

APPENDIX B

SHIRE OF DENMARK
2012/13 COMMUNITY NEEDS
AND
CUSTOMER SATISFACTION
SURVEY



2012/13
COMMUNITY NEEDS &
CUSTOMER
SATISFACTION SURVEY



Shire of Denmark

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

2012/13 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.

This year council has determined to survey all residents and property owners who are enrolled on the Shire Consolidated Electoral Roll, being 4,379 people, an increase on the 1,000 people sample previously surveyed by Council.

The preferred means of completing the Survey is via online means, in order to minimise the massive administrative task of collating such a large number of surveys.

If you are unable to complete the Survey online, I would urge you to contact Council staff who will arrange for a hard copy to be forwarded to your mailing address.

Results from the 2012/13 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 9th January 2013 (extended to 23rd January 2013) 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 online by the due date will go into the draw for one of five (5) vouchers at a local winery valued at \$100 each.

Those who return the survey "not online" by the due date will go into a draw for a double wine pack from a local winery.

Cr Ross Thornton

Shire President
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EVALUATION OF SERVICE DELIVERY QUESTIONNAIRE

SURVEY NO:

If you could please complete the survey and return no later than 23rd January 2013, either by-

1. Online at www.denmark.wa.gov.au/community, follow the link
(password is **Wilson**).

Please enter your survey number: _____

Your unique survey number will be used to ensure that multiple surveys are not submitted by the same person. Any survey which does not have a unique number will not be accepted.

Your unique number **will not be used** to cross reference any surveys responses with the names of individual persons. This number **will need to be used** however to obtain the name and address of the person(s) for purposes of awarding the prizes offered for completing the survey, noting that the numbers will be drawn at random and the names & addresses acquired following that draw.

2. Mail – Contact Council staff to arrange for hardcopy to be mailed to your postal address.

(A) CURRENT ISSUES

1. LOCAL GOVERNMENT REFORM

It is Council's stated preference to remain a strong vibrant Council with its own unique identity and has previously rejected any potential amalgamation with neighbouring local authorities. That said, the Minister for Local Government is actively pursuing amalgamation in the metropolitan area and the same predicted focus on regional areas after the next State Election.

1.1 Would you support the Shire of Denmark amalgamating with one of our neighbours?

Yes

No

Unsure

1.2 If Council was to amalgamate, who would be your preferred "amalgamation partner"?

Albany

Manjimup

Plantagenet

2. RATING POLICY REFORM

The Shire of Denmark has identified several anomalies and/or opportunities for improved equity in the Rating System and will be undertaking a Review of its current rating policies in 2012/13 for likely implementation in the 2013/14 year.

2.1 Do you think those properties who have approval to operate home holiday accommodation should pay more rates than a residential household?

Yes

No

Unsure

2.2 Do you think rural properties that are used for non-rural purposes (eg. cellar door wine sales or a restaurant) should pay more than a property used solely for agricultural purposes?

Yes

No

Unsure

2.3 In order to encourage development and discourage land speculation, should vacant land in the town site pay more than a constructed house?

Yes

No

Unsure

3. WASTE SERVICES

The Shire of Denmark transports all its putrescible waste to the City of Albany. This comes at a huge cost to the Council and Council is looking at the possibility of purchasing land for a suitable long term landfill facility in this Shire. Council's research indicates that this will be more economical into the future and can be managed in an environmentally sound manner. The current McIntosh Road facility cannot be used for putrescible waste. With this issue in mind please consider the following question:

3.1 Do you support Council looking for a suitable site in the Shire of Denmark for Local landfill?

Yes

No

Unsure

(B) FUTURE DIRECTION

1. To assist Council with future planning, please prioritise the issues below, by numbering your 5 top areas of Council investment, from 1 to 5 in priority of importance (with 1 being the most important):

ARTS & CULTURAL DEVELOPMENT	
BUSH FIRE PROTECTION	
CLIMATE CHANGE IMPACTS AND POLICY DEVELOPMENT	
EFFECTIVE WATER MANAGEMENT AND WATERWAY PRESERVATION	
FACILITATE ECONOMIC / TOURISM DEVELOPMENT	
FACILITATE THE DEVELOPMENT OF INFRASTRUCTURE IN DENMARK SUCH AS SEWERAGE, WATER, POWER AND TELECOMMUNICATIONS	
NATURAL ENVIRONMENT	
PARKS AND GARDENS DEVELOPMENT / MAINTENANCE	
PROVISION OF INDOOR / OUTDOOR SPORTING FACILITIES	
PROVISION OF SENIORS FACILITIES AND SERVICES	
PROVISION OF YOUTH LEISURE FACILITIES	
ROAD UPGRADING AND MAINTENANCE	
STRICTER CONTROL ON LAND DEVELOPMENT	
TAKE AN INCREASING ROLE IN WELFARE TYPE ISSUES	
WASTE MANAGEMENT/ RECYCLING	
OTHER ISSUES PLEASE LIST:	

2. In order to assist frame Council's long term planning, in 25 words or less please describe your vision for the Shire:

Do you support the following concepts? Please mark column with X to indicate the strength of your agreement. eg: **1** = Strongly Disagree **3** = Neutral **5** = Strongly Agree or Unsure

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

Do you support the following concepts? *Please mark column with X to indicate the strength of your agreement. eg: 1 = Strongly Disagree 3 = Neutral 5 = Strongly Agree or Unsure*

CONCEPT	STRENGTH OF AGREEMENT					UNSURE	COMMENTS
	1	2	3	4	5		
There should be more and better quality dual use paths around the Shire of Denmark.							
A permanent ocean going boat ramp should be constructed near Ocean Beach, North of McGearys Rock.							
A marina should be built at Peaceful Bay.							
Fees and allowances paid to Elected Members should be increased to encourage more people to nominate for Council.							
Council should upgrade and extend street lighting in the town site.							
Council should provide more cycling paths / tracks.							
Council should provide more parking in the CBD area.							
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.							
Council should investigate the installation of traffic lights at the intersection of Ocean Beach Rd and South Coast Hwy.							
Council should investigate the installation of a roundabout at the intersection of Ocean Beach Rd and South Coast Hwy.							
There is no current need to improve traffic flow and safety at the intersection of Ocean Beach Rd and South Coast Hwy.							
Council should reintroduce a once per annum 'bulk refuse' roadside collection.							
Council should explore the development of a wet trail network (Canoe & Kayak) on our rivers, foreshore and estuaries.							
Council should explore redevelopment options for community for consideration, of the former 'Skate park' area of Berridge Park.							

PLEASE RATE EACH OF THE FOLLOWING AND PROVIDE COMMENT

LEGEND:

1	VERY POOR
2	POOR
3	SATISFACTORY
4	GOOD
5	EXCELLENT

*Please mark appropriate column with X***(D) CURRENT SERVICE PROVISION****1. Standard of:** *Please mark appropriate box with X*

ROADS/PATHS/TRAILS/DRAINAGE	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 mark appropriate box with X*

PARKS/GARDENS/RESERVES (INC ACCESS, PLAY EQUIPMENT)	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

Please mark appropriate column with X

3. Standard of: *Please mark appropriate box with X*

WASTE MANAGEMENT	1	2	3	4	5	UNSURE
KERBSIDE COLLECTION						
RECYCLING						
MCINTOSH RD FACILITY						
PEACEFUL BAY FACILITY						

COMMENT:

4. Level of: *Please mark appropriate box with X*

FACILITIES / SERVICES FOR	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

*Please mark column with X***5. Standard of:***Please mark appropriate box with X*

FACILITIES	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:*Please mark appropriate box with X*

DENMARK RECREATION CENTRE	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

Please mark column with X

7. Standard of: *Please mark appropriate box with X*

DENMARK PUBLIC LIBRARY	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: *Please mark appropriate box with X*

CUSTOMER SERVICE PROVIDED BY SHIRE STAFF	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

Please mark column with X

9. Performance of: *Please mark appropriate box with X*

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

COMMENT:

10. Provision of: *Please mark appropriate box with X*

SERVICES FOR	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 mark appropriate box with X*

Denmark <input type="checkbox"/>	Bow Bridge <input type="checkbox"/>	Hay <input type="checkbox"/>	Hazelvale <input type="checkbox"/>	Kentdale <input type="checkbox"/>
Kordabup <input type="checkbox"/>	Mt Lindesay <input type="checkbox"/>	Mt Romance <input type="checkbox"/>	Nornalup <input type="checkbox"/>	Ocean Beach <input type="checkbox"/>
Parry Beach <input type="checkbox"/>	Parryville <input type="checkbox"/>	Peaceful Bay <input type="checkbox"/>	Scotsdale <input type="checkbox"/>	Shadforth <input type="checkbox"/>
Tingledale <input type="checkbox"/>	Trent <input type="checkbox"/>	William Bay <input type="checkbox"/>		Unknown <input type="checkbox"/>

My electoral status: *Please mark appropriate box with X*

- 1 Tenant of Property (*renting only*) in the Shire of Denmark.
- 2 Residents and 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 mark appropriate box with X*

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

My gender: *Please mark box appropriate box with X*

Female Male

