

2024 Annual Community Survey Results

Our survey approach

The Annual Community Survey gathers feedback from the community on how we have performed over the past 12 months and what our priorities should be in the future.



2075 completed responses up from 909 in 2023



9 February – 8 March open for **4 weeks**



2062 surveys completed online
13 paper-based

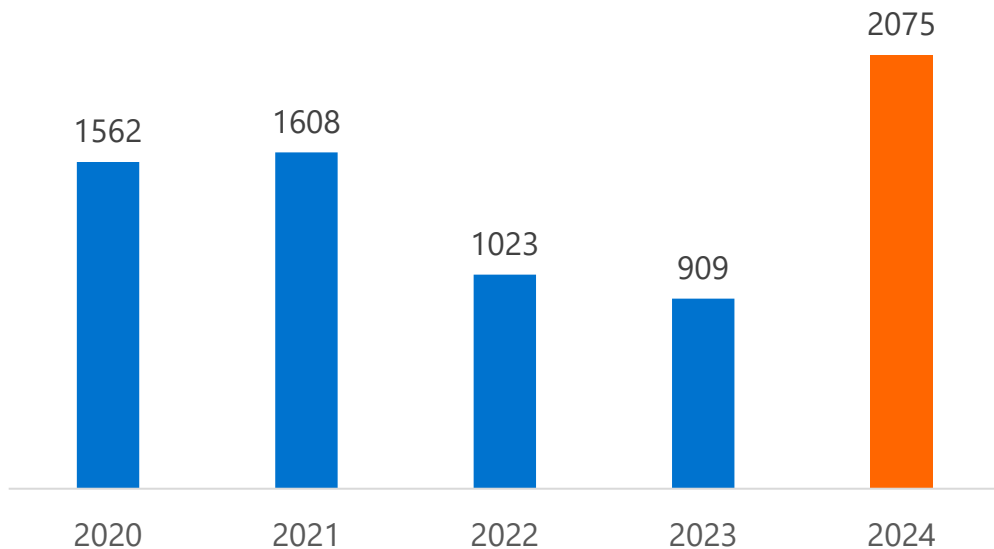


Promoted online, on radio and with local community groups. This encouraged participation from different demographic groups.



This year we introduced a short survey created to alleviate some accessibility concerns within the community.

Participation



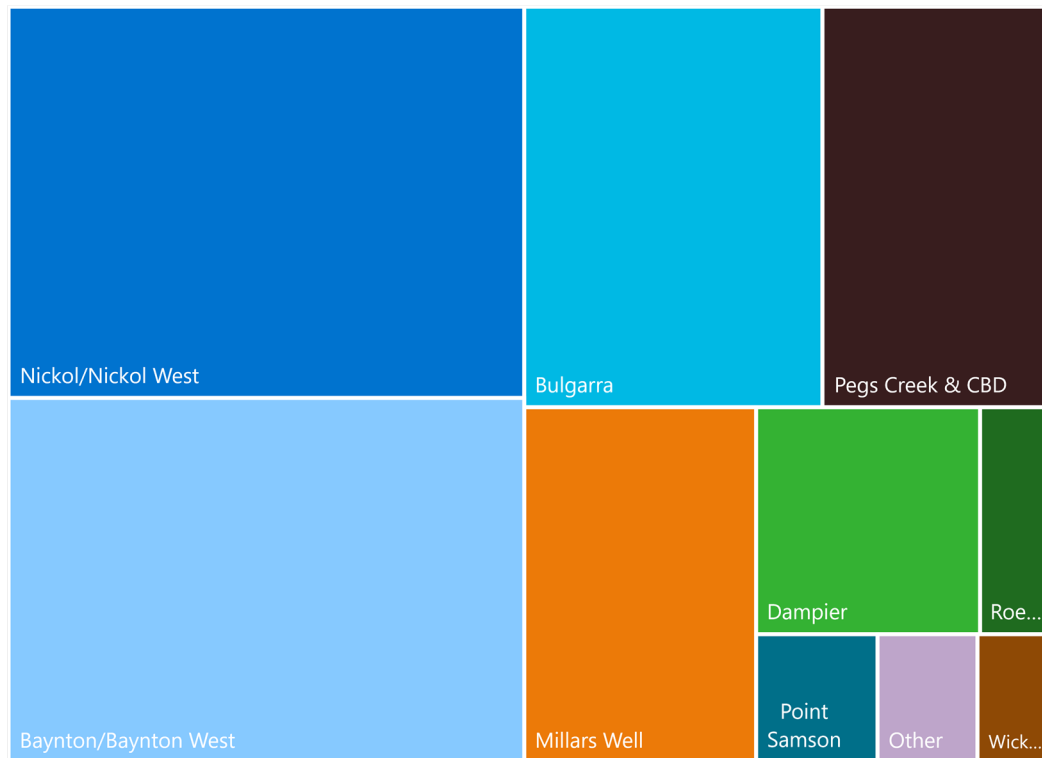
Up 228%



- Participation rates increased by 228% from 2023 – exceeding the four-year average of 167%.
- Increased participation provides a higher level of confidence of statistical results.

Sample sizes – by suburb

Suburb	Total	%
Nickol/Nickol West ¹	505	24%
Baynton/Baynton Westmm ²	470	23%
Bulgarra	299	14%
Pegs Creek & CBD ³	230	11%
Millars Well	206	10%
Dampier	127	6%
Wickham	126	6%
Other ⁴	32	2%
Point Samson	39	2%
Roebourne	41	2%
Total	2075	100.00



1. Includes Nickol West and Tambrey; 2. Includes Baynton West, and Madigan Estate; 3. Includes Karratha CBD; 4. Includes Cheeditha, Weymul, 5 Mile

Sample sizes – by suburb

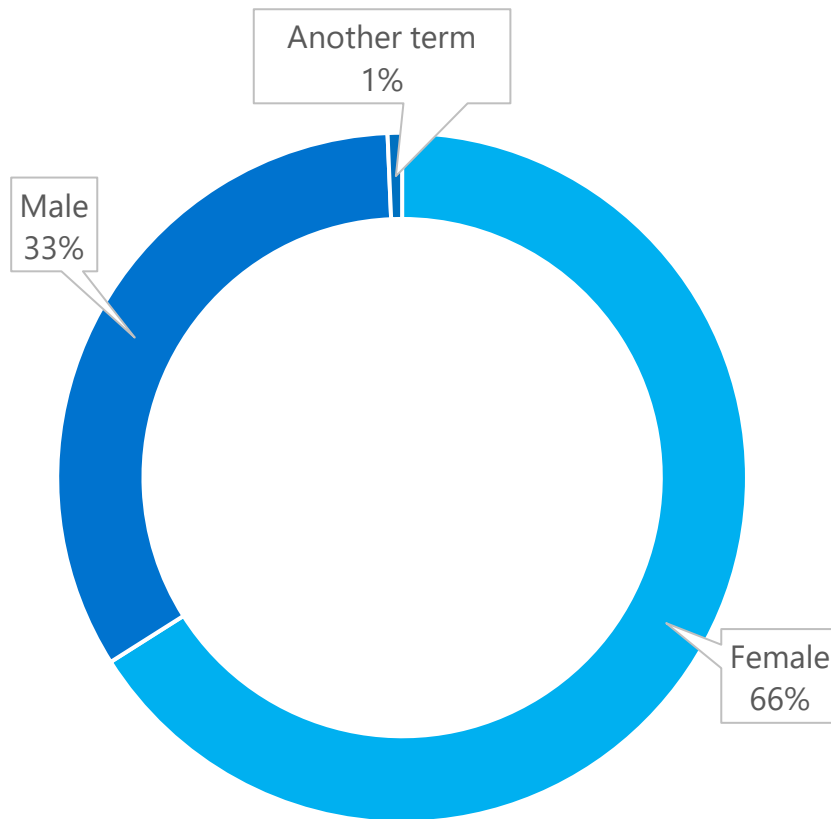
OVERALL	Baynton ¹	Bulgarra	Dampier	Millars Well	Nickol ²	Pegs Creek ³	Point Samson	Roebourne	Wickham	Other ⁴
2024	23%	14%	6%	10%	24%	11%	2%	2%	6%	2%
2023	23%	12%	5%	11%	22%	9%	4%	1%	9%	2%
Census 2021	21%	14%	6%	10%	23%	10%	1%	5%	9%	2%

Green % text indicates notable under representation compared to census statistics

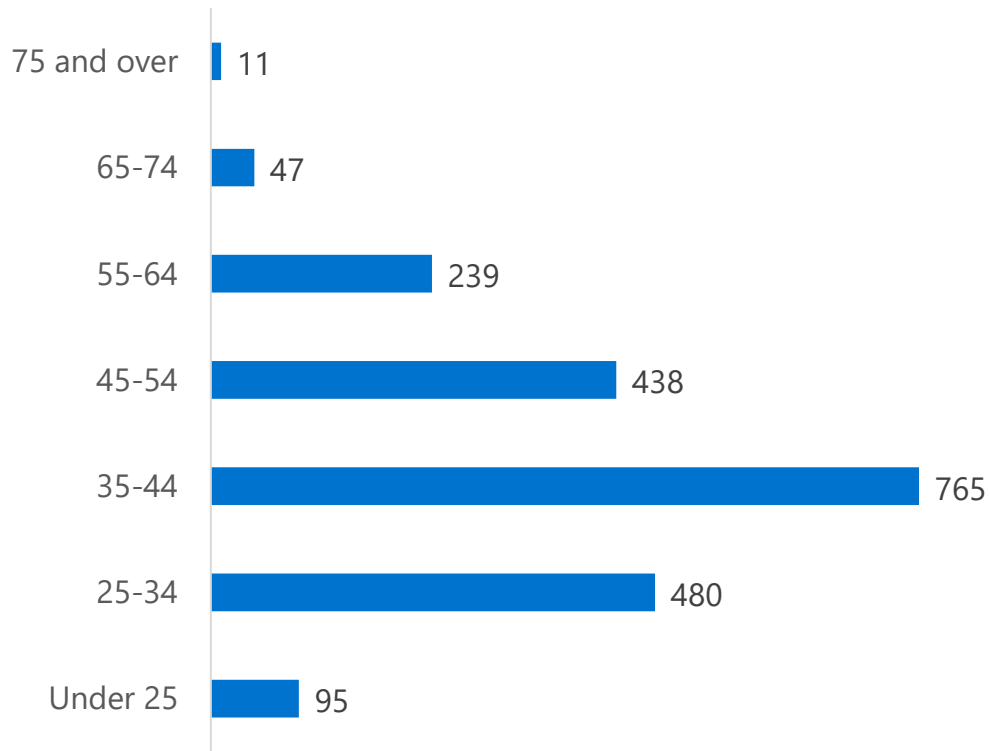
1. Includes Baynton West, and Madigan Estate; 2. Includes Nickol West and Tambrey; 3. Includes Karratha CBD; 4. Includes Cheeditha, Weymul, 5 Mile

Sex

Male	Female	Another term
691	1370	14
33%	66%	1%

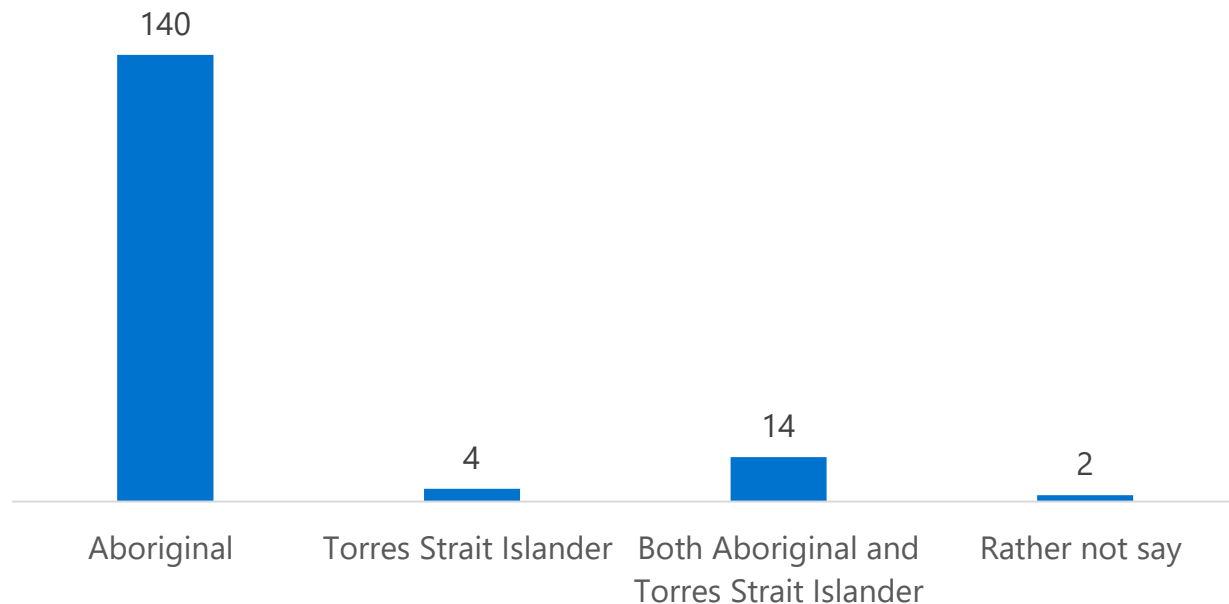


Age



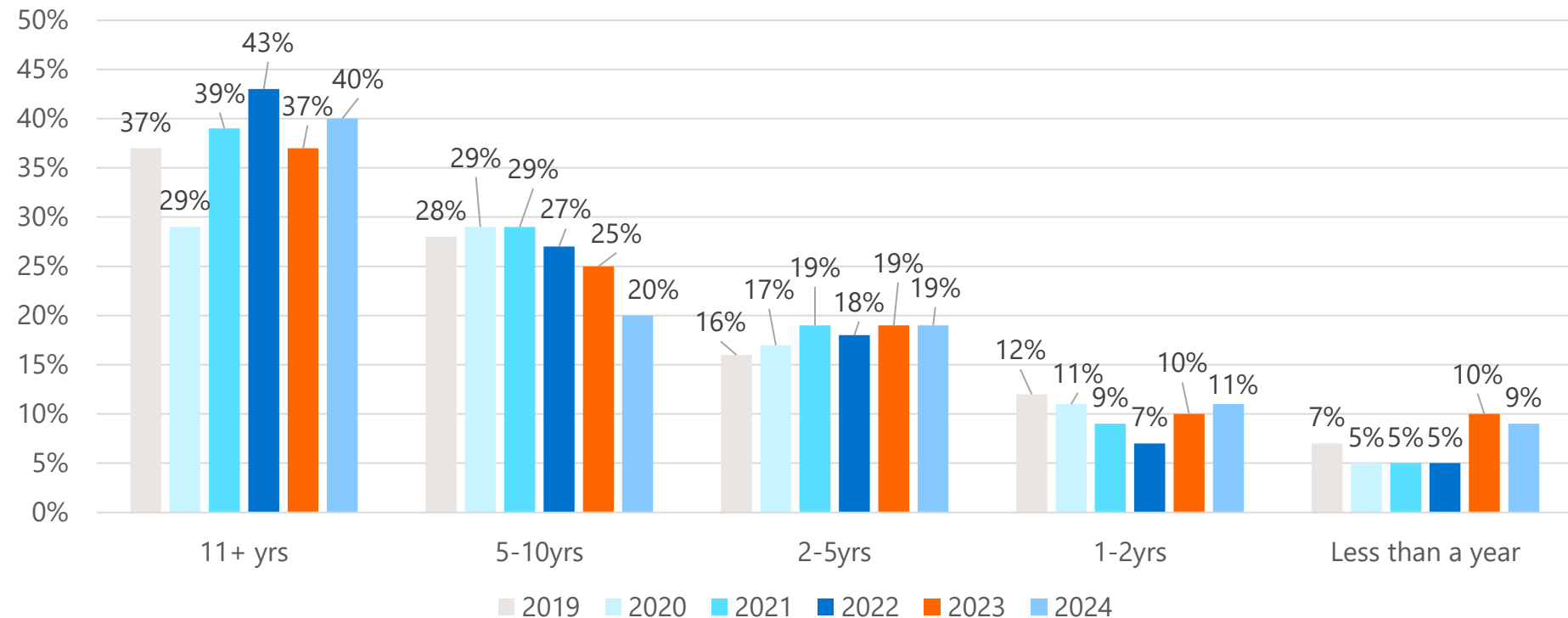
Age	#	%
Under 25	95	5%
25-34	480	23%
35-44	765	37%
45-54	438	21%
55-64	239	11%
65-74	58	3%
75 and over	11	1%

Aboriginal and Torres Strait Islander Representation



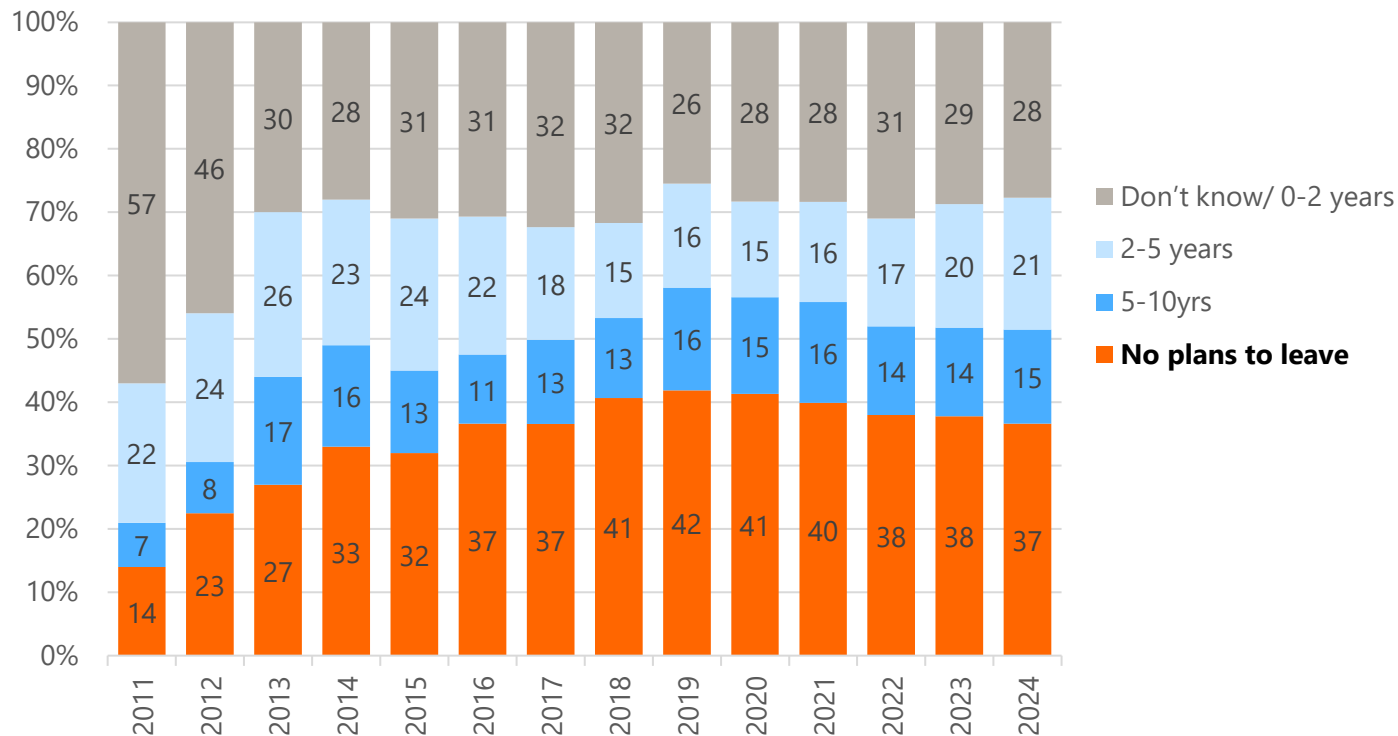
- For the first time in 2024, we asked respondents if they were Aboriginal and/or Torres Strait Islander.
- In 2024 the City worked closely with Traditional Owner organisations in promoting the survey for more diversified feedback.

How long have you lived in the city



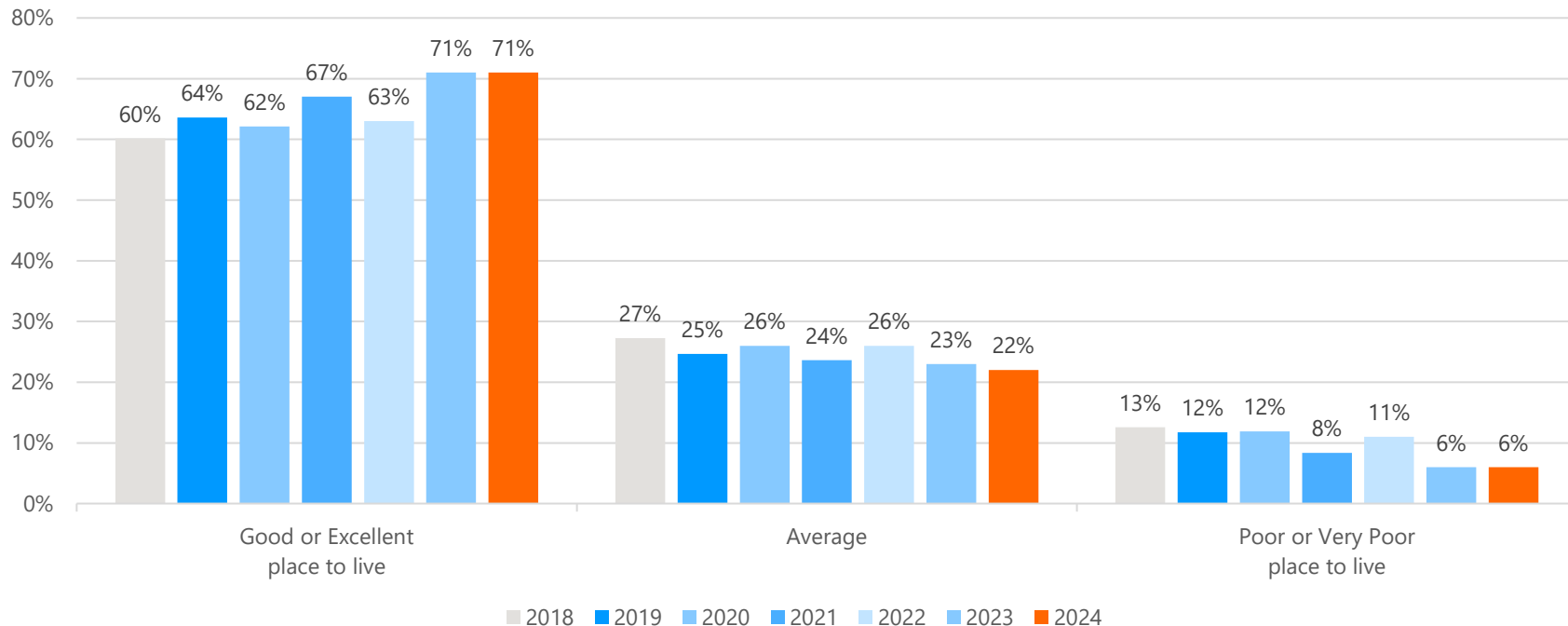
1% accounts for answers left blank in 2024

Intentions to stay



Slight decrease in number of people with 'no plans to leave'

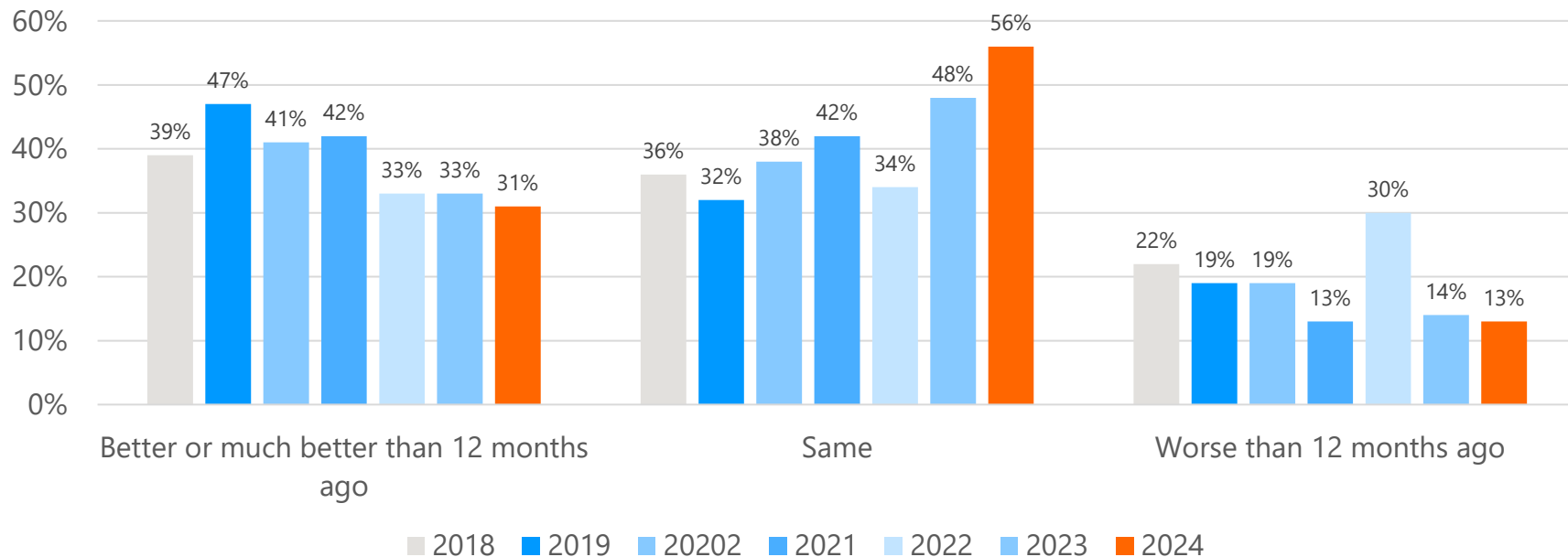
Opinions about the City



1% accounts for answer left blank in 2024

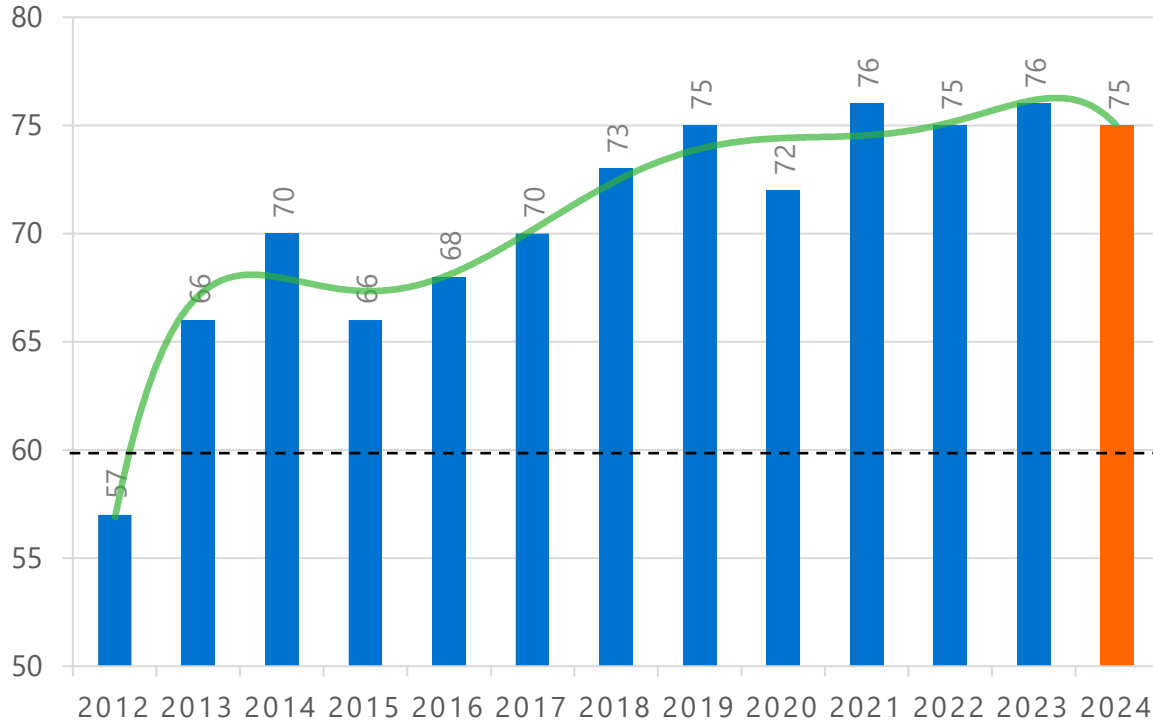
Opinions about the City

Compared to the last 12 months...



5% of respondents skipped this question in 2023

Overall score for the City



Our overall score has slightly decreased since the previous year.

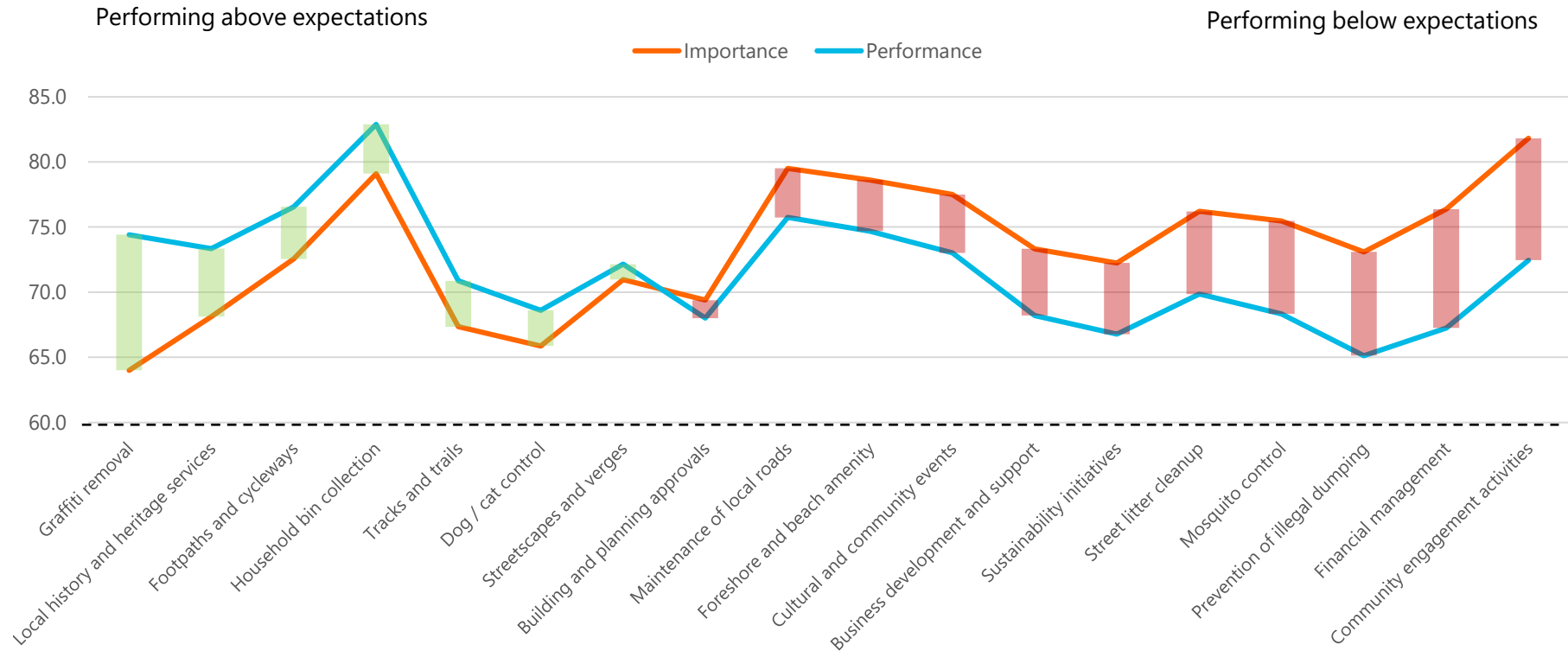
- 2024: **75/100**
- 2023: **76/100**
- 2022: **75/100**
- 2021: **76/100**
- 2020: **72/100**
- 2019: **75/100**
- 2018: **73/100**
- 2017: **70/100**
- 2016: **68/100**
- 2015: **66/100**
- 2014: **70/100**
- 2013: **66/100**
- 2012: **57/100**

Town/suburb overall scores

	OVERALL	Baynton ¹	Bulgarra	Dampier	Millars Well	Nickol ²	Pegs Creek ³	Point Samson	Roebourne	Wickham	Other
2024	75	76	75	72	77	77	72	65	71	67	73
2023	76	78	78	79	76	79	76	58	67	71	75

1. Includes Baynton West, and Madigan Estate; 2. Includes Nickol West and Tambrey; 3. Includes Karratha CBD; 4. Includes Cheeditha, Weymul, 5 Mile

Services: Overall gap analysis 2024



■ Importance ■ Performance ■ Expectation Gap

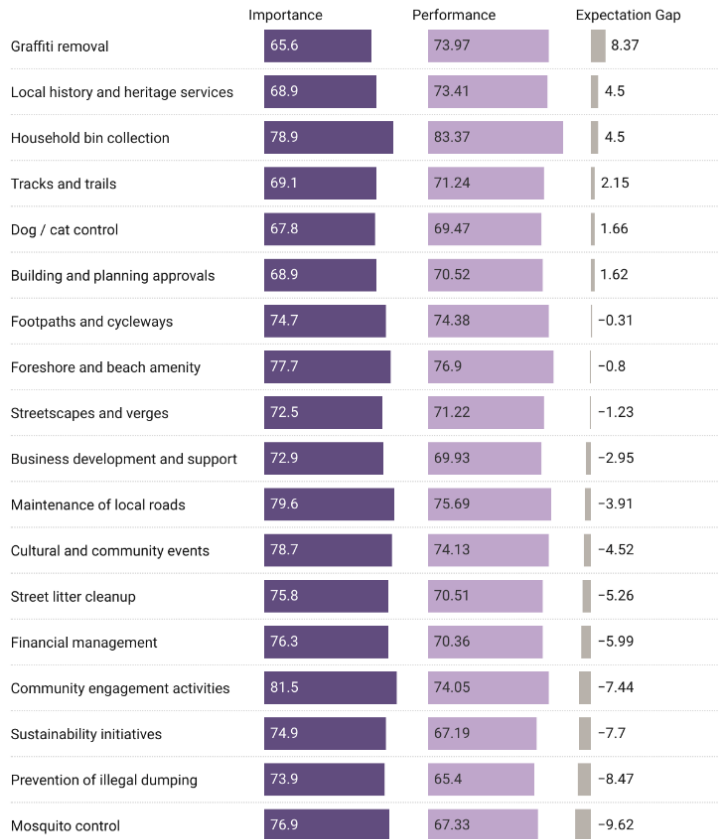


Chart: City of Karratha [2023] • Created with Datawrapper

■ Importance ■ Performance ■ Expectation Gap

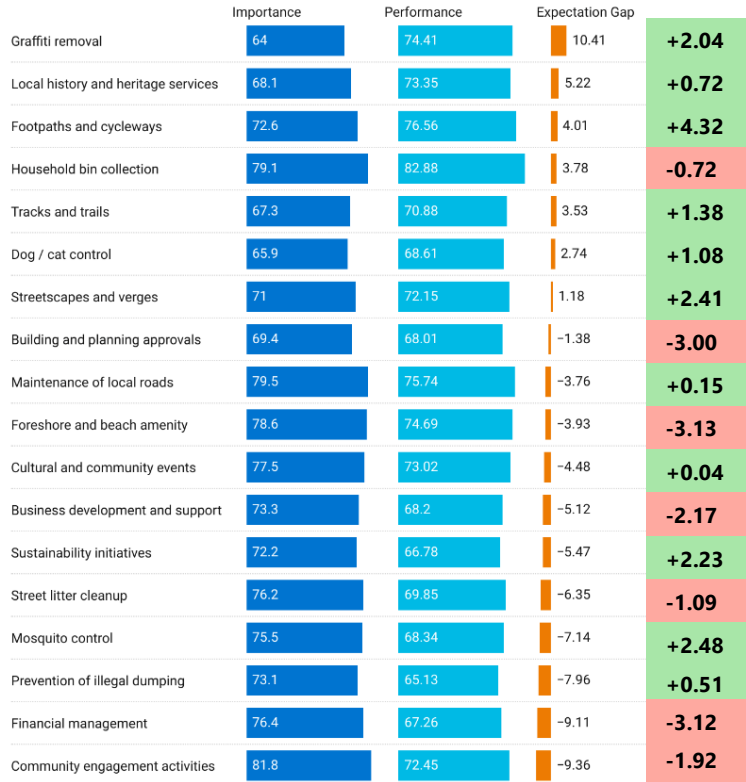
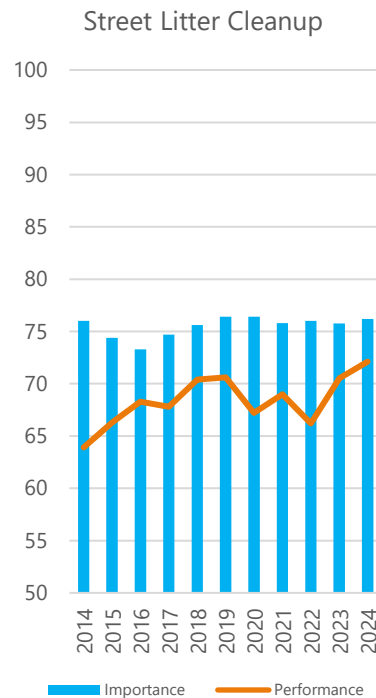
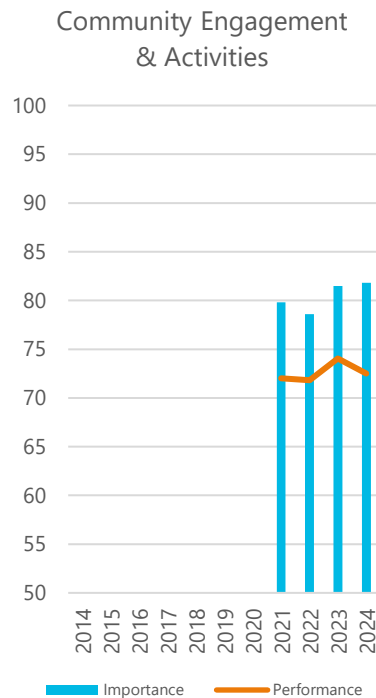
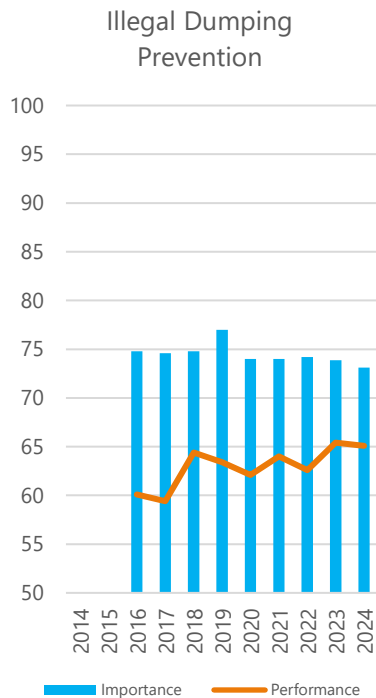
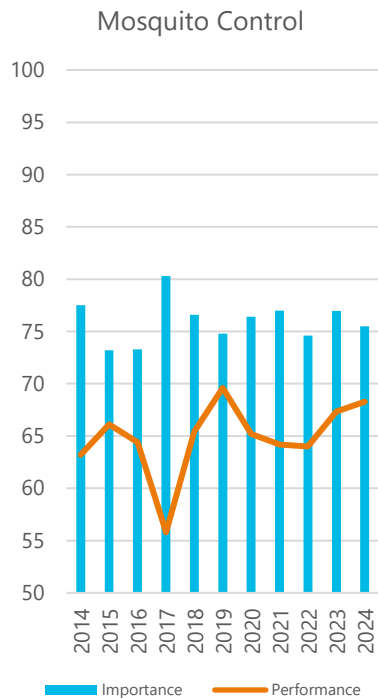


Chart: City of Karratha [2024] • Created with Datawrapper

Gap change
2023 vs 2024

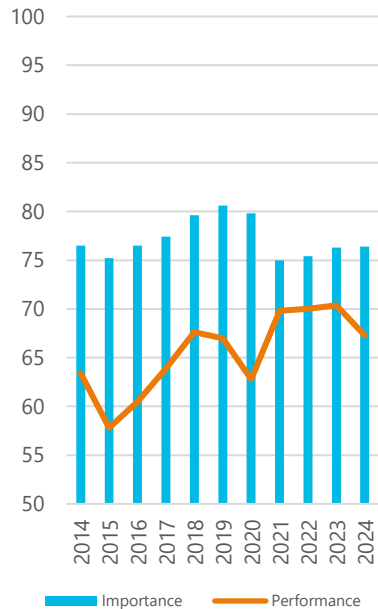


Services: Annual gap trend

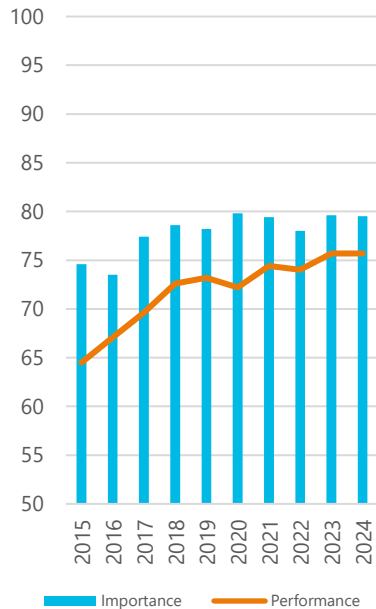


Services: Annual gap trend

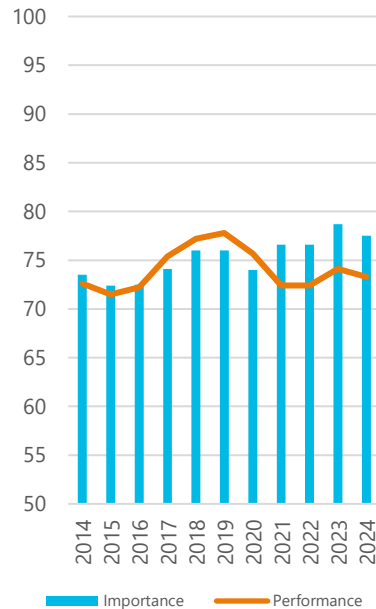
Financial Management



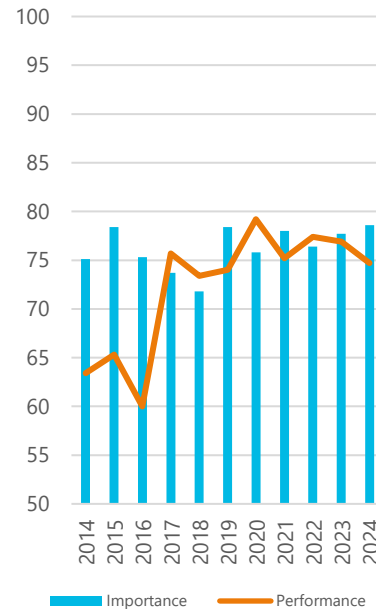
Maintenance of Local Roads



Cultural and Community Events

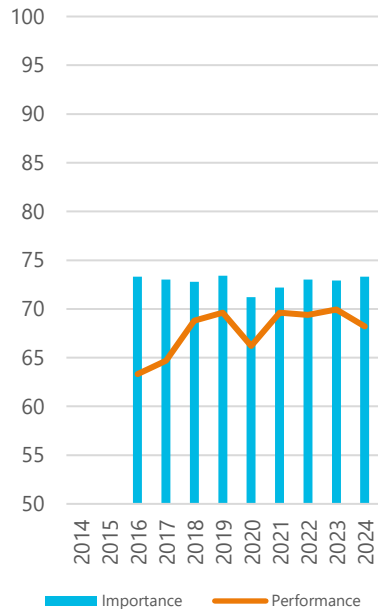


Foreshore and Beach Amenity

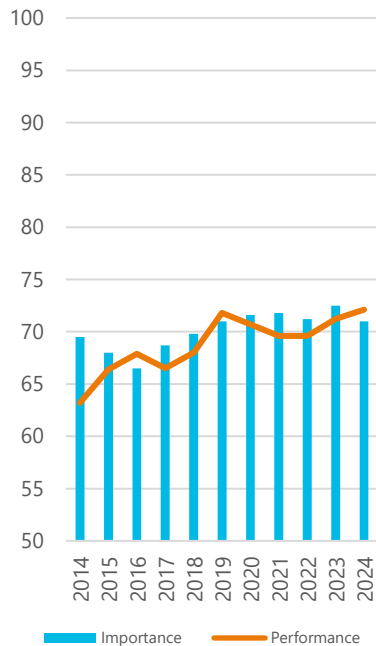


Services: Annual gap trend

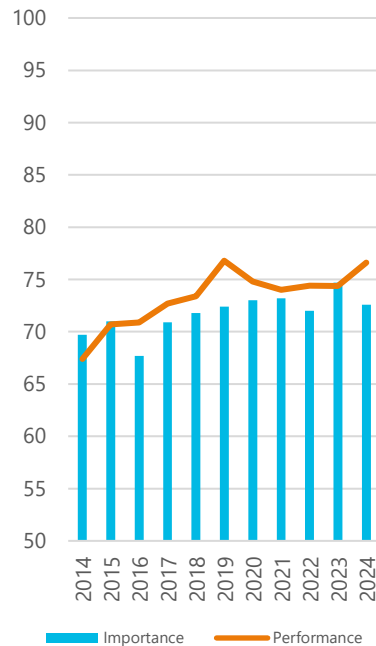
Business Development
and Support



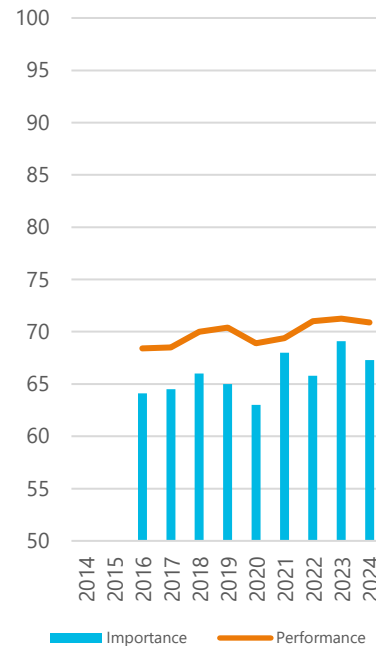
Streetscapes and verges



Footpaths and cycleways

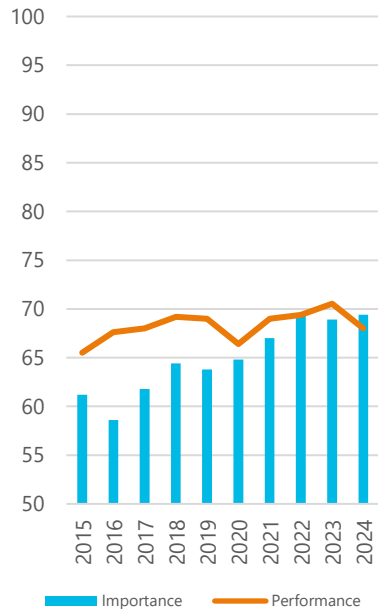


Tracks and trails

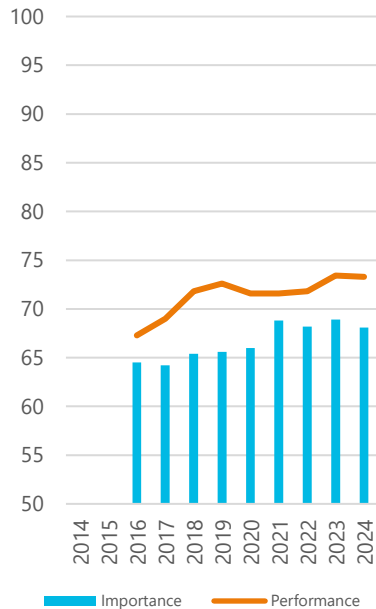


Services: Annual gap trend

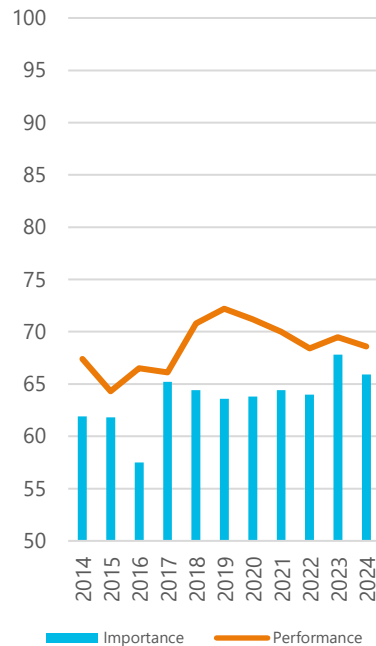
Building and planning approvals



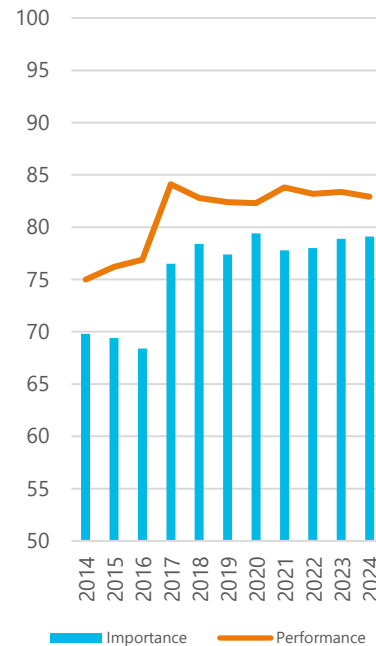
Local history and heritage services



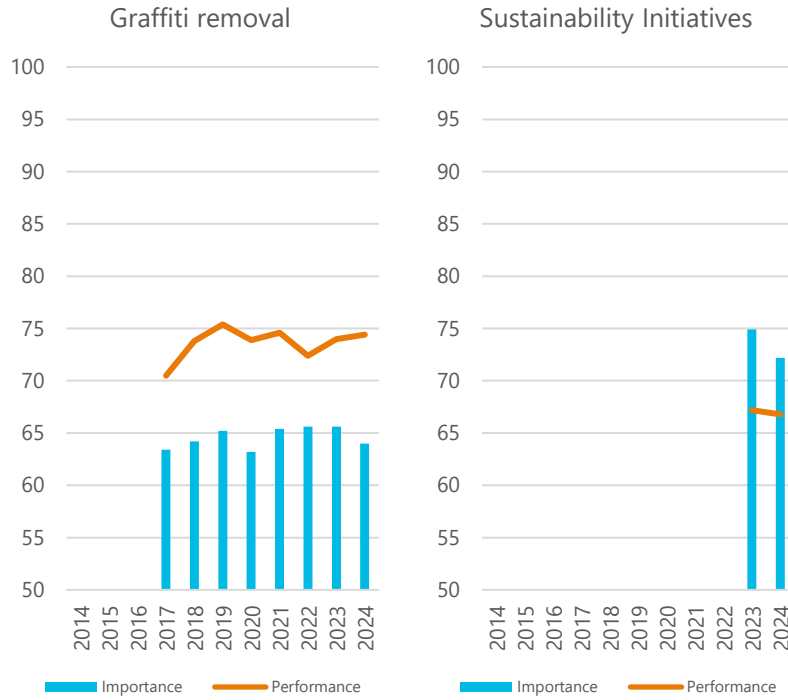
Dog / cat control



Household bin collection



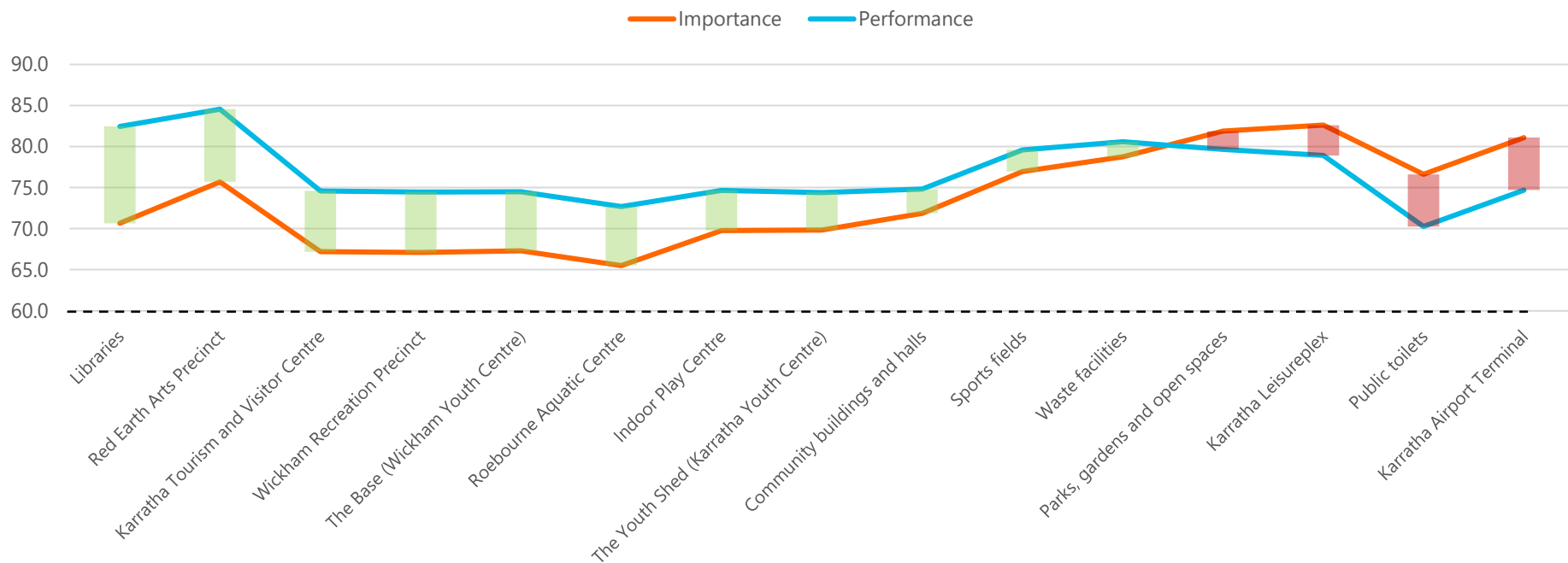
Services: Annual gap trend



Facilities: Overall gap analysis 2024

Performing above expectations

Performing below expectations



■ Importance ■ Performance ■ Expectation Gap

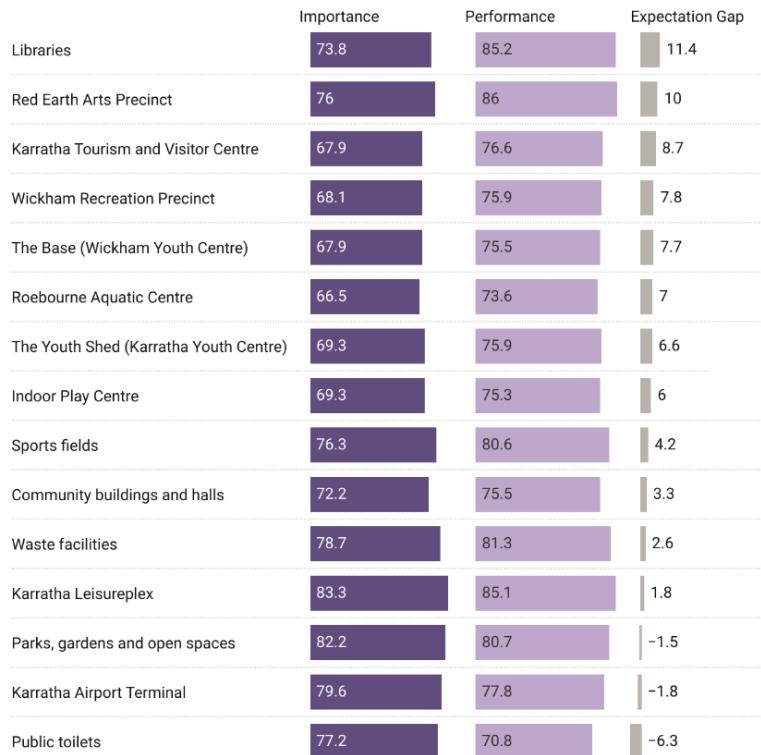


Chart: City of Karratha [2023] • Created with Datawrapper

Gap change
2023 vs 2024

■ Importance ■ Performance ■ Expectation Gap

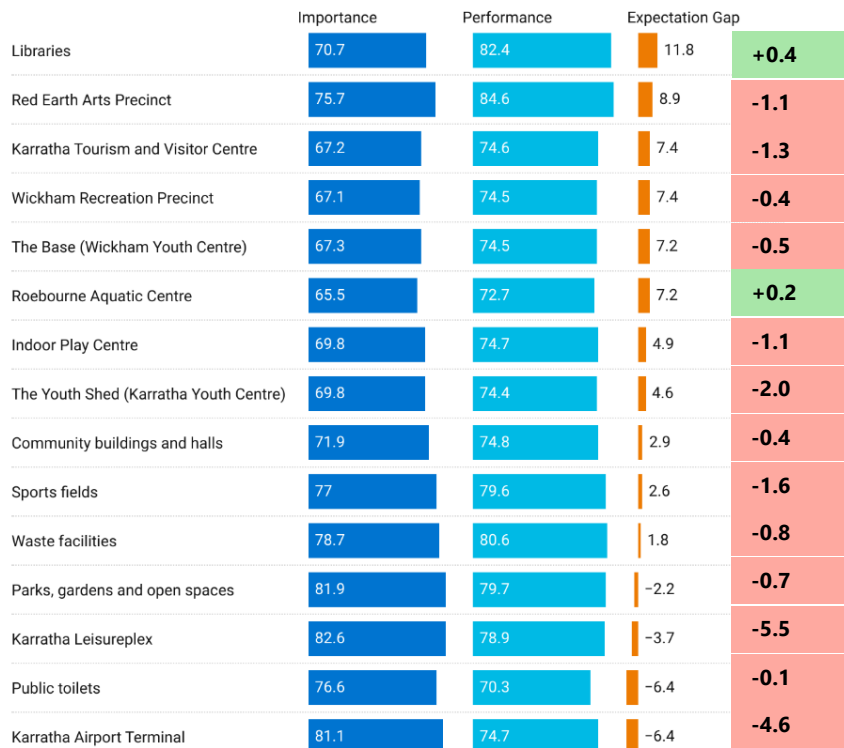
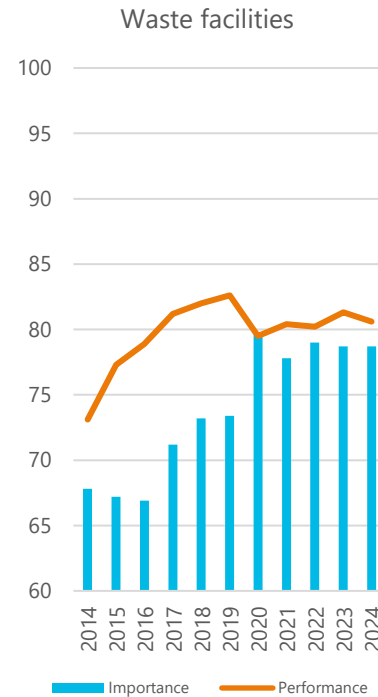
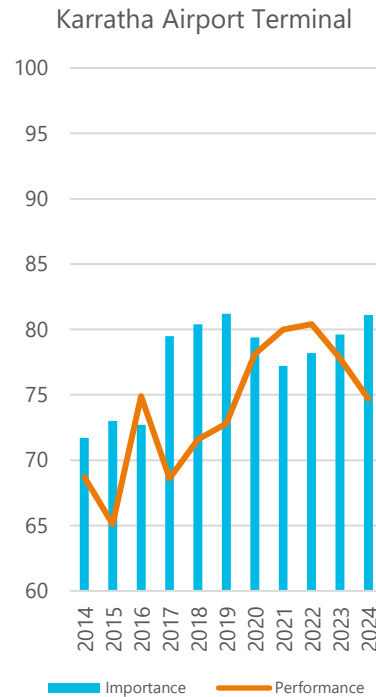
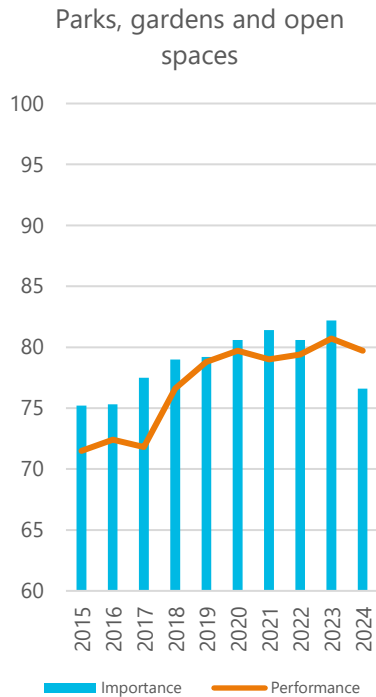
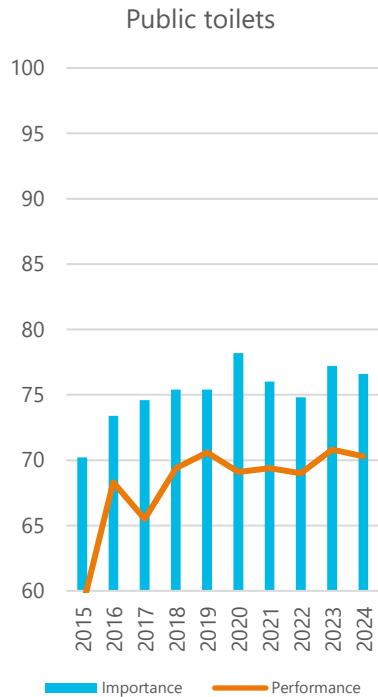


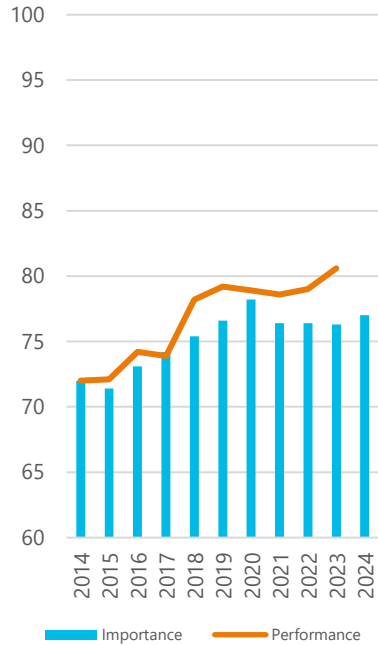
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Facilities: Annual gap trend

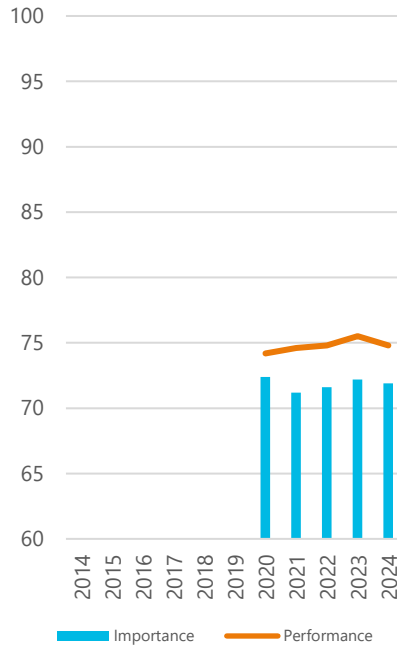


Facilities: Annual gap trend

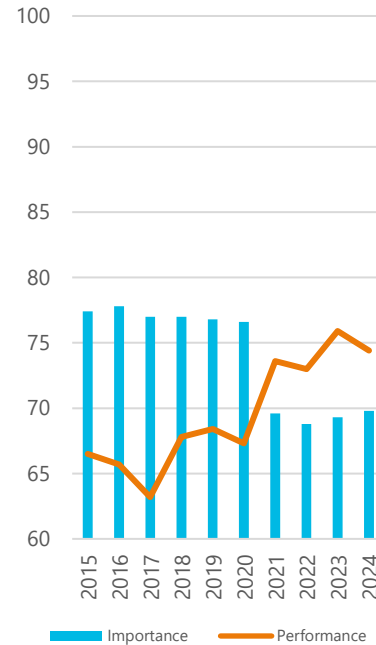
Sports fields



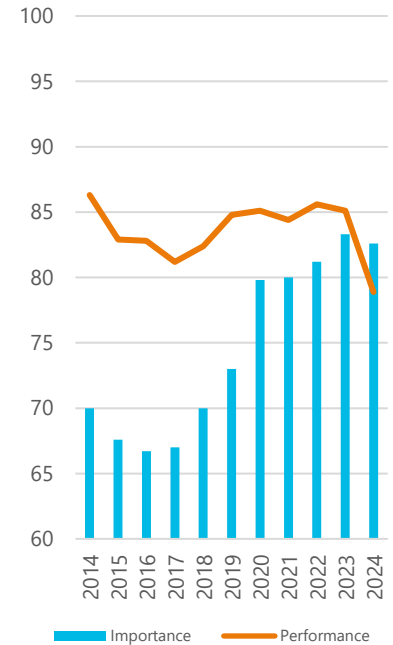
Buildings and halls



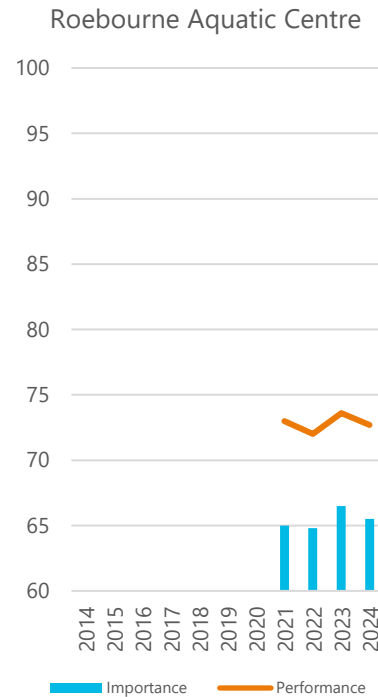
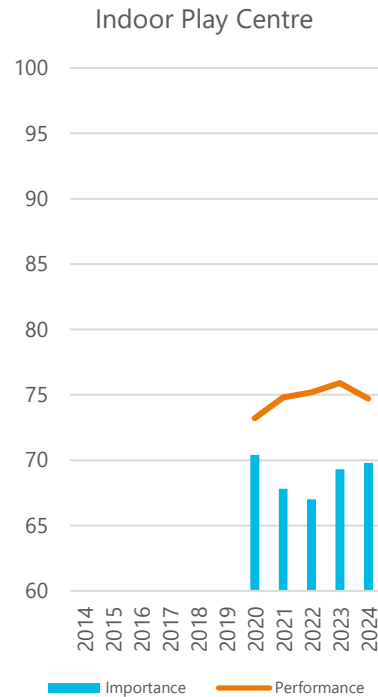
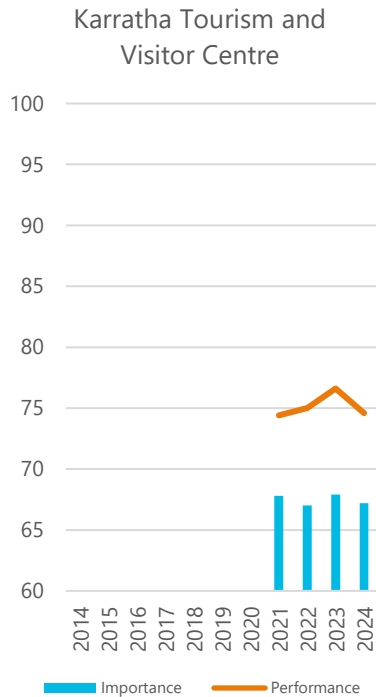
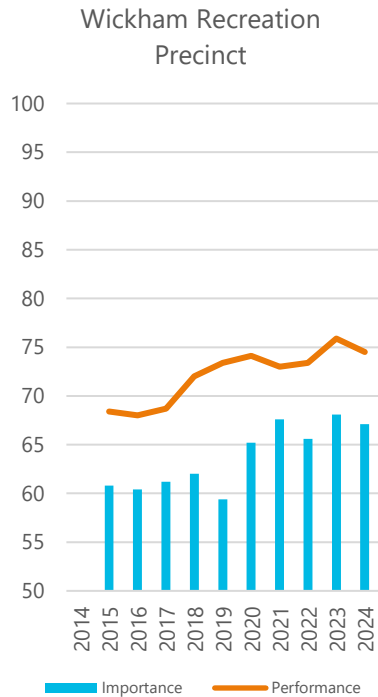
The Youth Shed



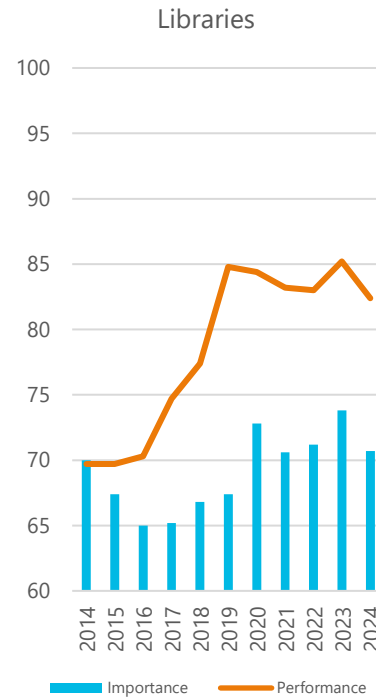
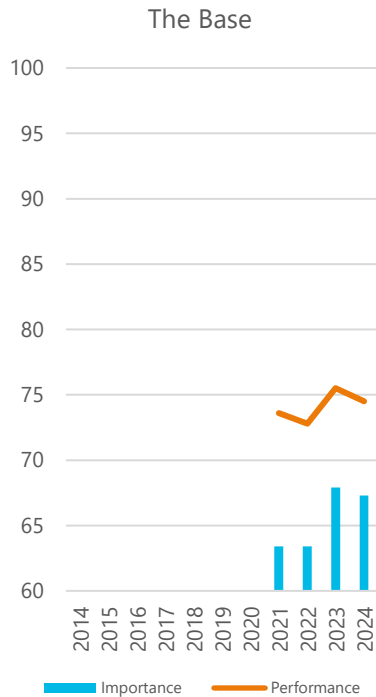
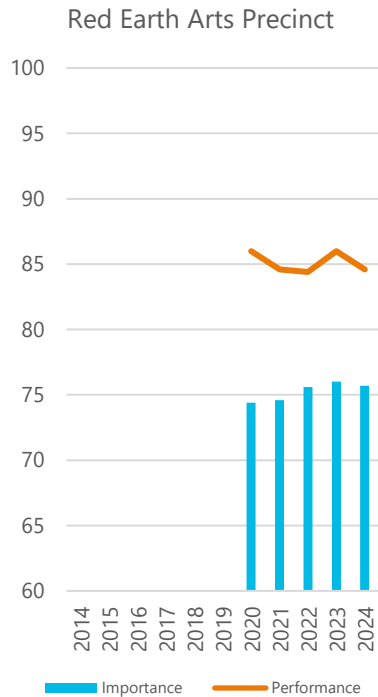
Karratha Leisureplex



Facilities: Annual gap trend



Facilities: Annual gap trend



Liveability: Overall gap analysis 2024

Performing below expectations

Performing well below expectations



Liveability measures

2023

2024

Gap change
2023 vs 2024

■ Importance ■ Performance ■ Expectation Gap

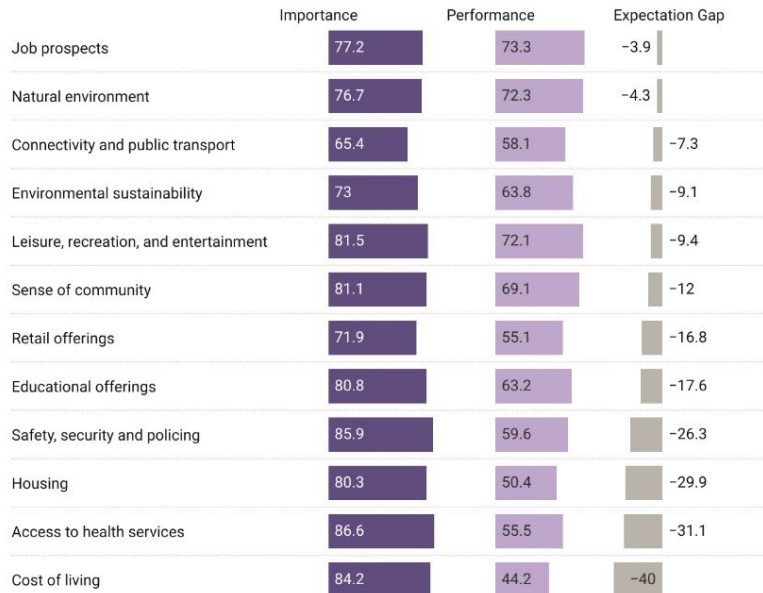


Chart: City of Karratha [2023] • Created with Datawrapper

■ Importance ■ Performance ■ Expectation Gap

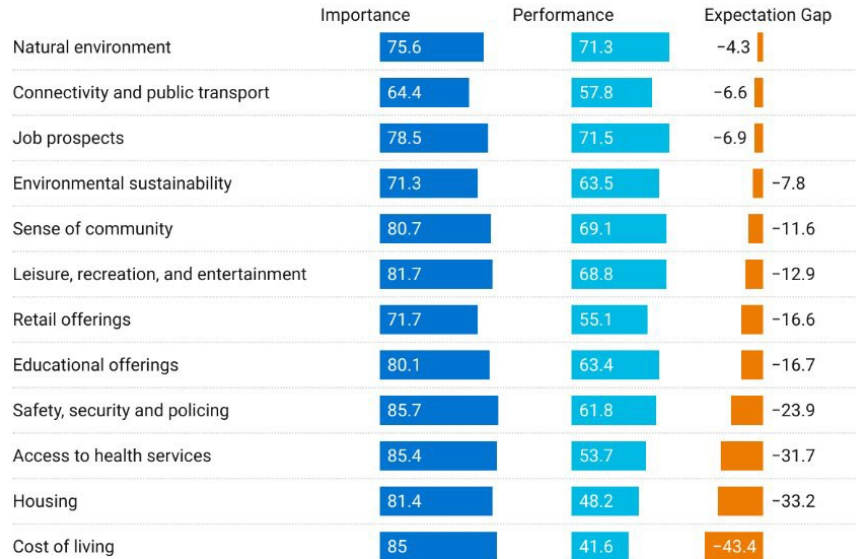
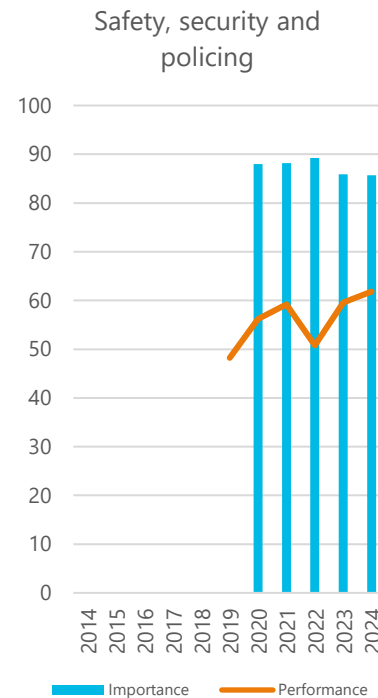
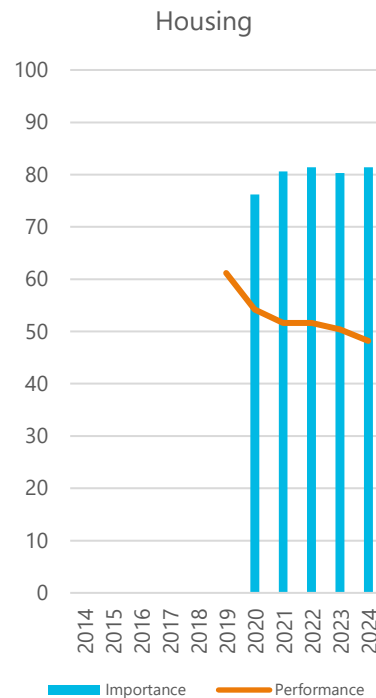
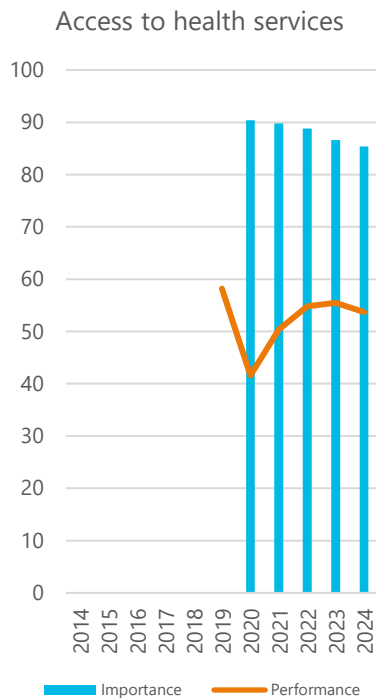
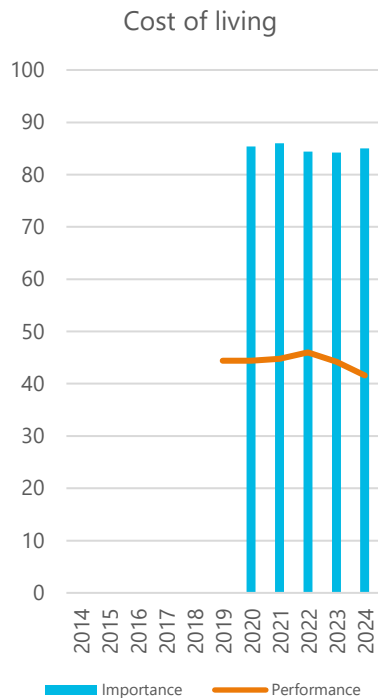


Chart: City of Karratha [2024] • Created with Datawrapper

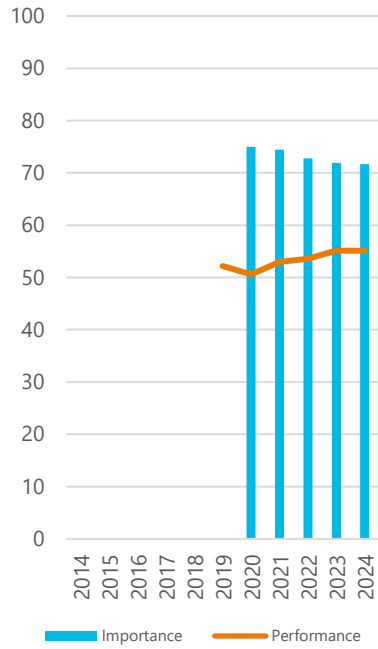
Nil
+0.7
-3.0
+1.3
+0.4
-3.5
+0.2
+0.9
+2.4
-0.6
-3.3
-3.4

Liveability: Annual gap trend

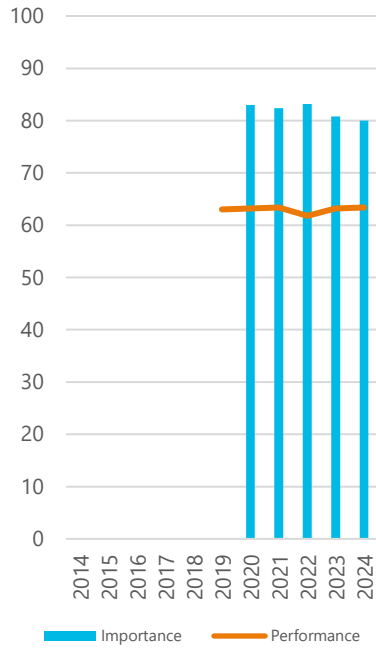


Liveability: Annual gap trend

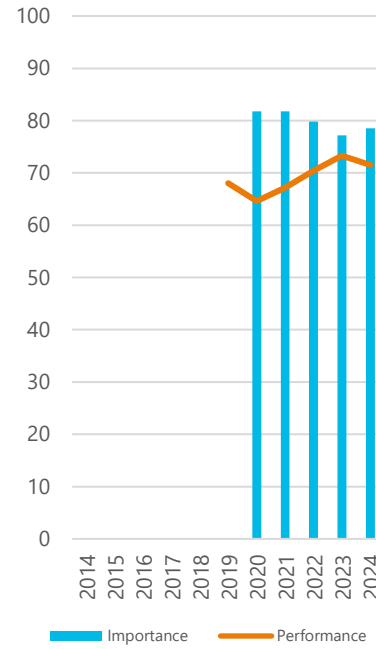
Retail offerings



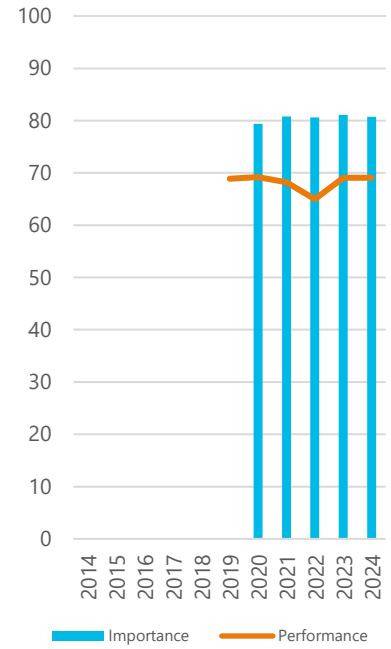
Educational offerings



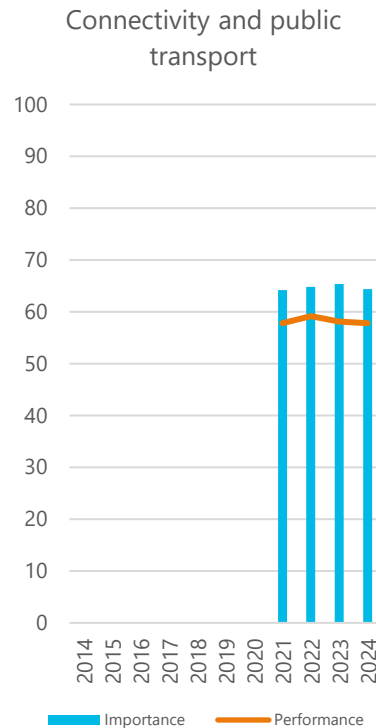
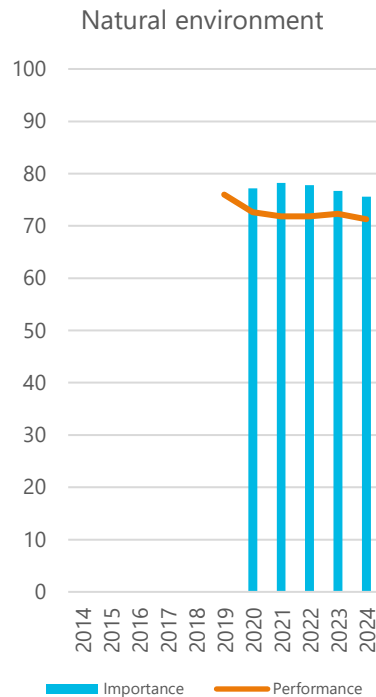
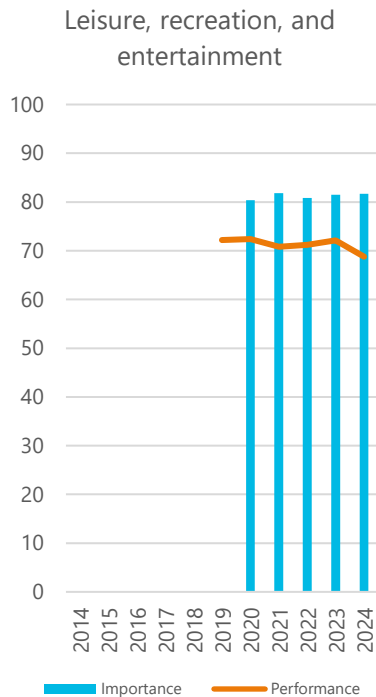
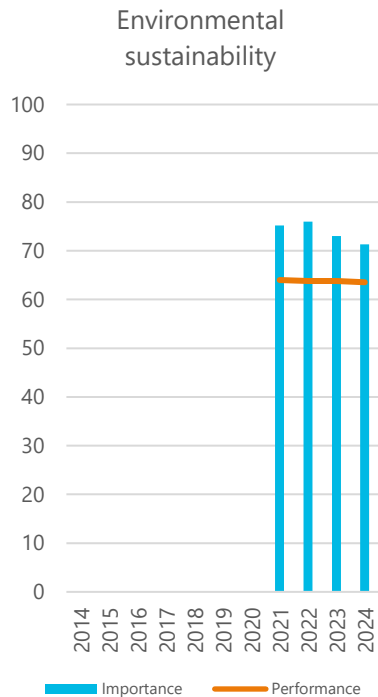
Job prospects



Sense of community



Liveability: Annual gap trend



Further information:

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Tel: (08) 9186 8555