

# Community Survey Results

Date: **March 2014**



# Our survey approach

- The Annual Community Survey gathers feedback from the community on how we have performed over the past 12 months and what our priorities should be in the future
- 840 respondents - 150 more than last year
- Survey collectors went to:
  - Karratha Leisureplex and Centro
  - Wickham shops
  - Dampier Library, shops and foreshore
  - Roebourne general store
  - Point Samson tavern and park
- More than half of respondents filled out the survey online, which was promoted through the Shire of Roebourne website, facebook, and press release.

# About the Shire

- Nearly **63%** of people surveyed think the Shire is a good or excellent place to live
  - Less than 7% of people think it is poor or very poor
- **57%** believe the Shire is a better or much better place to live than 12 months ago
  - 13.5% believe it is worse
- **33%** have no intention of leaving, up from 27% in 2013 and 22.5% in 2012.
  - 15.9% intend to leave within the next two years, down from 21% in 2012.

The best things about living in the Shire:

1. Natural environment
2. Leisure, recreation and entertainment
3. Job prospects

The worst things about living in the Shire:

1. Cost of living
2. Retail offerings
3. Access to health services

# Overall results

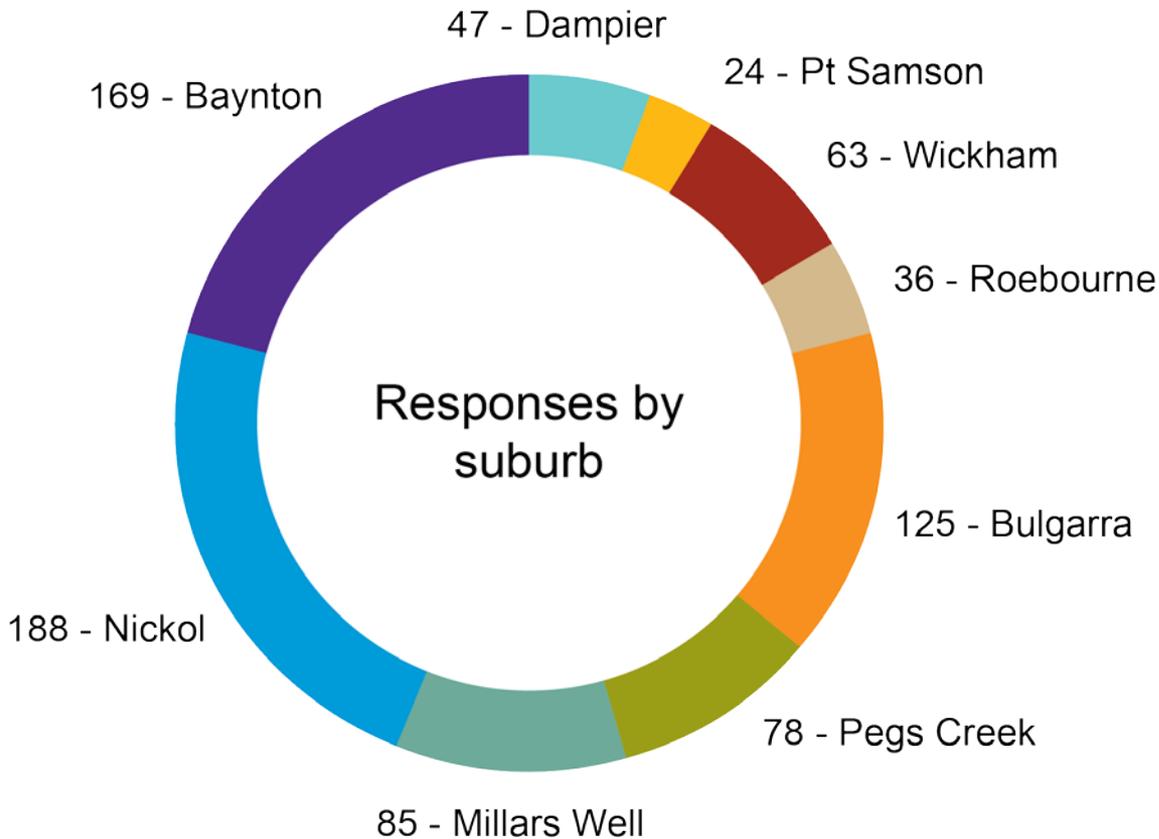
We're continuing to improve our overall score

- This year we scored **70**/100
- Last year we scored 66
- In 2012 we scored 57

In response to the question: What is the most important thing for the Shire to focus on in the next 12 months; the following were the most popular responses:

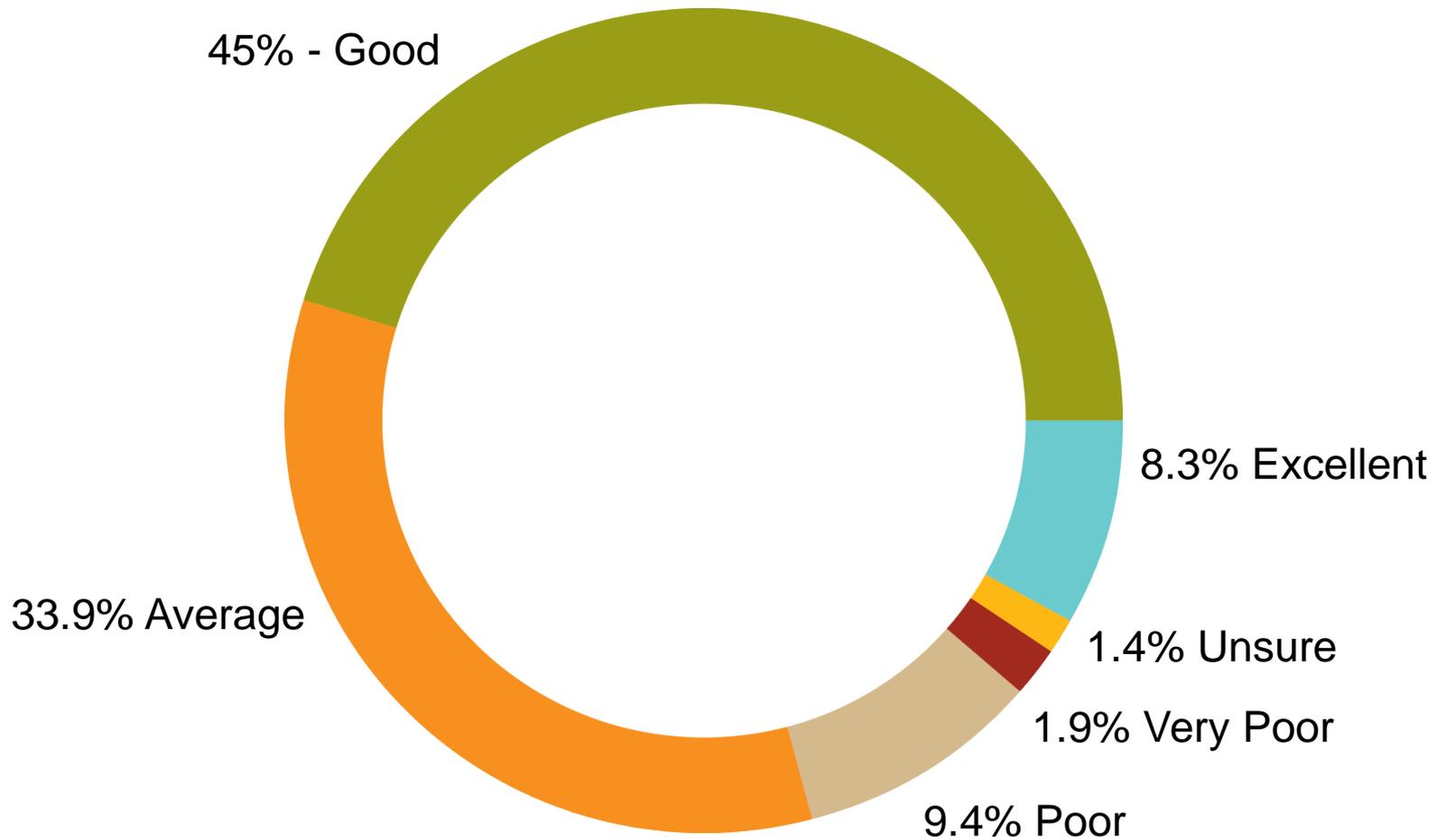
1. Recycling
2. Youth activities
3. Lower rates

# Responses



- 840 valid responses were received from residents
- 288 were male (34.3%) and 552 were female (65.7%)
- The confidence interval for the sample size (840 respondents out of an estimated population of 25,000) is approximately 3.5 for a confidence level of 95%.
- The confidence interval for the town and suburb breakdowns vary between 6 and 12. In particular the Eastern corridor towns have high confidence intervals due to low sample sizes.

# Overall performance

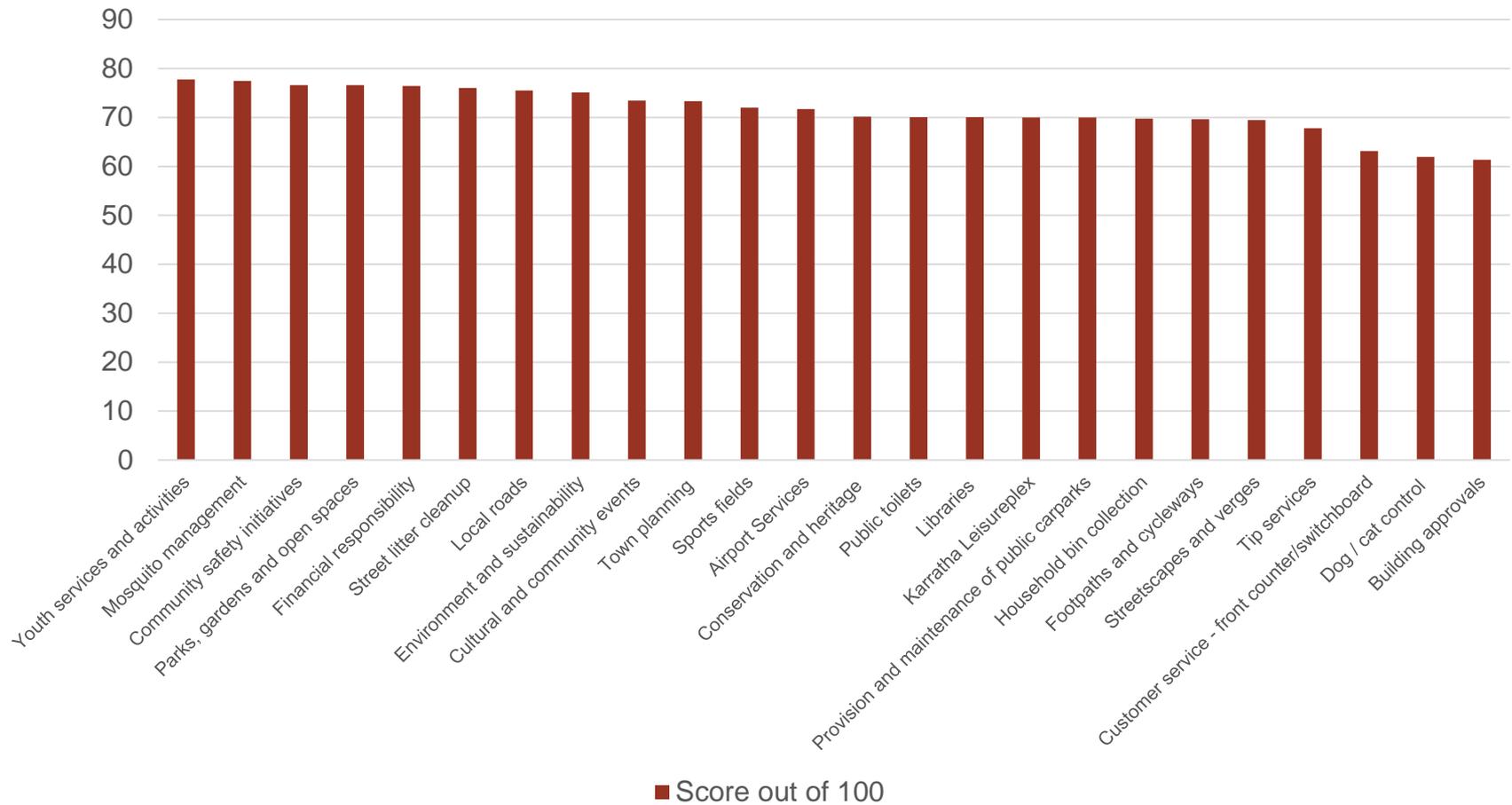


# Top priorities

The top 5 community priorities are:  
(out of 100)

1. Youth Services	78
2. Mosquito management	77.5
3. Community safety initiatives	76.5
4. Parks, gardens and open spaces	76.5
5. Financial Responsibility	76.5

# Top priorities

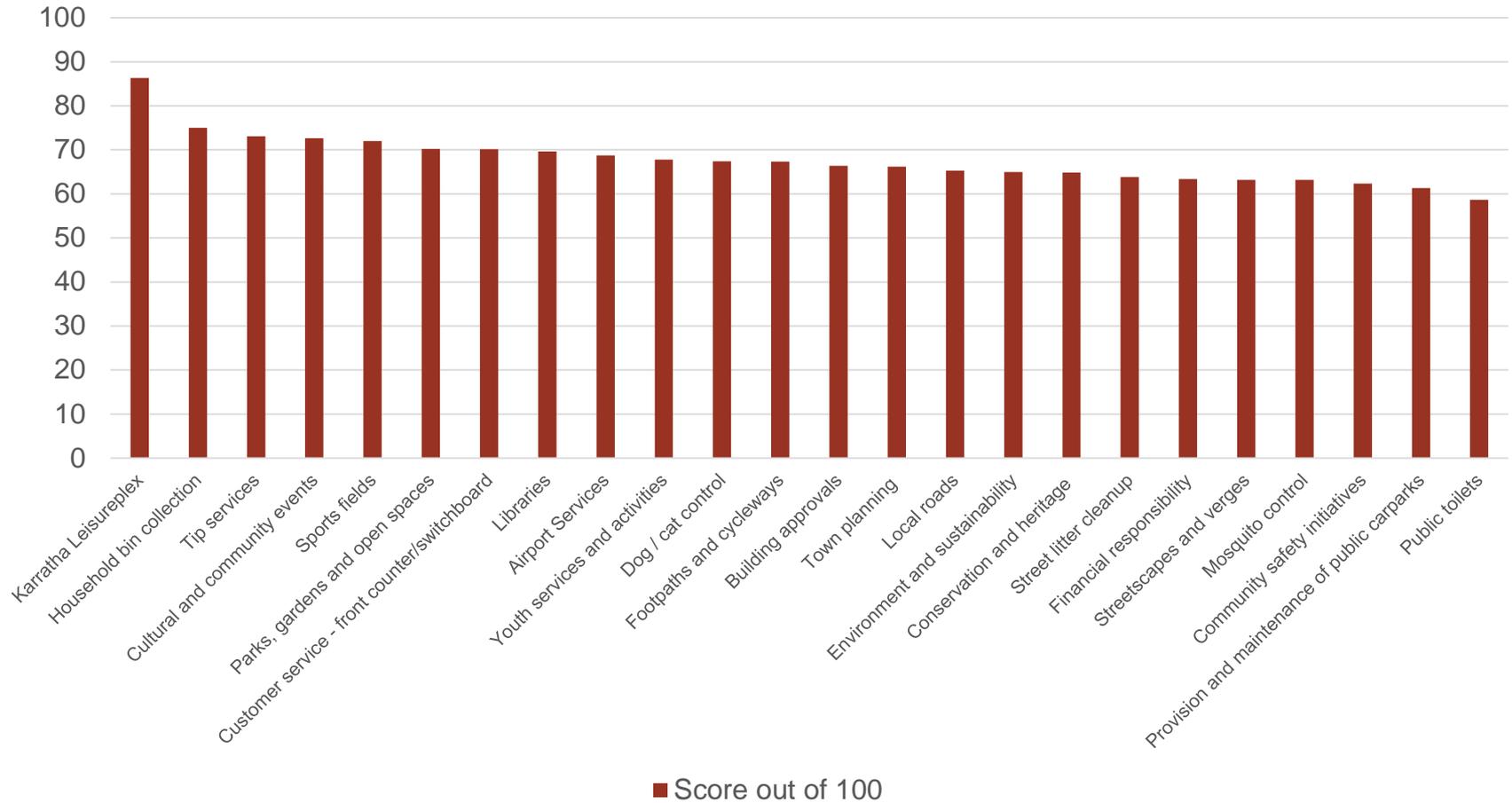


# Top performers

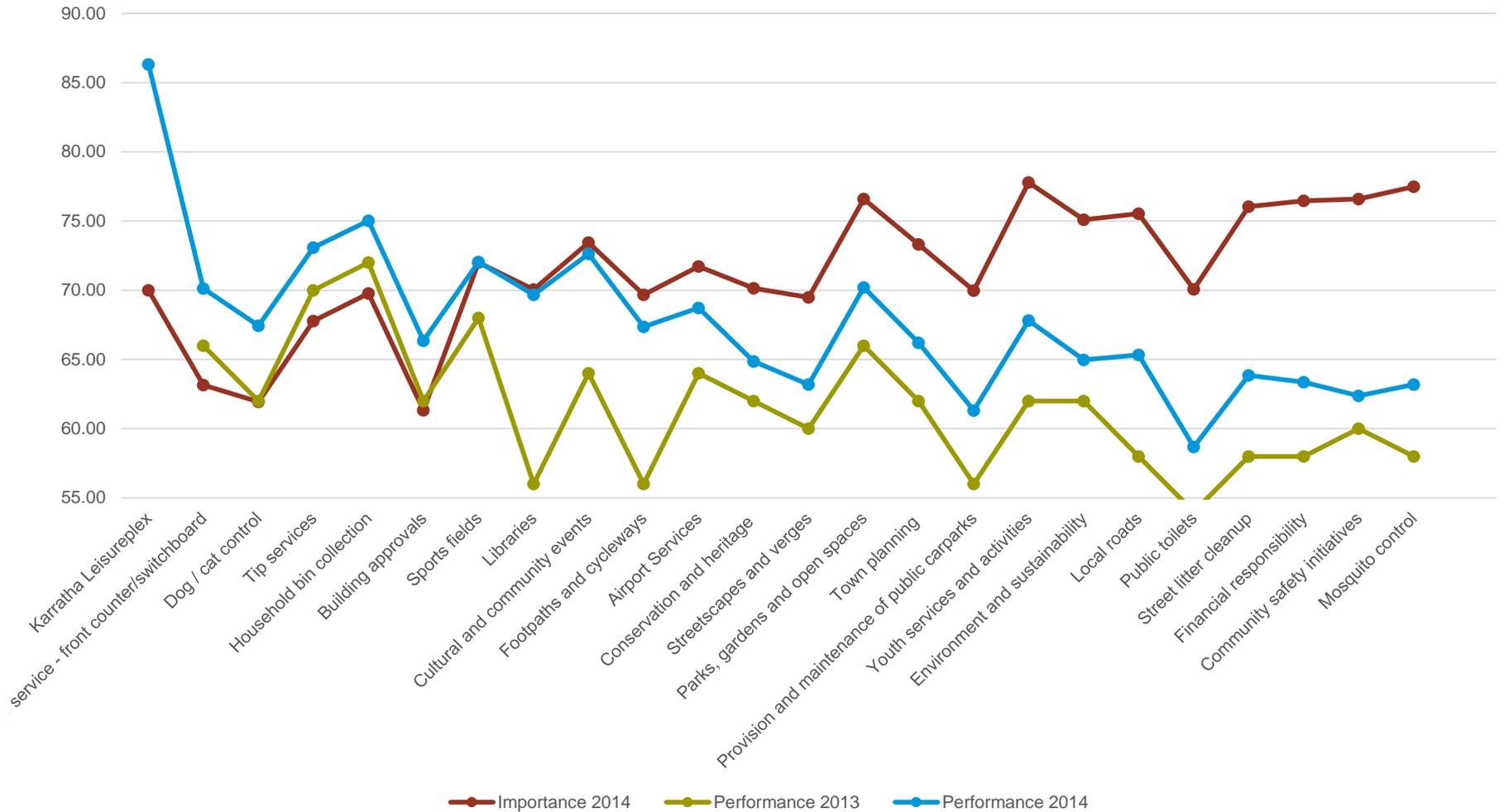
The top 5 performing services are:  
(out of 100)

1. Karratha Leisureplex	86
2. Household bin collection	75
3. Tip services	73
4. Cultural and community events	72.5
5. Sports fields	72

# Top performers



# Service gap analysis



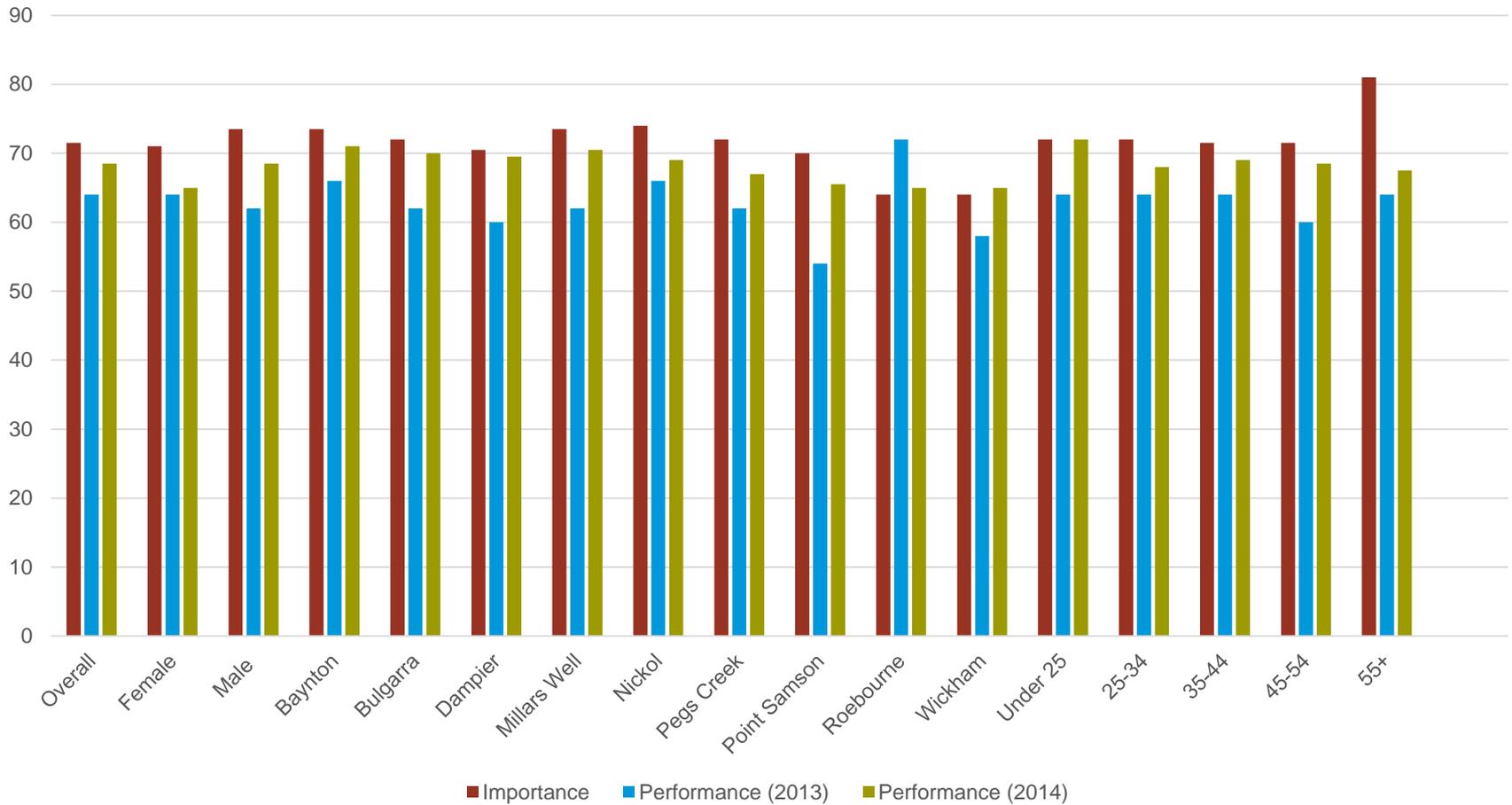
# Big improvers

The most improved services (by service gap):

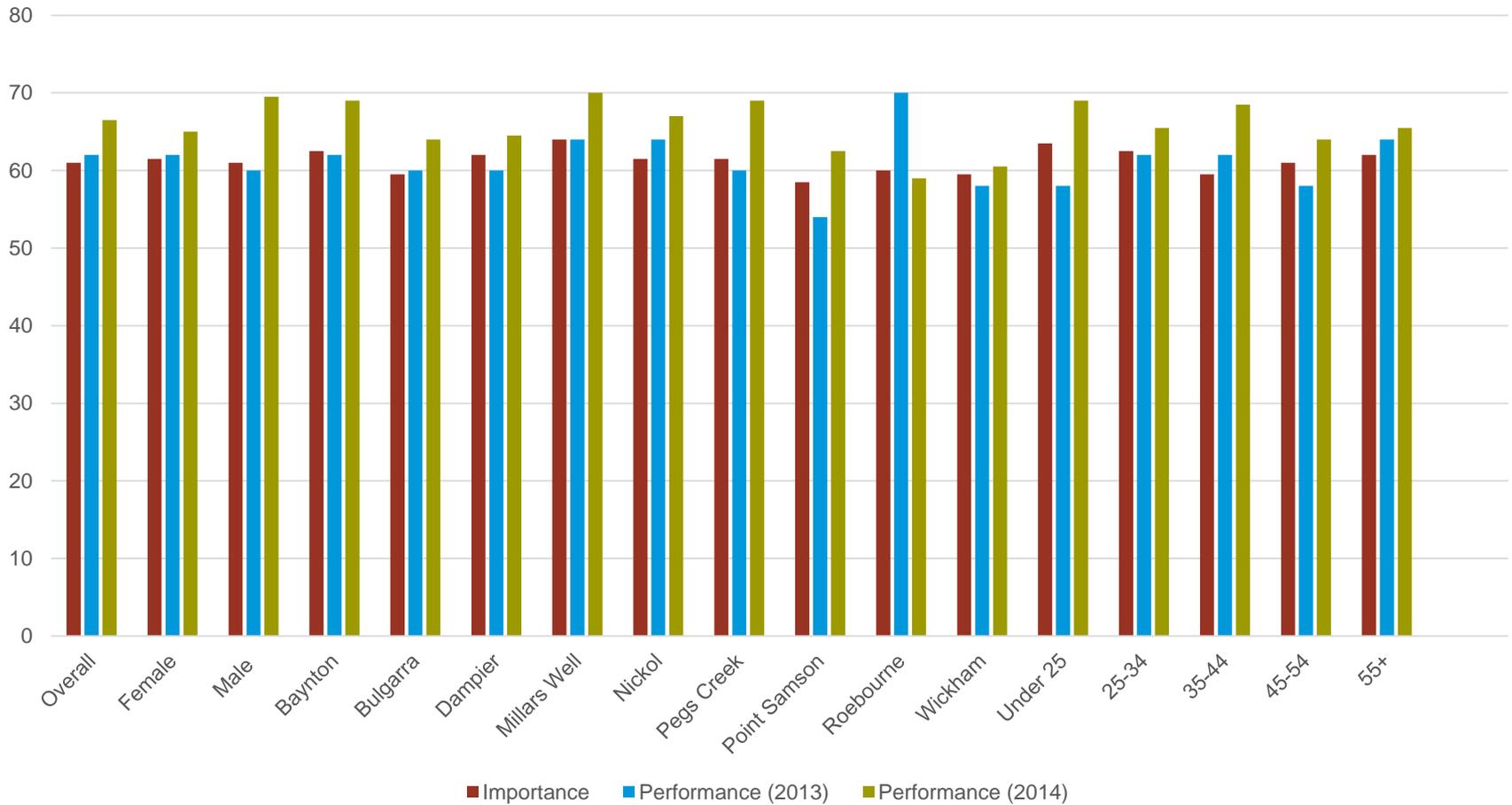
1. Footpaths and cycleways	+17.5
2. Libraries	+17.5
3. Sports fields	+10
4. Local roads	+10

All services improved their service gap between this year and last year

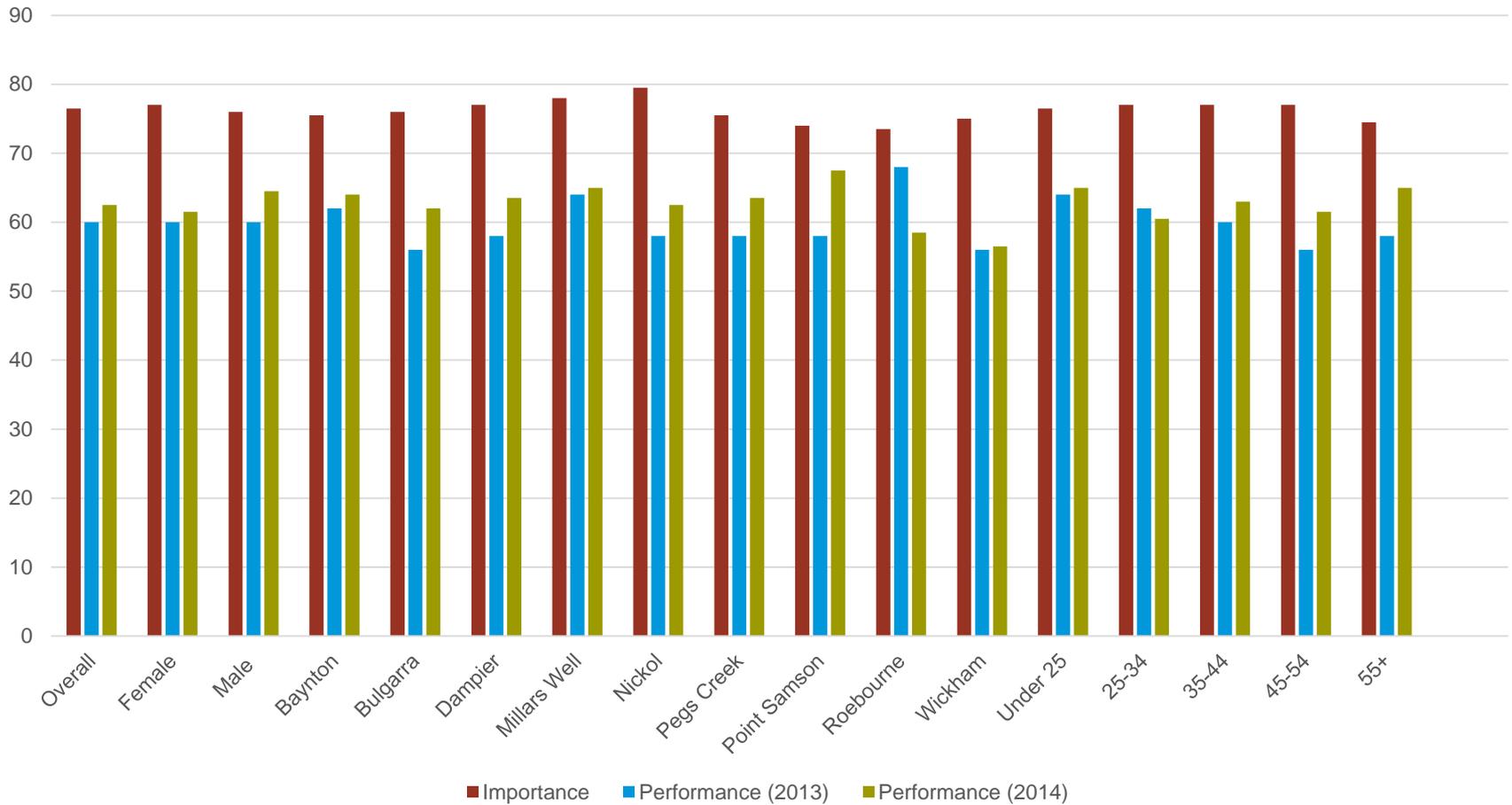
# Airport Services



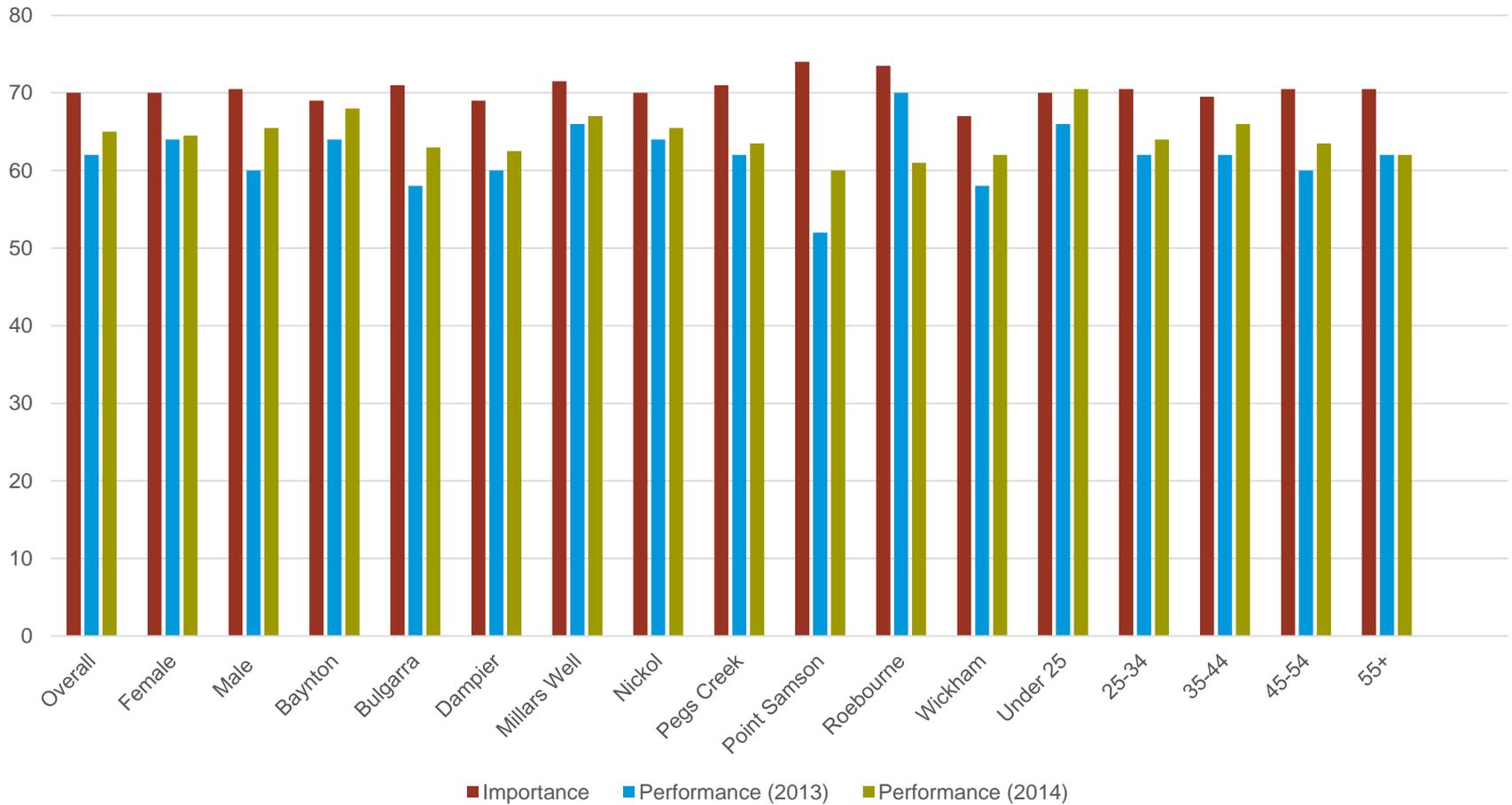
# Building Approvals



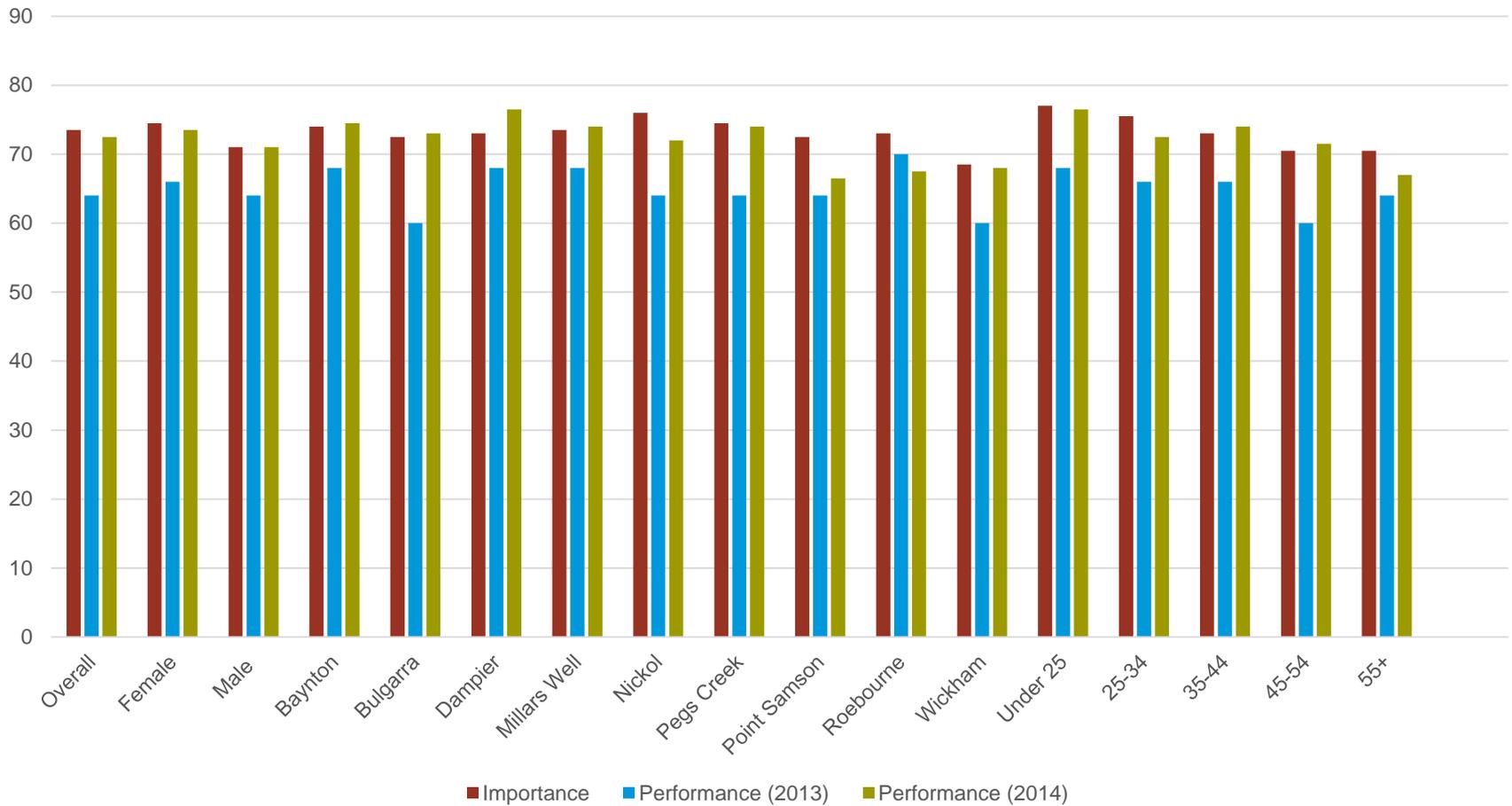
# Community Safety Initiatives



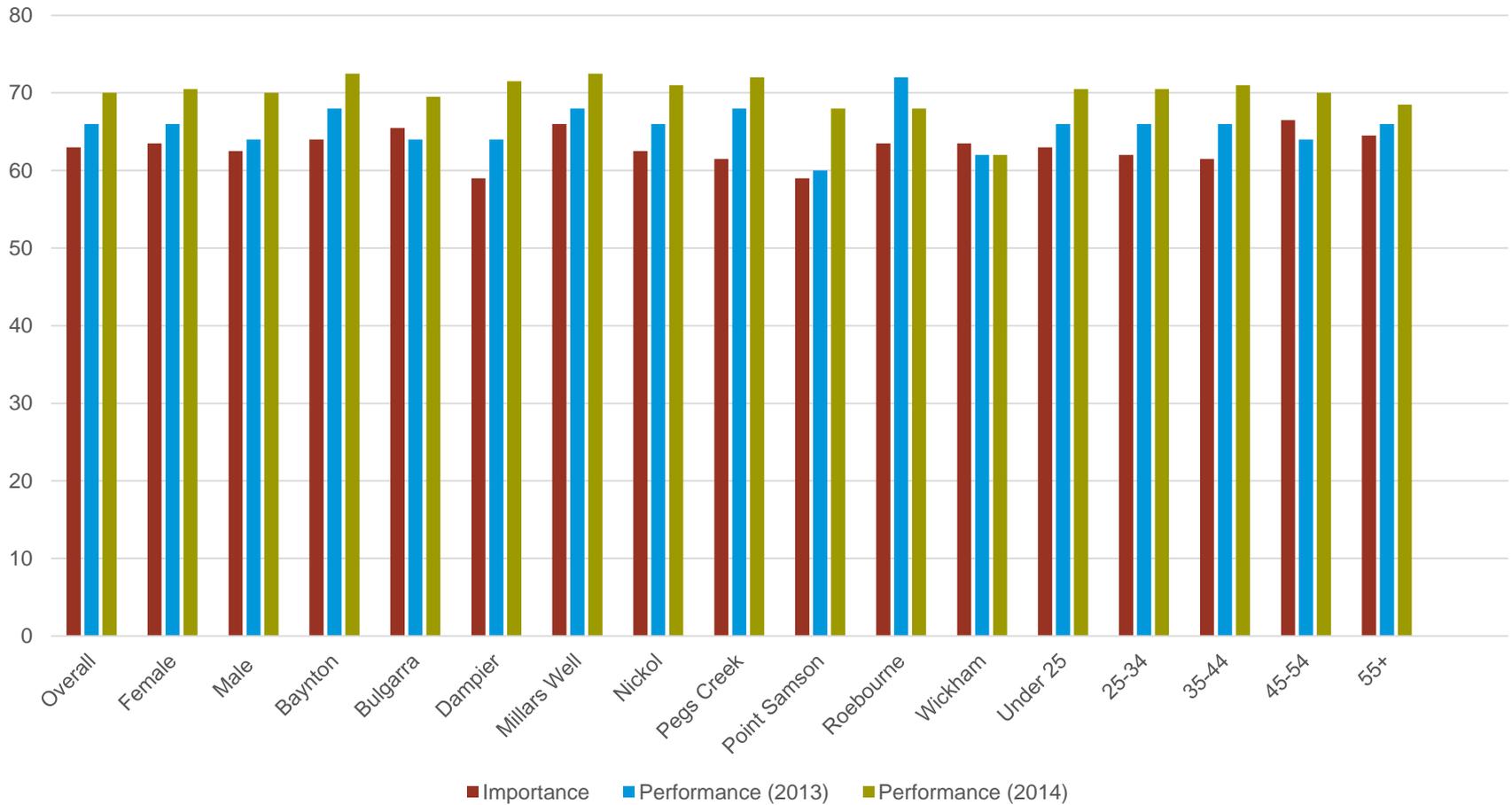
# Conservation and Heritage



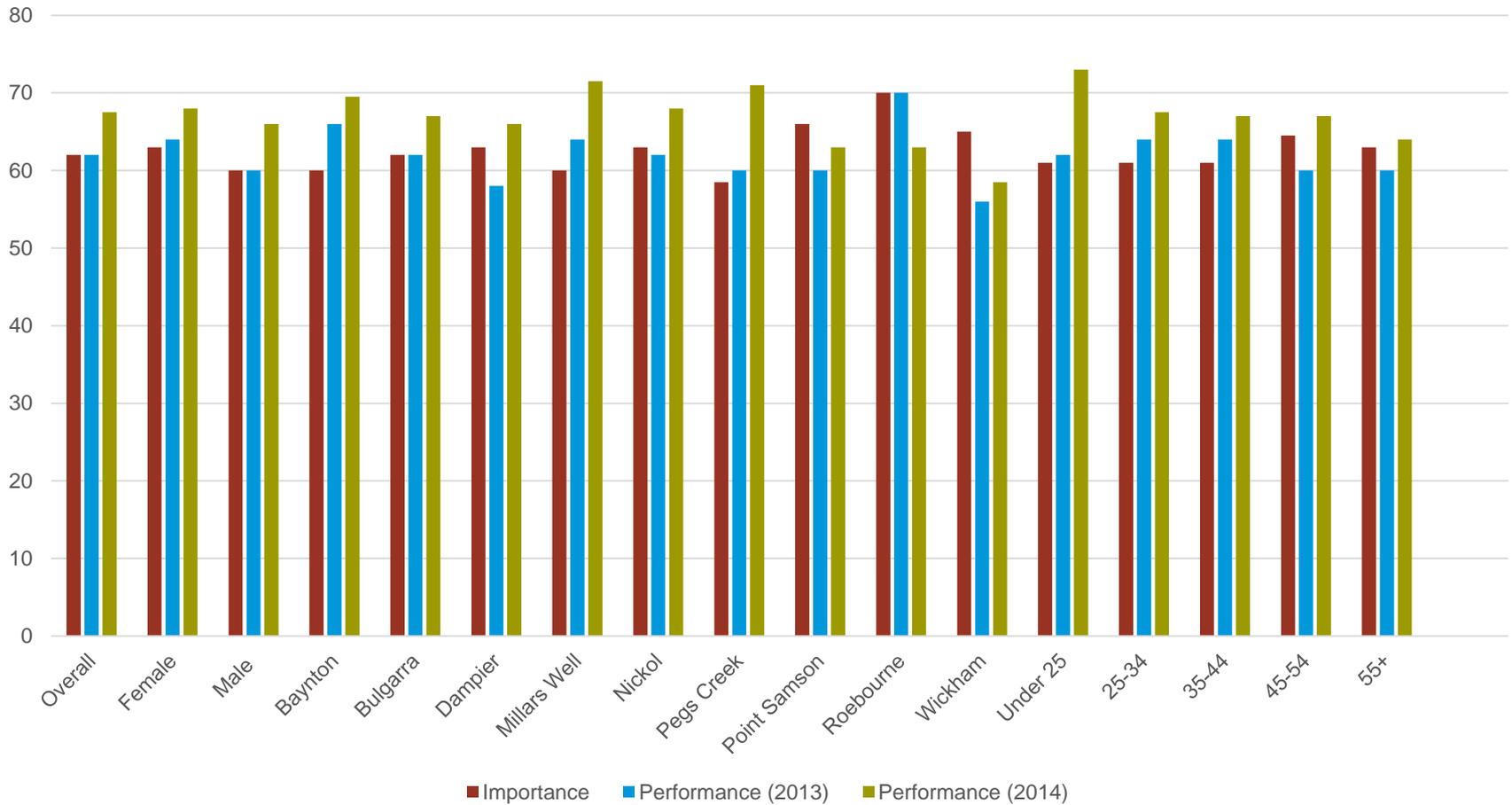
# Cultural and Community Events



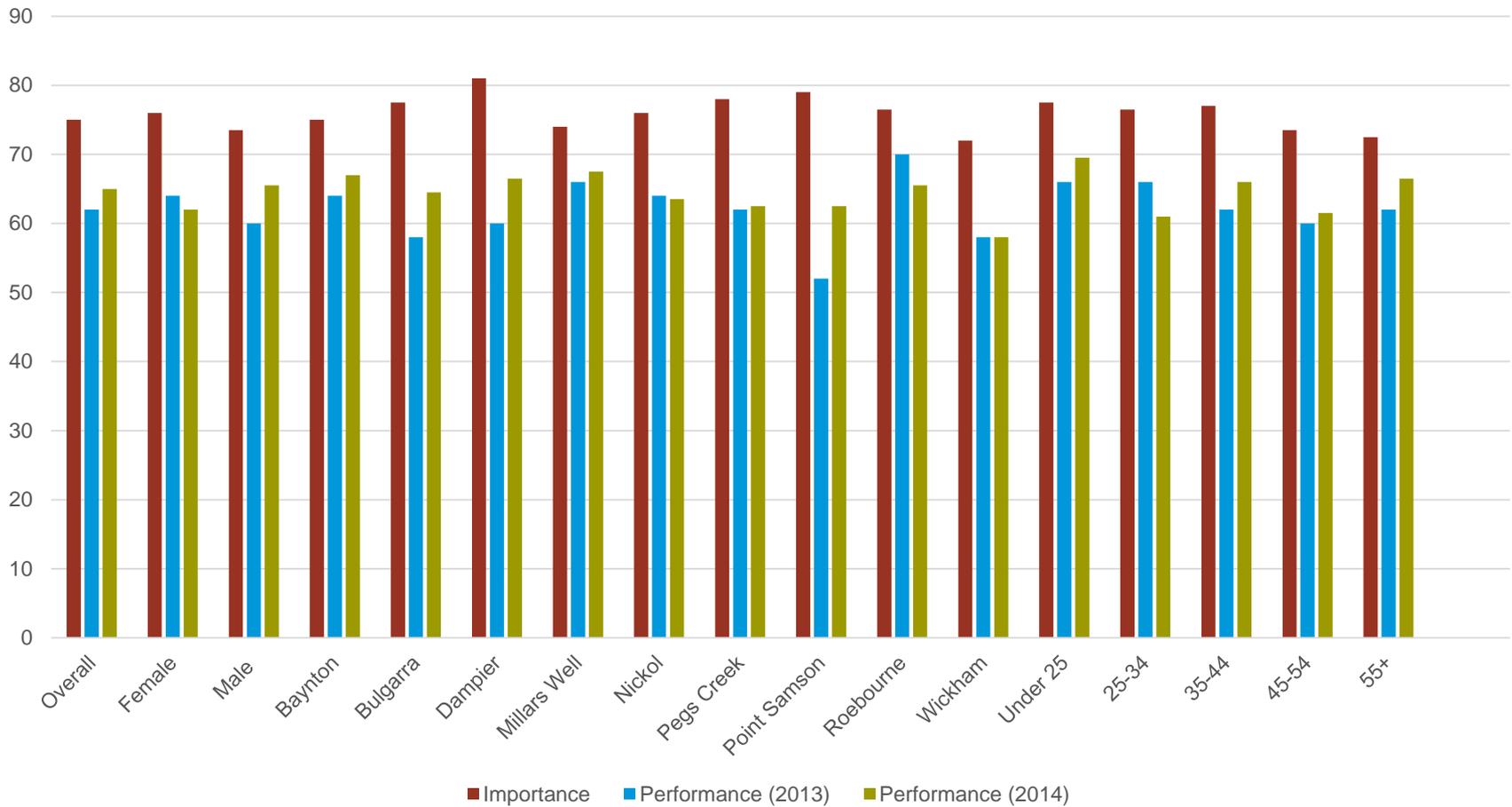
# Customer Service (Front Counter/Switchboard)



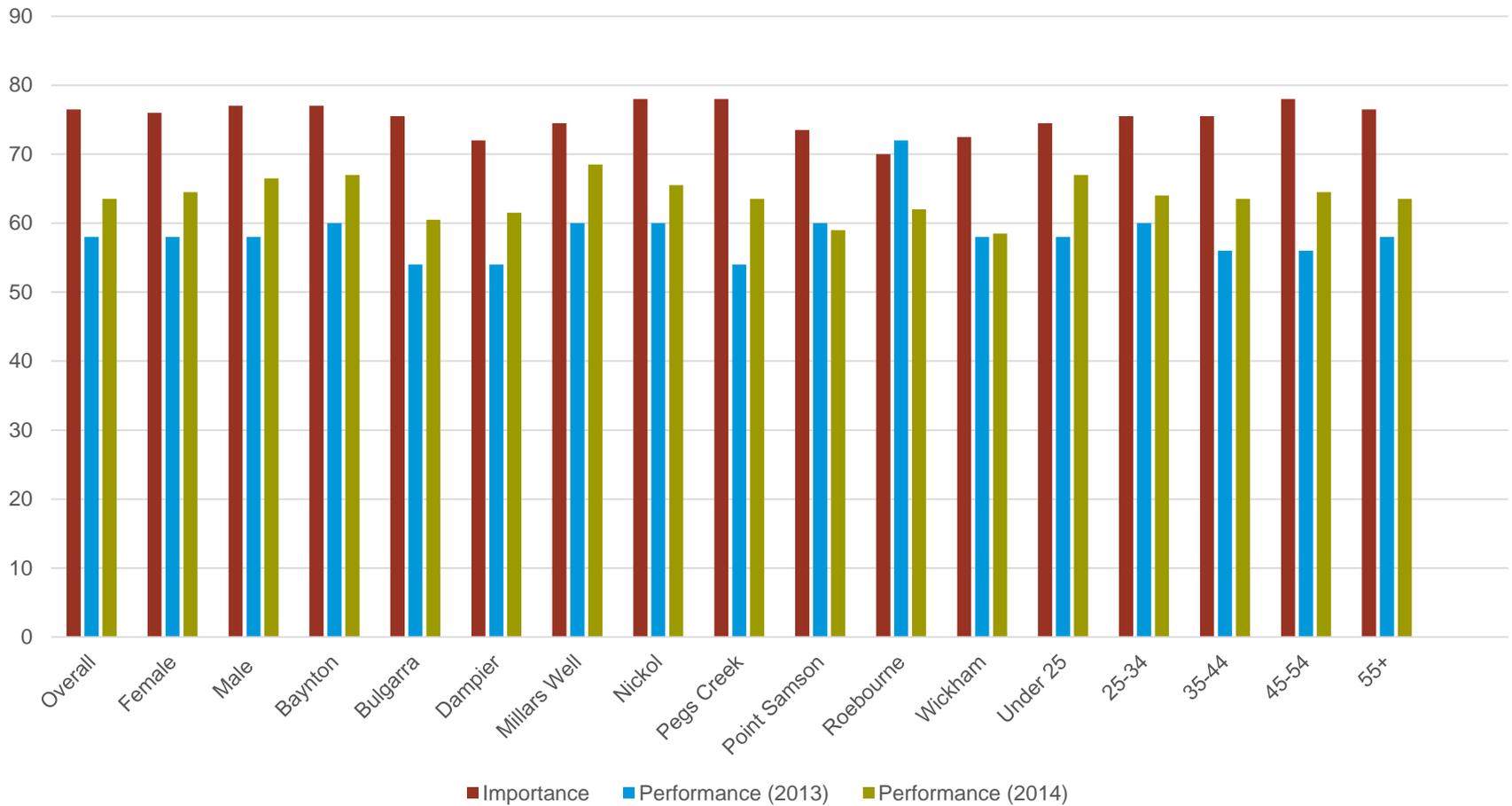
# Dog/Cat Control



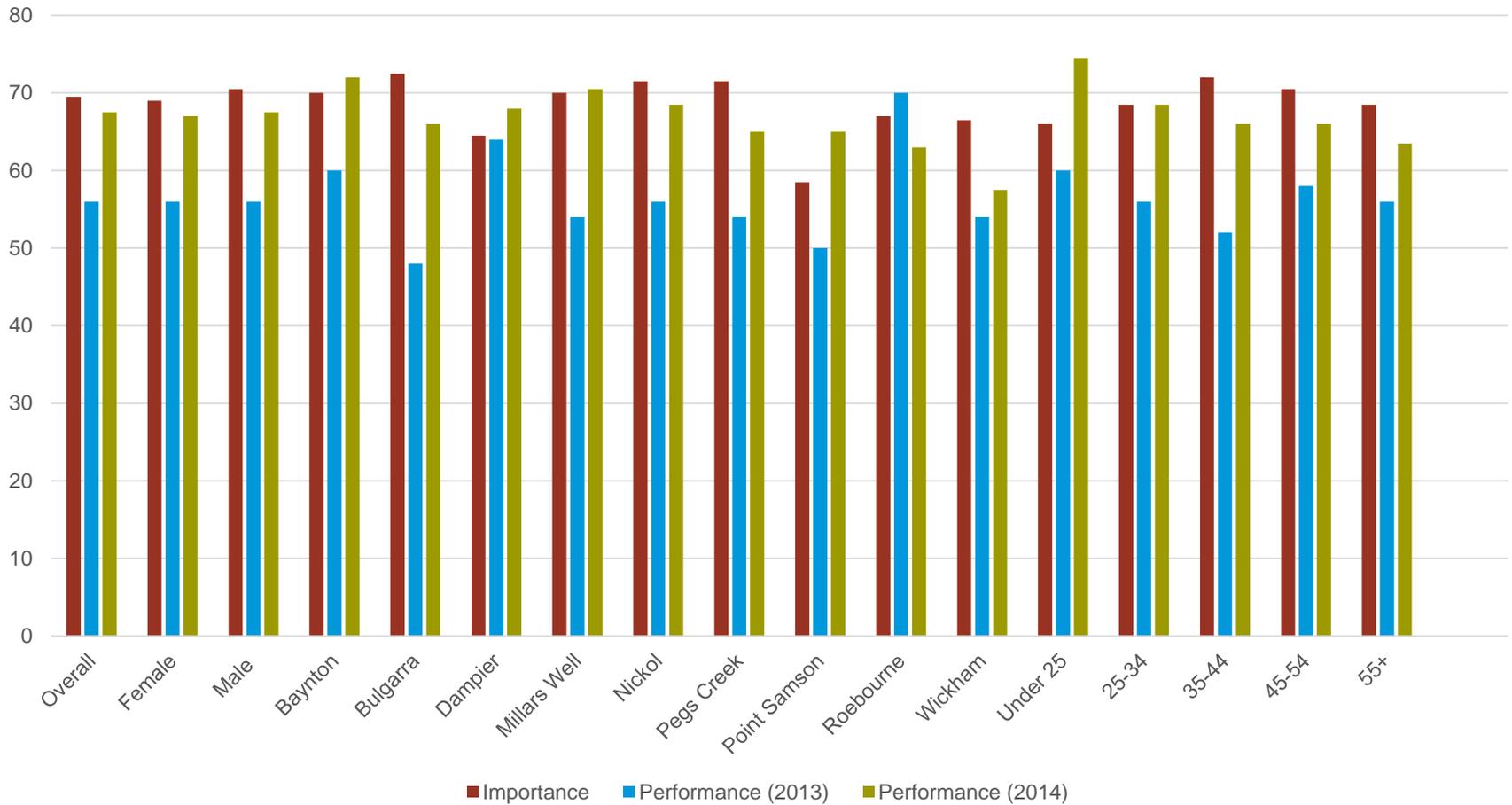
# Environment and Sustainability



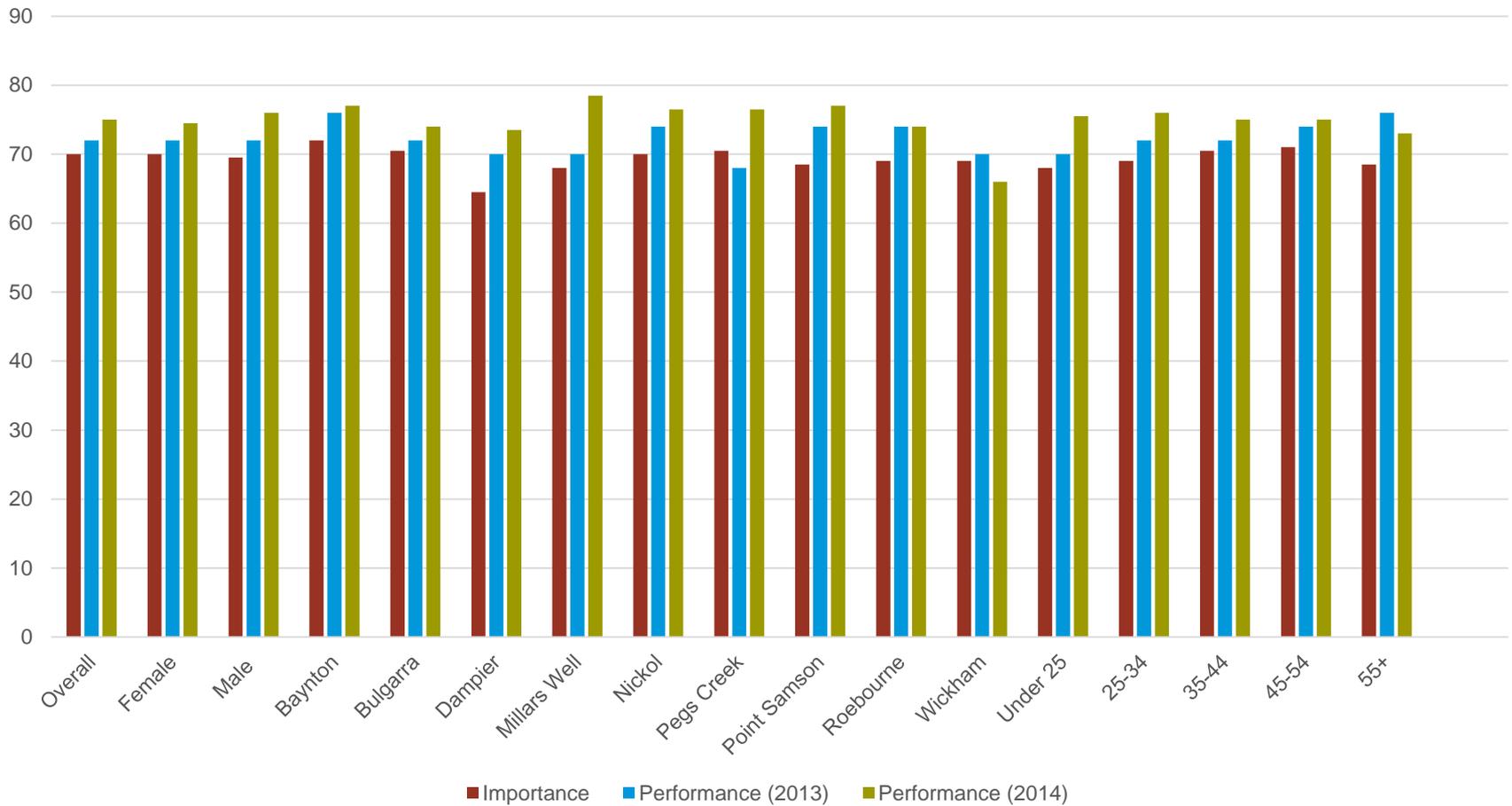
# Financial Responsibility



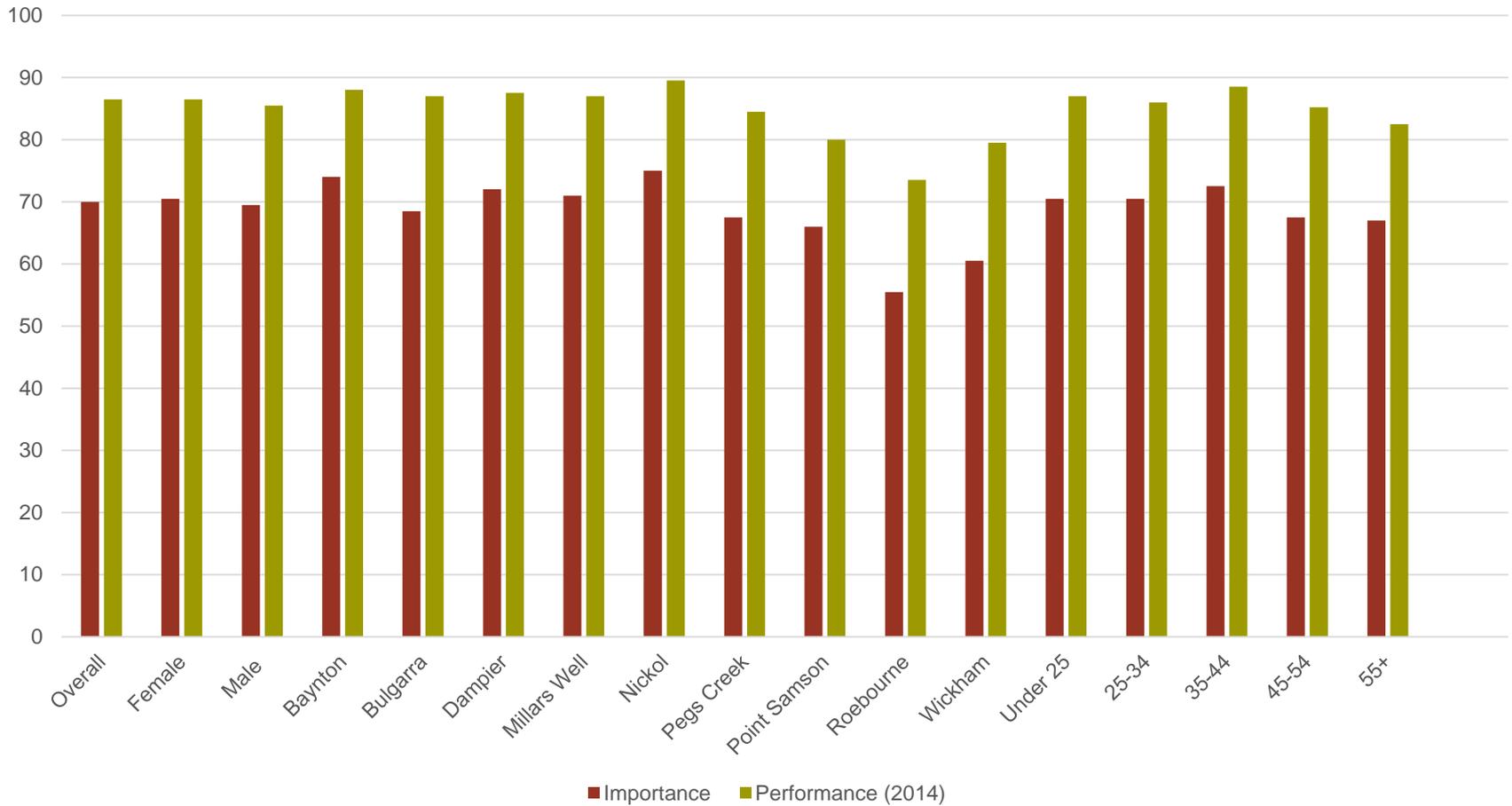
# Footpaths and Cycleways



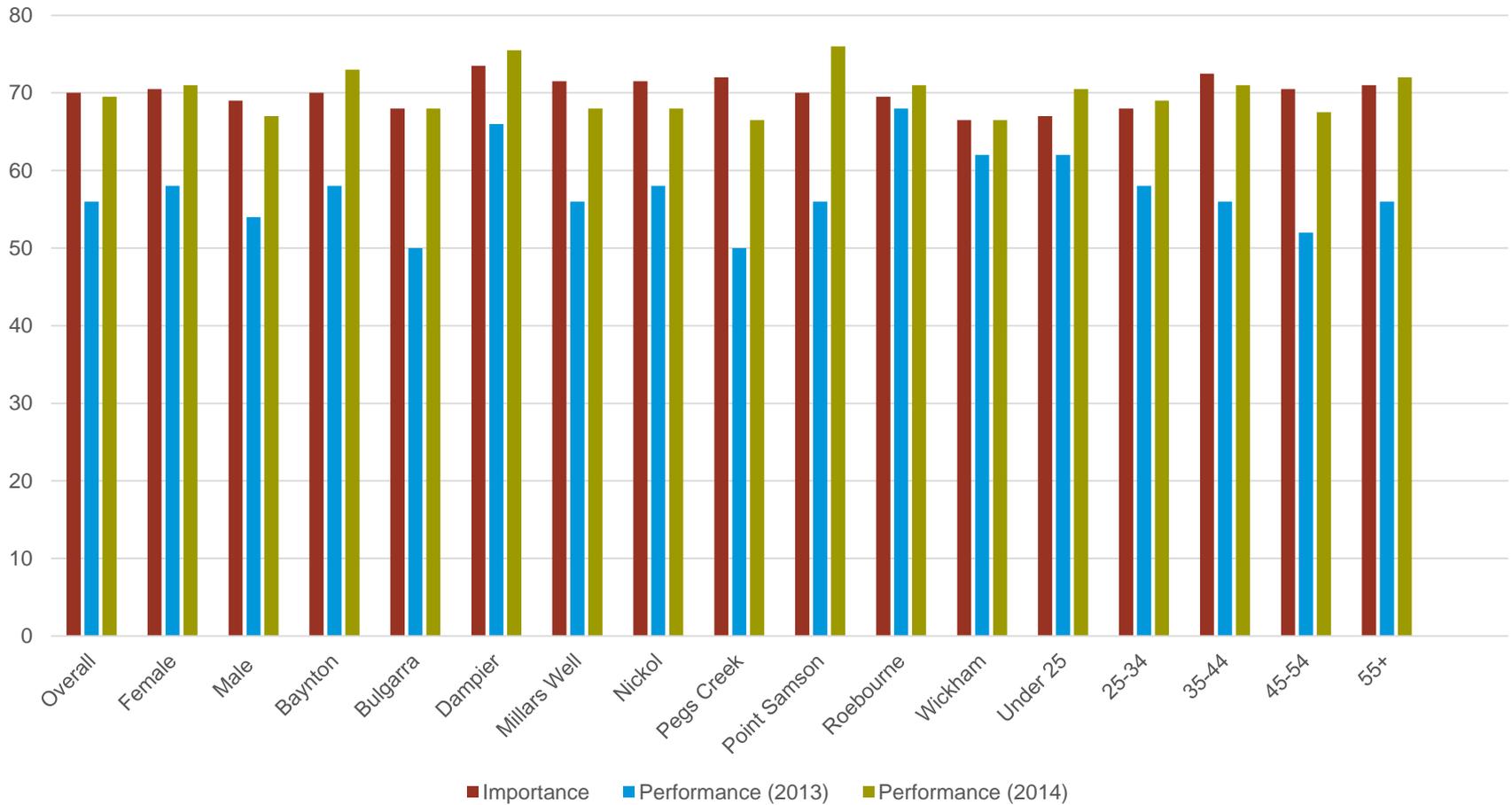
# Household Bin Collection



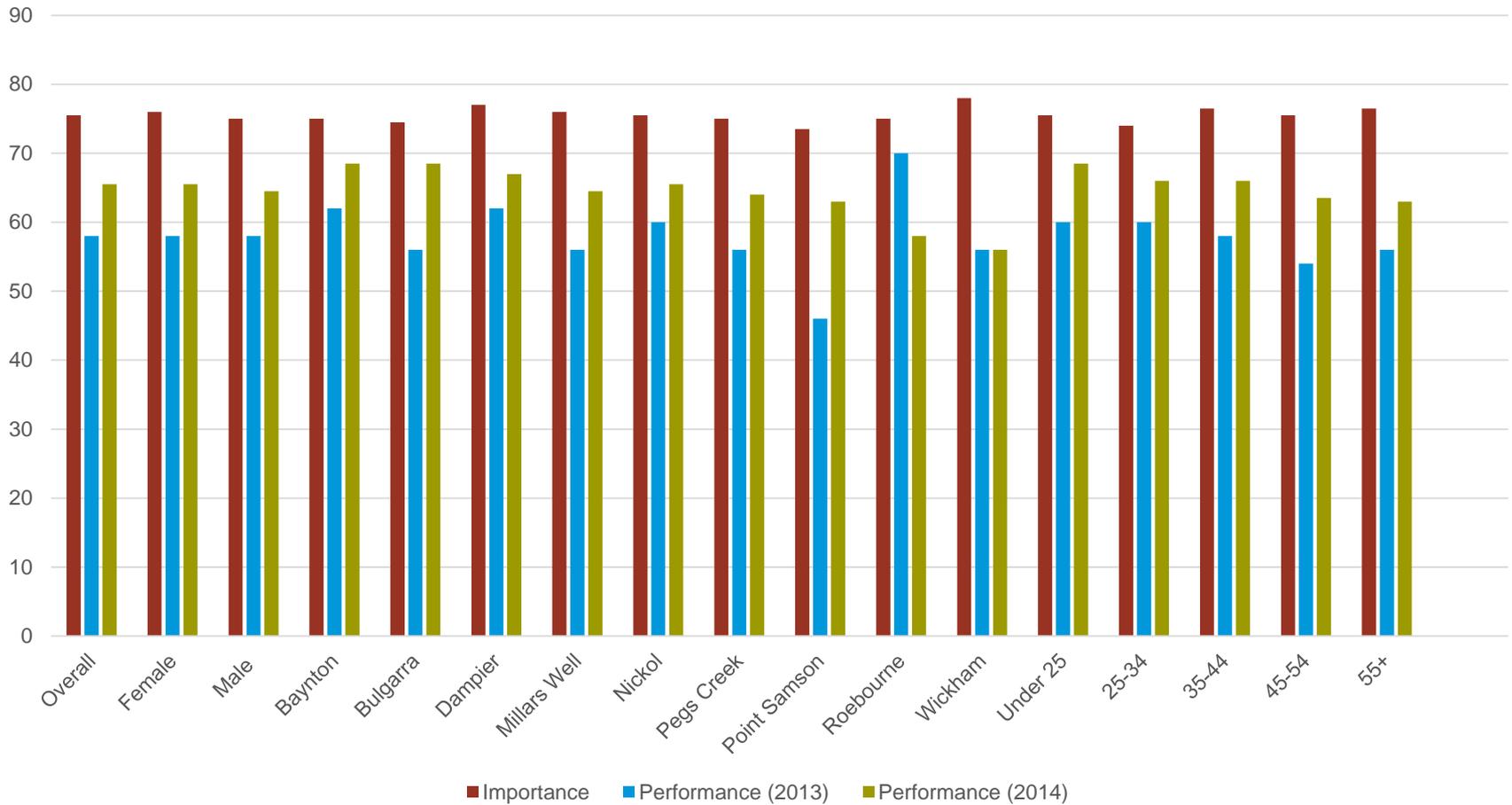
# Karratha Leisureplex



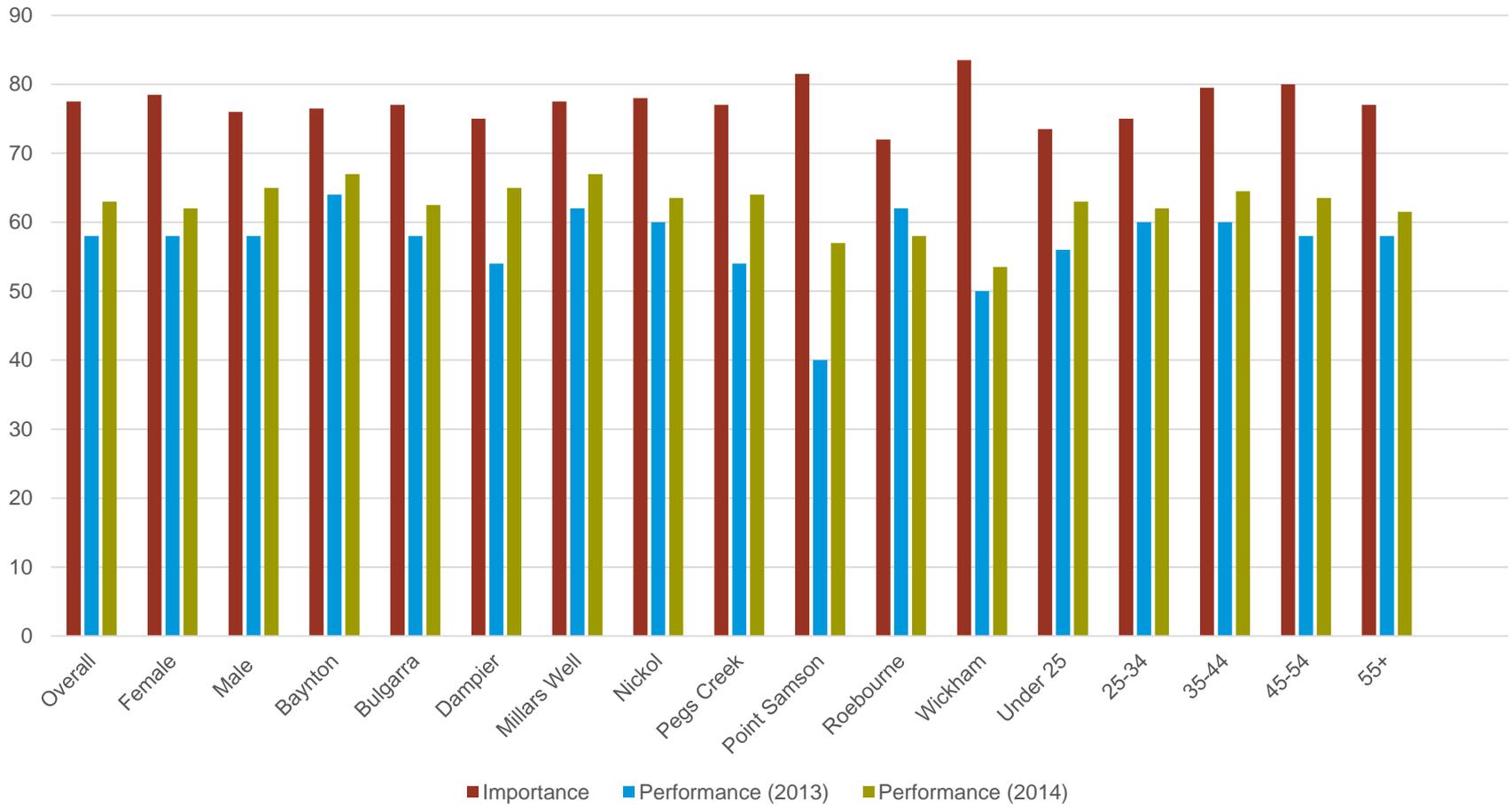
# Libraries



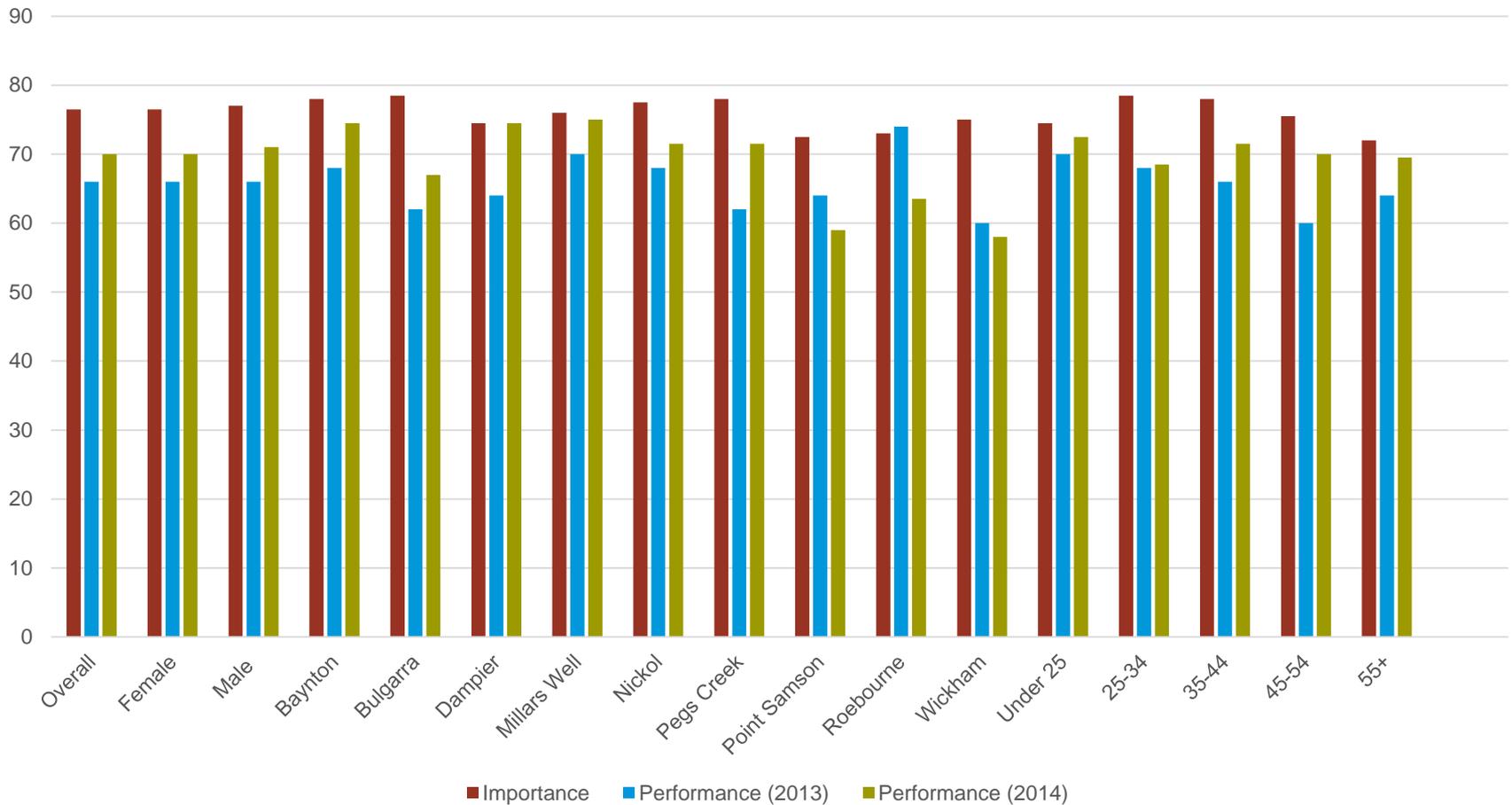
# Local Roads



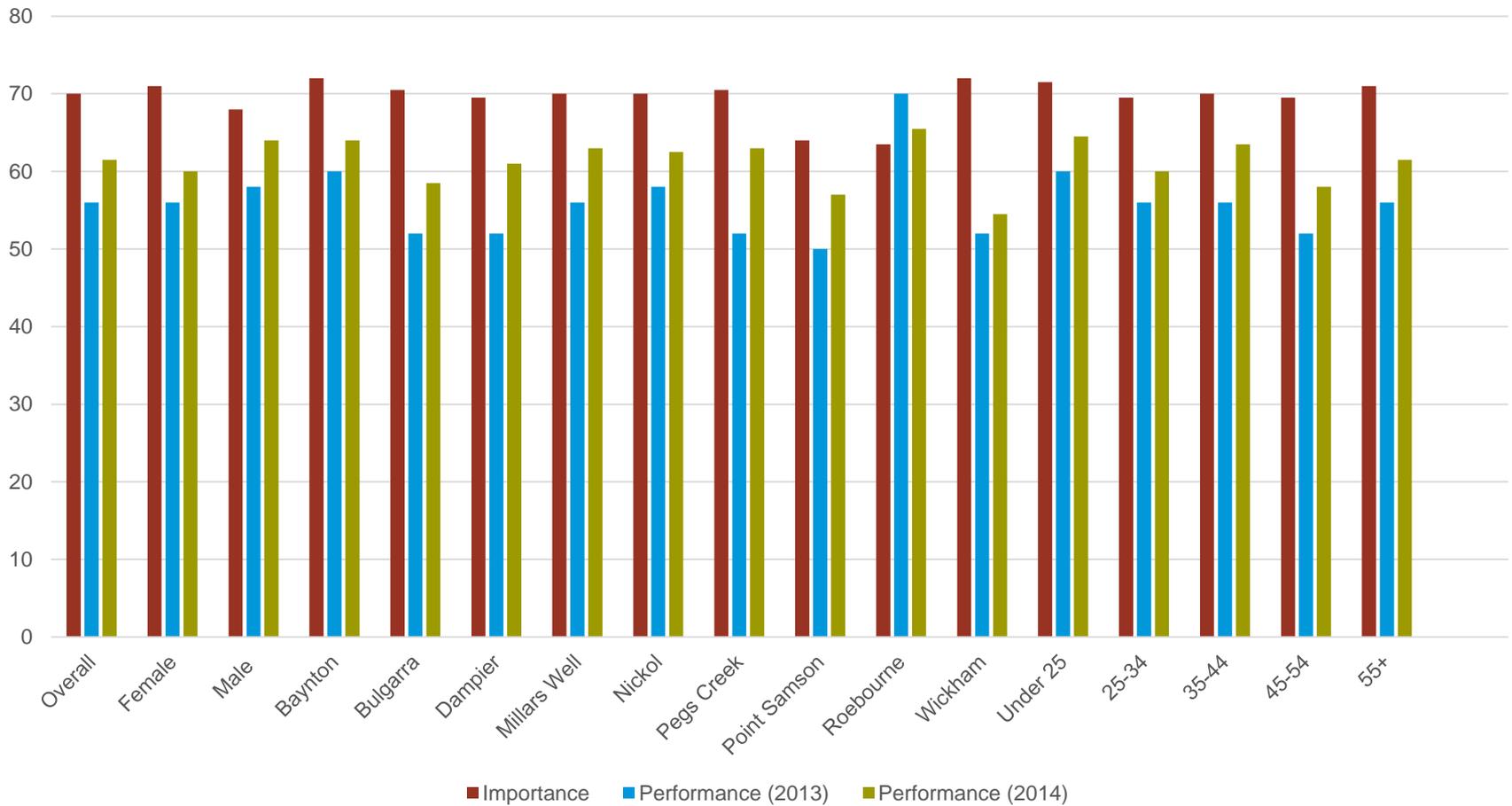
# Mosquito Control



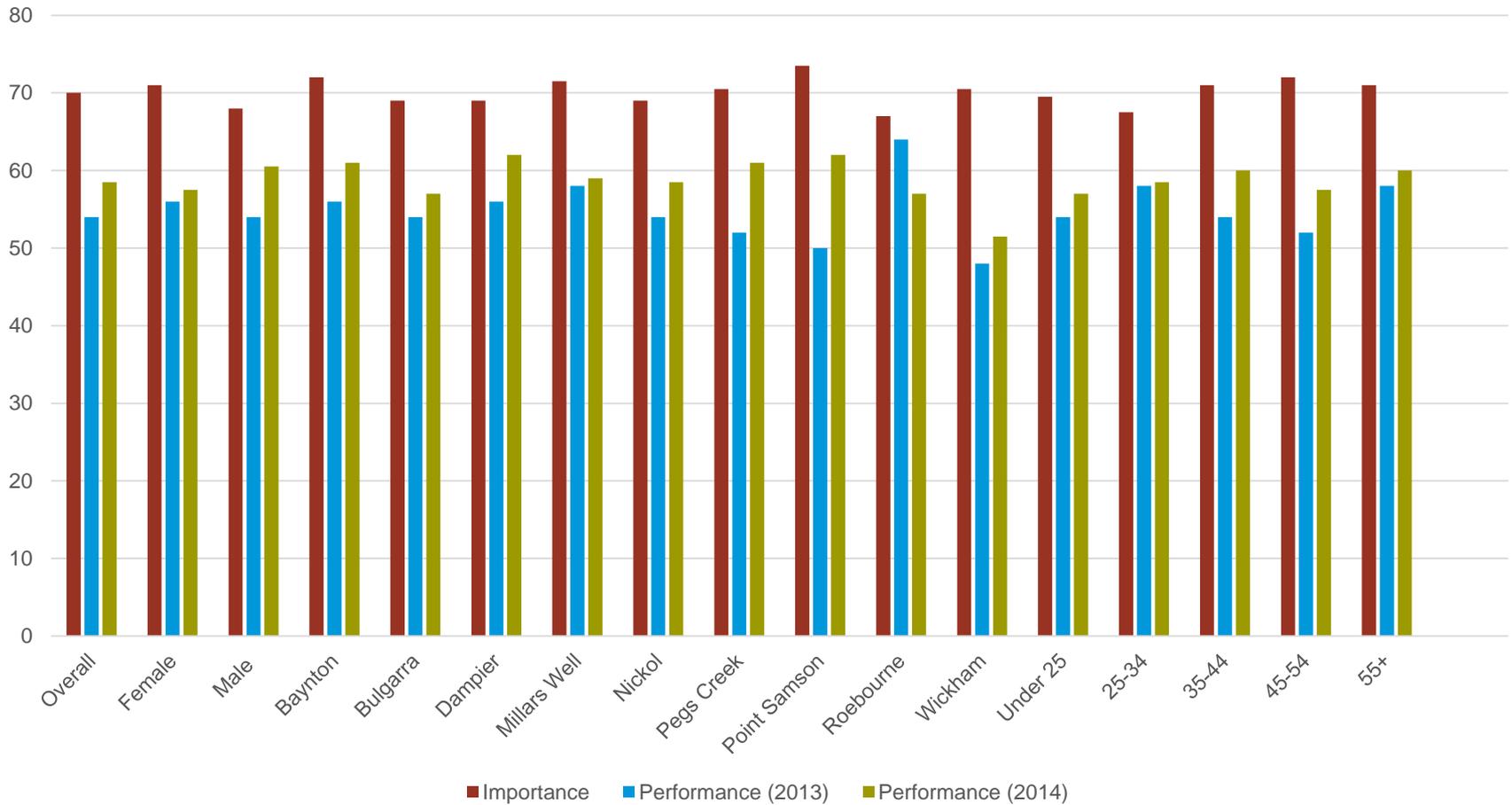
# Parks Gardens and Open Spaces



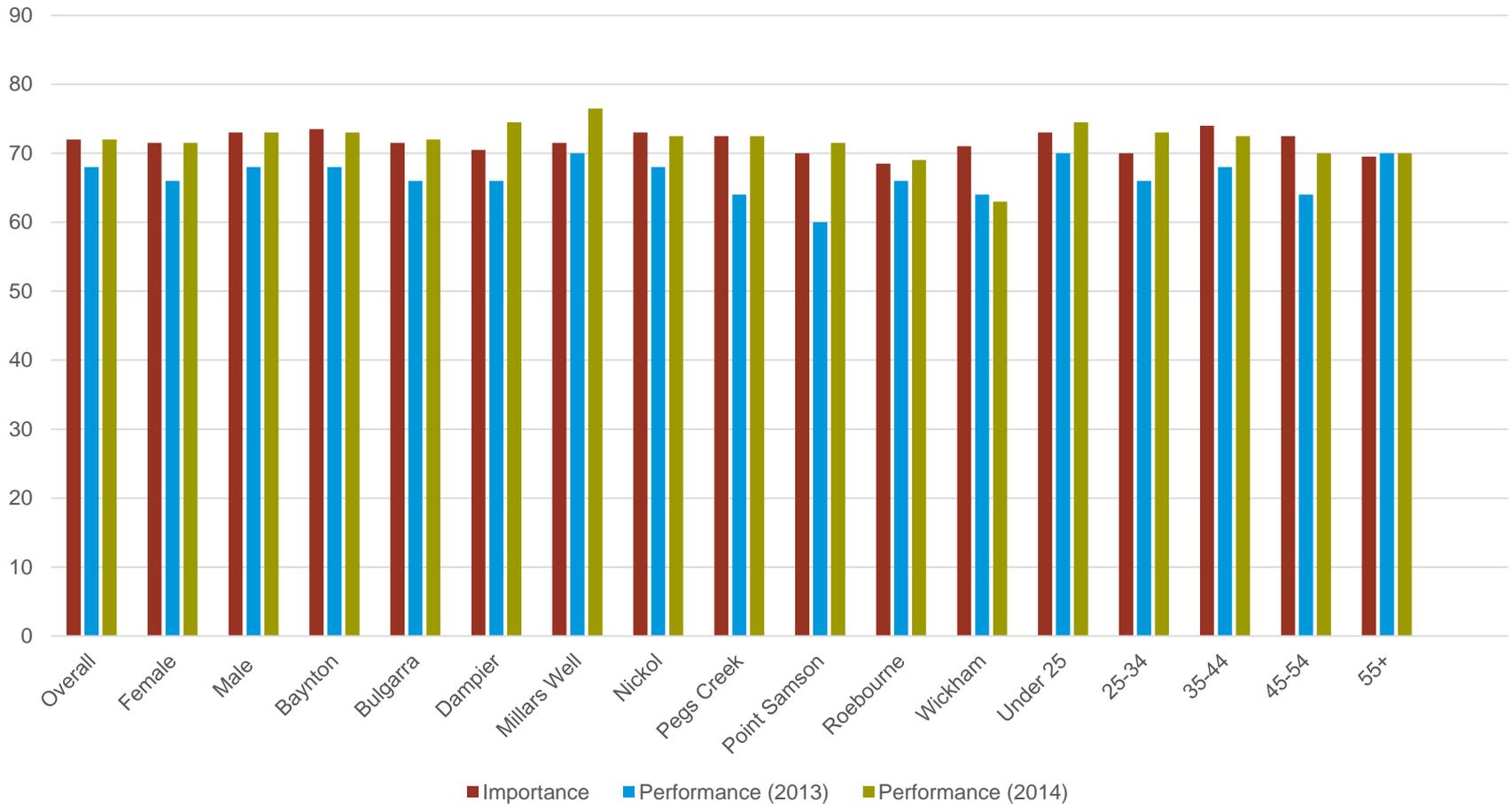
# Provision and Maintenance of Public Carpark



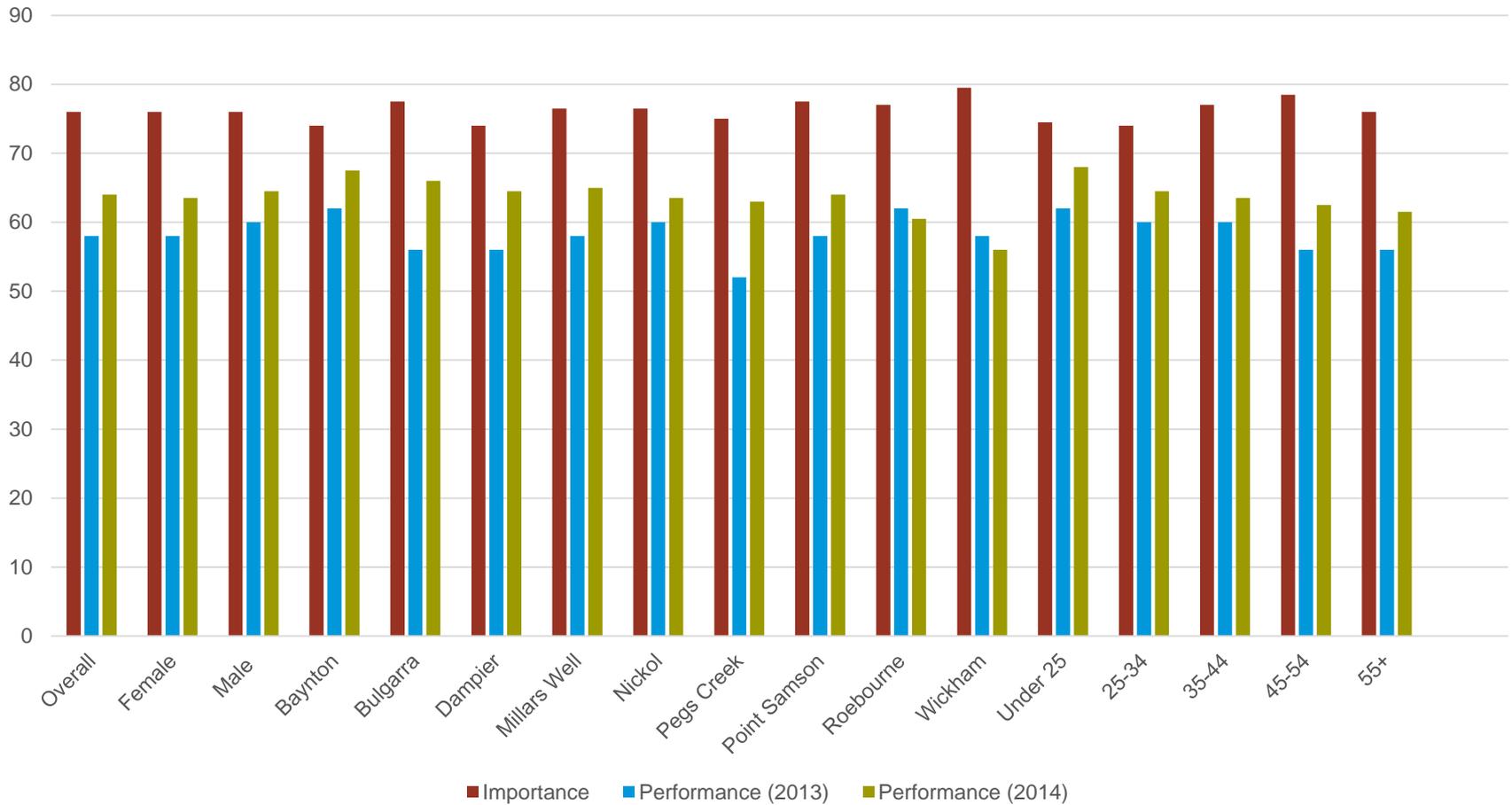
# Public Toilets



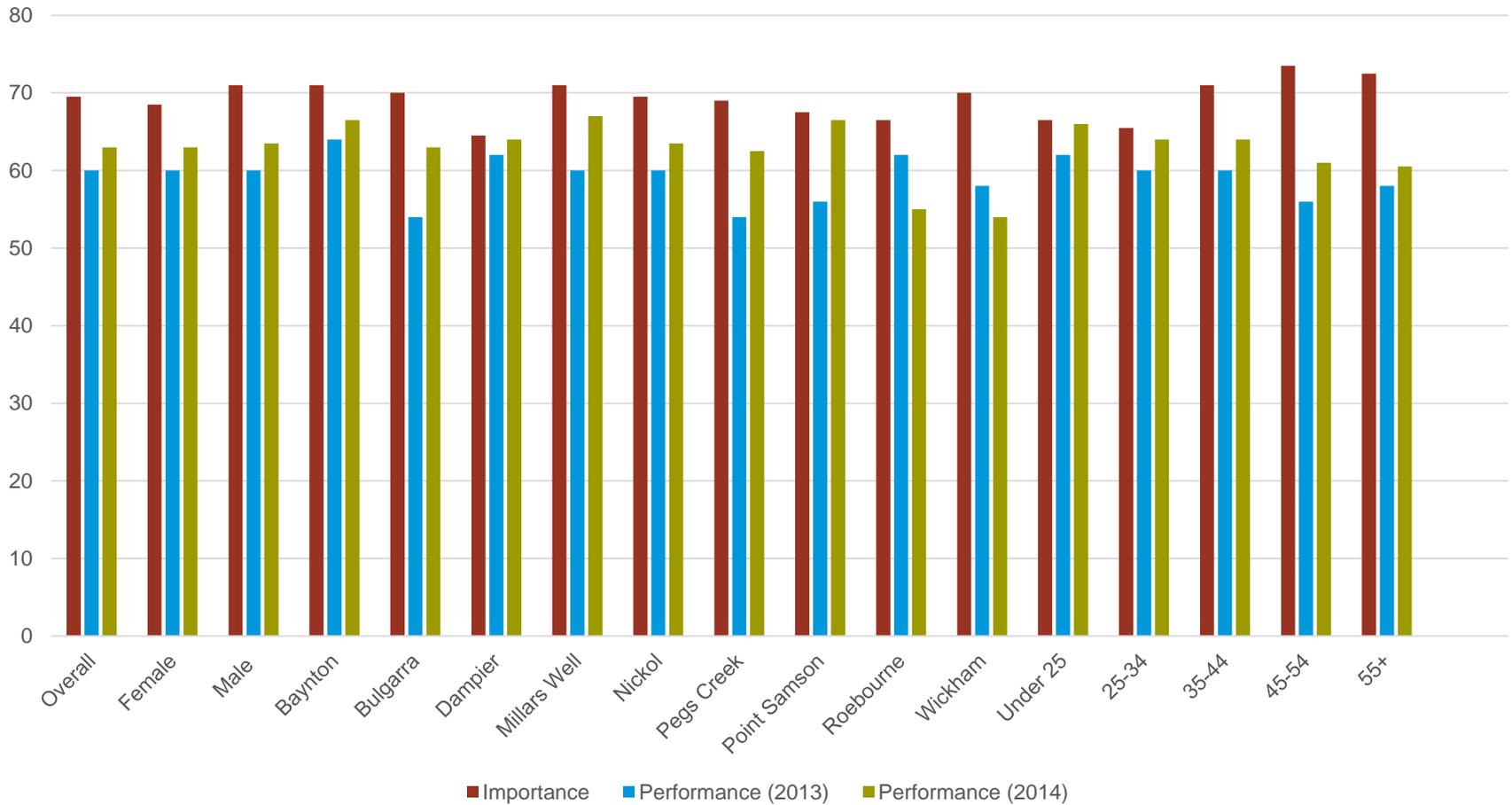
# Sports Fields



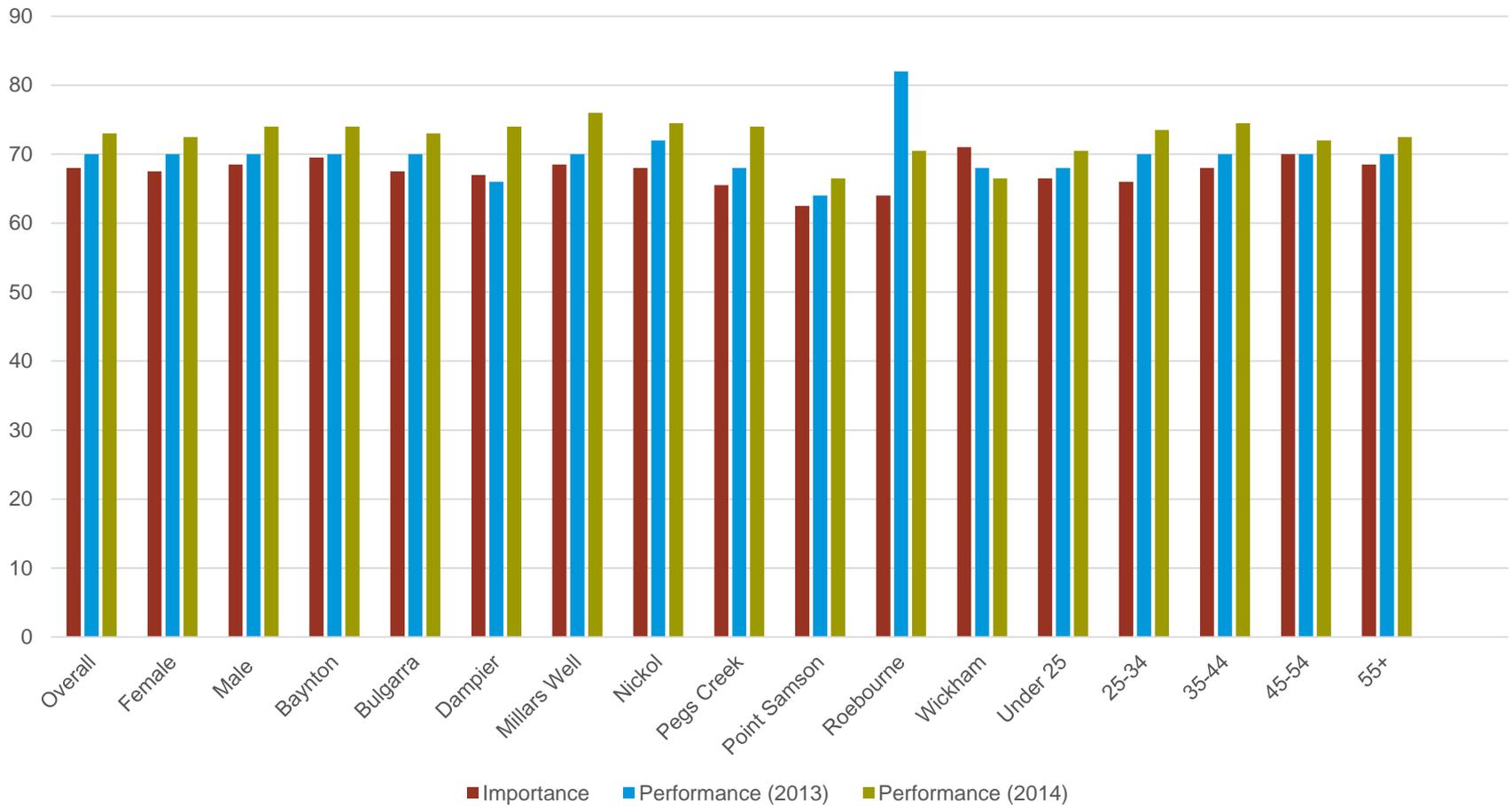
# Street Litter Cleanup



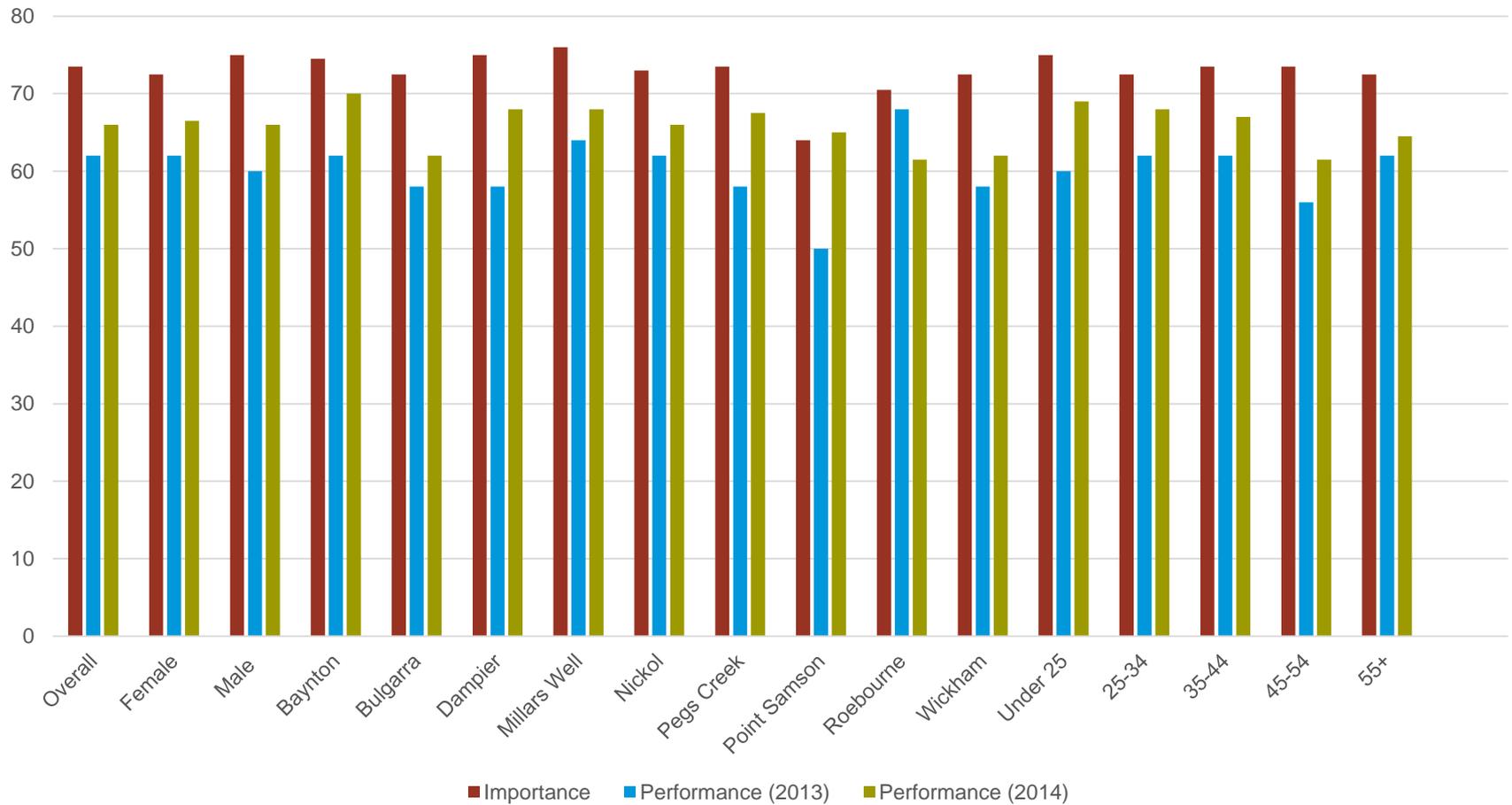
# Streetscapes and Verges



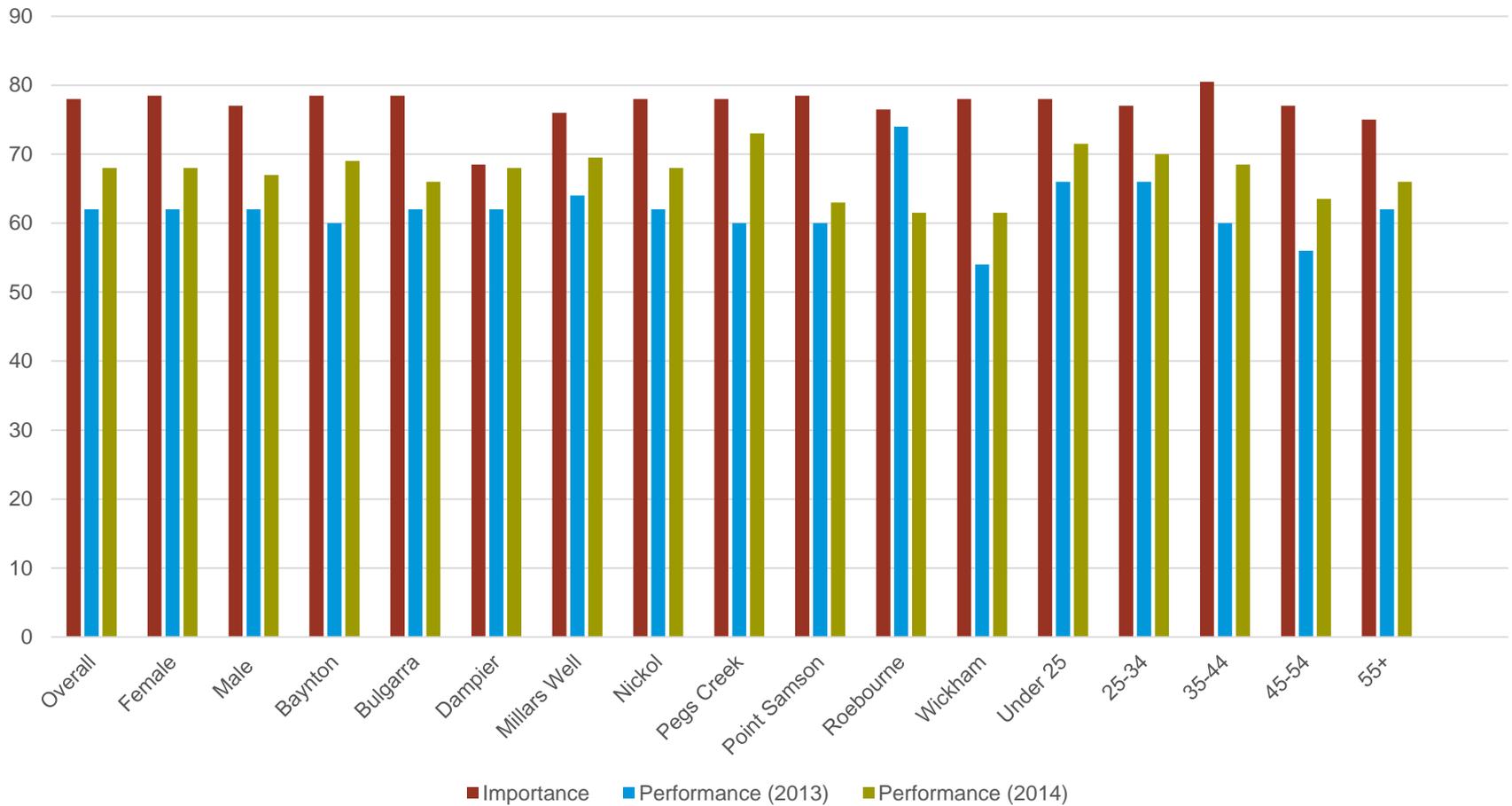
# Tip Services



# Town Planning



# Youth Services and Activities



# Fly-in, Fly-out (FIFO)

- Fly-in, Fly-out workers were not targeted in the 2014 community survey.
- Focus on the needs and satisfaction of local residents.
- Although the increase in responses went from 708 to 840 (an increase of nearly 140), the increase in responses from residents went from 618 to 840.
- The lack of FIFO responses is likely to have affected the shift in gender balance from the 2013 survey results.