



# COMMUNITY SURVEY

## 2013



Karratha • Dampier • Wickham • Roebourne • Point Samson • Cossack

# INTRODUCTION

The Annual Community Survey gathers feedback from the community on how the Shire of Roebourne has performed over the past 12 months and what services should be made a priority in the future.

# SURVEY APPROACH

- The Community Survey was delivered in two parts; the first focusing on residents and the second targeted fly-in, fly-out workers (FIFO).
- The survey URL was posted to the Shire of Roebourne website and promoted through a radio campaign, Facebook, and a press release. The URL was also distributed via community group emails and posters throughout town.
- In addition, surveyors were set up at Centro Karratha Shopping Centre from the 7<sup>th</sup> to the 17<sup>th</sup> of February offering the opportunity for community members to complete the survey in person through the use of iPads. Vouchers were on offer as an incentive for people to participate.
- Surveyors also visited Dampier, Wickham, Roebourne, and Point Samson throughout the survey period, allowing residents and FIFO workers the opportunity to complete the survey in person in their own town. Once again, vouchers were on offer as an incentive to participate.

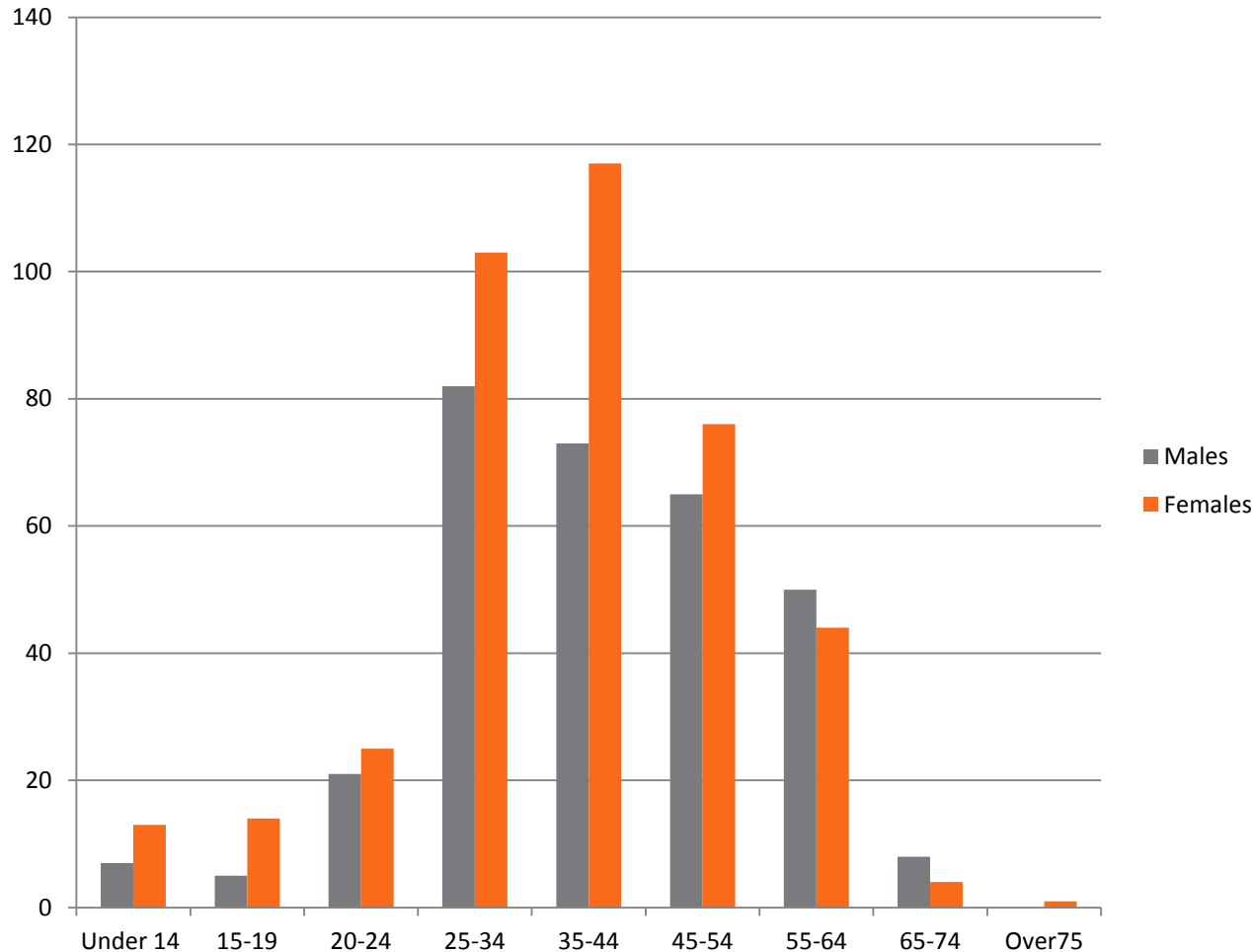
# 2013 SURVEY OVERVIEW

## Improving from last year\*

- Last year we scored 57/100
- This year we scored 66/100
- More than half of our community thinks the Shire is a good place to live. Only 10% think it's poor.
- 44% think that the Shire is a better place than it was 12 months ago while 18% think it's worse.
- Cost of living and access to health services are still the biggest community issues, while job prospects and natural environment continue to be rated highly.

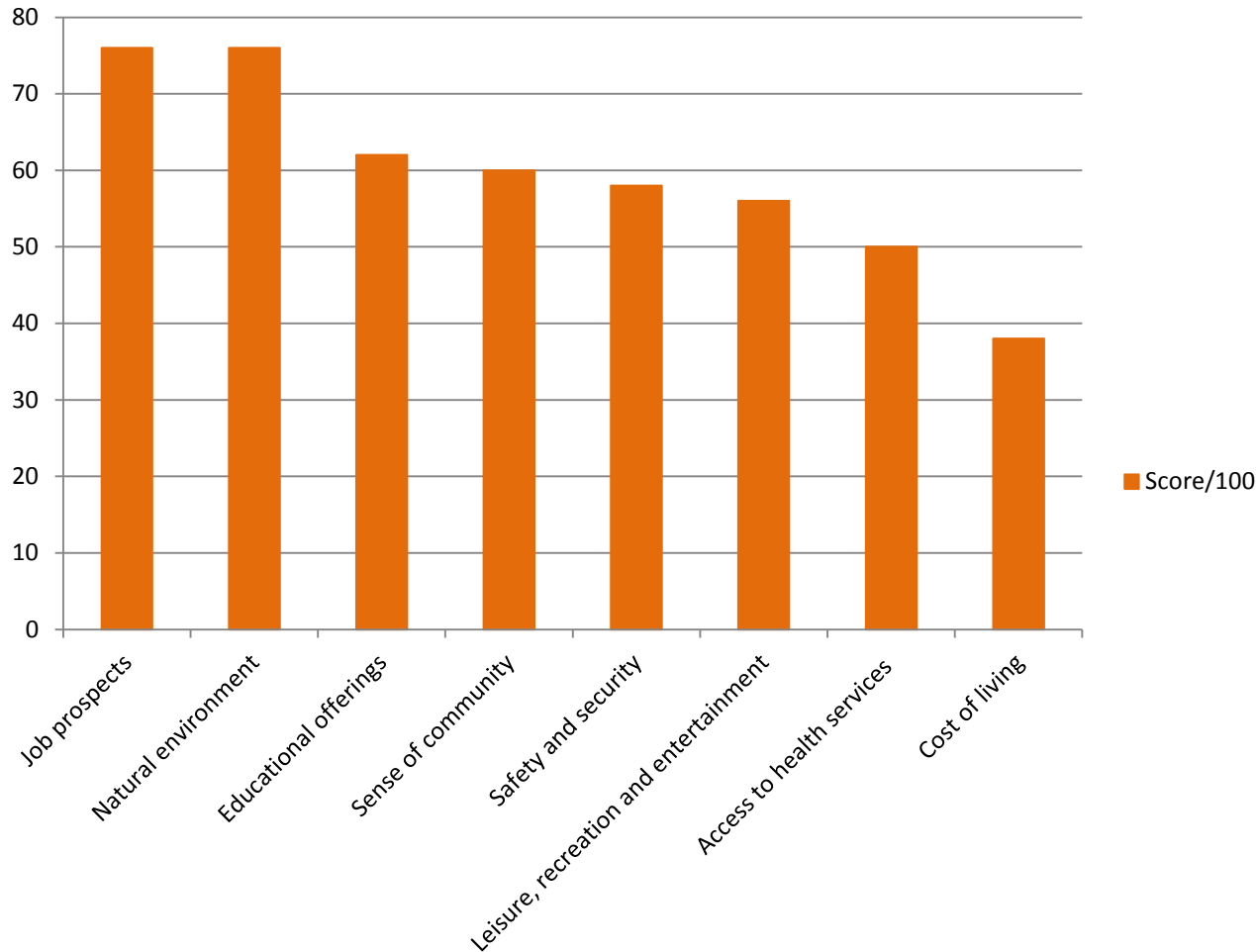
\*Note: In 2012 a four point Likert scale was used whereas we moved to a standard five point system this year. However, the extra option was on the negative end (very poor) so we can be fairly confident that there has been improvement.

# RESPONSES



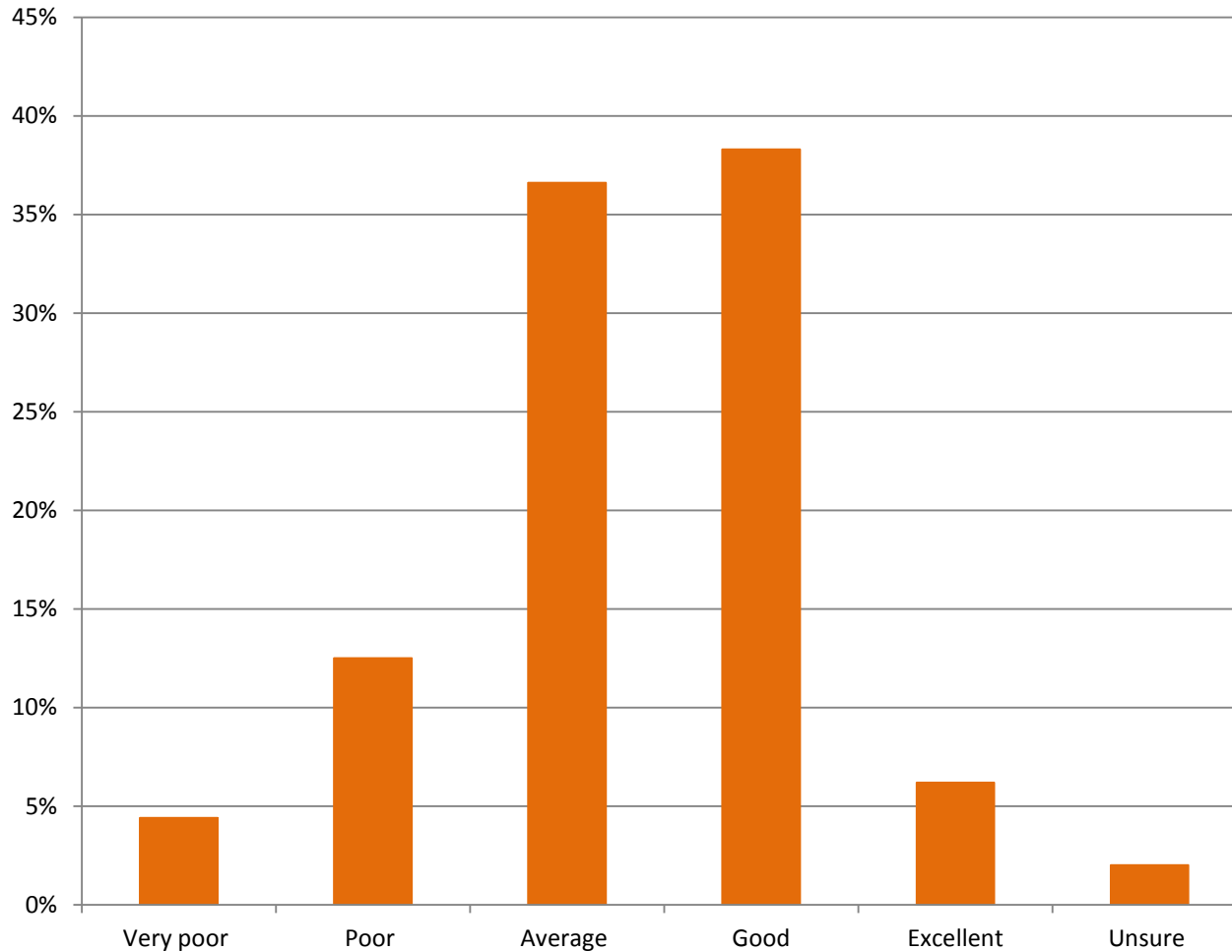
- A total of 708 valid responses were received. 618 responses were from residents (87%) and 90 were from fly-in, fly-out (FIFO) workers (13%). This is a 14.56% increase in responses from the 2012 Community Survey.
- 311 Respondents were male (44%) and 397 were female (56%), which is an improvement on gender balance from last year (40% male, and 60% female)

# LIFESTYLE AND LIVEABILITY



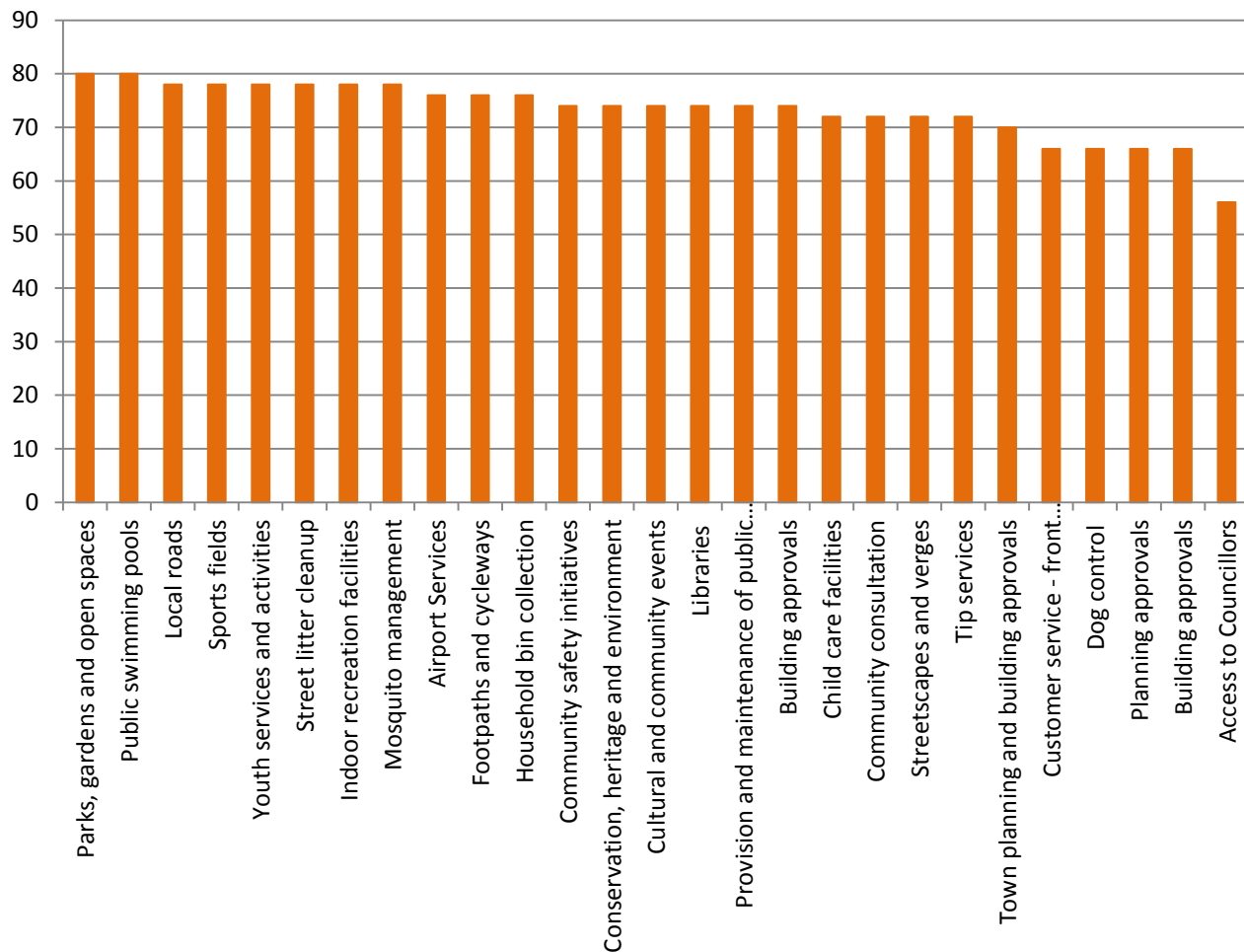
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# OVERALL PERFORMANCE



- Overall the community's perception of the Shire of Roebourne's performance has improved from 2012.
- This year 38% of respondents rated the Shire's performance as "Good" in comparison to the 23% of respondents in 2012.
- The "Excellent" rating has also jumped from 4.8% in 2012 to 6% in 2013.

# TOP PRIORITIES



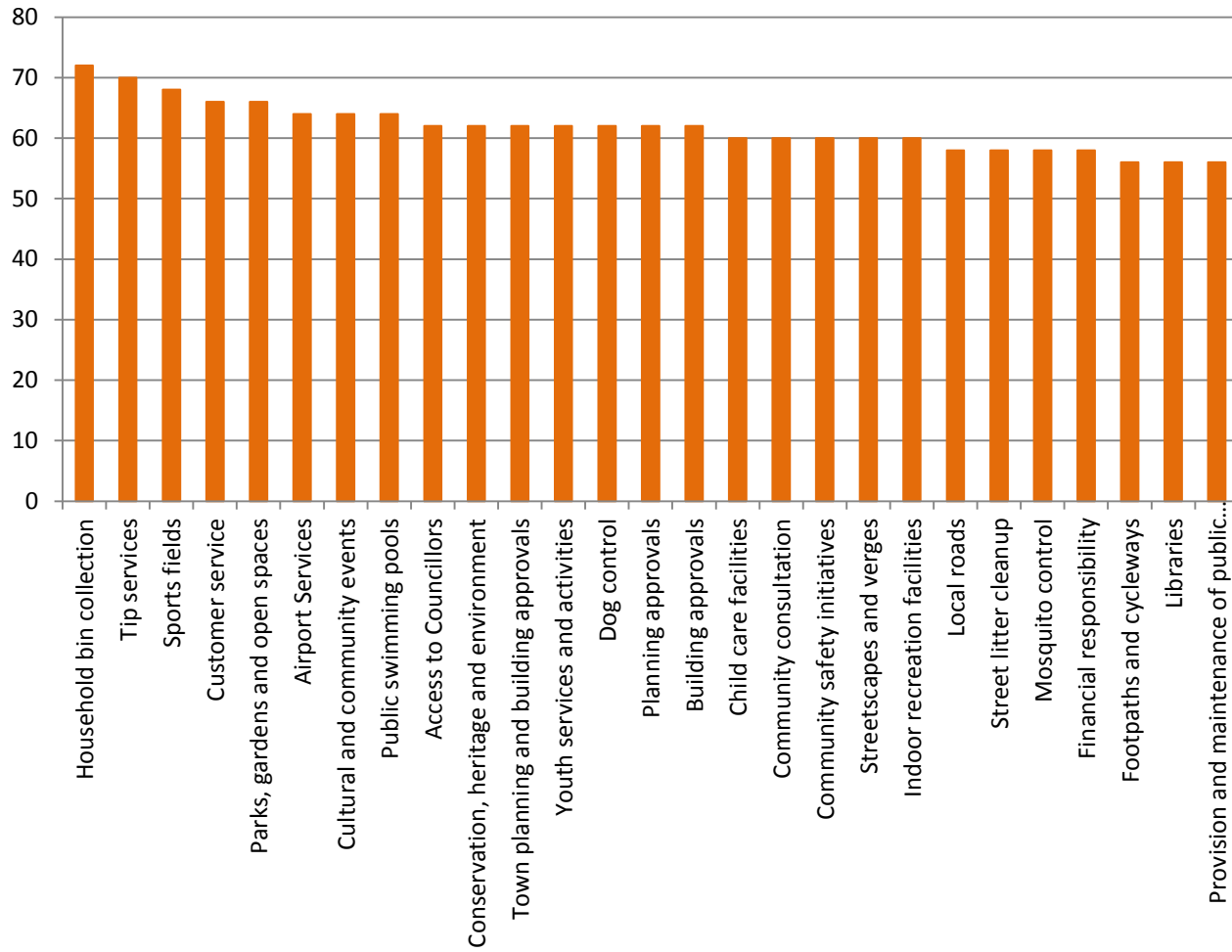
- When residents were asked what the top priorities should be for the Shire, public swimming pools tied with parks, gardens and open spaces for most important.
- In 2012, libraries and information services tied with leisure and entertainment centres and local roads.



# TOP PRIORITIES

- Public swimming pools.....80/100
- Parks, gardens and open spaces.....80/100
- Mosquito management.....78/100
- Street litter clean up.....78/100
- Indoor recreation facilities.....78/100
- Local roads.....78/100
- Sports fields.....78/100
- Youth services and activities.....78/100

# SHIRE PERFORMANCE



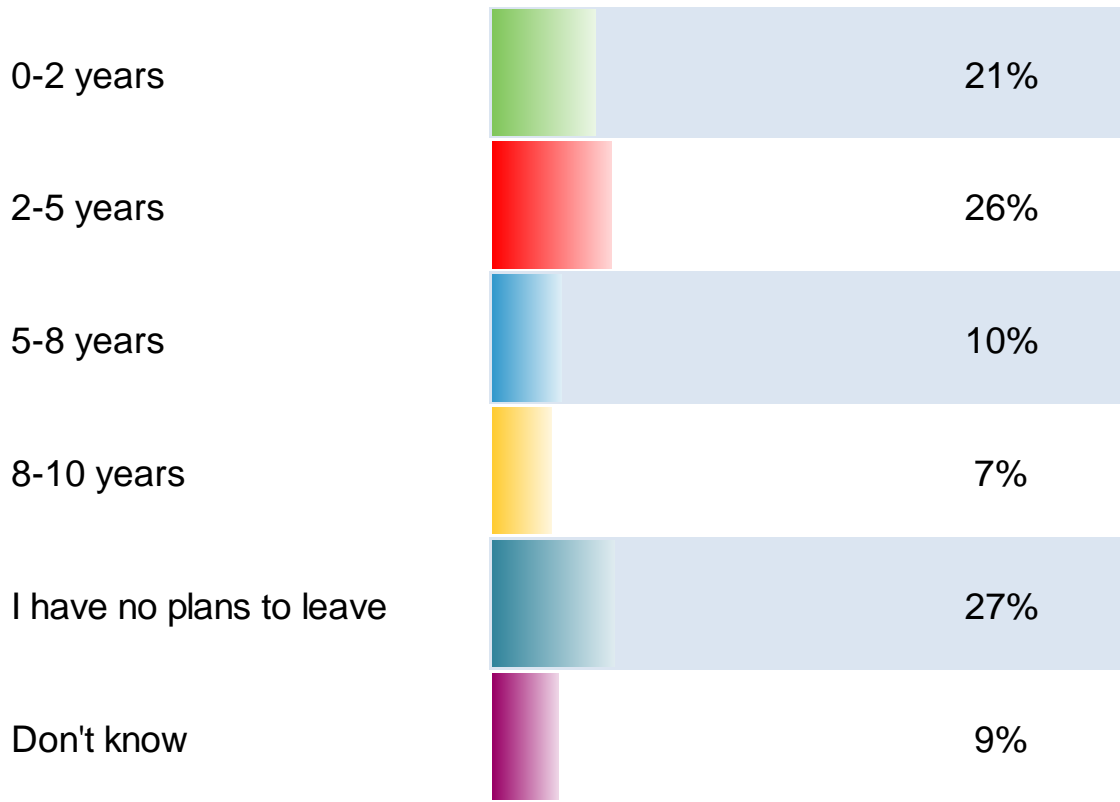
- The best performing areas in 2013 were household bin collection, tip services, and sports fields.

# TOP PERFORMERS

## Our top five performers were

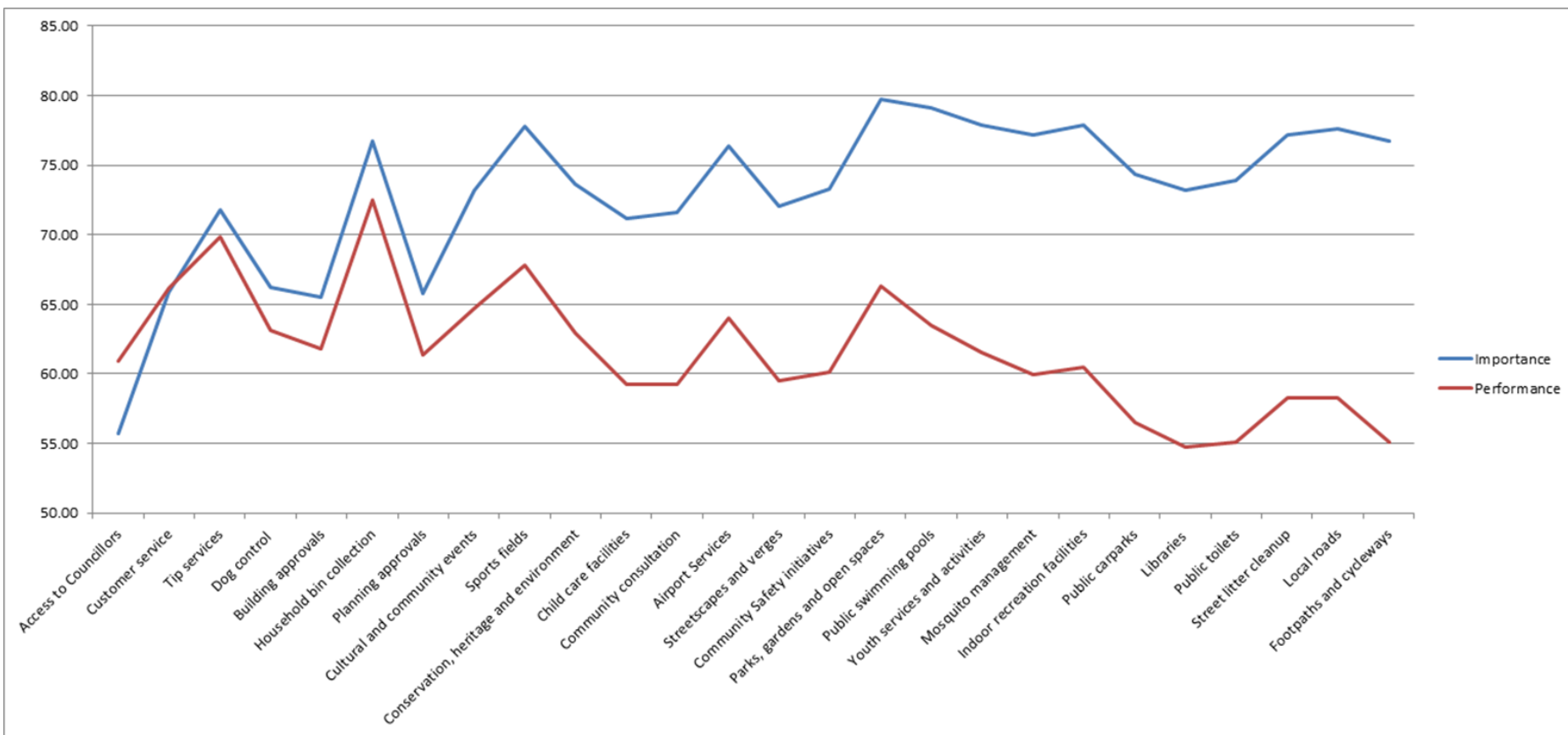
- Household bin collection ..... 72/100
- Tip services ..... 70/100
- Sports fields ..... 68/100
- Customer service  
front counter/switchboard ..... 66/100
- Parks, gardens and open spaces ..... 66/100

# INTENTION TO STAY



- The number of people with no plans to leave has increased to 27% from the 22.5% in 2012.
- The number of people who are unsure of length of stay has decreased significantly from 28.1% in 2012 to 9% in 2013

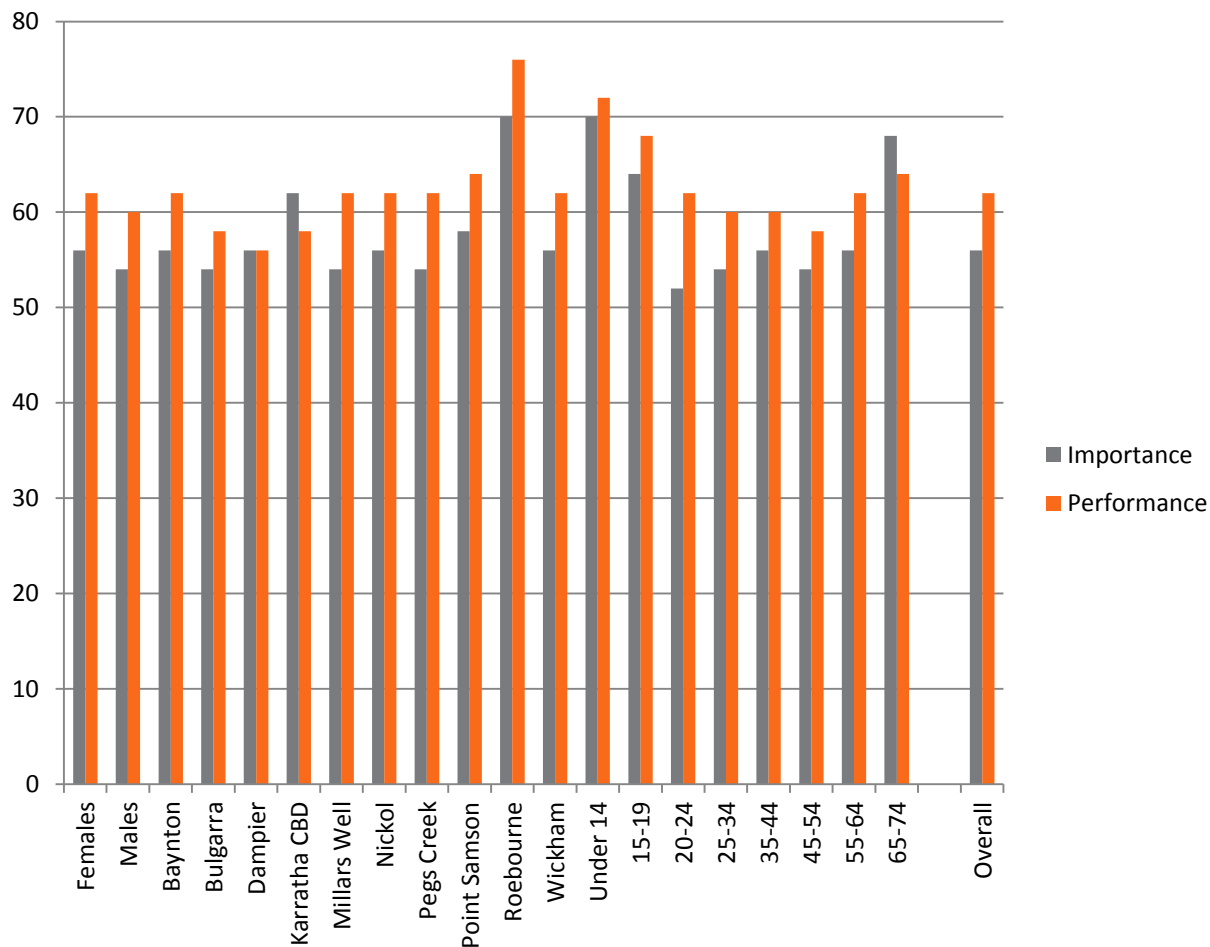
# GAP ANALYSIS



# TOWN VARIATIONS

	Overall Importance	Overall Performance	Karratha	Dampier	Roebourne/ Wickham/ Pt Sampson
Access to Councillors	55.74	61.17	60.89	55.15	65.00
Dog control	66.24	62.56	63.11	58.13	59.67
Cultural and community events	73.24	64.71	64.71	68.82	62.33
Conservation, heritage and environment	73.62	62.51	62.97	60.59	59.00
Child care facilities	71.19	59.13	59.23	51.88	61.03
Community consultation	71.58	59.21	59.28	55.29	59.33
Airport Services	76.35	63.65	64.03	60.00	60.33
Libraries	73.24	56.16	54.71	65.29	61.67
Indoor recreation facilities	77.90	60.44	60.44	56.87	61.72
Public carparks	74.35	56.29	56.50	51.18	55.67
Mosquito management	77.18	58.69	59.96	53.94	50.00
Footpaths and cycleways	76.75	55.89	55.07	64.71	56.61

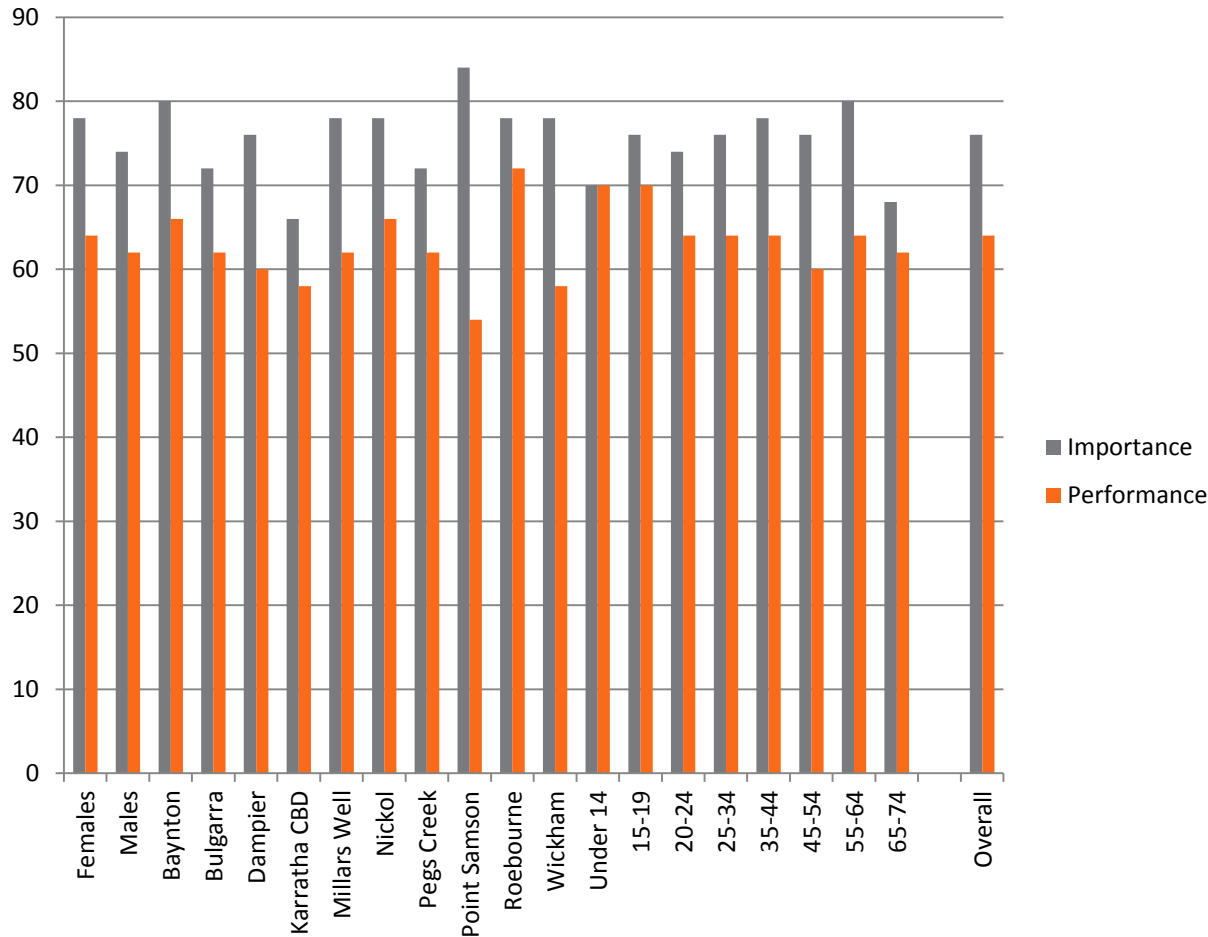
# ACCESS TO COUNCILLORS



Access to Councillors was generally considered to be of relatively low importance to those surveyed. The Shire's performance in this area was in the median range compared to other services. This was the only service area that had a positive gap analysis (over-serviced) rating. Karratha CBD residents and those over 65 were the only groups to rate Access to Councillors as underserved. Respondents from Roebourne rated this service very highly compared to the rest of the Shire.



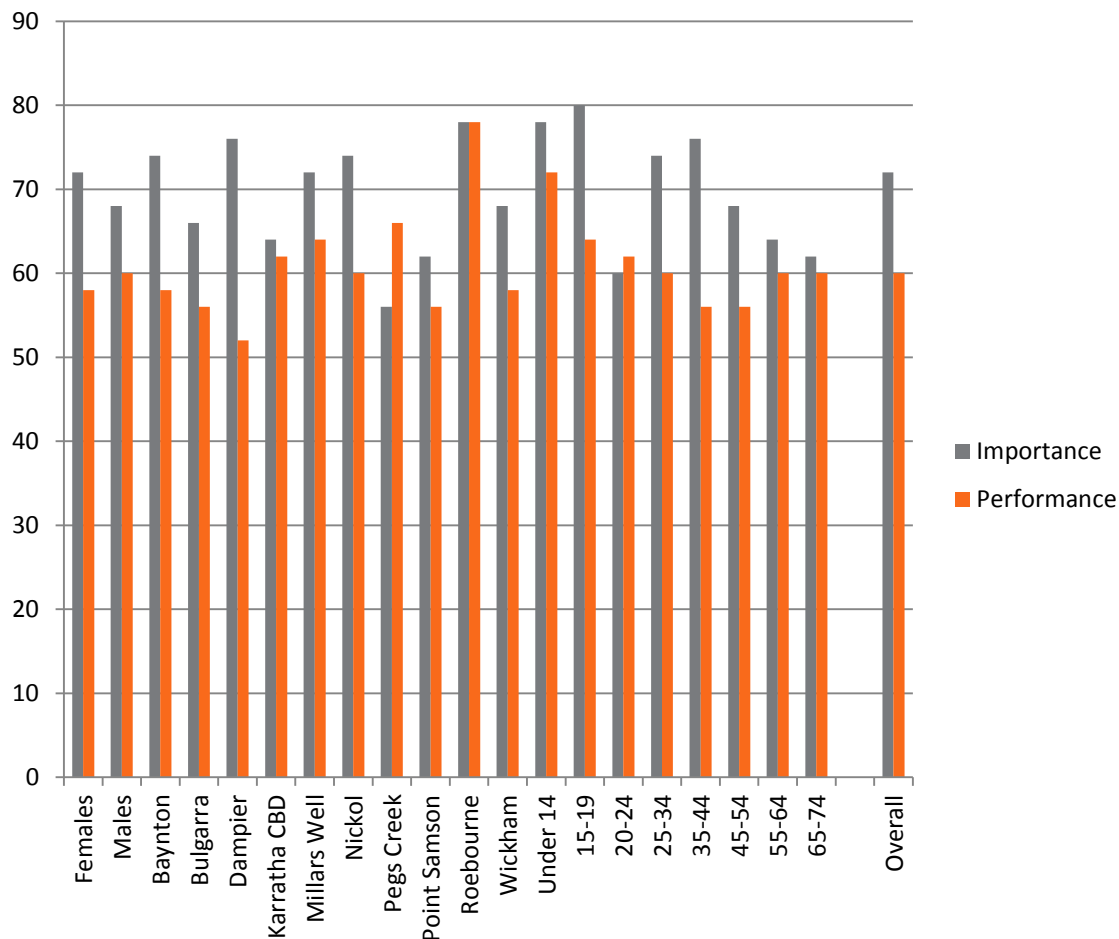
# AIRPORT SERVICES



Airport Services were rated as one of the most important Shire services. The performance of the airport was in the median range when compared to other services and the gap analysis shows a median level service gap. Point Samson residents rated the airport as a much greater priority and much lower performance than the rest of the Shire. It is expected that the Airport Terminal redevelopment project will impact negatively on the airport performance ratings and service gaps while construction takes place.

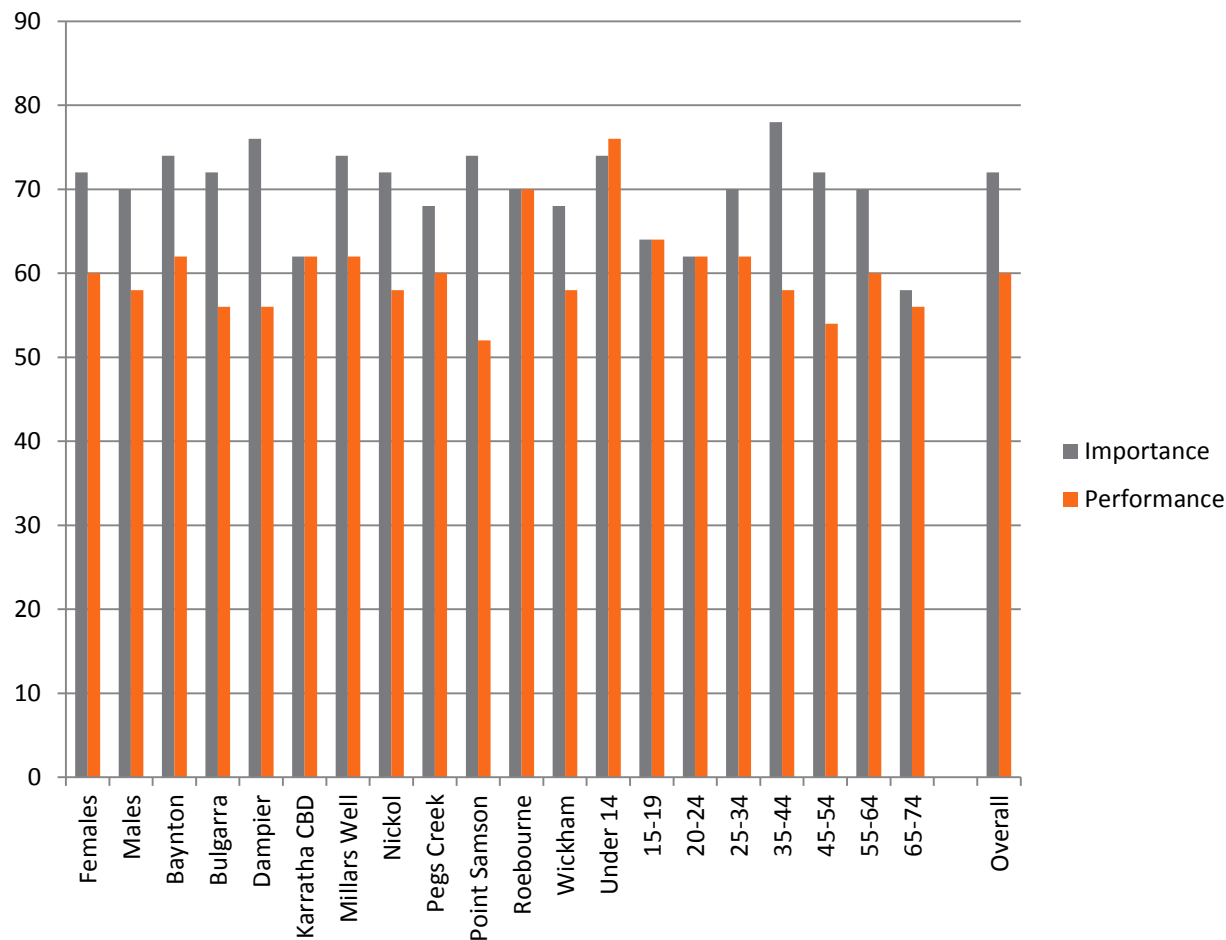


# CHILD CARE FACILITIES



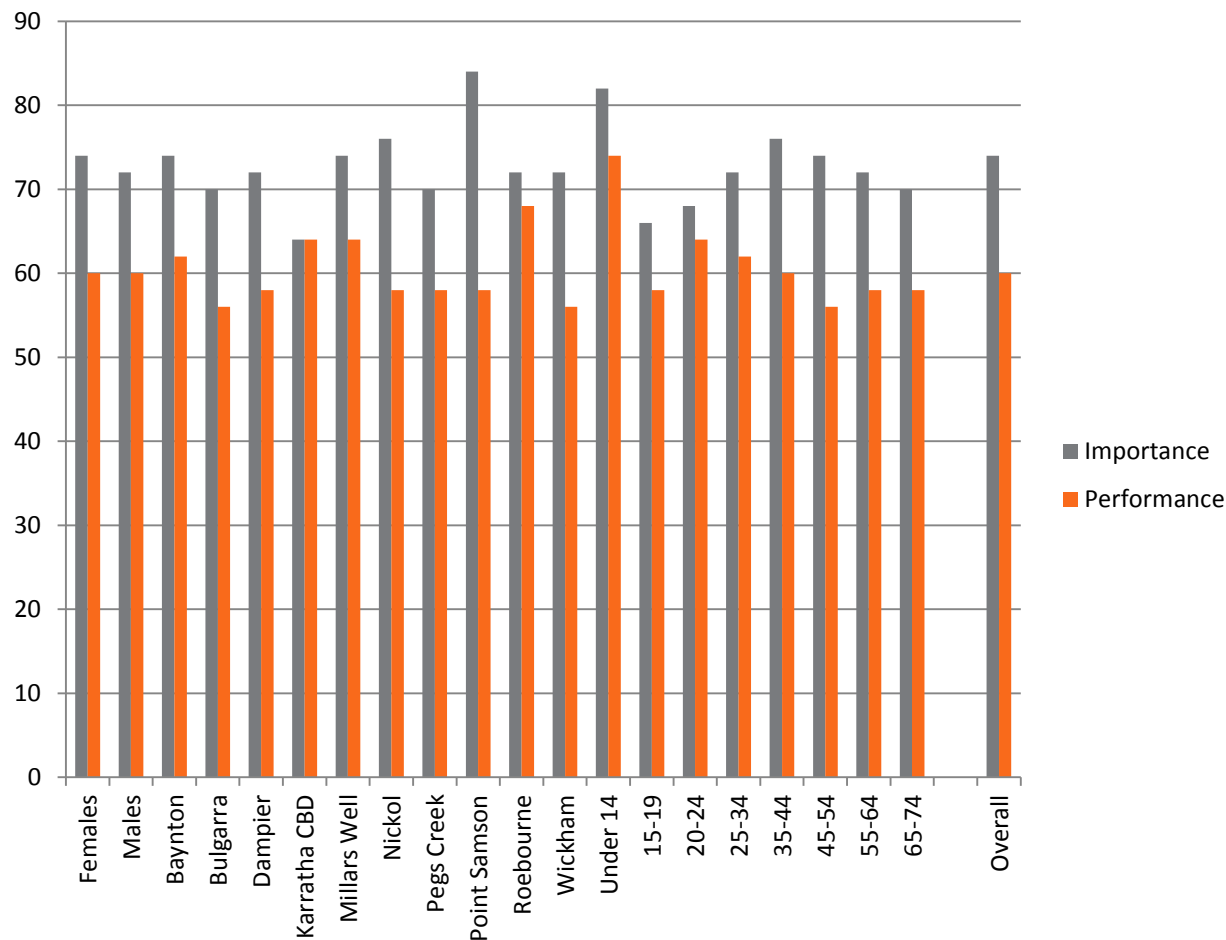
Child care facilities were rated as having a medium level of important and were in the median range for performance. There are significant variations in service level gaps with Pegs Creek, Roebourne and the Karratha CBD having no or negligible service gap. Dampier had the highest level service gap, reflecting the lack of services currently available. The advent of the Dampier Community hub should lead to an improved performance on this measure. Baynton also had a comparatively large service gap which hopefully will reduce when the library leaves the Pam Buchanan Family centre, allowing for the opening of the new childcare facility.

# COMMUNITY CONSULTATION



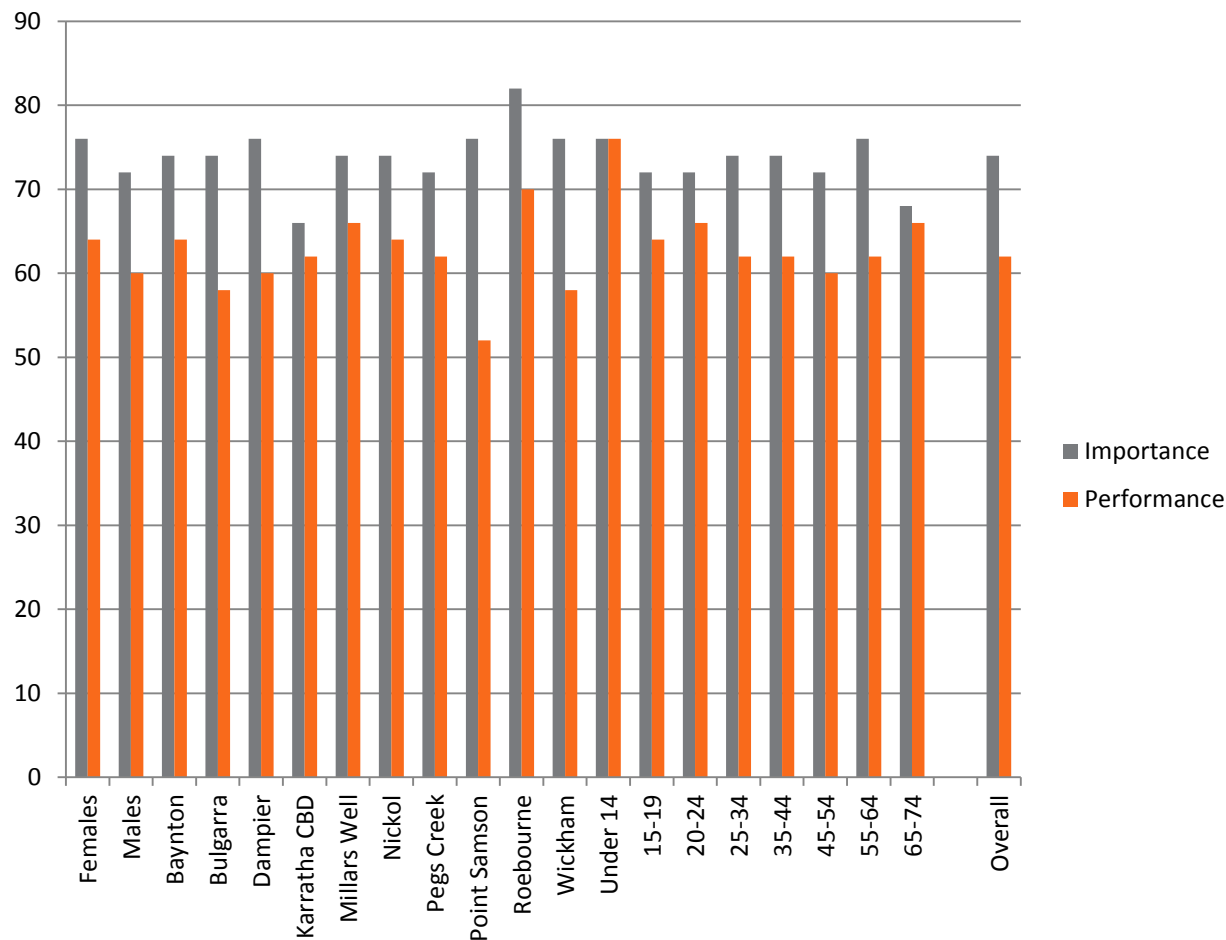
Community consultation was viewed as being of medium important with performance in the median range amongst other services. Although the service level gaps are in the lower end of the spectrum, Dampier and Point Samson had notably larger service gaps than the rest of the Shire indicating that more targeted consultation may be required in these towns.

# COMMUNITY SAFETY INITIATIVES



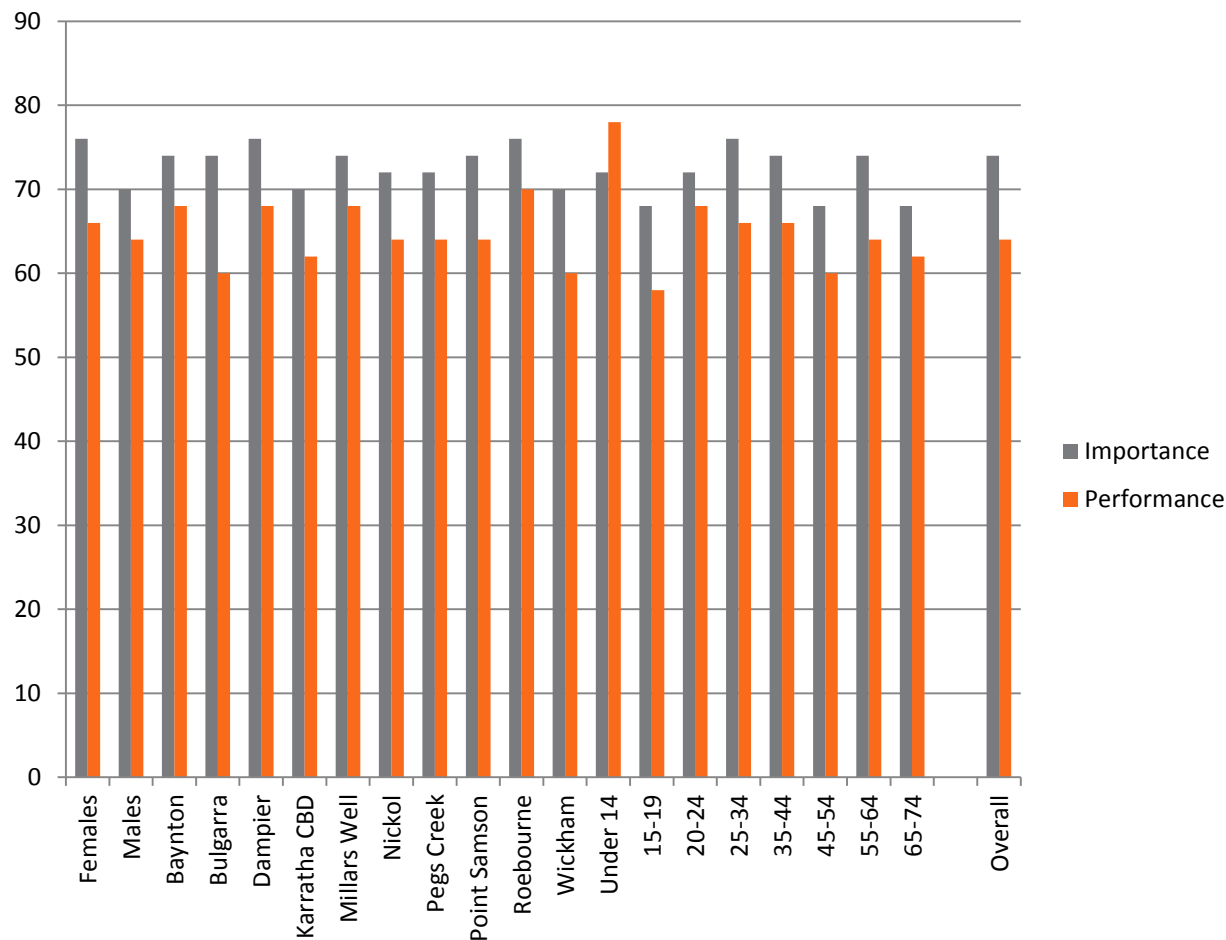
Community safety was rated as a relatively high priority amongst Shire services and achieved a level of performance in the median range. The service gap for community safety was in the middle range when compared to other services. There are significant discrepancies in the results by regions with the Karratha CBD having a negligible service level gap, potentially pointing to the success of the Clean Sweet taskforce initiatives. On the other end of the spectrum, Point Samson had a very high service level gap. Nickol was the worst performing suburb of Karratha on this measure.

# CONSERVATION, HERITAGE AND ENVIRONMENT



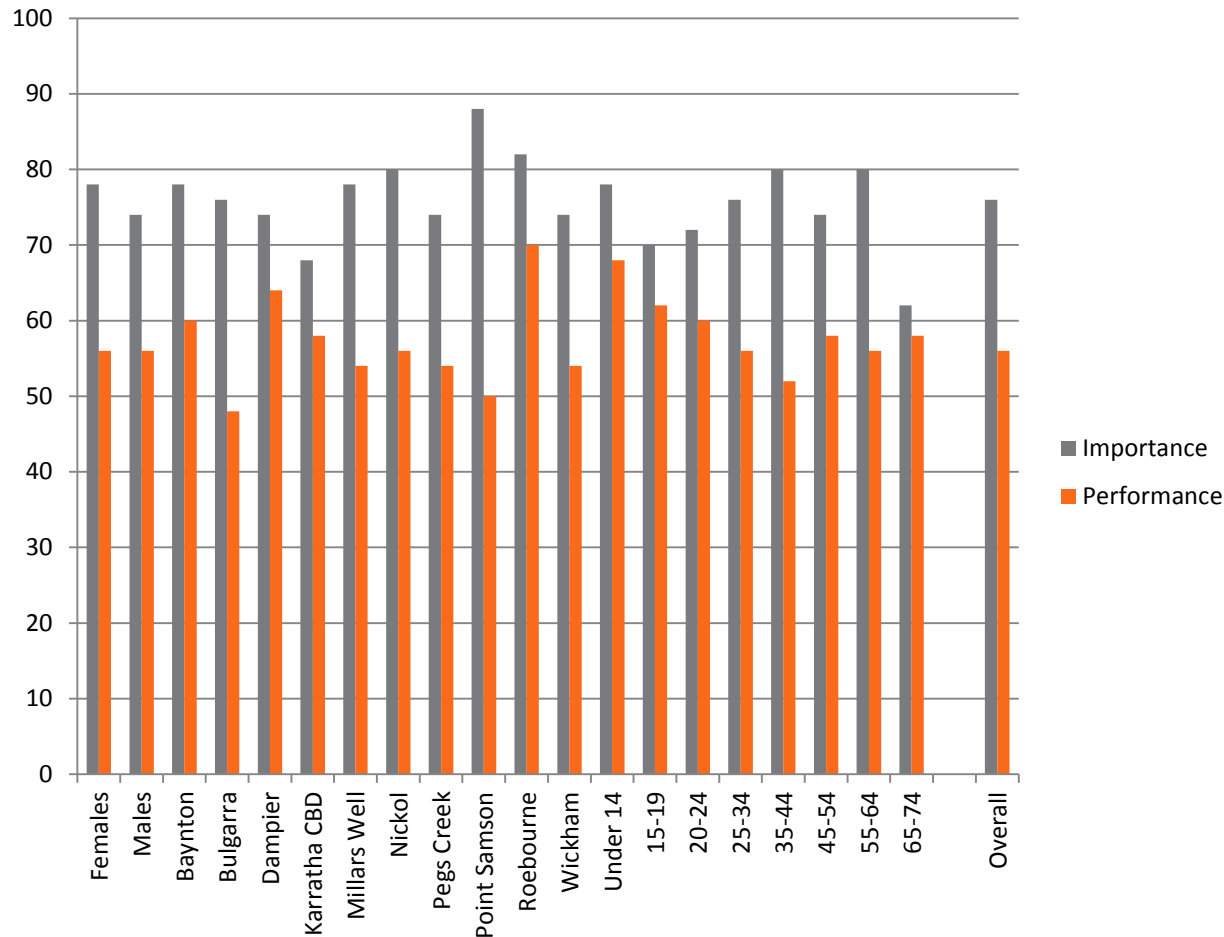
Conservation, heritage and environment rated as being of higher importance to the community and was in the median range for performance when compared against other Shire services. Karratha CBD residents rated this as having a much lower level of priority than those in other areas. Point Samson residents identified this area as having a significantly higher service level gap than the rest of the Shire, while Roebourne residents rated this significantly more highly than those in other areas.

# CULTURAL AND COMMUNITY EVENTS



Cultural and community events were rated on the higher level of community priorities and were in the higher range for performance when measured against other Shire services. There were no significant deviations in ratings between towns and suburbs Medium/high Importance signifying the success of suburb/town based events like Twilight Tunes.

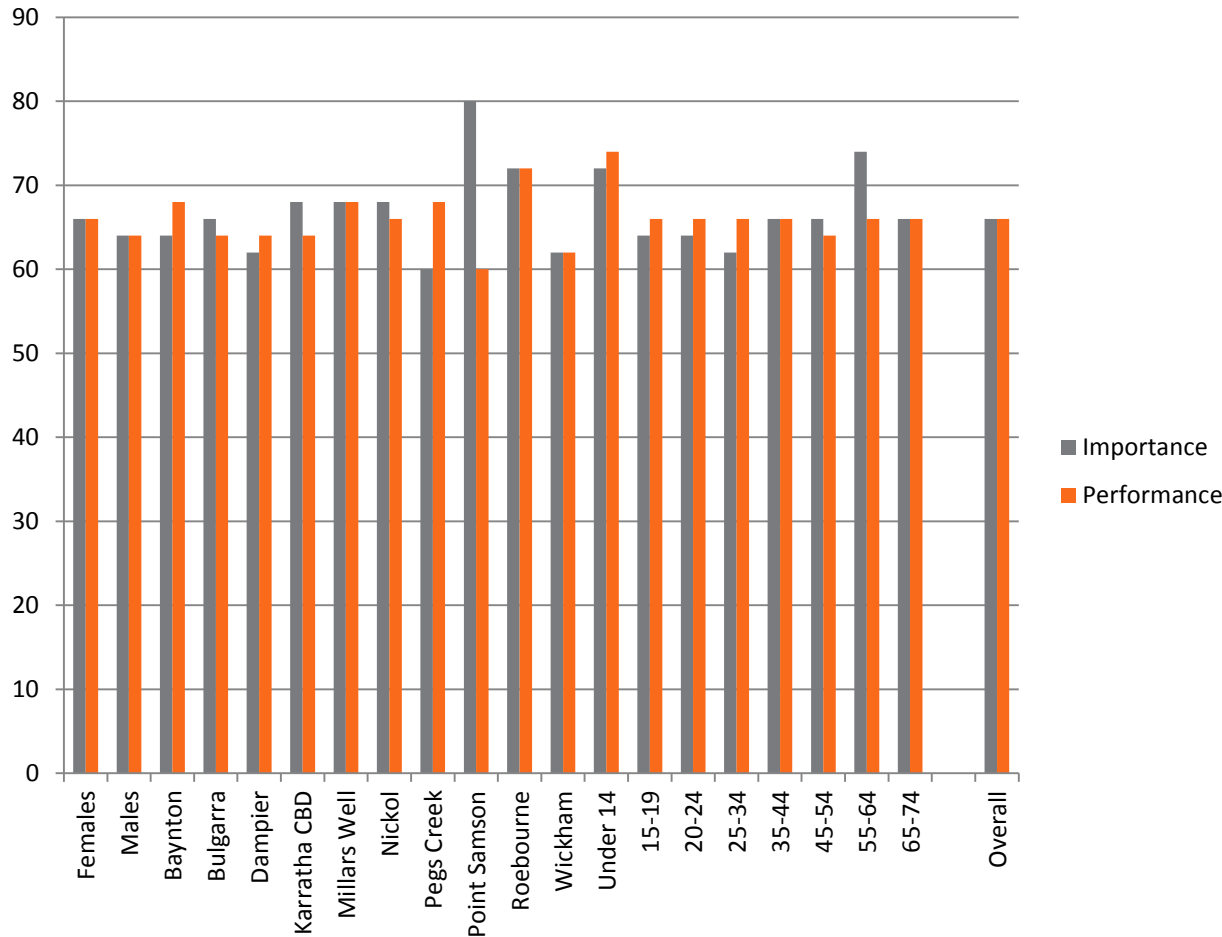
# FOOTPATHS AND CYCLEWAYS



Footpaths and cycleways are once again rated as one of the most important services by the community. This service was one of the lowest rated services in the Shire leading to the highest service level gap. Bulgarra and Point Samson scored significantly lower than other areas for footpaths and cycleways, while Dampier and Roebourne scored above the median. Karratha CBD and Baynton performed the best out of Karratha suburbs, however not much higher than the median.

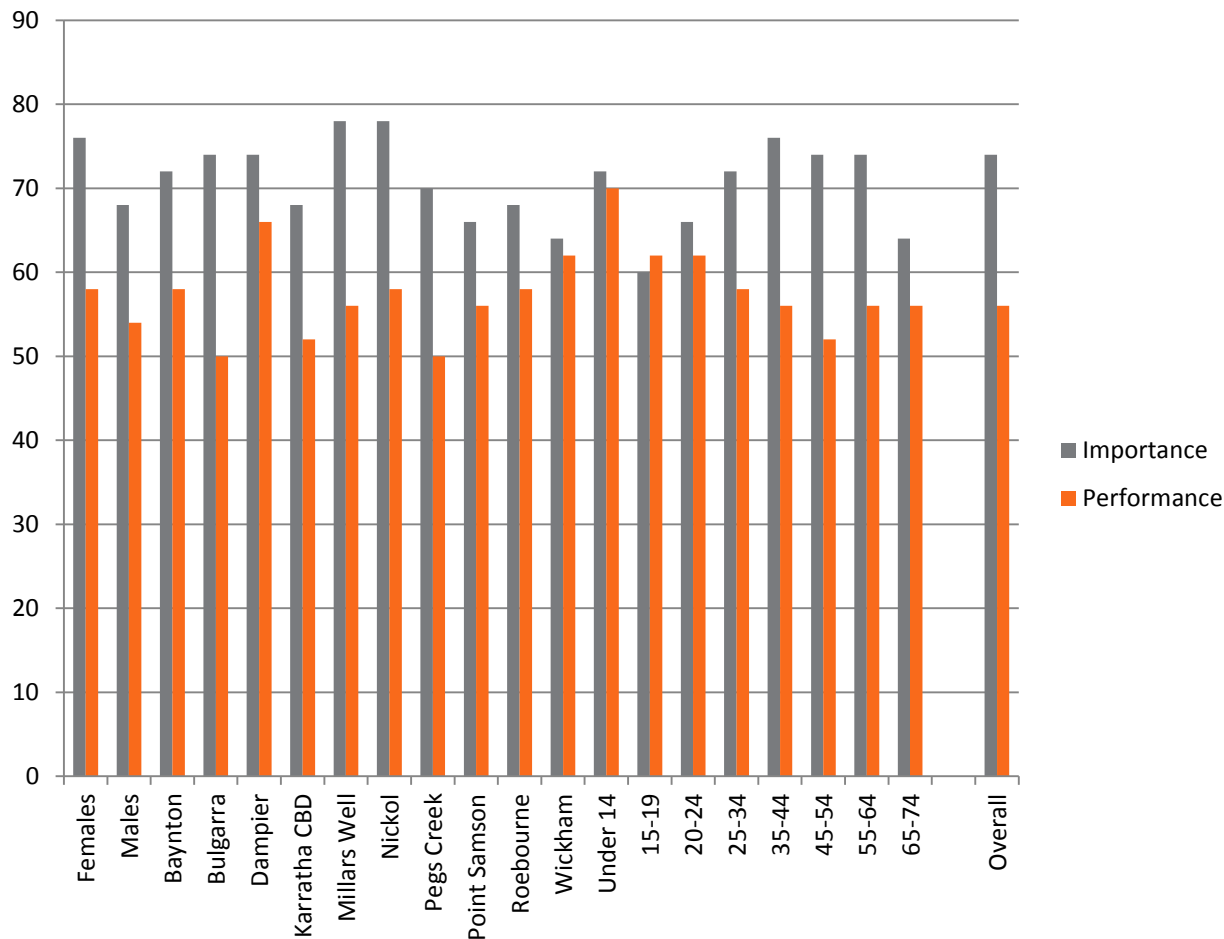


# CUSTOMER SERVICE



Customer service was rated lowly in terms of importance but was one of the best performing functions of the Shire. This is reflected in a neutral gap analysis. Point Samson was the one area that rated customer service as more important and lower performing perhaps reflecting the lack of in person customer service opportunities in that town. People in the 55-64 year old age group also perceived a higher service gap than other age groups.

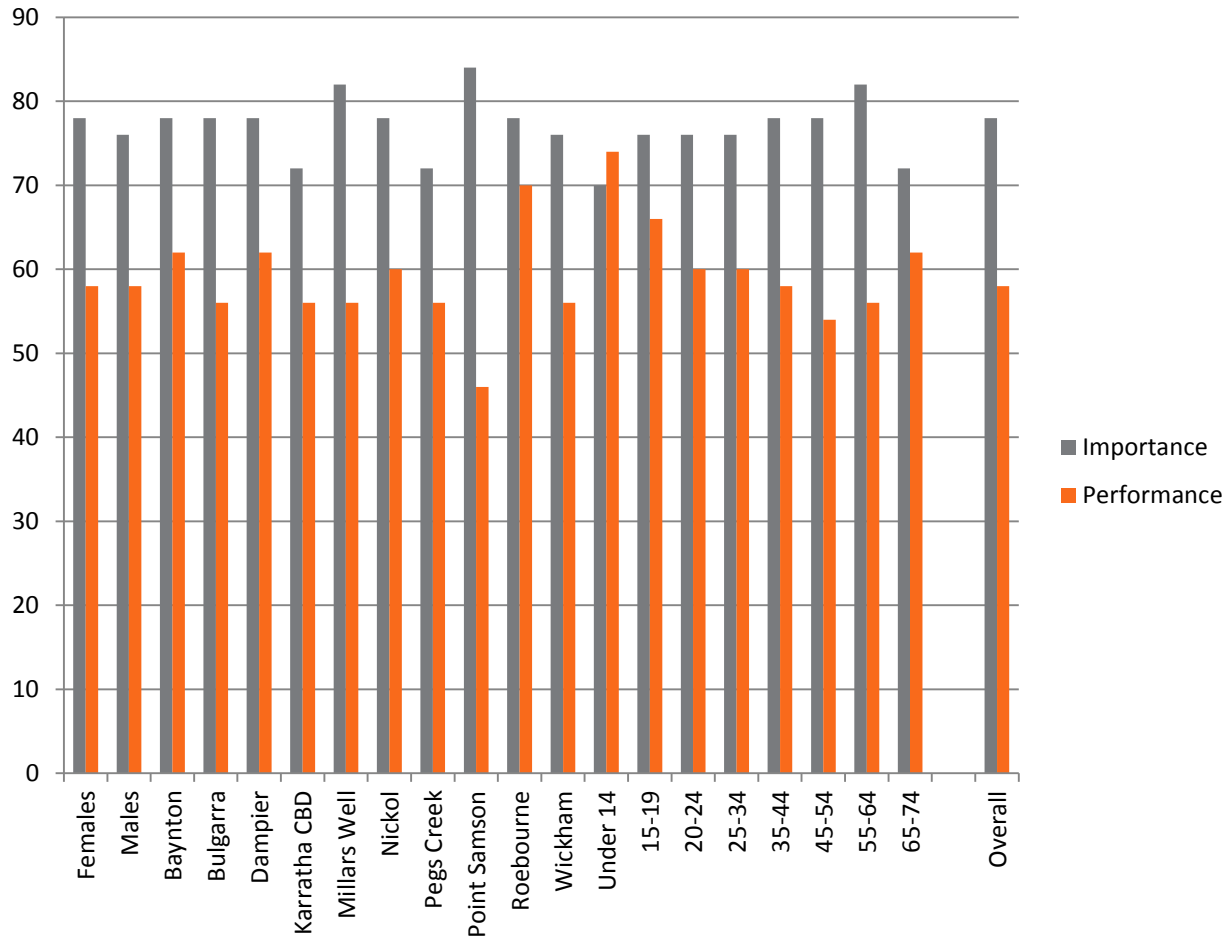
# LIBRARIES



Libraries rated at the higher end of the importance scale but were rated as one of the lower performing Shire services. Wickham and Dampier were more satisfied than those in other areas demonstrating a strong level of performance from the libraries in those towns. Point Samson was rated less highly, possibly because of the lack of a dedicated library in that town. The relocation of the Karratha Library to the TAFE will hopefully improve the performance of this service in future years.

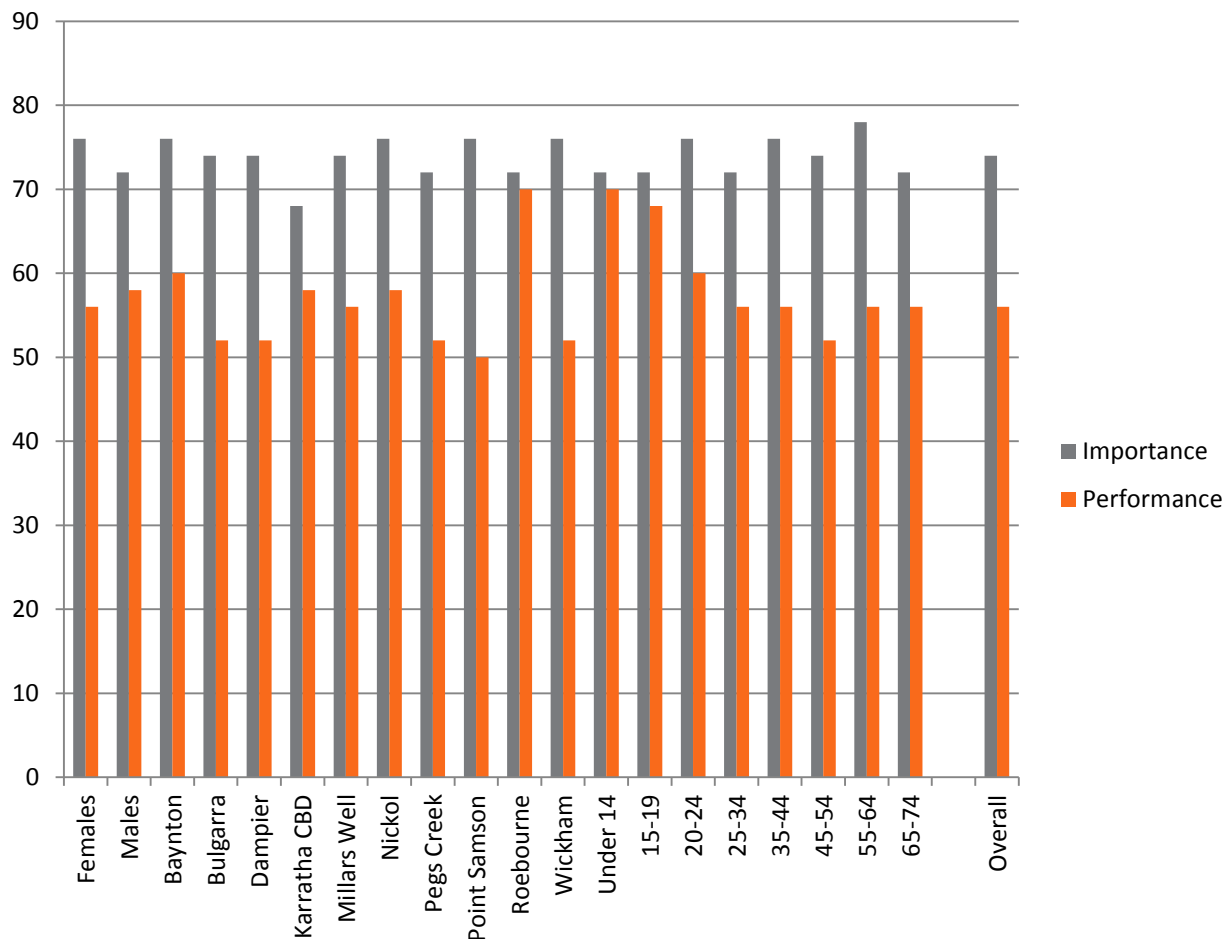


# LOCAL ROADS



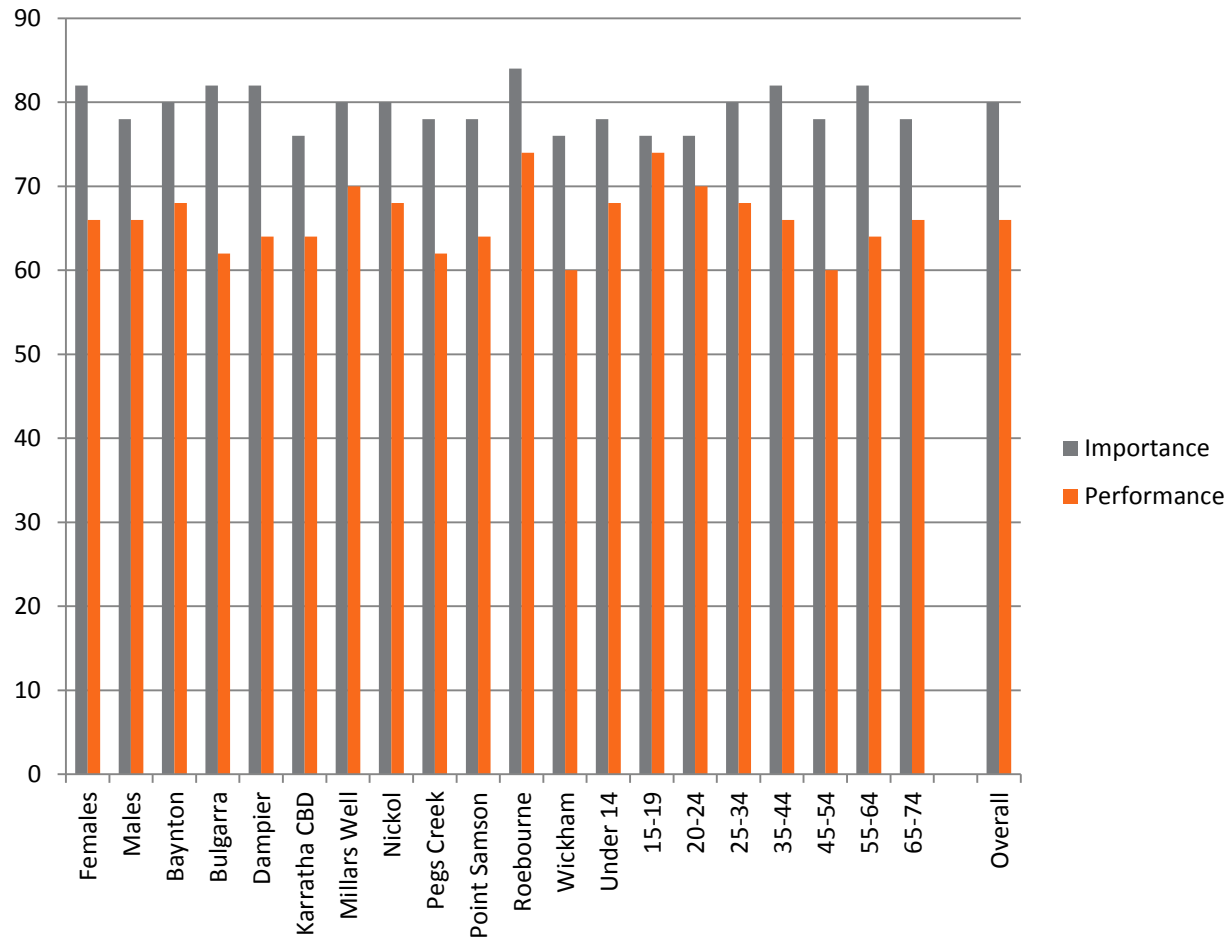
Local roads are considered to be of very high importance amongst Shire services however the Shire's performance of this service was rated lowly compared to other service areas. Consequently, local roads had the second highest service gap of areas rated. Points Samson and Millars Well stood out as having significantly larger service gaps while those in Roebourne were significantly happier with local road performance than all other areas.

# PROVISION AND MAINTENANCE OF PUBLIC CAR PARKS



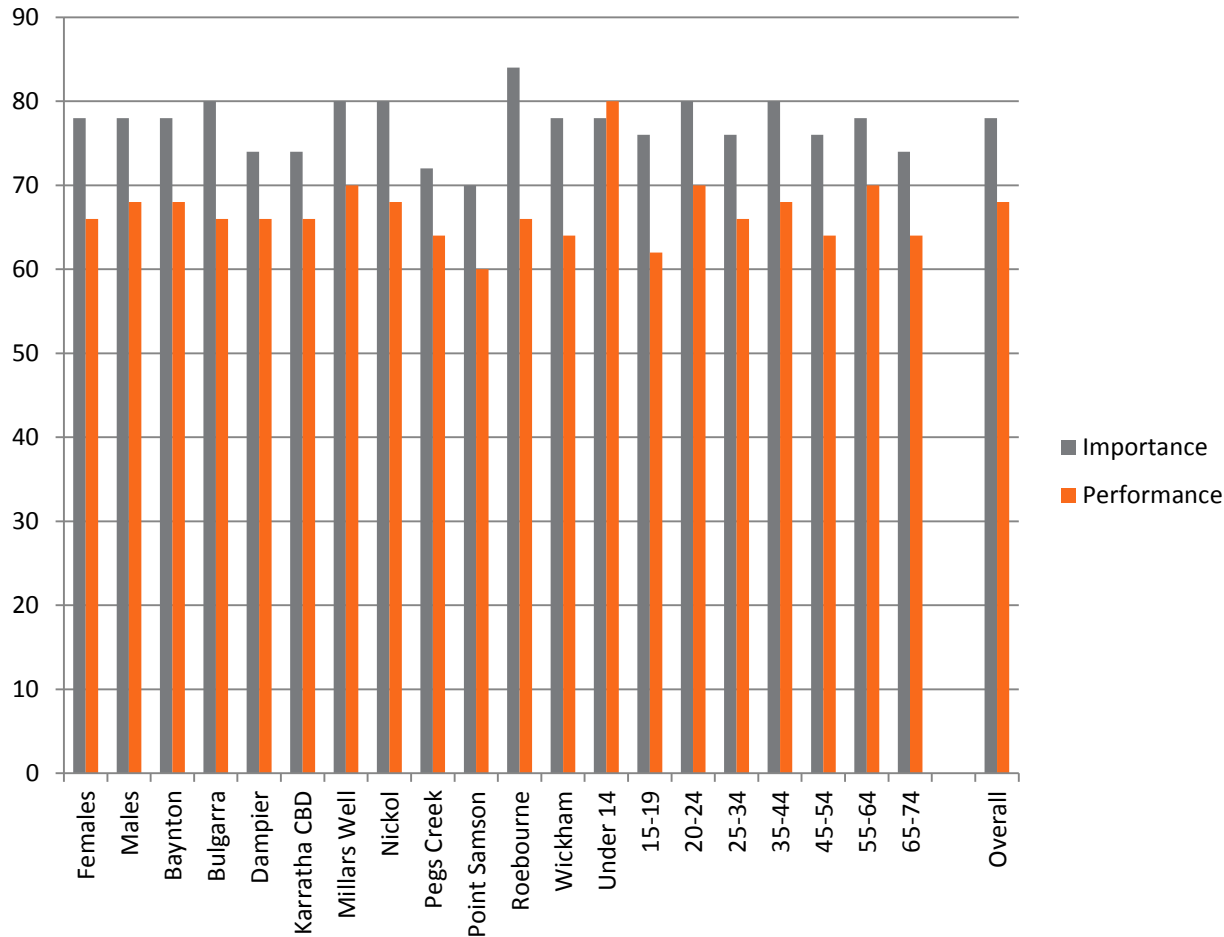
Car parking was rated in the median range of importance but rated lowly in terms of performance. Females perceived a larger service gap than males. Karratha CBD residents rated one of the lowest service level gaps although this is to be expected given they would not require car parking near to home.

# PARKS, GARDENS AND OPEN SPACES



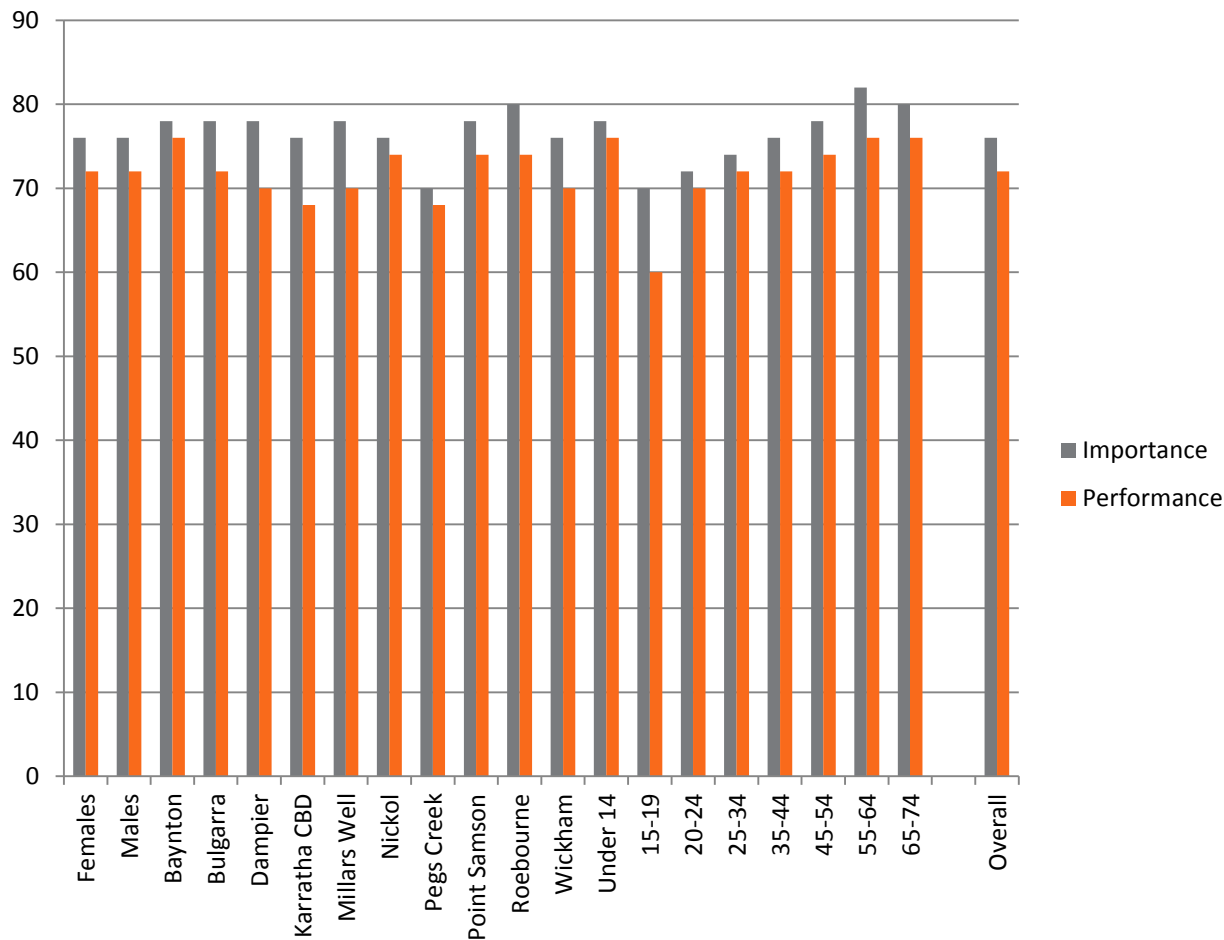
Parks, gardens and open spaces were considered to be the most important Shire service of those rated. It was also considered to be one of the Shire's highest performing functions. Because of the very high importance, the service gap for parks and gardens was still in the median range when compared to other Shire services. Wickham was the worst performing geographic area, with Pegs Creek and Bulgarra also identifying higher service gaps than other suburbs of Karratha.

# SPORTS FIELDS



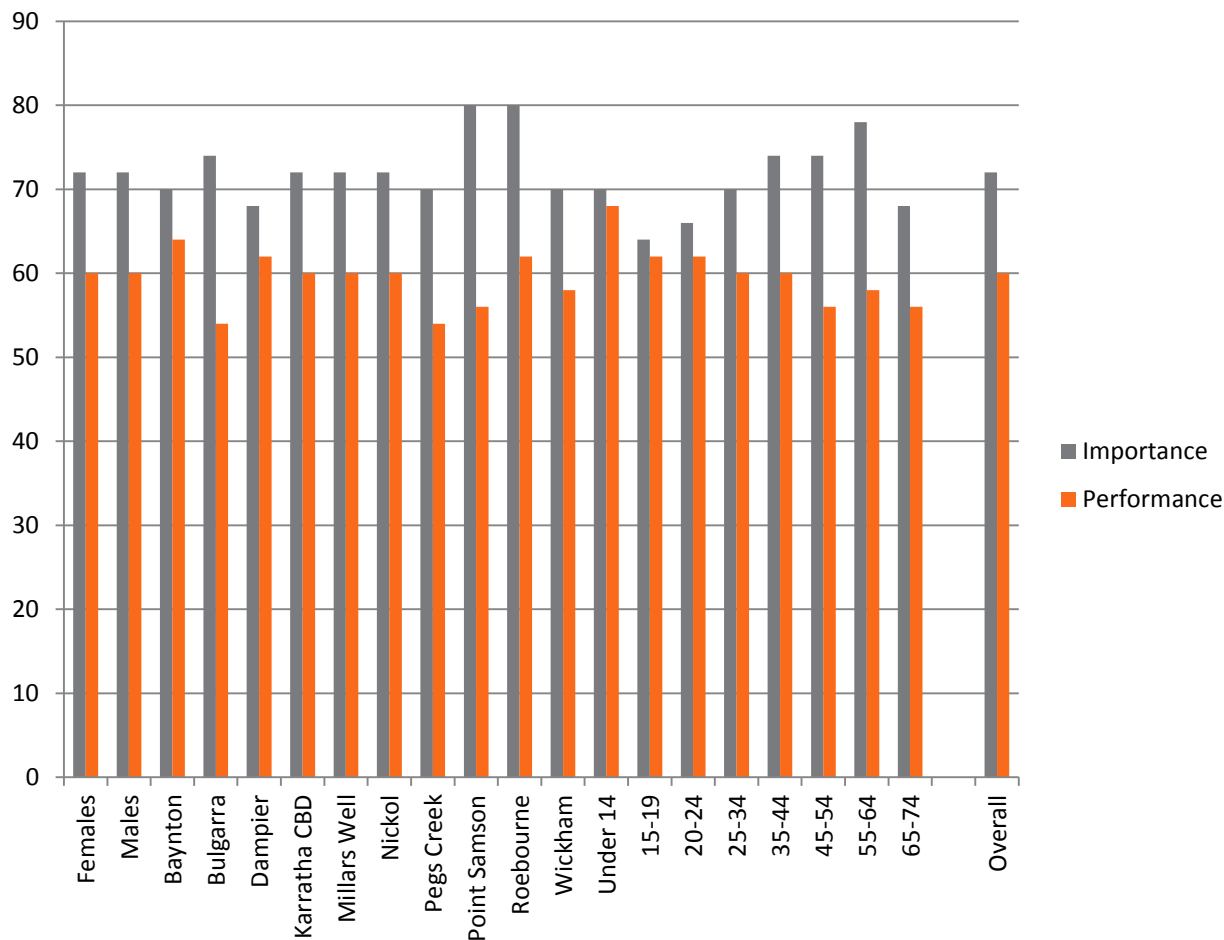
Sports fields were rated as one of the most important service rated and also received one of the highest ratings for performance. This service had one of the lower service level gaps for Shire activities and had a strong uniform performance across the majority of the Shire and age groups. Roebourne residents rated sports fields even more highly than others and Point Samson residents less so.

# HOUSEHOLD BIN COLLECTION



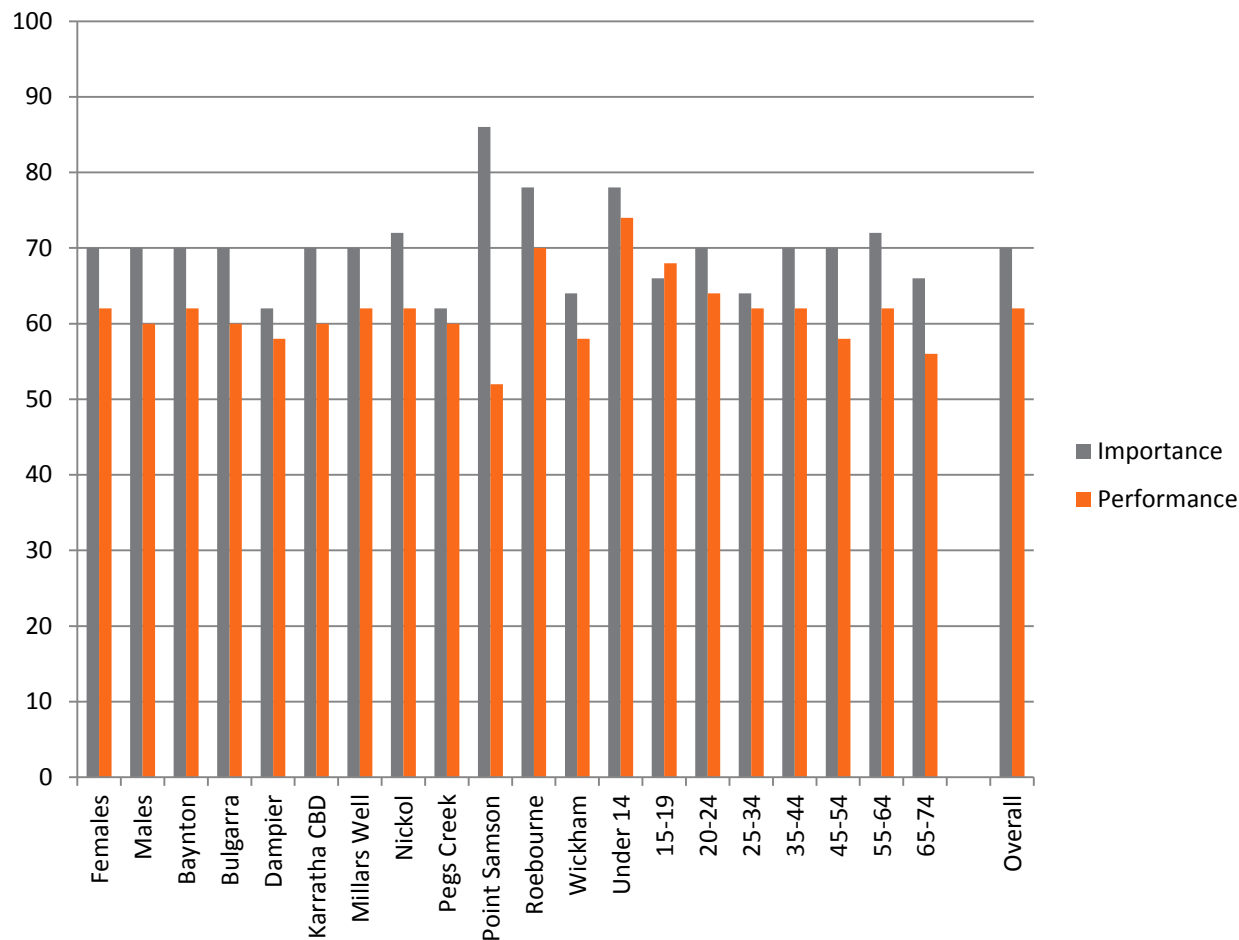
Once again, household bin collection was one of the highest performing Shire services. It was rated on the higher end of in terms of importance and achieved a minimal service gap overall. The results were largely uniform with small discrepancies in Karratha CBD and Pegs Creek where lower performance was perceived.

# STREETSCAPES AND VERGES



Streetscapes and verges were considered to be of medium importance to the community but were rated as one of the higher performing service areas. Residents of Roebourne and Points Samson perceived an underperformance in this service as did residents of the suburbs of Bulgarra and Pegs Creek.

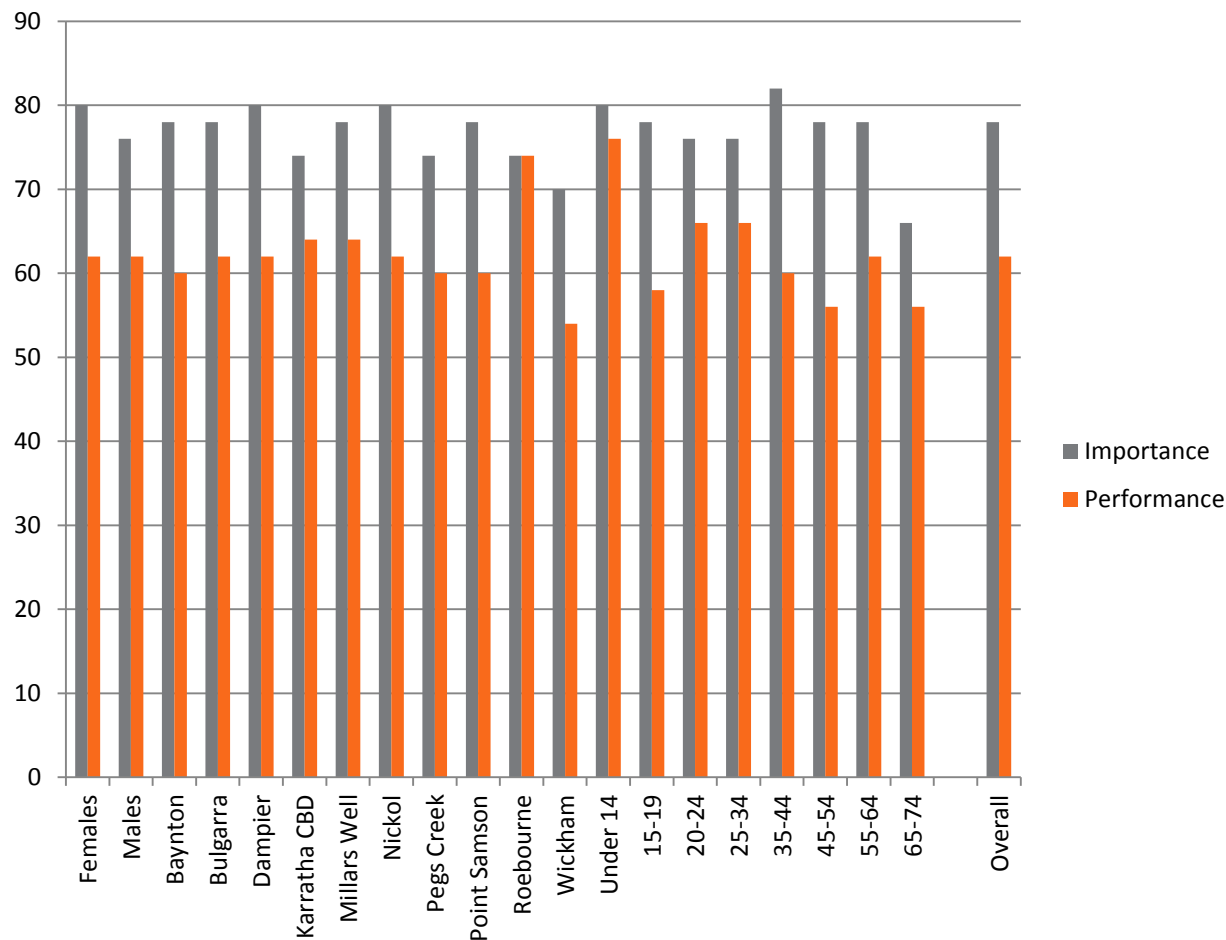
# TOWN PLANNING AND BUILDING APPROVALS



Town planning and building approvals were rated as being of medium importance to the community and had a performance score around the median range when compared to other Shire services. There was a very large discrepancy in Point Samson where respondents perceived a much higher level of importance and a lower level of performance for this service.



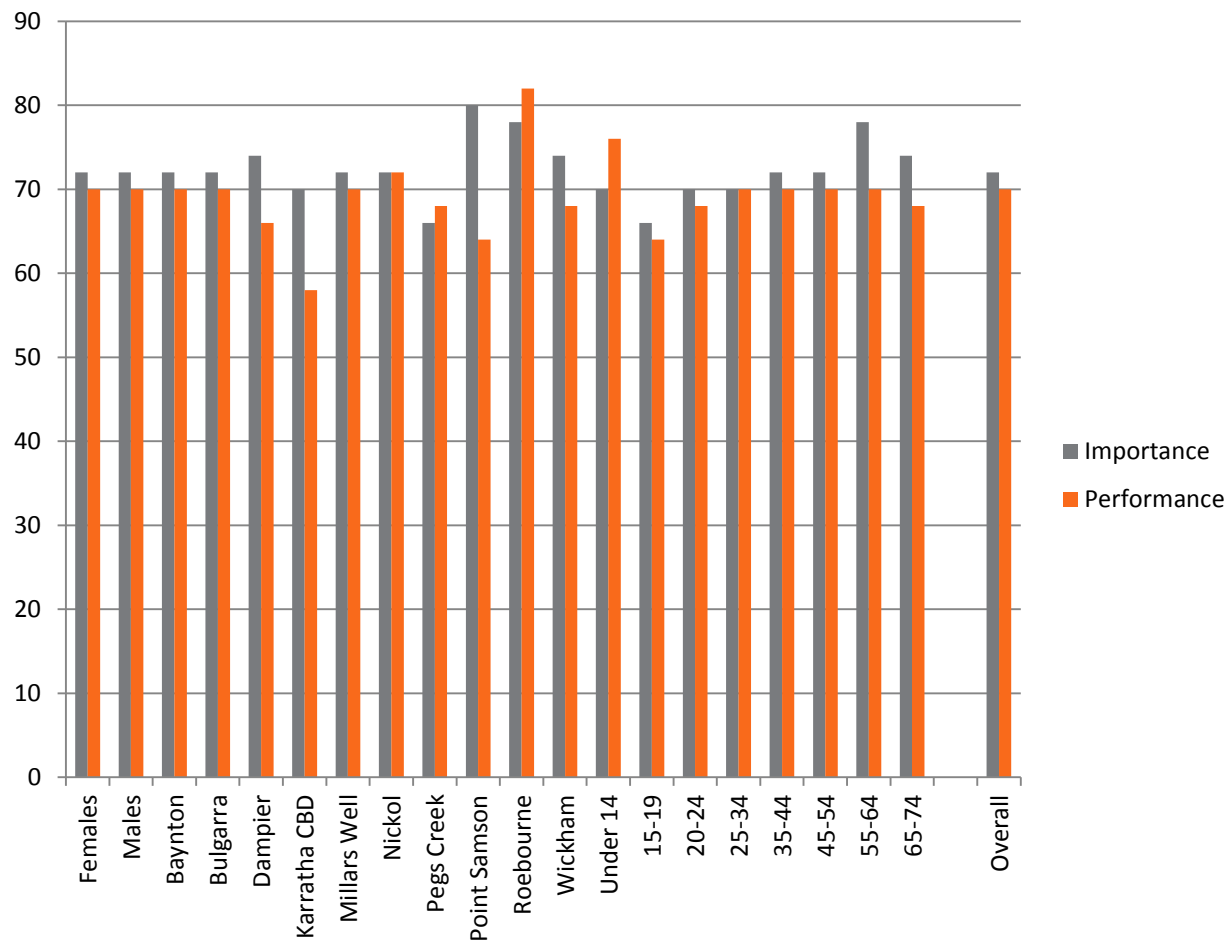
# YOUTH SERVICES AND ACTIVITIES



Youth services are rated as one of the most important Shire services. Overall, Youth Services were in the median range of performance when compared against other services. Roebourne performed strongly for this service, with no service gap. Wickham rated the performance lower than other areas and 15-19 year olds as well as 35-44 and 45-54 year olds identified larger service gaps than other areas.

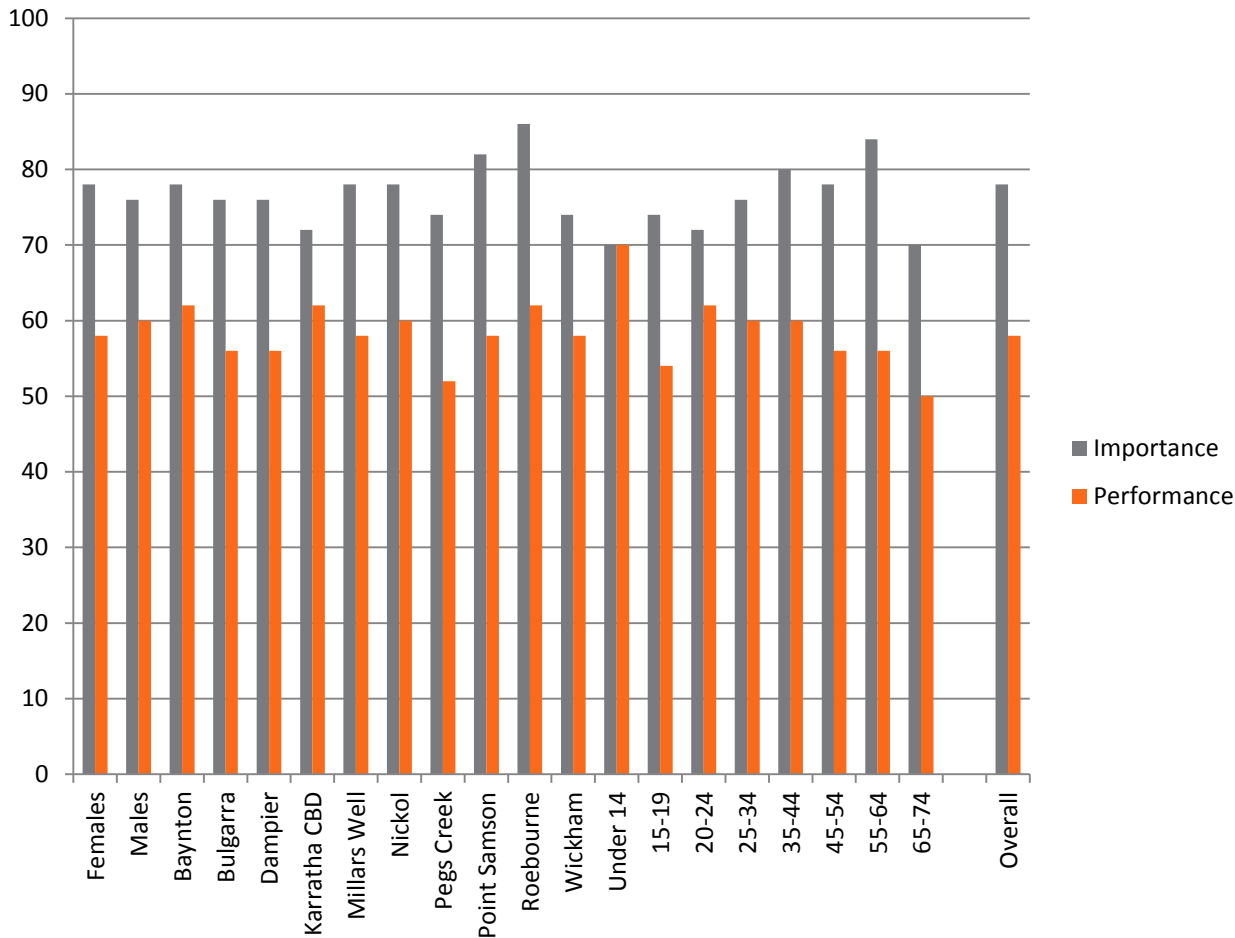


# TIP SERVICES



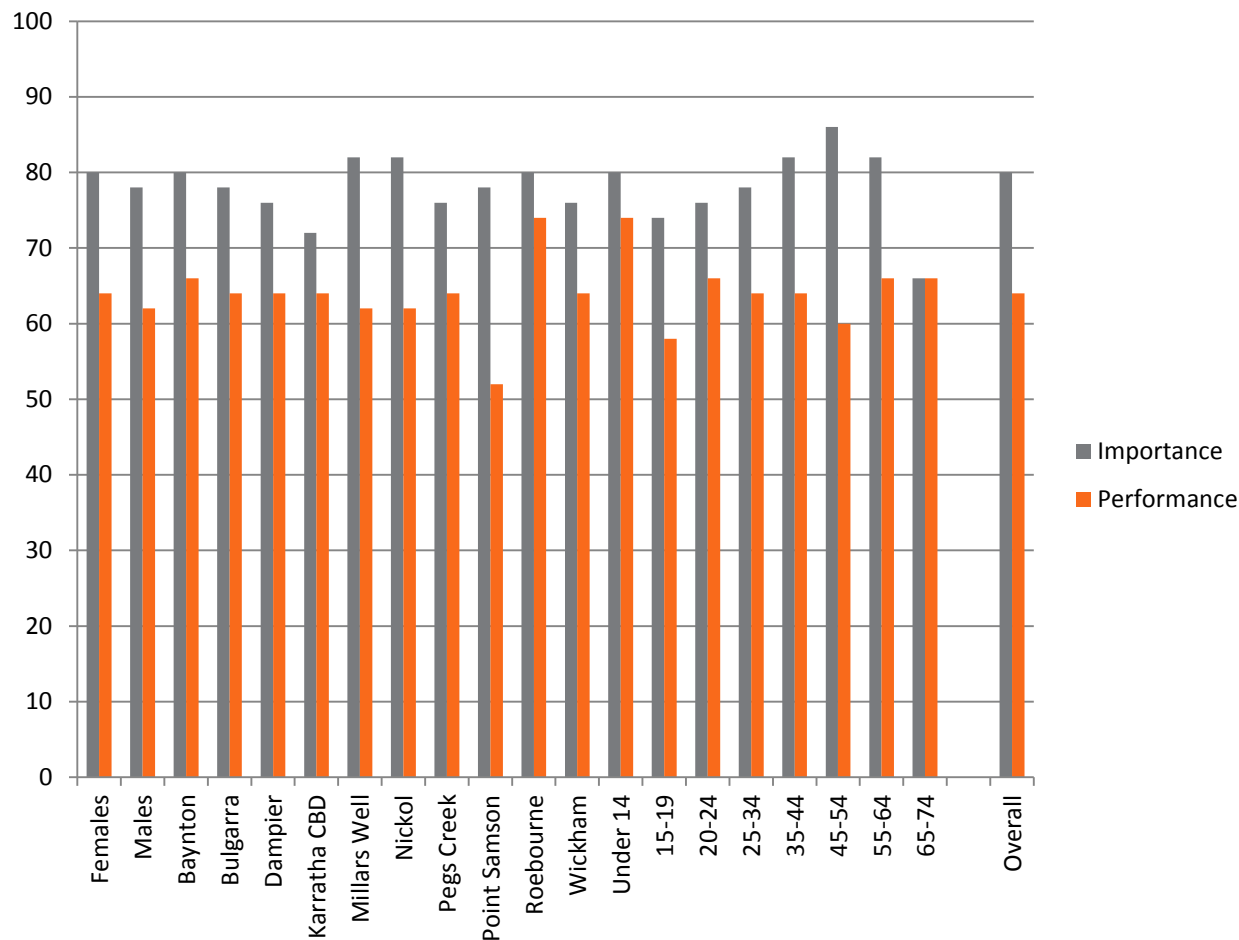
Tip services were once again one of the highest rated of all Shire services. It was also rated on the higher end in terms of importance leading to an almost negligible service gap. Karratha CBD and Point Samson were anomalous, having significantly larger service gaps than other areas.

# STREET LITTER CLEANUP



Street litter cleanup had one of the highest service level gaps of all Shire services, being rated as one of the lowest performing services while being perceived as one of the most important. There was a fairly uniform service gap across the whole Shire, with Karratha CBD the best performing area. The addition of extra litter pickers will hopefully improve the performance of this service in future years.

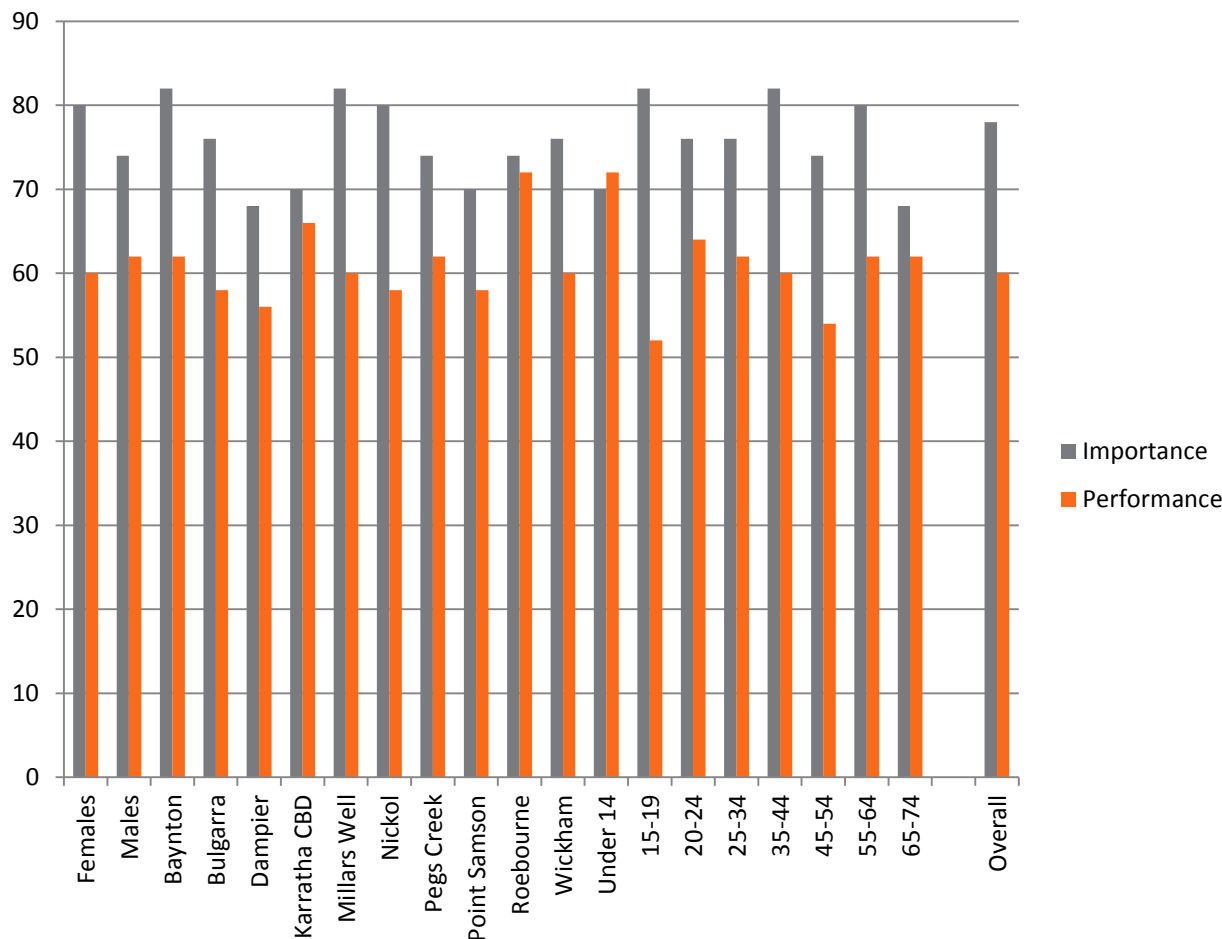
# PUBLIC SWIMMING POOLS



Public swimming pools were considered to be the highest priority service of the community. The performance of public swimming pools was rated in the median range compared to other Shire services. The 45-54 year old age group in particular identified a much larger service gap than other groups, as did residents in Point Samson.

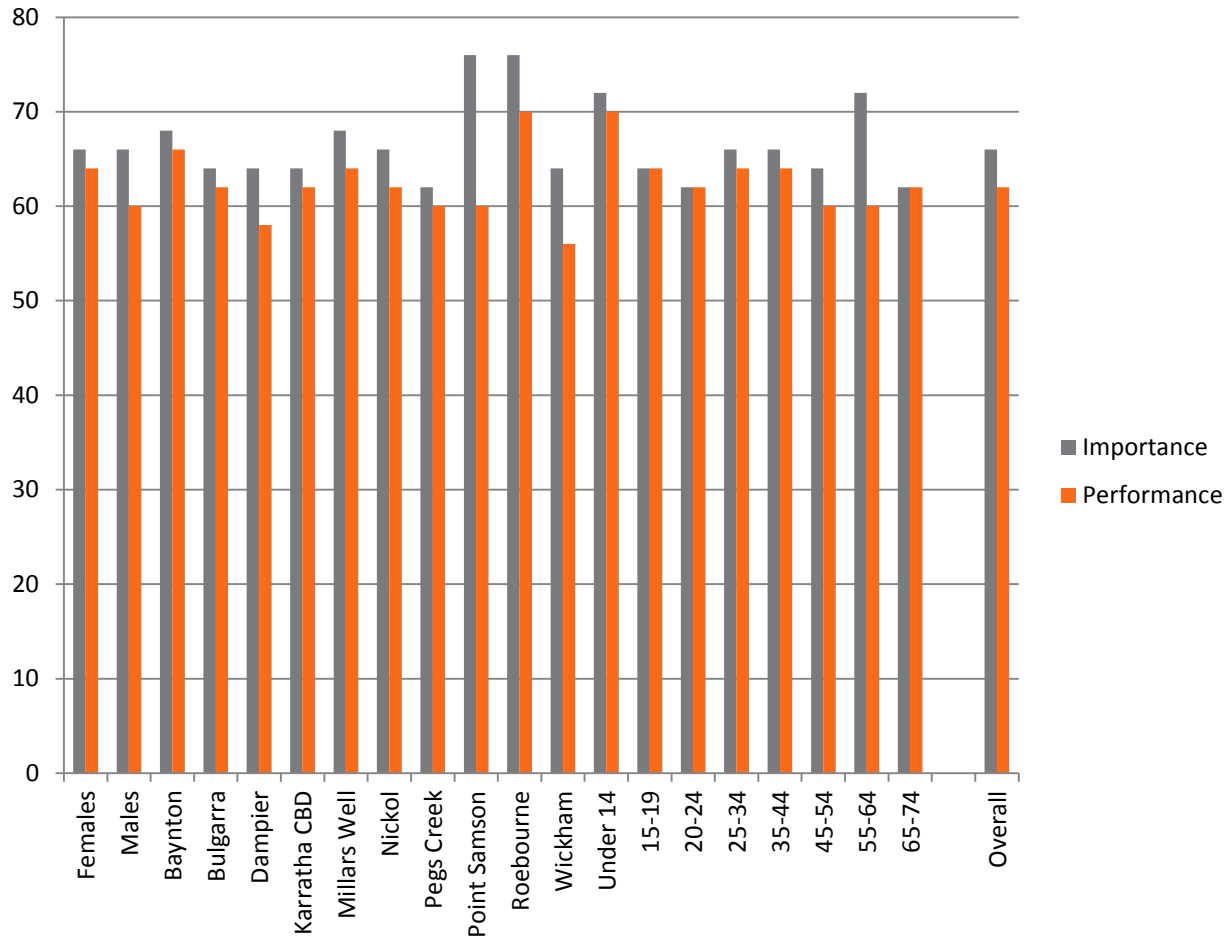
The increased importance rating for the pool mirrors the increase in importance rating for libraries prior to the closure of the Karratha library in last year's survey. The opening of the Karratha Leisureplex is expected to enhance the performance of this service in future surveys.

# INDOOR RECREATION FACILITIES



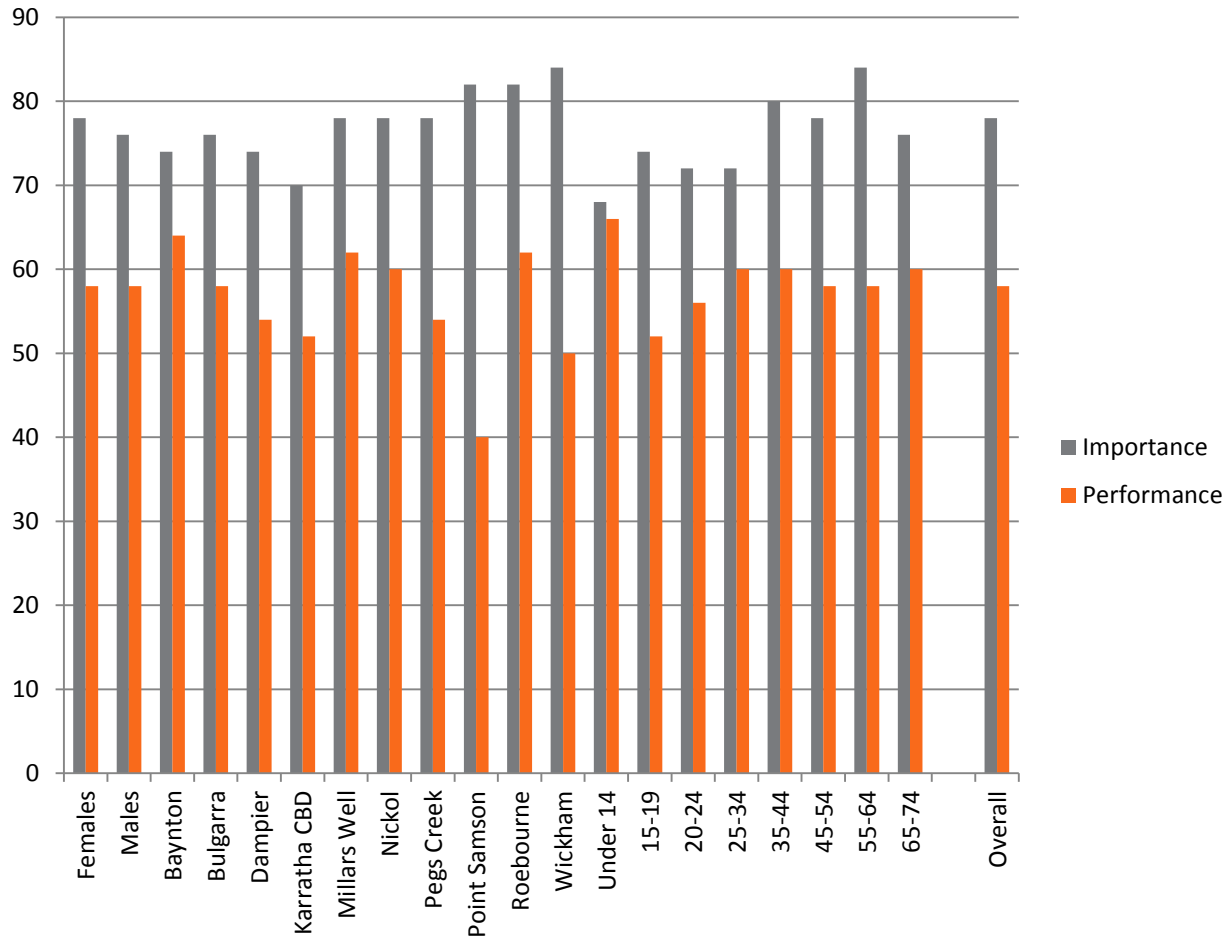
Indoor recreation facilities were considered to be one of the most important services provided by the Shire. Their performance was rated around the mid-range when compared to other Shire services. This service had one of the largest service gaps, which was greatest amongst 15-19 year olds. Karratha CBD and Roebourne residents were happier with the level of service than those in other areas.

# DOG CONTROL



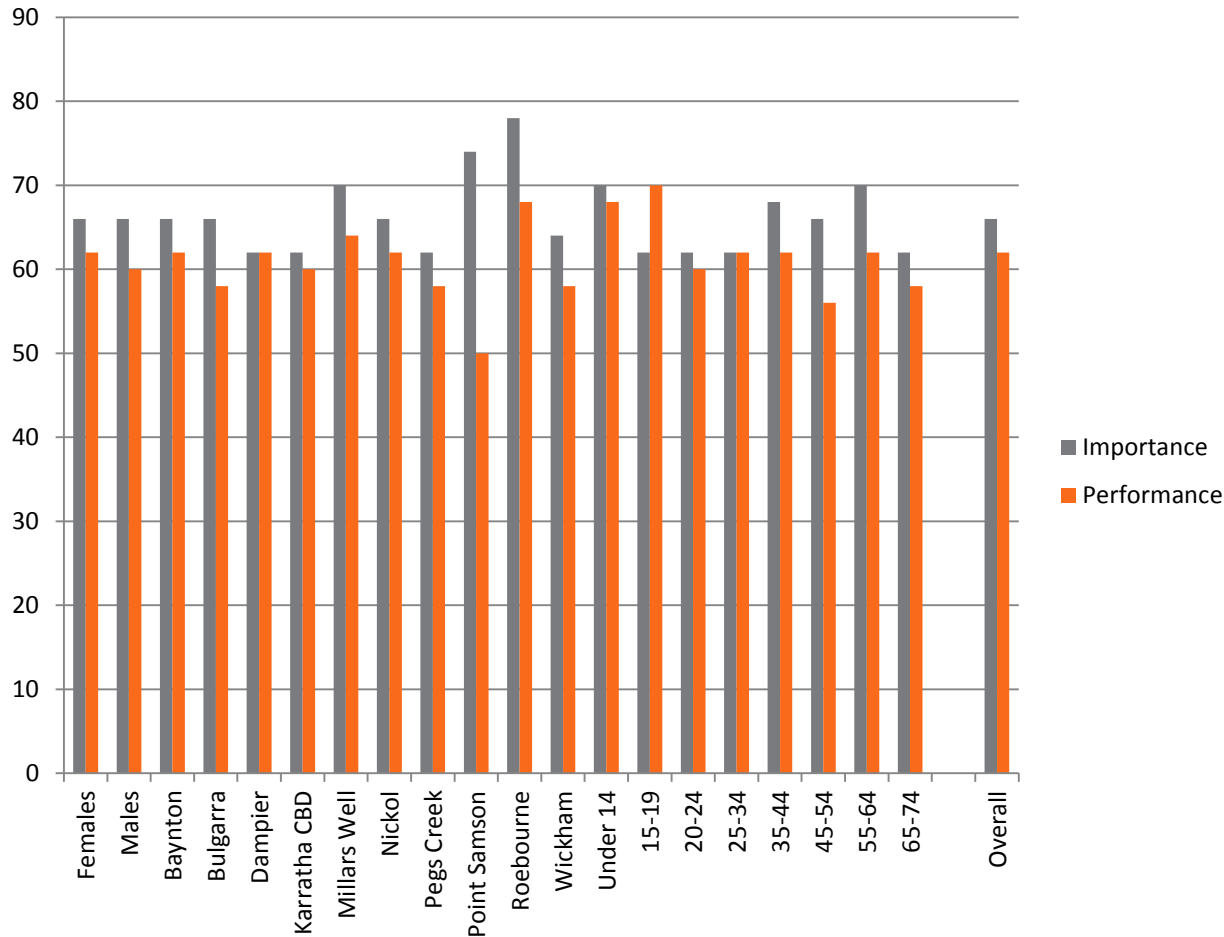
Dog control was deemed to be of low importance by the community compared to other services. The performance rating of this service was in the median range. There was a minimal service gap for dog control across the region with Point Samson and to a lesser extent Wickham standing out as perceiving a lower level of service than other areas.

# MOSQUITO CONTROL



Mosquito control was one of the highest priority services identified by residents. The performance of the service was, however, rated lowly compared to other services leading to one of the highest service gaps. Wickham and Point Samson in particular rated the service even lower than those in other areas.

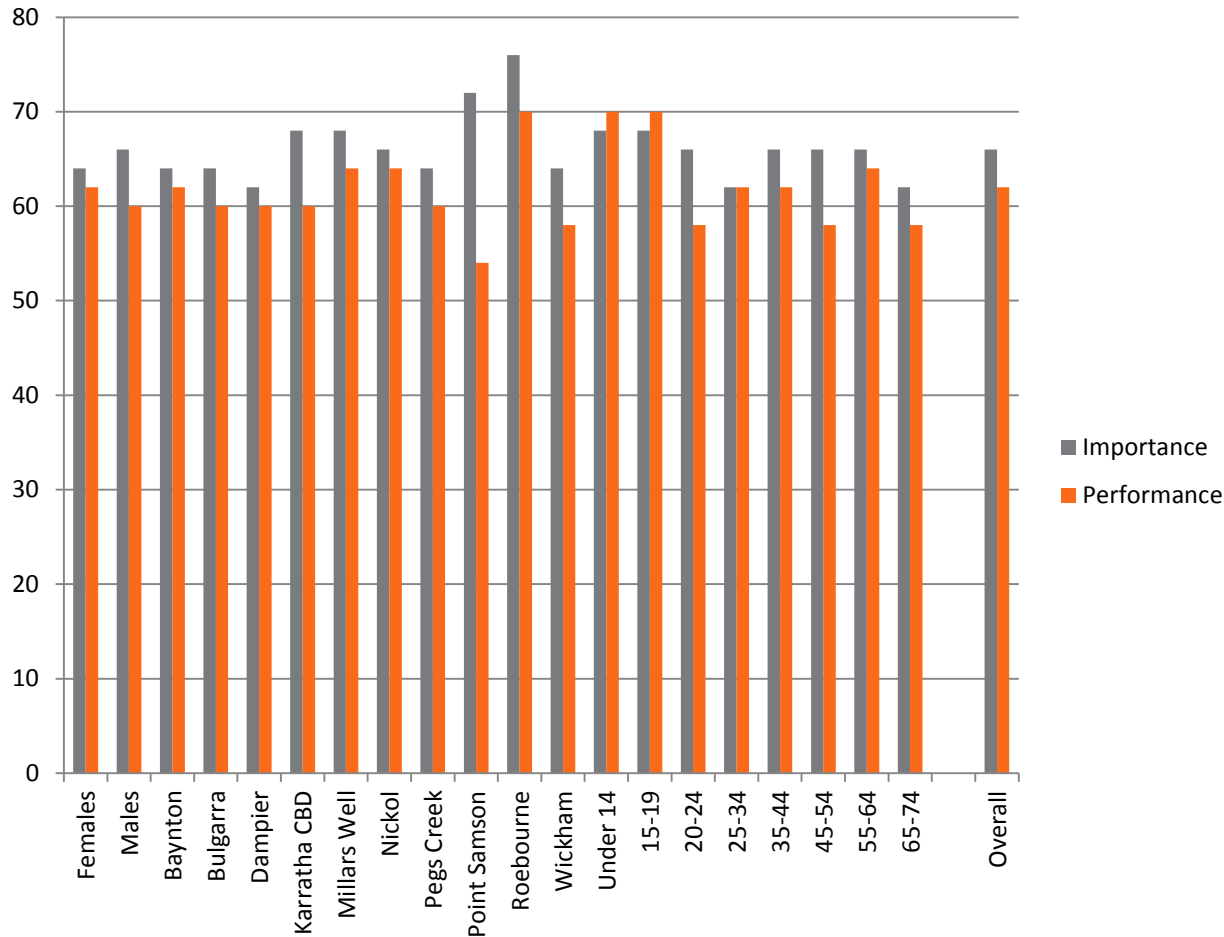
# PLANNING APPROVALS



Planning approvals were seen to be of low importance to Shire residents while they rated the performance of the service close to the median when compared to other Shire services. The service gap for planning approvals was in the lower range. The one anomaly was a significant service gap identified by Point Samson residents who perceived both lower performance and higher importance for this service.



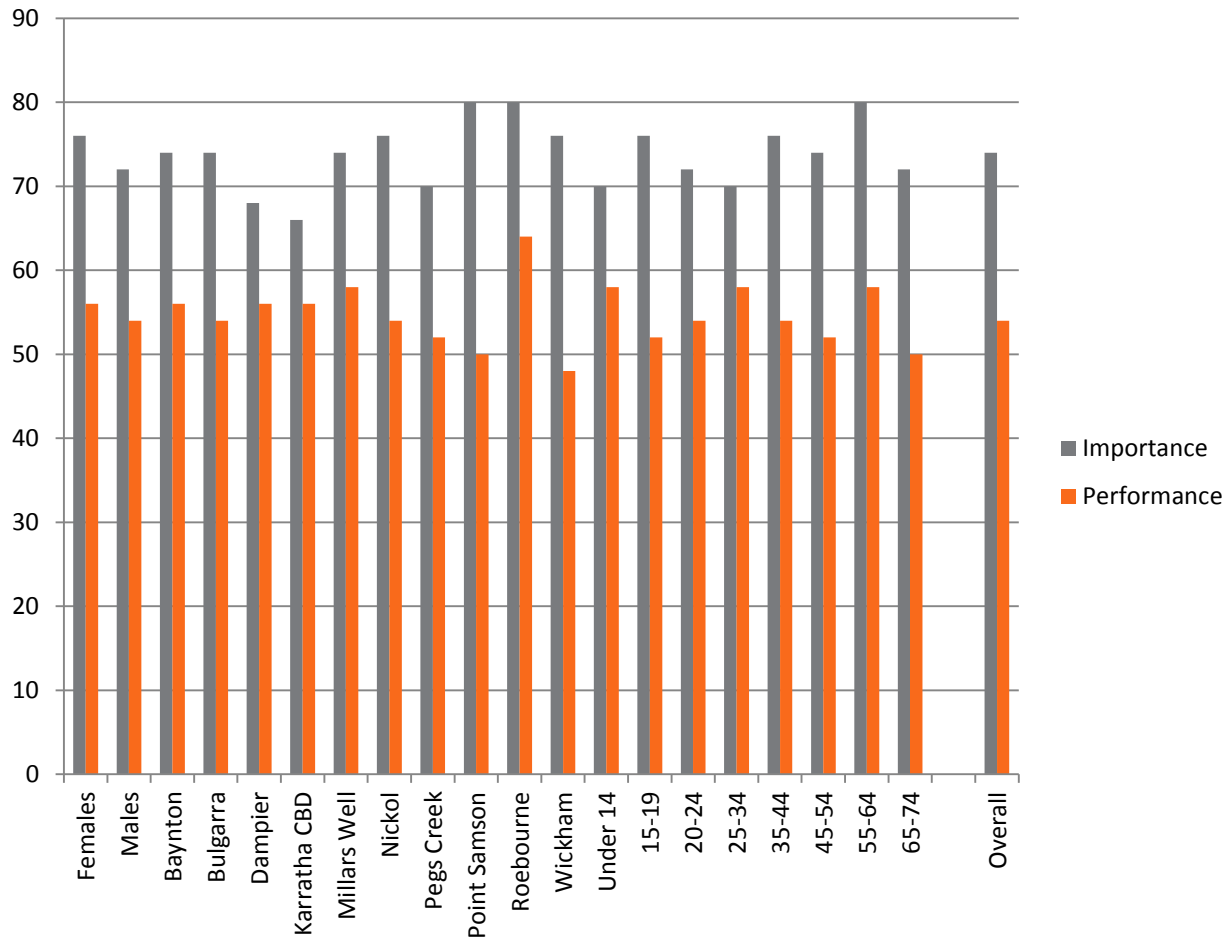
# BUILDING APPROVALS



Building approvals were considered to be on of the less important services of those surveyed. Residents rated the performance in the median range compared to other services. Building approvals had one of the smaller service gaps. Point Samson was a notable exception with a higher priority and lower performance rating given.

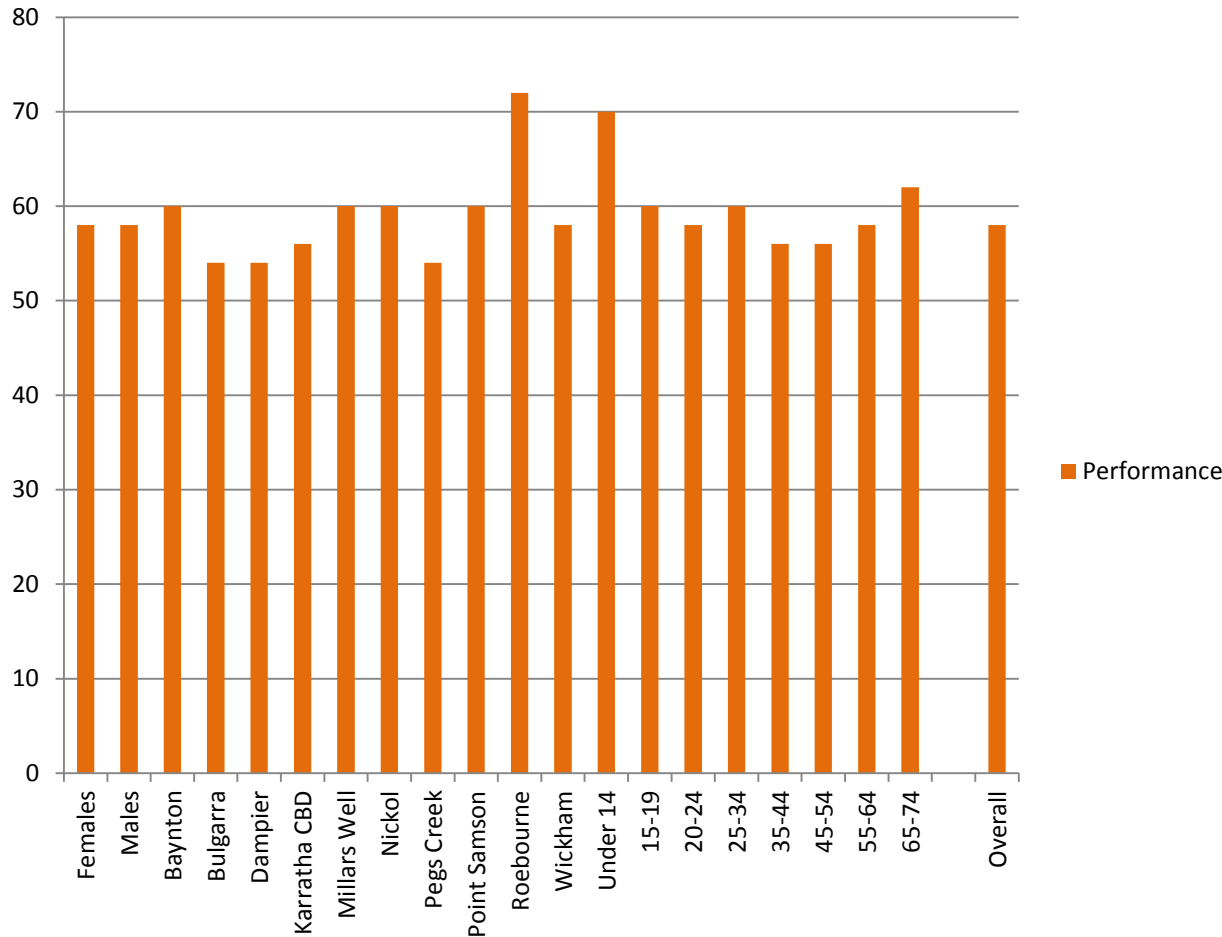


# PUBLIC TOILETS



Public toilets were considered to be in the mid range in terms of importance however scored lowly in terms of performance. Public toilets had one of the highest service gaps amongst all Shire services. The scores were largely uniform across the region with slightly poorer performance in Pegs Creek and Wickham.

# FINANCIAL RESPONSIBILITY



Financial responsibility was not rated in terms of priority as it should be a high priority for all Shire activities. In terms of performance, it rated on the lower end of the scale when compared to other Shire services. Improved promotion of budget review savings and budget time activities may improve this score in future years

# FLY-IN, FLY-OUT



Karratha • Dampier • Wickham • Roebourne • Point Samson • Cossack

# TYPE, DURATION AND PLACE OF RESIDENCE

Operational  
Construction

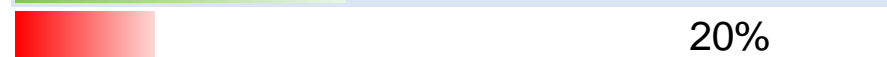


- The ratio of FIFO workers has shifted over the past year.

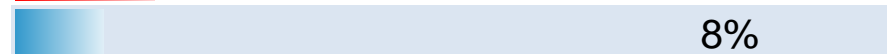
0-2 years



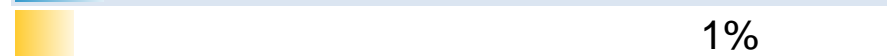
2-5 years



5-8 years



8-10 years



10 years or more

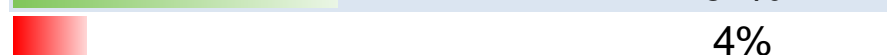


- Last year, 70% of the FIFO workforce was in construction; in 2013 only 48% of the workforce is construction.

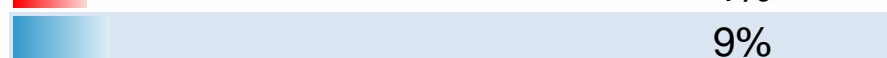
Perth



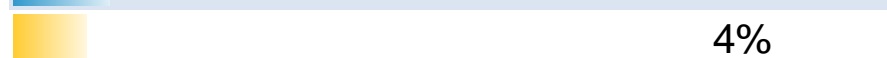
Melbourne



Brisbane



Sydney



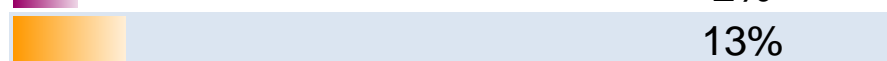
Adelaide



Gold Coast



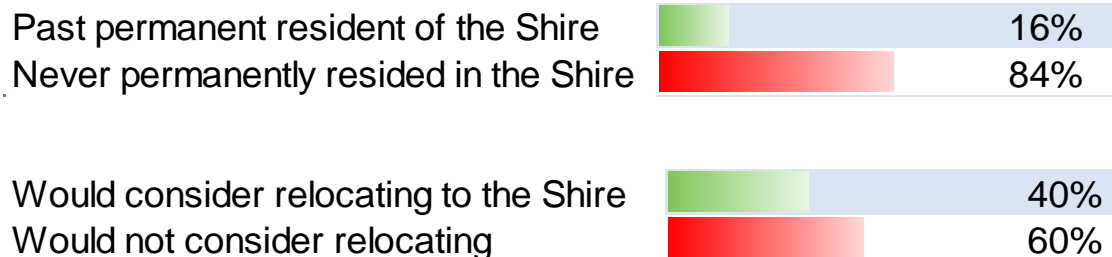
Other, please specify...



- Operational has jumped from 30% in 2012 to 48% in 2013.

- The FIFO workforce continues to be made up of predominately Perth residents.

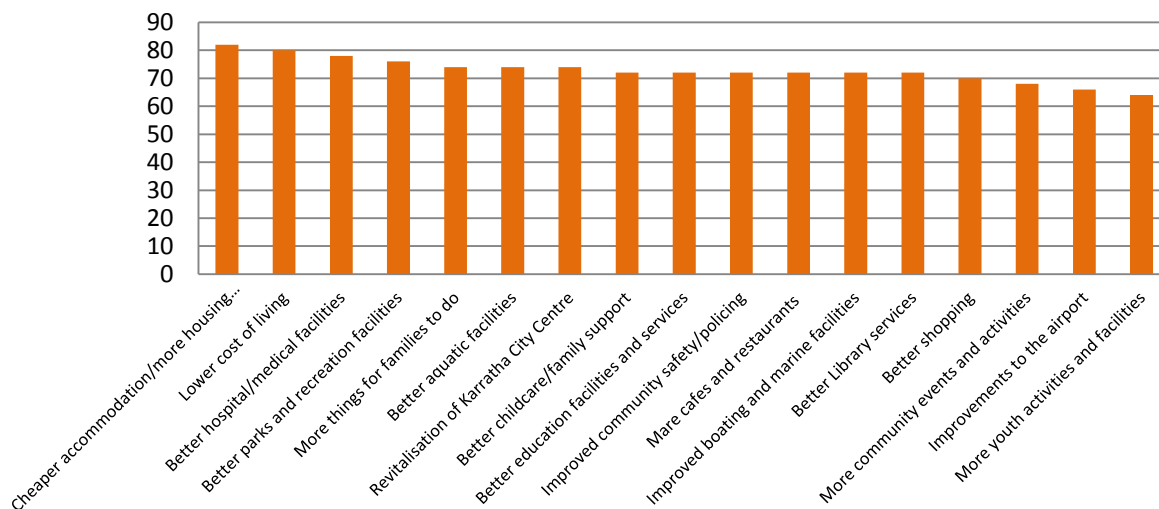
# PAST AND FUTURE



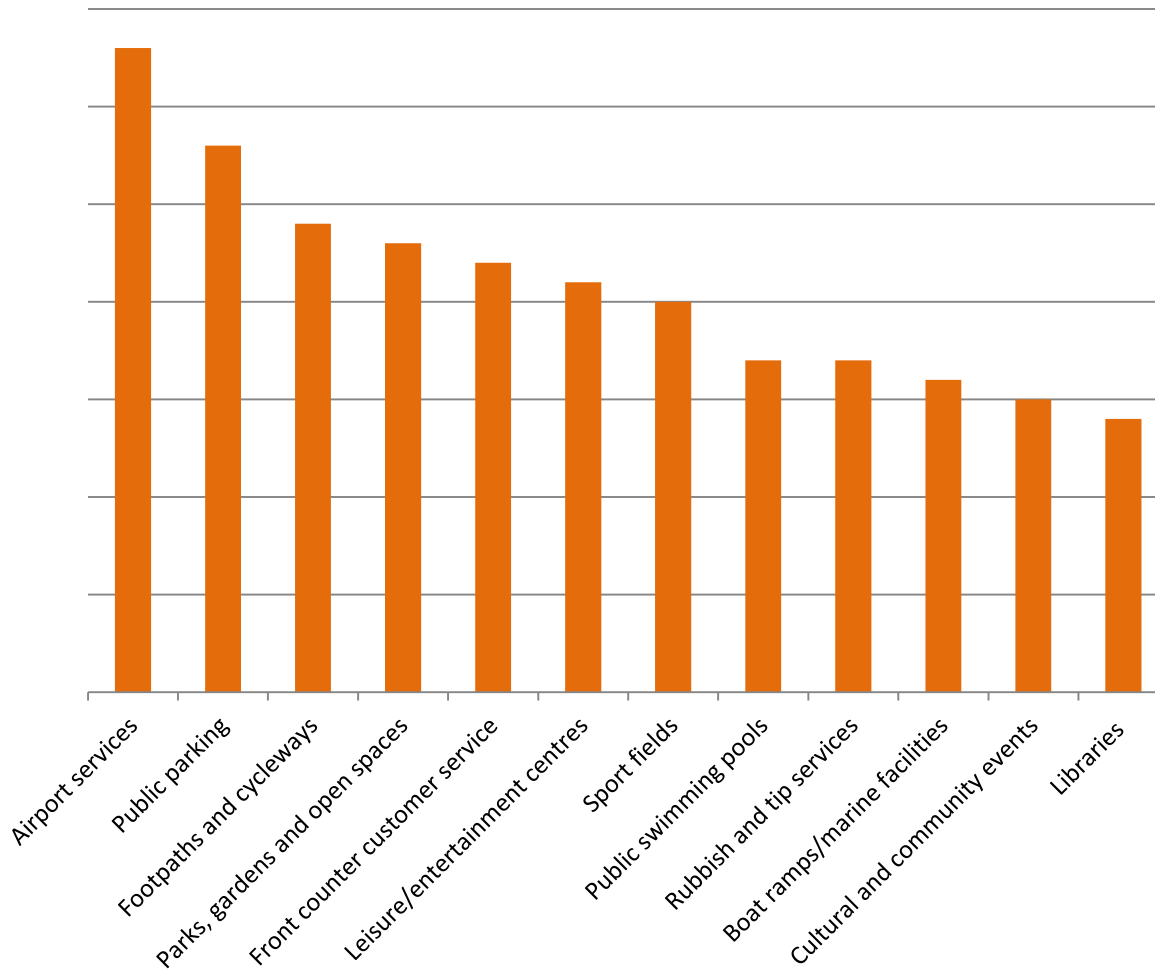
- In 2012, 31% of FIFO workers had previously resided in the Shire as opposed to 16% in 2013.

- Accommodation/housing, lower cost of living, and better hospital/medical facilities continue to be the main influences on whether a FIFO worker would move to the Shire permanently.

## Influence on decision to relocate



# USE OF SHIRE FACILITIES



- FIFO workers regularly use Shire public parking, parks, gardens and open spaces, footpaths and cycleways, front counter customer services and leisure and entertainment centres