

# DWER Corporate Research 2023 Community Insights

March 2023



Government of Western Australia

Department of **Water and  
Environmental Regulation**



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# Scope of Engagement



# Background and objectives

The Department of Water and Environmental Regulation (DWER) undertakes an annual survey of its stakeholders to monitor their perceptions of DWER, including a KPI measure of the Department's effectiveness at managing the state's water as a resource for sustainable productive use.

Since 2020, the survey has included feedback from three key stakeholder groups:

- **Stakeholders** – people and organisations with influence on the success of the Department's policy, budget bids and initiatives, and whose acceptance of DWER's proposed changes is often critical to delivering outcomes.
- **Customers** – people who interact with DWER across a range of services and have a mostly transactional relationship with the Department.
- **WA Community** – the West Australian general population.

The following report details the findings of the WA Community survey.

## The core objectives of this year's survey of the WA Community were to monitor:

- awareness of DWER and understanding of its purpose, roles and responsibilities.
- perceived effectiveness of managing WA's water and environmental resources for sustainable productive use.
- attitudes towards water and environmental issues.
- perceptions of DWER's performance in relation to key water and environmental issues.
- perceptions of DWER's decision making.
- awareness of key initiatives.



# Research approach

Results are based on an online survey of **n=600** members of the WA Community aged 18 years+. The survey was conducted from 13 October to 1 November 2022. A sample of 600 provides a margin of error of +/- 4.00%, at the 95% confidence interval. The data has been weighted in line with 2021 ABS data, to be representative of the WA population and aligned with previous years.

A breakdown of the final sample is detailed below.

## WA Community Survey | Sample Composition

	2023			
	Metro		Regional	
	n=	Unweighted %	n=	Unweighted %
Male	194	49	88	44
Female	206	52	112	56
18-34	129	32	60	30
35-54	141	35	61	31
55+	130	33	79	40
<b>Total</b>	<b>400</b>		<b>200</b>	

# Summary of Key Insights - Community



# Summary of Key Insights 2023

## Insight

## Implications

Regional West Australians are feeling less informed about DWER's purpose and activities

Community perceptions of DWER had been improving since 2020, with regional WA contributing the most to these improvements. However, this year saw most measures return to pre 2021 levels across regional WA:

- Awareness of DWER has declined slightly this year after an increase in 2022.
- the community doesn't feel as informed about DWER's purpose as it has in the last two years.
- the proportion who agree that DWER considers community needs and current and emerging issues in its decision making, has declined.
- a decline in effective ratings and an increase in the proportion of *don't know* ratings in relation to water, environment and waste management indicates that people are not necessarily more negative about DWER's operations, rather, that they don't feel informed enough to comment. This reflects a lack of visibility of DWER and its specific activities.
- awareness of *Be Groundwater Wise*, *Waste Sorted*, *Waterwise Perth Action Plan* and *Murujuga Rock Art* have declined in regional WA.

Continue to **build the DWER brand** and strengthen how DWER communicates and connects with each of its key audiences, as per the priorities of the Reform Roadmap.

Focus on **targeted metro and regional specific messages** where possible, to improve community understanding of DWER's remit and Strategic Goals and also demonstrate the strategies and initiatives in place to achieve them:

- Improved regulatory capacity
- Better management of the environment
- Strategic solutions to big environmental challenges

Consider the role that **Regional Managers and teams** can play to increase engagement with their local communities and stakeholders.



# Summary of Key Insights 2023

## Insight

## Implications

**Pollution and protection of water sources/ quality are highest on the community issues agenda**

- In terms of the waste, water and environmental issues of most concern to the community:
- Rubbish/litter polluting our waterways, oceans, land and environment are the biggest concerns at a community level
  - Concerns about rubbish/litter polluting the land and environment have increased
  - Protection of drinking water from contamination and ensuring water quality are also high on the statewide water-related, issues agenda
  - Although concerns remain high, people in regional WA were generally less concerned about some issues this year – namely the volume of waste generation, facilitation of waste recycling and climate change

**Align any communications** about current and planned strategies and programs with how they address specific environmental, waste and water issues of concern.

For example, how the strategy to *develop and implement new water resource legislation to provide for sustainable water management in the face of climate change* will help to address water security into the future and how *banning e-waste disposal to landfill by 2024* will facilitate the recycling of waste.

Consider the **strategic role of ‘water’** as part of your Business Planning. Despite the Department shifting more of its focus towards climate change, waste and other environmental issues, water related priorities are still important to a large proportion of your Stakeholders, Customers and Community.



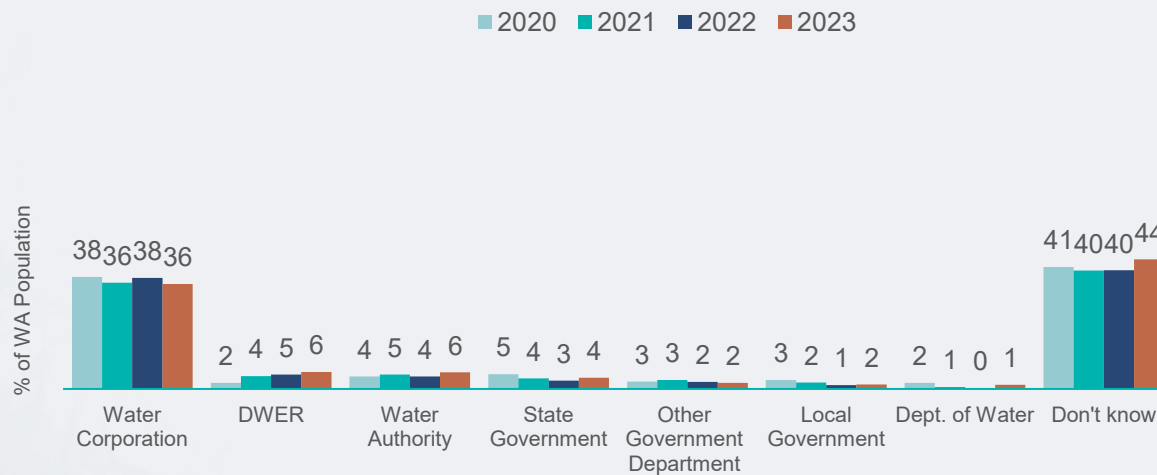
# Awareness and Understanding of DWER Services, Roles and Responsibilities



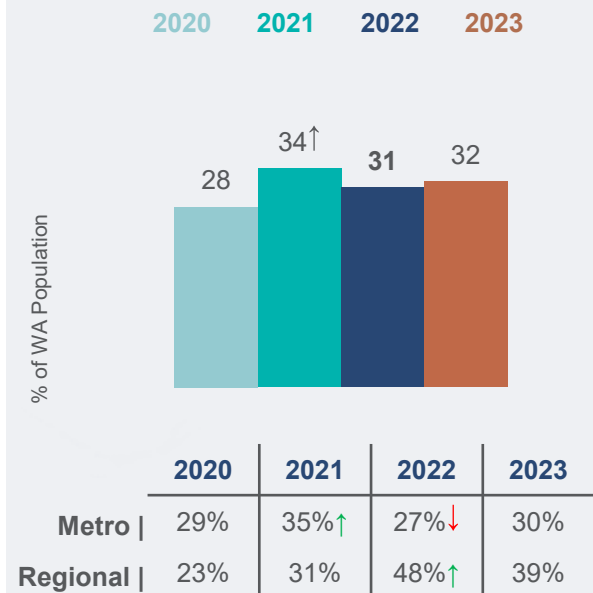
# Similar to previous years, DWER is not top of mind as being responsible for water and environmental resource management

Prompted awareness of DWER is steady at one in three. Awareness of DWER in regional WA (39%) is higher than in the metro area (30%) but has declined slightly this year after an increase in 2022.

## Unprompted Recall of Organisations Responsible for Water/Environment | Top 7



## Prompted Recall of DWER



2023 n= 600 | 2022 n= 604 | 2021 n= 601 | 2020 n= 601

Q3: Which organisations are responsible for coordinating and managing the state's water and environmental resources, including responsibility for water and environmental planning, licensing and legislation and Community education about how to improve behaviour?

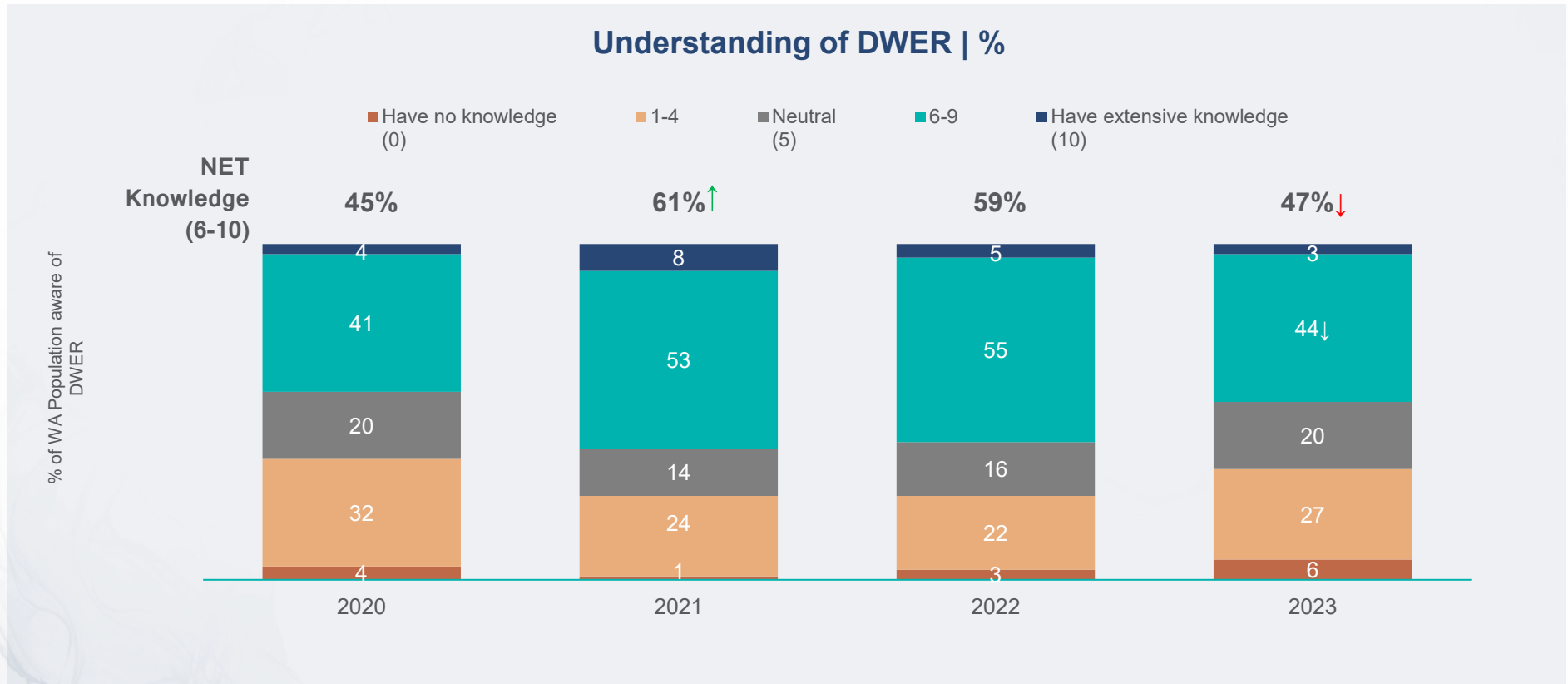
Q4: Prior to today, have you heard of the Department of Water and Environmental Regulation, also known as DWER?

↑↓ Significant difference to 2022 scores at 95% confidence

# The Community doesn't feel as informed about DWER's purpose as it has in the last two years



Stated understanding at a statewide level has returned to 2020 levels.



2023: WA n=199  
 2022: WA n=200  
 2021: WA n=201  
 2020: WA n=161

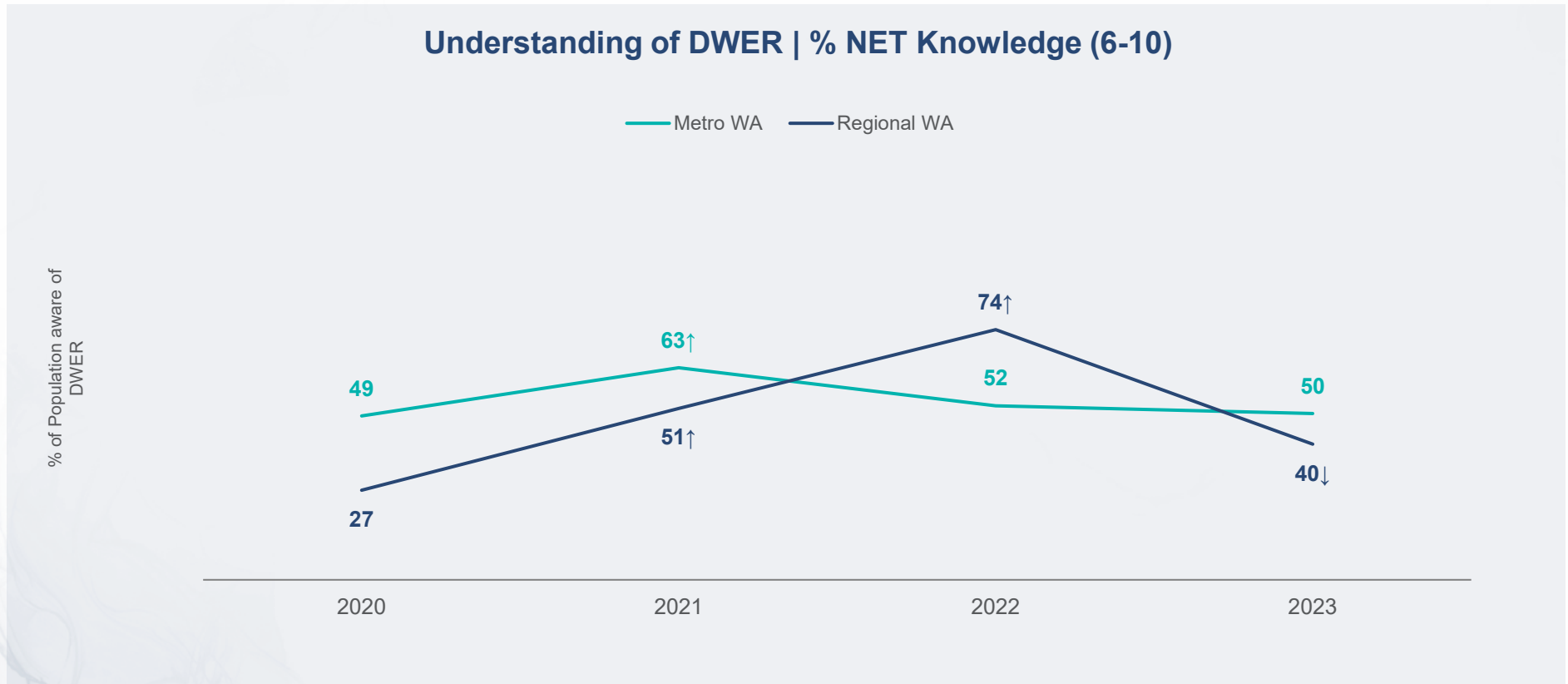
Q5: How would you rate your level of understanding of the purpose, roles and responsibilities of the Department of Water and Environmental Regulation, also known as DWER?

↑↓ Significant difference to 2022 scores at 95% confidence

Don't know responses have been removed from the charted data

# The decline in stated understanding of DWER's purpose was mostly due to a decline in regional WA

Understanding of DWER remained steady in the metro area this year, although it is still below a peak result of 63% in 2021.



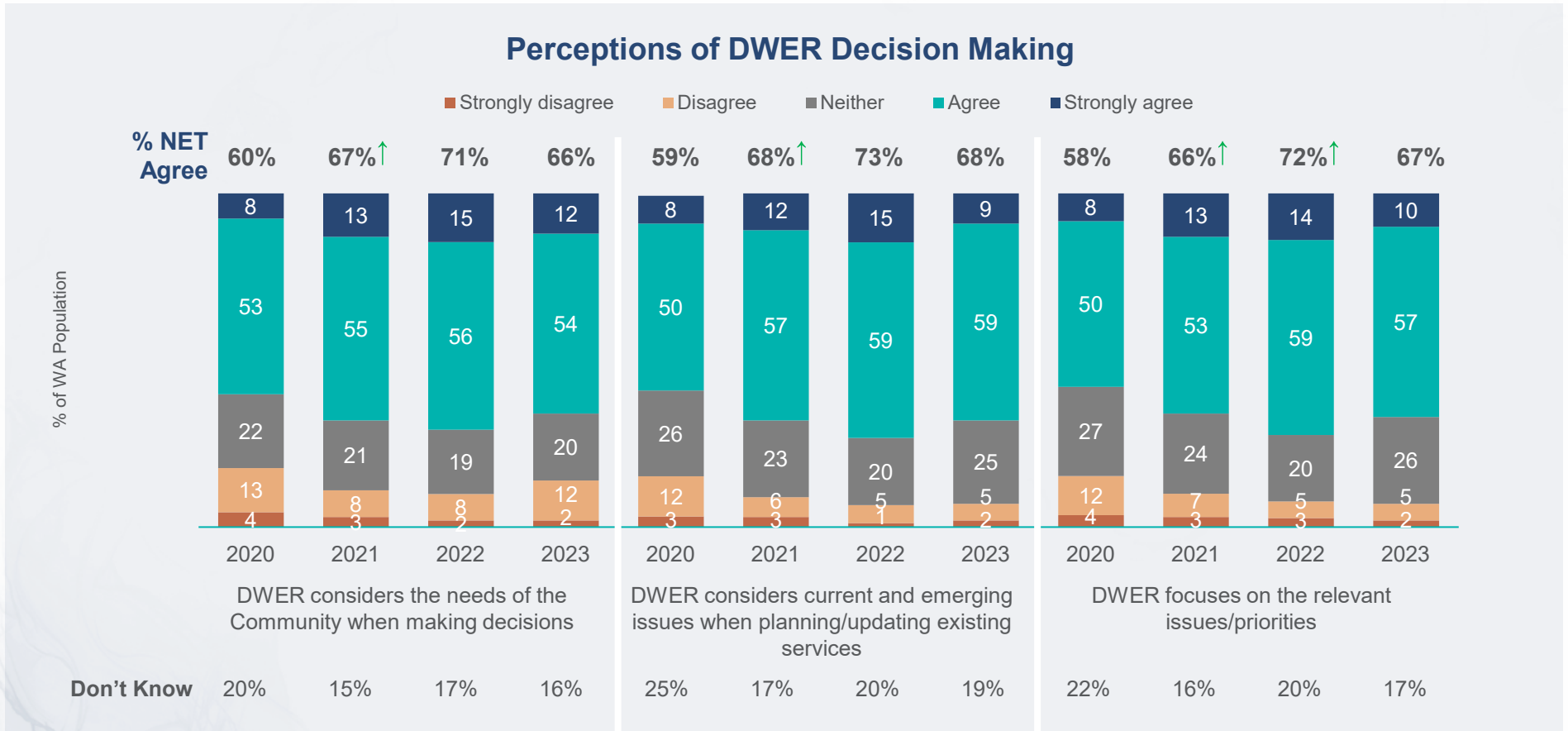
2023: Metro n=121 | Regional n=78  
2022: Metro n=108 | Regional n=92  
2021: Metro n=140 | Regional n=61  
2020: Metro n=115 | Regional n=46

Q5: How would you rate your level of understanding of the purpose, roles and responsibilities of the Department of Water and Environmental Regulation, also known as DWER?

↑↓ Significant difference to 2022 scores at 95% confidence

Don't know responses have been removed from the charted data

# After an improvement in recent years, Community perceptions of how DWER makes its decisions, returned to previous levels

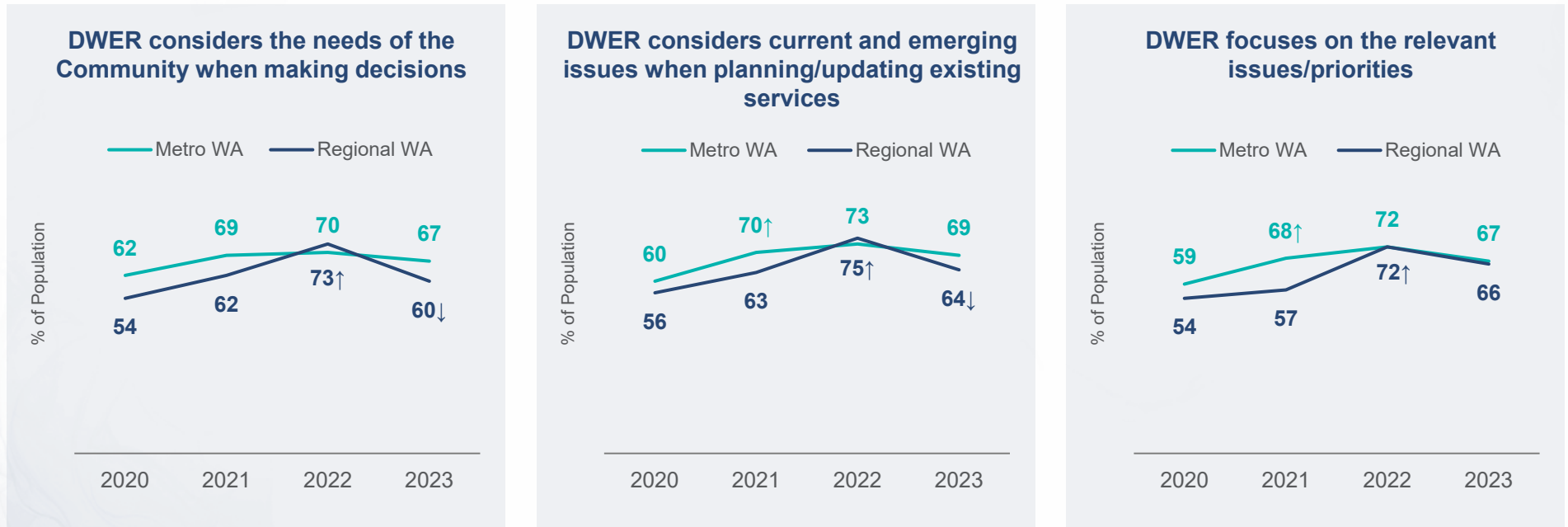


2023: n=500 | 483 | 492 - 2022: n=503 | 482 | 487 - 021: n=505 | 490 | 495 - 2020: n=485 | 454 | 468  
 Q10 Thinking now about how DWER makes its decisions, to what extent do you agree or disagree with the follow statements?  
 ↑↓ Significant difference to previous years scores at 95% confidence  
 Don't know responses have been removed from charted data

# People living in regional WA led the decline in ratings this year

In regional WA, the proportion of people who agree that DWER considers the needs of the Community as well as current and emerging issues has returned to 2021 levels.

## Perceptions of DWER Decision Making | % NET Agree



Considers needs of Community - 2023: Metro n=338 | Regional n=162; 2022: Metro n=335 | Regional n=168; 2021: Metro n=344 | Regional n=161; 2020: Metro n=318 | Regional n=167  
 Considers current/emerging issues - 2023: Metro n=330 | Regional n=153; 2022: Metro n=325 | Regional n=157; 2021: Metro n=342 | Regional n=148; 2020: Metro n=297 | Regional n=157  
 Focuses on relevant issues - 2023: Metro n=337 | Regional n=155; 2022: Metro n=320 | Regional n=167; 2021: Metro n=338 | Regional n=157; 2020: Metro n=311 | Regional n=157  
 Q10 Thinking now about how DWER makes its decisions, to what extent do you agree or disagree with the follow statements?  
 ↑↓ Significant difference to previous years scores at 95% confidence  
 Don't know responses have been removed from the charted data

# The community was less aware of a number of programs this year

Awareness of *Be Groundwater Wise*, *Waste Wise Schools*, *WasteSorted – Be a Great Sort*, *Waterwise Perth Action Plan* and *Murujuga Rock Art* declined, mostly in regional WA.



% of WA Population

2023: Metro n=400 | Regional n=200; 2022: Metro n=403 | Regional n=201; 2021: Metro n=400 | Regional n=201; 2020: Metro n=401 | Regional n=200

Q11r: Which of the following programs have you seen or heard about before today, specifically in WA

↑↓ Significant difference to previous waves scores at 95% confidence

Note: WasteSorted – Be a Great Sort was added in 2021. Plan for Plastics was added in 2022



# Therefore they were less likely to rate DWER as effective in managing the State's water, environment and waste

## Perceived Effectiveness of DWER At Managing the State's Resources | % NET Effective



2023: Metro n=400 | Regional n=200; 2022: Metro n=403 | Regional n=201; 2021: Metro n=400 | Regional n=201; 2020: Metro n=401 | Regional n=200

Q6a: Overall, how effective do you think DWER is in managing the state's water as a resource for sustainable productive use?

Q7a: Overall, how effective do you think DWER is in managing the state's environment for sustainable productive use?

Q8: Overall, how effective do you think DWER is in setting the framework for better management of waste including improving the reuse and recycling of waste products?

↑↓ Significant difference to previous years scores at 95% confidence

Don't know responses have been removed from the charted data

# Perceived Effectiveness – Waste Management

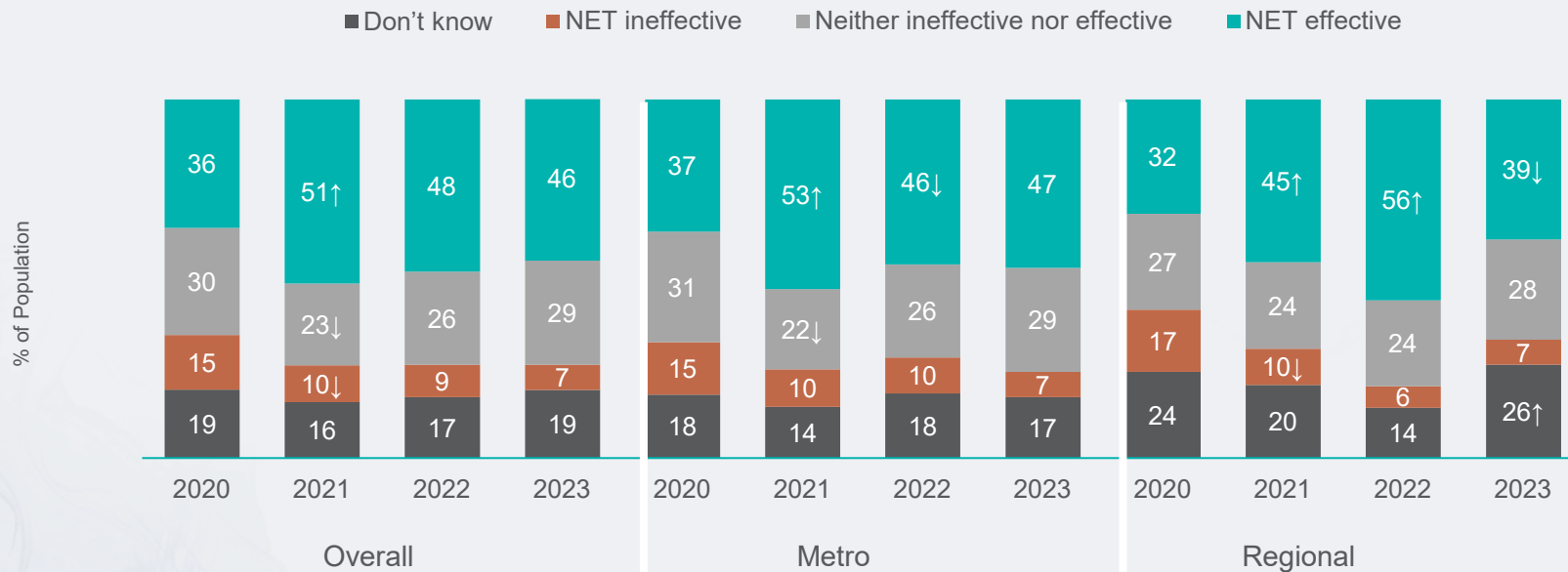


# Statewide, the extent to which DWER's waste management is rated as effective is comparable year - on-year



However, improvements in regional ratings, last year, have not been maintained. Metro ratings are consistent with last year but still lower than in 2021. Like with water and environmental management, a higher proportion of regional residents are unable to provide a rating on DWER's performance this year, indicating a lack of awareness of what DWER is doing in relation to waste management.

### Perceived Effectiveness of DWER At Managing the State's Waste



2023: n= 600 | 400 | 200 - 2022: n= 604 | 403 | 201 - 2021: n= 601 | 400 | 201 - 2020: n= 601 | 401 | 200

Q8: Overall, how effective do you think DWER is in setting the framework for better management of waste including improving the reuse and recycling of waste products?

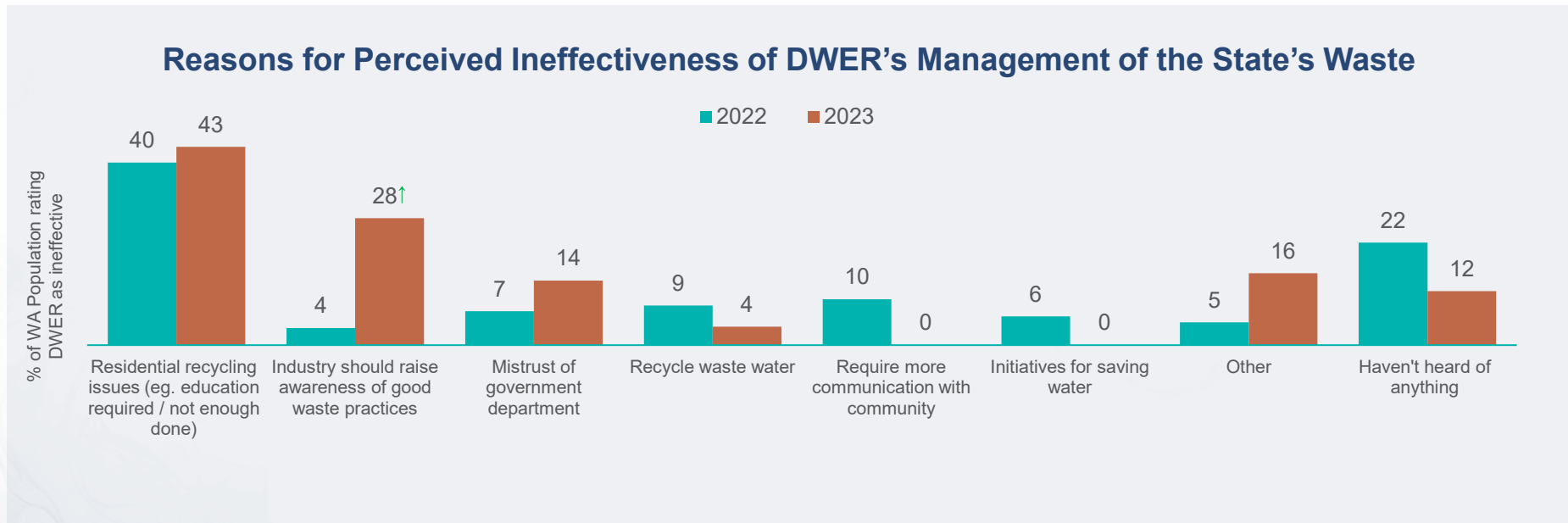
↑↓ Significant difference to the previous waves scores at 95% confidence

Results may not equal to 100% by +/- 1% due to rounding

# Issues with residential recycling continue to drive ratings of ineffective waste management this year



West Australians also feel more strongly that industry could be doing more to raise awareness of good waste practices. There is an opportunity for DWER to increase communications with the General Public about key strategies and initiatives such as the WA Waste Strategy, State Waste Infrastructure Plan and WA's Plan for Plastic.



2023 n=29\* | 2022: n= 46\*

Q8b: Why do you rate DWER's setting of the framework for better management of waste as ineffective? What are the things you would like to see improved?

Please provide as much detail as possible.

New Question - was not asked in previous years

↑↓ Significant difference to the previous waves scores at 95% confidence

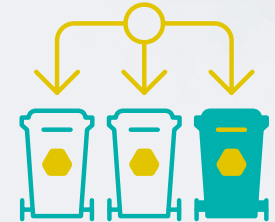
CAUTION: Results indicative due to small sample

# In their own words...

## Residential recycling issues (such as education required, or not enough done)

*'There's still a lot of confusion around waste and how to correctly dispose of it in an environmentally friendly way.'* **Metro Resident**

*'I feel like we are behind where we should be in 2022. We should have recycling bins in city centres (3-way bins). And recycling should be accessible to more regions of WA.'* **Regional Resident**



## Industry should raise awareness of good waste practices

*'I haven't seen any campaigns regarding better waste management.'* **Regional Resident**

*'There is limited recycling or other waste management frameworks in our Community, and it all relies on local governments having a significant level of management over these.'* **Regional Resident**



## Mistrust of government departments

*'I don't think they're actively managing or improving the management of waste; they're not putting themselves at the forefront and being the industry leaders in waste management.'* **Metro Resident**

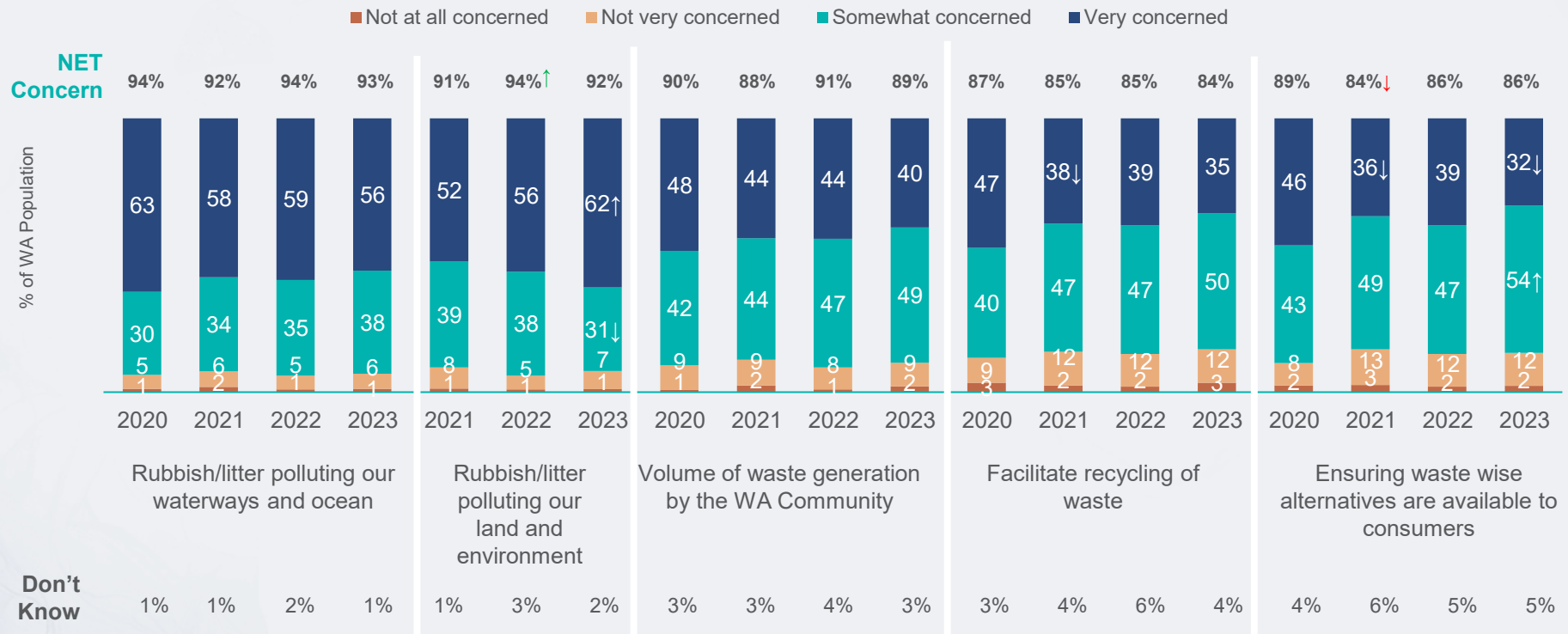
*'Because until it's put in practice, it's just words on paper.'* **Metro Resident**



# Over time, concern about rubbish/litter polluting the environment has increased; other waste issues were not as big a concern as they were a few years ago



## Community Concern Towards Waste Related Issues



2023: n=589 | 596 | 581 | 573 | 568 - 2022: n=589 | 588 | 582 | 568 | 574 - 2021: n=595 | 593 | 581 | 578 | 564 - 2020: n=594 | 580 | 582 | 576

Q2r: How would you rate your level of concern, if any, about each of the following?

↑↓ Significant difference to the previous waves scores at 95% confidence

Don't know responses have been removed

Results may not equal to 100% by +/- 1% due to rounding

# Facilitation of recycling and the volume of waste generated by the WA Community were of less concern in regional WA this year

Metro residents' concern about waste-related issues has remained steady year-on-year.

## Community Concern Towards Waste Related Issues | % NET Somewhat / Very Concerned



Rubbish polluting waterways: 2023: Metro n=392 | Regional n=197; 2022: Metro n=395 | Regional n=194; 2021: Metro n=395 | Regional n=200; 2020: Metro n=399 | Regional n=195  
 Rubbish polluting environment: 2023: Metro n=397 | Regional n=199; 2022: Metro n=391 | Regional n=197; 2021: Metro n=395 | Regional n=198  
 Volume of waste generated: 2023: Metro n=386 | Regional n=195; 2022: Metro n=385 | Regional n=197; 2021: Metro n=386 | Regional n=195; 2020: Metro n=390 | Regional n=190  
 Facilitation of recycling: 2023: Metro n=383 | Regional n=190; 2022: Metro n=377 | Regional n=191; 2021: Metro n=387 | Regional n=191; 2020: Metro n=391 | Regional n=191  
 Waste wise alternatives: 2023: Metro n=377 | Regional n=191; 2022: Metro n=379 | Regional n=195; 2021: Metro n=375 | Regional n=189; 2020: Metro n=388 | Regional n=188

Q2r: How would you rate your level of concern, if any, about each of the following?

↑↓ Significant difference to previous years scores at 95% confidence

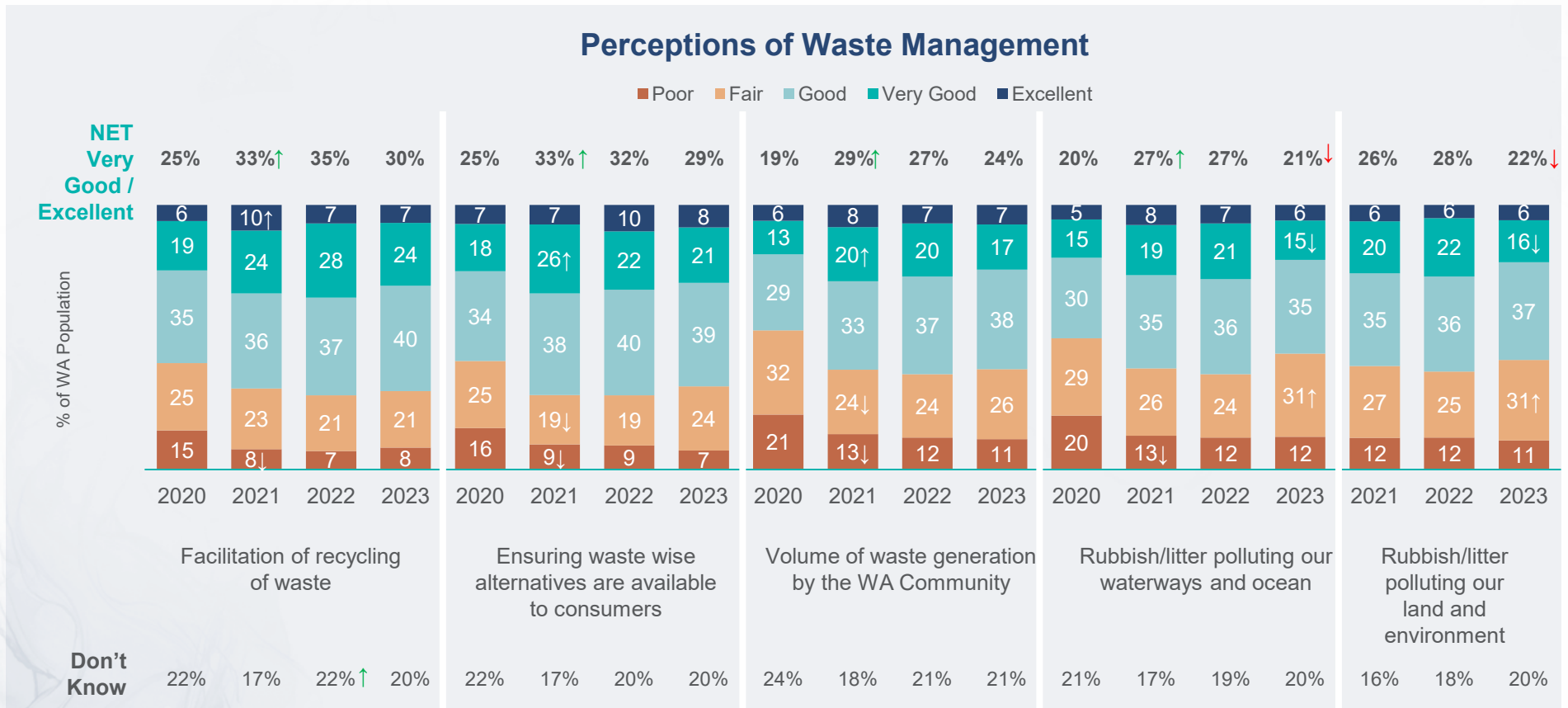
Don't know responses have been removed from the charted data



# Perceptions of DWER's waste management have softened this year, particularly in relation to pollution management



Perceptions of managing rubbish polluting our waterways and land reverted to baseline levels, with a shift in ratings from *very good* to *good* and *fair*. This was mostly due to a shift in ratings from regional West Australians.



2023: n= 481 | 477 | 473 | 479 | 482 - 2022: n= 477 | 483 | 478 | 491 | 492 - 2021: n= 491 | 494 | 483 | 494 | 495 - 2020: n= 467 | 468 | 473 | 455  
 Q9. Based on everything you have seen, heard or experienced, how well do you feel that DWER is performing regarding the management of the following  
 ↑↓ Significant difference to the previous waves scores at 95% confidence  
 Don't know responses have been removed from charted data  
 Rubbish/litter polluting our land and environment was not asked in 2020

# Perceived Effectiveness – Environmental Management

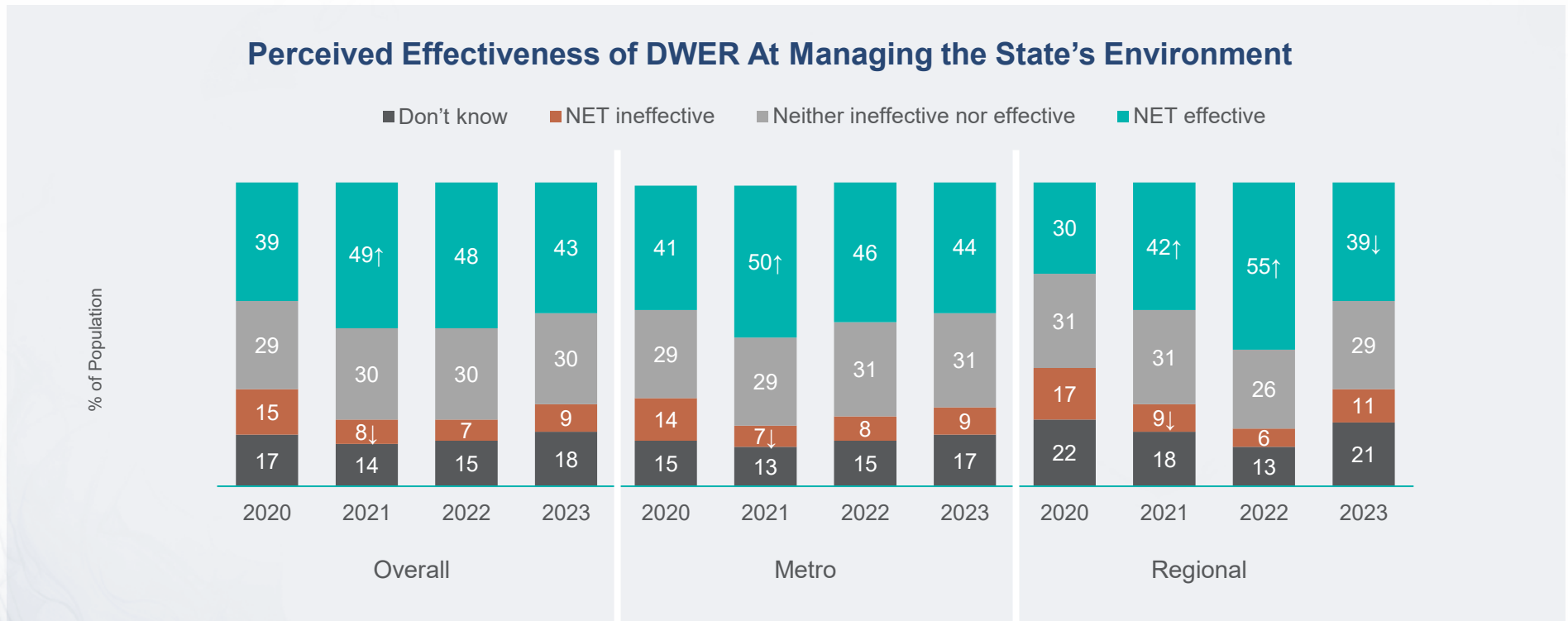


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Department of Water and Environmental Regulation



# Statewide, perceptions of DWER's effectiveness at environmental management largely held ground this year

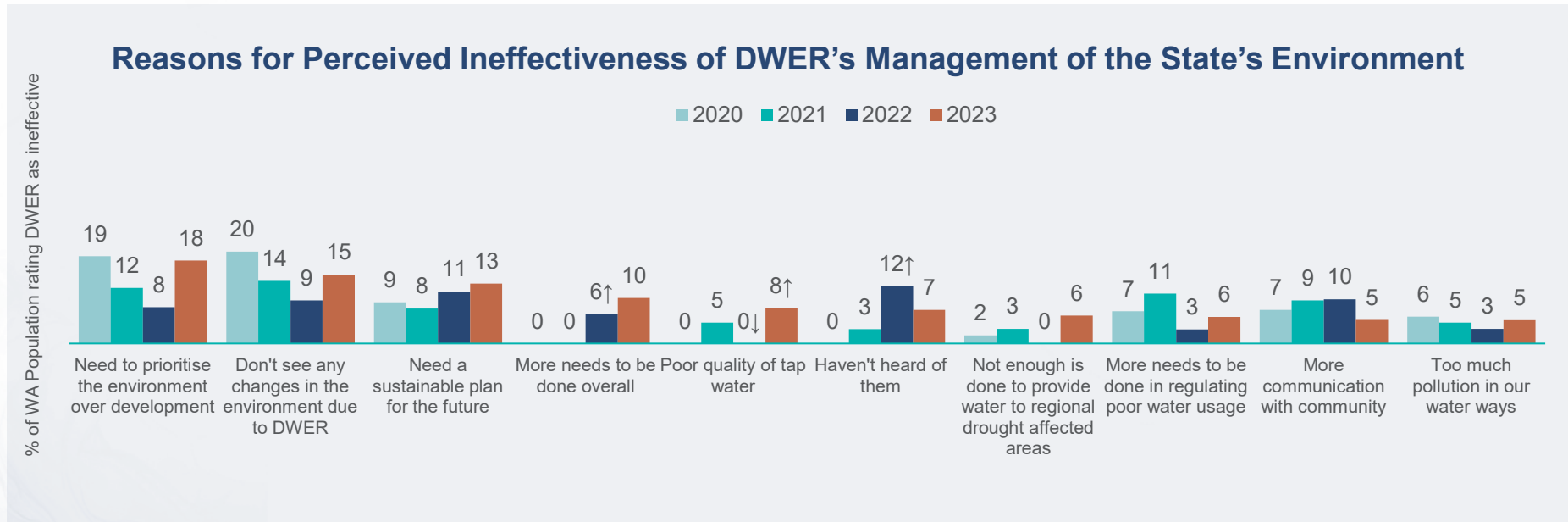
However, similar to the decline in their perceptions of DWER's water management, regional perceptions of DWER's environmental management also returned to previous levels this year, following an improvement in 2022. This was mostly due to a shift to *don't know* ratings and partly an increase in ineffective ratings.



2023: n=600 | 400 | 200 - 2022: n=604 | 403 | 201 - 2021: n=601 | 400 | 201 -2020: n=601 | 401 | 200  
 Q7a: Overall, how effective do you think DWER is in managing the state's environment for sustainable productive use?  
 ↑↓ Significant difference to 2022 scores at 95% confidence  
 Results may not equal to 100% by +/- 1% due to rounding

# People who rate DWER's environmental management as ineffective want to see stronger prioritisation of the environment over development and a clear sustainable plan for the future

DWER's Strategic Plan 2022-26 clearly outlines key environmental priority areas and strategies as part of DWER's planning for the foreseeable future. Consider how strategies relevant to the broader WA Community and/or outcomes from these strategies can be communicated with the Community to help drive effective perceptions of environmental management over the coming years.



2023 n=45 | 2022: n=37 | 2021: n=41 | 2020: n=79

Q7b: Why do you rate DWER's management of the environment for sustainable productive use as ineffective? What are the things you would like to see improved?

↑↓ Significant difference to 2020 or 2021 scores at 95% confidence

Scores under 5% not shown

Don't Know responses removed.

# In their own words...

## Need to prioritise the environment over development

*'The natural environment needs active and extensive assistance to survive the complex and selfish forces willing to destroy it for a quick buck. Stronger enforcement and better protections are required including rewilding and rehabilitation.'* **Metro Resident**



*'Much more conservation and less destruction.'* **Regional Resident**

*'We see land clearing all the time. We see the stopping of wood cutting in state native old forest but there is an industry that uses the timber (like furniture making). They should have an exemption and be closely managed to avoid manipulating the system. We don't see enough replanting of timber plantations.'* **Metro Resident**

## Don't see any changes to the environment due to DWER

*'Not much appears to be happening in this area that I know about.'* **Metro Resident**

*'I think DWER's management of the environment for sustainable productive use is ineffective because their actions have not appeared to improve the state of the dams. Every year we are having water shortages and restrictions, and we are bombarded by the media claiming that the dams' water levels are at their lowest on record. I am not sure what I'd like to see improved, nor do I have the technical experience to comment on what they could do logistically. I have heard in the media about Water Corp improving on capturing the water run off.'* **Regional Resident**



*'With all the mining that is in Western Australia, I cannot see how this department can possibly be effective at managing the environment. Mines leave huge holes in the ground, and few are rehabilitated or reforested, etc.'* **Regional Resident**

# In their own words...

## Need a sustainable plan for the future

*'Too many of their decisions are based on revenue rather than sustainability.'* **Regional Resident**

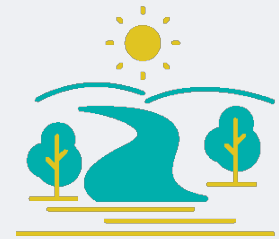
*'Too much emphasis is placed on economic advancement and improvement rather than the future environmental impacts and planning for these.'* **Metro Resident**



## More needs to be done, overall

*'Look at all the problems. More just needs to be done.'* **Metro Resident**

*'All aspects need addressing and I don't see much happening.'* **Regional Resident**



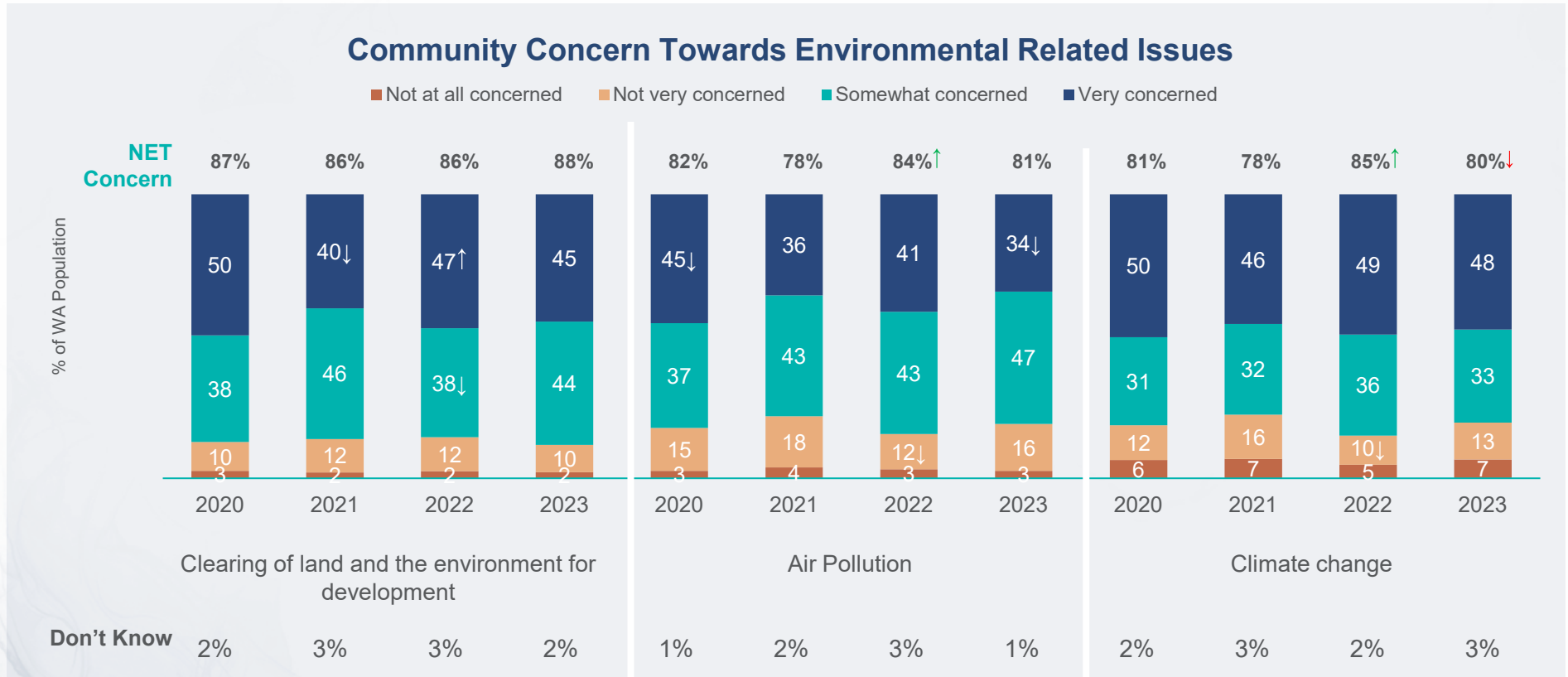
## Poor quality tap water

*'Our water quality is terrible. Our bath water is often brown when we are trying to bathe our children, yet we pay \$400 - \$500 every 2 months. It's a joke.'* **Metro Resident**

*'Water is not as clean as it could be. Water needs to be cleaner and less corrosive.'* **Regional Resident**



# Concerns about air pollution and climate change are still high but eased slightly this year, back to 2020 levels

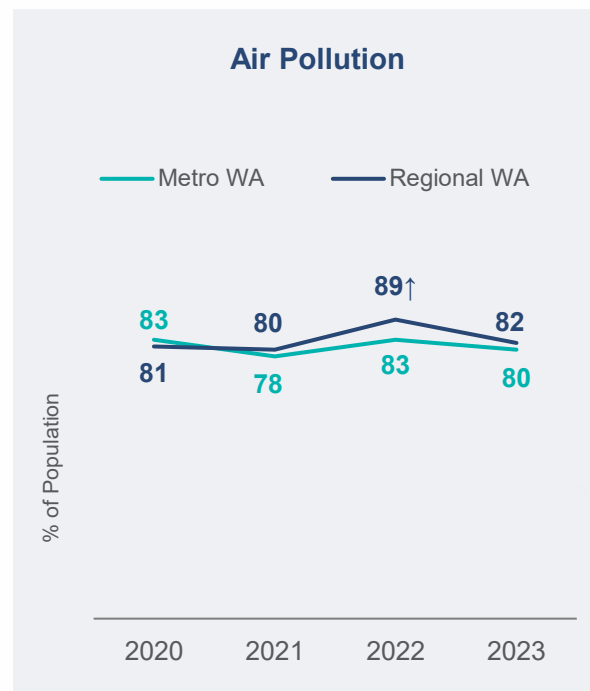


2023: n=587 | 592 | 581 - 2022: n=585 | 588 | 590 - 2021: n=577 | 588 | 586 - 2020: n=584 | 591 | 587  
 Q2r: How would you rate your level of concern, if any, about each of the following?  
 ↑↓ Significant difference to the previous waves scores at 95% confidence  
 Don't know responses have been removed  
 Results may not equal to 100% by +/- 1% due to rounding



# Less concern about air pollution and climate change in regional WA contributed to softer overall concern at a statewide level

## Community Concern Towards Environment Related Issues | % NET Somewhat / Very Concerned



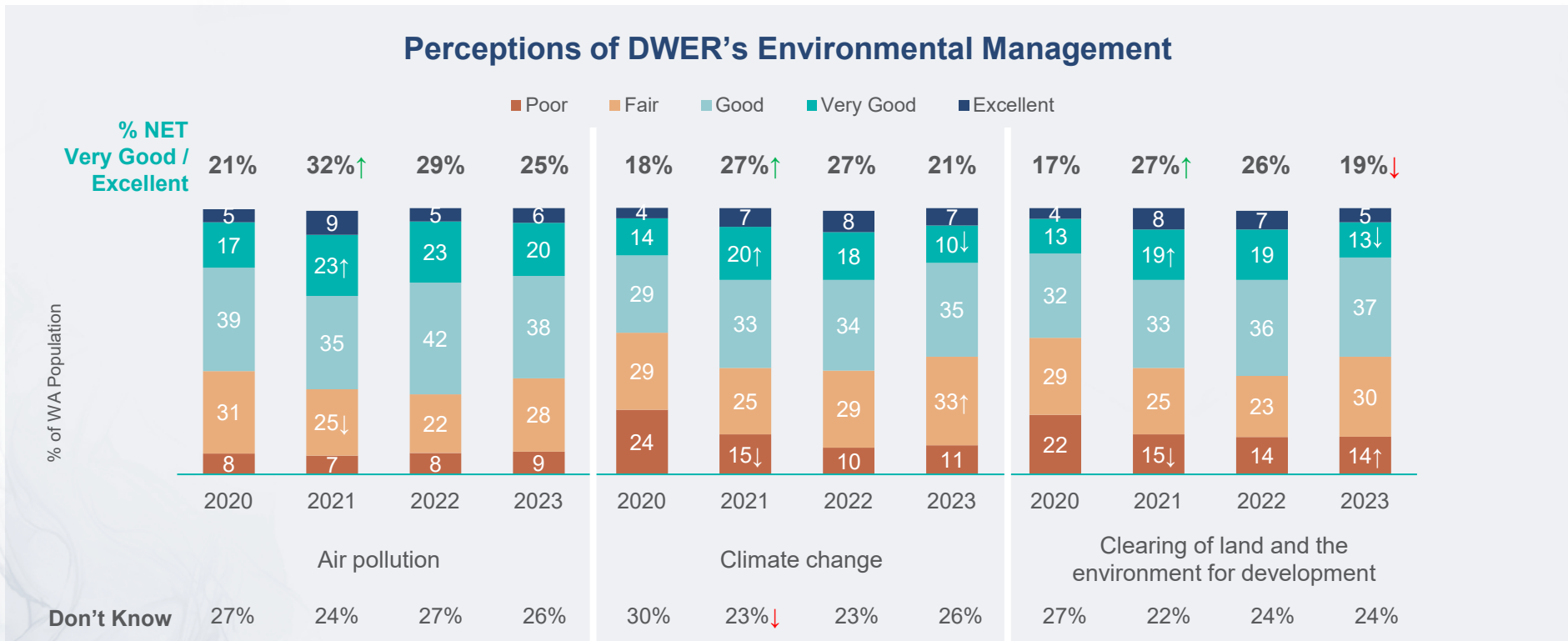
Clearing of land: 2023: Metro n=391 | Regional n=196; 2022: Metro n=391 | Regional n=194; 2021: Metro n=388 | Regional n=189; 2020: Metro n=395 | Regional n=189  
 Air Pollution: 2023: Metro n=395 | Regional n=197; 2022: Metro n=393 | Regional n=195; 2021: Metro n=394 | Regional n=194; 2020: Metro n=398 | Regional n=193  
 Climate Change: 2023: Metro n=389 | Regional n=192; 2022: Metro n=396 | Regional n=194; 2021: Metro n=390 | Regional n=196; 2020: Metro n=393 | Regional n=194  
 Q2r: How would you rate your level of concern, if any, about each of the following?  
 ↑↓ Significant difference to previous years scores at 95% confidence  
 Don't know responses have been removed from the charted data

# After maintaining improvements last year, perceptions of DWER's management of air pollution, climate change and land clearing weakened this year



Regional West Australians saw the biggest decline in perceptions of DWER's management of land clearing for development, with a shift in *very good* to *fair* ratings, this year (Very Good: 26%, down to 13% | Fair: 19%, up to 36%)

## Perceptions of DWER's Environmental Management



2023: n=441 | 439 | 454 - 2022: n=447 | 469 | 461 - 2021: n=447 | 455 | 460 - 2020: n=434 | 413 | 435

Q9: Based on everything you have seen, heard or experienced, how well do you feel that DWER is performing regarding the management of the following?

↑ Significant difference to previous years scores at 95% confidence

Don't know responses have been removed from charted data

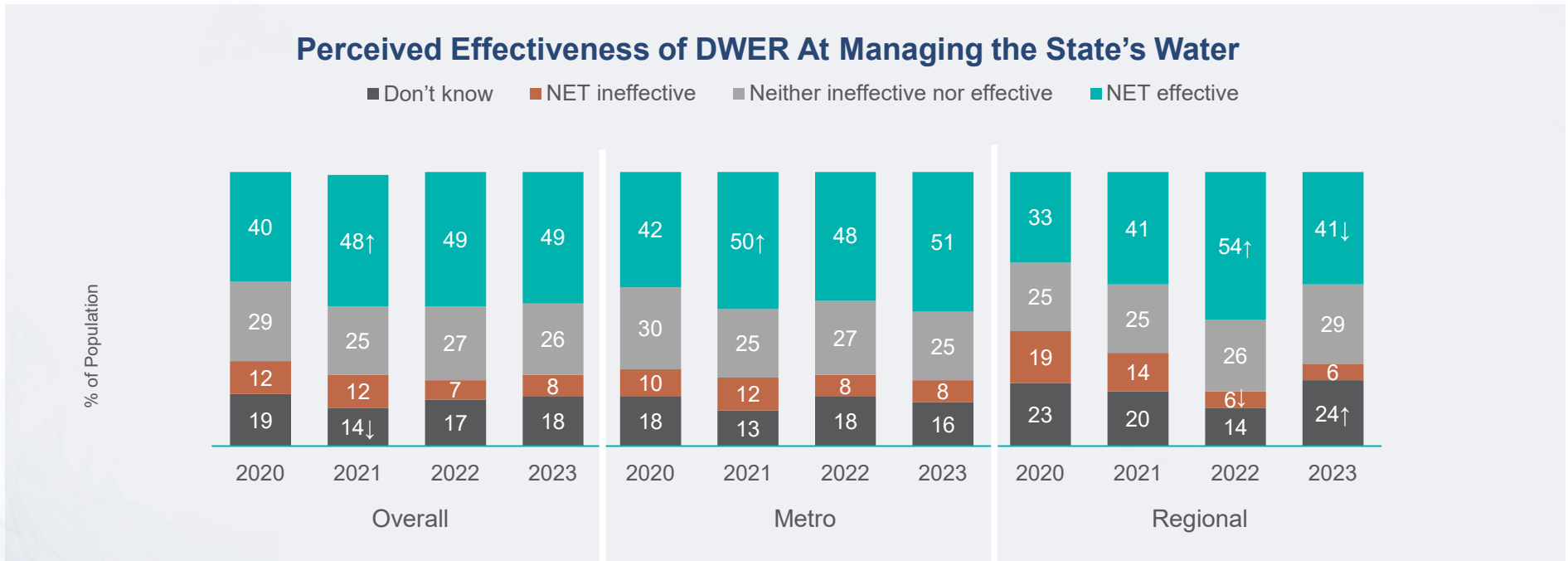
Results may not equal to 100% by +/- 1% due to rounding

# Perceived Effectiveness – Water Management



# At a state level, perceptions of DWER's effectiveness at managing the state's water has held steady

However, an improvement in perceived effectiveness among regional West Australians last year was not maintained. Results have returned to 2021 levels. An increase in the proportion of *don't know* ratings, rather than ineffective ratings, indicates that people are not necessarily more negative but feel less informed about DWER's management of the state's water resources.



2023: n= 600 | 400 | 200  
 2022: n= 604 | 403 | 201  
 2021: n= 601 | 400 | 201  
 2020: n=601 | 401 | 200

Q6a: Overall, how effective do you think DWER is in managing the state's water as a resource for sustainable productive use?

↑ Significant difference to 2022 scores at 95% confidence

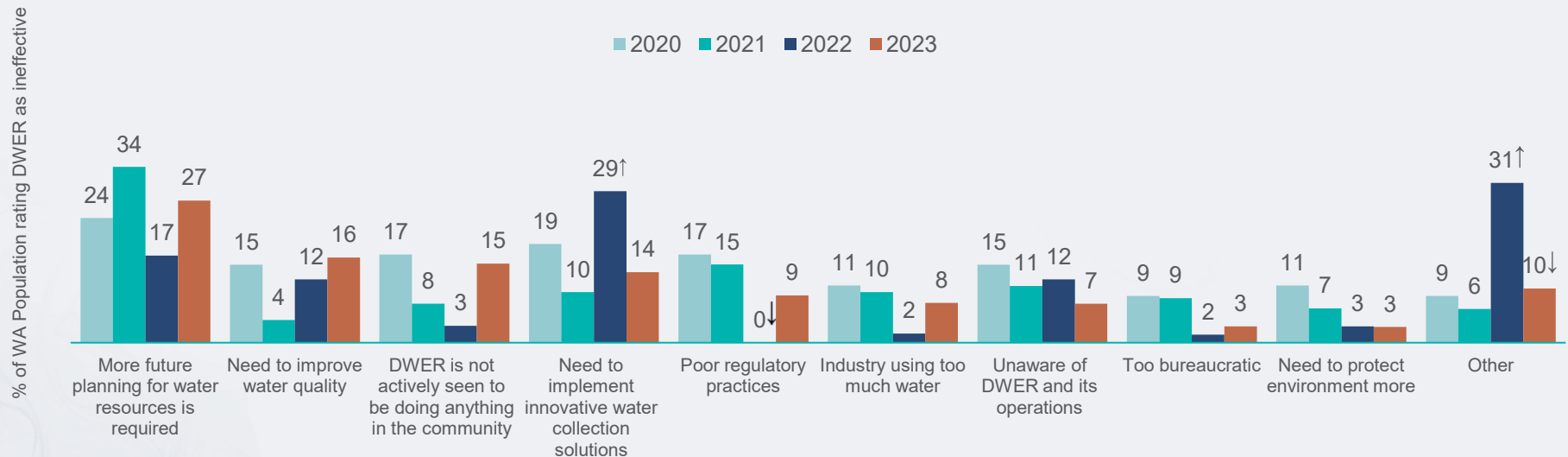
Results may not equal to 100% by +/- 1% due to rounding



# The small proportion who rate DWER's water management as ineffective would most like to see more future source planning and better water quality

DWER's new Strategic Plan details its commitment to future-focused strategies and securing water resources for future generations, which should help to positively influence Community perceptions if they are made aware of these plans.

## Reasons for Perceived Ineffectiveness of DWER's Management of Water | Top 10



2023 n=38\* | 2022: n=38\* | 2021: n= 58 | 2020: n=68

Q6b. Why do you rate DWER's management of water for sustainable productive use as ineffective? What are the things you would like to see improved?

↑↓ Significant difference to 2021 scores at 95% confidence

CAUTION: Results indicative only due to sample size

# In their own words...

## More future planning for water resources is required

*'Better catchment areas to harness better quality water supply.'* **Metro Resident**

*'I rate DWER's management of water for sustainable productive as ineffective because it is my understanding that dams are still quite low, and they never seem to recuperate with the climate the way it is. Presently, we still have water shortages and restrictions, particularly in summer. I am not aware what else has been done to improve catching the runoff from the winter seasons. I would have thought that if DWER had improved anything it would be all over the media, but it isn't. However, every summer there are always restrictions and the water levels in dams are lower than ever before.'* **Regional Resident**

*'They (DWER) are not doing enough. They need to be progressive and innovative. Not just supporting [the] status quo.'* **Metro Resident**



## Need to improve water quality

*'Cleaner water at a reasonable cost.'* **Metro Resident**

*'Water purification - the drinking water is deteriorating terribly.'* **Metro Resident**

*'Quality of water - there should be constant testing of drinking water and lakes, etc, in estates, making it safe for our children.'* **Regional Resident**



# In their own words...

## DWER is not seen to be actively doing anything in the Community

*'I don't believe, we as the public, hear or know much about what DWER does and as such we can or cannot say they are doing an effective job. Potentially, DWER needs to promote its activities more and then they would get a lot more support from the Community.'* **Metro Resident**

*'Not heard of them and have not seen them do anything.'* **Metro Resident**

*'Too much is being wasted on agriculture and I also think more regulations or education could be provided to really get the general public to understand and CARE about the fact that water is a recoups resource!'* **Regional Resident**



## Need to implement innovative water collection solutions

*'Better run off into the dams to ensure continued water supply.'* **Metro Resident**

*'All our dams are constantly lower, and no new dams have been built to increase capture capacity. It seems emphasis is now on desalination?'* **Regional Resident**



## Poor regulatory practices

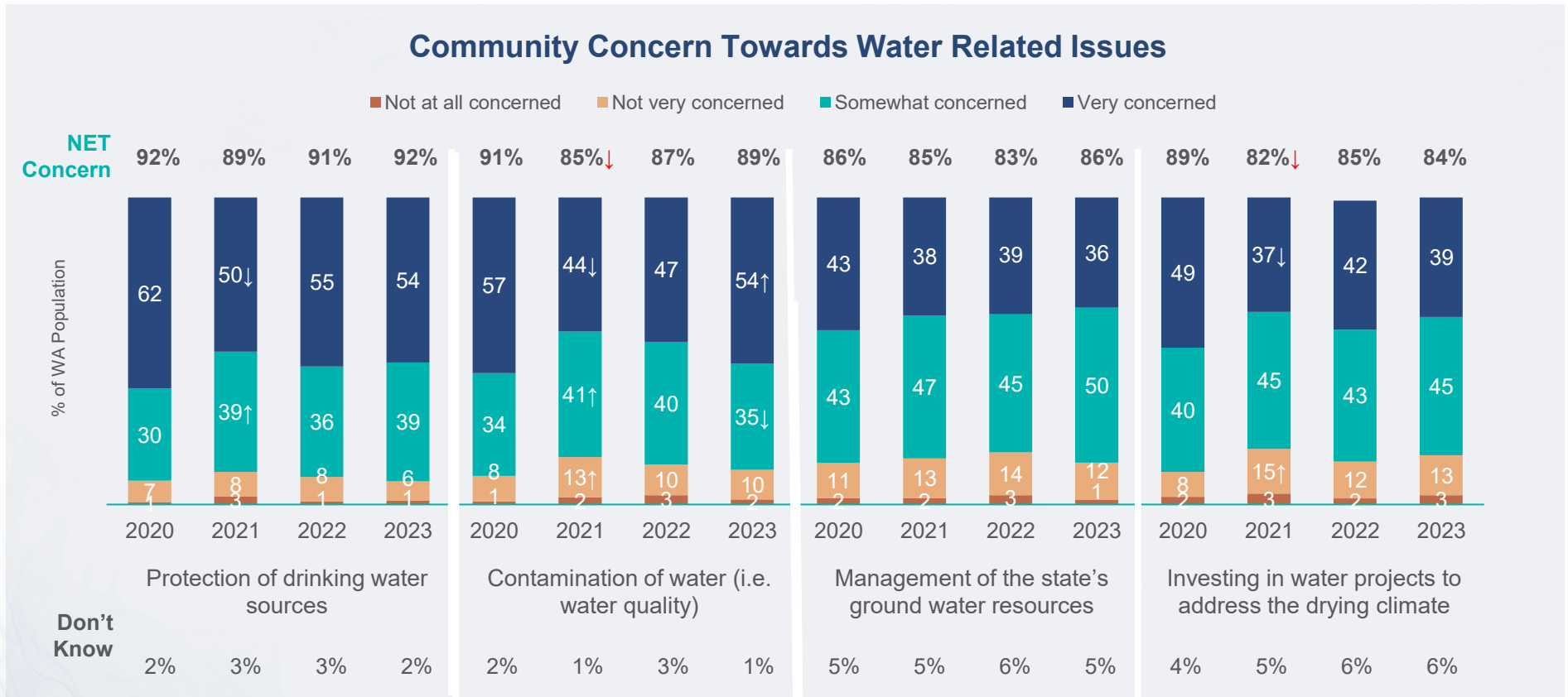
*'With water restrictions, (turning off sprinklers and defined watering days through the summer months) there isn't any policing. There is a couple of people in the street I live in, who have their sprinkler going any time as well as when it's raining.'* **Metro Resident**

*'There is too much groundwater taken illegally by growers. There is too much pollution run off from industry that is uncontrolled. Water costs to the domestic consumer are too high and disproportionate.'* **Metro Resident**





# Protection of drinking water and managing contamination of water sources remain the key water-related concerns



2023: n=589 | 593 | 568 | 564 - 2022: n=586 | 587 | 571 | 564 - 2021: n=584 | 593 | 570 | 567 - 2020: n=590 | 591 | 570 | 576

Q2r: How would you rate your level of concern, if any, about each of the following?

↑↓ Significant difference to the previous waves scores at 95% confidence

Don't know responses have been removed

Results may not equal to 100% by +/- 1% due to rounding

# Those in regional WA are slightly more concerned about water contamination than those in the metro area

While not significant, regional residents were less concerned about DWER investing in water projects to address the drying climate this year, returning to 2020 levels.

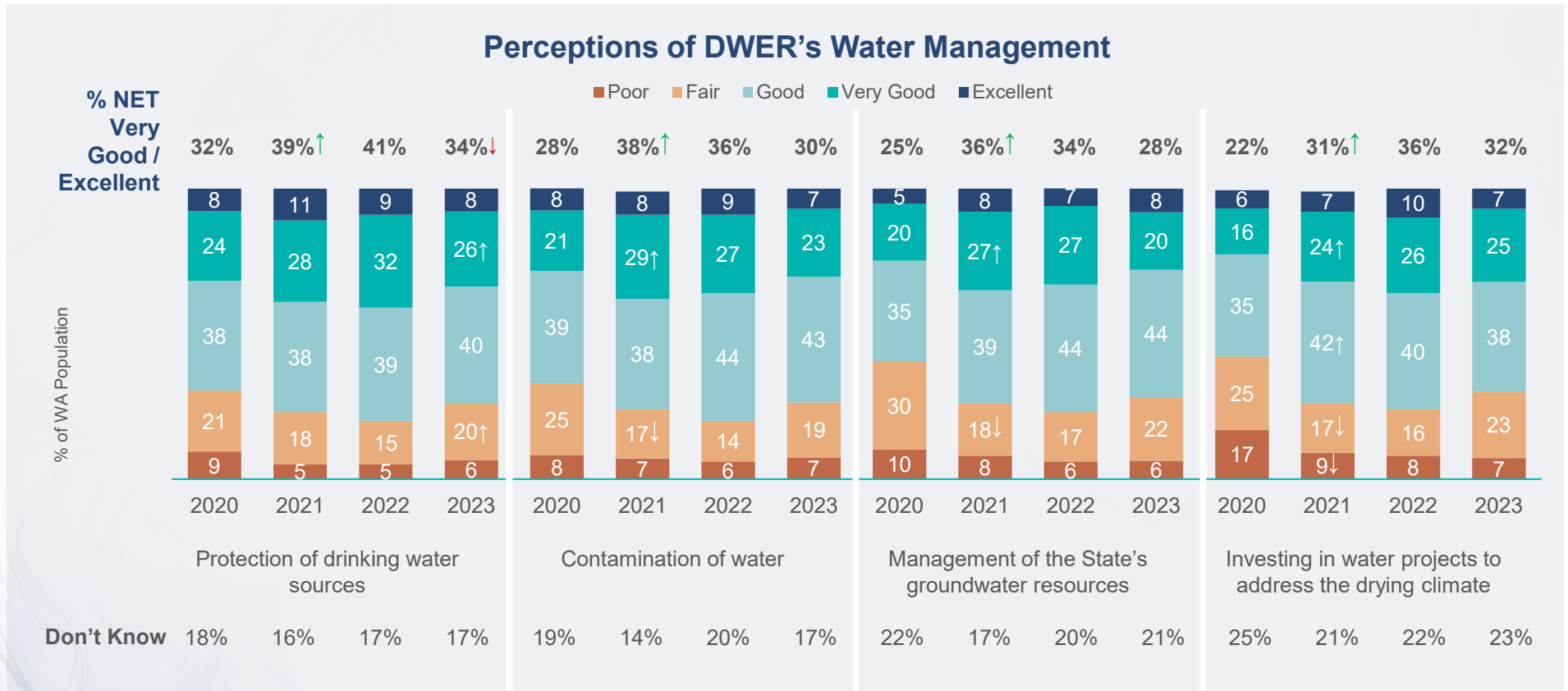
## Community Concern Towards Water Related Issues | % NET Somewhat / Very Concerned



Protection: 2023: Metro n=393 | Regional n=196; 2022: Metro n=389 | Regional n=197; 2021: Metro n=389 | Regional n=195; 2020: Metro n=394 | Regional n=196  
 Contamination: 2023: Metro n=397 | Regional n=196; 2022: Metro n=393 | Regional n=194; 2021: Metro n=396 | Regional n=197; 2020: Metro n=395 | Regional n=196  
 Management of groundwater: 2023: Metro n=379 | Regional n=189; 2022: Metro n=377 | Regional n=194; 2021: Metro n=383 | Regional n=187; 2020: Metro n=385 | Regional n=185  
 Investing in water projects: 2023: Metro n=378 | Regional n=186; 2022: Metro n=379 | Regional n=185; 2021: Metro n=385 | Regional n=182; 2020: Metro n=389 | Regional n=187  
 Q2r: How would you rate your level of concern, if any, about each of the following?  
 ↑↓ Significant difference to previous years scores at 95% confidence  
 Don't know responses have been removed from the charted data

# Community ratings of DWER's water management reverted to previous levels after an improvement in recent years

Most of the decline in overall perceptions this year is due to a shift in ratings from *very good* to *fair* and *good* in regional WA where ratings were previously improving.



2023: n=496 | 493 | 469 | 456 - 2022: n=504 | 485 | 487 | 471- 2021: n=498 | 509 | 486 | 462 - 2020: n=488 | 483 | 467 | 445

Q9: Based on everything you have seen, heard or experienced, how well do you feel that DWER is performing regarding the management of the following?

↑↓ Significant difference to 2022 scores at 95% confidence

Don't know responses have been removed from charted data

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