



MARKYT 

Community Scorecard

2023

Prepared for



MOUNT BARKER
DISTRICT COUNCIL

Prepared by



CATALYSE
FUTYR | MARKYT | CULTYR

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Strategic overview

Vision



19

% agree

9% points below
Industry Average

Liveability

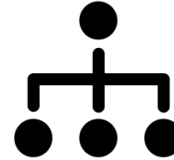


72

Performance Index Score

3 index points below
Industry Average

Governance



42

Performance Index Score

10 index points below
Industry Average

Rates Value



25

Performance Index Score

18 index points below
Industry Average

Strengths



Library services



Sport and recreation facilities and services



Playgrounds, parks and reserves

Priorities



Local roads



Traffic management on local roads



Responsible growth and development



Footpaths, trails and cycleways



Health and community services



Nature conservation / environmental management



Waste management services

Approach

Purpose



Government
of South Australia

In South Australia, the *Local Government Act (1999)* requires councils to develop and adopt plans for local area management.

These strategic management plans must cover at least four years and must be revisited after every Council election.

MARKYT Community Scorecard

Mount Barker District Council commissioned a MARKYT® Community Scorecard to:

- Support a review of the Community Plan
- Assess performance against key indicators
- Determine community priorities
- Benchmark performance against other councils



The Study

Mount Barker District Council commissioned CATALYSE® to conduct an independent evaluation of community perceptions.

All community members aged 14 years and older were invited to complete a MARKYT® community scorecard between **27 June and 11 August 2023**.

CATALYSE® emailed invitations to Mount Barker District Council's customer contacts and the Council provided supporting promotions through various communication channels, including social media posts and an announcement in the rates notice.



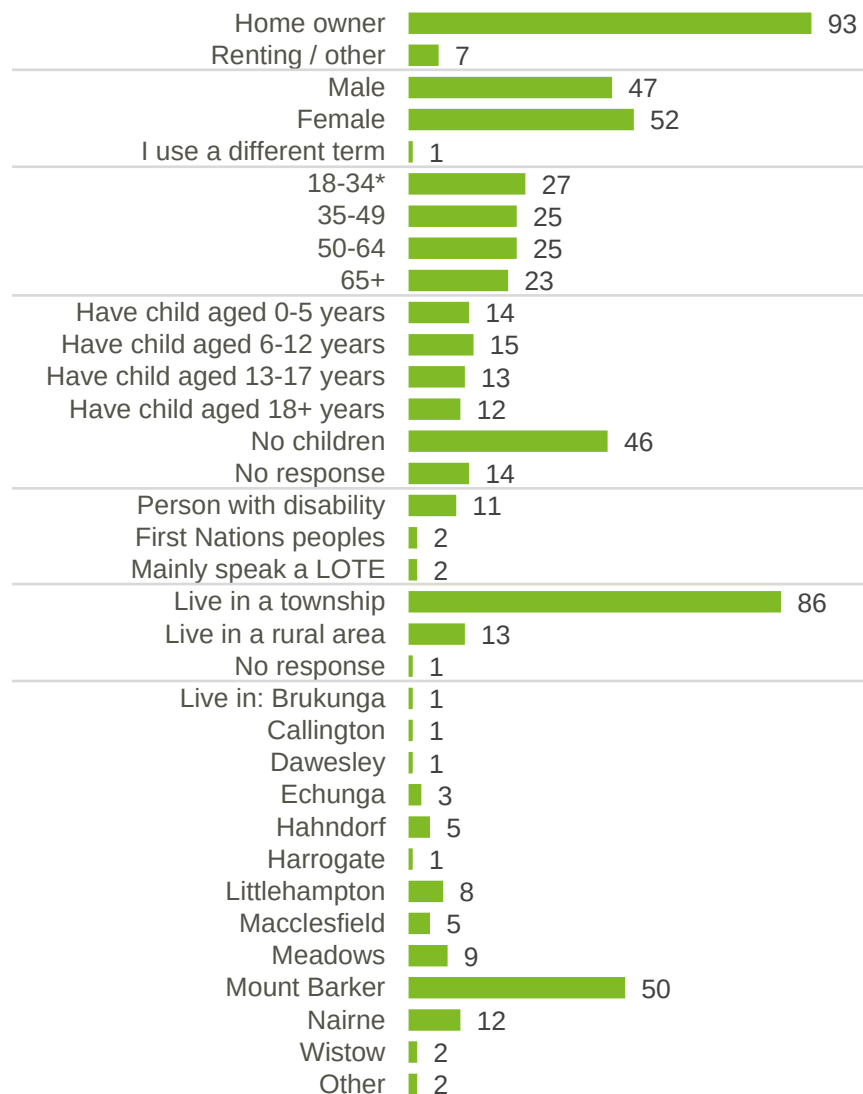
The scorecard was completed by **1,512 community members** with various connections to the Council:

Local resident	Local business	Out of area ratepayer / visitor	Elected member / employee
1,430	215	52	37

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.

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

% 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

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

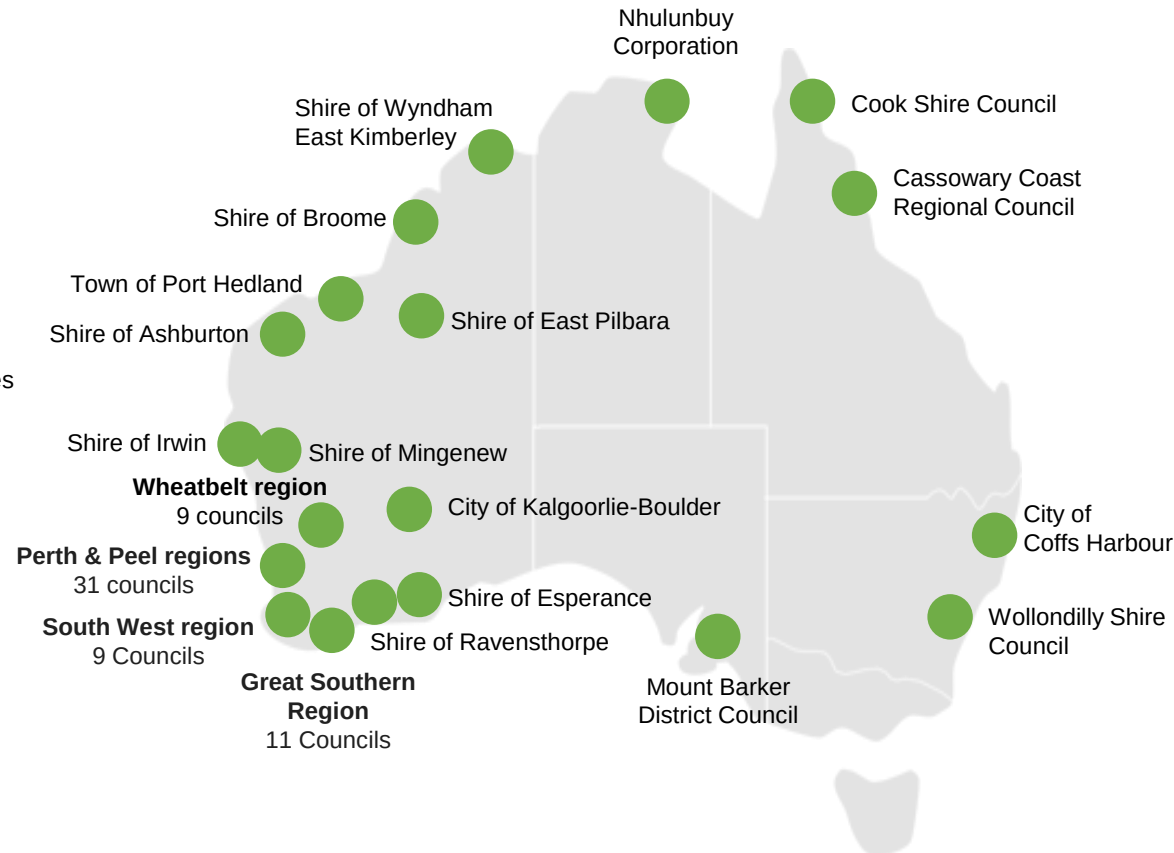
Shire of Augusta-Margaret River
Shire of Bridgetown-Greenbushes
City of Bunbury
City of Busselton
Shire of Capel
Shire of Collie
Shire of Dardanup
Shire of Donnybrook-Balingup
Shire of Harvey

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 Kojonup
Shire of Plantagenet
Shire of Woodanilling

Peel Region

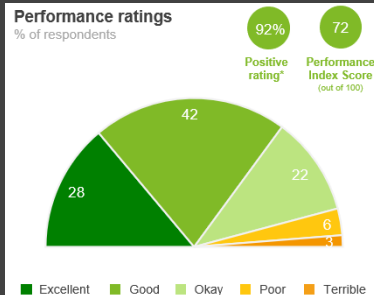
Shire of Boddington
City of Mandurah
Shire of Murray
Serpentine-Jarrahdale Shire



How to read performance dashboard charts

Performance Ratings

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



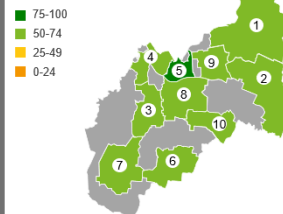
The **Performance Index Score** is a weighted score out of 100.



MARKYT® Industry Standards show how the Council is performing compared to other councils.

Geographical variances

Performance Index Score



Location	Score
1. Brukunga / Harrogate	66
2. Callington to Dawesly	72
3. Echunga	69
4. Hahndorf	73
5. Littlehampton	76
6. Macclesfield	69
7. Meadows	68
8. Mount Barker	72
9. Nairne	72
10. Wistow	63
Township	72
Rural	70

Geographical and community variances shows how results vary across the community based on the Performance Index Score.

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 72	0-4 years 70	Disability 67
Female 72	5-11 years 70	First Nations 67
	12-17 years 70	Mainly speak LOTE 79
Age		Home ownership
18-34 years 70	18+ years 68	Home owner 72
35-49 years 72	No children 73	Renting / other 66
50-64 years 71		
65+ years 75		

Council Score is the Council's performance index score.

Industry High is the highest score achieved by councils that have completed a comparable study with CATALYSE®.

Industry Average is the average score among councils that have completed a comparable study with CATALYSE®.

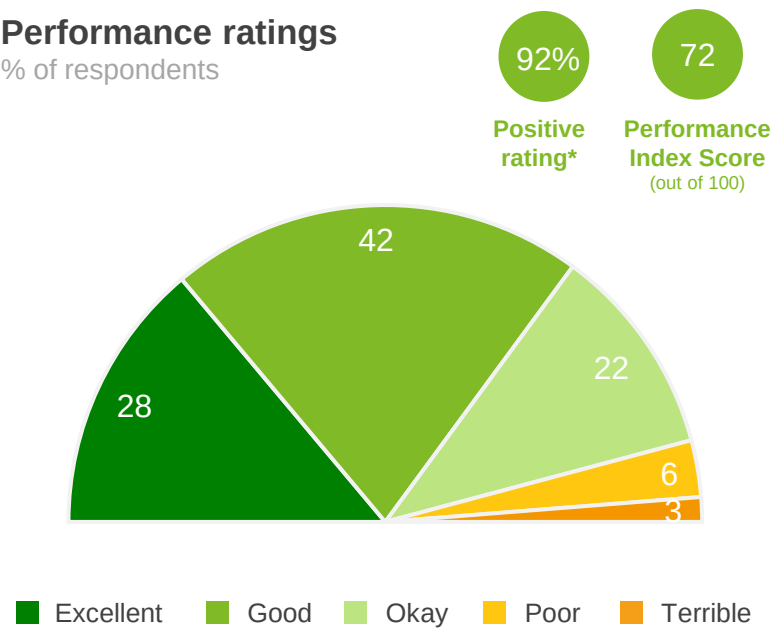
Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

Overall Performance

Place to live

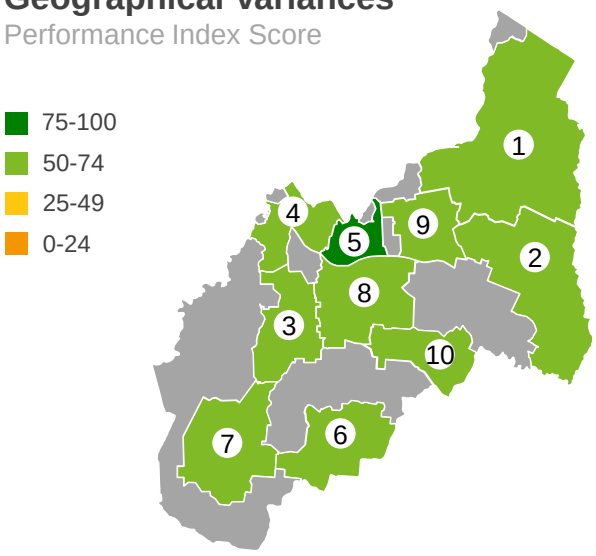
Performance ratings

% of respondents



Geographical variances

Performance Index Score

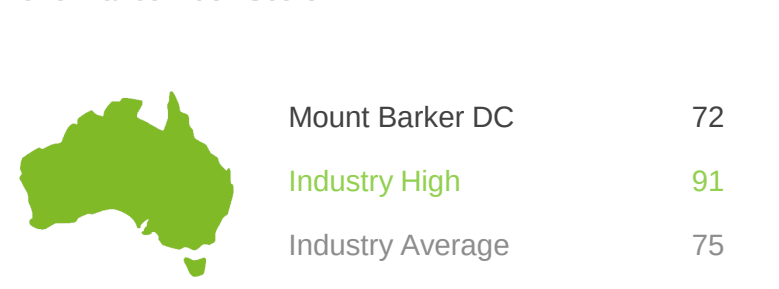


Location

1	Brukung / Harrogate	66
2	Callington to Dawesley	72
3	Echunga	69
4	Hahndorf	73
5	Littlehampton	76
6	Macclesfield	69
7	Meadows	68
8	Mount Barker	72
9	Nairne	72
10	Wistow	63
Live in a township		72
Live in a rural area		70

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	72	0-4 years	70	Disability	67
Female	72	5-11 years	70	First Nations	67
Age		12-17 years	70	Mainly speak LOTE	79
		18+ years	68	Home ownership	
		No children	73	Home owner	72
				Renting / other	66
18-34 years	70				
35-49 years	72				
50-64 years	71				
65+ years	75				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1422). * Positive Rating = excellent, good + okay

Best change or improvement in recent years

7 out of 10 respondents noticed a positive change or improvement in the Mount Barker District over recent years. The top changes related to sporting facilities, footpaths and cycleways, and the variety of shops.

Improved
sporting facilities
17%

Better footpaths,
and cycleways
13%

Greater variety
of shops
13%

Main changes and improvements

% of respondents

Improved sporting facilities (including the Summit Sport and Recreation Park)	17%
Better footpaths and cycleways	13%
Greater variety of shops (including Mount Barker Home Maker Centre and Aston Hills Shopping Centre)	13%
Bald Hills Road Interchange	11%
Upgrades to parks and playgrounds	11%
Upgrade to the hospital	9%
Town centre development	6%
Laratinga Wetlands	6%
Regional Indoor Aquatic & Leisure Centre project	5%
New roundabouts	4%
Responsible growth and development	4%

Other mentions included: investment in infrastructure and community facilities, new council leadership, Keoride and on demand transport services, community and cultural events (including Ukaria and Fringe events), the Glebe, access to government services, streetscapes, landscaping and tree planting, library renovation, underground power, new ambulance station, improvements to local roads.

Best change or improvement in past two years

Sample of community voices

"Summit Sports Ground is fantastic plus some of the road works such as the two roundabouts at Nairne which makes the travel there so much safer."

"Hospital. Bald hills interchange. New sports centre."

"Positive changes from Mt Barker district council has a vision of expansion and promotion of the area; the township of Mt Barker is now more diverse and a thriving area for country living. The council values and dedicates green spaces as part of the lifestyle and understands the importance of versatile living and commuting environments."

"Development of sports facilities and the upcoming aquatic centre. This enables us to host an AFL Gather Round match which was terrific for the local area."

"Increased diversity in small independent businesses, especially cafes, art/gift shops, clothing shops, improved ED facilities at Mt Barker Hospital. Some improvement in road conditions. Initiation of Keoride."

"Walking/Bike Trail Network, Open Spaces and increase in recreational facilities (Summit Park and now the Aquatic centre)"

"The provision of pathways and park areas for people to be able to get around town and enjoy."

"I am a new resident to the area and I recently reached out to the Mayor with a concern I had with smoke pollution and air quality. He was excellent in his professional reply to me, and sought further information from his health team. They were also very good in addressing my concerns. Thank you for listening to residents and for having a plan in place to improve health outcomes for the community."

MARKYT  community priorities

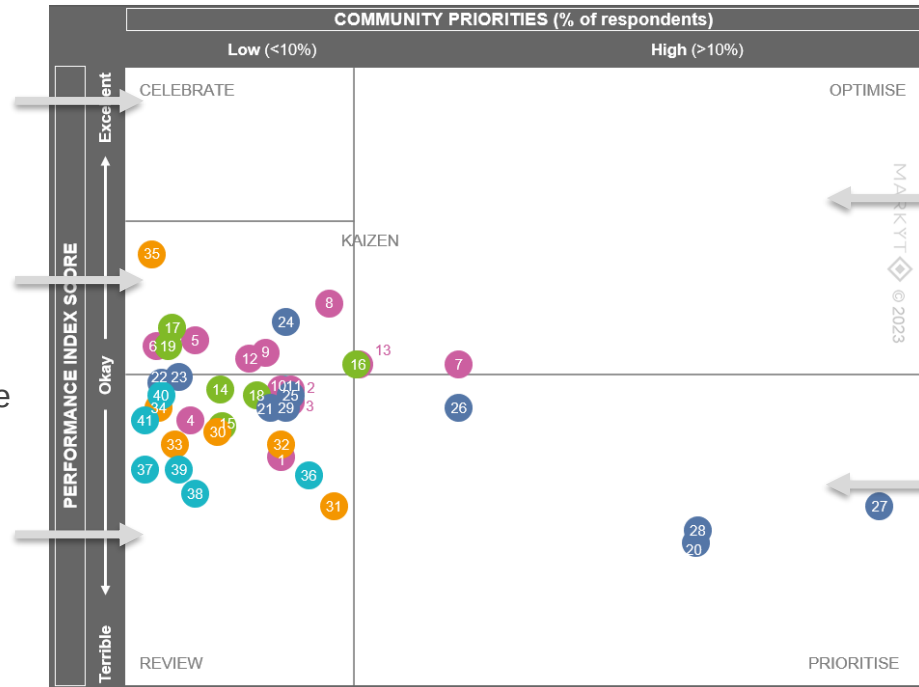
How to read the MARKYT Community Priorities

The MARKYT® Community Priorities chart maps priorities against performance in all service areas.

CELEBRATE Council's highest performing areas.

KAIZEN: consider ways to continuously improve services with average ratings between okay and good to strive for service excellence

REVIEW lower performing areas.



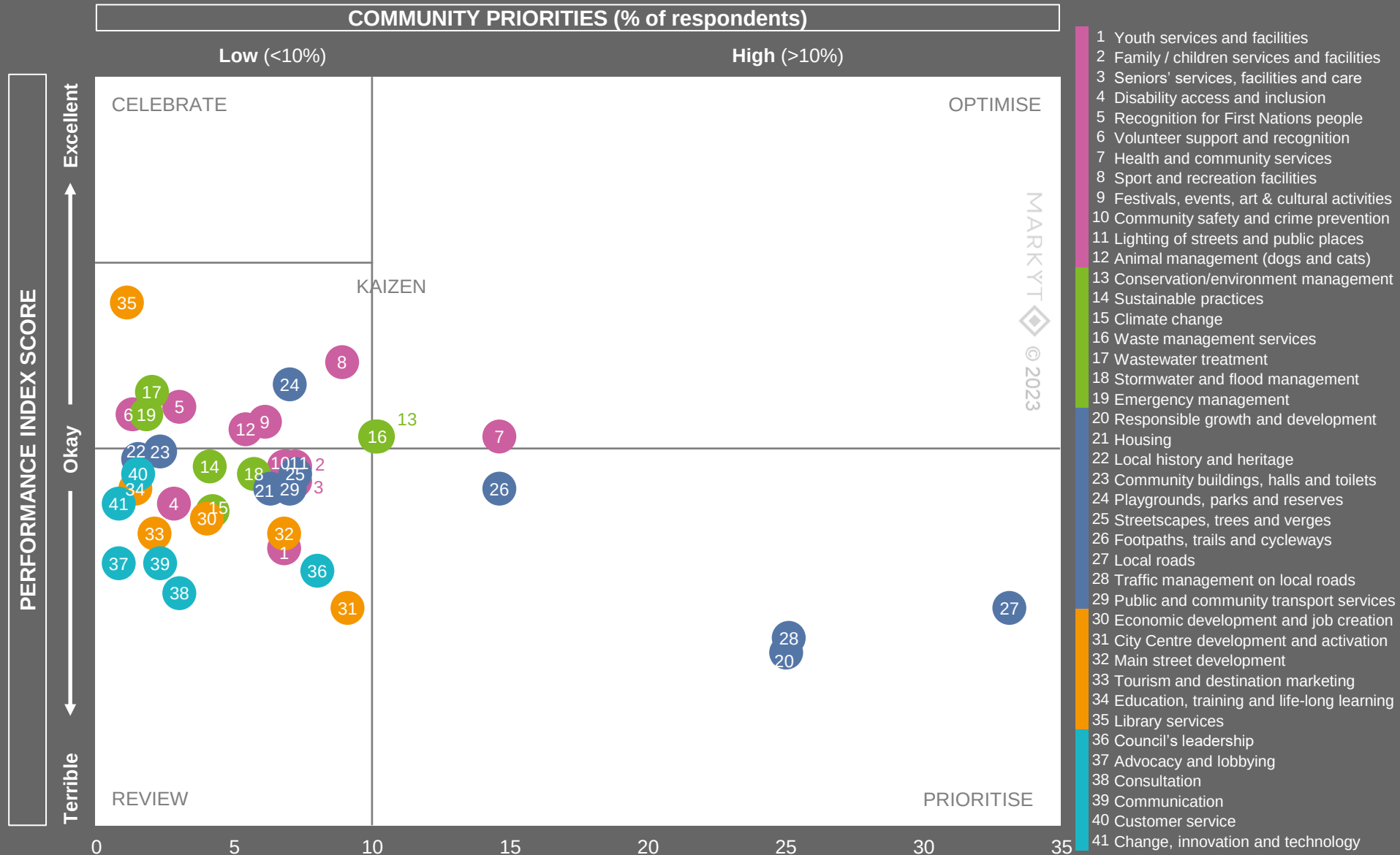
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

PRIORITYSE lower performing services where the community would like Council to focus its attention.

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

MARKYT Community Priorities



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 = 1,293)

Community driven actions

- Provide more regular repairs and maintenance to ensure roads are kept to a safe standard, in particular potholes, curbs, gutters and drainage, clearing overhanging vegetation and debris, and grading and resurfacing gravel roads.
- Ensure repairs are a long-term solution, not a temporary fix.
- Review the condition of local gravel roads and establish a schedule for sealing them.
- Review intersections and consider roundabouts, traffic lights, turning lanes and other measures to improve traffic flow and safety.
- Ensure local infrastructure is adequate to support the growth in housing and traffic in the area.

Sample of community voices

"Maintain roads better and eliminate large potholes."

"There are new potholes every single time it rains and it becomes increasingly dangerous as winter goes on (this is on "brand new" roads also). Adequate drainage is also not in place on many main roads where speeds exceed 80kms, making it dangerous and a slipping hazard."

"Flooding along Battunga Rd requires better drainage and maintenance of verges, clearance of debris along the roadside."

"Much more frequent grading and continuous improvement of dirt roads in the district. Current maintenance schedules in no way meet the greatly increased traffic on the district's dirt roads."

"Roads seem to be in disrepair for long periods of time. A better long-term plan for road upgrades etc. We need to stop patching holes and actually do proper repairs."

"Repair roads so our automobile vehicles are not damaged by the roads. Conduct effective road repairs not band-aid repairs."

"There are too many unsealed roads that need to be sealed."

"Establish a programme to bitumise roads, eg as the budget allows pick a road."

"Roads and intersections need upgrading at multiple locations to efficiently handle the huge population growth."

"Reliance on developers has been a cop-out for inaction on major intersections, not including existing roundabouts. Speaking of existing roundabouts - vegetation has created safety issues in so far as visibility is concerned, unless one is driving a high seated truck."

"Intersection of Mawson Rd and Battunga Rd made safer by traffic lights / roundabout, no more hesitation and get the job done."

"More prompt repairs to roads; completing roads eg Heysen Bvd; easing congestion and access by improving intersections eg Hawthorn/Adelaide Rd roundabout, Hurling /Flaxley Rd roundabout."

"Transport within the area has and is not keeping up with demand and Council has an old transport plan that is no longer valid. Bringing all traffic through Adelaide road is no longer suitable as it is overloaded. Heysen Boulevard is an example of terrible planning."

Addressing priority 2

Traffic management on local roads

Community driven actions

- Plan for and provide adequate local road infrastructure to support new developments.
- Advocate for an upgraded main road network connecting towns, better access to the freeway, a bypass redirecting traffic around central Hahndorf, and completion of the Heysen Boulevard ring road to reduce traffic in Mt Barker town centre.
- Provide a traffic management plan to improve traffic flow in Mount Barker. Suggestions include review the one-way system, and consider road widening, roundabouts, turning lanes and traffic lights.
- Provide a parking plan to deliver more parking in Mount Barker and Hahndorf.
- Provide a solution for traffic congestion in Meadows eg a roundabout or traffic lights at the main intersection.

Sample of community voices

"Put the roads in to service the area before the housing."

"Ensure that housing developments maintain practical road widths and provide space for on-street parking."

"Infrastructure of the local and government roads cannot sustain the volume of traffic with the increasing number of houses being built. The council need to work with the government to figure out how its possible to address the problem."

"While heavier traffic is a given with growth, it would be great to see Council give a bit more priority to upgrading key intersections, along with increasing advocacy to State Government for assistance in the projects that are relevant to them too. It would be great to see a better flow of traffic in peak times."

"Lobby State and Federal governments for ring roads to get heavy traffic out of Mount Barker and Hahndorf - both Flaxley and Wellington Roads are already a nightmare, not to mention Adelaide Road."

"Traffic flow to and through Mt Barker needs to be better managed. Additional major roads are required to feed traffic to the freeway and reduce traffic load on roads such as Adelaide Road, Wellington Road and Flaxley Road."

"Finish the Heysen ring route to help reduce traffic in the town centre. Add turning lanes on Adelaide road/Murray Bridge turnoff to help alleviate traffic."

"More roundabouts need adding to busy intersections as well as more turning lanes, especially when driving on Adelaide Road."

"Safe transit through Hahndorf. Please do not decrease width of driving lanes or make footpath wider. Please advocate for the community and influence state government on traffic management to reduce trucks that are only bypassing."

"Traffic management at the main intersection in Meadows is appalling. When will something get done about installing a roundabout to fix the flow at this congested and dangerous intersection."

"To try and simply make a decision, if that's possible within this decade, to start on road works at the main intersection (cross roads) in Meadows. The problem has been going on for way too long."

Addressing priority 3

Responsible growth and development

Community driven actions

- Advocate against overdevelopment, in particular resist the spread of housing estates into rural land.
- Ensure new developments are supported by adequate infrastructure and amenities including schools, shops, health facilities, public transport, and parking.
- Impose stricter guidelines on new developments – ensure adequate green space, minimum block sizes, sustainable design principles etc.
- Provide more parking in Mount Barker town to support population growth.
- Improve traffic management.

Sample of community voices

“No more further expansion onto our farming districts. Housing is taking over the hills and it has turned Mt Barker from a suburb into a city which is so sad.”

“Resist the State government when it pushes beyond what is reasonable and sustainable.”

“Investigate planning departments at local and state levels. Housing estates growing all around the town, roads are totally inadequate for major increase in traffic. Houses are jammed so close in one estate that it's impossible to clean gutters ie fire hazard.”

“In view of the huge population growth in Mt Barker, the Council's number one priority must be the development of facilities, shops and roads to cater to this growth. To date, this area has been badly managed.”

“Need to slow down the development and ensure that they have the roads and infrastructure first instead of building first and then worrying about schools, shops and medical.”

“Need to develop appropriate infrastructure eg roads, public transport, green areas before growth in housing and associated development. Growth in last 7 years unfettered and clearly has put the horse before the cart. Growth in the area not matched by the infrastructure to support it. Growth needs to be capped.”

“Amend planning laws to increase the minimum house block size to reduce the dormitory effect of new developments and maintain existing green space.”

“Larger block sizes, stronger rules for sustainable development, traffic management.”

“Enough off-street parking for each household , bigger blocks and less ugly retaining walls, a community centre that caters for the full-time commuters . . .”

“High density housing does not meet country culture. Consider having a minimum land size parcel for new land sales, ie 700sq. If high density is needed, make them apartments, not individual land lots - make it less about developer profits & more about the community.”

“Town planning needs improvement. Traffic congestion within the town centre and main roads such as Adelaide Road, Wellington Road need attention. The Coles shopping centre has insufficient parking. When is the Town Square going to begin development and how will traffic flow around that whole area be managed?”

“Consider parking needs of business employees and improvement of roads.”

Addressing priority 4

Footpaths, trails and cycleways

Community driven actions

- Provide a connected network of footpaths within local townships, ensuring:
 - A footpath on at least one side of each road (ideally both sides)
 - No gaps in the network
- Implement a regular maintenance schedule for footpaths so they are safe for use by pedestrians, prams, gophers, wheelchairs etc:
 - repair kerbs and uneven surfaces
 - keep footpaths tidy, clear of overgrown trees, plants and debris
- Improve connectivity between housing developments and towns with an extensive safe network of footpaths, trails and cycleways.

Sample of community voices

"Footpaths should be on both sides of the road, or at the very least should not change sides of the road meaning dangerous road crossings are required, like at the roundabout at Albert and Wellington."

"Would like to see more footpaths on both sides of a street instead of having to cross the road every 100 metres."

"There are gaps in connectivity of good footpaths - some of them are unformed. My street has no footpath at all. I would like to see more initiatives that promote active travel in the Council area."

"So many footpaths need fixing due to tree roots and wear and tear."

"Footpaths need to be checked and kerbing fixed on so many hills' roads. A better system to maintain these assets would be good."

"Please upgrade the footpath along Stephen Street than connects Pridmore Tce to Druids Ave. A lot of senior members of the community use this path to get to the town square and the bitumen footpath is very uneven. There is a streetlamp blocking the middle of the footpath which forces people with mobility aids to use the busy road."

"Footpaths need repairing on Wellington and leading up to the hospital hard to walk, ride bike, push a pushchair, elderly and anyone with a disability."

"Inclusive, safe, modern connection to ALL towns via off road trails and cycleways and footpaths."

"All the planning over the years and only a fraction enacted. Pedestrian isolation in fringe housing developments unless one competes with vehicular traffic on narrow connecting roads which become increasingly narrower as pavement collapses on edges."

"Better bike lanes and connecting routes between townships are needed to give access to safe cycling and walking between towns."

"In Nairne there are inadequate footpaths, unless in a new development. The existing footpaths are unsafe and not suitable for wheelchairs or prams. It is unsafe for people to ride pushbikes from Nairne to Little Hampton or Mount Barker or any other town due to lack of bike lanes and having to ride on roads with no verge while cars and trucks are travelling at 80Km/hr. It is not viable to reduce vehicle speed to cater to bikes but bikes need their own bike lane or bike path."

Community driven actions

- Lobby the state government for funding to provide more health care services throughout the District to support the growing population. Specific mentions included GPs, specialists, allied health services, clinics in regional towns or mobile clinics, out-of-hours options to relieve pressure on the hospital ED, and paediatric services.
- Advocate for further expansion of the Mount Barker Hospital including a 24/7 emergency department and more ambulances.
- Provide more mental health support services throughout the District.
- Offer incentives to attract and retain health professionals.

Sample of community voices

"More funding and support for struggling communities."

"Access to GP services in a timely manner - takes weeks to get an appointment. A health hub style service or some alternative for health concerns other than the hospital. I know health is a state funded issue, but local council needs to apply pressure."

"With a growing population of all ages the hospital healthcare and allied health services need to also grow at the same rate. The hospital is being upgraded but by the time it's finished it's likely to already be too small as the housing increases accelerate faster than the infrastructure."

"We need a decent medical clinic in Nairne, there is plenty of room in the Chapmans precinct. We need a 24-hour clinic in Mount Barker to take pressure off of the hospital ED."

"Need a Medical Practice in Meadows."

"Establish community health mobile service for outlying towns."

"Ensure there is a paediatric doctor on call at the new ED. Too often, families are forced to travel down to the WCH for medical care. With so many young families in the area, this is essential."

"Being able to attract and keep more doctors, specialists and medical services in the hills area needs to be addressed to assist the population with not having to travel to Adelaide for any specialised medical treatment and care (eg paediatricians, medical imaging other than Jones, mental health specialists)."

"More ambulances, out of hours health services and the encouragement to bring more GP services to the district."

"Health services are inadequate for the growing population. We need more ambulances, a hospital twice the size and specialist paediatric services."

"Emergency Department at the Hospital needs to have all services available 24/7."

"We need better access to health services. We need a dedicated drop-in centre like the Adelaide NEAMI Urgent Mental Health Care Centre to support people in Mt Barker."

"We need an increase in mental health services in Mt Barker. It is impossible to get on wait lists for psychiatric help for young people in the whole of South Australia."

Community driven actions

- Establish a regulatory framework for the preservation of established trees.
- Ensure adequate green space and wildlife corridors are preserved in and around new housing developments.
- Provide stricter sustainability requirements for new developments, such as double glazing, dark roofs, solar panels etc.
- Consult with specialists to develop a conservation plan for the area and allocate adequate funding and staff to implement the plan.
- Keep creeks and waterways clean and healthy – clear rubbish, weeds etc.

Sample of community voices

"More requirements for retaining trees - too many being cut down and not enough responsibility on home-owners to replace trees. Street trees not taken care of, especially in developments."

"Stop approving the cutting down of hundreds of year-old gum trees and then talking about how sustainable you are planting tiny trees. The clearing of land needs to stop."

"Less clearing of native scrub and retaining substantial trees on both public and private land."

"You need more conservation areas where natural scrub can come back and blend in with the town, conservation can meet the urban environment."

"Better inclusion of urban biodiversity in new developments. Less clearing."

"As we lose more natural places to housing developments we need to protect what is left as well as developing and maintaining wildlife corridors and places for people to visit in nature."

"The new developments show scant regard to being built as sustainable environmentally sensitive communities. There is little room for individual green space ie gardens, so predominantly concrete surrounds, and houses are built lacking consideration to climate ie they will need considerable heating and cooling."

"Rural landscapes are becoming a sea of roofs and fences - no trees, no habitat, housing not sustainably designed to minimise environmental impact. Don't approve tiny blocks of land, & don't approve tree removal."

"Have people who are well educated in the area look at the whole picture not make short-term short-sighted decisions that there is no coming back from."

"Advice from environmental experts and planners. New builds to meet eco standards. Focus on greening not ongoing development of man-made structures."

"Increase nature conservation/environment staff levels and on-ground works funding to better support this."

"More maintenance of public spaces particularly weed and rubbish management of creeks and public footpaths."

"The council needs to improve its understanding of best practice regarding water way and weed management. There are too many occasions where the council has used outdated thinking resulting in erosion, habitats degradation and weed encroachment (I.e Bremmer creek tributaries vegetation removal, removal of trees along Mt Barker creek)."

Community driven actions

- Provide a free hard waste collection service at least once per year, in line with other councils in the area.
- Provide more options for disposal of green waste, such as larger green bins, weekly green waste collections, and more frequent free green waste disposal days at the tip.
- Reduce tip fees.
- Encourage more recycling by provide more recycling stations in public areas, instigating a program for recycling soft plastics, and weekly collection of household recycling bins.

Sample of community voices

"Hard rubbish collection to be included with no rate increases. Our rates are high in comparison with no hard rubbish collection like other councils. It's a disgrace."

"Implement a hard rubbish collection service without the 'user pays' nonsense. If every other council can do it, MBDC is capable of doing it too."

"For a council as big as Mt Barker it's ridiculous that we don't get free hard rubbish days. The cost for dumping is too expensive so many people dump illegally."

"Free regular hard rubbish collection. Free green waste collection other than green bin."

"Bigger green waste bins as the council does not come out and clean nature strips or cut back branches and trees on a regular basis."

"Free green waste for all residents!!!! Its ridiculous to think a single green waste bin is sufficient for a typical household to manage their property in a hills suburb, whilst surrounded by trees. This type of initiative will also benefit with fuel load reductions in preparation for the bushfire season."

"More free green waste days. Weekly green waste pick up."

"Make the free green waste more accessible eg vouchers rather than set weekends and cheaper to dump regular waste at the tip."

"Reduce costs of public rubbish dump sites. Its so expensive people will dump rubbish in park grounds and local Forrest areas."

"More bins/recycling spots around the community, a push to recycle soft plastics again etc."

"Soft Plastic Recycling program. Mount Barker as one of the largest civic centres in South Australia should lead by example and have some means of its many residents to recycle their soft plastics."

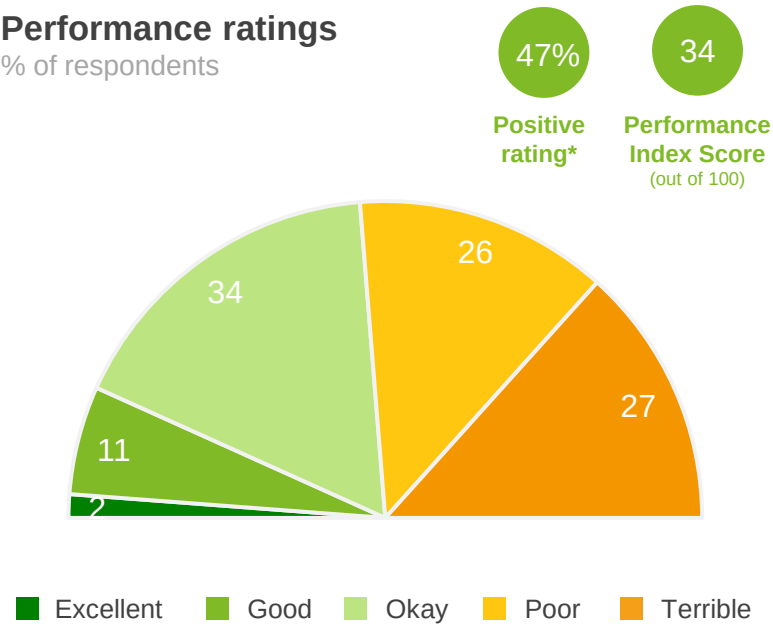
"Weekly recycling collection."

Performance

Council's leadership

Performance ratings

% of respondents



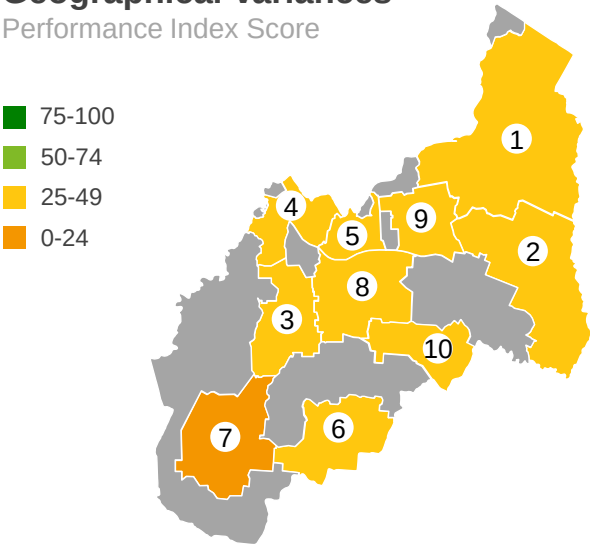
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

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9	Nairne	36
10	Wistow	33
Live in a township		34
Live in a rural area		33

Community variances

Performance Index Score

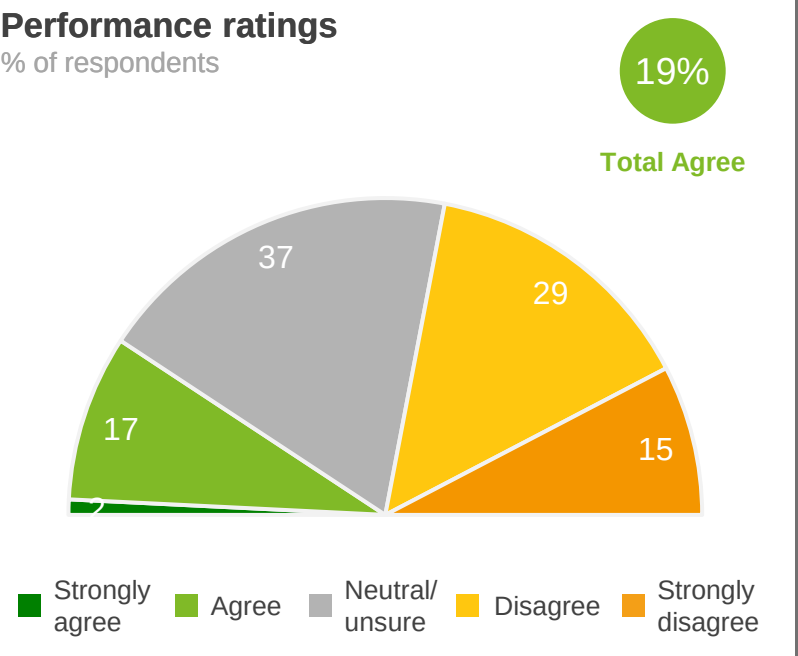
Gender			Age of children		Disability & culture	
Age	Male	32	0-4 years	29	Disability	34
	Female	36	5-11 years	28	First Nations	26
			12-17 years	29	Mainly speak LOTE	25
	18-34 years	31	18+ years	31	Home ownership	
	35-49 years	31	No children	39		
	50-64 years	33			Home owner	34
	65+ years	42			Renting / other	29

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 1011). * Positive Rating = excellent, good + okay

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

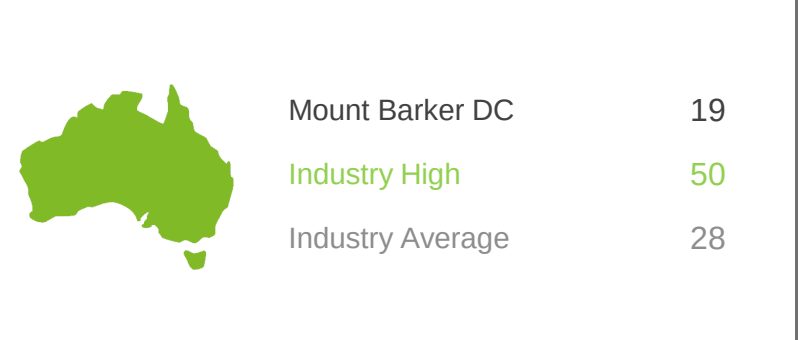
Performance ratings

% of respondents



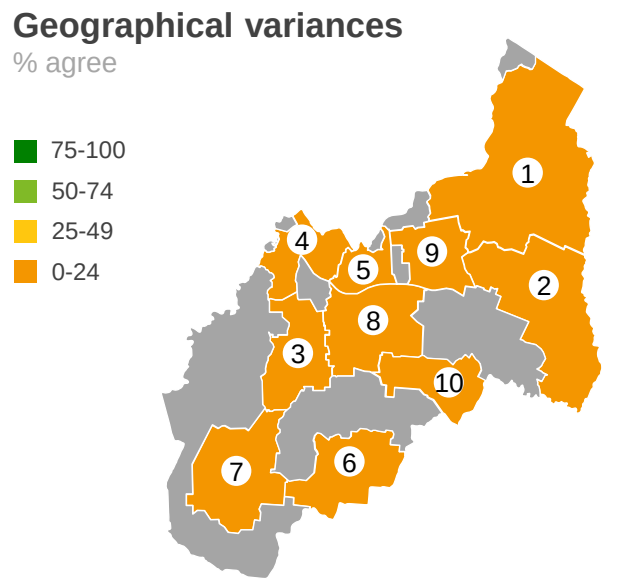
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Brukung / Harrogate	6
2	Callington to Dawesley	14
3	Echunga	16
4	Hahndorf	14
5	Littlehampton	21
6	Macclesfield	22
7	Meadows	9
8	Mount Barker	21
9	Nairne	19
10	Wistow	20
Live in a township		20
Live in a rural area		12

Community variances

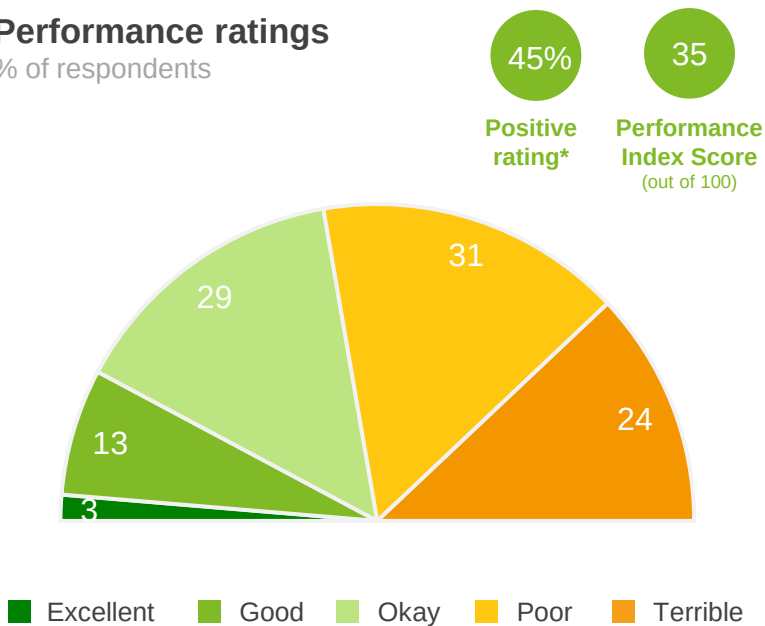
% agree

Gender		Age of children		Disability & culture	
Male	18	0-4 years	19	Disability	19
	20	5-11 years	13	First Nations	13
Age	18-34 years	12-17 years	13	Mainly speak LOTE	14
	35-49 years	18+ years	14	Home ownership	
	50-64 years	No children	22	Home owner	19
	65+ years			Renting / other	15

Advocacy and lobbying on community's behalf to influence decisions and support local causes

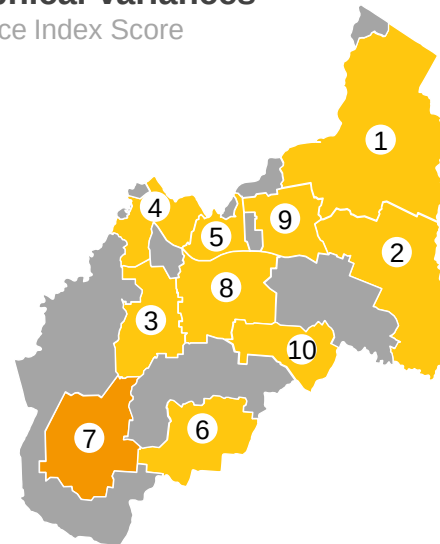
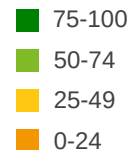
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1	Brukung / Harrogate	39
2	Callington to Dawesley	43
3	Echunga	26
4	Hahndorf	27
5	Littlehampton	40
6	Macclesfield	31
7	Meadows	23
8	Mount Barker	37
9	Nairne	38
10	Wistow	36
Live in a township		35
Live in a rural area		32

Community variances

Performance Index Score

Gender

Male	35
Female	35

Age of children

0-4 years	33
5-11 years	28
12-17 years	29
18+ years	33
No children	38

Disability & culture

Disability	34
First Nations	19
Mainly speak LOTE	27

Age

18-34 years	35
35-49 years	32
50-64 years	33
65+ years	39

Home ownership

Home owner	35
Renting / other	27

MARKYT Industry Standards

Performance Index Score



Mount Barker DC	35
Industry High	56
Industry Average	42

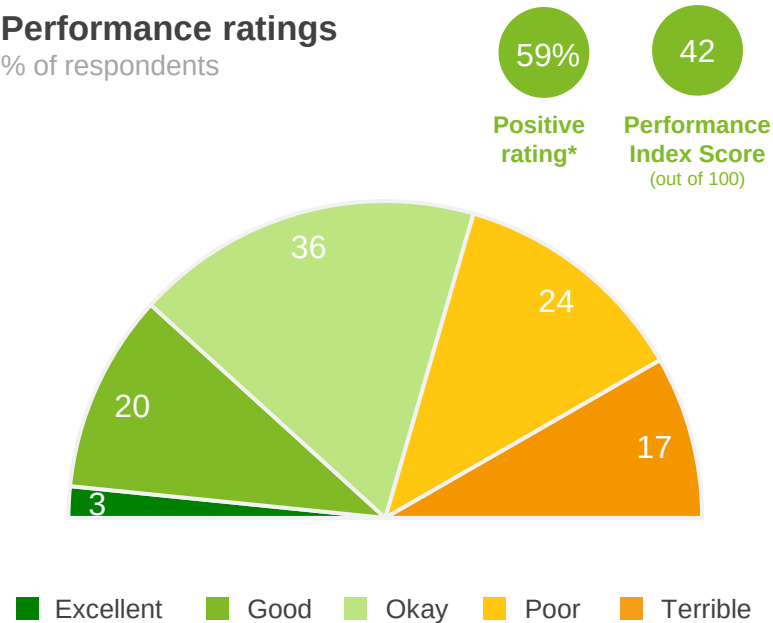
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 976). * Positive Rating = excellent, good + okay

Governing organisation

Performance ratings

% of respondents



MARKYT Industry Standards

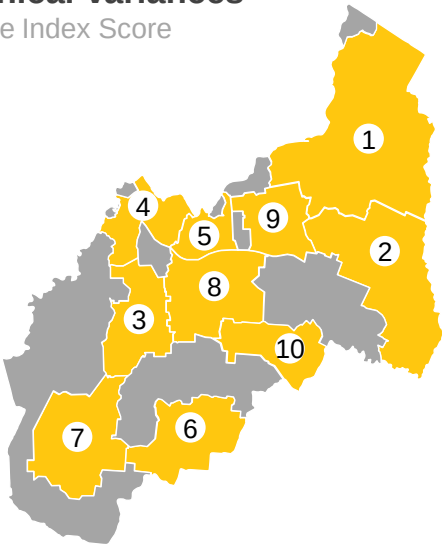
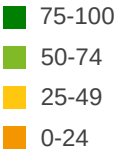
Performance Index Score



Mount Barker DC	42
Industry High	69
Industry Average	52

Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	49
2	Callington to Dawesley	47
3	Echunga	37
4	Hahndorf	44
5	Littlehampton	49
6	Macclesfield	41
7	Meadows	30
8	Mount Barker	44
9	Nairne	42
10	Wistow	43
Live in a township		43
Live in a rural area		40

Community variances

Performance Index Score

Gender

Male	41
Female	44

Age

18-34 years	41
35-49 years	38
50-64 years	42
65+ years	49

Age of children

0-4 years	36
5-11 years	34
12-17 years	37
18+ years	39
No children	46

Disability & culture

Disability	39
First Nations	33
Mainly speak LOTE	33

Home ownership

Home owner	43
Renting / other	37

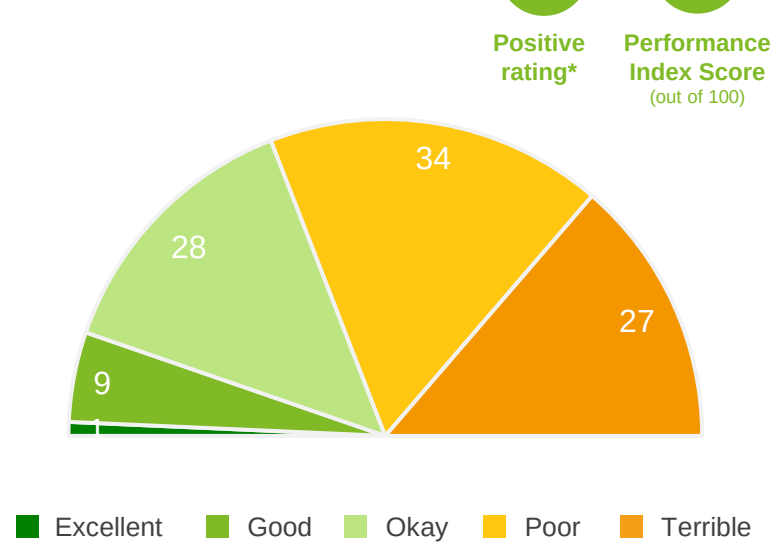
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1384). * Positive Rating = excellent, good + okay

How the community is consulted on local issues

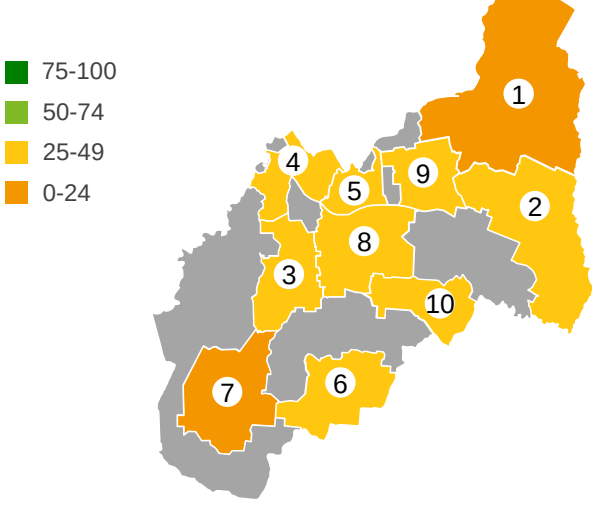
Performance ratings

% of respondents



Geographical variances

Performance Index Score

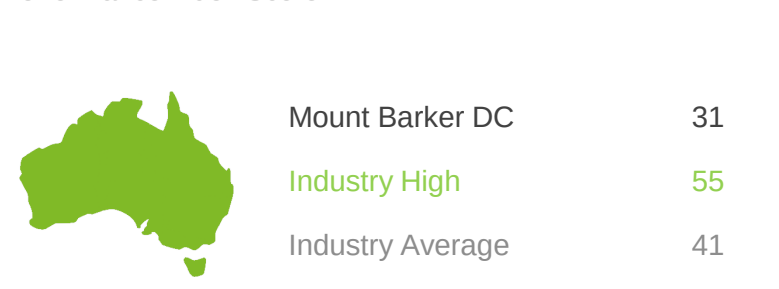


Location

1. Brukunga / Harrogate	23
2. Callington to Dawesley	31
3. Echunga	25
4. Hahndorf	28
5. Littlehampton	33
6. Macclesfield	28
7. Meadows	24
8. Mount Barker	33
9. Nairne	32
10. Wistow	29
Live in a township	31
Live in a rural area	26

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	31	0-4 years	29	Disability	29
Female	31	5-11 years	26	First Nations	24
Age		12-17 years	27	Mainly speak LOTE	23
		18+ years	28	Home ownership	
		No children	33	Home owner	31
				Renting / other	21
18-34 years	32				
35-49 years	29				
50-64 years	28				
65+ years	33				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1144). * Positive Rating = excellent, good + okay

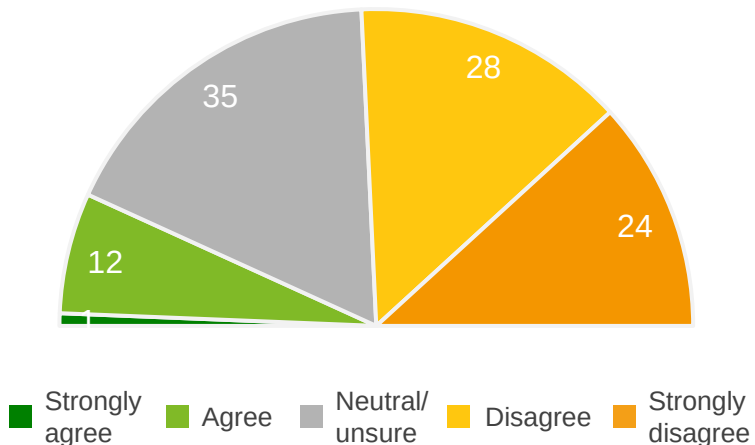
The Council listens to and respects community views

Performance ratings

% of respondents

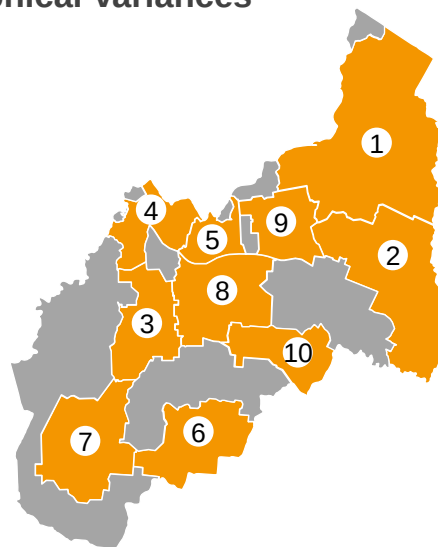
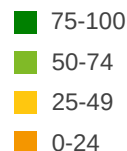
14%

Total Agree



Geographical variances

% agree



Location

1. Brukunga / Harrogate	21
2. Callington to Dawesley	22
3. Echunga	3
4. Hahndorf	15
5. Littlehampton	17
6. Macclesfield	8
7. Meadows	4
8. Mount Barker	16
9. Nairne	13
10. Wistow	8
Live in a township	14
Live in a rural area	8

Community variances

% agree

Gender

Male	14
Female	13

Age of children

0-4 years	11
5-11 years	7
12-17 years	10
18+ years	11
No children	17

Disability & culture

Disability	15
First Nations	19
Mainly speak LOTE	9

Age

18-34 years	15
35-49 years	11
50-64 years	12
65+ years	17

Home ownership

Home owner	14
Renting / other	12

MARKYT Industry Standards

% agree



Mount Barker DC	14
Industry High	53
Industry Average	27

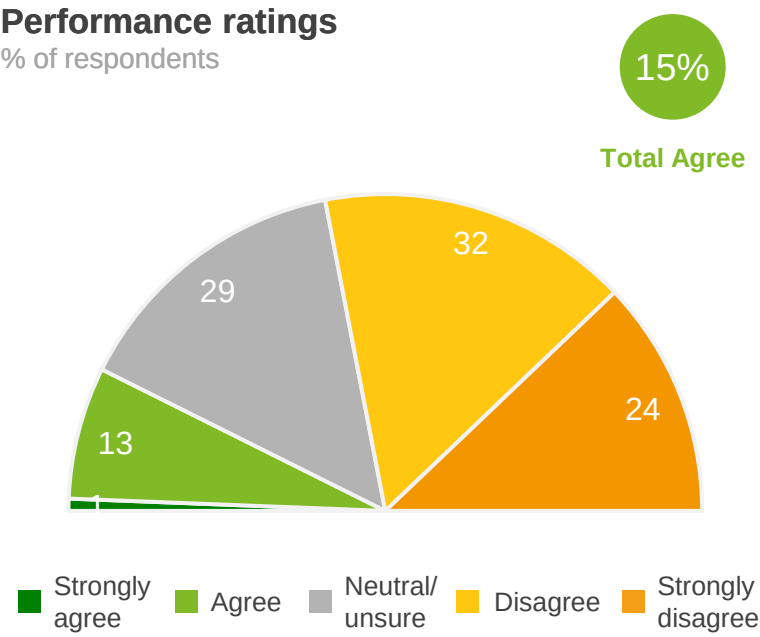
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 1379).

Good understanding of community needs

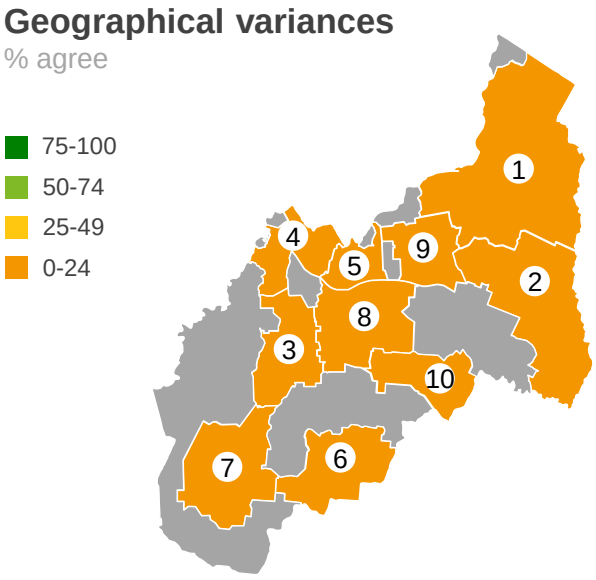
Performance ratings

% of respondents



Geographical variances

% agree

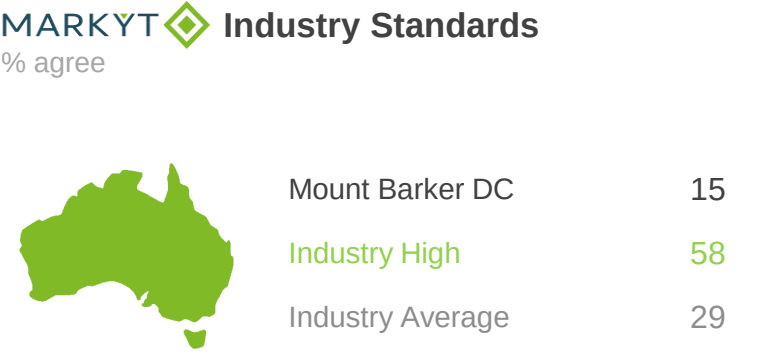


Location

1. Brukunga / Harrogate	0
2. Callington to Dawesley	19
3. Echunga	5
4. Hahndorf	12
5. Littlehampton	17
6. Macclesfield	10
7. Meadows	6
8. Mount Barker	17
9. Nairne	17
10. Wistow	20
Live in a township	16
Live in a rural area	8

MARKYT Industry Standards

% agree



Community variances

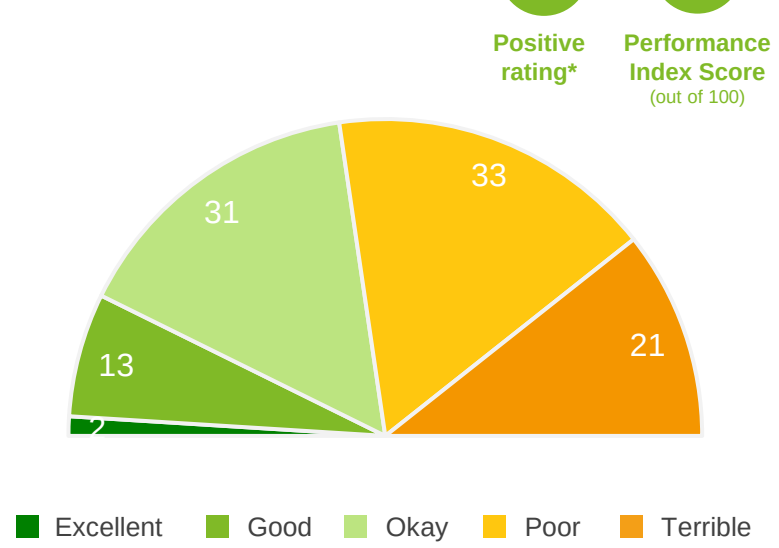
% agree

Gender		Age of children		Disability & culture	
Male	16	0-4 years	11	Disability	17
Female	14	5-11 years	8	First Nations	16
Age	18-34 years	12-17 years	12	Mainly speak LOTE	6
	35-49 years	18+ years	12	Home ownership	
	50-64 years	No children	17	Home owner	15
	65+ years			Renting / other	9

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

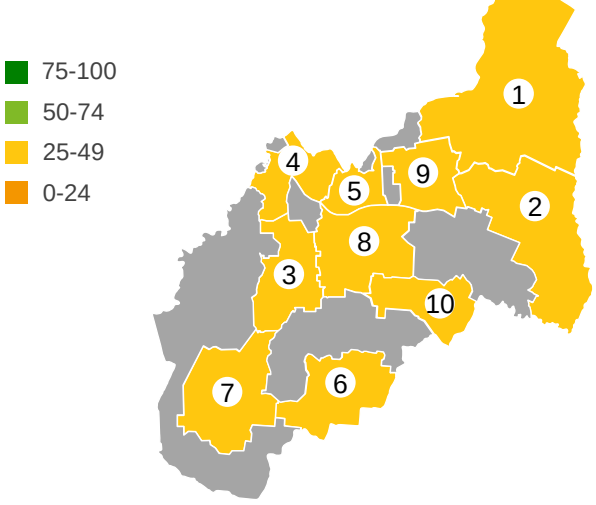
Performance ratings

% of respondents



Geographical variances

Performance Index Score

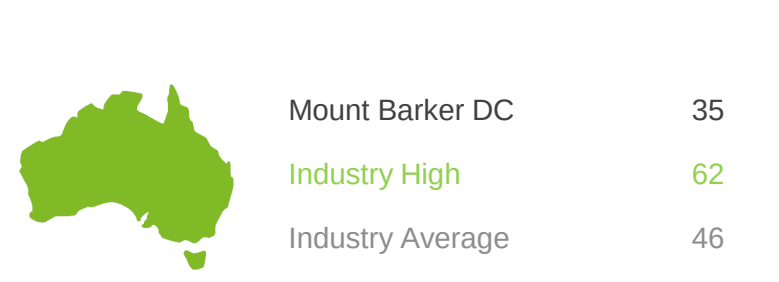


Location

1. Brukunga / Harrogate	30
2. Callington to Dawesley	35
3. Echunga	27
4. Hahndorf	30
5. Littlehampton	40
6. Macclesfield	33
7. Meadows	27
8. Mount Barker	38
9. Nairne	34
10. Wistow	37
Live in a township	36
Live in a rural area	32

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	36	0-4 years	36	Disability	34
Female	35	5-11 years	31	First Nations	26
Age	18-34 years	12-17 years	32	Mainly speak LOTE	29
	35-49 years	18+ years	33	Home ownership	
	50-64 years	No children	37		
	65+ years				
				Home owner	36
				Renting / other	24

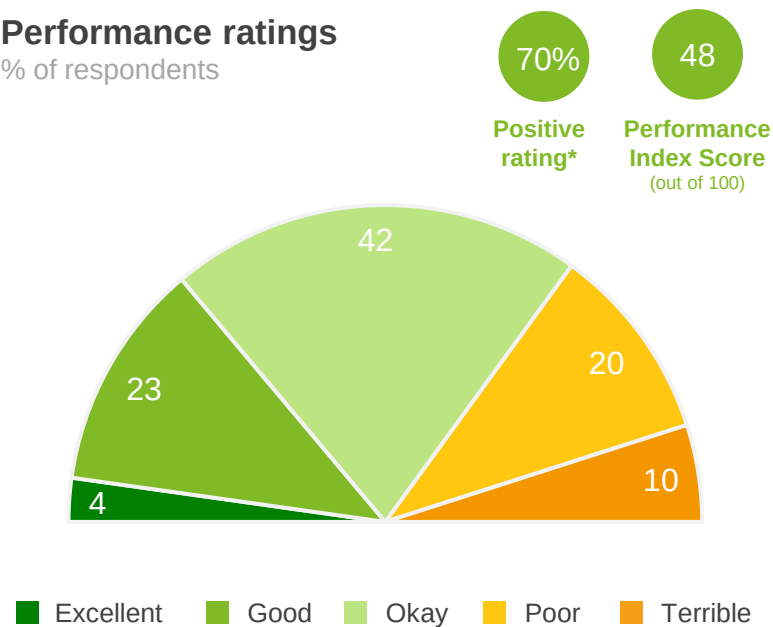
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1193). * Positive Rating = excellent, good + okay

Council's website

Performance ratings

% of respondents



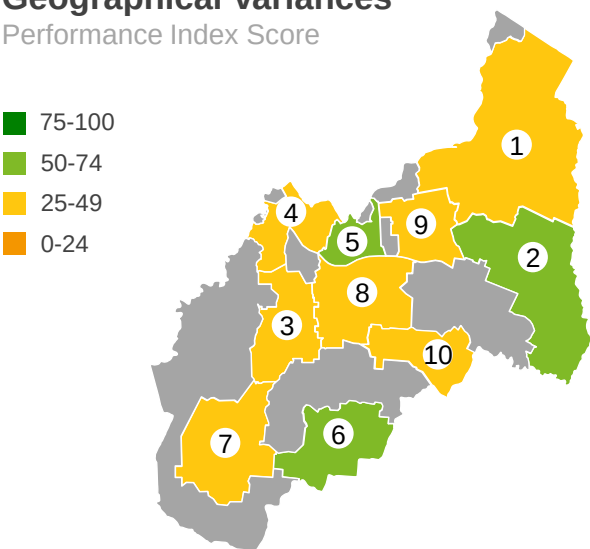
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukung / Harrogate	49
2	Callington to Dawesley	57
3	Echunga	40
4	Hahndorf	48
5	Littlehampton	53
6	Macclesfield	50
7	Meadows	40
8	Mount Barker	49
9	Nairne	48
10	Wistow	42
Live in a township		48
Live in a rural area		46

Community variances

Performance Index Score

Gender

Male	49
Female	48

Age

18-34 years	49
35-49 years	47
50-64 years	45
65+ years	53

Age of children

0-4 years	46
5-11 years	43
12-17 years	45
18+ years	43
No children	52

Disability & culture

Disability	45
First Nations	38
Mainly speak LOTE	47

Home ownership

Home owner	49
Renting / other	41

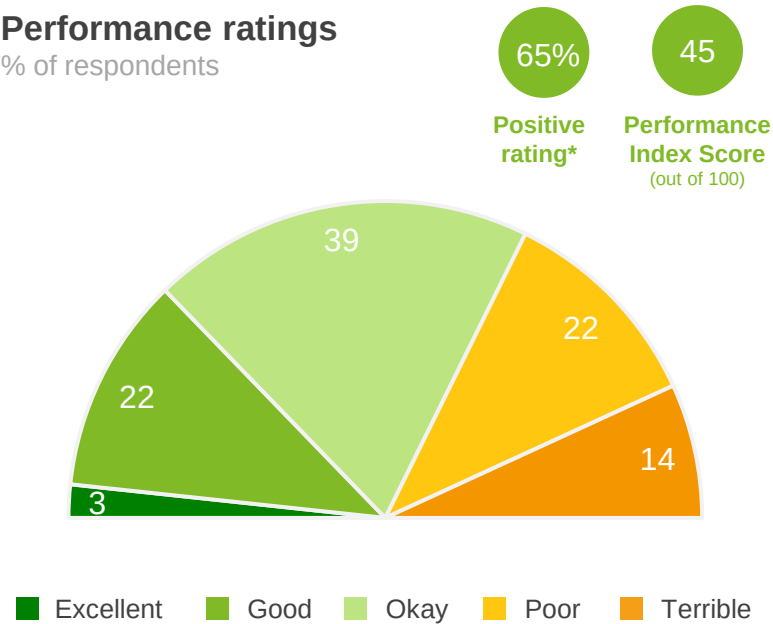
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 959). * Positive Rating = excellent, good + okay

Council's newsletter

Performance ratings

% of respondents



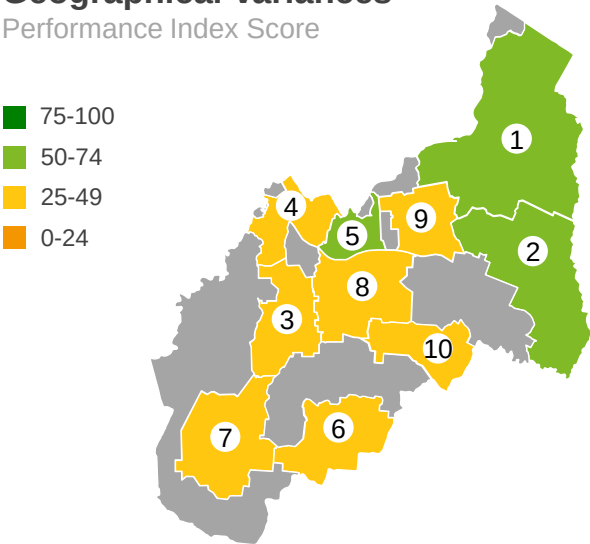
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brokunga / Harrogate	51
2	Callington to Dawesley	54
3	Echunga	39
4	Hahndorf	49
5	Littlehampton	53
6	Macclesfield	45
7	Meadows	35
8	Mount Barker	46
9	Nairne	46
10	Wistow	43
Live in a township		45
Live in a rural area		42

Community variances

Performance Index Score

Gender		Age of children		Disability & culture		
Age	Male	43	0-4 years	42	Disability	44
	Female	47	5-11 years	39	First Nations	28
			12-17 years	43	Mainly speak LOTE	38
	18-34 years	41	18+ years	42	Home ownership	
	35-49 years	44	No children	48	Home owner	46
	50-64 years	43			Renting / other	30
	65+ years	52				

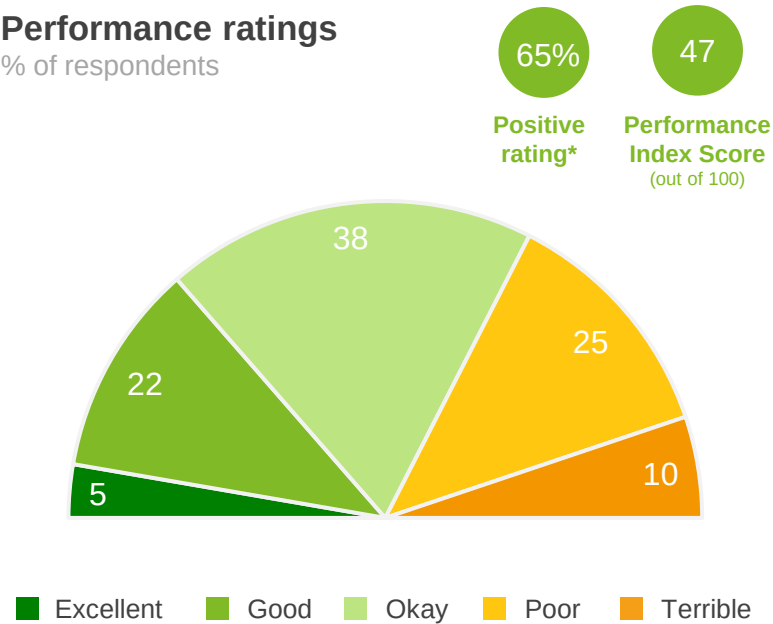
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 787). * Positive Rating = excellent, good + okay

Social media presence

Performance ratings

% of respondents



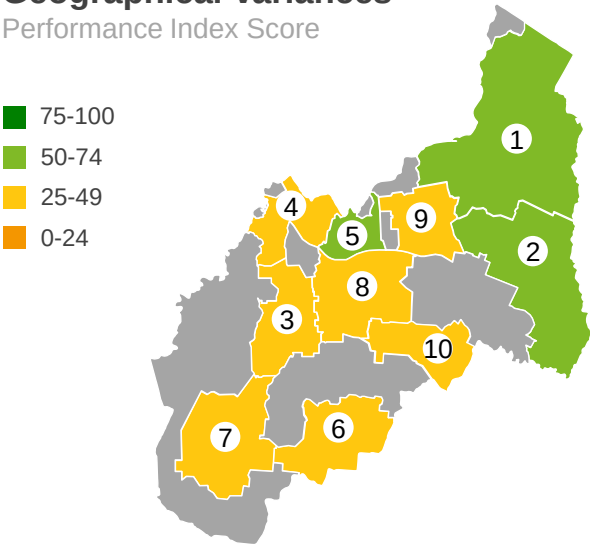
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	52
2	Callington to Dawesley	57
3	Echunga	43
4	Hahndorf	48
5	Littlehampton	52
6	Macclesfield	45
7	Meadows	40
8	Mount Barker	49
9	Nairne	43
10	Wistow	47
Live in a township		48
Live in a rural area		42

Community variances

Performance Index Score

Gender

Male	44
Female	49

Age

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

Age of children

0-4 years	49
5-11 years	45
12-17 years	46
18+ years	44
No children	47

Disability & culture

Disability	46
First Nations	30
Mainly speak LOTE	40

Home ownership

Home owner	47
Renting / other	40

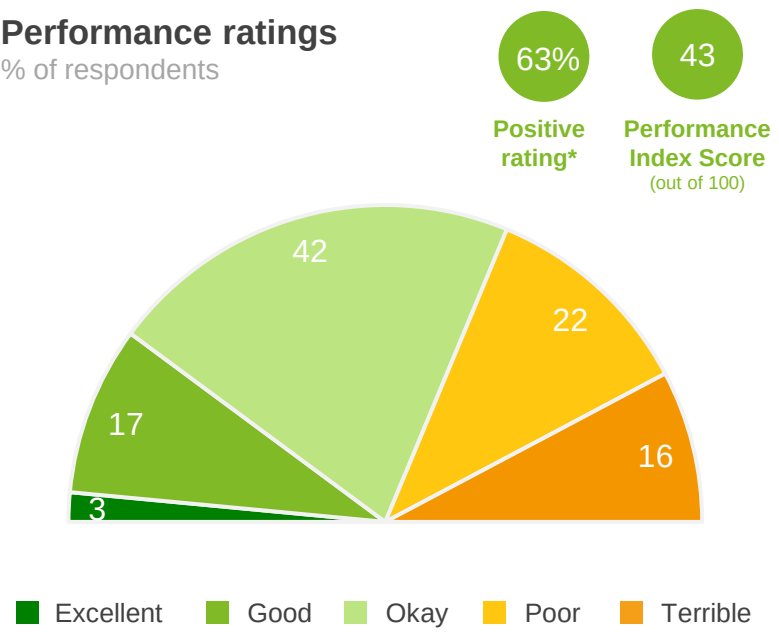
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 797). * Positive Rating = excellent, good + okay

Embracing change, innovation and technology

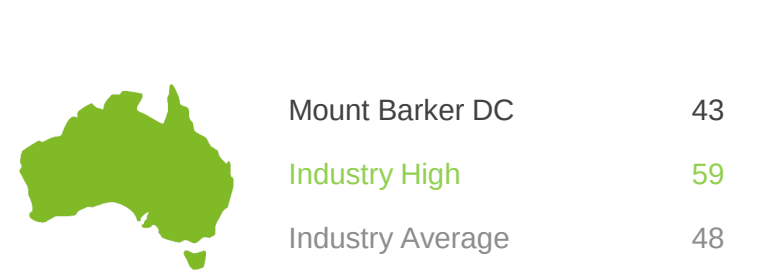
Performance ratings

% of respondents



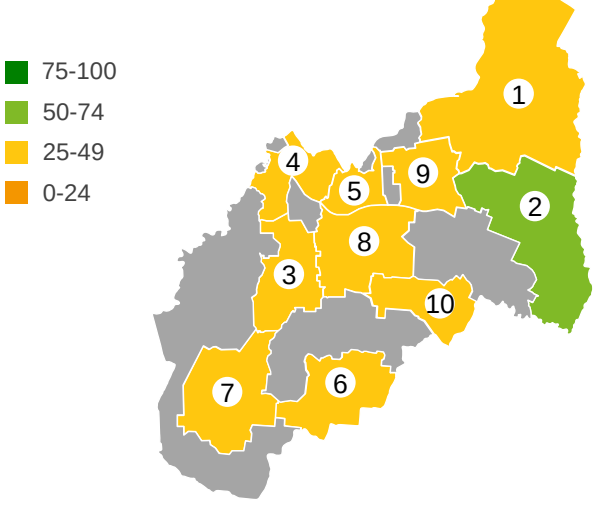
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	40
2. Callington to Dawesley	52
3. Echunga	40
4. Hahndorf	41
5. Littlehampton	45
6. Macclesfield	40
7. Meadows	36
8. Mount Barker	45
9. Nairne	40
10. Wistow	36
Live in a township	43
Live in a rural area	40

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	41	0-4 years	43	Disability	42
Female	44	5-11 years	37	First Nations	24
Age		12-17 years	40	Mainly speak LOTE	40
		18+ years	40	Home ownership	
		No children	45		
				Home owner	43
				Renting / other	31

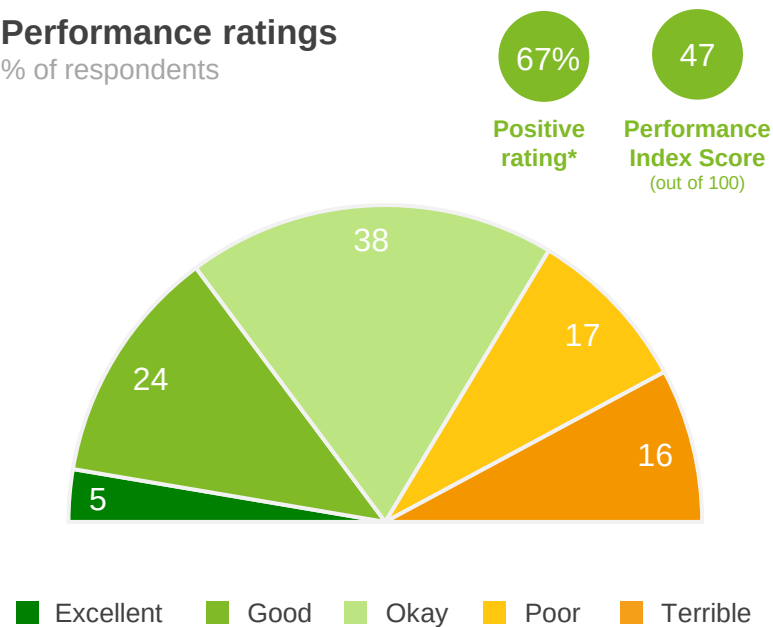
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 849). * Positive Rating = excellent, good + okay

Customer service

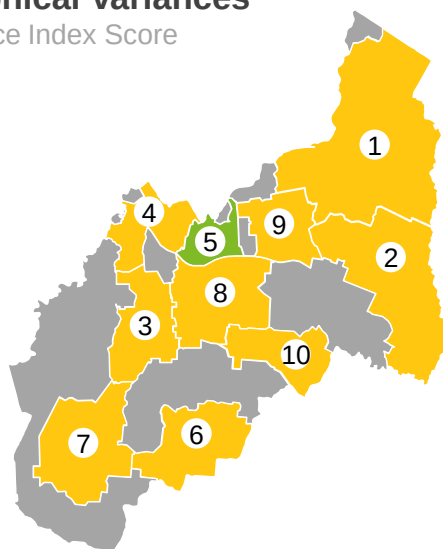
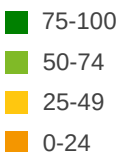
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	40
2. Callington to Dawesley	46
3. Echunga	42
4. Hahndorf	47
5. Littlehampton	52
6. Macclesfield	41
7. Meadows	38
8. Mount Barker	49
9. Nairne	44
10. Wistow	48
Live in a township	47
Live in a rural area	45

MARKYT Industry Standards

Performance Index Score



Mount Barker DC	47
Industry High	68
Industry Average	56

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	45	0-4 years	42	Disability	43
Female	48	5-11 years	44	First Nations	30
Age	18-34 years	12-17 years	44	Mainly speak LOTE	49
	35-49 years	18+ years	44	Home ownership	
	50-64 years	No children	49		
	65+ years				
				Home owner	47
				Renting / other	38

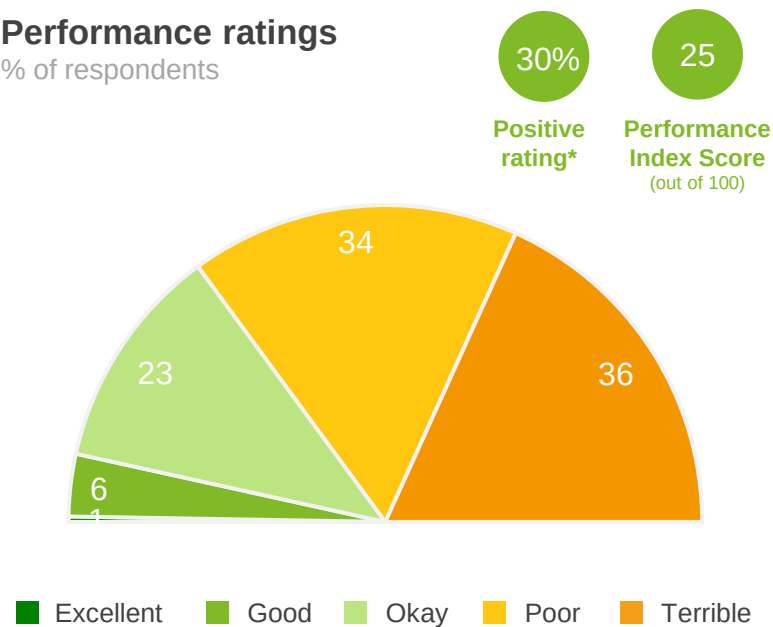
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1113). * Positive Rating = excellent, good + okay

Value for money from Council rates

Performance ratings

% of respondents



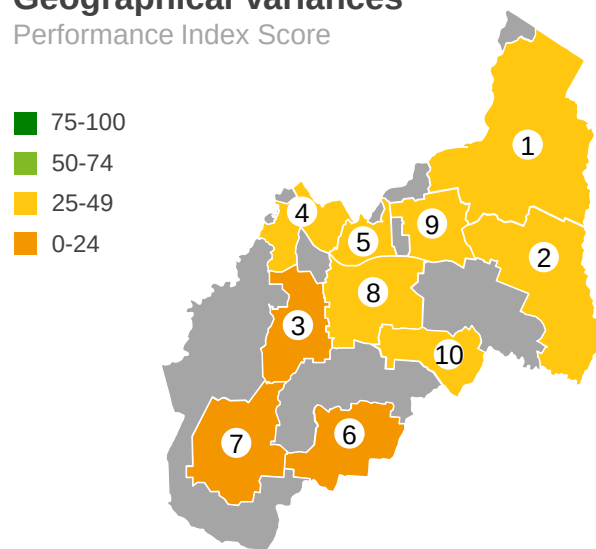
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	32
2. Callington to Dawesley	31
3. Echunga	20
4. Hahndorf	31
5. Littlehampton	28
6. Macclesfield	19
7. Meadows	16
8. Mount Barker	26
9. Nairne	27
10. Wistow	27
Live in a township	25
Live in a rural area	26

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	25	0-4 years	17	Disability	24
Female	26	5-11 years	17	First Nations	22
Age		12-17 years	21	Mainly speak LOTE	14
		18+ years	24	Home ownership	
		No children	28	Home owner	25
				Renting / other	22

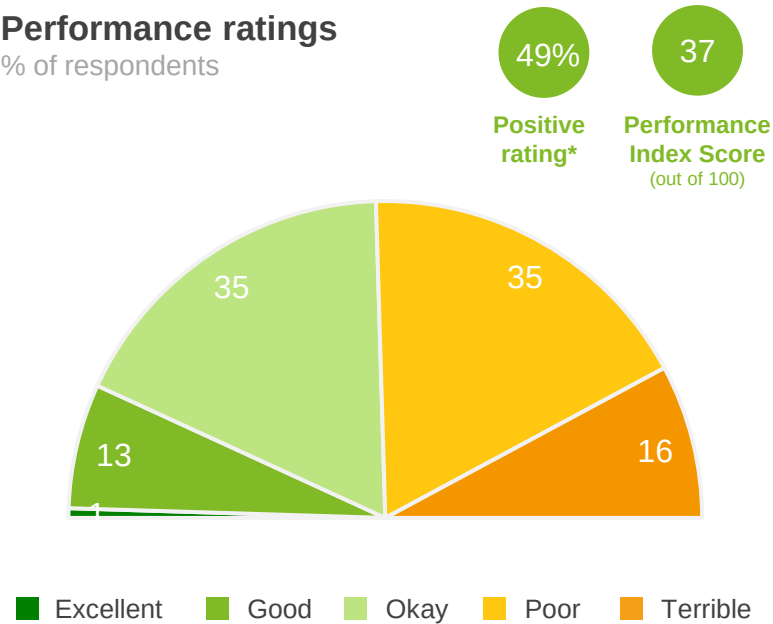
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1381). * Positive Rating = excellent, good + okay

People

Services and facilities for youth

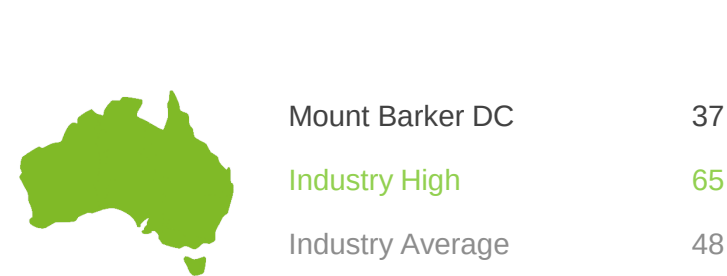
Performance ratings

% of respondents



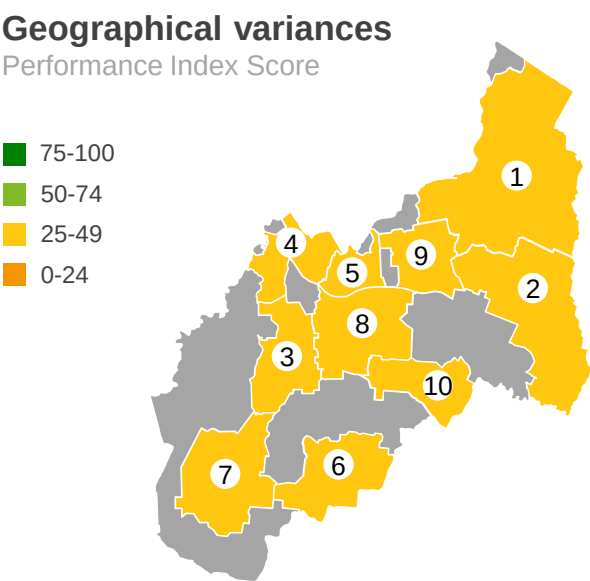
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	42
2	Callington to Dawesley	34
3	Echunga	34
4	Hahndorf	38
5	Littlehampton	40
6	Macclesfield	40
7	Meadows	26
8	Mount Barker	39
9	Nairne	32
10	Wistow	42
Live in a township		37
Live in a rural area		37

Community variances

Performance Index Score

Gender

Male	39
Female	35

Age

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

Age of children

0-4 years	37
5-11 years	32
12-17 years	30
18+ years	32
No children	42

Disability & culture

Disability	34
First Nations	25
Mainly speak LOTE	28

Home ownership

Home owner	38
Renting / other	29

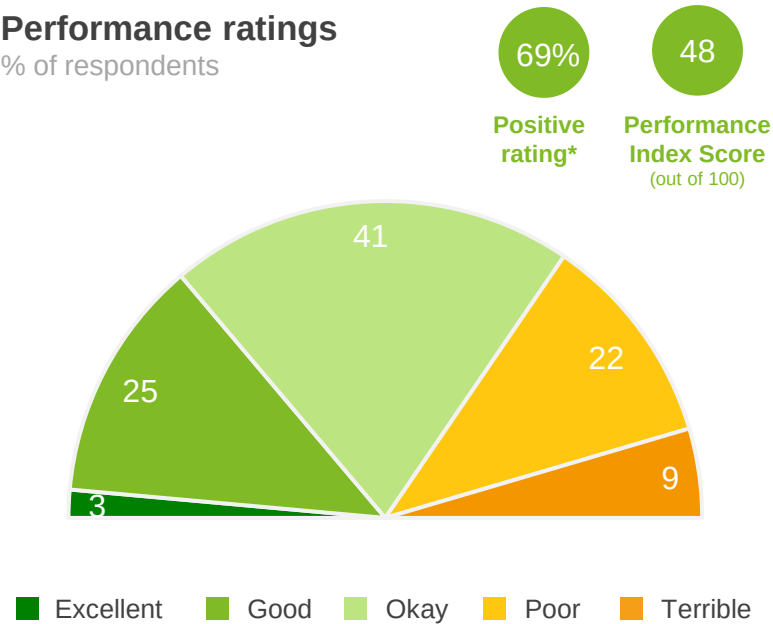
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 769). * Positive Rating = excellent, good + okay

Services and facilities for families and children

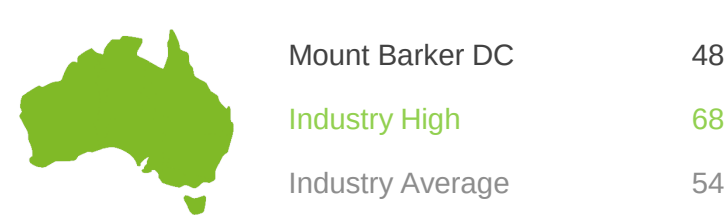
Performance ratings

% of respondents



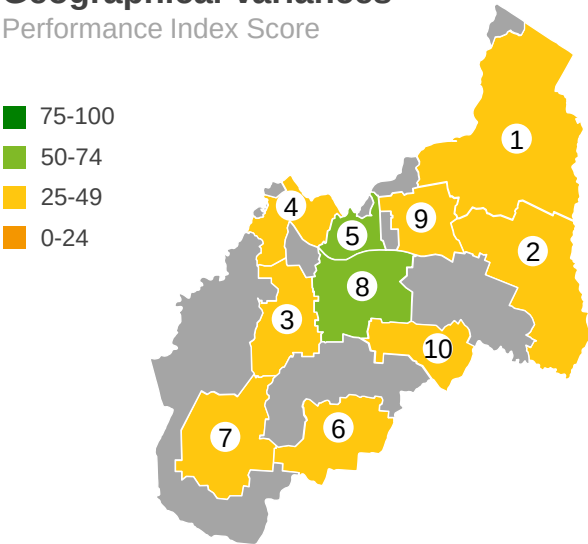
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	40
2	Callington to Dawesley	48
3	Echunga	39
4	Hahndorf	48
5	Littlehampton	56
6	Macclesfield	48
7	Meadows	36
8	Mount Barker	50
9	Nairne	44
10	Wistow	48
Live in a township		48
Live in a rural area		45

Community variances

Performance Index Score

Gender			Age of children		Disability & culture		
Age	Male	48	0-4 years	46	Disability	45	
	Female	47	5-11 years	41	First Nations	38	
			12-17 years	40	Mainly speak LOTE	41	
	18-34 years	49	18+ years	40	Home ownership		
	35-49 years	45	No children	53			
	50-64 years	45				Home owner	49
	65+ years	52				Renting / other	35

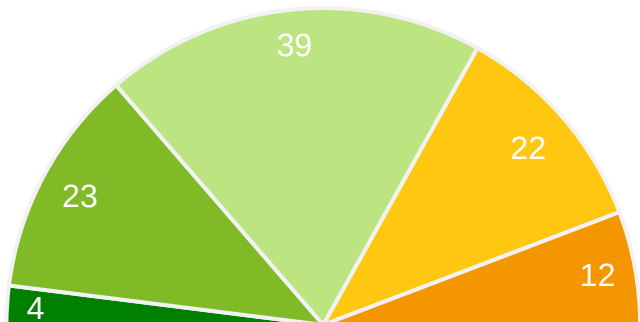
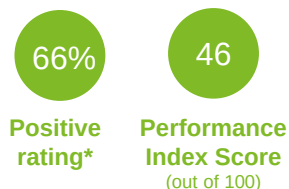
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 957). * Positive Rating = excellent, good + okay

Services, facilities and care available for seniors

Performance ratings

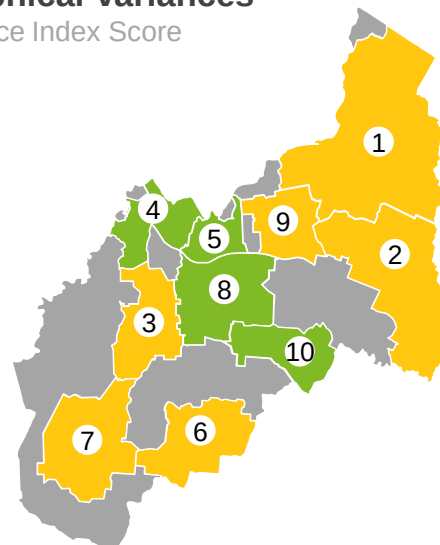
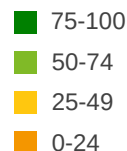
% of respondents



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	33
2. Callington to Dawesley	43
3. Echunga	34
4. Hahndorf	50
5. Littlehampton	50
6. Macclesfield	44
7. Meadows	30
8. Mount Barker	51
9. Nairne	41
10. Wistow	52
Live in a township	47
Live in a rural area	42

Community variances

Performance Index Score

Gender

Male	46
Female	47

Age of children

0-4 years	46
5-11 years	41
12-17 years	44
18+ years	44
No children	49

Disability & culture

Disability	43
First Nations	30
Mainly speak LOTE	50

Age

18-34 years	47
35-49 years	46
50-64 years	44
65+ years	49

Home ownership

Home owner	47
Renting / other	40

MARKYT Industry Standards

Performance Index Score



Mount Barker DC	46
Industry High	68
Industry Average	54

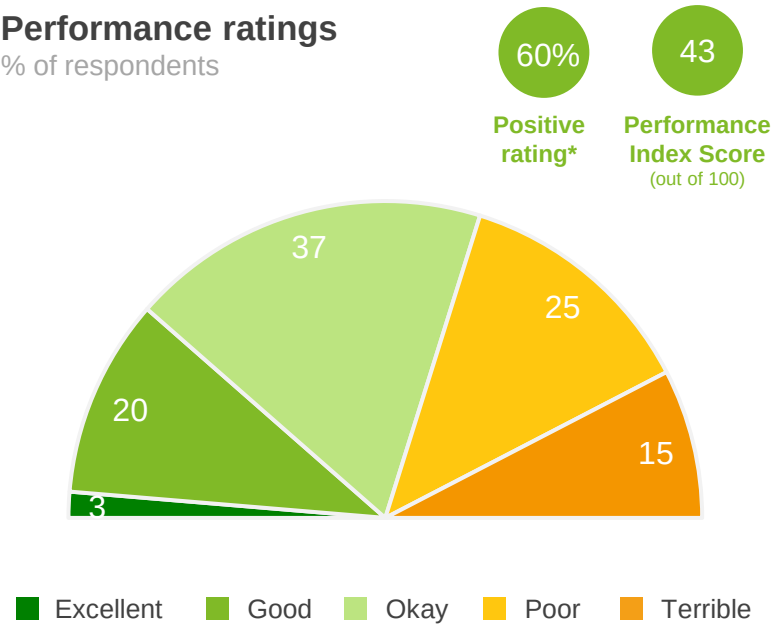
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 808). * Positive Rating = excellent, good + okay

Disability access and inclusion

Performance ratings

% of respondents



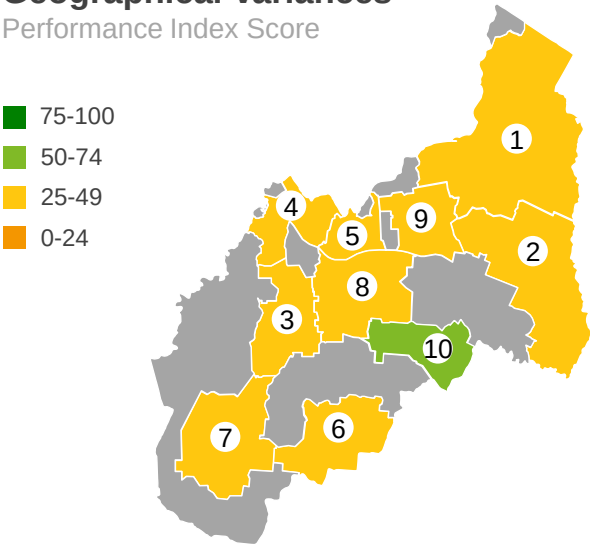
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukung / Harrogate	39
2	Callington to Dawesley	40
3	Echunga	33
4	Hahndorf	40
5	Littlehampton	48
6	Macclesfield	41
7	Meadows	28
8	Mount Barker	47
9	Nairne	37
10	Wistow	58
Live in a township		43
Live in a rural area		41

Community variances

Performance Index Score

Gender

Male	44
Female	41

Age

18-34 years	42
35-49 years	42
50-64 years	41
65+ years	45

Age of children

0-4 years	44
5-11 years	39
12-17 years	37
18+ years	39
No children	45

Disability & culture

Disability	37
First Nations	30
Mainly speak LOTE	35

Home ownership

Home owner	43
Renting / other	34

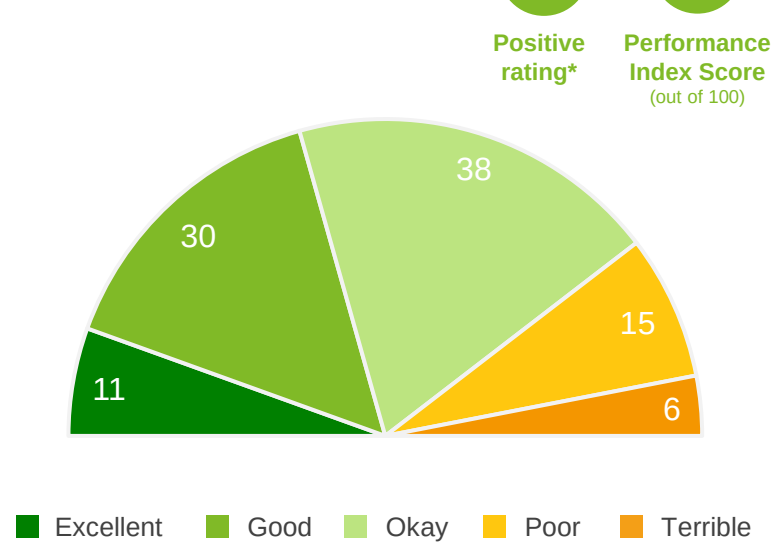
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 720). * Positive Rating = excellent, good + okay

Recognition and respect for First Nations people, culture and heritage

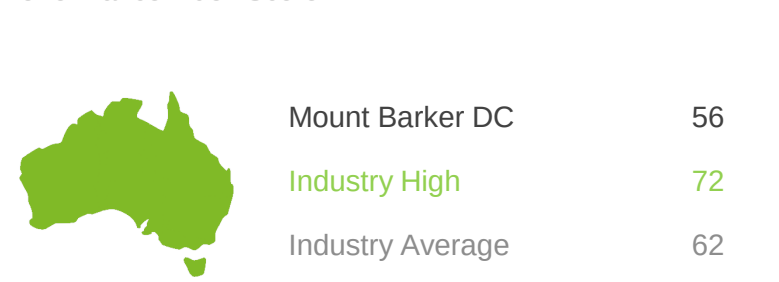
Performance ratings

% of respondents



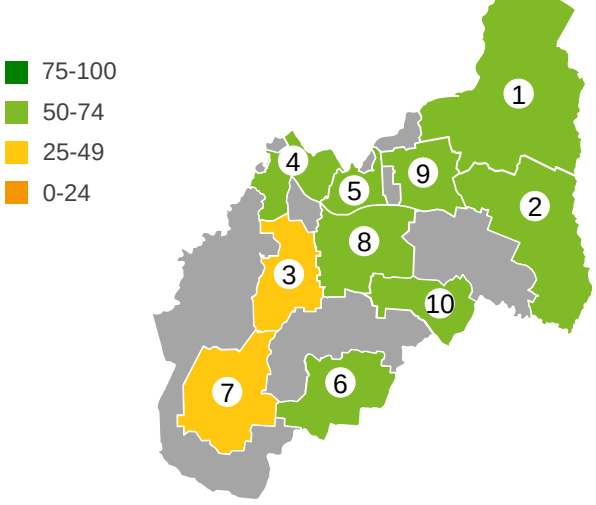
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	51
2. Callington to Dawesley	56
3. Echunga	48
4. Hahndorf	56
5. Littlehampton	56
6. Macclesfield	59
7. Meadows	46
8. Mount Barker	59
9. Nairne	54
10. Wistow	69
Live in a township	56
Live in a rural area	56

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	59	0-4 years	55	Disability	57
Female	54	5-11 years	56	First Nations	39
Age	18-34 years	12-17 years	57	Mainly speak LOTE	56
	35-49 years	18+ years	54	Home ownership	
	50-64 years	No children	57		
	65+ years				
				Home owner	57
				Renting / other	49

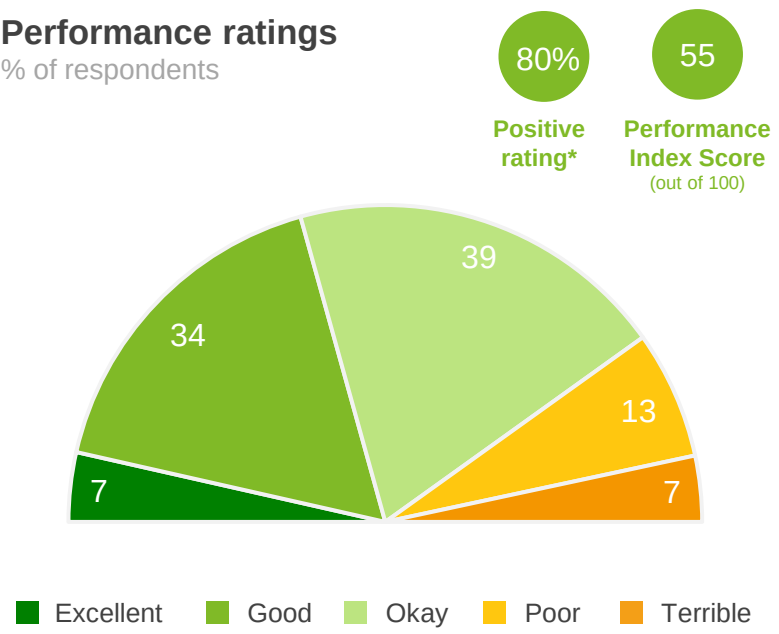
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 720). * Positive Rating = excellent, good + okay

Volunteer support and recognition

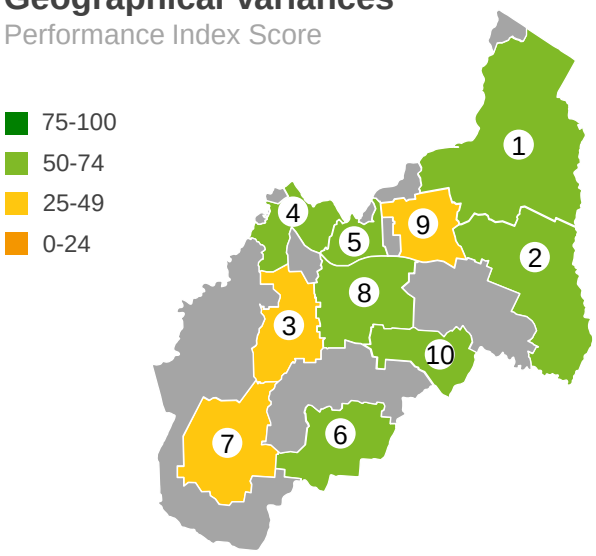
Performance ratings

% of respondents



Geographical variances

Performance Index Score

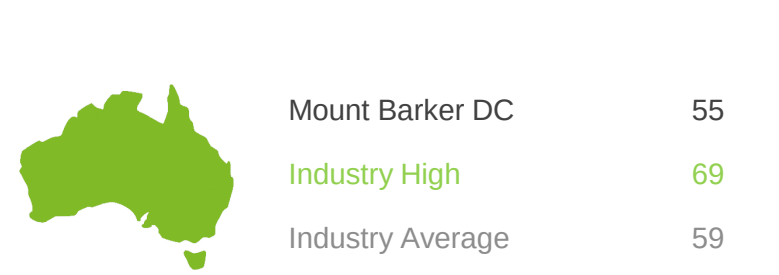


Location

1	Brukung / Harrogate	54
2	Callington to Dawesley	59
3	Echunga	49
4	Hahndorf	57
5	Littlehampton	62
6	Macclesfield	63
7	Meadows	45
8	Mount Barker	58
9	Nairne	48
10	Wistow	54
Live in a township		56
Live in a rural area		53

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	55	Disability	58
Female	57	5-11 years	52	First Nations	37
Age	18-34 years	12-17 years	53	Mainly speak LOTE	54
	35-49 years	18+ years	51	Home ownership	
	50-64 years	No children	58	Home owner	56
	65+ years			Renting / other	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 850). * Positive Rating = excellent, good + okay

Access to health and community services

Performance ratings

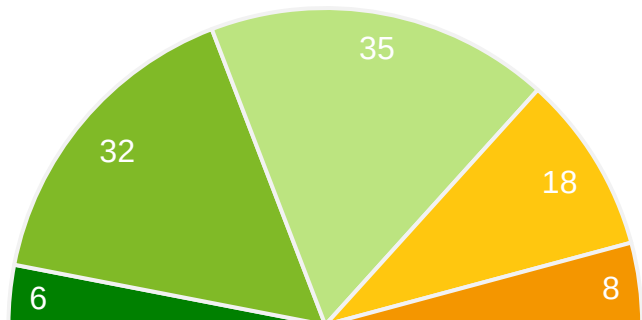
% of respondents

73%

Positive
rating*

52

Performance
Index Score
(out of 100)

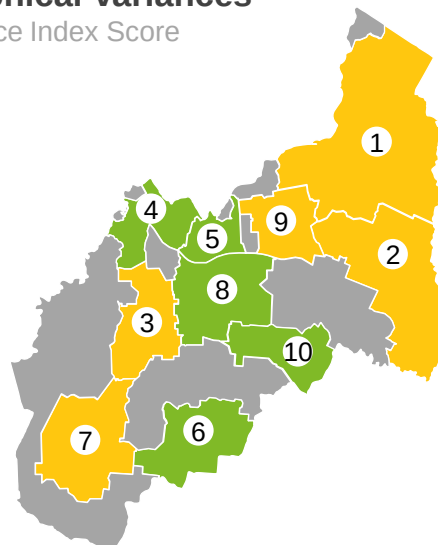


Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score

75-100
50-74
25-49
0-24



Location

1. Brukunga / Harrogate	49
2. Callington to Dawesley	48
3. Echunga	43
4. Hahndorf	59
5. Littlehampton	55
6. Macclesfield	51
7. Meadows	39
8. Mount Barker	55
9. Nairne	49
10. Wistow	56
Live in a township	53
Live in a rural area	47

Community variances

Performance Index Score

Gender

Male 53
Female 52

Age of children

0-4 years 51
5-11 years 46
12-17 years 48
18+ years 47
No children 55

Disability & culture

Disability 49
First Nations 38

Mainly speak LOTE 46

Home ownership

Home owner 53
Renting / other 46

Age

18-34 years 53
35-49 years 50
50-64 years 48
65+ years 57

MARKYT Industry Standards

Performance Index Score



Mount Barker DC 52

Industry High 69

Industry Average 56

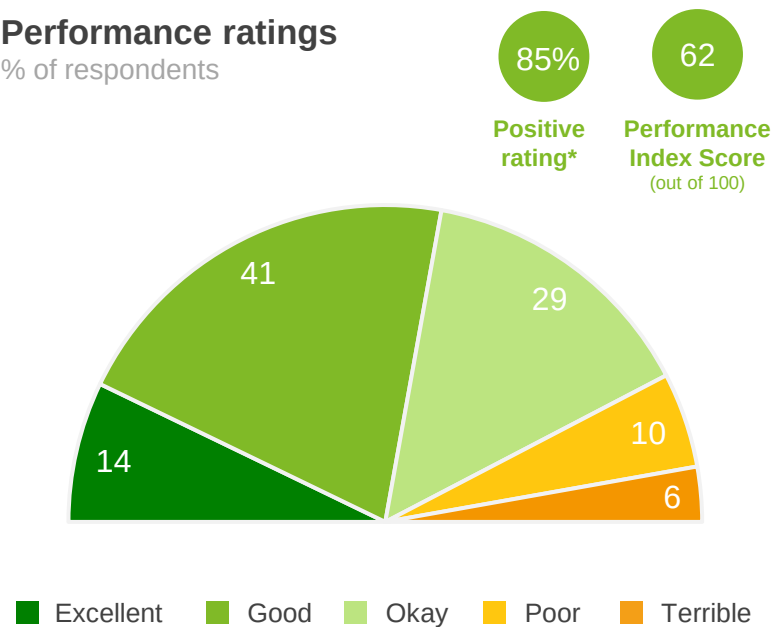
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1196). * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

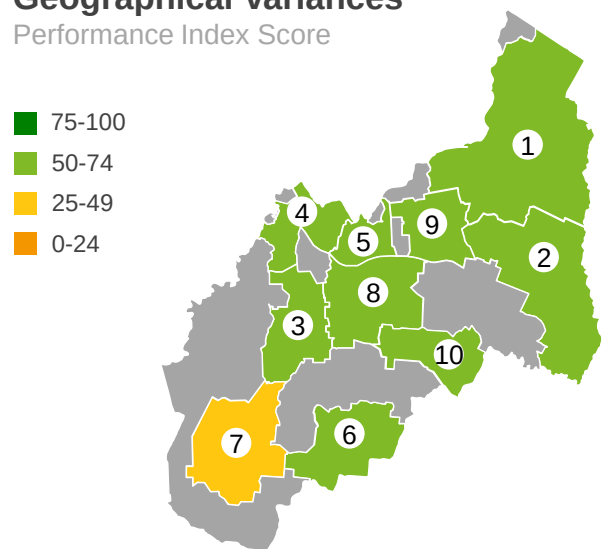
Performance ratings

% of respondents



Geographical variances

Performance Index Score

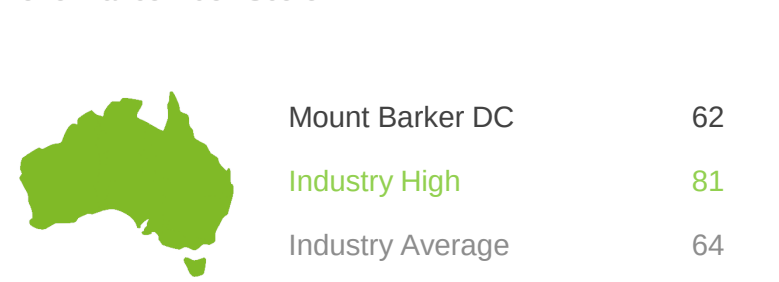


Location

1	Brukunga / Harrogate	61
2	Callington to Dawesley	70
3	Echunga	53
4	Hahndorf	61
5	Littlehampton	68
6	Macclesfield	62
7	Meadows	47
8	Mount Barker	65
9	Nairne	62
10	Wistow	58
Live in a township		63
Live in a rural area		58

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

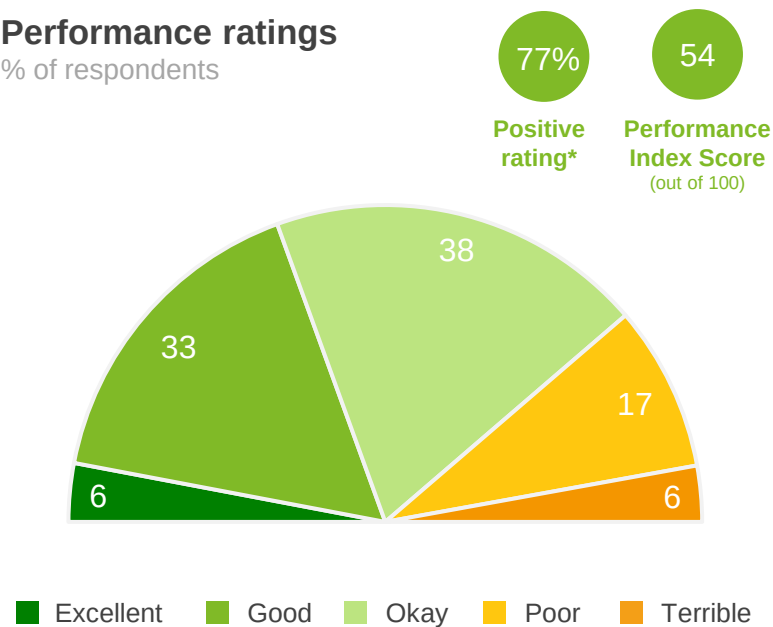
Gender		Age of children		Disability & culture	
Male	63	0-4 years	59	Disability	62
Female	62	5-11 years	54	First Nations	67
Age	18-34 years	12-17 years	57	Mainly speak LOTE	55
	35-49 years	18+ years	57	Home ownership	
	50-64 years	No children	66	Home owner	63
	65+ years			Renting / other	55

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1227). * Positive Rating = excellent, good + okay

Festivals, events, art and cultural activities

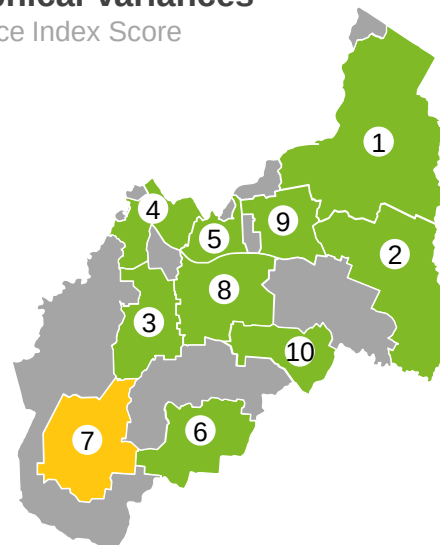
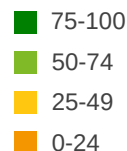
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	55
2	Callington to Dawesley	59
3	Echunga	50
4	Hahndorf	58
5	Littlehampton	58
6	Macclesfield	60
7	Meadows	47
8	Mount Barker	55
9	Nairne	50
10	Wistow	51
Live in a township		55
Live in a rural area		50

MARKYT Industry Standards

Performance Index Score



Mount Barker DC	54
Industry High	75
Industry Average	62

Community variances

Performance Index Score

Gender

Male	54
Female	54

Age of children

0-4 years	52
5-11 years	50
12-17 years	50
18+ years	54
No children	56

Age

18-34 years	53
35-49 years	52
50-64 years	54
65+ years	59

Disability & culture

Disability	57
First Nations	43

Mainly speak LOTE **48**

Home ownership

Home owner	55
Renting / other	42

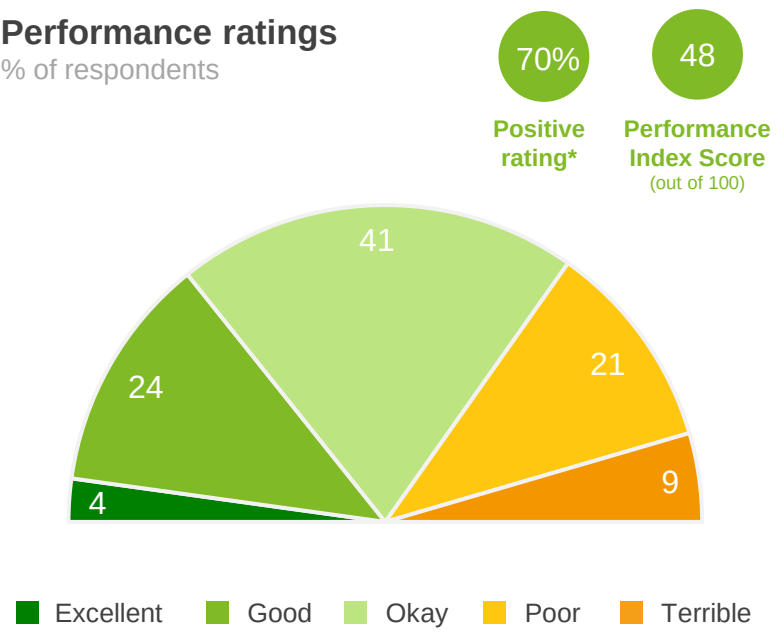
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1181). * Positive Rating = excellent, good + okay

Community safety and crime prevention

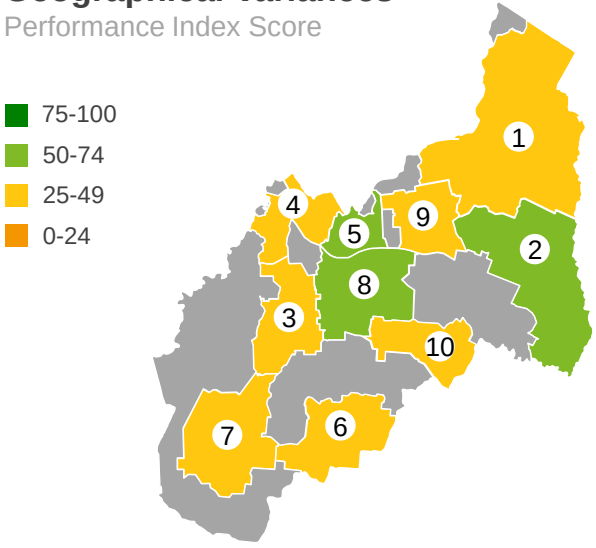
Performance ratings

% of respondents



Geographical variances

Performance Index Score

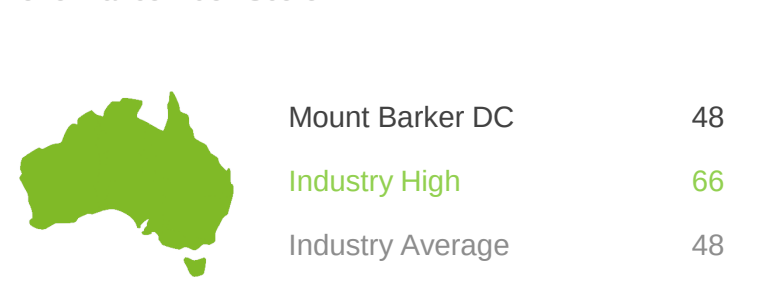


Location

1. Brukunga / Harrogate	42
2. Callington to Dawesley	51
3. Echunga	37
4. Hahndorf	44
5. Littlehampton	56
6. Macclesfield	45
7. Meadows	40
8. Mount Barker	52
9. Nairne	44
10. Wistow	39
Live in a township	49
Live in a rural area	40

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	47	0-4 years	47	Disability	46
Female	50	5-11 years	43	First Nations	32
Age		12-17 years	43	Mainly speak LOTE	49
		18+ years	43	Home ownership	
		No children	51	Home owner	49
				Renting / other	40

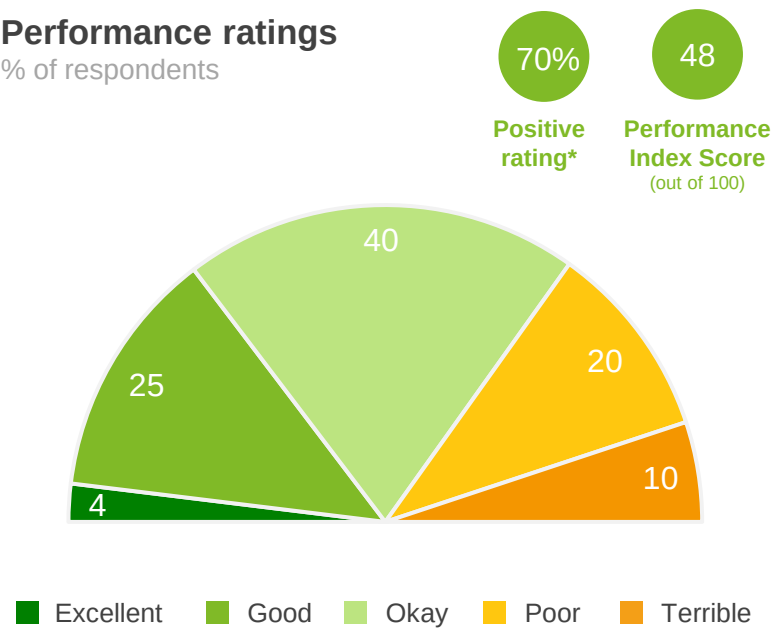
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1083). * Positive Rating = excellent, good + okay

Lighting of streets and public places

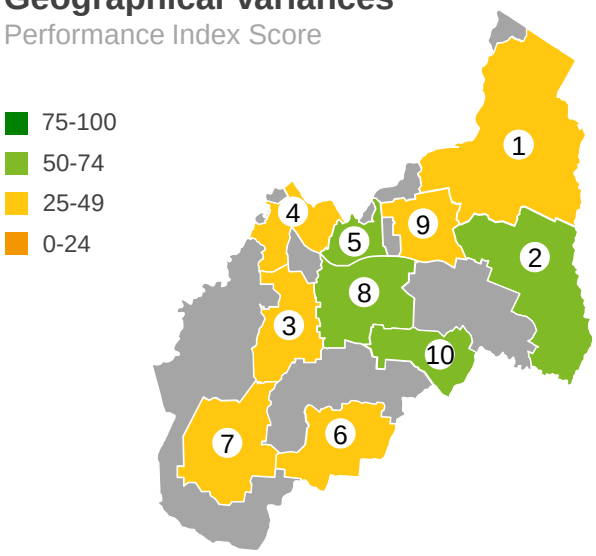
Performance ratings

% of respondents



Geographical variances

Performance Index Score

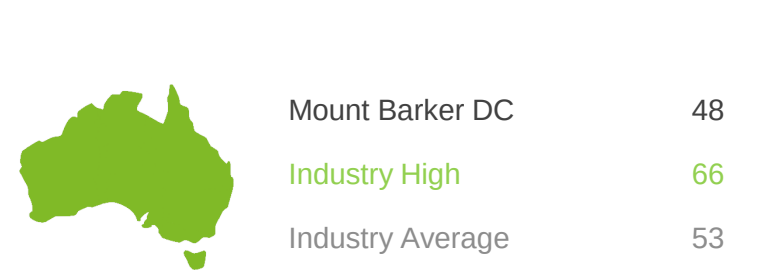


Location

1	Brukunga / Harrogate	47
2	Callington to Dawesley	58
3	Echunga	38
4	Hahndorf	40
5	Littlehampton	54
6	Macclesfield	43
7	Meadows	41
8	Mount Barker	51
9	Nairne	45
10	Wistow	61
Live in a township		48
Live in a rural area		48

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	48	0-4 years	47	Disability	45
	49	5-11 years	43	First Nations	35
Age		12-17 years	46	Mainly speak LOTE	41
	18-34 years	18+ years	46	Home ownership	
	35-49 years	No children	50	Home owner	49
	50-64 years			Renting / other	41
	65+ years				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1290). * Positive Rating = excellent, good + okay

Animal management (dogs and cats)

Performance ratings

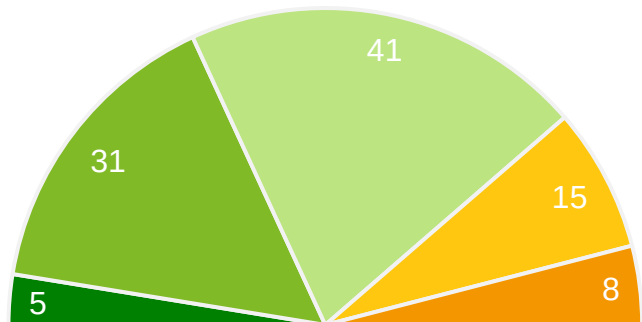
% of respondents

77%

Positive
rating*

53

Performance
Index Score
(out of 100)

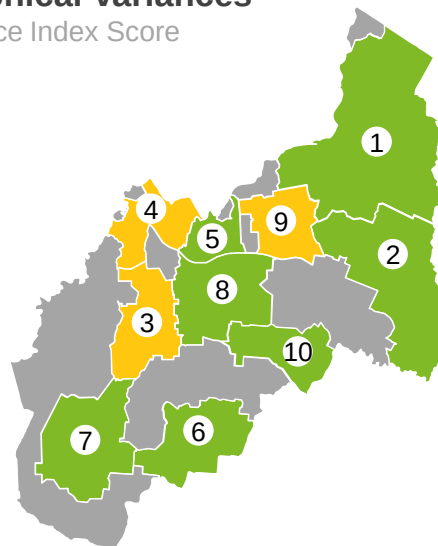


Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score

75-100
50-74
25-49
0-24



Location

1	Brokunga / Harrogate	50
2	Callington to Dawesley	57
3	Echunga	46
4	Hahndorf	47
5	Littlehampton	56
6	Macclesfield	52
7	Meadows	50
8	Mount Barker	55
9	Nairne	43
10	Wistow	63
Live in a township		52
Live in a rural area		54

Community variances

Performance Index Score

Gender

Male 52
Female 53

Age of children

0-4 years 54
5-11 years 52
12-17 years 53
18+ years 51
No children 53

Disability & culture

Disability 51
First Nations 37

Age

18-34 years 55
35-49 years 54
50-64 years 51
65+ years 50

Mainly speak LOTE 53

Home ownership

Home owner 53
Renting / other 50

MARKYT Industry Standards

Performance Index Score



Mount Barker DC 53

Industry High 67

Industry Average 53

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

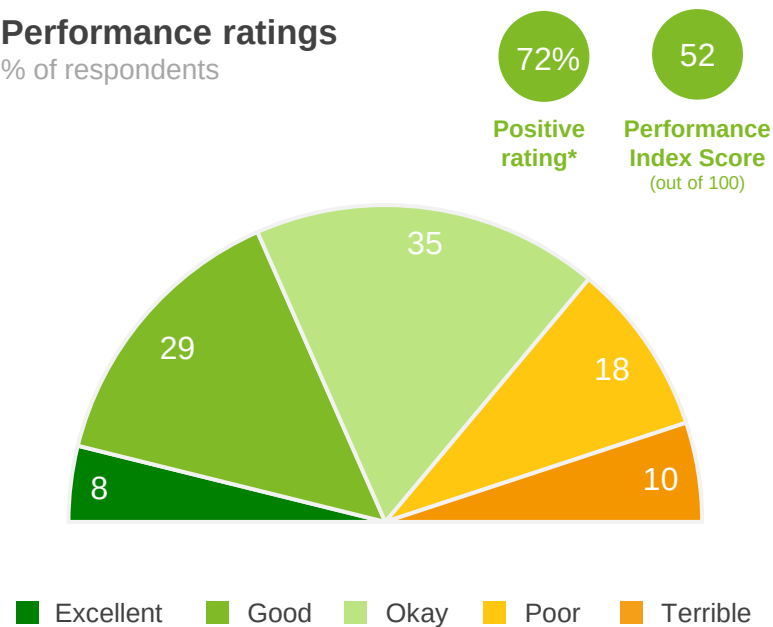
Base: All respondents, excludes 'unsure' and 'no response' (n = 1162). * Positive Rating = excellent, good + okay

Planet

Nature conservation and environmental management

Performance ratings

% of respondents



MARKYT Industry Standards

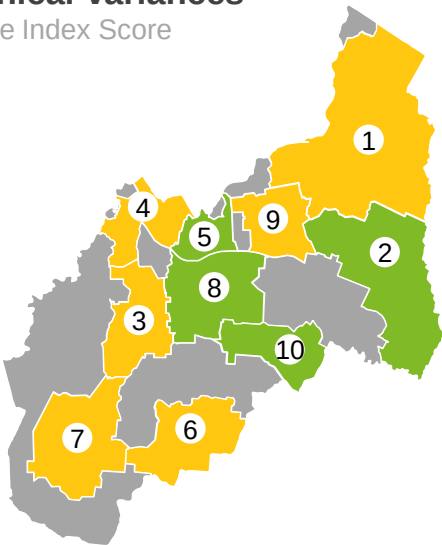
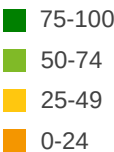
Performance Index Score



Mount Barker DC	52
Industry High	68
Industry Average	53

Geographical variances

Performance Index Score



Location

1	Brokunga / Harrogate	37
2	Callington to Dawesley	57
3	Echunga	39
4	Hahndorf	45
5	Littlehampton	55
6	Macclesfield	47
7	Meadows	46
8	Mount Barker	55
9	Nairne	47
10	Wistow	52
Live in a township		52
Live in a rural area		45

Community variances

Performance Index Score

Gender

Male	51
Female	52

Age

18-34 years	55
35-49 years	52
50-64 years	48
65+ years	51

Age of children

0-4 years	56
5-11 years	52
12-17 years	51
18+ years	46
No children	52

Disability & culture

Disability	52
First Nations	32
Mainly speak LOTE	54

Home ownership

Home owner	52
Renting / other	44

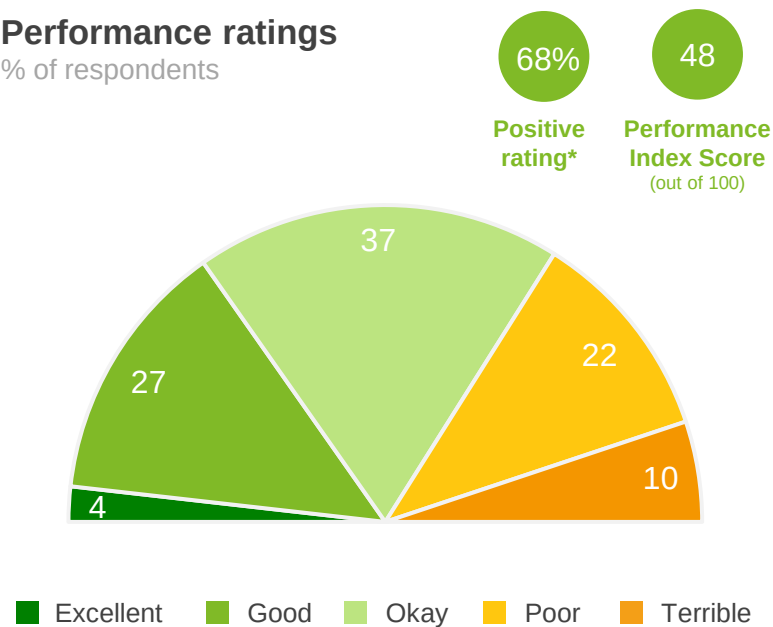
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1185). * Positive Rating = excellent, good + okay

Efforts to promote and adopt sustainable practices

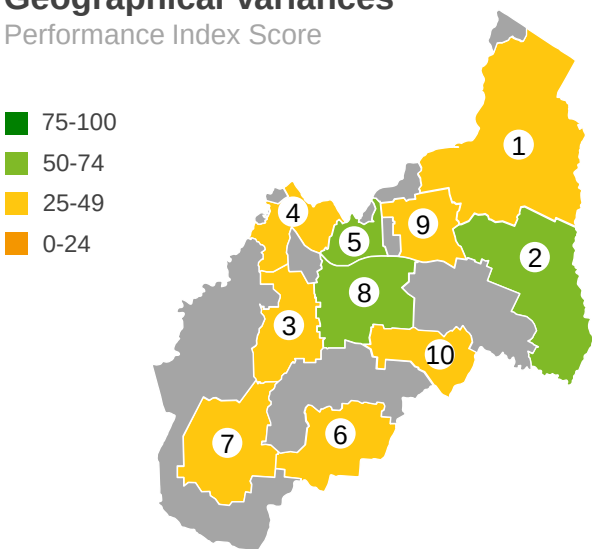
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	39
2	Callington to Dawesley	52
3	Echunga	40
4	Hahndorf	42
5	Littlehampton	51
6	Macclesfield	44
7	Meadows	46
8	Mount Barker	50
9	Nairne	45
10	Wistow	45
Live in a township		49
Live in a rural area		43

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

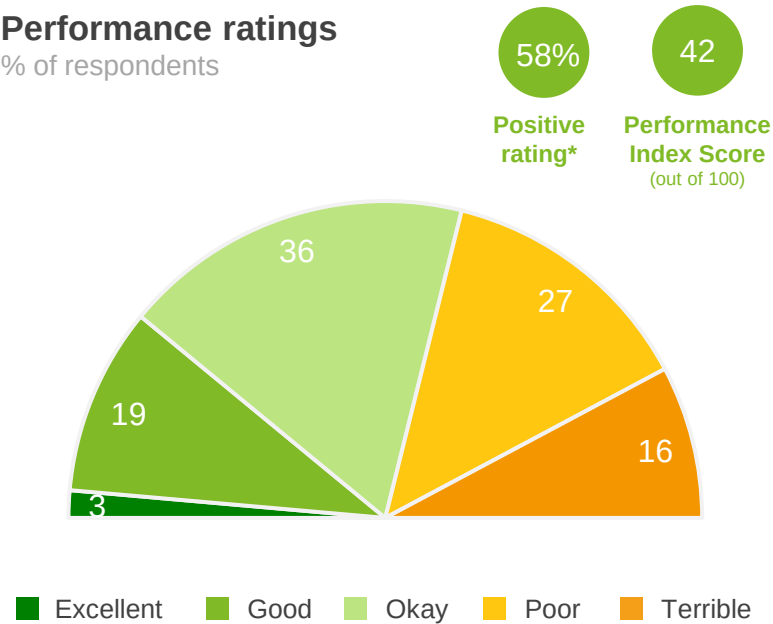
Gender		Age of children		Disability & culture	
Male	48	0-4 years	48	Disability	48
	48	5-11 years	48	First Nations	35
Age	18-34 years	12-17 years	47	Mainly speak LOTE	42
	35-49 years	18+ years	45	Home ownership	
	50-64 years	No children	49	Home owner	49
	65+ years			Renting / other	34

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1065). * Positive Rating = excellent, good + okay

Efforts to manage climate change

Performance ratings

% of respondents



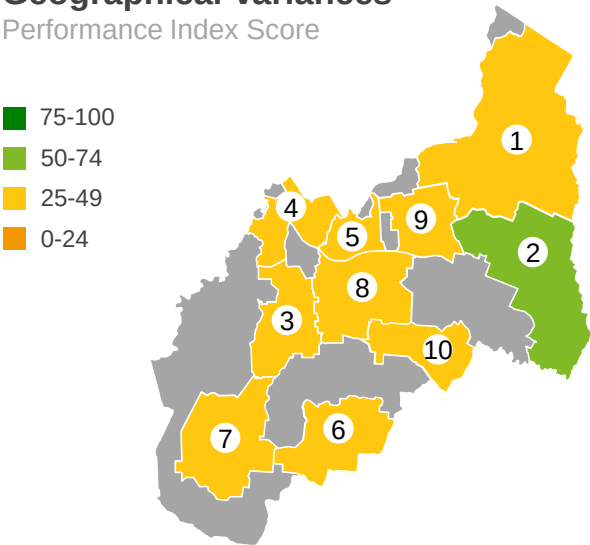
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	27
2	Callington to Dawesley	50
3	Echunga	36
4	Hahndorf	40
5	Littlehampton	46
6	Macclesfield	36
7	Meadows	39
8	Mount Barker	44
9	Nairne	38
10	Wistow	35
Live in a township		43
Live in a rural area		36

Community variances

Performance Index Score

Gender			Age of children		Disability & culture	
Age	Male	43	0-4 years	43	Disability	43
	Female	41	5-11 years	44	First Nations	24
			12-17 years	42	Mainly speak LOTE	39
	18-34 years	41	18+ years	40	Home ownership	
	35-49 years	43	No children	43		
	50-64 years	39			Home owner	43
	65+ years	45			Renting / other	27

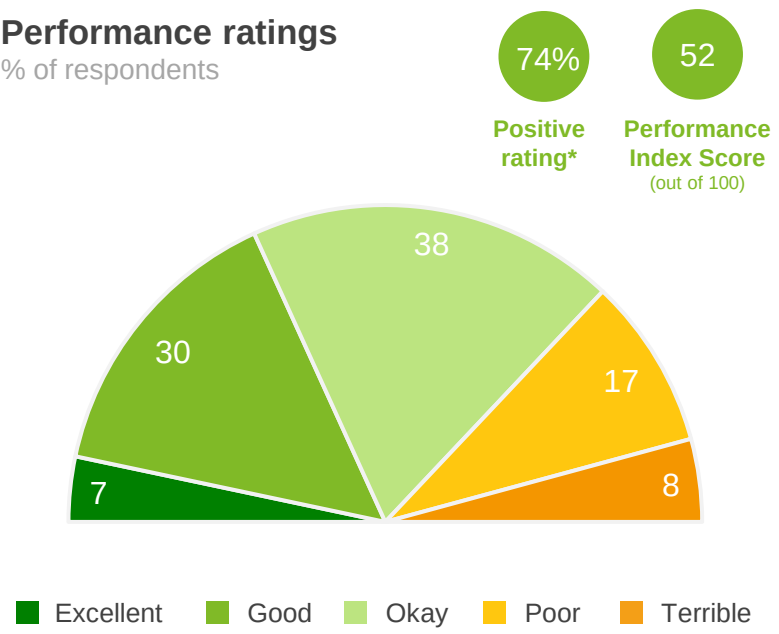
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 804). * Positive Rating = excellent, good + okay

Waste management services

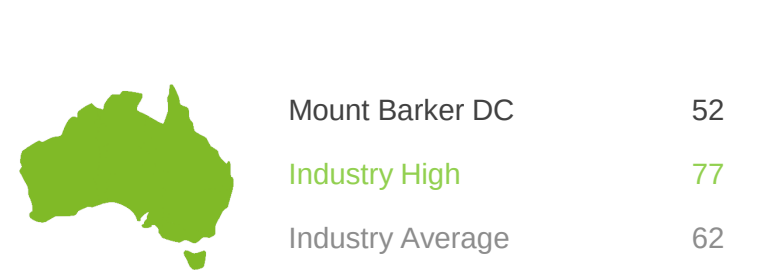
Performance ratings

% of respondents



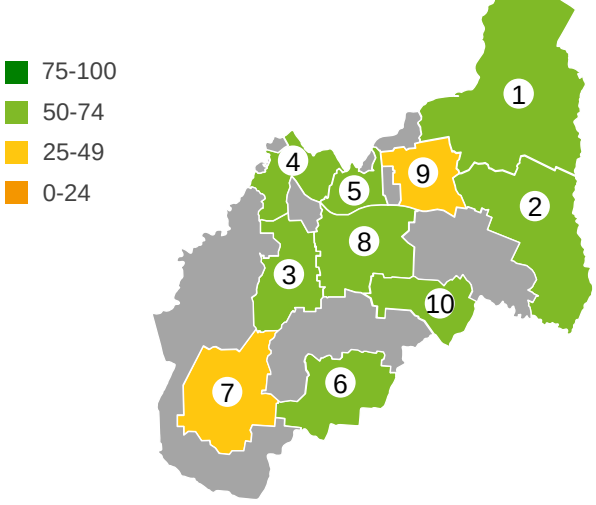
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	59
2	Callington to Dawesley	64
3	Echunga	51
4	Hahndorf	53
5	Littlehampton	52
6	Macclesfield	55
7	Meadows	48
8	Mount Barker	53
9	Nairne	48
10	Wistow	54
Live in a township		52
Live in a rural area		53

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	48	Disability	50
Female	51	5-11 years	46	First Nations	37
Age		12-17 years	49	Mainly speak LOTE	52
	18-34 years	51	18+ years	47	Home ownership
	35-49 years	50	No children	56	
	50-64 years	50			
	65+ years	58			
				Home owner	52
				Renting / other	48

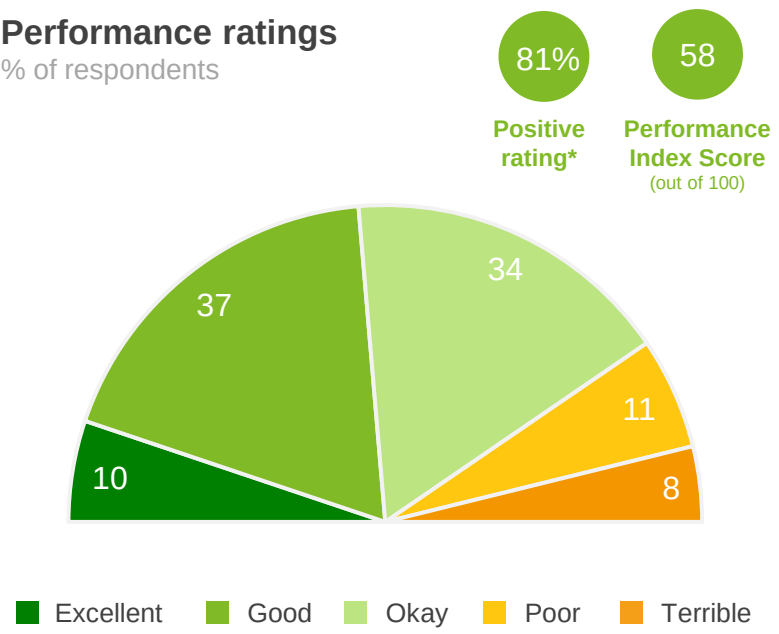
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1266). * Positive Rating = excellent, good + okay

Wastewater treatment and recycled water use

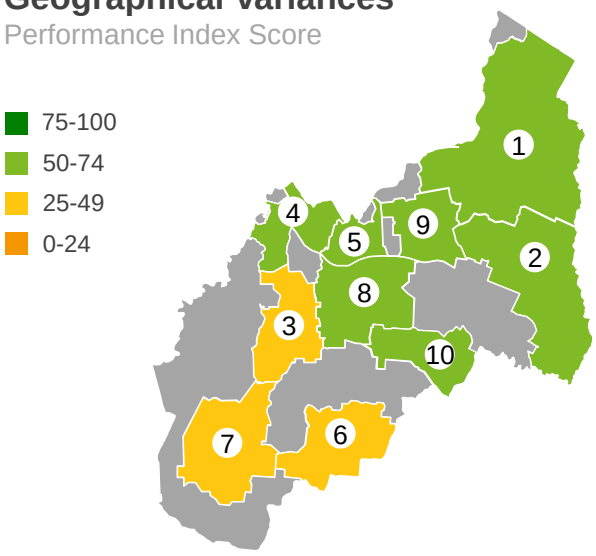
Performance ratings

% of respondents



Geographical variances

Performance Index Score

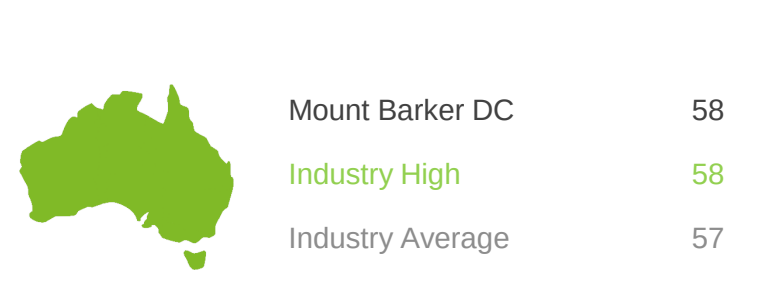


Location

1	Brokunga / Harrogate	53
2	Callington to Dawesley	57
3	Echunga	47
4	Hahndorf	53
5	Littlehampton	57
6	Macclesfield	48
7	Meadows	48
8	Mount Barker	61
9	Nairne	58
10	Wistow	61
Live in a township		58
Live in a rural area		53

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-4 years	58	Disability	58
Female	59	5-11 years	54	First Nations	40
Age		12-17 years	53	Mainly speak LOTE	55
		18+ years	55	Home ownership	
		No children	60	Home owner	58
				Renting / other	53
18-34 years	55				
35-49 years	57				
50-64 years	56				
65+ years	64				

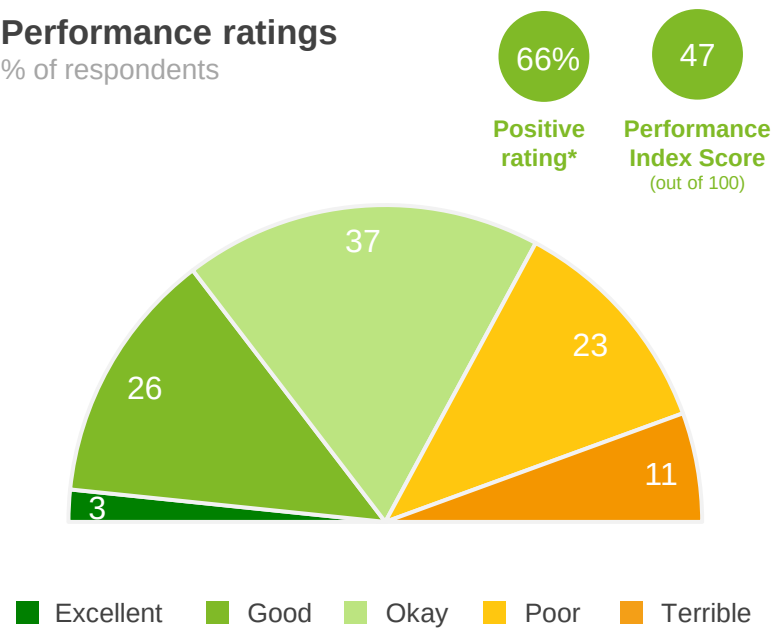
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 985). * Positive Rating = excellent, good + okay

Stormwater and flood management

Performance ratings

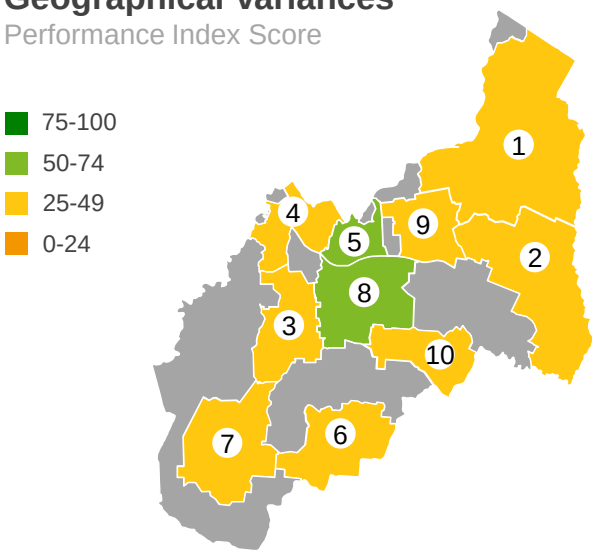
% of respondents



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

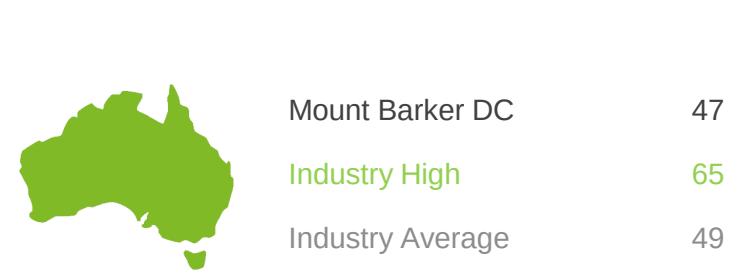


Location

1	Brukunga / Harrogate	37
2	Callington to Dawesley	48
3	Echunga	31
4	Hahndorf	38
5	Littlehampton	52
6	Macclesfield	39
7	Meadows	30
8	Mount Barker	52
9	Nairne	46
10	Wistow	47
Live in a township		48
Live in a rural area		39

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender			Age of children		Disability & culture	
Age	Male	48	0-4 years	47	Disability	43
	Female	46	5-11 years	44	First Nations	32
			12-17 years	41	Mainly speak LOTE	50
	18-34 years	48	18+ years	44	Home ownership	
	35-49 years	45	No children	49	Home owner	47
	50-64 years	43			Renting / other	42
	65+ years	51				

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

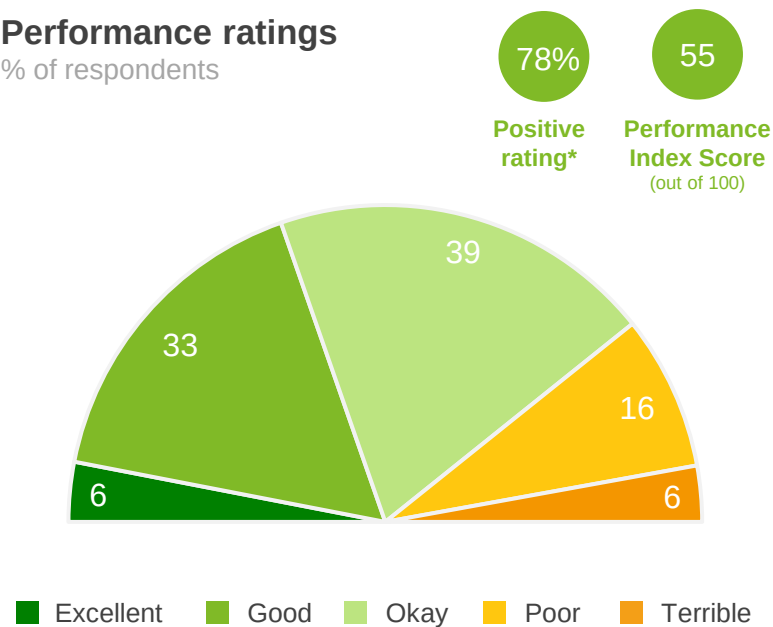
Base: All respondents, excludes 'unsure' and 'no response' (n = 1105). * Positive Rating = excellent, good + okay

Emergency management

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

Performance ratings

% of respondents



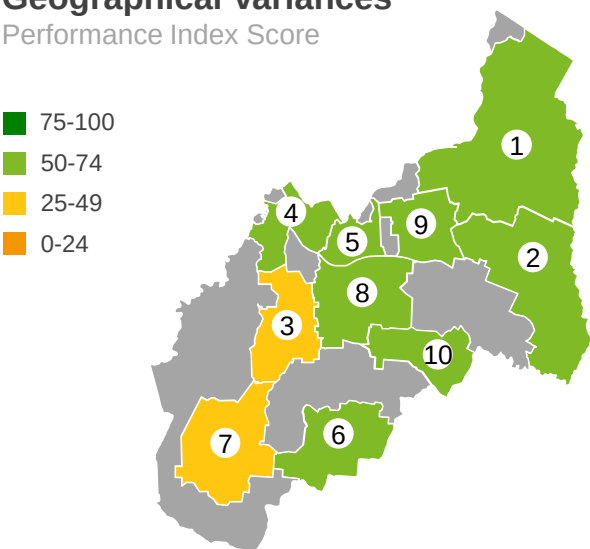
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukung / Harrogate	51
2	Callington to Dawesley	56
3	Echunga	49
4	Hahndorf	50
5	Littlehampton	59
6	Macclesfield	60
7	Meadows	46
8	Mount Barker	57
9	Nairne	53
10	Wistow	57
Live in a township		55
Live in a rural area		50

Community variances

Performance Index Score

Gender			Age of children		Disability & culture	
Age	Male	53	0-4 years	55	Disability	53
	Female	56	5-11 years	52	First Nations	41
			12-17 years	51	Mainly speak LOTE	51
	18-34 years	56	18+ years	53	Home ownership	
	35-49 years	54	No children	55	Home owner	55
	50-64 years	52			Renting / other	51
	65+ years	56				

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

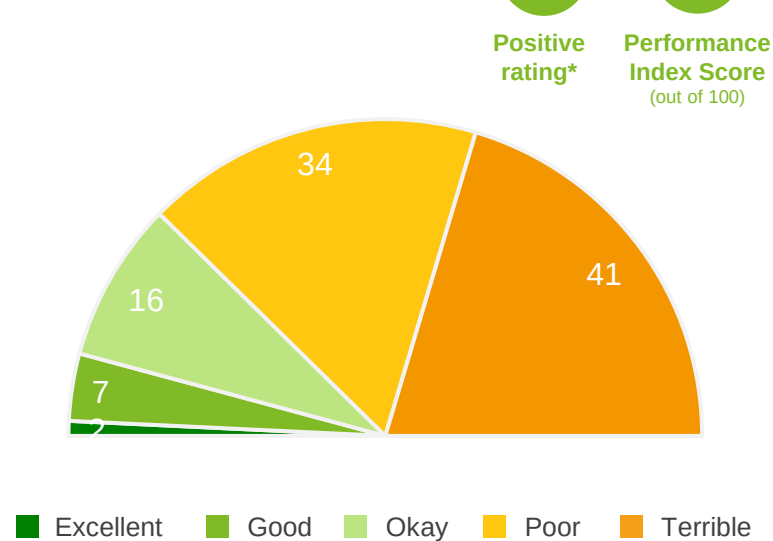
Base: All respondents, excludes 'unsure' and 'no response' (n = 1029). * Positive Rating = excellent, good + okay

Place

Managing responsible growth and development

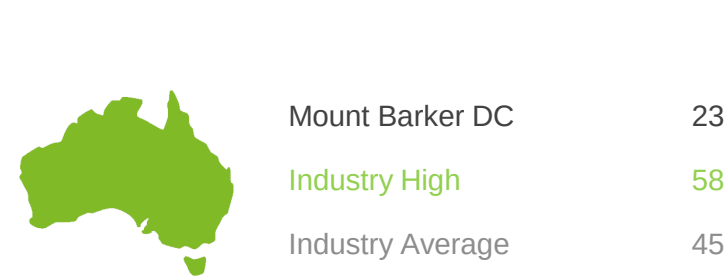
Performance ratings

% of respondents



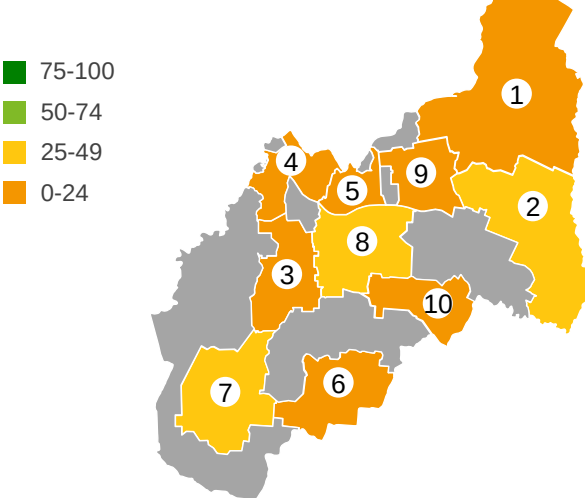
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	23
2. Callington to Dawesley	26
3. Echunga	17
4. Hahndorf	22
5. Littlehampton	21
6. Macclesfield	19
7. Meadows	25
8. Mount Barker	26
9. Nairne	20
10. Wistow	5
Live in a township	24
Live in a rural area	21

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	24	0-4 years	24	Disability	21
Female	23	5-11 years	17	First Nations	15
Age		12-17 years	20	Mainly speak LOTE	22
		18+ years	18	Home ownership	
		No children	26	Home owner	24
				Renting / other	17
18-34 years	26				
35-49 years	21				
50-64 years	21				
65+ years	27				

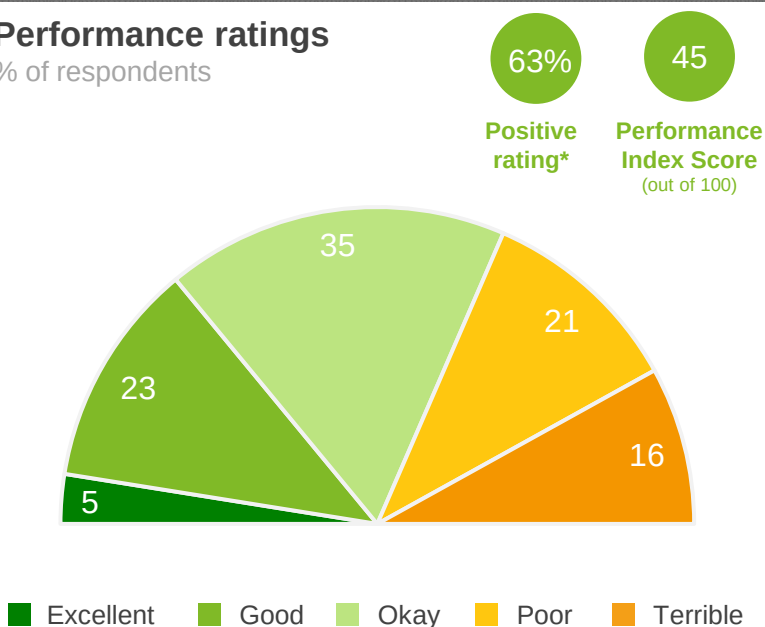
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1210). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

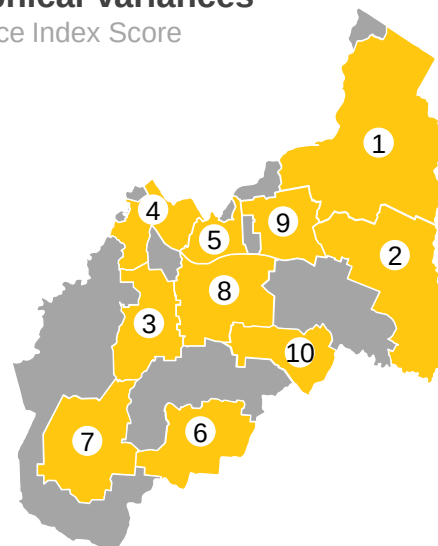
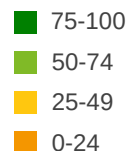
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	30
2. Callington to Dawesley	36
3. Echunga	39
4. Hahndorf	38
5. Littlehampton	46
6. Macclesfield	39
7. Meadows	36
8. Mount Barker	49
9. Nairne	40
10. Wistow	39
Live in a township	46
Live in a rural area	40

Community variances

Performance Index Score

Gender

Male	46
Female	44

Age of children

0-4 years	42
5-11 years	40
12-17 years	40
18+ years	36
No children	49

Disability & culture

Disability	41
First Nations	30
Mainly speak LOTE	33

Age

18-34 years	47
35-49 years	43
50-64 years	40
65+ years	49

Home ownership

Home owner	47
Renting / other	26

MARKYT Industry Standards

Performance Index Score



Mount Barker DC	45
Industry High	65
Industry Average	51

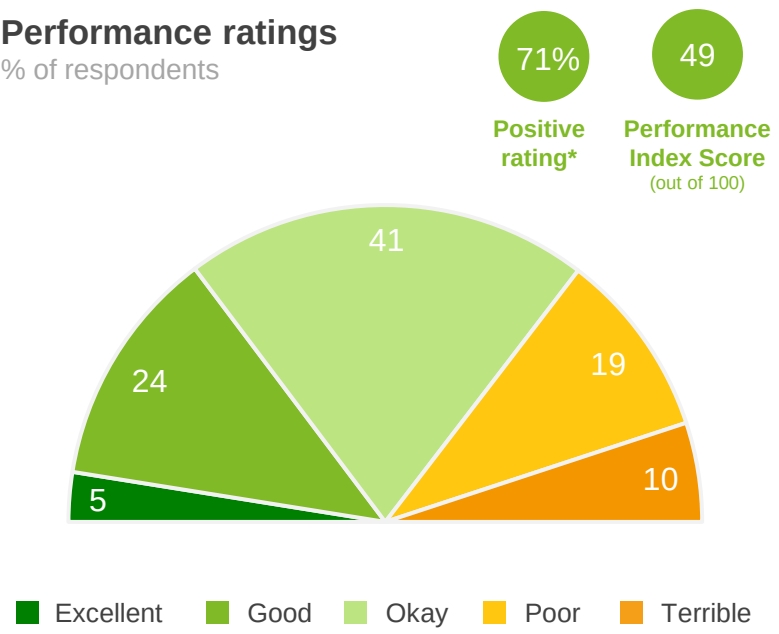
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1045). * Positive Rating = excellent, good + okay

Preserving and promoting local history and heritage

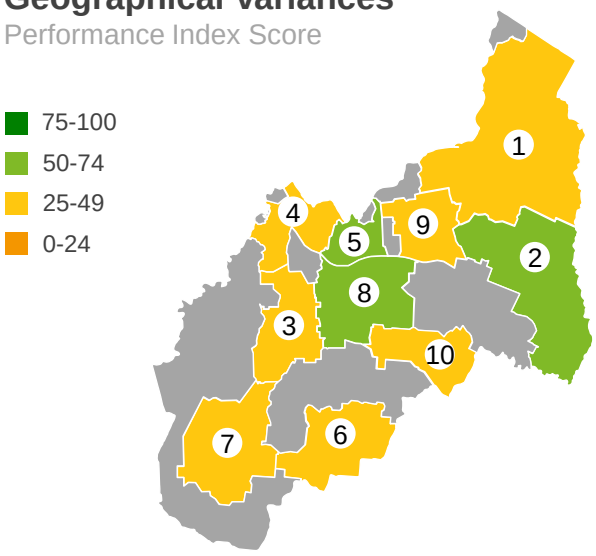
Performance ratings

% of respondents



Geographical variances

Performance Index Score

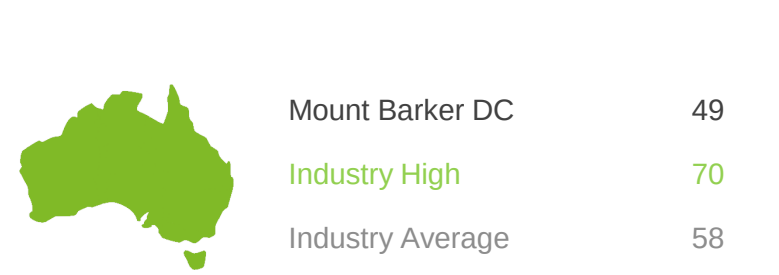


Location

1	Brukunga / Harrogate	45
2	Callington to Dawesley	55
3	Echunga	42
4	Hahndorf	43
5	Littlehampton	54
6	Macclesfield	45
7	Meadows	44
8	Mount Barker	51
9	Nairne	46
10	Wistow	38
Live in a township		50
Live in a rural area		43

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	49	0-4 years	50	Disability	48
Female	49	5-11 years	48	First Nations	27
Age	18-34 years	12-17 years	45	Mainly speak LOTE	47
	35-49 years	18+ years	47	Home ownership	
	50-64 years	No children	50	Home owner	49
	65+ years			Renting / other	41

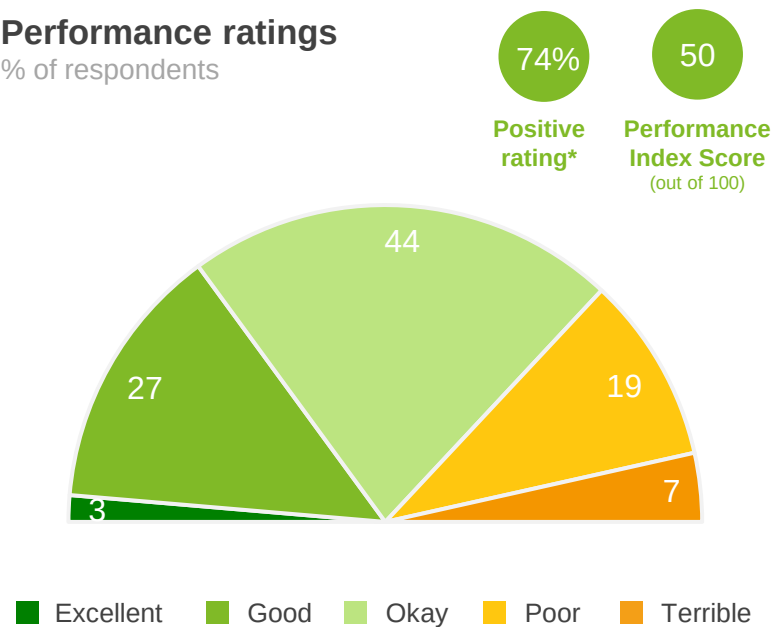
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1094). * Positive Rating = excellent, good + okay

Community buildings, halls and toilets

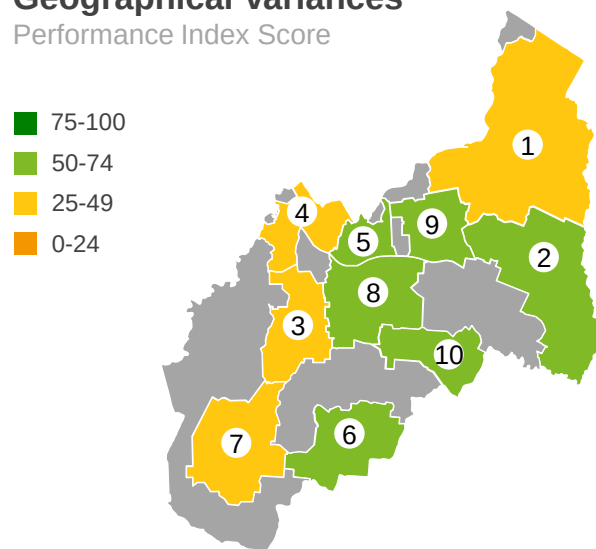
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	49
2. Callington to Dawesley	57
3. Echunga	46
4. Hahndorf	47
5. Littlehampton	57
6. Macclesfield	51
7. Meadows	41
8. Mount Barker	50
9. Nairne	50
10. Wistow	51
Live in a township	50
Live in a rural area	47

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

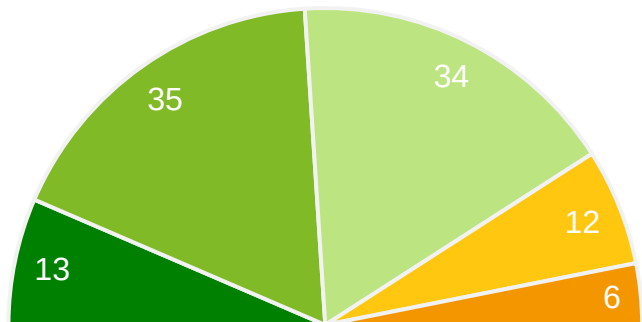
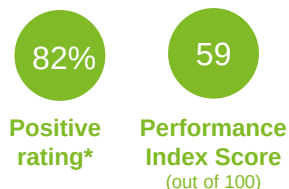
Gender			Age of children		Disability & culture	
Age	Male	50	0-4 years	49	Disability	46
	Female	50	5-11 years	46	First Nations	35
			12-17 years	46	Mainly speak LOTE	48
	18-34 years	49	18+ years	47	Home ownership	
	35-49 years	50	No children	52		
	50-64 years	47				Home owner
	65+ years	54			Renting / other	42

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1207). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

Performance ratings

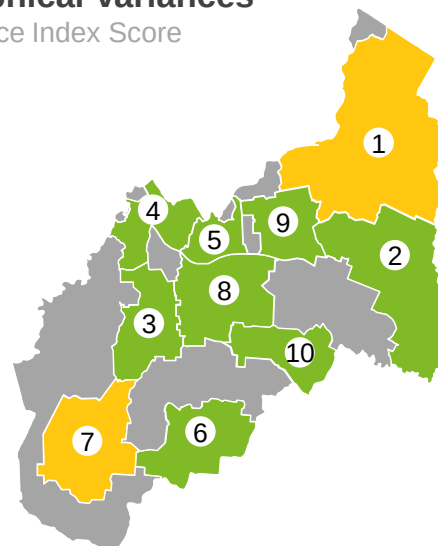
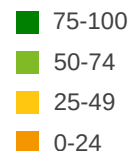
% of respondents



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	48
2. Callington to Dawesley	70
3. Echunga	54
4. Hahndorf	55
5. Littlehampton	66
6. Macclesfield	56
7. Meadows	44
8. Mount Barker	61
9. Nairne	59
10. Wistow	55
Live in a township	59
Live in a rural area	58

Community variances

Performance Index Score

Gender

Male	59
Female	59

Age of children

0-4 years	55
5-11 years	49
12-17 years	52
18+ years	57
No children	63

Disability & culture

Disability	56
First Nations	43

Age

18-34 years	61
35-49 years	57
50-64 years	57
65+ years	62

Mainly speak LOTE 58

Home ownership

Home owner	60
Renting / other	52

MARKYT Industry Standards

Performance Index Score



Mount Barker DC	59
Industry High	79
Industry Average	65

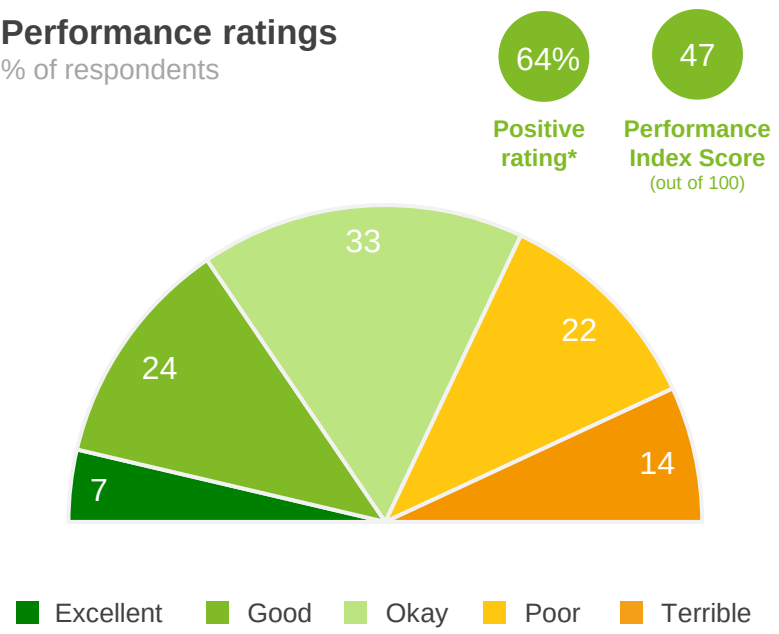
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1273). * Positive Rating = excellent, good + okay

Streetscapes, trees and verges

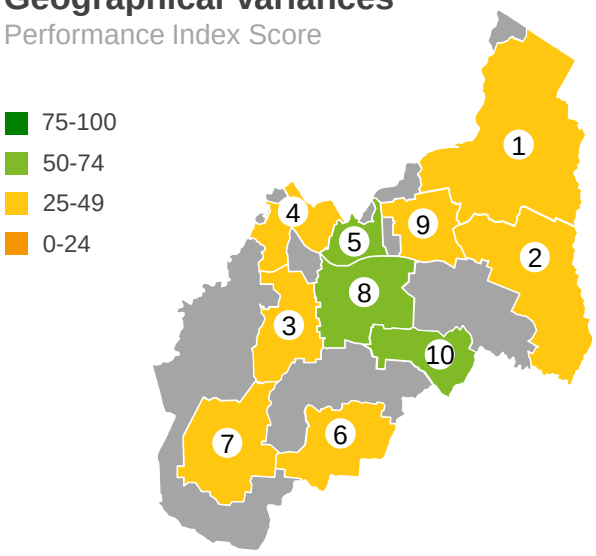
Performance ratings

% of respondents



Geographical variances

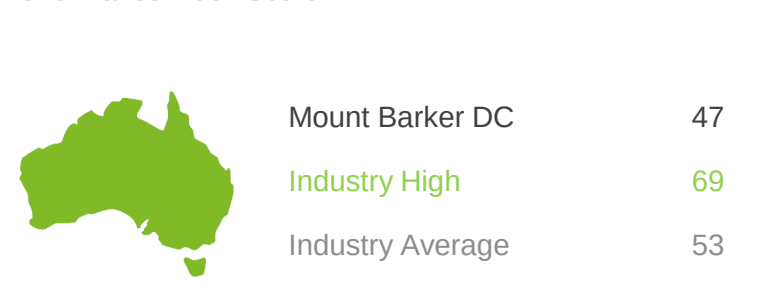
Performance Index Score



Location		
1	Brukunga / Harrogate	43
2	Callington to Dawesley	46
3	Echunga	42
4	Hahndorf	46
5	Littlehampton	53
6	Macclesfield	43
7	Meadows	32
8	Mount Barker	51
9	Nairne	44
10	Wistow	52
Live in a township		47
Live in a rural area		46

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

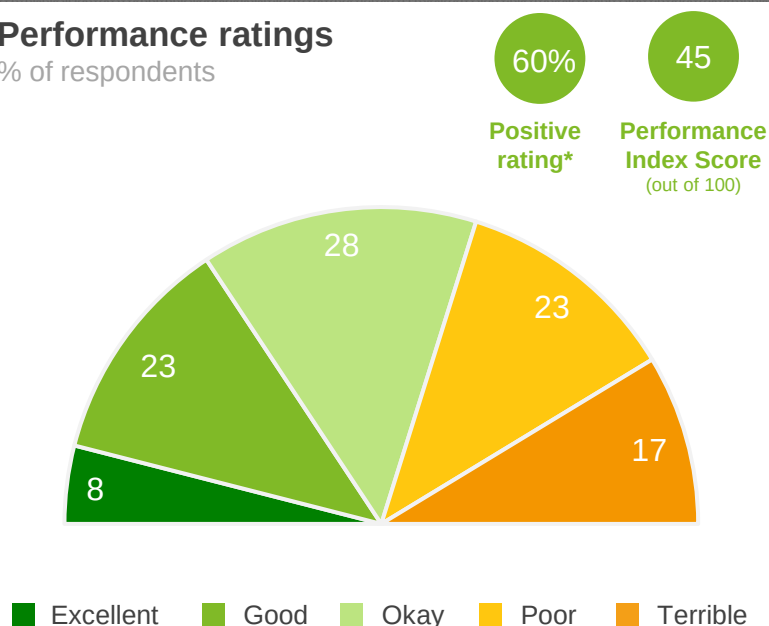
Gender		Age of children		Disability & culture	
Male	46	0-4 years	46	Disability	44
Female	48	5-11 years	42	First Nations	31
Age	18-34 years	12-17 years	44	Mainly speak LOTE	50
	35-49 years	18+ years	44	Home ownership	
	50-64 years	No children	50	Home owner	48
	65+ years			Renting / other	40

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1285). * Positive Rating = excellent, good + okay

Footpaths, trails and cycleways

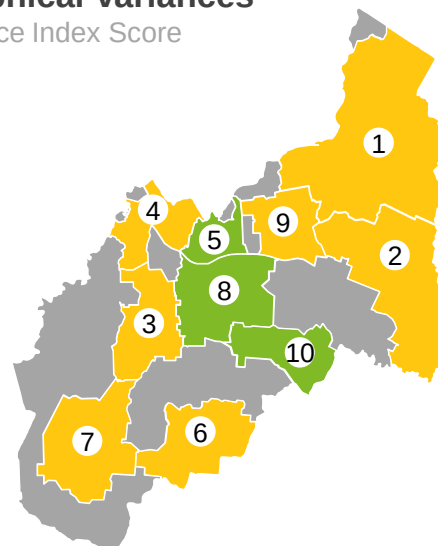
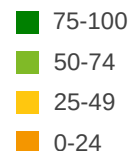
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1	Brukung / Harrogate	47
2	Callington to Dawesley	44
3	Echunga	34
4	Hahndorf	36
5	Littlehampton	51
6	Macclesfield	41
7	Meadows	26
8	Mount Barker	52
9	Nairne	37
10	Wistow	50
Live in a township		46
Live in a rural area		44

Community variances

Performance Index Score

Gender

Male	44
Female	47

Age of children

0-4 years	45
5-11 years	35
12-17 years	43
18+ years	44
No children	48

Disability & culture

Disability	41
First Nations	30

Age

18-34 years	48
35-49 years	44
50-64 years	43
65+ years	46

Mainly speak LOTE

40

Home ownership

Home owner	46
Renting / other	40

MARKYT Industry Standards

Performance Index Score



Mount Barker DC	45
Industry High	67
Industry Average	52

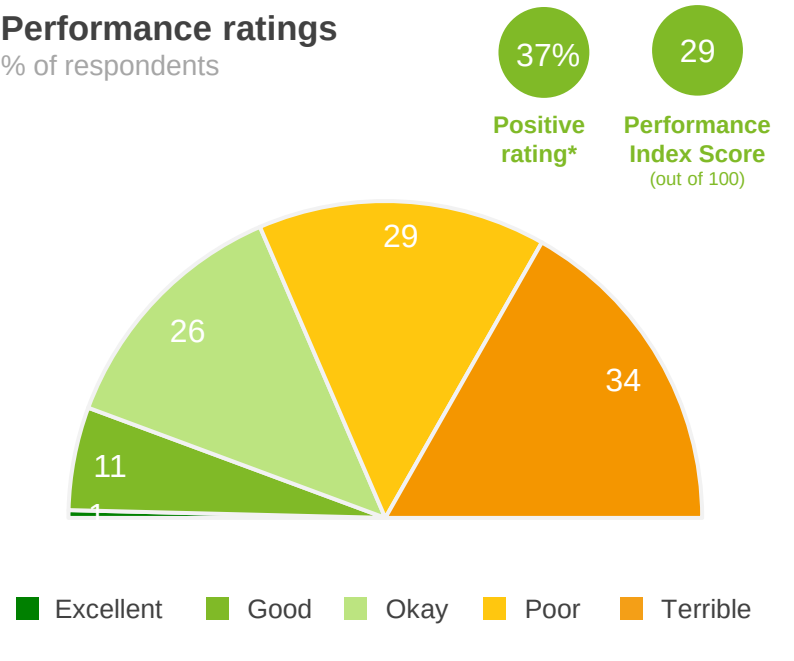
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1277). * Positive Rating = excellent, good + okay

Local roads

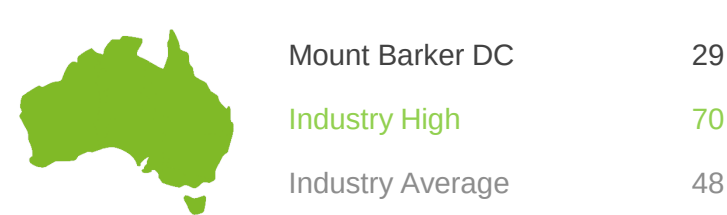
Performance ratings

% of respondents



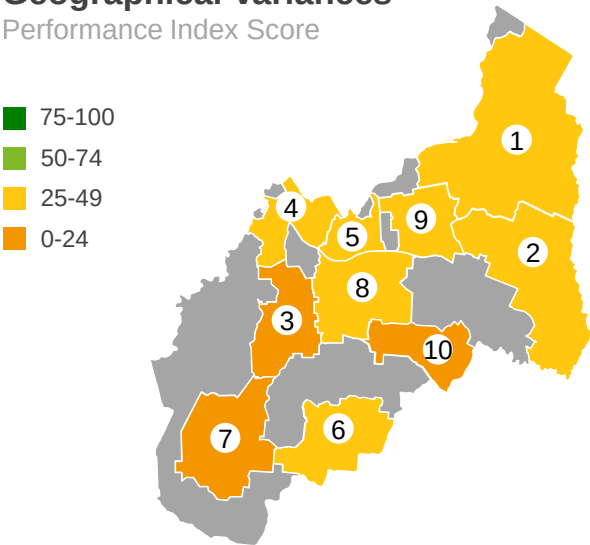
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	28
2	Callington to Dawesley	28
3	Echunga	23
4	Hahndorf	30
5	Littlehampton	39
6	Macclesfield	25
7	Meadows	14
8	Mount Barker	31
9	Nairne	33
10	Wistow	18
Live in a township		30
Live in a rural area		21

Community variances

Performance Index Score

Gender

Male	28
Female	30

Age

18-34 years	31
35-49 years	26
50-64 years	26
65+ years	33

Age of children

0-4 years	28
5-11 years	21
12-17 years	24
18+ years	26
No children	32

Disability & culture

Disability	27
First Nations	22
Mainly speak LOTE	27

Home ownership

Home owner	29
Renting / other	28

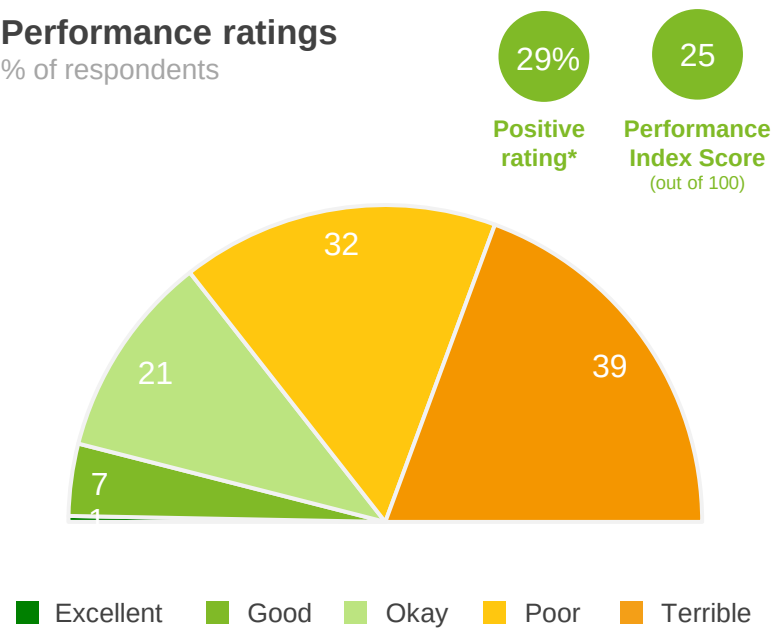
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1302). * Positive Rating = excellent, good + okay

Traffic management

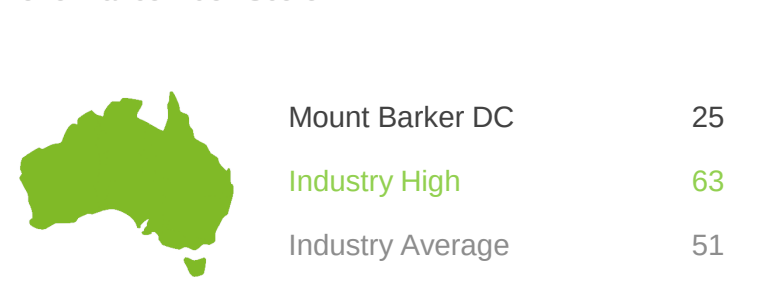
Performance ratings

% of respondents



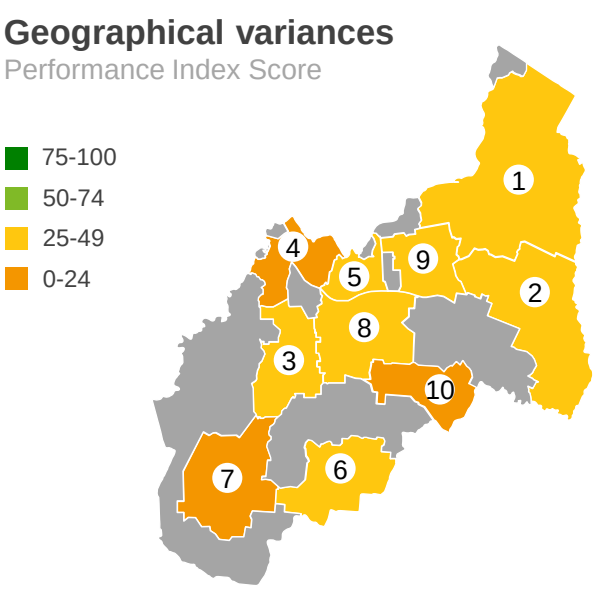
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	26
2	Callington to Dawesley	26
3	Echunga	26
4	Hahndorf	18
5	Littlehampton	29
6	Macclesfield	28
7	Meadows	17
8	Mount Barker	25
9	Nairne	30
10	Wistow	18
Live in a township		25
Live in a rural area		21

Community variances

Performance Index Score

Gender			Age of children		Disability & culture	
Age	Male	24	0-4 years	23	Disability	24
	Female	25	5-11 years	20	First Nations	15
			12-17 years	21	Mainly speak LOTE	20
	18-34 years	24	18+ years	21	Home ownership	
	35-49 years	23	No children	28	Home owner	25
	50-64 years	23			Renting / other	21
	65+ years	30				

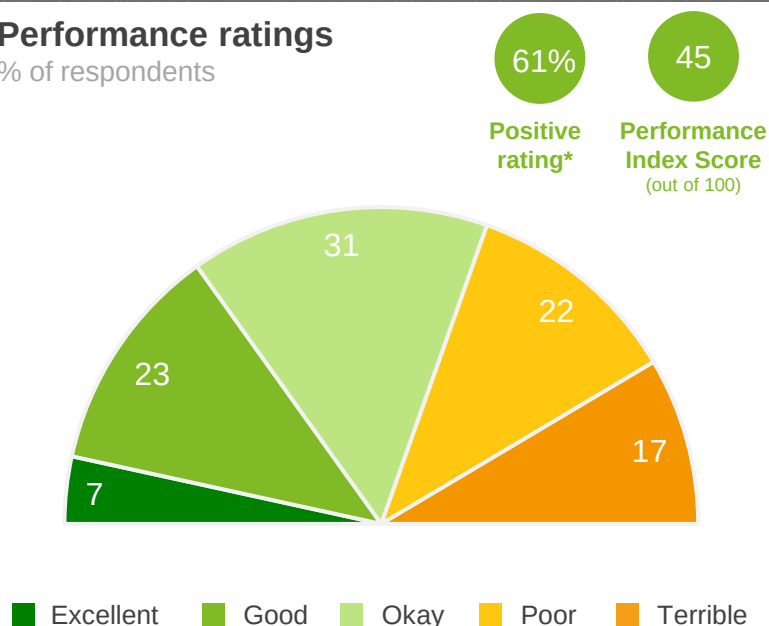
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1277). * Positive Rating = excellent, good + okay

Public and community transport services

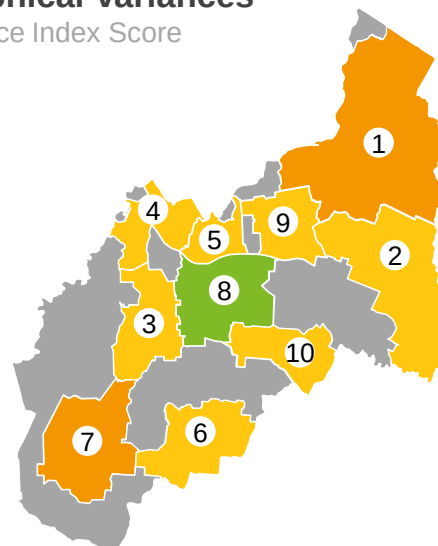
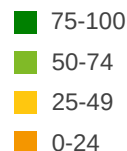
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Brukunga / Harrogate	23
2. Callington to Dawesley	43
3. Echunga	35
4. Hahndorf	47
5. Littlehampton	49
6. Macclesfield	36
7. Meadows	23
8. Mount Barker	51
9. Nairne	44
10. Wistow	39
Live in a township	46
Live in a rural area	41

Community variances

Performance Index Score

Gender

Male	46
Female	45

Age of children

0-4 years	45
5-11 years	39
12-17 years	41
18+ years	41
No children	48

Disability & culture

Disability	42
First Nations	35
Mainly speak LOTE	37

Age

18-34 years	46
35-49 years	41
50-64 years	42
65+ years	52

Home ownership

Home owner	46
Renting / other	41

MARKYT Industry Standards

Performance Index Score



Mount Barker DC	45
Industry High	82
Industry Average	55

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

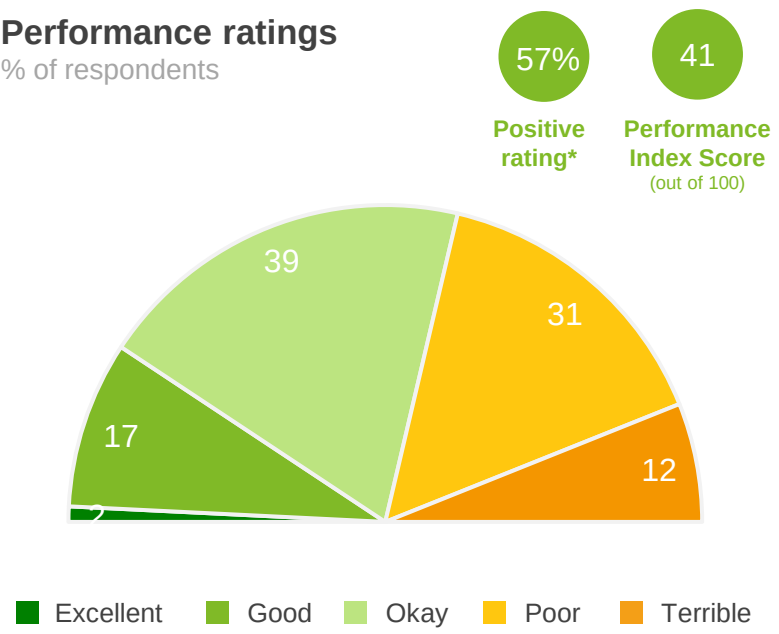
Base: All respondents, excludes 'unsure' and 'no response' (n = 1133). * Positive Rating = excellent, good + okay

Prosperity

Economic development and job creation

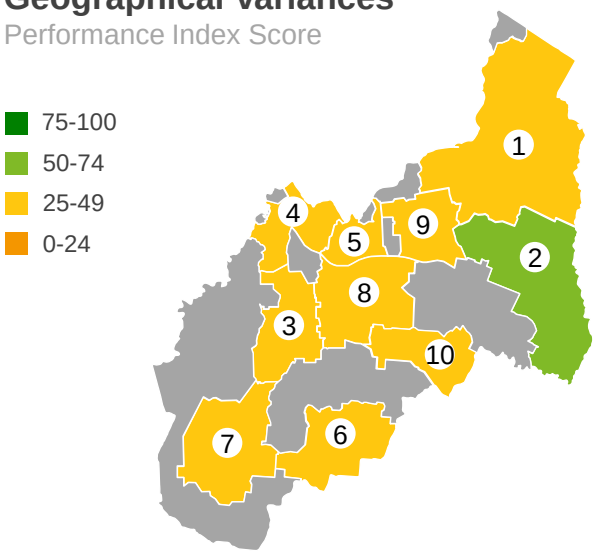
Performance ratings

% of respondents



Geographical variances

Performance Index Score

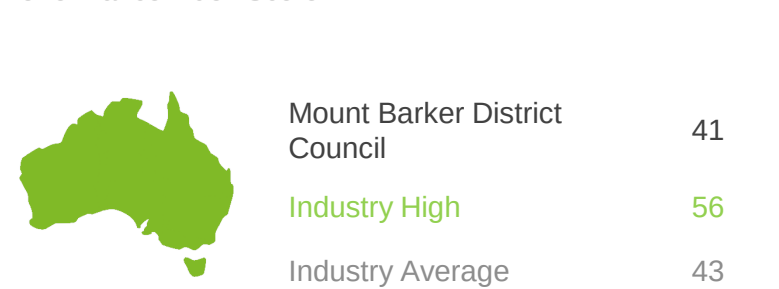


Location

1. Brukunga / Harrogate	28
2. Callington to Dawesley	50
3. Echunga	34
4. Hahndorf	44
5. Littlehampton	43
6. Macclesfield	39
7. Meadows	35
8. Mount Barker	43
9. Nairne	41
10. Wistow	37
Live in a township	42
Live in a rural area	34

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	42	0-4 years	42	Disability	41
Female	41	5-11 years	35	First Nations	27
Age	18-34 years	12-17 years	39	Mainly speak LOTE	36
	35-49 years	18+ years	39	Home ownership	
	50-64 years	No children	43		
	65+ years				
				Home owner	42
				Renting / other	31

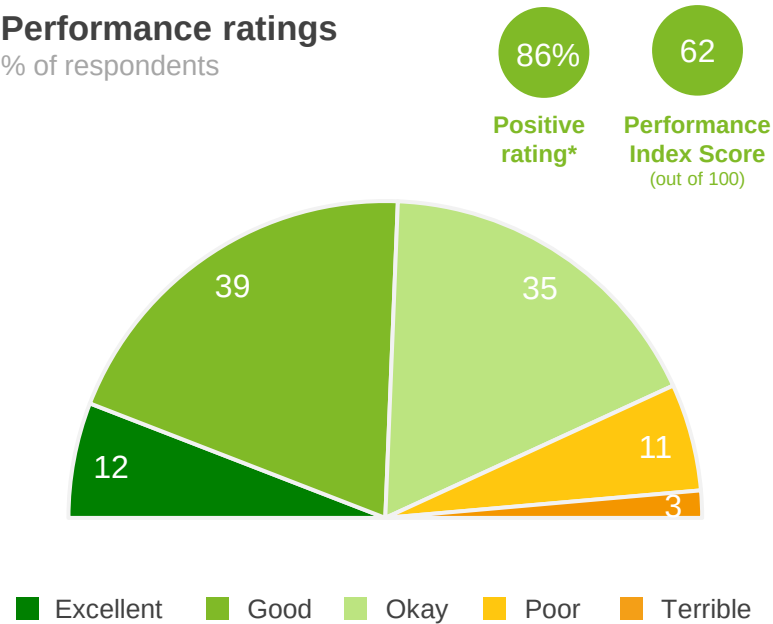
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 910). * Positive Rating = excellent, good + okay

Place to work or operate a business

Performance ratings

% of respondents



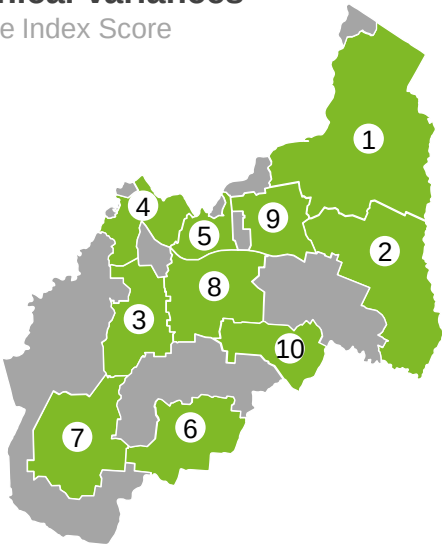
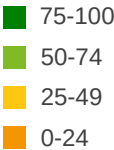
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukung / Harrogate	59
2	Callington to Dawesley	67
3	Echunga	59
4	Hahndorf	64
5	Littlehampton	63
6	Macclesfield	60
7	Meadows	59
8	Mount Barker	63
9	Nairne	61
10	Wistow	56
Live in a township		62
Live in a rural area		60

Community variances

Performance Index Score

Gender

Male	60
Female	63

Age

18-34 years	60
35-49 years	62
50-64 years	62
65+ years	63

Age of children

0-4 years	59
5-11 years	59
12-17 years	61
18+ years	60
No children	62

Disability & culture

Disability	58
First Nations	48
Mainly speak LOTE	61

Home ownership

Home owner	62
Renting / other	56

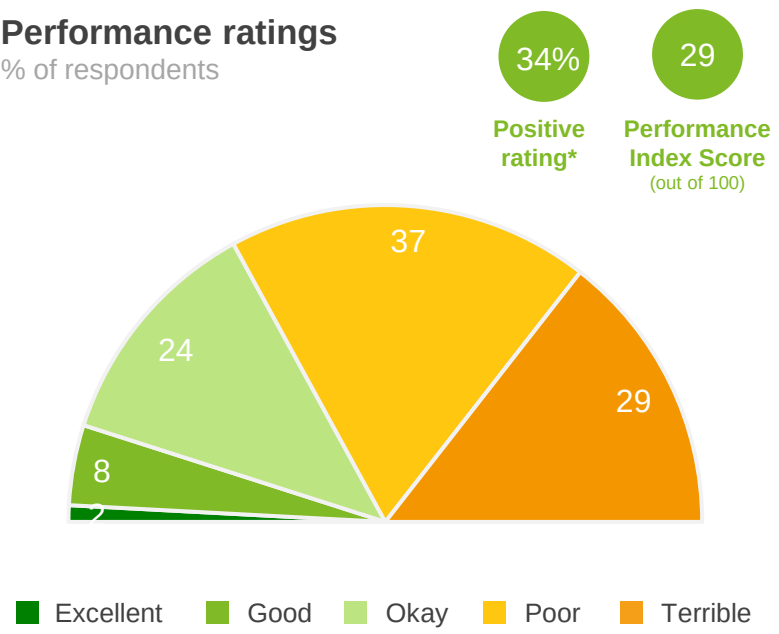
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1003). * Positive Rating = excellent, good + okay

Development and activation of the City Centre

Performance ratings

% of respondents



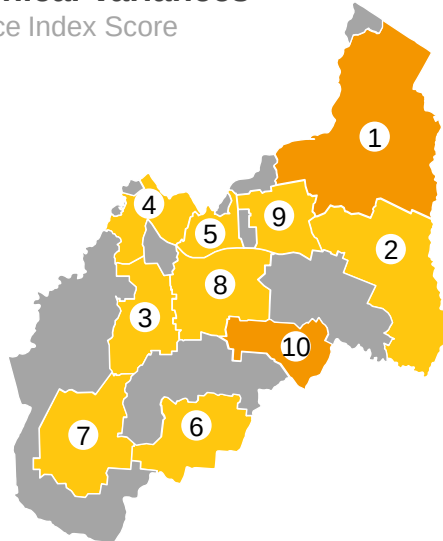
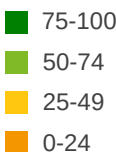
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brokunga / Harrogate	17
2	Callington to Dawesley	31
3	Echunga	27
4	Hahndorf	27
5	Littlehampton	30
6	Macclesfield	25
7	Meadows	32
8	Mount Barker	30
9	Nairne	28
10	Wistow	21
Live in a township		29
Live in a rural area		27

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	28	0-4 years	32	Disability	30
Female	31	5-11 years	27	First Nations	18
Age		12-17 years	25	Mainly speak LOTE	29
		18+ years	24	Home ownership	
		No children	31	Home owner	30
				Renting / other	20
18-34 years	35				
35-49 years	29				
50-64 years	24				
65+ years	29				

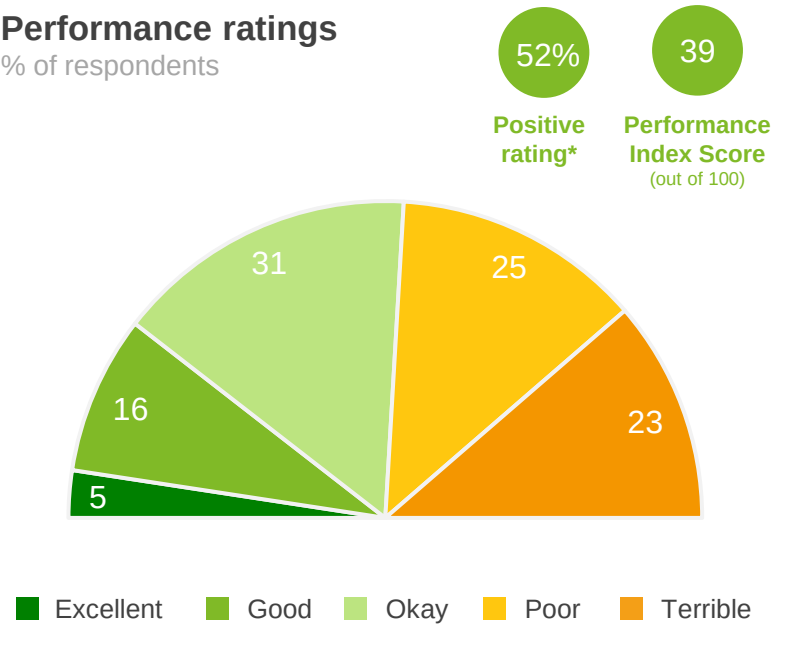
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1163). * Positive Rating = excellent, good + okay

Development and activation of the main street in local townships

Performance ratings

% of respondents



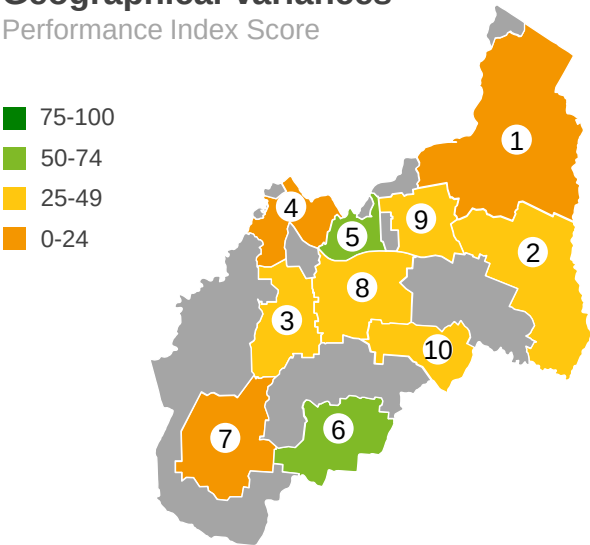
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukung / Harrogate	16
2	Callington to Dawesley	32
3	Echunga	28
4	Hahndorf	21
5	Littlehampton	50
6	Macclesfield	52
7	Meadows	19
8	Mount Barker	42
9	Nairne	46
10	Wistow	32
Live in a township		39
Live in a rural area		33

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	37	0-4 years	41	Disability	36
	40	5-11 years	34	First Nations	23
Age	18-34 years	12-17 years	34	Mainly speak LOTE	32
	35-49 years	18+ years	34	Home ownership	
	50-64 years	No children	41	Home owner	39
	65+ years			Renting / other	33

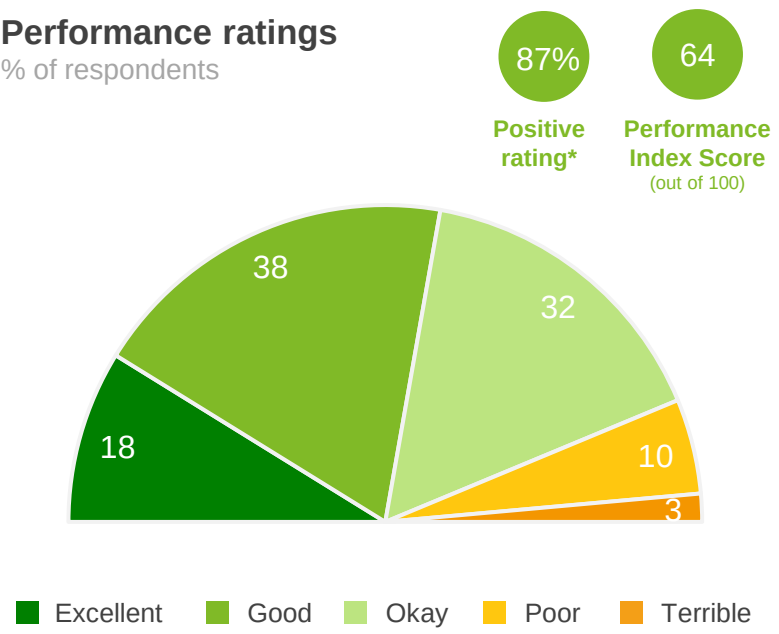
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1234). * Positive Rating = excellent, good + okay

Place to visit

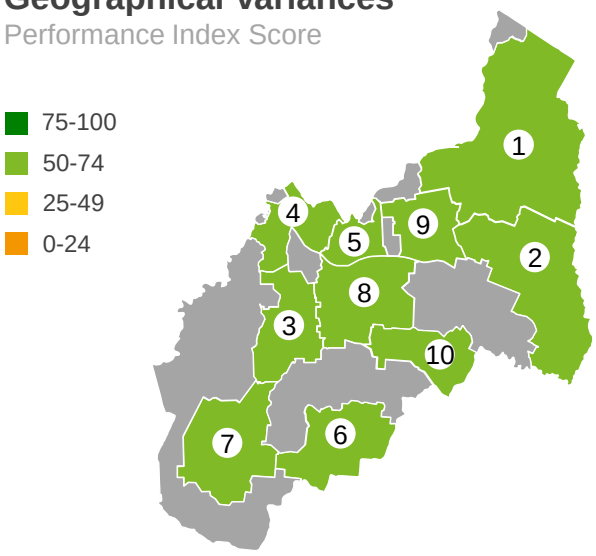
Performance ratings

% of respondents



Geographical variances

Performance Index Score

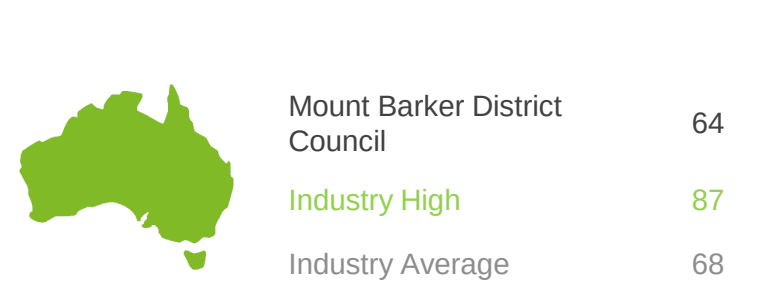


Location

1	Brukunga / Harrogate	63
2	Callington to Dawesley	64
3	Echunga	61
4	Hahndorf	68
5	Littlehampton	67
6	Macclesfield	68
7	Meadows	67
8	Mount Barker	63
9	Nairne	64
10	Wistow	62
Live in a township		65
Live in a rural area		62

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	64	0-4 years	64	Disability	60
Female	65	5-11 years	61	First Nations	61
Age	18-34 years	12-17 years	61	Mainly speak LOTE	62
	35-49 years	18+ years	61	Home ownership	
	50-64 years	No children	66	Home owner	65
	65+ years			Renting / other	61

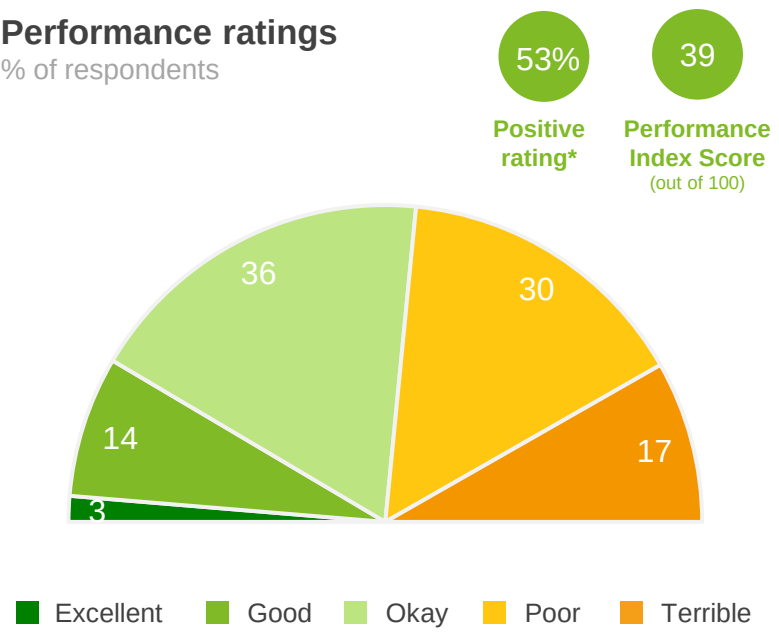
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1395). * Positive Rating = excellent, good + okay

Tourism and destination marketing

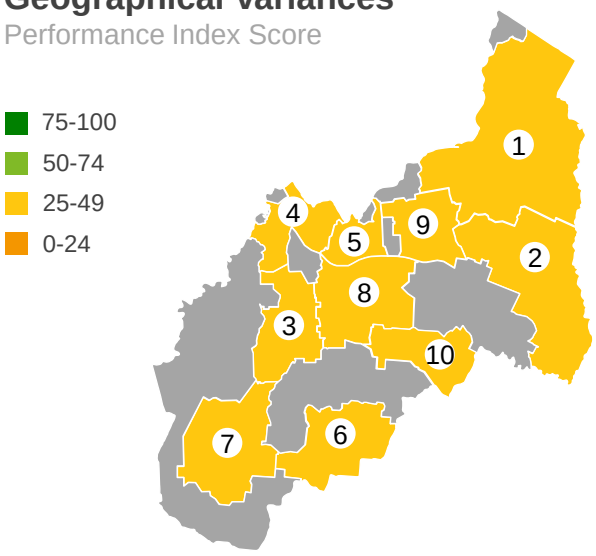
Performance ratings

% of respondents



Geographical variances

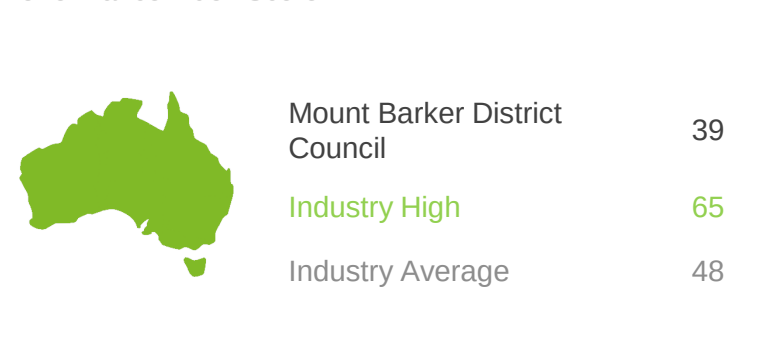
Performance Index Score



Location		
1	Brukunga / Harrogate	35
2	Callington to Dawesley	39
3	Echunga	34
4	Hahndorf	44
5	Littlehampton	40
6	Macclesfield	35
7	Meadows	35
8	Mount Barker	40
9	Nairne	37
10	Wistow	35
Live in a township		39
Live in a rural area		38

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

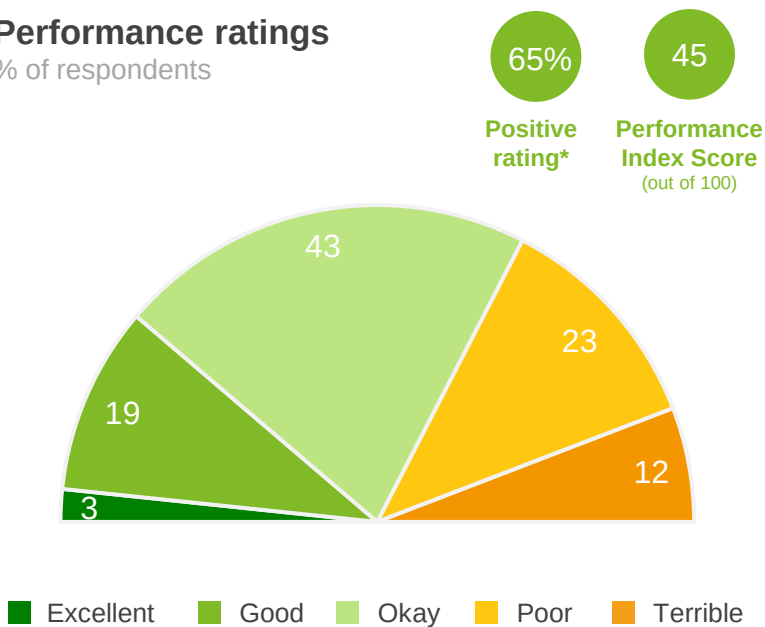
Gender		Age of children		Disability & culture	
Male	39	0-4 years	41	Disability	40
Female	39	5-11 years	37	First Nations	27
Age		12-17 years	37	Mainly speak LOTE	35
		18+ years	39	Home ownership	
		No children	40	Home owner	39
				Renting / other	34
18-34 years	40				
35-49 years	40				
50-64 years	36				
65+ years	40				

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1054). * Positive Rating = excellent, good + okay

Access to education, training and life-long learning opportunities

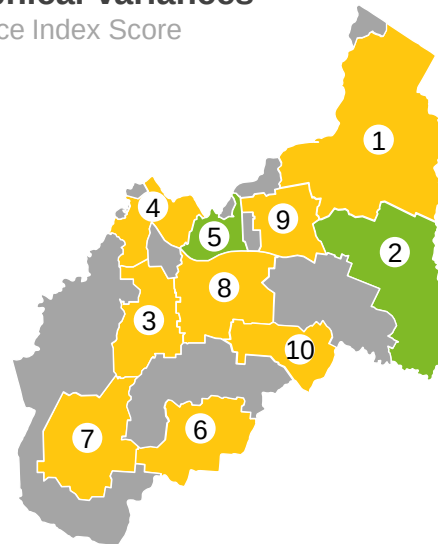
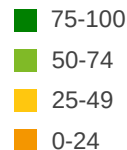
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1	Brukung / Harrogate	34
2	Callington to Dawesley	51
3	Echunga	42
4	Hahndorf	47
5	Littlehampton	50
6	Macclesfield	43
7	Meadows	36
8	Mount Barker	47
9	Nairne	40
10	Wistow	48
Live in a township		45
Live in a rural area		41

Community variances

Performance Index Score

Gender

Male	44
Female	45

Age of children

0-4 years	44
5-11 years	40
12-17 years	41
18+ years	40
No children	49

Disability & culture

Disability	45
First Nations	34
Mainly speak LOTE	36

Age

18-34 years	46
35-49 years	43
50-64 years	41
65+ years	51

Home ownership

Home owner	45
Renting / other	38

MARKYT Industry Standards

Performance Index Score



Mount Barker District Council	45
Industry High	64
Industry Average	49

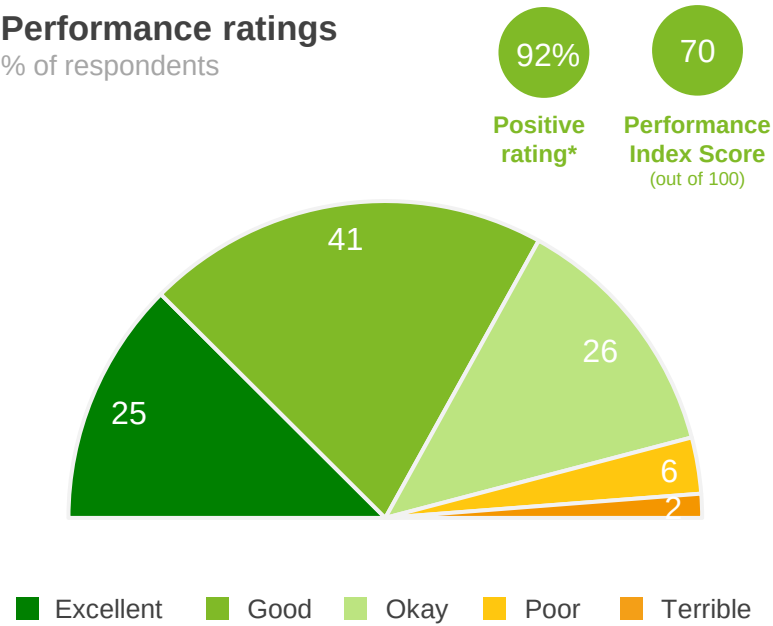
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 922). * Positive Rating = excellent, good + okay

Library services

Performance ratings

% of respondents



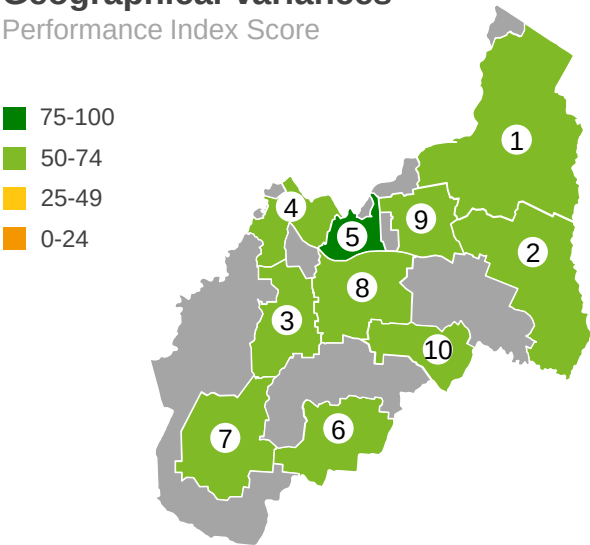
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Brukunga / Harrogate	58
2	Callington to Dawesley	60
3	Echunga	68
4	Hahndorf	69
5	Littlehampton	75
6	Macclesfield	73
7	Meadows	52
8	Mount Barker	73
9	Nairne	68
10	Wistow	71
Live in a township		70
Live in a rural area		68

Community variances

Performance Index Score

Gender		Age of children		Disability & culture			
Age	Male	67	0-4 years	72	Disability	68	
	Female	73	5-11 years	67	First Nations	63	
			12-17 years	68	Mainly speak LOTE	68	
	18-34 years	69	18+ years	66	Home ownership		
	35-49 years	71	No children	71			
	50-64 years	68				Home owner	70
	65+ years	73				Renting / other	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1077). * Positive Rating = excellent, good + okay

MARKYT  industry comparisons

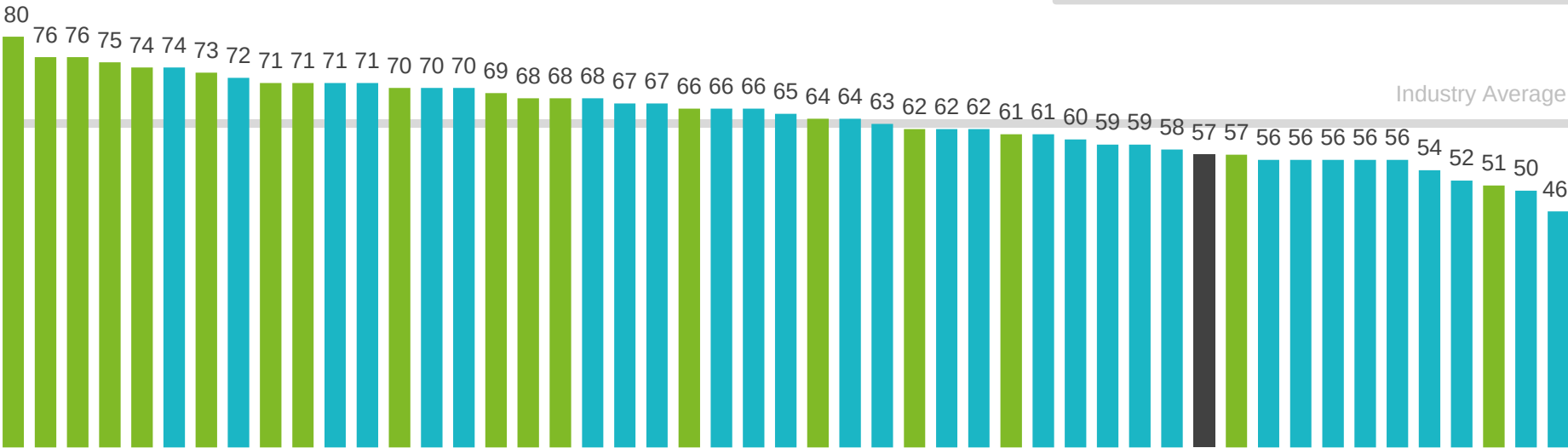
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Mount Barker District Council as a 'place to live' and as a 'governing organisation'. The Mount Barker District Council's overall performance index score is 57 out of 100, 7 index points below the industry average.

Overall Performance Index Score

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

- Mount Barker District Council
- Metropolitan Councils
- Regional Councils



MARKYT  Industry Standards

Performance Index Score



Mount Barker DC

57

Industry High

80

Industry Average

64

How to read the MARKYT Benchmark Matrix

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

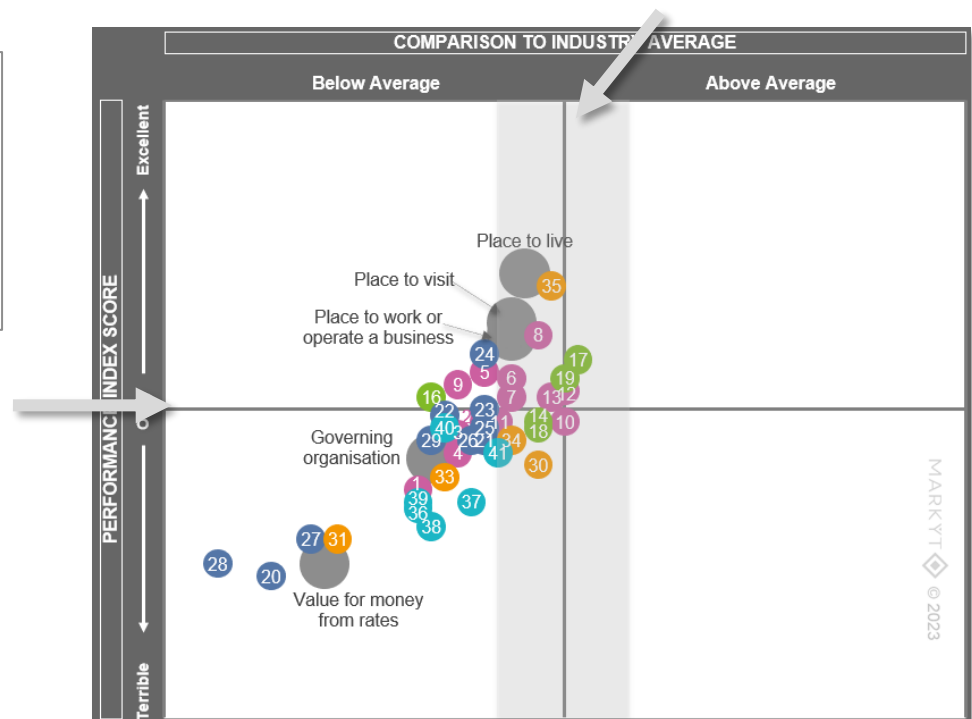
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.

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

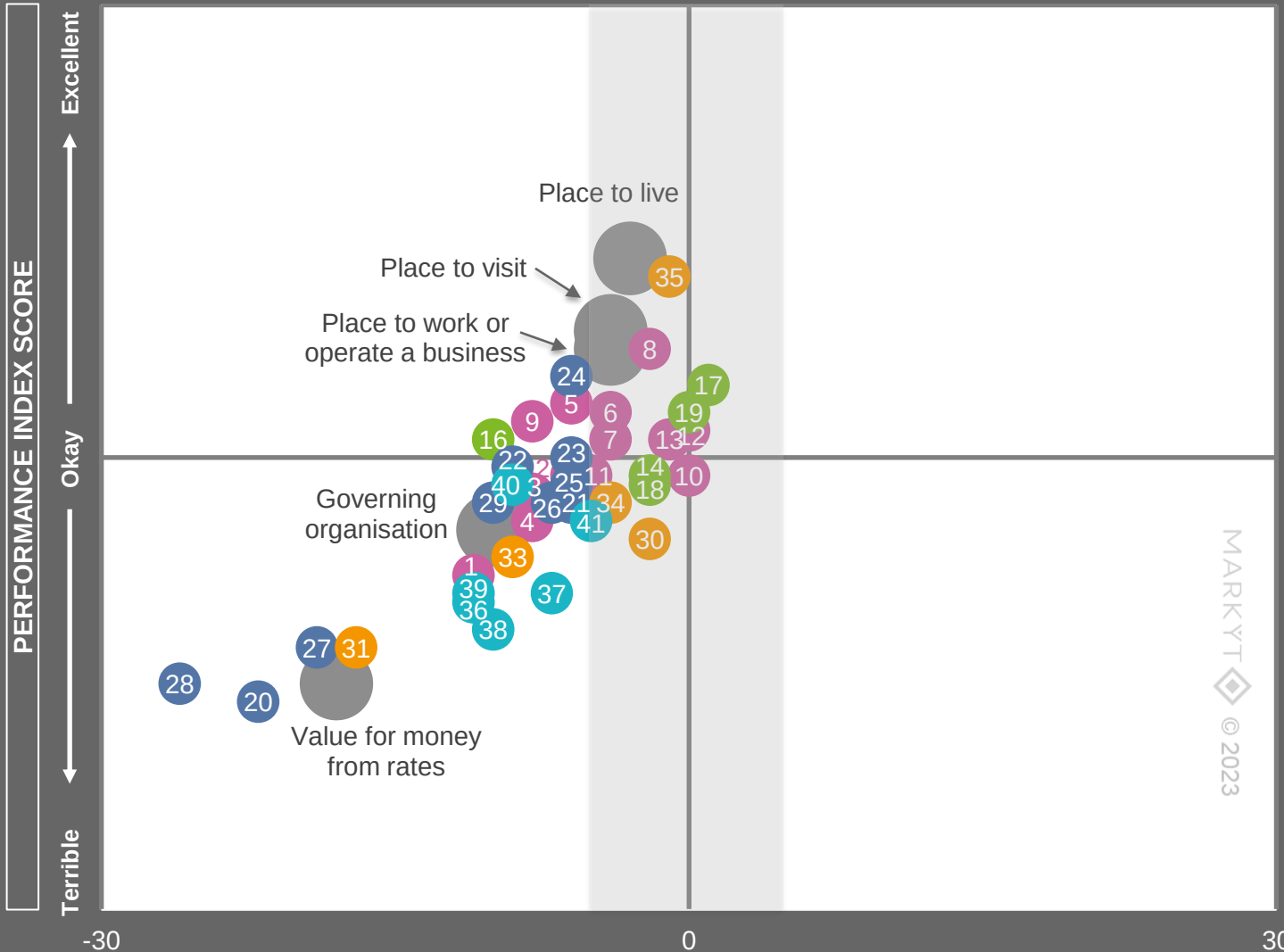


MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Youth services and facilities
- 2 Family / children services and facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Recognition for First Nations people
- 6 Volunteer support and recognition
- 7 Health and community services
- 8 Sport and recreation facilities
- 9 Festivals, events, art & cultural activities
- 10 Community safety and crime prevention
- 11 Lighting of streets and public places
- 12 Animal management (dogs and cats)
- 13 Conservation/environment management
- 14 Sustainable practices
- 15 Climate change
- 16 Waste management services
- 17 Wastewater treatment
- 18 Stormwater and flood management
- 19 Emergency management
- 20 Responsible growth and development
- 21 Housing
- 22 Local history and heritage
- 23 Community buildings, halls and toilets
- 24 Playgrounds, parks and reserves
- 25 Streetscapes, trees and verges
- 26 Footpaths, trails and cycleways
- 27 Local roads
- 28 Traffic management on local roads
- 29 Public and community transport services
- 30 Economic development and job creation
- 31 City Centre development and activation
- 32 Main street development
- 33 Tourism and destination marketing
- 34 Education, training and life-long learning
- 35 Library services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Change, innovation and technology

Strikethrough indicates no benchmark data

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

Overview of community variances

Summary of community variances

	Total	Home owner	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
Place to live	72	72	66	72	72	73	70	70	70	68	70	72	71	75	67	67	79
Governing organisation	42	43	37	41	44	46	36	34	37	39	41	38	42	49	39	33	33
PERFORMANCE																	
Council's leadership	34	34	29	32	36	39	29	28	29	31	31	31	33	42	34	26	25
Advocacy and lobbying	35	35	27	35	35	38	33	28	29	33	35	32	33	39	34	19	27
Consultation	31	31	21	31	31	33	29	26	27	28	32	29	28	33	29	24	23
Communication	35	36	24	36	35	37	36	31	32	33	37	35	32	37	34	26	29
Council's website	48	49	41	49	48	52	46	43	45	43	49	47	45	53	45	38	47
Council's newsletter	45	46	30	43	47	48	42	39	43	42	41	44	43	52	44	28	38
Social media presence	47	47	40	44	49	47	49	45	46	44	49	49	44	44	46	30	40
Customer service	47	47	38	45	48	49	42	44	44	44	43	46	46	52	43	30	49
Embracing change, innovation and technology	43	43	31	41	44	45	43	37	40	40	43	40	43	45	42	24	40
Value for money from rates	25	25	22	25	26	28	17	17	21	24	22	20	27	32	24	22	14
PEOPLE																	
Youth services and facilities	37	38	29	39	35	42	37	32	30	32	39	34	34	43	34	25	28
Family / children services and facilities	48	49	35	48	47	53	46	41	40	40	49	45	45	52	45	38	41
Seniors' services, facilities and care	46	47	40	46	47	49	46	41	44	44	47	46	44	49	43	30	50
Disability access and inclusion	43	43	34	44	41	45	44	39	37	39	42	42	41	45	37	30	35
Recognition for First Nations people and culture	56	57	49	59	54	57	55	56	57	54	53	57	57	59	57	39	56
Volunteer support and recognition	55	56	48	54	57	58	55	52	53	51	52	56	52	62	58	37	54
Health and community services	52	53	46	53	52	55	51	46	48	47	53	50	48	57	49	38	46
Sport and recreation facilities and services	62	63	55	63	62	66	59	54	57	57	62	59	61	67	62	67	55
Festivals, events, art and cultural activities	54	55	42	54	54	56	52	50	50	54	53	52	54	59	57	43	48
Community safety and crime prevention	48	49	40	47	50	51	47	43	43	43	51	48	44	50	46	32	49
Lighting of streets and public places	48	49	41	48	49	50	47	43	46	46	48	47	47	51	45	35	41
Animal management (dogs and cats)	53	53	50	52	53	53	54	52	53	51	55	54	51	50	51	37	53

Summary of community variances

	Total	Home owner	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
PLANET																	
Nature conservation/environment management	52	52	44	51	52	52	56	52	51	46	55	52	48	51	52	32	54
Promoting / adopting sustainable practices	48	49	34	48	48	49	48	48	47	45	48	48	46	51	48	35	42
Climate change	42	43	27	43	41	43	43	44	42	40	41	43	39	45	43	24	39
Waste management services	52	52	48	54	51	56	48	46	49	47	51	50	50	58	50	37	52
Wastewater treatment and recycled water use	58	58	53	57	59	60	58	54	53	55	55	57	56	64	58	40	55
Stormwater and flood management	47	47	42	48	46	49	47	44	41	44	48	45	43	51	43	32	50
Emergency management	55	55	51	53	56	55	55	52	51	53	56	54	52	56	53	41	51
PLACE																	
Responsible growth and development	23	24	17	24	23	26	24	17	20	18	26	21	21	27	21	15	22
Housing	45	47	26	46	44	49	42	40	40	36	47	43	40	49	41	30	33
Local history and heritage	49	49	41	49	49	50	50	48	45	47	50	50	44	52	48	27	47
Community buildings, halls and toilets	50	50	42	50	50	52	49	46	46	47	49	50	47	54	46	35	48
Playgrounds, parks and reserves	59	60	52	59	59	63	55	49	52	57	61	57	57	62	56	43	58
Streetscapes, trees and verges	47	48	40	46	48	50	46	42	44	44	48	48	44	49	44	31	50
Footpaths, trails and cycleways	45	46	40	44	47	48	45	35	43	44	48	44	43	46	41	30	40
Local roads	29	29	28	28	30	32	28	21	24	26	31	26	26	33	27	22	27
Traffic management on local roads	25	25	21	24	25	28	23	20	21	21	24	23	23	30	24	15	20
Public and community transport services	45	46	41	46	45	48	45	39	41	41	46	41	42	52	42	35	37
PROSPERITY																	
Place to work or operate a business	62	62	56	60	63	62	59	59	61	60	60	62	62	63	58	48	61
Place to visit	64	65	61	64	65	66	64	61	61	61	65	64	63	66	60	61	62
Economic development and job creation	41	42	31	42	41	43	42	35	39	39	43	40	39	43	41	27	36
City Centre development and activation	29	30	20	28	31	31	32	27	25	24	35	29	24	29	30	18	29
Main street development in your local town	39	39	33	37	40	41	41	34	34	34	42	36	36	40	36	23	32
Tourism and destination marketing	39	39	34	39	39	40	41	37	37	39	40	40	36	40	40	27	35
Education, training and life-long learning	45	45	38	44	45	49	44	40	41	40	46	43	41	51	45	34	36
Library services	70	70	64	67	73	71	72	67	68	66	69	71	68	73	68	63	68

Overview of geographical variances

Summary of geographical variances

	Total	Live in a township	Live in a rural area	Brukung / Harrogate	Callington to Dawesley	Echunga	Hahndorf	Littlehampton	Macclesfield	Meadows	Mount Barker	Nairne	Wistow
Place to live	72	72	70	66	72	69	73	76	69	68	72	72	63
Governing organisation	42	43	40	49	47	37	44	49	41	30	44	42	43
PERFORMANCE													
Council's leadership	34	34	33	40	46	30	32	42	33	23	35	36	33
Advocacy and lobbying	35	35	32	39	43	26	27	40	31	23	37	38	36
Consultation	31	31	26	23	31	25	28	33	28	24	33	32	29
Communication	35	36	32	30	35	27	30	40	33	27	38	34	37
Council's website	48	48	46	49	57	40	48	53	50	40	49	48	42
Council's newsletter	45	45	42	51	54	39	49	53	45	35	46	46	43
Social media presence	47	48	42	52	57	43	48	52	45	40	49	43	47
Customer service	47	47	45	40	46	42	47	52	41	38	49	44	48
Embracing change, innovation and technology	43	43	40	40	52	40	41	45	40	36	45	40	36
Value for money from rates	25	25	26	32	31	20	31	28	19	16	26	27	27
PEOPLE													
Youth services and facilities	37	37	37	42	34	34	38	40	40	26	39	32	42
Family / children services and facilities	48	48	45	40	48	39	48	56	48	36	50	44	48
Seniors' services, facilities and care	46	47	42	33	43	34	50	50	44	30	51	41	52
Disability access and inclusion	43	43	41	39	40	33	40	48	41	28	47	37	58
Recognition for First Nations people and culture	56	56	56	51	56	48	56	56	59	46	59	54	69
Volunteer support and recognition	55	56	53	54	59	49	57	62	63	45	58	48	54
Health and community services	52	53	47	49	48	43	59	55	51	39	55	49	56
Sport and recreation facilities and services	62	63	58	61	70	53	61	68	62	47	65	62	58
Festivals, events, art and cultural activities	54	55	50	55	59	50	58	58	60	47	55	50	51
Community safety and crime prevention	48	49	40	42	51	37	44	56	45	40	52	44	39
Lighting of streets and public places	48	48	48	47	58	38	40	54	43	41	51	45	61
Animal management (dogs and cats)	53	52	54	50	57	46	47	56	52	50	55	43	63

Summary of geographical variances

	Total	Live in a township	Live in a rural area	Brukung / Harrogate	Callington to Dawesley	Echunga	Hahndorf	Littlehampton	Macclesfield	Meadows	Mount Barker	Nairne	Wistow
PLANET													
Nature conservation/environment management	52	52	45	37	57	39	45	55	47	46	55	47	52
Promoting / adopting sustainable practices	48	49	43	39	52	40	42	51	44	46	50	45	45
Climate change	42	43	36	27	50	36	40	46	36	39	44	38	35
Waste management services	52	52	53	59	64	51	53	52	55	48	53	48	54
Wastewater treatment and recycled water use	58	58	53	53	57	47	53	57	48	48	61	58	61
Stormwater and flood management	47	48	39	37	48	31	38	52	39	30	52	46	47
Emergency management	55	55	50	51	56	49	50	59	60	46	57	53	57
PLACE													
Responsible growth and development	23	24	21	23	26	17	22	21	19	25	26	20	5
Housing	45	46	40	30	36	39	38	46	39	36	49	40	39
Local history and heritage	49	50	43	45	55	42	43	54	45	44	51	46	38
Community buildings, halls and toilets	50	50	47	49	57	46	47	57	51	41	50	50	51
Playgrounds, parks and reserves	59	59	58	48	70	54	55	66	56	44	61	59	55
Streetscapes, trees and verges	47	47	46	43	46	42	46	53	43	32	51	44	52
Footpaths, trails and cycleways	45	46	44	47	44	34	36	51	41	26	52	37	50
Local roads	29	30	21	28	28	23	30	39	25	14	31	33	18
Traffic management on local roads	25	25	21	26	26	26	18	29	28	17	25	30	18
Public and community transport services	45	46	41	23	43	35	47	49	36	23	51	44	39
PROSPERITY													
Place to work or operate a business	62	62	60	59	67	59	64	63	60	59	63	61	56
Place to visit	64	65	62	63	64	61	68	67	68	67	63	64	62
Economic development and job creation	41	42	34	28	50	34	44	43	39	35	43	41	37
City Centre development and activation	29	29	27	17	31	27	27	30	25	32	30	28	21
Main street development in your local town	39	39	33	16	32	28	21	50	52	19	42	46	32
Tourism and destination marketing	39	39	38	35	39	34	44	40	35	35	40	37	35
Education, training and life-long learning	45	45	41	34	51	42	47	50	43	36	47	40	48
Library services	70	70	68	58	60	68	69	75	73	52	73	68	71

Key insights from
business owners and operators

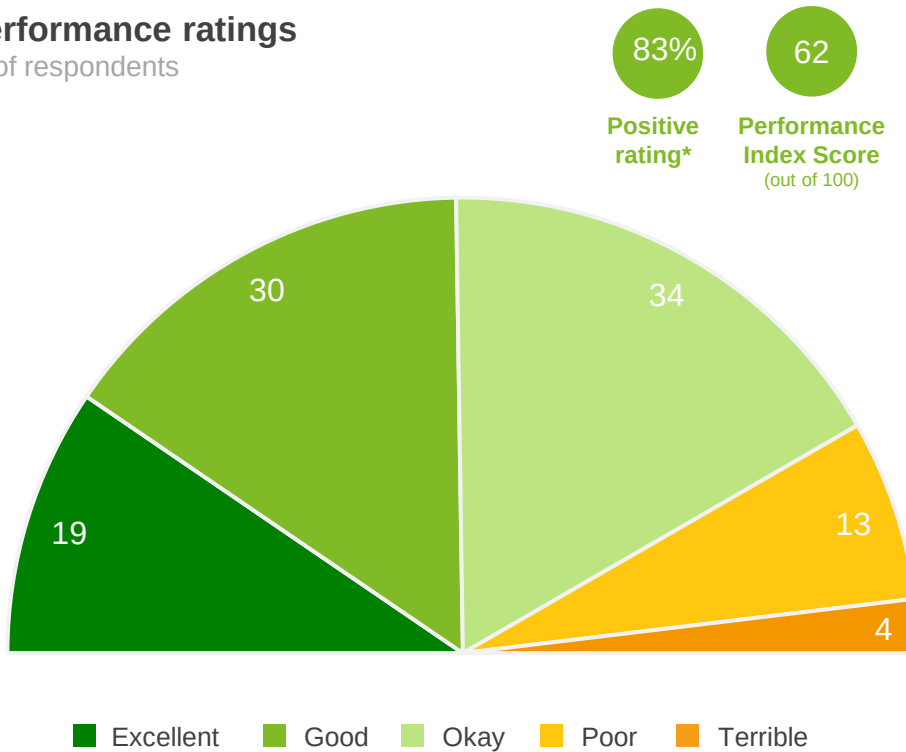
Overall place to work or operate a business

Among local business owners and operators

83% of business respondents gave Mount Barker District a positive rating of excellent, good or okay as a place to own or operate a business. The performance index score is close to par with the industry average.

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score

Base: Business owners and operators



Mount Barker DC	62
Industry High	79
Industry Average	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 210). * Positive Rating = excellent, good + okay

MARKYT Community Priorities

Business owner /
operator

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

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REVIEW

PRIORITISE

- 1 Youth services and facilities
- 2 Family / children services and facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Recognition for First Nations people
- 6 Volunteer support and recognition
- 7 Health and community services
- 8 Sport and recreation facilities
- 9 Festivals, events, art & cultural activities
- 10 Community safety and crime prevention
- 11 Lighting of streets and public places
- 12 Animal management (dogs and cats)
- 13 Conservation/environment management
- 14 Sustainable practices
- 15 Climate change
- 16 Waste management services
- 17 Wastewater treatment
- 18 Stormwater and flood management
- 19 Emergency management
- 20 Responsible growth and development
- 21 Housing
- 22 Local history and heritage
- 23 Community buildings, halls and toilets
- 24 Playgrounds, parks and reserves
- 25 Streetscapes, trees and verges
- 26 Footpaths, trails and cycleways
- 27 Local roads
- 28 Traffic management on local roads
- 29 Public and community transport services
- 30 Economic development and job creation
- 31 City Centre development and activation
- 32 Main street development
- 33 Tourism and destination marketing
- 34 Education, training and life-long learning
- 35 Library services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Change, innovation and technology

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 = 215)

Key insights from
other stakeholder groups

MARKYT Community Priorities

MBDC councillors /
employees

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

↑

PERFORMANCE INDEX SCORE

Okay

↓

Terrible

OPTIMISE

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PRIORITISE

- 1 Youth services and facilities
- 2 Family / children services and facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Recognition for First Nations people
- 6 Volunteer support and recognition
- 7 Health and community services
- 8 Sport and recreation facilities
- 9 Festivals, events, art & cultural activities
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- 17 Wastewater treatment
- 18 Stormwater and flood management
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- 21 Housing
- 22 Local history and heritage
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- 24 Playgrounds, parks and reserves
- 25 Streetscapes, trees and verges
- 26 Footpaths, trails and cycleways
- 27 Local roads
- 28 Traffic management on local roads
- 29 Public and community transport services
- 30 Economic development and job creation
- 31 City Centre development and activation
- 32 Main street development
- 33 Tourism and destination marketing
- 34 Education, training and life-long learning
- 35 Library services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Change, innovation and technology

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 = 31)

MARKYT Community Priorities

Out of area
ratepayers / visitors

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

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REVIEW

PRIORITISE

- 1 Youth services and facilities
- 2 Family / children services and facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Recognition for First Nations people
- 6 Volunteer support and recognition
- 7 Health and community services
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- 29 Public and community transport services
- 30 Economic development and job creation
- 31 City Centre development and activation
- 32 Main street development
- 33 Tourism and destination marketing
- 34 Education, training and life-long learning
- 35 Library services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Change, innovation and technology

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 = 43)



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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