



Your Shire Your Say

Shire of Coorow Community Survey – March 2014

We need your feedback.

It will help us with our planning and improving our performance.

Be in it to WIN a meal for 2 at your local restaurant/hotel to the value of \$75!

We want to make sure that the Shire's activities are representative of the needs and wants of the local community. The survey will help us to understand what you believe Council should be focusing on. The results will be analysed and will assist in the preparation of work programs and budgets over the next four years.

The community survey has been divided into the following sections.

- 1. General Information** – your overall perception of the Shire of Coorow's performance
- 2. Service Importance and Satisfaction** – the importance you attach to a range of services and how satisfied you are with the level of service provided by the Shire
- 3. Key Issues** – your opinion on a number of issues that will help us with our strategic planning
- 4. About You** – information about you such as age and gender so we can compare the profile of the survey respondents with the population profile. Please note that we do not link this information with individual respondents
- 5. Comments Section** – anything else you want to tell us

Estimated survey completion time: 10 minutes.

If you have any queries regarding the survey or the way in which it will be used, please contact Darren Friend, Chief Executive Officer on 9952 0100.

The survey closes at 4pm on 30th April 2014

We value your input – please take the time to complete this survey

Our Services at a Glance (see www.coorow.wa.gov.au for more detail)

Office of the Chief Executive Officer

Governance	
Governance, Advocacy and Collaboration Strategic and Corporate Planning Community Consultation and Engagement	Council Support Policies and Procedures

Deputy Chief Executive Officer/Corporate and Community Services

Administration Services	
Human Resource Management Customer Services	Information Technology Records Management
Finance Services	
Audit	Finance (accounts, rates etc)
Community Services	
Families and Children Youth Senior Citizens Libraries Community Resource Centres Bankwest Agency	Licensing Digital Radio Rebroadcast Arts and Culture Tourism Business Development

Works and Services

Infrastructure	
Roads Street Lighting Street Cleaning Drainage Footpaths	Parking Facilities Private Works Boat Ramps Leeman Aerodrome Plant and Fleet
Parks, Gardens, Ovals, Reserves and Public Open Space	
Ovals Foreshore Reserves	Parks and Gardens Townscaping

Regulatory Services

Recreational Facilities	
Sport Facilities (excluding ovals and pool)and Leeman Recreation Centre Coorow Swimming Pool	Halls Public Toilets
Ranger Services	
Animal Control Enforcement of local laws	Bushfire and Emergency Management
Waste Services	
Domestic and commercial collection	Leeman and Coorow landfills
Building and Town Planning	
Strategic Town Planning Planning Approvals Building Control	Staff Housing Administration Centre
Public Health	
Environmental Health and Food Premises Control	Medical and Immunisation Services
Natural Resource Management	
Natural Resource Management	Sustainability

Shire of Coorow Community Survey – February 2014

SECTION 1 – GENERAL INFORMATION

Living in the Shire

1. Compared to this time last year, would you say that your quality of life in the Shire of Coorow is now better, the same or worse? Please tick.

Better

Same

Worse

I didn't live here then

2. In general how do you rate the Shire of Coorow as a place to live?

Excellent

Good

Average

Poor

Very Poor

Don't Know

3. How long have you been living in the Shire of Coorow?

Less than 2

Years

Between 2 and 5

Years

Between 6 and 10

Years

Between 11 and 15

Years

More than 15

Years

4. Do you think you will be living in the Shire of Coorow 3 years from now?

Yes

No

Unsure

5. If there was one thing that the Shire of Coorow could do in the next twelve months to improve the liveability of the Shire of Coorow, what would it be?

SECTION 2 – SHIRE SERVICE IMPORTANCE AND PERFORMANCE

1. Using the scale of 1 to 5, where 1 is “not important at all” and 5 is “very important,” indicate how important you perceive the following *current* services are to residents in the Shire.

Please circle your selection.

	IMPORTANCE					
	Not Important At All	Unimportant	Neither Important Nor Unimportant	Important	Very Important	Don't Know
Community Engagement	1	2	3	4	5	6
Customer Services (including licensing and Bankwest agency services)	1	2	3	4	5	6
Families and Children	1	2	3	4	5	6
Youth	1	2	3	4	5	6
Senior Citizens	1	2	3	4	5	6
Libraries	1	2	3	4	5	6
Arts and Culture	1	2	3	4	5	6
Tourism	1	2	3	4	5	6
Business Development	1	2	3	4	5	6
Roads	1	2	3	4	5	6
Street Lighting	1	2	3	4	5	6
Street Cleaning	1	2	3	4	5	6
Drainage	1	2	3	4	5	6
Footpaths	1	2	3	4	5	6
Parking Facilities	1	2	3	4	5	6
Boat Ramps	1	2	3	4	5	6
Leeman Aerodrome	1	2	3	4	5	6
Foreshore Reserves	1	2	3	4	5	6
Parks & Gardens	1	2	3	4	5	6
Townscaping	1	2	3	4	5	6
Sport Facilities (excluding ovals and pool) and Leeman Recreation Centre	1	2	3	4	5	6
Ovals	1	2	3	4	5	6
Coorow Swimming Pool	1	2	3	4	5	6
Halls	1	2	3	4	5	6
Public Toilets	1	2	3	4	5	6
Animal Control	1	2	3	4	5	6
Enforcement of local laws	1	2	3	4	5	6
Bushfire and Emergency Management	1	2	3	4	5	6
Domestic and Commercial Waste Collection	1	2	3	4	5	6
Leeman and Coorow Landfills	1	2	3	4	5	6
Planning approvals & Building licences	1	2	3	4	5	6
Environmental Health & Food Premises Control	1	2	3	4	5	6
Medical & Immunisation Services	1	2	3	4	5	6
Natural Resource Management	1	2	3	4	5	6
Sustainability	1	2	3	4	5	6

2. Using the scale of 1 to 5, where 1 is “very poor performance” and 5 is “excellent performance” indicate how satisfied you are with the performance of the Shire in the following service areas.

	PERFORMANCE					
	Very Poor	Poor	Fair	Good	Excellent	Don't Know
Community Engagement	1	2	3	4	5	6
Customer Services (including licensing and Bankwest agency services)	1	2	3	4	5	6
Families and Children	1	2	3	4	5	6
Youth	1	2	3	4	5	6
Senior Citizens	1	2	3	4	5	6
Libraries	1	2	3	4	5	6
Arts and Culture	1	2	3	4	5	6
Tourism	1	2	3	4	5	6
Business Development	1	2	3	4	5	6
Roads	1	2	3	4	5	6
Street Lighting	1	2	3	4	5	6
Street Cleaning	1	2	3	4	5	6
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Halls	1	2	3	4	5	6
Public Toilets	1	2	3	4	5	6
Animal Control	1	2	3	4	5	6
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Medical & Immunisation Services	1	2	3	4	5	6
Natural Resource Management	1	2	3	4	5	6
Sustainability	1	2	3	4	5	6

3. How would you rate the overall performance of the Shire of Coorow? Please rate this using the same scale as before.

OVERALL PERFORMANCE					
Very Poor	Poor	Fair	Good	Excellent	Don't Know
1	2	3	4	5	6

SECTION 3 – KEY ISSUES

To assist us with strategic planning priorities, please complete questions relating to key issues from our Strategic Community Plan. Please circle or tick your selection.

1. How safe do you feel when you are outside and alone in a public places in your community?
Using the scale of 1 to 5, where 1 is “*very unsafe*” and 5 is “*very safe*,” indicate how safe you feel.

Very unsafe	Unsafe	Neither Safe Nor Unsafe	Safe	Very Safe	Don't Know
1	2	3	4	5	6

2. Did you do voluntary work through an organisation or group in the last 12 months?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

3. Did you do at least 30 minutes of moderate physical activity at least five times in the last week?
(Moderate physical activity includes activities which make you breathe harder or puff such as: walking for exercise, vigorous gardening or heavy work around the yard, jogging, cycling, aerobics, sport etc)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

4. Did you recycle at least 50% of your recyclable household waste last month?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

5. How satisfied are you with the Shire of Coorow’s communications?

Very Dissatisfied	Unsatisfied	Fairly Satisfied	Satisfied	Very Satisfied	Don't Know
1	2	3	4	5	6

6. How satisfied are you with the way the Shire of Coorow provides opportunities for your voice to be heard on issues that are important to you?

Very Dissatisfied	Unsatisfied	Fairly Satisfied	Satisfied	Very Satisfied	Don't Know
1	2	3	4	5	6

SECTION 4 – ABOUT YOU

To assist us in analysing this survey, please answer the following questions about yourself. Please note that we do not link this information with individual respondents.

Please tick your selection.

1. Which of the following age groups do you fit into? (Please tick)

16-25 yrs

26-35 yrs

36-45 yrs

46-65 yrs

Over 65 yrs

2. In which Town or locality do you live in? (Please tick one box only)

Coorow

Green Head

Leeman

Rural

6. Please tick the box that describes your gender.

Female

Male

SECTION 6 – COMMENTS

Please provide any additional comments.

PRIZE DRAW

To enter the draw to win a meal for 2 at your local restaurant/hotel valued at \$75 please enter your contact number below. Please note that your contact number will not be associated with your responses to maintain your confidentiality.

Please return the completed survey to the Shire of Coorow:

- By post to Reply Paid Coorow WA 6515
- In person to the Leeman Administration Centre, Morcombe Street Leeman or the Coorow Administration Centre, Main Street Coorow
- Scan and email it to shire@coorow.wa.gov.au

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY

SHIRE OF COOROW COUNCILLORS 2013/14

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