



MARKYT 

Community Scorecard

2023

REPORT

Prepared for



Prepared by



CATALYSE
FUTYR | MARKYT | CULTYR

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Strategic Insights

978 community members completed a MARKYT® Community Scorecard to rate service delivery in the shires of Broomehill Tambellup, Cranbrook, Katanning, Kojonup and Plantagenet.

96% of respondents rated their local council area positively as a place to live. Overall liveability scores were close. The Shire of Plantagenet attracted the highest score (78 index points) followed by the shires of Broomehill-Tambellup (75), Cranbrook (72), Kojonup (68) and Katanning (64).

Across the region, the top 3 performing areas were 1) local libraries, 2) sport and recreation facilities and services, and 3) playgrounds, parks and reserves

Local roads were one of the top priorities in each local government area. Otherwise, the top priorities varied:

- Housing was one of the top priorities in the shires of Broomehill Tambellup, Cranbrook and Katanning.
- Community safety was one of the top priorities in the shires of Katanning and Kojonup.
- Health and community services was one of the top priorities in the shires of Katanning and Plantagenet.
- Youth services was one of the top priorities in the shires of Kojonup and Plantagenet.

The Shire of Broomehill-Tambellup is showing local leadership in developing and communicating a clear vision. 41% of community agree there is a clear vision, up 5% points over the past two years, now 14% points ahead of the industry average.

Approach

Purpose



Department of
**Local Government, Sport
and Cultural Industries**

GOVERNMENT OF
WESTERN AUSTRALIA

DLGSC's Integrated Planning and Reporting Framework requires local councils to review the Strategic Community Plan at least once every two years and the Corporate Business Plan annually.

MARKYT Community Scorecard

The Shires of Broomehill Tambellup, Cranbrook, Katanning, Kojonup and Plantagenet collaborated to participate in a regional MARKYT® Community Scorecard to:

- Support a review of their Strategic Community Plans
- Assess performance against objectives and key performance indicators (KPIs) in their Strategic Community Plans
- Determine community priorities
- Benchmark performance



The Study

The Shires of Broomehill Tambellup, Cranbrook, Katanning, Kojonup, Plantagenet commissioned CATALYSE® to conduct an independent regional MARKYT® Community Scorecard.

Hard copy scorecards were delivered to all households and residential PO boxes across the region using Australia Post unaddressed mail. Email invitations were sent to contacts in each Shire’s customer databases. The Shires provided supporting promotions through their communication channels.

The scorecard was open from 23 October to 10 November 2023.



The scorecard was completed by **978 community members across the region** with various connections to participating Shires:

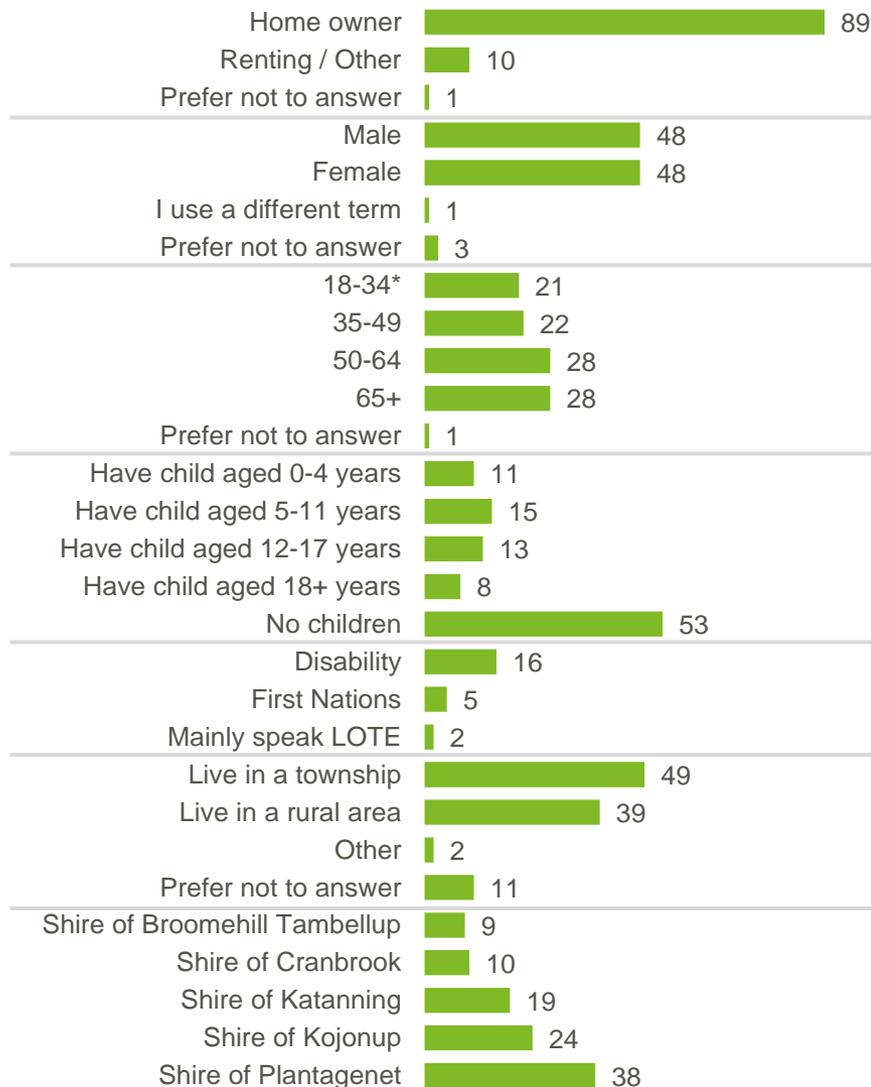
Local resident	Business owner / operator	Community organisation manager / committee member	Out of area ratepayers and visitors	Councillors, Shire employees^
828	297	341	56	91

The main body of this report shows responses from local residents. Responses were weighted by age and gender to match the ABS Census population profile. Results from other groups are presented at the end of this report.

Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

[^] includes household members

% of resident respondents (weighted)



LOTE: Language other than English

* Includes a small number of 14-17 year olds

Over the past 21 years, CATALYSE® has conducted community perceptions surveys for more than 70 councils across Australia. When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders. In this report, average and high scores are calculated from councils that have completed a MARKYT® accredited study within the **past three years**.

Perth Region

- City of Armadale
- Town of Bassendean
- City of Bayswater
- City of Belmont
- Town of Cambridge
- City of Canning
- Town of Claremont
- City of Cockburn
- Town of Cottesloe
- Town of East Fremantle
- City of Fremantle
- City of Joondalup
- City of Kalamunda
- City of Kwinana
- City of Melville
- Town of Mosman Park
- Shire of Mundaring
- City of Nedlands
- Shire of Peppermint Grove
- City of Perth
- Serpentine–Jarrahdale Shire
- City of South Perth
- City of Subiaco
- City of Swan
- Town of Victoria Park
- City of Vincent
- City of Wanneroo

Peel Region

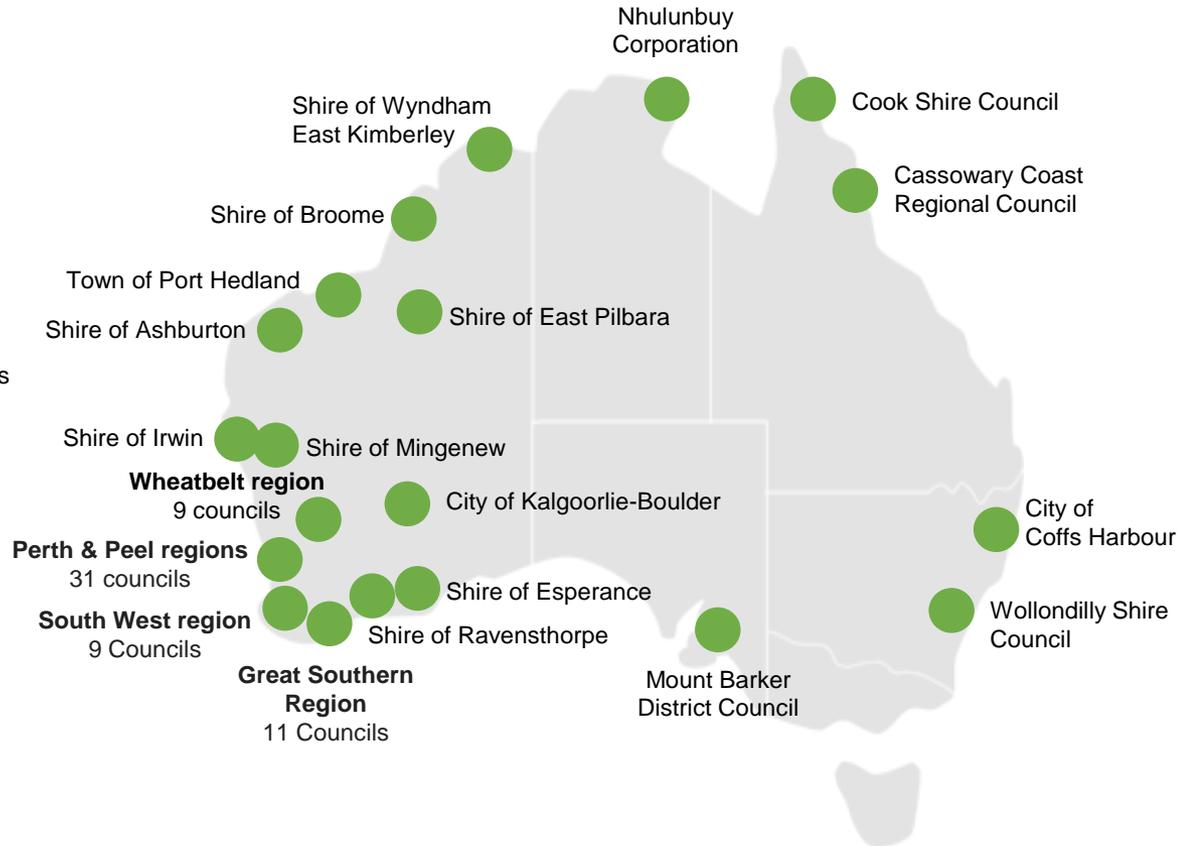
- Shire of Boddington
- City of Mandurah
- Shire of Murray
- Serpentine-Jarrahdale Shire

Wheatbelt Region

- Shire of Chittering
 - Shire of Dandaragan
 - Shire of Gingin
 - Shire of Merredin
 - Shire of Narrogin
 - Shire of Northam
 - Shire of Pingelly
 - Shire of Toodyay
 - Shire of York
- South West Region**
- Shire of Augusta-Margaret River
 - Shire of Bridgetown-Greenbushes
 - City of Bunbury
 - City of Busselton
 - Shire of Capel
 - Shire of Collie
 - Shire of Dardanup
 - Shire of Donnybrook-Balingup
 - Shire of Harvey

Great Southern Region

- City of Albany
- Shire of Broomehill-Tambellup
- Shire of Cranbrook
- Shire of Denmark
- Shire of Gnowangerup
- Shire of Jerramungup
- Shire of Katanning
- Shire of Kent
- Shire of Kojoonup
- Shire of Plantagenet
- Shire of Woodanilling



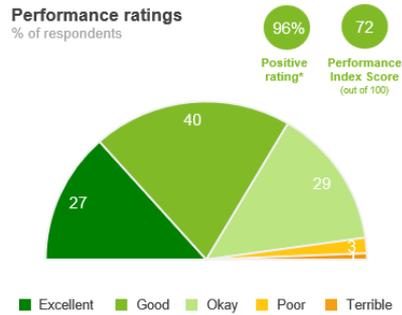
How to read MARKYT® performance dashboards

Performance Ratings

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

Positive rating

Is the percentage of respondents who provided a rating of okay, good or excellent.



The Performance Index Score is a weighted score out of 100.

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

MARKYT® Industry Standards

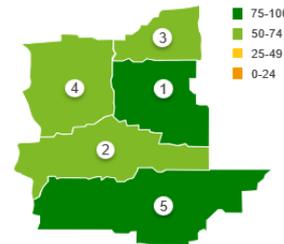
Show Council performance compared to other councils.

Council Score is the Council's performance index score.
Industry High is the highest score achieved by participating councils.
Industry Average is the average score among participating.



Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	75
2 Shire of Cranbrook	72
3 Shire of Katanning	64
4 Shire of Kojonup	68
5 Shire of Plantagenet	78
Live in a township	71
Live in a rural area	73

Geographical variances
Maps variances across the region by location.

Community variances

Performance Index Score

Gender	Male	75	Age of children	0-4 years	67	Disability & culture	Disability	68	
	Female	70		5-11 years	71		First Nations	65	
Age	18-34 years	69	12-17 years	66	Mainly speak LOTE*	69	Homeownership	Homeowner	73
	35-49 years	71	18+ years	69	Homeowner	73		Renting / other	70
	50-64 years	71	No children	75					
	65+ years	76							

Community variances
Shows how performance ratings vary across the community by key demographics.

Overall Performance

Place to live

Performance ratings

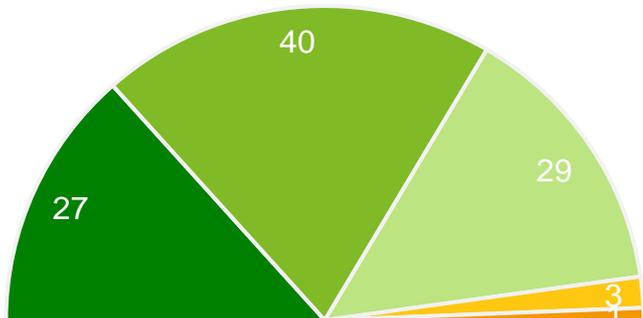
% of respondents

96%

Positive rating*

72

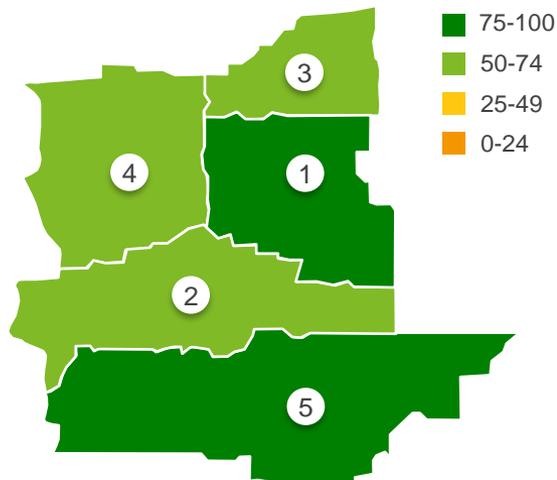
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	75
2 Shire of Cranbrook	72
3 Shire of Katanning	64
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Live in a township	71
Live in a rural area	73

MARKYT Industry Standards

Performance Index Score



Great Southern	72
Industry High	91
Industry Average	74

Community variances

Performance Index Score

Gender

Male	75
Female	70

Age of children

0-4 years	67
5-11 years	71
12-17 years	66
18+ years	69
No children	75

Disability & culture

Disability	68
First Nations	65
Mainly speak LOTE#	69

Age

18-34 years	69
35-49 years	71
50-64 years	71
65+ years	76

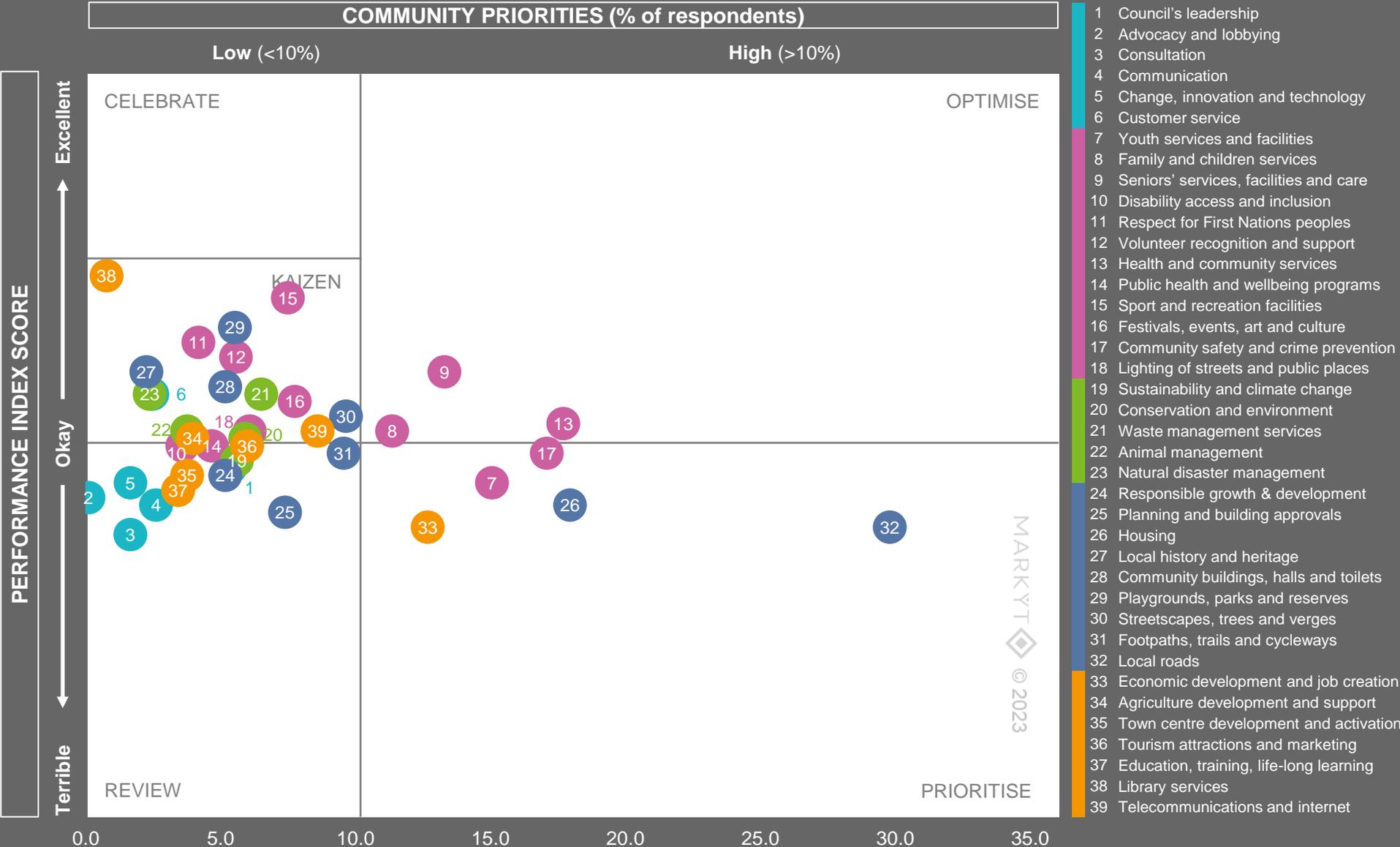
Homeownership

Homeowner	73
Renting / other	70

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 822).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)



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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=734)

Shire of Broomehill-Tambellup

Vision



41

% agree

14% points above
Industry Average and
up 5% points from 2021

Liveability

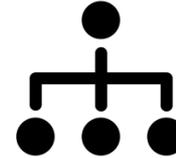


75

Performance Index Score

1 index point above
Industry Average and
up 1 point from 2021

Governance



56

Performance Index Score

4 index points above
Industry Average and
down 4 points from 2021

Rates Value



48

Performance Index Score

6 index points above
Industry Average and
down 3 points from 2021

Top 3 performers

- Sport and recreation facilities and services
- Library services
- Streetscapes, trees and verges
- Community buildings and halls

Most improved

- Local history and heritage
- Health and community services
- Development and activation of the town centre

Strongest compared to other councils

- Council's leadership
- Sport and recreation facilities and services
- Consultation
- Streetscapes, trees and verges

Priorities



Local roads



Housing



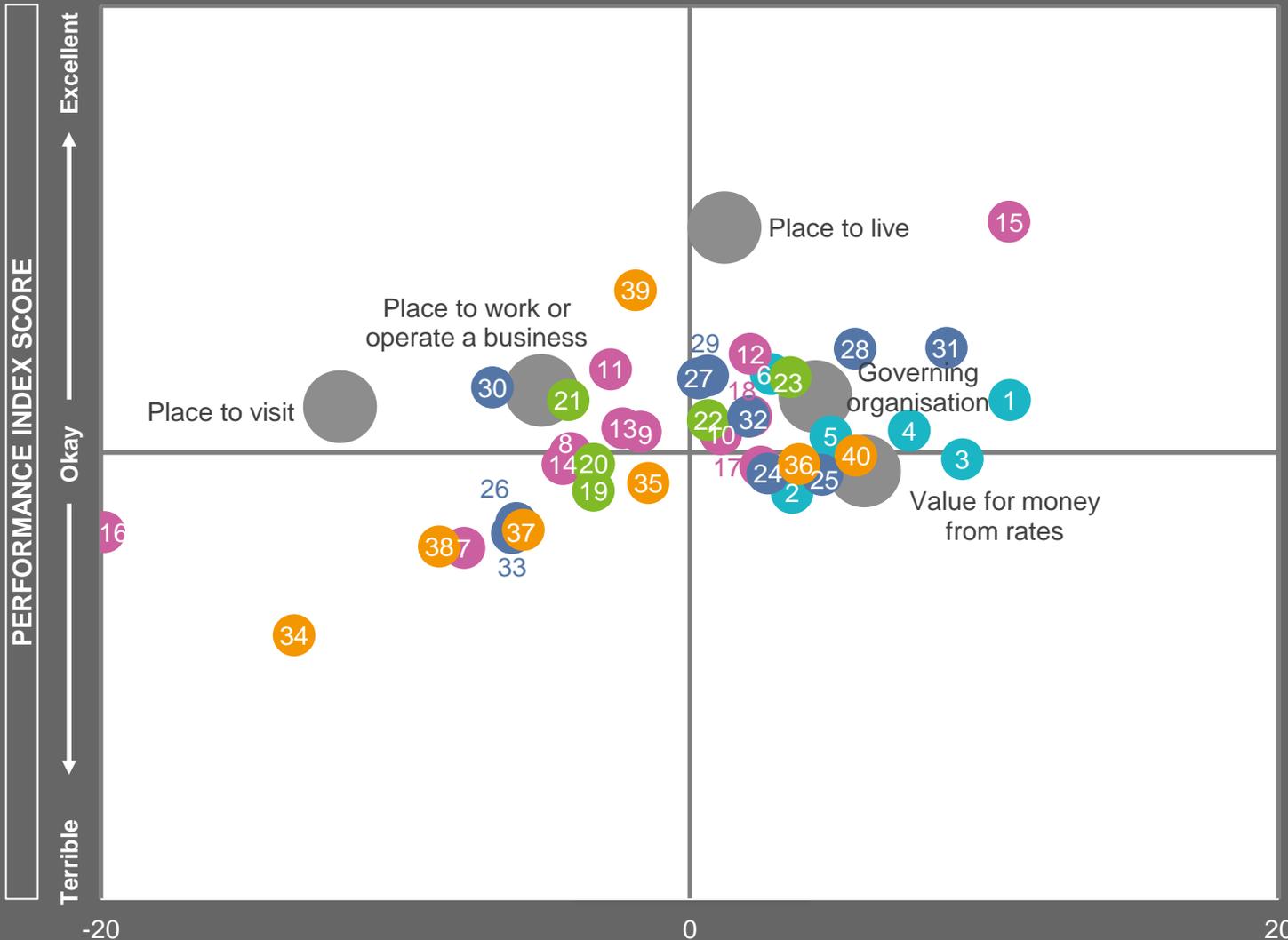
Economic development

MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services, facilities and care
- 10 Disability access and inclusion
- 11 Respect for First Nations peoples
- 12 Volunteer recognition and support
- 13 Health and community services
- 14 Public health and wellbeing programs
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- 35 Agriculture development and support
- 36 Town centre development and activation
- 37 Tourism attractions and marketing
- 38 Education, training, life-long learning
- 39 Library services
- 40 Telecommunications and internet

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

MARKYT Community Trends Window

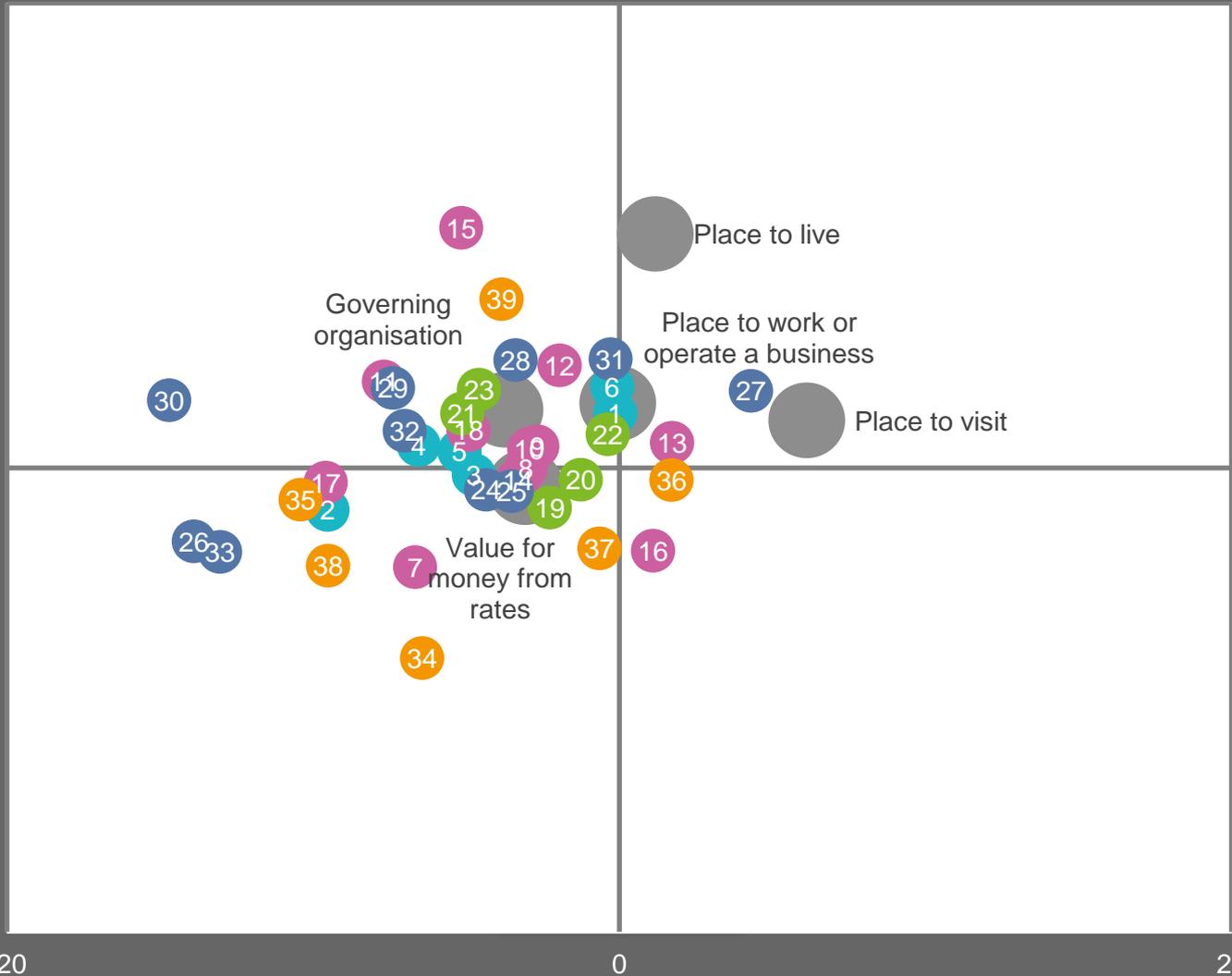
COMPARISON TO PREVIOUS STUDY (2021)

PERFORMANCE INDEX SCORE

Excellent
↑
Okay
↓
Terrible

Declining

Improving



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
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Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.

MARKYT Community Priorities



COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

KAIZEN

OPTIMISE

REVIEW

PRIORITISE

MARKYT  © 2023

0 5 10 15 20 25 30 35

- 1 Council's leadership
- 2 Advocacy and lobbying
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Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=65)

Shire of Cranbrook

Vision



28

% agree

1% points above Industry Average and no change from 2019

Liveability

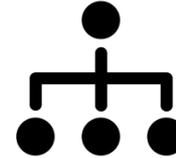


72

Performance Index Score

2 index points below Industry Average and up 4 points from 2019

Governance



52

Performance Index Score

On par with Industry Average and down 3 points from 2019

Rates Value



46

Performance Index Score

4 index points above Industry Average and up 1 points from 2019

Top 3 performers

- Public toilets
- Playgrounds, parks and reserves
- Seniors' services, facilities and care

Most improved

- Playgrounds, parks and reserves
- Respect for First Nations peoples
- Seniors' services, facilities and care

Strongest compared to other councils

- Community safety and crime prevention
- Public toilets
- Seniors' services, facilities and care

Priorities



Local roads



Housing



Economic development

MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

PERFORMANCE INDEX SCORE

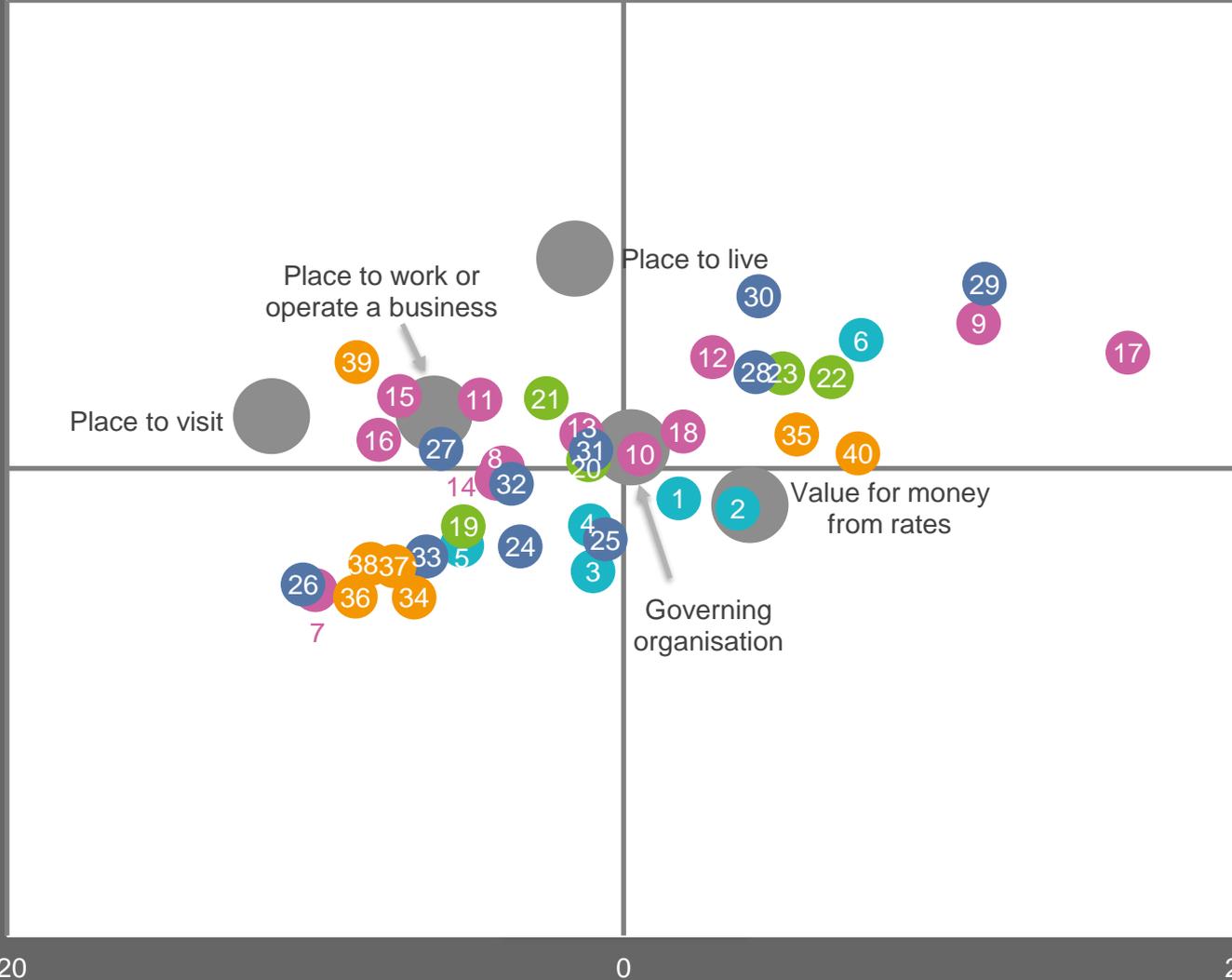
Excellent

Okay

Terrible

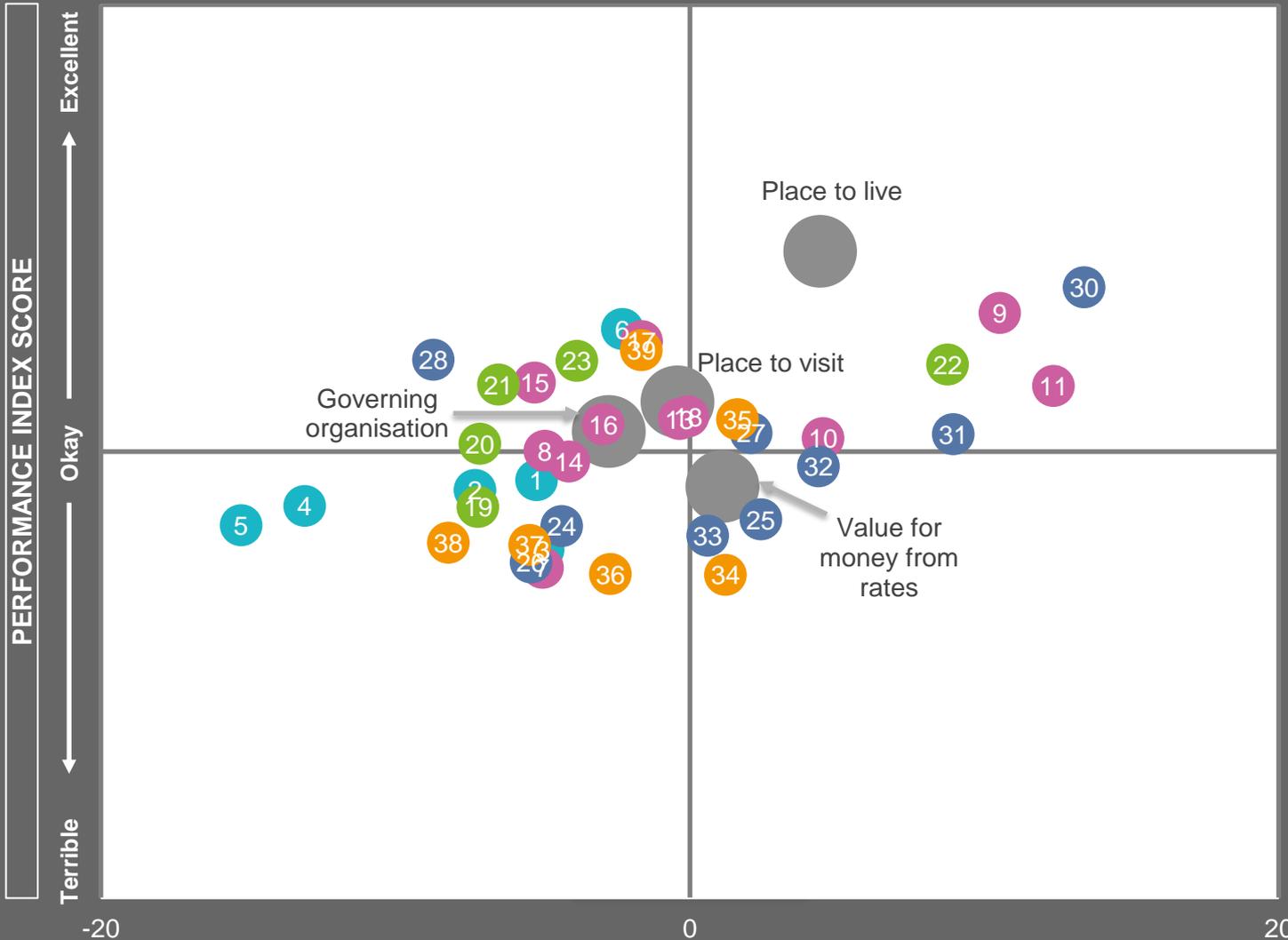
Below Average

Above Average



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COMPARISON TO PREVIOUS STUDY (2019)



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

MARKYT Community Priorities



COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

KAIZEN

Okay

Terrible

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=75)

Shire of Katanning

Vision



21

% agree

6% points below Industry Average and down 15% points from 2021

Liveability

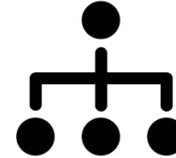


64

Performance Index Score

10 index points below Industry Average and on par with 2021

Governance



47

Performance Index Score

5 index points below Industry Average and down 7 points from 2021

Rates Value



35

Performance Index Score

7 index points below Industry Average and down 6 points from 2021

Top 3 performers

- Playgrounds, parks and reserves
- Festivals, events, art and cultural activities
- Library services

Most improved

- Economic development and job creation
- Respect for First Nations peoples
- Volunteer recognition and support

Strongest compared to other councils

- Playgrounds, parks and reserves
- Festivals, events, art and cultural activities
- Council's leadership
- Development and activation of the town centre

Priorities



Local roads



Community safety and crime prevention



Health and community services



Housing



Footpaths, trails and cycleways

MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

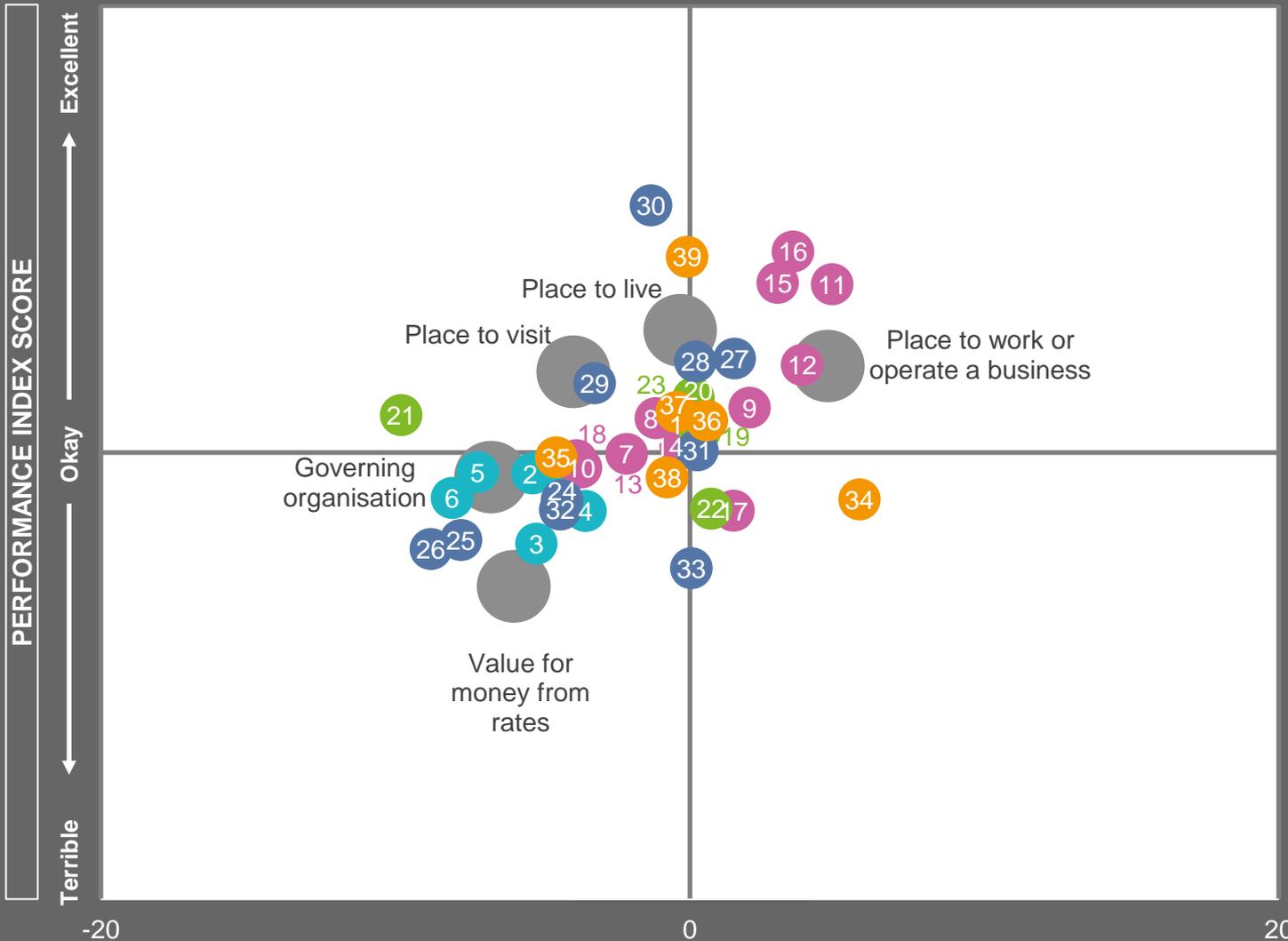
Below Average

Above Average



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- 40 Telecommunications and internet

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35

MARKYT  © 2023

- 1 Council's leadership
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- 36 Tourism attractions and marketing
- 37 Education, training, life-long learning
- 38 Library services
- 39 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=139)

Shire of Kojonup

Vision



17

% agree

10% points below Industry Average and up 5% points from 2021

Liveability

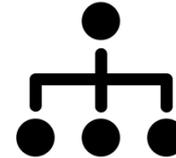


68

Performance Index Score

6 index points below Industry Average and down 3 points from 2021

Governance



41

Performance Index Score

11 index points below Industry Average and up 1 point from 2021

Rates Value



31

Performance Index Score

11 index points below Industry Average and down 3 points from 2021

Top 3 performers

- Library services
- Respect for First Nations peoples
- Sport and recreation facilities and services

Most improved

- Public toilets
- Council's leadership
- Planning and building approvals

Strongest compared to other councils

- Respect for First Nations peoples
- Public toilets
- Telecommunications and internet services
- Seniors' services, facilities and care
- Sport and recreation facilities and services

Priorities



Local roads

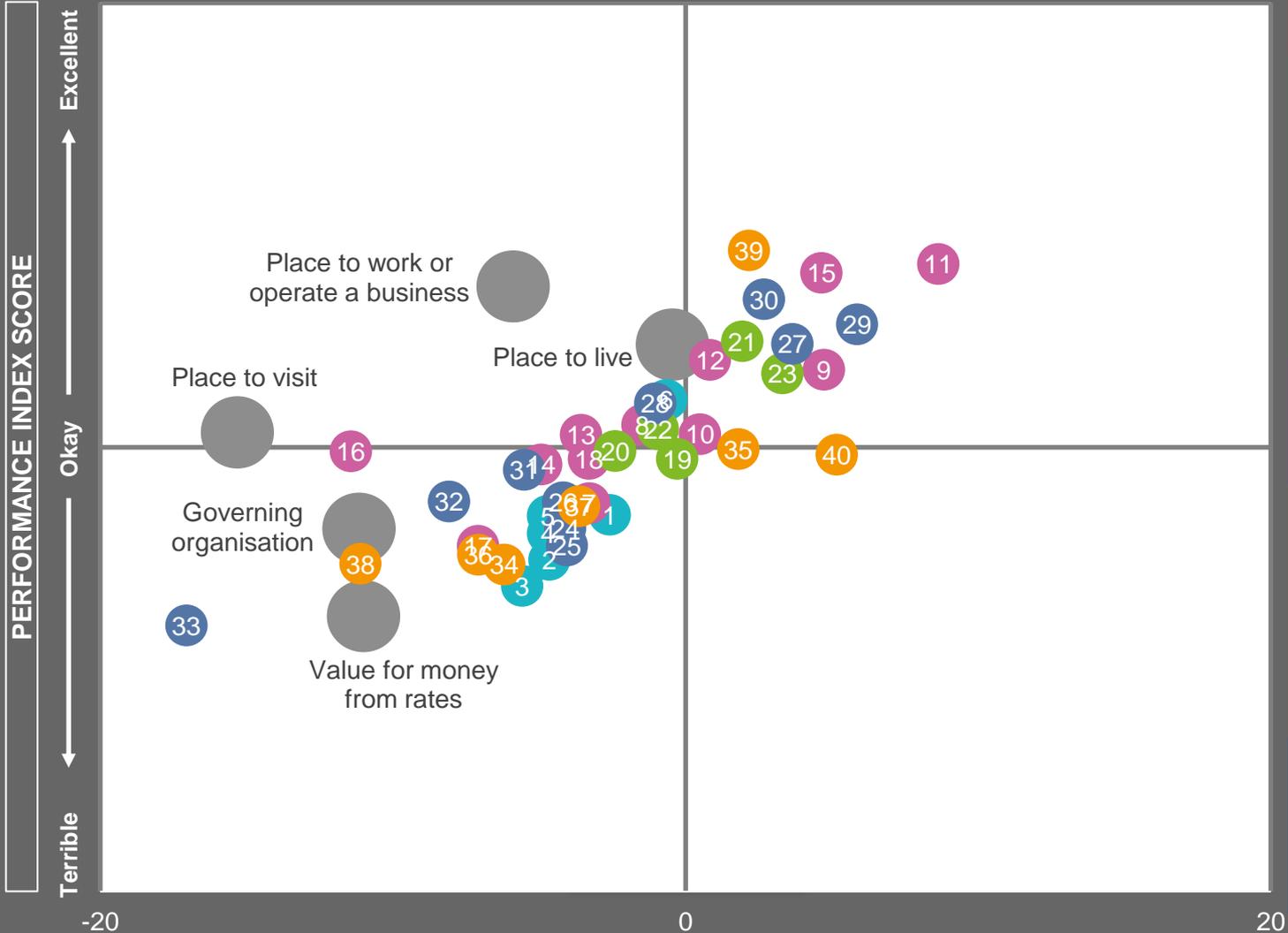


Community safety and crime prevention



Youth services and facilities

COMPARISON TO INDUSTRY AVERAGE



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services, facilities and care
- 10 Disability access and inclusion
- 11 Respect for First Nations peoples
- 12 Volunteer recognition and support
- 13 Health and community services
- 14 Public health and wellbeing programs
- 15 Sport and recreation facilities
- 16 Festivals, events, art and culture
- 17 Community safety and crime prevention
- 18 Lighting of streets and public places
- 19 Sustainability and climate change
- 20 Conservation and environment
- 21 Waste management services
- 22 Animal management
- 23 Natural disaster management
- 24 Responsible growth & development
- 25 Planning and building approvals
- 26 Housing
- 27 Local history and heritage
- 28 Community buildings and halls
- 29 Public toilets
- 30 Playgrounds, parks and reserves
- 31 Streetscapes, trees and verges
- 32 Footpaths, trails and cycleways
- 33 Local roads
- 34 Economic development and job creation
- 35 Agriculture development and support
- 36 Town centre development and activation
- 37 Tourism attractions and marketing
- 38 Education, training, life-long learning
- 39 Library services
- 40 Telecommunications and internet

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

COMPARISON TO PREVIOUS STUDY (2021)



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services, facilities and care
- 10 Disability access and inclusion
- 11 Respect for First Nations peoples
- 12 Volunteer recognition and support
- 13 Health and community services
- 14 Public health and wellbeing programs
- 15 Sport and recreation facilities
- 16 Festivals, events, art and culture
- 17 Community safety and crime prevention
- 18 Lighting of streets and public places
- 19 Sustainability and climate change
- 20 Conservation and environment
- 21 Waste management services
- 22 Animal management
- 23 Natural disaster management
- 24 Responsible growth & development
- 25 Planning and building approvals
- 26 Housing
- 27 Local history and heritage
- 28 Community buildings and halls
- 29 Public toilets
- 30 Playgrounds, parks and reserves
- 31 Streetscapes, trees and verges
- 32 Footpaths, trails and cycleways
- 33 Local roads
- 34 Economic development and job creation
- 35 Agriculture development and support
- 36 Town centre development and activation
- 37 Tourism attractions and marketing
- 38 Education, training, life-long learning
- 39 Library services
- 40 Telecommunications and internet

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

KAIZEN

REVIEW

OPTIMISE

PRIORITISE

MARKYT  © 2023

0 5 10 15 20 25 30 35 40

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services, facilities and care
- 10 Disability access and inclusion
- 11 Respect for First Nations peoples
- 12 Volunteer recognition and support
- 13 Health and community services
- 14 Public health and wellbeing programs
- 15 Sport and recreation facilities
- 16 Festivals, events, art and culture
- 17 Community safety and crime prevention
- 18 Lighting of streets and public places
- 19 Sustainability and climate change
- 20 Conservation and environment
- 21 Waste management services
- 22 Animal management
- 23 Natural disaster management
- 24 Responsible growth & development
- 25 Planning and building approvals
- 26 Housing
- 27 Local history and heritage
- 28 Community buildings, halls and toilets
- 29 Playgrounds, parks and reserves
- 30 Streetscapes, trees and verges
- 31 Footpaths, trails and cycleways
- 32 Local roads
- 33 Economic development and job creation
- 34 Agriculture development and support
- 35 Town centre development and activation
- 36 Tourism attractions and marketing
- 37 Education, training, life-long learning
- 38 Library services
- 39 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=177)

Shire of Plantagenet

Vision



25

% agree

2% points below Industry Average and down 4% points from 2022

Liveability

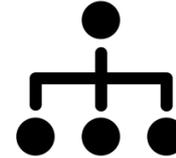


78

Performance Index Score

4 index points above Industry Average and on par with 2022

Governance



52

Performance Index Score

On par with the Industry Average and down 6 points from 2022

Rates Value



48

Performance Index Score

6 index points above Industry Average and down 1 point from 2022

Top 3 performers

- Library services
- Sport and recreation facilities and services
- Volunteer recognition and support

Most improved

- Tourism attractions and destination marketing
- Footpaths, trails and cycleways
- Sport and recreation facilities and services

Strongest compared to other councils

- Telecommunications and internet services
- Sport and recreation facilities and services
- Tourism attractions and destination marketing
- Seniors' services, facilities and care
- Community safety and crime prevention

Priorities



Local roads



Health and community services

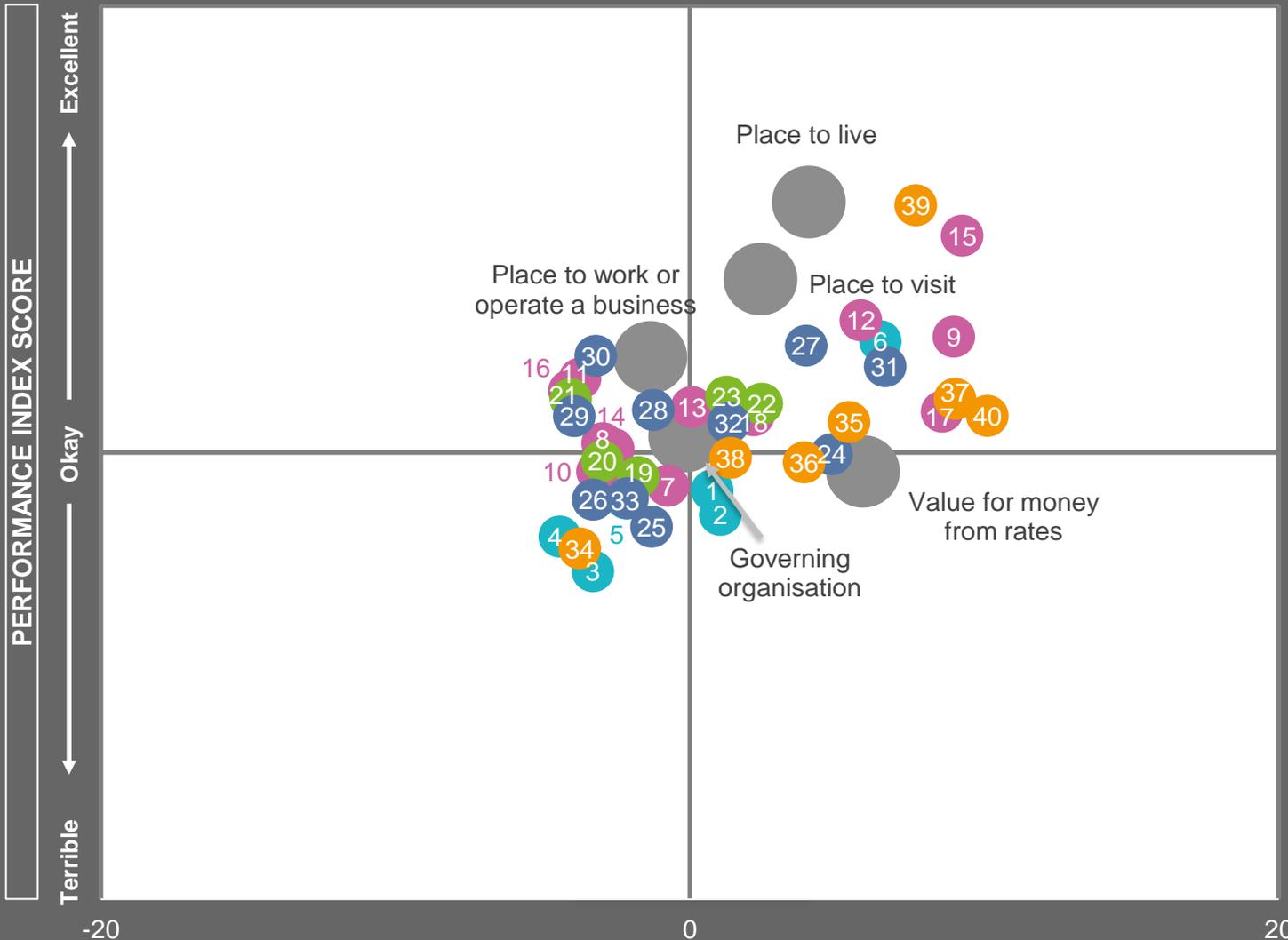


Youth services and facilities

COMPARISON TO INDUSTRY AVERAGE

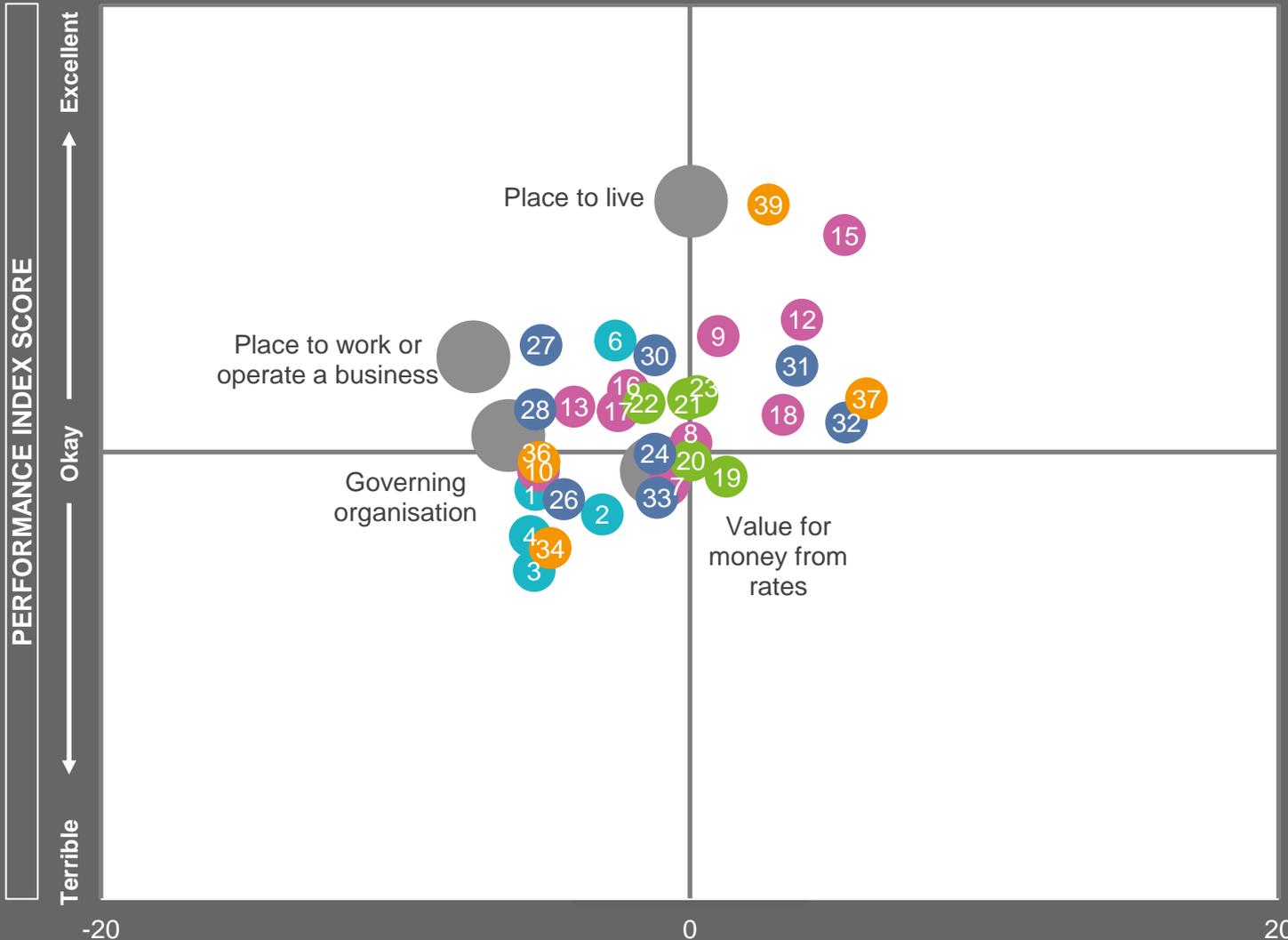
Below Average

Above Average



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services, facilities and care
- 10 Disability access and inclusion
- 11 Respect for First Nations peoples
- 12 Volunteer recognition and support
- 13 Health and community services
- 14 Public health and wellbeing programs
- 15 Sport and recreation facilities
- 16 Festivals, events, art and culture
- 17 Community safety and crime prevention
- 18 Lighting of streets and public places
- 19 Sustainability and climate change
- 20 Conservation and environment
- 21 Waste management services
- 22 Animal management
- 23 Natural disaster management
- 24 Responsible growth & development
- 25 Planning and building approvals
- 26 Housing
- 27 Local history and heritage
- 28 Community buildings and halls
- 29 Public toilets
- 30 Playgrounds, parks and reserves
- 31 Streetscapes, trees and verges
- 32 Footpaths, trails and cycleways
- 33 Local roads
- 34 Economic development and job creation
- 35 Agriculture development and support
- 36 Town centre development and activation
- 37 Tourism attractions and marketing
- 38 Education, training, life-long learning
- 39 Library services
- 40 Telecommunications and internet

COMPARISON TO PREVIOUS STUDY (2022)



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services, facilities and care
- 10 Disability access and inclusion
- 11 Respect for First Nations peoples
- 12 Volunteer recognition and support
- 13 Health and community services
- 14 Public health and wellbeing programs
- 15 Sport and recreation facilities
- 16 Festivals, events, art and culture
- 17 Community safety and crime prevention
- 18 Lighting of streets and public places
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- 25 Planning and building approvals
- 26 Housing
- 27 Local history and heritage
- 28 Community buildings and halls
- 29 Public toilets
- 30 Playgrounds, parks and reserves
- 31 Streetscapes, trees and verges
- 32 Footpaths, trails and cycleways
- 33 Local roads
- 34 Economic development and job creation
- 35 Agriculture development and support
- 36 Town centre development and activation
- 37 Tourism attractions and marketing
- 38 Education, training, life-long learning
- 39 Library services
- 40 Telecommunications and internet

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35

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- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services, facilities and care
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- 31 Footpaths, trails and cycleways
- 32 Local roads
- 33 Economic development and job creation
- 34 Agriculture development and support
- 35 Town centre development and activation
- 36 Tourism attractions and marketing
- 37 Education, training, life-long learning
- 38 Library services
- 39 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=279)

Performance

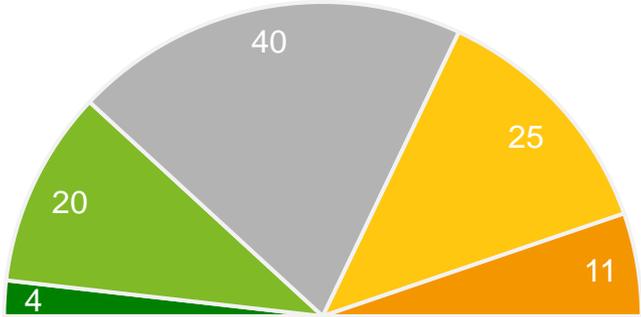
The Shire has developed and communicated a clear vision for the area

Performance ratings

% of respondents

24%

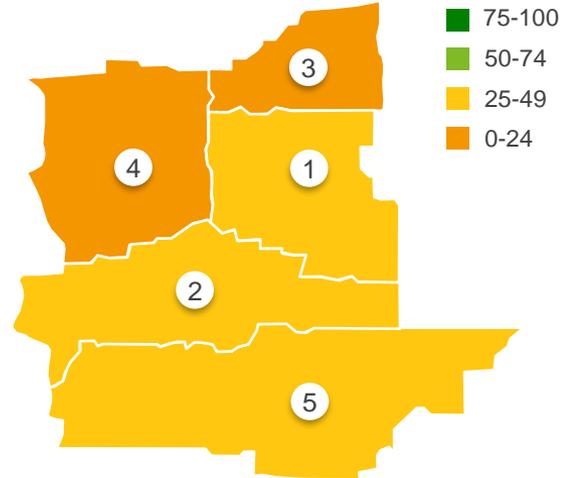
Total Agree



Strongly agree Agree Neutral/unsure Disagree Strongly disagree

Geographical variances

% agree



Location

1 Shire of Broomehill Tambellup	41
2 Shire of Cranbrook	28
3 Shire of Katanning	21
4 Shire of Kojonup	17
5 Shire of Plantagenet	25
Live in a township	28
Live in a rural area	21

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	27	0-4 years	27	Disability	16
Female	22	5-11 years	14	First Nations	15
Age		12-17 years	14	Mainly speak LOTE#	25
18-34 years	22	18+ years	15	Homeownership	
35-49 years	23	No children	29	Homeowner	24
50-64 years	21			Renting / other	24
65+ years	29				

MARKYT Industry Standards

% agree



Great Southern	24
Industry High	50
Industry Average	27

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

Base: All respondents, excludes 'no response' (n = 820).

Small base size (<20 respondents)

Council's leadership

Performance ratings

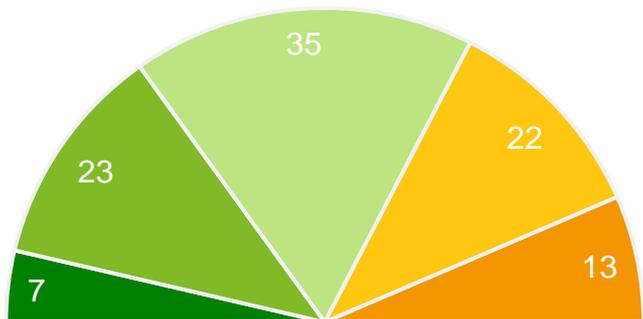
% of respondents

65%

Positive rating*

47

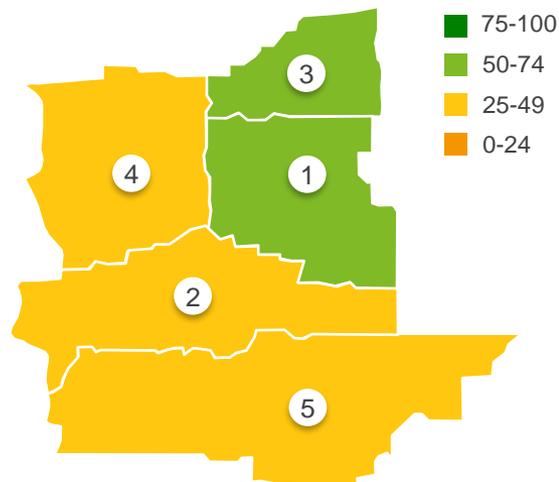
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	56
2 Shire of Cranbrook	47
3 Shire of Katanning	54
4 Shire of Kojonup	42
5 Shire of Plantagenet	46
Live in a township	49
Live in a rural area	47

MARKYT Industry Standards

Performance Index Score



Great Southern	47
Industry High	61
Industry Average	45

Community variances

Performance Index Score

Gender

Male	50
Female	46

Age of children

0-4 years	41
5-11 years	50
12-17 years	44
18+ years	51
No children	49

Disability & culture

Disability	44
First Nations	41
Mainly speak LOTE#	52

Age

18-34 years	43
35-49 years	49
50-64 years	44
65+ years	53

Homeownership

Homeowner	48
Renting / other	39

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 669).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Governing organisation

Performance ratings

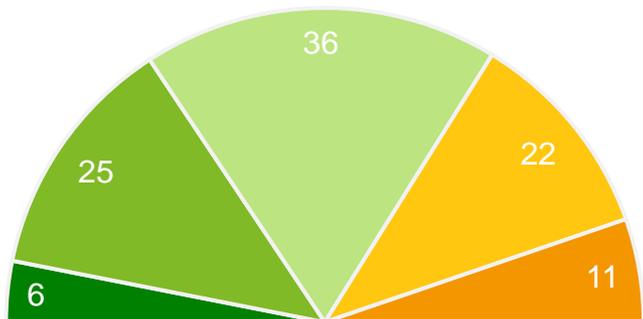
% of respondents

68%

Positive rating*

49

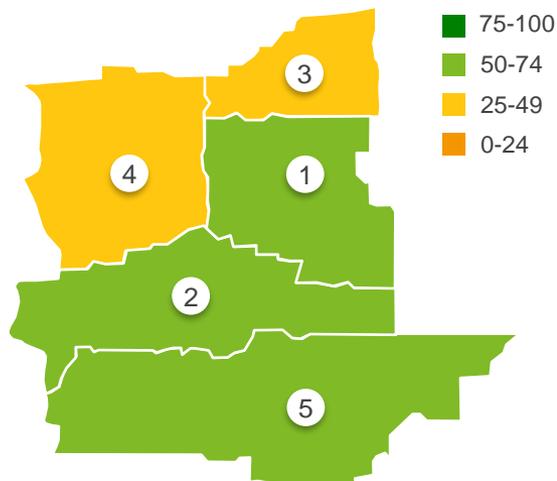
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	56
2 Shire of Cranbrook	52
3 Shire of Katanning	47
4 Shire of Kojonup	41
5 Shire of Plantagenet	52
<hr/>	
Live in a township	50
Live in a rural area	46

Community variances

Performance Index Score

Gender

Male	49
Female	49

Age of children

0-4 years	39
5-11 years	45
12-17 years	42
18+ years	48
No children	51

Disability & culture

Disability	45
First Nations	44
Mainly speak LOTE#	50

Age

18-34 years	43
35-49 years	47
50-64 years	46
65+ years	57

Homeownership

Homeowner	49
Renting / other	49

MARKYT Industry Standards

Performance Index Score



Great Southern	49
Industry High	69
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 791).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Value for money from Council rates

Performance ratings

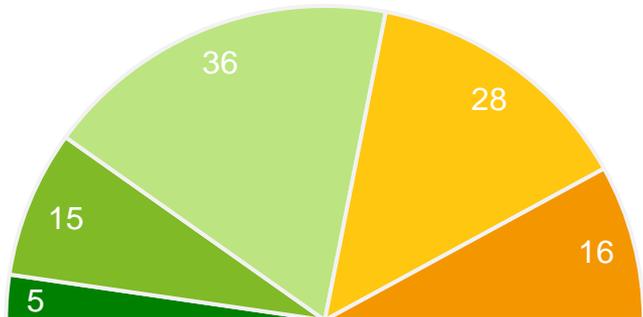
% of respondents

56%

Positive rating*

41

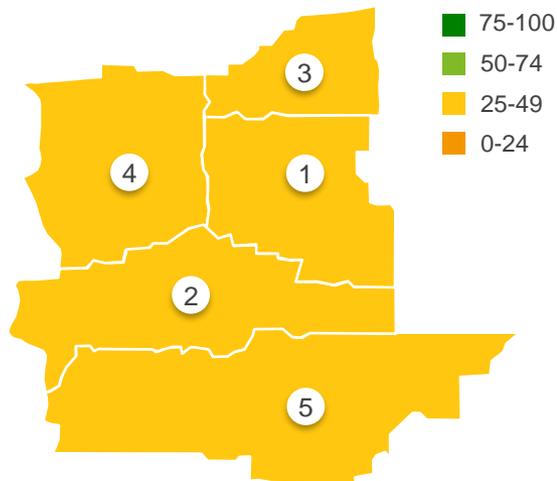
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	48
2 Shire of Cranbrook	46
3 Shire of Katanning	35
4 Shire of Kojonup	31
5 Shire of Plantagenet	48
Live in a township	43
Live in a rural area	40

MARKYT Industry Standards

Performance Index Score



Great Southern	41
Industry High	58
Industry Average	42

Community variances

Performance Index Score

Gender

Male	42
Female	41

Age of children

0-4 years	33
5-11 years	37
12-17 years	34
18+ years	37
No children	45

Disability & culture

Disability	38
First Nations	34
Mainly speak LOTE#	44

Age

18-34 years	34
35-49 years	39
50-64 years	41
65+ years	49

Homeownership

Homeowner	42
Renting / other	32

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 770).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

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

Performance ratings

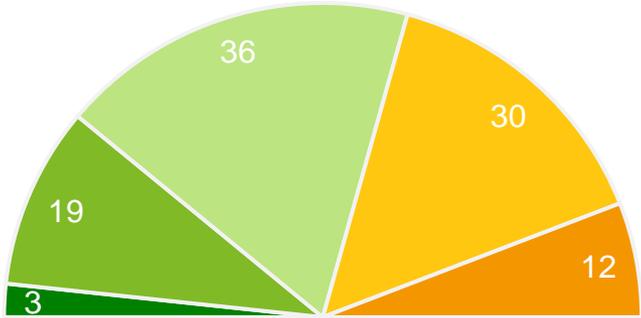
% of respondents

59%

Positive rating*

43

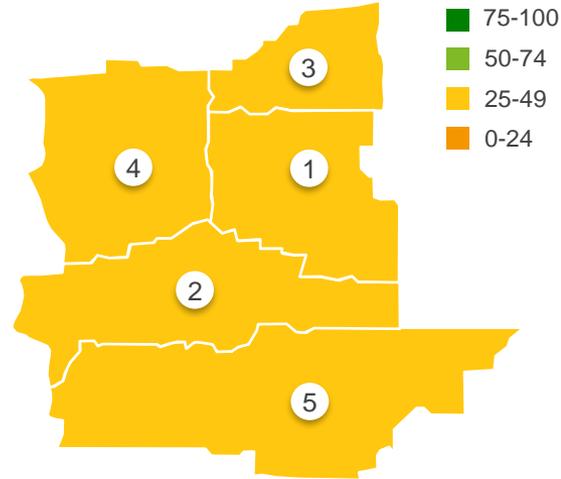
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



■ 75-100
■ 50-74
■ 25-49
■ 0-24

Location

1 Shire of Broomehill Tambellup	45
2 Shire of Cranbrook	46
3 Shire of Katanning	48
4 Shire of Kojonup	37
5 Shire of Plantagenet	43
Live in a township	45
Live in a rural area	43

MARKYT Industry Standards

Performance Index Score



Great Southern	43
Industry High	56
Industry Average	42

Community variances

Performance Index Score

Gender

Male	45
Female	41

Age of children

0-4 years	39
5-11 years	44
12-17 years	39
18+ years	45
No children	45

Disability & culture

Disability	39
First Nations	36
Mainly speak LOTE#	54

Age

18-34 years	41
35-49 years	42
50-64 years	41
65+ years	48

Homeownership

Homeowner	43
Renting / other	37

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 605).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

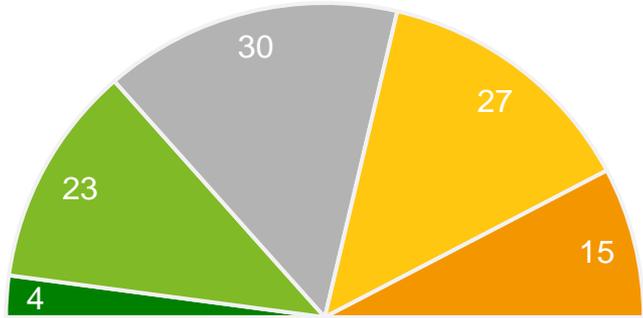
The Shire has a good understanding of community needs

Performance ratings

% of respondents

27%

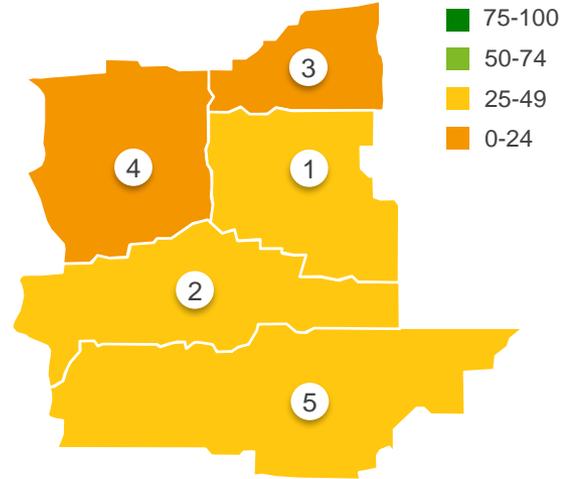
Total Agree



■ Strongly agree
 ■ Agree
 ■ Neutral/unsure
 ■ Disagree
 ■ Strongly disagree

Geographical variances

% agree



■ 75-100
■ 50-74
■ 25-49
■ 0-24

Location

1 Shire of Broomehill Tambellup	36
2 Shire of Cranbrook	34
3 Shire of Katanning	24
4 Shire of Kojonup	20
5 Shire of Plantagenet	29
Live in a township	30
Live in a rural area	27

Community variances

% agree

Gender

Male 32
Female 24

Age of children

0-4 years 26
5-11 years 20
12-17 years 19
18+ years 29
No children 31

Disability & culture

Disability 21
First Nations 13
Mainly speak LOTE# 29

Age

18-34 years 25
35-49 years 29
50-64 years 22
65+ years 33

Homeownership

Homeowner 27
Renting / other 29

MARKYT Industry Standards

% agree



Great Southern	27
Industry High	51
Industry Average	27

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

Base: All respondents, excludes 'no response' (n = 819).

Small base size (<20 respondents)

How the community is consulted on local issues

Performance ratings

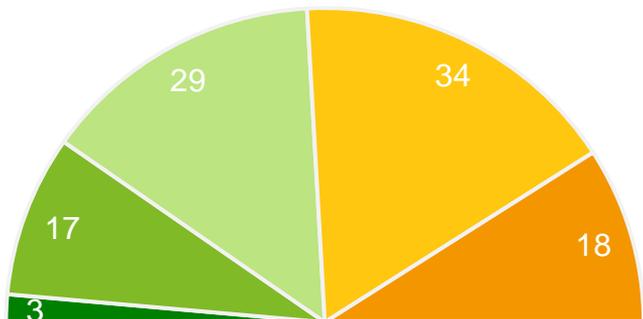
% of respondents

48%

Positive rating*

38

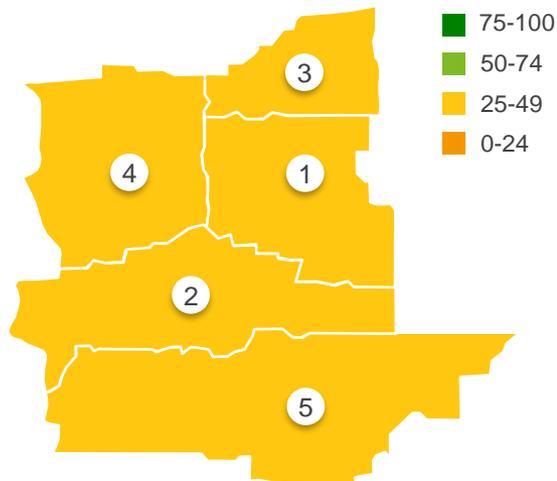
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	49
2 Shire of Cranbrook	39
3 Shire of Katanning	40
4 Shire of Kojonup	34
5 Shire of Plantagenet	37
Live in a township	39
Live in a rural area	37

Community variances

Performance Index Score

Gender

Male	40
Female	37

Age of children

0-4 years	32
5-11 years	39
12-17 years	36
18+ years	38
No children	40

Disability & culture

Disability	34
First Nations	31
Mainly speak LOTE#	48

Age

18-34 years	35
35-49 years	37
50-64 years	36
65+ years	44

Homeownership

Homeowner	38
Renting / other	37

MARKYT Industry Standards

Performance Index Score



Great Southern	38
Industry High	55
Industry Average	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 692).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

How the community is informed about what's happening in the local area

Performance ratings

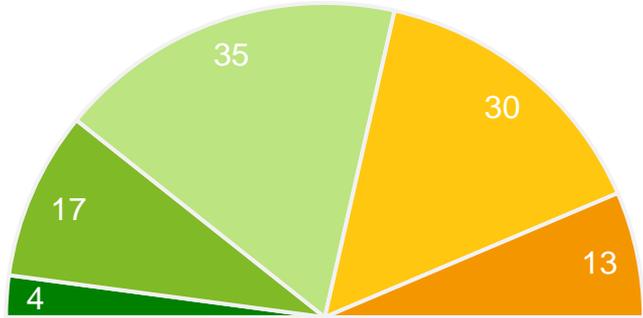
% of respondents

57%

Positive rating*

42

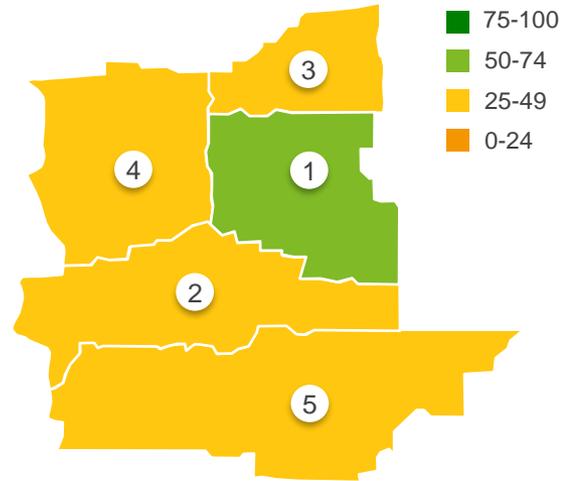
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	52
2 Shire of Cranbrook	44
3 Shire of Katanning	43
4 Shire of Kojonup	40
5 Shire of Plantagenet	41
Live in a township	44
Live in a rural area	42

Community variances

Performance Index Score

Gender

Male	45
Female	41

Age of children

0-4 years	38
5-11 years	42
12-17 years	39
18+ years	44
No children	44

Disability & culture

Disability	37
First Nations	31
Mainly speak LOTE#	47

Age

18-34 years	41
35-49 years	39
50-64 years	43
65+ years	46

Homeownership

Homeowner	43
Renting / other	40

MARKYT Industry Standards

Performance Index Score



Great Southern	42
Industry High	62
Industry Average	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 728).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Shire's newsletter

Performance ratings

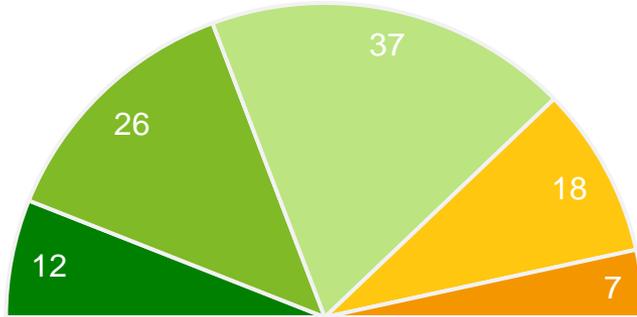
% of respondents

76%

Positive rating*

55

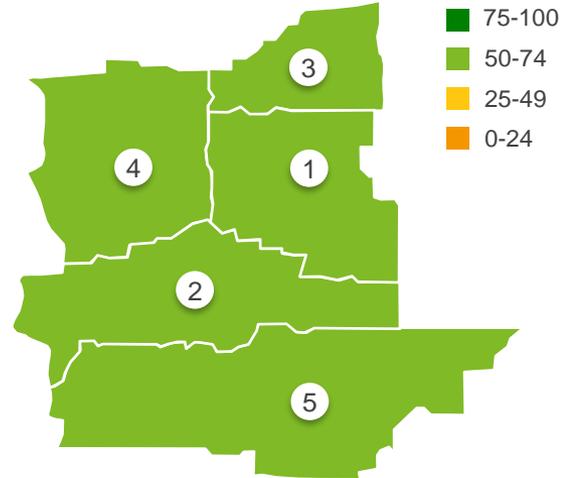
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	66
2 Shire of Cranbrook	65
3 Shire of Katanning	56
4 Shire of Kojonup	50
5 Shire of Plantagenet	50
Live in a township	54
Live in a rural area	57

Community variances

Performance Index Score

Gender

Male	57
Female	54

Age of children

0-4 years	45
5-11 years	55
12-17 years	54
18+ years	49
No children	57

Disability & culture

Disability	52
First Nations	59
Mainly speak LOTE#	71

Age

18-34 years	55
35-49 years	55
50-64 years	54
65+ years	57

Homeownership

Homeowner	55
Renting / other	51

MARKYT Industry Standards

Performance Index Score



Great Southern	55
Industry High	69
Industry Average	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 555).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Shire's website

Performance ratings

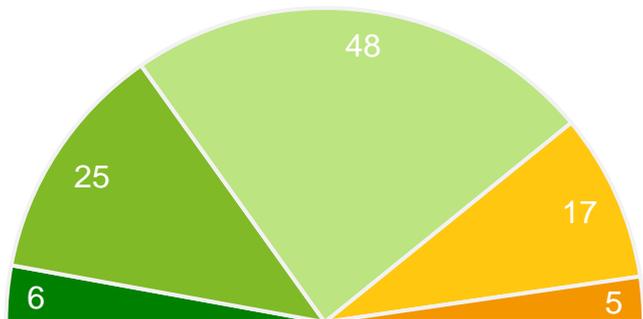
% of respondents

78%

Positive rating*

52

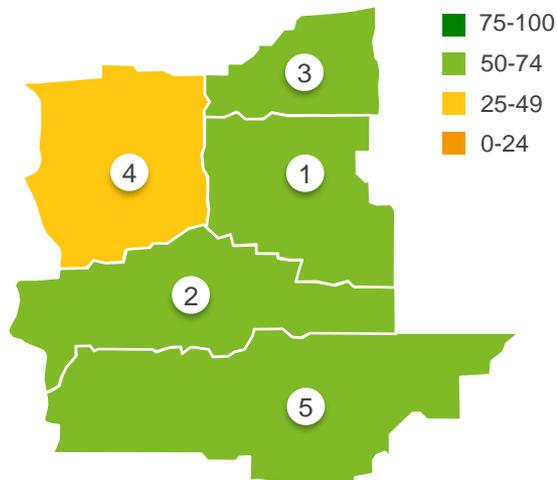
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	55
2 Shire of Cranbrook	54
3 Shire of Katanning	53
4 Shire of Kojonup	47
5 Shire of Plantagenet	54
<hr/>	
Live in a township	53
Live in a rural area	53

MARKYT Industry Standards

Performance Index Score



Great Southern	52
Industry High	63
Industry Average	55

Community variances

Performance Index Score

Gender

Male	53
Female	52

Age of children

0-4 years	50
5-11 years	52
12-17 years	50
18+ years	50
No children	53

Disability & culture

Disability	52
First Nations	51
Mainly speak LOTE#	60

Age

18-34 years	50
35-49 years	54
50-64 years	52
65+ years	54

Homeownership

Homeowner	53
Renting / other	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 544).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Social media presence

Performance ratings

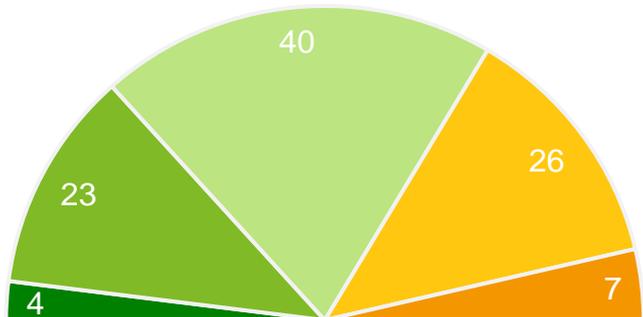
% of respondents

67%

Positive rating*

48

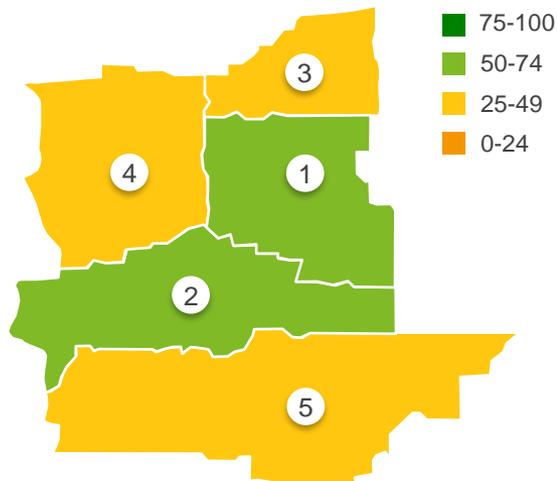
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	51
2 Shire of Cranbrook	56
3 Shire of Katanning	47
4 Shire of Kojonup	41
5 Shire of Plantagenet	49
<hr/>	
Live in a township	48
Live in a rural area	48

MARKYT Industry Standards

Performance Index Score



Great Southern	48
Industry High	63
Industry Average	52

Community variances

Performance Index Score

Gender

Male	48
Female	48

Age of children

0-4 years	47
5-11 years	50
12-17 years	45
18+ years	44
No children	47

Disability & culture

Disability	44
First Nations	50
Mainly speak LOTE#	54

Age

18-34 years	51
35-49 years	48
50-64 years	46
65+ years	46

Homeownership

Homeowner	48
Renting / other	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 513).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Embracing change, innovation and technology

Performance ratings

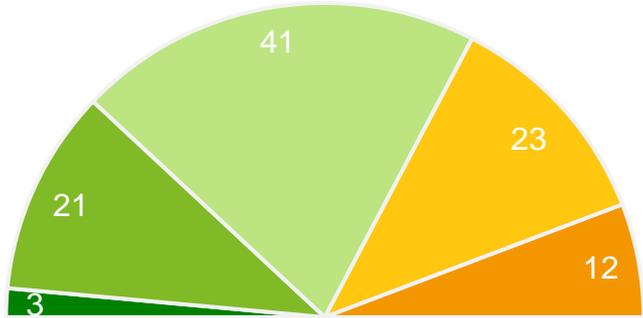
% of respondents

65%

Positive rating*

45

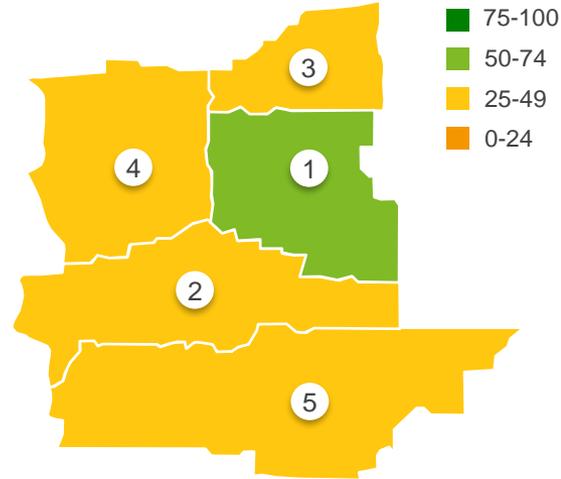
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



■ 75-100
■ 50-74
■ 25-49
■ 0-24

Location

1 Shire of Broomehill Tambellup	52
2 Shire of Cranbrook	42
3 Shire of Katanning	48
4 Shire of Kojonup	42
5 Shire of Plantagenet	45
<hr/>	
Live in a township	46
Live in a rural area	44

Community variances

Performance Index Score

Gender

Male	47
Female	43

Age of children

0-4 years	40
5-11 years	44
12-17 years	42
18+ years	45
No children	47

Disability & culture

Disability	40
First Nations	47
Mainly speak LOTE#	50

Age

18-34 years	43
35-49 years	43
50-64 years	45
65+ years	49

Homeownership

Homeowner	46
Renting / other	42

MARKYT Industry Standards

Performance Index Score



Great Southern	45
Industry High	59
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 617).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Customer service

Performance ratings

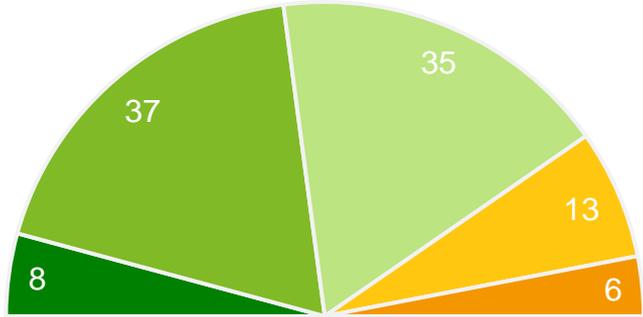
% of respondents

81%

Positive rating*

57

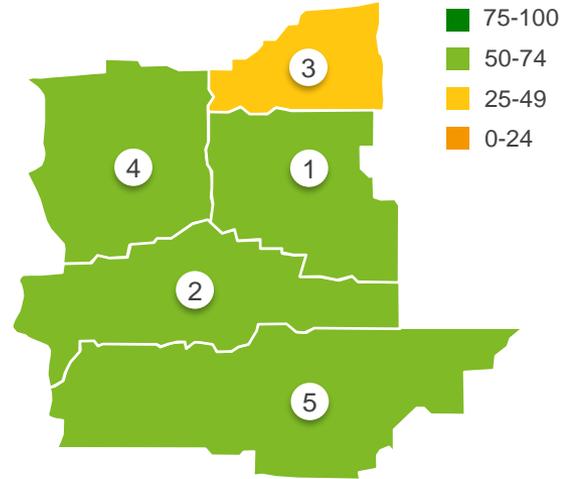
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	59
2 Shire of Cranbrook	64
3 Shire of Katanning	45
4 Shire of Kojonup	55
5 Shire of Plantagenet	62
Live in a township	57
Live in a rural area	58

Community variances

Performance Index Score

Gender		Age of children		Disability & culture		
Male	58	0-4 years	54	Disability	54	
Female	56	5-11 years	51	First Nations	53	
Age		12-17 years	51	Mainly speak LOTE#	46	
		18-34 years	54	Homeownership		
	35-49 years	53	18+ years	58	Homeowner	58
	50-64 years	58	No children	59	Renting / other	50
	65+ years	61				

MARKYT Industry Standards

Performance Index Score



Great Southern	57
Industry High	68
Industry Average	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 729).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

People

Recognition and respect for First Nations peoples, cultures and heritage

Performance ratings

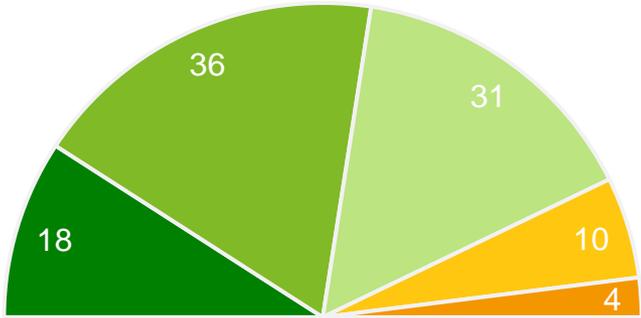
% of respondents

86%

Positive rating*

64

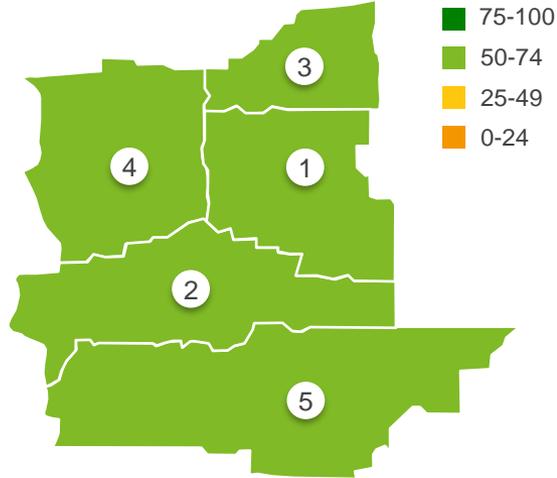
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	59
2 Shire of Cranbrook	57
3 Shire of Katanning	69
4 Shire of Kojonup	71
5 Shire of Plantagenet	58
Live in a township	63
Live in a rural area	66

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 67	0-4 years 64	Disability 58
Female 61	5-11 years 67	First Nations 50
Age	12-17 years 69	Mainly speak LOTE# 64
18-34 years 66	18+ years 65	Homeownership
35-49 years 67	No children 61	Homeowner 63
50-64 years 61		Renting / other 69
65+ years 62		

MARKYT Industry Standards

Performance Index Score



Great Southern	64
Industry High	71
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 631).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Services and facilities for families and children

Performance ratings

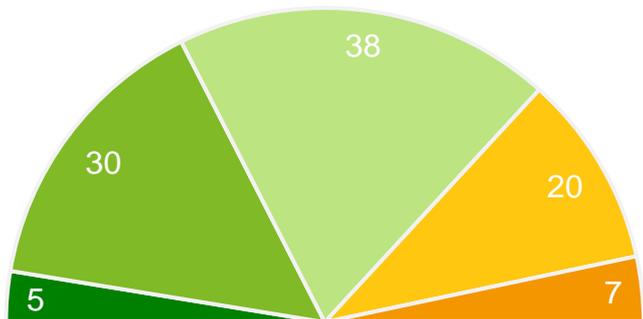
% of respondents

73%

Positive rating*

52

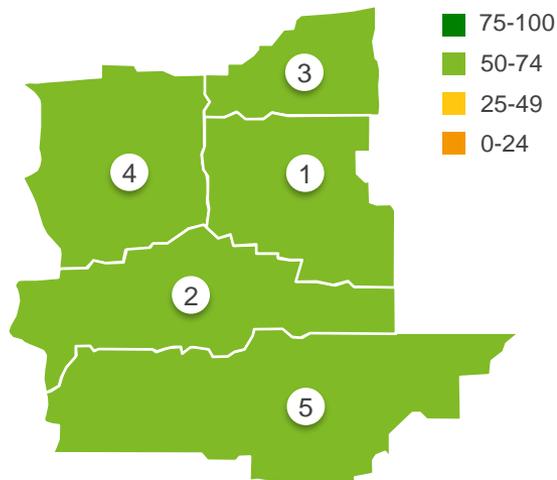
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	50
2 Shire of Cranbrook	50
3 Shire of Katanning	54
4 Shire of Kojonup	53
5 Shire of Plantagenet	51
<hr/>	
Live in a township	52
Live in a rural area	51

MARKYT Industry Standards

Performance Index Score



Great Southern	52
Industry High	68
Industry Average	54

Community variances

Performance Index Score

Gender

Male	56
Female	48

Age of children

0-4 years	44
5-11 years	45
12-17 years	45
18+ years	51
No children	56

Disability & culture

Disability	50
First Nations	45
Mainly speak LOTE#	50

Age

18-34 years	49
35-49 years	48
50-64 years	49
65+ years	60

Homeownership

Homeowner	51
Renting / other	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 682).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Youth services and facilities

Performance ratings

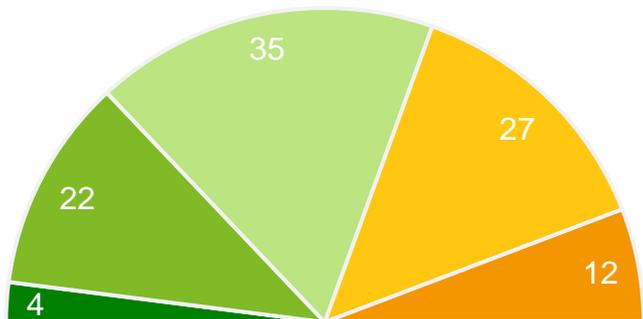
% of respondents

61%

Positive rating*

45

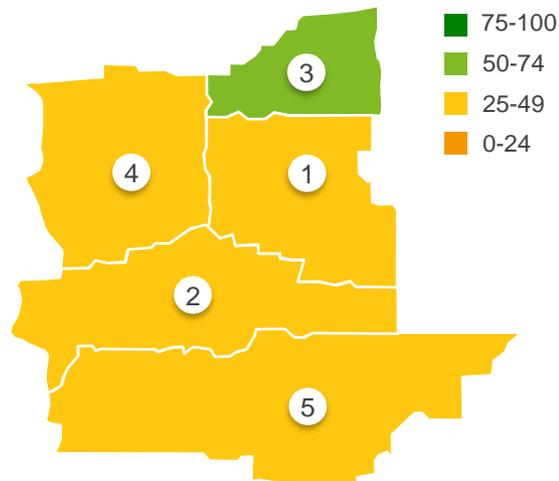
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	39
2 Shire of Cranbrook	37
3 Shire of Katanning	50
4 Shire of Kojonup	44
5 Shire of Plantagenet	46
Live in a township	46
Live in a rural area	45

Community variances

Performance Index Score

Gender

Male **50**
Female 41

Age of children

0-4 years **35**
5-11 years **36**
12-17 years **33**
18+ years 43
No children **51**

Disability & culture

Disability 41
First Nations **39**
Mainly speak LOTE# 43

Age

18-34 years **38**
35-49 years **39**
50-64 years 46
65+ years **56**

Homeownership

Homeowner 45
Renting / other **40**

MARKYT Industry Standards

Performance Index Score



Great Southern	45
Industry High	65
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 618).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Services, facilities and care for seniors

Performance ratings

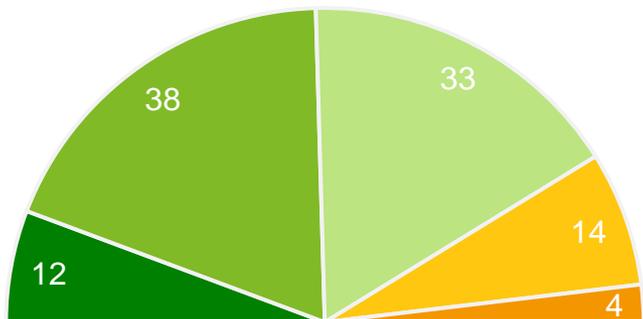
% of respondents

82%

Positive rating*

60

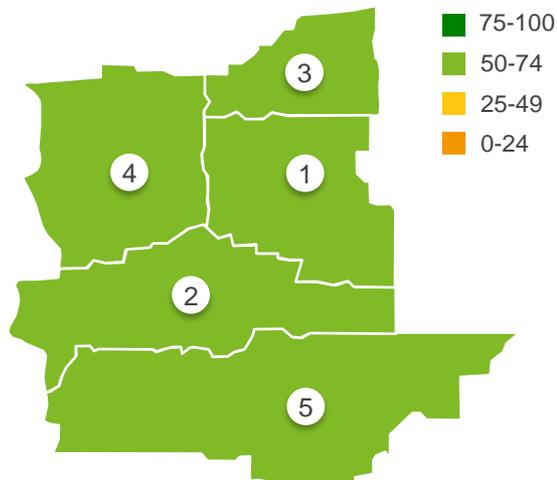
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	52
2 Shire of Cranbrook	66
3 Shire of Katanning	55
4 Shire of Kojonup	59
5 Shire of Plantagenet	63
<hr/>	
Live in a township	60
Live in a rural area	60

MARKYT Industry Standards

Performance Index Score



Great Southern	60
Industry High	68
Industry Average	54

Community variances

Performance Index Score

Gender

Male	62
Female	58

Age of children

0-4 years	61
5-11 years	66
12-17 years	61
18+ years	57
No children	58

Disability & culture

Disability	55
First Nations	57
Mainly speak LOTE#	69

Age

18-34 years	62
35-49 years	63
50-64 years	55
65+ years	61

Homeownership

Homeowner	59
Renting / other	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 700).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Disability access and inclusion

Performance ratings

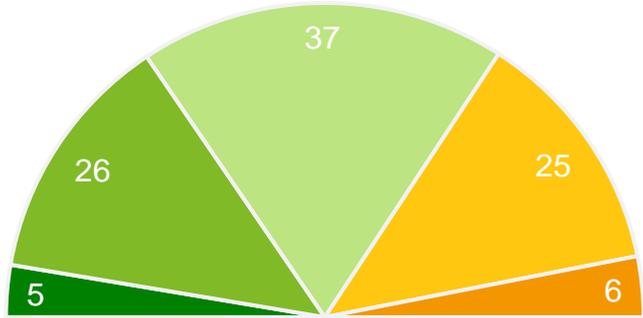
% of respondents

68%

Positive rating*

50

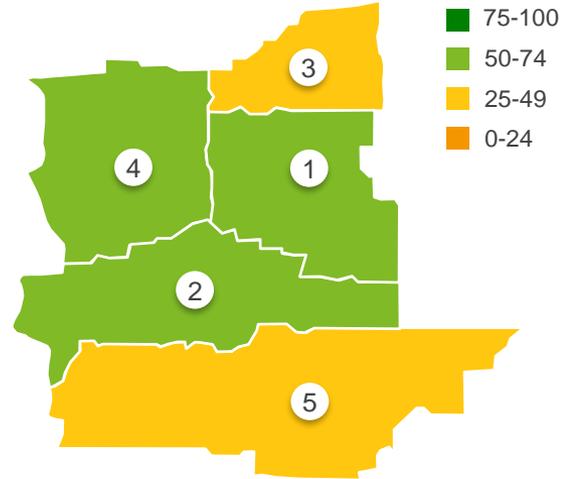
Performance Index Score (out of 100)



■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	52
2 Shire of Cranbrook	52
3 Shire of Katanning	48
4 Shire of Kojonup	51
5 Shire of Plantagenet	48
Live in a township	50
Live in a rural area	50

Community variances

Performance Index Score

Gender

Male **56**
Female **45**

Age of children

0-4 years 49
5-11 years 54
12-17 years **45**
18+ years 47
No children 50

Disability & culture

Disability **40**
First Nations 49
Mainly speak LOTE# **61**

Age

18-34 years 50
35-49 years 51
50-64 years 46
65+ years 52

Homeownership

Homeowner 50
Renting / other 50

MARKYT Industry Standards

Performance Index Score



Great Southern	50
Industry High	63
Industry Average	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 629).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Health and community services

Performance ratings

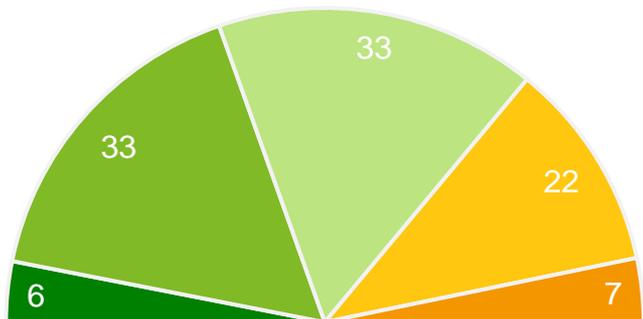
% of respondents

72%

Positive rating*

53

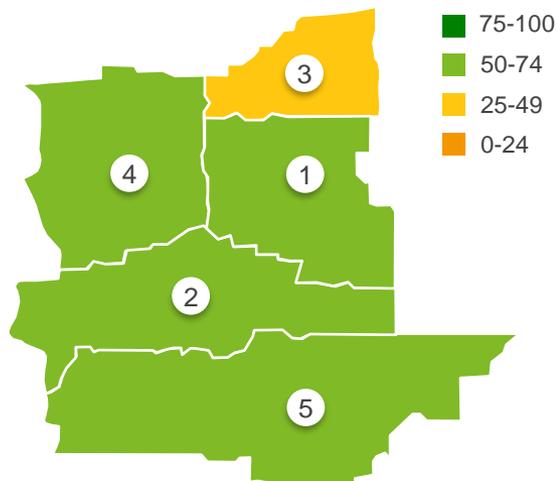
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	53
2 Shire of Cranbrook	54
3 Shire of Katanning	49
4 Shire of Kojonup	51
5 Shire of Plantagenet	55
<hr/>	
Live in a township	53
Live in a rural area	53

MARKYT Industry Standards

Performance Index Score



Great Southern	53
Industry High	67
Industry Average	55

Community variances

Performance Index Score

Gender

Male	56
Female	51

Age of children

0-4 years	50
5-11 years	56
12-17 years	51
18+ years	47
No children	55

Disability & culture

Disability	50
First Nations	64
Mainly speak LOTE#	58

Age

18-34 years	49
35-49 years	54
50-64 years	49
65+ years	59

Homeownership

Homeowner	54
Renting / other	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 772).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Public health and wellbeing programs and education

Performance ratings

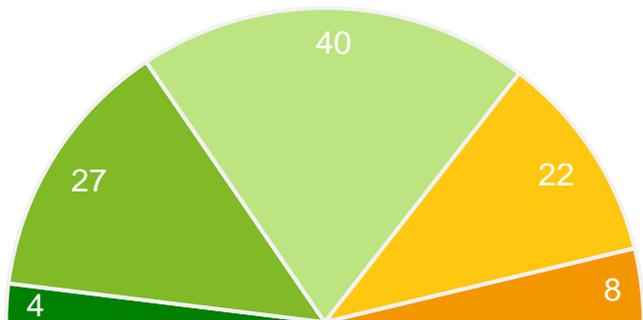
% of respondents

71%

Positive rating*

50

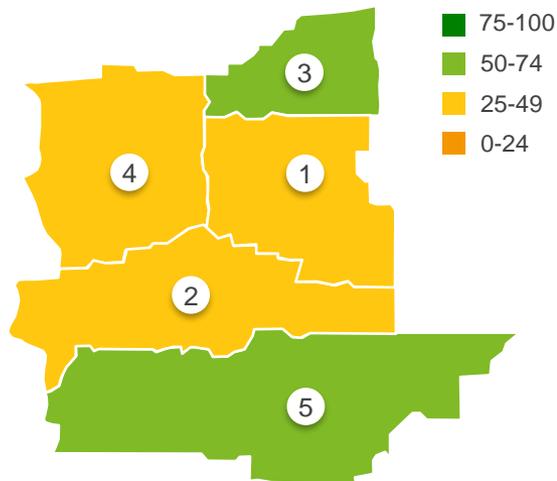
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	49
2 Shire of Cranbrook	49
3 Shire of Katanning	51
4 Shire of Kojonup	48
5 Shire of Plantagenet	50
<hr/>	
Live in a township	50
Live in a rural area	50

Community variances

Performance Index Score

Gender

Male	54
Female	47

Age of children

0-4 years	48
5-11 years	52
12-17 years	46
18+ years	46
No children	52

Disability & culture

Disability	45
First Nations	55
Mainly speak LOTE#	55

Age

18-34 years	47
35-49 years	50
50-64 years	47
65+ years	56

Homeownership

Homeowner	50
Renting / other	48

MARKYT Industry Standards

Performance Index Score



Great Southern	50
Industry High	60
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 702).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Sport and recreation facilities and services

Performance ratings

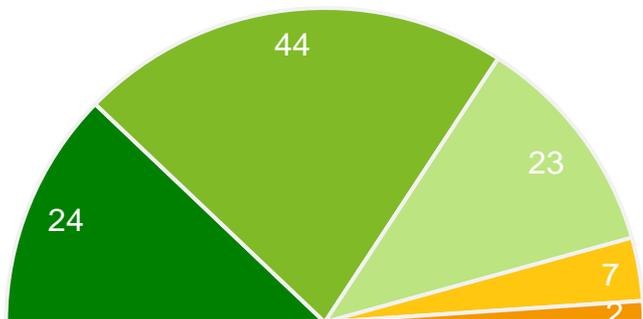
% of respondents

91%

Positive rating*

70

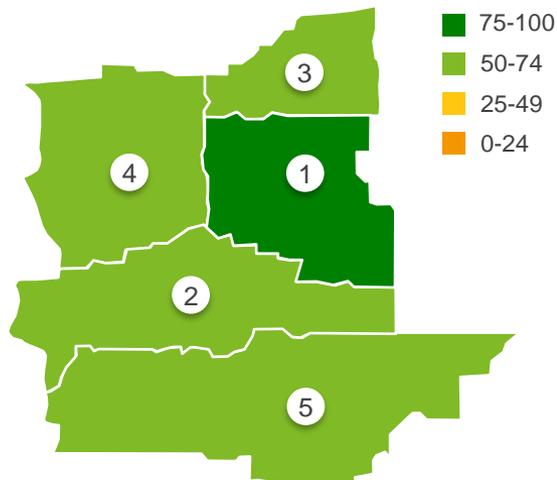
Performance Index Score (out of 100)



■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	76
2 Shire of Cranbrook	58
3 Shire of Katanning	69
4 Shire of Kojonup	70
5 Shire of Plantagenet	74
Live in a township	71
Live in a rural area	71

MARKYT Industry Standards

Performance Index Score



Great Southern	70
Industry High	79
Industry Average	65

Community variances

Performance Index Score

Gender

Male	73
Female	69

Age of children

0-4 years	65
5-11 years	67
12-17 years	65
18+ years	67
No children	72

Disability & culture

Disability	69
First Nations	59
Mainly speak LOTE#	45

Age

18-34 years	69
35-49 years	68
50-64 years	68
65+ years	76

Homeownership

Homeowner	70
Renting / other	75

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 762).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Festivals, events, art and cultural activities

Performance ratings

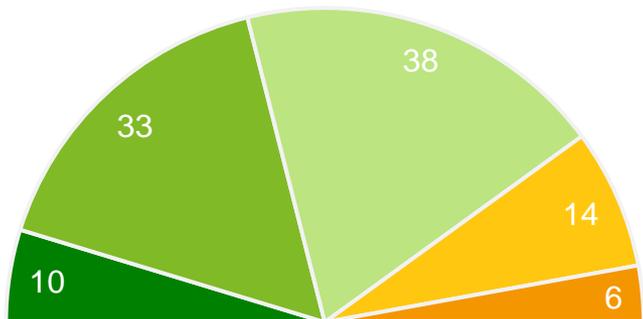
% of respondents

80%

Positive rating*

56

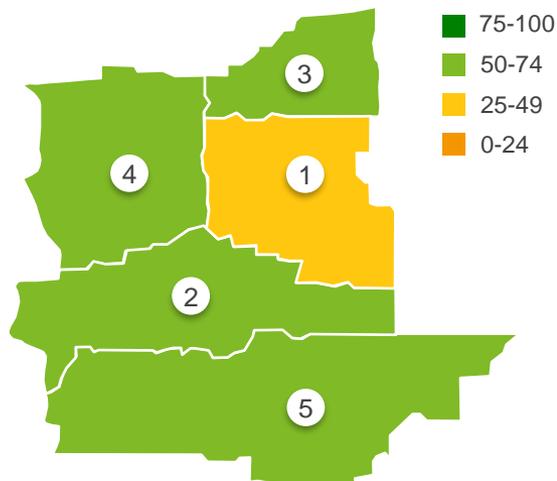
Performance Index Score (out of 100)



■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	41
2 Shire of Cranbrook	53
3 Shire of Katanning	72
4 Shire of Kojonup	50
5 Shire of Plantagenet	57
Live in a township	59
Live in a rural area	54

MARKYT Industry Standards

Performance Index Score



Great Southern	56
Industry High	75
Industry Average	61

Community variances

Performance Index Score

Gender

Male	57
Female	56

Age of children

0-4 years	53
5-11 years	59
12-17 years	50
18+ years	54
No children	59

Disability & culture

Disability	56
First Nations	53
Mainly speak LOTE#	55

Age

18-34 years	55
35-49 years	56
50-64 years	55
65+ years	60

Homeownership

Homeowner	56
Renting / other	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 769).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Community safety and crime prevention

Performance ratings

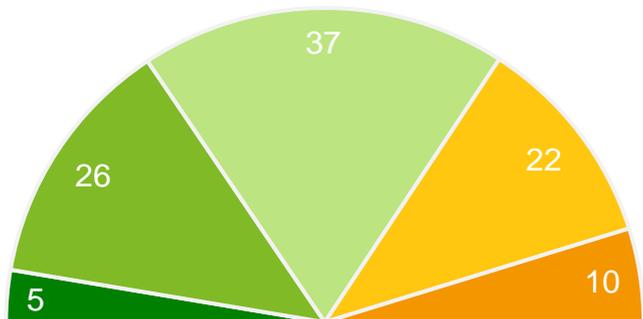
% of respondents

68%

Positive rating*

49

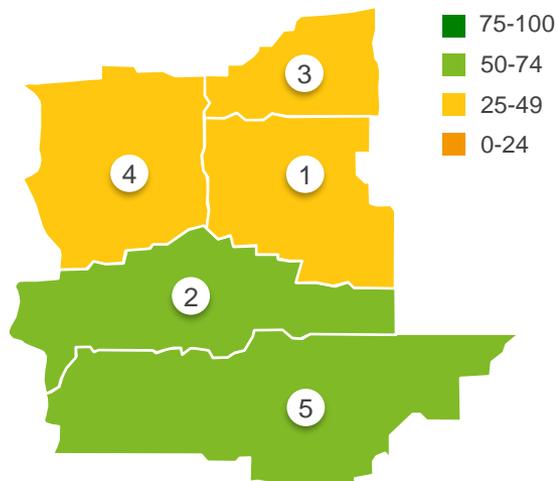
Performance Index Score (out of 100)



■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	48
2 Shire of Cranbrook	62
3 Shire of Katanning	43
4 Shire of Kojonup	39
5 Shire of Plantagenet	55
Live in a township	47
Live in a rural area	52

MARKYT Industry Standards

Performance Index Score



Great Southern	49
Industry High	66
Industry Average	46

Community variances

Performance Index Score

Gender

Male	52
Female	47

Age of children

0-4 years	42
5-11 years	48
12-17 years	45
18+ years	49
No children	51

Disability & culture

Disability	47
First Nations	43
Mainly speak LOTE#	61

Age

18-34 years	46
35-49 years	48
50-64 years	47
65+ years	54

Homeownership

Homeowner	49
Renting / other	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 754).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Lighting of streets and public places

Performance ratings

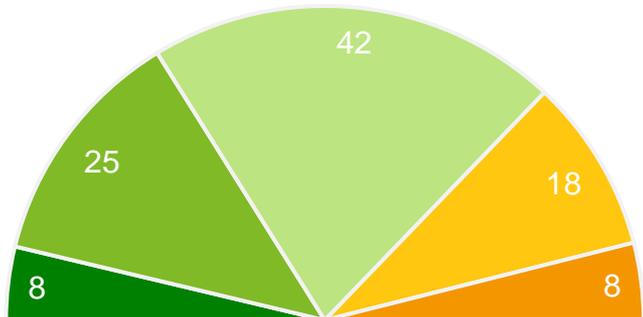
% of respondents

74%

Positive rating*

52

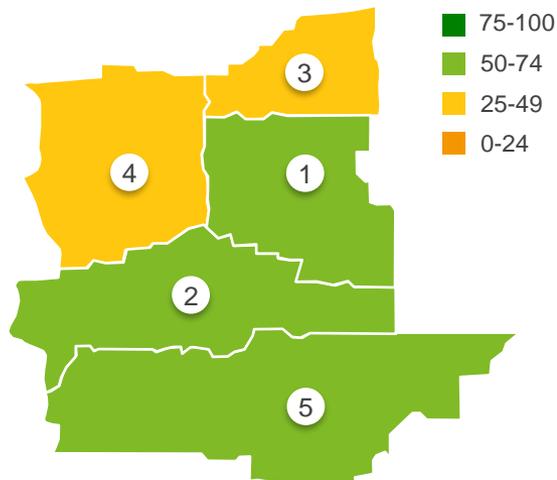
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	54
2 Shire of Cranbrook	54
3 Shire of Katanning	48
4 Shire of Kojonup	49
5 Shire of Plantagenet	54
<hr/>	
Live in a township	51
Live in a rural area	54

Community variances

Performance Index Score

Gender

Male	55
Female	49

Age of children

0-4 years	53
5-11 years	50
12-17 years	47
18+ years	53
No children	53

Disability & culture

Disability	47
First Nations	47
Mainly speak LOTE#	53

Age

18-34 years	52
35-49 years	52
50-64 years	49
65+ years	54

Homeownership

Homeowner	52
Renting / other	53

MARKYT Industry Standards

Performance Index Score



Great Southern	52
Industry High	66
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 745).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

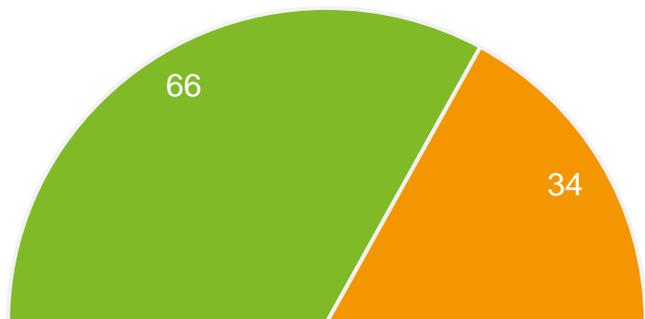
Volunteering participation

Performance ratings

% of respondents

66%

Total Agree

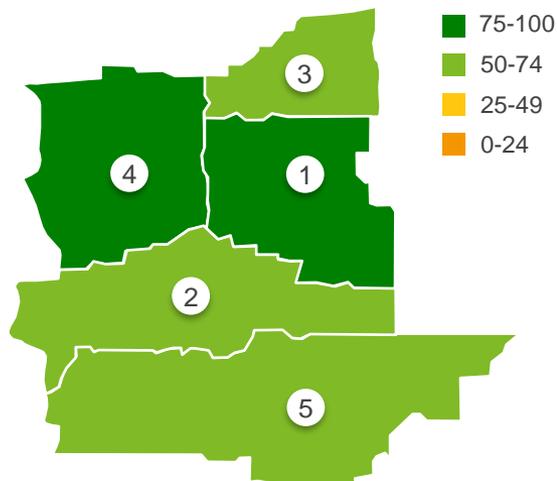


Yes

No

Geographical variances

% yes



Location

1 Shire of Broomehill Tambellup	79
2 Shire of Cranbrook	71
3 Shire of Katanning	62
4 Shire of Kojonup	78
5 Shire of Plantagenet	55
Live in a township	60
Live in a rural area	73

Community variances

% yes

Gender

Male	65
Female	67

Age of children

0-4 years	61
5-11 years	90
12-17 years	82
18+ years	75
No children	59

Disability & culture

Disability	59
First Nations	66
Mainly speak LOTE#	44

Age

18-34 years	59
35-49 years	77
50-64 years	65
65+ years	62

Homeownership

Homeowner	66
Renting / other	61

MARKYT Industry Standards

% yes



Great Southern	66
Industry High	79
Industry Average	62

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 = 727).

Small base size (<20 respondents)

Volunteer recognition and support

Performance ratings

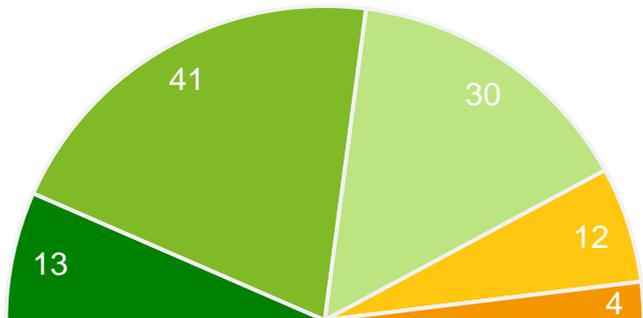
% of respondents

84%

Positive rating*

62

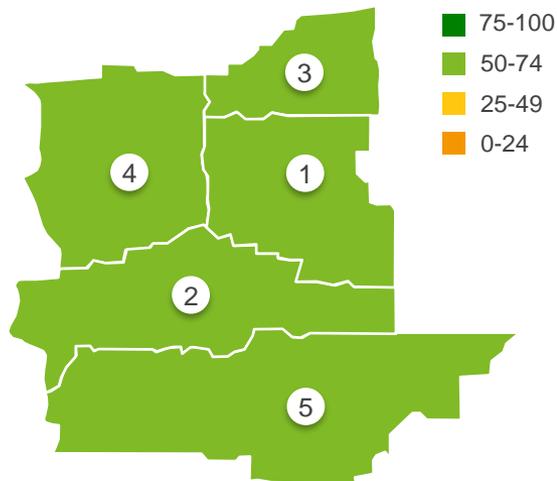
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	61
2 Shire of Cranbrook	62
3 Shire of Katanning	60
4 Shire of Kojonup	60
5 Shire of Plantagenet	65
<hr/>	
Live in a township	63
Live in a rural area	60

MARKYT Industry Standards

Performance Index Score



Great Southern	62
Industry High	69
Industry Average	59

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	64	0-4 years	59	Disability	59
Female	61	5-11 years	65	First Nations	67
Age		12-17 years	59	Mainly speak LOTE#	66
		18-34 years	58	18+ years	59
35-49 years	64	No children	63	Homeownership	
50-64 years	60			Homeowner	62
65+ years	65			Renting / other	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 731).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

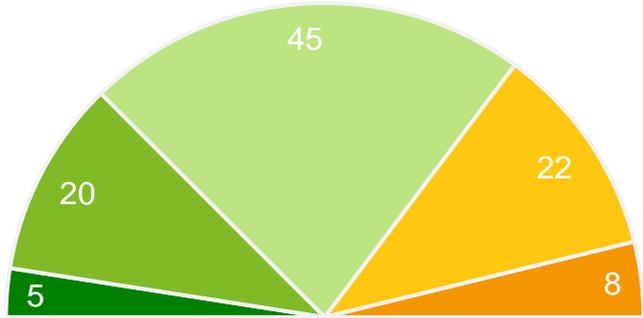
% of respondents

70%

Positive rating*

48

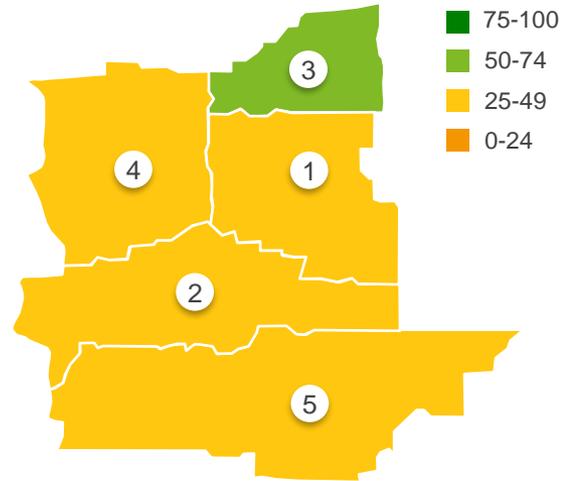
Performance Index Score (out of 100)



■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	46
2 Shire of Cranbrook	44
3 Shire of Katanning	52
4 Shire of Kojonup	49
5 Shire of Plantagenet	47
Live in a township	47
Live in a rural area	51

Community variances

Performance Index Score

Gender

Male	52
Female	44

Age of children

0-4 years	44
5-11 years	52
12-17 years	50
18+ years	48
No children	48

Disability & culture

Disability	43
First Nations	52
Mainly speak LOTE#	54

Age

18-34 years	48
35-49 years	49
50-64 years	48
65+ years	49

Homeownership

Homeowner	49
Renting / other	42

MARKYT Industry Standards

Performance Index Score



Great Southern	48
Industry High	68
Industry Average	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 577).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Conservation and environmental management

Performance ratings

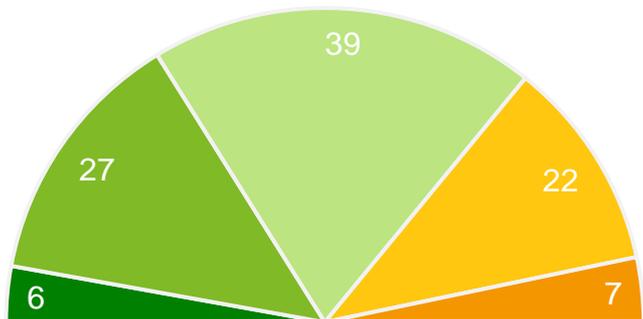
% of respondents

72%

Positive rating*

51

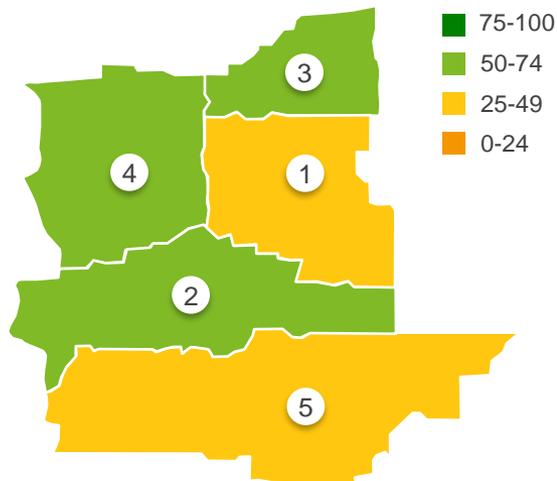
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	49
2 Shire of Cranbrook	51
3 Shire of Katanning	56
4 Shire of Kojonup	50
5 Shire of Plantagenet	49
Live in a township	52
Live in a rural area	50

MARKYT Industry Standards

Performance Index Score



Great Southern	51
Industry High	67
Industry Average	52

Community variances

Performance Index Score

Gender

Male	54
Female	48

Age of children

0-4 years	48
5-11 years	52
12-17 years	52
18+ years	52
No children	51

Disability & culture

Disability	46
First Nations	48
Mainly speak LOTE#	58

Age

18-34 years	53
35-49 years	52
50-64 years	49
65+ years	50

Homeownership

Homeowner	50
Renting / other	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 637).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Waste management

Performance ratings

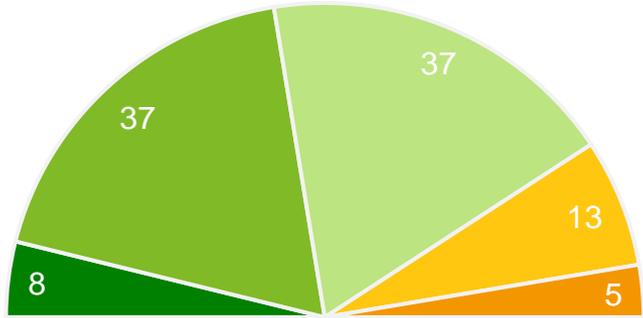
% of respondents

81%

Positive rating*

57

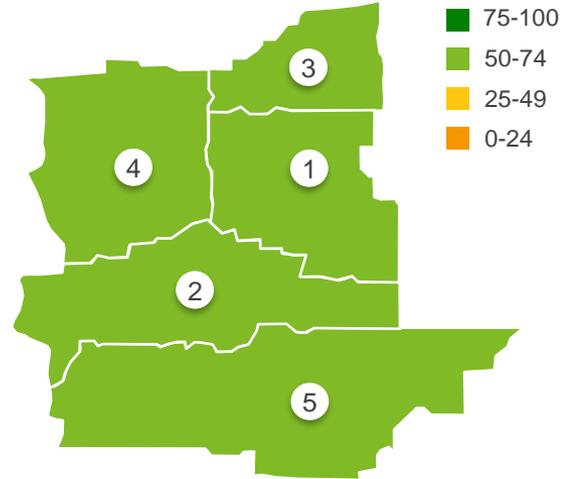
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	56
2 Shire of Cranbrook	57
3 Shire of Katanning	54
4 Shire of Kojonup	62
5 Shire of Plantagenet	56
<hr/>	
Live in a township	60
Live in a rural area	55

Community variances

Performance Index Score

Gender

Male	60
Female	55

Age of children

0-4 years	58
5-11 years	58
12-17 years	53
18+ years	52
No children	58

Disability & culture

Disability	52
First Nations	49
Mainly speak LOTE#	55

Age

18-34 years	58
35-49 years	56
50-64 years	54
65+ years	62

Homeownership

Homeowner	57
Renting / other	62

MARKYT Industry Standards

Performance Index Score



Great Southern	57
Industry High	77
Industry Average	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 743).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Animal management (dogs and cats)

Performance ratings

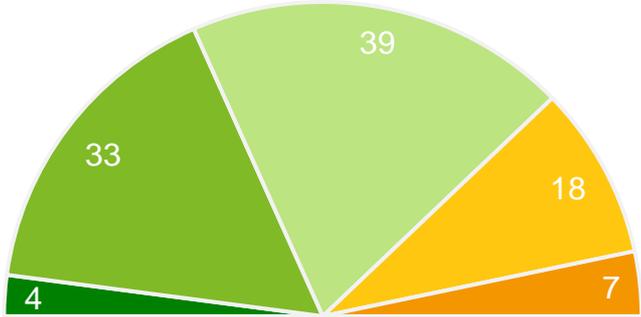
% of respondents

76%

Positive rating*

52

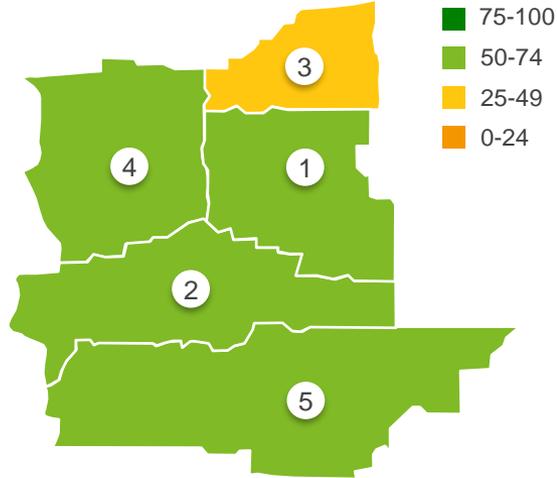
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	54
2 Shire of Cranbrook	60
3 Shire of Katanning	44
4 Shire of Kojonup	52
5 Shire of Plantagenet	55
Live in a township	52
Live in a rural area	54

Community variances

Performance Index Score

Gender

Male	55
Female	51

Age of children

0-4 years	55
5-11 years	57
12-17 years	50
18+ years	45
No children	52

Disability & culture

Disability	51
First Nations	46
Mainly speak LOTE#	57

Age

18-34 years	55
35-49 years	52
50-64 years	50
65+ years	53

Homeownership

Homeowner	53
Renting / other	50

MARKYT Industry Standards

Performance Index Score



Great Southern	52
Industry High	67
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 699).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Natural disaster management

(education, prevention and relief for fire, floods, etc)

Performance ratings

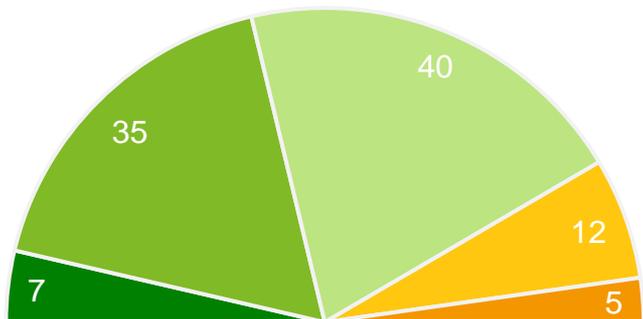
% of respondents

83%

Positive rating*

57

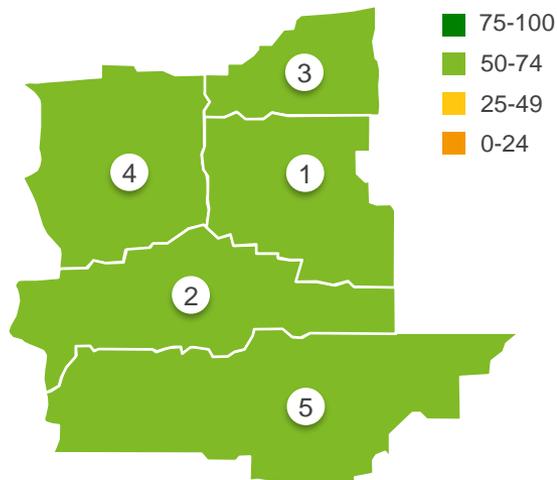
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	58
2 Shire of Cranbrook	60
3 Shire of Katanning	55
4 Shire of Kojonup	58
5 Shire of Plantagenet	56
<hr/>	
Live in a township	56
Live in a rural area	58

Community variances

Performance Index Score

Gender

Male	60
Female	54

Age of children

0-4 years	53
5-11 years	57
12-17 years	55
18+ years	55
No children	58

Disability & culture

Disability	52
First Nations	53
Mainly speak LOTE#	63

Age

18-34 years	61
35-49 years	55
50-64 years	56
65+ years	58

Homeownership

Homeowner	57
Renting / other	62

MARKYT Industry Standards

Performance Index Score



Great Southern	57
Industry High	66
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 624).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Place

Managing responsible growth and development

Performance ratings

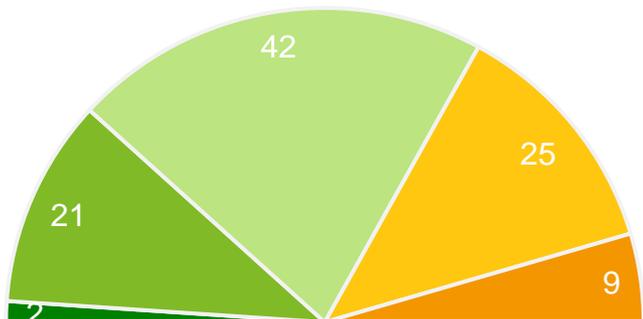
% of respondents

66%

Positive rating*

46

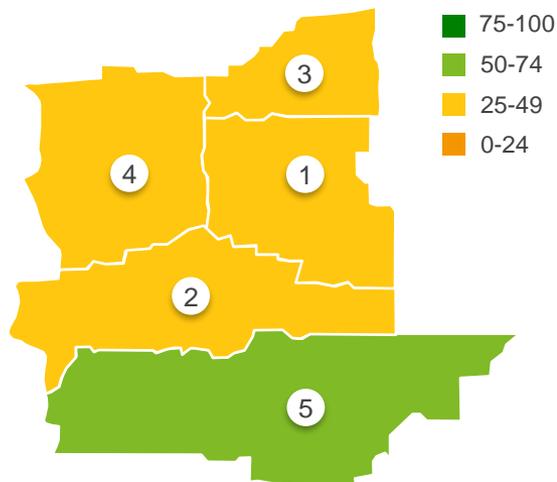
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	48
2 Shire of Cranbrook	42
3 Shire of Katanning	45
4 Shire of Kojonup	41
5 Shire of Plantagenet	50
Live in a township	46
Live in a rural area	46

Community variances

Performance Index Score

Gender

Male	47
Female	45

Age of children

0-4 years	47
5-11 years	41
12-17 years	38
18+ years	45
No children	47

Disability & culture

Disability	44
First Nations	49
Mainly speak LOTE#	49

Age

18-34 years	50
35-49 years	42
50-64 years	44
65+ years	49

Homeownership

Homeowner	45
Renting / other	51

MARKYT Industry Standards

Performance Index Score



Great Southern	46
Industry High	58
Industry Average	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 635).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Planning and building approvals

Performance ratings

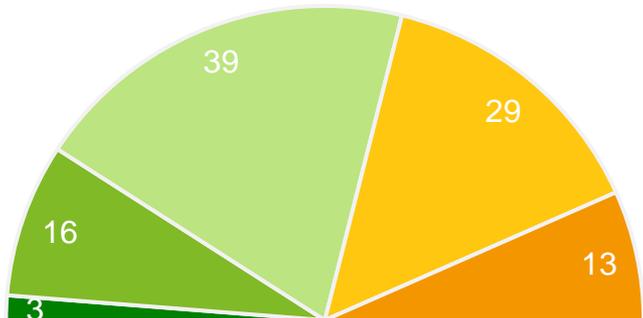
% of respondents

58%

Positive rating*

41

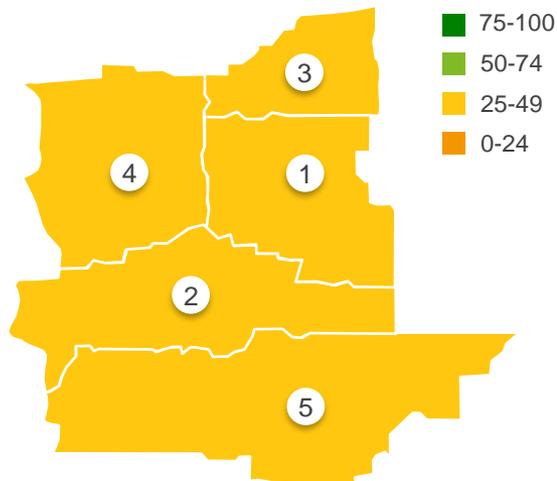
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	47
2 Shire of Cranbrook	42
3 Shire of Katanning	40
4 Shire of Kojonup	39
5 Shire of Plantagenet	42
Live in a township	41
Live in a rural area	40

Community variances

Performance Index Score

Gender

Male	43
Female	40

Age of children

0-4 years	43
5-11 years	37
12-17 years	31
18+ years	43
No children	42

Disability & culture

Disability	37
First Nations	41
Mainly speak LOTE#	44

Age

18-34 years	43
35-49 years	37
50-64 years	40
65+ years	46

Homeownership

Homeowner	41
Renting / other	44

MARKYT Industry Standards

Performance Index Score



Great Southern	41
Industry High	55
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 587).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Access to housing that meets your needs

Performance ratings

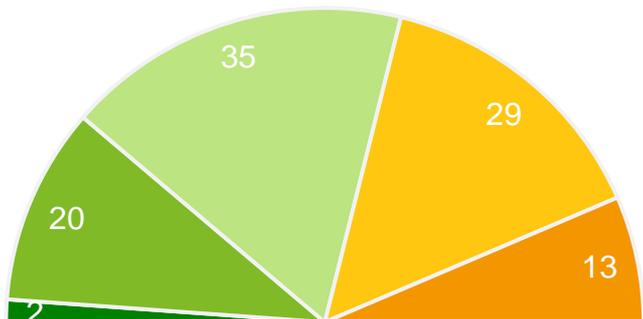
% of respondents

58%

Positive rating*

42

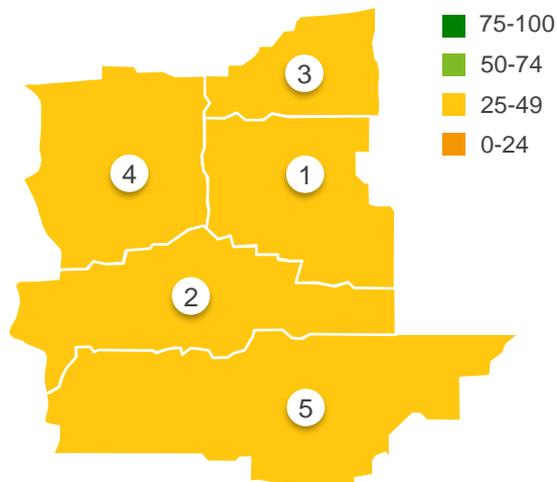
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	42
2 Shire of Cranbrook	38
3 Shire of Katanning	39
4 Shire of Kojonup	44
5 Shire of Plantagenet	45
Live in a township	43
Live in a rural area	43

Community variances

Performance Index Score

Gender

Male	46
Female	39

Age of children

0-4 years	35
5-11 years	37
12-17 years	33
18+ years	37
No children	48

Disability & culture

Disability	40
First Nations	36
Mainly speak LOTE#	47

Age

18-34 years	38
35-49 years	36
50-64 years	44
65+ years	52

Homeownership

Homeowner	44
Renting / other	32

MARKYT Industry Standards

Performance Index Score



Great Southern	42
Industry High	65
Industry Average	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 568).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Preserving and promoting local history and heritage

Performance ratings

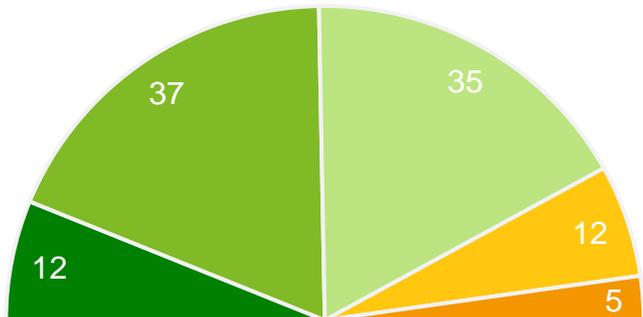
% of respondents

84%

Positive rating*

60

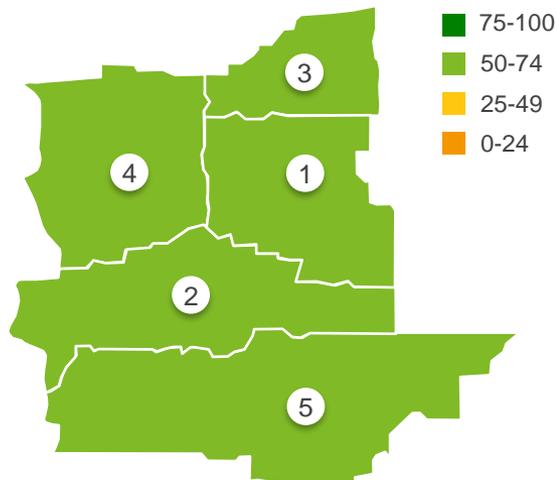
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	58
2 Shire of Cranbrook	52
3 Shire of Katanning	61
4 Shire of Kojonup	62
5 Shire of Plantagenet	62
<hr/>	
Live in a township	60
Live in a rural area	61

MARKYT Industry Standards

Performance Index Score



Great Southern	60
Industry High	70
Industry Average	58

Community variances

Performance Index Score

Gender

Male	62
Female	60

Age of children

0-4 years	59
5-11 years	62
12-17 years	59
18+ years	65
No children	60

Disability & culture

Disability	60
First Nations	67
Mainly speak LOTE#	49

Age

18-34 years	62
35-49 years	58
50-64 years	59
65+ years	63

Homeownership

Homeowner	60
Renting / other	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 731).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Community buildings and halls

Performance ratings

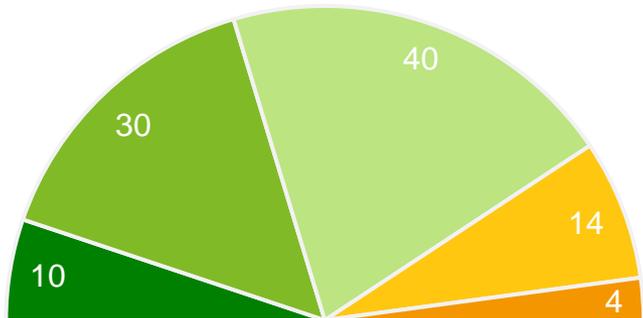
% of respondents

81%

Positive rating*

57

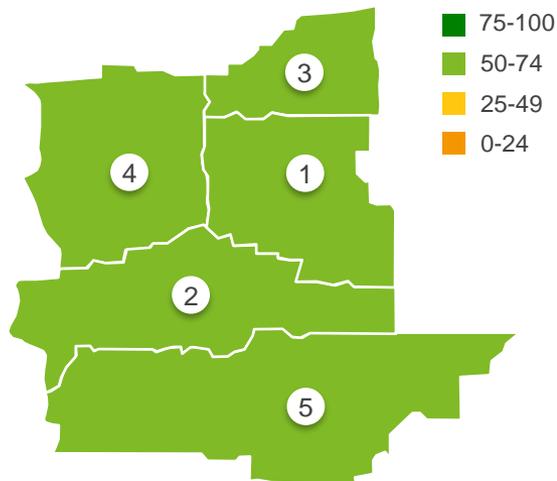
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	62
2 Shire of Cranbrook	60
3 Shire of Katanning	60
4 Shire of Kojonup	55
5 Shire of Plantagenet	55
Live in a township	59
Live in a rural area	55

Community variances

Performance Index Score

Gender

Male	60
Female	55

Age of children

0-4 years	53
5-11 years	57
12-17 years	55
18+ years	60
No children	58

Disability & culture

Disability	55
First Nations	67
Mainly speak LOTE#	60

Age

18-34 years	57
35-49 years	56
50-64 years	56
65+ years	58

Homeownership

Homeowner	57
Renting / other	60

MARKYT Industry Standards

Performance Index Score



Great Southern	57
Industry High	65
Industry Average	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 767).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Public toilets

Performance ratings

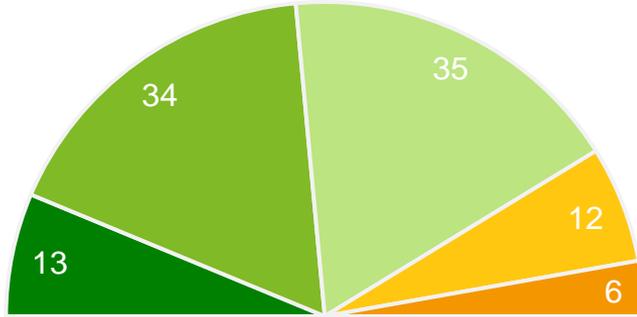
% of respondents

82%

Positive rating*

59

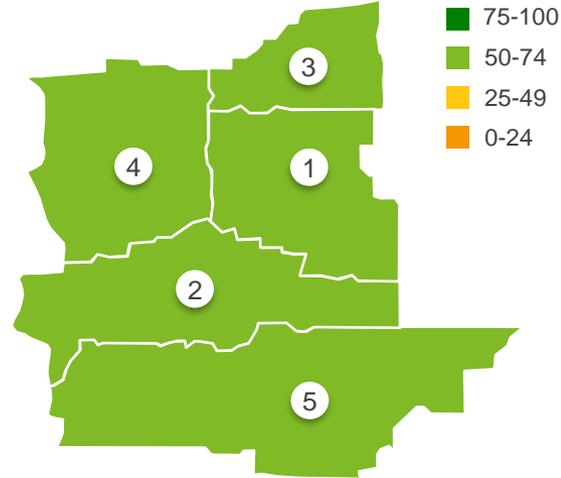
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	59
2 Shire of Cranbrook	70
3 Shire of Katanning	58
4 Shire of Kojonup	64
5 Shire of Plantagenet	54
<hr/>	
Live in a township	62
Live in a rural area	57

Community variances

Performance Index Score

Gender

Male	62
Female	58

Age of children

0-4 years	55
5-11 years	60
12-17 years	59
18+ years	60
No children	60

Disability & culture

Disability	53
First Nations	47
Mainly speak LOTE#	65

Age

18-34 years	57
35-49 years	61
50-64 years	59
65+ years	60

Homeownership

Homeowner	59
Renting / other	63

MARKYT Industry Standards

Performance Index Score



Great Southern	59
Industry High	70
Industry Average	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 759).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Playgrounds, parks and reserves

Performance ratings

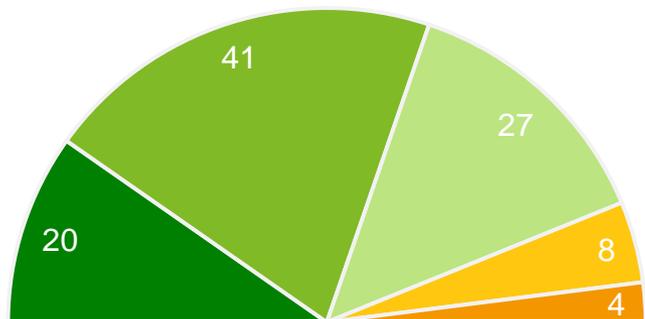
% of respondents

88%

Positive rating*

66

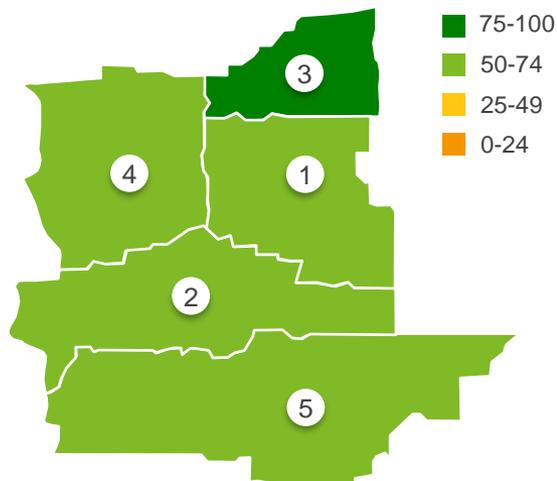
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	57
2 Shire of Cranbrook	68
3 Shire of Katanning	78
4 Shire of Kojonup	67
5 Shire of Plantagenet	61
Live in a township	67
Live in a rural area	65

Community variances

Performance Index Score

Gender

Male	69
Female	63

Age of children

0-4 years	56
5-11 years	59
12-17 years	62
18+ years	73
No children	69

Disability & culture

Disability	63
First Nations	66
Mainly speak LOTE#	65

Age

18-34 years	60
35-49 years	65
50-64 years	68
65+ years	69

Homeownership

Homeowner	66
Renting / other	68

MARKYT Industry Standards

Performance Index Score



Great Southern	66
Industry High	78
Industry Average	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 771).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Streetscapes, trees and verges

Performance ratings

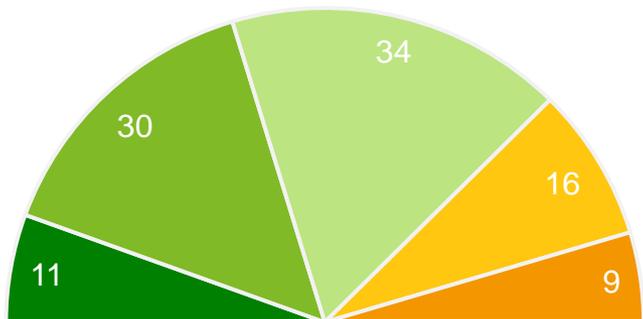
% of respondents

75%

Positive rating*

54

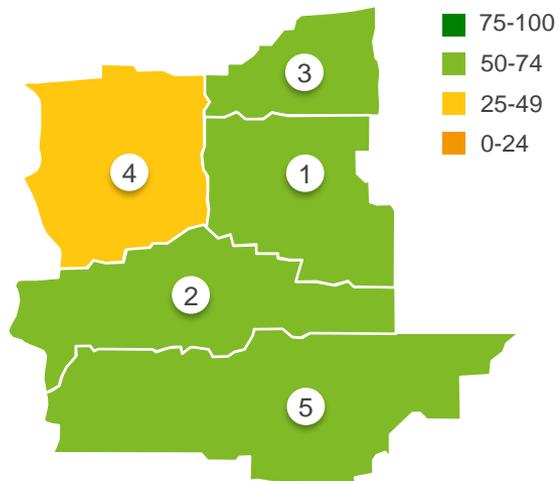
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	62
2 Shire of Cranbrook	52
3 Shire of Katanning	50
4 Shire of Kojonup	47
5 Shire of Plantagenet	60
<hr/>	
Live in a township	51
Live in a rural area	58

Community variances

Performance Index Score

Gender

Male **59**
Female 51

Age of children

0-4 years 51
5-11 years 53
12-17 years 54
18+ years 54
No children 55

Disability & culture

Disability **48**
First Nations **59**

Age

18-34 years 55
35-49 years 56
50-64 years 54
65+ years 54

Mainly speak LOTE# 50

Homeownership

Homeowner 54
Renting / other **61**

MARKYT Industry Standards

Performance Index Score



Great Southern	54
Industry High	69
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 780).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Footpaths, trails and cycleways

Performance ratings

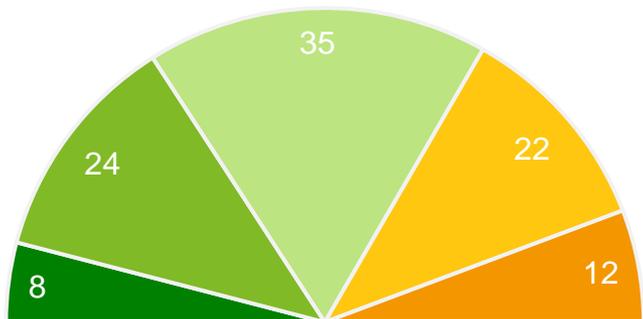
% of respondents

67%

Positive rating*

49

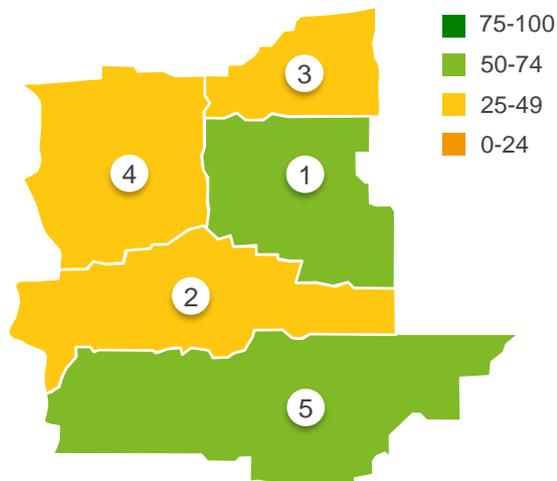
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	54
2 Shire of Cranbrook	48
3 Shire of Katanning	44
4 Shire of Kojonup	44
5 Shire of Plantagenet	53
<hr/>	
Live in a township	45
Live in a rural area	54

MARKYT Industry Standards

Performance Index Score



Great Southern	49
Industry High	67
Industry Average	52

Community variances

Performance Index Score

Gender

Male	54
Female	44

Age of children

0-4 years	47
5-11 years	45
12-17 years	42
18+ years	49
No children	50

Disability & culture

Disability	40
First Nations	53
Mainly speak LOTE#	62

Age

18-34 years	52
35-49 years	49
50-64 years	47
65+ years	49

Homeownership

Homeowner	48
Renting / other	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 767).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Local roads

Performance ratings

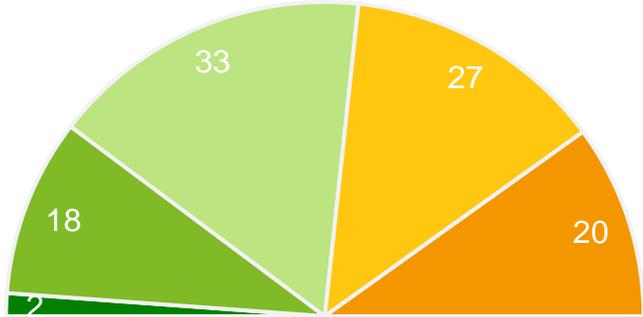
% of respondents

53%

Positive rating*

39

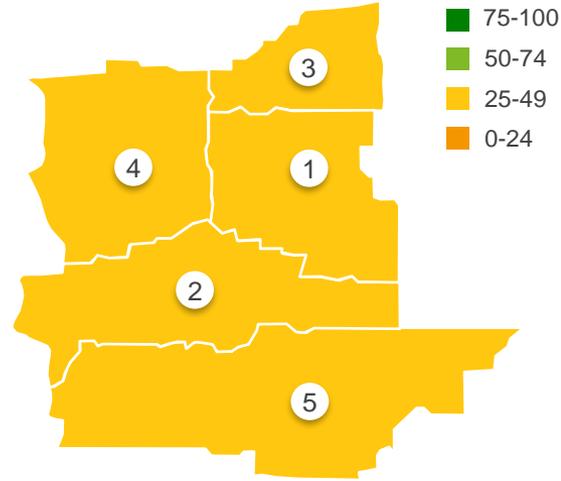
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



■ 75-100
■ 50-74
■ 25-49
■ 0-24

Location

1 Shire of Broomehill Tambellup	41
2 Shire of Cranbrook	41
3 Shire of Katanning	37
4 Shire of Kojonup	30
5 Shire of Plantagenet	45
<hr/>	
Live in a township	43
Live in a rural area	33

Community variances

Performance Index Score

Gender

Male 41
Female 38

Age of children

0-4 years 38
5-11 years 36
12-17 years 28
18+ years 34
No children 41

Disability & culture

Disability 34
First Nations 35
Mainly speak LOTE# 43

Age

18-34 years 38
35-49 years 36
50-64 years 38
65+ years 43

Homeownership

Homeowner 39
Renting / other 41

MARKYT Industry Standards

Performance Index Score



Great Southern	39
Industry High	70
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 783).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Prosperity

Place to work or operate a business

Performance ratings

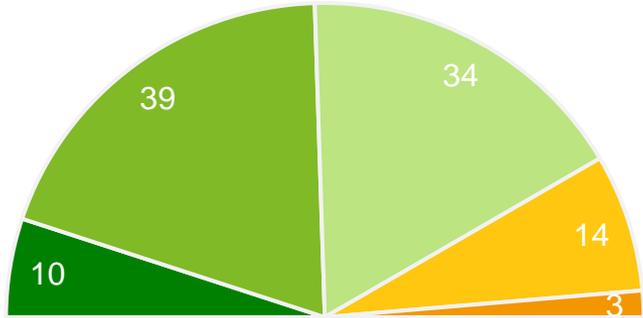
% of respondents

83%

Positive rating*

60

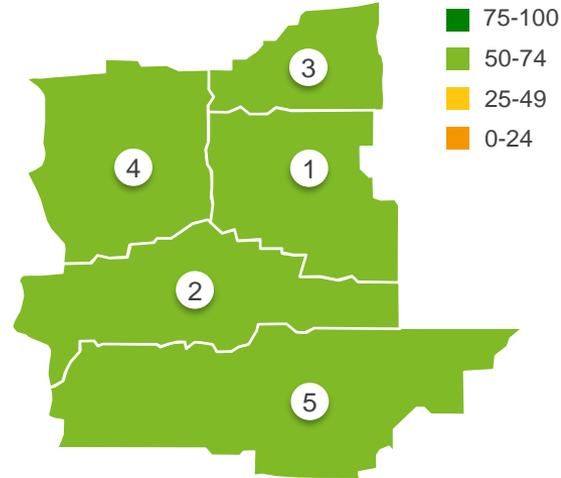
Performance Index Score (out of 100)



■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	57
2 Shire of Cranbrook	56
3 Shire of Katanning	60
4 Shire of Kojonup	62
5 Shire of Plantagenet	61
Live in a township	58
Live in a rural area	62

Community variances

Performance Index Score

Gender

Male	62
Female	59

Age of children

0-4 years	55
5-11 years	59
12-17 years	57
18+ years	61
No children	61

Disability & culture

Disability	54
First Nations	57
Mainly speak LOTE#	60

Age

18-34 years	59
35-49 years	58
50-64 years	58
65+ years	66

Homeownership

Homeowner	60
Renting / other	57

MARKYT Industry Standards

Performance Index Score



Great Southern	60
Industry High	72
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 742).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Economic development and job creation

Performance ratings

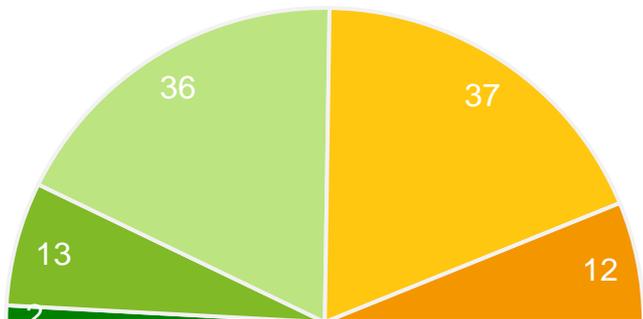
% of respondents

50%

Positive rating*

39

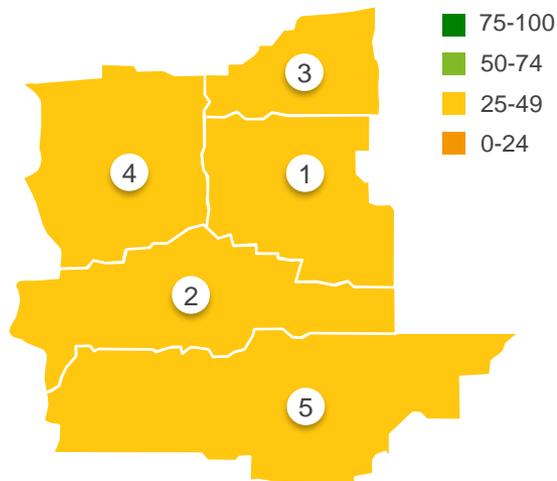
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	30
2 Shire of Cranbrook	36
3 Shire of Katanning	45
4 Shire of Kojonup	37
5 Shire of Plantagenet	39
<hr/>	
Live in a township	40
Live in a rural area	37

Community variances

Performance Index Score

Gender

Male	40
Female	37

Age of children

0-4 years	37
5-11 years	35
12-17 years	31
18+ years	32
No children	41

Disability & culture

Disability	34
First Nations	38
Mainly speak LOTE#	47

Age

18-34 years	43
35-49 years	33
50-64 years	36
65+ years	44

Homeownership

Homeowner	39
Renting / other	37

MARKYT Industry Standards

Performance Index Score



Great Southern	39
Industry High	56
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 600).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Agriculture development and support services

Performance ratings

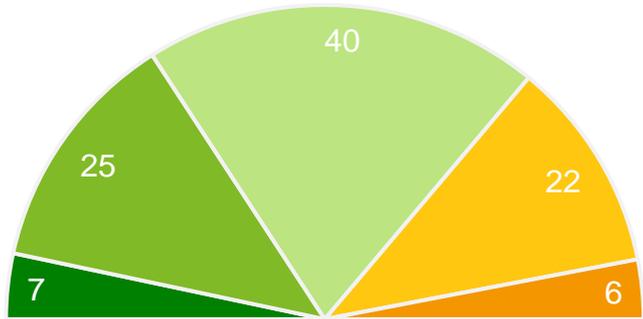
% of respondents

72%

Positive rating*

51

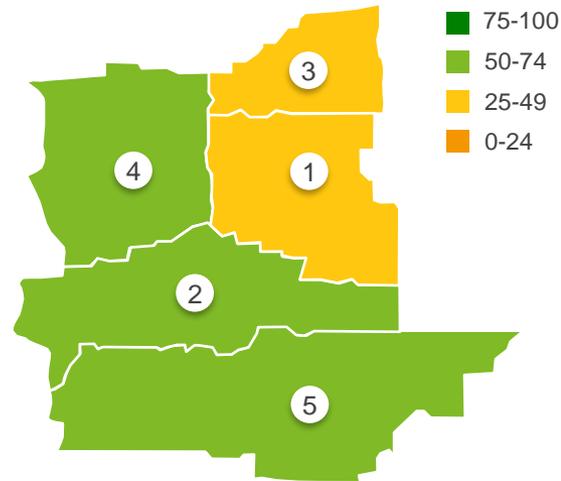
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	47
2 Shire of Cranbrook	54
3 Shire of Katanning	49
4 Shire of Kojonup	50
5 Shire of Plantagenet	53
Live in a township	56
Live in a rural area	46

Community variances

Performance Index Score

Gender

Male	51
Female	52

Age of children

0-4 years	53
5-11 years	50
12-17 years	41
18+ years	47
No children	53

Disability & culture

Disability	51
First Nations	39
Mainly speak LOTE#	51

Age

18-34 years	53
35-49 years	45
50-64 years	52
65+ years	55

Homeownership

Homeowner	50
Renting / other	62

MARKYT Industry Standards

Performance Index Score



Great Southern	51
Industry High	55
Industry Average	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 573).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Development and activation of your local town centre

Performance ratings

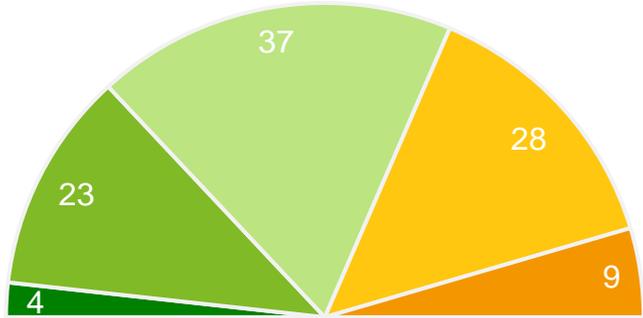
% of respondents

63%

Positive rating*

46

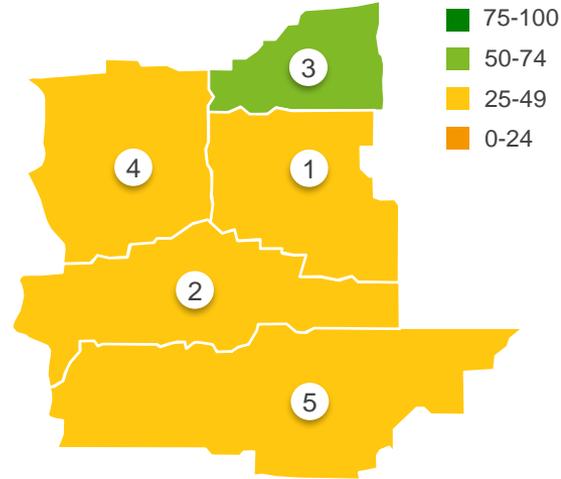
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	49
2 Shire of Cranbrook	36
3 Shire of Katanning	54
4 Shire of Kojonup	38
5 Shire of Plantagenet	49
Live in a township	46
Live in a rural area	46

Community variances

Performance Index Score

Gender

Male 48
Female 44

Age of children

0-4 years 44
5-11 years 45
12-17 years 43
18+ years 42
No children 48

Disability & culture

Disability 45
First Nations 48
Mainly speak LOTE# 48

Age

18-34 years 48
35-49 years 45
50-64 years 43
65+ years 48

Homeownership

Homeowner 46
Renting / other 47

MARKYT Industry Standards

Performance Index Score



Great Southern	46
Industry High	64
Industry Average	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 690).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Place to visit

Performance ratings

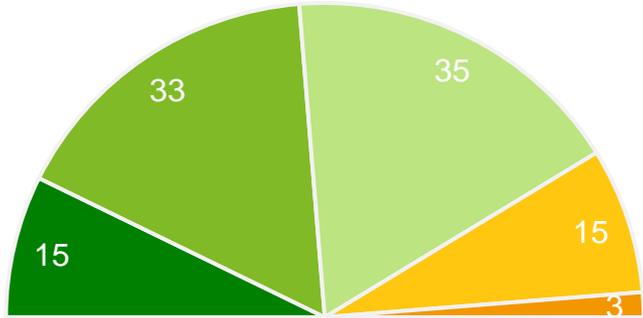
% of respondents

82%

Positive rating*

60

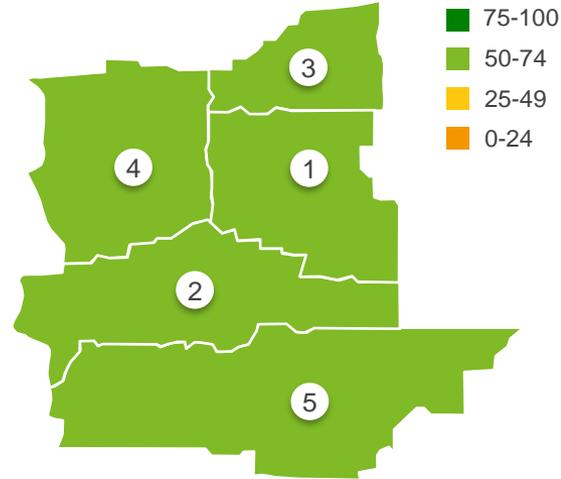
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	55
2 Shire of Cranbrook	56
3 Shire of Katanning	59
4 Shire of Kojonup	52
5 Shire of Plantagenet	69
Live in a township	61
Live in a rural area	58

Community variances

Performance Index Score

Gender

Male	62
Female	59

Age of children

0-4 years	49
5-11 years	57
12-17 years	52
18+ years	56
No children	64

Disability & culture

Disability	60
First Nations	67
Mainly speak LOTE#	59

Age

18-34 years	55
35-49 years	56
50-64 years	60
65+ years	70

Homeownership

Homeowner	61
Renting / other	59

MARKYT Industry Standards

Performance Index Score



Great Southern	60
Industry High	85
Industry Average	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 808).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Tourism attractions and destination marketing

Performance ratings

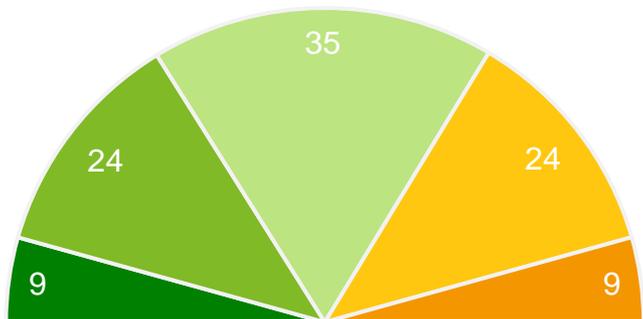
% of respondents

67%

Positive rating*

50

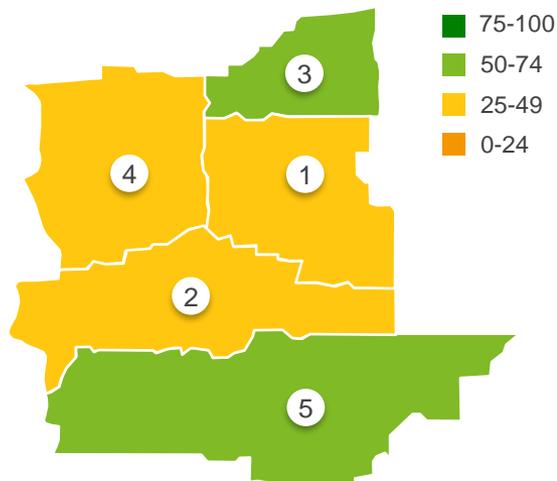
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	41
2 Shire of Cranbrook	40
3 Shire of Katanning	55
4 Shire of Kojonup	43
5 Shire of Plantagenet	56
<hr/>	
Live in a township	52
Live in a rural area	49

Community variances

Performance Index Score

Gender

Male	51
Female	50

Age of children

0-4 years	46
5-11 years	51
12-17 years	47
18+ years	48
No children	52

Disability & culture

Disability	48
First Nations	50
Mainly speak LOTE#	48

Age

18-34 years	50
35-49 years	49
50-64 years	48
65+ years	53

Homeownership

Homeowner	51
Renting / other	43

MARKYT Industry Standards

Performance Index Score



Great Southern	50
Industry High	65
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 735).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Telecommunications and internet services

Performance ratings

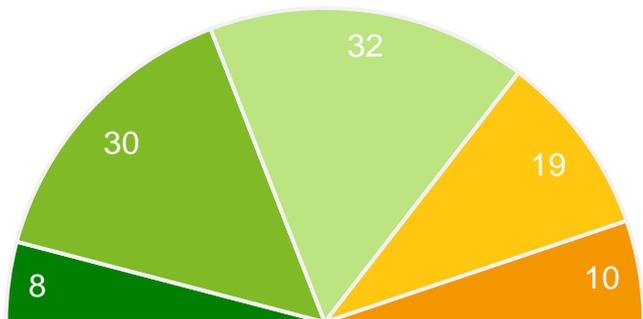
% of respondents

71%

Positive rating*

52

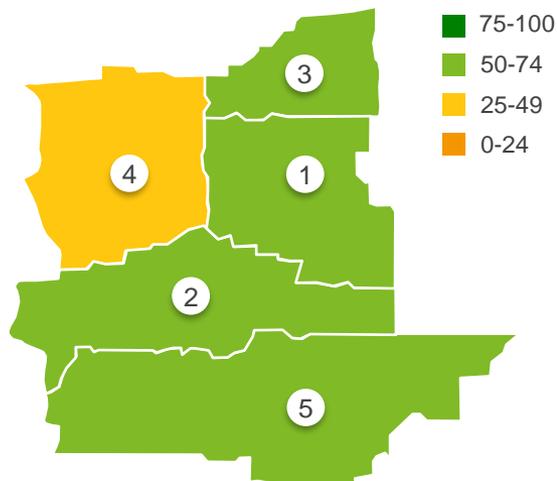
Performance Index Score (out of 100)



■ Excellent ■ Good ■ Okay ■ Poor ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	50
2 Shire of Cranbrook	52
3 Shire of Katanning	51
4 Shire of Kojonup	49
5 Shire of Plantagenet	54
Live in a township	56
Live in a rural area	45

Community variances

Performance Index Score

Gender

Male	50
Female	54

Age of children

0-4 years	54
5-11 years	50
12-17 years	44
18+ years	47
No children	52

Disability & culture

Disability	47
First Nations	42
Mainly speak LOTE#	42

Age

18-34 years	55
35-49 years	49
50-64 years	48
65+ years	55

Homeownership

Homeowner	52
Renting / other	55

MARKYT Industry Standards

Performance Index Score



Great Southern	52
Industry High	54
Industry Average	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 723).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Access to education, training and life-long learning opportunities

Performance ratings

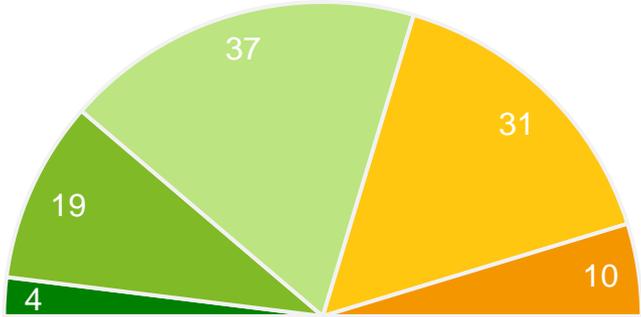
% of respondents

59%

Positive rating*

44

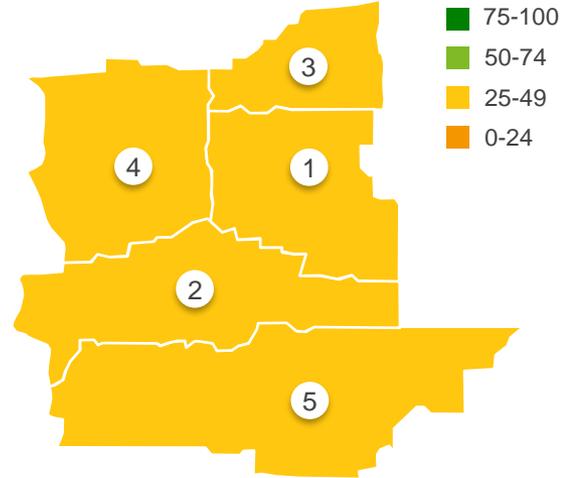
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	39
2 Shire of Cranbrook	40
3 Shire of Katanning	47
4 Shire of Kojonup	37
5 Shire of Plantagenet	49
Live in a township	45
Live in a rural area	43

Community variances

Performance Index Score

Gender

Male	46
Female	43

Age of children

0-4 years	37
5-11 years	42
12-17 years	37
18+ years	34
No children	48

Disability & culture

Disability	39
First Nations	39
Mainly speak LOTE#	44

Age

18-34 years	43
35-49 years	39
50-64 years	45
65+ years	50

Homeownership

Homeowner	45
Renting / other	37

MARKYT Industry Standards

Performance Index Score



Great Southern	44
Industry High	64
Industry Average	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 635).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Library services

Performance ratings

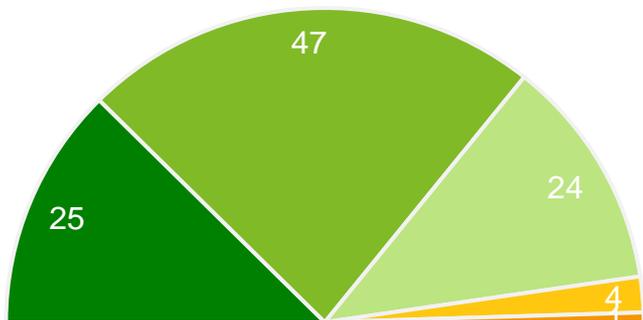
% of respondents

95%

Positive rating*

73

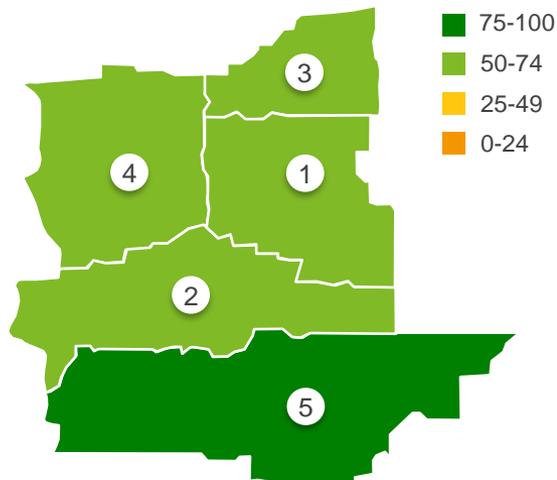
Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score



Location

1 Shire of Broomehill Tambellup	68
2 Shire of Cranbrook	61
3 Shire of Katanning	72
4 Shire of Kojonup	72
5 Shire of Plantagenet	78
<hr/>	
Live in a township	73
Live in a rural area	73

Community variances

Performance Index Score

Gender

Male	71
Female	75

Age of children

0-4 years	75
5-11 years	74
12-17 years	67
18+ years	72
No children	73

Disability & culture

Disability	70
First Nations	68
Mainly speak LOTE#	56

Age

18-34 years	71
35-49 years	73
50-64 years	71
65+ years	76

Homeownership

Homeowner	73
Renting / other	71

MARKYT Industry Standards

Performance Index Score



Great Southern	73
Industry High	85
Industry Average	70

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 706).

* Positive Rating = excellent, good + okay # Small base size (<20 respondents)

Overview of Community Variances

Summary of community variances

	Total	Homeowner		Renting / other		Male		Female		No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE#	Townsite	Rural area	Broomehill Tambellup	Cranbrook	Katanning	Kojoonup	Plantagenet
Place to live	72	73	70	75	70	75	67	71	66	69	69	71	71	76	68	65	69	71	73	75	72	64	68	78				
PERFORMANCE																												
Governing organisation	49	49	49	49	49	51	39	45	42	48	43	47	46	57	45	44	50	50	46	56	52	47	41	52				
Value for money from rates	41	42	32	42	41	45	33	37	34	37	34	39	41	49	38	34	44	43	40	48	46	35	31	48				
Council's leadership	47	48	39	50	46	49	41	50	44	51	43	49	44	53	44	41	52	49	47	56	47	54	42	46				
Advocacy and lobbying	43	43	37	45	41	45	39	44	39	45	41	42	41	48	39	36	54	45	43	45	46	48	37	43				
Consultation	38	38	37	40	37	40	32	39	36	38	35	37	36	44	34	31	48	39	37	49	39	40	34	37				
Communication	42	43	40	45	41	44	38	42	39	44	41	39	43	46	37	31	47	44	42	52	44	43	40	41				
Embracing change, innovation and technology	45	46	42	47	43	47	40	44	42	45	43	43	45	49	40	47	50	46	44	52	42	48	42	45				
Customer service	57	58	50	58	56	59	54	51	51	58	54	53	58	61	54	53	46	57	58	59	64	45	55	62				
Shire's website	52	53	48	53	52	53	50	52	50	50	50	54	52	54	52	51	60	53	53	55	54	53	47	54				
Shire's newsletter	55	55	51	57	54	57	45	55	54	49	55	55	54	57	52	59	71	54	57	66	65	56	50	50				
Social media presence	48	48	44	48	48	47	47	50	45	44	51	48	46	46	44	50	54	48	48	51	56	47	41	49				
SENTIMENT (% agree)																												
Developed and communicated clear vision for the area	24	24	24	27	22	29	27	14	14	15	22	23	21	29	16	15	25	28	21	41	28	21	17	25				
Has a good understanding of community need	27	27	29	32	24	31	26	20	19	29	25	29	22	33	21	13	29	30	27	36	34	24	20	29				

Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE#	Townsite	Rural area	Broomehill Tambellup	Cranbrook	Katanning	Kojoonup	Plantagenet
PEOPLE																								
Youth services and facilities	45	45	40	50	41	51	35	36	33	43	38	39	46	56	41	39	43	46	45	39	37	50	44	46
Family and children services and facilities	52	51	56	56	48	56	44	45	45	51	49	48	49	60	50	45	50	52	51	50	50	54	53	51
Seniors' services, facilities and care	60	59	64	62	58	58	61	66	61	57	62	63	55	61	55	57	69	60	60	52	66	55	59	63
Disability access and inclusion	50	50	50	56	45	50	49	54	45	47	50	51	46	52	40	49	61	50	50	52	52	48	51	48
Respect for First Nations peoples	64	63	69	67	61	61	64	67	69	65	66	67	61	62	58	50	64	63	66	59	57	69	71	58
Volunteer recognition and support	62	62	60	64	61	63	59	65	59	59	58	64	60	65	59	67	66	63	60	61	62	60	60	65
Health and community services	53	54	44	56	51	55	50	56	51	47	49	54	49	59	50	64	58	53	53	53	54	49	51	55
Public health/wellbeing programs & education	50	50	48	54	47	52	48	52	46	46	47	50	47	56	45	55	55	50	50	49	49	51	48	50
Sport and recreation facilities and services	70	70	75	73	69	72	65	67	65	67	69	68	68	76	69	59	45	71	71	76	58	69	70	74
Festivals, events, art and cultural activities	56	56	59	57	56	59	53	59	50	54	55	56	55	60	56	53	55	59	54	41	53	72	50	57
Community safety and crime prevention	49	49	45	52	47	51	42	48	45	49	46	48	47	54	47	43	61	47	52	48	62	43	39	55
Lighting of streets and public places	52	52	53	55	49	53	53	50	47	53	52	52	49	54	47	47	53	51	54	54	54	48	49	54
PLANET																								
Sustainable practices / climate change	48	49	42	52	44	48	44	52	50	48	48	49	48	49	43	52	54	47	51	46	44	52	49	47
Conservation and environmental management	51	50	55	54	48	51	48	52	52	52	53	52	49	50	46	48	58	52	50	49	51	56	50	49
Waste management services	57	57	62	60	55	58	58	58	53	52	58	56	54	62	52	49	55	60	55	56	57	54	62	56
Animal management (dogs and cats)	52	53	50	55	51	52	55	57	50	45	55	52	50	53	51	46	57	52	54	54	60	44	52	55
Natural disaster management	57	57	62	60	54	58	53	57	55	55	61	55	56	58	52	53	63	56	58	58	60	55	58	56

Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE#	Townsite	Rural area	Broomehill Tambellup	Cranbrook	Katanning	Kojonup	Plantagenet
PLACE																								
Managing responsible growth & development	46	45	51	47	45	47	47	41	38	45	50	42	44	49	44	49	49	46	46	48	42	45	41	50
Planning and building approvals	41	41	44	43	40	42	43	37	31	43	43	37	40	46	37	41	44	41	40	47	42	40	39	42
Housing	42	44	32	46	39	48	35	37	33	37	38	36	44	52	40	36	47	43	43	42	38	39	44	45
Local history and heritage	60	60	61	62	60	60	59	62	59	65	62	58	59	63	60	67	49	60	61	58	52	61	62	62
Community buildings and halls	57	57	60	60	55	58	53	57	55	60	57	56	56	58	55	67	60	59	55	62	60	60	55	55
Public toilets	59	59	63	62	58	60	55	60	59	60	57	61	59	60	53	47	65	62	57	59	70	58	64	54
Playgrounds, parks and reserves	66	66	68	69	63	69	56	59	62	73	60	65	68	69	63	66	65	67	65	57	68	78	67	61
Streetscapes, trees and verges	54	54	61	59	51	55	51	53	54	54	55	56	54	54	48	59	50	51	58	62	52	50	47	60
Footpaths, trails and cycleways	49	48	58	54	44	50	47	45	42	49	52	49	47	49	40	53	62	45	54	54	48	44	44	53
Local roads	39	39	41	41	38	41	38	36	28	34	38	36	38	43	34	35	43	43	33	41	41	37	30	45
PROSPERITY																								
Place to work or operate a business	60	60	57	62	59	61	55	59	57	61	59	58	58	66	54	57	60	58	62	57	56	60	62	61
Economic development and job creation	39	39	37	40	37	41	37	35	31	32	43	33	36	44	34	38	47	40	37	30	36	45	37	39
Agriculture development and support services	51	50	62	51	52	53	53	50	41	47	53	45	52	55	51	39	51	56	46	47	54	49	50	53
Development and activation of the town centre	46	46	47	48	44	48	44	45	43	42	48	45	43	48	45	48	48	46	46	49	36	54	38	49
Place to visit	60	61	59	62	59	64	49	57	52	56	55	56	60	70	60	67	59	61	58	55	56	59	52	69
Tourism attractions and destination marketing	50	51	43	51	50	52	46	51	47	48	50	49	48	53	48	50	48	52	49	41	40	55	43	56
Education, training, life-long learning	44	45	37	46	43	48	37	42	37	34	43	39	45	50	39	39	44	45	43	39	40	47	37	49
Library services	73	73	71	71	75	73	75	74	67	72	71	73	71	76	70	68	56	73	73	68	61	72	72	78
Telecommunications and internet services	52	52	55	50	54	52	54	50	44	47	55	49	48	55	47	42	42	56	45	50	52	51	49	54

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Base: Out of area ratepayers and visitors

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

KAIZEN

Okay

Terrible

PRIORITISE

REVIEW

0 5 10 15 20 25 30 35

MARKYT  © 2023

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services, facilities and care
- 10 Disability access and inclusion
- 11 Respect for First Nations peoples
- 12 Volunteer recognition and support
- 13 Health and community services
- 14 Public health and wellbeing programs
- 15 Sport and recreation facilities
- 16 Festivals, events, art and culture
- 17 Community safety and crime prevention
- 18 Lighting of streets and public places
- 19 Sustainability and climate change
- 20 Conservation and environment
- 21 Waste management services
- 22 Animal management
- 23 Natural disaster management
- 24 Responsible growth & development
- 25 Planning and building approvals
- 26 Housing
- 27 Local history and heritage
- 28 Community buildings, halls and toilets
- 29 Playgrounds, parks and reserves
- 30 Streetscapes, trees and verges
- 31 Footpaths, trails and cycleways
- 32 Local roads
- 33 Economic development and job creation
- 34 Agriculture development and support
- 35 Town centre development and activation
- 36 Tourism attractions and marketing
- 37 Education, training, life-long learning
- 38 Library services
- 39 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=47)

MARKYT Community Priorities

Base:
Community organisations

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

KAIZEN

Okay

Terrible

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35

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- 35 Town centre development and activation
- 36 Tourism attractions and marketing
- 37 Education, training, life-long learning
- 38 Library services
- 39 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=324)

MARKYT Community Priorities

Base: Business owners and managers

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

KAIZEN

Okay

Terrible

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35

- 1 Council's leadership
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- 39 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=283)

MARKYT Community Priorities

Base: Councillors and Shire employees

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

KAIZEN

Okay

Terrible

PRIORITISE

REVIEW

0 5 10 15 20 25 30 35

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- 1 Council's leadership
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- 34 Agriculture development and support
- 35 Town centre development and activation
- 36 Tourism attractions and marketing
- 37 Education, training, life-long learning
- 38 Library services
- 39 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=79)



www.catalyse.com.au

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9226 5674

Email: info@catalyse.com.au

ABN 20 108 620 855

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