



SOUTH WEST IRRIGATION

TRADING AS

**HARVEY WATER**

SURVEY 2007 – 2008

COMMISSIONED

BY

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General Manager Harvey Water

CLIENT SATISFACTION SURVEY

REPORT

PART 1

APRIL 2008

PREPARED

by

Filmar Management Support



## 8.0 SUMMARY

### 8.1 OVERVIEW

Survey 2007 – 2008 covers a period of just over eighteen months (18). During this time there have been some significant developments within the farming area served by Harvey Water and the economy within which area is a part. During this period there has been a change of Federal Government and a significant down turn in the economy.

Water supply is still the greatest concern country wide and the need for efficient use of a diminishing resource provides an increasing threat to farmers as drought becomes a more familiar feature of the annual cycle.

Development within the Harvey and Waroona Districts with the near completion of the installation of piped water has not only made a quantum shift in attitude of farmers but the opportunity for greater efficiency of use and opportunities for diversity of production. This has been a positive step and viewed most favourably by respondents in these areas. Collie respondents review the installation with envy and frustration.

Collie District respondents continue portray a negative attitude, perhaps more than in previous years and speak of little hope for the future, the possibility of financial failure, a degraded water system and water that is unable to sustain high return crops.

Respondents fall into two categories, with Harvey and Waroona Districts at one end of the continuum and Collie District at the other extreme. For this reason results are disparate and may reflect the area being serviced rather than the service being provided to the area.

Respondents were cooperative and were comfortable with the opportunity to discuss the survey and were willing to contribute valuable information. There was general respect by respondents for Members of the Harvey Water Administration and an acknowledgement of the work that had been done in difficult situations. It was not infrequent to hear positive comments about the excellent leadership of Harvey Water.

The data base used for this survey was supplied by Harvey Water in April 2008 it recorded accurate share holder information with TWI. The increase of listings for mobile phone numbers facilitated an ease of contact that had not be experienced before by the surveyor.

### 8.2 SERVICE TO SHARE HOLDERS

8.2.1 Considering the nine criteria assessed across the 'Service Spectrum' no major weakness was identified with the exception of water quality. Water quality varying from a one hundred percent (100%) high satisfaction rating to a rating of 'zero' in a satisfaction rating across districts. These results are not unexpected but do reveal and draw attention to an urgency, concern, frustration and distress being reported by respondents in the Collie District.

8.2.2 Piping of water continues to receive acclaim and comments are beginning to indicate that farmers are working towards making full use of the flexibility, efficiencies and value of their water. Channelled water is now being judged as an inefficient and unsatisfactory method of water supply. This observation has only been made more evident with the development of piped water.

- 8.2.3 When considering the service factors of ‘reliability of supply’ and the ‘timeliness of delivery’ there is not a dichotomy across the districts. These levels of service are still considered an essential by all users whether served by piped or channel delivery and factors that are indispensable for efficient and effective farming. Since installation of piped delivery of water respondents record a greater security in the irrigated farming system which in turn allows for diversification particularly to higher return cropping.
- 8.2.4 Respondents perceive communications to be at two levels, communication between water controller and farmer and communication between Harvey Water, as an administrative body and the farmer. Water controllers are viewed by respondents as a vital mechanism in the communication between farmer and the immediate function of the farm operation. This function is a day-to-day communication and may override the strategic planning and operation of the Cooperative.
- 8.2.5 From respondent comments they perceive asset management as a factor of significance at two levels. The maintenance of efficient functioning of plant is at the first level while maintenance of the plant as an asset. Respondents are concerned for their investment and its effective maintenance. While there are the foreseeable complaints with end of line users’ respondents record a high degree of satisfaction with asset management service factor.
- 8.2.6 From comments made by respondents there was a common thread in the expression of interest in research and development. This appeared at two levels first from the respondents on piped water who expressed interest in new possibilities associated with high return cropping and alternative methods of methods of irrigation to those respondents on channelled water who sort diversification of land use and land restoration. Respondents demonstrated that the time was right for assistance and help in their farming practices.
- 8.2.7 Few respondents showed interest in communication by way of the internet. From responses it was obvious that there was ignorance of the depth of information on the Harvey Water web site. When some respondents were made aware of the content available to them on the web site they became more interested and thought it may be a good idea to “look at the web site in the future’. Since the last survey responses indicate many more farmers have computers in their homes.
- 8.2.8 The attitude to the survey by respondents continues to be positive and in many cases welcomed as an opportunity for communication. Again the surveyor is seen as a trusted conduit between farmer and *Harvey Water*.

## 9.0 CONCLUSION

The demographics of the area served by *Harvey Water* have changed significantly in the past decade due mainly to:

- structures for the delivery of water
- degradation of water quality in the Collie District
- the diversification of farm type.

This has created a polarity in the circumstances across the irrigation area in that a majority of users enjoy excellent delivery and water quality while the others are embedded in less efficient and effective delivery accompanied by poor quality water that has very limited use.

From the data base supplied by *Harvey Water* basic analysis indicates that well in excess of seventy five percent (75%) of water is supplied to the dairy and beef industries. A significant consumption of this amount is used within the Collie District by dairy and beef/pasture farms as the farm types in the Collie District are mainly those associated with the dairy and beef industries. It appears from comments made by respondents that survival is now at a critical stage, “if we can’t grow we will perish as a District”.

Those irrigators now enjoying the benefits and efficiencies of quality piped water report of satisfaction with the cooperative and look forward to a developing future providing the quantity and flow of water is maintained and the allocations are not reduced. Harvey and Waroona Districts enjoy this position and responses gathered are indicative of a high level of satisfaction of service and promise of a good future.

Cost of water is never far from any planning and strategic development by clients. Responses indicate a general acceptance of price per unit particularly where there is an awareness of the cost of water on the eastern seaboard irrigation areas. As expected cost and quality still endure as a bitter pill but again there is awareness that costs are intrinsic in the infrastructure and delivery of water.

Communication is seen by respondents as a critical function in efficient operations. Respondent comments reflect an image of two distinct levels of communication that at the work face between user and water controller and that at the administrative level between user and *Harvey Water* as an administrative body. Levels of communication have been judged as satisfactory to highly satisfactory, discrepancies usually being down to personal issues.

Reliability of supply, water quality and volume of flow of water are still perceived as clear factors of importance in the water service function with other factors as secondary issues. As an overall judgement respondents record that Harvey Water has provided a high level of customer service during the survey period 2007 – 2008.



HARVEY WATER  
2007 - 2008 SURVEY  
SURVEY DATA

Response - Frequency, Distribution, Comparative Data and Chart  
ALL DISTRICTS

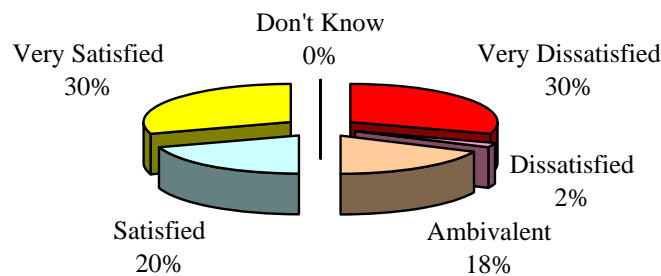
*Note: As sample sizes vary from year to year all tables indicate RAW SCORES and charts are recorded as PERCENTAGES*

Question 1. How do you rate Harvey Water in the following areas? (Please pick one)

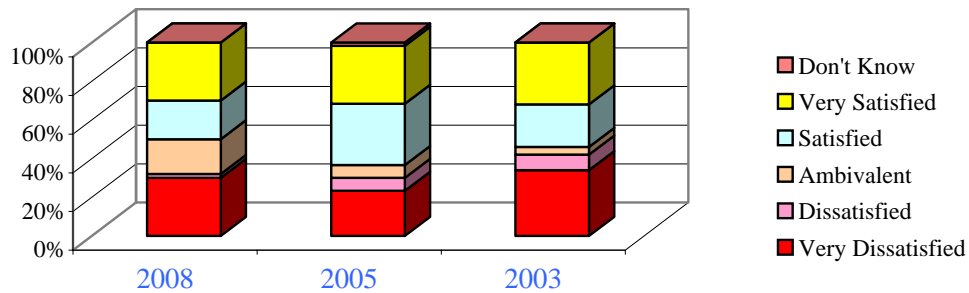
1.1 Water Quality

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	15	1	9	10	15	0
2005	14	4	4	19	18	1
2003	17	4	2	11	16	0

2008



COMPARATIVE DATA



*Question 1. How do you rate Harvey Water in the following areas? (Please pick one)*

### **1.1 Water Quality - Review**

When analysed responses to this item may be delineated by District. From responses, the thirty two percent of dissatisfaction with water quality comes from the Collie District. While this is self evident respondents convey total frustration, annoyance, concern for land and self survival.

Respondents from the Collie District are concerned that with the inferior water quality and its limited use farmers will stop using the water and as a consequence the system will be shut down. Respondents talk of little security and the inability to plan for the future.

The piping installation programme continues to gain support. There is unanimity in the Waroona and Harvey Districts as to the high quality of water being supplied. Respondents report that the high quality of water together with the piping system provides them with a greater flexibility and efficiency on their farms.

Comparative data displays a similar profile of results over the last three (3) surveys. However, from respondent responses the issue of water quality is an issue with Wellington Dam. Respondents do not apportion blame for the water quality to *Harvey Water* rather what is being done about the problem.

Collie District users are generally aware of preliminary plans for the development of the water system to improve quality but indicate that there is a need for more frequent updates and help.



## SURVEY DATA 2007 - 2008 SURVEY

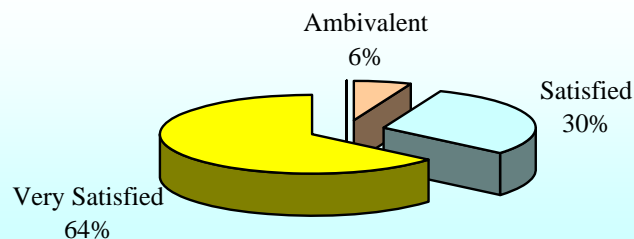
### Response - Frequency, Distribution, Comparative Data and Charts

Question 1. How do you rate Harvey Water in the following areas? (Please pick one)

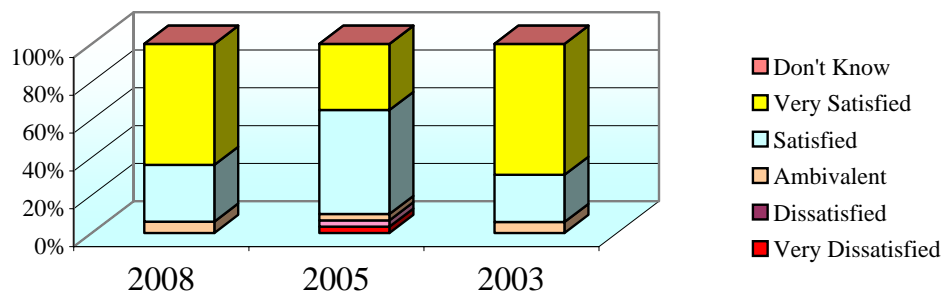
#### 1.2 Timeliness of delivery

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	0	0	3	15	32	0
2005	2	2	2	33	21	0
2003	0	0	3	13	36	0

2008



#### COMPARATIVE CHART



Results reflect a high level of satisfaction, with the 'timeliness of delivery'. Ninety six percent (96%) of respondents across districts were positive and appreciative. Users now on piped water are unable to believe their good fortune.

Respondents report that water controllers are doing an excellent job in facilitating timeliness of delivery. The fact that there is no record of dissatisfaction substantiate these comments.

Comparative data indicates that a high level of service in timeliness of delivery not only continues but improves.



## SURVEY DATA 2007 - 2008 SURVEY

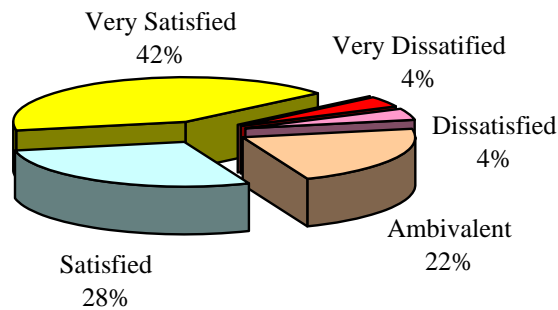
### Response - Frequency, Distribution and Chart

Question 1. How do you rate Harvey Water in the following areas? (Please pick one)

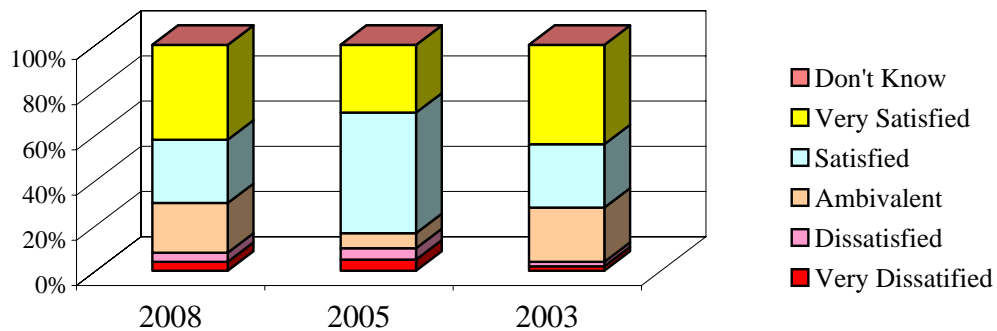
#### 1.3 Volume of Flow (i.e. Quantity and duration)

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	2	2	11	14	21	0
2005	3	3	4	32	18	0
2003	1	1	12	14	22	0

2008



#### COMPARATIVE DATA



Seventy percent (70%) of respondents record satisfaction with 'volume of flow' of water. Of this cohort sixty percent (60%) indicate a high level of satisfaction with 'volume of flow' of water. New installations in the Harvey District have attracted positive comments from respondents with regard to this feature of water service.

Responses of ambivalence and dissatisfaction stem from users on the channel system.

Respondents relate difficulties associated with blocked and poorly serviced channels, end of line placement and wastage associated with drainage.



## SURVEY DATA 2007 - 2008 SURVEY

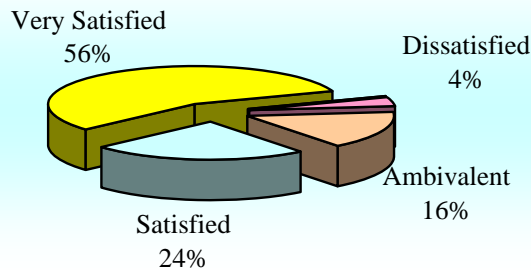
### Response - Frequency, Distribution, Comparative Data and Chart

Question 1. How do you rate Harvey Water in the following areas? (Please pick one)

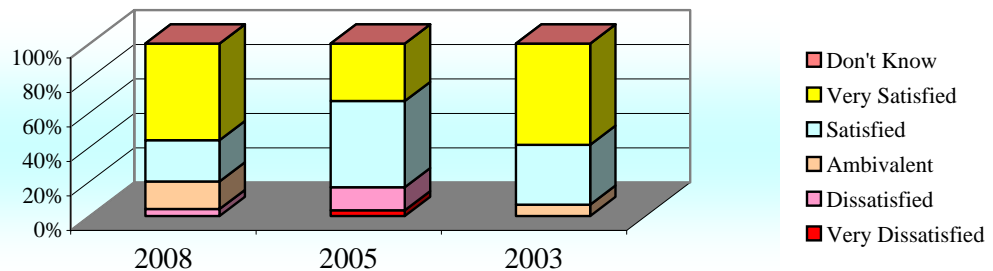
#### 1.4 Reliability of Supply

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	0	2	8	12	28	0
2005	2	8	0	30	20	0
2003	0	0	3	16	27	0

2008



#### COMPARATIVE DATA



Comparative data indicates a switch in satisfaction levels with more respondents being highly satisfied (56%) and general satisfaction level eighty percent (80%) with reliability of supply. Collie respondents will influence the profile of performance as the situation becomes more critical for them. There is a tendency to be influenced by water quality when addressing this survey item.



## SURVEY DATA 2007 - 2008 SURVEY

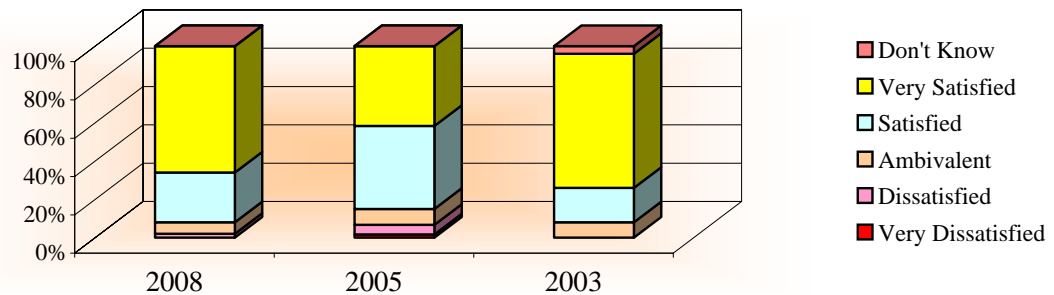
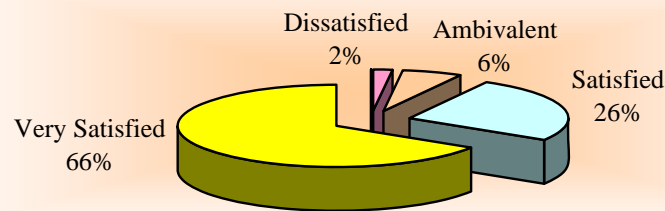
### Response - Frequency, Distribution, Comparative Data and Chart

Question 1. How do you rate Harvey Water in the following areas? (Please pick one)

#### 1.5 Communication from Water Controller

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	0	1	3	13	33	0
2005	1	3	5	26	25	0
2003	0	0	4	9	35	2

2008



Water Controllers have received much praise from respondents and responses reflect a high quality of service. Ninety two percent (92%) satisfaction level with this service function may only be interpreted as excellent.

Some respondents record that "being on piped water makes it easier for everyone". Further, communication between farmer/user, *Harvey Water* and Water Controller have been reported as efficient and timely.

Comparative data indicates a continuing trend of improvement in this service area.



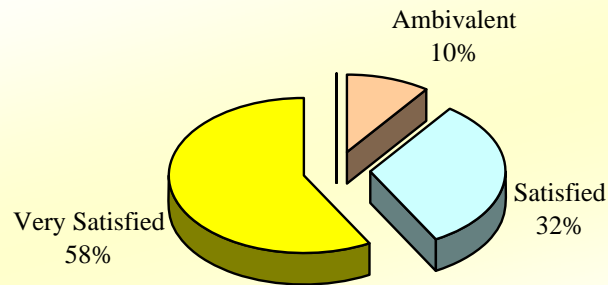
## SURVEY DATA 2007 - 2008 SURVEY

Question 1. How do you rate Harvey Water in the following areas? (Please pick one)

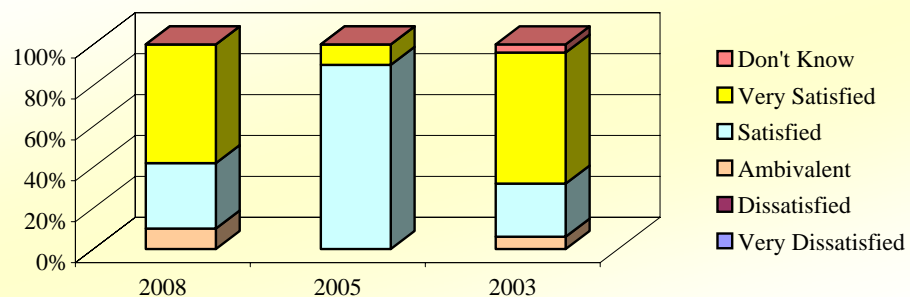
### 1.6 Frequency of Consumption Accounts

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	0	0	5	16	29	0
2005	0	0	0	54	6	0
2003	0	0	3	13	32	2

2008



### COMPARATIVE DATA



This area of service is considered a functionary issue. Many of the respondents do not deal with the accounts but are 'happy with the way things are'.

Larger users and/or companies have recorded satisfaction with the frequency of accounts. From responses accuracy, clarity and frequency of accounts are of a high standard.

Several respondents complained of fines for late payment and considered this unfair and inconsistent across the Districts. Some respondents have been included in the Supplementary Report for contact. This report has been tabled. (April 2008)



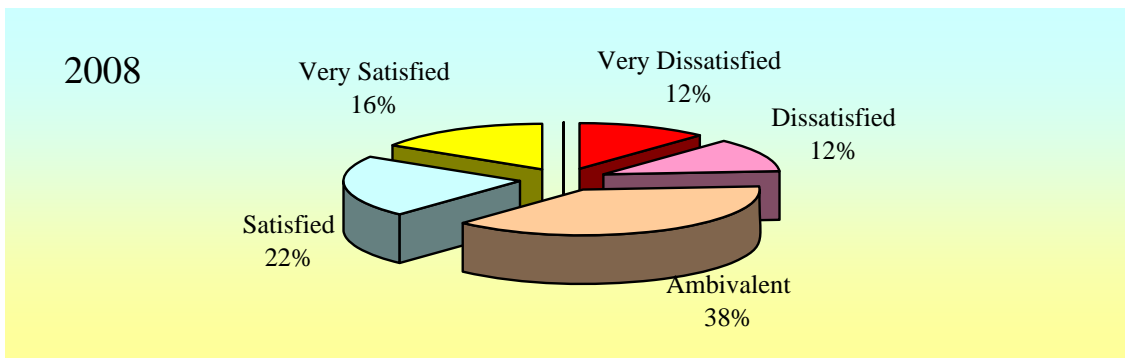
## SURVEY DATA 2007 - 2008 SURVEY

### Response - Frequency, Distribution, Comparative Data and Chart

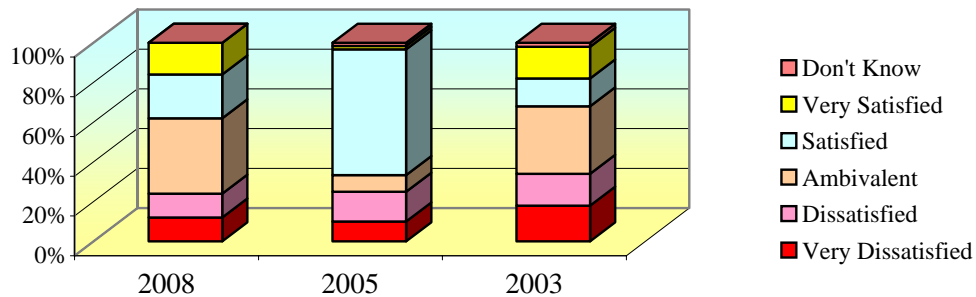
Question 1. How do you rate Harvey Water in the following areas? (Please pick one)

#### 1.7 Cost of Water

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	6	6	19	11	8	0
2005	6	9	5	38	1	1
2003	9	8	17	7	8	1



#### COMPARATIVE DATA



Comparative data indicates a shift in attitude to the cost of water from accepting to less accepting with the satisfaction level falling significantly. Comments from respondents however, still reveal a common understanding of water costs and of their origin. Respondents are aware of the comparative cost of water in the eastern states but find it difficult to consider the issue without considering returns. Several respondents, particularly in the Collie District indicate it would be impossible to use water for anything else than pasture.

Respondents in the Collie District still record the greatest level of dissatisfaction and they consider that things aren't going to change in the near future. Many farmers report they have to take on additional jobs as their is little return from there farm.



## SURVEY DATA

2007 - 2008 SURVEY

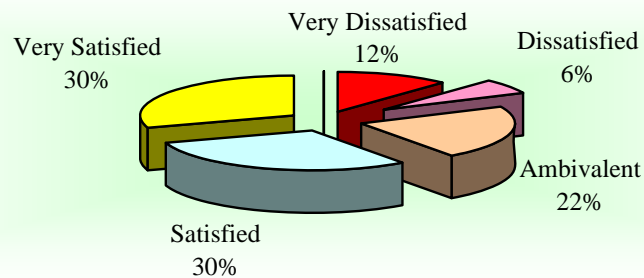
Response - Frequency, Distribution and Chart

Question 1. How do you rate Harvey Water in the following areas? (Please pick one)

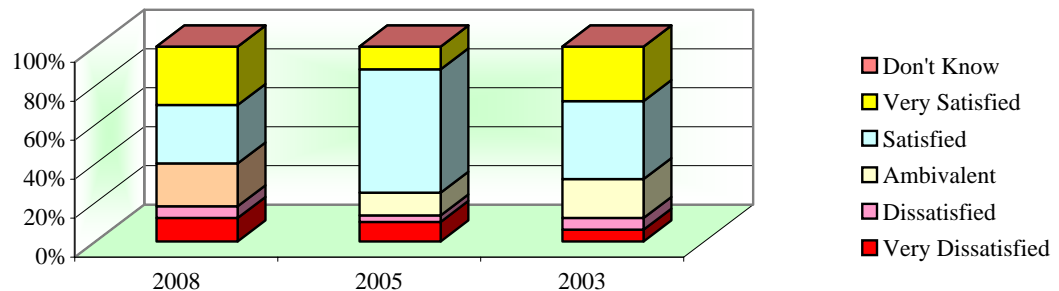
### 1.8 Asset Management (R&M & Upgrade of works)

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	6	3	11	15	15	0
2005	6	2	7	38	7	0
2003	3	3	10	20	14	0

2008



### COMPARATIVE DATA



The profile of comparative data indicates a significant shift in attitude in this service area with responses more disparate than in Survey 2005. While the degree of satisfaction has been reduced, the level of very satisfied respondents has increased.

These results reflect the attitude and situation displayed by those respondents with piped water and those who still rely on open channel delivery. Those respondents without a piped water service feel strongly about repairs maintenance and upgrade of facilities. Collie District respondents indicate that their system is not getting the attention that is due.

Respondents in the Waroona and Harvey Districts can be separated into two groups, those who

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Respondents in the Waroona and Harvey Districts can be separated into two groups, those who have established piped water systems and those who are in transition from channel delivery to piped delivery. The later group of respondents detail uncertainty and hence record an ambivalent response to this area of service. Both groups have a positive attitude towards the scheme and to the work being done by *Harvey Water* and tell of a bright future and a future of choice. Efficient management of water is also seen as an outcome of upgrade of works.



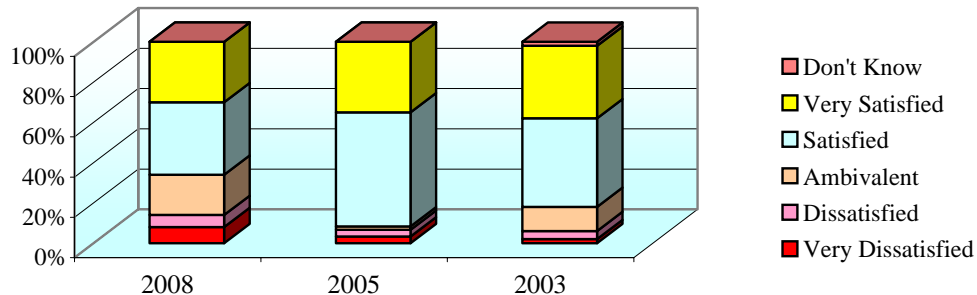
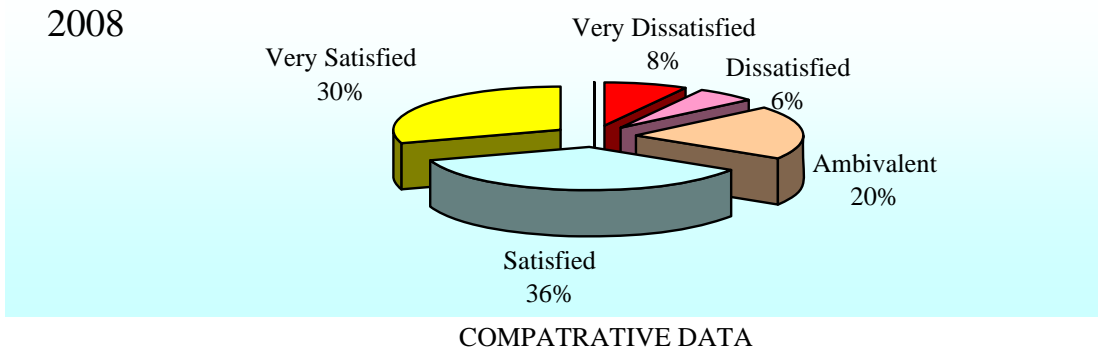
## SURVEY DATA SURVEY 2007 - 2008

### Response - Frequency, Distribution and Chart

Question 1. How do you rate Harvey Water in the following areas? (Please pick one)

#### 1.9 Promptness in Dealing with problems

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	4	3	10	18	15	0
2005	2	2	1	34	21	0
2003	1	2	6	22	18	1



Survey 2007 - 2008 displays a more disparate range of responses with only sixty six percent (66%) of the cohort reporting satisfaction in 'dealing with problems'. This compares less favourably with Survey 2005 when a ninety one point six percent (91.6%) and Survey 2003 when eighty point three percent (80.0%) of respondents recorded a level of satisfaction.

The perception of 'problems' among respondents was perceived as problems not only with water supply but the associated infrastructure of the Cooperative. Respondents considered problems with future planning, self sustenance, cost of production, returns and in the case of Collie District respondents, a total loss of service. Respondents perceive these problems need solution. In some cases they ask for help. *(These matters have been referred - Supplementary Report 2007- 2008)*

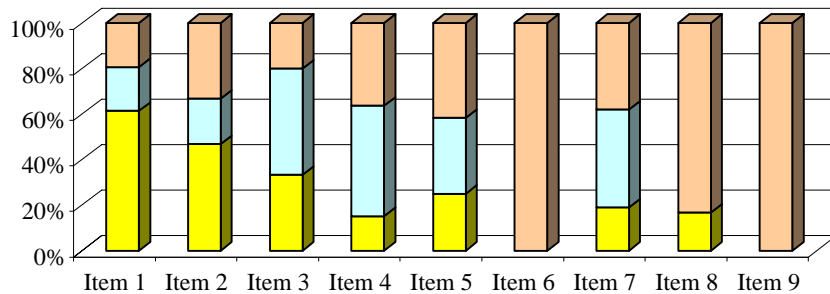
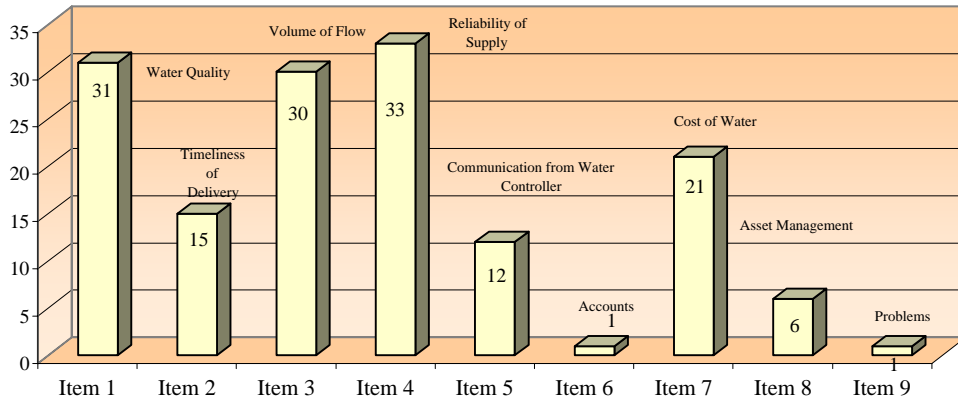


# HARVEY WATER

## Responses -Frequency, Distribution, Comparative Data and Charts

Question 2 Of NINE aspects of Harvey Water Service Listed above, which are the Three (3) most important to you?

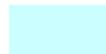
	Item 1	Item 2	Item 3	Item 4	Item 5	Item 6	Item 7	Item 8	Item 9
1st CHOICE	19	7	10	5	3	0	4	1	0
2nd CHOICE	6	3	14	16	4	0	9	0	0
3rd CHOICE	6	5	6	12	5	1	8	5	1
<b>TOTAL BY ITEM</b>	<b>31</b>	<b>15</b>	<b>30</b>	<b>33</b>	<b>12</b>	<b>1</b>	<b>21</b>	<b>6</b>	<b>1</b>
Rank of Importance 2008	2nd	5th	3rd	1st	6th	8th=	4th	7th	8th =
Rank of Importance 2005	1st	5th	3rd	2nd	4th	9th	6th	7th	8th
Rank of Importance 2003	1st	6th	4th	2nd	7th	9th	3rd	5th	8th



1st Choice



2nd Choice



3rd Choice



## Question 2 ANALYSIS

Of NINE aspects of Harvey Water Service Listed above, which are the Three (3) most important to you?

Comparative data since 2003 indicates a shift in ranked priority order of the services proved to users in 2007 - 2008 with 'reliability of supply' displacing 'quality of water'.

From comments made by respondents there is a parity between quality and supply. Comments made by respondents in the Harvey and Waroona Districts reflect that there is an assumption that water is of good quality and this will not change. It remains for reliability of supply and water flow to be maintained and/or upgraded.

Cost of water continues to be of concern across the districts. Respondents acknowledge that prices in comparison to the price of water on the eastern seaboard are very satisfactory. However, respondents report the disparity of cost against return; this is reported to be diminishing.

Timeliness of delivery and communication with the Water Controller are considered a basic and essential function of the irrigation programme. Reports indicate general satisfaction with these two functions. Respondents are quick to report that communication and delivery are 'expected' and that they will be of high standard.

Asset management is reported as something that should be on - going and is of less concern for those respondents in the Harvey and Waroona districts with the installation of piped water. Reports from Collie respondents are less flattering with comments of degradation of channels and conflict of responsibilities between *Harvey Water* and the Water Authority. End of line users continue to report dissatisfaction within the Collie District.

Attention to reported problems is indicated as a low priority. This is reflected in positive comments from users relating to efficient and generally prompt service from water controllers. A significant number of respondents indicate they fix problems themselves. While 'problems are getting fixed' there is no concern nor is the matter assessed as a priority.

Individual respondents who have reported problems have been isolated and their problem included in *Harvey Water Supplementary Report* submitted to the General Manager on the 18th April 2008 as a discrete part of this report.



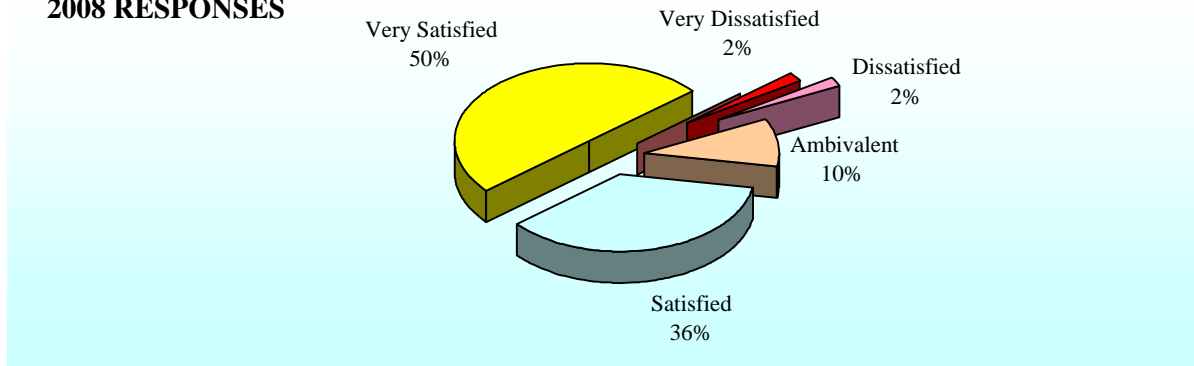
## SURVEY DATA

Response - Frequency, Distribution Comparative Data and Chart

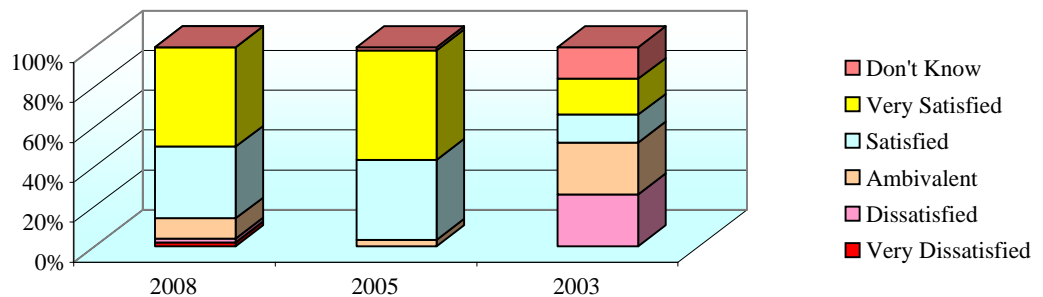
Question 3 Overall how would you rate your water service last year ?

	Very Dissatisfied	Dissatisfied	Ambivalent	Satisfied	Very Satisfied	Don't Know
2008	1	1	5	18	25	0
2005	0	0	2	24	33	1
2003	0	13	13	7	9	8

### 2008 RESPONSES



### COMPARATIVE DATA



An eighty six percent (86%) satisfaction level of Customer Service indicated that respondents have identified the overall success of the programme since the last survey. While comparative data indicates a small increase, four percent (4%), of dissatisfaction, this figure is not significant and could well be the result of dissatisfaction of end of line users.

A ten percent (10%) ambivalent response together with a four percent (4%) dissatisfaction response in the 2007 - 2008 survey is significant. These results may reflect the comments of some respondents participating in the change over from channel to the piped scheme and the inconvenience reported in the installation of piping. Other dissatisfaction may be from respondent comments in the Colli District as many respondents reported frustration at the slow installation of piping in the area and the fear of the future water quality.

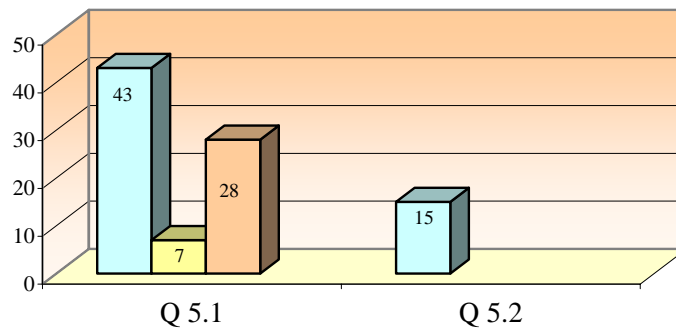


## HARVEY WATER

Responses -Frequency, Distribution, Comparative Data and Charts

*Question 5. Computer, Internet & Website access.*

		Yes	No	Don't use the web sit
Q 5.1	Q 5.1 Do you have access to the internet?	43	7	28
Q 5.2	Q5.2 Are you happy with our current web site?	15		



This the third occasion that this item has been included in the survey. During this time it has been observed by the surveyor that the Harvey Water website [harveywater.com.au](http://harveywater.com.au) has developed exponentially providing users with a current update on the features and developments of the Cooperative. The surveyor has also noted that many questions asked by respondents could have been answered by referral to the website.

Results from the survey have changed little when considering comparative data with the exception that far more respondents have 'access to a computer'. From responses made it still appears that the younger generation use modern technology rather than the listed cohort of owners. Many of the respondents were still unaware of the existence of the website and more specifically the content of the web site. A significant number of respondents intimated that they may refer to the website in the future. In summary thirty four percent (34%) of respondents use the web site  
*Refer to District Charts for area profile.*

Q 5.3 Do you have any suggestion on how we can improve our Website?

Of the thirty four percent (34%) of respondent users all reported their satisfaction with the structure and content of the site. One respondent suggested a more frequent update on current issues, while another respondent suggested that an information section of alternative use for the water be included



HARVEY WATER  
SURVEY 2007 - 2008

Question 6

Do you have any suggestions on how we can improve our services to you?

The opportunity for respondents to 'unload' when faced with an open ended question has been demonstrated. Responses indicate that issues are personalized and not necessarily reported within the context of the situation.

Responses across the all districts may be categorized under several headings namely:

- personal issues and problems
- system issues and problems
- negative feed back and
- positive feed back.

These heading will have different implications for action at system level and district level.

A common request appearing in the system issues is the need for assistance. Comments made by respondents relate difficulties in mapping a future within the constraints of their farms and the economic environment.

Responses have been recorded as accurately as possible and arranged by district to facilitate a better understanding of the feed back from customers.

WALOONA Code 5000

- Don't go totally electronic.
- Keep Water Controllers they are essential.
- We need help – advice what to do. What happened to the Development Officer?
- How about a series of field days to show other forms of agriculture?
- Water pressure in Section 3 during peak periods is unacceptable.

HARVEY Code 2000

- Accounts – we need more leeway on occasions.
- Results of previous outcomes should be put on the net.
- I am really happy - well done.
- Wrapped with the new system.
- Help please with the change over from the old system to the piped system.
- *Harvey Water* asset management programme is too heavy.
- Very happy indeed.
- When ordering on line water does not always arrive. There needs to be some sort of confirmation.
- More feedback from the water controller is required.
- *Harvey Water* you are doing a fine job.
- Communications have been excellent.
- How could you improve such a fabulous system?
- Keep piping – excellent.
- One hundred percent allocation (100%) please.
- There is need for great information about types of irrigation and funding available.
- Website needs upgrading from time to time – weather readings not updated.
- Quality of water is essential if the Collie District is to survive.
- You are going pretty well.

- Had a rough time with pipe installation!
- Good communications essential.
- Very happy.
- You have done well.
- Give us some alternative uses for our farms; we need your help.
- What happened to the Development Officer?
- Everything is good.
- How can you improve on what we have?
- Communication is awful six thousand dollar (\$6000) fine is awful.
- Finish putting in the pipes.

#### COLLIE Code 1000

- There is an urgent need for piping.
- Results from previous performance to be put on net.
- Doing a great job; controllers are problem solvers.
- Improve.
- Water quality.
- Last on line – one farmer at a time.
- Water flow is crucial.
- Maintenance of constant flow is required.
- We need more notice of meetings.
- Water Controllers don't check; owners turn water on and off.
- There is a need to have a person in the office who knows something about settlement and/or sub division issues.
- Better communication.
- Allowing a third party to be involved when it is not their business; this is unprofessional. *(Respondent would not expand on this statement!)*
- Water trading – you buy water and then because you have extra and don't use it all you are told that there is an under use. I can't understand it.
- There is a need to transfer water from Wellington Dam to Harvey Dam!
- Communication between office and water controller could be improved.
- Listen to our questions and provide the answers; the board should be able to respond.
- Some Directors are arrogant and don't listen to the farmers.
- There is confusion over who has the responsibility for works.
- Keep attacking the water quality.



HARVEY WATER  
SURVEY 2007 - 2008

SURVEY PART II

COLLIE IRRIGATORS ONLY

BACKGROUND

*Harvey Water* has obtained three hundred and twenty thousand dollars (\$320 000) of funding from the Federal Government which will be matched with eighty thousand dollars (\$80 000) of Company funds to provide a **System Modernization Plan SMP** to Federal Government which will help them decide whether to invest funds in the **Collie District Irrigation System CRID**. This planning project will take place over the next twelve (12) months.

Question 7. RESPONSES

**Question 7.1 What do you think of this planning opportunity?**

- A plan is a plan, it has got to be good
- Sub division seems to have gone backwards.
- Yes this is a great opportunity to make a difference.
- Sounds like a good opportunity; extensive consultation will be required.
- Good – we have got to work out what we need to do to survive.
- Great – money should not be spent on salary packages.
- Environmental consideration will be critical to any plan.
- Yes, go for it.
- Planning is critical, get feed back from Harvey District.
- Excellent, something needs to be done for our survival.
- Yes but use the money wisely. Accountability.
- Don't know.
- Great this will be an opportunity to modernize.
- Good but don't spend money on consultants, we want results.
- Good.
- It has got to be looked at. Where there is assistance offered it has got to be a good idea.
- Pretty good, aim at piping water.
- Use it – plan to develop what we have got.
- Definitely, we have to go to modern times, there are no options.
- We have to plan not to just keep grass green but to facilitate its growth. If we don't we have only one or two years left.

**Question 7.2 Will you attend consultation meetings when they are held?**

Seventy five percent (75%) of respondents agreed to attend meeting without conditions. The remainder were ambivalent and were agreeable subject to conditions. These responses are listed below.

- Probably, I don't now how I can help, I don't like meetings.
- Depends on where it is
- Don't know
- Yes but I will need notice.
- Very difficult, we will attempt to attend but plenty of notice please.
- Yes if available and you will act on our comments.

**Question 7.3 What ideas do you have about the long term future of CRID?**

- With better quality of water and better distribution there will be opportunities for land use and an opportunity to use land that is not being used now.
- If we don't use our water wisely we will lose it, possibly to the city.
- Survival in Collie is centred on water.
- If water quality does not improve over the next three (3) years a lot of people will have to give it away.
- A new plan can only be viable if water improves.
- The Government will take it over and send it to Perth.
- Something has to be done to make things viable. It is all about economics.
- Success of any plan will be down to water quality.
- Getting farmers to use water is critical. If water quality does not improve the economics of production will be questionable.
- Don't know.
- Need for better water with long term use for high value crops.
- Water not to be sold off to industry.
- Water should all be piped...
- We will need food forever; farming must be maintained and viable. The 'system' should be continued and developed.
- Get value for money, improve pastures with better water.
- Depends on the price of milk – we could open up other industries.
- I don't think there is a future for the system with this quality of water.

