

# Shire of Kojonup



## Community Survey Results

November 2015

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## 1. INTRODUCTION

The last Community Survey was completed in September 2009 which focused on the Local Government Structural Reform. The 2009 survey asked for rating of services/facilities in order of importance and areas that needed more to be done. The community rated the top 4 areas of importance and improvement:

### **Facilities in order of importance**

Rural road and bridge maintenance  
Aged Care Services  
Bushfire volunteer support  
Town street maintenance

### **More needs to be done**

Rural road and bridge maintenance  
Crime prevention/community safety  
Public toilets  
Footpath and verge maintenance

Interestingly in the 2015 survey, Roads scored a satisfaction rating of 64%, Aged Care Services 71%, Emergency management 73% and Main Street 62% in comparison to the 2009 survey rating of order of importance. In relation to the category of "More needs to be done", the 2015 survey rated roads as 64% satisfaction, Living in a safe community 69%, public toilets at 69% with footpath and verge maintenance not used as a criteria in 2015.

Overall satisfaction scores for Kojonup, Shire of Ashburton, Victorian, Queensland and Tasmanian rural Councils are shown on page 9 of this report, showing Kojonup at 66% performing well.

The Shire will endeavour to undertake Community Surveys every 2 years to ensure that it keeps up to date with the Community's expectations and to work on any areas identified for improvement.

The report will also identify some key areas for improvement and be able to monitor its performance on key measures over time.

Finally we would like to thank all those residents of the Shire of Kojonup for taking the time to give us your feedback which will allow us to improve on overall satisfaction levels into the future.

## 2. SURVEY INFORMATION

The 2015 survey was undertaken by the Shire of Kojonup. In future the 2015 survey questions will remain similar to capture changes in performance over time.

The 2015 survey was undertaken by post to approximately 1,050 households within the Shire which included a reply paid envelope to return the completed survey by householders. In this regard we received 217 completed surveys (210 received in 2009) which represents 21% of total households who received a survey. The responses were input into an Excel spreadsheet and analysed by statistical formulas particularly for the Summary Results by Measure tables on pages 6 and 7 of this report.

### 3. KEY RESULTS IN SUMMARY

#### EXPLANATION: INDEXED MEAN SCORES

Many of the survey questions ask respondents to rate their Shire's performance on a five -point scale as follows: Very Satisfied, Satisfied, Neutral, Unsatisfied and Very unsatisfied. For all Not Applicable or no exposure to the particular areas, these answers have been removed to determine the indexed mean score of satisfaction.

To facilitate comparisons over time, and between different measures, the scales are scored as shown below:

SCALE RESULTS	SCORE	INDEXED SCORE
Very satisfied	5	100
Satisfied	4	80
Neutral	3	60
Unsatisfied	2	40
Very unsatisfied	1	20

The indexed mean is calculated by taking the mean value for all respondents on the five point scale and multiplying by 20 to convert this mean to an index of up to 100. In the Summary Results by Measure tables on pages 6 and 7, the scale for the Indexed Mean is used.

#### **Best 6 performing areas of public facilities and services**

Library Services	84
Waste Management Services	78
Tourist Railway	77
Swimming pool	76
Playgrounds	75
Parks & Gardens	75

#### **Worst 6 performing areas of public facilities and services**

Health Services	58
Youth Services	58
Management of building & land development	60
Economic development	60
Signage, promotion & marketing	60
Financial management	61

## 4. SUMMARY RESULTS BY MEASURE 2015

**SUMMARY RESULTS BY MEASURE - 2015**

MEASURE	Percentage of respondents' ratings:						INDEXED MEAN
	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A or no exposure	
	%	%	%	%	%	%	
<b>Shire's Overall Performance</b>							
Elected Member representation of community issues	2	40	40	9	2	7	67
Shire's leadership of the community	2	33	38	14	6	7	62
Availability of info re services provided by the Shire	2	47	32	8	5	6	67
Timeliness of building and planning applications	1	12	36	14	6	31	57
Timeliness & responsiveness of enquiries/requests	5	29	33	11	6	16	64
Support to local businesses	1	32	33	7	6	21	64
Overall, how satisfied are you with the Shire?	2	48	29	14	6	1	66
<b>Level of satisfaction with Key Shire Areas</b>							
Roads	4	46	22	19	7	2	64
Infrastructure	2	42	37	10	3	6	67
Environmental Management	1	33	39	9	5	13	64
Governance		30	45	6	3	16	64
Regulatory & Community Services	2	35	42	8	2	11	66
Culture and Recreation	1	36	39	11	3	10	65
Economic Growth	2	25	44	12	6	11	60
Community health and well-being	3	29	31	16	12	9	59
Library Services	30	41	17			12	83
Aged Care Services	11	46	18	6	3	16	72
Customer Service	12	52	24	5	2	5	74
<b>Interaction with the Shire</b>							
Phone	21	54	16	7	2	N/A	77
In Person	24	56	13	5	2	N/A	79
Email/Website	22	32	36	8	2	N/A	73
Post	12	41	41	6	0	N/A	72
<b>Community Strategic Plan Focus Areas</b>							
Being Well governed	2	39	49	8	2		66
Feeling good about living in Kojonup	12	50	31	7			73
Creating opportunities for youth	3	17	60	15	5		59
Living in a safe community	10	40	38	11	1		69
Staying active & entertained	4	47	39	9	1		69
Being healthy	4	45	42	8	1		68
Supporting main street	1	29	49	16	5		61
Building Prosperity	1	24	57	15	3		61

MEASURE	Percentage of respondents' ratings:						INDEXED MEAN
	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A or no exposure	
	%	%	%	%	%	%	
<b>Shire's performance of public facilities &amp; services</b>							
Parks and gardens	11	63	15	8	2	1	75
Library Services	31	44	14	0	0	11	84
Community halls	6	55	25	7	1	6	73
Showgrounds	6	40	34	11	3	6	67
Tourist Railway	17	45	25	1	1	11	77
Swimming pool	12	49	21	3	0	15	76
Playgrounds	14	46	20	6	2	12	75
Waste management services	21	47	18	5	0	9	78
Sporting facilities	11	45	22	10	1	11	72
Public toilets	5	47	28	8	3	9	69
Roads	3	41	27	20	7	2	63
Main Street	1	36	35	22	6		62
Parking	2	48	27	18	4	1	65
Aged Services	9	43	22	6	4	16	71
Health Services	3	30	26	23	12	6	58
Youth Services	1	13	40	15	3	28	58
Childcare services	4	26	32	2	1	35	69
Shire's customer service	9	53	24	6	2	6	73
Management of building and land development	1	22	42	12	6	17	60
Economic Development	1	18	48	11	6	16	60
Signage, promotion, marketing	0	7	72	3	3	15	60
Emergency Management	12	42	28	4	3	11	73
Ranger Services	3	26	31	10	7	23	62
Tourist information and facilities	8	49	29	5	2	7	72
Kodja Place and its Noongar links	9	44	31	6	3	7	71
Arts and culture	6	35	35	4	2	18	69
Heritage conservation	5	38	34	4	3	16	69
Financial management	2	28	35	14	6	15	61
<b>Community Connectedness</b>							
Kojonup is a safe place to live and work	14	58	19	8	1		75
Would recommend Kojonup as a place to live	18	53	19	8	2		75
the community respects & connects with its cultural background	7	47	36	9	1		70
I am satisfied with the number of events and programs run by the Shire	4	41	42	12	1		67
I regularly attend community events	4	39	48	8	1		67

## 5. OVERVIEW OF PERFORMANCE IN VARIOUS AREAS

### Maintain Performance

Library Services 84

### Strengths - Consolidate

Aged Services	71
KP & its Noongar links	71
Sporting facilities	72
Tourist info & facilities	72
Community halls	73
Shire's customer service	73
Emergency Management	73
Parks and gardens	75
Playgrounds	75
Swimming pool	76
Tourist Railway	77
Waste management services	78

### Act here next

Financial management	61
Shire's leadership of the community	62
Main Street	62
Ranger Services	62
Roads	63
Timing & response of enquiries/requests	64
Support to local businesses	64
Parking	65
Overall satisfaction with the Shire	66
Councillor repof community issues	67
Availability of info re services	67
Showgrounds	67
Public toilets	69
Childcare services	69
Arts and culture	69
Heritage conservation	69

### Key Improvement Areas: Act here first

Timing of building & planning applications	57
Health Services	58
Youth Services	58
Management of bldg/land development	60
Economic Development	60
Signage, promotion, marketing	60



## 6. COMPARISONS WITH OTHER SHIRES' OVERALL PERFORMANCE

### Western Australia

Shire of Kojonup	66
Shire of Ashburton	61

### Victorian Councils

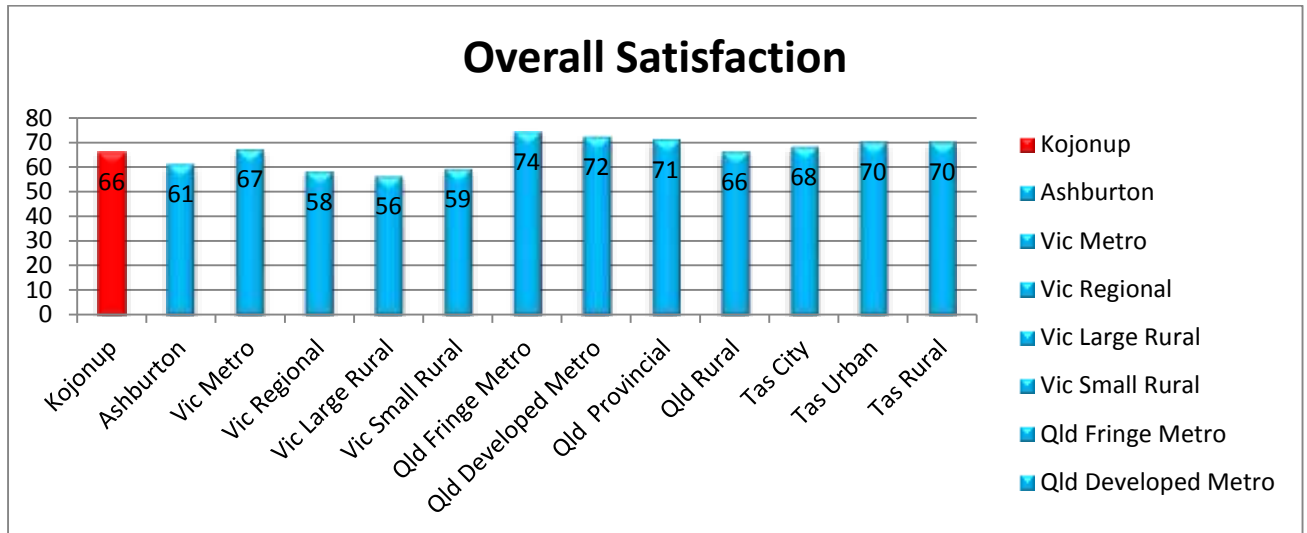
Metropolitan	67
Regional Centres	58
Large Rural	56
Small Rural	59

### Queensland

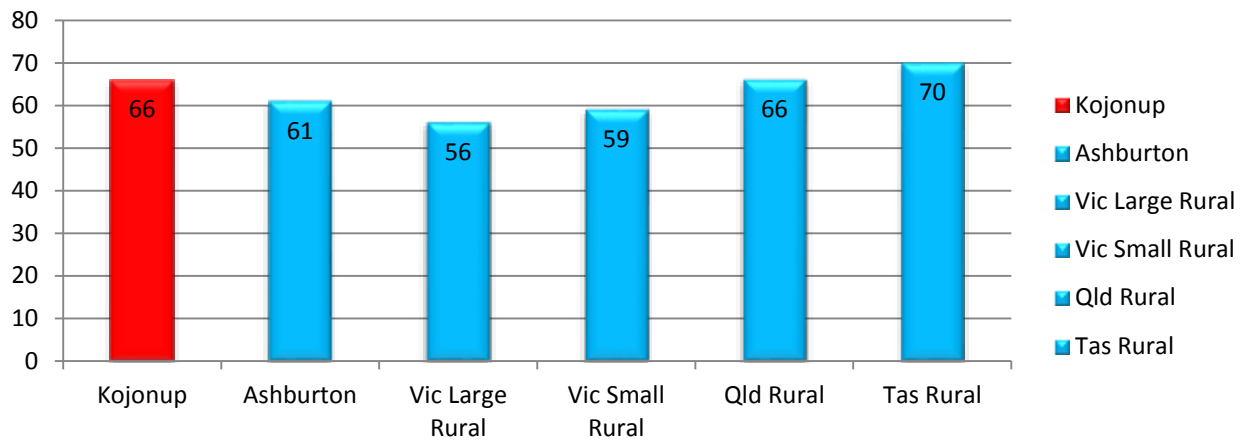
Fringe metropolitan	74
Developed metropolitan	72
Provincial councils	71
Rural councils	66

### Tasmania

City	68
Urban	70
Rural	70



## Overall Satisfaction Rural Councils

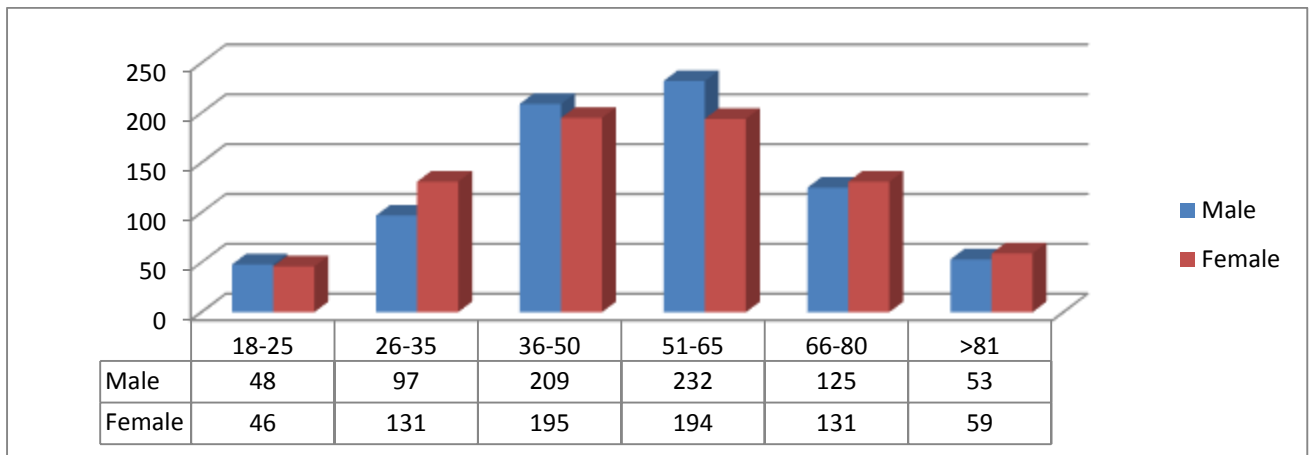


## 7. RESULTS IN DETAIL: DEMOGRAPHICS

### DEMOGRAPHICS

#### Adult Population Statistics 2012 (ABS)

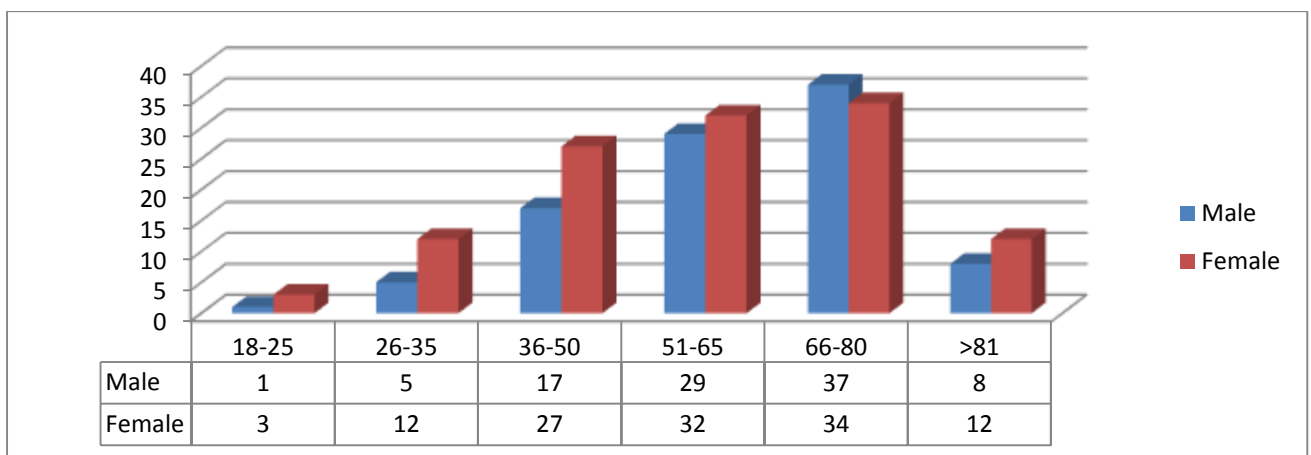
(764 Males, 756 Females, Total 1,520)



#### Survey Response Statistics

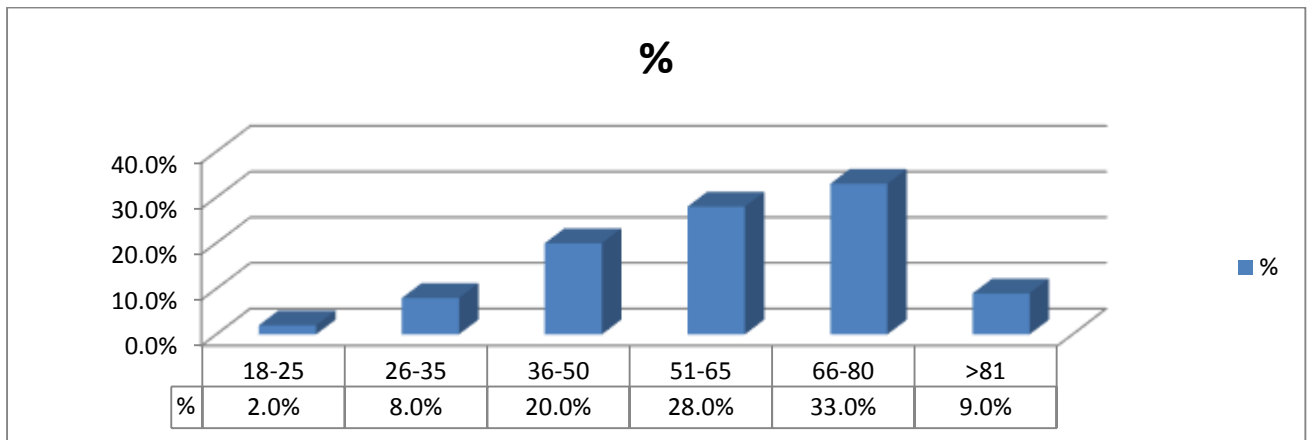
(97 Males, 120 Females, Total 217 [14.3% of total adult population])

1,050 surveys were sent out to properties within the Shire with 217 responses representing 21% of all households.



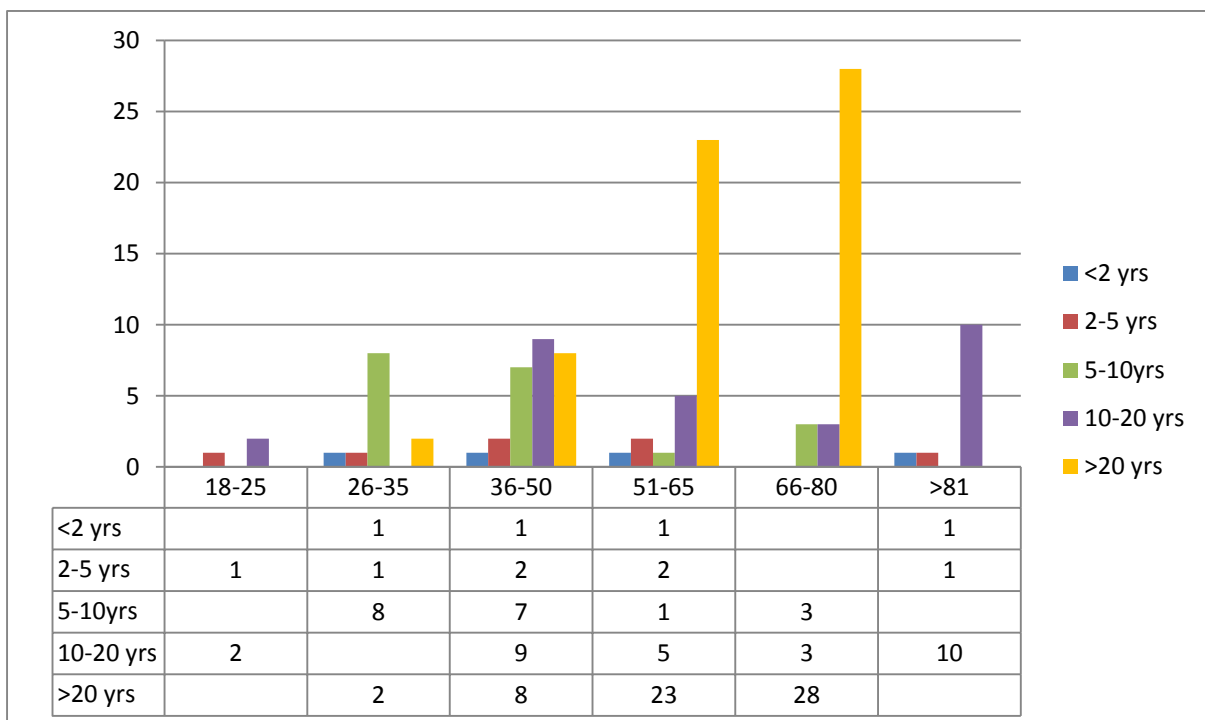
### Response percentages per Age Group

The largest response groups were in the over 65 age group representing 42% of respondents in total.



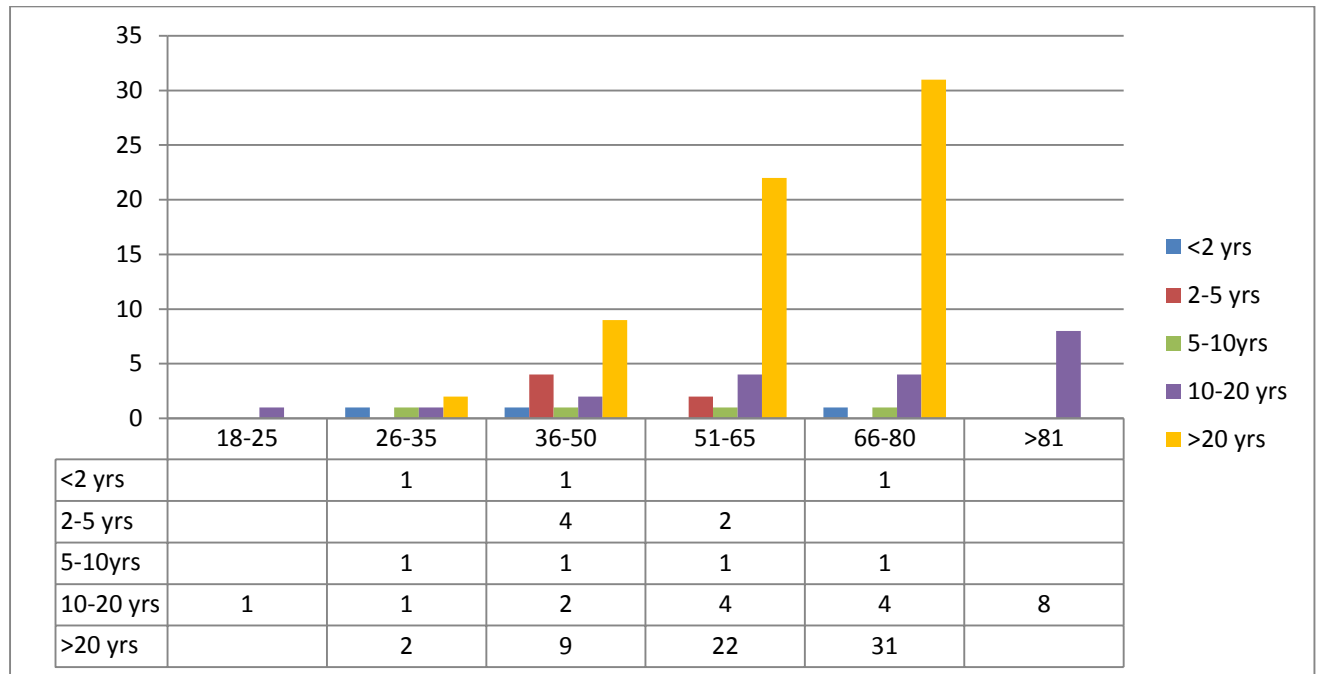
### Females by Age Groups - Years Lived in Shire

Those who have lived in the Shire for more than 20 years are the highest number of respondents representing 51%.



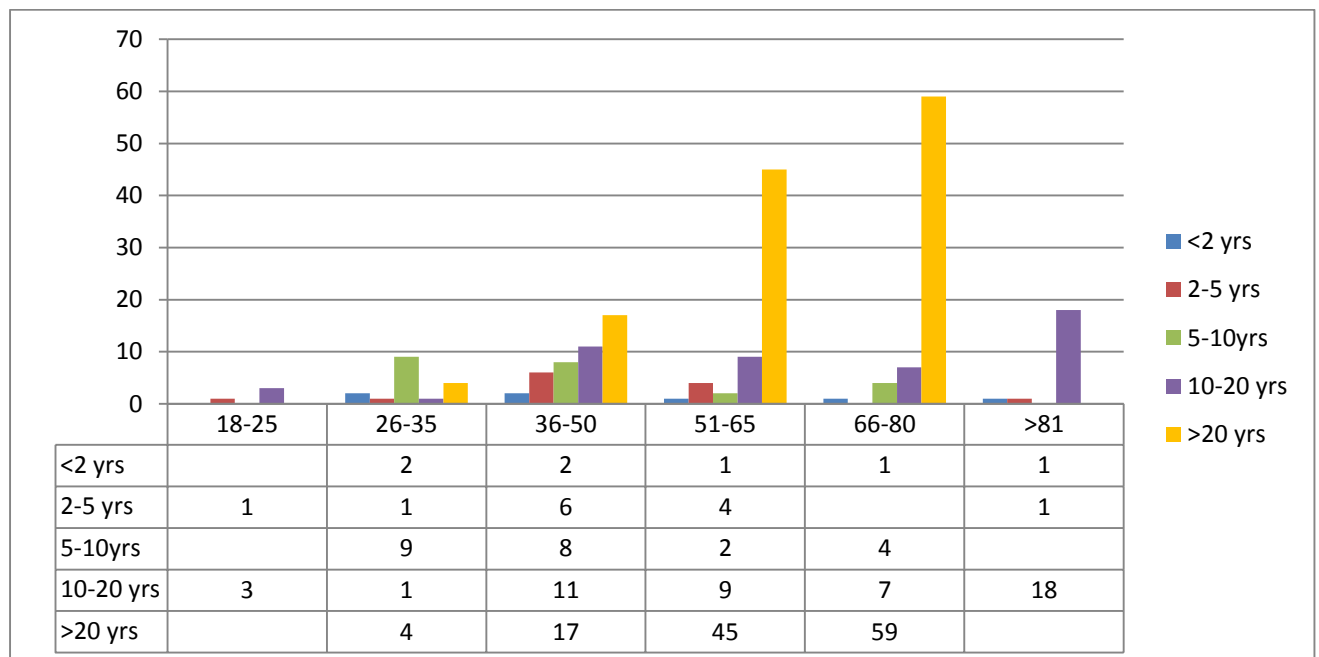
### Males by Age Groups – Years lived in Shire

Those who have lived in the Shire for more than 20 years are the highest number of respondents representing 66%.



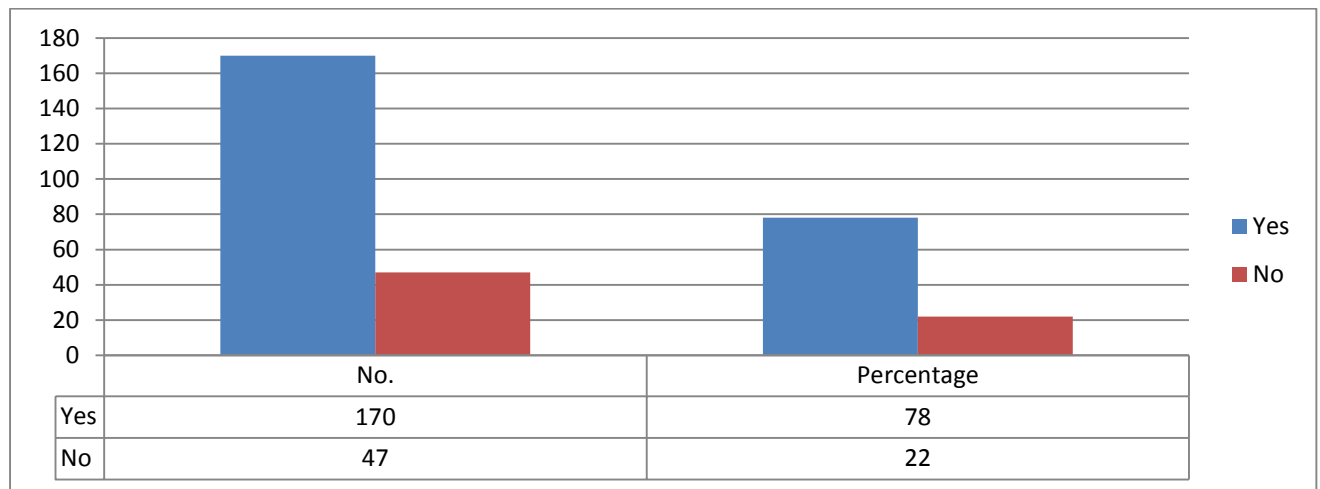
### Total by Age Groups – Years lived in Shire

Those who have lived in the Shire for more than 20 years are the highest number of respondents representing 58%.



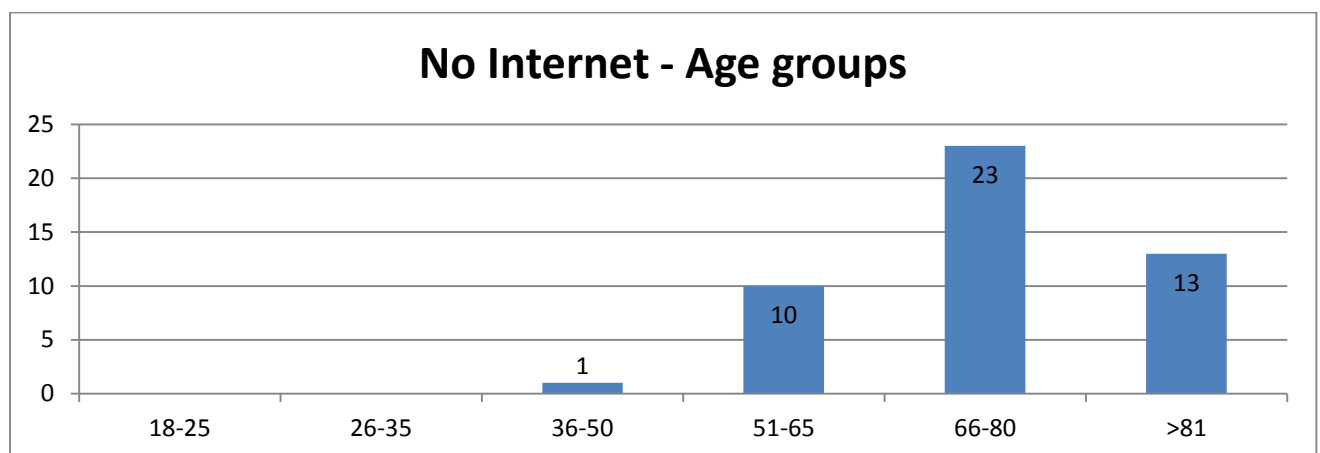
### Access to internet of survey participants

78% of respondents have access to the internet.

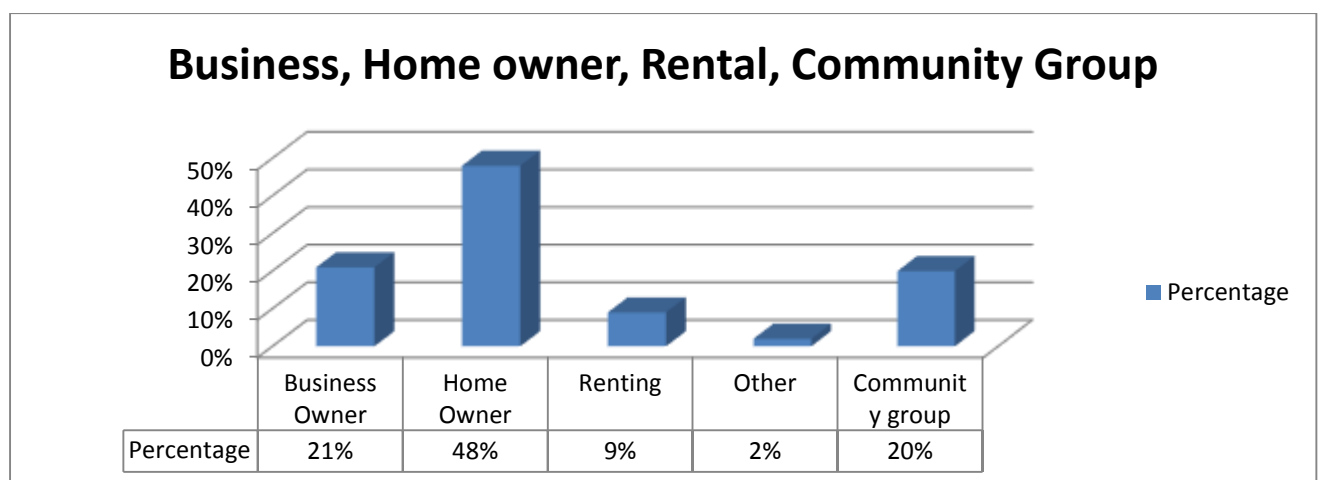


### Age groups of survey participants with no Internet

77% of those with NO internet are over the age of 65.

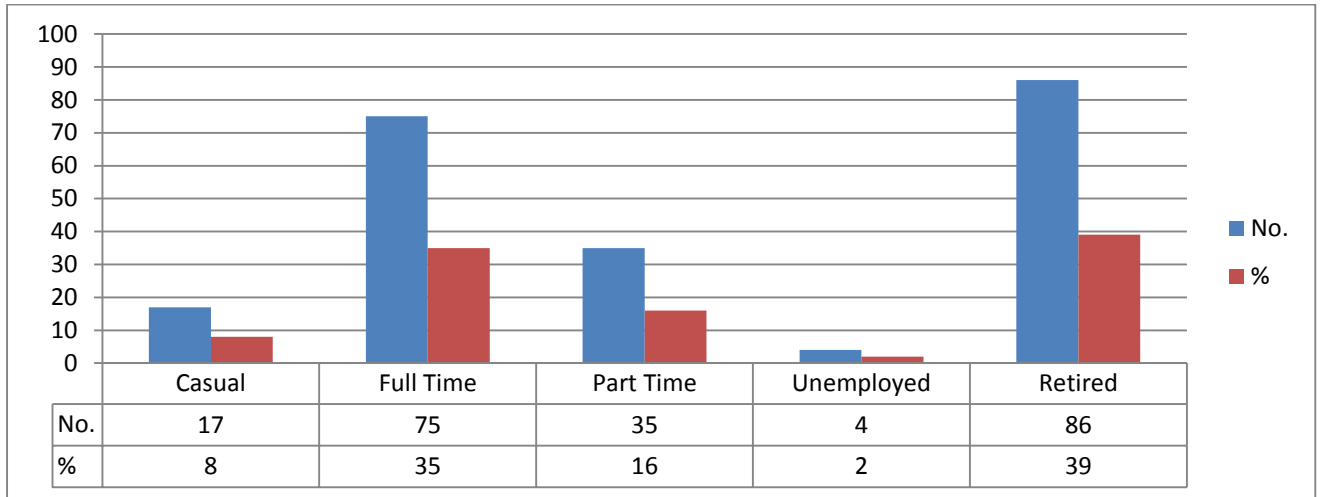


### Business, home owner, Rental, Member of Community Group



### Employment Type

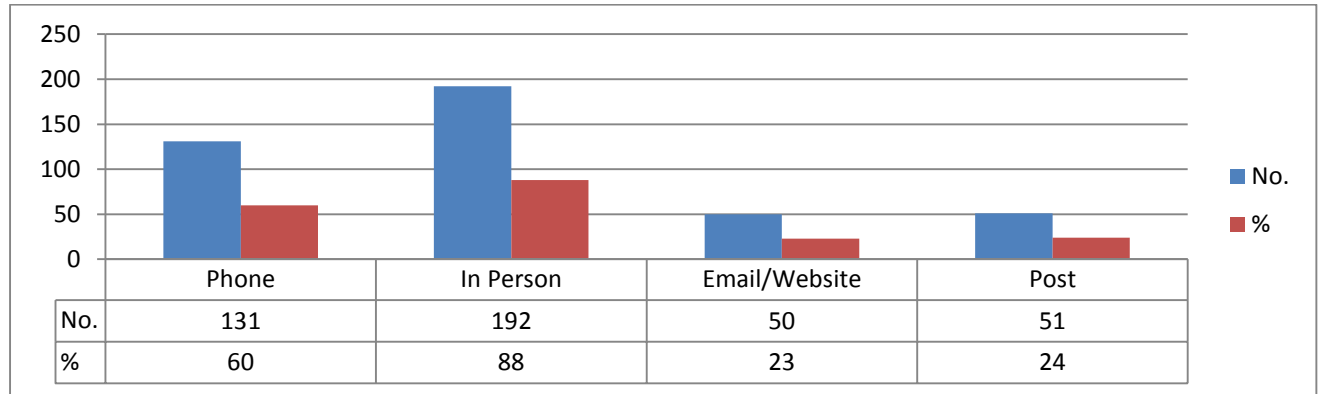
41% of respondents were either Retired or Unemployed and 35% worked Full Time.



## 8. RESULTS IN DETAIL: INTERACTION WITH THE SHIRE

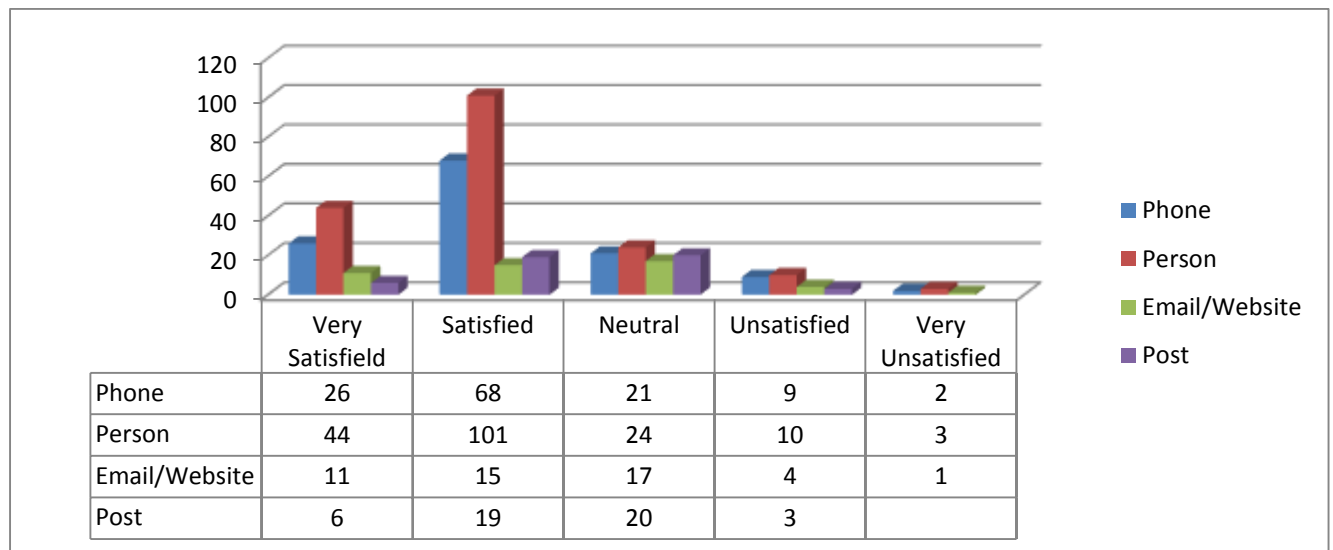
### Responses of those who had interacted with the Shire

88% of those who responded had interacted with the Shire in person and 60% by telephone.



### Satisfaction levels with all interactions

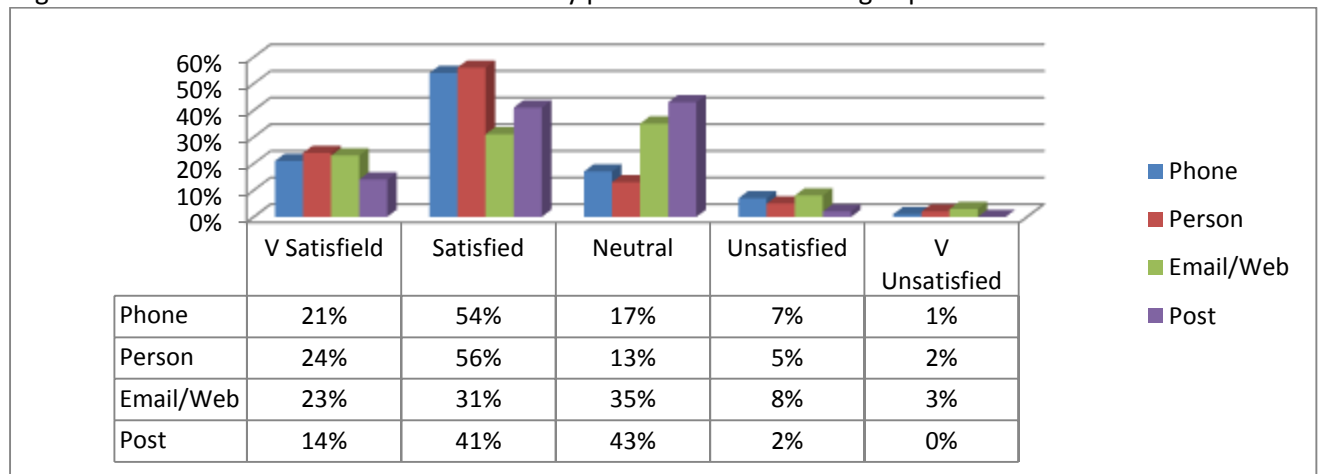
Those who interacted with the Shire in person had the greatest satisfaction with an indexed mean of 79 closely followed by telephone with an indexed mean of 77.





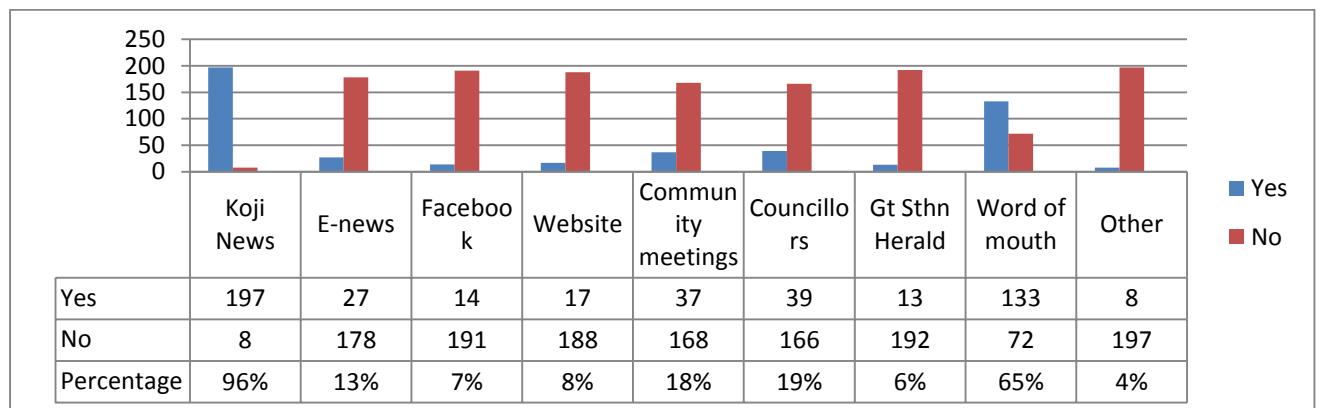
### Percentages of satisfaction levels of interaction

High level of satisfaction indexed mean of 77 by phone and 79 attending in person.



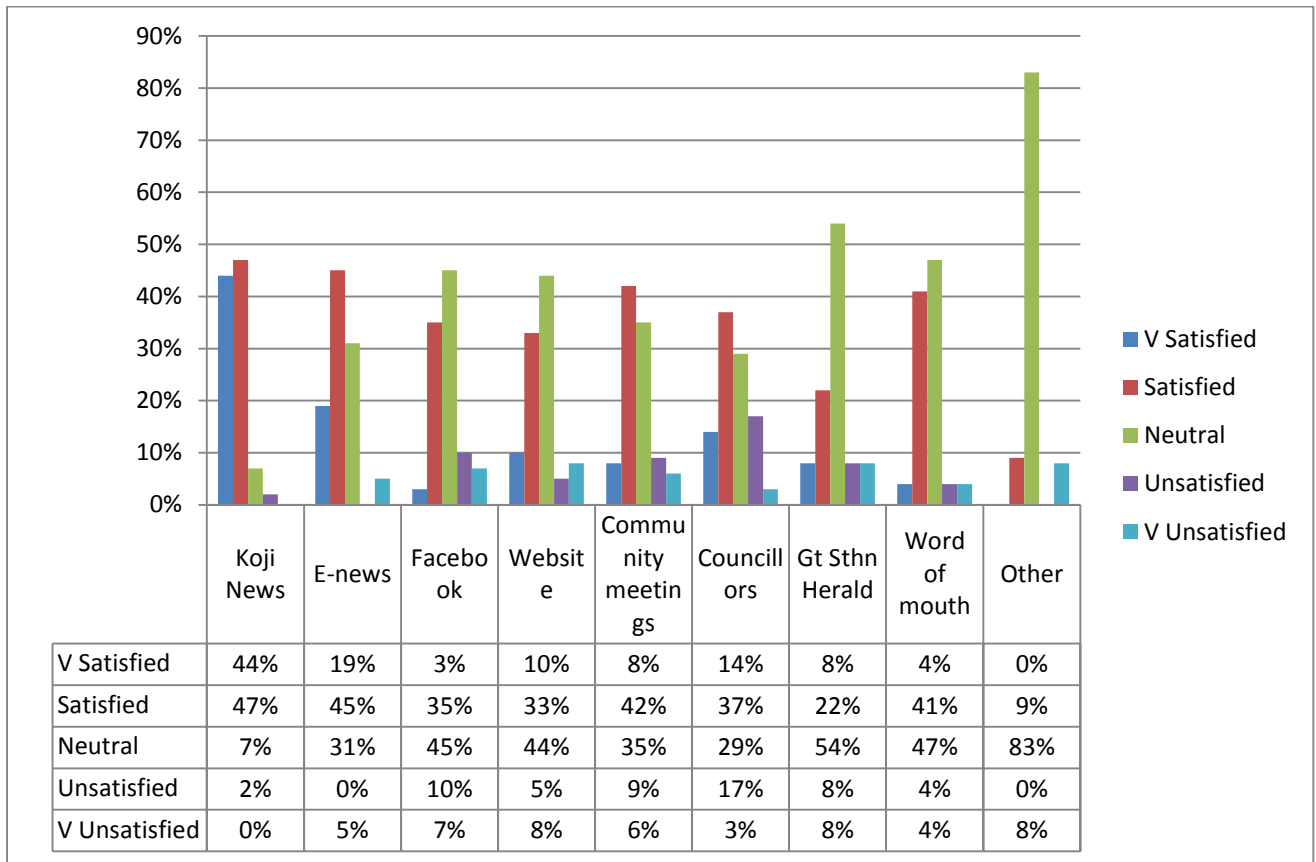
### How respondents are kept informed of Shire information

The Kojonup News is the most successful medium for keeping informed of Shire information at 96% of all respondents, followed by word of mouth at 65%.



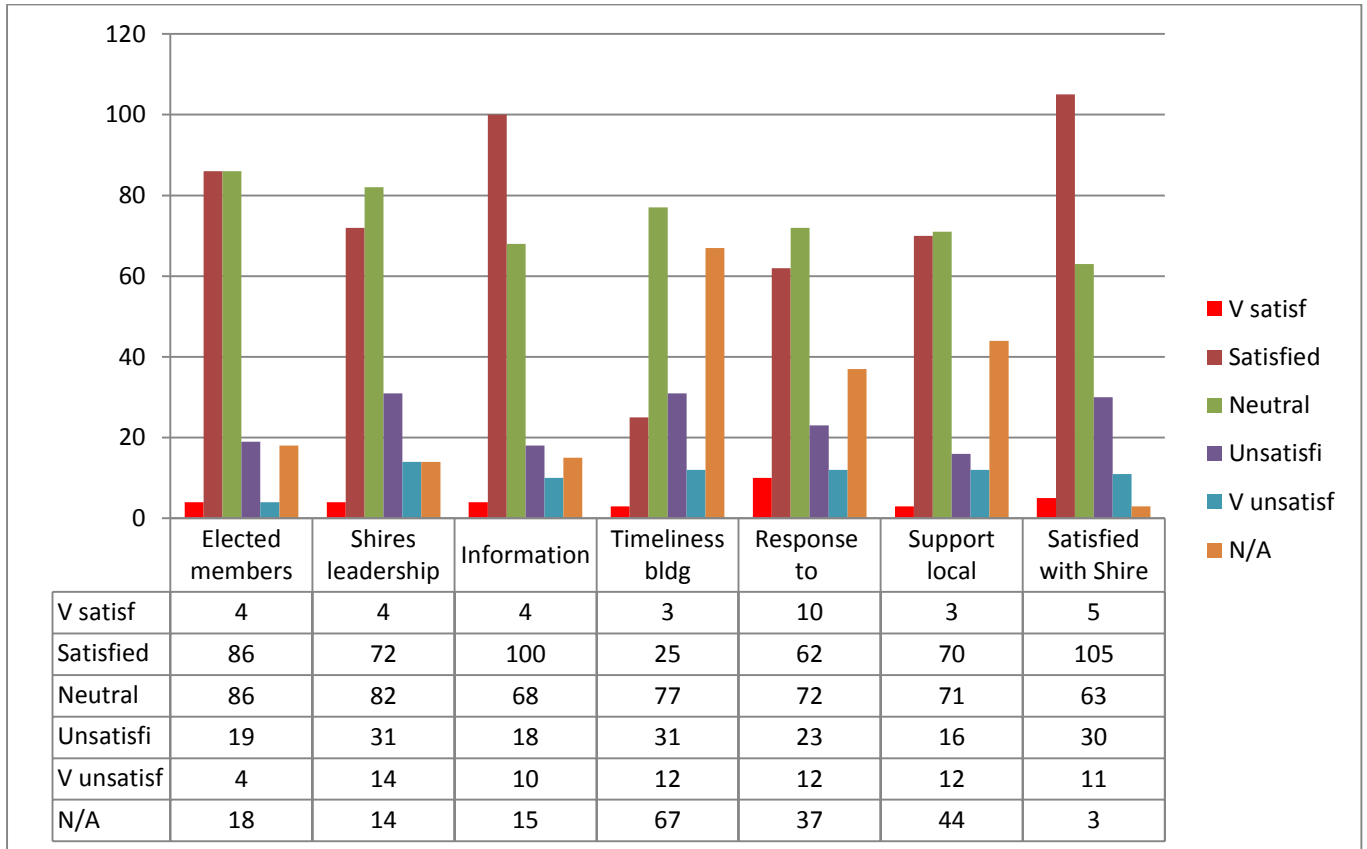
### Satisfaction levels with Shire information

High levels of satisfaction with the Kojonup News recording 93% as very satisfied or satisfied.



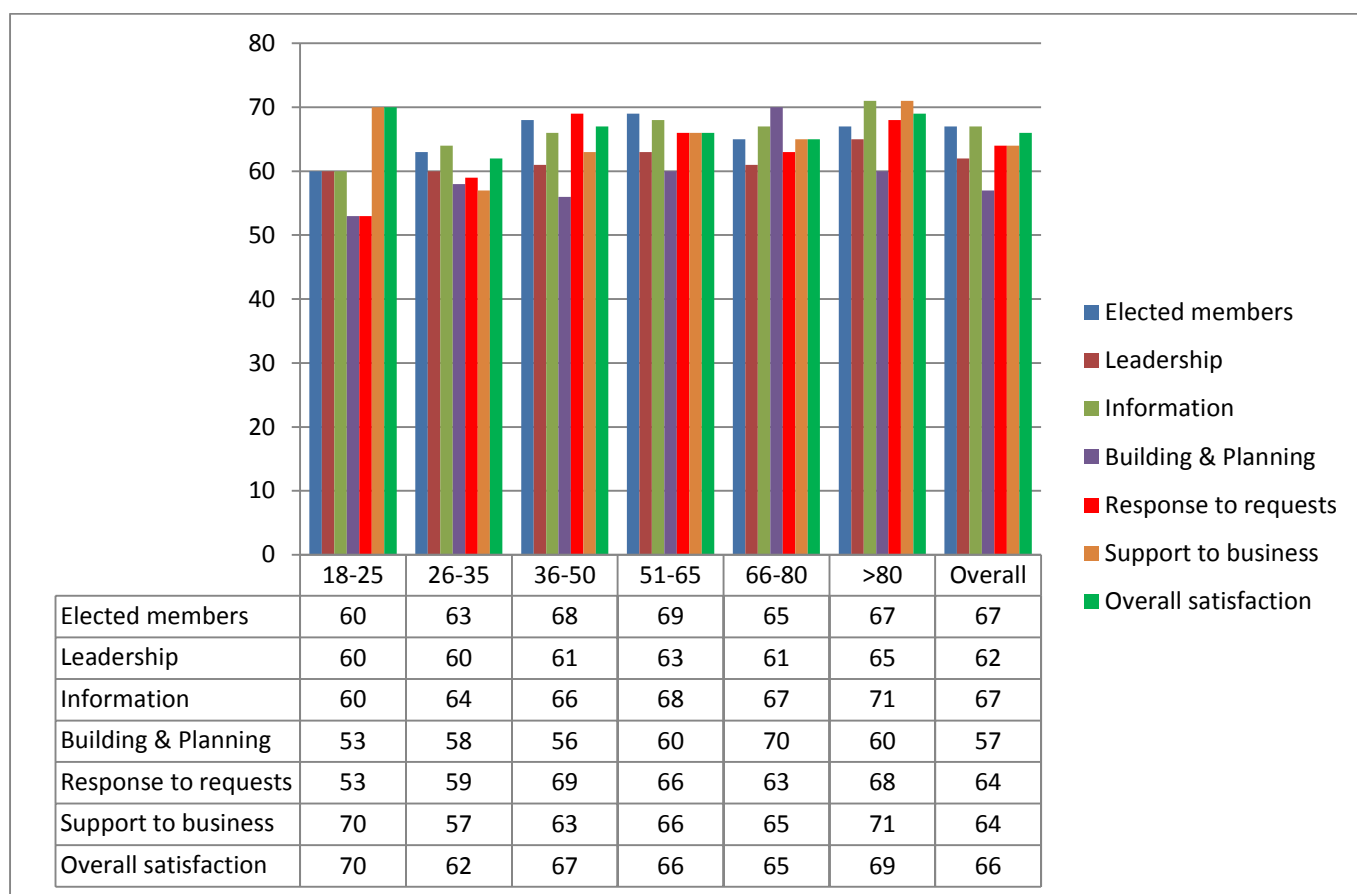
## 9. RESULTS IN DETAIL: OVERALL PERFORMANCE

**Shire's Overall Performance – Total numbers – Refer to Summary for percentage measures**  
 Elected members and availability of information provided by the Shire rank the highest with an indexed mean of 67 each. Timeliness of building and planning applications rank the lowest at 57.



See below for indexed means on Shire's overall performance over all age groups.

## Shire's Overall Performance – by Age Group and Percentage Measures



### Comments

The younger generation have a lower rating of the Shire's overall performance areas but rank the highest for overall satisfaction. The older age group rate the Shire's overall performance areas higher in most areas.

<b>Lowest rating by Age groups</b>	<b>Age group</b>	<b>Rating</b>
Elected member representation of community issues	18-25	60
Shire's leadership of the community	18-25	60
Availability of information re services provided	18-25	60
Timeliness of building & planning applications	18-25	53
Timeliness & responsiveness of enquiries/requests	18-25	53
Support to local business	26-35	57
Overall satisfaction with the Shire	26-35	62
<b>Highest rating by Age groups</b>	<b>Age group</b>	<b>Rating</b>
Elected member representation of community issues	51-65	69
Shire's leadership of the community	>81	65
Availability of information re services provided	>81	71
Timeliness of building & planning applications	66-80	70
Timeliness & responsiveness of enquiries/requests	36-50	69
Support to local business	>81	71
Overall satisfaction with the Shire	18-25	70

## 10. RESULTS IN DETAIL:KEY SHIRE AREAS

### Key Shire Areas – Total Numbers - Refer to Summary for percentage measures

Library Services has the highest level of satisfaction across all Key Shire areas with an indexed mean of 83. Respondents also scored well in the areas of Aged Care Services at 72 and Customer service at 74. The lowest rating for satisfaction in the Key Shire areas is Community health and well-being and this relates generally to dissatisfaction with current medical provider and the new medical centre not progressing.

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	N/A or no exposure
Roads	9	99	47	41	16	5
Infrastructure	5	92	81	20	7	12
Environmental Management	3	71	85	20	10	28
Governance	1	65	97	14	6	34
Regulatory & Community Services	4	75	91	17	5	25
Culture and Recreation	3	79	84	23	6	22
Economic Growth	5	52	96	27	13	24
Community health and well-being	6	63	68	35	26	19
Library Services	66	89	36	0	1	25
Aged Care Services	23	100	40	12	7	35
Customer Service	26	112	53	10	5	11

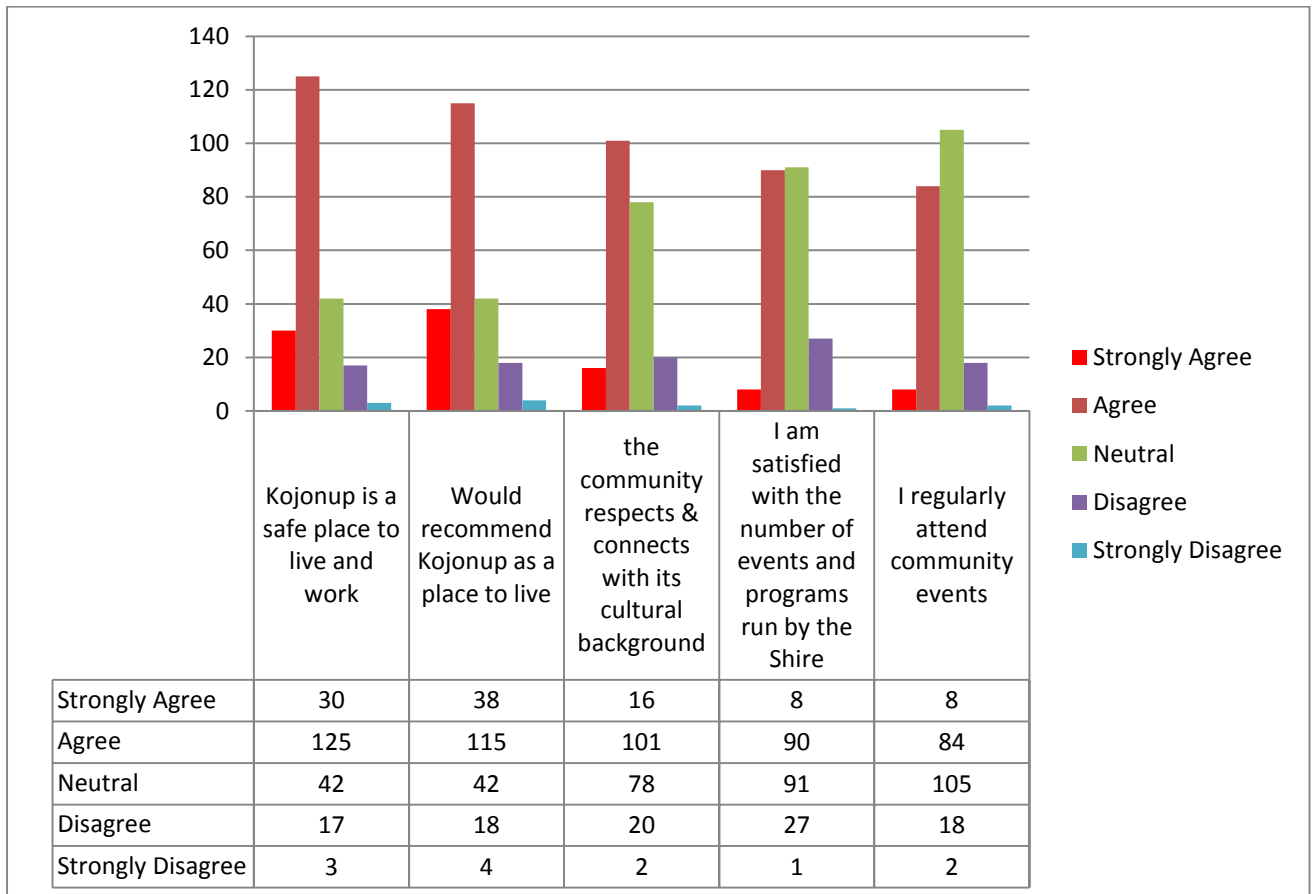
## 11. RESULTS IN DETAIL: PUBLIC FACILITIES AND SERVICES

**Public Facilities and Services – Total Numbers - Refer to Summary for percentage measures**  
See page 8 for an overview of this data.

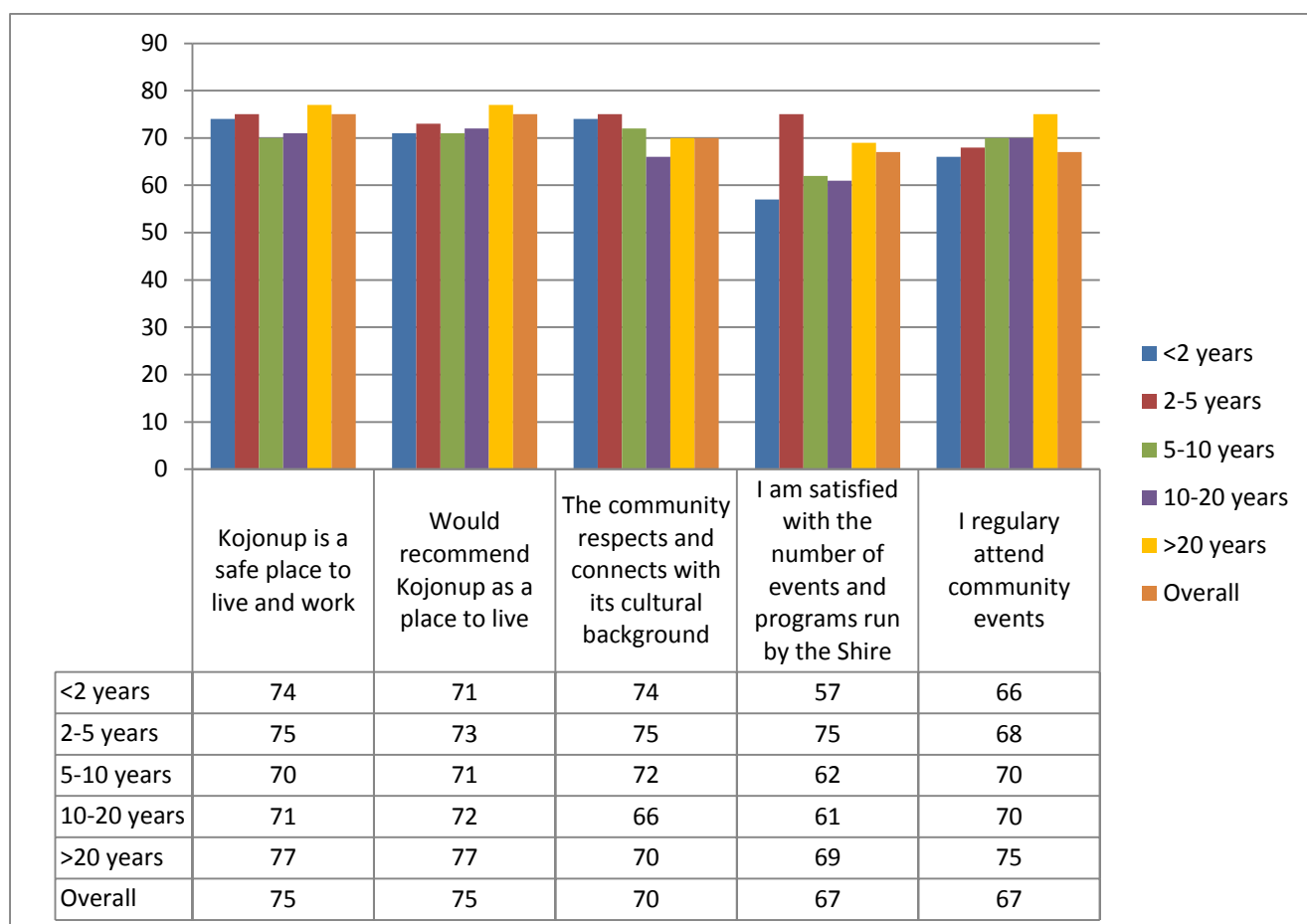
	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A	Total
Parks and gardens	24	136	33	17	5	2	217
Library Services	68	95	30	0	0	24	217
Community halls	14	119	55	15	1	13	217
Showgrounds	12	86	73	23	7	16	217
Tourist Railway	36	98	55	2	2	24	217
Swimming pool	26	107	45	6	1	32	217
Playgrounds	31	100	44	10	4	28	217
Waste management services	46	101	39	11	1	19	217
Sporting facilities	24	98	47	22	3	23	217
Public toilets	10	101	60	18	8	20	217
Roads	7	88	59	42	16	5	217
Main Street	6	77	75	47	12	0	217
Parking	5	104	58	40	9	1	217
Aged Services	19	93	47	14	8	36	217
Health Services	7	65	56	50	27	12	217
Youth Services	2	28	87	33	6	61	217
Childcare services	8	56	69	5	2	77	217
Shire's customer service	19	115	53	12	6	12	217
Management of building and land development	2	48	91	25	12	39	217
Economic Development	2	40	104	24	12	35	217
Signage, promotion, marketing	1	15	156	7	6	32	217
Emergency Management	26	92	60	8	6	25	217
Ranger Services	6	57	68	22	15	49	217
Tourist information and facilities	17	106	64	10	5	15	217
Kodja Place and its Noongar links	20	96	67	12	6	16	217
Arts and culture	12	76	77	8	5	39	217
Heritage conservation	10	83	74	8	7	35	217
Financial management	5	60	76	30	14	32	217

## 12. RESULTS IN DETAIL: COMMUNITY CONNECTEDNESS

Community Connectedness– Total Numbers - Refer to Summary for percentage measures



## Community Connectedness by Years lived in Shire and percentage measures



### Comments

#### *Kojonup is a safe place to live and work*

Respondents who have lived in the Shire for more than 20 years rate the highest.

#### *Would recommend Kojonup as a place to live*

Again respondents who have lived in the Shire for more than 20 years rate the highest.

#### *The community respects and connects with its cultural background*

Those respondents who have lived in the Shire for a shorter period of time rate highest.

#### *I am satisfied with the number of events and programs run by the Shire*

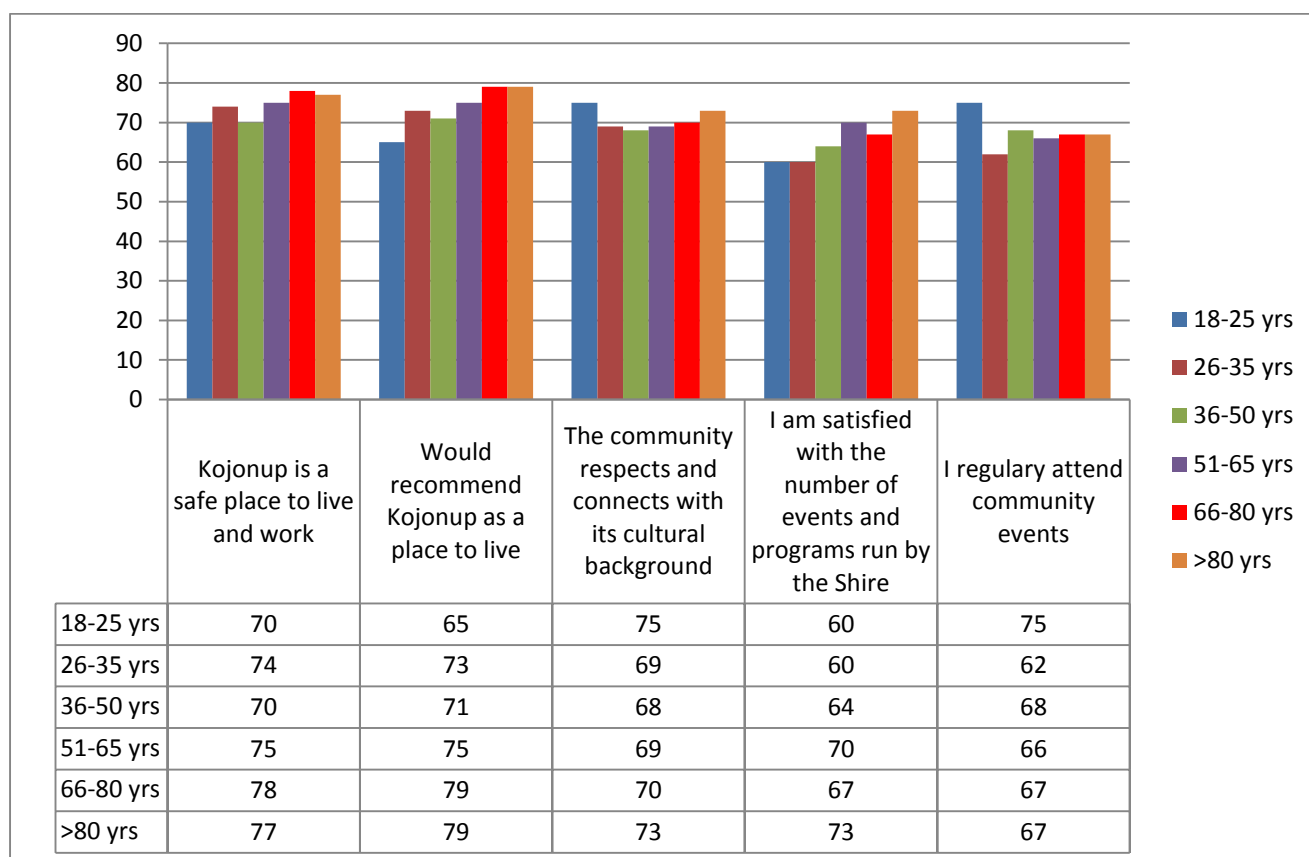
Those respondents who have lived in the Shire for less than 2 years rate the lowest, whilst those who have lived in the Shire for more than 2 years but less than 5 rate the highest.

#### *I regularly attend community events*

Respondents who have lived in the Shire for more than 20 years rate the highest.



## Community Connectedness by Age group and percentage measures



### Comments

#### *Kojonup is a safe place to live and work*

Respondents over 65 years of age are rated the highest.

#### *Would recommend Kojonup as a place to live*

Again respondents over 65 years of age rate the highest with the 18-25 age group rating the lowest.

#### *The community respects and connects with its cultural background*

Those respondents in the 18-25 age group rate highest.

#### *I am satisfied with the number of events and programs run by the Shire*

Those respondents in the over 80 years of age rate the highest with the under 35's the lowest.

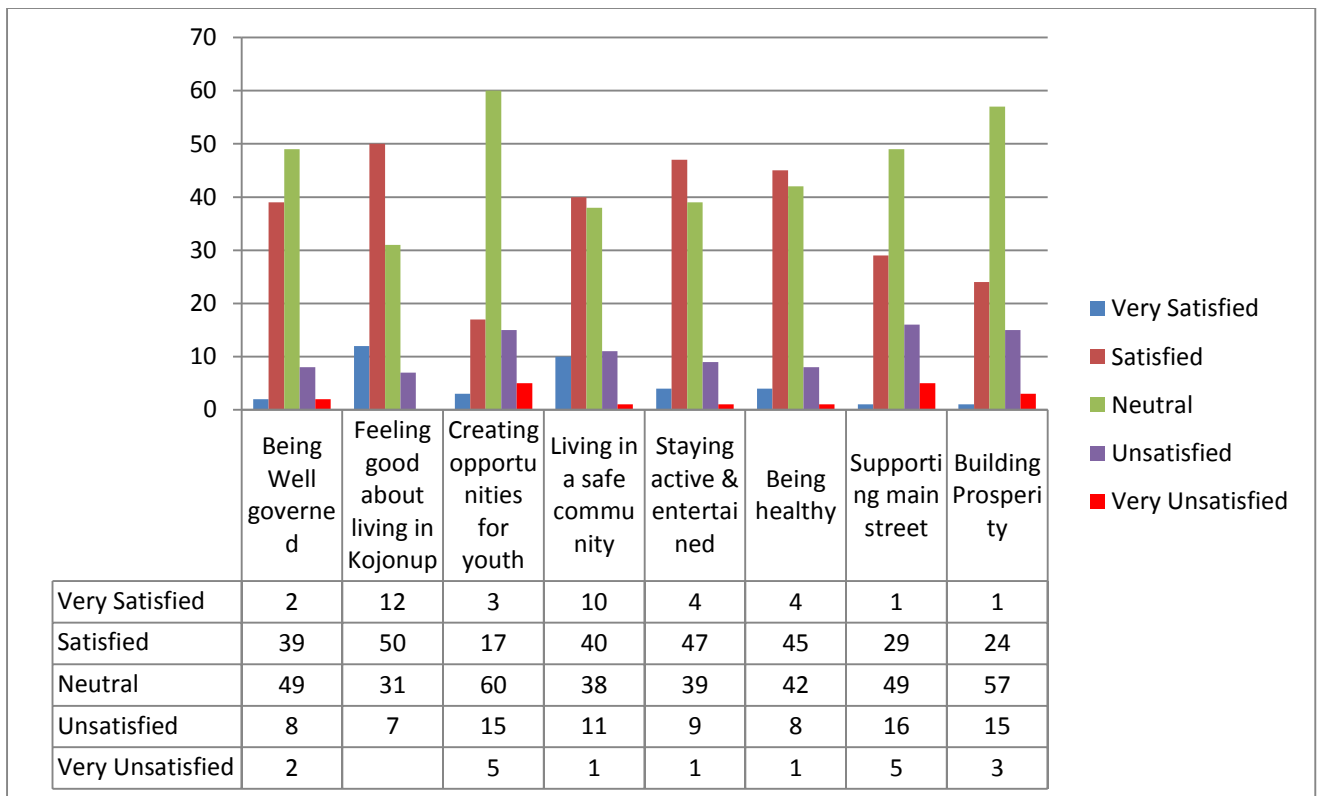
#### *I regularly attend community events*

Respondents in the 18-25 age group rate the highest.

## 13. RESULTS IN DETAIL: SHIRE'S COMMUNITY STRATEGIC PLAN

### Shire's Community Strategic Plan– Total Numbers - Refer to Summary for percentage measures

Creating Opportunities for Youth rated the lowest measure at 59 whilst Feeling Good about Living in Kojonup rated the highest at 73. Supporting Main Street and Building Prosperity also rated low at 61.



**Survey Questionnaire**



**SHIRE OF KOJONUP**



## **2015 Community Survey**

## **Information for completion of survey**

Submissions due 16 November 2015

The Shire of Kojonup delivers a diverse range of services across the Shire. Every two years the Shire benchmarks and analyses community satisfaction with these services. The 2015 survey will measure change in the importance placed by the community on services and facilities and the perceived level of Shire performance in providing these services and facilities.

This information will assist the Shire in measuring the benchmarks across a wide range of services and provide a comparative analysis on past and future performance. This is important to us to ensure we meet the community expectations.

This survey is confidential. Would you please answer the questions honestly to enable us to ensure that we are meeting the needs and expectations of the community.

Please tick the circle which you rate for each question/statement to enable us to clearly understand and present factual data to you at the end of this process. We have also provided sections within the survey if you wish to make specific comments about any area of our business.

This survey can either be emailed to us at [Council@kojonup.wa.gov.au](mailto:Council@kojonup.wa.gov.au) or lodged at the Shire office in the box provided at the front counter.

We encourage as many local residents as possible to complete this survey to ensure we are able to produce the results in a more meaningful way, having regard to the more responses we receive, the more reliable the data.

The results of the survey will be published in December 2015 and will be available on the Shire's website and copies available at the Shire Office.

## Demographics

Are you:

- Male
- Female

Age group:

- 18 – 25
- 26 – 35
- 36 – 50
- 51 – 65
- 66 – 80
- over 81

How long have you lived in the Shire of Kojonup:

- Less than 2 years
- 2 – 5 years
- 5 – 10 years
- 10 – 20 years
- More than 20 years

Do you have access to the internet? (You may tick more than one answer)

- At home
- At work
- Mobile phone
- None

Are you: (You may tick more than one answer)

- Home owner
- Business owner
- Renting
- Member of a community group
- Other

Are you working:

- Full time
- Part time
- Casual
- Retired
- Unemployed

## Interaction with the Shire

If in the last 12 months you have made contact with the Shire office, please rate your level of satisfaction against the type of contact:

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email/website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How do you keep informed of Shire information and activities? (You may tick more than one answer)

- Koji News
- Shire E-newsletter
- Shire Facebook page
- Shire website
- Community meetings
- Shire Councillors
- Great Southern Herald
- Word of mouth
- Other

Please rate your satisfaction:

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	N/A or no exposure
Koji News	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shire E-News	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shire website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shire Councillors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Great Southern Herald	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Word of mouth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Shire's overall performance

How would you rate Shire's overall performance in the following areas?

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	N/A or no exposure
Elected member representation of community issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shire's leadership of the community, e.g. management of resources, decision making, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of information about services provided by the Shire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of building and planning applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness and responsiveness of customer enquiries/requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support to local businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how satisfied are you with the Shire of Kojonup?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Key Shire Areas

How do you rate your level of satisfaction with key Shire areas?

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	N/A or no exposure
Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regulatory and Community Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culture and recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community health and well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aged care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Public facilities and services

How would you rate the Shire's performance of the following facilities and service areas?

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	N/A or no exposure
Parks and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Showgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tourist Railway	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sporting facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Main street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aged Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shire's customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of building and land development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage, promotion and marketing						<input type="radio"/>
Emergency Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ranger services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tourist information and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kodja Place and its Noongar links	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arts and culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage conservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Community Connectedness

How do you rate your level of satisfaction with Kojonup as a safe place to live and a sense of community?  
To what extent do you agree with the following statements?

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
Kojonup is a safe place to live and work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would recommend Kojonup as a place to live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community respects and connects with its cultural background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the number of events and programs run by the Shire.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I regularly attend community events.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Shire's Community Strategic Plan

As a result of community input, a Community Strategic Plan was finalised to include a number of commitments/focus areas for the Shire to implement. A copy of the Plan is on the website. Please rate each of these focus areas:

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Being well governed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling good about living in Kojonup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating opportunities for youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Living in a safe community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staying active and entertained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being healthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting Main Street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building Prosperity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Open-ended feedback**

What are the three things you believe the Shire does well?

What are the three things you believe the Shire needs to improve on?

Any other feedback? Your comments are welcomed.

**Responses to Open Ended Questions**

# What the Shire does well

## Typical responses

- Friendly staff in office.
- Parks and Gardens
- Springhaven
- Library
- Communication
- Aged Care
- Swimming pool
- Sporting facilities
- Bushfire management
- Council do a good job with money and facilities available
- Integration of various cultures. The Kodja Place & Rose Maze are excellent. The Wildflower weekend & the Tourist railway are great attractions for visitors
- Maintain roads.
- Waste management
- Shire's local governance well done. Town is clean and tidy

# Shire needs to improve on

## Typical responses

- Footpaths
- Roads
- Doctors-Medical
- Medical Centre
- Work ethic for outside staff
- Main street
- Opportunities for our youth
- Signage
- Getting better value for money on machinery by running it more often.. Getting more return on labour costs by improving work ethic among staff. Trying to keep rates down by improving efficiencies in works department.
- Communication - is there ever going to be a medical centre? Why is the house for CEO being built? \$500,000?
- Understanding the socio economic make up of this town properly and what the majority of community need not the minority.
- Keep maintenance up on gravel roads, culverts, drains more often - Not 1 time a year.
- Get the bypass done - 35 years of talk and still nothing.
- Economic growth!
- Customer service,
- Planning - speed of process & access to planning officer.

## Any other comments

### Typical responses

- Good to see all the things happening around the Shire, ie Loton Close, Day-care, etc.
- Sealing parking area Rose Maze, periodical newsletter
- Think the RV parking area a great idea - must bring in \$ to town. Maybe "tart" it up a little - keep it simple but I'm sure it could be improved.
- Fitness classes/gym
- Urgently needs to adopt roadside green numbering system as regulatory authorities via internet etc won't accept farm names, lot numbers or RMB/boxes.
- People and children should be able to see a doctor when very ill on that day. Sometimes children are put off seeing a doctor for 2 to 3 days not good enough.
- Waste Water Management - why not use the town dam water, stop putting waste water in the creek, more communication with other shires, we have everything for the old but nothing for the youth we need a Youth Centre (Urgent)
- The rural roads in the shire are starting to decline in quality after a period of good improvements with widening, etc over the last probably 5 years the roads are starting to get to the state they were in about 15 years ago.
- The shire staff are great. Very dedicated and courteous to all enquiries.
- Something needs to be done about the main street & heavy haulage trucks going through it. Does a small child or woman have to be killed first?
- To heat the swimming pool would be a great asset to the town, especially for therapeutic reasons. Medical services are very important and a medical centre badly needed with a permanent doctor.
- Having made a submission to the Main Street plan - I have felt very disappointed that no further correspondence with regard to the results of community input has been forthcoming. Whilst I received acknowledgement that my submission was received, I have absolutely no idea of whether any of my comments were useful or affected any change in the plans themselves. Keen to know what is happening.
- We need a way to engage the teenagers in town with meaningful activities; ie skill workshops on farms, mentoring through business, Men's Shed, etc. This won't be fixed by "setting up a committee". It will need people with passion and time, somehow we need to catalyse and then support. STRAT PLAN "Putting power lines underground" - REALLY! First world problem! Spend elsewhere..
- More street bins for bottles and other items
- Can we have a 2 times a week bus to Katanning as there is very little here in Kojonup. The town is dead and there is no competition.
- Feeling uncertain on direction of Council - are you really thinking about the best interest of whole of community or just yourselves? Need more consistency and united forces from both Council/Shire/Depot staff