



Shire of Quairading Community Engagement Report

(FINAL)



Major Strategic Review, May 2017



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INTRODUCTION

Background

The Shire of Quairading has included extensive community engagement as part of its major strategic review. The purpose of the review is to reset the Strategic Community Plan and Corporate Business Plan, as well as the key informing strategies (Long Term Financial Plan, Asset Management Plans and Workforce Plan). Community engagement provides vital input to the Council when making decisions on priorities and plans.

The first engagement was a “30 under 30” project with youth aged 12 to 27, comprising an online survey and face to face youth forum in June 2016. The survey participants were mainly high school students. The forum attendees were mainly in the 18-30 age group. There was also a forum/sundowner with businesses held in October 2016.

Next there was a series of community engagement activities in February and March 2017. One component was a community survey administered mostly online. Some paper forms were completed where participants preferred hard copy. In addition, three drop-in, two hour sessions were held with members of the community, supplemented by further prioritisation boards being completed subsequently.

Separate engagement with Noongar elders was also undertaken.

The total number of participants (approximately 160) exceeds the Department of Local Government and Communities’ minimum community engagement threshold of 10% of the population¹. This report presents the findings.

Summary of Key Findings

Economic development emerged as a key priority for the community in both the survey and the drop-in sessions, as well as among businesses and the “30 under 30” group. Residents want thriving businesses that are able to provide employment to existing residents, retain young people in the Shire, and attract new residents. There was also strong interest in improving medical facilities/services in the Shire, particularly full-time doctors who remain in the Shire over the weekend. Businesses involved in the engagement process were highly focused on economic development, particularly light industrial area development. Furthermore, youth were very concerned with economic development, identifying the lack of job opportunities and the consequent lack of critical population numbers as major issues.

Residents were mostly satisfied or very satisfied with the Shire’s overall performance in delivering its services (71% in the online survey). This is a very good result. Areas of improvement centred mostly on improved roads, particularly rural road maintenance,

¹ The guideline states 10% of the population or 500 whichever is the fewer.

drainage, economic development, and medical services. These are all areas where there is a significant gap in the rating of the Shire's current performance compared with the importance awarded by residents to each of these service areas. Additional areas of improvement include services for youth (36% satisfied/very satisfied) and consulting with the community about key issues (52% satisfied/very satisfied). Furthermore, although a large proportion of residents were unable to answer this question (29% don't know), only 38% said they were satisfied/very satisfied with services available for Noongar in the Shire. The level of "don't know" responses to this question is possibly revealing in itself.

Residents were generally supportive of continuing collaboration with the neighbouring Shires of Tammin and Cunderdin (66% support/strongly support).

The community consultation drop-in session closely mirrored the findings of the community survey. Participants' vision for the Quairading of 2027 focused mostly on a strong and prosperous economy, a vibrant community, a thriving, full school and good infrastructure with appealing streetscapes attractive to residents, tourists and visitors. Participants were willing to invest in making Quairading a better place, choosing to prioritise additional spending on economic development activities, health and medical services, and roads/infrastructure.

The "30 under 30" participants also rated Shire services and highlighted performance gaps. The young people were generally happy with most Shire services and felt they were important and the service was great as is. However, the Golf Club, the Youth Centre, and the Community building had the highest proportions of respondents to the youth survey who stated that the service/facility is important and that it needs improvement.

Summary of Community Priorities

Quairading residents see economic development as a top priority for the Shire, along with improved and well maintained roads, and greater availability of health/medical services. Economic development activities that would attract new business to the Shire, would also achieve the community interest in keeping young people in the Shire, another key priority. The survey gave residents the opportunity to choose the single most important priority. Of those who answered this question, the highest number of residents mentioned roads (8) followed by health and medical (5) and youth (5). Youth and cultural identity/awareness were the top Noongar priorities.

Businesses were more specific in their interest in economic development, namely in light industrial area development, as well as wanting improved signage and WiFi. Furthermore, the "30 under 30" group was very interested in being involved in the development of the light industrial area. This group also called for improvements in facilities for youth, such as sporting facilities and a youth centre as well as a better/bigger library. They were also interested in festivals/events and activities for young people to keep them in Quairading and eliminate the perception of "nothing to do in town". Improved sporting and recreation facilities was also a high priority for the community at large.

The table below summarises the top five community priorities identified in the various community engagement activities. Note that the survey contained three ways to identify priorities (unprompted, prompted, and the single most important priority).

Table 1. Summary of highest community priorities

Community Survey			Community Drop in Sessions	“30 Under 30” Forum	Business Forum	Noongar “Have Your Say” Workshop
Unprompted: top priorities over next 3 years	Prompted: top priorities over next 3 years	Unprompted: most important improvement	Prompted: where would you spend more?	Unprompted: make Quairading more attractive to young people	Unprompted: highest priorities	Unprompted: highest priorities
<ul style="list-style-type: none"> ▪ Economic Development Initiatives ▪ Roads, Footpaths and Drainage ▪ Health and Medical Services ▪ Parks, Playgrounds, Ovals and Reserves ▪ Attracting and Retaining Youth 	<ul style="list-style-type: none"> ▪ Improving road maintenance ▪ Attracting new business into the Shire ▪ Keeping young people in the Shire ▪ Improved health services ▪ Attracting new residents into the Shire 	<ul style="list-style-type: none"> ▪ Roads ▪ Health Care ▪ Youth ▪ Community consultation ▪ Customer service 	<ul style="list-style-type: none"> ▪ Economic Development Initiatives ▪ Health and Medical Services ▪ Roads, Footpaths and Drainage ▪ Recreation and Community Centres ▪ Parks, Playgrounds, Ovals and Reserves 	<ul style="list-style-type: none"> ▪ Industry and employment strategy ▪ Community playground/All year-round park ▪ Ski Lake ▪ Public Transport/Taxi service ▪ Festivals and events that appeal to locals and visitors ▪ Large community noticeboard <p>Notes: (i) a smaller community noticeboard has since been installed under the town clock (ii) see also the youth survey results pp. 31/32</p>	<ul style="list-style-type: none"> ▪ Light industrial area development ▪ Main highway signage ▪ WiFi in the CBD/Caravan Park ▪ Childcare five days a week ▪ Professional business training 	<ul style="list-style-type: none"> ▪ Youth ▪ Cemetery ▪ Badjaling ▪ Groves Reserve ▪ Housing ▪ Tourism ▪ Schools ▪ Doctors/Health

PART ONE: COMMUNITY SURVEY RESULTS

A total of 82 community members responded to the Shire of Quairading community survey between 20 February 2017 and 10 March 2017. The number of responses to each question varied throughout the survey. 69 respondents completed the whole survey.

Rating of Importance of Shire Services

Residents were asked to rate a series of Shire Services in terms of their importance to making the Shire an ideal place to live.

The chart overleaf (Figure1) shows that residents awarded the four highest importance ratings to Medical Services, Roads, Bushfire Control and Customer Service. These four services were given an importance rating of 9 out of 10 or higher. The lowest average importance ratings were given to Noongar Development, Library, Visitor Centre - Old Railway Station, the Community Gym, and Animal Control/Ranger Services, which were given ratings of 7.3 or lower.

The ratings indicate that all services are valued by the community (6.8 out of 10 or higher).

Rating of Shire Performance

In addition to asking residents to rate services on their importance, residents were asked to evaluate the Shire's performance on delivering these services. The Shire's performance received the highest average ratings for the Caravan Park, the Swimming Pool, and Bushfire Control, tied equally at 8.6 out of 10 with the child care centre and the community gym (see Figure 2).

Figure 1: Rating of Importance of Shire Services

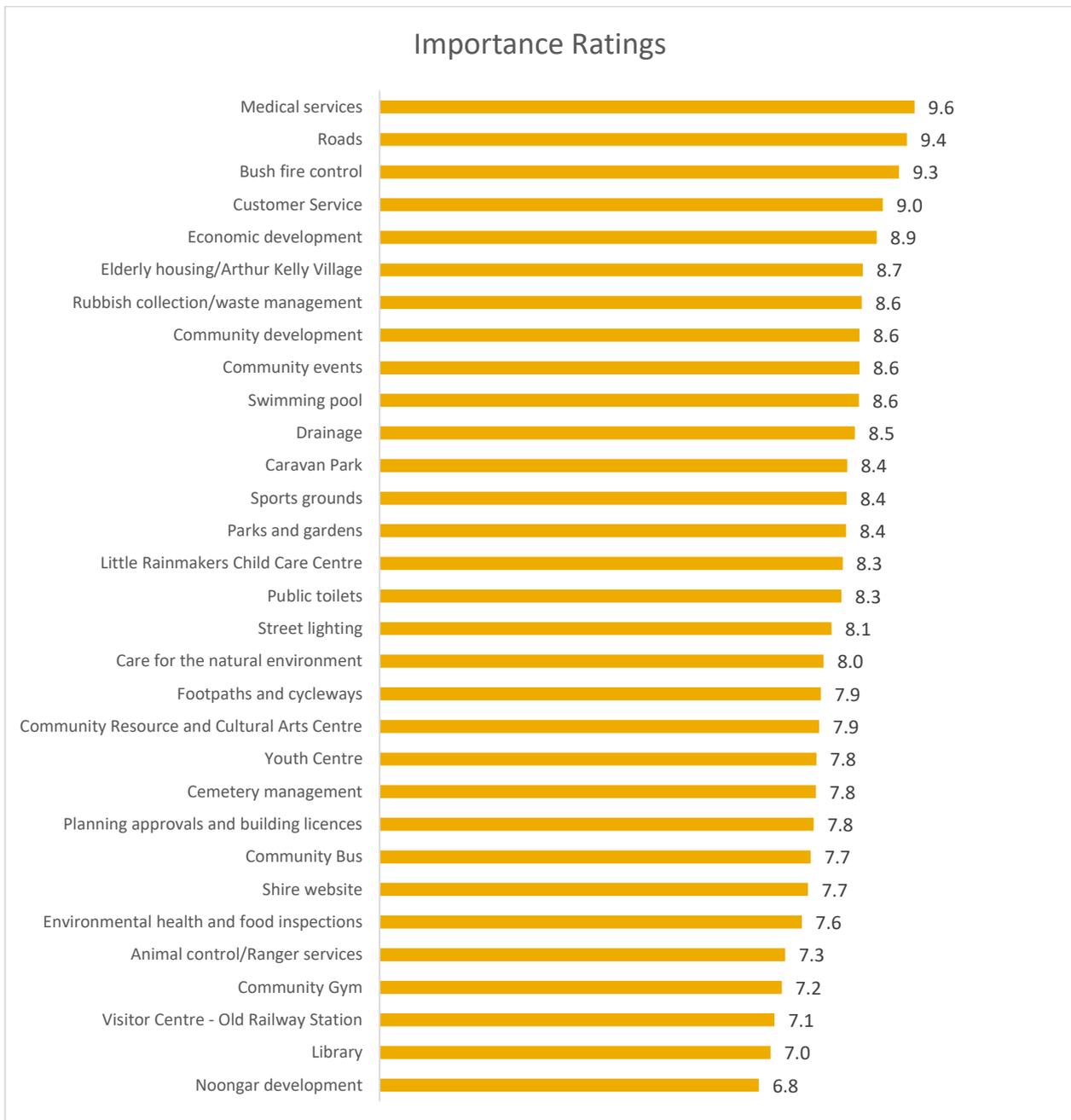
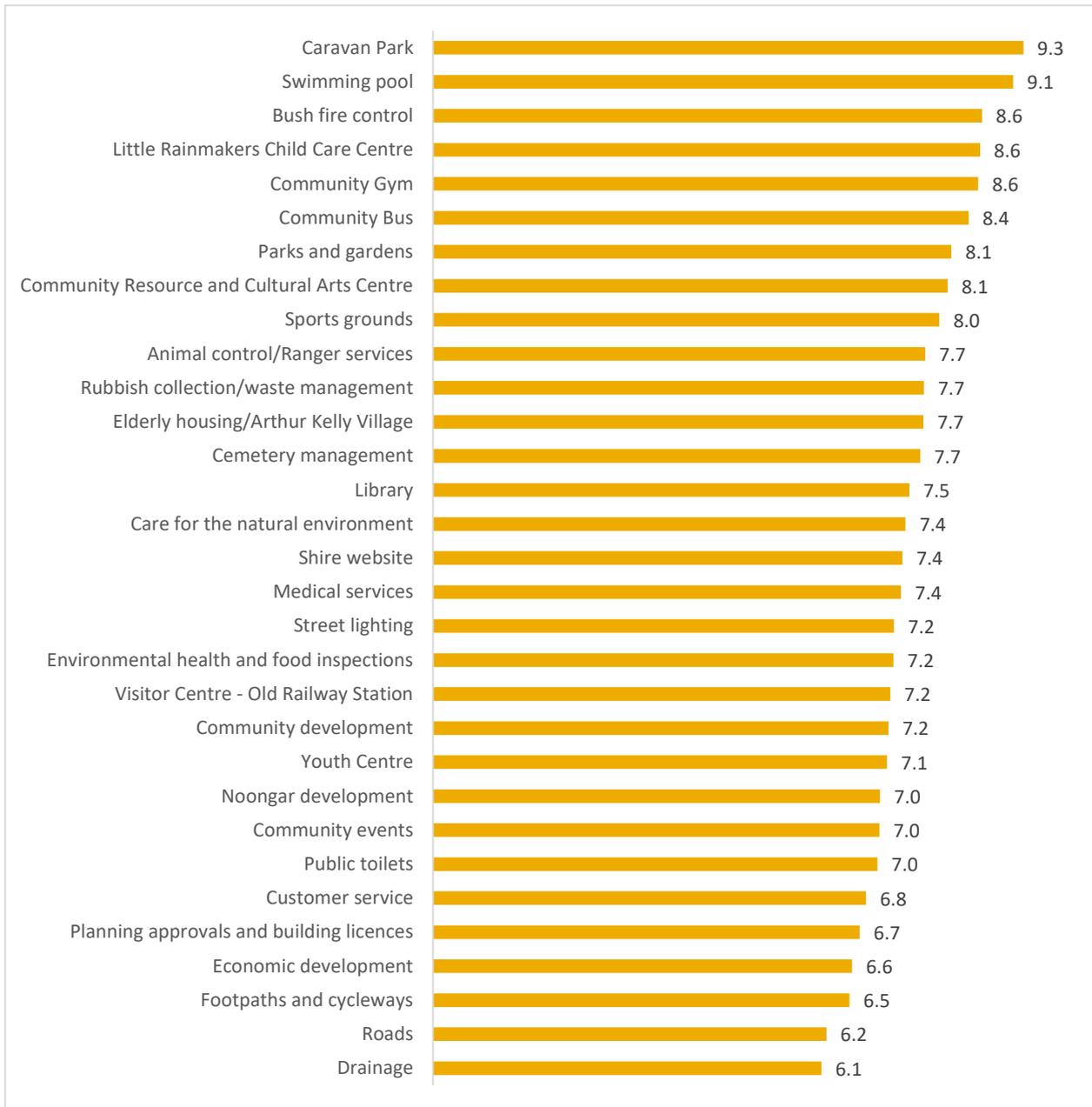


Figure 2: Rating of Shire Performance

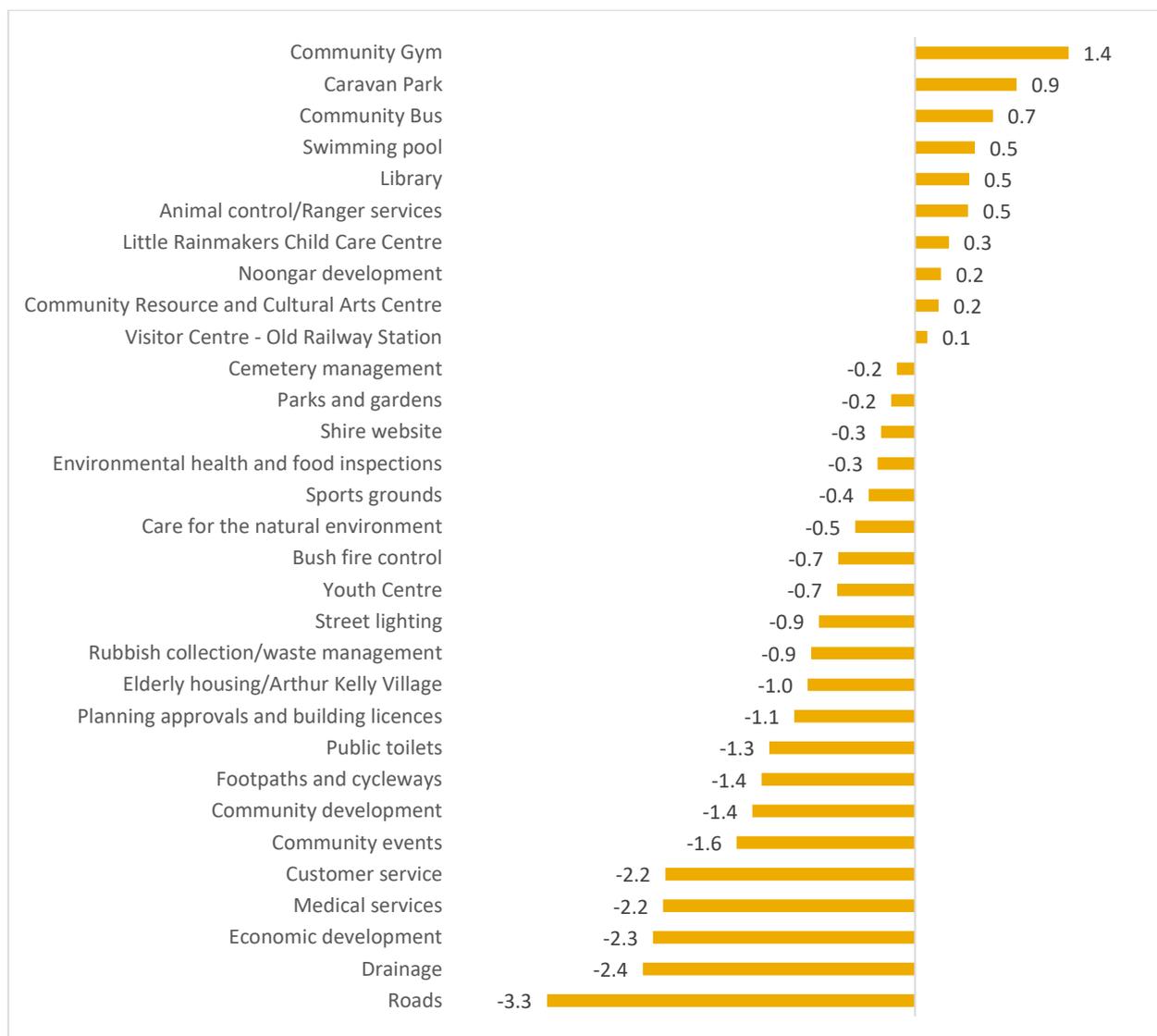


Service Importance-Performance Gaps

Comparing the rated importance of a service to making the Shire an ideal place to live with the rating of the Shire’s actual performance on delivering this service helps to identify any areas that need increased Shire focus. For example, medical services received an average importance rating of 9.6 out of 10, and an average Shire performance rating of 7.4, signalling a performance gap of -2.2.

The survey shows that the Shire is performing better than community rankings of the importance of the service for the Gym, Caravan Park, Bus, Pool, Library, Rangers, Child care, Noongar development, Community Resource Centre, and the Visitor Centre. Performance gaps appear for the remaining Shire services, with the most prominent service delivery gaps being Roads, Drainage, Economic Development and Medical Services, and Customer Services, all of which had a gap of 2 points or higher.

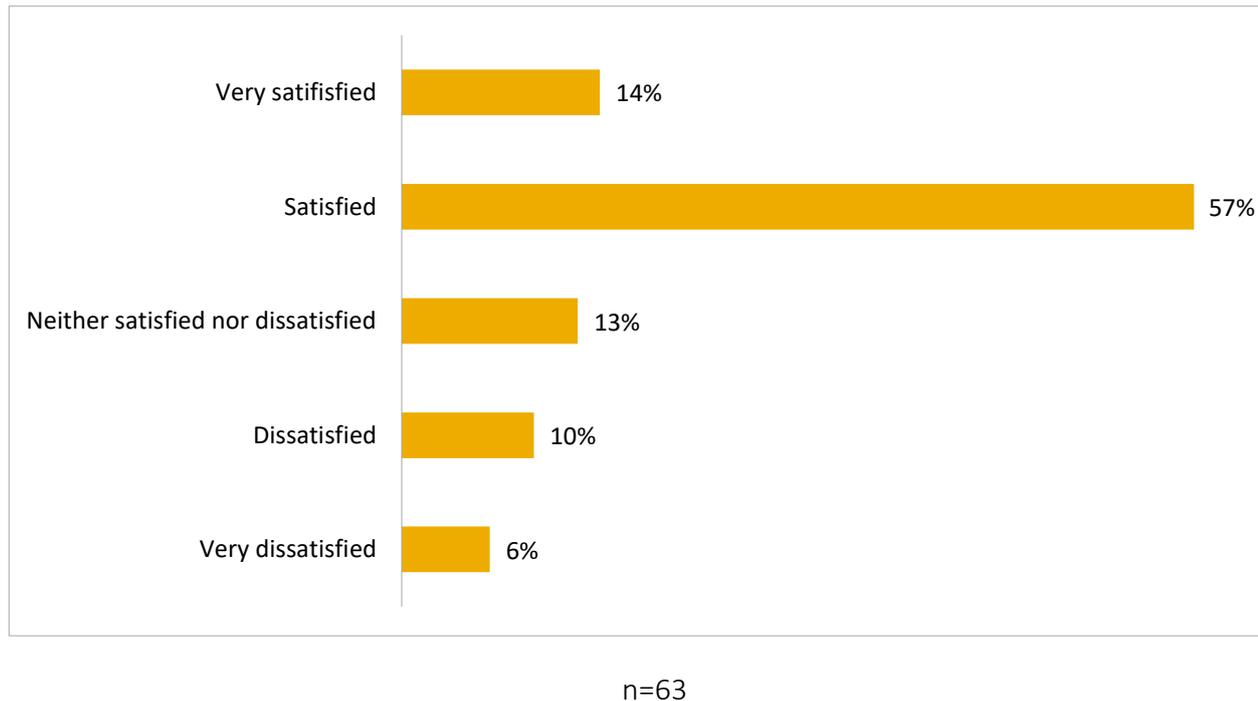
Figure 3: Service Importance-Performance Gaps



Overall Satisfaction with the Shire of Quairading's Performance

In addition to rating satisfaction with individual services, residents were asked to provide an overall rating. Shire residents were mostly satisfied or very satisfied with the Shire's overall performance (71%), which is a high overall rating. Only 16% of residents indicated they were dissatisfied, or very dissatisfied with the Shire's performance.

Figure 4: Overall Satisfaction with Shire Performance



Shire Priorities over the next five years

Participants were asked to nominate the Shire's top three priorities without any prompting. The table below shows all the areas mentioned. There is a large variation in the number of mentions between the top ranking four priority areas. Unprompted priorities were heavily focused on economic development activities which included attracting new businesses and new industries into the Shire, and encouraging tourism and job creation. Roads were the next area of greatest spontaneous mention by survey respondents, followed to a much lesser extent by health and medical services.

Table 2: Unprompted priority areas

Priority area	Number of mentions
Economic Development Initiatives	39
Roads, Footpaths and Drainage	28
Health and Medical Services	15
Parks, Playgrounds, Ovals and Reserves	10
Attracting and Retaining Youth	8
Children and Youth Services	6
Infrastructure	6
Customer Service and Communication	6
Bringing Young Families to Town	6
Aged Housing/Care	5
Staff Productivity, Motivation and Efficiency	5
Recreation and Community Centres	4
Railway Line	4
Reduce council costs	4
Community Development Activities	3
Events	3
Education	3
Art and Culture	2
Airstrip Sealing	2
Caravan Park/Tourist Facilities	1
Emergency Services	1
Seniors Programs	1
Noongar Programs	1
Swimming Pool	1
Mobile coverage	1

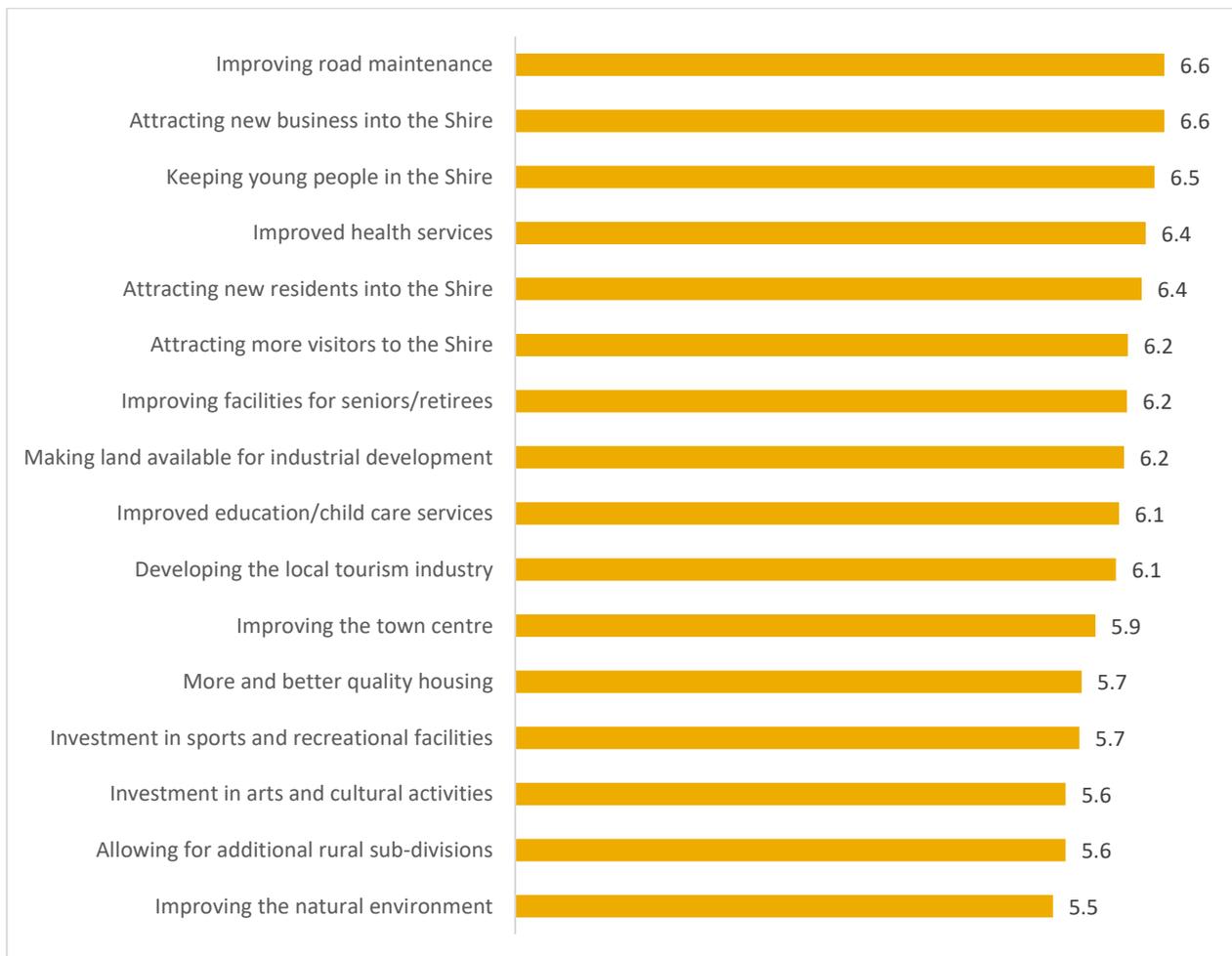
Prompted priority areas

The survey then presented a list of specific areas and asked residents to provide a rating of the extent various areas were a priority for the Shire in the next five years. A rating of one meant the area was not a priority at all, whereas a rating of 10 meant the area was of a very high priority.

The chart below shows that improving road maintenance, attracting new business into the Shire, and keeping young people in the Shire received the highest priority ratings. These were followed very closely by ratings for improved health services, and attracting new residents into the Shire.

Participants awarded the lowest priority ratings to improving the natural environment, allowing for additional rural sub-divisions and investment in arts and cultural activities.

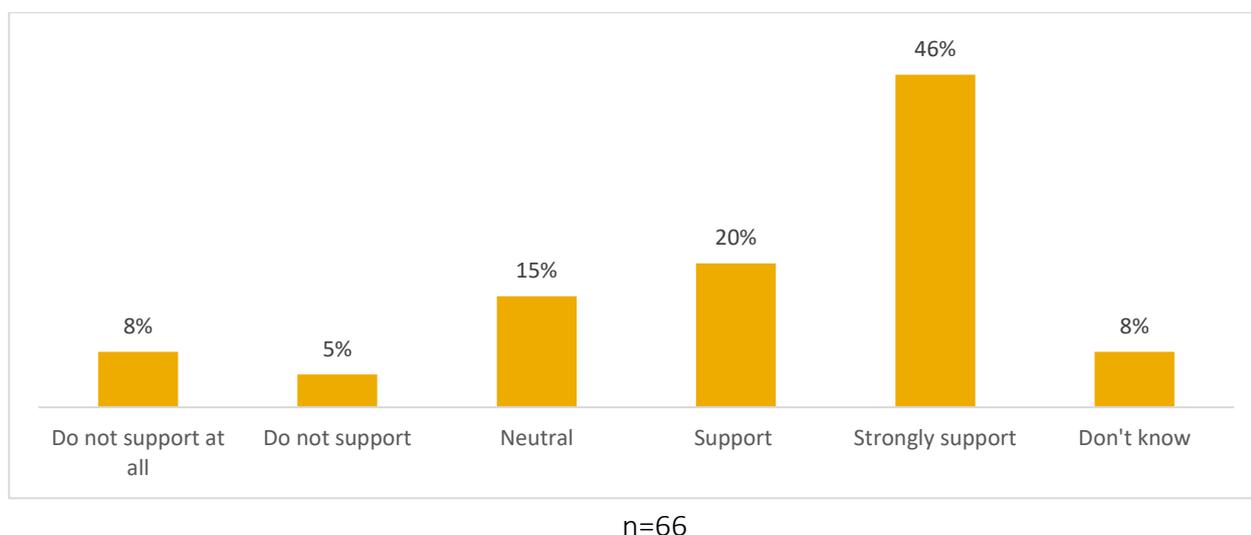
Figure 5: Prompted Priority Areas



Community Support for Continued Collaboration with Neighbouring Shires

Participants were asked to indicate the extent they support the Shire of Quairading's collaboration with the two neighbouring shires of Cunderdin and Tammin to improve services, productivity and efficiency. The chart below shows that almost half the Shire's residents strongly support continued collaboration, and only 13% do not support this collaboration.

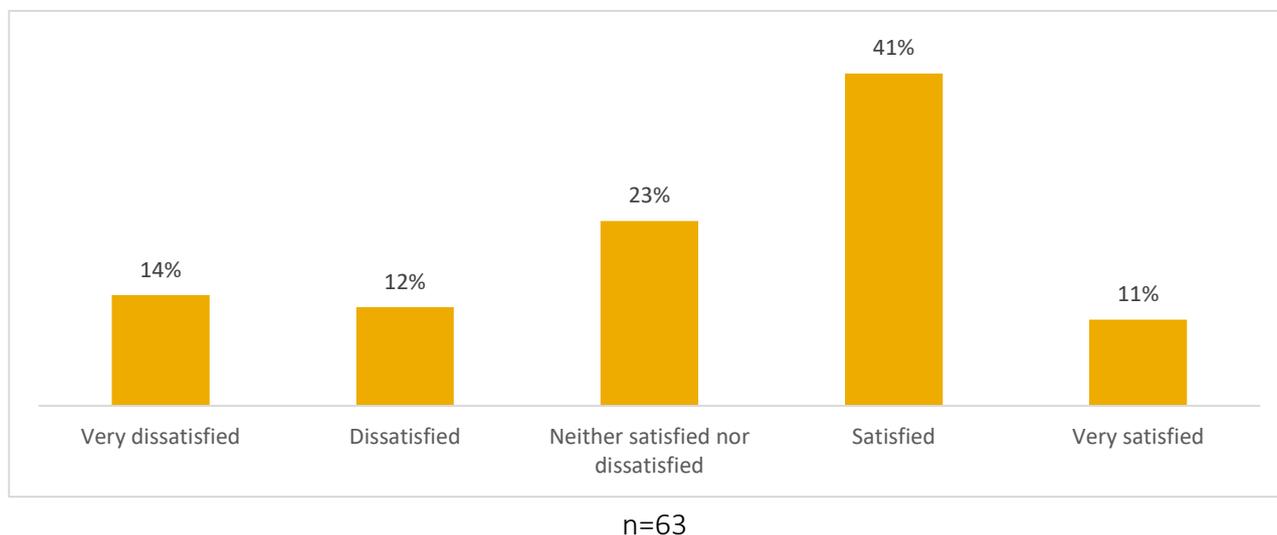
Figure 6: Extent of support for collaboration with neighbouring Shires



Satisfaction with Community Consultation about Key Decisions

The survey findings show that 52% of residents are satisfied or very satisfied with the extent the Council consults with the community about key decisions (Figure 7 overleaf). While almost a quarter were neutral, just over a quarter of residents were dissatisfied or very dissatisfied (26%).

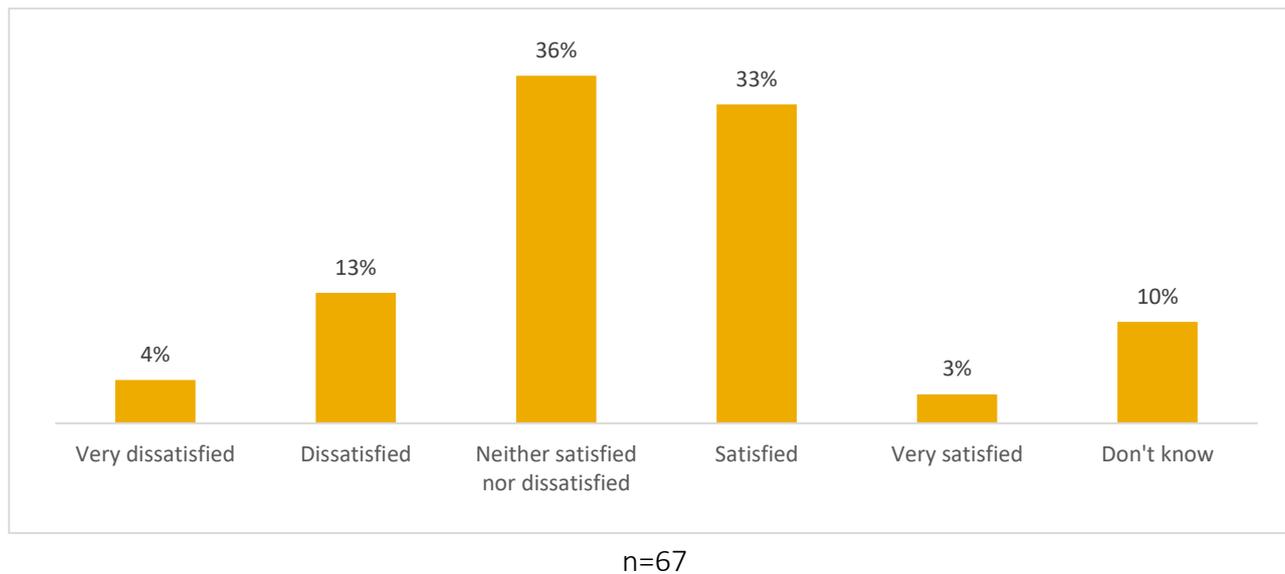
Figure 7: Extent of satisfaction with community consultation by Council



Satisfaction with Programs and Facilities for Youth

36% of residents stated they were satisfied or very satisfied with the programs and facilities available for youth in the Shire. An equal proportion was neither satisfied nor dissatisfied. 17% were dissatisfied or very dissatisfied and 10% of respondents said they didn't know.

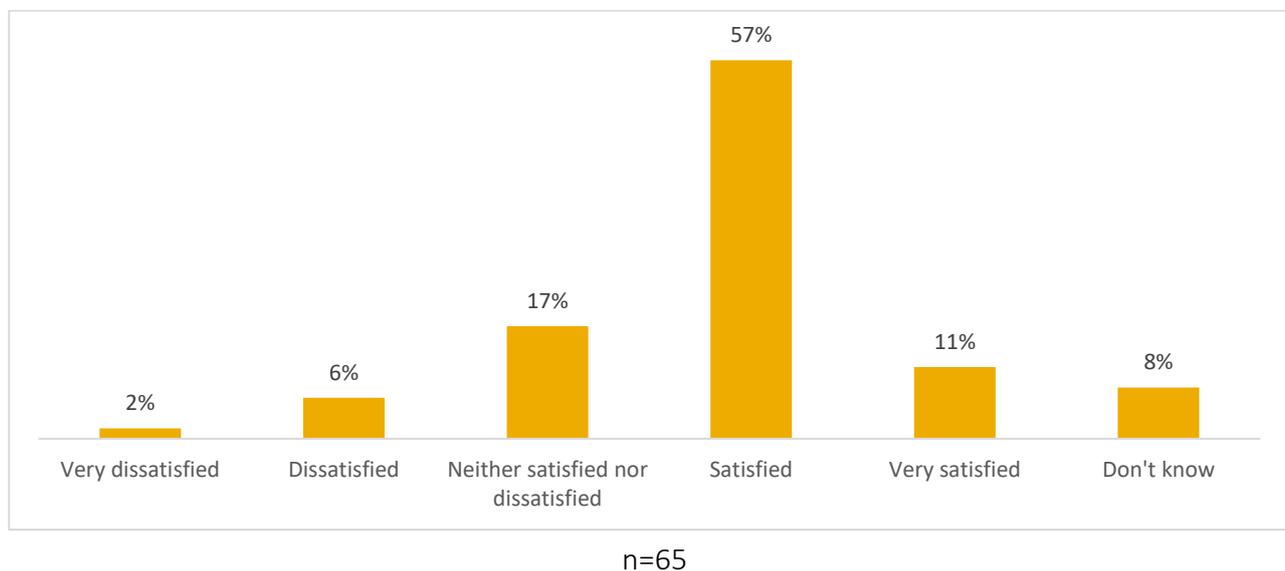
Figure 8: Extent of satisfaction with youth programs and facilities



Satisfaction with Programs and Facilities for Seniors

In comparison with their opinion of youth services, residents were much more satisfied with the programs and facilities available for seniors in the Shire, with 68% stating they were satisfied or very satisfied, and only 17% saying they were neither satisfied nor dissatisfied. Dissatisfaction was also a much lower at 8% of residents compared with the 17% who were not happy with youth services.

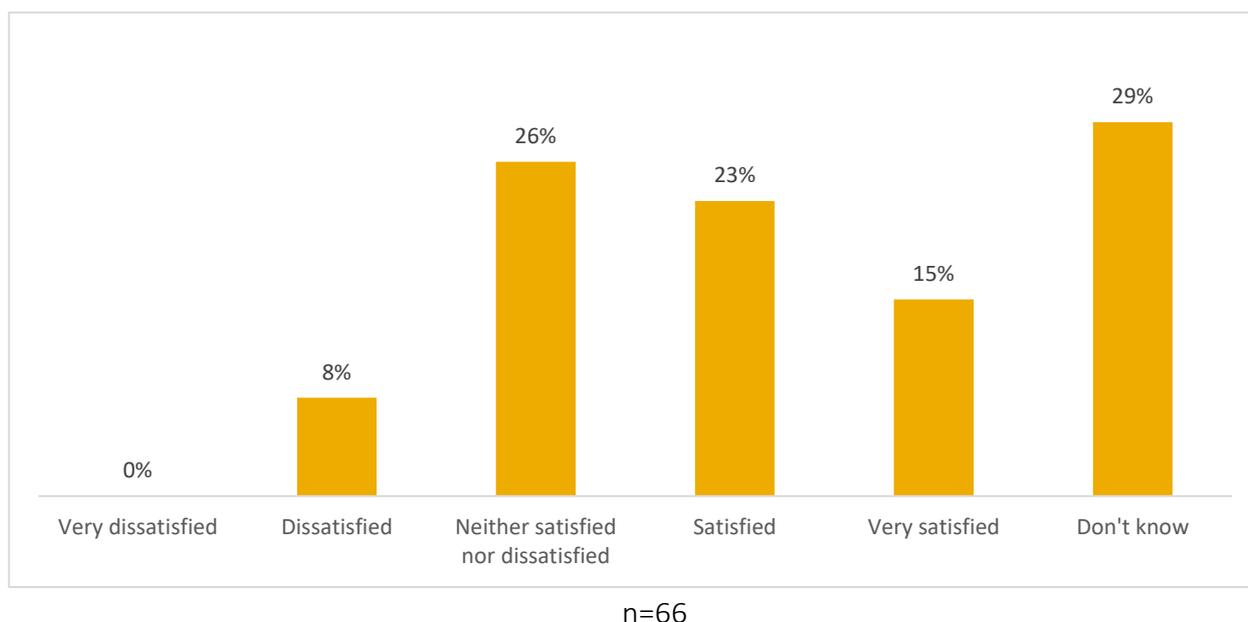
Figure 9: Extent of satisfaction with seniors' programs and facilities



Satisfaction with Programs and Facilities for Noongar

Less than half of the residents (38%) were satisfied or very satisfied with the services and facilities available for Noongar in the Shire. A notable proportion of respondents to the survey were unable to provide an opinion (29% selecting don't know), substantially higher than for any other area.

Figure 10: Extent of satisfaction with Noongar programs and facilities



Single Area Shire Could Improve

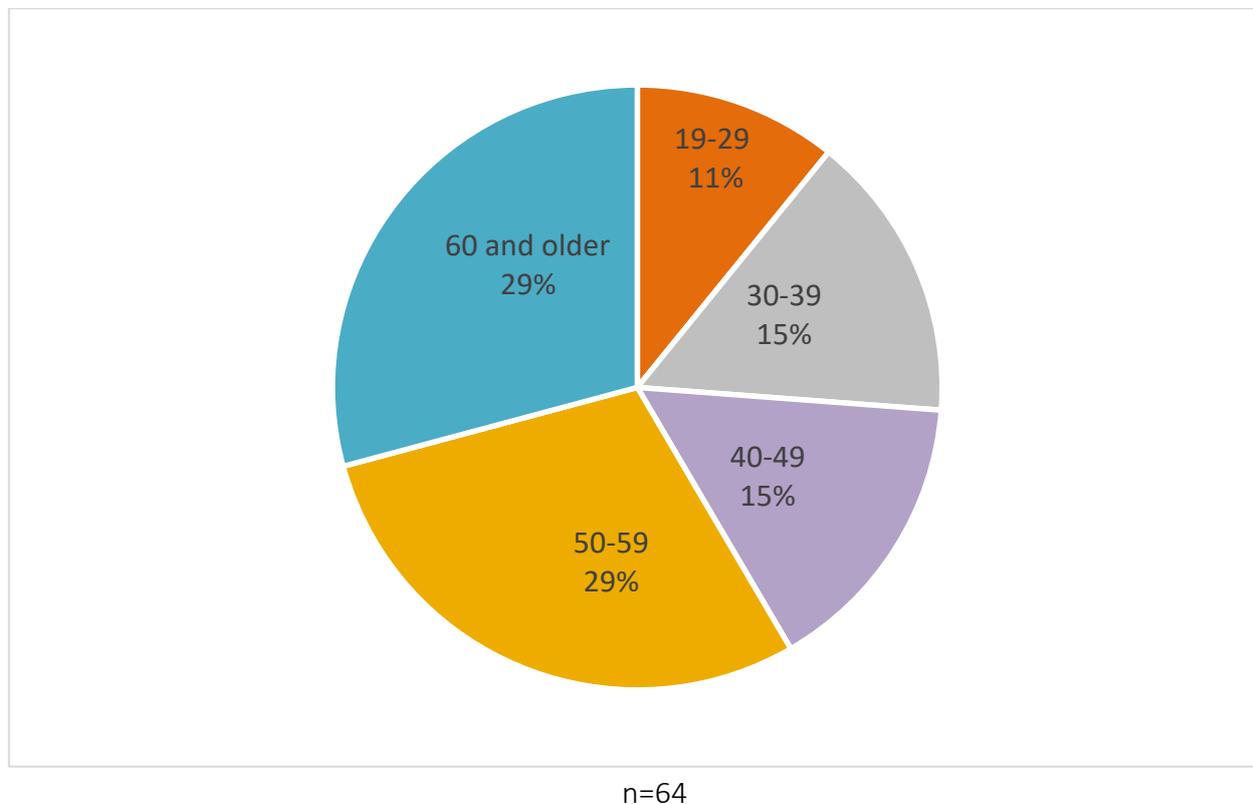
Survey respondents were asked to nominate a single area on which the Shire could focus on improving. Again, roads received the highest number of mentions as the most important area of focus, followed by health care (full time doctor available at all times, dental services, chiro and physio services), then youth (opportunities, focus on youth) (Table 2 overleaf).

Table 3: Top most single area of priority for improvement

Top priority	Number of mentions
Roads	8
Health Care	5
Youth	5
Community consultation	4
Customer service	4

Survey Respondent Demographic Profile

Figure 11: Respondent Age group

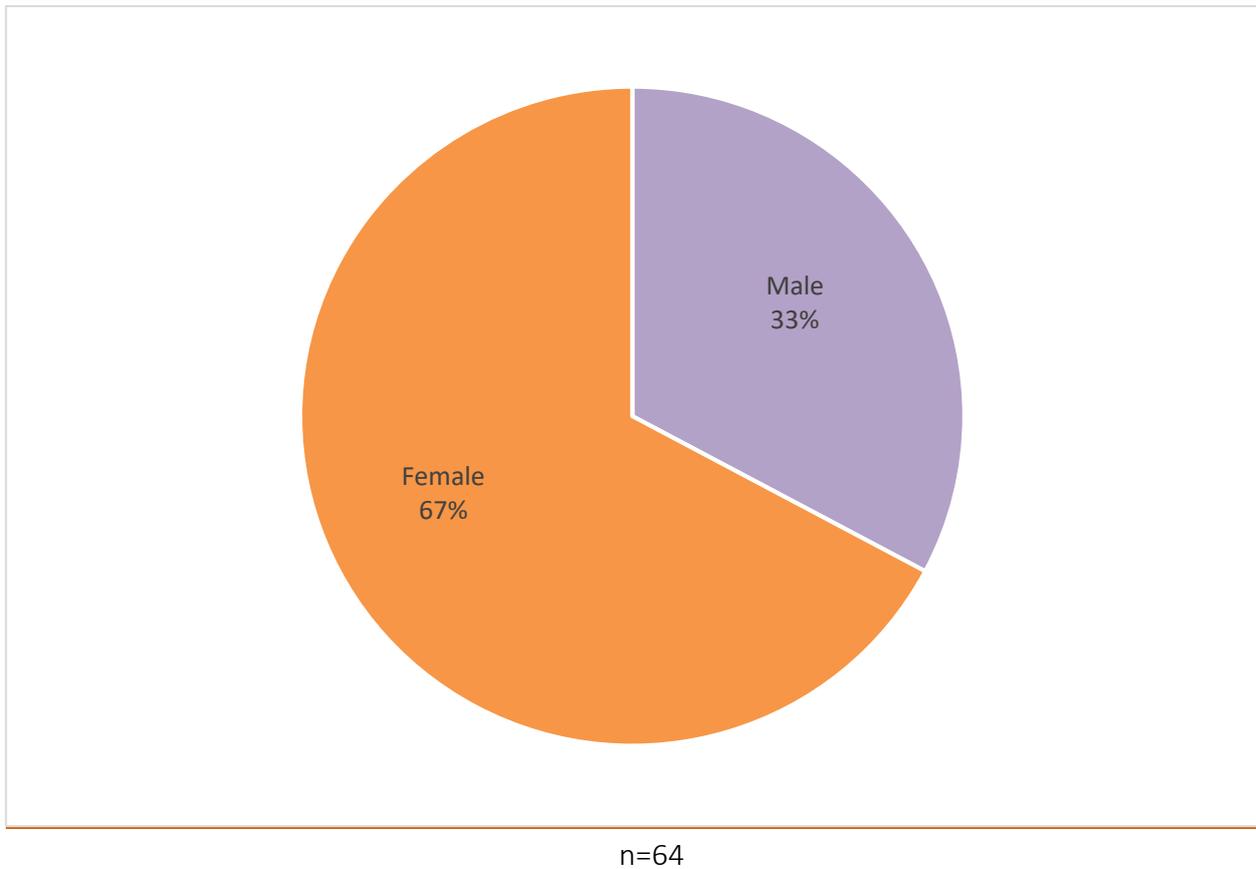


The demographic profile of the survey participants was remarkably representative of the population. This is relatively unusual and a credit to the promotional efforts of the Shire and the community members who responded. For comparison, the 2011 census age breakdown of the Shire of Quairading is shown below. The overall age distribution of survey respondents is very similar to the adult population age distribution in the Shire. The 50 and over age group was somewhat under-represented and the under 50 age group was somewhat over-represented.

Table 4: Comparisons with Shire 2011 Census age distribution

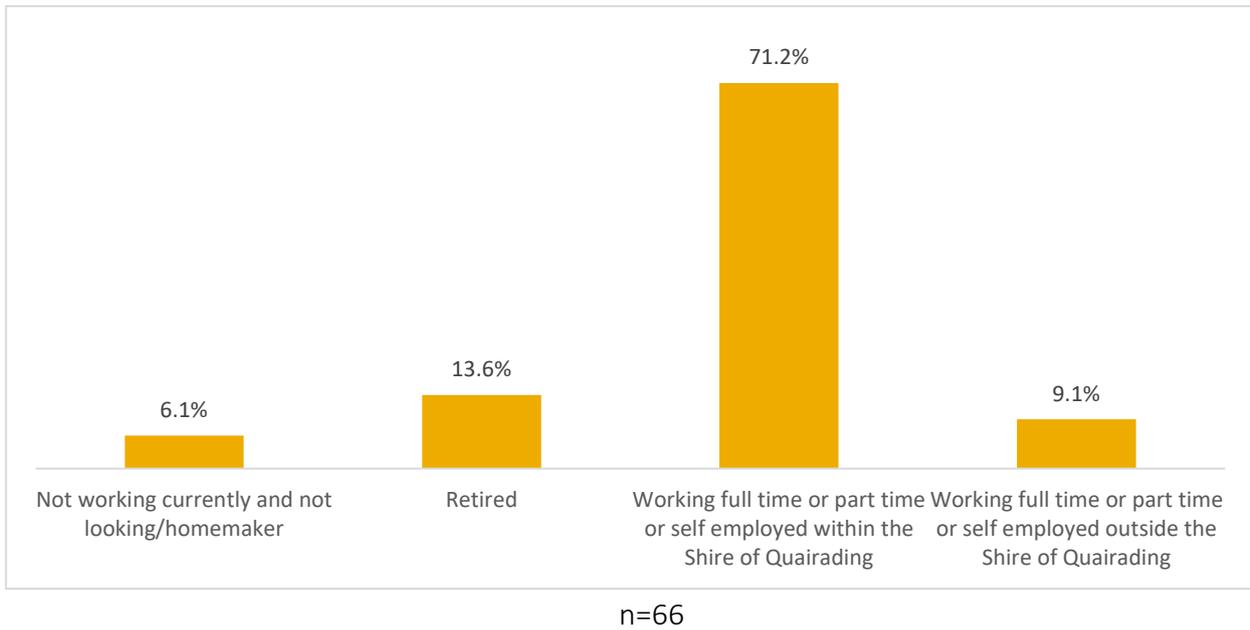
Age Bracket	Survey Respondents	2011 Census
19-29	11%	9%
30-39	15%	12%
40-49	15%	18%
50-59	29%	26%
60 and older	29%	36%
Total	100%	100%

Figure 12: Respondent Gender



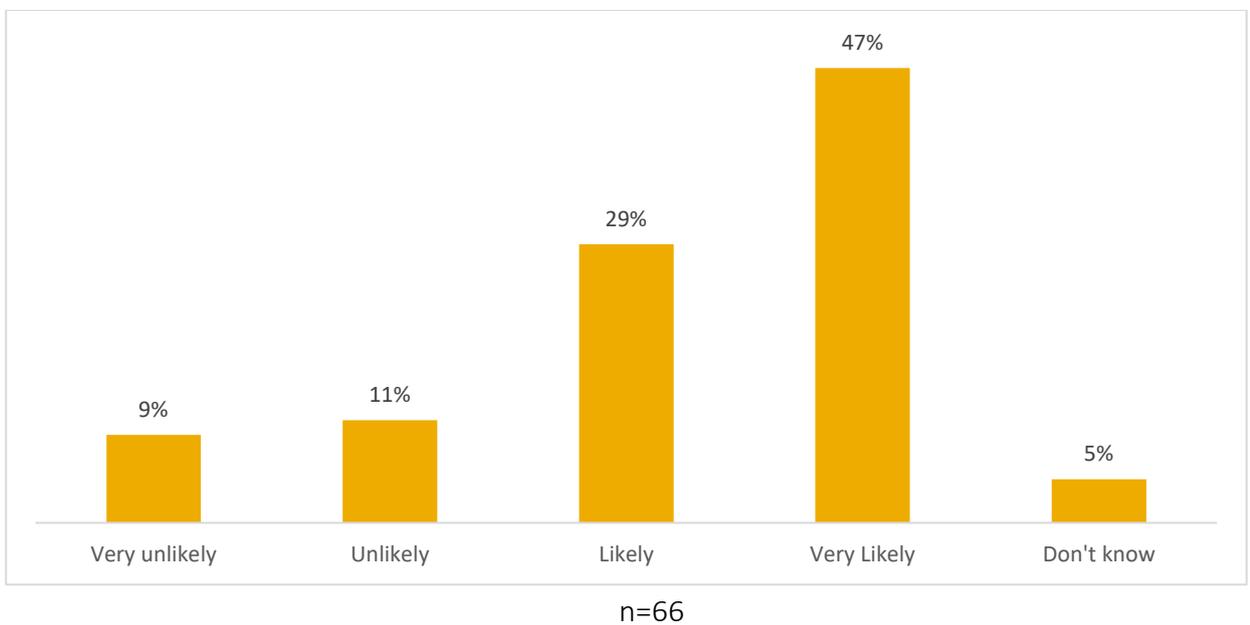
In comparison with the census, female residents were over-represented in the resident survey compared with male residents. Census figures show a 52% female, 48% male distribution in the Shire. This over-representation of female respondents is very common in survey research, particularly online surveys.

Figure 13: Respondent Employment Status



Nearly three quarters of survey respondents were working either full time or part time within the Shire. A further 14% were currently retired. No respondents indicated they were currently looking for full time or part time work.

Figure 14: Likelihood of continuing to live or own property in the Shire of Quairading



Just under half of the survey respondents were very likely to continue living in the Shire, while 20% were either unlikely or very unlikely to continue residing or owning property in the Shire in the next five years.

PART TWO: COMMUNITY PLANNING DROP-IN SESSIONS

Three community planning drop-in sessions of two hours each were held on 1st March 2017 at the Community Resource Centre in the Shire of Quairading. A total of 28 residents visited these drop-in sessions throughout the day. The sessions featured several posters and interactive sessions to enable the community to engage in the process of establishing Shire priorities.

Attendees participated in the following key activities:

1. Identification of the major issues facing the Shire in the next five years
2. Description of their vision of what the Shire could like in the next 10 years
3. Allocating extra funds to their preferred priority areas
4. Nomination of any other ideas that might be useful for the Shire.

Major Issues Facing the Shire over the Coming Decade

The participants were asked to “vote” for their top three issues facing the community over the coming decade. The list was based on the results of the previous Council workshop. There was also the opportunity to add to the list, and two were added (see the last two in table 1). The highest number of participants nominated industry development/attraction as a major issue facing the Shire in the coming decade. This was followed by attracting/retaining a younger population, then roads/maintenance/asset renewals.

Table 5: Major issues facing Shire over next decade

Issue	Number of votes
Industry development/attraction	22
Attracting/retaining younger population	18
Maintenance and renewal of assets (roads, buildings, parks etc.)	15
Medical/Health services	7
Aging in place	4
Visitor Accommodation	4
Branding and marketing Quairading	3
Consolidation of clubs into a Multi-Purpose Centre	2
Understanding and working with poverty	2
Worker accommodation	1

Vision for the Shire of Quairading of 2027

Participants were asked to express their vision for the Quairading they would like to see ten years from today. The largest number of comments centred on economic and business development themes of strong growth and employment.

Community

- Vibrant welcoming community
- Facelift of local shops- Co-Op, paint, veranda
- Growth
- Young, vibrant, proactive and entrepreneurial
- Beautification (main street-shade)
- A place of homecoming
- Populated
- Well/suitably resourced
- Creative, creativity and colour
- Vibrant and prosperous
- Wholesale 'buy-in' to community development
- A place people want to return to whether to visit, retire or explore

Economic and business development

- Local Business Growth
- Light industry creating new jobs and bringing youth
- Full shop fronts
- Thriving local economy with lots of small enterprises and 'business to business' activity
- Bilingual signage
- Healthy businesses servicing healthy farm businesses
- Able to maintain local shops
- Streetscape full of business houses
- Growth in business
- Industry, industry, industry
- Industry
- Employment
- Can't find a carpark because it's too busy in town

Tourism

- Culture tourism
- Accommodation
- Bed and Breakfasts and farm stays (additional accommodation)
- Lots of tourists visiting - wildflowers, weddings, birdwatching

Children and Youth

- Kids playing in groups around the community
- Young people working and staying here
- Meaningful work (experience) opportunities for kids

Education

- Thriving School
- Good school
- The school is full and there are 4 or 5 industries
- Short courses/adult learning - never too old to learn new skills
- Establishing specialist program school for land management
- Innovation leadership at school. To implement programs relevant to the times and diversity of children
- The school is really well funded
- Fully populated school

Noongar/Culture

- Develop a culture precinct that includes Noongar culture
- Cultural awareness

Seniors

- More age Care
- Clothing store

Healthcare and Medical

- Great medical facilities
- Medical and doctors available
- Mentally healthy population

Roads/Infrastructure

- Better telecommunications
- Green open spaces
- High quality telecommunications to allow study and more diverse education options
- Railway line
- Single units for males/females
- A black top at the air strip

Sports and Recreation

- Competitive sports clubs
- Sporting facilities that are sustainable and accommodate everyone

Funding Allocation Priorities

Attendees allocated their additional funds to the following areas of priority:

Table 6: Funding priorities

Area	Number of votes
Economic Development Initiatives	51
Health and Medical Services	37
Roads, Footpaths and Drainage	26
Recreation and Community Centres	24
Parks, Playgrounds, Ovals and Reserves	24
Children and Youth Services	21
Community Development Activities	18
Caravan Park/Tourist Facilities	17
Waste Management	17
Events	15
Art and Culture	15
Emergency Services	14
Environmental Health	11
Seniors Programs	10
Noongar Programs	9
Land Use Planning/Building Control	9
Cemeteries	5
Education (additional service)	3
Libraries	2
Swimming Pool	1
Ranger Services	1

Economic development initiatives received the highest number of funding allocations by the attendees of the drop-in sessions. This is followed by health and medical facilities and roads.

One of the drop-in sessions included a group who wished to let the Shire know the areas on which it could potentially reduce expenditure. Their suggestions consisted of:

- Parks, playgrounds and reserves
- Caravan Park/tourist facilities

- Land use planning/building control
- Ranger services
- Libraries
- Waste management
- Community/recreation centres
- Economic development initiatives

Whilst some of their suggestions seem at odds with the overall priorities revealed in the engagement, this can at least partly explained by some perceptions that it would be possible to operate more efficiently and effectively in some areas – in other words, the participants weren't necessarily advocating reduced service levels as such.

Additional Ideas of Interest Nominated by Attendees

Participants were encouraged to provide any additional suggestions that could be of value to the Shire in determining its future priorities and actions.

Youth

- Better connect education with industry - pathways for young people. x2
- Artist hub/space- opportunities for young people and adults
- Young people-healthy and safe spaces to hang out?
 - Youth centre
 - Gazebo
 - Oval
 - Lattice laneway

Economic Development/Business/Employment

- Develop a package to take to large businesses to entice them to buy land in Quairading and set up a new branch, which offers local jobs. Do the advertising and securing now, to have them ready to move into the new industrial area (x2)
- Purchase old boutique and rent the space to 'pop-up' shops and small businesses.
- Getting workers 457 visa
- Can capital be realised by sale of house/assets i.e. railway barracks
- Access to technology (x4)

Tourism/Events

- Development of tourist locations e.g. Reserve, Toapin Weir, Kevilles Lake.
- To encourage tourisms- wildflower tours, birdwatching, skiing
- Quairading could become a 'Wedding Venue'- have beautiful scenery, facilities, celebrant, caters etc.

- Farm stays and Bed and breakfasts promoting tourism and the country life in Quairading
- Amphitheatre in the new park
 - Outdoor entertainment
 - Naidoc
 - Christmas events
 - Bands
 - Concerts/School
- Country music festival and other music events

Seniors

- Dementia care facility

Roads/Infrastructure/Housing

- More community housing, for single people and 2 people
- Town road update?
- 23 shire houses - mining boom is over unemployment locally is high – they should pay market rent \$240 p/w

Noongar/Aboriginal Issues

- State of WA's Children Section 20: Young People ACT (2006), Aboriginal child and young people given priority
- More jobs/training programs for Noongar people in some of the local businesses in town

Shire Services/Operations

- What levels of service can we reduce?

Attendee Demographic Profile

There were almost twice as many female attendees as there were males.

Table 7: Participant age group and gender

Age group	Male	Female	Total
15-24	0	1	1
25-34	0	1	1
35-44	1	3	4
45-54	2	6	8
55-64	4	5	9
65-74	2	0	2
75-85	1	2	3
85+	0	0	0
Total	10	18	28

PART THREE: SHIRE/BUSINESS ENGAGEMENT

The Shire invited the business community to list their priorities for the Shire. As shown in the table below, Shire businesses placed the highest priority on light industrial area development. This was followed by interest in various types of signage, namely main highway signage, town entrance statements and street frontage signage for businesses and local attractions. However, businesses also wanted a signage stock take at some point in the future to ensure that there was no overload of signage in and out of Quairading.

Table 8: Priorities identified by Shire businesses

Priority area	Number of votes
Light industrial area development	22
Main highway signage	15
WiFi in the CBD/Caravan Park	13
Childcare five days a week	10
Professional business training	10
TV advertisement to promote Quairading businesses and community	9
Business attractions and concessions (what we offer new businesses, what businesses do we need)	7
Business group	7
Signage stocktake and new town entrance statements	5
Preferred suppliers' list/business stocktake	2
Street frontage signage (businesses/local attractions)	1
Town drinking fountain (main street)	1

PART FOUR: “30 UNDER 30” YOUTH ENGAGEMENT

The Shire carried out a two-part project to engage youth in identifying their vision for Quairading’s future. The “30 Under 30” project consisted of an online survey and a face to face youth forum. A “Young Timers” group has also been formed to provide future feedback from young persons’ perspectives to the Shire on proposed activities. The online survey was answered by 32 persons aged between 12 and 27, and the public forum was attended by 17 participants who were recruited from respondents to the online survey.

Key Issues

The survey and the forum identified the following key issues facing young people in Quairading today:

- Lack of job opportunities – both in terms of number and quality of jobs on offer.
- Housing affordability – this referenced the stagnant housing market and limited rental opportunities.
- Restrictions in technology – noting the problems we have had with telecommunication access, reliability and speed.
- Recreation/Entertainment – the group reported there are very few things to do locally that don’t involve drinking.
- Lack of critical population number – which has flow on effects in terms of services available locally.
- Education – the number of children being sent away to boarding school which was linked to restrictions in technology, lack of local recreation/entertainment and lack of critical population numbers.

Vision for the next decade

The participants in the youth forum was asked to identify their vision for the town in 10 years’ time. Comments included:

- “A vibrant town centred around attracting and supporting strong businesses; pursuing reliable and state of the art technology; encouraging a positive, family friendly community; and developing quality services”
- “A greater unity between the diverse demographic groups; to boost and increase school enrolments, young people employed and placed in business traineeships to improve economic viability and sustainability. A forward thinking community focussed on promoting a healthy and happy lifestyle”
- “Quairading will be a welcoming vibrant, opportunity rich and diverse community, that offers quality services whilst retaining our idealistic lifestyle”.

Priorities for Youth

Forum attendees identified the following priorities that would make Quairading more attractive from a young person's point of view. For each area of interest, Shire staff provided information on what is currently being done in that area, and how youth could potentially be involved:

Industry and employment strategy

In response to this, the group was advised that Council are in the process of developing an industrial park, but it was noted that the two existing commercial units available in Quairading had not necessarily brought a huge amount of jobs or economic opportunity to Quairading. A strategic plan was proposed to identify:

1. Which industries the community wanted/needed in the park.
2. A list of businesses that will be proactively contacted.
3. A list and approved combination of incentives that could be offered to each business to de-risk their move to Quairading.
4. A calling program completed.

Participants indicated that they could help the Shire with the first three components of the strategic plan, but suggested that the Shire CEO/Council President carry out the calling program as it required a position of authority for maximum effectiveness.

Community playground/All year-round park

The group were told that a community playground/park project were in the early stages of planning but needed people to get behind it and support it. The park was identified a good tourism piece for the town as it would encourage people to stop and rest (and perhaps stay). It was also identified that this space would be great place for parents to take their children to play in absence of anywhere else to take them. It was also thought once complete the space would have an amphitheatre - perfect for shows and outdoor cinemas. Quairading Young Timers would be able to provide support and resources to assist in getting this project complete once they receive the detailed plan in writing.

Ski Lake

This project has been on the Council's action plans for quite some time, waiting for community support that it was still a priority. The participants in the forum noted that having Kevills Ski Lake close to town will not only attract visitors to our area of the world, but that it was a great family friendly activity. Meanwhile, the Quairading Ski Club is in the process of setting a meeting date to discuss the best way to undertake a community membership drive as a way to show commitment for the project.

Public Transport/Taxi service

The current lack of public transport/taxi service was identified as a key problem. However, an Uber type service was not feasible due to the minimum population sizes required (currently 10,000). Suggestions including encouraging a local service to set up, or adopting a community shuttle bus similar to what was operating in the Shire of Beverley. The group thought access to some type of taxi service would not only be a positive for locals, it was also a key service for visitors.

Festivals and events that appeal to locals and visitors

The group identified that many times young people left because there was nothing going on in Quairading or no new people to meet. Organising festivals or events would assist with this problem but also provide extra incentives for tourists to visit our region. It was noted how well the Quairading Show does at this already, but town needed more events like this throughout the year.

Community notice board

The group thought having a huge notice board in/around town that was easy to read, easy to update and MASSIVE would be a positive for the community. The group thought it would be the best way to advertise local events and information to passing tourists (“Movie Day at the CRC Today - drop in”; locals (“Footy this weekend at home - come cheer for the Bulls”) and businesses (“Quairading congratulations Loose Stitches on its opening.”)

Evaluation of Shire Service and Facilities

There is a perception that the Shire does not hear the concerns of young persons. Almost two thirds of survey respondents (63%) felt that young people are not heard very well by the Shire.

In contrast to this perception, the survey asked young persons to provide feedback on a list of Shire Services and facilities and whether they considered any of these services were currently in need of improvement as they were important to them.

The table below shows that the Golf Club, the Youth Centre, and the Community building had the highest proportions of respondents to the survey who stated that the service/facility is important and that it needs improvement.

Table 9. Evaluation of Shire Services and their importance to youth

Service	Great service/ facility and very important	Great service/ facility but not that important	Service/facility needs improving, and is important	Service/facility needs improving, but not that important
Youth Centre	25%	44%	25%	6%
Swimming Pool	69%	13%	19%	0%
Community Building	66%	13%	22%	0%
Town Hall	78%	9%	13%	0%
Community Bus	63%	25%	9%	3%
Library (at the Book Post)	53%	25%	19%	3%
Greater Sports Ground ²	63%	19%	16%	3%
Golf Club	59%	31%	6%	3%
Main Street precinct	78%	9%	9%	3%
Public Toilets	69%	13%	16%	3%
Medical Services	88%	0%	13%	0%
Fire Control and Prevention	88%	9%	3%	0%
Licensing	91%	3%	3%	3%
Roads and footpaths	81%	3%	16%	0%
Waste and Recycling	78%	3%	19%	0%
Environmental services	81%	6%	13%	0%
Shire Electrical Services	84%	6%	6%	3%
Reconciliation Planning	69%	16%	9%	6%

*Note: Totals may exceed 100% due to rounding to the nearest whole number. Number of respondents=32.

² Football oval, hockey field, netball courts, basketball courts, bowling green, tennis courts

New Services/Changes to Services in Quairading

Respondents to the online survey were asked to identify if there was anything they wanted to create/build/change in Quairading.

Sports

- Youth sports clubs that are targeted for kids gone to boarding school to catch up where they can play mixed sports
- A better sports center including a park and where teenagers or kids at boarding school can catch up
- New Football Score board (x2)
- Make the footy oval better and a better Playground
- A water Slide
- Sports Store
- Riffle Range and BMX Bike paths
- New skatepark (x2)
- Speedway
- A big playground for the kids/better playground (x2)
- Playground or facilities for teenagers
- Footy changerooms
- Upgrade the community building/sports changerooms

Library

- Bigger Library
- New Library
- A library with more books and computers for kids visiting from boarding school or uni to study in

Noongar

- Noongar Centre (x2)

Transport

- Train line
- More frequent bus services to Perth

Tourism/Population attraction/Retention

- Build some tourist attraction; something that brings more people into the town and instead of our school numbers dropping find a way of keeping students at our school till year 10 instead of sending them away to boarding school as soon as they hit year 7

- More events to bring more young people into the town
- Job opportunities to entice younger people/families to town. To help rebuild school population, sporting teams and overall longevity of Quairading
- I would change negativity and judgemental attitudes and create places and spaces people can go to collaborate, feel comfortable and encourage one another. I would build public open space, art and tourist attractions. I would build a cafe with good food, trendy and relevant decor and use it to help promote Quairading a tourism hot spot. I would create fresh and inviting promotional material for the whole Quairading district, including videos to share online. This is something that can easily happen - it just needs Council drive and support!

Youth Centre

- A new youth centre
- I'd like something that could bring people together like the sports clubs do but isn't sport orientated
- I would make a centre just for young adults. A centre for information that may need to be heard and discussed. There would be a counselor based in the building as someone to talk to. There would be computers and a library to access. Information to help with study. A quiet relaxing corner. Similar to the program "school after school". Also somewhere to hold leisure activities on weekends and holidays. Just to act as extra support for teens that may be struggling with study or home life. Somewhere to go when home's not the place.

Farming/animal related

- Use more farming, Bail tractors, headers, trucks
- Biomass energy research station
- An animal shelter for stray animals and boarding pets

PART FIVE: ENGAGEMENT WITH NOONGAR

The Noongar "Have Your Say" Workshop was held on 29 March 2017 with 19 participants.

The participants created a vision statement:

*Full participation and engagement between communities where
all people have equal opportunity – education, employment*

They also identified their key priorities and where the focus should be to achieve the priorities, as shown in Table 10.

Table 10. Noongar priorities and focus areas

Priorities	Focus Areas
Youth	Jobs
	Traineeships and apprenticeships
	Heritage education and culture
	Leadership and mentoring
	Recreation and sport
	Education and scholarships (life skills)
Cemetery	Internal infrastructure
	Maintenance and resources
	Update of plots / names
	Contracting of operation and maintenance of the cemetery
Badjaling	Roads
	Drainage
	Mosquitos
	Oval
	Feral animal control
Groves Reserve	Access road reopened
	Ablutions
	Management and maintenance
Housing	Aged Facilities
	Integration
Tourism	Cultural training
	Partnerships
	Noongar Cultural Tourism Strategy
	'First Contact'
Schools	Cultural education
	Equality
	Cultural Centre
	NRM – land management
	Life skill sets
Doctors/Health	Full time doctor
	Pharmacist - inventory
	Bulk billing
	Cross-cultural awareness (Reconciliation Action Plan)



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