



# 2020 COMMUNITY PERCEPTION SURVEY

The Shire of Exmouth is conducting its 2020 Community Perception Survey. The survey is part of the Shire's commitment to open and interactive engagement with the community and make informed decisions, as outlined in the [Strategic Community Plan: Exmouth 2030](#).

This survey asks residents and ratepayers to rate the importance of Council services and provide feedback on how these services are being delivered. Results will be used to assess current service requirements and community priorities as well as inform decisions made in the budget cycle.

## Frequently Asked Questions

### **1. What is a Community Perception Survey?**

Community Perception Surveys (CPS) are used by local governments around the State to measure the importance of various Council services to local residents and ratepayers and customer satisfaction with how these services are being provided.

### **2. Why are we doing it?**

The CPS is part of Council's ongoing commitment to listening to the community and making informed decisions. It will provide information on which services are important to the community and how we are performing as an organisation. This feedback will be used in the business planning process to help identify areas of need so resources can be allocated accordingly.

### **3. How are we telling people about it?**

The Shire is undertaking an extensive community engagement campaign to inform people about the survey. This includes:

- From the Shire Presidents Desk newsletter;
- Postcards dropped in all post boxes;
- Posters on town notice boards, at the pool and around the Ningaloo Centre;
- Digital notice boards;
- Mall information stalls on 4 November 2020 (9.00 AM – 12.00 PM);
- Dedicated iPad in the Ningaloo Centre 26 October – 15 November 2020;
- Social media posts;
- Direct mail to community stakeholders asking them to complete the survey and encourage others;

Hardcopy surveys are also available at the administration centre including a 2<sup>nd</sup> dedicated iPad to complete the survey.

#### **4. Who should fill out the survey?**

We are asking all residents and ratepayers (18+ years) to have their say by filling out the survey.

#### **5. When does it need to be completed?**

The Survey can be completed any time before 12:00 AM Monday, 16 November 2020.

#### **6. How do I complete it?**

There are three different ways people can complete the survey.

People can go online [https://www.surveymonkey.com/r/CPS\\_Exmouth3](https://www.surveymonkey.com/r/CPS_Exmouth3) to complete it, or for those who do not have a computer or internet access, there will be two iPads available in the Shire Administration Office & Ningaloo Centre to help them fill it out.

A hardcopy can also be provided on request in the Shire Administration Office & Library.

#### **7. What happens to the survey results?**

Survey results will be analysed and the findings made available to the community. This is expected by January next year.

#### **8. Where can I get more information?**

If you have any further questions please contact the Shire on 9499 3000.