

# COMMUNITY SATISFACTION SURVEY 2026 REPORT

## Introduction

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This report presents the findings from the 2026 Community Satisfaction Survey and Community Priorities consultation undertaken by the Shire of Narembeen. A total of 46 responses were received, providing valuable insights into resident experiences, expectations, and future priorities.

The survey captured feedback across key areas including Council performance, community facilities, infrastructure, communication, and future development. Participation was strongest among working-age residents (26–55 years), with good representation from older residents (70+), ensuring meaningful input on accessibility, health, and community safety. However, younger residents (12–25) were underrepresented.

In addition, community members were invited to nominate their top priorities for the next two years. These responses have been analysed and grouped into key themes to support strategic planning and decision-making.

## Summary

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Overall, the results indicate a high level of satisfaction with the organisation's performance, with 90.3% of responses rated 'Good' or 'Excellent'. This corresponds to an overall average rating of 3.28 out of 4, reflecting strong performance across the board.

In 2024, based on 56 responses, the weighted average (WA) rating was 3.22 out of 4, also indicating a solid level of satisfaction from most respondents. By 2026, even though we had lower responses, the WA slightly increased to 3.28, reflecting a modest improvement, with 55% of responses rated as 'Good' and 35% as Excellent.

Despite this positive result, the community has clearly identified several priority areas requiring attention:

- **Roads and Infrastructure** The most consistent concern, including road maintenance, drainage, and general town presentation.
- **Recreation and Community Facilities:** Strong demand for upgrades to sporting facilities, playgrounds, and the Recreation Centre.
- **Housing and Land Availability:** Ongoing need for more residential land, lifestyle blocks, and worker housing.
- **Communication and Engagement:** Residents expressed a desire for clearer, more transparent communication and greater involvement in decision-making.

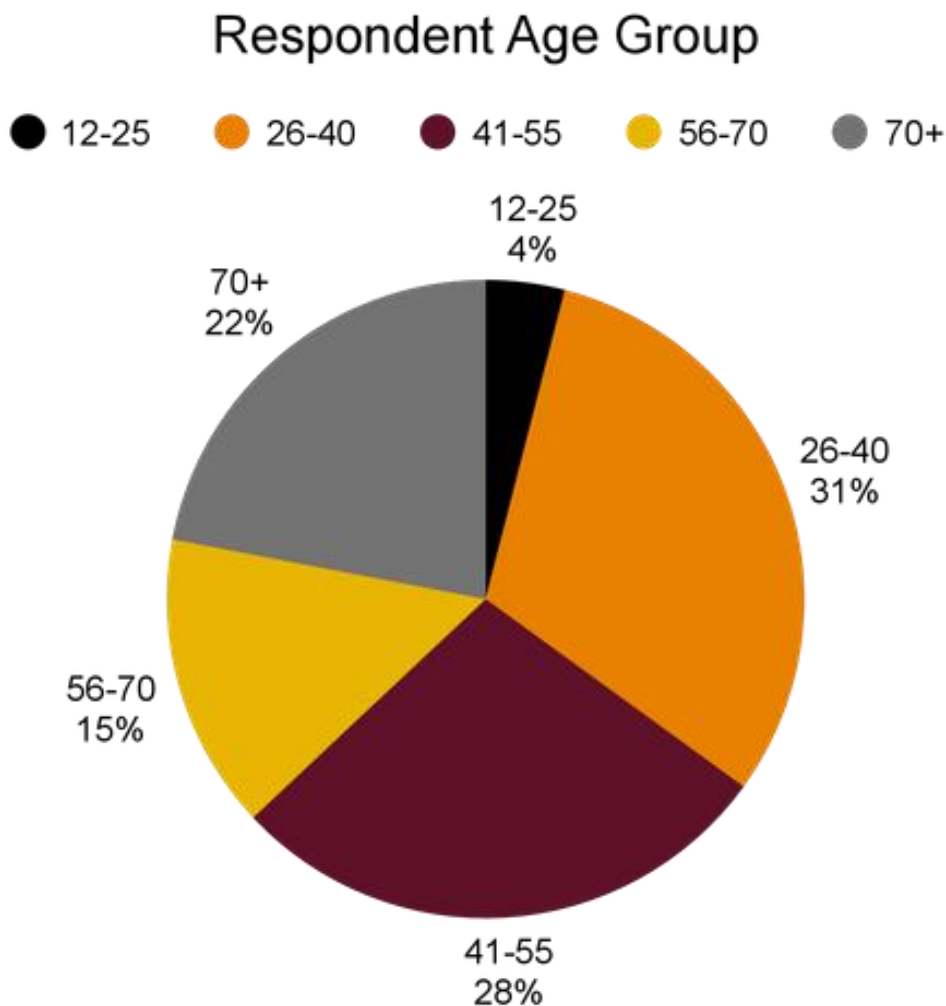
- **Health, Safety and Wellbeing:** Key issues include access to healthcare services, community safety, and support for local amenities.

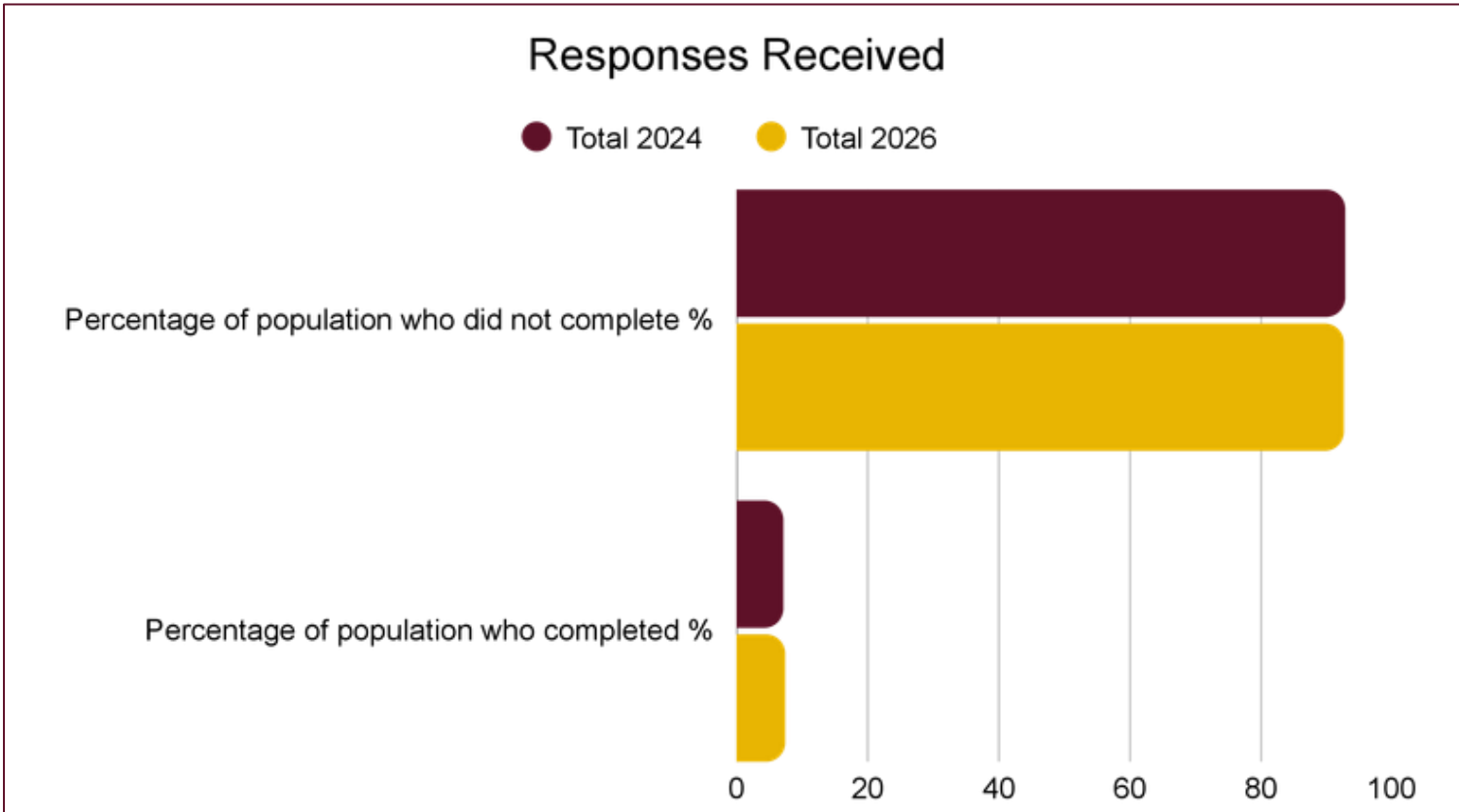
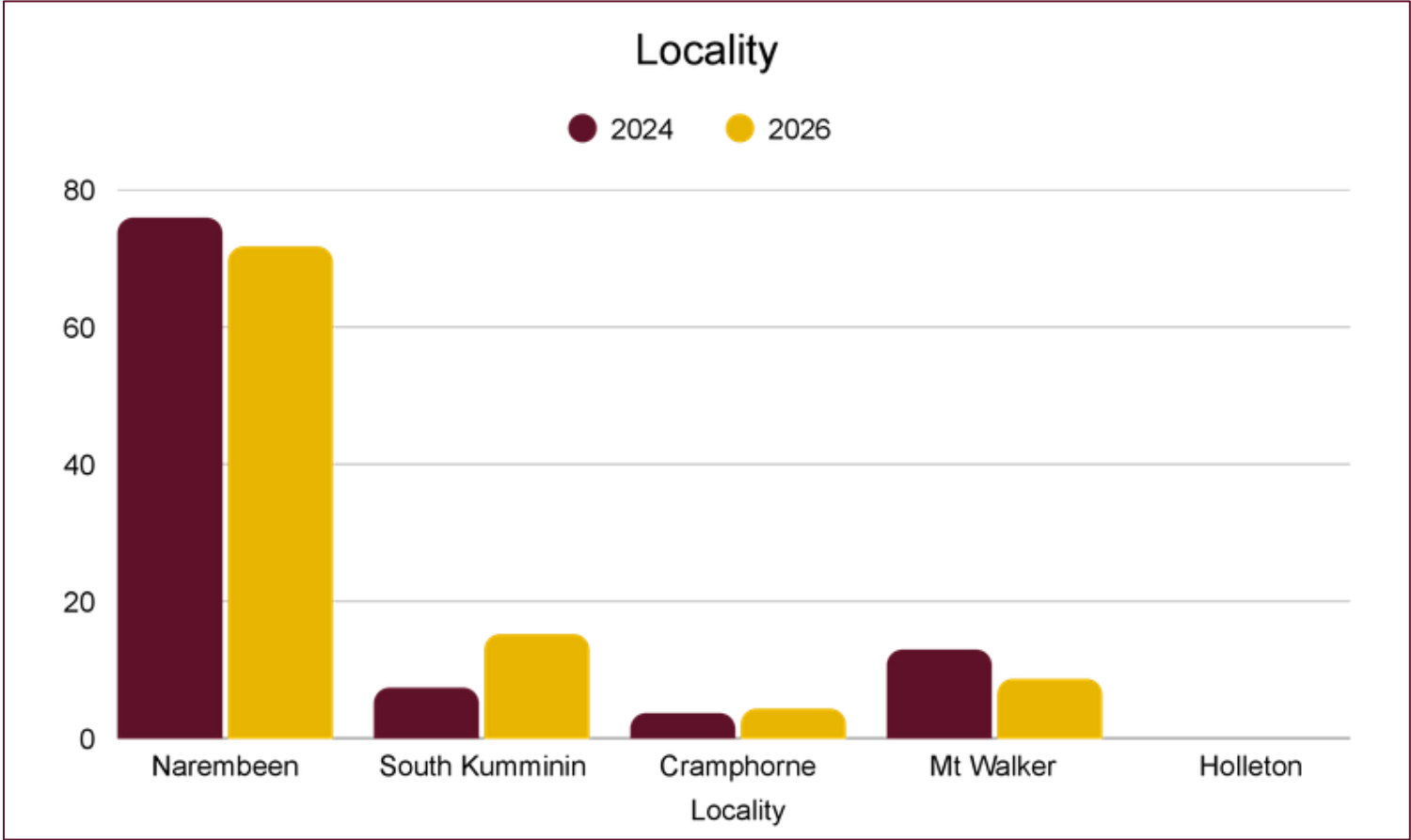
Residents also highlighted the importance of maintaining well-performing facilities such as emergency services, medical services, and the caravan park, while identifying various proposed opportunities to enhance recreational and youth-focused infrastructure.

In summary, while the Shire is performing well overall, the community is seeking targeted improvements in essential services, infrastructure, and communication. These insights provide a clear and actionable foundation for future planning and investment.

## Respondents

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# Shire Performance

The following tables provide a detailed breakdown of Shire performance across key areas, including overall performance, facilities, and communication. They show the distribution of responses across Poor, Below Average, Good, and Excellent ratings, highlighting areas of strength and opportunities for improvement.

W.A. = weighted average

## General Performance

	Poor	Below Average	Good	Excellent	2024 W.A	2026 W.A
<b>Advocacy and lobbying</b>	8.70%	4.35%	63.04%	23.91%	3.08%	<b>3.02%</b>
<b>Community consultation</b>	8.70%	4.35%	52.17%	34.78%	3.11%	<b>3.12%</b>
<b>Council's leadership</b>	6.52	4.35%	47.83%	41.30%	3.35%	<b>3.24%</b>
<b>Customer Service</b>	2.27%	11.36%	56.82%	29.55%	3.13%	<b>3.14%</b>
<b>Governing organisation</b>	2.17%	6.52%	65.22%	26.09%	3.15%	<b>3.15%</b>
<b>Financial management</b>	6.67%	6.67%	55.56%	31.11%	3.47%	<b>3.11%</b>
<b>Informed about local events, issues, and services</b>	4.35%	4.35%	56.52%	34.78%		<b>3.22%</b>
<b>Responsive to complaints and enquiries</b>	8.89%	13.33%	51.11%	26.67%		<b>2.96%</b>
<b>Transparency and decision-making</b>	4.55%	13.64%	52.27%	29.54%		<b>3.07%</b>
<b>Understanding of community needs</b>	4.44%	13.33%	51.11%	31.11%		<b>3.09%</b>

## Communication and Digital Services

	Poor	Below Average	Good	Excellent	2026 W.A
Online forms and payments	3.03%	6.06%	66.67%	24.24%	3.12%
Shire website	5.71%	14.29%	57.14%	22.86%	2.97%
Social media presence and updates	2.56%	5.13%	61.54%	30.77%	3.21%

## Shire Services

	Poor	Below Average	Good	Excellent	2024 W.A	2026 W.A
Bushfire Prevention and Control	3.13%	9.38%	62.50%	25.00%	2.35	3.09
Cat and Dog Control	25.00%	21.88%	43.75%	9.38%	1.57	2.38
Cemetery Management	0.00%	0.00%	38.46%	61.54%	2.15	3.62
Community Activities and Events	2.50%	10.00%	62.50%	25.00%	3.3	3.10
Enforcement of Local Laws	2.86%	11.43%	65.71%	20.00%	2.64	3.03
Environmental Health Services	7.14%	10.71%	67.86%	14.29%	1.98	2.89

### **Shire Services (cont.)**

	Poor	Below Average	Good	Excellent	2024 W.A	2026 W.A
<b>Disability Access and Inclusion</b>	9.09%	13.64%	45.45%	31.82%	<b>1.89</b>	<b>3.00</b>
<b>Footpath Construction</b>	4.88%	4.88%	56.10%	34.15%	<b>3.06</b>	<b>3.20</b>
<b>Footpath Maintenance</b>	11.90%	4.76%	64.29%	19.05%	<b>2.87</b>	<b>2.90</b>
<b>Library Services</b>	3.85%	3.85%	61.54%	30.77%	<b>2.75</b>	<b>3.19</b>
<b>Mosquito Control</b>	8.57%	22.86%	60.00%	8.57%	<b>2.44</b>	<b>2.69</b>
<b>Natural Resource Management</b>	15.79%	5.26%	68.42%	10.53%	<b>2.31</b>	<b>2.74</b>
<b>Residential Land Development</b>	13.04%	4.35%	47.83%	17.39%	<b>1.96</b>	<b>2.84</b>
<b>Road Construction</b>	16.22%	10.81%	64.86%	8.11%	<b>2.6</b>	<b>2.65</b>
<b>Road Maintenance</b>	22.50%	30.00%	40.00%	7.50%	<b>2.46</b>	<b>2.33</b>
<b>Standpipes and Water Access</b>	8.00%	12.00%	72.00%	8.00%	<b>1.52</b>	<b>2.80</b>
<b>Street Lighting</b>	21.95%	24.39%	51.22%	2.44%	<b>2.22</b>	<b>2.34</b>

**Shire Services (cont.)**

	<b>Poor</b>	<b>Below Average</b>	<b>Good</b>	<b>Excellent</b>	<b>2024 W.A</b>	<b>2026 W.A</b>
<b>Streetscaping</b>	13.16%	18.42%	60.53%	7.89%	<b>2.57</b>	<b>2.63</b>
<b>Storm Water Drainage</b>	28.57%	34.29%	37.14%	0.00%	<b>2.04</b>	<b>2.09</b>
<b>Visitor Servicing</b>	11.11%	11.11%	48.15%	29.63%	<b>2.06</b>	<b>2.96</b>
<b>Transport Licensing</b>	5.88%	2.94%	70.59%	20.59%	<b>2.52</b>	<b>3.06</b>
<b>Volunteer support and recognition</b>	2.70%	5.41%	64.86%	27.03%	<b>3.25</b>	<b>3.16</b>
<b>Youth Services</b>	0.00%	29.41%	64.71%	5.88%	<b>1.47</b>	<b>2.76</b>
<b>Building Approvals</b>	23.08%	15.38%	61.54%	0.00%	<b>0</b>	<b>2.38</b>
<b>Planning Approvals</b>	25.00%	16.67%	41.67%	16.67%		<b>2.50</b>
<b>Residential Land Development - Planning</b>	23.81%	9.52%	52.38%	14.29%		<b>2.57</b>
<b>Waste Services - Bendering Waste Facility</b>	6.67%	0.00%	80.00%	13.33%		<b>3.00</b>
<b>Waste Services - Narembeen Transfer Station</b>	0.00%	0.00%	66.67%	33.33%		<b>3.33</b>

## Shire Facilities

	<b>Poor</b>	<b>Below Average</b>	<b>Good</b>	<b>Excellent</b>	<b>2024 W.A</b>	<b>2026 W.A</b>
<b>Administration Office</b>	7.69%	2.56%	69.23%	20.51%	<b>2.79</b>	<b>3.03</b>
<b>Airfield</b>	0.00%	14.29%	57.14%	28.57%	<b>1.43</b>	<b>3.14</b>
<b>Aquatic Centre</b>	5.26%	10.53%	47.37%	36.84%	<b>2.98</b>	<b>3.16</b>
<b>Caravan Park</b>	0.00%	0.00%	38.89%	61.11%	<b>1.81</b>	<b>3.61</b>
<b>Cemetery</b>	0.00%	0.00%	42.86%	57.14%	<b>2.76</b>	<b>3.57</b>
<b>Children's Playground (Oval)</b>	18.75%	31.25%	40.63%	9.38%	<b>2.06</b>	<b>2.41</b>
<b>Children Playground (Apex Park)</b>	6.06%	18.18%	54.55%	21.21%	<b>2.12</b>	<b>3.88</b>
<b>Town Hall</b>	9.09%	36.36%	51.52%	3.03%	<b>2.23</b>	<b>2.48</b>
<b>CWA Building (REED Child Care)</b>	16.67%	25.00%	50.00%	8.33%	<b>1.12</b>	<b>2.50</b>
<b>RSL Hall (History Museum) (Savage St)</b>	0.00%	0.00%	71.43%	28.57%	<b>1.19</b>	<b>3.29</b>
<b>History Centre (Old Road Board)</b>	0.00%	0.00%	62.50%	37.50%	<b>1.47</b>	<b>3.38</b>

**Shire Facilities (cont.)**

	<b>Poor</b>	<b>Below Average</b>	<b>Good</b>	<b>Excellent</b>	<b>2024 W.A</b>	<b>2026 W.A</b>
<b>Pioneer Church Museum (Longhurst St)</b>	0.00%	0.00%	76.92%	23.08%	<b>1.1</b>	<b>3.23</b>
<b>Railway Building</b>	14.29%	35.71%	42.86%	7.14%	<b>0.94</b>	<b>2.43</b>
<b>Spotter's Hut</b>	0.00%	13.33%	53.33%	33.33%	<b>0.71</b>	<b>3.20</b>
<b>Senior Citizen Social Centre</b>	7.69%	0.00%	69.23%	23.08%	<b>1.22</b>	<b>3.08</b>
<b>Community Resource Centre</b>	0.00%	6.98%	41.86%	51.16%	<b>3.62</b>	<b>3.44</b>
<b>Emergency Service Centre</b>	0.00%	3.23%	19.35%	77.42%	<b>3.33</b>	<b>3.74</b>
<b>Library</b>	7.41%	0.00%	44.44%	48.15%	<b>2.78</b>	<b>3.33</b>
<b>Medical Centre</b>	0.00%	2.44%	41.46%	56.10%	<b>3.54</b>	<b>3.54</b>
<b>Apex Park (Currall St)</b>	5.71%	11.43%	48.57%	34.29%	<b>2.3</b>	<b>3.11</b>
<b>Jones Park (Churchill St)</b>	5.56%	5.56%	55.56%	33.33%	<b>1.51</b>	<b>3.17</b>
<b>Memorial Park (Longhurst St)</b>	11.11%	5.56%	44.44%	38.89%	<b>1.37</b>	<b>3.11</b>

**Shire Facilities (cont.)**

	<b>Poor</b>	<b>Below Average</b>	<b>Good</b>	<b>Excellent</b>	<b>2024 W.A</b>	<b>2026 W.A</b>
<b>Men's Shed and Gallery</b>	0.00%	11.11%	55.56%	33.33%	<b>1.1</b>	<b>3.22</b>
<b>Narembeen Recreation Centre</b>	2.27%	11.36%	45.45%	40.91%	<b>3.48</b>	<b>3.25</b>
<b>Narembeen Transfer Station</b>	0.00%	0.00%	62.96%	37.04%	<b>2.22</b>	<b>3.37</b>
<b>Parks and Gardens</b>	2.33%	9.30%	62.79%	25.58%	<b>2.77</b>	<b>3.12</b>
<b>Public Toilets</b>	5.41%	0.00%	59.46%	35.14%	<b>2.7</b>	<b>3.24</b>
<b>Basketball &amp; Netball Courts</b>	10.34%	17.24%	62.07%	10.34%	<b>2.02</b>	<b>2.72</b>
<b>Bowling Green</b>	0.00%	0.00%	38.10%	61.90%	<b>2.55</b>	<b>3.62</b>
<b>Cricket Practice Nets / Wicket</b>	22.73%	36.36%	36.36%	4.55%	<b>1.31</b>	<b>2.23</b>
<b>Football Oval</b>	0.00%	25.81%	61.29%	12.90%	<b>2.6</b>	<b>2.87</b>
<b>Gym</b>	4.00%	12.00%	72.00%	12.00%	<b>1.35</b>	<b>2.92</b>
<b>Hockey Fields</b>	9.52%	23.81%	52.38%	14.29%	<b>1.79</b>	<b>2.71</b>

**Shire Facilities (cont.)**

	<b>Poor</b>	<b>Below Average</b>	<b>Good</b>	<b>Excellent</b>	<b>2024 W.A</b>	<b>2026 W.A</b>
<b>Tennis Courts (Narembeen)</b>	0.00%	16.00%	64.00%	20.00%	<b>1.98</b>	<b>3.04</b>
<b>Tennis Courts (Mt Walker)</b>	0.00%	6.25%	43.75%	50.00%	<b>1.65</b>	<b>3.44</b>
<b>Motocross track</b>	0.00%	0.00%	57.14%	42.86%		<b>3.43</b>

# Community Priority Breakdown

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The Shire invited community members to nominate their top three priorities for the next two years. This report consolidates the feedback into clear themes, insights, and strategic considerations.

## Priority 1 – Key Themes

### Roads, Maintenance, Drainage and Town Presentation

- Regular grading and repair of gravel roads
- Fixing problem areas including Currall Street, Afgri vicinity, and salt drainage crossings
- Tree trimming for vehicle safety and visibility
- Improving stormwater drainage
- Enhanced main street and verge presentation

### Health Services

- More local nurses employed
- Better utilisation of the Narembeen Hospital
- Transparency on doctor payments and service models

### Recreation and Sporting Facilities

- Upgraded Recreation Centre facilities including female changerooms
- Modern gym with updated equipment
- Improved playgrounds at Apex and the Recreation Centre
- Pool cleanliness and potential return to Shire management

### Community Safety

- Concerns around drug distribution and theft
- Improved truck bypass signage

### Housing and Land

- Release of lifestyle blocks such as 5-acre lots
- Availability of worker and public housing

## Priority 2 – Secondary Priorities

### Roads and Infrastructure

- Continued road widening and upgrades
- Street lighting improvements
- Oval reticulation upgrade
- Town Hall air-conditioning or large fans

## **Recreation and Community Assets**

- Enclosed courts for all-weather sports
- Pump track at Apex Park
- Upgraded pool carpark with shaded areas

## **Housing**

- Improved transparency in housing approvals
- More housing for workers and families
- Larger residential blocks released

## **Communication and Culture**

- Improved communication from the Shire
- Centralised digital information platform
- Friendlier, more welcoming Shire office culture

## **Tourism and Business**

- Attracting businesses to town
- Boosting tourism and improving town aesthetics

## **Priority 3 – Long-Term Priorities**

### **Recreation and Youth**

- Indoor multipurpose courts for year-round use
- More youth-friendly activities
- Enclosed toddler play area at the pool

### **Tourism and Identity**

- Beautification of entrances to town
- Community-supported yard cleanups
- Recognition of Bill Walker (statue suggestion)

### **Governance**

- Responsible budgeting and reduced reliance on subsidies
- Upskilling and cross-skilling of Shire staff
- More transparency in council decision-making

### **Transport and Traveler Facilities**

- Weekly bus service to Merredin
- Improved traveller amenities including truckie showers

## Conclusion and Next Steps

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The 2026 Community Satisfaction Survey provides a clear picture of how residents feel about Shire services, facilities, and future priorities. Overall, satisfaction remains strong, while the feedback highlights specific areas where the community would like to see improvements, particularly in roads and infrastructure, recreation facilities, housing, communication, and community safety and wellbeing.

The results of this survey will be considered alongside the insights shared during the Strategic Community Facilitation Series held in March 2026. Together, this information will form part of the major review of the Shire of Narembeen's Strategic Planning Suite. By combining survey results with broader community discussions, the Shire can ensure future planning and decision-making are guided by community priorities and reflect local needs and aspirations.