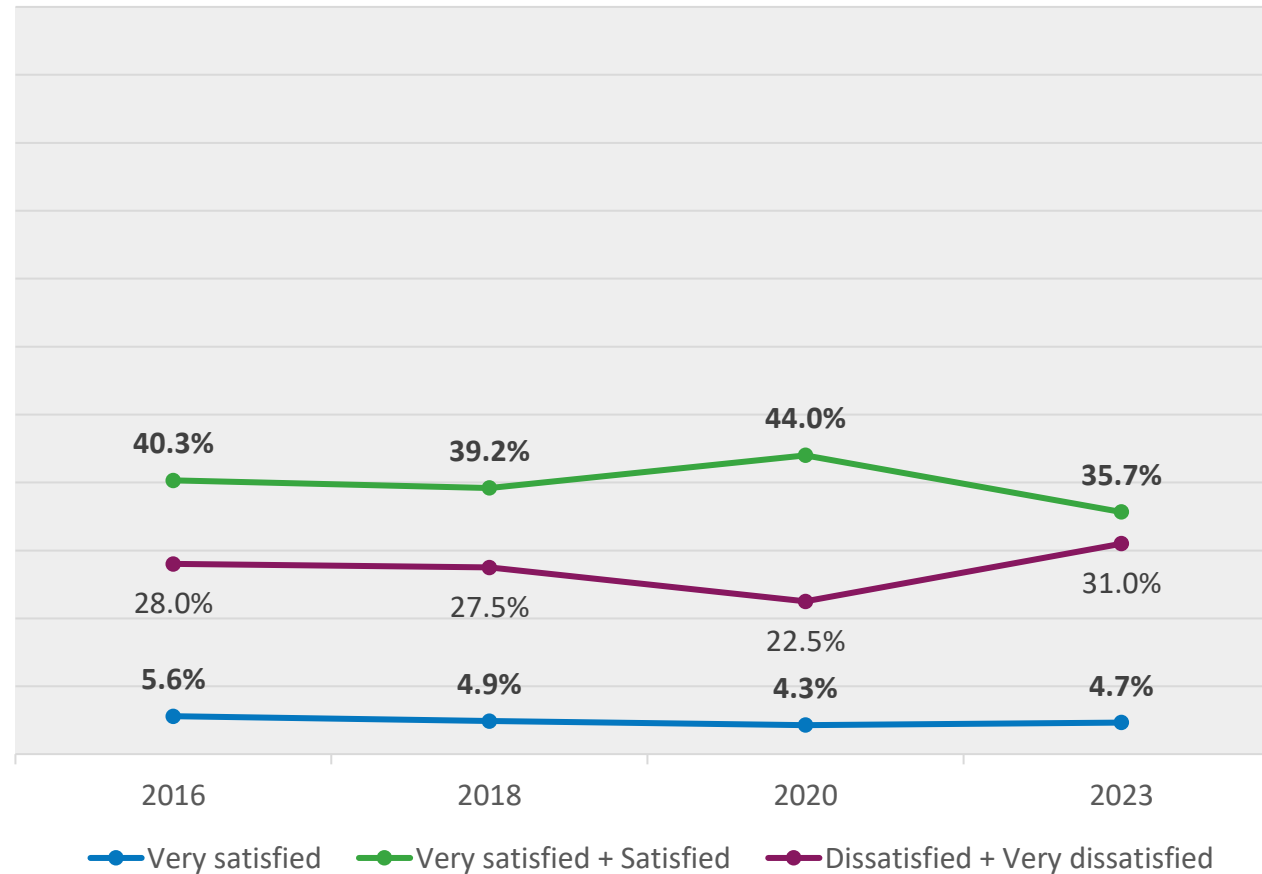
# COMMUNITY CONSULTATION AND ENGAGEMENT

2023 results for very satisfied + satisfied are significantly lower and for dissatisfied + very dissatisfied significantly higher than the 2020 result.

Over the longer term:

- Very satisfied + satisfied – 2023 result is lower than the 2020 result, but similar to previous years.
- Very satisfied – 2023 result is similar to previous results.
- Dissatisfied + very dissatisfied – 2023 result is higher than the 2020 result but similar to previous years.

Trend over time



Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. Community consultation and engagement  
 2023 n = 429; 261 no response, don't know, did not use  
 2020 n = 507; 188 no response, don't know, did not use  
 2018 n=472; 258 no response and unsure excluded;  
 2016 n= 351; 223 no response and those not familiar/did not use excluded

# HOW THE COMMUNITY IS INFORMED

- Very satisfied + satisfied – 53.5%.
- Very satisfied – 5.0%.
- Dissatisfied + very dissatisfied – 16.3%.

## Who is satisfied?

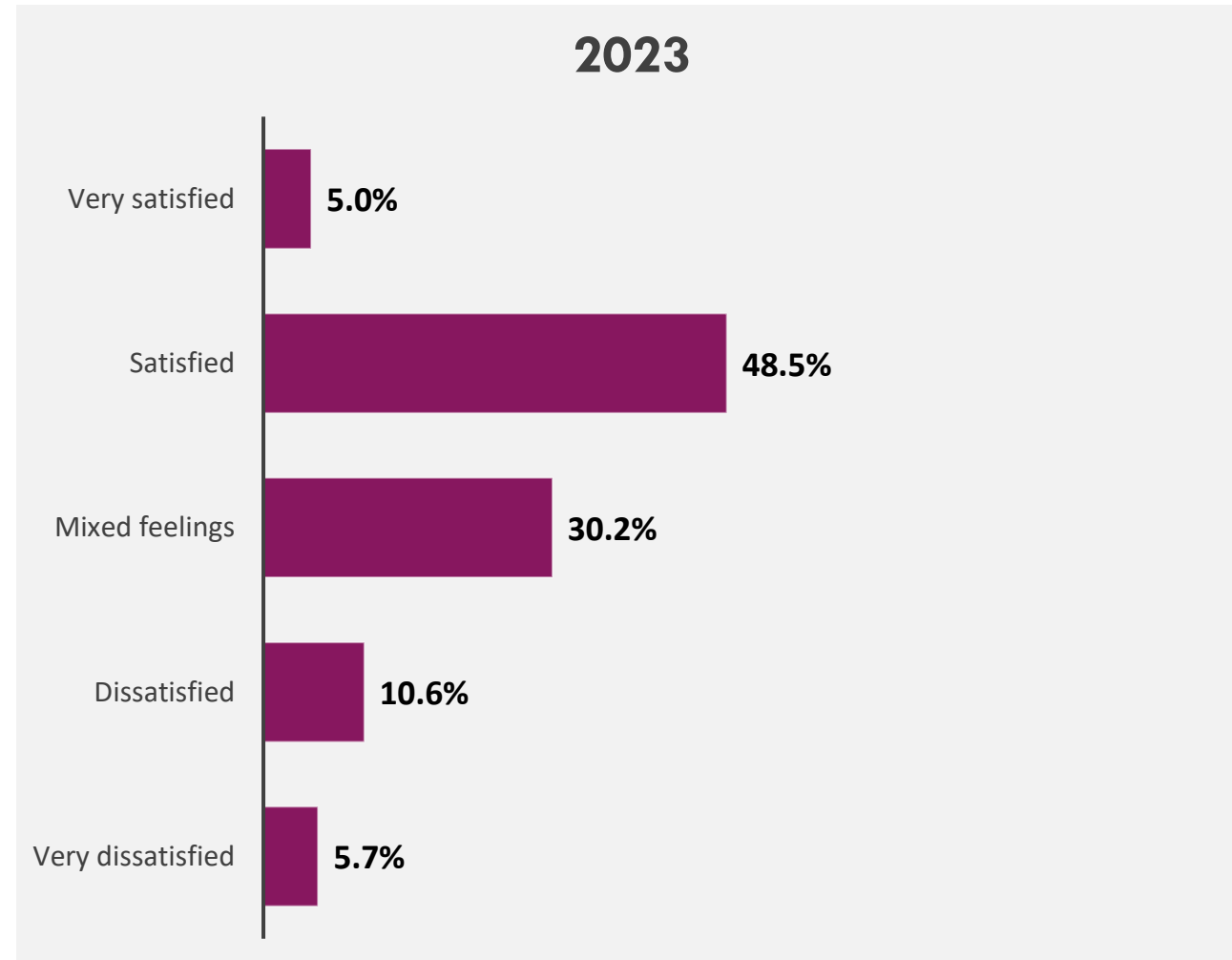
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



*Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. How the community is informed about local issues (e.g., Facebook, website)  
2023 n = 559; 131 no response, don't know, did not use*

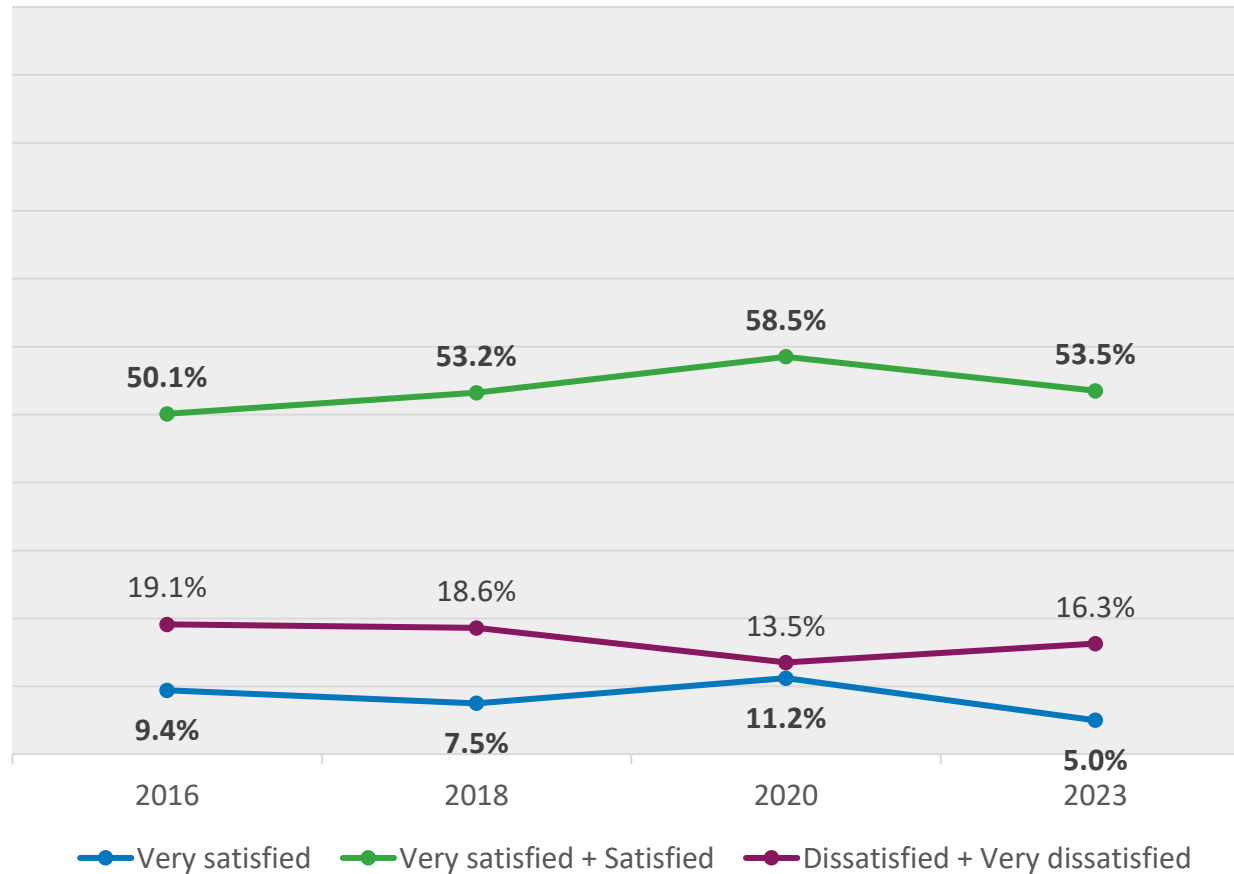
# HOW THE COMMUNITY IS INFORMED

The overall satisfied result in 2023 is similar to previous years. The very satisfied is lower than the 2020 result.

Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to all previous years.
- Very satisfied – 2023 result is lower than the 2016 & 2020 results.
- Dissatisfied + very dissatisfied – 2023 result is similar to all previous years.

Trend over time



Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. How the community is informed about local issues (e.g., Facebook, website)  
 2023 n = 559; 131 no response, don't know, did not use  
 2020 n = 598; 97 no response, don't know, did not use;  
 2018 n=577; 153 no response and don't know, did not use excluded;  
 2016 n=426, 147 no response and unsure and those not familiar/did not use excluded



# DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

- Very satisfied + satisfied – 26.6%
- Very satisfied – 3.4%
- Dissatisfied + very dissatisfied – 34.5%

## Who is satisfied?

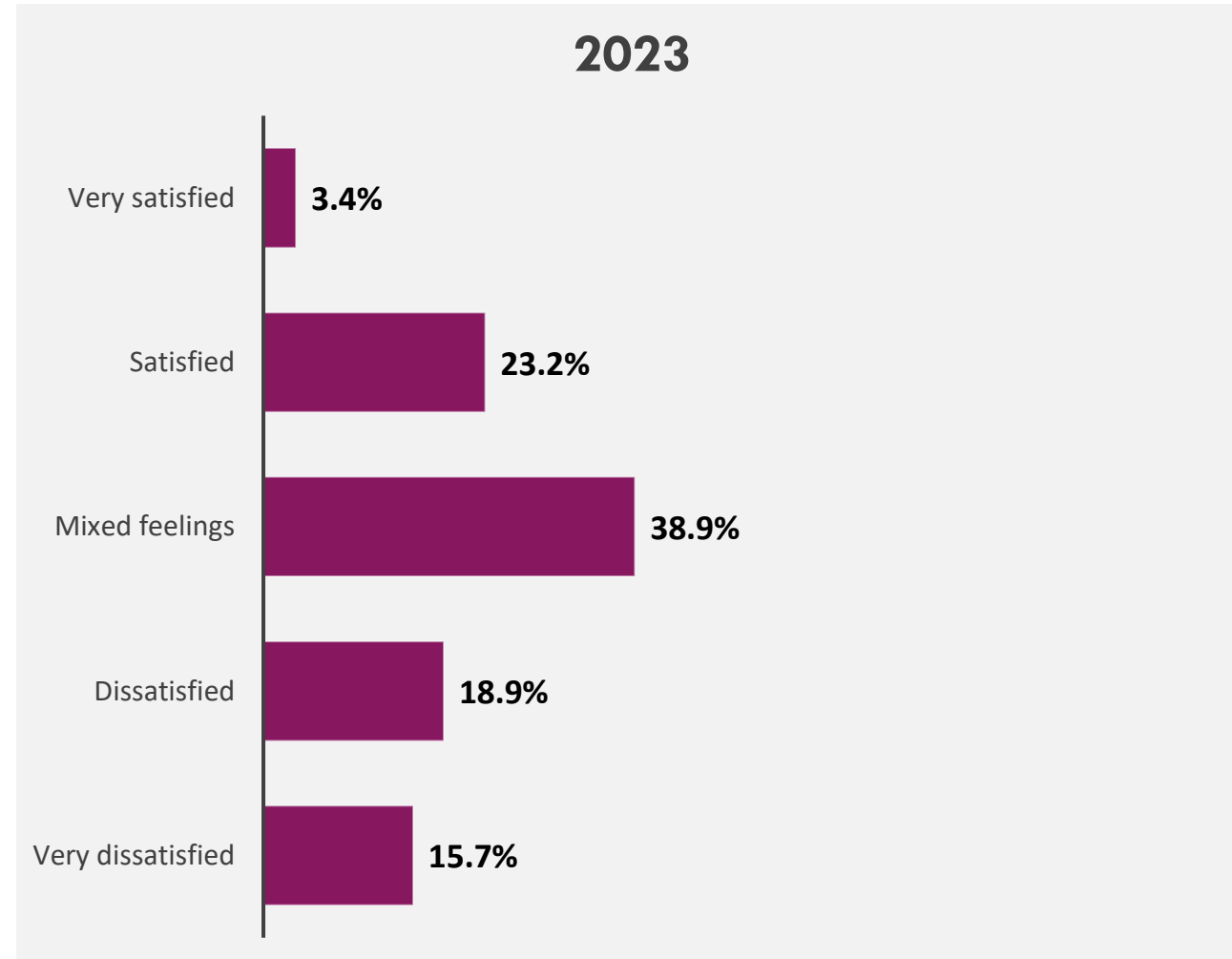
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

Residents

## Who has a higher level of dissatisfaction?

No one group stands out.



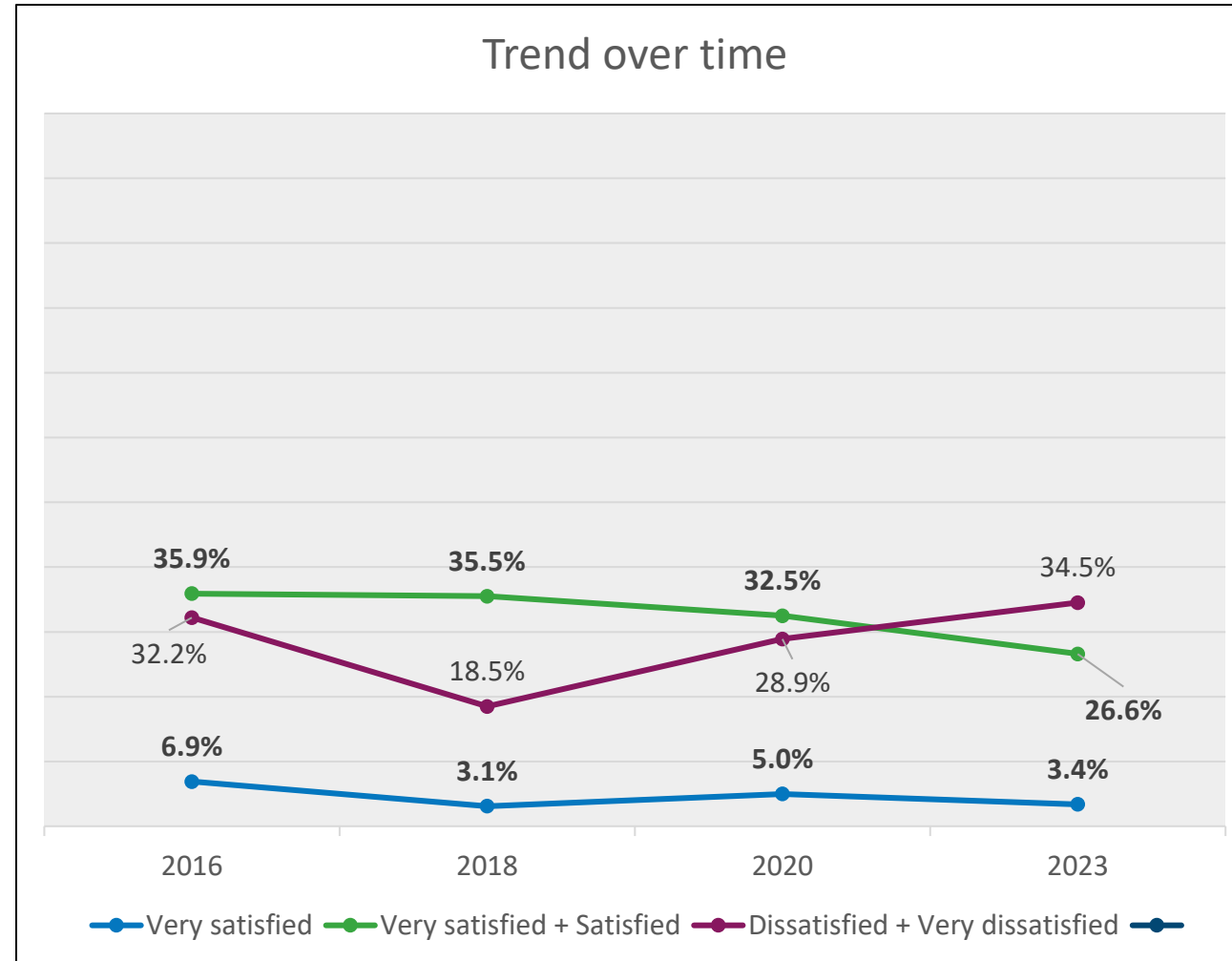
*Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. Decisions made in the interests of the community  
2023 n = 530; 160 no response, don't know, did not use*

# DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

2023 results for very satisfied + satisfied are significantly lower and for dissatisfied + very dissatisfied are significantly higher than the 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is lower than all previous years.
- Very satisfied – 2023 result is lower than the 2016 result.
- Dissatisfied + very dissatisfied – 2023 result is also higher than the 2018 result.



Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. Decisions made in the interests of the community  
 2023 n = 530; 160 no response, don't know, did not use  
 2020 n = 560; 135 no response, don't know, did not use  
 2018 n=541; 189 no response and don't know, did not use excluded,  
 2016 n=410, 164 no response and unsure and those not familiar/did not use excluded

# ENVIRONMENTAL MANAGEMENT

Environmental management remains an area of low satisfaction for the community.

	Very satisfied	Very satisfied + satisfied	
Conservation and environmental management	5.9%	43.7%	Results are similar to 2020.
Management of coastal erosion and inundation	5.7%	32.3%	Results are similar to 2020. Community dissatisfaction is at a similar level to community satisfaction.



# CONSERVATION AND ENVIRONMENTAL MANAGEMENT

- Very satisfied + satisfied – 43.7%
- Very satisfied – 5.9%
- Dissatisfied + very dissatisfied – 24.5%

## Who is satisfied?

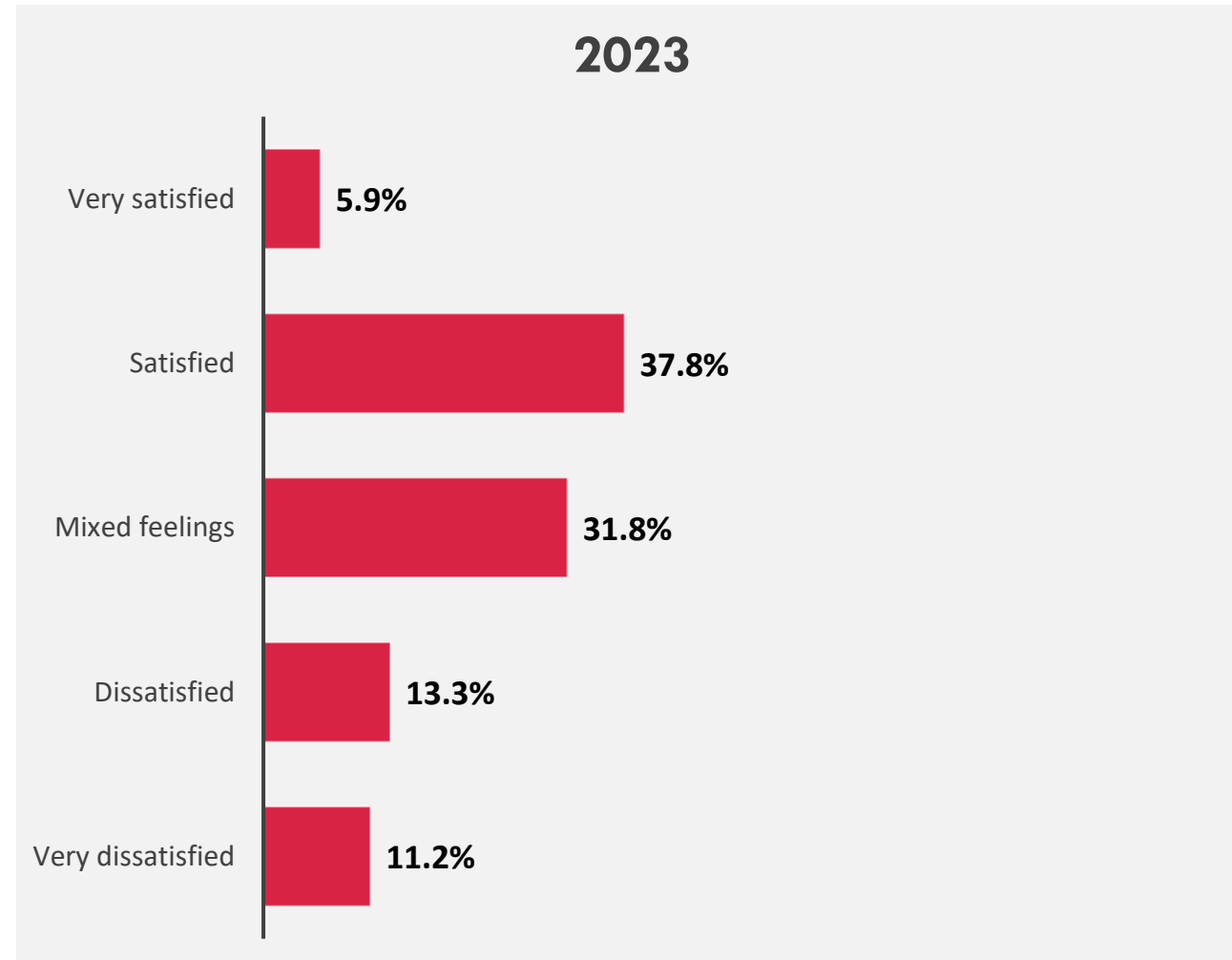
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.

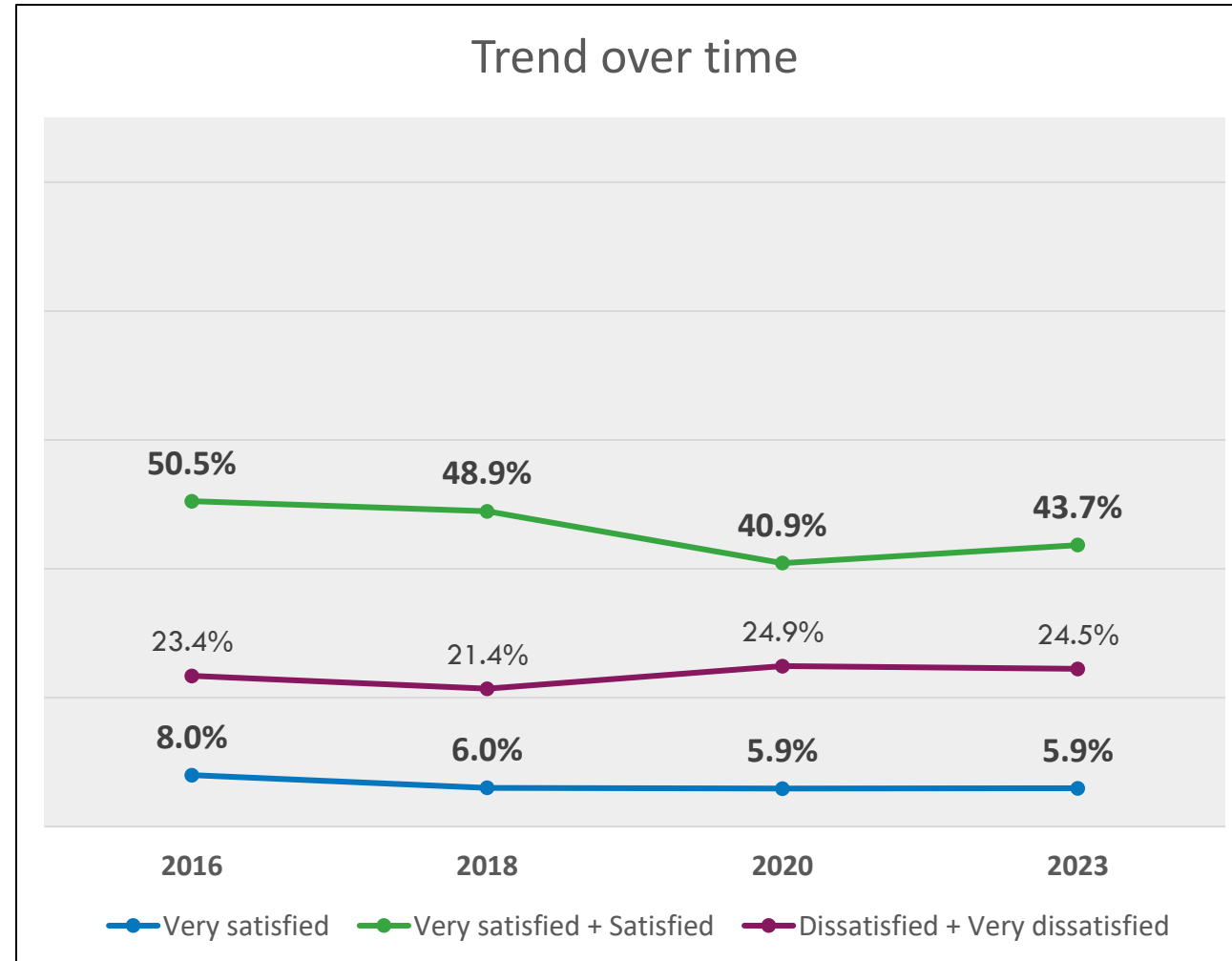


*Q7. How satisfied have you been with the following areas (ENVIRONMENTAL MANAGEMENT) over the past 12 months. Conservation and environmental management 2023 n = 437; 253 no response, don't know, did not use*

# CONSERVATION AND ENVIRONMENTAL MANAGEMENT

2023 results are similar to 2020 results.  
Over the longer term:

- Very satisfied + satisfied – 2023 result continues to be lower than 2016.
- Very satisfied – 2023 result is similar to all previous years.
- Dissatisfied + very dissatisfied – 2023 result is similar to all previous years.



Q7. How satisfied have you been with the following areas (ENVIRONMENTAL MANAGEMENT) over the past 12 months. Conservation and environmental management  
2023 n = 437; 253 no response, don't know, did not use  
2020 n = 526; 181 no response, don't know, did not use  
2018 n=515; 215 no response and unsure excluded;  
2016 n= 428; 146 no response and unsure and those not familiar/did not use excluded

# MANAGEMENT OF COASTAL EROSION AND INUNDATION

- **Very satisfied + satisfied – 32.3%**
- **Very satisfied – 5.7%**
- **Dissatisfied + very dissatisfied – 38.7%**

## Who is satisfied?

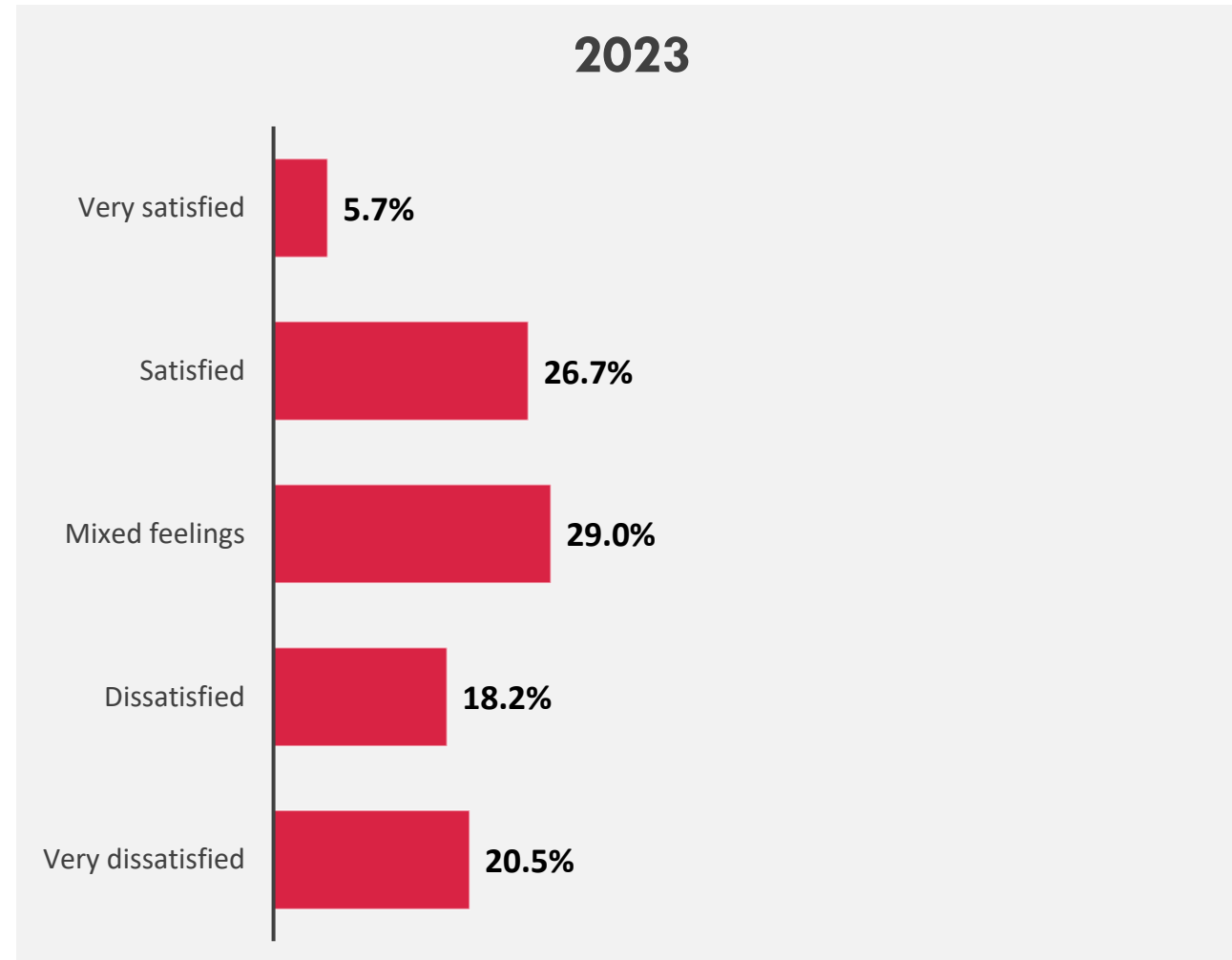
Gingin & Rural

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

Upper Coastal inc. Breton Bay  
Males



*Q7. How satisfied have you been with the following areas (ENVIRONMENTAL MANAGEMENT) over the past 12 months. Management of coastal erosion and inundation  
2023 n = 424; 266 no response, don't know, did not use*

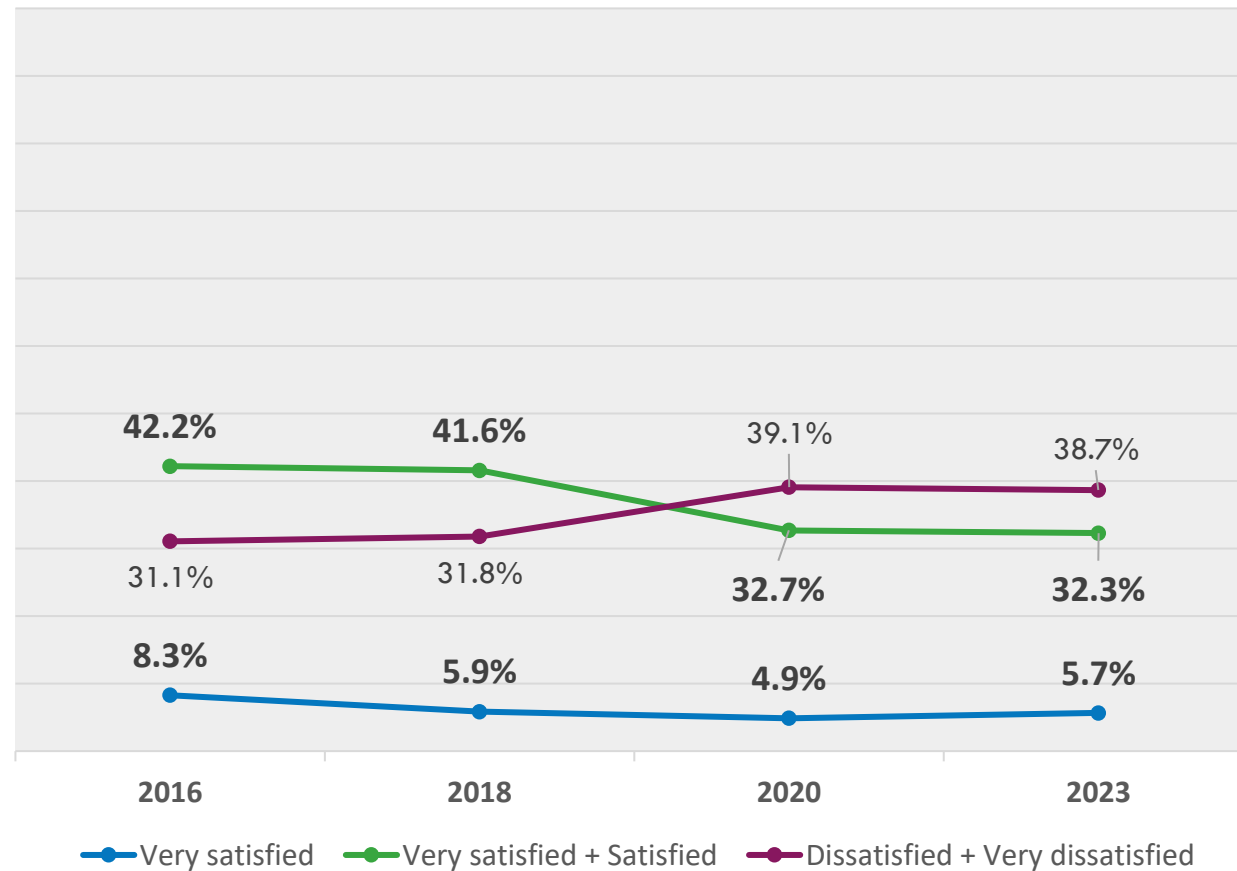
# MANAGEMENT OF COASTAL EROSION AND INUNDATION

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is lower than the 2016-2018 results.
- Very satisfied – 2023 result is similar to all previous years.
- Dissatisfied + very dissatisfied – 2023 result is higher than the 2016-2018 results.

Trend over time



Q7. How satisfied have you been with the following areas (ENVIRONMENTAL MANAGEMENT) over the past 12 months. Management of coastal erosion and inundation  
 2023 n = 424; 266 no response, don't know, did not use  
 2020 n = 514; 181 no response, don't know, did not use  
 2018 n = 512; 218 no response and unsure excluded; 2016 n = 412; 162 no response and unsure and those not familiar/did not use excluded



# ROADS AND PATH NETWORKS

Community satisfaction with Roads and Path Networks is fairly stable but continues to be generally on the moderate to low side.

	Very satisfied	Very satisfied + satisfied	
Maintenance of sealed (bitumen) roads in your area	7.6%	46.7%	Results similar to 2020.
Maintenance of unsealed (gravel) roads in your area	6.4%	55.7%	Results similar to 2020.
Roadside verges and streetscapes	6.3%	49.0%	Overall satisfaction and dissatisfaction have improved from 2020 results.
The management and control of traffic on local roads	6.8%	68.8%	Results similar to 2020.
Paths and trails	4.7%	54.5%	Results similar to 2020.



# MAINTENANCE OF SEALED (BITUMEN) ROADS

- Very satisfied + satisfied – 46.7%
- Very satisfied – 7.6%
- Dissatisfied + very dissatisfied – 31.4%

## Who is satisfied?

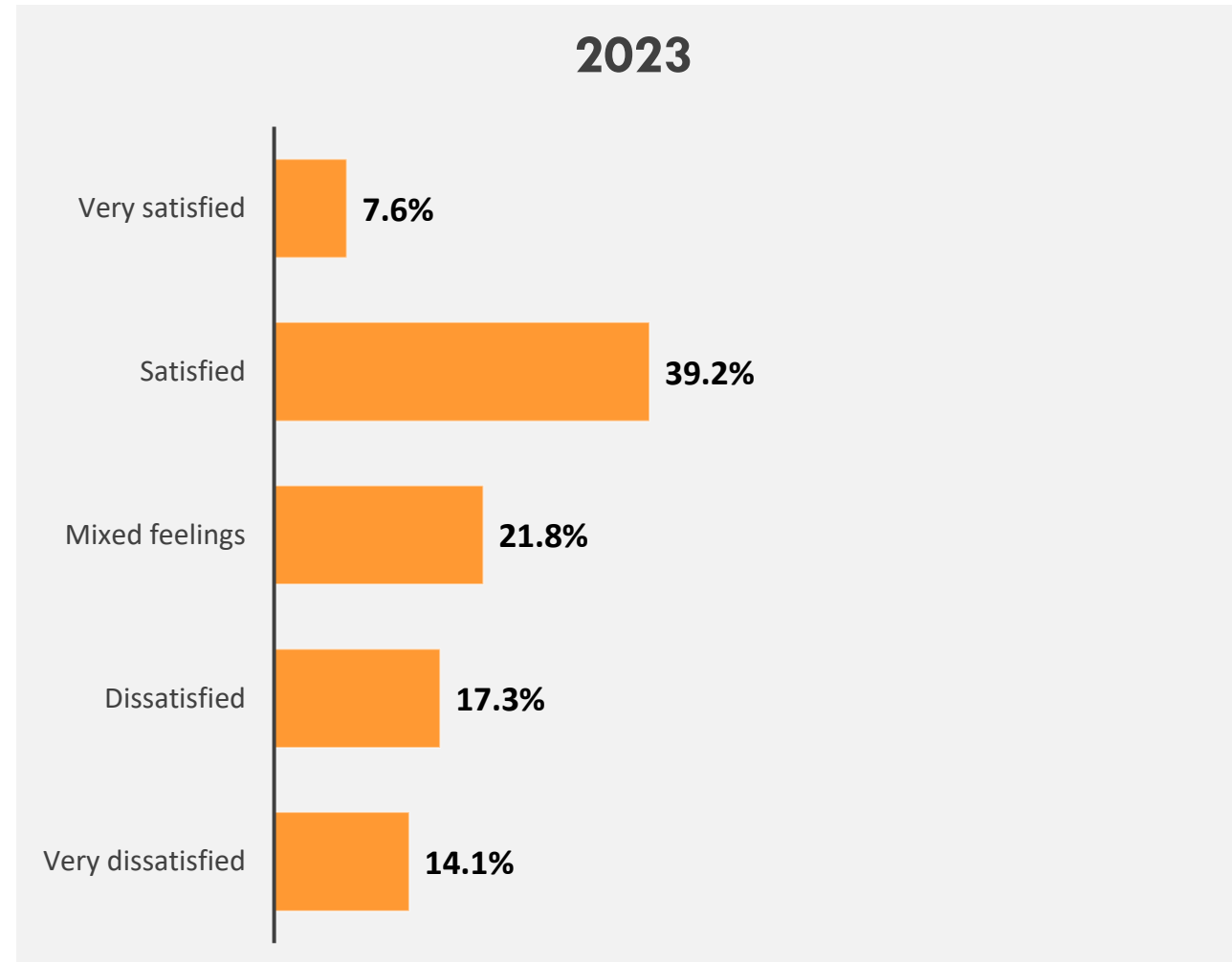
Owners of holiday homes  
Owners of investment properties  
Non-resident ratepayers.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

Residents, especially owner occupiers.

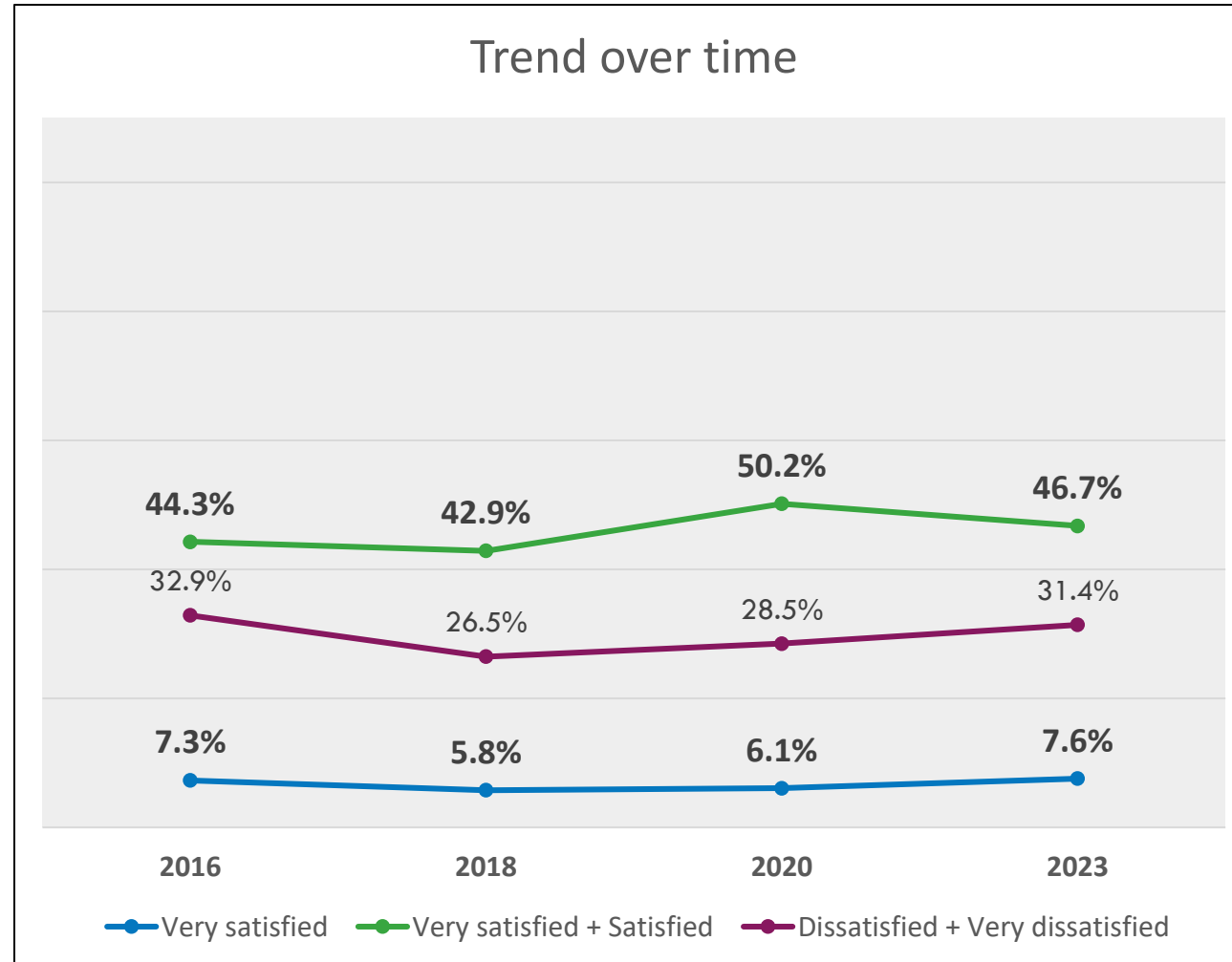


*Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Maintenance of sealed bitumen roads  
2023 n = 646; 44 no response, don't know, did not use*

# MAINTENANCE OF SEALED (BITUMEN) ROADS

2023 results are similar to 2020 results.  
Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to all previous years.
- Very satisfied – 2023 result is similar to all previous years.
- Dissatisfied + very dissatisfied –2023 result is trending upwards and higher than the 2018 result.



Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Maintenance of sealed bitumen roads  
2023 n = 646; 44 no response, don't know, did not use  
2020 n = 671; 24 no response, don't know, did not use  
2018 n=702; 28 no response and don't know excluded  
2016 n= 538; 36 no response and unsure and those not familiar/did not use excluded

# MAINTENANCE OF UNSEALED (GRAVEL) ROADS

- Very satisfied + satisfied – 55.7%
- Very satisfied – 6.4%
- Dissatisfied + very dissatisfied – 19.9%

## Who is satisfied?

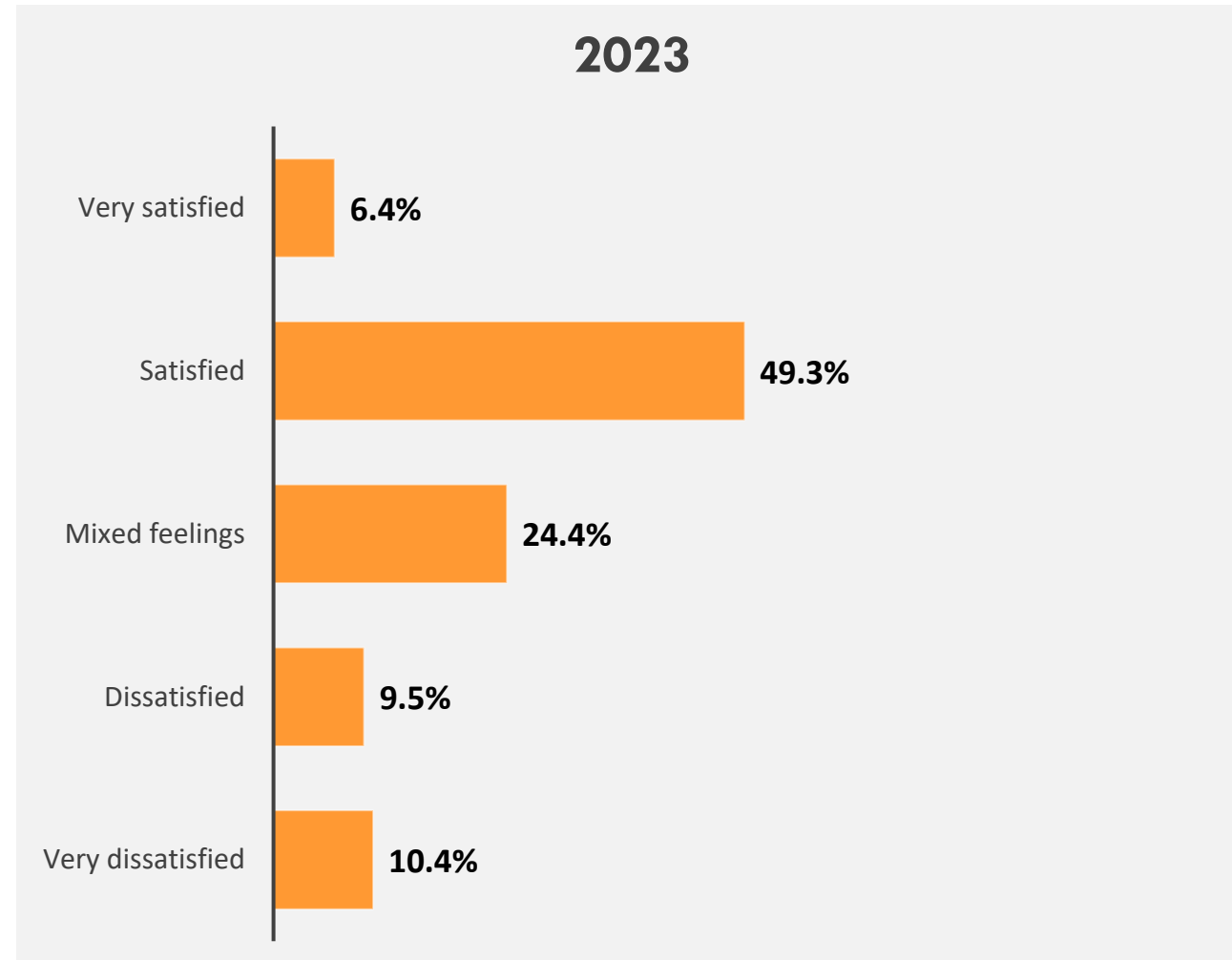
Owners of holiday homes  
Non-resident ratepayers.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

Residents, especially owner occupiers.



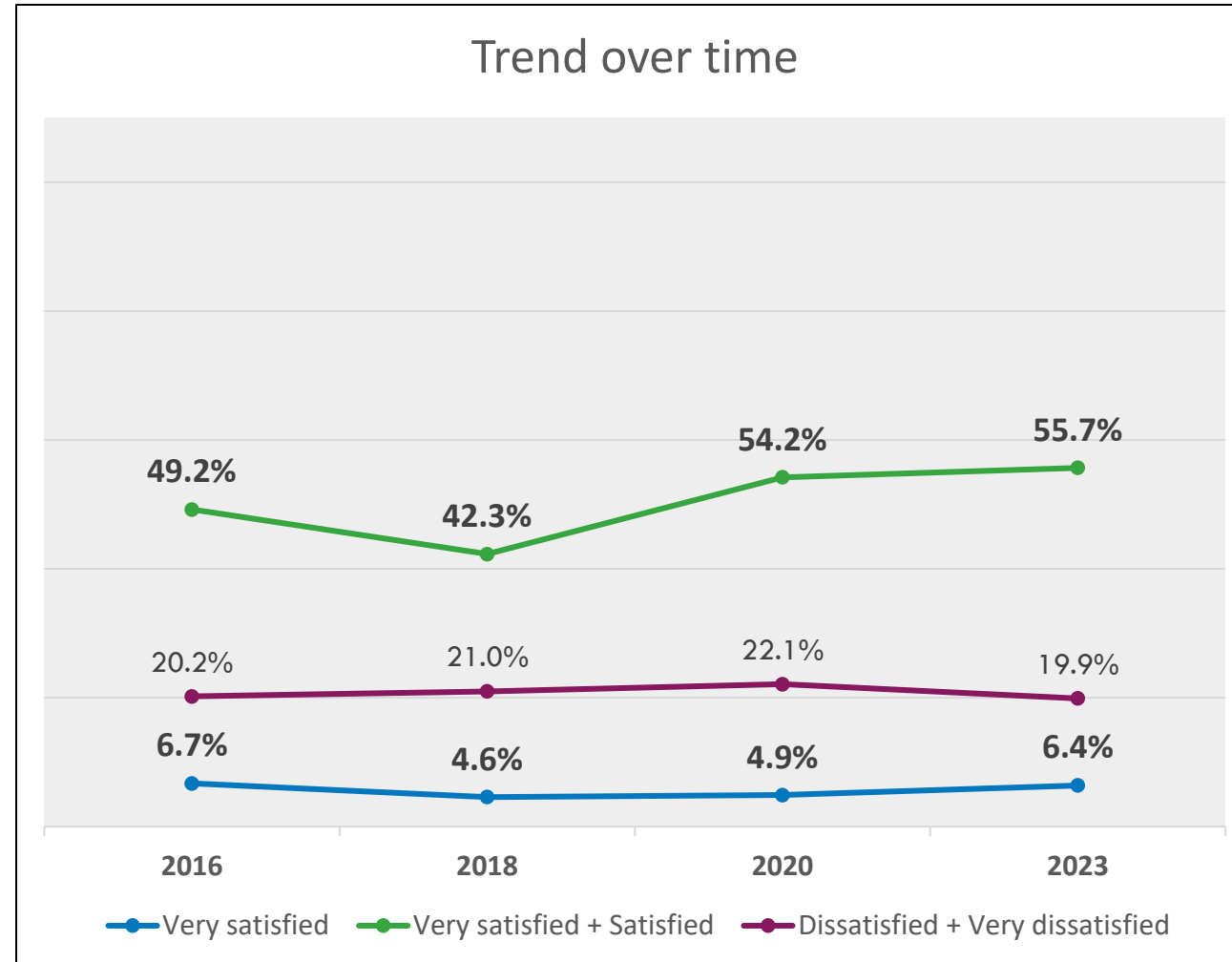
*Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Maintenance of unsealed gravel roads 2023 n = 422, 268 no response, don't know, did not use*

# MAINTENANCE OF UNSEALED (GRAVEL) ROADS

2023 results are similar to 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result continues to trend upwards compared to the 2018 result.
- Very satisfied – 2023 result is similar to all previous years.
- Dissatisfied + very dissatisfied – 2023 result is similar to all previous years.



Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Maintenance of unsealed gravel roads  
 2023 n = 422, 268 no response, don't know, did not use  
 2020n = 467, 228 no response, don't know, did not use  
 2018 n=482; 248 no response and unsure excluded;  
 2016 n= 389; 185 no response and unsure and those not familiar/did not use excluded

# ROADSIDE VERGES AND STREETSAPES

- Very satisfied + satisfied – 49.0%
- Very satisfied – 6.3%
- Dissatisfied + very dissatisfied – 25.3%

## Who is satisfied?

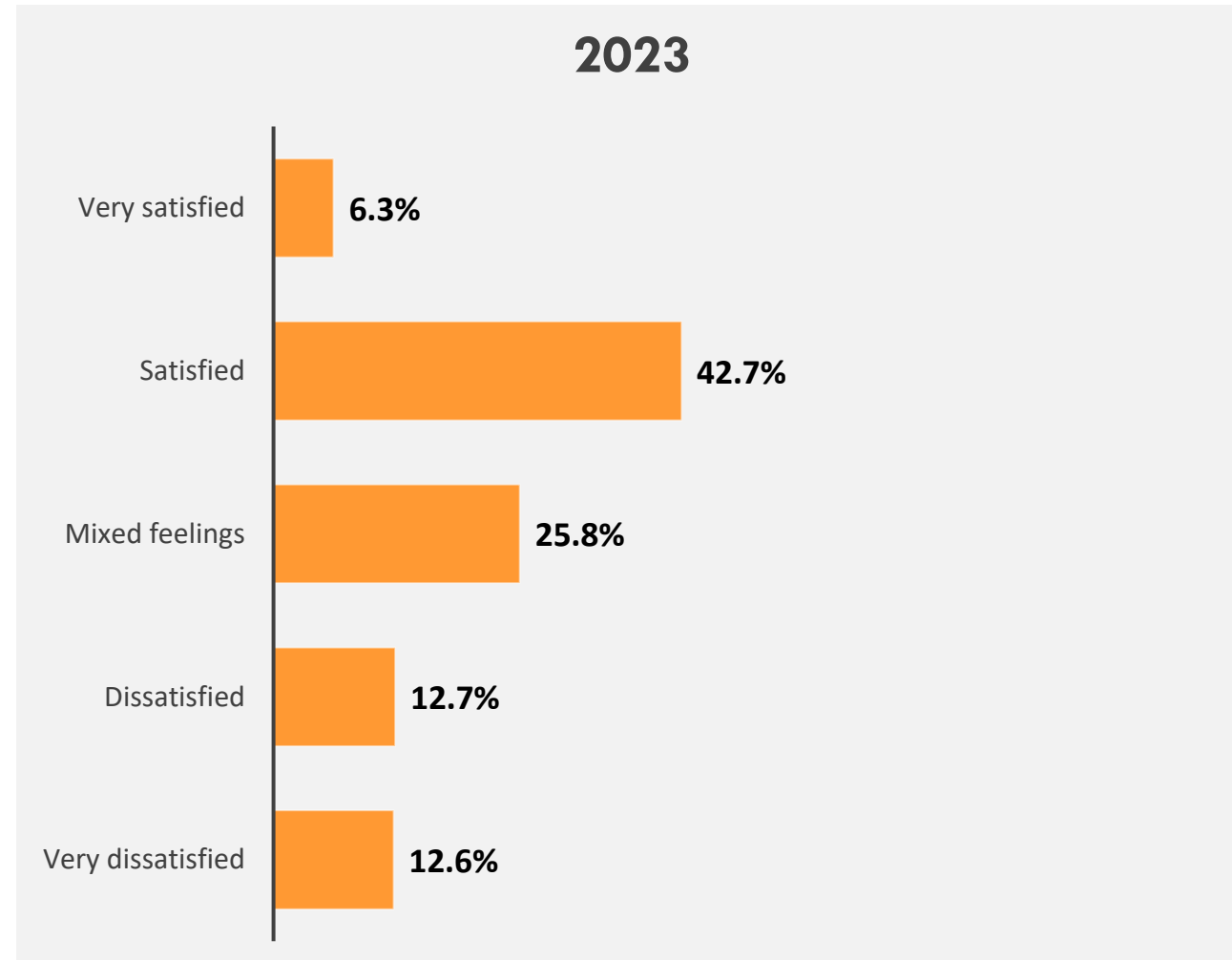
Owners of holiday homes  
Non-resident ratepayers.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

Residents, especially owner occupiers.



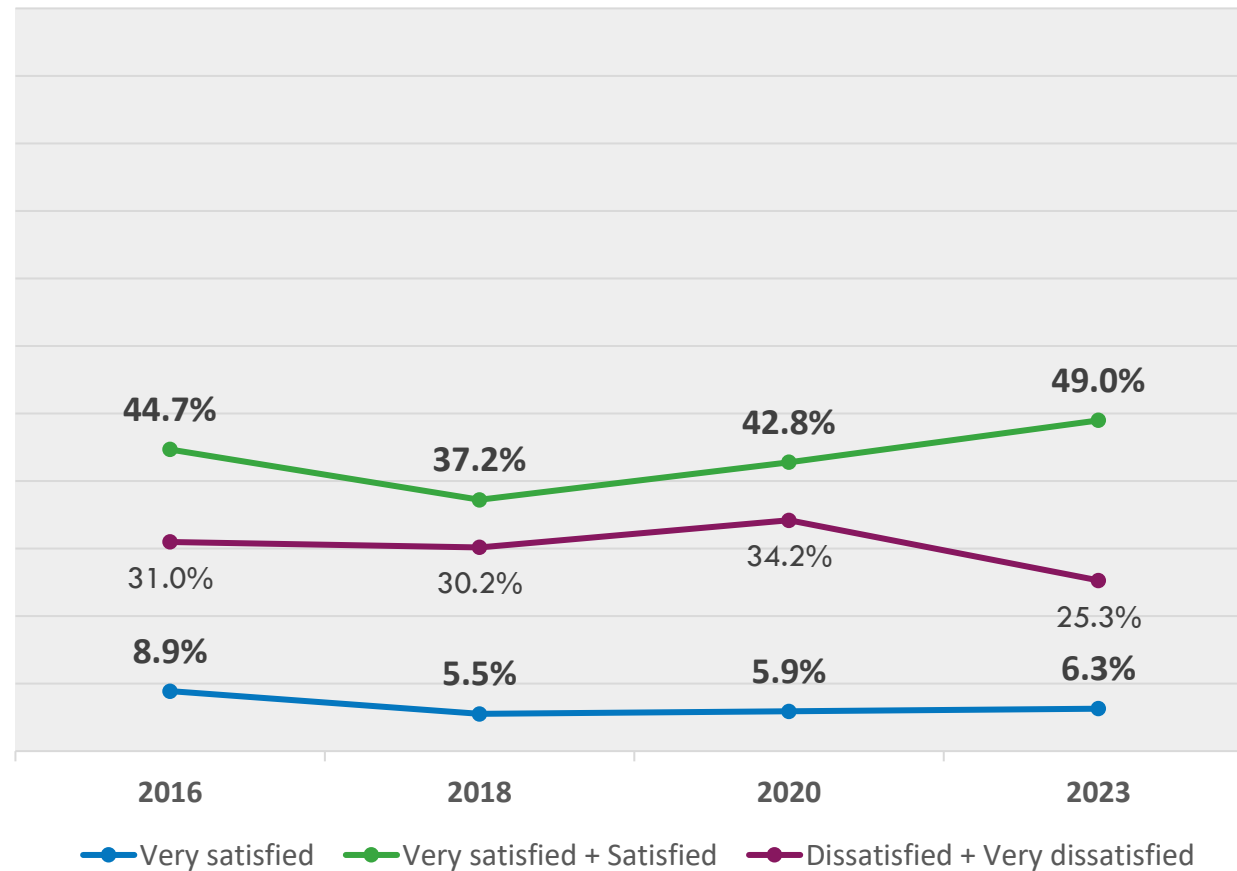
*Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Roadside verges and street scapes  
2023 n = 621, 69 no response, don't know, did not use*

# ROADSIDE VERGES AND STREETSAPES

2023 results for very satisfied + satisfied and for dissatisfied + very dissatisfied show a significant improvement on the 2020 results. Over the longer term:

- Very satisfied + satisfied – 2023 results are trending upwards and higher than the 2018 – 2020 results.
- Very satisfied – 2023 result is similar to all previous years.
- Dissatisfied + very dissatisfied – 2023 results are trending downwards so better compared to the 2016 – 2020 results.

Trend over time



Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Roadside verges and street scapes  
 2023 n = 621, 69 no response, don't know, did not use  
 2020 n = 647, 48 no response, don't know, did not use  
 2018 n=669, 61 no response and unsure excluded;  
 2016 n= 533, 41 no response and unsure and those not familiar/did not use excluded



# MANAGEMENT AND CONTROL OF TRAFFIC

- Very satisfied + satisfied – 68.8%
- Very satisfied – 6.8%
- Dissatisfied + very dissatisfied – 10.9%

## Who is satisfied?

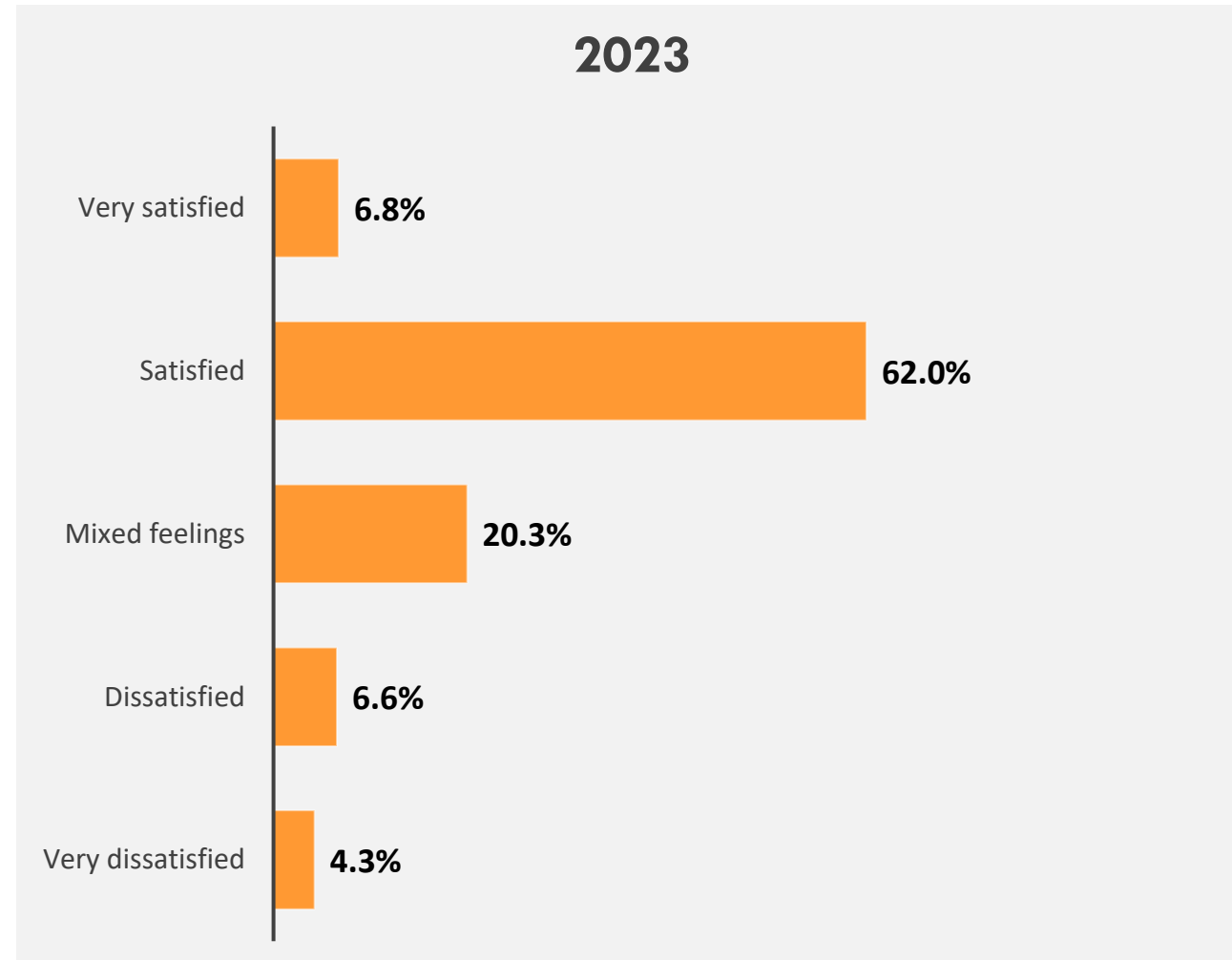
Owners of holiday homes  
Non-resident ratepayers

## Who is less satisfied (but not dissatisfied)?

Residents, especially owner occupiers

## Who has a higher level of dissatisfaction?

No one group stands out.



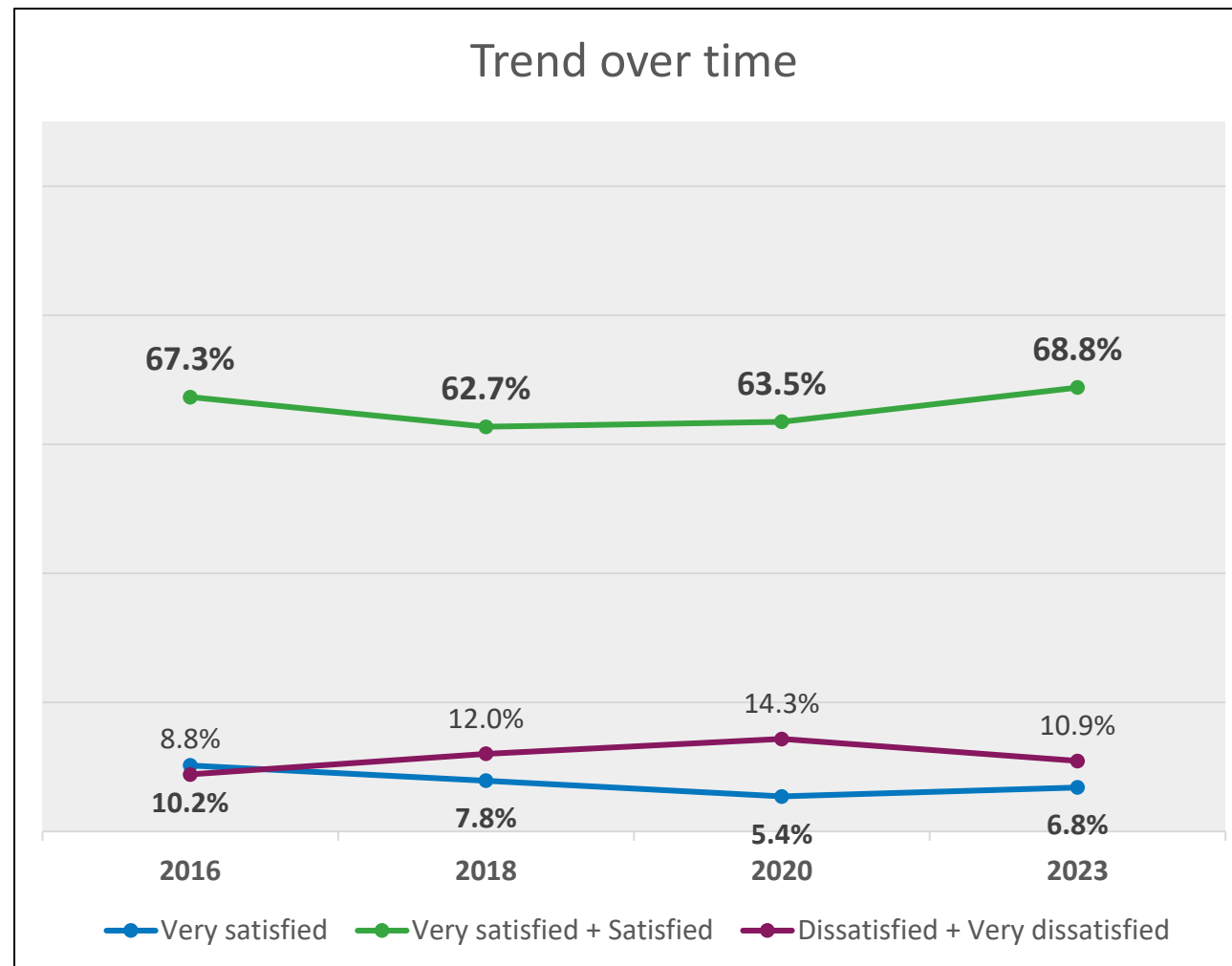
*Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Management and control of traffic 2023 n = 558, 132 no response, don't know, did not use response, don't know, did not use*

# MANAGEMENT AND CONTROL OF TRAFFIC

2023 results are similar to the 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is higher and trending upwards from the 2018 result.
- Very satisfied – 2023 result is lower than the 2016 result.
- Dissatisfied + very dissatisfied – 2023 result is similar to all previous years.



Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Management and control of traffic  
 2023 n = 558, 132 no response, don't know, did not use response, don't know, did not use  
 2020 n = 614, 81 no response, don't know, did not use response, don't know, did not use  
 2018 n=625; 105 no response and unsure excluded;  
 2016 n= 486; 88 no response and unsure and those not familiar/did not use excluded

# PATHS AND TRAILS

- Very satisfied + satisfied – 54.5%
- Very satisfied – 4.7%
- Dissatisfied + very dissatisfied – 23.5%

## Who is satisfied?

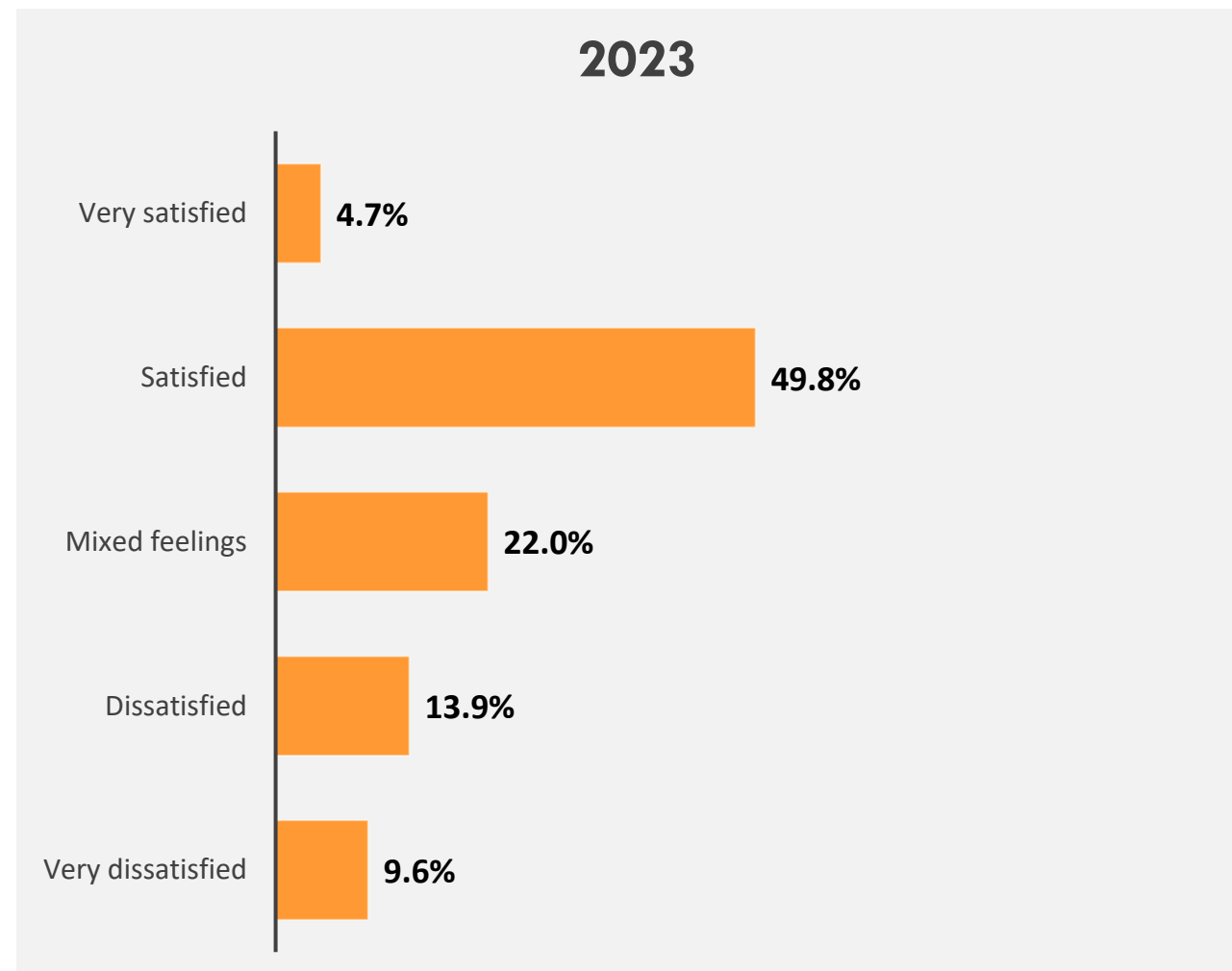
Owners of holiday homes  
Non-resident ratepayers

## Who is less satisfied (but not dissatisfied)?

No one group stands out

## Who has a higher level of dissatisfaction?

Residents, especially owner occupiers  
Females



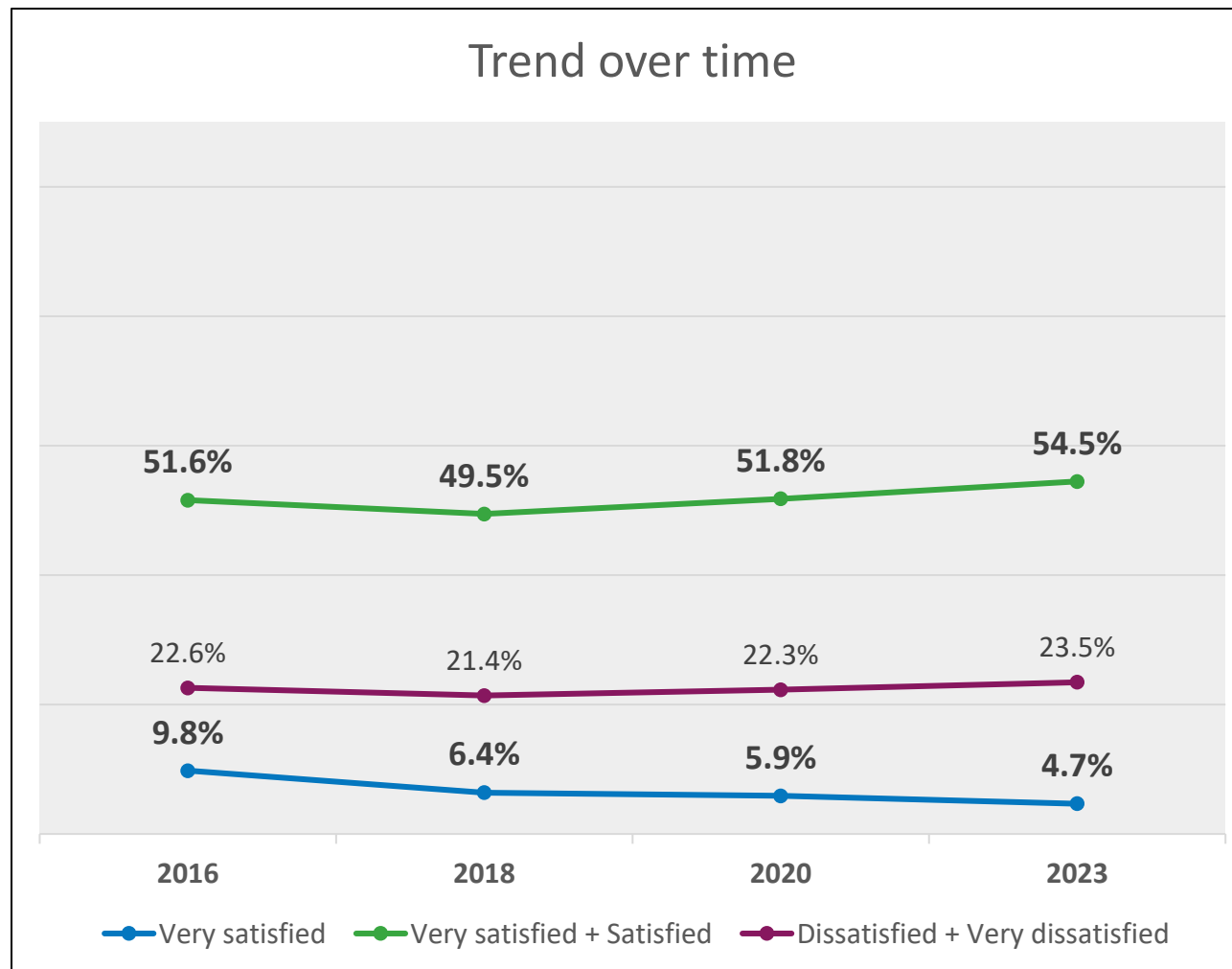
Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Paths and trails  
2023 n = 490, 200 no response, don't know, did not use  
response, don't know, did not use

# PATHS AND TRAILS

2023 results are similar to the 2020 results.

Over the longer term:

- Very satisfied + satisfied – 2023 result is similar to previous years.
- Very satisfied – 2023 result is similar to previous years.
- Dissatisfied + very dissatisfied – 2023 result continues to be a little higher than the 2016 result.



Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months.  
 Paths and trails  
 2023 n = 490, 200 no response, don't know, did not use  
 2020 n = 529, 166 no response, don't know, did not use excluded  
 2018 n=562; 168 no response and unsure excluded;  
 2016 n= 463; 111 no response and unsure and those not familiar/did not use excluded

# COMMUNICATIONS

Community satisfaction with Communications has declined on two of the measures (and the proportion who are very satisfied has fallen for a third measure). Results continue to be generally on the moderate to low side.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Keeping you appropriately informed regarding the Shire's services.	<b>6.8%</b>	<b>61.3%</b>	Results similar to 2020.
Speaking on your behalf about Shire of Gingin issues to State and Federal Government and other agencies (advocacy)	<b>4.0%</b>	<b>37.4%</b>	Results similar to 2020.
The way the Shire provides information to you about events and other activities	<b>5.7%</b>	<b>62.5%</b>	Very satisfied is lower than 2020. Other results are similar to all previous years.
Opportunities for you to be consulted and provide feedback about local issues	<b>4.7%</b>	<b>40.0%</b>	Overall satisfaction has declined since the 2020 results.
Shire communication explaining decisions or changes to the way things are done	<b>4.4%</b>	<b>46.9%</b>	Overall satisfaction has declined since the 2020 results.

# KEEPING YOU APPROPRIATELY INFORMED ON SHIRE SERVICES

## Overall satisfaction fairly high:

- Satisfied + satisfied – 61.3%
- Very satisfied – 6.8%
- Dissatisfied + very dissatisfied –10.0%

## Who is satisfied?

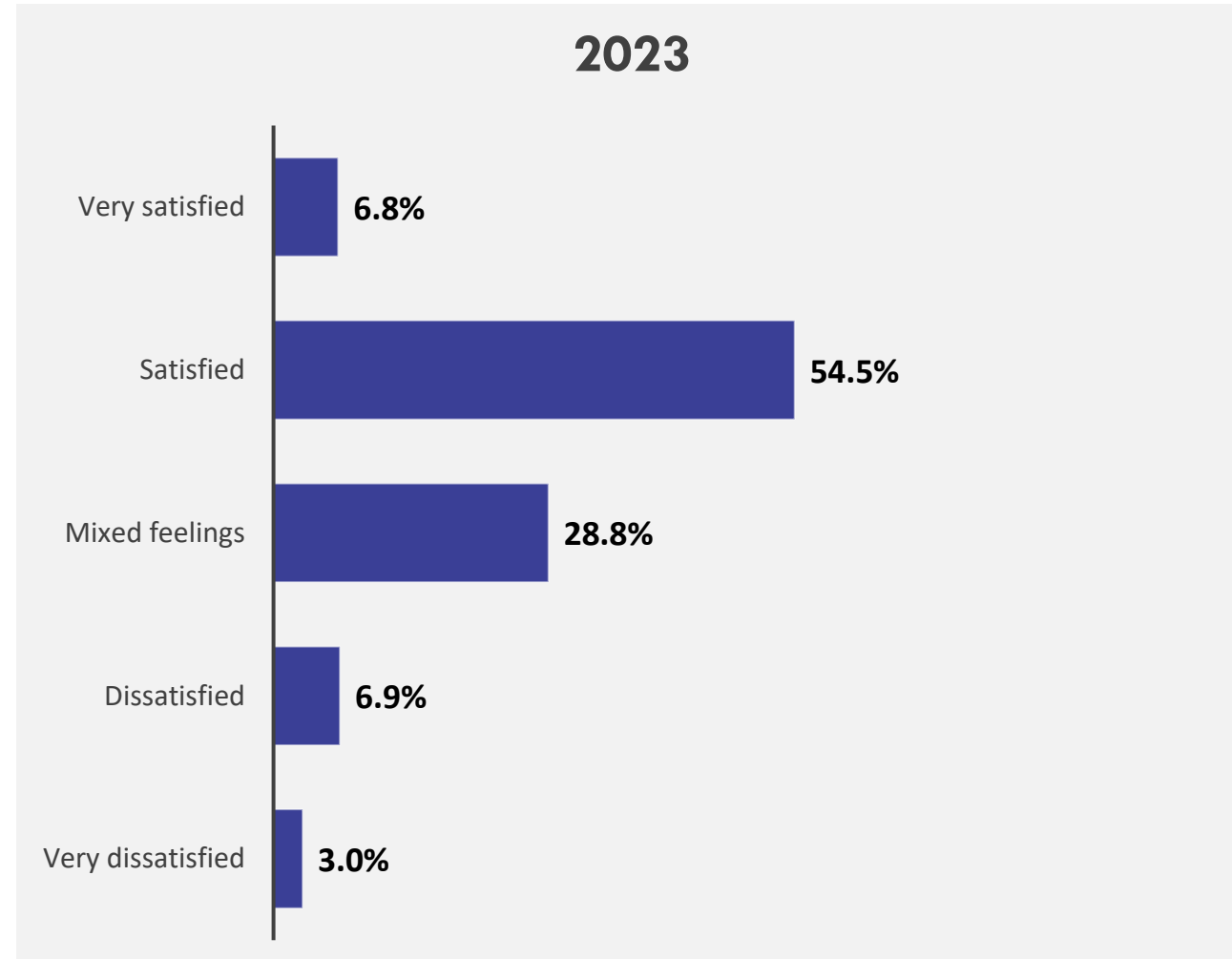
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.

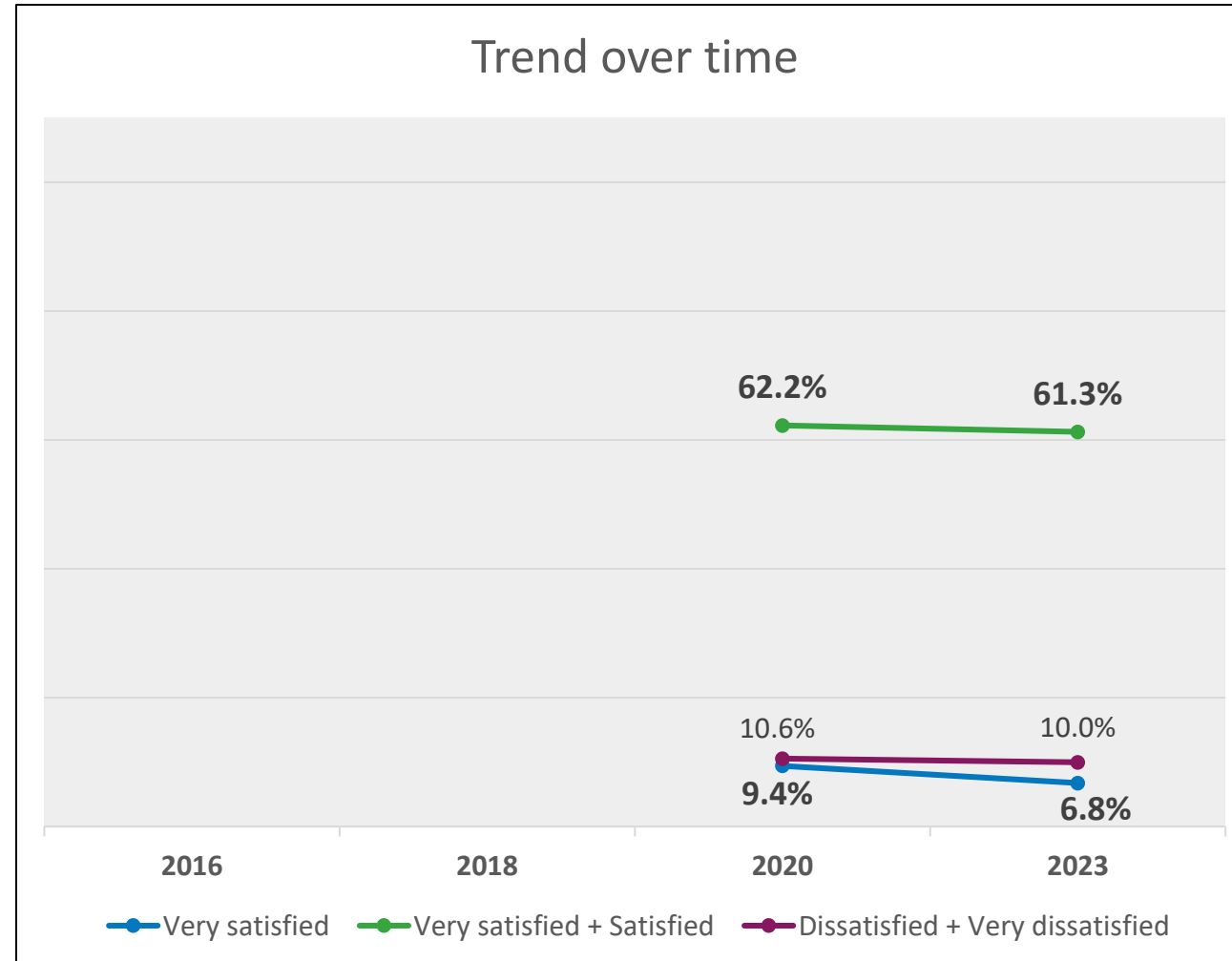


Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months. Keeping you appropriately informed regarding Shire services  
2023 n = 591; 99 no response, don't know, did not use

# KEEPING YOU APPROPRIATELY INFORMED ON SHIRE SERVICES

Measured for the first time in 2020.

The 2023 results are similar to the 2020 results for all measures



Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months. Keeping you appropriately informed regarding Shire services  
2023 n = 591; 99 no response, don't know, did not use  
2020 n = 625; 70 no response, don't know, did not use



# ADVOCACY

- Very satisfied + satisfied – 37.4%
- Very satisfied – 4.0%
- Dissatisfied + very dissatisfied –24.1%

## Who is satisfied?

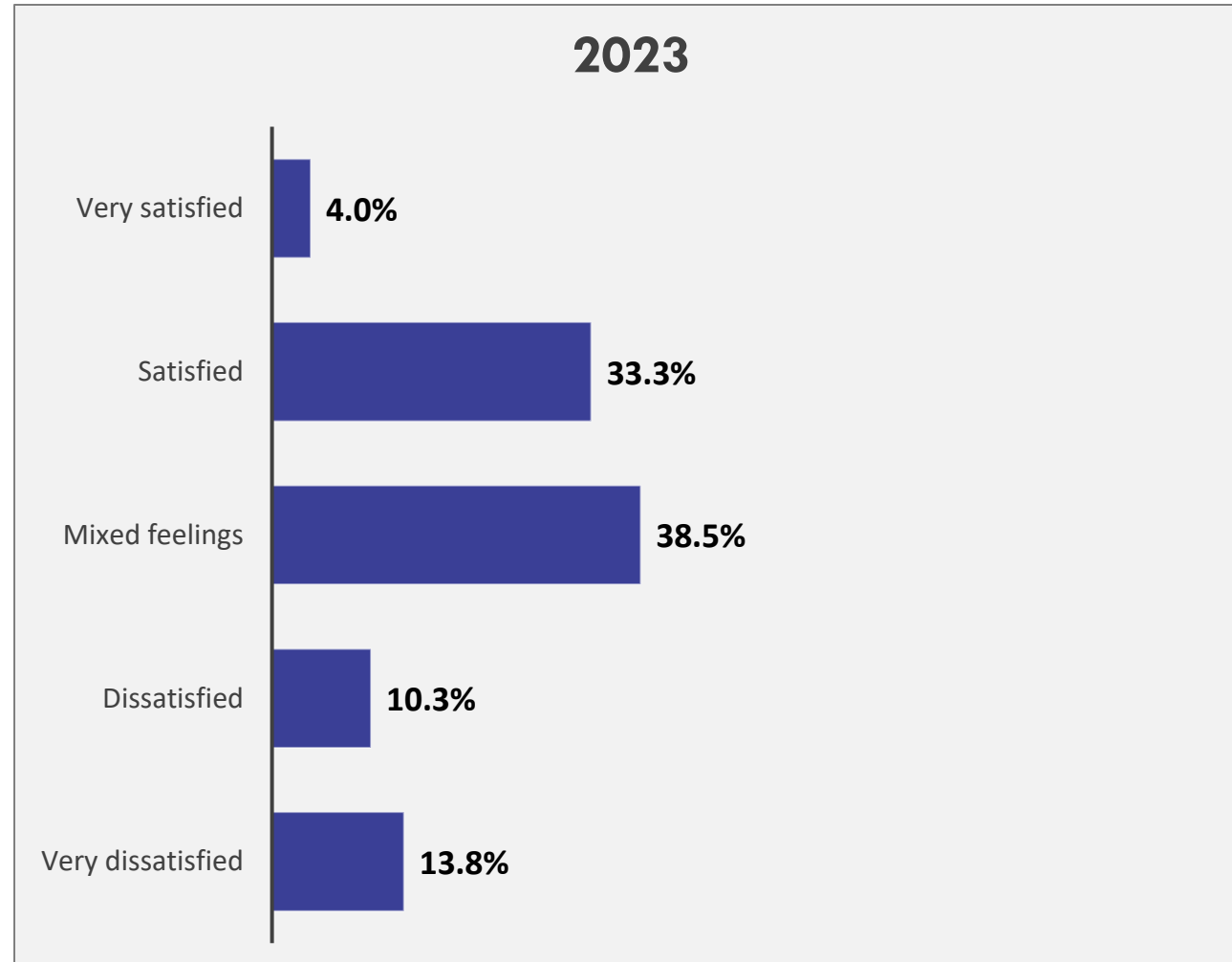
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

Upper Coastal, including Breton Bay.

## Who has a higher level of dissatisfaction?

No one group stands out.



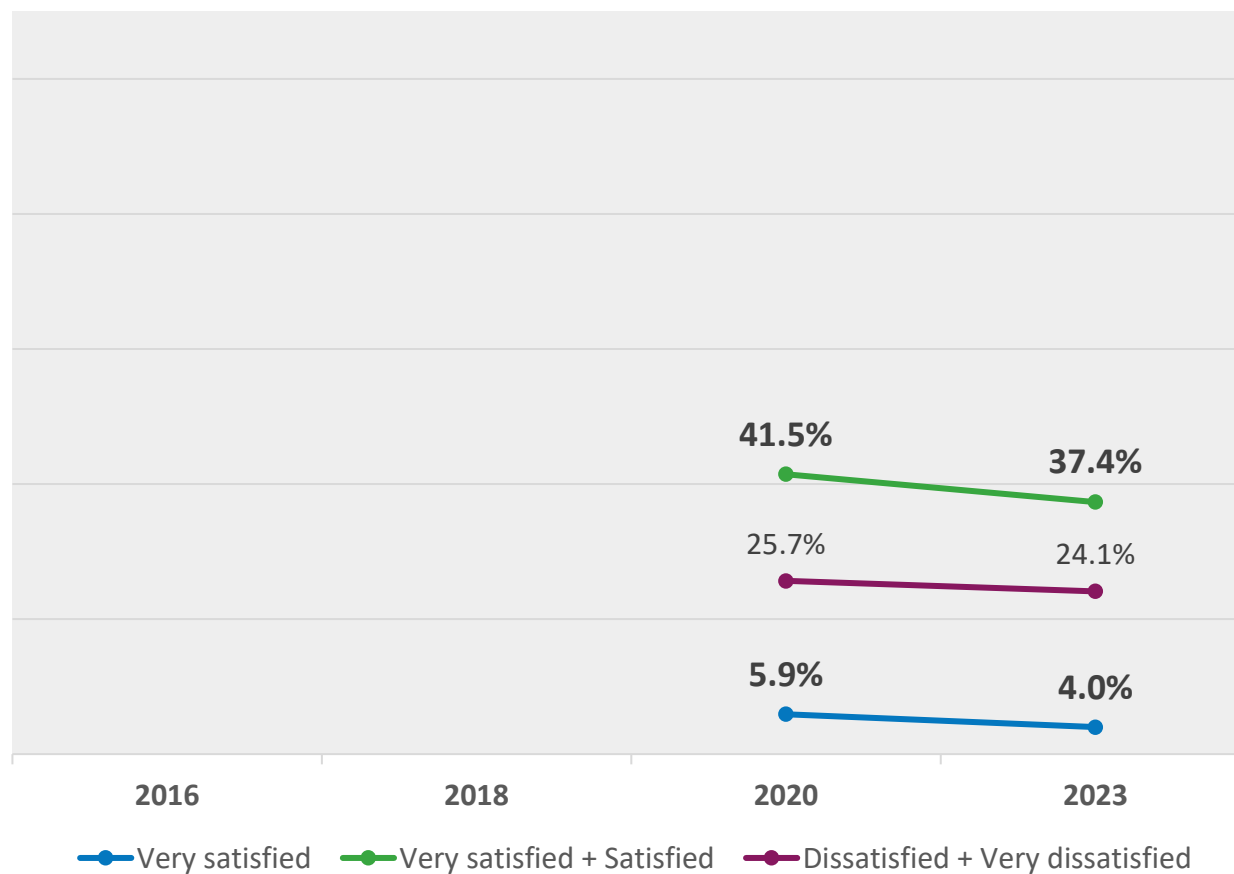
*Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months. Speaking on your behalf about Shire issues to State and Federal Government and other agencies 2023 n = 348; 342 no response, don't know, did not use*

# ADVOCACY

Measured for the first time in 2020.

The 2023 results are similar to the 2020 results.

### Trend over time



Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months. Speaking on your behalf about Shire issues to State and Federal Government and other agencies  
2020 n = 405; 290 no response, don't know, did not use

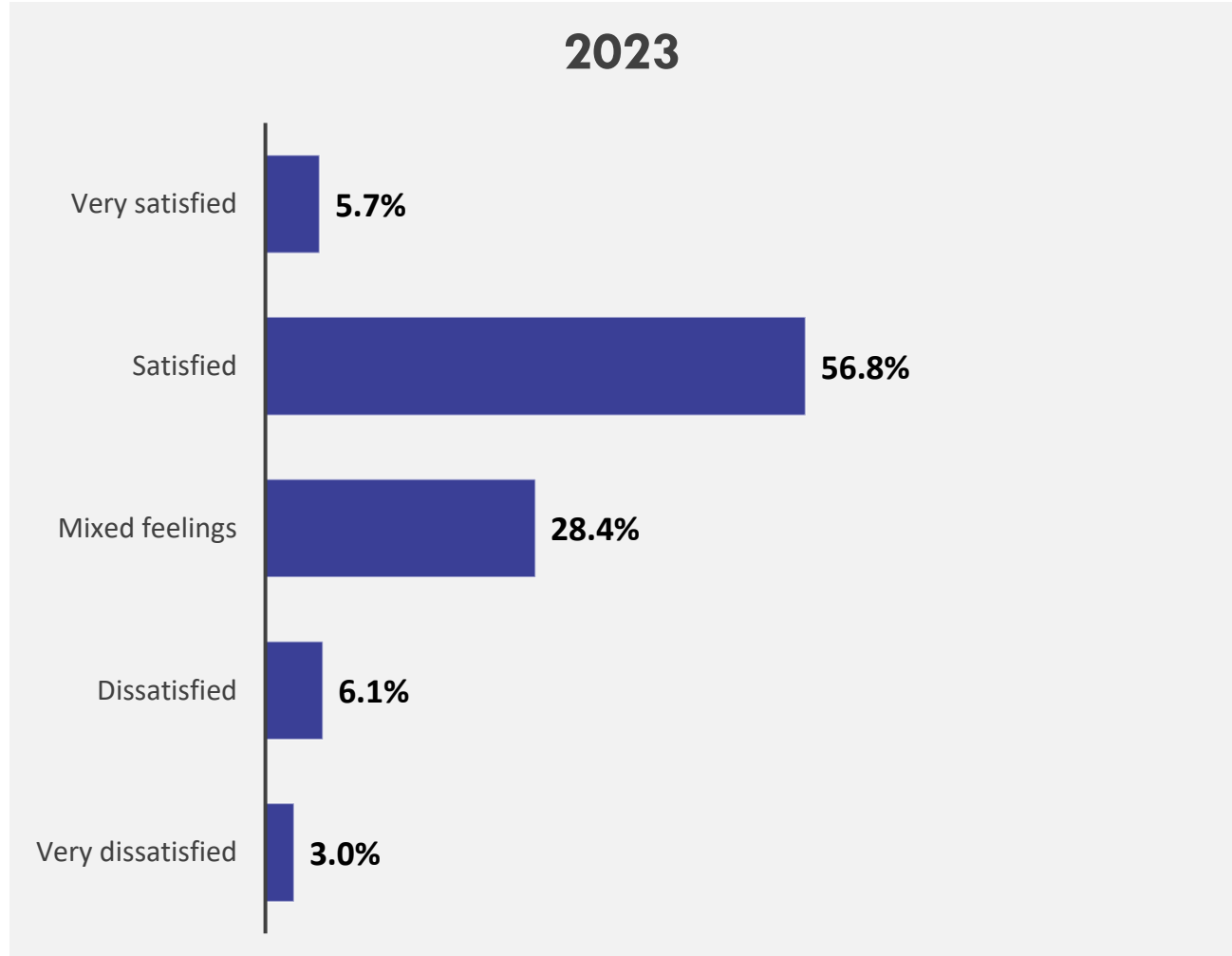
# INFORMATION ABOUT EVENTS AND ACTIVITIES

- Very satisfied + satisfied – 62.5%
- Very satisfied – 5.7%
- Dissatisfied + very dissatisfied –9.1%

**Who is satisfied?**  
No one group stands out.

**Who is less satisfied (but not dissatisfied)?**  
No one group stands out.

**Who has a higher level of dissatisfaction?**  
No one group stands out.

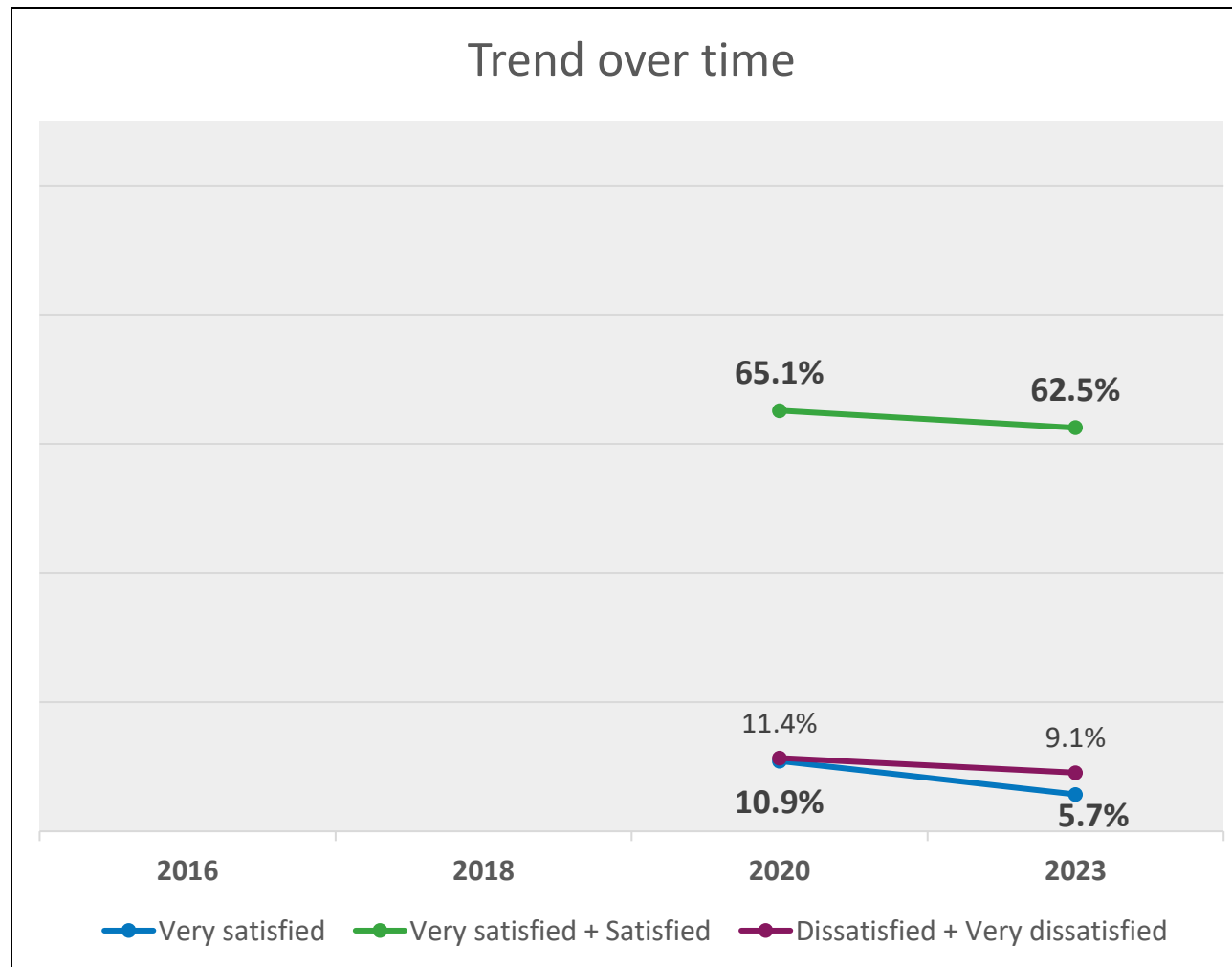


*Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months. The way the Shire provides information to you about events and activities*  
2023 n = 595; 95 no response, don't know, did not use

# INFORMATION ABOUT EVENTS AND ACTIVITIES

Measured for the first time in 2020.

Overall satisfaction in 2023 is similar to 2020; however, the 2023 result for very satisfied is significantly lower than the 2020 result.



Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months.

The way the Shire provides information to you about events and activities  
 2023 n = 595; 95 no response, don't know, did not use  
 2020 n = 634; 61 no response, don't know, did not use

# OPPORTUNITIES TO BE CONSULTED

- Very satisfied + satisfied – 41.0%
- Very satisfied – 4.7%
- Dissatisfied + very dissatisfied –19.1%

## Who is satisfied?

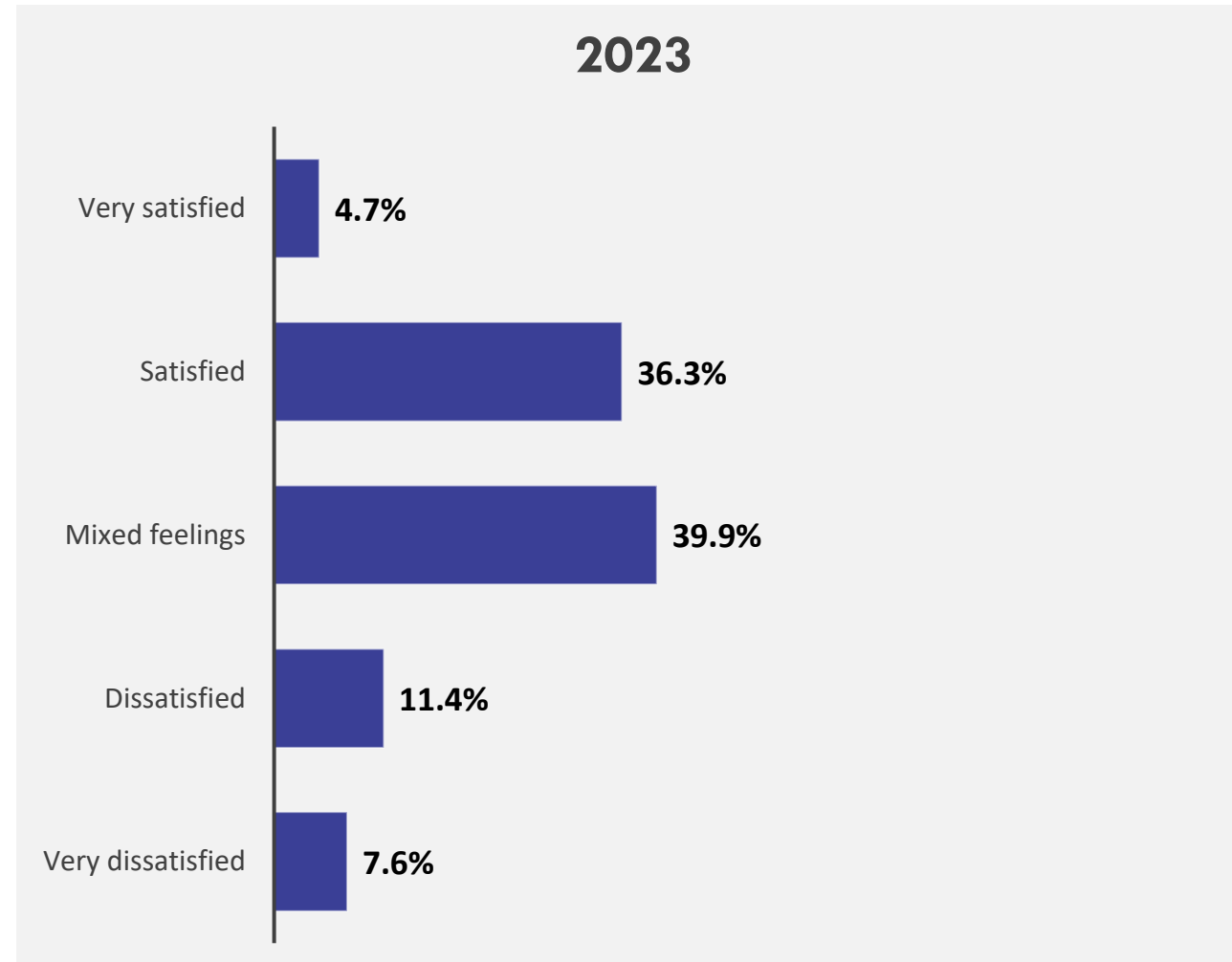
Non-resident ratepayers

## Who is less satisfied (but not dissatisfied)?

Residents, especially owner occupiers.

## Who has a higher level of dissatisfaction?

No one group stands out.



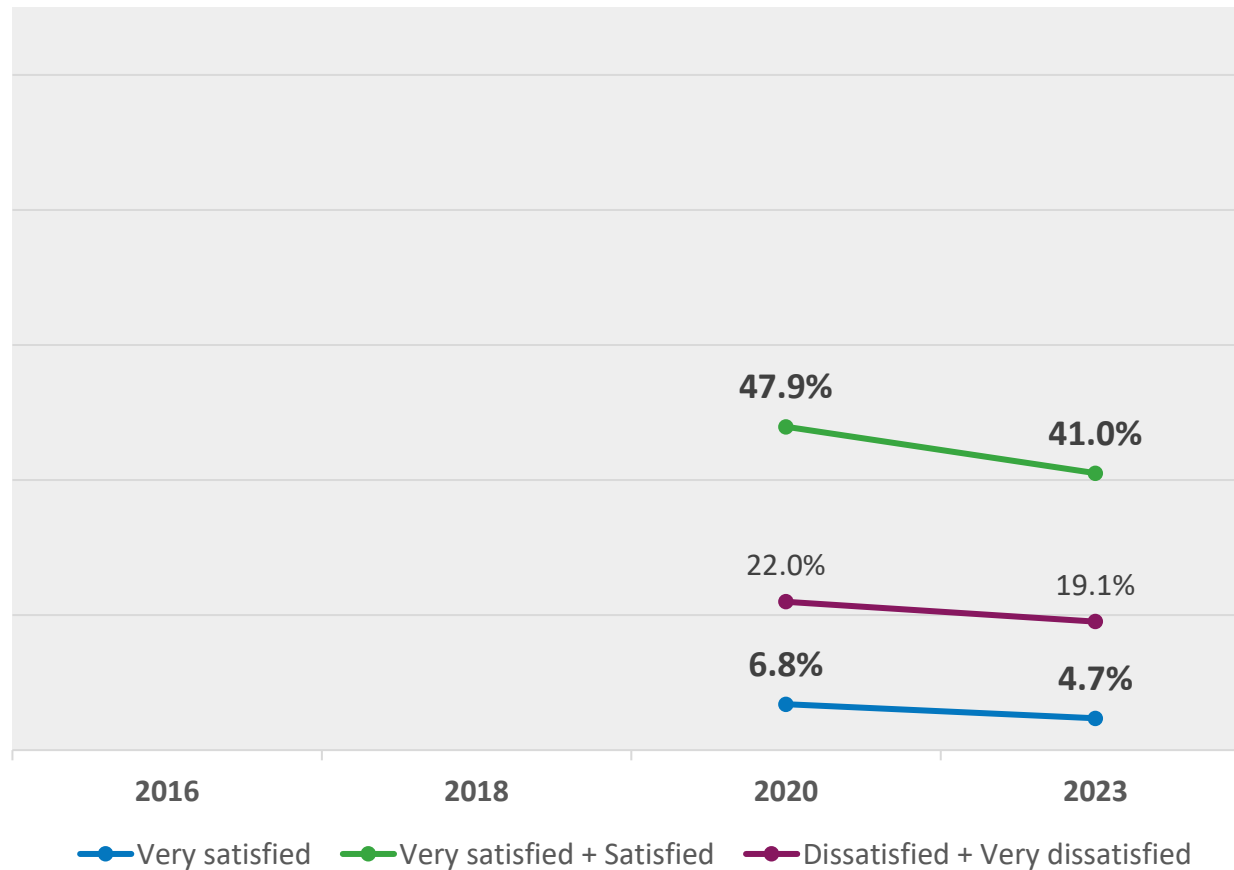
Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months. Opportunities for you to be consulted and provide feedback. 2023 n = 551; 139 no response, don't know, did not use

# OPPORTUNITIES TO BE CONSULTED

Measured for the first time in 2020.

The 2023 result for very satisfied + satisfied is lower than the 2020 result.  
The remaining results are similar.

Trend over time



Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months.  
Opportunities for you to be consulted and provide feedback.  
2023 n = 551; 139 no response, don't know, did not use  
2020 n = 591; 104 no response, don't know, did not use

# COMMUNICATION EXPLAINING COUNCIL DECISIONS

- Very satisfied + satisfied – 46.9%
- Very satisfied – 4.4%
- Dissatisfied + very dissatisfied –16.8%

## Who is satisfied?

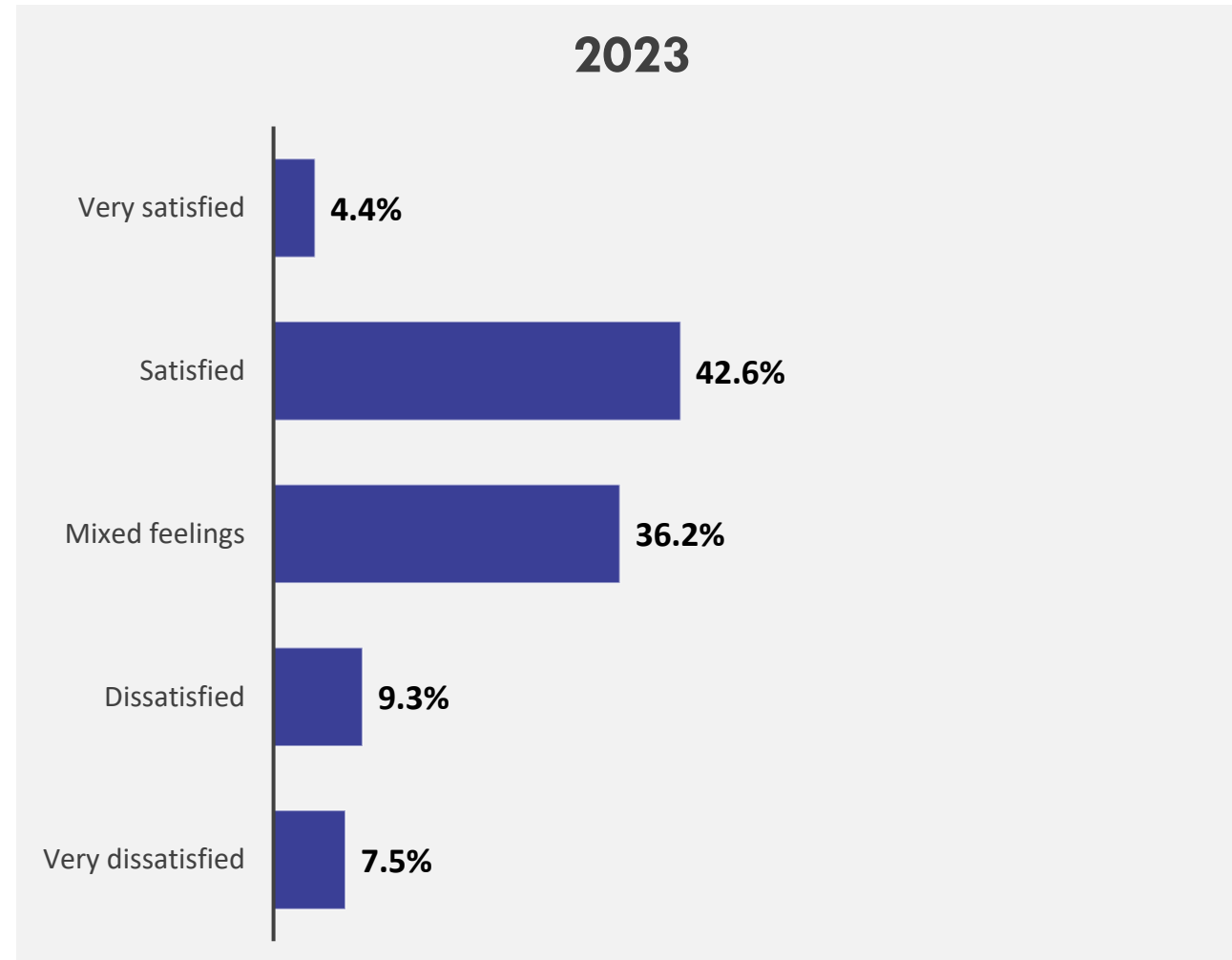
No one group stands out.

## Who is less satisfied (but not dissatisfied)?

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.

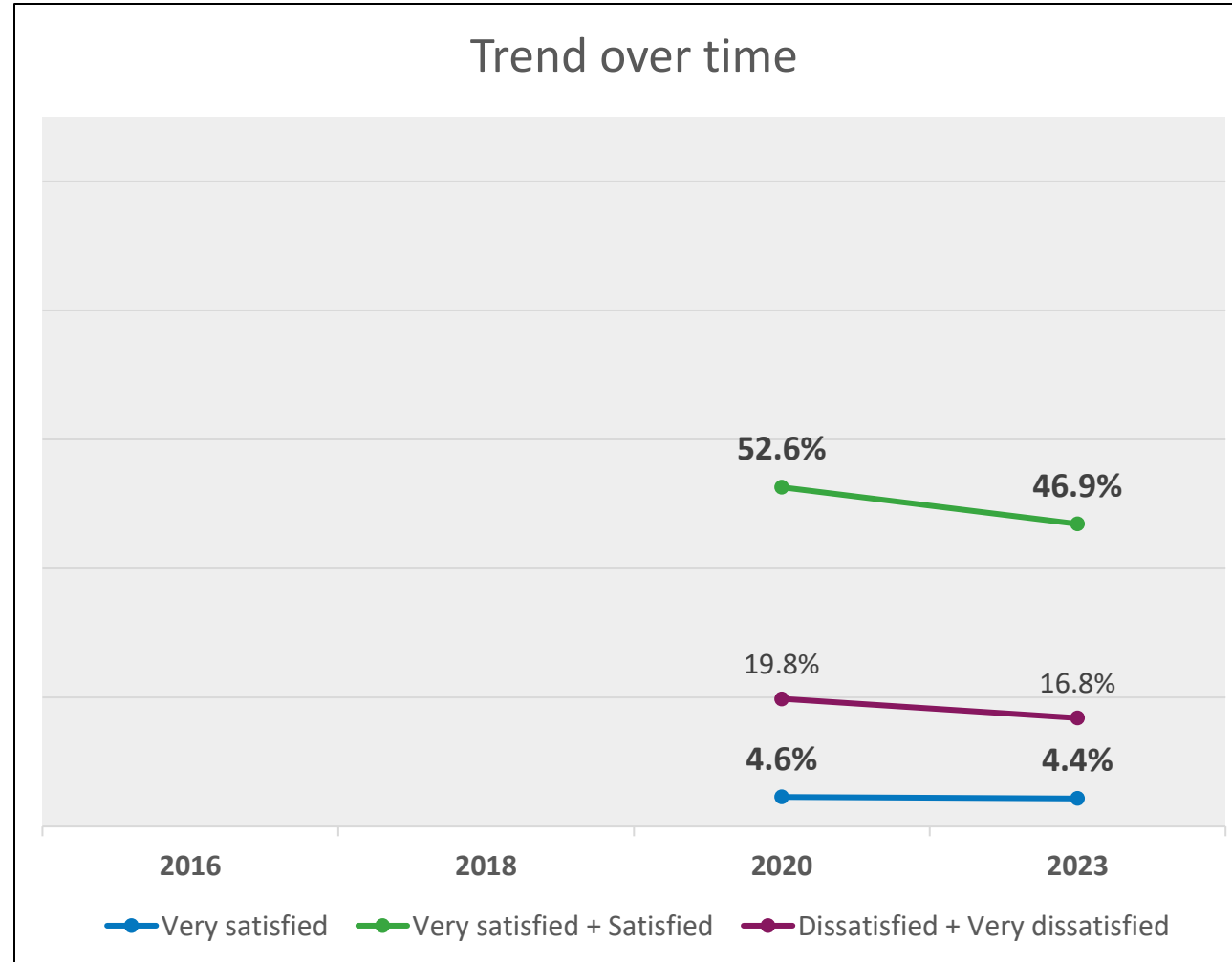


*Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months.  
2023 n = 505; 185 no response, don't know, did not use*



# COMMUNICATION EXPLAINING COUNCIL DECISIONS

Measured for the first time in 2020.  
The 2023 result for very satisfied + satisfied is lower than the 2020 result.  
The remaining results are similar.



Q7. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months.  
2023 n = 505; 185 no response, don't know, did not use  
2020 n = 440; 255 no response, don't know, did not use

# WHAT THE SHIRE CAN DO TO MAKE A DIFFERENCE

This question was asked unprompted at the end of the survey and a wide variety of issues were raised, the most frequently mentioned issues are listed below:

Upgrade roads and more roads (incl signage / drainage / kerbing etc.)	9.4%
Preserve the dunes (stop mining, carting sand from and provide them with another area	8.3%
Encourage tourism (facilities for, information and improvements to attract visitors)	8.1%
More community engagement and consultation / listen to and communicate with / consult with everyone	7.9%
Demonstrate effective leadership and governance	7.0%
Protect the foreshore / waterways / coastal erosion (including all Grace Darling Park issues - suggestion for / against)	6.8%
Other issues with Shire administration	6.2%
Other environmental issues (animals / pests / use of renewables / mining / noise pollution / stable flies etc.)	5.8%
Provide equal service-facilities across the Shire without bias	4.9%
More dining (includes issues with Guilderton cafe)	4.5%
More efficiency and spending money in better ways	4.3%
More-improved footpaths / cycleways / walking trails	4.0%
Increase development / progress / infrastructure - generally	4.0%

Q8. And if there was one thing that the Shire had the power to do which would really make a difference, what would that be? (free text responses coded, n=530, n=160 don't know and no response excluded. Only suggestions attracting more than 5% are shown in the table)



# SAMPLE PROFILE

# SAMPLE PROFILE

Characteristic	Total Sample %	Residents %
Gender	(n=683, 7 missing)	(n=438, 7 missing)
<ul style="list-style-type: none"> <li>Male</li> <li>Female</li> <li>Non-binary</li> </ul>	<p><b>53.0</b></p> <p><b>46.4</b></p> <p><b>0.6</b></p>	<p><b>48.9</b></p> <p><b>50.5</b></p> <p><b>0.7</b></p>
Age	(n=682, 8 missing)	(n=437, 8 missing)
<ul style="list-style-type: none"> <li>18 to 24 years</li> <li>25 to 34 years</li> <li>35 to 44 years</li> <li>45 to 54 years</li> <li>55 to 64 years</li> <li>65 to 74 years</li> <li>75 years or older</li> </ul>	<p><b>0.4</b></p> <p><b>3.7</b></p> <p><b>8.4</b></p> <p><b>19.8</b></p> <p><b>28.4</b></p> <p><b>28.3</b></p> <p><b>11.0</b></p>	<p><b>0.5</b></p> <p><b>4.6</b></p> <p><b>9.2</b></p> <p><b>16.2</b></p> <p><b>28.1</b></p> <p><b>30.7</b></p> <p><b>10.8</b></p>
Live in the Shire of Gingin	(n=690)	(n=445)
<ul style="list-style-type: none"> <li>Yes</li> </ul>	<b>64.5%</b>	<b>100.0%</b>
Home ownership	(n=445 who live in the Shire of Gingin)	(n=445 who live in the Shire of Gingin)
<ul style="list-style-type: none"> <li>Rent</li> <li>Own / paying off</li> <li>Unsure</li> </ul>	<p><b>2.7</b></p> <p><b>95.7</b></p> <p><b>1.6</b></p>	<p><b>2.7</b></p> <p><b>95.7</b></p> <p><b>1.6</b></p>

*Notes: The total sample includes residents and non-resident ratepayers n=690, residents represent n=445, who participated in the comprehensive survey. Employees of the Shire of Gingin, elected members and people who are not residents or non-resident ratepayers have been excluded from the sample. For individual profiling questions, survey participants who gave no response, not applicable, unsure or don't know responses have been excluded from the calculation of percentages. Percentages may not add to 100% due to rounding error (or multiple response in the case of owning / renting a property in the Shire). No demographic information was collected on the short survey.*

# SAMPLE PROFILE

Characteristic	Total Sample %	Residents %
Area	(n=432 who live in the Shire of Gingin, 13 missing)	(n=432 who live in the Shire of Gingin, 13 missing)
<ul style="list-style-type: none"> <li>Lower Coastal (6041 &amp; 6042, excl. Breton Bay)</li> <li>Upper Coastal (6043 &amp; 6044, incl. Breton Bay)</li> <li>Gingin &amp; Rural (6503)</li> </ul>	<p><b>28.7</b></p> <p><b>38.0</b></p> <p><b>33.3</b></p>	<p><b>32.8</b></p> <p><b>33.5</b></p> <p><b>33.7</b></p>
Own or rent property in Shire	(n=690)	(n=445)
<ul style="list-style-type: none"> <li>Resident, renting</li> <li>Resident, owner occupier</li> <li>Owns a holiday home</li> <li>Owns an investment property</li> <li>Owns another type of property</li> <li>TOTAL residents</li> <li>TOTAL non-resident ratepayers</li> </ul>	<p><b>1.7</b></p> <p><b>61.7</b></p> <p><b>29.0</b></p> <p><b>12.5</b></p> <p><b>6.5</b></p> <p><b>64.5</b></p> <p><b>35.5</b></p>	<p><b>2.7</b></p> <p><b>95.7</b></p> <p><b>6.5</b></p> <p><b>8.3</b></p> <p><b>2.0</b></p> <p><b>100.0</b></p> <p><b>0.0</b></p>

*Notes: The total sample includes residents and non-resident ratepayers n=690, residents represent n=445, who participated in the comprehensive survey. Employees of the Shire of Gingin, elected members and people who are not residents or non-resident ratepayers have been excluded from the sample. For individual profiling questions, survey participants who gave no response, not applicable, unsure or don't know responses have been excluded from the calculation of percentages. Percentages may not add to 100% due to rounding error (or multiple response in the case of owning / renting a property in the Shire). No demographic information was collected on the short survey.*

# SAMPLE PROFILE

Characteristic	Total Sample %	Residents %
General Practice attends	(n=675; 15 missing)	(n=434; 11 missing)
<ul style="list-style-type: none"> <li>Gingin</li> <li>Lancelin</li> <li>Seabird</li> <li>Bullsbrook</li> <li>Bindoon</li> <li>Two Rocks</li> <li>Other</li> <li>None</li> </ul>	<p><b>9.5</b></p> <p><b>21.6</b></p> <p><b>2.5</b></p> <p><b>1.0</b></p> <p><b>1.3</b></p> <p><b>5.5</b></p> <p><b>47.4</b></p> <p><b>14.4</b></p>	<p><b>14.3</b></p> <p><b>28.1</b></p> <p><b>2.1</b></p> <p><b>1.2</b></p> <p><b>2.1</b></p> <p><b>8.3</b></p> <p><b>40.3</b></p> <p><b>7.8</b></p>
When was the last time you took part in an online, mail or face-to-face survey or consultation for the Shire of Gingin or contacted an Elected Member of Council?	(n=690)	(n=445)
<ul style="list-style-type: none"> <li>Within the last two years, i.e., 2021 or 2022</li> <li>Within the last five years, i.e., since 2018</li> <li>Over five years ago / never</li> </ul>	<p><b>31.6</b></p> <p><b>15.2</b></p> <p><b>53.2</b></p>	<p><b>36.2</b></p> <p><b>15.5</b></p> <p><b>48.3</b></p>

*Notes: The total sample includes residents and non-resident ratepayers n=690, residents represent n=445, who participated in the comprehensive survey. Employees of the Shire of Gingin, elected members and people who are not residents or non-resident ratepayers have been excluded from the sample. For individual profiling questions, survey participants who gave no response, not applicable, unsure or don't know responses have been excluded from the calculation of percentages. Percentages may not add to 100% due to rounding error (or multiple response in the case of owning / renting a property in the Shire). No demographic information was collected on the short survey.*





# APPENDICES



# TECHNICAL APPENDIX

## SAMPLING AND DATA COLLECTION SPECIFICS

Component	Details
<b>Project Management Team</b>	
Research Solutions Contact	Nicky Munro
Client Contact	Linda Fidge
Contractors	None used
<b>Research Methodology</b>	
Data collection method	Comprehensive online survey, with unique link emailed to residents and ratepayer that the Shire had email addresses for, followed by two reminders. A postcard was sent to everyone who the Shire didn't have an email address for, and those who didn't respond to the online survey, inviting them to participate in a short survey on the postcard (post card) or to access the short survey online or the comprehensive online survey via QR code
<b>Sampling Methodology</b>	
Target population for survey	Residents and rate payers, including those owning rental properties and holiday homes in the Shire
Description of sampling frame	All residents and ratepayers were approached
Source of sample	The Shire provided the email addresses to Research Solutions for the online survey. The Shire provided contact details to the mailing house directly and organised the mailing house to distribute the postcard survey (which contained QR codes to access both surveys online).
Sampling Technique	Census
Sample Size	967 responses were received. 18 were removed (from the comprehensive survey) as they were Shire employees and Elected Members and 16 were removed as they lived outside the Shire and didn't own property in the Shire.
Was sample quota'd?	N/A this is a self-administered survey (and attempted census)

Component	Details
<b>Fieldwork</b>	
Survey dates	9 <sup>th</sup> May to Friday 30 <sup>th</sup> June 2023
Questionnaire length / administration time	19.9 minutes for the comprehensive online survey 0.8 minutes for the short online survey
Incentives provided for respondents	Incentive was the opportunity to win one of 5 x\$100 cash prizes
Survey Procedure for Online / Mail surveys	
<ul style="list-style-type: none"> <li>Administration process</li> </ul>	Personalised email sent from Research Solutions with unique link to the survey OR A postcard with the questionnaire on one side and a reply-paid address on the reverse was letterbox-dropped to residents who had not already participated in the survey online.
<ul style="list-style-type: none"> <li>Number of reminders to non-respondents</li> </ul>	<ul style="list-style-type: none"> <li>Two reminders were sent to non-respondents to the comprehensive online survey at the beginning of the second and third weeks</li> <li>No reminders were sent to recipients of the postcard survey</li> </ul>
<b>Data Collection Outcomes:</b>	
Response Rate or Participation rate (non-probability samples) <i>delete as required</i>	Comprehensive online survey distributed by email – 27.2% response rate Overall participation rate (comprehensive and short surveys, online and hardcopy) – 28.1%
Overall sampling error	±2.7 % at 95% level of confidence
Validation procedures	Where contact details were provided for competition participants duplications were removed between the online (invitation and QR code) and mail survey.

Component	Details
<b>Data Coding, Analysis and Data File Treatment</b>	
Validity and Reliability Issues	
Data coding	<p>Procedure involves:</p> <ul style="list-style-type: none"> <li>• Review of first 50 questionnaires (or similar) to develop coding sheets based on common responses</li> <li>• Additional codes created when more than 2% of the sample record common response</li> <li>• Approval of coding sheet by Research Solutions Project Manager</li> </ul>
Consistency checks	<ul style="list-style-type: none"> <li>• Preliminary data file checked by Project Manager using SPSS: <ul style="list-style-type: none"> <li>○ Frequency counts</li> <li>○ Relevant cross tabulations</li> </ul> </li> <li>• Data outside the range/duplicates or abnormalities investigated with Field Company prior to coding and analysis</li> </ul>
Treatment of missing data	<ul style="list-style-type: none"> <li>• Excluded from analysis and/or noted where relevant</li> <li>• Individual cases with excessive missing data excluded from sample</li> </ul>
Was sample weighted?	The data was not weighted as in previous years, the under 35 age group was too small to allow weighting and the overall delivery method focused on householders, not members of the population.
Statistical tests used	<i>See Survey Research Appendix: Statistical Tests</i>
Data file provided to client	On request
De-identified data files retained	For five years
<b>This project has been undertaken in compliance with ISO 20252.</b>	

# QUESTIONNAIRE COMPREHENSIVE SURVEY

Resident Perception Survey 2023 - Comprehensive version\_PRINT READY no bleed



## 2023 Resident Perception Survey

The following questions are about your recent experiences with the Shire of Gingin as a local government organisation and the services it provides. The survey will take about 10 minutes to complete.

### Overall Performance

**Q1** How do you feel about the performance of the Shire of Gingin over the past 12 months? Your response should not just be based on 1 or 2 issues but ALL areas of responsibility.

	Excellent	Good	Mixed feelings	Poor	Very poor	Don't know
The Shire of Gingin's overall performance	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98

If your response was poor or very poor, why is that?

**Q2a** Over the last 12 months, have you had contact with the Shire of Gingin in any of the following ways? Please tick ALL applicable answers.

	In person	In writing	By telephone	By email	By text message	Via website	Via Facebook	Other	Don't know	No contact
Contact	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 98	<input type="checkbox"/> 99

**Q2b** If you've had contact...  
In regards to the most recent contact, how would you rate the customer service provided? Please keep in mind we do not mean the actual outcome, rather the service you received. Was it...

	Excellent	Good	Mixed feelings	Poor	Very poor	Don't know	No contact
Customer service	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99

If your response was poor or very poor, why is that?

**Q3** Overall how satisfied are you with the Shire of Gingin as a place to live?

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know
The Shire of Gingin as a place to live	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98

If your response was dissatisfied or very dissatisfied, why is that?

## Delivery of Services

Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months. If you did not utilise this service, then please mark 'Did not receive / Did not use'. Please select one response per line.

### Q4 WASTE SERVICES

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know	Did not receive/use
i) Weekly rubbish collections	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99

If your response was dissatisfied or very dissatisfied, why is that?

ii) Kerbside recycling	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

iii) Verge side green waste collection	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

iv) Local rubbish tips (including tip passes and ease of access)	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

### Q5 REGULATORY & DEVELOPMENT

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know	Did not use
i) Building and Planning permits	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99

If your response was dissatisfied or very dissatisfied, why is that?

ii) Enforcement of local laws by officers and rangers <small>(eg, food, health, noise and pollution, animal control, stable fly, off road vehicles, and illegal camping)</small>	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

iii) Bush fire prevention and control	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?



## Delivery of Services

### Q6 COMMUNITY FACILITIES

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know	Did not use
i) Sport and recreation facilities and grounds in your area	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99

If your response was dissatisfied or very dissatisfied, why is that?

ii) Community buildings, halls and public toilets in your area	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

iii) Gingin and Lancelin libraries	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

iv) Access to and useability of sport and recreation facilities and grounds, community buildings and libraries for seniors and people with a disability	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

v) Parks and reserves in your area	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

vi) Access to and useability of parks and reserves for seniors and people with a disability	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

### Community Services

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know	Did not use
i) Shire events eg Australia Day, Seniors' Event, Youth Week, Volunteers' Week, Music in the Park, Gingin 150th Anniversary Celebration.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99

If your response was dissatisfied or very dissatisfied, why is that?

ii) Accessibility and inclusiveness of events for everyone	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

iii) General practice service (doctor) in the Shire of Gingin	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98	<input type="checkbox"/> 99
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If your response was dissatisfied or very dissatisfied, why is that?

**Q7 GOVERNANCE**

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know
i) Community consultation and engagement	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98

If your response was dissatisfied or very dissatisfied, why is that?

ii) How the community is informed about local issues <small>(eg. Facebook, website, Council to Community newsletter)</small>	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

iii) Decisions made in the interests of the community	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

**Environmental Management**

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know
i) Conservation and environmental management	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98

If your response was dissatisfied or very dissatisfied, why is that?

ii) Management of coastal erosion and inundation	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

**Roads and Path Networks**

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know
i) Maintenance of sealed (bitumen) roads in your area	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98

If your response was dissatisfied or very dissatisfied, why is that?

ii) Maintenance of unsealed (gravel) roads in your area	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

iii) Roadside verges and streetscapes	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

iv) Management and control of traffic on local roads	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

v) Paths and trails	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

**Communications**

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know
i) Keeping you appropriately informed regarding the Shire's services, e.g. rubbish collection, community safety, key issues like coastal erosion, libraries, parks, etc.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98

If your response was dissatisfied or very dissatisfied, why is that?

ii) Speaking on your behalf about the Shire of Gingin issues to State and Federal governments and other agencies (advocacy)	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

iii) The way the Shire provides information to you about events and other activities	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

iv) Opportunities for you to be consulted and provide feedback about local issues	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

v) Shire communication explaining decisions or changes to the way things are done, e.g. changes to Council Meeting dates, planning decisions, road closures, rubbish collection changes, etc.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98
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If your response was dissatisfied or very dissatisfied, why is that?

**Q8** And if there was one thing that the Shire had the power to do which would really make a difference, what would that be? Please write your answer below.

.....

.....

.....

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.....

.....

.....



## Delivery of Services

The following questions are about you to help us understand and classify your response.

D.1 What is your gender? Male <sub>1</sub> Female <sub>2</sub> Non-Binary <sub>3</sub>

D.2 Which group best describes your age?

Age Group	17 or under	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 or older
	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>

D.3 When was the last time you took part in an online, mail or face-to-face survey or consultation for the Shire of Gingin or contacted an Elected Member of Council? (please tick)

Within the last two years, i.e. 2021 or 2022 ..... <sub>1</sub>  
 Within the last five years, i.e. since 2018 ..... <sub>2</sub>  
 Over five years ago/never..... <sub>3</sub>

D.4 Where is the general practice (doctor) that you go to located?

Gingin	<input type="checkbox"/> <sub>1</sub>	Seabird	<input type="checkbox"/> <sub>3</sub>	Bindoon	<input type="checkbox"/> <sub>5</sub>	Other medical practice	<input type="checkbox"/> <sub>7</sub>
Lancelin	<input type="checkbox"/> <sub>2</sub>	Bullsbrook	<input type="checkbox"/> <sub>4</sub>	Two Rocks	<input type="checkbox"/> <sub>6</sub>	None	<input type="checkbox"/> <sub>8</sub>

D.5 Do you live in the Shire of Gingin?  Yes  No

D.5a If yes, do you rent or own the house that you are living in?

Shire of Gingin property ownership	Rent	Own/Paying Off	Unsure
	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>

D.5b If yes, what is the Shire of Gingin postcode you live in?

Shire of Gingin Postcode	6041	6042	6043	6044	6503	Unsure
	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

D.5c If no, do you own a holiday home or an investment property in the Shire of Gingin?  Yes  No

D.6 Are you or anyone else in your household an Employee or Elected Member at the Shire of Gingin?

Employee or Elected Member of Shire of Gingin	Yes, Employee	Yes, Elected Member	No
	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>

### Thank you! That completes the survey.

Please return to the Shire of Gingin Administration Centre, 7 Brockman Street, Gingin.

#### Would you like to enter the draw to win one of five (5) \$100 cash prizes for participating in this survey?

If you select yes, you will need to provide your contact details. Your contact details will be kept private and confidential by Research Solutions and will only be used for the prize draw.

The competition is open to all Shire of Gingin residents and ratepayers (excluding Shire employees, Councillors and their immediate families).

For complete terms and conditions, please go to [www.researchsolutions.com.au/2023/05/05/survey-competition-for-the-shire-of-gingin/](http://www.researchsolutions.com.au/2023/05/05/survey-competition-for-the-shire-of-gingin/)

Yes – I would like to enter the draw

Please provide your contact phone number:

No thank you



# QUESTIONNAIRE SHORT SURVEY

## 2023 RESIDENT PERCEPTION SURVEY - HAVE YOUR SAY! Complete one of the following options...

### Option 1

Complete the Short **Survey** below  
(Reply Paid—please place this card in post box when completed)

How would you rate the Shire of Gingin's performance over the past 12 months?

Excellent	Good	Mixed feelings	Poor	Very poor	Don't know
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98

How satisfied are you the Shire of Gingin as a place to live?

Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 98

Are you satisfied with...

- |   |              |
|---|--------------|
| a) The Shire's overall delivery of its services | Yes 1 / No 2 |
| b) The Shire's facilities                       | Yes 1 / No 2 |
| c) Overall communication from the Shire         | Yes 1 / No 2 |

### Option 2

Jump online at the address below or scan the QR code to complete the **Short Survey**  
(same as postcard questions)

<https://survey.websurveycreator.com/s/GinginResidentPerceptionShortSurvey2023>



### Option 3

If you have more time (or more to say), jump online at the address below or scan the QR code to complete the **Comprehensive Survey** which takes approximately 10 minutes to complete.

<https://survey.websurveycreator.com/s/GinginResidentPerceptionSurvey2023>



Resident Perception Survey 2023 - Postcard Version - 220 x 110\_PRINT READY with bleed

# OUR CONTACT DETAILS

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