



Appendix - Consultation Outcomes

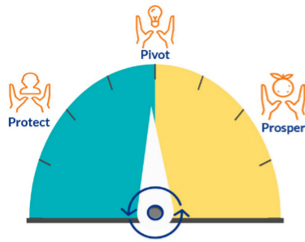
Community Recovery Plan



Contents

Feedback Summary.....	3
Community Recovery Plan Workshops.....	4
Purpose.....	4
Outcomes.....	4
Process.....	4
Business Group workshop outputs.....	5
Protect.....	5
Pivot.....	6
Prosper.....	7
Community Group workshop outputs.....	8
Protect.....	8
Pivot.....	10
Prosper.....	11
Community Survey.....	12
Purpose.....	12
Outcomes.....	12
Process.....	12
Community Survey.....	12
Business Survey.....	22
Purpose.....	22
Outcomes.....	22
Process.....	22
Community Open Day.....	30
Purpose.....	30
Process.....	30
Community survey overview.....	30
Breakdown: Community Open Day.....	31
Assessing Data for prioritisation for Long Term Recovery Strategy.....	33

Feedback Summary



Shire of Serpentine Jarrahdale COVID-19 Pandemic Community Recovery Plan



BUSINESS FOCUS

Increased clarity and understanding of consumer and supplier needs

Encourage tourism to the region to increase local trade

Promote local produce to support local suppliers



Celebrate and showcase innovation, resilience and success in the area:

- Local businesses
- Customers
- Community
- The Shire



COMMUNITY FOCUS

Inform and reinforce access to information and services for **all** community members:

- Financial
- Mental
- Community
- Social



Connecting local services and networks to work towards a unified goal

More community feedback opportunities

Provide the right support for a second wave



Community Recovery Plan Workshops

Purpose

Using the stakeholder expertise, experience and networks to better inform the development of the Shire of Serpentine Jarrahdale Community Recovery Plan – COVID-19 pandemic.

Outcomes

An improved grass-roots understanding of how differing stakeholder segments are being affected

Identification of key issues, opportunities and support needed

Building of stronger community relationships to assist transition in an emergent environment

Process

Two workshops were held in early August 2020, each with a strong focus on participant discussion and input. Both utilised the ‘Protect; Pivot; Prosper’ model to understand the impacts of COVID-19 upon the Serpentine Jarrahdale community and what support is needed from here.

The model describes three phases that business and community members may experience from a response and recovery perspective.

Protect	Actions undertaken to support community and businesses to continue to survive and function in an uncertain environment.
Pivot	Actions undertaken to respond to new opportunities, changes in the way we live, and changes in consumer behaviours.
Prosper	Actions undertaken to create a new future, and build long-term sustainability acknowledging that things won't be as they were.

Participants were asked to identify what they have seen happening or being done; and to then map out short, medium and long-term areas for action.

Business Group workshop outputs

Protect

What's being done now:

Capped rate revenue
Clients appreciative of effort being made by business
Following social distancing
Residents following health messages (reinforced by Victorian situation)
Signage, sanitiser provided
Serpentine Jarrahdale had one of the highest take up rates of JobKeeper in WA
Staff following sanitising procedures

Timeframe	Actions
Short -term priority actions (3 months)	Be able to manage supply chain impacts – e.g. demand and stock replacement
	Education of customers to understand what businesses have been through
	Improved understanding of customer buying behaviour
	Message needs to be reinforced to avoid complacency
	Provide clarity in regards to what can and can't be done and what help is available
	Provide confidence that Local Government Areas, State Government and businesses know what they're doing
	Set up a Serpentine-Jarrahdale COVID-19 website
	Source fresh foods locally - work with 2nd and 3rd tier producers to get their produce into supermarkets
	Understanding of how Jobkeeper and other support mechanisms will play out
Medium-term actions (6 months)	Source fresh foods locally - work with 2nd and 3rd tier producers to get their produce into supermarkets

Pivot

What's being done now:

Business advice service, very low take up

Accelerated projects – eg: Serpentine Jarrahdale Farmers Market, Tonkin Hwy extension; METRONET at Byford

Business breakfast was held in September identifying how Small Business Development Commission can help Serpentine Jarrahdale businesses in the Pivot and Prosper phases

Project to encourage buyers to source fresh foods locally - work with 2nd and 3rd tier producers to get their produce into supermarkets

Tourist operator's workshop

Timeframe	Actions
Short-term priority actions (3 months)	Connect business and tourism to maximise visitor spend
	Encourage people to drive via Serpentine Jarrahdale to highlight the Serpentine Jarrahdale assets, facilities and experience
	Maintain relationships that have been established with Serpentine Jarrahdale businesses
	Support business to share intelligence (eg: buying patterns)
	Support business to take advantage of shift to buy local pattern
	System in place to monitor what's changing (often quickly) and communicating this
	Work with Dome to increase its profile and use it as another magnet for Serpentine Jarrahdale
Medium-term actions (6 months)	Maintain relationships that have been established with Serpentine Jarrahdale businesses
	Revisit / implement plans to activate either Turners Cottage or the Hall in Byford as a Visitors Centre to pick up and 'retain' casual tourists who would otherwise pass through
	Serpentine Jarrahdale presenting itself as a destination (proximity to Perth, range of experiences, natural assets and offerings)

	West Mundijong planning approvals finalised
	Work with businesses to improve their visibility and accessibility to customers and tourists
Long-term actions	Maintain Commonwealth, State and local government relationships
	Maintain relationships that have been established with Serpentine Jarrahdale businesses
	Review streetscape options in Byford to attract and retain visitors

Prosper

What's being done now:

Small enterprises have moved into niche markets quickly

Timeframe	Actions
Short-term priority actions (3 months)	Continue to reinforce confidence for Serpentine Jarrahdale business sector and community, based on Serpentine Jarrahdale asset base and stability of operating, geographical and political environment
	Encourage the agile small business collaboration model
	Get local (or local level) businesses to share their stories of success
	Get innovative small businesses 'telling their story' in different sectors
	Implement a small business buy local campaign
	Place making actions implemented for Serpentine Jarrahdale
	Reinforce the message of Serpentine Jarrahdale operating as an innovative shire that focuses well beyond BAU to constantly look at 'new edges'
Long-term actions	Establish advanced recycling centre in West Mundijong
	Establish Serpentine Jarrahdale as a new lifestyle option outside of Perth

	Ramp up Shire of Serpentine Jarrahdale's ability to respond to private sector investment opportunities
	Serpentine Jarrahdale to 'host' a smart city
	Solar and battery farm established near Byford

Community Group workshop outputs

Protect

What's being done now:

Awareness and research around financial decisions and expectation, taking control of their finances
Awareness of and checking in on older people
Be prepared for second wave
Buying long term purchases
Community groups reaching out to support their communities
Compliance with restrictions / requirements
Focus on the positives
Improved hygiene
Looking after family members
Maintaining outdoor activities for their mental and physical health
Not spending money/ Saving money
Prioritising social activities
Proactive about finding out information
Reaching out for support and help from other networks rather than the usual circle
Reduce over exposure to negative media
Shopping locally
Stocking up on supplies
Supporting groups who provide assistance to the vulnerable
Taking out their superannuation

Timeframe	Actions
Short-term priority actions (3 months)	Encourage hygiene and social distancing practices
	Encouraging social connections at the local and individual level
	Highlight the middle ground - cautious safe social connection
	Positive messaging about the good things happening
	Reach out to support the supporters e.g. Steve from Outback Truckers coming to say hello!
	Reframing the public service communication announcement
	Triggers within the network that we can report on and address in a timely fashion
	Updated information on service access
	Utilise the diversity of hubs we're dealing with (rural as well as peri-urban)
Medium-term actions (6 months)	Assist people moving into 2021 who'd expected things to be sorted...and COVID-19 is still here
	Continue to assess, needs, levels of engagement, social connectedness and wellbeing in the community
	Have a plan A and Plan B i.e.: if things are still going well as opposed to going back to restrictions - communicating
	Hygiene
	Provide avenues for the good stories to come through and really get some traction (e.g.: TEDx Serpentine Jarrahdale)
Long-term actions	Be aware of disaster layering (disaster happening within a disaster)
	Connecting with agencies to ensure they have a proper presence in Serpentine Jarrahdale
	Facilitate agency access with facilities, contacts and support available
	Keep an eye on the second wave of impacted people once they have used their own resources
	Keep recovery collaboration active

Pivot

What's being done now:

Home deliveries

Looking at sustainable practices - feeling like there can be "a way"

People being on track with utilities etc, not on edge of cut off for first time in ages

People staying home when unwell - mentality of "soldiering on" is different

People thinking about other people

Technology practices being imbedded

Telehealth appointments

Holidaying within WA state as opposed to interstate and international holidays

Working from home

Timeframe	Actions
Short-term priority actions (3 months)	Assist with immediate prescribed mental health challenges - connection with neighbours and local networks
	Assist with the fear of unknown
	Collaboration to get meaningful outcomes
	Get more info back from the community on what they're doing so they can be better supported in this (feedback loop)
	Targeted small-scale events
Medium-term actions (6 months)	Clear, resourced pathways for mental health support
	Community BBQ's - broader community network opportunities
	Financial pressures peaked? - financial budgeting courses, identifying savings
	Help people to build their skills and capacity for change (resources and support)
Long-term actions	Clear, resourced pathways for mental health support
	Community events
	Maintain community collaboration

Prosper

What's being done now

Collaboration between agencies- and is continuing

Community is supporting each other

Others are stepping up (while some are stepping away)

Preparing for a second wave

Prospering is based on which Pivots worked - can be data driven

Sharing of experiences - adhoc

Various financial support options

Timeframe	Actions
Short-term priority actions (3 months)	Acknowledge, recognise and work with community champions
	Collaboration 'hot seats' to float an issue and get a range of solutions to choose from
	Develop action plan to assist community's young people and new families to community
	High level of collaboration - make sure the Councillors are on-board and understand what's happening and what's needed
	Identify how we can support innovative ideas
	Need to move to teams working together to make collaborative efforts ongoing to deliver on needs
	Preparation for 2nd wave
	Seek out others doing cutting edge stuff
	Seeking out new community champions
	Sharing with others what worked
	Survey Community / Data collection
Medium-term actions (6 months)	Formalised advocacy to support initiatives and get policy change
	Reduction of 'red tape' once there is an understanding of what the 'red tape' (barriers) actually are
	Survey Community / Data collection

Long-term actions	Community Collaboration - Different community groups collaborating together to achieve an identified outcome
	Survey Community/Data collection

Community Survey

Purpose

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Identification of key issues, opportunities and support needed

Building stronger community relationships to assist transition in an emergent environment

Process

The Shire invited participation in a Community Survey and a Business Survey through:

- An advert in the Examiner Newspaper on 30 July and 6 August 2020.
- Community Drop-In session on Saturday 15 August 2020 at the Serpentine Jarrahdale Community Recreation Centre.
- Direct email to registered home businesses, the Shire's Business Directory, Sporting Groups, Community Groups and 1500 subscribers to E-News.
- Facebook posts on 30 July, 5 and 15 August 2020.
- Corflute signs advising the Survey and Community Session in Byford, Serpentine, Mundijong and Jarrahdale.

The survey could be answered and returned on-line for ease of participants. Alternatively hard copies could be tendered of completed surveys.

Community Survey

Comprised of 14 questions being made up of quantitative and qualitative enquiries.

49 surveys were completed.

Question 1 (Q1). Where do you live?



Byford was the suburb with the predominant participation rate followed by **Jarrahdale, Cardup and Serpentine**

Q2 – What is your age

ANSWER CHOICES	RESPONSES	
Under 18	2.04%	1
18-24	4.08%	2
25-34	12.24%	6
35-44	28.57%	14
45-54	22.45%	11
55-64	12.24%	6
65+	18.37%	9
Total Respondents: 49		



'Middle age' was the predominate group followed by senior citizens

Q3 – What is your gender

ANSWER CHOICES	RESPONSES	
Male	34.69%	17
Female	65.31%	32
Non Binary	0.00%	0
Prefer not to say	0.00%	0
Prefer to self describe	0.00%	0
Total Respondents: 49		



Female was the dominant participant gender

Q4 – What are your 3 main concerns at the moment regarding the COVID-19 pandemic

ANSWER CHOICES	RESPONSES	
Not being able to do activities that are important to me	16.33%	8
Worrying about people who are important to me	57.14%	28
Worrying about security of my job	12.24%	6
Loss of income / employment	34.69%	17
Wellbeing and mental health concerns	38.78%	19
Physical health concerns - including contracting COVID-19	55.10%	27
Return to tighter restrictions as a result of an increase in local infections	40.82%	20
Other (please specify)	18.37%	9
Total Respondents: 49		

Understandably the dominant answers reflected around concern for persons 'important to me', and these were backed up by health concerns and returning to pandemic social restrictions.

Q5 - What do you think will be your 3 main concerns in 6 to 12 months time?

ANSWER CHOICES	RESPONSES	
Not being able to do activities that are important to me	20.41%	10
Worrying about people who are important to me	48.98%	24
Worrying about security of my job	20.41%	10
Loss of income / employment	32.65%	16
Wellbeing and mental health concerns	30.61%	15
Physical health concerns - including contracting COVID-19	53.06%	26
Return to restrictions as a result of an increase in local infections	46.94%	23
Other (please specify)	18.37%	9
Total Respondents: 49		

Q6 - What was your employment status before the COVID-19 pandemic?

ANSWER CHOICES	RESPONSES	
Full time	40.82%	20
Part time	8.16%	4
Casual	4.08%	2
Not employed	0.00%	0
Self employed	10.20%	5
Retired	16.33%	8
Pension (including DSP)	2.04%	1
Home duties	6.12%	3
Student	0.00%	0
Newstart or Youth Allowance	6.12%	3
I'd prefer not to say	0.00%	0
Other (please specify)	10.20%	5
Total Respondents: 49		

 Participants were predominantly engaged in full time employment, retirees were second.


Q7 - As a result of the COVID-19 pandemic, has your number of working hours/ workload/ income?

ANSWER CHOICES	RESPONSES	
Increased	10.64%	5
Stayed the same	46.81%	22
Decreased	19.15%	9
I am no longer employed due to the COVID-19 pandemic	8.51%	4
Other (please specify)	21.28%	10
Total Respondents: 47		

 Income 'staying the same' was the dominant answer. 'Other' generally came in as retired.


Q8 - Thinking about the COVID-19 pandemic, what do you think are the biggest issues and/or impacts for the community of Serpentine Jarrahdale as a whole?

ANSWER CHOICES	RESPONSES	
Mental Health	56.25%	27
Study / education opportunities	12.50%	6
Unemployment	75.00%	36
Exercise activities	6.25%	3
Feelings of safety	12.50%	6
Community connectedness	27.08%	13
Leisure activities and events	4.17%	2
Spending time with family and friends	22.92%	11
Household finances (paying rent/mortgage, bills etc.)	75.00%	36
Religious / faith based activities	4.17%	2
Housing / accommodation	10.42%	5
Food and grocery shopping / availability	33.33%	16
Parenting responsibilities	6.25%	3
Physical health	12.50%	6
Access to support services	18.75%	9
Other (please specify)	6.25%	3
Total Respondents: 48		

 The standout in this question were concerns around unemployment followed by household finances, then a health concern centred around mental health.

Q9 - In supporting the community during recovery, how important do you think it is for the Shire to work in partnership with the State Government and other non-government service providers to?

	NOT AT ALL IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	TOTAL	WEIGHTED AVERAGE
Support vulnerable people	0.00% 0	10.20% 5	16.33% 8	73.47% 36	49	3.63
Clearly communicate changes to services and State and Federal government directions	2.04% 1	2.04% 1	22.45% 11	73.47% 36	49	3.67
Support and advocate for local business	0.00% 0	8.16% 4	22.45% 11	69.39% 34	49	3.61
Facilitate partnerships to deliver personal, employment and health support services	2.04% 1	10.20% 5	24.49% 12	63.27% 31	49	3.49
Advocate to State and Federal governments for better services (such as health and housing)	2.08% 1	18.75% 9	22.92% 11	56.25% 27	48	3.33
Support community events and community groups to help people reconnect	6.12% 3	12.24% 6	34.69% 17	46.94% 23	49	3.22
Provide free or low cost activities	8.16% 4	20.41% 10	20.41% 10	51.02% 25	49	3.14
Improve public open spaces for community connection	8.16% 4	22.45% 11	20.41% 10	48.98% 24	49	3.10

 *The community generally answered that all questions put to them were Very Important for Shire to partnership with State and NGO service providers.*

Q10 - Please tell us about any specific services or activities you would like to see provided by service providers or the Shire to help respond to life changes due to the COVID-19 pandemic?

RESPONDANT ANSWERS

Support service

More community connection activities

Footpaths so we can exercise safely! Exercise and mental health go hand in hand.

Contacting the elderly and frail in the community. I personally got in contact with 3 elderly and vulnerable people in my street who had heard nothing from anyone, despite the hype of our local member about the help being provided. They were left to take unnecessary risks.

Just Isolate the aged homes. Forget the rest. Don't panic. It's not the end of the world yet. Worse to come. Don't let the Mainstream Media and the social Marxists brain wash you. Do Worry, be happy, be not afraid.

Providence provides

Implementing a system for people who have lost their jobs and not able to resume by forgoing the local government charges rates etc. and also to ensure they are ok with finances

Food truck nights need to come back

Assist in providing employment opportunities to protect and enhance the environment especially for young people

mental health services in Serpentine or more in Mundijong . Retraining for work purposes and budgeting workshops

Elderly and the youth

A family playground similar to what is in Haynes, and Anketell. Where families can go and have a picnic, with a little coffee place. There is currently no large playground in Byford that is accessible for all.

I would like to see a true reduction in residential rates that reflect our reduced property value. Our property has decreased in value by \$200k now and potentially \$700k since the since the shire changed the local planning scheme. Let us subdivide the same way everyone else has to unlock our investment. We need this money now.

Reduced rates

Serpentine PCYC

You must have contact phone numbers (not answering machines that are not answered for days) in emergencies. You must help people be aware of the regulations and allow the public to contact someone if they feel business or services are flaunting these requirements to keep people safe The shire must have plans put in place to make sure food deliveries are in place within the first week of trouble by connecting people (the Shire has agreements with) to help those that are vulnerable in our Shire (do not wait 6 weeks and just hand out phone numbers that you do not know if they can help or not) Do not rely on Church Groups to support everyone (because they don't) nor do they have to. Take some responsibility in these situation and accountability over your responses and lack of action and improve on your failures.


reduce the rates for this financial year

There are many amazing community based initiatives that are struggling due to limited funding

Don't spend money unnecessarily. Don't fix what's not broken. Don't try to be everything for everybody. Be wise

Promote online services

More support for the vulnerable and elderly

 *Being a qualitative answer there is a varied array of responses. It generally fits into the parameters of Social, Economic and Health concerns.*

Q11 - What have you done differently in your life as a result of the COVID-19 pandemic that you will / would like to continue long term?

RESPONDANT ANSWERS

Doing what the state is doing right now

Encourage working from home. Keep encouraging community connections

Social distances and personal hygiene. I am always concerned about germs, because my immune system doesn't cope. I would feel safer if people gave me space, washed their hands and stayed home if they were sick.

Using the local parks and walkways, gardening and reading

Hand cleaning, sanitation awareness, always carrying tissues, hand cleanser, gloves and disposable mask at all times, being more aware of my surroundings and who is near me

Washed my hands until they are about to fall off. Rinsed the tooth brush using soap. Cleaned the shower recess using the hottest water. Enjoyed the peace and quite. Not watched TV or listened to any wireless stations.

Noted: the media seems to be pushing agenda 21. Turn the power off. Support the state and nation right to stop the influx both here in WA and internationally. Support the shires precautions without going overboard. Simple stuff makes commonsense

Better hygiene

Social distancing as it has kept many viruses at bay

Nothing

Engaging locally with business and community

I seriously consider attending events when before I would just go. Personal space is now very important to me and cleanliness is a must. If a business is not taking it seriously I will not return.

Spent more time with my family and less stressful workplace

I have done more bushwalks

Working from home, gardening

Working from home was great. I'd like to be able to run a business from home and I think the shire should relax regulations regarding home businesses and construction of sheds to house these businesses.

Increased physical activity

working from home more frequently

GYMNASTICS WE HAVE NO BLOODY SPORTS IN SERPY NOW

Be there for the Residents and do not fob off your responsibility on other agencies that you have not even checked to see if they can assist. Have emergency lines that are manned (I am sure you have staff getting paid to be on call so why aren't they???) Have emergency Shelters in case of storms and make sure people can contact the Shire to let you know they are homeless. Respect your Residents more and do not let your staff feel they are entitled to ignore and dismiss people because you don't know how to handle the situation. No Staff member should ignore or hang up on a Resident asking for help it shows a lack of training in Customer Liaison and Staff are using this as a power trip instead of realising their role is to assist and all situation can be diffused if staff are trained well

Working from home

family time and having home cooked meals

Working from home

Volunteer more. Connect with the local community

We were travelling fulltime in our motorhome, but have accelerated our future plans, and bought our new home in Byford

Phone appointments. Applications online

Little changed for me

Spent more time at home and eaten healthier

increased charity work


Social distancing

Autonomy

Improved personal hygiene, need based expenses, minimum travel, helping elderly neighbors

work from home occasionally; more social distancing; staying local wherever possible

Enjoyed time at home with my immediate family. Slower pace if life

 *Being a qualitative answer there is a varied array of responses. It generally fits into the parametres of Social, Economic and Health concerns.*

Q12 - How do you think the Shire and its partners could support these?

RESPONDANT ANSWERS

Get small business helping SJ resident's in SJ

Supply a business centre in Byford where locals could "remote" work from so as to cut down on commuting/working from the city. This would be helpful if there is another COVID outbreak.

A multi use Byford Community Centre which resources the community with public and private services

Encourage hand washing in schools, sanitisers available in all businesses

One step ahead at all times

As they do in moderation. Remember councilors, "that most of this is media with an agenda hype."

All part of the black lives matter social Marxists plan for controlling the people and their one world government plans. "Welcome to communism"

Ensure that public places are clean, provide soap and hand sanitiser, regularly checking that they are full

Implement physical distancing as a permanent feature of contact

Lowering house rates or reviewing each estate property value

provide education activities for the community and businesses, provide connection activities in an environment with enough space or low numbers and have multiple so people don't miss out

No, Shire are extremely unsupportive in every aspect. They have years to catch up to other Shires

Create more parking areas

Garden waste bin, tip passes

Reduce regulation required to improve our properties. Needing planning approval and building approval is a waste of time and money and is only required to tax the residents more

Promote free exercise groups of different types

You need to have better partners in NDIS providers and those that can assist people in emergency and Medical Centres that can make house calls (do not rely on phone numbers that are handed out by Federal and State government that can not assist) find Services for your Residents that are going to be available in emergencies for your everyone

Have you any intentions of reducing rates in this financial year?


FUNDING

Better information about the current level of rules e.g.: current spacing not the 1.5m that signage is everywhere

By not micromanaging our community

could conduct campaign

Communicating clearly activities and availability of services and shops in the area

 *Being a qualitative answer there is a varied array of responses. It generally fits into the parameters of Social, Economic and Health concerns.*

Q13 - Would you like to ask a question or make a statement in regards to the COVID-19 pandemic? If so please use the box below to provide your question and/or statement.

RESPONDANT ANSWERS

Overall we are very lucky to be in WA at this time but my concern is for the second wave once everywhere else settles down and we have an influx of people who may be asymptomatic. Continuing to encourage social distancing and good hygiene, possibly encouraging masks for people coming into the area, will be of benefit in the long run

WA as a whole behaved responsibly throughout. We should be proud

If everyone did the right thing then some people would not be in the position they are (mostly in the eastern states.) Are you going to assist the people who have lost their jobs

Will land rates be reviewed due to a lot have lost their jobs and hours at work and can no longer afford to pay over an excessive fee

What is the shire doing to help families during the pandemic? Increasing rates is NOT helping

Why didn't the Shire put anything in place to help those that needed direction or assistance in our Shire? And if you believe you did what was it and how could people find out about it?

How is the Shire cutting costs?

Supporting local small businesses with reductions in costs; stop trying to make the larger, long standing businesses to move to satisfy a small group of objectors

 *General comments around economic issues (council rates, jobs) health concerns and Shire contact issues.*

Q14 - Referred to participants name and address should they desire further questions answered. Questions raised have been provided a response.

Business Survey

Purpose

Gathering Business information, perceptions, and future uncertainties to better inform the development of the Shire of Serpentine Jarrahdale Community Recovery Plan – COVID-19.

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Identification of key issues, opportunities and support needed

Building stronger business community relationships assisting transition in an emergent environment

Process

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The survey could be answered and returned on-line for ease of participants. Alternatively hard copies could be tendered of completed surveys.

Comprised of 14 questions being made up of quantitative and qualitative enquiries. 19 survey's were completed.

Question 1 (Q1) - What suburb is your business located?



Byford was the predominant participation business area

Q2 – What is your business size?

ANSWER CHOICES	RESPONSES	
Micro (1 to 4 employees)	47.37%	9
Small (5 to 19 employees)	31.58%	6
Medium (20 to 199 employees)	10.53%	2
Large (200+ employees)	10.53%	2
Total Respondents: 19		



Between 5 and 10 employees was the dominant response

Q3 – In what sector is your business?

ANSWER CHOICES	RESPONSES	
Retail	0.00%	0
Hospitality (cafes, restaurants etc.)	21.05%	4
Government	0.00%	0
Entertainment and events	0.00%	0
Personal services	5.26%	1
Business services	21.05%	4
Education and training	10.53%	2
Transport	0.00%	0
Health services	10.53%	2
Community services	15.79%	3
Manufacturing	5.26%	1
Real estate	0.00%	0
Accounting, legal, finance	0.00%	0
Construction, repair and maintenance	0.00%	0
Primary production / agriculture / farming	10.53%	2
Accommodation	5.26%	1
Other (please specify)	21.05%	4



Mixed response - Hospitality, Business services, & community services strongest

Q4 – How has the COVID-19 pandemic affected the operation of your business?

	NO IMPACT	SLIGHT IMPACT	MODERATE IMPACT	BIG IMPACT	TOTAL	WEIGHTED AVERAGE
Reduction in turnover / cashflow	22.22% 4	22.22% 4	11.11% 2	44.44% 8	18	2.78
Reduction in demand for some or all products / services	38.89% 7	5.56% 1	11.11% 2	44.44% 8	18	2.61
Government restrictions on operations.	38.89% 7	5.56% 1	16.67% 3	38.89% 7	18	2.56



Dominant response was 'Big Impact' on all questions

Q5 – Has the COVID-19 pandemic affected your employment numbers?

ANSWER CHOICES	RESPONSES	
Yes – I've let staff go	15.79%	3
I've reduced staff hours but haven't let staff go	10.53%	2
No impact	63.16%	12
Yes – I've employed more staff	5.26%	1
I've increased staff hours but haven't employed more staff.	5.26%	1
Total Respondents: 19		



Dominant response No Impact. 3 responses had to let staff go.

Q6 – Is your business receiving JobKeeper for employees?

ANSWER CHOICES	RESPONSES	
Yes	31.58%	6
No	68.42%	13
TOTAL		19



Dominant response No to JobKeeper. 6 responses had JobKeeper.

Q7 – What impact do you think changes to or the withdrawal of JobKeeper will have on your employment numbers in the next 6 to 12 months?

ANSWER CHOICES	RESPONSES	
I am concerned I will have to let staff go	15.79%	3
I am concerned I will have to reduce staff hours	10.53%	2
I don't believe it will have an impact	21.05%	4
Not applicable	36.84%	7
Other (please specify)	31.58%	6
Total Respondents: 19		



Majority answered not applicable due to not using JobKeeper. 4 responses did not believe an impact would be felt and 3 were concerned with having to let staff go.

Q8 – Is your business / organisation still operating?

ANSWER CHOICES	RESPONSES	
Yes - in a limited or changed way	42.11%	8
No – temporary closure	0.00%	0
Yes – full capacity	47.37%	9
No – permanent closure	10.53%	2
TOTAL		19



Majority split with YES at full capacity and YES in a limited or changed way. 2 businesses had permanent closure

Q9 – Is your business / organisation still operating?

RESPONDANT ANSWERS

I have instituted an online marketing strategy- Already working

No work due to closure of public events and restrictions on gatherings. Had to seek employment outside of the business and close business.

SJ CRC had to close down during the lockdown and re-opened on June 4th. Volunteers (seniors) have been reluctant to return in some cases.

Government restrictions

We were closed for 3 months due to Government instructions

It closed through March due to lack of customers and restrictions being unmanageable

Yes, unable to host events during restrictions



Closed due to Government instructions and restrictions making business unviable was the dominant response

Q10 – Has your business / organisation made any changes to the way you operate?

RESPONDANT ANSWERS
We are now doing on-line sales
Online - Zoom/Microsoft Teams has been a huge asset
Closed permanently
Distancing restriction still affect numbers that can use the facility.
Adjusted times, increased cleaning, smaller groups, limited / restricted community access
Zoom meetings will be adopted in the future if this happens again.
Facility changes like sneeze guards, signage, markings. Had to restructure our timetable to accommodate distancing and restricted numbers which results in higher operating costs. Increased expenses for cleaning equipment & additional staff hours for cleaning
'No' X 2 responses
We have changed our operating procedures and reduced our opening hours significantly
A wide range of changes to limit community spread of the virus and keep our students and teachers safe.
Protection screens, social distancing and alcohol washes and disinfecting vehicles
We have opened a new office in another Shire as we are unable to employ staff that can work at our rural premises
Moved to 100% online to decrease expenses
We have restrictions on patrons allowed into the premises due to the 2sqm per person rule. Demand for our business services increased dramatically since allowed to re-open and we are struggling to keep up with the demand whilst trying to hire quality staff
I provide Information and Communications Technology support to small businesses. I have done way more remote support than I used to.
Remote when possible and increased cleaning
COVID Plan



Range of changes including, on-line strategies, physical protection (screens, hand cleaning stations), physical distancing policies, increased cleaning, .

Q11 – What 3 business support initiatives are you most likely to need from the Shire or State Government agencies and non-government organisations over the next 6 to 12 months?

RESPONDANT ANSWERS

10 X Financial support through grants and sponsorships

10 X Marketing and promotion

4 X Not seeking support

6 X Less red tape and regulation

4 X Free skills development and training workshops

3 X Education on government procurement processes

4 X Events and activation of local precincts

6 X Clear and ongoing communication of support available for business

2 X Information to assist me in preparing my business / organisation to successfully re-open

1 X Advocacy for business support across other levels of government and industry



Financial support through grants and sponsorships and Marketing and promotion assistance were the highest returns, followed by less red tape and clear ongoing communication.

Q12 – In which areas would you like to strengthen your business / organisation over the next 12 to 18 months?

RESPONDANT ANSWERS

Our sales have increased considerably during the pandemic with lots of people wanting to garden. We hope that this situation will remain into the future.

Create a waiting list of clients

The SJ CRC can be a great provider of services to people, especially seniors, in terms of on-line activities, learning digital skills and having discreet, safe senior activities.

Increase opportunities for community to be able to take on work experience whilst ensuring safety is maintained increase community engagement

Recruitment for new members.

Marketing to promote awareness of my business in the Community. I would also like to be able to offer services at a reduced price for families that have suffered due to COVID but would need support to subsidise this for the families. Swim lessons should be a priority

We would like to focus on developing local tourism (interstate)

Continue to develop a positive and supportive image in the community.

Purchasing commercial land or property within the shire, Byford needs a commercial area, there isn't much to rent or purchase for businesses within the shire

Marketing and admin support

Marketing, promotion, public awareness, passive income

To keep promoting the business to keep the levels of demand we are currently experiencing, through highlighting Jarrahdale's historical significance and tourism opportunities.

Cover Shire requirements with less red tape

Sponsorship to host large scale events, e.g. Music

Assistance with a feasibility study for accommodation for Quarry Farm



Maintaining hygiene standards, increase volunteer and work experience recruitment, maintain high demand by promotion and marketing.

Q13 – Would you like to ask a question or make a statement in regards to the COVID-19 pandemic? If so please use the box below to provide your question and/or statement.

RESPONDANT ANSWERS

I feel the government possibly supported some of the people financially who were not affected i.e.; they were already unemployed and had no financial changes to their lifestyle due to the pandemic. While not supporting many sole traders, who lost their main source of income but we're ineligible for JobKeeper as they had small side jobs to boost their main income. Having this small extra income made me ineligible but it went nowhere close to covering my day today living expenses that I was depending on my business income for.

SJ CRC has a relationship with Foodbank and can supply food parcels to people who need support. The Farmers Market will be able to facilitate the provision of fresh foods should restrictions come back

I think it's great that you are seeking feedback from the community to help guide your future planning / actions. well done.

What tax relief and financial support will hospitality businesses receive as part of the 2021 FY? Taxes and fees add great pressure to our business



Inequality of Government payments, linking up with community support groups and businesses, tax relief.

Q14 - Referred to participants name and address should they desire further questions answered. Questions raised have been provided a response.

Community Open Day

Purpose

To provide every opportunity for the community to express their issues and views and impacts around the COVID-19 pandemic, in an informal face to face situation.

Process

A Community Open Day was held 10am -12pm on Saturday August 15, 2020 at the Serpentine Jarrahdale Community Recreation Centre. The Open day aimed to give every opportunity for community members to voice their concerns and offer their opinions around the pandemic impacts.

The day was bright and sunny, with the sports fraternity occupying all the sporting grounds surrounding the community complex. As expected the Community Open Day was not inundated with participants, however, that did not deter from making sure every attempt was made to reach and engage with as many of the community as possible over this pandemic issue.

Participants were interviewed face-to-face, one on one interview in a semi-secluded informal setting. They were posed three areas in which to comment: Impacts, Needs, and Opportunities

Interviewers carefully asked questions and recorded answers:

We observe generally a pattern in response from participants, with the responses retrieved falling into the three categories of:

- **Social**
- **Health**
- **Economics.**

Community survey overview

It is evident that the community of Serpentine Jarrahdale are concerned about 3 main aspects of the COVID-19 pandemic. These are:

Social aspects	Concerns raised, mental health, support and concern for loved ones, recognition of mental health issues, aged and young community members
Health aspects	Concerns raised is maintaining hygiene and social distancing. Many are wary of second wave implications and return to social isolation as they are witnessing in Victoria and east coast
Economic aspects	This focuses mainly around economic uncertainty of employment retention, meeting household finances, maintaining, promoting and re-invigorating Serpentine Jarrahdale small business enterprises

Breakdown: Community Open Day

Category	Social	Health	Economic
Impacts	Smaller group get together or none at all, isolating	Youth Mental Health	Probable end to JobKeeper
	Seniors not integrating into the community	Uncertainty of how long this will go on for	Feeling of being under-siege financially – mortgage stress
	Mothers with younger kids social interaction	Mental Health across all demographics	Huge impacts on some business sectors losing employment and business due to restrictions
	Government restrictions on numbers of people	Fear of contracting unknowingly and being shamed of passing it on	Husband lost his job and wife's job hours increased significantly – tiring
	Shortages with essential goods in shopping centres due to panic buying	That personal hygiene importance will slip	Financial security impacted
	Isolation from older parents		Stood down staff
			Had to quickly shift how business operates which had financial and personal stressors
			Negative feedback on social media due to not being able to deliver business as a result of restrictions imposed
			Minority of people expressing annoyance that business cannot function due to restrictions
			Upheaval of school, children learning from home. Impacts on parents working
			Uncertainty around number of hours for casual work
		Fees increase but services decrease	

Category	Social	Health	Economic
Needs	Bringing people together again	Hygiene messaging is important to maintain	JobKeeper for business has been critical
	Rethinking what constitutes success		Access to support service agencies in the Shire not having to go to Armadale, Rockingham or Cannington for appointments
	Support for the elderly		How sustainable is the supply chain?
	Neighbour interaction support		
	Lack of knowledge in the community about what support services can help		
	Communication needs to be more than digital, hard copy distribution, signage		
	Better internet connectivity		
Category	Social	Health	Economic
Opportunities	Activate idle space in towns, maximize under utilised spaces	More frequent walks which were enjoyed more	Rebrand, reposition business
	Wouldn't go to the Shire for help		Embrace innovative ideas and business development
	Reconnected with immediate family, played board games with the kids		Increase in people supporting their local businesses
	Cooked at home more		New business opportunities have developed
	Spent time on the house and garden		Saved money
			Local holidays
			Increased work for tradesman husband

Assessing Data for prioritisation for Long Term Recovery Strategy

This data will now need to be assessed to ascertain a list of prioritised actions that need to be instituted as the Shire moves forward post pandemic.

It is evident that there are many issues facing the community of the Shire of Serpentine Jarrahdale, Social, Health and Economic Environments. These issues will be addressed and related to in alignment with the WA State Recovery Plan wherever possible to maximise the economic advantages afforded to local communities.

This report will be presented to the Shire's Local Recovery Coordinator to convene the appropriate members to appropriate the priority matrix of actionable items, possible resources, responsibilities, and potential time frames.