

# SHIRE OF GINGIN Community Perceptions Survey

April 2020





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# BACKGROUND

This report details the results of the Shire of Gingin's third biennial residents satisfaction survey, the previous survey was in 2018. It 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 collection and disposal services
  - services provided by the planning & development team
  - community facilities
  - community services
  - Governance
  - environmental management
  - roads and path networks
  - effectiveness of communications (new this year).

# THE APPROACH

The questionnaire was reviewed by the Shire and a new section on the impact of its communications was included. The Shire printed the questionnaires and the survey was mailed to all residents and ratepayers homes (one survey per household) with a reply paid envelope. The option to complete the survey via the Shire's website was also offered. Some non resident ratepayers who owned rental properties or holiday homes for whom the Shire had their email addresses, were sent a unique online link to the survey and were invited to complete the survey online. These ratepayers were sent two reminders to complete the survey.

In all 743 surveys were received, resulting in 695 surveys once partially completed surveys, duplications, questionnaires from people living outside the Shire and from elected members and Shire employees were removed. The sources were as follows:

<b>Hard copy of mail survey returned</b>	441 surveys
<b>Responded online through the website</b>	177 surveys
<b>Responded to the email link</b>	77 surveys
	<b>695 surveys</b>

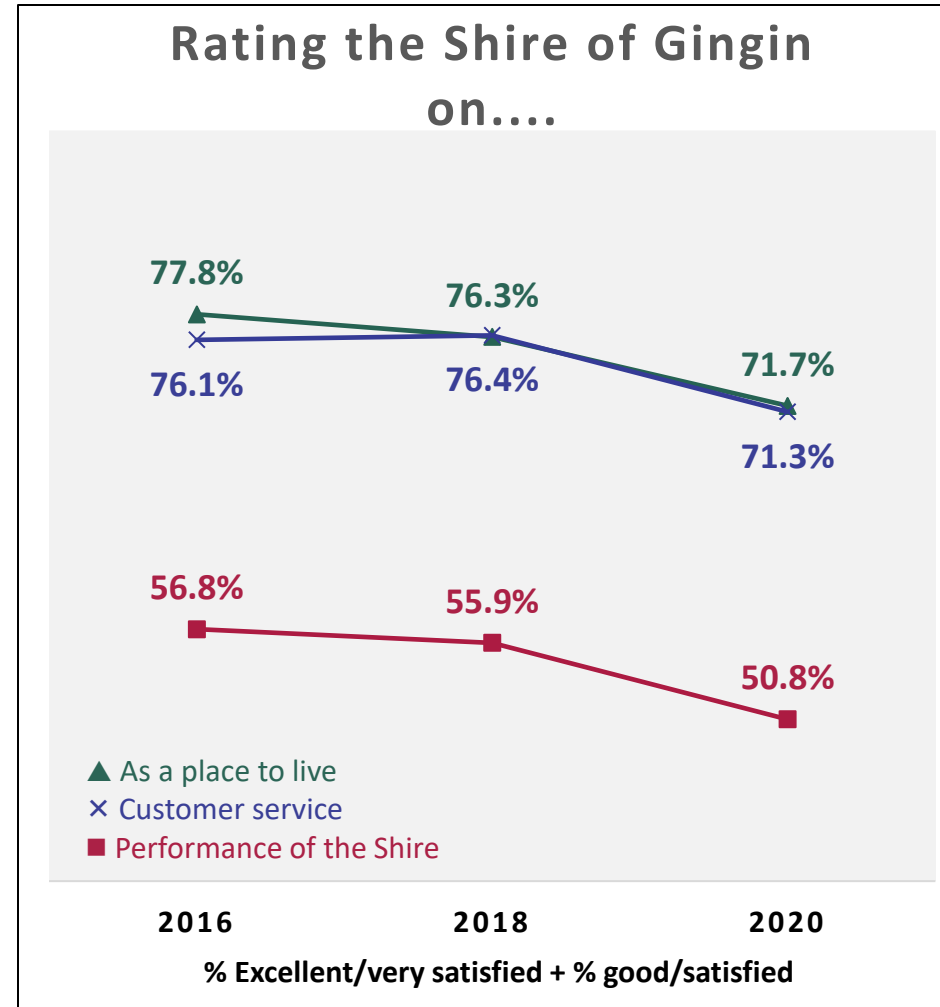
This represents a response rate of 21% and an error margin of  $\pm 3\%$  at the 95% level of confidence, similar to 2018. The data has been thoroughly checked and coded before being analysed and comparisons have been made to 2018 where appropriate and differences between subgroups of the population have been identified. The results are detailed in the following pages of this report.



# EXECUTIVE SUMMARY

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- The overall **performance of the Shire** is similar to 2018, but shows a downward trend compared to 2016.
- Ratings of the Shire **as a place to live** and the **customer service** are high and similar to 2018; however, the Shire **as a place to live** shows a continuously declining trend when compared to 2016.
- Non-resident ratepayers expressed significantly higher levels of satisfaction with the **performance of the Shire** overall, two-thirds rated the performance of the Shire as good or excellent, which is a score over 50% higher than residents of the Shire. There is a pattern in the report of non-resident ratepayers expressing a higher level of satisfaction with Shire services and facilities than residents, and particularly owner occupiers.
- Also, the middle age group of survey participants (45-64 years) were less satisfied with the Shire **as a place a live** and with the **customer service** provided by the Shire, than other age groups, and particularly lower than the 65+ group who expressed high levels of satisfaction in both of these areas.



Q1. Performance of the Shire 2020; n=658?; 37 no response and unsure excluded.  
Q2B. Customer service; n=541 who had contact with the Shire, 154 unsure, no contact, no responses excluded.  
Q3. A place to live?; n=672, 23 no response and unsure excluded

# SATISFACTION WITH SHIRE SERVICES AND FACILITIES

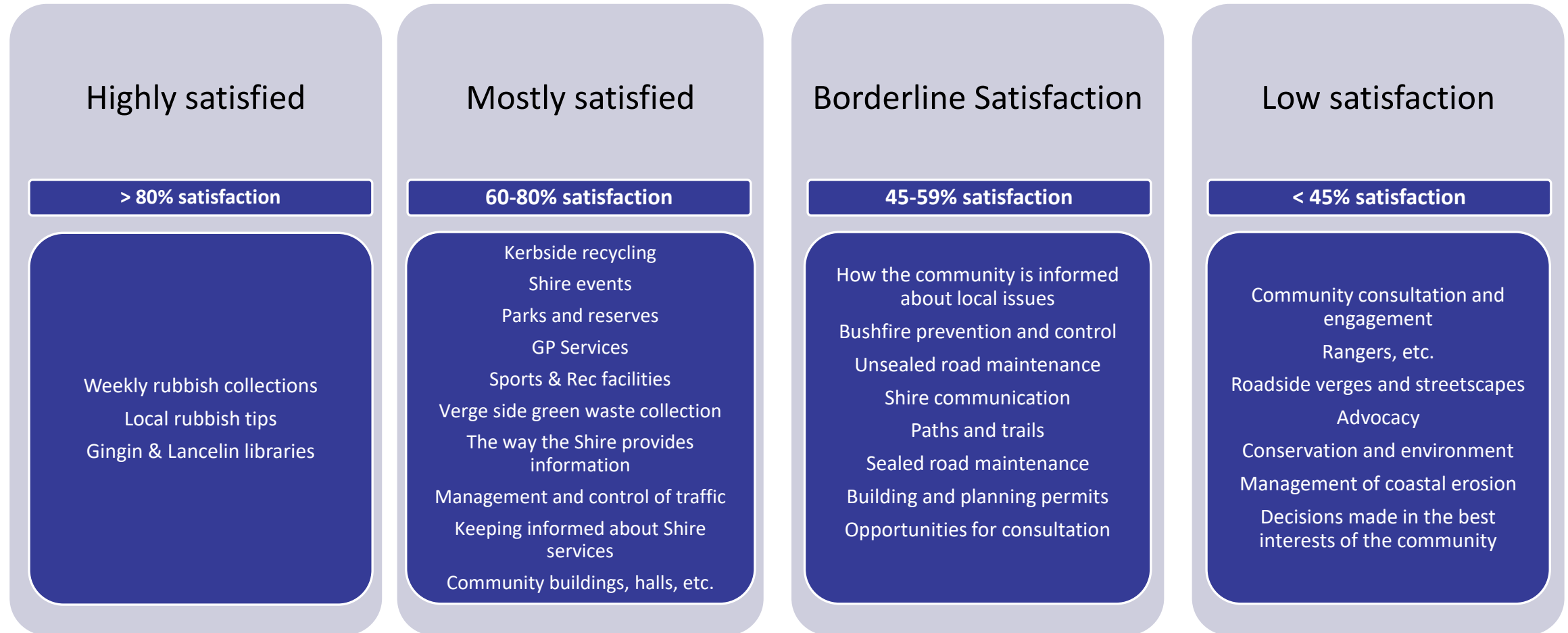
**Residents were asked this year to rate their satisfaction with 28 services and facilities provided by the Shire.** The services and facilities provided by the Shire have been divided into:

- 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

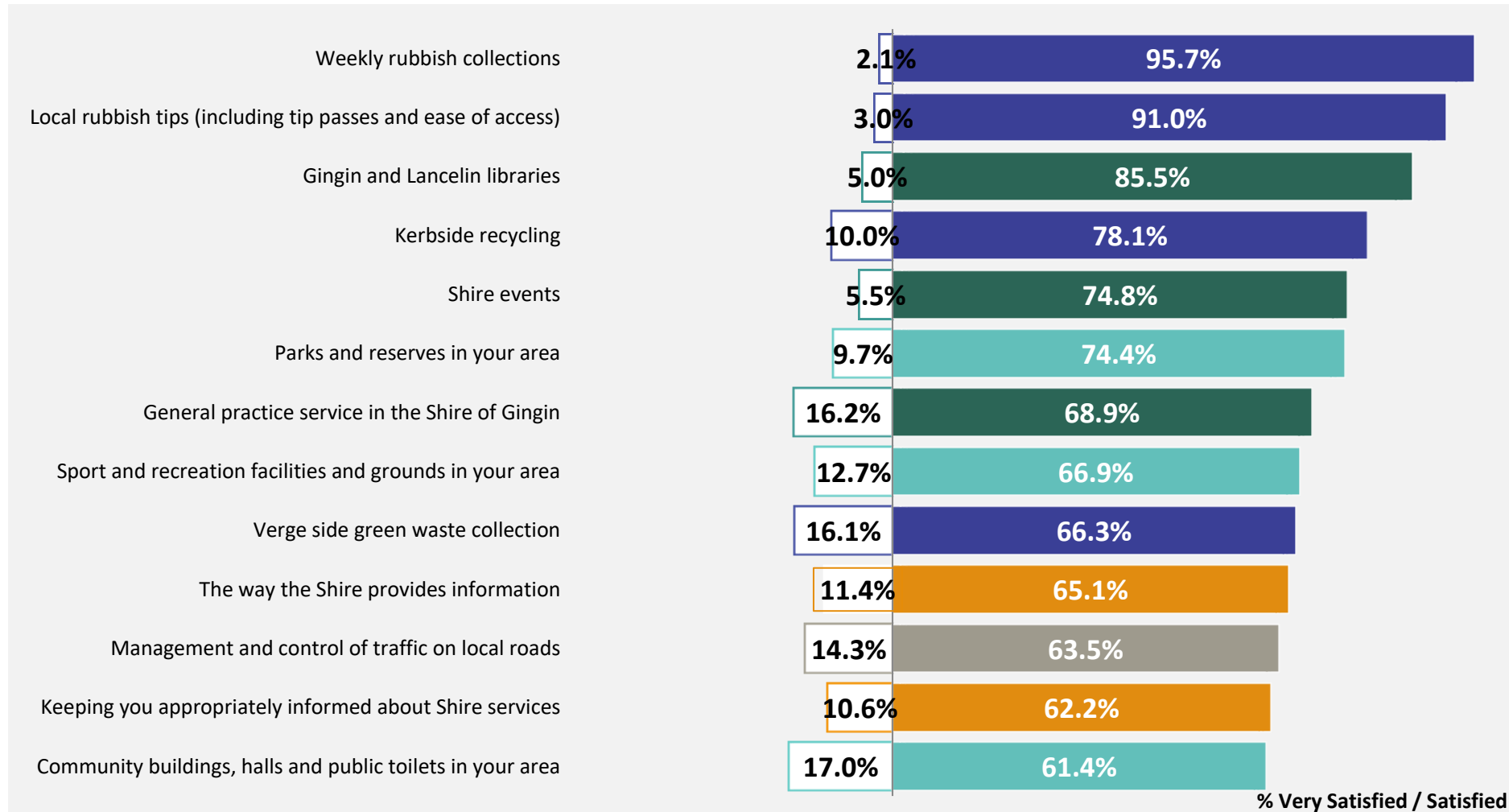
**Overall satisfaction** ranged from a high of 95.7% (for weekly rubbish collections) to a low of 32.5% (for decisions made in the interests of the community) similar to 2018.



# SATISFACTION WITH SHIRE SERVICES AND FACILITIES



# OVERALL SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES (1)



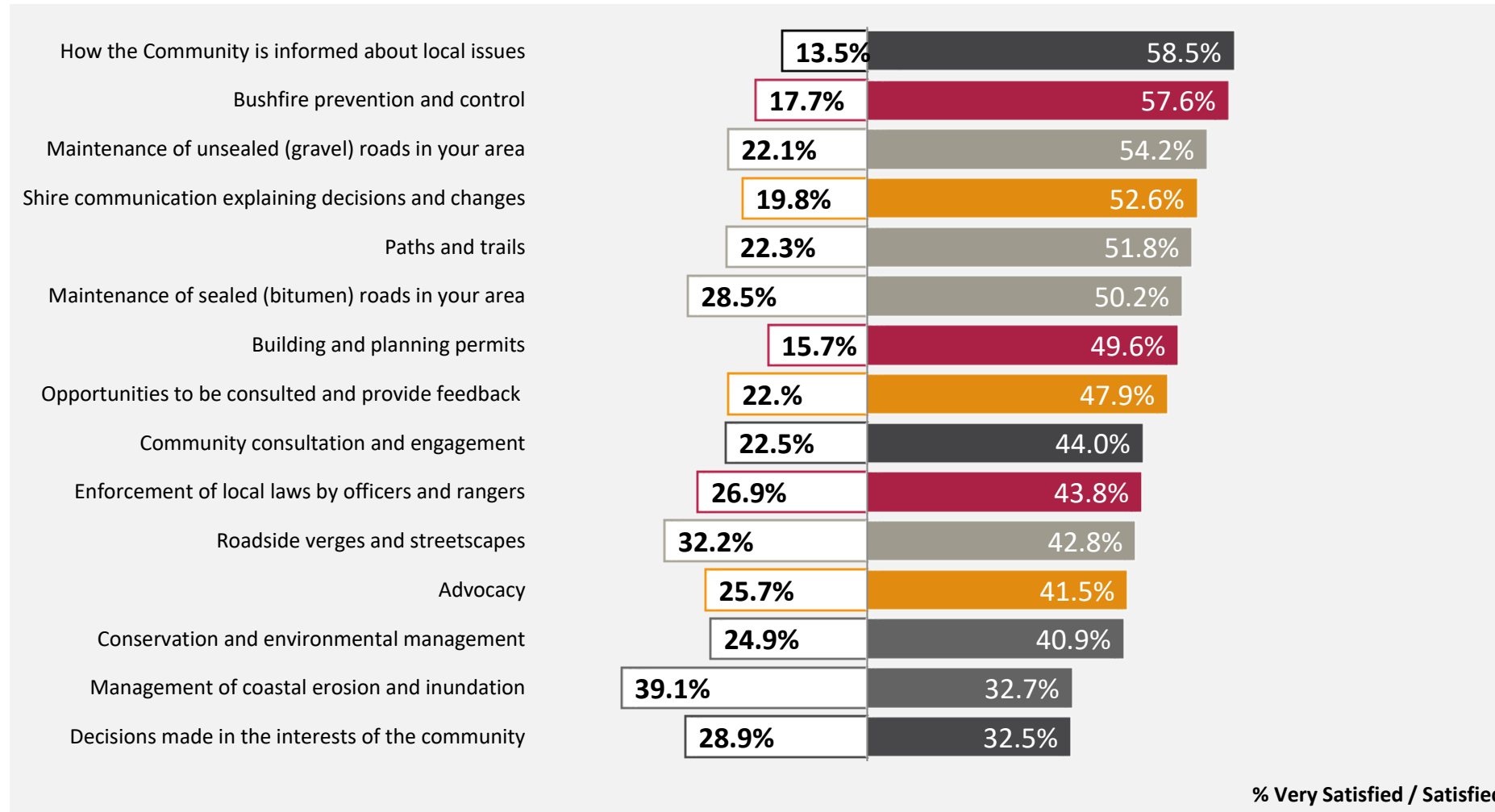
**The services measured are divided between 2 slides**

*Q.4 , 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 SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES (2)



Q.4 , 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 2018

The table below outlines the services and facilities where satisfaction improved, was similar to 2018 or declined. The list of areas where overall satisfaction has declined and where overall satisfaction has improved are similar; however, most services have seen no change in overall satisfaction.

Improvement	Similar to 2018	Decline
Local rubbish tips	Weekly rubbish collection	Verge side green waste collection
How the community is informed about local issues	Kerbside recycling	Bushfire prevention and control
Maintenance of unsealed roads	Building and planning permits	Conservation and environmental management
Roadside verges and street scapes	Enforcement of local laws	Management of coastal erosion and inundation
	Sport and recreation facilities and grounds	
	Community buildings, halls and public toilets	
	Parks and reserves	
	Shire events	
	Libraries	
	General practice service	
	Community consultation and engagement	
	Decisions made in the interests of the community	
	Maintenance of sealed roads	
	Management and control of traffic on local roads	
	Paths and trails	

Measured for the first time this year were:

- Being kept informed about Shire services;
- Advocacy;
- The way information about events and activities is disseminated
- Opportunities to be consulted and provide feedback about local issues
- Shire communication explaining decisions or changes to the way things are done.

# DIFFERENCES IN WITH ACROSS THE SHIRE

## Upper Coastal

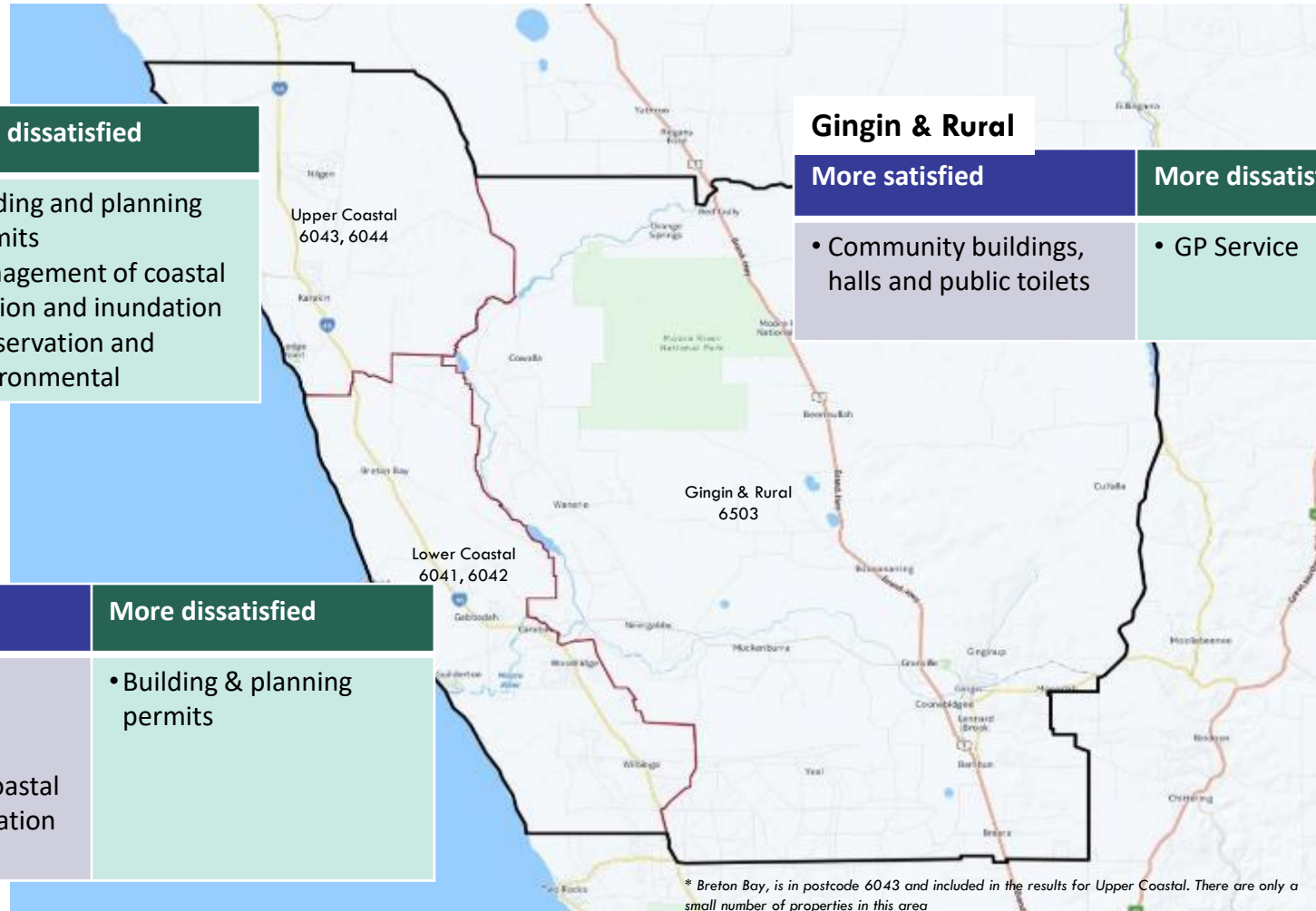
More satisfied	More dissatisfied
<ul style="list-style-type: none"> <li>• GP Service</li> <li>• Information about events and activities</li> </ul>	<ul style="list-style-type: none"> <li>• Building and planning permits</li> <li>• Management of coastal erosion and inundation</li> <li>• Conservation and environmental</li> </ul>

## Gingin & Rural

More satisfied	More dissatisfied
<ul style="list-style-type: none"> <li>• Community buildings, halls and public toilets</li> </ul>	<ul style="list-style-type: none"> <li>• GP Service</li> </ul>

## Lower Coastal

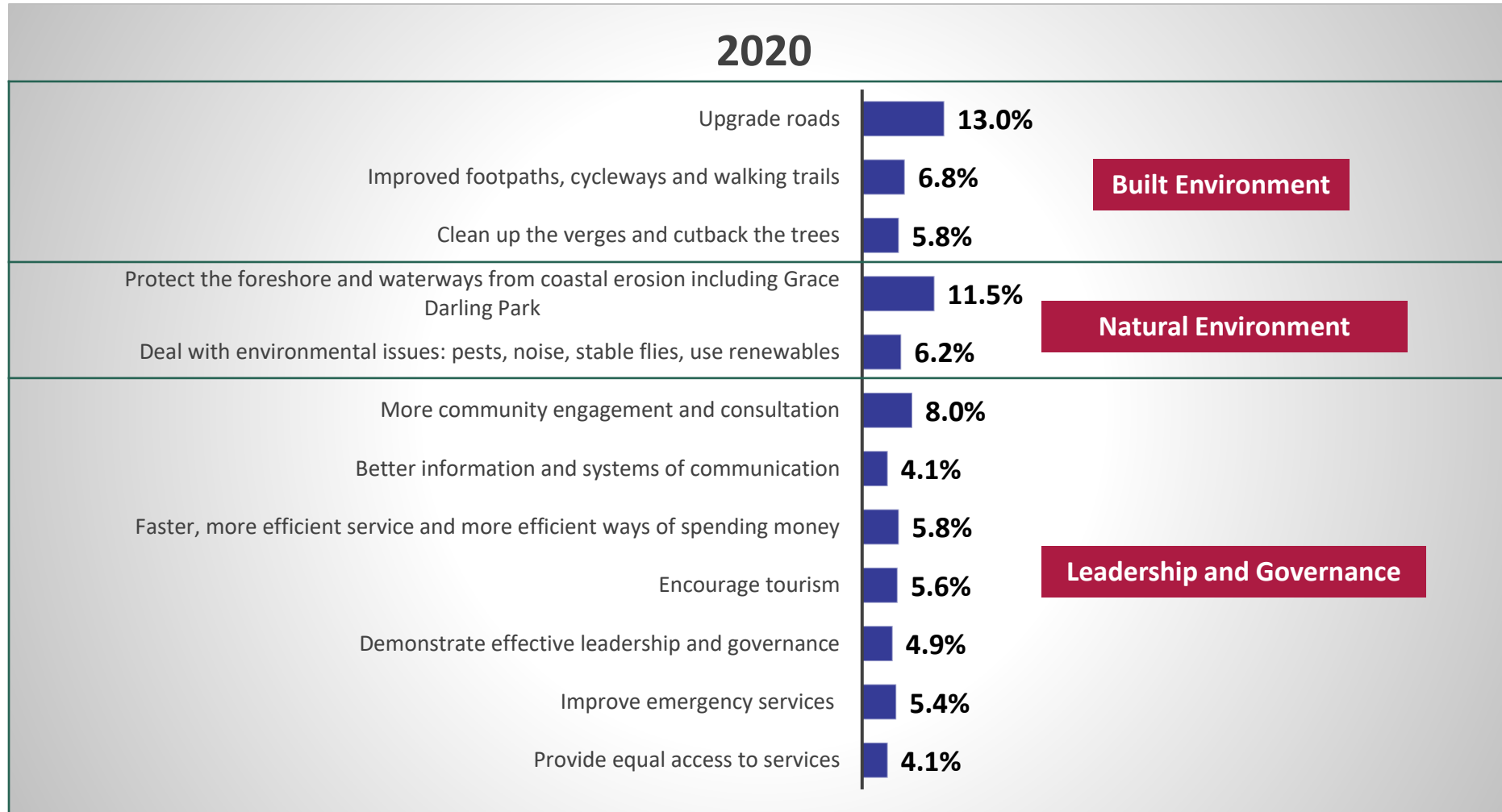
More satisfied	More dissatisfied
<ul style="list-style-type: none"> <li>• Conservation and environmental management</li> <li>• Management of coastal erosion and inundation</li> </ul>	<ul style="list-style-type: none"> <li>• Building &amp; planning permits</li> </ul>



# DIFFERENCES IN WITH ACROSS THE SHIRE

Resident owner occupiers	Non-resident ratepayers	Owners of holiday homes	18-44 years	45 – 64 years	65 plus
<p><b>More are satisfied:</b> nothing</p> <p><b>Fewer are satisfied with:</b></p> <ul style="list-style-type: none"> <li>• Sport and recreation facilities</li> <li>• Community buildings, halls and public toilets</li> <li>• Decisions made in the interest of the community</li> <li>• Management and control of traffic</li> <li>• Opportunities to be consulted and provide feedback about local issues</li> </ul> <p><b>More are dissatisfied with:</b></p> <ul style="list-style-type: none"> <li>• Maintenance of sealed roads</li> <li>• Roadside verges and streetscapes</li> <li>• Paths and trails</li> </ul>	<p><b>More are satisfied with:</b></p> <ul style="list-style-type: none"> <li>• Overall Shire performance</li> <li>• Sport and recreation facilities</li> <li>• Community buildings, halls and public toilets</li> <li>• Decisions made in the interest of the community</li> <li>• Maintenance of sealed roads</li> <li>• Roadside verges and streetscapes</li> <li>• Management and control of traffic</li> <li>• Paths and trails</li> <li>• Opportunities to be consulted and provide feedback about local issues</li> </ul>	<p><b>More are satisfied with:</b></p> <ul style="list-style-type: none"> <li>• Overall Shire performance</li> <li>• Verge side green waste collection</li> </ul>	<p><b>More are satisfied with:</b></p> <ul style="list-style-type: none"> <li>• Gingin and Lancelin libraries</li> <li>• How the community is informed about local issues, e.g. Facebook, website, Council newsletter</li> </ul> <p><b>Fewer are satisfied with:</b></p> <ul style="list-style-type: none"> <li>• Management of coastal erosion and inundation</li> </ul>	<p><b>More are satisfied:</b> nothing</p> <p><b>Fewer are satisfied with:</b></p> <ul style="list-style-type: none"> <li>• Shire as a place to live</li> <li>• Customer Service</li> <li>• Weekly rubbish collection</li> <li>• Gingin and Lancelin libraries</li> </ul>	<p><b>More are satisfied with:</b></p> <ul style="list-style-type: none"> <li>• Shire as a place to live</li> <li>• Customer Service</li> <li>• With the rubbish collection</li> <li>• General practice services</li> </ul>

# THINGS THE SHIRE COULD DO TO MAKE A DIFFERENCE



*Q9. 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 = 514; 181 don't know, had no contact or gave no responses excluded*



# STRATEGIC CONCLUSIONS AND RECOMMENDATIONS



# STRATEGIC CONCLUSIONS AND RECOMMENDATIONS

Residents and ratepayers continue to be highly satisfied with the Shire as a place to live and those who have had contact with the Shire are highly satisfied with the customer service they receive.

Satisfaction with the Shire's performance is again reasonable. More than 1 in 2 residents and ratepayers feel that the Shire is doing a good or excellent job, though only 6% feel it is doing an excellent job.

Amongst the 28 services, facilities and communication measured:

- Again there are strong levels of satisfaction with weekly rubbish collections, local rubbish tips and the Gingin & Lancelin libraries
- The Shire continues to perform 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:
  - Statutory and regulatory in nature (Building, Planning, and Rangers)
  - Conservation and environmental management; and coastal inundation
  - Roads though this year there have been significant improvements in the maintenance of unsealed roads and road verges and trees
  - Bushfire prevention and control which has declined probably as a result of acute sensitivity to this following the bushfires earlier this year
  - Consultation and communication, not in terms of mediums used which has good levels of satisfaction, but in terms of explaining decisions made, particularly difficult when residents are expressing mixed feelings about the extent to which decisions are made by Council are in the interests of the community

# STRATEGIC CONCLUSIONS AND RECOMMENDATIONS

- With the results in mind, we recommend that the Shire continue the strategy recommended last year. The Shire is doing well in satisfying non resident ratepayers on key issues, it is the residents particularly resident ratepayers where focus needs to concentrate:
  - **Where budget allows have a continued focus on the visible everyday infrastructure seen by residents such as roads (sealed and unsealed), verges and streetscapes and paths and trails, where their satisfaction is particularly low.** This has shown a real improvement this year for unsealed roads and verges and street scapes (though resident ratepayers are still the most dissatisfied here). These all contribute to the making the Shire a nice place to live and giving residents and ratepayers a sense of pride in their town. They are expensive to maintain and upgrade, particularly for a small shire such as Gingin, so continued communication with the residents and ratepayers on what is happening now, what is planned for next and consultation as well as managing expectations, will let the community know that these issues are top of mind for the Shire.
  - **Protecting foreshores and waterways** is another challenge the Shire faces, particularly in the area of coastal erosion. The Shire is already consulting with the community on ways to address it, however this process or consultation and communication with residents doesn't appear to be having as much success as one would hope and will need to be an area of focus if the satisfaction scores are to improve. This is especially true of residents in the affected coastal areas in the Upper Coastal Region. By comparison residents in the Lower Coastal Region are much more satisfied. Sharing the pros and cons of the various solutions lets the community know that the Shire has considered them and provides the community with insight into the Shire's decision-making and financial position.

# STRATEGIC CONCLUSIONS AND RECOMMENDATIONS

- Another area of continuing lower satisfaction is community consultation and decisions made in the interests of the community. This is an area that many LGAs score reasonably low on and it is almost impossible to do too much consultation and engagement. **The Shire should continue its community consultation activities.** And it is equally important to **share the various points of view and possible solutions that are being discussed with the community** so the community feels the Shire really is consulting them, keeping them informed not predetermining the outcome. **Sharing the outcomes and the reasons for the decisions made** enables the community to understand that the Shire has made its decision in the interests of the community. 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 contact with the Shire over the last 12 months)
- 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 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:

<b>Very satisfied</b>	<b>Satisfied</b>	<b>Mixed feelings</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>		<b>Did not use/ Don’t know</b>
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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.

# SHIRE OF GINGIN – Performance OVERALL

- Excellent + good performance – 50.8%
- Excellent performance -5.9%
- Poor or very poor performance – 12.2%

## Who is satisfied?

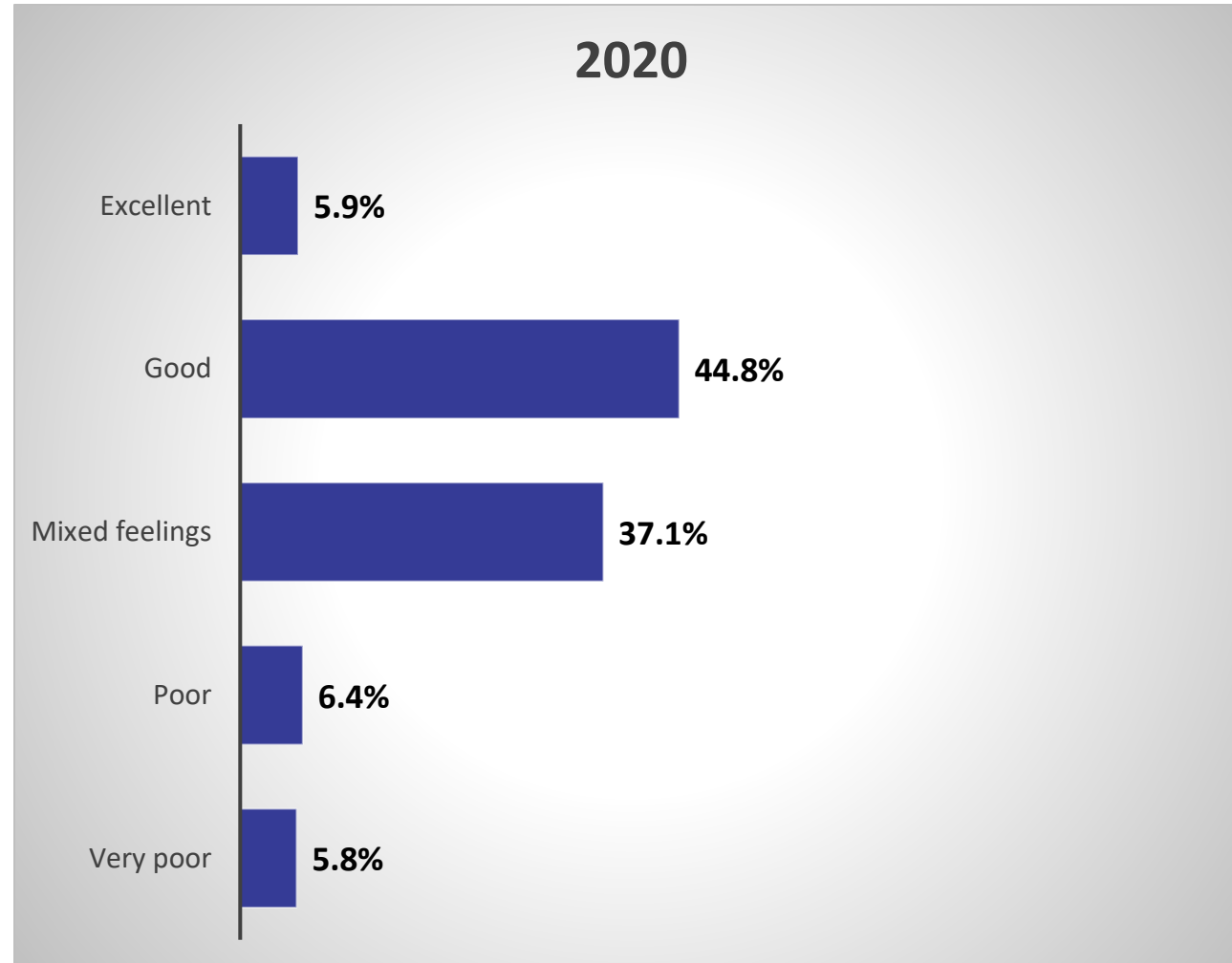
Owners of holiday homes 68.2% and non resident ratepayers generally 66.4% good/ excellent performance.

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

Residents 41.5% good performance, almost equal number express mixed feelings.

## Who has a higher level of dissatisfaction?

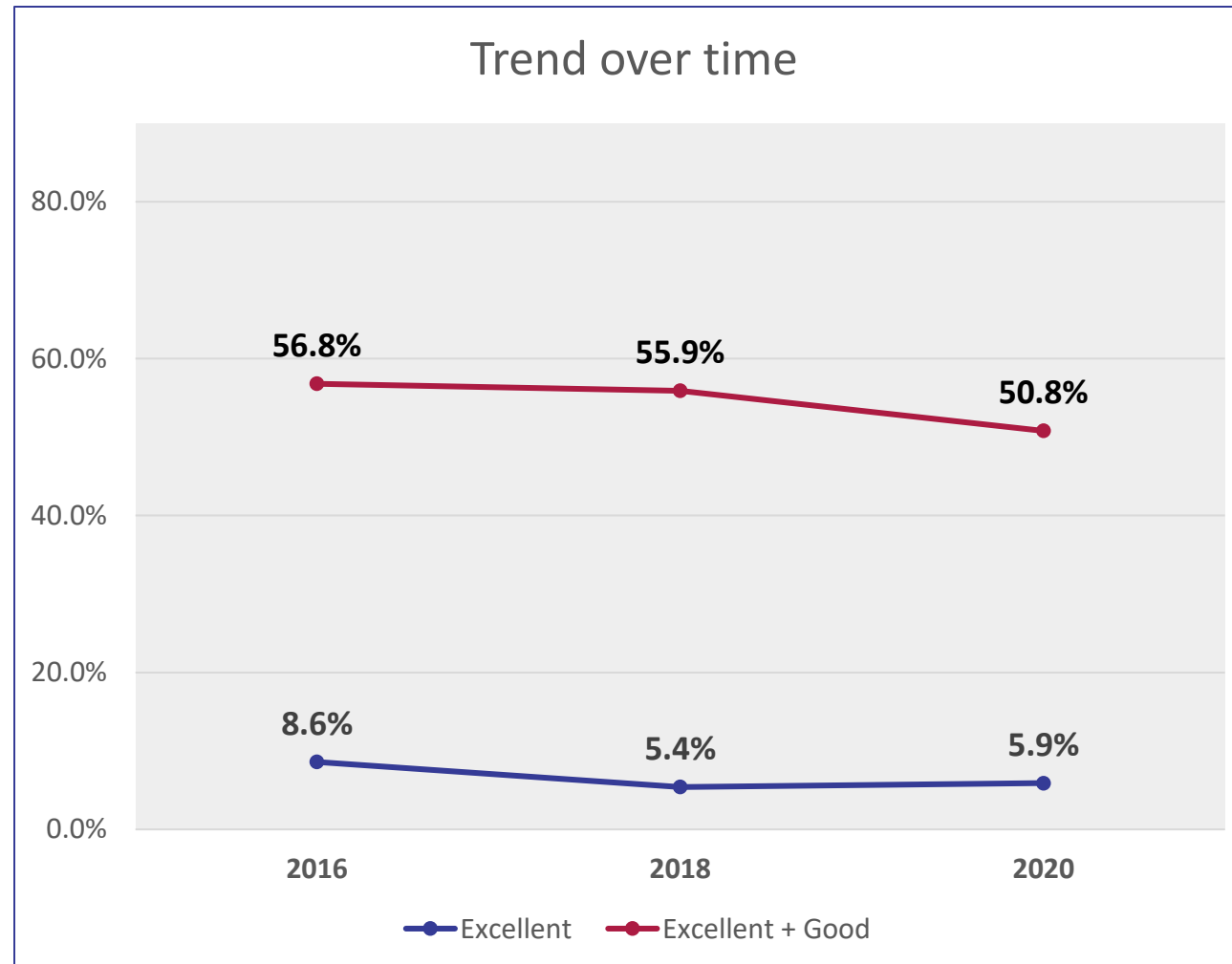
No one group stands out.



*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. n=658; 37 no response, unsure and do not receive excluded*

# SHIRE OF GINGIN – performance OVERALL

- Excellent + good performance – 50.8% similar to 2018, but a downward trend compared to 2016, the decline is significant compared to 2016.
- Rating of excellent performance -5.9% results similar to 2018 & 2016.
- Poor or very poor performance – 12.2% similar to 2018.



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. 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 – 71.7%**
- **Very satisfied – 24.3%**
- **Dissatisfied or very dissatisfied**

## Who is satisfied?

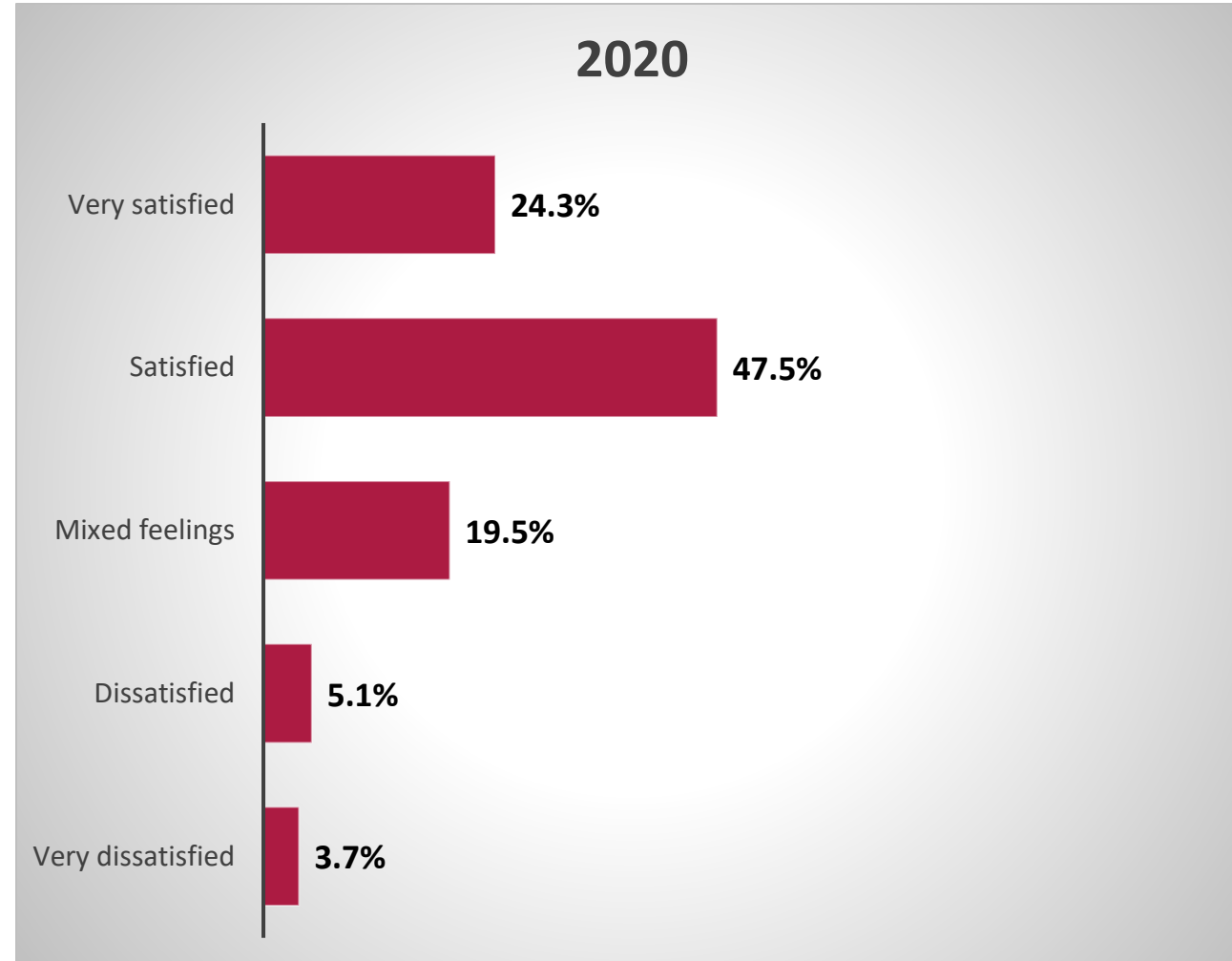
Those aged over 65 years.

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

Those aged 45-65 years.

## Who has a higher level of dissatisfaction?

No one group of significant size stands out.

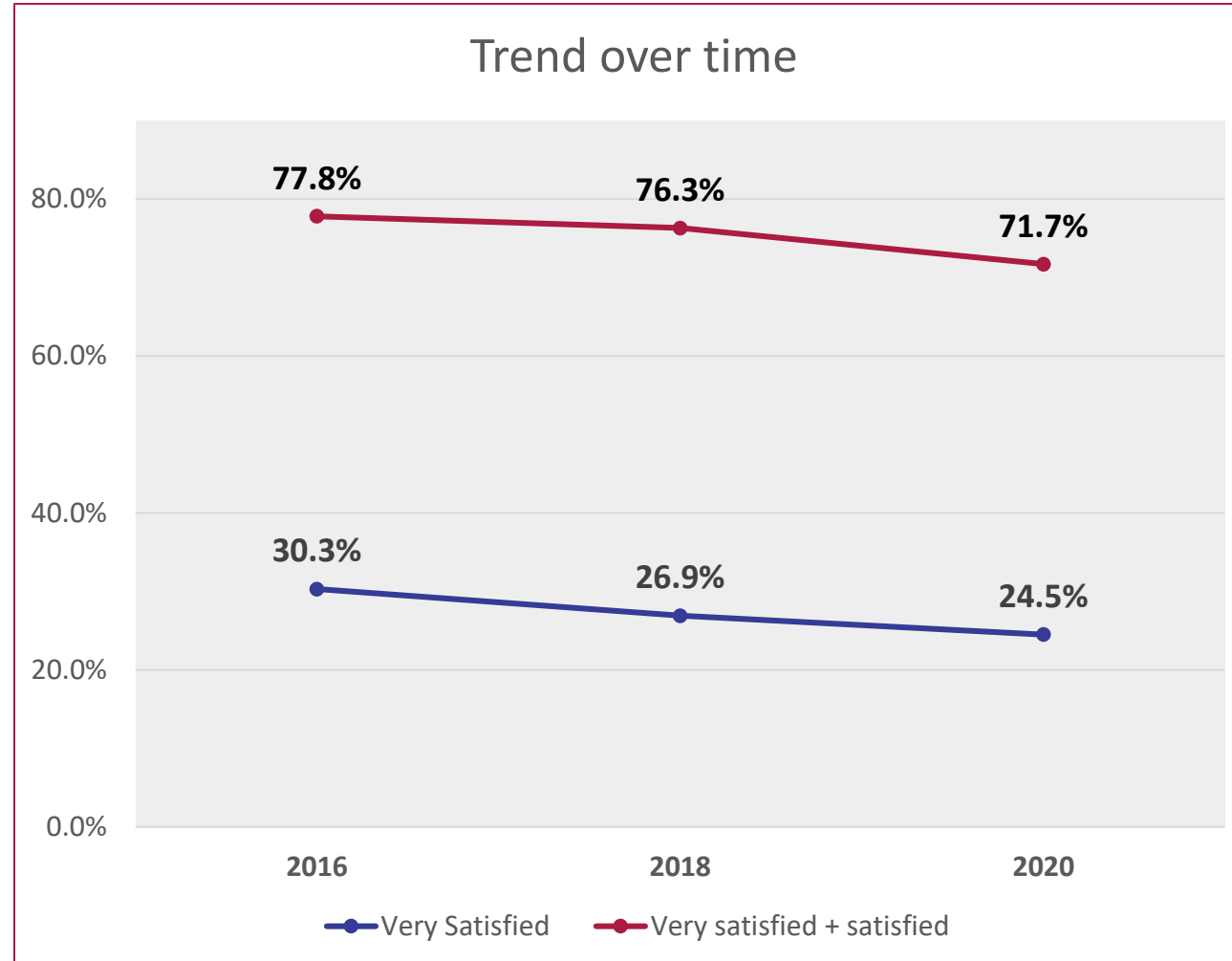


*Q3. Overall, how satisfied are you with the Shire of Gingin as a place to live?  
n=672; 23 no response and unsure excluded*



# SHIRE AS A PLACE TO LIVE

- **Very satisfied + satisfied with the Shire as a place to live – 71.7% this figure is similar to 2018 but shows a declining trend when compared to 2016.**
- **Very satisfied – 24.3% as above, this figure is similar to 2018 but shows a declining trend when compared to 2016.**
- **Dissatisfied or very dissatisfied – is similar to 2018 & 2016.**
- **Overall satisfaction with the Shire as a place to live as noted above shows a declining trend compared to 2016.**

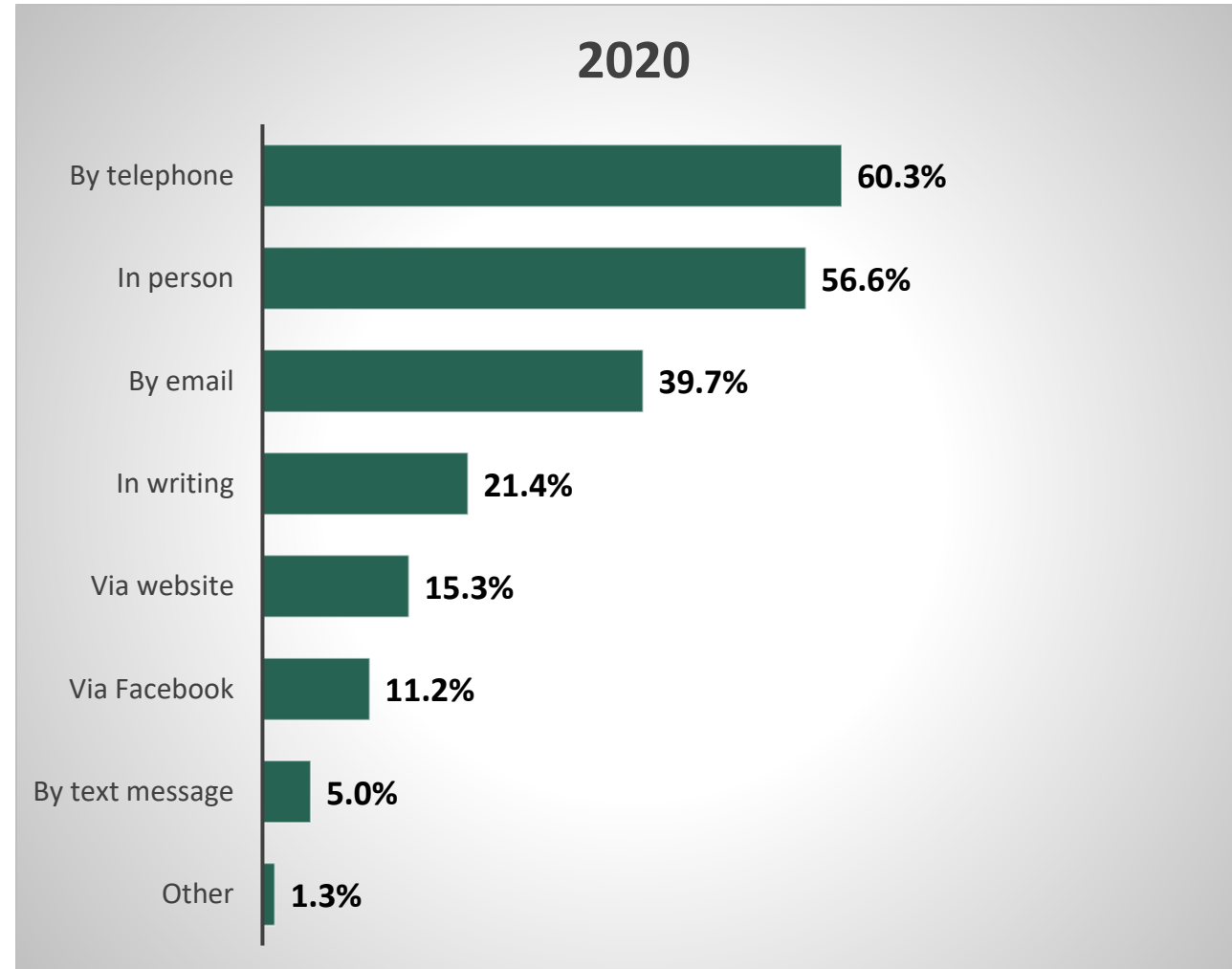


*Q3. Overall, how satisfied are you with the Shire of Gingin as a place to live?  
2020 n=672; 23 no response and unsure excluded; 2018 n=714; 16 no response and unsure excluded; 2016 n=543, 31 no response and unsure excluded*

# TYPE OF CUSTOMER SERVICE CONTACT WITH THE SHIRE

In 2020 survey participants contacting the Shire:

- Telephone has returned to 2016 levels at 60.3% .
- Email has returned to 2016 levels and Facebook has doubled . Women are twice as likely compared to men to use the website or the Facebook page. The 18-44 aged group and women with children 16 years and under, are twice as likely to use Facebook as the 45-64 age group and 4 times more likely than the 65+ age group.
- As one might expect residents were more likely to come in person 63.8% compared to non residents at 20.2% and Gingin residents were almost twice as likely to come into the Shire 78.0%.



Q2A. Over the last 12 months, have you had any contact with the Shire of Gingin in any of the following ways n = 537; 158 no contact, no response and don't know excluded

# CUSTOMER SERVICE PROVIDED BY THE SHIRE

## Customer service results are good:

- Excellent + good customer service – 71.3%
- Excellent customer service – 24.8%
- Poor or very poor customer service – 12.5%

## Who is satisfied?

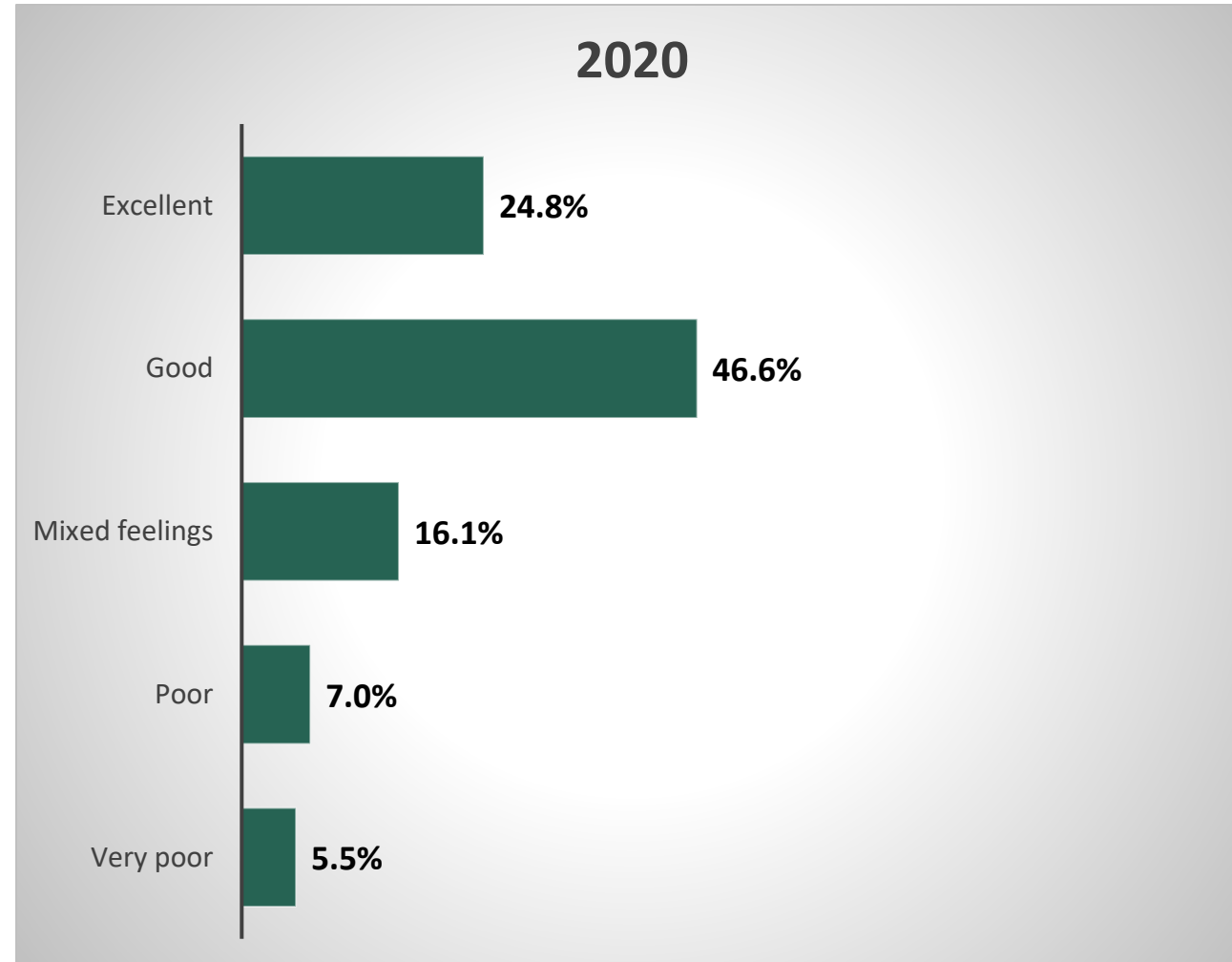
Those aged over 65 years.

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

Those aged 45-65 years.

## Who has a higher level of dissatisfaction?

No one group of significant size stands out.

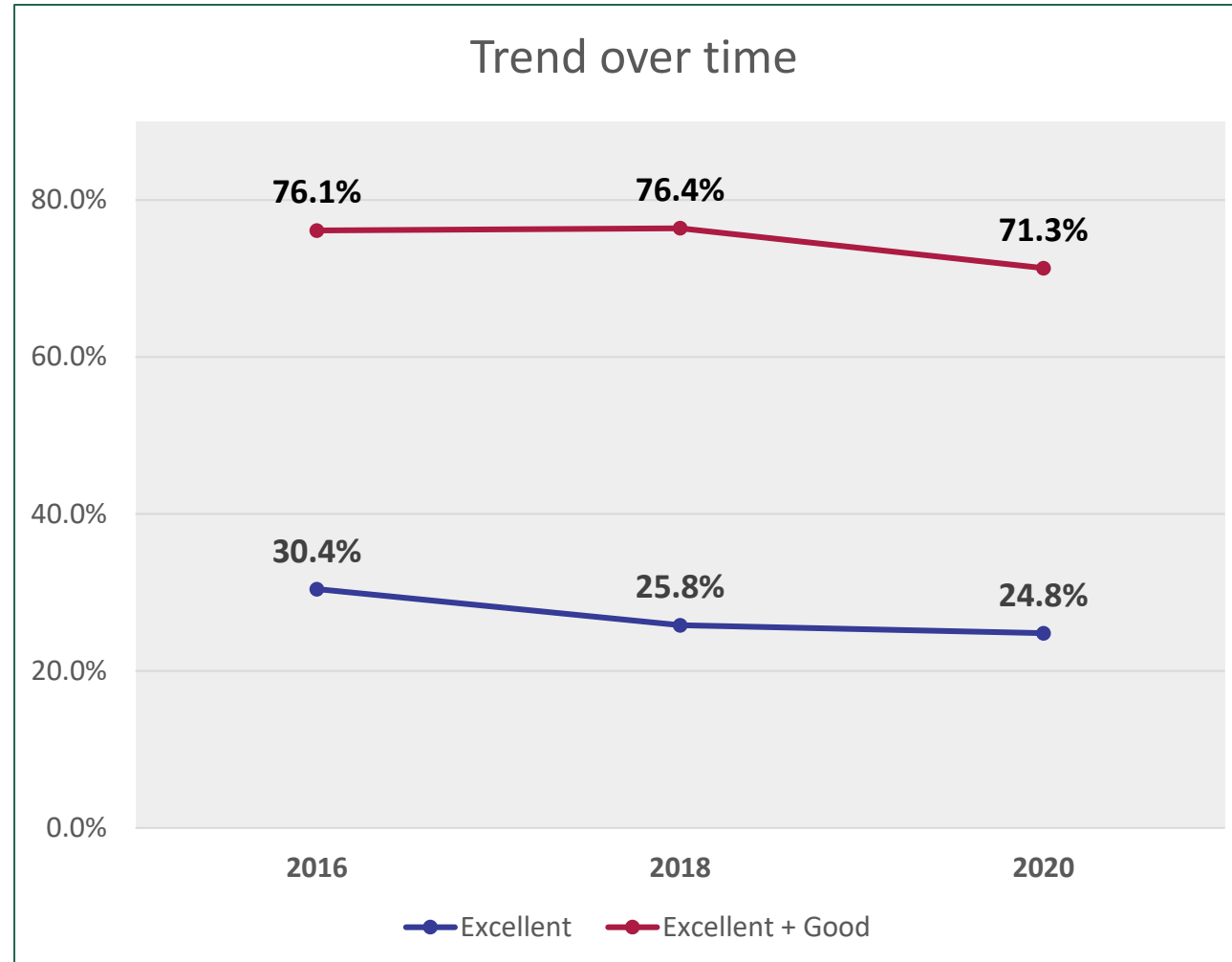


*Q2B. If you have had contact...thinking about the most recent contact, how would you rate the customer service provided? Please keep in mind we do not mean the actual outcome, rather the service you received. Was it... n=541 who had contact with the Shire, 154 unsure, had no contact or gave no responses excluded*

# CUSTOMER SERVICE PROVIDED BY THE SHIRE

Overall customer service ratings are similar to 2018 & 2016:

- Excellent + good customer service provided by the Shire – 71.3% not statistically different to 2018 & 2016.
- Excellent – results similar to 2018, but has declined from 30.4% in 2016 to 24.8% in 2020.
- Poor or very poor – similar to 2018 and 2016 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... 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



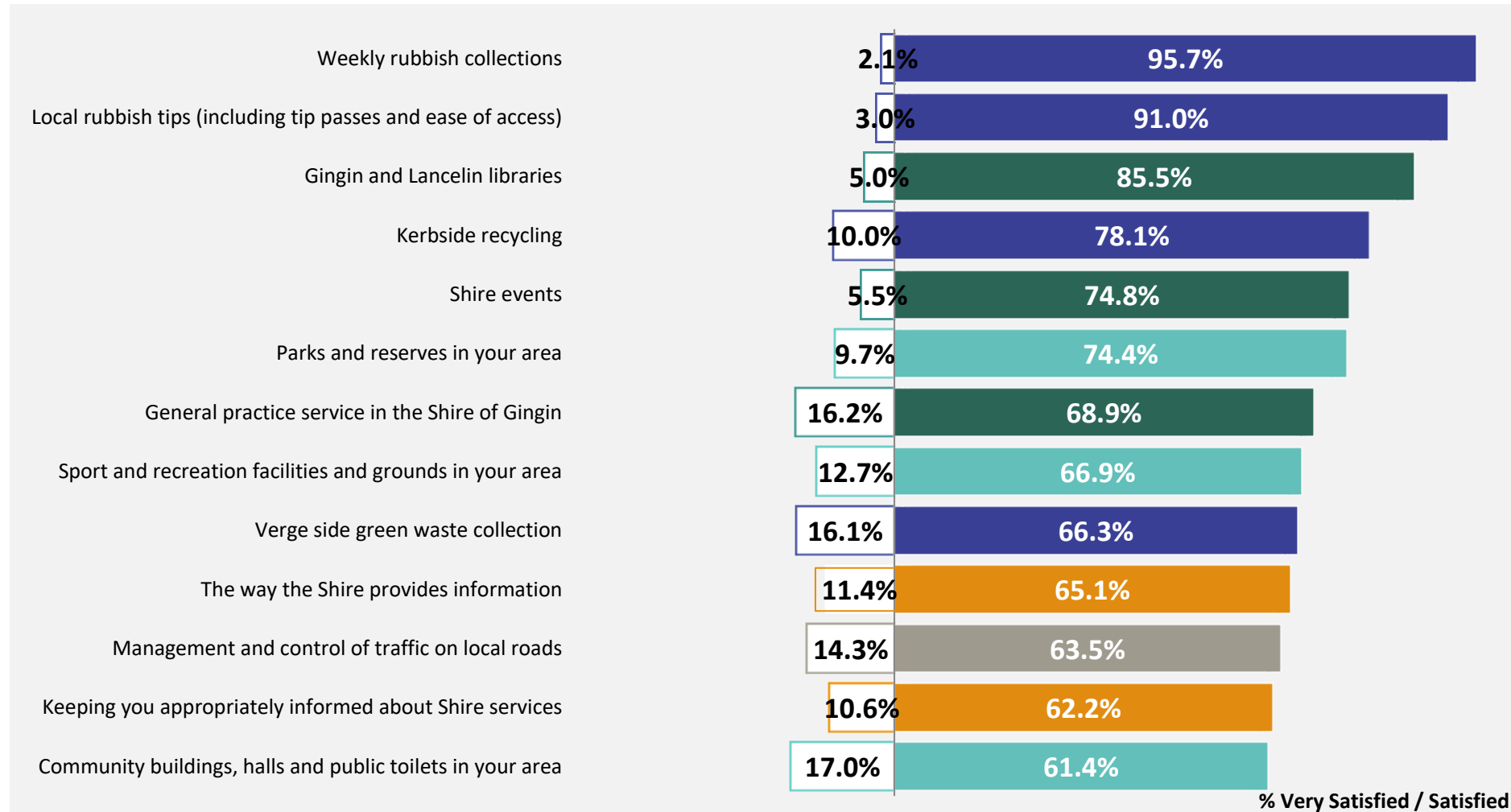
# OVERALL SERVICE RESULTS

Prepared by Research Solutions for the Shire of Gingin | April 2020

# SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES

- Respondents were asked to consider a range of Shire facilities, and to rate their satisfaction with each if they were aware/familiar with the service or had used it over the last 12 months, using a 5 point scale as follows:
  - Very dissatisfied
  - Dissatisfied
  - Mixed feelings
  - Satisfied
  - Very satisfied
- 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
- Satisfaction with services and facilities has been accessed by those people who actually RECEIVE or have USED the service over the last 12 months, respondents were provided with an option to indicate that they had not received or had not used the individual service being assessed

# OVERALL SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES (1)



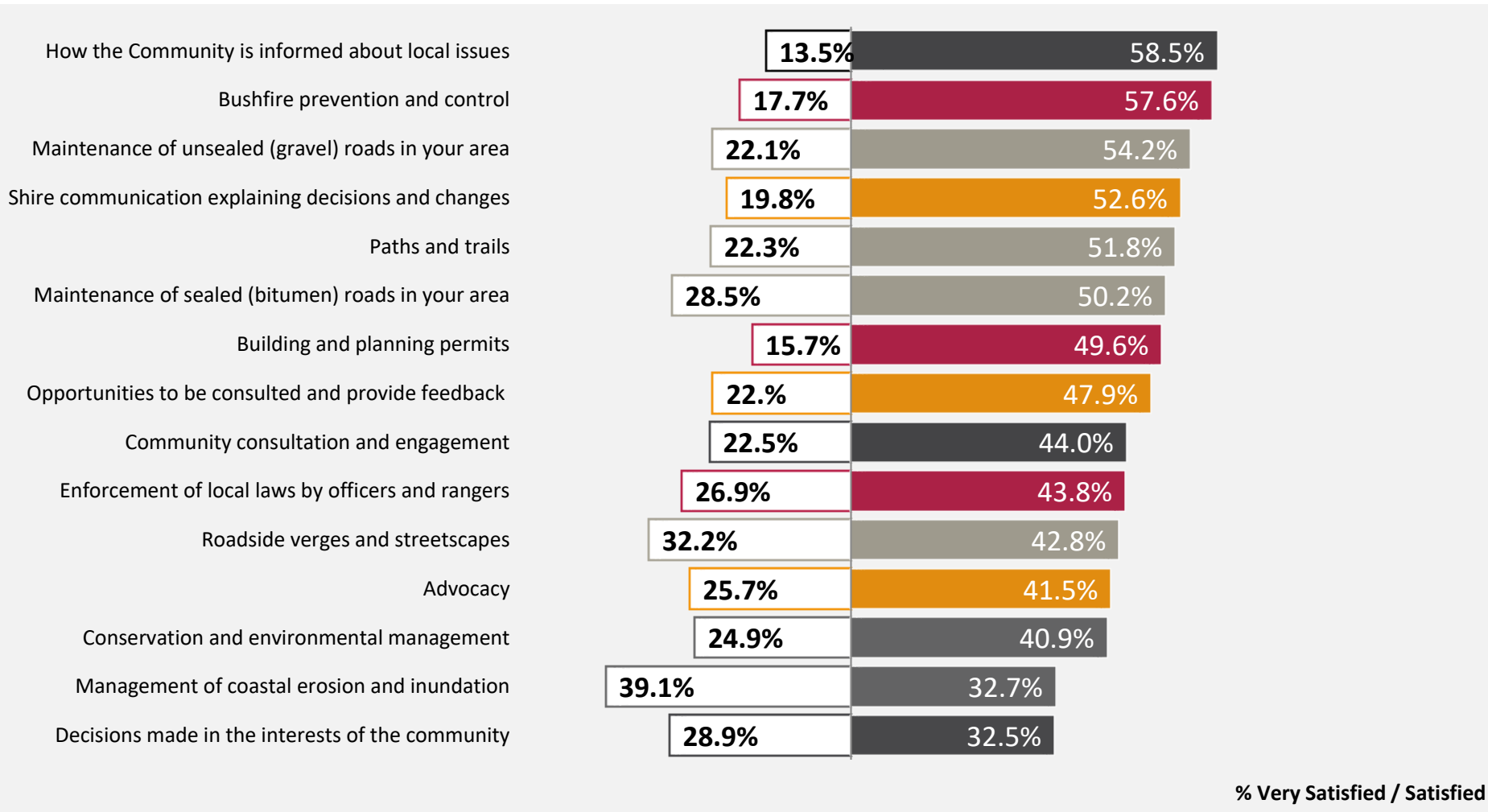
**The services measured are divided between 2 slides**

*Q.4 , 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 SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES (2)



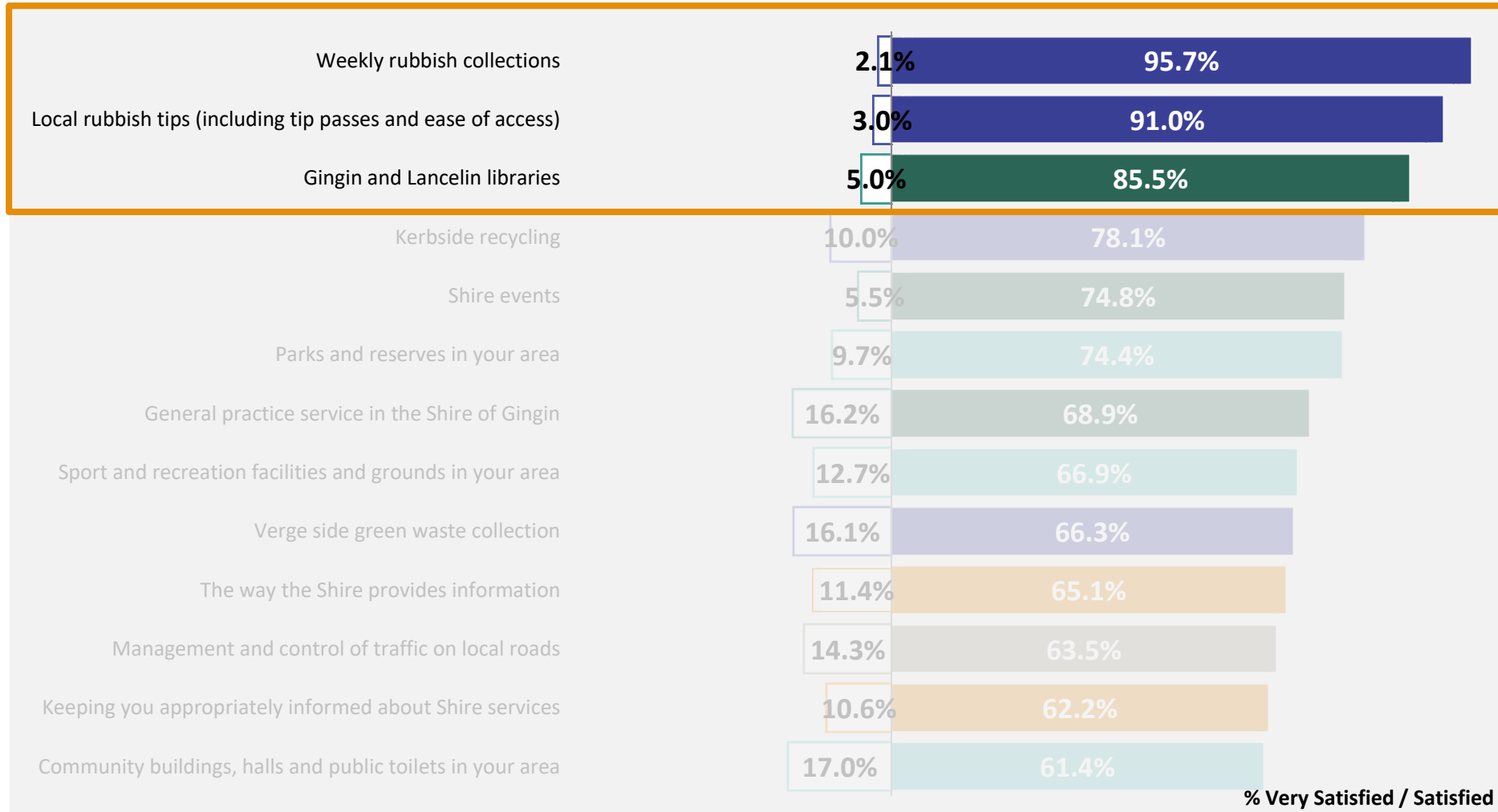
Q.4 , Q5, Q6, Q7. (n=176-702, 28-554 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.





# OVERALL SATISFACTION ABOVE 80%

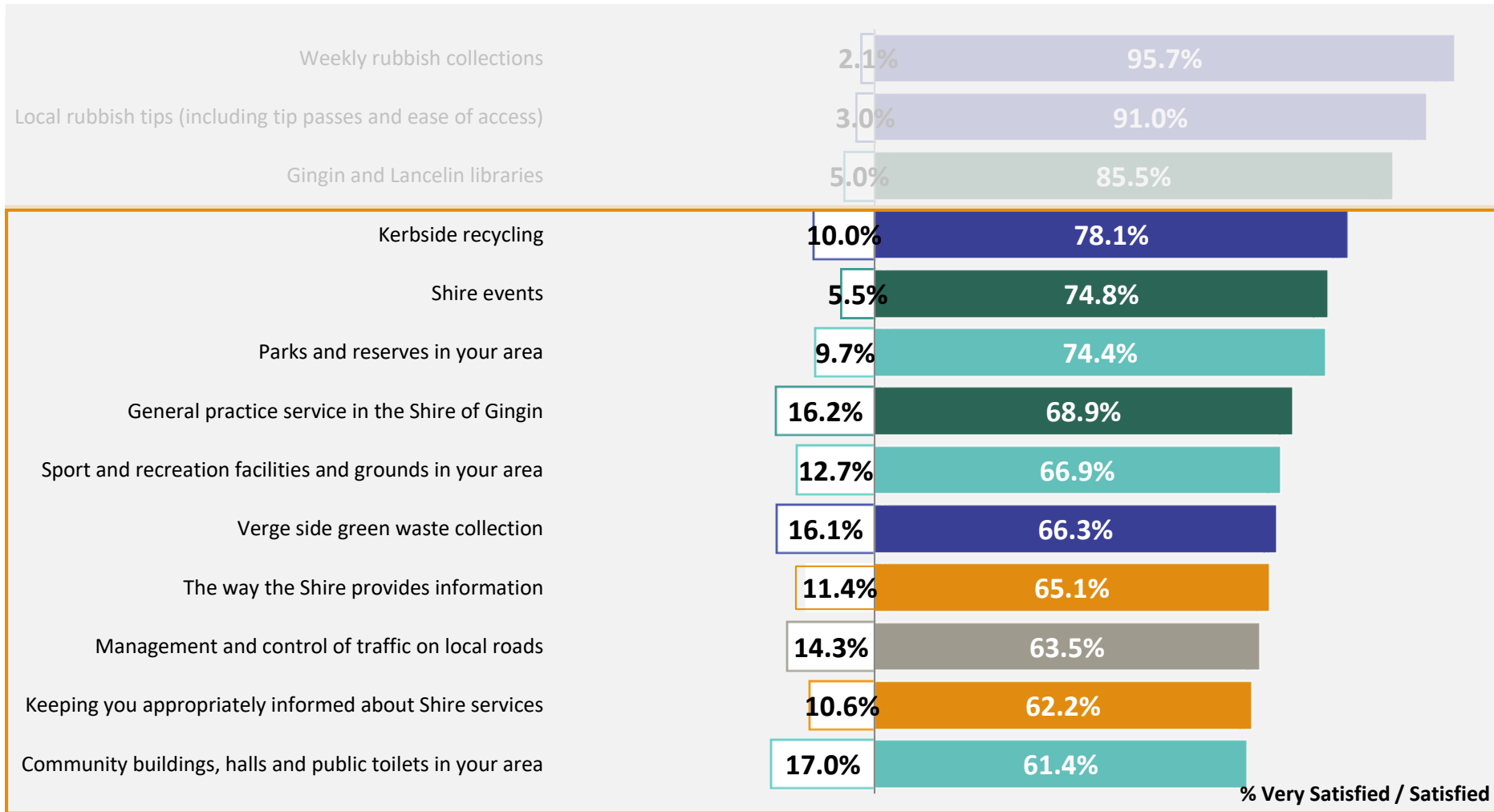


Q.4 , Q5, Q6, Q7. (n=176-702, 28-554 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



# OVERALL SATISFACTION 60%-80%

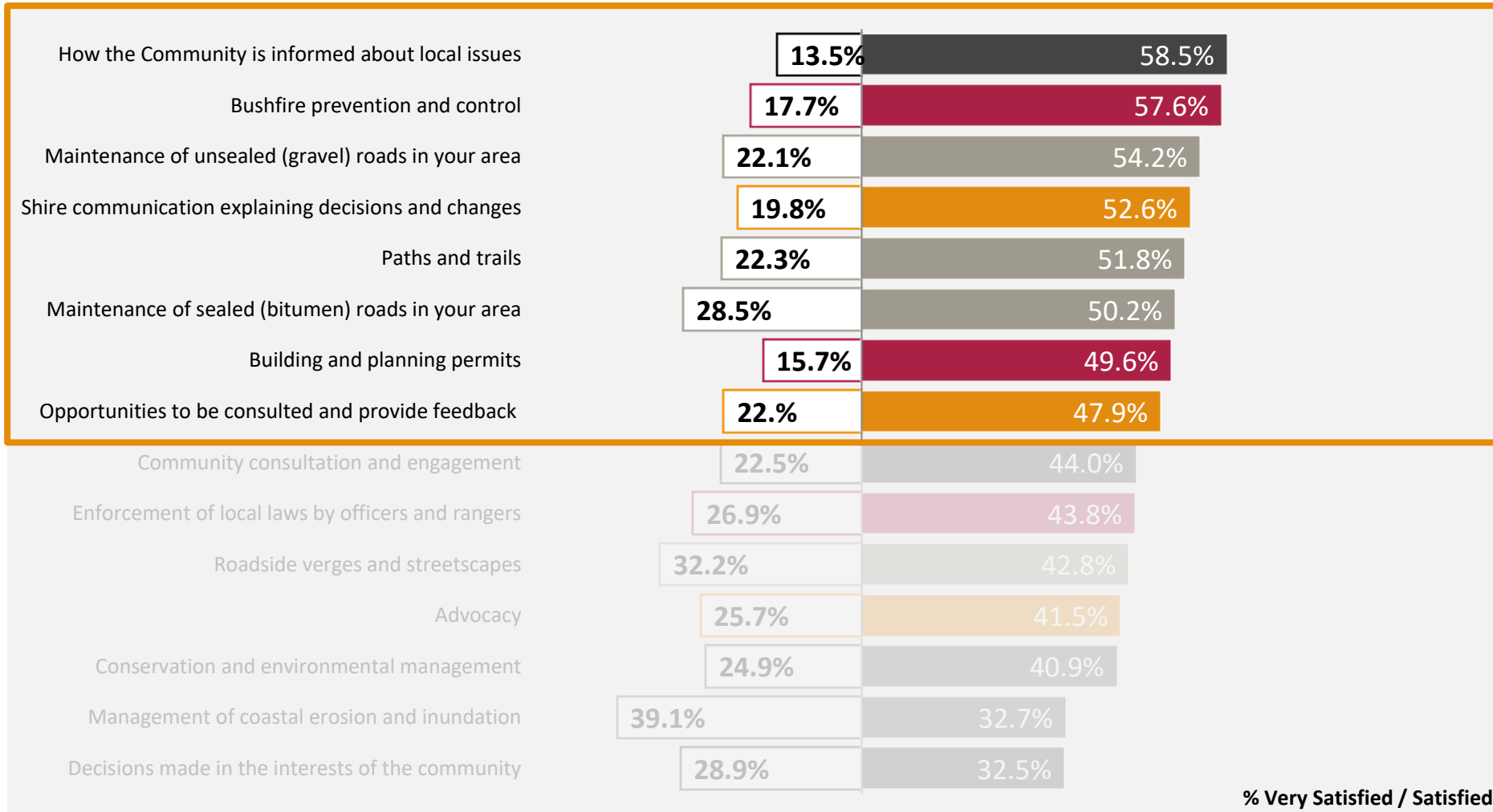


Q.4 , Q5, Q6, Q7. (n=176-702, 28-554 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



# OVERALL SATISFACTION 45%-59%

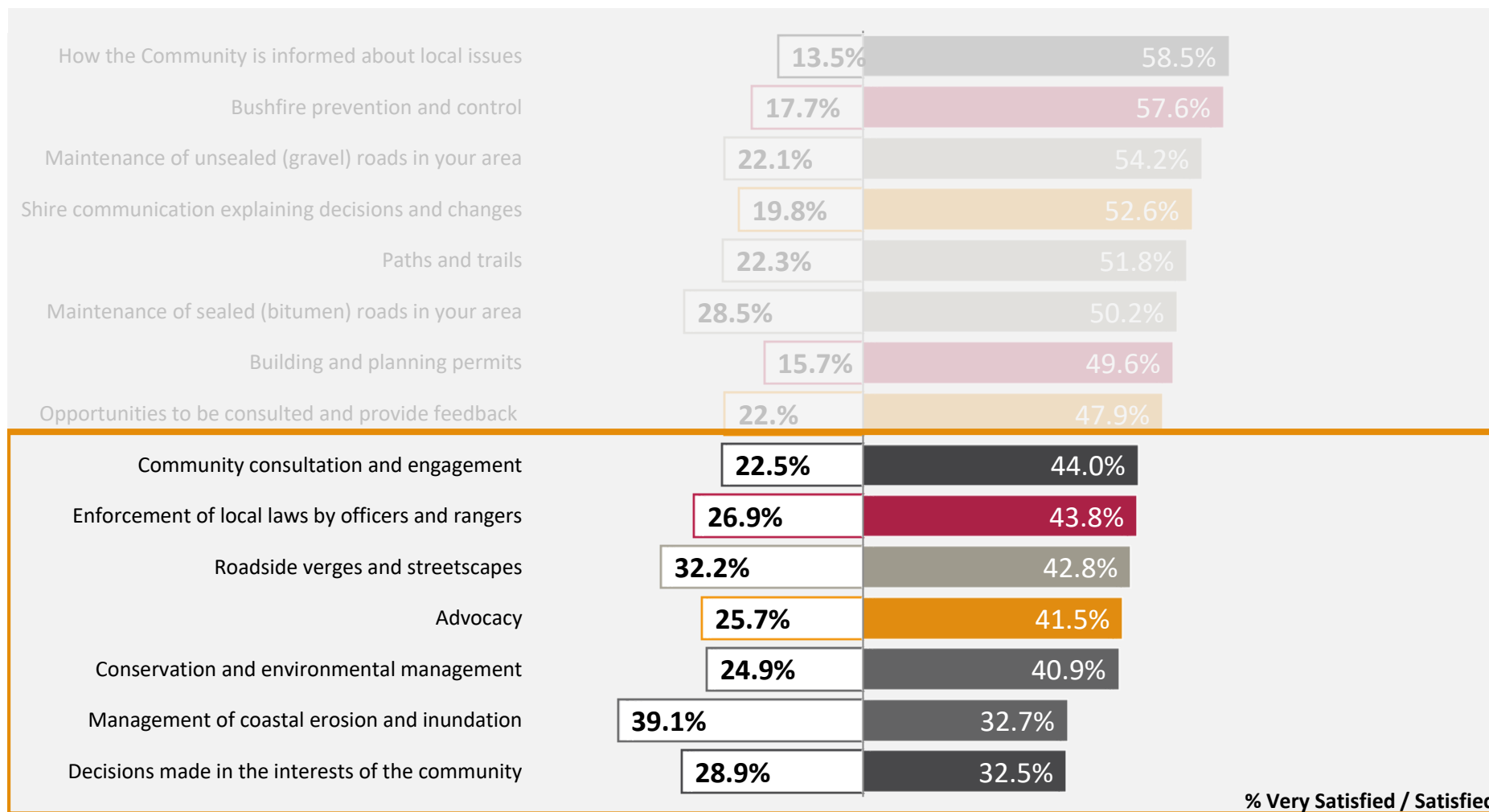


Q.4 , Q5, Q6, Q7. (n=176-702, 28-554 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



# OVERALL SATISFACTION BELOW 45%



Q.4, 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 2018

The table below outlines the services and facilities where satisfaction improved, was similar to 2018 or declined. The list of areas where overall satisfaction has declined and where overall satisfaction has improved are similar; however, most services have seen no change in overall satisfaction

Improvement	Similar to 2018	Decline
Local rubbish tips	Weekly rubbish collection	Verge side green waste collection
How the community is informed about local issues	Kerbside recycling	Bushfire prevention and control
Maintenance of unsealed roads	Building and planning permits	Conservation and environmental management
Roadside verges and street scapes	Enforcement of local laws	Management of coastal erosion and inundation
	Sport and recreation facilities and grounds	
	Community buildings, halls and public toilets	
	Parks and reserves	
	Shire events	
	Libraries	
	General practice service	
	Community consultation and engagement	
	Decisions made in the interests of the community	
	Maintenance of sealed roads	
	Management and control of traffic on local roads	
	Paths and trails	

Measured for the first time this year were:

- Being kept informed about Shire services;
- Advocacy;
- The way information about events and activities is disseminated
- Opportunities to be consulted and provide feedback about local issues
- Shire communication explaining decisions or changes to the way things are done.



# INDIVIDUAL SERVICE RESULTS

# WASTE SERVICES

Waste services includes:

- Weekly rubbish collections
- Kerbside recycling
- Verge side green waste collection
- Local rubbish tips 5 (including tip passes and ease of access)

All of these services rated highly with over 66% of the community rating themselves as satisfied or very satisfied with the service provided. The level of satisfaction for each service is similar to 2018.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Weekly rubbish collections	48.5%	95.7%	The highest level of satisfaction of any service
Kerbside recycling	32.4%	78.1%	High level of satisfaction similar to 2018
Verge side green waste collection	19.9%	66.3%	Significant decline in the percentage <b>very satisfied</b> occurred in 2018 and the percentage has not recovered.
Local rubbish tips (including tip passes and ease of access)	45.1%	91.0%	Satisfaction is very high and shows a real improvement in overall satisfaction since 2016

# WEEKLY RUBBISH COLLECTIONS

- Very satisfied + satisfied – 95.7%
- Very satisfied – 48.5%
- Dissatisfied or very dissatisfied – 2.1%

## Who is satisfied?

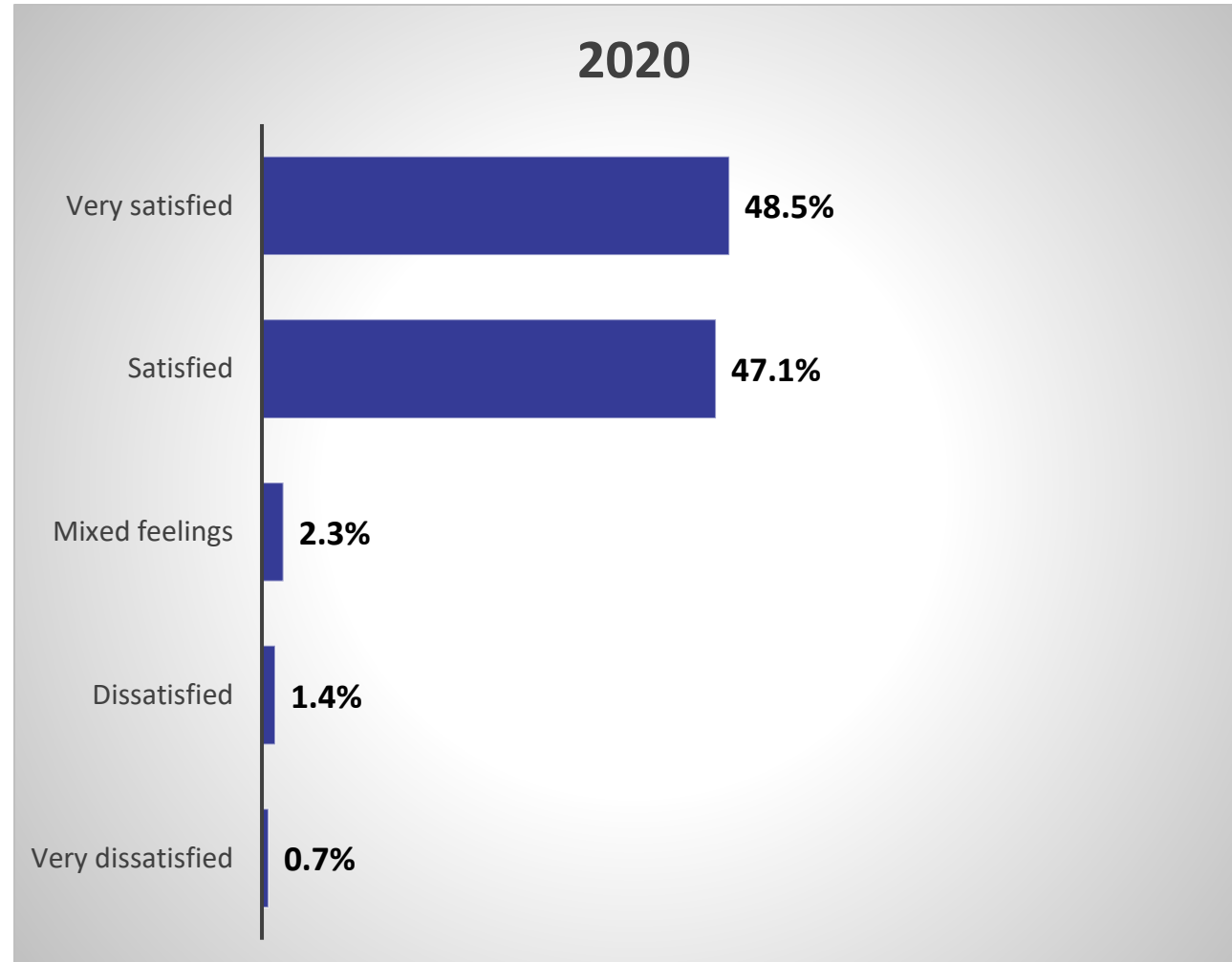
Over 65 age group 98.9% satisfied.

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

45-64 age group 92.7% satisfied.

## Who has a higher level of dissatisfaction?

No one group of significant size stands out.



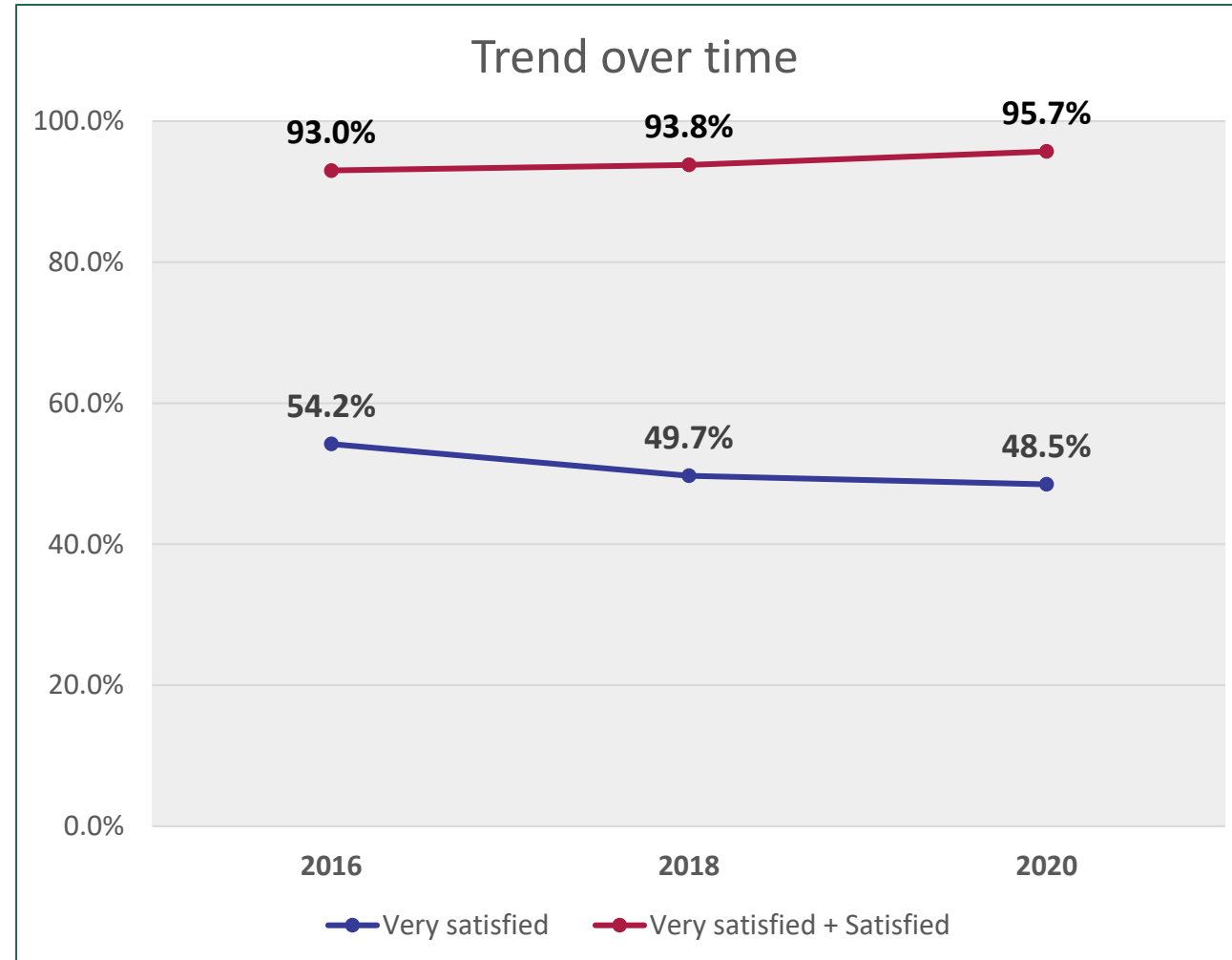
*Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months. 2020 n = 577; 118 no response, unsure and do not receive excluded*



# WEEKLY RUBBISH COLLECTIONS

## Results similar to 2018 and 2016.

- Very satisfied + satisfied – results are similar to 2018 & 2016 though appears to be a shallow upward trend.
- Very satisfied – 48.5% similar to 2016 and 2018.
- Dissatisfied or very dissatisfied – very low at 2.1%, almost exactly the same as 2018.



Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months.  
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 – 78.1%
- Very satisfied – 32.4%
- Dissatisfied or very dissatisfied – 10.0%

## Who is satisfied?

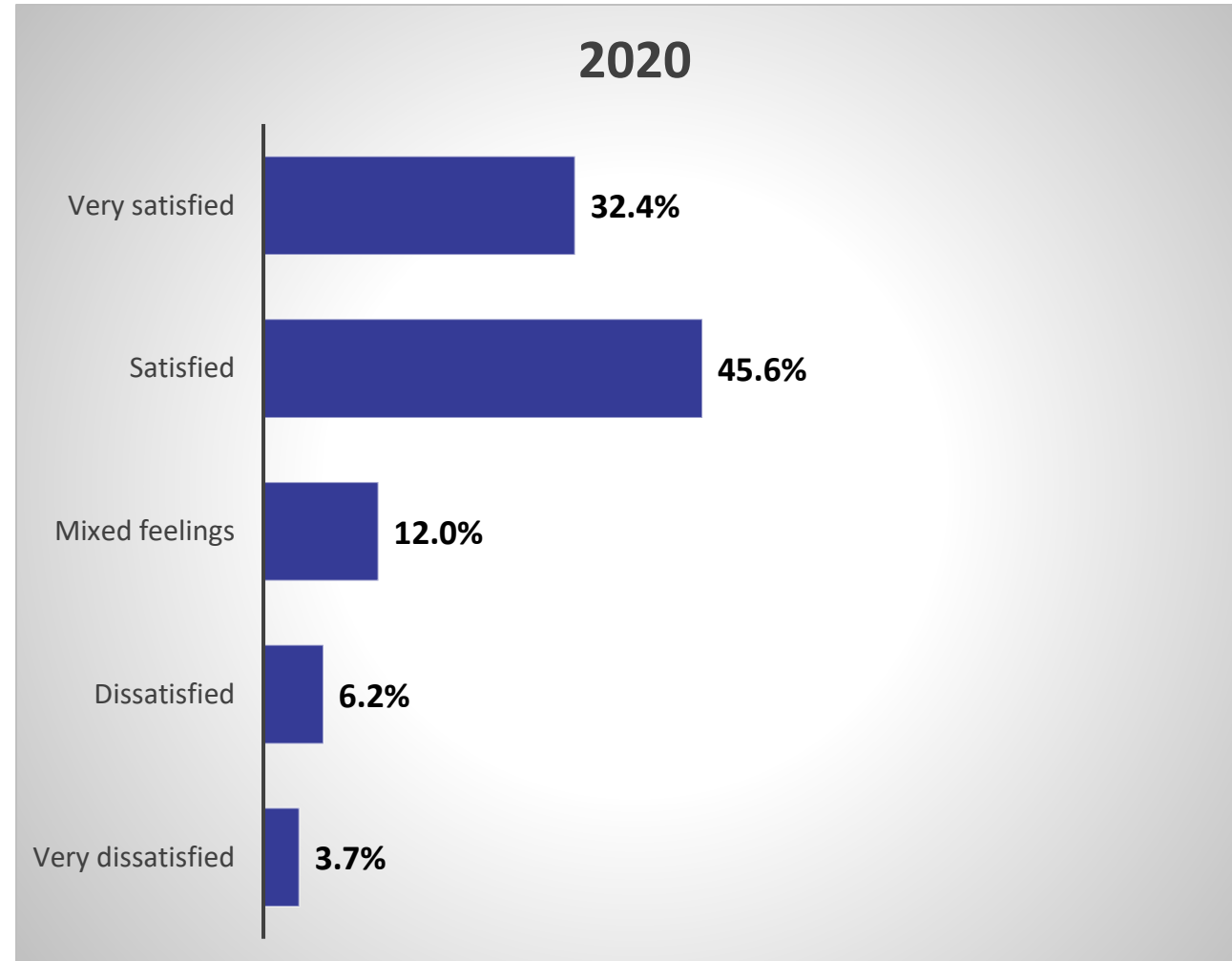
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group of significant size stands out.

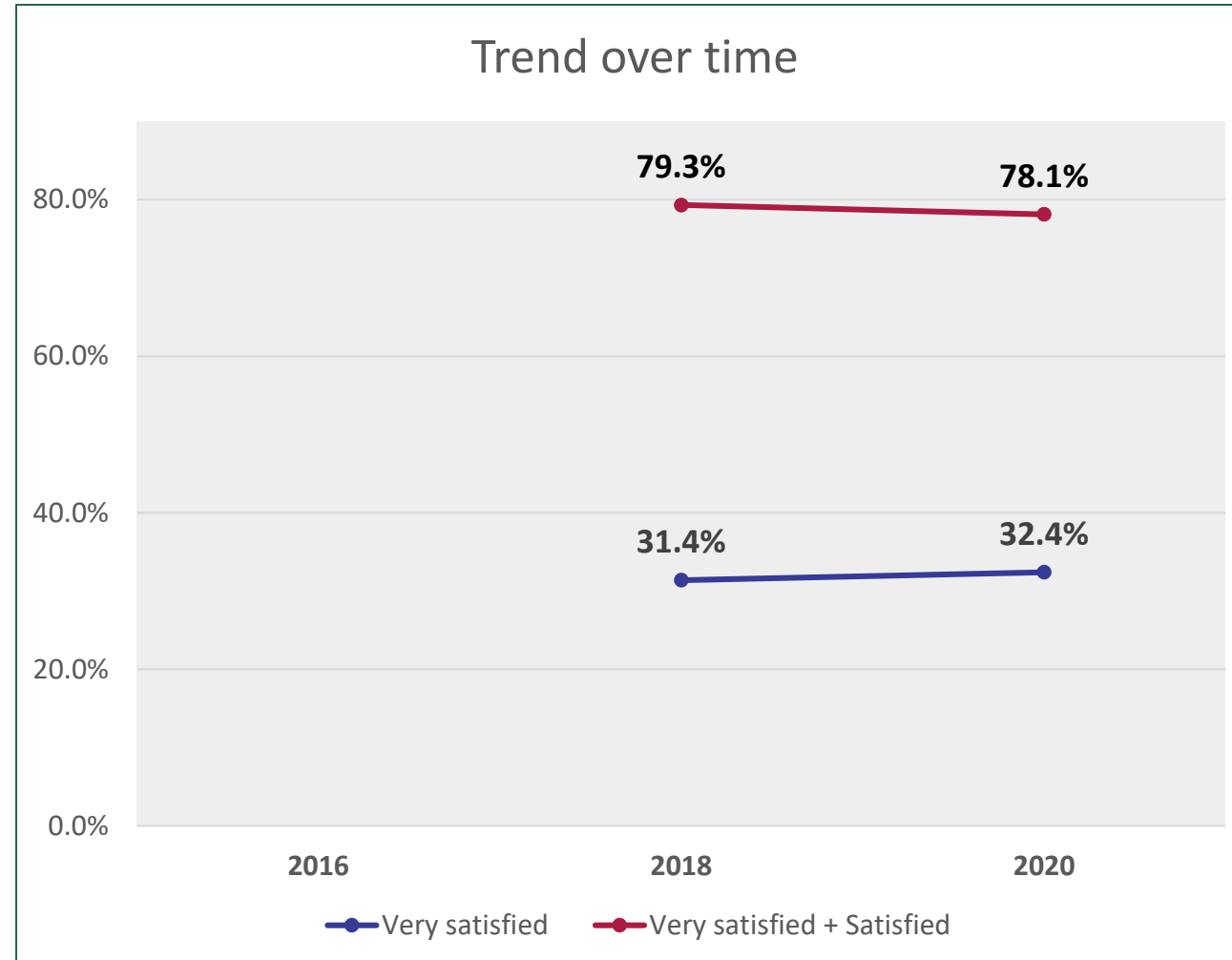


Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months.  
n = 401; n = 309 no response, unsure and do not receive excluded

# KERB-SIDE RECYCLING

Not all respondents receive this service. The results similar to 2018 the first year this was measured.

- Only measured in 2018 and 2020 and results similar to previous survey in each area.
- Very satisfied + satisfied – 78.1% similar to previous survey.
- Very satisfied – similar to previous survey 32.4%.
- Dissatisfied or very dissatisfied – 10.0% in 2020 compared to 7.4% in 2018 but no significant increase in dissatisfaction.



Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months.  
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 – 66.3%
- Very satisfied – 19.9%
- Dissatisfied or very dissatisfied – 16.1%

## Who is satisfied?

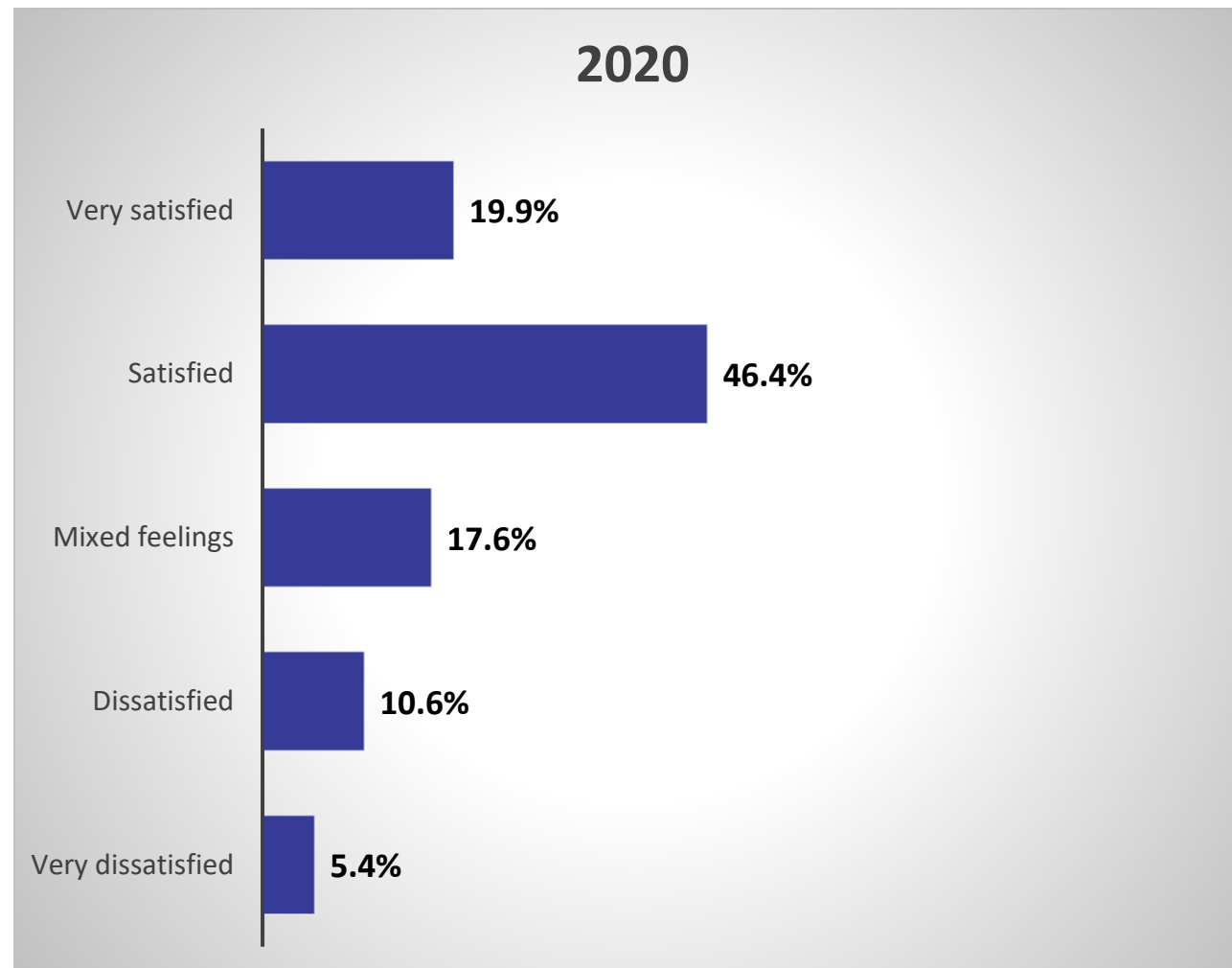
Owners of holiday homes 81.4% satisfied.

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

No one group of significant size stands out.

## Who has a higher level of dissatisfaction?

No one group of significant size stands out.

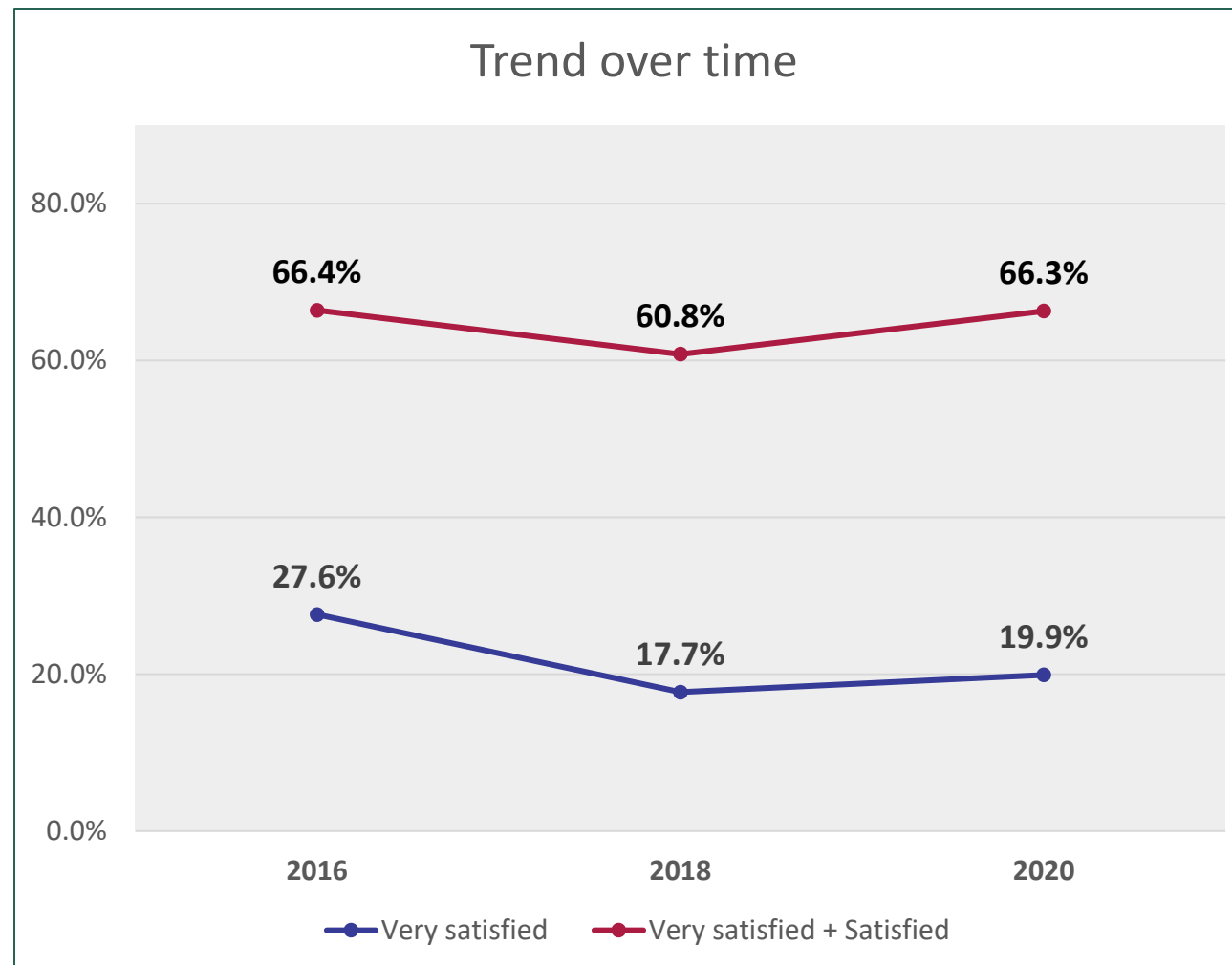


Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months. n = 386; 309 no response, unsure and do not receive excluded

# VERGE SIDE GREEN WASTE COLLECTION

Overall the results are similar to 2018.

- Very satisfied + satisfied – 66.3% similar to 2018 and 2016.
- Very satisfied – 19.9% remained similar to 2018 but a significant decline in very satisfied in 2018 compared to 2016.
- Dissatisfied or very dissatisfied – 16.1% similar to 2018.



Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months.  
2020 n = 386; 309 no response, unsure and do not receive excluded;  
2018 n=378; 352 no response, unsure and do not receive exclude;  
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 – 91.0%.
- Very satisfied – 45.1%.
- Dissatisfied or very dissatisfied – 3.0%.

## Who is satisfied?

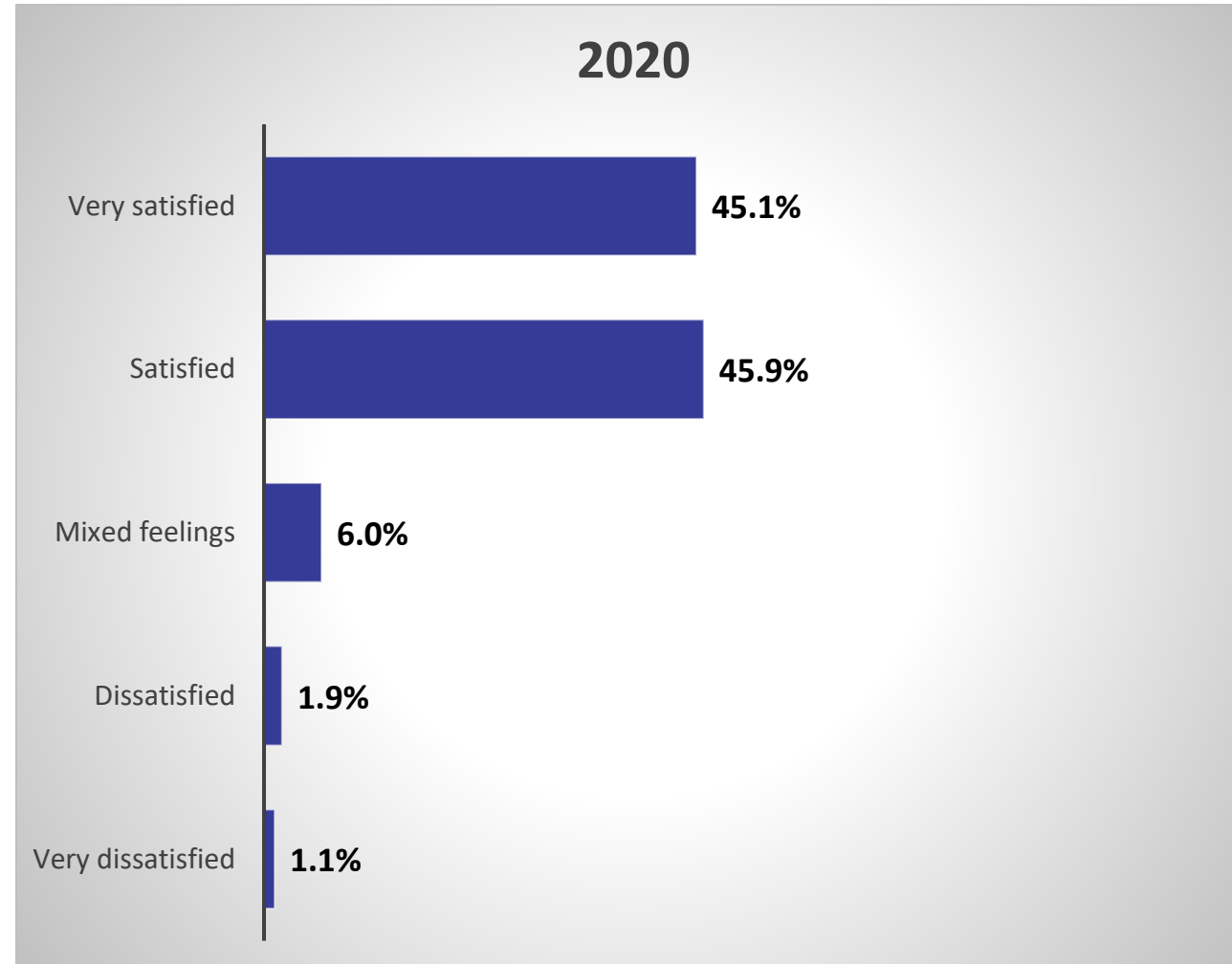
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group of significant size stands out.

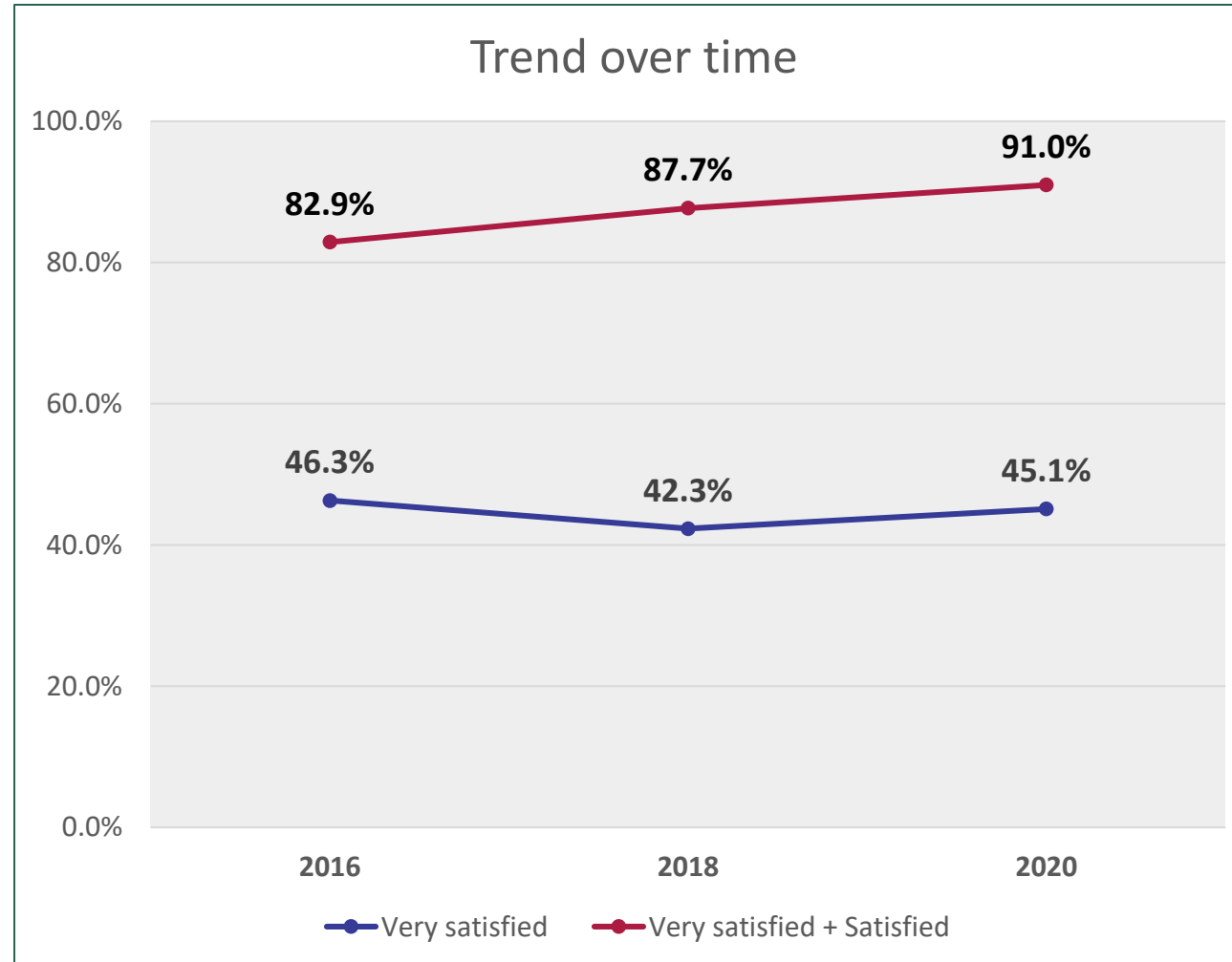


Q4. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months.  
n = 634; n=61 no response and unsure and do not receive service excluded

# LOCAL RUBBISH TIP

Real improvement in overall satisfaction since 2016.

- Very satisfied + satisfied – 91.0%, this shows an upward trend since 2016, with a significant increase in 2020 compared to 2016.
- Very satisfied – 45.1% has remained fairly static since 2016.
- Dissatisfied or very dissatisfied – 3.0% has remained the same.



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

# PLANNING AND DEVELOPMENT OVERALL

Community satisfaction is moderate in this area with declines in both enforcement of local laws and bushfire prevention and control, broadly from all sectors of the community.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Building and Planning permits	14.0%	49.6%	Overall dissatisfaction has declined with dissatisfied clients moving towards mixed feelings
Enforcement of local laws by officers & rangers	6.8%	43.8%	Has remained the same
Bushfire prevention and control	15.8%	57.6%	Declined in satisfaction overall





# BUILDING AND PLANNING PERMITS

- Very satisfied + satisfied – 49.6%
- Very satisfied – 14.0%
- Dissatisfied or very dissatisfied – 15.7%

## Who is satisfied?

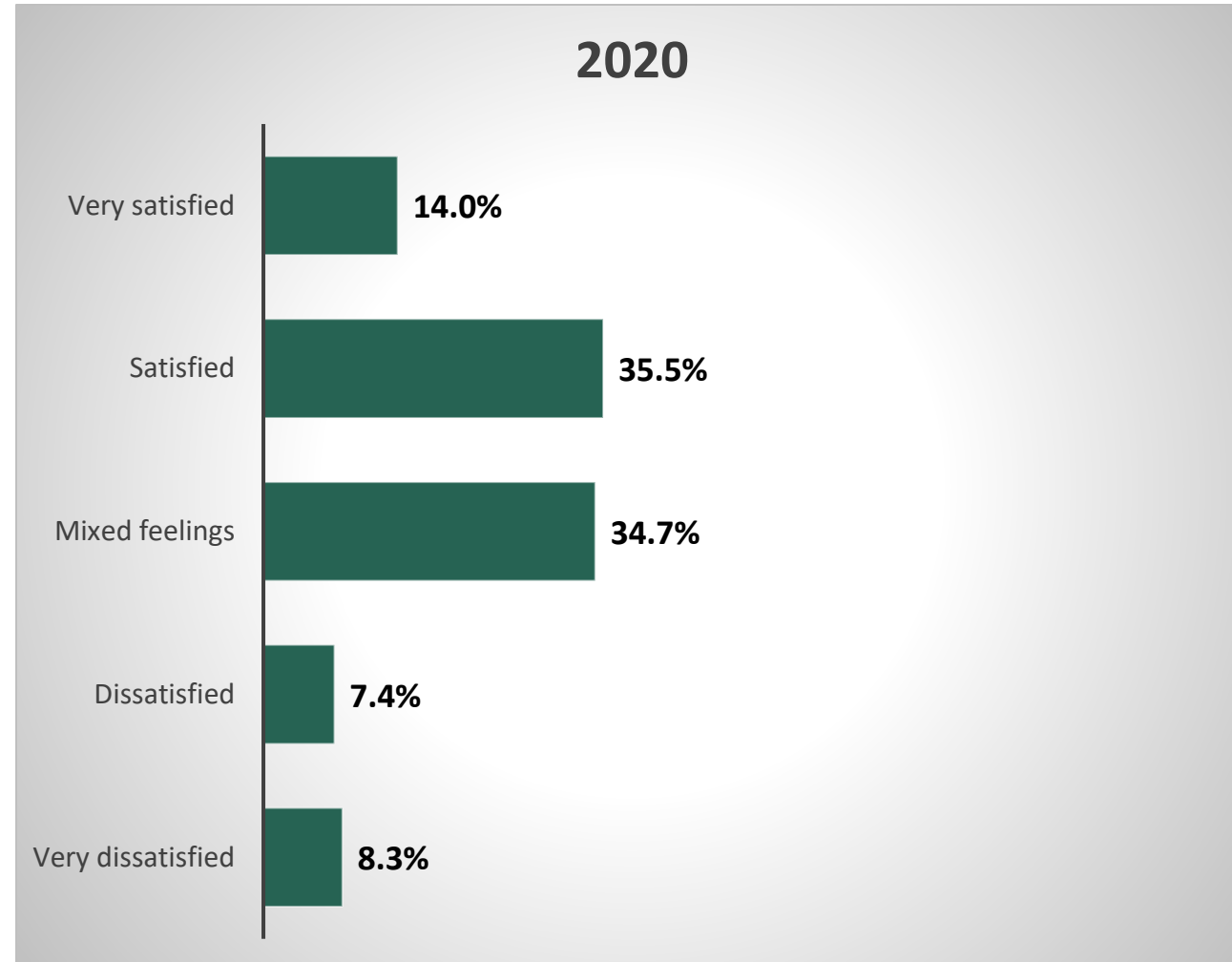
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

Upper and lower coastal, dissatisfaction at 32% is twice that of Gingin and rural at 15.5%.



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.

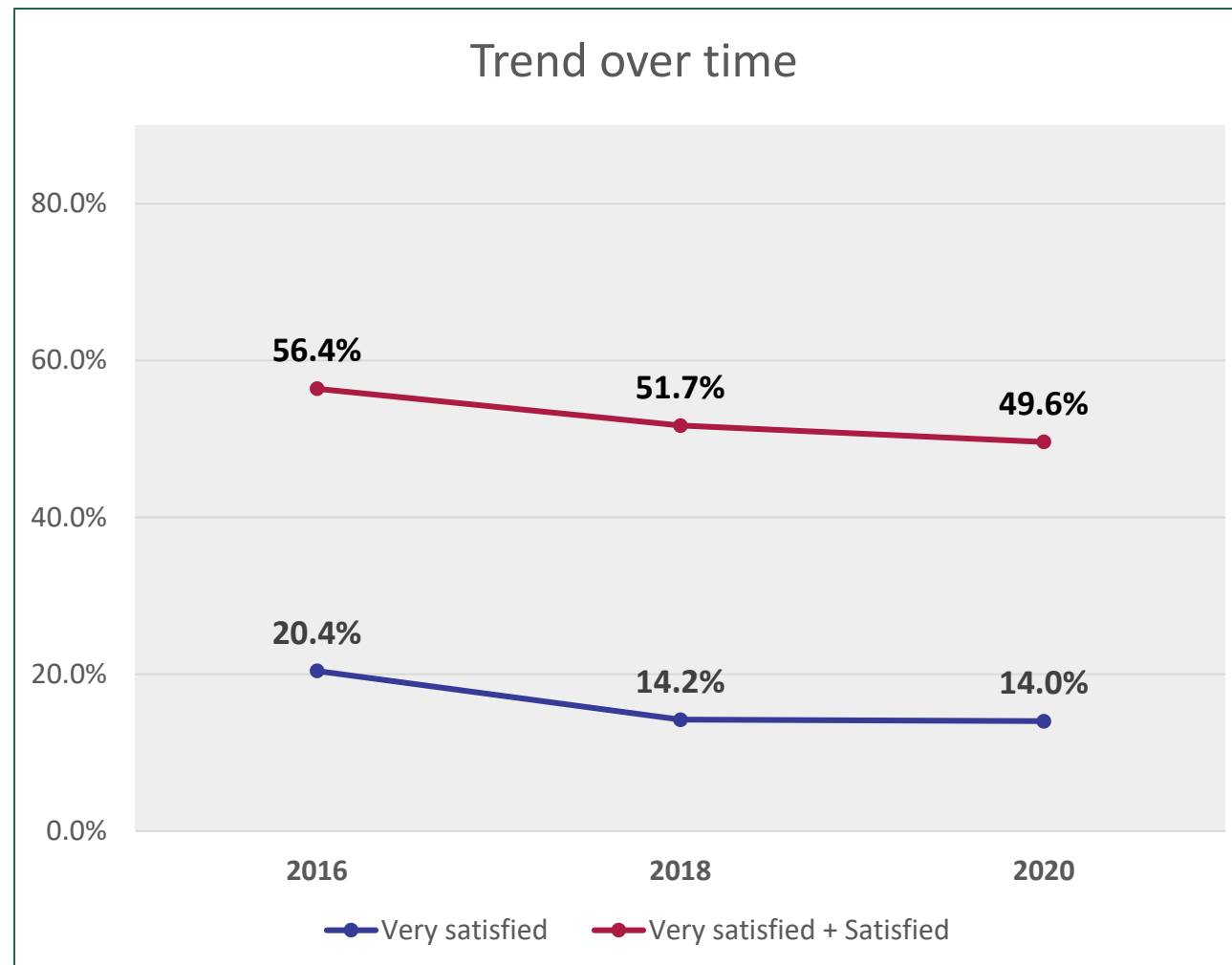
n = 242; n=453 no response and unsure and do not receive service excluded

# BUILDING AND PLANNING PERMITS

Results largely similar to 2018 and 2016, overall dissatisfaction has declined with dissatisfied clients moving towards mixed feelings and away from dissatisfaction.

Overall dissatisfaction has declined significantly almost halving since 2018.

- Very satisfied + satisfied – 49.6% similar to 2018 and 2016.
- Very satisfied – 14.0%, has remained steady since 2018 and no significant change since 2016.
- Dissatisfied or very dissatisfied – has declined significantly from 28.4% in 2018 to 15.7% in 2020.



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.

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

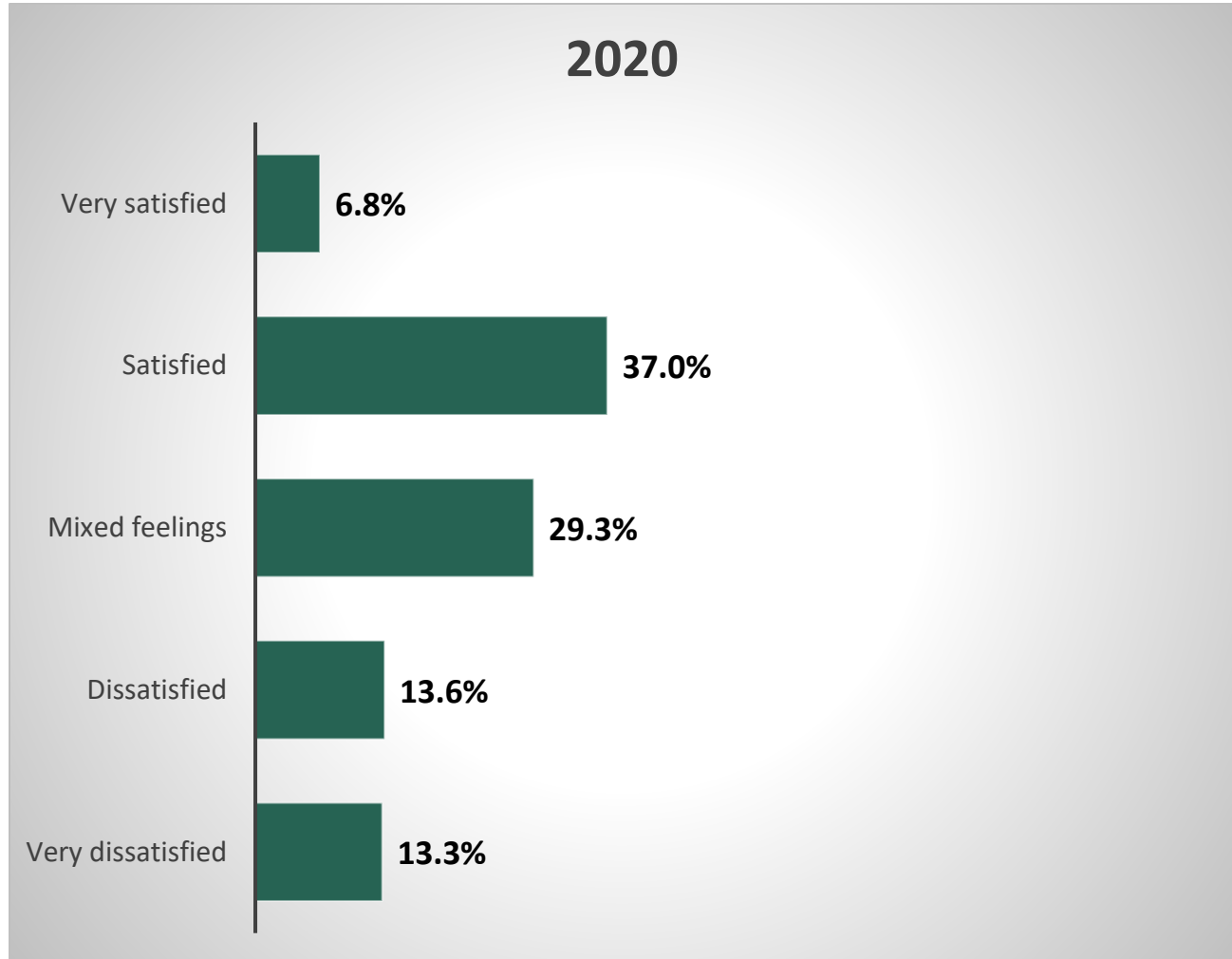
# ENFORCEMENT OF LOCAL LAWS BY OFFICERS AND RANGERS

- **Very satisfied + satisfied – 43.8%**
- **Very satisfied – 6.8%%**
- **Dissatisfied or very dissatisfied – 26.9%**

**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?**  
Couples of all ages no children are x2 as dissatisfied at 33.5%.



*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.  
n = 427; n= 185 no response and unsure and do not receive service excluded*

# ENFORCEMENT OF LOCAL LAWS BY OFFICERS AND RANGERS

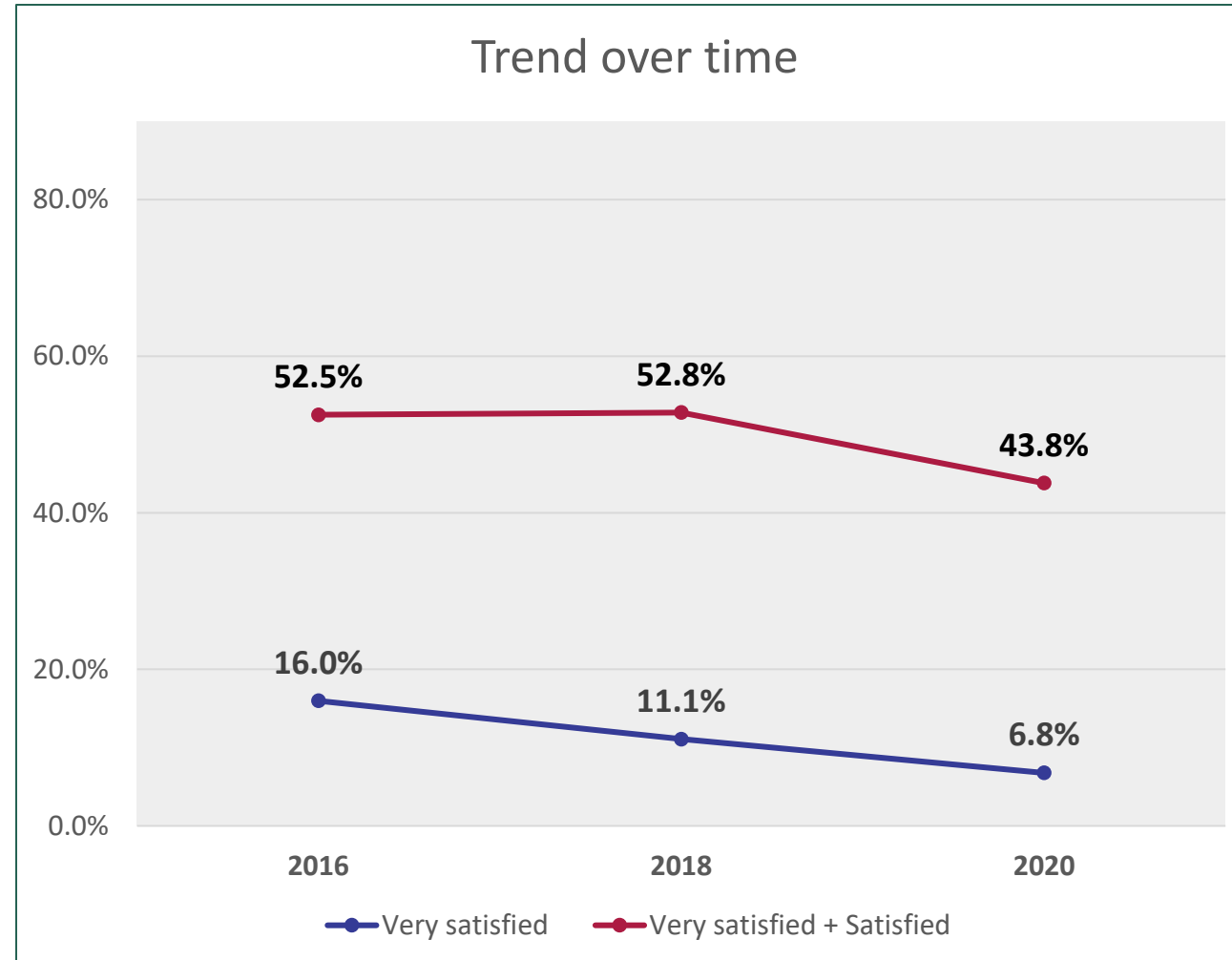
Downward trend over time in overall satisfaction and the number very satisfied.

Downward trend:

- Very satisfied + satisfied – 43.8% in 2020 a significant decline from 52.8% in 2018.
- Very satisfied – 6.8% in 2020 down from 16.0% in 2016.

Stable:

- Dissatisfied or very dissatisfied – 26.9% similar to 2018 and 2016.



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.

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

## Decrease in satisfaction from all sectors:

- Very satisfied + satisfied – 57.6%
- Very satisfied – 15.8%
- Dissatisfied or very dissatisfied – 17.7%

## Who is satisfied?

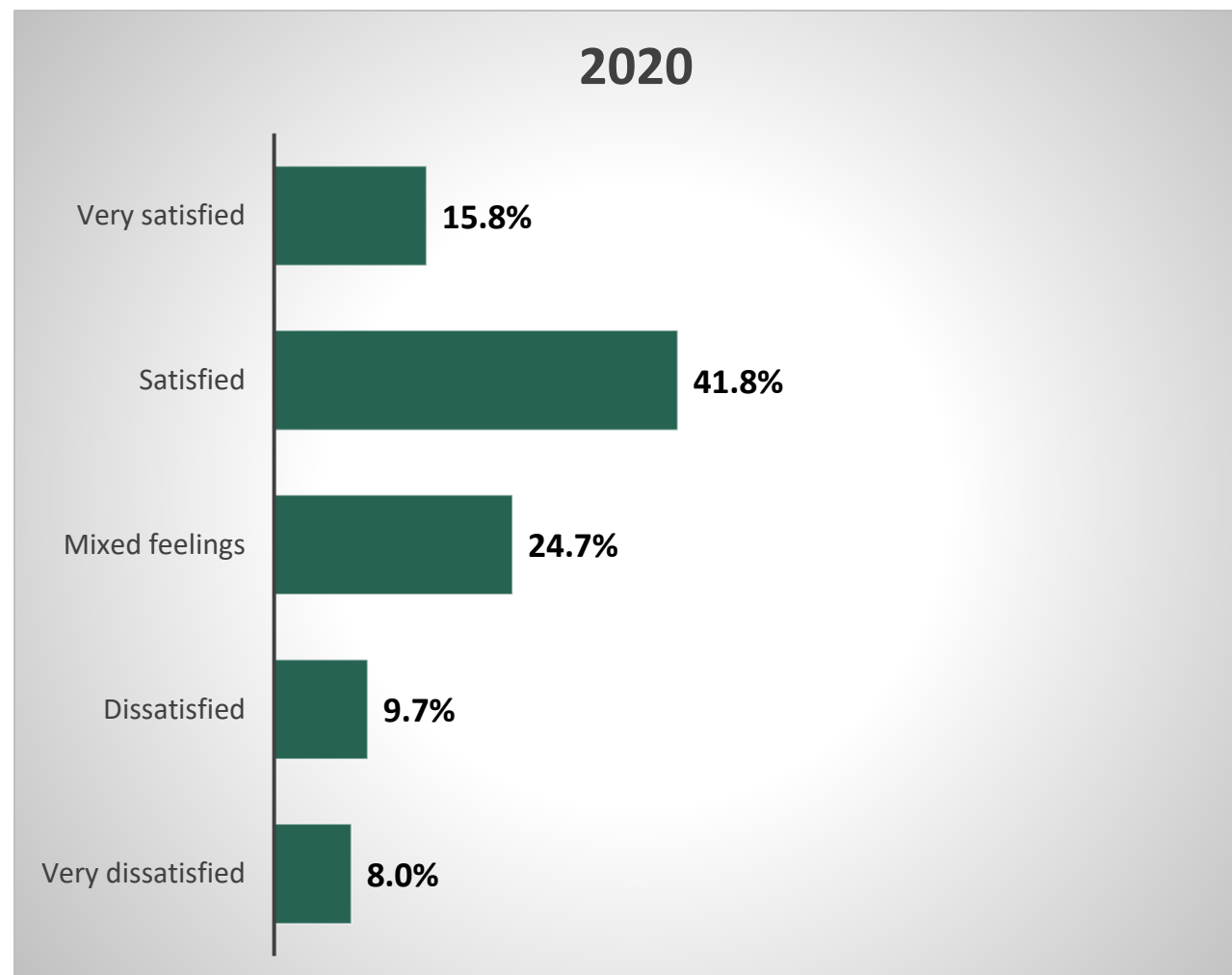
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group of significant size 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.

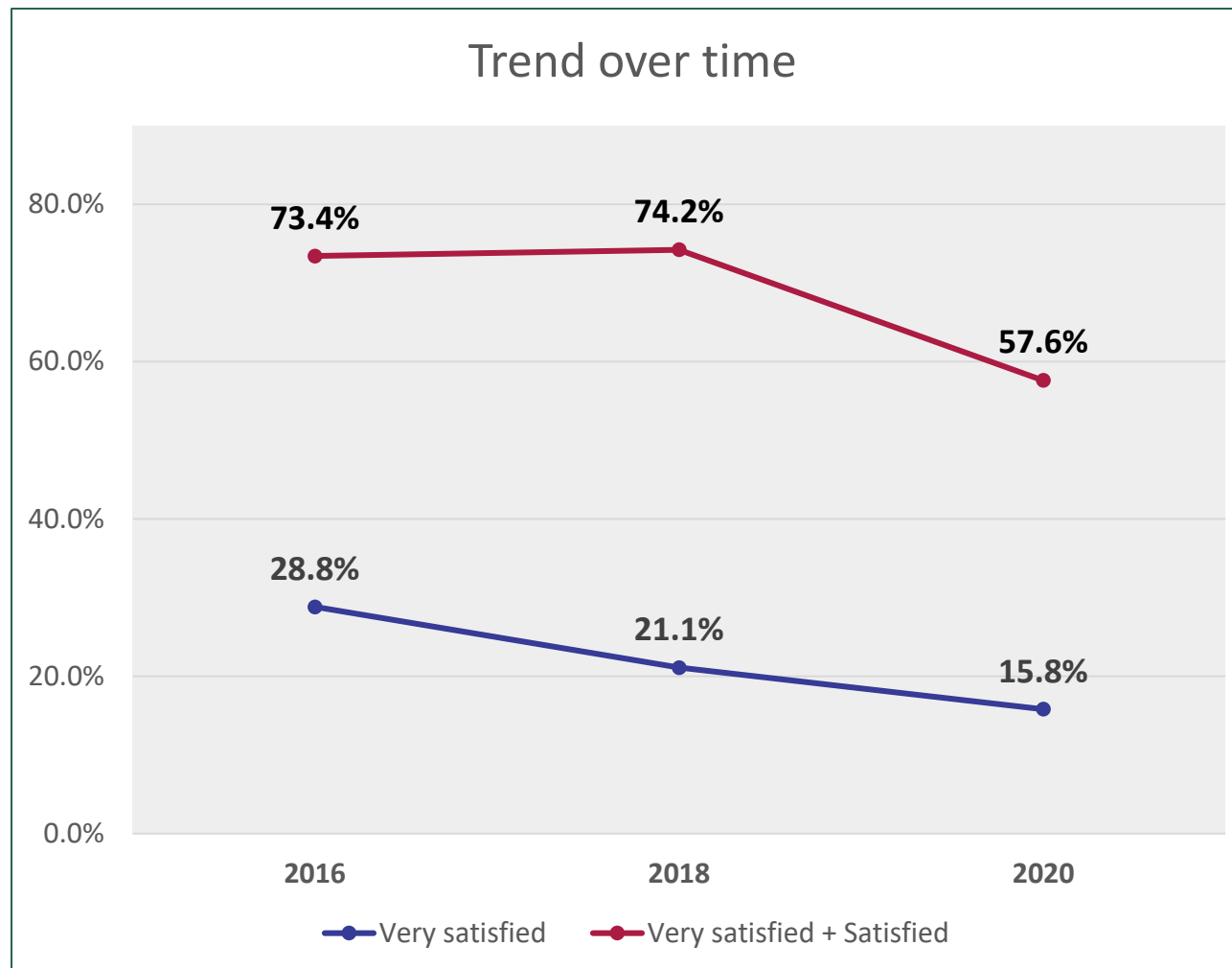
n = 526; n=169 no response and unsure and do not receive service excluded

# BUSHFIRE PREVENTION AND CONTROL

Over the last 2 years and following the recent bushfire season overall satisfaction has fallen with bushfire prevention and control and dissatisfaction has increased.

Very satisfied + satisfied – 57.6% this is a significant decline compared to 2016 and 2018.

- Very satisfied – declined significantly from 2016 to 2018 and again from 2018 to 2020, a continuing downward trend from 2016.
- Dissatisfied or very dissatisfied – increased significantly to 17.7% up from 12.9% in 2018.



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.

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

Results very similar to 2018, good levels of satisfaction with all three areas.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Sport and recreation facilities and grounds	19.4%	66.9%	Results same as 2018 but showing an overall declining trend compared to 2016.
Community buildings, halls and public toilets	13.8%	61.4%	Results same as 2018, stemming the decline which occurred between 2016 and 2018.
Parks and reserves in your area	20.3%	74.4%	High results the same as 2018, stemming the decline which occurred between 2016 and 2018.



# SPORT AND RECREATION FACILITIES

- **Very satisfied + satisfied – 66.9%**
- **Very satisfied – 19.4%**
- **Dissatisfied or very dissatisfied – 12.6%**

## Who is satisfied?

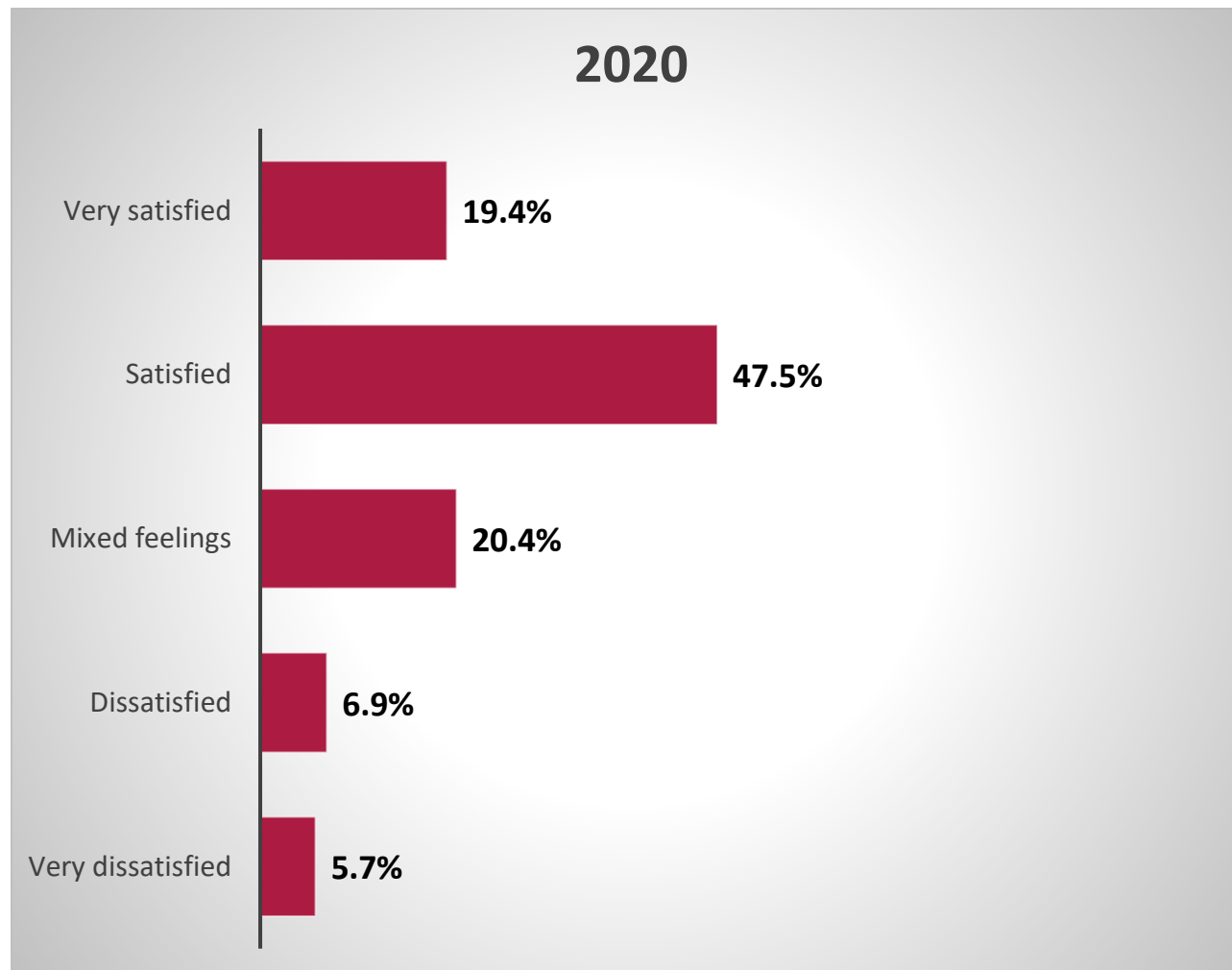
Non resident ratepayers significantly more satisfied.

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

Resident ratepayers, particularly owner occupiers.

## Who has a higher level of dissatisfaction?

No one group of significant size stands out.

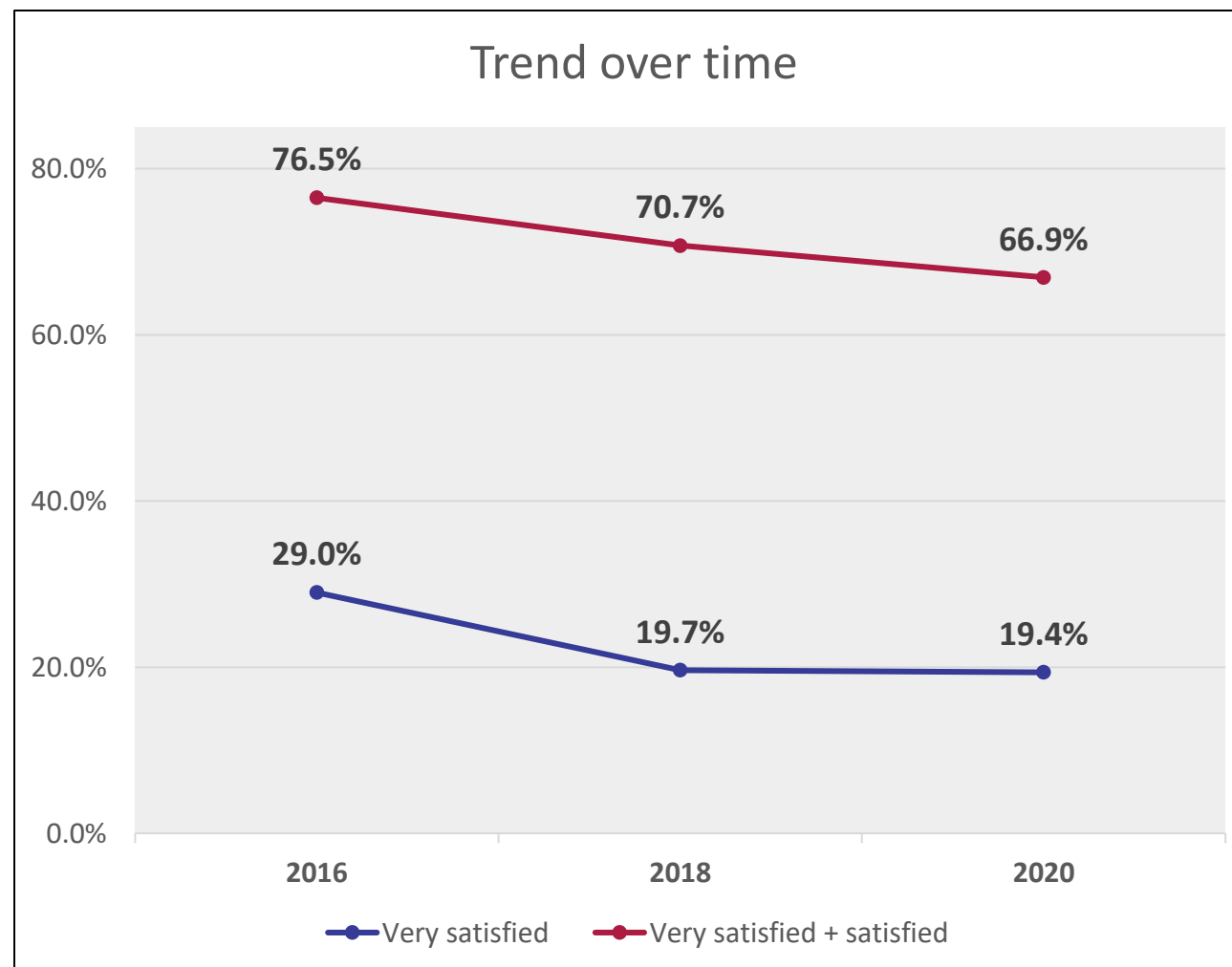


Q6. How satisfied have you been with the following areas (FACILITIES) over the past 12 months.  
n = 505; n=190 no response, don't know, did not use



# SPORT AND RECREATION

- **Very satisfied + satisfied – 66.9% similar to 2018; but showing an overall declining trend compared to 2016.**
- **Very satisfied – 19.4%, similar to 2018; but showing an overall decline compared to 2016.**
- **Dissatisfied or very dissatisfied – 12.6%, similar to 2018 and 2016.**



Q6. How satisfied have you been with the following areas (FACILITIES) over the past 12 months. 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

- **Very satisfied + satisfied – 61.4%**
- **Very satisfied – 13.8%**
- **Dissatisfied or very dissatisfied – 16.9%**

## Who is satisfied?

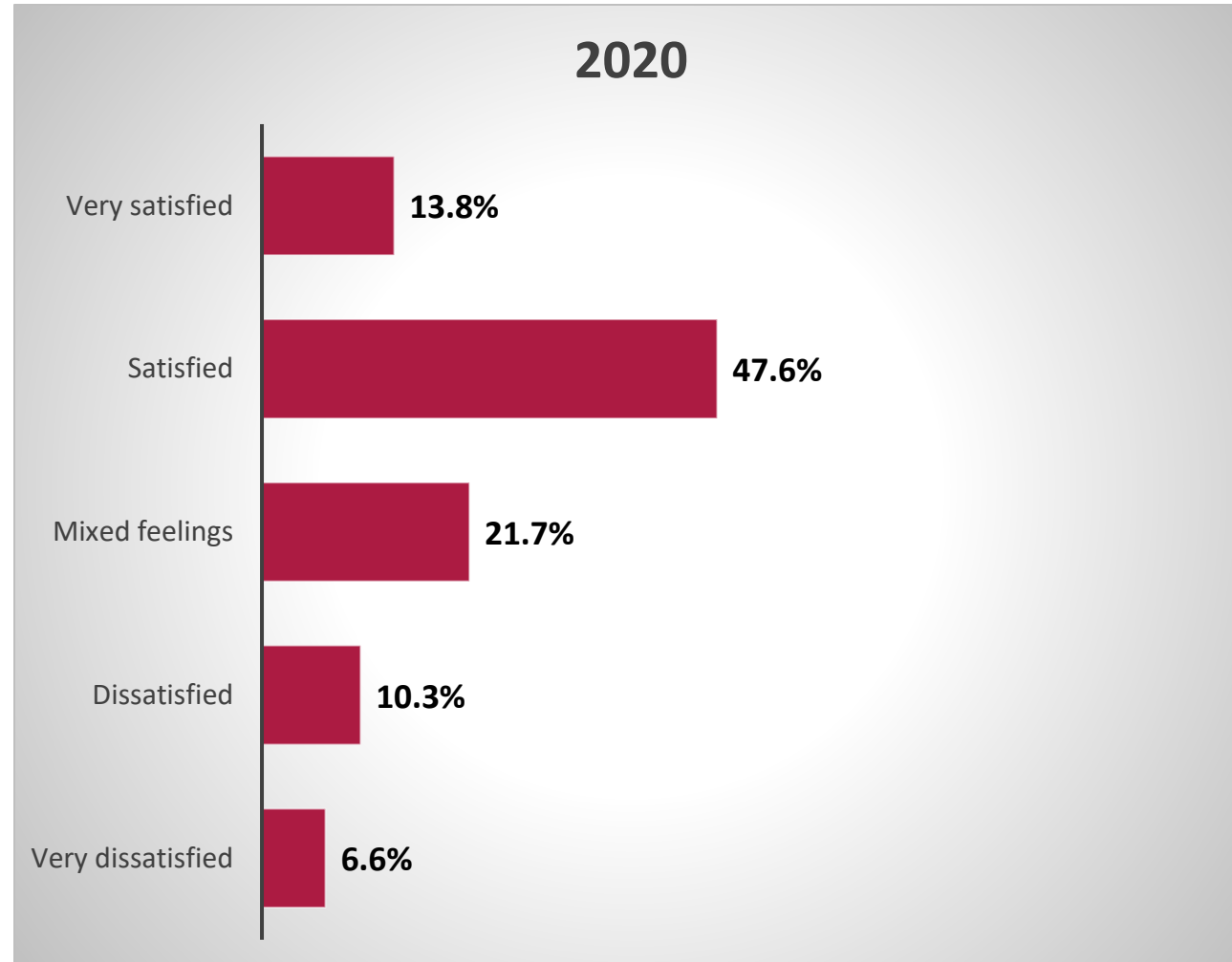
Non resident ratepayers and residents of Gingin and rural, the latter group were twice as likely to be very satisfied.

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

Resident ratepayers, particularly owner occupiers.

## Who has a higher level of dissatisfaction?

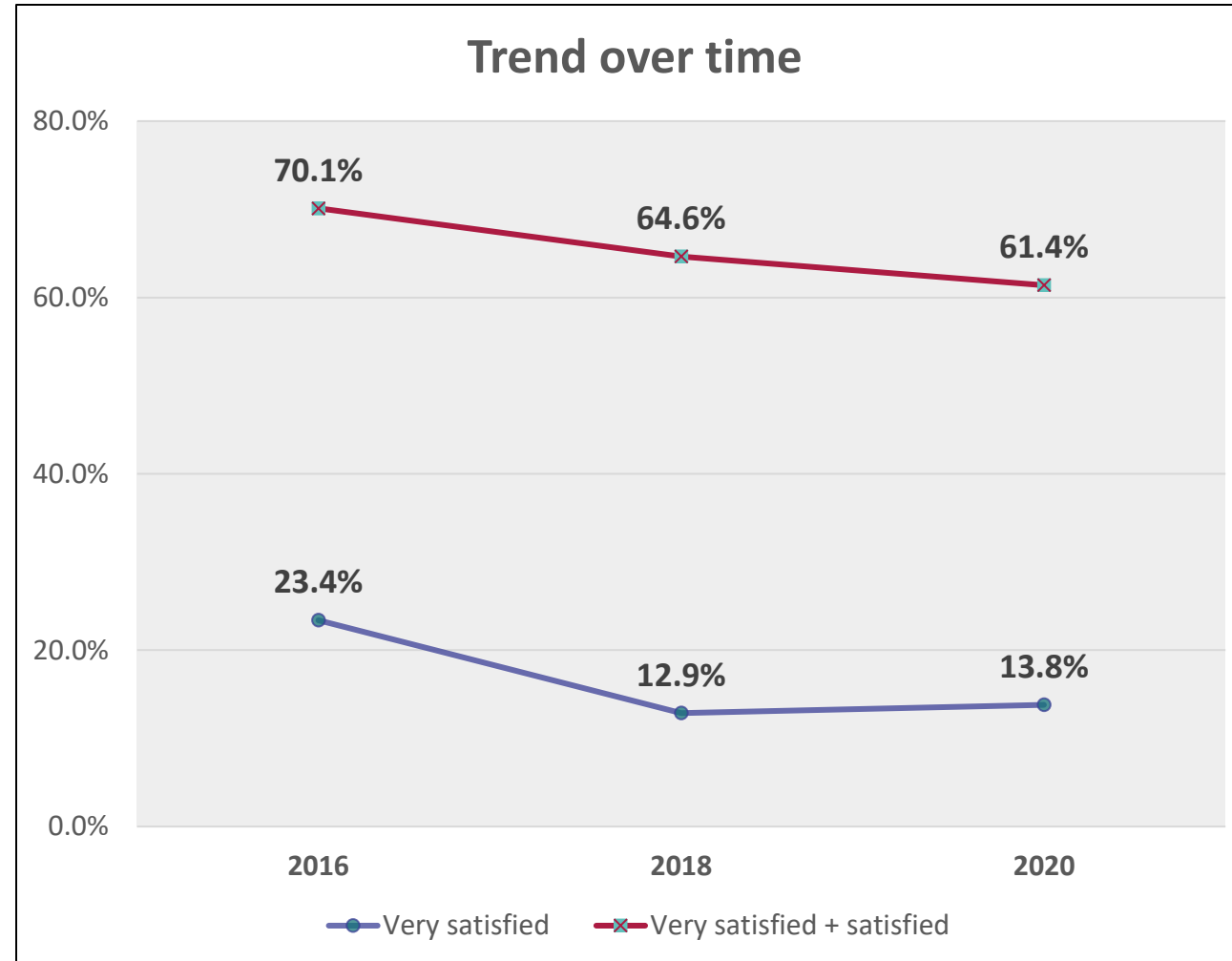
No one group of significant size stands out.



Q6. How satisfied have you been with the following areas (FACILITIES) over the past 12 months. n = 572; 123 no response, don't know, did not use

# COMMUNITY BUILDINGS

- **Very satisfied + satisfied – 61.4% similar to 2018; and stemming the decline which occurred between 2016 and 2018.**
- **Very satisfied – 13.8% similar to 2018; and stemming the decline which occurred between 2016 and 2018.**
- **Dissatisfied or very dissatisfied – 16.9% similar to 2016 and 2018.**



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

# PARKS AND RESERVES

- **Very satisfied + satisfied – 74.4%**
- **Very satisfied – 20.3%**
- **Dissatisfied or very dissatisfied – 9.7%**

## Who is satisfied?

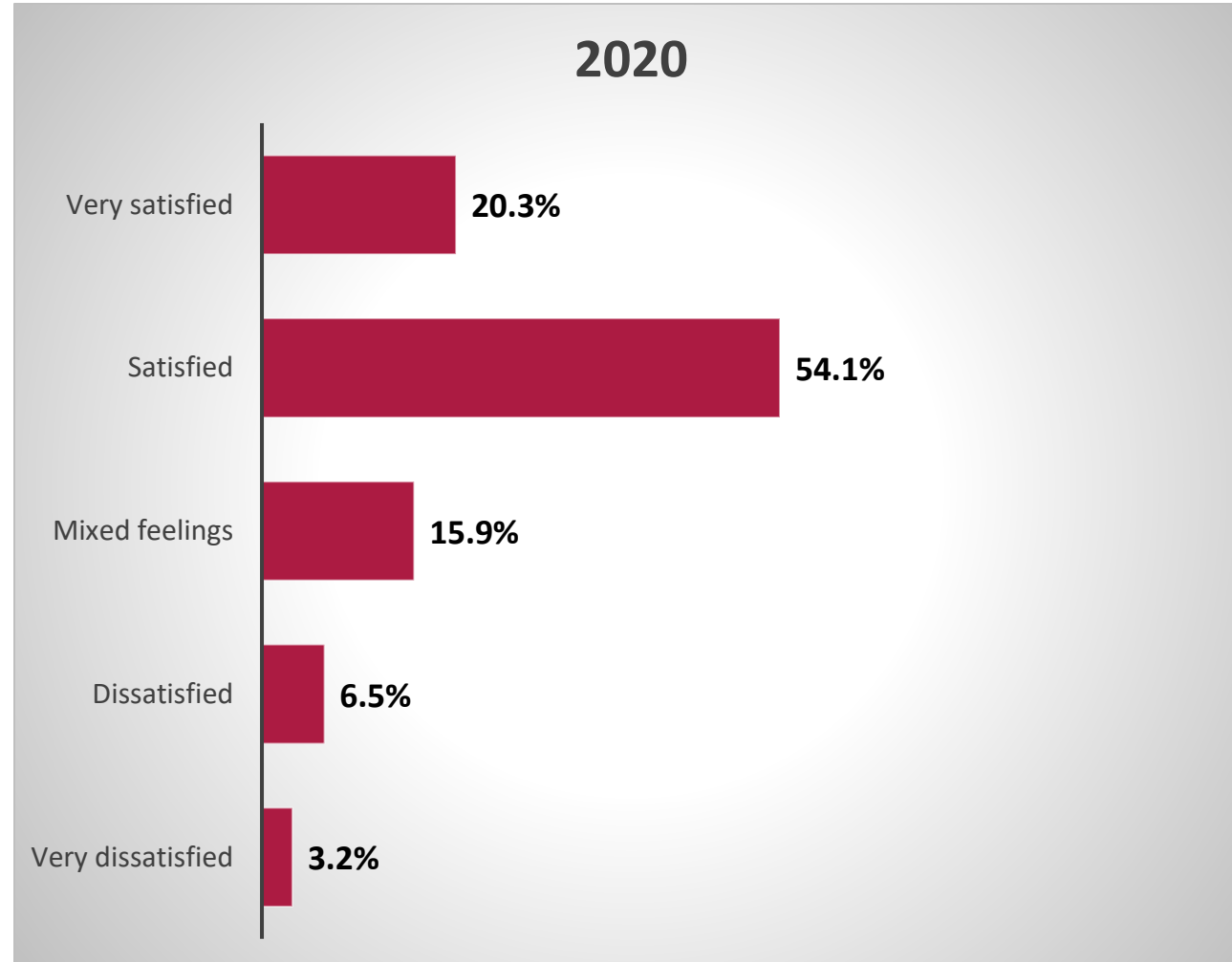
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

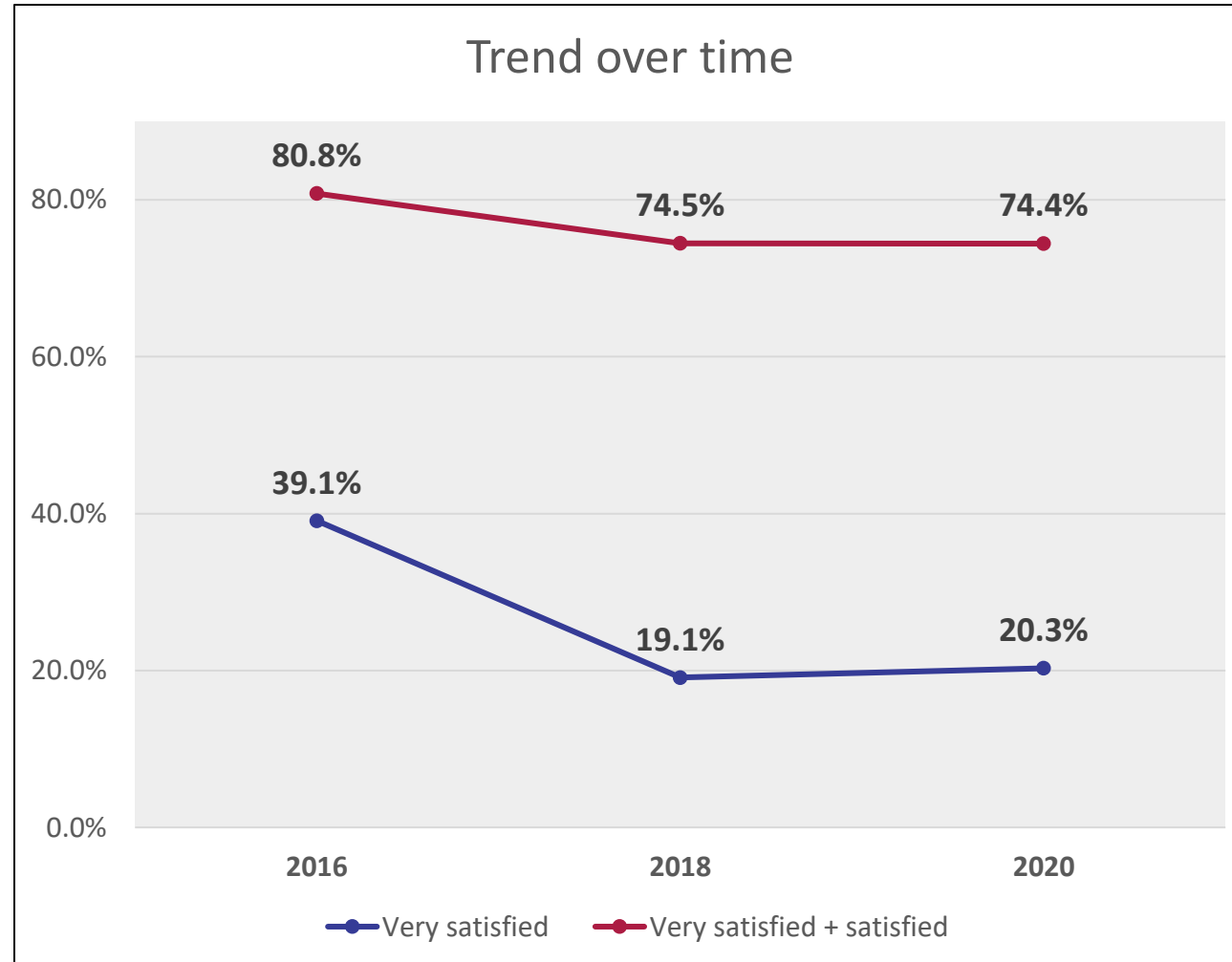
Males were twice as likely to be dissatisfied as females.



*Q6. How satisfied have you been with the following areas (FACILITIES) over the past 12 months.  
n = 597; n=98 no response, don't know, did not use*

# PARKS AND RESERVES

- **Very satisfied + satisfied – 74.4% similar to 2018; and stemming the decline which occurred between 2016 and 2018.**
- **Very satisfied – 20.3% similar to 2018; and stemming the decline which occurred between 2016 and 2018.**
- **Dissatisfied or very dissatisfied – 9.7% similar to 2016 and 2018.**



Q6. How satisfied have you been with the following areas (FACILITIES) over the past 12 months. 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

# COMMUNITY SERVICES

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Shire events e.g. Lancelin/ Gingin Triathlons	22.0%	74.8%	Results similar to 2018
Gingin and Lancelin libraries	33.9%	85.5%	Results good with very satisfied results increasing in 2020
General practice service (doctor)	35.7%	68.9%	Results almost identical to 2018; half of those satisfied are very satisfied.



# SHIRE EVENTS

- Very satisfied + satisfied – 74.8%
- Very satisfied – 22.0%
- Dissatisfied or very dissatisfied – 5.5%

## Who is satisfied?

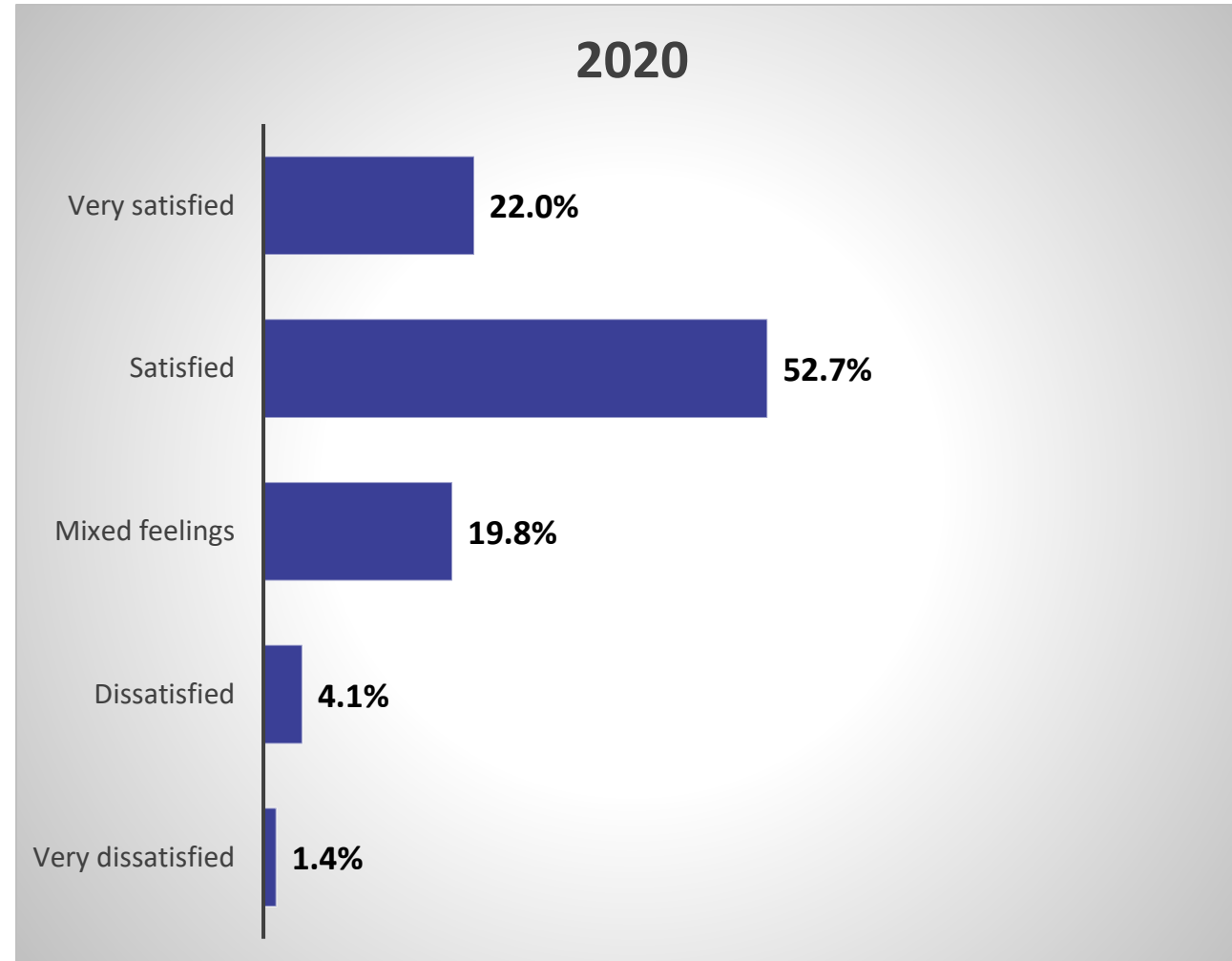
Women are twice as likely to be very satisfied as men.

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

The 45-64 age group are the least satisfied with Shire events.

## Who has a higher level of dissatisfaction?

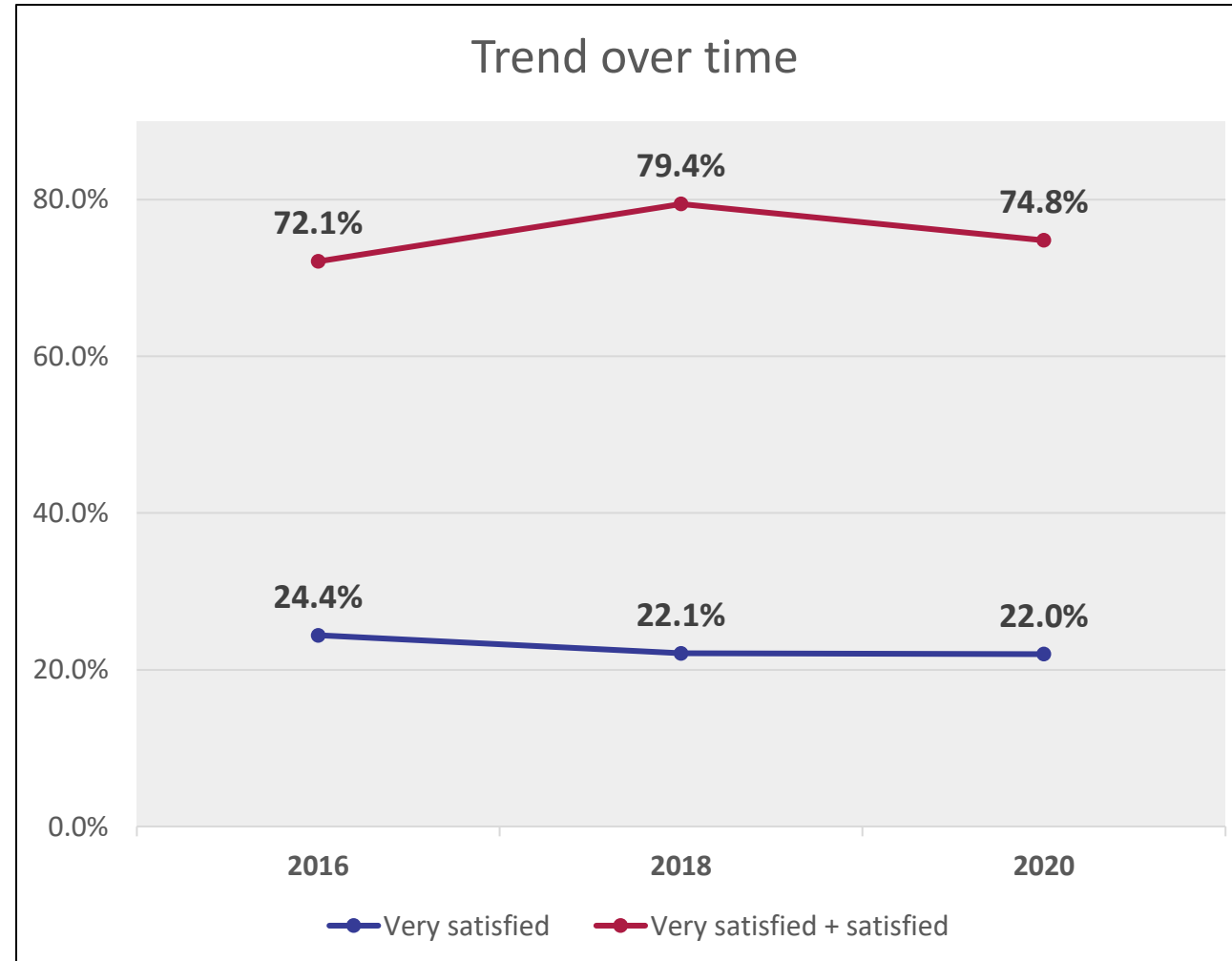
No one group stands out.



Q6. How satisfied have you been with the following areas (SERVICES) over the past 12 months.  
n = 440; 255 no response, don't know, did not use

# SHIRE EVENTS

- Very satisfied + satisfied – 74.8% returning towards 2016 levels, though the decline is not statistically significant.
- Very satisfied – 22.0% similar to 2016 and 2018.
- Dissatisfied or very dissatisfied – 5.5% similar to 2018 and a significant improvement on 2016.



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



# GINGIN AND LANCELIN LIBRARIES

- Very satisfied + satisfied – 85.5%
- Very satisfied – 33.9%
- Dissatisfied or very dissatisfied – 5.0%

## Who is satisfied?

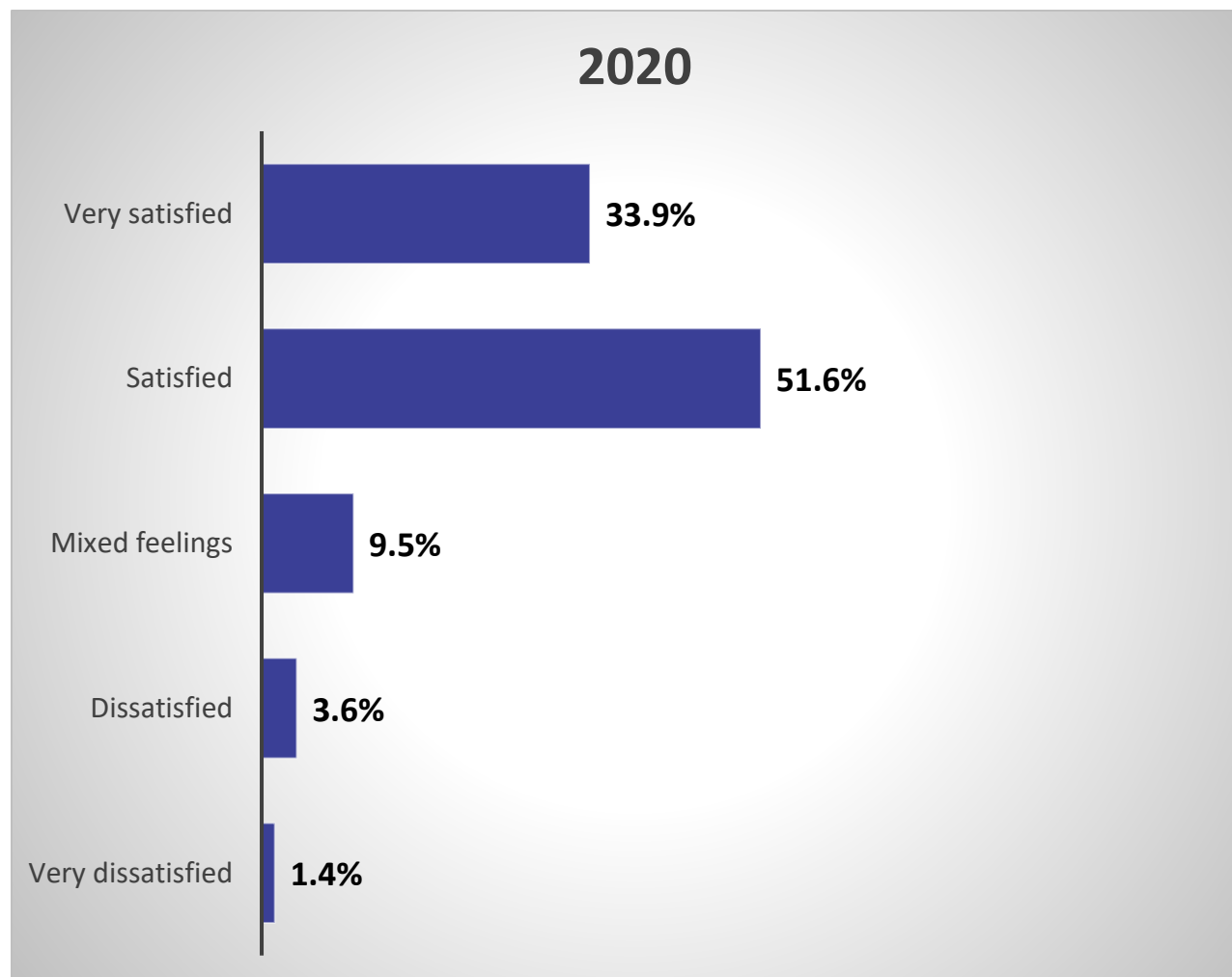
Women are almost twice as likely to be very satisfied compared to men; and in the under 45 age group 85.9% satisfied.

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

No one group stands out

## Who has a higher level of dissatisfaction?

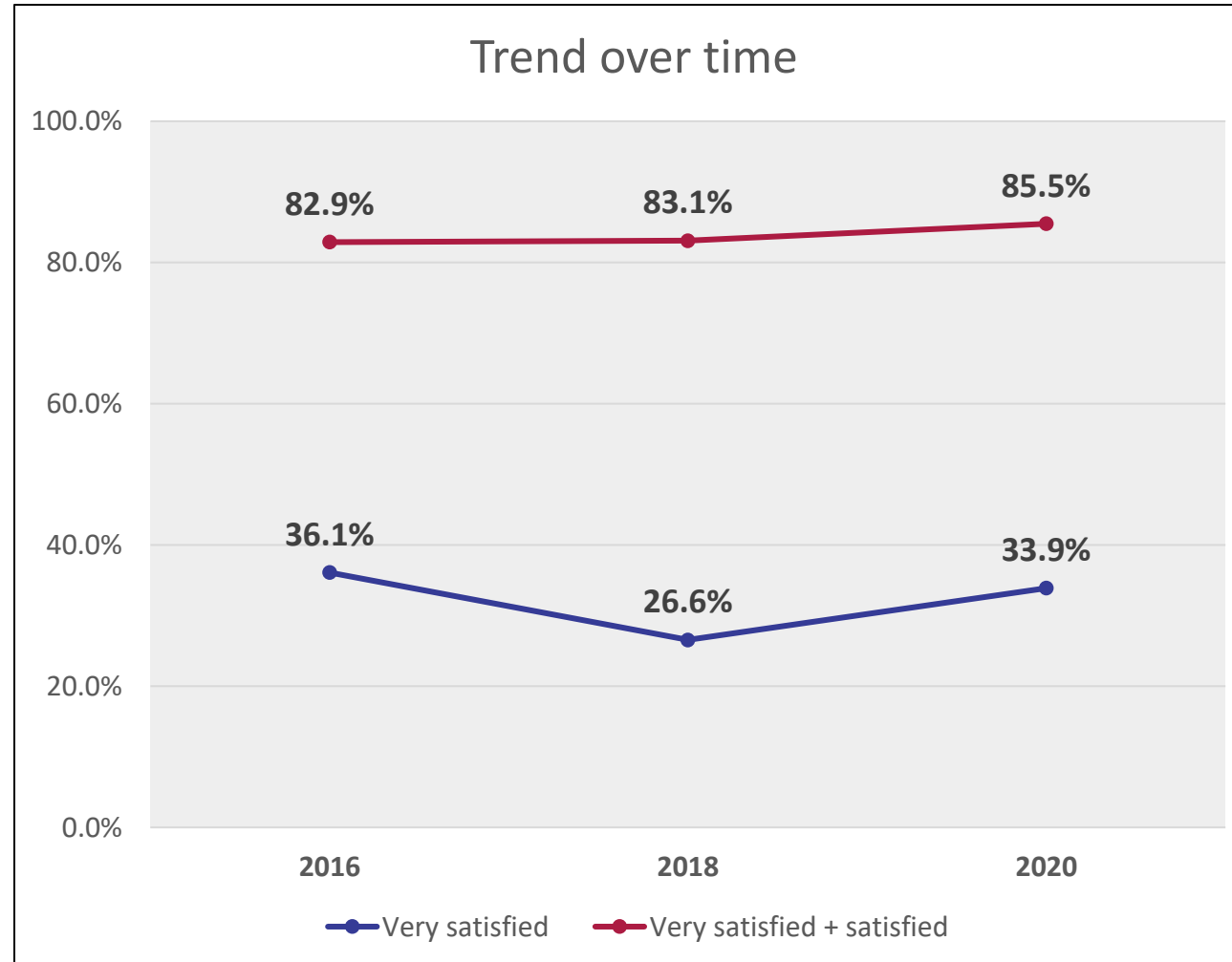
No one group stands out.



Q6. How satisfied have you been with the following areas (SERVICES) over the past 12 months.  
n = 221; 474 no response, don't know, did not use

# GINGIN AND LANCELIN LIBRARIES

- **Very satisfied + satisfied – 85.5% similar to 2016 and 2018.**
- **Very satisfied – 33.9% appears to have increased returning to 2016 levels but with the smaller sample size of users this is not a significant increase.**
- **Dissatisfied or very dissatisfied – 5.0% similar to 2016 and 2018.**



Q6. How satisfied have you been with the following areas (SERVICES) over the past 12 months. 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

# GENERAL PRACTICE SERVICES (DOCTOR)

- Very satisfied + satisfied – 68.9%
- Very satisfied – 35.7%
- Dissatisfied or very dissatisfied –16.2%

## Who is satisfied?

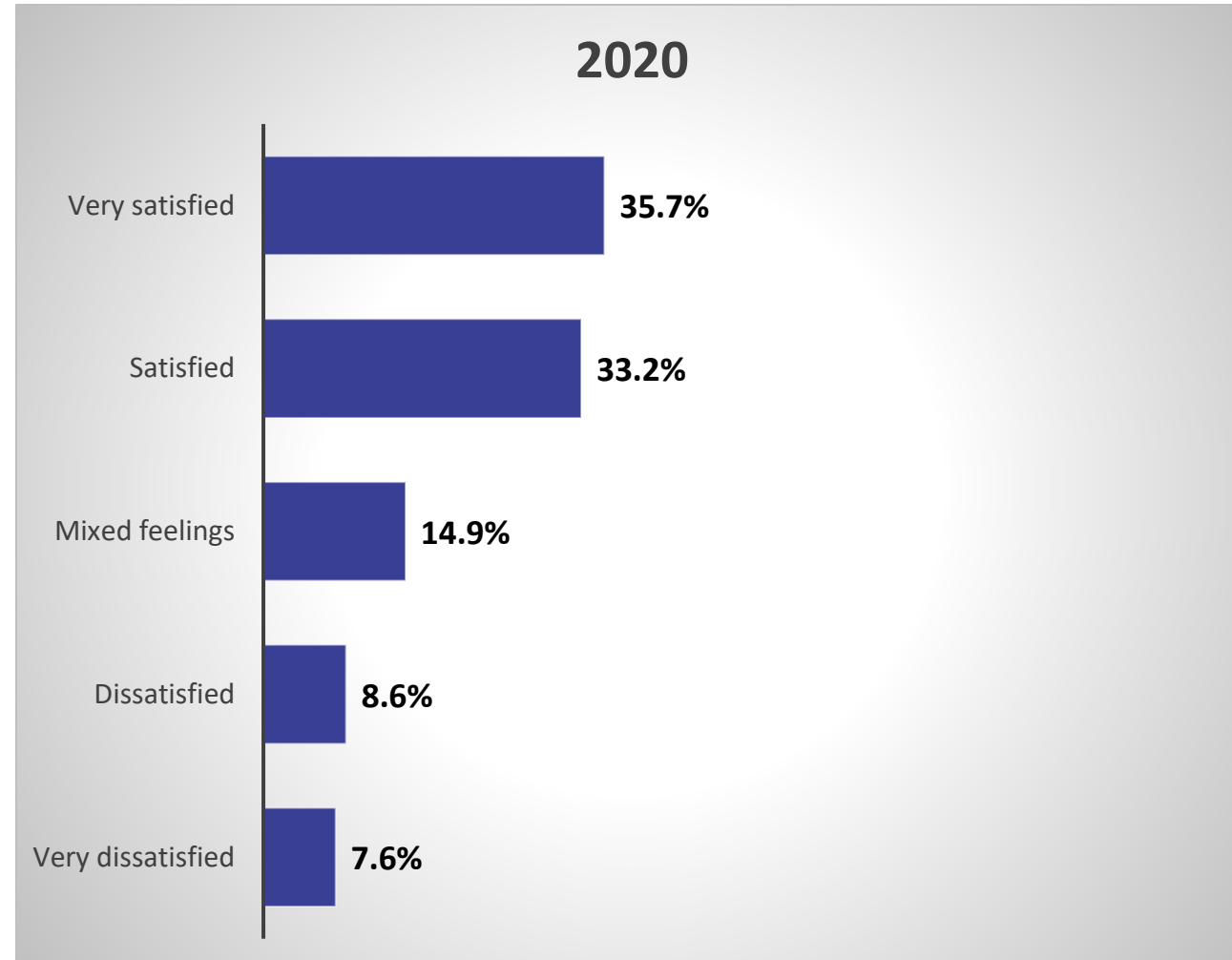
Upper coastal (6043 & 6044) including Breton Bay significantly more satisfied particularly those who use the general practice at Lancelin (87.6% satisfied). Almost ½ of the 65+ age group are very satisfied.

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

Gingin and rural 6503 only 51.1% satisfied.

## Who has a higher level of dissatisfaction?

Gingin and rural 6503 1 in 4 not satisfied. Those using the Bindoon practice (57.1% dissatisfied but small sample) and those using other medical practices outside the Shire (33.0% dissatisfied).

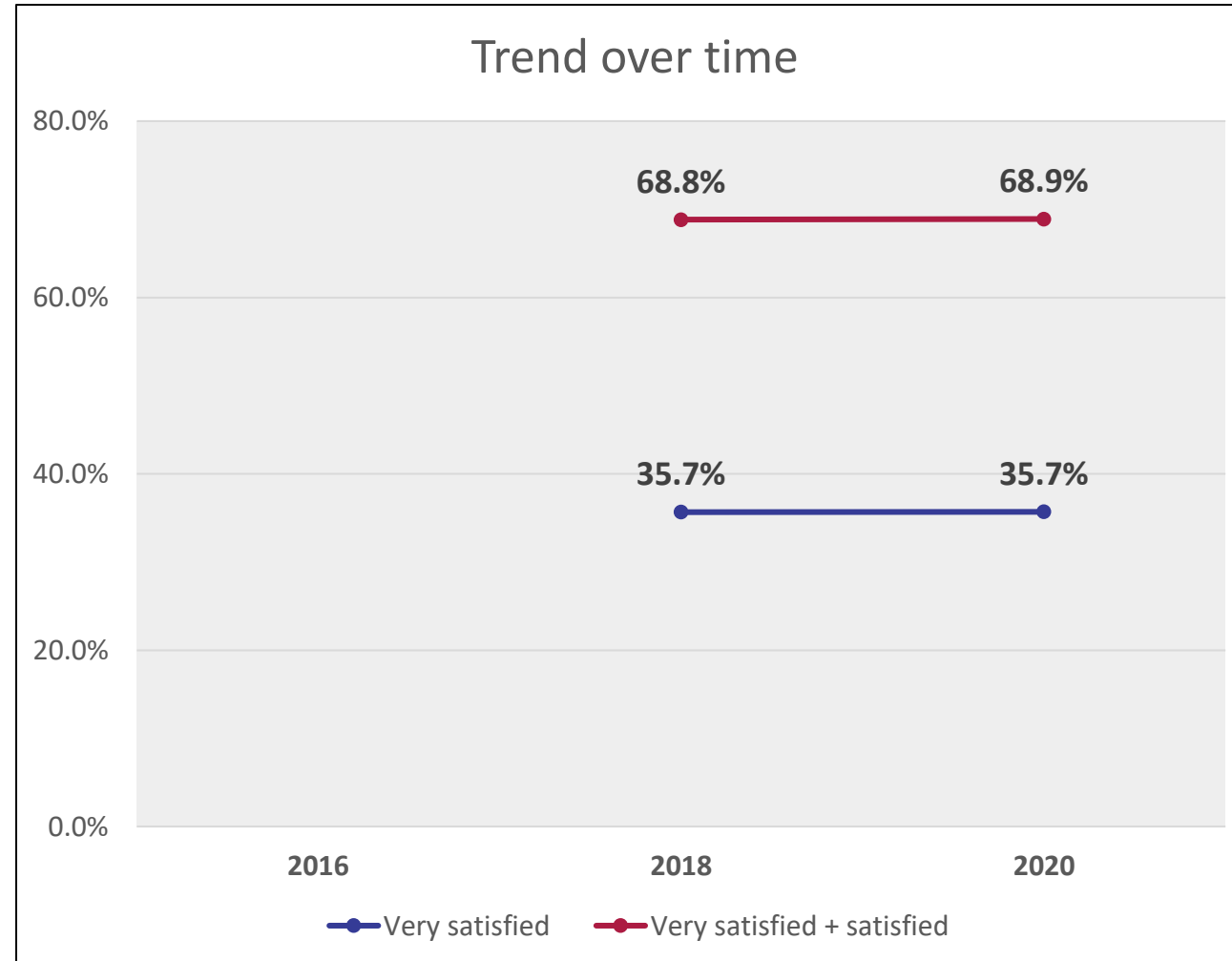


Q6. How satisfied have you been with the following areas (SERVICES) over the past 12 months. n = 370; total n = 695; 325 no response, don't know, did not use

# GENERAL PRACTICE SERVICES (DOCTOR)

Results almost identical to 2018, which was the first year this was measured:

- Very satisfied + satisfied – 68.9%.
- Very satisfied – 35.7%.
- Dissatisfied or very dissatisfied – 16.2%.



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

# COMMENTS ABOUT COMMUNITY FACILITIES OR SERVICES

## Comments about community facilities or services

A continuing need for improved medical services (these comments were particularly made by residents at Gingin and Rural)	<b>31.2%</b>
Toilets – more / upgraded, cleaner and disability access	<b>16.0%</b>
Upgrade community facilities	<b>11.5%</b>
Encourage tourism and tourism information	<b>7.4%</b>
Improve customer service and make staff more approachable including the Ranger services	<b>7.1%</b>
Rubbish collection issues including green waste	<b>5.8%</b>
Upgrade roads including signage, drainage and curving	<b>5.5%</b>
Improved cycle paths and walking trails	<b>5.5%</b>
Park equipment and barbeques	<b>5.2%</b>
Upgrade sport and recreation facilities	<b>5.2%</b>
Improve emergency services and bushfire brigade plus fire breaks and bushfire preparation	<b>5.2%</b>
Demonstrate effective leadership and governance, including handling of medical services and replacing the CEO	<b>4.9%</b>
Providing access to services and facilities	<b>4.9%</b>

# COMMENTS ABOUT COMMUNITY FACILITIES OR SERVICES



*Another doctor in Lancelin would be great.*



*The verge collection – green waste is very restrictive and not well notified of the requirements.*



*The Rangers' rosters need to operate past 5:00pm and into the evenings.*



*Need toilets and disability toilets at the cemetery.*



*Guilderton men's toilets on the front near the shop are appalling, public toilets in Woodbridge need upgrading.*



# GOVERNANCE

How the community is informed has improved with significantly more residents and ratepayers satisfied or very satisfied compared to 2016 and more people are very satisfied with the way in which they are informed about local issues.

Row %	Very satisfied	Very satisfied + satisfied	Commentary
Community consultation and engagement	4.3%	44.0%	Upward trend in satisfaction but not a large enough improvement to be significant
How the community is informed about local issues	11.2%	58.5%	Improvements in all measures of how the community is informed
Decisions made in the interests of the community	5.0%	32.5%	Results remained the same, continues to be an area of low satisfaction



# COMMUNITY CONSULTATION AND ENGAGEMENT

- Very satisfied + satisfied – 44.0%
- Very satisfied – 4.3%.
- Dissatisfied or very dissatisfied – 22.5%.

## Who is satisfied?

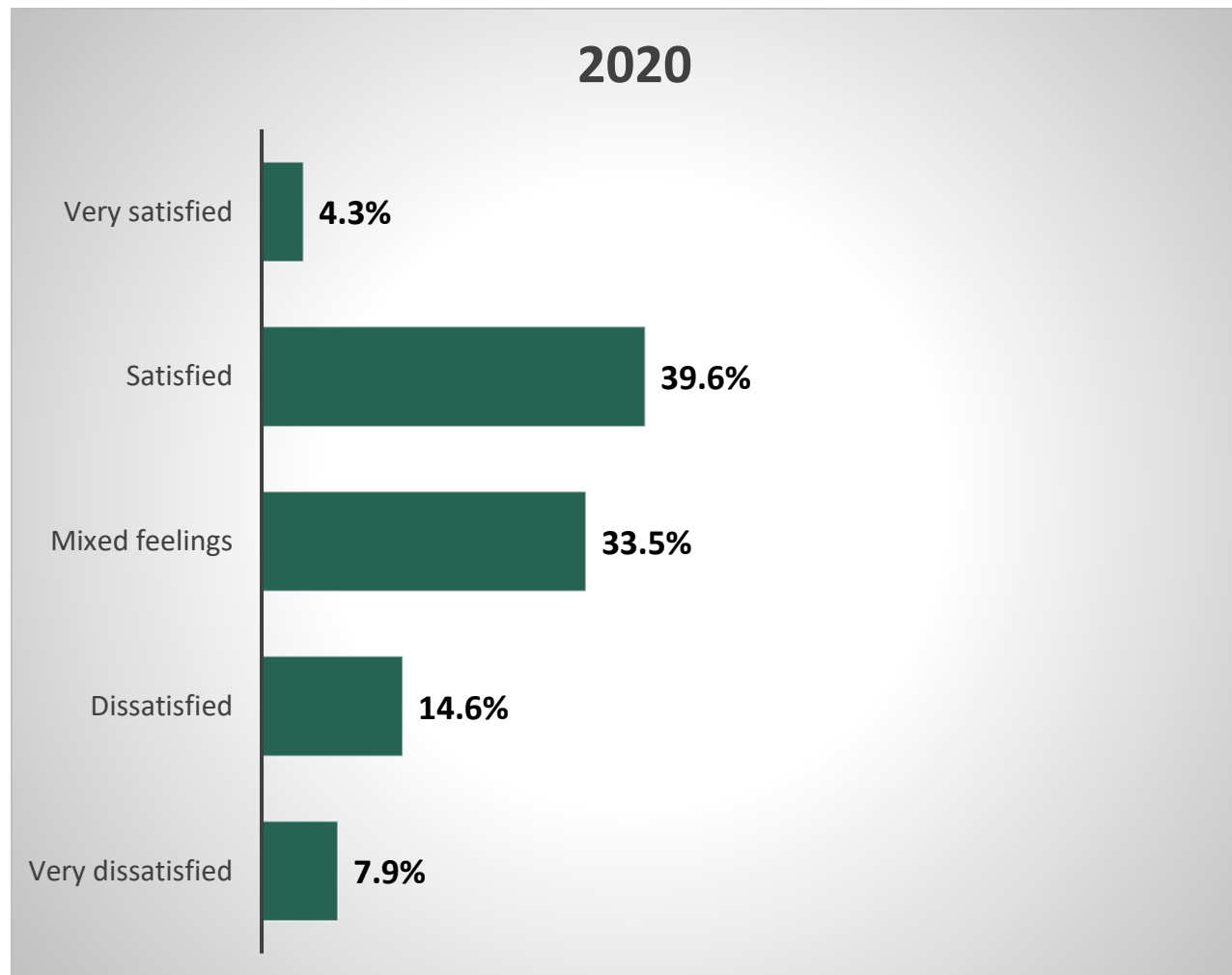
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.

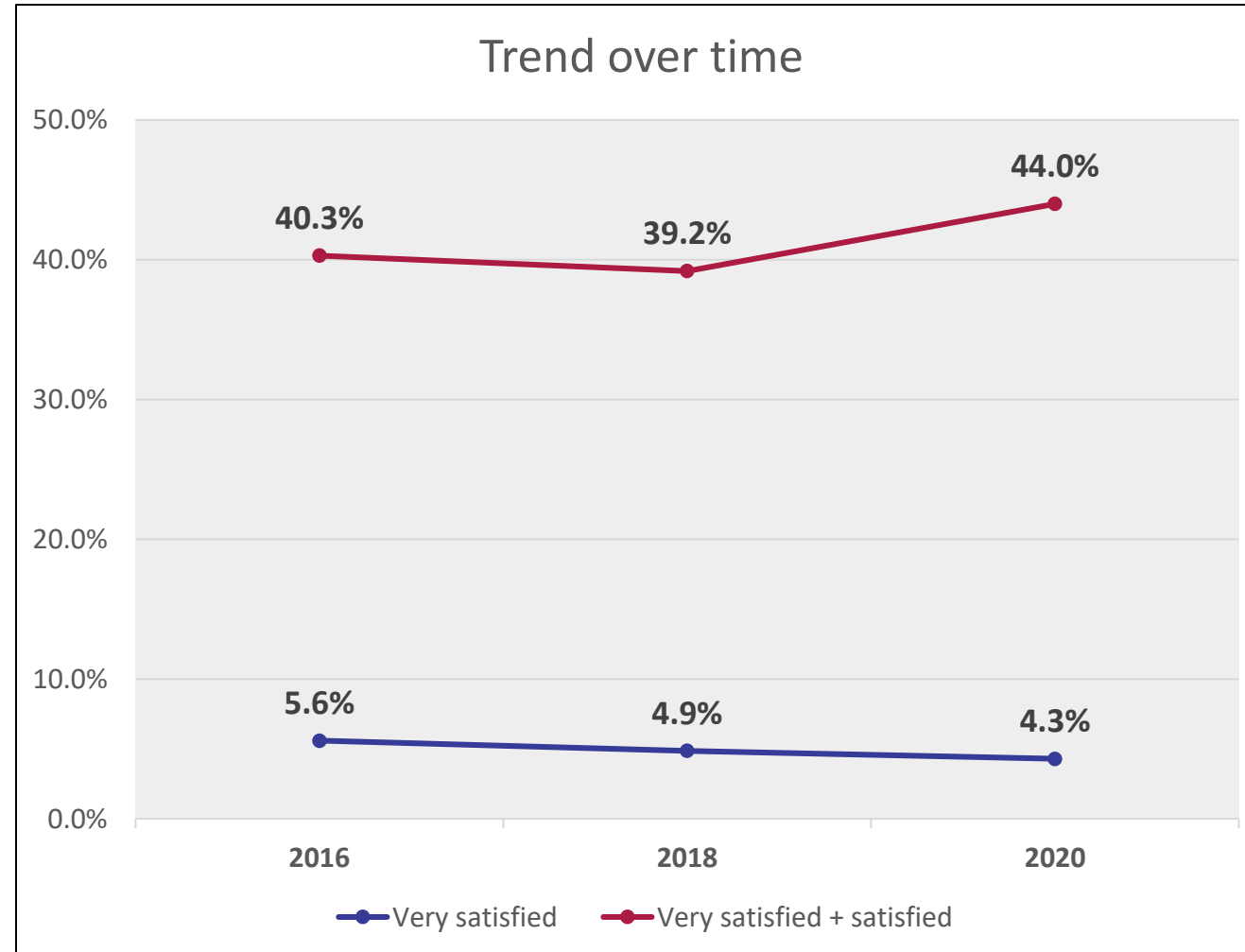


*Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. Community consultation and engagement  
n = 507; 188 no response, don't know, did not use*



# COMMUNITY CONSULTATION AND ENGAGEMENT

- **Very satisfied + satisfied – 44.0% showing an upward trend but not large enough to show a significant improvement. The result has remained similar to 2016 and 2018.**
- **Very satisfied – 4.3% similar to 2016 and 2018.**
- **Dissatisfied or very dissatisfied – 22.5% similar to 2016 and 2018.**



Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. Community consultation and engagement 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 – 58.5%.
- Very satisfied – 11.2%.
- Dissatisfied or very dissatisfied – 13.5%.

## Who is satisfied?

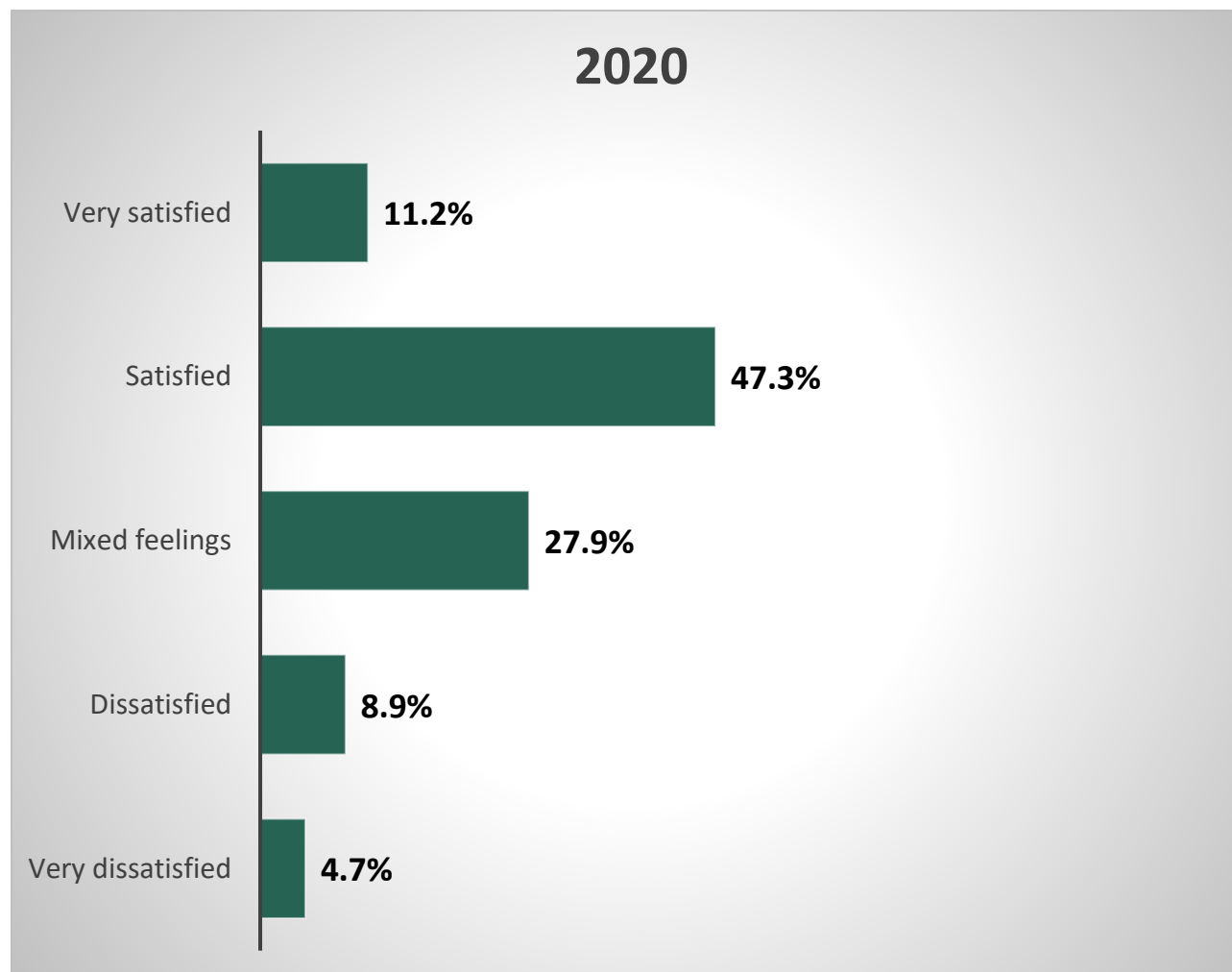
The 18-44 age group are the most satisfied with 74.4% satisfied or very satisfied.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.

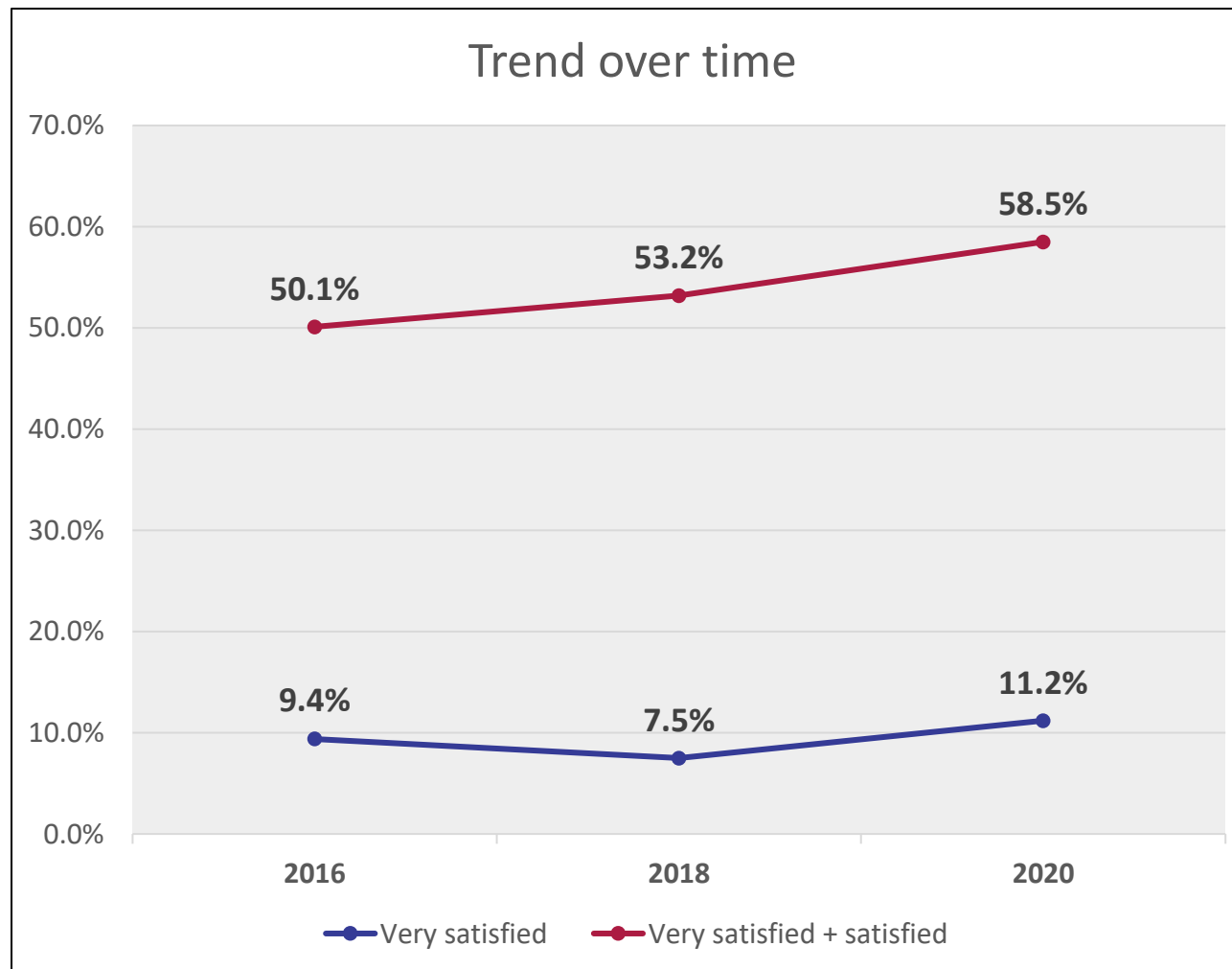


Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. How the community is informed about local issues (e.g. Facebook, website)  
n = 598; 97 no response, don't know, did not use

# HOW THE COMMUNITY IS INFORMED

## Improvements in all measures of how the community is informed:

- **Very satisfied + satisfied – 58.5% an upward trend and significant improvement compared to 2016.**
- **Very satisfied – 11.2% significant improvement compared to 2018.**
- **Dissatisfied or very dissatisfied – 13.5% significant improvement compared to 18.6% dissatisfied in 2018 and 19.1% in 2016.**



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)  
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 – 32.5%
- Very satisfied – 5.0%
- Dissatisfied or very dissatisfied – 28.9%

## Who is satisfied?

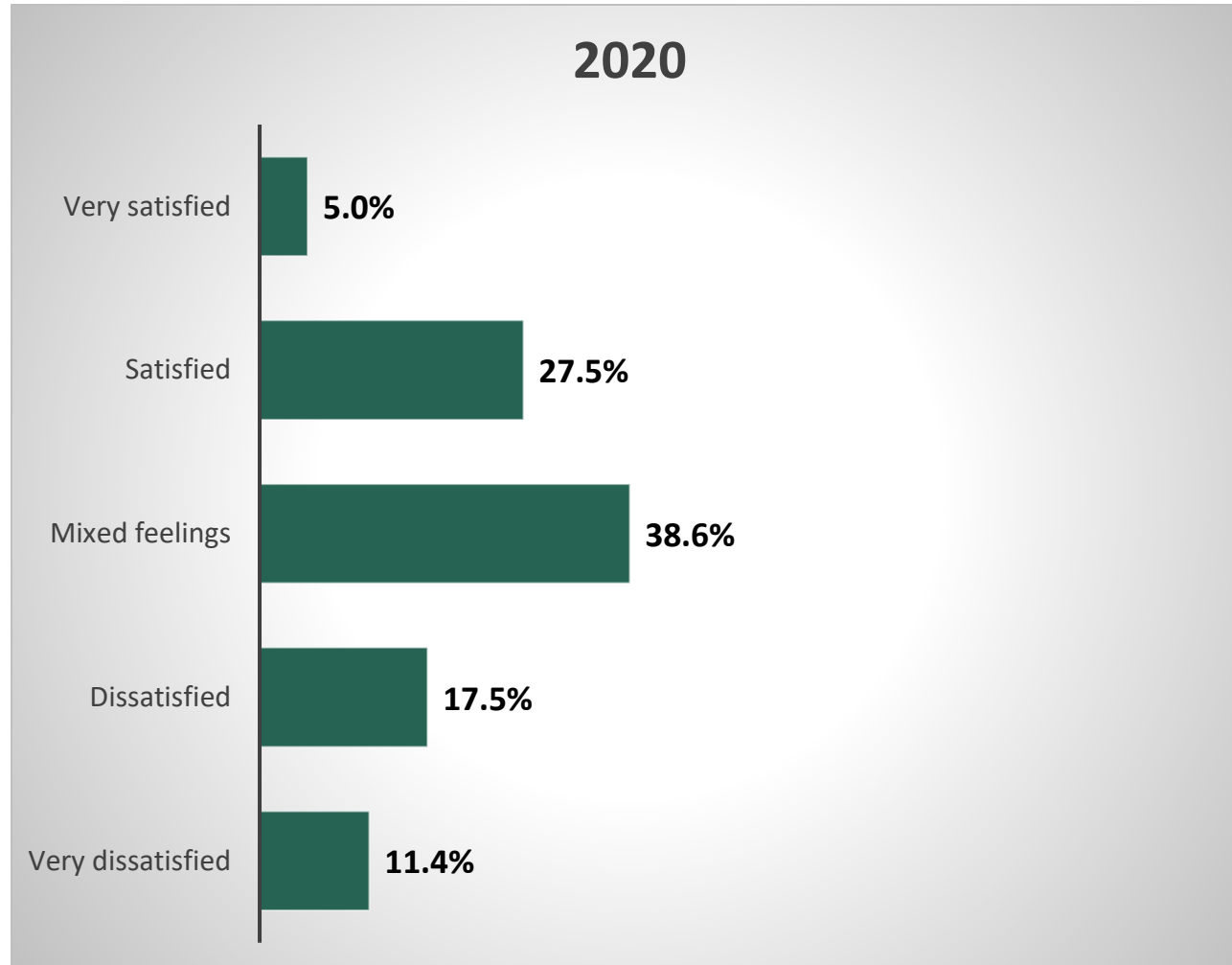
Non resident ratepayers (47.8% satisfied/very satisfied) almost twice as satisfied as residents owner occupiers (28.4%).

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

The majority of residents, particularly resident ratepayers express mixed feelings about the decisions made.

## Who has a higher level of dissatisfaction?

No one group stands out.

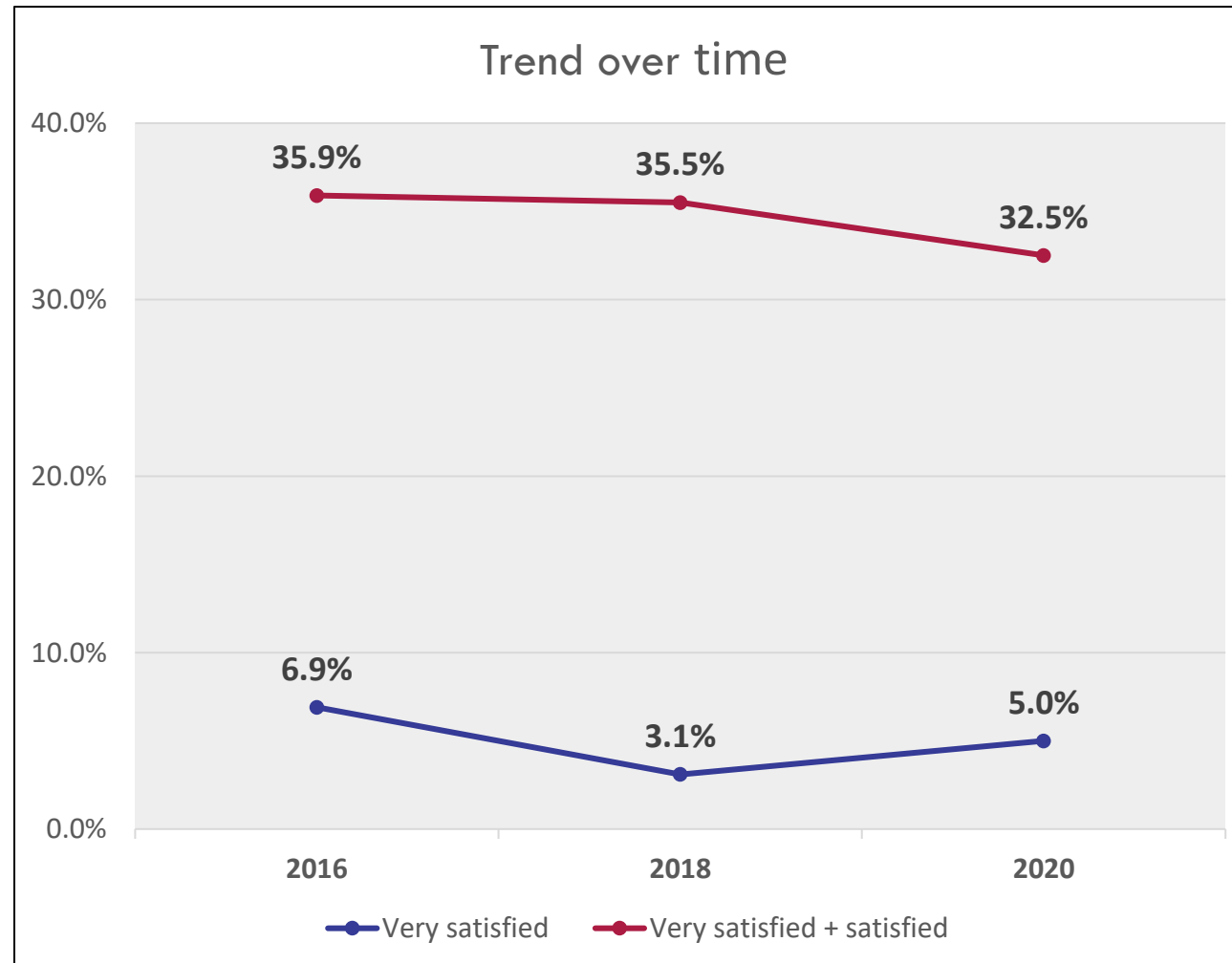


Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. Decisions made in the interests of the community  
n = 560; 135 no response, don't know, did not use

# DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

All results similar to 2018 and 2019:

- Very satisfied + satisfied – 32.5%.
- Very satisfied – 5.0%.
- Dissatisfied or very dissatisfied – 28.9%.



Q7. How satisfied have you been with the following areas (GOVERNANCE) over the past 12 months. Decisions made in the interests of the community  
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

These two areas have fairly low scoring levels of overall satisfaction and show a downward trend in resident and rate payer satisfaction compared to previous years.

	Very satisfied	Very satisfied + satisfied	
Conservation and environmental management	5.9%	40.9%	Very satisfied + satisfied shows a statistically significant decline compared to 2016 and 2018
Management of coastal erosion and inundation	4.9%	32.7%	A downward trend in overall satisfaction and an increase in dissatisfaction over the last 6 years

# CONSERVATION AND ENVIRONMENTAL MANAGEMENT

- **Very satisfied + satisfied – 40.9%**
- **Very satisfied – 5.9%**
- **Dissatisfied or very dissatisfied – 24.9%**

## Who is satisfied?

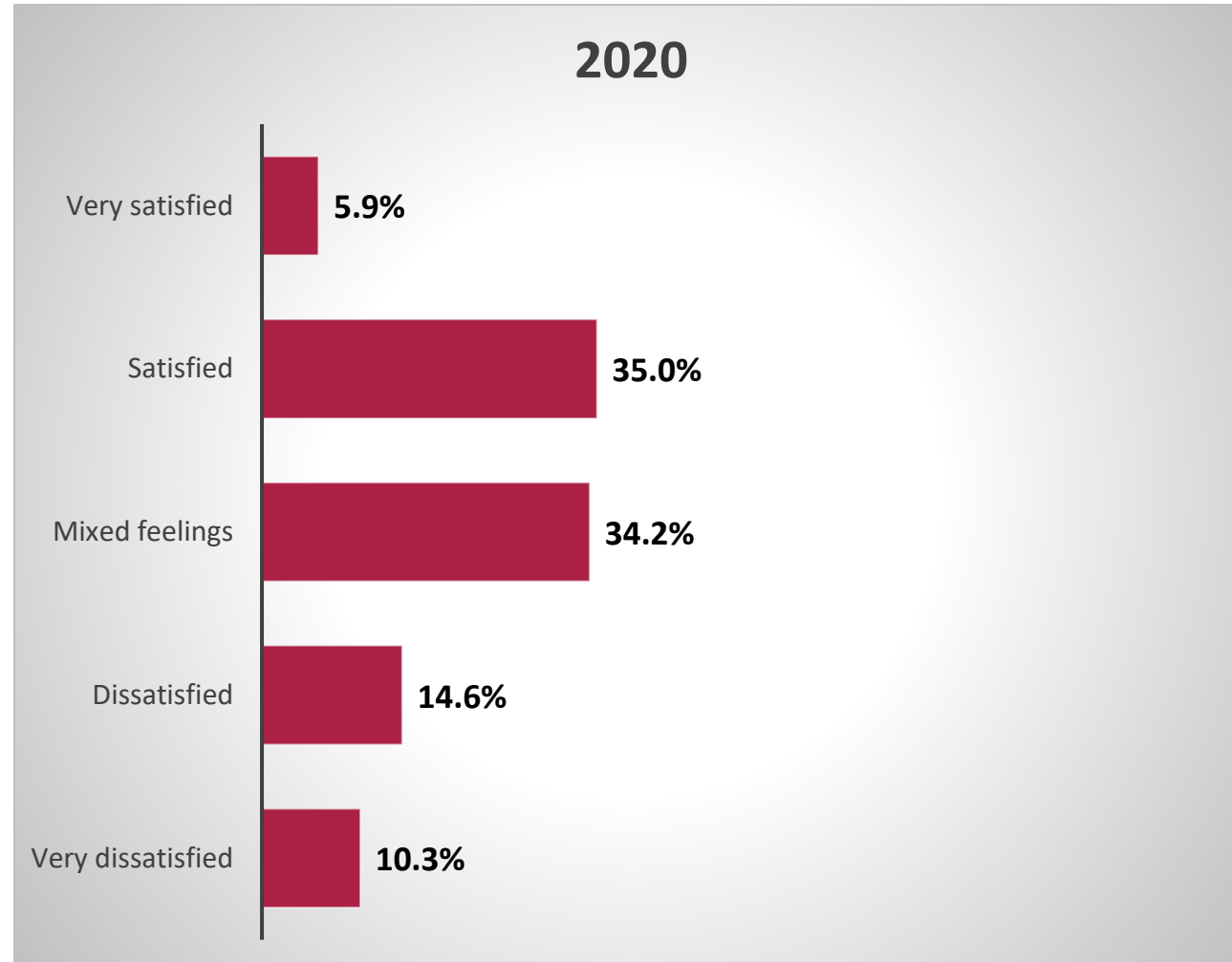
Lower Coastal 6041 & 6042, excluding Brenton Bay almost 50% satisfied or very satisfied.

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

Upper Coastal 6043 & 6044, including Breton Bay 6043 only 1 in 3 satisfied.

## Who has a higher level of dissatisfaction?

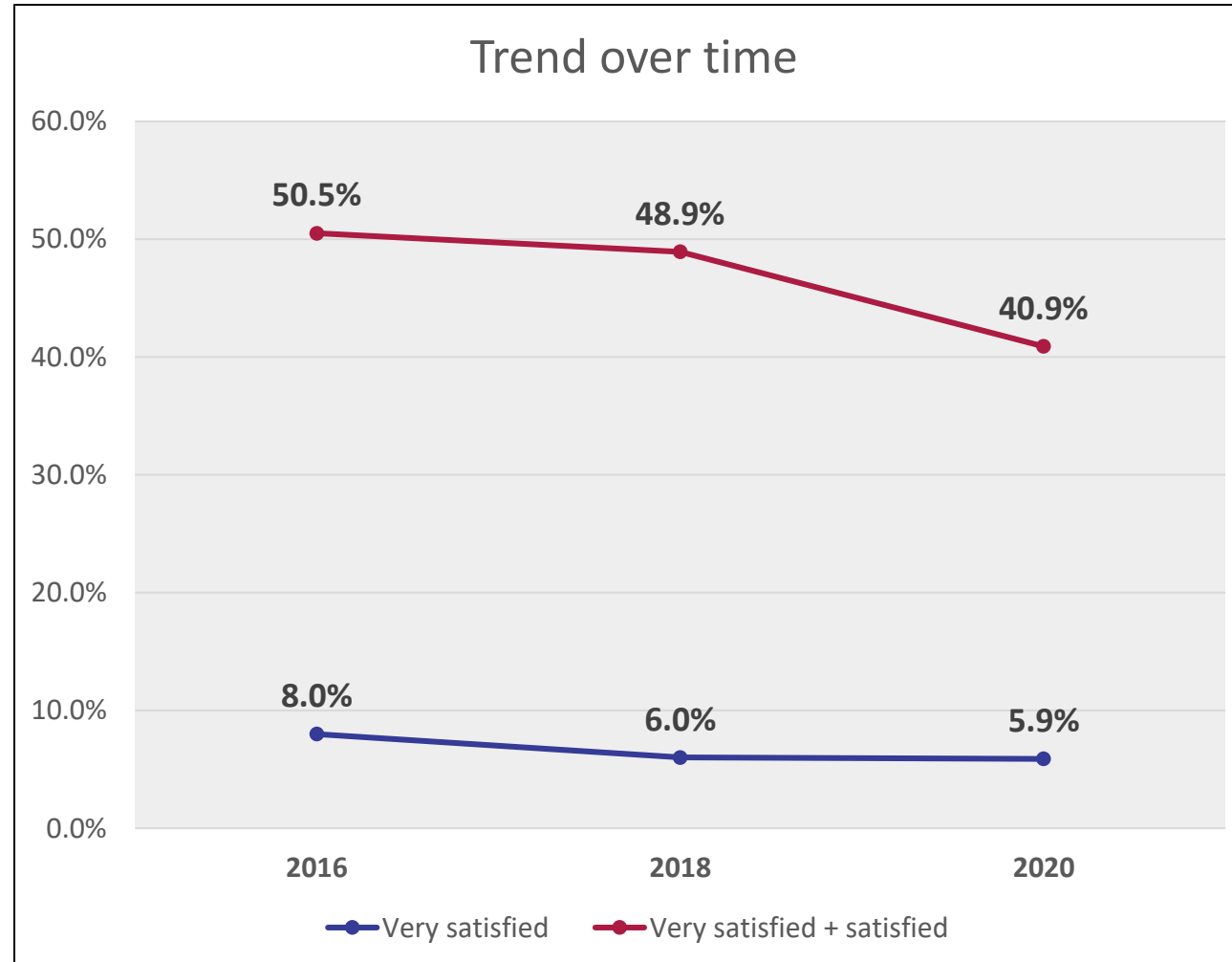
Lancelin and surrounds particularly.



*Q7. How satisfied have you been with the following areas (ENVIRONMENTAL MANAGEMENT) over the past 12 months. Conservation and environmental management n = 526; 181 no response, don't know, did not use*

# CONSERVATION AND ENVIRONMENTAL MANAGEMENT

- **Very satisfied + satisfied – 40.9%** a statistically significant decline compared to 2016 and 2018.
- **Very satisfied – 5.9%** similar to 2016 and 2018.
- **Dissatisfied or very dissatisfied – 24.9%** similar to 2016 and 2018.



Q7. How satisfied have you been with the following areas (ENVIRONMENTAL MANAGEMENT) over the past 12 months. Conservation and environmental management 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 – 32.7%**
- **Very satisfied – 4.9%**
- **Dissatisfied or very dissatisfied – 39.1%**

## Who is satisfied?

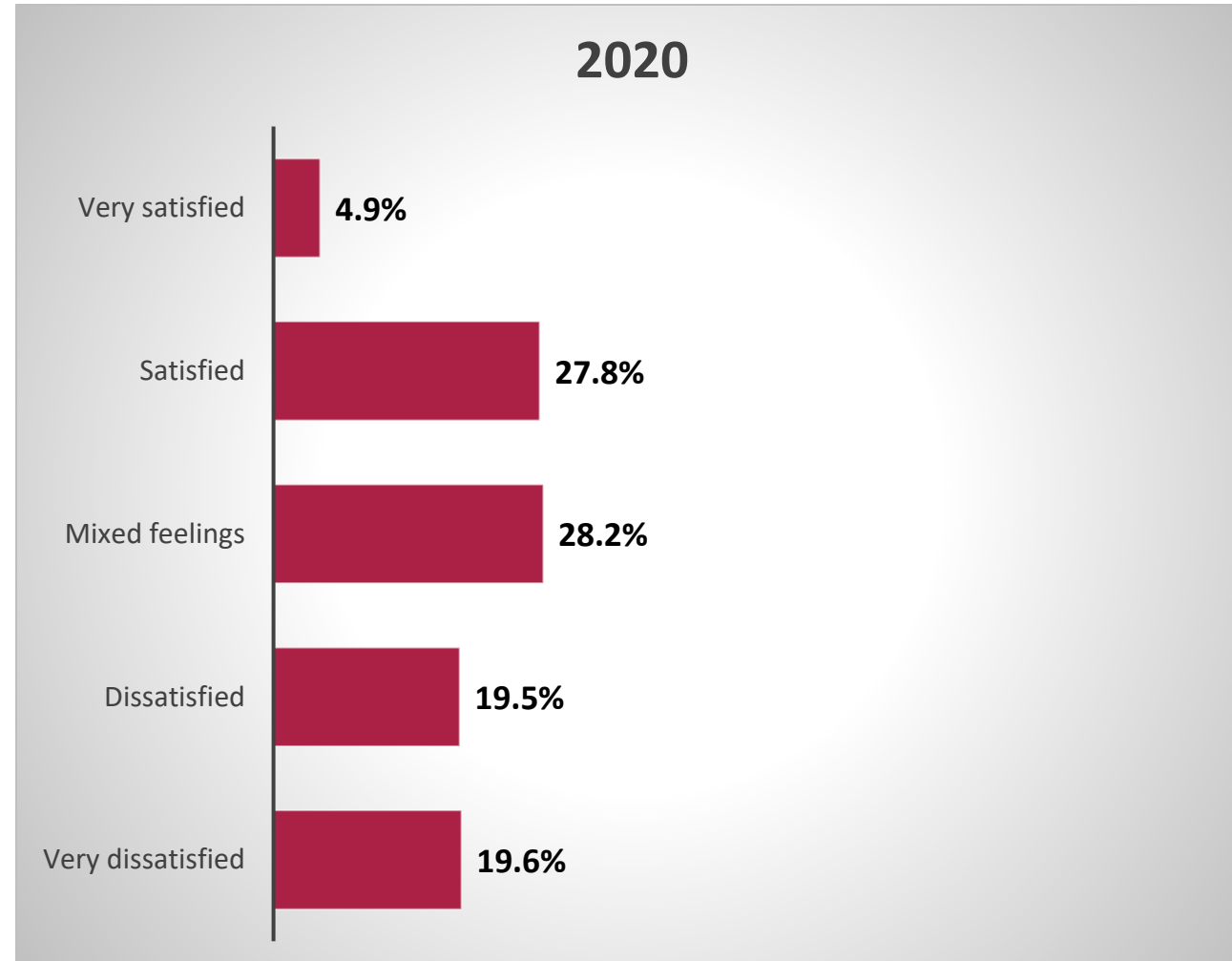
Lower Coastal 6041 & 6042, excluding Breton Bay 6043 and Gingin and rural 6503.

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

Almost half of the 18-44 age group express mixed feelings twice as many as other age groups.

## Who has a higher level of dissatisfaction?

Upper Coastal 6043 & 6044, including Breton Bay 6043 57.4% dissatisfied more than twice as many as in the other areas.

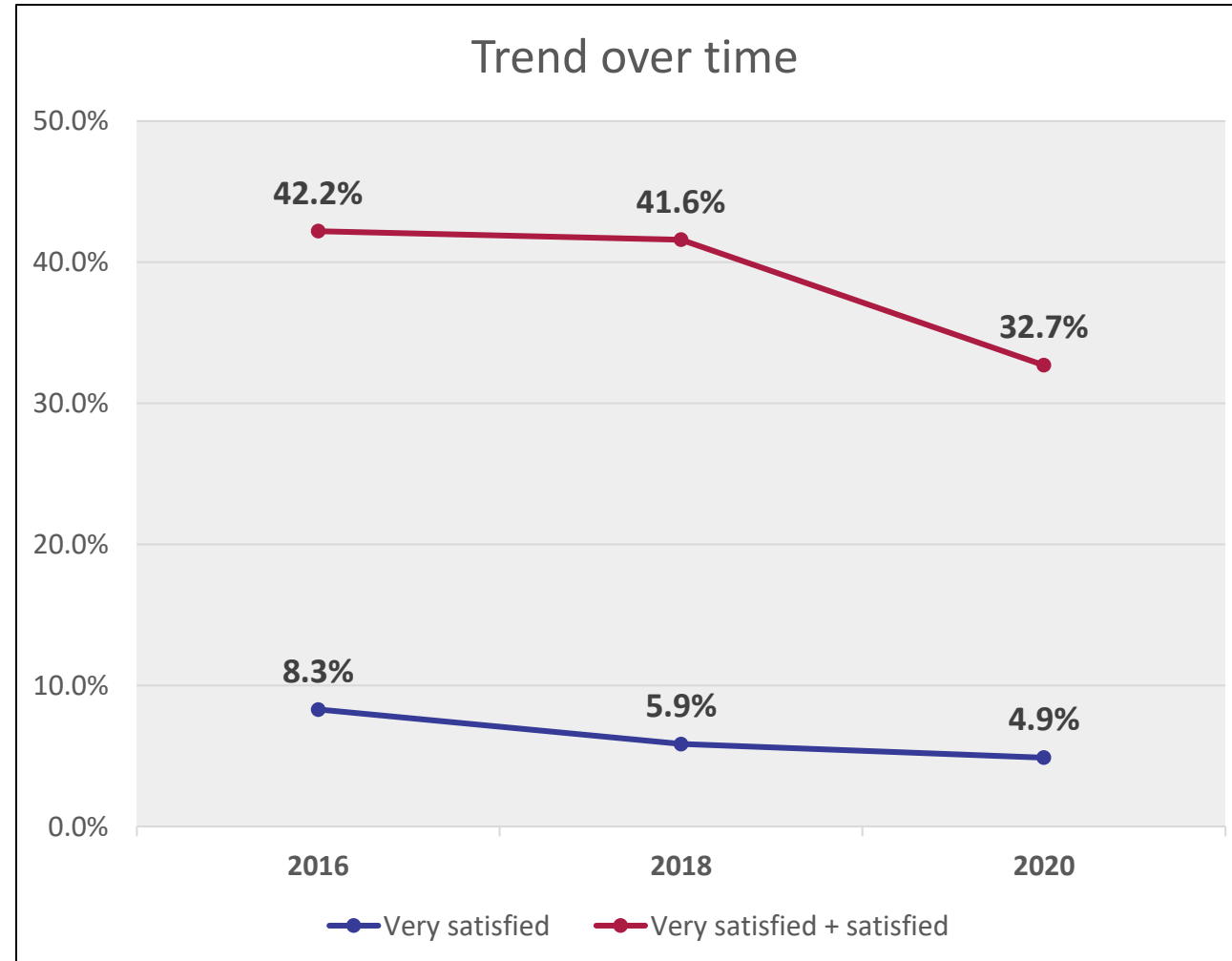


*Q7. How satisfied have you been with the following areas (ENVIRONMENTAL MANAGEMENT) over the past 12 months. Management of coastal erosion and inundation n = 514; 181 no response, don't know, did not use*

# MANAGEMENT OF COASTAL EROSION AND INUNDATION

A downward trend in overall satisfaction and an increase in dissatisfaction over the last 6 years:

- **Very satisfied + satisfied – 32.7%** a statistically significant decline compared to 2016 and 2018.
- **Very satisfied – 4.9%** a statistically significant decline compared to 2016 and 2018.
- **Dissatisfied or very dissatisfied – shows a significant upward trend from 2016 at 23.4% to 31.8% in 2018 and 39.1% in 2020.**



*Q7. How satisfied have you been with the following areas (ENVIRONMENTAL MANAGEMENT) over the past 12 months. Management of coastal erosion and inundation n = 514; 181 no response, don't know, did not use 2018 n= 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

The greatest improvement was in the maintenance of gravel roads which is a significant achievement.

	Very satisfied	Very satisfied + satisfied	
Maintenance of sealed (bitumen) roads in your area	6.1%	50.2%	Results similar to 2016 and 2018
Maintenance of unsealed (gravel) roads in your area	4.9%	54.2%	Overall satisfaction has increased significantly compared to 2016 and 2018.
Roadside verges and streetscapes	5.9%	42.8%	Overall satisfaction significant improvement on 2018, returning to 2016 levels
The management and control of traffic on local roads	6.8%	63.5%	Satisfaction reasonable arrested a declining trend in overall satisfaction between 2016 and 2018; 2020 similar to 2018.
Paths and trails	5.9%	51.8%	Overall satisfaction the same over the last 6 years

# MAINTENANCE OF SEALED (BITUMEN) ROADS

- **Very satisfied + satisfied – 50.2%**
- **Very satisfied – 6.1%**
- **Dissatisfied or very dissatisfied – 28.5%**

## Who is satisfied?

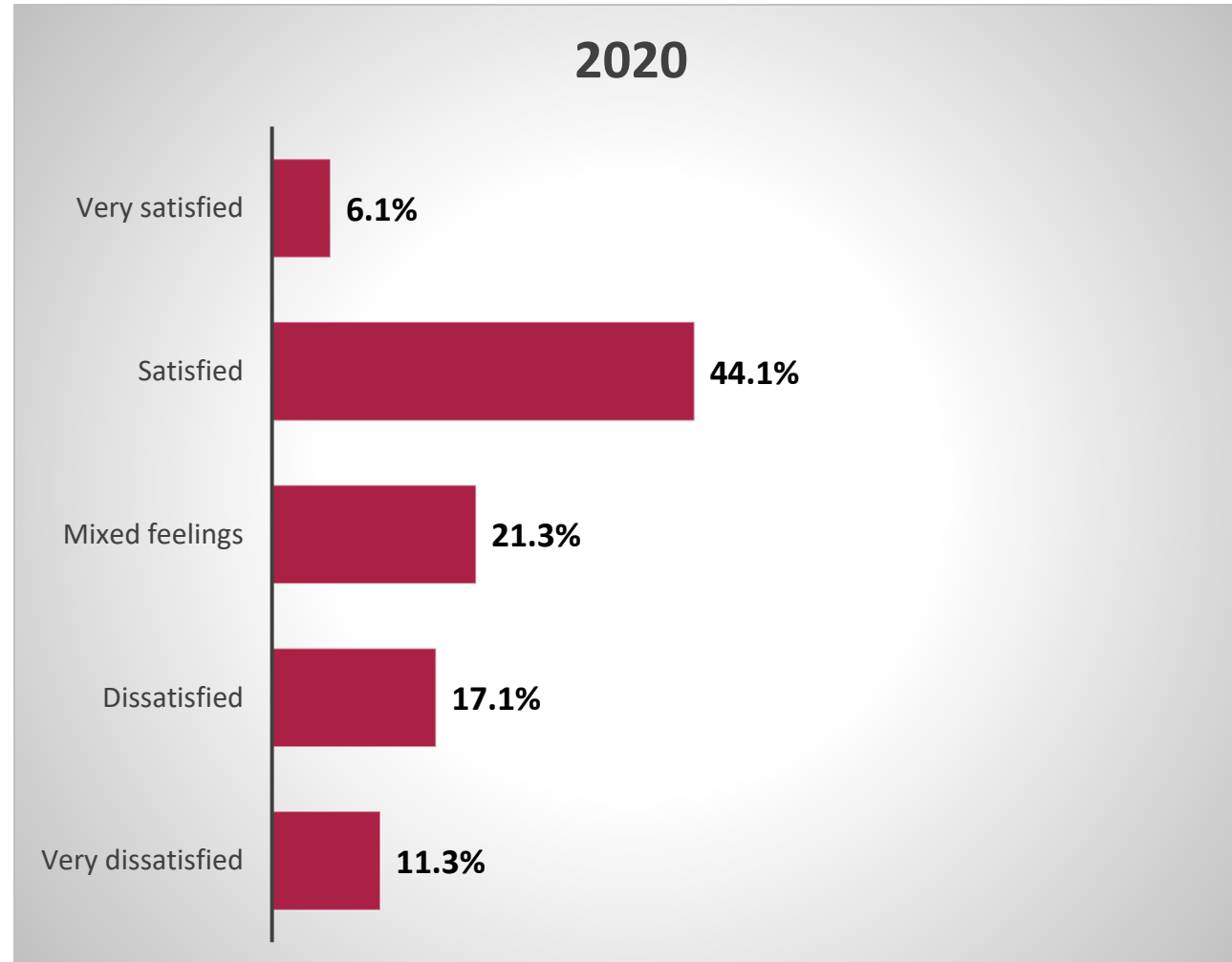
Non resident ratepayers almost 70% satisfied or very satisfied.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

Residents, particularly owner occupiers – 1 in 3 dissatisfied.

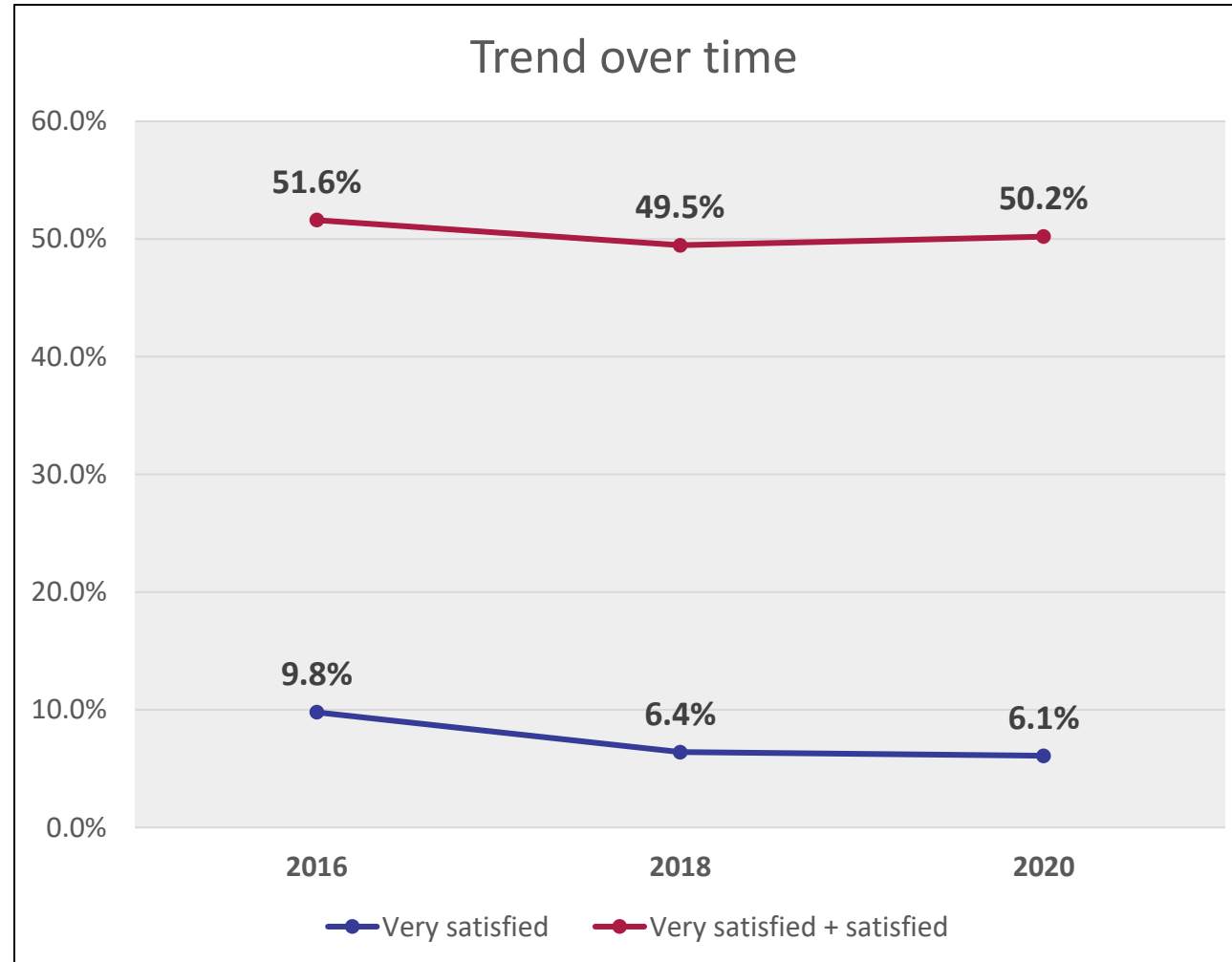


*Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Maintenance of sealed bitumen roads n = 671; 24 no response, don't know, did not use*

# MAINTENANCE OF SEALED (BITUMEN) ROADS

The 2020 results are similar to 2016 and 2018:

- Very satisfied + satisfied – 50.2%
- Very satisfied – 6.1%
- Dissatisfied or very dissatisfied – 28.5%



Q7. How satisfied have you been with the following areas (ROADS AND PATH NETWORKS) over the past 12 months. Maintenance of sealed bitumen roads 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 – 54.2%**
- **Very satisfied – 4.9%**
- **Dissatisfied or very dissatisfied – 22.1%**

## Who is satisfied?

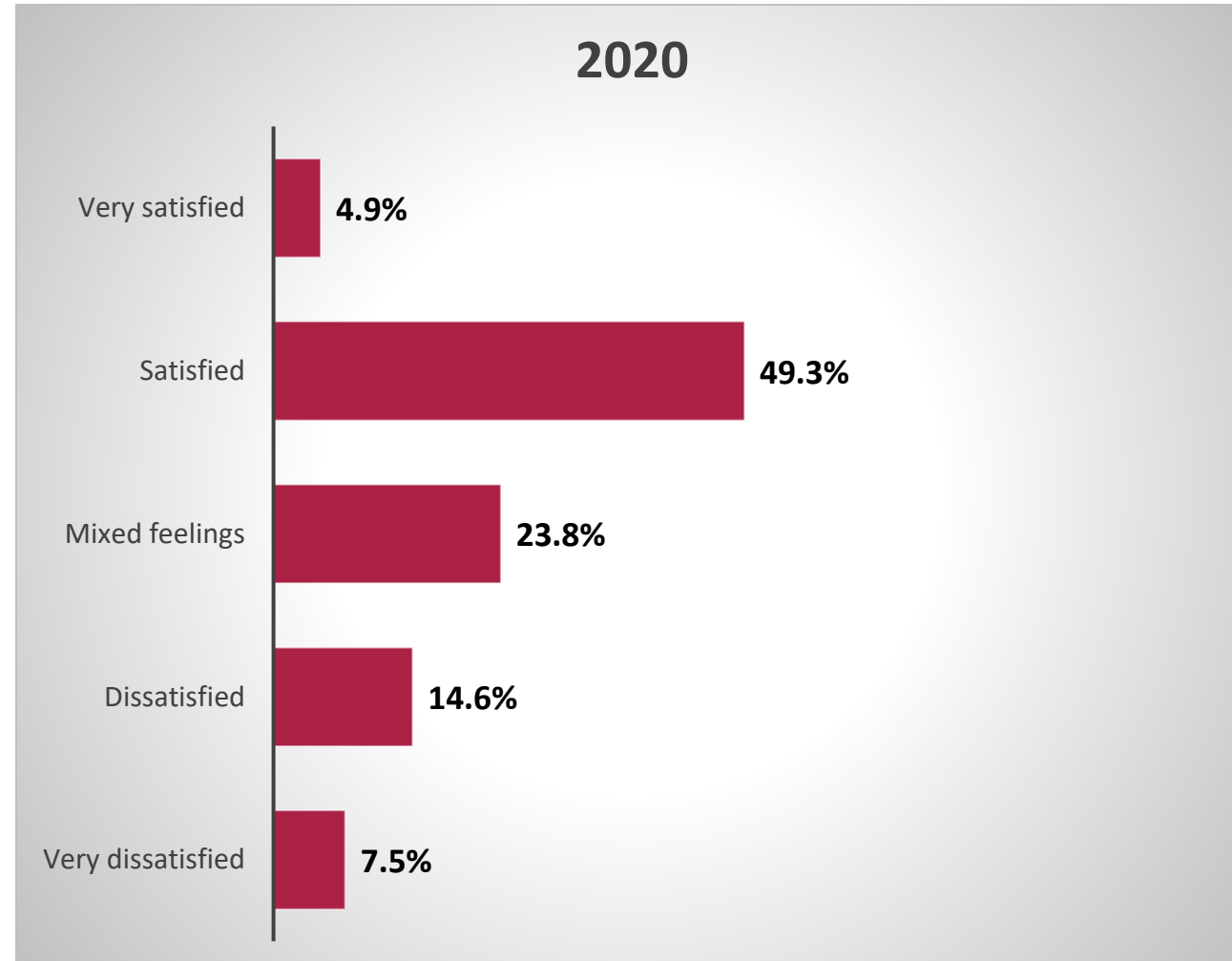
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.

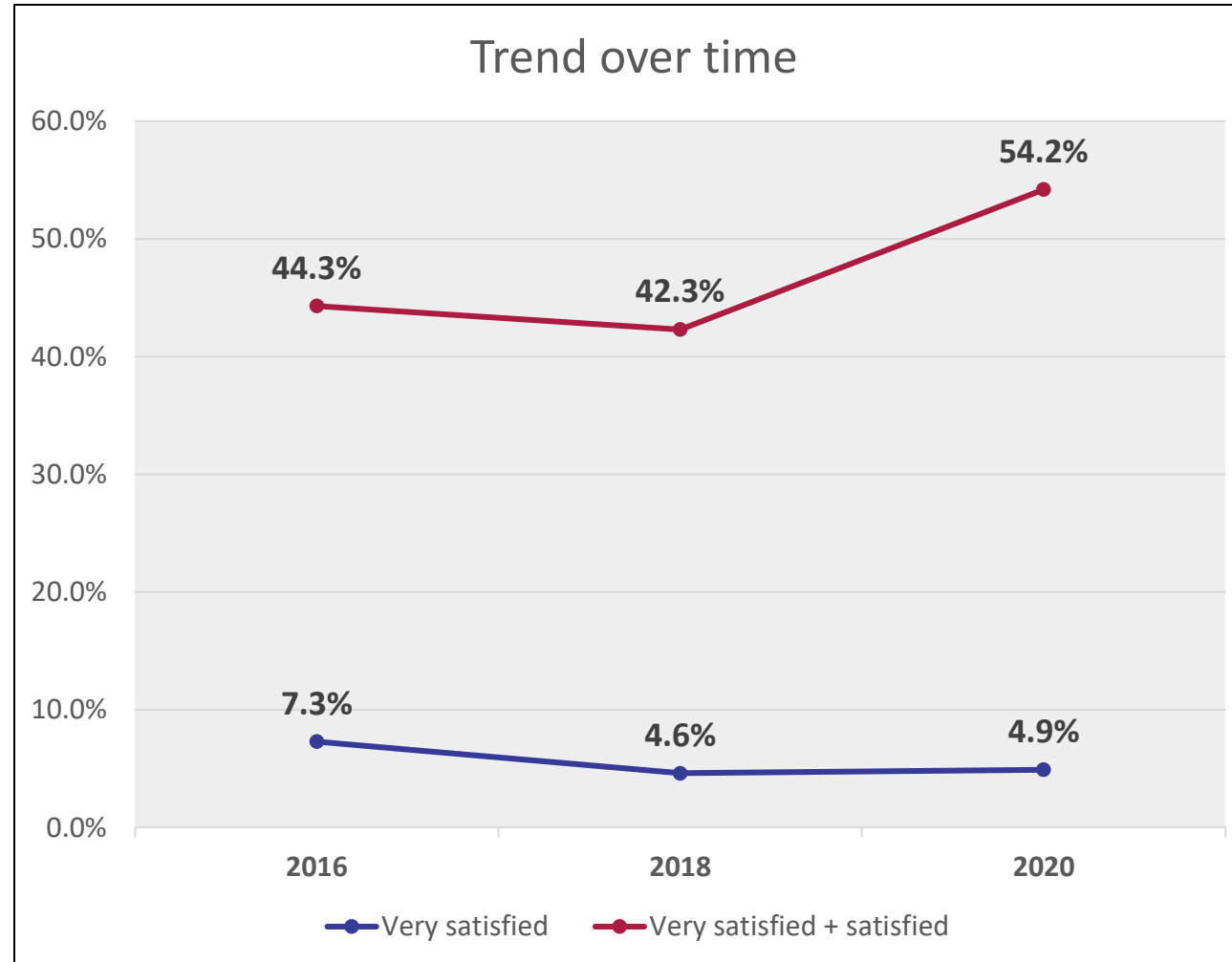


*Q7. How satisfied have you been with the following areas (ROADS AND PATHWAYS) over the past 12 months. Maintenance of unsealed gravel roads n = 467, 228 no response, don't know, did not use*

# MAINTENANCE OF UNSEALED (GRAVEL) ROADS

Overall satisfaction with the maintenance of unsealed roads has increased significantly compared to 2016 and 2018.

- Very satisfied + satisfied – 54.2%
- Very satisfied – 4.9% similar to 2016 and 2018.
- Dissatisfied or very dissatisfied – 22.1% similar to 2016 and 2018.



Q7. How satisfied have you been with the following areas (ROADS AND PATHWAYS) over the past 12 months. Maintenance of unsealed gravel roads n = 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 STREETSCAPES

- **Very satisfied + satisfied – 42.8%**
- **Very satisfied – 5.9%**
- **Dissatisfied or very dissatisfied – 34.2%**

## Who is satisfied?

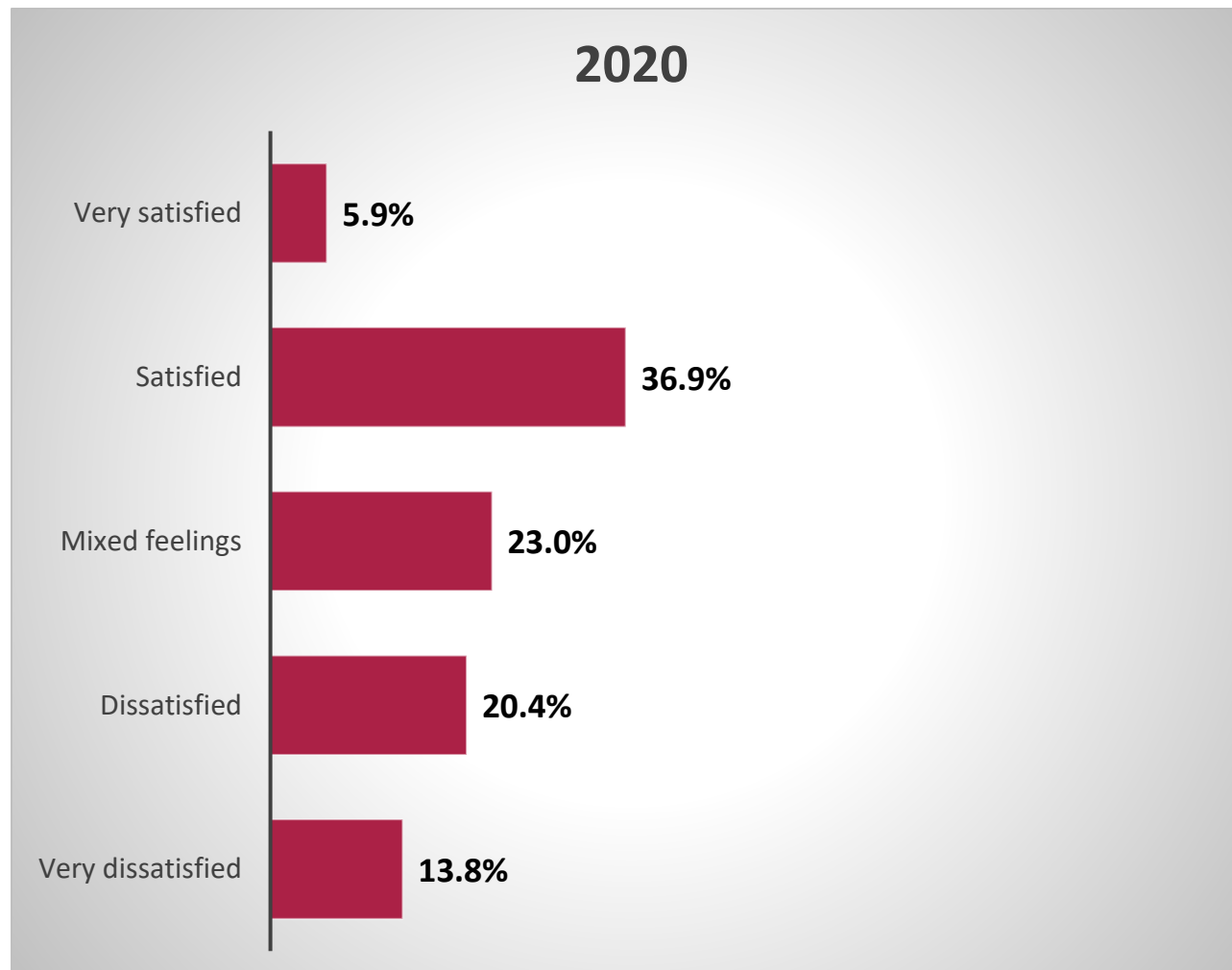
Non resident ratepayers almost 62.3% satisfied or very satisfied.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

Residents, particularly owner occupiers 40% dissatisfied.

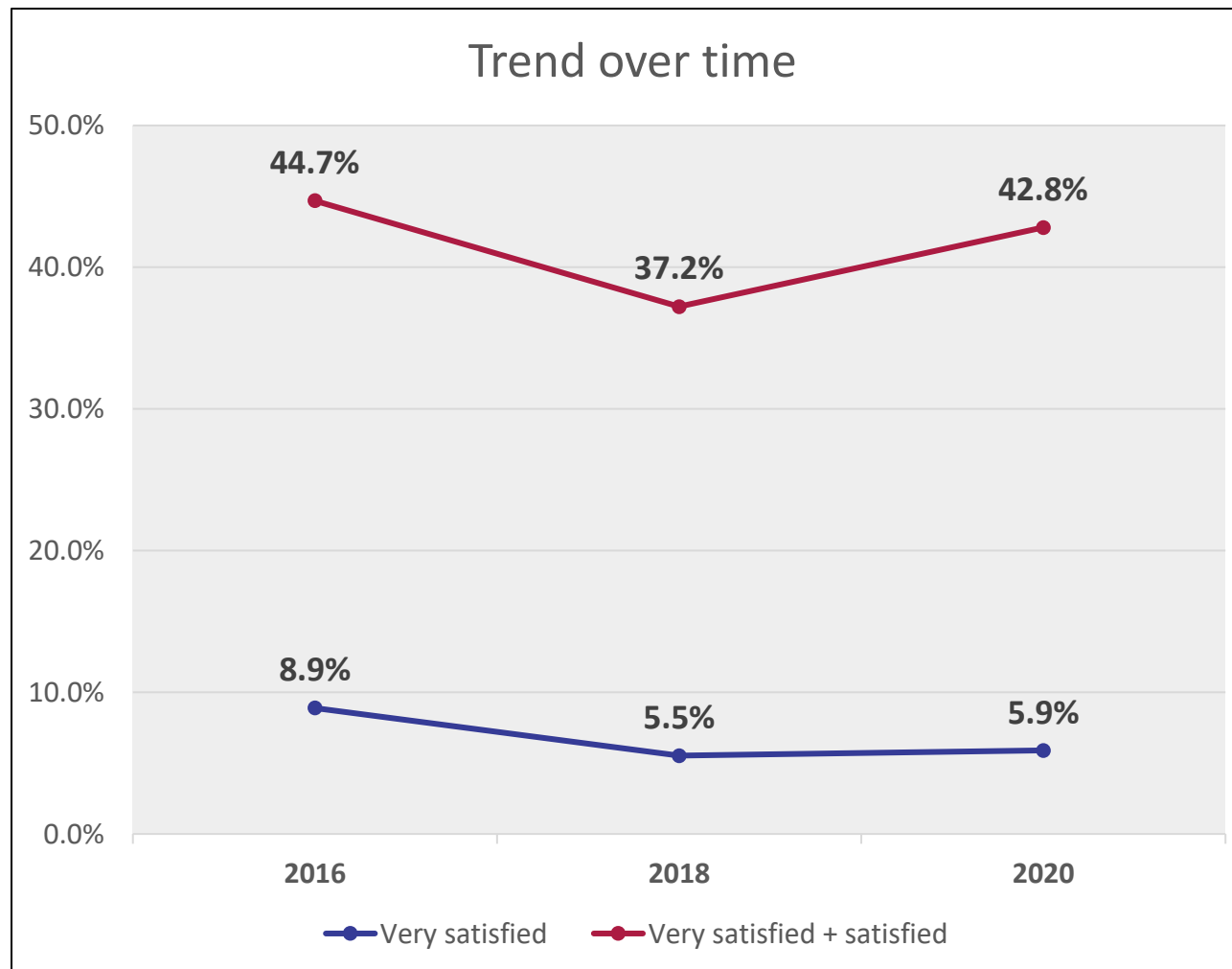


*Q7. How satisfied have you been with the following areas (ROADS AND PATHWAYS) over the past 12 months. Roadside verges and street scapes n = 647, 48 no response, don't know, did not use*



# ROADSIDE VERGES AND STREETSCAPES

- **Very satisfied + satisfied – 42.8% a statistically significant improvement on 2018, returning to 2016 levels.**
- **Very satisfied – 5.9% similar to 2018, but a decline on the proportion very satisfied in 2016.**
- **Dissatisfied or very dissatisfied – 34.2% similar to 2016 and 2018.**



Q7. How satisfied have you been with the following areas (ROADS AND PATHWAYS) over the past 12 months. Roadside verges and street scapes 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 – 63.5%
- Very satisfied – 5.4%
- Dissatisfied or very dissatisfied – 14.3%

## Who is satisfied?

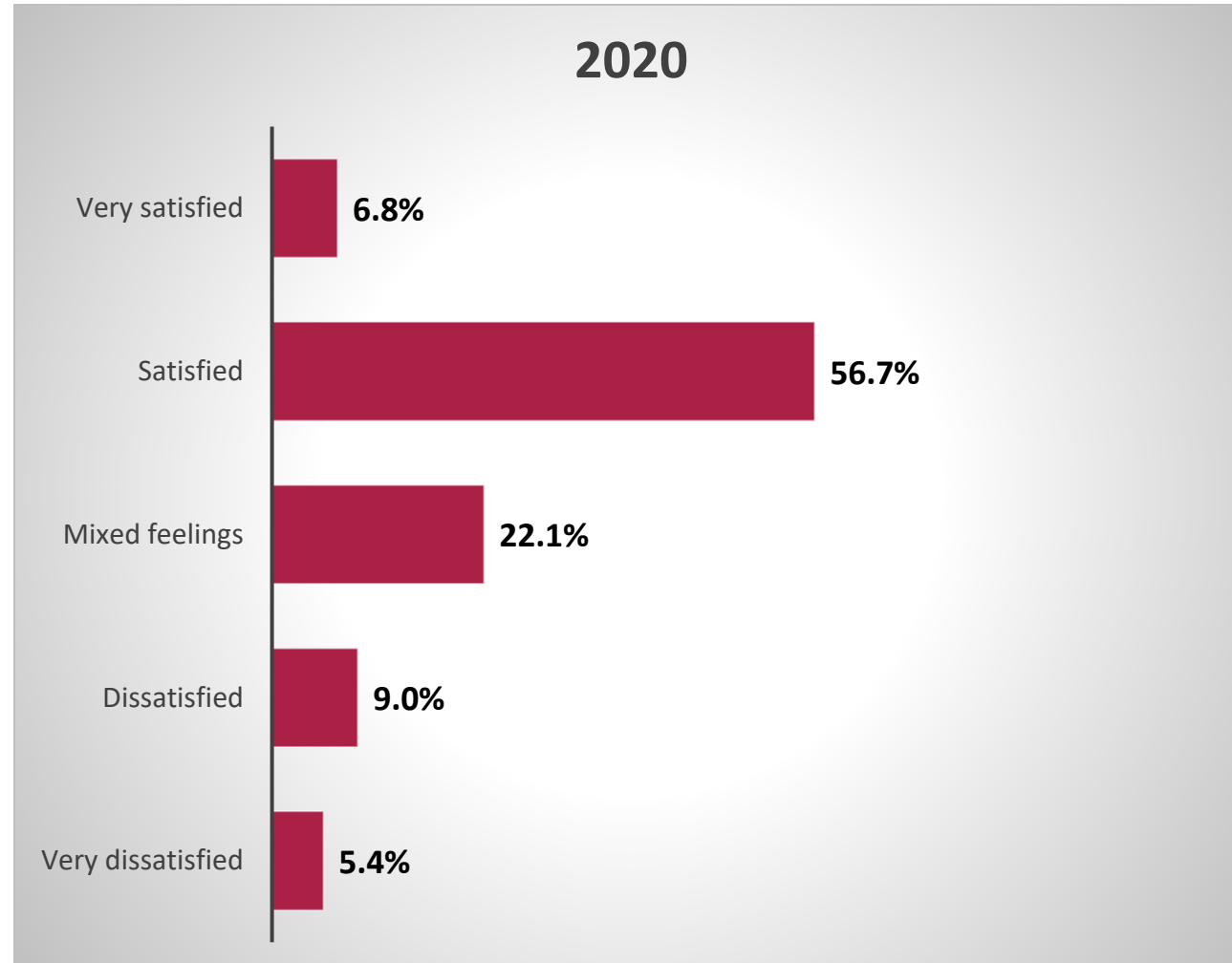
Non resident ratepayers 75.9% satisfied or very satisfied.

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

Residents, particularly owner occupiers 60% satisfied.

## Who has a higher level of dissatisfaction?

No one group stands out.

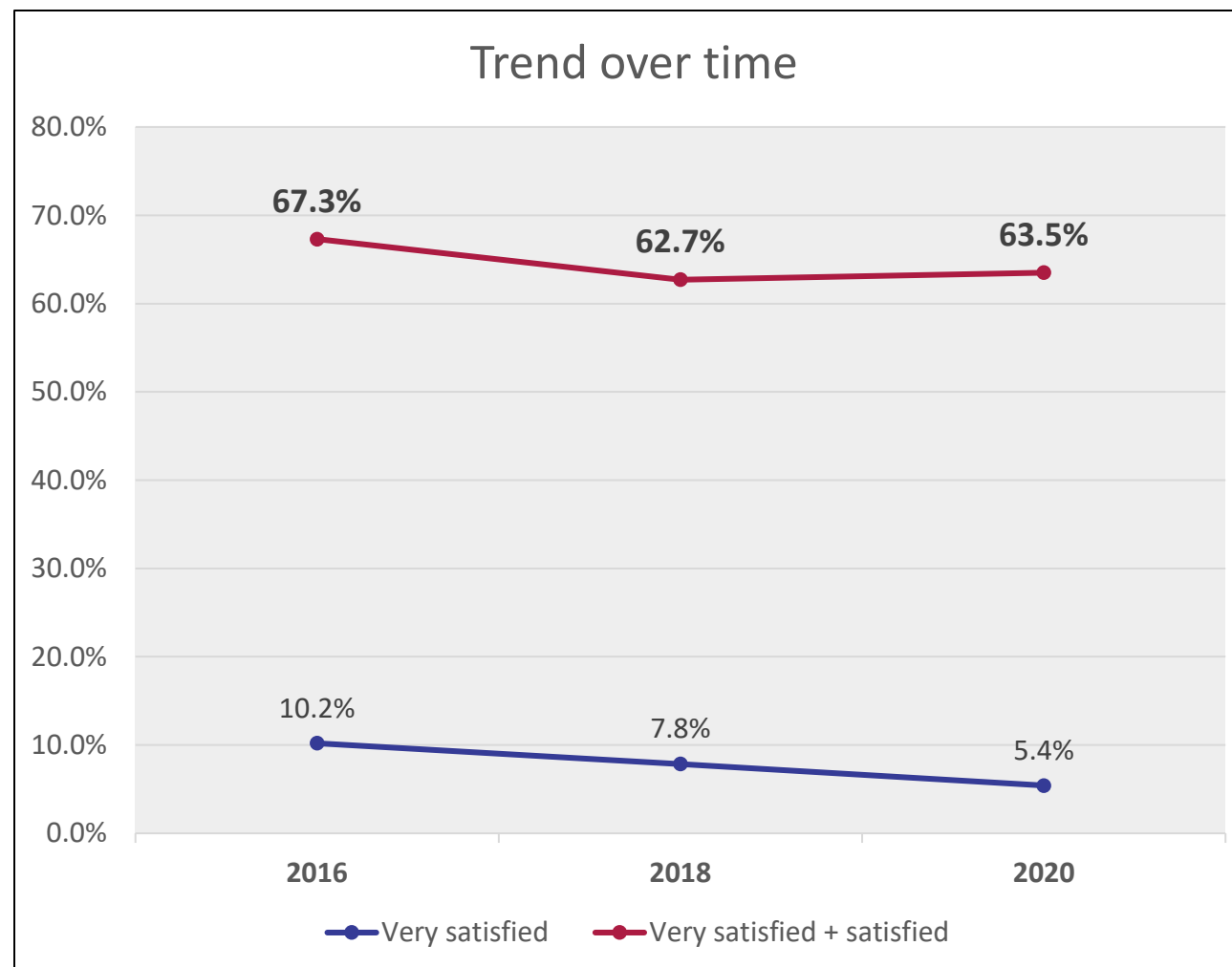


Q7. How satisfied have you been with the following areas (ROADS AND PATHWAYS) over the past 12 months. Management and control of traffic n = 614, 81 no response, don't know, did not use response, don't know, did not use

# MANAGEMENT AND CONTROL OF TRAFFIC

Arresting the declining trend in overall satisfaction in the management and control of traffic on local roads between 2016 and 2018, 2020 results are similar to 2018:

- Very satisfied + satisfied – 63.5%.
- Very satisfied – 5.4% a significant declining trend in very satisfied from 2016, but the result is similar to 2018.
- Dissatisfied or very dissatisfied – 14.3%, significant increasing trend in dissatisfied from 2016, but the result is similar to 2018.



Q7. How satisfied have you been with the following areas (ROADS AND PATHWAYS) over the past 12 months. Management and control of traffic 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 – 51.8%**
- **Very satisfied – 5.9%**
- **Dissatisfied or very dissatisfied – 22.3%**

## Who is satisfied?

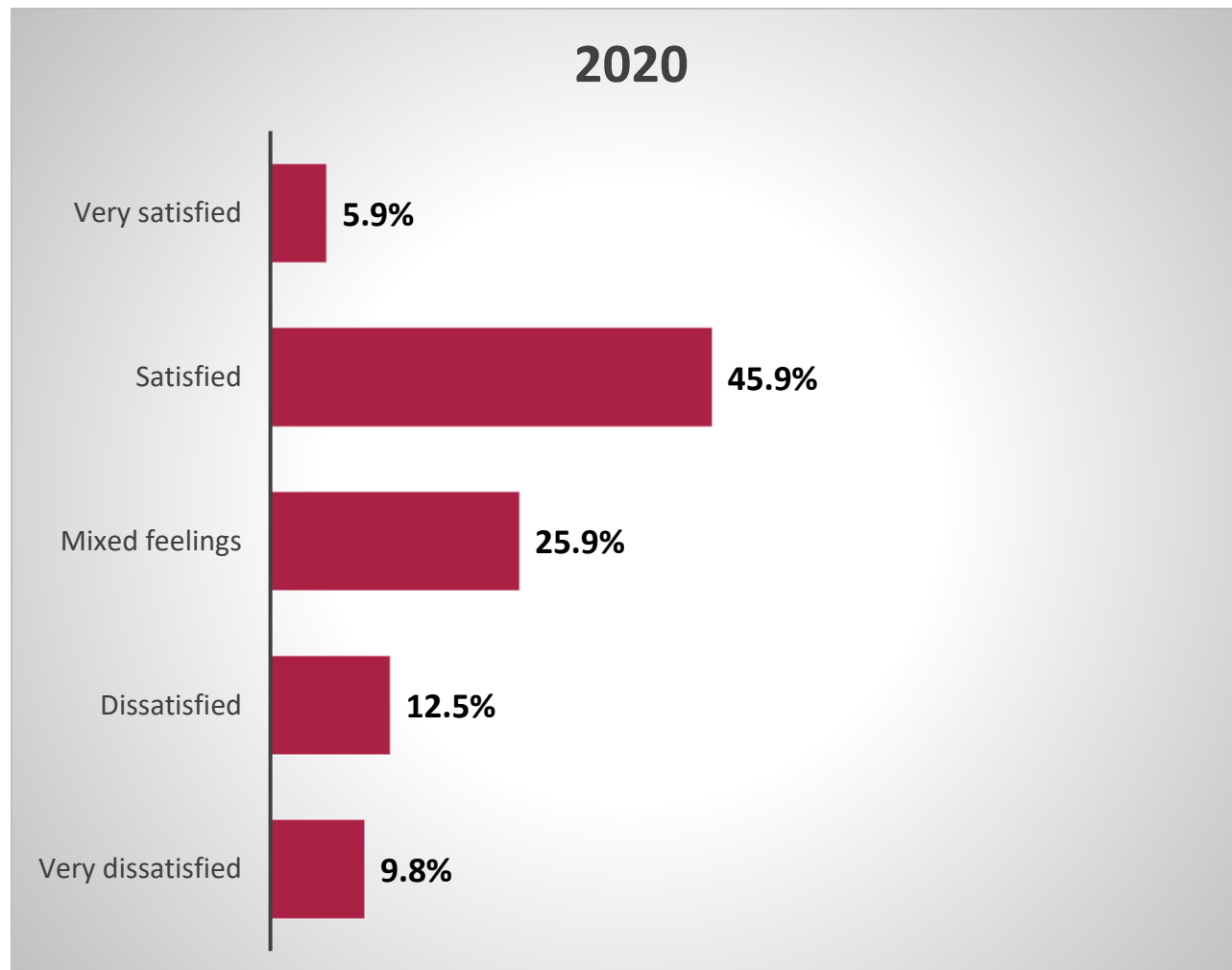
Non resident ratepayers particularly holiday home owners over 70% satisfied or very satisfied.

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

Residents, particularly owner occupiers less than half are satisfied; Gingin and rural 6507 40.6% were satisfied.

## Who has a higher level of dissatisfaction?

Residents, particularly owner occupiers more than 1 in 4 dissatisfied.

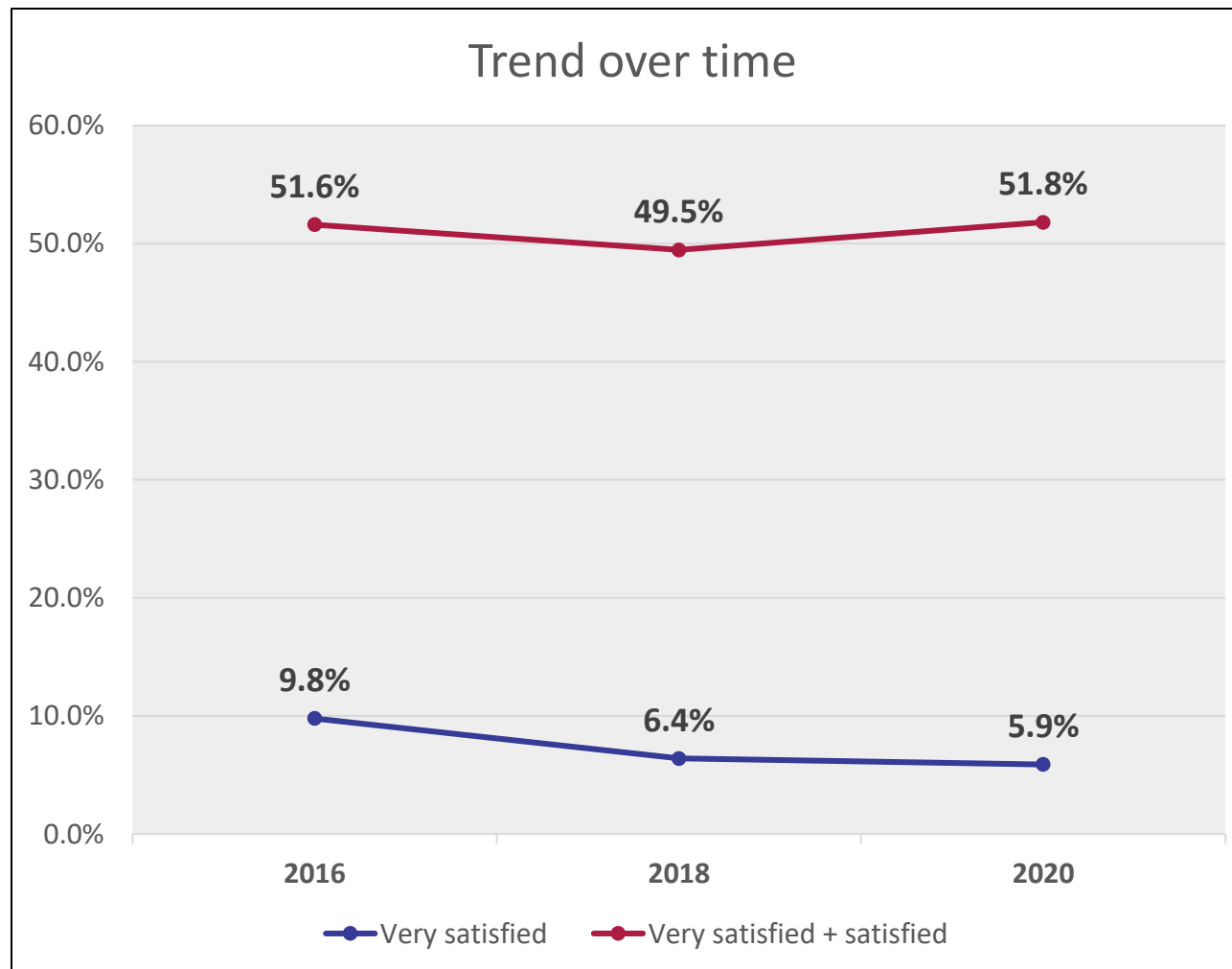


*Q7. How satisfied have you been with the following areas (ROADS AND PATHWAYS) over the past 12 months. n = 529, 166 no response, don't know, did not use response, don't know, did not use*

# PATHS AND TRAILS

Overall satisfaction the same over the last 6 years:

- **Very satisfied + satisfied – 51.8% similar to 2016 and 2018.**
- **Very satisfied – 5.9% similar to 2018 but a significant decline compared to 2016.**
- **Dissatisfied or very dissatisfied – 22.3% similar to 2016 and 2018.**



Q7. How satisfied have you been with the following areas (ROADS AND PATHWAYS) over the past 12 months. Paths and trails 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

This is a new area of measurement so no year on year comparisons; this replaced a question about preferred types of communication.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Keeping you appropriately informed regarding the Shire's services.	9.4%	62.2%	Overall satisfaction is fairly high
Speaking on your behalf about Shire of Gingin issues to State and Federal Government and other agencies (advocacy)	5.9%	41.5%	Overall satisfaction is fairly low across the community; often this is due to the community being unaware of what the Shire does in this area
The way the Shire provides information to you about events and other activities	10.9%	65.1%	Overall satisfaction is fairly high, and perceived to be done better than informing the community about local issues
Opportunities for you to be consulted and provide feedback about local issues	6.8%	47.9%	Consultation is always an issue which scores low; it is unclear whether the community is unaware of their opportunities to provide feedback or are not happy with the opportunities which they have. Residents and resident ratepayers are the least satisfied.
Shire communication explaining decisions or changes to the way things are done	4.6%	52.6%	Moderate satisfaction; lower overall satisfaction than in other areas of communication

# KEEPING YOU APPROPRIATELY INFORMED ON SHIRE SERVICES

Overall satisfaction fairly high:

- Satisfied + satisfied – 62.2%
- Very satisfied – 9.4%
- Dissatisfied or very dissatisfied – 10.6%

## Who is satisfied?

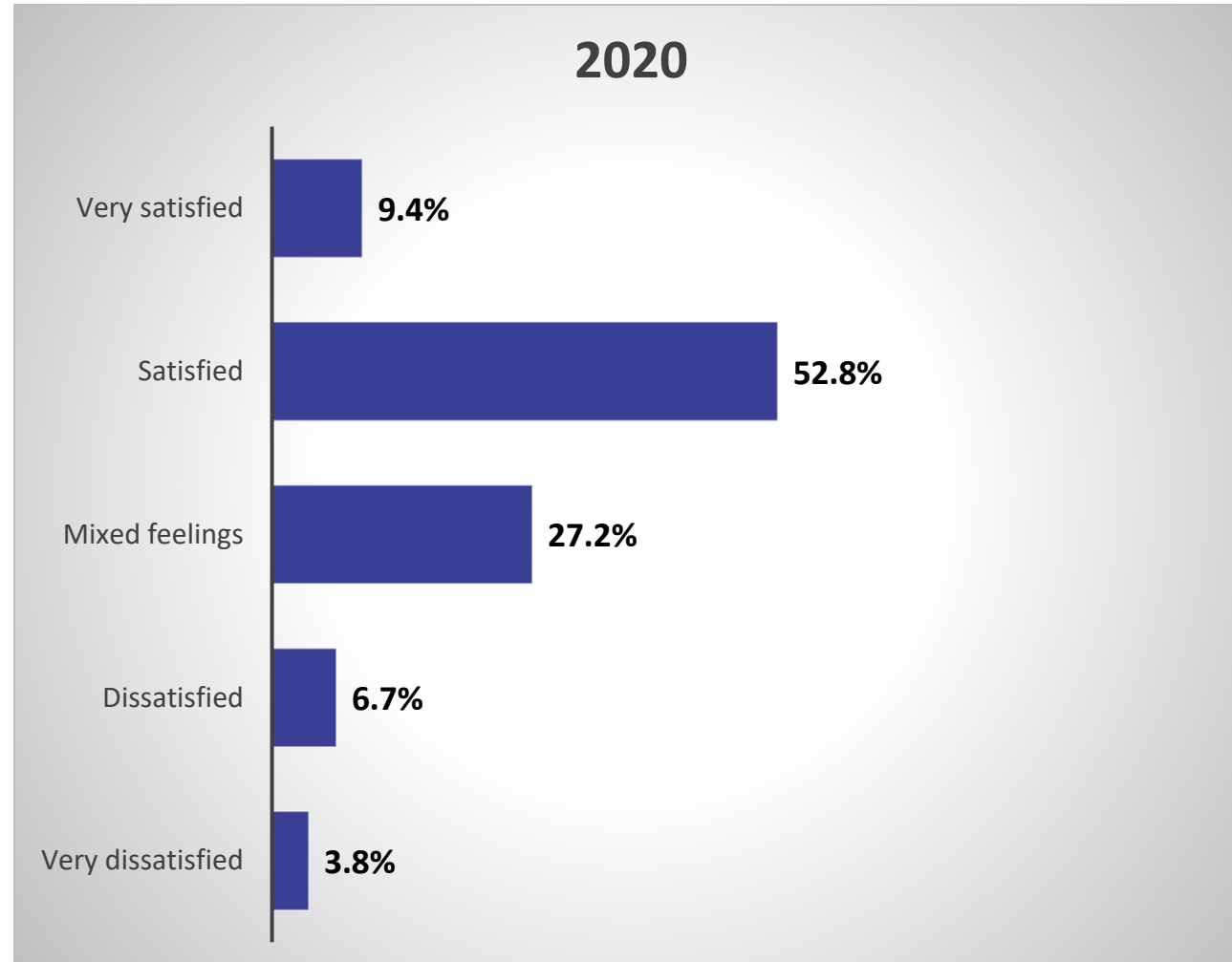
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



Q8. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months. Keeping you appropriately informed regarding Shire services  
n = 625; 70 no response, don't know, did not use

# ADVOCACY

- Very satisfied + satisfied – 41.5%
- Very satisfied – 5.9%
- Dissatisfied or very dissatisfied – 25.7%

## Who is satisfied?

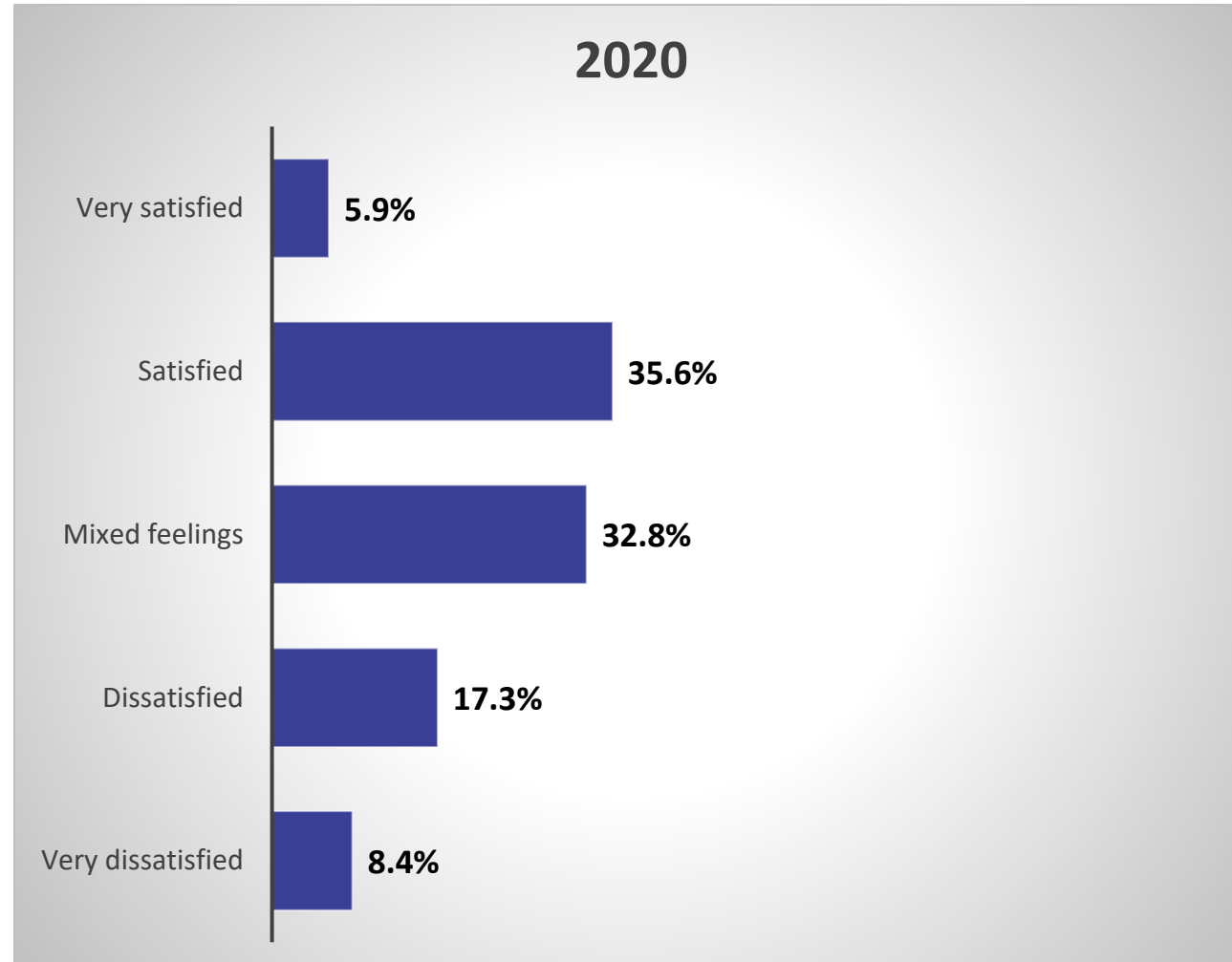
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



Q8. 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 n = 405; 290 no response, don't know, did not use



# INFORMATION ABOUT EVENTS AND ACTIVITIES

- Very satisfied + satisfied – 65.1%
- Very satisfied – 10.9%
- Dissatisfied or very dissatisfied – 11.4%

## Who is satisfied?

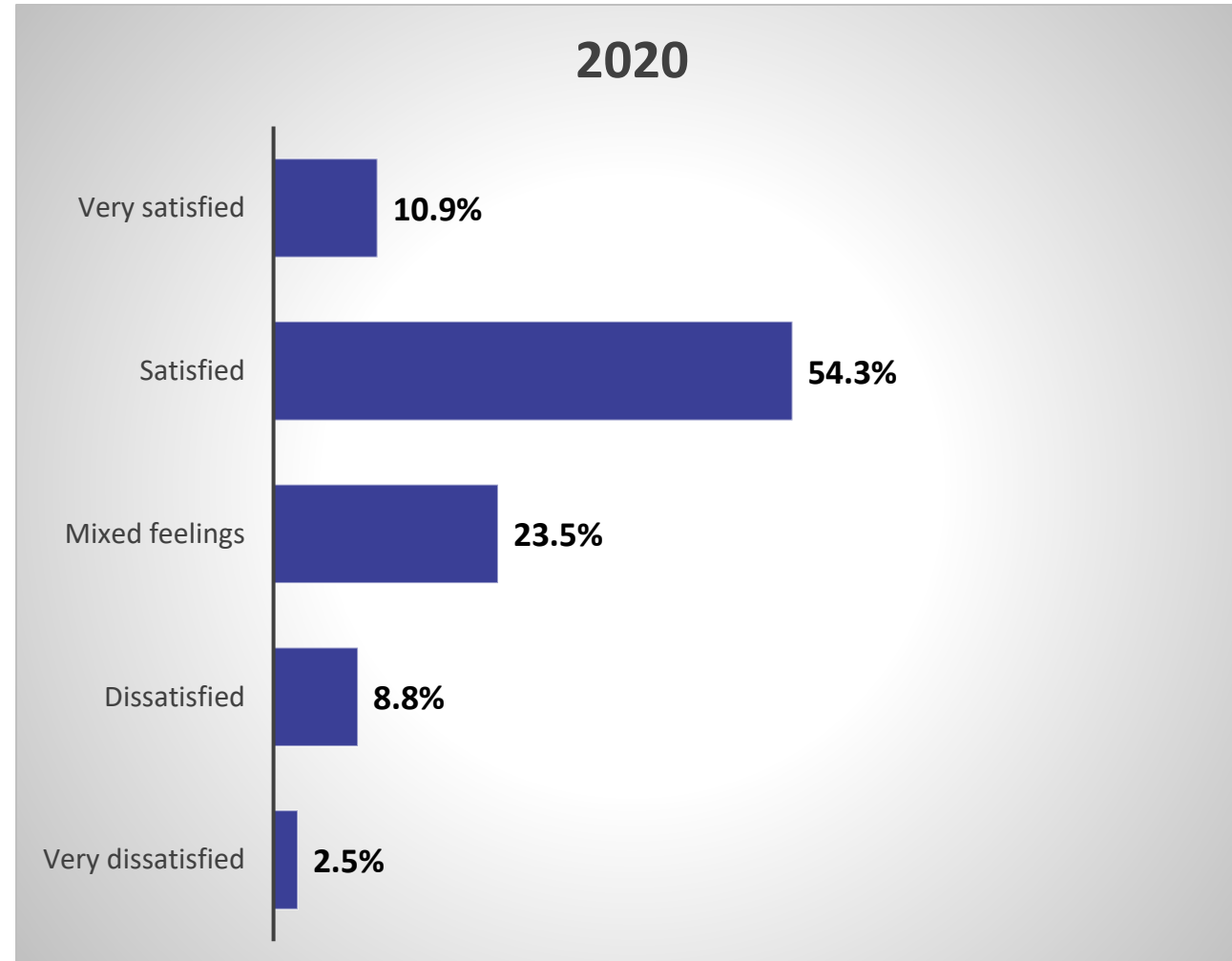
Upper coastal 6043 and 6044 were the most satisfied at 73.7% satisfied.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



Q8. 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  
n = 634; 61 no response, don't know, did not use

# OPPORTUNITIES TO BE CONSULTED

- Very satisfied + satisfied – 47.9%
- Very satisfied – 6.8%
- Dissatisfied or very dissatisfied – 22.0%

## Who is satisfied?

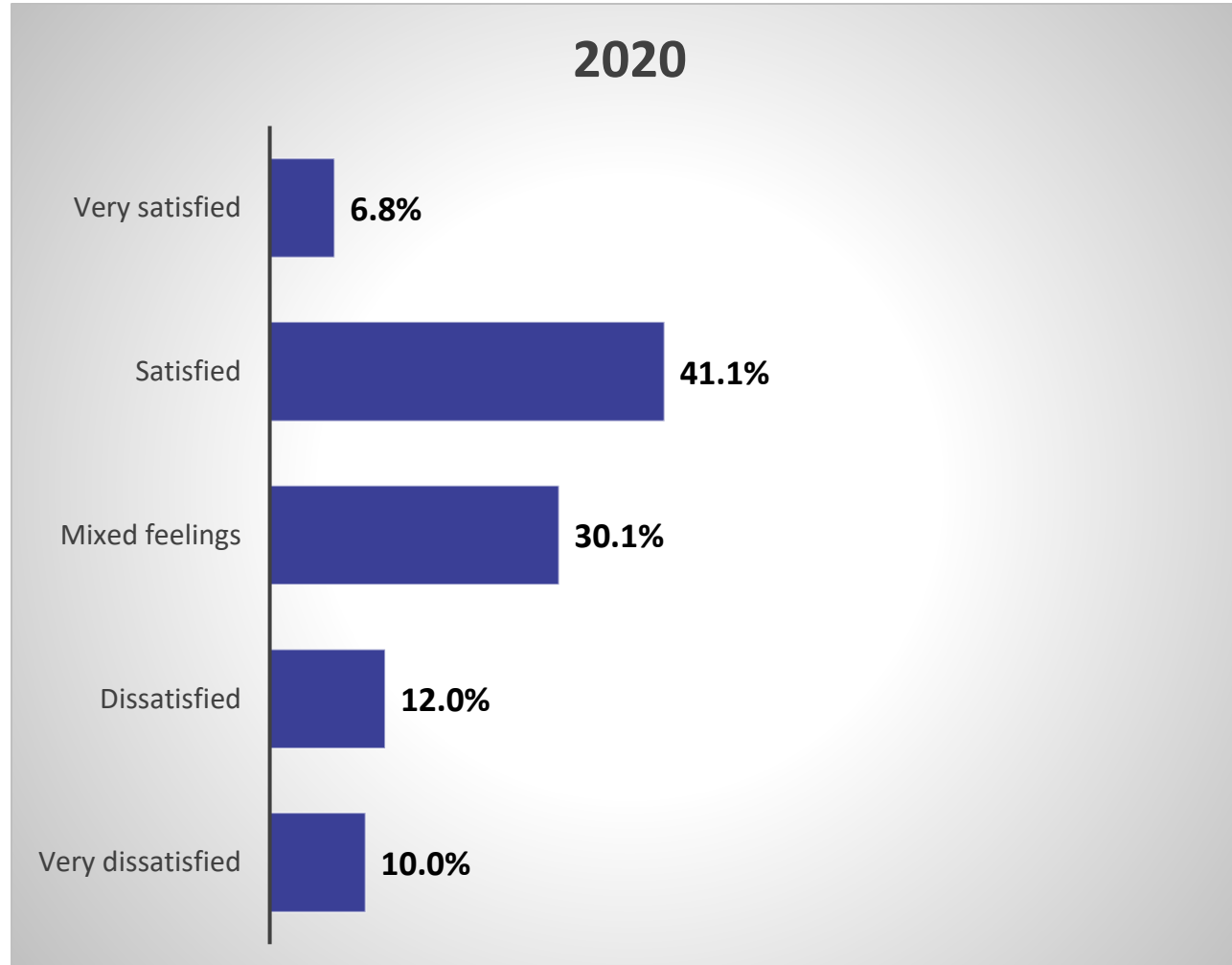
Non resident ratepayers almost 2/3 are satisfied.

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

Residents and owner occupiers 44.5% satisfied.

## Who has a higher level of dissatisfaction?

No one group stands out.



Q8. How satisfied have you been with the following areas (COMMUNICATIONS) over the past 12 months. Opportunities for you to be consulted and provide feedback. n = 591; 104 no response, don't know, did not use

# COMMUNICATION EXPLAINING COUNCIL DECISIONS

- Very satisfied + satisfied – 52.6%
- Very satisfied – 4.6%
- Dissatisfied or very dissatisfied – 19.8%

## Who is satisfied?

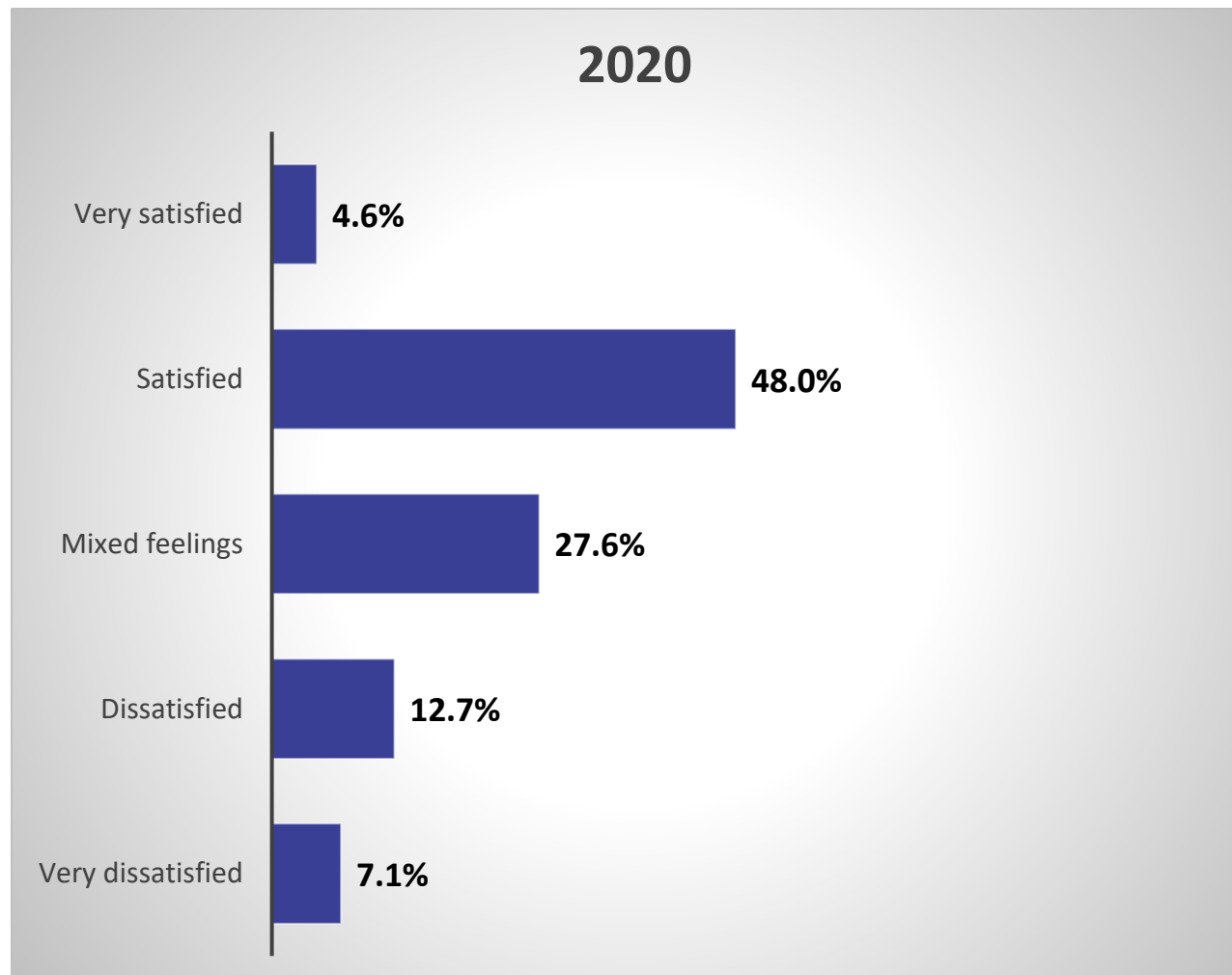
No one group stands out.

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

No one group stands out.

## Who has a higher level of dissatisfaction?

No one group stands out.



Q6. How satisfied have you been with the following areas (SERVICES) over the past 12 months.  
n = 440; 255 no response, don't know, did not use

# WHAT THE SHIRE CAN DO TO MAKE A DIFFERENCE

## Comments about community facilities or services

Upgrade roads /more roads (Incl signage/drainage/kerbing etc)	<b>13.0%</b>
Protect the foreshore/waterways (Including Grace Darling Park)	<b>11.5%</b>
More community engagement/consultation	<b>8.0%</b>
More-improved footpaths/Cycleways/Walking trails	<b>6.8%</b>
Other environmental issues (animals/pests/use of renewables/mining/noise pollution/stable flies etc)	<b>6.2%</b>
Clean up road verges and trees	<b>5.8%</b>
Faster, more efficient service/spending money in better ways	<b>5.8%</b>
Encourage tourism and provide tourism information	<b>5.6%</b>
Improve Emergency services and bush fire brigade, improve bushfire preparation/mitigation	<b>5.4%</b>
Demonstrate effective leadership and governance	<b>4.9%</b>
Provide equality of services and facilities	<b>4.1%</b>
Better systems of communication, more transparency and openness	<b>4.1%</b>



# SAMPLE PROFILE

Prepared by Research Solutions for the Shire of Gingin | April 2020

# SAMPLE PROFILE

Characteristic	Total Sample %	Residents %
Gender (n=692; * 13 answered for the couple)		
• Male	<b>52.7</b>	<b>50.4</b>
• Female	<b>49.6</b>	<b>52.2</b>
Age (n= 695)		
• 18 to 24 years	<b>0.9</b>	<b>1.1</b>
• 25 to 34 years	<b>2.2</b>	<b>2.3</b>
• 35 to 44 years	<b>10.7</b>	<b>11.3</b>
• 45 to 54 years	<b>15.9</b>	<b>14.6</b>
• 55 to 64 years	<b>24.9</b>	<b>23.9</b>
• 65 to 74 years	<b>31.6</b>	<b>31.3</b>
• 75 years or older	<b>14.7</b>	<b>16.4</b>
Area (n=667; 28 missing * includes residences and locations of investment properties / holiday homes)		
• Upper Coastal (6043 & 6044, incl. Breton Bay)	<b>34.9</b>	<b>32.8</b>
• Lower Coastal (6041 & 6042, excl. Breton Bay)	<b>34.3</b>	<b>33.5</b>
• Gingin & Rural (6503)	<b>30.7</b>	<b>33.7</b>

Notes: The total sample includes residents and non-resident ratepayers n=695, residents n=559. 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=695; * survey participants can own more than one property)		
• Resident, renting	5.2	6.4
• Resident, owner occupier	75.3	93.6
• Owns a holiday home	17.3	3.4
• Owns an investment property	6.8	3.8
• Owns an other type of property	2.9	1.1
• TOTAL residents	80.4	100.0
• TOTAL non-resident ratepayers	19.6	0.0
Lifestage/household structure (n=672; 23 missing)		
• Single person living alone or sharing	15.0	16.4
• Family with children ≤16 living at home	15.8	15.3
• Family with children >16 living at home	9.8	9.6
• Couple >45, no children living at home	53.1	54.8
• Other	6.3	4.0

Notes: The sample includes residents and non-resident ratepayers n=695, residents n=559. 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%.



# 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	Mail survey with reply paid envelop provided, online option offered, and online link sent to all non resident ratepayers for who the shire had contact details
<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	As noted in the approach above, all residents and ratepayers for who the Shire had contact details were approached
Source of sample	The Shire provided the contact details to the mailing house directly and organised the mailing house
Sampling Technique e.g. quota /probability / convenience / geographical coverage if relevant	Census
Sample Size e.g. if sample size achieved was different from planned sample, note this and reason why	742 responses were received: 12 of these were removed as duplications, the survey had been undertaken online and by mail; 35 were removed since they lived outside the Shire, were Shire employees or Elected Members. It was made clear at the beginning of the survey and in the terms and conditions that Shire employees and Elected Members were excluded from the survey as set down by the Shire.
Was sample quota'd? (note below or NA):	N/A this is a census

Component	Details
<b>Fieldwork</b>	
Survey dates	3 <sup>rd</sup> February 2020 to 3 <sup>rd</sup> March 2020
Questionnaire length / administration time	10-15 minutes
Incentives provided for respondents e.g. No / yes & description of incentive	Incentive was the opportunity to win one of 5 x\$100 cash prizes
Survey Procedure for Online / Mail surveys (note below or delete):	
• Administration process	Personalised covering letter and reply paid envelope OR Personalised email send from Research Solutions embedded with unique link embedded
• Number of reminders to non-respondents	• Two reminders to non-respondents at the beginning of the second and third weeks
<b>Data Collection Outcomes:</b>	
Response Rate or Participation rate (non-probability samples) <i>delete as required</i>	Hard copy versions of the questionnaire distributed by mail or collected from the Shire office – 20.5%. Email invitations to participate in the online survey – 26.3%. Overall response rate 21%
Overall sampling error	±3 % at 95% level of confidence
Validation procedures	Questionnaires numbered, and any doubled up numbers removed and where contact details were provided for competition participants duplications were removed between the online and mail survey.

Component	Details
<b>Data Coding, Analysis and Data File Treatment</b>	
Validity and Reliability Issues	
Data coding	Procedure involves: <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? (note below or NA):	No, the data was not weighted in previous years and the under 35 age group was too small to allow weighting
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>	



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