

SHIRE OF GINGIN COMMUNITY PERCEPTIONS SURVEY 2018



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Study Background and Objectives

- The objective of the study is to determine:

Resident and non resident ratepayer perceptions of the facilities and services provided by the Shire of Gingin

- 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 Collection and Disposal Services
 - Services provided by the Planning & Development Team
 - Community Facilities
 - Community Services
 - Governance
 - Environmental Management
 - Roads and Path Networks
 - What the Shire could do to make a difference
- This year a question was asked assessing how the community would like to hear from the Shire.

Our Approach

Mail survey

- The questionnaire was sent out by the Shire to all resident letter boxes and PO boxes that Australia Post can deliver unaddressed mail to in the Shire (2,020 households), these were mainly in towns. An additional 30 were collected from the Shire office.
- A response rate of 23.5% was achieved from the hard copy versions of the questionnaire distributed by mail or collected from the Shire office.

The online survey

- Australian and overseas non-resident ratepayers (n=292) with properties spread across the Shire were sent a unique link and invited to participate in the online survey, to ensure that a comprehensive sample of all residents and ratepayers of the Shire was obtained. A response rate of 22.4% to email invitations was achieved.
- Residents and ratepayers were provided with the option to complete the survey online. This option was widely publicised by the Shire. Designed by Research Solutions, a link to the survey was placed on the Shire's website.

Analysis

- The overall sample achieved was 730 respondents (519 by postal survey, 59 online via email invitation and 152 via the website).
- Forecasting error $\pm 3.01\%$ at 95% confidence interval .
- Comparisons to the results of the 2016 study were made and differences between different sub-groups of residents were explored.

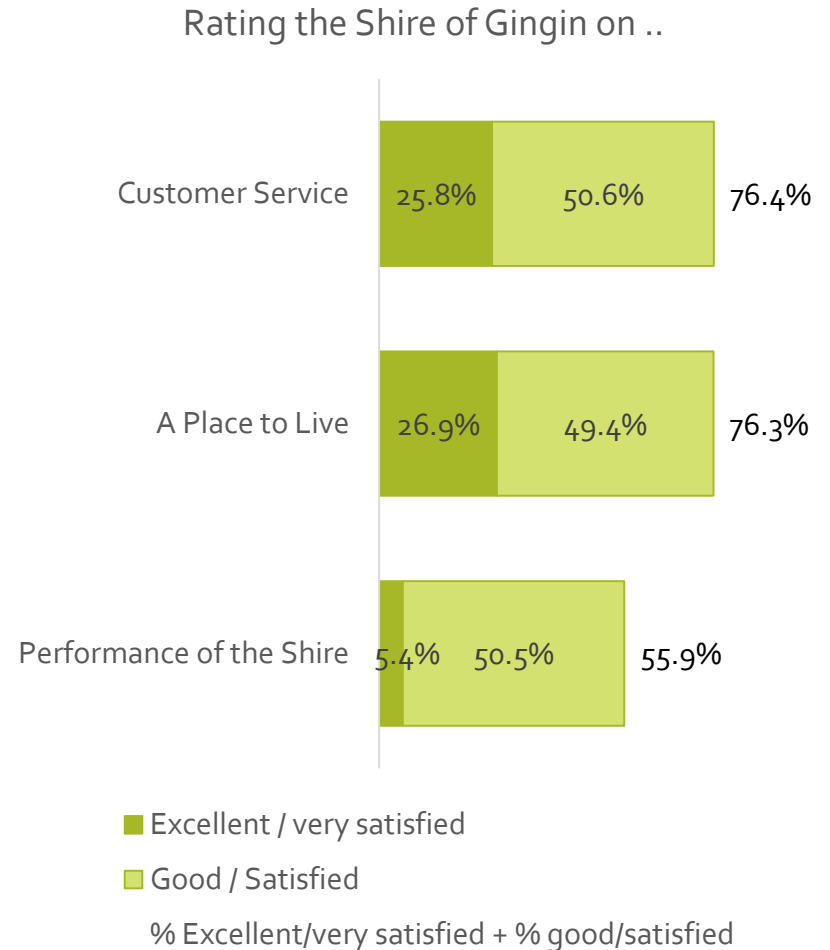
Our Approach

- Those Council employees and Councillors who completed the questionnaire were EXCLUDED from the analysis (20 respondents) as the survey looked to measure the attitudes and opinions of the GENERAL COMMUNITY as opposed to those who have detailed knowledge about about Council services and facilities.
- In our experience the attitudes and opinions of Council employees and Councillors do tend to be significantly different to those held by the general community and therefore there is the potential for the inclusion of these type of respondents to “skew” the results either positively or negatively. The sample of Council employees and Councillors was too small for separate analysis.

EXECUTIVE SUMMARY – KEY FINDINGS

Overall Results

- The Shire's overall results are strong and consistent with those from the 2016 survey.
- 1 in 4 rate the Shire very highly in the area of **customer service** and **as a place to live**, with 3 in 4 giving an overall strong rating.
- These above two aspects receive higher ratings than the Shire's overall performance.
- More than 1 in 2 rate the **overall performance of the Shire** over the last 12 months as excellent or good.
- Importantly these ratings are uniform across the board. There is no one community or group of residents or ratepayers who is more or less satisfied or who provide a higher or lower rating.



Q1. Performance of the Shire (n=681; 49 no response and unsure excluded)

Q2B. Customer service (n=551 who had contact with the Shire, 179 unsure, no contact, no responses excluded)

Q3. A place to live? (n=714; 16 no response and unsure excluded)

Satisfaction with Shire Services and Facilities

Residents were asked this year to rate their satisfaction with 23 services and facilities provided by the Shire.

The services and facilities provided by the Shire have been divided into:

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

- Overall satisfaction ranged from a high of 93.8% (for weekly rubbish collections) to a low of 35.5% (for decisions made in the interests of the community)

Satisfaction with Shire Services and Facilities

Highly satisfied

> 80% satisfaction

Weekly rubbish collections
Local rubbish tips
Gingin & Lancelin libraries

Mostly satisfied

60-80% satisfaction

Shire events
Kerbside recycling
Parks and reserves
Bushfire prevention & control
Sports & rec facilities
GP services
Community halls, etc.
Traffic on local roads
Verge side green waste collection

Borderline Satisfaction

45-59% satisfaction

Keeping the community informed
Rangers, etc.
Building & Planning
Paths & trails
Conservation & environmental management

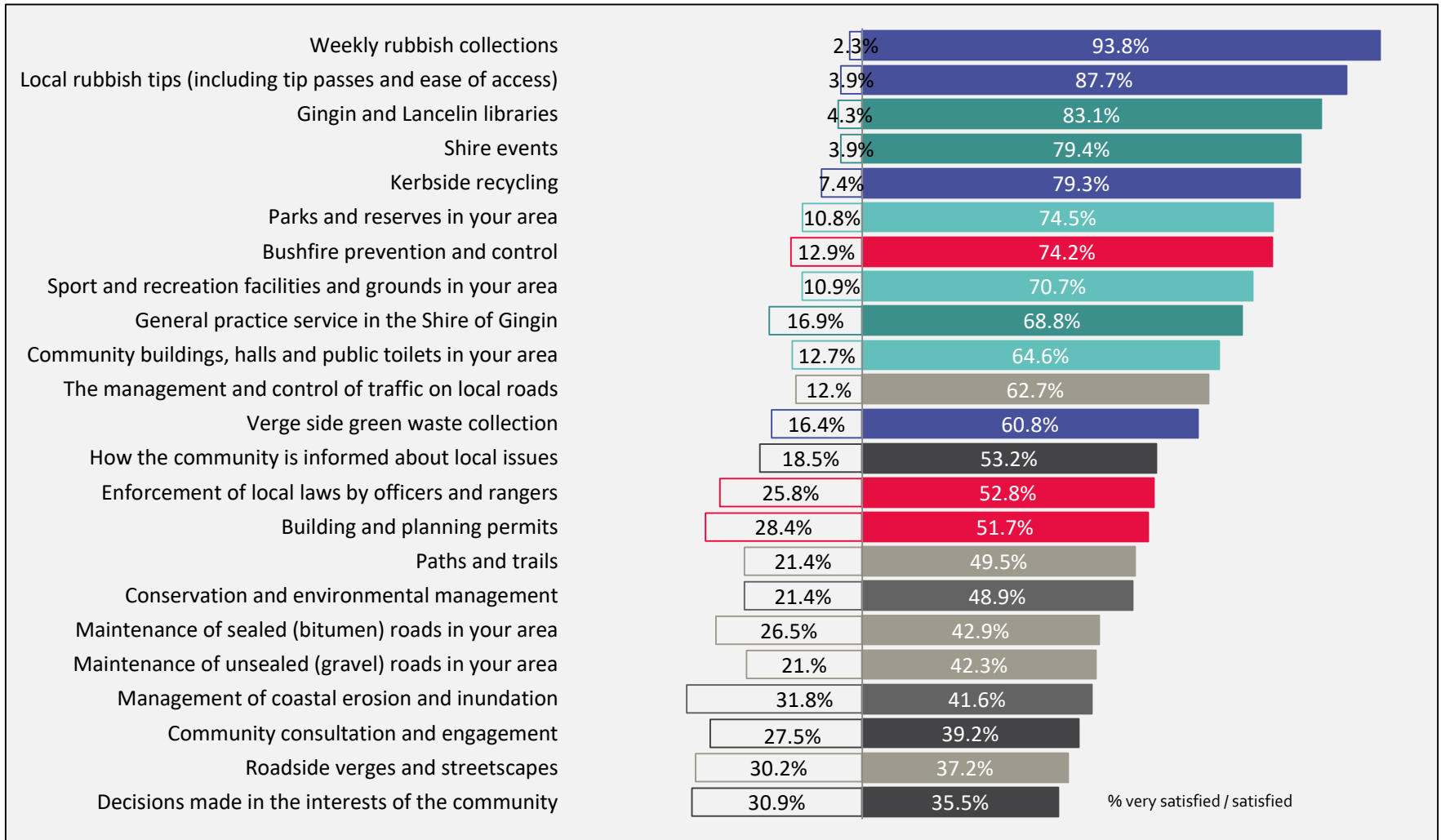
Low satisfaction

< 45% satisfaction

Sealed road maintenance
Unsealed road maintenance
Coastal erosion & inundation management
Community consultation & engagement
Verges and streetscapes
Decisions made in the best interests of the community

Satisfaction with Shire Services and Facilities

% very dissatisfied / dissatisfied



Q4, Q5, Q6, Q7. (n=176-702, 28-554 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 2016

THE BIG IMPROVERS

- Local rubbish tips
- Shire events
- Maintenance of sealed roads

NO CHANGE – SAME AS 2016

- Weekly rubbish collections
- Building & planning permits
- Enforcement of local laws by officers and rangers
- Community consultation and engagement
- How the community is informed about local issues
- Conservation and environmental management
- Management of coastal erosion and inundation
- Maintenance of unsealed roads
- Management and control of traffic on local roads

SLIPPING DOWN THE SCALE – A DECLINE IN % VERY SATISFIED

- Verge side green waste collection
- Bushfire prevention and control
- Sport and recreation facilities
- Community buildings, halls and public toilets
- Gingin & Lancelin libraries
- Decisions made in the interests of the community
- Paths and trails

DECLINE IN OVERALL SATISFACTION

- Parks and reserves
- Roadside verges and streetscapes

Differences in satisfaction across the Shire

- There are differences in satisfaction between residents and ratepayers living in or owning properties in different areas of the Shire (Upper Coastal, Lower Coastal and Gingin & Rural).
- There are also differences in satisfaction between different demographic groups of residents and ratepayers. These are outlined on the following pages.

Upper Coastal

More satisfied

- GP Service

More dissatisfied

- Management of coastal erosion and inundation

Gingin & Rural

More satisfied

- Sport and recreation facilities and grounds

More dissatisfied

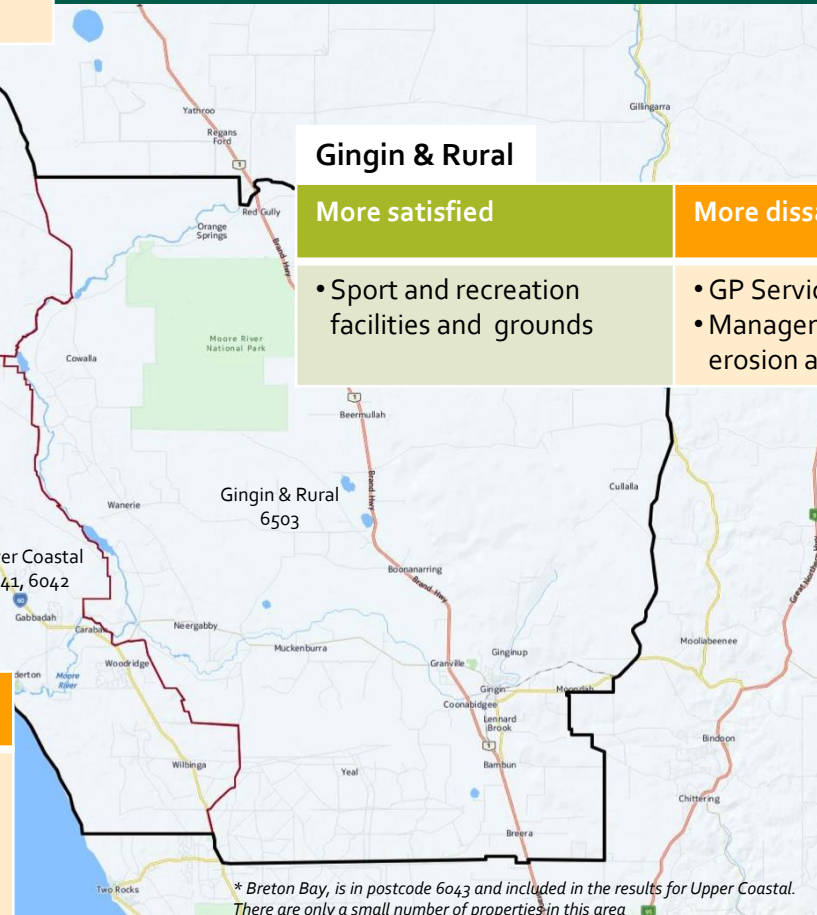
- GP Service
- Management of coastal erosion and inundation

Lower Coastal

More satisfied

More dissatisfied

- Building & planning permits
- Sport and recreation facilities and grounds
- Parks and reserves
- Gingin & Lancelin libraries
- Community consultation & engagement
- How the community is informed about local issues



Differences in opinion across the Shire

Resident owner occupiers

- **More are satisfied** with:
 - GP service
- **Fewer are satisfied** with:
 - Decisions made in the interests of the community
 - Management and control of traffic on local roads
- **More are dissatisfied** with:
 - Maintenance of sealed roads
 - Roadside verges and streetscapes
 - Paths and trails

Residents renting

- **More are satisfied** with:
 - Decisions made in the interests of the community
 - Roadside verges and streetscapes

Non resident ratepayers

- **More are satisfied** with:
 - Maintenance of sealed roads
 - Management and control of traffic on local roads
 - Paths and trails

18-44 years & families with kids under 16

- **Fewer are satisfied** with:
 - GP Service

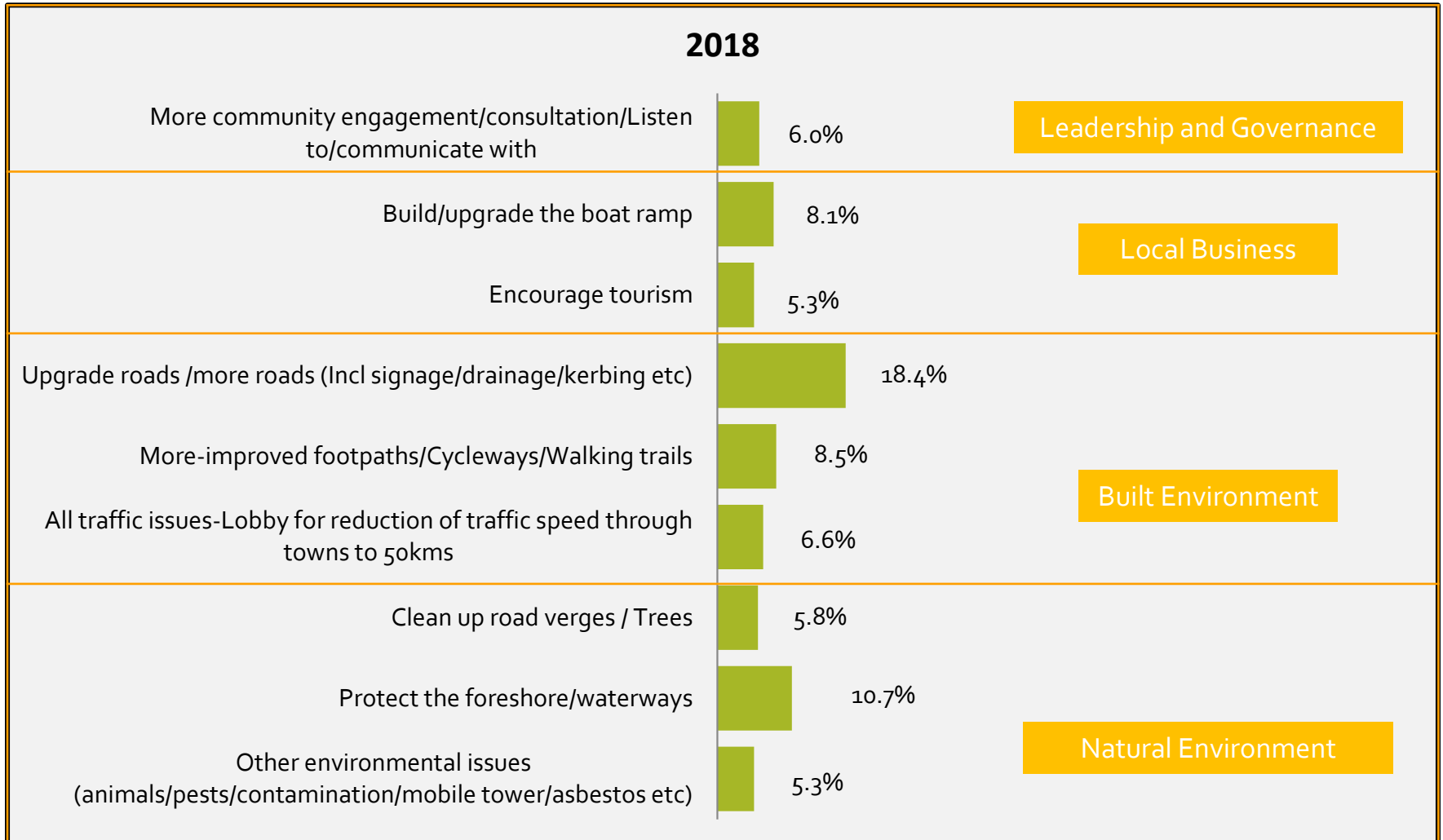
People who own a holiday home

- **More are satisfied** with:
 - Maintenance of sealed roads
 - Roadside verges and street scapes
 - Paths and trails

Suggested Improvements

- When asked what could be done to really make a difference to Shire life, **no single dominant issue emerged** for residents and ratepayers, however the following is raised as points of concern.
- **Upgrading and providing more roads** across the Shire (including services like drainage, kerbing and signage) continues to be the most often-mentioned issue. This is an area of lower satisfaction although residents and ratepayers do recognise the Shire's work over the past two years with an increase in satisfaction with the maintenance of sealed roads.
- **Protecting foreshores and waterways** was another area of concern. This was reflected in borderline satisfaction (conservation and environmental management) and low satisfaction (management of coastal erosion and inundation) in the related aspects of the Shire's services and facilities.

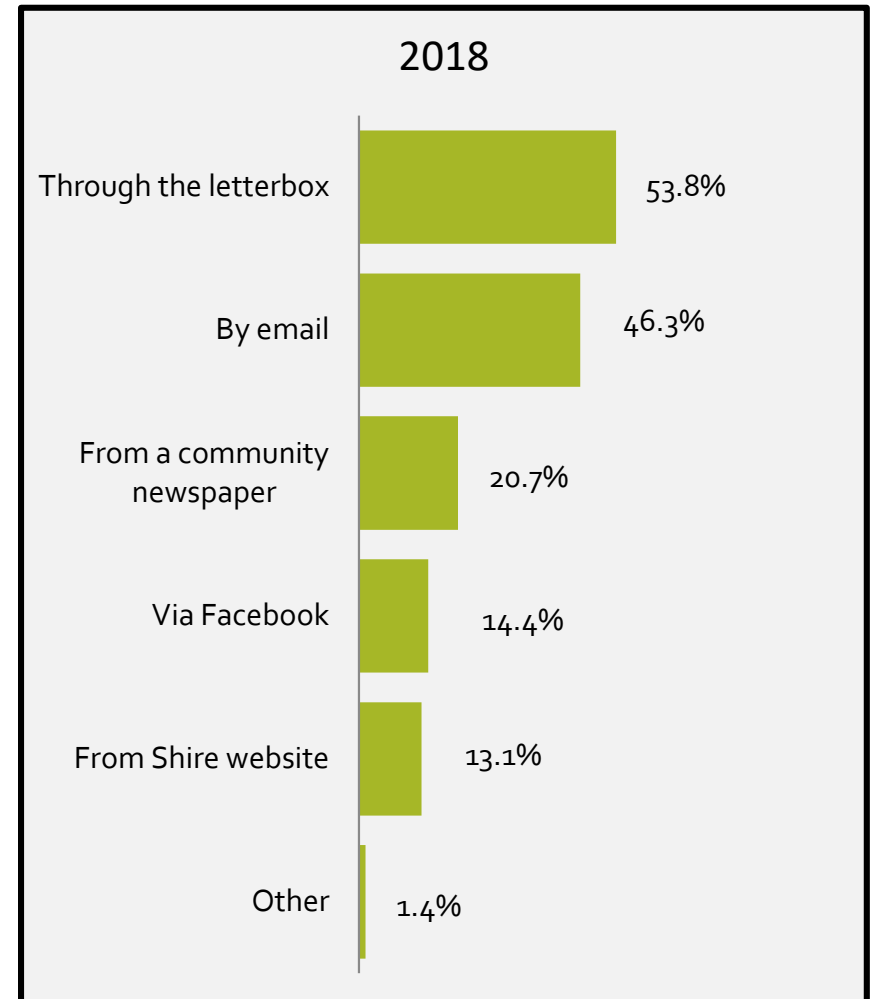
Things the Shire could do to make a difference



Q9. 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. (Multiple responses allowed; n=532; 198 provided no response. Only those registering 5% or more are shown.)

How people would like to hear from the Shire

- Residents and ratepayers would like to receive information from the Shire by **through the letterbox** or **by email**.
- These were ranked equal top or first and second for every group across the Shire.
- The only group to differ were those aged 18-44 years who included via Facebook in their “top group” alongside through the letterbox and by email.



Q8. How would you like to receive information from the Shire? (multiple responses allowed; n=720, 10 who did not respond excluded)

DETAILED RESULTS

Sample Profile

Characteristic	Total Sample	Residents
Gender (n=727; * 21 answered for the couple)		
• Male	52.1	48.6
• Female	50.8	54.7
Age (n=725; * 6 answered for the couple; 1 answered for 3 people)		
• 18 to 24 years	0.1	0.2
• 25 to 34 years	3.7	4.6
• 35 to 44 years	9.0	9.6
• 45 to 54 years	17.0	14.4
• 55 to 64 years	27.7	25.1
• 65 to 74 years	29.7	31.8
• 75 years or older	13.8	15.2
Area (n=684; * includes residences and locations of investment properties / holiday homes)		
• Upper Coastal (6043 & 6044, incl. Breton Bay)	29.8	26.1
• Lower Coastal (6041 & 6042, excl. Breton Bay)	37.9	36.9
• Gingin & Rural (6503)	32.3	36.9

*Notes: The sample includes residents and non-resident ratepayers. 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. Questions marked * include multiple responses as some participants answered for "the couple" rather than a single participant. As such, these percentages will not add to 100%.*

Sample Profile

Characteristic	Total Sample	Residents
Own or rent property in Shire (n=730; * survey participants can own more than one property)		
• Resident, renting	4.0	5.3
• Resident, owner occupier	70.5	94.7
• Owns a holiday home	21.2	2.9
• Non resident ratepayer, investor	6.7	2.8
• Other type of property owner	3.3	1.1
• TOTAL residents	74.5	100.0
• TOTAL non-resident ratepayers	24.7	0.0
Lifestage/household structure (n=664)		
• Single person living alone or sharing <45	2.3	2.5
• Couple <45	2.0	2.0
• Family with children <16 living at home	17.9	17.8
• Family with children >16 living at home	8.7	7.6
• Couple >45, no children living at home	53.3	52.9
• Single person >45	14.9	17.0
• Other	0.9	0.2

*Notes: The sample includes residents and non-resident ratepayers. 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. Questions marked * include multiple responses as some participants answered for "the couple" rather than a single participant. As such, these percentages will not add to 100%.*

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 contact with the Shire over the last 12 months)
- These were measured on a 5 point scale:

Excellent	Good	So/so	Poor	Very Poor		Unsure
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- Survey participants were then asked to rate their satisfaction with the Shire of Gingin as a place to live and their satisfaction with key aspects of the Shire's performance in the areas of Waste Collection and Disposal Services; the Planning and Development Team; Community Facilities and Services; and Governance, Environment, and Roads and Path Networks.
- These were measured on a 5 point scale:

Very satisfied	Satisfied	So/so	Dissatisfied	Very dissatisfied		Unsure
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- Survey participants were also asked to name the one thing that the Shire had the power to do that would really make a difference.

Overall Results - SUMMARY

- The Shire's overall results are strong and consistent with those from the 2016 survey.
- 1 in 2 residents and ratepayers rate the **Shire's overall performance** favourably, feeling that it is doing a good (51%) or excellent (5%) job.
 - A further 31% rated the Shire's performance as average and 13% rated it as poor or very poor.
- 3 in 4 are satisfied with the Shire of Gingin as **a place to live**, with 27% very satisfied and 49% satisfied.
- 3 in 4 of those who have had contact with the Shire were satisfied with the **customer service** provided at their most recent contact, rating it as excellent (26%) or good (51%).
- The Shire received higher ratings for customer service and as a place to live than it did for overall performance.
- Key actions sought by Council to "make a difference" include:
 - Upgrading the roads.
 - Protecting the foreshore and waterways.
 - Improving the footpaths, cycleways and walking trails.
 - Building or upgrading boat ramps.

Shire of Gingin – Performance OVERALL

- Excellent + good performance - 55.9%, similar to 2016.
- Excellent performance - 5.4%, significantly but not substantially lower than 8.6% in 2016.
- Poor or very poor performance - 13.2%, similar to 2016.

Who is satisfied?

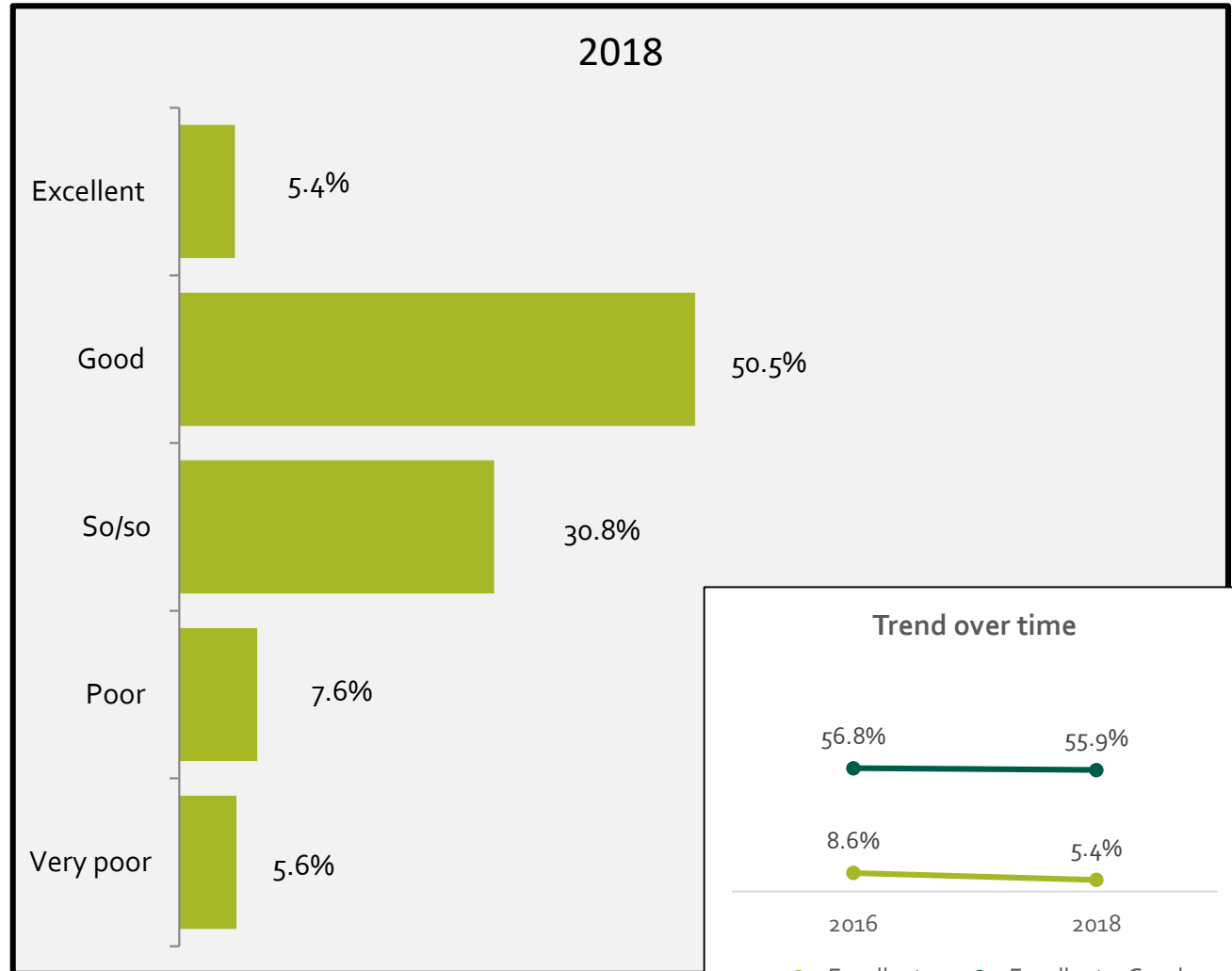
No one group stands out

Who is less satisfied (but not dissatisfied)?

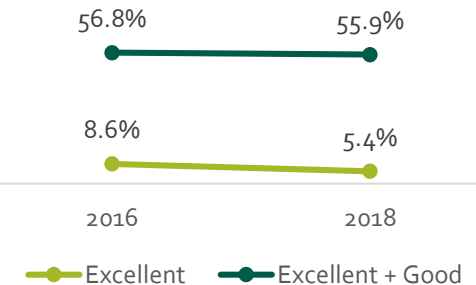
No one group stands out

Who has a higher level of dissatisfaction?

No one group stands out



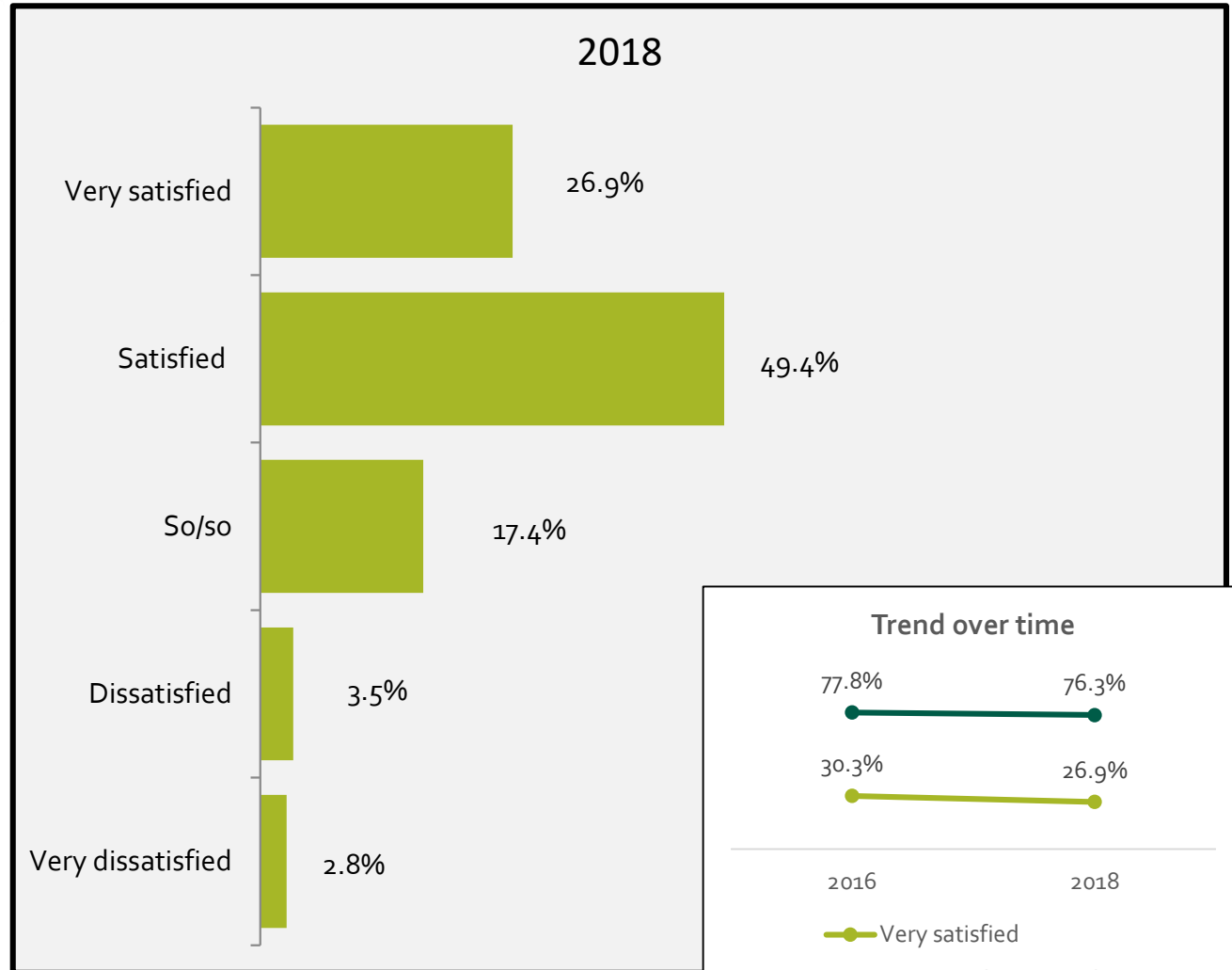
Trend over time



Q1. We would like to start by looking back over the last 12 months. On balance, how do you feel about the performance of the Shire of Gingin – not just on one or two issues – but over ALL areas of responsibility? (n=681; 49 no response and unsure excluded)

Satisfaction with the Shire - AS A PLACE TO LIVE

- Very satisfied + satisfied with the Shire as a place to live – 76.3%.
- Very satisfied – 26.9%.
- Dissatisfied or very dissatisfied – 6.3%
- Satisfaction with the Shire as a place to live is similar to 2016.



Who is satisfied?

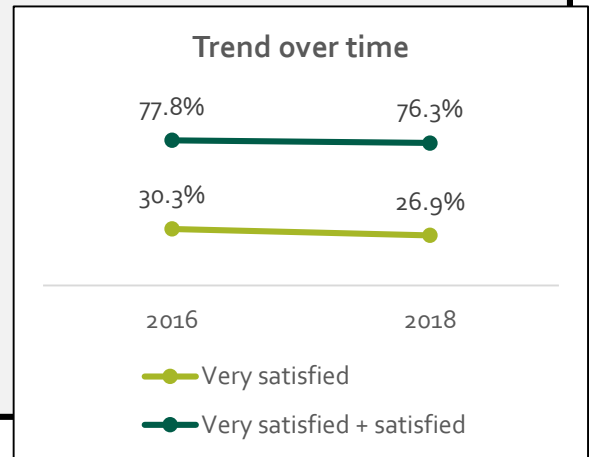
Those with properties in Gingin & Rural

Who is less satisfied (but not dissatisfied)?

Those with properties in Upper Coastal

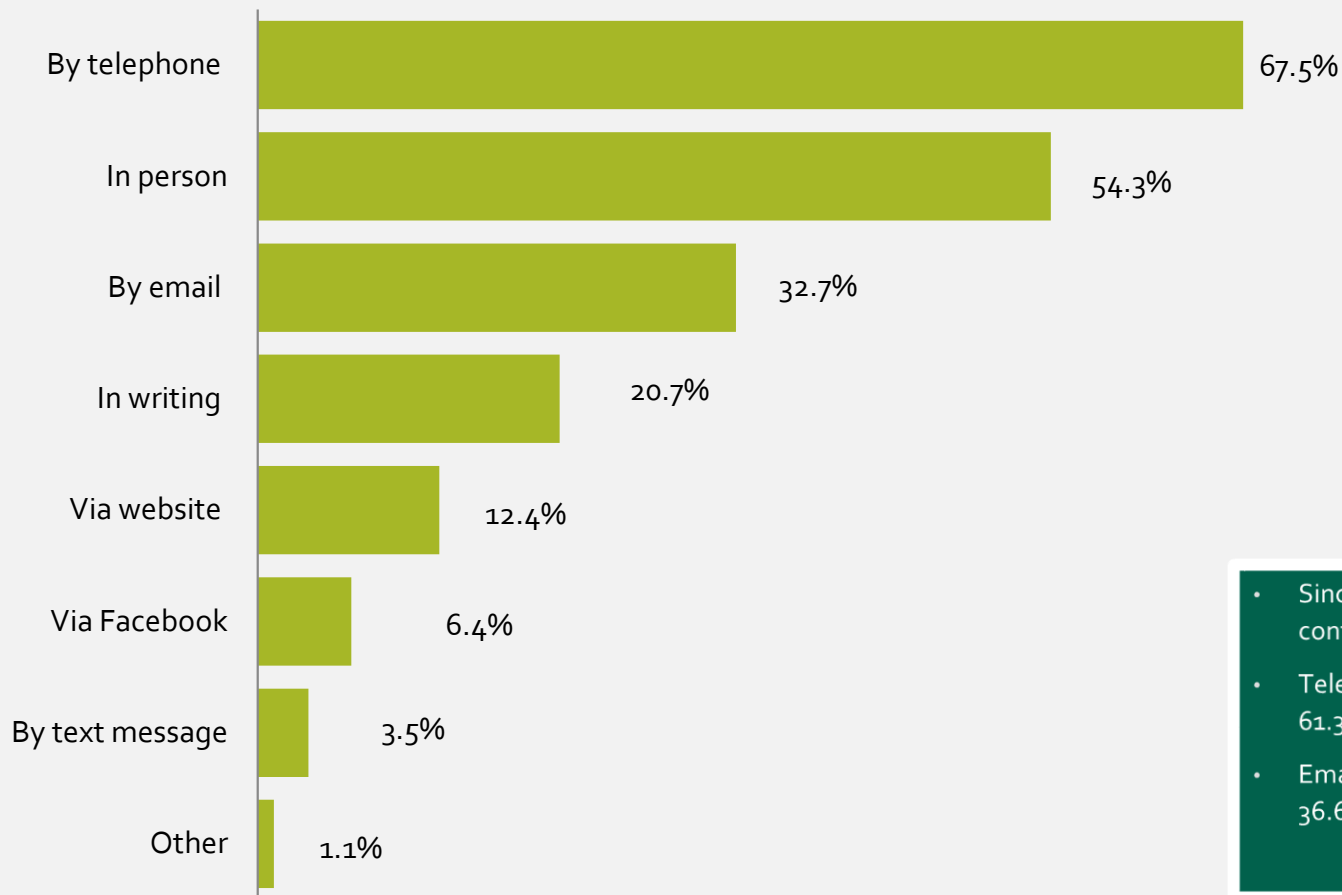
Who has a higher level of dissatisfaction?

No one group of significant size stands out



Type of customer service contact with the Shire

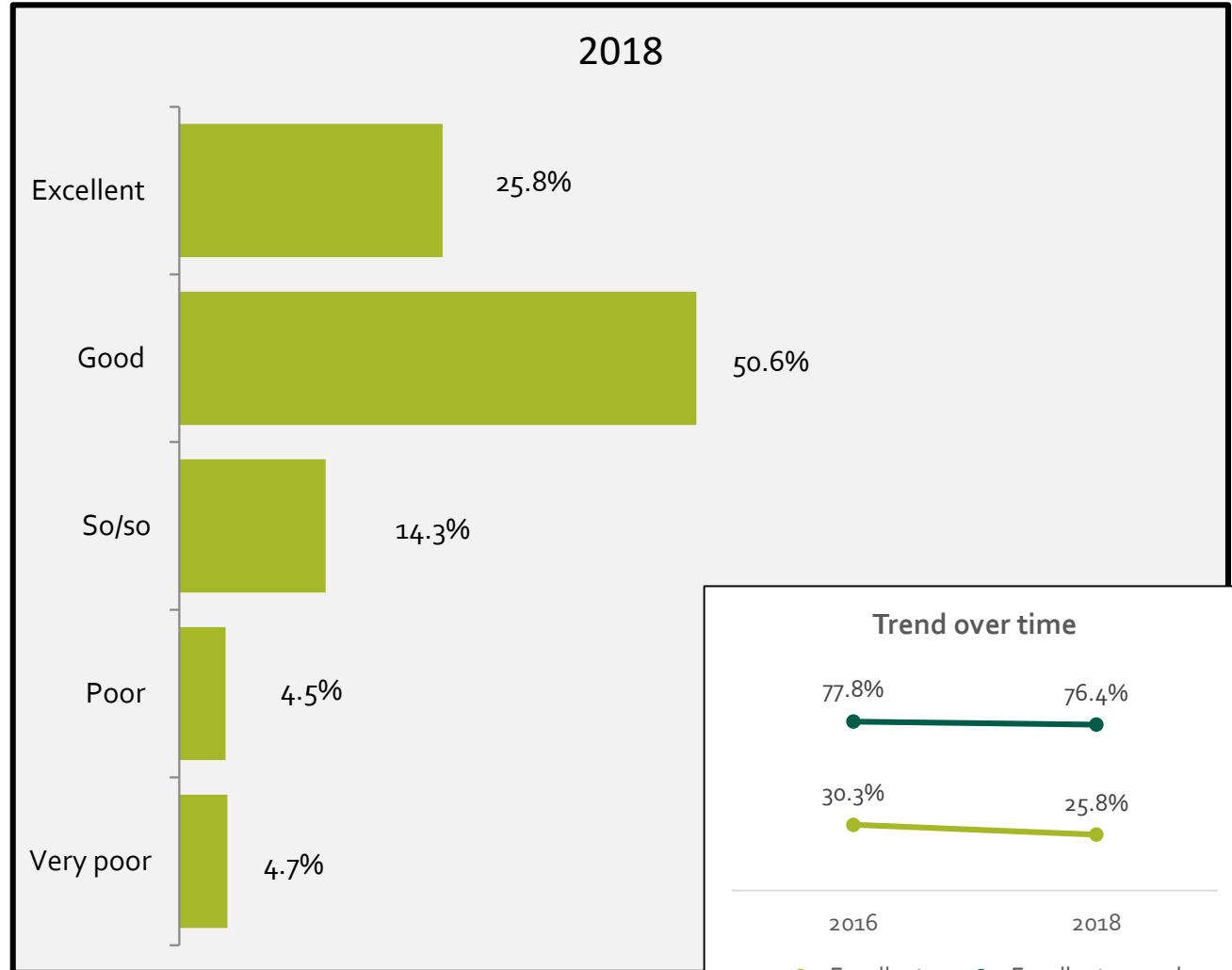
2018



- Since 2016, survey participants contacting the Shire by:
- Telephone has increased (up from 61.3%)
- Email has decreased (down from 36.6%)

CUSTOMER SERVICE provided by the Shire

- Excellent + good customer service provided by the Shire – 76.4%.
- Excellent – 25.8%.
- Poor or very poor – 10.1%
- Customer service ratings are similar to 2016.



Who is satisfied?
No one group stands out

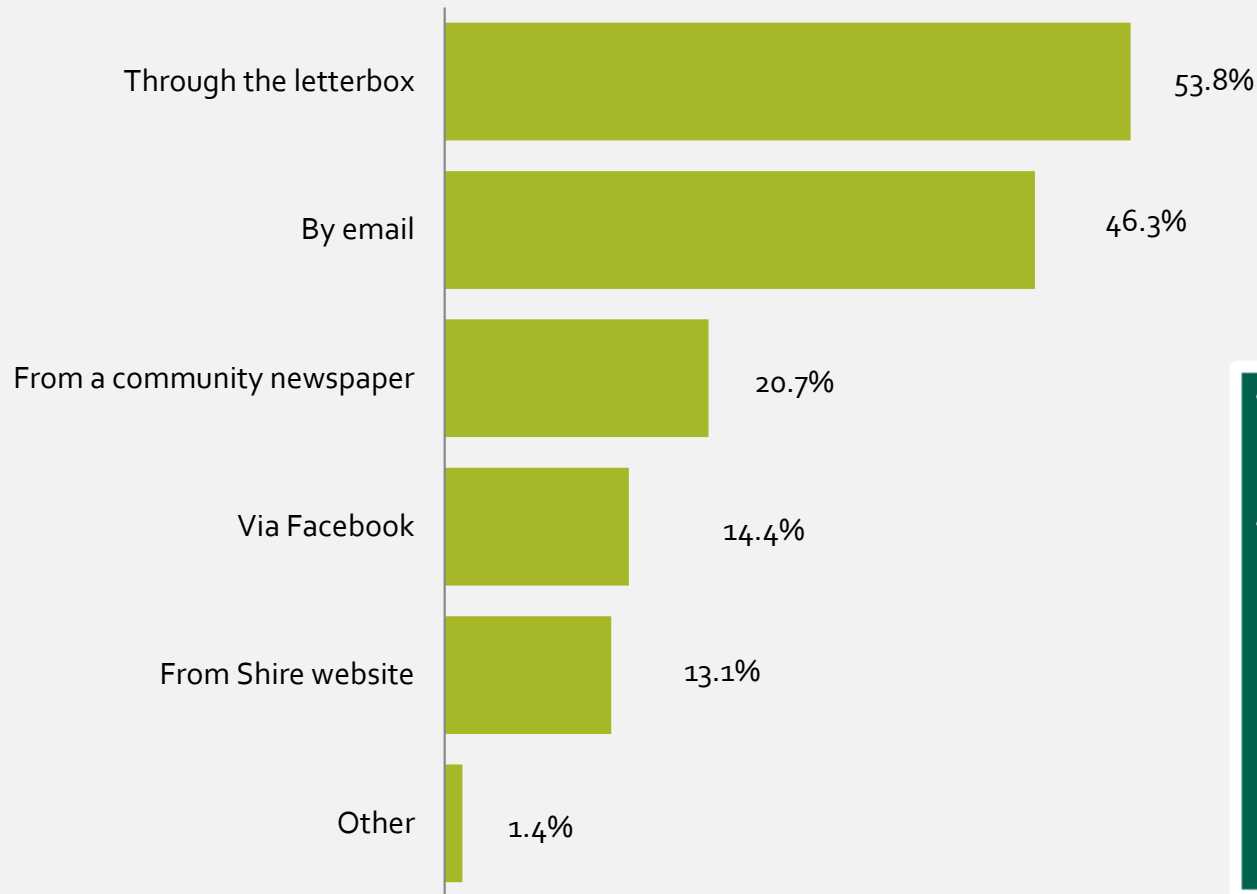
Who is less satisfied (but not dissatisfied)?
Own a holiday home

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



How people would like to hear from the Shire

2018



- Most would like to hear from the Shire through the letterbox, followed by email.
- Other ideas include:
 - Board outside community store
 - Make reports available at Post Office, Ledge Point Country Club, Chamber or Commerce, other community facilities
 - Quarterly community meetings, or meetings with CEO, key staff
 - SMS alerts
 - Mobile trailer billboard on roadside

How different members of the community would like to hear from the Shire

- There are differences in how different members of the community would like to hear from the Shire.
- However, **through the letterbox** and **by email** were amongst the top choices for all groups

Residents

- Through the letterbox
- Email
- Community Newspaper

Non-resident ratepayers

- Email
- Through the letterbox

Upper Coastal

- Through the letterbox
- Email

Lower Coastal

- Through the letterbox
- Email
- Community Newspaper

Gingin & Rural

- Through the letterbox
- Email
- Community Newspaper
- Via Facebook

18-44 years

- Email
- Via Facebook
- Through the letterbox

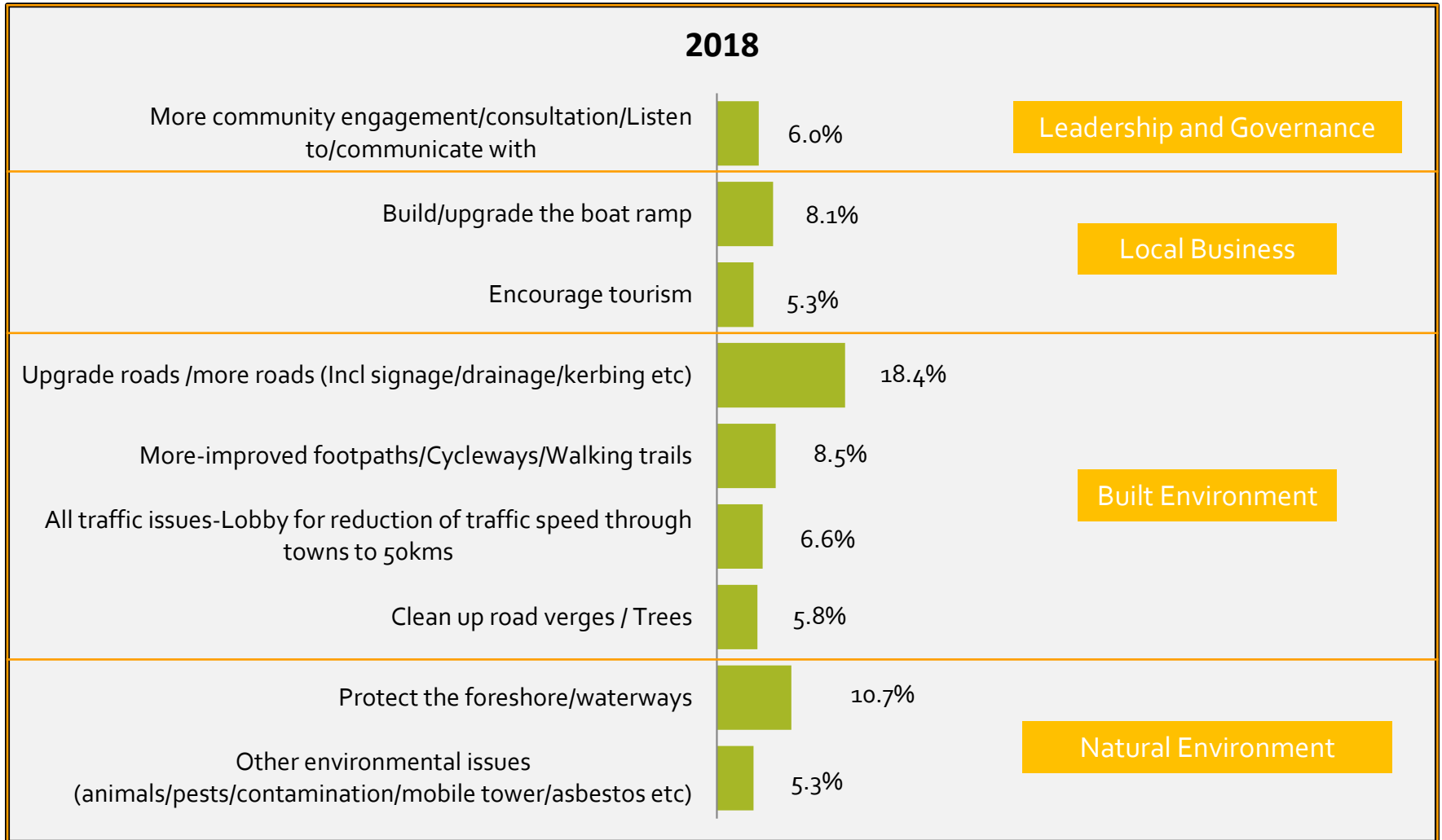
45 – 64 years

- Through the letterbox
- Email

65+ years

- Through the letterbox
- Email
- Community Newspaper

Things the Shire could do to make a difference

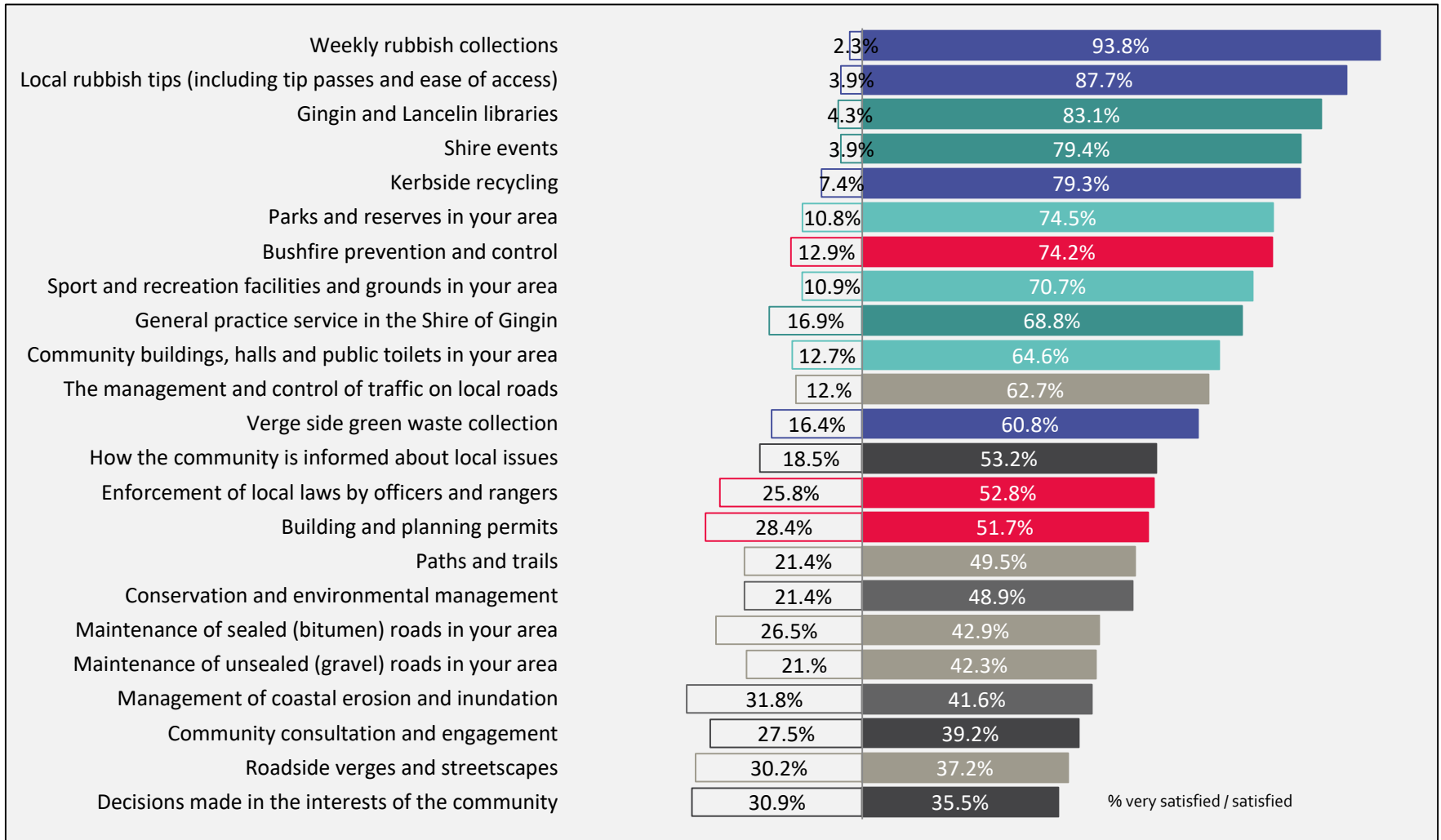


Individual Services and Facilities - SUMMARY

- Overall satisfaction with individual services and facilities ranged from a high of 94% (weekly rubbish collections) down to 36% (decisions made in the interests of the community).
- Importantly, there is no service or facility where the dominant feeling is one of dissatisfaction, which ranged from a low of 2% up to 32%.
- Generally, the Shire performs well in delivering the 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 tend to be statutory and regulatory in nature (Building, Planning, and Rangers), as well as the areas of keeping the community informed; conservation and environmental management; and paths and trails.
- Areas where satisfaction falls below 50% and a notable level of dissatisfaction emerges relate to Governance or require ongoing spending such as maintenance of roads, verges and streetscapes and management of erosion and inundation.

Overall Results

% very dissatisfied / dissatisfied

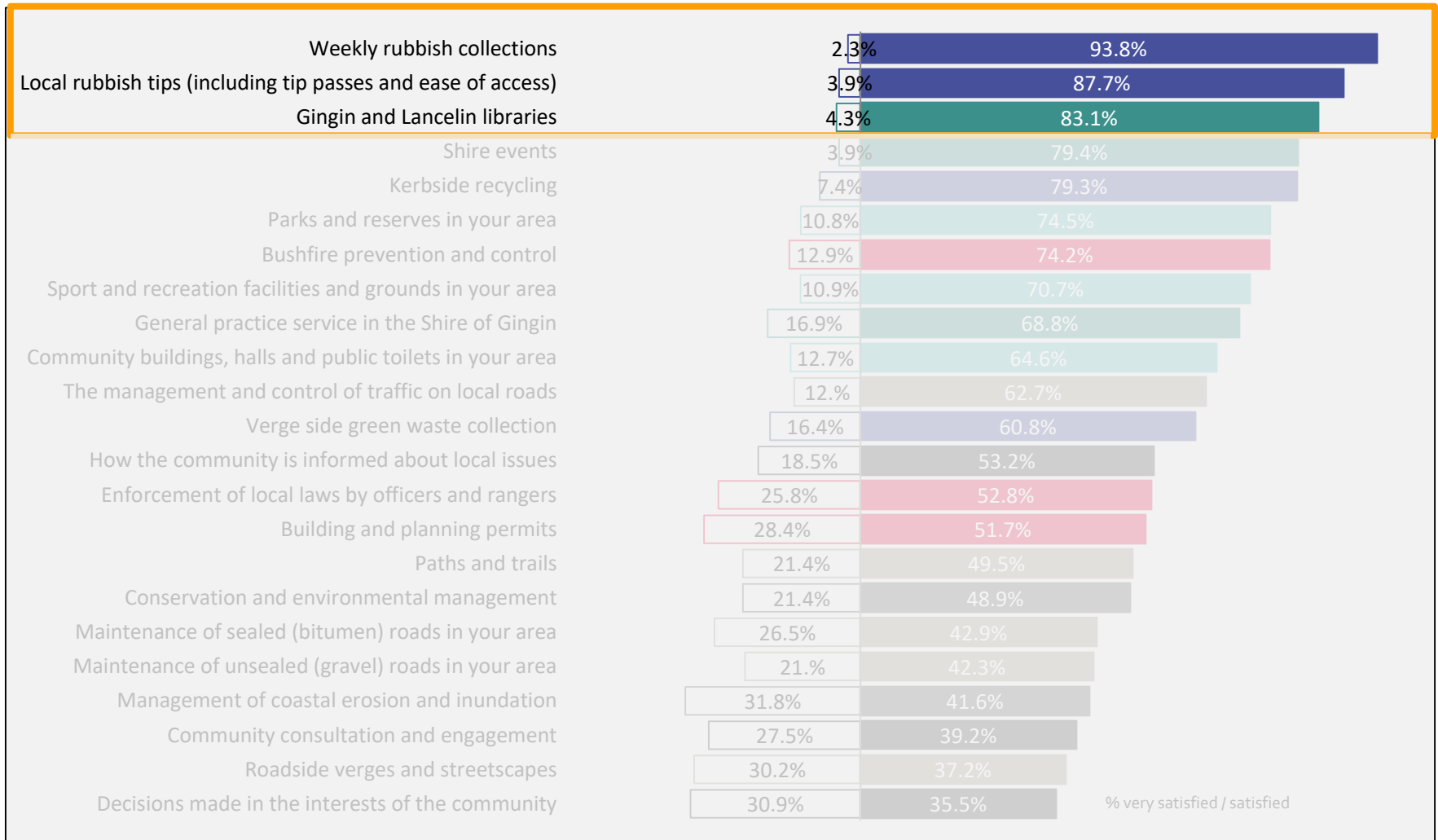


Q4, Q5, Q6, Q7. (n=176-702, 28-554 who were unsure, did not use, did not receive or did not respond excluded). Colour key for the different service areas is shown below.



The areas of greatest overall satisfaction, where more than 2 in 5 are very satisfied, relate to Waste Collection & Disposal – weekly rubbish collection & the tips. Also with a high level of satisfaction (with 1 in 4 very satisfied) are the Libraries.

% very dissatisfied / dissatisfied

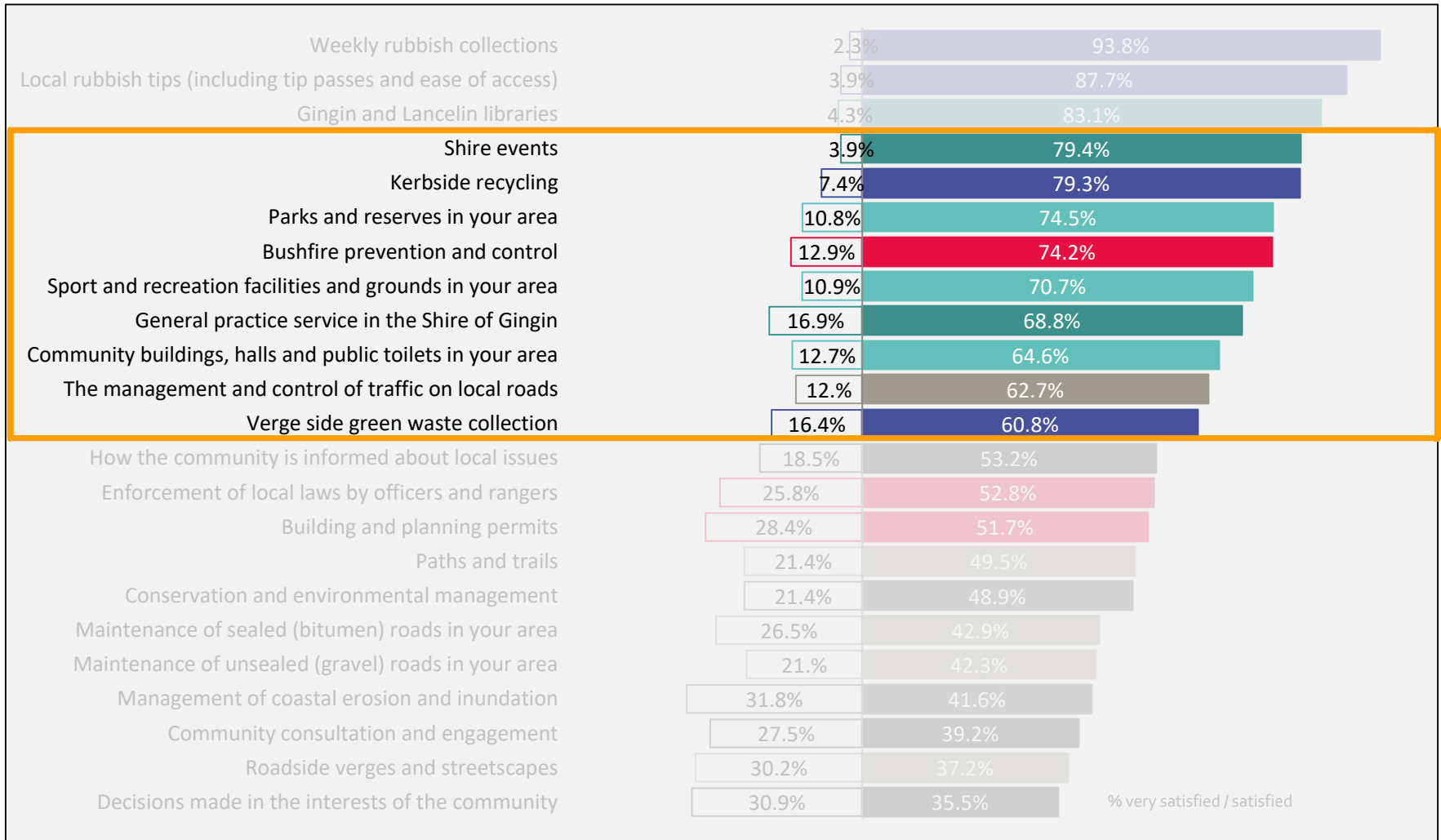


Q4, Q5, Q6, Q7. (n=176-702, 28-554 who were unsure, did not use, did not receive or did not respond excluded). Colour key for the different service areas is shown below.



The areas where residents and ratepayers are mostly satisfied include Community Facilities and Community Services, bushfire prevention and other aspects of Waste Collection & Disposal

% very dissatisfied / dissatisfied

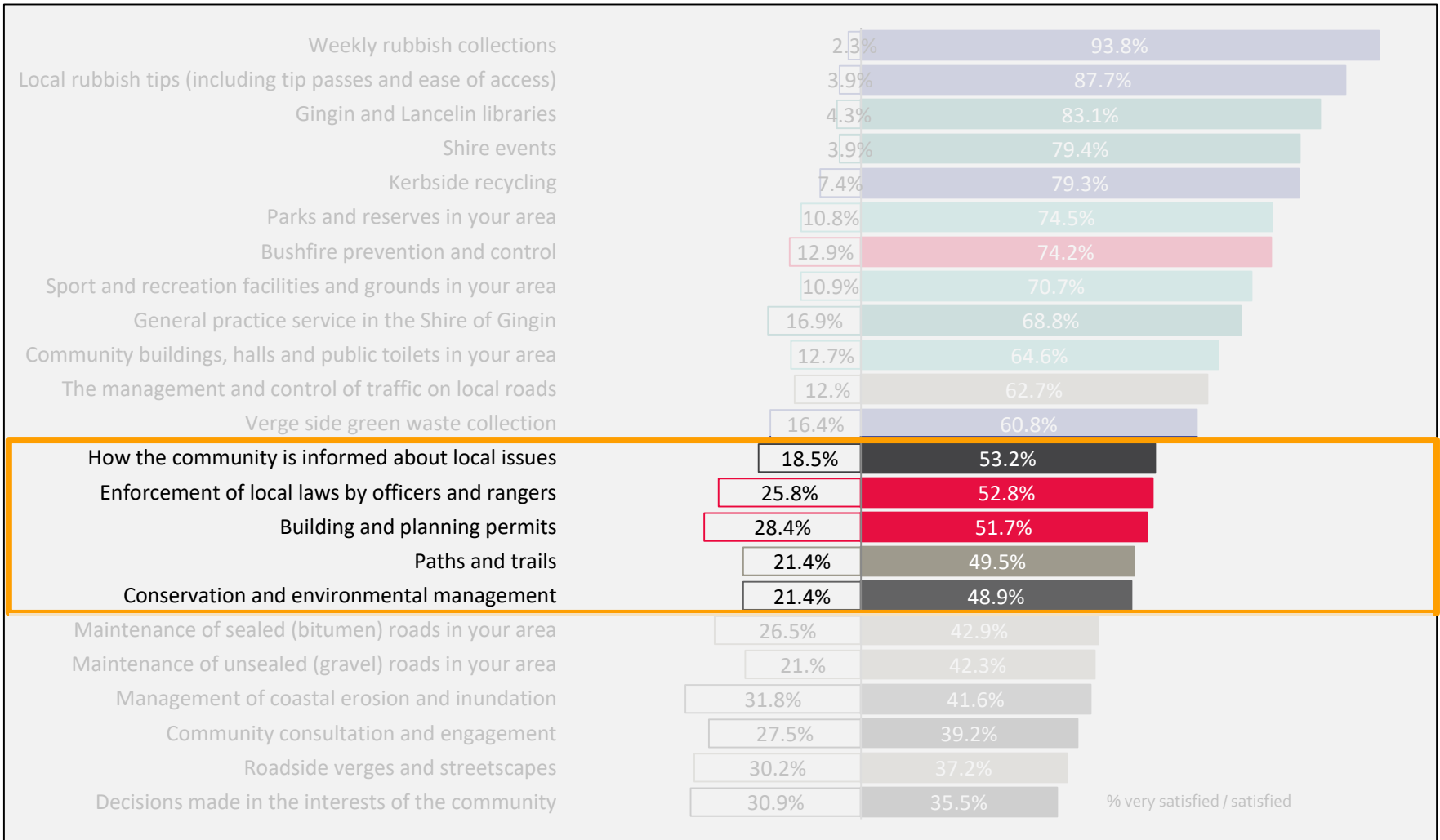


Q4, Q5, Q6, Q7. (n=176-702, 28-554 who were unsure, did not use, did not receive or did not respond excluded). Colour key for the different service areas is shown below.



The areas where residents and ratepayers have borderline satisfaction include keeping the community informed, enforcement, building & planning, paths and trails and conservation.

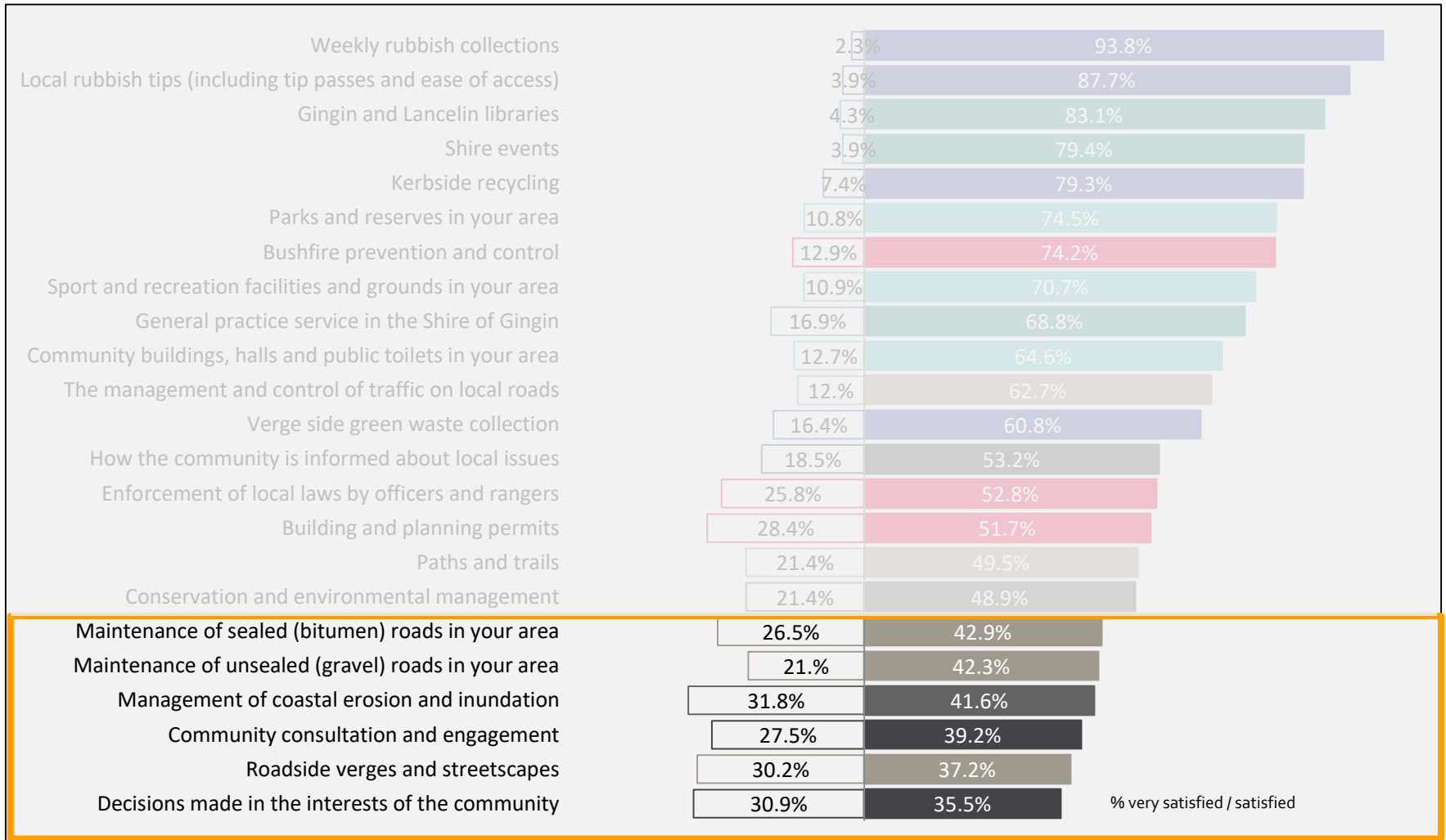
% very dissatisfied / dissatisfied



Q4, Q5, Q6, Q7. (n=176-702, 28-554 who were unsure, did not use, did not receive or did not respond excluded). Colour key for the different service areas is shown below.

The areas where fewer than half the residents and ratepayers are satisfied related to roads, verges, erosion and governance.

% very dissatisfied / dissatisfied



Q4, Q5, Q6, Q7. (n=176-702, 28-554 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 results – Comparisons with 2016

- The 5 point scale introduced in 2016 to measure satisfaction with individual services and facilities provided by the Shire of Gingin was again used this year, enabling like for like comparison.
- The table below outlines the services and facilities where satisfaction improved, was similar to 2016 or declined.
- The list of areas where satisfaction has declined may appear long but for the most part this was “slippage down the scale” - while the proportion rating themselves “very satisfied” has declined, overall satisfaction remains stable and similar to the previous survey.

Improvement	Similar to 2016	Decline
<ul style="list-style-type: none"> • Local rubbish tips • Shire events • Maintenance of sealed roads ¹ 	<ul style="list-style-type: none"> • Weekly rubbish collections • Building & planning permits • Enforcement of local laws by officers and rangers • Community consultation and engagement • How the community is informed about local issues • Conservation and environmental management • Management of coastal erosion and inundation • Maintenance of unsealed roads • Management and control of traffic on local roads 	<p>Only in % very satisfied</p> <ul style="list-style-type: none"> • Verge side green waste collection • Bushfire prevention and control • Sport and recreation facilities • Community buildings, halls and public toilets • Gingin & Lancelin libraries • Decisions made in the interests of the community • Paths and trails <p>Decline in Overall Satisfaction</p> <ul style="list-style-type: none"> • Parks and reserves • Roadside verges and streetscapes

Measured for the first time this year were:

- Kerbside recycling
- General practice services

1. Maintenance of sealed roads saw a decline in % dissatisfied or very dissatisfied. Results moved up the scale (into so/so) and whilst this has not been reflected in increases in % very satisfied or % very satisfied or satisfied, it does reflect an improvement in community perceptions.

Individual Results – Shire Services and Facilities

Satisfaction with Waste Collection and Disposal Services

	Very satisfied	Very satisfied + satisfied	
Weekly rubbish collections	49.7%	93.8%	Area of high satisfaction
Kerbside recycling	31.4%	79.3%	New this year
Verge side green waste collection	17.7%	60.8%	"Very satisfied" fell
Local rubbish tips	42.3%	87.7%	Area of high (and increasing) satisfaction



Satisfaction with Waste Collection and Disposal Services – Weekly Rubbish Collections

- Very satisfied + satisfied – 93.8%.
- Very satisfied – 49.7%.
- Dissatisfied or very dissatisfied – 2.3%.
- Similar to 2016.

Who is satisfied?

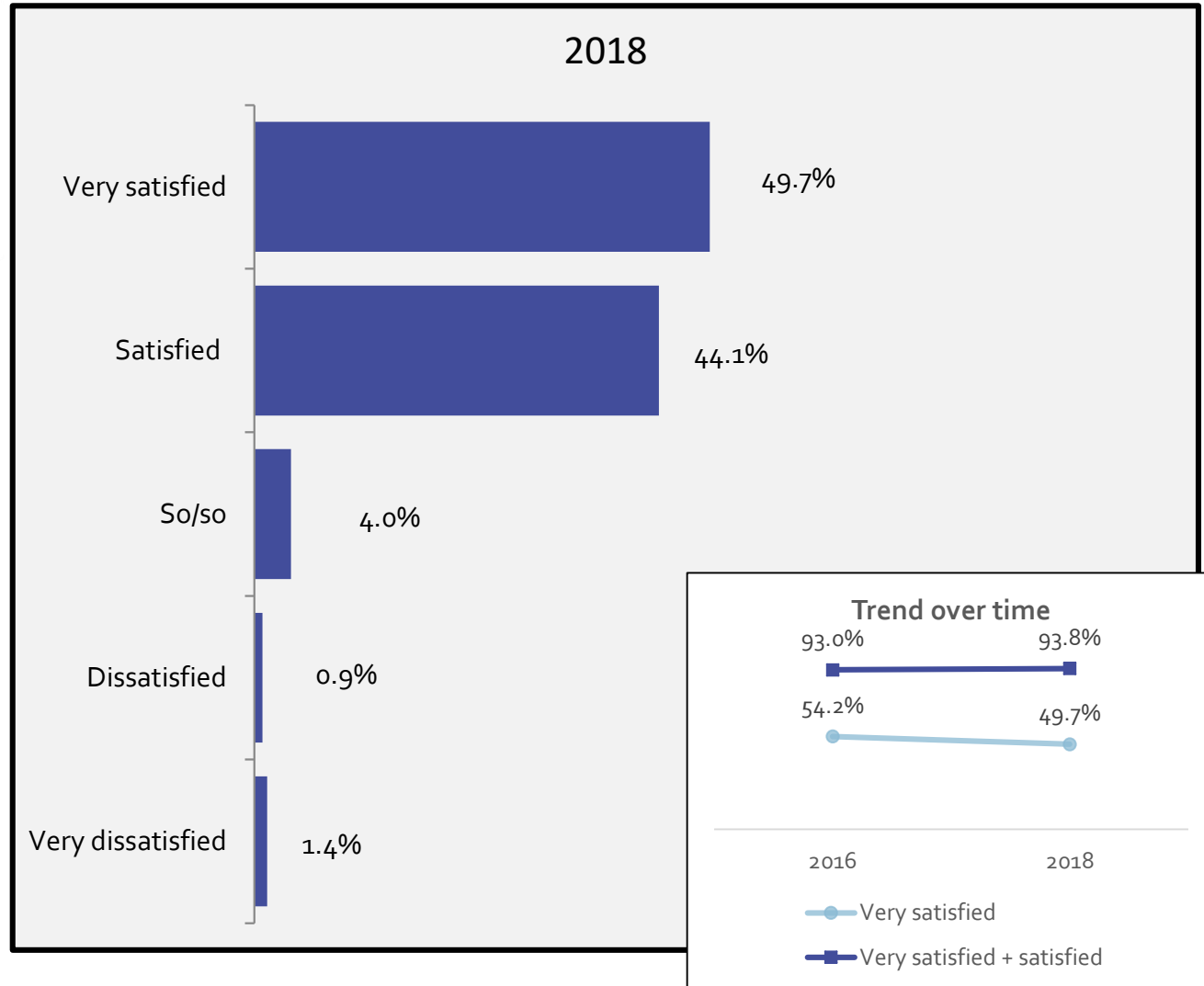
No one group stands out

Who is less satisfied (but not dissatisfied)?

No one group stands out

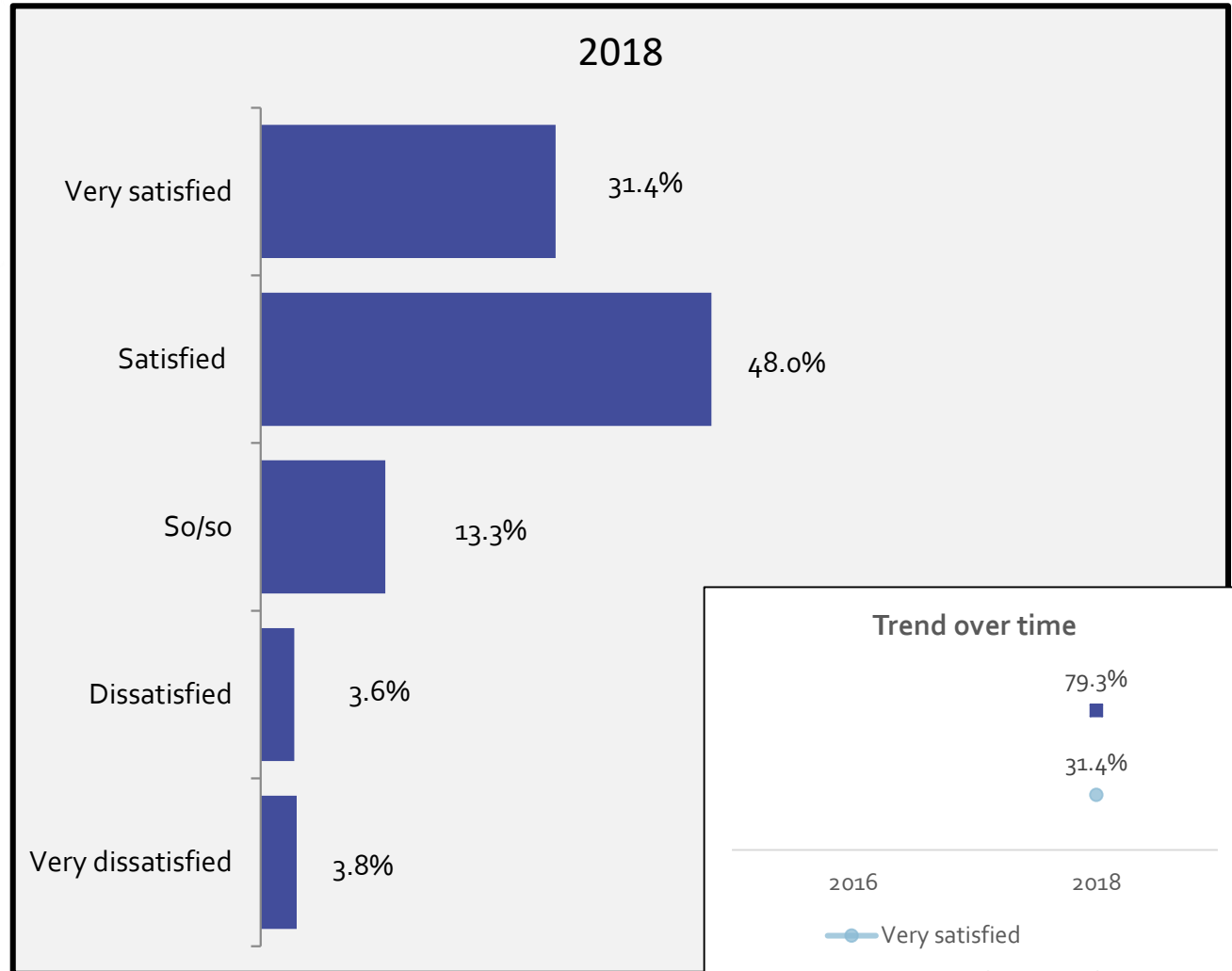
Who has a higher level of dissatisfaction?

No one group of significant size stands out



Satisfaction with Waste Collection and Disposal Services – Kerbside Recycling

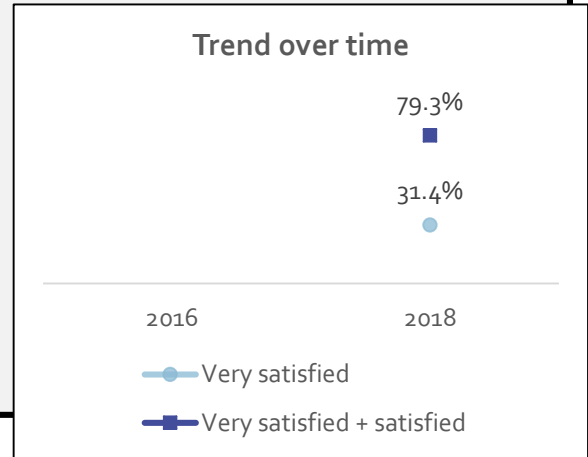
- Measured for the first time in 2018
- Very satisfied + satisfied – 79.3%.
- Very satisfied – 31.4%.
- Dissatisfied or very dissatisfied – 7.4%.



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



Satisfaction with Waste Collection and Disposal Services – Verge side green waste collection

- Very satisfied + satisfied – 60.8%, similar to 2016.
- Very satisfied – 17.7%, down from 27.6% in 2016.
- Dissatisfied or very dissatisfied – 16.4%, similar to 2016.

Who is satisfied?

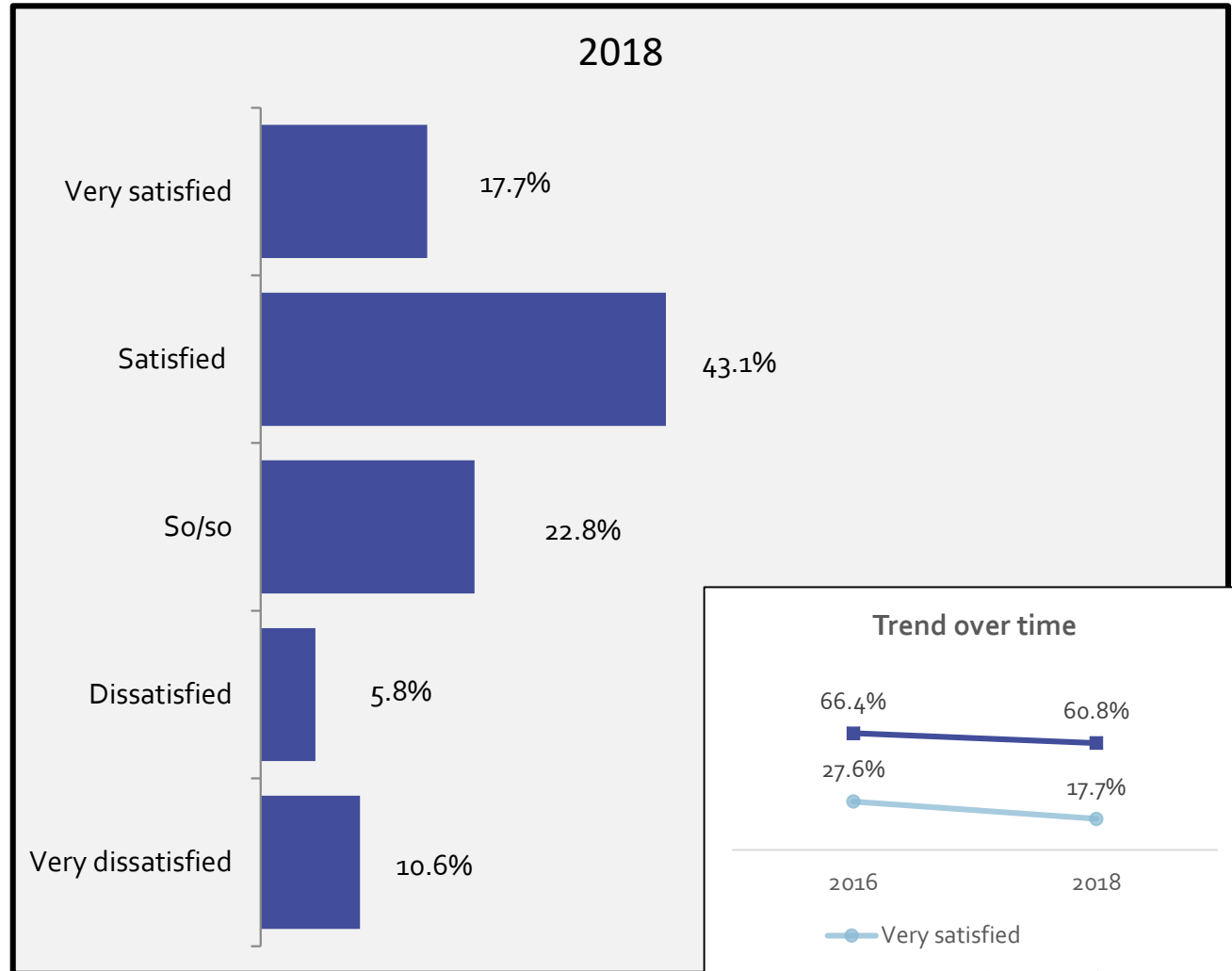
No one group stands out

Who is less satisfied (but not dissatisfied)?

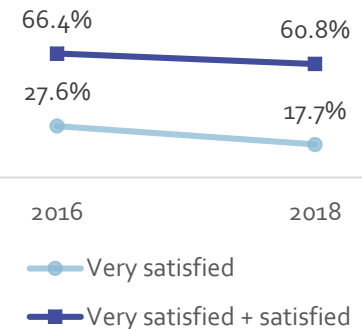
No one group stands out

Who has a higher level of dissatisfaction?

No one group stands out



Trend over time



Satisfaction with Waste Collection and Disposal Services – Local rubbish tips (including tip passes and ease of access)

- Very satisfied + satisfied – 87.7%, up from 82.9% in 2016.
- Very satisfied – 42.3%, similar to 2016.
- Dissatisfied or very dissatisfied – 3.9%, down from 8.8% in 2016.

Who is satisfied?

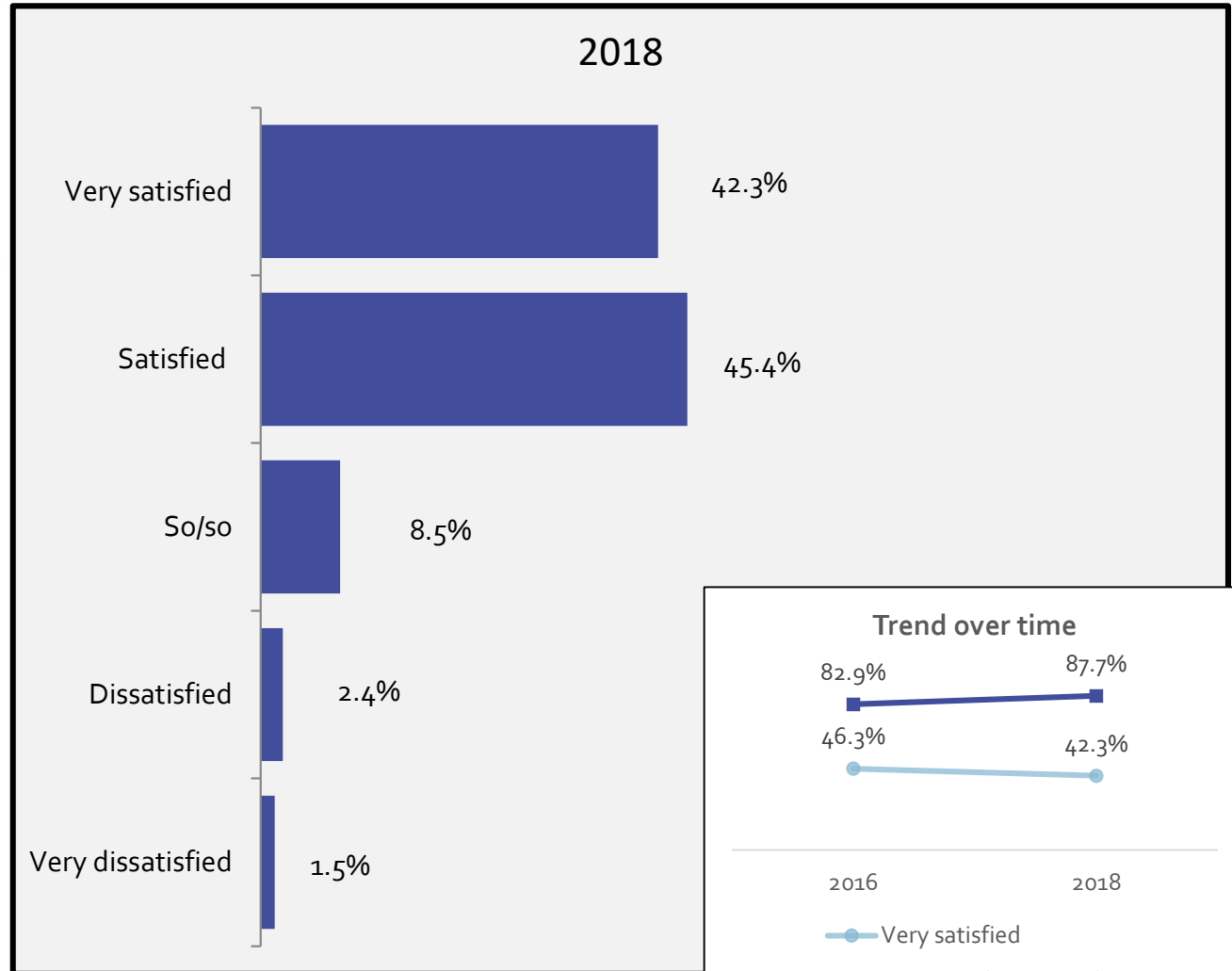
No one group stands out

Who is less satisfied (but not dissatisfied)?

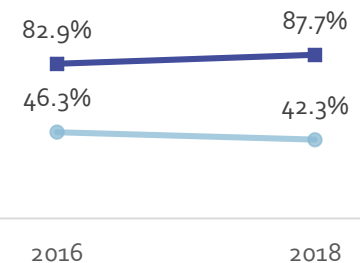
No one group stands out

Who has a higher level of dissatisfaction?

No one group of significant size stands out



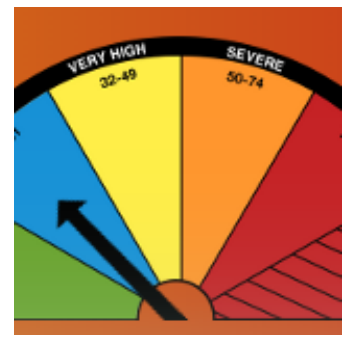
Trend over time



Satisfaction with the Planning and Development Team

	Very satisfied	Very satisfied + satisfied	
Building and planning permits	14.2%	51.7%	Area of borderline satisfaction
Enforcement of local laws by officers and rangers	11.1%	52.8%	Area of borderline satisfaction
Bushfire prevention and control	21.1%	74.2%	"Very satisfied" fell, but otherwise an area of moderate satisfaction

- The checklist below identifies the information required by Council to be submitted with your Planning and Building/Health applications.
- Note:** Failure to supply all the required information will result in delays in dealing with the application for which Council cannot accept responsibility, and may result in refusal of the application.
- PLANNING**
1. Fully completed "Appendix 3 – Application for Planning Consent" (see attached notice sheet for further information)
 2. Correct application fee (see attached Schedule of Fees)
 3. Two copies of all plans (see attached notice sheet for further information)
 4. Proposals Requiring a Groundwater License
Copy of interim or full water license granted by Water & Rivers Commission
- BUILDING/HEALTH**
1. Fully completed "Form 2 – Application for Building License"
 2. Correct building application fees (see "Information Sheet – Building/Health Department for details")
 3. Three copies of all building plans
 4. Copies of each of the following (if applicable):
 • Application to Construct or install an Apparatus for the Treatment of Sewage" and two copies of plans **OR**
 • Water Corporation Sewer Connection Approval



Satisfaction with the Planning & Development Team – Building and Planning Permits

- Very satisfied + satisfied – 51.4%.
- Very satisfied – 14.2%.
- Dissatisfied or very dissatisfied – 28.4%.
- Similar to 2016.

Who is satisfied?

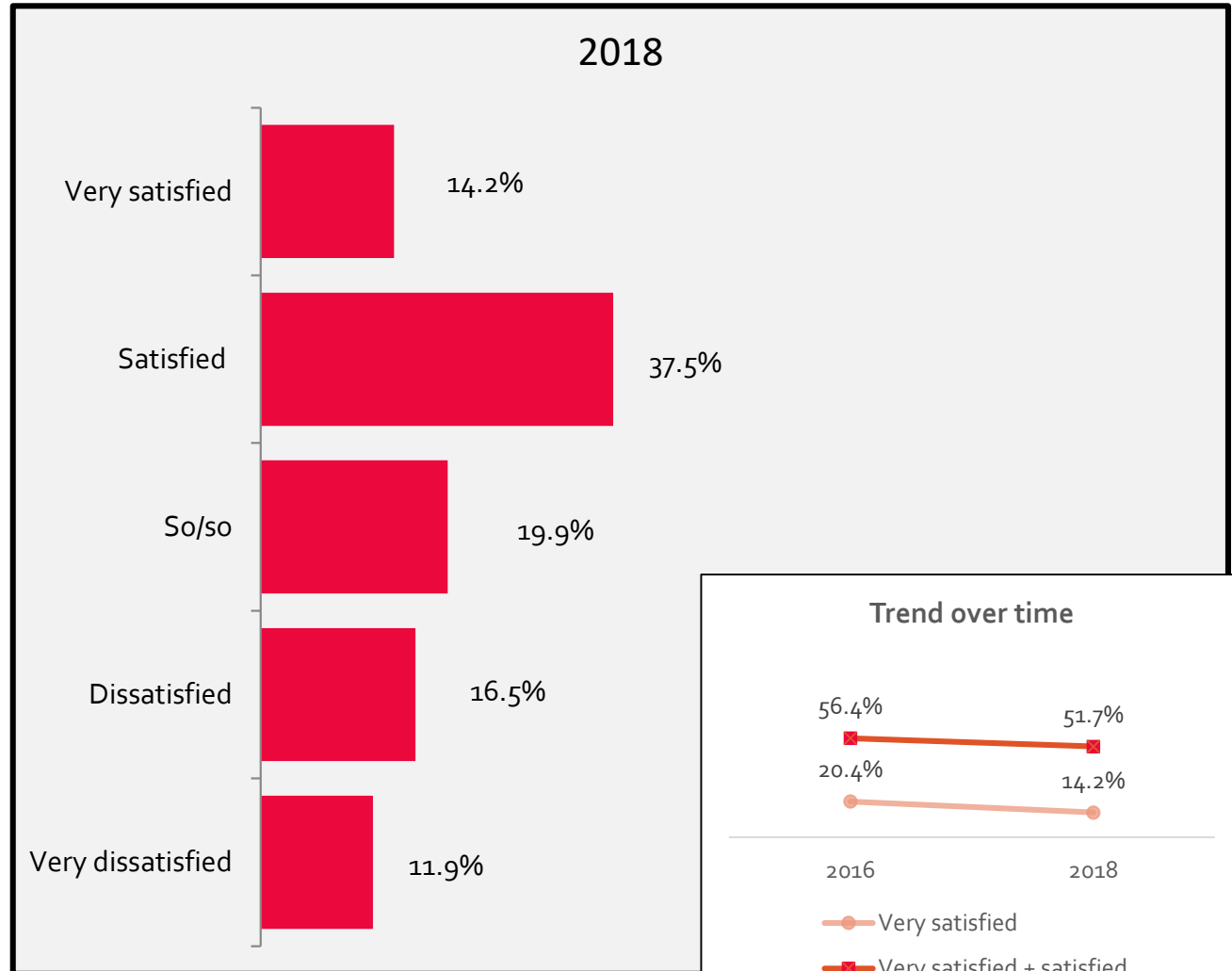
No one group stands out

Who is less satisfied (but not dissatisfied)?

No one group stands out

Who has a higher level of dissatisfaction?

Those with properties in Lower Coastal



Q5. If you have used or had contact with the Planning and Development Team in the last 12 months, please indicate how satisfied you are for each service, otherwise mark 'Unsure'. Mark 'Did not use' if you had no contact with the Service. Please select one response per line. – Building and Planning Permits. (n=176; 554 no response, unsure and did not use excluded)

Satisfaction with the Planning & Development Team – Enforcement of Local Laws by Officers and Rangers

- Very satisfied + satisfied – 52.8%.
- Very satisfied – 11.1%.
- Dissatisfied or very dissatisfied – 25.8%.
- Similar to 2016.

Who is satisfied?

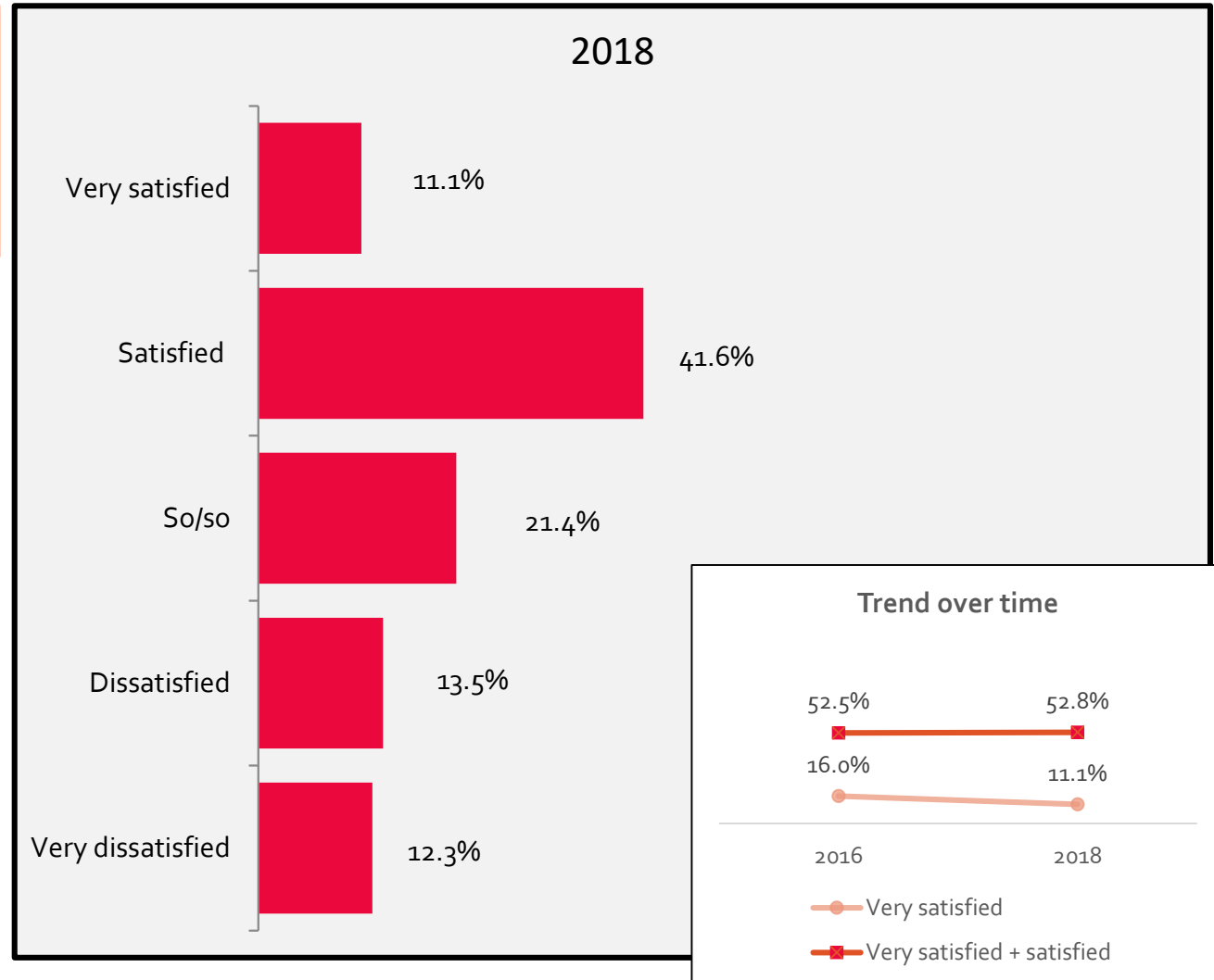
No one group stands out

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 indicate how satisfied you are for each service, otherwise mark 'Unsure'. Mark 'Did not use' if you had no contact with the Service. Please select one response per line. – Enforcement of Local Laws by Officers and Rangers (e.g. food, health, noise and pollution, animal control, stable fly, off road vehicles and illegal camping). (n=341; 389 no response, unsure and did not use excluded)

Satisfaction with the Planning & Development Team – Bushfire Prevention and Control

- Very satisfied + satisfied – 74.2%, similar to 2016.
- Very satisfied – 21.1%, down from 28.8% in 2016.
- Dissatisfied or very dissatisfied – 12.9%, similar to 2016.

Who is satisfied?

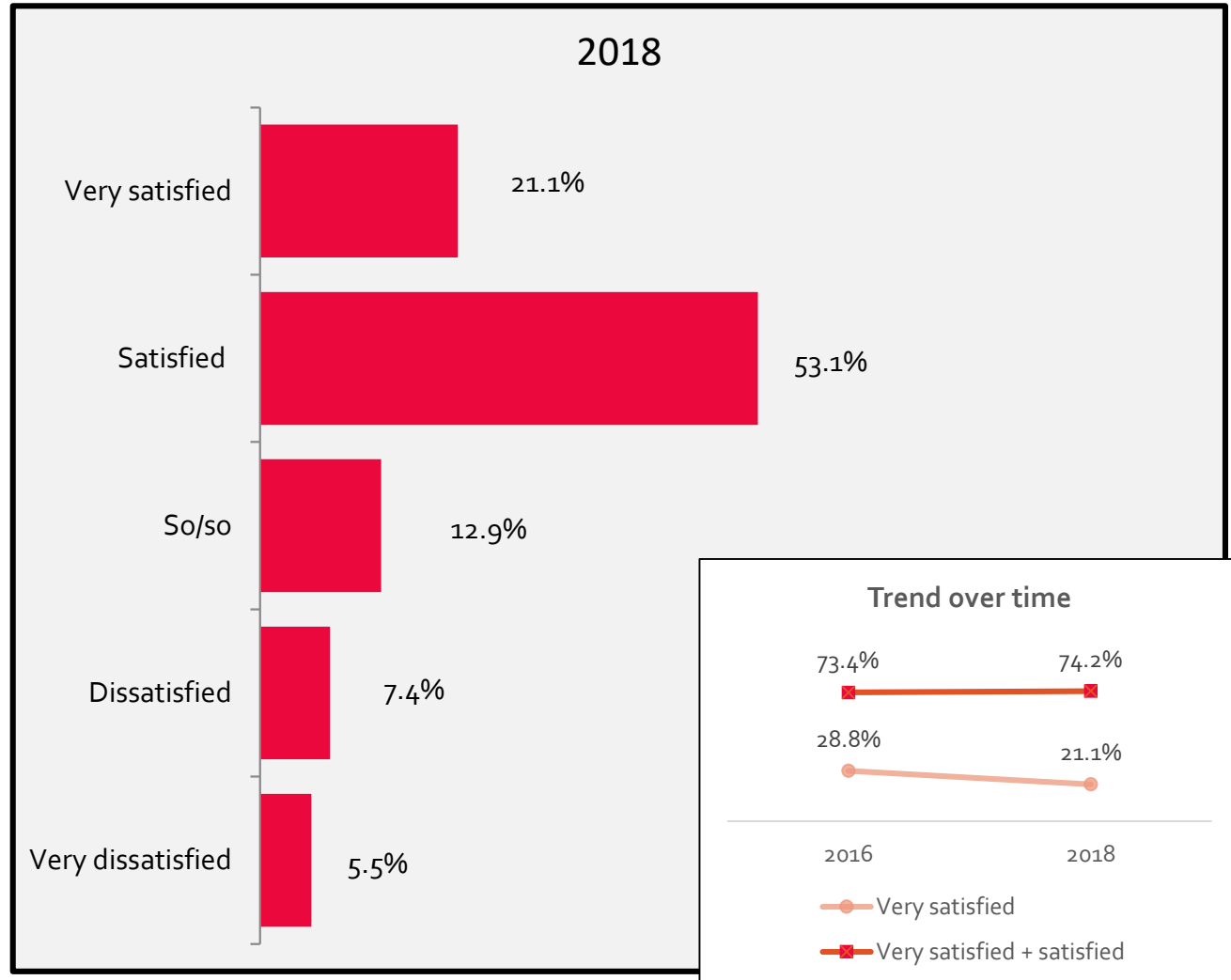
No one group stands out

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 indicate how satisfied you are for each service, otherwise mark 'Unsure'. Mark 'Did not use' if you had no contact with the Service. Please select one response per line. – Bushfire Prevention and Control. (n=403; 327 no response, unsure and did not use excluded)

Satisfaction with the Community Facilities

	Very satisfied	Very satisfied + satisfied	
Sport and recreation facilities	19.7%	70.7%	"Very satisfied" fell, but otherwise an area of moderate satisfaction
Community buildings, halls and public toilets	12.9%	64.6%	"Very satisfied" fell, but otherwise an area of moderate satisfaction
Parks and reserves	19.1%	74.5%	Both satisfaction measures fell, making this now an area of moderate rather than high satisfaction



Satisfaction with the Community Facilities – Sport and Recreation Facilities and Grounds

- Very satisfied + satisfied – 70.7%, similar to 2016.
- Very satisfied – 19.7%, down from 29.0% in 2016.
- Dissatisfied or very dissatisfied – 10.9%, similar to 2016.

Who is satisfied?

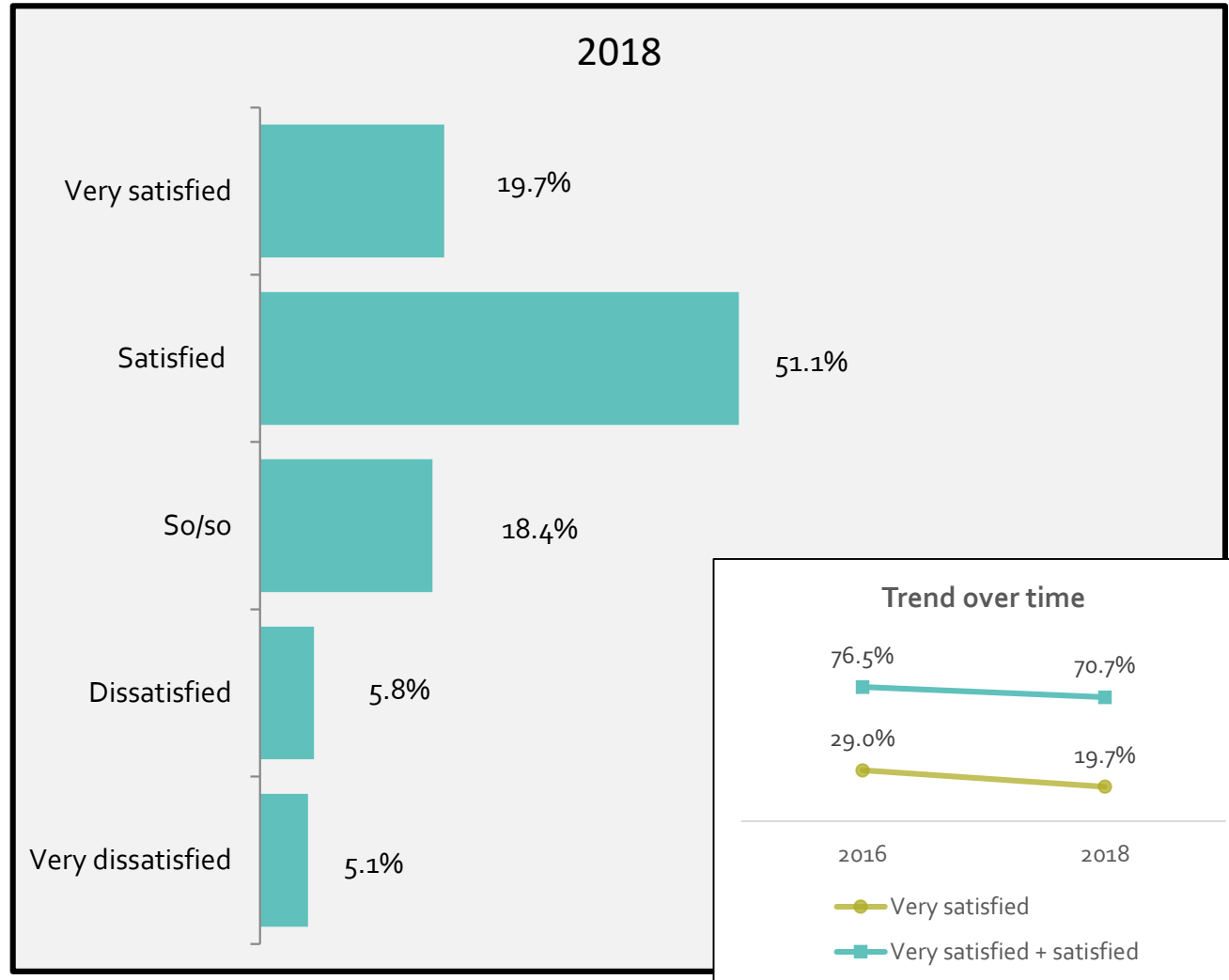
Those with properties in Gingin & rural

Who is less satisfied (but not dissatisfied)?

Those with properties in Lower Coastal

Who has a higher level of dissatisfaction?

Those with properties in Lower Coastal



Q6. Now thinking about Community Facilities and Services, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with, or did not use any of the services or facilities listed, please select 'Unsure' OR 'Did not use'. Please select one response per line. – Sport and recreation facilities and grounds in your area. (n=468; 262 no response, unsure and did not use excluded)

Satisfaction with the Community Facilities – Community Buildings, Halls and Public Toilets

- Very satisfied + satisfied – 64.6%, similar to 2016.
- Very satisfied – 12.9%, down from 23.4% in 2016.
- Dissatisfied or very dissatisfied – 12.7%, similar to 2016.

Who is satisfied?

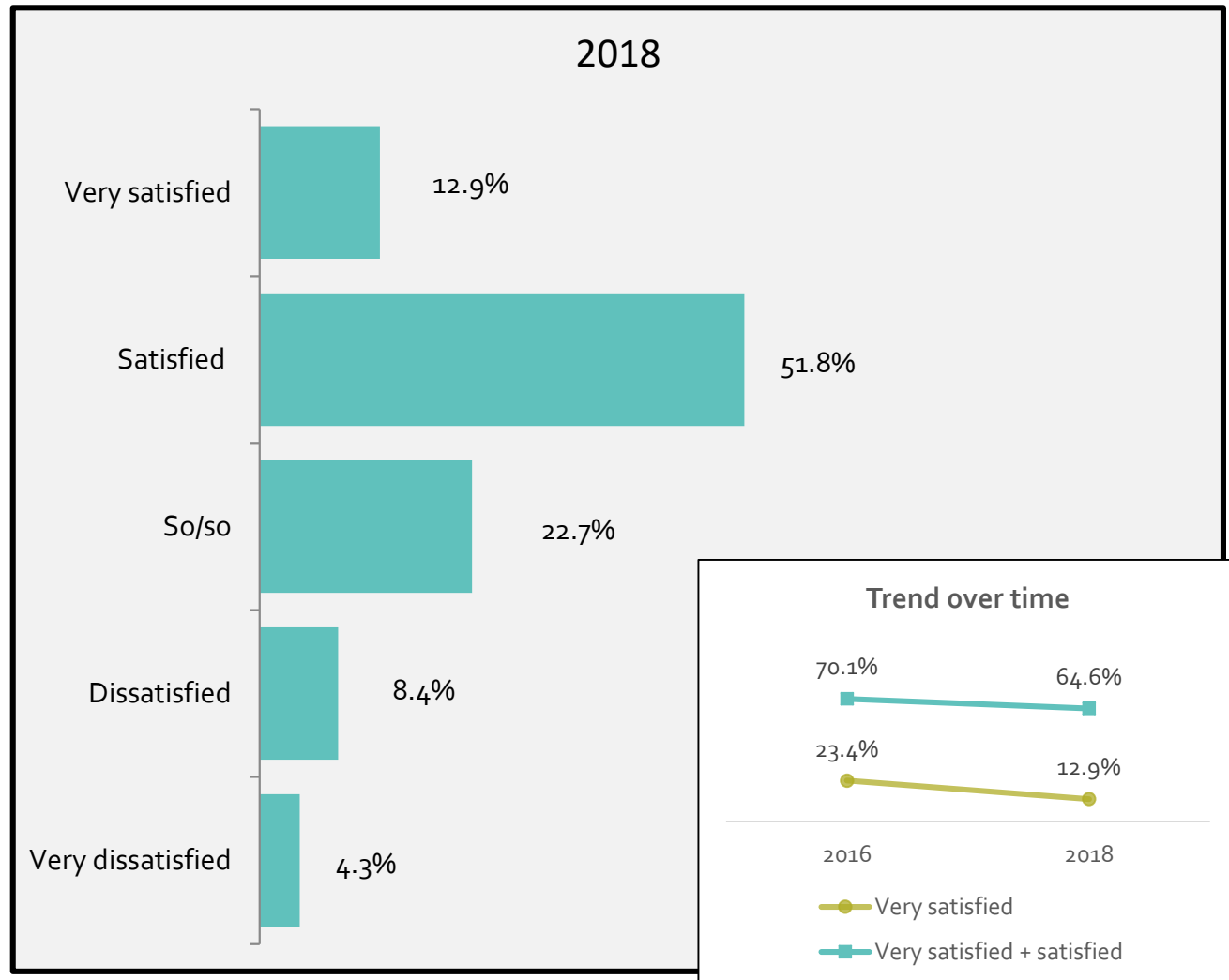
No one group stands out

Who is less satisfied (but not dissatisfied)?

No one group stands out

Who has a higher level of dissatisfaction?

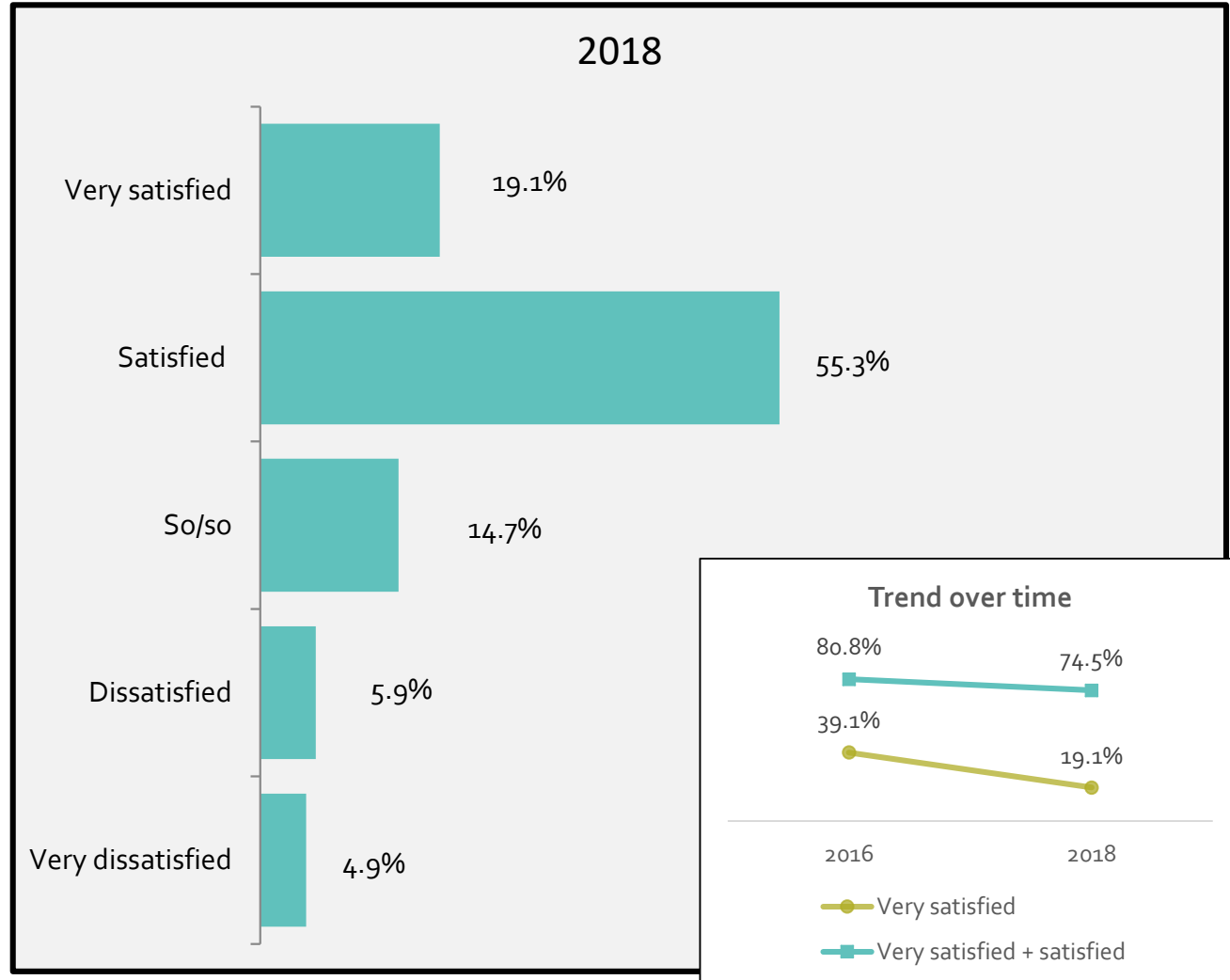
Families with children over 16 years



Q6. Now thinking about Community Facilities and Services, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with, or did not use any of the services or facilities listed, please select 'Unsure' OR 'Did not use'. Please select one response per line. – Community buildings, halls and public toilets in your area. (n=560; 170 no response, unsure and did not use excluded)

Satisfaction with the Community Facilities – Parks and Reserves

- Very satisfied + satisfied – 74.5%, down from 80.8% in 2016.
- Very satisfied – 19.1%, down from 39.1% in 2016.
- Dissatisfied or very dissatisfied – 10.8%, similar to 2016.



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?

Those with properties in Lower Coastal

Satisfaction with the Community Services

	Very satisfied	Very satisfied + satisfied	
Shire events	22.1%	79.4%	Overall satisfaction improved, but otherwise an area of moderate satisfaction
Gingin & Lancelin libraries	26.6%	83.1%	"Very satisfied" fell, but otherwise an area of high satisfaction
General practice service	35.7%	68.8%	New measure; area of moderate satisfaction



Satisfaction with the Community Services – Shire Events

- Very satisfied + satisfied – 79.4%, up from 72.1% in 2016.
- Very satisfied – 22.1%, similar to 2016.
- Dissatisfied or very dissatisfied – 3.9%, down from 10.2% in 2016.

Who is satisfied?

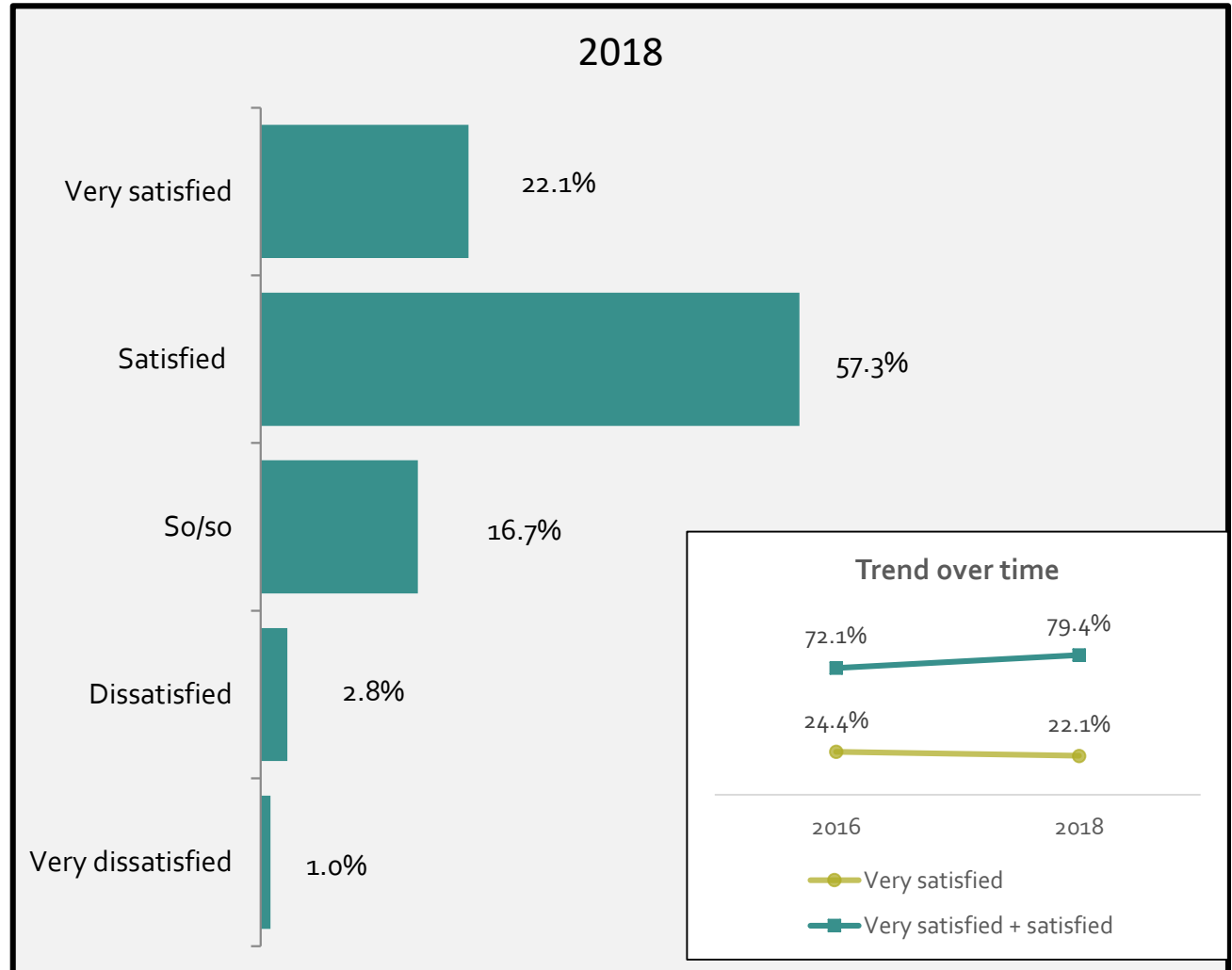
No one group stands out

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. Now thinking about Community Facilities and Services, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with, or did not use any of the services or facilities listed, please select 'Unsure' OR 'Did not use'. Please select one response per line. – Shire events e.g. Lancelin/Gingin Triathlons, Music in the Park (Guilderton), Melody and Movie at Ledge Point, Party in the Park (Lancelin), Arts in the Park (Gingin). (n=389; 341 no response, unsure and did not use excluded)

Satisfaction with the Community Services – Gingin and Lancelin Libraries

- Very satisfied + satisfied – 83.1%, similar to 2016.
- Very satisfied – 26.6%, down from 36.1% in 2016.
- Dissatisfied or very dissatisfied – 4.3%, similar to 2016.

Who is satisfied?

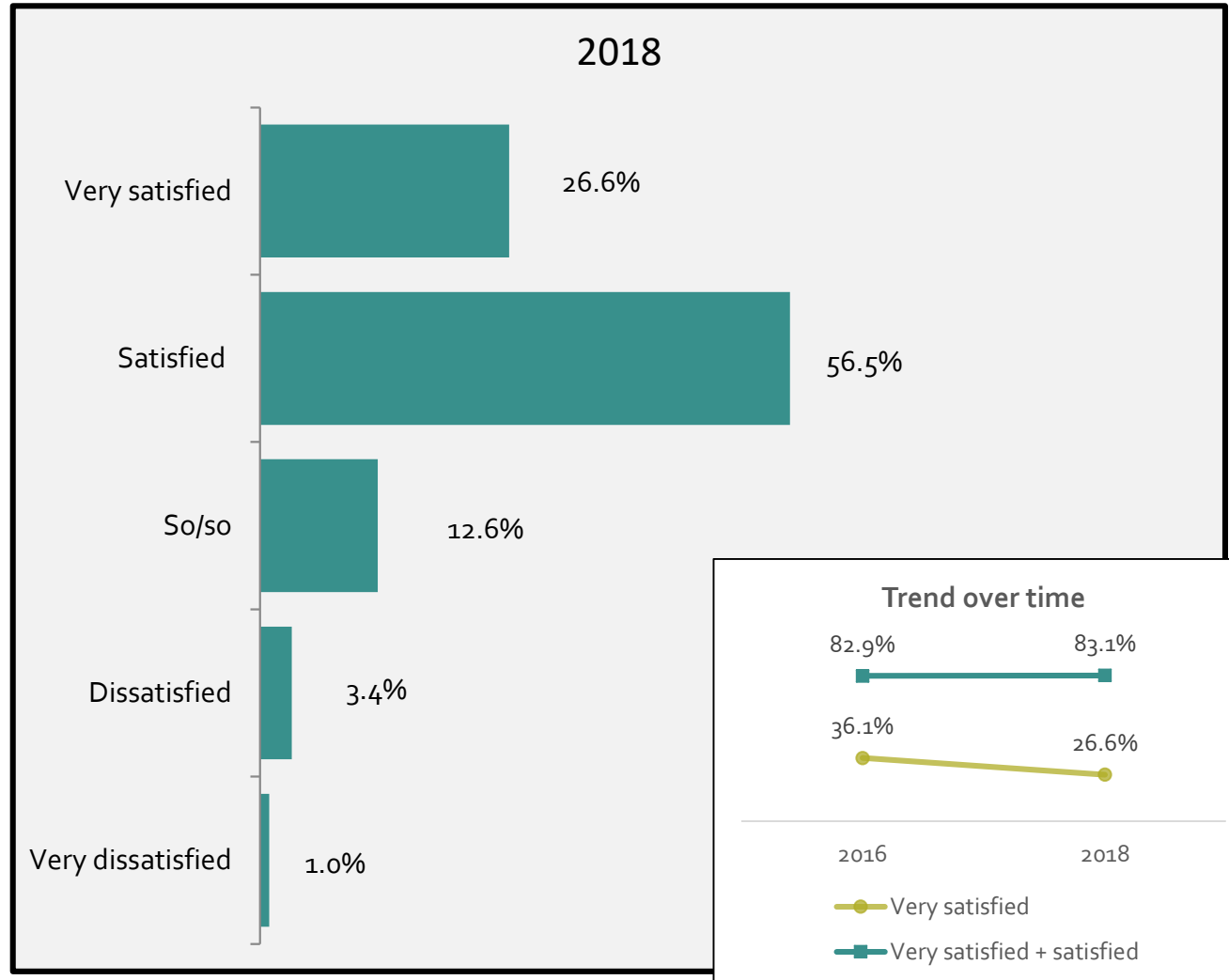
No one group stands out

Who is less satisfied (but not dissatisfied)?

No one group stands out

Who has a higher level of dissatisfaction?

Those with properties in Lower Coastal



Q6. Now thinking about Community Facilities and Services, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with, or did not use any of the services or facilities listed, please select 'Unsure' OR 'Did not use'. Please select one response per line. – Gingin and Lancelin libraries. (n=207; 523 no response, unsure and did not use excluded)

Satisfaction with the Community Services – General Practice Service in the Shire of Gingin

- Measured for the first time in 2018
- Very satisfied + satisfied – 68.8%.
- Very satisfied – 35.7%.
- Dissatisfied or very dissatisfied – 16.9%.

Who is satisfied?

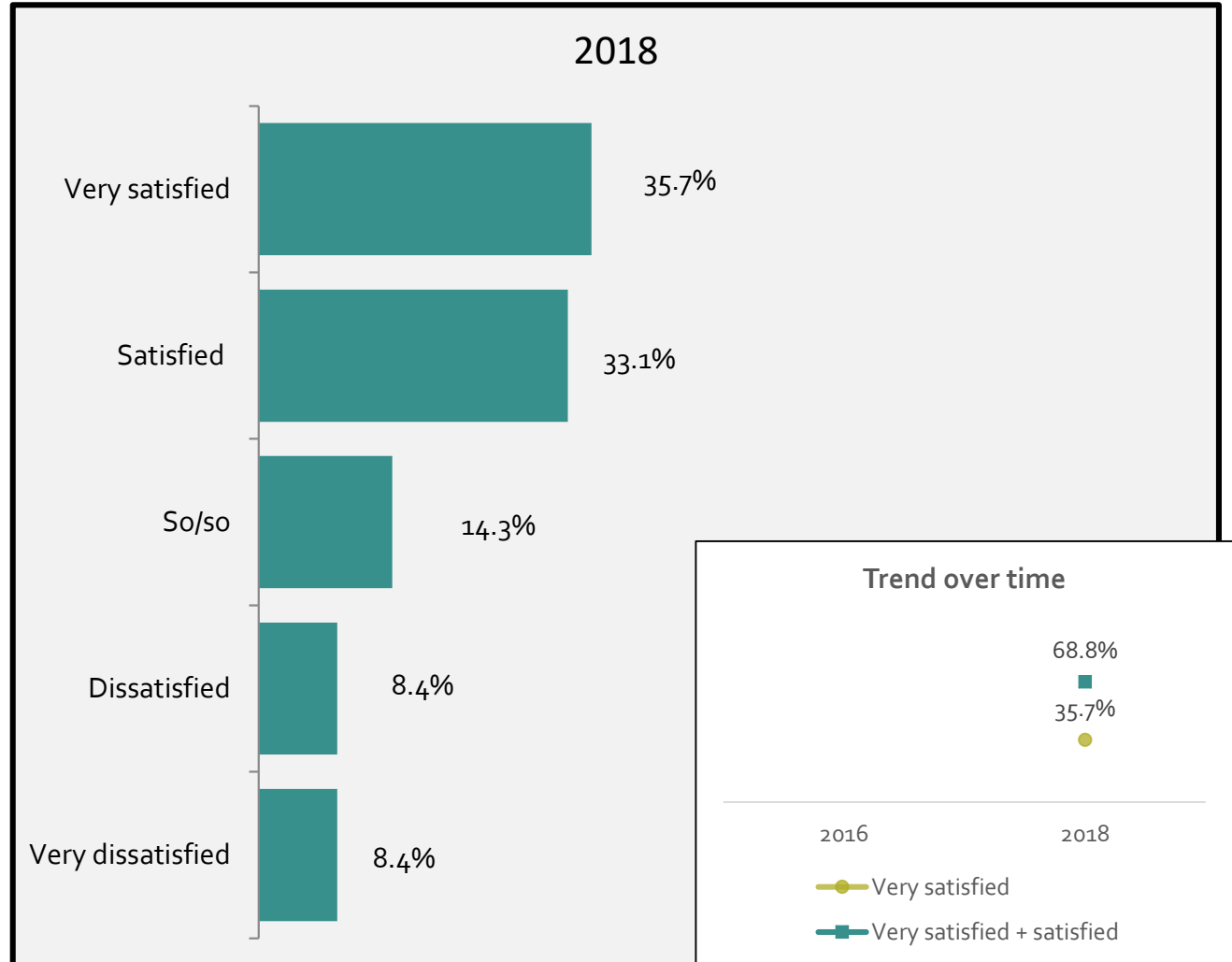
Resident – owner occupiers
Those with properties in Upper Coastal

Who is less satisfied (but not dissatisfied)?

Those with properties in Gingin & rural
18 – 44 year olds
Families with children under 16 years

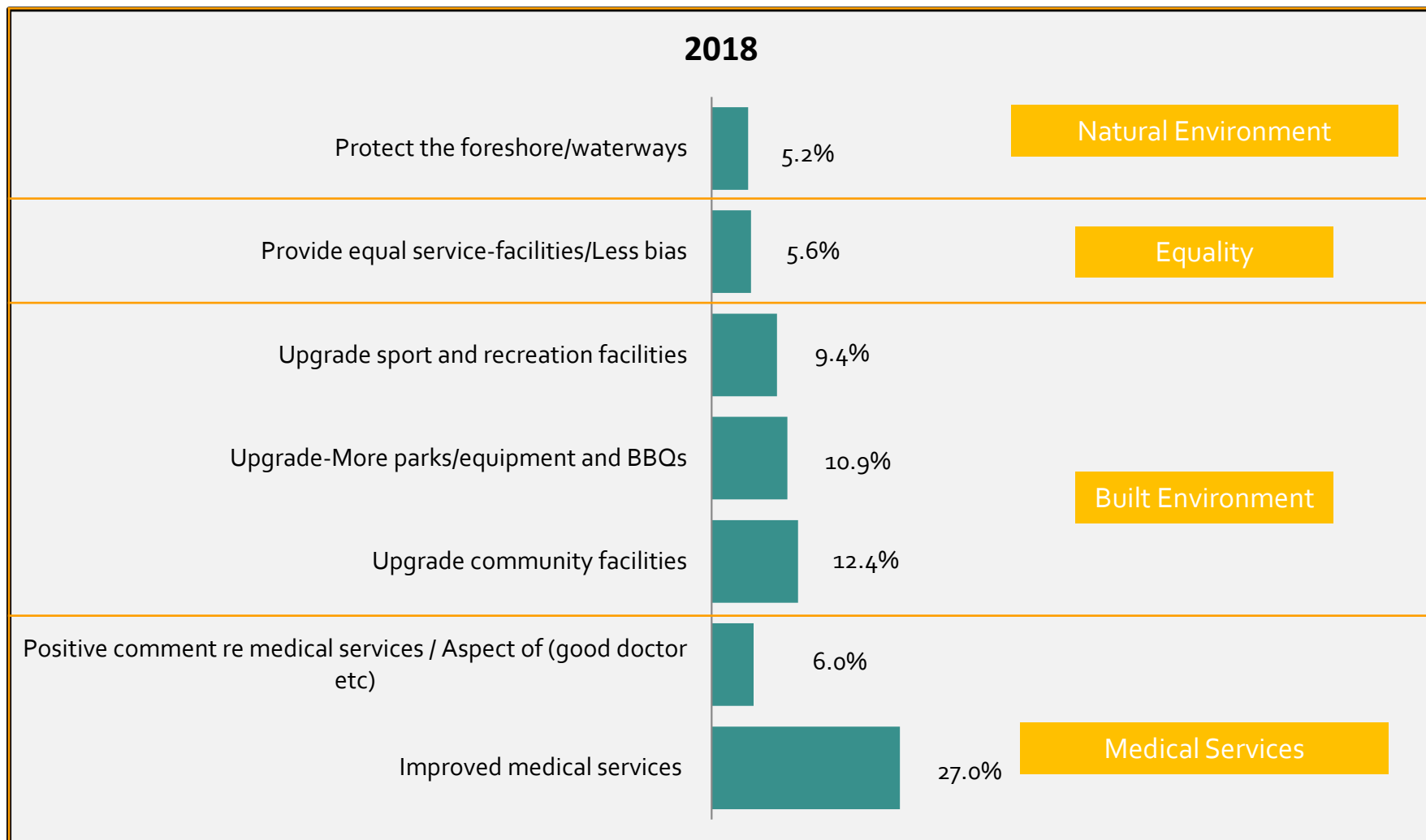
Who has a higher level of dissatisfaction?

Those with properties in Gingin & rural



Q6. Now thinking about Community Facilities and Services, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with, or did not use any of the services or facilities listed, please select 'Unsure' OR 'Did not use'. Please select one response per line. – General practice service (doctor) in the Shire of Gingin. (n=356; 374 no response, unsure and did not use excluded)

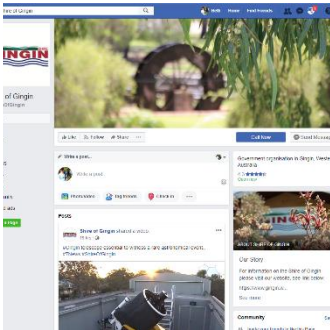
Comments about Community Facilities and Community Services



Q6. Do you have any comments about community facilities or community services? (please provide details): (Multiple responses allowed; n=267; 463 provided no response. Only those registering 5% or more are shown.)

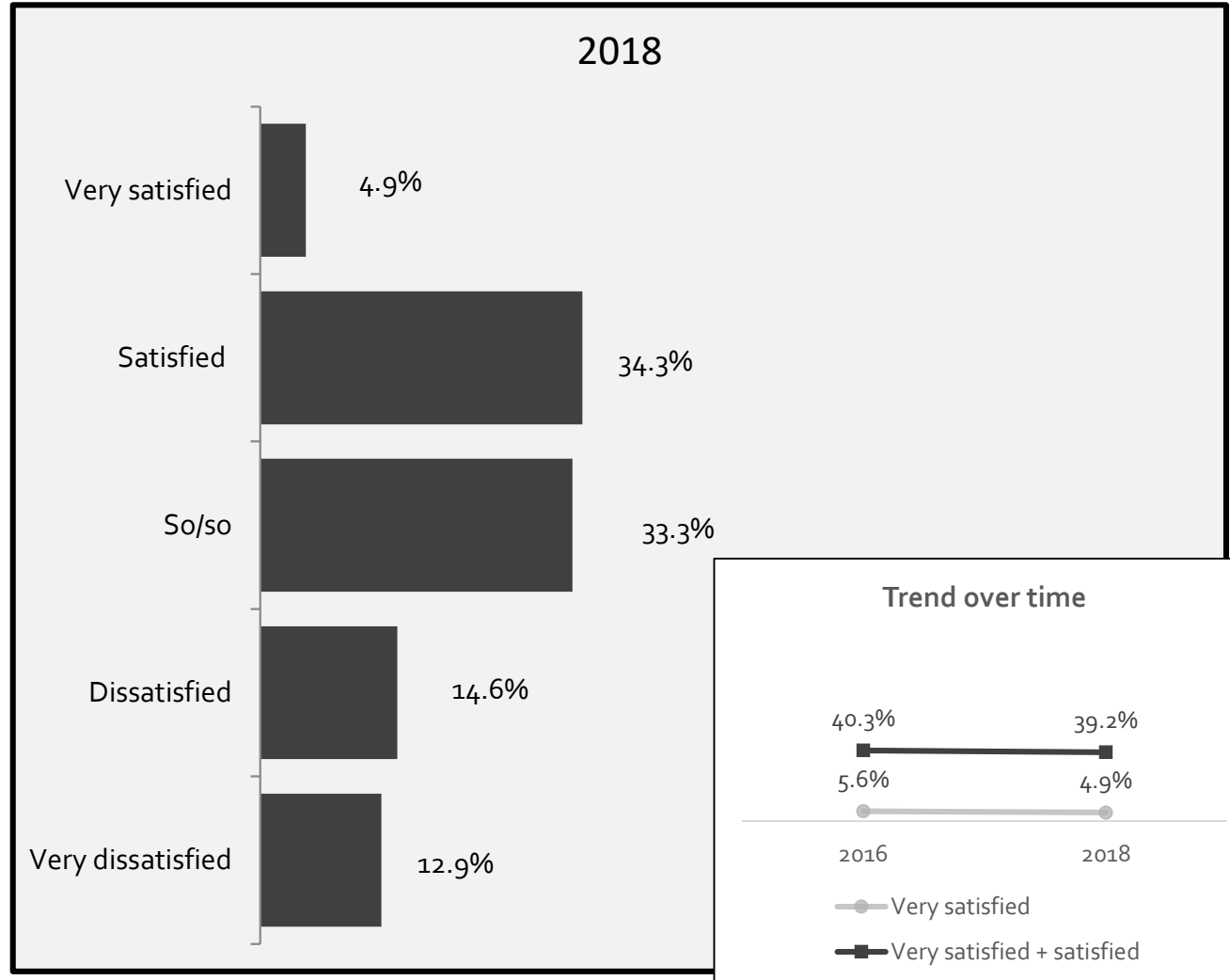
Satisfaction with Governance

	Very satisfied	Very satisfied + satisfied	
Community consultation and engagement	4.9%	39.2%	No change, remains an area of low satisfaction
How the community is informed about local issues	7.5%	53.2%	No change, remains area of borderline satisfaction
Decisions made in the interests of the community	3.1%	35.5%	“Very satisfied” fell, remains an area of low satisfaction



Satisfaction with Governance – Community Consultation and Engagement

- Very satisfied + satisfied – 39.2%.
- Very satisfied – 12.9%.
- Dissatisfied or very dissatisfied – 27.5%.
- All similar to 2016.



Who is satisfied?

No one group stands out

Who is less satisfied (but not dissatisfied)?

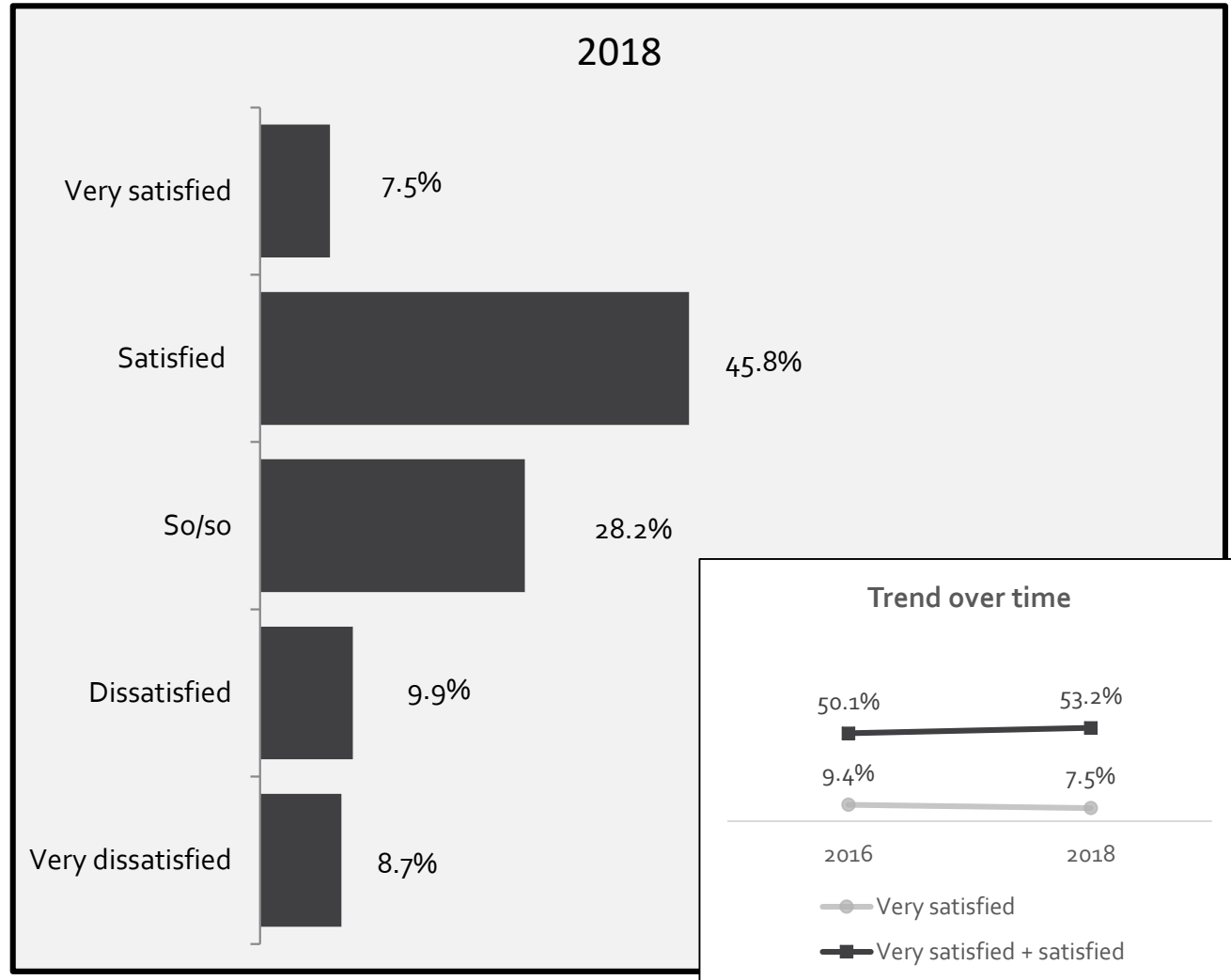
No one group stands out

Who has a higher level of dissatisfaction?

Those with properties in Lower Coastal

Satisfaction with Governance – How the Community is Informed About Local Issues

- Very satisfied + satisfied – 53.2%.
- Very satisfied – 17.5%.
- Dissatisfied or very dissatisfied – 18.5%.
- All similar to 2016.



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?

Those with properties in Lower Coastal

Q7. Now thinking about Governance, Environment, and Roads and Path Networks, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with any of the areas listed, please select 'Unsure'. Please select one response per line. – How the community is informed about local issues (e.g. Facebook, website, Council to the Community newsletter). (n=577; 153 no response and unsure excluded)

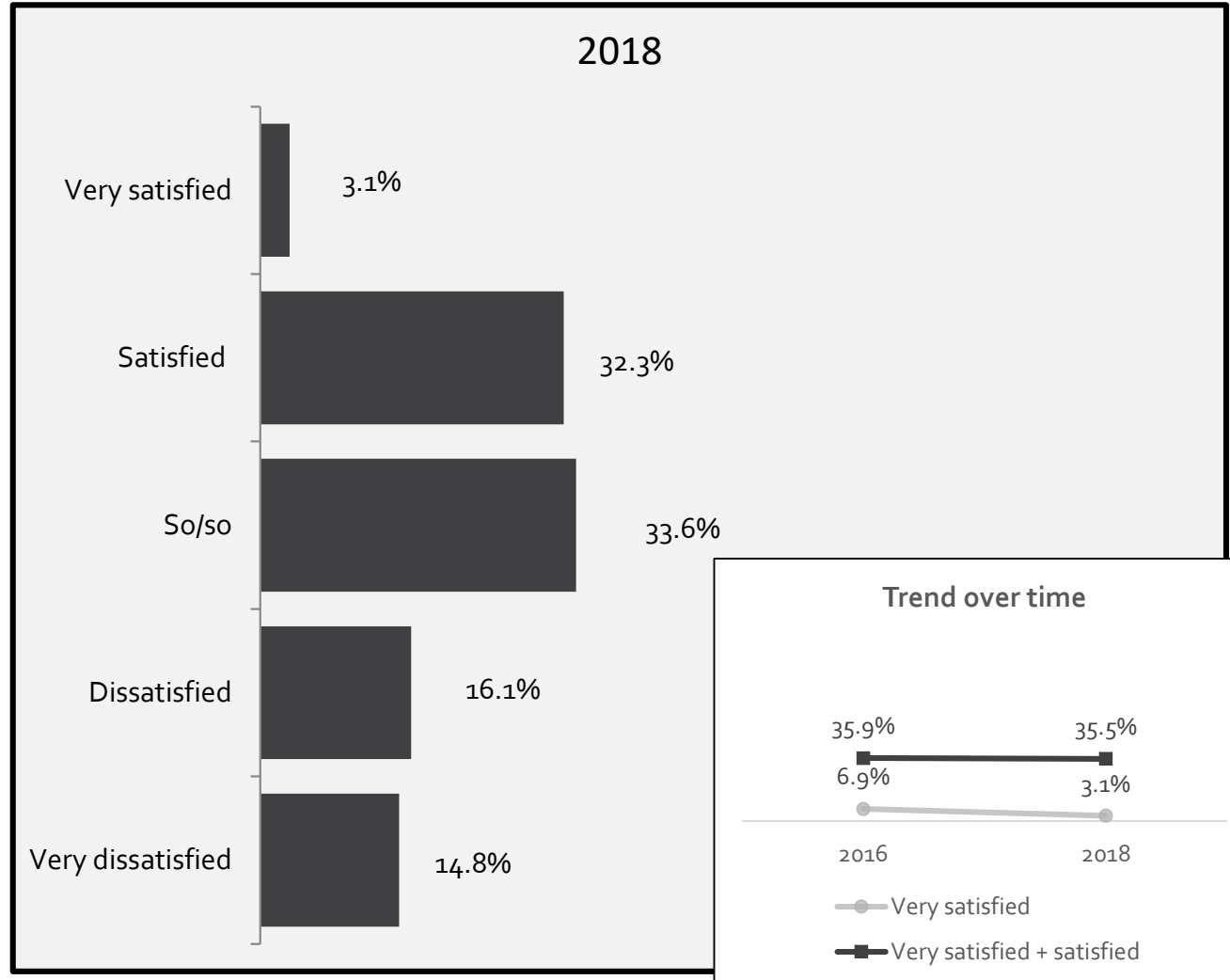
Satisfaction with Governance – Decisions Made in the Interests of the Community

- Very satisfied + satisfied – 35.5%, similar to 2016.
- Very satisfied – 3.1%, down from 6.9% in 2016.
- Dissatisfied or very dissatisfied – 18.5%, similar to 2016.

Who is satisfied?
Residents, renting

Who is less satisfied (but not dissatisfied)?
Residents, owner-occupiers

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



Q7. Now thinking about Governance, Environment, and Roads and Path Networks, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with any of the areas listed, please select 'Unsure'. Please select one response per line. – Decisions made in the interests of the community. (n=541; 189 no response and unsure excluded)

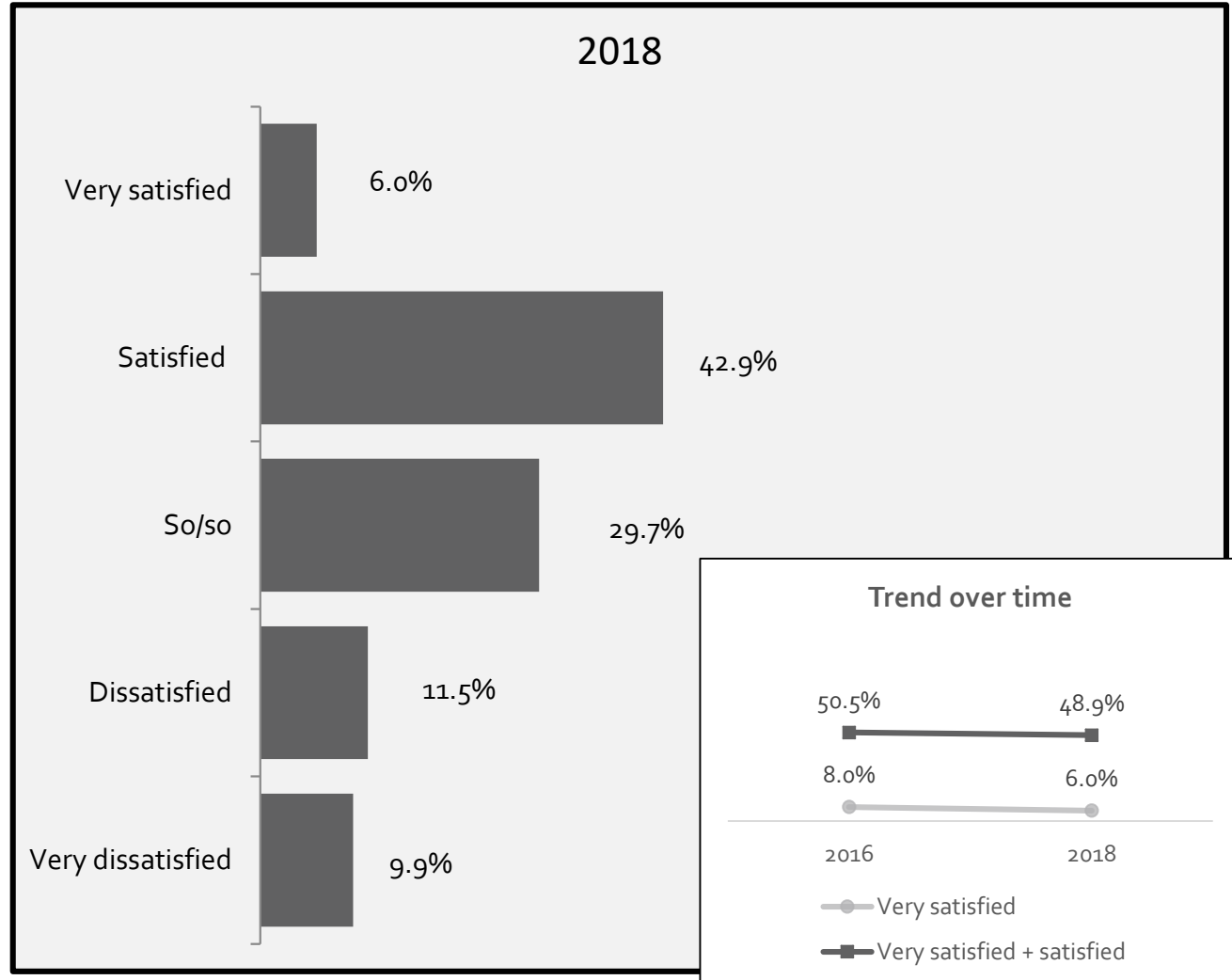
Satisfaction with Environmental Management

	Very satisfied	Very satisfied + satisfied	
Conservation and environmental management	6.0%	48.9%	No change, remains area of borderline satisfaction
Management of coastal erosion and inundation	5.9%	41.6%	No change, remains area of low satisfaction



Satisfaction with Environmental Management – Conservation and Environmental Management

- Very satisfied + satisfied – 48.9%.
- Very satisfied – 6.0%.
- Dissatisfied or very dissatisfied – 21.4%.
- All similar to 2016.



Who is satisfied?

No one group stands out

Who is less satisfied (but not dissatisfied)?

No one group stands out

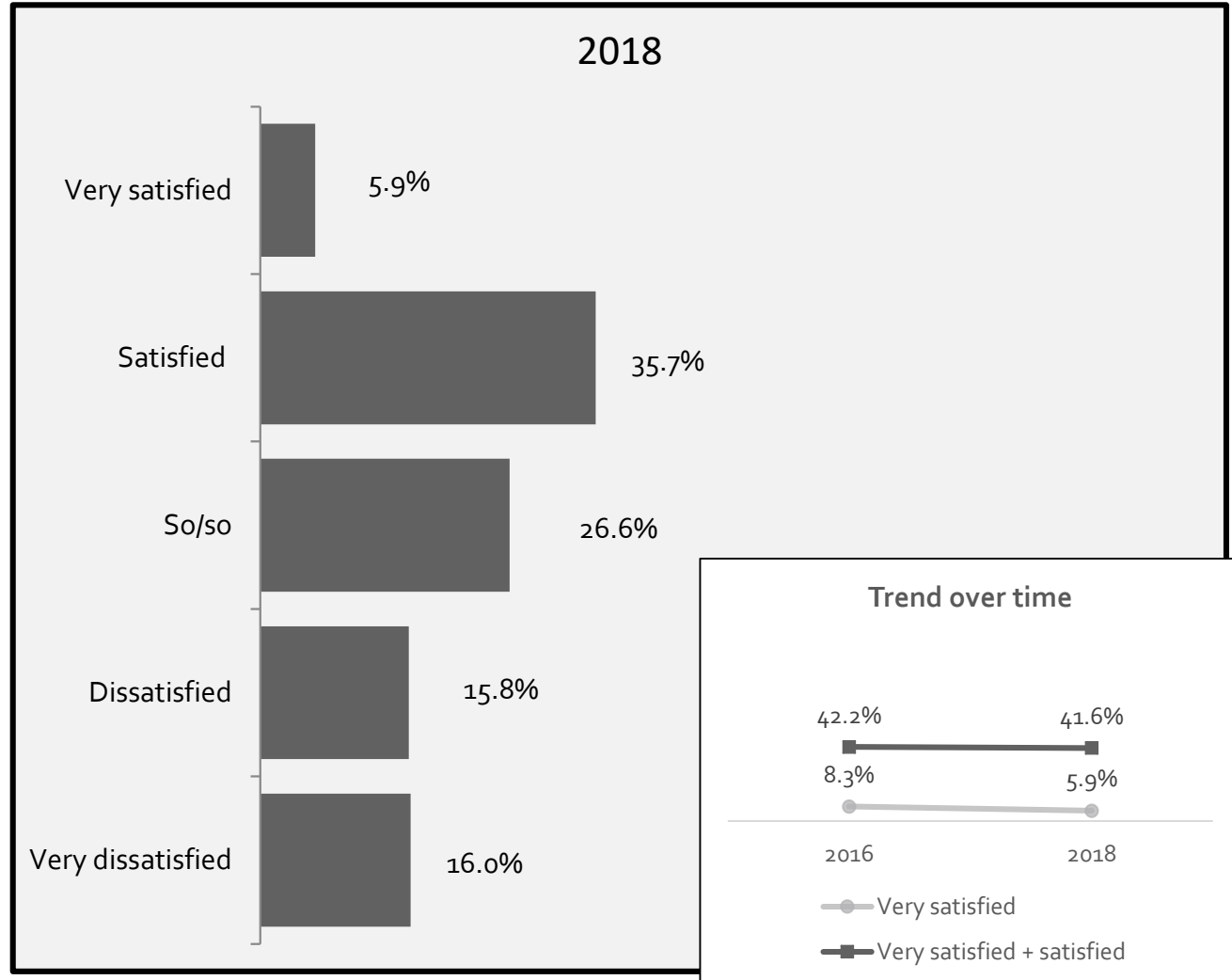
Who has a higher level of dissatisfaction?

No one group stands out

Q7. Now thinking about Governance, Environment, and Roads and Path Networks, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with any of the areas listed, please select 'Unsure'. Please select one response per line. – Conservation and Environmental Management. (n=515; 215 no response and unsure excluded)

Satisfaction with Environmental Management – Management of Coastal Erosion and Inundation

- Very satisfied + satisfied – 41.6%.
- Very satisfied – 5.9%.
- Dissatisfied or very dissatisfied – 31.8%.
- All similar to 2016.



Who is satisfied?

Those with properties in Gingin & rural

Who is less satisfied (but not dissatisfied)?

Those with properties in Upper Coastal

Who has a higher level of dissatisfaction?

Those with properties in Upper Coastal

Q7. Now thinking about Governance, Environment, and Roads and Path Networks, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with any of the areas listed, please select 'Unsure'. Please select one response per line. – Management of coastal erosion and inundation. (n=512; 218 no response and unsure excluded)

Satisfaction with Roads and Path Networks

	Very satisfied	Very satisfied + satisfied	
Maintenance of sealed roads	5.8%	42.9%	Dissatisfaction has improved, remains an area of low satisfaction
Maintenance of unsealed roads	4.6%	42.3%	No change, remains area of low satisfaction
Roadside verges and streetscapes	5.5%	37.2%	"Very satisfied" and overall satisfaction fell, remains an area of low satisfaction
Management and control of traffic on local roads	7.8%	62.7%	No change, an area of moderate satisfaction
Paths and trails	6.4%	49.5%	"Very satisfied" fell, remains an area of borderline satisfaction



Satisfaction with Roads & Path Networks – Maintenance of Sealed Roads

- Very satisfied + satisfied – 42.9%, similar to 2016.
- Very satisfied – 5.8%, similar to 2016.
- Dissatisfied or very dissatisfied – 26.5%, down from 32.9% in 2016.

Who is satisfied?

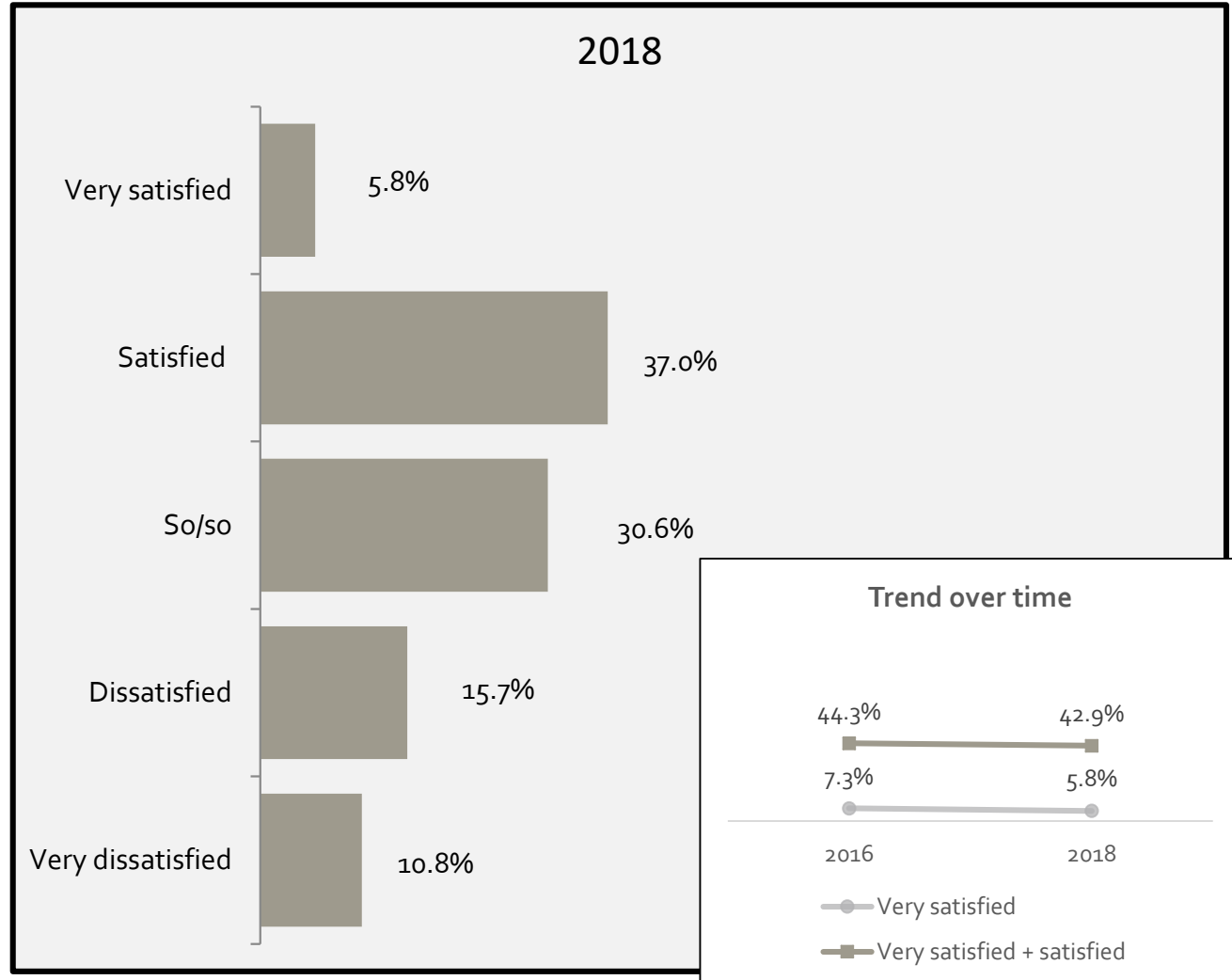
Non-resident ratepayers

Who is less satisfied (but not dissatisfied)?

Resident, owner-occupiers

Who has a higher level of dissatisfaction?

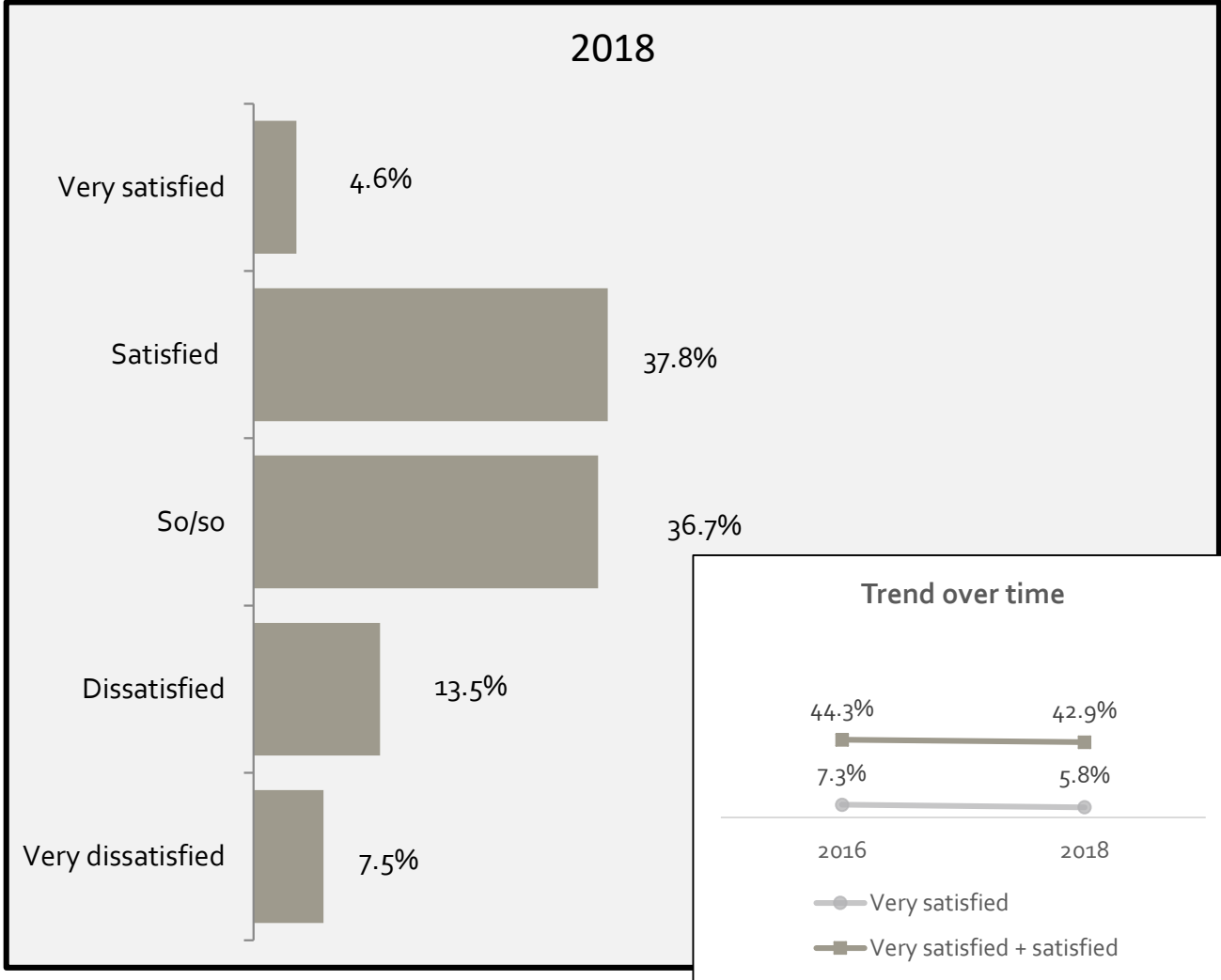
Resident, owner-occupiers



Q7. Now thinking about Governance, Environment, and Roads and Path Networks, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with any of the areas listed, please select 'Unsure'. Please select one response per line. – Maintenance of sealed (bitumen) roads in your area. (n=702; 28 no response and unsure excluded)

Satisfaction with Roads & Path Networks – Maintenance of Unsealed Roads

- Very satisfied + satisfied – 42.3%.
- Very satisfied – 4.6%.
- Dissatisfied or very dissatisfied – 21.0%.
- All similar to 2016.



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. Now thinking about Governance, Environment, and Roads and Path Networks, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with any of the areas listed, please select 'Unsure'. Please select one response per line. – Maintenance of unsealed (gravel) roads in your area. (n=482; 248 no response and unsure excluded)

Satisfaction with Roads & Path Networks – Roadside Verges and Streetscapes

- Very satisfied + satisfied – 37.2%, down from 44.7% in 2016.
- Very satisfied – 5.5%, down from 8.9% in 2016.
- Dissatisfied or very dissatisfied – 30.2%, similar to 2016.

Who is satisfied?

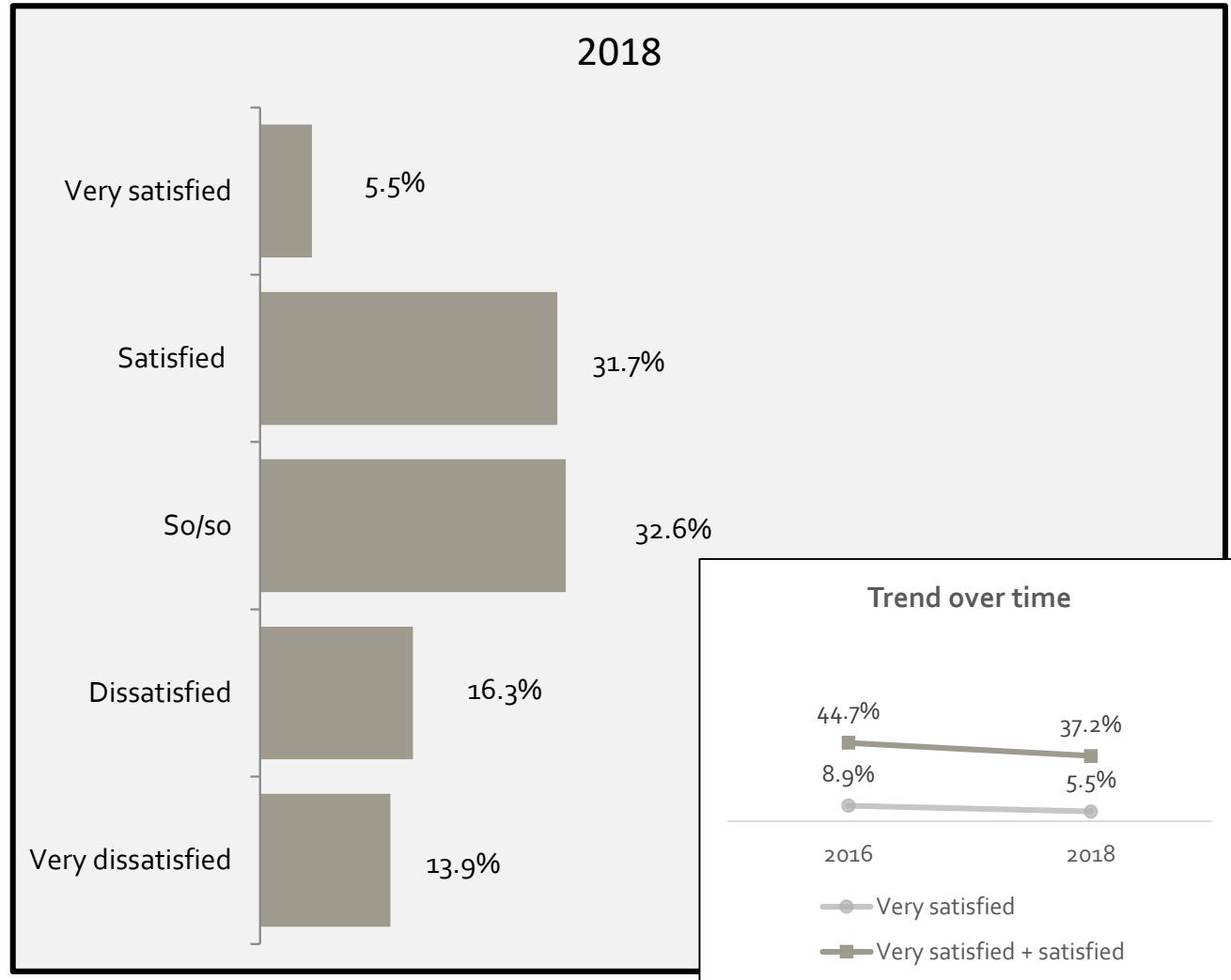
Residents, renting
Those with holiday homes

Who is less satisfied (but not dissatisfied)?

Residents, owner-occupiers

Who has a higher level of dissatisfaction?

Residents, owner-occupiers



Q7. Now thinking about Governance, Environment, and Roads and Path Networks, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with any of the areas listed, please select 'Unsure'. Please select one response per line. – Roadside verges and streetscapes. (n=669; 61 no response and unsure excluded)

Satisfaction with Roads & Path Networks

– Management and Control of Traffic on Local Roads

- Very satisfied + satisfied – 62.7%.
- Very satisfied – 7.8%.
- Dissatisfied or very dissatisfied – 12.0%.
- All similar to 2016.

Who is satisfied?

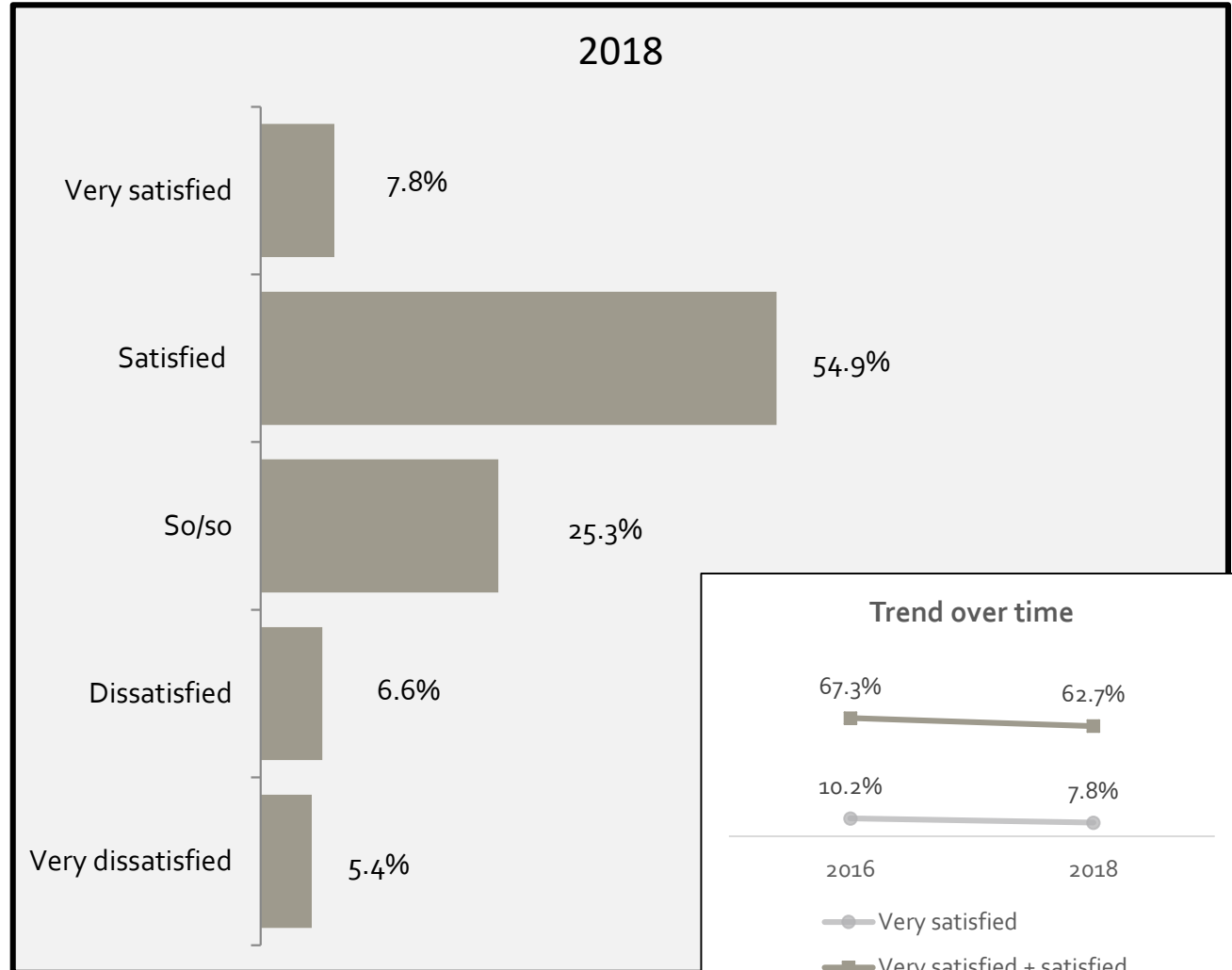
Non-resident ratepayers

Who is less satisfied (but not dissatisfied)?

Residents, owner-occupiers

Who has a higher level of dissatisfaction?

No one group stands out



Q7. Now thinking about Governance, Environment, and Roads and Path Networks, how satisfied have you been with the following areas over the past 12 months. If you are not familiar with any of the areas listed, please select 'Unsure'. Please select one response per line. – Management and control of traffic on local roads. (n=625; 105 no response and unsure excluded)

Satisfaction with Roads & Path Networks – Paths and Trails

- Very satisfied + satisfied – 49.5%, similar to 2016.
- Very satisfied – 6.4%, down from 9.8% in 2016.
- Dissatisfied or very dissatisfied – 21.4%, similar to 2016.

Who is satisfied?

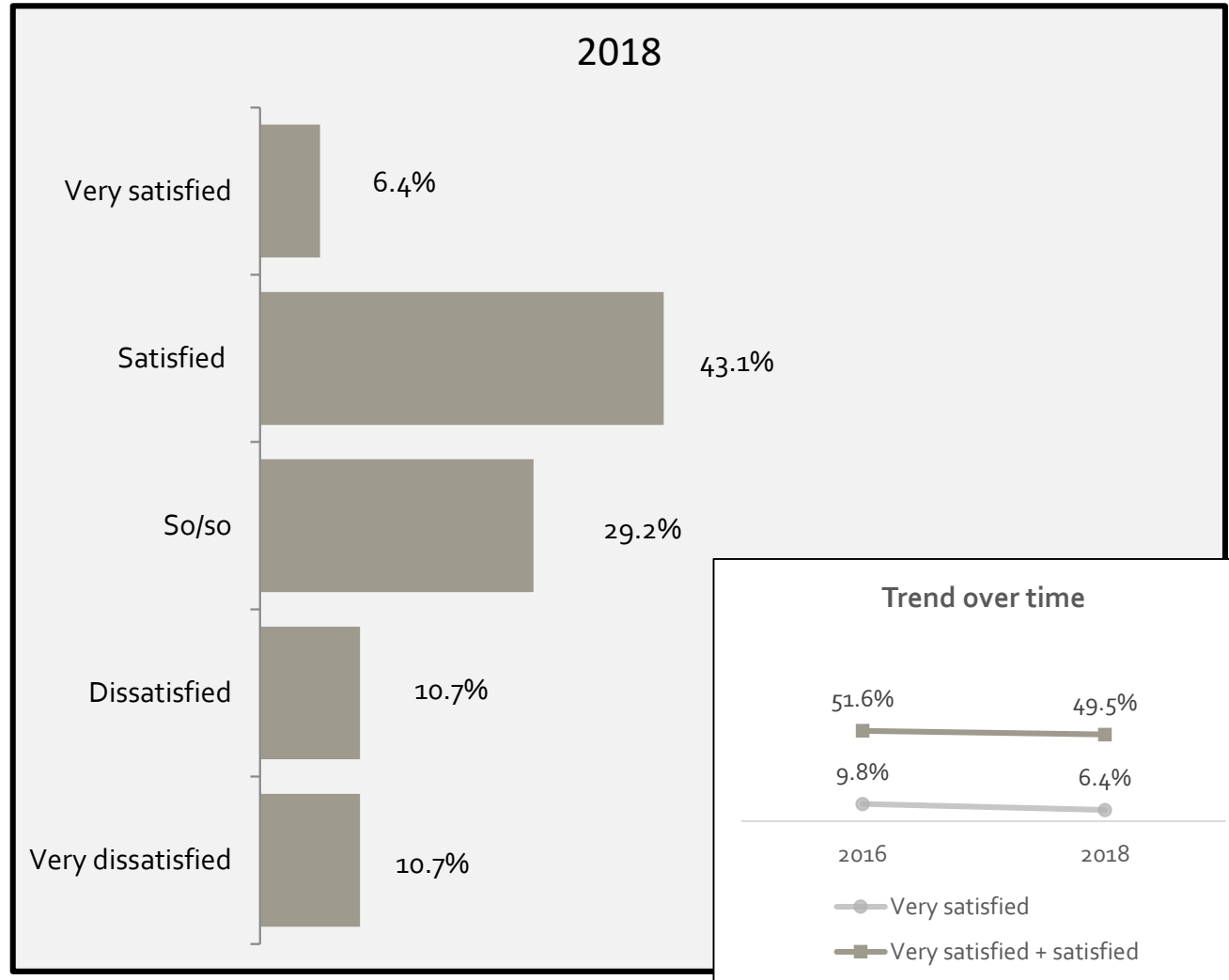
Non-resident ratepayers
People who own a holiday home

Who is less satisfied (but not dissatisfied)?

Residents, owner-occupiers

Who has a higher level of dissatisfaction?

Residents, owner-occupiers



APPENDIX 1

DATA COLLECTION AND SAMPLING SPECIFICS

Community Perceptions Survey

Component	Details
Project Management Team	
Research Solutions Contact	Nicky Munro
Client Contact	Linda Fidge
Contractors	None used by Research Solutions
Research Methodology	
Data collection method	Mail survey with reply paid envelop provided, online option offered
Sampling Methodology	
Target population for survey	Residents and rate payers, including those owning rental properties and holiday homes in the Shire
Description of sampling frame	As noted in the approach above
Source of sampling frame	The Shire undertook the sampling and organised the mailing house

Component	Details
Survey dates	16 th May to 11 th June 2018
Questionnaire length / administration time	Estimated 10 minutes
Incentives provided for respondents e.g. No / yes & description of incentive	Random draw of 3 x \$350 "weekend away" vouchers. The Shire undertook the distribution of these. Prize winners were contacted and their permission for their name to be passed on to the shire was obtained.
If using client provided product/incentive (note below or NA):	NA
Data Collection Outcomes:	
Response Rate	Hard copy versions of the questionnaire distributed by mail or collected from the Shire office - 23.5%. Email invitations to participate in the online survey - 22.4%.
Research participant contact outcomes (note below):	
Interviews	730 respondents (519 by postal survey, 59 online via email invitation and 152 via the website)
Overall sampling error	+/- 3.01%
Validation procedures	Questionnaires numbered, and any doubled up numbers removed

Details

Data Coding, Analysis and Data File Treatment

Validity and Reliability Issues	
Data coding	Code sheet developed based on the first 200 responses returned
Consistency checks	<ul style="list-style-type: none"> • Preliminary data file checked by Project Manager using SPSS: <ul style="list-style-type: none"> ○ Frequency counts ○ Relevant cross tabulations
Treatment of missing data	<ul style="list-style-type: none"> • Excluded from analysis and/or noted where relevant • Individual cases with excessive missing data excluded from sample
Was sample weighted? (note below or NA):	Yes by gender to obtain a good balance of males and females
Any estimating or imputation procedures used	None
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

This project has been undertaken in compliance with ISO 20252.

Technical Appendix

Statistical Tests

Test:	One Sample T-Test of a Proportion
Use:	To determine if the proportion of a variable in one sub-sample is significantly different to the proportion of the same variable in some other group, such as: <ul style="list-style-type: none"> • The sample overall (i.e. sub-group differs to the sample in general) • The rest of the sample (e.g. sub-group of people aged 18-24 differs to the sub-group of people not aged 18-24).
Data Assumptions:	<ul style="list-style-type: none"> • Measure being tested is normally distributed within the two (sub-) samples. • Data must be interval or ratio. • Variance of measure being tested is roughly similar (homogeneity of variance). • Appropriate version of the test chosen for independent or dependent samples.
Test Measure / Cut-off Criterion:	<p>$p \leq 0.05$ i.e. the difference between two groups has only a 5% probability of occurring by chance alone</p>
Issues to be aware of:	<p>The result should be both statistically significant and clinically or tactically or strategically significant. Be mindful of statistically significant differences where:</p> <ol style="list-style-type: none"> 1. The sample sizes are very large 2. Scores within the groups are very similar (i.e. the groups have small standard deviations)

Test:	Z-Test
Use:	To determine if the proportions of a variable in two independent samples are significantly different.
Data Assumptions:	<ul style="list-style-type: none"> • Measure being tested is normally distributed with the two samples. • Data must be interval or ratio. • Sample size is large enough to form a normal curve ($n > 30$) • Variance of measure being tested is roughly similar (homogeneity of variance).
Test Measure / Cut-off Criterion:	$p \leq 0.5$
Issues to be aware of:	<p>The result should be both statistically significant and clinically or tactically or strategically significant. Be mindful of statistically significant differences where:</p> <ol style="list-style-type: none"> 1. The sample sizes are very large 2. Scores within the groups are very similar (i.e. the groups have small standard deviations)

Test:	Chi Square (Pearson's chi-square)
Use:	To determine if two variables are related by more than chance alone.
Data Assumptions:	<ul style="list-style-type: none">• Data is from a random sample.• Data must be nominal, ordinal or interval.• Sufficiently large sample (absolute minimum $n=30$) & adequate cell sizes ($n=10+$)• Observations must be independent.• Observations must have the same underlying distribution.• Data is unweighted
Test Measure / Cut-off Criterion:	$p \leq 0.5$

Test:	False Discovery Rate
Use:	A multiple comparison correction technique used to adjust the results of tests of statistical significance to reduce the chance of finding results to be significant when there are no actual differences.
Data Assumptions:	The data assumptions are relevant to the original tests of significance being “adjusted”
Test Measure / Cut-off Criterion:	$q \leq 0.5$