

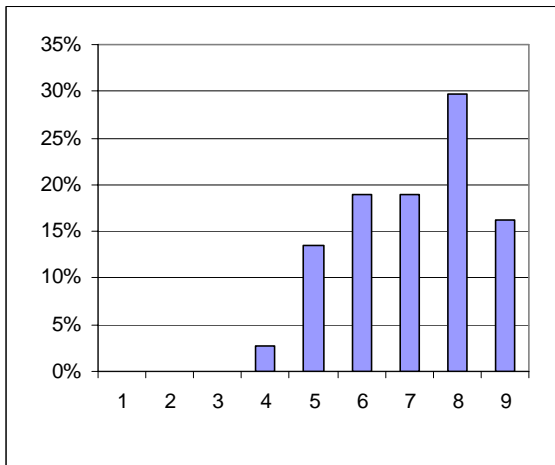
SECTION B – CONTACT WITH COUNCILLORS AND EMPLOYERS

Have you had any need to contact a Councillor within the last 12 months regarding a Council issue?

35% of the respondents indicated that they had contact with a Councillor in the last 12 months. This has dropped from 40% in the last survey.

How would you rate the Councillors in respect to:

1a. Accessibility / Availability

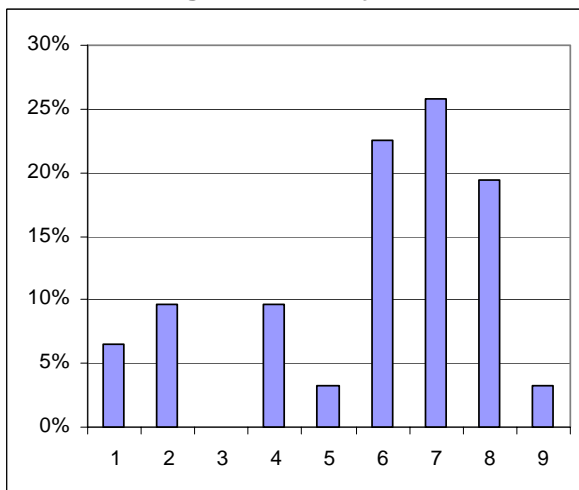


<u>1a</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	0	0%	0%
2	0	0%	0%
3	0	0%	0%
4	1	3%	3%
5	5	14%	16%
6	7	19%	35%
7	7	19%	54%
8	11	30%	84%
9	6	16%	100%
	37	100%	

Median 7.00
Mean 7.08
Mode 8.00

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	97%	3%
2006	78%	22%

1b. Addressing the issues you raised

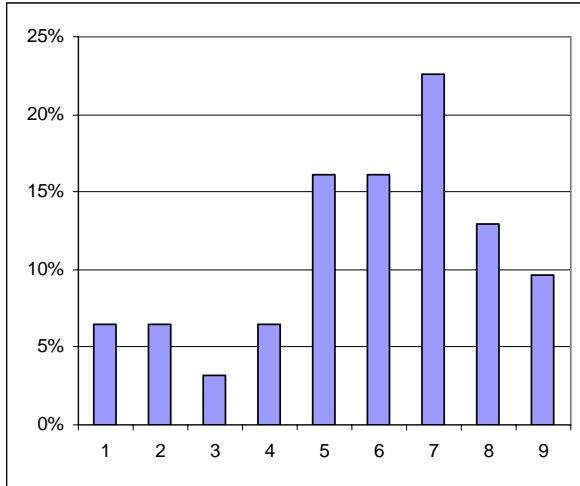


<u>1b</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	2	6%	6%
2	3	10%	16%
3	0	0%	16%
4	3	10%	26%
5	1	3%	29%
6	7	23%	52%
7	8	26%	77%
8	6	19%	97%
9	1	3%	100%
	31	100%	

Median 6.00
Mean 5.81
Mode 7.00

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	74%	26%
2006	70%	30%

1c. Advising you of the result of the issues you raised

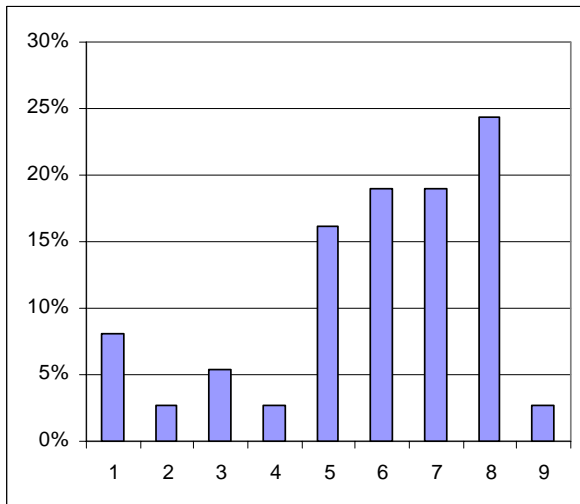


<u>1c</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	2	6%	6%
2	2	6%	13%
3	1	3%	16%
4	2	6%	23%
5	5	16%	39%
6	5	16%	55%
7	7	23%	77%
8	4	13%	90%
9	3	10%	100%
	31	100%	

Median **6.00**
Mean **5.81**
Mode **7.00**

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	77%	23%
2006	68%	32%

1d. Overall performance of Councillors as your elected representatives



<u>1d</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	3	8%	8%
2	1	3%	11%
3	2	5%	16%
4	1	3%	19%
5	6	16%	35%
6	7	19%	54%
7	7	19%	73%
8	9	24%	97%
9	1	3%	100%
	37	100%	

Median **6.00**
Mean **5.86**
Mode **8.00**

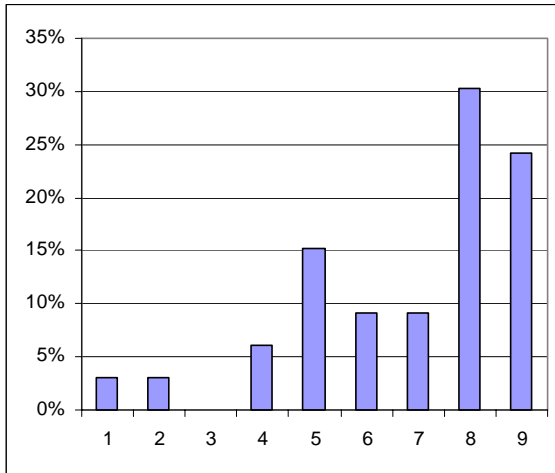
LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	81%	19%
2006	78%	22%

2 Have you had any need to contact any staff members within the last 12 months regarding Council business?

37% of the respondents indicated that they had contact with a staff member in the last 12 months.

How would you rate the quality of customer service proved by shire staff in respect to:-

a. Accuracy of advice / information

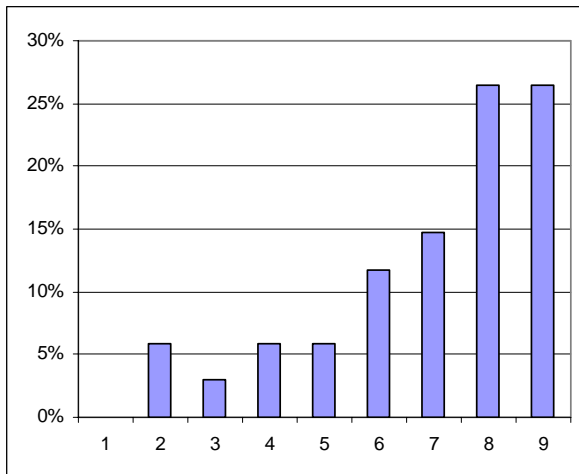


<u>2a</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	1	3%	3%
2	1	3%	6%
3	0	0%	6%
4	2	6%	12%
5	5	15%	27%
6	3	9%	36%
7	3	9%	45%
8	10	30%	76%
9	8	24%	100%
33		100%	

Median **8.00**
Mean **6.88**
Mode **8.00**

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	88%	12%
2006	97%	3%

b. Time taken to respond to information requests

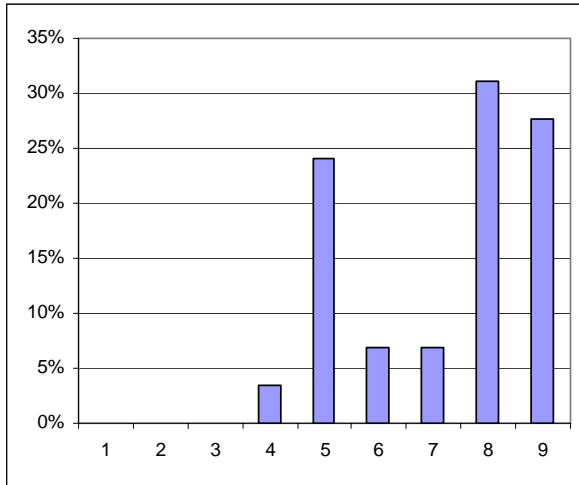


<u>2b</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	0	0%	0%
2	2	6%	6%
3	1	3%	9%
4	2	6%	15%
5	2	6%	21%
6	4	12%	32%
7	5	15%	47%
8	9	26%	74%
9	9	26%	100%
34		100%	

Median **8.00**
Mean **6.97**
Mode **8.00**

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	85%	15%
2006	90%	10%

c. Dealing with Customer Complaints

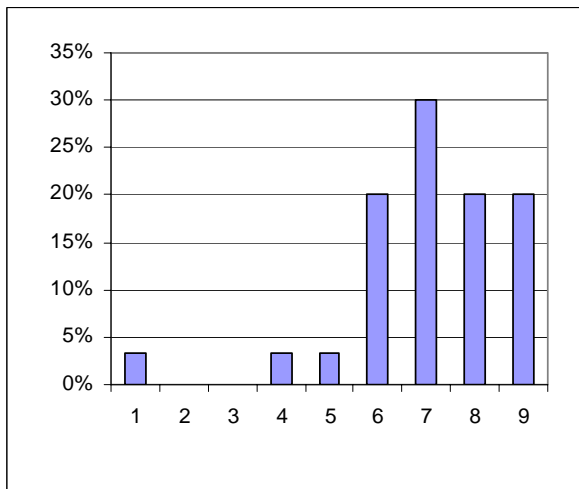


<u>2c</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	0	0%	0%
2	0	0%	0%
3	0	0%	0%
4	1	3%	3%
5	7	24%	28%
6	2	7%	34%
7	2	7%	41%
8	9	31%	72%
9	8	28%	100%
<hr/>		29	100%

Median **8.00**
Mean **7.21**
Mode **8.00**

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	97%	3%
2006	89%	11%

d. Accessibility to Senior Staff

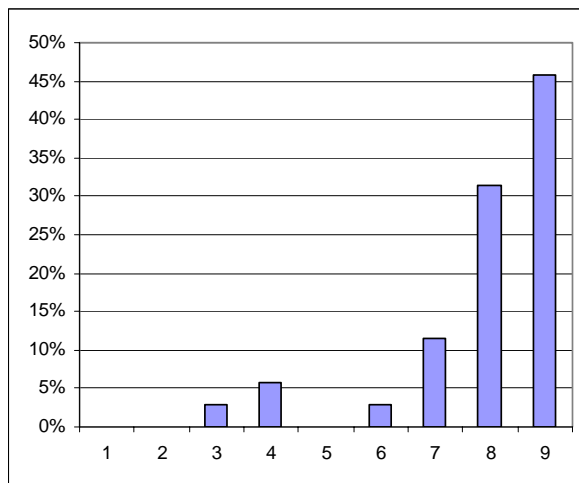


<u>2d</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	1	3%	3%
2	0	0%	3%
3	0	0%	3%
4	1	3%	7%
5	1	3%	10%
6	6	20%	30%
7	9	30%	60%
8	6	20%	80%
9	6	20%	100%
<hr/>		30	100%

Median **7.00**
Mean **7.03**
Mode **7.00**

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	93%	7%
2006	90%	10%

e. Courtesy / appropriate telephone manner



<u>2e</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	0	0%	0%
2	0	0%	0%
3	1	3%	3%
4	2	6%	9%
5	0	0%	9%
6	1	3%	11%
7	4	11%	23%
8	11	31%	54%
9	16	46%	100%
<hr/>		<hr/>	<hr/>
35		100%	
<hr/>		<hr/>	<hr/>
Median		8.00	
Mean		7.91	
Mode		9.00	

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	91%	9%
2006	94%	6%

Comments from the respondents

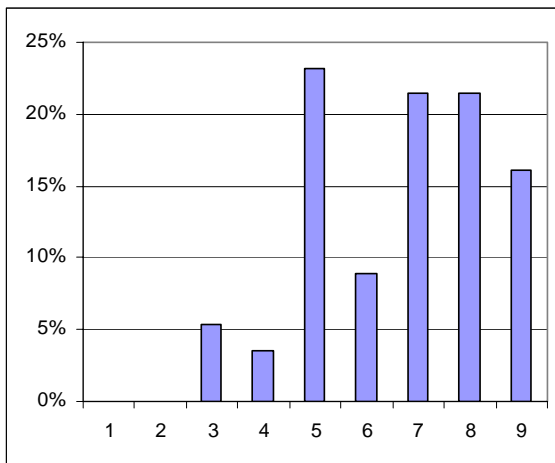
- *How good is your proof-reading?*
- *Because I choose to live in town there are issues relating to the hotel. Outside verandah should be closed off to drinking as I have cleaned up broken glass on footpath and also there is a lot of street drinking and the language is terrible. It should be stopped as it spoils our town. A lot of complaints from visitors to town. Please address this issue.*
- *Poor road signage. Being on the periphery of the Shire we do not get value for our rates. The trees harvesters exacerbate conditions.*
- *Section B1. – 12 months ago comments were made regarding the positioning of the metal sculpture on the Donnybrook Road, the points in question being the site is on a bend with double white line @ 90km per hour. Surely common sense should prevail. However on approaching a Councillor we were told quite firmly, “it’s in the right place and that’s where it’s staying”.*
- *Customer Service is great in the office and depot. In regard to the Shire Ranger, time taken to respond is very slow. He doesn’t seem to have the time to respond to call out and phone calls (which are urgent).*
- *Check your editing.*
- *Poor cooperation with fire brigades on the part of some officers.*
- *Availability of grass courts during the week for Youth/teenagers.*
- *For much of the year, the children and teenagers were running amok in and around the skate park. For short periods (such as now) the children play happily, but even now I still tense up, waiting for the disgusting behaviour to break out again.*
- *The use of medical services is not addressed in this survey. There are numerous comments around town relating to the quality of this service.*

SECTION B

Transparency of funding for medical services needs to be clear to the community (car, house, practice, ?payments). Is there a mechanism for resolving complaints/issues about this service?

- *Day care centre not open full time and after school care.*
- *This section is very difficult to follow. I would recommend a more clear survey document if you wish accurate data.*
- *See previous comments. My comments cannot be regarding a, b & c are subjective as I am not elderly and do not have kids.*
- *Pity that no-one proof read this properly.*
- *This page is not very well proof read.*
- *The town dies at 6pm – no Deli’s open, no fuel for travelers. No pool or gym during winter. No internet access for visitors once Telecentre closes on week days and forget weekends. An all year round pool would give the younger population somewhere to meet and keep fit at the same time.*

3 How would you rate the efforts of Council to keep you adequately informed about issues affecting the community?

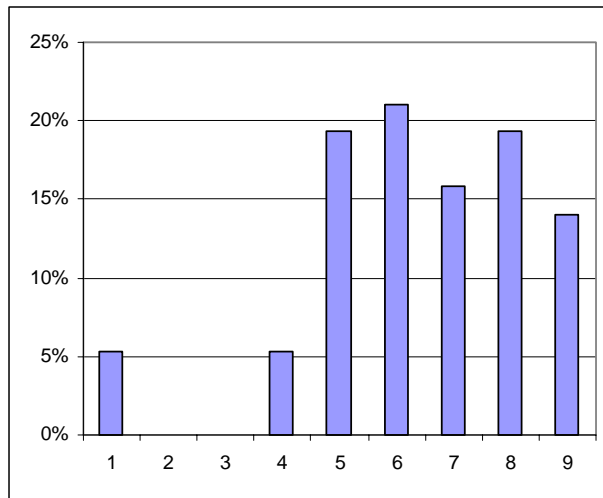


<u>3</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	0	0%	0%
2	0	0%	0%
3	3	5%	5%
4	2	4%	9%
5	13	23%	32%
6	5	9%	41%
7	12	21%	63%
8	12	21%	84%
9	9	16%	100%
<hr/>			
56		100%	

Median **7.00**
Mean **6.66**
Mode **5.00**

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	91%	9%
2006	88%	12%

4 How would you rate the efforts of the Council to provide you with sufficient opportunities to have your say on community issues?



<u>4</u>	<u>Count</u>	<u>Percent</u>	<u>Accum%</u>
1	3	5%	5%
2	0	0%	5%
3	0	0%	5%
4	3	5%	11%
5	11	19%	30%
6	12	21%	51%
7	9	16%	67%
8	11	19%	86%
9	8	14%	100%
	<u>57</u>	<u>100%</u>	
Median		6.00	
Mean		6.53	
Mode		8.00	

LEVEL OF SATISFACTION		
year	Acceptable or Higher	Unacceptable
2008	89%	11%
2006	85%	15%

Comments from the respondents

- I am new here – it all seems ok.
- Ward meetings (as done in some last year) sub-committees with community representation. Direct contact by Councillors with residents specifically affected by Council actions/decisions (where practicable).
- Try and get your surveys formatted correctly. Very poorly presented.
- Could send information by email.
- Point 3 – it would be non-existent if it wasn't for the Gazette.
- Shire could listen more to community concerns and act sympathetically.
- Council website needs work – not up to date.
- Council representatives on key community committees to ensure councillors awareness of community issues is maintained.
- A use of local radio might help. ABC or Radio West.
- I can talk until I'm blue in the face, but the Council won't act on anything I say.
- Keeping Council minutes up to date online. Use of information board at IGA or other shop on a quarterly basis.
- Ratepayer meetings should not be called in December when Christmas is looming nor in January when people are on holiday. Issues raised at ratepayer meetings are not resolved nor are complaints responded to. Little wonder people no longer attend.
- Email the minutes of meetings to residents that wish to receive. Public meetings outside of normal work hours.