

## Council's leadership

(Signs of improvement) More public exposure for Councillors and senior staff leaders. Positive attempts to streamline staff.

A change of leadership.

A defined direction of the shire. A team that works together rather than seemingly only doing things that benefit them and their wishes.

A better and more constructive work ethic, working for the people in the shire, striving for a better town.

A lot.

A more proactive CEO.

A more progressive and modern team, that embraces change, not holding onto the past

A new leader would bring a fresh approach.

Regular vision meetings and feedback to community would bring new ideas to the leadership.

Access to the CEO.

Active CEO who manages staff with community vision and expectations.

Administration appear to be below required qualification and skill level. We need a can do attitude not a confrontational one that is detrimental to growth and planning. It is high time the Councillors took control of the administration not the other way around. New CEO and key staff required.

Again , showing the Community what they are thinking and planning and be open about it

again I'm an outsider however reading the council minutes it seems the current councillors are voting for what ever the CEO proposes, there seem to be no new fresh ideas.

ask yourselves who runs and is ultimately responsible for the shire

Again, keeping the ratepayers informed of what is being done; inviting input from residents and ratepayers; perhaps holding "clinics" outside in the street where people can meet and talk to the President and Councillors; being "out there" and not "remote" - except at Local Government elections! Sometimes that's the only time we hear from our local representative!

All management positions need to be contracts, not rubber stamp

Be better leaders

Be more involved through Shire Council leadership to involve themselves in the arts & cultural activities - show enthusiasm and back it financially

Better consultation and community engagement and better consultation and communication within the Shire organization. Better communication of Council achievements and more dynamic action. Leading by example.

## Council's leadership

By demonstrating actual leadership in a tactile way that is seen and not just surmised.

CEO of Shire needs to go and be replaced by an effective leader who can manage his staff and oversee that due process and procedures are followed with honesty, integrity and are backed by a fair days work. Exec Manager of Community Services needs to go, as do at least 2 of her immediate reports. Shire president and councillors need to show the leadership they should and be the representatives the community elects them to be. They are NOT there to simply rubber stamp whatever is presented to them by Shire employed staff. This is especially as many of them are well aware that the information presented to them by certain staff IS NOT honestly reflective of what advisory committees or the wider community are saying or wanting!!

Change in councillors.

Change needs to be supported from the top. For this change to happen we need a change of culture and mindset.

change of council members and leading shire staff  
 advertise for managerial staff

Change over of CEO in a more appropriate time frame of five to seven year maximum, have a younger demographic representing residents at Council, more innovation and risk taking from Council and CEO

Change the leaders and councillors.

Change them. CEO and President.

Communicating vision and aiming high. Looking for opportunity. Caring for people and community as a priority. Maintain the beautiful environment and build pride.

Complete evaluation of staff roles, responsibilities and line management. Full monthly reporting direct to Council by line managers on activities, decisions and actions. Staff key performance indicators and reviews every three months again available to Councillors.  
 Council to direct administration not as in the past vice versa.

Contact to the top is not easy - there should be better access to the CEO

[SENSITIVE INFORMATION REMOVED] due to poor leadership, incentive to have long lunch breaks and smoko break incite laziness.

Council leadership sometimes seems to be missing as far as following up on requests for things like spraying road verges. trees down on road verges.  
 road potholes.

Getting housing plans approved has been shocking. Somethings may have improved but we definitely need qualified people who know what they are doing.

Council need a much stronger management style i.e Council and Councillors.

Definitely need a stronger leadership group in admin staff so the community get good value for money.

Engage a new CEO as soon as possible. Get rid of the dead wood!!

Engage a new CEO with vision, energy and an ability to manage, communicate and delegate.

## Council's leadership

Every shire employee is a leader of delivering services and facilities to our community. The Shire front desk personnel are amazing but other shire leaders are sadly lacking in responding to customer queries in a timely and caring manner. Many of the executive personnel have a sense of entitlement to their position not a sense of responsibility to shire residents. A leader needs to not only have, but be seen to have moral integrity. Not evident in our shire.

Firm leadership clear future plans, vision, and communication with community.

Focus on the people that are leaders...not just in the shire offices but throughout the community, maybe a monthly community member that has contributed to something meaningful to the town in the shire notices or similar, both young and old.

Fresh, new, engaged leadership with an outlook for all sectors of the community to feel like it's a safe, engaging, friendly and law abiding place to be.

Get a new CEO

Get new upper management.

Get rid of people on the council who are looking out for their own interests. Do something about little "tin gods" working on the council who think it is their god given right to slow up the building process. Is it any wonder that builders hate coming to Bridgetown because everything takes so long and costly to be approved.

Get rid of the CEO and his followers

get some real leadership

Good leadership and consultation will promote responsible growth and development. Consultation before decision making and really seeing what community wants and needs.

Have more communication with the Shire management and change the staff from CEO and community management and listen to what people are saying to them.

Having someone who is actually prepared to make the tough decisions and ensure that ratepayers are getting value for money with regards to employees in the shire admin. It feels like a lot of people are justifying their jobs and not actually trying to improve things in the shire.

Having the same people in the same jobs for decades, who are stale and unwilling/unable to go forward with the changing needs of Bridgetown's inhabitants. They need a 10 year plan that includes all age groups and interests which is why this survey is a good idea.

I believe it is time for a complete change of leadership as I don't believe the culture will change without it.

I believe that the leader should be closely involved with the ratepayers and the people at the coal face who the public talk to first, the staff

I think it's doing ok here but I think it's important to drive the right change

I would like to see the contracts of the current CEO and Executive Manager of Community Services to not be renewed. The Shire ratepayers and employees deserve more a competent, constructive executive level of leadership.

## Council's leadership

I think the shire needs to start listening to the residents more. And be more forward thinking.

I think [CEO] is a lovely person, but obviously lacks leadership skills.  
 His staff are incompetent and lack customer service skills. I am not too sure if the shire staff actually know that they are public servants?  
 He needs to manage his staff. It is a small town. People can see when shire staff are out on extended lunch breaks, shopping, claiming to work from home and being seen out and about.  
 Does he actually know what his staff do?

In my time living in Bridgetown, I have never seen a strong leadership display from our current CEO or Senior Executive Management.

Leaders need to be able to be accountable and good communicators.

Leaders need to have a more positive presence in the community. They need to be approachable and open to listening to the varying needs of people in the community.

Leaders need to take a "can do" approach - how do we make it happen, rather than "these are the reasons it can't happen.

Leaders need to think outside the box and show vision - research other communities

Leadership - CEO and Senior staff mostly disconnected from community by choice. Shire President not user friendly too all.

Leadership - From the top down. Shire staff and councillors need to spend more time 'in' the community asking the ratepayers, business operators etc what they need, see as a vision. This is a start.

Leadership - how about a weekly column/page in local MJP/BTN times to publicise council activities or future planning; a Facebook page.

Leadership - Not sure if currently leadership matches the forever changing dynamics of Bridgetown.

Leadership - sack them and start again! This includes CEO of Shire and many of Councillors and their leader. Also some notable staff in positions of leadership/management in Council. It is a widespread view around town that only projects these minority ee/s. councillors want will get the go ahead irrespective of wants/needs/advice/opinions/expertise of large sections of local population.

Leadership - some new councillors have shown initiative, perhaps paid leaders should be more approachable

Leadership change - start applying for funding to improve the town.

Leadership is a priority let us hope that the "leaders" pick up their game and look after the team that are employed and encourage forward thinking .

Leadership is sadly lacking.

Leadership needs overhaul.

Leadership needs to be more proactive which will inspire the council staff. It starts at the top.

## Council's leadership

Leadership! Comparing us to Majimup we are lacking in this. We need to push Bridgetown ahead with basic services. Be aggressive with goals and achieve them. Make things happen like Manjimup does. I spend most of my fortnight pay in Manjimup because of their shops and services including fuel.

Leadership! Too many 50+yo men with ideas that outdated. Needs innovative, forward thinking, combining environmental health with growth.

Leadership. Get new CEO who understands cultural change within organisations, with a view to create a positive culture within - Shire to get the best outcomes for everyone.

Leadership. Without an inspirational captain the ship will sink. My concern that is what is happening. We have so many little businesses, setting up but often without the encouragement of our leaders. I look at what the Maryimup Shire has achieved over the last five years and despair at our Shire.

Leadership: To be more accountable, transparent and

Leading managerial positions at the Shire must be advertised. The Shire council has refused to look for other possible candidates who may be more suited to their position. The culture of some council members and some leading shire staff all looking after their own interests and own self-promotion must cease.

The leading members of the Shire council should not continually take credit for "supporting" community initiatives. It is degrading and ridiculous. Most good things developed in this Shire are achieved despite the Shire and without Shire input. A sentence at the end of the development of an initiative that the council has "supported" that particular initiative, is treated with disdain by those community members who were able to make the implementation without any meaningful contribution from the Shire.

Library is now terrible. Rec / pool is now terrible. Don't care attitude from management (not all staff)

Like CEO being more approachable so he knows what is going on. We have an excellent group of people who have and do give their time for so many events.

listening to rate payers. no bio security

Local pride in our community by council leadership.

Maximise existing roles embracing modern methodology to complete task without the need for human intervention

More effort put into fast outcomes to process shire responsibilities and duties.

More leadership from Council representatives and CEO.

More positive and dynamic leadership.

More vibrant dynamic leadership focussing on strategic development of the shire.

Move the purple circle on. Don't procrastinate. Leadership is not just a job but a commitment to the people of all Shires.

My experience is that empowerment of the staff of the council is low.

What seem to me to be minor decisions sometimes need to go all the way to shire president. This must be disheartening for council staff, but it is incredibly frustrating for members of the community trying to improve the way of life for everyone.

## Council's leadership

New blood to inject some enthusiasm into admin

new CEO

New leaders with integrity

New leadership CEO has to go. Throw the CEO out and get someone who has more go.

New leadership free of the disfunctional relationships of the past. Young vibrant leadership is vital.

New leadership is needed.

No leadership within the shire councillors. All just yes men to the shire ceo and executive staff looking to boost their retirement funds.

Once the Shire has truly listened to the community it should then be seen to be the driver of reaching those goals. Actively leading the way towards the people's vision. Not relying on the community itself to always make things happen for itself. We are left to manage and lead too many things on our own - youth, art and culture, children and community services. The Shire has divested itself of all these things and left community groups to do it with little or no support.

Our CEO and Shire President to visit other country towns for ideas e.g. Donnybrook, Pemberton

Our shire appears to have no leadership drive. This may not be a true reflection of the situation but it is the appearance.

Our shire need a good shake up from the top

Put someone with better leadership skills in the CEO position.

Re-assess each and every top job in the admin of the Shire and make sure they are doing their job well and be seen in the public eye more.

Reduce Council administration numbers

Regional economic drivers. The Shire does not understand, or is unable to demonstrate the importance of our diversified economy.

Removal of [CEO, Executive, Manager] from staff as these people are not worth the salaries they are paid and only work for their own interests.

Replace some of the time wasters in the Shire, I think [CEO] is a good CEO but he needs to get tough with some of his underlings. I think most of the councilors are wasting time in chairs.

Sack Council & merge with Shire of Manjimup. Re vote new BG ward councillors

Share a vision for the future with people that live here. Be able to lead innovative change in the community and to support the needs of a changing place.

Show leadership by showing passion for growth of Bridgetown as a lifestyle and tourist location.

Shire President should get out of the office and talk to people. Have a good look around town.

## Council's leadership

Shire leadership need to address staffing levels within their business. During a recent application process with Shire it became evident that some key roles only worked a couple of days a week. Experience tells me that if key functions are understaffed, it is likely that it reflects under-staffing across the board. This inevitably leads to an inability to provide a satisfactory service to ratepayers and the community as a whole.

Shire leaders need to do more to bolster their own staffing levels and therefore improve their service to the community.

Shire staff should be better represented in the community and be friendlier to community members. Perhaps a change of CEO would assist with this, as the current CEO seems to be very bland and not very proactive. May have been around for too long. Generally a new CEO brings lots of positive change. Shire councillors should be more proactive within the community, and offer opportunities to catch up, such as one of the female councillors does when she sits in the street on a Thursday morning to meet with people. Seems like when someone becomes a councillor they then tend to hide away or avoid community events so they don't get hassled too much.

start again, I have virtually done nothing for 3 years as an employee with no direction

Stop micro managing which has developed a reactive, not proactive culture within senior staff. There needs to be a more agreed results orientated work ethic, better communication between senior staff. Clear job description, clear expectations with regular feedback and ongoing goal clarification to ensure job description adhered to. This will ensure further training and support where and when necessary. This also applies to senior staff to get rid of the laissez-faire situation currently within the shire.

Stronger leadership from CEO. Shire councillors to hold him to what they want done.

That somehow we get a CEO/President/Councilors who are creative/enthusiastic and forward thinking which the present shire is not.

The castle needs a clean out.

the council can sack the CEO, and the rate payers can vote in a council that aren't a bunch of jerriatics that enjoy rate payer funded retirement subsidies

The leaders need to listen to the community and put money into areas that ratepayers want, instead of asking and not listening then doing what they want, not what the community wants.

The leadership in the Bridgetown Greenbushes Shire is non-existent. Favouritism to certain employees and others miserable.

When staff are caught out not doing the job they are employed to do there are no repercussions, it's just swept under the carpet. The CEO has become too comfortable in his role and would rather be friends with the shire staff than be a leader- time for a new CEO.

I don't know any of the councillors. I think the staff are excellent

The shire need to be proactive not prohibitive and helpful to people who want to do things in this town. The administration is too top heavy with no real leadership. Plans for anything take too long in this town and the shire is completely unhelpful and likes to over govern and micromanage every single element.

The Shire needs a leader with vision and an ability to pull their employees into line when they step out of line .

To make strong decisions and stick by them .

To cut the red tape and speed up processes

## Council's leadership

The Shire needs to be led by a person who has highly developed leadership and management skills. This is currently not the case. Until this is rectified, nothing we try to implement will be guaranteed to succeed. Investment in changing the organisational culture will be money well spent. This is an imperative first step. Once we have effective leadership, we can develop effective teams and implement effective programs and services.

Without effective leadership we continue to spin our wheels, and waste time, money and other resources, especially the energy and goodwill of individual community members who seek to try and achieve anything against the flow of the Shire.

The Shire should promote leadership within the staff to provide to the rate payers a degree of understanding of goals set and achieved and where the rate payers can assist in contributing towards achieving the goals that are set.

The top of the Shire Council is too heavy - too many people = costing the ratepayers a lot of money. A better communication system directly with the CEO.

My dealings with Shire staff are usually positive - from CEO down to front counter people

There appears to be a need for more accountability and transparency in the roles in the chain of command.

There is a lack of leadership. Certain personnel appear to do as they please to push their own pet projects with no apparent consideration to what the community wants or needs.

There is zero leadership from council or the shire.

The council are largely self funded retirees whose are only on council to subsidize there living, with no relatability to the rate payers.

It appears the CEO and executive staff hate the rate payers and largely ignore there views

There needs to be new young people in the council for fresh ideas that are actually followed through . Matters of concern that are actually going to see the town grow and boost local business instead of seeing yet another store announcing their closure . Relevant issues like repairing roads lighting and footpaths roads swept and public transport increased for the youths to access on weekends easily

They need help and guidance

\*\* is a great CEO who provides good leadership to the staff and Shire

CEO, should make himself more known around town.

We need a better CEO who advocates well for our area and has forward thinking ideas. Our Shire council needs to keep better oversight over council outputs.

We need leadership which has a clear vision and insight into the dynamic communities within our shire and their needs.

We need to get some new blood in the shire. Too stale

Weak leadership, weak shire. Stronger and smarter leading needed.

When I say leadership I mean with the enourmous amount of grants etc which to apply etc we need someone very progressive and forward thinking not someone who thinks she'll be right we'll get through.



## Council's leadership

With leadership, I feel that there needs to be a change in the upper management, as I have of low moral with shire worker. This worries me as a rate payer as this will not give us the best quality of work.

## How the community is consulted on local issues

A better understanding of residents problems.

Not the tunnel vision of government regulations covering your decisions to protect yourselves..

The shire has a bad reputation for hindering development rather than facilitating it.

Access to the CEO.

All people needs to feel heard whether right or wrong then respect is grown, people can help Councils if asked and work together.

An efficient shire clerk badly needed to respond to reports.

As with communication there is an attitude that the residents are there to serve admin, rather than the reverse.

Ask community groups what they would like to see happen or the rate payers (through surveys like this) about what areas they would like to see their money being spent on.

Communication, return phone calls have appropriate phone numbers made available.

Community services by council and town must be maintained preferable by writing for those with no computer competence.

Consult with rate payers on big decisions.

Consultation - Could help address disconnect between Shire senior admin council and community.

Consultation - Following 1 above, need new Councillors and staff in some key roles. There is a deep and widespread mistrust of some existing persons in these roles from which there is not coming back. Too many people committees/groups learned/burned from negative experiences.

Consultation - Unclear of who gets consulted when on what, I have been a resident of Bridgetown for 10 years and have not been asked my opinion on many subjects.

Consultation about anything that affects the look of the town. FOR example. No consultation about the new entry notice board. Its an artistic town. Get some artistic input from a real creative person. That is an awful sign. Include artists in ANYTHING that is going to affect the look of the town. The council has NO employees with the skills to design. No employees with the basic expertise to consult and then come out with an outcome that INCLUDES the consultation process but ignores it. Your shire minutes are a total abomination. There is no way to find out what is actually going on or being decided. Minutes are supposed to be brief. There is no place in professional minutes for pages of copied notes of tick boxes on each little thing. It totally disguises and make the council look completely corrupt. I have never seen a set of more unintelligent and deceptive minutes.

Contact committees with regards to improvements etc. not just individuals.

## How the community is consulted on local issues

Consultation needs to be easier and more transparent. We are invited to council meetings which are the same day, same time every time. So working at that time makes any meaningful offer to go to a meeting impossible for people working regularly at that time. Also how do I find out about council matters and how do I have my say?

Consultation with members of community who know our Shire not city based consultants. Not deals made behind closed doors.

Consultation: Occurs only to say they have but they don't actually consider feedback if different to own views / what suits Shire

Consultation: Shire surveys must still also be in paper format to meet the needs of residents who don't have mobile phones/coverage or internet. Shire must carry out its consultation processes and not stop them before completing each step. Shire needs to acknowledge local knowledge and apply it rather than 'losing' consultation notices/feedback and not putting them into their plans. Have an open consultation process rather than keeping secret parameters on the consultation process. Consult their paid expert employees.

Contact with concillors need improvement. Never see our CEO out and about.

Do more to involve the real people in the community

Enable simple access to decision makers, and don't just ignore reasonable requests.

Genuine consultation is needed. I've been involved in a past vision forum but there was no proper development of a plan from that so our consultation went nowhere.  
 Consultation leading to a plans and changes!

Good leadership and consultation will promote responsible growth and development. Consultation before decision making and really seeing what community wants and needs.

Have an unbiased view and allowing opinions from both sides of debates

I have recently gone through the process of a building application. It was a nightmare of poor communication and obstruction.

Improve community consultation with locals.

Include and Communicate effectively and listen to the wider population in order to determine what the rate payers need/want to achieve a vibrant community

Increase consultation - listen to what the ratepayers require and act thereon.

It would be nice if the Shire consulted the public on issues before the event, not after and then actually listened to the public.

Leadership - From the top down. Shire staff and councillors need to spend more time 'in' the community asking the ratepayers, business operators etc what they need, see as a vision. This is a start.

less secrecy and more transparent operations are required

Like CEO being approachable so he knows what is going on. We have an excellent group of people who have and do give their time for so many events.

## How the community is consulted on local issues

Listen and learn to communicate with community.

Listen to community groups, Shire President is only interested in himself and his mates.

Listen to the community and really observe what it needs.

More inclusive process to consult with community groups, ie not focused on one area.

New CEO and community engagement officer who actually listen to community concerns instead of focusing on their own agendas.

No consultation on Blackwood bio security issues.

Not enough consultation with community and when there is not always listened to. Needs a big cultural shift to occur.

One Councillor makes herself available in the main street.

How available are the others?

Who then does "consult" ? Or rather how do they consult?

Does consult mean they- council and staff - take to the streets?

CEO should be out and about being in front of groups interest groups and ratepayers more than once a year.

I ask what are the stats of people actually attending open forums in the last 5 years?

All this information should be contained in the annual report of council.

I question the legitimacy of this survey.

For example: Buildings permits.

Council can tell how many have been issued in a certain period.

Good

What is the length of time from lodgement to approval?

Is this collated? If not why not? Wouldn't this be seen as a measure of efficiency? Is this reported?

To an intending building contractor or owner builder this is important. How often does planning department consult with the builders and contractors in this town?

Shire President should get out of the office and talk to people. Have a good look around town.

Staff need to recognise that the community pays their wages and that using their positions to further their careers is not in the best interests of the community

The community should be consulted before changes are made to public services such as opening times to the library and visitor centre.

The shire consultation appears to be lip service only. Shire senior management will often continue as they want rather than consulting with the community.

The Shire needs to HONESTLY consult with the community and actually listen to what is being said during a consultation process. Currently any advisory committees, other consultative processes, surveys etc etc just seem to be some sort of tick box waste of time seemingly to appease the masses that they are being heard - but the Shire takes little or no notice of what is/has been said!

The Shire needs to listen to what the people of Bridgetown are saying. They need to test pollutants in the ground and listen to what EPA say (and use them more often), and consider the health of the town over making profits.

## How the community is consulted on local issues

The shire needs to respond to community engagement processes with more integrity and transparency.

The shire should consult specialised groups and experts, as well as local specialised community groups.

The Shire should seek local knowledge. There is enough here. The Shire should not for example engage a Subiaco based entity to "design" changes to the Blackwood River. Lip service to local knowledge is insufficient.

There must be a greater level of consultation with both officers & councillors. The haughty and occasionally arrogant stance of some councillors must change. They need do more to reassure that self-interest is not their top priority.

This is a dynamic community who care about each other and our community. Come and join our community organisations like Lions, Rotary, School Board's . Find out what's really happening and talk to these groups about what you are doing.  
 I would think the appetite for spending \$200 000 on shire admin is zero in this community and may cause extreme dissatisfaction.

This scorecard is a good start. Regular reports on internet and page in local paper (preferably a free paper) Plus personal exposure re priority 1.

To bring back the discussion of BioSecurity payments, what are we getting for our money, what have they accomplished, why do we not get any information from this dept

Truely consult the public. A 1 inch ad in paper or notice in select mailboxes and forums. Actually properly engage and consult don't keep cooking the books.

We are rarely consulted on anything, maybe that's because there's rarely any upgrades or anything else being done that require consultation!

## How the community is informed about what's happening in the local area

3 - Donnybrook I feel leads with communication to the community. Boards either side of town letting you know of upcoming events. Nothing visual in one town (not everyone has social media)

a clear cut agenda for residents who seek clarity on issues relating to  
 i.e building codes  
 promotion of health and leisure services .  
 heads of departments in particular

Algorithms mean I don't see Facebook posts. Your newsletter is so boring & grey. Unless we sit in on meetings - who knows what's happening & the decisions you're making for us, for community, for environment.

An informative Shire newsletter that will be received monthly by email. The newsletter can also highlight admirable personal initiatives.

## How the community is informed about what's happening in the local area

Answer all correspondence asap

Anything would be an improvement  
Very little is seen or heard of what council is trying to achieve

Ask residents and ratepayers what are their needs and wants then develop a list of achievable priorities.

Be more open with Community , upfront , transparent.  
Not using social media ONLY for any questionnaires etc.

By constantly communicating whenever the need requires  
Rate payers cannot get enough communication

Circulate a hard copy (printed) of news and activities as in Greenbushes - Balingup Newsletter, Cranbrook Newsletter - Not facebook. See enclosures.

Clearly communicating with rate payers when large decisions will affect them and giving them fair time to respond

Communicate by a variety of aides - not rely on Facebook - double check dates/times/details before sending out "what's on". Check spelling. Work with organisers of the events to promote for the good of Bridgetown-Greenbushes.

Communicate more.

Communication - again not just public forums and reports as most people don't go or read these. Needs to be kept at a simple level so that most residents feel heard and listened to.

Communication - Communication is usefull if Shire show leadership and inspire community interest.

Communication - I personally have written to the CEO on important matters several times to never get a reply. Not good enough!! My rates are \$2000 you can't even reply?

Communication - new staff needed. Good communication is based is honesty/transparency/trust. That's not currently there.

Communication annually good need progress during the year report on achievements etc.

Communication is key to creating a united community. This is the key to facilitating change on a much bigger scale.

Communication is vital in understanding what the shire is doing, why and when. Consultation, talking to community members and finding out who the community members are is also vital in understanding their needs and aspirations to better work in partnership.

Communication through other avenues other than facebook. Loss of monthly Shire notices is of concern.

Communication, return phone calls have appropriate phone numbers made available.

Communication. Hard to search the website when not sure what to look for. Is there a drop down menu for 'currently behind closed doors' or 'outsourced with month!' Ratepayers would appreciate knowing how the highly paid staff occupy their time whilst the coal-face workers become fewer.

## How the community is informed about what's happening in the local area

Communication. Use a range of social media and email in addition to high quality shire newsletters to residents on a regular basis.

Communications - greater effort to keep community informed of shire decisions, actions, developments and programs. Use of variety of mediums to keep people informed. Weekly regional updates, monthly council meeting/information.

community consultation

Community forums to inform planning for nature of our area and demographics.

Community inclusion in decisions made. Recently a significant number of shire positions have been made redundant without community discussion or information provided as to why these positions have been made redundant. This decision has had a large impact on community wellbeing.

Consider those who can't/don't have computers and internet. Continue mail outs.

Give residents feedback about how consultations/surveys have been acted on. Ensure that this is done so that people in the Shire believe/know it is worth participating. Remove the "Why bother, they don't listen."

Hard to say since whatever way is used there's always somebody saying "I didn't hear about that". Not everybody uses (or wants to use) Facebook.

Have more communication with the Shire management and change the staff from CEO and community management and listen to what people are saying to them.

Having people on the council that are easier to communicate who are helpful to the needs of building new homes. Open to new ideas. Making the needs of the people easier rather than harder. Processing plans quicker.

I am sure the Shire is doing a lot for our community, however, I don't know what that is. Need to communicate information in an easy format, easy to read & understand and be economical. Maybe via email. Text message eg: in October, your shire successfully reduced criminal activity by 30% by increasing the police station opening hours & responding to all enquiries.

This will have a flow on effect to leadership and consultation  
 Don't just tell us what your doing, but what you have done.

I have recently gone through the process of a building application. It was a nightmare of poor communication and obstruction.

I rarely hear about what's happening in the town, if it wasn't for Facebook I would have no idea what's happening

I think it's important to communicate with the community prior to projects going ahead. I think the community can be very useful in the process of consultation when preparing for town projects

I would like to see acknowledgement from the Council when a request or application has been made from a member of the public within five business days. I would then like an outcome within 45 business days. I think this reasonable and am aware of several Local and State Government Dept working with this type of policy and procedure. I would like to see a newsletter or forums a couple of times a year, for updates on what's happening in the shire e.g. application and approved grants, developments etc.

## How the community is informed about what's happening in the local area

Improve communication. The Shire seems to be doing a pretty good job but the communication does not inspire confidence and criticism from the community is rife. PR in the Shire is quite poor.

Inform ratepayers where their rates are going. They tell us in their end of year budgets what is planned BUT unfortunately many of the items listed are NEVER carried out. So where is the money going????

LIASE MORE WITH RATEPAYERS AND LISTEN TO THEM

Listen and learn to communicate with communitiy.

Listening. The Shire needs to really hear what it is that people want and need from them and then respond to these desires with seen and measurable actions. Less talking "to" and more talking "with" that results in action.

Make sure all staff live in the town and are there to communicate the residents needs.

More mail communication

Let greater population know what's happening before decisions are made

More organic avenues to find out what is happening in the shire, not just FB

More regular malty faceted, malty media promotion of Shire actions, decisions, agreements and processes that will keep all community members aware

Motivate the improvement of mobile communication

Certain areas are unable to receive a signal - how can you run a business?

The CEO should be onto Telstra

Not enough is communicate to the community - a weekly / fortnightly newsletter should be out for all the community. It doesn't have to be huge but what is happening here! - not everyone gets on the Facebook page to see what went on at council meetings and where they are directing community funds etc.

not sure, under the current admin set up, how they would do this.

People like information of what is going on in the community so we need brochures and other information.

Please reply to a phone call, especially in an emergency.

Re-institute the local Shire newsletter with information about coming events, reports on past events, items for discussion at Shire meetings.

Shire communication is poor. Usually hear about events too late or not at all.

Shire seems to think that everyone has facebook. The community notice board might be old fashioned but a lot of people used to use it.

Someone to actually keep Shire web info page up to date DAILY. Improve visitor centre services eg hours, Shire info - features, events NOT just their members accommodation options!! Get consultant to create tourism video/insta posts etc.

Sort out Shire web site, better than it was but still cluttered.Needs to be reviewed and updated regularly. Not everybody particularity older ratepayers use Facebook.

## How the community is informed about what's happening in the local area

Start up the Insight magazine again

The absence of a creditable local newspaper means that council activities are often unknown. Younger people have access to social media.

The CEO needs to respond to requests for meeting him and not just ignore. Meetings need to be advertised more widely and all other communication needs to fit with the community. Do not make assumptions that people will go to the shire website to look for what they are wanting to find.

Ensure your message is more widespread to a wider audience.

Not all constituents are on Facebook.

The information provided by the shire seems to be via Facebook post and on their website. There is no other information to my knowledge of what is happening with our shire.

The Shire have admitted that today's communication to the general public is done via the internet. When it was pointed out that not everyone in the community is on Facebook, the suggestion to use other media in conjunction with the internet was more or less laughed at. Sadly, the Shire is lacking in one of its most important roles as the head of its Community by ignoring the fact that various means of communication are needed and expected to get information to all ages of the Community.

The Shire seems to only rely on social media pages and a poorly managed and setup web page to communicate with the community.

As a ratepayer not on social media, the only thing I ever receive from the shire is my rates notice. I generally have no idea what's going on in town.

Something as simple as a Community Newsletter emailed to ratepayers/residents would be good. A better managed and well set out shire web page would also help.

Their regular Insight newsletter was very informative and helpful but it seems to have ceased publication. In my opinion, some printed publication is much more useful than an on-line publication. Please bring back Insight.

Many years ago my husband was a councillor (in another Shire); he used to distribute to everyone in his ward every month an A4 page of information about local events, upcoming issues, and those that had been dealt with etc. This kept the local community informed and engaged and willing to act as a sounding board and be consulted.

This area has developed and improved since COVID-19 with online news stories, would like to see this developed into other methods of delivery.

This scorecard is a good start. Regular reports on internet and page in local paper (preferably a free paper) Plus personal exposure re priority 1.

Too much reliance on Facebook for information. Many of us don't use Facebook. There are many notice boards in town - use bright eye attracting notifications here.

Treat each ratepayer with consideration and value.

Timely completion of shire duties especially in inviting new comers to the area.

We don't seem to get our newsletter from the shire anymore. The only information we have been receiving is via Facebook and many people do not have access to this

Unsure how to answer



## How the community is informed about what's happening in the local area

Various newsletters, publications, emails etc provide a good amount of information about whats happening in Bridgetown.

However I have no idea what the long term vision for the town is.

('What's Happening in Bridgetown' email is priceless. Information about how the rates are going to be spent is excellent).

We rarely receive any type of communication from the Shire.

Website not easy to find info

Older people often do not use the internet. No insight, no news. Why not a local publication like the mailbag/community newsletter with just one page contributed by the Shire. If the newsletter contains lots of other community news people will not be so quick to bin it.

Shire Bytes doesn't work for everybody

Well the bar is real low/non existent in the communication stakes with the Shire. Starting with the CEO, President, many Councilors and some Key Exec Managers down its not going to take much to improve for the better communications.

Currently contact by many and varied means is simply ignored with phonecalls, emails and requests for meetings all too often going unanswered for months. When in person attitudes of too many Shire staff or Councilors are often discourteous, disrespectful, arrogant and unhelpful

Again I reiterate many staff in lower ranks at the Shire are actually great to deal with

When anything is given to the Shire - for the community - they sould inform the donor before they give the donation away or dispose of it. Particularly the Xmas decorations.

## Customer service

As before [Treat each ratepayer with consideration and value.

Timely completion of shire duties especially in inviting new comers to the area.]

as previously answered [A greater flexibility for business and land holders to develop their holdings]

Better informed and approachable Council front office staff. Regular circulars distributed to community, advising of community activities and happenings and a realistic review of current rate charges in line with many other WA Shire Councils

Commitment to response within 24 hours

Currently, help requested is ignored. For example, weed eradication and blackberries.

Customer service in the ara of permits eg building - takes too long. Limited staff to do and move along projects.

Do as u say in brochures. On several occasions not even concerns replied to.

Ensure staff members who have regular community contact have appropriate training, those in the administration team in the office have been brilliant, those in other roles dealing with customers need training

## Customer service

Customer service - many of my questions about the Shire as opposed to my responsibilities have not been able to be answered by the staff at the desk and have not been followed up.

Customer service does not exist. Take for example, the attitude of planning dept when building homes and sheds. We have dealt with two builders who have told us that Bridgetown is the worst shire to deal with in the south west. One even said the state. A shed builder refused to handle the building application as he did not want to be involved in the shire. We had to do that.

I have volunteered on a local community group who asked community services for assistance with a grant, and I was not only told no but I felt I was treated very rudely. I have spoken to many community groups who told me the same sorts of stories. I ended up getting some help from the ladies at the community centre.

You see shire staff at home during work hours, taking long pub lunches and generally treating the residents with contempt. They work for us - but they dont appear to do much work.

They also have a large budget for catering at local cafes and used to regularly be seen having "meetings" at the Emporium.

enthusiastic staff with vision

Front desk at the Shire office is always well managed and customer service at this point is always good. Getting co-operation for community services however, is very difficult and frustrating. There does not appear to be a committment to be supportive of the community's efforts to develop. There seem to be 'blocking' or disinterested attitudes rather than supportive affirmative assistance for proposed projects from the community..

Improved responsiveness and flexibility regarding building, planning and customer services

Make sure all staff live in the town and are there to communicate the residents needs.

My concerns about the customer service are focus primarliy on the rigidity and attitude of those in the planning department. This problem may have been addressed?

no customer service

Ratepayers are customers. Shire promoting buy local went to pay car registration at shire was told I can do it online !!!!!

Replace the community services staff with people who are competent and have the ability to speak to residents/ratepayers who don't ride horses.

Revamp the Rangers, [personal comment deleted]. Does not listen.

Speed in which applications are dealt with. Also an attitude of how can we help you to achieve this rather than barriers to make things difficult.

Staff at the Shire can be unprofessional and unhelpful. Building permits take forever to obtain with no explanation why!

The shire has a terrible reputation for planning and building approvals taking forever.

Facilitate the easy and timely approval of building so people can spend money in the shire building and living here

## Customer service

The shire is poorly managed, there are a large amount of "managers" and no worker. It is a common joke about the shire workers taking us for a ride. I saw a shire worker regularly at their residence renovating their house during work time, wearing their uniform with a shire vehicle on site. Another shire worker takes a small garbage truck home at nights - is this part of their salary? Since when are garbage truck for private use? Is this insured not to be in the compound at night. The shire has very poor leadership and the workers appear to take the piss and answer to no one.

This comes down to the approachability of shire staff and their interaction (in this case lack of) with the community- there is a very large disconnect between shire staff and the community

## Other

All of the previous listed items...of which I don't have any more suggestions. It should be a package deal - bring more tourists, residents in. All of the items on the list should be improved to make Bridgetown a place where people want to visit and live.

Community Development: The current section does not consult or communicate with the community. Much of their responsibilities are carried out by volunteers. Some responsibilities are micro managed and therefore poorly run eg rec centre, swimming pool and lessons, tourist centre, the section writes plans but doesn't carry them out, fail to consult local experts and fail to return calls. They 'lose' community consultation documents. The boxes I marked unsure indicate that to the best of my knowledge they are run by community organisations.

Create a help register of volunteers to assist needy with small odd jobs - eg replace tap washers etc.

Don't look after rate payers. Need more, work on it.

Get rid of extra bills - such as declared pest rates.

I don't know. There are too many - far too many - regulations reporting to relate to 'safety' - "Safety" is too often interpreted as "Avoid legal liability".

Improved internet access

Keep rates down to at least CPI.

Keep rates to CPI, cut office staff, most of whom are unnecessary and use more outside staff.

Maintain outside properties.

Manjimup was designated a 'super town' perhaps the WA Govt could be persuaded to be aware of the special needs of this town i.e. train service from Bunbury.

Provide clear policies and processes (like Shire of AMR) around event approvals/applications, food certificates and dirt bike management.

Rate payers are treated differently (less important) to locals.

Reducing rates by 50% over next 10 years. I have reduced cost in comparison to other forum in Australia by more than 50% and still have good qualities.

## Other

Shire staff to have the town at heart and not just a job for them.

Stop allowing green waste burning in town. The amount of smoke from properties with multiple fires trying to burn freshly (green) cut prunings and leaves.

Stop spending money on thing and places nobody uses eg railway station.

Transport within shire & to/from major regional centres.