



Community Survey Results

2015



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Executive Summary

1. In November 2012, Council adopted a new Community Strategic Plan. This Plan proposes a plan of action that will facilitate improved service delivery, the efficient allocation of resources and a greater integration in terms of community aspirations and the delivery of both operational and strategic projects.

A key component in measuring the success of the Community Strategic Plan is the undertaking of a community survey that will be used as a tool to gather information, measure community attitudes and ascertain the Shire's overall performance from a service delivery and resource allocation perspective.

It is anticipated that this survey will be circulated at least every two years. The feedback from this survey will be incorporated into the Shire's annual report and will be used as a planning and development tool to further refine and improve the Shire's overall performance.

In May 2015 the Community Survey was distributed to residents and ratepayers of the Shire and from a total of 392 sent out 81 surveys were returned. This is a percentage of 20.7% which has dropped from the 28.4% returned in 2013 and 23.8% returned in 2010.

This vital feedback has been collated and analysed in this document to provide an overview of the current community opinion of Council's operations and direction. The information gained from the survey results will be used to assist decision making processes into the future and act as a benchmark for evaluating future years' performance.

The structure of the survey was broken down into three sections being; current standard of service, community consultation and access to information and future direction. Overall the collective responses were generally positive and a number of comments provided by respondents also added further value to the feedback exercise.

This is the third comprehensive community survey to be conducted in the Shire of Jerramungup and the results have been compared with the previous surveys in 2013 & 2010. Future surveys will give greater insights into how the role of Council is perceived within the community and the improvements made over time.



Current Standard of Service

Average response ranked by score highest to lowest (5 was most positive score)

SECTION A - Current Service Provision	Total Responses	AVG Response			AVG Response (Rounded)		
		2015	2013	2010	2015	2013	2010
COURTEOUS/FRIENDLY RECEPTION STAFF	77	4.19	4.21	3.96	4	4	4
TELEPHONE MANNER OF COUNCIL ADMIN STAFF	76	4.18	4.24	3.93	4	4	4
QUALITY OF CUSTOMER SERVICE PROVIDED BY LIBRARY STAFF	62	4.13	4.03	3.71	4	4	4
QUALITY OF CUSTOMER SERVICE PROVIDED BY SHIRE STAFF	77	4.05	3.95	3.92	4	4	4
PLAYGROUNDS	77	4.03	3.93	3.61	4	4	4
TOWN PARKS & GARDENS	77	4.00	3.78	3.30	4	4	3
RANGE OF PROGRAMS/ACTIVITIES OFFERED GENERALLY	61	3.98	3.83	3.52	4	4	4
DEALING WITH CUSTOMER REQUESTS	74	3.98	3.82	3.72	4	4	4
APPEARANCE AND AVAILABLE SPACE OF LIBRARIES	62	3.97	3.77	3.75	4	4	4
RESPONSE TIME FOR INFORMATION REQUESTS	74	3.94	3.70	3.56	4	4	4
CULTURAL & COMMUNITY FACILITIES (Town Hall, Library)	75	3.88	3.82	3.75	4	4	4
OVERALL PERFORMANCE OF COUNCILLORS	57	3.88	3.64	3.55	4	4	4
ACCURACY OF ADVICE/INFORMATION PROVIDED BY STAFF	75	3.85	3.78	3.44	4	4	3
ACCESSIBILITY/AVAILABILITY OF COUNCILLORS	57	3.77	3.89	3.75	4	4	4
KERBSIDE COLLECTION	59	3.75	3.66	3.89	4	4	4
COUNCILLOR KNOWLEDGE OF SHIRE OPERATIONS AND ACTIVITIES	54	3.74	3.71	3.56	4	4	4
TOWN CENTRE STREETSCAPES	75	3.73	3.43	2.87	4	3	3
CEMETERIES	61	3.69	3.53	3.74	4	4	4
URBAN RESERVES/BUSHLAND	72	3.64	3.25	3.28	4	3	3
WALK TRAILS	67	3.64	3.14	3.22	4	3	3
COUNCILLORS ATTENDING TO ISSUES RAISED BY YOU	47	3.62	3.36	3.52	4	3	4
PUBLIC CONVENIENCES (Toilets)	74	3.61	3.42	3.36	4	3	3
OUTDOOR SPORT & RECREATION	71	3.56	3.62	3.63	4	4	4
BEACHSIDE FACILITIES	69	3.52	3.04	3.19	4	3	3
RECYCLING	62	3.50	3.44	3.33	4	3	3
FOOTPATHS/DUAL USE PATHS	73	3.49	3.05	2.97	3	3	3
STREET FURNITURE (Benches, Rubbish Bins etc)	68	3.46	3.16	3.21	3	3	3
REFUSE FACILITY FUNCTIONALITY	62	3.42	3.18	2.89	3	3	3
URBAN ROADS	80	3.38	3.29	3.24	3	3	3
INDOOR SPORT & RECREATION	67	3.37	3.69	3.56	3	4	4
STREET LIGHTING	68	3.29	3.31	2.96	3	3	3
WASTE MANAGEMENT FEES	63	3.03	N/A	N/A	3	N/A	N/A
STORM WATER DRAINAGE	63	3.02	2.76	2.62	3	3	3
REFUSE FACILITY OPENING HOURS	65	2.94	N/A	N/A	3	N/A	N/A
RURAL ROADS	74	2.91	2.70	2.52	3	3	3

An average response of 4 for this section indicates that overall, respondent's feel that in the provision of these services Council is doing a good job. This is a higher average result to the 2013 and 2010 surveys which shows that the council are performing to a higher standard for meeting community needs.

Where an average response of 3 is noted, respondents generally feel that Council's work in these areas is satisfactory.

Shire staff telephone manner and courteous/friendly reception were the top two ranked areas that the respondents were highly satisfied with. Quality of customer service provided by both library and Shire staff,



along with dealing with customer requests and accuracy of information provided have all received a higher average response score than on the 2013 & 2010 surveys, which shows the Shire is committed to, and thrives to achieve, a high level of customer service to the community.

There was another increase in satisfaction with town parks & gardens which we contribute to the hard work of the town services team and regular maintenance of all the gardens across the Shire.

Councillors' attending to issues raised by the community rating has increased from a 3 to a 4, following the 2013 survey's slight decline in the satisfaction with the average dropping from a 4 to a 3. The unrounded average is still within a close range of the 2013 & 2010 survey results which indicate the general views on this area are still much the same, showing that the general feel is councillors are attending to issues at a slightly above satisfactory level.

While the rating has increased slightly over the three surveys, rural roads and storm water drainage still appear as two of the main areas the respondents are not satisfied with and this was also reflected in the additional comments with 21 comments relating to roads.

Community Consultation and Access to Information

Preferred method of information dissemination (1 being most preferred)

SECTION B - Community Consultation & Access to Information	Total Responses	AVG Response			AVG Response (Rounded)		
		2015	2013	2010	2015	2013	2010
Bulletin/ Journal	77	2.39	2.11	1.86	2	2	2
Council Buzz & Public Notices e-Newsletters	75	2.93	3.49	4.58	3	3	5
Website	71	3.89	3.95	3.57	4	4	4
Council Minutes	70	4.09	4.33	3.69	4	4	4
SMS	71	4.59	4.28	4.99	5	4	5
Public Notice Boards	73	4.67	4.41	4.18	5	4	4
Public Meetings	72	4.69	4.07	4.35	5	4	4

Interpretation of this data tells us that most people rely on the local publications (Bremer Bulletin and Jerry Journal) to keep them up to date with what is happening in Council which is much the same as the 2013 & 2010 surveys.

With the monthly inclusion of the Council Buzz in the local papers and a Council Buzz E-Newsletter emailed out monthly and public notices emailed out weekly, an additional avenue of information dissemination has made it easier for residents to stay in touch with Council activities bringing the Buzz up to the second most preferred method for accessing council information.



Future Direction of Council

Issues ranked by priority (1 being highest priority – 10 being lowest priority).

SECTION C - Future Direction	Total Responses	AVG Response			AVG Response (Rounded)		
		2015	2013	2010	2015	2013	2010
Roads – Upgrading & Maintenance	77	3.30	2.74	2.91	3	3	3
Improving Access to Health Services within the Shire	75	3.92	N/A	N/A	4	N/A	N/A
Bushfire Protection & Emergency Services	76	4.38	3.43	3.17	4	3	3
Lobbying for Improvements to Main Roads within the Shire	77	4.42	N/A	N/A	4	N/A	N/A
Seniors, Youth, Sporting Facilities/Services	76	5.83	4.83	4.95	6	5	5
Footpaths & Street Lighting	75	6.97	5.49	5.44	7	5	5
Parks, Gardens, Town Halls	75	7.37	5.93	5.44	7	6	5
Waste Management / Recycling / Greenwaste	74	7.45	4.66	5.77	7	5	6
Tourism Promotion	76	7.57	N/A	N/A	8	N/A	N/A
Central Business Districts	75	7.72	6.68	5.98	8	7	6
Environment & Climate Change	74	8.15	6.98	7.38	8	7	7
Ranger Services	75	8.51	6.65	6.93	9	7	7

The majority of respondents consider roads, which received 21 additional comments, and bushfire protection & emergency services, which received 6 additional comments, to be the areas that should require the most attention from Council moving forward. These are the same key areas that were top of the 2013 & 2010 survey.

The Council continues to make road construction and maintenance a high priority with both teams completing their 2014/2015 works programs on time and to budget. With the appointment of a Community Emergency Services Officer as well as fire brigade community training sessions being run in August 2015, all issues ranked as being most important will be well provided for.

Improving access to Health Services within the Shire was a new topic added to the 2015 survey and has received a ranking of second highest importance showing that residents are concerned with health access.

The next most important areas of focus nominated are seniors, youth, sporting facilities and services and Footpaths & street lighting. Footpaths received an additional 12 comments and street lighting an additional 4 comments, two of which noted the street lights being left on all day in Bremer Bay.

These are followed by Parks, Gardens & Town Halls, and Waste Management, which have both gone down to a 7 priority ranking. Waste management received 16 additional comments relating to a range of areas from open times, town collections and recycling. Parks & gardens had mixed comments with a few very positive comments on the hard work put in from Steve Elson, and a few generic negative comments mainly focused on the Bremer Bay region.

Tourism Promotion is newly added this year, averaging a response of 7 but then received 12 additional comments encouraging tourism promotion and entertainment in the region.



Future Resource Commitment

Average response ranked by score highest to lowest (5 was most positive score)

STATEMENT - STRENGTH OF AGREEMENT	Total Responses	AVG Response			AVG Response (Rounded)		
		2015	2013	2010	2015	2013	2010
Council should attempt to attract and retain appropriately trained and qualified staff	79	4.52	4.42	4.44	5	4	4
Council should encourage commercial activities	78	4.18	3.95	4.11	4	4	4
Council should ensure that its buildings and facilities are repaired and replaced as necessary according to usage.	80	4.10	4.11	4.18	4	4	4
Council should encourage home based businesses	80	4.05	3.71	4.08	4	4	4
Council should encourage heavy industry start up	78	3.87	3.56	3.65	4	4	4
Council should encourage more performers and entertainment to come to Jerramungup and Bremer Bay.	78	3.82	3.65	3.86	4	4	4
Council should be more active in promoting the region	79	3.80	3.70	3.86	4	4	4
Council should share resources with other local governments in the region	78	3.72	3.80	3.72	4	4	4
Council should provide more youth facilities and activities	78	3.72	3.29	3.64	4	3	4
Council should provide more seniors facilities and activities	79	3.65	3.47	3.72	4	3	4
Council should install alternative power generation on its building (Solar panels/wind generators)	79	3.56	3.32	3.57	4	3	4
Council should financially support community groups who attract and service tourists	79	3.44	3.32	3.51	3	3	4
Council should support the creation of "hobby farms" in Rural Areas (1-4 hectares)	79	3.42	3.23	3.35	3	3	3
Council's approach under the Point Henry Fire Management Strategy is appropriate	75	3.39	N/A	N/A	3	N/A	N/A
There should be more and better quality footpaths	79	3.38	3.59	3.80	3	4	4
Council should subsidise community groups who lease Shire owned buildings/facilities	77	3.36	3.36	3.52	3	3	4
Council should encourage more cultural activities	79	3.29	3.12	3.27	3	3	3
Council should support higher density development within the town site	77	3.25	2.95	3.29	3	3	3
The Shire should have an environmental and climate change strategy	80	3.21	3.16	3.28	3	3	3
Council should provide more recreational walk trails, cycling paths and horse riding trails	77	3.10	3.10	3.39	3	3	3
Council's current roadwork's budget is adequate	77	2.92	2.70	2.56	3	3	3
Council should upgrade and extend street lighting in the town site	78	2.91	2.87	3.23	3	3	3
Fees and allowances paid to Elected Members should be increased to encourage more people to nominate for Council	79	2.85	3.03	2.93	3	3	3
Council should levy all ratepayers for environmental projects	79	2.34	2.38	2.40	2	2	2
Council should increase rates to pay for better footpaths	80	2.04	2.24	2.31	2	2	2

An average response of 3 for this section indicates that overall, respondents generally had no opinion on the matter and were satisfied with the way things are currently being actioned / run by the Council.

Where an average response of 4 is noted, respondents generally agreed with the statement.

An average response of 2 indicates that overall, people disagreed with the statement.



The top three statements that respondents agreed with were the same three from 2013 & 2010, attracting and retaining trained & qualified staff taking the top place, followed by encouraging commercial activities and repairs and replacement of Shire owned buildings and facilities as necessary, which have switched places from last year's survey.

There was a decrease in agreement from a 4 in 2013 to a 3 in 2015 for more and better quality footpaths. This decrease shows that since 2013 the Shire has taken steps to meet the needs of the community in this area, but having 12 additional comments on foot paths means this is still an area the Shire needs to be looking at.

Other Survey Statistics

1. Respondents Locality (where indicated)	2015	2013	2010
Boxwood Hill	2	6	7
Bremer Bay	33	49	49
Dillon Bay	0	0	2
Fitzgerald	1	2	4
Gairdner	12	13	16
Jacup	3	5	9
Jerramungup	22	23	30
Needilup	5	15	8

Bremer Bay again has the highest number of returned surveys, followed by Jerramungup then Gairdner.

2. Age Brackets of Respondents (where indicated)	2015	2013	2010
<18	0	0	0
18-29	7	1	6
30-45	15	24	36
46-59	28	42	41
>60	27	41	34

The age bracket of 46-59 was again the age with the highest number of respondents. All other brackets remained in the same order.

3. Respondents Gender (where indicated)	2015	2013	2010
Male	40	71	64
Female	38	44	70

The respondents were fairly split between male and female this year which is a change from the large difference last year, with males outweighing females by nearly 27.

Associated Documents

- Community Survey Questionnaire
- Community Survey Response Data Spreadsheet

