



Shire of EAST  
**Pilbara**  
AUSTRALIA'S LARGEST SHIRE

# Community Perceptions Survey 2020 REPORT



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## 1.0 Executive Summary

### 1.1 Background

In 2018 the Shire of East Pilbara (“the Shire”) published its 2018-2028 Strategic Community Plan following extensive research and consultation undertaken by Learning Horizons and Research Solutions. The Shire continues to be committed to seeking a formal measure of community feedback against its Strategic Community Plan (“SCP”) and feedback on its services, facilities and activities on an annual basis.

Research Solutions conducted a Community Perceptions Survey in 2016 to measure the Shire’s progress against its previous Strategic Community Plan; a community perceptions study was conducted in late 2019 to benchmark the Shire’s performance against its current SCP and a third study has just been completed to measure performance in the 2019/20 financial year.

In early 2020, the COVID-19 pandemic came to Australia leading to travel restrictions being imposed in late March 2020 preventing the movement of people between regions in WA, limiting travel in and out of the Pilbara and placing travel restrictions on remote Aboriginal communities in East Pilbara. The COVID-19 restrictions impacted the delivery of Shire services including the closure of some services such as the fitness centres, aquatic centres and recreation centres, the closure of the library and children’s play equipment in parks and ovals, the reduction in children and family services and services to young people as well as Councillor contact with the community.

The restriction in some of these services and the limitation in travel has been reflected in the results of this survey but the impact has been fairly limited.

### 1.2 Study Objectives

The specific objective of the study is to develop, implement and report on a community survey that:

- Measures resident satisfaction with the Shire overall
- Measures satisfaction with services and facilities listed in the SCP
- Identifies the relative importance and satisfaction with other services and facilities provided by the Shire
- Measures perceptions of community leadership, amenity and identifies important priority areas for lobbying State and Federal Government; and
- Identifies the key issues which the Shire should address in planning for the future.

### 1.3 Study Method and Approach

The 2020 questionnaire was reviewed in consultation with and approved by Shire representatives. The information was again gathered via a hybrid survey that incorporated:

- A random telephone survey
- An online questionnaire accessed via a link on the Shire’s Facebook page and website
- Invitations to the online survey sent by the Shire to contacts that it holds including library and recreational centre members, community groups and to BHP as the largest employer in the East Pilbara.
- A total of 440 people completed the survey (significantly more than in 2016 and 2019) who comprised of a mix of permanent residents and fly-in/fly-out and drive-in/drive-out personnel. The survey excluded employees, Elected Members and respondents under 18 years of age.

The sample was weighted to reflect the residential population of the Shire aged 18 years and over as at the most recent Census in 2016. The profile of the sample is included in the Appendix.

## 1.4 Key Findings

Satisfaction with the Shire's performance overall in 2020 continues to be quite high at 71.0% of residents satisfied (rating their satisfaction as 6 or more out of 10). This is similar to the results for 2019 and higher than the results for 2016. The proportion of residents who are very satisfied has also remained similar to 2016 and 2019. These results are similar amongst all sub-segments of the community measured in the survey.

Just over half (53.6%) of community members responding to the survey felt that they were fairly familiar or very familiar with the Shire's response to the COVID-19 pandemic and over two-thirds of respondents perceived the Shire's response to be good or excellent (68.8%). Less than 10.0% of respondents felt that COVID-19 had impacted either the perceptions of the importance of Shire facilities and services or their satisfaction with these facilities and services. The positive or negative impact of the pandemic on ratings of facilities and services given by these groups did not appear to have a conscious and measurable impact on the ratings given for each service or facility. However, the pandemic itself may have had an unconscious impact for some of the services and facilities which were clearly affected and/or services reduced.

Residents of Nullagine and Marble Bar, as well as people from non-English cultural groups, were more likely to rate the Shire and its services and facilities more positively. FIFO workers declared that the COVID-19 pandemic caused them to rate some services as more important than other services in this survey.

Just under 60.0% of Shire residents and FIFO, feel that the Shire is efficient and well-managed; this is similar to 2019. However, perceptions that there is *always something to do or participate* in around the Shire has declined from 60.6% in 2019 to 51.4% in 2020; returning to a similar level to 2016.

### 1.4.1 Living in the Shire of East Pilbara

Overall, the quality of life across the Shire was perceived to be good or excellent by 58.9% of residents and FIFO workers which is statistically similar to 2019 and 2016. Permanent residents are more likely to rate the Shire as a good or excellent place to live (62.0%) compared to FIFO (29.3%); many FIFO workers consider the Shire of East Pilbara to be an *"average"* place to live (44.1%). As in 2019, women were also more positive about the Shire as a place to live compared to men. There is no difference in perceptions of the Shire of East Pilbara as a place to live between residents of Newman, Nullagine or Marble Bar or by age group.

A range of community values was measured in the survey including:

- Connectedness to the community (69.2%)
- Affordability of living comfortably in the Shire (60.6%)
- Availability of things to do (51.4%).

Perceptions that there is always something to do or participant in around the Shire have declined from 60.6% in 2019 to 51.4% in 2020; returning to a level fairly similar to 2016.

### 1.4.2 The Measures for the SCP

Measurement of community satisfaction with the Shire's performance against the SCP is shown in **Figure 1**.

Performance is highest and between 70.0% and 80.0% satisfied for the following services:

- Parks and ovals
- Community buildings
- Road provision and maintenance
- Recreational activities
- Footpath provision and maintenance
- Art and culture support and activities
- Ease of movement to get from one town to the next
- Shire events
- Children and family services
- Services for young people.

Services where satisfaction is between 60.0% and 70.0% are as follows:

- Information and services for tourists
- Shire community programs
- Facilitating services for the Aboriginal community
- Facilitating services for people from diverse cultural backgrounds
- Business support
- Services and activities
- Being kept informed regarding Shire services and activities
- Resolution of enquiries and problems
- Advocacy to State and Federal Governments and other agencies.

Services where community satisfaction is between 50.0% and 60.0% are:

- Community safety and ranger services
- Having plans in place to guide the Shire's future
- Opportunities to participate in planning for the Shire's future

**Note** these percentages are based upon people aware of these services.

In comparison to 2019, there has been no perceived increase in satisfaction (6-10/10) with services and facilities, and a decline in overall satisfaction for the following three services:

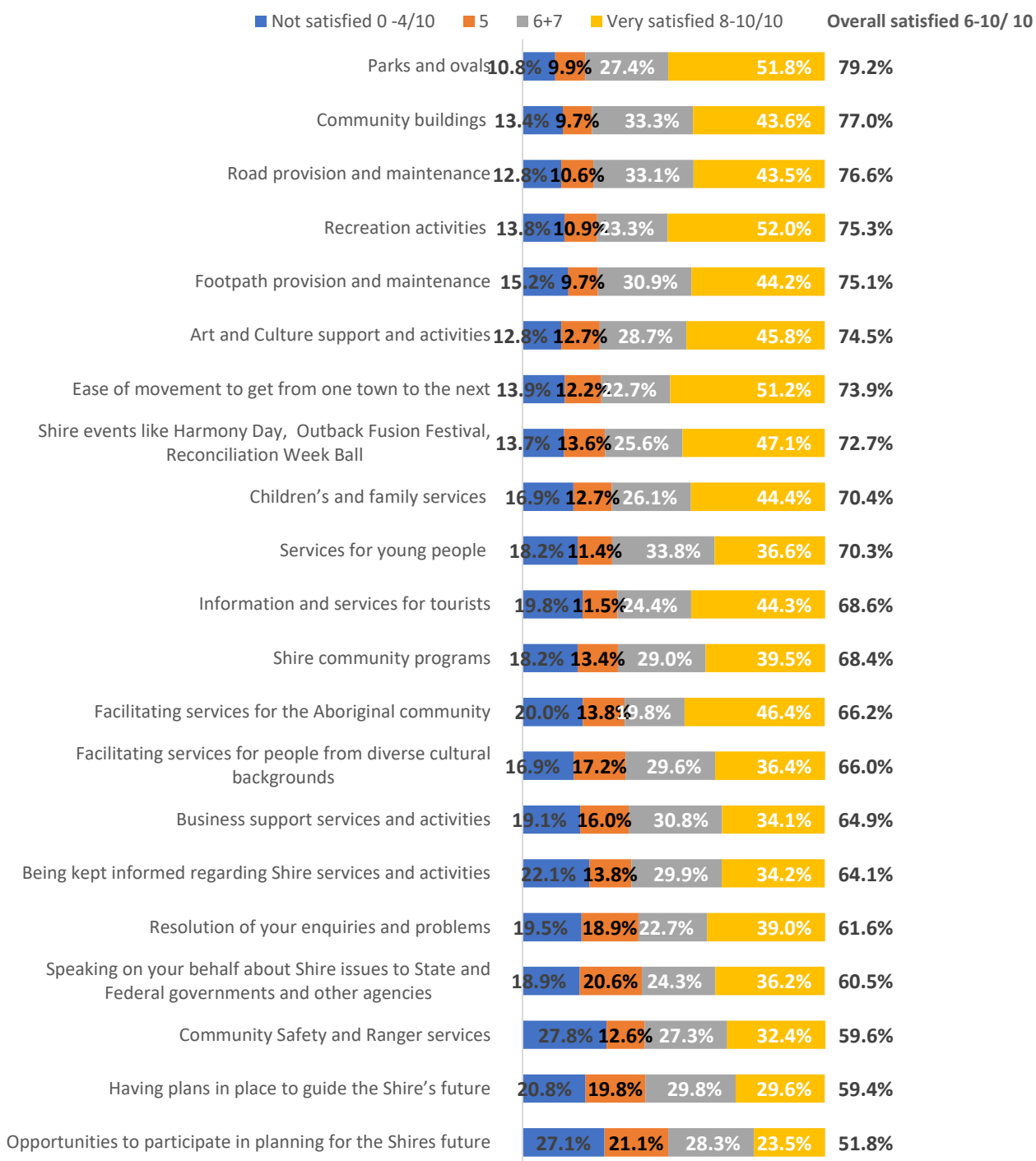
- Children and family services from 84.3% in 2019 to 70.4% in 2020
- Shire events from 82.3% in 2019 to 72.7% in 2020
- Information and services to tourists from 77.6% in 2019 to 68.6% in 2020.

A small proportion of the sample (15.5%) felt that they could not quantify the impact of COVID-19 on their scores or felt that it had a negative impact, these people were significantly less likely to be very satisfied with *Shire events* and this may have impacted the overall score of satisfaction with Shire events. Their scores appeared to be lower across many of the services and facilities, they were not statistically significantly lower in other areas though *information and services to tourists* would have been curtailed during the pandemic.

There was also a significant decline in those who were very satisfied (8-10/10) with *ease of movement around the Shire* from 48.4% in 2019 to 31.2% in 2020.

However, overall there was one statistically significant increase in SCP ratings with a proportion of the community rating themselves as very satisfied (8-10/10) with *facilitating services for the Aboriginal community*, this had increased from 37.7% in 2019 to 46.4% in 2020.

**Figure 1: Satisfaction with the Shire’s performance for the Strategic Community Plan**



Q3. How satisfied you are with the Shire’s performance/activities in the following areas? (n = 300 to 440; missing n=17-140, effective sample n = 272)

Q5B. How satisfied are you with the Shire’s performance in each of these areas? (Selected statements n=337 to 433; missing n = 7-113; effective sample n=228)

Other services measured in this study but not part of the SCP include:

- Airport services
- Fitness centres
- Aquatic centres
- Library services
- Free oval lighting in Newman
- Shire tips and refuse sites.

The scores for these services have remained similar to 2019 with only one service showing a statistically significant decline:

- Overall satisfaction with the aquatic centre declined from 85.7% in 2019 to 78.4% in 2020.

Since 2016 there have been three areas of significant increase including:

- Airport services increased from 68.7% in 2016 to 77.2% in 2020
- Library services increased from 61.3% in 2016 to 80.2% in 2020
- Fitness centres increased from 71.0% in 2016 to 80.4% in 2020.

Comparing the very satisfied scores, there have been no changes in the ratings between 2019 and 2020; however, in comparison to 2016 there have been two statistically significant improvements:

- Library services improved from 39.6% very satisfied in 2016 to 52.1% very satisfied in 2020.
- Fitness centres have improved from 39.1% very satisfied in 2019 to 54.9% very satisfied in 2020.

### 1.4.3 Advocacy

The key areas in which the community identified that the Shire should advocate to State and Federal Governments continue to be:

- Antisocial behaviour, theft and property damage
- Medical/health services
- Aviation services and road infrastructure.

Each of these issues was raised by over 45% of respondents, showing a focus on these issues. The only other issue to obtain significant support was that of *damage to properties in a state of disrepair* which was identified by one in three members of the community.

These issues were raised again spontaneously when respondents were invited to identify the key issues the Shire should consider when planning for the future.

### 1.4.4 Community Leadership

Satisfaction with community leadership is moderately high with overall satisfaction (6-10/10) with *Council decisions being in the interest of the community* being the highest at 70.6% followed by *how the community is informed about local issues* at 70.0%



**Fig 1B Community Leadership**

	<b>Overall satisfaction (6-10/10)</b>
Council's decisions being in the interest of the community	70.6%
How the communities are informed about local issues, e.g. Facebook, website, noticeboards	70.0%
Community consultation and engagement	68.2%
Councillors are involved with the community	65.2%

These results are similar to last year except for a statistically significant decline in community satisfaction with *how the community is informed about local issues (e.g. Facebook, website, noticeboards)*. Whilst various participants did not feel that COVID-19 had impacted their satisfaction scores, with the advent of COVID-19 there would have been less events and activities in the Shire and hence the community may have noticed a decline in social media and electronic activity about events which may have led to a decline in overall satisfaction.

#### 1.4.5 Shire communications

Word of mouth (hearing information from other people) continues to be the most common source of information for residents and FIFO workers about Shire services, activities and events. There continues to be a strong reliance on both the Shire's Facebook page and on Facebook pages of other people for information about Shire services, activities and events. This is further evidenced by the strong response to the online component to the survey which was even stronger this year than previous years with the Shire heavily promoting the survey through its Facebook page as in 2019. The Shire's Facebook page is particularly successful in reaching females; females are 50% more likely to use the Shire's Facebook page as a source of information than males.

Reaching FIFO workers is more difficult since they to rely heavily on word of mouth. Less than a quarter of FIFO workers surveyed accessed the Shire's Facebook page and only one-third access other Facebook pages to seek Shire information.

Nullagine and Marble Bar Councillor meet-and-greet sessions appear to be particularly popular though the sample size in each of these towns is small. Sourcing information through the newspaper was also popular in Nullagine and Marble Bar though again the sample is small.

#### 1.4.6 Concluding comments

Overall the Shire has produced good results for the SCP particularly in the face of the significant impact COVID-19 had on the Shire's facilities, services and events. Following significant improvements between 2016 and 2019, and taking into account the impact of COVID-19, the Shire has consolidated its performance in most areas resulting in continued good levels of overall satisfaction.

Areas where additional focus may be required include:

- The future – raising the profile of the fact that the Shire has plans in place to guide it into the future and that there are opportunities for the community to participate in planning for the Shire's future.
- Community services – satisfaction with children and family services declined significantly this year though it is still the second-highest rating service provided by the Shire. Comments made in the survey suggested that the issue was more and affordable childcare and long day-care, one respondent mentioned an 18-month waiting list for childcare keeping mothers at home

many of whom have good skills and could make a good contribution to the community. Shire instigated family day-care may be an option to consider.

- Safety and Ranger services – safety is clearly an area of concern for the community. It is one of the three lowest rating services and when discussing the future, a number of residents expressed concern about the safety and anti-social behaviour particularly amongst youth.
- FIFO workers – the research clearly showed that FIFO workers tended to be disengaged with the community, seeing the East Pilbara as an “average” type of place to live. They were likely to be less satisfied with the Shire’s performance and more difficult to reach, as many were not users of Shire-related social media, one of the Shire’s most successful ways of communicating. Perhaps there are opportunities to reach FIFO workers through a joint venture with their employer or by communicating through their employer.
- Marble Bar and Nullagine – the sample sizes in Marble Bar and Nullagine are small but residents of these two towns are more likely to rate the Shire and the Shire’s services and facilities more positively for its handling of the pandemic. Satisfaction with the fitness centre at Marble Bar has significantly increased since 2016 and provision and maintenance of roads continues to be an important issue in terms of dissatisfaction and lobbying for both of these towns. The Nullagine and Marble Bar Councillor meet-and-greet sessions appear to be particularly popular amongst survey respondents.
- Advocacy – as in 2019 the areas for advocacy are similar and we encourage the Shire to look at the verbatim responses to this question which are appended to the report. The responses are quite graphic and clearly, the community is passionate about the areas of:
  - Antisocial behaviour, theft and property damage
  - Medical/health services
  - Aviation services and road infrastructure.
  - The repair of damaged properties and general clean-up of the area.

## 2.0 Introduction

The Strategic Community Plan 2018 – 2028 (SCP) was developed after extensive consultation with the Shire of East Pilbara community, councillors and Shire staff. The plan set out the Shire’s vision and aspirations and provided a clear strategic direction for the Shire over the next 10 years and beyond. It contains five key result areas: economic, social, built environment, natural environment and governance and each of these key result areas contain a number of strategies and supporting measures of success.

This report provides the outcomes of the SCP measured in a survey undertaken in August 2020 and compares the results to the previous survey undertaken in November 2019. Where possible results have been compared to the previous SCP survey undertaken in May 2016; however, the questionnaire was changed significantly in 2019 to reflect the new Strategic Community Plan 2018 – 2028.

During early 2020 the COVID-19 pandemic came to Australia, causing Western Australia to close its borders to restrict the spread of COVID-19. In late March 2020 travel restrictions were imposed across Western Australia preventing the movement of people between WA’s regions leading to travel in and out of the Pilbara being limited to work purposes, to deliver essential goods and for essential health and emergency services with exemptions only compassionate grounds. Travel restrictions were removed on 5<sup>th</sup> June 2020 with the exception of the travel restrictions to remote Aboriginal communities. The COVID-19 restrictions placed upon the community impacted the delivery of Shire services. These restrictions may have affected community perceptions of the Shire’s services measured in this survey and the survey contains some questions on the impact of COVID-19 on the community’s satisfaction with the delivery of Shire services.

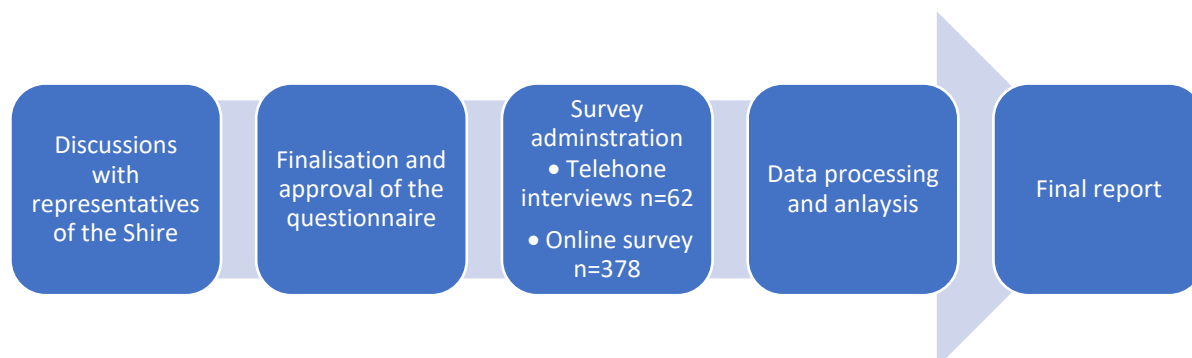
### 2.1 Study Objective

The specific objective of the study is to develop, implement and report on a community survey that:

- Measures resident satisfaction with the Shire overall
- Measures satisfaction with services and facilities listed in the SCP
- Identifies the relative importance and satisfaction with other services and facilities provided by the Shire
- Measures perceptions of community leadership, amenity and identifies important priority areas for lobbying State and Federal Government
- Identifies the key issues which the Shire should address in planning for the future
- Questions on the impact of COVID-19 on the results.

### 2.2 Our Approach

The study has progressed in a number of stages as follows:



Research Solutions worked closely with the Shire to update the questionnaire keeping it comparable to the 2019 survey for measurement purposes but including a series of questions designed to determine if COVID-19 had an impact on community perceptions. The Shire then formally agreed to the questionnaire which was then programmed in Web Survey Creator with links provided to the Shire for each of its eight distribution lists.

In 2020 as in 2019 and 2016, a hybrid approach was undertaken using a combination of telephone interviews and an online survey. Participation in the online survey was drawn from a variety of sources through links provided by Research Solutions to the Shire for distribution through:

- The website “have your say”
- Social media.

Additionally, links were sent to:

- Library members
- The recreation centre users
- BHP
- Other contacts held by the Shire.

Survey participants were drawn from many sources, the most successful being the Shire’s social media campaign.

The telephone and the online survey closed on 26<sup>th</sup> August 2020 and participants were placed in a draw to win a prize of a trip to Karijini valued at \$1,000 provided by the Shire.

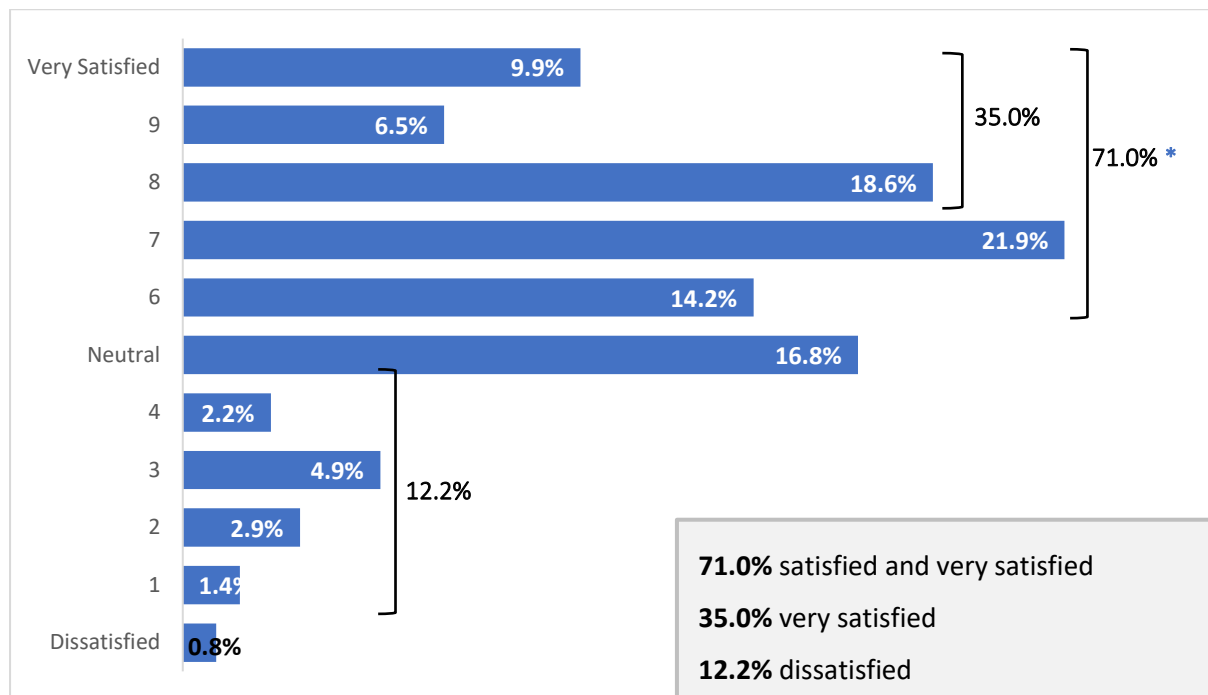
Further details regarding data collection and sampling specifics are included as Appendix 1 to this report.

### 3.0 The Shire as a Whole

#### 3.1 Overall Satisfaction with the Shire

Overall satisfaction with the Shire is quite high at 71.0% of residents satisfied with the Shire in 2020. This is statistically similar to the results in 2019 (73.1%) and in 2016 (55%).

**Figure 2: Satisfaction with the Shire of East Pilbara 2020**



Q1. How satisfied you are with the Shire of East Pilbara’s performance overall? (n = 422; 18 don’t know; effective sample = 279)

\* Note rounding to one decimal place.

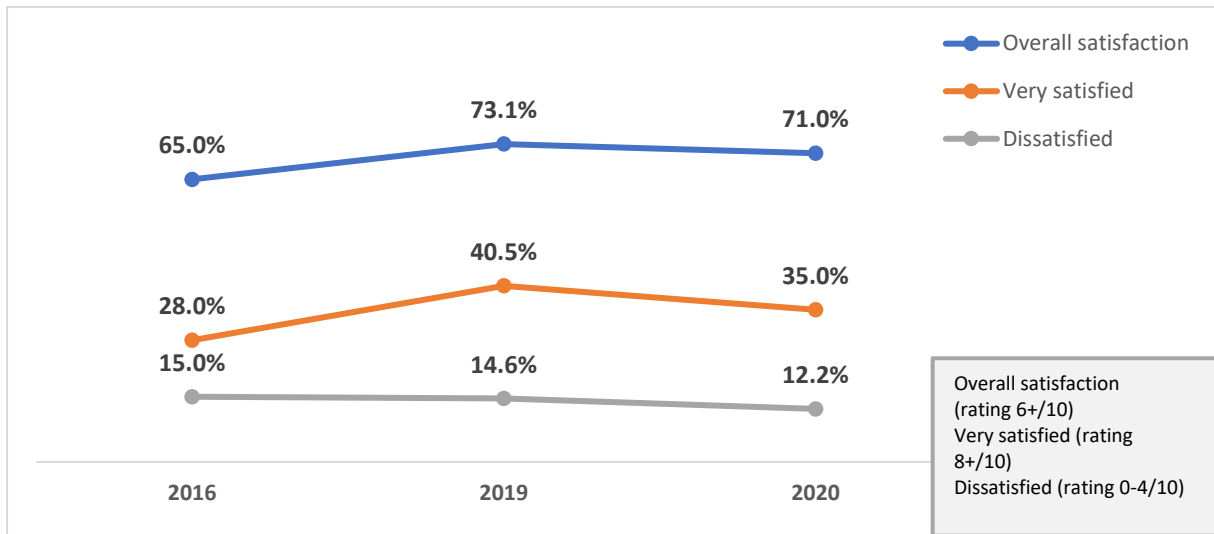
The results of the survey do differ somewhat by segment, unlike the results in 2019 as follows:

- Females are more likely to be satisfied overall in 2020 (satisfied and very satisfied at 81.3%) than males (satisfied and very satisfied at 66.7%). Females are more likely to be very satisfied (46.3%) compared to males (very satisfied at 30.2%).
- Residents of the Shire were more likely to be satisfied with the Shire’s performance (72.5%) than FIFO (56.6%) – whilst this is not statistically significant, a further decline of 2% in satisfaction would cause this result to be statistically significant.

There is no difference in satisfaction by age group, ethnic or cultural group, length of time living in the Shire of East Pilbara nor by location.

Further, there was no evidence the COVID-19 pandemic has impacted residents’ views of the Shire’s performance as a whole. See section 3.2 below.

**Figure 3: Satisfaction with the Shire of East Pilbara – Year on Year Comparison**



Q1. How satisfied you are with the Shire of East Pilbara’s performance overall? (2020 - n=422, effective sample n=279; 2019 – n=389, effective sample n=252; 2016 – n=268, effective sample n=268)

As noted above, there was no statistically significant difference between the 2020 results and those of 2019 and 2016.

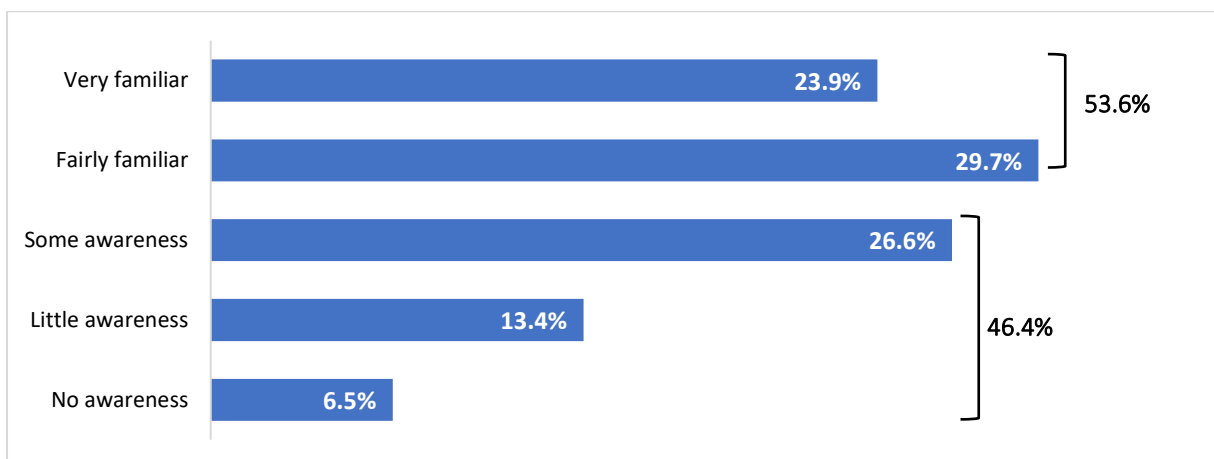
### 3.2 The impact of COVID-19 on the results

The impact of COVID-19 on the results is hard to quantify hence a series of questions were asked this year to gauge familiarity, overall perceptions of the Shire’s response and the self-reported impact.

#### 3.2.1 Familiarity with the Shire’s response

Just over half of survey respondents were fairly familiar or very familiar with the Shire’s response locally to the COVID-19 pandemic as shown in **Figure 4** below.

**Figure 4: Familiarity with the Shire’s response to the COVID-19 pandemic**



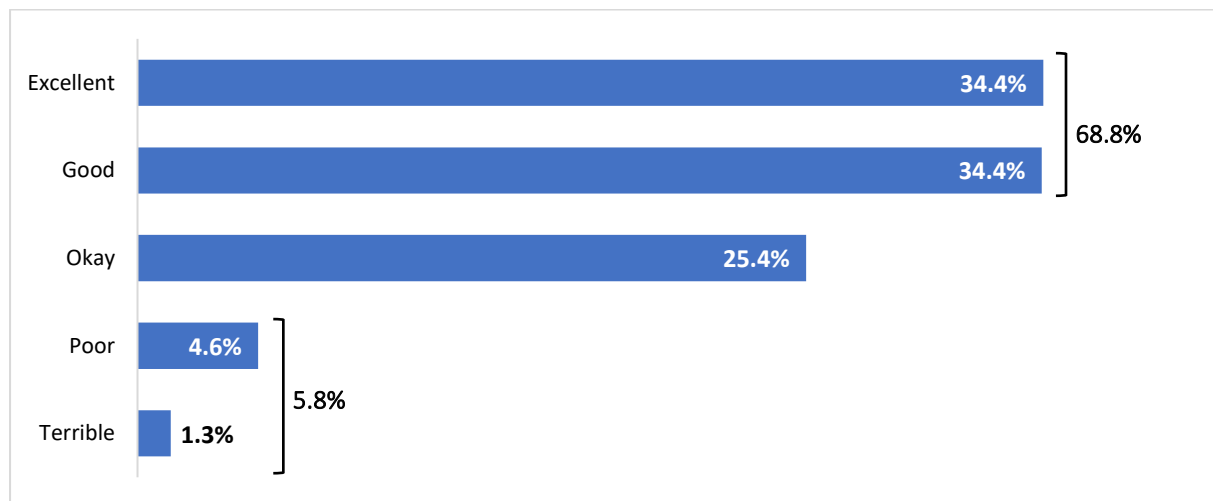
Q11. Q.11 COVID How familiar are you with how the Shire has responded to the COVID-19 pandemic locally? (n = 419; don’t know n = 21; effective sample n=269)

Familiarity with the Shire’s response to the COVID-19 pandemic was similar amongst all segments except the Aboriginal and Torres Strait Islander people where familiarity with the Shire’s response appeared lower at 36.6% familiar or very familiar with the Shire’s response, here the sample is small at 29 people or 6.6% of the sample, hence the result is not statistically significant.

### 3.2.2 Perceptions of the Shire’s response to the COVID-19 pandemic

Two-thirds of respondents (68.8%) rated the Shire’s response as good or excellent, with views evenly divided between good and excellent as shown in **Figure 5** below. Only 5.8% of respondents rated the Shire’s response as poor or extremely poor.

**Figure 5: Perceptions of the Shire’s response to the COVID-19 pandemic**



Q 12 COVID. Overall, how would you rate the Shire’s response to the Covid-19 pandemic locally? (n = 388; don’t know n = 52; effective sample n = 244)

The results are very similar by sub-segment with no statistically significant difference between perceptions of the Shire’s performance amongst the various sub-segments of the Pilbara population except for:

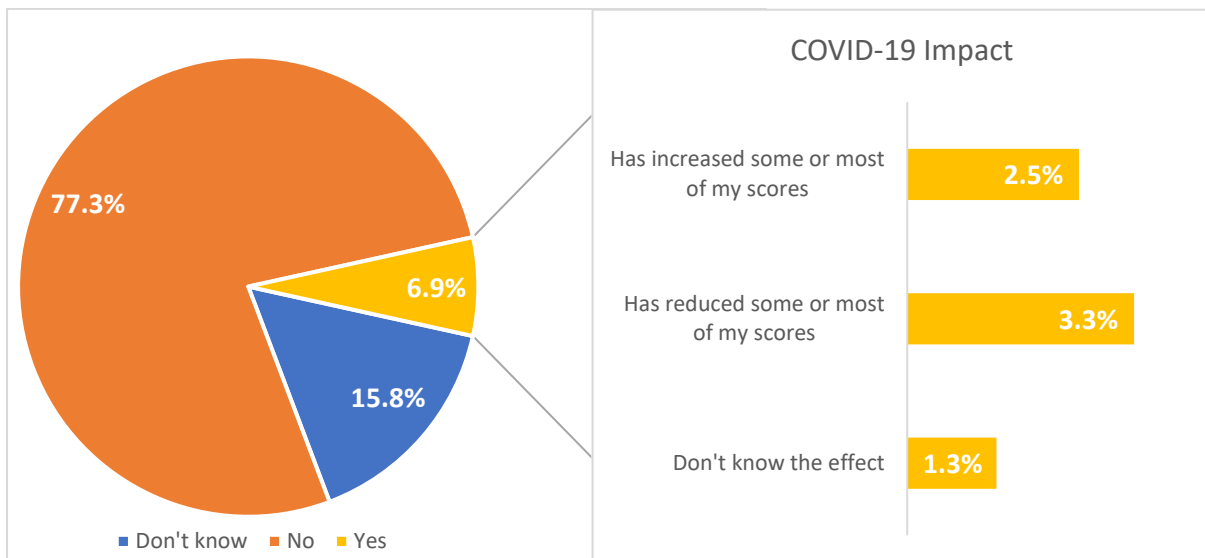
- People who had lived in the Shire for more than 10 years were more likely to rate the Shire as good (42.0%) or okay (36.4%) rather than excellent (16.0%). People who have lived in the Shire for less than 10 years were almost three times more likely to rate the Shire’s response as excellent.
- Aboriginal and Torres Strait Islander people were more likely to rate the Shire’s response as “Okay” (39.0%) than either Good (22.0%) or “excellent” (23.9%).

### 3.2.3 The impact of COVID-19 pandemic on ratings of satisfaction with the Shire

The respondents were asked whether the pandemic had affected their satisfaction with the Shire as a whole or the Shire’s services and facilities and if so, in what way had the Shire’s satisfaction scores been impacted. A small number of respondents appeared a little confused with this question, initially agreeing the Shire’s response had impacted on their satisfaction and when asked in what way had changed their mind and reported it ‘not impacted’ their satisfaction scores (2.9% of respondents).

Taking this confusion into account, the results indicated that the great majority of respondents felt that COVID-19 had not impacted on their satisfaction with the Shire as a whole or the Shire’s services and facilities as shown in **Figure 6**.

**Figure 6: Perceived impact on COVID-19 on satisfaction scores**



QCOVID 13a Has the Covid-19 pandemic impacted your satisfaction with the Shire as a whole or the Shire’s services and facilities? (n = 440; effective sample n =340)

QCOVID 13b In what way has it impacted the Shire’s satisfaction scores? (n = 440; effective sample n =340)

The research indicated that residents of the Shire of East Pilbara were more likely to report that the pandemic had no impact on their satisfaction score (80.3%) compared to FIFO workers who expressed a mixed response that they did not know the impact of the pandemic on their satisfaction with the Shire and its services and facilities (43.1%) or felt that it had no impact (49.3%). FIFO workers gave similar satisfaction scores to other groups regarding the Shire’s response to the pandemic.

The most positive response to the Shire’s actions came from residents of Nullagine and Marble Bar who were more likely to rate the Shire and the Shire’s services and facilities more positively following its handling of the pandemic. In Nullagine 17.8% of respondents said that they gave more positive satisfaction scores and in Marble Bar, 11.3% said that the Shire’s activities had a positive impact on their satisfaction scores. By comparison in Newman, only 2% of the community felt that the Shire’s actions have had a positive impact on their satisfaction scores.

A positive response though small also came from people born outside Australia; this group felt that following the Shires response to the pandemic, they were more likely to rate the Shire and its services and facilities more positively (7.3%).

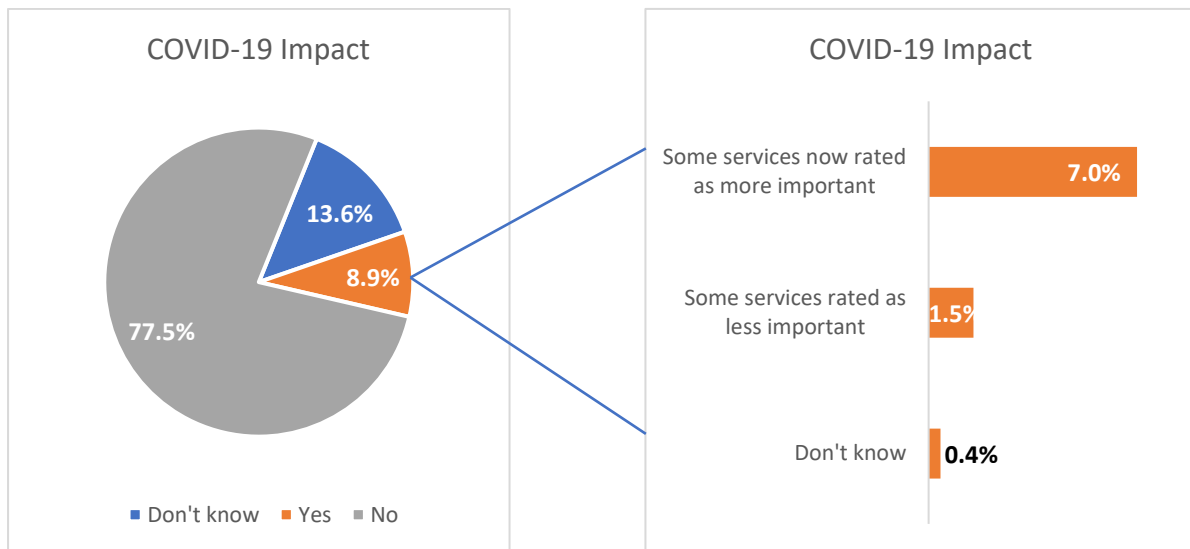
### 3.2.4 Impact of COVID-19 pandemic on importance ratings

Respondents were asked whether the Shire’s response to the COVID-19 pandemic had impacted upon their ratings of the importance of particular facilities and services. Those who answered yes were asked in what way this impacted on the importance of the Shire’s facilities and services.

As noted above, there was again a little confusion with two people responding that COVID-19 pandemic had impacted their ratings; however, when asked about the nature of the impact, they changed their mind and said it had not changed their importance rating. Correcting for this misunderstanding, the results are shown in **Figure 7**.



**Figure 7: The impact of the pandemic on importance ratings of Shire facilities and services**



Q.COVID 14a Has the COVID-19 pandemic impacted your ratings for the importance of particular facilities and services? (n = 440; effective sample n =319)

Q.COVID 14b In what way has it impacted the Shire's importance scores? (n = 440; effective sample n =319)

The research indicated that FIFO residents and people and who had arrived in the East Pilbara in the last year felt that the COVID-19 pandemic had impacted their ratings of the importance of particular Shire facilities and services. In all, 17.6% of FIFO workers declared that the COVID-19 pandemic had caused them to rate some services as much more important than other services.

As in 2019, women were more positive about the Shire as a place to live than men with 69.0% of women rating the Shire as a good or excellent place to live compared to just over half of men (54.7%).

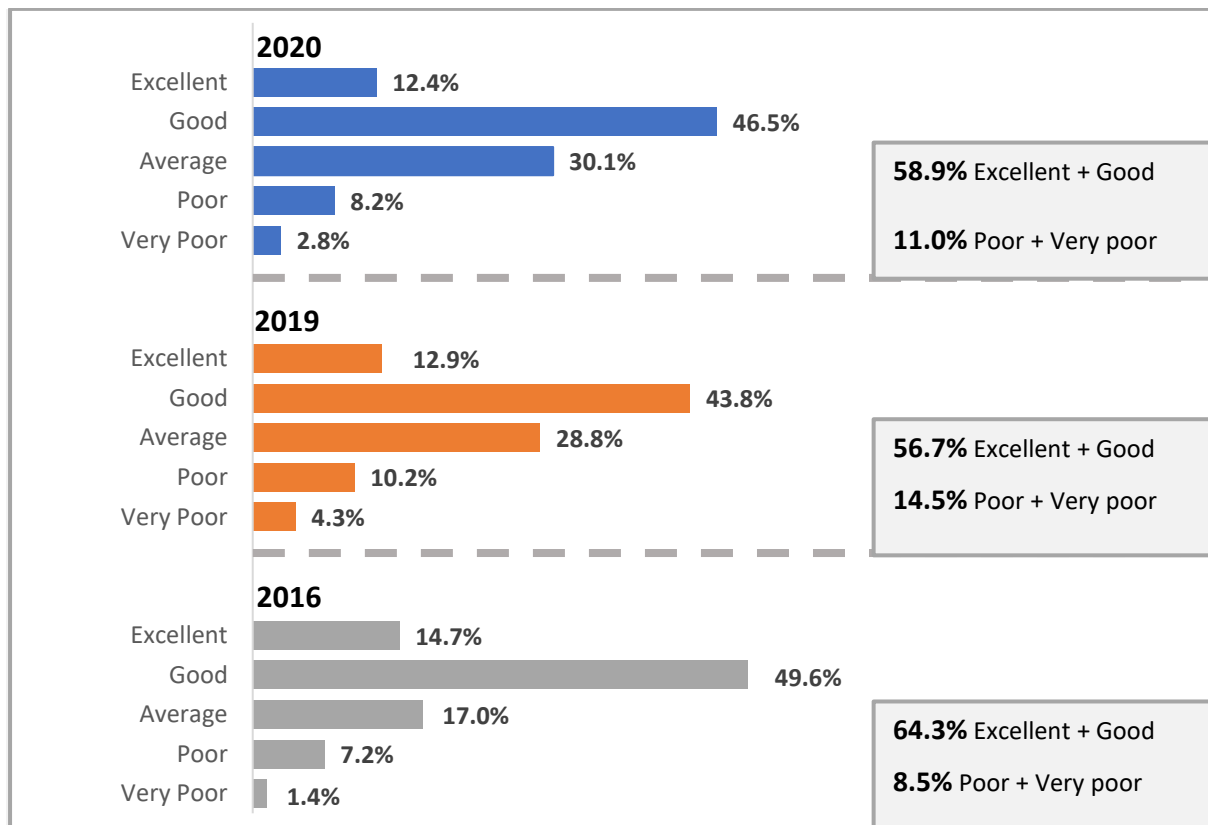
Permanent residents were more likely to rate the Shire as a good or excellent place to live (62.0%) compared to FIFO (29.3%); many FIFO workers considered the Shire of East Pilbara to be an “average” place to live (44.1%).

There was no difference in perceptions of the Shire of East Pilbara as a place to live between residents of Newman, Nullagine or Marble Bar; neither was there a difference by age group, length of time the residents had lived in the area or by cultural background.

### 3.3 Living in the Shire of East Pilbara

Overall, the quality of life across the Shire was perceived to be good or excellent by 58.9% of residents (see below) which is statistically similar to 2019 and 2016. The proportion of people who view the quality of life in the Shire as average has increased in comparison to 2016, and the proportion who view quality of life in the Shire as poor or very poor has remained the same since 2016.

**Figure 8: The Shire as a place to live – 2020 compared to 2019 and 2016**



Q2. And overall how would you rate the Shire of East Pilbara as a place to live? (2020 n=440; don't know n=1, effective sample n=275) (2019 -- sample size n=404; don't know n=3; effective sample n=259) (2016 - sample size n=213)

### 3.4 Shire Amenity and Community Values

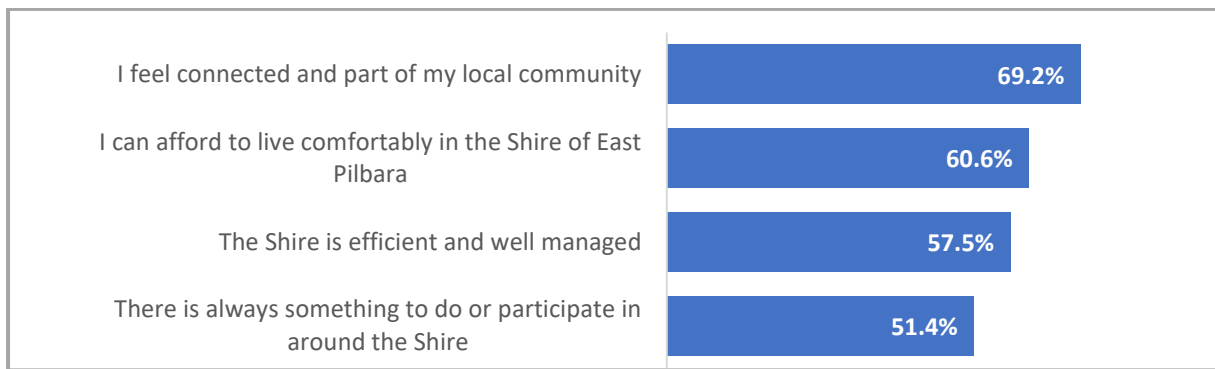
Shire amenity and community value included measures of:

- Connectedness to the community
- Efficiency and good management
- Affordability to live comfortably in the Shire
- The availability of things to do

Overall, and as shown below:

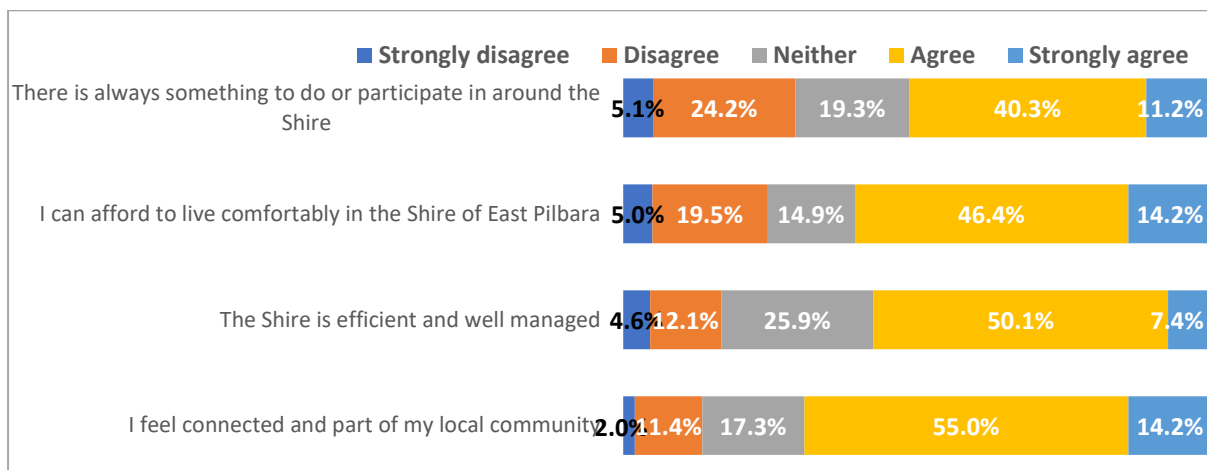
- Over two-thirds of people feel connected with and part of their local community
- Just over 60% feel that they can afford to live comfortably in the Shire
- Just under 60% feel that the Shire is efficient and well managed
- Just over half of the survey participants feel that there is always something to do or participate in around the Shire.

**Figure 9: Shire Amenity / Community Values – Agree and Agree Strongly**



Q8. Here are some statements about living in the Shire and about the Council. How strongly do you agree or disagree with each statement (n = 385 to 434; don't know 6-55; effective sample n=277)

**Figure 10: Shire Amenity / Community Values**

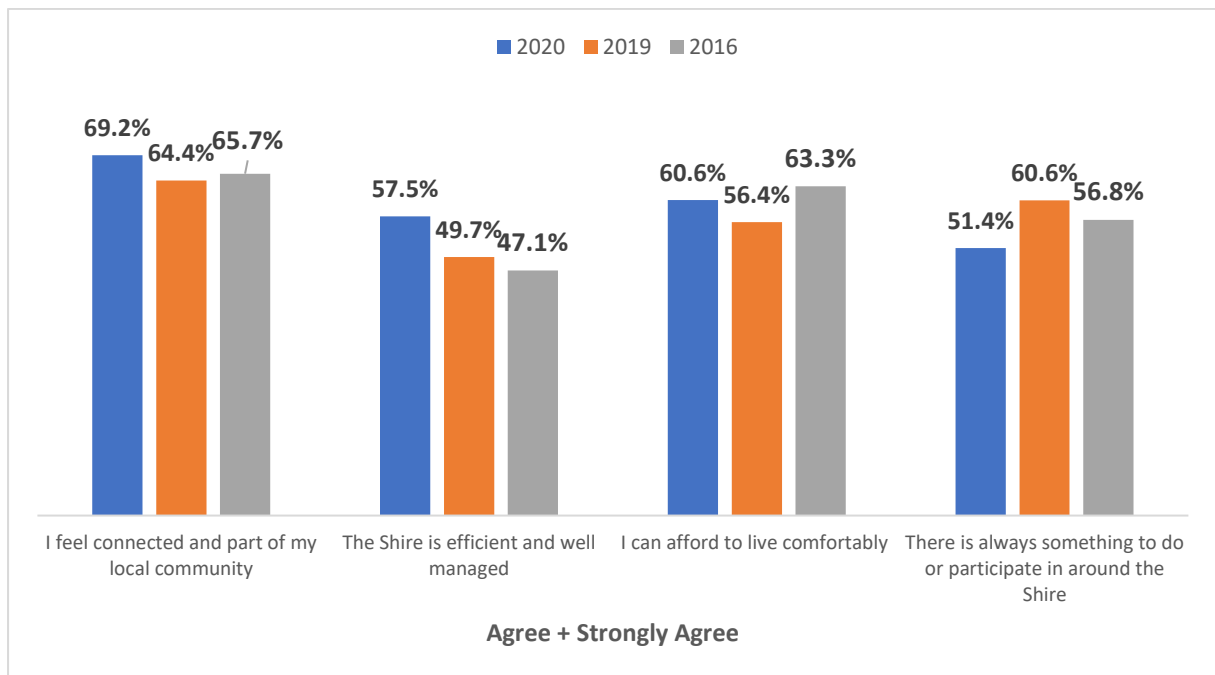


Q8. Here are some statements about living in the Shire and about the Council. How strongly do you agree or disagree with each statement (n = 385 to 434; don't know 6-55; effective sample n=277)

Respondents living in the Shire for 10 years or less were almost twice as likely to feel that the Shire was efficient and well managed (64.5%) compared to those who had lived in the Shire for more than 10 years (38.8%). Whilst FIFO workers intended to be less supportive of neighbourhood amenity and council values, the sample for these questions is too small to provide reliable results.

Women were more positive about living in the Shire; however, their positive scores on neighbourhood amenity or council values are similar to those of their male counterparts. There are no real differences in perceptions by age, location, or cultural background.

**Figure 11: Neighbourhood Amenity / Council Values - 2020 compared to 2019 and 2016**



Q8. Here are some statements about living in the Shire and about the Council. How strongly do you agree or disagree with each statement (2020 - n = 385 to 434; don't know 6-55; effective sample n=277) (2019 n=399-403; don't know n=529; effective sample n=256) (2016 n=209; don't know n=4-18 and 78 respondents excluded as the question was not asked in the intercept survey)

There was a significant improvement of over 10% of respondents who feel that the Shire is efficient and well managed between 2016 and 2019, this has stabilised in 2020. However, now fewer people disagree that the Shire is efficient and well managed (26.1% in 2016 to 16.7% in 2020).

The perception that there is always something to do or participate in around the Shire has declined from 60.6% in 2019 to 51.4% in 2020; returning to a level fairly similar to 2016, this may be attributed to the decline in activity with COVID-19.

## 4.0 Key measures for the SCP

The services and facilities requiring measurement under the SCP are listed below. All these services and facilities were measured in 2019, though only four of these services and facilities were measured in 2016 so limited comparisons can be made to 2016.

**Figure 12: Areas Measured for the SCP**

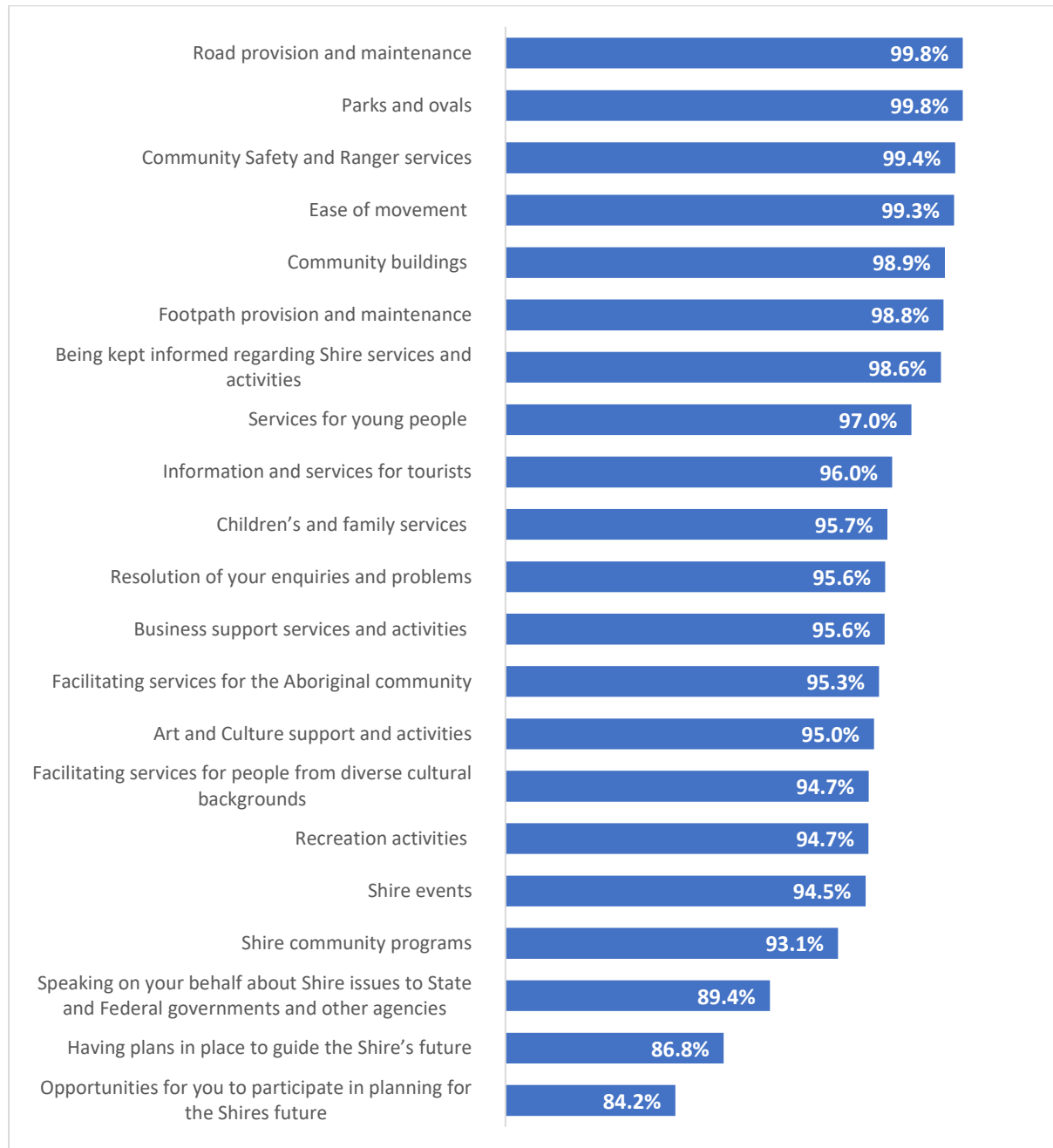
Areas measured	SCP Reference
Community buildings like Newman: The Square, Junior and Senior Sports pavilions, Marble Bar: Marble Bar Rec Shed, Nullagine: Gallop Hall	<b>B1</b>
Ease of movement to get from one town to the next in the Shire using the road networks	<b>B1</b>
Parks and ovals	<b>B1</b>
Road provision and maintenance	<b>B1</b>
Footpath provision and maintenance	<b>B1</b>
Having plans in place to guide the Shire's future	<b>B2 &amp; G1</b>
Business support services and activities like... improving facilities and services, lobbying airlines and industry and providing pop up shop spaces.	<b>E1</b>
Information and services for tourists	<b>E2</b>
Art and Culture support and activities Like supporting: Martumili, Art workshops, artist in residence programs	<b>E2</b>
Resolution of your enquiries and problems	<b>G1</b>
Opportunities for you to participate in planning for the Shires future direction	<b>G1</b>
Being kept informed regarding Shire services and activities	<b>G2</b>
Recreation activities including support for sporting clubs and running events like the Newman Triathlon and Colour Runs	<b>S1</b>
Children and family services like the crèche at the Newman Rec. Centre, facilities provided for Newman Playgroup and the Beach	<b>S1</b>
Services for young people which include things like the Newman Youth Centre, skate park, Youth Week events and the Marble Bar Rec Shed	<b>S1</b>
Community Safety and Ranger services which include dogs, cats, abandoned vehicles and working with local police to address anti-social behaviour	<b>S1</b>
Shire community programs... like the community assistance grants and sustainable litter collection program,	<b>S2</b>
Shire events like Harmony Day, the Outback Fusion Festival and The Reconciliation Week Ball	<b>S2</b>
Facilitating services for the Aboriginal community	<b>S3</b>
Facilitating services for people from diverse cultural backgrounds	<b>S3</b>
Speaking on your behalf about Shire issues to State and Federal governments and other agencies	<b>Across Plan</b>

#### 4.1 Awareness of the Shire’s services and activities

Awareness of the Shire’s services and activities listed in the SCP is high with 95% of Shire residents being aware that the Shire provides most of the services and facilities measured in the SCP.

Awareness was lowest for advocacy, future planning and opportunities to participate in future planning.

**Figure 13: Awareness of SCP activities, services and facilities**



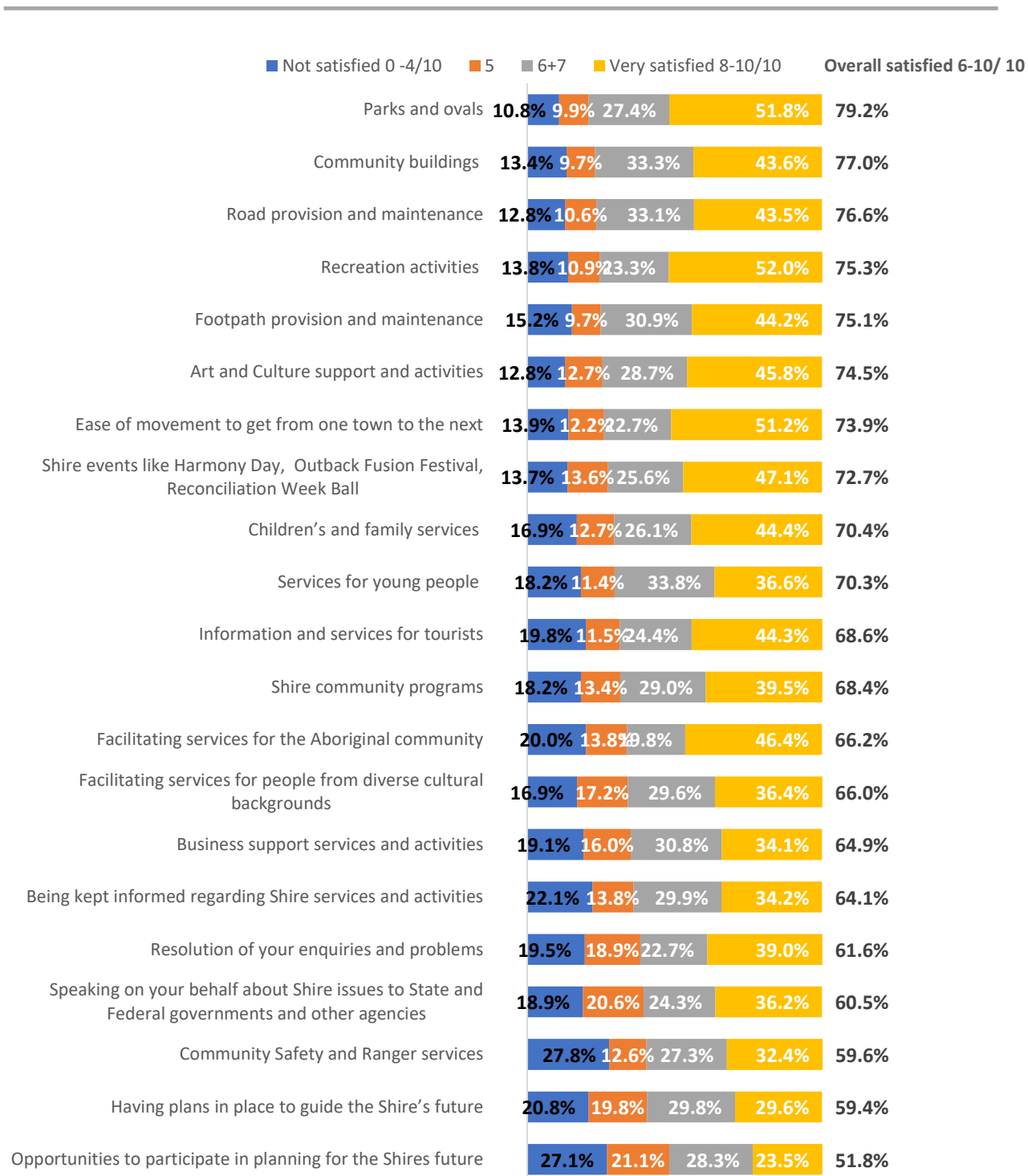
Q3. How satisfied you are with the Shire’s performance/activities in the following areas? (n=440; effective sample n=279)

Q5A. How important is it for the Shire of East Pilbara to provide each of the following services or facilities to residents... (Selected statements n=440; effective sample n=292)

## 4.2 Satisfaction with the Shire's performance

Satisfaction with the Shire's performance in each of these areas is shown in the chart below:

**Figure 14: Satisfaction with the Shire's performance for the Strategic Community Plan**



Q3. How satisfied you are with the Shire's performance /activities in the following areas? (n = 300 to 440; missing n=17-140, effective sample n = 272)

Q5B. How satisfied are you with the Shire's performance in each of these areas? (Selected statements n=337 to 433; missing n = 7-113; effective sample n=288)

There were some differences in satisfaction between subgroups as follows:

- Women were more likely to be very satisfied with some services as shown in Figure 15 below.
- Residents of Newman were more likely to be very satisfied with the aquatic centre than residents of Marble Bar or Nullagine. Satisfaction with the aquatic centre at Newman was 59.8% compared to 22.6% at Marble Bar and 50.2% at Nullagine.

**Figure 15: Service differences by Gender**

Description of Services	Very satisfied/ Overall satisfied	Male %	Female %
Opportunities for you to participate in planning for the Shire's future	Very satisfied Overall satisfied	19.3% 44.8%	33.9% 69.0%
Being kept informed regarding Shire services and activities	Very satisfied Overall satisfied	30.0% 60.2%	44.2% 73.3%
Having plans in place to guide the Shire's future	Very satisfied Overall satisfied	20.3% 52.9%	46.1% 74.2%
Shire events like Harmony Day, Outback Fusion Festival and Reconciliation Week Ball	Overall satisfied	68.3%	83.3%

- Further, there were some services where dissatisfaction was higher amongst some sub-groups as follows:
- The Aboriginal community were most likely to be not at all satisfied with road provision and maintenance – 37.5% were not at all satisfied.
- Residents of Marble Bar were four times more likely to be dissatisfied with road provision and maintenance (54.7% not satisfied) compared to Newman at 12.1% not satisfied, Nullagine was 32.2% not satisfied. See Figure 16 below.
- In all 38.3% of Marble Bar residents were not satisfied with the fitness centre at Marble Bar compared to Newman residents satisfied with their fitness centre and no Nullagine residents were dissatisfied with their fitness centre.
- Aboriginal and Torres Strait Islanders were three times more likely to be dissatisfied with road provision and maintenance with 37.5% of Aboriginal and Torres Strait Islanders not satisfied with road provision and maintenance compared to 12.8% of residents generally.

There were some differences in satisfaction with services by location:

**Figure 16: Road provision and maintenance**

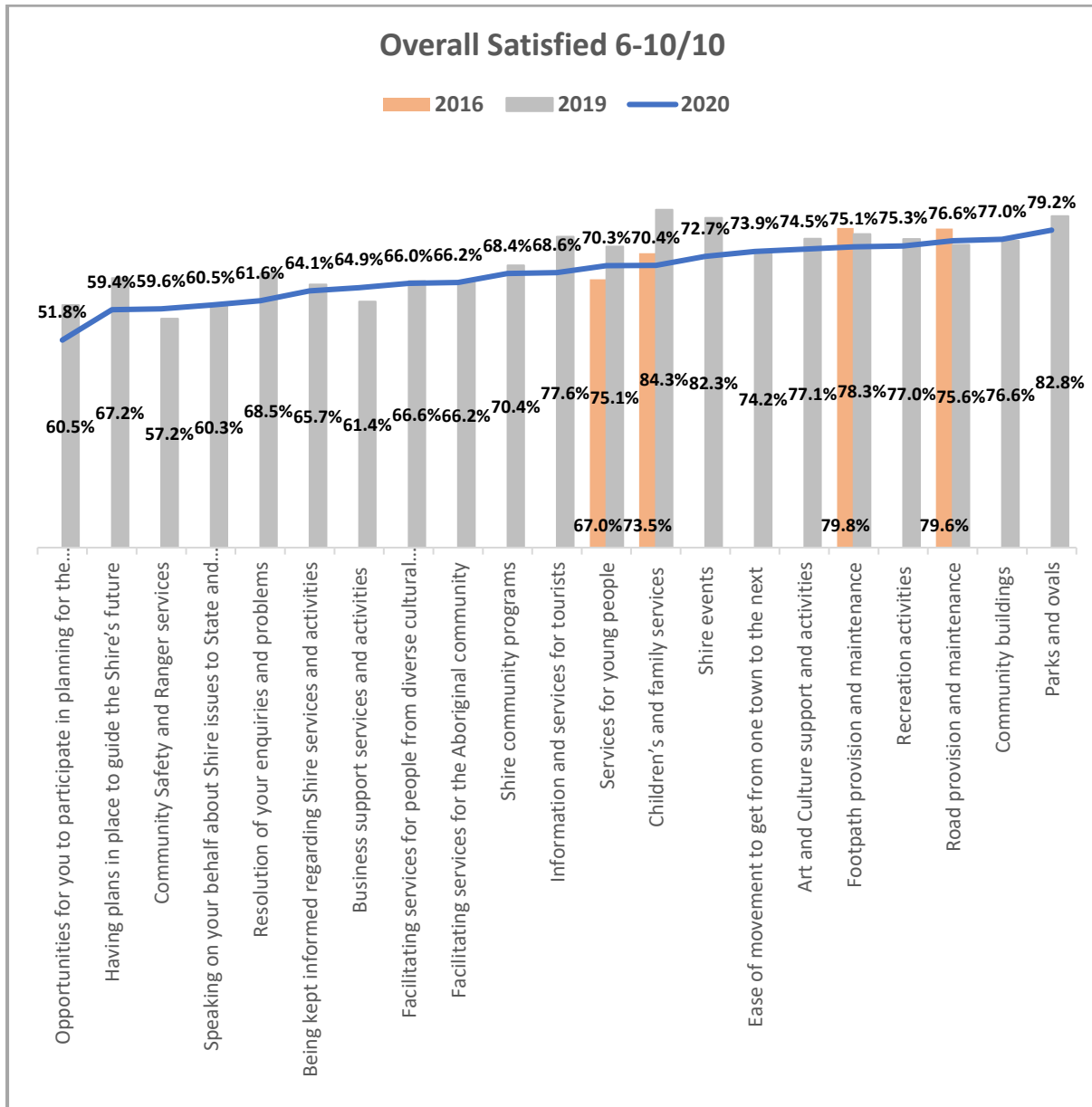
Description of Services	Not satisfied	Total Satisfaction
Residents at Newman	12.1%	77.7%
Residents at Nullagine	32.2%	50.2%
Residents at Marble Bar	54.7%	11.3%



In 2020 there have been three areas of statistically significant decline in overall satisfaction (6-10/10):

- Children and family services have declined by 13.9% to 77.2% in 2020.
- Shire events have declined to 72.7% in 2020 from 82.3% in 2019.
- Information and services for tourists have declined to 68.6% in 2020 from 77.6% in 2019.

**Figure 17: Comparison of performance against SCP between 2020 (the solid line), 2019 and 2016 (the bars) - Overall Satisfied 6-10/10**

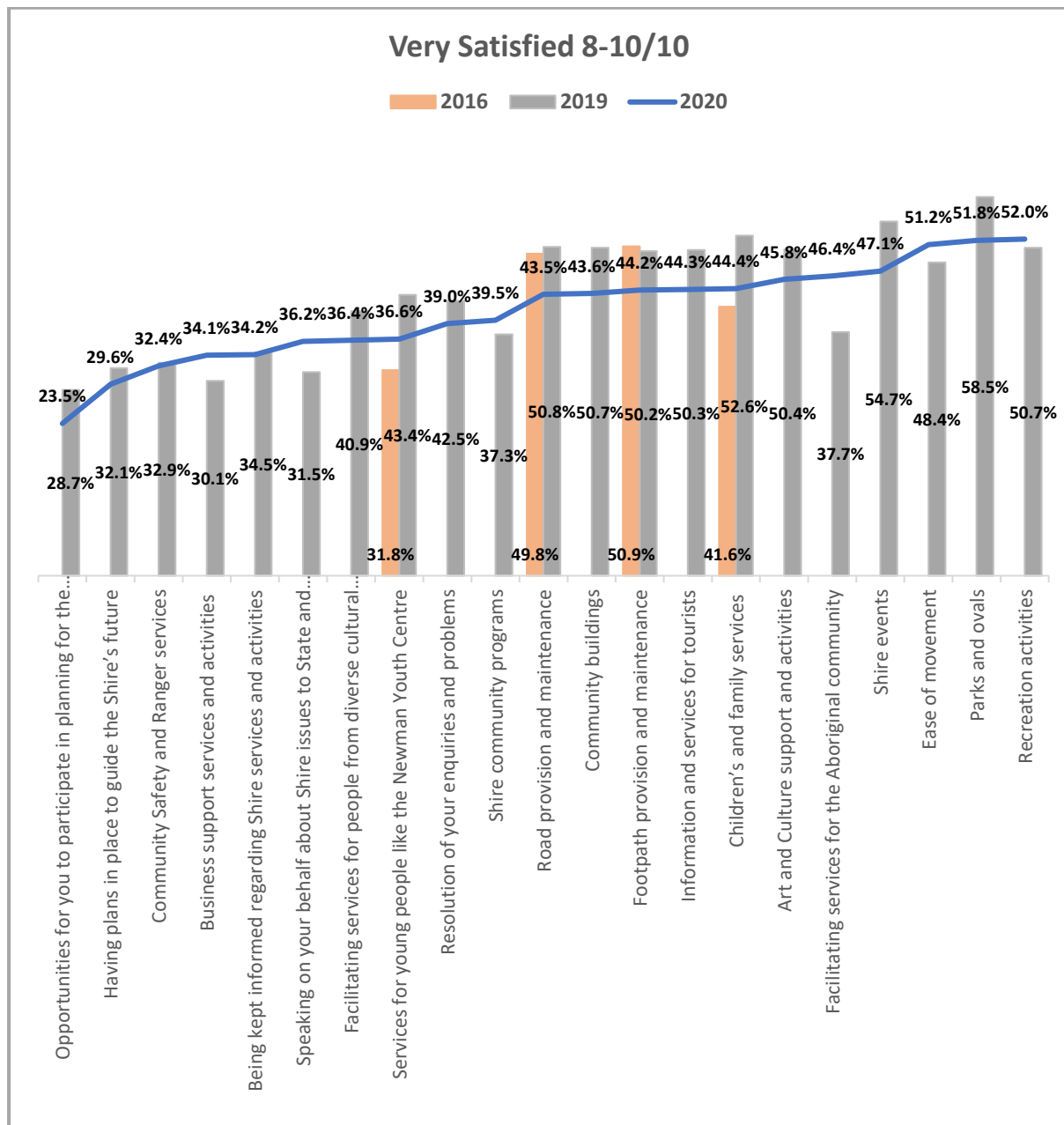


Q3. How satisfied you are with the Shire's performance activities in the following areas? (2020 n = 300 to 440; missing n=17-140, effective sample n = 272) (2019 n = 290 to 386; total n = 408; 118 missing; effective sample = 243); (2016 - None measured)

Q5B. How satisfied are you with the Shire's performance in each of these areas? (2020 Selected statements n=337 to 433; missing n = 7-113; effective sample n=228); (2019 n=303 to 401; 105 missing; effective sample = 257) (2016 n=209)

Note that the figures at the bottom of the chart are associate with orange bar (2016); the figures in the middle of the chart are associate with 2019 the blue bar and the figures along the line are associated with 2020.

**Figure 18: Comparison of performance against SCP between 2020 (the line), 2019 and 2016 (the bars) - Very Satisfied 8-10/10**



Q3. How satisfied you are with the Shire's performance/activities in the following areas? (2020 n = 300 to 440; missing n=17-140, effective sample n = 272) (2019 n = 290 to 386; total n = 408; 118 missing; effective sample = 243); (none measured in 2016)

Q5B. How satisfied are you with the Shire's performance in each of these areas? (2020 Selected statements n=337 to 433; missing n = 7-113; effective sample n=288); (2019 n=303 to 401; 105 missing; effective sample = 257) (2016 n=209)

Note that the figures at the bottom of the chart are associated with orange bar (2016); the figures in the middle of the chart are associated with 2019 the blue bar and the figures along the line are associated with 2020.

The only increase since 2019 has been in the very-satisfied score:

- Facilitating services for the Aboriginal community has increased from 37.7% very satisfied in 2019 to 46.4% very satisfied in 2020.
- There has been one decrease compared to 2019 in the very-satisfied score:
- Ease of movement has declined from 48.4% very satisfied in 2019 to 31.2% very-satisfied in 2020.

### 4.3 Importance and Satisfaction – Other Services and Facilities

In this area, survey respondents were asked to consider and rate the importance of and their satisfaction with the following Shire operated services and facilities measured since 2016:

- Shire tips and refuse sites
- Parks and ovals (discussed in the previous section)
- Aquatic Centres
- Road provision and maintenance (discussed in the previous section)
- Footpath provision and maintenance (discussed in the previous section)
- Children’s and Family Services (discussed in the previous section)
- Oval lighting in Newman
- Services for Young People (discussed in the previous section)
- Community safety and Ranger Services (discussed in the previous section)
- Library Services
- Fitness Centres
- Airport Services

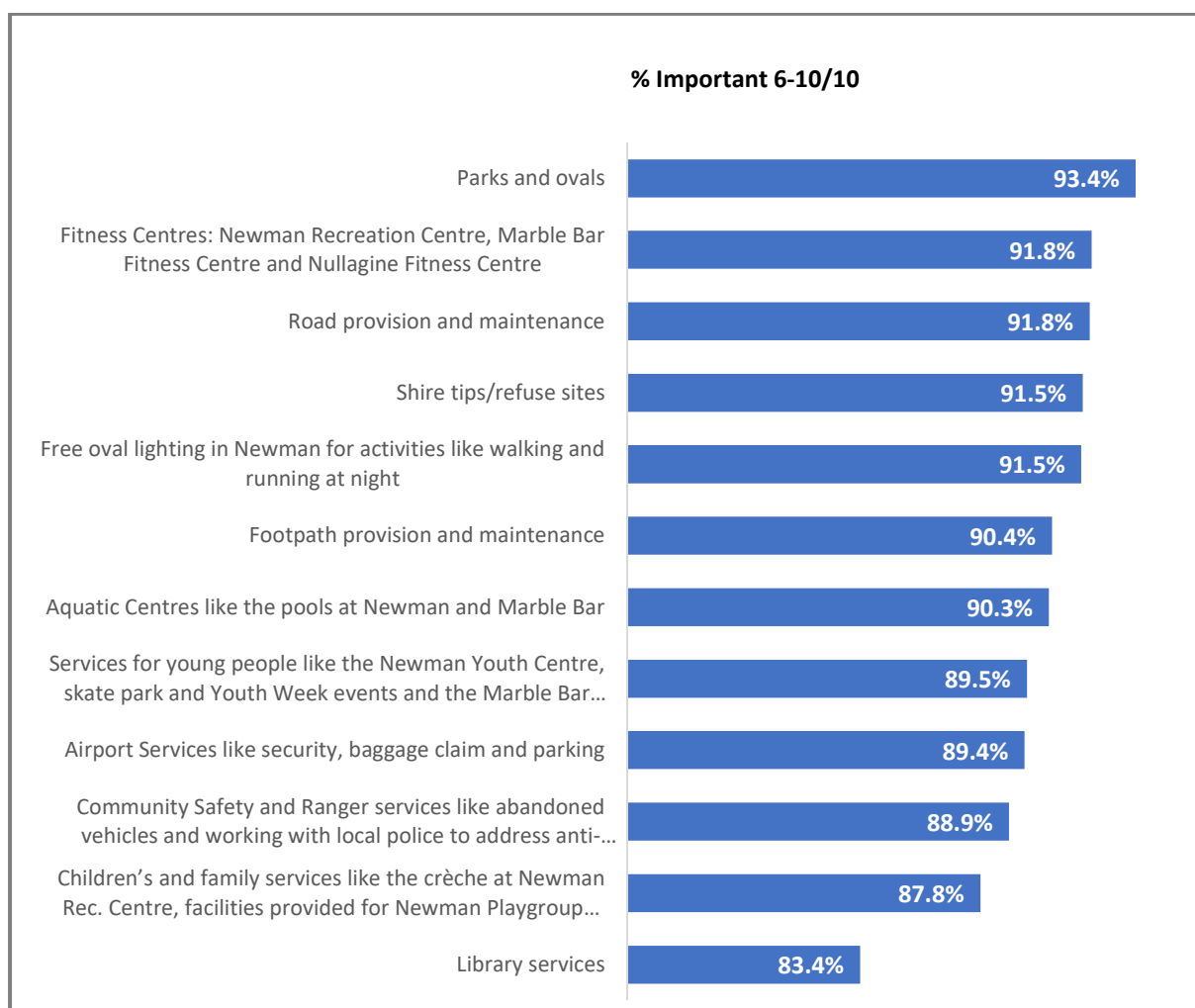
Each service was rated on a 10-point scale of importance and then satisfaction, where 0 was equal to not important at all/ not satisfied at all and 10, was equal to very important/very satisfied.

Some of these have already been included as SCP measures and are repeated here for compatibility.

#### 4.3.1 Importance of services and facilities

Overall levels of importance with each of the services and facilities measured are detailed in the following charts. As can be seen in the chart below almost all services and facilities are considered very important.

**Figure 19: Importance of Key Services**



Q5A. How important is it for the Shire of East Pilbara to provide each of the following services or facilities to residents (n=424-439; don't know n=5-16, effective sample n=278)

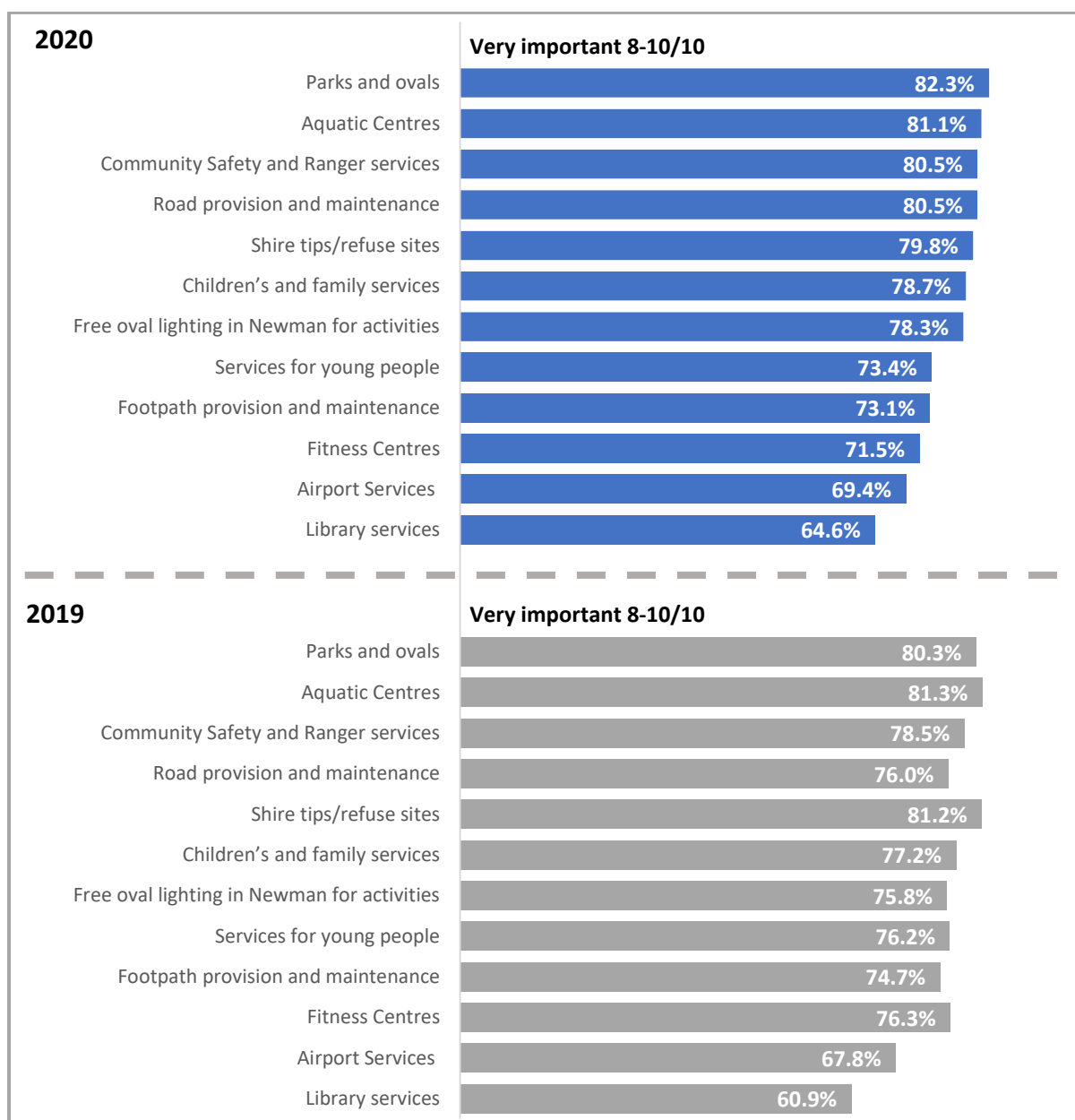
The survey indicated there were some differences in the importance of services and facilities at the very important level between males and females. These services are airport services, library services, free oval lighting and footpath provision and maintenance.

**Figure 20: Importance of key services by gender**

Description of Service	Very important	Male	Female
Airport services	Very important	63.5%	78.1%
Library services	Very important	55.3%	74.0%
Free oval lighting	Very important	72.3%	84.2%
Footpath provision and maintenance	Very important	71.0%	83.7%

There is no statistically significant difference in the importance ratings of Shire services and facilities in 2020 compared to 2019; though there have been small changes in the relative importance of some services and facilities at the very important (8-10/10) level.

**Figure 21: Importance of key services – 2020 compared to 2019**



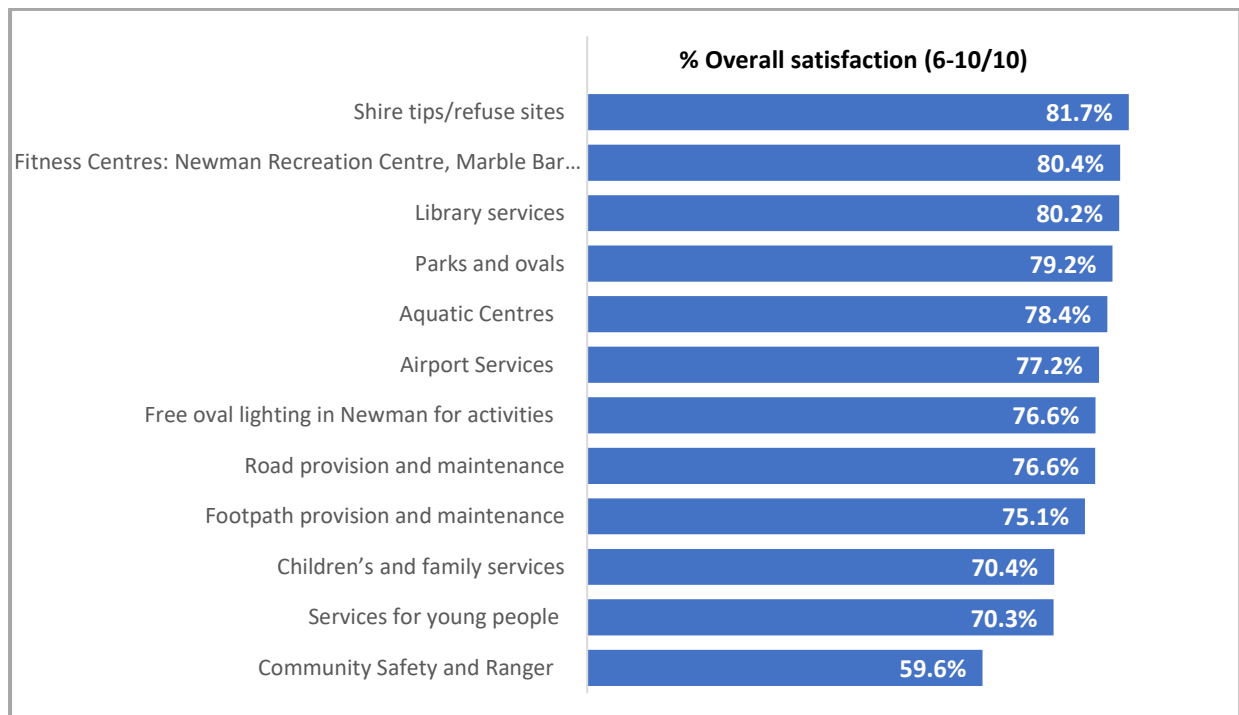
Q5A. How important is it for the Shire of East Pilbara to provide each of the following services or facilities to residents (2020 - n=424-439; don't know n=5-16, effective sample n=278) (2019 - n=389-403, don't know n= 5-19, effective sample 247)

The small proportion of respondents (8.9%) who felt that COVID-19 had impacted how they rated some of the services, showed no significant increases in important scores for those who felt that some services had become more important, nor on the important scores amongst those who felt that some services were less important than in 2019.

#### 4.3.2 Satisfaction with other services and facilities

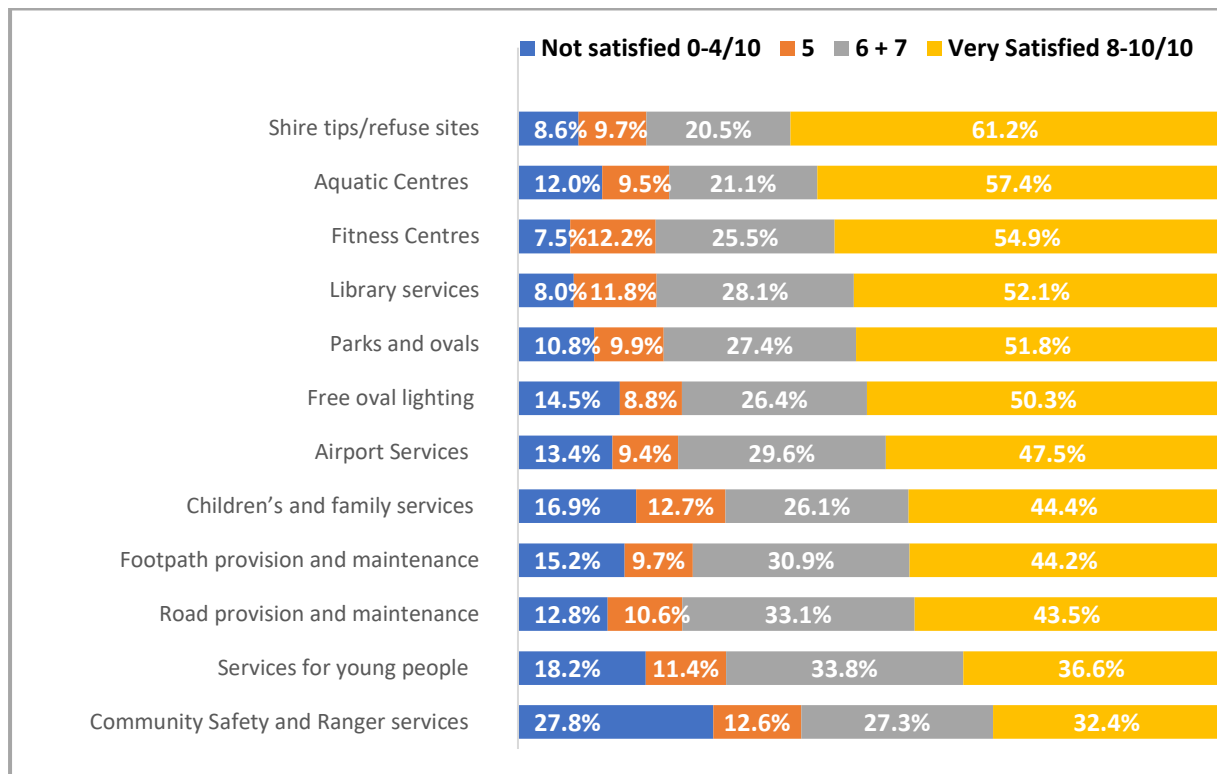
Satisfaction with the services and facilities measured previously is high for all services at 70.0% or greater overall satisfaction except for Community Safety and Ranger services which has significantly less residents satisfied with the service at 57.2% rating the service as between 6-10 out of 10 and 27.5% as not satisfied (0-4/10) similar to 2019 and 2016.

**Figure 22: Overall Satisfaction with Key Services**



Q5B. How satisfied are you with the Shire's performance in each of these areas? (n=337-433; don't know/not aware n=7-103, effective sample n=288)

**Figure 23: Satisfaction with Shire's performance in key areas**



Q5B. How satisfied are you with the Shire's performance in each of these areas? (n=337-433; don't know/ not aware n=7-103, effective sample n=288)

Women are more likely to be very satisfied (8-10/10) with some services as shown below in **Figure 24**.

**Figure 24: Satisfaction with key services by gender**

Description of Service	Very satisfied	Male	Female
Airport services	Very satisfied	46.1%	62.2%
Community safety	Satisfied	52.0%	68.5%

FIFO workers are more likely to be very satisfied (8-10/10) with fitness centres and parks and ovals than the rest of the community, this may be because they live in company accommodation. There is no difference in the overall satisfaction (6-10/10 level) between residents and FIFO workers.

**Figure 25: Satisfaction amongst FIFO workers**

Description of Service	Very satisfied	Male	Female
Fitness centres	Very satisfied	50.1%	77.2%
Parks and ovals	Very satisfied	55.0%	78.5%

**Figure 26: Overall satisfaction varied by location**

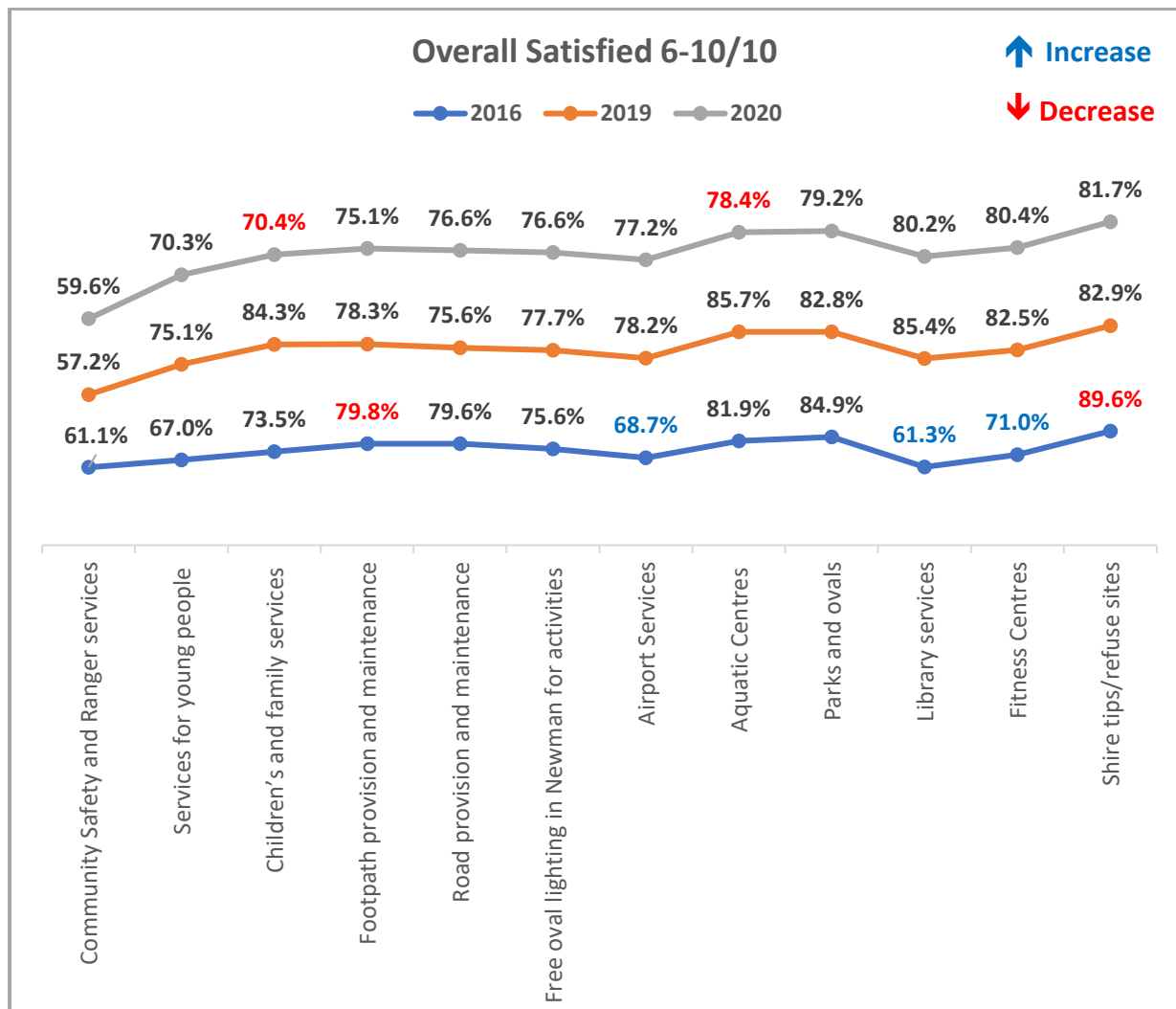
Description of Service	Satisfied	Newman	Nullagine	Marble Bar
Free oval lighting	Satisfied	76.2%	95.9%	82.4%
Road provision and maintenance	Satisfied	78.5%	46.6%	29.9%

There were some differences in satisfaction by subgroup:

- Women are more likely to be satisfied with the airport services at 59.5% very satisfied compared to 42.8% of men very satisfied.
- The 18–25-year age group had higher levels of overall satisfaction than other groups in relation to children and family services (94.6% overall satisfied – 6-10/10).
- Newman residents were more likely to be very satisfied with their aquatic pool, than other towns (59.8% very satisfied).
- Marble Bar residents were more likely to be dissatisfied with the Marble Bar Fitness Centre (38.3%).
- Marble Bar residents were not satisfied with road provision and maintenance (54.7% not satisfied).

The survey indicated that there were some significant differences in overall satisfaction when the results from previous years are compared.

Figure 27: Differences in satisfaction between 2016, 2019 and 2020 – Overall Satisfaction 6/10-10



Q5B. How satisfied are you with the Shire's performance in each of these areas? (2020 n=337 to 433; missing n = 7-113; effective sample n=228) (2019 n=303-401, don't know/ not aware n=7-115, effective sample 257; (2016 (n=various effective sample 209)

In comparison to 2019, two services have declined in overall satisfaction:

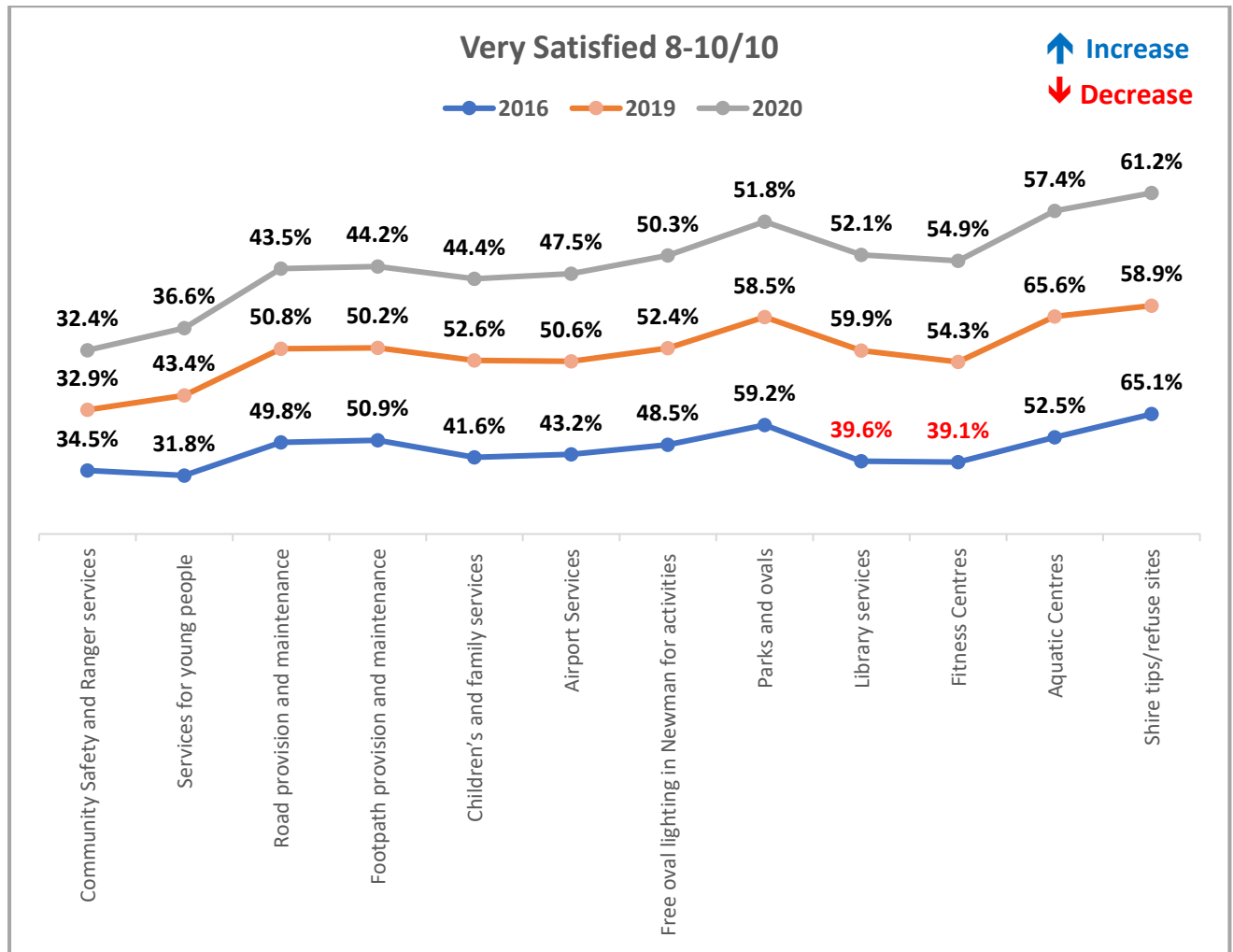
- Overall satisfaction with children and family services declined from 84.3% in 2019 to 70.4% in 2020 (as noted in the previous section).
- The aquatic centre pools at Newman and Marble Bar satisfaction has declined from 85.7% in 2019 to 78.4% in 2020.
- In all other areas, the results for these services are similar to 2019.
- In comparison to 2016, there have been three areas of increase as follows:
  - Airport Services have increased in satisfaction from 68.7% in 2016 to 77.2% in 2020.
  - The fitness centres: Newman Recreation Centre, Marble Bar Fitness Centre and Nullagine Fitness Centre have increased in satisfaction from 71.0% in 2016 to 80.4% in 2020.
  - Satisfaction with library services has increased from 61.3% in 2016 to 80.2% in 2020.



Services have declined in two areas in comparison to 2016:

- Satisfaction with the Shire tips and refuse sites has declined from 89.6% in 2016 to 81.7% in 2020.
- Satisfaction with footpaths provision and maintenance has declined from 79.8% in 2016 to 75.1% in 2020.

Figure 28: Differences in satisfaction between 2016, 2019 and 2020 – very Satisfied 8/10-10



Q5B. How satisfied are you with the Shire's performance in each of these areas? (2020 n=337 to 433; missing n = 7-113; effective sample size n=228) (2019 n=303-401, don't know/ not aware n=7-115, effective sample 257; (2016 (n=various effective sample 209)

The figures in charts 27 and 28 are based on residents who are aware of the Shire delivering these services and who can provide a rating for the service.

## 5.0 Advocacy

Survey respondents were asked to indicate, from a range of issues provided, which 3 issues should the Shire prioritise when lobbying to State and/or Federal Government.

The range of issues provided included:

- Antisocial behaviour, theft and property damage
- Medical/health services
- Damaged properties in a state of disrepair
- Aviation services and road infrastructure
- Mental Health Services
- Services & facilities for young people
- Education
- Children's services
- Housing opportunities (rental accommodation)
- Retail opportunities
- New industrial land releases so that Newman becomes a hub servicing mining and other industry
- Other – which could be nominated by individual respondents

The three most frequently mentioned issues that the community want the Shire to advocate for were:

- Antisocial behaviour, theft and property damage
- Medical/health services
- Aviation Services (affordable flights) and Road Infrastructure

Each of these issues was raised by over 45% of residents, showing a clear focus on these three issues. The only other issue to obtain significant support was that of damaged properties in a state of disrepair identified by one in three members of the community.

A complete list of the top three advocacy issues is provided in the chart below.

**Figure 29: Key Issues for lobbying activities**



Q10. Here is a list of services and activities where the service levels could be improved. Which 3 do you feel are the most important for the Shire of East Pilbara to be lobbying State and /or Federal Government to improve (n=439; don't know n=1; effective sample = 277)

Some communities had particular needs:

- Marble Bar identified housing rental opportunities as particularly important.
- Nullagine and Marble Bar identified road improvements as a particularly important issue.

In **Nullagine**, the key issues in order of importance raised by 50% or more of residents were:

1. Improving road infrastructure
2. Mental health services
3. Aviation services
4. Anti-social behaviour, theft and property damage

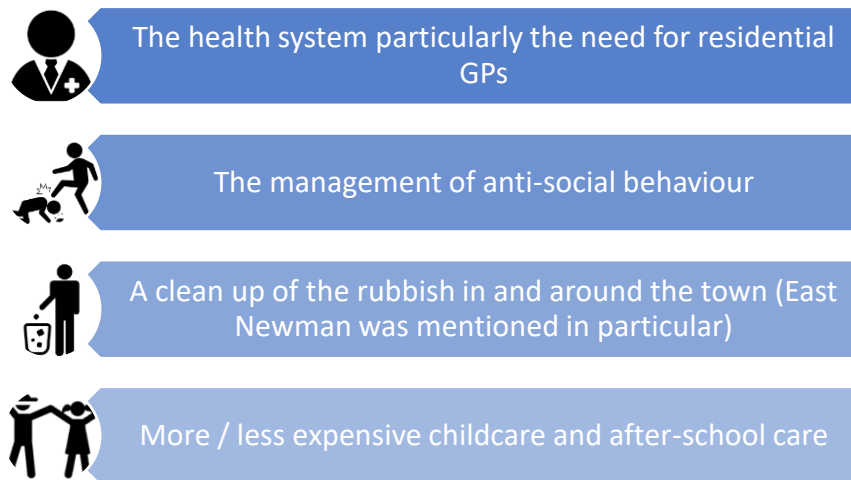
In **Marble Bar**, the key issues in order of importance raised by 30% or more of residents were:

1. Housing opportunities (to rent)
2. Road infrastructure
3. Damaged properties in a state of disrepair
4. Aviation Services and
5. Services and facilities for young people

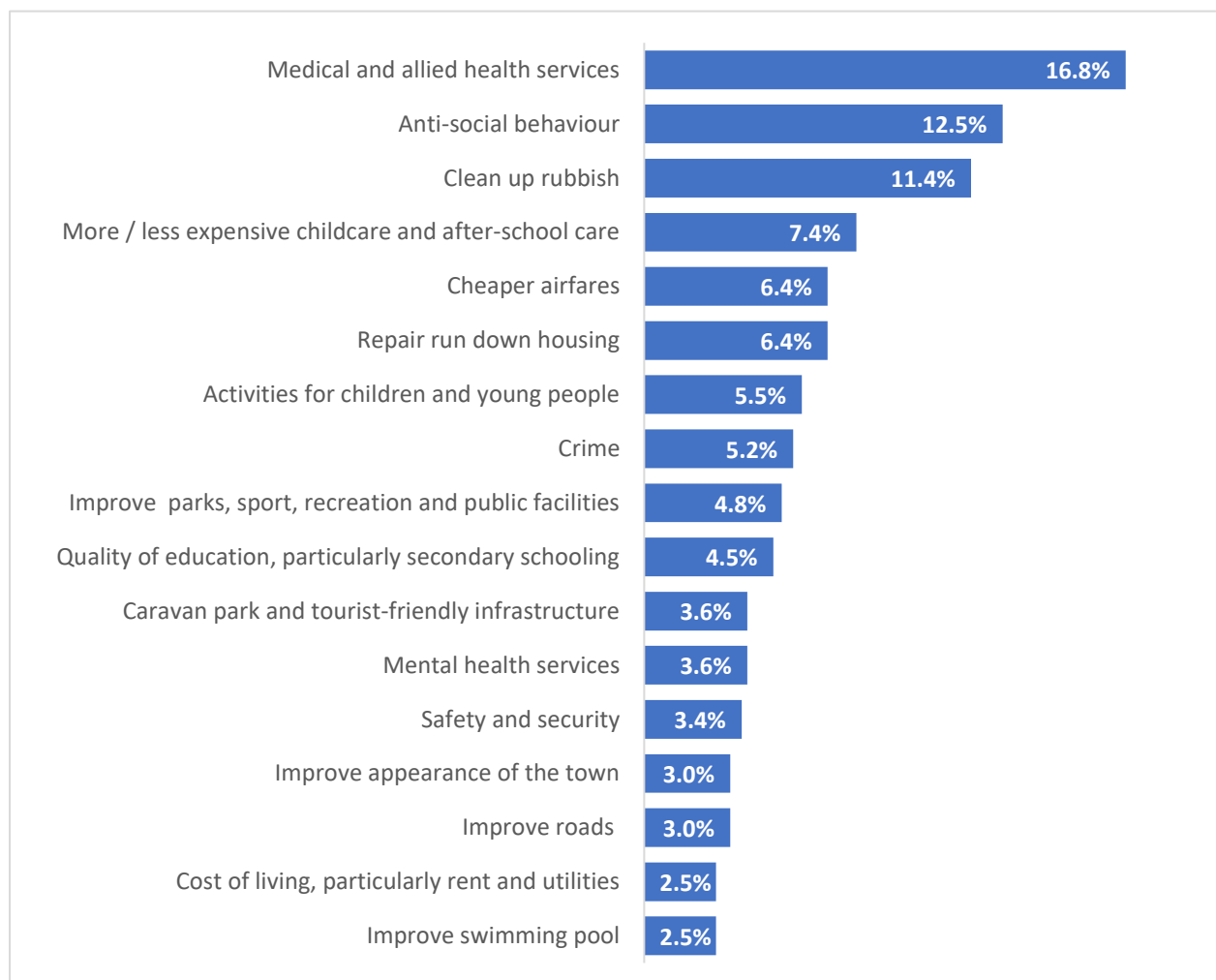
Generally, the needs of other subgroups were similar.

The priority for lobbying activities in 2020 is similar to in 2019 with a little more emphasis on Aviation Services (affordable flights) and Children's Services.

The key issues raised in an unprompted manner and raised most frequently were:



**Figure 30: Key Issues for the Shire to address in future planning**



Q11. Lastly, what are the key issues which you think the Shire needs to address when planning for the future (probe fully)  
 Sample n=440, n= 157 gave no response.

These results are consistent with the issues identified for advocacy and whilst the percentages may appear low in this question the responses were given spontaneously and, in the respondents, own words. Further comments on a wide range of other issues are listed in the Appendix.

## 6.0 Community Leadership

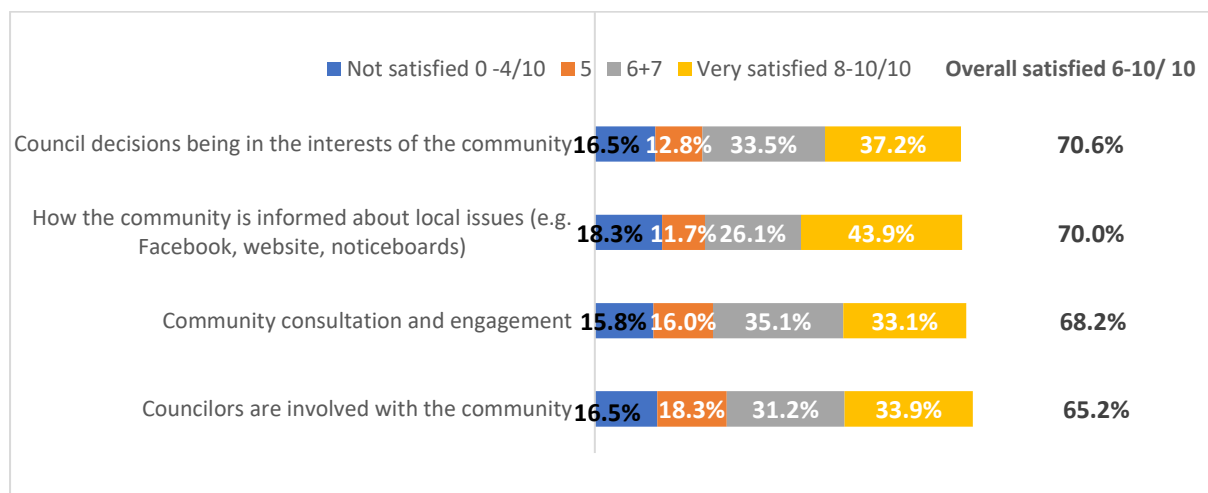
Community leadership included:

- Community consultation and engagement
- How well the Community feels it is informed
- The extent to which the community feels that decisions are being made in its interests
- The extent to which the community feels that its councillors are engaged with the community

Satisfaction in each of these areas was moderately high with the highest level of satisfaction with Council decisions being in the interests of the community at 70.6% closely followed by how the community is informed about local issues at 70.0%.

Community consultation and engagement was particularly high compared to other local government areas at 68.2% as shown below.

**Figure 31: Satisfaction with the Shire’s Community Leadership**



Q7. How satisfied have you been with the Shire’s Community Leadership over the past 12 months... (n=324-393; don’t know 47-116; effective sample n=249)

The survey indicated that there were some significant differences between sub-groups as follows:

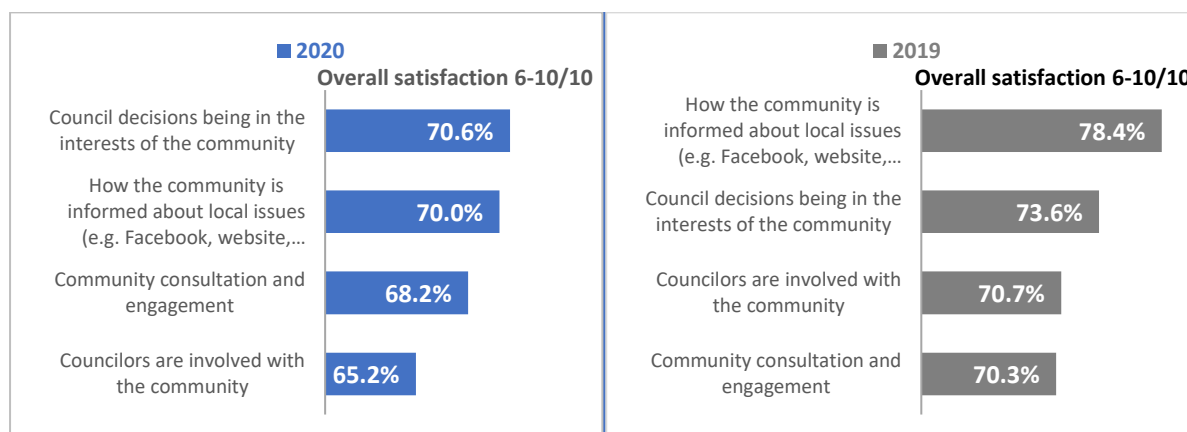
- The 18 to 25-year-old age group were most satisfied with community consultation and engagement with 92.4% satisfied.
- The 18 to 25-year-old age group were most likely to be satisfied that council decisions were being made in the interests of the community (95.4%).
- The 18 to 25-year-old age group were more likely to feel that councillors were involved with the community (88.8%).
- Those who identified themselves as Australian were more likely to be satisfied that council decisions were being made in the interests of the community (80.7%) compared to the Aboriginal community where less than half of the Aboriginal and Torres Strait Island community felt that council decisions were in the interests of the community (38.6%).

In comparison to 2019 (this question was not asked in 2016), the results for the following areas of community leadership are similar:

- Council decisions being in the interest of the community
- Councillors involved with the community
- Community consultation and engagement.

However, there has been a statistically significant decline in community satisfaction with how the community is informed about local issues (e.g. Facebook, website, notice boards).

**Figure 32: Community leadership – a comparison of 2019 and 2020**



*Q7. How satisfied have you been with the Shire's Community Leadership over the past 12 months... (n=324-393; don't know 47-116; effective sample n=249)*

*Q7. How satisfied have you been with the Shire's Community Leadership over the past 12 months... (n=302-367; don't know 41-106; effective sample n=234)*

Whilst the survey participants generally did not feel that COVID-19 had impacted their satisfaction scores, there is a subgroup of respondents who didn't know if their services had been impacted by COVID-19 and they gave particularly low ratings for satisfaction with communication at 45.0% overall satisfied.

With the advent of COVID-19, there would have been fewer events and activities in the Shire, and the community may have noticed a decline in social media and electronic activity which may have led to a decline in overall satisfaction. There were no statistically significant differences in terms of very-satisfied year on year or amongst the not-satisfied group.

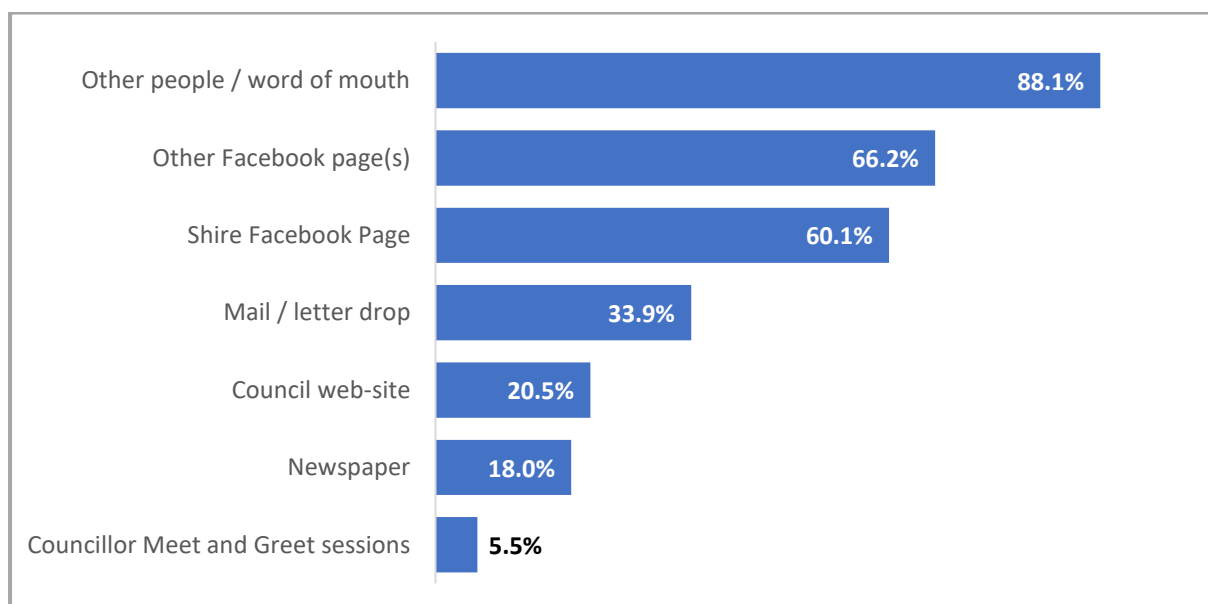
## 7.0 Shire Communications

Survey participants were asked the sources of information which they used to learn the Shire's services, activities and events over the past 12 months. The most popular sources of information about the Shire's services, activities and events continue to be similar to those used in the 2016 and 2019 survey.

Word of mouth (hearing information from other people) is the main source of information after Shire services, activities and events. Social media, including the Shire's Facebook pages, also continues to be a key source of information as shown below and evidenced from those participating in this survey.

Traditional means of communication including mail/letterbox drops, Shire's website and newspaper are each a source of information to about a third or less of the community.

**Figure 33: Sources of information about the Shire's Services, Activities and Events**



Q9. Through which methods have you found out about the Shire's services, activities and events over the last 12 months? (2020 n=440; effective sample n=279).

The popularity of various sources of information about the Shire's services, activities and events in the last 12 months is similar to 2019 and 2016. It should be noted that use of the Councillor meet-and-greet sessions has reduced from 10.4% of surveyed participants to 5.5%.

Reviewing the decline in some of these measures, it may be reasonable to attribute it to the COVID-19 impact with its effect on East Pilbara tourism and Shire events and restrictions of movement. Councillor meet-and-greet sessions have reduced from 10.4% to 5.5% in 2020, most probably the result of the COVID-19 pandemic using face to face contact with Councillors.

There are some differences in relation to communication by subgroup and there are some differences in the way information about Shire services activities and events is sourced from different groups though this does not affect the relative importance of the mediums.



- In 2019, females were 50% more likely to use the Shire’s Facebook page as a source of information than males, in 2020 these figures have drawn closer together and the usage of the Shire’s Facebook page is similar amongst both groups; however, females (79.4%) are more likely to use other Facebook pages as a source of information about the Shire than males (60.6%).
- Readership of newspapers is higher amongst males (20.9%) than females (11.1%).
- Usage of the Shire’s website as a source of information increases with age up to the age of 65 years from 7.2% amongst the 18 to 25-year-old to 32.6% amongst the 46 – 65-year-old.
- FIFO workers use the same types of mediums as residents particularly in terms of accessing information by word of mouth, however, less than a quarter of FIFO workers surveyed access the Shire’s Facebook page and only one-third access other Facebook pages with Shire information.
- For Nullagine and Marble Bar Councillor meet-and-greet sessions appeared to be particularly popular though the sample size is small.
- Sourcing information through the newspaper was also popular in Nullagine and Marble Bar, though again, the sample is small.

Other sources of information about Shire services, activities and events over the past 12 months include:

- For BHP workers, a workplace email/memo/updates.
- Noticeboards in shopping centres.
- Via local sporting clubs.
- Via Newman Chamber of Commerce.
- School newsletters.

## 8.0 Sample Profile

The sample was weighted by age and gender to reflect the 2016 Australian Bureau of Statistics Census data for the Shire for residents 18+ years.

Figure 34: Gender

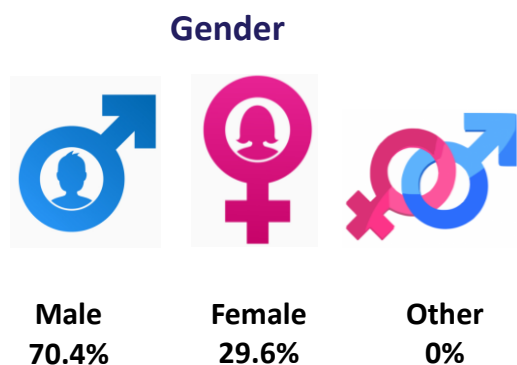
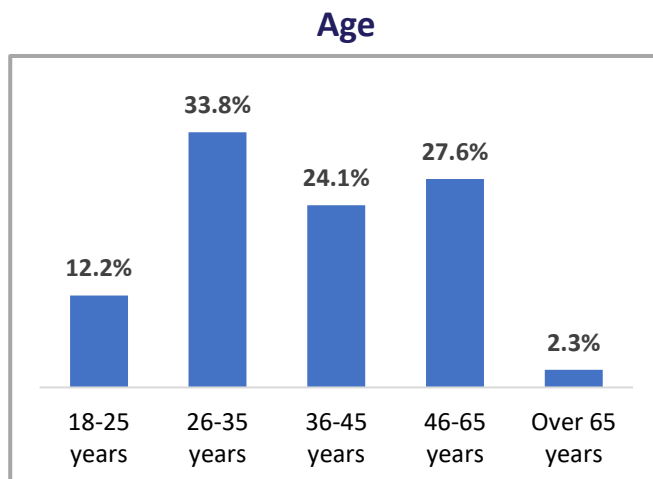


Figure 35 Age Group



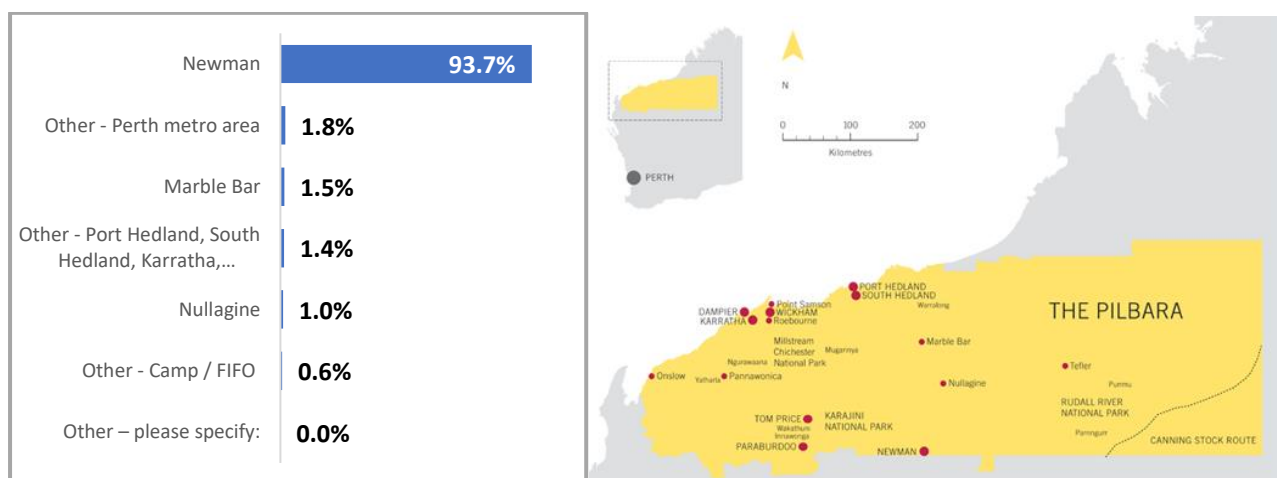
Q12. Gender sample n=440; effective sample n=361

Gender	Survey	ABS Profile
Male	70.4%	69.6%
Female	29.6%	30.1%
Other	0%	-
Total	100%	100%

Q13. Which of the following age groups do you fall into? (n=440; effective sample n=279)

Age	Survey	ABS Profile
18 - 25	12.2%	11.6%
26 - 35	33.8%	33.8%
36 - 45	24.1%	24.1%
46 - 65	27.6%	28.2%
Over 65	2.3%	2.2%
	100%	100%

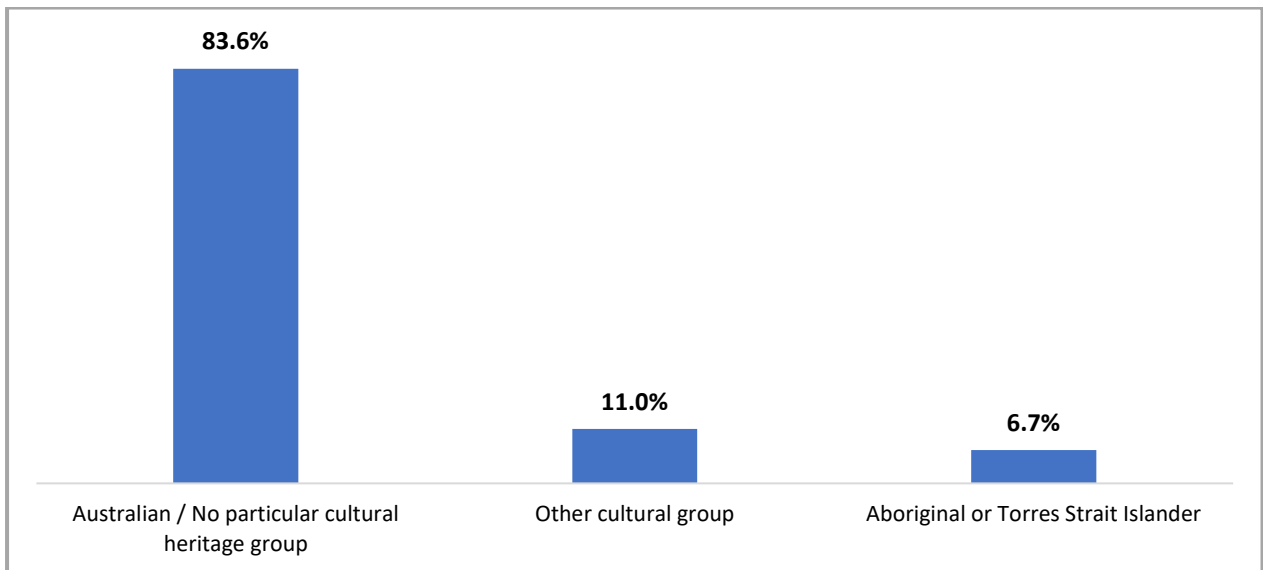
Figure 36: Where people live in the Shire



S4. And where do you live... (n=440; effective sample n=279)

### Figure 37: Ethnic Group

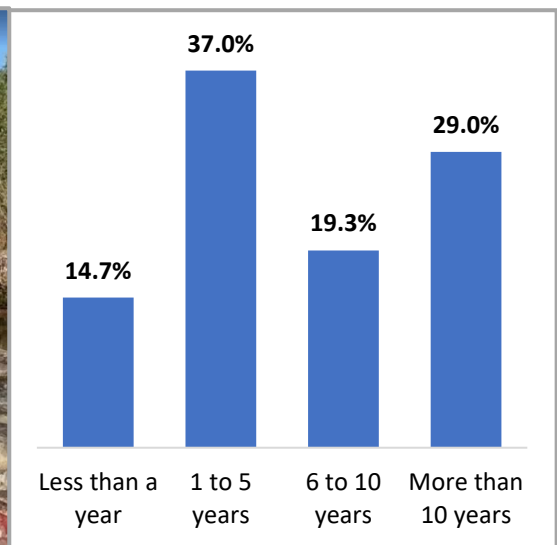
In addition, 86.5% of respondents consider themselves to be of no particular cultural heritage or of Australian heritage.



Q14. Do you identify yourself as belonging to particular ethnic or cultural group? (n=440; effective sample n=277)

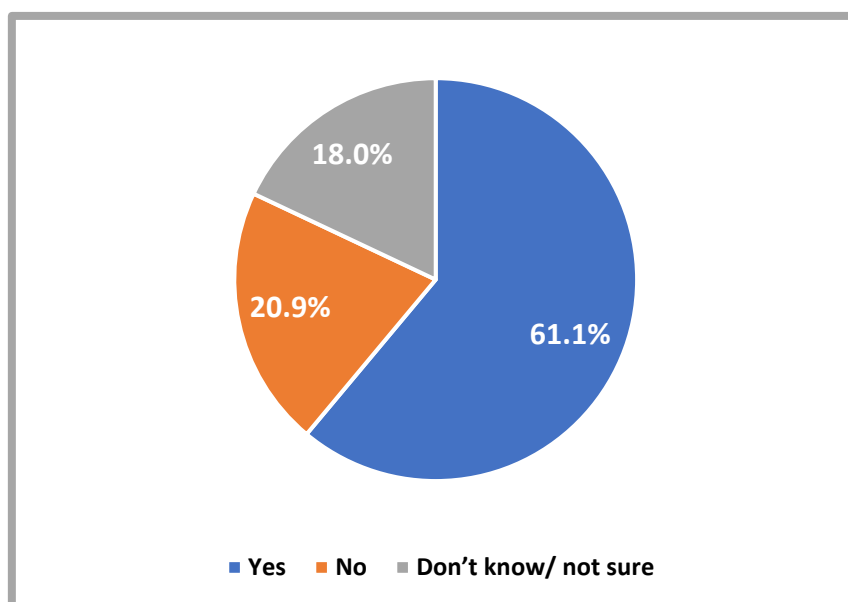
Ethnic Group	2020 Survey	ABS Profile
Aboriginal or Torres Strait Islander	6.7%	5.2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

### Figure 38: Length of time living in the Shire



Q15. Approximately how long have you been living in the Shire of East Pilbara? (n=440; effective sample n=279)

**Figure 39: Propensity to live in the Shire three years from now**



Q16. Do you think that you will be living in the Shire of East Pilbara 3 years from now? (n=440; effective sample n=279)

**Figure 40: Reasons for leaving the Shire**

Family reasons	<b>31.6%</b>
Children's education/ schooling	<b>24.1%</b>
End of work contract	<b>16.7%</b>
Financial reasons	<b>10.9%</b>
Medical reasons	<b>10.1%</b>
Other - crime rate, social problems in town	<b>9.4%</b>
Other - lack of facilities and services / more services in other towns	<b>6.9%</b>
Don't know/not sure	<b>6.6%</b>
Other - retirement	<b>3.7%</b>
Other - lack of recreation options	<b>3.7%</b>
Other - too expensive to travel (e.g. to Perth, to other towns, etc.)	<b>3.3%</b>
Other - look and feel of the town is deteriorating	<b>2.9%</b>
Other - loss of community feeling	<b>2.5%</b>
Other - work/career opportunities elsewhere	<b>0.9%</b>
Other - more affordable housing	<b>0.8%</b>
Other - standard of accommodation	<b>0.8%</b>
Other - poor air quality	<b>0.3%</b>
No reason given	<b>6.9%</b>

Q17. Why do you say - do you think that you will be living in the Shire of East Pilbara 3 years from now? (Base of people who will or may leave the Shire =175; effective sample n=109; balance of respondents who were likely to stay n=265)

# APPENDIX 1

- Sampling Data collection specifics
- Survey to questionnaire
- Respondent comments

## Technical Appendix - Sampling and Data Collection Specifics

Component	Details
<b>Project Management Team</b>	
Research Solutions Contact	Nicky Munro
Client Contact	Chloe Townsend
Field Company	Ask Australia
Field Company Credentials	ISO 20252
Other Contractors	None
<b>Research Methodology</b>	
Data collection method	Mixed mode (telephone and online)
<b>Sampling Methodology</b>	
Target population for survey	Residents and FIFO/DIDO
Source of sampling frame	Online survey – residents who responded to the Shire’s promotion via the website and Facebook and through lists that the Shire holds like library members, sporting club members, plus BHP contacts and 2000 residents telephone numbers landline and mobiles.
Sampling Technique e.g. quota /probability / convenience / geographical coverage if relevant	Convenience sample for online and intercept surveys and random sample for telephone survey.
Sample Size e.g. if sample size achieved was different from planned sample, note this and reason why	<ul style="list-style-type: none"> <li>• Telephone interviews n=62</li> <li>• Online survey n=378</li> <li>• Total sample n=440</li> </ul>
The sample was weighted so effective sample size was:	<ul style="list-style-type: none"> <li>• n=279</li> </ul>

Component	Details
Was sample quota'd? (note below or NA):	No, though much effort was put in by the Shire to increase the number of males in the sample; work by the Shire also meant that the age distribution was close to the Australian Bureau of Statistics for adults under 45 and over 45 years.
<b>Fieldwork</b>	
Briefing Method	In-person, with written briefing notes provided
Pilot study date(s)	22 <sup>nd</sup> July 2020
Changes made as result of pilot	None
Survey dates	22 <sup>nd</sup> July 2020 to 26 <sup>th</sup> August 2020
Questionnaire length / administration time	27 minutes
Incentives provided for respondents e.g. No/yes & description of incentive	Draw to win a \$1000 holiday at Karijini
If using client provided product/incentive (note below or N/A):	N/A
Survey Procedure for CATI / Door to door surveys (note below or delete):	
• Number of interviewers used	5 interviewers
• Times of day interviews took place	Evening between 4-8 pm and weekends during the daytime.
• No of call-backs before number replaced	Up to 6, at least 3-4 hours apart and at different shift days
Survey Procedure for Online / Mail surveys (note below or delete):	
• Administration process	Link provided to the Shire for the website and the Facebook page and common links were provided for individual lists held by the Shire
• Number of reminders to non-respondents	Not possible as a common link was used however extensive promotion was undertaken

Component	Details
<b>Data Collection Outcomes for the TELEPHONE SURVEY are similar to 2016:</b>	
Response Rate	5%
Research participant telephone contact outcomes (note below), online survey was a convenience sample:	
• Interviews	62
• Answering machine	762
• Not available / no reply after 4 or more call-backs	358
• Refusals	155
• Language/Behavioural Barrier	4
Overall sampling error	±12 % on the telephone component The online and intercept surveys were convenience samples not random probability samples
Validation procedures	At least 10% of the completed telephone interviews validated by Field Company
<b>Data Coding, Analysis and Data File Treatment</b>	
Validity and Reliability Issues	The online sample is a convenience sample. The data has been weighted to reflect the community profile in age and agenda, this has reduced the effective sample to around 280 people. This does vary a little by question.



Component	Details
Hand tabulations	<p>Procedure involves:</p> <ul style="list-style-type: none"> <li>• Review of first 50 questionnaires (or similar) to develop coding sheets based on common responses</li> <li>• Additional codes created when more than 2% of the sample record common response</li> <li>• Review of the data and the resulting hand tabulations was undertaken by Solutions Project Manager</li> </ul>
Consistency checks	<ul style="list-style-type: none"> <li>• Preliminary data file checked by Project Manager using SPSS: <ul style="list-style-type: none"> <li>○ Frequency counts</li> <li>○ Relevant cross tabulations</li> </ul> </li> <li>• Data outside the range/duplicates or abnormalities investigated with Field Company prior to coding and analysis</li> </ul>
Treatment of missing data	<ul style="list-style-type: none"> <li>• Excluded from analysis and/or noted where relevant</li> <li>• Individual cases with excessive missing data excluded from sample</li> </ul>
Was the sample weighted? (note below or N/A):	Yes
<ul style="list-style-type: none"> <li>• Brief description of weighting procedure</li> </ul>	Weighted to the ABS census for Shire of East Pilbara 2016
<ul style="list-style-type: none"> <li>• Information source weights drawn from</li> </ul>	Weighted by gender and age
Any estimating or imputation procedures used e.g. Pope's Model	None used
Statistical tests used	<i>See Survey Research Appendix: Statistical Tests</i>
Data file provided to client	At the end of the project
De-identified data files retained	For five years

This project has been undertaken in compliance with ISO 20252.

## Survey Research Appendix: Statistical Tests

<b>Test:</b>	<b>Two Tail Sample T-Test of a Proportion</b>
Use:	To determine if the proportion of a variable in one sub-sample is significantly different to the proportion of the same variable in some other group, such as: <ul style="list-style-type: none"> <li>• The sample overall (i.e. sub-group differs to the sample in general)</li> <li>• The rest of the sample (e.g. sub-group of people aged 18-24 differs to the sub-group of people not aged 18-24).</li> </ul>
Data Assumptions:	<ul style="list-style-type: none"> <li>• Measure being tested is normally distributed within the two (sub-) samples.</li> <li>• Data must be interval or ratio.</li> <li>• Variance of measure being tested is roughly similar (homogeneity of variance).</li> <li>• Appropriate version of the test chosen for independent or dependent samples.</li> </ul>
Test Measure / Cut-off Criterion:	<p><math>p \leq 0.05</math></p> <p>i.e. the difference between two groups has only a 5% probability of occurring by chance alone</p>
Issues to be aware of:	<p>The result should be both statistically significant and clinically or tactically or strategically significant. Be mindful of statistically significant differences where:</p> <ol style="list-style-type: none"> <li>1. The sample sizes are very large</li> <li>2. Scores within the groups are very similar (i.e. the groups have small standard deviations)</li> </ol>

<b>Test:</b>	<b>False Discovery Rate</b>
Use:	A multiple comparison correction technique used to adjust the results of tests of statistical significance to reduce the chance of finding results to be significant when there are no actual differences.
Data Assumptions:	The data assumptions are relevant to the original tests of significance being “adjusted”
Test Measure / Cut-off Criterion:	$q \leq 0.5$

SHIRE OF EAST PILBARA  
ANNUAL COMMUNITY PERCEPTIONS SURVEY 2020



Shire of EAST  
Pilbara  
AUSTRALIA'S LARGEST SHIRE

**BANNER TEXT:** Community Survey

**MOBILE BANNER TEXT:** Community Survey

**SURVEY WEB PAGE META TAGS:** Shire of East Pilbara Community Survey

ALL QUESTIONS ARE SET TO MANDATORY (REQUIRE A RESPONSE) UNLESS OTHERWISE SPECIFIED IN THE QUESTIONNAIRE.

PAGE 1

**HEADER 1:** Shire of East Pilbara Community Perceptions Survey

Hello, thank you for clicking on the link to complete the survey. Let's start with some information about you.

S1 Are you:

A permanent resident of the Shire of East Pilbara and have lived here for at least part of the last 12 months	O <sub>1</sub>	
Live in the area on a fly or drive-in/out basis	O <sub>2</sub>	
A visitor to the Shire	O <sub>3</sub>	CLICK THROUGH TO THANK YOU AND GO TO SHIRE'S WEB PAGE
None of the above/other	O <sub>4</sub>	CLICK THROUGH TO THANK YOU AND GO TO SHIRE'S WEB PAGE

PAGE 2: TERMINATE PAGE

Thank you for your time. We are surveying people who live in the Shire of East Pilbara. We run surveys like this from time to time. Perhaps we will be in touch sometime in the future. We appreciate your willingness to share your opinions on the Shire with us and hope you will take part in future surveys.

**REDIRECT TO:** <http://www.eastpilbara.wa.gov.au/>

PAGE 3

S2 Do you currently work for, either as an employee or elected member (Councillor), the Shire of East Pilbara?

Yes	O <sub>1</sub>	CLICK THROUGH TO THANK YOU AND GO TO SHIRE'S WEB PAGE
No	O <sub>2</sub>	

PAGE 4: TERMINATE PAGE

Thank you for your time. This survey is designed for community members. As an employee or elected member, you have a lot of inside knowledge of how the Shire runs. We appreciate your willingness to take part and encourage you to share your opinions with the Community Wellbeing Team.

REDIRECT TO: <http://www.eastpilbara.wa.gov.au/>

PAGE 5

S3. Are you 18 years or older?

Yes	O <sub>1</sub>	
No	O <sub>2</sub>	CLICK THROUGH TO THANK YOU AND GO TO SHIRE'S WEB PAGE

PAGE 6: TERMINATE PAGE

Thank you for your time. This survey is designed for adult members of the community. We appreciate your willingness to take part and encourage you to share your opinions with the Youth Services Team. Contact us at [yeo@eastpilbara.wa.gov.au](mailto:yeo@eastpilbara.wa.gov.au) or give us a call on 9175 1963.

REDIRECT TO: <http://www.eastpilbara.wa.gov.au/>

PAGE 7

S4 And do you live in?

Newman	O <sub>1</sub>
Nullagine	O <sub>2</sub>
Marble Bar	O <sub>3</sub>
Other – <i>please specify:</i> _____	O <sub>4</sub>

S5 Have you have taken part in a survey on your satisfaction with the Shire over the past week or so?

*Please note: the satisfaction survey is different to the Economic Development and Tourism survey or the Newman Town Precinct survey which is a PDF on the Shire’s website.*

Yes – have completed the Community Perceptions a survey on satisfaction with the Shire:  - online (received an invitation by email, Facebook or did it on the Shire website), or  - by telephone.	O <sub>1</sub>	CLICK THROUGH TO THANK YOU, EXPLAIN THAT IT IS THE SAME THE SURVEY AND GO THROUGH TO SHIRE’S WEB PAGE
No	O <sub>2</sub>	

PAGE 8: TERMINATE PAGE

Thank you for your time. This survey is being run across a number of platforms, including ~~at local events,~~ over the telephone, on Facebook and on the Shire website. This is the same survey, so there’s no need for you to do it again (although we do appreciate your willingness to do so).

**REDIRECT TO:** <http://www.eastpilbara.wa.gov.au/>

HEADER 2: SECTION 1: OVERALL KPIS

Q1. How satisfied you are with the Shire of East Pilbara’s performance overall?

Totally dissatisfied O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	Totally satisfied O <sub>10</sub>
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Don't know 98

Q2 And overall how would you rate the Shire of East Pilbara as a place to live?

Excellent	O <sub>1</sub>
Good	O <sub>2</sub>
Average	O <sub>3</sub>
Poor	O <sub>4</sub>
Very Poor	O <sub>5</sub>
DO NOT READ OUT Don't know/ unsure	O <sub>98</sub>

## HEADER 2: SECTION 2: SHIRE SERVICES AND FACILITIES

Q3. How satisfied you are with the Shire's performance / activities in the following areas?

RANDOMISE ORDER	Not at all satisfied	Very satisfied	Not aware	Don't know
Business support services and activities like... improving facilities and services, lobbying airlines and industry and providing pop up shop spaces.	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>
Information and services for tourists	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>
Art and Culture support and activities, like supporting Martumili, Art workshops, artist in residence programs	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>
Recreation activities including support for sporting clubs and running events like the Newman Triathlon and Colour Runs	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>
Facilitating services for the Aboriginal community	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>
Facilitating services for people from diverse cultural backgrounds	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>
Community buildings like - In Newman: The Square, Junior and Senior Sports pavilions - In Marble Bar: Marble Bar Rec Shed - In Nullagine: Gallop Hall	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>
Ease of movement to get from one town to the next in the Shire using the road networks	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>
Resolution of your enquiries and problems	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>
Opportunities for you to participate in planning for the Shires future	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>		O <sub>98</sub>	O <sub>99</sub>

Being kept informed regarding Shire services and activities	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>	O <sub>98</sub>	O <sub>99</sub>
Speaking on your behalf about Shire issues to State and Federal governments and other agencies	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>	O <sub>98</sub>	O <sub>99</sub>
Having plans in place to guide the Shire's future	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>	O <sub>98</sub>	O <sub>99</sub>
Shire community programs... like ... like children's and family services, grants, art and information programs	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>	O <sub>98</sub>	O <sub>99</sub>
Shire events like Harmony Day, the Outback Fusion Festival and The Reconciliation Week Ball	O <sub>0</sub> O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> O <sub>4</sub> O <sub>5</sub> O <sub>6</sub> O <sub>7</sub> O <sub>8</sub> O <sub>9</sub> O <sub>10</sub>	O <sub>98</sub>	O <sub>99</sub>

**Q4 HIDDEN**



Q5A How important is it for the Shire of East Pilbara to provide each of the following services or facilities to residents?

RANDOMISE THE ORDER	(A)											Not aware of service/facility
	Not at all important										Very import.	
Airport Services like security, baggage claim and parking	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Fitness Centres: Newman Recreation Centre, Marble Bar Fitness Centre and Nullagine Fitness Centre	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Aquatic Centres like the pools at Newman and Marble Bar	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Community Safety and Ranger services like abandoned vehicles and working with local police to address anti-social behaviour	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Children's and family services like the crèche at Newman Rec. Centre, facilities provided for Newman Playgroup and the Beach	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Services for young people like the Newman Youth Centre, skate park and Youth Week events and the Marble Bar Rec Shed	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Library services	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Parks and ovals	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Free oval lighting in Newman for activities like walking and running at night	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Shire tips/refuse sites	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Road provision and maintenance	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Footpath provision and maintenance	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>

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Q5B How satisfied are you with the Shire’s performance in each of these areas?

RANDOMISE THE ORDER	(B)										Don't use this service/facility	
	Not at all satisfied					Very satisfied						
Airport Services like security, baggage claim and parking	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Fitness Centres: Newman Recreation Centre, Marble Bar Fitness Centre and Nullagine Fitness Centre	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Aquatic Centres like the pools at Newman and Marble Bar	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Community Safety and Ranger services like abandoned vehicles and working with local police to address anti-social behaviour	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Children’s and family services like the crèche at Newman Rec. Centre, facilities provided for Newman Playgroup and the Beach	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Services for young people like the Newman Youth Centre, skate park and Youth Week events and the Marble Bar Rec Shed	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Library services	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Parks and ovals	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Free oval lighting in Newman for activities like walking and running at night	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Shire tips and refuse sites	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Road provision and maintenance	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>
Footpath provision and maintenance	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>

Q6 HIDDEN

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Q7 How satisfied have you been with the Shire’s Community Leadership over the past 12 months?

	RANDOMISE ORDER	Not at all satisfied					Very satisfied					Not aware	Don't know	
1.	Community consultation and engagement	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>	O <sub>99</sub>
2.	How the community is informed about local issues (e.g. Facebook, website, noticeboards)	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>	O <sub>99</sub>
3.	Council decisions being in the interests of the community	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>	O <sub>99</sub>
4.	Councillors are involved with the community	O <sub>0</sub>	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>6</sub>	O <sub>7</sub>	O <sub>8</sub>	O <sub>9</sub>	O <sub>10</sub>	O <sub>98</sub>	O <sub>99</sub>

**HEADER 2: SECTION 3: NEIGHBOURHOOD AMENITY/COUNCIL VALUES**

Q8. Here are some statements about living in the Shire and about the Council. How strongly do you agree or disagree with each statement?

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Don't know
I feel connected and part of my local community	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>9</sub>
The Shire is efficient and well managed	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>9</sub>
I can afford to live comfortably in the Shire of East Pilbara	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>9</sub>
There is always something to do or participate in around the Shire	O <sub>1</sub>	O <sub>2</sub>	O <sub>3</sub>	O <sub>4</sub>	O <sub>5</sub>	O <sub>9</sub>

Q9 Through which of the following methods have you found out about the Shire's services, activities and events over the last 12 months?

	Yes	No
Other people/word of mouth	O <sub>1</sub>	O <sub>2</sub>
Newspaper	O <sub>1</sub>	O <sub>2</sub>
Mail / letter drop	O <sub>1</sub>	O <sub>2</sub>
Shire Facebook Page	O <sub>1</sub>	O <sub>2</sub>
Other Facebook page(s)	O <sub>1</sub>	O <sub>2</sub>
Councillor Meet-and-greet sessions	O <sub>1</sub>	O <sub>2</sub>
Council web-site	O <sub>1</sub>	O <sub>2</sub>
Other	O <sub>1</sub>	O <sub>2</sub>

Q9a Are there any other sources you have used to find out about the Shire's services, activities and events over the last 12 months?

Yes – please specify \_\_\_\_\_ O<sub>1</sub>

No O<sub>2</sub>

HEADER 2: SECTION 4: LOBBYING ACTIVITIES

Q10 Here are a list of services and activities where the service levels could be improved. Which 3 do you feel are the most important for the Shire of East Pilbara to be lobbying State and /or Federal Government to improve?

(RANDOMISE AND ALLOW 3 RESPONSES)

Medical/health services	<input type="checkbox"/> 1	
Services and Facilities for young people	<input type="checkbox"/> 2	
Retail opportunities	<input type="checkbox"/> 3	
Damaged properties in a state of disrepair	<input type="checkbox"/> 4	
Education	<input type="checkbox"/> 5	
Housing opportunities (rent)	<input type="checkbox"/> 6	
Aviation services (affordable flights) and road infrastructure (towns are accessible/ connected)	<input type="checkbox"/> 7	
Improving road infrastructure	<input type="checkbox"/> 8	
Anti-social behaviour, theft and property damage	<input type="checkbox"/> 9	
Children’s services	<input type="checkbox"/> 10	
Mental Health Services	<input type="checkbox"/> 11	
New industrial land released, so Newman becomes a hub servicing mining and other industry	<input type="checkbox"/> 12	
Other - <i>please specify:</i> _____	<input type="checkbox"/> 97	PEGGED
Don’t know/ not sure	<input type="radio"/> 99	PEGGED EXCLUSIVE

Q11. What are the key issues which you think the Shire needs to address when planning for the future? *Please explain in as much detail as you can.*

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## HEADER 2: SECTION 5: COVID-19

QCOVID 11. How familiar are you with how the Shire has responded to the Covid-19 pandemic locally?

Very familiar	O <sub>1</sub>
Fairly familiar	O <sub>2</sub>
Some awareness	O <sub>3</sub>
Little awareness	O <sub>4</sub>
No awareness	O <sub>5</sub>
Don't know / not sure	O <sub>98</sub>

QCOVID 12. Overall, how would you rate the Shire's response to the Covid-19 pandemic locally?

Terrible	O <sub>1</sub>
Poor	O <sub>2</sub>
Okay	O <sub>3</sub>
Good	O <sub>4</sub>
Excellent	O <sub>5</sub>
Unsure	O <sub>98</sub>

QCOVID 13a. Has the Covid-19 pandemic impacted your satisfaction with the Shire as a whole or the Shire's services and facilities?

Yes	O <sub>1</sub>
No	O <sub>2</sub>
Don't know	O <sub>98</sub>

SHOW IF QCOVID 13a= YES

QCOVID 13b In what way has it impacted the Shire's satisfaction scores?

It has reduced most of the scores I have given	O <sub>1</sub>
It has reduced some of the scores I have given mainly directly impacted services	O <sub>2</sub>
It has not impacted my scores	O <sub>3</sub>
It has increased some of my scores where I am aware the Shire put extra effort or services in	O <sub>4</sub>
It has increased most of my scores	O <sub>5</sub>
Don't know	O <sub>98</sub>

QCOVID 14a Has the COVID-19 pandemic impacted your ratings for the importance of particular facilities and services?

Yes	O <sub>1</sub>
No	O <sub>2</sub>
Don't know	O <sub>98</sub>

SHOW IF QCOVID 14a= YES

QCOVID 14b. In what way has it impacted the Shire's importance scores?

With COVID I feel some of the services I thought were important are now significantly less important than last year	O <sub>1</sub>
With COVID I feel some of the services I thought were important are a bit less important than last year	O <sub>2</sub>
My rating of importance hasn't changed	O <sub>3</sub>
With COVID I now rate some services as a bit more important	O <sub>4</sub>
With COVID I now rate some services as much more important	O <sub>5</sub>
Don't know	O <sub>98</sub>

Q11. Lastly, what are the key issues which you think the Shire needs to address when planning for the future? *Please explain in as much detail as you can.*

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HEADER 2: ABOUT YOU ...

A few questions to assist with the analysis of the results:

Q12. Gender

Male	O <sub>1</sub>
Female	O <sub>2</sub>
Other	O <sub>3</sub>

Q13. Which of the following age groups do you fall into?

Under 18	O <sub>1</sub>
18-25 years	O <sub>2</sub>
26-35 years	O <sub>3</sub>
36-45 years	O <sub>4</sub>
46-65 years	O <sub>5</sub>
Over 65 years	O <sub>6</sub>
Prefer not to say	O <sub>9</sub>

Q14. Do you identify yourself as belonging to a particular ethnic or cultural group?

Yes – Australian	<input type="checkbox"/> <sub>1</sub>	
Yes – Aboriginal or Torres Strait Islander	<input type="checkbox"/> <sub>2</sub>	
Yes – Other cultural group – <i>please specify:</i> _____	<input type="checkbox"/> <sub>97</sub>	
I don't identify with any particular ethnic or cultural group	O <sub>99</sub>	<b>EXCLUSIVE</b>

Q15. Approximately how long have you been living in the Shire of East Pilbara?

Less than a year	O <sub>1</sub>
1 to 5 years	O <sub>2</sub>
6 to 10 years	O <sub>3</sub>
More than 10 years	O <sub>4</sub>

Q16. Do you think that you will be living in the Shire of East Pilbara 3 years from now?

Yes	O <sub>1</sub>	<b>SKIP TO Q18</b>
No	O <sub>2</sub>	<b>CONTINUE TO Q17</b>
Don't know/ not sure	O <sub>99</sub>	<b>CONTINUE TO Q17</b>



SHOW IF Q16=No (2) OR DON'T KNOW / NOT SURE (99):

Q17. Why do you say that?

End of work contract	<input type="checkbox"/> _1	
Children's education/ schooling	<input type="checkbox"/> _2	
Financial reasons	<input type="checkbox"/> _3	
Family reasons	<input type="checkbox"/> _4	
Medical reasons	<input type="checkbox"/> _5	
Other (please specify ....	<input type="checkbox"/> _97	
Don't know/not sure	O <sub>99</sub>	EXCLUSIVE

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Thank you for your help with the survey.

Q18. Would you like to go into the draw to win a weekend trip to the Karijini eco retreat to the value of \$1,000? If this is not suitable then a \$1,000 voucher to Woolworths or a local store in the Shire of Pilbara?

If you select yes, you will need to provide your name and contact details so we can get in touch with you if you win. These will be separated from your responses before the survey is analysed to protect your anonymity.

Yes O<sub>1</sub>

No O<sub>2</sub>

SHOW IF Q18=YES (1)

Please provide your name and contact details so we can get in touch with you if you win.

Name .....

Phone number .....

Competition terms and conditions:

<https://www.researchsolutions.com.au/shire-of-east-pilbara-promotions-terms-and-conditions/>

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Thank you very much for your time and interest. Your opinion is very important to the Shire of East Pilbara and will help to determine future priorities.

Please submit your response by clicking the submit button below.

Submit

**REDIRECT TO:** <http://www.eastpilbara.wa.gov.au/>

## Respondent Comments – Key Issues for the Shire to address in planning for the future

**Q11. What are the key issues which you think the Shire needs to address when planning for the future? Please explain in as much detail as you can.**

1. A sport and recreation officer in Marble Bar. 2. Free usage of the Civic Centre for local people for local activities. 3. Golf course. 4. Shade on the pathetic skate park which is dangerous with rocks around the park. 5. More seating in the town area 6. Street exercises facilities which we have been asking for the last 10 years.

1. Bituminise the road from Marble Bar to Newman via Nullagine - a major safety issue. 2. Bituminise the road to the water tank in Marble Bar. 3. Fix the Marble Bar pool.

1. Price of Electrical Power, we need more opportunity to install solar in Marble Bar. Currently, Shire took the majority of the opportunities to install so many missed out. 2. Damaged properties in a state of disrepair and there are too many in this town; 4 Homes need to be fixed by the State so families can have a home. 3. More opportunities to build or rent as many young adults have nowhere to live. Homes are full capacity due to no housing available. Work is available in this town but no housing to rent or buy.

A K-mart shop for the town would be amazing!! Or something similar.... maybe a Reject Shop? Or Best and Less? :)

A place for education for the indigenous people and a place for them to go a feel a part of the community.

A safe drop-in house for young people and a youth refuge. It is disgraceful that a town with such high levels of DV has nowhere for its young people. More traineeships for Aboriginal people in areas of health and welfare Make the town look decent. The old Hilditch shops, for instance, need a facelift and the empty gravel block at the roundabout end of Seasons is an eyesore. As is the back of Seasons. This town is a miserable dump without any cute cafes.

Absolutely need more day-care centres with hours that tie in with parents who work in mining. Something needs to be done about the cost of living in this town. Not everyone works in mining and has a company house. The cost of electricity is disgusting. The houses are run down and partly unliveable yet the rent is ridiculous!

Access to allied health professionals and consistently have access. Cheaper flights affordable for families. Health system in Newman.

Access to medical services (hospital currently can't cope with what seems like anything) considering the high-risk work happening in this mining town, the hospital should be more equipped - sufficient childcare services. There is currently a huge shortage of day-care services for working parents (the majority of people who live here, do so for work) - caravan parks/sufficient parking for caravans to stay more than 2 days, in a nice established area that represents Newman well. Tourist Centre car-park is a shamble for tourists to be expected to stay in.

Accommodation for travellers especially caravans. Caravan Park. Better access to our local attractions. Most of the tracks to Kalgan's, Hickman crater could do with a grader running over them

Activities for children aged 6-10. Anti-social behaviour and property damage/theft.

Address the slum-like conditions and social issues in East Newman, it's a drag on the whole town. Footpath sweeping to remove broken glass and rubbish on a regular basis. Turf the area on the southern side of Fortescue Avenue to create a green zone and improve the visual amenity of the town. Redesign the area around the visitor centre to create at least 10 - 15 tourist caravan/camping sites separate from the car-park and roadway. There is a lot of wasted space behind the centre. What value is the old drill rig and rusting equipment? We could create a beautiful safe oasis for our visitors. This will encourage more travellers to visit and stay longer, spending money in the town helping local business. I feel the area around the visitor centre is the best place for this as visitors would feel safer than by an oval for example.

Affordable airfares for families to get to Perth. Affordable housing for non-mining company employees. Overhaul of the old shopping centre.
Affordable flights. Boomerang Oval is full of rubbish. FIFO Doctors are not good.
Affordable flights to and from Perth are a huge expense for families. People would travel up and down more frequently if travel times were reduced. Family and friends would also visit us in Newman more regularly if prices were reduced. Tourism, happy families would benefit all.
Affordable flights to Perth and more flights. Good full-time medical services including dentist, breast screen, optometrist, Physio, paediatrician, etc., or at least better support from PATS when having to use those services out of town. A full-time vet - lots of people have pets and are unable to access the vet in an emergency. For the dam to be cleaned/treated for residents to use. There are fewer water holes as the mines shut them off. The dam is a great potential recreational site - it would have been better for BHP to clean that than to build a new shopping area or the tiny town square that they did. To have good camping facilities for tourists. This year was a shambles and the Shire missed a huge opportunity in revenue with the poor facilities offered. To open up the Newman Club and have an alternative Social venue.
Anti-social behaviour, improve secondary school, have rec centre and pool together
Anti-social behaviour and cleanliness of parts of the town. Making flights cheaper for residents.
Anti-social behaviour and crime often alcohol and drug-related. Poor hygienic state of occupied Dept of Housing homes impact on neighbours.
Anti-social behaviour; better court system; more activities for school-aged children; security service better health system caravan park creates more tourism activities
Antisocial behaviour Better hospital service for families Cheaper flights.
Anti-social behaviour indigenous people are allowed to do whatever they want. If white people did what they do we would be fined, community service, jailed etc.
Anti-social behaviour is stopping Newman reaching its full potential, I have small children and being scared to live in certain parts of town is a major deterrent for families, and people looking to invest in real estate.
Anti-social behaviour- making people responsible and tougher punishment. Clean-up areas that have broken glass and make it safer for kids.
Anti-social behaviour, damaged housing when you drive into Newman the first appearance is terrible, and first appearances always leave a lasting effect, this discourages people from moving into the area and tourist from visiting then the economy suffers and businesses struggle to survive.
Antisocial behaviour, drugs and alcohol use. The square screen could be used for these issues. Education is key the more you know about what something is doing to your health and communities, may help you stop.
Anti-social behaviour, keep properties well maintained.
Anti-Social behaviour, Property Damage, and Theft are problematic issues in Newman. It's a difficult one to gauge? something that's been going on for a long time, yet still no solution or resolve. It seems that both day and night this is happening and for children and young adults to witness around town can be confronting and distressing. In all honesty, I'm sure the local Police are doing a great job! and I wholeheartedly applaud them! Why is there no Security Firm/Company in Newman? that could liaise, work together with both the Police/Shire to help deliver a service? where nightly drive-bys, visual inspections, and general community check-ups around town could be performed. Just one of many thoughts?
Anti-social behaviour, substandard living conditions.
Anti-social behaviour. Clean up the rubbish in the bush around town. Facilities in town like the old sportsman's club that could be used for residents. Very little sport at night outside or in enclosed areas for young children during the hot months. Skate park undercover.
Anti-social behaviour. Damaged housing.

Anti-social behaviour. Damage to property. Cleaner streets. A more active and available ranger willing to address noise control issues. Tidier front lawns, not covered in rubbish and broken cars.
Aquatic centre needs to be run better with more staff as it closed more and more each year why have such a facility if it's closed.
As always in a small town, quality health and secondary/ tertiary education services are the issues likely to prompt families to move away. These should be the Shire and the government's top priorities planning for the future to ensure a sustainable future for the regions.
Assisting to reduce anti-social behaviour and providing a safe place for those disadvantaged youth to go instead of them trolling the streets trashing the place and stealing. Provide better and additional medical services and utilise the facilities Newman has to offer to increase training and education. Provide additional assistance for childcare/minding facilities.
At least 2 resident doctors at the Hospital. Cut down on RFDS service. More notification on specialists visiting town and have them stay longer. Airline Services: Govt needs to look at the whole service including costs.
Availability of essential services such as mental health care and basic health services. Hospital facilities that can cope with serious incidents or surgeries so families don't have to travel.
Availability of training and pre-apprenticeship courses, e.g. Community safety patrol for indigenous.
Before and after school care. Clubs' financial situations. Promoting volunteering in town Involving current clubs more. Costs at ovals etc e.g. cricket pitch costs twice as much as there was the wrong expertise.
Better facilities for campers, controlling excessive noise in the early hours of the morning.
Better health care system/facility - maternity care.
Better medical care for adults and children. More services available like speech therapy, counselling.
Better restaurants, movies.
BHP and the other mining companies have completely monopolised air transport in and out of Newman. We had many, many more available flights before. The mining companies are all using charter flights and COVID as an excuse, and it's to the detriment to residents in Newman. They claim that it's for COVID protection, but there's no social distancing, or mask-wearing, or sanitising enforced. It reeks of a cost-cutting exercise, that hurts Newman residents and businesses.
Build a caravan park for travellers it's a disgrace there is no caravan park in Newman I have seen tourists just drive straight through our town as there is nowhere to stay for a couple of nights.
Build better bigger parks for all kids and ages, more pools and to be heated pool for the whole year use, indoor basketball courts, tennis, volleyball so kids can use and adults. More doctor services and pharmacy to remain open on weekend and longer hours.
Can the Shire do anything about encouraging or providing cheaper retail spaces, to encourage more stores? Regular weekend movie screening. Regular markets for local artisans. Engaging local youth to prevent property damage etc, involving churches and community groups. Night games seemed to go well.
Cheaper childcare/keeping town tidy/more rangers/more police support/more things for kids to do.
Cheaper flights and accommodation/better services for tourists.
Cheaper flights and weekend flights.
Check infrastructure to see how big the Shire can grow- such as day-care, childcare, schools, housing. Availability of retail and industrial space. Cost of rent in commercial and residential properties. Improve medical services, doctors and allied services. Speech, OT Physio. Upgrade medical facilities.
Child care - currently an 18-month wait yet you encourage women to return to the workplace. Flights - so expensive we can't visit family often as driving is a cheaper option.
Child Care; professional network (keeping skilled professional employed and connected).
Childcare is number 1 it's ridiculous. My wife can't work and is stuck at home. She is a qualified child care and teacher. Also, not enough for fit people gym groups and training session.

Childcare so parents can return to work and contribute to the community. Health services, residential professionals rather than FIFO Parks need to be maintained better.
Childcare. More day-care options. Explore options, hold town meetings to discuss and explain ideas and plans.
Children Services such as day-care are simply not good enough in Newman, some families cannot work due to waitlists of 6 months plus. Damaged properties - the town needs to be made presentable the run-down houses comes down to antisocial behaviour/mental health services not been available. Medical/Health services have needed to be upgraded for years, there is always talk about the hospital upgrade but in my 15 years here, there has not been much done.
Clean up East Newman. If I park my car on the footpath the rangers knock on my door and ask me to move it. Go to East Newman and the place is an embarrassment. Old cars parked everywhere, rubbish lying around and nothing seems to be done. Stop [name specified] from dumping rubbish around the cemetery.
Clean up the town and stop using contractors for depot workers, Employ more locals.
Clean up the town, caravan park, make it inviting.
Cleaner environments -Utilising the square more regularly -Lower REC centre weekly fees.
Climate change. The Pilbara is particularly vulnerable to increased temperatures, increased variability of rainfall and increasing prevalence of heatwaves. Unlike many other shires around Australia, the SOEP has not completed a climate vulnerability assessment and does not have a climate change adaptation strategy. In addition, many of the current councillors and staff are oriented towards a non-scientific denial of climate change. This needs to be addressed urgently for those long-term residents who intend to live in the Pilbara for the long term, not just for a brief money-earning period. This includes traditional owners, who will be significantly impacted.
Communicate with the town people.
Community leaders need to lead and to have the attitude that we can do better/address the rubbish situation, it is atrocious.
Consistent collection of bulk waste and green pickup - Maybe twice a year. Recycle facilities. Water park for children. Sealing the roads from Newman to Marble Bar and then on to Port Hedland. Look at a caravan park in the town.
Continuity of doctors/health services. Education, our current schools are not performing well enough.
Creating dry zones in communities/housing accountability i.e. looking after the provided low-cost housing.
Crime rate and antisocial behaviour in public places. Price and Lack of day-care.
Crime, keeping town cleaner, cleaning up rubbish. Council needs to address anti-social behaviour, particularly among young children, disruptive behaviour by some children deterring others from attending school.
Criminal behaviour around town offenders need sufficient punishment for crimes committed not just a slap on the wrist.
Damaged properties and litter around town need to be repaired. Cost of living in town is expensive. Anti-social behaviour around town needs to be addressed. More child care centres.
Day-care options for families who have parents working later than 5 pm. Cheaper flights for residents to get to Perth regularly - will decrease the number of cars on the road and then decrease tiredness and fatigue helping with the road toll.
Day-care so everyone who wants to can work.
Day-care to allow more opportunities for work and affordable rental space for retail Managing the ongoing crime in some areas.
Day-care.
Day-care/anti-social behaviour/cheaper flights/better education opportunities.
Definitely need a new hospital, also with the theft and property damage and anti-social behaviour around town, the shopping centres have no security for the public. It is quite traumatic for the little

ones to see a fight whilst out shopping and the language and shouting that goes on. Shop owners have no protection for their staff and stock. Something needs to get done. There was a lack of social distancing also when COVID-19 hit, I think more education needs to be done with the local indigenous as this needs to be taken seriously.

Diversifying from mining dependence/cleaning the town up.

Do something about youth i.e. provide something that will keep them off streets/more support for all sporting clubs i.e. grants for improved facilities.

Don't bend over for big companies/help everyone to feel included.

East Newman needs a big overhaul as it's the eyesore of the town.

East Newman, anti-social behaviour, safety of residents particularly in East Newman. East Newman is becoming a tip, cannot walk or cycle safely. Anti-social behaviour is out of control. Damaged housing is disgusting and shameful, rubbish, broken glass both on roads footpaths/verges, rubbish, abandoned cars and household refuse. ashamed to bring visitors to my house, can have a weekend away because of the crime in the area. Mental health is suffering because of these issues. Older people feel unsafe and unsupported living there. Feral cats also an issue. Playgrounds in East Newman majority of the time are unusable. Drive into Newman past East Newman is not, green or welcoming. Unsightly derelict and damaged houses are the first introduction to our town. I love Newman but the worsening situation in East Newman. A new caravan park would be a welcome addition in the town as well as dedicated tours/ touristy things to do to showcase the area. People like us will leave due to the depressing aesthetic state of where we reside. sorry for the whinge but it's like living in a war zone.

Education for the whole community when it comes to cultural awareness.

Education is a huge factor as to why so many people leave town. A focus on moving the town away from a transit town will benefit the community most.

Encourage people to volunteer. More advertising to get participants and volunteers at events. Not enough advertising prior to events.

Encouraging local clubs to get back up and running, so there are things for residents to do. There is very limited amount of things to do in town when you don't have a 4x4 and a caravan. It's hard keeping children entertained on a limited budget.

Engaging indigenous youth in education/not just concentrating on mining but looking after community as a whole/alcohol and drug abuse/supporting programs that are beneficial to indigenous community.

Engaging youth who are not necessarily sporty - affordable rent - Mountain bike trails - child care places -culturally appropriate services.

Even though it's not their mess. The town has a lot of rubbish in and on the outskirts of the town. Not to just look after their ovals, parks and their own front lawn. Need to find and fine people that are dumping rubbish not at the tip. We all see it on Facebook so the Shire should see it also. Need to let Newman residents know that they have charged people for their actions. No names required. That way we can see they are trying Broken down car bodies everywhere that sit there for years and are a big eye saw. There is about 5 car bodies first house Prophecy Place for a start. Been there for a long time.

Everything on the previous list.

FAMILIES!!! There are so many families here I'm sure we would all love to enjoy the parks. Upgrade skate park, shelter, bins closer to the park itself, parks high-pressure hose cleaned at least weekly, upgrade the skate park to have an under 5s skate area away from more experienced skaters. Maybe include some activities in the park area for under 5s as well like swings etc as when we go with older kids there's not much for say toddlers to do.... maybe some water play at the parks for summer.

Families, options for medical services, housing and anti-social behaviour.

Family parks, lookouts for tourists and families to enjoy like a rotunda style out of town overlooking views near Mt Newman and Hamersley bridge. Path to the truck on the highway to ride and walk too, more improvements in town to bring some life and colour to the entrance of Newman, at night the

entrance is dark and gloomy. Street lights come on too late in the winter and too early in the summer. When family visit it's one-stop to radio hill, on- stop pub for a meal, one-stop to Dome and there's nothing else close to enjoy or share with family members who travel so far to visit us. To be honest I was a little embarrassed.
FIFO workers better camps that interact with the community. These people will then spend more money in town and feel Welcomed into the community.
Fixing the problem of damage, burglaries to houses. Anti-social behaviour.
Flights are too expensive. Rents are too expensive. Gym membership too expensive. Education. No TAFE for trade Mental health is important too Needs increase police presence around town.
Flights.
Focus on the children in Marble Bar. The equipment in the Rec. Shed needs to be upgraded, e.g. pool tables, computers etc. Crosswalk on Francis St and signs to make everyone aware that there are children about the area.
Future proof the local economy through diversification. Attracting more permanent residents fostering a stronger, more resilient community. Better integration of the local indigenous population. Creating job opportunities especially for the young ones.
Getting more families to move to Newman. Having incentives and encouraging property owners to fix up their houses and having someone to rent them to so that they don't get ruined again straight away.
Had a Ponzi scheme at least 6 years ago and the land was purchased and has been sitting there ever since. Because this land was developed all of the bush was removed so would like to see a buffer of vegetation between the highway and the land. As you enter town from the airport end there's a speed limit indicator which used to flash and it hasn't worked for the past 2-3 years- needs to be fixed.
Have housing available for people who would like to buy that can't get loans but can afford repayments for the empty houses in town.
Having young children and teens, the town does not have a lot to offer for children other than sports. Medical services need to be improved greatly. We have lived in Newman coming up to 6 years now and have had many poor experiences with the hospital facilities and some of its staff. Mental health services need to be improved greatly. There is just not enough here to accommodate or offer the right treatment for many related issues.
Health and housing.
Health care and more facilities. Make Newman look greener, more trees and greenery. Having less empty houses. More things for teenagers and children to do.
Health Services - possibly more maternity services at the hospital as well as an outpatient clinic Anti-social behaviour - combatting this issue and making the main shopping centres a more pleasant experience and all areas of town to feel safe.
Health/improved services for indigenous.
Heat the town pool (solar?) School holiday care options Supporting extension in education programs so kids have as much opportunity as Perth Return the events as corona has cancelled a lot and people need to get out and about. Downsyde concert?
Help the young children's and teenagers around town. Provide support and help to those in need. Provide a safe haven.
High cost of living.
High school so people stay Childcare so people can move here and provide services Land release so business can grow.
Hospital, dental, optometrist services. Flights to coastal towns.
Houses that are derelict and or are not fit to live in should be demolished the state of some pockets of housing in the Newman East area are totally unacceptable.



Housing affordability & availability, not just for miners or shire staff or/and other businesses. Ongoing maintenance of public facilities e.g. toilets, parks. Roads especially the more common problematic areas, cleaning once per day is not enough. Low to zero tolerance of tenants abusing rental property/public housing. More accountability & responsibility on tenants to ensure care & maintenance of rental & public housing. Shire have a high expectation of their staff & rental properties so why not the public regardless of ethnicity, culture, age etc, implement an ongoing 1-2 hr security in and around common public areas especially in the problematic areas, maintenance of street and road signs. Ensuring visibility. Signage around bloodwood spinifex etc are all faded, absolutely terrible... The roads in those areas are also shocking. Is it too much to ask Shire staff that drive a Shire vehicle to be trained to recognise & record problems in public areas, regardless of the department they work in. Be diverse.

Housing availability/industrial block availability. Childcare Services. Antisocial Behaviour. Senior Education.

Housing in disrepair/keeping town cleaner.

Housing in Marble Bar to facilitate business opportunities.

Housing maintenance, roads, anti-social behaviour and more things for teenagers to do.

How the high school can become better.

I believe the Shire needs to invest time and money into making the town clean. Driving into town along Kalgan's is a real eyesore. The amount of rubbish and overgrown weeds does not make for a good first impression. The rec centre looks old and dated. The Beach is also old and needs a lot of attention, a paint job inside and out would make a huge difference and be a lot more inviting. Often, we have been there and the toilets are working properly. The tennis courts and netball courts need to be upgraded. After playing netball in the weekend you can see that the courts can be a potential hazard. ALL of the courts are cracked and not small cracks either. The lighting around the toilets is insufficient and is dangerous for our small children. The lights in the toilets themselves didn't even work. They are dark and dingy.

I feel we need some after school activities for children that like art.

I have recently started an 8/6 roster and am a young single living in Newman, I spend my days off travelling to Karijini and other towns, I don't feel there is enough to do entertainment-wise for the young community in Newman that doesn't involve alcohol. we need more entertainment facilities - cinema, local cafes and shops, markets, Newman club lawn bowls, golf club café, Holey Moley, bowling etc. I basically leave every break because I get so bored in town. This obviously has an effect on the longevity of the town, the younger generation are having more mental health issues and therefore leave town to go FIFO where they have better access to these things - which means there is less desire to reside in the Pilbara.

I think better flight costs, but more so some general presentation of the town and more facilities/shops to make it comfortable/welcoming for new people to move to town. The biggest thing you hear when you say that your moving to Newman is, Newman's a shit hole, who would want to live there".

I think that the Shire should value all the hard work Lisa Ricket has put into saving and sharing the history of Newman. You would never find someone who is so passionate about displaying and sharing these precious history records. The history room had over 4,000 visits in a one-year time frame and as a volunteer there I can say that people coming to the town and past town members found such value in what Lisa had done. Lisa is now looking for a room to display those items to the public - the Shire and BHP should support her in doing this. Also, she has been a valued Library member and book club organiser. Lots of book club member have expressed this and how much it means to them many times. I think BHP or the Shire or anyone willing should support Lisa and in recognising that it is the people of the community that have made the contributions to BHP and the town and that should be honoured. Without that long-term contribution - BHP and Newman would not be what it is

today..... Come on the Shire and BHP - give HISTORY a chance!!!!!!! Lisa has also worked at the Library and is a valued community person working there.....

I think the biggest issue currently we have with the community is anti-social behaviour, to get on top of this though I think we as a community with the Shire need to focus on the kids and the youth. Get them involved with more and their minds elsewhere then benefit the outcome of the adults they become. It's a hard goal to set but I think its achievable. I wish we could also have stricter curfews for kids in our community but I know our police and services are already constantly busy.

I think the Shire is doing a great job. There are some difficult issues that they are addressing which cannot be solved overnight or with a one-off solution. More things to do- (that does not involve sport) for the high school-aged students would be good and may reduce crime. Time zone for example.

I think the Shire need to look at roading in and around Newman and the state of some of these roads. Case in point, Giles Ave where there is a very big dip in the road. Although the dip is signposted, one would have thought that an investigation would have been carried out to find out why there is a dip in the road and then gone about to fix the problem. I also think that there needs to be more engagement with the young people of Newman in terms of keeping the youth active and mind stimulated.

I think there definitely needs to be more day-care options in town especially with so many families moving to Newman to work as of late. Also, affordable flights would benefit the town so much because families would be able to travel more and have family members be able to travel to town more often thus increasing the town's profits.

I understand the Shire faces a unique circumstance compared with some other shires and I am understanding of these challenges. However, I feel the anti-sociable behaviour, theft and property damage that initiate at only a few houses select houses throughout the town (mainly government housing), ruin the culture of the whole town. We rent a house off BHP, I guarantee if we maintained our house to the standard of many government houses throughout the town we would be evicted. How can these houses still be provided to families when the houses are treated with utter disrespect? We have had an attempted break-in at our house over the last year that really changed my perception of the town. If you need specific street names and numbers near to me, I can list them. Last year on this survey I listed 1 Prophecy Place as property for an example of anti-sociable behaviour and since then, this address has been involved in part of a murder and yet it still continues to present anti-sociable behaviour. Even a death hasn't resulted in any change. I walk and go to parks with my children daily and the footpaths are littered with rubbish and broken glass. There is graffiti all over the ground. The older my children are getting, the more questions they are starting to ask and it is getting more difficult to explain to them why littering and graffiti is accepted as normal behaviour in this town. I say 'this town' because when we go on holidays to other towns, the litter and graffiti issues are not present. I feel there are situations within this town that the Shire really needs to lobby against and present to the state and federal government in order for change to be made. On a more positive note, I do appreciate the many initiatives and activities for young children within the community. If some of the above issues were resolved I would recommend Newman as an ideal place to live and raise a young family.

I would love to see some new and improved playground areas for children, possibly a water play area and the aquatic centre. There is very little to do in town with young children not at school during the heat of summer. More child-friendly cafes. Would be great to see the golf course cafe reopened.

I've only been in the Shire for a short time but the main thing I see is the lack of policing and police force. They need more resources and people in the towns so they can do their job.

Improve parks and somehow discourage anti-social behaviour and vandalism in the parks and houses in town. Health needs more funding for hospital and GP staff, encourage hospital managers etc to stay in town, good well-trained emergency doctors living in town, help schools more funding for kids from kindy up... Regulations to help increase the education level to higher standard across the board.

<p>Improve secondary and tertiary education in town. Upkeep and improvement of public play parks and toilets for young children, they are very dirty, equipment is dirty and unhygienic. Grass is very well maintained, including ovals, etc. General tidiness in town, rubbish blowing everywhere. Sidewalks aren't clean and maintained.</p>
<p>Improve the airport. Too small and terrible check-in service.</p>
<p>Improve the business structure where people would like to expand their businesses like mechanical and transport businesses. Also, would like to see a caravan park.</p>
<p>Improve the infrastructure, amenities and overall appearance to attract and retain families to Newman, Tom Price is a good example. The town looks very tired, a revamp of the local swimming pool to accommodate smaller children like a water play area and slides would be a good start. This is a focal point ABC the town during the summer months for the majority of us who are not privileged to have a pool at our house. The Pool series that was broadcasted on ABC TV was a good example on how this can transform small communities. Utilise the Rec Centre for more indoor sports for younger kids to avoid the heat of day and to sustain health and fitness. Reduction of anti-social behaviour would be also good to see as it tarnishes the image of the town.</p>
<p>Improved healthcare and doctors.</p>
<p>Improved medical facilities, keeping town free of rubbish.</p>
<p>Improving the Education system would improve the young people's minds, how they think and act.</p>
<p>In my opinion there is a serious need for better mental health support options in town. I have lived in town a long time and have seen many people turn to drugs and alcohol because there is not enough focus on mental health and they cannot afford to travel to Perth for adequate treatment. When I was pregnant and suffering depression, there was only one person in town who was qualified to help me and unfortunately, he was stretched beyond his limits and I had to seek treatment elsewhere. Housing also needs to be a little more affordable for families who do not work for BHP. With rental properties reaching \$500+Per week it's becoming unaffordable for families to live here long term unless employed by BHP. I love my town and I love the people, I just really wish we had better mental health options and more reasonably priced rental properties. Thank you for your time.</p>
<p>Incentives to live and work here for non-mining employees e.g. teachers Flexibility and services in COVID-19 states of emergency etc.</p>
<p>Inflexible policies Pool staff management being helpful Working with the schools and sporting clubs to allow cheaper usage of facilities</p>
<p>Infrastructure - especially roads.</p>
<p>Infrastructure improvements/cheaper flights.</p>
<p>Instead of indigenous spreading rubbish in the bush is there somewhere they can go. The indigenous housing can be very badly damaged is there a way the housing can be designed differently to prevent damage to the property and potential of electric shocks. Darwin has a water fun park for the community is this something worthwhile.</p>
<p>Just the young kids roaming the streets and people's property at night time - Maybe a curfew to be put in place to protect us and themselves from any trouble.</p>
<p>Juvenile boredom and lack of parental responsibility and drinking alcohol.</p>
<p>Juvenile crime.</p>
<p>Keep communicating with the community getting feedback that is timely/ involve and engage the community.</p>
<p>Keep jobs local / reduce FIFO workers to minimum/ put in place crime prevention programs that engage potential residence who may be susceptible to criminal behaviour.</p>
<p>Keeping families in town many leave at high school. Retention of teachers. Work with indigenous community but with support of other levels of govt. Club support.</p>
<p>Keeping kids occupied, streets/residential addresses tidy or safe and ensuring the town is safe/clean.</p>
<p>Keeping people safe in Newman.</p>

Keeping the town clean n free if alcohol abuse.
Keeping the younger generation busy and occupied to keep out of trouble to make families feel a lot safer in our community. Also fixing out sporting grounds up to have a better playing surfaces as the current state of the football oval is dangerous.
Keeping town looking attractive and clean/improved medical services/better and affordable childcare/cheaper flights/deal with crime and antisocial behaviour.
Lack of activities or options to entertain or engage teenagers that aren't field-sport related. Safety and security of property Health & mental health services.
Lack of childcare availability is the biggest stress for families.
Lack of childcare options in town that meet the needs of the large shift working population. As an option, how the Shire supports the facilitation of solutions to accommodate au pairs (i.e. shared housing or granny flats etc). Education for children particularly high school. How do we retain people in town by improving the high school and career pathways available?
Law and order and anti-social behaviour.
Law and order.
Law and order/upgrade facilities for teenagers and kids.
Less focus on minority programs, and more improving the town as a whole. Stop the division and bring people together as one.
Litter all throughout bushland.
Litter, rubbish and vandalism/care for elderly- health services.
Lobby for cheaper flights/more services for young children, most of the children are aged under 10/better maintenance of parks so that they are kept cleaner and not targeted by anti-social behaviour.
Look at providing more care options for kids/ day-care. Also, before and after school care options.
Looking at the health side of things, maybe more Doctors so it's easier to book an appointment to see a doctor instead of always being fully booked. Also, with how expensive it is to fly to Perth even though we do get it on a residential deal with Qantas, maybe another bus to drive down to Perth on another day instead of just the one day. Also, the electricity bill here in Newman is quite expensive, maybe looking at ways to help bring it down for some of the people who are struggling.
Lucina tree should be declared noxious (other Shires have done this) and get this tree removed/eradicated. Have heard this particular tree is causing concern at Karajini and with waterways.
Maintain ovals for better use for our sporting clubs currently have been in a bad state for over 3 years. Maintain parks and playground, some parks can't be used due to rubbish and broken bottles. People that live in East Newman often left out of letter drops. Footpaths and roads are always full of rubbish and broken bottles at East Newman. Nimingarra Road houses and street was cleaned up but none of the streets behind have had any care given. Rec centre always cancelling classes even before COVID-19 hit, understand it's hard to find instructors sometimes. Armstrong Street is a total mess and the Shire and Department of Housing is allowing people to live in that condition. No one wants to move into this street because everyone turns a blind eye and do nothing about it. Please clean up our town and focus on what's important to make residents feel safe and want to live in Newman.
<b>MAKE FLIGHTS CHEAPER PLEASE!</b>
Make the town look more attractive/provide a proper caravan park/address antisocial behaviour.
Managing antisocial behaviour at the skate park.
Maternity care activities for children. Affordable flights.
Medical - getting professionals to the area (Doctors, Physiotherapists, Speech etc) more often. Sometimes only Telehealth available which is not always satisfactory. Need to budget at the School to cater for disabilities.
Medical facilities and police facilities. Anti-social behaviour needs to be addressed in youth.

Medical facilities.

Medical health is so important, not everyone is entitled to subsidised flights for medical concerns that arise. Retail opportunities - The lack of retail shops available in the shopping centre, is a concern, if there is a place to refurbish for retail you would get basically zero-foot traffic so you would fail before starting. Education - Tutors please are we able to have any government funding to help primary and secondary school students. Residential land size is too small - rural/remote towns why do we have to have Perth average land size around 350m<sup>2</sup> - 450m<sup>2</sup> blocks of land. Please can the current blocks available at the edge of Newman be rezoned to at least be 650m<sup>2</sup> to 800m<sup>2</sup>+ and who can be contacted locally for building quotes, along with Perth based transportable/building companies to be used.

Medical services for town residents. Currently not reliable. Facilities/ activities and locations for the younger residents of Newman. Ages 2-16

Medical services such as the hospital redevelopment. Working on cheaper flights to Perth.

Medical support is poor - no local GPs. Maternity is non-existent. PATS are extremely unhelpful and rude. PATS support in town would be great. High school has bad reputation - more support needs to be provided to improve the high school and address ongoing issues to help keep residents in town after primary school.

Mental health is a big one given the community we live in and the primary industries we work in. A lot of people are away from family and any kind of support network and the facilities to talk to someone face to face rather than on the phone are just not available. Flights being affordable to everyone is another big one. We are isolated enough as it without not having the opportunity to visit family at an affordable cost. I feel this is one of the big reasons people (including myself, a family day-care educator) choose to leave Newman in the first place. I've got no ties to BHP yet my business allowed a lot of parents to go to work and work the required hours, yet I couldn't afford to go and see my family in the 18 months I've been here. It's cheaper to fly to Brisbane than it is to Perth.

Mental health issues the work done so far is amazing but there is still more that could be done toward the issue.

Mental health of young people.

Mental health services e.g. some kind of residential care/cheaper airfares/better health services/antisocial behaviour/keep town clean and tidy.

More affordable retail. Police numbers. Controlling community members to make a safer environment. Forecasts for future development - not easy to get this information.

More and better services for children with special needs.

More appropriate industrial land for businesses/not having residential land near local speedway/more pro-active with antisocial behaviour.

More assistance with getting local, or assistance accessing non-urgent medical care, i.e. speech pathology, paediatricians, chiropractic and physio services, autism and disability support services.

More childcare /more services for after-school care/ cheaper rates for sporting clubs to run the lights.

More childcare opportunities for the town. More up to date medical facilities and equipment.

More Creche staff at the Rec centre gym. I pay for my membership but cannot go because there are no spaces in Creche. So basically, I'm unable to exercise and I'm still paying to access. Opening up another Day-care: We moved to town in March and thankfully we put our name on the wait list just before coming, it's now August and I'm still waiting for placement for my son. My hubby moved here for a job and without day-care I cannot work which is super frustrating because we came here to get ahead financially but we are in the same position as in Perth as I am unable to return to work.

More day-care would be excellent maybe a joint venture with BHP.

More engagement with volunteers in the community, such as SJA DFES SES, our sporting associations and also within the retail sector. These all play a huge key factor in our town but don't seem to have as much attention as the negatives do, our SJA volunteers have been trying to get a new station for years and still haven't been successful - maybe the Shire can help? The community doesn't seem to know

much about how much we survive on volunteers, I think it would be good to have that out there much more.

More enticing things for pre-teenage groups.

More flights and less extortionate prices for those flights. Lower rec centre sports prices.

More footpaths in Marble Bar, so I don't have to travel on the road in my Power Chair.

More for teenagers to do in town - more support for local sporting clubs.

More get-togethers, BBQ in the town park or Pool along with sports for the adults. The Shire getting more engaged with the kids in town, like encouraging the kids to go to school and more activities around the town for the children like sporting events, social events. Marble bar Rec Shed is just full of gaming when the kids should be outside playing sports or having pool comps in the Rec shed.

More indoor or undercover spaces for young children and families to use in the heat. More retail/restaurant opportunities.

More information about planned projects.

More local events, better management of theft and abandoned cars, litter clean up on streets needs to be better.

More overtaking lanes on the Great Northern Highway. The affordability of water and power for non-BHP workers. Running and walking track at Radio Hill has solar sensors lights but two thirds not working. The condition of the ovals, hard to grow grass, but the ground is rock-hard.

More services for teenagers and upwards. Better education, i.e. private schooling. Parents have moved to Perth to educate their children and give them opportunities. Antisocial behaviour. School of Mines - so there's a pathway to improve and learn for everyone so they can upskill and improve. Aviation and affordable flights, and roads - Dual roadway from Perth to Broome in both directions.

Mostly I would love for the town to be kept clean and tidy with more watering to keep Newman green.

My BHP accommodation backs onto Armstrong Way and for the last 17 months, we have had nothing but issues due to noise and general anti-social behaviour. This is my first time living in a remote town so I expected some adjustment but the amount of violence I have seen has been a real eye-opener. We have liaised with BHP and police numerous times and have seen no improvement, I appreciate things may be a little bit different in remote towns but I know for a fact if I was at the centre of numerous complaints due to noise and violence and would have been held accountable by now. I'd urge anyone to take a drive down Armstrong Way any time of the day or night and observe the amount of rubbish that's scattered everywhere and the broken glass, it's a disgrace. Beyond the housing situation I see Newman as a great place to live which the Shire deserves credit for, but I'm really reluctant to commit long term and raise a family when I'm surrounded by such violence and anti-social behaviour.

My biggest concern is the health care facilities and service providers available to Newman residents. The simple task of visiting a podiatrist or dentist for regular check-ups means I have to plan a specific trip twice a year to Perth or Karratha to get the health care I am entitled to as a human being. Not having access to a permanent doctor who knows my medical history and I can build a relationship with is also distressing especially being a female in this community with medical issues that require most often than not immediate attention.

Need to focus on balance and harmony. We need brave and bold solutions to tackle the problems of a growing diverse population. Strengthen medical and dental services. Solve for indigenous housing issues and local conduct.

Need to make the aesthetic town better. Under current leadership grounds around town have really deteriorated. Also need a new indoor play centre for kids and upgrades to parks - Shire has spent very little on parks for kids in recent times and young families it is a priority. Invest more in this area.

New Hospital and bulk bill doctor service with permanent residency doctors ...not FIFO doctors. Remove mining trucks from long haulage from Newman to Port Hedland ...so much damage to my vehicle from rocks falling from trucks on Great Northern Highway and no one is accountable.

Newman East is apparently neglected apart from weekly rubbish collection. Footpaths are full of shattered glasses and rubbish. Stray dogs in Braeside Drive (at least 4) chase kids on bicycles and scooters, a road accident or a dog bite is prominent. Shire has not noticed Newman East looks like another part of the world compared to Newman West or South. Even when you take an aerial view, while West and South looks greener, Newman East looks brown. At a minimum I propose following: 01. Regular sweeping of footpaths to get rid of the shattered glasses. 02. Sell beer only in Aluminium cans- no glass bottles. 03. Tree planting program for Newman East. 04. catch the stray dogs and send to RSPCA or anyone who wants to adopt them. 05. Increase police surveillance in the night and day. 06. More programs to get youth into industry. Are there more opportunities for the kids grow up in Newman to join BHP than the kids grow in Perth..? 07. While Pilbara region brings the most revenue to the country, conditions of lifestyle of the residents does not reflect it..? We live with minimal health, education and social facilities. Have enough pressure given to big businesses to pump some of the profits to the community they operate.

Not a welcoming town - especially for tourists - no caravan parks. Need to look at this. Upgrade the hospital. Cost of a visit to doctor is \$90 - over the top.

Open communication with the community members.

Outdoor courts for netball and basketball state of courts are bearing in being dangerous with cracking etc. Housing in east Newman some of these houses need to be demolished looks appalling.

Parking at the airport should be free for the staff who work there. Foot paths and roads especially near the schools need to be maintained better and clear of broken glass.

Parking charges at the airport for staff, terminal facilities and roads are not smooth.

People loitering around the town.

Poor social behaviour, litter, encourage businesses to advertise other than social media i.e. Facebook.

Pricing on goods and services.

Proactiveness to lift the town image to make it liveable. So many years, Shire houses, facilities, community interaction remained bad to worse. So many mines have developed but Shire remained on town vision. They got the royalty (?) or rental or funds from different companies but there is no visible improvement. After many years the airport has opened a kiosk. But search for drinking facility for the passengers - NONE once you check out. Even the facility before check in miserably poor. Prices of the kiosk outrageously cost prohibitive. \$4 for chocolate, chicken strip and \$10 for a beer bottle - unacceptable. Shire must be charging the shop through roof and they are taking monopolistic advantages. PUBLIC TRANSPORT - Shocking. How many taxis are there in the town. The town looks dead. shopping centre - you go out to buy a shirt - NOTHING. Just an example.

Proper maternity care both pre and post, consistent doctors at the hospital and GP, a review of the high school principal, more child specialists to town.

Property damage, antisocial behaviour. Something to keep the teenagers and young kids entertained or busy or at a place that they're safe, not out roaming the streets and entertaining themselves.

Providing community-based activities that support Mental Wellness and community connectivity, such as creative arts (art, music, photography etc), Men's Shed etc.

Recycling Bike friendly infrastructure. More people friendly and welcoming public spaces. More tourist friendly infrastructure and support. More local produce not from supermarkets Bringing local business- cafes, shops, public spaces, night time spaces and activities other than pubs: cinema, bowling, restaurants, places to be

Recycling facility.

Recycling program to teach kids to be proud of the land. Drug and rehabilitation centre stopping the cycle of abuse.

Recycling. People here are in a bubble. Newman has no environmental initiatives in action at all. Services for children with disabilities. Paediatric support. Occupational therapist. Shade for the skate park so it can be used through summer to help elevated young children offending. Rehab programs for alcohol and substance abusers. Neglect of children. Wider advertisements of programs to

encourage more use of the Youth Centre as a drop-in centre for Youth Centre located beside skate park to create central hub for youth and kids.

Reopen liquid waste facility disposal at the Newman landfill.

Residential doctors so you don't get a different doctor each time you go to sonic. Looking at more day-care options for the community, my son is in day-care at the moment but the wait list for both day-cares in town is over 6 months so isn't viable for new parents/residents. Cheaper flights.

Residential GP can understand and get to know people and their illnesses. Get a heater for the pool to open it all year-round Water park at the pools for the kids no one uses the volley ball court Drive in theatre like tom price. The TV at the square waste of money. Pool parties e.g. floaties in the pool and have like jaws playing etc You need stuff for families to unwind not just a pub. In Newman you live and breathe work when can you just switch off? Also upgrade your darn high school!!! They cater more for the underachievers than the clever kids, teachers have no control or respect from peers and even parents. This will keep more people in town!!

Roads, rubbish, town cleanliness.

Rubbish around Newman.

Rubbish bins up highway OK 70km out of town and rubbish in general - these bins are always full and rubbish on ground - rubbish all around town looks unseemly. The rec centre could cater to people with evening yoga classes and the like I would go but work during class times. Movies later in the evening for adults - not sure if you do as I only arrive in town in March 2030. More choices for clothing and home shopping - for when people arrive in town - also have shops open on Sunday as for many people Sunday is their only day off work. Shopping centre needs a full time cleaner - spills are always on the floor and bathrooms need to be accessible COVID or no COVID.

Schooling opportunities and childcare. It is very hard to stay here and work without access to childcare and after school care.

Seal the road all the way to Marble Bar.

Security and safety in town/more activities for youth.

Service for the young.

Services and places for young children - skate parks/ clean play grounds.

Shire seems very focused on Aboriginal Support but not the wider community. The lack of medical services is appalling and the lack of full-time permanent Doctors needs to be address urgently. The medical facilities in town is substandard and the proposed new general hospital is nothing more than a glorified nursing post. Bring back Full Maternity Services, General Surgical, Chemo Treatments, Women's Health Specialists, Full time residential Sonographer. We should be the main hub of medical services instead of relying on Perth and ad hoc FIFO specialists. The lack of quality and consistent medical care is a primary driver of why so many people leave town. Also, the lack of quality secondary education. Encourage a Private/Catholic School to open to allow for options in education and retaining of our teenagers (\* and their families) in the district for secondary education. Also lobby the Govt to build an Agricultural High School/ Rural College in Newman with a focus on Pastoral Agriculture, Pivot Irrigation and aeronautical. We are ideally situated to support a college and provide opportunities to Local Children to engage in a different educational model. The flow on effect to the community in jobs would be immense.

Shutting down the Palm Virginia community and since these have come into town has caused more anti-social behaviour. Having basic facilities for dental work. Live-in doctors and other professionals. Keep the library open longer i.e. 6pm.

Solar heating for the swimming pool so it can be open year-round.

Some properties are in disarray and are not looked after by the tenants creating huge amounts of rubbish on certain streets like Yanboomah. Trashing cars and houses where alcohol is a big contributor. Something really needs to be done to clean this up for the people trying to have a nice place to live on certain streets.



Specialist medical care, reliable doctors, continuity of care. Support the high school especially in achieving reliable quality staff for their trade training facility. Acknowledgement of the necessity of access to professional mental health services for everyone in the community.

Sports facilities just not about making money and maintain them not like now in poor condition no correct watering on the main Capricorn oval never gets any maintenance on it fences falling down no support to adult sports all about the kids and everything to them free and we get nothing for what we pay for just run done stuff.

Street lights need improvement.

Supporting and promoting new small business opportunities in the town.

Taking care of anti-social behaviour, 3-strike rule back for those in public housing.

Taking ownership of making the town look like a nice place to live. You never see anyone from the Shire picking up rubbish on pathways parks or footpaths. The state of east Newman is horrendous. There are tonnes of rubbish on road verges, spare blocks and alleyways and parks. Why are community groups doing the litter run the only active people taking interest? The kids' youth centre is a poor design and has limited operating times.

The 3 mentioned above I feel are your biggest issues at this stage. Anti-social behaviour, the lack of medical services and children's services. I don't know how long it's been since we've had a residential speechie, we no longer have a school nurse, we only just have a residential doctor again - it's all a bit of a joke. The lack of after school care and day care in town is terrible. School holiday programs are non-existent for those under 10yo.

The amount of destruction/damage caused by vandals in town. The lack of punishment for repeat offenders is very frustrating to say the least.

The cost of flights, improved rec. facilities e.g. heated pool.

The crime in Newman and the state of some of the properties is making people leave and/or not want to stay. And unfortunately, it is often the people who are willing and able to invest their time, skills and money that are not sticking around. This goes hand in hand with anti-social behaviour. We need more mental health support for our young people in town as well as parent who are far away from support networks and often working long hours. The domestic violence, especially in our Aboriginal community, needs to be addressed. Campaigns to make people aware that this is not acceptable and making people aware of ways to get out and get safe would help. Also, these perpetrators need to face real consequences.

The Crime, I have lived in the Pilbara over 10 years and Newman has one of the worst reputations. Sadly, people don't get to know how great this little town is until they are here and living in it. People don't report enough and our police are too busy and under pressure. They do a great job but they need more support. I think it's a great opportunity for the Shire to bring in a Security Grant for the towns where you will assist people in setting up security systems (cameras etc.) and work in with the companies that have housing to get it into as many houses as possible so people feel safer both personally and with their belongings. Having this about WILL help reduce the crime rate and make people feel safer about moving to town. Youth - We live near the main oval, nearly every night there are youth walking the street. To combat this can we not have a youth centre that is open 24 hours with support, a safe place to go to hang out or even to have a meal and a bed to sleep in with assistance and programs where they have mentors that can help and provide guidance. Men's Mental Health - We NEED something that supports our men and their mental health. A place that assists with issues such as substance abuse, domestic violence and depression.

The crime.

The damaged housing is still very bad here. Need to hold owners accountable to repair the houses or knock them down as they are a terrible site on Nimingarra etc a real shame when you drive into the town to see that. Also would be good to do something for the land as you enter town maybe build a bigger camp for mines they are 300-400 rooms short every shut down Also a developed camping area for travellers I don't think that the carpark is suitable Last one the Newman club needs to get the

bowling and club back up in running , great family activity on Sunday bowls and could do a great child care facility there we are needing more of this also.

The damaged properties- Homewest or whatever they are called should not be allowed to leave the properties in the state that they do. Flights for res Industrial land - rents in industrial are killing small business and forcing us to consider leaving. Price of power here is insane and we have no choice.

The gap between the white and Martu's quality of life is too great. Obviously, the Shire isn't responsible for all of this but the Shire could do more. To start with some of the practices at Celebrations are unethical. This could be addressed in consultation with the police. Secondly, the housing arrangements in Parnpajinya and areas of east Newman are full of hazards, which in consultation with BHP, the Shire could fix. Finally, the Shire could encourage PAMs (especially considering the amount of funding they've received) to address the large amounts of low acuity medical problems that tie up police, burnout volunteer ambulance staff and clog up the hospital. You're doing a great job, but these areas are in need of more work.

The only issue we believe affects us daily in town is the state of footpaths and alley ways for my children riding to school. As a working family the kids have to get themselves to and from school every day. Certain streets the children are having to ride through or around glass and debris and small aggressive dogs chasing them.

The parks cleaned every morning, more shire operated facilities, the Shire do not run the beach or have any involvement in the beach and should get people to run it so it is open always. ore sporting facilities run by the Shire gymnastics, football, soccer, netball, indoor play centres, kindy gym needs to be better, we only have pubs to drink at. we need more movies indoor and outdoor at a reasonable time as well. the lighting on paths is nothing and getting worse around town. The town is disgusting and needs a massive improvement with the cleanliness at the parks the graffiti the housing issues with the Homeswest houses. maybe making the town closed will be fresher and a better environment to live. more housing out at the communities and less alcohol premises. Anti-social behaviours is disgusting, we need better health care, we can't have regular check-ups or keep families with special needs due to the very poor health care. Make Newman family friendly and clean.

THE SHIRE NEEDS TO ATTEND TO THE HOUSING ALONG THE ENTRANCE TO THE TOWN. IT IS DISGUSTING. OWNERS HAVE LOST MONEY DUE TO DAMAGE. ANTI SOCIAL BEHAVIOUR IS TERRIBLE AND THE POLICE HAVE NO 'MUSCLE' TO HELP. THERE IS NO CARAVAN PARK, AND HASN'T BEEN FOR YEARS. I KNOW THERE IS A PLAN IN PLACE BUT HOW LONG WILL THAT TAKE? THE SHIRE ALLOWED BHP TO RIP OFF THE TRIBUTE GROUP WHO HAD THE PARKS - YOU SHOULD HAVE HELPED THEM INSTEAD. I'M SICK OF THE RUBBISH AROUND THE TOWN.

The Shire needs to remember that not all residents work for the mining companies. Gym and pool membership are free for these FIFO people and discounted for the employees of BHP, but the residents have to foot a rather large membership fee to attend, doesn't seem to make sense or have an effect of encouragement to be a member. Even as a rate payer/property owner there is no compensation or relief in the form of a discount.

The solar powered lights on walking/running paths through town are never all functioning, often long stretched are out of service. A simple means to pinpoint report defective lights could be useful.

The state of the housing and rubbish left by the local aboriginal people. The alcohol abuse on the streets, in the parks, on the side of the roads is confronting and would not be acceptable in the city so it shouldn't be acceptable in a small town. More overtaking lanes between Newman and Port Hedland for a safer journey. Overtaking caravans and road trains is very stressful and there are very limited opportunities to overtake, sometimes trusting the indicator of a truck driver is the only way to overtake.

The street lighting in our local area has poor lighting at night and around walkways and parks. Need more medical services for women like gynaecologists. Improve high school education, they need a bigger and better high school as well.

The town and the destroyed houses and the all run Down houses the mess from houses onto the street. creating an unpleasant place to live. The town looks a mess. The main road is not a good entry point for visitors and travellers coming into town.

The town centre should be better maintained and more vibrant. Free markets on movie nights etc. more markets and cheap/free retail opportunities to encourage buying local. The edge kitchen should be cheaper or offer it out free for the first 5 uses. Refurb retail spaces encourage more businesses like ice-cream shop and fish and chip shop. It's too expensive to start a retail business in town. Better health facilities for kids. Improve parks and the beach is very dated (could use a re-vamp). Need more to do for kids from 3-6. Also, there needs to be more to keep the 8-12 crowd entertained as these seem to be the age of the kids committing petty crime.

The town needs to be inviting to attract people to want to come to live and work here and for businesses to move to town. Anti-social behaviour, litter and the general unkempt state of the place does nothing to entice people to come to town. In years gone by rangers played a more active part with regard to this. Perhaps this could be something that could be looked. The onus does not squarely lie on the Shire however, someone needs to take the reins and be proactive about the issues! The Shire currently spends money on litter pickup, perhaps this money could be utilised to address the issues of education around littering, or rangers could be utilised to supervise members of the community doing community service to collect litter and improve street appeal, rather than the said offenders going to the Martu Farm for their community service!

Theft and property damage have increased dramatically in the past few years or so.

Theft/Anti-social behaviour and the amount of littering/rubbish around the town by certain residents.

There needs to be more things for people from single to partnered to families to do in the Newman area and especially for the youth as this would help prevent them from doing the wrong things and also make Newman a more family friendly town that has multiple things to do that are fun for families.

Things for young people to do.

This is a tester survey.

Upgrade the Marble Bar Swimming Pool It is unacceptable to empty the swimming pool two winters in a row on the premise of it being repaired or refurbished. This needs to be addressed and actioned immediately. Marble Bar Gym and Rec Shed Both the Marble Bar Gym and Rec Shed are underutilised. I would like the Shire to consider moving the gym equipment to the rec shed. A more effectively controlled climate should result in more memberships being taken up especially by those requiring equipment for rehabilitation.

Upgrading the Arts Centre to a multi-use community venue, with proper seating for three hundred to 500 persons so decent live shows can be brought to town. Also make it a movie venue as well that possibly local corporations could sponsor movie nights out of the cold or excessive heat and flies.

Use and do up of existing facilities. More activities for youth - sports keep youth busy during all sports season, footy season giving youth from low-income households something to do for free, however at other times of the year crime goes up due to youth being 'bored' and having nothing else to do. Other sports programs that are run by the community for free have helped with targeting the youth population.

Vandalism, theft and damage to property and filth in public places.

Watering hole maintenance roads, access, fire management.

We need a better and bigger hospital facilities, surgeons, specialists and a place for mothers to give birth.

We need to address the cost of flights to and from Newman, even with the residential flight discount with Qantas if you have a large family the cost is still too high. When compared to local flights in the Eastern States we are still heavily overpriced with both airlines. The Shire also needs to address the antisocial issues with state housing in town, the condition of some house (lived in houses) are substandard for living conditions, the Shire should be more involved with the Department of Housing

to ensure that the conditions of these houses meet minimal health and hygiene standards and could possibly be involved with other authorities ( Department of Health & Department of Communities) in town to deliver educational sessions to the occupants on how to live hygienically. The conditions of these house are not acceptable and the Shire should be more actively involved to address the issues as these houses are still part of their Zone and shouldn't be ignored.

Why a large amount of Shire counsellors prefer to be FIFO and not live in our town. It should be a pre-requisite that they live in the towns they represent.

Why does the Shire not follow through with issues that I report in this area? They do not look into houses in our area that are vandalized and are fire hazards!

Would love to see a more permanent specialist team to assist the children of Newman that have additional needs, or a diagnostic team that made regular trips to Newman.

Youth activities to combat antisocial behaviour.

Youth anti-social behaviour curfews. More medical facilities, aged care and mental health.

Youth engagement and road safety along Welsh Drive, plus indigenous engagement opportunities for all ages.

Youth opportunities Employment opportunities, affordable housing.

Youth strategy.

## Other areas of advocacy requested:

**Q10. Here is a list of services and activities where the service levels could be improved. Which 3 do you feel are the most important for the Shire of East Pilbara to be lobbying State and /or Federal Government to improve? -**

Activities for 18+.

Alcohol abuse issues/providing women's shelters.

Bituminise the road MB to Newman via Nullagine.

Change the arrogant, racist culture of BHP workers and families. Create a visibly beautified community where everyone feels welcome.

Cheaper Rec centre membership for sports like basketball.

Child Care.

Childcare for new parents who can't work because the waitlist is 6 plus months.

Cleaner environments, Lots of glass and rubbish around the community.

Cleanliness of the town.

Creche at the gym & Day-care being available.

Disability Access, e.g. footpaths.

Disability services.

Foot Paths, stray dogs.

High school.

In house parenting programs where the service works alongside the parent and provide referrals to other services.

Indigenous Affairs and Reconciliation.

Less government red tape for small business.

Lots of rubbish in and around the town And I mean LOTS.

Marble Bar Gym and Swimming Pool.

More day-care with longer hours so both parents can work.

More parks, family-minded enjoyments, Indigenous artwork and history, more pathways, street improvements, lookouts close to town to view surround areas, close family area picnics.

More Police in the town.

Pathway lighting maintenance.

Providing care for children under school-aged and before and after school care.

Residential land and builders.

Social services for adults, i.e. Newman club lawn bowls, golf, cafes, cinema etc

Sporting Ovals support.

The ambulance service needs more funding.

Tourism.

Travel to Perth for medical appointments is okay. But the cost of accommodation, meals and transport is high. Very small reimbursement not means-tested. This should be looked at. Limited places at aboriginal hostels but these are not close to shops.