



2016

Service Delivery and Community Planning Survey



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Channel Consulting
12/6/2016

Shire of Ravensthorpe Service Delivery and Community Planning Survey

Channel Consulting was commissioned by the Shire of Ravensthorpe to conduct the 2016 Service Delivery and Community Planning Survey.

The Shire of Ravensthorpe conducts a community survey every 2 years to gauge community satisfaction and sentiment with regard to the level of service and range of services delivered. The community's feedback is critically important in terms of the Shire's budgeting, forward planning and determining the level of service that the Shire delivers across a broad range of community programs, facilities and transport assets.

The Shire of Ravensthorpe distributed 380 surveys, with the survey period being open for 2 weeks from 25 May until 8 June. Respondents could either complete the survey online or complete a hard copy survey that was returned to the Shire of Ravensthorpe.

Upon closing, 26 electronic surveys were received and 48 hard copy surveys were received. The completed surveys suggest a response rate of 12.63%.

The survey responses have been assessed and analysed. The results will help the Shire determine what is important to the community so that services and programs can be adjusted accordingly.

This year's survey will also assist the Shire in completing a desktop/minor review of the Community Strategic Plan. The Community Strategic Plan was adopted by Council in May 2014. Every 2 years, the Shire is required to review the plan to ensure that it is still relevant and appropriate.

Findings

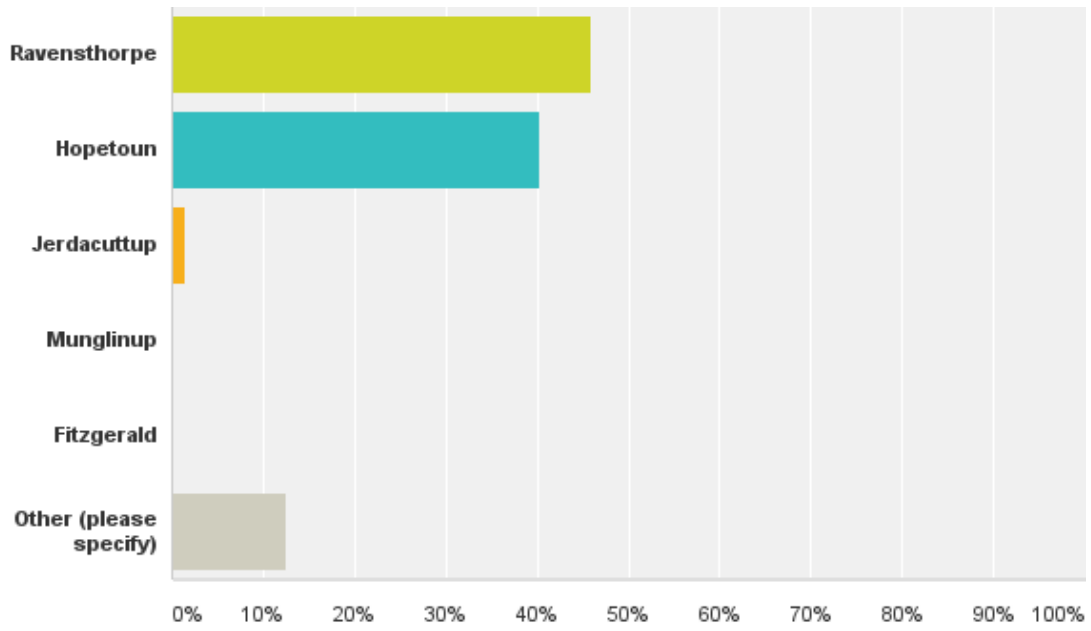
A number of themes emerged during the data analysis. The areas of medical services, tourism, youth and environment evoked the strongest responses and should be areas of consideration in reviewing the Strategic Community Plan.

The community comments have been displayed without being edited and corrected.

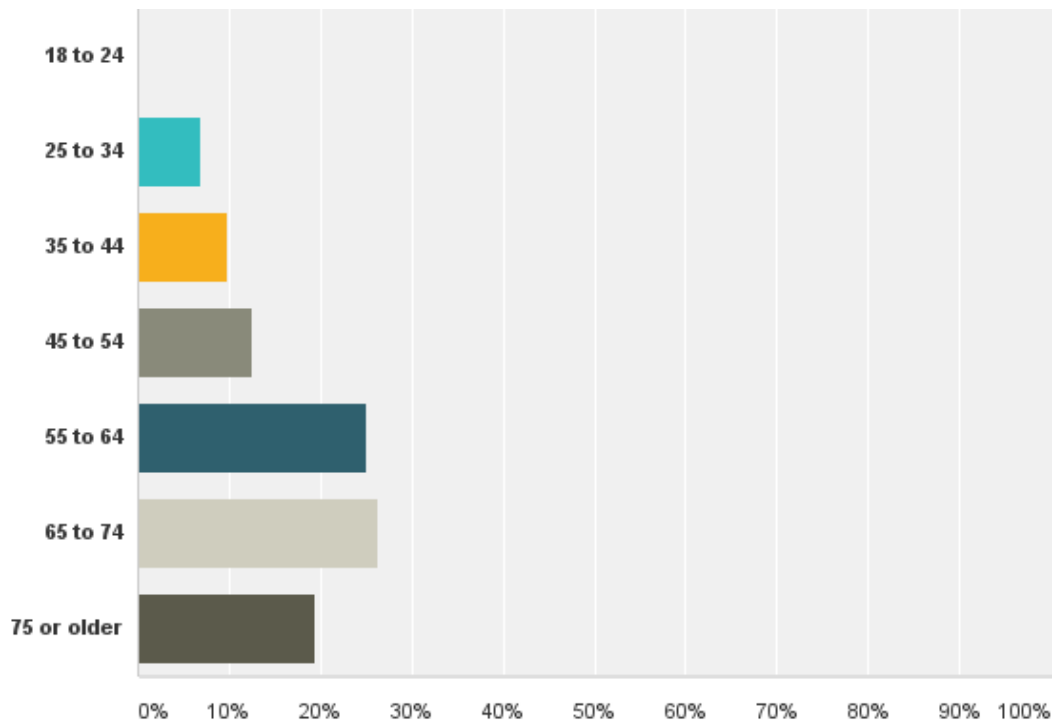
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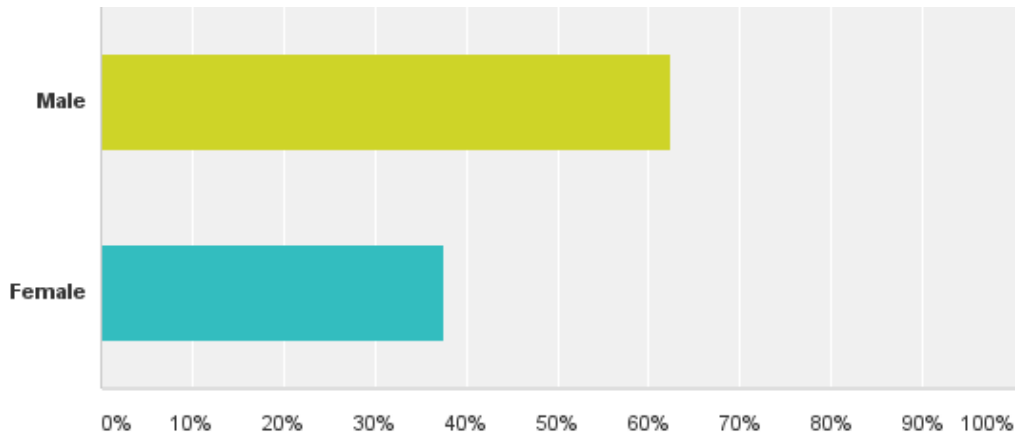
WHAT TOWN DO YOU LIVE IN?



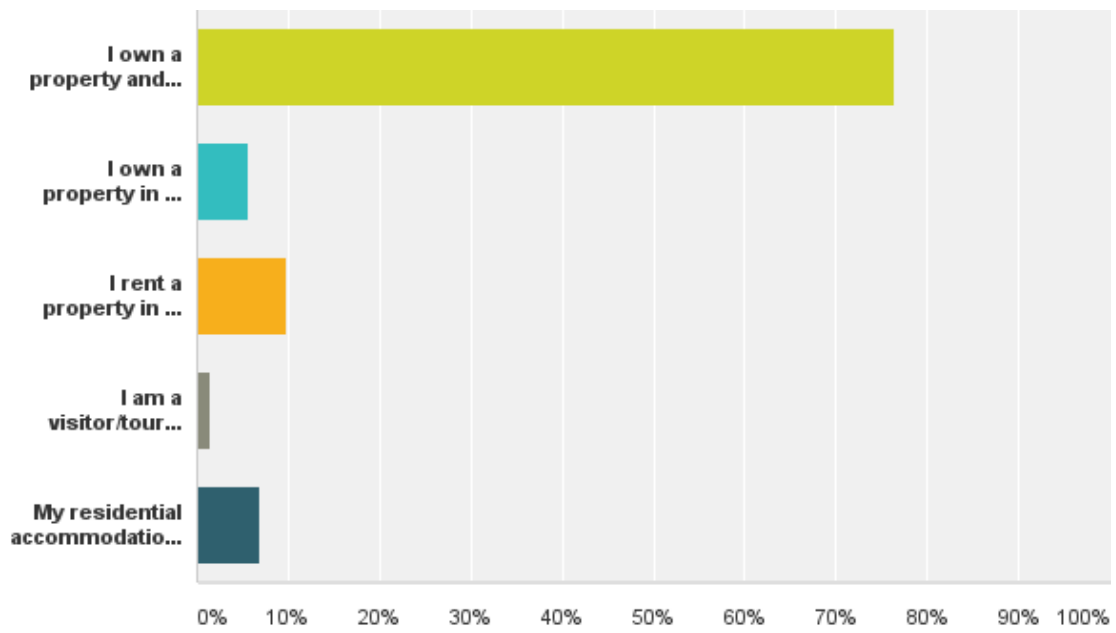
WHAT IS YOUR AGE?



ARE YOU MALE OR FEMALE?



OCCUPANCY STATUS

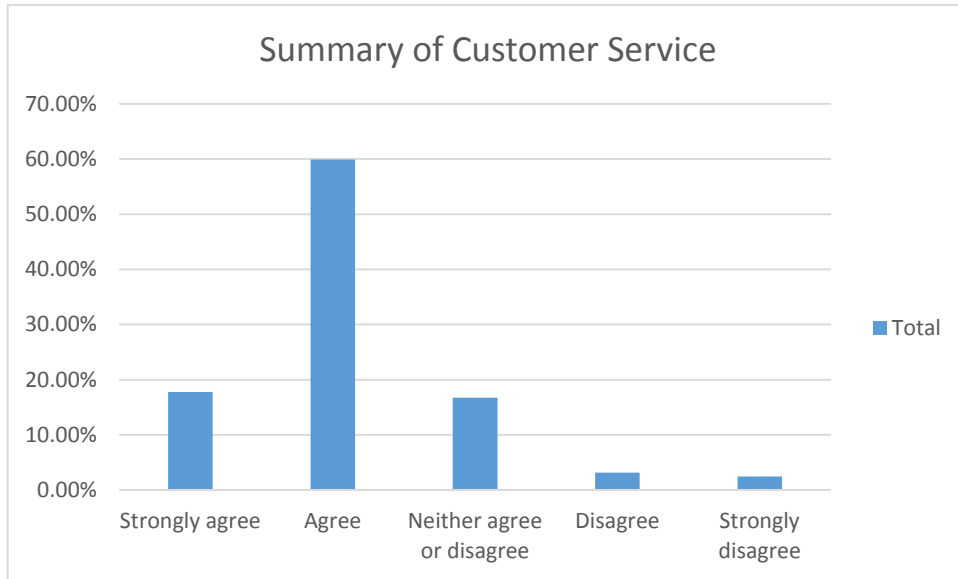


CUSTOMER SERVICE

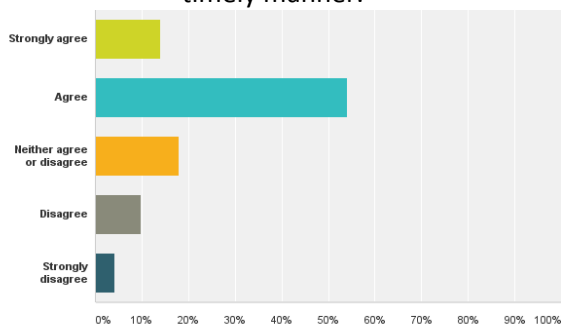
The questions within this section referred to the Shire’s responsiveness with regard to answering routine correspondence, courtesy in serving customers, staff knowledge and the cleanliness of service delivery facilities.

Analysis

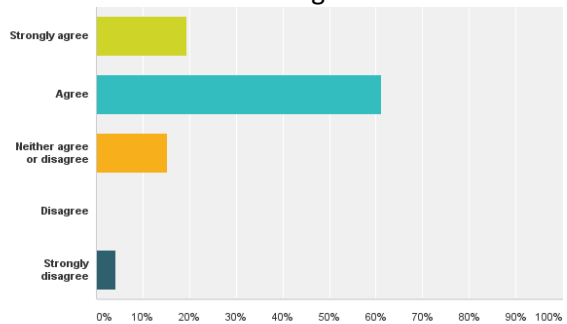
A majority of responses in this section achieved either strongly agree or agree. This would suggest that a majority of survey respondents were satisfied with the level of customer service that they receive.



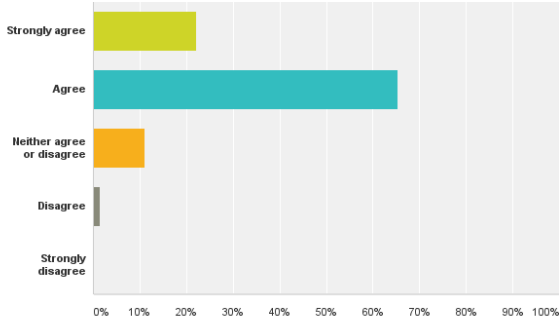
Question 08: In contacting the Shire, my phone calls, letters and emails are responded to in a timely manner.



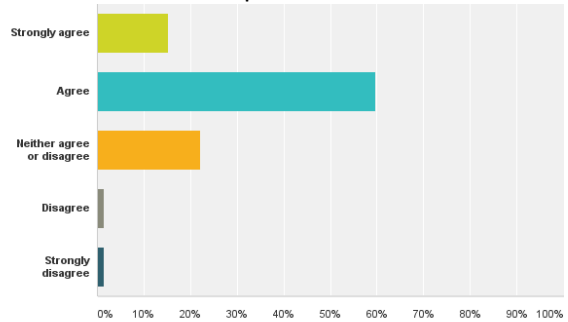
Question 09: Shire staff are courteous, helpful and knowledgeable



Question 10: The Shire’s administration facilities are clean, well presented and easy to locate.



Question 11: The Shire’s staff are well trained, informed and knowledgeable in their area of expertise.



Comments

The responses received generally reflect a high level of satisfaction, however some comments relate to the Shire’s website and an inability to find information. A few comments relate to the timeliness of responses. A new Customer Service Charter and Complaints Handling Policy could assist improvement in these areas.

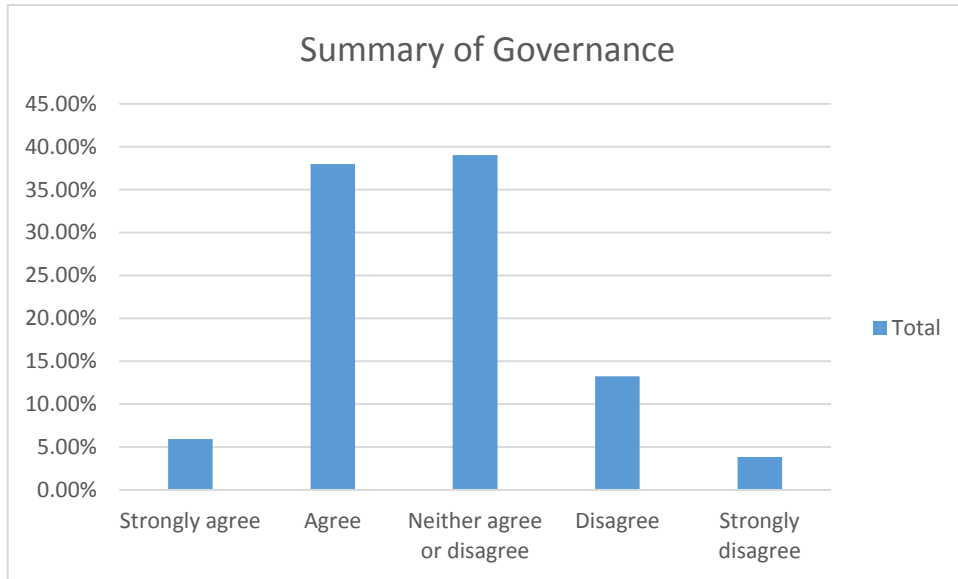
Some areas are better than others. Admin are fantastic and will often seek to find the answers if they don't know it. Emails and phone calls to CEO tend to require follow up as they are usually not returned in a timely manner.
Good service, keep it up.
Most residents would not be in a position to know (with regard to questions 10 & 11).
Your website needs simplifying - can't find rubbish tip days for Ravensthorpe.
Office girls are knowledgeable - not sure of the others?
I haven't met them all, so can't comment more specifically
Having no knowledge of the Shire staffs' capabilities makes the above questions difficult to answer.
I have no basis on which to judge the training available to staff.
With a few exceptions most business with staff has been informative and rewarding over the past 5 years.
I sent an email about 6 weeks ago with a complaint and never received a reply either by email, letter or phone call.
Most staff are excellent but on other occasions when calling others haven't had great communication skills or making sure they call back.
The only one who may take a little while to respond to emails, understandably, is the CEO
Web page needs attention can't find tip open days easily
Customer Service is always fantastic when you speak to the ladies that work there
Difficult to answer because these qualities are sometimes good but sometimes inadequate

GOVERNANCE

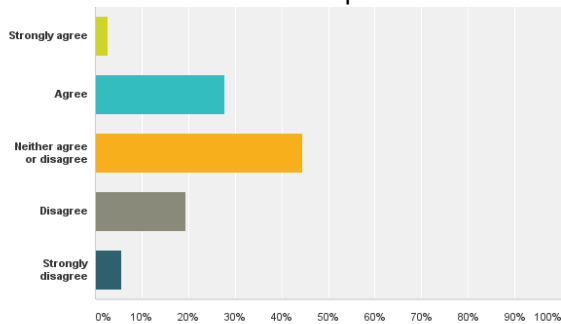
The questions within this section referred to the Council’s decision making process, the allocation of resources, approachability of the elected group, responsiveness and Councillor knowledge in their role as an elected member.

Analysis

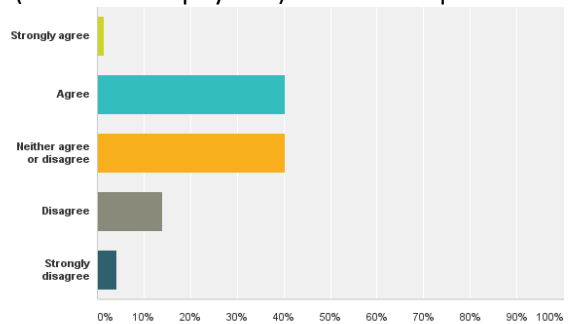
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the transparency of the decision making process, the allocation of resources and Councillor training.



Question 13: Council decisions are timely, well informed and transparent.

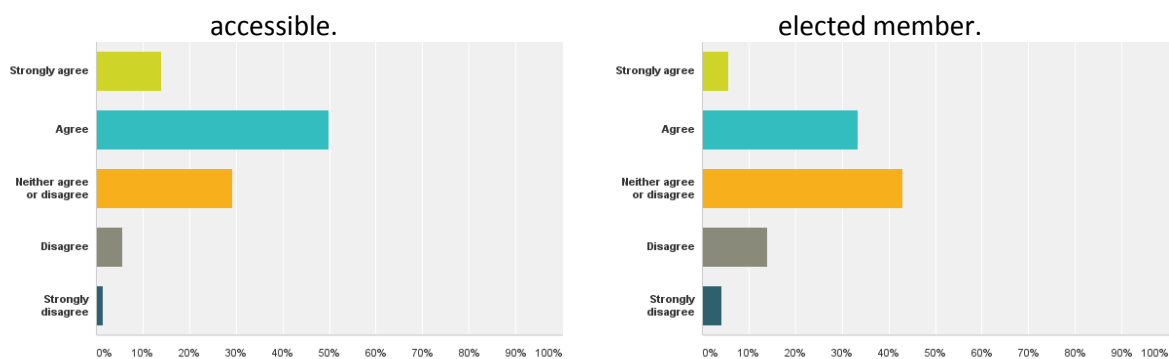


Question 14: The allocation of resources (financial and physical) is fair and equitable.



Question 15: Councillors are approachable and

informed and knowledgeable in their role as an



Comments

The comments did highlight some communication issues in relation to decision making process and the allocation of resources. This may lend itself to introducing an Integrated Communication Strategy, applying new communication techniques and remodelling the Shire’s website.

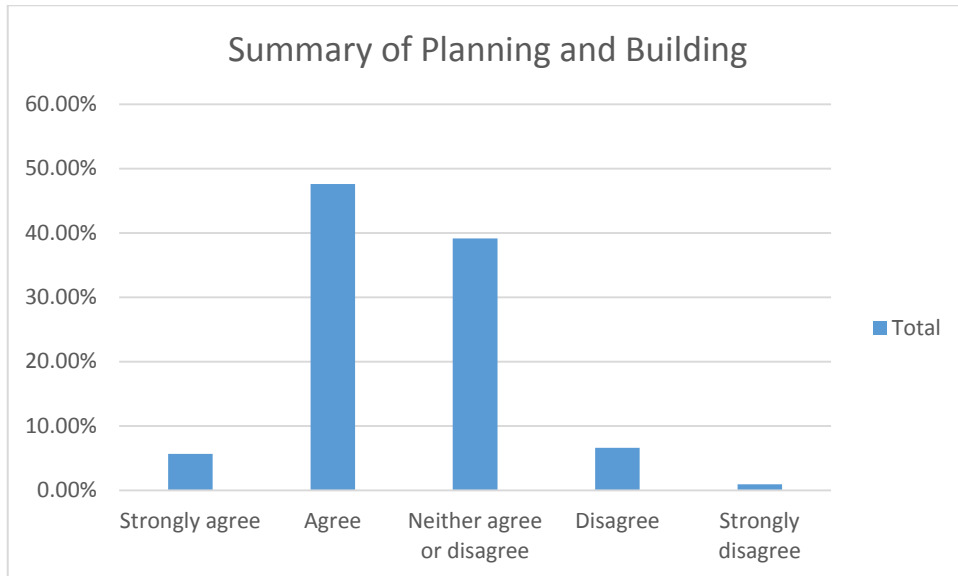
I have always had concerns that the outdated rates collection system takes more money from rural rate payers and provides services to town sites where higher paid residents have ready access unlike rural residents.
There is little communication to the public about council and what occurs or doesn't. Public perception appears to be one of discordance and conflict. Minutes are difficult to find, as are agendas.
No comment - would take too long.
Most residents would not be in a position to know.
I would like to see where the money has been spent in the last few years as it certainly hasn't been in Ravensthorpe.
Was not aware of the election until received mail drop from Don Lansdowne. Other than in "community spirit" how was it advertised as had not seen it?
One can only respond in terms of councillors met.
Some form of training in Local Government may be beneficial to new councillors in order to prepare them for the role
In most instances I would agree, however I question some decisions in regards to allocation of finances. I am unaware of any training given to new Councillors.
Things are not always followed through.
I have no information to answer questions 13 and 15.
I'm not knowledgeable enough re: the allocation of resources nor how well trained the Councillors are. Do they have formal training these days?
We agree that Council decisions are timely and well informed. However they are not always transparent. More regular communication with the public (rate payers)
All newly elected Councillors should agree to go through a compulsory training phase about procedures, financial management and roles & responsibilities.
I think there could be more transparency in monetary matters. I can't comment of Councillor training as I do not know what training or how much training they receive. As for allocation of funding, again, I am not aware of how this is metered.

PLANNING AND BUILDING

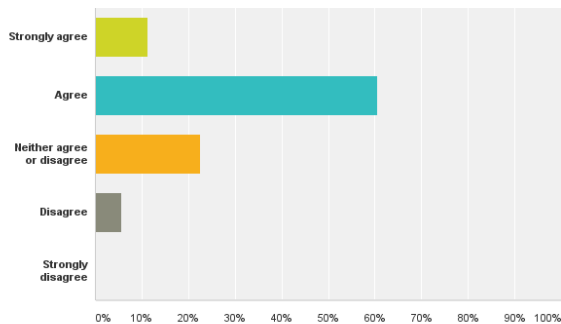
The questions within this section referred to the supply of appropriately zoned land, planning for change and the safety and presentation of Council facilities.

Analysis

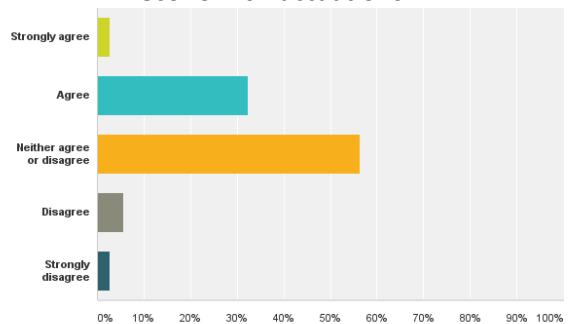
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the supply of land, planning for change and the safety and presentation of Council facilities.



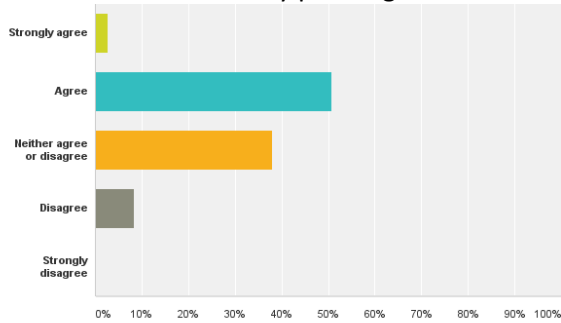
Question 18: The Shire has an adequate supply of residential, retail, commercial, industrial and rural land.



Question 19: In terms of land use and availability, the Shire adequately plans for changing demographics, population shifts and economic fluctuations.



Question 20: The Shire ensures that the built environment is safe, structurally sound and aesthetically pleasing.



Comments

The comments did highlight some approval in regard to the Shire’s proposed main street upgrade, however some dissatisfaction was expressed with the cost to establish new businesses and the presentation of business facilities generally.

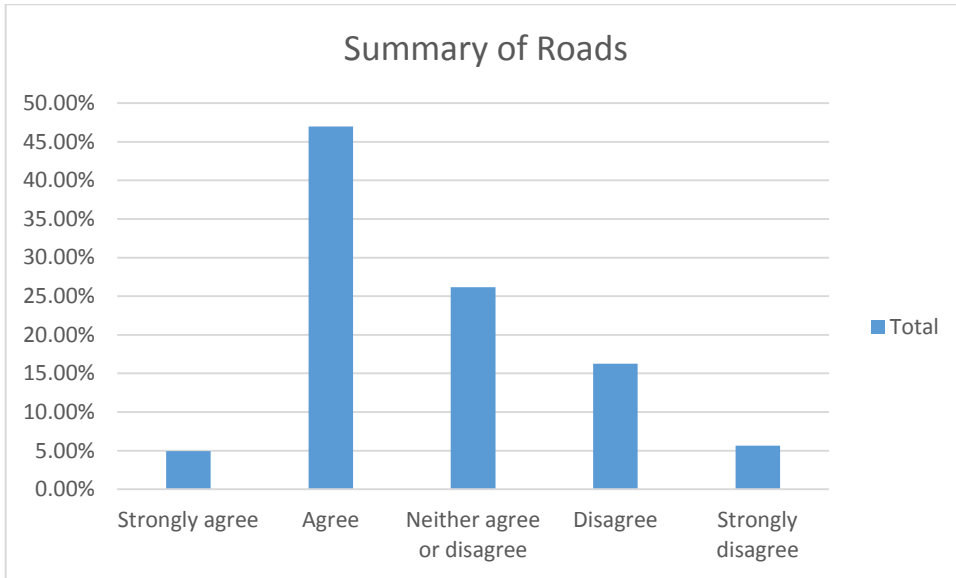
Ravensthorpe definitely needs improvement in the main street streetscape.
The new streetscape plan is a positive step forward but lower Morgan Street (opposite museum) is an eye sore. The caravan park site near the CRC is bare and could have a lot more done to it to welcome tourists
Most residents would not be in a position to know.
60% of the Shire is bush - could be 30%.
Open up more land for agriculture. Mining can do it - let agriculture.
No new buildings in Ravensthorpe but heaps in Hopetoun.
Some things really good, some not so good, so one goes for the middle!
There are quite a few buildings in Ravensthorpe that need replacing/removing, if the buildings are removed they need to be replaced, not left vacant. In all reality the town needs a major makeover.
I have no information to answer questions 16, 17 and 18. Truthfully.
Does the Shire publish the land holdings that it owns?
Unable to comment. Question 16 and 17. Lack information. Note preponderance of unrateable reserves, parks within Shire boundaries.
It is not aesthetically pleasing. The main street in Ravensthorpe is drab, barren and oozes a feeling of being unloved. Businesses do not appear to care about landscaping their shopfronts.
The Hopetoun CBD should never had houses approved from the senior citizen\town hall buildings towards the ocean. The four shop unit combo in the new area is a white elephant, although it was planned in the bhp times. This should have been built-in the CBD where houses were instead approved by the shire.
We may have the land, but charges associated with setting up a business are extraordinarily high, especially power. I am not aware of any plans as per point 19. Current planning may be far stricter as to aesthetics and structural soundness, but when one takes a look around the main street and at homes, its obvious aesthetics didn’t matter much.

ROADS

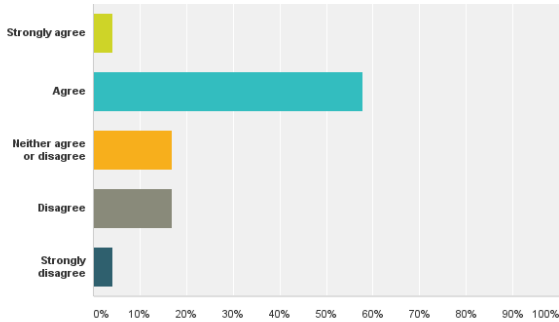
The questions within this section referred to the suitability, condition and maintenance of the Shire’s road network.

Analysis

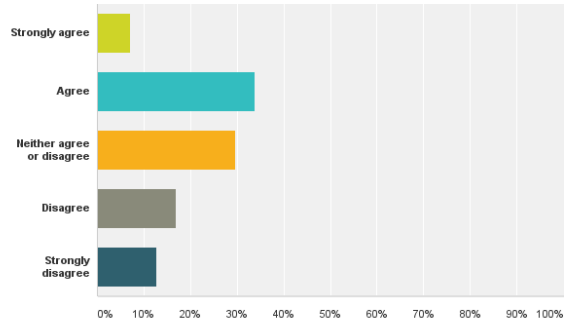
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the suitability, condition and maintenance of the Shire’s road network.



Question 22: Town roads are well presented, serviced and maintained.

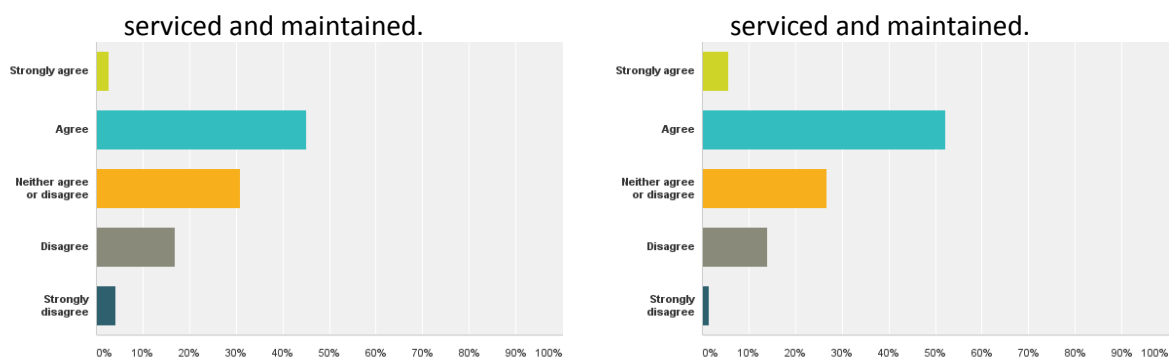


Question 23: Rural roads (gravel) are well serviced and maintained.



Question 24: Rural roads (sealed) are well

Question 25: Street lighting is adequate, well



Comments

The comments did highlight some dissatisfaction in relation to rural roads generally. This is not a unique issue and is symptomatic of many shires in regional WA. A road maintenance hierarchy may raise customer awareness of the resourcing issues and help manage customer expectations.

Some comments did discuss the outsourcing of Council works, with a preference to employing locally trained and based staff.

I would like to see consideration given to arterial rural roads being progressively sealed e.g. Aerodrome, Floater
Floater Road is destroyed within one week of any work being done to it. Nindillbillup Road is so slippery in the wet it is dangerous.
Mainly in relation to verge/back slope vegetation growth.
Gravel roads are totally under serviced and maintained. When they are maintained, it is to a poor standard with no future planning.
The shire could expand on its employment to ensure there is adequate skilled staff to maintain roads instead of out sourcing contracts to non-residents of Ravensthorpe.
Can't comment as it doesn't affect me greatly.
Gravel roads should be more cambered as they are too flat. South Coast Highway is too narrow.
Old Ongerup Road (east and west) is AWFUL.
Some roads (gravel) are sometimes downright dangerous to drive on. Sign directing traffic around Ravensthorpe on new Heavy Haulage Route is still up after 6 months (disgraceful).
There is often a light not working, or cover off
Street lighting needs improving in Ravensthorpe.
The gravel walkway from Hopetoun to Wavecrest should be sealed as in winter it becomes boggy and slippery. A proper bike path with lighting is needed as it is a safety hazard.
There is never enough funding to keep roads in A1 condition. I believe the Council does all it can with the available funding.
Street lighting is not adequate in residential areas.
The main road (Hopetoun - Ravensthorpe) the road edges are undercut and not tourist friendly especially if towing a caravan, or wet weather and sharing the road with a B-Double. But then you drive according to the road conditions - don't you??
House numbers are faded and hard to read. I think that the Shire does an adequate job on gravel roads. I understand about extreme weather events. However, I also believe that funding for the upkeep of those must be maintained and enhanced.
Springdale road has heavy traffic and needs resheeting. The river bitumen crossing has been Re bitumised 2-3 times but is terrible especially when driving heavy machinery over. John Forrest Road also a popular tourist road needs regular maintenance. The bitumen on Tamarine has regular pot holes which take a long time to be repaired.
While lighting may be adequate, the positioning of poles is poor. Lighting is not on corners where one would expect them to be but offset. Also, in the main street, there are sections without lighting, causing a security

concern for business owners.

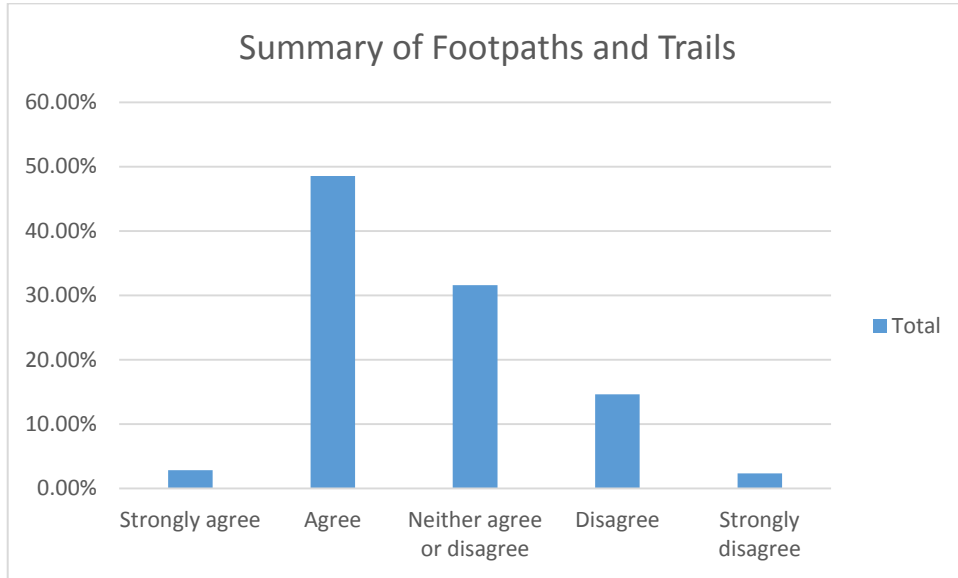
Rural Gravel roads are terrible in our area and bitumen roads leave a lot to be desired too

FOOTPATHS AND TRAILS

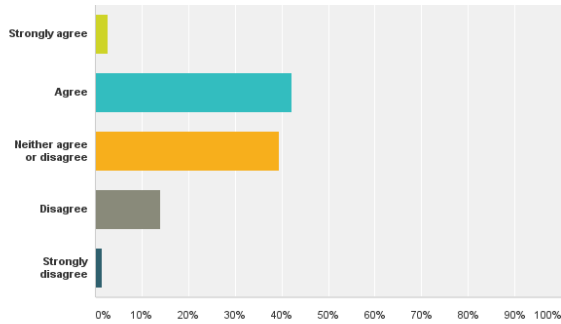
The questions within this section referred to the suitability, condition and maintenance of the Shire's footpath and trail network.

Analysis

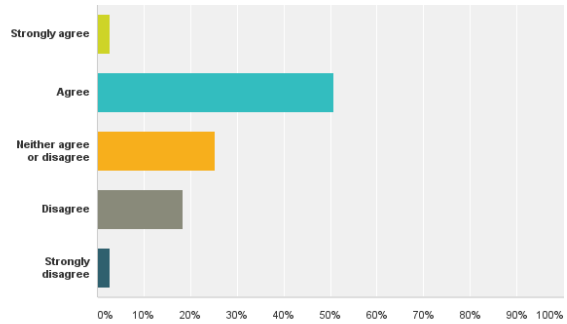
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the suitability, condition and maintenance of the Shire’s footpath and trail network.



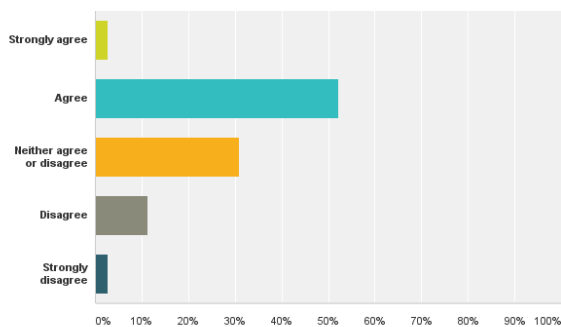
Question 27: Trails are well serviced and maintained.



Question 28: Footpaths are well serviced and maintained.



Question 29: The number of footpaths and trails are adequate given our location and community needs.



Comments

The comments did highlight some dissatisfaction in relation to the quality, maintenance and adequacy of footpaths and trails. A footpath and trail strategy may present an opportunity to plan for new paths and trails, manage expectations, gain funding and set some construction standards e.g. asphalt, concrete, dual use v single use.

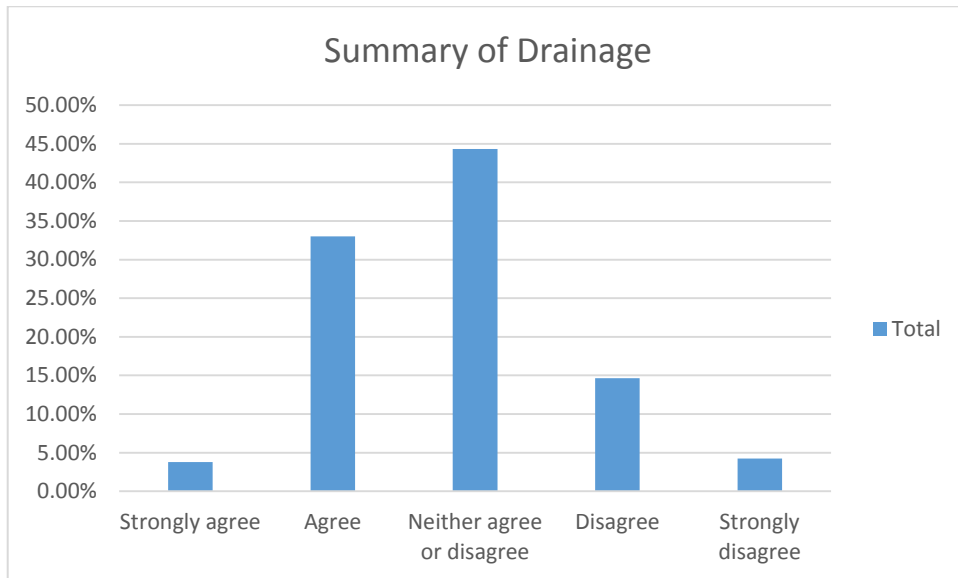
Some Ravensthorpe footpaths are cracked and uneven. Hopetoun paths are good.
Footpaths and trails are an important element of local recreation and tourism. They need to be well signed and placed to help tourists navigate the town.
Haven't enough info to comment affectively.
Would like to see Chamber Street footpath at the southern end extended to join the south coast road.
Plenty of cycle ways in Hopetoun - none in Ravensthorpe!
Some footpaths in town (between IGA and Op Shop) need attention.
Poor concrete construction on corners have meant that expansion during summer has cracked verges leaving gaps between the curb and edge of path. These aren't always filled in quickly.
Footpath needs to carry through past Landmark, bike paths in the towns would be beneficial.
There needs to be a footpath from Hopetoun to Barrens so people can take leisurely walks out of town. Along the coast would be ideal to support tourism. Also to 12 Mile Beach.
Some footpaths are very inadequate in the main street.
Some footpaths are well maintained and some are not. In Hopetoun walking trails have been made unusable for walking having been cut up by quad bikes.
Some footpaths/trails, like the one between Raglan St. and Wilkinson St. are never looked at. When talking about trails are you talking about recreational trails like Railway trail?
As we understand it canoe and walk trails are progressing.
Footpaths in the main street are non-existent on the northern side from the PO going east. They are pretty average to below average on the southern side!
More resources needs to be given to maintenance and a plan for the heritage railway trail
While town paths and shire owned trails are looked after very well, tourist trails are not. Their appearance depends very much on volunteer work. And volunteers are reducing as seniors get too old to cope.
Every street in the town should have a footpath on one side.
Trail maintenance is thanks to work by volunteers.

DRAINAGE

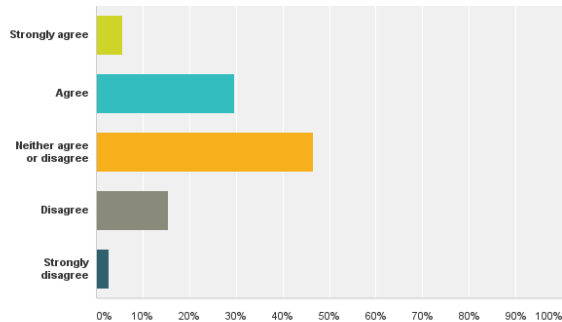
The questions within this section referred to the suitability, condition and maintenance of the Shire’s drainage network.

Analysis

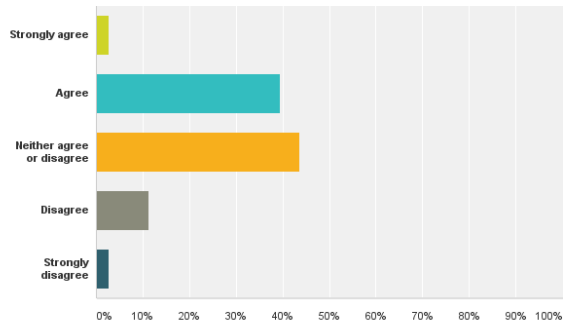
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the suitability, condition and maintenance of the Shire’s drainage network.



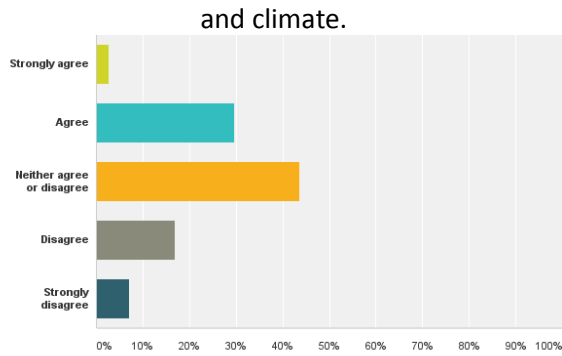
Question 31: Town drains (closed drains) are well serviced and maintained.



Question 32: Rural drains (open drains) are well serviced and maintained.



Question 33: The level of drainage infrastructure is appropriate for our location



Comments

The comments did highlight some dissatisfaction in relation to the adequacy of drainage in an extreme weather event. Some of the comments are symptomatic of poor design e.g. roads above house levels whereas some of the comments relate to sand build up and routine maintenance. Flood studies, planned and routine maintenance can enhance the effectiveness of the Shire’s drainage network.

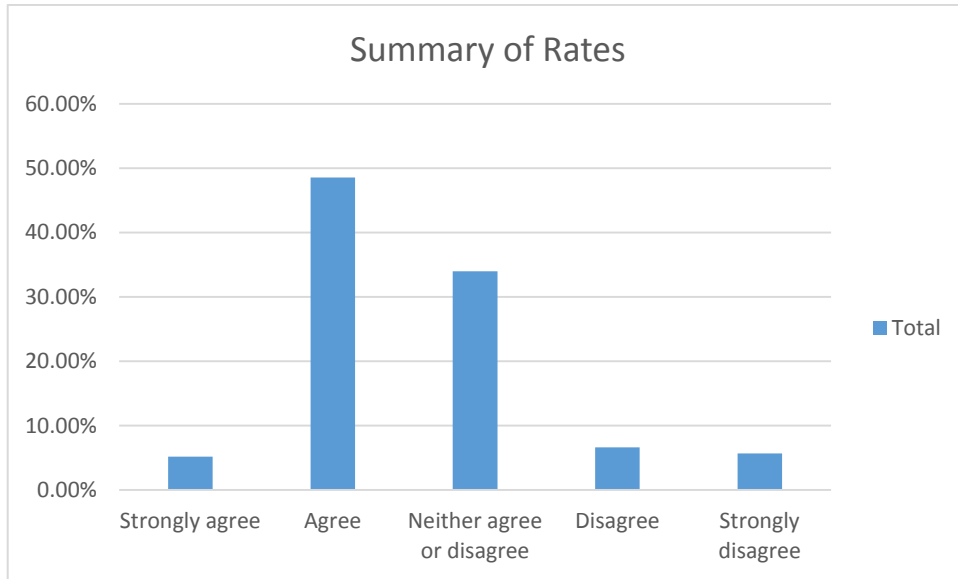
The drainage area near the Ravensthorpe sports ground entry is deficient and has been for many years.
Doing their best in the area. Drainage has always been a problem in Ravensthorpe.
My house is lower than the road so when there is heavy rain it floods my carport.
Continual flooding on Hamersley Drive at Seaview Turn after heavy rain.
Areas for drainage to Dunns Swamp is not adequate causing flooding and a high rate of mosquitos breeding which has caused illness for some residents.
Most residents could not possibly know some of the conditions.
Drains do not cope in heavy downpours.
There is some flooding in a downpour.
Often large puddles with sand-filled drains, but this has not been as noticeable of late
Drainage is a huge issue that needs to be addressed properly and professionally
Cannot comment as we are not in an area where drainage is a problem.
Water laying in open drains alongside roads are ideal breeding grounds for mosquitos. This year mosquitos are in plague proportions and ross river virus is endemic.
Ravensthorpe's town drainage is ill equipped to cope with extreme weather e.g. bad thunderstorm, extensive rain events
When it rains heavily, the lower section of the main hill gets flooded, this means properties.
When we have heavy rain it flows down from the top of Morgan St at the back of business's not the main street causing damage to certain areas which have just cost business's money.
I do not know enough to comment on points 31 & 32, however, I can say that whenever we have a heavy downpour, water runoff from both road and verge congregates under our house and causes clean-up work every time. Storm water channels could assist with preventing this.

RATES

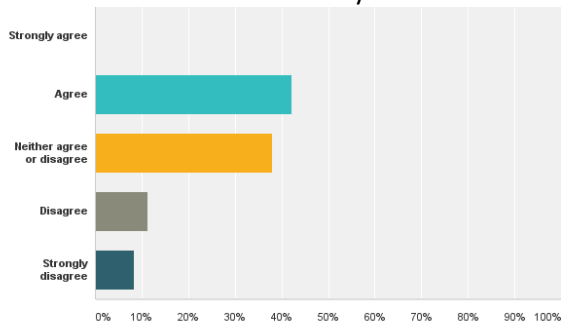
The questions within this section referred to the Shire’s rating methodology and the customer’s perception in terms of value for money and the fairness of the rating burden.

Analysis

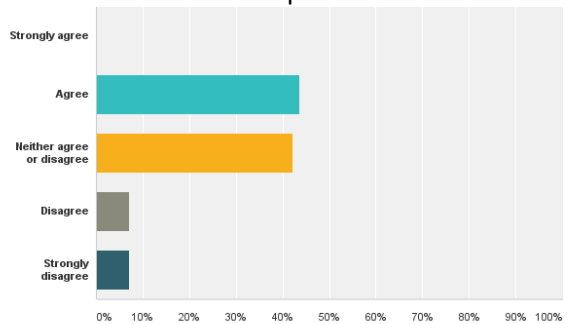
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Question 35: The Shire’s rates provide good value for money.

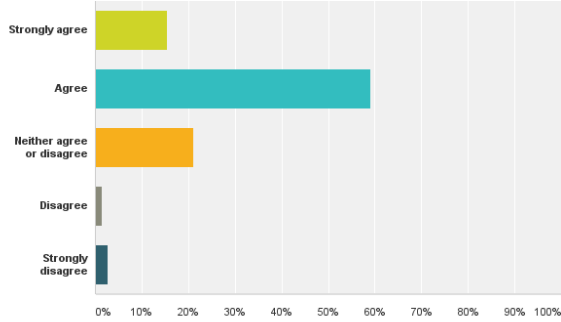


Question 36: The Shire’s rating methodology is fair and equitable.



Question 37: The Shire’s options to pay rates in

instalments helps family/business budgeting.



Comments

The comments did highlight some dissatisfaction with the comparability of rating levels with other local governments and the proportion of rates levied on the rural sector. Rating methodology is a contentious issue and rate payers often feel that they don't get value from the rates that they pay. A clear and concise explanation on the Shire's website (in terms of methodology), a review of the rating methodology and more information on the distribution of resources could assist alleviate some of the community concerns in this area.

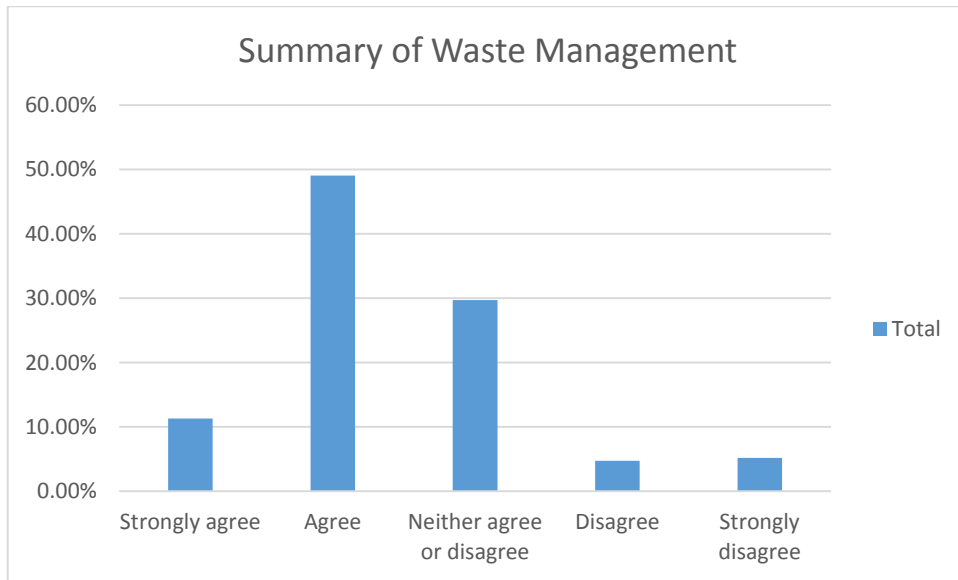
See comments under governance. A modern rates system should be based on a per person rate. The current system assumes that rural landholders are wealthy. I pay significant rates and get almost nothing for them.
I feel the shires rates are reflecting a "mining boom" lost when there is no longer a mine boom. I pay the same rates as a 1 acre property in Oyster Harbour, Albany. They have many schools, a huge library and much much more than Ravensthorpe.
Using GRV is disadvantageous when mines are not operating fully.
Services do not have to be improved. Most residents would be pleased if services are maintained at the present high level. However this will inevitably result in an increase in rates.
I would like to have access in regards to itemizing of what we pay from our rates.

WASTE MANAGEMENT

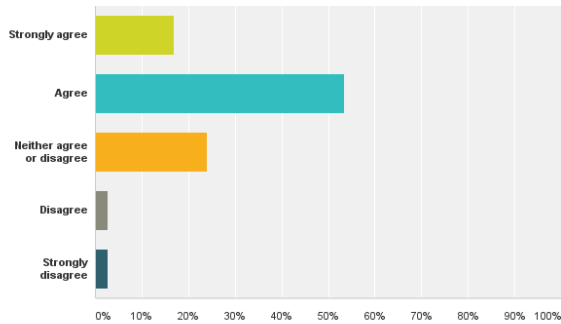
The questions within this section referred to the suitability of the Shire’s verge pick up service and the condition and maintenance of the Shire’s waste facilities.

Analysis

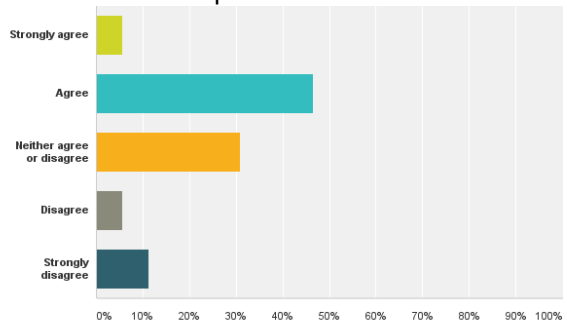
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the Shire’s verge pick up service and the condition and maintenance of the Shire’s waste facilities.



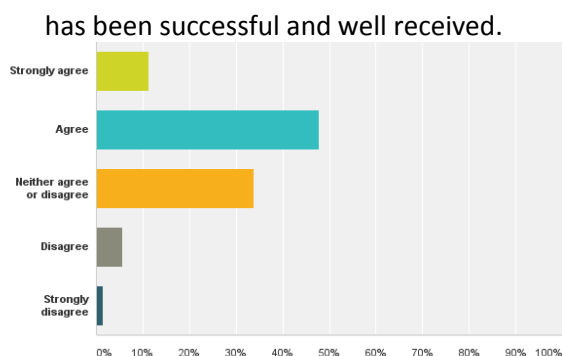
Question 39: My bins are picked up in a timely manner.



Question 40: The Shire’s tip and transfer stations are well presented and maintained.



Question 41: The implementation of recycling



Comments

The comments did highlight some dissatisfaction with the hours that the waste management facility and transfer stations are open. Some comments suggest that the recycling goes to landfill. It would appear that further consultation could occur on both fronts with a review of tip opening times and more education on the recycling process.

Additionally, the new waste management/transfer facility in Ravensthorpe will alleviate a number of concerns in relation to poor design and aesthetics of the current landfill facility in Ravensthorpe.

Tips have never been open when I go to use them. I would not be surprised if it costs as much to manage the tips as they generate. The tips should be free and open all of the time.
Cannot comment on some as do not get rubbish collected.
Residential bins good for recycling as long as when collected it actually gets recycled not just dumped.
Be better if tip was open more hours.
We should have our own recycling plant not have it contracted to another shire.
Costs are a bit too high for services rendered.
It would be handy to have the Hopetoun Green Waste facility open at least 9-4 Saturdays & Sundays.
Notification on website (tip opening times)
Hopetoun has a bitumen road to tip undercover shed. Ravensthorpe has gravel and when it rains you cannot get into the tip as you will get bogged.
Not applicable.
have heard reports that if both bins are put out at the same time then both bins are emptied by normal refuse truck, Therefore this defeats the idea
Tip opening times are still an issue
The questions relating to waste management don't apply to farmers.
Need more verge pickups. Kerbside clean up in Seaview as it gets a hammering after storms. Need a sweeper to come through in winter.
Not relevant to us.
Recycling is a great move forward by the Shire.
On our side successfully doubled our work and upped our rates by \$100.00 - we still compost for the veggie garden. What benefit to the Shire or environment???
As a rural resident I would welcome recycling bins in the town, open to the public - like other Shires seem to be able to provide. As it is, I am forced to take my recyclable items to Esperance.
While waste is now orderly segmented, the transfer station at Ravensthorpe could do with a big clean-up as there is litter everywhere. It has also escaped into surrounding bush. Again, while it is great to finally have a recycling bin collection service, there could be much better recycling done at the transfer stations (AKA Tip). Provision for recycling and sale of building/paving and reusable items that are dumped at the tip could generate income to the shire that in turn could pay for another worker to manage the site's appearance.
Ravensthorpe tip is not well presented

The tip needs to be open all of the time, not just set times. Someone who works full time & on Saturday can't get to the tip! Not fair.

Seniors and disabled people residing outside the present waste collection areas should be able to request monthly household waste collection visits if they wish.

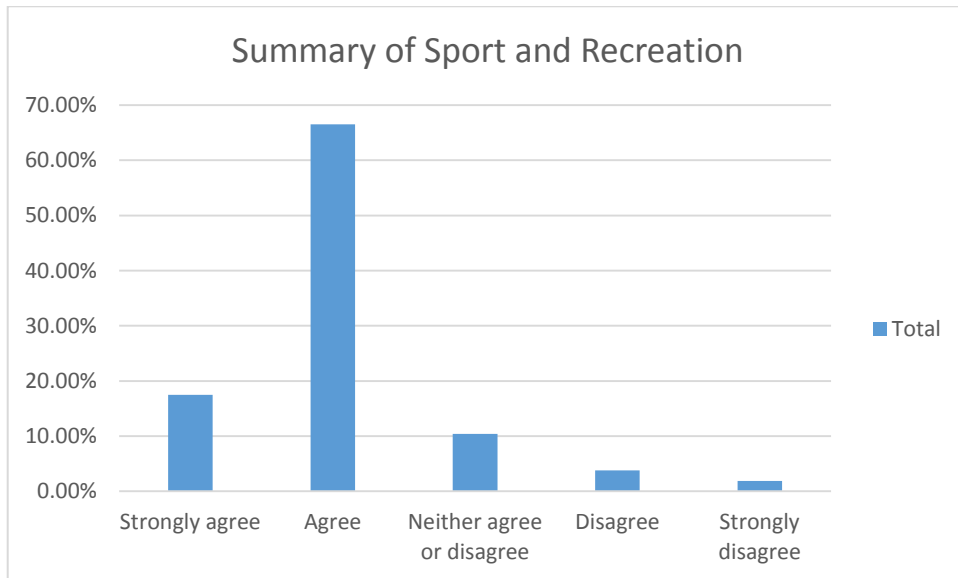
I believe that just because we now recycle, we don't actually create more waste so in considering this, I believe that it is an unnecessary burden on the shire's budget and thus our rates to have the rubbish picked up weekly and our recycling fortnightly. I believe alternate weeks is ample and more importantly, cheaper.

SPORT AND RECREATION

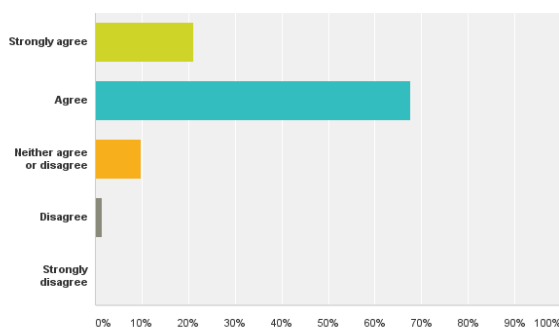
The questions within this section referred to the suitability, condition and maintenance of the Shire’s sport and recreation facilities.

Analysis

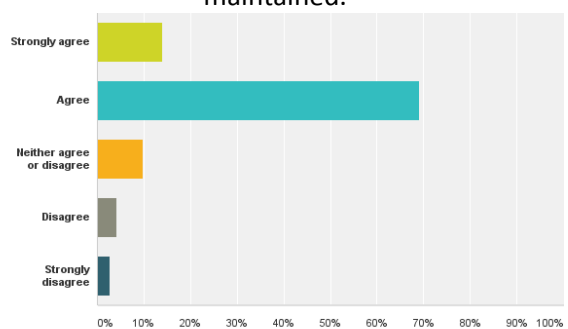
A majority of responses in this section achieved either strongly agree or agree. This would suggest that a majority of survey respondents were satisfied with the suitability, condition and maintenance of the Shire’s sport and recreation facilities.



Question 43: The Shire’s parks and gardens are well serviced and maintained.

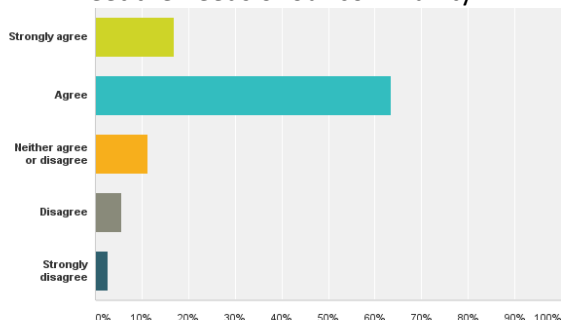


Question 44: The Shire’s recreation facilities e.g. Recreation Centre, swimming pool, tennis courts and sporting ovals are well serviced and maintained.



Question 45: The Shire’s recreation facilities e.g.

Recreation Centre, swimming pool, tennis courts and sporting ovals are appropriate and meet the needs of our community.



Comments

The comments did highlight some dissatisfaction with the range of facilities available for youth (teenagers). Some comments suggested the construction of a skate/bmx facility.

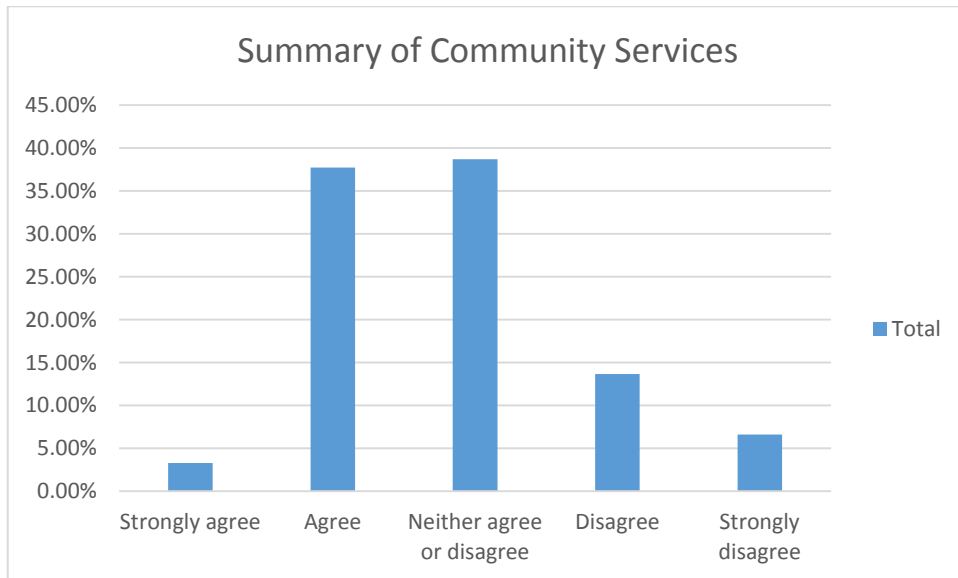
It is great to see the sports grounds particularly the ovals being well looked after. Previous management methods have not created community usage as originally envisaged at Ravensthorpe Entertainment Centre.
Ravensthorpe needs something for young teenagers such as a skate park. They are too old for the swing sets and unable to access other sporting facilities when not supervised.
There is a need for a bike track/skateboard area! Young people are playing in the main street senior citizens area.
Too difficult to access i.e. requires first aid training and is closed for much of the year.
Rec Centre shower block (men's) is terrible (blocked shower grates etc.)
Rec Centre - roof leaks during heavy rain.
Ravensthorpe needs a skate park for our kids.
Too many quad and other bikes on beaches; I saw bike tracks through the nesting site of the hooded plovers last week.
The gym is by no means clean.
We desperately need a Recreation Centre with a heated pool. This would benefit the Seniors and their health and well-being. A proper gym. This should be the number one priority in Hopetoun!
Some buildings need to be looked at as far as maintenance is concerned.
Perhaps there should be a continued emphasis on youth facilities - hard to do!
As a non-user they appear to be well kept!
The facilities are good. However I would like to see easier access to the pool in summer. It is rather embarrassing as an information centre volunteer, that they may not use the pool - especially when it is over 40 degrees!
It would be nice to have a BMX bike track or a Skate board playground for the children.
Drainage at the Hopetoun Tennis Courts needs fixing
Rec centre has leaky roof onto netball courts - dangerous!
The cricket pitch in Ravensthorpe needs urgent work or I believe it will not be playable next season.
A low cost shelter from weather protection for groups to use (we have a lot of wind and rain). Town hall too expensive for that.

COMMUNITY SERVICES

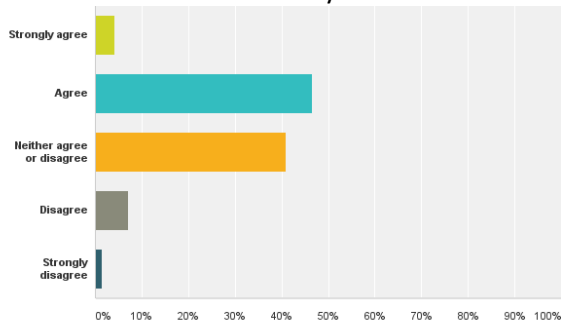
The questions within this section referred to the adequacy, range and quality of the community services delivered.

Analysis

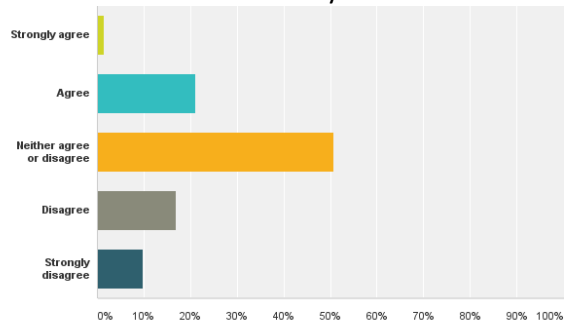
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the adequacy, range and quality of the community services delivered.



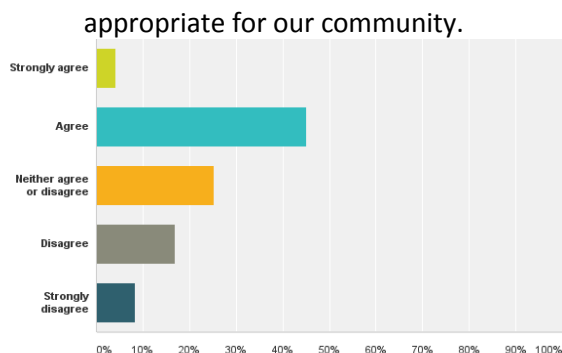
Question 47: The Shire’s services for seniors are well delivered and appropriate for our community.



Question 48: The Shire’s services for youth are well delivered and appropriate for our community.



Question 49: The Shire’s services for visitors/tourists are well delivered and



Comments

The comments did highlight some dissatisfaction with the range of facilities available for young people and the apparent lack of coordination with regard to promotion and visitor servicing. A review of the existing or new tourism strategy could be a satisfactory response to these concerns.

I think more could be done to provide facilities for youth in Ravensthorpe. Tourist related signage is not adequate. Signage at east end of Ravensthorpe encourages visitors to bypass.
The tourist information centre in Ravensthorpe is a disgrace and does not support tourism at all. The museum seems to address most needs of the tourists, which is not really its scope (and isn't always open). Many families are leaving the district due to concerns about what the town can (or cannot) offer its youth in terms of recreation and sport. In Ravy, there is nothing for young people to do, which leads to delinquent behaviour.
Teenagers are totally not cared for in this community.
Would like to see the "Windspray Arts Group" have a building in the Hopetoun town centre rather than out in the BHP area.
Hopetoun Caravan Park needs a new operator.
No services for youth in Ravensthorpe, but skate park in Hopetoun. Tourist services in Hopetoun - none in Ravensthorpe. No money has been spent on tourism in Ravensthorpe.
don't use these services so can't comment
need more direction, better signage and infrastructure for them
Our youth have very little available to them here, we need to encourage them to be active within the community. Get them participating in projects that help toward promoting tourism. Involve them before we lose them.
There is nothing to do in Hopetoun at night - except to go out to tea! There should be a movie theatre set up in the new Community Centre and a gold coin donation.
What services are provided especially for youth? Tourism - what we have is well presented, however ongoing infrastructure is needed i.e. signage, trails, help outside working hours for visitors.
Public toilets need to be cleaned on weekends. Door locks need to be maintained.
A lot more needs to be done to encourage tourists. Overseeing of caravan parks - who organises or insists on upgrading of facilities?
Services for seniors - Shire not proactive! Seen to be reactive? No known policy. Youth services - we honestly don't know. The Shire is definitely tourist friendly!
Youth: the Shire tries, to its credit, but is not well enough supported by the community. Perhaps increased consultation with young people might be helpful? Tourism: the Tourism Strategy needs to be revisited and acted upon. FCTA is currently dysfunctional, no information facilities are open 7 days a week and the IGA display is a disgrace.
Tourism associated with the national park could be boosted. More shire encouragement of holiday operators is needed
Ravensthorpe needs something like a skate park for the youth of this town. The visitor's services are handled well by the volunteers but we need a professional focus.

When talking 'Shire', one assumes one means the offices so in this scenario, I have to say that the Shire doesn't do much towards the above points. Much of these areas is left to Community groups to organise and maintain through their volunteers. IE: Sports is run through Ravensthorpe Tigers and Hopetoun Southerners sporting groups. Tennis, golf and equestrian sports are also run through their own community based group. Apart from the standard playgrounds, there are no facilities for children aged between 10-17 years of age. Having said that, Hopetoun, at least, has a skate park. There are no holiday activities run by the shire. The ages already mentioned, as well as children not interested in sport, have nothing catered for them. As for Tourism, the Historical society assists tourists with face to face assistance through the Museum whereas the shire doesn't have such a venue. The Fitzgerald Coast Tourism Centre simply has a static display and pamphlet stands at the local IGA.

Shire needs to provide services for the young teens of this town and better visitor services

more parking for large caravans is needed outside the Hopetoun CRC

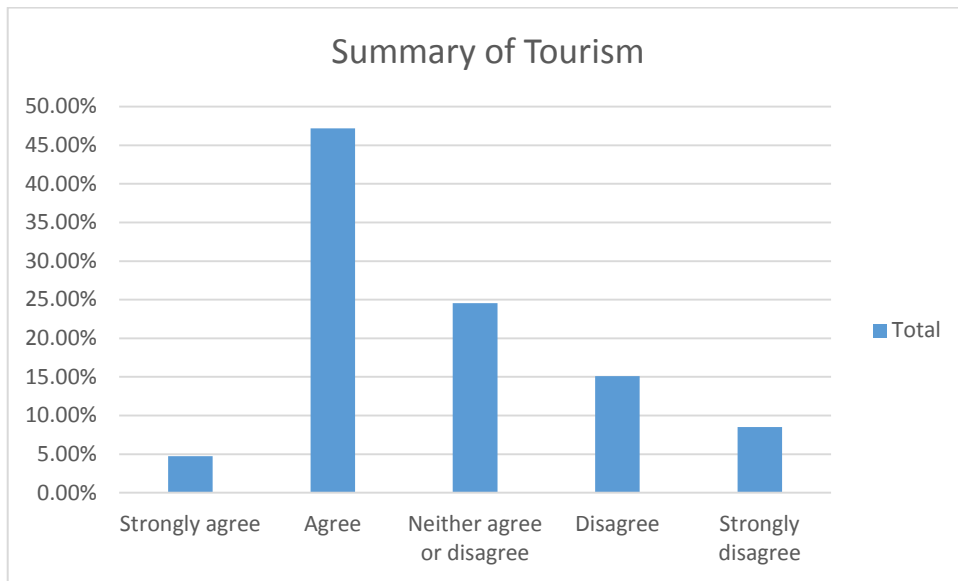
Tourism is good but can be improved. Chase more support from state tourism. Skate park is beneficial – more activities would be good.

TOURISM

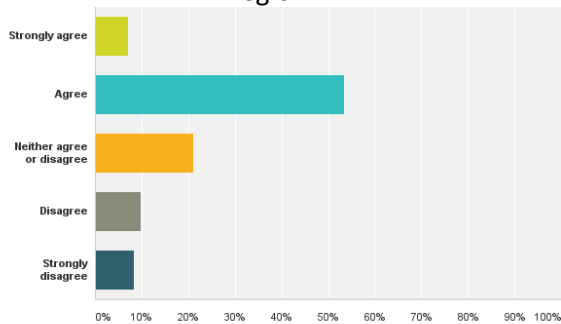
The questions within this section referred to the Shire’s role in destination marketing and promotion of the region. It also sought feedback on the suitability of the Shire’s infrastructure over the defined tourism period.

Analysis

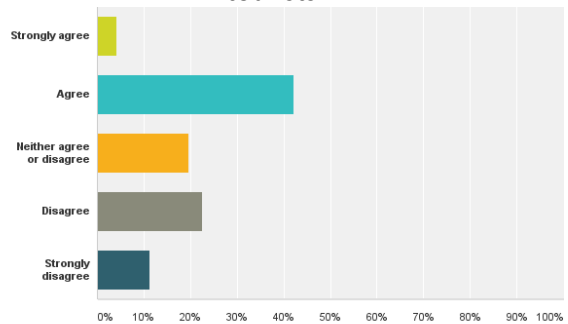
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the Shire’s role in destination marketing and promotion of the region and the suitability of the Shire’s infrastructure over the defined tourism period.



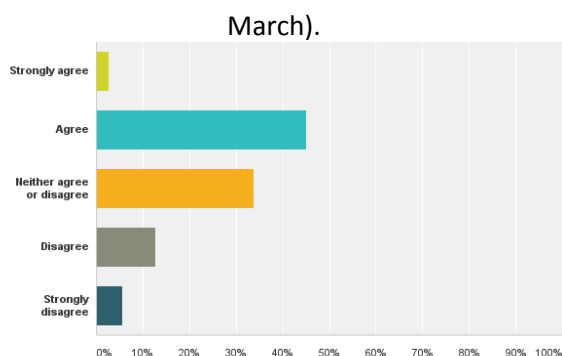
Question 51: The Shire has demonstrated a commitment to tourism and promoting the region.



Question 52: Adequate information, signage and facilities are provided for visitors and tourists.



Question 53: The Shire’s infrastructure caters for our well defined visitor period (December to



Comments

The comments did highlight some dissatisfaction with the question and suggestion that the Shire has a defined tourism period. It would appear that a better coordinated approach to tourism is required that defines the different roles and responsibilities from a promotion and marketing perspective.

Some comments expressed dissatisfaction with the management and appearance of caravan parks.

Hopetoun parking is a problem (lack of) particularly during events/functions in park or town centre. Appropriate access to beaches is inadequate and discourages visitors.
Much of the initiatives for tourism come from volunteers and not for profit groups. Signage is even worse now we have the bypass and there is no clear guidance on how to reach floral routes or the look out. There is no clear branding to encourage visitors to Ravy or along bypass to visit Hopey and FRNP.
More information should be made attainable.
Once the tourist bureau closed nothing has replaced it. The toilet block looks like it was built 30 years ago & no improvements have been made since. The caravan sewerage is in the middle of residential area & is a disgrace.
Public toilets - particularly at Bus Stops need to be upgraded. Every tourist needs a toilet!
Defined visitor period should include September/October as this is the main wildflower season.
Visitor period is September through to June.
How would residents know?
Funds paid to Fitzgerald Coast is wasted. Pay to the tourist office. Museum. Website is awful.
The park opposite BP - trees need to be pruned!!
Nothing done in Ravensthorpe but hundreds of thousands in Hopetoun area.
Signage on new main road from Esperance has had a detrimental impact to businesses in town as lots of traffic now bypasses.
lately an improvement in signage around park
The new road sign on the Eastern side of heavy haulage route still needs to be changed to stop people taking the route. The sign could simply say Heavy Haulage Route, in this day & age people know where it is going to go to, this way they will know it is specifically for heavy haulage & stay off of it. Infrastructure in Ravensthorpe, probably the most critical need for this town to move ahead.
Once again, you need a proper bitumen pathway from Hopey to Barrens so people can witness the sunset in the evening while doing exercise. Fit for bike riding also.
Camping facilities are well done. Caravan parks in Hopey and Ravy need big upgrades (privately run businesses).
The "well defined visitor period (December to March)" is basically related to the Christmas holiday period. Of equal importance should be the exploration of the natural resources of the 60% of the Shire which is bush.
Visitors welcomed anytime.
Facilities are adequate. Signage needs more work e.g. Range access and Heavy Haulage Route. It is pleasing to be an RV town with a black water dump - something often enquired about at the visitor centre.

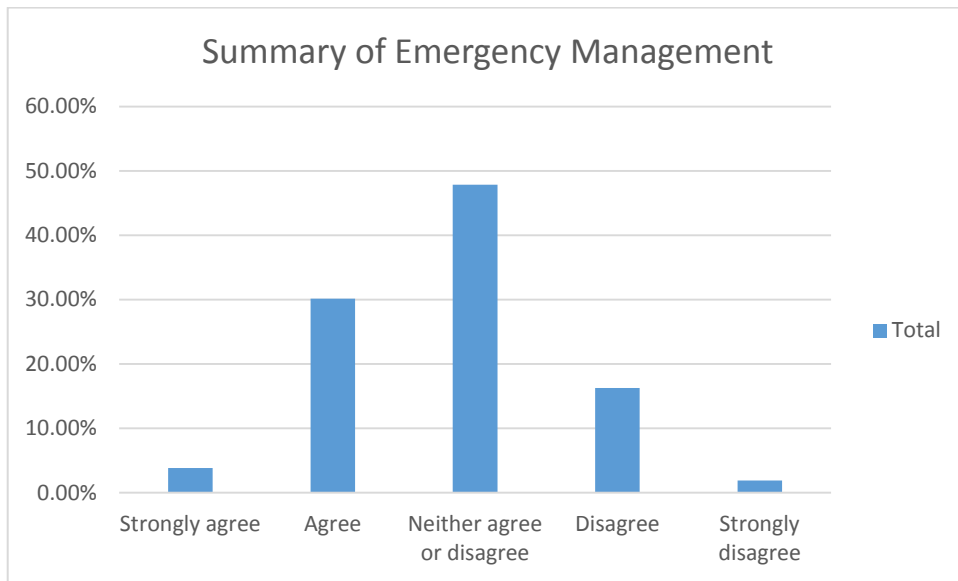
Better foreshore development to compliment already completed works. A larger jetty such as what are in many south Australian towns coming out from the front beach boat ramp would be ideal. Hope you see main street could do with beautification
This question just shows how much the shire does not understand the tourists. Wild flowers start in September and is a huge draw card.
Refer to previous point for response to 51. Signage is, at present, still more visual pollution than clear directive and informative. Collating the signs into one per intersection could overcome this. (As per Lake Grace for example) Places set off the main street struggle to get visitors to their doors as there isn't sufficient indication and direction to them. Point 53 suggests we have a defined visitor period which, to anyone observing tourist traffic flow would know is outdated. We have visitors all year, with our coldest months being least visited. Tourists arrive from August and continue well into May.
Visitor period starts in September for the wildflowers. Question shows Shire has no idea about tourism
our National Park is not promoted enough to encourage people to visit
signage on new heavy haulage route is terrible
Hopetoun Caravan Park is a disgrace. Ocean Beach Road, Masons Bat and Starvo greatly improved.
Tourist information and services are heavily biased against the coastal areas in a futile attempt to redirect them to the Ravensthorpe area.
I feel that the caravan park has deteriorated to the point where tourists avoid it and the onsite van owners are losing the value of their investments. The grounds are a potential fire disaster and general appearance is not to be desired.

EMERGENCY MANAGEMENT

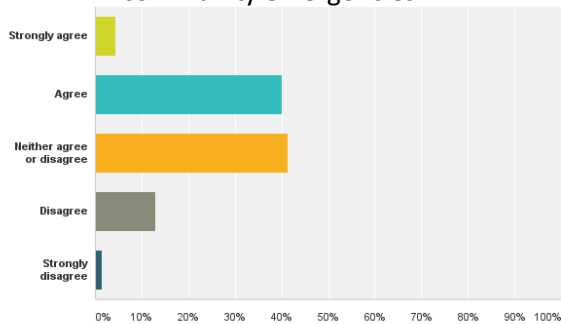
The questions within this section referred to the Shire’s and community’s preparedness for emergency situations. It also sought feedback on the suitability of the Shire’s infrastructure in the event of a community evacuation.

Analysis

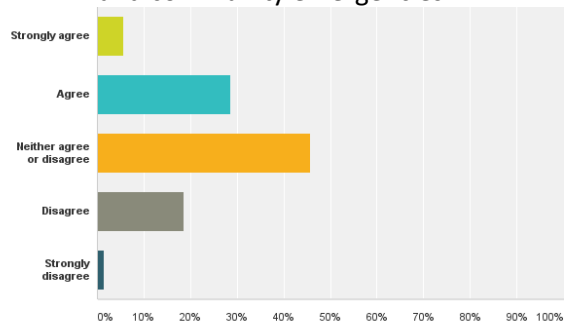
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the Shire’s and community’s preparedness for emergency situations and the suitability of the Shire’s infrastructure in the event of a community evacuation.



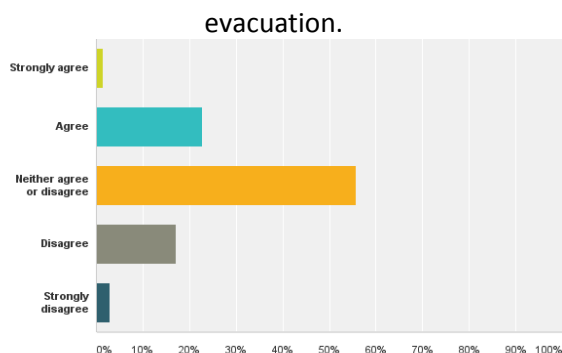
Question 55: The Shire is well prepared for emergency situations e.g. bush fire, flood and community emergencies.



Question 56: The community is well prepared for emergency situations e.g. bush fire, flood and community emergencies.



Question 57: The Shire has adequate facilities and infrastructure in the case of a community



Comments

The comments did highlight a lack of knowledge with regard to evacuation and recovery plans. This may suggest a disconnection between the role of LEMC and the community’s understanding of what is going to happen in an emergency. The community needs to understand these plans so that they are aware of how to respond in an emergency situation.

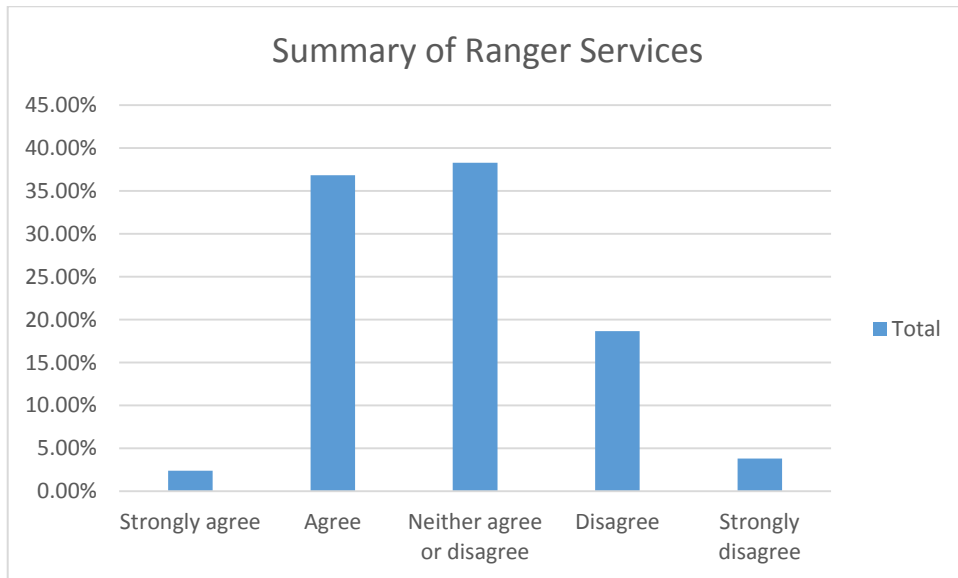
I have grave concerns for residents, responders and the greater Hopetoun community in the event of a fire in the West Beach/Whale Bay area.
I have no idea what the shire has in place for such events.
Road verges - particularly in Kystal Park area need to be cleared & maintained.
A lot more protective burning is needed during the winter months around the town of Hopetoun.
Questions 44 & 46 (Emergency Management) We have never been given any info on these issues. I know there are volunteers who man the fire truck and Ambos for St Johns.
No evacuation plan.
How can I tell?
Firefighting wants running locally - not from Perth. There is not enough burnt in the winter. Firebreaks want renewing.
Unless there is an emergency, it is difficult to assess adequacy
Absolute need to listen to our local Bush Fire Brigade team, they know what needs to be done.
Better servicing of fire breaks around Hopetoun. A safer area for burning back.
It is our belief that the Police, SES, FESA, Local Gov't, State Gov't, Bureaucrats, Sea Search and Rescue etc. have this all in hand.... although ratepayers are generally uninformed. We have our procedures for catastrophic events - it is called self-preservation!
I would like to think so but do not know enough about the Shire's emergency/evacuation plans to make a valid comment.
Would like to see more resources for controlled burns on bushlands not burn for many years around shire.
I have been living here for 4 years and have no idea how our community goes about Emergency's and Evacuations. Suggestion would be a handbook in regards to all procedures for our Community.
tell us one person outside of the emergency personal who knows what to do in an emergency
I am not aware of any strategies in place for emergency situations. I can say however, that the volunteer service groups are, in Ravensthorpe at least. I don't know about Hopetoun but imagine they'd be the same. Apart from the sporting ovals in Ravensthorpe, I don't know of anywhere where people would be safe in the event of a fire. Most homes are set above ground so fairly flood safe, except perhaps for those on the lower sides of the hills.
fire breaks need to be burnt around Seaview and outer Hopetoun
we need younger vollies
Emergency thanks to volunteers. Not sure how much the shire supports volunteer organisation.
SES should push for more local involvement and training.

RANGER SERVICES

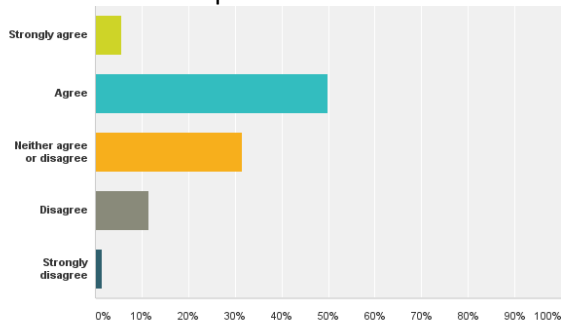
The questions within this section referred to the Shire’s provision of Ranger Services from a quality and quantity perspective.

Analysis

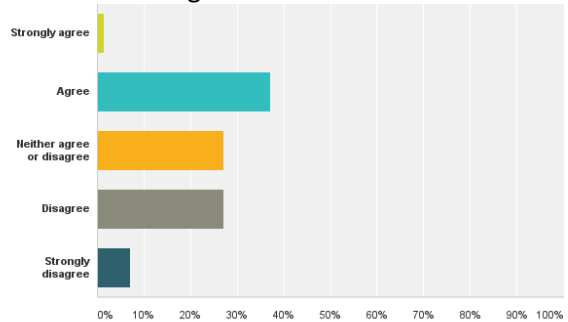
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the provision of Ranger Services from a quality and quantity perspective.



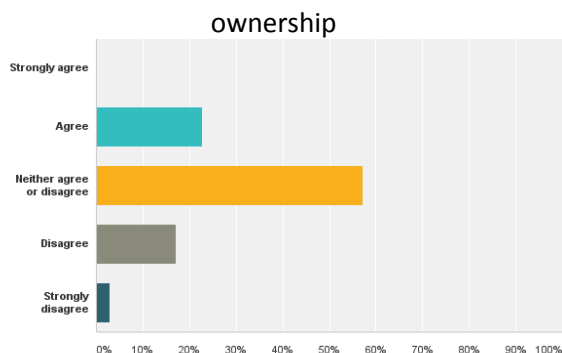
Question 59: The Shire has a good ranger presence.



Question 60: Dogs and cats are well controlled.



Question 61: The Shire provides education programs in terms of responsible dog and cat



Comments

The comments did highlight a possible lack of a ranger presence. This does not necessarily reflect the allocation of resources but may present an opportunity for the rangers to conduct community education programs and school visits. This could raise the Ranger’s profile within the community.

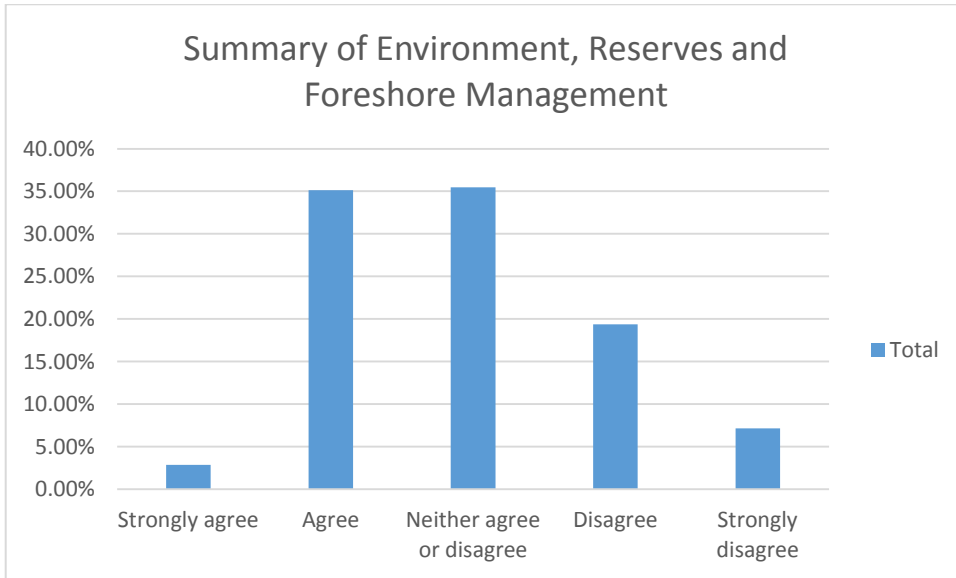
Never see the ranger. Frequently have dogs on school grounds.
The rangers should do more in regard to straying stock in Jerdacuttup area and also in regard to baiting foxes & cats etc.
Seen nothing in this area in the way of training.
Would like to hear some of Hopetoun's dogs barking better controlled.
I wouldn't know.
Wild cats around hospital.
Haven't seen a ranger for ages.
Seem to be too many loose dogs.
Dogs are well under control, it's the cats that owners need to be educated about.
People should read the notices (signage) no dogs etc...
There are too many stray cats and dogs, abandoned kittens and loose dogs who kill kittens and cats!!!
The ranger is not available on weekends. Dogs and cats are mostly well controlled. I am not aware of any education programmes?
One has to have a license to own a dog and a fee is paid - ours is microchipped. I am unaware of any education programs. The Shire ranger is a visible and approachable presence. Signs are visible. Only trouble I have had is with dog owner.
More rangers are needed. Cat/dog management is adequate in terms of education but I don't know about control.
Except for two occasions, one with a male ranger involved and the latest with a female ranger, I have not had need for their services. I can say that the lady ranger was more prompt and helpful. She also followed up on the matter and kept me informed with progress. There are numerous times when dogs are noticed wandering along streets of Ravensthorpe. And, through Facebook, I am aware of several sightings of dogs loose in Hopetoun too. Cats have been less of a problem for us personally, but sometimes we still see a 'stray' or evidence of a cat kill in ours and neighbouring gardens. I am unaware of any education program for pet owners: shire run or otherwise. There has, to my knowledge, been no advertising of such.
More needs to be done Re; Question 61
The evidence for any harm done by feral cats or dogs is weak and not well presented.
Feral (domestic) cats are a big problem in Hopetoun.
Many tourists do not go into National Park because of restrictions. Could the Ranger Station have kennels where cats and dogs could be left for 3 hours? Advertise this convenience.

ENVIRONMENT, FORESHORE AND RESERVE MANAGEMENT

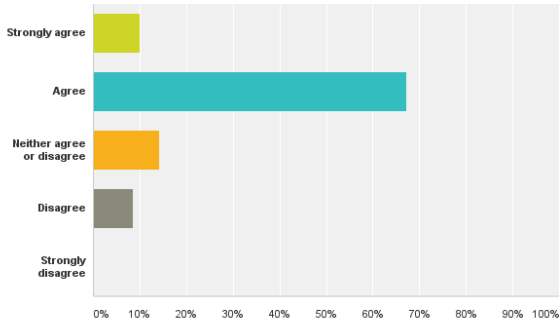
The questions within this section referred to the suitability, condition and maintenance of the Shire’s foreshores and reserves.

Analysis

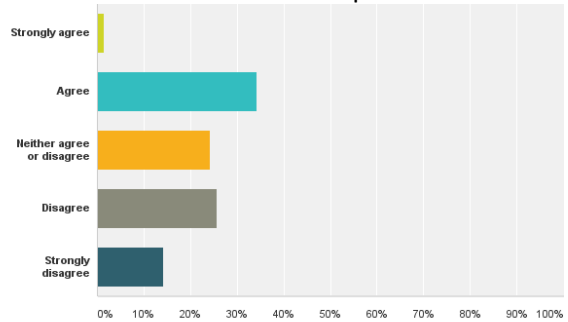
Although a majority of responses in this section achieved either agree or neither agree or disagree, a high proportion disagreed with regard to the suitability, condition and maintenance of the Shire’s foreshores and reserves.



Question 63: The Shire’s public reserves and coastal foreshores are well managed and maintained.

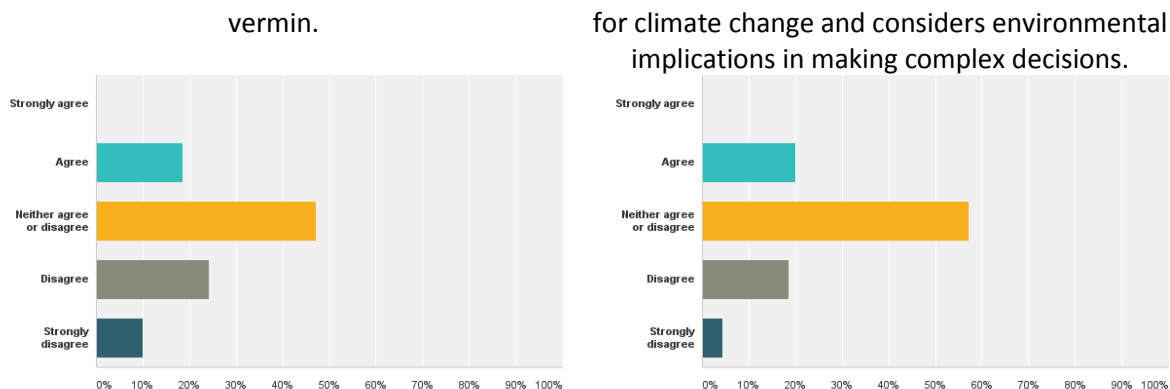


Question 64: The Shire actively manages weeds and other invasive species.



Question 65: The Shire adequately controls foxes, feral cats, rabbits and other pests and

Question 66: The Shire has planned adequately



Comments

The comments did highlight an element of dissatisfaction in regard to this topic. Given the points made, it appears to be unclear about Shire responsibilities v landholder responsibilities. The comments received do lend themselves to a policy review or strategic focus area moving forward with regard to environmental management and climate change.

Introduction and spread of problems weeds for farmers has been a costly impost in relation to control. This is probably more of a problem on main roads.
Box thorn is everywhere. Foxes are attacking chooks in close proximity to town.
What "is" being done in pest management?
Many boxthorns in the bush throughout town. Fruit fly is not a shire issue. The shire should do a baiting programme for the mosquitos as they are prolific.
Shire could involve Ravensthorpe - SSAA & farmer assist to organize feral shoots.
Hopetoun beach needs a clean-up (and on a regular basis).
Please kill rabbits in the Hopetoun town site.
We have feral cats around our property occasionally.
Rabbits in the main street. Bridal creeper and other weeds are in every reserve.
Most people wouldn't know. (Questions 50,52,53)
Foxes are not controlled.
Coastal foreshores are immaculate. Box thorn in Ravensthorpe are completely out of control and getting worse each year.
Box thorn, African love grass, double gees and afgan cactus.
I don't know about plans for climate change, but there's been a lot of beach undercutting lately. The groyne presents a serious barrier to natural sand movements.
Boxthorn is one weed taking over. Blocks are overgrown with weeds, land holders need to be made accountable.
I have no information if the Shire has planned adequately for climate change? The public need more info.
Seaweed is a huge problem along Jetty Seaview and up to Barrens. This should be removed with equipment to promote tourism. The dunes are caving in.
I have no idea if the Shire has planned adequately for climate change?
Bridal creeper needs to be controlled.
The foreshore in Hopetoun is a credit to the Shire and its' outside workers. The park and grassed areas are beautiful. The only blemish is the boat ramp on the groyne which is a half-finished job and is dangerous. A breakwater is missing.
How much of Hopetoun will be under the sea by 2100? What measures has the Shire taken, or can take, for this situation?
African love grass infests road verges, is a fire hazard and infects any open ground such as fire breaks on private land thus threatening local flora. There are plenty of foxes, feral cats, rabbits and other pests and vermin around our area!! In regards to the climate change question....we believe insurance companies lead

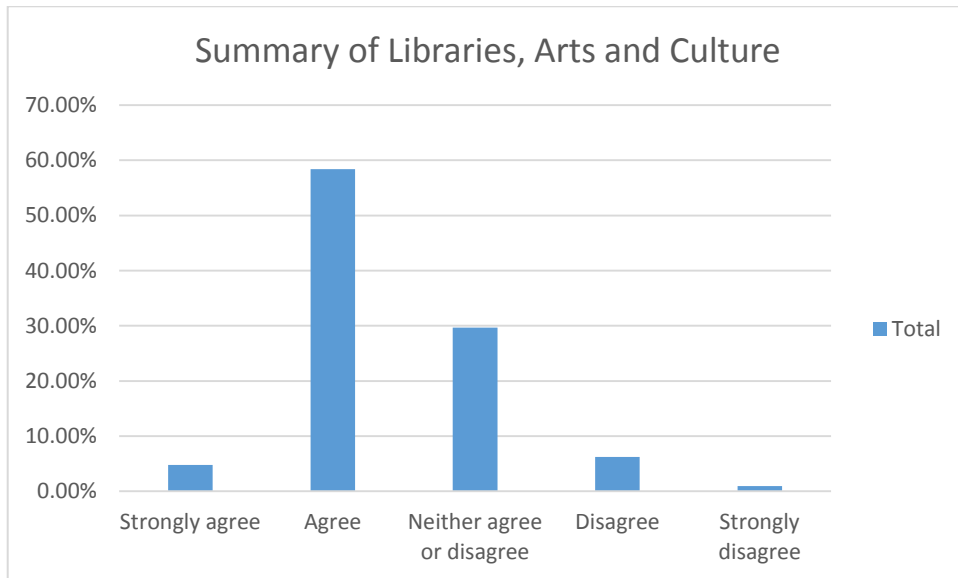
the way in this area. I am unaware of any Shire policy in this area - bureaucrats again!
The parks, public reserves and foreshore are a credit to the Shire. The Shire's weed eradication program is not supported by landholders, therefore difficult. Is fox control Shire business?? WHAT climate change??
The shire actively maintains weeds and invasive species on its own property but as far as I am aware, does nothing about privately owned land. African love grass, like Boxthorn and cottonweed, is a huge problem and without funding from other sources, or adequate management strategies/enforcement on private properties, this continues to be a huge problem. I believe the shire could do more than it does. I do not know if the shire itself organises feral animal trapping, other than rabbits in Hopetoun, but RAIN (Ravensthorpe Agricultural Initiative Network) has, in the past, held shooting & trapping events. There is no mice eradication scheme that I know of and in town, they would be the biggest problem. The shire's rabbit baiting scheme in Hopetoun is under constant sabotage from local animal lovers. I cannot comment on point 66. As far as my observations go, there is nothing in place or being done.
Shire has done nothing about the Victoria tea tree around Hopetoun. Since the shortened hours of the transfer stations, people are dumping rubbish in the bush land and fire breaks around Hopetoun and Ravensthorpe, weeds are becoming established because of this.
Most environmental issues including climate change are strongly declared but poorly argued. The Shire needs to tell us its sources of information and set up a wide-ranging debate in Community Spirit.
Vandalism is a big issue.

LIBRARIES, ARTS AND CULTURE

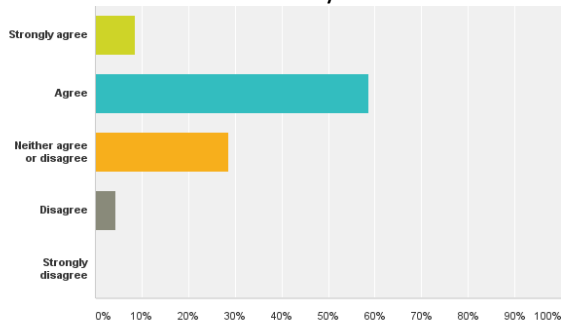
The questions within this section referred to the suitability and provision of services associated with libraries, arts and culture.

Analysis

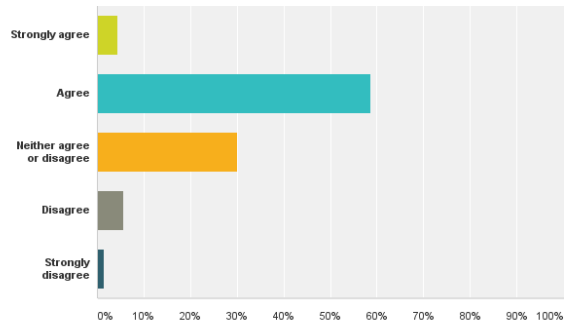
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the suitability and provision of services associated with libraries, arts and culture.



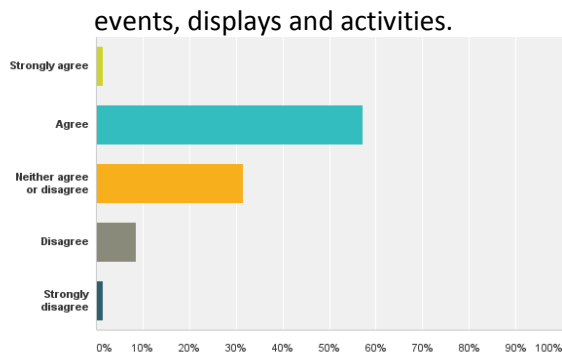
Question 68: The Shire’s library collection is comprehensive and meets the needs of our community.



Question 69: The Shire is committed to public art, art programs and creative industries.



Question 70: The Shire provides opportunities for cultural expression and celebration through



Comments

The comments generally reflect a high level of satisfaction with regard to this topic. It would appear that roles and responsibilities are well defined in delivering cultural services within the Shire.

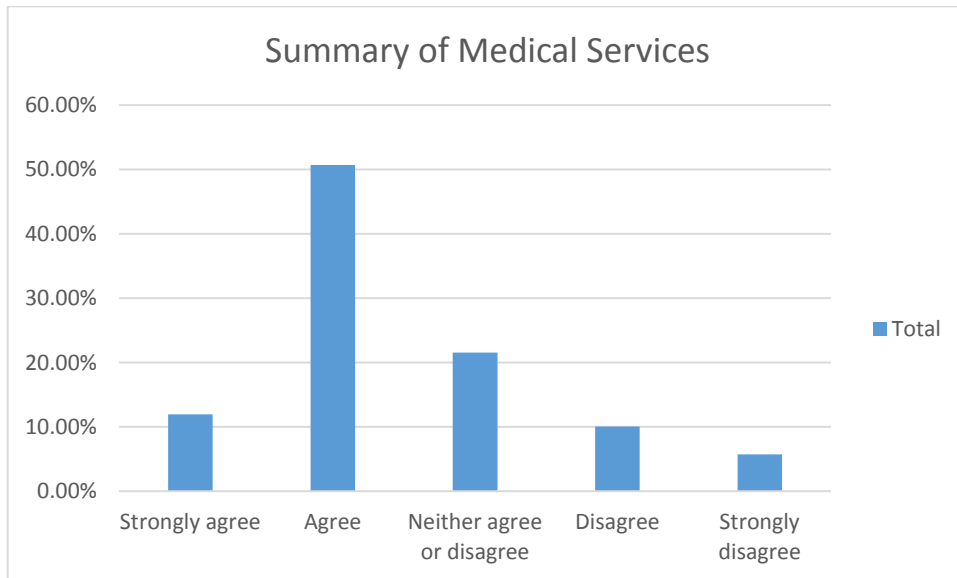
These are well recognised and supported.
Other than the wildflower show ... what events? The library needs a far bigger genre range to cater to all people & lots more books.
Needs better & more books, esp. in Hopetoun.
Please continue to support "Windspray Arts".
Art performances can be too expensive. Consider more video conferences for concerts and dramas that take place in Perth
Need a proper coffee shop (not daggy Hardware cafe and Town Beach cafe)
In this area the Shire is to be commended, as is the community.
The Shire subsidises Ravensthorpe Arts Council, Wildflower Show and Historical Society up to a point. However there is a lack of incentive and/or encouragement for public art.
I believe Ravensthorpe regional art group organise all the art and cultural events with little help from the shire
The shire does not organise events and if by being committed, the survey means supportive of, then yes, the shire allows for art exhibitions, art programs and creative industries, all run by individuals or community groups. As far as I am aware all public entertainment is run through our Regional Arts program or through other community groups such as the local drama groups, or the Wildflower show Committee and, through the progress associations. The shire is rarely actually involved.
Only Ravensthorpe Regional Art Group provides art programs and cultural events. Shire just takes the glory.
Thanks to Ravensthorpe Arts Council.
Perhaps more could be done to advertise. Boards up showing what's doing, places to see.

HEALTH AND MEDICAL SERVICES

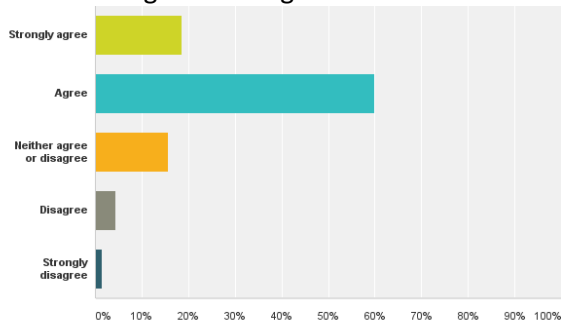
The questions within this section referred to the suitability and provision of services associated with health and the provision of the local Doctor.

Analysis

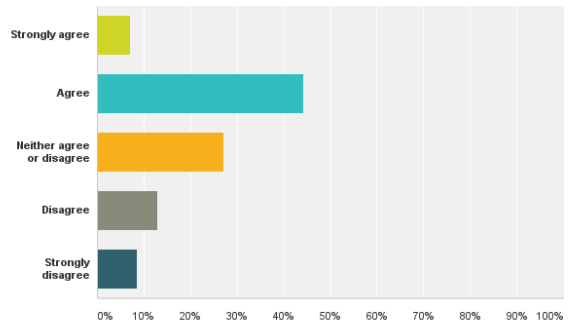
A majority of responses in this section achieved either agree or neither agree or disagree. This would suggest that a majority of survey respondents were either satisfied or undecided in relation to the suitability and provision of services associated with health and the provision of the local Doctor.



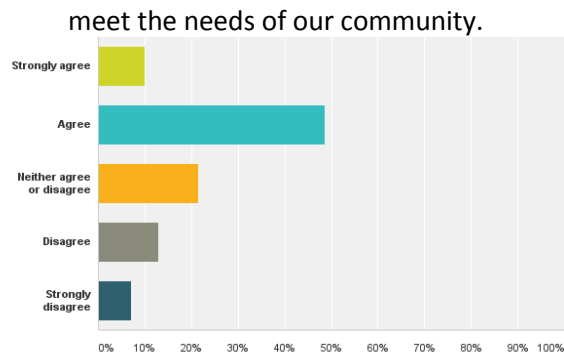
Question 72: The Shire makes a valuable contribution to the provision of health services including subsidising the local doctor.



Question 73: The level of health care in our Shire is appropriate.



Question 74: The available health facilities e.g. hospital and doctors surgery are adequate and



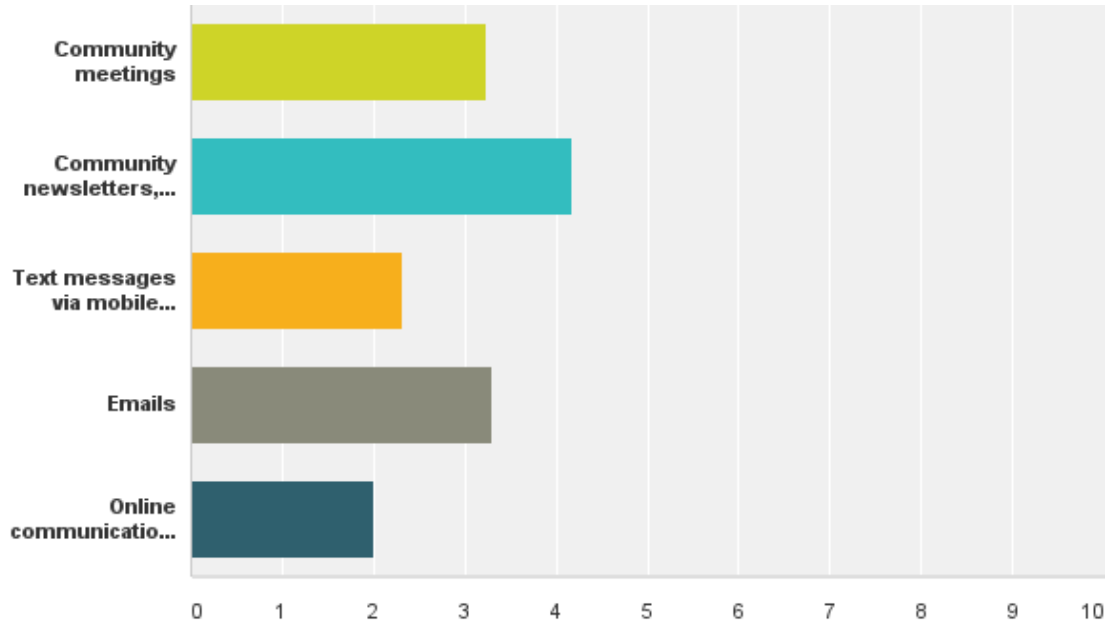
Comments

The comments generally reflect a high level of satisfaction with regard to this topic. In saying this, there appears to be some confusion on bulk billing and the Shire’s role in delivering medical services. Perhaps more consultation, education and strategy development in this area could reduce some of the confusion.

The availability of doctors’ appointments can sometimes be an issue. No bulk billing reduces the ability of some to afford to go to the doctor.
Good decision to enable bulk billing.
Need a doctor in Ravensthorpe and a doctor in Hopetoun.
There has been positive change in the past year. I believe council should keep looking at this and not drop the ball as it did several years ago.
The doctor should meet the needs of our community by bulk billing.
More home services required.
Physio facilities could be more readily available.
Good service - except from interference from bureaucrats.
Medical services Ravensthorpe has a 5 day period of no DR service (Thursday to Tuesday). Hopetoun’s longest is the weekend.
We need to make sure our doctor is happy and has the support of the whole Shire Council.
Dr. Livingston needs more support from the Shire.
Fortunately, haven't had to test these out
We need two doctors, more aged care facilities, hospital needs more facilities in order to keep patients in the community whenever possible.
The level of health care will never be appropriate - It is beyond Shire control.
The doctor's rooms in Ravensthorpe need upgrading. It also seems that the Dr/Hospital rapport is not yet optimal. Does this arise from local or regional WACH staff?
The level of healthcare is financially adequate. According to Great Southern Health Care we don't have a hospital, it is a multicare facility. I don't particularly care for tele health but I guess it may be better than nothing.
It is important that the Shire continues its partnership with the Health Department. The Albany transfer service is a step in the right direction.
We have a Hospital, yet patients are turned away? Being told they have to go to Esperance or Albany 2-3 hours away. We have a wonderful doctor which it takes 2 weeks to see in Ravensthorpe, the available Health facilities are not adequate and certainly do not meet the needs of our Community.
Do not like having to pay to see the doc after contributing thru rates subsidising him and providing a house
The level of health care could be increased and expanded. Dental, Xray, CAT scanning, and other more up to date services would be invaluable here given the distances between our larger and over committed centres.
After contributing via rates to the doctor’s income, house and car I object to paying to see him for a consultation.

Allowing a Dr at the Hospital at all times would help St John Volunteers
Should be two doctors one in Hopetoun and one in Ravensthorpe. They could share being on call and would be a more attractive place to work.
Doctors surgery isn't open in Ravy enough by far. & Ravensthorpe Hospital needs an overhaul of staff & leadership
Transport to the nearest relevant hospitals (Ravensthorpe, Esperance, Albany or Perth) needs extension and improvement.

PREFERRED COMMUNICATION METHOD



	1	2	3	4	5	Total	Score
Community meetings	15.71% 11	30.00% 21	22.86% 16	24.29% 17	7.14% 5	70	3.23
Community newsletters, flyers and Council Minutes	51.43% 36	22.86% 16	18.57% 13	5.71% 4	1.43% 1	70	4.17
Text messages via mobile phones	5.71% 4	10.00% 7	27.14% 19	24.29% 17	32.86% 23	70	2.31
Emails	21.43% 15	21.43% 15	27.14% 19	24.29% 17	5.71% 4	70	3.29
Online communication via the Shire's website	5.71% 4	15.71% 11	4.29% 3	21.43% 15	52.86% 37	70	2.00

CONCLUSION

A majority of responses suggests that the community are generally satisfied with the level of service and infrastructure provided by the Shire of Ravensthorpe. From the Shire's perspective, the feedback and survey responses should be received positively.

In saying this, the survey did highlight some areas of improvement. Suggestions for these areas of improvement have been summarised below.

1. Consider introducing a Customer Service Charter and Complaints Handling Policy.
2. Consider introducing an Integrated Communication Strategy, applying new communication techniques and remodelling the Shire's website.
3. Consider introducing a road maintenance hierarchy to help manage customer expectations.
4. Consider introducing a footpath and trail strategy as an opportunity to plan for new paths and trails, manage expectations, gain funding and set some construction standards e.g. asphalt, concrete, dual use v single use.
5. Include a more comprehensive rating methodology explanation on the Shire's website including information on all income sources and expenditure.
6. Undertake a review of tip opening times and undertake further education on the recycling process.
7. Consider the construction of a skate/bmx facility in Ravensthorpe.
8. Consider undertaking a review of the existing tourism strategy to include roles and responsibilities from a promotion and marketing perspective.
9. Undertake an analysis of the Emergency Services function, including further promotion of emergency evacuation and recovery plans.
10. Consider introducing a ranger community education program and school visits.
11. Consider a policy review or strategic focus area moving forward with regard to environmental management and climate change.
12. Consider distributing further information on the bulk billing process and the Shire's role in delivering medical services.
13. Consider undertaking a review of the quality and quantity of tourist accommodation.

All feedback received will be reviewed by the Shire staff and Councillors. Any emerging trends will be assessed and potentially included in the 2016 review of the Strategic Community Plan.