

HEADING 1: Annual Client Survey

Thank you for agreeing to undertake this survey.

Q1) Firstly we would like to ask you some questions about the department’s activities in sport and active recreation and outcomes overall.

To what extent do you believe that the department contributes to the following sport and active recreation outcomes?

Just by way of explanation a rating of:

- **0 or not at all** means that the achievement of this objective would not be affected if the department didn’t exist
- and
- **10 or significantly** means that the achievement of this objective or outcome would be significantly compromised if the department didn’t exist.

RANDOMISE	0 Not at all										10 Significantly
	O ₀	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆	O ₇	O ₈	O ₉	O ₁₀
The participation of Western Australians in physical activity	O ₀	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆	O ₇	O ₈	O ₉	O ₁₀
The development of quality sport and recreation facilities across the State	O ₀	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆	O ₇	O ₈	O ₉	O ₁₀
The development of skilled and professional people throughout the sport and recreation industry	O ₀	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆	O ₇	O ₈	O ₉	O ₁₀
The professional management of sporting and recreation associations across Western Australia	O ₀	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆	O ₇	O ₈	O ₉	O ₁₀
The development of talented athletes and coaches in Western Australia	O ₀	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆	O ₇	O ₈	O ₉	O ₁₀
The development of a sport and recreation industry in Western Australia with vibrancy purpose and direction	O ₀	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆	O ₇	O ₈	O ₉	O ₁₀

HEADING 2: And now on to some more specific questions...

Q2a) How would you rate the department on each of the following aspects of its operations to support the sport and active recreation industry?

	Very Poor		Excellent			Don't Know/ N/A
	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Relevance of the policies being developed and promoted with the sport and recreation industry. <i>For example, facility planning/management, trails development, child safeguarding, sports integrity, physical activity, Public Open Space policies, and the state sporting facilities plan.</i>	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Relevance of resources supplied to the sport and recreation industry. <i>For example, lifecycle costing, asset management, needs assessment, feasibility, sporting dimensions, risk management documents, volunteer support and club development.</i>	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Relevance of programs / initiatives for the sport and recreation industry. <i>For example, Volunteer Management, Kidsport, Trails Development, Targeted participation and inclusion initiatives, Club Development and Recreation Services.</i>	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉

Q2b) What comments would you like to make regarding the relevancy of the policies, programs or resources currently provided by the department? *Please describe in as much detail as you can.*

OPTIONAL

Q2c) Do you feel there are any gaps in the services, programs or initiatives currently provided by the department? *Please describe in as much detail as you can.*

OPTIONAL

Q2d) How could the delivery of programs and services to the sport and recreation industry be improved to better support the industry and key stakeholders? *Please describe in as much detail as you can.*

MANDATORY

Q3a) How would you rate the department's **advisory services** at the following levels:

	Very Poor				Excellent	Don't Know/ N/A
	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Overall advice for long term (strategic) planning	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Overall advice for short term (operational) planning	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
The responsiveness of the department to your requests for advice	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Advice provided from regional offices	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Advice provided from Perth office (Leederville)	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉

Q3b) What comments would you like to make regarding the department's advisory services? *Please describe in as much detail as you can.*

OPTIONAL

NEW PAGE

Q4a) Over the last 12 months have you or your organisation been consulted by the department?

By consulted we mean has your organisation/group been approached by the department (rather than you approaching them for advice or assistance) to provide input into plans or strategies or programs they are preparing or considering.

Yes

O₁

[CONTINUE TO Q4b]

No

O₂

[SKIP TO Q5a]

Q4b) **SHOW IF Q4a= YES (1):** On what particular issues/programs/initiatives were you consulted? *Please describe in as much detail as you can.*

MANDATORY

Q4c) **SHOW IF Q4a= YES (1):** How would you rate the department's consultation process overall?

Very Poor				Excellent	Don't Know/ N/A
O ₁	O ₂	O ₃	O ₄	O ₅	O ₉

Q4d) **SHOW IF Q4a= YES (1):** Why do you say that? *Please describe in as much detail as you can.*

OPTIONAL

NEW PAGE

HEADING 2: Community Sporting and Recreation Facilities Fund (CSRFF program)

Q5a) **ASK ALL:** How would you rate the CSRFF program **OVERALL** in terms of how well you **feel it meets the sport and recreation facility needs of your area?**

Very Poor					Excellent	Don't Know/ NA
O ₁	O ₂	O ₃	O ₄	O ₅	O ₉	

Q5b) The CSRFF is now divided into two programs:

1. A small grants program – which provides upfront grants of up to \$200,000 for projects that involve a basic level of planning
2. An annual and forward planning grants program that provides funding for more complex projects. Annual grants are between \$200,000 and \$500 000 and are for planning and construction purposes whilst forward planning grants are for projects that have a total project cost of more than \$500 000.

Which of the programs were you involved in this year? By involved we mean submitted an application, received or acquitted a grant.

- | | | |
|--------------------------------|----------------|------------------------------------|
| Annual small grants program | O ₁ | (CONTINUE TO Q5c THEN SKIP TO Q5e) |
| Annual forward planning grants | O ₂ | (SKIP TO Q5d, THEN CONTINUE) |
| Both | O ₃ | (CONTINUE TO Q5c THEN CONTINUE) |
| None | O ₄ | (SKIP TO Q5e) |

Q5c)**ASK IF Q5b = ANNUAL SMALL GRANTS PROGRAM (1) OR Q5b = BOTH (3):** How would you rate the following aspects of the **annual small grants program** your local government participated in this year:

	Very Poor					Excellent	Don't Know/ N/A
	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉	
Process to apply for CSRFF funding	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉	
Process to acquit CSRFF funding	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉	
Support provided by the department during the application process	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉	
Clarity of the documentation provided	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉	
Information provided on the department's website	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉	
Grants payment process	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉	

Q5d) **ASK IF Q5b = ANNUAL FORWARD PLANNING GRANTS (2) OR Q5b = BOTH (3):** How would you rate the following aspects of the **annual and forward planning grants program** your local government participated in this year:

	Very Poor				Excellent	Don't Know/ N/A
	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Process to apply for CSRFF funding	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Process to acquit CSRFF funding	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Support provided by the department during the application process	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Clarity of documentation provided	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Information provided on the department's website	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Grants payment process	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉

Q5e) **ASK ALL:** What do you think would make the CSRFF process easier for local governments? *Please describe in as much detail as you can.*

OPTIONAL

NEW PAGE

Q6a) How would you rate the department's effectiveness in the following areas:

	Very Poor				Excellent	Don't Know/ N/A
	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Promoting the benefits that sport and recreation bring to the community e.g. social interaction, health benefits, capacity building and sense of belonging	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Advocating on shared policy agendas that sport and recreation has with other key portfolios including planning, education, health, justice and tourism. This includes things like the provision of essential public open space, attracting sporting events to WA and programs for at risk young people	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
Proactive management of significant issues relating to sport and recreation e.g. public open space, major stadiums, child safety, drugs in sport, sport betting, responsible alcohol consumption	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉

Q6b) Why do you say that? What type of major issues and priorities do you think the department should be handling / will be relevant over the next 12 months? *Please describe in as much detail as you can.*

OPTIONAL

NEW PAGE

HEADING 2: The Kidsport program

Q7a) The Kidsport program is funded by the department and provides sport and recreation participation opportunities for children of families in need.

How would you rate the **VALUE** of the **Kidsport** program?

Of no value at all				Extremely valuable	Don't Know/ NA	Not aware of Kidsport
O ₁	O ₂	O ₃	O ₄	O ₅	O ₉	O ₉₉

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Q8) **ASK OF METRO LOCAL GOVERNMENTS ONLY (identified via database):** Before today, were you aware that the department has a State Sporting Facilities Plan? *The State Sporting Facilities Plan is a plan for the development of national and international level sporting infrastructure.*

Yes O₁
 No O₂

NEW PAGE

HEADING 2: The department's image and leadership within the sport and recreation industry

Q9a) How would you rate:

	Very Poor				Excellent	Don't Know/ N/A
	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
The department's image within the sport and recreation industry	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉
The leadership provided to the sport and recreation industry by the department	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉

Q9b) Why do you say that? *Please describe in as much detail as you can.*

MANDATORY
