



YOUR OPINION MATTERS

It is important for the shire to survey its residents to gauge and appreciate the community's view of its services and facilities. This information is collected in an anonymous way and the more feedback the shire receives the better informed it is when planning new and improved services. Also our customer service needs to be assessed as part of this survey. Issues not covered by the questions can be commented on separately. Your satisfaction rating for services and facilities.

Please grade your responses 1 – 5

1	Very Unsatisfied
2	Unsatisfied
3	Acceptable
4	Satisfied
5	Very Satisfied

Your satisfaction rating for services and facilities.

1. Public Spaces

Parks	
Sporting Grounds	
Sport & Recreation Buildings	
Town Park	
Caravan Park	
RV Facilities	
Town Hall	

4. Information Services

Shire Customer Service	
Participation in Council Decisions	
Management of Building Development	
Management of Land Development	
Tourist Information and Facilities	
Strategic Planning	

2. Roads, Verges and Footpaths

Roads	
Verge Maintenance	
Paths Residential	
Paths Town Centre	
Drainage & Flood Management	
Parking	

5. Specialist Functions

Disability Access & Information	
Volunteer Support	
Crime Prevention	
Affordable Housing	
Townscape and Street Trees	

3. Specific Services

Library	
Public Toilets	
Rubbish Collection	
Youth Services	
Aged Services	
Landcare	
Economic Development	
Fire & Emergency Services	
Heritage Conservation	

6. Customer Service – Please tick the appropriate response

Have you contacted the Shire of Wagin in the past 12 months?

Yes Staff	
Yes Councillors	
Yes Both	
No	

7. When you made contact with Council was it by:

Phone	
In Person	
Email	
By Post	
Other	

8. How satisfied were you with the way your contact was handled?

Very Dissatisfied	
Dissatisfied	
Neutral	
Satisfied	
Very Satisfied	

9. How could the Council improve the way it keeps you informed?

10. What services/facilities do you and your family utilize in other communities that you cannot access in Wagin?

11. Do you keep informed of Council news and activities? YES NO
If yes indicate how below (eg Website, Council Corner etc) If no, how could Council keep you better informed?

12. What do you value most about living in the Shire of Wagin?

13. Fruit Fly

Did you use the Shire Fruit Fly Baits?

YES NO

If yes did you experience less flies?

YES NO

Will you continue to use baits next year?

YES NO

14. Are you aware that the Shire has a Strategic Community Plan to guide future development? (available on the Shire Website)

YES NO

15. Are you aware that the Community can have input into the plan to help identify the needs and desires of the community it lives in?

YES NO

16. Your age group

18 - 34	
35 - 54	
54 +	

17. Which area do you live in?

Wagin Town	
Wagin Rural	
Non-Resident Ratepayer	

18. What gender are you?

Male	
Female	

Other comments/feedback:

Thank you for taking the time to complete this survey. Your comments are appreciated and will be compiled to provide essential information to assist in future planning for services and facilities provided by the shire.

Please return this survey to:-

The Shire of Wagin
2 Arthur Road
WAGIN WA 6315

or

The Shire of Wagin
PO Box 200
WAGIN WA 6315

or by email to shire@wagin.wa.gov.au