



MARKYT Community Scorecard ©

Prepared for: Shire of Plantagenet

Prepared by: CATALYSE[®] Pty Ltd ©

May 2019

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MARKYT 

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Introduction

The study

In March-April, the Shire of Plantagenet administered a MARKYT® Community Scorecard to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

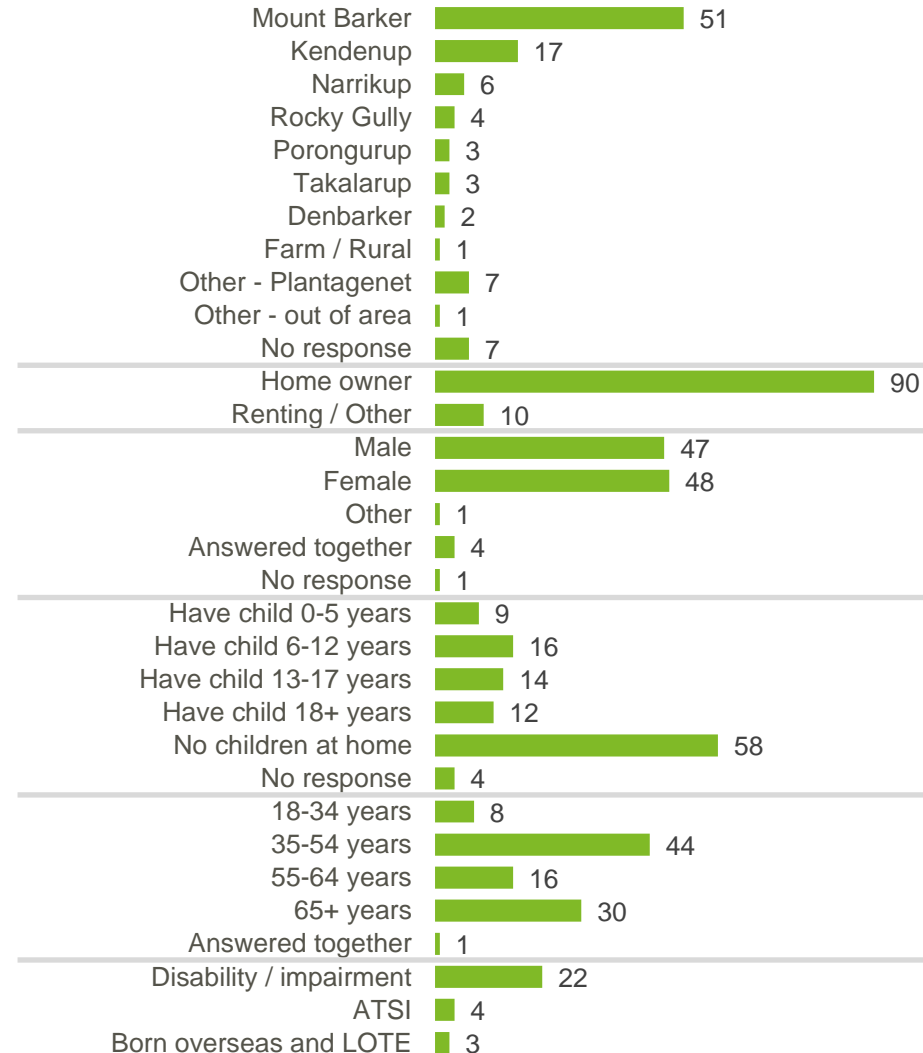
Scorecard invitations were sent to all households and PO Boxes using Australia Post unaddressed mail. The Shire offered supporting promotions through its communication channels.

In total, **393 residents** submitted a response, representing approximately 21% of households*.

The sample included 19 council-affiliated respondents. As analysis shows their views vary significantly to non-affiliated residents, the main body of this report presents responses from 374 non-council affiliated residents only.

The final dataset was weighted by age and gender to match the ABS Census population profile. Data has been analysed using SPSS. Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of respondents (weighted)



* Population base = total number of occupied private dwellings (ABS Census Data, 2016)

CATALYSE® has conducted studies for close to 60 councils across WA. When three or more councils have asked a comparable question, we publish the high score to enable participating councils to recognise and learn from the industry leaders. In this report, the 'high score' is calculated from **WA councils** that have completed an accredited study with CATALYSE® **within the past two years**. Participating councils are listed below.

Metropolitan



Regional



Across the Great Southern Region, 11 councils have partnered with CATALYSE® to conduct a MARKYT® Community Scorecard. Throughout this report, benchmarks have been provided against this group of councils:

Great Southern Group



Strategic Insights

Strategic Overview

Place to Live



75

Performance Index Score

On par with the MARKYT® Industry Standard for WA, but 4 points behind the average for the Great Southern Region.

Place to Visit

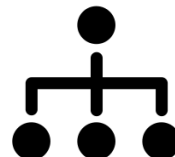


71

Performance Index Score

7 index points above the MARKYT® Industry Standard for WA, but 5 points behind the average for the Great Southern Region.

Organisation



57

Performance Index Score

1 index point above the MARKYT® Industry Standard for WA and 3 points above the average for the Great Southern Region.

Value for Money



47

Performance Index Score

2 index points above the MARKYT® Industry Standard for WA and 6 points above the average for the Great Southern Region.

Strengths

Highest scores

- Library and information services
- Sport and recreation facilities
- Customer service

Relative to MARKYT® Industry Standards for WA

- Customer service
- Access to goods and services
- Access to education, training and personal development

Priorities

Road maintenance



Footpaths, trails and cycleways



Streetscapes



Waste collection



Seniors care, services & facilities

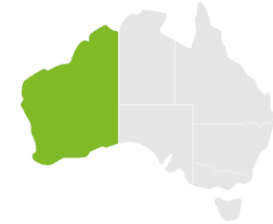


Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Plantagenet as a 'place to live' and as a 'governing organisation'. The Shire's overall performance index score is 66 out of 100, 1 index point above the average for WA and on par with the average for the Great Southern Region.

MARKYT Industry Standards

Performance Index Score

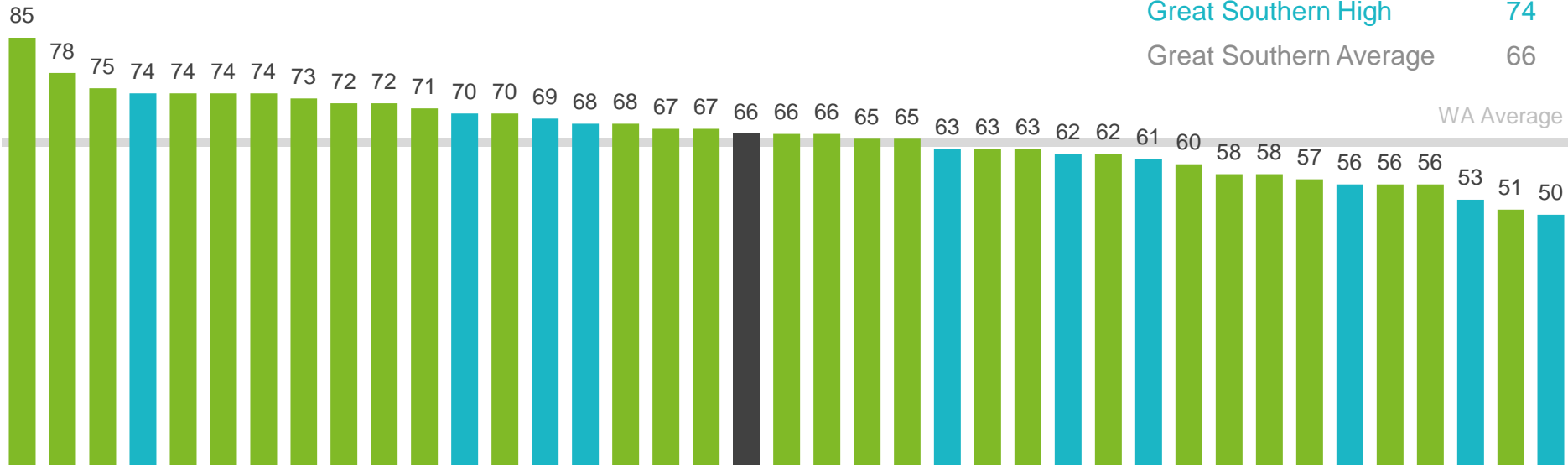


Overall Performance Index Score

average of 'place to live' and 'governing organisation'

- Shire of Plantagenet
- Great Southern Region Councils
- Western Australian Councils

Shire of Plantagenet	66
WA High	85
WA Average	65
Great Southern High	74
Great Southern Average	66



Within the **Great Southern Region**, the Shire of Plantagenet is leading in 4 areas.

1. Economic development
2. How your local town centre is being developed
3. Access to goods and services in the local area
4. Sense of belonging in the local community



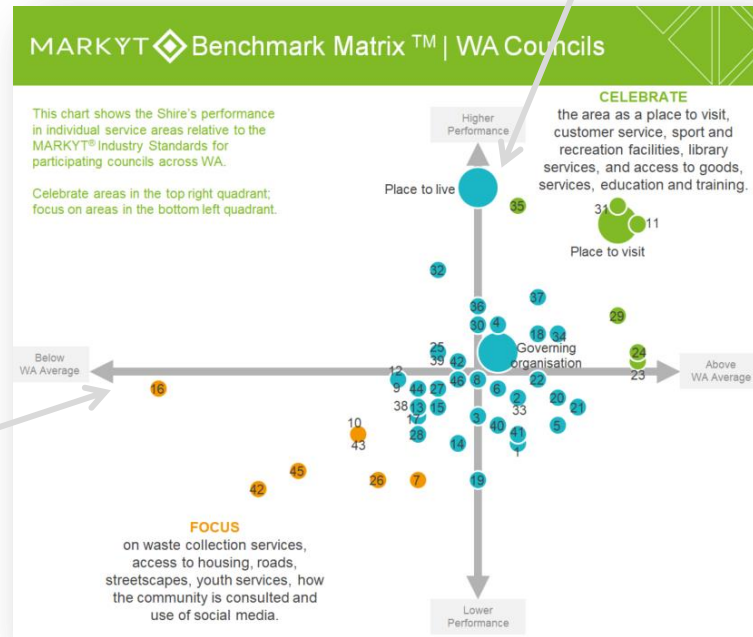
How to read the MARKYT Benchmark Matrix TM

The MARKYT[®] Benchmark Matrix TM (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.

There are two dimensions. The vertical axis maps community perceptions of performance for individual measures relative to the average score for all measures. The horizontal axis maps performance relative to the MARKYT[®] Industry Standards.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT[®] Industry Standard.

This line represents Council's average performance for all individual measure. As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.

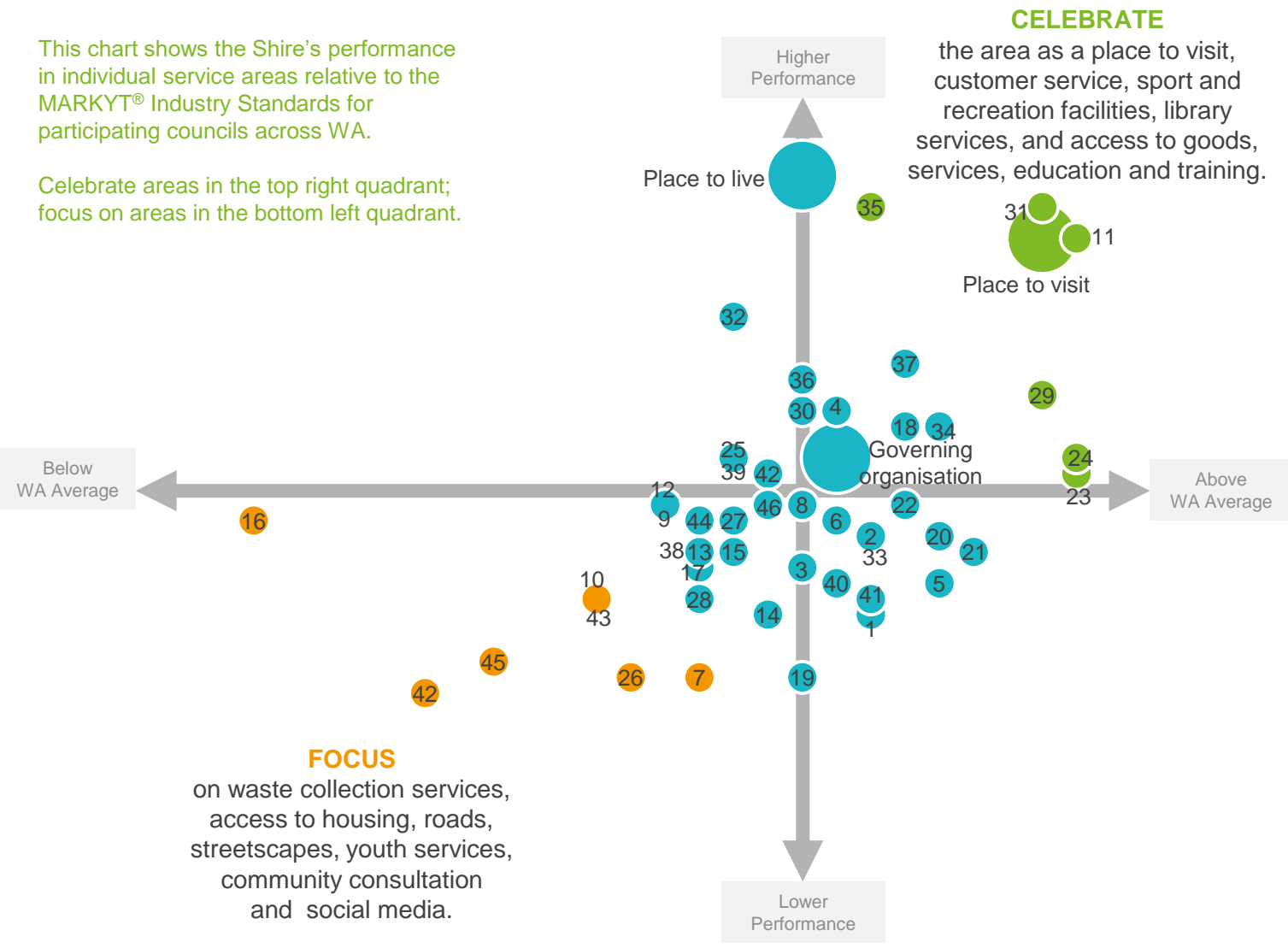


MARKYT Benchmark Matrix™ | WA Councils

- 1 Value for money
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Working with regional partners
- 5 Transparency
- 6 Change, innovation & technology
- 7 Consultation
- 8 Informed
- 9 Website
- 10 Social Media
- 11 Customer Service
- 12 Conservation and environment
- 13 Sustainable practices
- 14 Climate change
- 15 Waste reduction
- 16 Waste collection
- 17 Animal control
- 18 Natural disaster management
- 19 Economic development
- 20 Agricultural development
- 21 Tourism
- 22 Town Centre development
- 23 Access to goods & services
- 24 Education and training
- 25 Families and children
- 26 Youth
- 27 Seniors
- 28 Disability access
- 29 Health/community services
- 30 Buildings, halls & toilets
- 31 Sport and recreation
- 32 Playgrounds, parks and reserves
- 33 Health and wellbeing
- 34 Safety and security
- 35 Library and information
- 36 Festivals, events, arts & culture
- 37 History and heritage
- 38 Aboriginal heritage
- 39 Character and identity
- 40 Growth and development
- 41 Planning and building
- 42 Access to housing
- 43 Streetscapes
- 44 Lighting
- 45 Roads
- 46 Traffic management
- 47 Footpaths, trails and cycleways

This chart shows the Shire's performance in individual service areas relative to the MARKYT® Industry Standards for participating councils across WA.

Celebrate areas in the top right quadrant; focus on areas in the bottom left quadrant.



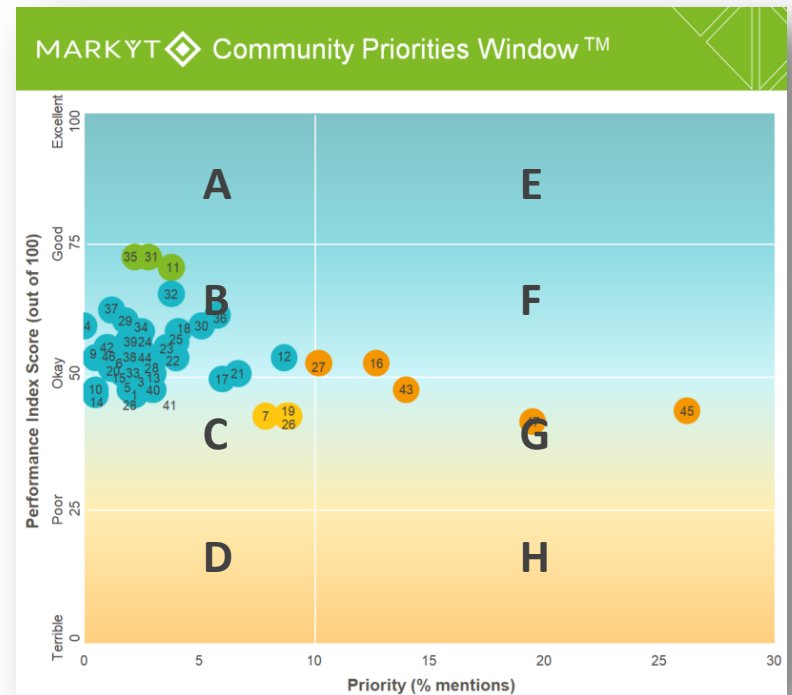
Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Service areas are included when MARKYT® Industry Standards are available.

In the Shire of Plantagenet’s Community Priorities Window, detailed overleaf, most services are ideally located in window B. They are higher performing areas, receiving average ratings between okay and good.

Perceived strengths include sport and recreation facilities, library and information services, and customer service.

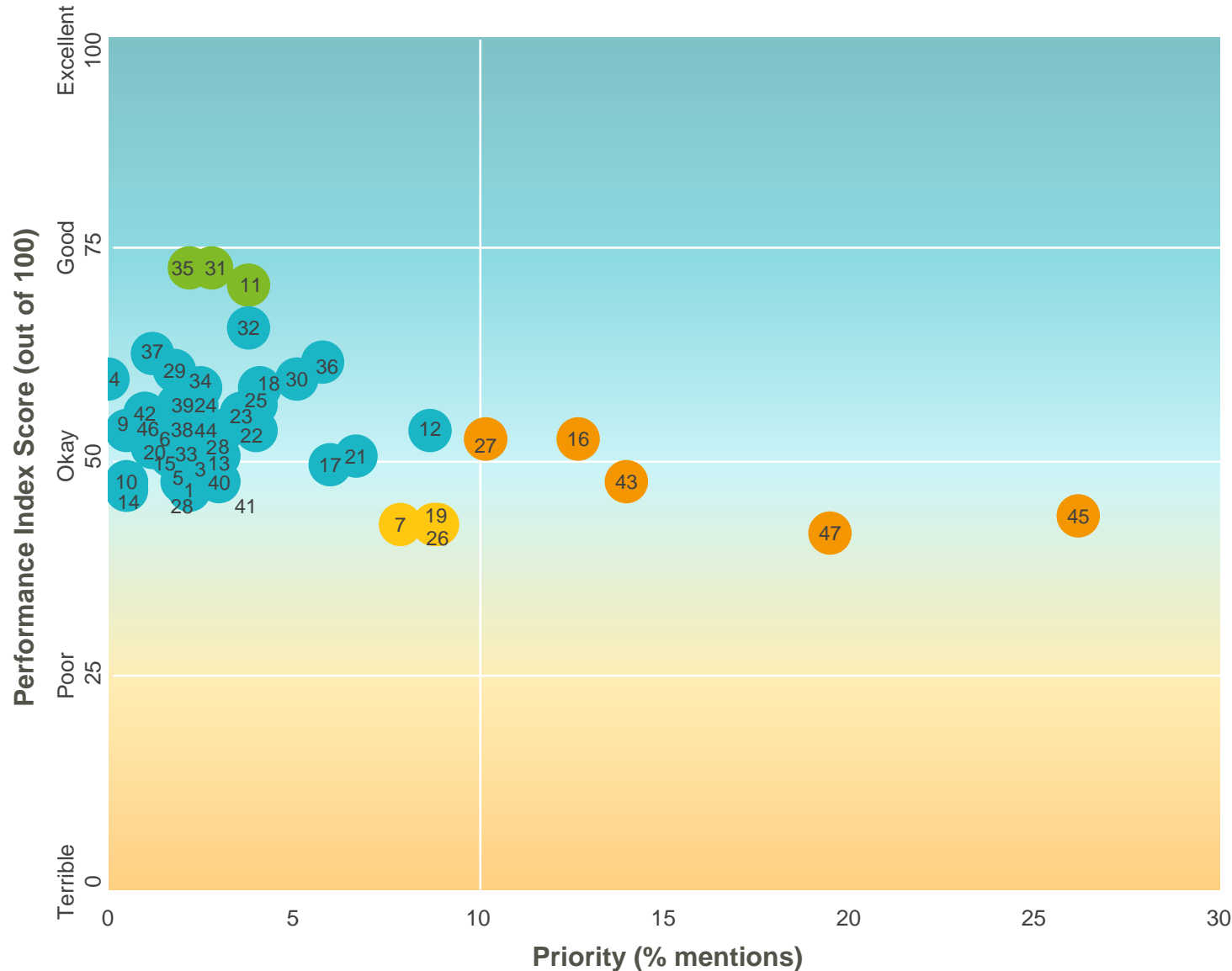
Moving forward, the community would like Council to prioritise roads, footpaths, trails and cycleways, streetscapes, waste collections and services, facilities and care for seniors (windows F + G).

Secondary priorities include community consultation, economic development and youth services and facilities (window C).



MARKYT Community Priorities Window™

- 1 Value for money
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Working with regional partners
- 5 Transparency
- 6 Change, innovation & technology
- 7 Consultation
- 8 Informed
- 9 Website
- 10 Social Media
- 11 Customer Service
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- 38 Aboriginal heritage
- 39 Character and identity
- 40 Growth and development
- 41 Planning and building
- 42 Access to housing
- 43 Streetscapes
- 44 Lighting
- 45 Roads
- 46 Traffic management
- 47 Footpaths, trails and cycleways



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.

Q. Which areas would you most like the Shire to focus on improving? Base: All respondents, excludes no response.

Building and maintaining local roads

Challenges | identified by the community

- Unsafe rural roads.
- Lack of regular grading.
- Corrugation and potholes due to heavy vehicles.
- Not enough sealed roads.
- Unsafe shoulders.
- Overhanging branches and debris on roads.

Actions | suggested by the community

1. Lobby for more funding to improve the condition of rural roads.
2. Grade gravel roads more regularly.
3. Seal roads with high level of traffic, especially trucks.
4. Improve the condition of road shoulders and verges.

Community Voices

“Roads in the shire need more attention. Maintenance and sealing.”

“Roads need improving because of so many heavy trucks.”

“Our roads. Gravel that's not serviced regularly. We would like our roads to have a proper base so the surface holds up to the use.”

“Road repairs, especially in the rural area of Mt Barker.”

“Quality of unsealed roads. These roads should be graded properly to remove corrugations rather than filling with loose dirt. There have already been two accidents on Hay River Rd, one of these was fatal. Every time I contact the shire about these roads I am told there is no funding.”

“Due to the atrocious condition of our roads we try not to use them more than we have to. The potholes and corrugations are extreme and all the length of the roads, making it unsafe, particularly for the young families who use them. We have found roads bituminised that don't have the traffic load that ours do in our area - very frustrating.”

“Maintain and seal roads within 3km of the town centre. Ensure all streets within a 3km of town centre have street lights.”

“Bituminising gravel roads that are utilised by trucking companies.”

“In Kendenup townsite - finish bituminising all roads.”

“Grading of gravel roads. Pruning of overhanging tree branches on roads and parking areas.”

“I recognise that the Shire has a huge network of rural roads to maintain. However, management of accumulated debris on rural roads, alongside fences, is poor, including removal of fire hazards.”

“The edge of the roads (the shoulders). Too much drop off at the edge of the bitumen.”

Challenges | identified by the community

- Poor quality footpaths making it difficult to walk in and around town areas.
- Holes and uneven surfaces.
- Not enough footpaths and bike paths.
- Limits mobility for children, the elderly and people with a disability.

Actions | suggested by the community

1. Improve the condition of existing footpaths.
2. Fix damaged and uneven surfaces.
3. Increase the local footpath network enabling easier mobility throughout the area.
4. Provide more opportunities for cycling.
5. Introduce more trails for recreation.

Community Voices

“Bike paths. I am new to the area. I think the pavements should be less uneven under foot to encourage walking.”

“Mt Barker township footpaths are a disgrace.”

“Build footpaths and cycle ways. From bakery to town centre is very poor as a lot of tourists park near the bakery and walk to town.”

“Levelling footpaths away from the main street and space to walk.”

“There are no footpaths, guttering in this town, so elderly, small children and adults have to walk on the roadway, even the dangerous Muirs Highway.”

“Footpaths - very hard to walk the streets with a young child. There is either no path or what is meant to be a path is more like an off-road track - bumpy, full of holes. And this is with a pram - just about no hope for children to ride a bike on the paths.”

“Footpaths for ageing residence as they are currently shocking condition. We have such a lovely town we need to make the most of the future for families.”

“Footpaths and cycle ways need desperate improvement, especially along Albany Highway, railroad crossings and throughout the town centre. Crossings for pedestrians (railway crossings in particular) need major improvement, especially for disabled/elderly people who use either wheelchairs and/or gophers.”

“Clean up the mess they created by narrowing streets, which cause erosion to untidy footpaths and private property. Improve existing footpaths and maintain.”

“Safe footpaths. Multi-purpose trails.”

“Better footpaths, investment in cycle infrastructure, investment in trails.”

“Footpaths. Bush/wildflower walk trails for visitors.”

Challenges | identified by the community

- Unappealing and uninviting town entrances.
- Untidy and unkempt.
- Lack of weed control.
- Debris and unpruned trees and shrubs obstruct roads and create fire and flooding hazards.

Actions | suggested by the community

1. Focus on improving streetscapes at town entrances to entice visitors.
2. Increase vegetation.
3. Remove litter, debris and weeds.
4. Improve verge tree maintenance.

Community Voices

“Entry to Mt Barker (roundabout) - make it a statement. Decorating the streets - flower boxes, gardens. Colourful signage on Albany Highway to get people to stop. Christmas decorations and lights. Nothing at all is put up.”

“The Shire’s image, roundabouts, gardens, verges, signage, main street create a more professional image. The entrance to the town from Perth is appalling.”

“Main entry to town at the roundabout needs a beautiful plant/flowerscape.”

“More Tree plantings and colourful plantings of flower beds.”

“The roundabout entering Mt Barker on the Albany highway needs massive improvement. It should have the appearance like Albany's main roundabout. The Albany highway stretch between Woogenellup Road and Mondurup Street requires massive streetscape improvements.”

“Overall keeping the town clean/tidy.”

“Streetscapes - verges, weed control. General clean up of all towns.”

“Back yards of many homes need to be cleaned up, especially old car bodies and junk, which spoils an otherwise lovely little town. Do something please.”

“Narrikup streetscapes and access roads town entrance (Narrikup).”

“To focus more on Kendenup. No verge clean ups done here. Kendenup is a tinder box. No clean up after the storm trees, branches, leaves everywhere.”

“Keep the town streets cleaner. Lots of leaves build up and weeds growing through paving bricks. Leaves then create flooding problem when it rains.”

Challenges | identified by the community

- Waste services considered expensive.
- Lack of verge side collections of green and hard waste.
- Tip accessibility issues, including inadequate opening hours.

Actions | suggested by the community

1. Lower the cost of waste management.
2. Improve recycling services.
3. Introduce green waste collections.
4. Introduce verge-side bulk waste collections.
5. Extend tip opening hours.

Community Voices

“Less fees for rubbish collection.”

“Waste services a joke and costly.”

“Disappointed with lack of correct recycling, comparing with other states, we seem to be way behind.”

“Environmental issues such as recycling.”

“Much better access to waste management and services for people to clean up, get rid of rubbish and recycle.”

“The green waste. I have no-one, or car, or means to get green waste to the tip. The blue bins are too small for green waste and house rubbish and the green big is too big for the recycled stuff. We need a better system for general waste.”

“The most needed service is a green waste collection. Those without a chainsaw or trailer are only given a contact person, to pay again for green waste collection, so no help from rates charges. Not happy.”

“Green waste pick up.”

“Green waste recycling.”

“Hard rubbish and green waste collection days.”

“Having bulk rubbish/kerbside collections.”

“The tip opening hours and better management of the tip facilities.”

Services and care available for seniors

Challenges | identified by the community

- Reduction in aged care provision.
- Health facilities considered difficult to access.
- Service provision facilitated from Albany.
- Lack of communication with seniors informing them of services and facilities available.
- Senior mobility issues including poor quality footpaths and lack of transport.

Actions | suggested by the community

1. Improve aged care facilities, support and accommodation.
2. Increase health services.
3. More communication for seniors.
4. In-home care and assistance for the elderly.
5. Opportunities to socialise including seniors centre, events and outings.
6. Improve footpaths and local transport.

Community Voices

“Services and facilities for seniors. More aged care housing, especially for those needing assistance. More attention to entry and exits on paths and roadways for those on gophers and wheelchairs. Better advertising when things are on or happening in the shire, as many of us seniors do not have computers or use social media.”

“Services and care for seniors.”

“Health care for the elderly with the possibility of transport help.”

“Aged care (seniors) support and accommodation.”

“To have services for seniors as we no longer have HACC. Why I do not know. It's not going to encourage people to want to retire in his area/town.”

“As far as I have heard the services for the aged people in our community (expensive and hard to access) now all comes from Albany. Most of the services they enjoyed before have been ceased.”

“Support and services of seniors instead of letting Albany take over - then only provide selected services.”

“More communication with seniors and people with disabilities, informing them about services available to them.”

“Informing seniors about services available to them - Silver Chain, HACC, etc.”

“More services for seniors who live out of the town on small properties i.e. rubbish collection. verge mowing, outdoor maintenance etc.”

“A Senior Citizen Centre would be a great improvement.”

“Aged care bus to Albany and other outings on bus.”

Overall Performance

How to read the following charts

Performance Ratings

The chart shows community perceptions of performance on a five point scale from excellent to terrible.

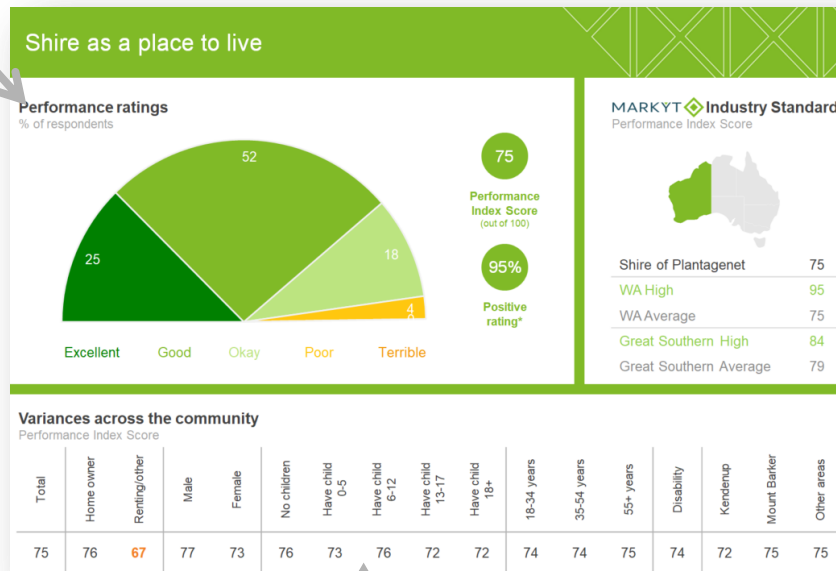
The **Performance Index Score** is a score out of 100 using the following formula:

$$\frac{(\text{average score} - 1)}{4} \times 100$$

In effect, the Performance Index Score converts the average rating into a zero-based score out of 100.

Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

MARKYT® Industry Standards show how Council is performing compared to other councils across Western Australia.



Variance across the community shows how results vary across the community based on the Performance Index Score

Council Score is the Council's performance index score.

WA High is the highest score achieved by councils in WA that have completed a comparable study with CATALYSE® over the past two years.

WA Average is the average score among WA councils that have completed a comparable study with CATALYSE® over the past two years.

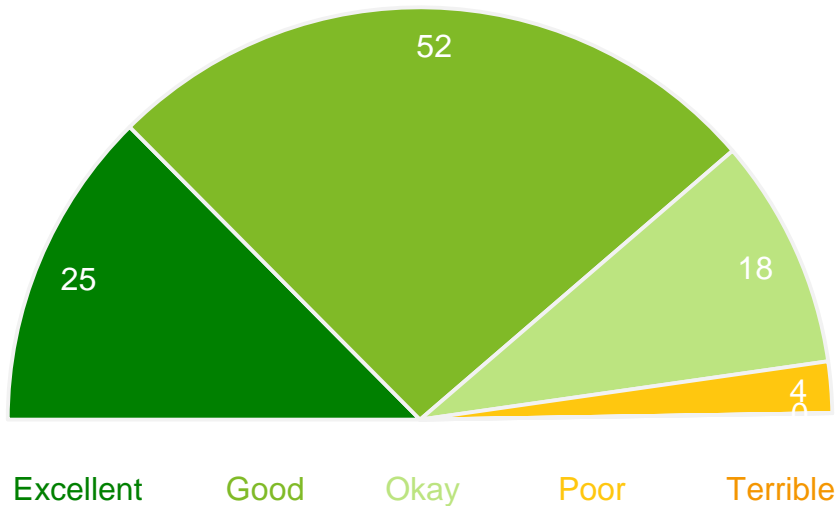
Great Southern High is the highest score achieved by councils in Great Southern Region.

Great Southern Average is the average score among councils in the Great Southern Region.

Shire as a place to live

Performance ratings

% of respondents



75

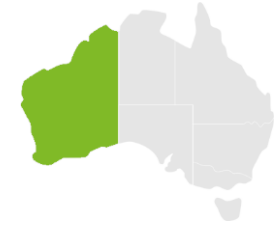
Performance Index Score (out of 100)

95%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	75
WA High	95
WA Average	75
Great Southern High	84
Great Southern Average	79

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
75	76	67	77	73	76	73	76	72	72	74	74	75	74	72	75	75

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 373).

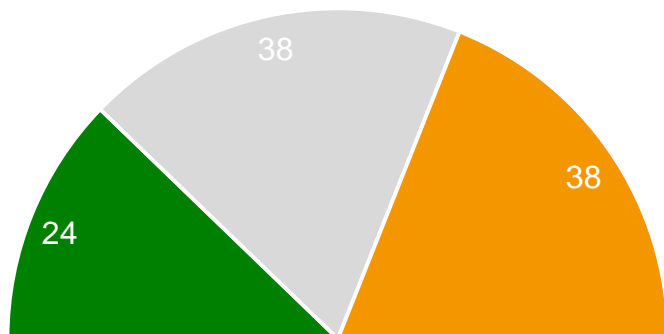
* Positive Rating = okay + good + excellent

Community Advocacy

Likelihood of recommending the Shire of Plantagenet as a place to live

Community Advocacy

% of respondents



Promoters (9-10) Passives (7-8) Detractors (0-6)

Net Promoter Score

Promoters

less

Detractors

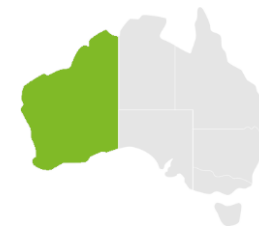
equals

NPS
-14

NPS can range from
-100 to +100

MARKYT Industry Standards

Net Promoter Score



Shire of Plantagenet -14

WA High 68

WA Average -16

Great Southern High 7

Great Southern Average -7

Variations across the community

Net Promoter Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
-14	-14	-5	-6	-20	-9	-28	-23	-19	-10	-27	-22	-1	-21	-28	-11	-11

Q. How likely are you to recommend the Shire of Plantagenet as a place to live?

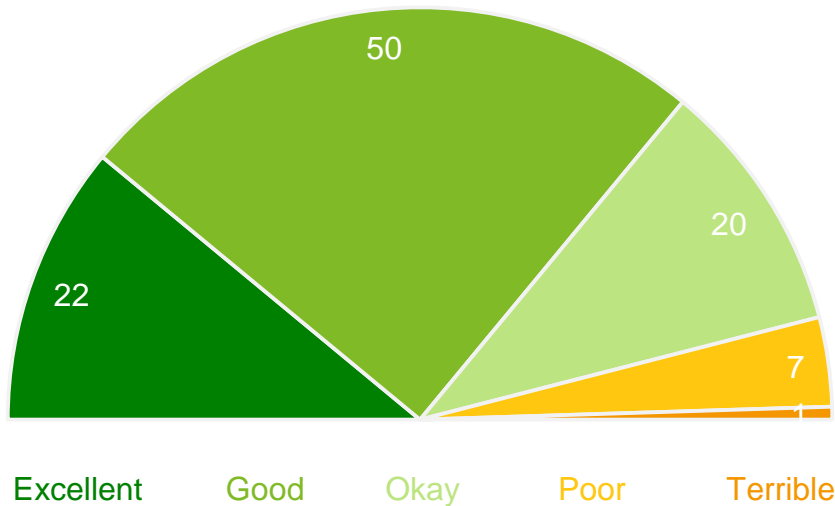
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.

Base: All respondents, excludes 'unsure' and 'no response' (n = 365).

Shire as a place to visit

Performance ratings

% of respondents



71

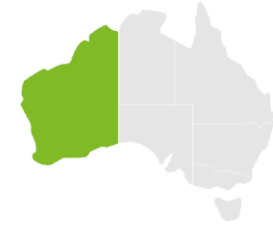
Performance Index Score (out of 100)

92%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	71
WA High	87
WA Average	64
Great Southern High	87
Great Southern Average	76

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
71	72	61	72	69	72	59	73	70	72	64	71	72	74	68	71	74

Q. How would you rate performance in the following areas?

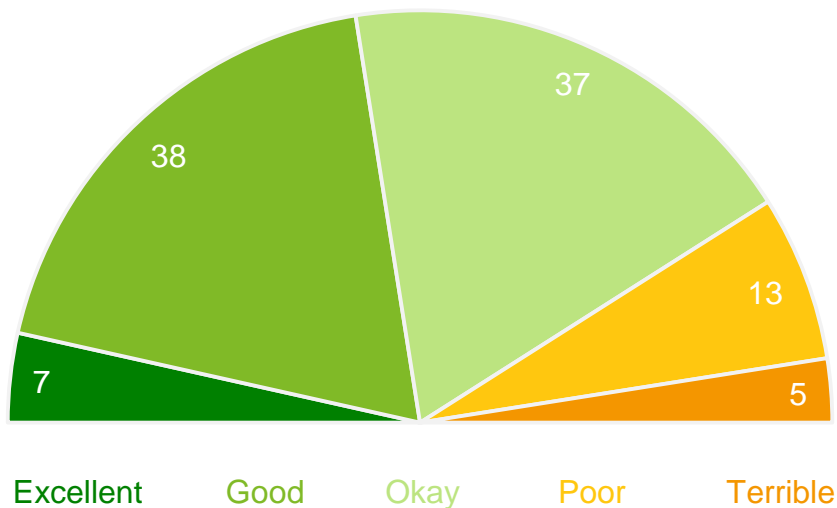
Base: All respondents, excludes 'unsure' and 'no response' (n = 364).

* Positive Rating = okay + good + excellent

Shire as the organisation that governs the local area

Performance ratings

% of respondents



57

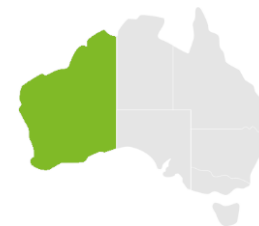
Performance Index Score (out of 100)

82%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 57

WA High 74

WA Average 56

Great Southern High 68

Great Southern Average 54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
57	57	56	55	59	57	47	57	58	60	49	56	60	56	49	59	56

Q. How would you rate performance in the following areas?

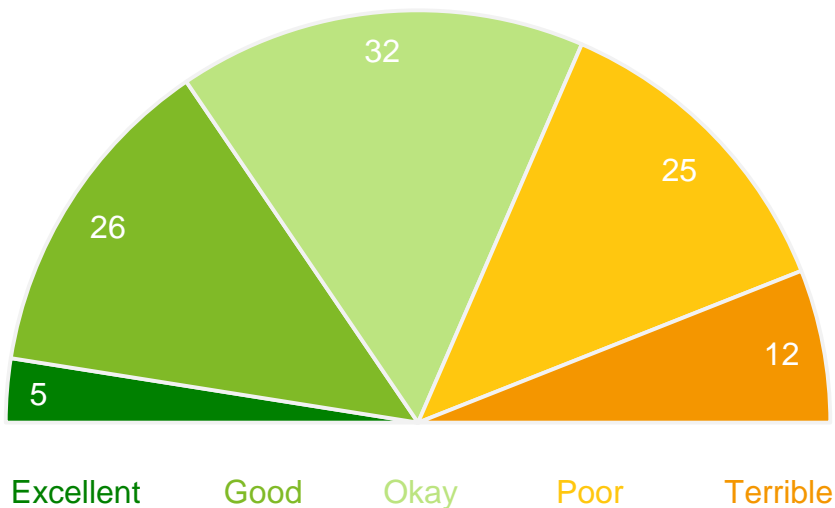
Base: All respondents, excludes 'unsure' and 'no response' (n = 366).

* Positive Rating = okay + good + excellent

Value for money from Council rates

Performance ratings

% of respondents



47

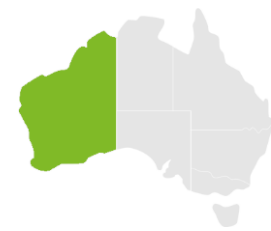
Performance Index Score (out of 100)

63%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 47

WA High 64

WA Average 45

Great Southern High 57

Great Southern Average 41

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
47	47	41	46	49	45	38	45	52	54	38	45	50	47	42	49	44

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 357).

* Positive Rating = okay + good + excellent

Familiarity with local services and facilities

Familiarity with local services and facilities



Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Familiarity with local services and facilities

% of respondents who were familiar with service area

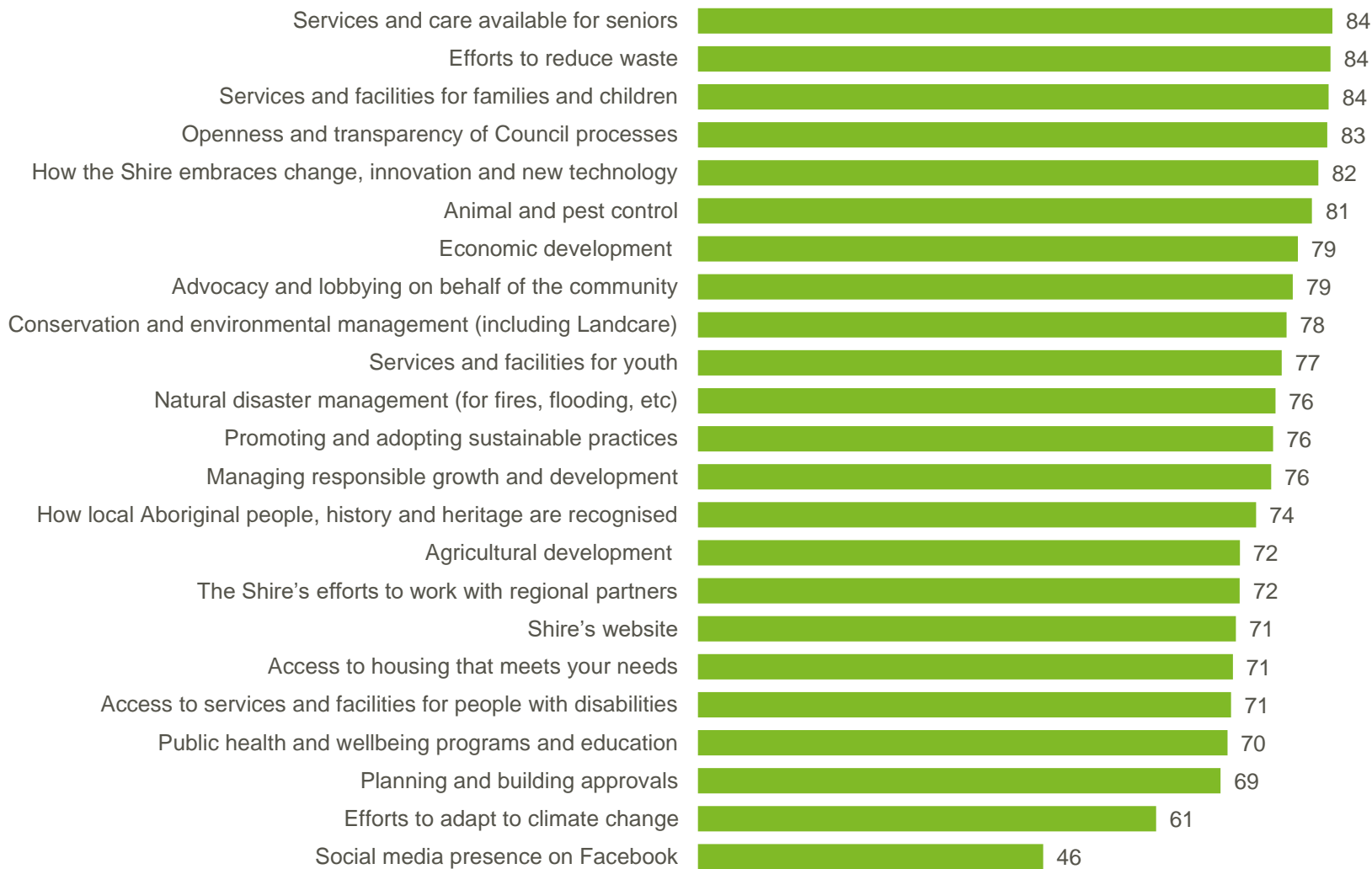


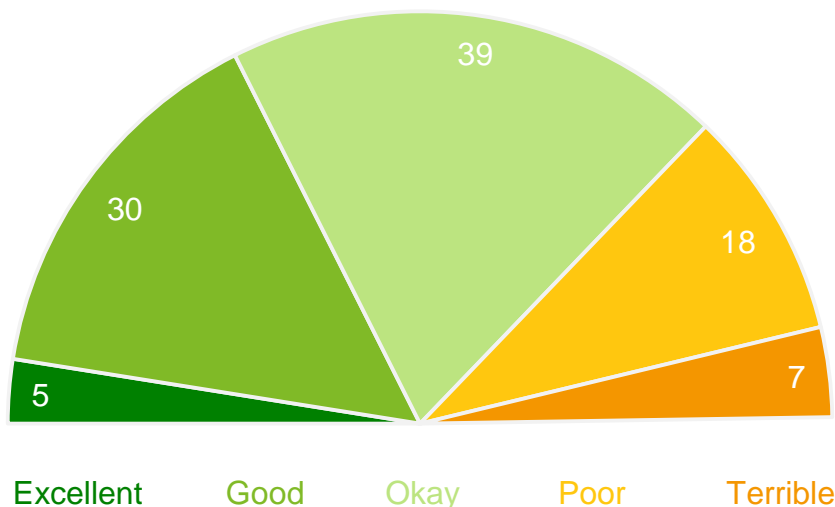
Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Leadership and Communication

Council's leadership within the community

Performance ratings

% of respondents



52

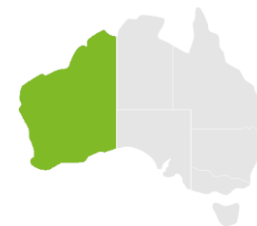
Performance Index Score
(out of 100)

74%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 52

WA High 67

WA Average 50

Great Southern High 60

Great Southern Average 49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
52	51	58	51	51	52	47	46	53	61	46	49	55	46	45	53	52

Q. How would you rate performance in the following areas?

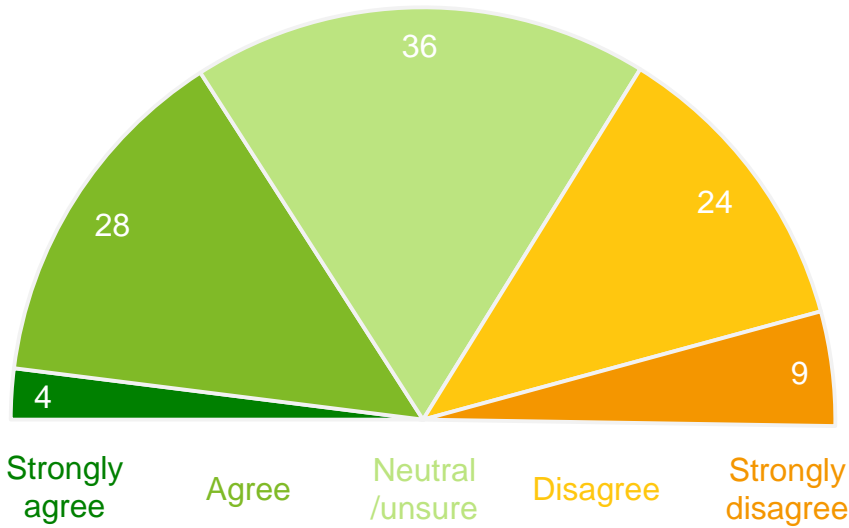
Base: All respondents, excludes 'unsure' and 'no response' (n = 326).

* Positive Rating = okay + good + excellent

Shire has developed and communicated a clear vision for the area

Level of agreement

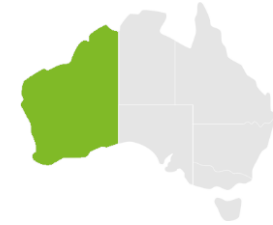
% of respondents



32%
Total Agree

MARKYT Industry Standards

% agree



Shire of Plantagenet	32
WA High	61
WA Average	35
Great Southern High	52
Great Southern Average	29

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
32	31	41	34	30	33	34	34	17	45	32	25	36	28	24	31	34

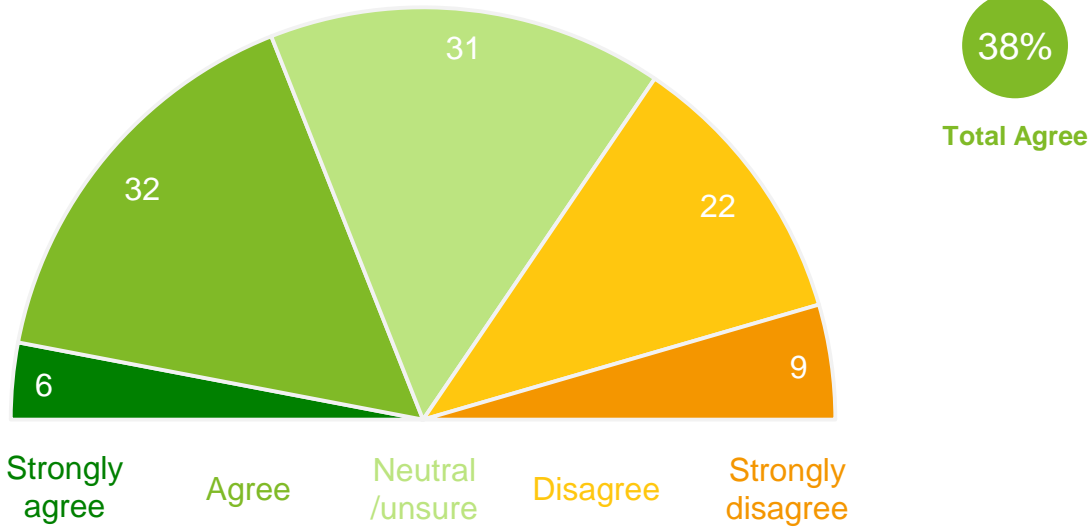
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 370).

Shire has a good understanding of community needs

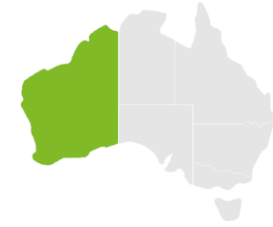
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Plantagenet	38
WA High	62
WA Average	34
Great Southern High	54
Great Southern Average	29

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
38	37	48	44	34	39	32	33	29	52	22	34	45	29	29	40	38

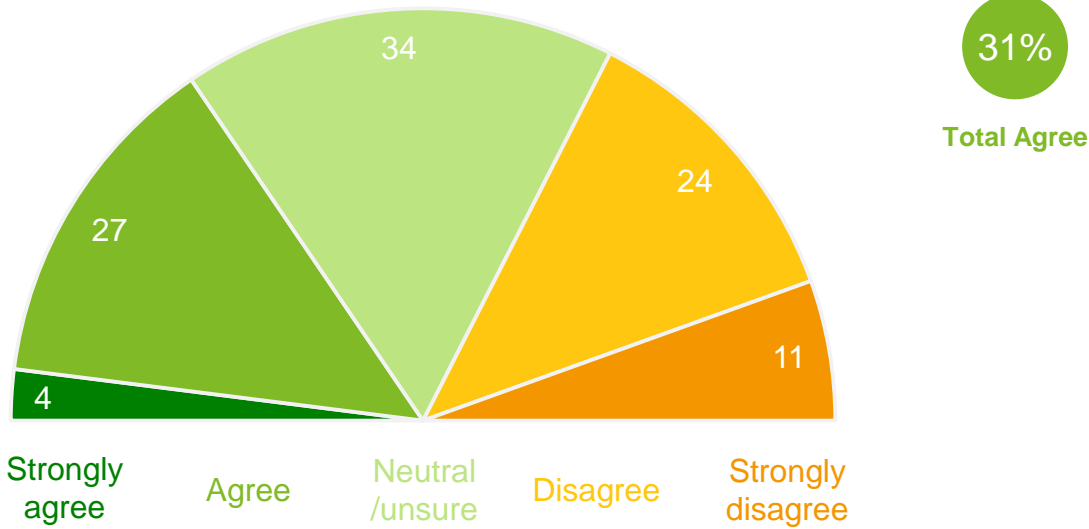
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 370).

Shire listens to and respects residents' views

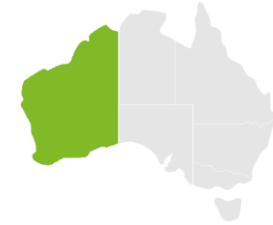
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Plantagenet	31
WA High	52
WA Average	33
Great Southern High	52
Great Southern Average	25

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
31	30	45	34	29	31	17	31	19	43	19	29	34	29	30	33	31

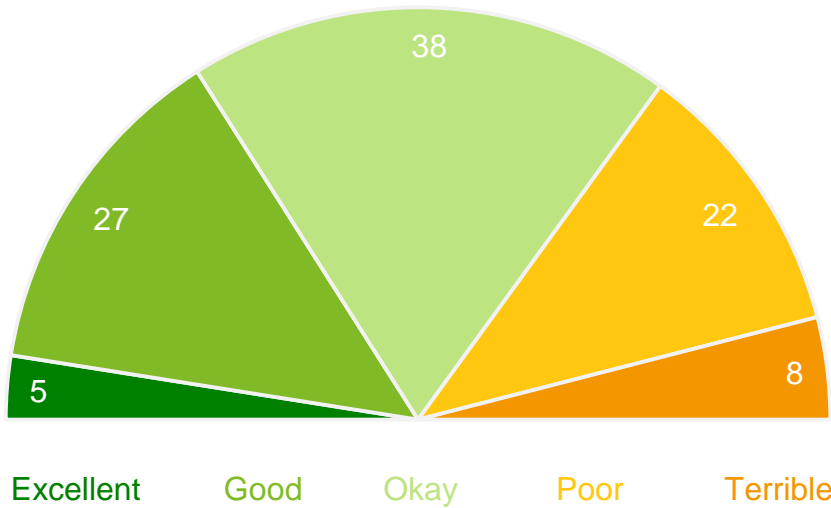
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 369).

Advocacy and lobbying on behalf of the community to influence decisions, support local causes, etc

Performance ratings

% of respondents



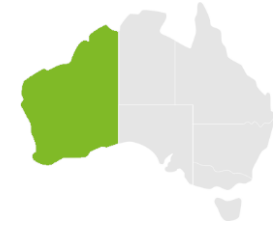
Performance Index Score
(out of 100)



Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 50

WA High 68

WA Average 50

Great Southern High 64

Great Southern Average 48

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
50	50	54	50	50	50	51	48	49	61	45	47	54	46	44	51	50

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 295).

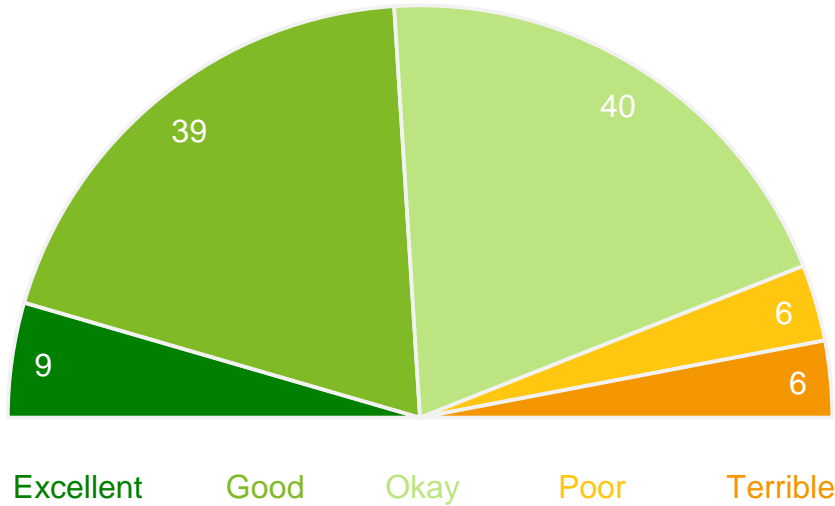
* Positive Rating = okay + good + excellent

The Shire's efforts to work with regional partners

(including other local councils, Great Southern Development Commission, etc)

Performance ratings

% of respondents



60

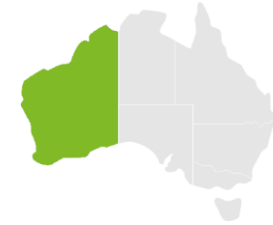
Performance Index Score (out of 100)

88%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	60
WA High	79
WA Average	59
Great Southern High	79
Great Southern Average	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
60	60	61	62	58	61	49	57	63	64	54	57	64	54	53	60	60

Q. How would you rate performance in the following areas?

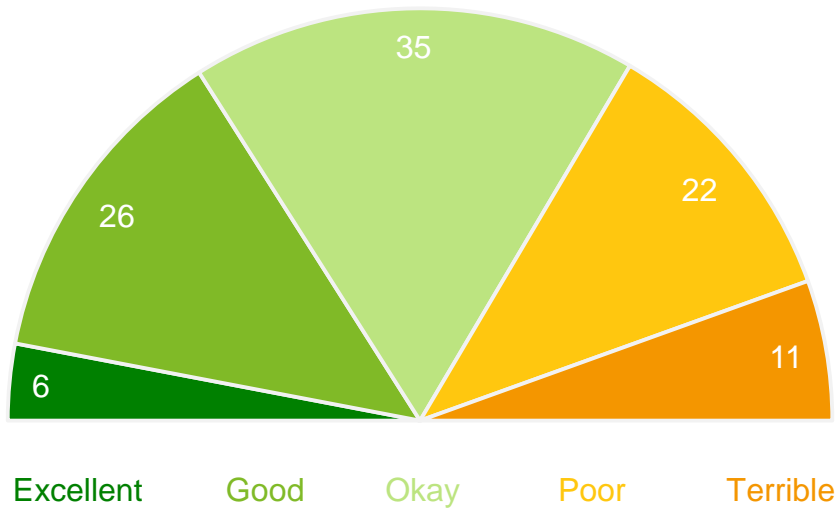
Base: All respondents, excludes 'unsure' and 'no response' (n = 268).

* Positive Rating = okay + good + excellent

Openness and transparency of Council processes

Performance ratings

% of respondents



49

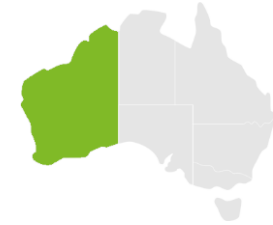
Performance Index Score
(out of 100)

67%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 49

WA High 61

WA Average 45

Great Southern High 61

Great Southern Average 44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
49	48	49	49	47	48	47	47	45	59	50	45	51	46	42	50	48

Q. How would you rate performance in the following areas?

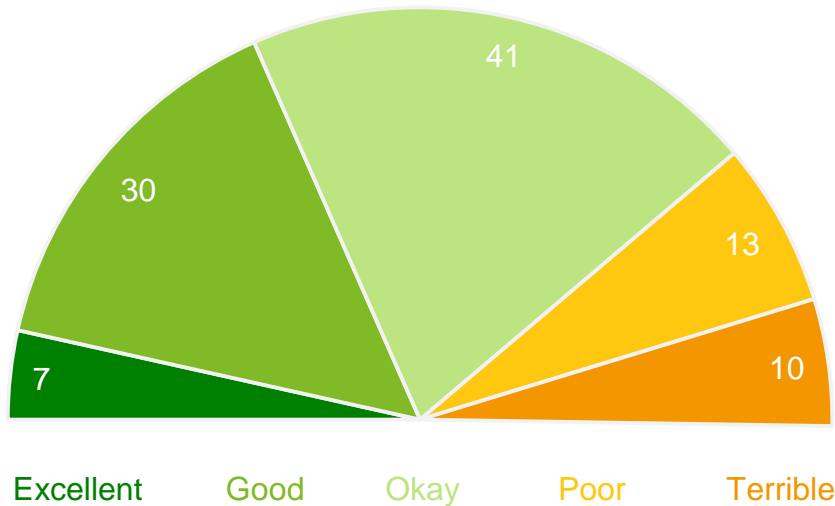
Base: All respondents, excludes 'unsure' and 'no response' (n = 312).

* Positive Rating = okay + good + excellent

How the Shire embraces change, innovation and new technology

Performance ratings

% of respondents



53

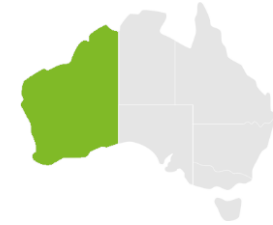
Performance Index Score (out of 100)

78%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	53
WA High	65
WA Average	52
Great Southern High	65
Great Southern Average	51

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
53	52	57	53	51	54	43	50	51	61	45	49	58	53	49	53	53

Q. How would you rate performance in the following areas?

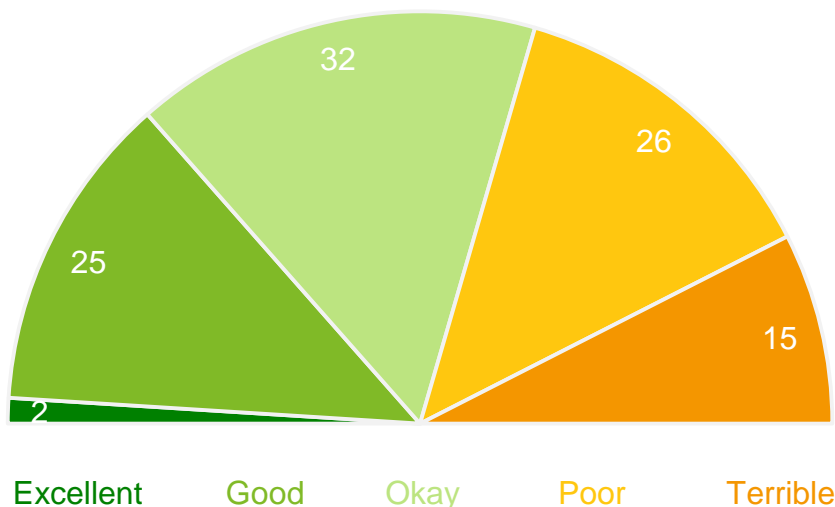
Base: All respondents, excludes 'unsure' and 'no response' (n = 307).

* Positive Rating = okay + good + excellent

How the community is consulted about local issues

Performance ratings

% of respondents



43

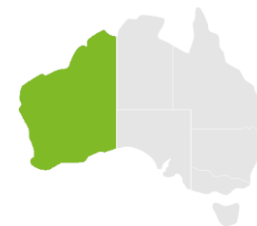
Performance Index Score
(out of 100)

59%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 43

WA High 63

WA Average 46

Great Southern High 58

Great Southern Average 44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
43	43	41	43	43	42	41	45	41	50	36	41	46	37	38	43	44

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 326).

* Positive Rating = okay + good + excellent

Preferred channels for having a say

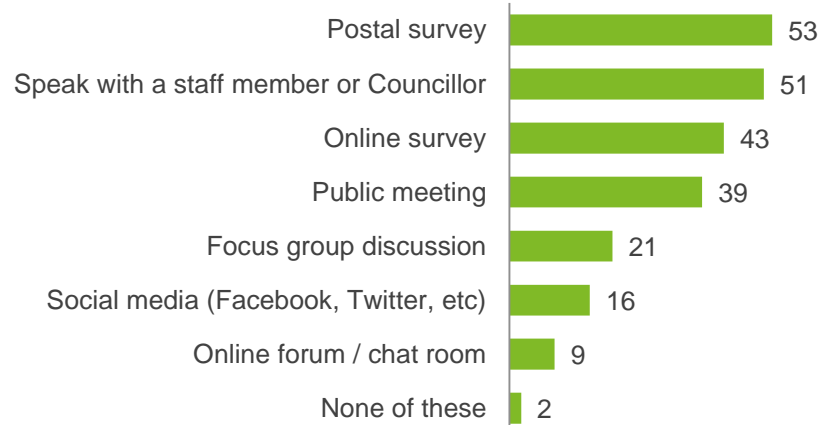
To have a say on local issues or projects, the community prefers postal surveys and opportunities to speak with a staff member or councillor.

Overall, there is lowest support for engaging the community through social media or online forums.

However, views do vary across the community. For example, younger adults have a much stronger preference to be engaged via an online survey or social media.

How would you prefer to have your say on local issues or projects?

% of respondents



Variations across the community

% of respondents

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
Postal survey	53	53	53	47	55	57	40	32	56	64	46	44	61	55	49	50	59
Speak with staff or Councillor	51	51	47	61	40	55	34	39	37	51	36	48	56	44	45	45	69
Online survey	43	41	55	46	42	35	51	59	54	53	62	53	30	50	40	47	39
Public meeting	39	38	43	42	38	45	21	30	23	31	14	35	46	42	39	36	44
Focus group discussions	21	21	14	16	25	19	39	26	14	10	18	21	21	24	20	21	21
Social media	16	15	27	12	21	11	40	26	36	16	64	19	5	19	19	17	12
Online forum / chat room	9	8	14	4	15	5	21	13	14	22	9	12	6	6	16	10	2

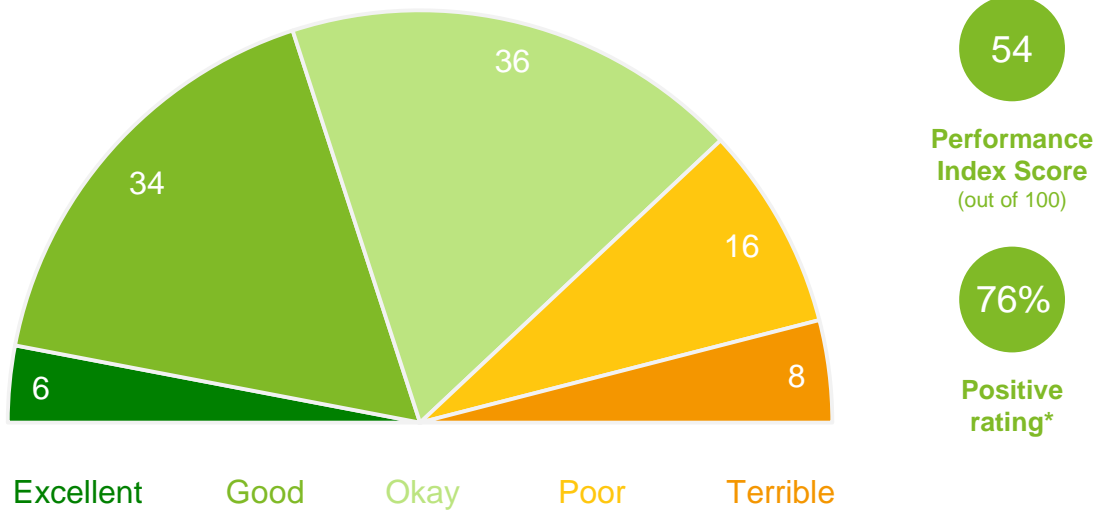
Q. How would you prefer to have your say on local issues or projects? Please choose your TOP 3 responses.

Base: All respondents, excludes 'no response' (n = 358).

How the community is informed about what's happening in the local area (including local issues, events, services and facilities)

Performance ratings

% of respondents



54

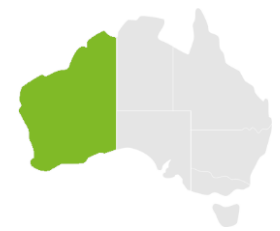
Performance Index Score (out of 100)

76%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	54
WA High	66
WA Average	54
Great Southern High	64
Great Southern Average	52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
54	53	56	54	53	52	48	58	58	60	48	53	55	50	48	55	51

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 347).
 * Positive Rating = okay + good + excellent

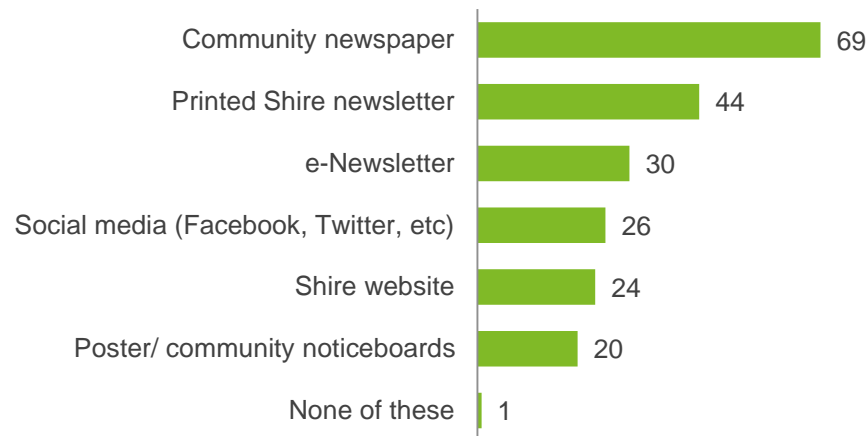
Preferred sources of information

Overall, the community prefers to receive updates about Council news, events, activities and services through the local newspaper, followed by printed newsletters.

However, views vary by community groups. Younger adults (18-34) prefer social media while those aged 35+ prefer the community newspaper.

How would you prefer to receive updates about Shire news, events, activities and services?

% of respondents



Variations across the community

% of respondents

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
Community newspaper	69	69	67	67	70	74	43	55	57	81	51	63	76	62	62	67	80
Printed Shire newsletter	44	43	53	44	45	48	25	42	35	38	49	39	50	46	43	41	50
e-newsletter	30	32	20	32	31	27	50	30	33	26	36	37	24	30	24	40	19
Social media	26	25	26	17	32	17	56	38	48	31	77	37	7	26	21	26	29
Shire website	24	23	27	25	21	26	28	21	16	23	9	29	21	17	11	25	30
Posters / noticeboards	20	20	19	18	25	23	21	15	13	21	19	14	26	12	25	18	22

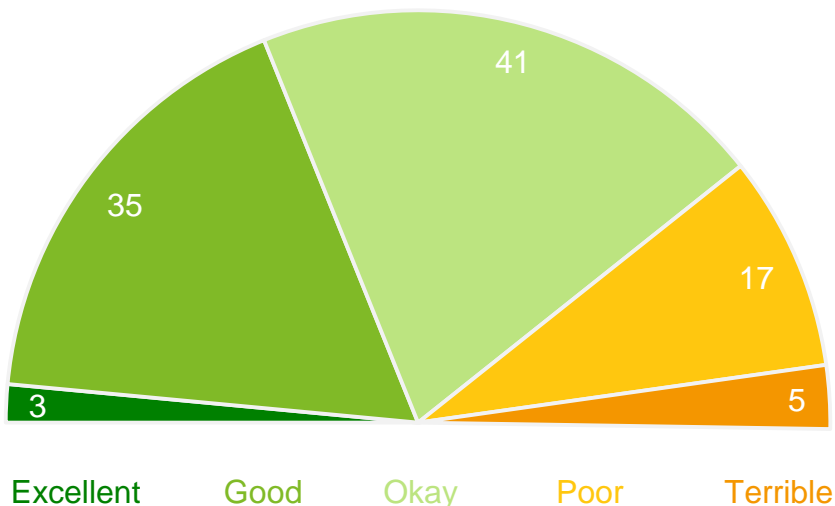
Q. How would you prefer to receive updates about Shire news, events, activities and services? Please choose your TOP 3 responses.

Base: All respondents, excludes 'no response' (n = 360).

Shire's website

Performance ratings

% of respondents



54

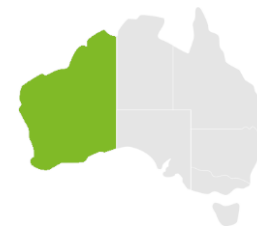
Performance Index Score (out of 100)

79%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 54

WA High 68

WA Average 58

Great Southern High 63

Great Southern Average 57

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
54	54	55	52	57	54	50	53	55	57	38	54	58	43	47	55	54

Q. How would you rate performance in the following areas?

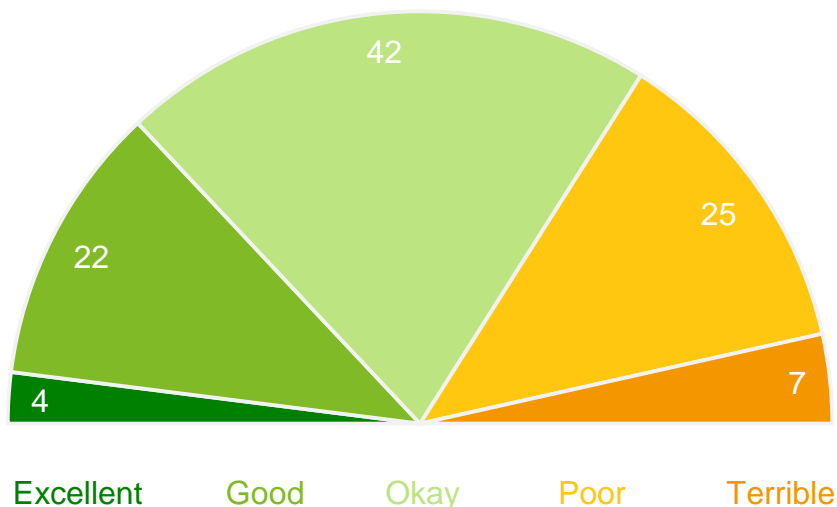
Base: All respondents, excludes 'unsure' and 'no response' (n = 266).

* Positive Rating = okay + good + excellent

Social media presence on Facebook

Performance ratings

% of respondents



48

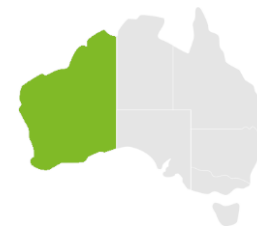
Performance Index Score
(out of 100)

68%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 48

WA High 65

WA Average 54

Great Southern High 61

Great Southern Average 50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
48	49	40	49	48	50	41	45	50	48	36	50	50	38	43	49	45

Q. How would you rate performance in the following areas?

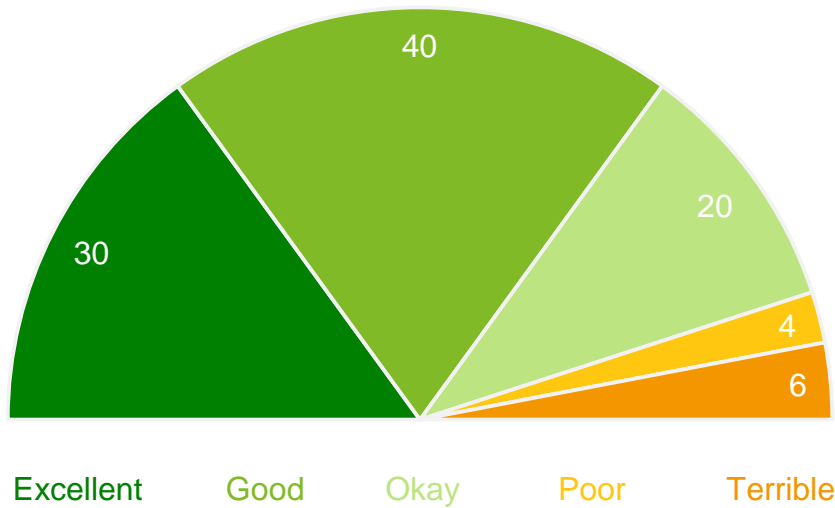
Base: All respondents, excludes 'unsure' and 'no response' (n = 171).

* Positive Rating = okay + good + excellent

Customer service

Performance ratings

% of respondents



71

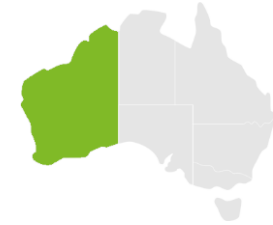
Performance Index Score
(out of 100)

90%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	71
WA High	79
WA Average	63
Great Southern High	72
Great Southern Average	64

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
71	71	72	71	71	74	59	70	62	75	67	67	76	70	72	72	70

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 355).

* Positive Rating = okay + good + excellent

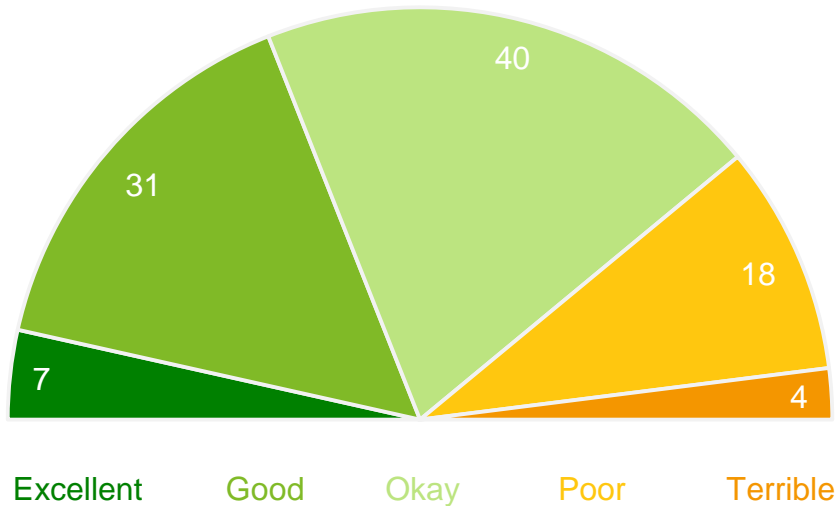
Natural Environment

Conservation and environmental management

(including Landcare activities)

Performance ratings

% of respondents



54

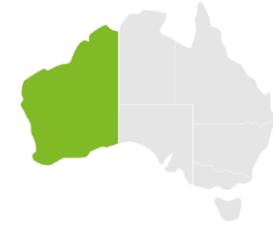
Performance Index Score
(out of 100)

78%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	54
WA High	76
WA Average	58
Great Southern High	73
Great Southern Average	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
54	55	54	54	54	55	66	55	47	53	60	53	55	47	50	55	57

Q. How would you rate performance in the following areas?

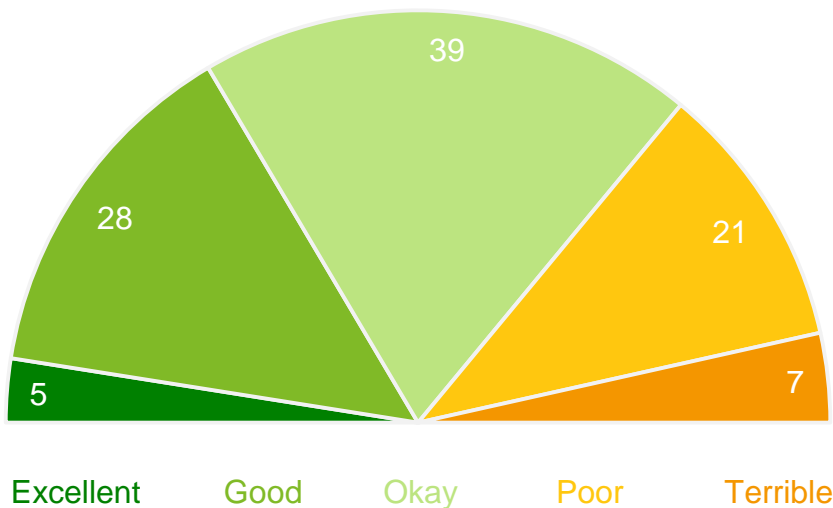
Base: All respondents, excludes 'unsure' and 'no response' (n = 292).

* Positive Rating = okay + good + excellent

Promoting and adopting sustainable practices

Performance ratings

% of respondents



51

Performance Index Score (out of 100)

72%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	51
WA High	68
WA Average	54
Great Southern High	62
Great Southern Average	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
51	50	54	52	49	51	58	51	48	50	59	46	53	47	50	53	47

Q. How would you rate performance in the following areas?

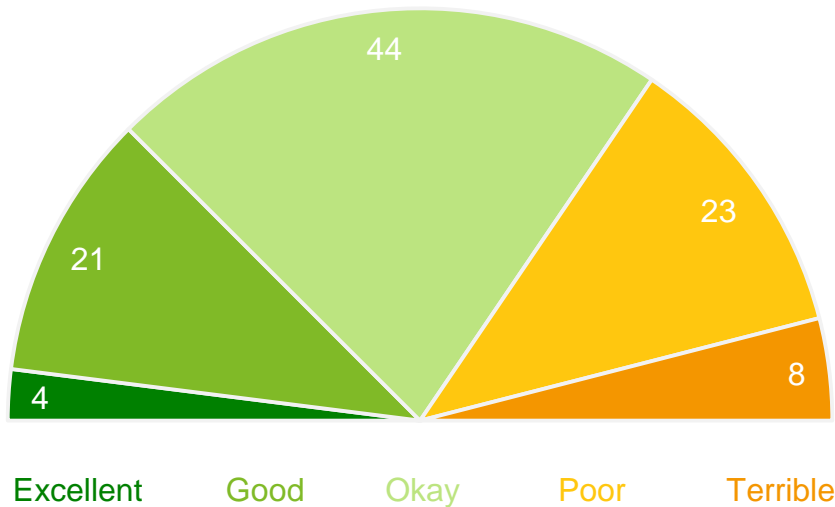
Base: All respondents, excludes 'unsure' and 'no response' (n = 285).

* Positive Rating = okay + good + excellent

Efforts to adapt to climate change

Performance ratings

% of respondents



47

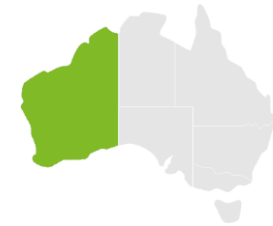
Performance Index Score
(out of 100)

69%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 47

WA High 54

WA Average 48

Great Southern High 54

Great Southern Average 50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
47	47	50	49	45	50	47	40	43	42	45	45	49	41	50	45	48

Q. How would you rate performance in the following areas?

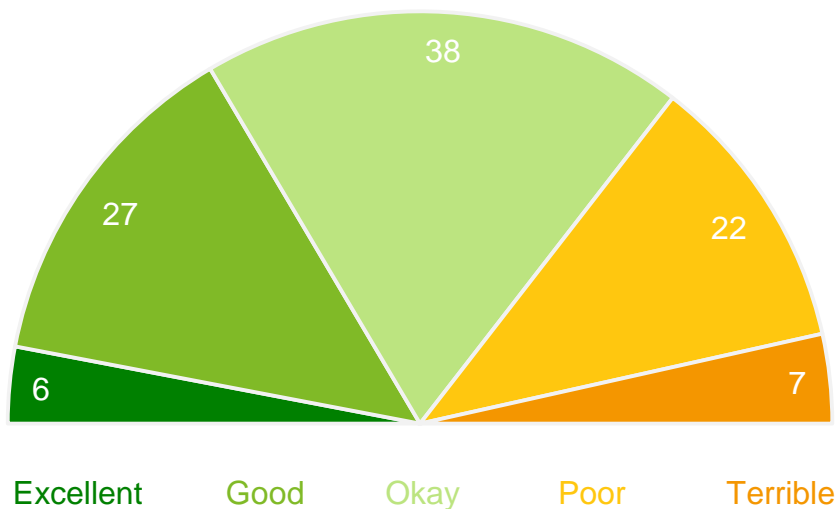
Base: All respondents, excludes 'unsure' and 'no response' (n = 227).

* Positive Rating = okay + good + excellent

Efforts to reduce waste

Performance ratings

% of respondents



51

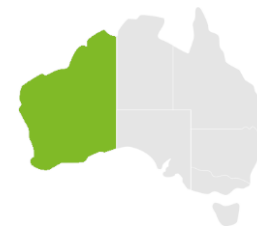
Performance Index Score
(out of 100)

71%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 51

WA High 66

WA Average 53

Great Southern High 66

Great Southern Average 56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
51	51	52	50	51	52	52	51	50	54	58	47	54	47	47	51	51

Q. How would you rate performance in the following areas?

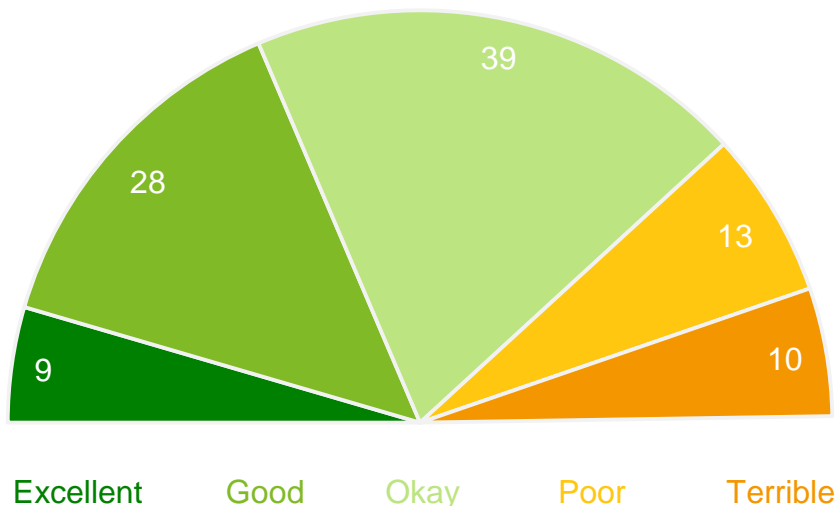
Base: All respondents, excludes 'unsure' and 'no response' (n = 313).

* Positive Rating = okay + good + excellent

Waste collection services

Performance ratings

% of respondents



53

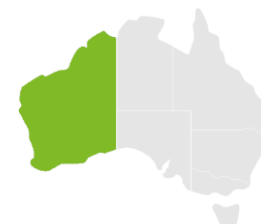
Performance Index Score (out of 100)

76%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 53

WA High 85

WA Average 69

Great Southern High 76

Great Southern Average 63

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
53	52	56	54	52	57	38	41	51	55	49	48	59	48	50	54	51

Q. How would you rate performance in the following areas?

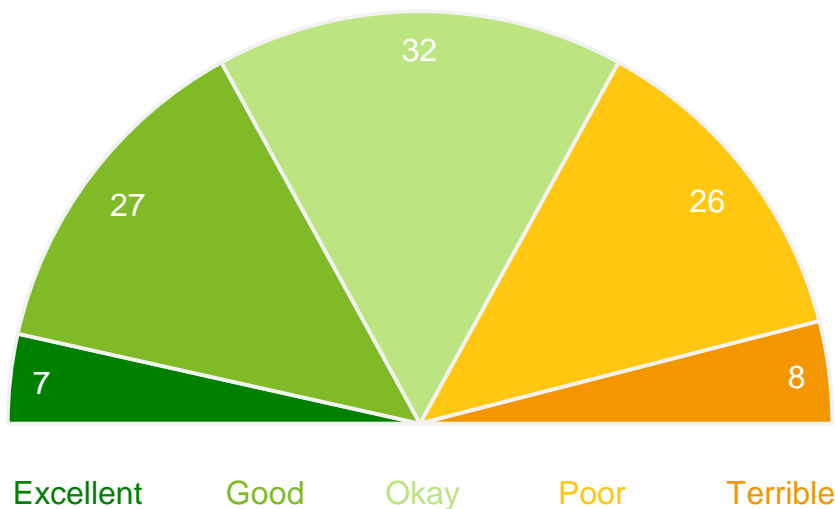
Base: All respondents, excludes 'unsure' and 'no response' (n = 333).

* Positive Rating = okay + good + excellent

Animal and pest control

Performance ratings

% of respondents



50

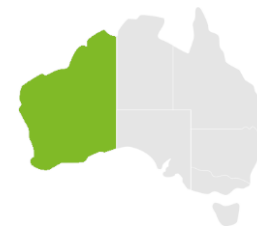
Performance Index Score
(out of 100)

66%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 50

WA High 69

WA Average 53

Great Southern High 55

Great Southern Average 49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
50	49	54	53	47	51	44	47	49	56	61	42	55	50	52	50	46

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 304).

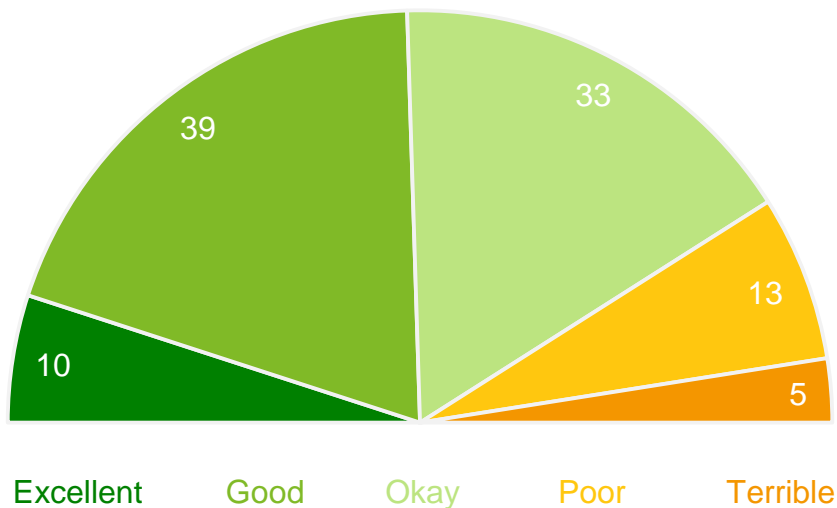
* Positive Rating = okay + good + excellent

Natural disaster management

(education, prevention and relief for fires, flooding, etc)

Performance ratings

% of respondents



59

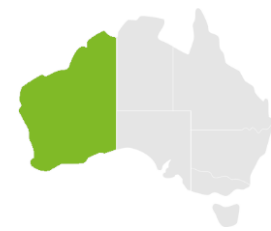
Performance Index Score
(out of 100)

82%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 59

WA High 66

WA Average 56

Great Southern High 66

Great Southern Average 58

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
59	58	69	61	58	59	65	64	61	57	49	58	62	51	61	58	59

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 286).

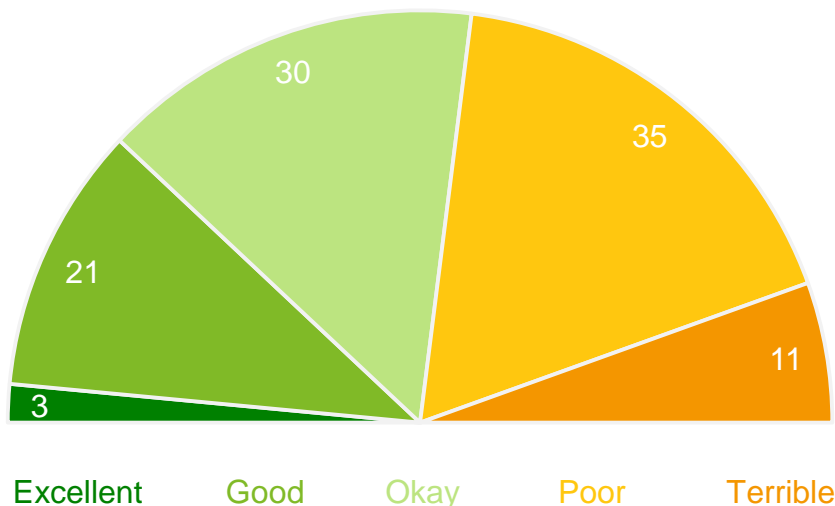
* Positive Rating = okay + good + excellent

Economic Development

Economic development (efforts to attract investors, attract and retain businesses, grow tourism and create job opportunities)

Performance ratings

% of respondents



43

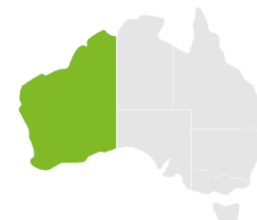
Performance Index Score (out of 100)

54%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 43

WA High 63

WA Average 43

Great Southern High 43

Great Southern Average 40

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
43	41	53	44	41	43	32	44	43	46	34	43	45	37	35	41	50

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 297).

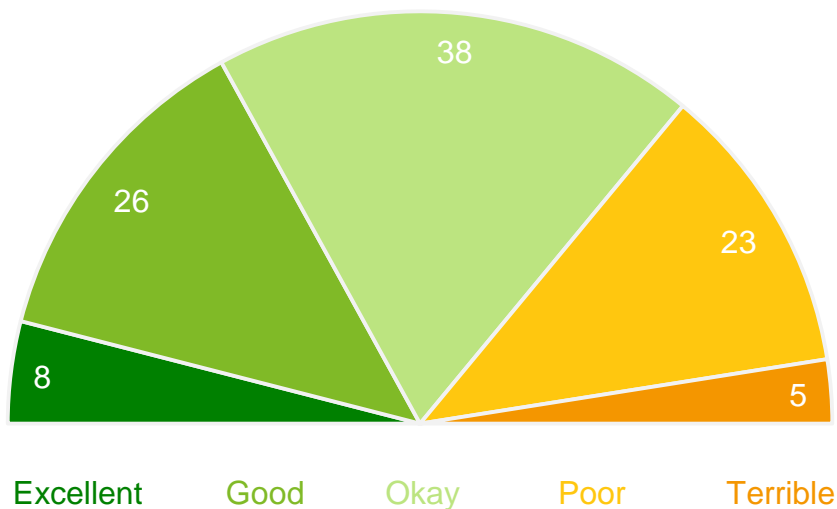
* Positive Rating = okay + good + excellent

Agricultural development

(efforts to grow and develop agriculture and protect prime agricultural land)

Performance ratings

% of respondents



52

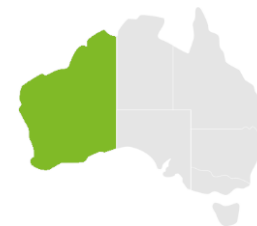
Performance Index Score (out of 100)

72%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 52

WA High 64

WA Average 48

Great Southern High 64

Great Southern Average 48

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
52	52	51	57	48	54	50	45	51	55	58	48	54	50	49	50	55

Q. How would you rate performance in the following areas?

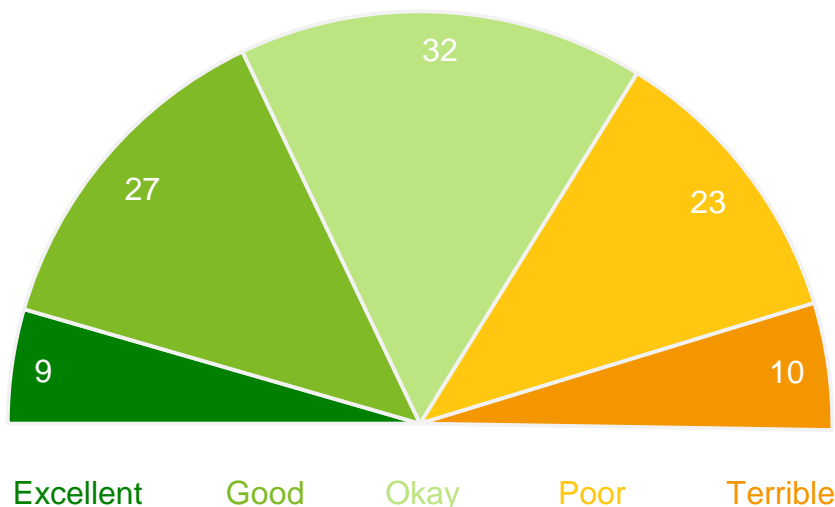
Base: All respondents, excludes 'unsure' and 'no response' (n = 268).

* Positive Rating = okay + good + excellent

Tourism attractions and marketing

Performance ratings

% of respondents



51

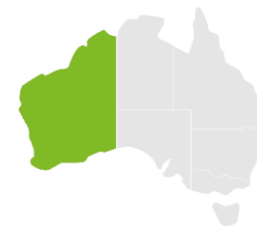
Performance Index Score (out of 100)

68%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	51
WA High	60
WA Average	46
Great Southern High	60
Great Southern Average	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
51	50	53	52	49	50	43	55	51	55	43	52	51	46	45	51	52

Q. How would you rate performance in the following areas?

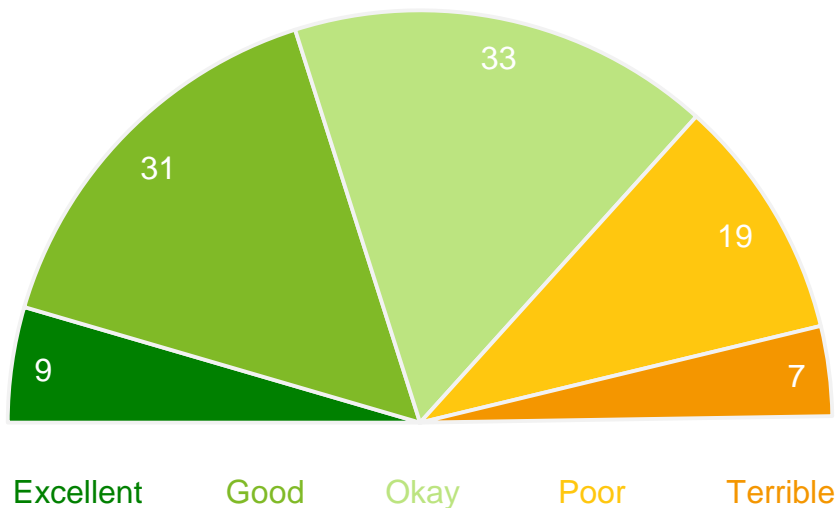
Base: All respondents, excludes 'unsure' and 'no response' (n = 332).

* Positive Rating = okay + good + excellent

How your local town centre is being developed

Performance ratings

% of respondents



54

Performance Index Score (out of 100)

73%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 54

WA High 69

WA Average 51

Great Southern High 54

Great Southern Average 49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
54	54	53	58	51	52	43	59	57	58	47	56	53	50	45	57	53

Q. How would you rate performance in the following areas?

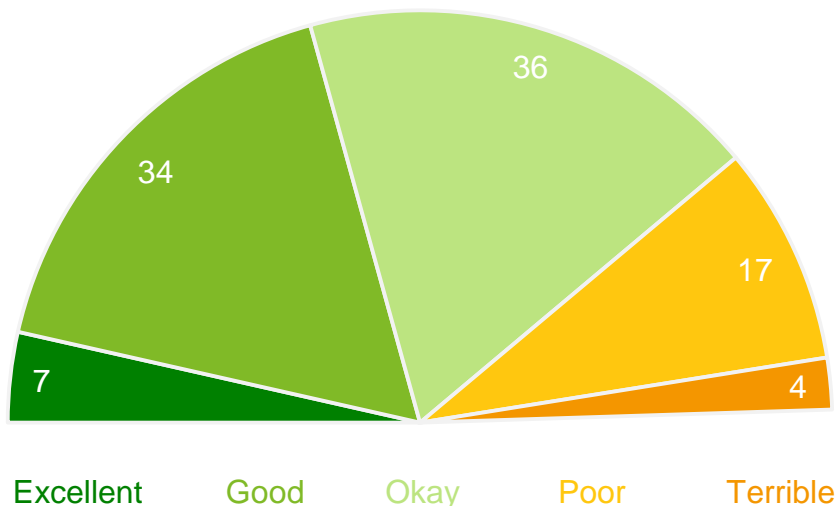
Base: All respondents, excludes 'unsure' and 'no response' (n = 348).

* Positive Rating = okay + good + excellent

Access to goods and services in the local area

Performance ratings

% of respondents



56

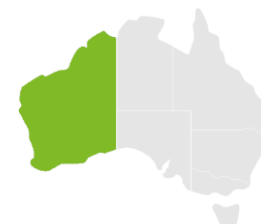
Performance Index Score (out of 100)

77%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 56

WA High 61

WA Average 48

Great Southern High 56

Great Southern Average 50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
56	56	57	58	55	55	53	56	56	58	54	55	57	54	47	59	53

Q. How would you rate performance in the following areas?

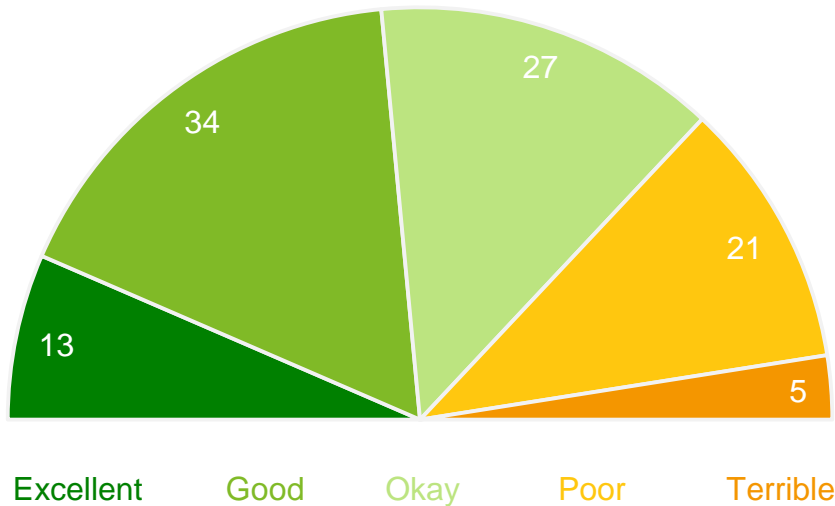
Base: All respondents, excludes 'unsure' and 'no response' (n = 352).

* Positive Rating = okay + good + excellent

Access to education, training and personal development opportunities

Performance ratings

% of respondents



57

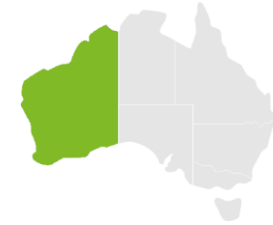
Performance Index Score (out of 100)

74%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 57

WA High 63

WA Average 49

Great Southern High 59

Great Southern Average 56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
57	57	60	61	54	59	50	53	55	57	64	53	60	53	53	59	54

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 321).

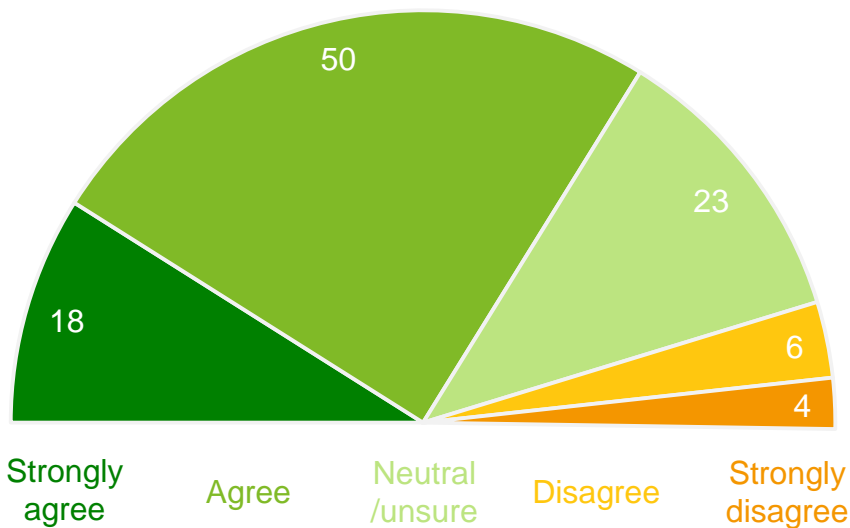
* Positive Rating = okay + good + excellent

Community Development

I feel like I belong in my local community

Level of agreement

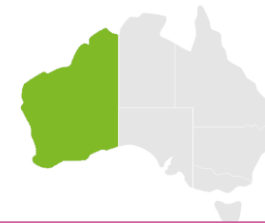
% of respondents



68%
Total Agree

MARKYT Industry Standards

% agree



Shire of Plantagenet 68

WA High 75

WA Average 59

Great Southern High 68

Great Southern Average 60

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
68	70	53	78	62	70	58	68	65	73	41	71	71	61	66	72	65

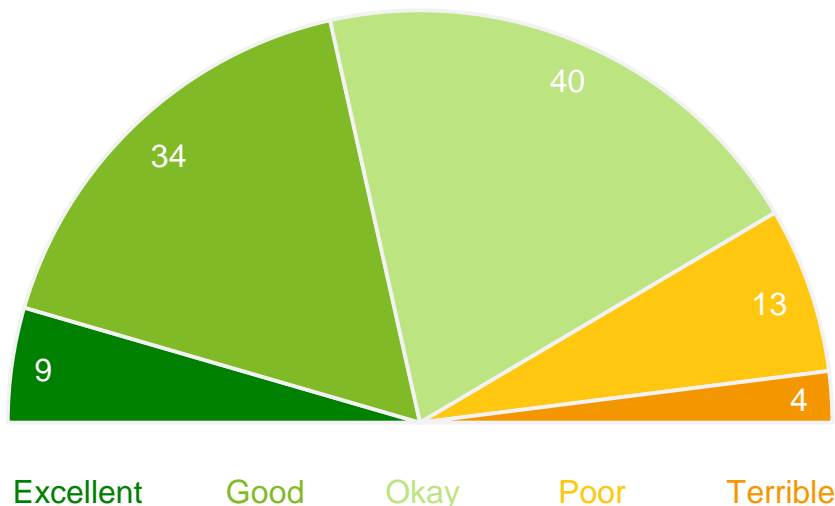
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 368).

Services and facilities for families and children

Performance ratings

% of respondents



57

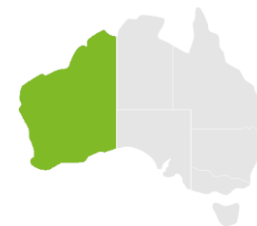
Performance Index Score (out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 57

WA High 71

WA Average 59

Great Southern High 66

Great Southern Average 60

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
57	57	60	60	55	59	49	63	51	58	53	55	60	50	55	60	52

Q. How would you rate performance in the following areas?

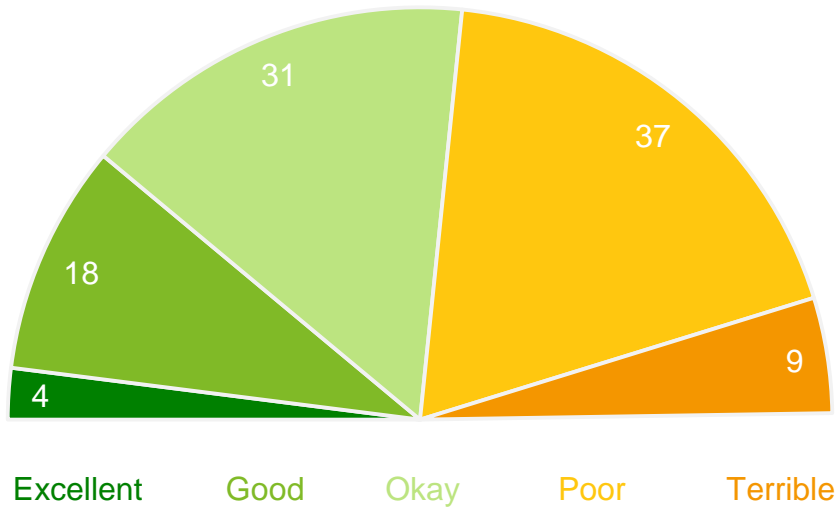
Base: All respondents, excludes 'unsure' and 'no response' (n = 312).

* Positive Rating = okay + good + excellent

Services and facilities for youth

Performance ratings

% of respondents



43

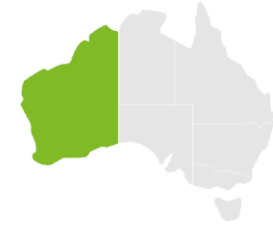
Performance Index Score
(out of 100)

53%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	43
WA High	70
WA Average	48
Great Southern High	52
Great Southern Average	48

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
43	43	45	46	41	46	36	46	38	39	32	41	48	37	39	45	41

Q. How would you rate performance in the following areas?

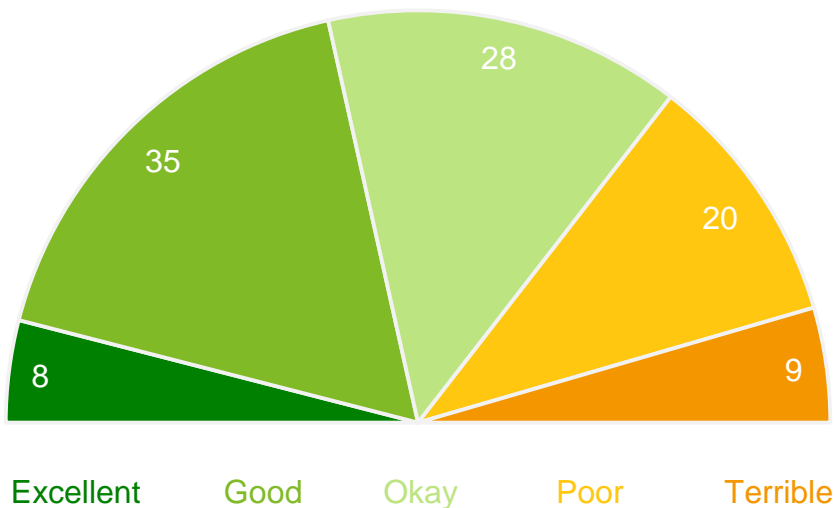
Base: All respondents, excludes 'unsure' and 'no response' (n = 289).

* Positive Rating = okay + good + excellent

Services and care available for seniors

Performance ratings

% of respondents



53

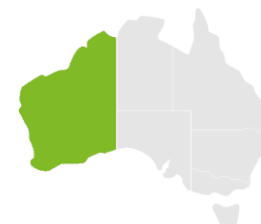
Performance Index Score (out of 100)

71%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 53

WA High 67

WA Average 55

Great Southern High 61

Great Southern Average 58

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
53	53	55	57	48	51	47	57	58	60	46	55	52	43	48	55	53

Q. How would you rate performance in the following areas?

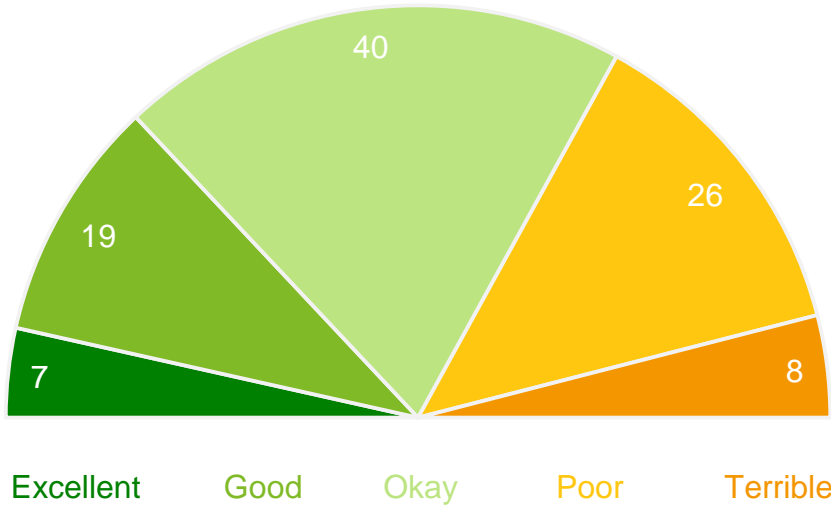
Base: All respondents, excludes 'unsure' and 'no response' (n = 314).

* Positive Rating = okay + good + excellent

Access to services and facilities for people with disabilities

Performance ratings

% of respondents



48

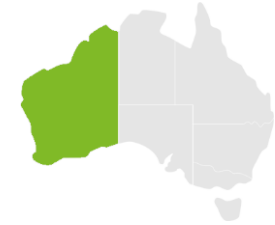
Performance Index Score
(out of 100)

66%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 48

WA High 66

WA Average 51

Great Southern High 56

Great Southern Average 52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
48	48	40	52	41	47	44	42	53	53	47	49	47	39	40	49	49

Q. How would you rate performance in the following areas?

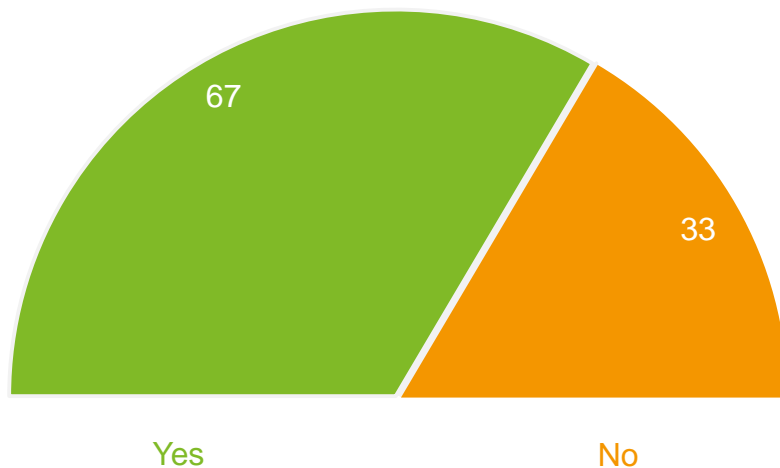
Base: All respondents, excludes 'unsure' and 'no response' (n = 264).

* Positive Rating = okay + good + excellent

Participation in volunteering

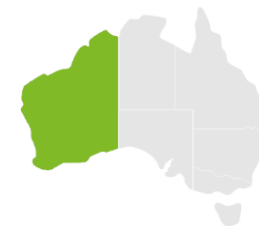
Volunteered in the last 12 months

% of respondents



MARKYT Industry Standards

% yes



Shire of Plantagenet 67

WA High 86

WA Average 61

Great Southern High 86

Great Southern Average 59

Variations across the community

% volunteered in the last 12 months

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
67	68	55	69	65	62	64	73	73	73	77	72	61	68	56	65	77

Q. Over the past 12 months, have you done any unpaid voluntary work? For example, welfare work, being on committees, coaching a sporting team, canteen duties, school P&C activities, etc.

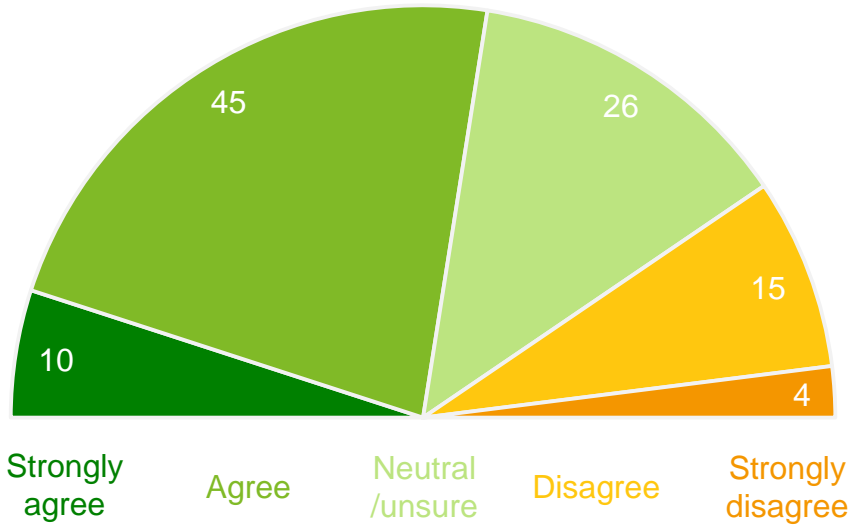
Base: All respondents, excludes 'no response' (n = 359).

Community Services

Shire provides adequate opportunities for residents and visitors to lead a healthy and active lifestyle

Level of agreement

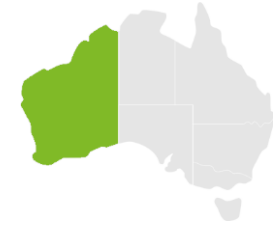
% of respondents



55%
Total Agree

MARKYT Industry Standards

% agree



Shire of Plantagenet	55
WA High	74
WA Average	49
Great Southern High	74
Great Southern Average	62

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
55	55	52	59	53	59	48	61	35	59	59	46	62	43	49	59	53

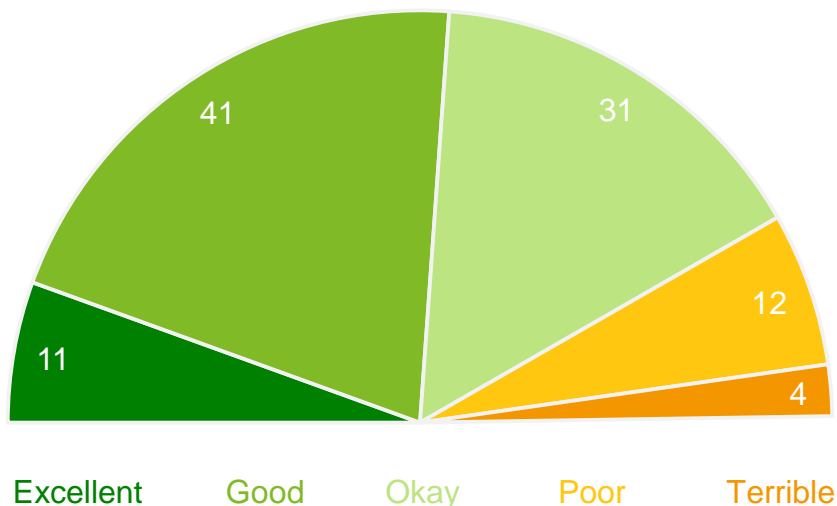
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 369).

Access to health and community services

Performance ratings

% of respondents



61

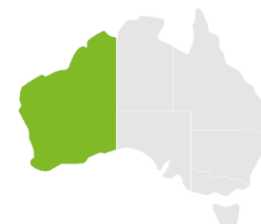
Performance Index Score (out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 61

WA High 69

WA Average 54

Great Southern High 63

Great Southern Average 59

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
61	61	58	63	58	62	57	60	57	62	61	61	61	54	57	64	59

Q. How would you rate performance in the following areas?

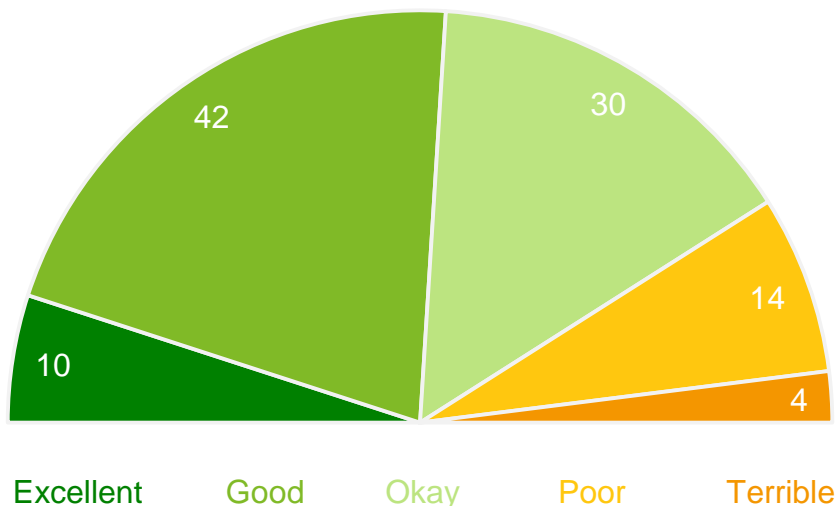
Base: All respondents, excludes 'unsure' and 'no response' (n = 353).

* Positive Rating = okay + good + excellent

Community buildings, halls and toilets

Performance ratings

% of respondents



60

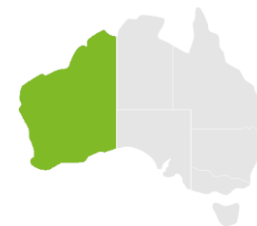
Performance Index Score (out of 100)

82%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 60

WA High 78

WA Average 60

Great Southern High 78

Great Southern Average 60

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
60	60	58	61	59	60	59	62	55	62	58	59	62	56	54	63	59

Q. How would you rate performance in the following areas?

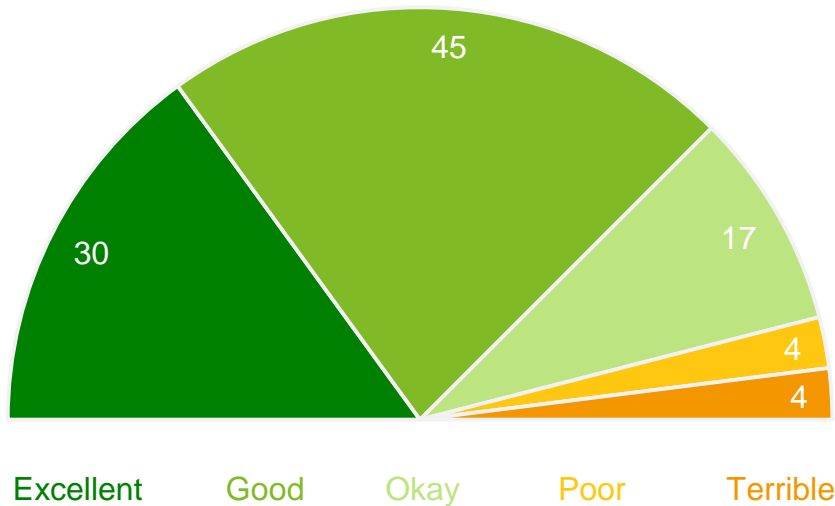
Base: All respondents, excludes 'unsure' and 'no response' (n = 357).

* Positive Rating = okay + good + excellent

Sport and recreation facilities

Performance ratings

% of respondents



73

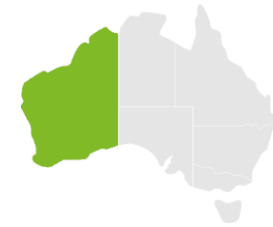
Performance Index Score (out of 100)

92%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	73
WA High	85
WA Average	66
Great Southern High	85
Great Southern Average	73

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
73	74	65	76	70	74	69	76	70	71	73	70	76	72	67	79	67

Q. How would you rate performance in the following areas?

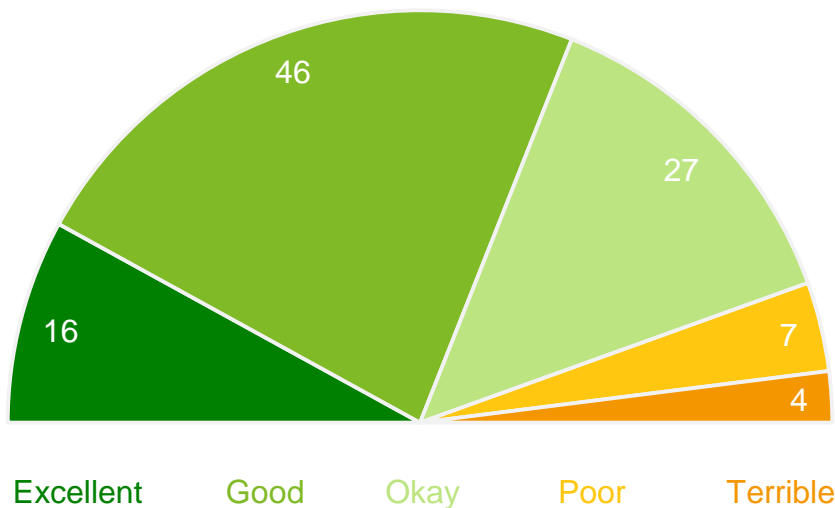
Base: All respondents, excludes 'unsure' and 'no response' (n = 351).

* Positive Rating = okay + good + excellent

Playgrounds, parks and reserves

Performance ratings

% of respondents



66

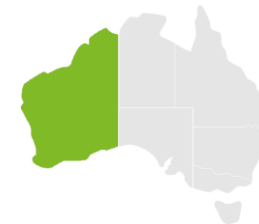
Performance Index Score
(out of 100)

89%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 66

WA High 86

WA Average 68

Great Southern High 86

Great Southern Average 69

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
66	67	55	68	64	69	47	62	59	66	52	66	68	64	58	70	63

Q. How would you rate performance in the following areas?

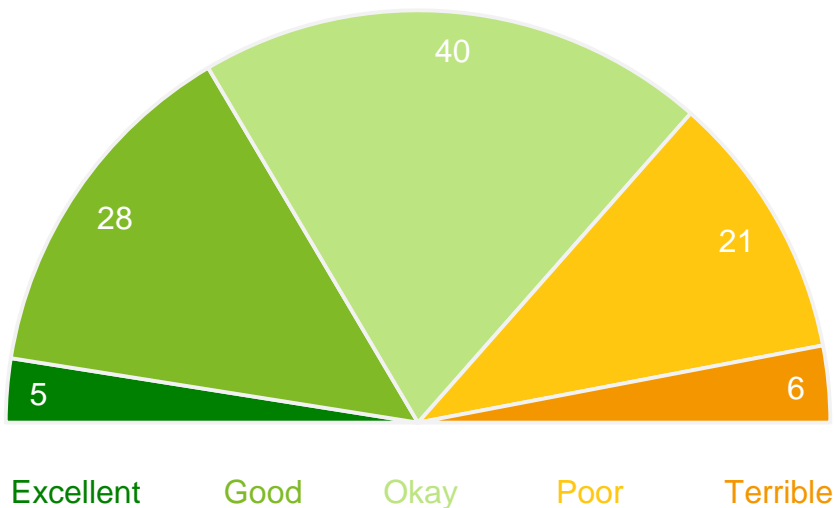
Base: All respondents, excludes 'unsure' and 'no response' (n = 353).

* Positive Rating = okay + good + excellent

Public health and wellbeing programs and education

Performance ratings

% of respondents



52

Performance Index Score (out of 100)

73%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 52

WA High 61

WA Average 50

Great Southern High 61

Great Southern Average 57

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
52	52	51	54	49	53	48	50	43	53	48	50	53	45	49	53	50

Q. How would you rate performance in the following areas?

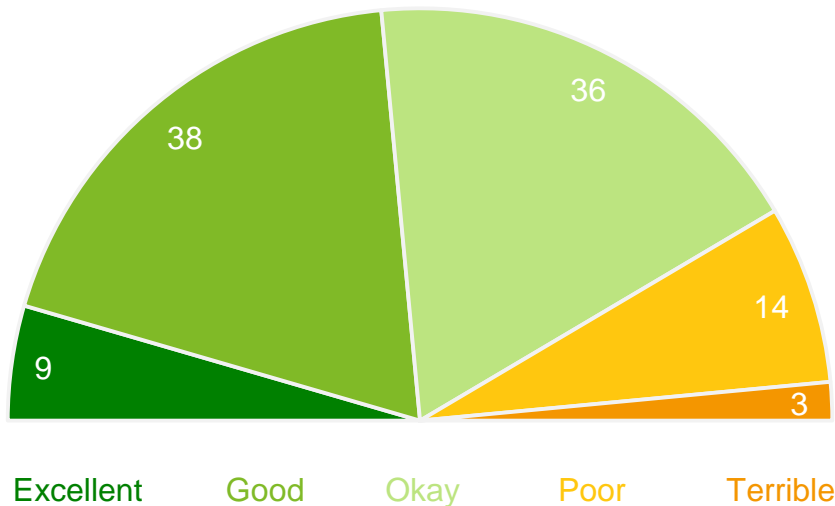
Base: All respondents, excludes 'unsure' and 'no response' (n = 262).

* Positive Rating = okay + good + excellent

Safety and security

Performance ratings

% of respondents



59

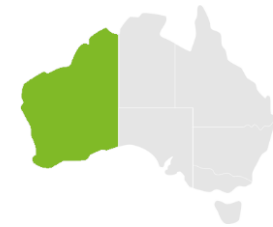
Performance Index Score (out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	59
WA High	76
WA Average	55
Great Southern High	76
Great Southern Average	59

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
59	59	59	61	57	59	59	60	61	61	64	57	60	55	61	61	53

Q. How would you rate performance in the following areas?

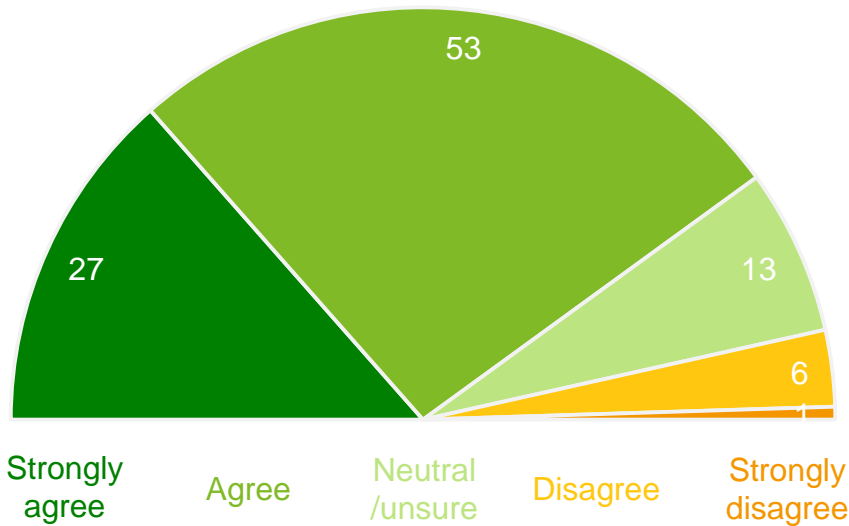
Base: All respondents, excludes 'unsure' and 'no response' (n = 320).

* Positive Rating = okay + good + excellent

I feel safe being out in public in my local community

Level of agreement

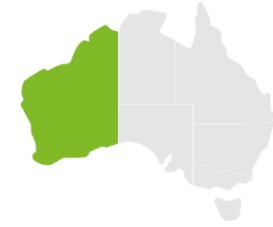
% of respondents



80%
Total Agree

MARKYT Industry Standards

% agree



Shire of Plantagenet	80
WA High	94
WA Average	72
Great Southern High	94
Great Southern Average	70

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
80	81	63	83	76	83	70	83	80	64	81	75	83	78	87	82	70

Q. How strongly do you agree or disagree with the following statements?

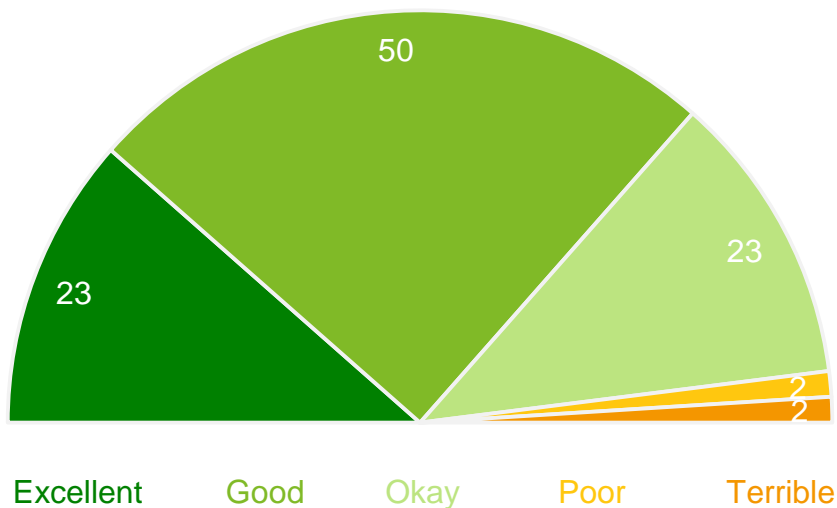
Base: All respondents, excludes 'no response' (n = 370).

Art and Culture

Library and information services

Performance ratings

% of respondents



73

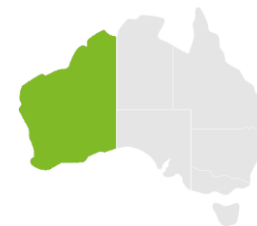
Performance Index Score
(out of 100)

96%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 73

WA High 89

WA Average 71

Great Southern High 79

Great Southern Average 74

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
73	72	75	72	74	73	72	75	70	73	71	70	75	72	72	77	63

Q. How would you rate performance in the following areas?

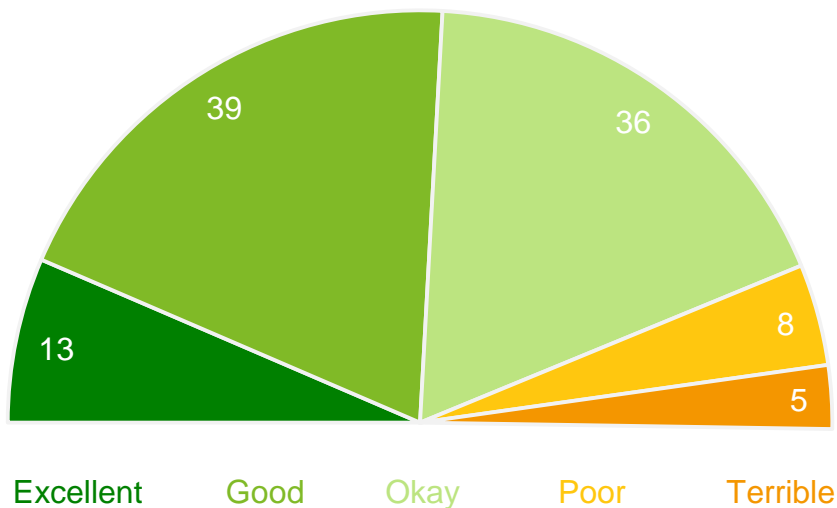
Base: All respondents, excludes 'unsure' and 'no response' (n = 331).

* Positive Rating = okay + good + excellent

Festivals, events, art and cultural activities

Performance ratings

% of respondents



62

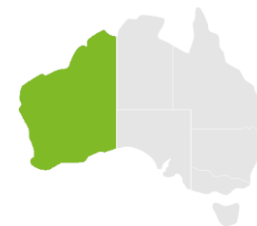
Performance Index Score (out of 100)

88%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 62

WA High 78

WA Average 62

Great Southern High 74

Great Southern Average 66

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
62	62	65	63	61	65	54	65	61	59	61	60	63	58	61	63	59

Q. How would you rate performance in the following areas?

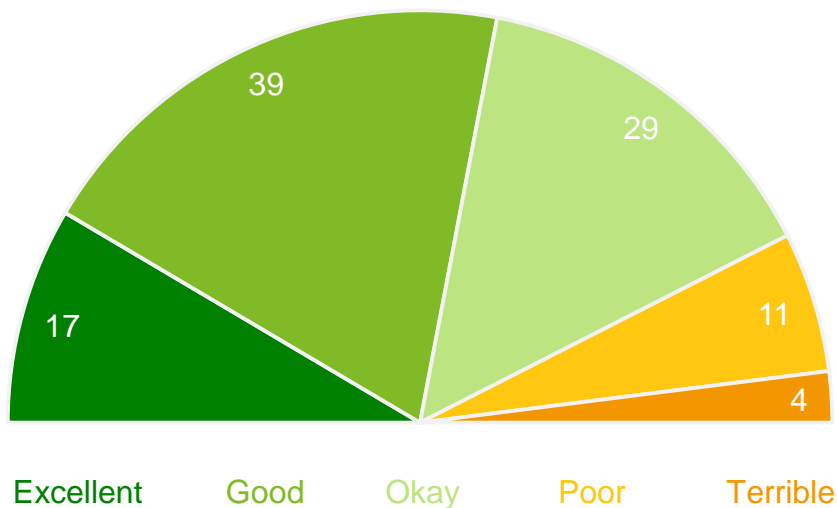
Base: All respondents, excludes 'unsure' and 'no response' (n = 333).

* Positive Rating = okay + good + excellent

How local history and heritage is preserved and promoted

Performance ratings

% of respondents



63

Performance Index Score (out of 100)

85%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 63

WA High 79

WA Average 60

Great Southern High 75

Great Southern Average 66

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
63	63	65	61	66	66	59	63	58	65	53	59	70	58	61	65	61

Q. How would you rate performance in the following areas?

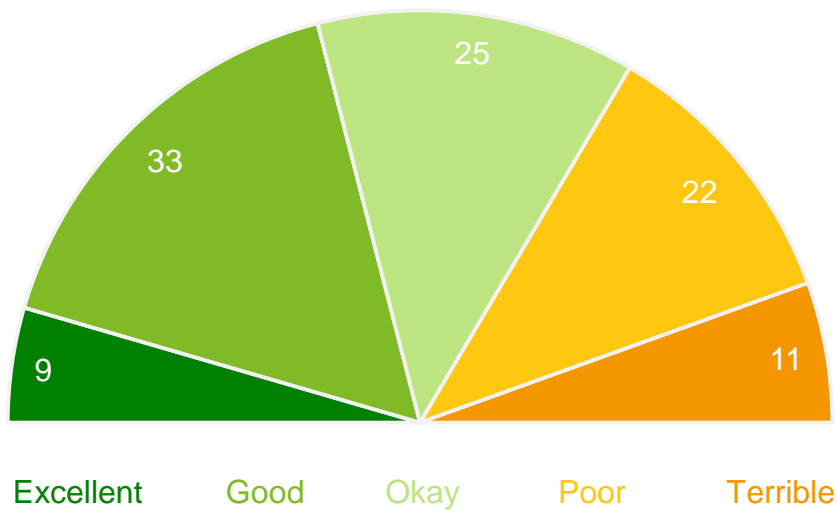
Base: All respondents, excludes 'unsure' and 'no response' (n = 334).

* Positive Rating = okay + good + excellent

How local Aboriginal people, history and heritage are recognised and respected

Performance ratings

% of respondents



51

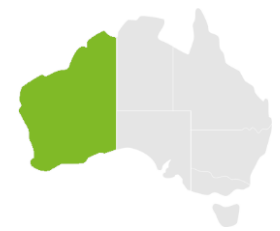
Performance Index Score (out of 100)

67%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	51
WA High	67
WA Average	54
Great Southern High	67
Great Southern Average	61

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
51	51	53	53	51	58	41	43	47	53	55	46	56	40	51	50	55

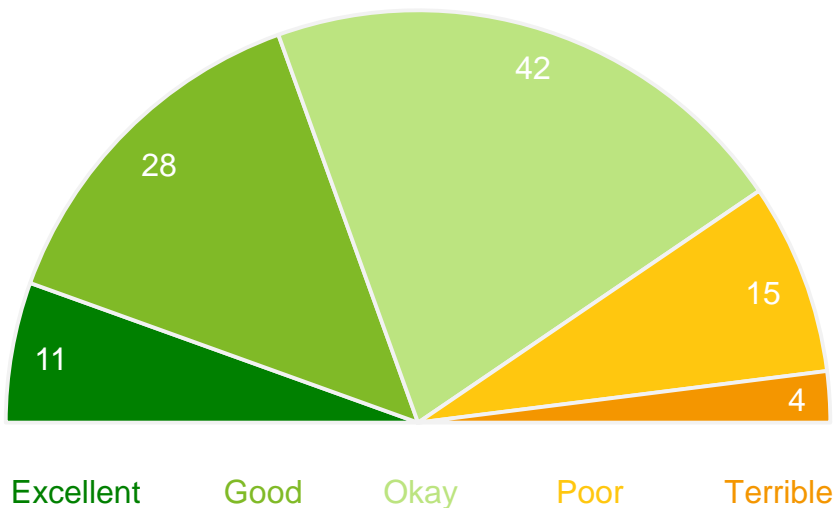
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 276).
 * Positive Rating = okay + good + excellent

Built Environment

The area's character and identity

Performance ratings

% of respondents



57

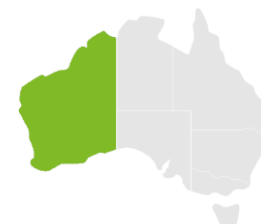
Performance Index Score (out of 100)

81%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 57

WA High 85

WA Average 59

Great Southern High 67

Great Southern Average 63

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
57	57	54	59	55	59	44	53	53	60	53	56	58	50	53	59	55

Q. How would you rate performance in the following areas?

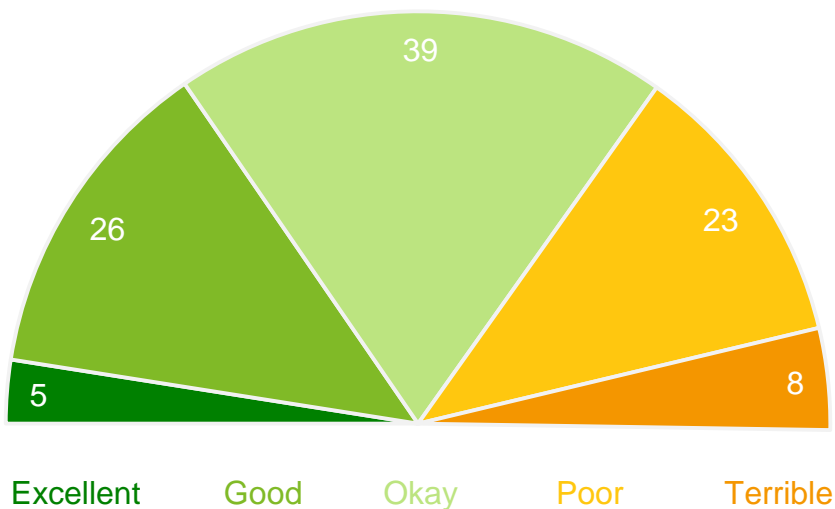
Base: All respondents, excludes 'unsure' and 'no response' (n = 334).

* Positive Rating = okay + good + excellent

Managing responsible growth and development

Performance ratings

% of respondents



49

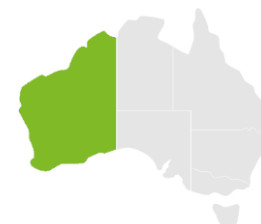
Performance Index Score
(out of 100)

70%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 49

WA High 58

WA Average 48

Great Southern High 58

Great Southern Average 50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
49	48	58	49	50	49	41	46	52	57	42	48	51	43	41	52	46

Q. How would you rate performance in the following areas?

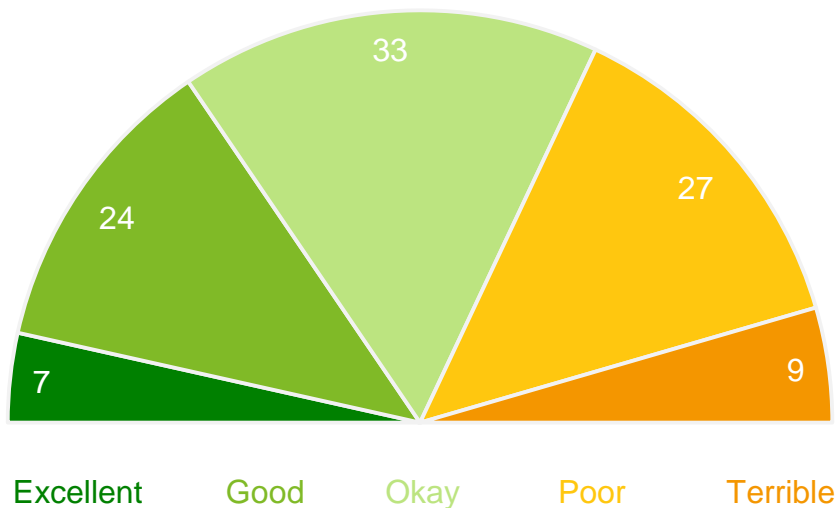
Base: All respondents, excludes 'unsure' and 'no response' (n = 284).

* Positive Rating = okay + good + excellent

Planning and building approvals

Performance ratings

% of respondents



48

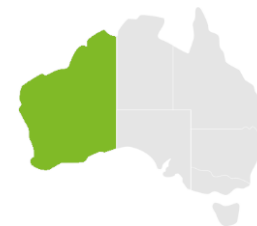
Performance Index Score
(out of 100)

64%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 48

WA High 65

WA Average 46

Great Southern High 60

Great Southern Average 44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
48	48	49	49	49	49	41	55	42	53	39	46	52	43	38	52	47

Q. How would you rate performance in the following areas?

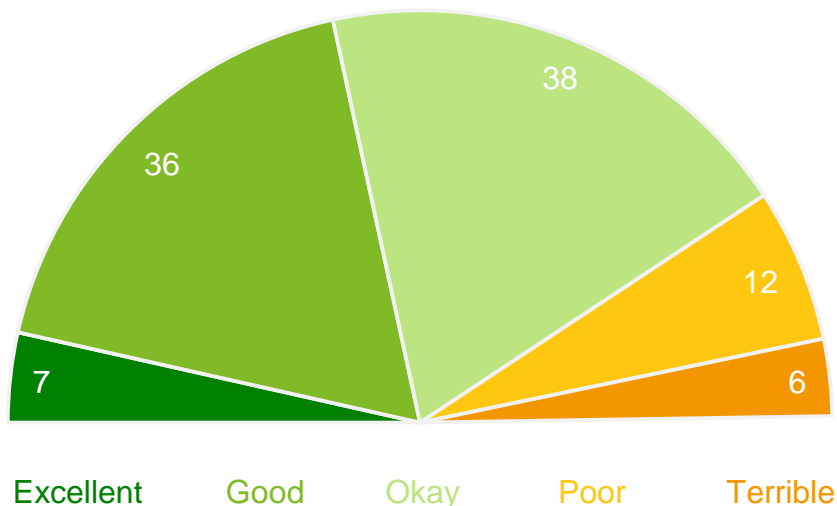
Base: All respondents, excludes 'unsure' and 'no response' (n = 259).

* Positive Rating = okay + good + excellent

Access to housing that meets your needs

Performance ratings

% of respondents



56

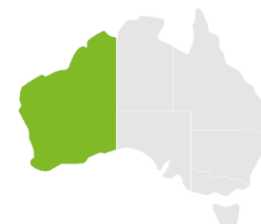
Performance Index Score
(out of 100)

81%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 56

WA High 68

WA Average 57

Great Southern High 66

Great Southern Average 52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
56	56	58	58	55	56	53	62	52	55	57	57	56	52	48	60	53

Q. How would you rate performance in the following areas?

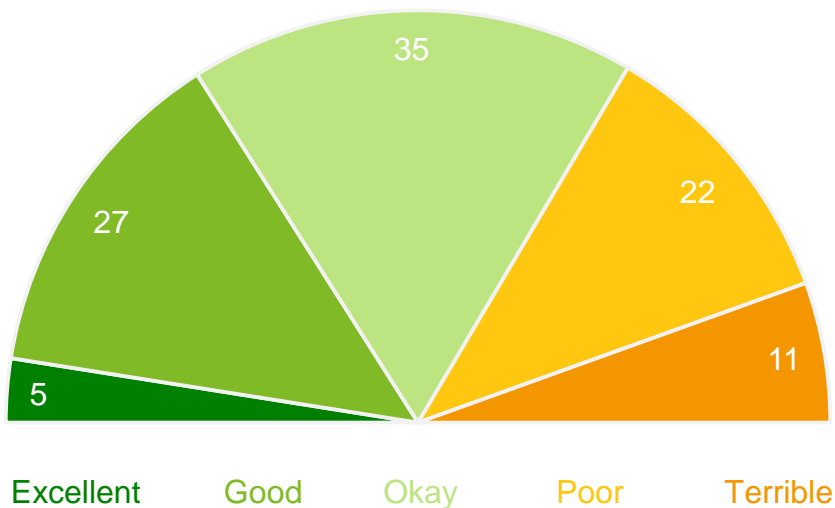
Base: All respondents, excludes 'unsure' and 'no response' (n = 265).

* Positive Rating = okay + good + excellent

Streetscapes

Performance ratings

% of respondents



48

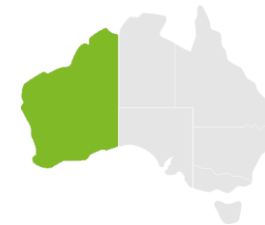
Performance Index Score
(out of 100)

67%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet 48

WA High 83

WA Average 54

Great Southern High 62

Great Southern Average 53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
48	49	45	50	47	49	39	51	51	53	44	45	52	48	42	50	49

Q. How would you rate performance in the following areas?

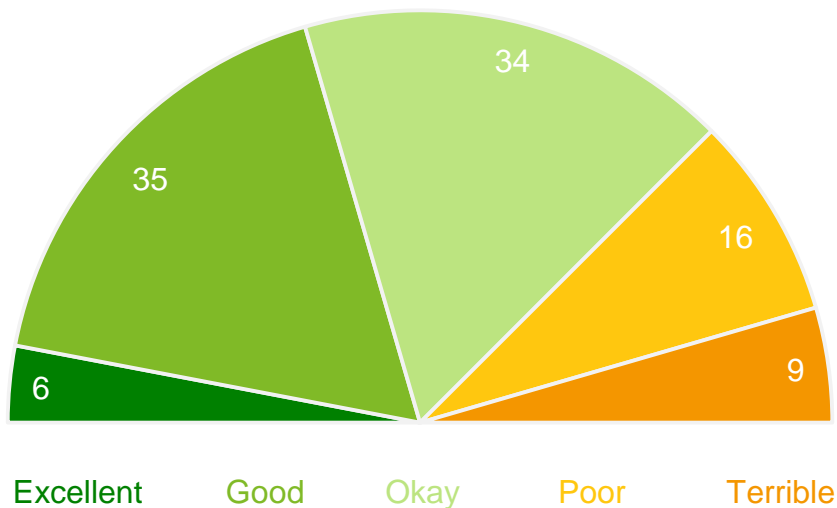
Base: All respondents, excludes 'unsure' and 'no response' (n = 340).

* Positive Rating = okay + good + excellent

Lighting of streets and public places

Performance ratings

% of respondents



53

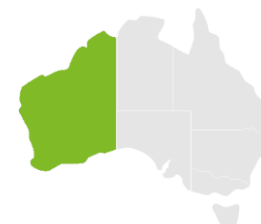
Performance Index Score (out of 100)

75%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	53
WA High	65
WA Average	56
Great Southern High	64
Great Southern Average	57

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
53	53	51	55	51	53	48	58	47	56	57	50	55	55	41	57	52

Q. How would you rate performance in the following areas?

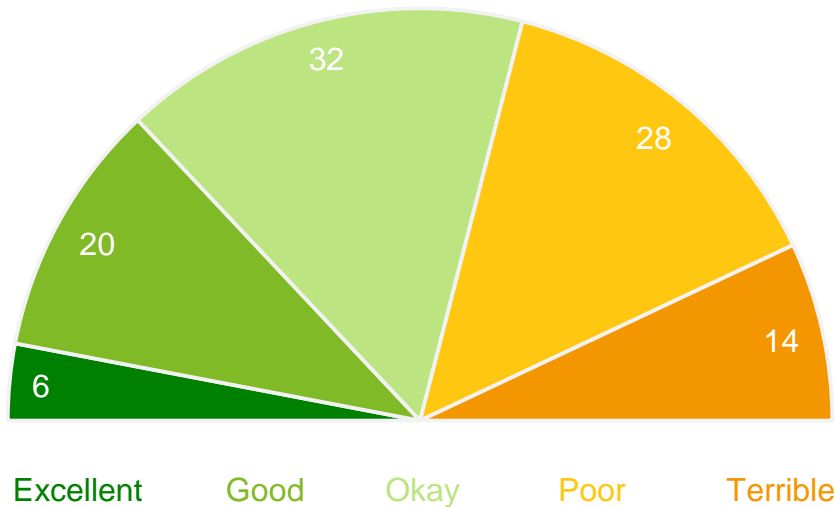
Base: All respondents, excludes 'unsure' and 'no response' (n = 336).

* Positive Rating = okay + good + excellent

Building and maintaining local roads

Performance ratings

% of respondents



44

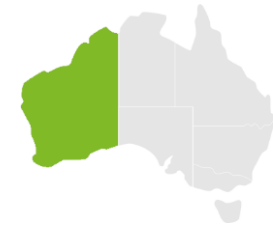
Performance Index Score (out of 100)

58%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	44
WA High	80
WA Average	53
Great Southern High	62
Great Southern Average	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
44	44	43	44	44	44	36	41	46	49	40	42	46	46	37	46	44

Q. How would you rate performance in the following areas?

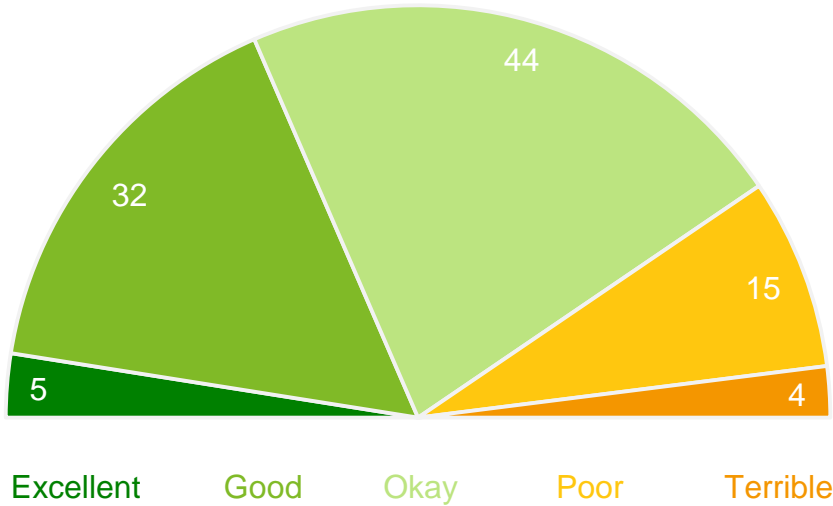
Base: All respondents, excludes 'unsure' and 'no response' (n = 359).

* Positive Rating = okay + good + excellent

Traffic management on local roads

Performance ratings

% of respondents



54

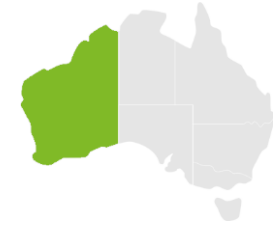
Performance Index Score
(out of 100)

81%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	54
WA High	67
WA Average	55
Great Southern High	64
Great Southern Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
54	55	53	55	54	53	47	58	56	60	59	53	54	54	51	57	52

Q. How would you rate performance in the following areas?

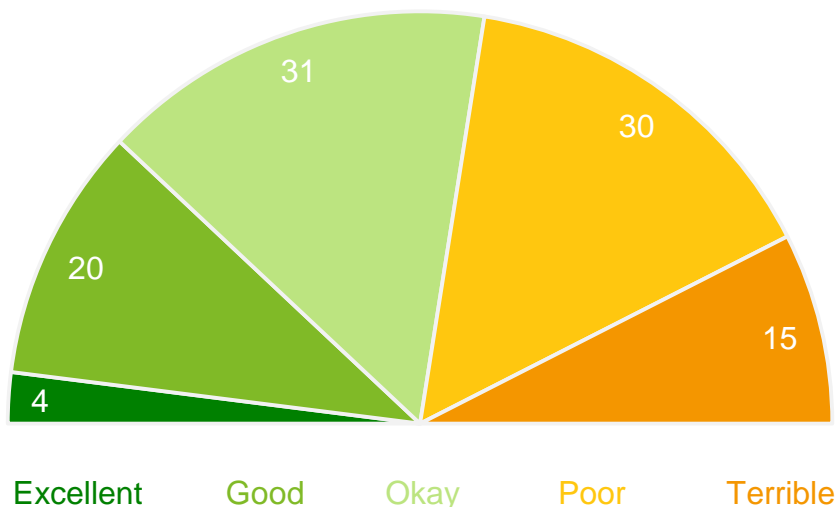
Base: All respondents, excludes 'unsure' and 'no response' (n = 342).

* Positive Rating = okay + good + excellent

Footpaths, trails and cycleways

Performance ratings

% of respondents



42

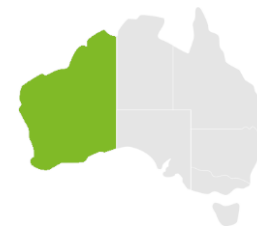
Performance Index Score (out of 100)

55%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Plantagenet	42
WA High	71
WA Average	53
Great Southern High	62
Great Southern Average	52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
42	43	37	45	39	43	39	51	36	44	40	39	44	41	44	42	41

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 327).

* Positive Rating = okay + good + excellent

Overview of Community Variances

Summary of community variances

Leadership, communication, natural environment and economic development

% of respondents	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
Place to live	75	76	67	77	73	76	73	76	72	72	74	74	75	74	72	75	75
Place to visit	71	72	61	72	69	72	59	73	70	72	64	71	72	74	68	71	74
Governing organisation	57	57	56	55	59	57	47	57	58	60	49	56	60	56	49	59	56
Value for money	47	47	41	46	49	45	38	45	52	54	38	45	50	47	42	49	44
Council's leadership	52	51	58	51	51	52	47	46	53	61	46	49	55	46	45	53	52
Community advocacy	50	50	54	50	50	50	51	48	49	61	45	47	54	46	44	51	50
Regional partners	60	60	61	62	58	61	49	57	63	64	54	57	64	54	53	60	60
Transparency	49	48	49	49	47	48	47	47	45	59	50	45	51	46	42	50	48
Innovation	53	52	57	53	51	54	43	50	51	61	45	49	58	53	49	53	53
Community consultation	43	43	41	43	43	42	41	45	41	50	36	41	46	37	38	43	44
Informing the community	54	53	56	54	53	52	48	58	58	60	48	53	55	50	48	55	51
Website	54	54	55	52	57	54	50	53	55	57	38	54	58	43	47	55	54
Social media	48	49	40	49	48	50	41	45	50	48	36	50	50	38	43	49	45
Customer service	71	71	72	71	71	74	59	70	62	75	67	67	76	70	72	72	70
Conservation	54	55	54	54	54	55	66	55	47	53	60	53	55	47	50	55	57
Sustainable practices	51	50	54	52	49	51	58	51	48	50	59	46	53	47	50	53	47
Climate change	47	47	50	49	45	50	47	40	43	42	45	45	49	41	50	45	48
Waste reduction	51	51	52	50	51	52	52	51	50	54	58	47	54	47	47	51	51
Waste collections	53	52	56	54	52	57	38	41	51	55	49	48	59	48	50	54	51
Animal and pest control	50	49	54	53	47	51	44	47	49	56	61	42	55	50	52	50	46
Natural disaster management	59	58	69	61	58	59	65	64	61	57	49	58	62	51	61	58	59
Economic development	43	41	53	44	41	43	32	44	43	46	34	43	45	37	35	41	50
Agricultural development	52	52	51	57	48	54	50	45	51	55	58	48	54	50	49	50	55
Tourism	51	50	53	52	49	50	43	55	51	55	43	52	51	46	45	51	52
Town centre development	54	54	53	58	51	52	43	59	57	58	47	56	53	50	45	57	53
Goods and services	56	56	57	58	55	55	53	56	56	58	54	55	57	54	47	59	53
Education and training	57	57	60	61	54	59	50	53	55	57	64	53	60	53	53	59	54

Summary of community variances

Community development and services, art and culture and built environment

% of respondents	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Kendenup	Mount Barker	Other areas
Families and children services	57	57	60	60	55	59	49	63	51	58	53	55	60	50	55	60	52
Youth services	43	43	45	46	41	46	36	46	38	39	32	41	48	37	39	45	41
Seniors services	53	53	55	57	48	51	47	57	58	60	46	55	52	43	48	55	53
Disability access	48	48	40	52	41	47	44	42	53	53	47	49	47	39	40	49	49
Health and community services	61	61	58	63	58	62	57	60	57	62	61	61	61	54	57	64	59
Buildings, halls and toilets	60	60	58	61	59	60	59	62	55	62	58	59	62	56	54	63	59
Sport and recreation	73	74	65	76	70	74	69	76	70	71	73	70	76	72	67	79	67
Playgrounds and parks	66	67	55	68	64	69	47	62	59	66	52	66	68	64	58	70	63
Health and wellbeing	52	52	51	54	49	53	48	50	43	53	48	50	53	45	49	53	50
Safety and security	59	59	59	61	57	59	59	60	61	61	64	57	60	55	61	61	53
Library and information	73	72	75	72	74	73	72	75	70	73	71	70	75	72	72	77	63
Festivals, events, art & culture	62	62	65	63	61	65	54	65	61	59	61	60	63	58	61	63	59
History & heritage	63	63	65	61	66	66	59	63	58	65	53	59	70	58	61	65	61
Aboriginal heritage	51	51	53	53	51	58	41	43	47	53	55	46	56	40	51	50	55
Character and identity	57	57	54	59	55	59	44	53	53	60	53	56	58	50	53	59	55
Growth and development	49	48	58	49	50	49	41	46	52	57	42	48	51	43	41	52	46
Planning and building	48	48	49	49	49	49	41	55	42	53	39	46	52	43	38	52	47
Access to housing	56	56	58	58	55	56	53	62	52	55	57	57	56	52	48	60	53
Streetscapes	48	49	45	50	47	49	39	51	51	53	44	45	52	48	42	50	49
Street lighting	53	53	51	55	51	53	48	58	47	56	57	50	55	55	41	57	52
Road maintenance	44	44	43	44	44	44	36	41	46	49	40	42	46	46	37	46	44
Traffic management	54	55	53	55	54	53	47	58	56	60	59	53	54	54	51	57	52
Footpaths and cycleways	42	43	37	45	39	43	39	51	36	44	40	39	44	41	44	42	41



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