

RESULTS – SUMMARY OF COMMENTS RECEIVED

(A) CURRENT ISSUES.

1. ENTREPRENEURIAL ACTIVITIES

If Council is aware of the risk and benefits and it can be demonstrated through public consultation that there is a manageable risk and return for the ratepayers, please rate your response on whether you believe the Council should be involved in the following type of potential entrepreneurial activities;

Percentage of Results:

Lifestyle Village for over 55's (in conjunction with the Denmark Country Club).					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
16.3	7.2	22.0	25.2	24.5	4.9

Comments:

- *Could leave council open to corruption 'rumours'.*
- *Great concept.*
- *Should not compete with private enterprise.*
- *Ageing population requirement.*
- *I personally do not approve.*
- *Council should be fully aware of its responsibility and benefits of involvement.*
- *Great location. Close to town. Could be developed with a great outlook.*
- *I would welcome a Lifestyle Village built in Denmark.*
- *Just over 55's accommodation lifestyle village = hyperactive posers.*
- *Lifestyle village great idea.*
- *More housing development - NO WAY!*
- *Sewered.*
- *We need to attract young families and entrepreneurs!*

Golf Course Residential Development (in conjunction with the Denmark Country Club).					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
27.7	12.7	24.5	16.1	13.7	5.3

Comments:

- *Could be developed with real style.*
- *No housing development.*
- *Not isolate an aging affluent section.*
- *Private money should fun but good for community.*
- *Sewered.*

A Light Industrial Park Development McIntosh Rd.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
10.1	5.3	20.7	33.0	25.6	5.3

Comments:

- *At last.*
- *Business means population growth.*
- *Concern that development may be a 'white elephant' as we have seen (unsure of word) at Kalgoorlie and Northam.*

- Don't know details.
- Great location. Current L.I.A is also excellent location.
- Not enough info. Where on McIntosh Rd? Only if already cleared land.
- There is no vacant industrial space.
- This is desperately needed.
- Too far from town centre.

Residential Subdivision of Councils existing freehold residential zoned land on Beveridge Rd.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
16.7	9.7	29.0	21.1	12.1	11.4

Comments:

- Lines in the vicinity.
- Maximise retention of public land within the tour.
- No! This would involve loss of beautiful forest. Make it an A class reserve.
- Not enough info on size of sub-division or costs involved.
- NOT ON BUSHLAND.
- Perhaps Council should consider selling residentially zoned land to a Developer.
- Prefer aged care - good location.
- Provided all properties are well ABOVE flood level.
- Sewered.
- The land in question is a lovely entrance to the town, more subdivisions are not required, I have seen an abundance of empty subdivisions around town.
- Why? There's no demand at present! And - should not compete with private enterprise.

General Comments on Entrepreneurial Activities:

- Entrepreneurial activities left to the entrepreneurs.
- I am not sure why it should necessarily be limited to being associated with the DCC.
- I assume that the existing LIA would continue, and the McIntosh Rd one would take larger type industries, such as concrete batching, Haulage truck parking, etc.
- I support entrepreneurial activity by the Shire if there is little or no private enterprise competition.
- If land behind Shire building, then yes Agree; If land to west of Beveridge, currently for R37695, then strongly disagree.
- If we learned anything from W.A. Inc these would not be considered, leave it to private enterprise where the expertise exists. Governments at all levels have a massive failure rate in these types of exercises and there is no reason to believe it will be different in Denmark. Beveridge Road is not the right time to get maximum return for ratepayers.
- In any of the above, I am wary of the huge amount of cash required to carry out these projects. I see a conflict of interest between when is a council a council and simply carries out the mandate with which it is charged and when does it become a business. Also, I do not like the situation that arises when the institution (i.e. the council) that sets and upholds the statutory requirements of the conditions of approval of sub divisions etc, also becomes the developer. Borders could become very grey and shadowy. I think the developing is best left to those who do it all of the time.
- It has to go somewhere.
- It is not just a matter of the Shire being involved in a possible financial loss but more importantly who will benefit. I would like to know how profits, if any, would be distributed. It seems to me that to ask for 'in principle agreement without giving details is bordering on dishonesty.
- I've never heard of the a) and c) proposals. Is this why the hospital wasn't to be located in that area?
- Lifestyle eco villages independent of sporting associations - no exclusive developments.
- Minimise council financial committee contribution unless required for other re-zoned purpose.
- No clearing of bush land on Beveridge Road.
- Private enterprise should be the developers of any residential villages of any sort. The industrial park needs to be developed to promote industry in the shire thereby providing employment. Although council may own the land in

Beveridge Rd, I question its ability to become developers of that land. The shire is not a business as such and unless expertise in development is acquired then the land should be sold to a developer to carry this out. Provided it is desirable to have this land developed at all.

- *Re the golf course - only if this is mutually agreeable with the Country Club.*
- *Residential subdivisions, there are already several that are currently being developed close to town. With more residential development comes the need for footpaths, roads etc. We are very close to town & have no footpaths or mail to our gate!!*
- *The Denmark Shire has and over supply of freehold residential land packages available at present. Some subdivisions continued to have blocks available for sale from the original sub-divider, years after the subdivision was granted. The land held by the Denmark Council on Beveridge Rd does not need to be developed, thereby adding extra blocks to the market. They would only add to the oversupply and may bring prices down further.*
- *The golf course concept would appear to re-create Dunsborough McIntosh Rd good location for light industrial area Council land should be for public use not residential subdivision.*
- *These activities all have risk involved and Council should not be taking risks with ratepayer's money. The subdivision of council land on Beveridge Rd may not be so risky and is worth considering.*
- *These facilities are strongly used by locals and tourists.*
- *We might need this asset one day.*
- *We need all ages to make a healthy Denmark.*
- *What about a 'Lifestyle Village' for under 25's? And what about a Skate Park Residential Development in conjunction with Tha House? (Basically, communities should live integrated lives and not secular/discriminatory ones).*
- *With the over 50 age group already comprising more than 1/3 of Denmark's population it is vital to plan for future requirements.*
- *Would depend on the model that was used.*
- *After examining all relevant evidence of merit on each and every site mentioned and weighing against all likely negative aspects, there should be no reason to doubt the success of each venture. The growth rate of the Denmark region should not be overstated or a financial burden will follow which in turn will postpone other enterprises.*
- *Any development must be monitored so that it is attractive, functional and affordable. The light industrial park should be situated where it will not impinge on residential areas (noise, smell, visual impact) and be obscured from view.*
- *Council is an administrative body for the state government and should remain so; it is not a sovereign state.*

1. LONG TERM OPTIONS FOR COUNCIL LAND

Council is exploring long term options for the Council land at the corner of Strickland St and Mitchell St Denmark, comprised of the existing Infant Health Clinic building, vacant land adjacent to the RSL building and the old groups 41 and 42 school building, relocated to the site in the late 1970's and now utilised by Denmark Cottage Crafts.

Demolition of the Infant Health Clinic building and relocation of the Denmark Cottage Craft building to either the Old Hospital Heritage Precinct or the reserve opposite the Rivermouth Caravan Park (adjacent to Lions Club / Spirit of Play), to utilise the site as a CBD Car Park;					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
42.9	10.4	9.3	16.3	12.5	8.5

Comments:

- *A biased and manipulated question - the choices for the Infant Health Clinic and Cottage Industries should have been separate.*
- *Feel that those buildings add character to street/town centre. But acknowledge parking becoming a problem.*
- *As this is a heritage area why shift the Cottage Craft shop.*
- *CBD Desperate for extra parking - Clinic not utilized - 2 doctors' surgeries and new hospital are more than adequate.*
- *Cottage craft to hospital precinct.*

- *Craft Building should be left where it is. Definitely not out of town.*
- *Craft shop would not survive. Locals would no longer support us. Get 2 post boxes away from main precinct and there would not be a parking problem we can walk, nothing is more than 5 mins away. Locals are more important than 6 weeks of tourist. No shops, parking not needed.*
- *Definitely not.*
- *Demolish Infant Health clinic, retain Denmark Cottage Craft building at current site. As it is a retail outlet for local and tourists.*
- *Demolition of infant health - relocation of cottage craft to that sight.*
- *Demolition of Infant Health Clinic. Relocation of Cottage Crafts to Old Hospital.*
- *Hate the thought of a car park here. Take away village feeling. Fit/healthy people can walk to car parks and we have a few disabled bays.*
- *Health centre should be protected and return to its former drop-ins for parents with infants. Intrusive car park is NOT on!! Let the able bodied walk if necessary.*
- *Horrid, horrid idea, leave the nice old character buildings there & stop chipping away at the reserve.*
- *If relocation must happen, preferable to relocate to old hospital grounds: many elderly people (mainly women) do crafts: don't isolate them and problems of transport to new site need to be considered.*
- *Increased vehicle traffic in Denmark CBD, call for more parking facilities.*
- *Leave alone.*
- *Leave the craft building where it is, demolish the health clinic.*
- *Leave the craft shop where it is. It is popular with locals & tourists and needs to be in walking distance of shops etc.*
- *Moving Cottage Craft to an out-of-town site will kill it off. At present it's part of 3 community shops - Red Cross Op shop and Mustard Seed - of undoubted value and interest to tourists and locals alike. b) There are already vacant lots for commercial buildings in the CBD and under-used buildings already existing. c) Don't destroy the historical precinct with its old world charm for a short-term solution to an ever-increasing problem until we wean ourselves off reliance on the car.*
- *Moving it from its central location for car parking, you have to be kidding.*
- *No more car parks in CBD, people can walk for health.*
- *No no no. - Limit length of parking time in Main Street. Keep historical buildings!*
- *Not big enough for redevelopment for commercial or car parks.*
- *Parking areas on perimeter of town - innovate an electric bus or bicycle/walking options.*
- *Provided the relocation of the Denmark Cottage Crafts be at the hospital Heritage Precinct and the demolition of the Infant Health Clinic.*
- *Relocate to old hospital area NOT to site near Rivermouth Caravan Park.*
- *Shortage of car parking particularly during holiday periods. b) Either Location c) question not answered.*
- *The cottage craft shop relies on passing trade, of which there would be none. I don't believe any land in the town centre should be used for car parking.*
- *The land is too valuable to simply use it to create a parking lot. A car park would not enhance the general street vista.*
- *There is a nice old historical tree that would be destroyed (?) for a bitumen desert only needed 1-2 months per year*
- *There is no mention of relocation of the Infant Health Clinic or where it is to be alternatively accommodated. And the Caravan Park. Unsure for relocation of the Cottage Craft out of the Denmark loop. Whilst there is no objection to un-development, a better plan for the benefit of all is recognised.*
- *There's been no comment on the effect of the development of the Strickland St area or town parking. The walking distances from parking in town is nothing compared with the city.*
- *This section of Strickland St needs re-development.*
- *This would be the death wish for Cottage Industries shop.*
- *This would reclaim public parking for Strickland St.*
- *To hospital precinct.*
- *Unfair on cottage craft.*
- *Use the land on corner of brazier.*
- *We need to keep some of our heritage. These buildings are a part of this. Why do you want to spend money this way?*
- *Where it is keeps people in town area for shopping purposes otherwise everything would not be united.*

- *Why not put the car park in the old hospital precinct- there will be a need once the old hospital is utilised for art purposes. There seems to be sufficient commercial buildings facing Strickland St. We need to retain the buildings which give character to the main cbd*
- *Would need to be advertised on the tourist trail.*
- *Relocation of Building needs to be in town, at Old Hospital Precinct.*
- *Seriously? - Clear buildings to make way for car parking on the main street. Council should re-enforce the built form not remove it for cars - look at Dunsborough if you want to see how to ruin a town centre with car parking. Council shouldn't be making 'main street' decisions on an 'ad hoc' site by site approach - the whole central business area should be cohesive and planned accordingly.*

Demolition of the Infant Health Clinic building and relocation of the Denmark Cottage Craft building to either the Old Hospital Heritage Precinct or the reserve opposite the Rivermouth Caravan Park (adjacent to Lions Club / Spirit of Play), to utilise the site for redevelopment opportunities to create commercial buildings facing Strickland St and a public car park to the rear;

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
38.2	10.4	12.7	15.9	14.0	8.7

Comments:

- *As above, suggest investigation of old skate park for more car parking.*
- *As above. No car parks in town.*
- *As above. We need to retain some of our older buildings in the town precinct. They provide character for our town.*
- *At present the site is under-utilized considering it is our town centre. At present looks untidy.*
- *Carpark would look better behind the main street buildings.*
- *Commercial buildings facing Strickland St. Utilize old hospital site as much as you can.*
- *Cottage craft to hospital precinct.*
- *Definitely not.*
- *Demolish Infant Health clinic, retain Denmark Cottage Craft building at current site. As it is a retail outlet for local and tourists as well as a seniors craft service forum.*
- *Demolition of infant health - relocation of cottage craft to that area or to be left in situ. c) Demolition of infant health. Leave Cottage Craft in situ. Demolition of infant health clinic - relocation of cottage craft to that site or to be left on that site.*
- *History of Vacant Commercial Space.*
- *Hospital site would be a good central precinct for tourism outlets including The Craft Cottage. Esperance has had a craft/museum village for 25 years (I opened a craft outlet in the park very successful).*
- *In the 7 years I have lived in Denmark, I have found it most distressing to see that lovely reserve being steadily chipped away from all sides. I would think there are numerous other car park possibilities. What about the old Youth House (Tha House) area being linked up to existing parking behind McSweenys or when IGA is moved, demolish that ugly thing for a car park.*
- *It is part of the history of Denmark should be upgraded NOT demolished. A car park should be established around buildings the tree is historical. What should you do with it? The only realistic outcome with community backing. Other comments: Car Park can be incorporated around the buildings have seats and gardens to brighten the atmosphere have some historic history portrayed every month as exhibits.*
- *Keep these buildings there are not many left.*
- *Leave alone.*
- *More car parking needed. Not more building. Clear the town end of McLean Park for off street parking.*
- *No more commercial building without adequate parking. c) These two buildings should not be grouped together in one question. Comments: I agree that the Infant Health Clinic be demolished but not the Craft Shop.*
- *Not sure what the Health Clinic is now used for but should be utilised for some good purpose, the craft shop does very well where it is. As there are quite a few vacant business officers in town why the need for more?*
- *Of three options this is pragmatically the best - not a fan of car parks. Adds no character or soul to town and a necessity for expansion. Cottage craft should have access to town market - not practical to put at Rivermouth Caravan Park.*
- *Old Hospital, too far to Rivermouth.*
- *Older building not to be destroyed.*

- Only to hospital heritage precinct the other site far out of town. The road (Mitchell St) between Price St + Strickland St should be made 1 way down to Strickland St not up it is a complete bottle neck with cars parked both sides.
- Please improve and promote the parking facilities off the laneway at the rear of Strickland St between Walker and Barnett St which is totally underutilised! These buildings are a crucial link to our Denmark Heritage and should remain where they are at all costs.
- Provided development reflects Denmark as a country town, NOT a city mall.
- Redevelopment will only create empty buildings elsewhere. Empty buildings are not a positive look in any town.
- Remove the Infant Health Clinic to make way for car park.
- So many vacant buildings already.
- The attraction of Denmark is being lost in modernising for tourist car convenience.
- The old hospital should be utilised not wasted I am an artist.
- There is an interesting shopping precinct with the craft shop, Red Cross & Mustard Seed used by Locals & visitors. The Mitchell St precinct would lose the character on having Strickland St, what is to xxx about the "shed for blokes" at the RSL - facing Strickland St? Are these now on the xxx out for comment soon? There is land next to the RSL and on the corner of Price & Mitchell St for car parking or commercial buildings
- Too much re-development i.e.: empty commercial buildings in town.
- Unclear: most info is related to craft centre not infant health centre - I believe Infant Health Clinic should be retained in CBD area: assuming it is still used for infant health care.
- We are vehemently against commercial development on this site - a car park is unnecessary and would be an eyesore.
- We need less cars in town, more CBD residential and commercial. Use modern solar designed architecture.
- When you propose to turn the RSL into parking I might become less implacably opposed, the craft group's activities would be DAMAGED by relocation. If you're mum was a member....? The townscape "belongs" to the community... It is proper for there to be a service focus... For tourism and business the maxim should be to "do no harm" anyone would be ill advised to ignore this??
- A car park on Main Street not a good image. The removal of these buildings would result in another loss of character and addition of more look-a-like modern versions. How much parking would be provided? And what about traffic flow? There isn't any doubt some more parking is needed - is there an alternative? Could the vacant block provide a smaller one? This one will be another Denmark can of worms!!

Retention of the Infant Health Clinic building and the Denmark Cottage Craft building, at their current location.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
17.6	11.0	18.3	10.0	30.6	12.5

Comments:

- Architectural landscape important in Denmark. Land opposite IGA - behind Morrisons could be acquired for a car park including road.
- Can be moved but not to locations listed.
- Commercial buildings & car parks can take the heart & soul & nature out of town. There are commercial buildings that are not being used now.
- Current location of DCC is ideal for residents and visitors alike. Relocation could severely impact on DCC customer numbers.
- Demolish Infant Health Clinic, retains Denmark Cottage Craft building at current site.
- Don't remove for car parking - let people walk further. Suggest consider sealed car park adjacent to children's playground south of Berridge Park - current is gravel - people to walk to CBD.
- Great idea!!
- Health Clinic could be developed The Infant Health Centre is ugly a the area unkempt but it has a small town/old fashioned/relaxed feel (the whole area including tree and craft shop) I would like to see tree and craft shop retained, health clinic & surrounds redeveloped, temporary car park elsewhere.
- If the town stop using these buildings and they remain vacant for some time then bulldoze them down for future development. But until then leave them alone.
- I'm a single artist - male.
- Keep Cottage Craft building but Infant Health Centre could be redeveloped.
- Remove paving and make more CAR PARKS!!!

- *Strongly agree.*
- *The town has character that is why we live here + why people love to visit.*
- *These buildings in the town centre are integral to the "flavour" of Denmark. Please don't support development of Strickland St along the same lines as Margaret Rivers Main Street. Keep Denmark's heritage present in the streetscape.*
- *They are useful buildings.*
- *This is a part of Denmark's heritage + needs to be retained. We don't want Denmark to look just like every other tourist town!*
- *Too much has already been removed! Piecemeal Development makes a town UGLY, parked cars have no attraction. Modern colours are gross.*
- *We need more parking.*
- *Yes yes yes.*

Other Comments:

- *Car park should be constructed at southern end of Strickland Street opposite garden centre.*
- *Car parks are not attractive and therefore should not be on the main street. If a commercial development was built on the site there could be parking at the rear. When the new shopping centre is built on Hardy St there may not be a need for more parking in Strickland St. The car park behind the Post Office is mostly underutilised.*
- *Car parks to the rear of buildings and/or off Strickland Street are a better option.*
- *Character. Character. Character. It's a beautiful part of the village character of Denmark. Is there a problem with the building? Or is it a parking issue? We will fill that car park, and then what?*
- *Commercial buildings should be in keeping with the rest of Strickland St.*
- *Cottage crafts needs to be retained near the op shops to attract clientele, particularly since they also contribute to charity. I go there often and send all my visitors there.*
- *Create the community park that was lost when the hospital was built. Save spaces + utilise existing buildings where possible.*
- *Demolish & rebuild nice heritage brick commercial buildings.*
- *Don't support the Rivermouth Option*
- *Don't touch the reserve opposite the River Caravan Park. 1) These karri trees & bush shouldn't be ever touched, except burning.*
- *Extra car parking urgently needed.*
- *Focus on reduced vehicle use in CBD. Create pedestrian and bicycle friendly design.*
- *Get rid of Infant Health building-keep the CWA hall where it is...Make car park behind Bankwest*
- *Having taken large sums of money from developers for many years in lieu of providing parking spaces it perhaps time to spend those funds on the reason they were levied. Good Idea*
- *Help retain the character of Denmark by retaining and revitalizing the old buildings which give it its identity. That's one reason why people visit Denmark. The Rivermouth area is not good as it is prone to flooding.*
- *Hospital precinct underutilised.*
- *I agree car parking needs to be upgraded, but not at the expense of the historic precinct. What about the spare land that abuts Brazier St diagonally opposite the pre-primary?*
- *I agree that the CBD needs more car parking spaces however the Cottage crafts building has been there a long time and I feel that it would be overlooked if moved and would not get as much business in an area further from the centre of town. I also feel we need the Infant health clinic to stay there as the council seems to be pushing aside the needs of children and new mothers in this town of growing population.*
- *I agree to the demolition of the Infant Health Clinic but not the relocation of the Cottage Craft Building. I would like to propose that the vacant land adjacent to the RSL and the land currently occupied by the Old Infant Health clinic be made into a car parking area, and that Cottage craft building should stay in its current location, or perhaps just moved towards the corner of Price St and Mitchell St. Opposite the Red Cross Shop. Another suggestion that Cottage Industries could be located in a building which is in the town centre!*
- *I am not familiar with these buildings.*
- *I am not so much against the relocation, as I am against a car park. Strongly disagree to a car park.*
- *I don't agree with Mitchell street becoming commercial, it should stay residential.*
- *I feel these buildings provide history & character to the CBD - The craft Shop provides an important outlet for local crafts and produce which would languish if moved to the Rivermouth.*
- *I think the existing arrangement is perfectly fine. The location of the three charity outlets is excellent.*

- *I would prefer the demolition of the IHC only, leaving the Cottage Craft where it is with the plane tree remaining intact. Would much prefer if the Cottage Craft building had to be relocated, it was moved to the Old Hospital site.*
- *If no alternate site is available demolish for commercial buildings. More parking is needed so remove child health building if no alternative.*
- *If Strickland St had have been made one way there would have been plenty of angle parking. The Craft Cottage should stay in the middle of Denmark.*
- *I'm not so concerned with the Infant Health Building, it is unsightly, but the viability of the Cottage Crafts relies on it being in a very accessible location. The fact that it is an historical building, part of the township, is also a major factor in leaving it where it is.*
- *Infant Health Clinic building could be redeveloped but Cottage craft building could be retained.*
- *Is Mitchell St not a heritage precinct - ok at least planned heritage? Why take away one of Heritage buildings?*
- *It would be preferable to relocate both the Infant Health Clinic and the Denmark Cottage Craft building to the Old Hospital Heritage Precinct as both these facilities provide services for the community visiting the town - Rivermouth Caravan Park location too far away from town. Car parking at the Strickland Street/Mitchell Street would be blight and congestion would occur on what is becoming more of a pedestrian precinct.*
- *It would be tragic to move the Craft Shop outside of the retail as it would not survive. It should be remembered that it was the first home-crafts of its kind in WA.*
- *Just make the development work, after all the Old Hospital site and name seems to be dying on its feet. Surely it could be partly used as Holiday Accommodation.*
- *Keep Mustard Seed, Craft Shop and Red Cross altogether.*
- *Less commercial development of Strickland St please.*
- *Locate to old hospital site so they are still close to town.*
- *Maybe building moved to Old Hospital area. Could all be set up as craft precinct - a bit "Old World"*
- *Need other options. Access to car park. Put pressure on side street. Also removal of cottage - leaves 100 year old tree vulnerable. This tree needs to stay.*
- *No questions answered Comment) I think we should demolish the Infant Health Clinic, leave the Cottage Craft building where it is and just use the space next to RSL hall and health clinic as a car park.*
- *Parking in Strickland St is dangerous.*
- *Parking is one of the greatest concerns for residents & tourists. Situation requires that plan A) has to be carried out.*
- *Parking issues were completely ignored when Strickland St was upgraded. The resulting chaos was obvious to all users of Strickland St. Knocking down buildings used by ratepayers will only exacerbate the dissatisfaction presently felt. More creative thinking is in order.*
- *Placing the Infant Health Clinic & Cottage Craft opposite the Rivermouth Caravan Park - no-one would go that far to visit it.*
- *Please leave craft shop where it is. I believe it would close altogether if moved to the suggested locations.*
- *Promote the car parking areas at the back of the businesses facing Strickland St (behind post office etc).*
- *Pursue CBD parking corner Brazier and Barnett Streets along with landscape/planting.*
- *Re: Cottage Crafts - as it is a valuable asset to the community it should remain in the retail section of the town.*
- *Rearrange parking behind pub to fit more vehicles.*
- *Relocation of Denmark Cottage Craft to Old Hospital Heritage precinct strongly preferred of the two options given.*
- *Relocation of these Heritage buildings would destroy the historical value of the centre of Denmark and upset the Cottage Craft Group and many other residents of Denmark. Please find parking elsewhere.*
- *See previous comment re Shire and commercial involvement.*
- *Sell as it is to a developer - all of the above*
- *Status quo and review in 5 years*
- *The Cottage Craft organisation would suffer greatly if it were to be moved from near the main shopping areas. Out at the proposed location it's too 'remote' for most tourists, and it would perhaps suffer from 'out of sight, out of mind' syndrome!! This organisation is very successful and has returned a lot of money to the community over the years, and I can see this would be significantly affected if there was a major change to their location. (I am not connected with The Cottage Craft, other than think it is a wonderful opportunity for those who are members).*
- *The Craft centre is in a great location it is in the middle of town and should remain there. Visitors can find it easy.*
- *The demolition of the Infant Health building seems reasonable, but moving the crafts building does not. Surely the building does not warrant such expense? It is good to have the op shops and the craft building all in a cluster. The*

building is not particularly attractive, but the location is better for the crafts people than being shoved out of the way. Maybe the development could include a new craft centre. Strickland Street definitely needs more shops or businesses if it is to be the heart of the town. Parking should not be visible, but it should be well signed, bearing in mind that tourists need good visual clues.

- *The demolition of these buildings would be absolutely disgraceful. The area from St Leonards to the craft building (old school historical tree) right up to the Primary School is of historical significance Murphy's Shed Building below the school Red Cross VWA etc in other towns these are preserved not made into concrete parking areas. Locals and visitors would not visit the craft shop in big numbers if it was out of the main shopping area these types of shops give heart to the town, allows all the people to display their talents and give the opportunity to buy a gift found nowhere else.*
- *The Denmark Cottage Craft adds to the character of the town at its current site - a parking lot would be a sad alternative.*
- *The Denmark Cottage Craft building needs to be relocated to the reserve opposite the Rivermouth Caravan Park (adjacent to Lions Club / Spirit of Play). This is the Heritage Precinct previously nominated for heritage building relocation. It would be better to keep all relocated buildings in one area, and promote it as a tourist attraction, (upkeep is essential to attract tourists though). There is also the probability that Spirit of Play School will need to grow in the future, other buildings in the vicinity would allow this easily. There is a great opportunity with the Old Hospital Heritage Precinct to be developed as a unified centre. Cramming other building onto this site will distract both from its usability/functionality for the community groups which will use it, and its beauty as a tourist destination.*
- *The idea of turning this heritage site into a car park is appalling.*
- *The infant health building I have no attachment to, however I feel the old school buildings should stay. The Denmark Arts could be housed in the old hospital site if that became an arts community activity precinct. The Denmark Cottage Craft could only be moved if they were to be placed in an equally commercially appropriate location. The church could be relocated without too much trouble.*
- *The Infant Health Care Centre is old - nice to keep Cottage Craft and big old tree.*
- *The infant health centre is an example of heritage architecture and should not be replaced with a car park. Having new buildings will lose the village atmosphere. Retaining the infant health centre will require funding however it does add to Denmark's village atmosphere. The current set up allows easy access for the elderly to visit these sites, relocating them would not.*
- *The infant Health Clinic should be retained in its existing place for ease of access. I consider the Arts and Crafts Centre to be part of Denmark's Heritage that should be preserved together with the old plane tree.*
- *The old hospital precinct would be an acceptable location but the Rivermouth site is too far from town and therefore completely unacceptable. We must preserve this unique 'business'.*
- *The old infant health clinic could be demolished and gardens extended for public to enjoy but the craft shop should remain. This building represents so much of Denmark's soul and to demolish this charming old building would be an assault on the character of our town. A small portion of the money earmarked for this unwise project could be used to paint and repair the existing craft shop building and then this important part of Denmark heritage would be retained along with our oldest tree. Time restrictions should be applied to all street parking along the length of Strickland Street, not just outside the post office as it is currently. This could vary between 15 minutes and 2 hours depending on location and would free up short term parking in the centre of town. As it is people can and do park there all day. Long term parking should be on the outskirts, by the river and both ends of Strickland Street. This would also encourage visitors to browse the less centrally located shops. We do not want Denmark to become a "little Albany", please let's retain our unique character and charm, the reason people choose to live here and to visit. A car park is just not necessary in this location especially as there has been approval to build a new shopping centre on the western side of town near the visitor centre. It would make sense to wait for the impact of this change. The proposal to relocate the craft shop to old hospital building would definitely fail as its success depends on passing trade and no one will find it hidden away up there out of sight. Pretty sad for the Flying Doctor Service who are beneficiaries of this outfit.*
- *The precinct as it is, is appropriate. The Infant Health Clinic building isn't one of my favourites but if it was a choice between it and a car park I know I'd choose to retain the building - or turn it into a park. The question about whether to turn the area into car parking wouldn't be considered if adequate car parking was provided around the circumference of the CBD rather than IN it.*
- *The question should have been more specific like the old hospital precinct as an option river mouth as another not either or.*
- *The town centre is badly in need of more parking, especially during the tourist season.*

- *The western side of Strickland Street needs more retail shops to maintain the village feel and keep the heart of Denmark alive, particularly with the threat of the spread of the retail sector up the hwy to Hardy Street. More parking is required; therefore this needs careful planning in conjunction with the development of the retail space. The Infant Health building is not attractive in anyway, although it is MHI listed. It could be included in a development. The Cottage Craft building is also listed, but this is not its original location anyway so could be re-shifted, to enable the development of the commercial heart of the town.*
- *There is sufficient parking in town, if only people could face walking a few meters more. Why move such a charming old building? (Which are lacking in WA). The cottage craft building is nice and should stay where it is.*
- *These are vital resources in farming community they need to be kept within the town centre. The town is becoming too fragmented, council chambers up one end, shops being built opposite side. Many places have had to rebuild their CBD. Denmark may face a similar problem.*
- *These buildings are part of Denmark's heritage, and to put a car park in this space would be a catastrophe. This would also mean that all of the local charities who receive funds from the Craft shop would no longer be recipients, as members who volunteer and signatures on our petition indicate, that the present locations is ideal, and to move the craft shop further away from the town centre would result in fewer people visiting the shop.*
- *This is a hard decision to make. The town does need new parking solutions which are pedestrian and driver friendly, however it would be a good idea to incorporate the current tenants of the buildings in new inner CBD buildings, at the same levels of rent, etc.*
- *This is part of our heritage.*
- *This is part of the character and heart of Denmark; it helps to keep the feel of the rural history and keeps community groups within the heart of Denmark.*
- *Though it is appreciated that during tourist season there are extra cars in town; the rest of the time it would be an unattractive space; plus we should retain our heritage, too much of our town is being sacrificed to appeal to tourists and commerce.*
- *To do anything to these buildings would be a great disappointment. The council needs to look at other avenues to solve the parking in the CBD. Utilise land that is not going to affect the true nature and history of Denmark.*
- *To remove these building out of town would be wrong, as a lot of people including tourist wouldn't go to them.*
- *We are a town in desperate need of more CBD parking.*
- *We definitely need more parking closer to the shops, especially for the elderly.*
- *We really need more parking in the CBD.*
- *What is the council planning to do with the properties?*
- *Why not move the civic centre and "arts"/ library etc to the old hospital site. Then civic centre site can be used for much needed car parking in the CBD. This would be a lovely environment for all the arts for Denmark community!!*
- *Why spoil such a lovely and well known area. Who's going to go all the way down to the Rivermouth Caravan Park area? How are the disabled going to get there?*
- *Yes we need parking, but please keep it hidden such as in suggestion.*
- *You'll kill the Cottage Craft enterprise if you move it from the CBD.*
- *A country town atmosphere should be retained - otherwise what "makes" Denmark last forever.*
- *Although I have indicated 'strongly agree' at (c) for the retention of the buildings at their current location, it is only the Cottage Craft building that I think should remain. I would have no problem with the Infant Health Clinic being removed.*
- *Another option is to demolish the Health Centre and leave the Cottage Craft as a historic building where it is! * can't read rest of comment.*
- *Any development would require retaining the plane tree to get my approval.*
- *As the town population grows commercial space will become scarce and this area is not used to its full potential.*
- *Both suggested sites for the buildings are NOT a feasible proposition and to use Strickland St + Mitchell Rd frontage as car park is a ridiculous idea. Put the car park at the end of Strickland St on the grassed area. There could be a proposition to demolish the Health Clinic and use that corner for commercial development but NOT to put a car park at the rear. Let people walk - it's good for them and they would have to walk passed the other comm. premises in Strickland St. The Craft Shop must remain close to Strickland St as it is very well-positioned and used where it is now. Perhaps you could put a new building for the Craft Shop on the Strickland St/Mitchell Rd corner but NO CARPARKS - make people walk.*

2. TOURISM

The following questions aim to gauge your opinion on the benefits you perceive tourism brings to the Shire and the nature of tourism today and how tourism should develop in the future.

Tourism has helped bring new services and infrastructure to the town?					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
5.5	7.2	13.4	40.1	29.3	4.5

Comments:

- *This is a statement, not a question. Question mark is inappropriate.*
- *Do we really want another Margaret River? I don't!*
- *Most importantly - services. I.e. employment.*
- *Not sure what new services. Perception just extending current services. Infrastructure, phone, internet not up to standard of tourist requirements.*
- *Obviously it has to!*
- *People retiring to Denmark have helped.*
- *Still need for more infrastructure i.e. elect supply improvement.*
- *To a small extent*

Tourism could be further developed and diversified in the Shire?					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
7.6	6.4	15.3	35.7	30.4	4.7

Comments:

- *Allow the beauty to speak for itself.*
- *As a long time resident I do not think the benefits of tourism outweigh the rural lifestyle I prefer.*
- *Ecotourism - nature based tourism with high quality eco design.*
- *Enough! We have reached a balance between residents and visitors.*
- *Food, wine, music festivals.*
- *I suspect tourism will increase even if not entirely sought, and I hope the Council will be involved in sustainable development (is that an oxymoron?) both regarding tourism and another type of development.*
- *I think it has been developed enough. Opening up too much for tourism will be destroying our environment.*
- *Let it happen naturally - not by council "design".*
- *Yes, so please stop cutting down trees (which is another reason why people visit Denmark) and preserve the natural surroundings.*

Council should facilitate tourism development in a sustainable manner.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
4.2	2.8	7.9	30.6	51.2	3.4

Comments:

- *Council has little control of private homes being let as holiday homes.*
- *I administered a tourist bureau years ago. It is not a money making venture but a necessary commodity. Money for wages was always a struggle.*
- *In accordance with the best interest of local people - business.*
- *Is this asking whether council should facilitate tourism development, or should tourism development be sustained, or any tourism development facilitated by the council should be of a sustainable nature? If the latter what is the council's definition of sustainable?*
- *Margaret river 'creep' creates anxious perception in communities. Tourism needs to be sustainable and managed otherwise town- harmed.*
- *Not up to council.*

- Only in an extremely sustainable manner.
- Slowly. WE live here. Our unique life style should not be negotiable.
- Sustainable development? This is a cop-out concept and can rarely be achieved. Improving the fertility of the soil or protecting fisheries are sustainable into the future. Removing vegetation for housing and roads is not.
- Via operations of DTI, not directly. Give financial support for marketing activities.
- We encourage further tourism opportunities in Denmark.
- What is "sustainable"?

Tourism is developing in line with the character and values of Denmark.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
7.4	10.4	21.7	31.0	20.6	8.9

Comments:

- Denmark is losing a defined character, keep the town Green and ecologically sustainable. Encourage energy, water, trees and native gardens and organic agriculture.
- Denmark should be viewed in two distinct ways; 1) During the short holiday peak periods, and 2) at other times. I generally avoid the town during peak periods because of parking problems and access re. Shopping etc. We bought our property some 12 years ago because we liked the ambience of the area, and knew that Denmark was "over populated" for only very short periods. We do not wish to see Denmark develop primarily to suit tourism. If you were to carry out a census of all owners/ratepayers you would probably find that the majority of people do not wish to see Denmark's development focus mainly on tourism.
- Hopefully this will occur. As what attracts people to Denmark is under threat as numbers increase.
- I feel it is taking away the 'countryness' and individualness of old Denmark.
- It isn't: the current DUC is a public relations disorder of late.
- Large lots EEO housing 400 (m2) is city living.
- Margaret river thought that once.
- Not retaining enough of the historical character of the town.
- Our value is in our country town character. It is a simpler life style and should not have to adapt to the needs of city folk.
- Struggling to do this. This summer - great, next summer - unsure.
- Too much is for tourism and locals get last in the shuffle.
- Tourism has developed largely around Denmark's natural + rural resources.
- Tourism infrastructure tends to overwhelm the natural aspects of the area.
- Tourism should be kept unique based on the WHOLE area of Denmark to provide attractions for non-holiday periods. Cottage collections & industries should be supported and have better signs and exposure. Seal all roads.
- We are unique - Keep it they will come.
- What is the Character and Values of Denmark?
- Where do I find a clear definition of the 'character and values of Denmark'? The Settlement Strategy mentions character as a country - or rural - town. The importance of the natural environment is certainly mentioned in many documents so I assume this to be a value.
- Allowing wave skis at Ocean beach is socially and environmentally unacceptable to the majority of beach users. There needs to be preservation of what are valued and designated areas provided away from popular swimming beaches for such activities.

Other Comments:

- Denmark is a tourist town and that is good however we must retain what it is about Denmark that draws so many visitors here.
- I am happy with the development of tourism even with shire involvement on a non -profit basis but would like to see the problem of infrastructure solved first - especially parking.
- I find the Visitor Centre a very unfriendly place. It seems that it is almost too much trouble for the staff to serve you.
- It is important for employment and overall economic viability of Denmark that tourism be fostered and developed. However, it is equally important that the rural and quaint ambience be maintained. This can be achieved by maintaining the boutique nature of accommodation and a green belt attitude.

- *Maybe we should remember that we are a country town and a friendly lot!! Let's not lose our friendly town with infighting!!! Aggression never helps to solve a problem.*
- *More artistic involvement in the townscape please. THIS is the unique nature of Denmark.*
- *More promotion of the history of Denmark. Council could allocate more money for the current museum, which is run totally by volunteers. Better signage is also needed for the museum.*
- *Most tourism services have been supplied by private enterprise. There is unlimited scope to develop tourism, but by who? Shire or business? Council may facilitate tourism development but must be mindful of the economic viability vs. sustainability and remain aware that it is actually businesses taking the risk, not the Shire. The council appear to so far have had a balanced view but must remain wary of introducing prohibitive costs of businesses e.g. increasing rates.*
- *Not enough parks for car with caravans.*
- *Rate payer's money should be more focused on permanent resident's facilities and maintaining Denmark's "Quaint Country Town" image rather than modernising it to look like every other tourist town in the country.*
- *Sewered.*
- *The more tourism facilities and options the better, it will help to maintain a sustainable vibrancy.*
- *The Tourism industry will provide a lot of jobs for the future, so it needs to be encouraged, but with care for any detrimental effects.*
- *Too many residential homes are used for tourist accommodation; specific 'holiday cottages' should be encouraged in tourist developments similar to The Cove, Karma etc and leave residential areas for residents. We once lived in Minsterly Rd and had no permanent residents as neighbours. It was very disruptive & chaotic, we didn't enjoy the experience.*
- *Too much self interest hold this sector back, council should limit the funds to the industry until they have their house in order as much of the input seems wasted to benefit too few. Seems to be a user of resources rather than an economic mainstay at present, "uncompetitive and ordinary" was a description used by a recent visitor from QLD.*
- *Tourism is great for Denmark generally, but there is still need for caution. Being overzealous and allowing tourism developments a free for all approach is not acceptable to the Denmark community as a whole. Many developments in Denmark are appropriate to both the character and values of the Shire. Some stretch the bounds of the natural environment, and the quite tranquil atmosphere of Denmark, (these ventures should be discouraged). The tourists who visit Denmark drive long distances to reach a beautiful destination which provides a superb natural environment and peaceful surroundings. Accessibility is necessary for some area, but this must be balanced with keeping some areas minimally accessible and others pristine. Tourists are looking for areas they can hideaway in not just numerous attractions – we should not just emulate, but draw attention to our unique attributes of tranquillity, beauty, peacefulness, and naturalness. We are not just another town.*
- *Tourism is of no benefit to me personally but I realise that many people rely on this for income. The Shire needs to manage this growth industry with care and definitely in a sustainable manner.*
- *Tourism is the major money earner for Denmark.*
- *Tourism must not be promoted at the expense of the community and environmental values. e.g. - barometer fiasco.*
- *Tourism needs to develop in line with the character and values of Denmark (as separate from "is developing").*
- *Why the question marks? These are statements and not questions - but see similar comment later.*
- *Bringing tourists into the region might easily increase costs for residents without a concomitant benefit to them. Any expenditure on attracting tourists needs to be evaluated carefully against benefits, which need to be ascertainable. There's a case for somehow subsidizing enterprises that both benefit locals and tourists, such as restaurants. This could be done with concessional rates, perhaps.*
- *Attention to the public toilets in Denmark should be a priority - they are all dirty, old fashioned and not very appealing. Appropriate parking for those with long vehicles and trailers/caravans should be provided so as not to clutter existing car parks - suggest a location within walking distance of town. Without this facility tourists will just drive straight through.*

4. COUNCILLOR REPRESENTATION

The Minister for Local Government, the Hon John Castrilli, has previously stated that it is his view that the maximum number of Councillors required for any local authority is nine. This view was supported by the recent Local Government Reform Steering Committee Report (March 2010) which recommended legislative amendment to prescribe the number of Councillors to be between six and nine.

“The Denmark Shire Council has however previously considered the Ministers view and rejected reducing the number of Councillors. The Western Australian Local Government Association has also stated that the number of Councillors should be a matter for individual Councils”.

Do you support the Minister and Steering Committee’s view that there should only be nine Councillors (or less)?					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
16.3	11.3	18.9	15.1	30.8	7.6

Comments:

- *Can't answer this properly as I don't know what the implications are?*
- *Representation should be for the residents to determine in both number and form.*
- *I support reduced focus on individual wards and concentrate on more Denmark wide decision making and management.*
- *Depends on size and nature of shire. One size does not fit all.*
- *More councillors, the better the public/residents are represented*
- *Only LOCAL councils should have that right.*
- *Less of a committee mentality may result in more action and less circular talk.*
- *The shire council surely knows better than I do.*
- *Perhaps 9 good Councillors would be better than having 6 good and 6 bad!*
- *Perhaps it may make for a more representative council; however a small group with extreme or lunatic views would not have much trouble getting a rat bag on council. More important is the quality of the people we elect and their preparedness to represent us all, we should first address the need to attract quality candidates even if it means paying a part time salary (say \$40,00 plus expenses).*
- *For me the key things are to have a Council that is not heavily weighted to one side, is able to come up with balanced views, provides input for the whole of the Shire including the eastern and western boundaries. Our current Council largely meets that criteria.*
- *Less councillors means less representation of the ratepayers.*
- *Most Councils have reduced to 9 or less.*
- *The district is large enough for present number.*
- *Should have been done years ago.*
- *How many does Denmark have?*
- *9 or more!*
- *Until we have satellite developments (e.g. Kent River) nine councillors is enough.*
- *Nine is an ideal group size for open discussion. In such a small place as Denmark there is no reason why a small group can't be representative.*
- *How many Councillors down here?*
- *Councillors should reflect the geographical breadth of the community and should be elected because they can take a broad approach to council matters and assist in the wise running of the Denmark Shire. Having too many councillors may lead to councillors being elected on the grounds of narrow interest groups. Councillors elected for those narrow reasons may not be equipped to make good decisions for the running of the broader needs of the shire.*
- *The work required of councillors is considerable. Reducing the numbers may provide a disincentive for community members to stand for the positions. As councillors are unpaid I don't understand why there are attempts to reduce their number.*
- *Nine is plenty for a good balance.*
- *It would be useful to compare with other shires, and to know quite plainly what each councillor does and is responsible for. I don't feel confident to support or not support as I do not know enough about it.*
- *Need to keep in mind rural needs.*

- *More councillors might make for more arguments - but also gives a better range of opinions.*
- *It could be argued that it is merely a cost-cutting exercise with no other considerations. With less number of councillors could perhaps bring less diversity representation.*
- *No less than 9 Councillors*
- *Denmark has a diversity of interests and it is important that these opinions have the opportunity to have a voice in council.*
- *Can't see why it would be an advantage to have more than nine.*
- *With so many hands in the pie nothing ever seems to get done. Just postponed for further review.*
- *This is a question. How do you agree or disagree with a question? Try: The Minister and Steering Committee's view is that there should only be nine Councillors (or less). The people in each Shire/ town/ city should have the democratic right to decide how many Councillors it needs and can afford. There has not been enough public exposure of this issue for the community to make an informed decision. The knee-jerk response is to get rid of any sort of politician!*
- *Councillors should be there for the overall feelings of the majority. Some seem to have their own agenda's. Welcome to government!!*
- *You will always have a proportion of dead weight councillors and this will not be removed with less councillors, just less have less effective ones. The greater workload for less councillors will further discourage members of the public to nominate for council. Therefore the only alternative is to offer higher remuneration in the form of allowances to encourage participation, to enable the type of person you want to be able to leave their business for the time required to participate.*
- *9 is fine - never 8.*
- *We are a growing town and our size and diversity needs the current number of councillors.*
- *Number of Councillors should be a matter for individual councils.*
- *More youth should be involved with decision making. There should be up to 12 councillors.*
- *I would like one active rep. for our ward instead of the 2 we now have.*
- *The community should encourage prospective Candidates to enter council, who have less personal interests within Denmark that could affect Council decisions.*
- *7 councillors would be even better!!!!*
- *Having more spreads the load in a small community.*
- *It is difficult enough for people who do not have a high profile in the community to become councillors. If we want a truly democratic representation from all walks of life we have to have the maximum opportunity for people to become councillors.*
- *Provisions need to be evaluated.*
- *Part of the purpose of LOCAL councils is to make LOCAL decisions. As long as not to the detriment of state aims.*
- *Leave as is.*
- *How many councillors are there at present? That information would be helpful in answering the question.*
- *I am not sure that we need 9 or more councillors for a population of 5000.*
- *The more Councillors the better.*
- *Fewer councillors would favour special interest groups to detriment of planned development.*
- *I think most councillors work very hard. Reducing the numbers would increase the load.*
- *The more councillors the better chance at broader representation*
- *They should be able to cope.*
- *Provided it is enough people for the job*
- *The bigger the council the more it makes decisions like a "committee" and we all know how well that works.*
- *Should be a matter to individuals councils*
- *I believe there should be an upper age limit on Councillors.*
- *"The Western Australia Local Government Association has also stated that the number of Councillors should be a matter for individual Councils." - Strongly agree.*
- *Country ratepayers have a better idea than a city based minister.*
- *Why does Denmark have/need more than 9? Big fish, small pond.*
- *Depends on size & type of people living in district.*
- *As is - this is supposed to be democratic.*
- *Fewer please. I favour more responsibility and fewer councillors we know the "foibles" of our current lot sectional interests are NOT on!! We expect them to be like "elders", "wise parents".*
- *The number should be a matter for individual Councils.*
- *Too many greens there now, less councillors means complete control. Bugger that.*

- *One Councillor per 1000 residents is more than enough. Staff does all the work.*
- *How is Denmark different to other shires?*
- *Number of Councillors should be related to ratepayers and locations.*
- *Should retain current numbers.*
- *Less councillors means less diversity of opinion + values.*
- *Problems with large numbers but offer greater diversity of opinions - which is good.*
- *Sooner the better.*
- *7 councillors and one of our bright publics/youth.*

(B) FUTURE DIRECTION

Respondents were asked to prioritise the issues below, by numbering 1 to 5 in order of importance. The lowest figure is of most importance. Below is a chart of the percentages in total:

	1	2	3	4	5
Provision of Seniors Facilities and Services	1.4	21.4	14.0	19.5	19.5
Arts & Cultural Development	3.9	6.9	17.6	24.5	24.5
Natural Environment	2.9	31.3	17.3	9.6	15.4
Climate Change Impacts and Policy Development.	4.2	13.3	20.0	17.5	21.7
Provision of Indoor/Outdoor Sporting Facilities.	3.6	21.0	15.9	24.6	18.1
Provision of Youth Leisure Facilities	5.3	7.1	18.6	30.1	23.0
Take an increasing role in Welfare Type Issues.	7.4	8.8	22.1	25.0	14.7
Waste Management/Recycling	4.0	4.7	13.4	25.5	22.8
Road Upgrading and Maintenance	1.8	16.3	21.6	23.3	22.5
Parks and Gardens Development/Maintenance	4.0	6.4	14.4	17.6	22.4
Bush Fire Protection	1.3	22.1	20.4	23.4	17.1
Stricter Control on Land Development	1.8	29.6	15.9	14.2	19.0
Facilitate Economic/Tourism Development	5.6	20.2	20.2	13.7	23.4
Effective Water Management and Waterway Preservation	1.7	10.7	24.4	24.4	21.5
Facilitate the Development of Infrastructure in Denmark	1.6	30.1	19.9	15.6	15.6

Comments:

- *Can't think of any but the above prioritising is hard. I've tried to go for items that the Council is in a unique position to influence and not important issues that I think other levels of government should be funding.*
- *South Coast Hwy from Cousins Rd to the bridge is a joke. Traffic from heavy vehicles to cars travel too fast, with placement of speed limits taking little regard for topology, safety and noise in and around Denmark, Development at the western end of town and to the west of Denmark will make this worse. General speed limit increases on Shadforth (60 to 70) and lights (50 to 60) all encourage speed. What type of town is being built? If Mt Barker can have a bypass, why not Denmark? With the volume of traffic simply passing through growing Denmark is being swamped with traffic and noise.*
- *Development of the proposed aquatic centre.*
- *Support for the Denmark Aquatic Centre.*
- *Why was there no space provided for comments on the previous questions as there was on the paper based document??*
- *Effective financial management by Council.*
- *Denmark's unique character needs to be preserved whilst supporting the sustainable development of the area.*
- *Facilities for disabled to be increased e.g. fishing (Poison Point), swimming pool transport.*
- *Let's get our wind turbine please.*
- *We need a pool!*
- *Sustainable buildings, green power development (green town), switch from chemical usage to natural products across the board, prevent GM crops, the use of common space for planting fruit trees for community use,*
- *It's hard to gauge how the above items would be interpreted. Essentially all above require an integrative design to achieve a balanced system which interlinks effectively.*
- *Strive to improve general condition of inlet and not to supply to conflicts of interest.*
- *Take much more active interest in alternative power / solar wind etc.*
- *Facilities and services for people with disabilities. E.g. Recreational, vocational. Currently nothing available. Suggest using part of recreation centre, or old hospital for 'drop-in centre' for PWD, to include coffee lounge, table tennis, darts & electronic facilities.*
- *Social and Health Services monitor the provision is adequate to need.*
- *Facilities for seniors especially the frail age housing are sadly lacking in Denmark - and this particular area of housing may require a more active role by the Shire Council.*

- *Loss of habitat/eco system integrity/lifestyle on smaller blocks forced to reduce undergrowth in ever widening perimeters around houses in response to 'Catastrophic fire scenarios'??? Unnecessary destruction vs. REAL benefit in catastrophic fire situation.*
- *Focus on supporting underground bunkers vs. extensive undergrowth clearance.*
- *More playground equipment for Berridge Park.*
- *To select 5 out of 15 important issues is silly!*
- *Only facilitate economic development.*
- *No post boxes available for those that don't get postal delivery. New post office at corner Strickland St and Mitchell St Site??*
- *Denmark as a town and Shire is all about the environment - let's look after it and promote it, less rampant development!*
- *I'm strongly concerned for the preservation of Denmark's natural beauty. Our quality of life and tourist potential flow directly from that.*
- *A swimming pool would provide a service for both youth and seniors.*
- *Seems some of the traditional roles undertaken by state govt is being considered here, we should not undertake these tasks unless fully funded by the State. Why make it easy for them to walk away from their responsibilities.*
- *All these issues are important; the survey should prioritise the entire list and not be restricted to the top 5 choices.*
- *We BADLY need an indoor swimming pool for the families of this booming community as parents are having to drive to Albany and while they are there, are doing their shopping, and taking away valuable support for our local shops.*
- *A heated indoor pool and therapy pool are a priority. Recovery time for patients would improve greatly. Albany is a long way to travel to use similar facilities.*
- *More and better play equipment in the town parks more bike paths and make sure the existing ones connect up.*
- *It is very difficult to select highest priorities. My rationale is that Denmark will grow with tourism therefore providing a funding base for the other worthwhile projects.*
- *Get the wind farm up and running.*
- *A pool, PLEASE. A town this size cannot continue to travel to Albany to access a pool for fitness and training.*
- *All above issues are extremely important and very hard to choose the most important.*
- *Includes swimming pool.*
- *The shire should facilitate an eastern opening of the sand bar in my opinion.*
- *Leave to private sector.*
- *Make user pays.*
- *Joke!*
- *Noooo!*
- *Maintain health care services. Denmark has regressed by losing the provision of maternity services. I see it as vital for this young, growing community to be able to provide antenatal, intrapartum and postnatal care.*
- *Agriculture College. Use of land on RIVER SIDE.*
- *Improve mobile phone coverage.*
- *My ratings above are 1 as most important. And 5 as least important.*
- *And a pool.*
- *Put a roundabout in on the main road and Strickland St.*
- *Swimming pool.*
- *Establish a tourist-Denmark icon that attracts visitors and locals, even day trippers from Albany. Donnybrook, Katanning has an adult-children's park-liability issues have already been resolved by these shires. Use the e.g. - old hospital block.*
- *Far more boat launching ramps.*
- *Bush fire protection is also important but not if it means burning off bush in the area ("controlled burns!") It should mean that the council encourages people to make sure their land is free of rubbish etc which makes it more fire 'prone'. Fire breaks, banning any fires during summer and hot weather, also uses of angle grinders etc. Also look into fire shelters. People need to take control of their own areas.*
- *Swimming pool - heated indoor.*
- *Making sure the devices for measuring nuisance noise such as inconsiderate parting are in proper working order. Increase dog control measures & methods.*
- *More bike paths.*
- *Strongly support an aquatic centre.*
- *Ecologically sound housing development... stricter guidelines to ensure new housing is solar/ passive.*

- *Being a resident out of town on Sheoak Drive, I find it disappointing that we have no access to recycling. In my opinion it would be prudent to have a centre that we could dump our recyclable materials easily and conveniently and not be out of pocket in doing so.*
- *It is my view that the council's road works are environmentally damaging, that more care should be taken to protect and preserve roadside vegetation. Developmental approvals for the development of rural land into residential/special rural developments is out of control in this shire. The long term tourist/environmental/food production issues should be more carefully considered in the light of probable increases in population in the future and the increasingly obvious impacts of climate change both environmentally and demographically.*
- *Disabled (not seniors).*
- *Got enough.*
- *Strike a balance with development.*
- *Too little too late.*
- *An indoor pool!*
- *Education on healthy nutrition.*
- *In rural areas.*
- *Names on parks are UGLY.*
- *Urgent clearing of undergrowth.*
- *Why?*
- *Support (not facilitate).*
- *Opening of bar sewerage diversion to free farming comments.*
- *Access to Boat Harbour for cars.*
- *Clearing of look out areas to beauty spots - along the roads.*
- *Better larger signs on roads.*
- *Permanent opening of the ocean beach bar.*
- *Maintenance and one way access to all lanes.*
- *There needs to be a permanent bridge crossing the bar, in area before the look out.*
- *Support clean green organic agriculture support eco-villages and sustainable building policies support clean energy, wind, solar.*
- *Regret the politicising of the Visitor Centre/Tourism, ever since the shire took over. If you're not careful, the absolute charm of Denmark will be lost to a commercialisation similar to Margaret River. The current Visitor Centre is not a happy place and it all starts from the top.*
- *I have the perception that some aspects of Shire governance should not be trusted. I have been in a position some years ago where due procedures were not followed and more recently have been made aware that a request to have state of the art library to be shared by the high school and the community was dismissed just on the whim of a few councillors. Perhaps greater transparency would be a place to start. I see nothing about such a request being covered on this survey.*
- *Rural areas need to be kept in mind not everything revolves around Denmark town centre. Nornalup/Peaceful Bay needs to be developed too.*
- *Wilson Inlet west or east opening. Current policy not working.*
- *5) - Is most important 1) - is still highly significant 0) - is something council has an obligation to undertake no mark at all is not councils affairs.*
- *Other issues - Sporting Facility - including an INDOOR POOL.*
- *With respect to land developments - there is a huge need for STAGED releases to take place. Mass development is unsightly and does not benefit the community.*
- *Stricter controls on noise suppression.*
- *Increased parking at William Bay's Green Pool and also maintenance of path down to beach.*
- *Green waste collection needed in residential area along with the banning of burning off in order to improve community health and life expectancy by reducing exposure to toxic fine particle pollution.*
- *Priority - change Wilson Inlet opening to EASTERN END of sandbar.*
- *Before and after school service and a proper holiday care program for the ever-growing number of younger children of working parents that are not able to be catered for by existing services. Young children should not be allowed to be at home on their own after school and for any time during school holidays. This does happen and it is of serious concern to a number of people within the community.*

- *Placing issues in discreet boxes makes it difficult to understand the common themes which could potentially thread through. E.g. Climate change Impacts would include water management, bush fires and natural environment. E.g. Welfare Issues would include seniors, youth and leisure and sporting facilities.*
- *Removing paving and make more parking.*
- *Improving the condition and water quality of the Wilson Inlet which should be one of our major tourism attractions for fishing, swimming and boating.*
- *There are a lot more I'd like to add but the ones I have numbered are very important if we want a healthy Denmark. i.e. - our youth are so important also arts and cultural development for seniors, families and the youth as this helps mental health and culture, plus bonding. If we don't maintain the health of young and old, our gardens and parks, what do we have to offer tourism?*
- *This is a hard one, most are important I would have liked to add "'Provision of Youth Leisure facilities" and "Seniors Facilities and Services".*
- *What about bus service Denmark > Albany am/pm Mon – Wed - Fri (for seniors). Bush shelters.*
- *Anticipate influx of retirees to continue.*
- *A lot of individual activities in this area - wg wood turning potters. So council does not need to push for this.*
- *Not a local issue.*
- *Keep Denmark youth a region provide things they like: Skate Park? Having used in Kalgoorlie.*
- *Important but probably not a council issue.*
- *Please use more natives. E.g. Strickland St!*
- *Keep this coming! Well done council. No more sunrise mass developments however please.*
- *There should be a community centre based around the library. Libraries are much more than just a collection of books - the current library in Denmark is a good example of how libraries were in the past.*
- *Provision of community aquatic centre to benefit the whole community.*
- *This section could be split into categories - people related - environment - infrastructure - water, waste etc - all important, but hard to itemise when lumped together.*
- *Stop home owners building and then apply for a Bed & Breakfast license. This should be asked before building commences, and if this is not reported, then they should not be given a license.*
- *Please control growth! We are in danger of ruining Denmark I would like a swimming pool and am prepared to pay 10% more in rates for it.*
- *LETTER BOXES. Away from P.O. We can walk or ride a bike to post our letters. Healthy and good for environment. Signs needed at fire break to forest reserves. No vehicles - E.g. Braidwood Elbow, Blue Wren Lane. We have a quad bike roaring around. Board walks in wet areas would allow us to cycle & walk in bush tracks all year. Keeps cars out of town.*
- *Use local artists to develop infrastructure. The recent example of hideous and unworkable hand rails in town raises the need for good design and more artistic elements in public infrastructure. Let us slow down and get it right. It is not possible to do this overnight. The whole local public art issue needs public discussion and long enough lead times for people to develop concepts and ideas.*
- *Waste: One should not have to take own waste bin to the tip when you are 75 years plus. There is no collection at sea change. Swimming pool should be built.*
- *Local resilience to all sorts of external impacts - including peak oil - which affects transport, energy use, food production etc.*
- *Swimming pool please!*
- *Indoor heated swimming pool should be a priority but was not clearly stated in any of the above*
- *Blackberry control.*
- *Preserve our unique natural environment - limit development particularly new housing developments. I am not against development if it is done in a tasteful way.*
- *Indoor swimming priority for all ages! And physical capabilities.*
- *If we take care of the environment, the way we use it and manage/plan for future sustainability, then all other issues can follow. Economic/tourism development must come after we have prioritised Denmark's environment first.*
- *The infrastructure required to house the huge influx of tourist vehicles such that regular residents may carry out their normal daily activities in the manner to which they as ratepayers to the Shire of Denmark are entitled.*
- *And footpaths.*
- *These are all important! Hard to choose just 5.*

- *There is a need for a hydrotherapy pool especially with the seniors being at least 1 third of the population and growing. The health benefits of such a pool would greatly improve the lifestyle of people with mobility and other related health problems.*
- *Build a skate park for local youth to get them away from IGA, so many near misses.*
- *Why for instance (I presume it is a real estate development) is a unique and rather pristine piece of paper bark bush land being destroyed rather than using a cleared farmland for development. I'm talking about the land on the eastern side of the light industrial area.*
- *Please stick to core functions the budget does not have "magic pudding" functions.*
- *Footpaths = where are they? Have you been to Kendenup lately?*
- *To investigate the adoption of the creation of Homestead lots in the Denmark Shire.*
- *Town parking.*
- *All of the above are very important issues to keep your eye on and it is a very difficult question to prioritise the 15 given issues and narrow it down to 5 and then rate them in terms of importance.*
- *Council to give positive directions re. Wind farm.*
- *I would suppose that the "provision of senior's facilities and services" would include a place where the elderly can be looked after and accommodated when they can no longer cope at home. With our ageing population it is not acceptable that persons have to go to Albany for care and that couples have to be separated. We are Denmark residents not Albany residents. - The fact that beds are available for the frail-aged at Denmark Hospital but not funded is a deplorable situation. - I thought that infrastructure for water was the responsibility of WATERCORP and they should be held to be accountable. Without bush fire protection the rest don't matter.*
- *Not just for the rich.*
- *Pool. Denmark needs industry to employ people.*
- *Could be the same thing. Develop a consolidated view of what the town centre should/could be. At the moment, retailing is being spread out of town which will fragment the main street - all while there are a number of sites that are underperforming.*
- *Wind farm/swimming pool - high priority, there is a swimming pool in Williams which looks as if it would be adequate for what Denmark requires.*
- *Bus shelter at new TransWA bus stop.*
- *Pool.*
- *There is an obvious need for a swimming pool in the town; this would cater for many of the needs listed above. Hydrotherapy for an ageing population a new leisure facility for the youth of the town and a great addition to the existing sporting facilities.*
- *Road maintenance draining, dangerous trees on corners, embankments on corners. Cut away and widen. Cut off overhanging limbs and branches. Bigger lines to Denmark Bridges = a new bridge on river road to build more dams on Denmark river. A new bridge on Churchill Rd. Scotsdale Rd bridges - broken for over two years. A new bridge on Barnes - Sutton Road. A two tonne limit not good enough. Road signs missing, school bus runs to be improved to safety standard.*
- *Pool and Hydrotherapy pool. This is important for the health of an aging population and development of youth ability to swim (water in sea too cold) and 110ks a great distance to travel to lessons in Albany.*
- *Our natural environment attracts tourists. When well looked after, it makes tourism development almost development almost unnecessary. Arts & culture such as the markets & festival of voice also attract visitors. Bushfire protection is extremely important - with a big fire in Denmark there is no safe place to go. Conservation and bushfire protection could be a difficult balancing act but needn't be. Organisations communicating and working together.*
- *Litter control, particularly along arterial roads.*
- *POOL - Please build a 6 lane indoor pool as a 3 lane multi-use pool will suite nobody and become a bigger white elephant than the Rec Centre.*
- *Might not be exciting BUT core business.*
- *Community responsibilities dialogue with DLE.*
- *Facilitate - depends on how you interpret! Not you business.*
- *Not a responsibility but responsible behavior is desirable.*
- *Facilitate - depends. Facilities and services/leadership/probity/representational democrat. Not "I'll scratch your back if you scratch mine" type deals behind closed doors. * Take note of my scribbles, 1-5 doesn't do it for me.*
- *Leisure Facilities! Refer to Pool not Golf, kids don't drown playing golf.*
- *Car Parks.*

- *Denmark has lots of older citizens... we need to gear councils help to that age group. Tourism will help get Denmark "notice" and bring more to town. At the moment there is VERY LITTLE for the youth - why stay here.*
- *Denmark is known to be pet unfriendly. There are very few places where one is free to exercise their dog. Currently Ocean Beach is totally out of bounds to dogs, you can ride horses up Ocean Beach but you cannot walk a leashed dog past the surf club. This is a public beach for all. The Surf Club rules of the beach need to be revised to allow access through the beach to a dog exercise area. The latest A.C.A.C. report states 63% of all households own a pet. There are 3.41 million dogs in Australia (as pets), 83% of all Australians have owned a pet at some time. How many of Denmark's Residents are actively involved in the Surf Club?*
- *Indoor swimming pool.*
- *Sealing of Mt Shadforth Rd to McLeod Rd to provide an alternative route to Denmark, and easing traffic pressure on South Coast Highway. As part of Seniors Services - allow provision of granny flats as part of immediate family convenience for larger "Special Rural" blocks. Enforce the 20m clearance between house and forest on bush blocks for fire prevention.*
- *A bus service between Denmark and Albany - many older residents are non-drivers.*
- *What is Core Shire business..?? Roads etc.*
- *Sporting facilities seem to be okay. Strict control on land development a must. Parks and gardens seem to be in good hands. But visual impact it has to be. All shires should have overall plan on waste and recycling. Welfare type issues are an important ongoing thing for councils.*
- *Swimming pool vehicle access to Ocean Beach more parking spots Motocross grounds.*
- *We desperately need a more reliable power and water supply in town. Added to this more sporting facilities would significantly benefit the town such as a community swimming pool.*
- *This statement requires qualification. We trust this included to health of Wilson Inlet.*
- *BUS TRANSPORT (especially school holidays) many older people who cannot drive and having problems in and out of town - this has also put stress on volunteers. I have also had complaints from a few visitors getting to and from Ocean Beach.*
- *Denmark should be a great example of small town sustainability. Keeping population at a maximum number to retain the exquisite beauty of the area + the environment. No more housing needs to be created as Denmark will need to grow in services to sustain the higher number of people resulting in a less country feel & environment being replaced by commercialism. All can be kept balanced. It would be great to have everyone on rainwater, keeping the water supply for emergency use & power the town by wind. Everyone in the town off the grid!!*
- *The health of Wilson Inlet is always shires primary focus yet gets no rating here.*
- *I feel that once Denmark has destroyed its environment it has lost its "Raison d'être".*
- *Tindale Rd was to be upgraded in 1954 I understand and again in 2010. Nothing has happened since then.*
- *Provide Car Parking in Town.*
- *Provision of a swimming pool.*
- *Swimming Pool!*
- *Residents of Denmark should be issued with a grocery discount card. We should not have to pay tourist prices for staple items like food.*
- *Please take note on the 10th Feb 2011. Mt Barker started to receive their wind turbines after a short consultation. Where are Denmark's wind turbines?*
- *Pool.*
- *I'm 47 yes I'm concerned.*
- *I'm a D.S performer/artist some place to go do and sell.*
- *Natural Environment is good. But we are growing.*
- *Depends on ones outlook.*
- *I spent 2yrs at Albany lss, lost 25kilo and 13 pant size 102-85cm using pool, steam and river walk. But Albany is unclean. I now stay at Denmark Rec Centre to get fitter to life style match up. (LLLS).*
- *There are still kindle box areas.*
- *I think this coincides with number 2.*
- *"Clean but not green" sounds good to me.*
- *I have no problems but others not on deep sewerage would not.*

2. FUTURE DIRECTION

Supporting Concepts

Respondents were asked to circle their strength of agreement for the following items. Percentages and comments were as follows;

Council should support higher density development within Town sites.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
31.0%	18.3%	15.9%	22.9%	9.8%	2.1%

Comments:

- *Absolutely. Stop the sprawl.*
- *All developments, including density should be looked at on 'case by case' basis, to check the appropriate design in regard to position, visibility, access, need, terrain etc. not just whether it's in the town centre.*
- *Better than spreading out into the forest and precious agricultural land but needs to be done sensitively.*
- *Children need backyards.*
- *Commercial or residential?*
- *Council should support the development and upkeep of an aquatic centre!*
- *Denmark should retain its character as a country town.*
- *Development seems to be already quite dense with regard to shops. Why squash everything in together?*
- *Don't think people want to live on top of each other. Noise is a big factor.*
- *a) Don't know that I like the idea that council "should" do anything, except act as elected representatives in a privileged position of making informed decisions on behalf of residents by considering scientific, cultural, historic and any other relevant information.*
- *Excluding high-rise buildings.*
- *Given that building sites have been previously used for residential or commercial purposes - no new clearing please.*
- *I think there is enough implemented.*
- *I would agree as long as it fits in with the feel of Denmark.*
- *Look at Margaret River; it has lost its charm.*
- *More moderate priced rental accommodation.*
- *More recreational facilities in town, not subdivisions.*
- *No more development.*
- *NO.*
- *Not if it means knocking down old buildings and remnant bushland!*
- *Rather higher density than urban sprawl.*
- *Sewered.*
- *The current trend of people is to live on smaller lots close to all services.*
- *This is a country town, NOT a roof to roof suburb of Perth. However there IS a real need for low income residential.*
- *We don't need ghettos. Where will the children play?*
- *Whilst there is a need to provide affordable housing we must resist making Denmark into suburbia.*
- *With proviso that aesthetic architectural + social values are met.*
- *Yes - stop the sprawl.*

Council should encourage commercial activities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
7.4%	6.8%	22.3%	39.7%	21.7%	2.1%

Comments:

- *Any commercial activity must be monitored - do not want factories.*
- *As long as they did not impact on current ethos of town. E.g. car wash - eyesore and should not be encouraged.*

- *Away from CBD.*
- *But not to the detriment of residential quality of life.*
- *Commercial activities are not the role of council.*
- *Commercial activities should to their own feasibility study.*
- *Depends on the nature of the business etc. e.g. would have to make sure agricultural business would not further add pollutant to the inlet. Home based businesses OK as long as not intrusive to neighbours.*
- *Encourage, but not get too involved.*
- *Except fast foods.*
- *I would like to see the encouragement of small scale business in Denmark but not support for large monopolies like Woolworths.*
- *If compatible with conservation of the environment.*
- *No more commercial activities.*
- *Not agriculture on river bank.*
- *Not support commercial activities adjacent to the primary school.*
- *People come and leave if money isn't made through commercial activities.*
- *Stronger economy attracts good population growth and security*
- *There are lots of empty shops in Denmark so probably not good to encourage more.*
- *We have an oversupply of commercial premises in Denmark and rents are very high for the number of customers. I am not sure that council should be encouraging businesses; they need to be sustainable in the real world. The most meaningful way would be to have and use a buy local policy.*
- *What sort?*
- *Why should council need to encourage (?) these activities? Aren't they going along ok???*
- *Within reason taking into account our rural aspect & environment.*
- *Yes to suit community requirements.*

Council should encourage agricultural activities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
4.0%	3.0%	20.2%	38.2%	32.5%	2.1%

Comments:

- *Any agricultural activity must not have a negative impact on our environment.*
- *Because of our climate we can sustain good agriculture.*
- *But not planting blue gums.*
- *Council should support the building of an indoor swimming pool!*
- *Emphasis on horticulture - plants foods are more energy efficient.*
- *It has to be in line with the area + not vineyards only.*
- *Like What?*
- *Market gardens to provide as much of our own food as we can.*
- *Not on river bank.*
- *Organic no G.M.*
- *Organic not GM.*
- *Please keep Denmark GM free, the demand for organic produce is growing and Council should support this.*
- *Sustainable clean green agriculture.*
- *With emphasis on environmental sustainability/not gmo active.*
- *With sustainable outcomes and NOT GM Crops.*
- *Yes - also subdivision of farms and 5 acre blocks.*
- *Yes as long as it is not a GM trial.*
- *Yes perhaps horticultural.*
- *No genetically modified agriculture.*

Council should encourage heavy industry start-up.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
39.3%	18.7%	21.9%	10.2%	6.4%	3.6%

Comments:

- *A LIGHT industrial area may be more suitable than heavy. * There is a security risk for homes that are empty for most of the year.*
- *Again it depends on what this means.*
- *Albany is 53km away - Let Albany do it.*
- *Heavy industry is probably not necessary at present as we are so close to Albany.*
- *Home based businesses- depends on activities in residential areas.*
- *I do not want heavy industry in Denmark.*
- *Never!*
- *No mining.*
- *No need for true heavy industry in this area: we are a small town - Albany is larger.*
- *No need in this area.*
- *No way.*
- *No. Use Albany.*
- *Not feasible in Denmark.*
- *Not unless needed.*
- *Outside CBD limits.*
- *Provide it can be accommodated in the proposed McIntosh Industrial complex.*
- *This is NOT an industrial town and never should be.*
- *This won't do well for tourism.*
- *What a load of rubbish. Who thought this one up?*
- *Will lose its charm need to be very selective.*

Council should encourage home based businesses.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
6.2%	6.8%	29.3%	32.9%	21.4%	3.4%

Comments:

- *As long as it isn't too noisy & have huge lighting etc.*
- *As long as it's not at the expense of existing businesses.*
- *Depends what the business is & how it is going to impact on me.*
- *Do other regulations apply to home based businesses? Government?*
- *Especially on farms.*
- *Great concept. Fish farms etc. Sell on farm.*
- *Great employment opportunity without need for more buildings in town.*
- *Home base business is slightly different in as much as it is more environmentally friendly than commuting.*
- *Home based business, this is a big question and we need more information in order to comment as it depends on type of business, noise, pollution etc.*
- *Home based businesses should only be regulated in regard to safety and nuisance issues. We need more industry in all forms in the shire to increase employment.*
- *Home businesses are good so long as they do not impact on neighbours through noise or visual pollution.*
- *If what we read is true there will be an increase in home employment in future - depends on kind.*
- *The word 'encourage' is too obtuse to have an answer to. How does Council encourage or discourage, and to what extent, in what capacity?*
- *This could be a good way for some people to get ahead.*
- *What is meant by 'encourage'? These are very confusing and vague questions. Be more specific.*
- *Yes, especially with retired residents.*

Council should regulate home based businesses.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
10.0%	13.2%	26.1%	28.9%	18.0%	3.8%

Comments:

- *Doesn't concern me, but over regulation does.*
- *Especially Holiday Homes if they are considered a home-based business.*
- *Hands off.*
- *How?*
- *Need to be involved but not too heavy will kill it.*
- *No.*
- *Noise restrictions.*
- *Only those that might affect neighbours by noise, smell, traffic.*
- *Regulate without stifling, must be a balanced concept*
- *Regulating home business should occur where there is likely to be actual reduction in the "quiet enjoyment" by neighbouring property, no one has the right to make life uncomfortable for those around them and council should act forcibly and without delay.*
- *There is not enough money to be made in Denmark annually, only seasonally.*
- *To a degree - we are regulated enough as it is.*
- *To a degree, but not to stifle creativity and entrepreneurial endeavour.*
- *What does this mean exactly?*

Property security is an issue in the Shire.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
7.9%	21.9%	37.4%	15.1%	8.3%	9.6%

Comments:

- *Especially in the outer lying areas.*
- *I don't know if property security is an issue, it hasn't been for us.*
- *I have not had any problems with security but realise that there are more issues now than there used to be.*
- *I'm unsure of this.*
- *In what regard is this question meant?*
- *Is it?*
- *Is it? Wouldn't have thought we had a problem.*
- *I've never known it to be.*
- *Not around Tingle Dale.*
- *Not at present.*
- *Not sure what the question means.*
- *Not to my knowledge.*
- *Start small e.g. seasonal run to Ocean Beach.*
- *Subject to an analysis of who might require public transport. E.g. aged pensioners, etc.*

There is a need for regular public transport.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
6.4%	11.5%	24.2%	25.1%	28.9%	4.0%

Comments:

- *A community bus twice a week to Albany. Many people have no car or can't drive.*
- *Absolutely! A bus to the beach in the holidays could be good. (Albany too).*
- *Afraid I don't understand what's being proposed here. A regular bus service to Albany and back? I'd support that a bus service for pensioners or disabled people sounds good also, or a bus to Ocean Beach during the hols?*

- *Don't know*
- *Don't know how this could be facilitated.*
- *Even a shuttle bus on weekend for Albany and local beaches or during school hols.*
- *I haven't paid for my transport; it's not fair that government require me to pay for the indigent as well.*
- *I think it would be good if there was regular public transport to and from Albany to reduce the number of cars travelling however perhaps more encouragement of car pooling would also help. It would also be good to have a bus service to the beach in the holidays particularly for young people.*
- *I think this was tried some years ago - did not have much success.*
- *I'm glad that the public transport issue is raised. Both within Denmark and between Denmark and Albany, connecting with the airport, are desirable. I see no reason why the state should not be asked to contribute as it does in Perth. Perhaps this is a better way of spending 'royalties for regions' money than the current hotch potch of projects.*
- *In holidays it would be good.*
- *Innovative local mini buses, regular bus to Albany, Greens pool in summer, tourist routes.*
- *Many seniors don't drive.*
- *Maybe a bus that goes out to Ocean Beach and areas between.*
- *Maybe to Albany for medical reasons.*
- *No.*
- *Not within CBD - but outlying areas - Albany-beaches-Perth.*
- *Not yet.*
- *Public transport from where to where?*
- *Public transport on a regular day or days would assist people who need a ride to Albany and back. The elderly and some young mums find it increasingly difficult to get transport and attend doctor's etc in Albany.*
- *Small bus service along the main roads would be good.*
- *To and from Albany - small coach?*
- *To connect Albany City.*
- *Walpole > Denmark > Albany. Aging population*
- *Weekly bus to Albany for seniors.*
- *Yes - to Ocean Beach in school holidays, to Albany once or twice a week.*
- *Yes for the elderly/those who can't drive.*
- *I was gratified to see that in the website the document 'Transport Options in the Shire of Denmark' is provided. To have all the options, whether one thinks it's adequate or not, listed in one place is a good thing. Transport options between Denmark and Albany may be a little limited, but what is REALLY missing is a local bus service within Denmark itself. This could start with something as small as a minibus/van between town and Ocean Beach for the summer holidays, at least. To expand on that would be to provide a route/s encircling and throughout the urban parts of the town, both within the central part and also off to the urban areas off Ocean Beach Rd. The timetabling of a bus could start with an a.m. run, a midday run and an afternoon run or any variation in between to or from the centre. The morning runs being for workers and early morning people and the afternoon ones incorporating transportation for those school students who live too far away to walk and too close to qualify for the normal school bus. (I.e. within 4 km of the school). This type of service I would not expect to be viable for at least the first 5 years. It would take that long for people to transfer their allegiance to, for the 'cultural' transference to take place, and for fuel prices to bite more. Therefore, it should not be expected to be self-funded too quickly - and it may not be in the foreseeable future. The implementation of a public transport levy should not be cast aside at all because we all potentially benefit from such services. And a 3 month trial, as I believe was the case a few years ago with a trial bus service to Albany, is just not enough time for this sort of thing to 'take'. In a climate like Denmark's and with the tyranny of suburban distance, it's not practical to expect people to simply jump on their bicycles, even if there was a web of cycle paths installed throughout - not to mention in the case of the aged and not-so-mobile members of the community. The building of off-street parking on the circumference of the CBD (as opposed to inside of), adequate cycle path provision and a bus service, would be the holistic approach to Denmark's transportation future. The sooner any of these can happen the better prepared we will be for Denmark's future growth. We can either knee-jerk our way into such infrastructure in a more distant future (with the possibility that urban growth and other pressures will get in the way) or we can inculcate, invoke and lead the way to engendering the culture of less car-use/more pedestrianism, especially for the centre of town which will, be we know it, be choked with cars, noise and fumes. Let us create this future, not just fall prey to the changes.*

Council should provide or have a role in supporting public transport.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
10.6%	12.5%	24.0%	24.4%	25.7%	2.8%

Comments:

- *Not large amount (ever increasing) of Denmark children going to Great Southern Grammar dedicated bus would cut journey from 1.5 hours to 1hour. 2.) Many families eventually relocate to Albany due to transport time.*
- *A small population only needs small buses.*
- *A supporting role, but not necessarily provisional.*
- *Daily bus to Albany*
- *If a need is determined or displayed.*
- *If there is a demand for public transport then private industry will provide the service if it is financially viable. If it is not financially viable then the demand isn't high enough and it will be a drain on council resources if council funded.*
- *Inflexibility of Gov agencies would probably prevent it but I know on all school days through the year, one school bus does travel back from Albany empty at about 9.00 am and returns to Albany about 2.30 pm empty. Surely this could provide a cheap service from Albany to Denmark and back.*
- *It would be good for the town to have public transport, but would probably run at a loss.*
- *No reason a hand held device can't be obtained for ranger use to check speed and issue infringements to persistent offenders.*
- *No.*
- *Not answered - what do you mean i.e. Transwa or another service altogether?*
- *Not within town.*
- *Perhaps this should be commercial.*
- *Provide it does not mean that ratepayers are having to subsidise it.*
- *Public transport is necessary in regional areas and will assist with tourism concept.*
- *This is a service for the community.*
- *Presumably renters, often lower income, will use it more and so will contribute through paying fares.*

Council should levy all ratepayers to provide a public transport service.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
37.8%	18.7%	20.6%	12.5%	7.0%	3.4%

Comments:

- *A levy to ratepayers should be voluntary - most people are struggling to make ends meet. People who can afford to pay more should pay the levy.*
- *Excluding pensioners.*
- *Hire local bus service.*
- *It would have to provide a service to suit many people if people were to contribute.*
- *No more levies.*
- *No way.*
- *Public transport levy, maybe for initial set up but it should be possible to cover ongoing costs by charging appropriate fares.*
- *Rates are excessive now.*
- *This should not be necessary at present or in the future. No.*
- *To Albany.*
- *Try Mr Grylls for royalties for regions.*
- *Use present rates money more astutely.*
- *User pay principle should apply but perhaps the Council could assist initially. The high school has a bus that could be used in the holidays for a special service to Albany and the beach and perhaps the Rec Centre bus could also be used.*
- *User pays concept.*
- *We pay enough rates already!*
- *Why doesn't the money come from regions royalties?*

Council should levy all ratepayers for environmental projects.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
33.3%	16.3%	21.0%	15.3%	9.3%	4.7%

Comments:

- Anything council can do to help the youth of today to have direction and structure in their lives is extremely important.
- Better included in rates.
- But ONLY for projects aimed at preserving the natural environment.
- Council should encourage the use of solar energy and rain water in all development.
- Depends what they are.
- Excluding pensioners.
- If there were rate payer levies; these would need to be reasonable so that rates do not become prohibitive to lower income home owners other rates would need to shift priority.
- Levy for environmental projects would depend on individual project.
- No more levies.
- No more taxes please.
- No problem with that.
- No way. No more environmental projects.
- Only if income based (difficult to do!).
- Pensioners might find this hard. Maybe means tested.
- Renters should have the opportunity to contribute - especially if their land lords don't contribute!
- Royalties for regions should be used for this purpose.
- So long as they are legitimate environmental projects.
- Such as?
- These projects should not need extra funds.
- Too ambiguous.
- Use present rates money more astutely.
- User pays concept.
- We pay our rates. Deal with it.
- What is meant by environmental projects?
- What is meant here? Not specific.
- Where the environmental issue is related to the Shire's normal obligations then it should be funded by the Shire, which has an impact on Shire Rates, I would assume. I would NOT include the proposed Wind Farm as something the Shire should fund.
- Youth supervision yes.

Council should provide more youth facilities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
7.9%	11.7%	33.3%	25.3%	17.6%	4.2%

Comments:

- Council has already provided plenty of facilities.
- Facilities should be for everyone (not just youth).
- Families take responsibility please.
- Get more youth first.
- If at all, should be adventure type or opportunity for positive involvement in the community.
- If property (more youth facilities) maintained and administered.
- In town.
- It keeps them busy and creative activities are healthy.
- Needs survey required.
- Not necessary.

- Only begin after thorough and full research.
- Particularly primary school youth.
- Skate park mountain bike trails (tourism).
- There is a lot for youth in this town already.
- They are catered too enough.
- They don't use them e.g. skateboarders prefer CBD.
- Well centred for now.
- Yes a swimming pool.
- Youth should use Skate Park not footpaths and outside IGA.

Council should facilitate youth entertainment.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
9.1%	14.0%	33.1%	26.3%	14.4%	3.0%

Comments:

- Agree with Tha House + Skate Park being maintained but do not see more need.
- As a retiree I don't feel I can give an accurate assessment of youth needs within the town.
- As above, surely they can use their own initiative.
- Ditto. Entertain yourselves.
- If possible.
- If we look after the youth, then we protect for the future of the town, its security, its businesses and its sustainability. If we don't make it attractive for the younger generations, the desire for families to live, and stay in the district can be reduced.' Happy youth = better security, more active participation in the district activities.
- Immature advice not needed.
- Let them make their own.
- Needs survey required.
- No - 'Youth employment' - Yes.
- No more so than the general population.
- Not 100% sure of this question directive.
- Not council's role.
- Only support youths who show initiative in the first place.

Youth involvement in Council should be encouraged.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
3.2%	4.5%	15.7%	43.7%	31.2%	1.7%

Comments:

- Consider having a youth council. (Worked well in Kalgoorlie).
- Debatable whether they have the time & experience to make a contribution.
- Fairly large turnout at public meetings indicates there is community support for this.
- Fantastic idea.
- Good luck.
- Great idea.
- Only where it applies.

Council should develop a natural earth burial facility at a suitable location.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
8.3%	6.2%	35.2%	17.4%	24.8%	8.1%

Comments:

- Anything wrong with Denmark cemetery?

- Cemetery?
- Could be a viable proposition, don't know much about it.
- Give people an option.
- Great idea! Would be supported by many in Denmark.
- Haven't we got a graveyard?
- Natural Earth Burial - would like to know more about this and also where it would be located.
- Natural earth burials should be able to be performed in the normal cemetery and should not need a special facility.
- Someone should.
- Taking all into consideration.
- The Denmark Cemetery is a disgrace - will another facility be neglected too!!
- There is enough of this.
- This is a very good idea... also in some cases, for people to be buried on their property (i.e. farm).
- We have a cemetery?
- What does this mean?
- What is this for?
- What the heck's this?
- Why bury natural earth?

Council should encourage more cultural activities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
5.7%	8.5%	38.4%	29.3%	16.1%	1.9%

Comments:

- Absolutely. Not just Australian culture, all cultures.
- Are we Australian or some other nationality?
- Can't people organise themselves? Arts council does a great job.
- I think the arts council does a great job. Just support them. Grants etc.
- It's what gives our town character.
- Of quality.
- This is an essential safety need.
- We have enough going on!!
- Which culture.
- Who's Culture?

Council should continue employing Lifeguards during summer months.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.8%	1.1%	10.6%	29.1%	54.6%	1.9%

Comments:

- A necessary service - gives beach goers confidence/safety.
- Beach get away destination = \$ (insurance policy).
- Definitely.
- Extremely important for all locals and our thousands of visitors.
- I do not swim at Ocean Beach.
- I thought lifeguards were volunteers!
- I was not aware that the Shire in fact did this.
- It's our duty of care!
- Lifeguards are needed, but unsure as to whether the shire should be funding this directly or more indirectly through the Surf Life Saving Club, who are able to get funding from several sources, not just the shire.
- Look at the length of time this is required.

- *No issue with Lifeguard however the closure of beaches to 4WD is of concern, these belong to all ratepayers and access should be allowed between 5pm to 9 am (overnight) during summer and no restriction (other than a speed limit) during the rest of the year.*
- *They are worth their weight in gold.*
- *Unsupervised beaches in high crowd levels extremely dangerous.*
- *YES!*

Respondents were asked to circle their strength of agreement for the following items. Percentages and comments were as follows;

There should be more and better quality dual use paths around the Shire of Denmark.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
3.8%	3.6%	17.7%	33.4%	40.2%	1.3%

Comments:

- *Already excellent paths.*
- *An all weather boat ramp to sea is important both for recreational fishing, but more importantly for sea rescue.*
- *Council paths around the river need better maintenance and some upgrades.*
- *And fix those that are already constructed.*
- *And oblige cyclists to use them.*
- *As an ex-head injured hemiplegic with 2 dogs, it's hard to walk them safely at once.*
- *As they can be funded.*
- *How can you agree/disagree with a question?! Try: Council should allow 4WD access to Ocean Beach. Strongly disagree with this concept.*
- *Bike & walk ways are health benefits and tourism loves them,*
- *Bike riding promote healthy population, encourages bikes.*
- *Country drivers tend to be very car orientated and get annoyed at cyclists so D.U.Ps important.*
- *Cycle path along Scotsdale Rd.*
- *Cyclists made to use cycle ways*
- *Cyclists use the road anyway (e.g. Ocean Beach Rd)*
- *Dual Use Paths -Priority Town to Rivermouth.*
- *Especially along Scotsdale Rd to the Steiner School*
- *Especially along Scotsdale Road to the Steiner School*
- *Existing facilities adequate.*
- *Dual use paths are great if they do not trash the environment when they are being made. They should also blend in.*
- *Fix the roads please.*
- *Have enough in the town -nobody uses the trails outside*
- *Inlet Drive - don't worry about Poison Point development you risk life and limbs riding there.*
- *Many areas don't have adequate roads in winter, ever minds footpaths. Council needs to gets basics such as roading functioning well before implementing the 'nice-to-haves"*
- *More paths.*
- *Not to be used by horse riders, unless droppings to be picked up.*
- *Only in certain areas like upgrade between town and Rivermouth.*
- *Our paths are pretty good now.*
- *Provide maps & info on location and difficulty.*
- *The ones that are provided seem to be well-used so that indicates we need more.*
- *The ones we have are great. A few more leading in the right directions might limit car use.*
- *Upgrade Mokare walk path, this path is the most used in Denmark and it the worst.*
- *Walking Not Horses.*

An all weather 2WD beach access boat ramp should be constructed at or near Ocean Beach.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
22.3%	11.3%	28.1%	16.6%	17.4%	4.3%

Comments:

- *Absolute boom potential for tourism.*
- *Do not use ocean beach.*
- *No 2wd access to Poison Point.*
- *Don't ruin the beach like last time, dumping limestone on the beach (rocks).*

- *Don't see the need for an 'all weather' boat ramp.*
- *Essential to tourism growth*
- *Beach access boat ramp should only be constructed if it is to be used strictly for launching boats and is deemed to be necessary.*
- *I cannot believe there is not a boat ramp into the ocean in Denmark. I suggest Boat Harbour.*
- *I'm not sure if there is access to Ocean Beach area in an emergency but don't believe it's necessary for pleasure.*
- *Leave our beaches alone. They are loved for their raw beauty not development!*
- *Not a safe area. (2WD beach access boat ramp near Ocean Beach)*
- *Not Ocean Beach / tourist come to the beach for the environment / around the corner at mags.*
- *Not possible at Ocean beach.*
- *Not really necessary but would certainly bring more visitors to town.*
- *Ocean beach is dodgy... Only experience boat handlers with local knowledge.*
- *Only at suitable site.*
- *Overdue.*
- *Parking along Hollings Road, opposite and adjacent to the Denmark Hotel is often under used.*
- *Parry's beach.*
- *No boat launching at Ocean beach.*
- *Safety of swimmers and surfers are at risk. Launch boats elsewhere!*
- *The facility at the moment is not good*
- *The good work not high priority could be damaging to the insurance.*
- *Unless this absolutely necessary.*
- *User pays would be appropriate*
- *We feel that the 2wd Boat Ramp be constructed in the bay near McGeary's rock on the Western Side.*
- *Why? Inlet or Ocean side? What about a bridge?*
- *Will then require a large trailer parking area as well?*
- *Would increase traffic and destroy the natural feel of the beach.*
- *Wouldn't it wash away 1st storm!!*
- *You cannot economically construct an all weather 2WD access into the sea from Ocean Beach; consult DoT in Fremantle for advice, e.g. Martin Baird. It simply won't work because of the wave climate. Costs to make it work would be too high.*

Do you think council should allow 4WD access to Ocean Beach?					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
52.3%	14.5%	10.4%	7.9%	13.4%	1.5%

Comments:

- *Absolutely and emphatically NO. You are opening yourselves to all sorts of problems if you do this. Ring coast care - they will inform you of the issues. Or you can ring me.*
- *ABSOLUTELY NOT - endangers wildlife e.g. breeding birds & structure of beach. Let the lazy buggers discover if they have legs.*
- *As long as Council provides control when needed and not Surf Club.*
- *Attracts Loons & yobbos. Let people go to Parry's.*
- *Beaches are for swimming + walking. Cars etc are for ROADS.*
- *Better without it.*
- *But not going past surf club.*
- *Under no circumstance should 4WD's be allowed on Ocean Beach and indeed they should be banned from all our beaches. Vehicles do immeasurable damage on beaches and if you want to see for yourself have a look at Cable Beach in Broome.*
- *But not in front of surf club*
- *Defiantly not. Beaches should be safe for walking on.*
- *Definitely not*
- *4WD access to Ocean Beach should be restricted to a causeway opposite Caravan Park when possible. If the discharge into the inlet from the sewage plant contains ANYTHING that could threaten the health of the inlet, then*

there is NO QUESTION that the State Government should be lobbied. In fact there should be a huge outcry - no way should this be happening.

- *4WD Beach access to Ocean Beach; strict safety conditions must apply. Ocean Beach Rd/ South Coast Highway Roundabout; Must be large enough for road trains.*
- *Designated area only.*
- *Please, please don't allow 4WD vehicles on Ocean Beach...I've seen people 'hooning around' and doing untold damage. This wonderful place should be protected from 'rev heads'.*
- *However access via causeway to constructed parking area for beach front would be agreeable.*
- *In off peak times.*
- *It's been great without cars.*
- *I think 4WD access to Ocean Beach (one of the South Coast's most beautiful beaches) would be a great draw card for tourists. It's a great beach for fishing but largely inaccessible due to the Surf Club. This would be great for the community.*
- *Keep something sacred*
- *Maybe at certain areas*
- *Maybe with a special licence.*
- *Need a main swim beach but access is needed.*
- *NO*
- *No 4WDs should be on the beach.*
- *No way!*
- *No way! It will spoil its pristine beauty.*
- *NO!*
- *NO!*
- *No. I've walked Ocean Beach for 27 years nearly every day. Why can't others walk it? It's a breeding ground for wading birds, when people drove on Ocean Beach years ago there were accidents, aggressive drivers, rubbish & dogs running behind cars, erosion of sand hills and less bird life. Walk it! It's good for you.*
- *NO-NO-NO*
- *Not in summer! Check out the man made at Muttonbird. k) It's not the best. Strickland & S.C Hwy is another real pest.*
- *OK when the bar is shifted to max.*
- *Only by a bridge across the open bar.*
- *Only for disabled or aged people*
- *Only surf patrol. f) More the better. Exercise path 2.*
- *Regulated*
- *Restricted up to near 1st reef would be good*
- *Seasonal access only depending on environmental conditions.*
- *Some control - no access at surf club beach. Launch only.*
- *The beach will be less relaxing if 4WD's are allowed.*
- *The days when 4wd's can go everywhere are gone.*
- *The time has passed.*
- *Though comment stating yes only to allow boat launching at ocean beach.*
- *To do so would conflict with Council's other environmental obligations, and would not be supported by those who are attempting to protect the Hooded Plover, and other shore birds.*
- *Too dangerous.*
- *Can go to Parry's if you want to 4WD.*

Fees and allowances paid to Elected Members should be increased to encourage more people to nominate for Council.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
25.3%	17.4%	32.8%	13.8%	6.2%	4.5%

Comments:

- *Are they doing it for the money?*
- *Can increase fees if lesser number of councillors.*

- *Elected members shouldn't be in it for the money. Should remain altruistic but expenses should be met.*
- *Expenses only.*
- *Financial incentives should not be used to attract council rep.*
- *How much do they get?*
- *I don't have any idea how much these are now so difficult to comment but you need to be mindful not to attract people who would do it only for the money.*
- *I am unaware of what fees & allowances are currently paid.*
- *I have no idea what fees and allowances already exist, other than post meeting meals out at the hotel that I have seen.*
- *Councillors should stand for the position as a vocation rather than to make a living out of it. Higher remuneration may attract career people who may have more self interest than the best interests of the community at heart.*
- *I would be very surprised to find out that any of our Councillors nominate for election for the money. What do the Councillors say?*
- *If you bring more money into it we don't get people who want to do their best for Denmark but go for the money.*
- *Increasing allowances may attract more people but not necessarily the right people! However, I do think that good Councillors should be rewarded.*
- *Is that the real reason?*
- *It is relative but so is the amount.*
- *It's a case of how much would be needed to encourage good ones.*
- *It's not money that makes people want to be a councillor it's the quality of "leadership" support + debate!*
- *Money not sole encouragement but helps particularly to poorer members of the community.*
- *NO.*
- *No it is a personal choice to get involved and do your best voluntarily.*
- *No, it should be public duty motivation.*
- *People nominating for council do not do so for financial gain it would be inappropriate to try to make the positions more lucrative.*
- *People should be there for the community not for the money.*
- *Rates would go up!*
- *Reduce councillors and increase their pay.*
- *The representatives we need are not motivated by personal gain but by a commitment to serve the community and that service can be so great that money will not compensate for the effort put in.*
- *There should be some recompense but the amount is (even if increased) unlikely to be sufficient to attract more nominees.*
- *They are not in it for the money are they?*
- *Those who wish to serve on the council are not in it for the financial reward - or should not be!*
- *We don't want people on Council who are there just for the money. It should be a privilege to be elected on Council.*
- *We get what we pay for... there would need to be a nexus between reward and performance and no ward system.*
- *With less councillors.*

Should Council upgrade and extend street lighting in the town site.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
6.8%	13.6%	37.4%	21.9%	15.3%	4.9%

Comments:

- *Always!*
- *Brazier Street to Rec Centre is appalling.*
- *Council needs to be aware of light pollution in Denmark.*
- *Don't live in town centre.*
- *Especially corner Ocean Beach Rd and Hwy.*
- *Explore solar.*
- *Upgrading the lighting in the shire would be desirable to me - lights that are more empathic with surrounds, while still performing function - meaning replacing blinding lights in Berridge Park and many other places in town. Some research might be needed as to what is used elsewhere in the country or overseas, in public places.*
- *Street lighting could be increased if it was solar powered.*

- *I do not believe we need more street lighting in town. Almost everybody is in a car at night and if not they can always carry a torch. The power consumed is unnecessary. There definitely should not be street lighting in rural subdivisions.*
- *Street lighting should be of highest quality and lowest energy use.*
- *Lighting should be switched off at 1 am.*
- *No they are good enough.*
- *No. Save electricity!*
- *I love that there is minimum street lighting and it's a very good reason for living and holidaying here as dark nights are great for sleeping.*
- *Long overdue! New streetscape 'highlights' need for new lighting.*
- *Not at the expense of character building.*
- *Only if required for safety in public parts of town and signage (public).*
- *Only if using LED lamps, all street lights become LED.*
- *Recent lighting added to Ocean Beach road is good but in general I think the street lighting is adequate.*
- *Roading is a higher priority.*
- *Some intersections.*
- *Tree branches block lighting corner. Ocean Beach Rd and South Coast Highway.*
- *Very few people are out at night - not necessary. Town is dead at night.*
- *We have to cut costs unless it can be solar.*
- *Why?*
- *Yes please.*

Council should provide more cycling paths/tracks.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
5.3%	6.4%	20.0%	31.3%	34.9%	2.1%

Comments:

- *More bicycle parking facilities are needed. Formalise the popular parking behind the Fire Station.*
- *A web of them throughout town would suffice.*
- *Always.*
- *Bicycle racks approximate to Post Office, Esplanade, and Fig Tree.*
- *In my opinion we should look after the tracks we have.*
- *More walking/cycling tracks would be great. I have often thought it would be wonderful to have some paths (that a pram could be used on) to go from say Ocean Beach to Lights and from Lights to William Bay, this would be excellent for the communities health and fitness and would be an awesome tourist attraction.*
- *As above (Scotsdale Rd).*
- *It would be of benefit to cyclists and walkers to have the bridge over Scotsdale brook/Denmark River restored at East river road to open up even more safe area's (small pedestrian type only).*
- *At least allocate funds to non profit service provider's projects.*
- *Cycle paths are good already but as a keen walker/ cyclist I always enjoy a new track.*
- *Don't know how many there are.*
- *Don't do cycle tracks/path until roads are all safe.*
- *Dual-use paths should suffice.*
- *Especially on Scotsdale Rd. Barossa Valley has good cycling tracks (I've heard) around wineries. I) Prefer near Rivermouth Caravan Park where you can already drive right up to inlet!*
- *For completing linkages/safety. Vexed issue... the house has bolted.*
- *I can't think where else you'd put them - we have lots!*
- *I have used and appreciate bike path to Ocean Beach.*
- *If possible.*
- *Power supplies in CBD should be underground.*
- *If the need is there, and I'm not sure if it is.*
- *It would be good to have Mokare Track repaired.*
- *Leave the bush alone. Flora and Forna is good.*

- *Mountain biking would mean tourist \$ and youth entertainment.*
- *Need to be linked as a lot of people are not safe on roads.*
- *Not for horses.*
- *Parking should be at perimeter of town.*
- *Plus maps. Good for tourism.*
- *Seal rural roads first.*
- *What for town. Not rural?*
- *When necessary yes as finances can allow.*
- *Yes - but not remove.*
- *Yes especially upgrade the path from town to Rivermouth.*

Council should provide more parking in the CBD area.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
8.9%	10.4%	16.0%	23.8%	38.5%	2.3%

Comments:

- *As a senior citizen can't use park in main street because I can't see out to reverse.*
- *But not heritage building demolished.*
- *But please make it angle parking.*
- *Can make better use of current spaces.*
- *Clear McLean Park for Strickland St parking.*
- *Definitely.*
- *Better signage for the existing car parks e.g. behind the post office.*
- *Definitely.*
- *Please keep new parking areas hidden behind shops etc*
- *Necessary evil!*
- *Definitely!!*
- *We have enough parking in Denmark to facilitate the residents of Denmark, and it would do a lot of tourists no harm to park a little way out of the CBD and walk in. Who are we catering for here?*
- *Desperately needed!!*
- *Don't know where.*
- *E.g. south side of Barnett Street.*
- *Encourage peripheral parking for peak periods. Parking will ruin town centre if it becomes dominant!*
- *Enlarge CBD area.*
- *There is already ample parking in the CBD and lots more on outskirts of town. Parking on Strickland Street should however have time limits and include Disabled Parking spots. This would encourage most people to park and walk thus encouraging the "incidental activity" so vital to good health.*
- *Expansion at Hardy Rd with associated parking should ease Strickland St conjunction.*
- *For the current level of treatment full treatment and use on parks, sport and recreation facilities.*
- *I think people should be encouraged to walk a little distance. Once new shopping centre is built there will probably be enough parking bays in the CBD.*
- *I think the new "paving" could have provided a couple more car parks.*
- *Infant health or craft building.*
- *Extra parking is only required, summer hols and Easter!*
- *Is the need there?*
- *It's never-ending. Provide more, more will come. Cap it.*
- *Make people walk. That can be their 'Find Thirty'.*
- *More parking encourages more cars.*
- *Not at the expense of the character of Denmark.*
- *Council should install a kerb/medium strip dividing the two lanes to stop motorists cutting corners.*
- *Not at the expense of doing away with the Craft shop etc.*
- *Not like the latest "mall" like parking and street scape. Put in car parks.*

- *Not where the craft shop is- the area at the bottom of the old hospital could be made into a proper parking area people park there any way. Better parking signs for tourists.*
- *Nothing wrong with a short walk.*
- *On the periphery of CBD, not in.*
- *Parking - But how? Streetscape hasn't improved parking.*
- *Parking should be discreet but well signed. Let us not have open acres of black bitumen. Coloured bitumen and shade trees such as peppermints could be used. Traffic management issues should be based on numbers.*
- *Parking in CBD area is very bad now.*
- *Parking is adequate, if "hidden" areas are signposted.*
- *Parking spots should be relieved once co op building opens shopping centre.*
- *People who complain that there is insufficient parking in Denmark need to take a trip to England to see how good we have it here. If council had pay and display car parks then there really would be complaints!*
- *Plenty of parking at the old skate park by the river. Upgrade it and signpost it.*
- *Re-do Strickland St into a more usable area. Give back missing bays.*
- *Re-use the old skate board park for car park.*
- *Should have Strickland Street better designed.*
- *Strickland St should be a 'mall' for pedestrians.*
- *The sooner the better.*
- *There are plenty of parking spaces within 5 min walk, more disabled spaces.*
- *This is only an issue 2 months of the year; there are more pressing issues that need attention first.*
- *This may not be required if there was more public transport.*
- *Unless 2 go to town by 9am I am battling to get a car bay, during tourist season.*
- *Use of land bordered by Barnett, Brazier Streets.*
- *We are a small CBD, let's walk, healthy. Concrete parking lots are an eye sore.*
- *We only need this on month per year (or 6 weeks).*
- *What a great idea!*
- *What about the old hospital site could this be parking or the grass lot down near the river?*
- *When new shop opens it will split the traffic and free up more spaces – eventually.*
- *Where?*
- *More disabled parking would be helpful.*
- *Where?*
- *Where? Not at the revenue of the craft shop.*
- *Why can't tourists walk a little into the CBD?*
- *Why?*
- *Would help - but where? End of North St, near IGA and the fire station. People park there anyway and it could be up-graded.*
- *Yes, but where else is it going to go? Need a plant to return to cleaner water.*
- *Yes, but where?*
- *You made more parking and "took it back".*

Council should lobby the State Government to cease the current practise of discharging effluent into the Wilson Inlet from the Water Corporation's Sewerage Plant.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.3%	1.1%	6.0%	13.0%	75.1%	2.6%

Comments:

- *Absolutely. Nothing should be added to our waterways.*
- *And discharge to where?? Maybe the golf course.*
- *Any water entering the Inlet should be well treated.*
- *Please be careful of disturbing the few remaining undisturbed sites around Wilsons Inlet.*
- *Better to have them at Strickland St & South Coast Hwy very dangerous as is.*
- *Council should introduce a policy to allow the use of biolytic toilets so high density building out of sewerage areas can progress.*
- *Definitely.*

- *If waste water discharged is sufficiently treated it should not matter. If not, then the shire needs to lobby to have it treated properly or relocated to an alternative site where it can be if not feasible where it is.*
- *Definitely.*
- *Does sound as if it could go wrong but must have been tested.*
- *Don't have enough knowledge.*
- *Don't know the quality of what's being discharged. Would think there is more of an issue from "other businesses".*
- *Don't know how processed the effluent is. If fairly raw sewerage - absolutely - we should all lobby.*
- *Emotive word. The discharge is safe, therefore it's not "effluent."*
- *Especially as the inlet does not flow into the ocean anymore.*
- *Filter and recycle water for garden's oval etc.*
- *Find alternative first.*
- *For the current level of treatment full treatment and use on parks, sport and recreation FAC's.*
- *Hooray!!*
- *I thought that council would have been doing this already.*
- *I would have thought that was an obligation on Council anyway. Council should advise the community what the levels are and how the levels relate to industry standards, World Health standards etc. Why can shellfish not be eaten when sourced from Wilson Inlet? (I am led to believe).*
- *If it's treated is there harmful effects?*
- *Immediately!*
- *It will stop. When they can turn it into scheme water "totally".*
- *Let them know that this is unacceptable - on an on-going basis. Nag them!!*
- *Maintain good waste from sewerage discharge especially if it's drinkable.*
- *Most important priority.*
- *No issue if water is properly treated.*
- *Effluent discharge should only be discharged after quality check.*
- *Should be cleaned to a drinkable standard. No alternative is acceptable, unless you water a tree plantation.*
- *Stream torrid and smells when weather hot. Beach at point used by children who could be at risk when water levels low.*
- *The Inlet is a vital part of the towns attraction let's do what we can to restore it to t healthy state.*
- *There are many areas to put it to good use. Golf club, ovals, parks & gardens. We need it NOW.*
- *This is 3rd world polutive practises.*
- *This should most seriously be done.*
- *Treated water released is already approved by govt standards. Also inlet has access to ocean.*
- *Upgrade the system so pollution doesn't occur.*
- *Water Corp has given us several options to dispose of effluent e.g. the Golf course or plantation. Why aren't these being pursued - too expensive?*
- *What is the condition of the effluent? You must provide more information.*
- *What's with that?*
- *Where else could it go that it would not ultimately end up in the river? Other than the coast hills to filter effluent further!*
- *Wilson inlet is a important place to the area.*
- *Wilson Inlet should be kept as unpolluted as possible.*
- *Yes! My children and I swim in the river regularly. So far no illness but I don't know what we're swimming in.*
- *YES. Use effluent for tree plantations. Treatment plants do not take out toxic elements.*

W

Council should investigate the installation of traffic lights at the intersection of Ocean Beach Rd and South Coast Hwy.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
59.6%	16.2%	10.4%	5.1%	7.7%	1.1%

Comments:

- *Heavy trucks need to be diverted not to go through town.*
- *However good lighting on that corner would good as there is very poor visibility at night.*

- *I consider the junction at Hollings Rd & Sth Cst Hwy more dangerous - as well as Strickland St & Sth Cst Hwy*
- *I do not use the Ocean Beach Rd/South Coast Hwy intersection on a regular basis and have never had a problem there however should something be needed I would hate to see traffic lights. A roundabout would be preferable.*
- *I use the Ocean Beach/South Coast Hwy intersection at least 8 times a week there is only ever minimal traffic congestion.*
- *If you start putting lights etc. Denmark will be just like any suburb.*
- *Install roundabout & continue OBR to start of Scotsdale between Lionsville & new supermarket.*
- *Intersection of Ocean Beach - Sth Cst Hwy. No problem.*
- *Investigate.*
- *Be prepared for the impact of the shopping centre; will need to know its design.*
- *Large roundabout - all entry and exits spatially equal.*
- *Leave town when traffic lights come.*
- *Lights on Strickland/Sth Coast hwy would be great.*
- *No just widen entrance. Exit to 4 lanes.*
- *No need have never seen a traffic jam yet and I live on Ocean Beach Rd.*
- *No need to keep traffic flowing through town. Develop town across the highway not up and down it.*
- *No needed yet. Would be annoying * congestive.*
- *NO NO NO!*
- *No thanks.*
- *No the place it should be checked is Strickland/South Coast Highway.*
- *No traffic lights - big roundabout if necessary.*
- *No way!*
- *No way.*
- *No way. Roundabouts do the job better.*
- *No! A few moments of waiting doesn't hurt anyone.*
- *NO. Just reduce speed through town!*
- *Not yet.*
- *Problem occurs during peak tourist season. Are the lights expensive? Will rates rise to cover the cost?*
- *Put in a roundabout.*
- *Roundabout.*
- *Roundabout.*
- *Roundabout.*
- *Roundabout instead.*
- *Roundabout should be sufficient.*
- *Roundabout.*
- *Suggest roundabout.*
- *This intersection badly needs adequate lighting on a dark wet night the turn off is very difficult to see sign for locals.*
- *This is utter lunacy! Traffic lights in Denmark? Please!!! Albany prides itself in coping with massive traffic volumes without any traffic lights and succeeds brilliantly! The moderate traffic volume and motorists adhering to standard road rules does not present any problem at this intersection.*
- *Use a roundabout instead.*
- *Very good idea would save lives as the town grow. Roundabouts are the way to go.*
- *We have frequent power failures in Denmark!*
- *What about a roundabout?*
- *Also Hollings rd and South coast Hwy.*
- *No need of traffic lights or any form of traffic control.*

Council should investigate the installation of a roundabout at the intersection of Ocean Beach Rd and South Coast Hwy.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
22.3%	9.1%	13.4%	25.7%	27.4%	1.9%

Comments:

- *A flat roundabout at the intersection and the one at South Coast Hwy / Strickland St would make for safer motoring.*
- *Roundabouts are very successful at intersections such as Ocean Beach Road and Sth Coast Hwy. They can be an attractively landscaped feature e.g. the Muirs and Albany Hwy roundabout.*
- *Roundabout. Straighten Rd near Caltex.*
- *The intersection is not very good at the moment with the entrance to the visitor's centre looking more like a main road.*
- *A large roundabout works well on highways and slows traffic.*
- *A roundabout at Ocean Beach Road and Strickland Street would have been preferable.*
- *A roundabout to cater for heavy transport would take up far too much land.*
- *Investigate only, roundabout at intersection of ocean beach road and south coast highway, don't do it without consultation from residents.*
- *Absolutely NOT.*
- *Lights or a roundabout on a hwy on an incline cause heavy vehicles a headache because they always have to stop for turning vehicles.*
- *I would also like to see the possible of a roundabout at the corner of Strickland St and Ocean Beach Road.*
- *How about a roundabout at Strickland/South Coast Highway intersection instead?*
- *Also junction of Hollings and South Coast Highway (more needy).*
- *Could be a good idea as long as it is big enough and much preferable to traffic lights.*
- *Definitely not.*
- *Depends on cost. Circle 1 brick high + signs?*
- *Roundabout/centre island required at Horsley/Hollings Road and South Coast Highway intersection. Access and egress at Caltex Service Station and Thornton's Hardware cause major problems at Ocean Beach Road and South Coast Highway. This needs to be remedied. Council should consult with Main Roads Department for the installation of solar powered 40kph, on South Coast Highway adjacent to High School, to cover school hours, as this is a tourist route.*
- *Don't be unrealistic.*
- *Excellent idea! What about 2 more at – 1. South Coast Hwy/Hollings Rd 2. South coast Hwy/Strickland St.*
- *Good idea.*
- *We use this intersection daily and have never had a problem, maybe more people should try driving in Perth occasionally.*
- *I don't like the concept of a roundabout but there is a traffic issue: no traffic light please.*
- *If there is a lot more traffic in the future, then yes.*
- *Improve the intersection lighting also.*
- *In my opinion the most dangerous intersection is South Coast Highway + Strickland Street. Could this be reviewed?*
- *In some areas yes but why there?*
- *Intersection of Strickland St and South Coast Highway needs looking at. It's very difficult to cross.*
- *Is it a problem? Have there been accidents?*
- *Is there enough room?*
- *Just look at how dysfunctional and disconnected Dunsborough and Albany roundabouts get - they are not pedestrian friendly - you have to get in your car to cross the road to get to another shop! Walking should be encouraged, it's healthy.*
- *Much better option.*
- *No need.*
- *Not practical for trucks.*
- *Not roundabout but perhaps L turn slip roads.*
- *Only if it is two lane.*
- *Or simpler: A highway bypass lane for east bound traffic AND a turn left lane for traffic from Ocean Bch Rd entering the highway.*
- *Possibly, consider large vehicles.*
- *Research possible negative and positive impacts - perhaps. Better than lights.*
- *Roundabout in the centre of town as well???!*
- *Roundabouts do work no worries if the power goes down.*
- *Strickland and South Coast Hwy preferable.*

- *There are more chances of accidents on Strickland St / South Coast Hwy. A roundabout there would be preferable.*
- *There's room Byford shop corner.*
- *Thought it was already investigated.*
- *Traffic circle rather.*
- *Traffic lights at the intersection at the bridge.*
- *We should have considered this at Strickland St & Hollings Rd the type that trucks can drive over. Northam's Shire is a good example.*
- *Why make Ocean Beach Rd equal to South Coast Hwy with a round-about. It's a T junction which has worked for the last 100 years.*
- *Widen Ocean Beach Rd entry - especially when entry off Hwy from west.*
- *Widen the road to 4 lanes so 2 lanes are for through traffic.*

There is no current need to improve traffic flow and safety at the intersection of Ocean Beach Rd and South Coast Hwy.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
24.9%	22.1%	17.2%	15.5%	15.7%	4.5%

Comments:

- *A roundabout at the South Coast Highway and Strickland St should be constructed.*
- *Another two roundabouts should be installed on South Coast Hwy /Strickland St & Hollings Rd.*
- *Current situation is appalling and unsafe 50km/h is TOO fast for heavy (blue gum) trucks.*
- *Delays on entering South Coast Hwy appear minimal.*
- *Denmark is a country town - not a Perth suburb!*
- *Even at peak times (school drop offs/pick-ups) the wait is small.*
- *Open Buckley Street to South Coast Hwy one way exiting off Ocean Beach Rd to South Coast Hwy for traffic going towards Walpole entry from Sth Coast for residents only.*
- *Give the public a packet of patience pills.*
- *I feel a roundabout would be better suited at Strickland and South Coast Hwy.*
- *I haven't noticed any problems. However, the access to the fuel outlet from the Mitre 10 car park could be blocked off. The locals "whizz" through using it as a short cut.*
- *I see no problem here at present.*
- *It is much harder to cross the junction at the IGA end of Strickland St!*
- *It's alright the way it is.*
- *Traffic flow needs to improve intersection of Strickland Street and South Coast Hwy*
- *The most traffic congestion is at the intersections of Strickland St and Hollings Rd and South Coast Highway and could do with upgrading to a roundabout.*
- *Just education of drivers to learn road rules in regard to T-junction, proper and courteous use of, and observation of traffic indication, and patience.*
- *Sacrificing the environment for the benefit, initially, of a few but later to be over-visited by all and sundry.*
- *Not a priority.*
- *Widen Ocean Beach road to accommodate two lanes near the intersection of South Coast Hwy and Ocean Beach Rd so that cars coming off Ocean Beach into S. Coast Hwy have more room to turn left. On the other hand if there is going to be a shopping centre on the corner of Hardy St. and South Coast Highway may be a roundabout is the answer.*
- *Only by widening access and exit to 4 lanes.*
- *Only one month per year, if the area is a concern perhaps an old fashioned traffic directing policeman!*
- *Poor lighting and visibility - better signage and road markings?*
- *Signage!! Stop or give way sign.*
- *Widening of highway with extra lane would be sufficient.*
- *So far so good.*
- *The junction will only get more congested if the new supermarket is built.*
- *The main danger is the big trucks (inc. log trucks) driving through the town!*
- *There are other options, e.g. construct a second lane which would allow traffic to turn left from Ocean Beach Rd onto South Coast Hwy.*

- *There is need of Strickland St and Sth Coast Hwy intersection also Hollings Rd & Sth Coast Hwy intersection.*
- *Thornton's and fuel station and visitor centre are closed intersection.*
- *Tricky at stop sign in tourist season.*
- *What about the intersection of south coast hwy, Strickland Street? > Roundabout.*
- *Why not Strickland St? They work well in smaller areas in England.*
- *Yes as quickly as possible with regard to environmental accesses. Not enough areas for disabled and aged.*

Council should construct a fully accessible (wheelchair access) path, as well as a fishing platform or structure, to enable deep water fishing at Poison Point.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
32.1%	7.4%	21.7%	14.7%	19.6%	4.5%

Comments:

- *A raised walkway and platform from the corner of Inlet Drive and Campbell road to poison point should be costed as opposed to a road/ bitumising etc from the poison pt car park down to water.*
- *Absolutely, totally disagree (also with everyone else I have spoken to).*
- *Agree in principle, but I don't like land cleared for the parking and suggest it would be used mainly by other fisherman. Surely when I get too old to fish I think I should give it a miss, like I gave up football, cricket, athletics & basketball, 55 years ago.*
- *Any infrastructure should be sympathetic to the environment and be as low impact as possible.*
- *As long as it is not a vehicular road. Fishing from a platform or jetty is a pleasurable activity.*
- *But only with full consultation with Disability Committee, service and the people who matter.*
- *Cost of this is not sufficient for tourist-local use outcome or drawback. Other places sufficient.*
- *Definitely NO!! Please preserve our environment.*
- *Definitely not! Poison Point is an aboriginal sacred site! And who ever took their boulders and rocks away should be made to put them back!*
- *Equity for all abilities.*
- *Even disabled people understand there are places they don't expect access to.*
- *From Campbell Road only. Leave current access track as is.*
- *I believe this is an important habitat and should NOT be altered or interfered with.*
- *I do not object to wheelchair access but do not see why it is necessary to have a fishing platform- surely some place can be left untouched to retain the natural environment sadly fishing often results in debris harmful to birds and aquatic life.*
- *I don't like the idea of a road - but wheelchair access would be good maybe road access for ACROD.*
- *I frequent this area almost daily and have never seen anyone catch a fish there! Half the year the water level would be low, why not upgrade facilities to accommodate people with disabilities at easier existing sites, like the Rivermouth or prawn rock channel?*
- *I prefer the idea of being able to take people who are disabled fishing by boat!*
- *I think it should be left alone.*
- *I work with people with disabilities: they appreciate any provision to get them 'mobile' and to participate with immobile people.*
- *I would like to see money spent on footpaths in general.*
- *If the environment is the prime focus, and I believe it should be, then this sort of access is not required.*
- *If you are unable to see from look out.*
- *Is the water there deep enough for deep water fishing*
- *Is there really any fish there?*
- *It should be available for all to access. I doubt if a pathway will ruin the area. Those who object want to keep it to themselves.*
- *It wouldn't affect me anyway.*
- *Keep it Natural.*
- *Leave it alone. Do we have to change everything?*
- *Leave Poison Point as it is.*
- *Listen to environmentalists who know & have studied this area*

- *No definitely not. Leave us some bits of wilderness. We, the disabled don't need to go everywhere. It is a great view to look over from the car park above.*
- *No! Leave Poison Point alone!! No more development would need toilets/rubbish collection/insurance further damage to environment*
- *NO. The bar at Ocean Beach needs to be KEPT open to allow fish migration and purify Inlet water with Ocean Water. Keep poison point for pelicans.*
- *Only if it is done very sensitively and not for cars at all.*
- *Other places to fish.*
- *Please, leave it as it is. We have enough places with access for wheelchairs along Inlet Drive and around town where people can fish.*
- *Poison Point is an Inlet, deep water is not guaranteed. The foreshore should be left for nature in this area. The less activity the better. Prawn Rock Channel has plenty of areas available for wheelchair access fishing. Fishing is good there when Inlet is closed. What more do you want.*
- *Poor locality and access... Board walk from Railway Bridge to boat ramp... then continue along access channel. *Poisson point - our first explorers were literate.*
- *The car park below Poison Pt would need to be large for the influx of able bodied visitors and would destroy a beautiful area.*
- *The idea of path from Campbell Rd to Poison Pt is more feasible*
- *This is not necessary at this location; there must be more suitable and less costly options*
- *Tourism \$.*
- *Viewing platform maybe, fishing NO.*
- *Why the inlet fish aren't healthy. Try a platform or jetty near McGeary's rock. Ocean fish for the unhealthy like me.*
- *Why/what does the small population on Inlet Cres think? The traffic would have to drive down a one way road to access the disability facility. You can access fishing in many parts around Denmark. Sorry really bad idea. Animals have little left in the area.*
- *Leave it alone.*
- *NO WAY! Unnecessary.*
- *Why?*
- *I can't see the Poison Point wheelchair access working unless the users have been in the Olympics for the handicapped. Why here? Could the 'spot near' the caravan park be more suitable?*
- *With emphasis on the word path (not road) so that existing vegetation is not damaged. How far out would a deep water fishing structure need to go and at what cost to the beauty of poison point?*
- *Leave poison point alone!!!!!!!!!!*
- *This is a crazy idea. The cost would be enormous- both financial and environmental. It's a beautiful quiet spot and important sanctuary for local native birds. Next it will be suggested to build a road to the top of Mt Lindsay so everyone can drive up and enjoy the view.*
- *If access is promoted at Poison Point where will development end.... a paved route all around the inlet?*
- *Poison Point should have its natural environment protected. A non-invasive, upgraded walk path on the current 'road' would be sufficient improvement. (There is wheelchair access for fishing at other places on the inlet).*
- *Access to Poison point (wheelchair) or otherwise - very controversial subject, be very sure about impact before completing.*
- *Poison Point - if the objections that have been raised are legitimate, then an alternative location should be sought.*
- *Poison Point should be conserved. We have many beautiful areas that can be accessed by all. I do not believe the development of this area is necessary and would ultimately devalue all that is precious there.*
- *This should be minimalist at most a drop off by vehicle arrangement of minimal parking for Acrod holders. Able bodied people can walk down and back. I.e. restrict vehicle access except for the disabled.*

Overall, how do you think Council is meeting and planning for the needs of the Shire of Denmark (Current and Future)?

- *A satisfactory job is currently being performed. I do not agree with putting levies on home owners. The questions that were asked are important issues with regards to environmental projects, but I think that the royalties for regions monies collected could be used towards these issues. We do not need public transport in Denmark.*

- *This type of survey is a good start. I honestly don't feel I know enough about Council's planning to comment. If it is striving to find a balance between sustainable developments and maintaining what attracts people to Denmark - the environment, the village lifestyle, the mix of accommodation - then it is doing a good job.*
- *Greater progress is needed on securing sustainable energy and water needs.*
- *Why does this electronic questionnaire not allow for comments like the paper version does?*
- *Council's role should be to provide infrastructure with the state/federal govt, support essential services, ensure regulation etc allow for the community to develop sustainably and facilitate but not provide services that can be developed by community groups, private enterprise. Parents should be encourage to support their children etc.*
- *Most people from Margaret River say that Denmark is like MR 10 years ago and is making the same mistakes. The future substance of the south coast - all charm lost.*
- *Council's role should be to create a sustainable, liveable town for residents/ratepayers (and thus tourists).*
- *If I were grading an exam paper, I'd give the Council a 'B'.*
- *The council does a good job meeting the needs of the community but there is always room for improvement. Tourism is an important industry and must be encouraged and supported but not at the expense of the natural environment that makes Denmark so unique. Over the next few years there will be an increasing number of retirees settling in Denmark. The council will need to address issues that will arise as this generation ages. I.e. retirement villages, improved medical services and aged care facilities. There are many environmentally friendly improvements that can be made to ensure that this currently active group is catered for. These improvements such as the Poison Point development and more cycle tracks will also attract families to the region and cater for our current family needs.*
- *Too focused on development, should be focused on a sustainable, environmentally aware community to retain the character of Denmark. Encourage eco-tourism, foster home-grown businesses.*
- *The main Intersection is a pain in tourist season!!!! It's too tight and people don't know how to use it!!!!!! Cars end up, backed up on the main hwy not good if trucks are coming down the road.*
- *Rather poorly*
- *I have no knowledge of the planning*
- *This question should be part of question (C) because I am too ill informed to answer the above. Generally I would say YES Council is meeting and planning for the needs of the Shire of Denmark.*
- *I believe the shire does a good job and I am proud to live here. I am disappointed with the Strickland St streetscape as it does not depict a sleepy country town.*
- *I believe that the pressure on Denmark planning is intense and whilst we are doing a reasonable effort, our creativity and long term vision is lacking. I have a perception (correct or incorrect) that some decisions are undertaken by Council staff and projects undertaken in-house without sufficient community discussion and/or input from specialists that exist within our community. Our community consultation is limited, outdated and under pressure to be completed quickly thereby not ensuring a creative and sustainable solution in my belief. We lack an agreed vision about the future, reinforced by the fact that Council has not adopted the cultural plan. I would like to see greater controls placed on developers and in some instances legal action taken, when shire policies are obviously ignored. The rural environmental and cultural diversity of Denmark is critical for our future and issues such as housing, rental options and high density development within the town sites are not fully explored in creative means. For example, one question only asks if I agree / disagree with development in town - this is too simplistic a question and does not address the more complex issues of how much is too much*
- *As I do not live in Denmark for most of the year, I cannot comment adequately on this issue. Perhaps if an information sheet were attached to the survey outlining the Council's current decisions and future planning, then I could comment. From what I have seen of the area recently, what I think of the Shire of Denmark's decisions is not entirely negative.*
- *The Council is meeting and planning for the needs of the Shire of Denmark in an excellent manner. Their ongoing dedication to addressing issues that affect both the local residents and visitors is reflected by the positive remarks and feedback that is received by all concerned. Overall: Very satisfying and comforting to know these councillors have our best interests at heart. Well done.*
- *I am only a new member to the electorate, but it seems the council is doing an ok job, I'm not sure about some of the ideas offered up in this survey but not everyone is expected to agree with it all and suppose that's the point of the survey. So I'm sorry I can't give a more full answer to your question but give me a couple more years here in Denmark and I'll get back to you on it.*
- *By and large, I believe Council does extremely well in responding to community needs and exhibits a good deal of foresight in future planning. Obviously Council is never going to please all of the people, all of the time. Inevitably Councillors are perceived as either "green" or "brown" and vote accordingly on many issues. I believe it's important*

to achieve, to the extent possible, a balance of views and open minds. If the number of Councillors must be reduced, I would like to see no fewer than 9, given the physical breadth of the Shire, and uneven number to obviate the need for a casting vote on issues.

- *Ages Care community project is a great step forward. What about those who are neither youth nor aged? Such projects are a sustainable way for the shire to meet the developing needs of the community planning needs to be more in line with the community sustainable development and less in line with the personal opinions of the councillors. Concepts such as a vehicle free or reduced CBD can be facilitated by electric vehicles and car parking on the perimeter of the CBD Planning for links between the school, hospital and other services could be a vital step for sustaining the shire*
- *Quite well.....Council is maintaining its interest which is to be expected in such a small and special community where the main priority is to protect the quality of life for the residents. Council "MUST" protect the current nature of Denmark which means very careful and limited expansion. It must be demonstrated that money is not the total end goal to everything.....and sometimes development for development sake is not necessarily the only way forward.*
- *I believe the council needs more informed vision of future needs and plans accordingly. For example have the utilities and infrastructure in place before considering future development There appears to be little respect of Denmark's character and retaining it when introducing new developments and streetscape and to this end being mindful of some continuity*
- *Need to be stricter re the development of land. No high density housing. Keep the trees and severely penalize those developers who disregard regulations. Love the new work in town centre.*
- *Council is doing an overall OK job of meeting current and future planning needs, however infrastructural, development and property issues still take precedence and there is minimal community development and welfare considerations made. We all know it is easier to deal with 'tangibles', however it is the intangibles (welfare and well being), which are the most difficult issues to tackle. The Shires Community and Regulatory Service section is predominantly active in regulatory services...fire, emergencies, rangers etc...Which is all very important. However, other than administration of the Youth and Recreation Centres there is no real leadership on the community development and engagement front and no consolidated approach in bringing together the needs of all age groups in our community. There is no Community Development Officer though this has been suggested on numerous occasions to Council. Admittedly there are committees of Council such as the Seniors, and Disability committees, but they are not brought together in a concerted way to address the hardest to tackle social issues concerning the overall well being and planning for all age sectors of the community.*
- *Quite well. More canvassing of public comment from abroad. Section of community would be welcomed.*
- *I would like to see Strickland Street - ESPECIALLY THE NEW SQUARE - as a: GIVE WAY TO PEDESTRIANS zone. It is momentarily a VERY confusing and therefore dangerous zone for children!!! I also think the Council should make better use of the "Denmark Arts Council" in designing street scapes, park, play-grounds and the like. Denmark is full of talent. Let out visitors see the artistic flair of the "Denmarkians". Sculptures etc. are needed to brighten the street scapes and; sorry shire; the newly designed/painted park on the river. We (as a community) could have done so much better! So to answer your question; No I don't think the Council is meeting and planning for the needs of the shire. Let the community play a bigger part!*
- *Great. But I think you should also put a roundabout in on Hollings Rd/South Coast Highway before Ocean Beach Road/South Coast Highway*
- *Judging by the questions being considered, I think the council is responding well. I do not think that entrepreneurial activities should be undertaken by council. I think councillors should be adequately paid for the work they do. At the same time I don't think people should be attracted to council for money or gain. I think it is an honourable service position.(or should be)*
- *Council does a good job and should be supported and praised for all the time and effort put into these positions, keep up the good work.*
- *I am really not sure - it is hard to know just what it is that the Shire do and what State Govt is responsible for*
- *Quite well I think. Good to have notes in each Bulletin*
- *Progressive, well done.*
- *Ok*
- *Can't think of any adverse observation: as against having a passion for a particular issue which generally is the basis of adverse comment on the council: who rarely can do enough for those with such a passion when trying for a balanced outcome for all.*
- *I think that council should stop letting all these committees tell you what to do as these are only the minority of the people in this town. Why don't you start making the decisions as a council and stop being puppets to the minority*

and however many committees that seem to really run Denmark for their own benefit and no-one else's. I have been told that if I have questions that I should attend council meetings. This is all very well but am I supposed to close my business to attend at 4pm. (I don't think so) I suggest that instead of having these at 4pm, why not have them at 6:30pm start so that business people and those working in & away from Denmark get a chance to have their say as well. Not every-one in this town is Idle. (Very cunning of you to have meetings earlier in the day when a lot of people can't attend). Get the wind turbines up and running and stop worrying about the little "save the trees people" who live in timber framed houses, sit on timber framed furniture and read about themselves in the newspaper. (Huh??) I am not a greenie as you have probably guessed but I do believe in conservation and looking after our little corner of the earth for future generations of this town. But not being over the top about it where is the loading Zone in Strickland Streets new paved area (waste of money) my husband was told that he would have to cart crates of bread up the back stairs as he could not unload these in front of our shop. Let me tell you this, If my husband trips and hurts himself because he can't see where he is going, then the ranger involved and council will be sued. I assure you that this is no joke. I also park out the front to unload on a Saturday morning and just wish a ranger would be game enough to tell me to cart my load up the back steps!! Loading Zone should be 7am - 3pm Monday to Friday and 8am - 12 noon Saturday. My husband worked for a council for 27 years in a supervisory role and has never seen such a shamozzle as the Denmark council. Why don't you turn the bottom of Strickland St into a car park and please don't ask a committee what they think. Stop wasting money and start looking after the shire; this includes grading roads that need them. (the farmers pay rates as well remember) You asked about paying councillors more money to attract more people to apply, my answer to that was NO. People don't apply to be councillors because of the money, (if they do, then they should not be a councillor and go and get themselves a real job!!) They should apply because they want to make a difference and hear what the majority of people want not just the minority. I would love to stand as a councillor and if I thought I could make a difference I would apply as the voice for the MAJORITY of Denmark and be fair and honest to all people in the shire, not just the chosen few although I know that I would be hitting my head against a brick wall. I will save the headache and let you all keep pleasing the committees of this town as is your want and wish you all well... I think the gardens are fantastic and my hat goes off to the man who looks after them. I think that you should put shade of some sort over the kiddies playground to cut the glare of the sand that you have put in Berridge Park and to also protect their skin from sunburn and skin cancer Also remember, that people in this town who rent properties are a part of this community and should also have a say as they contribute to the Denmark economy too. Maybe we should start up a rental property peoples committee. So I say to Denmark shire Council stop wasting our ratepayer's money and start earning what you get paid to do. It is time that you made decisions yourself and stopped agreeing with all of these little committees around the town of which I have no wish to join and should not be forced to do so just to have my say heard

- *It is impossible to please all people at all times and almost every decision will receive some criticism, however that is no excuse for inaction. Overall I believe that the Council is doing a reasonably good job in meeting and planning for the Shire's needs within the limits of resources.*
- *I remember reading in the Bulletin that the Shire wasn't going to approve more buildings due to the lack of water - this doesn't seem to have the case. I would like to see the council concentrate on building Denmark into a green sustainable town with attention paid to the environment of Denmark i.e. green areas, more trees - no GM products, tackle climate change. The perception in the community is that the council is run by people who have an alternative agenda in terms of real estate and decisions are made to facilitate that interest. I only have a vague idea and rather confused image of the nature of the council really, through the bulletin - I think the goals and achievements of the council need to be communicated more clearly to the community. I am pleased that certain issues are being raised i.e. green issues but don't see a lot being done about it.*
- *Comparatively well, but I would like to see a little more research into alternative power sources other than the obvious wind turbine route. Turbines are unsightly and can be costly to maintain long term. Possible options might include solar subsidies to local ratepayers, wave generators, heat sink development, etc.*
- *I am sure the council is doing everything in their power to make sure Denmark remains a beautiful and safe place to live and bring up our children.*
- *I know tourism is a big financial winner but it would be nice for the Shire to focus more on the residents and businesses of the town.*
- *In general I believe the council does a good job in fulfilling its roles apart from the over emphasis on real estate development; it would seem to me that council has allowed real estate to grow at a disproportionate speed; not observing the natural growth of a community but more focused on the momentary gains to be made, apart from this sad failure council meets the needs of our town well.*

- *Denmark's progress is hampered by a culture of decisive debate/decision making. Individual lobby groups appear to dominate. Council should provide leadership to channel Denmark's human resources & innovative opinions into a healthier process of decision making. The wind farm and other crucial topics have been left to become a public slanging - match with counterproductive outcomes and creation of further "animosities". A small community in a growth trend like Denmark should focus on innovative design to showcase lifestyle and work environments which are based on sustainable/environmental and human centred objectives.*
- *The Wilson inlet is deteriorating year by year. The beaches are no longer family friendly. There are few fish left to catch, so why worry about a fishing platform? Any fish caught in the inlet are not fit for human consumption.*
- *Too much Land Sub-division we have enough approved sub-divisions to provide enough land for the next 20 - 40 years.*
- *Need more work on keeping Wilson Inlet clean. Infill sewerage and NO sewerage into Inlet.*
- *Don't know - never been to a council meeting.*
- *I think we are finally getting a good balance of Councillors who think and act sustainably and care about the way we go forward as a community - rather than individuals. Thank you and well done! Care - Sustainability, Community Consultation and Teamwork is what I see, we as a community need from our Councillors.*
- *Need more regular input from residents re: development in CBD area & increased holiday home construction and ownership. E.g. meetings, surveys, information sheets. Needs of residents & visitors alike have been ignored in the 'upgrading' of Strickland Street. Access from side roads is difficult and dangerous. Parking is inadequate e.g. Caravans and camper vans. Non-native trees and plants have been utilised in favour of natives requiring less water and attention. Street lighting is either NON-EXISTANT or INADEQUATE.*
- *I think the Council is looking after the Tourists and Developers extremely well. For locals (including Developers) - buggers all is done. Also - Weedon Hill should be checked. The houses (Mainly Holiday Homes) are covered in leaves and fallen branches. Have we introduced a cat law yet?? Have not noticed any difference if we did. More signage needed to stop people camping just about anywhere but caravan parks. Not very nice having to pick up other peoples rubbish, including toilet paper flying around.*
- *The traffic running though the centre of town is an issue. Corner of Hollings Road and Strickland Street is particularly dangerous. Restrict traffic flow to Peace St from Strickland St to reduce congestion.*
- *Barely a pass.*
- *I feel the council; is doing a very good job. However there could perhaps be a long term plan in general form (if there isn't one) e.g. what form should the CBD take? The present + format or more compact form by developing more facilities/shops etc. Maybe by using the Mitchell Sight + Price St? Etc. e.g. how much parking is required? Could the greened area on the corner of Barnett + Brazier St be the long term answer? (it being only a couple of blocks from P.O, Banks etc.) E.g. should we actively develop a historical precinct by moving relevant buildings, e.g. old group schools, police station and creating a tourist type 'village'?*
- *I think Dale has been very positive as CEO. Too much is spent on roads I think Council has done well with Strickland Street particularly including and achieving the town square. It is now important to carry the unique quality of Strickland street onto the Sth Coast Highway from Ocean Beach to the Ag School*
- *I agree council is meeting and planning for needs of shire in future*
- *I think the council does pretty well. It seems to have a good mix of people representing all the different interests within the community. I fear that short term money making will drive agendas - such as introduction of a SHOPPING CENTRE in Denmark. To me tourists don't need Shopping Centres or fast food outlets etc; they do not come here for that and having those things will detract from the appeal of Denmark. I also find the proactive burning program in the height of summer dangerous; irresponsible and not in any way enhancing the beauty of our town.*
- *Reasonably well.*
- *Plan for increasing number of people i.e. - Post Office Boxes - Rubbish service to Bimbimbi Way (turn around at cul-de-sac not having the rubbish truck turning around on lights road) - Postal service to Bimbimbi Way as no Post boxes available - Cycle way from town centre to Ocean Beach brilliant but needs to be maintained i.e. - bush and trees overgrowing path (dangerous misc) - Seal the gravel road to lights beach*
- *Poison Point: Whilst access to this place is desirable how it is achieved needs careful thought. To be available to everyone a single track, following the pathway already there, would be unsafe. Two lanes would be necessary and this would destroy all ambience. Going along from Campbell Rd would seem much more sensible. A fishing platform is not necessary; half the fun is fishing from the rocks. Be wary of spoiling such a 'Denmark Place' with over building!*

- *As resources are limited council is struggling to keep up with the towns future needs. Some developers are not contributing to services sufficiently that their development is affecting. Youth activities and interests are vital for town future. Need more resources to encourage youth to be here.*
- *There is too much emphasis on housing development; we need to look at development in a sustainable holistic manner. Do we as a community want Denmark to become just another country town relying on tourists and retirees for its future? What will happen if tourism dries up due to increased fuel costs for example? The Council and community need to look at what attracts people down here both to live and visit, and then preserve and promote that. If a development or planning concept does not support the reason for people coming here then it should not be given support. The council needs a balance between sustainable (as in minimising harm and allowing future generation's choice) development and preserving the current character of Denmark. Is there any guarantee that reducing the number of councillors will assist this delicate balance of views? Maintaining a dedicated and motivated council staff is as important as the councillors in providing continuity in planning and support for Council deliberations and decisions.*
- *Overall, I think the Council is doing a good job. My major concerns are stated on page 17.*
- *I am a land owner of a block in Peaceful Bay; there only seem to be questions relating to Denmark in this survey.*
- *They are talking about it. That's a good start. There are perhaps too many pro development councillors. Luckily there are a few environment conscious one to balance it out. Overall, they are doing ok.*
- *Council needs to be encouraging businesses to be open in peak tourist season i.e. restaurants, cafes in town - maybe incentives to help them be open. Tourism is their business and they need to be making the most of tourist season.*
- *Not bad but improvement is needed to satisfy the needs of the public other than personal interests of the councillors. Please speed up the swimming pool. Water exercise will keep the elderly away from the hospital longer. Please reinstate the roadside rubbish collection service. Many seniors don't drive so cannot use the free rubbish tip passes.*
- *A suggestion for better traffic management at the intersection of south coast highway and Hollings and Horsley roads.....Maybe lights?*
- *Council seems to be at odds with their planning/policies. On one hand they would like involvement and input into different projects e.g. Centenary Celebrations + Denmark Age Friendly Community Project. Then a group of 60-70 members (the majority being seniors over 50) are getting ousted to an out-of-the-way place. I am referring to the Denmark Cottage Crafts as one instance. A swimming pool has been canvassed for as long as I've been here (14 years). It would service both seniors + youth.*
- *Do as well as can be expected with such a diverse range of people and lifestyles.*
- *I think this Council appears to be doing a good job. One of the problems seems to be the change in Councillors in that a Council of the day makes a decision and then the next Council changes it. Sometimes this is for the better and sometimes not! I believe that virtually all residents and visitors wish to retain the uniqueness of Denmark, i.e. the environment and country town atmosphere and therefore it is vital that Council always has this as it's guiding principle when making decisions.*
- *I don't feel comfortable about Real Estate Agents being on Council. I believe this leads to conflicts of interest.*
- *Planning, and consultation process is good, the challenge is (as always!) the implementation....cost vs. priority vs. negotiation with Stage Gov.*
- *Greatly improved under current leadership, staff are pretty good too.*
- *On the whole, I think Council is doing a pretty good job. The bike track to Ocean Beach is fantastic and well utilised. Although I think aged care is a priority, I think this is more of an issue for the Health Dept, but any support given by the Shire to better this would be gratefully received by the community. The Strickland St redevelopment may take some getting used to but should be well worthwhile when the trees grow. I also think the gardens/park at the entrance to the town have never looked back - very well done by the landscape team, and I would like to encourage this as much as possible - still waiting for the Community Park 'botanical gardens' that we were promised - hope this is still on the agenda? Well done Council, you're doing a good job.*
- *I believe that the Council is doing a good job. The forthcoming Strategic Plan is very important. Input from the community is critical.*
- *I think Council should exercise more control over development to ensure that the existing character of Denmark is preserved. This includes both the scope of proposed developments and the architecture*
- *The council needs to focus on families with children and build an indoor swimming pool for swimming lessons and leisure during the summer months. This will also assist the aging population as well. Families are travelling to Albany and while they are there doing their shopping and taking away support from our local businesses. It saddens me that this has still not happened.*

- *Neutral.*
- *The development of the Old hospital needs to be progressed more quickly.*
- *Satisfied.*
- *If Strickland St is an example of Council planning - it's a debacle.*
- *The council appears to be reactive, not proactive. I/we have encountered inconsistencies between Shire culture and Shire laws and by not using the implemented policies, effective planning cannot take place. All policies need to be clear to allow businesses and the public to plan for themselves around Shire directives, changing these on the basis of 'culture' creates uncertainty and mistrust. Council appears to be very 'green' focussed which is good however if not managed well can hinder better/faster development. I/we feel that the basic infrastructure in the Shire needs to be the focus, not the 'nice-to-haves' in this economic climate. By having good roads, good signage, aesthetically pleasing (pref. heritage) streetscape that suits the town etc will attract and encourage tourism, not building car parks in the CBD. If tourism thrives it will create funding and opportunities for further development.*
- *I believe the current administration and council have been more active in the future planning of Denmark. Should another growth or boom period occur Denmark needs to be well prepared with its planning to cope with a surge of population.*
- *1 I am concerned that too many small blocks are planned close to town. Has a need been established that this is what is required? 2 New water pipes installed from the new tank at the top of Kearsley Road might benefit the town in the future as population grows, but where is the water to come from to fill this enormous tank??? 3 In case of emergency Denmark needs to have another in/out access other than South Coast H'way. 4 Council, in all decisions, needs to be sure of retaining, maintaining the natural beauty and history of Denmark, and that includes heritage buildings within the town itself.*
- *Generally very well. However, apparent ambivalence in billing is des needs attention. e.g. 2 ugly, large + inappropriate residences have been altered on McPherson Drive Nornalup effectively altering the amenity of the hill for everyone.*
- *Generally good, but need to plan strategically for projected developments to cater for shire infrastructure & services.*
- *My main concern is that the "village atmosphere" of Denmark is being eroded by some inappropriate development. The challenge for council is to maintain the unique "village/environmental" features of Denmark, while at the same time providing facilities and activities for an increasing number of residents and tourists. I fear that more car parks in the CBD region (such as the proposal to demolish the Infant Health Clinic and relocate the Denmark Cottage Craft buildings and to convert the vacated site to a CBD car park) is not the way to go.*
- *Reasonably well.*
- *I think council is doing a half reasonable job in difficult times. The sporting facilities are good and with the upgraded surfaces to the tennis and bowling clubs, and also the retic to the golf club this is meeting both current and future demands. The all weather boat access - perhaps too little bay towards McGeary's would be an excellent facility. A permanent opening to the inlet would ensure all the boaties to be happy and bring even more tourists. The aged homes perhaps near the golf course would be excellent in the near future. The so called upgrade of Strickland St could have been done with more class. Parking is a huge problem and needs to be immediately address. For now and the future.*
- *Council should continue to support infrastructure in outer communities. Don't just spend in Denmark Town site.*
- *Having built our house and sub-divided another site to sell half and spent a fare amount of my career in building and sub-division from Administrator on a new town to large estates (up to 250 homes) and feel Denmark is no different to other projects in WA or other countries. A piece of land becomes available - a speculator thinks he can make money - the proposal is put to the Council (be it Town, Shire, County)if they say no the speculator takes his proposal with a better storey to the State or County Council and nine times out of ten he gets approval. Somewhere in the mix someone wants a peaceful life, you may think I am a critic but that's the way it happens, if it really gets tough it goes to Countries Government - and I do not know of one final decision. The Shire of Denmark is no different than the City of Albany, various towns in England, Scotland, the Windward Isles, Papua New Guinea or the xx? Likely I have found small Councils do not join against Big Money.*
- *As well as possible, these community surveys' are an excellent example.*
- *Unsure. Relatively new to town.*
- *Agriculture College use of Land on + near river - Town parking needs more - Survey Good Initiative - Property sewer near water ways.*
- *Too much small residential development in this town*

- *Future satellite 'towns' should be based on minimal infrastructure i.e. Power, sealed roads, underground phone, water... and based on 'sustainable communities' practise. These developments could set precedence and be an example to other parts of the state.*
- *I think Council is doing a sterling job. Especially the wonderful administration and finance staff, who provide the best service in this town, for the limited amount of resources available to them.*
- *I believe they are doing a fair job. More work is required on several roads. More parking is required (without losing any buildings) as many of the parking areas are unsafe and lack in numbers. More consideration is warranted for competition with certain retail businesses and new retail businesses should be looked at.*
- *Not sure!*
- *O.K. There seems to be some excellent initiatives, but I guess one always wants more. Would like to see alternatives to car use continued (more cycle & walk trails) and maybe a bus service (2 or 3 times a day ?) to areas like Ocean Beach & Greens Pool in the school holidays to relieve traffic and parking problems.*
- *Needs to think they want more tourists in town they need car and caravan parking. Signs need to be put up so they no.*
- *ONLY a locally elected council can stand up for and protect the unique country life style of our district. NO ONE else will do this. Rampant development for ego and the extra bucks will sell us all down the river. (Dunsborough Development) While council management and planning seeks to contain development in the interests of local residents then you are doing a good job. In my view we are reaching a manageable balance between interests of residents and visitors. Well done. But we may need to cap the volume of future visitors by limiting the growth of visitor accommodation in the future.*
- *Based on the questions asked in this survey it seems the Council is heading in a positive direction - though hopefully results of the survey will steer the council in making the right decisions fared on majority community vote and say.*
- *I have not attended a council meeting and only read the information provided in the local paper. It would appear all is ok.*
- *I feel in general the shire is a dedicated body doing a good job. A diverse and diligent body of councillors, which can only be a good thing.*
- *Not very well: 1) The Visitor Centre tower and barometer were not needed or welcome by most locals and it is generally regarded as an expensive waste of money. 2) Parking/Strickland Street. Again, the recent works were neither needed, called for, nor worthwhile. When the street scaping was planned some years ago (2007?) the community was promised double the parking capacity in Strickland Street and this was a consummate failure. The cost was a total waste of money in the opinion of the great majority and the crossover would be a joke if it wasn't so dangerous, as neither pedestrians nor motorists know who have priority/right of way. Consequently, there should be far greater community consultation on major issues like these. They are both immensely unpopular.*
- *Use of this survey is indication of good intent.*
- *Adequate. Rural properties are generally too small to be considered viable enterprises. There should be more scope for subdivision or changing of land description. By subdivision I do not mean residential suburbs rather medium size lots to appeal to a broader population especially in view of those wishing to make a "tree change or sea change"*
- *As I live out of town + too far out to be really appreciating the town's facilities on a regular basis, the roads (gravel) are always an issue. Also the spraying of weeds along the road drains + verges is not very environmentally friendly + should be stopped. People on the dole could be employed to dispose of weeds... Safety is an issue, but I'm sure there could be a way. When I've gone to town I've found the facilities good. Parking is a bit of an issue... But I don't mind walking. During the tourist season, you know what it will be like, + make allowances for it. I think Denmark needs to keep its natural assets... no more destruction of bush for development. The council needs to tread carefully + keep a happy medium between its natural + historical beauty, + progress + development of our town.*
- *Satisfactory but slow in making decisions and getting on with it!*
- *Within its limited finding I think it is doing quite well. The one exception is planning for the inevitable effects of climate change.*
- *I do believe the Council is doing a good job! I have lived here over 24 years and it's as friendly and welcoming to anyone as I've ever known. We haven't changed, people care about each other here and accept you for who you are. What more could you ask for? Beautiful Forests, Coastline - clean and empty most of the time. The Rangers have the tourists in hand and Gardner's and Shire workers are fantastic. The Council should keep the good feelings that go with living here - tourists welcome to share.*
- *Council is performing adequately.*
- *Going well-need to keep developing with tourism in mind as this is the way forward for Denmark.*

- *I don't understand why a town with a population of our size, and such large rate payments doesn't have a heated indoor swimming pool with spa and sauna facility. So many community members need these facilities for health healing, safety from the sun, swimming lessons, physiotherapy, leisure and recreation!*
- *Council needs to have monthly news letter, with unbiased, reporting of council activities, present and future. Facilitate better access to councillors on issues instead of the restrictive question time before meetings; many people are intimidated by this procedure. Submissions made by the public on proposals should be published in the news letter. The council is performing poorly IT IS NOT TRANSPARENT.*
- *I feel the two very urgent issues for our community are: 1) Strong fire prevention plan. Without block burning around Denmark (as Pemberton does), there will not be a Denmark, it is a very real issue. The younger people, with families should be involved more in the community, than leaving this important issue to older people. Perhaps this could be introduced via schools to the parents, say at community meetings? 2) Urgent water needs. Whilst I am in favour of development, we have the cart before the horse situation, we are opening too many new developments, as each new area is putting more strain on our water situation, which in the tourist season gets so low and smelly that we have to levy our drinking water. Because of the peppermints surrounding us on next door properties, we cannot have a water tank, which we would dearly love. 3) Parking in town is just terrible, perhaps a car park opposite the nursery and another opposite IGA.*
- *Doing a reasonable job.*
- *I don't have enough information to know of the council's overall planning.*
- *I have some concern about the smaller block sizes in housing developments which are springing up around Denmark and hope that Council will not compromise the characteristics of Denmark which make it attractive to tourists and families seeking a healthy lifestyle. I am also concerned that a large dam structure on South west highway about 10kms east of the Denmark town, which is quite clearly not related to farm use, was passed by Council with careless attention to proper procedure. This dam is allowing a lot of evaporation, is built on a peat site, may affect breeding of lampreys and other wildlife dependent on the good flow of creeks downstream from this dam and may have a significant impact on surrounding properties and the highway itself should it overflow or break its banks.*
- *From reports and comments there has been more activity in this area. With the growth of Denmark, (2-3%) Planning needs to occur so we do not have a repeat of the hospital or high school debate and the lack of future planning shown by the fiasco with these 2 developments.*
- *We are concerned that Council is not representative of the whole community and special interest groups' needs are met to the detriment of the whole community. We acknowledge that councillors give their own time to matters and issues and respect the community consultation is always invited. Overall, we would say that Council is meeting the needs of the Shire quite well.*
- *As my involvement in council activities is minimal I don't think I know enough to comment*
- *Council has done a good job in meeting and planning for the needs of the Shire. This is enhanced by the quality staff currently available to the Council*
- *I think a lot of the councils decisions seem to be very short sighted. I see no reason why Denmark cannot be the main attraction of the Great Southern; it has the natural beauty but lacks the infrastructure to sustain such an economic boon.*
- *I have concerns about council road maintenance methods for shire roads. They are destructive to roadside vegetation. I think too many special rural subdivisions are allowed. This has serious ramifications for the future. Council needs to stand firm against special interests and property developers where proposals are not in the best long term interests of the community. Otherwise it's doing fine.*
- *Too many similar looking/size Special rural developments, a mix of smaller (5 acre) blocks should be allowed in rural areas. New subdivisions would be more appealing with varying size lots. Encourage some commercial activity in outlying nodes - Nornalup, Bow Bridge, Peaceful Bay, Scotsdale, Ocean Beach etc. But keep Denmark as the main centre - centred around Strickland St and both sides of the River, rather than spreading up to Ocean Beach Rd.*
- *My main concern is that so much emphasis is on tourism - I know they inject much needed revenue, but locals sustain Denmark year round. I did think the entire episode with Mr Bolle was mishandled! He should never have received any additional equipment, time, money or assistance. He reneged on his gift and taxpayers should not meet any costs to soothe his ego. Giving into a bully with a loud voice smacked of cowardice - and now we are left with the eyesore which many of us objected to in the beginning. Legal action should have been threatened against him and I bet he would have backed off - all bluster - I say this as I have had dealings with the individual and when approached he backed off.*
- *Why no question on opening ocean beach bar? The inlet needs it! - Farmers not developers should be allowed and encourage to subdivide to 5 acre lots with access to roads. Hobby farms would bring more families to the area,*

make land more affordable and help farmers overcome their present low economic situation. - Protection of all Large Kauri trees could be ensured with an "Adopt a Tree" policy - All housing permits must avoid placing residents in fire prone bush areas. - All volunteer efforts should be given greater shire support through grants monies. - A bridge is needed for crossing the inlet mouth.

- *I think we have a better chance of making good decisions about our future with a balanced Council. There must be councillors who hold up a Green perspective, to act from best principles, to attract the attention of the big players, such as Western Power (Green Town Project). Property developers can get "with it" and support biolytic toilets, high density housing etc. Truly, the old model of 5acre lots is history. Having property developers involved in Council decisions leads the town into difficult situations as we have now, i.e. too many subdivisions, poor water and energy supplies, black outs etc. I think Green principles and sound economics will bring Denmark forward. We need development, but it must be sustainable. New models are smart and they need smart councillors to carry them forward.*
- *On the whole yes, although I do this that there are far too many vacant blocks around to justify clearing more land, such as Heather road a year or so ago. If clearing and subdividing carries on at this rate, with no building on already cleared blocks, I worry that Denmark will not be as lovely as it is now in the future. To be honest, I do not and never have attended a council meeting.*
- *See previous comments - particularly with regard to the Visitor Centre. The Centre is the absolute focus for tourism which is surely the lifeline of Denmark's economy and yet the in-fighting resignations of experienced staff and negative publicity surrounding the DVC is palpable. And - as I understand from several people - the members are "afraid" of speaking out because of the likely pay-back in a small town. Therefore I do not think the Council/Shire is doing at all well with its "planning" right now. It's killing the goose that laid the golden egg in an effort to appear "professional". We don't need a Capital City - type visitor centre with seminars, tourism degrees and technological expertise: just enthusiastic, pleasant, friendly people willing to "sell" Denmark and its unique charm.*
- *4 out of 10.*
- *The length of time the council has taken to get their residential strategy in place is far too long. It is noted that they are in the process of finalising the latest strategy. One would hope that this does not become a drawn out process. The amount of money and time that has been wasted to date in regard to planning strategy could have been well used elsewhere. The current council seems to be on top of the process. The main cause of concern is the council being unable to hold their planning staff.*
- *Ok but the area needs greater job security. No future for youth so they leave the area. No future for farming as \$ are getting less + less. Food, wine, and music festivals generate income, potential and promote the area.*
- *OK - Dunsborough is a fine example of how Denmark could be - without restrictions on development - hopefully we will not go down that path*
- *I think that considering all the legislative and financial constraints the Shire of Denmark does REALLY well!*
- *On balance the council doing a good job trying to meet the many and varied demands of faces from developers, industry, tourism, and ratepayers. There is however a perception in the community that developers have too much a way in council matters and appear to be able to flout the 'rules' as they know council does not have the fixed resources (ratepayers money) to prosecute. Denmark council is not the only council facing issues, but at some stage somebody has to be prosecuted and justice needs be to done (not just a slap on the wrist).*
- *We need to address the need for an adequate water source and supply as well as reliable power supply before we continue to release more and more land.*
- *The Denmark Shire has a great diversity of highly capable, skilled, talented and exceptional individuals, who are informed in an extremely diverse range of knowledge bases (i.e. environmental, leadership, community etc). The Denmark Shire Council needs to make best use of these resources and expertise, to inform the Council, Committees, and Community at large. Denmark needs an Indoor Heated Swimming Pool. We are a mixed aged community, with large numbers of both retired, and children/young people. Both of these groups would benefit greatly from an indoor pool, as would all the community. The elderly, retired, infirm, and the baby-boomers (who will soon be retiring and/or elderly) can all benefit from the relaxing and physiotherapeutic qualities of calm water. Also swimming is a sport which is not arduous for the infirm and even the non-swimmer is able to do water aerobics. Whilst the younger generations benefit from swimming competently and exercising regularly (swimming lessons and lap training). With an increasing focus on health for everyone, swimming is an ideal sport. We might even have an Olympian hiding in our younger generations. Denmark has great need for a Cultural Centre. This is a highly gifted, talented, creative, original, and imaginative community, with minimal venues (places, areas, and structures) to display this bountiful resource. The originality and peculiarity of Denmark's creative ingeniousness, and innovativeness is a resource which we can utilise to attract more tourists to the area. To do this and do it well requires a high quality venue, along with a series of smaller venues to display the talent to its best ability (possibly*

the Old Hospital Building). The new angled parking bays along Strickland St. are dangerous. The angle does not allow motorists to see clearly when reversing. The blind spot of most large cars, 4wds, and vans is the rear corners (the larger the car the larger the obstruction). As most Denmarkians have large cars and 4wds, this blind spot is a concern for most motorists reversing out into the oncoming traffic. VERY DANGEROUS. The area in the middle of Strickland St. which has been paved across the road is hazardous. The continuous paving is very confusing for children, particularly toddlers and those learning to cross the street. The distinction between where the path finishes and where the traffic drives is extremely confusing. I have seen children, and even adults start crossing without looking, and then suddenly realise when almost in danger. There needs to be signs for pedestrians to beware of vehicles. But even more pertinent is the need for traffic to be slowed to a 5 or 8kms through this area. It is almost a mall so treat the traffic accordingly.

- *Council is doing a reasonable job but could do more in terms of future planning of town site/CBD. I.e. use of old hospital area, parking, keeping "village" feel of CBD.*
- *Don't really know*
- *As stated on page 6, I believe too much focus and money is spent on building a 'Tourist Town' just like every other, rather than maintaining the very reason people are drawn here in the first place. Also, rate payers are entitled to priority of Shire expenditure in preference to improving the welfare of and conveniences for tourists. "Denmark, a Shire that looks after its own", is a better reputation than "Spend Easter in trendy Denmark". Hell let 'em go to Margaret River if they want every mod con. I believe that the aesthetics of the town are critical. Building exteriors like the Supa IGA are laughable in Denmark and look completely out of place; it should never have been passed.*
- *After completing this survey, I think the council is aware of the needs of Denmark and has prepared a comprehensive study to work through.*
- *Overall council has instigated many + constant improvement of facilities in the Shire of Denmark. Greens Pool proposed extra car park is a priority, if the district continues to promote this area. Holiday makers and locals alike love this beach. During peak holiday times, parking is inadequate.*
- *My biggest concern is a public health issue and relates to the antiquated practise of burning garden waste. There is an excess of green waste due to our climate where things grow well and people wanting to maintain their property in the hope of providing some protection from potential bushfires. Currently residents are encouraged to burn this waste; however this practise is dangerous and needs to be eliminated. Residents need to be encouraged to recycle the waste and there are acceptable ways to do this. The waste can be turned into compost for their own garden, this helps to conserve precious water and reduce weeds. Council could consider buying in bulk some small garden mulchers to sell at cost to residents. Alternatively Council can provide green waste pick up. A bulk collection once or twice a year as is done in other shires would be the best option as residents already have the weekly collection for disposing of small amounts of garden refuse. Council could turn this waste into compost or just mulch and sell it back to the residents. The gardeners currently employed with high maintenance gardens might be transferred to this area. Alternately trailers could be available for loan from the Shire for residents to transport large material to the recycle station. Also on the topic of bushfires the Council could be more pro-active with stricter building regulations in regard to fireproofing houses built in high risk areas.*
- *I believe that more can be done as Denmark is continuing to grow however the lack of shopping and services is a worry. Not only do I need to go to Albany for work but also for swimming lessons, clothes + goods shopping and during tourist season grocery shopping. Although I understand that Denmark is a small community its potential for development is high, but there is a distinct lack of interest from council to allow this to happen. Infrastructure is another let down. Instead of focussing on power, water + sewerage to meet the demands of the community, money is being spent on planting unsuitable short lived flowers. At least this year somebody has the sense not to plant fox glove! Why is it so hard to decide on a place for a wind turbine? No one will refuse the power it provides once it is built + if worried about it blending into the environment, paint it various shades of green like they have done in Ravenshoe QLD, who also had opposition to their farm however since completion have only had 2 official complaints. How can Denmark claim to be environmentally friendly when there are so many issues with not only the turbine but also the inlet + the prawn channel?*
- *As a member of the wider community unfortunately it doesn't seem that council are always looking at the bigger picture.*
- *I think Denmark is looking the best it ever has. The gardens in town are superb, a real showcase and something to be proud of, and lately a lot of quality paving and pathways have been completed. I feel the current council has a long term strategy and is looking ahead, but I worry that Denmark will develop too quickly and lose its charm. Plans to create more commercial areas in Mitchell and Brazier Sts will have an impact on the feel of the town and encourage faster development. I believe that development is given a higher priority than preservation of the natural environment, and that needs to change. Denmark is the one place in WA that hasn't made too many*

mistakes (yet) regarding over development, but it could without careful planning. The bush area opposite the golf course in Beveridge St needs to be made into a class A reserve, as do remaining areas of bush in town. I feel though that the Council is aware of some of these issues and we have a wonderful CEO who appreciates the natural environment, as do many of our councillors. Overall, I think the council is doing a very good job.

- *Well.*
- *Too many meetings for the Councillors! Not sure if meeting costs involved in attending meetings and other work e.g. long-distance travelling for SCMG are reimbursed. If not, they should be! Those of our Councillors who contribute so much time and effort should not be out of pocket. Pity that some Councillors seem to have made several Directors of planning so frustrated that they resigned! The Council could try lobbying WALGA to work to change the power of DPI and WAPC to govern what can be done in our Shire! Planning - I think the Council does not have a clear vision of what the Shire will be like in the future - hence the 6 years (or more) to complete the LPS. It is attempting to put right the planning errors made in the past.*
- *Council has a difficult job planning for the future because of the diversity of the population. Youth have very little to do + getting public transport going to Albany would open up opportunities for them. Seniors needs for access to hydrotherapy. Medical care + activities also need to be addressed. Creating a tourism town, where families come to cycle all over, to play in a nature playground, to reconnect with environment is I think what sets Denmark apart. People often tell me there is nothing to do in Denmark. Why not create Denmark as the town for young families to visit by having activities which draw people. e.g. - nature playground (e.g. old hospital site) - natural pool at Ocean Beach - section off part of beach with paddle pool. - Cycle paths and cycle parking spots in CBD. - Make up adventure maps for families to explore Denmark - By foot - for 30 mins, 1 hr, 2 hrs by bike - for 30 mins, 1 hr, 1/2 day, day by car - for 1 hr, morning, both in township + outer areas. - By canoe - for 1/2 hr, 1 hr, etc. e.g. beach adventure, forest adventure, river adventure, summer adventure, winter adventure.*
- *Except for the apparent neglect of the condition of the Wilson Inlet I feel the council does a good job.*
- *Places don't have to be big and developed to be beautiful this will cost us all more in the long run. Remember if you take away the flora in your busy attempts to develop this place, biodiversity and flora will not be sustained we all need biodiversity to keep Denmark healthy and most of us happy. Big development means big infrastructure it doesn't stop at the development. Roads & fire tracks, more roads to access areas in case of emergency. Bigger schools, hospitals (doctors, nurses etc). Poison point should be left as a sacred site there should be records of this at the Perth museum. This would also be a good tourism site. We all should be proud of this heritage not tearing it down.*
- *Council is generally doing a good job currently, but I would like to see more cycle ways included in future planning.*
- *The Shire Council appears to be doing a great job, but there is no reason that it should not strive to be the best Shire in the state.*
- *Generally you are doing an excellent job. Would still like to see a bitumen road to Lights & Conspicuous Cliff. These are top spots. I have been a ratepayer for over 50 years & my family since probably 1913, when my grandmother lived & taught here. I have loved Denmark for its rural atmosphere, since coming for holidays in the early 1930's and continuing nearly every year since. It is selfish to enjoy it so & not want everyone to come here. I know it must change, but I don't want it to change. Please try to keep it as it is.*
- *Reasonably well, although roads need more attention. In particular the Tindale / Nornalup Rd upgrade needs addressing. This is a major access road for the west portion of the shire and should be prioritised accordingly, both for business and tourism development as well as the expansion of the population westward to Peaceful Bay and Nornalup. It shortens the distance to Perth and Kojonup and the Frankland wine region considerably.*
- *Unfortunately much of the planning of poor standard occurred before this council was elected. E.g. proposed new Denmark co-op site. Future CEO's & Shire President must not have a conflict of interest. E.g. Shire ex-president head of a real estate business. More roads need to be sealed because of increase in tourism - e.g. Glenrowan road. Stricter controls of clearing of bush. Follow-up action needed. More money given to fighting/controlling of weeds in parks & reserves.*
- *I am not a full time resident (yet) and am not familiar enough with council planning.*
- *Don't know of plans. Council seems distracted by now-essential issues.*
- *Overall, I think councillors do the best they can with the information they have, and they have Denmark's interests as their priority.*
- *Knee jerk responses mainly. Parking is becoming desperate without apparent solutions. First step is to reclaim the land occupied by Infant Health and Craft. Who is to be entrusted with a planning matter of such magnitude? Is the community to contribute a range of ideas and the Councillors add their views to produce a future plan which may or may not have merit? Better perhaps as a first step to enlist the aid of a Uni Planning Department which might willingly welcome such a challenge.*

- *There are too many factions within the council all pushing their own agenda. Be it the redevelopment of the golf club reserve the monstrosity of Strickland Street the r- development of the new Co op site. Unless we get a more unified approach we will always be two steps behind those Councils that are organised and functioning for their community*
- *I think the council has done well over the past year in meeting the needs of the shire, especially in the aspect of walk/cycle paths and ramps for people with disabilities. however the cycle paths would improve with the reinforcement of law and making sure people are walking and riding on the path rather than unsafely on the road which I encounter regularly*
- *I think it is doing quite well, I feel that Dale Stewart is a good CEO and I am pleased with the council's agenda to involve and listen to the community in decision making. I would like to see less rural acreage being rezoned for residential R20/R10 subdivision as I feel there is enough land already opened up awaiting development.*
- *We chose Denmark "as it is" to retire "as it is" is selfish to expect it to remain "as it is" needs careful control and available maintenance to retain. Any expansions should be based on the requirements of rate payer's not commercial interests. The return of a green waste collection would enhance the overall pleasure of living in Denmark.*
- *For the immediate future. I believe a bus service (even weekly) to Albany would be of the most benefit to the ageing population. I know of a retiree who for medical reasons cannot drive and has no means of getting to Albany to visit a loved one (severe stroke) in hospital. This causes stress and frustration in an ongoing way. At minimal cost I know this could become a feasible reality... Much more productive and welcome than any proposed swimming pool.*
- *From what I have experienced: Well done!*
- *O.K.*
- *Denmark is currently a pleasant country town in a beautiful natural environment. Council should focus on retaining this character NOT developing the town for the benefit of tourists. Eg1: Why spend a lot of money on upgrading Scotsdale Rd into a 4 lane race track? Eg2: Council should not have built info. Centre for visitors based around a huge (& ugly) barometer.*
- *Adequately! Not all good, not all bad!*
- *OK at present. Strict controls need to be placed on residential housing developments. The town must NOT be allowed to become a second Margaret River. Rather than developing the town site and its surrounds, development of other towns along the coast e.g. Nornalup, Walpole should be supported but again development needs to be well controlled and in keeping with the area.*
- *There seems to be a lack of facilities for children of working parents for after school and holiday care. The Recreation Centre school holiday program is very expensive when you need to utilise it for two school age children and a lot of the time they cancel the programs due to lack of interest. I believe if the rates were lowered slightly there may be more people utilising this facility. It is a great program but too expensive. Council seem to focus on the aged and youths 12 and above but not children. There is no after school care facility. Where can the children go of parents who both have to work and this day and age it seems both parents in families are working?*
- *Setting short and long goals/vision for the shire as is evidenced in this survey is a great start.*
- *I don't know. I assume the Council has an overall plan for the Shire, but I haven't seen it. The way that engineering works are carried out leads me to doubt that there is any concept of planning and project management in that department. There certainly is little, if any, stakeholder consultation. On the other hand, I was fortunate enough to be involved in reviewing the plans for controlled burns. At last! Someone who understands planning and stakeholder involvement. What a shame it's not infectious.*
- *We believe that upgrading of the waste facility is needed the facility requires more compactors and proper recycling of glass. We are appalled at the condition of some of the roads in the district especially the ones that are used by heavy trucks. Even when they are repaired or upgraded the condition of the road sometimes is worse than before it was repaired. Are the correct people repairing the roads?*
- *Generally seems to be OK, but don't expand too much. Update basic services for what is already here - water, sewerage, power, etc. Don't keep approving subdivisions - too many now.*
- *I believe that the council is currently doing a reasonably good job when trying to balance the needs of a very diverse population and a large number of interest groups. I believe that parking in the CBD is a problem, but only during several very busy periods in the year. I don't think that moving buildings is necessary - perhaps look at developing more parking spaces in areas close to the CBD, such as the old hospital?*
- *We would like, and hope that the Council and future Councils have the present residents and future residents of Denmark's interests at heart, and not their own.*
- *There are so many blocks and developments for sale in Denmark, many of them have been on the market for years and haven't sold yet. I suggest the Council considers slowing down further development, especially where existing*

bush areas are concerned. There are some pieces of land already partway through the process of development that appear to be surplus to what is needed at present. There seems to be a lack of affordable accommodation for singles in Denmark. In view of that I'd like to encourage council not only to make it legal to rent out small self-contained units ("granny flats") but to encourage home owners to provide self-contained units for that purpose.

- *More planning is needed in sustainability and climate change issues. Land management, waste and recycling are very important issues for the future.*
- *Inlet Drive Industrial Site. Allowing a light industrial site adjacent to a stream which enters the inlet & a swamp which also drains into the inlet at the gazebo site is a danger to the health of the inlet. The site has garden supply bulk holding and service of diesel motors. Which if inundated by water will cause problems for the environment. Who will be responsible for this?*
- *Doing quite well at present water and power is still a problem.*
- *Too focused on growth for my liking try quality over quantity real estate agents should not be allowed on council.*
- *Denmark is a beautiful place to live and Council is doing a good job of maintaining the atmosphere with no apparent major problems. I hope we don't go the way of Margaret River into city type subdivisions.*
- *Overall I would say that Council is managing and providing adequate service. I have some concern at the way in which certain lobby groups are attempting to influence the council and to follow a politically alarmist trend which is not in the best interest of progress.*
- *This is too broad. There are many aspects of the Council's work that are not apparent. I expect that you get more feedback on a case by case basis. One area I would like to see more emphasis on is the acquisition of art works and their installation in public buildings. In fact our public buildings should be art works in their own right, not pseudo gulag towers. Raise the standard; don't buy on the cheap, go for quality and style. Plan for the long-term.*
- *Basically doing a good job I appreciate all their efforts but please do some protective burning before wild fires consume us as examples in other areas all over Australia*
- *Satisfactorily so far, but the council needs to listen more to what the residents of Denmark want in the way of planning for the future. Council must also apply environmental and sustainable conditions to all their plans for the present and future.*
- *Overall, I would like to see the Shire more proactive in maintaining high standards in housing developments, including factoring in resilience for the community, energy use, local food production, transport and surrounding natural environment including waterways.*
- *Happy with much of the planning such as the beautiful street scaping on Strickland street, parklands, festivals, conservation etc. However I am concerned about large beautiful parcels of land and irreplaceable fertile farmlands being chopped up into residential blocks, when there are so many complementary alternatives that could be used as residential locations. I also see many of the smaller Denmark residential blocks being subdivided. This is of concern. Is this happening for future planning or for income?*
- *In summer it is obvious that the traffic danger point is the intersection of Strickland and South Coast Highway, when cars on opposite sides are doing right hand turns into the Highway. My first preference would be a roundabout. Failing that, making Strickland Street a no through road (on the Bibbulmun side) so there is not a 4-way intersection.*
- *Council not looking ahead enough. Shire not putting enough effort into road development. No walk paths and cycle paths being included within subdivisions or provided in older subdivisions. Light and heavy industrial development would be more sensible and accessible on Kernutts Rd Motorbike track could be also be located in this area.*
- *I believe any more subdivision would hurt Denmark. Half the town seems to be up for sale. Luckily no one is buying as we definitely do not have the infrastructure to cope with any more people. WE need to also think of planning for a second primary school or putting land aside for it. Maybe on land zoned for another subdivision!! We need 2 supermarkets. Bob Cybula should remain in his IGA and let a second be run by someone else. Shire should have a say in this matter. We need to ease congestion in the main shopping precinct but not completely by closing down IGA. I think his decision is based purely on greed. We should celebrate each of the 4 seasons in Denmark as each season is unique - Great Tourist Attraction we need to discuss a shelter for the homeless. I have only recently been made aware of this and think this should be our number 1 priority.*
- *Council should open the inlet each year as the state of the inlet is disgusting and embarrassing to Denmark Council should decrease Shire rates for what I pay for is my bins to get emptied Council should set up a recreational swimming pool Council should ban tourists and their caravans from driving and parking in Strickland St and the side surrounding streets Council should allow a Coles or Woolworths in town. Why should "Bob Cybula" have the monopoly of this town?*
- *Roads should be a priority. Too much dust and corrugations on heavily used gravel roads (e.g. Mt Lindesay Rd) Scotsdale Rd too narrow in places especially when large trucks are using it. Road safety should also have been*

considered in Strickland St regarding the angled parking. Unless you are next to an empty bay you cannot see oncoming traffic. Reversing out slowly does not solve the problem.

- *Pretty well*
- *Seems to be having trouble coping with the rapid growth of the town in terms of services and facilities.*
- *The present Council seems to be more forward thinking and has made some great developments as in Strickland St.*
- *Low Profile from our point of view so are not too sure. Developments such as Springdale Beach & Walnut Grove should not be allowed. The Council should manage their tree resources in a professional manner so that maximum benefit can be achieved for the residents of Denmark. After all the trees are one of the biggest assets that Denmark has to offer.*
- *Re: Concept on page 3. Before any more residential development of any sort - over 55's or otherwise , Council should be planning for the older generation over 65's,75's,85's Our hospital cannot cope even now with the number of people needing permanent care or normal hospital care. The Town is in need of a larger permanent Care Facility. Overall I think Council is planning for the town of Denmark, now that the centre of town has been prettied up, surely some of our country roads need an overhaul. I have been driving on the Mt Lindesay regularly since 1970. It did have a couple of improvements in the 70's & 80's, widened from the goats tracks it was then. But it has been graded and graded and more potholes show up and nothing is put back into the bed of the road. This is a busy road & short cuts for trucks going through from beyond Denmark to Mt Barker. Surely it should be sealed at least through to Churchill Road. It is also the road through to the Mt Lindesay Walk. (A tourist attraction).*
- *This survey is a step in the right direction.*
- *Tourism should be encouraged by providing more cafes, more parking, visitor centre is ugly and in wrong place, town should be prettified summer time, and tourists encourage to stop and not drive onto Walpole or Albany. More rubbish collecting during peak times take a leaf out of Rockingham Shire that beach and area is always clean! Stop subdivisions we don't want any more curbs or to become a Margaret River lookalike we should stay unique. Park around hospital should be suitable for picnics & made into a beautiful area! Old hospital should be art & cafe area we should use the talents of our artists we have in our community and make Denmark the best art-winery area! Be the first and make Denmark plastic bag free!*
- *I think there is a good balance of skills / background / concerns amongst Denmark Councillors. However, I do not believe that economic and tourist development should ever be prioritised over community requirements or environmental sustainability. (for example, Mitchell St should remain residential, as the primary School is located there) Denmark is a wonderful community with a special history and a unique natural environment. I think that these assets should be of primary concern in any decision making concerning future development of infrastructure and town planning.*
- *This method of obtaining views regarding decisions to be taken by Council that will affect the everyday lives of Denmark residents should be used more often. The impression is that minority groups and vested interests have more influence over Council decisions than do the ratepayers as a group or the residents as a group. Although ideas that mesh with the changing times and the changing climate/environment abound in Denmark there appears to be an intention to stymie attempts to carry such ideas to fruition, thus giving residents a feeling of insecurity where important issues are concerned. The Council has a duty to govern and to carry out decision making activities with the best interests of all residents in mind. The residents of Denmark are entitled to feel confident that the Council puts their best interests before all other concerns in every instance that relates to the welfare of the town and its residents - all residents. I believe the Council is beginning to be aware of the need for the confidence of all residents in their decision makings as well as planning - and that the residents are looking forward to Council recognition of the changing times and changing needs of the town population as a whole.*
- *I do feel Council is doing a good job overall. However, they do stall to easily after things are actually passed, and allow a lot of argument within the town about issues, - e.g. wind farm, poison point fishing platform, barometer etc.*
- *There needs to be a balance for all age groups especially the young if there are many activities for them they will be occupied and keep out of trouble (hopefully) there seems to be a very good mix of young people activities and this should keep going. However the ageing population needs immediate and future planning. 1 heated hydro pool (and swimming pool- coastal towns smaller than Denmark have pools. 2 disabled parking bays - there has to be property signage 3 More support to keep people in their homes*
- *Seem to be doing okay.*
- *I think there is a lack of commitment to retaining village atmosphere with current buildings. E.g. IGA, new supermarket (when built) and future concepts.*
- *I do think we need to be very careful how we develop Denmark. The far end of Strickland St is underutilized. the land on the corner of Brazier St that is used for parking on Market days could be developed into a car park*

which would ensure easy access to that end of town - promote Denmark as a green park and walk town! Many shops in town are vacant - They need to be filled before further shopping areas are developed. A vacant IGA space is not a happy thought, serious consideration of how this could be used sympathetically is important. Denmark town site should be discouraged from spreading (physically) too far. Most people who have come here have come for the lifestyle we offer. We don't want a big town.

- *Councils are only as good as the elected personnel. Denmark has a lot of outstanding attractions, but personal opinions sometimes halt progress and this is sometimes seen as a fracture unit. While we wish to view progress with the 180 degree vision, the Shire needs to look out of box to the future, e.g. Town house development at golf club for instance. Take advantage of its natural beauty and showcase to others, not to hope that "nice to have, but better not let anyone else see" I do see advantage of having a "professional" councillor with issues surrounding town planning, environment, social issues etc, the normal elected councillor does not have the capability to comprehend all issues*
- *Pretty poorly. Council has its fingers in so many pies - it does not do justice to any and seems to be working for vested interest groups (arts, sports, chamber of commerce, real estate agents). I see Denmark as a tourist and retirement town; I think there needs to be more attention given to roads & road maintenance, that's how people get to see the natural beauty around here. Picnic spots & bins, at them if you visit here you don't want to sit inside or in someone else's rubbish. Foot/cycle paths. - So many visitors + locals walk/jog/cycle on main roads; it is an accident waiting to happen. We are an aging population we don't need to use "Zimmer" frames on roads but on paths! Lastly, slow down the traffic on south coast hwy after the bridge (esp. trucks). Hundreds of people cross this hwy every day ignore the shop keepers + slow down that traffic for the rest of us + our visitors. Fire is a big issue - where are all those strategic fire breaks.*
- *Too much commercial and property development bias in council is not healthy to the town's/Shire's long term community development.*
- *There is a very strong need for a roundabout at the intersection of Strickland St + South Coast Highway. Traffic coming down the hill needs to be slowed down + the flow would improve getting across the highway to IGA area. The non angle parking in Strickland St opposite IGA is a very bad choice. It should be angle parking. When backing out small cars can't see what is coming up the road if they are parked next to a 4WD, large vehicles can't back out without going over the white line to then go forward. Please re-do to angle parking! It makes much more sense. People and drivers are confused about the use of the new large paved area in Strickland St. Is it a cross walk? If so it needs signage.*
- *Okay.*
- *Generally speaking I think council is catering for needs and future planning in a systematic and competent manner. I appreciate the opportunity to comment and think the survey should be increased to about half of the population but am not sure of the logistics of this. Sometimes you can have too much interaction!! I find that the survey is discriminatory in that the persons who reply online receive the chance of a higher value prize compared to a posted survey return. Unfair!! Your really need to look into aged care with some priority because of the ageing population and that fact that retirees/seniors are a large demographic in the Denmark population. I like the emphasis on environmental consideration and issues as this is a special/blessed environment in which to live. Your gardener and his staff require special commendation for their efforts in beautifying the town site. It is a feast for one's eyes. Keep up the good work. It would be good to know what population growth you are catering for at this stage. I would like to know where the big trucks with trailers that speed up and down Ocean Beach Rd are coming and going from and to.*
- *I believe there should be more done towards welfare of the old and the needy before tourism needs. Tourism is not a growing industry, figures are continually down and the seasonal aspect of the town sees the end of so many businesses and the failure of new ones to start for fear of loss. The town needs permanent industry to support the population all year. Job security does not exist in this town.*
- *Seek professional advice on issues and listen to it. CEO's don't know everything. - Focus on consolidating the town centre and not just expanding in all directions. - Don't be afraid of development but influence it in a positive manner. - Define the town's character and work out ways to continually enhance it - not just develop, build, approve random applications.*
- *I congratulate council on providing this questionnaire for public comment. It demonstrates an open-mind on the current issues and a chance for the public to look ahead. More information would be useful on how Council's thinking is headed i.e. how might "Tourism... be further developed and diversified in the shire?"*
- *Not very well. Denmark water supply - poor. Roads need upgrading - average. Power supply - very poor.*
- *It is disturbing to see the extent of approvals given to new developments people move and visit Denmark because they like what is here. We do not want to encourage developments to the extent that the town and its environs are*

changed beyond recognition. It is inappropriate for people involved in real estate / development projects to serve on council. I also feel it is inappropriate for Councillors to represent their personal views on important issues rather than reflecting the wishes of the ratepayers who voted them on to council.

- *Something else needs to be done Strickland and South Coast Highway dangerous. South Coast Highway and Holland near bridge. Small roundabout maybe lights here. South coast highway and Strickland is dangerous traffic rules are not needed. How come a pool is not mentioned in this survey = either a hydrotherapy pool + public heated pool is essential for the health + mobility + fitness of aged + injured residents. Access to a pool for swimming lessons and water safety will compliment the surf life saving club. Water in William Bay and Ocean Beach is too cold - access is impossible to these areas for disabled people. Loose bricks and holes in paths need to be fixed (outside den-bakery). Regular maintenance is essential falls are devastation to disabled people, can lead to loss of life and limbs.*
- *A flying fox would be a good idea at William Bay for the aged, disabled to be able to use as it allows more access for the disabled and elderly.*
- *Poison Point I agree with wheelchair access in places where it is possible, but Poison Point is not the place, surely there could be another option. I think Council is planning reasonably well for the current & future needs.*
- *Council seems to be doing a reasonable job. Two issues it will need to consider more seriously in future however will be the adverse impact on the character of Denmark resulting from increased population and inappropriate commercial and industrial development.*
- *Current and future planning seems ok. Perhaps more special rural subdivision could be made available. E.g. farming areas that are not needed. One farming practice could be subdivided off - these areas could range - size up to 20 hectares.*
- *Issues. 1. A) is council local democracy or the local representative of dept of local gov. I favour common sense, diversity and communities with character (as instinct from tourist appeal)... effective representing and opportunity for consultation is essential. b) my concern is the intrusiveness of outside interests. (such as Denmark WILL become a community by 10000 by, (date) and be a dormitory for Albany) Professional officers are bound by state local government acts. We pay (salaries) but put up with the disadvantage of "one size fits all" approach that severely limits local input too points: The CEO is in too powerful a position... more master than servant, and; covert arrangements are too easy resulting some citizens being more equal than others (such as the Wentworth dam fiasco). These comments go to power and paranoia. Understand: they are not imputations about the current council (but do reflect scuttle but that is always with us... we could do without it!) Consider new streetscape/parking. 2.) We are deluged with openness by way of reports... access is an issue if the information isn't timely and written for a less sophisticated audience. The web site is preferable to the paper-war. But is not offering easy access. 3.) Parking (a) people will need to talk further but; (b) they need parking outside the street locality defined by the CBD. (map drawn on survey)*
- *There is a big problem at the intersection of South Coast Hwy & Hollings Rd / Strickland St, maybe a round-about needs to go there.*
- *Council plays up to whoever says loudest "they believe" e.g. the alternatives and their so called weather pattern needs. Yes we need some help but for everybody, not just a few who talk loudest. The councillors each have a view and want all to join them.*
- *Surveys such as these are good and from what we read in the Denmark Bulletin you appear to be doing a reasonable job.*
- *In a haphazard manner.*
- *Not been here long enough to comment.*
- *The council is very slow to do things. There have too many random subdivisions, the street upgrade has lessened parking*
- *I believe that the Council has lost sight of the community needs and is concentrating too much on development. E.g.: The provision of a Swimming Pool with competition lanes for learner as well as keen swimmers. The lack of this facility puts our children at a severe disadvantage for access to what is Australia's major sport at the International games. Further, a heated hydrotherapy centre could be included for all rehabilitation patients, particularly the elderly, (>30% of Denmark's population). The council's role is to provide community services, not to make a profit. Lots of lovely new development is very nice, but give some thought of the rural & semi rural residents, Mt Shadforth Rd has been partly bitumised for over 20 years. Funds were allocated for completion during the bicentenary "funds for roads" Commonwealth Grants. The only change at Mt Shadforth Rd was a large sign that was eventually removed with no change to the road surfaces. The number of ratepayers in the Shadforth Ward is increasing rapidly, but there is little or no improvement in road access. When will Council provide this improvement?*

- *Council are doing a good job.*
- *Council's performance could be improved. Council's decisions need to be better researched. Council needs to better explain the reasons for the decisions it makes. Councillor's need to respond to the needs of the community. Future rate increases need to be minimized.*
- *Existing local sporting clubs are poorly supported, advertised. I.e. Denmark Pistol Club, Clay Target Club, Motocross Club.*
- *At times it does seem to spend money on iffy projects like Strickland St when a road to boat harbour bogs vehicles in both summer & winter Boat Harbour a strange name when you can't even get a boat near it. Overdoing growth on road sides with kangaroos a big problem in some areas beats me. The quality of some field work questionable, like Peaceful Bay drains dug way below culvert levels. Putting sewerage discharge unit in such a silly place and pathways laid with thinking done after. Denmark and Shire's outer areas are generally in good order but this beautiful area needs a lot of thinking done before hand. As far as I'm concerned it's not always done, engineer a prime example. You should never be hesitant about seeking local knowledge.*
- *They seem to have addressed most issues that I was aware of.*
- *Overall good however leaned involvement in the health, welfare and tourist attraction of its multi \$ drained "Wilson Inlet" is lacking. Leaving it what appears, to the Hackers + Rivers v Outside bureaucrats has got nowhere over the years and new ideas and concerned involvement are required for pushing of inlet to achieve at least of that similar to the conduction of Walpole inlet. Council needs to lift its game in this area.*
- *I feel the council is pushing Denmark away from its uniqueness to something like every other developed tourist town or even worse another suburb of Perth. I also think council should not allow anymore land to be opened for development until all land already available is fully utilised. As our council chosen by the people and paid by the people are our hope in control of our towns growth with suitable care given to its uniqueness, not the developments and estate agents who have no interest in our history or beautiful surroundings. Which are gradually being whittled away. The very thing that attracted tourism in the first place. The majority of beaches etc have been developed to exclude wheelchair access or even comfortable viewing for the disabled.*
- *Denmark is the jewel in the crown of not only the South West of WA. But also coastal towns around Australia due to the combination of our natural environment of our forests, mountains, rivers, inlet, beaches and coastal scenery. The town itself has a natural feel of small country town magic that still maintains its basis heritage along with a feeling of casual relaxation. These are just some of the special qualities that bring people to Denmark and hordes of tourists to our town in the holiday seasons. There are currently more than enough subdivisions approved to sustain Denmark for the next decade! Please keep a lid on any further development destruction to our town! A typical example was the rampant destruction up in Smith St! What a disgrace! Margaret River and Dunsborough have already been totally ruined through over development. Please do not allow this to occur to our unique and magical Denmark! Remember, once it has gone, it is lost forever!*
- *Any development over and above current plans should not be entertained - urban. However Bow Bridge development as contained in the 1999 Rural Settlement Strategy should be pursued. In addition pockets of development such as "Airport Estate" and Lapko Rd Settlement need progressing to sustain Shire revenue*
- *Overall, yes. I feel getting more community involvement in key decisions of sustainability climate change awareness + development proposals. (Would help even if it was via small groups/already established to save council time + money).*
- *As I rarely attend meetings I do not have a firm opinion by my impression is that Council works very hard on our behalf.*
- *Council does not contribute to the needs of ratepayers outside town boundary. I.e. too far for nurses visits, no transport, no easy access for shopping i.e. Dewsons.*
- *BAD.*
- *Care should be taken in decision regarding new, large shopping facilities. Already there appear to be excessive competition which disadvantages the smaller shops that have provided long term and loyal service to this community. As you are aware this is a small, diverse community with occasional increased numbers form tourists at varying periods in the year. Long term forecast regarding population growth etc are fraught with errors and should be treated with a great deal of caution e.g. Hopetoun when mine closed. THINK SMALL.*
- *Need to address safety issues - 1.Heavy fully laden timber trucks/trailers accessing CBD streets. 2. Black spot on highway where trucks on 2 recent occasions have rolled over. b. Address preserving the 'character' of Denmark for the future - preserving old buildings + keeping green spaces - important for tourism + locals. c) Address number of sub-divisions and consider encouraging eco-friendly buildings - self sufficient designs. Denmark could lead the way on many environmentally friendly housing for the future. d) Proceed with wind farm ASAP e) Swimming pool for health + fitness - all ages + teaching kids to swim, therapy for oldies. f) Explore possible bus service to Albany.*

- *I see the planning leaving a lot to be desired. We ratepayers pay professional staff to advise our Councillor's, often their recommendations are ignored and issues passed that do nothing for Denmark for now and the future. If the reasons for voting against the officers were well thought through and their reasons given for against the recommendations sensible, I'd feel much happier. Is this reflected in the change of staff we've had over the last few years? Please openness & honesty.*
- *I think council has lost it way in cultural and values. Why! Denmark full of selfish people who think of themselves not the town.*

(C) COMMUNITY CONSULTATION AND ACCESS TO INFORMATION

A number of avenues are used to promote community awareness of Council decisions and long term planning.

Indications, by numbering 1 to 3 (1 being the preferred preference) were asked for, as respondents' preferred method/s for the dissemination of Council information.

The below table represents the total number of votes received for each option. (1 representing their favored option, 3 being least favored option).

	1	2	3	Total Answered	Rank by average
Denmark Bulletin	336	56	48	440	1
Albany Weekender	7	54	38	99	6
Albany Extra	10	25	42	77	7
Albany Advertiser	11	24	31	66	9
Council Conversations	43	105	64	212	2
Public Meetings	4	42	66	112	5
Council Website	22	81	86	189	3
Council Minutes	10	22	40	72	8
Email - Newsletter	44	56	48	148	4
SMS	7	3	2	12	11
YouTube	5	1	3	9	12
Twitter/Face book	6	1	8	15	10

Comments:

- *Council should use e-mail to contact/respond to residents particularly if the resident contacts them electronically. I'm surprised to still be receiving paper responses to issues. It's a needless cost.*
- *Face book group*
- *Progress Assoc. are a 'thing of the past' established long ago when there were few of the above means of communication, fewer population, fewer cars + poor roads etc. Council should communicate direct with ratepayers thru the abovementioned + thru local ELECTED councillors. Not being a member of PA I am never informed or consulted re Council business in Peaceful Bay.*
- *2 -- ABC national radio*
- *Currently very difficult to find information supposedly on the website. Calls to Council have consistently been met with 'it hasn't been uploaded yet' or 'I can't find it myself - very poor form!*
- *Notice boards around town although a bit tacky are I think looked at by another range of people that might otherwise not come across topics, so potentially an avenue like these could be useful*
- *A return to mailbox distribution of the Denmark Bulletin would be a huge plus, even if it meant some sort of Council subsidy. At the moment, people simply aren't getting to read things as they used to. As someone who contributes a regular column, I've been disappointed at the lack of readers who've seen the issues.*

- *The website can contain all minutes of meetings, plans, current issues. It isn't sustainable to have someone constantly sending sms etc. People also have a responsibility to inform themselves and be active in the issues that they are concerned about*
- *Not everybody has access to a computer and paper generated communication is expensive therefore more council meeting reporting should be in The Bulletin as this available to all free of charge to ratepayers.*
- *Of course this is dependent on the importance of the issue. There would definitely be the need for public meetings on occasion. I am unsure which of the Albany papers is free but that would be the one to use.*
- *A local community radio station set up in the new CRC offices when they move to the old hospital site would be great! \$2000 has already been donated by the Denmark Community Foundation Inc. (WA) previously, the Denmark Community's Future Fund (an initiative of the Healthy Community Project) towards this eventuating in the near future and as yet hasn't heard of any progress.*
- *Yes, definitely need to communicate with the community as I mentioned earlier*
- *A general bulletin board placed in a prominent position in town.*
- *Council website can contain/combine minutes/newsletters/results of public meetings.*
- *Too much emphasis on electronic communication. Need more accessible documentation for older and non-electronic residents.*
- *As we live out of town we do not receive Denmark Bulletin, Weekender nor Albany Extra. We do not have internet access so all associated sources are not accessible nor do we have mobile coverage. So no txt messages. Aust. Post is the only reliable means for us.*
- *It would be interesting to find out how many homes have access to computers, as I don't. If I did it would probably influence my decision to some degree.*
- *Selected Denmark Bulletin for choices 1 & 2*
- *Papers are no longer delivered to outlying areas and not always in town to pick them up. Since they aren't worth paying for we seldom bother. So a good council website makes it easier to access any information at any time.*
- *The promotion of community awareness of Council decisions and long term planning should be kept at a local level with reference to relevant links/sites for the detail. Those people interested in Council activities will make the time and effort to look up the sources. The Albany papers are too broad a range and social media may be good for younger people but most Denmarkians wouldn't refer to this type of media for business type topics.*
- *The Denmark Bulletin is no longer delivered to all residents. Although it is available free of charge I am sure that many do not pick it up every fortnight. I would like to see it delivered to all homes (especially rate payers) unless otherwise indicated on their letterbox. I know that I always read it cover to cover and it would be a great way of alerting people to what is happening in Denmark and what Council is doing.*
- *Council conversations etc is included in the Denmark Bulletin. The Bulletin is the prime source of all community activity and it should be strongly supported by Council.*
- *Mind you I am computer illiterate.*
- *Council Conversations - Mailed out to owners home address.*
- *I am sorry and appreciate Councillors and staffs efforts but this is the reason I left a career in a Town Clerks Dept. for a career in Commercial Construction having qualified in UK and WA as a builder. I learnt quickly if you wanted to work on large projects "you'd better be good" at both taking it and dishing it. No Development takes place unless there is a dollar, a quid or xx? In it. Money is the thing that drives building a conscience keeps you honest as well as not having to be embarrassed at what you have been involved in. The easiest answer to most questions is "Yes" the hardest a shorter word "No".*
- *1 is top 3 is bottom Face book is inappropriate for government to use. It can be seen as non-professional, although a large number of businesses are using this form of advertising for its registered customers. Local government doesn't require this though, as everyone gets and reads the Bulletin, and has access to the website if required. I can't see how You Tube is relevant. And, Twitter doesn't have any real relevance to modern day government. Emailed newsletters would just be viewed as junk mail. No one reads the minutes. Public meetings are a waste of time unless absolutely needed when the town is at loggerheads. The Albany newspapers would be numbers 4 to 6 for my choice.*
- *The Council website should be better promoted. I didn't know that there was one.*
- *The bulletin is no longer delivered to addresses out of town. Therefore it's harder to get it regularly. This is a problem for some out of towners.*
- *This page should have been devoted to "new ideas" to put Denmark on the tourist map. So many rely on the influx of tourists to stay in business. "The council" needs to stop promoting ITSELF and get on with being the heart beat of the community. Denmark needs an annual agriculture fair during holiday time (not a "show"), something everyone*

can participate in together. A swim through, kayaks racing, log chopping, talent quest, pioneer dress up day competitions. Daily music from business! Brighten up the town.

- *My husband and I read the Bulletin from cover to cover, and so do a lot of our friends, it is undoubtedly the best way to convey council news. I also read the free Albany papers. I am keen to attend public meetings but am ignorant as to how to go about it.*
- *I would like individual councilor's contact their constituents on a random basis just to pass on information concerning council business that might affect his or her electors.*
- *Remember the elderly don't know how to use or have access to internet.*
- *These are my easiest and preferred methods.*
- *The Denmark Shire Councils Newsletter - Council Conversations, needs to be delivered to all rate payers and residents of the shire regularly. Since the Denmark Bulletin is no longer delivered through the post, the council news letter needs to be posted to everyone concerned.*
- *The Co-op corner window would be a great place to have a public notice board - briefly promoting community issues relating to Council decisions and long-term planning.*
- *There will be times when a letter to householder is necessary such as with major policy changes.*
- *Information in all of the above three has improved enormously over the past few years.*
- *These papers are still free and are delivered into our letter boxes.*
- *None of the 4 newspapers listed are distributed outside the town area, therefore other means that can be accessed more readily, need to be implemented. As no one means will cover everyone, Email and local newspaper combination is probably the best mix.*
- *(Carters real estate always sends us the bulletin - we appreciate this and read it, when we get them) we would appreciate receiving council conversations.*
- *A regular email would be a good idea.*
- *Council Conversations is part of the Bulletin.*
- *It would be useful + informative for absentee owners to be sent the Denmark Bulletin free of charge as to help with local issues. Since absentee owners do not use many of the services which the locals do, but pay the same rates this would be fair.*
- *I assume that 1= strongly agree and 3= disagree??*
- *I think we are well served - as long as the sharing of Council information is reliable and regular, it is there for all of us.*
- *If the newsletter like the bulletin is not posted out it would fail to reach many community members.*
- *Council should encourage more participation in public meetings - which will happen if residents are confident that their concerns will be heard, evaluated and permitted to seriously influence Council planning and decisions. Public meetings that act as window-dressing cause loss of confidence and loss of attendance at meetings.*
- *Those not having email would need to be sent a printed copy of information.*
- *Denmark Bulletin - Don't get. Not delivered. Did look forward to it Albany Weekender - Don't get Albany Extra - Too many ads and Albany issues Albany Advertiser - Denmark doesn't rate Monthly Newsletter (Council Conversations) - Never see one Public meetings - Could attend but don't Council Website - Don't visit Council Minutes - Email - Newsletter - could be good I am involved with issues in Walpole? The Manjimup Shire. Each year they have a meeting in Walpole with a dinner & drinks with people of Walpole (invited guests) This has been fantastic for public relations*
- *I appreciate the reporting in the Denmark Times of the Council Conversations*
- *Generally people like complaining but are not proactive. Some can't be proactive. If there are fewer councillors there is a danger that a small minority that might have interests e.g. (Subdivision) will control everything.*
- *Newsletter to be an insert in Denmark Bulletin.*
- *Website needs to be designed for ease of access.*
- *How things are at present, works for me.*
- *Walpole weekly for Nornalup & Kent wards.*
- *What about those that do NOT have a mobile or internet???*
- *It is helpful to know what is discussed and how decisions are made.*
- *The council minutes should be readily available and also put on the internet. This way people can read them at their leisure and have easy access.*
- *Denmark Bulletin - don't get any - We don't get deliveries in post box any more Public meetings - can't get there Council Website - don't use computer*
- *Email newsletter in pdf or other downloadable format please.*

- *"Broadcasting" capable of misinterpretation.*

(D) CURRENT SERVICE PROVISION

1. Standard of Roads/Paths/Trails/Drainage

- a. Rural Roads
- b. Urban Roads
- c. Footpaths/Dual use Paths
- d. Walk Trails
- e. Storm Water Damage
- f. Street Lighting
- g. Bridges
- h. Street Furniture (Benches, Rubbish bins etc.)

Comments:

- *Need to refurbish bins and street furniture around town*
- *What is present is well done. Needs more. Encourage more people to get out of their car.*
- *Further work is required on the Mokare Heritage Trail from the Bowling Club to the footbridge so that it can be used all year round. 2. Pathways in the Community Park need to be repaired and maintained. 3. It would be good to have 'Doggy Doo' bags - as provided in Annie Harrison Park - near the public toilets in Norm Thornton Park.*
- *Consideration should be given for warnings/signage along Inlet Drive for new walk trail. Many dangerous crossings as paths lead to bends with poor sight lines.*
- *A new footbridge at the end of Riverbend Lane where the old East River Road Bridge was would be a great addition to the current walk trail along the river.*
- *Need a roundabout at the corner of Hollings Road and South Coast Highway*
- *There is NO street lighting in PB + it is not required. I have for the past 7 years, requested DRAINAGE in Williams Road as is available in other parts of PB.*
- *Our street furniture whilst clear and easy to create given the straight lines is not particularly reflective of the Denmark's reputation internationally for creativity!*
- *Foot paths to schools - Golden Hill Steiner School has no safe passage for children to ride from town to their school ground. They desperately need a cycle path/walk path*
- *I believe most services are satisfactory with just the occasional need for upgrades which is common of any small town, but one that is growing so rapidly through tourism should put a bit more effort into its appearance, only because for lots of small businesses the tourists are there bread and butter and need to be coming to town*
- *As I don't live in the centre I can't comment on these issues.*
- *More benches and ramps for wheelchair access at tourism spots.*
- *With respect to (h) much better use of local artistic talent could be used here*
- *Would like to see some permanent art in the streets/paths around town.*
- *Would love to see further development of trails for horse rides in the shire - there are a lot of us and so few trails available*
- *Get your graders out to these roads and grade them. Farmers pay rates too*
- *I strongly disagree with the need for street lights. We live in Bracknell Crescent with a street light outside our property and consequently we never have complete dark - I would love for it to be turned off - it is not necessary.*
- *Streetlight solutions should focus on solar lighting where possible.*
- *Lights Beach - paving required to road and car park including speed humps or kerbs to control hoons.*
- *f) (On a full moon!)*
- *Many of these things are tastefully improving to suit the community's needs as well as visitors.*
- *Given the range and diversity the council provides a good overall service.*
- *Scotsdale Road only*
- *Rural roads are somewhere between poor and satisfactory - depends when the grader has been around! Road side drains channels are not kept clear so run off often damages the road surface.*
- *One comment I wish to make is the need for more post boxes be made available around town. At present there is only one post box and that is at the post office.*
- *All road verges should be made to be clear of bush - some corners are a hazard.*

- *Location - between 47 + 57 Ocean Bch Rd. The bridge + storm water creek along Ocean Beach Rd is a disgrace. Always full of rubbish and never cleared. Railing inadequate and dangerous. Needs urgent attention to be safe and effective as well as visually pleasant.*
 - *Denmark needs more rubbish bins and emphasis on re-cycling in the CBD (i.e. multiple bins for different waste streams).*
 - *When we come to Denmark it's usually a pleasure once we've found a park for the car.*
 - *Some control of horses on paths and bridges - re manure.*
 - *Roads in rural areas are well maintained but one wearing out and many need gravel sheeting*
 - *I think that overall there has been a great improvement in roads and paths (indeed many have been constructed in recent years) however of course these need to be regularly ungraded and maintained. Do not believe in so much lighting especially in rural sub divisions - it is a waste of power and also quite unsightly and detracts from the feeling of privacy. I even question whether it is necessary as a security measure. The high school is lit at night but surely if it was in darkness then an intruder would need a torch and you would know someone was there! As it is nobody knows they are there and they have lighting for their activities. I think there are a satisfactory number of benches and bins and particularly like the upgrade in the children's playground by the river.*
 - *Please install a footpath bridge at the end of Riverbend Lane; this would then join up with the existing footpath on the East side of the river back to town. Tourists at the caravan park are always asking for walk trails. This would also be good for locals.*
 - *Perhaps more cycle racks required. There are too many disabled car parking slots, but maybe you are complying with statutory requirements.*
 - *There appears to be a very urban focus as town sites have far superior services. Upgrading of rural roads will assist in increasing tourism.*
 - *1. There needs to be a footpath from Amaroo Village up Hardy Rd to South Coast H'way to assist those with gophers. 2. There needs to be a footpath along Scotsdale Rd, from the beginning of Scotsdale at Mt Shadforth Rd through to the "Glendale" development.*
 - *The last 4-5 years the council has done a great job. Particularly on country roads.*
 - *Inlet Drive is well below standard. Generally roads & paths are improving. Why has the town section of Scotsdale Road not been up graded to the standard of further out?*
 - *Dual use paths need to be constructed in certain areas 1) Town to Rivermouth 2) Rivermouth to Poison Point and through Campbell Rd to Ocean Beach Rd.*
 - *Rubbish bins at sites such as McGeary's rock is justified it is a landmark fishing spot that is regularly covered in discarded cans, bottles, bait bags + newspaper.*
 - *I think all should automatically be 4.*
 - *Money should be allocated to environment issues first!*
 - *Let's keep lights to a minimum. Too many streetlights would force me out of town. Bridges could do with some extra work. Especially the little bridge next to the fire station. More cycle priority paths are needed from outlying residential areas to the CBD. I mean paths marked on the bituminised road pavement. Potholes are quite frequent on rural roads. More grading needs to be done.*
 - *Rural roads - especially the unsealed gravel of Shadforth, Redman/Glen Rowan etc are our charm and heritage. Apart from 'gravel warning' signage, these roads should be maintained just as they are.*
 - *For many years, locals and visitors have wanted Mt Shadforth Rd sealed and it is high time it was done.*
 - *The new zodiac walkway in Strickland St needs 1 or 2 crosswalks + improved No Parking signs. Pedestrians + motorists are unsure where to go + who has ROW, obviously pedestrians do, but for elderly people, in particular, there is too much indecision.*
 - *Walk trail Mokare recently improved - could continue more work. Efforts of greenskills in advancing trail projects not seemingly supported. No, I don't work with them.*
- 2. Standard of Parks/Gardens/Reserves (inc. access, play equipment)**
- a) Town Parks and Gardens
 - b) Urban Reserves/Bushland
 - c) CBD Streetscape
 - d) Graffiti/Absence of

Comments:

- *What is the purpose of developing the park near the hospital? Plant trees and leave it as a rough parkland. Council is in danger of trying to do too much. Do what is currently done and keep up the standard (Berridge & Norm Thornton Parks)*
- *The CBD development needs reviewing and finishing - there are sections that are unfinished.*
- *Council should be commended for their work in creating creative spaces however input from the arts and design community would have given some of the work a competitive edge - as it is, these areas look quite similar to other regional towns such as Busselton - where is uniqueness. I believe that it is critical to retain urban bushland in a wild state and not over develop it to try and meet all our needs. As I get older, I realise that I will not be able to access some of these places.*
- *The level of graffiti is excellent compared with suburbs in Perth. Although the main street is pleasing to the eye, it is very cramped and does not accommodate country vehicles.*
- *Too much time and money was spent on streetscape. No need for all the paving in centre of road near the chemist. If angle parking was all the way along the side of Strickland Street on the post office side, and curb parking was retained near the library, we would have more parking areas and extra rates could have been used for more important projects in the future.*
- *I love the bushland but am not sure about the new CBD street scape, its very hippy like.*
- *CBD streetscape would have much more character if local artistic talent were used.*
- *Would love to see more art around town.*
- *CBD Streetscape good but a bit boring... I'd love to see a bit more artistic input. Children, Denmark Arts, etc. A bit too conservative for me. The same holds true for Berridge Park. The playgrounds are all a bit boring and outdated; check out Geraldton and Fremantle for ideas!*
- *CBD Streetscape is a waste of money. Where is the loading zone?*
- *Streetscape - available curb areas that are grassed could be used to plant native gardens and plant trees and make a boundary for birds and animals along the streets. Trees also lower the temperature of cities - more trees please.*
- *Too much street scaping especially on Strickland St. where that space could well be used for parking.*
- *Overall the provision of services to the Denmark township is very good, it still retains character, and it would appear that council take that into consideration when planning for the future.*
- *Urban reserves/surrounding bushland could provide an opportunity to combine fire retardant plants with environmental aspects.*
- *At the moment. More residents will bring urban problems to the area.*
- *Would prefer all native gardens in town centre. Although they look great (cottage) they are very expensive with the continuous maintenance!!*
- *Streetscape sterile & non-user friendly. Deciduous trees and exotic plants not suitable in this country.*
- *Plants natives to save water.*
- *Unfortunately Denmark has gone down the brick paved road which has made it almost indistinguishable from hundreds of other towns across the country.*
- *Would like to see a greater effort placed on architectural/landscaping cohesion. 2) Visitors Centre remains an external visual catastrophe. It is an affront to the beauty of Denmark.*
- *More play Equipment required.*
- *Like the work done to Strickland St - but unsure why designs in brickwork are zodiac symbols - would have thought a more nature based design would have been better suited to Denmark. Wish there was shade over park beside river on Hollings Rd opposite pub.*
- *Gardens are a credit to the town.*
- *This summer especially the CBD has been subjected to dogs of all sizes on the streets. The leads can be dangerously, they are unhealthy. Should not be allowed in CBD.*
- *CBD Streetscape whilst being visually pleasing needs some indication as to rights of vehicles and pedestrians.*
- *Denmark needs more public art - giving a living story of Denmark's life to people who live here, pass through or visiting.*
- *Nice mix of exotic and native plantings in the current streetscape - caters to all tastes! Some hanging baskets in the arcades would add further colour and interest.*
- *I believe more should be done to eradicate weeds within the Shire, especially Sydney Wattle.*
- *Too many ugly ramps in Strickland St. Angled parking in Strickland St should be reverse in, it is safer.*
- *Boat Harbour Reserve is BADLY degraded; I'm urgent need of better management!*
- *I've never noticed any serious rubbish or graffiti.*

- *Hospital park land needs to be mowed + whipper snipped etc more regularly so people can use the area. It should look like park near river + hotel so families can picnic etc.*
- *Is that a pedestrian crossing opposite the chemist?*
- *Although I believe the town parks and gardens are excellent there are many suckers growing in Berridge Park which should be removed and also the weeds amongst the paperbarks. The CBD streetscape is a little harsh (so much brick paving) but hopefully will soften with growth.*
- *The lavatories at Berridge Park are not very clean; in the high tourist season they should be cleaned more frequently...I won't take my grandchildren in them.*
- *I think our town parks and gardens, and CBD streetscapes have never looked better.*
- *Great garden beds, keep it up!!*
- *Wonderful to see the town graffiti-free.*
- *The recent improvements to the CBD are beautiful. They have given the shopping area and town entry such a lift. The gardener is doing a marvellous job.*
- *Need more play equipment. Something more challenging for primary school children.*
- *Shire staff should be congratulated on the presentation and selection of plants in the CBD area.*
- *Paved zodiac crossing in Strickland St needs to be clearly identified as either pedestrian right of way / or cars right of way.*
- *The CBD streetscape has greatly enhanced the Denmark township, well done!! Lawns and gardens by the bridge and Berridge Park are excellent, a very attractive entrance to the town.*
- *Shire reserves & road verges are FIRE HAZARDS & are part of a disaster waiting to happen. Roads are supposed to be part of strategic access ways. Gardens are a credit to the team of gardeners.*
- *Current garden department doing an excellent job.*
- *I believe Graffiti should be cleaned up by the perpetrator with ice cold water and old sacking.*
- *Despite continuing weed eradication many areas are no better than many years ago.*
- *Andrew Brinsden's team do an excellent job of the CBD, however there are many more parks and gardens that need work, including the playground at the end of Parry St. Berridge Park playground could do with more varied play equipment, a non blinding surface in full sunlight, and extensive use of shade sails, like at the Kojonup playground near their Visitor Centre.*
- *Children's playground in river park could do with a modern "jungle" climbing rope/tower or at least something extra as it is the main entertainment for little kids.*
- *Would really like to see the Reserve (between Inlet Drive & Ocean Beach Rd, the Industrial area and Earthworks) protected and utilised for walkers, horse riders & cyclists more. Such an asset to Denmark with some important pockets of regulation.*

3. Standard of Waste Management.

- a) Kerbside Collection
- b) Recycling
- c) McIntosh Rd Refuse Facility
- d) Peaceful Bay Refuse Facility

Comments:

- *We fill our recycling bin within a week regularly and then have to fill our little waste bin which fills too quickly. A solution would be to have 2 bins the same size as the recycling bin. I think we also could do with green waste bins in Weedon hill.*
- *Councils elsewhere provide free-of-charge replacement wheelie bins. We've been repairing our bashed-up inherited one for over four years. We pay substantially higher rates in Denmark than in Perth, and feel very strongly against having to pay for a replacement bin.*
- *Recycling rubbish truck should be every week.*
- *Should have a green waste kerbside facility.*
- *It would be great to know where our waste product ends up and the path it took to get there and what of it now?*
- *I don't live within the town of Denmark, therefore, I cannot comment.*
- *Kerbside collection not relevant to greens pool.*
- *I don't like the fact that my main bin is only small, I understand the push to recycle but sometimes when my bin is full it's a bit of a pain.*
- *Unaware of town facilities.*

- *Could have at least an annual roadside collection for garden rubbish and whitegoods etc.*
- *We would like to see the return of annual rubbish removal of big items from kerb i.e. whitegoods Tip passes are no use if you don't have a trailer.*
- *If our rubbish doesn't actually get recycled why call the service recycling?*
- *Excellent waste management service.*
- *I suspect that those outside kerbside collection area (including me) are getting a raw deal. Kerbside costs about \$5/week for pickup and disposal but taking bin to tip costs \$10. Maybe solved by giving those outside kerbside area say 10 tickets per year on payment of rates.*
- *Ongoing focus on recycling should be sustained.*
- *Kerbside collection needs to include greater majority of rate payers. (Your highest rate payers - famers).*
- *I think we could improve on recycling still - more kerbside collections for green house items would be good.*
- *Maybe look at once a week recycle collection.*
- *Would like to see free kerbside mulching returned.*
- *Feel out of town dwellers who get no Kerbside collection should get a visible discount on rates.*
- *We have no collections so can only comment on McIntosh Road. Recycling there is very good. The hours are sometimes difficult for us. The condition of the facility is very good.*
- *Bimbimbi Way doesn't get kerbside collection OR any FREE TIP PASSES*
- *Do not use the kerbside collection facility as not a town resident, ditto for Peaceful Bay*
- *Peaceful bay tip is well run and innovative. Not like it used to be.*
- *Reinstate kerbside collection. Many seniors don't drive to use free tip passes.*
- *Recycling not done at Rivermouth Caravan Park.*
- *We do not have kerbside collection but I think the fortnightly pick up is a good idea. Sometimes I am shocked by the cost of taking refuse to the McIntosh Rd tip but like the vouchers that Council has introduced. Also good to see longer opening hours.*
- *The recycle shop is wonderful.*
- *As a rate payer with a block of land (building) we are paying extremely HIGH rates while renting and are not even given a tip pass!*
- *We have a fortnightly rubbish collection, but have had no luck in getting the correct coloured lid. It's been many months since we requested it.*
- *Recycling facility on McIntosh Rd is a bit out of control. They accept too much which will never be sold, is in rain so damaged.*
- *It is difficult to recycle large volumes of glass product in rural areas as no provision has been made. Suggest a collection of used bottles from wineries by the Shire to encourage recycling*
- *Kerbside collection needs to include a twice yearly green waste collection to encourage householders to get rid of rubbish, especially just prior to summer and winter.*
- *I live half the year at Nornalup. Bin is way too small considering the light fee. Also, no recycling available.*
- *Working well!!*
- *Excellent working team.*
- *Good service with excellent friendly staff.*
- *Star next to D)*
- *Outer Communities need to have more facility for re-cycling. Need to have re-cycling bin pick up.*
- *Rural property, so don't use kerbside collection.*
- *Need recycling pick up weekly. McIntosh Rd needs to be open longer hours on weekend.*
- *Tip shop is excellent! People who take green waste to tips should be encouraged to take equivalent back in the form of mulch as in some Australian shires.*
- *McIntosh Rd could have a less cluttered Tip Shop without all the junk that sits there.*
- *Why do we not have a green waste collection - to stop people burning.*
- *Green waste & general kerbside collection as is in Albany and many other towns. We use to have this service in Denmark. 2-3 times a year would be appropriate.*
- *As semi rural, Denmark district, I have no knowledge of these - nor do I wish to. I experience no problem managing my own recycle + tip runs (about 4 x per annum) I have nothing but praise for your McIntosh Rd refuse facility.*
- *We have to take our rubbish and recycling to the top and I consider 2.50 to 6.50 in a few years hike a bit rich!*
- *Would really like to see the mulching of residential pruning back. I live on Inlet Drive and when the burning season starts the air is foul & bothersome (as an asthmatic). Also on back fire rubbish burning in the town areas at any time as in keeping with other residential / built up areas in WA.*

- *The main concern is the fact that waste is trucked to the Albany Refuse Site. Surely Denmark has a place or area on already cleared land. E.g. farmland... possibly the Ag. School land - or plantation land... There must be somewhere Denmark can have its own refuse site hole! Privatize waste management!*
- *I understand that recycled material is not being recycled.*
- *More than 3 tickets for ratepayers.*
- *What about kerbside collection? We are not all able to deliver our waste to the tip ourselves or to afford to pay others to do it for us. A choice of kerbside collection or tip passes or both should be offered.*
- *Not economic to recycle from Denmark, has been a waste of shire resources a secure land fill should have been established.*
- *Kerbside collection should be extended further, e.g. Tully Rd.*
- *Don't get kerbside; we have to pay for all our household rubbish to go to the tip.*
- *RECYCLING: Peaceful Bay ratepayers in leasehold area, who are largely intermittent users of this service, must nevertheless pay for a minimum of fortnightly rubbish collections which do not include a recycling collection. Recycling waste can be delivered to the Peaceful Bay Tip and transfer station but this begs the question as to why we need to pay for a rubbish collection at all? Waste and recycling could be delivered to the Peaceful Bay Transfer station as it was in the past, for a more reasonable cost to non-permanent (the majority) leaseholders.*
- *Living out of town we have no access to kerbside collection or recycling.*
- *Re – wast. Annual roadside pickup.*
- *Why is there going to be kerbside collection for new Springdale Heights? - Favouritism.*
- *Needs help! 2 bins at rotund need disinfecting as food gets dumped in them. The seats & tables need cleaning & painting toilets need some better signs.*
- *Tip shop is excellent too.*
- *General rubbish bins too small.*
- *If there was no charge for recycling bins for commercial property, recycling for us would be an option.*
- *I do not have kerbside collection - too far out of town.*
- *Peaceful bay needs greater open hours.*
- *I have no experience of the Peaceful Bay facility.*
- *All working well but plenty of room for improvement and up grading.*
- *The costs to dump rubbish are too high for those who live out of town. If the high prices continue farmers and others will dump rubbish at other unauthorised sites, as has happened in the past.*
- *As an accommodation provider, kerbside collection (1 green bin emptied twice a week) is not adequate during peak holiday times.*
- *Need green waste collection probably twice a year to encourage property maintenance and cease the need for any burning of refuse. Bulk rubbish collection also should be introduced to discourage personal junk accumulating in backyards. Tip passes are good but not everyone has a trailer.*
- *Believe it would be beneficial to have a green waste collection or at least free dumpage of it to encourage less burning. - We do burn as we have a large garden and it is too expensive to dump a trailer load of waste each fortnight.*
- *The tip is a wonderful example of what commitment to a cause can bring about. A dedicated staff doing a great job.*
- *Excellent for town residents. b) Councillors should support and encourage instead of criticising the Tip Shop management. c) Tip passes should be given to renters and not their landlords as we are the ones who have to keep the vegetation pruned etc.*
- *There are a lot of rotting couches at the McIntosh tip. Things do have a use by date and should be dealt with accordingly. Nobody would sit on a wet mouldy couch or mattress in the same condition.*
- *Recycling need constant improvement and should be encouraged and rewarded. Fishing spots and other sites of interest need waste management due to increase of tourist activity*
- *Kerbside collection could be extended to some less densely populated areas around the town.*
- *Should be more frequent recycling service, perhaps undertaken by shire rather than palming off to Clearway. Need Green waste collection particularly for the elderly.*
- *I don't understand why there is no rubbish collection for Sheoak Drive.*
- *Would like to see McIntosh refuse facility open some mornings e.g. 1 morning per week from 9am.*
- *An excellent service - very reliable. Perhaps we could also have a kerbside green pick up and/or larger item pickup a couple of times a year.*
- *My previous comment re greens pick up seems the only neglected item.*

- *Ratepayers living outside the town should get passes to take rubbish to the tip.*
- *Ratepayers on special rural properties should receive tip cards or rubbish collection options.*
- *Recycling could be extended to more items.*
- *Comments are in relation to outside the town site.*
- *As I am not living there full time I am unsure.*
- *Would like a collection out at William Bay.*
- *We need green waste collection to stop people from burning off and creating a nuisance with the smoke.*
- *We live in a rural area and cannot comment on kerbside collection or Peaceful Bay refuse facility*
- *What is happening with glass recycling?*
- *Nonexistent kerbside collection for rural residents.*
- *At least P/Bay has trailer out the front when locked so that people can still deposit rubbish. However not open enough. McIntosh Rd - 4 hours open per day is not enough for businesses. Tip fees way too expensive. Transfer station already working to capacity. Encourages people to dump rubbish in the bush or burn hazardous materials.*
- *Well Managed Facility*
- *Annual bulk collection on roadside badly needed.*
- *Would like to see green waste introduced.*
- *We generally need a large bin for general rubbish collection - current small bin grossly inadequate.*
- *Recycling - more recycling of plastics if possible ,*
- *Not everyone is able to use the McIntosh Rd facility. Some other form of collection needs to be addressed - say on a quarterly basis at roadside (this used to be done).*
- *Love the tip shop!*
- *Rural besides being very expensive for rural users. Are we actually recycling - there seems to be some doubt?*
- *Council staff are very helpful at tip.*
- *Not familiar*
- *Good stuff!*
- *Not used.*
- *Love Tip shop.*
- *Very happy with my service.*
- *There should be free green waste disposal at the tip Free mulch pickup from tip*
- *The Shire is doing a good job for recycling & McIntosh Rd Refuse Facility. A kerbside collection would be a good idea even if its once a year.*
- *If the material we so carefully place into separate bins at McIntosh Rd really sent for recycling, or does it all end up in landfill?*
- *I do not know how much of the content of my recycling bin is recycled and how much goes into landfill*
- *For people who have no access to trailer or utes - large item throw out e.g. broken beds, fridges or washing machines, we need kerb side pickup instead of vouchers - once a year maybe.*
- *Kerbside collection - nonexistent. Pensioners need a twice yearly pick-up at least.*
- *Recycling - tip shop great idea. There don't seem to be recycling bins in CBD - reason for low rating*
- *Pour hours open the damn thing earlier.*
- *Council is to be congratulated for its support of the Tip Shop Facility at Denmark Tip.*
- *Kerbside waste no longer done - I'm happy to clean up... but paying for access to tip green waste is a bit much given the proportion that comes from shire trees.*
- *No waste management outside of town limits. Due to no waste management in our area, to take rubbish to the refuse facility is very costly, as rate payers we get no tipping passes even though we pay our rates. Rubbish pick up should be covered in all surrounding districts. This is why people do illegal dumping of household rubbish!!*
- *Peaceful Bay Refuse Facility could do with more varied recycling facilities & closed bins for household refuse.*
- *Tip Passes (say one per month) for ratepayers not getting collection service.*
- *Recycling of white goods, computers and mobile phones could be better.*
- *Kerbside collection not available at airport subdivision*
- *Need a green waste collection once or twice a year.*
- *Refuse facility opening hours are frustrating and in convenient.*
- *Staff at this facility and the tip shop are excellent, very helpful, great service + great for a sustainable future.*
- *McIntosh facility should be upgraded and enlarged to store more recycled materials under cover*
- *Don't use any of the above - kerbside not available/recycling not available McIntosh Rd too far/Peaceful Bay - can't get there and too expensive*

- *Expand kerbside collection to outlying areas.*
- *What kerbside and the council stopped doing it which is a shame. I think we are the only council in WA that doesn't do bring out your dead and also vegetation kerbside. The tip passes don't seem to be passed onto rental tenant. Maybe they should be mailed to the address instead of the owners.*
- *Should be regular green waste collection or free access to the tip. Should have kerbside collection once or twice a year*
- *Would like to see a green waste collection - not necessarily weekly but maybe monthly and is a choice with extra cost to landowner e.g.: weekly or fortnightly rubbish collection.*
- *No white good roadside collection?*
- *More recycling collection would be great i.e.: recycling bins weekly & waste bins fortnightly.*
- *Bins could be bigger - large bins for recycling but small bins for rubbish, we have a large family and struggle with rubbish. All bins in Perth are large.*
- *Helpful staff at McIntosh Road Refuse Facility.*
- *As much recycling as possible, even if it costs us (as general ratepayers). Too high fees > dumping in the bush.*
- *Kerbside collection needs extending 10km around CBD. Some close to CBD areas miss out e.g. - Cussons/Ruhen Place. Same for recycling.*

4. Level of Facilities/Services

- a) Seniors
- b) Youth
- c) People with Disabilities
- d) Families/Children

Comments:

- *Keep the footpaths clear of vehicles for the disabled and people with prams can get around.*
- *We desperately need an indoor swimming pool!*
- *These facilities vary enormously. E.g. Strickland St is now very 'disabled' friendly. Other areas of the town are REALLY poor.*
- *Not relevant to this family.*
- *I'm not in any of the above categories and so don't really know what's out there for them.*
- *Public transport and a swimming pool would enhance the life of seniors.*
- *Rural Dweller*
- *Denmark by rain with active children? Very difficult!! Provide shade sails for playgrounds and upgrade equipment!*
- *Denmark needs an Aquatic centre which has an indoor/outdoor pool with a specific play area for children and a swimming area for laps and general swimming. It is so bad that Denmark does not have one. I personally go to the aquatic centre 2 - 4 times per week for better aerobic classes and swimming lessons for children. Most families are at least doing the swim lessons. Denmark could make lots of money out of having a swimming pool and better fitness centre that incorporates health and fitness classes to be a better standard.*
- *Not sure what to recommend for families. Prefer the natural environment.*
- *I am none of the above so do not know.*
- *Await result of Aged Care friendly community resources project.*
- *More disabled parking*
- *I think all of the above need a lot more care and consideration and with consultation with the particular groups to hear what they want or need.*
- *No facilities for PWD. As compared to family/youth services.*
- *I find this question difficult to answer. Each of the groups are too wide. E.g. there's a wide range of facilities for some sub/groups but not for others. E.g. There a good ramps etc but few parking areas. There are housing facilities for active seniors but very limited for frail aged. There are play ground for young children, but not for primary school aged etc.*
- *Construction of local 50m swimming pool vital for the entire community.*
- *A hydro therapy pool would be of great use to the increasing number of seniors. Recently I have spoken to a number of people who need this and can't access it. This has been something that has been an issue for some time and will only result in much greater need.*

- *I would like to make a comment about the skateboards, bikes being used daily on the main town footpaths. They have a first rate skating facility at Mclean Park but pedestrians have to contend with these people on skate boards there appears to be no policing at all on this matter.*
- *More housing for over 55's would be welcome. As the hospitals aged care facility only provides shared accommodation Denmark needs a facility like the former Aged Care units at the old hospital - people do not like to share rooms or toilet facilities.*
- *The HAV service run by the hospital is wonderful. All the staff I have encountered have been excellent and well worth of praise.*
- *All seem to be adequate.*
- *There is no soap in the recreation centre's disabled toilet. People in wheelchairs have no way of reaching the soap dispenser in the general toilet. Why bother to put a sink and towels in the disabled loos when there's no soap.*
- *We desperately need a pool.*
- *I am a senior, but as yet do not need special requirements. I look on senior requirements as post 75 years of age, or for people with disabilities.*
- *Have not had to use any of the above facilities so unsure of what is available.*
- *These areas as council is aware should continually be addressed.*
- *All shop owners should be forced to have full accessibility shopfronts in the CBD. Playgrounds need improved equipment. See Standard of Parks and Gardens above. Footpaths that actually connect are a great idea for prams. Example is the footpath alongside Amaroo Village which does not continue to South Coast Highway. Whose idea was that???*
- *I have no personal experience with any of these.*
- *Is there anything for people with disabilities? Lots of ramps & access things but I'd be thinking in terms of social and recreational services (Oops refer to Q.6)*
- *Too much emphasis on youth when responsibility rests with parents and a small group are overloading services. Many responsible youth don't use system as their activities are independent.*
- *Denmark's facilities and services are fine... You don't have to go overboard... The facilities are adequate.*
- *All categories could be improved*
- *Would like to see Old Hospital Buildings used - temporary help for homeless or troubled, nowhere for the old fringe dwellers to relax in town anymore, we all smoke. Perhaps a room for us there with some things to do ; pool table , table tennis , coffee, we are still to active for the over 55's club.*
- *The youth centre is a breeding ground for bored juvenile delinquency! People with disabilities are not considered with regard to waste disposal such as offering kerbside collection.*
- *The development of youth facility of Mclean park - And the work of Aaron Bailey has been a great thing for Denmark.*
- *Total overkill in streetscape.*
- *Denmark needs an indoor pool to cater to people of all ages.*
- *Because I work in Aged Care and Disabilities services I am unaware of whether the facilities available for youth and families are satisfactory*
- *Have no experience with facilitation for young people.*
- *Ages care needs will be increasing in this community, provision needs to be made NOW!*
- *All need attention.*
- *From what I can tell because: a) I'm not a senior yet b) my teenagers have grown up c) I'm not disabled and d) my teenagers have grown up.*
- *Exercises such as recent Universal Access Challenge is a great way to judge facilities for the disabled; however I have not done this.*
- *All could benefit from a pool - even unheated for summer activities. - Where are the fetes?*
- *This is a very big portion of the community and as everyone has a little something there is no recall overall for everyone. More thought maybe into again the bigger picture.*
- *Great sporting facilities. Could do with a playground suitable for bigger kids in Berridge Park. All equipment is only suitable for kids to about 7 years.*
- *There are things in place for all the above but more wouldn't hurt.*
- *Not used.*
- *Feel for the teenagers of the town, not much seems available, if they don't play sport; I accept this is a rural problem everywhere, not just Denmark.*
- *Swimming pool required.*

- *I have defiantly seen an improvement in the town regarding access for disabilities*
- *Playgrounds, caravan parks good. More could be done for people with disabilities e.g. wheelchair bound.*
- *A properly designed Community Centre based around the library could provide facilities for all the above groups.*
- *We need more programs for the young disabled - most of these services are only offered in Albany.*
- *I don't use many special facilities or services so am unable to comment.*
- *Again not living there full time to notice these items.*
- *I don't fit any of those categories and am therefore not qualified to comment*
- *Seniors organised programmes are good, but the room allocated to the seniors at the Old Hospital is very small. So the Over Fifties group still have to have their monthly meetings at the Rec Centre. More importantly access to the small room is via a flight of steps, so is not as accessible to disabled or wheelchair bound seniors. The Rainbow room would have been more suitable as it is accessible by a ramp.*
- *Denmark is very family oriented - thank you!*
- *No facilities for seniors.*
- *But we still need a pool*
- *A Pool would be great for winter and for school swimming and adult exercising. Denmark needs a Pool.*
- *Pool would be good!*
- *It would be great to have a swimming pool for use by all residents. For physio purposes also and for the elderly & disabled who have difficulty accessing beach locations.*
- *RE: people with disabilities - there is still no provision of soap to wash hands in disabled facility at Rec Centre - WHY???*
- *Hydrotherapy pool*
- *The facilities for the disabled & families & children appear to be okay but as I don't use them I don't really know.*
- *Not familiar*
- *I'm not sure of facilities and services available for seniors as I haven't had to use them. Aged care needs to become a priority - we shouldn't have to go to Albany for care. Aged people need to stay in a familiar environment.*
- *I have not yet needed to access these services.*
- *Better playground facilities at playground in front of pub, with shade*
- *The Shire has done a lot to improve Strickland St for people with disabilities.*
- *A pool is required. Golf, bowling, tennis are for people. A pool would be for everyone it is costly to go to Albany for 30 mts of hydrotherapy + counterproductive.*
- *Families & children - does not apply, so I cannot answer this one.*
- *(As a senior) Youth & family facilities seem good but I am not seeing them up close. Seniors facilities OK really. Heated pool needed. Services for people with disabilities could be better but projects could be more carefully chosen than expensive Liberty swing and destructive Poison Point development. This (disability needs) is an area we are newly aware of. I work with PWD & constantly looking for recreation ideas Classes at Rec Centre good idea if enough interest shown*
- *Pool / pictures in the hall.*
- *We've gone as far as we ought. Local management is fine/facilities are state responsible and there is a need for them to be more even handed and consultative e.g. 22 aged care beds - less than half open Mt Barker obviously have a better connection with a smaller population. Many more beds, regular ext it's not fair to locals who a) are housed away from partner and family b) are disadvantaged by the "drag" caused by performance data and a growing population.*
- *We are a small town that has come a long way over the last 30 years. As we grow so will the need for services. But people have to realise that services are connected to numbers.*
- *As noted before, some of the footpaths are not safe for elderly/disabled people.*
- *Main thing missing is the Swimming Pool (all ages)*
- *We need more facilities for both the elderly& the youth (12 - 25/30). There is very little for the youth to do in town.*
- *Swimming pool is needed for children to have an alternative to ocean swimming or a trip to Albany.*
- *More aged care beds needed.*
- *Sorry but I'm in the middle of these.*

5. Standard of Facilities.

- a) Outdoor Sport & Recreation
- b) Indoor Sport & Recreation
- c) Cultural & Community Facilities

- d) Beach & River Foreshores
- e) Public Conveniences
- f) Cemetery

Comments:

- *I'd love a pool!!!*
- *Denmark needs a more adequate performance facility. The Civic Centre is far too small, there is barely any room out the back and it's extremely out-of-date.*
- *Perhaps more Indigenous Australian facilities are needed.*
- *A, b and f not applicable to this family.*
- *The sporting facilities are great there is a lot to accommodate all.*
- *A swimming pool, community centre at the old hospital (keeping its character) and an indoor/outdoor movie theatre in the grounds of the old hospital. That is a permanent roof, removable sides/walls (Blinds) maybe some gas heaters and art-house movies with earlier showings of children's movies at appropriate times during the year.*
- *We would use and enjoy a pool.*
- *Sport and Rec Centre facilities could be improved so much. To incorporate a swimming facility and better and more fitness classes for all age groups with better crèche facilities. Denmark's rec centre is appalling.*
- *maybe one larger hall/centre would stimulate more cultural and community activities across the board(all ages)*
- *We need a pool - come on guys - let's get it going!*
- *Could do with a swimming pool though.*
- *Public conveniences require better maintenance and cleaning efforts. Ongoing focus to extend is paramount.*
- *The inlet beaches are now sub-standard due to inadequate marine exchange.*
- *Need another sporting oval. Or; - Need toilets and undercover viewing area to school oval for weekend sporting use. - Would like shire to encourage private development of squash courts. - Need an indoor heating lap-pool. - Need to BAN DOGS from Mclean Park; dog poo on oval is a disgusting health issue for all sporting users of the oval. Again I think the last 3 - 5 points need care, consideration and consultation improvements with community.*
- *Too many sporting facilities. Not enough cultural events. E.g. Theatre, film, art.*
- *In comparison to towns of a similar size Denmark is well off.*
- *Public 50m pool/indoor swimming facilities required. Civic Centre standard - good Scout hall - poor.*
- *I wish to make a comment that we need the bins returned to beaches + fishing spots. There is always rubbish around due to the fact that people don't take their rubbish away + there are no bins to put there rubbish in.*
- *The toilets behind the Civic Centre are grubby and not very well kept.*
- *Toilets could do with an upgrade and more frequent cleaning or re-scheduled cleaning - see toilets in New Zealand most are very good even out in the country!*
- *Cemetery needs regular attention.*
- *There have been a lot of improvements in these facilities in recent years. Think the Civic Centre is a great venue to have.*
- *Please put a doggy poo bin at Lights Beach - it is our only dedicated dog beach after all - would be good to have one at community park as well - dogs walked their by the zillion*
- *Need heated indoor and therapy pools.*
- *Having a squash court and indoor swimming pool would be appreciated.*
- *I was disappointed when using the toilets in Thornton Park to discover no soap or hand drying towels, cleanliness was only average other South West towns are better provided. When travelling I tend to judge Towns by their conveniences. Tamworth NSW gets my vote for the worst in Australia, one tends to remember the bad ones.*
- *Cleanliness of public toilets could be improved*
- *Re cultural/community facilities - I would like to see the Super IGA turned into a Cinema once the new shopping precinct is built on the corner of Hardy Road and South Coast H'way.*
- *Time for market days to be moved from Esplanade, maybe to old hospital site, to save destruction of soil by compaction & death of foreshore trees.*
- *Very good in most areas.*
- *Except McGeary's rock.*
- *F) I like the new entrance.*
- *An indoor pool for therapeutic exercise for disabled + aged would be advantageous.*
- *Foreshore toilets could do with upgrade (park)*
- *Swimming pool would be worthwhile. Expensive yes, but beneficial to the towns youth and seniors alike.*

- *Need that friendly cheap drop in centre for these without money for coffee shop.*
- *Indoor pool required.*
- *Very expensive for charitable clubs or non-profit clubs to rent space!*
- *An aquatic centre would be very much welcomed.*
- *Denmark needs a swimming pool not only for recreation but for people with medical issues, so many people need to travel to Albany, so when they travel to Albany they shop in Albany - Therefore not good for our local businesses.*
- *Big YES to Swimming Pool.*
- *More tracks around the beaches and rivers would be great! Let's use this beautiful natural environment we have here!*
- *Too many private holdings bordering foreshores restrict public access*
- *We support the need for an indoor pool.*
- *The civic centre and library need to be moved out of CBD and modernized like the shire facilities. This space could then be utilized for commercial use AS IS. IGA would be a great Civic Centre and entertainment centre.*
- *Haven't been to the cemetery as yet but at 72 can't be too far off.*

6. Standard of Denmark Recreation Centre.

- a) Quality of Customer Service Provided by Staff
- b) Range of Programs/Activities offered Generally
- c) Range of Programs/Activities offered for Disabled Persons

Comments:

- *An aquatic centre would be a welcome addition for the disabled in particular.*
- *I think Denmark needs to spend more time on the Arts, rather than sport stuff.*
- *Sorry - have never been there - don't use the facility.*
- *I do not live within the town of Denmark, therefore, I cannot comment.*
- *Facility not used by this family.*
- *The gym is packed with programs I think it is run well.*
- *Have not used in past year so unable to comment*
- *DON'T USE FACILITY (65KM AWAY)*
- *Some of the gardening exhibitions have been great (from Perth) Annual.*
- *The staff could do with cleaning the gym facilities more regularly, and could do more work and less standing around the front desk.*
- *Have nothing to do with the above*
- *Never been there!*
- *Have not heard of any programs being offered for PWD?*
- *Never use this facility.*
- *Don't use the facility.*
- *It's not something we use.*
- *Enjoy the diversity offered. Aware some activities financial not viable (re staff time) Competitions seem to attract consistent turn out - enjoying new gym facility.*
- *Don't use it.*
- *I have not used the Rec Centre in recent years but not because I am unhappy with the programs offered - just have no need for them. People I know who use the facility are generally happy and when I did go there I was too.*
- *As I work full time, I can only attend early and late classes - currently this is only offered twice a week, (much appreciated) but a third would be outstanding - keeping fit will hopefully keep me healthier for longer!*
- *Paying a gym membership should entitle members to year round classes by a qualified instructor. There is no instructor for about 10 weeks of the year. There should be another paid instructor during school holidays. Fitness is a year round activity!*
- *It would be good if the school holiday program would be guaranteed to run.*
- *Have not used Rec Centre.*
- *Have never attended Rec Centre so unable to comment.*
- *Have never used the facility.*
- *I don't make use of the Rec Centre.*
- *Only go with old codgers (Hospital Group) then OK*

- *Swimming pool needed! Can be used by - Youth - Families - Seniors - Disabled*
- *Don't go there.*
- *Very reasonably priced.*
- *A need for Rec Centre gymnasium to be run by shire not outsiders.*
- *Don't use - wrong hours for us.*
- *The meeting room at the Rec Centre used by the over 50's lacks proper ventilation for cooling. The chairs are VERY uncomfortable.*
- *The Rec Centre fitness classes are absolutely great. My husband loves indoor cricket too.*
- *An Indoor Heated Swimming Pool would upgrade the sporting facilities available to Disabled persons, and extend the range of activities offered.*
- *I have not been involved at the Rec centre for many years.*
- *Unsure re other programs for disabled but feel confident they could join the physio circuit group as the session is tailored to the needs of each individual.*
- *Kindy gym is supposed to be structured not parent led. I can do that at the park. Other programmes I have attended have been developed by the instructor and are designed to develop children's physical abilities. All done to music.*
- *As an older person I am waiting for the pool to be built.*
- *Need to take into account the working people within the community. A lot of people don't use the facility because the hours of classes etc clash with their work hours. Yes some of us do work for a living!*
- *Don't use it.*
- *Being a frequent visitor, alas, I have never been inside the Rec Centre.*
- *Live out of town and rarely if ever use these facilities.*
- *The Gym area seems a bit too small for the amount of equipment in it. A larger gym area would be great.*
- *Swimming pool?*
- *Have never used the centre.*
- *Never been there*
- *We don't use facilities.*

7. Standard of Denmark Public Library.

- a) Quality of Customer Service Provided by Staff
- b) Range of Programs/Activities offered generally
- c) Appearance and Available Space

Comments:

- *Looks very tired.*
- *The most friendly and helpful facility in Denmark!! Well done to all the staff there. It is such a pleasure to visit!*
- *A bigger library is needed.*
- *I do not live within the town of Denmark, therefore, I cannot comment.*
- *Unable able to comment of library as not used by me*
- *Staff absolutely excellent - Council couldn't want for better. Library must be expanded to reflect this community's population dynamics. Urgent need for more reading places*
- *I haven't been to the library as of yet.*
- *The library is a fantastic resource and the staff do a wonderful job in a very small space*
- *Fantastic staff and service.*
- *USE WALPOLE LIBRARY.*
- *Do not frequent the library.*
- *A bit small - need more books otherwise have to go to Albany after a while for more choice.*
- *Could do with more space and more books.*
- *The Library is excellent. The staff are friendly + helpful; the limited area is set out to its best advantage. Best value for money.*
- *Far too small - Volume/range of books inadequate - Children/young adult range inadequate and out of date.*
- *Don't use the facility.*
- *For libraries to be relevant in current day technology - ours needs improvement. And it is a meeting place for all.*
- *Staff are wonderful and do more than the call of duty. A pleasure to visit the library.*

- *The Library staff are always helpful and friendly and this is a vital service for many people.*
- *Our library staff are second to none - the team are super helpful, friendly and hardworking*
- *I have never used the library.*
- *Have never attended so cannot comment*
- *Have never used the facility.*
- *Fantastic, enthusiastic staff.*
- *Great staff, efficient & friendly.*
- *Definitely a new library needed with much improved E-Technology access and a greater range of resources to borrow in-house.*
- *Unsure as I have never been in there.*
- *Staff and assistance are wonderful and deserve every bouquet they receive.*
- *Superb Staff!! I like the Library as is but the Staff there would be the ones to consult re: whether the space and facility are adequate.*
- *Once again "it's the people who help us in there - wonderful, friendly and helpful".*
- *More space required.*
- *Pretty basic - too small.*
- *Outstanding Service.*
- *As a personal user and using the library for my job I have found the staff at the library extremely helpful, although the size of the facilities could be improved.*
- *The Library is a bright spot in Denmark, we always receive excellent service.*
- *I would like to see a better range of educational books especially on health and healing naturally!*
- *Rhyme time for babies is much appreciated, as is the quiet area for nursing mothers. The library is first rate.*
- *This Library is well understocked. Given my previous comments on the High school proposal it would have been easy to have upgraded with relatively little cost to the Shire. Larger space, more and better resources.*
- *Do not use library.*
- *The services given by staff at the library is fantastic*
- *Now that the Denmark community has grown and continues to expand, the library needs to be larger too, with more resources available.*
- *Could do with more space.*
- *The staff are always helpful and friendly.*
- *Great place, great staff.*
- *Don't use it.*
- *Again, I have never used this facility (yet).*

8. Standard of Customer Service Provide by Shire Staff.

- a) Response time for information requests
- b) Accuracy of Advice/Information
- c) Dealing with Customer Requests
- d) Courteous/Friendly Reception
- e) Telephone Manner

Comments:

- *Have always been very helpful and friendly.*
- *Quality of service totally dependent upon the individual staffer you happen to have service your concern. This means that there are internal training and supervision quality procedures concerns that urgently need to be addressed.*
- *Run really well.*
- *I always get great personal service.*
- *Have only had a couple of calls to the shire but there seems to be 'o what do you want' attitude Extra information isn't always provided when a small bit of information can go a long way rather than you have to call someone else - offer to put people through etc*
- *Have had no dealings with regard to a, b, and c, I assume refers to over the counter transactions.*
- *Most positive, proactive and obliging council I have dealt with, with the notable exception of the building inspectorate! Found Dines to be unco-operative and intractable.*

- *Generally customer focus is 'basic' shire staff represent the shire and need up skilling to respond to public.*
- *Advice and information varies according to staff attending.*
- *Staff usually professional and co-operative.*
- *Front of house staff generally excellent in response to request for information. Planners, health officers appear to be under pressure.*
- *Good staff deserve a pay rise or at least recognition!*
- *Just don't do what Denmark post office has to do.*
- *I have had little dealings with Shire Staff in recent times so I cannot really comment.*
- *We have a fortnightly rubbish collection, but have had no luck in getting the correct coloured lid. It's been many months since we requested it.*
- *Staff have always been friendly - full of service when I have been to Shire offices.*
- *Enquiries we have made to shire staff have always been dealt with in a very professional manner.*
- *Always helpful and courteous.*
- *B) I know you're busy.*
- *Pleasant dealing with customer's request.*
- *Administration staff are always friendly and answer the phones straight away. Keep it up Shire.*
- *As a resident of 10 years I have consistently found your shire staff the friendliest and most helpful of any council I have previously known.*
- *I contacted council early Jan for a call back from your health officer - no one returned my call.*
- *I haven't needed to contact the Shire for info often but on the few occasions I have, it was not possible to find out anything conclusive regarding (1) over 1 acre of clearing & burning (over several months) on Inlet foreshore. (2) Invasive plants & huge trees on property boundary of 20m wide blocks.*
- *Sometimes too SLOW!*
- *(b) The information re: tip hours for Denmark was wrong - when you put an asterisk people go to it! Poor Guy on the gate didn't know what was going on ... I explained - he was turning people away - not good enough - should have been picked up.*
- *Normally very good, but in my opinion too many staff.*
- *Excellent*
- *Great work girls!*
- *Rarely need to contact shire.*
- *Customer requests have not always been dealt with effectively - issues have been delayed if a staff member is away on leave there should be some other way to deal with this situation.*
- *Have always found the staff to be friendly and helpful. Re recent introduction of fee for snake removal, although I'm happy to pay this I do have concerns that this will not be good for our snakes as many people will use a shovel on the poor snake rather than pay \$25-50 fee for their removal by the Ranger. In the interests of our snakes this fee needs to be factored into the rates.*
- *Never have contact with the Shire.*
- *Very little dealings with shire staff.*
- *Planning and building services are slow.*
- *Staff always pleasant and willing to assist where they can.*
- *Staff friendly and helpful.*
- *Haven't needed to request information.*
- *Male engineering staff could benefit from telephone customer service training.*
- *In my experience- responses to requests for information made in writing or by telephone, rarely get a response. I understand from friends that I am not alone in this. It seems that requests are passed to whoever is deemed appropriate to deal with the matter but there is no follow up that there has been any response.*
- *I personally have little contact with Shire Staff at present, so not able to comment fully. From past contact found staff very pleasant and helpful.*
- *I love all the girls on the counter - they are great!!*
- *It is always a pleasure dealing with the council staff.*
- *Staff are always pleasant and helpful*
- *Truly excellent. I'm not just saying that - as I don't know any of the staff on a personal basis.*
- *Despite written and phone enquiries, no-one in the shire has been able to explain the inequity in the shire rates formula among rural landholders.*

- *I've always had prompt, friendly and accurate assistance with the Shire staff - Thanks. Great Rangers too (helpful, approachable, friendly & animal lovers).*

9. Performance of Councillors in respect to:

- a) Accessibility/Availability
- b) Attending to issues raised by you
- c) Overall performance

Comments:

- *I do know who my local councillor is. But I have never seen him + never spoken to him. I think he takes the easy option + deals with local groups, i.e. Progress Assoc which represents approx 20% of PB population.*
- *Have no need to have contact with councillors so unable to comment.*
- *Councillors' decision making seen to be dictated by business interests or even worse - inherent non-capacity to formulate and/or deliver on policy. Very disappointing!*
- *Haven't dealt with the councillors yet.*
- *I can't answer this as I'm married to a Councillor.*
- *There was lot of evasive behaviour about the damming of Denmark River rather than open and honest information. The councillors need to leave their own agenda behind and work for the town i.e. citizen centred services The town is easily divided on issues and the Councillors need to be in agreement and work from that platform.*
- *Had no contact with them. Do any of them call a public meeting in their ward to meet their public and discuss local issues with them?*
- *Have had no dealings with councillors.*
- *New ways to 'connect' councillors with Denmark people is required - website option.*
- *Not answered Excellent in some areas. Variable in others. Very concerned around development and the degree to which town planning is not adhered to.*
- *Have had no direct contact with councillors lately so can't comment.*
- *Never had the need to contact any councillors.*
- *Cannot comment as never had to utilise a councillor directly*
- *Don't often use.*
- *I have really only had dealing with Ross Thornton and John Sampson. Both have been accessible and have listened to what I have to say. Overall I think this Council is doing a good job.*
- *I have never had cause to contact a Councillor*
- *Most councillors have gone on council like Mr Ross Thornton to further their own interests in business.*
- *I can only comment on the Councillors who represent my area.*
- *Unthankful job but someone has to do it.*
- *Have had no problems.*
- *Never needed to contact a councillor.*
- *I have had a 'one of one' about a particular issue to determine performance, but believe all are there to do what's in Denmark's best interest.*
- *Never had a problem.*
- *Have had no contact.*
- *Unrestricted development does concern me: Once a councillor is elected he/she is there to represent their electorates interests - not their own.*
- *I have not had contact with councillors.*
- *Some councillors have double dipped in their roles and personal business interests. Maybe this will be changed through conflict of interest policy implementations.*
- *In my opinion only 2 councillors have actively helped me when I have bought up signage issues; which I believe the council is failing, Denmark Businesses to promote their business, it appears it is ok for some but no others, tourism based business are given more leeway than all year round normal business.*
- *Only had dealings with two Councillors*
- *You are not there to "perform" you have a job to do to the best of your ability for the future of the district. Thank you for your efforts.*
- *John Sampson, Alex Syme and Dawn Pedro are the most approachable - others do not hold same values, into unsustainable development*
- *Some councillors are very responsive and others not at all.*

- *I recently sent an e-mail to every Councillor, not one responded with an acknowledgement of receiving it.*
- *Need to have a box to tick that lets you know there are some Councillors who are attentive and accessible and some who aren't. That's been my experience.*
- *Quality of Councillors varies as do the people they represent. The overall performance of 8 is excellent, including the President; 3 need hardly be present at Council meetings; while 1 is frequently obstructive. The demand made on the time through committees and other meetings is huge - for those Councillors who take on these responsibilities - and we should be extremely grateful to those who do shoulder these tasks.*
- *Very little dealings with councillors.*
- *Had no contact.*
- *Of 3 councillors for the Kent/Nornalup Ward, only 2 are accessible and interested in representing their ward. The 3rd is never seen in the ward to the extent that he could not even attend the ward meeting. Councillors should be required to live in the ward they represent. There should be more wards, not less.*
- *Have never seen or heard from our representatives on the shire - there should be an obligation on their part to make themselves available to constituents.*
- *Haven't had cause to contact our Councillors - suppose that means they must be doing OK.*
- *make little contact with councillors, so guess I'm basically happy with performance overall*
- *At this stage we have had no need.*
- *Haven't any need to use councillors yet.*
- *There are too many of them! There should be no real estate/developers on council we need councillors with brains! We need more women on council!!!*
- *What can I say? some are excellent others are a waste of space, I am sure that all believe they are working for the common good, and that they are good councillors, just as we all think we are good drivers. You really can't lump them all together and get a meaningful response. I guess that is why we have elections.*

10. Provision of Services for:

- a) Natural Resource Management
- b) Town Planning
- c) Building Permits & Approvals
- d) Public Health
- e) Fire Prevention
- f) Rangers/Law Enforcement

Comments:

- *Regularly cars are parked at the school at the clearway areas and no parking area at the end of Mitchell Street. The ranger drives past nearly every day and can see that people are parked not only illegally but dangerously. Nothing appears to happen. Once I was parked at ocean beach near the prawn channel and was asked to move my car from where it was parked. Surely we should be more vigilante around our schools, as the risk assessment would have to be higher.*
- *More enforcement of illegal camping required.*
- *Ranger services lacking: - parking on footpaths, in now parking areas etc - littering - camping - noise unfortunately people don't do the right thing if they can get away with doing what they want. Many bylaws etc are totally ignored at the cost to those trying to live in Denmark in a reasonable responsible way.*
- *Public Health received 'Poor' because of the extremely limited services available at our hospital, though I know this is a State issue.*
- *My perception is that the planning section is under intense pressure and I am not happy that action has not been taken in regards to developers undertaking environmental destruction. In terms of fire prevention, I would like to see greater community engagement and activities to guide people about what where to go in the case of a fire*
- *Have not used these services.*
- *Rangers certainly represent the Shire's interests very diplomatically - sad that the rest of staffers and council can't emulate these field officers' skills. (c) Is a total joke! Or less worse corrupt!*
- *These all seem to be running well.*
- *Difficult to comment on. I feel council is not strong enough in dealing with people who go against planning permission (Smith street and dam on South Coast Highway). Council should act more quickly once decisions have been made.*

- *Nearly every time I go the Lights Beach (that is my first choice for swimming,) there are dogs. I have never seen a ranger there to inform the dog owners to remove their pets.*
- *Rangers should Stop, think, assess then act before carrying out their duties and use a bit of common sense.*
- *Fire prevention debate/focus is one-sided towards control burning, not allowing other preventative alternatives in my opinion.*
- *D & f) Dog poo at Mclean Park Oval. - Ban dogs from oval.*
- *Every day I have seen parking on footpaths & brick paved areas, parking in disabled bays (with no acrod signs), dogs on the beach and uncontrolled in parks. Not a ranger to be seen.*
- *Some improvements are needed in Town Planning - Permits and attitudes to Building, also N.R.M, also the amount of empty houses to holiday home owners, when housing shortage is so huge.*
- *Maybe another ranger is needed to control stray dogs and cats.*
- *B & e) not answered. * Good overall but major concerns over - 1) undergrowth clearance zones (too extensive on small blocks) and the value it has in real terms in event of catastrophic fire 2) no apparent evacuation sites for the town.*
- *Too pro burning!*
- *With the ever changing staff, the perception of continuity is challenged, and delays occur. Generally - shire does really well with the challenge of these resources.*
- *Have not used the services of some of these departments.*
- *In regards to town planning, I like the idea of spreading the population growth to areas such as Peaceful Bay and Nornalup. High Density planning in town goes against Denmark's natural chilled out vibe I believe.*
- *Rangers/law enforcement they need to stopping people who work in town centre from parking all day in main street. Each business should have parking for employees. Also stop people camping in main centre of town i.e.: car park near toilets near 4 square supermarket and lawn area near fire brigade.*
- *Could be better re barking dogs & straying cats.*
- *I cannot comment on the provision of services for these areas. However, I have contacted the rangers several times on a number of issues and they are always helpful.*
- *We need more aged care beds.*
- *No doubt this will come up in the Strategic Plan as it probably needs to be improved.*
- *I'm unsure of the Councils philosophy with regard to future development. The proposed shopping centre is a concern as it may detract business from the Town Centre where already shop are struggling*
- *The hills of Perth have burnt badly. What is stopping the same thing happening in Denmark?*
- *Takes too long for building permits.*
- *I live in Paterson Street and would like to see the jungle opposite burnt.*
- *The fire danger to Denmark is huge, given a variety of adverse conditions coming together. This needs to be given absolute priority.*
- *Fire prevention- A plan open to the public needs to be put into place. Cleaning up fuel loads within freehold land under bush in residential areas is required. Evacuation procedures need to be made public.*
- *Too many areas within the town site and surrounding areas are a "fire hazard". The recent happenings in Lake Clifton and Perth should be a wakeup call for all concerned.*
- *Those services I've made use of are fine.*
- *A more visible presence during the holidays would be good at Peaceful Bay. Strategies could be developed to train 'casuals' i.e. honorary 'rangers' whose main job is to offer advice. Need good PR skills!*
- *NRM needs more funding and a dedicated bush crew employed by the Shire.*
- *The planning of Strickland Street has proved unpopular and vehicles are constantly in danger of collision.*
- *Re: Fire I don't think the answer to either climate control or Fire Prevention can be to burn everything. Would love to see Denmark Shire progressive in this area encouraging other strategies like good surveillance, good fire breaks, parkland clearing of understorey in residential areas etc.*
- *Policing of standards needed. I.e. signage applications not applied to industries.*
- *The industrial area should NOT be in the paperbark wetland area. Should be away from waterways on an open paddock.*
- *When I came here there was one policeman ; and he was great - how many now with the population doubled 5 or 7 don't think we have more crime ; so even though they are so nice , feel a bit threatened , when will they start saying hello to us ..? Too distant- plenty of weapons in the street?*
- *Springdale Beach = "a white elephant"?*
- *Town planning. Strickland St is pretty, but non functional.*

- *Too many houses being built in fire-prone areas*
- *FIRE PREVENTION: It is very concerning that the maps on the BUSHFIRE WARNINGS double-sided colour brochure lack detail, are not to scale and are not inclusive of the areas they purport to cover. This deficit could be extremely dangerous in a bushfire crisis. For example: Richardson and Wentworth Roads are just two of many roads that are not shown on any of the maps so it would be impossible to direct an emergency crew to those roads by referring to the maps (which state "Please use these maps in conjunction with the Watch and Act and Emergency Warning messages to know where you are." The purpose of these highly stylised maps is unclear, and therefore, potentially dangerous if the purpose of this brochure is to increase awareness of procedures to follow in a bushfire.*
- *d) Sad that families can't have babies at the Denmark Hospital. e) We attended a very good seminar about fires about five years ago at the Shire offices. These should be a regular event.*
- *Fuel reduction: vacant lots to be slashed building envelopes cleared/maintained.*
- *Home building should not be allowed in uncleared areas. Houses in bush-place a great burden on community facilities which should NOT BE ALLOWED! There should be two ways out of every area of housing!*
- *More resources need to go towards community and household preparedness, information and training at household level in high risk areas.*

RESPONDENTS PERSONAL DETAILS

Property Locality:

Denmark	Bow Bridge	William Bay	Ocean Beach	Kordabup
43.7	0.9	2.6	19.0	1.9
Nornalup	Parryville	Parry Beach	Tingledale	Hay
1.1	0.4	0.6	0.9	6.0
Hazelvale	Kentdale	Mt Lindesay	Peaceful Bay	Scotsdale
0.6	1.9	1.7	3.4	7.2
Shadforth	Unknown			
7.0	1.1			

My Age:

< 19	20-29	30-49	50+
0.06%	3.4%	19.2%	76.8%

My Gender:

Female

Male

57.1%	42.9%
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Finally, are there other issues you think Council should address/promote?

Comments:

- *No thank you!*

- *If the Council does go into residential development I'd like it to focus affordable housing in state of the art passive solar, carbon neutral community development! (Serious) I would really love an indoor pool - a simple solar heated 6 lane pool. Dual use path along Scotsdale Road long overdue. Earlier in the survey I indicated support for reducing the number of councillors. I don't necessarily think that is a good idea but seeing as how it is likely to be forced on the council, better to be proactive and get the new maximum in a timely fashion. Keep up the good work.*
- *A sustainable liveable town FOR residents. Don't simply allow the town to sprawl.*
- *The aquatic centre 2. More frequent mowing/slashing of public areas (i.e.: Community Park and Mokare Heritage Trail during 'snake' season 3. Steps cut into the (steep) hillside - or handrails erected - to facilitate easier access to the dog beach at Lights*
- *A very 'user friendly' survey. Thanks for the opportunity to have my say!*
- *A good way forward to off on-line survey. Please, please do not destroy the best things of Denmark, the people, relaxed atmosphere, not over-developed, great locations. It would be great if there was more rubbish picking-up and education in reserves, beaches, fishing-spots, along the road. Paths and cycle ways that link to each other so that we can all reduce our carbon foot-print. Forcing the slowing down of vehicles within town especially where people will be crossing roads. Promote the Denmark lifestyle.*
- *Council to recognise that communicating with Progress Assoc. is not the same, or as efficient, as communication with ratepayers. Acknowledge the need for drainage in Williams Road Peaceful Bay. The Shire should be making decisions + Handling distribution of 'Royalties' monies in Peaceful Bay. It could be made better use of.*
- *Overall I believe that Council is doing a satisfactory job however the community engagement processes could be undertaken in different ways (not just a survey for example) to identify our needs. At times I feel that despite being asked for our opinion, Council staff and councillors are still making core decisions about the future of our community rather than it being a partnership between all three entities.*
- *Do we really need the wind farm located on our pristine coast as a so called tourist attraction? The Denmark community needs a "Community Development Officer" Someone to refer issues of welfare, youth, drugs and alcohol, mental health etc to. I do not understand why this has not already happened and that we are one of a very few Shires that does not have one!! Why does the Shire not consider this an important position???????*
- *The Council needs to inform and accommodate all people living within the Denmark Shire, not just within the town of Denmark. I did not feel that this survey really applied to myself, being a resident of Nornalup for only part of the year and of Perth most of the year. Also, the survey needs a participant information sheet attached to inform the participants of all issues within the survey, otherwise inaccurate data will be collected.*
- *Subject Relocation of Denmark Cottage Crafts, the Denmark Cottage Crafts is well patronised by both locals and tourists who have visited the shop many times before. It is in keeping with the area of Denmark, who promote arts and crafts, and it is unique to the area. The profits are donated to many local Charities needs in the area, along with the flying doctor. If relocated it would not help with tourism, which is Denmark's main source of income for many locals. Car Parking is of only a real concern during Christmas Holidays /New Year, and Easter.*
- *Not at this point.*
- *While accepting that the cost of construction and ongoing maintenance of a community swimming pool is not really a viable issue at present, it should not be shelved into the "Too Hard" basket, but given every opportunity to become a reality.*
- *Basically Denmark is a growing shire and the Council needs a strong plan, to communicate the plan and to work towards a cohesive citizen base Don't forget other age groups in the endeavour to provide youth and aged services Promote environmentally sound projects such as a target towards a certain percentage of housing having solar electricity by a certain date - become known for something special - don't let the town go the way of Margaret River*
- *Comment on Q2 Demolition of Infant health clinic, retain Denmark Cottage Craft building and incorporate building into new commercial area developed there. Create car parking behind new buildings Promote Denmark as tourism centre with advert on TV either using Visitor centre as focus or individuals who are willing to contribute to advert and their product being named.*
- *A little more attention to detail - for example the directions for finding this survey on the website were inadequate*
- *Denmark needs a pool that is sufficient in size to accommodate school usage, seniors and leisure activities.*
- *Get rid of Bolle's Barometer ASAP! And put the tower to better use in community. E.g.: Sea Rescue tower or lifesavers lookout at Ocean Beach.*
- *Denmark is a lovely town, but I do believe there should be better sporting facilities for not just young people and babies/toddlers but for the elderly. Also the park opposite the pub should be improved. Denmark should take a look at Donnybrook Park, especially as there is only one park here and it is very poor in regards to sun protection, and the limited activities for children to play.*

- *Council needs to address the gender and age imbalance in representation, or lack thereof. 11 of the 12 councillors are males over the age of 50 yrs with only 1 woman councillor. There are numerous reasons many women don't stand for election e.g. school-aged children, working full or part-time and the main person responsible for 'keeping the home fires burning', domestic duties; lack of support or encouragement/confidence or don't like the odds etc..... Young people are also not represented or given an opportunity to participate in decision-making, or at least learning about local government. Discussion and ensuing decisions could well take a very different tack if there was more welcoming opportunity for equal representation.*
- *Basically I think the present council is doing a good job. Difficult times and a growing community. I think the strength of Denmark lies in preserving the natural environment as much as possible, since that is the reason most people move here and also why people like to holiday here.*
- *The pool!*
- *Swimming lessons at Greens Pool William's Bay are excellent thank you for the excellent service, can be a bit difficult to park at this location but was manageable.*
- *I have already made my comments previously and I am sure that you don't need to hear them again. All I will say is: that if you take anything of what I have typed seriously then I wish you all the best. If you think it is just a load of Bull then keep running your little shire with all of your little committees and one day I hope you wake up to who is running this town (NOT YOU that's for sure) and know that your days are numbered with council because your private little committees will be the ones in your shoes.*
- *Councillors should lobby the Water Corporation to construct a new wastewater treatment plant in the hinterland, with the run off directed to forestry growth. ALSO Lobby for the construction of a pump station at Ocean Beach Camp Ground and new reticulation system to pick up waste water along Ocean Beach Rd.*
- *Climate change, sustainable buildings, bigger library, No GM crops in Shire, more trees/landscaping within the town, new buildings should be aesthetically pleasing, promotion of curb green belts (i.e. planted to native vegetation creating a corridor for wildlife) along roads*
- *Generally very happy with the performance, emphasis and direction of the Shire Council and Staff.*
- *The only major issue I currently have is with speeding on Ocean Beach Road as we walk this path everyday and live on it. Every day many people speed in the 60 zone going toward Ocean Beach, I would like to see it dropped to 50 as we have had near misses with people not caring about the speed limit. Overall the council are doing an amazing job with the resources they have. As a new person now living in Denmark it is a wonderful to see such a caring community.*
- *I think lighting at the corner Ocean Beach Road and the Highway should be increased before the winter sets in as this is a very difficult intersection especially if it is wet and dark. Also I think there should be more control over dogs roaming the streets; some of them are not the most friendly.*
- *Assist with environmental design for new residential building - Support of sustainable agriculture - Creation of farmers market or investigating feasibility - Plan/support light industry and regulate with strong environmental guidelines and support projects to achieve these concepts, i.e.; waste management, energy saving solar industries, renewable energy. - Tourism expansion and support with similar focus on 'Green & Clean' image of Denmark's environment. - Mundabuddi track for new options for bicycle friends planning & facilities.*
- *As the sand bar has been opened at west end for 17 years and inlet has deteriorated severely with beaches polluted with rotting matter. It is suggested that a five year trial of eastern openings is trialled.*
- *I definitely feel Council should be active in facilitating and encouraging more community housing projects for rentals e.g.: Lionsville type projects/Mia Mia housing Co-op etc, to help with housing shortage or even a Shire Caravan Park Project for Locals as Temporary accommodation support. Thanks to all of you! As I know you are all doing what you feel best for our wonderful community.*
- *Road side collection of rubbish (household) to be collected on a 3 month or 6 month basis like they do in Albany. Would be nice for aged people who don't have access to trailers and who do not drive.*
- *The development of Mitchell Street precinct. i.e.: Heritage/Residential V. commercial. Need information about current & future status. High density building (residential) in Brazier St, and adjacent to laneway at rear of Price Street. Properties. -Tardy and ongoing building impacts on residents by way of noise, dust, and visual aesthetics. - Residential occupation affects current residents. CBD area is becoming high density in terms of building and occupancy.*
- *Doing a great job. Keep up the good work.*
- *Denmark is relatively small shire I would like to know funds were being managed well to suit residents of the town best and primarily. Development should be viable and without destruction of the charm and natural beauty of the area.*

- *Council should look at having solar powered flashing school zone 40kph as they do in some metropolitan school zones. Council should also look at free household green waste delivered to the tip as this would encourage cleaner yards and less burning off in the winter months.*
- *I think the council should consider allocating a suitable area of sufficient size for the establishment of some community ventures. 1) Community Garden 2) Men's Shed 3) Play ground for older children (who aren't interested in skate boards) 4) and to extend bike path along Scotsdale Rd to the Steiner School as it is quite dangerous to have children riding on the road (and other cyclists) as there is no safe over taking. I think you do a great job and I don't envy you.*
- *Connect the Youth Centre to Strickland Street with a mini treetop walk Make Denmark CBD as unique as possible with Art, sculpture, murals, trees. Make South Coast Highway also unique and special to make tourists stop and taste Denmark from Ocean Beach Road to the Ag School. Try an Eastern bar Opening Fire management is crucial and critical to Denmark's safety with a strategic break along the backside of houses north of Lights Road level road shoulders are safer*
- *I am disappointed because we have no computer we are not able to enter this survey online so we are not eligible to go in the draw for a \$100 voucher to one of the three restaurants.*
- *A swimming facility has long been a sort after item. Whereas most people realise the cost etc of a full facility, perhaps the council could consider a therapy pool. With an aging population and a youth programme, prompting sporting activities such a pool would be well used, and not have to bear the burden of full time life-savers, etc.*
- *Future consideration should be given to securing the land for a heavy haul bypass around the town suggest from behind the golf course connecting via the reinstatement of the old railway bridge near the Rivermouth Caravan park to a suitable location joining the south coast highway. A bus service either public or private to and from Albany on a daily basis maybe utilising both routes i.e. Lower Denmark road in one direction and South Coast highway on the alternate direction.*
- *Issues: More public art/street sculpture to depict story of town. Ensure every building - allocates and uses 2% of cost to some sculpture - i.e. Denmark visitor centre, hospital - give character to town. - Keep town linked to outside world. Help us see outside town issues - promote linkages with councils outside - sister cities. - Development and growth pressuring infrastructure, peaceful bay? Town etc. Lobby more, ask.*
- *Council should encourage tourist support type retail outlets (particularly food outlets/cafes) to be open longer and more consistently for tourists. This year 2011 New Years was a farce, if I'd been a tourist, Denmark would be low down on my list of places to re-visit as many couldn't get basic food and drink on New Year's day and other public holidays (either not open or closing early). It seems that the Chamber of Commerce is pushing hard for more development and tourists but many (most?) locals aren't so convinced that this is such a good idea. Perhaps tourism as an economic mainstay, if that is the way Denmark is committed to, needs to be more nature orientated. There isn't for example a sliced log anywhere around showing tree growth rings versus time other than in Kings Park. How about putting a cut Karri tree log upright in the Visitor Centre tower? Use the stairs to show time up the tree versus height or what lives in a tree at different levels. This will mean the barometer will have to go..... Denmark needs to 'seize the day' and promote itself as a closely nature related community, environment friendly, sustainable, eastern gateway to the Wilderness areas and south coast National Parks, different from all the other 'wanna be' little towns around WA. Council should be supporting this concept, tourists will come for the experience, people will settle if this idea motivates them, if it is too 'green' do we need them? Perhaps they should consider living in the city or Margaret River, Dunsborough, Dongara etc.*
- *As stated, I believe Denmark's remaining natural vegetation needs to be cared for with high priority. Invasive weed eradication should be a priority. Furthermore, any clearing of native vegetation should not be allowed, unless absolutely necessary. I oppose the proposed Poison Point Development (separate letter included) and also the wind farm.*
- *At present, we are represented by 2 very dedicated councillors, one pro development, one not so. Both however, are doing a very good job. I do like the idea of getting young people, even of school age, involved in council activities. Local government could get a youthful boost. Cheers.*
- *Speed limit at Rivermouth Caravan Park not policed. Especially at busy time when there are a lot of families on bikes or with prams etc. Also the car park at the rear of the Fig Tree complex. Poor condition, very steep in parts, no lighting. Dangerous.*
- *Public Transport is the main issue with me going to and from Albany at reasonable hours. It would be something I would use.*
- *I am totally opposed to a fast food outlet in Denmark, especially a drive through facility. I believe they have no benefits and create noise, smell and visual pollution as well as obesity and behavioural problems. 2. When developments are approved keep carparks at the rear as they are unsightly. The Visitor Centre is a good example of*

this. 3. I do not like the locality address system. Denmark is regarded as a good place to live whereas most people think Hay is in NSW so it is confusing. 4. I also do not like the new numbering system. I cannot see the benefits and liked the anonymity of a RMB number. We were told it was for safety so that in an emergency your property would be easier to find however surely if you have to say which number you are at it is just as easy to give the location. 5. I think we should retain the leafy roads and lower speed limits. The winding, tree lined roads are one of Denmark's attractions and it is better to retain them than to knock down trees and widen roads so that speed limits can be increased. 6. Denmark should be promoted as the town that doesn't have high rise, traffic lights, fast food, etc. The ultimate getaway. 7. There are some lovely private gardens in Denmark. Perhaps these could be an attraction for visitors. Bridgetown opens gardens annually and many go to view them over a 2 week period which helps the town as people need accommodation, food, etc.

- *A footbridge at the end of Riverbend Lane...it makes so much sense and the community here is very enthusiastic about it.*



2011

*Community Needs &
Customer
Satisfaction Survey*



Shire of Denmark

Where the Forest meets the Sea – South Coast - Western Australia

2011 COMMUNITY SURVEY INTRODUCTION

Councillors and staff of the Denmark Shire Council value the input of electors and residents of the district highly and for this reason a biennial survey of community attitudes about the operations of the Shire and important issues that affect our whole community is undertaken.

The responses to these surveys will be used to obtain valuable feedback and ensure that the strategic and budget priorities of the Council reflect these attitudes.

The survey is conducted every second year and undertaken using the existing staff resources of the Shire to minimise the cost to ratepayers.

Results from the 2011 Survey will be made publicly available through local media outlets and the Council's Website.

If there are issues that are of concern to you that have not been raised on the survey the Shire would like to hear about them also and there is space on the survey form to raise such matters.

I encourage all residents and electors to complete the survey on-line or return the survey by the 28 February 2011 and please contact your Ward Councillor or staff if you have any questions about the survey or any other Council related matter.

Those who complete their survey on-line will go into the draw for a dinner for two to the value of \$100. There are three prizes available - Green Pool Restaurant, Southern End Restaurant and Pepper and Salt Restaurant.

Those who return the survey by the 28th February 2011 will go into a draw for a double wine pack from Forest Hill Winery valued at \$48.00.

Cr Ross Thornton

Shire President

SHIRE OF DENMARK

953 South Coast Hwy, PO Box 183, Denmark WA 6333

Telephone: (08) 9848 0300 Email: enquiries@denmark.wa.gov.au Web: www.denmark.wa.gov.au





Shire of Denmark

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 Email: enquiries@denmark.wa.gov.au
 Website: www.denmark.wa.gov.au

EVALUATION OF SERVICE DELIVERY QUESTIONNAIRE

SURVEY NO:

If you could please complete the survey and return no later than 28TH February 2011, either by-

- 1. Online at www.denmark.wa.gov.au/community , follow the link (password is **Wilson**). Please enter your survey number :
- 2. Mail – forward in the reply paid envelope (enclosed).
- 3. In Person – To the Councils Administration Office at 953 South Coast Hwy, Denmark.

(A) CURRENT ISSUES

1. ENTREPRENEURIAL ACTIVITIES

If Council is aware of the risk and benefits and it can be demonstrated through public consultation that there is a manageable risk and return for the ratepayers, please rate your response on whether you believe the Council should be involved in the following type of potential entrepreneurial activities;

Do you support the following concepts? Please circle the strength of your agreement.

1 = Strongly Disagree 3 = Neutral 5 = Strongly Agree Unsure (tick)

CONCEPT	STRENGTH OF AGREEMENT	UNSURE	COMMENTS
Lifestyle Village for Over 55's (in conjunction with the Denmark Country Club).	1 2 3 4 5		
Golf Course Residential Development (in conjunction with the Denmark Country Club).	1 2 3 4 5		
Light Industrial Park Development McIntosh Rd.	1 2 3 4 5		
Residential Subdivision of Councils existing freehold residential zoned land on Beveridge Rd.	1 2 3 4 5		

2. LONG TERM OPTIONS FOR COUNCIL LAND

Council is exploring long term options for the Council land at the corner of Strickland St and Mitchell St Denmark, comprised of the existing Infant Health Clinic building, vacant land adjacent to the RSL building and the old groups 41 and 42 school building, relocated to the site in the late 1970's and now utilised by Denmark Cottage Crafts.



Diagram A

Denmark Cottage Craft & Infant Health Clinic
Corner Strickland Street & Mitchell Street



Diagram B

Reserves opposite the Rivermouth Caravan
Park (adjacent to Spirit of Play & Lions Club) Corner
Hollings Rd/ Inlet Drive & Crellin Street

Do you support the following concepts? Please circle the strength of your agreement.

1 = Strongly Disagree

3 = Neutral

5 = Strongly Agree

Unsure (tick)

CONCEPT	STRENGTH OF AGREEMENT	UNSURE	COMMENTS
Demolition of the Infant Health Clinic building and relocation of the Denmark Cottage Craft building to either the Old Hospital Heritage Precinct or the reserve opposite the Rivermouth Caravan Park (adjacent to Lions Club / Spirit of Play) – see diagrams A & B above, to utilise the site as a CBD Car Park;	1 2 3 4 5		
Demolition of the Infant Health Clinic building and relocation of the Denmark Cottage Craft building to either the Old Hospital Heritage Precinct or the reserve opposite the Rivermouth Caravan Park (adjacent to Lions Club / Spirit of Play) – see diagrams A & B above, to utilise the site for redevelopment opportunities to create commercial buildings facing Strickland St and a public carpark to the rear;	1 2 3 4 5		
Retention of the Infant Health Clinic building and the Denmark Cottage Craft building, at their current location (shown above in Diagram A).	1 2 3 4 5		
Other Comments.....			

3. TOURISM

The following questions aim to gauge your opinion on the benefits you perceive tourism brings to the Shire and the nature of tourism today and how tourism should develop in the future.

Do you support the following concepts? Please circle the strength of your agreement.

1= Strongly Disagree 3= Neutral 5=Strongly Agree Unsure (tick)

CONCEPT	STRENGTH OF AGREEMENT	UNSURE	COMMENTS
Tourism has helped bring new services and infrastructure to the town?	1 2 3 4 5		
Tourism could be further developed and diversified in the Shire?	1 2 3 4 5		
Council should facilitate tourism development in a sustainable manner.	1 2 3 4 5		
Tourism is developing in line with the character and values of Denmark.	1 2 3 4 5		

4. COUNCILLOR REPRESENTATION

The Minister for Local Government, the Hon John Castrilli, has previously stated that it is his view that the maximum number of Councillors required for any local authority is nine. This view was supported by the recent Local Government Reform Steering Committee Report (March 2010) which recommended legislative amendment to prescribe the number of Councillors to be between six and nine.

"The Denmark Shire Council has however previously considered the Ministers view and rejected reducing the number of Councillors. The Western Australian Local Government Association has also stated that the number of Councillors should be a matter for individual Councils".

Do you support the following concepts? Please circle the strength of your agreement.

1= Strongly Disagree 3= Neutral 5=Strongly Agree Unsure (tick)

CONCEPT	STRENGTH OF AGREEMENT	UNSURE	COMMENTS
Do you support the Minister and Steering Committee's view that there should only be nine Councillors (or less)?	1 2 3 4 5		

Do you support the following concepts? Please circle the strength of your agreement.

1= Strongly Disagree

3= Neutral

5=Strongly Agree

Unsure (tick)

CONCEPT	STRENGTH OF AGREEMENT	UNSURE	COMMENTS
Council should support higher density development within Town sites.	1 2 3 4 5		
Council should encourage commercial activities.	1 2 3 4 5		
Council should encourage agricultural activities.	1 2 3 4 5		
Council should encourage heavy industry start-up.	1 2 3 4 5		
Council should encourage home based businesses.	1 2 3 4 5		
Council should regulate home based businesses.	1 2 3 4 5		
Property security is an issue in the Shire.	1 2 3 4 5		
There is a need for regular public transport.	1 2 3 4 5		
Council should provide or have a role in supporting public transport.	1 2 3 4 5		
Council should levy all ratepayers to provide a public transport service.	1 2 3 4 5		
Council should levy all ratepayers for environmental projects.	1 2 3 4 5		
Council should provide more youth facilities.	1 2 3 4 5		
Council should facilitate youth entertainment.	1 2 3 4 5		
Youth involvement in Council should be encouraged.	1 2 3 4 5		
Council should develop a natural earth burial facility at a suitable location.	1 2 3 4 5		
Council should encourage more cultural activities.	1 2 3 4 5		
Council should continue employing Lifeguards during summer months.	1 2 3 4 5		

Do you support the following concepts? Please circle the strength of your agreement.

1= Strongly Disagree

3= Neutral

5=Strongly Agree

Unsure (tick)

CONCEPT	STRENGTH OF AGREEMENT	UNSURE	COMMENTS
There should be more and better quality dual use paths around the Shire of Denmark.	1 2 3 4 5		
An all weather 2WD beach access boat ramp should be constructed at or near Ocean Beach.	1 2 3 4 5		
Do you think council should allow 4WD access to Ocean Beach.	1 2 3 4 5		
Fees and allowances paid to Elected Members should be increased to encourage more people to nominate for Council.	1 2 3 4 5		
Should Council upgrade and extend street lighting in the town site.	1 2 3 4 5		
Council should provide more cycling paths / tracks.	1 2 3 4 5		
Council should provide more parking in the CBD area.	1 2 3 4 5		
Council should lobby the State Government to cease the current practice of discharging effluent into the Wilson Inlet from the Water Corporation's Sewerage Plant.	1 2 3 4 5		
Council should investigate the installation of traffic lights at the intersection of Ocean Beach Rd and South Coast Hwy.	1 2 3 4 5		
Council should investigate the installation of a roundabout at the intersection of Ocean Beach Rd and South Coast Hwy.	1 2 3 4 5		
There is no current need to improve traffic flow and safety at the intersection of Ocean Beach Rd and South Coast Hwy.	1 2 3 4 5		
Council should construct a fully accessible (wheelchair access) path, as well as a fishing platform or structure, to enable deep water fishing at Poison Point.	1 2 3 4 5		

PLEASE RATE EACH OF THE FOLLOWING AND PROVIDE COMMENT

LEGEND:

1	VERY POOR
2	POOR
3	SATISFACTORY
4	GOOD
5	EXCELLENT



PLEASE USE TICKS UNLESS NUMERALS ARE REQUESTED

(D) CURRENT SERVICE PROVISION

1. Standard of:

PLEASE TICK APPROPRIATE BOX

<u>ROADS/PATHS/TRAILS/DRAINAGE</u>	1	2	3	4	5	UNSURE
RURAL ROADS						
URBAN ROADS						
FOOTPATHS/DUAL USE PATHS						
WALK TRAILS						
STORM WATER DRAINAGE						
STREET LIGHTING						
BRIDGES						
STREET FURNITURE (BENCHES, RUBBISH BINS ETC.)						

COMMENT:

2. Standard of:

PLEASE TICK APPROPRIATE BOX

<u>PARKS/GARDENS/RESERVES (INC ACCESS, PLAY EQUIPMENT)</u>	1	2	3	4	5	UNSURE
TOWN PARKS & GARDENS						
URBAN RESERVES/BUSHLAND						
CBD STREETScape						
GRAFFITI / ABSENCE OF						

COMMENT:

PLEASE RATE EACH OF THE FOLLOWING AND PROVIDE COMMENT
LEGEND:

1	VERY POOR
2	POOR
3	SATISFACTORY
4	GOOD
5	EXCELLENT

3. Standard of:

<u>WASTE MANAGEMENT</u>	1	2	3	4	5	UNSURE
KERBSIDE COLLECTION						
RECYCLING						
MCINTOSH RD REFUSE FACILITY						
PEACEFUL BAY REFUSE FACILITY						

COMMENT:

4. Level of:

<u>FACILITIES / SERVICES FOR</u>	1	2	3	4	5	UNSURE
SENIORS						
YOUTH						
PEOPLE WITH DISABILITIES						
FAMILIES / CHILDREN						

COMMENT:

PLEASE RATE EACH OF THE FOLLOWING AND PROVIDE COMMENT

LEGEND:

1	VERY POOR
2	POOR
3	SATISFACTORY
4	GOOD
5	EXCELLENT

5. Standard of:

PLEASE TICK APPROPRIATE BOX

<u>FACILITIES</u>	1	2	3	4	5	UNSURE
OUTDOOR SPORT & RECREATION						
INDOOR SPORT & RECREATION						
CULTURAL & COMMUNITY FACILITIES (CIVIC CENTRE, COMMUNITY HALLS)						
BEACH & RIVER FORESHORES						
PUBLIC CONVENIENCES (TOILETS)						
CEMETERY						

COMMENT:

6. Standard of:

<u>DENMARK RECREATION CENTRE</u>	1	2	3	4	5	UNSURE
QUALITY OF CUSTOMER SERVICE PROVIDED BY STAFF						
RANGE OF PROGRAMS/ACTIVITIES OFFERED GENERALLY						
RANGE OF PROGRAMS/ ACTIVITIES OFFERED FOR DISABLED PERSONS						

COMMENT:

PLEASE RATE EACH OF THE FOLLOWING AND PROVIDE COMMENT

LEGEND:

1	VERY POOR
2	POOR
3	SATISFACTORY
4	GOOD
5	EXCELLENT

7. Standard of:

PLEASE TICK APPROPRIATE BOX

<u>DENMARK PUBLIC LIBRARY</u>	1	2	3	4	5	UNSURE
QUALITY OF CUSTOMER SERVICE PROVIDED BY STAFF						
RANGE OF PROGRAMS / ACTIVITIES OFFERED GENERALLY						
APPEARANCE AND AVAILABLE SPACE						

COMMENT:

8. Quality of:

<u>CUSTOMER SERVICE PROVIDED BY SHIRE STAFF</u>	1	2	3	4	5	UNSURE
RESPONSE TIME FOR INFORMATION REQUESTS						
ACCURACY OF ADVICE/ INFORMATION						
DEALING WITH CUSTOMER REQUESTS						
COURTEOUS/FRIENDLY RECEPTION						
TELEPHONE MANNER						

COMMENT:

PLEASE RATE EACH OF THE FOLLOWING AND PROVIDE COMMENT
 LEGEND:

1	VERY POOR
2	POOR
3	SATISFACTORY
4	GOOD
5	EXCELLENT

9. Performance of:

PLEASE TICK APPROPRIATE BOX

<u>COUNCILLORS IN RESPECT TO:</u>	1	2	3	4	5	UNSURE
ACCESSIBILITY/AVAILABILITY						
ATTENDING TO ISSUES RAISED BY YOU						
OVERALL PERFORMANCE						

COMMENT:

10. Provision of:

<u>SERVICES FOR:</u>	1	2	3	4	5	UNSURE
NATURAL RESOURCE MANAGEMENT (ENVIRONMENT)						
TOWN PLANNING						
BUILDING PERMITS & APPROVALS						
PUBLIC HEALTH						
FIRE PREVENTION						
RANGERS / LAW ENFORCEMENT						

COMMENT:

MY PERSONAL DETAILS

My property locality: *(please circle)*

Denmark	Bow Bridge	William Bay	Trent	Mt Romance
Ocean Beach	Kordabup	Nornalup	Parryville	Parry Beach
Tingledale	Hay	Hazelvale	Kentdale	Unknown
Mt Lindesay	Peaceful Bay	Scotsdale	Shadforth	

My electoral status: *(please circle)*

1. Tenant of Property (renting only) in the Shire of Denmark.
2. Resident / Ratepayer of a property in the Shire of Denmark.
3. Non Resident / Ratepayer (absentee owner) of a property in the Shire of Denmark.

My age: *(please circle)*

<15	15 - 19	20 - 24	25 –29	30 – 34
35 – 39	40 – 44	45 – 49	50 – 54	55 – 59
60 – 64	65 – 69	70 – 74	75 – 79	80 – 84
85+				

My gender: *(please circle)*

Female Male

**SHIRE OF DENMARK
2011 COMMUNITY NEEDS
AND
CUSTOMER SATISFACTION
SURVEY REPORT**



2011 SHIRE OF DENMARK COMMUNITY NEEDS AND CUSTOMER SATISFACTION SURVEY REPORT.

Produced by the Shire of Denmark

Adopted by Council at the Meeting held

Document Version 1.0



2011 SHIRE OF DENMARK COMMUNITY NEEDS AND CUSTOMER SATISFACTION SURVEY REPORT

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APPENDICES

1. 2011 COMMUNITY NEEDS AND CUSTOMER SATISFACTION SURVEY RESULTS Blue
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2011 SHIRE OF DENMARK COMMUNITY NEEDS AND CUSTOMER SATISFACTION SURVEY

Introduction

This report provides a summary of a Customer Satisfaction and Community Needs Survey conducted in January 2011 by the Shire of Denmark.

The Report both summarises and provides analysis and comment on the information received from 1000 randomly selected electors, comprising a representation of both local and absent landholders from their respective locations within the Shire.

The return rate of 47.4% for the survey is considered to be an excellent response from a statistical perspective and the information that has been derived from the sample will be extremely useful in guiding strategic and operational priorities of the Council and gauging opinion on many relevant issues.

A copy of the Survey Results, including comments received, is attached to this report for additional information and to support the recommendations contained within this Report.

Project Objectives

The overall objectives of this survey were:

- To provide a clear understanding of the needs of the ratepayers of the Shire of Denmark in relation to current and future service provision;
- To ascertain the ratepayers level of satisfaction with the current services and facilities provided;
- To ascertain the aspirations and needs of the Shire of Denmark's ratepayers.
- Obtain information to guide future strategic decision making and budget priorities.

Background

At the 26 August 2008 Ordinary Meeting of Council, a Policy was adopted to reintroduce the biennial Community Needs and Customer Satisfaction Survey. The survey is to be conducted every second year by Shire staff to minimise the cost to ratepayers. A survey was conducted in December 2008 which recorded an excellent response rate of 36.8%.

Validity of Survey Results

The formula used to assess the Statistical Validity was taken from the "Survey System" website. The returned numbers of surveys were entered into the sample size calculator to calculate the Confidence Interval. Once this figure was ascertained the Confidence Interval figure was entered against the entire population of ratepayers. With the calculations and figures entered into the Sample Size Calculator the Confidence Level was then determined at 95%.

Survey Methodology

The survey process involved several stages. Staff and Councillors revised several versions of the initial draft in the planning stages of the process, to ensure the questions reflected the objectives of the project.

At the January 2011 Ordinary Meeting of Council, it was agreed that a comprehensive mail out to 1000 electors, selected at random via the Shire of Denmark's Consolidated Electoral Roll, was an efficient and comprehensive method of survey.

COUNCIL RESOLUTION & OFFICER RECOMMENDATION	ITEM 8.4.2
That Council with respect the 2011 Community Needs & Customer Satisfaction Survey;	
1. Authorise distribution of the 2011 Community Needs & Customer Satisfaction Survey subject to endorsement of the above amendments and any others that may be identified at the Meeting;	
2. Endorse the Community Consultation Plan as presented.	
CARRIED: 12/0	Res: 290111

Staff conferred with Councillors regarding the questionnaire and it was piloted with a number of randomly selected staff members, independent of the preparation of the document, to verify its clarity, purpose and efficacy. The questionnaire was adopted by Council, individually numbered and subsequently sent with a reply paid envelope to all selected ratepayers in the Shire of Denmark on the 3rd February 2011.

Each survey was individually numbered to alleviate copies being reproduced and not detected. Once the questionnaires were returned, staff entered the figures and collated all of the data. All returned survey numbers were entered onto a spreadsheet to ensure there were no duplicated copies sent. All surveys handed over the counter were scrutinised to ensure that no duplicated copies were handed in.

In accordance with this Resolution, staff have prepared this Report to assist Council and the community to interpret the information received and use the results for their intended purpose.

Survey Responses

Council is extremely pleased with the response of 47.9% (representing 479 respondents) which allows Council to have a high degree of confidence that the results received reflect the opinion of property owners to the questions asked in the Survey.

Respondents were asked to specify what age group they were. The following table indicates the percentage of property owners per age group that responded to the questionnaire:

<15	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75-79	80-84	85<
0	0.6	1.5	1.9	3.0	3.8	6.2	6.2	13.9	13.4%	16.0	12.4	11.5	6.0	2.1	1.5

Respondents were asked to specify their gender. The following table indicates the percentage of property owners per gender that responded to the questionnaire:

Female	Male
57.1%	42.9%

Respondents were asked to specify the locality of their property within the Shire of Denmark. The following table indicates the percentage of property owners per locality that responded to the questionnaire:

Denmark	43.7%
Bow Bridge	0.9%
William Bay	2.6%
Ocean Beach	19.0%
Kordabup	1.9%
Nornalup	1.1%
Parryville	0.4%
Parry Beach	0.6%
Tingledale	0.9%
Hay	6.0%
Hazelvale	0.6%
Kentdale	1.9%
Mt Lindesay	1.7%
Peaceful Bay	3.4%
Scotsdale	7.2%
Shadforth	7.0%
Unknown	1.1%

Respondents were asked to advise of their electoral status, the results of which are summarised as follows;

Tenant of Property	11.5%
Resident & Ratepayer	79.7%
Absentee Owner	8.7%

Many individual comments were received which indicates a high level of interest from those completing the Survey.

Conclusion

As a result of the excellent response rate and the obvious time and attention paid to the questions by these respondents, as evidenced by the large number of individual comments made in response to the questions asked, the Survey will prove to be an excellent tool to guide and inform Council in future decision making.

Where relevant, the results of the Survey will be distributed to Committee's of Council for comment and use in their discussions. The survey results will also be made freely available on the Shire website for interested persons to access at their convenience.

These results will continue to allow Council to determine benchmarks by which future service delivery can be measured and allow for strategies to be adopted on an ongoing basis to implement a process for continuous improvement across all levels of the organisation.

Council would like to acknowledge those unidentified persons who responded to the Survey and thank them for their effort in completing the extensive and detailed questionnaire.

Dale Stewart
Chief Executive Officer
(A) Current Issues

1. ENTREPRENEURIAL ACTIVITIES: % of Responses.

Survey respondents were invited to indicate the strength of their agreement to the following questions;

Lifestyle Village for over 55's (in conjunction with the Denmark Country Club).						
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating
16.3	7.2	22.0	25.2	24.5	4.9	3.20

Golf Course Residential Development (in conjunction with the Denmark Country Club).						
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating
27.7	12.7	24.5	16.1	13.7	5.3	2.60

A Light Industrial Park Development McIntosh Rd.						
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating
10.1	5.3	20.7	33.0	25.6	5.3	3.43

Residential Subdivision of Councils existing freehold residential zoned land on Beveridge Rd.						
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating
16.7	9.7	29.0	21.1	12.1	11.4	2.68

Officer Comments

The responses received indicate a high level of agreement or support for the;

- Lifestyle Village at the Denmark Country Club.
- McIntosh Rd Industrial Park.

Moderate agreement or support for;

- Beveridge Rd Subdivision.
- Golf Course Residential Development.

All of the above projects are very much in their infancy and require significant research, analysis and resource allocations to progress further. It would be beneficial to further consult with electors once a detailed proposal is available for comment (assuming the projects reach this stage of development)

The general support for all four initiatives should give confidence to Council that such projects are generally in keeping with the wishes of the community and allow for them to be further investigated if Council so determines.

It may be appropriate to allocate funding in future budgets to allow for further research and analysis of these projects.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if these items are considered further by Council.

2. LONG TERM OPTIONS FOR COUNCIL LAND: % of Responses.

Demolition of the Infant Health Clinic building and relocation of the Denmark Cottage Craft building to either the Old Hospital Heritage Precinct or the reserve opposite the Rivermouth Caravan Park (adjacent to Lions Club / Spirit of Play), to utilise the site as a CBD Car Park;							
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating	
42.9	10.4	9.3	16.3	12.5	8.5	2.20	

Demolition of the Infant Health Clinic building and relocation of the Denmark Cottage Craft building to either the Old Hospital Heritage Precinct or the reserve opposite the Rivermouth Caravan Park (adjacent to Lions Club / Spirit of Play), to utilise the site for redevelopment opportunities to create commercial buildings facing Strickland St and a public carpark to the rear;							
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating	
38.2	10.4	12.7	15.9	14.0	8.7	2.31	

Retention of the Infant Health Clinic building and the Denmark Cottage Craft building, at their current location.							
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating	
17.6	11.0	18.3	10.0	30.6	12.5	2.87	

Officer Comments

The responses received indicate a high level of disagreement or lack of support for either demolition of the Infant Health Clinic Building or demolition/relocation of the Cottage Crafts building. The answers to the retention of these facilities at their present location supports these results, although it is noted that there is minority support for the relocation/demolition proposals.

This issue has generated significant community interest in previous months, with a petition received in support of retaining these facilities at the present locations and the subject of various questions and deputations at Council Meetings. Since these questions were posed in the Survey Council has further considered these matters, having regard for the results of the Survey, at the April 2011 Ordinary Meetings and subsequently resolved as follows;

COUNCIL RESOLUTION & OFFICER RECOMMENDATION	ITEM 8.5.2
That with respect to Reserve 26026 and the Petition received from the Denmark Cottage Crafts Inc, Council;	
1. Receive the Petition of 735 signatures and note the comments;	
2. Note that the Petition and results of the 2011 Community Needs & Customer Satisfaction Survey will be taken into consideration should Council consider any future alternate use(s) of Reserve 26026;	
3. Note that the Lease between Council and the Denmark Cottage Crafts Inc. for a portion of the Reserve 26026 is current until the 1 January 2013, at which time Council will determine its renewal;	
4. Revisit options with respect to the former Infant Health Clinic building should Denmark Arts Inc. vacate the building;	
5. Authorise the CEO to enter into discussions with Denmark Cottage Crafts Inc., Denmark Arts Inc. and the Denmark RSL Inc. regarding the concept of a community Art Park which incorporates Reserves 26026 & 23631 and better integrates with the streetscape; and	
6. Confirm that it has no intention to remove the historic Plane Tree.	
CARRIED BY EN BLOC RESOLUTION No. 100411	

3. TOURISM: % of Responses.

Tourism has helped bring new services and infrastructure to the town?						
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating
5.5	7.2	13.4	40.1	29.3	4.5	3.67

Tourism could be further developed and diversified in the Shire?						
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating
7.6	6.4	15.3	35.7	30.4	4.7	3.61

Council should facilitate tourism development in a sustainable manner.						
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating
4.2	2.8	7.9	30.6	51.2	3.4	4.11

Tourism is developing in line with the character and values of Denmark.						
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating
7.4	10.4	21.7	31.0	20.6	8.9	3.20

Officer Comments

The responses to the above questions indicate a high level of support for tourism within the Shire as long as such development is in keeping with the local character and is sustainable.

There is little question that the local economy is heavily dependent on tourism and it is important that the local community recognises this importance.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when considering future tourism developments within the Shire and funding requests from Denmark Tourism Inc and other tourism agencies/organisations.

4. COUNCILLOR REPRESENTATION: % of Responses.

Do you support the Minister and Steering Committee's view that there should only be nine Councillors (or less)?						
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	Ave Rating
16.3	11.3	18.9	15.1	30.8	7.6	3.10

Officer Comments

Although 27.60% of respondents disagree with the Minister for Local Government's view that there should be a maximum on nine Councillors, 45.90% support the statement.

These results were used by Council when considering the matter of Councillor Representation at the April 2011 Ordinary Meetings of Council where it was subsequently resolved as follows;

COUNCIL RESOLUTION & CR WAKKA'S NOTICE OF MOTION	ITEM 7.1
MOVED: CR WAKKA	SECONDED: CR BARNES
<p>That Council, noting the Minister for Local Government's directive of 5 February 2009 in relation to councillor numbers being voluntarily reduced to between 6 and 9, and now that the Minister is intending to put before Parliament a Bill to force Councils to reduce their numbers to a maximum of 9, resolve to make a report to the Local Government Advisory Board proposing that there be no change to its current 3 Ward structure but that its number of elected representatives be reduced to 9 by reducing one Councillor from each ward, and that Council request that the Board give effect to this decision for the 2011 Shire of Denmark Local Government Elections and only if it can be achieved without a complete 'spill' of Councillors.</p>	
CARRIED BY AN ABSOLUTE MAJORITY: 7/5	Res: 070411

(B) FUTURE DIRECTION: % of Responses.

1. Indications, by numbering **1 to 5** (1 being the highest) were asked for, as respondents' priority of importance for the future planning of Council direction. The highest figure is the most popular.

	0	1	2	3	4	5	Total Answered	Rank By Average
Provision of Seniors Facilities and Services	3	46	30	42	42	52	215	6
Arts & Cultural Development	4	7	18	25	25	23	102	14
Natural Environment	6	65	36	20	32	49	208	7
Climate Change Impacts and Policy Development	5	16	24	21	26	28	120	12
Provision of Indoor/Outdoor Sporting Facilities.	5	29	22	34	25	23	138	9
Provision of Youth Leisure Facilities	6	8	21	34	26	18	113	13
Take an increasing role in Welfare Type Issues.	5	6	15	17	10	15	68	15
Waste Management/Recycling	6	7	20	38	34	44	149	8
Road Upgrading and Maintenance	4	37	49	53	51	33	227	4
Parks and Gardens Development/Maintenance	5	8	18	22	28	44	125	10
Bush Fire Protection	4	66	61	70	51	47	299	1
Stricter Control on Land Development	4	67	36	32	43	44	226	5
Facilitate Economic/Tourism Development	7	25	25	17	29	21	124	11
Effective Water Management and Waterway Preservation	4	26	59	59	52	42	242	3
Facilitate the Development of Infrastructure in Denmark	4	77	51	40	40	44	256	2

Officer Comments

The above results provide for some interesting information in that the local community sees Bush Fire protection as the priority for the Shire of Denmark, in front of more traditional roles such as roads, waste management and recreation services. This supports the significant investment made by Council in fire prevention matters in recent years.

Equally, the relatively low priority given to social issues such as arts, youth and welfare issues (aged, disability services and others) is also of interest as Council has been taking an increasing role in these activities in recent years.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if these items are considered further by Council.

2. FUTURE DIRECTION: SUPPORTING CONCEPTS % of Responses

a) Council should support higher density development within Townsites.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
31.0%	18.3%	15.9%	22.9%	9.8%	2.1%

Officer Comments

The high level of disagreement to this statement would indicate that electors are concerned about high density subdivision detracting from the character of the townsites. This question was asked in the 2008 Survey with similar responses levels, although there was slightly more support for such development in the 2008 results.

<i>Officer Recommendation</i> <i>That the survey responses and results be noted by Council.</i>
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b) Council should encourage commercial activities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
7.4%	6.8%	22.3%	39.7%	21.7%	2.1%

Officer Comments

This high level of support for the encouragement of commercial activities is in keeping with the results of the 2008 Survey.

What is not clear from the results is just what form this encouragement should take, which could be provided in a number of ways, including;

- Rates discounts or concessions for commercial premises.
- Rates subsidies for start up businesses.
- Provision of commercial and industrial land.
- Employment of an Economic Development Coordinator.
- Greater support for the Denmark Chamber of Commerce.

<i>Officer Recommendation</i> <i>That Council convene a Meeting with the Denmark Chamber of Commerce Inc to investigate cost effective ways that Council can greater encourage commercial activities within the Shire.</i>

c) Council should encourage agricultural activities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
4.0%	3.0%	20.2%	38.2%	32.5%	2.1%

Officer Comments

There is a high level of support for the encouragement of agricultural activities, a result in keeping with the same question asked in the 2008 Survey.

Like the previous question, what is not clear from the results is just what form this encouragement should take, which could be provided in a number of ways, including;

- Rates discounts or concessions for agricultural properties.
- Provision of agricultural land in planning schemes and strategies.
- Increased maintenance and construction on rural roads.

Officer Recommendation

That the survey responses and results be noted by Council and further considered in the adoption of the Municipal Budget.

d) Council should encourage heavy industry start-up.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
39.3%	18.7%	21.9%	10.2%	6.4%	3.6%

Officer Comments

With a similar response to the 2008 Survey, it would be apparent that electors of the Shire do not support heavy industry within the Shire.

Officer Recommendation

That the lack of support for heavy industry be noted by Council and considered when formulating the Local Planning and Town Planning Strategies.

e) Council should encourage home based businesses.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
6.2%	6.8%	29.3%	32.9%	21.4%	3.4%

f) Council should regulate home based businesses.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
10.0%	13.2%	26.1%	28.9%	18.0%	3.8%

Officer Comments

The responses to the two above questions would indicate broad community support for the increase of home based business, subject to the necessary controls to ensure neighbourhood amenity is not disturbed.

Officer Recommendation

That strategies to promote increased home business activity be investigated in the Local Planning Strategy and Town Planning Scheme, with consideration given to adequate controls to ensure the amenity of neighbours is not unduly affected.

g) Property security is an issue in the Shire.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
7.9%	21.9%	37.4%	15.1%	8.3%	9.6%

Officer Comments

Although property security is becoming of increasing concern to residents in Western Australia, these sentiments are not necessarily shared by the majority of Denmark electors. This is possibly a reflection of the relatively low crime rate in Denmark. The Shire of Denmark has a Community Safety and Crime Prevention Plan to address such concerns.

Officer Recommendation

That Council, with the cooperation of local Police and other stakeholders continue to monitor property security and crime generally within the Shire and review the Community Safety and Crime Prevention Plan at an appropriate time to ensure its ongoing effectiveness.

h) There is a need for regular public transport.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
6.4%	11.5%	24.2%	25.1%	28.9%	4.0%

i) Council should provide or have a role in supporting public transport.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
10.6%	12.5%	24.0%	24.4%	25.7%	2.8%

j) Council should levy all ratepayers to provide a public transport service.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
37.8%	18.7%	20.6%	12.5%	7.0%	3.4%

Officer Comments

The responses to the above three questions indicates a high level of support for improved public transport within the Shire and to the regional centre of Albany.

Despite this support, it is equally evident that electors do not wish to pay for or subsidise this service through their annual rates payment. Without some form of financial support it is the view of staff that any form of public transport would be unviable on a user pays basis.

The responses to these questions are similar to those received in the 2008 Survey.

Officer Recommendation

That Council elect not to investigate the introduction of a public transport service at this time and that the matter be revisited in the 2012 Community Needs and Customer Satisfaction Survey.

k) Council should levy all ratepayers for environmental projects.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
33.3%	16.3%	21.0%	15.3%	9.3%	4.7%

Officer Comments

The Shire of Denmark has previously included a Voluntary Environmental Levy on the rates notice, with mixed responses, and the initiative was abandoned in adopting the 2009/10 Municipal Budget. Despite some support for such a levy in the above results, the majority of respondents do not support such a concept.

Officer Recommendation

That the survey responses and results be noted by Council.

l) Council should provide more youth facilities.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
7.9%	11.7%	33.3%	25.3%	17.6%	4.2%

m) Council should facilitate youth entertainment.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
9.1%	14.0%	33.1%	26.3%	14.4%	3.0%

n) Youth involvement in Council should be encouraged.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
3.2%	4.5%	15.7%	43.7%	31.2%	1.7%

Officer Comments

Despite a strong neutral response to these questions, the majority appear to view the provision of youth services as an essential operation of the Council. These responses would support the significant investment made in youth services in recent years by Council.

The Shire of Denmark has a Youth Centre Advisory Committee which provides advice to Council on youth related issues and there is a separate Youth Advisory Committee, which operates externally to the Shire of Denmark.

Officer Recommendation

That the survey responses and results be noted by Council.

o) Council should develop a natural earth burial facility at a suitable location.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
8.3%	6.2%	35.2%	17.4%	24.8%	8.1%

Officer Comments

Again, despite a strong neutral response, the level of support for a natural earth burial facility within the Shire of Denmark would warrant such an initiative being investigated further by Council.

Officer Recommendation

That the survey responses and results be noted by Council and referred to the Shire of Denmark Cemetery Advisory Committee for further research, including possible sites and likely costs of development for such a facility.

p) Council should encourage more cultural activities.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
5.7%	8.5%	38.4%	29.3%	16.1%	1.9%

Officer Comments:

Denmark has a reputation for a strong and vibrant social scene, which is reflected in the support for Council to continue to encourage such activities in the District. This support was also apparent in the 2008 Survey.

Council provides substantial financial assistance to Denmark Arts which plays a major role in providing such activities and in addition offers subsidised hire rates for Council facilities such as the Civic Centre which are used in these pursuits.

In addition, Council provides small grants for cultural activities which are available on an annual basis from the Cultural Development Fund.

Officer Recommendations:

That Council continue to financially support Denmark Arts and liaise with the group to explore new opportunities as they may arise.

q) Council should continue employing Lifeguards during summer months.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.8%	1.1%	10.6%	29.1%	54.6%	1.9%

Officer Comments

Council currently employs two lifeguards during the peak summer holiday period to patrol Ocean Beach, at an estimated cost of \$16,850. A project that is strongly supported by the community based on the above responses, a result in keeping the 2008 Survey.

At other times, members of the Denmark Surf Life Saving Club undertake this role on a voluntary basis.

Officer Recommendation:

That Council continue to operate the Life Guard Service at the current levels of service and remain open to funding options such as grants and sponsorship to possibly extend the service over time.

r) There should be more and better quality dual use paths around the Shire of Denmark.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
3.8%	3.6%	17.7%	33.4%	40.2%	1.3%

Officer Comments

This question has received strong support, indicating that the provision and availability of dual use paths in the Shire is an important issue for many electors.

This is also evident in the written comments received and similar support in the 2008 Survey.

Officer Recommendation

That the survey responses and results be noted by Council and referred to the Shire of Denmark Paths and Trails Advisory Committee for further consideration and a possible review of the Paths and Trails Plan.

s) An all weather 2WD beach access boat ramp should be constructed at or near Ocean Beach.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
22.3%	11.3%	28.1%	16.6%	17.4%	4.3%

Officer Comments:

The issue of providing an all weather 2WD boat access at Ocean Beach received a good level of support although offset by a strong negative response, which could be attributed to those respondents being aware of the likely high cost of such a facility

Officer Recommendation:

That Council staff continue to explore possible funding opportunities for undertaking a feasibility study of such a facility.

t) Do you think council should allow 4WD access to Ocean Beach?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
52.3%	14.5%	10.4%	7.9%	13.4%	1.5%

Officer Comments

An overwhelming negative response to this question would support Councils decision to allow not allow 4 wheel drive access to Ocean Beach.

Officer Recommendation

That the survey responses and results be noted by Council.

u) Fees and allowances paid to Elected Members should be increased to encourage more people to nominate for Council.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
25.3%	17.4%	32.8%	13.8%	6.2%	4.5%

Officer Comments

This same question was asked in the 2008 Survey with a similar mixed response received.

Officer Recommendation:

That this information be referred to the 2011/12 Municipal Budget for further consideration by Council when determining Elected Members fees and allowances.

v) Should Council upgrade and extend street lighting in the town site.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
6.8%	13.6%	37.4%	21.9%	15.3%	4.9%

Officer Comments

Other questions posed in the Survey also refer to the issue of street lighting, with a consistent level of support for the upgrading and extension of the street lighting network.

The 2010/11 Budget contains no specific budget allocation for street lighting improvements, with these funds being allocated on an ad-hoc basis in previous budgets. Some street lighting improvements are also undertaken by property developers and then handed over to Council when the subdivision has been completed, at no cost to Council.

Officer Recommendation

That the survey responses and results be noted by Council and referred to the 2011/12 Municipal Budget for further consideration.

w) Council should provide more cycling paths/tracks.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
5.3%	6.4%	20.0%	31.3%	34.9%	2.1%

Officer Comments

Similar in nature to the earlier question asked about the provision of dual use paths, the support for such passive recreation facilities within the community is apparent.

Officer Recommendation

That the survey responses and results be noted by Council and referred to the Shire of Denmark Paths and Trails Advisory Committee for further consideration and a possible review of the Paths and Trails Plan.

x) Council should provide more parking in the CBD area.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
8.9%	10.4%	16.0%	23.8%	38.5%	2.3%

Officer Comments

The same question was asked in the 2008 survey, with a similarly strong response received. Recent carpark improvements in the CBD appears to have had little impact on this issue.

Officer Recommendation

That the survey responses and results be noted by Council and further that opportunities to expand and upgrade CBD carparking be constantly explored by Council.

y) Council should lobby the State Government to cease the current practise of discharging effluent into the Wilson Inlet from the Water Corporation’s Sewerage Plant.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.3%	1.1%	6.0%	13.0%	75.1%	2.6%

Officer Comments

An overwhelming response in support of this question indicates a high level of community dissatisfaction with the Water Corporations existing practice of discharging effluent into the Wilson Inlet.

Officer Recommendation

That the survey responses and results be noted by Council and a deputation be formed, comprising the Shire President and Chief Executive Officer to meet with and lobby relevant State Government Departments and Members of Parliament with the aim of forcing the Water Corporation to implement more environmentally sound practices at the Denmark sewerage Plant.

z) Council should investigate the installation of traffic lights at the intersection of Ocean Beach Rd and South Coast Hwy.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
59.6%	16.2%	10.4%	5.1%	7.7%	1.1%

aa) Council should investigate the installation of a roundabout at the intersection of Ocean Beach Rd and South Coast Hwy.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
22.3%	9.1%	13.4%	25.7%	27.4%	1.9%

bb) There is no current need to improve traffic flow and safety at the intersection of Ocean Beach Rd and South Coast Hwy.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
24.9%	22.1%	17.2%	15.5%	15.7%	4.5%

Officer Comments

The lack of support for the installation of traffic lights at this busy intersection would indicate that electors of the Shire do not generally support traffic lights and that other traffic control options, including a roundabout, will need to be investigated by Council to alleviate traffic congestion in the longer term.

Officer Recommendation

That the survey responses and results be noted by Council and considered further when underrating design options for traffic control at this intersection.

cc) Council should construct a fully accessible (wheelchair access) path, as well as a fishing platform or structure, to enable deep water fishing at Poison Point.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
32.1%	7.4%	21.7%	14.7%	19.6%	4.5%

Officer Comments

Currently a topical issue within the community, despite strong objection to the proposal the results also indicate a high level of support.

Recent petitions both in support and objecting to the proposal have been received in recent weeks and as such it can be demonstrated that there is no clear community consensus on this matter.

Officer Recommendation

That the survey responses and results be noted by Council and used when determining whether the proposed project at Poison Point is to proceed or be cancelled.

(C). COMMUNITY CONSULTATION AND ACCESS TO INFORMATION

Indications, by numbering **1 to 3** (1 being the highest) were asked for, as respondents' preferred method/s for the dissemination of Council information.

The lowest figure is the most popular

	1	2	3	Total Answered	Rank by average
Denmark Bulletin	336	56	48	440	1
Albany Weekender	7	54	38	99	6
Albany Extra	10	25	42	77	7
Albany Advertiser	11	24	31	66	9
Council Conversations	43	105	64	212	2
Public Meetings	4	42	66	112	5
Council Website	22	81	86	189	3
Council Minutes	10	22	40	72	8
Email - Newsletter	44	56	48	148	4
SMS	7	3	2	12	11
YouTube	5	1	3	9	12
Twitter/Facebook	6	1	8	15	10

Officer Comments

The same question was asked in the 2008 Survey, with the same three preferred means of communication (Denmark Bulletin, Council Conversations and Council's Website) identified by respondents in the same order.

The fourth ranked priority of an email newsletter is not currently offered by Council, although could be established at a relatively low cost if a database of email contacts can be developed. It may be possible to solicit this information from property owners by way of an invitation to subscribe in the 2011/12 rates notice package. This could be supplemented by advertisements to notify electors of the availability of such a service.

This year the Survey included social media options such as sms, youtube and twitter which did not receive strong support from respondents. This could be attributable to the age of the majority of respondents, who generally do not use such services.

Officer Recommendation

That the survey responses and results be noted by Council and investigations be undertaken by Council staff to introduce an email newsletter service to interested persons.

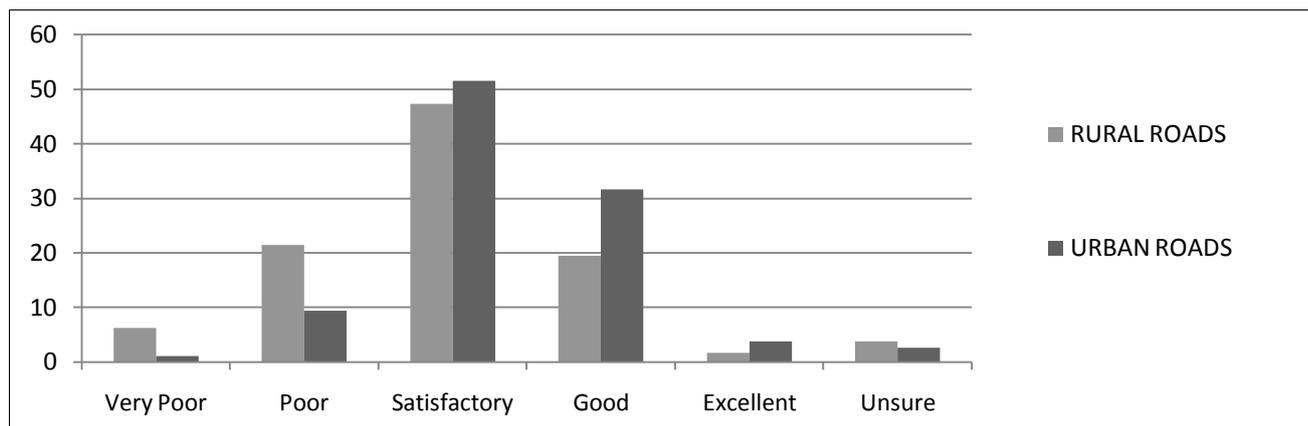
(D). CURRENT SERVICE PROVISION

RATINGS OF EACH OF THE FOLLOWING:

1 = Very Poor	2 = Poor	3 = Satisfactory	4 = Good	5 = Excellent
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1. Standard of: INFRASTRUCTURE % of Responses

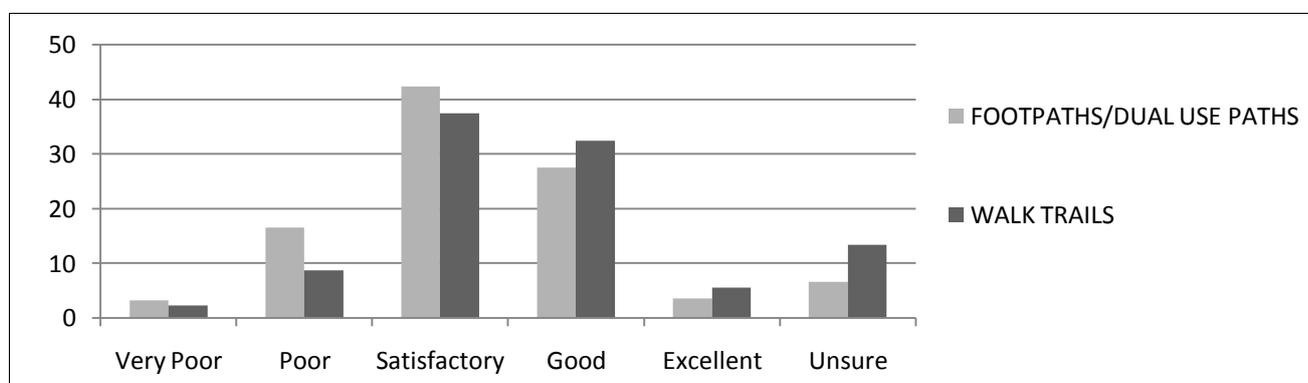
	1	2	3	4	5	unsure
Rural Roads	6.2	21.5	47.3	19.4	1.7	3.8
Urban Roads	1.1	9.4	51.6	31.6	3.8	2.6



Officer Recommendations:

- 1. That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.**
- 2. The information be used to assist determine road construction and maintenance priorities for the 2011/2012 Municipal Budget and Ten Year Financial Plan.**
- 3. That the Director of Infrastructure Services be instructed to inspect the specific road faults identified by respondents to the survey and repair as necessary.**

	1	2	3	4	5	unsure
Footpaths/Dual Use Paths	3.2	16.6	42.4	27.5	3.6	6.6
Walk Trails	2.3	8.7	37.5	32.4	5.5	13.4



Officer Recommendations:

- 1. That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.**
- 2. The information be used to assist determine footpath, dual use path and trail construction and maintenance priorities for the 2011/2012 Municipal Budget and Ten Year Financial Plan.**
- 3. That the Director of Infrastructure Services be instructed to inspect the specific faults identified by respondents to the survey and repair as necessary.**
- 4. That this information be referred to the Paths and Trails Advisory Committee for consideration and in recommending paths and trails budget priorities for the 2011/2012 year.**

	1	2	3	4	5	unsure
Storm Water Drainage	4.7	17.3	40.3	13.2	1.9	22.6

Officer Recommendations:

- 1. That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.**
- 2. The information be used to assist determine road construction and maintenance priorities for the 2011/2012 Municipal Budget and Ten Year Financial Plan.**
- 3. That the Director of Infrastructure Services be instructed to inspect the specific faults identified by respondents to the survey and repair as necessary.**

	1	2	3	4	5	unsure
Street Lighting	4.9	17.1	46.1	18.1	3.6	10.2

Officer Recommendation:

That Council refer to this information when considering the 2011/2012 Municipal Budget and Ten Year Financial Plan

	1	2	3	4	5	unsure
Bridges	1.1	3.8	46.9	32.8	6.0	9.4

Officer Recommendations:

That Council ensure appropriate maintenance programs are maintained on all Shire bridges to maintain the current high standard as reflected in the survey results.

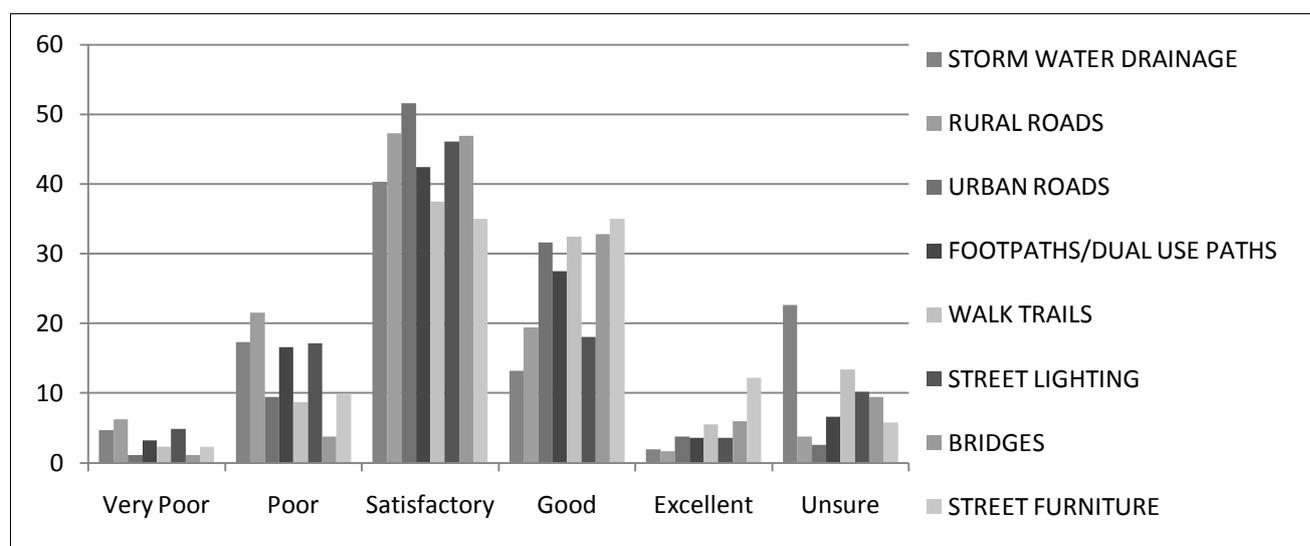
	1	2	3	4	5	unsure
Street Furniture (Benches Bins etc)	2.3	9.8	35.0	35.0	12.2	5.8

Officer Recommendations:

That Council ensure appropriate maintenance programs are maintained on all Shire owned street furniture to maintain the current high standard as reflected in the survey results.

SUMMARY TO QUESTION 1

Standard of: INFRASTRUCTURE % of Responses



In general, the survey responses would indicate a high level of satisfaction for the standard or roads, paths, trails and associate infrastructure within the Shire.

2. Standard of: PARKS/GARDENS/RESERVES % of Responses

	1	2	3	4	5	unsure
Town Parks & Gardens	0.9	4.1	17.7	36.2	38.6	2.6

Officer Recommendations:

That Council continue to maintain and/or improve the standard of these facilities and monitor future surveys to ensure that maintenance programs are implemented and appropriate budget allocations are provided.

	1	2	3	4	5	unsure
Urban Reserves/Bushland	2.6	10.2	32.2	37.3	11.1	6.6

Officer Recommendations:

That Council continue to maintain and/or improve the standard of these facilities and monitor future surveys to ensure that maintenance programs are implemented and appropriate budget allocations are provided.

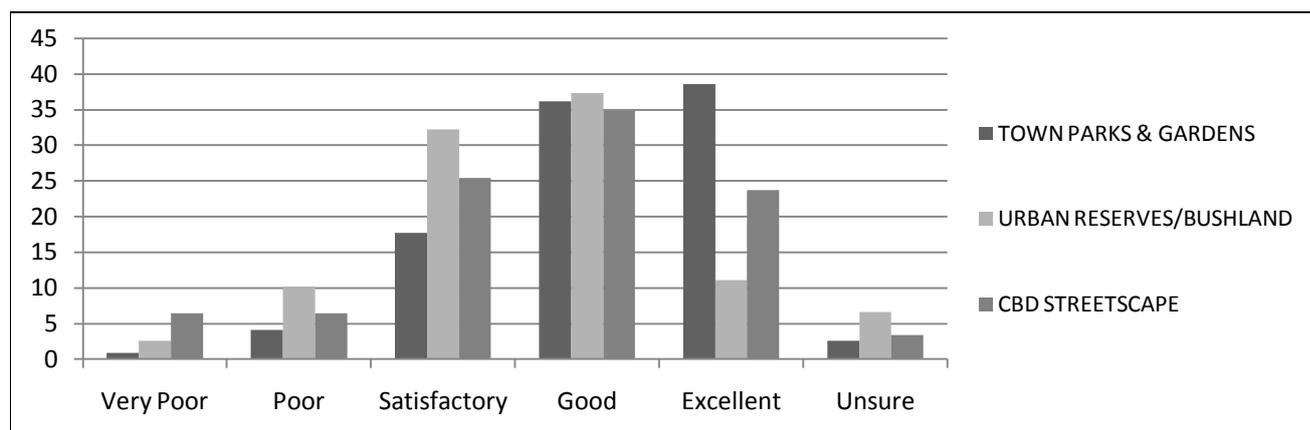
	1	2	3	4	5	unsure
CBD Streetscape	6.4	6.4	25.4	34.8	23.7	3.4

Officer Recommendation:

That Council monitor future survey results regarding the Central Business District streetscape to evaluate the effectiveness of this expenditure in improving current amenity and access to the town centre.

SUMMARY TO QUESTION 2

Standard of: PARKS/GARDENS/RESERVES % of Responses



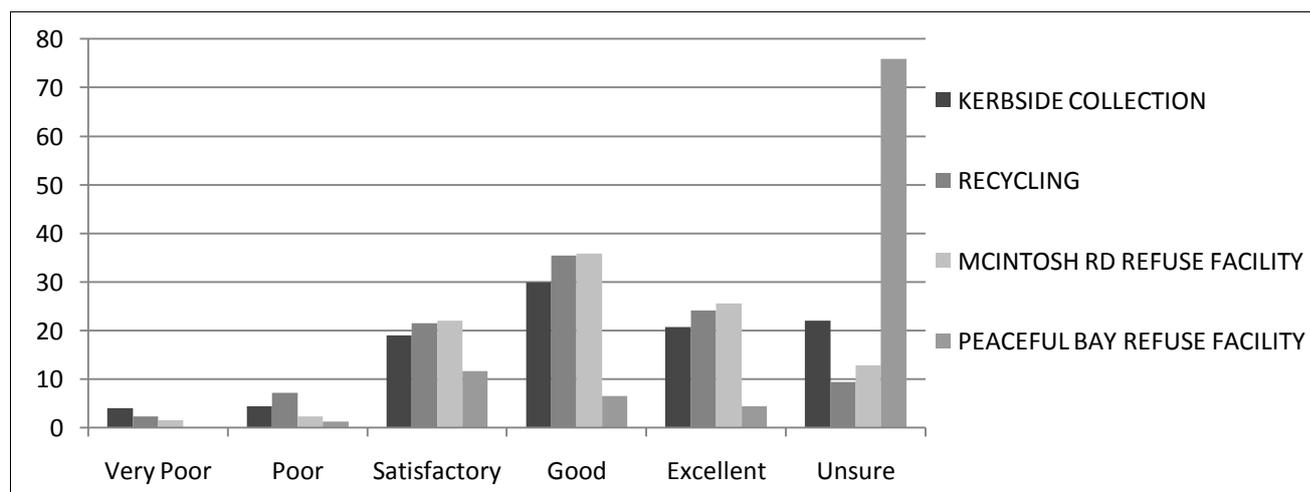
In general, the survey responses would indicate a high level of satisfaction for the standard or parks, gardens and reserves and associated infrastructure within the Shire.

3. Standard of: WASTE MANAGEMENT % of Responses

	1	2	3	4	5	unsure
Kerbside Collection	4.1	4.5	19.0	29.9	20.7	22.0
Recycling	2.3	7.2	21.5	35.4	24.1	9.4
McIntosh Rd Refuse Facility	1.5	2.3	22.0	35.8	25.6	12.8
Peaceful Bay Refuse Facility	0.0	1.3	11.7	6.6	4.5	75.9

SUMMARY TO QUESTION 3

Standard of: WASTE MANAGEMENT % of Responses



The above summary of responses indicates a high level of satisfaction of waste management services within the Shire which is consistent with the 2008 results which recorded similar high satisfaction ratings.

The high level of unsure responses would most likely represent the absent owners who were surveyed and make little use of this facility.

Officer Recommendations:

That Council;

- 1. Monitor future survey results regarding the provision of waste management service to ensure the present high service levels are maintained and improved where appropriate.**
- 2. Defer these results and the comments received to the Waste Management Advisory Committee for further discussion.**

4. Level of: FACILITIES AND SERVICES % of Responses

	1	2	3	4	5	unsure
Seniors	2.3	12.2	31.8	21.1	3.6	29.0

Officer Recommendations:

That the Shire of Denmark continue to work closely with the Seniors Advisory Committee and other relevant stakeholders to maintain a high level of service provision and standard of facilities for seniors to enjoy.

	1	2	3	4	5	unsure
Youth	1.7	9.4	30.5	20.7	5.1	32.6

Officer Recommendations:

That the Shire of Denmark continue to work closely with the Youth Advisory Committee and other relevant stakeholders to maintain a high level of service provision and standard of facilities for youth to enjoy.

	1	2	3	4	5	unsure
People with Disabilities	2.6	17.1	25.4	13.0	2.1	39.9

Officer Recommendations:

That the Shire of Denmark continue to work closely with the Disability Services Committee and other relevant stakeholders to maintain a high level of service provision and standard of facilities for people with disabilities to enjoy.

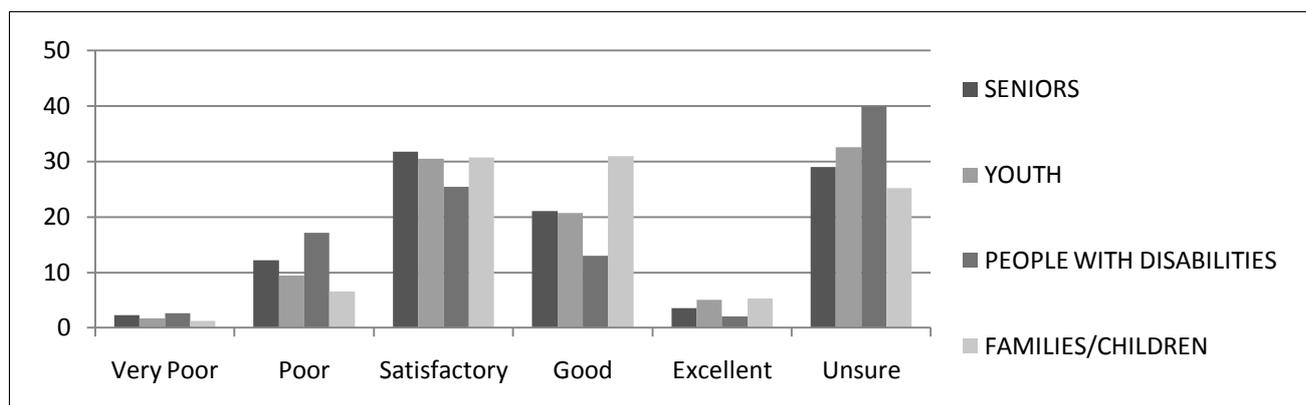
	1	2	3	4	5	unsure
Families/Children	1.3	6.6	30.7	30.9	5.3	25.2

Officer Recommendations:

That the Shire of Denmark continues to maintain a high standard of facilities and services for families and children by implementing a process by which regular feedback can be derived regarding service and facility provision for this group

SUMMARY TO QUESTION 4

Level of: FACILITIES/SERVICES % of Responses

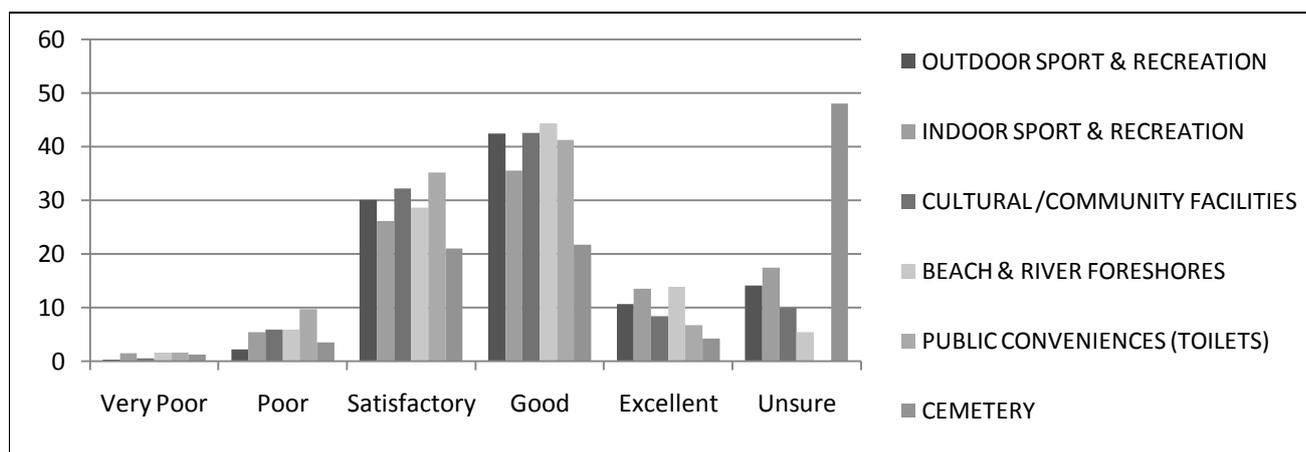


Disregarding the large number of unsure responses, the above graph confirms a high level of satisfaction for these facilities and services.

5. Standard of: FACILITIES % of Responses

	1	2	3	4	5	unsure
Outdoor Sport & Recreation	0.4	2.3	30.1	42.4	10.7	14.1
Indoor Sport & Recreation	1.5	5.5	26.2	35.6	13.6	17.5
Cultural /Community Facilities	0.6	6.0	32.2	42.6	8.5	10.0
Beach & River Foreshores	1.7	6.0	28.6	44.3	13.9	5.5
Public Conveniences (Toilets)	1.7	9.8	35.2	41.2	6.8	5.3
Cemetery	1.3	3.6	21.1	21.7	4.3	48.0

Standard of: FACILITIES % of Responses

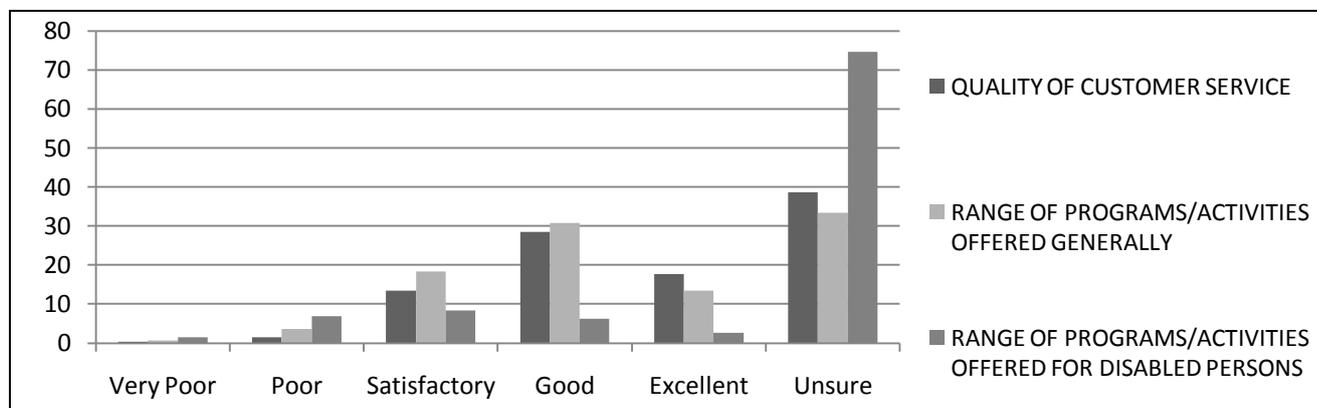


Officer Recommendations:

That the Shire of Denmark continues to maintain a high standard of facilities and services for residents and visitors by implementing a process by which regular feedback can be derived regarding the provision of services and facilities.

6. Standard of: DENMARK RECREATION CENTRE % of Responses

	1	2	3	4	5	unsure
Quality of Customer Service	0.4	1.5	13.4	28.4	17.7	38.6
Range of programs/activities offered	0.6	3.6	18.3	30.7	13.4	33.3
Range of programs/activities offered for disabled persons	1.5	6.8	8.3	6.2	2.6	74.6



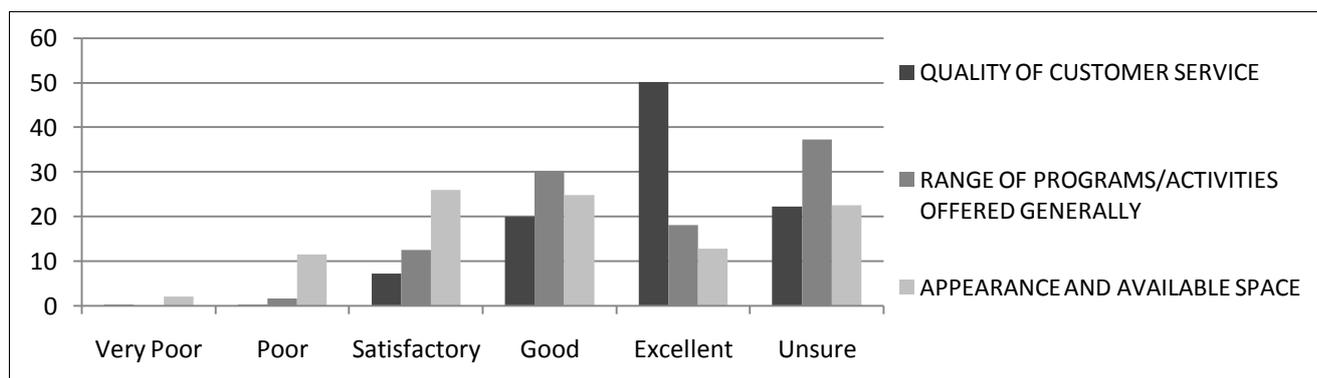
Officer Recommendations:

That the Shire of Denmark continue to ensure a high standard of service and programs are offered at the Recreation Centre and use this information in considering future operational and budget matters.

7. Standard of: DENMARK PUBLIC LIBRARY % of Responses

	1	2	3	4	5	unsure
Quality of Customer Service	0.2	0.2	7.2	20.0	50.1	22.2
Range of programs/activities offered	0.0	1.7	12.6	30.3	18.1	37.3
Appearance and available space	2.1	11.5	26.0	24.9	12.8	22.6

Standard of: DENMARK PUBLIC LIBRARY % of Responses



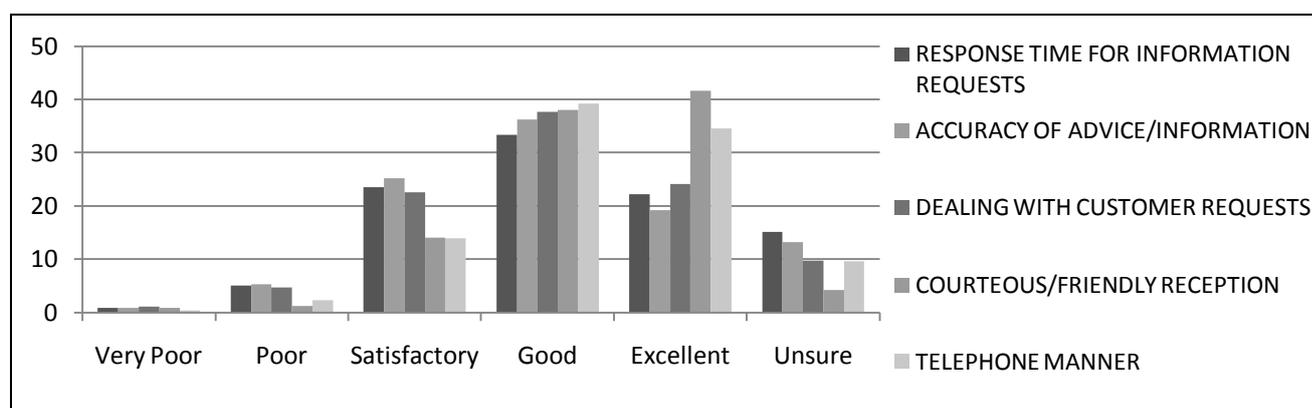
Officer Recommendations:

That the Shire of Denmark continue to ensure the high standard of service and programs offered at the Denmark Library remain at a high standard and use this information in considering future operational and budget matters.

Quality of: CUSTOMER SERVICE PROVIDED BY SHIRE STAFF % of Responses

	1	2	3	4	5	unsure
Response time for information requests	0.9	5.1	23.5	33.3	22.2	15.1
Accuracy of advice/information	0.9	5.3	25.2	36.2	19.2	13.2
Dealing with customer requests	1.1	4.7	22.6	37.7	24.1	9.8
Courteous/friendly reception	0.9	1.3	14.1	38.0	41.6	4.3
Telephone manner	0.4	2.3	13.9	39.2	34.5	9.6

Quality of: CUSTOMER SERVICE PROVIDED BY SHIRE STAFF % of Responses

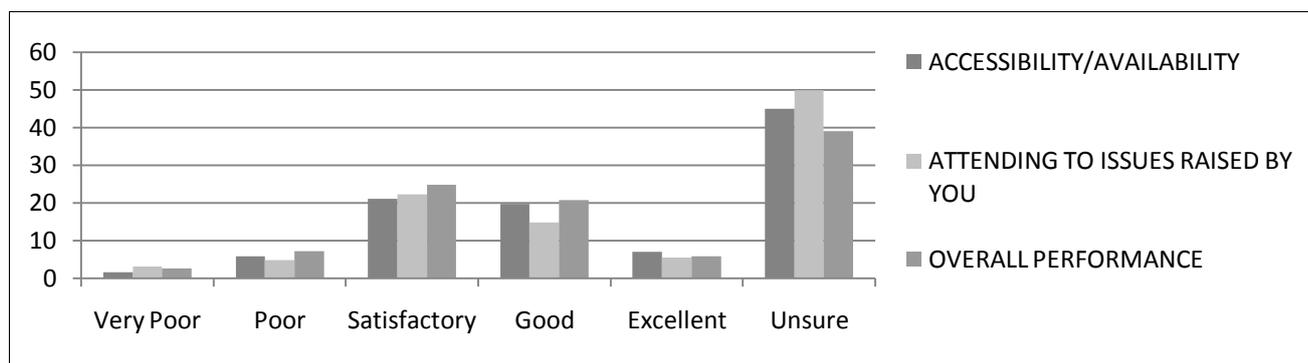


Officer Recommendations:

That the Shire of Denmark continue to ensure the high levels of customer service, as indicated by these responses, remain at a high standard and remain diligent in identifying ways that such service can be improved.

8. Performance of: COUNCILLORS IN RESPECT TO % of Responses

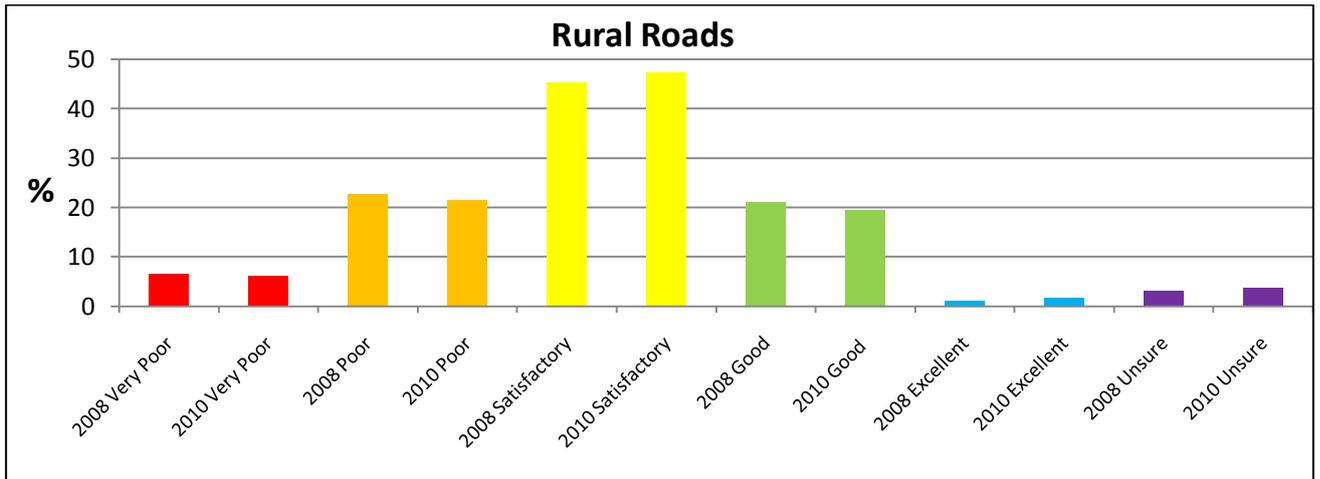
	1	2	3	4	5	unsure
Accessibility/availability	1.5	5.8	21.1	19.6	7.0	45.0
Attending to issues raised by you	3.0	4.7	22.2	14.7	5.5	49.9
Overall performance	2.6	7.2	24.7	20.7	5.8	39.0



Officer Recommendations:

That Council continue to monitor Elected Members performance via the Survey and endeavour to raise the profile of Elected Members where considered appropriate.

COMPARISON TO 2008 SURVEY RESULTS



Officer Recommendations:

