



2024 COMMUNITY PERCEPTION SURVEY



Summary

We received 173 responses to the survey, the majority using the link provided via the Shire of Ravensthorpe Facebook page and via the Ravensthorpe Report digital newsletter.

Paper versions were handed out at several community markets in both Hopetoun and Ravensthorpe, as well as at each Shire office. A QR code was provided for posters on community noticeboards and in the Community Spirit newspaper, this received the least amount of responses.

The completion rate was 100%. Everyone who started the survey, finished it. Comments were not compulsory, but some that we received have been included in this document.

The survey was open from Friday 19 January - Monday 19 February 2024, and we also accepted some late paper surveys.



Key results



Emergency services, roads, rubbish, public spaces and health are *most important*

Fire and emergency services; household bin collection; parks, gardens and open spaces; public toilets; health and medical services; road maintenance; sporting facilities and programs; and the airport are the services deemed **most important** by respondents.



Shire *performance* in emergency services, rubbish, public spaces and airport rated high

The Shire's **performance** in fire and emergency services; household bin collection; parks, gardens and open spaces; public toilets; and the airport are the services rated highest by respondents.



Shire *performance* in road maintenance, boat ramp, ranger services and health rated low

The Shire's **performance** in road maintenance; boat ramp; ranger services – animal control, illegal campers and dumping; health and medical services; and the 48-hour rest stops were rated lowest by respondents.



High overall perception of the Shire's *performance* for the last year

22.22% of respondents rated the Shire 8/10, with the next highest being 17.54% who rated 7/10 and 14.04% who rated 5/10.



Residents have noticed improvement in community engagement by Shire staff and councillors in the last year

31.76% of respondents rated the level of engagement over the last year as average, while 25.29% rated the level as good and 19.41% rated it as very good. In the comments many mentioned seeing councillors out and about more, such as at the community markets.

In brief



- The majority of respondents were female and the average age group was 65+
- 68.82% of respondents own and live in a property in the Shire of Ravensthorpe
- The majority of respondents would like the Shire of Ravensthorpe to do more to support tourism

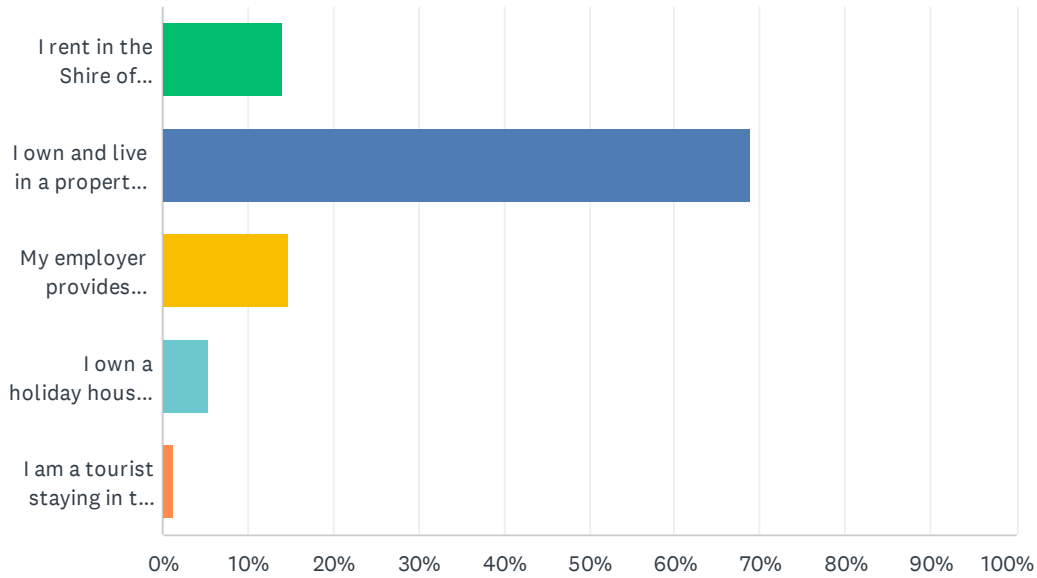


- Respondents rated fire and emergency services highly and overall supported bushfire mitigation, while also making it clear in the comments that more communication and community engagement is required in this area
- 67.65% of respondents said they have no plans to leave the region, but in the comments many expanded on that by saying health concerns when older may see them leave
- 99 respondents said they volunteer in the community
- Digital platforms are the preferred way of receiving news directly from the Shire of Ravensthorpe with the Shire's Facebook page rated highest, followed by the new Ravensthorpe Report digital newsletter



Q1 What best describes where you are currently living?

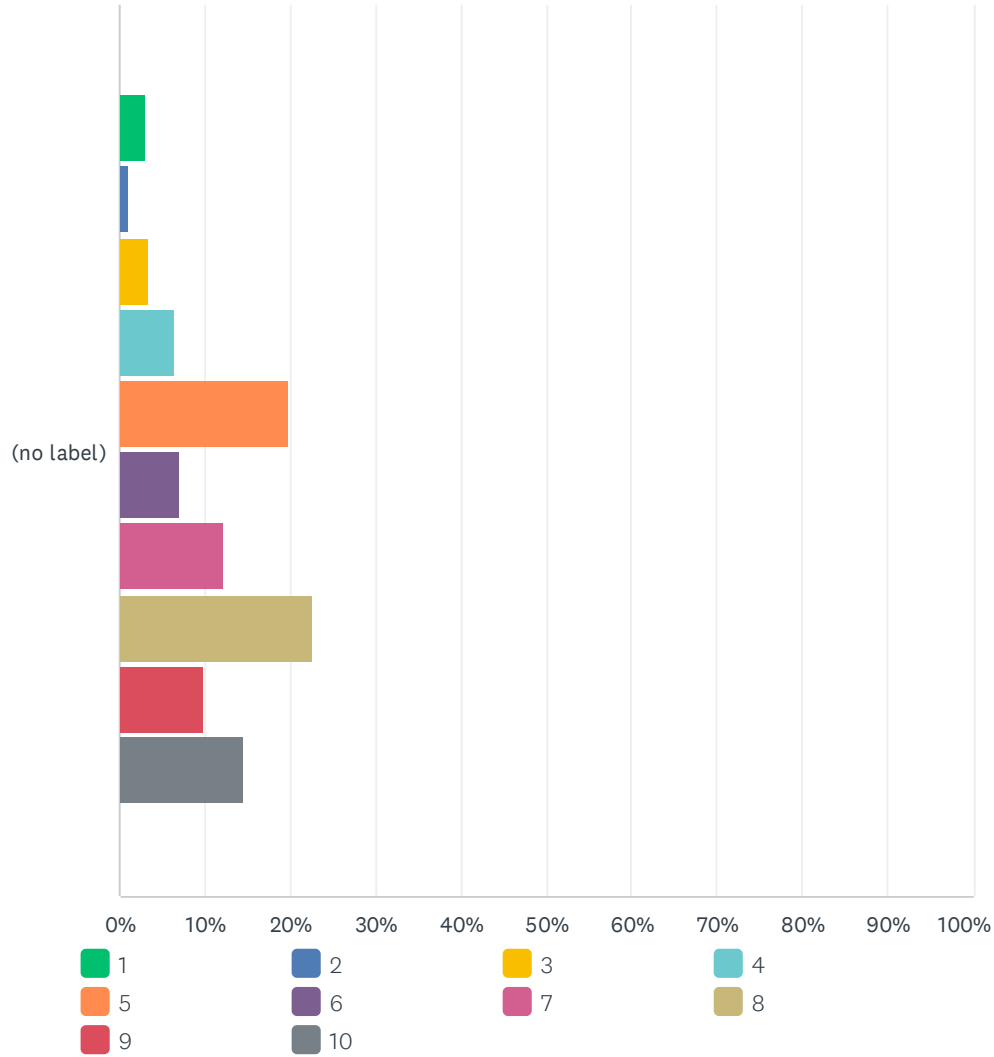
Answered: 170 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----|
| I rent in the Shire of Ravensthorpe | 14.12% | 24 |
| I own and live in a property in the Shire of Ravensthorpe | 68.82% | 117 |
| My employer provides accommodation in the Shire of Ravensthorpe | 14.71% | 25 |
| I own a holiday house in the Shire of Ravensthorpe but live elsewhere | 5.29% | 9 |
| I am a tourist staying in the Shire of Ravensthorpe but live elsewhere | 1.18% | 2 |
| Total Respondents: 170 | | |

Q2 How likely are you to recommend the Shire of Ravensthorpe as a place to live? With 1 being not likely at all and 10 being highly likely.

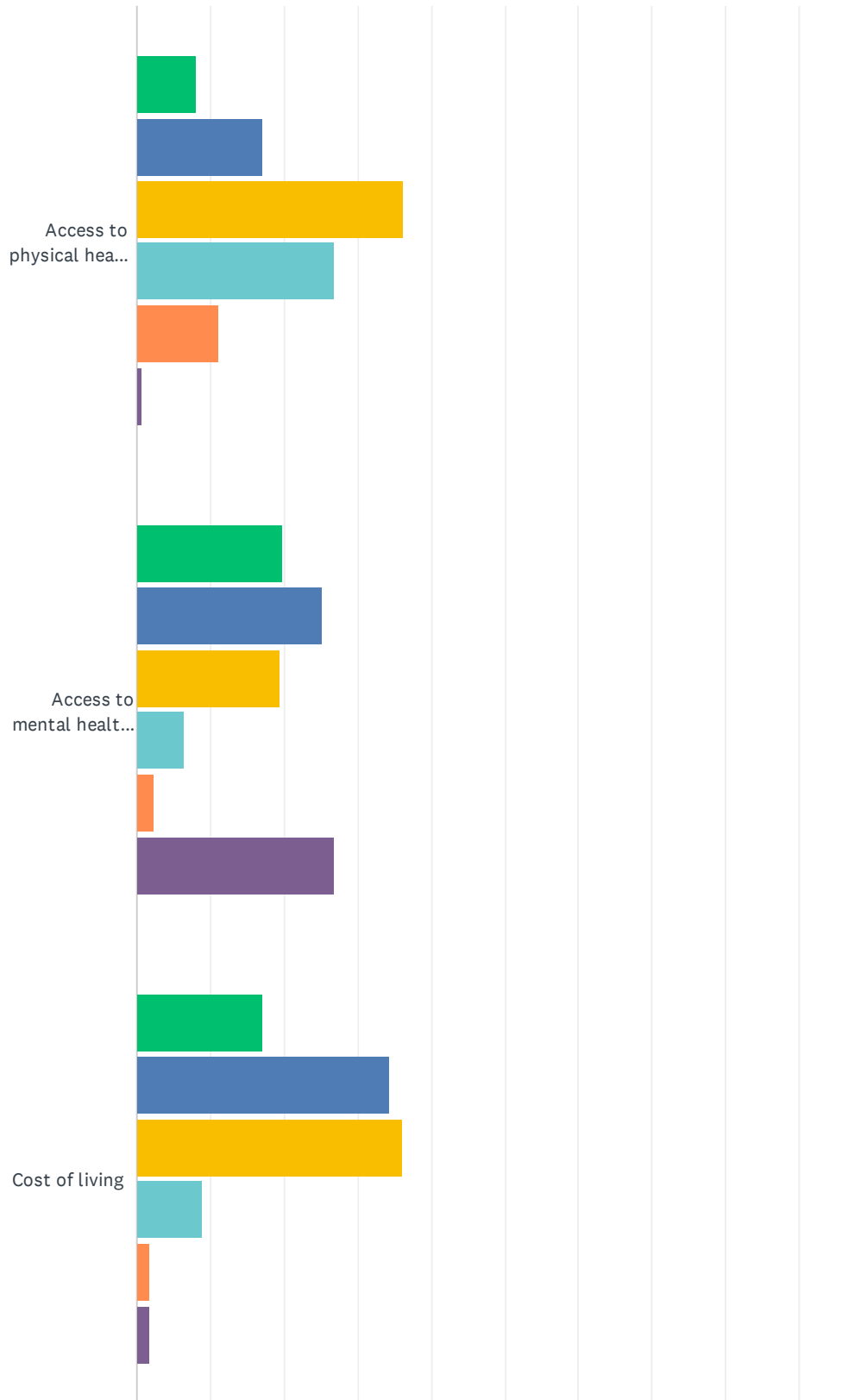
Answered: 172 Skipped: 1



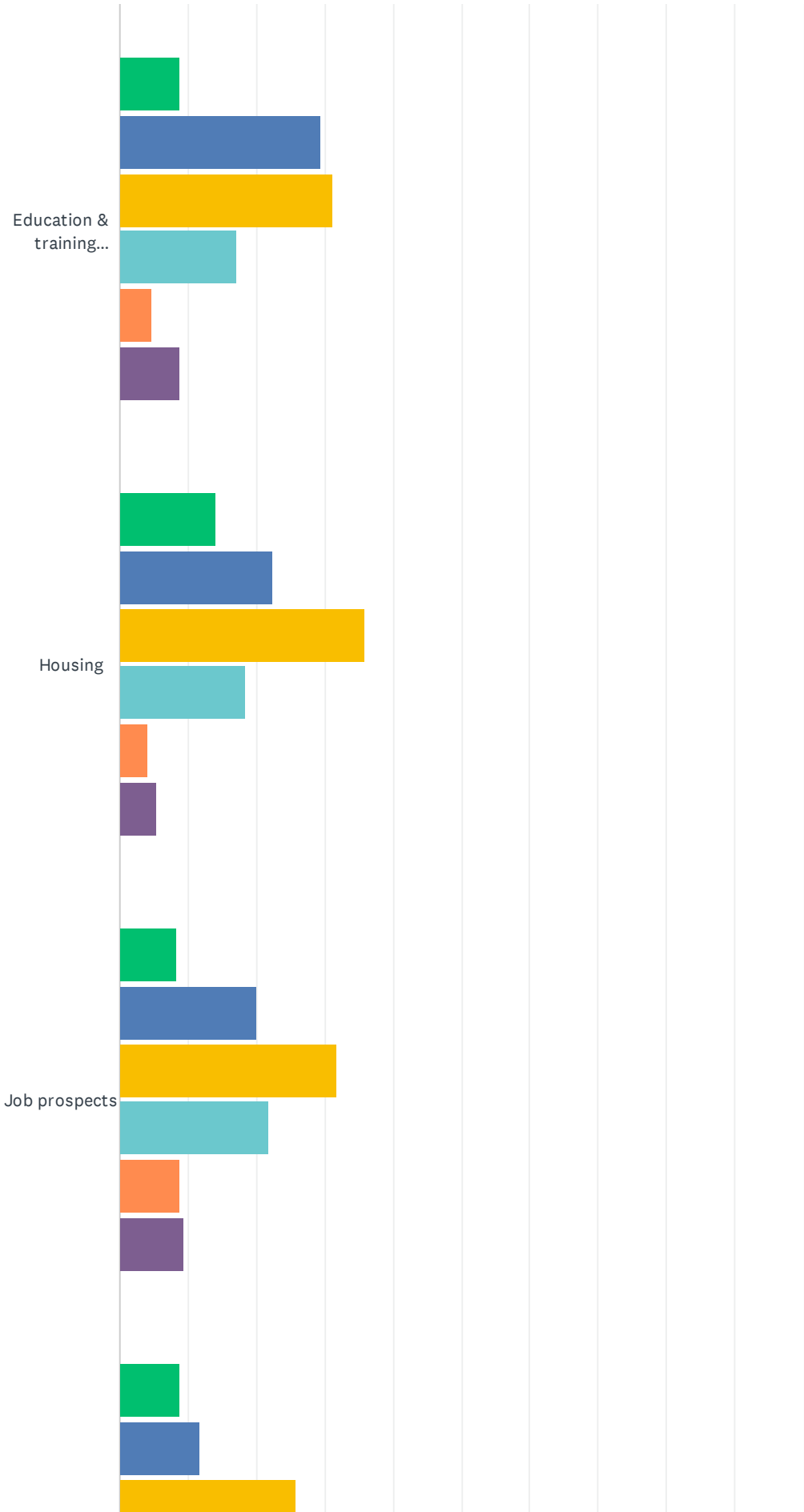
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | TOTAL | WEIGHTED AVERAGE |
|------------|-------|-------|-------|-------|--------|-------|--------|--------|-------|--------|-------|------------------|
| (no label) | 2.91% | 1.16% | 3.49% | 6.40% | 19.77% | 6.98% | 12.21% | 22.67% | 9.88% | 14.53% | 172 | 6.83 |
| | 5 | 2 | 6 | 11 | 34 | 12 | 21 | 39 | 17 | 25 | | |

Q3 How would you rate the following lifestyle and livability factors in the Shire of Ravensthorpe?

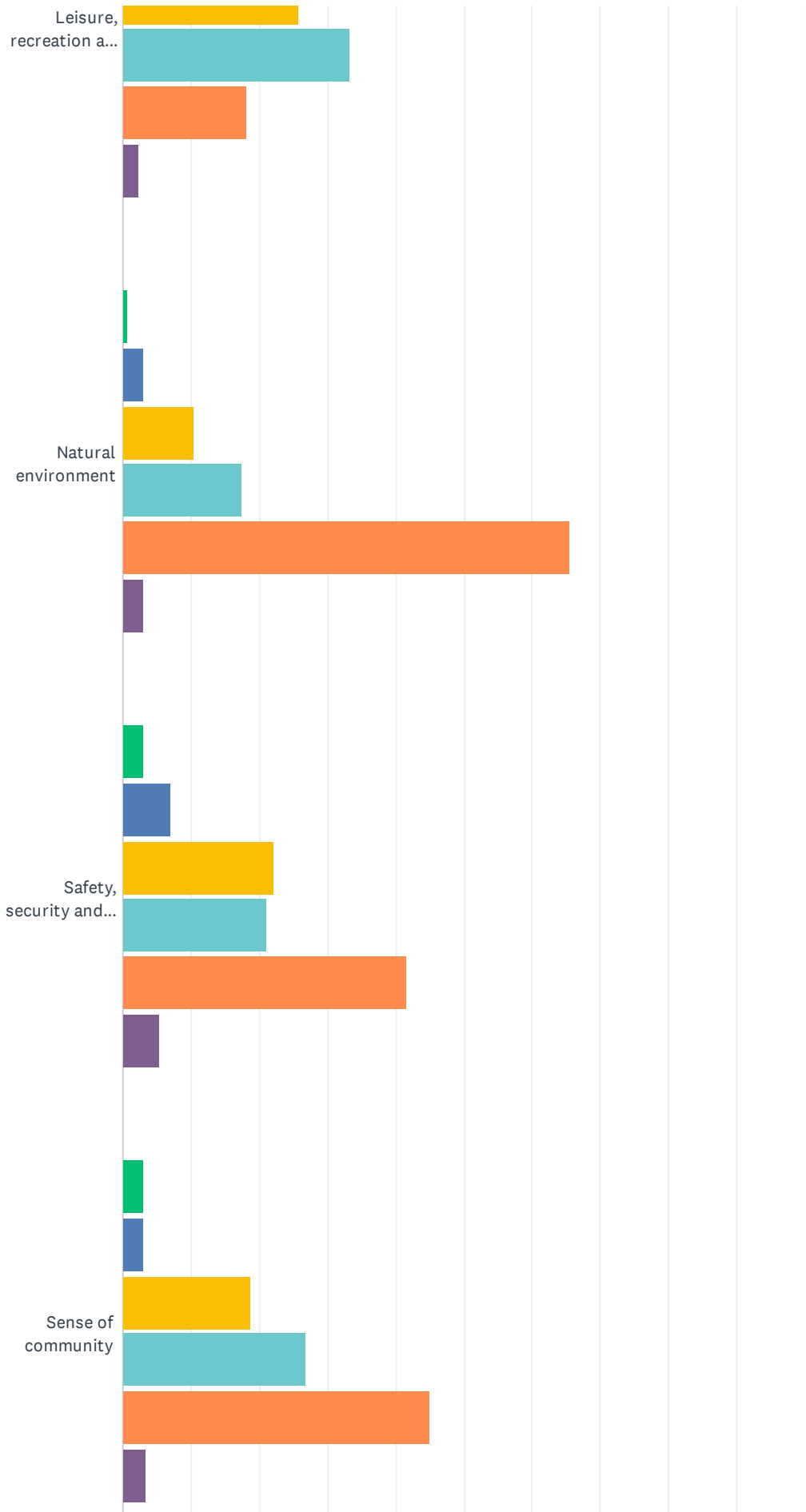
Answered: 171 Skipped: 2



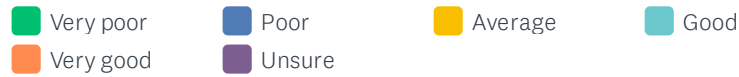
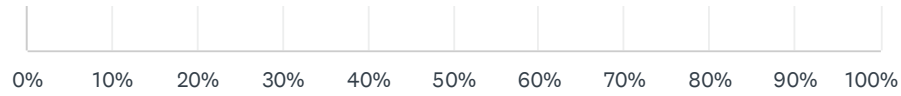
2024 COMMUNITY PERCEPTION SURVEY



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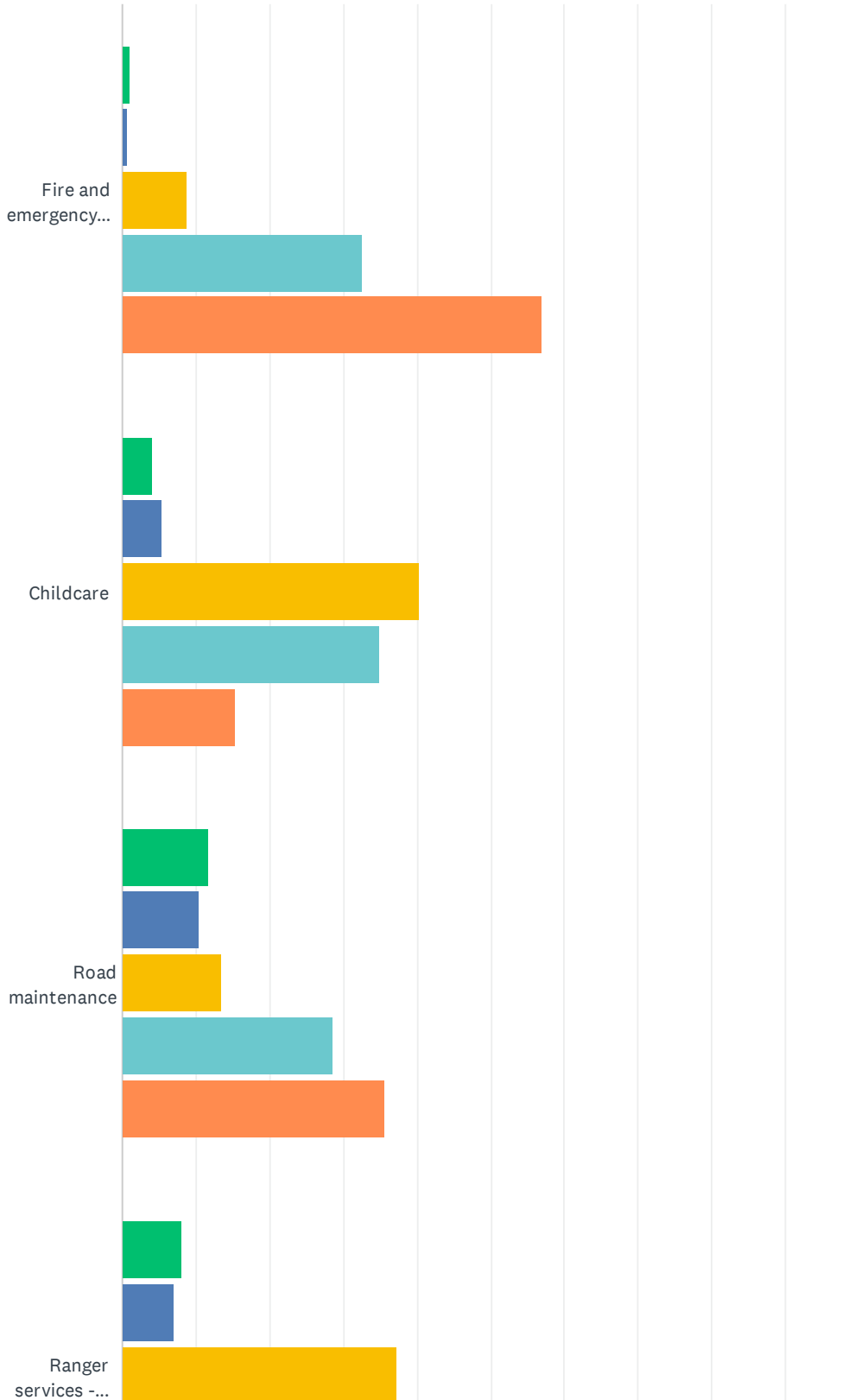
2024 COMMUNITY PERCEPTION SURVEY



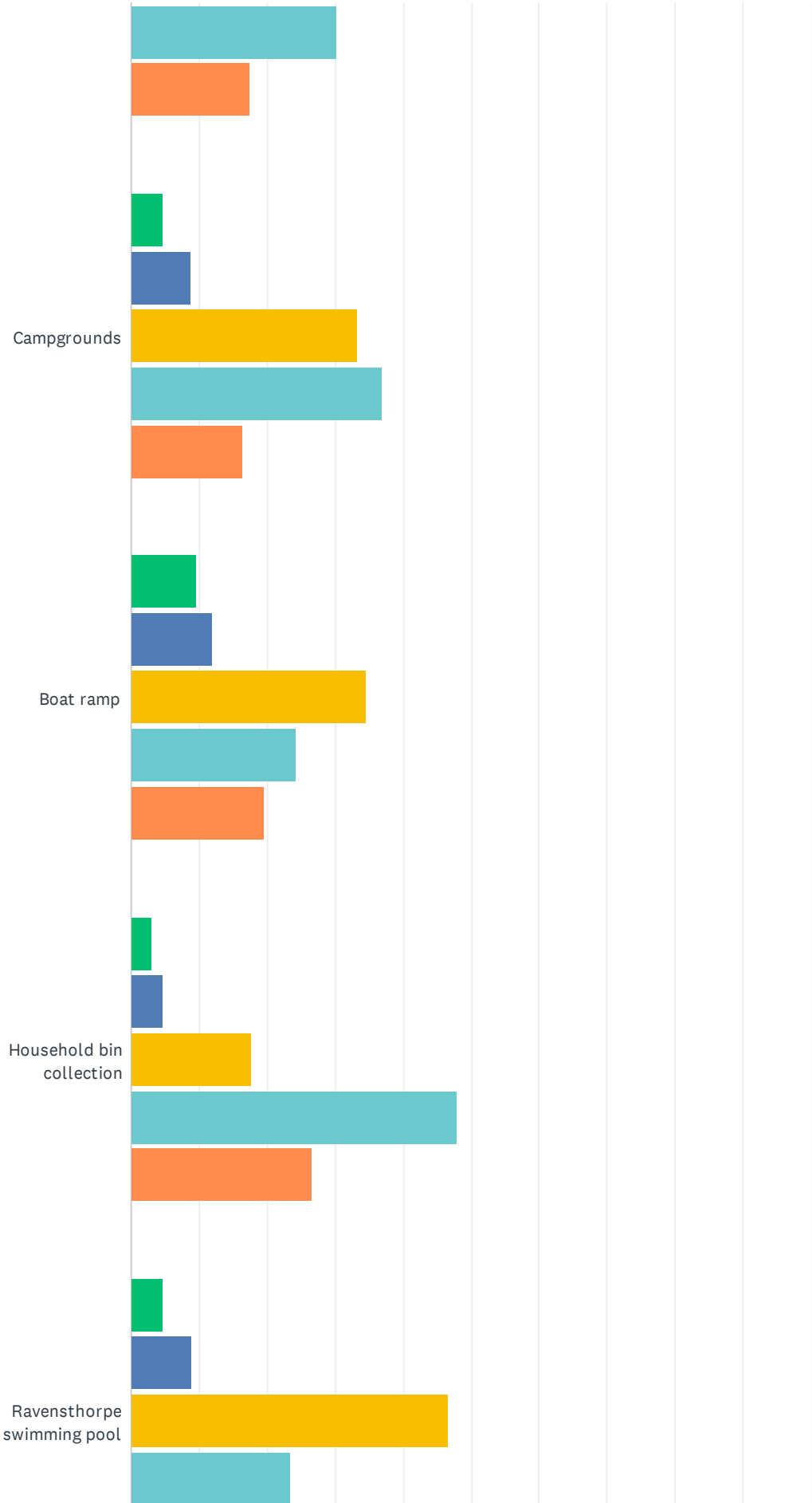
| | VERY POOR | POOR | AVERAGE | GOOD | VERY GOOD | UNSURE | TOTAL |
|---------------------------------------|--------------|--------------|--------------|--------------|---------------|--------------|-------|
| Access to physical health services | 8.19% 14 | 16.96% 29 | 36.26% 62 | 26.90% 46 | 11.11% 19 | 0.58% 1 | 171 |
| Access to mental health services | 19.88% 34 | 25.15% 43 | 19.30% 33 | 6.43% 11 | 2.34% 4 | 26.90% 46 | 171 |
| Cost of living | 17.16% 29 | 34.32% 58 | 36.09% 61 | 8.88% 15 | 1.78% 3 | 1.78% 3 | 169 |
| Education & training opportunities | 8.82% 15 | 29.41% 50 | 31.18% 53 | 17.06% 29 | 4.71% 8 | 8.82% 15 | 170 |
| Housing | 14.12% 24 | 22.35% 38 | 35.88% 61 | 18.24% 31 | 4.12% 7 | 5.29% 9 | 170 |
| Job prospects | 8.24% 14 | 20.00% 34 | 31.76% 54 | 21.76% 37 | 8.82% 15 | 9.41% 16 | 170 |
| Leisure, recreation and entertainment | 8.77% 15 | 11.70% 20 | 25.73% 44 | 33.33% 57 | 18.13% 31 | 2.34% 4 | 171 |
| Natural environment | 0.58% 1 | 2.92% 5 | 10.53% 18 | 17.54% 30 | 65.50% 112 | 2.92% 5 | 171 |
| Safety, security and policing | 2.92% 5 | 7.02% 12 | 22.22% 38 | 21.05% 36 | 41.52% 71 | 5.26% 9 | 171 |
| Sense of community | 2.92% 5 | 2.92% 5 | 18.71% 32 | 26.90% 46 | 45.03% 77 | 3.51% 6 | 171 |

Q4 How would you rate the importance of the following services provided by the Shire of Ravensthorpe?

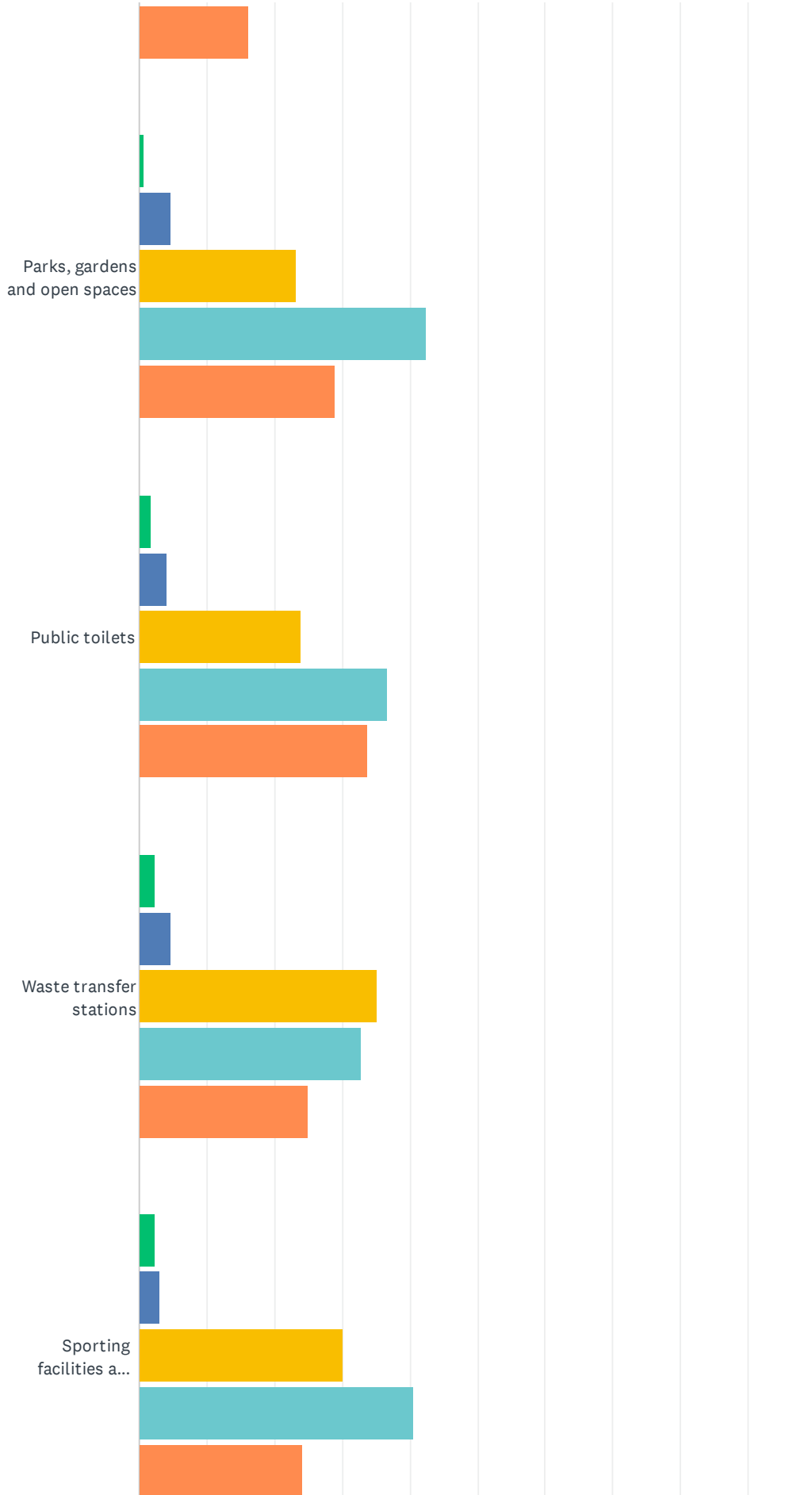
Answered: 172 Skipped: 1



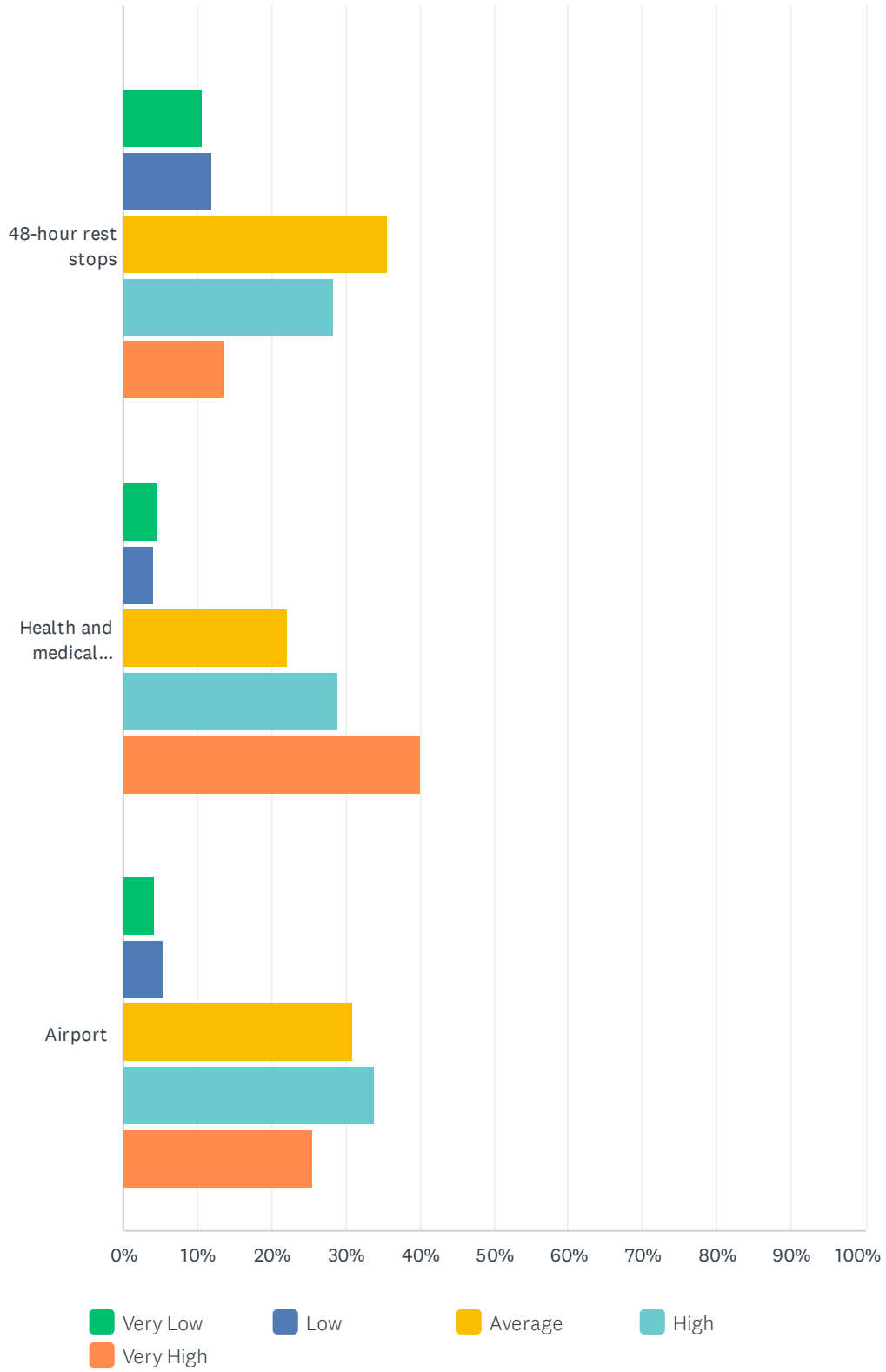
2024 COMMUNITY PERCEPTION SURVEY



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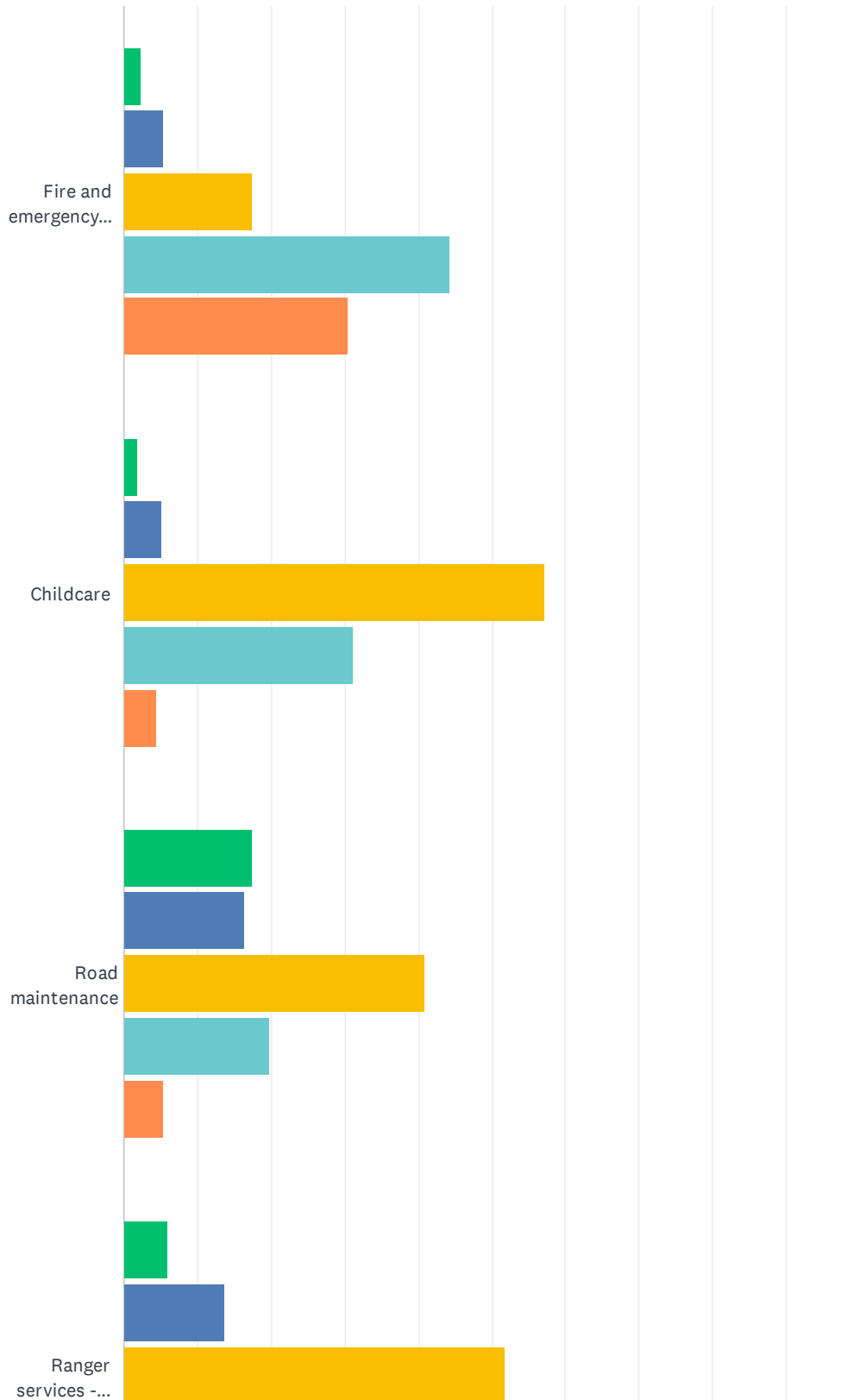


2024 COMMUNITY PERCEPTION SURVEY

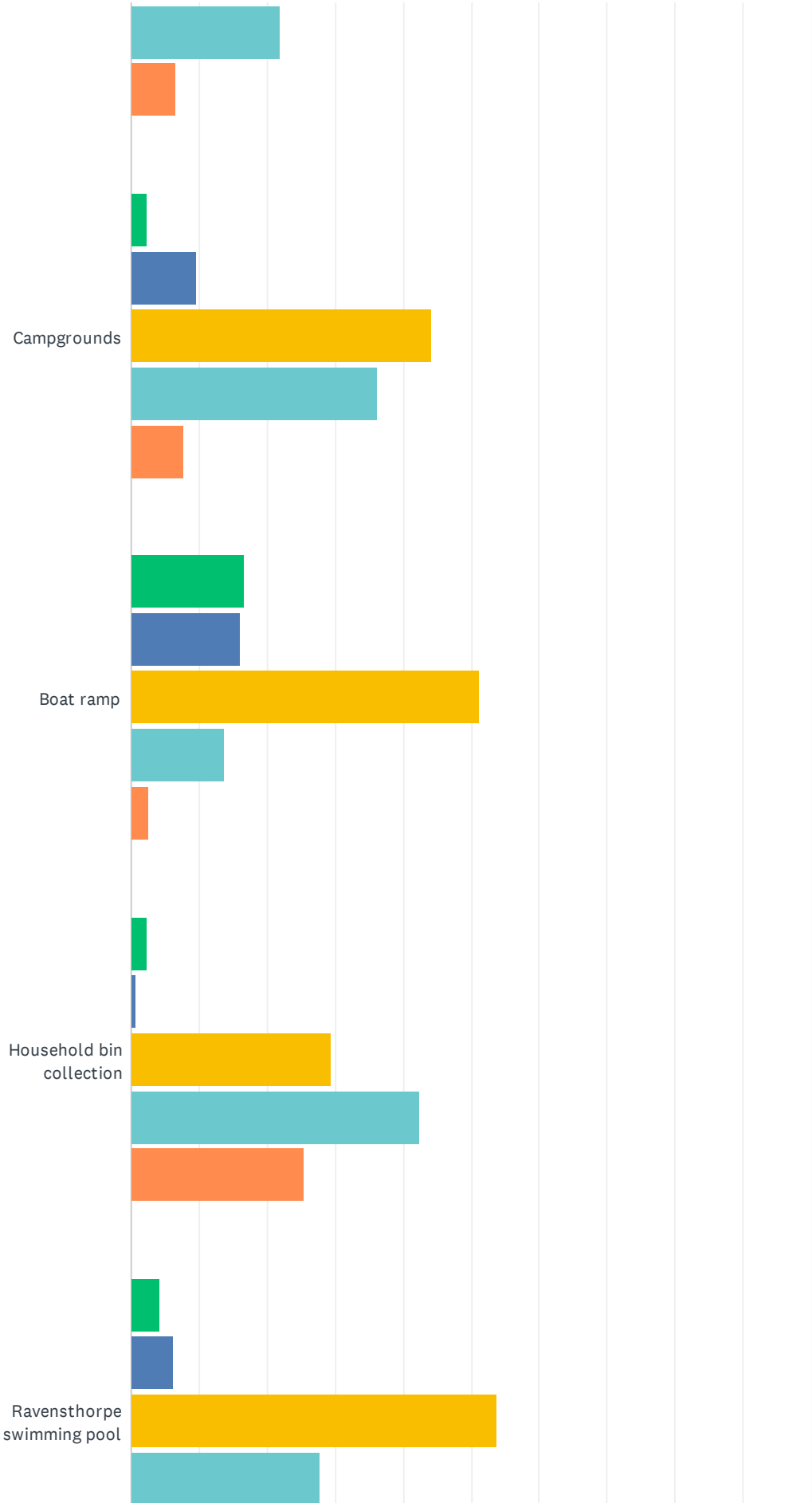
| | VERY LOW | LOW | AVERAGE | HIGH | VERY HIGH | TOTAL |
|---|--------------|--------------|--------------|--------------|--------------|-------|
| Fire and emergency services | 1.16% 2 | 0.58% 1 | 8.72% 15 | 32.56% 56 | 56.98% 98 | 172 |
| Childcare | 4.14% 7 | 5.33% 9 | 40.24% 68 | 34.91% 59 | 15.38% 26 | 169 |
| Road maintenance | 11.70% 20 | 10.53% 18 | 13.45% 23 | 28.65% 49 | 35.67% 61 | 171 |
| Ranger services - animal control, illegal campers & dumping | 8.14% 14 | 6.98% 12 | 37.21% 64 | 30.23% 52 | 17.44% 30 | 172 |
| Campgrounds | 4.68% 8 | 8.77% 15 | 33.33% 57 | 36.84% 63 | 16.37% 28 | 171 |
| Boat ramp | 9.52% 16 | 11.90% 20 | 34.52% 58 | 24.40% 41 | 19.64% 33 | 168 |
| Household bin collection | 2.96% 5 | 4.73% 8 | 17.75% 30 | 47.93% 81 | 26.63% 45 | 169 |
| Ravensthorpe swimming pool | 4.79% 8 | 8.98% 15 | 46.71% 78 | 23.35% 39 | 16.17% 27 | 167 |
| Parks, gardens and open spaces | 0.58% 1 | 4.65% 8 | 23.26% 40 | 42.44% 73 | 29.07% 50 | 172 |
| Public toilets | 1.74% 3 | 4.07% 7 | 23.84% 41 | 36.63% 63 | 33.72% 58 | 172 |
| Waste transfer stations | 2.38% 4 | 4.76% 8 | 35.12% 59 | 32.74% 55 | 25.00% 42 | 168 |
| Sporting facilities and programs | 2.35% 4 | 2.94% 5 | 30.00% 51 | 40.59% 69 | 24.12% 41 | 170 |
| 48-hour rest stops | 10.65% 18 | 11.83% 20 | 35.50% 60 | 28.40% 48 | 13.61% 23 | 169 |
| Health and medical services | 4.65% 8 | 4.07% 7 | 22.09% 38 | 29.07% 50 | 40.12% 69 | 172 |
| Airport | 4.17% 7 | 5.36% 9 | 30.95% 52 | 33.93% 57 | 25.60% 43 | 168 |

Q5 How would you rate the Shire of Ravensthorpe's performance in the last year in the following areas?

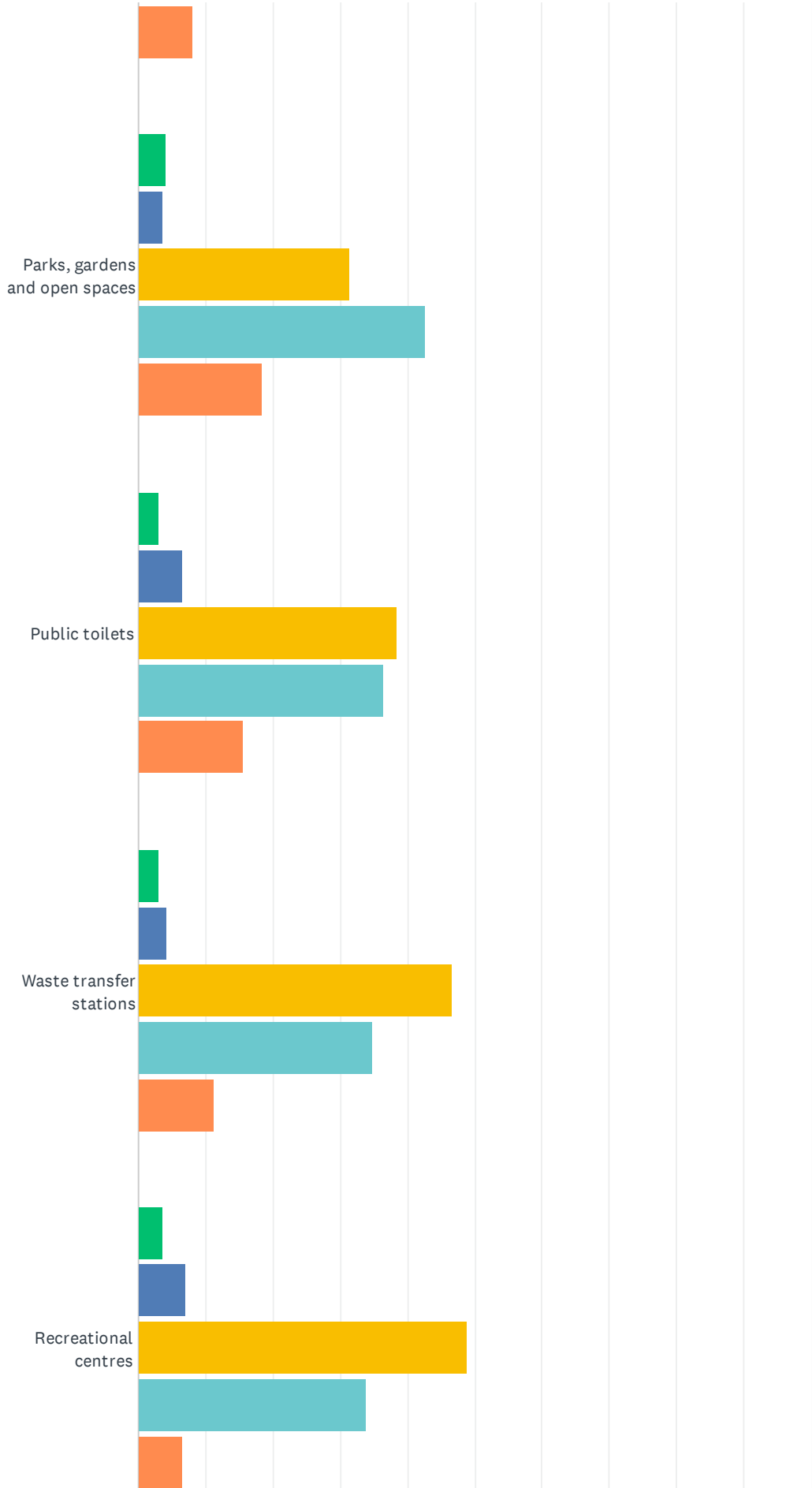
Answered: 172 Skipped: 1



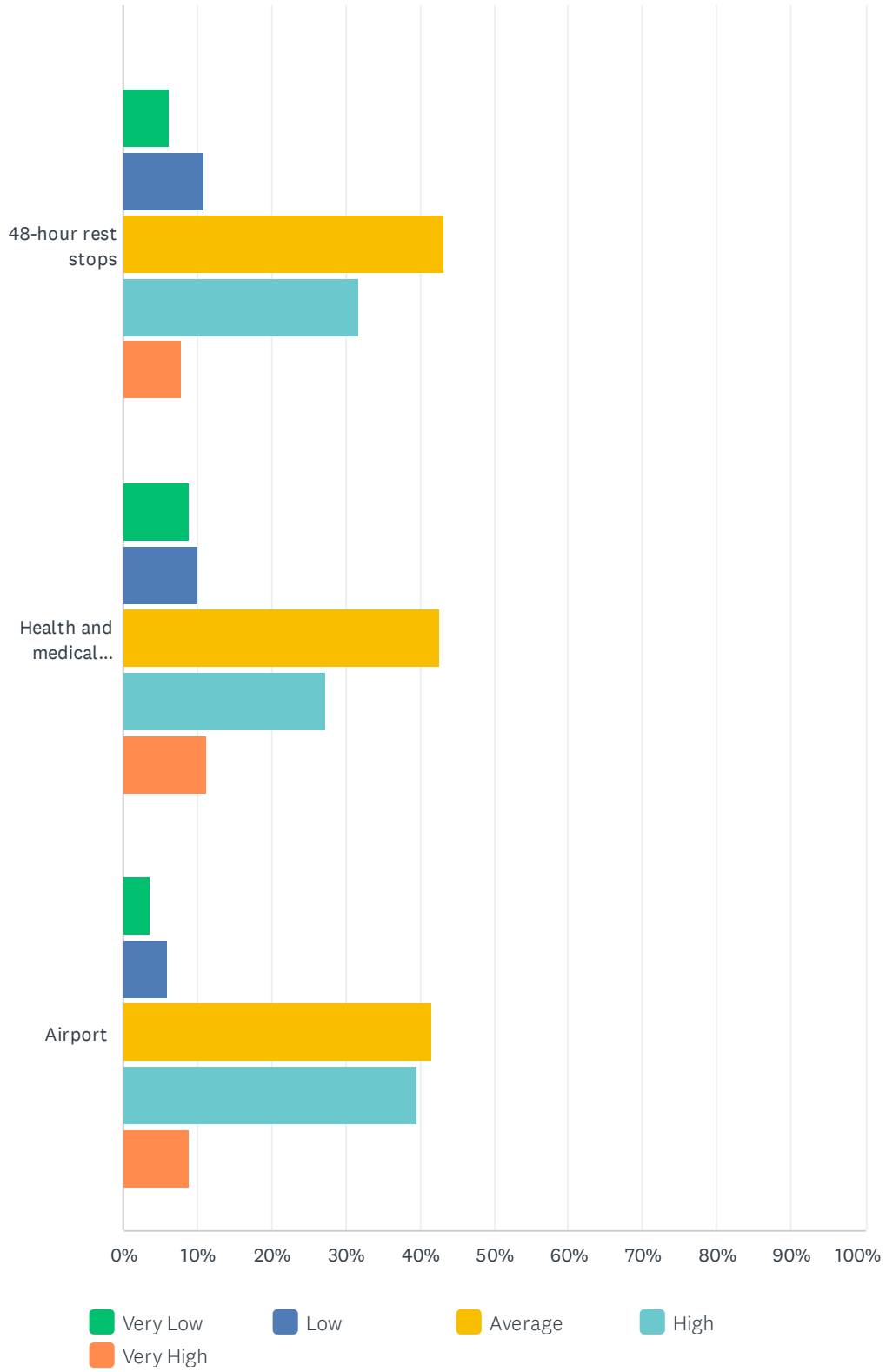
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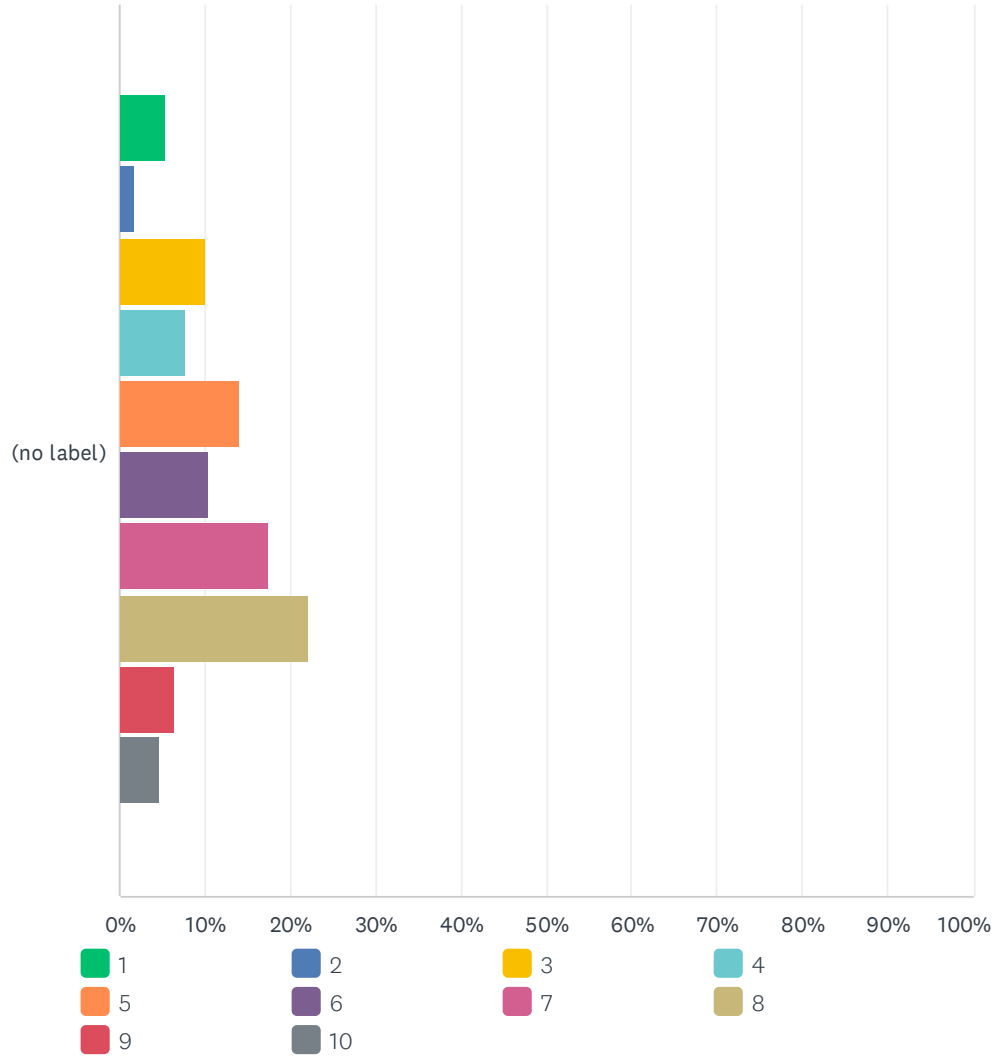


2024 COMMUNITY PERCEPTION SURVEY



Q6 How would you rate the overall performance of the Shire of Ravensthorpe for the last year? With 1 being very poor and 10 being excellent.

Answered: 171 Skipped: 2



| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | TOTAL | WEIGHTED AVERAGE |
|------------|------------|------------|-------------|-------------|--------------|--------------|--------------|--------------|-------------|------------|-------|------------------|
| (no label) | 5.26% 9 | 1.75% 3 | 9.94% 17 | 7.60% 13 | 14.04% 24 | 10.53% 18 | 17.54% 30 | 22.22% 38 | 6.43% 11 | 4.68% 8 | 171 | 6.08 |

7. What services not previously listed in questions 5 and 6 would you like the Shire of Ravensthorpe to focus on more?

Beach access.
Improvements to walking paths and trails, steps with rails down to beach, ramps for wheelchairs

We desperately need a community dentist

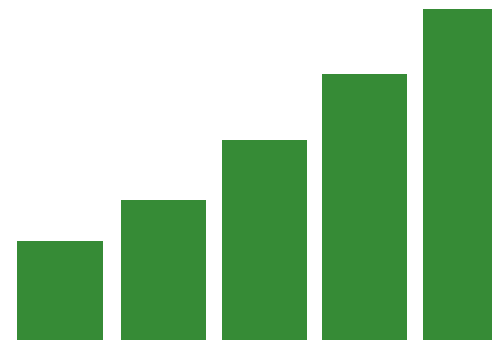
Better fresh food options. Crackdown on poor local food outlets who don't meet industry standards

Community events during winter and not just summer

Low cost youth afterschool activities and more services for youth

Encourage new business. More local shops with better produce. Open the libraries on the weekend

Illegal vehicles on roads and beaches, there are far too many and they are ruining the environment and making walking dangerous



8. What services would you be willing to spend more on for improvements?

Dentist at the clinic
and more health
services in general

We need a pool in
Hopetoun. A tidal pool, an
indoor pool. Doesn't
matter which, we just
need a safe pool in
Hopetoun

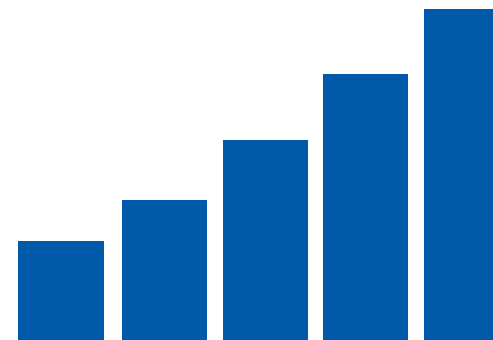
Tourism, trails, and
improved food and
beverage options

Boat ramp

Airport - with
regular and easy
to access flights
for the
community

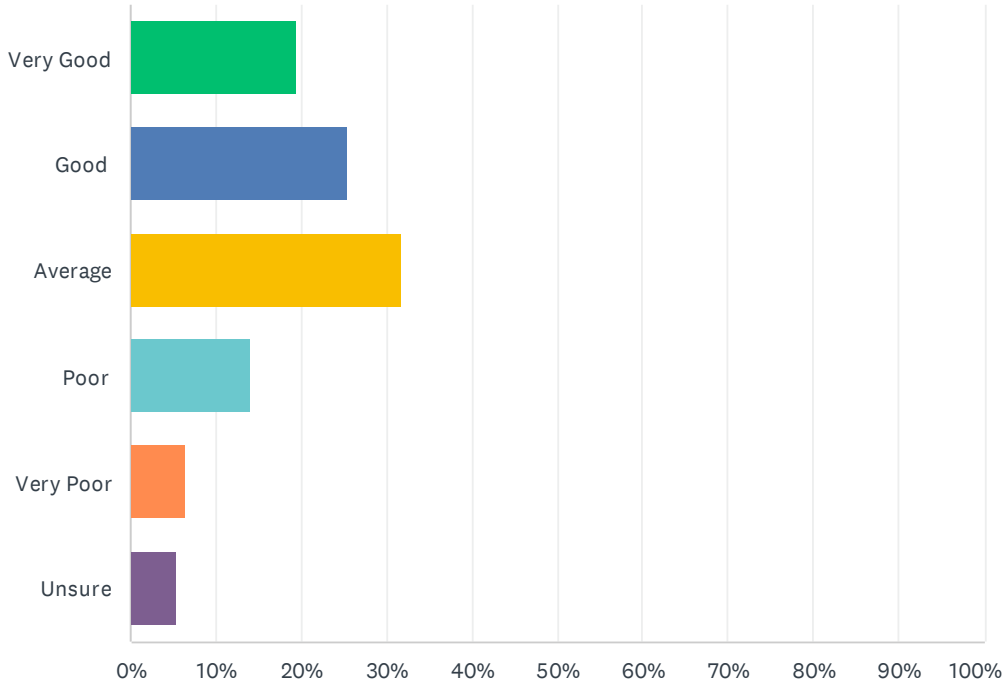
Roads and more regular
maintenance and
grading

Parks and gardens,
tourism, affordable
housing



Q9 How do you rate the level of engagement local elected members and the Shire of Ravensthorpe have had with the community in the last year?

Answered: 170 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|----|
| Very Good | 19.41% | 33 |
| Good | 25.29% | 43 |
| Average | 31.76% | 54 |
| Poor | 14.12% | 24 |
| Very Poor | 6.47% | 11 |
| Unsure | 5.29% | 9 |
| Total Respondents: 170 | | |

Comments:

They're at the markets now, which is great

Lots of information given in email newsletters and Facebook keeping us well informed

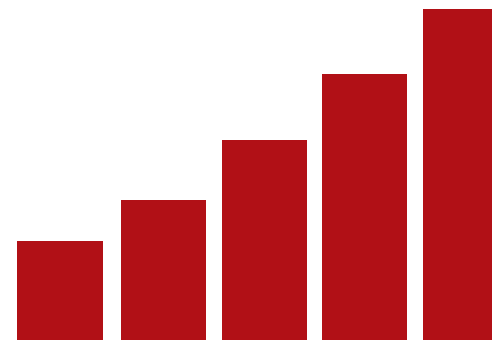
Some members have a more noticeable engagement in the community than others

Better than previous years. They are out and about more

I've seen them at the Hopetoun markets every month

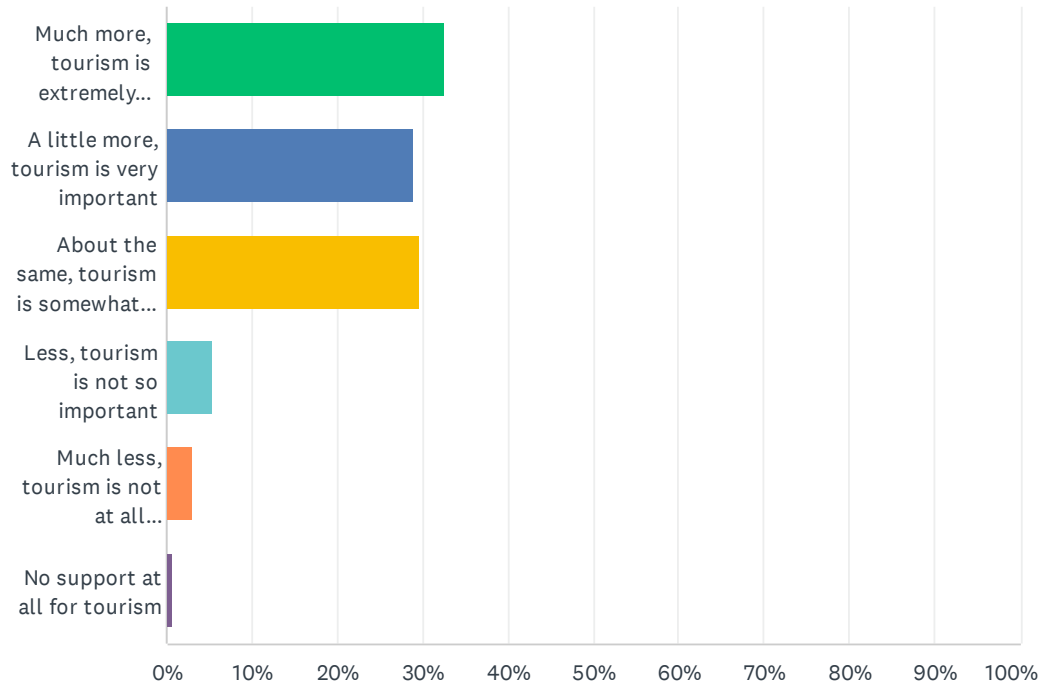
Some are seen more than others. New president is very active in the community and seems to listen

There has been a marked improvement in the Shire's communication to the community in the last year with lots of surveys and reaching out for our opinions. The new market stall is good too



Q10 Do you think the Shire of Ravensthorpe should do more or less to support local tourism?

Answered: 172 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Much more, tourism is extremely important | 32.56% | 56 |
| A little more, tourism is very important | 29.07% | 50 |
| About the same, tourism is somewhat important | 29.65% | 51 |
| Less, tourism is not so important | 5.23% | 9 |
| Much less, tourism is not at all important | 2.91% | 5 |
| No support at all for tourism | 0.58% | 1 |
| Total Respondents: 172 | | |

Comments:

We need tourists to stay in town.
Promote what we can show them

More as tourism IS important, but we have to get the little things right. Like make sure all local businesses can handle the tourism season

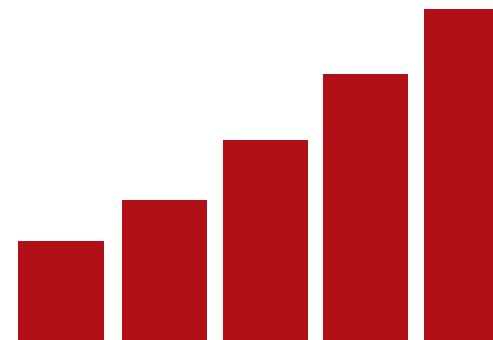
The overnight free camp bay is painful! On a hot day all you can smell out there is pee and its disgusting

We can't rely on mining

Tourism is all year round and it keeps local business afloat

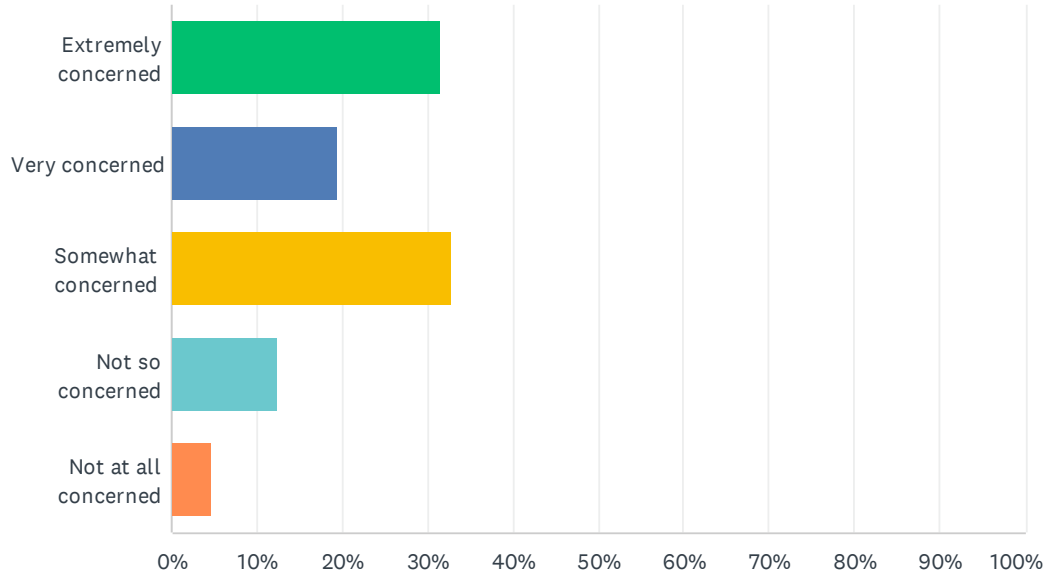
Because with mines shutting or cutting back staff we need tourists to keep the towns alive

While the Shire is very supportive of our tourist industry, there is always more to be done.
A never- ending growth opportunity



Q11 How concerned are you about the impact of bushfire on the biodiversity of our Shire?

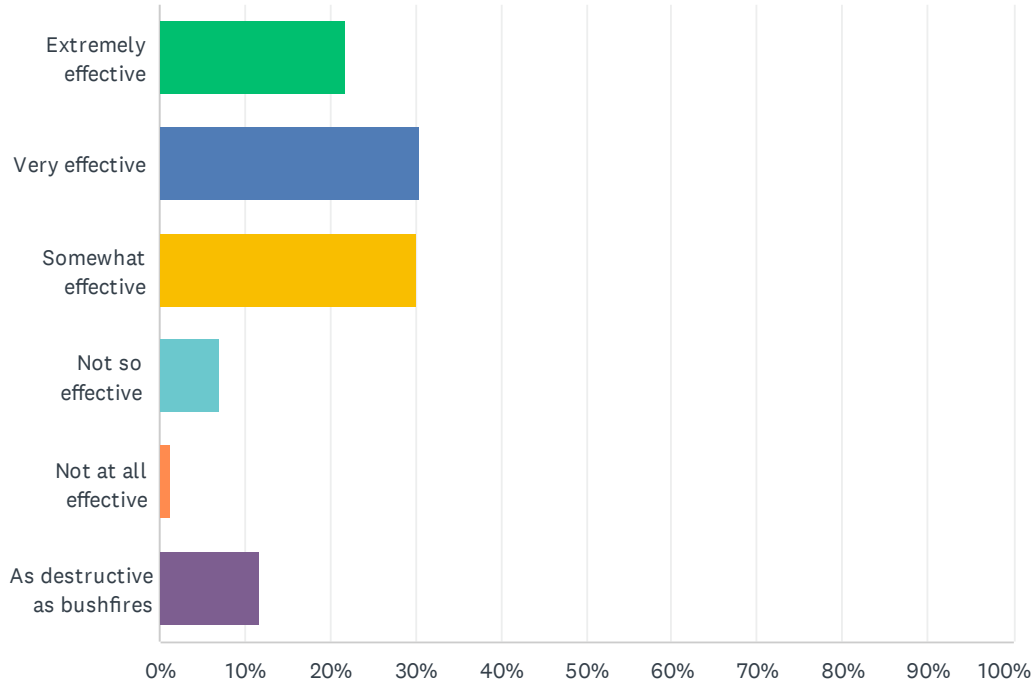
Answered: 171 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|----|
| Extremely concerned | 31.58% | 54 |
| Very concerned | 19.30% | 33 |
| Somewhat concerned | 32.75% | 56 |
| Not so concerned | 12.28% | 21 |
| Not at all concerned | 4.68% | 8 |
| Total Respondents: 171 | | |

Q12 How would you describe prescribed burns as a bushfire mitigation measure?

Answered: 170 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|----|
| Extremely effective | 21.76% | 37 |
| Very effective | 30.59% | 52 |
| Somewhat effective | 30.00% | 51 |
| Not so effective | 7.06% | 12 |
| Not at all effective | 1.18% | 2 |
| As destructive as bushfires | 11.76% | 20 |
| Total Respondents: 170 | | |

Comments:

Much better to have a cool burn in the winter than a hot burn in the summer

Not enough notice is given as to when you are doing them. You could also explain more about why you are doing them where you do

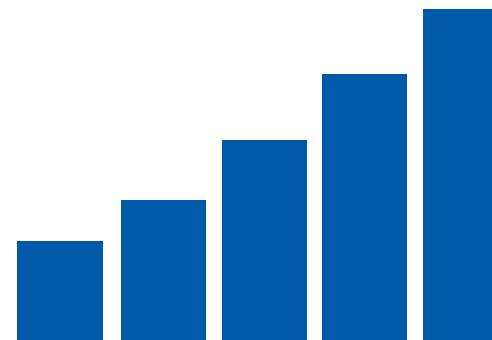
We should manage the bush and not just leave it to its own devices

Makes our towns safer

Bushfires will still happen but this way there is less stuff for them to burn

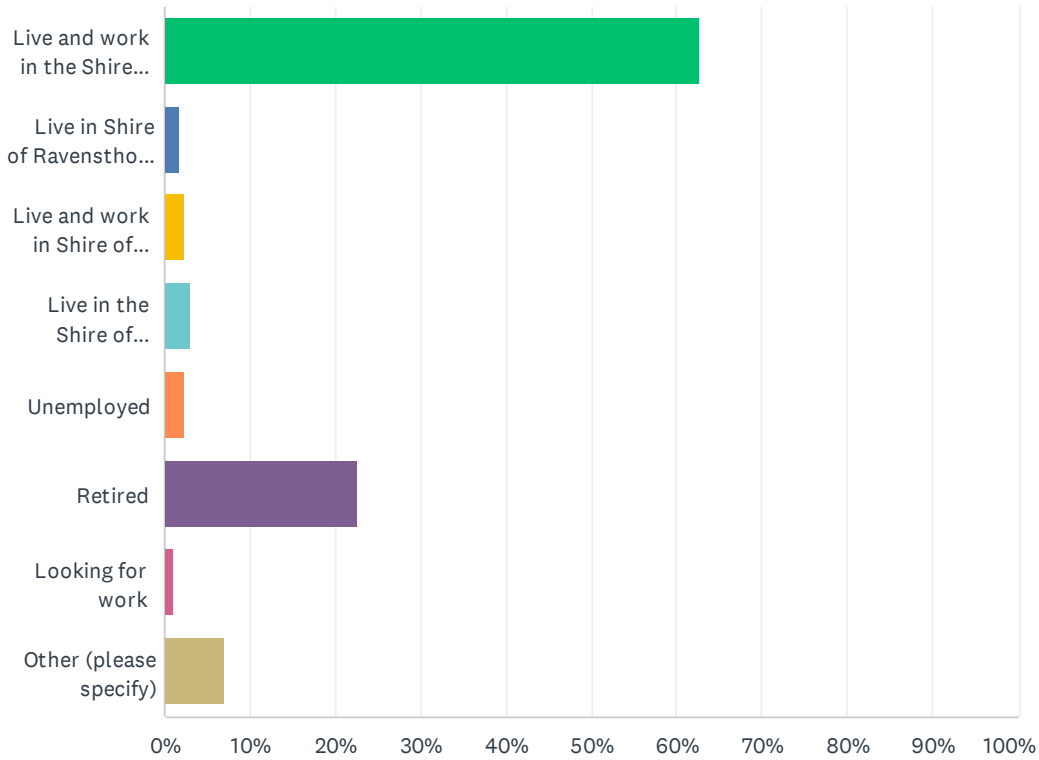
Far more consideration and notice needs to be given. Those of us with life threatening asthma actually need to leave town when prescribed burns occur

Not so effective when it is allowed to get away and burn everything



Q13 What best describes your employment?

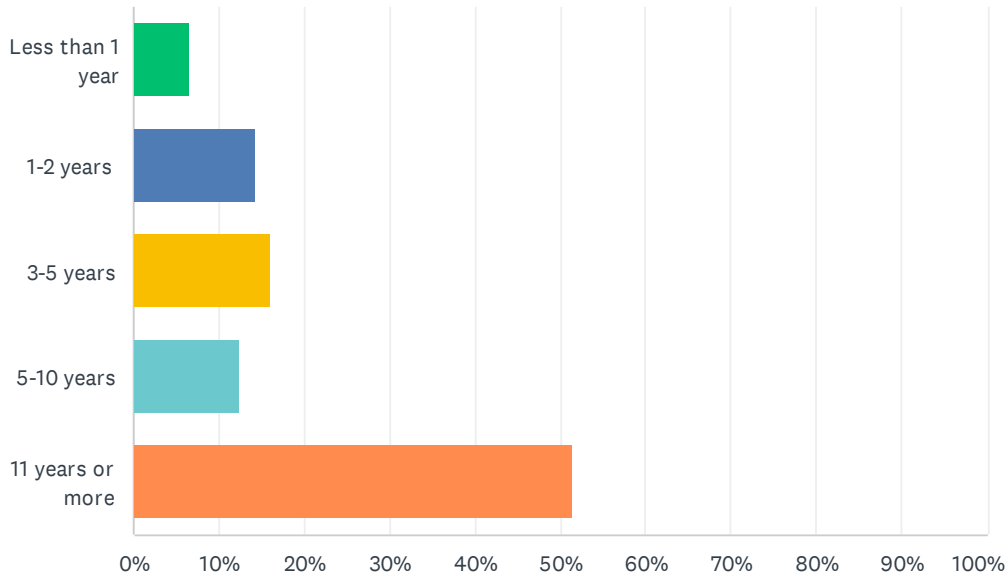
Answered: 172 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----|
| Live and work in the Shire of Ravensthorpe permanently | 62.79% | 108 |
| Live in Shire of Ravensthorpe and travel elsewhere for work | 1.74% | 3 |
| Live and work in Shire of Ravensthorpe seasonally | 2.33% | 4 |
| Live in the Shire of Ravensthorpe but work remotely for an employer elsewhere | 2.91% | 5 |
| Unemployed | 2.33% | 4 |
| Retired | 22.67% | 39 |
| Looking for work | 1.16% | 2 |
| Other (please specify) | 6.98% | 12 |
| Total Respondents: 172 | | |

Q14 How long have you lived in the Shire of Ravensthorpe

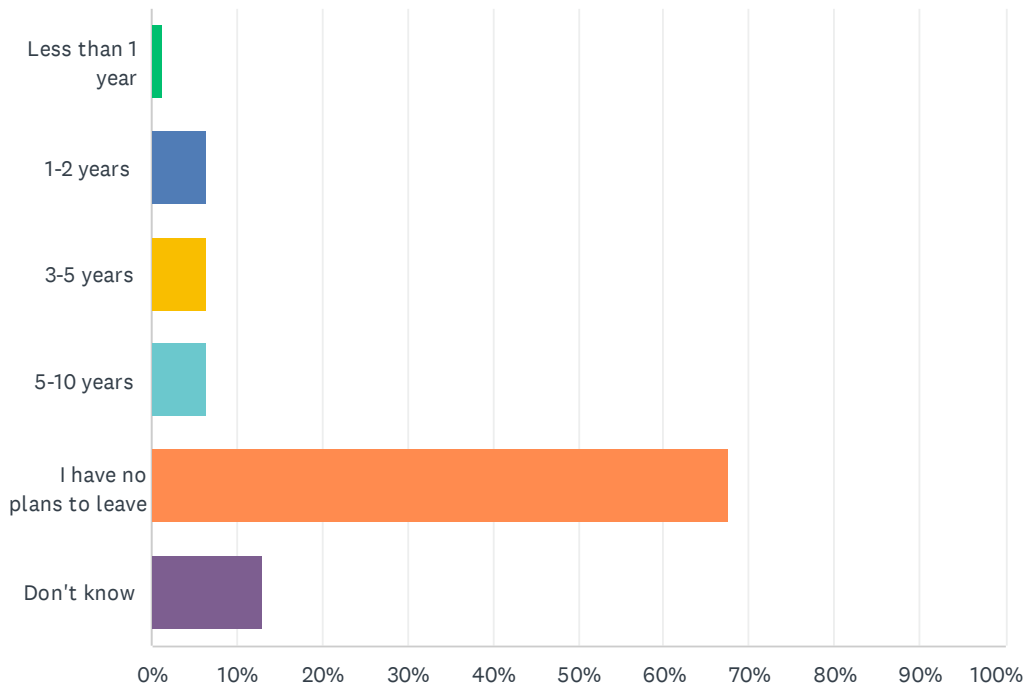
Answered: 169 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|----|
| Less than 1 year | 6.51% | 11 |
| 1-2 years | 14.20% | 24 |
| 3-5 years | 15.98% | 27 |
| 5-10 years | 12.43% | 21 |
| 11 years or more | 51.48% | 87 |
| Total Respondents: 169 | | |

Q15 How much longer do you intend to live in the Shire of Ravensthorpe?

Answered: 170 Skipped: 3



| ANSWER CHOICES | RESPONSES |
|--------------------------|------------|
| Less than 1 year | 1.18% 2 |
| 1-2 years | 6.47% 11 |
| 3-5 years | 6.47% 11 |
| 5-10 years | 6.47% 11 |
| I have no plans to leave | 67.65% 115 |
| Don't know | 12.94% 22 |
| Total Respondents: 170 | |

Comments:

I'll live here until my health determines otherwise

Have already booked a plot in Hopetoun cemetery

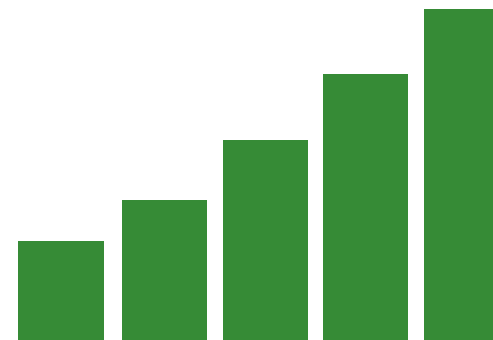
What a ripper of a place to live. We should be proud of our shire

I love the area but my real concern is medical services. Not having a doctor available at the hospital at all times is also a huge concern

Love it here but will move on when kids need high school

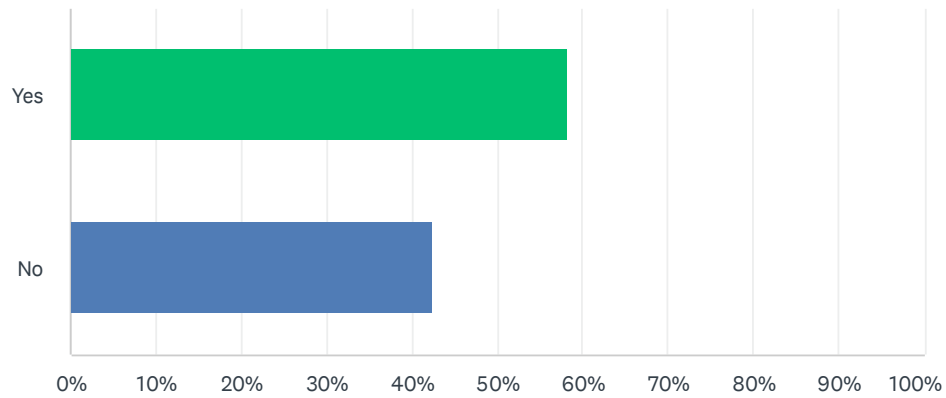
Depends on health issues. Health and education are the constant reasons people are forced to quit living in this Shire

We will relocate to a larger area when our children get to high school to access a higher standard of education with more variety and resourcing



Q16 Do you volunteer in the community?

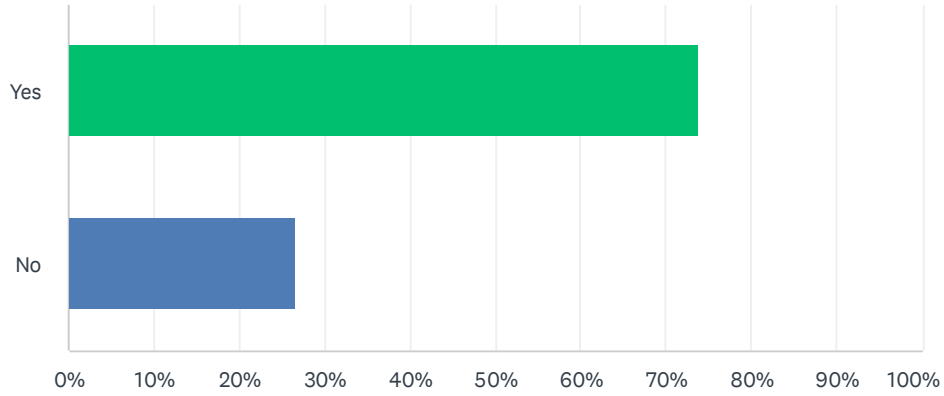
Answered: 170 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|----|
| Yes | 58.24% | 99 |
| No | 42.35% | 72 |
| Total Respondents: 170 | | |

Q17 Have you ever contacted the Shire office to make a suggestion, ask a question, raise a complaint or give a compliment?

Answered: 172 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Yes | 73.84% | 127 |
| No | 26.74% | 46 |
| Total Respondents: 172 | | |

Comments:

No initial response once request was sent. It would be nice to have a reply email

Resolved in a timely fashion - thank you

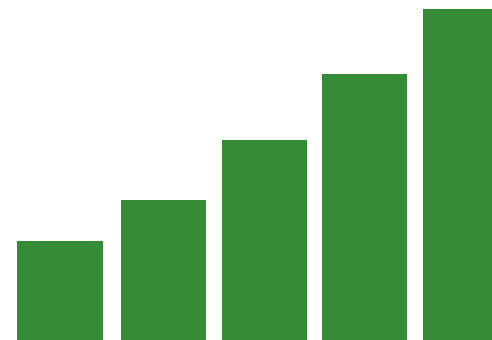
I was told someone would call me back to answer my question. No one ever did

The staff were very helpful

Most of the time, no response

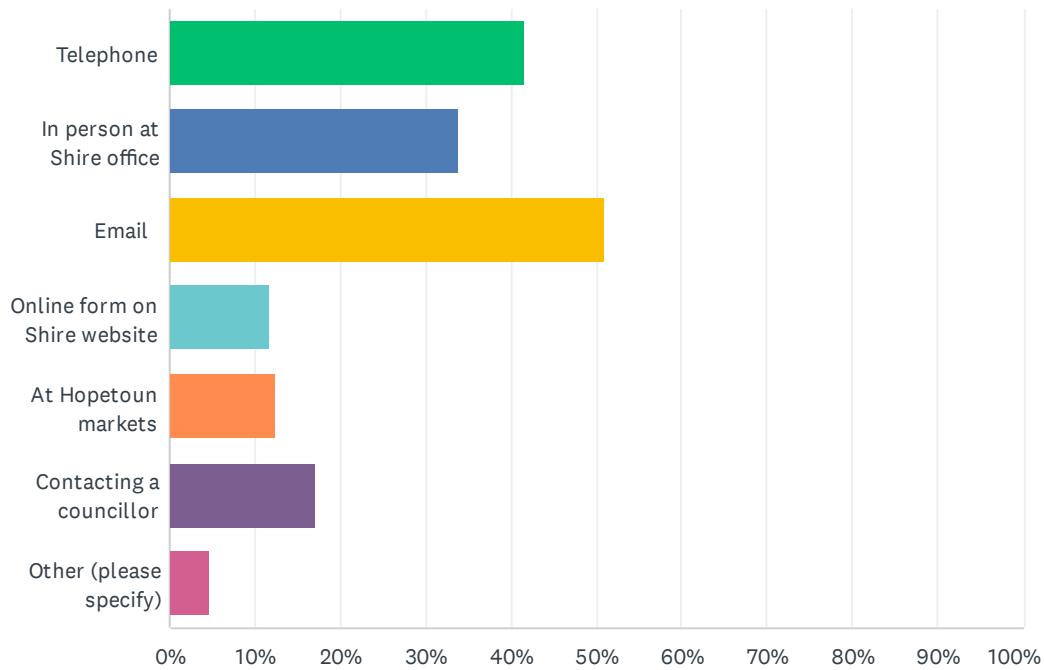
Generally, I've received a timely and proactive response

Question answered. Service provided



Q18 What is your preferred way of contacting the Shire of Ravensthorpe?

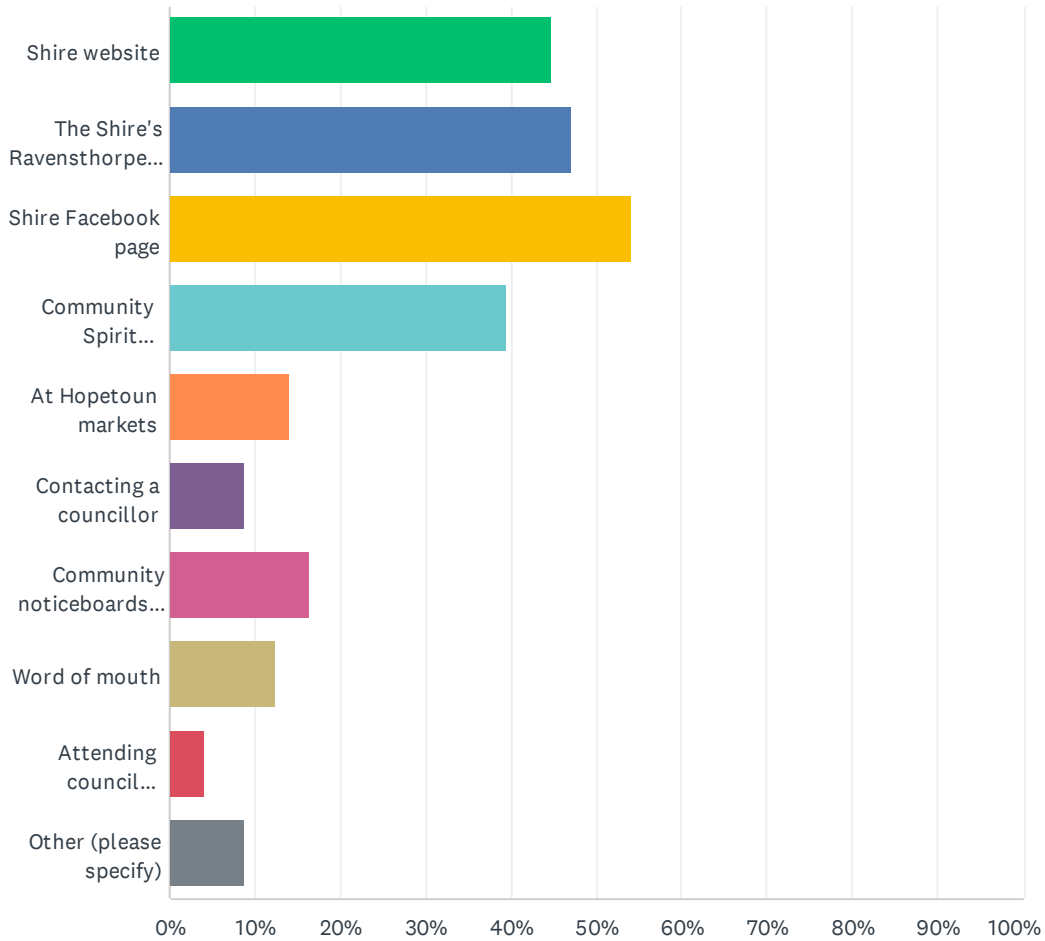
Answered: 171 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|------------------------------|-----------|----|
| Telephone | 41.52% | 71 |
| In person at Shire office | 33.92% | 58 |
| Email | 50.88% | 87 |
| Online form on Shire website | 11.70% | 20 |
| At Hopetoun markets | 12.28% | 21 |
| Contacting a councillor | 16.96% | 29 |
| Other (please specify) | 4.68% | 8 |
| Total Respondents: 171 | | |

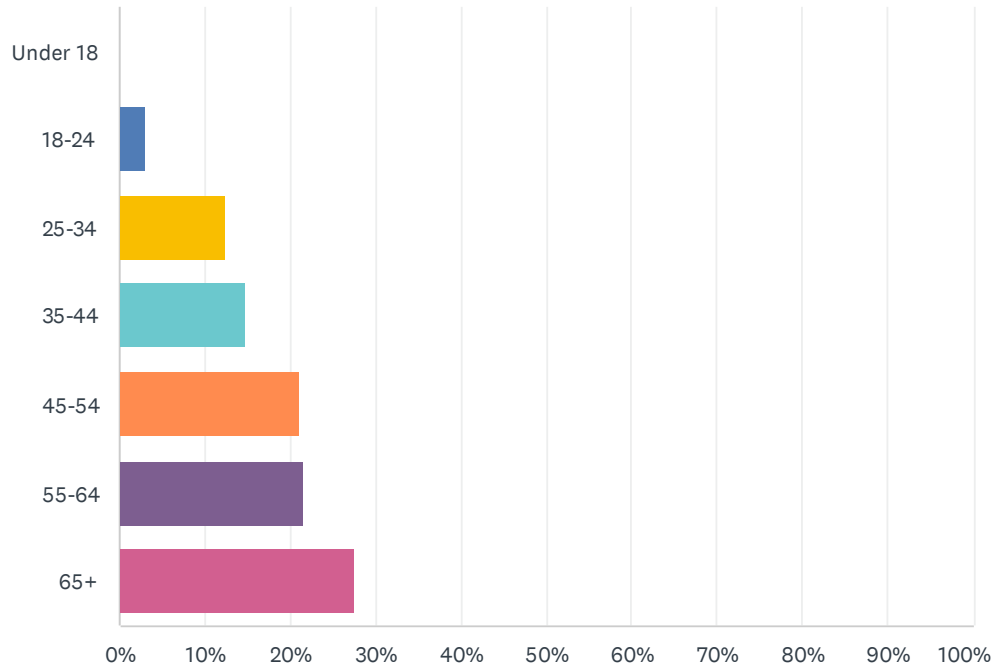
Q19 What is your preferred way of receiving Shire of Ravensthorpe news and information?

Answered: 170 Skipped: 3



Q20 Please indicate your age group

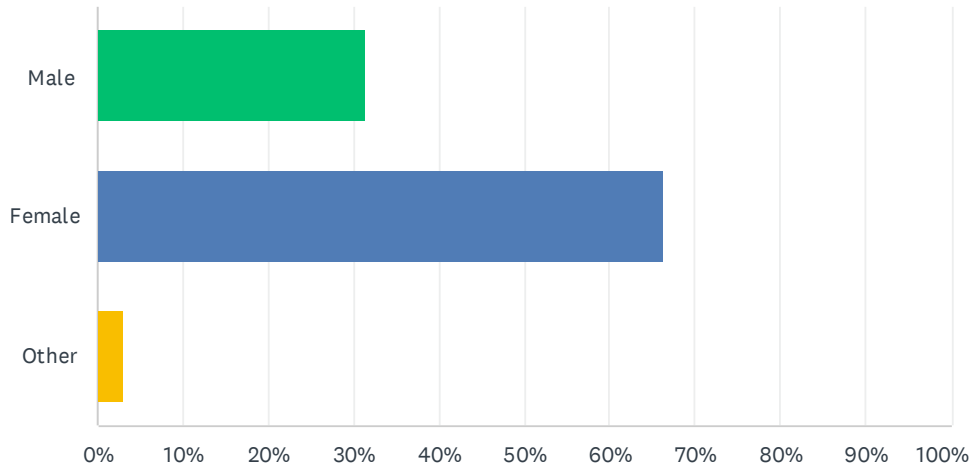
Answered: 171 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|----|
| Under 18 | 0.00% | 0 |
| 18-24 | 2.92% | 5 |
| 25-34 | 12.28% | 21 |
| 35-44 | 14.62% | 25 |
| 45-54 | 21.05% | 36 |
| 55-64 | 21.64% | 37 |
| 65+ | 27.49% | 47 |
| Total Respondents: 171 | | |

Q21 Please indicate your gender

Answered: 169 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Male | 31.36% | 53 |
| Female | 66.27% | 112 |
| Other | 2.96% | 5 |
| Total Respondents: 169 | | |

General comments:

Please don't chuck this survey in the bin and forget about it

Well done on the recent steps you've made to reach out to the community more, it has been noticed. the Ravensthorpe Report seems to be going down well with locals

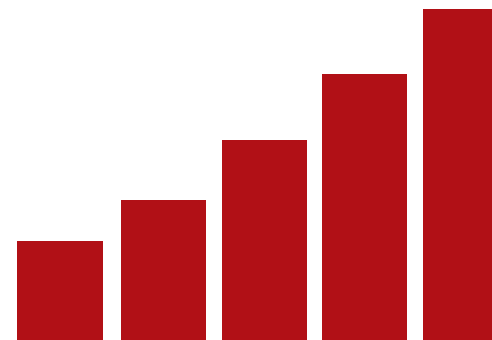
Surveys are a great idea. Thanks for asking us what we think and I hope you listen to our suggestions for improvements

Thanks for all the Shire does but there is definitely room for improvement in the communication department

It would be lovely if the Councillors were more in contact with the local businesses which are the backbone of Ravensthorpe

Love seeing the Shire stall at the Hopetoun markets, it creates a nice buzz

Our Shire wastes so much of ratepayers money and is not listening to the people. Too much money spent on surveys and consultations





What next?

Thank you to all who completed our 2024 Community Perception Survey. These results will help inform our review of the Strategic Community Plan and will also be used in community workshops.

All local governments are required to produce a plan for the future under S5.56 (1) of the Local Government Act 1995.

The Strategic Community Plan sets out the community's vision and priorities for the future, and the key strategies we will focus on to achieve our aspirations.

The purpose of the plan is to:

- guide Council's medium-term plans and annual budgets
- provide the basis for working with our community and partners to achieve the vision
- provide the basis to pursue funding by demonstrating how projects align with the aspirations of our community and the strategies outlined in the plan and;
- provide a framework for monitoring progress

It is standard process to undertake minor reviews and update the Strategic Community Plan.

We aim to complete this review in mid 2024.

