



Community Voice Project Community and Youth Surveys Report

March 2020

**COMMUNITY
Voice**
Shaping **our** future

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Background

The Community Voice Survey was conducted to gather feedback from the broader community on the day-to-day operations of the City and Council.

The survey included questions regarding the importance and condition or maintenance of public assets and the importance and satisfaction of the delivery of both mandatory and non-mandatory services to the community. Respondents were asked to rate importance, condition/maintenance and satisfaction on a scale from very important/very satisfied to very unimportant/very unsatisfied. If they had no experience with an asset or service they were asked to select *Can't Say*.

The Community Voice Survey was launched on 11 December 2019 and closed on 10 February 2020. The survey was promoted via media releases, social media posts across all City Facebook pages, email notifications sent to various databases including schools, community groups and sporting groups, newspaper advertising and targeted Facebook advertising. Hard copies of the survey were also available at the Geraldton Regional Library, QEII Seniors & Community Centre, Mullewa District Office and the City Civic Centre. The City received 1215 responses to the Community Voice Survey.

An additional survey aimed at youth, which asked questions specific to assets, facilities, programs and services youth would use was launched on 23 January 2020 and closed on 10 February 2020. Targeted advertising on social media channels youth use was undertaken to promote the survey. The City received 43 responses from youth.

Survey Results at a Glance

Public Assets

The majority of survey respondents said the 11 listed public assets were either important/very important with the exception of skateparks which rated less than 50%. (See page 4)

In terms of satisfaction with asset condition or maintenance, respondents were either satisfied/very satisfied with the condition or maintenance of five of the 11 listed assets whilst the other six received a minority rating of less than 50%.

Mandatory Services

The majority of respondents said the 10 listed mandatory services were either important/very important. (See page 5)

In terms of satisfaction with the delivery of mandatory services, respondents were either satisfied/very satisfied with the delivery of six of the 10 listed services whilst the other four received minority ratings of less than 50%.

Non- Mandatory Services

The majority of respondents said the 20 non-mandatory listed services were either important/very important. (See page 6)

In terms of satisfaction with the delivery of non-mandatory services, respondents were either satisfied/very satisfied with the delivery of 12 of the 20 listed services whilst seven received minority ratings of less than 50%. For one of the listed services, respondents were either dissatisfied/very dissatisfied with the delivery of the service. (See page 7)

Governance

In terms of satisfaction with aspects of City and Council, respondents were either satisfied/very satisfied with the delivery of three of the six listed aspects whilst the other three received minority ratings of less than 50%. (See page 8)

In regard to the overall satisfaction with the City and Council, the majority of respondents, 59%, said they were either satisfied/very satisfied with the City and Council.

Top Facility or Service and Future Priorities

Respondents were asked to name the one service or facility the City provides they liked most and to list the top three priorities the City and Council should be focusing on in the next three years. (See page 9)

Top Services or Facilities	Top Future Priorities
1. Beresford Foreshore, Foreshore	1. Economic Development
2. Events	2. Recycling
3. Clean and tidy presentation of the City	3. Investing in the outer suburbs

Youth Survey Results

Respondents were asked how important City assets, facilities, programs and services were to them and how satisfied they were with how the City meets their wants and needs.

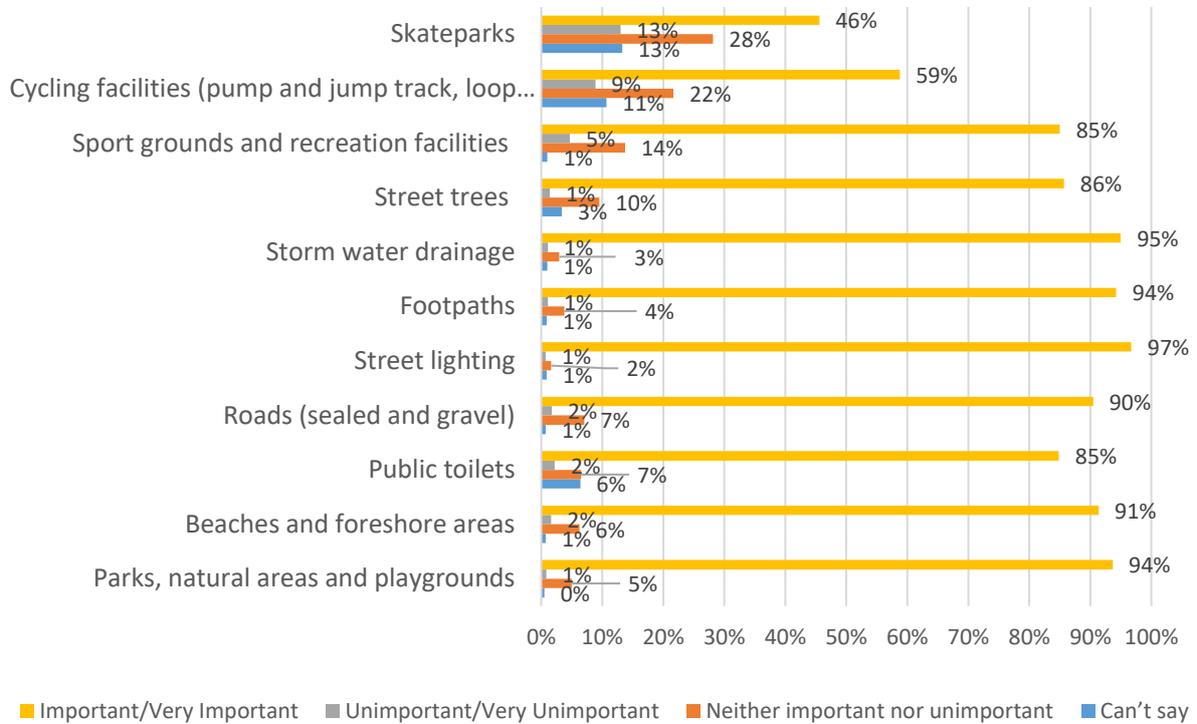
The majority of respondents said the 11 listed facilities, programs and services were either important/very important with the exception of community art, public art and the Art Gallery which received a minority rating of less than 50%. (See page 10)

The majority of respondents said they were either happy/really happy with the four areas related to the City meeting their wants and needs.

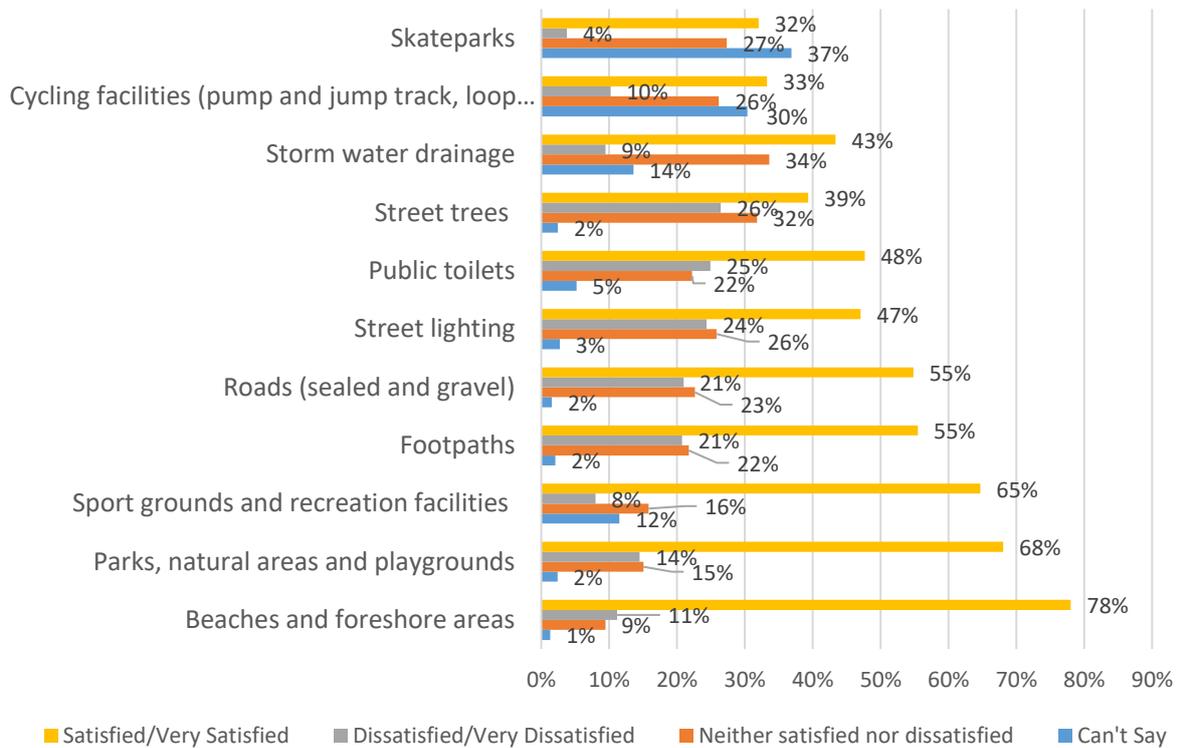
Detailed Survey Results

Public Assets

Importance of public assets to the community

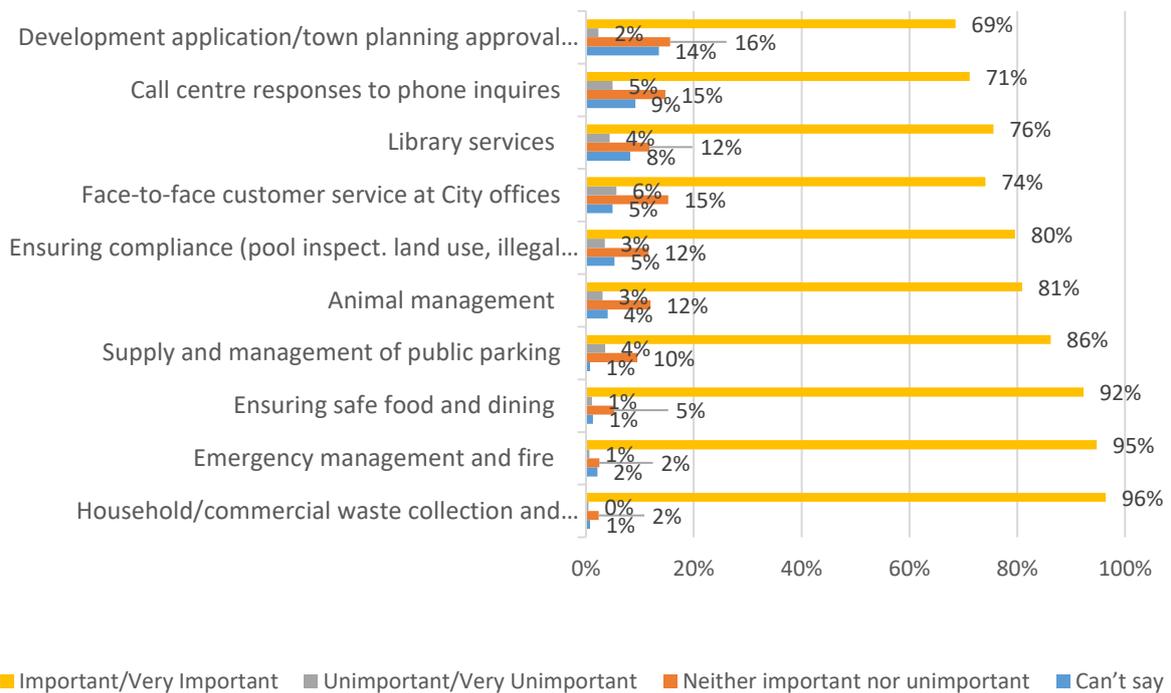


Community satisfaction with condition or maintenance of assets

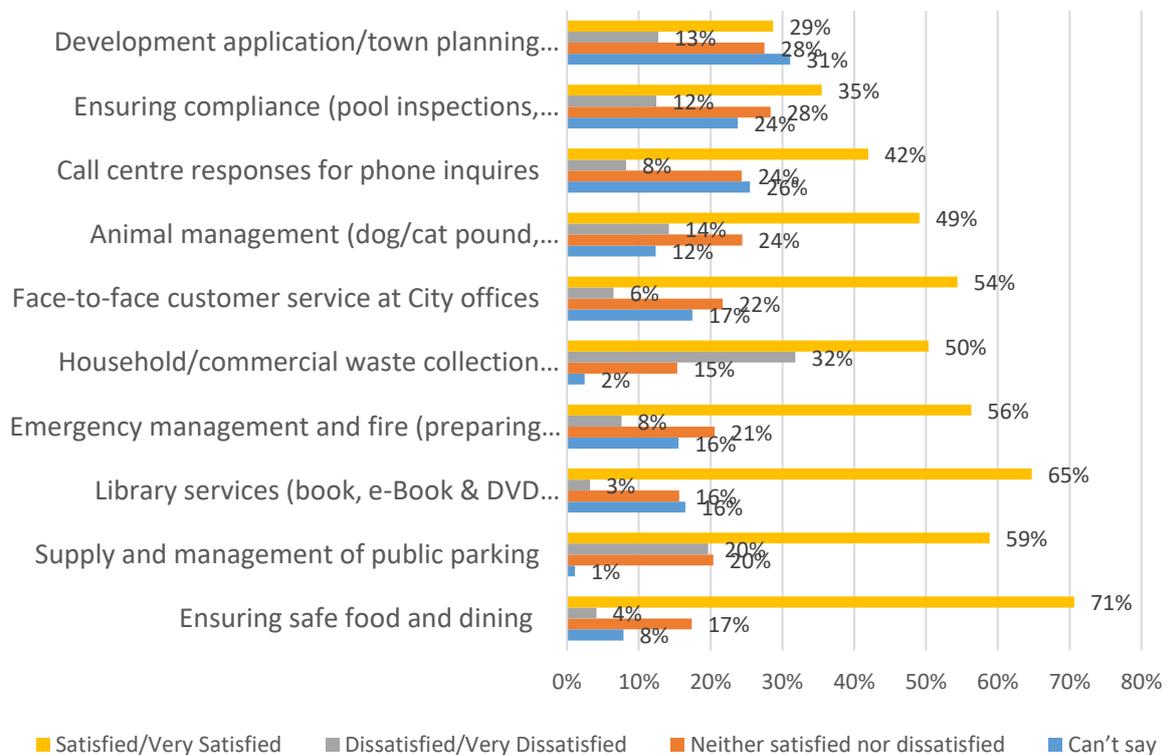


Mandatory Services

Importance of mandatory services to the community

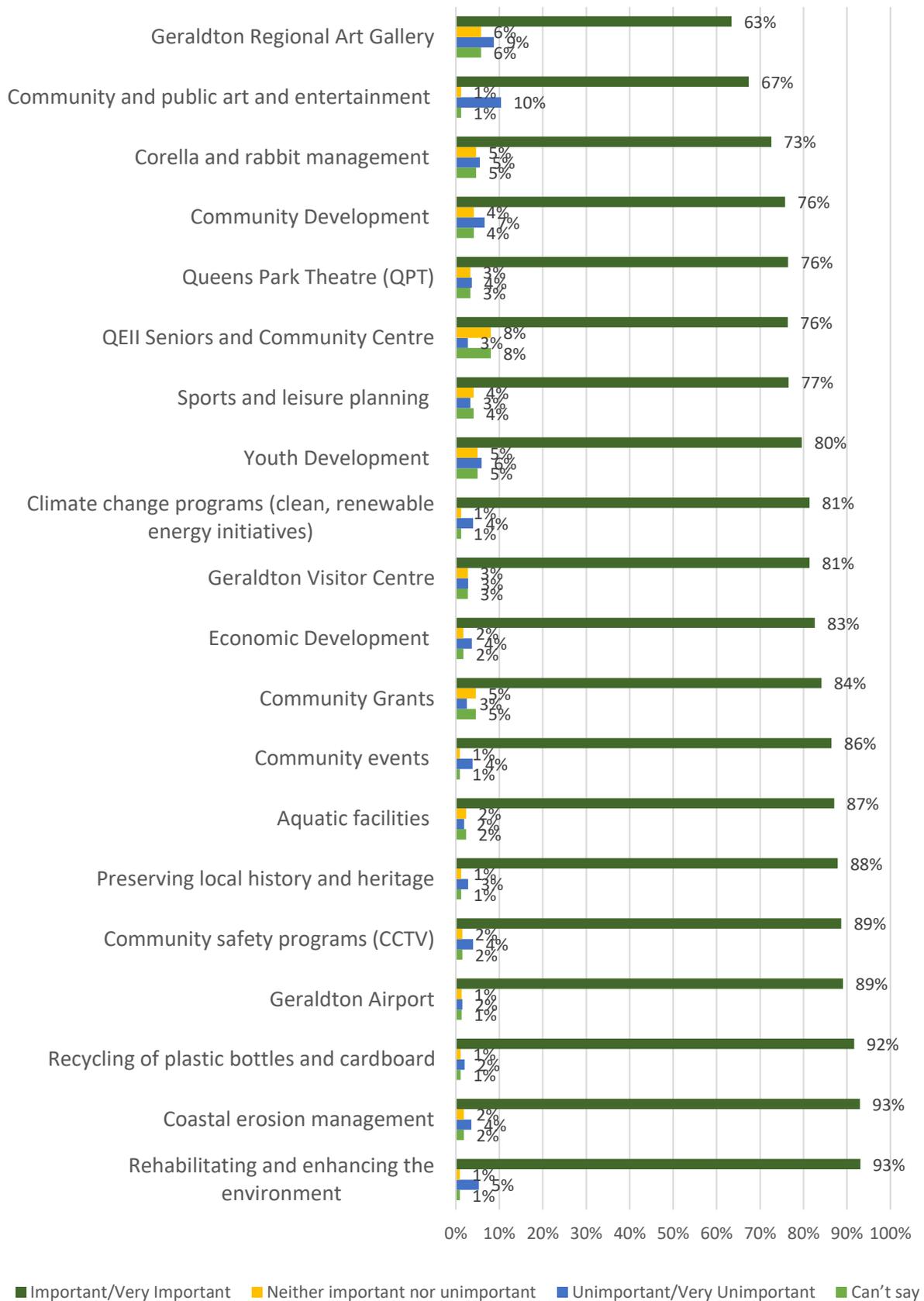


Community satisfaction with the delivery of mandatory services

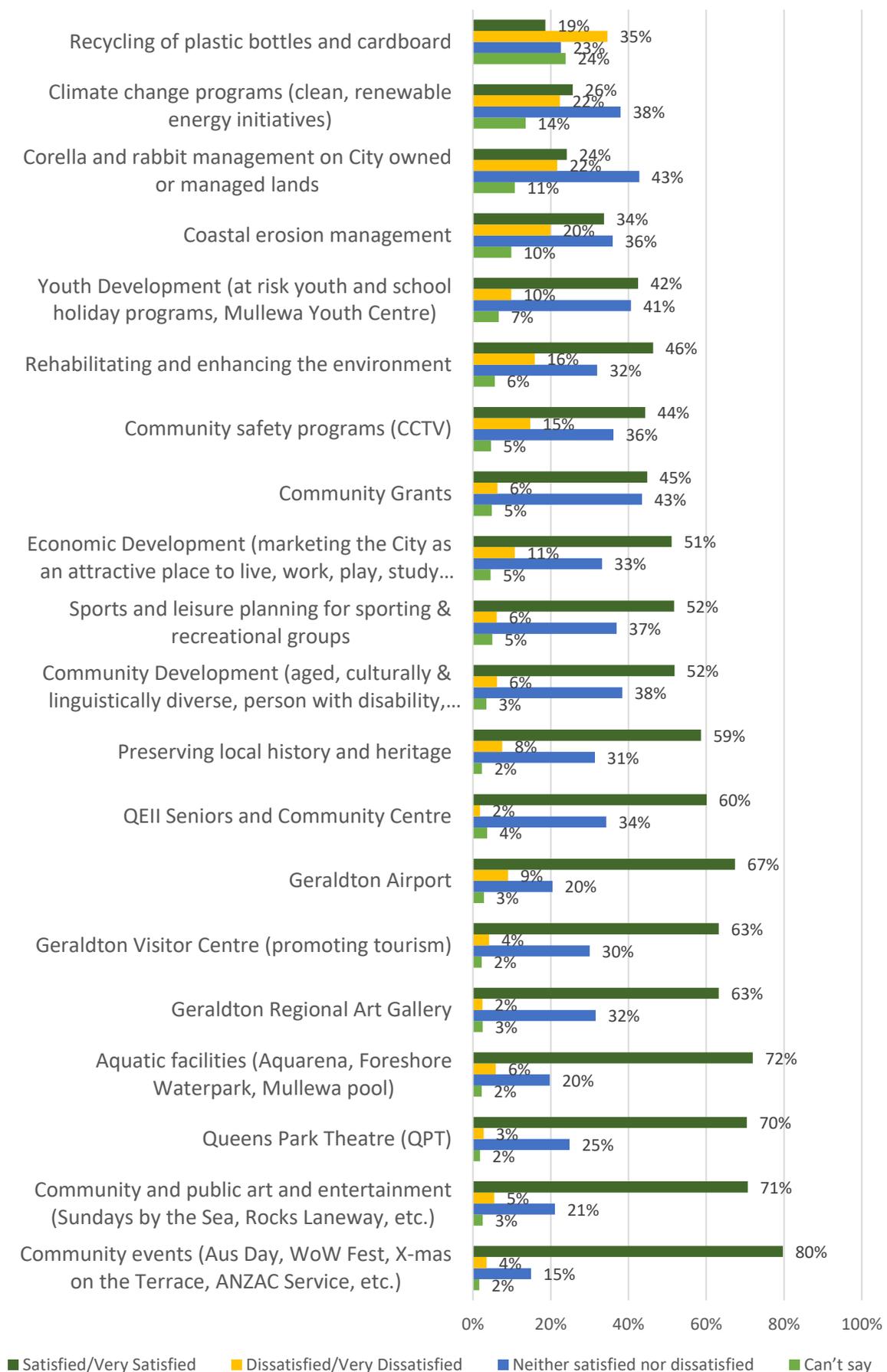


Non-Mandatory Services

Importance of non-mandatory services to the community

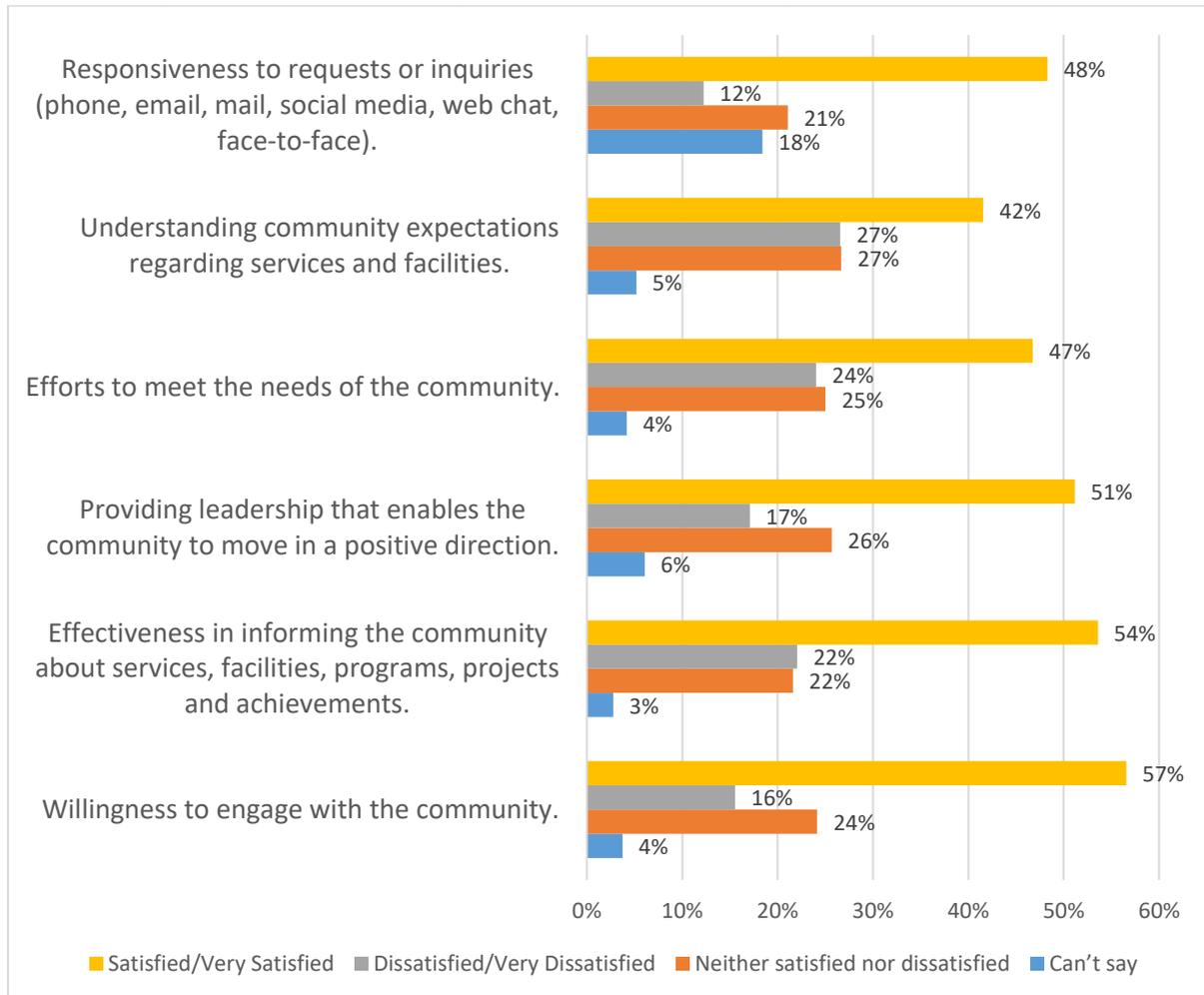


Community satisfaction with the delivery of non-mandatory services

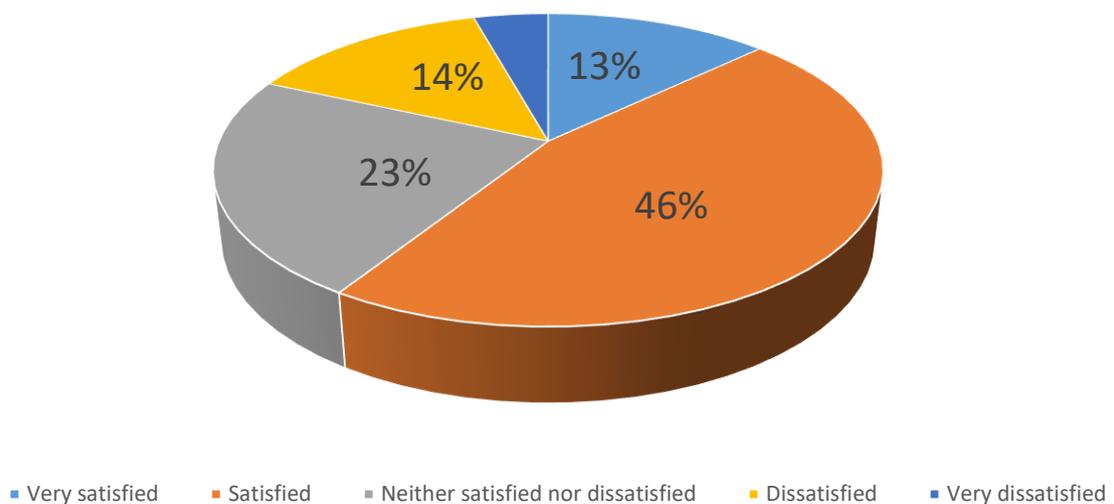


Governance

Community satisfaction with City and Council related aspects



Overall community satisfaction with the City and Council



Top Facility or Service

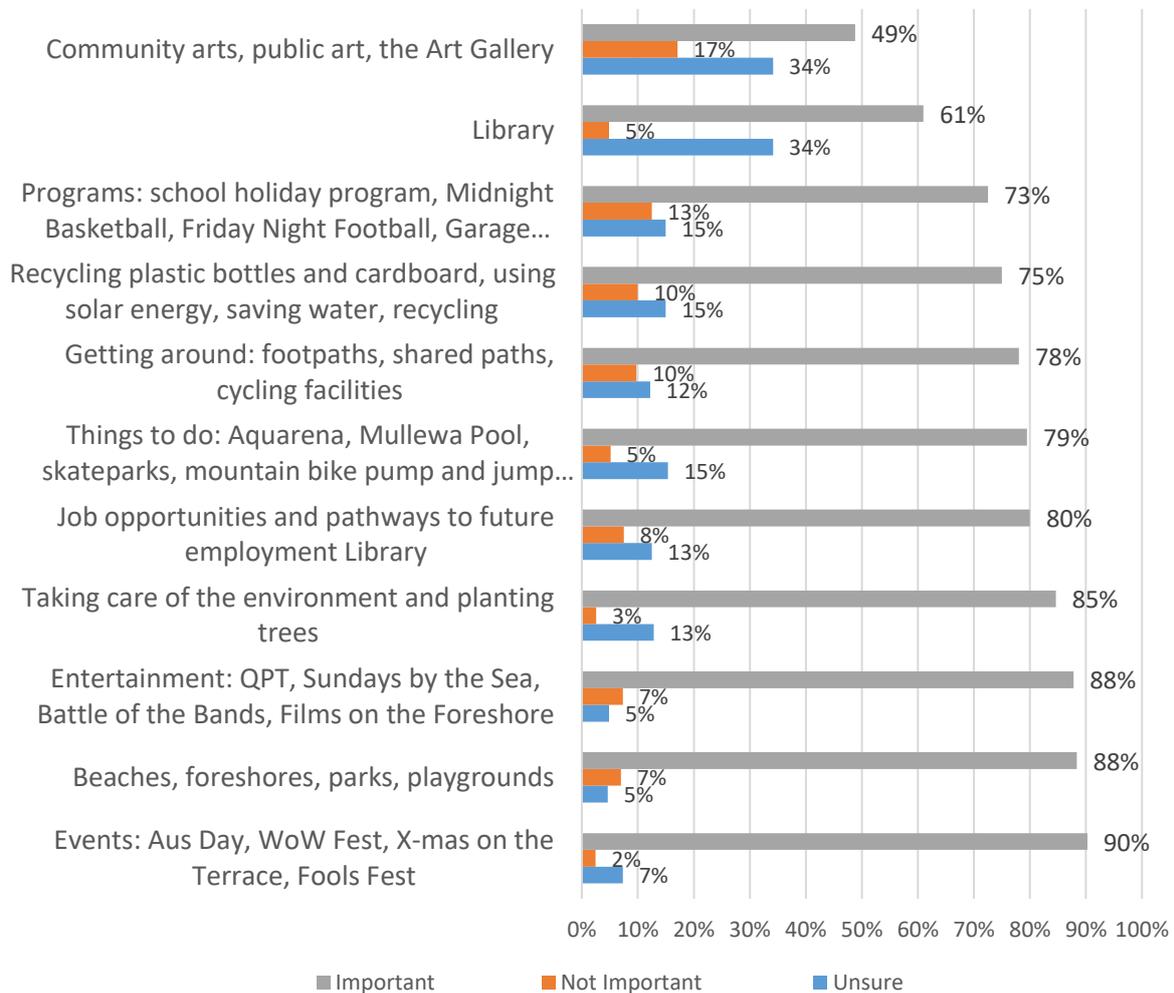
Facility/Service	No. Mentions	Facility/Service	No. Mentions
Beresford Foreshore, Foreshore	327	Beaches	10
Events	88	Leadership	10
Clean and tidy presentation of City	61	Cycling facilities (paths, tracks, trails)	10
Parks and playgrounds	51	Family friendly City	10
Beautification of the City	42	Art Gallery	9
Getting the job done	35	Assets maintained	9
Friendly customer service	29	Sporting facilities	9
Engaging/listening to the community	23	Improved access and inclusion	9
Aquatic facilities (Aquarena, Waterpark, Mullewa Pool)	23	Community art	8
Improved footpaths	19	Helpful staff	8
Free parking	18	Forward planning	8
Youth/children activities	14	QEII Centre	8
Improved liveability	13	Improved communications (social media)	7
Family entertainment	12	Community programs	5
Rocks Laneway	12	Arts and culture	2
Library	11		

Future Priorities

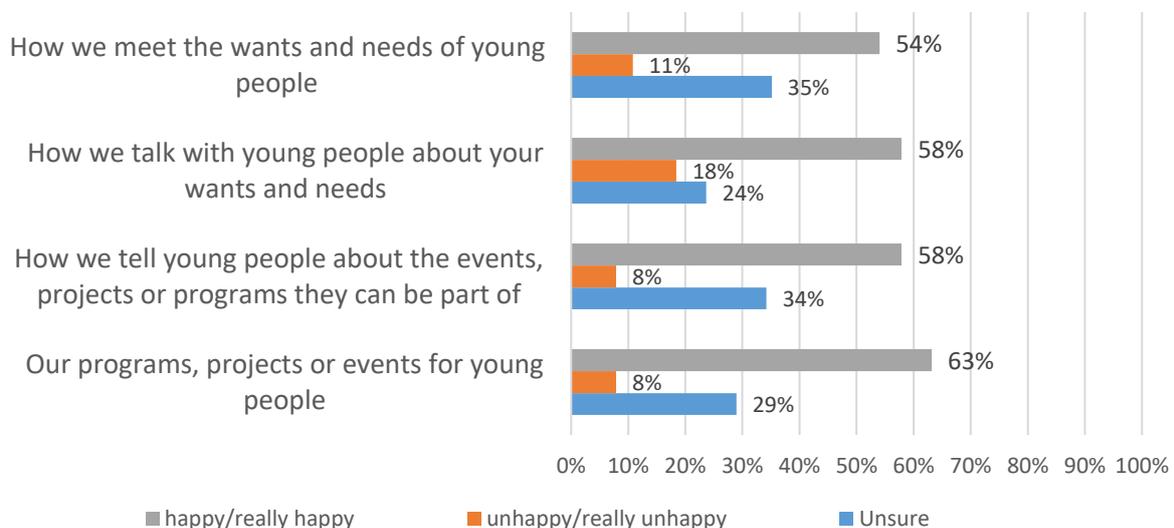
Priority (responses themed into categories)	No. Mentions	%
Economic Development: Growing population, local employment, promoting city/tourism, CBD revitalisation, vibrancy, Abrolhos Island tourism, addressing derelict buildings and empty shops	400	32.9%
Recycling	377	31%
Investing in outer suburbs: Beautification, more footpaths, better street lighting, more parks, more playgrounds, more toilets, revitalise foreshores	232	19.1%
Community Safety: Reducing crime, more CCTV, addressing antisocial behaviour	227	17.3%
Climate Change: Coastal management, emission reductions, renewable energy, sustainability	207	17%
Environment: Managing invasive species, planting trees, revegetation, protecting biodiversity	150	12.3%
Rates: Lower rates/no more rates increases	105	8.6%
Roads: Improve road surfaces, better verge maintenance, improve City entrances	93	7.6%
Youth: Improved services, more activities, more engagement	86	7%
Events and Entertainment: More family/community activities initiative support	81	6.6%
Getting the job done: keeping the City clean, maintaining parks and assets	67	5.5%
Good Governance: Control spending, find efficiencies, be accountable	44	3.6%
Cycling: Facilities and paths from Drummond Cove to Cape Burney	41	3.3%
Arts & Culture: Art Gallery, community art, QPT, heritage, library, public art	40	3.2%
Customer Service: Engaging and listening to community, improve communications	36	2.9%
Sports & Recreation: Improving or building more sports and recreation facilities	34	2.7%
Community Health & Wellbeing: Improved hospital & mental health services, address homelessness	33	2.7%
Waste Management: bring back verge side collection, more skip bins, free tipping	32	2.6%
Parking: More parking in the CBD and more free parking	26	2.1%
Aboriginal Community: More involvement, support and development	25	2%
Access & Inclusion: More ACROD parking, more beach access	20	1.6%

Youth Survey Results

Importance of City assets, facilities, programs and services to young people.



Level of satisfaction with meeting the wants and needs of young people.

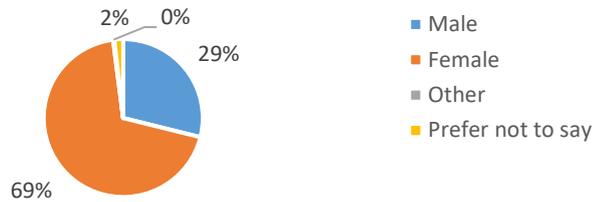


Survey Respondent Demographics

Community and Youth respondents combined

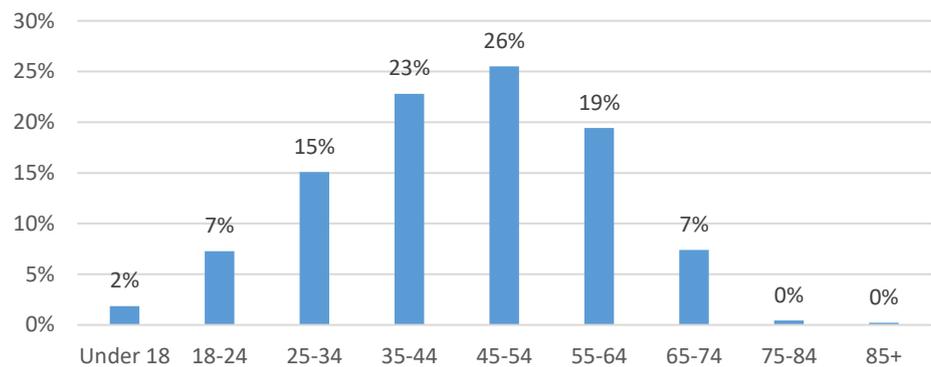
Gender

Male	256
Female	612
Other	2
Prefer not to say	16



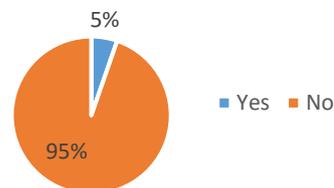
Age

Under 18	17
18-24	35
25-34	139
35-44	207
45-54	235
55-64	179
65-74	68
75-84	4
85+	2



Aboriginal or Torres Strait Islander

Yes	46
No	825



Suburb/Locality of Residence

