

## SUMMARY

- The survey is part of Council's commitment to open and interactive engagement with the community and making informed decisions, as outlined in our Strategic Community Plan
- Residents and ratepayers are strongly encouraged to have their say on Council services and priorities as the survey asks to rate the importance services and provide feedback on how these services are being delivered

## HAVE YOUR SAY EXMOUTH – COUNCIL LAUNCHES 2020 COMMUNITY PERCEPTION SURVEY

Over the next four weeks, the Shire of Exmouth will conduct its second Community Perception Survey. This 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.

The bi-annual survey allows Council to gauge overall satisfaction within the Shire of Exmouth and monitor the town's performance.

Council is encouraging all residents and ratepayers to complete the survey, giving their view on the operational services and public facilities provided in the Exmouth Shire. The Community Perception Survey uses a rating scale, keeping the time needed to complete the survey to a minimum for the respondent; the responses will allow Council to determine which services are meeting, exceeding or underperforming according to community priorities.

A hard copy of the Community Perception Survey and a dedicated iPad are available at the Shire administration office and the library. Shire officers will attend a pop-up stall in the town mall on 4 November 2020, and the survey will be available online with access for all residents and ratepayers to complete until it closes on Sunday 15 November 2020, 11.59 PM.

## COMMENTS ATTRIBUTED TO THE SHIRE – SHIRE PRESIDENT MATT NIIKKULA

"Council encourages residents to participate and provide their honest feedback. We appreciate the community's involvement and look forward to using the feedback to allocate funding and advise future projects – the survey enables us to make the best decisions possible on behalf of the community."

"Perception can vary widely within a community and understanding how residents and ratepayers perceive the delivered Services by the Shire, as well as public facilities – the good and the bad – is crucial to helping Council adapt strategies and policies to meet community needs. Councillors and Shire officers frequently refer to the results to support decision making and strategic planning. Community views and comments are highly valued and guide future planning activities."

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