

Welcome to Gingin



Shire of Gingin

Resident Perceptions Survey

July 2025

CONTENTS

3	Study Background and Approach
7	Executive Summary
19	Strategic Conclusions and Recommendations
22	Key Findings
31	Strategic Priorities for Strategic Community Plan
40	An Overview of Satisfaction with Services & Facilities
51	Individual Service Results
87	Communications
94	Sample Profile
98	Appendices
115	Our Contact Details



GUNGIN

STUDY BACKGROUND AND
APPROACH

BACKGROUND

This report details the results of the Shire of Gingin's fifth biennial resident perceptions survey undertaken by Research Solutions. The previous survey was in 2023.

The survey is designed to measure community 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
- Propensity to recommend the Shire as a place to live
- The customer service provided by the Shire
- Satisfaction with Shire:
 - Waste services
 - Community facilities
 - Community services
 - Environmental management
 - Infrastructure
- Preferences for Shire communication and consultation.

THE APPROACH

The questionnaire was reviewed by the Shire and small changes were made to ensure it remained current with the Shire's services, as well as containing some questions to assist with the review of the Strategic Community Plan (SCP), including identifying community priorities for the next 5-10 years.

An online survey was undertaken with an email invitation containing a unique link, supported by a mail survey.

The email invitation was sent to 3036 ratepayers for whom the Shire had email addresses, inviting recipients to complete the survey online. Those who didn't respond were followed up with two reminder emails. These emails were sent to resident and non-resident ratepayers.

1920 hardcopy questionnaires were sent to residences within the Shire for whom the Shire did not have email contact details. These were delivered to street addresses, PO Boxes and c/- Post Office addresses, accompanied by a letter addressed to the householder. Recipients of the mail survey had the option of returning the questionnaire in the supplied reply-paid envelope or scanning the QR code on the top right-hand corner of the front page and completing the questionnaire online. Paper copies of the questionnaire were also available for those who requested them from the Shire.

In all, 805 responses were received.

The sources were as follows:

Online survey	Responded to the email invitation	607
Online survey	Accessed via QR code on the mail questionnaire	15
Mail survey	Distributed via addressed mail (to the householder)	183
TOTAL	Completed the survey online	622
TOTAL	Responded to the mail survey (by mail or QR code)	198

After removing undeliverable surveys, the response rate for the email invitation approach was 21.6% and the mail survey was 10.3%, either returning their completed questionnaire in the mail or via the QR code.

Overall, 17.0% of households sent a survey completed it.

THE APPROACH

Responses from people who didn't either live or own property in the Shire, were elected members or were Shire employees were removed, resulting in a sample of 776.

The total sample has an error margin of $\pm 3.2\%$ at the 95% level of confidence.

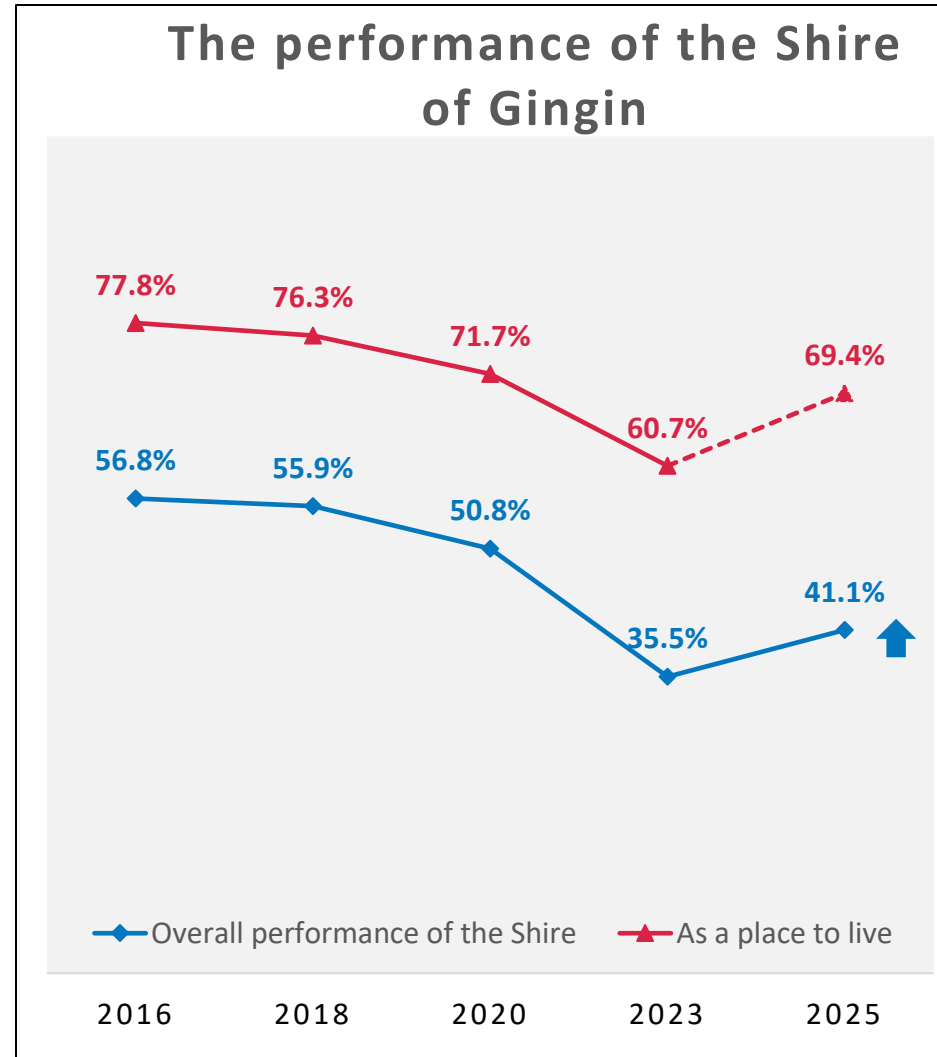
The data has been thoroughly checked and coded before being analysed. Comparisons have been made to 2023 results, with trends in the data shown back to 2016, where appropriate and differences between subgroups of the population have been identified. The results are detailed in the following pages of this report.

GINGLIN

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

- Perceptions of the overall **performance of the Shire in 2025** have improved significantly from 2023 (35.5% good or excellent to 41.1% good or excellent). Despite this improvement, perceptions of the Shire’s performance remain lower than the 2016-2020 period.
- Non-resident ratepayers and residents of the Lower Coastal area, particularly Guilderton residents, rate the Shire’s performance the highest.
- Residents (owners and renters) and residents of the Upper Coastal area, particularly Lancelin residents, rate the Shire’s performance the lowest.
- The measure rating the Shire as a place to live was changed this year, so results cannot be compared to previous years.
- Almost 7 in 10 are **likely to recommend the Shire as a place to live**.
- Gingin and Inland Rural area residents, along with residents of Gingin and Guilderton are the most likely to recommend the Shire as a place to live.
- Upper Coastal area residents, particularly Lancelin residents, are less likely (but not unlikely) to recommend the Shire as a place to live.



Q1. How do you feel about the performance of the Shire of Gingin over the past 12 months?
 % excellent + good shown.
 2025 n=738; 38 don't know and no response excluded.

Q2. If a friend or family member was thinking of relocating, how likely would you be to recommend the Shire of Gingin as a place to live?
 % rating 6+/10 shown.
 2025 n=768; 8 don't know and no response excluded.

(Prior to 2025, "as a place to live" was measured as satisfaction with the Shire as a place to live, with % very satisfied + satisfied reported. The measurement is now propensity to recommend and rated out of 10).

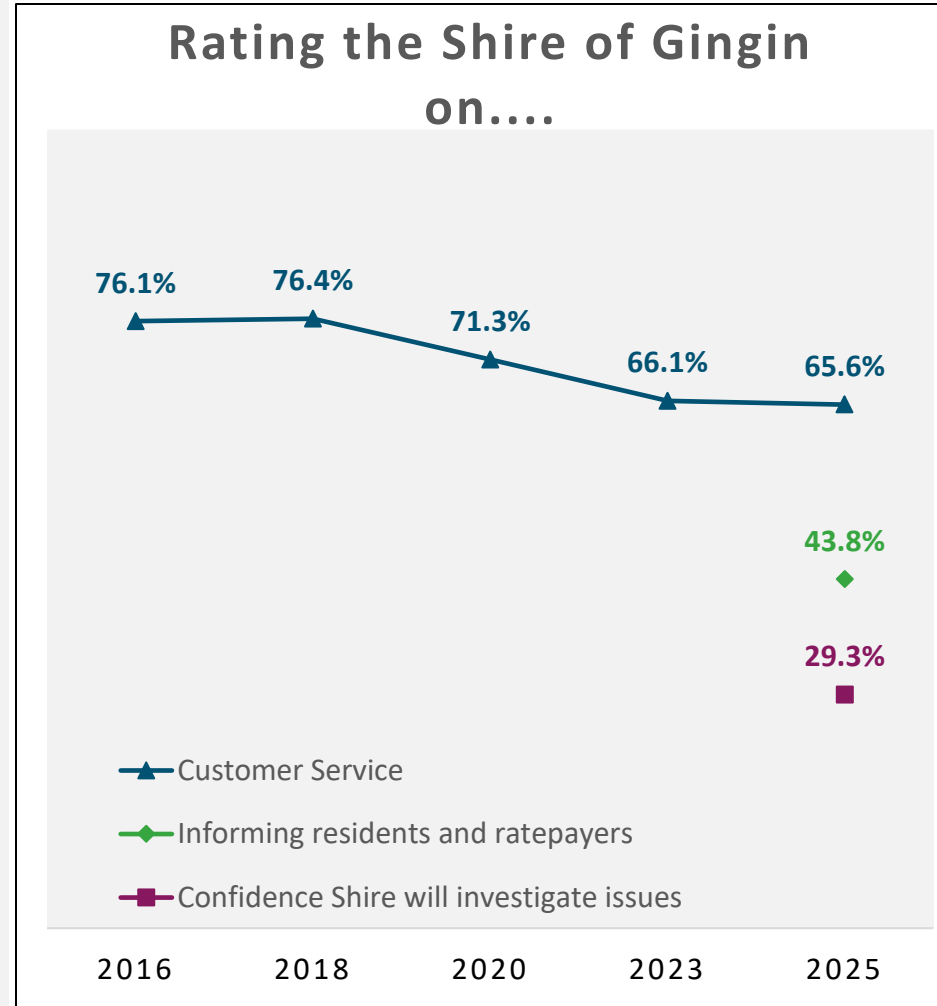
↑ Increase in very satisfied and satisfied since 2023

EXECUTIVE SUMMARY

- The development of a Net Promoter Score (NPS) based on willingness to recommending the Shire as a place to live is a new measure. The NPS is negative (-17.7).

This is due to the small portion promoters (22.5% rating the Shire 9-10/10), and the larger proportion of detractors. Including the 9.6% of survey participants give a rating of 6 and the 14.8% who give a rating 5 out of 10, as well as the 15.8% of participants who gave a score of 4 or below out of 10.

- Amongst those who had had contact with the Shire over the previous 12 months, ratings of the **customer service** received during their most recent contact remains high and while statistically similar to the 2023 result is below the 2016-2020 period.
- A new measure this year was **how well informed about Shire activities, projects and services** residents feel. Around 3 in 7 feel very or fairly well informed.
- A new measure this year was **confidence that the Shire will investigate and take action on issues reported to it**. Fewer than 3 in 10 are extremely or very confident the Shire will investigate and take action.



Q5. How would you rate the customer service provided during your most recent contact?

% excellent + good shown.

2025 n=579 who had contact with the Shire (including those who ticked no contact at Q4 but answered Q5), 2 don't know, had no contact or gave no responses excluded.

Q14. How well informed do you feel about Shire activities, projects and services?

% very well or fairly well informed shown.

2025 n = 720; 56 no response or don't know excluded.

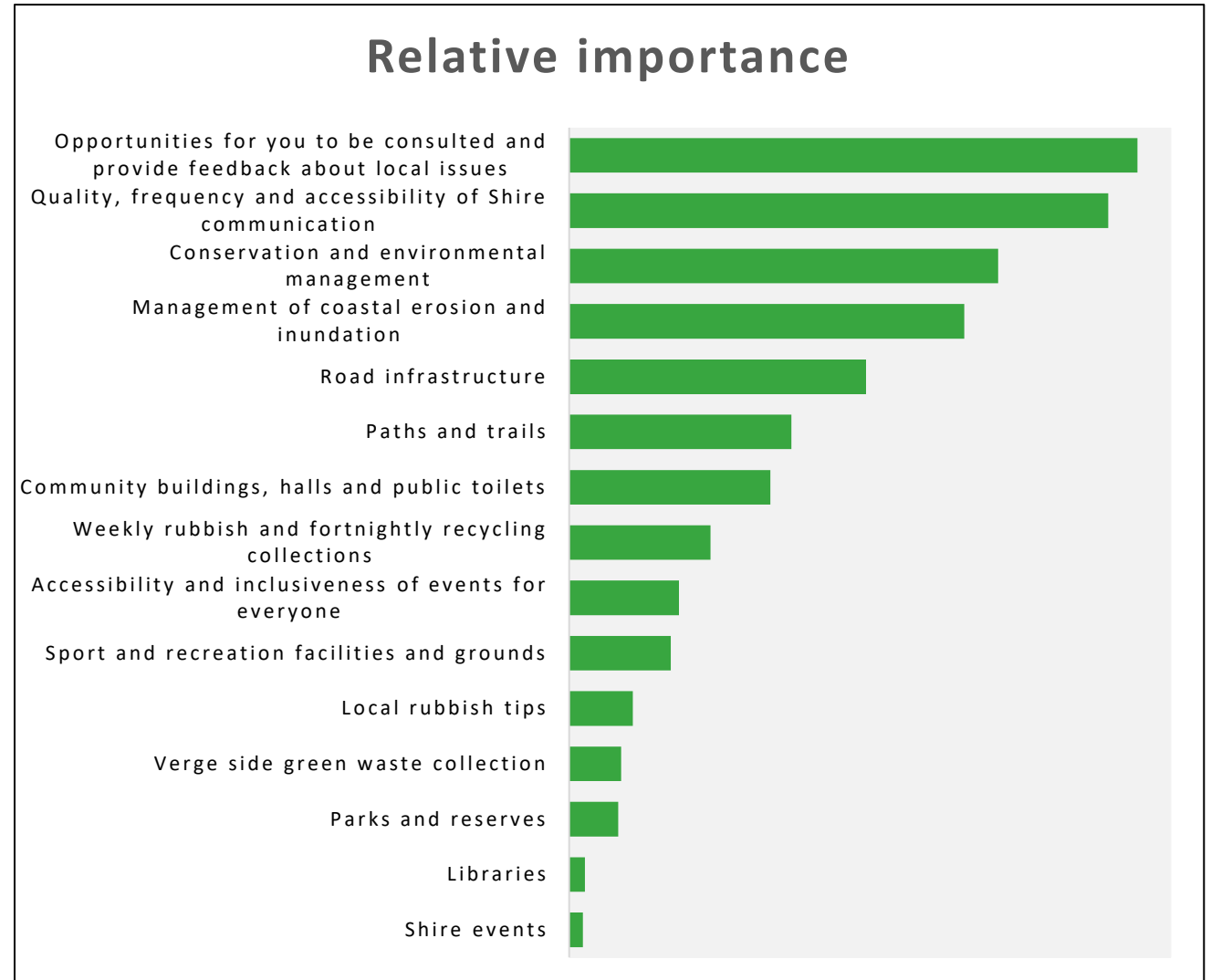
Q6. How confident are you that, if you report an issue such as noise, pollution, animal control, stable fly or illegal camping, the Shire will investigate and take action?

% extremely + very confident shown.

2025 n=666, 110 don't know or gave no response excluded.

WHAT DRIVES PERCEPTIONS OF THE SHIRE'S OVERALL PERFORMANCE?

- Driver analysis has been used to determine which services and facilities have the greatest influence on perceptions of overall performance.
- The most influential services and facilities were:
 - Opportunities for residents to be consulted and provide feedback about local issues
 - Quality, frequency and accessibility of Shire communication
 - Conservation and environmental management
 - Management of coastal erosion and inundation.
- These are areas of borderline satisfaction or low satisfaction (see slide 12).
- Strong performance in these areas will have the greatest positive impact on perceptions of the Shire's overall performance.
- Conversely, declines in performance in these will have the greatest negative impact.



SATISFACTION WITH SHIRE SERVICES AND FACILITIES

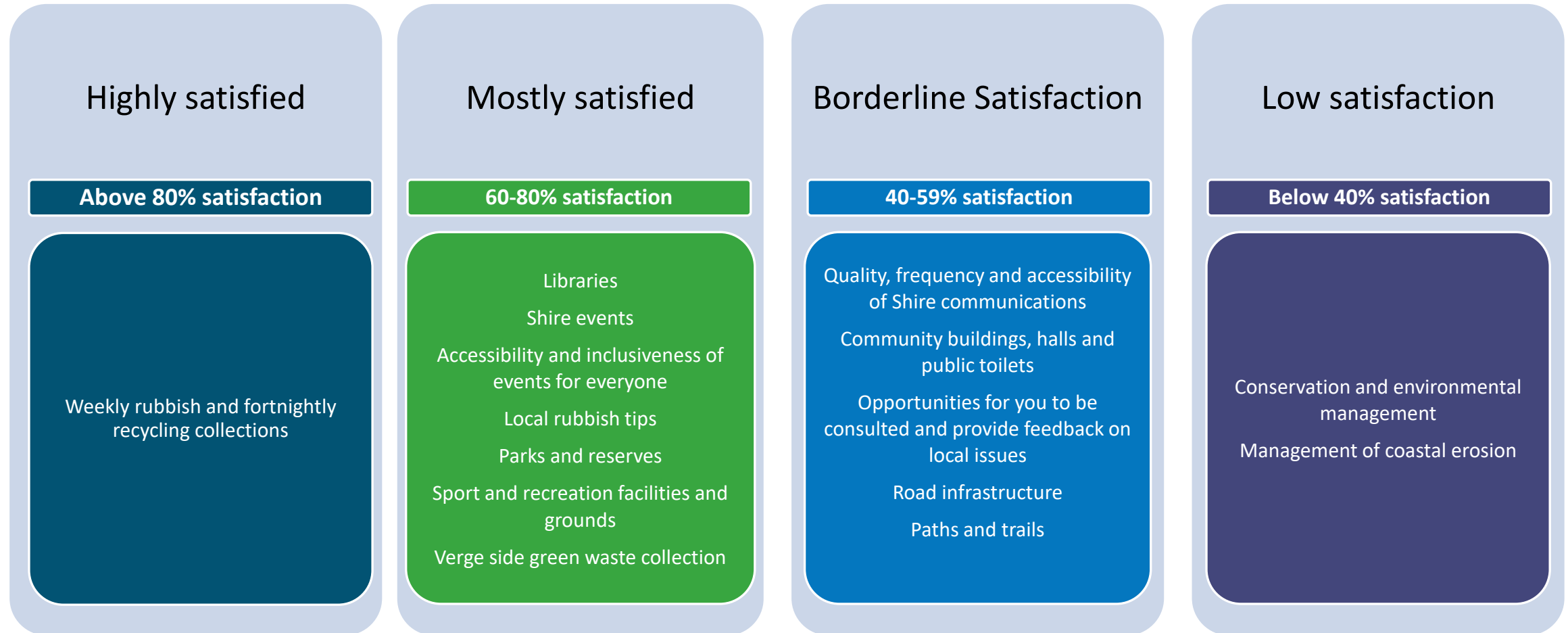
Residents and ratepayers were asked this year to rate their satisfaction with 15 services and facilities provided by the Shire.

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

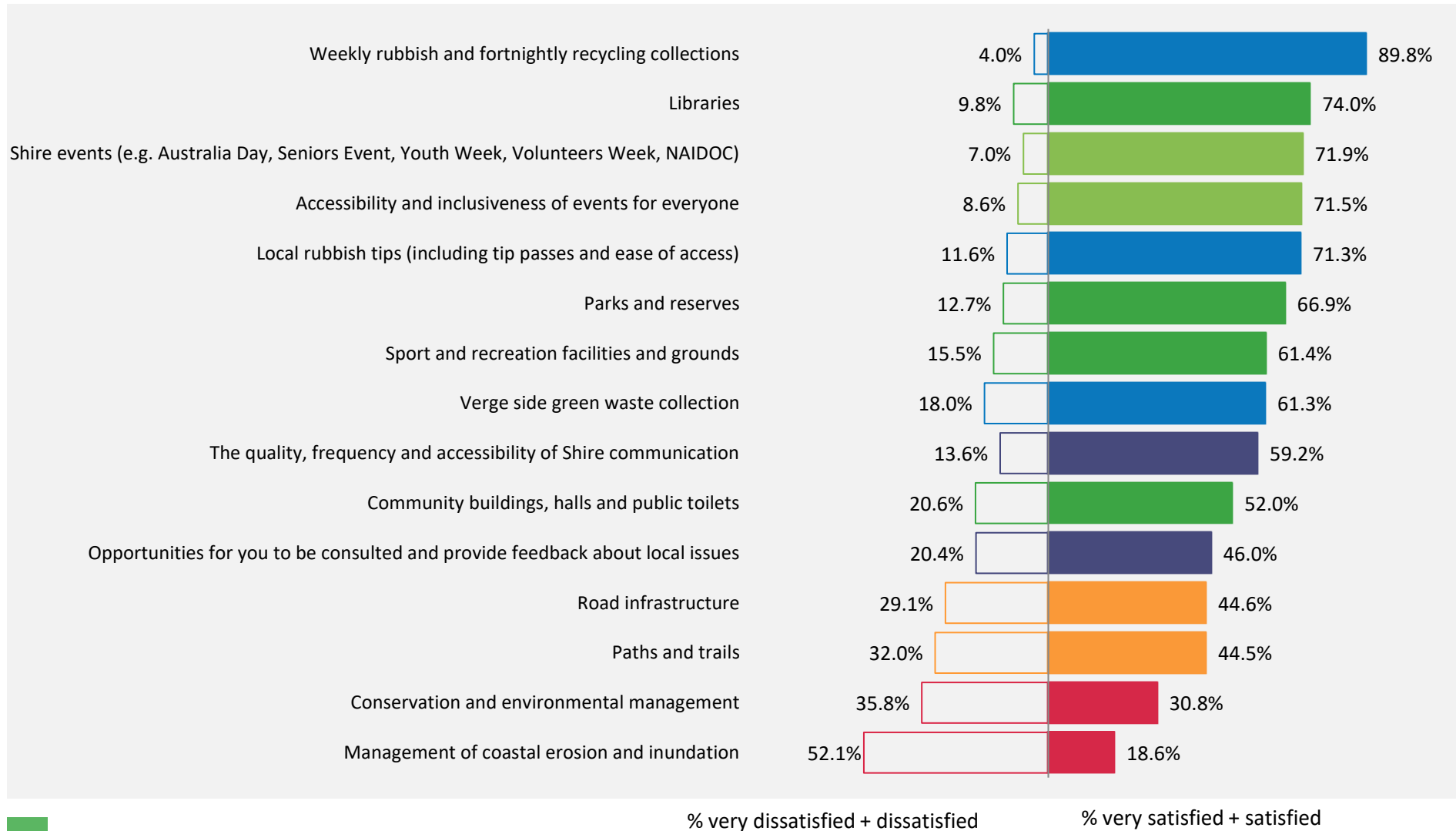
- Areas of **high overall satisfaction**: where more than 80% of users were satisfied or very satisfied.
- Areas where users were **mostly satisfied**: 60-80% gave satisfied or very satisfied ratings.
- Areas of **borderline satisfaction**: where 40-59% of users are satisfied or very satisfied.
- Areas of **lower satisfaction**: where fewer than 40% of users are satisfied or very satisfied.

Overall satisfaction ranged from a high of 89.8% (for weekly rubbish collections) to a low of 18.6% (for management of coastal erosion and inundation).

SATISFACTION WITH SHIRE SERVICES AND FACILITIES



OVERALL SATISFACTION



Q8, Q9, Q10, Q11, Q12, Q13. (n=296-736, 40-480 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 2023

The table below outlines the services and facilities where satisfaction improved, was similar to 2023 or had declined since 2023. Unless otherwise noted, the changes refer to all three measures reported.

Improvement	Similar to 2023	Declined (or worsened in the case of the level of dissatisfaction)
Weekly rubbish & fortnightly recycling collections (VS) *	Verge side green waste collection	Local rubbish tips (including tip passes and access)
	Sport and recreation grounds and facilities	Community buildings, halls and public toilets (VS+S)
	Parks and reserves	Libraries (VS+S)
	Opportunities to be consulted	Shire events (VS+S)
		Accessibility and inclusiveness of events for everyone (D+VD)
		Conservation and environmental management (VS+S, D+VD)
		Management of coastal erosion and inundation (VS+S, D+VD)
		Road infrastructure (VS+S) *
		Paths and trails (VS+S, D+VD)

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

Services and facilities marked * were previously measured as two separate services or facilities. They were combined this year, and comparisons were made to the average of the separate measures in previous years. Where the separate measures received quite different satisfaction ratings, part of any 2023-2025 change may be attributable to that.

Measured for the first time this year were:

- Quality, frequency and accessibility of Shire communications

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

Upper Coastal

More satisfied	Fewer satisfied	More dissatisfied
<ul style="list-style-type: none"> Local rubbish tips 	<ul style="list-style-type: none"> Parks and reserves Shire events 	<ul style="list-style-type: none"> Community buildings, halls and public toilets Conservation and environmental management Management of coastal erosion Paths and trails

Gingin & Rural Inland

More satisfied	Fewer satisfied	More dissatisfied
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Local rubbish tips 	<ul style="list-style-type: none"> Local rubbish tips

Lower Coastal

More satisfied	Fewer satisfied	More dissatisfied
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None



Image source: profile.id.com.au/gingin/population, accessed 3 July 2025

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

Lancelin

More satisfied	Fewer satisfied	More dissatisfied
<ul style="list-style-type: none"> Local rubbish tips 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Conservation and environmental management Management of coastal erosion and inundation

Ledge Point

More satisfied	Fewer satisfied	More dissatisfied
<ul style="list-style-type: none"> Local rubbish tips 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

Gabbadah

More satisfied	Fewer satisfied (more "mixed feelings")	More dissatisfied
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Community buildings, halls and public toilets 	<ul style="list-style-type: none"> None

Guilderton

More satisfied	Fewer satisfied	More dissatisfied
<ul style="list-style-type: none"> Quality, frequency, accessibility of Shire communications Opportunities to be consulted 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

Rural localities

More satisfied	Fewer satisfied	More dissatisfied
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Weekly rubbish & fortnightly recycling collections 	<ul style="list-style-type: none"> Weekly rubbish & fortnightly recycling collections Verge side green waste collections Local rubbish tips Quality, frequency, accessibility of Shire communications Opportunities to be consulted



Gingin

More satisfied	Fewer satisfied	More dissatisfied
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Local rubbish tips 	<ul style="list-style-type: none"> None

Image source: Shire of Gingin website, accessed 3 July 2025

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

Residents

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

Fewer are satisfied with:

- Local rubbish tips
- Community buildings, halls and public toilets (more have “mixed feelings”)
- Parks and reserves
- Shire events (e.g. Australia Day, Seniors Event, Youth Week, Volunteers Week, NAIDOC)

More are dissatisfied with:

- Management of coastal erosion and inundation
- Road infrastructure
- Paths and trails

Non-resident ratepayers

More are satisfied with:

- Local rubbish tips
- Community buildings, halls and public toilets
- Road infrastructure
- Paths and trails
- Opportunities for you to be consulted and provide feedback about local issues

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

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

Business owners

More are satisfied: business owners are not more satisfied in any areas

Fewer are satisfied:

- Weekly rubbish and fortnightly recycling collections

More are dissatisfied:

- Verge side green waste collection
- Local rubbish tips (including tip passes and ease of access)
- Sport and recreation facilities and grounds
- Shire events (e.g. Australia Day, Seniors Event, Youth Week, Volunteers Week, NAIDOC)

COMMUNITY PRIORITIES FOR THE SCP

2025		PRIORITY AREAS
Improve emergency services and bush fire brigade Build aged care/retirement facilities/Improve aged care services	8.8% 6.2%	Community wellbeing (25.6%)
Protect the foreshore/ coastal erosion/beach areas Preserve the dunes from erosion, mining, carting sand Other environmental issues Rubbish collection issues (including green waste) Offroad users - arguments to allow and to control them	27.7% 13.0% 10.6% 8.0% 6.8%	Natural environment (52.4%)
Upgrade roads incl signage/drainage/kerbing etc Improved footpaths/cycleways/walking trails Increase development/progress/infrastructure/services Improve and better maintenance of streetscape Provide, upgrade and maintain community/town facilities Upgrade-more parks/equipment/trees/BBQs etc Clean up road verges/verge trees Upgrade beach and river foreshore access & facilities	29.4% 10.7% 9.5% 7.8% 7.7% 7.3% 6.6% 6.6%	Built environment (67.9%)
More community engagement/consultation/listening & communication	6.0%	Leadership and governance (26.5%)
Encourage tourism improve facilities & information Grow the coastal communities & focus on development Encourage economic development & growth Improve retail range and number of shops	15.8% 7.2% 7.0% 6.4%	Attractions & the economy (30.0%)

Q3. What do you feel that the Shire should prioritise over the next 5-10 years? (free text responses coded, n=739, n=37 don't know or gave no response excluded).

Shown in the chart left are all priorities mentioned by more than 5% of survey participants, plus the % of people mentioning priorities in each of five priority areas.

GUNGIN

STRATEGIC CONCLUSIONS
AND RECOMMENDATIONS

STRATEGIC CONCLUSIONS AND RECOMMENDATIONS

Residents' and ratepayers' perceptions of the performance of the Shire overall is now rising and the majority of residents and ratepayers (7/10) would recommend the Shire as a place to live, which is encouraging. Furthermore, the Shire continues to perform well in delivering the tangible regular services (notably the weekly rubbish and fortnightly recycling collections) as well as the community services and three of the four community facilities. These are standard services which the community expects from a local government and don't really drive overall satisfaction with the Shire's performance unless poorly delivered.

However, there are **key areas which need addressing**:

- Confidence in the Council is fairly low with less than one third of residents and ratepayers (29.3%) being very confident that the Shire will investigate and take action on even the most basic of issues they report such as noise, pollution, animal control, stable fly or illegal camping.
- Overall satisfaction with the Shire's performance on eight of the fourteen the services measured in 2023 and remeasured in 2025 has fallen year. Dissatisfaction with five of the fourteen services has increased.
- The two areas which have most impact on how the Shire is viewed and overall satisfaction with the Shire's performance:
 - Communications and engagement (Opportunities for residents to be consulted and provide feedback about local issues – 46.0% satisfied and Quality, frequency and accessibility of Shire communication – 59.2% satisfied) – these are the two most influential drivers of residents' and ratepayer's perceptions of the performance of the Shire.
 - Environmental management (Conservation and environmental management – 30.8% satisfied and Management of coastal erosion and inundation – 18.6% satisfied) – the next two next most influential drivers of perceptions of the Shire's performance; satisfaction with both of these areas has declined this year.

Unless satisfaction with the Shire's performance on these improve, overall satisfaction with the Shire's performance will not improve further and risks declining to 2023 levels.

- A further two, both related to Infrastructure (Road infrastructure and Paths and trails), are the fifth and sixth most influential drivers of perceptions of the Shire's performance, satisfaction with both of these also declined compared to 2023.

STRATEGIC CONCLUSIONS AND RECOMMENDATIONS

The Shire's population is very keen to be engaged. They want to participate in surveys and submit feedback via the Shire's consultation hub. Over a third each interested in community workshops and drop-in sessions, and in focus groups/workshops. And 10.2% say that they attend Shire-hosted meetings, workshops, events or information sessions reasonably regularly (at least half the time). Communication information is reported on pages 87 onwards.

▪ The Strategic Community Plan

This augers well for the development of the Strategic Community Plan (SCP) but it does put the onus on the Shire to make sure that the community know that the workshops are scheduled and that they are given the opportunity to participate.

We feel that being in any way selective of who in the general community is invited, i.e. only community representatives or limiting the numbers, will thwart the larger community's desire to be involved in planning the future of their Shire and their individual communities. This will cause more problems than it solves, alienating the community further.

The issues the community raised spontaneously at the beginning of the survey for the Shire to address in the next 5-10 years relate mainly to tangible issues in terms of services and facilities, those raised above:

- Road upgrades
- Foreshores and coastal erosion
- Encouraging tourism, business growth and economic development
- Environmental issues including preserving the dunes
- Cycleways, footpaths and walking trail.

It should also be noted that SCP issues (particularly those related to the natural environment) and those factors which drive perceptions of the Shire's performance do vary by region (particularly between the coast and inland) as well as perceptions of the Shire's performance. Hence the strategy will need to accommodate this.

Regardless of the Shire's approach to developing its strategy to address the issues identified in this report, it is the **communication** – of the various points of view, the possible solutions, the outcomes and the reasons for the decisions – that is essential. It is no accident that communication drives perceptions of the Shire's performance. 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.

GUNGIN

KEY FINDINGS

PERFORMANCE OF THE SHIRE

- Overall performance (excellent + good) – 41.1%
- Excellent performance – 5.1%
- Poor or very poor performance – 18.8%

Who rates the Shire highly?

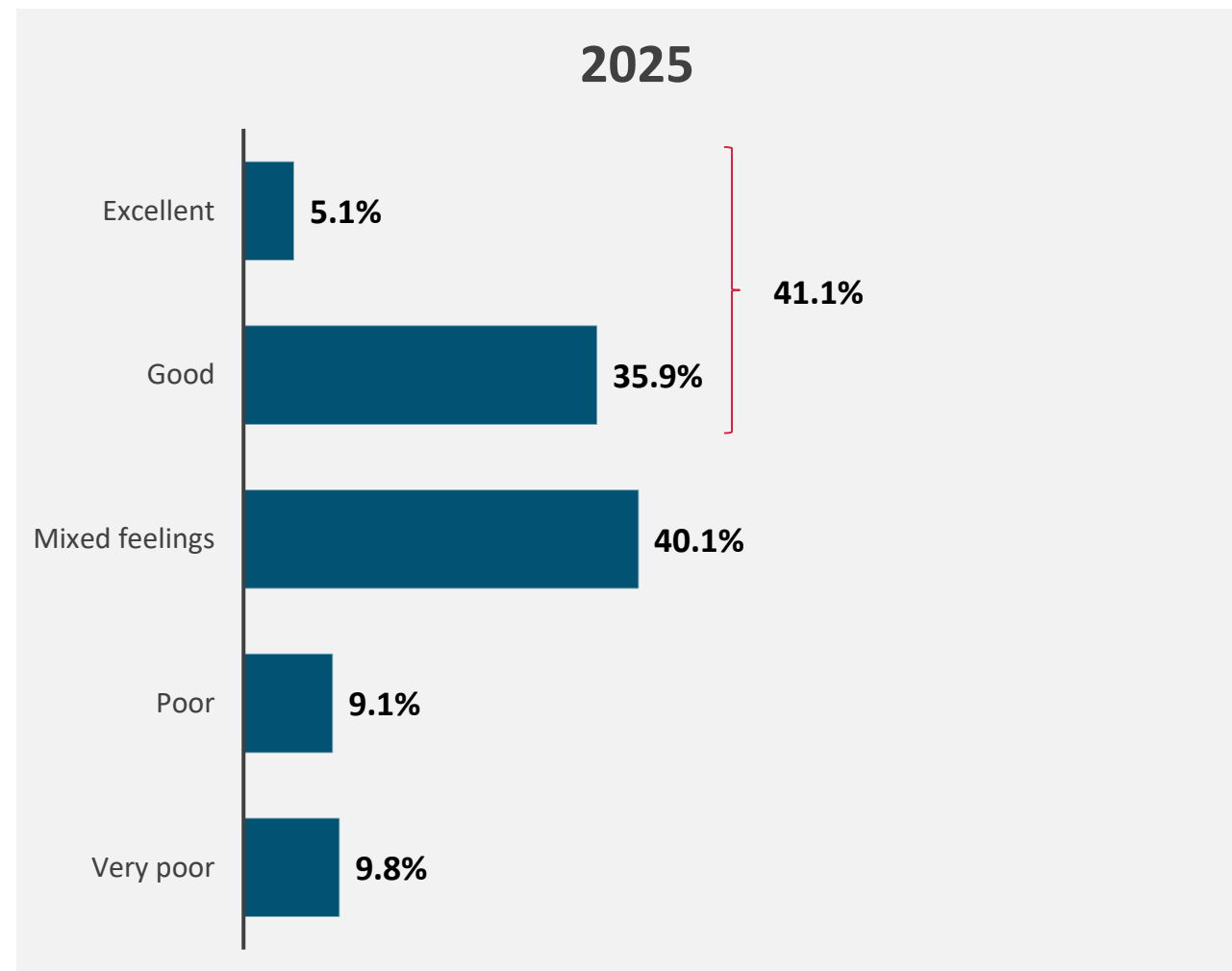
Non-resident ratepayers
Lower Coastal area residents
Guilderton residents

Who rates the Shire less highly (but not poorly overall)?

No one group stands out

But: who gives a higher level of poor ratings?

Residents (owners & renters)
Upper Coastal area residents
Lancelin residents



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. 2025 n=738; 38 don't know and no response excluded

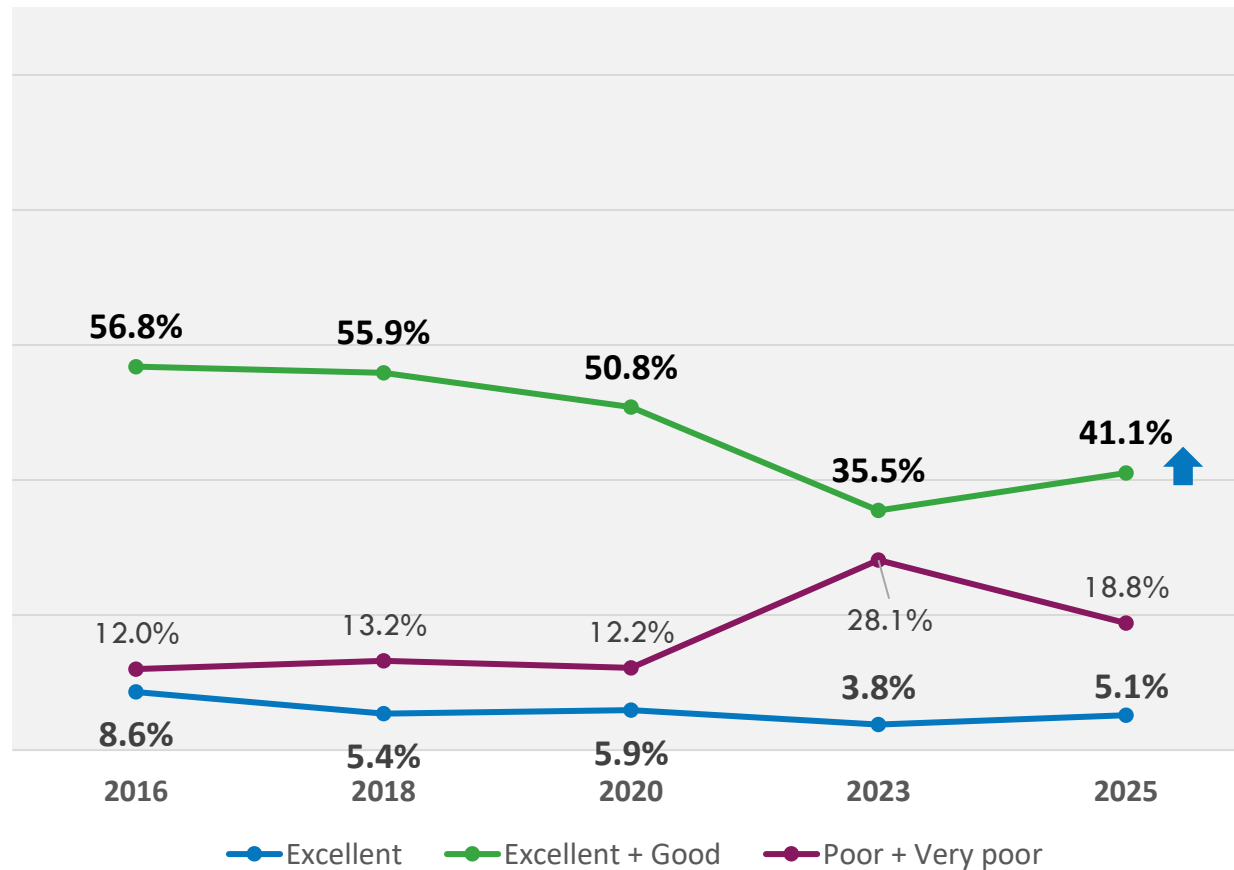
PERFORMANCE OF THE SHIRE

2025 overall results for excellent + good are significantly higher than the 2023 results. The results for poor + very poor are significantly lower than the 2023 results.

Over the longer term:

- The overall result of excellent + good for 2025 is lower than the overall result for the 2016 to 2020 period.
- Excellent result in 2025 is lower than the 2016 result.
- Poor + very poor result in 2025 is worse than the 2016 to 2023 period.

Trend over time



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.
 2025 n=738; 38 don't know and no response excluded
 2023 n=899; 34 don't know and no response excluded
 2020 n=658; 37 no response and unsure excluded
 2018 n=681; 49 no response and unsure excluded
 2016 n=521, 53 no response and unsure excluded

↑ Increase in very satisfied and satisfied since 2023

RECOMMENDING THE SHIRE AS A PLACE TO LIVE

- Highly likely to recommend the Shire as a place to live (8+/10) – 43.2%
- Overall likely to recommend (6+/10) – 69.4%
- Not likely to recommend (0-4/10) – 15.8%

Who is likely to recommend?

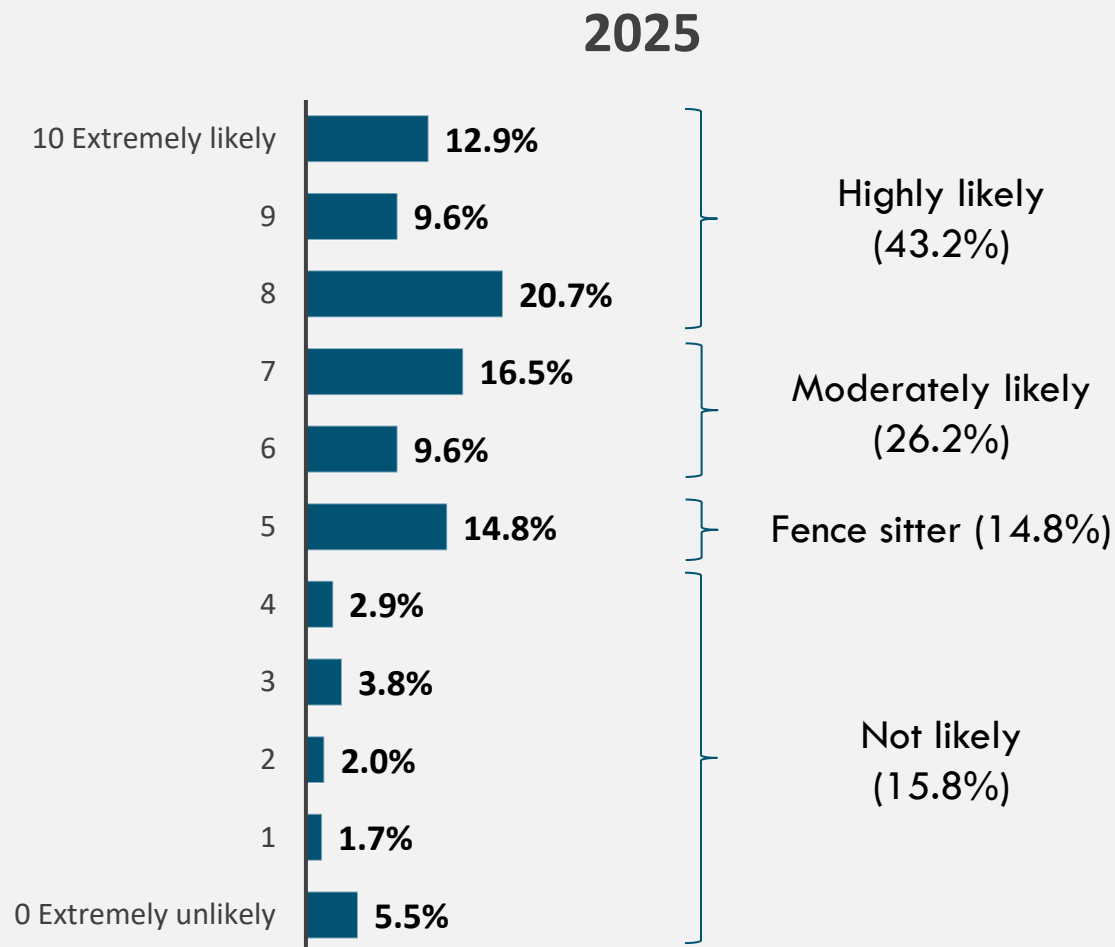
Gingin and Rural Inland area residents
 Gingin* residents
 Guilderton residents

Who is less likely to (but not unlikely)?

Upper Coastal area residents
 Lancelin residents

Who has a higher level of unlikely to recommend?

Residents (owners & renters)



Q2. If a friend or family member was thinking of relocating, how likely would you be to recommend the Shire of Gingin as a place to live?
 2025 n=768; 8 don't know and no response excluded
 Net Promoter Score (NPS) is calculated by subtracting % rating 0-6 (Detractors) from % rating 9 or 10 (Promoters).

* Gingin townsite residents is one of the few groups to have a positive NPS (+9.2)

NET PROMOTER SCORE

- Promoters (9-10/10) – 22.5%
- Passives (7-8/10) – 37.2%
- Detractors (0-6/10) – 40.2%
- Net promoter score -17.7

Who has a positive NPS?

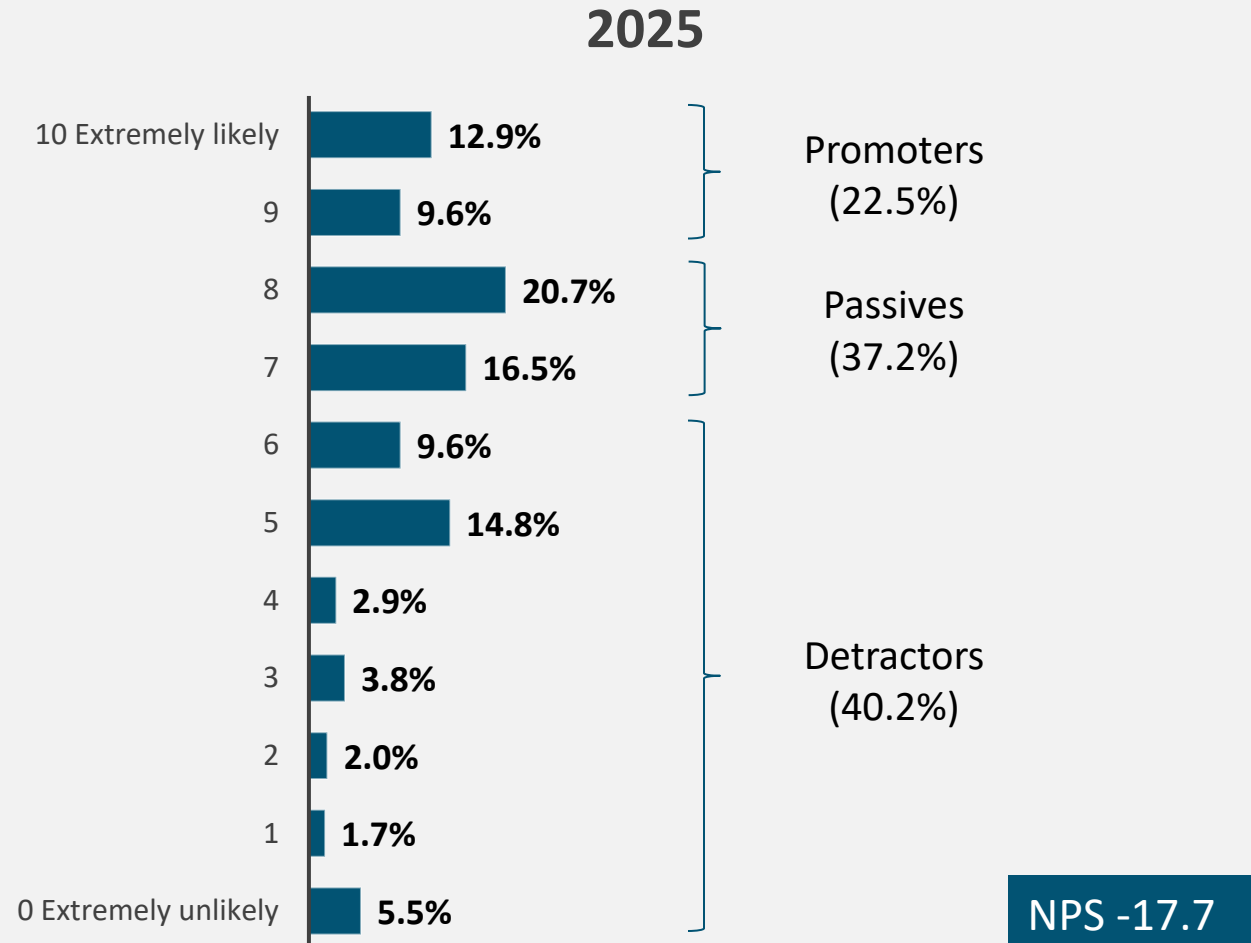
Gingin* residents

Who has a better NPS than the Shire?

Gingin and Rural Inland area residents
Lower Coastal area residents

Who has a worse NPS than the Shire?

Upper Coastal area residents
Lancelin residents



Q2. If a friend or family member was thinking of relocating, how likely would you be to recommend the Shire of Gingin as a place to live?
2025 n=768; 8 don't know and no response excluded
Net Promoter Score (NPS) is calculated by subtracting % rating 0-6 (Detractors) from % rating 9 or 10 (Promoters).

* Gingin townsite residents is one of the few groups to have a positive NPS (+9.2)

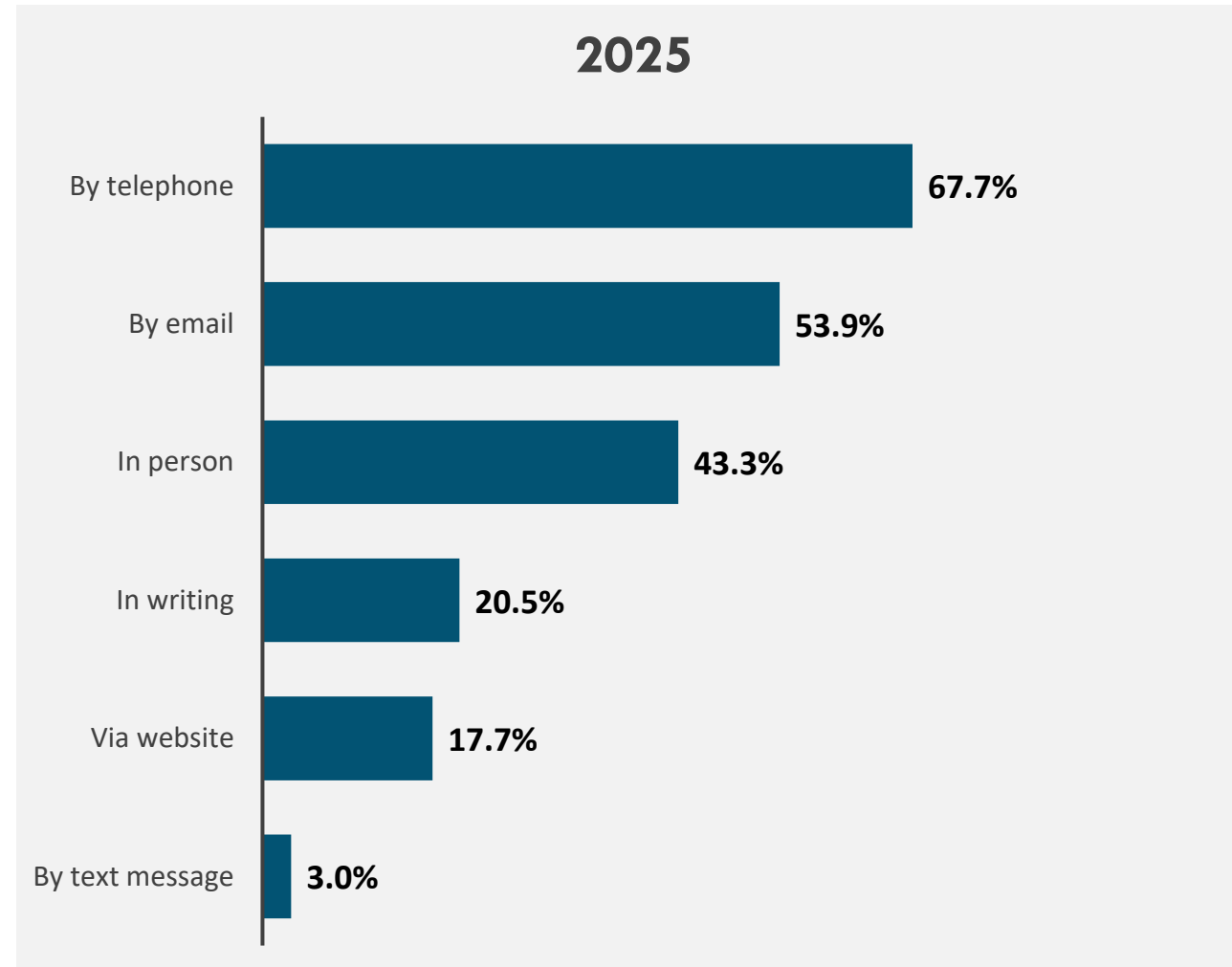
TYPE OF CUSTOMER SERVICE CONTACT WITH THE SHIRE

The 2025 survey participants contacting the Shire:

- Telephone remains the most used method. Use has increase from 59.9% since the 2023 survey.
- Email continues to be next most used method and is at a similar level to the 2023 survey.
- Contacting the Shire in person continues to be the third most used method and is also at a similar level to the 2023 survey.

Contact with the Shire in person was highest amongst:

- Residents (owners & renters)
- Gingin & Rural Inland area residents
- Gingin residents
- Rural area residents
- Business owners



Q4. Over the last 12 months, have you had any contact with the Shire of Gingin? In what ways? 2025 n = 570; 180 no contact, 3 no response and 23 can't recall excluded

CUSTOMER SERVICE PROVIDED BY THE SHIRE

Customer service results are good:

- Excellent + good customer service – 65.6%
- Excellent customer service – 23.7%
- Poor or very poor customer service – 12.3%

Who rates the Shire highly?

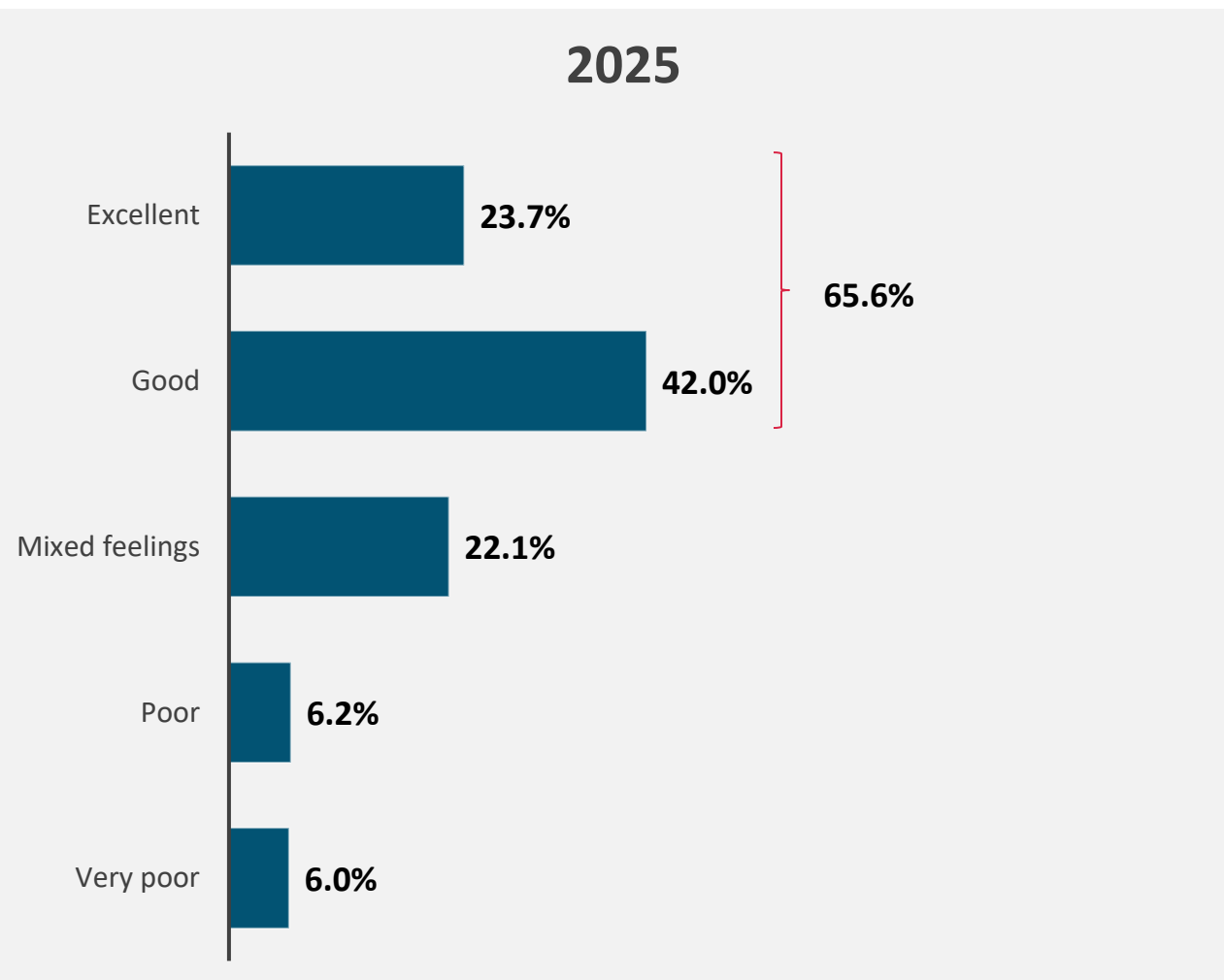
No one group stands out

Who rates the Shire less highly (but not poorly overall)?

No one group stands out

Who gives a higher level of poor ratings?

No one group stands out



Q5. How would you rate the customer service provided during your most recent contact?

Please keep in mind we do not mean the actual outcome, rather the service you received. Was it...

2025 n=579 who had contact with the Shire (including those who ticked no contact at Q4 but answered Q5), 2 don't know, had no contact or gave no responses excluded

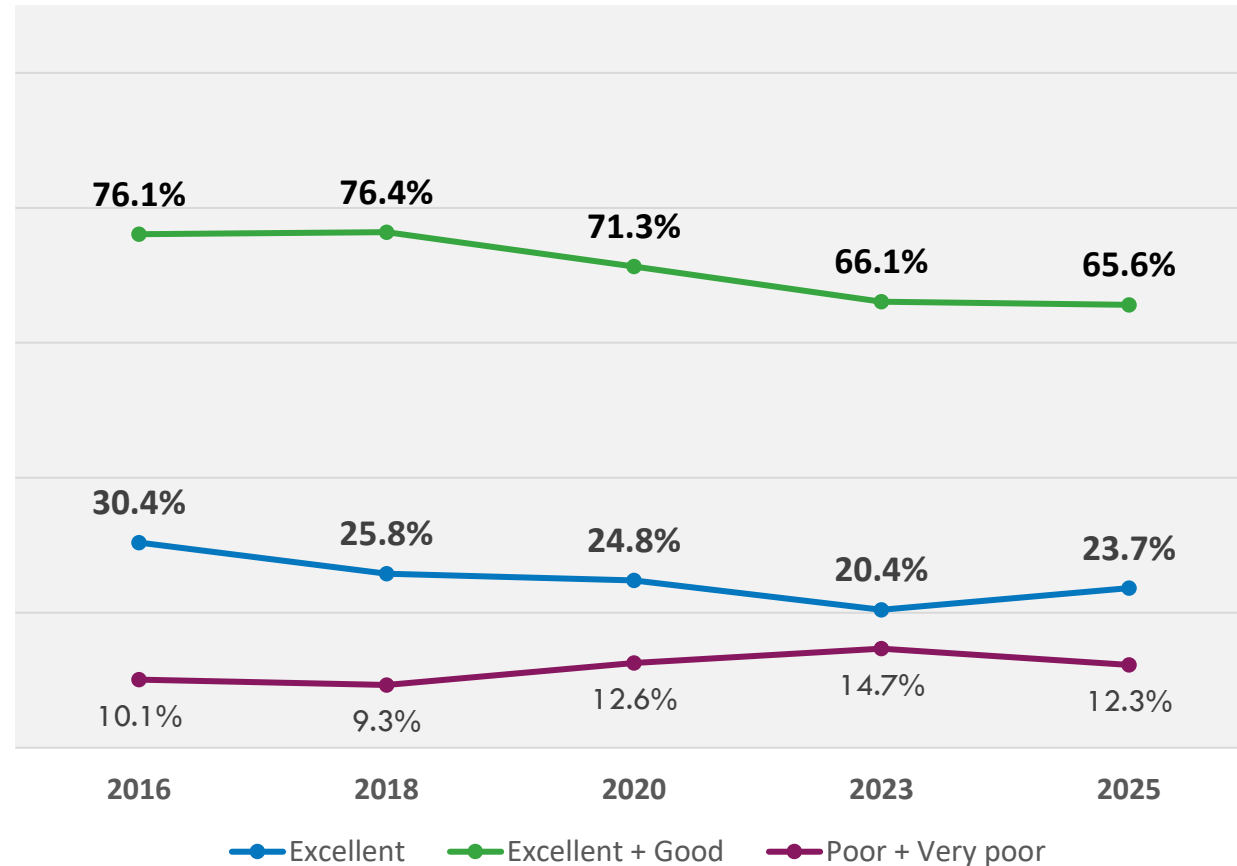
CUSTOMER SERVICE PROVIDED BY THE SHIRE

2025 results are similar to 2023 results.

Over the longer term:

- Excellent + good – 2025 result is lower than the 2016 to 2020 period.
- Excellent – similar to previous years.
- Poor + very poor – similar to previous years.

Trend over time



Q5. How would you rate the customer service provided during your most recent contact? Please keep in mind we do not mean the actual outcome, rather the service you received. Was it...

2025 n=579 who had contact with the Shire (including those who ticked no contact at Q4 but answered Q5), 2 don't know, had no contact or gave no responses excluded

2023 n=504, 19 excluded
 2020 n=541, 154 excluded
 2018 n=551, 179 excluded
 2016 n=433; 141 excluded

CONFIDENCE THAT SHIRE WILL INVESTIGATE ISSUES

Confidence that the Shire will investigate and act on issues reported:

- Extremely + very confident – 29.3%
- Extremely confident – 6.2%
- Slightly or not at all confident – 36.5%

Who is confident the Shire will investigate and act?

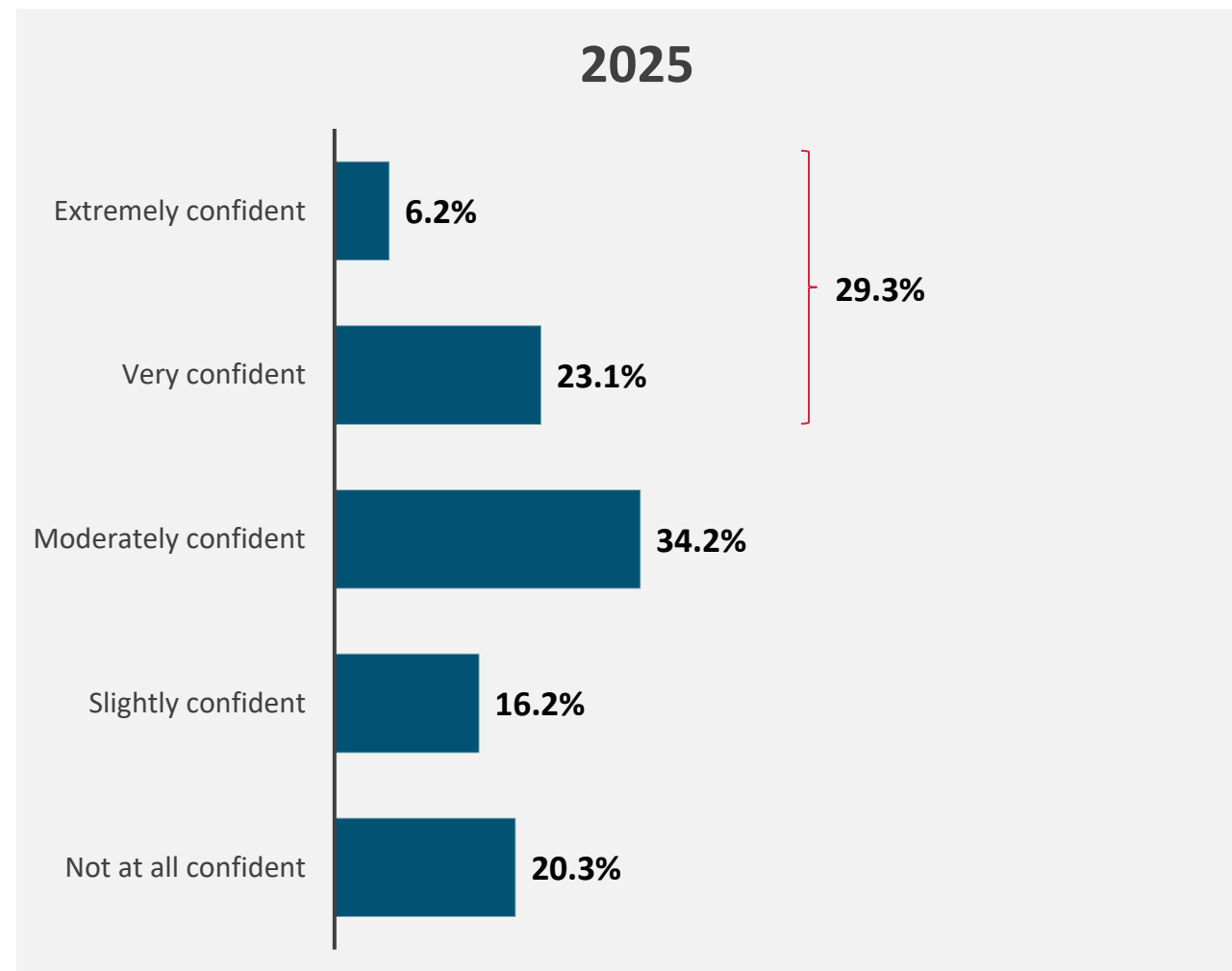
No one group stands out

Who is less confident (but not lacking in confidence)?

No one group stands out

Who has a higher proportion who are lacking in confidence?

Residents (owners & renters)



Q6. How confident are you that, if you report an issue such as noise, pollution, animal control, stable fly or illegal camping, the Shire will investigate and take action?

2025 n=666, 110 don't know or gave no response excluded

GUNGIN

STRATEGIC PRIORITIES FOR
STRATEGIC COMMUNITY PLAN

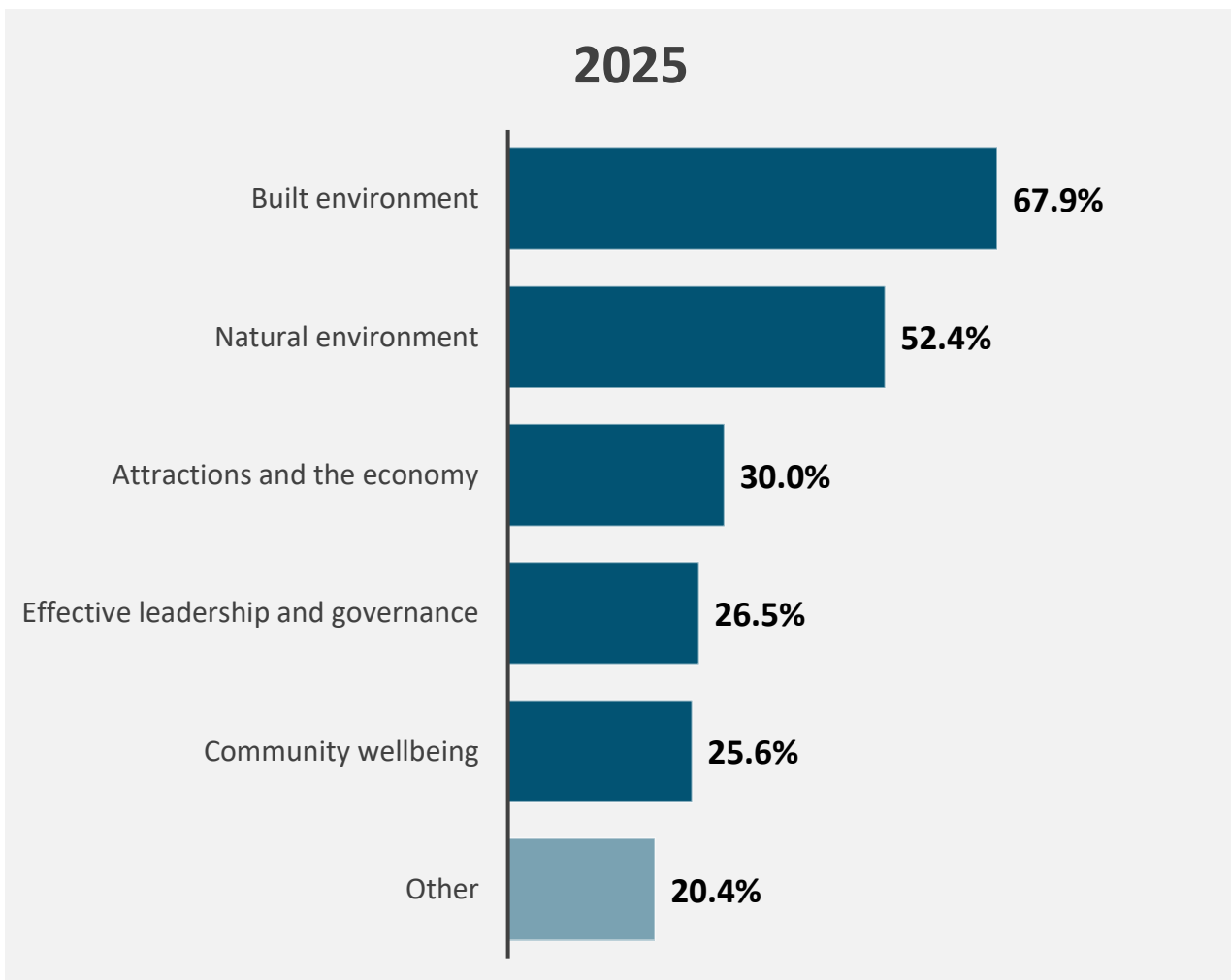
SUGGESTED STRATEGIC PRIORITIES

Survey participants were asked to list three things the Shire should prioritise over the next 5-10 years. Their free text responses were then coded into topics and grouped into key themes.

These are residents and ratepayers “top of mind” responses. They are the first things that came to mind when asked what the Shire’s priorities should be.

Issues relating to the built environment are diverse and the receive the most comment.

Issues relating to the natural environment were the next most frequently area.



Q3. What do you feel that the Shire should prioritise over the next 5-10 years? (free text responses coded, n=739, n=37 don't know or gave no response excluded).

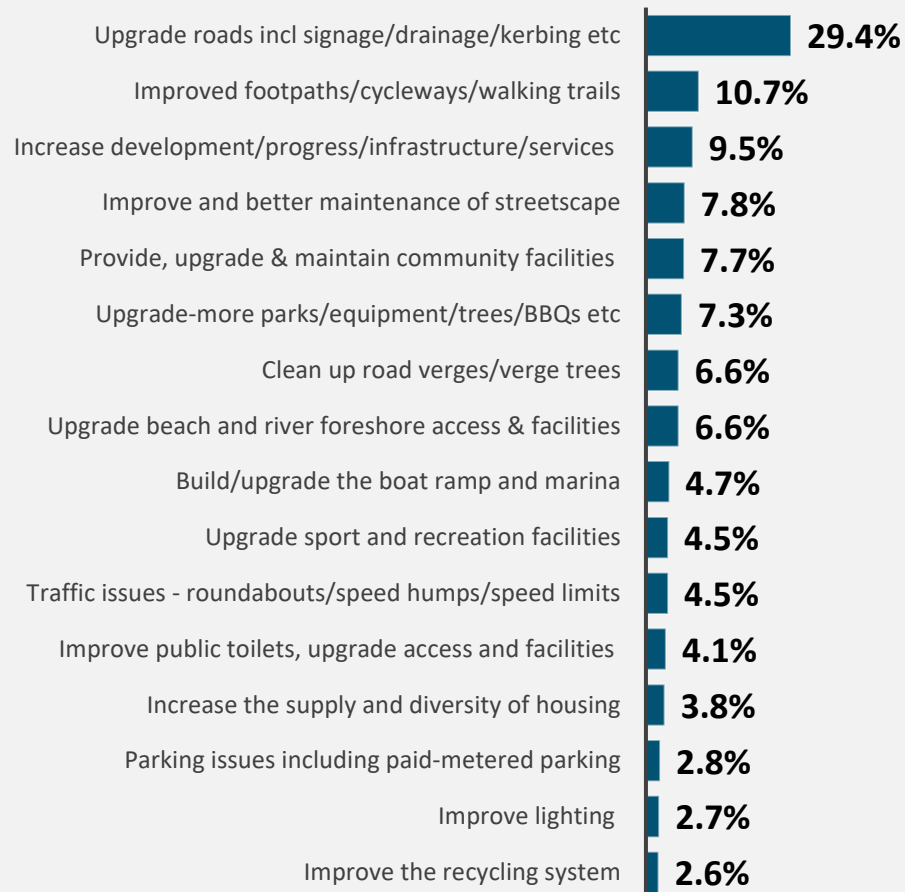
SUGGESTED STRATEGIC PRIORITIES – THE BUILT ENVIRONMENT

67.9% of survey participants identified aspects of the built environment as a priority for the next 5-10 years.

Key issues:

- Roads.
- Roads was more of a priority for residents of rural localities.
- Upgrading beach and river foreshore access was more a priority for Lower Coastal area residents, but less frequently mentioned by this group than roads.

2025



Q3. What do you feel that the Shire should prioritise over the next 5-10 years? (free text responses coded, n=739, n=37 don't know or gave no response excluded).

SUGGESTED STRATEGIC PRIORITIES – THE NATURAL ENVIRONMENT

52.4% of survey participants identified aspects of the natural environment as a priority for the next 5-10 years.

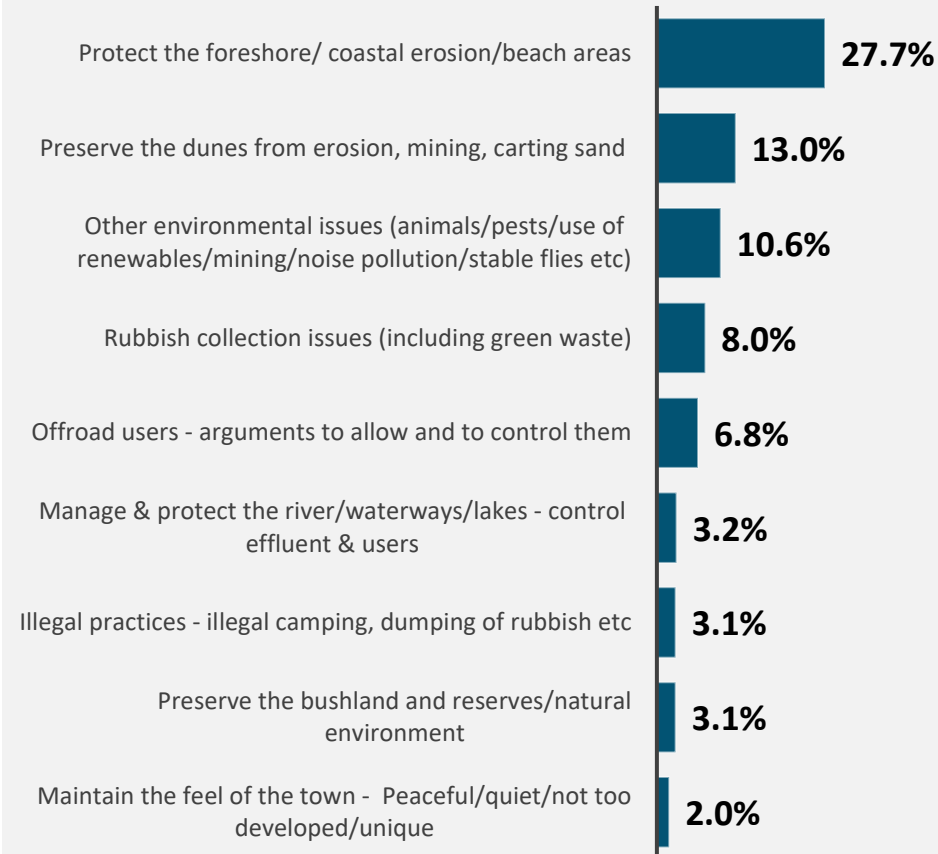
In particular:

- Upper Coastal area residents.

Key issues:

- Coastal erosion.
 - Notable differences by area (see overleaf).
 - Coastal erosion is a priority for Lancelin and Seabird residents.
- Dune preservation is also a priority for Lancelin residents.
- Rivers and waterways is priority for Guilderton residents.
- Rubbish collection issues are a more of a priority for residents of rural localities and for business owners.

2025



Q3. What do you feel that the Shire should prioritise over the next 5-10 years? (free text responses coded, n=739, n=37 don't know or gave no response excluded).

NATURAL ENVIRONMENT – DIFFERENT AREAS, DIFFERENT PRIORITIES

Upper Coastal

Compared to all survey participants

• Coastal erosion	49.2% vs 27.7%
• Dune preservation	28.8% vs 13.0%
• Off road users	11.5% vs 6.8%

Lower Coastal

Compared to all survey participants

• Coastal erosion	17.3% *
• Other environmental issues animals/pest etc	13.2% *
• Rivers and waterways	10.7% vs 3.2%

* Similar to all survey participants

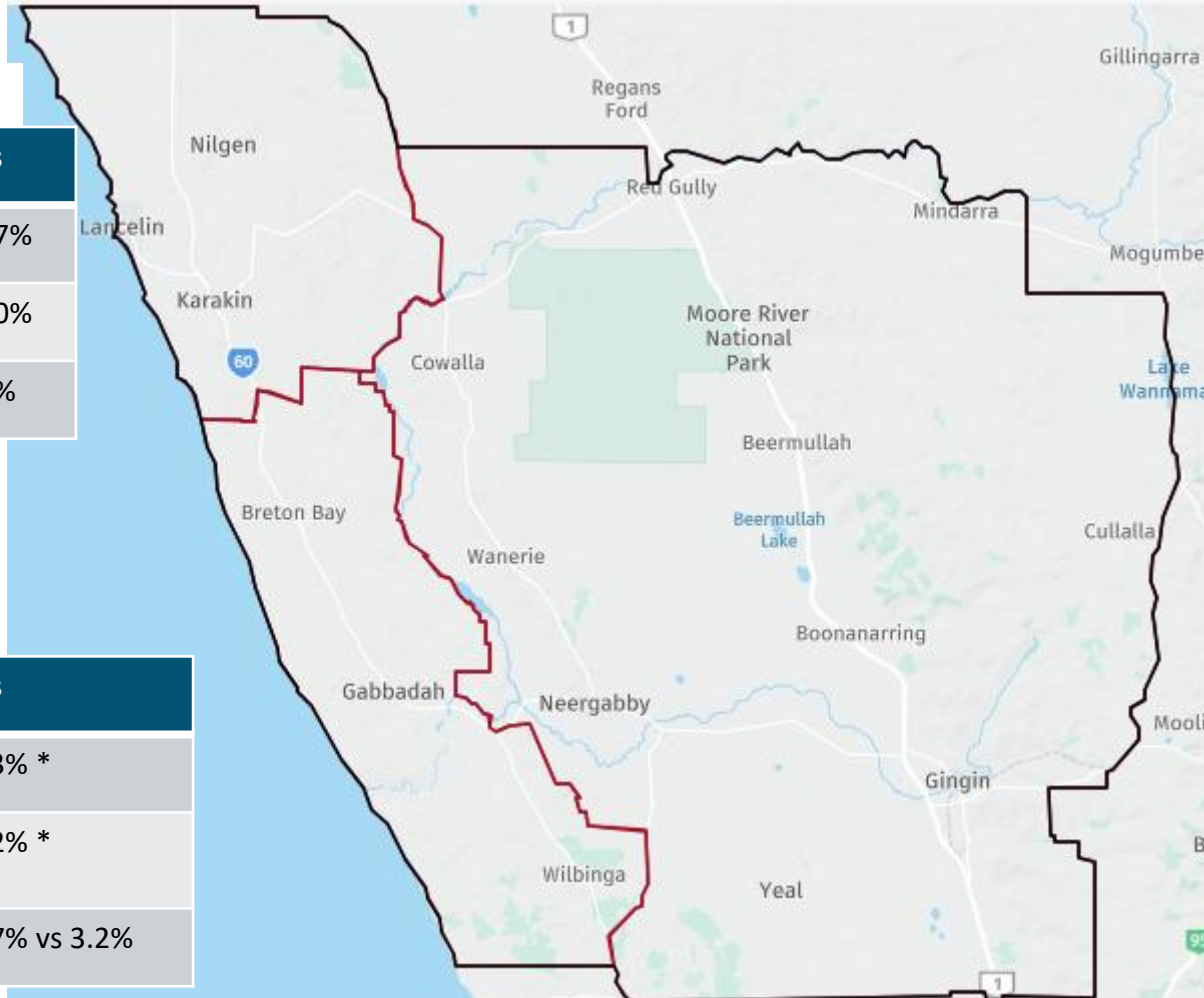


Image source: profile.id.com.au/gingin/population, accessed 3 July 2025

Gingin & Rural Inland

Compared to all survey participants

• Other environmental issues: animals/pest etc	16.5% vs 10.6%
• Rubbish collection issues	14.0% vs 8.0%

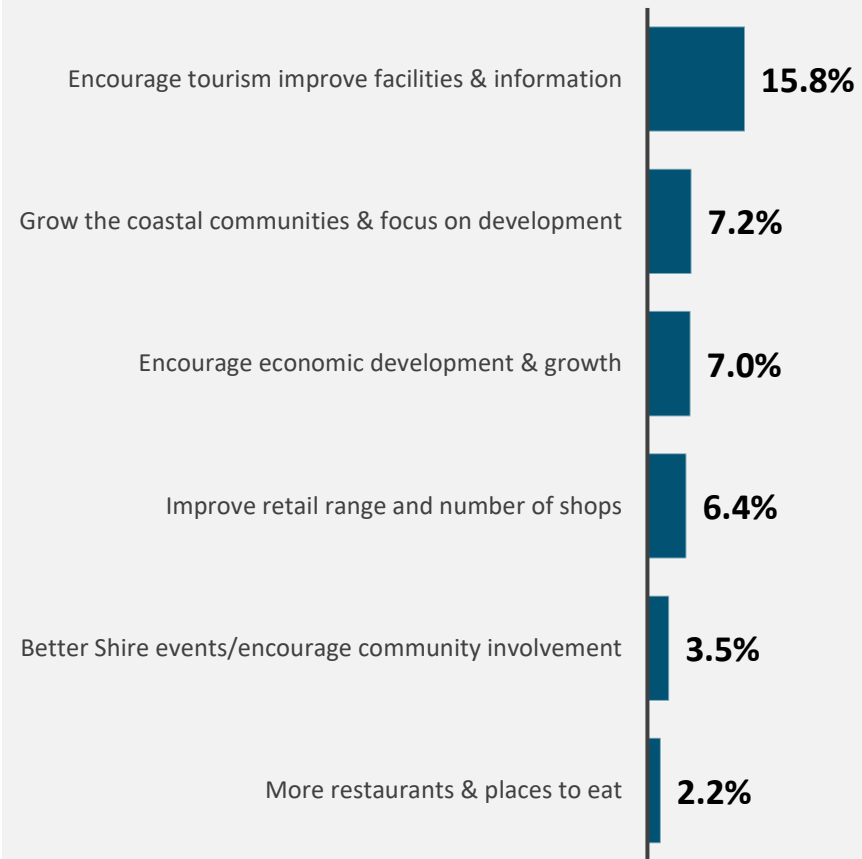
SUGGESTED STRATEGIC PRIORITIES – ATTRACTIONS AND THE ECONOMY

30.0% of survey participants identified issues relating to attractions and the economy as a priority for the next 5-10 years.

Key issues:

- Encouraging tourism, improving tourist facilities and information.
- Growing coastal communities was a higher priority for Upper Coastal area residents, but a lesser priority than tourism.
- Encouraging economic development and growth was a priority for business owners (on par with encouraging tourism).
- Improving retail range and number of shops was a priority for Gingin residents (on par with encouraging tourism).

2025



Q3. What do you feel that the Shire should prioritise over the next 5-10 years? (free text responses coded, n=739, n=37 don't know or gave no response excluded).

SUGGESTED STRATEGIC PRIORITIES – EFFECTIVE LEADERSHIP AND GOVERNANCE

26.5% of survey participants identified a wide range of issues relating to effective leadership and governance as a priority for the next 5-10 years.

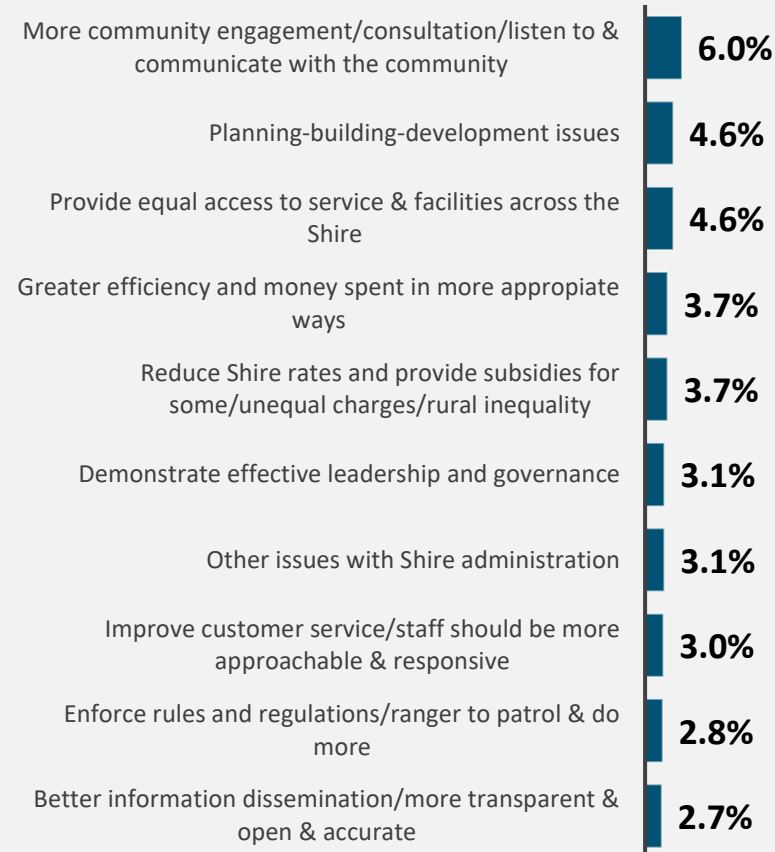
Who this is a bigger priority for:

- Business owners.

Key issues by area:

- Planning-building-development issues, reduce Shire rates and provide subsidies for some / unequal charges / rural inequality, and other issues with Shire administration were a higher priority for business owners.
- Providing equal access to service & facilities across the Shire was a higher priority for Gabbadah residents.

2025



Q3. What do you feel that the Shire should prioritise over the next 5-10 years? (free text responses coded, n=739, n=37 don't know or gave no response excluded).

SUGGESTED STRATEGIC PRIORITIES – COMMUNITY WELLBEING

25.6% of survey participants identified aspects of community wellbeing as a priority for the next 5-10 years.

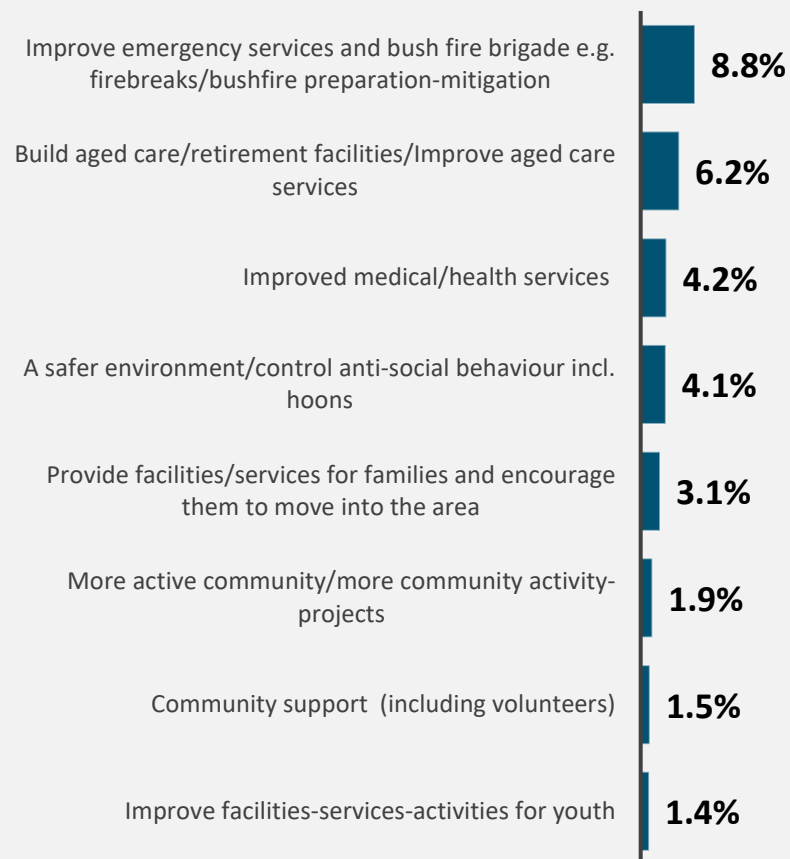
In particular:

- Ledge Point residents.

Key issues by area:

- Aged care services were a higher priority for Gingin residents.

2025



Q3. What do you feel that the Shire should prioritise over the next 5-10 years? (free text responses coded, n=739, n=37 don't know or gave no response excluded).

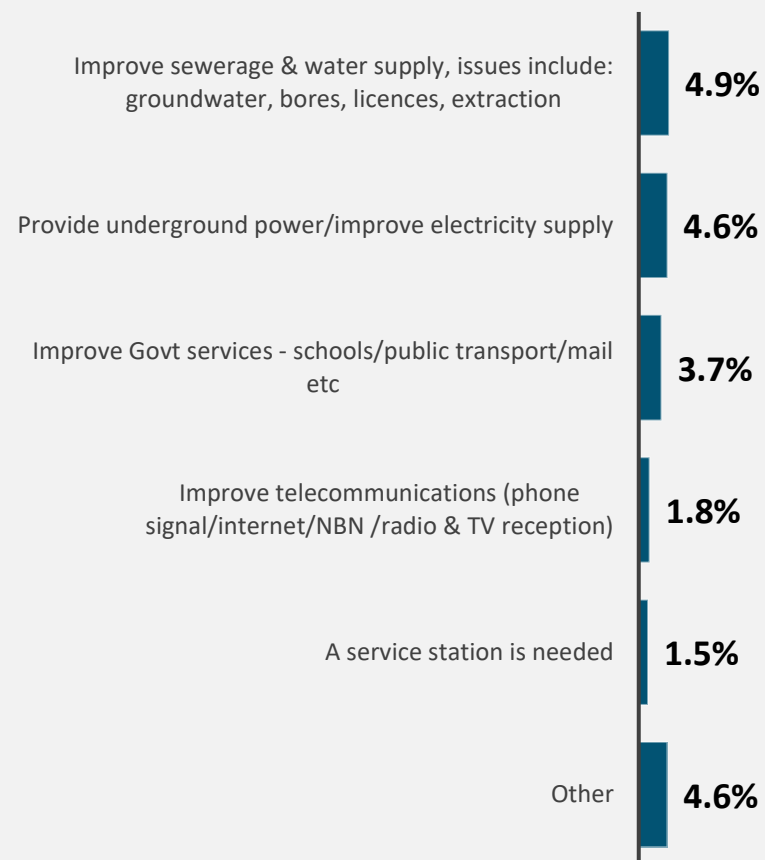
SUGGESTED STRATEGIC PRIORITIES – OTHER

20.4% of survey participants identified a variety of other issues as a priority for the next 5-10 years.

Key issues by area:

- Providing underground power and improving the electricity supply was more likely to be mentioned by Ledge Point residents.
- A service station was more likely to be mentioned by Lower Coastal area residents and was more of a Woodridge issue.
- Improving government services was more likely to be mentioned by Woodridge residents.

2025



Q3. What do you feel that the Shire should prioritise over the next 5-10 years? (free text responses coded, n=739, n=37 don't know or gave no response excluded).

GUNGIN

AN OVERVIEW OF
SATISFACTION WITH
SERVICES & FACILITIES

SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES



Survey participants were asked to rate their satisfaction with key aspects of the Shire's performance in the areas of Waste Services, Community Facilities, Community Services, Environmental Management, Infrastructure, and Shire Communications. Satisfaction was measured on the 5-point satisfaction scale.

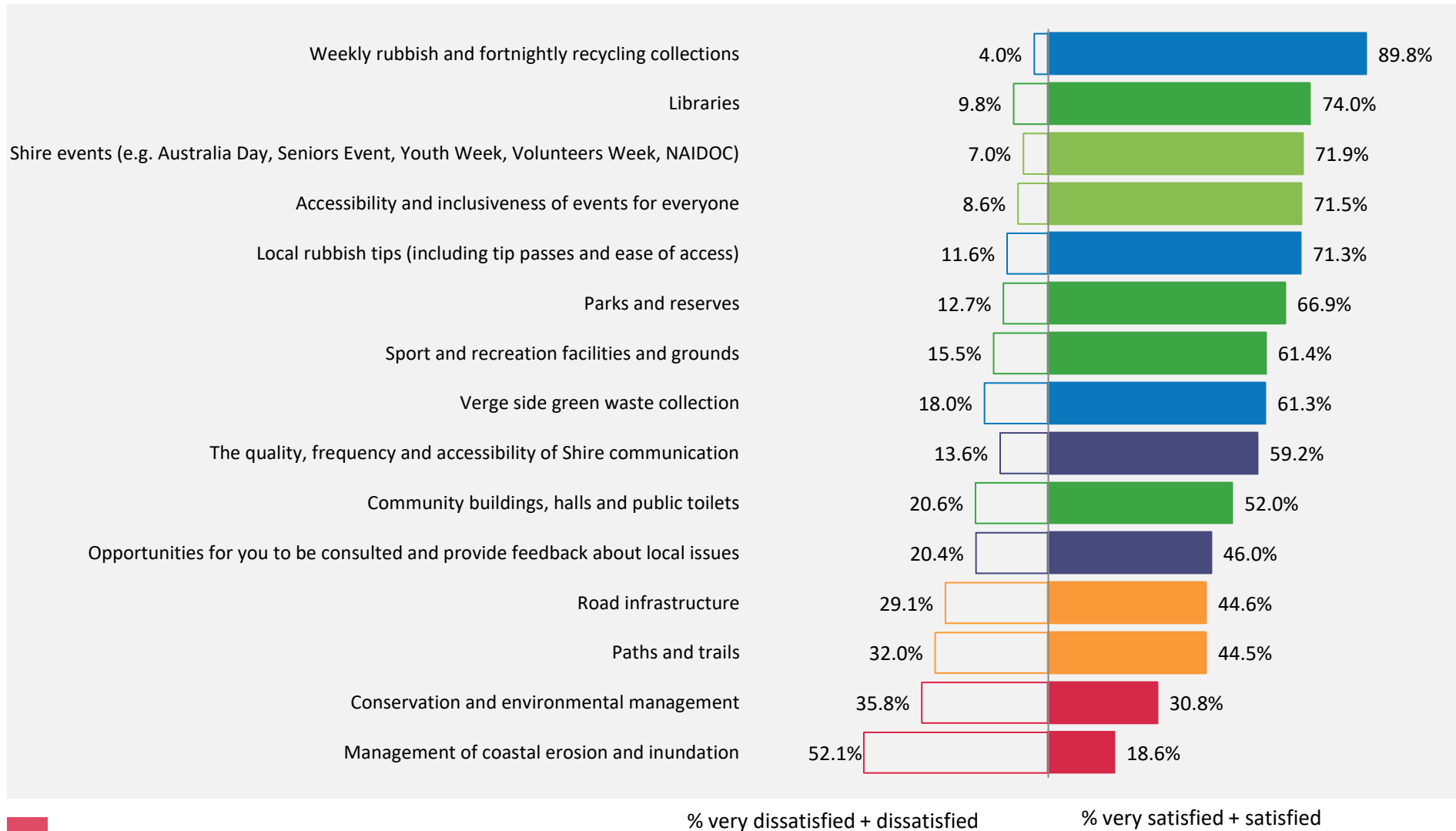


Those who had not actually RECEIVED the service or USED the service or facility over the last 12 months were provided with an option to indicate that they had not used the service and they were excluded from the calculation of satisfaction.



A summary of the overall satisfaction with each service is shown in the next two slides, followed by a detailed analysis of the results for each service/facility assessed which are found in later sections of this report.

OVERALL SATISFACTION

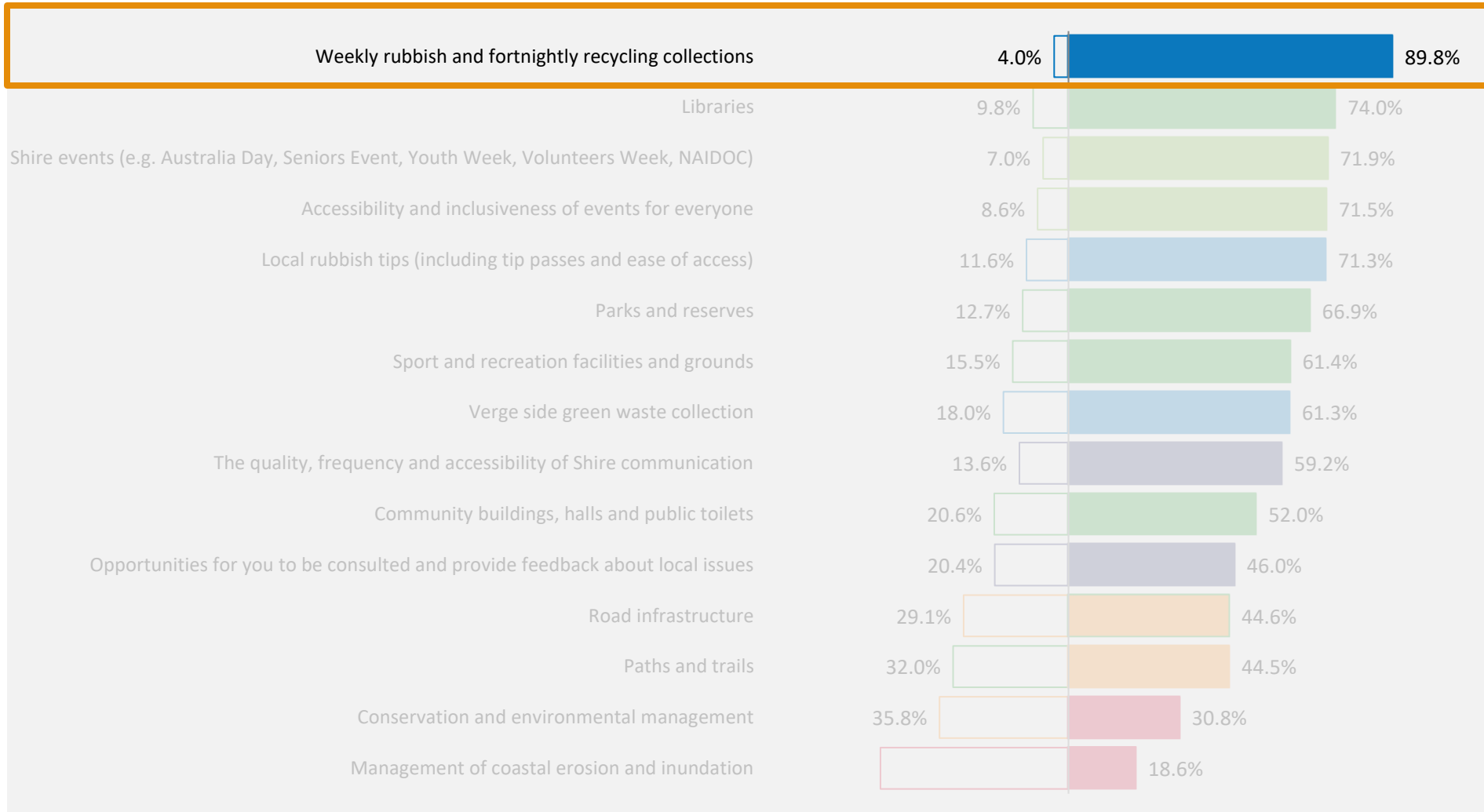


Q8, Q9, Q10, Q11, Q12, Q13. (n=296-736, 40-480 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



OVERALL SATISFACTION ABOVE 80%



Q8, Q9, Q10, Q11, Q12, Q13. (n=296-736, 40-480 who were unsure, did not use, did not receive or did not respond excluded).

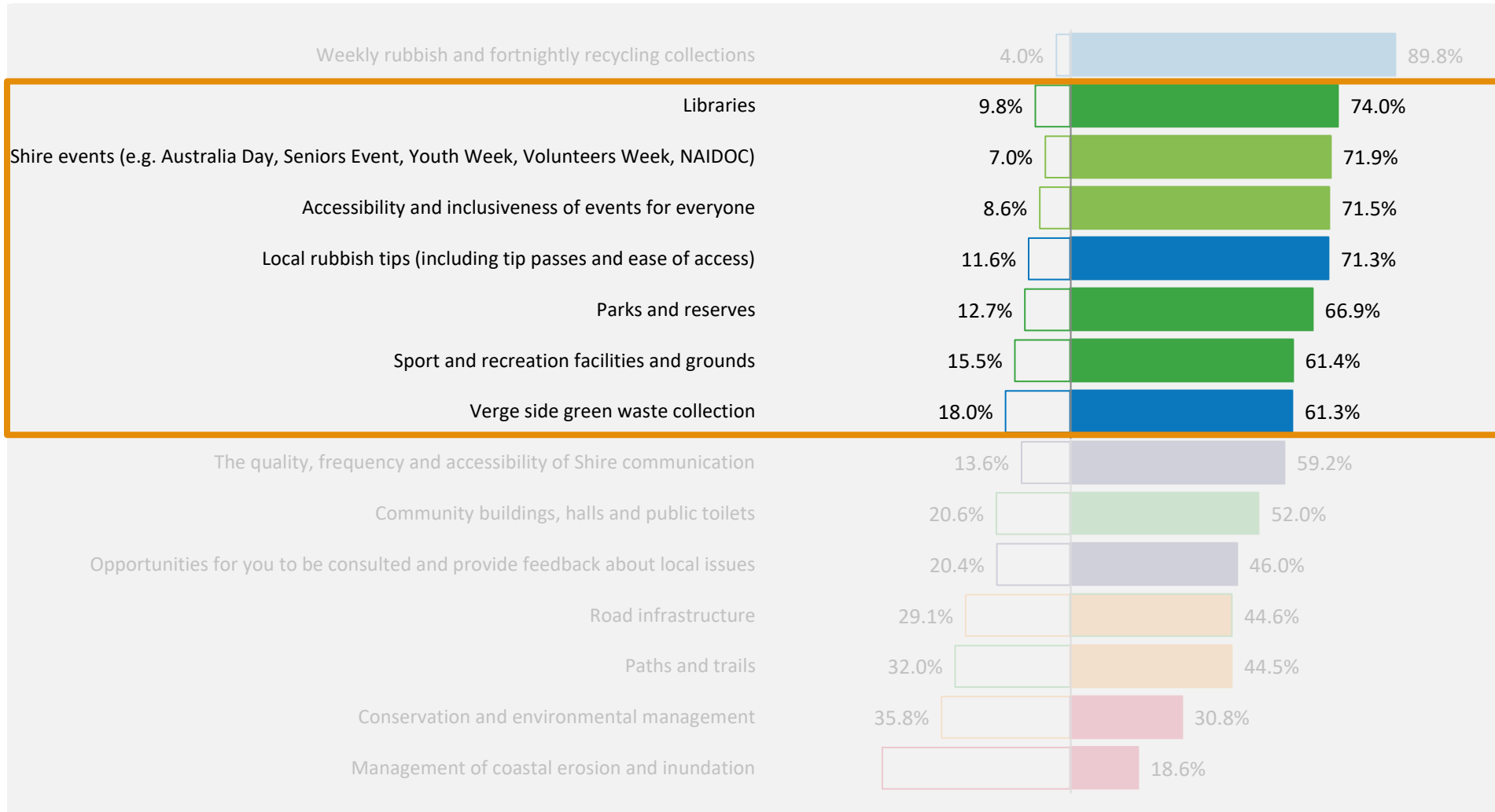
Colour key for the different service areas is shown below.



% very dissatisfied + dissatisfied

% very satisfied + satisfied

OVERALL SATISFACTION 60 – 80%

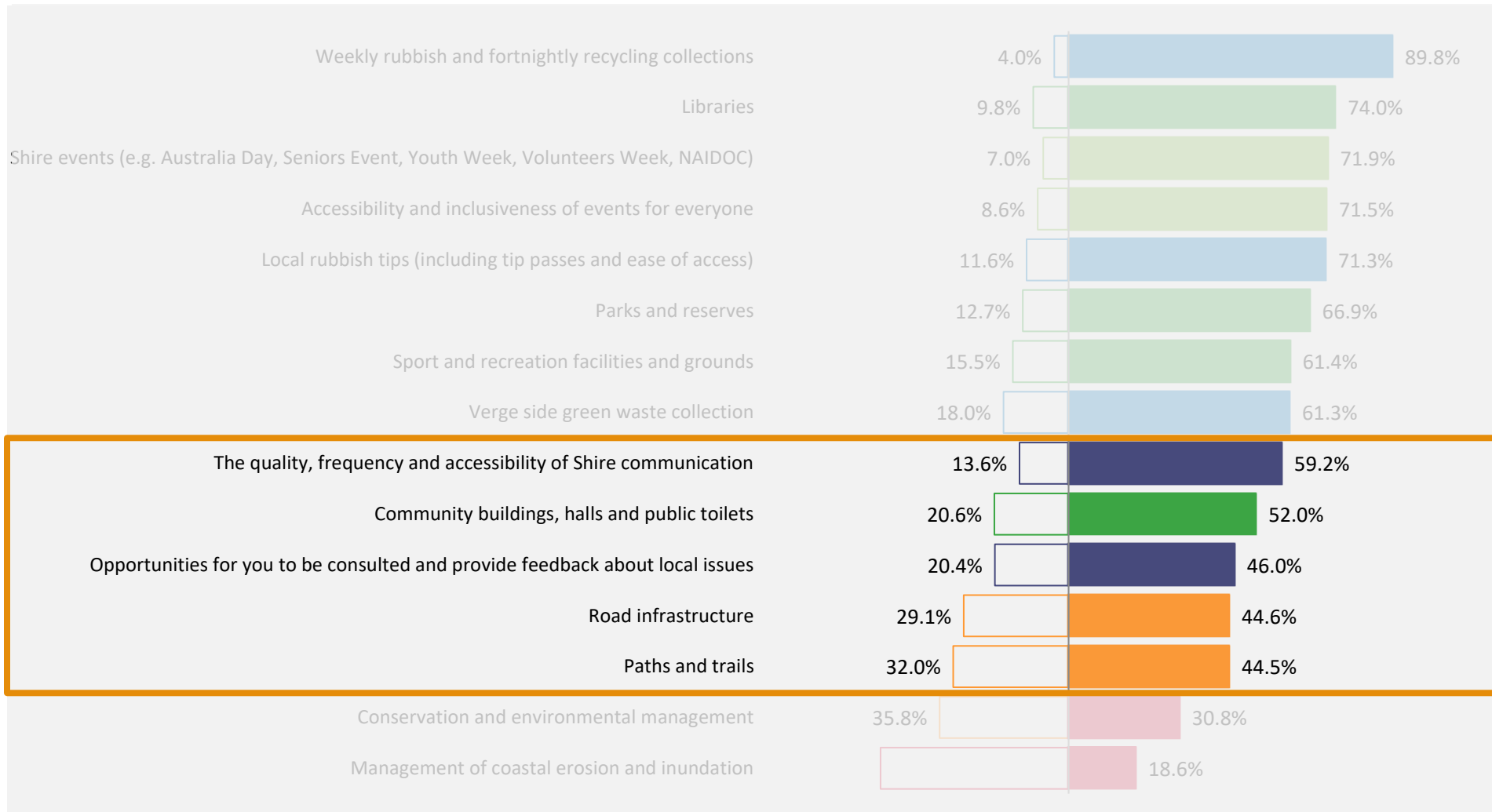


Q8, Q9, Q10, Q11, Q12, Q13. (n=296-736, 40-480 who were unsure, did not use, did not receive or did not respond excluded).

Colour key for the different service areas is shown below.



OVERALL SATISFACTION 40 – 59%



Q8, Q9, Q10, Q11, Q12, Q13. (n=296-736, 40-480 who were unsure, did not use, did not receive or did not respond excluded).

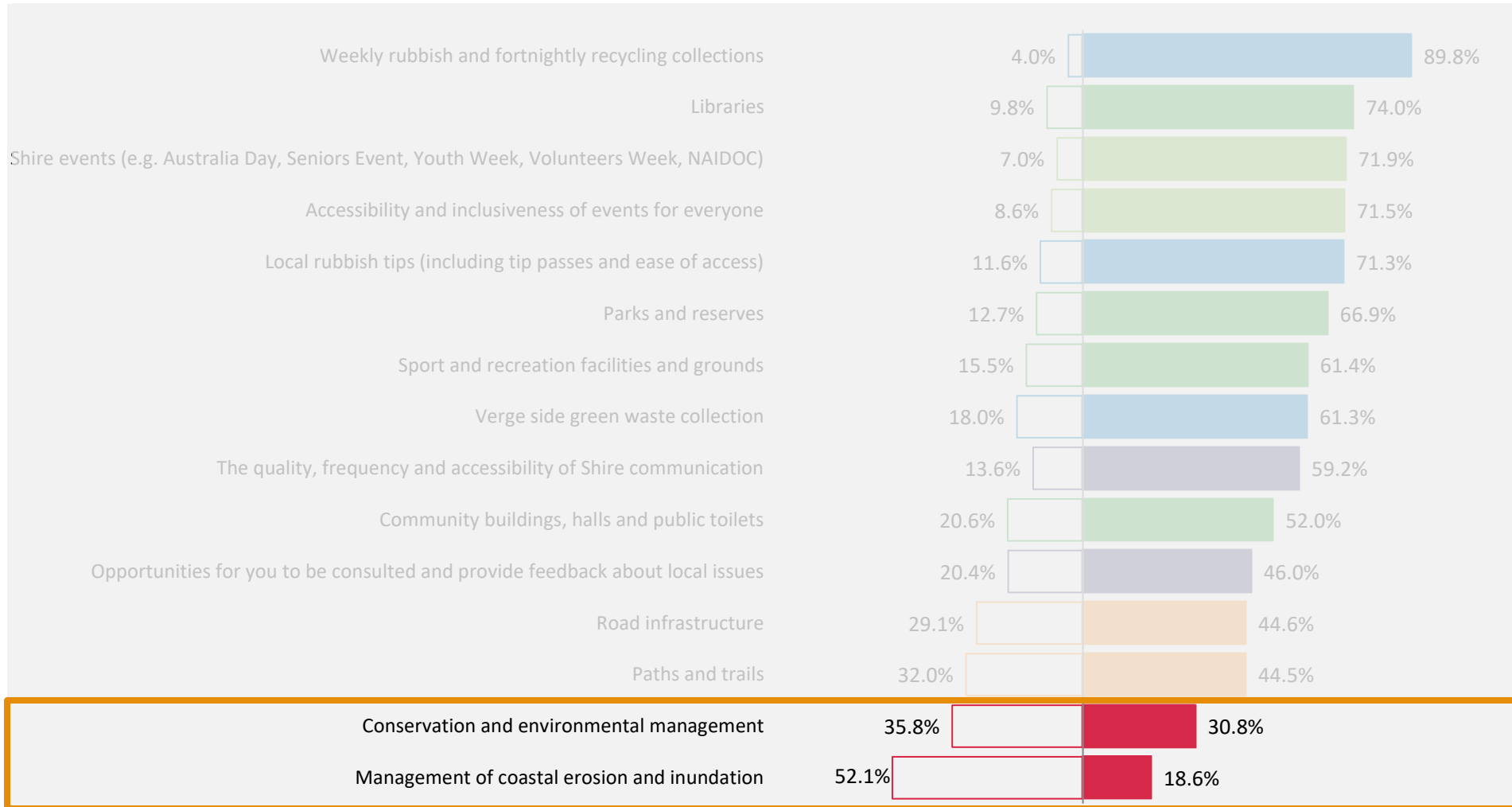
Colour key for the different service areas is shown below.



% very dissatisfied + dissatisfied

% very satisfied + satisfied

OVERALL SATISFACTION BELOW 40%



Q8, Q9, Q10, Q11, Q12, Q13. (n=296-736, 40-480 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 2023

The table below outlines the services and facilities where satisfaction improved, was similar to 2023 or had declined since 2023. Unless otherwise noted, the changes refer to all three measures reported.

Improvement	Similar to 2023	Declined (or worsened in the case of dissatisfaction)
Weekly rubbish & fortnightly recycling collections (VS) *	Verge side green waste collection	Local rubbish tips including tip passes and access (VS+S, D+VD)
	Sport and recreation grounds and facilities	Community buildings, halls and public toilets (VS+S)
	Parks and reserves	Libraries (VS+S)
	Opportunities to be consulted	Shire events (VS+S)
		Accessibility and inclusiveness of events for everyone (D+VD)
		Conservation and environmental management (VS+S, D+VD)
		Management of coastal erosion and inundation (VS+S, D+VD)
		Road infrastructure (VS+S) *
		Paths and trails (VS+S, D+VD)
		Key:
		VS = very satisfied
		VS+S = Very satisfied or satisfied
		D+VD = Dissatisfied or very dissatisfied

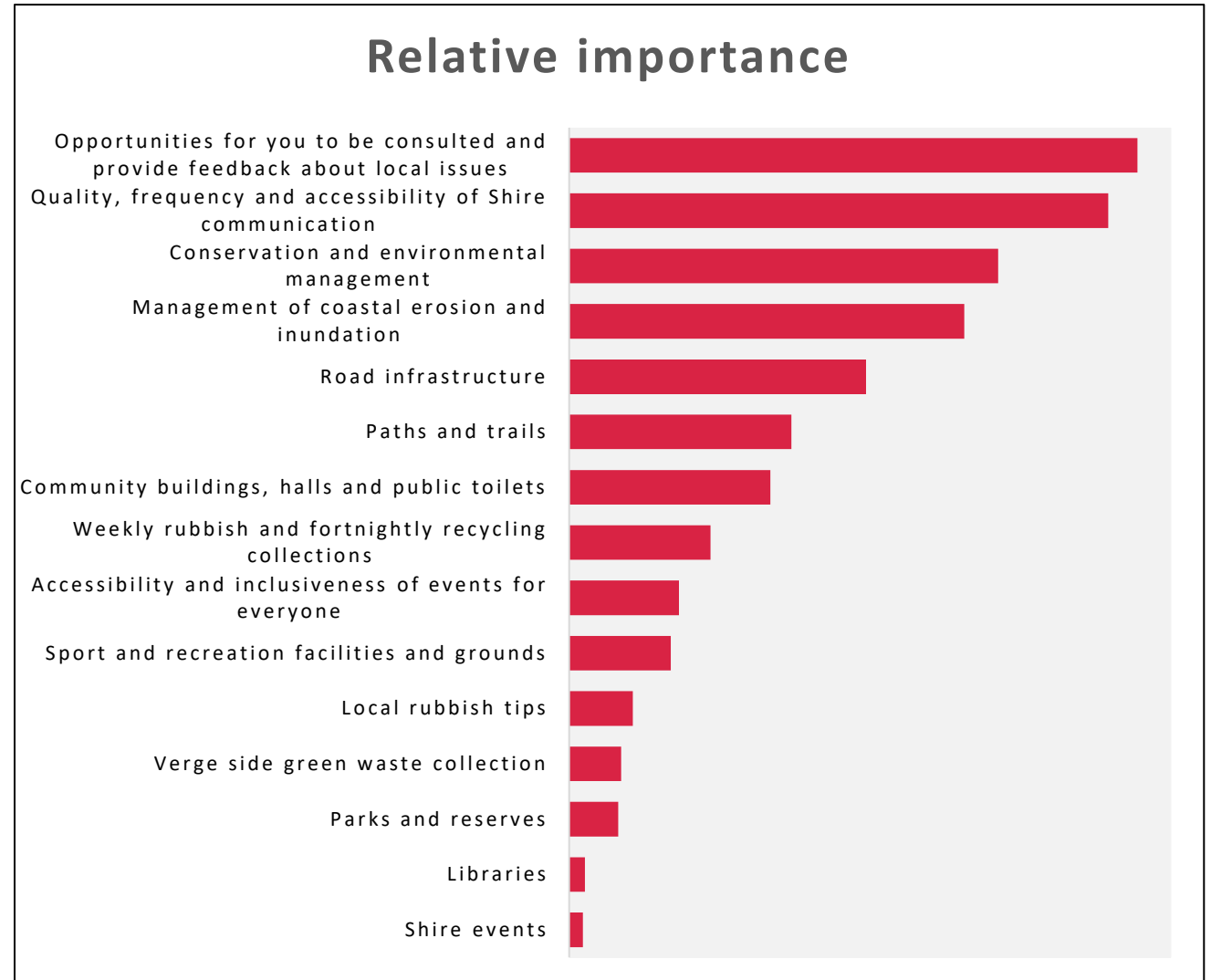
Services and facilities marked * were previously measured as two separate services or facilities. They were combined this year, and comparisons were made to the average of the separate measures in previous years. Where the separate measures received quite different satisfaction ratings, part of any 2023-2025 change may be attributable to that.

Measured for the first time this year were:

- Quality, frequency and accessibility of Shire communications

WHAT DRIVES PERCEPTIONS OF THE SHIRE'S OVERALL PERFORMANCE?

- Perceptions of the overall **performance of the Shire** have improved significantly from 2023 (35.5%), to 2 in 5 residents and ratepayers (41.1%) rating the Shire's performance as excellent or good in 2025.
- Driver analysis has been used to determine which services and facilities have the greatest influence on perceptions of overall performance.
- The most influential services and facilities were:
 - Opportunities for residents to be consulted and provide feedback about local issues
 - Quality, frequency and accessibility of Shire communication
 - Conservation and environmental management
 - Management of coastal erosion and inundation.
- To improve overall satisfaction with the Shire, strong performance in these areas will have the greatest positive impact on improving perceptions of the Shire's overall performance. Conversely, declines in performance in these will have the greatest negative impact.
- Explanation of the driver analysis appended.



FOCUSING RESOURCES TO INCREASE PERCEPTIONS OF OVERALL PERFORMANCE

The real value of the driver analysis comes by comparing the relative impact of the satisfaction ratings for the 15 Shire services and facilities on overall satisfaction with the Shire. These can be displayed on a Quad Map (impact and performance map - see over) for ease of interpretation.

This year, the line separating 'highly performing' from the 'not as highly performing' services and facilities has been set at 50% very satisfied + satisfied. There is only two services or facilities – satisfaction with community buildings, halls and public toilets (52.0%) and satisfaction with opportunities for residents to be consulted and provide feedback about local issues (46.0%) – that are close to this line of separation.

The line separating higher from lower relative impact sits where there is a natural break point between services and facilities.

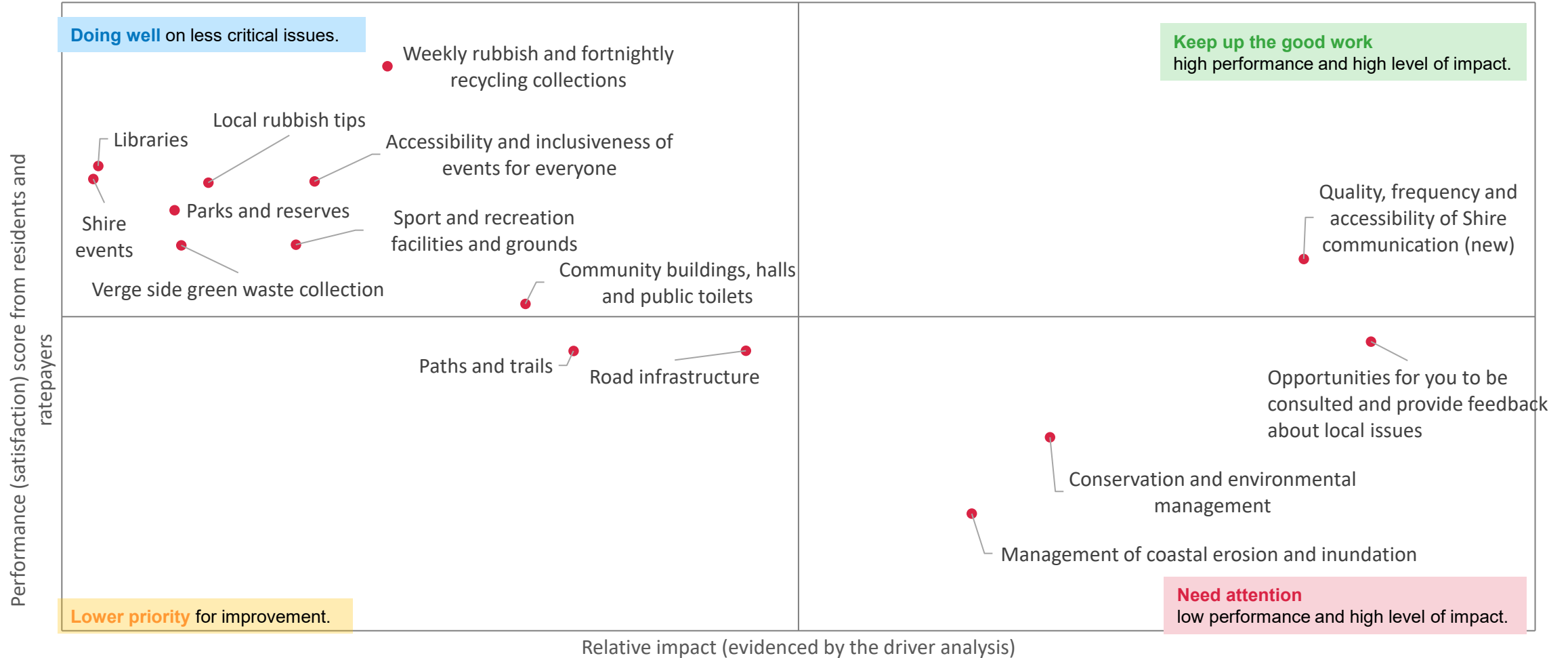
The next slide shows that the service that **impacts overall satisfaction the most, and on which the Shire does well**, is:

- The quality, frequency and accessibility of Shire communication.

The services and facilities that have a **significant impact but need attention (have lower performance ratings)** are:

- Opportunities to be consulted and provide feedback about local issues
- Conservation and environmental management
- Management of coastal erosion and inundation

HOW SERVICES AND FACILITIES INFLUENCE PERCEPTIONS OF OVERALL PERFORMANCE





GUNGUN

INDIVIDUAL SERVICE
RESULTS

WASTE SERVICES

Satisfaction with Waste Services is generally strong, and the weekly rubbish and fortnightly recycling collections was the best rated of the 15 services and facilities measured. Residents living outside the towns and rural estates are less satisfied with all three waste services.

Row %	Very satisfied	Very satisfied + satisfied	Commentary
Weekly rubbish and fortnightly recycling collections	51.3%	89.8%	The highest level of satisfaction of any service. Measured as two separate measures 2018-2023. Very satisfied is higher than the average of the two separate measures in 2023.
Verge side green waste collection	19.8%	61.3%	Results are similar to 2023.
Local rubbish tips (including tip passes and ease of access)	31.6%	71.3%	Satisfaction has declined and dissatisfaction has worsened since 2023.

Waste Reform - Stage 1

8R
Reduce, Reuse, Recycle, Recover, Repair, Repurpose, Refuse, Rethink

In 2022, the State Government announced its new Waste Avoidance and Resource Recovery Strategy 2022, which sets out goals for transforming WA towards a more circular economy.

To align the Shire with the direction, as well as the sustainability goals outlined in our Strategic Community Plan, we have commenced our Waste Reform.

The means we will undertake transition our Shire's waste services, strategies and facilities to align with the circular economy model, starting with our new Waste Facility Passes.

NEW WASTE FACILITY PASS - HOW DOES IT AFFECT YOU?

In previous years you would have received a card tip pass in your annual rates envelope which gave you free

Waste Reform DROP-IN SESSIONS

Shire staff will be heading out to our three tips (Lancelin, Seabird and Gingin) this weekend to discuss the Shire's upcoming Waste Reform Program with the community. Tanya, our Coordinator Resource Recovery & Environmental Health, will be providing information and answering any questions you may have about the reform and waste management in the Shire. So, if you're at any of our tip sites this weekend why not have a chat.

See below dates and times for each site:

Shire of Gingin Recycle Calendar 2024-2025

July 2024, August 2024, September 2024, October 2024, November 2024, December 2024, January 2025, February 2025, March 2025



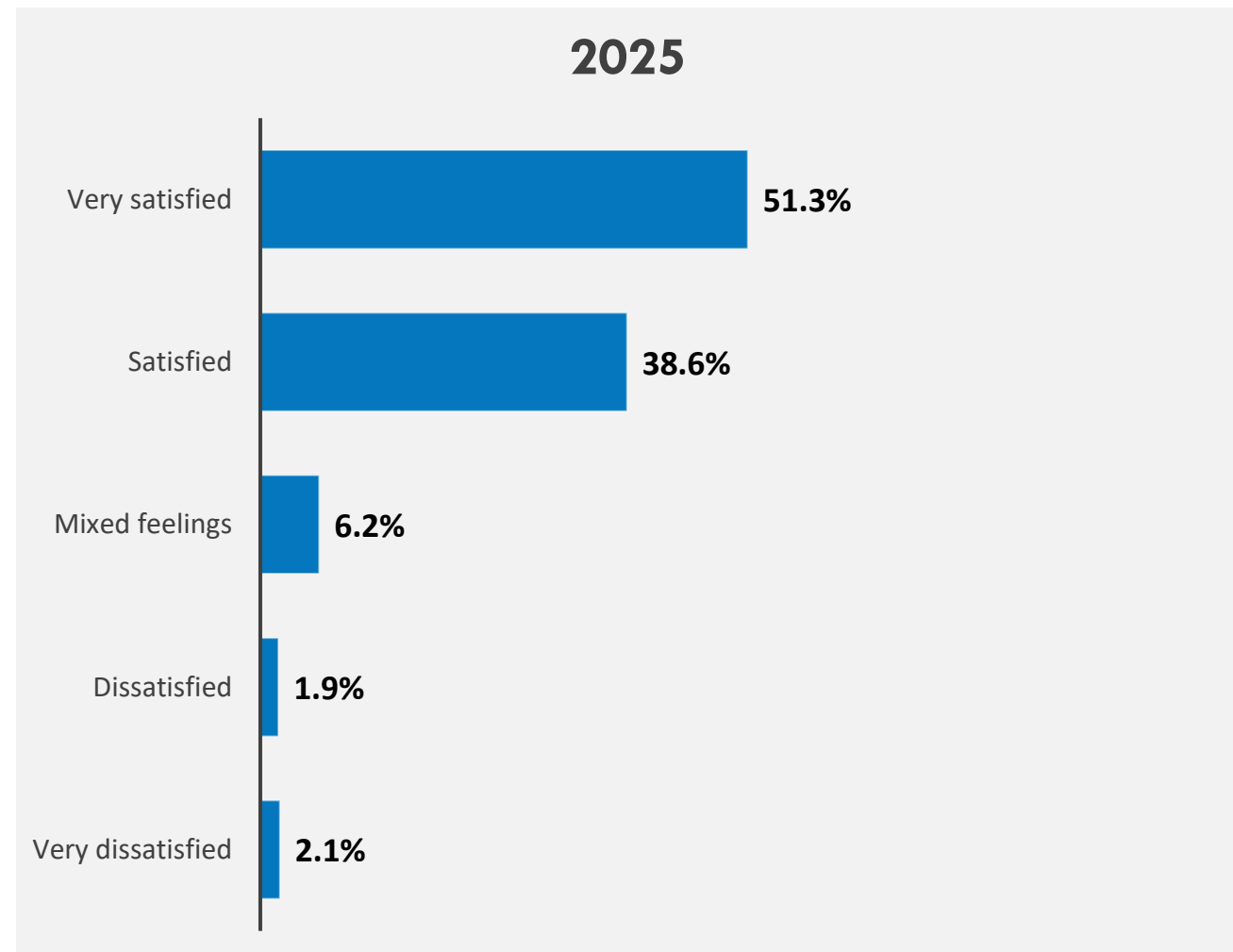
WEEKLY RUBBISH & FORTNIGHTLY RECYCLING COLLECTIONS

- Very satisfied + satisfied – 89.8%
- Very satisfied – 51.3%
- Dissatisfied + very dissatisfied – 4.0%

Who is satisfied?
No one group stands out

Who is less satisfied (but not dissatisfied)?
Residents in rural localities
Business owners

Who has a higher level of dissatisfaction?
Residents in rural localities



Q8. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Waste services - Weekly rubbish and fortnightly recycling collections
2025 n = 544; 146 no response, did not receive/use excluded

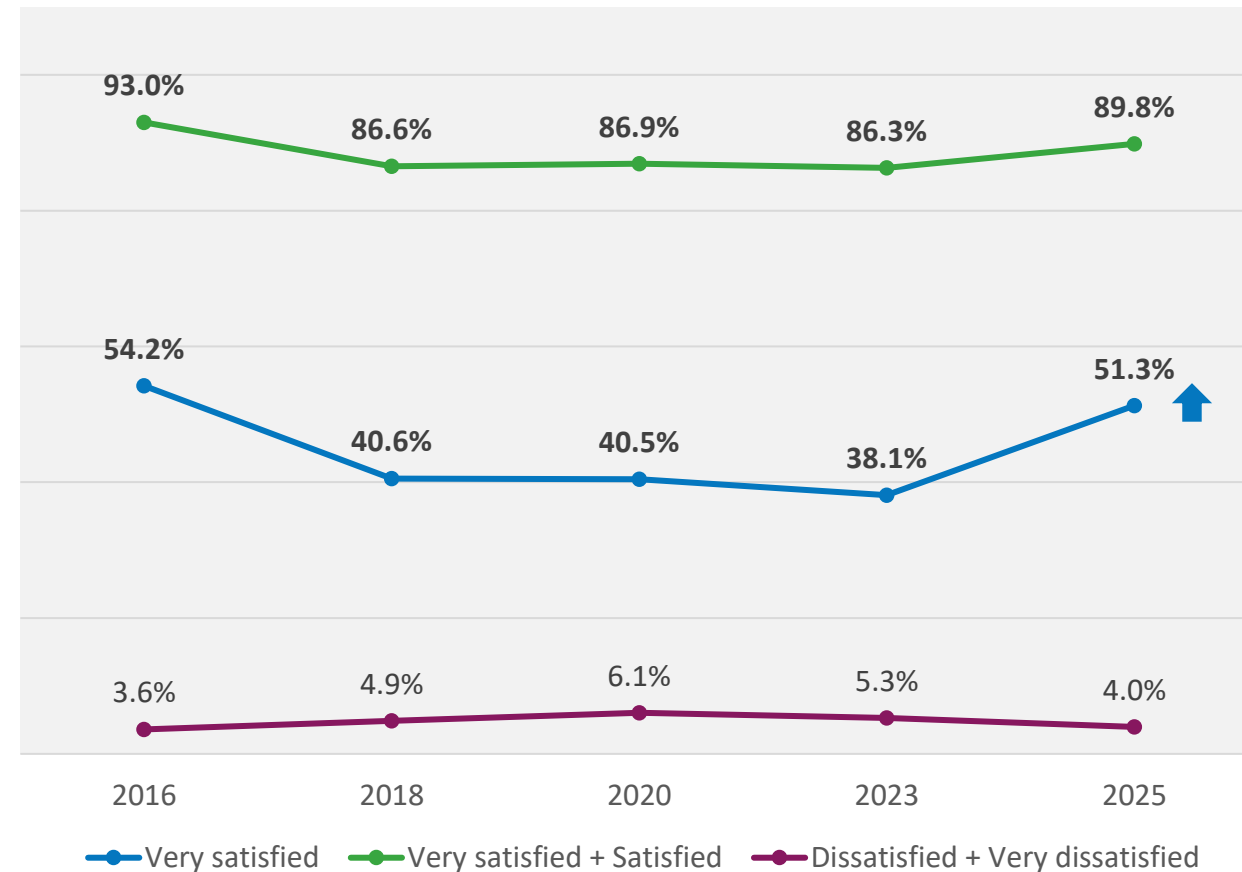
WEEKLY RUBBISH & FORTNIGHTLY RECYCLING COLLECTIONS

Significant improvement in 'very satisfied' with the two measures from 2023 collapsed into one average measure in 2025. Overall satisfaction and overall dissatisfaction are similar to 2023.

Over the longer term:

- Very satisfied + satisfied – 2025 result is similar to all previous years.
- Very satisfied – 2025 result is higher than the 2018-2023 period (when weekly rubbish and kerbside recycling were measured separately)
- Dissatisfied + very dissatisfied – 2025 result is similar to all previous years.

Trend over time



Q8. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Waste services - Weekly rubbish and fortnightly recycling collections

2025 n = 544; 146 no response, don't know, did not receive/use excluded

2023* n = 544

2020* n = 577

2018* n=756

2016 n=457; 117 excluded

* Average of the separate measures

↑ Increase in very satisfied and satisfied since 2023

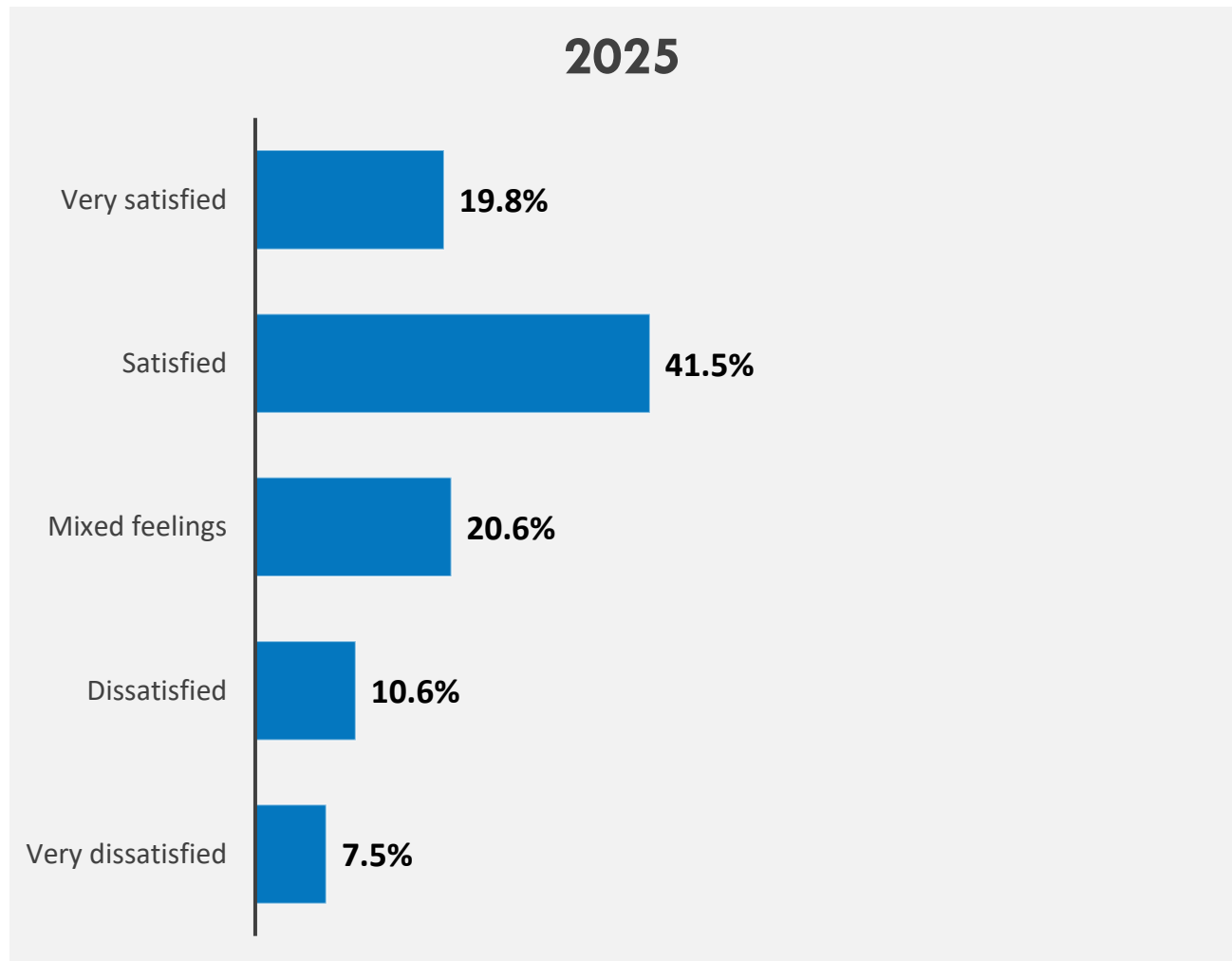
VERGE SIDE GREEN WASTE COLLECTION

- Very satisfied + satisfied – 61.3%
- Very satisfied – 19.8%
- Dissatisfied + very dissatisfied – 18.0%

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?
Residents in rural localities
Business owners



Q8. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Waste services - Vergé side green waste collection
2025 n = 388; 388 no response, don't know, did not receive/use excluded

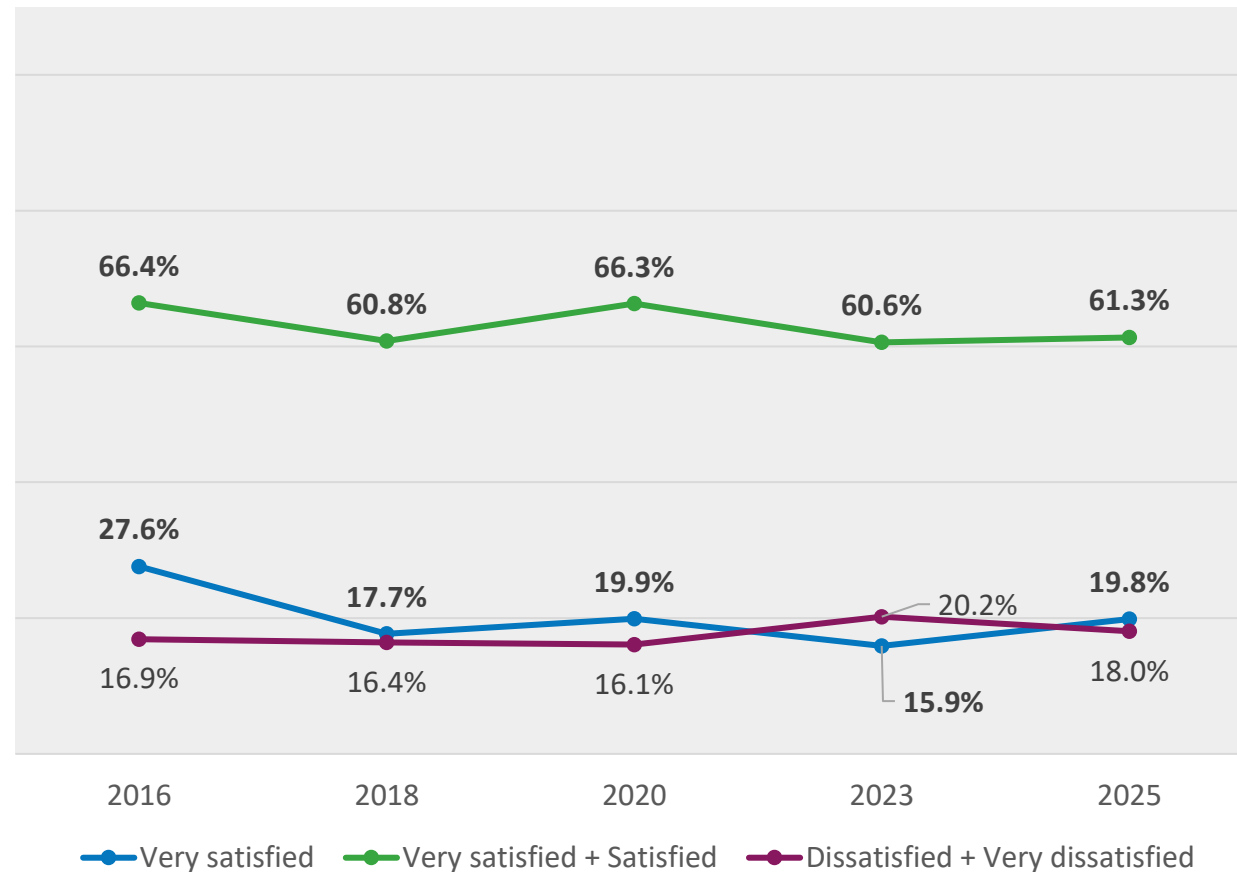
VERGE SIDE GREEN WASTE COLLECTION

2025 results are similar to 2023 results.

Over the longer term:

- Very satisfied + satisfied – 2025 result is similar to all previous years.
- Very satisfied – 2025 result continues to be below the 2016 high (for the 4th successive year).
- Dissatisfied + very dissatisfied – 2025 result is similar to all previous years.

Trend over time



Q8. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Waste services - Vergé side green waste collection
2025 n = 388; 388 no response, don't know, did not receive/use excluded

2023 n = 277; 413 excluded
2020 n = 386; 309 excluded
2018 n=378; 352 excluded
2016 n=297; n=277 excluded

LOCAL RUBBISH TIPS (INCLUDING TIP PASSES AND ACCESS)

- Very satisfied + satisfied – 71.3%.
- Very satisfied – 31.6%.
- Dissatisfied + very dissatisfied – 11.6%.

Who is satisfied?

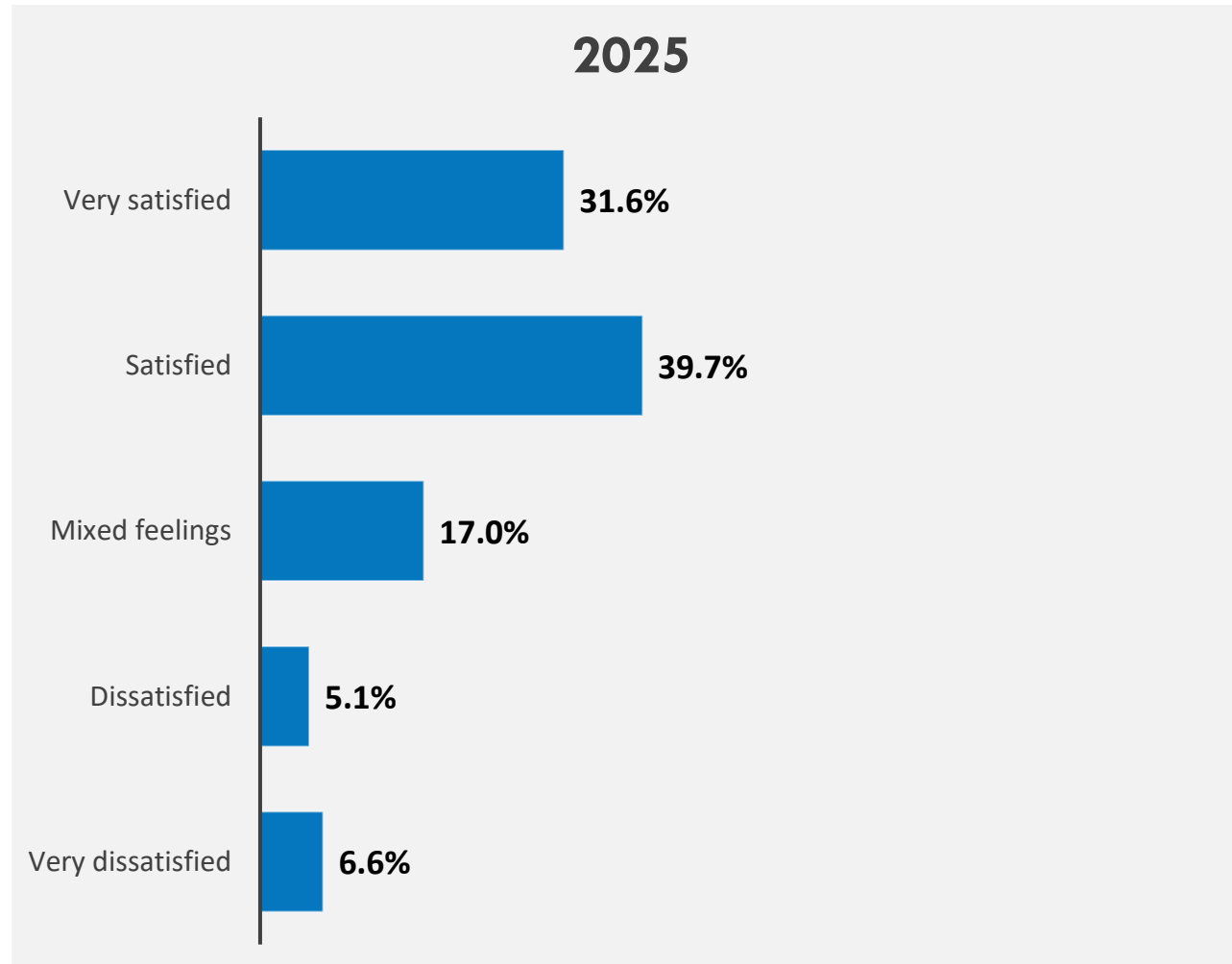
Non-resident ratepayers
Upper Coastal area residents
Lancelin & Ledge Point residents

Who is less satisfied (but not dissatisfied)?

Residents (owners & renters)
Gingin and Rural Inland area residents
Gingin residents

Who has a higher level of dissatisfaction?

Gingin and Rural Inland area residents
Residents in rural localities
Business owners



Q8. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Waste services - Local rubbish tips (including tip passes and ease of access)
2025 n = 687; 89 no response, did not receive/use excluded

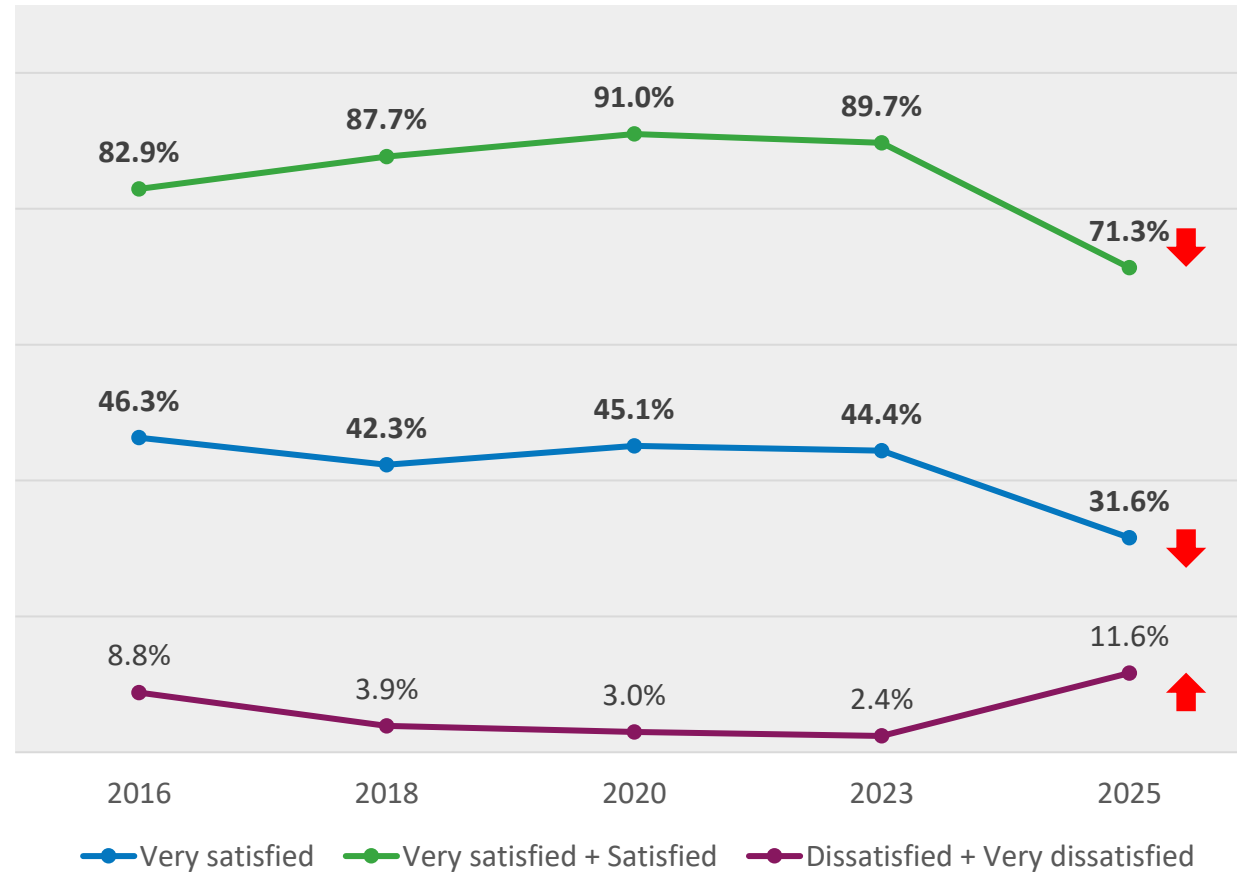
LOCAL RUBBISH TIPS (INCLUDING TIP PASSES AND ACCESS)

There has been a significant decline in satisfaction with the local rubbish tip since 2023, with both very satisfied and overall satisfaction falling significantly and overall dissatisfaction worsening.

Over the longer term:

- Very satisfied + satisfied – 2025 result is lower than all previous years, reversing the upwards trend from 2016.
- Very satisfied – 2023 result is lower than all previous years.
- Dissatisfied + very dissatisfied – result is higher (worse) than all previous years, reversing the downwards trend from 2016.

Trend over time



Q8. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Waste services - Local rubbish tips (including tip passes and ease of access)

2025 n = 687; 89 no response, don't know, did not receive/use excluded

2023 n = 620; n=70 excluded

2020 n = 634; n=61 excluded

2018 n=674; 56 excluded

2016 n=503; n=71 excluded

- Decline in satisfied and very satisfied since 2023
- Also, an increase in dissatisfied and very dissatisfied since 2023

COMMUNITY FACILITIES

Overall satisfaction with Community Facilities is relatively strong, however there are areas of decline compared to 2023 and long-term downward trends in several of the measures.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Sport and recreation facilities and grounds	12.3%	61.4%	Results are similar to 2023.
Community buildings, halls and public toilets	8.9%	52.0%	Overall satisfaction has fallen from 2023 and is now lower than all previous surveys.
Libraries	21.3%	74.0%	Overall satisfaction has fallen from 2023 and is now lower than all previous surveys.
Parks and reserves	17.1%	66.9%	Results are similar to 2023, however there is a long-term downward trend in overall satisfaction.



SPORT AND RECREATION FACILITIES AND GROUNDS

- Very satisfied + satisfied – 61.4%
- Very satisfied – 12.3%
- Dissatisfied + very dissatisfied – 15.5%

Who is satisfied?

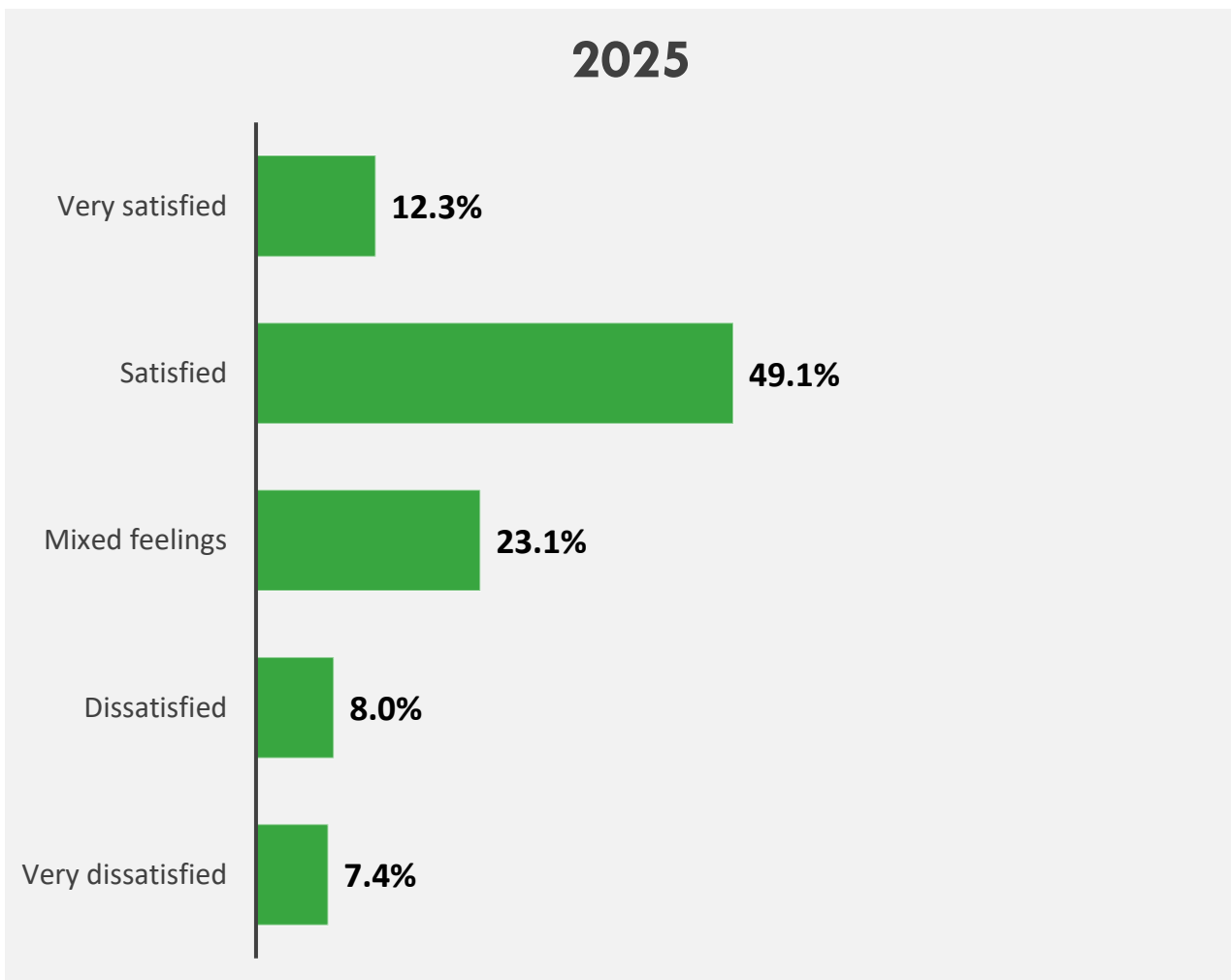
No one group stands out

Who is less satisfied (but not dissatisfied)?

No one group stands out

Who has a higher level of dissatisfaction?

Business owners



Q9. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Community Facilities - Sport and recreation facilities and grounds
2025 n = 511; 265 no response, don't know and did not use excluded.

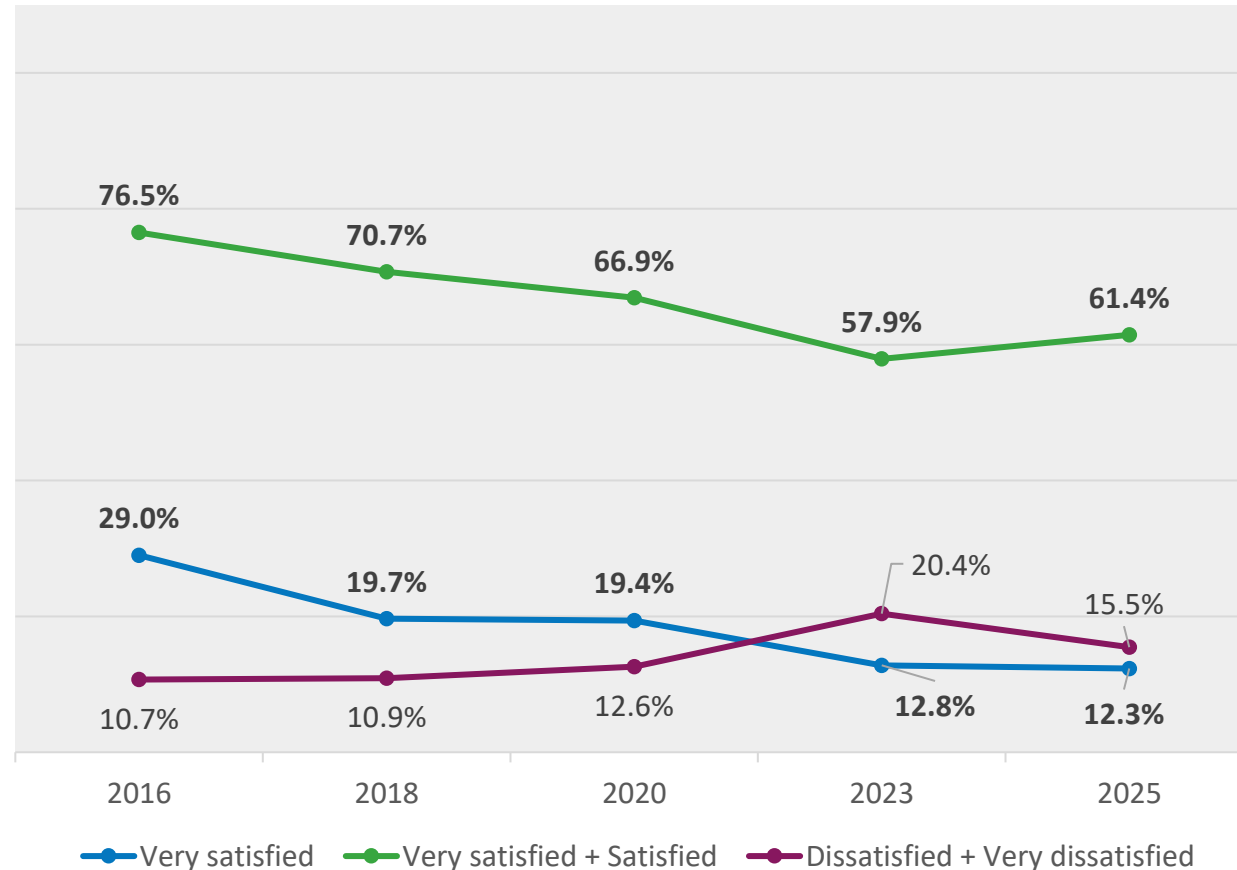
SPORT AND RECREATION FACILITIES AND GROUNDS

2025 results are similar to 2023 results.

Over the longer term:

- Very satisfied + satisfied – 2025 result is lower than the 2016-2018 period.
- Very satisfied – 2025 result is lower than the 2016-2020 period.
- Dissatisfied + very dissatisfied – 2025 result is worse than the 2018 result. The sample in 2016 was too small to register a statistically significant difference.

Trend over time



Q9. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Community Facilities - Sport and recreation facilities and grounds
2025 n = 511; 265 no response, don't know and did not use excluded.

2023 n = 406; 284 excluded
2020 n = 505; 190 excluded
2018 n=468; 262 excluded
2016 n=201; 413 excluded

COMMUNITY BUILDINGS, HALLS AND PUBLIC TOILETS

- Very satisfied + satisfied – 52.0%
- Very satisfied – 8.9%
- Dissatisfied + very dissatisfied – 20.6%

Who is satisfied?

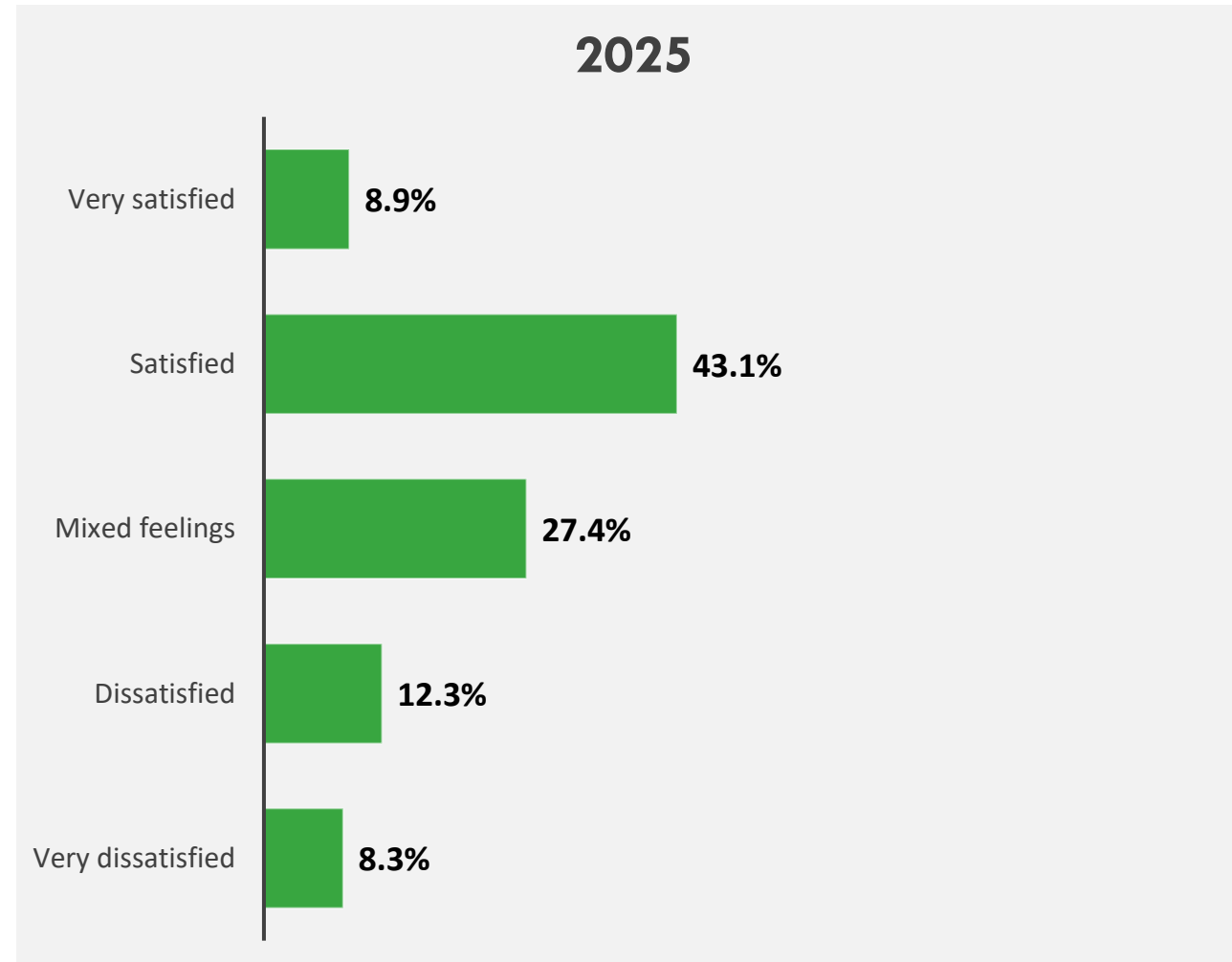
Non-resident ratepayers

Who is less satisfied (but not dissatisfied)?

Residents (owners & renters)
Gabbadah residents have more “mixed feelings”

Who has a higher level of dissatisfaction?

Upper Coastal area residents



Q9. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Community Facilities - Community buildings, halls and public toilets
2025 n = 617; 159 no response, don't know and did not use excluded.

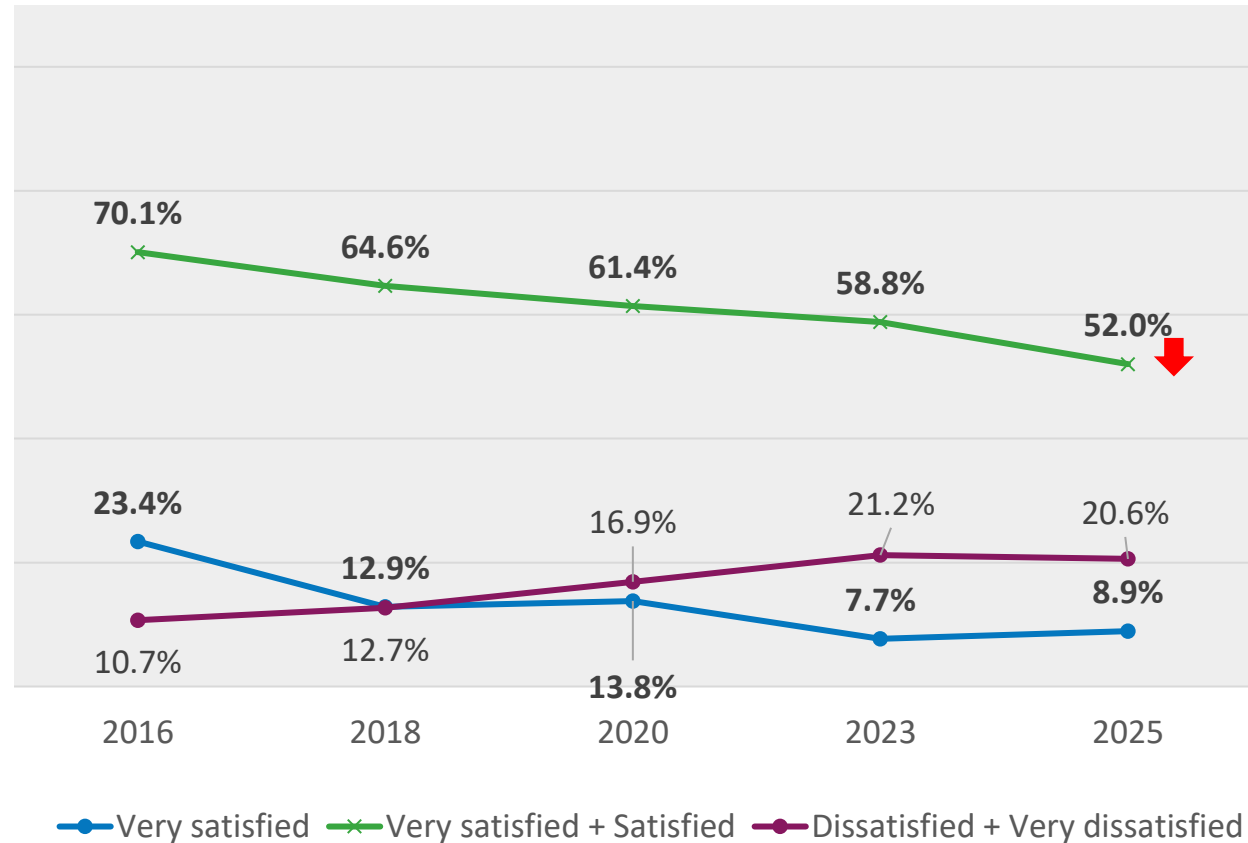
COMMUNITY BUILDINGS, HALLS AND PUBLIC TOILETS

The long-term decline in overall satisfaction continues, with fewer very satisfied + satisfied in 2025 than in 2023. Other results are similar to 2023.

Over the longer term:

- Very satisfied + satisfied – 2025 result is lower than all previous years.
- Very satisfied – 2025 result is lower than all the 2016-2020 period.
- Dissatisfied + very dissatisfied – 2025 result is higher (worse) than the 2016 and 2018 results.

Trend over time



Q9. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Community Facilities - Community buildings, halls and public toilets
 2025 n = 617; 159 no response, don't know and did not use excluded.
 2023 n = 505; 185 excluded
 2020 n = 572; 123 excluded
 2018 n=560; 170 excluded
 2016 n=455; 119 excluded

↓ Decline in satisfied and very satisfied since 2023

LIBRARIES

- Very satisfied + satisfied – 74.0%
- Very satisfied – 21.3%
- Dissatisfied + very dissatisfied – 9.8%

Who is satisfied?

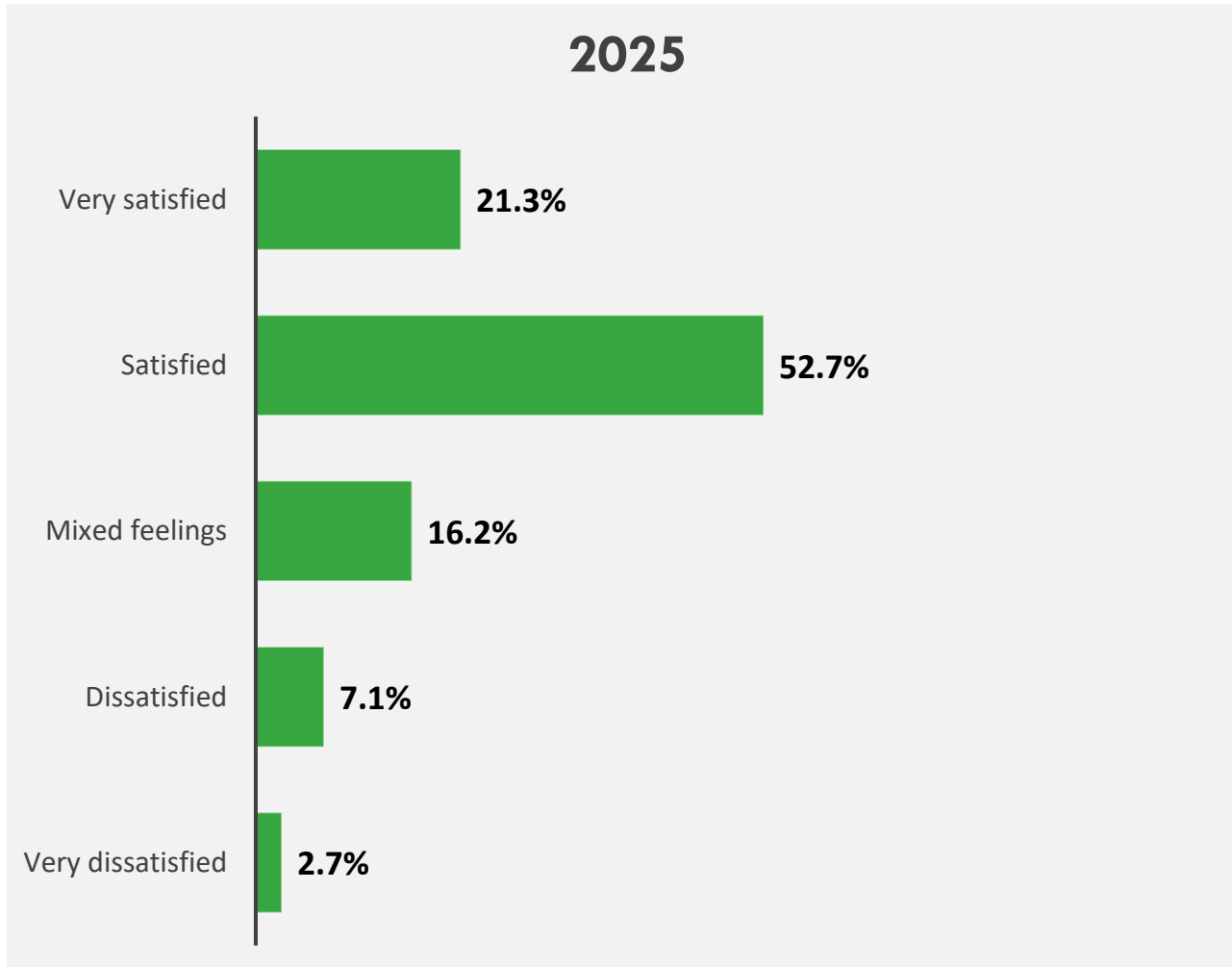
No one group stands out

Who is less satisfied (but not dissatisfied)?

No one group stands out

Who has a higher level of dissatisfaction?

No one group stands out



Q9. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Community Facilities - Libraries
2025 n = 269; 776 no response, don't know, did not use excluded

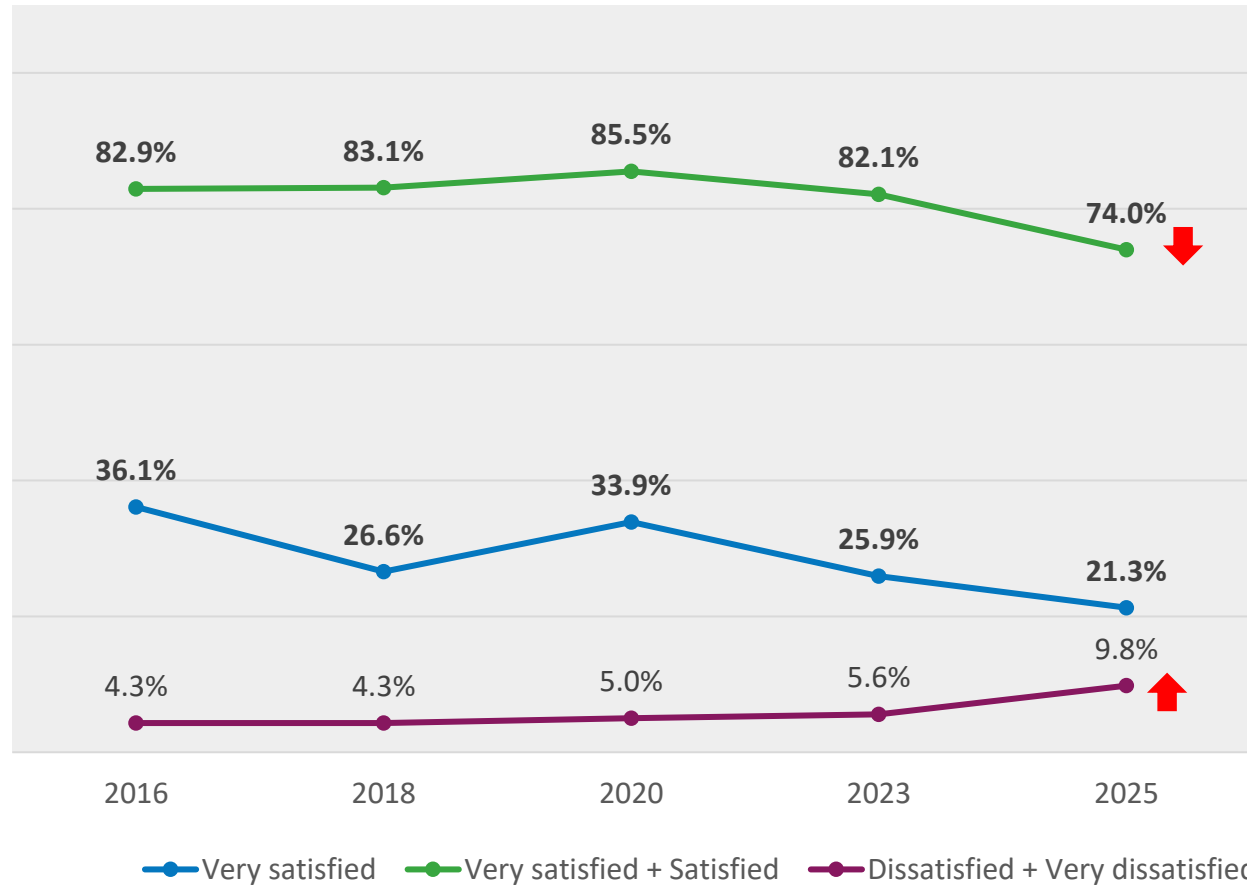
LIBRARIES

Very satisfied + satisfied in 2025 is lower than the 2023 result. Other results are similar to 2023.

Over the longer term:

- Very satisfied + satisfied – 2025 result is lower than all previous years.
- Very satisfied – 2025 result is lower than the 2016 and 2020.
- Dissatisfied + very dissatisfied – 2025 result is worse than all previous years.

Trend over time



Q9. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Community Facilities - Libraries
 2025 n = 269; 776 no response, don't know, did not use excluded
 2023 n = 162; 528 excluded
 2020 n = 221; 474 excluded
 2018 n=207; 523 excluded
 2016 n= 205; 369 excluded

↓ Decline in satisfied and very satisfied since 2023
 ↑ Also, an increase in dissatisfied and very dissatisfied since 2023

PARKS AND RESERVES

- Very satisfied + satisfied – 66.9%
- Very satisfied – 17.1%
- Dissatisfied + very dissatisfied – 12.7%

Who is satisfied?

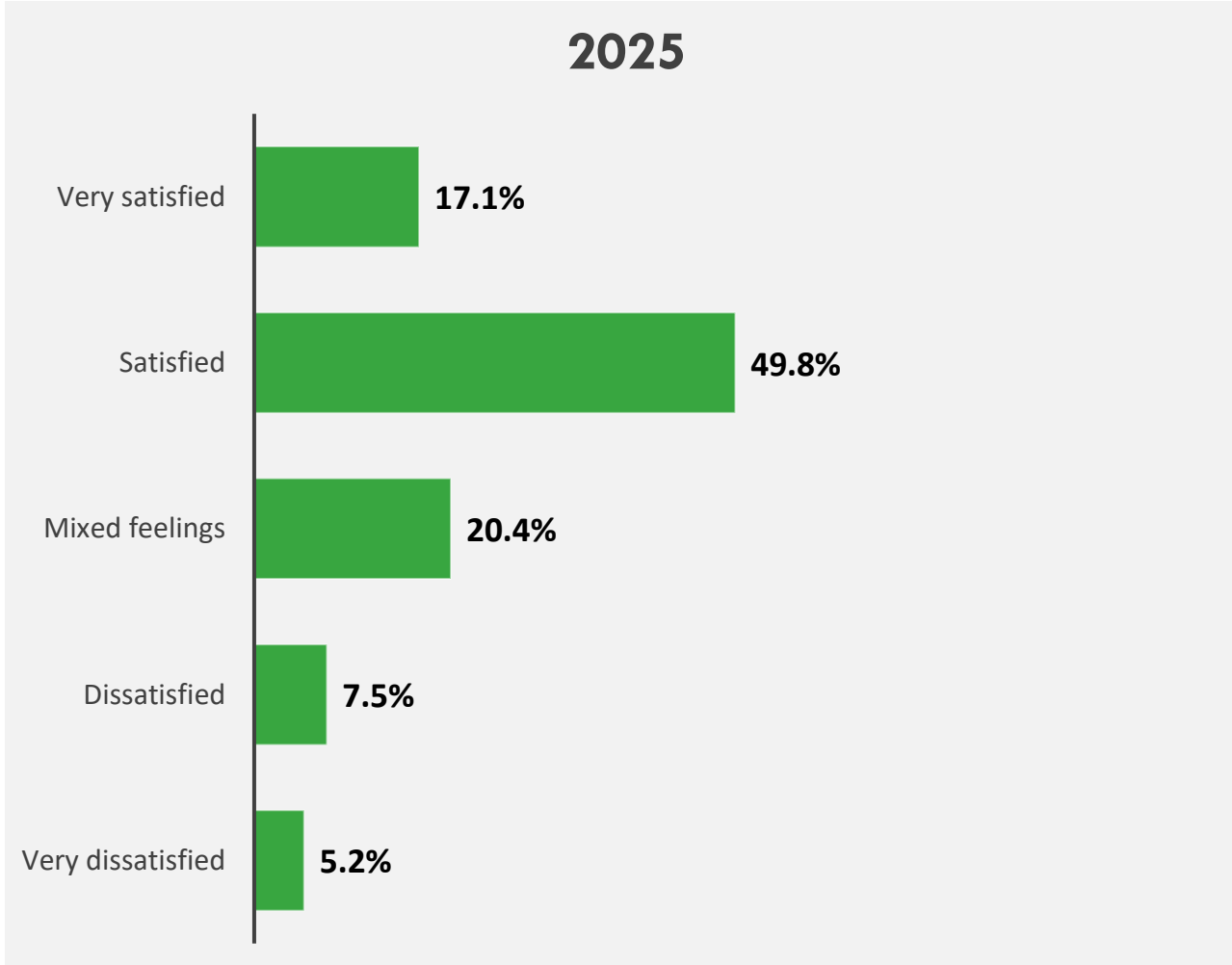
No one group stands out

Who is less satisfied (but not dissatisfied)?

Residents (owners & renters)
Upper Coastal area

Who has a higher level of dissatisfaction?

No one group stands out



Q9. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Community Facilities – Parks and reserves

2025 n = 638; 138 no response, don't know, did not use excluded

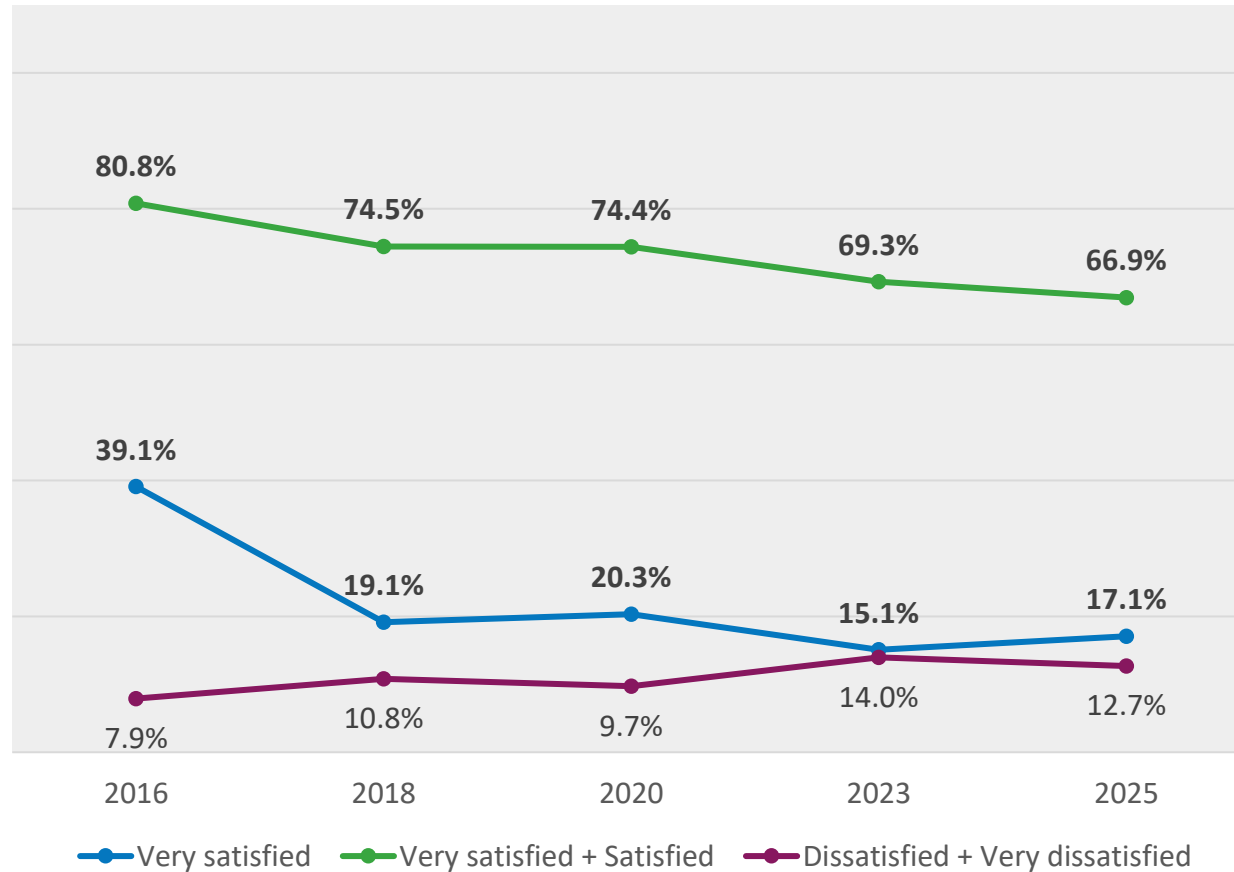
PARKS AND RESERVES

2025 results are similar to 2023 results.

Over the longer term:

- Very satisfied + satisfied – 2025 result is lower than the 2016-2020 period.
- Very satisfied – 2025 result is lower than the 2016 result.
- Dissatisfied + very dissatisfied – 2025 result is worse than the 2016 result.

Trend over time



Q9. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Community Facilities – Parks and reserves

2025 n = 638; 138 no response, don't know, did not use excluded
 2023 n = 537; 153 excluded
 2020 n = 597; 98 excluded
 2018 n=591; 139 excluded
 2016 n= 483; 92 excluded

COMMUNITY SERVICES

Overall satisfaction with the Community Services is strong.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
Shire events (e.g., Australia Day, Seniors Event, Youth Week, Volunteers Week, NAIDOC)	14.5%	71.9%	Overall satisfied is lower than 2023.
Accessibility and inclusiveness of events for everyone	15.3%	71.5%	The small level of dissatisfaction has worsened.



SHIRE EVENTS

- Very satisfied + satisfied – 71.9%
- Very satisfied – 14.5%
- Dissatisfied + very dissatisfied – 7.0%

Who is satisfied?

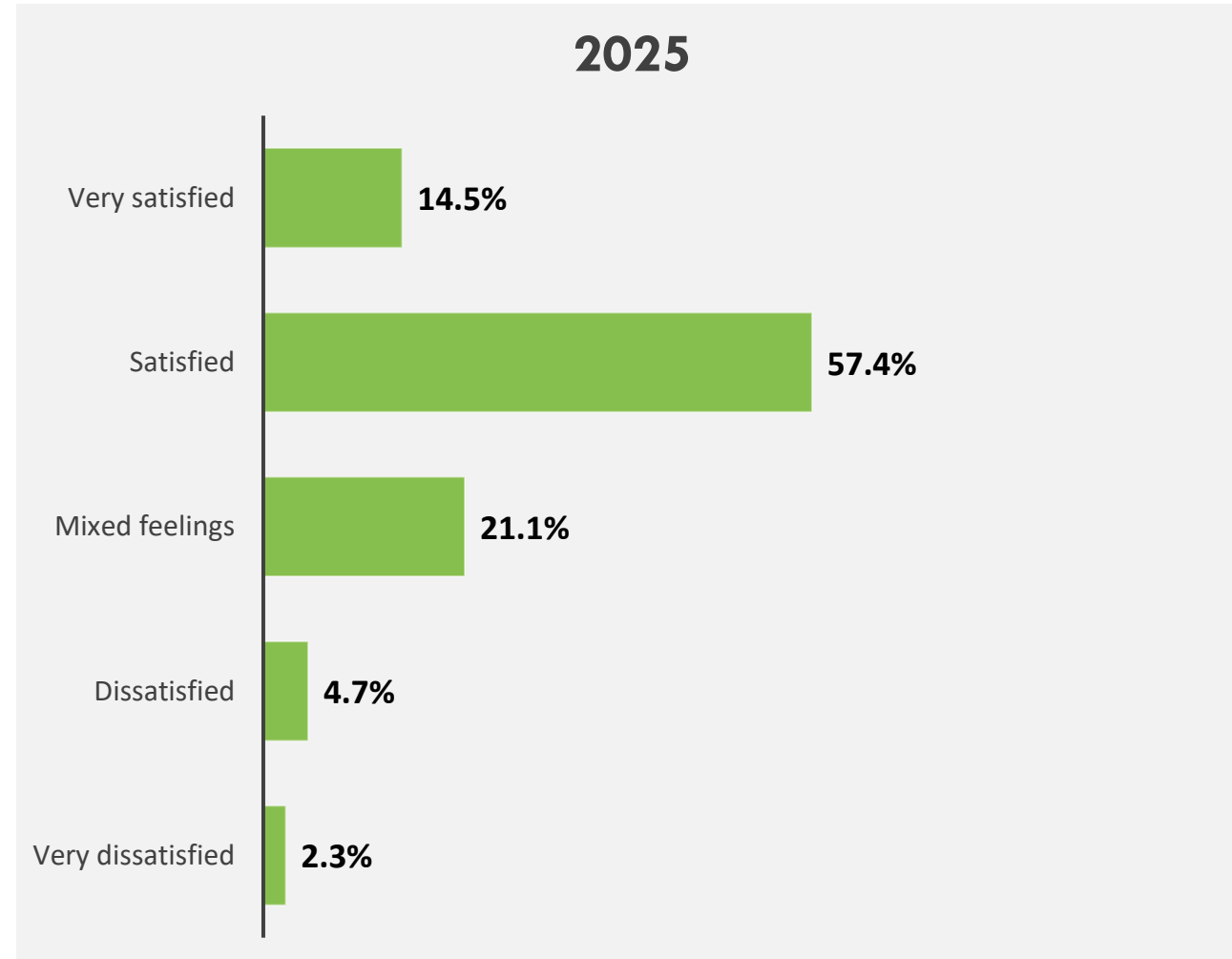
No one group stands out

Who is less satisfied (but not dissatisfied)?

Residents (owners & renters)
Upper Coastal area residents

Who has a higher level of dissatisfaction?

Business owners



Q10. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Community Services – Shire events (e.g. Australia Day, Seniors Event, Youth Week, Volunteers Week, NAIDOC)
2025 n = 427; 349 no response, don't know, did not use excluded

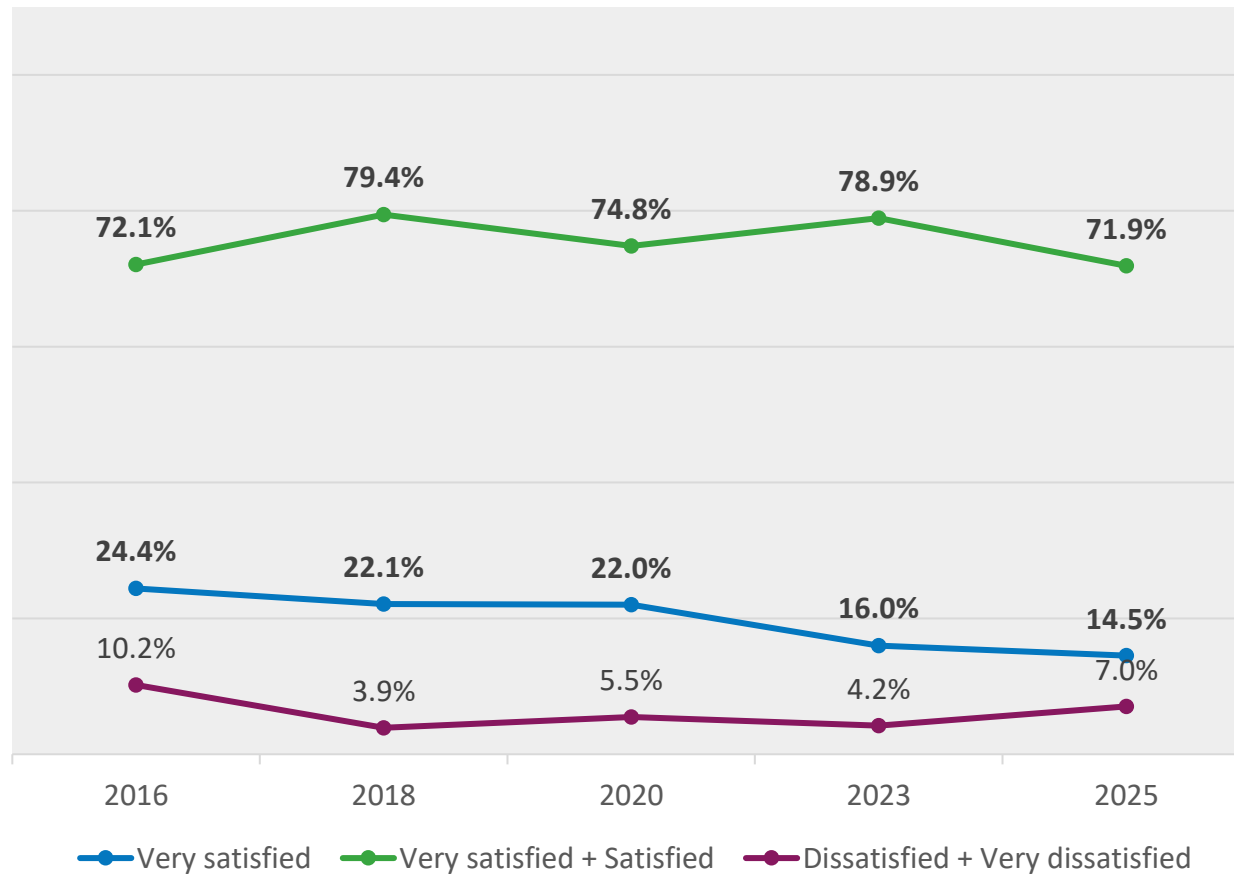
SHIRE EVENTS

Very satisfied + satisfied in 2025 is lower than the 2023 result. Other results are similar to 2023.

Over the longer term:

- Very satisfied + satisfied – 2025 result is also lower than the 2018 result
- Very satisfied – 2025 result is lower than the 2016-2020 results.
- Dissatisfied + very dissatisfied – 2023 result is worse than the 2018 result.

Trend over time



Q10. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Community Services – Shire events (e.g. Australia Day, Seniors Event, Youth Week, Volunteers Week, NAIDOC)
2025 n = 427; 349 no response, don't know, did not use excluded
2023 n = 356; 334 excluded
2020 n = 440; 255 excluded
2018 n=389; 341 excluded
2016 n= 243; 331 excluded

ACCESSIBILITY AND INCLUSIVENESS OF EVENTS FOR EVERYONE

- Very satisfied + satisfied – 71.5%
- Very satisfied – 15.3%
- Dissatisfied + very dissatisfied – 8.6%

Who is satisfied?

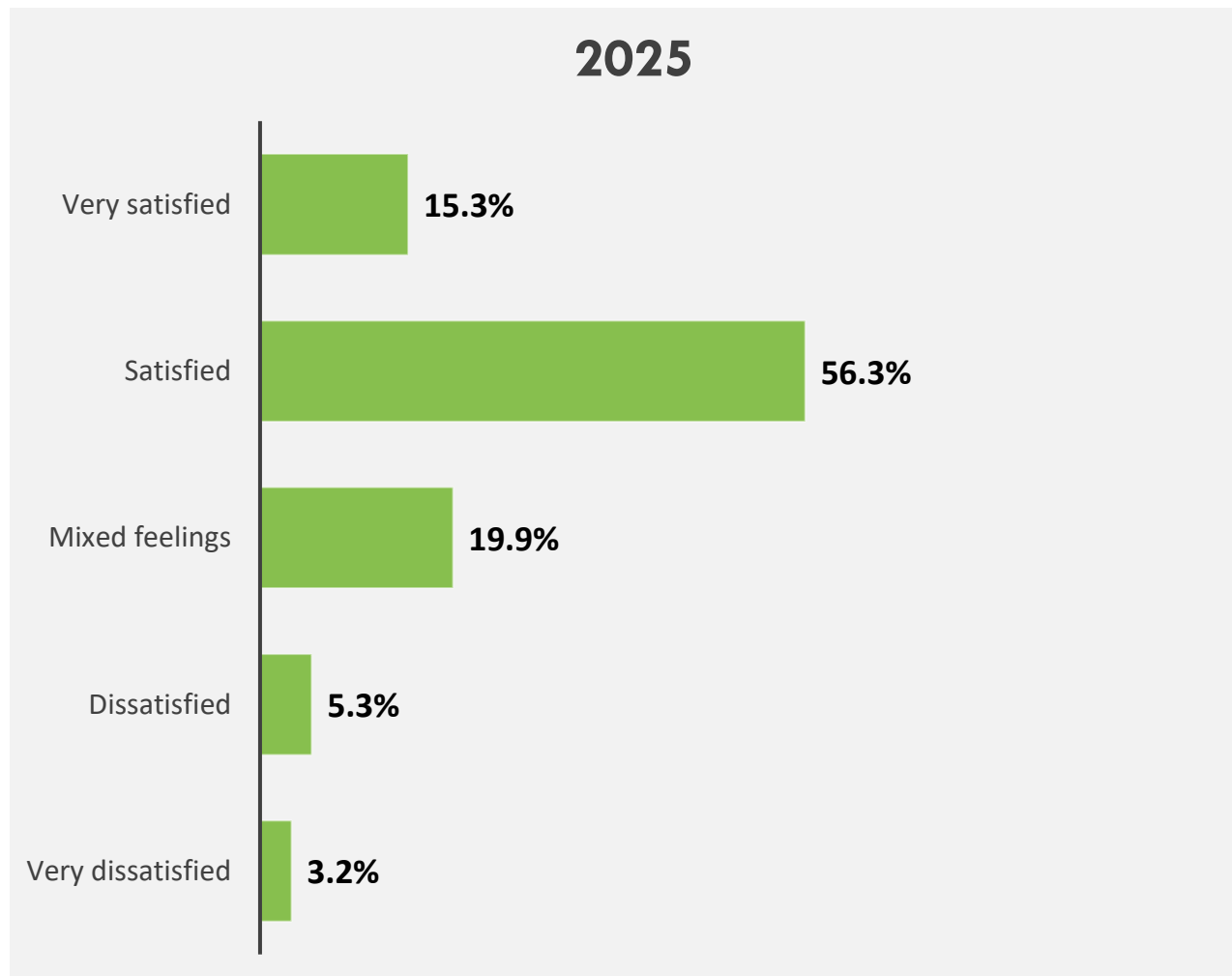
No one group stands out

Who is less satisfied (but not dissatisfied)?

No one group stands out

Who has a higher level of dissatisfaction?

No one group stands out



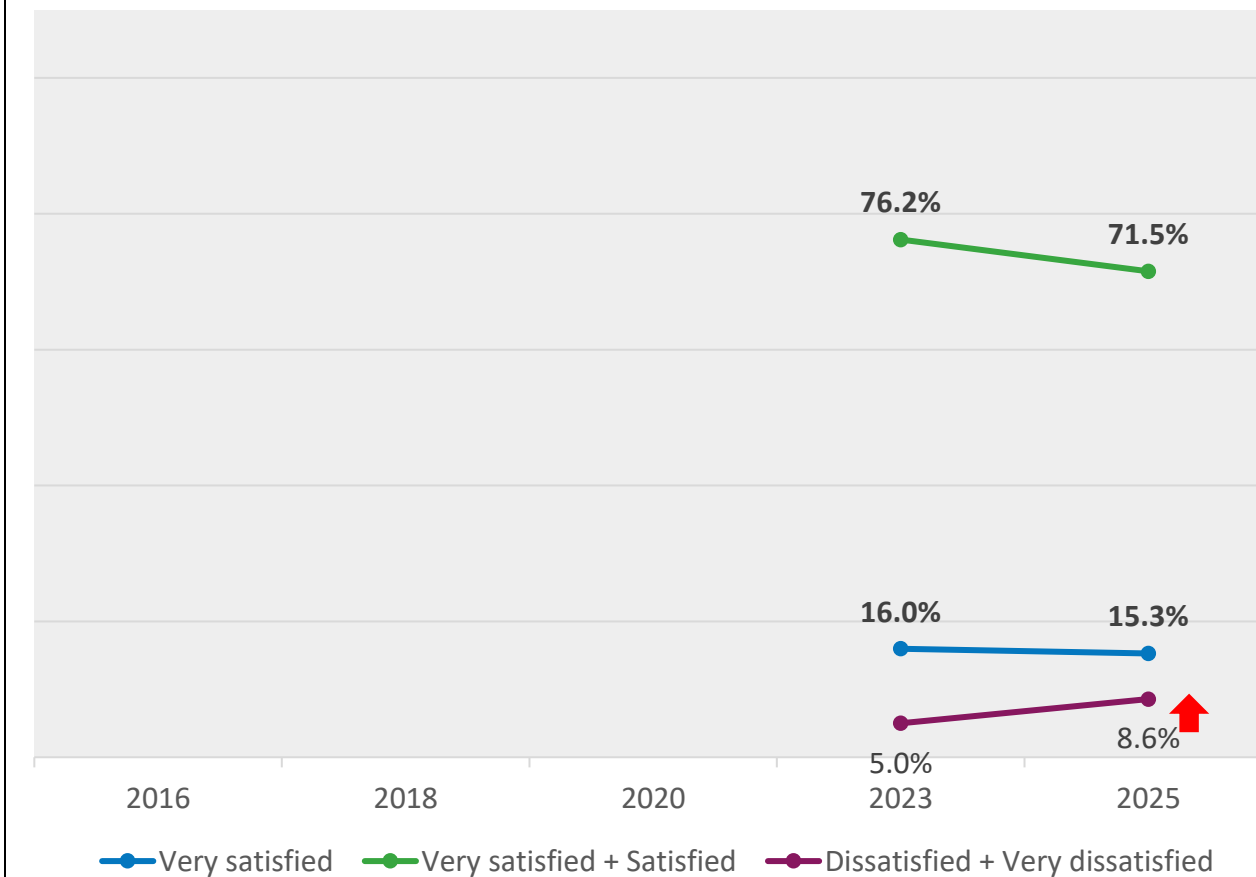
Q10. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Community Services – Accessibility and inclusiveness of events for everyone
2025 n = 432; 344 no response, don't know, did not use excluded

ACCESSIBILITY AND INCLUSIVENESS OF EVENTS FOR EVERYONE

Measured for the first time in 2023.

Dissatisfied + very dissatisfied in 2025 is worse than the 2023 result. Other results are similar to 2023.

Trend over time



Q10. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Community Services – Accessibility and inclusiveness of events for everyone
2025 n = 432; 344 no response, don't know, did not use excluded
2023 n = 357; 333 excluded

↑ An increase in dissatisfied and very dissatisfied since 2023

ENVIRONMENTAL MANAGEMENT

Environmental management remains an area of low satisfaction for the community and has worsened since the last survey. While there is no group within the community that is satisfied with the Shire's performance in this area, it is a particular concern to Upper Coastal area residents generally and Lancelin residents specifically.

	Very satisfied	Very satisfied + satisfied	
Conservation and environmental management	4.5%	30.8%	Satisfaction has declined and dissatisfaction has worsened since 2023.
Management of coastal erosion and inundation	3.8%	18.6%	Satisfaction has declined and dissatisfaction has worsened since 2023.



CONSERVATION AND ENVIRONMENTAL MANAGEMENT

- Very satisfied + satisfied – 30.8%
- Very satisfied – 4.5%
- Dissatisfied + very dissatisfied – 35.8%

Who is satisfied?

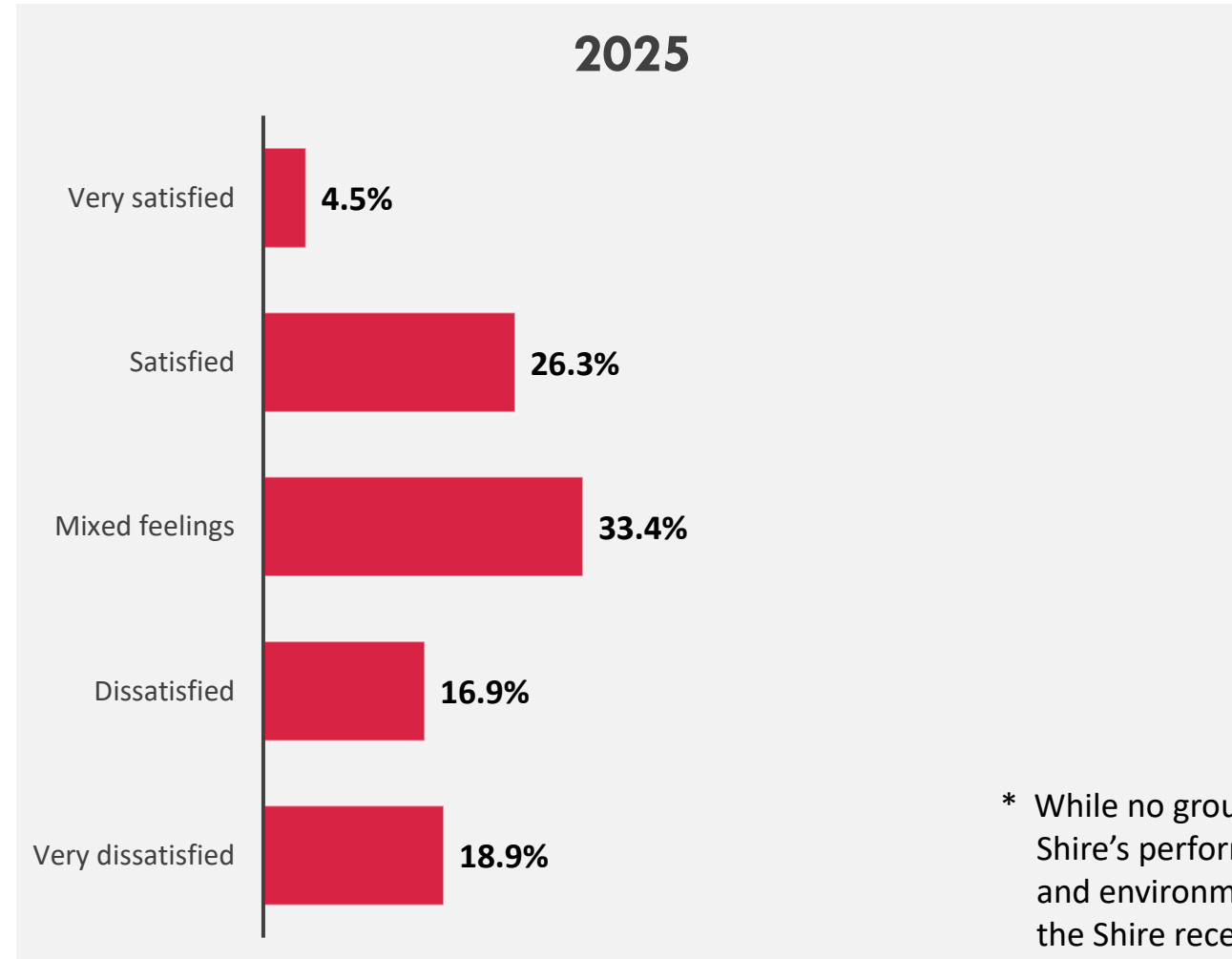
No group is satisfied *

Who is less satisfied (but not dissatisfied)?

No group is satisfied *

Who has a higher level of dissatisfaction?

Upper Coastal area residents
Lancelin residents



Q11. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with: Environmental Management – Conservation and environmental management 2025 n = 604; 172 no response, don't know excluded

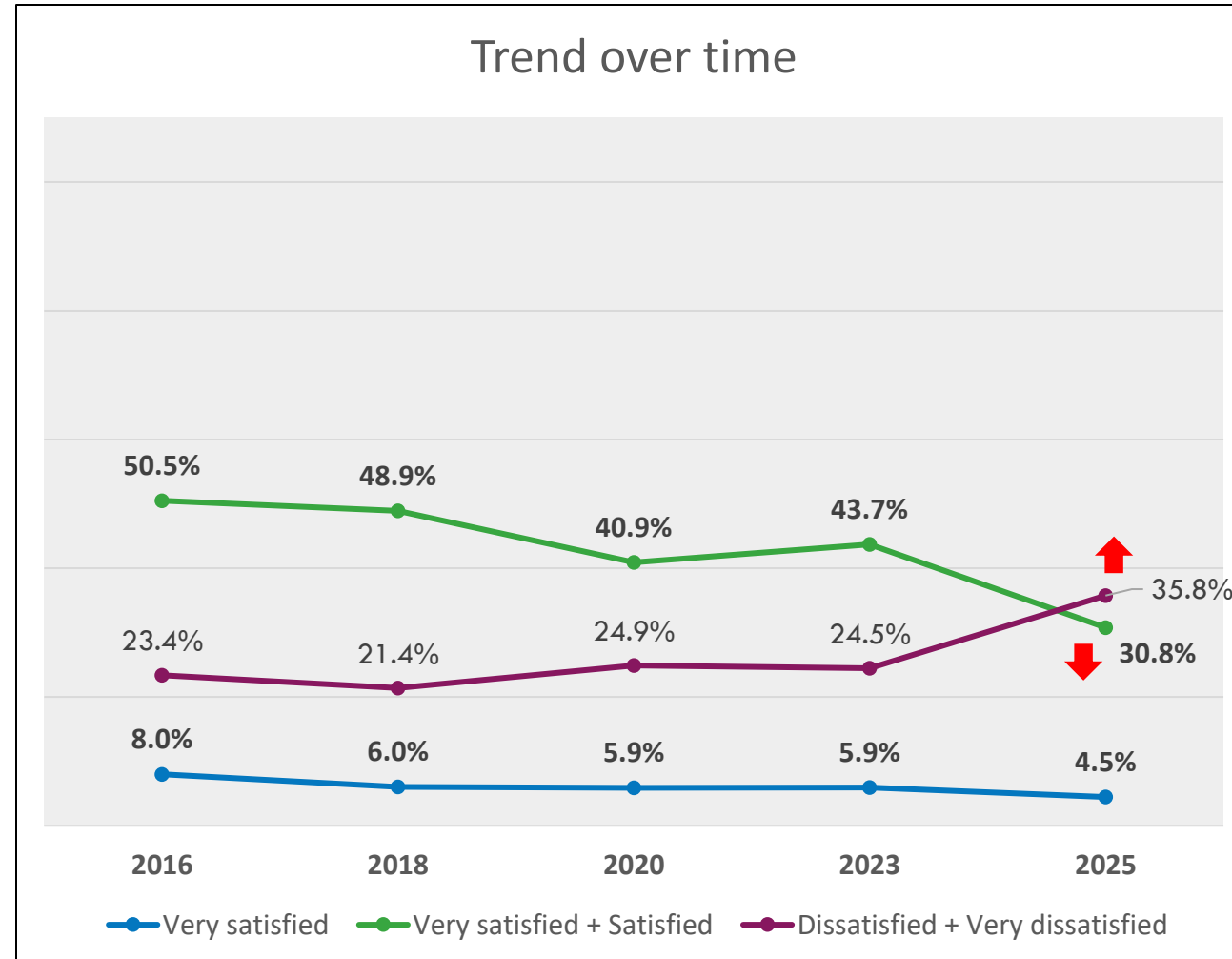
* While no group is satisfied with the Shire's performance in conservation and environmental management, the Shire receives higher ratings from residents in the Lower Coastal area and Guilderton.

CONSERVATION AND ENVIRONMENTAL MANAGEMENT

There has been a significant decline in satisfaction with the conservation and environmental management since 2023, with overall satisfaction falling significantly and overall dissatisfaction increasing (worsening).

Over the longer term:

- Very satisfied + satisfied – 2025 result is lower than all previous years.
- Very satisfied – 2025 result is lower than in 2016.
- Dissatisfied + very dissatisfied – 2025 result is worse than all previous years.



Q11. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with: Environmental Management – Conservation and environmental management
 2025 n = 604; 172 no response, don't know excluded
 2023 n = 437; 253 excluded
 2020 n = 526; 181 excluded
 2018 n=515; 215 excluded
 2016 n= 428; 146 excluded

↓ Decline in satisfied and very satisfied since 2023
 ↑ Also, an increase in dissatisfied and very dissatisfied since 2023

MANAGEMENT OF COASTAL EROSION AND INUNDATION

- Very satisfied + satisfied – 18.6%
- Very satisfied – 3.8%
- Dissatisfied + very dissatisfied – 52.1%

Who is satisfied?

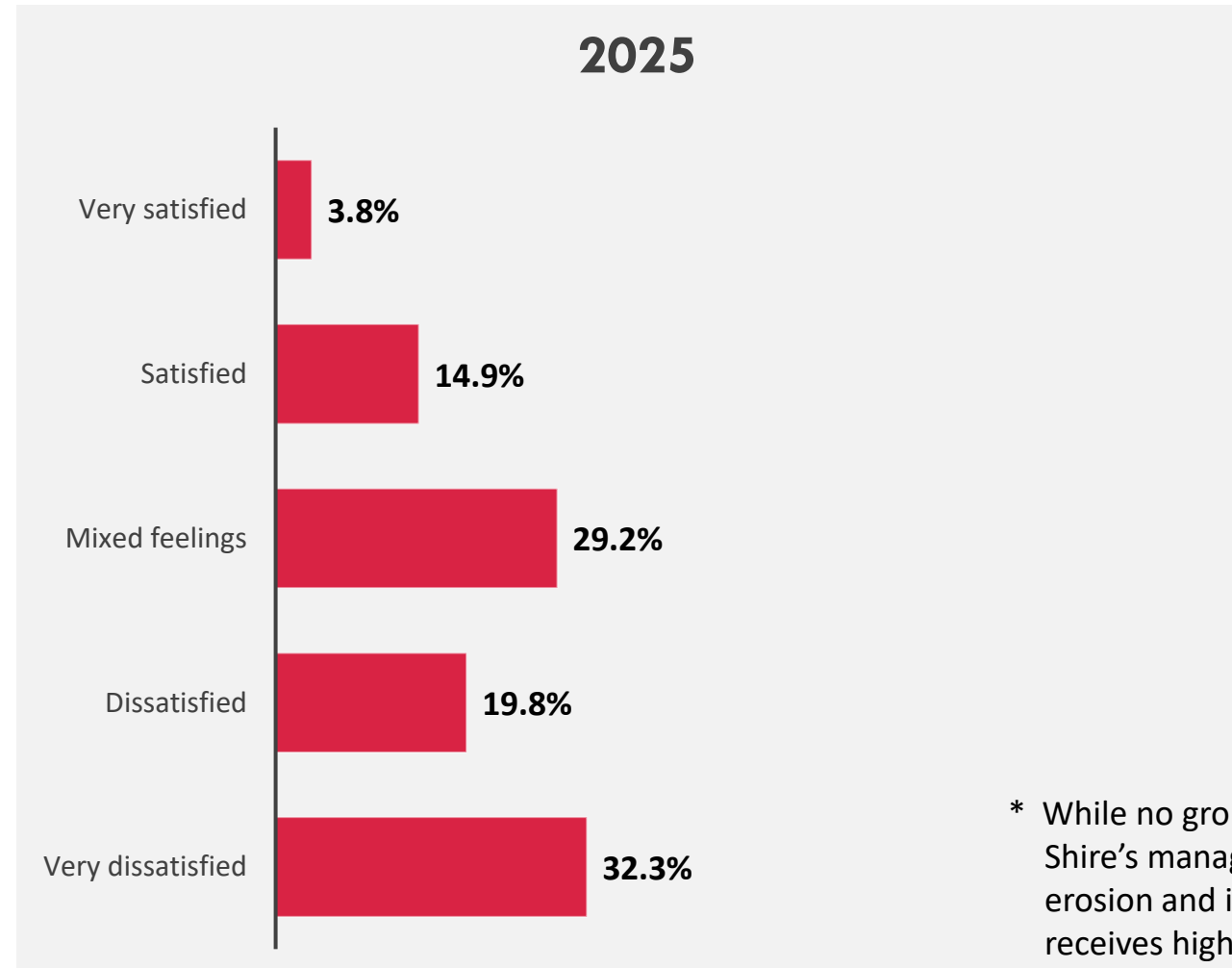
No group is satisfied *

Who is less satisfied (but not dissatisfied)?

No group is satisfied *

Who has a higher level of dissatisfaction?

Residents (owners & renters)
Upper Coastal area residents
Lancelin residents



Q11. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with: Environmental Management – Management of coastal erosion and inundation 2025 n = 585; 191 no response, don't know excluded

* While no group is satisfied with the Shire's management of coastal erosion and inundation, the Shire receives higher ratings from residents in the Gingin and Rural Inland area, Lower Coastal area, Gingin and Guilderton.

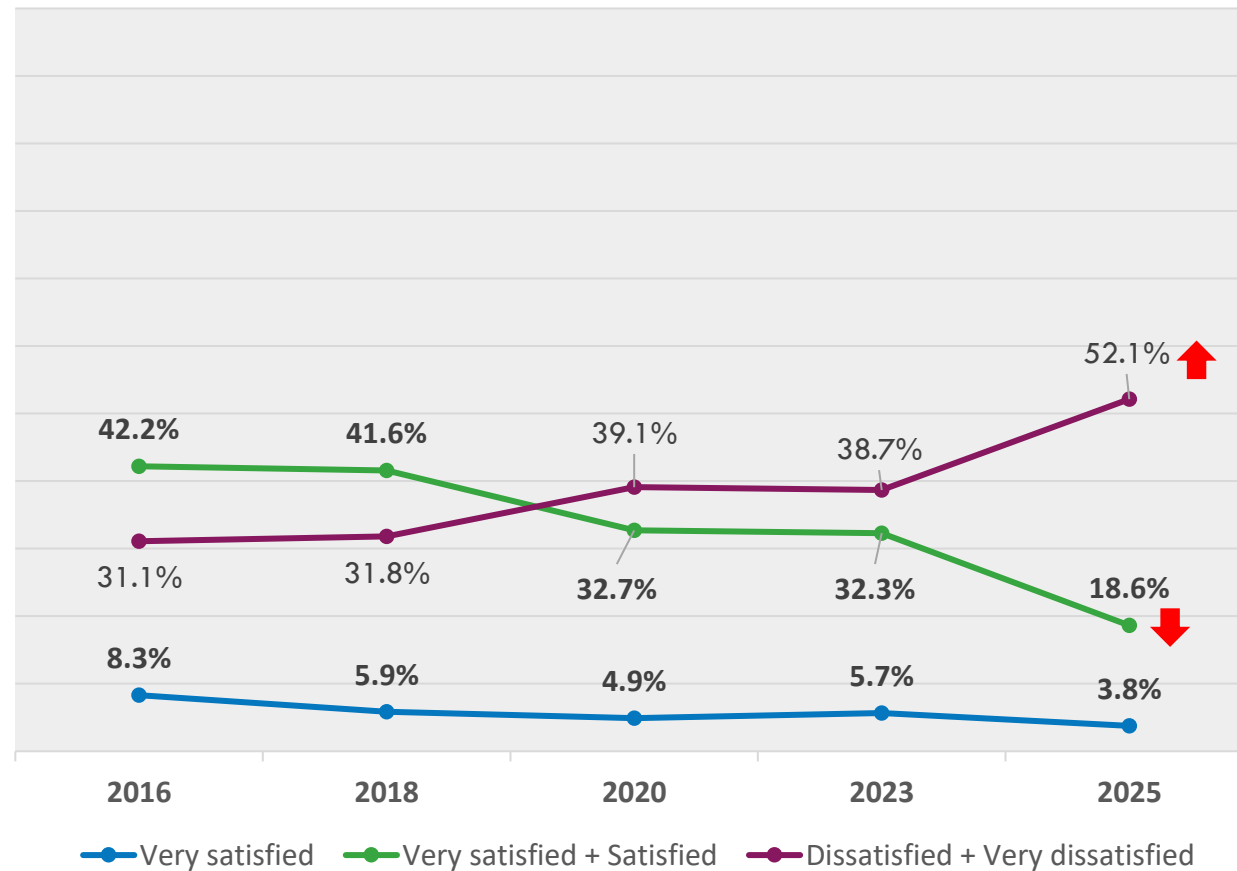
MANAGEMENT OF COASTAL EROSION AND INUNDATION

There has been a significant decline in satisfaction with the management of coastal erosion since 2023, with overall satisfaction falling significantly and overall dissatisfaction increasing (worsening).

Over the longer term:

- Very satisfied + satisfied – 2025 result is lower than all previous years.
- Very satisfied – 2025 result is lower than in 2016.
- Dissatisfied + very dissatisfied – 2025 result is worse than all previous years.

Trend over time



Q11. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with: Environmental Management – Management of coastal erosion and inundation
 2025 n = 585; 191 no response, don't know excluded
 2023 n = 424; 266 excluded
 2020 n = 514; 181 excluded
 2018 n = 512; 218 excluded
 2016 n = 412; 162 excluded

↓ Decline in satisfied and very satisfied since 2023
 ↑ Also, an increase in dissatisfied and very dissatisfied since 2023

INFRASTRUCTURE

Overall satisfaction with Infrastructure continues to be generally on the moderate to low side and has worsened since the last survey.

	Very satisfied	Very satisfied + satisfied	
Road infrastructure	4.5%	44.6%	Measured as two separate measures 2018-2023. Overall satisfaction is lower than the average of the two separate measures in 2023.
Paths and trails	4.7%	44.5%	Satisfaction has declined and dissatisfaction has worsened since 2023.



ROAD INFRASTRUCTURE

- Very satisfied + satisfied – 44.6%
- Very satisfied – 4.5%
- Dissatisfied + very dissatisfied – 29.1%

Who is satisfied?

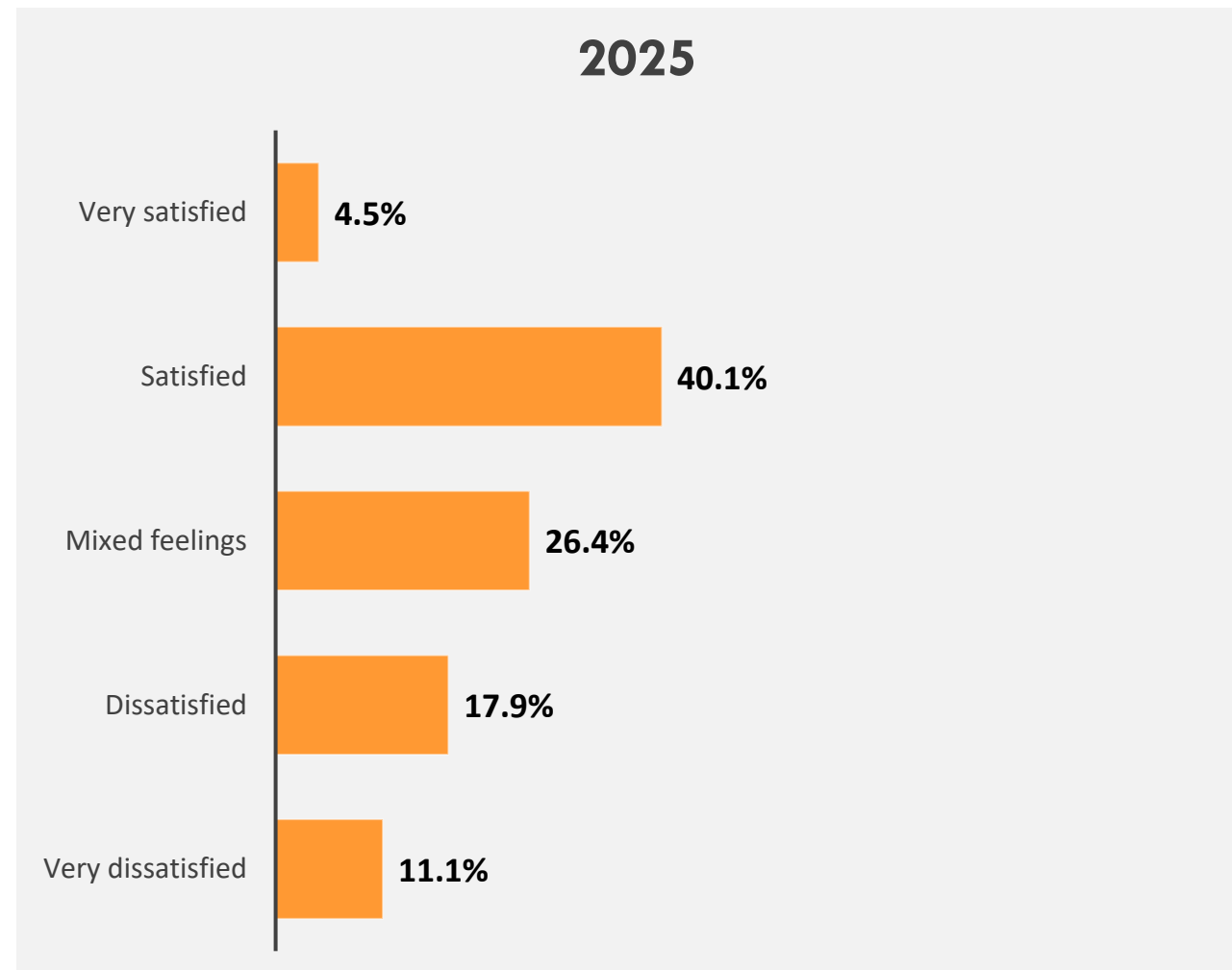
Non-resident ratepayers

Who is less satisfied (but not dissatisfied)?

No group stands out

Who has a higher level of dissatisfaction?

Residents (owners & renters)



Q12. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Infrastructure – Road infrastructure
2025 n = 736; 40 no response, don't know excluded

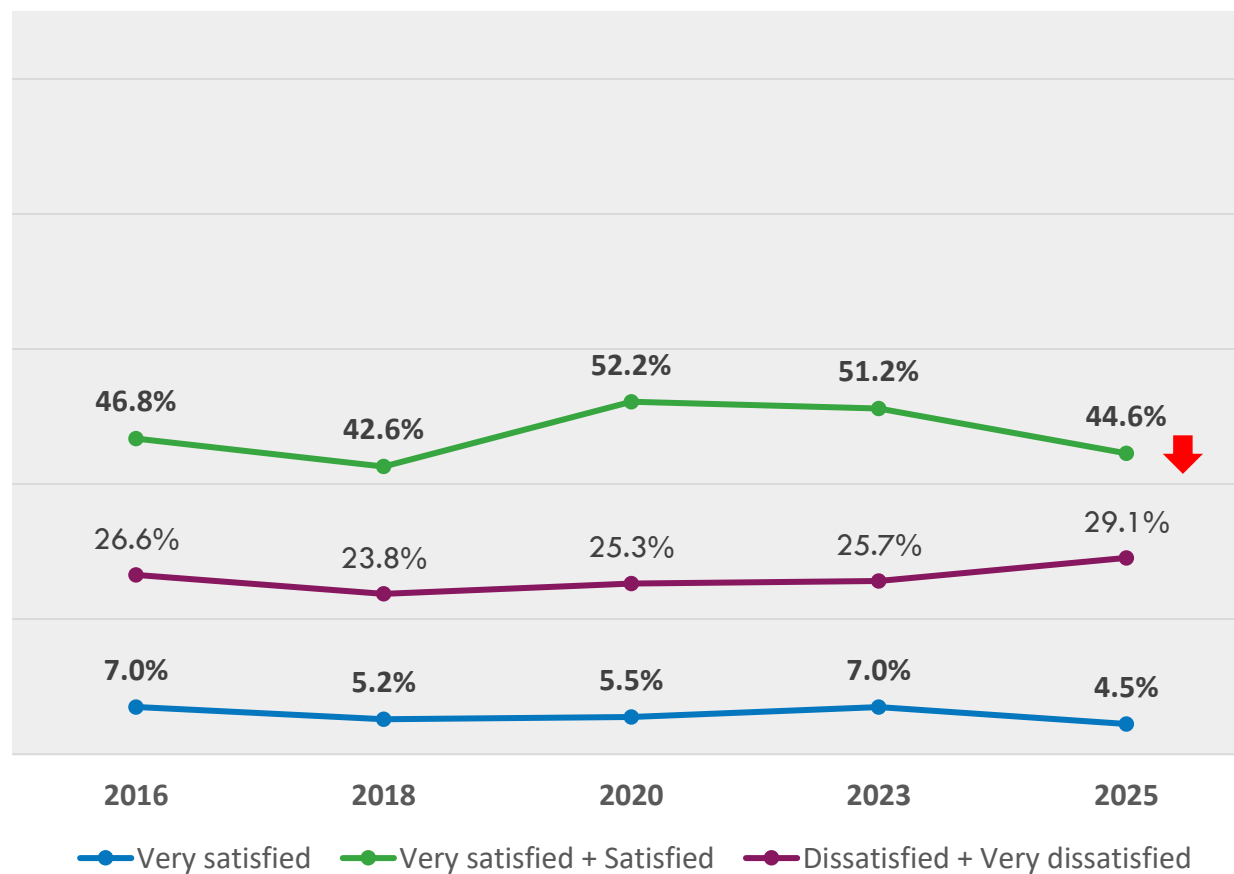
ROAD INFRASTRUCTURE

Significant decline in overall satisfaction from the average of the two measures in 2023. Other results are similar to 2023.

Over the longer term:

- Very satisfied + satisfied – 2025 result is lower than 2020 & 2023.
- Very satisfied – 2025 result is similar to all previous years.
- Dissatisfied + very dissatisfied – 2025 result is worse than the 2018 result.

Trend over time



Q12. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Infrastructure – Road infrastructure

2025 n = 736; 40 no response, don't know excluded

2023* n = 534

2020* n = 671 569

2018* n = 592

2016* n = 464

* Average of the separate measures

↓ Decline in satisfied and very satisfied since 2023

PATHS AND TRAILS

- Very satisfied + satisfied – 44.5%
- Very satisfied – 4.7%
- Dissatisfied + very dissatisfied – 32.0%

Who is satisfied?

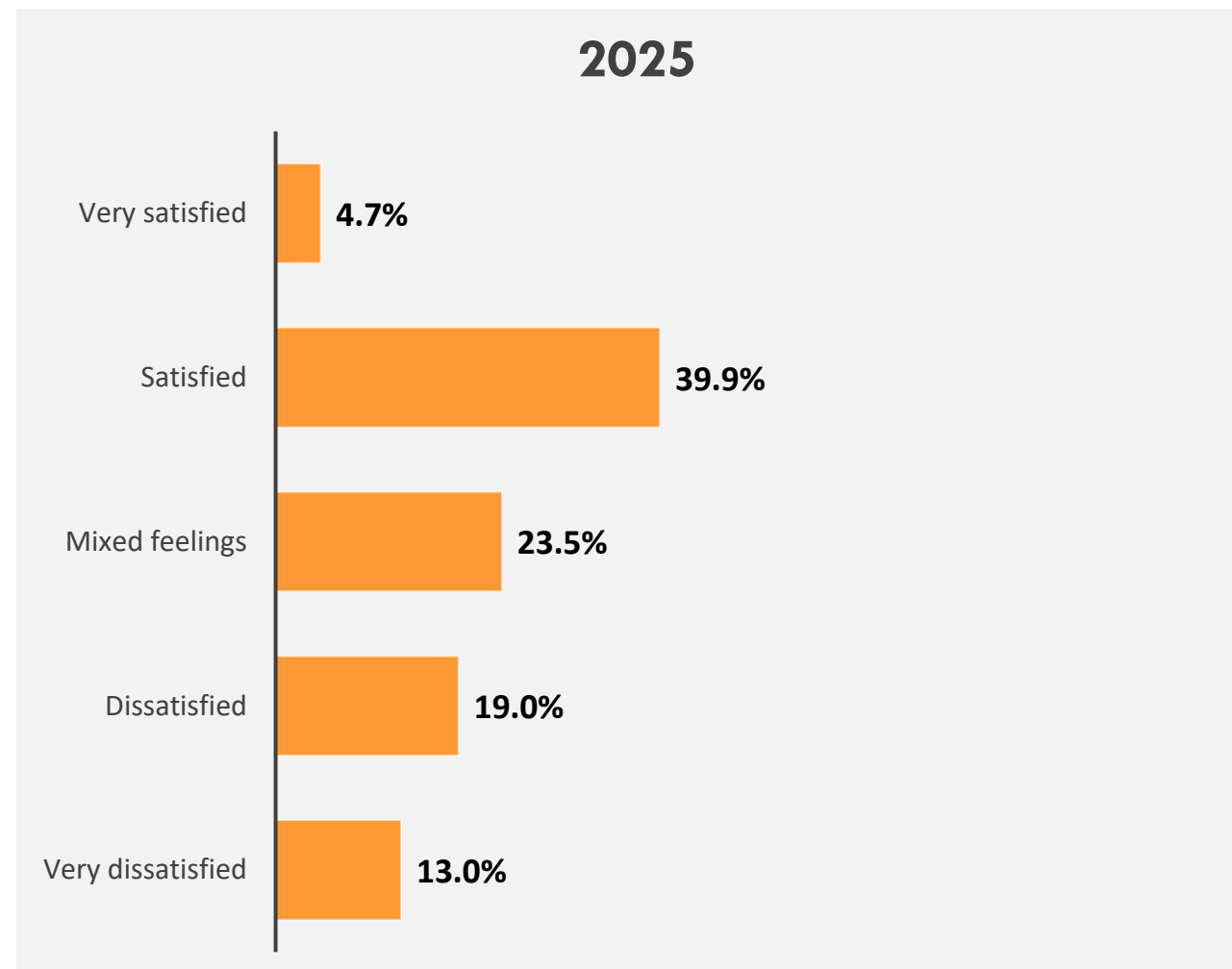
Non-resident ratepayers

Who is less satisfied (but not dissatisfied)?

No one group stands out

Who has a higher level of dissatisfaction?

Residents (owners & renters)
Upper Coastal area residents
Females



Q12. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

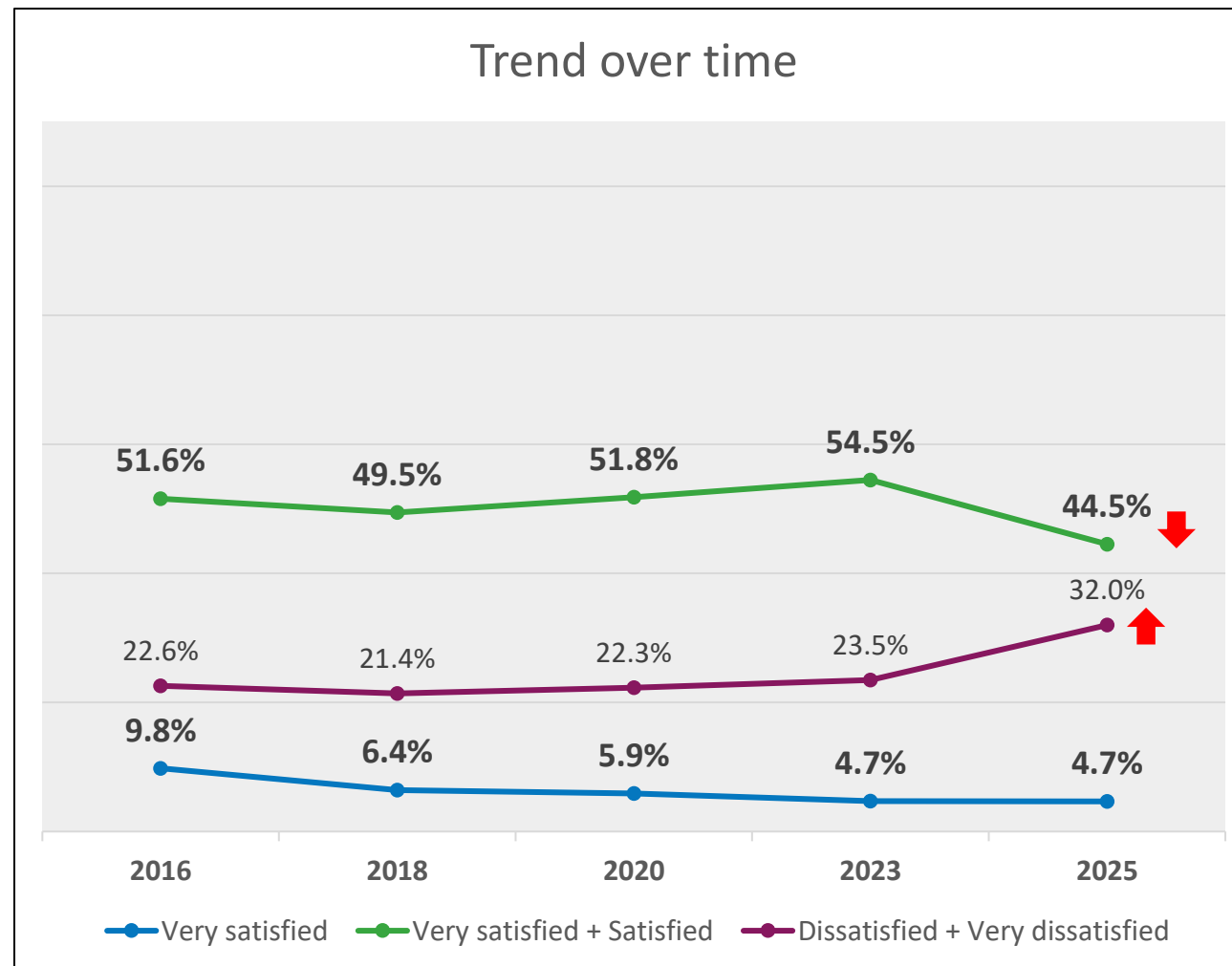
Infrastructure – Paths and trails
2025 n = 622; 154 no response, don't know excluded

PATHS AND TRAILS

There has been a significant decline in satisfaction with paths and trails since 2023, with overall satisfaction falling significantly and overall dissatisfaction increasing (worsening).

Over the longer term:

- Very satisfied + satisfied – 2025 result is lower than in 2016, 2020 and 2023.
- Very satisfied – 2025 result is lower than in 2016.
- Dissatisfied + very dissatisfied – 2025 is worse than all previous years.



Q12. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Infrastructure – Paths and trails
2025 n = 622; 154 no response, don't know excluded

2023 n = 490, 200 excluded

2020 n = 529, 166 excluded

2018 n = 562; 168 excluded

2016 n = 463; 111 excluded

- ↓ Decline in satisfied and very satisfied since 2023
- ↑ Also, an increase in dissatisfied and very dissatisfied since 2023

COMMUNICATIONS AND ENGAGEMENT

Community satisfaction with Shire Communications and Engagement continues to be generally on the moderate to low side.

Row %	Very satisfied	Satisfied + Very satisfied	Commentary
The quality, frequency and accessibility of Shire communication	7.4%	59.2%	New measure this year.
Opportunities for you to be consulted and provide feedback about local issues	5.9%	46.0%	Results are similar to 2023.



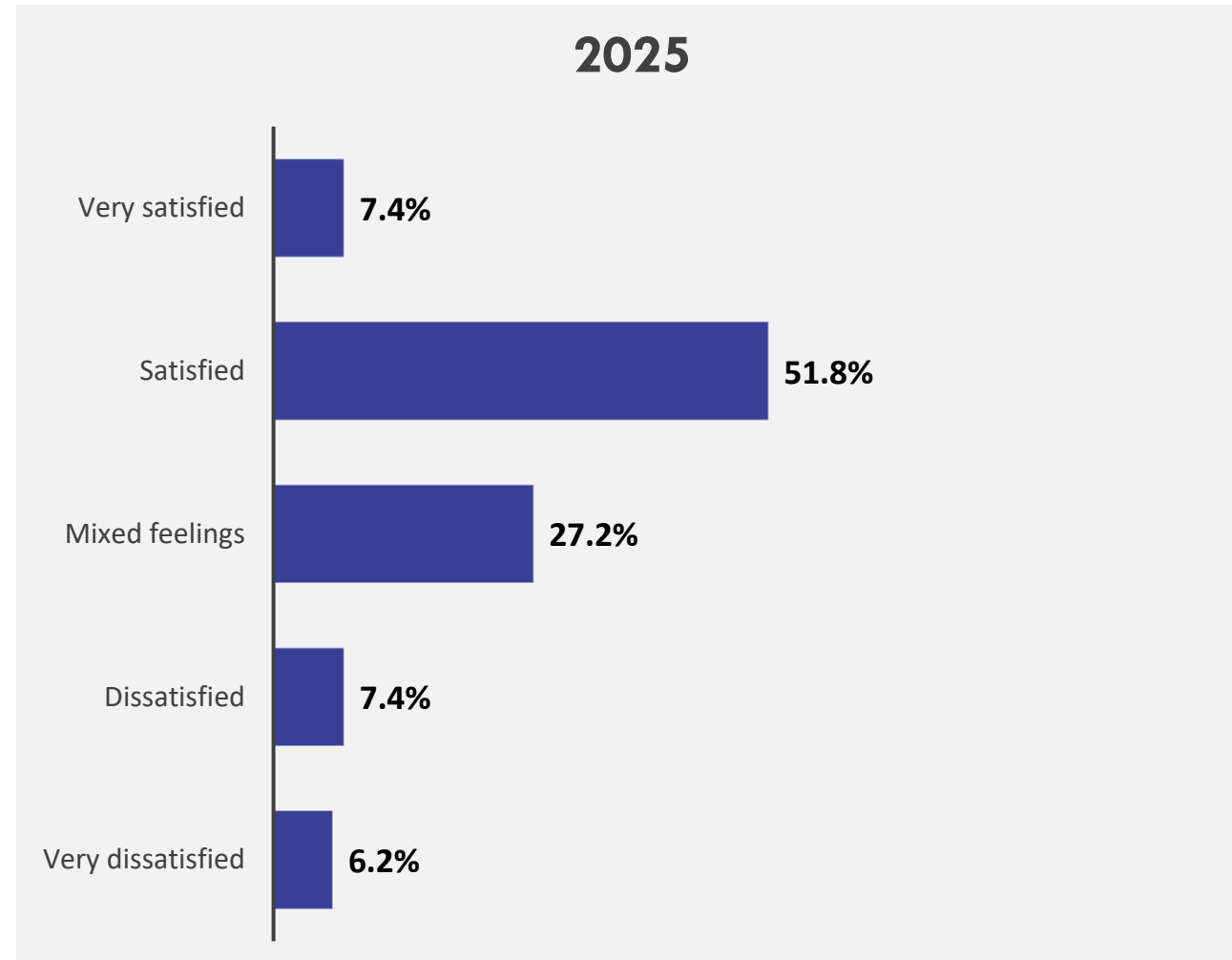
QUALITY, FREQUENCY AND ACCESSIBILITY OF SHIRE COMMUNICATIONS

- Very satisfied + satisfied – 59.2%
- Very satisfied – 7.4%
- Dissatisfied + very dissatisfied – 13.6%

Who is satisfied?
Guilderton residents.

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

Who has a higher level of dissatisfaction?
Residents in rural localities



Q12. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Satisfaction with Shire Communications – The quality, frequency and accessibility of Shire communication
2025 n = 676; 100 no response, don't know excluded

OPPORTUNITIES TO BE CONSULTED

- Very satisfied + satisfied – 46.0%
- Very satisfied – 5.9%
- Dissatisfied + very dissatisfied – 20.4%

Who is satisfied?

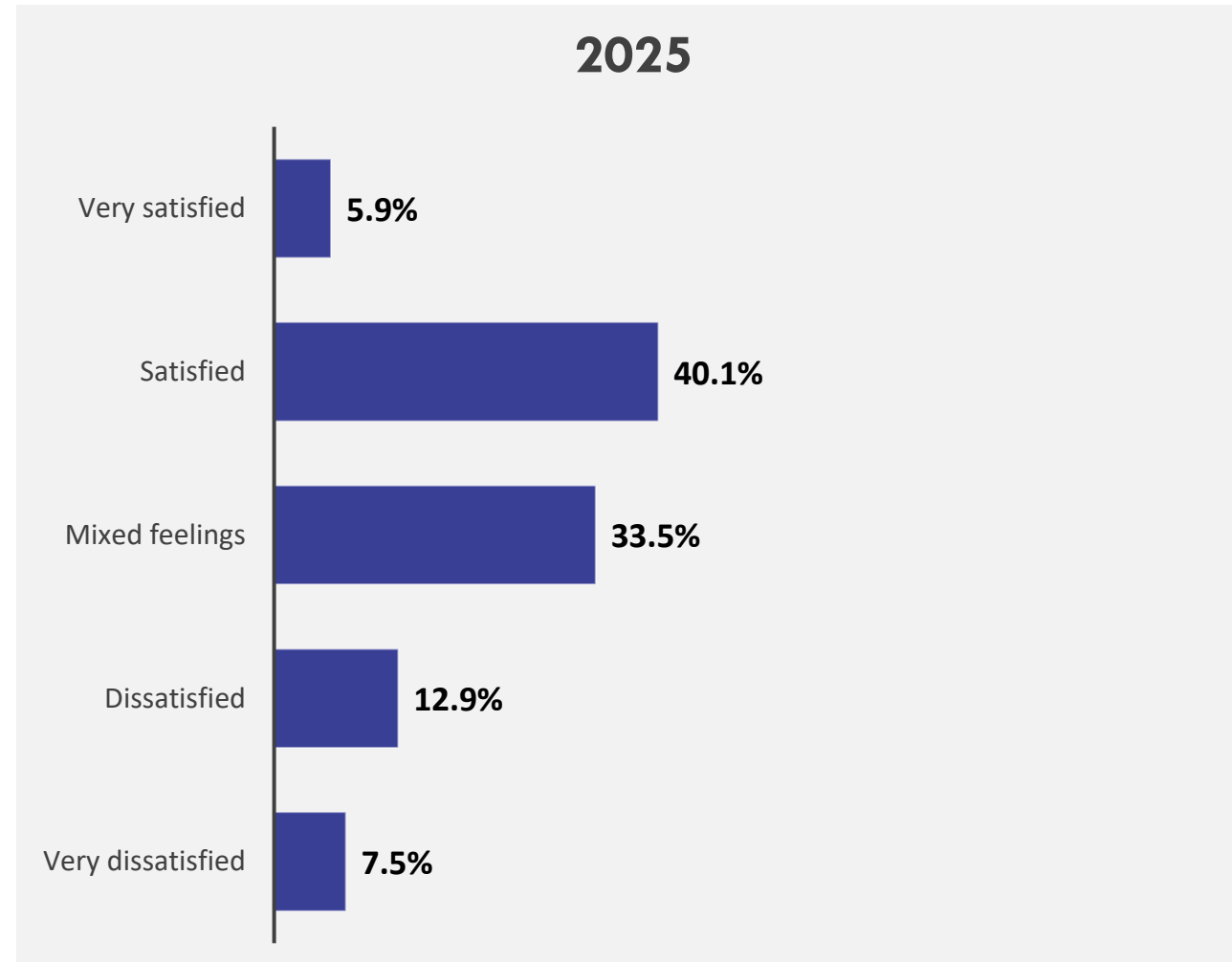
Non-resident ratepayers
Guilderton residents

Who is less satisfied (but not dissatisfied)?

No one group stands out

Who has a higher level of dissatisfaction?

Residents in rural localities



Q12. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:
Satisfaction with Shire Communications – Opportunities for you to be consulted and provide feedback about local issues
2025 n = 641; 135 no response, don't know excluded

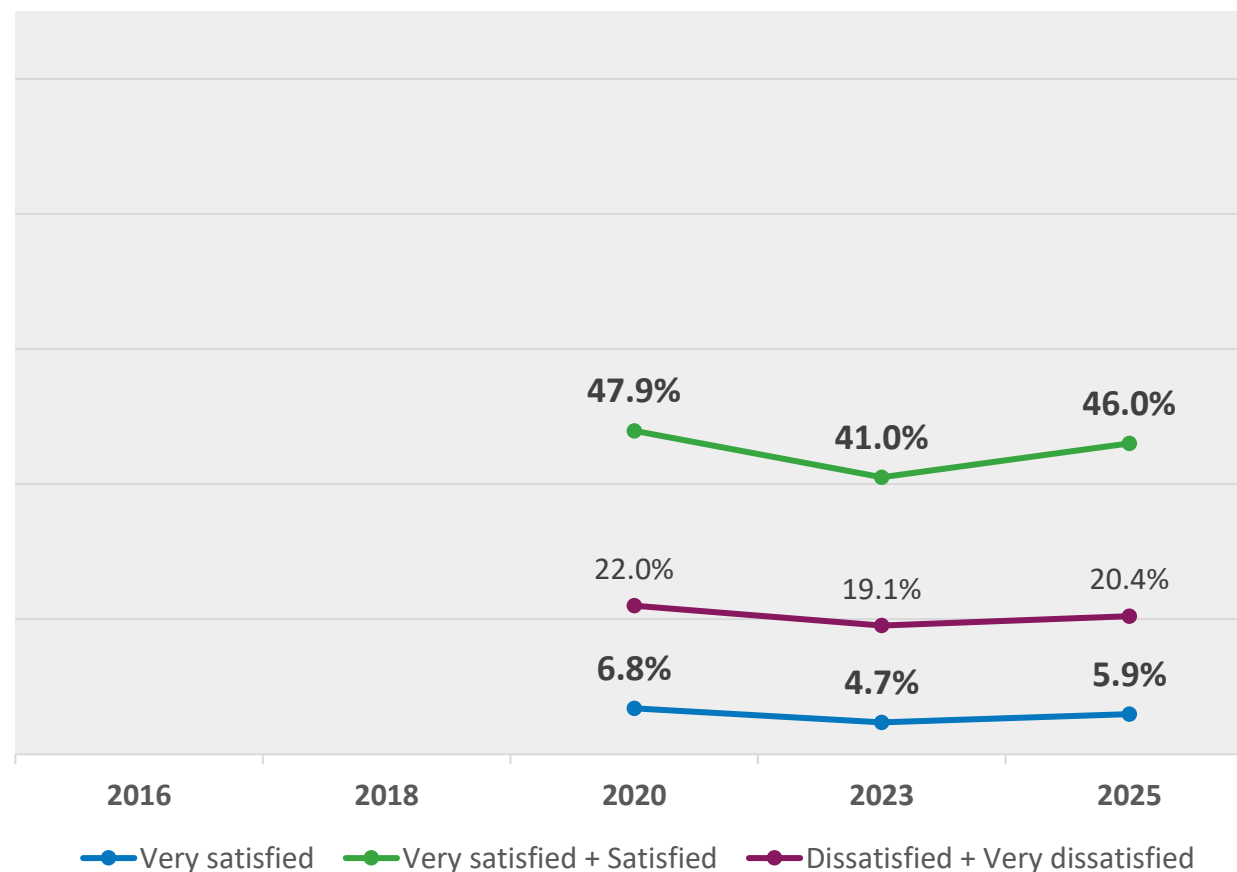
OPPORTUNITIES TO BE CONSULTED

2025 results are similar to 2023 results.

Over the longer term:

- Very satisfied + satisfied – 2025 result is similar to all previous years.
- Very satisfied – 2025 result is similar to all previous years.
- Dissatisfied + very dissatisfied – 2025 result is similar to all previous years.

Trend over time



Q12. Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. Since May 2024 how satisfied have you been with:

Satisfaction with Shire Communications – Opportunities for you to be consulted and provide feedback about local issues

2025 n = 641; 135 no response, don't know excluded

2023 n = 551; 139 excluded

2020 n = 591; 104 excluded



GUNGUN

COMMUNICATIONS

KEEPING YOU APPROPRIATELY INFORMED ON SHIRE SERVICES

- Very + fairly well informed – 43.8%
- Very well informed – 5.0%
- Not particularly + not at all well informed – 29.6%

Who is satisfied?

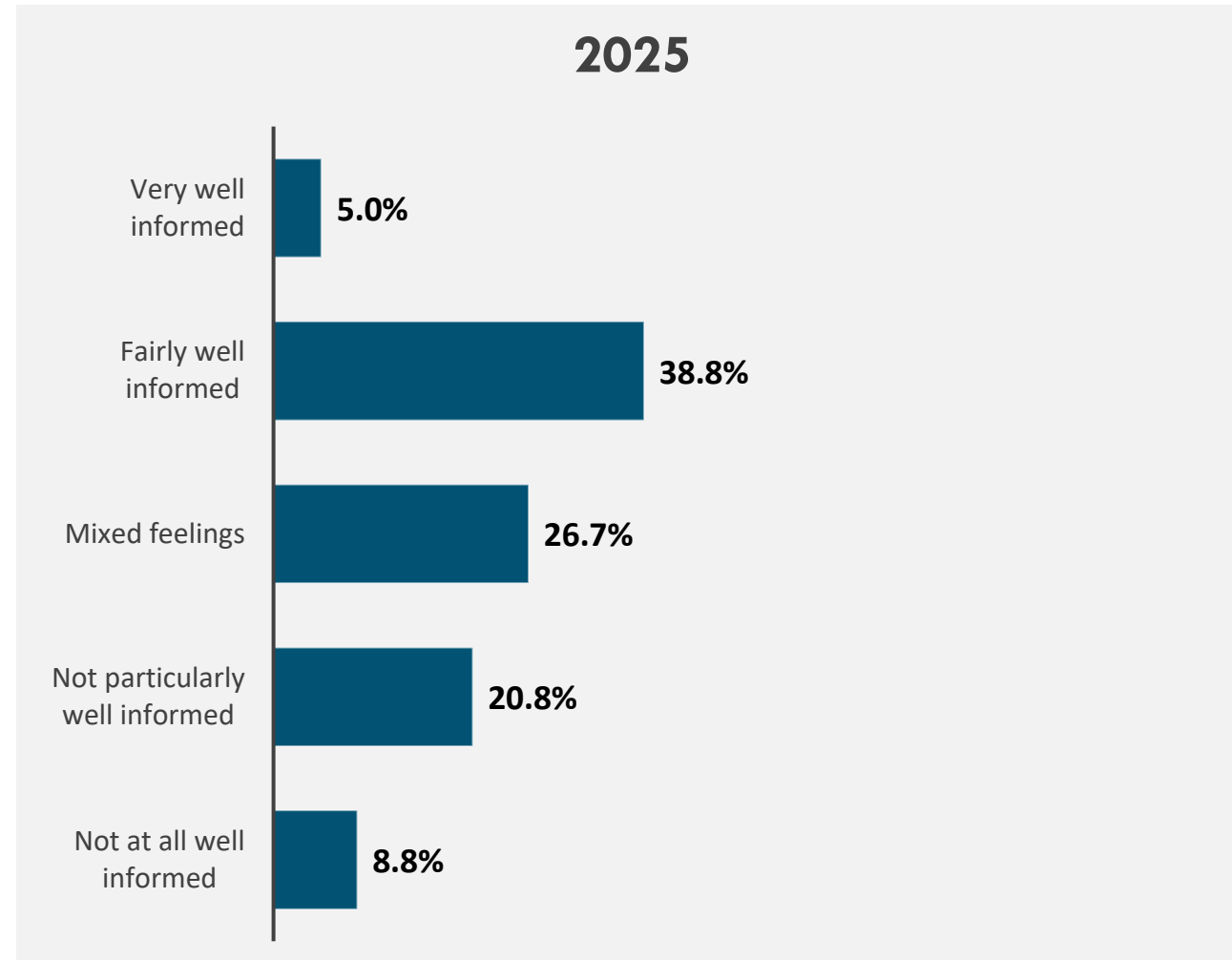
No one group stands out

Who is less satisfied (but not dissatisfied)?

No one group stands out

Who has a higher level of dissatisfaction?

No one group stands out



Q14. How well informed do you feel about Shire activities, projects and services?
2025 n = 720; 56 no response, don't know excluded.

ENGAGEMENT WITH SHIRE COMMUNICATIONS

The 2025 survey participants engage infrequently with Shire communications.

- Almost 1 in 2 engage with Shire communications once a month or less often.
- Almost 1 in 4 engage only when there is something of interest to them.
- 1 in 5 engage at least once a fortnight.

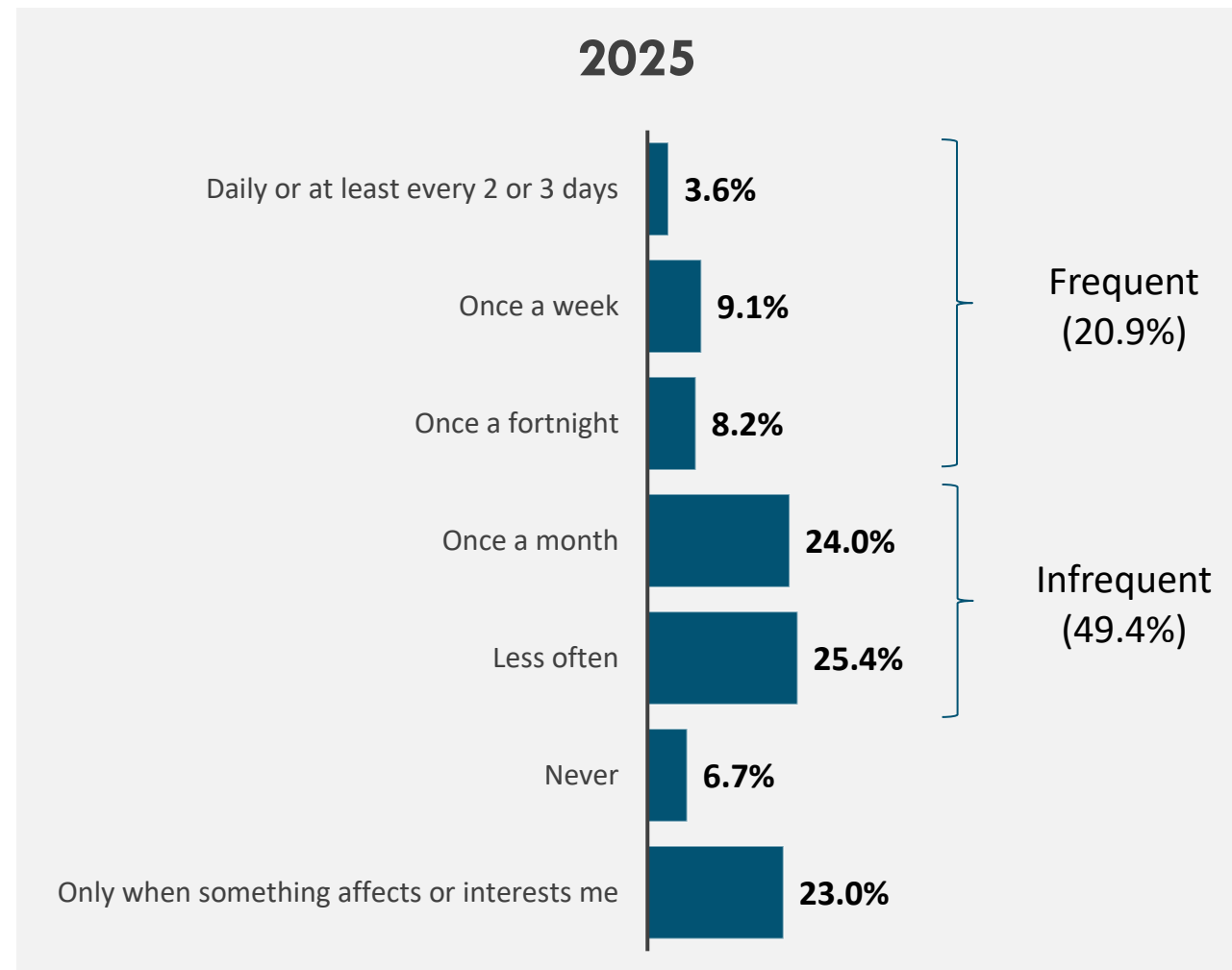
6.7% never engage with Shire communications.

Engagement with the Shire was more frequent amongst:

- Residents (owners & renters)
- Gingin & Rural Inland area residents
- Gingin residents

Engagement with the Shire was less frequent amongst:

- Non-resident ratepayers
- Ledge Point residents



Q16. On average, how often do you engage with Shire communications (e.g., reading newsletters, emails, visiting the website, speaking to Shire staff, social media, etc.)?
2025 n = 757; 19 no response excluded.

HOW THE COMMUNITY RECEIVES SHIRE NEWS AND INFORMATION

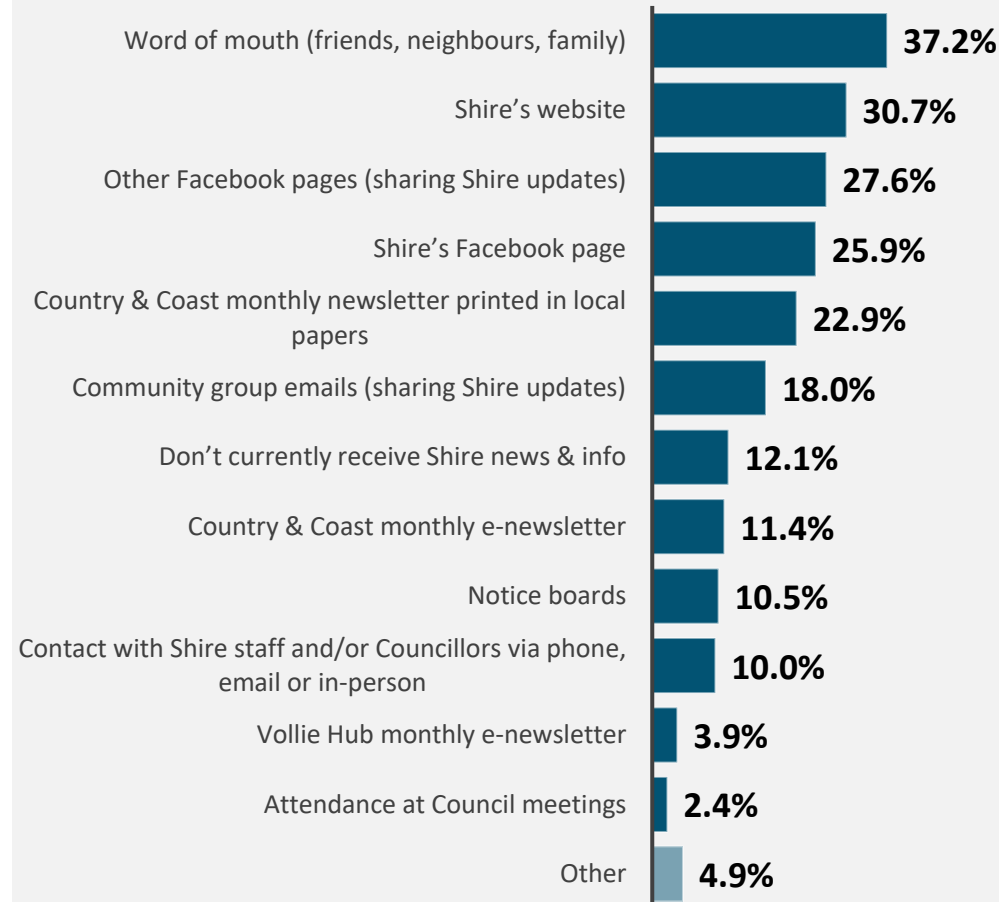
The 2025 survey participants receive Shire news and information from a wide variety of media and sources, with no one medium or source dominating.

- Word of mouth (37.2%) is the most commonly used single source of news and information.
- Facebook is also popular (40.5%), split between Shire posts and reposts / shares from other accounts.

12.1% do not currently receive any Shire news and information.

- Frequent engagers are big users of Facebook (Shire and other pages) and the Shire's website.
- Residents (owners & renters), Gingin and Rural Inland area residents, business owners and people aged 55 years and younger are bigger users of the Shire's Facebook page.

2025



Q15. How do you currently receive Shire news and information? Please select all that apply.
2025 n = 761; 15 no response excluded.

SHIRE NEWS AND INFORMATION PREFERENCES

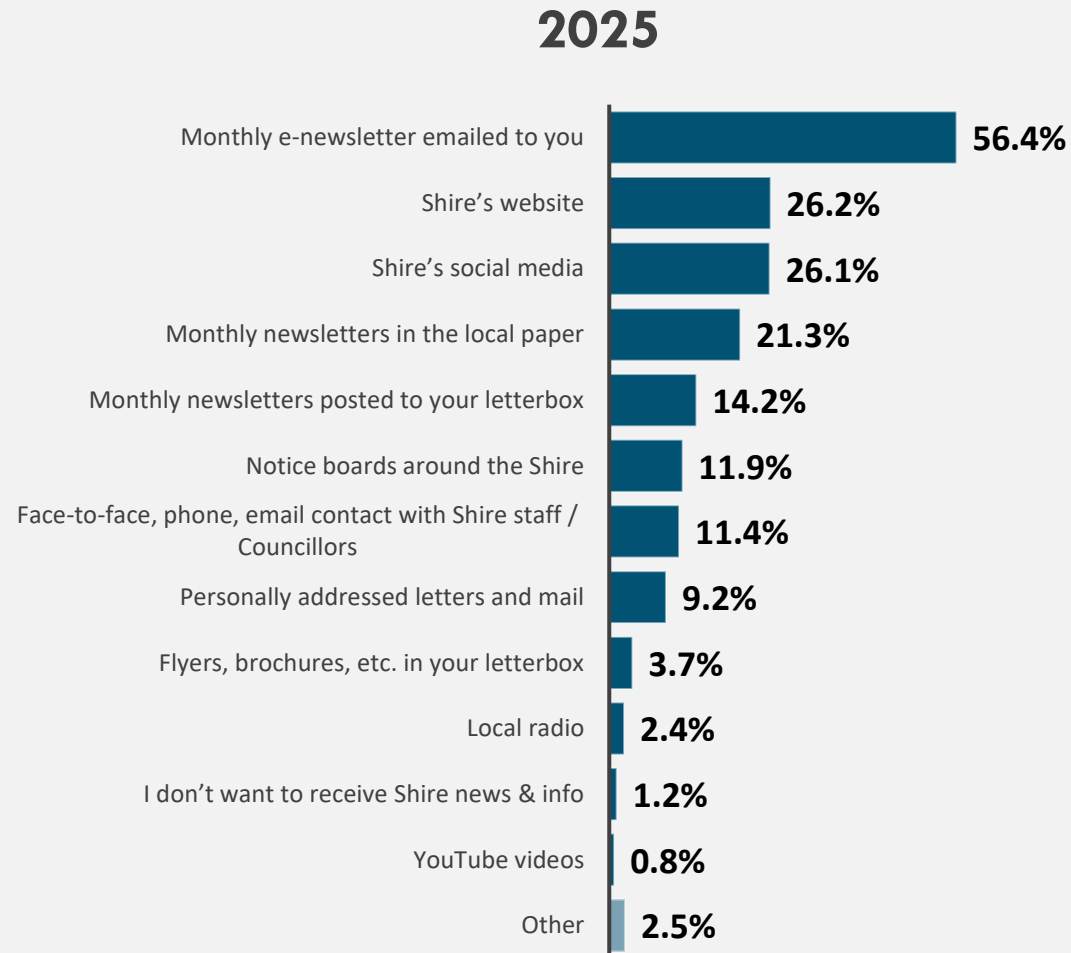
Almost all 2025 survey participants would like to receive Shire news and information.

The most preferred source is via a monthly e-newsletter.

It was equally preferred by frequent and infrequent engagers and was strongly preferred by all groups.

There were pockets of support for some of the less popular media.

- Shire social media had comparatively stronger support from Gingin & Rural Inland area residents and Gingin residents.
- Monthly newsletter in the local paper has comparatively stronger support from residents (owners & renters).



Q17. If you had your wish, how would you prefer to receive Shire news and information? Please choose up to three ways you would prefer to hear from the Shire.

2025 n = 757; 19 no response excluded.

(5 participants in the mail survey gave more than 3 responses. Their responses have been included.)

PARTICIPATION IN SHIRE MEETINGS AND SESSIONS

The 2025 survey participants participate infrequently in Shire-hosted meetings, workshops or information sessions.

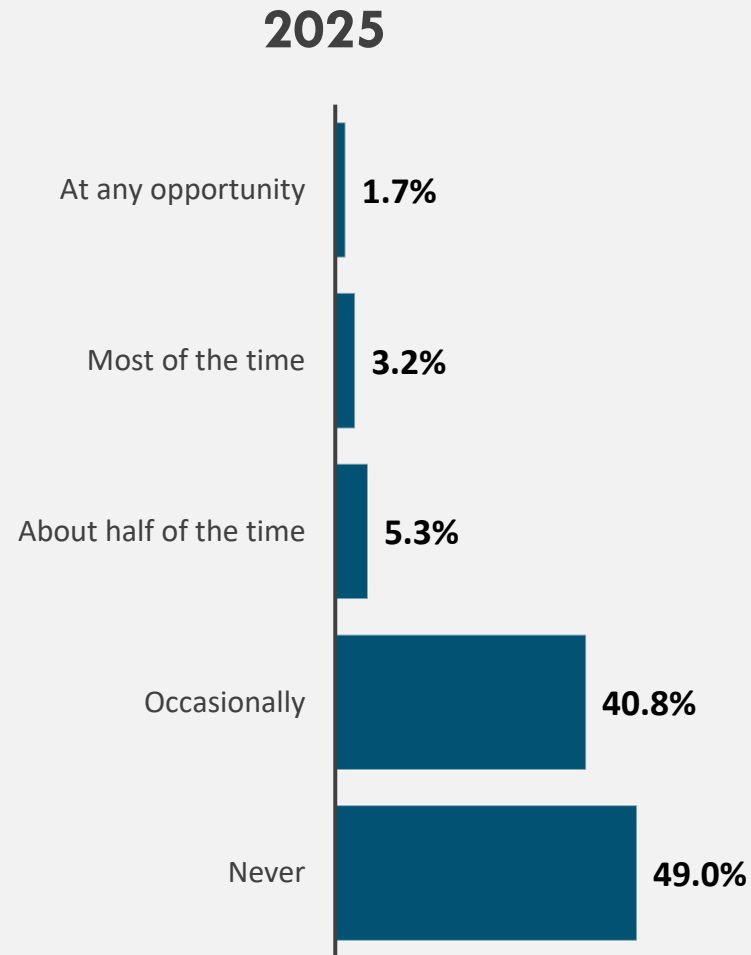
- Almost 1 in 2 never attend them.
- 2 in 5 engage occasionally attend them.
- 4.9% attend at any opportunity or attend most of them. In total, 10.2% attend at least half of them.

Attendance at Shire consultations was higher amongst:

- Residents (owners & renters).

Attendance at Shire consultations was lower amongst:

- Non-resident ratepayers.



*Q19. How often do you attend Shire-hosted meetings, workshops, events or information sessions?
2025 n = 775; 1 no response excluded.*

SHIRE CONSULTATION PREFERENCES

The 2025 survey participants preferred to participate in and provide feedback to the Shire through online surveys and questionnaires, followed by the online feedback form on the Shire website and direct contact (phone or email) with Shire staff or Councillors.

Online surveys and questionnaires were equally preferred by those who often attend Shire consultation activities as well as those who attend occasionally or never.

Preference for “in person” activities was strongest for those who often attended consultation activities and declined with the frequency of attendance. Occasional attendees were more interested in direct contact with Shire staff or Councillors.

The Shire needs to be aware of the digital divide. Those who participated in the mail survey (and who are not on the Shire’s e-rates list) prefer mail and hardcopy surveys over the online variety.

2025



Q18. How would you prefer to participate in and provide feedback to the Shire?
2025 n = 776



GUNGUN

SAMPLE PROFILE

SAMPLE PROFILE

Characteristic	Total Sample %	Residents %	Census 2021 %
Gender	(n=767, 9 no information provided)	(n=550, 6 no information provided)	
• Male	57.1	55.1	52.3
• Female	42.4	44.2	47.7
• Non-binary	0.5	0.7	0.0
Age	(n=774, 2 no information provided)	(n=556)	
• Up to 24 years	0.4	0.5	6.8
• 25 to 34 years	3.5	4.3	12.6
• 35 to 44 years	6.8	7.7	12.5
• 45 to 54 years	15.9	16.2	16.9
• 55 to 64 years	27.9	27.2	19.3
• 65 to 74 years	30.0	28.6	20.1
• 75 years or older	15.5	15.5	11.9
Home ownership		(n=556)	
• Own / paying off (resident ratepayer)		99.1	77.2
• Rent	Asked of residents only	0.9	16.2
• Other tenure		--	4.5
• Unknown		--	2.4

Notes: The total sample includes residents and non-resident ratepayers n=767, of whom n=550 live in the Shire of Gingin. Employees of the Shire of Gingin, elected members and people who are neither residents nor non-resident ratepayers have been excluded from the sample. For individual profiling questions, survey participants who gave no response, not applicable, unsure or don't know responses have been excluded from the calculation of percentages. Percentages may not add to 100% due to rounding error or multiple response (Q24).

SAMPLE PROFILE

Characteristic	Total Sample %	Residents %	2024 est. Residential population % *
Area	(n=772, 4 no information provided)	(n=549; 7 no information provided)	
• Gingin and Rural Inland residents	26.7	32.6	43.1
• Lower Coastal residents	26.8	26.2	30.3
• Upper Coastal residents	39.0	41.2	26.6
• Non-resident ratepayers	7.5	--	--
Town or locality	(n=772, 4 no information provided)	(n=549; 7 no information provided)	
• Gingin	12.7	16.2	16.2
• Lancelin (Upper Coastal)	19.7	21.5	14.1
• Ledge Point (Upper Coastal)	10.2	10.0	4.1
• Guilderton (Lower Coastal)	10.0	8.0	2.8
• Seabird (Lower Coastal)	4.9	3.3	1.9
• Nilgen – including Ocean Farm Rural Estate (Upper Coastal)	4.4	5.1	4.4
• Karakin – including Seaview Park Rural Estate (Upper Coastal)	4.7	4.6	4.3
• Gabbadah – inc. Redfield Park & Sovereign Hill Rural Estates (Lower Coastal)	6.2	7.7	13.7
• Woodridge – inc. Woodridge Rural Estate (Lower Coastal)	5.3	6.7	11.5
• Rural localities (these are the remaining localities in the Shire)	14.4	16.9	26.9
• Non-resident ratepayers	7.5	--	--

Notes: The survey was distributed to ratepayers (resident & non-resident) and local properties owned by non-residents (to include renters). Because of this approach, it was likely completed by the heads of household. While there are no measures of the profile of these people, based on total population and number of occupied private dwellings measured in the 2021 Census of Population and Housing, residents of Lancelin, Ledge Point and Guilderton are over-represented in the survey data and residents of Gabbadah, Woodridge and rural localities are under-represented in the data. Where the opinions of these groups differ to their counterparts, this may skew the results.

SAMPLE PROFILE

Characteristic	Total Sample %	Residents %
Own a business in the Shire <ul style="list-style-type: none"> • Yes 	(n=775; 1 no information provided) 16.5	(n=556) 20.0
Purpose of property (asked of non-resident ratepayers) <ul style="list-style-type: none"> • Just for personal use • Short term / holiday rental • Long term rental 	(n=203) 86.5 10.6 7.2	Asked of non-residents only
Live in the Shire of Gingin <ul style="list-style-type: none"> • Yes 	(n=759; 17 no information provided) 73.3%	(n=556) 100.0%



GUNGUN

APPENDICES

TECHNICAL APPENDIX

SAMPLING AND DATA COLLECTION SPECIFICS

Component	Details
Project Management Team	
Research Solutions Contact	Nicky Munro
Client contact	Linda Fidge
Field company	None used
Other subcontractors	Mailing Solutions – printing of hardcopy survey and lodgement with Australia Post Norma Paice – data entry and coding
Research Methodology	
Data collection method	Mixed mode - online survey and mail survey
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	The Shire’s property and rates database. The Shire provided email details for ratepayers or a postal address for ratepayers it did not have an email address for, and the property address for properties where the owner resided outside the Shire in-order-to survey people renting.
Source of sampling frame	Shire of Gingin
List checked for duplicate entries	Yes

Component	Details
Was an Access Panel used?	No
Was the sample blended (interviews conducted across multiple modes)?	Yes
<ul style="list-style-type: none"> Brief description of sources 	Online survey – accessed via unique links distributed by email Mail survey – returned via reply paid post Online survey – accessed via QR code (to a generic link) printed on the mail questionnaire
<ul style="list-style-type: none"> Percentage obtained from each source 	Online survey, unique link – 75% [* after removals below – 76%] Mail survey – 23% [* after removals below – 22%] QR code to online survey – 2% [after removals below – 2%]
Sampling technique	Probability sample (census)
Was the sample quota'd?	No
Planned sample size	N = as many as can be obtained
Were there any problems encountered in sample selection?	No
Sample size achieved	805 responses were received. * 29 were removed as they were Shire employees and/or Elected Members or lived outside the Shire and didn't own property in the Shire. Sample size used for analysis – 776
Do participants need to be approached again (for a future project)?	No
<ul style="list-style-type: none"> Number of reminders to non-respondents 	<ul style="list-style-type: none"> Two reminders were sent to non-respondents to the comprehensive online survey at the beginning of the second and third weeks No reminders were sent to mail survey recipients

Component	Details
Fieldwork	
Briefing method	NA – self-administered survey
Pilot study date(s)	NA – survey is a repeat of the 2023 survey, with modifications
Research participant support	Participants were provided with the contact details of the project manager and the client
Screeners and questionnaire appended to the report	Yes
Were participants required to perform special tasks (e.g., download software)?	No
Were participants required to share sensitive information or personal data?	No
Incentives or methods of engagement used for participants	Yes – prize draw to win 1 of 3 \$200 cash prizes
Any issues arising from the survey?	No
Survey procedure for online surveys, unique link distributed by email	
• Survey dates	12 May to 10 June 2025
• Was the survey platform optimised for each type of device (desktop, laptop, tablet, smartphone)?	Yes
• Questionnaire length / administration time	23.6 minutes
• Administration process	Personalised email sent from Research Solutions with unique link to the survey
• Number of reminders to non-respondents	Two reminders were sent to non-respondents to the online survey at the beginning of the second and third weeks First reminder sent: 20 May 2025 Second reminder sent: 27 May 2025

Component	Details
Survey procedure for mail surveys	
• Survey dates	8 May to 10 June 2025 (the mail survey was sent out before the online survey opened to give the mail survey recipients time to receive the survey form).
• Questionnaire length	6 x A4 page questionnaire
• Administration process	Covering letter addressed “to the householder, with mail packs delivered to street addresses, PO Boxes and c/- Post Office addresses. Recipients had the option of returning the questionnaire in the supplied reply-paid envelope or scanning a QR code and completing the questionnaire online. Paper copies of the questionnaire were also available for those who requested them from the Shire.
• Number and dates of reminders to non-respondents	None
• 10% data entry checked	Yes
Survey procedure for online surveys, accessed via QR code (generic link) printed on the mail questionnaire	
• Survey dates	12 May to 10 June 2025
• Was the survey platform optimised for each type of device (desktop, laptop, tablet, smartphone)?	Yes
• Questionnaire length / administration time	21.3 minutes
• Administration process	QR code was printed on the paper questionnaire mailed to households
• Number of reminders to non-respondents	None

Component	Details
Data collection outcomes	
Online survey by email invitation research participant outcomes	
• Number invited to participate	3036
• Completed survey responses	607 [* after removal of employees and/or Elected Members or lived outside the Shire and didn't own property in the Shire = 592]
• Bounced emails	201
• Partially completed responses	41 excluded from survey response data set
• Screened out	4
• Unavailable / away for the duration	1
• Response rate	21.6%
Mail survey research participant outcomes	
• Number invited to participate	1920
• Completed survey responses	183 [* after removal of employees and/or Elected Members or lived outside the Shire and didn't own property in the Shire = 170]
• Return to sender	5
• Screened out	None
• Response rate	Including those who accessed the QR code – 10.3%

Component	Details
Online survey (generic link) research participant outcomes	
<ul style="list-style-type: none"> Completed survey responses 	15 [* after removal of employees and/or Elected Members or lived outside the Shire and didn't own property in the Shire = 14]
<ul style="list-style-type: none"> Partially completed responses 	0
<ul style="list-style-type: none"> Screened out 	0
Was a router or similar method used?	No
Overall sampling error	$\pm 3.2\%$ based on the list provided by the Shire for the survey – resident ratepayers with email addresses, resident ratepayers without an email address, non-resident ratepayers and properties in the Shire owned by non-resident ratepayers (mix of long-term rentals, short-term rentals and holiday homes).
Validation procedures	Not required as survey was self-completion
Validity and reliability issues	
<ul style="list-style-type: none"> How well the sample fitted the sampling frame 	Unable to be ascertained as no information on property location or resident vs. non-resident ratepayer status was provided for the ratepayers invited by email to participate in the survey. Based on population and occupied private dwellings from the 2021 Census, the sample contains an over-representation of respondents from Lancelin, Ledge Point and Guilderton, and an under-representation of respondents from Gabbadah, Woodridge and rural localities (outside the towns and rural estates).
<ul style="list-style-type: none"> Methods which may produce bias in sample selection 	As this is a self-completion survey, one cannot control the distribution of the sample or quota the sample.
<ul style="list-style-type: none"> Possible sampling errors and how well the sample can generalise to the population 	The sampling frame was properties and included non-resident ratepayers as well as the potential resident of properties owned by non-resident ratepayers. This represents a duplication for some properties (resident and non-resident ratepayer). With no information on the mix of long-term rentals, short-term rentals and holiday homes), it is difficult to ascertain how well the sample can generalise to the population.
<ul style="list-style-type: none"> Thid party data to access any sample bias 	2021 Census of Population and Housing – undertaken during COVID – provides information on the location of dwellings (occupied and unoccupied). However, this information does not account for non-resident ratepayers.

Component	Details
Data Coding, Analysis and Data File Treatment	
Data coding	Procedure involves: <ul style="list-style-type: none"> • Review of first 50 questionnaires (or similar) to develop coding sheets based on common responses • Additional codes created when more than 2% of the sample record common response • Approval of coding sheet by Research Solutions Project Manager
Consistency checks	<ul style="list-style-type: none"> • Preliminary data file checked by Project Manager using SPSS and Q: <ul style="list-style-type: none"> ○ Frequency counts ○ Relevant cross tabulations • Responses checked for: <ul style="list-style-type: none"> ○ Appropriate responses to open-ended questions ○ Low probability / fictitious responses ○ Inconsistent responses on batteries ○ Pattern of responses: flatlining or random responding ○ Length of time to complete the survey ○ High % of unanswered questions / key questions not answered ○ High % of don't know/refused questions
Data checked for duplications	<ul style="list-style-type: none"> • Contact details checked – name & phone number • IP address • Demographic profile • Open-ended comments
Were any duplicates identified	Yes
• How many were removed?	One
• How many were replaced?	None

Component	Details
Data Coding, Analysis and Data File Treatment	
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?	No
Any estimating or imputation procedures used?	No
Methods of statistical analysis	<ul style="list-style-type: none"> Frequency counts Descriptive statistics Crosstabulations Key driver analysis
Statistical tests used	<i>See Survey Research Appendix: Statistical tests</i> <i>See Survey Research Appendix: Data reduction and data modelling techniques</i>
Data file provided to client	On request
De-identified data files retained	For five years
Image attributions	Images in this report were sourced from the Shire's website or Facebook pages
This project has been undertaken in compliance with ISO 20252.	

TECHNICAL APPENDIX

STATISTICAL TESTS

Test:	One Sample T-Test of a Proportion
Use:	<p>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:</p> <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 large2. Scores within the groups are very similar (i.e. the groups have small standard deviations)

Test:	Two 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 or the same group in another year, such as: <ul style="list-style-type: none"> The sample overall (i.e. the results for one year differs to the results for another year) 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"> The sample sizes are very large Scores within the groups are very similar (i.e. the groups have small standard deviations)

Test:	Standardised and Adjusted Residuals
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>$p \leq 0.5$</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"> The sample sizes are very large 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:	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:	$q \leq 0.5$

TECHNICAL APPENDIX

DATA REDUCTION AND DATA MODELLING TECHNIQUES

Test:	Key Driver Analysis
Use:	To estimate which independent variables are most important in predicting an increase (or decrease) in the dependent variable.
Data Assumptions:	<ul style="list-style-type: none"> • The nature of the independent and dependent variables will influence the Key Driver Analysis technique chosen. • Where variables are numeric in nature, they should be coded from lowest (most negative) to highest (most positive). • Key Driver Analysis can also be used with binary independent variables. • All independent observations must be independent of each other, not a variation of the same service/facility
Test Measures:	Review the R2 (generally higher is better but lack of variance in the data and multicollinearity can produce a high R2), the relative importance and their p values
Issues to be aware of:	<ul style="list-style-type: none"> • Selecting the correct type of regression for the data being modelled. • Missing data – needs to be identified, understood and addressed. Incorrect choice of rectification method can reduce the variance of the independent variables, independence being a key determinant of the importance of an independent variable. • Multicollinearity – a high Variance Inflation Factor (e.g., > 5.0) can indicate presence of multicollinearity. Similarly, the existence of few correlations between predictor variables < 0.2 indicates that a type of regression that can accommodate multicollinearity should be used. • Serial correlation or autocorrelation - Durbin Watson statistic close to 2.0 • Heteroscedasticity – a failure of the Breusch Pagan Test (e.g., test statistic has a $p < 0.05$) can indicate the presence of heteroscedasticity • Outliers – the presence of outliers can cause misleading results. These have been identified and addressed or removed.

A note on the Key Driver Analysis models **predicting rating of Shire's overall performance over the past 12 months**: n = 517 cases used in estimation of a total sample size of 776; data has been weighted; missing values of predictor variables have been adjusted using dummy variables (number missing ranged from 40-480, mostly due to survey participants having no relevant experience with the predictor variable); cases missing an outcome variable or missing all predictor variables have been excluded; R-squared: 0.6744 (this is a reasonably strong model); the 30% most outlying observations in the data have been removed (to reduce noise in the model) and the model refitted. The outlier removal did not change the rank order importance of the predictor variables.

An ordered logit model was used as the outcome variable was ordinal in nature.

For the four area models: Upper Coastal (n=202 from N=301, R-squared 0.7104), Lower Coastal (n=136 from N=207; R-squared 0.7128), Gingin (n=68 from N=98, R-squared 0.8518), rural localities (n=74 from N=111, R-squared 0.9131).

QUESTIONNAIRE

As most survey participants were invited to participate in the survey via email invitation to the online survey, the online questionnaire (Microsoft Word version) is shown.

LOGO:



SURVEY THEME: Web Survey Creator Platform Theme – Basic Blue

BANNER TEXT: 2025 Community Survey

MOBILE BANNER TEXT: 2025 Community Survey

SURVEY WEB PAGE META TAGS: Shire of Gingin Resident Perception Survey 2025

DISTRIBUTION:

Email with unique links

Common link – MULTIPLE responses per computer allowed

HEADER 1: Shire of Gingin Resident Perception Survey

PICTURE:



PARA:

The following questions are about your recent experiences with the Shire of Gingin as a local government organisation and the services it provides. The survey will take about 10 - 15 minutes to complete.

HEADER 2:

Overall Performance

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

Excellent Good Mixed feelings Poor Very poor Don't know
5 4 3 2 1 06

SHOW IF Q1= poor (2) or very poor (1): Why is that?

OPTIONAL

Q2 If a friend or family member was thinking of relocating, how likely would you be to recommend the Shire of Gingin as a place to live?

Extremely likely Extremely unlikely
10 9 8 7 6 5 4 3 2 1 0

Q3 What do you feel that the Shire should prioritise over the next 5-10 years? Please select up to 3 things and explain.

1. COMPULSORY
2. OPTIONAL
3. OPTIONAL

Q4 Over the last 12 months, have you had contact with the Shire of Gingin? In what way? Please tick ALL the different ways you've had contact with the Shire.

- | | |
|--|---|
| <input type="checkbox"/> ₁ In person | <input type="checkbox"/> ₅ By text message |
| <input type="checkbox"/> ₂ In writing | <input type="checkbox"/> ₆ Via the Shire's website |
| <input type="checkbox"/> ₃ By telephone | <input type="checkbox"/> ₉₈ Can't recall |
| <input type="checkbox"/> ₄ By email | <input type="checkbox"/> ₉₉ I've had no contact with the Shire |

Q5 SHOW IF Q5= IN PERSON (1) OR IN WRITING (2) OR BY TELEPHONE (3) OR BY EMAIL (4) OR BY TEXT MESSAGE (5) OR VIA THE SHIRE'S WEBSITE (6):

How would you rate the customer service provided during your most recent contact? Please keep in mind we do not mean the actual outcome, rather the service you received. Was it...

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

SHOW IF Q5= poor (2) or very poor (1): Why is that?
COMPULSORY

Q6 How confident are you that, if you report an issue such as noise, pollution, animal control, stable fly or illegal camping, the Shire will investigate and take action?

- | | | | | | |
|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-------------------------------------|
| Extremely confident | Very confident | Moderately confident | Slightly confident | Not at all confident | Don't know |
| <input type="radio"/> ₅ | <input type="radio"/> ₄ | <input type="radio"/> ₃ | <input type="radio"/> ₂ | <input type="radio"/> ₁ | <input type="radio"/> ₉₈ |

Comments:
OPTIONAL

PAGE 2
HEADER 2:

Delivery of Services for the town / locality that you live in

Q7 Where in the Shire of Gingin do you live?

- | | | | | |
|---|---|---|--|--|
| <input type="radio"/> ₁ Gingin | <input type="radio"/> ₈ Breera | <input type="radio"/> ₁₅ Guilderton | <input type="radio"/> ₂₂ Muckenburra | <input type="radio"/> ₂₉ Woodridge |
| <input type="radio"/> ₂ Lancelin | <input type="radio"/> ₉ Caraban | <input type="radio"/> ₁₆ Karakin | <input type="radio"/> ₂₃ Neergabby | <input type="radio"/> ₃₀ Wilbinga |
| <input type="radio"/> ₃ Gabbadah | <input type="radio"/> ₁₀ Coonabidgee | <input type="radio"/> ₁₇ Ledge Point | <input type="radio"/> ₂₄ Nilgen | <input type="radio"/> ₃₁ Yeal |
| <input type="radio"/> ₄ Breton Bay | <input type="radio"/> ₁₁ Cowalla | <input type="radio"/> ₁₈ Lennard Brook | <input type="radio"/> ₂₅ Orange Springs | |
| <input type="radio"/> ₅ Bambun | <input type="radio"/> ₁₂ Cullalla | <input type="radio"/> ₁₉ Mindarra | <input type="radio"/> ₂₆ Red Gully | <input type="radio"/> ₃₂ Somewhere else – please specify: |
| <input type="radio"/> ₆ Beernullah | <input type="radio"/> ₁₃ Ginginup | <input type="radio"/> ₂₀ Moondah | <input type="radio"/> ₂₇ Seabird | |
| <input type="radio"/> ₇ Boonanarring | <input type="radio"/> ₁₄ Granville | <input type="radio"/> ₂₁ Moore River National Park | <input type="radio"/> ₂₈ Wanerie | <input type="radio"/> ₉₉ Live outside the Shire |

PARA: Please rate your level of satisfaction with the following services provided by the Shire over the past 12 months to the town or locality where you live or, if you live outside the Shire, to the locality of your holiday home/rental. If you did not utilise this service, then please mark 'Did not receive / did not use'.

Q8 Waste Services

Since May 2024 how satisfied have you been with:

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know	Did not receive/use
Weekly rubbish and fortnightly recycling collections	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈	<input type="radio"/> ₉₉
Verge side green waste collection	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈	<input type="radio"/> ₉₉
Local rubbish tips (including tip passes and ease of access)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈	<input type="radio"/> ₉₉

Comments:

Q9 Community Facilities

Since May 2024 how satisfied have you been with:

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know	Did not use
Sport and recreation facilities and grounds	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈	<input type="radio"/> ₉₉
Community buildings, halls and public toilets	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈	<input type="radio"/> ₉₉
Libraries	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈	<input type="radio"/> ₉₉
Parks and reserves	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈	<input type="radio"/> ₉₉

Comments:

Q10 Community Services

Since May 2024 how satisfied have you been with:

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know	Did not use
Shire events (e.g. Australia Day, Seniors Event, Youth Week, Volunteers Week, NAIDOC)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈	<input type="radio"/> ₉₉
Accessibility and inclusiveness of events for everyone	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈	<input type="radio"/> ₉₉

Comments:

Q11 Environmental Management

Since May 2024 how satisfied have you been with:

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know
Conservation and environmental management	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 98
Management of coastal erosion and inundation	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 98

Comments:

Q12 Infrastructure

Since ~~April~~ May 2024 how satisfied have you been with:

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know
Road infrastructure	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 98
Paths and trails	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 98

Comments:

PAGE 3

HEADER 2:

Communications and Engagement

Q13 Satisfaction with Shire Communications

Since May 2024 how satisfied have you been with:

	Very satisfied	Satisfied	Mixed feelings	Dissatisfied	Very dissatisfied	Don't know
The quality, frequency and accessibility of Shire communication	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 98
Opportunities for you to be consulted and provide feedback about local issues	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 98

Comments:

Q14 How well informed do you feel about Shire activities, projects and services?

Very well informed	Fairly well informed	Mixed feelings	Not particularly well informed	Not at all well informed	Don't know
<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 98

Q15 How do you currently receive Shire news and information? Please select all that apply.

- | | |
|--|--|
| <input type="checkbox"/> 1 Shire's website | <input type="checkbox"/> 8 Contact with Shire staff and/or Councillors via phone, email or in-person |
| <input type="checkbox"/> 2 Shire's Facebook page | <input type="checkbox"/> 9 Word of mouth (friends, neighbours, family members etc) |
| <input type="checkbox"/> 3 Other Facebook page (community group or individual sharing Shire updates) | <input type="checkbox"/> 10 Attendance at Council meetings |
| <input type="checkbox"/> 4 Community group emails (sharing Shire updates) | <input type="checkbox"/> 11 Notice boards |
| <input type="checkbox"/> 5 Country & Coast monthly e-newsletter | <input type="checkbox"/> 12 Other |
| <input type="checkbox"/> 6 Country & Coast monthly newsletter printed in local papers (Coastal Courier, Gingin Buzz, Moore River News, Northern Valley News) | <input type="checkbox"/> 99 Don't currently receive any Shire news and information |
| <input type="checkbox"/> 7 Vollie Hub monthly e-newsletter | |

Please provide details:

Q16 On average, how often do you engage with Shire communications (e.g. reading newsletters, emails, visiting the website, speaking to Shire staff, social media, etc.)?

- 1 Daily or at least every 2 or 3 days
- 2 Once a week
- 3 Once a fortnight
- 4 Once a month
- 5 Less often
- 6 Never
- 7 Only when something affects or interests me

Q17 If you had your wish, how would you prefer to receive Shire news and information? Please choose up to three ways you would prefer to hear from the Shire.

- | | |
|---|--|
| <input type="checkbox"/> 1 Face-to face, telephone or email contact with Shire staff or Councillors whenever required by you | <input type="checkbox"/> 8 Shire's social media (Facebook, Instagram, LinkedIn) |
| <input type="checkbox"/> 2 Local radio | <input type="checkbox"/> 9 Shire's website |
| <input type="checkbox"/> 3 Monthly e-newsletter emailed to you | <input type="checkbox"/> 10 Unaddressed flyers, brochures and advertisements delivered to your letterbox |
| <input type="checkbox"/> 4 Monthly newsletters posted to your letterbox | <input type="checkbox"/> 11 YouTube videos |
| <input type="checkbox"/> 5 Monthly newsletters published in your local paper (Coastal Courier, Gingin Buzz, Moore River News, Northern Valley News) | <input type="checkbox"/> 12 Other |
| <input type="checkbox"/> 6 Notice boards around the Shire | |
| <input type="checkbox"/> 7 Personally addressed letters and mail including flyers, brochures and advertisements delivered to your letterbox | <input type="checkbox"/> 99 I don't want to receive Shire news and information |

Please provide details:

Q18 How would you prefer to participate in and provide feedback to the Shire?

	Yes	No
Community workshops and drop-in sessions	<input type="radio"/> 1	<input type="radio"/> 2
Council meetings (public question time, deputations, annual electors' meeting)	<input type="radio"/> 1	<input type="radio"/> 2
Focus groups/workshops	<input type="radio"/> 1	<input type="radio"/> 2
In-person meetings with Shire staff and/or Councillors	<input type="radio"/> 1	<input type="radio"/> 2
Online surveys and questionnaires	<input type="radio"/> 1	<input type="radio"/> 2
Mail and hard copy surveys and questionnaires	<input type="radio"/> 1	<input type="radio"/> 2
Phone or email Shire staff or Councillors directly	<input type="radio"/> 1	<input type="radio"/> 2
Social media posts	<input type="radio"/> 1	<input type="radio"/> 2
Submit online feedback form via the Shire's website	<input type="radio"/> 1	<input type="radio"/> 2
Write a letter	<input type="radio"/> 1	<input type="radio"/> 2
Some other way	<input type="radio"/> 1	<input type="radio"/> 2

SHOW IF Q18 SOME OTHER WAY = YES (1): Please provide details on how else you would like to participate and provide feedback to the Shire.

Q19 How often do you attend Shire-hosted meetings, workshops, events or information sessions?

- ₁ At any opportunity
- ₂ Most of the time
- ₃ About half of the time
- ₄ Occasionally
- ₅ Never

PAGE 4:

HEADER 2:

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

Q20 Your gender

- ₁ Male
- ₂ Female
- ₃ Non-binary

Q21 Your age

- ₁ 17 or under
- ₂ 18 – 24
- ₃ 25 – 34
- ₄ 35 – 44
- ₅ 45 – 54
- ₆ 55 – 64
- ₇ 65 – 74
- ₉₈ 75 or older

Q22 Do you own a business in the Shire of Gingin?

- ₁ Yes
- ₂ No

Q23 Are you ...

- ₁ A resident ratepayer (i.e., you live in the Shire of Gingin in a property you own)
- ₂ Renting (i.e., you live in the Shire of Gingin in a property you are renting)
- ₃ A non-residential ratepayer (i.e., you do not live in the Shire of Gingin)

SKIP to Q25

SKIP to Q25

Go to Q24

Q24 SHOW IF Q23 = NON-RESIDENT RATEPAYER (3):

Is/are your property(s) in the Shire of Gingin:

- ₁ Just for personal use
- ₂ A short term / holiday rental
- ₃ A long term rental

Q25 Are you or anyone else in your household an Employee or Elected Member at the Shire of Gingin?

- ₁ An employee
- ₂ An elected member
- ₃ None of the above

Q26 Do you have any other comments that you wish to make?

Please explain:

PAGE 5

SHOW PAGE IF Q25=3

HEADER 2:

Would you like to enter the draw to win one of three (3) \$200 cash prizes for participating in this survey?

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

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

The questionnaire needs to be received by 9 June 2025 to be included in the draw. For complete terms and conditions, please go to <https://www.gingin.wa.gov.au/project-consultations>

₁ Yes – I would like to enter the draw → Please provide your contact details so we can notify you if you win:

₂ No thank you

First name:

Surname:

Daytime contact number:

PAGE 6

Thank you! That completes the survey.

Please press the submit button to send in your responses.

ON SUBMIT, RETURN TO: <https://www.gingin.wa.gov.au/>

OUR CONTACT DETAILS

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