



MARKYT 

Community Scorecard

2023

Prepared for



Prepared by



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Performance	30
People	50
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Strategic overview

Vision



35

% agree

7% points above the Industry Average and down 1% point from 2021

Liveability

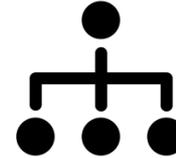


80

Performance Index Score

4 index points above the Industry Average and down 1 point from 2021

Governance



59

Performance Index Score

6 index points above the Industry Average and no change from 2021

Rates Value



47

Performance Index Score

4 index points above the Industry Average and down 1 point from 2021

Top 3 performing service areas

- Sport and recreation facilities and services
- Library services
- Bay of Isles Leisure Centre

Most improved

- Place to work or operate a business
- Economic development and job creation
- Traffic management on local roads

The industry leader in three service areas:

- Volunteer support and recognition
- Footpaths, trails and cycleways
- Social media posts

Priorities



Airport facilities and services



Seniors' services, facilities and care



Health and community services



Community safety and crime prevention



Local roads

Approach

Purpose



Department of Local Government, Sport and Cultural Industries

The Local Government Act requires local councils to develop a **Plan for the Future**. The IP&R guidelines suggest this plan has a major review every four years, and a minor review every two years.

MARKYT Community Scorecard

The Shire of Esperance commissioned a MARKYT® Community Scorecard to:

- Support a review of its Plan for the Future | Council Plan
- Assess performance against objectives and key performance indicators (KPIs) in the Council Plan
- Determine community priorities
- Benchmark performance



The Study

The Shire of Esperance commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

All community members were invited to take part. Scorecard invitations were sent to all households and residential PO Boxes in the Shire of Esperance using Australia Post's unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

CATALYSE® sent email invitations to the Shire's customer contacts, and the Shire provided supporting promotions through various communication channels. The scorecard was open from 1 to 26 May 2023.



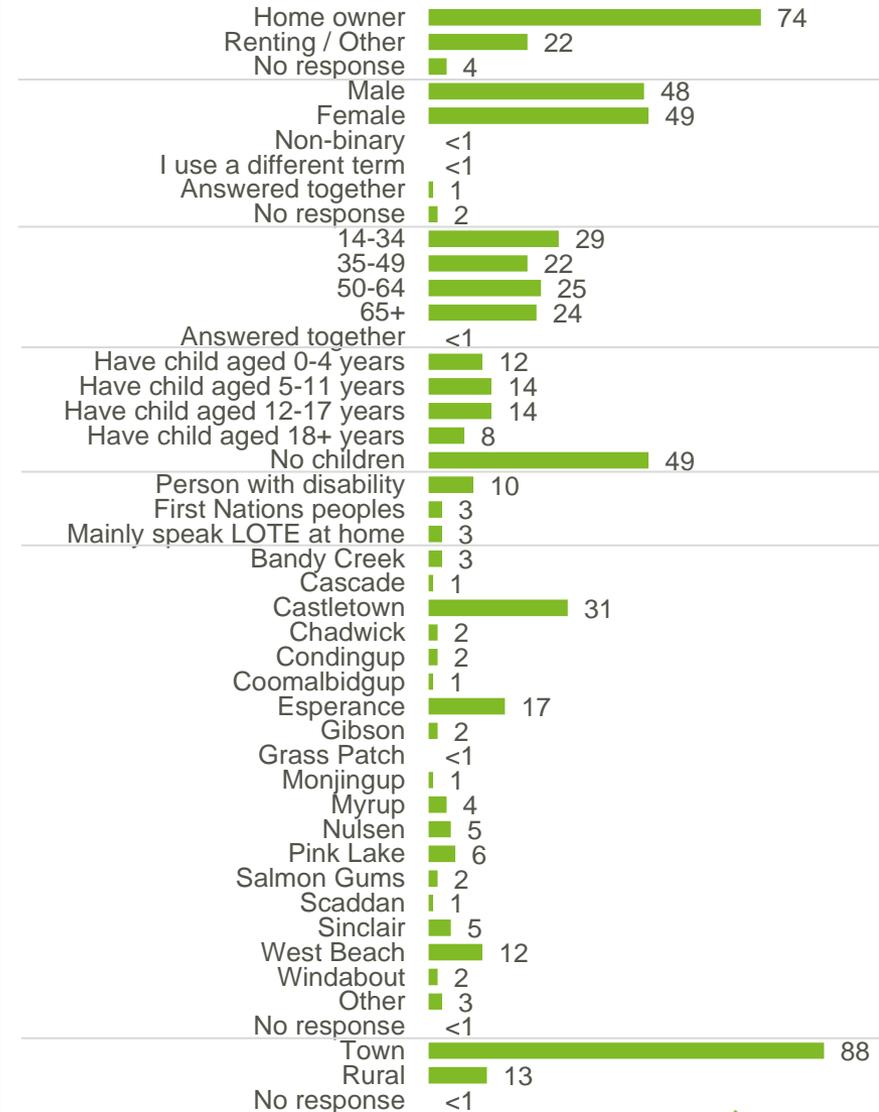
The scorecard was completed by **1,284 community members** with various connections to the Shire:

Local resident	Out of area ratepayers and visitors	Elected Members and Shire employees
1,150	19	117

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 ±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

MARKYT Benchmarks | participating councils

CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.



How to read MARKYT® performance dashboards

Performance Ratings

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

Positive rating

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



Trend Analysis



MARKYT® Industry Standards



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

Score

100
75
50
25
0

Average Rating

Excellent
Good
Okay
Poor
Terrible

Geographical variances



Geographical variances

Maps variances across the region by location.

Community variances

Category	Score
Gender	
Male	80
Female	81
Age	
14-34 years	76
35-49 years	78
50-64 years	83
65+ years	85
Age of children	
0-4 years	79
5-11 years	78
12-17 years	75
18+ years	84
No children	83
Disability & culture	
Disability	78
First Nations person	82
Mainly speak LOTE	71
Home ownership	
Home owner	82
Renting / other	76

Community variances

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

Council Score is the Council's performance index score.

Industry High is the highest score achieved by participating councils.

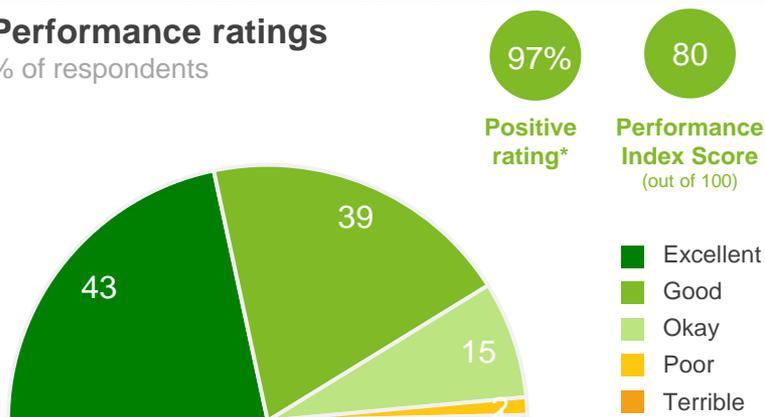
Industry Average is the average score among participating.

Overall Performance

Place to live

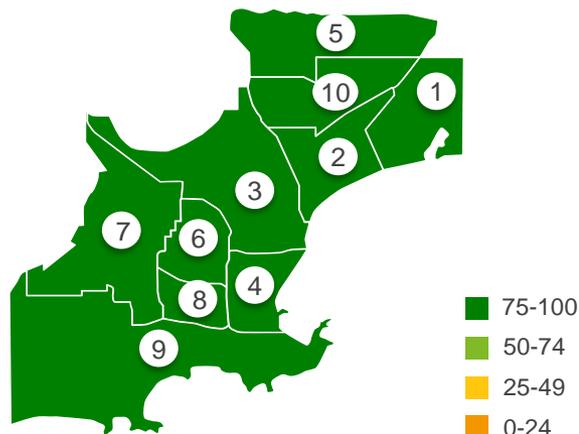
Performance ratings

% of respondents



Geographical variances

Performance Index Score

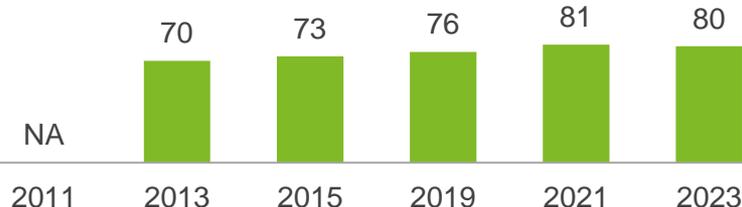


Location

1. Bandy Creek	82
2. Castletown	81
3. Chadwick	75
4. Esperance	82
5. Myrup	84
6. Nulsen	77
7. Pink Lake	81
8. Sinclair	77
9. West Beach	81
10. Windabout [#]	87
Live in town	81
Live in rural area	79

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 80	0-4 years 79	Disability 78
Female 81	5-11 years 78	First Nations person 82
Age	12-17 years 75	Mainly speak LOTE 71
14-34 years 76	18+ years 84	Home ownership
35-49 years 78	No children 83	Home owner 82
50-64 years 83		Renting / other 76
65+ years 85		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	80
Industry High	91
Industry Average	76

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1149).

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

Governing organisation

Performance ratings

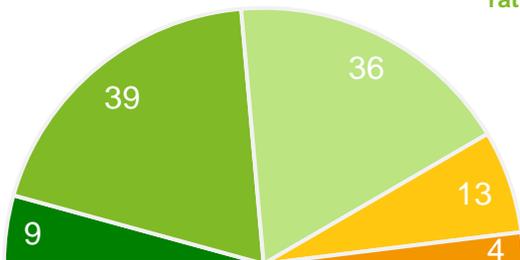
% of respondents

83%

Positive rating*

59

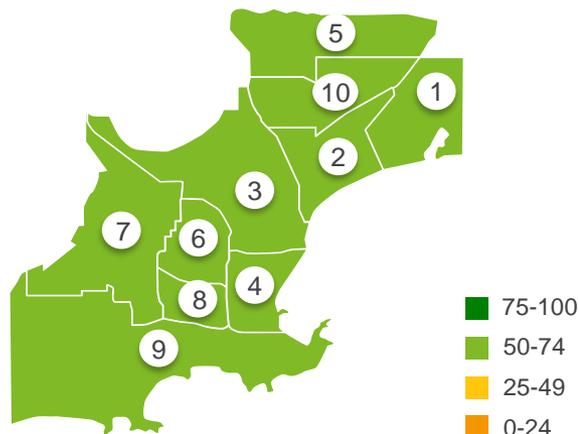
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

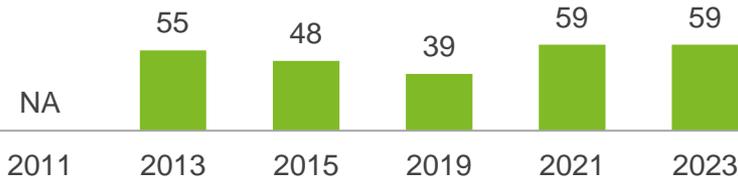


Location

1. Bandy Creek	62
2. Castletown	60
3. Chadwick	59
4. Esperance	59
5. Myrup	66
6. Nulsen	58
7. Pink Lake	56
8. Sinclair	53
9. West Beach	57
10. Windabout#	53
Live in town	59
Live in rural area	59

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	55
Female	62

Age of children

0-4 years	58
5-11 years	56
12-17 years	57
18+ years	55
No children	61

Disability & culture

Disability	56
First Nations person	57
Mainly speak LOTE	59

Age

14-34 years	57
35-49 years	54
50-64 years	60
65+ years	64

Home ownership

Home owner	59
Renting / other	58

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	59
Industry High	69
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1103).

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

MARKYT  industry comparisons

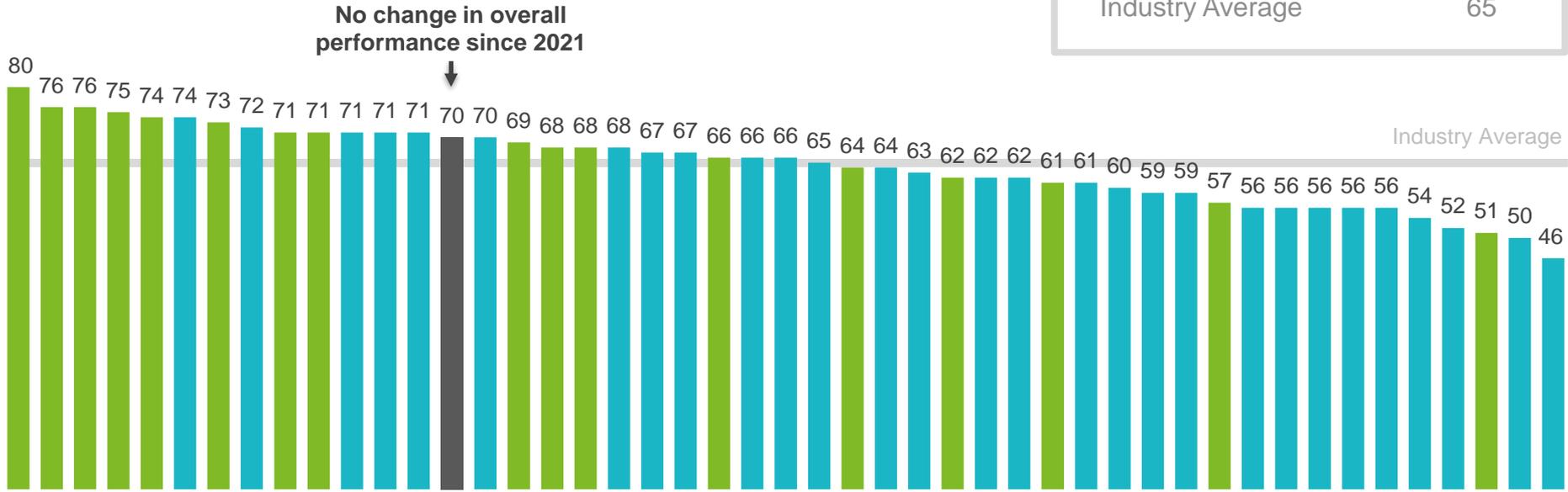
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Esperance as a 'place to live' and as a 'governing organisation'. The Shire of Esperance's overall performance index score is 70 out of 100, 5 index points above the industry average.

Overall Performance Index Score

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

- Shire of Esperance
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



Shire of Esperance	70
Industry High	80
Industry Average	65

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.

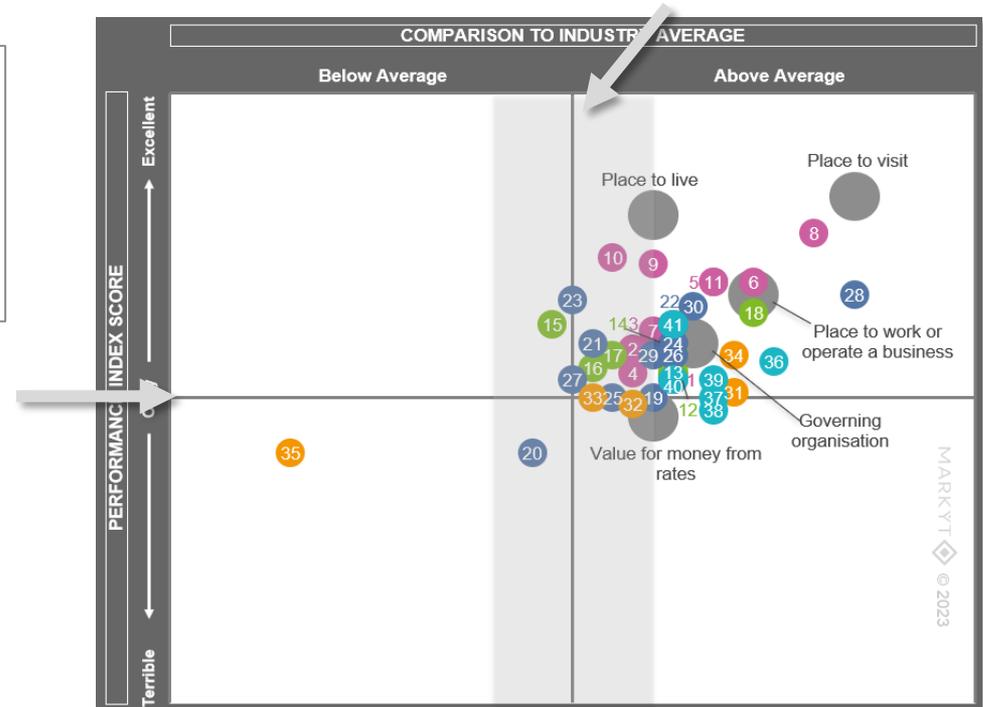
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

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.

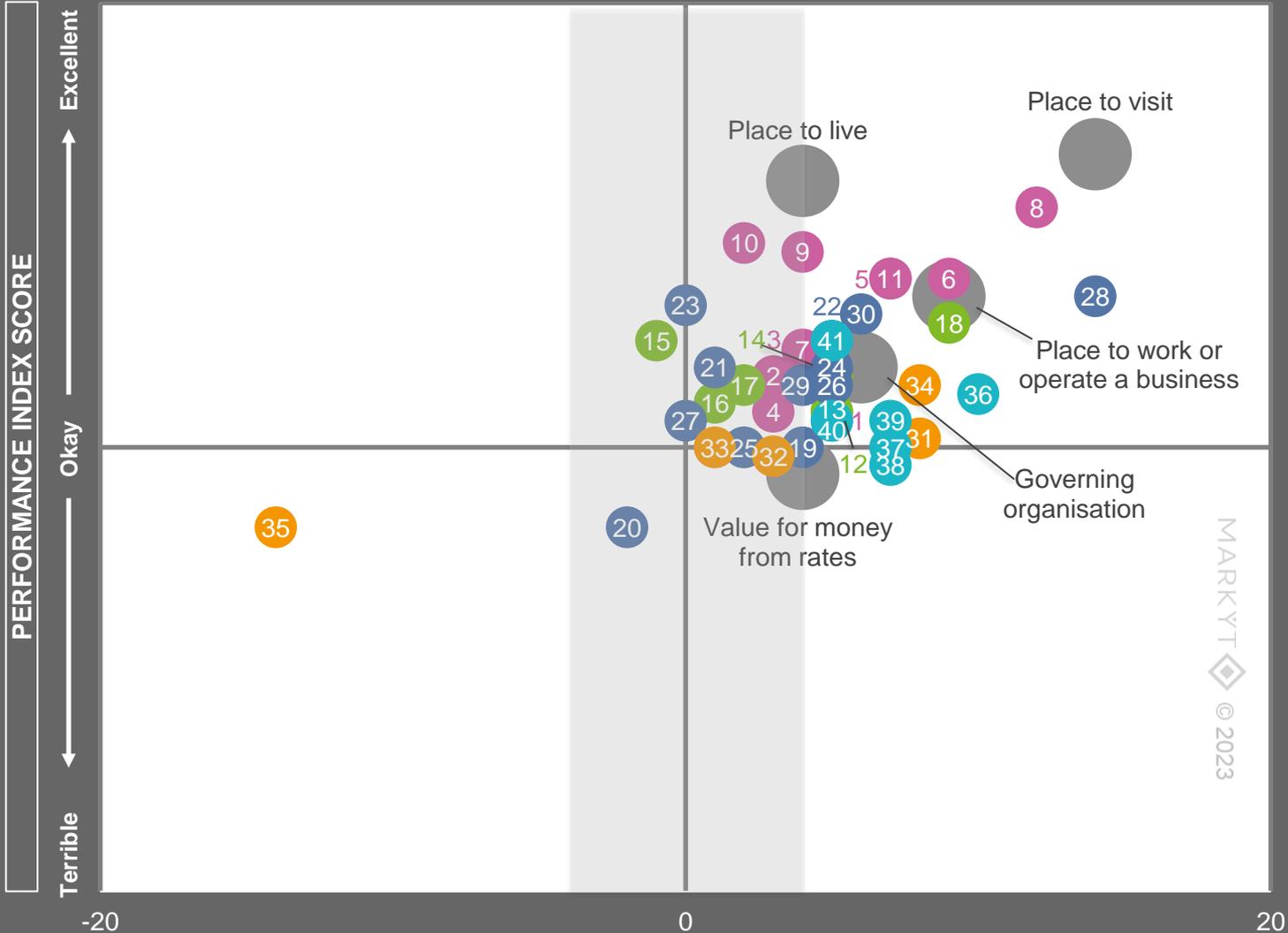


MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Services & facilities for youth
- 2 Services & facilities for families/children
- 3 Services & facilities for seniors
- 4 Disability access & inclusion
- 5 Recognition of First Nations peoples
- 6 Volunteer support & recognition
- 7 Health & community services
- 8 Sport & recreation facilities and services
- 9 Bay of Isles Leisure Centre
- 10 Library services
- 11 Festivals, events, art, cultural activities
- 12 Community safety & crime prevention
- 13 Sustainable practices
- 14 Conservation / environment management
- 15 Waste management services
- 16 Animal management
- 17 Environmental health management
- 18 Natural disaster management
- 19 Responsible growth & development
- 20 Planning & building approvals
- 21 Local history & heritage
- 22 Community buildings & halls
- 23 Playgrounds, parks & reserves
- 24 Streetscapes, trees & verges
- 25 Local roads
- 26 Traffic management on local roads
- 27 Parking management
- 28 Footpaths, trails & cycleways
- 29 Lighting of streets & public places
- 30 Marine facilities
- 31 Economic development & job creation
- 32 Town centre development
- 33 Access to goods & services
- 34 Education & training opportunities
- 35 Airport facilities & services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Change, innovation, technology
- 41 Customer service

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The Shire of Esperance is leading the industry in three areas:

- Social media posts (Facebook, Instagram etc)
- Volunteer support and recognition
- Footpaths, trails and cycleways



MARKYT  community trends

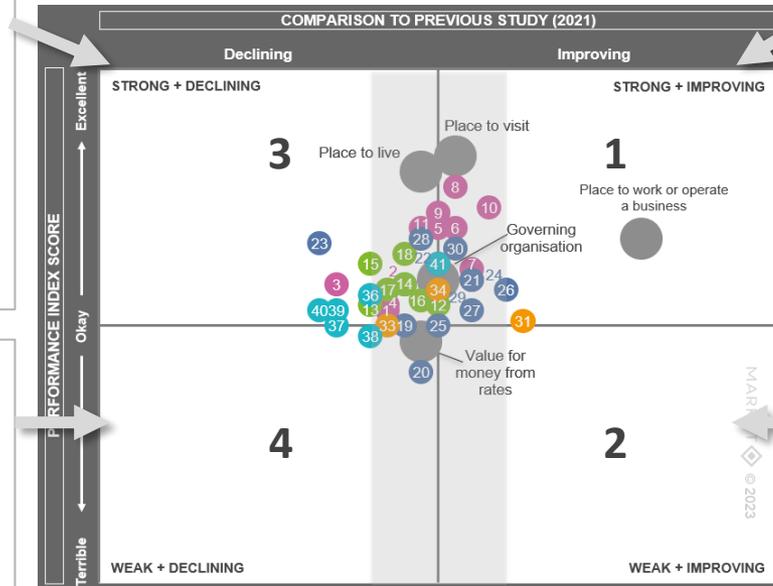
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

Window 3 includes higher performing services in decline. **Arrest decline** for:

- Playgrounds, parks and reserves
- Seniors' services, facilities and care
- Embracing change, innovation and technology
- Communication

Window 4 includes lower performing areas in decline. The **main concerns** are:

- Advocacy and lobbying
- Consultation
- Planning and building approvals



Window 1 includes higher performing areas that have improved. **Stand-out improvers** are:

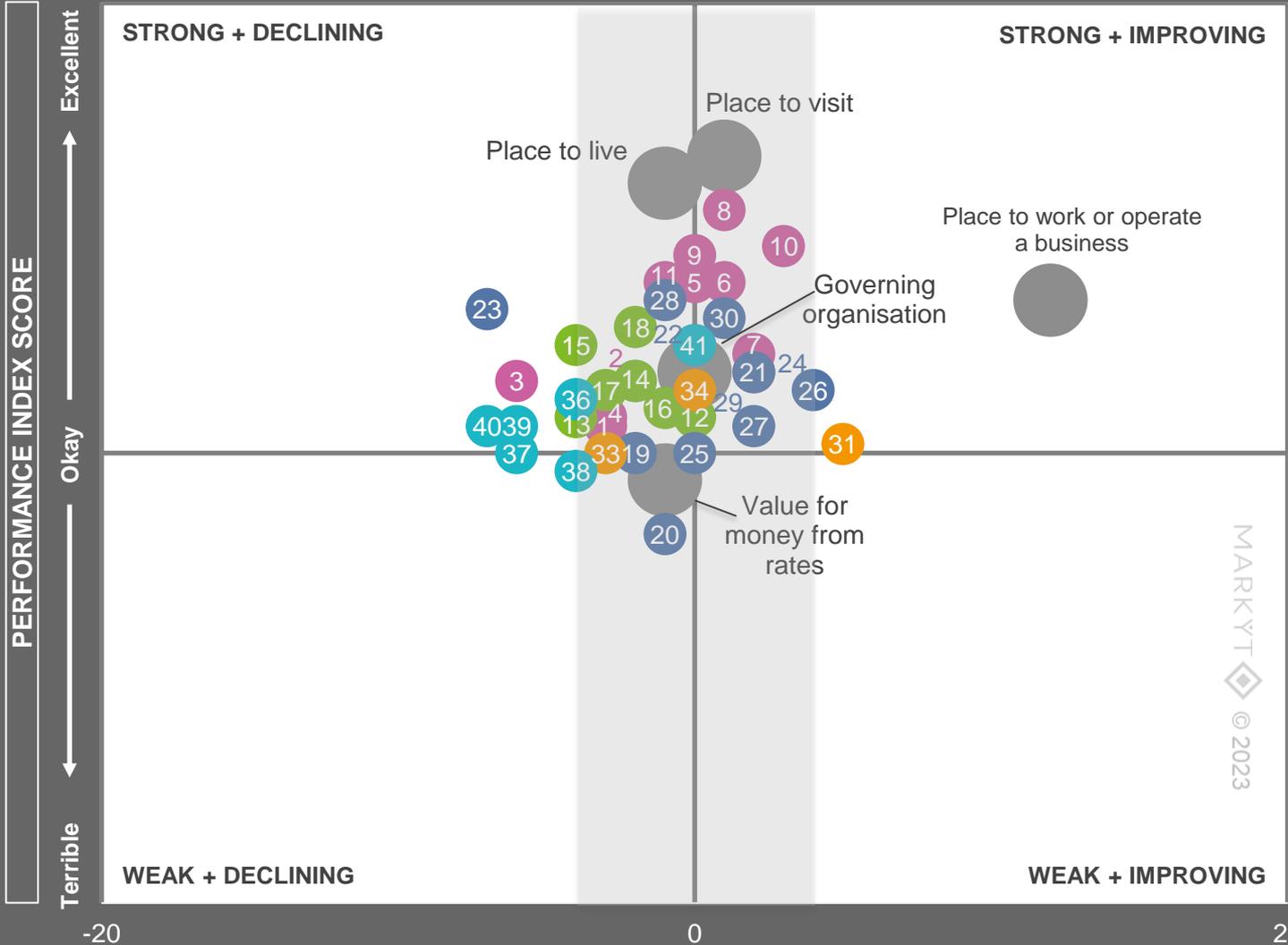
- Overall perceptions of the area as a place to work or operate a business
- Traffic management on local roads
- Library services

Window 2 includes lower performing areas that are improving. Continue work on:

- Economic development and job creation

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2021)



- 1 Services & facilities for youth
- 2 Services & facilities for families/children
- 3 Services & facilities for seniors
- 4 Disability access & inclusion
- 5 Recognition of First Nations peoples
- 6 Volunteer support & recognition
- 7 Health & community services
- 8 Sport & recreation facilities and services
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MARKYT  community priorities

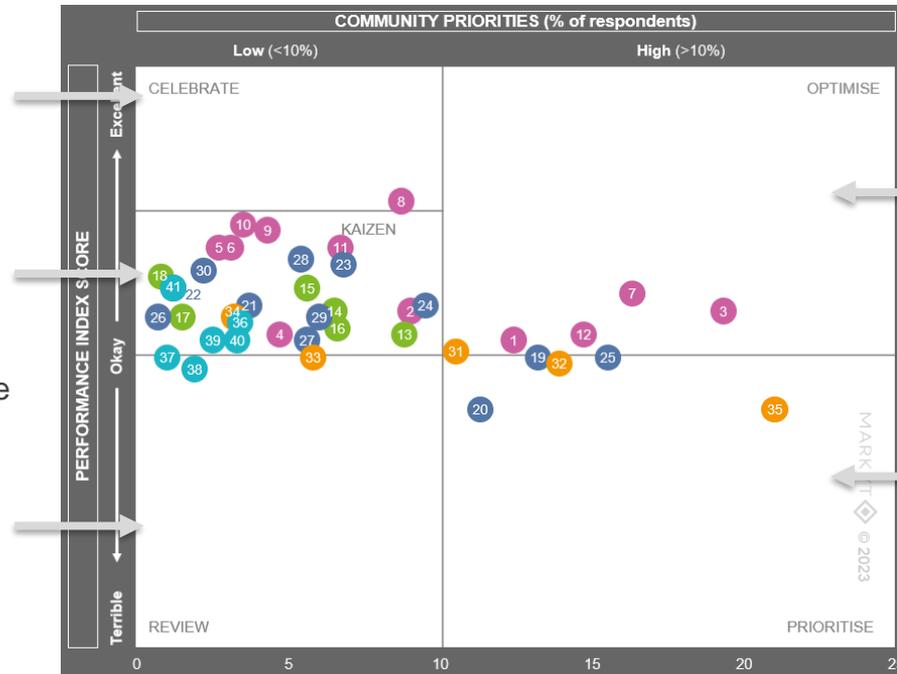
How to read the MARKYT Community Priorities

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

CELEBRATE the Shire'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.

PRIORITISE lower performing services where the community would like the Shire to focus its attention.

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25

- 1 Services & facilities for youth
- 2 Services & facilities for families/children
- 3 Services & facilities for seniors
- 4 Disability access & inclusion
- 5 Recognition of First Nations peoples
- 6 Volunteer support & recognition
- 7 Health & community services
- 8 Sport & recreation facilities and services
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Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 1,025)

Community action plans for top five priorities

Community driven actions

- Review service from the local airline provider.
Concerns raised include:
 - Unreliable service
 - Lack of flight options – times and destinations
 - Lack of competition – one carrier only
 - Cancellations
 - Expensive
- Advocate for funding to upgrade the airport:
 - More / longer runways to accommodate growth (larger airlines and larger aircraft)
 - Improved facilities inside airport eg a café, lounge areas

A sample of community voices

“We need reliable services and more flights.”

“Reliable air transport without continual cancellations.”

“Get an airline that works two flights a day and make the fares cheaper so more people can use the service.”

“More flights available (not only one company to choose from). More destinations like straight to over Eastern State will boost Esperance Tourism and be beneficial for businesses to grow.”

“Ensure fair prices and quality service that is consistent.”

“Need an airline that is more sustainable to the country as REX airlines can't keep up with the demands of Esperance people who rely heavy on it for medical reasons etc. I do understand delays due to short staffed or weather but half the time they're leaving people delayed then cancelling last minute leaving people out of pocket or losing money from medical appointments or connecting flights.”

“Improve the airport facility to operate more bigger aircrafts to improve tourism and bring more competitive passenger transport operators.”

“Improve airport to allow for larger planes and provide a small coffee shop for waiting passengers.”

“Better facilities, on time planes, better seating and lounging experience. More food options.”

“Lengthening of the runway to accommodate larger planes will drive economic development across various sectors and provide more choice and access to the community.”

“Airport infrastructure holds Esperance back. Needs to be able to take the big operators in order to attract the big operators, otherwise their business - and every community flow on benefit from the humans on board - goes to the next airport and town that will take them. Needs to be developed to a standard that reflects the community critical asset that it is.”

Community driven actions

- Advocate for more aged care facilities. There is a shortage of beds at the Esperance Aged Care Facility.
- Advocate for funding to attract and retain high quality aged care staff. Higher wages and housing for staff is needed.
- Advocate for more accommodation options for seniors including retirement villages that offer a range of care options.
- Provide more assistance for seniors living at home.
- Make shopping and commercial areas more accessible for seniors with improved lighting, parking, footpaths, seating and access for wheelchairs and gophers.
- Advocate for improved local medical services.
- Encourage seniors to be active and engaged in the community by providing more activities and places to meet up.

A sample of community voices

“Priority 1 with me, as an 80-year old, is aged care and nursing home availability in the near future. We have many, sitting in the hospital even, who should be in care and well looked after.”

“The Esperance aged care facility has an entire wing closed due to a lack of staff. More staff cannot be brought to the town due to a lack of housing. Can the shire not rent any one of the dozens of Airbnb's it has approved, to house these critical staff.”

“Contribute towards expenses of Esperance Aged Care facility and urge WA Government to provide housing for workers in the industry.”

“More retirement homes, lifestyle village, aged care facilities. This is needed to free up hospital beds. The hospital is currently a nursing home and it is causing an imbalance of services to other people, stress on hospital management and therefore the nurses and workers.”

“A Lifestyle Village is imperative for Esperance, this would free up many houses & help with the rental problem & housing shortage in our area.”

“Senior services and care upgrade. I live alone and have no assistance.”

“Seniors are submitted to minimum services available for aged care, especially those who wish to stay at home or live independently as much as they can before going to a nursing home. Taken five months for me to get a hearing test for my mother. No wheelchair transport in town, need more disability toilets for wheelchair users.”

“Seniors need more seating facilities around town and especially at the Boulevard.”

“More access to specialist equipment and specialists. I have family members who have to travel to Perth on a regular basis because they need access to specialist equipment for tests to be completed.”

“Promote services available for seniors, extend the senior citizens building to provide more space for activities. Promote home care services. Life-style village.”

Community driven actions

- Advocate for more health care facilities in the region so residents can be treated locally without having to travel
- Encourage more medical professionals (doctors and specialists) to work in the region to improve access to care and reduce wait times.
- Improve access to specialised health care services such as dentists, women's health providers, paediatricians, palliative care etc.
- Lobby for funding to expand the range of services and equipment at the local hospital, including improved emergency and ambulance services and an MRI machine.
- Improve access to mental health care and support.
- Advocate for more affordable (bulk billing) medical and dental practices.

A sample of community voices

"Lobby for the provision of medical services to reduce travel to Perth or other larger centres."

"The waiting for extended periods for specialists to attend town is terrible. Having to travel to Perth or Kal to seek medical assistance and being let down by local flight carrier."

"Lack of health services is a major downfall for Esperance. More mental health specialists, visiting specialists in general and an MRI machine at the hospital would be good things to advocate for so that people wouldn't need to travel to Perth to access these services."

"I'm unsure if the Council is in a position to influence, but the health outcome and service provided to women in Esperance Hospital is abysmal compared with a private hospital in Perth - But it doesn't need to be. I'm sick of hearing about women left too long before caesareans etc., and likely baby's potential is reduced as a result."

"Palliative care needs for residents such as an independent hospice similar to Albany. Access to more visiting specialists without having to travel to leave the district."

"Lobbying state and federal governments for a fit for purpose hospital for now and in the future. The hospital is add on after add on, it is complete with bandaid solutions, outdated infrastructure and an ambulance service staffed predominantly with volunteers. St John are milking the Esperance community for every dollar with little to no return to local communities."

"Mental health is a vital service that needs more funding & improvement to availability of counselling services."

"Weekend mental health nurse to triage mental health issues. More mental health beds in hospital or new facility."

"Health - Need for more bulk billing at GPs and access to them. Dental treatment is impossibly high."

Community driven actions

- Continue to fix, upgrade, grade and seal roads to improve road safety and aesthetics.
- Invest in improving rural roads, with consideration for harvest and seeding, and school bus runs.
- Advocate for Main Roads to upgrade South Coast Highway from Ravensthorpe to Esperance with more passing lanes.
- Improve Harbour Road with a new roundabout at the intersection with South Coast Hwy, an overpass at the intersection with Pink Lake, and line markings.
- Widen roads (i.e. Myrup Road)
- In addition to roads mentioned above, other specific roads to improve include Esperance-Coolgardie Highway, Wittenoom Hills Rd, Fisheries Rd, Cascade Rd, Cambell Rd, Springdale Rd, Mungy Beach Rd, Circle Valley Rd, Rolland Rd, and tourist loops.
- Improve access for mobility scooters (e.g. mountable kerbing or ramps to ECS, top end of Sheldon Rd, and repairs to kerbing on Brazier St).
- Improve the overall quality of workmanship to provide lasting repairs.

A sample of community voices

"Local roads will always be a priority as people and goods rely on roads to get work done."

"Many kms of roads and hard to maintain."

"A lot of the roads in the Shire are in poor condition, especially with potholes. I suspect a lot of these may be Main Roads' responsibility."

"Maintenance on unsafe roads after harvest."

"Too many potholes and damage from trucks and tree roots."

"Bitumising or at the very least constant grading of bus routes."

"More preventative grading and road repairs."

"We can see some areas are finally being repaired, ie. Goldfields Rd (finally). However, the entire town is filled with dim lights and poor conditioned roads."

"Corner of South Coast Hwy and Cascade Rd (on Cascade Rd) needs urgent repair - dangerous."

"White lines in roads be kept in good order."

"Our local roads are not coping with the amount of traffic they are forever being patch. We desperately need more overtaking lane between Esperance and Ravensthorpe."

"Build and repair just once instead of multiple attempts to get it right."

"Stop spending money on resheeting roads that were done previously within the last year or so do it right the first time and stop wasting millions i.e Cascades Rd."

Community driven actions

- Advocate for an increased police presence in the community and a 24-hour manned police station.
- Increase surveillance with more CCTV cameras in public areas and known hotspots.
- Improve street lighting to deter criminal activity.
- Engage with at-risk youth by providing clubs, workshops and recreational activities.
- Address problems with drugs by providing drug and alcohol education and support.

A sample of community voices

“More police on the roads and in the public.”

“A more visible police force that is just not in their cars but on foot during the weekends and holidays.”

“Continuing with CCTV Camera program, police presence on the ground as much as possible and working with youth to gain mutual respect.”

“More police and patrols - police station manned 24 / 7.”

“More CCTV in known crime areas please!”

“Being the victim of burglary where property was not recovered, I believe there should be CCTV located in and along walkways where it is known criminals use the pathways to evade police.”

“Better street lighting to put off crime and more CCTV installed.”

“There are too many access laneways not lit up within the West Beach area between so many streets, which makes easy access for criminal behaviour to occur and be unseen.”

“Shire needs to build teenage related gyms, clubs, activities, so kids are not bored all the time.”

“Community policing is doing a good job to curtail crime, but I am hopeful more engagement with at risk youth through a variety of levels may curb the opportunistic crime and senseless vandalism.”

“Drugs and violence are always present in every community, however to maintain our sparkling image and encourage visitors to stay longer, I hope that our community can remain ahead of as much of this as possible, and reduce the damaging impacts on business, families and individuals.”

Performance

Council's leadership

Performance ratings

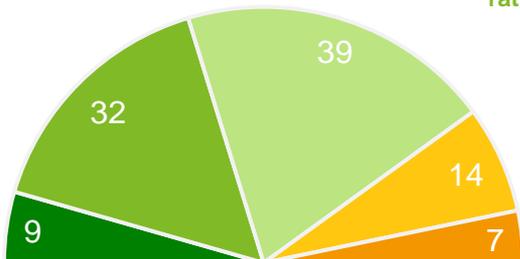
% of respondents

80%[^]

56

Positive rating*

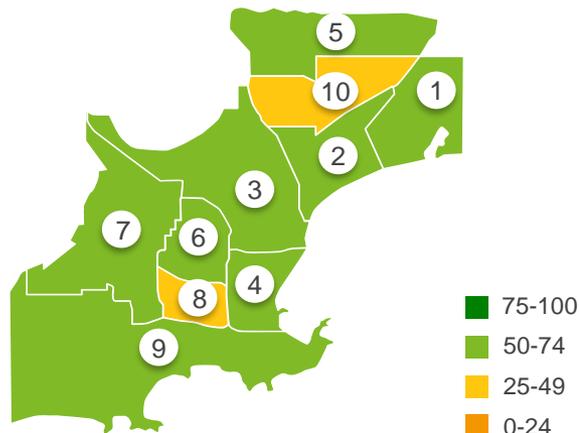
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

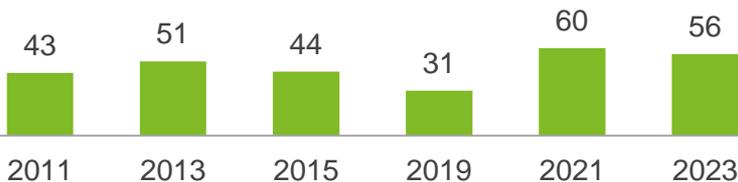


Location

1. Bandy Creek	54
2. Castletown	56
3. Chadwick	56
4. Esperance	57
5. Myrup	64
6. Nulsen	51
7. Pink Lake	53
8. Sinclair	48
9. West Beach	56
10. Windabout [#]	47
Live in town	55
Live in rural area	58

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	55
Female	57

Age of children

0-4 years	49
5-11 years	51
12-17 years	56
18+ years	57
No children	58

Disability & culture

Disability	54
First Nations person	56
Mainly speak LOTE	52

Age

14-34 years	50
35-49 years	51
50-64 years	58
65+ years	63

Home ownership

Home owner	56
Renting / other	53

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	56
Industry High	61
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 911).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents) ^ +/-1% variance due to rounding to 0 decimal places

Council's plan for the future

(with the Shire's vision, objectives and priority projects)

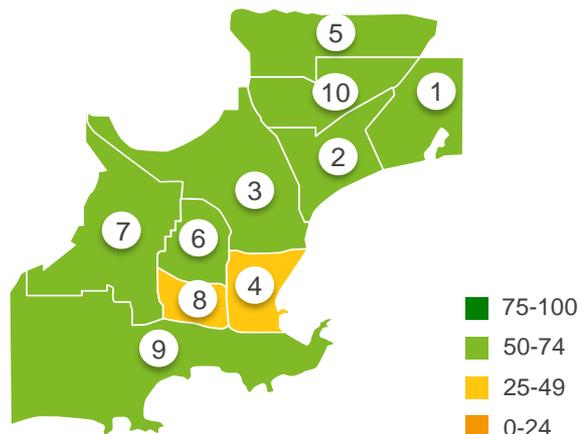
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	50
2. Castletown	51
3. Chadwick	52
4. Esperance	48
5. Myrup	54
6. Nulsen	54
7. Pink Lake	53
8. Sinclair	44
9. West Beach	51
10. Windabout [#]	65
Live in town	50
Live in rural area	55

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 49	0-4 years 47	Disability 49
Female 54	5-11 years 47	First Nations person 46
Age	12-17 years 50	Mainly speak LOTE 54
14-34 years 50	18+ years 53	Home ownership
35-49 years 47	No children 53	Home owner 51
50-64 years 54		Renting / other 50
65+ years 54		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	51
Industry High	58
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 585).

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

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

Performance ratings

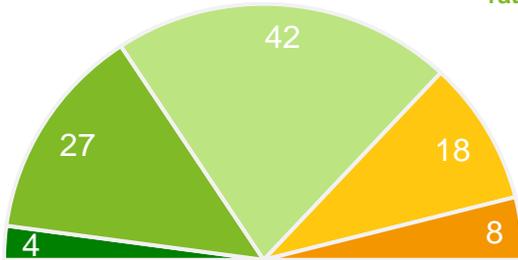
% of respondents

74%

Positive rating*

50

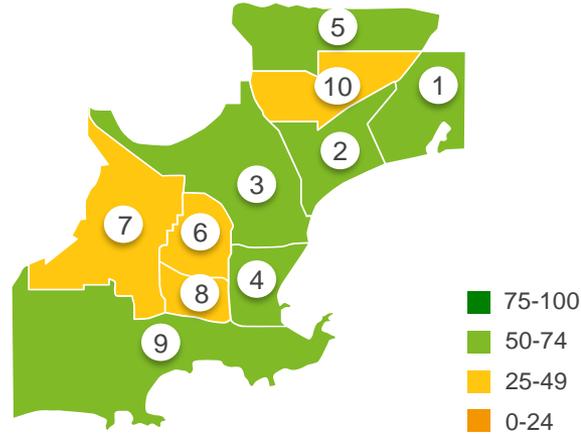
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

1. Bandy Creek	50
2. Castletown	51
3. Chadwick	50
4. Esperance	52
5. Myrup	64
6. Nulsen	42
7. Pink Lake	48
8. Sinclair	46
9. West Beach	53
10. Windabout#	31
Live in town	50
Live in rural area	50

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	50
Female	52

Age of children

0-4 years	47
5-11 years	46
12-17 years	49
18+ years	51
No children	52

Disability & culture

Disability	45
First Nations person	55
Mainly speak LOTE	51

Age

14-34 years	47
35-49 years	45
50-64 years	54
65+ years	57

Home ownership

Home owner	51
Renting / other	48

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	50
Industry High	56
Industry Average	43

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

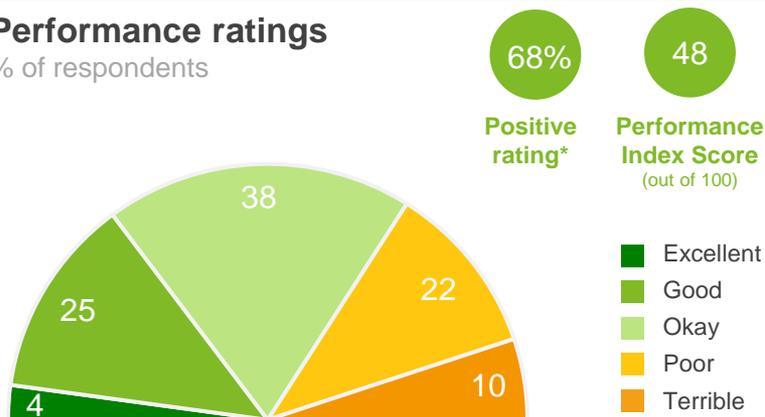
Base: All respondents, excludes 'unsure' and 'no response' (n = 836).

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

How the community is consulted on local issues

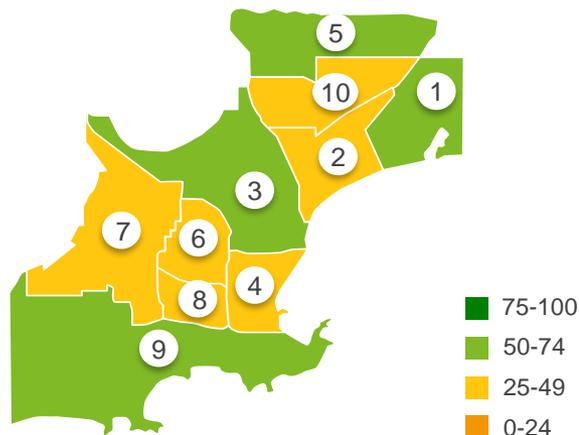
Performance ratings

% of respondents



Geographical variances

Performance Index Score

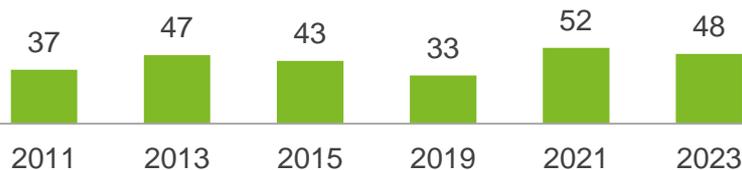


Location

1. Bandy Creek	53
2. Castletown	48
3. Chadwick	50
4. Esperance	49
5. Myrup	54
6. Nulsen	46
7. Pink Lake	45
8. Sinclair	41
9. West Beach	50
10. Windabout [#]	29
Live in town	48
Live in rural area	48

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 47	0-4 years 44	Disability 43
Female 50	5-11 years 46	First Nations person 47
	12-17 years 49	Mainly speak LOTE 47
	18+ years 50	Home ownership
	No children 49	Home owner 48
		Renting / other 46

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	48
Industry High	55
Industry Average	41

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

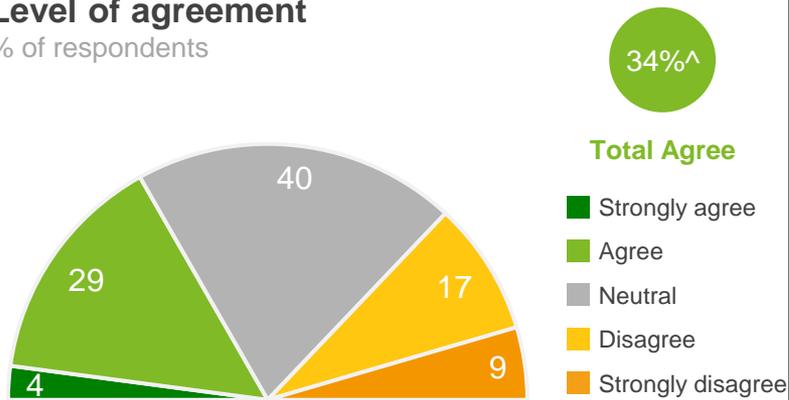
Base: All respondents, excludes 'unsure' and 'no response' (n = 961).

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

The Shire listens to and respects views

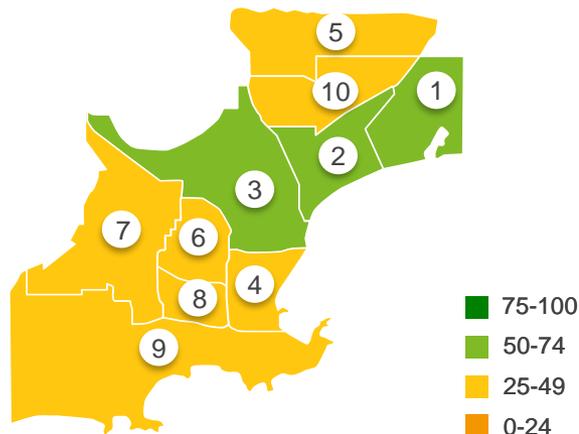
Level of agreement

% of respondents



Geographical variances

% agree

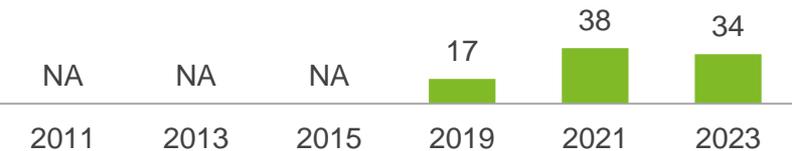


Location

1. Bandy Creek	38
2. Castletown	32
3. Chadwick	29
4. Esperance	36
5. Myrup	42
6. Nulsen	37
7. Pink Lake	31
8. Sinclair	27
9. West Beach	34
10. Windabout [#]	32
Live in town	34
Live in rural area	31

Trend Analysis

% agree



Community variances

% agree

Gender

Male	33
Female	35

Age of children

0-4 years	28
5-11 years	34
12-17 years	39
18+ years	37
No children	35

Disability & culture

Disability	34
First Nations person	36
Mainly speak LOTE	16

Age

14-34 years	29
35-49 years	28
50-64 years	37
65+ years	42

Home ownership

Home owner	34
Renting / other	32

MARKYT Industry Standards

% agree



Shire of Esperance	34
Industry High	53
Industry Average	27

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

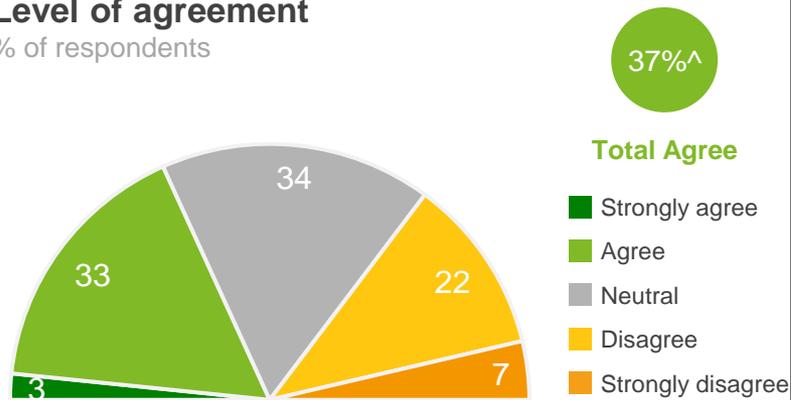
Base: All respondents, excludes 'no response' (n = 1129). # Small sample size (<20 respondents)

[^] +/-1% variance due to rounding to 0 decimal places

The Shire has a good understanding of community needs

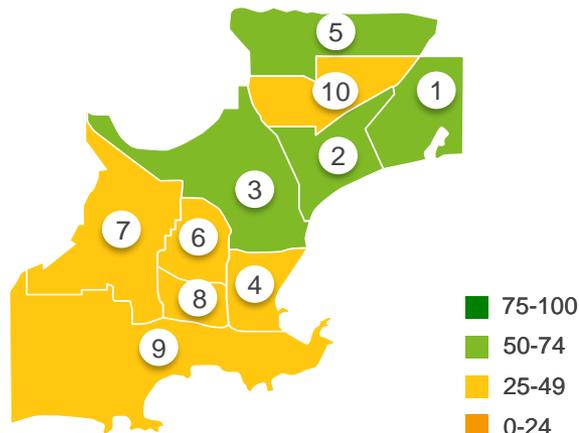
Level of agreement

% of respondents



Geographical variances

% agree

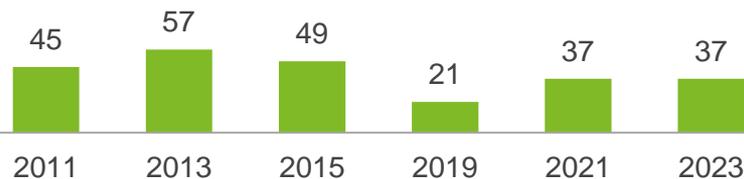


Location

1. Bandy Creek	47
2. Castletown	38
3. Chadwick	25
4. Esperance	37
5. Myrup	52
6. Nulsen	33
7. Pink Lake	33
8. Sinclair	28
9. West Beach	37
10. Windabout [#]	29
Live in town	37
Live in rural area	33

Trend Analysis

% agree



Community variances

% agree

Gender	Age of children	Disability & culture
Male 35	0-4 years 29	Disability 36
Female 39	5-11 years 33	First Nations person 44
Age	12-17 years 44	Mainly speak LOTE 19
	14-34 years 30	Home ownership
	35-49 years 30	
50-64 years 40	Renting / other 31	
65+ years 47	No children 41	

MARKYT Industry Standards

% agree



Shire of Esperance	37
Industry High	58
Industry Average	29

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

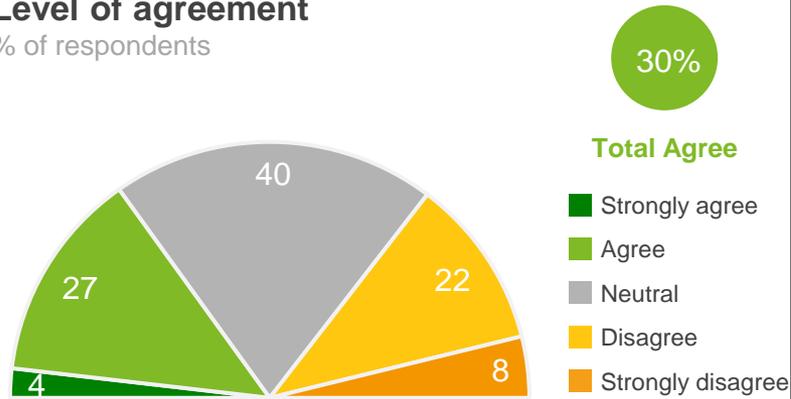
Base: All respondents, excludes 'no response' (n = 1129). # Small sample size (<20 respondents)

[^] +/-1% variance due to rounding to 0 decimal places

The Shire clearly explains reasons for decisions and how residents' views are taken into account

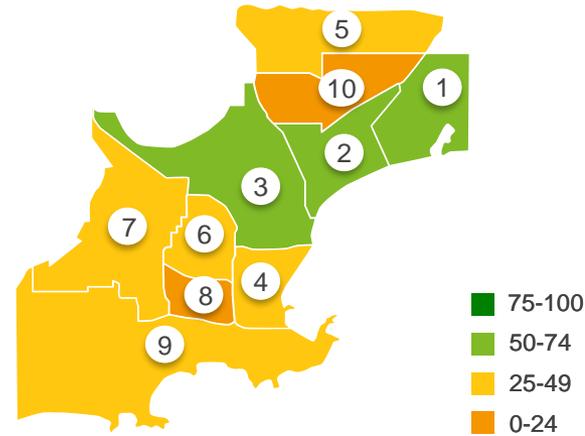
Level of agreement

% of respondents



Geographical variances

% agree

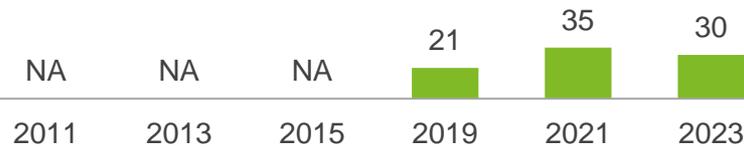


Location

1. Bandy Creek	32
2. Castletown	33
3. Chadwick	21
4. Esperance	32
5. Myrup	42
6. Nulsen	36
7. Pink Lake	30
8. Sinclair	16
9. West Beach	29
10. Windabout [#]	21
Live in town	31
Live in rural area	24

Trend Analysis

% agree



Community variances

% agree

Gender

Male	32
Female	29

Age of children

0-4 years	19
5-11 years	25
12-17 years	32
18+ years	34
No children	33

Disability & culture

Disability	31
First Nations person	35
Mainly speak LOTE	25

Age

14-34 years	29
35-49 years	27
50-64 years	31
65+ years	36

Home ownership

Home owner	30
Renting / other	29

MARKYT Industry Standards

% agree



Shire of Esperance	30
Industry High	39
Industry Average	22

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

Base: All respondents, excludes 'no response' (n = 1126). # Small sample size (<20 respondents)

^ +/-1% variance due to rounding to 0 decimal places

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

Performance ratings

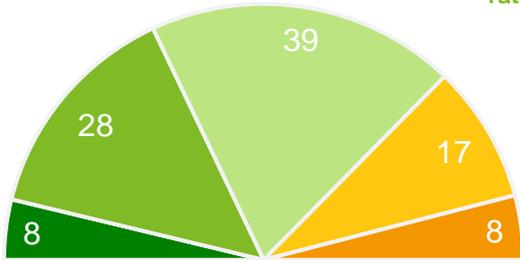
% of respondents

75%

Positive rating*

53

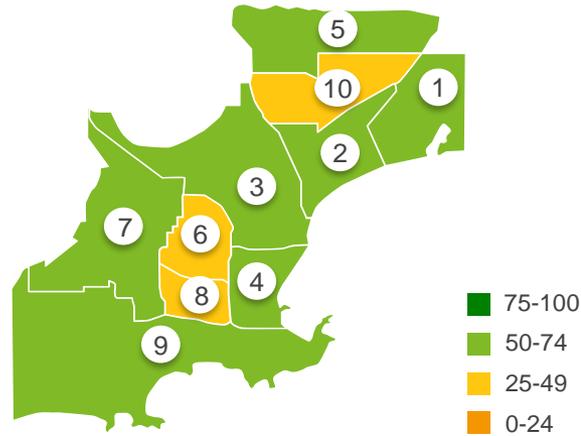
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

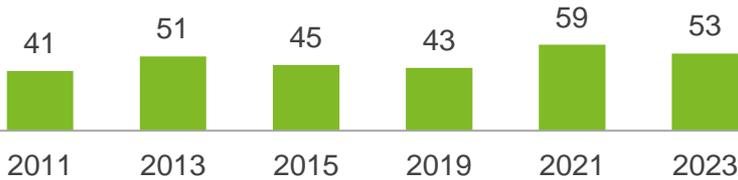


Location

1. Bandy Creek	58
2. Castletown	52
3. Chadwick	54
4. Esperance	54
5. Myrup	55
6. Nulsen	46
7. Pink Lake	53
8. Sinclair	45
9. West Beach	55
10. Windabout#	32
Live in town	52
Live in rural area	54

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	51
Female	55

Age of children

0-4 years	48
5-11 years	49
12-17 years	55
18+ years	54
No children	54

Disability & culture

Disability	48
First Nations person	49
Mainly speak LOTE	46

Age

14-34 years	50
35-49 years	49
50-64 years	55
65+ years	55

Home ownership

Home owner	53
Renting / other	50

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	53
Industry High	62
Industry Average	46

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

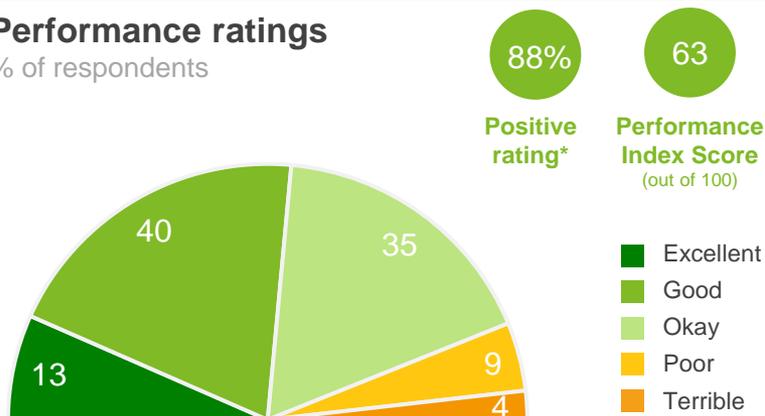
Base: All respondents, excludes 'unsure' and 'no response' (n = 1009).

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

Social media posts (Facebook, Instagram etc)

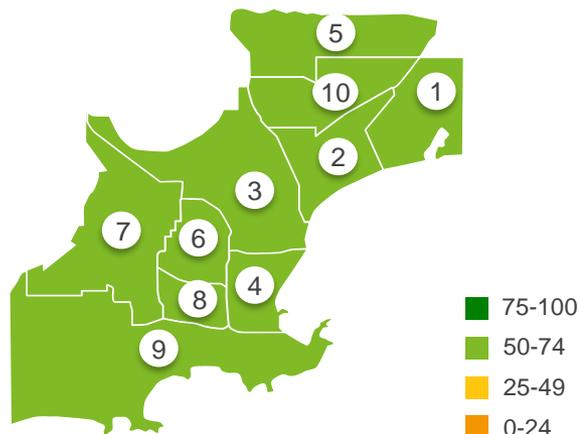
Performance ratings

% of respondents



Geographical variances

Performance Index Score

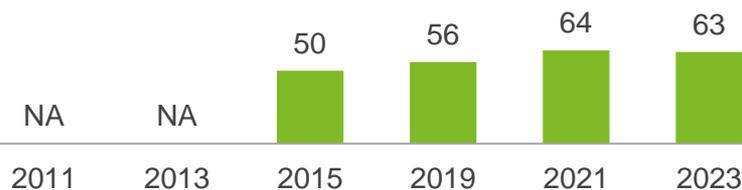


Location

1. Bandy Creek	58
2. Castletown	63
3. Chadwick	58
4. Esperance	62
5. Myrup	64
6. Nulsen	65
7. Pink Lake	61
8. Sinclair	63
9. West Beach	60
10. Windabout#	56
Live in town	62
Live in rural area	66

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 58	0-4 years 65	Disability 62
Female 67	5-11 years 63	First Nations person 57
Age	12-17 years 63	Mainly speak LOTE 58
14-34 years 65	18+ years 62	Home ownership
35-49 years 61	No children 63	Home owner 62
50-64 years 63		Renting / other 61
65+ years 61		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	63
Industry High	63
Industry Average	53

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

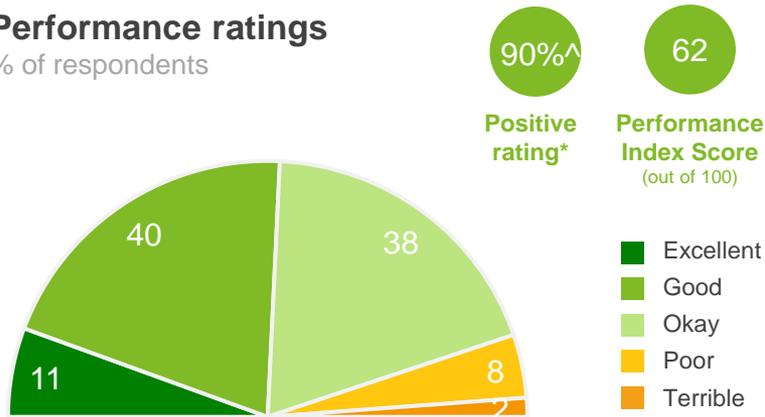
Base: All respondents, excludes 'unsure' and 'no response' (n = 730).

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

Monthly Council Connections in the Esperance Tide

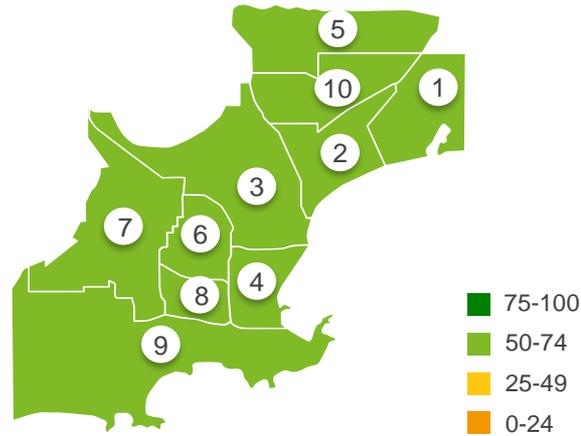
Performance ratings

% of respondents



Geographical variances

Performance Index Score

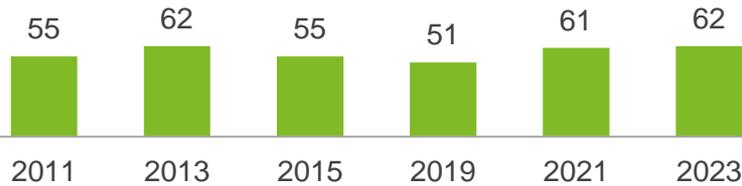


Location

1. Bandy Creek	59
2. Castletown	62
3. Chadwick	65
4. Esperance	61
5. Myrup	71
6. Nulsen	63
7. Pink Lake	61
8. Sinclair	58
9. West Beach	65
10. Windabout [#]	65
Live in town	62
Live in rural area	64

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 59	0-4 years 61	Disability 58	
Female 65	5-11 years 61	First Nations person 64	
Age	12-17 years 60	Mainly speak LOTE 61	
	14-34 years 65	Home ownership	
	35-49 years 58		Home owner 63
	50-64 years 62		Renting / other 59
65+ years 64			

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	62
Industry High	67
Industry Average	57

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

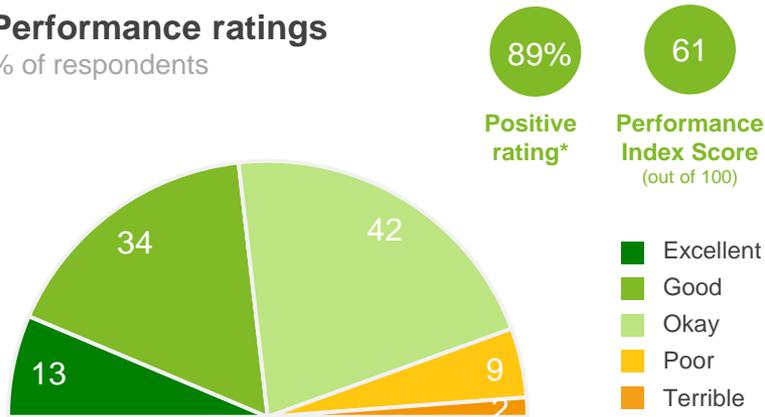
Base: All respondents, excludes 'unsure' and 'no response' (n = 704). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Shire's newsletters

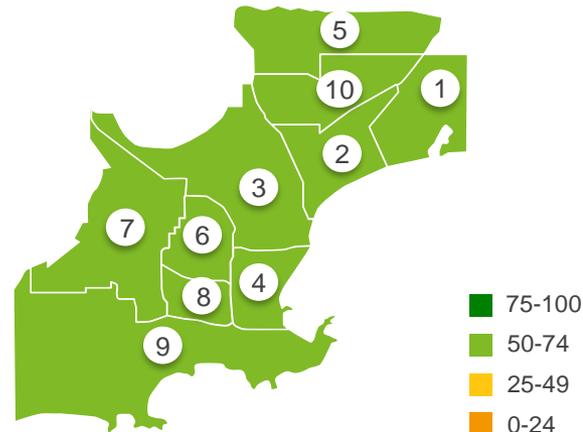
Performance ratings

% of respondents



Geographical variances

Performance Index Score

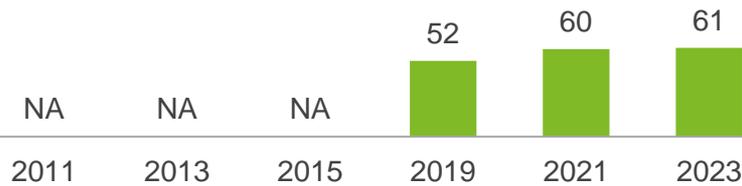


Location

1. Bandy Creek	64
2. Castletown	59
3. Chadwick	62
4. Esperance	60
5. Myrup	68
6. Nulsen	65
7. Pink Lake	62
8. Sinclair	60
9. West Beach	61
10. Windabout [#]	68
Live in town	61
Live in rural area	66

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 59	0-4 years 57	Disability 58
Female 64	5-11 years 57	First Nations person 57
	12-17 years 60	Mainly speak LOTE 60
	18+ years 63	Home ownership
	No children 63	Home owner 62
		Renting / other 59

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	61
Industry High	67
Industry Average	55

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

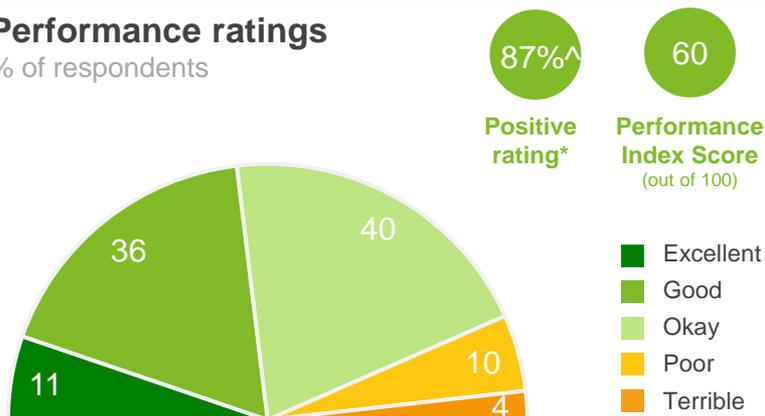
Base: All respondents, excludes 'unsure' and 'no response' (n = 707).

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

Shire Flyer (printed newsletter)

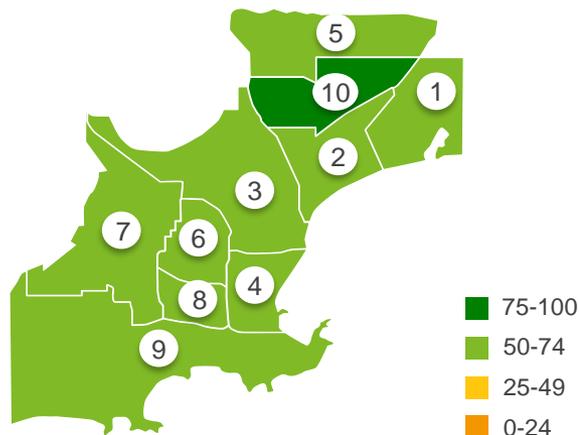
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	60
2. Castletown	58
3. Chadwick	62
4. Esperance	59
5. Myrup	66
6. Nulsen	60
7. Pink Lake	59
8. Sinclair	55
9. West Beach	60
10. Windabout [#]	78
Live in town	59
Live in rural area	65

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 57	0-4 years 55	Disability 56
Female 63	5-11 years 55	First Nations person 58
Age	12-17 years 57	Mainly speak LOTE 59
14-34 years 60	18+ years 61	Home ownership
35-49 years 53	No children 62	Home owner 60
50-64 years 61		Renting / other 57
65+ years 64		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	60
Industry High	69
Industry Average	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 661). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Shire's website

Performance ratings

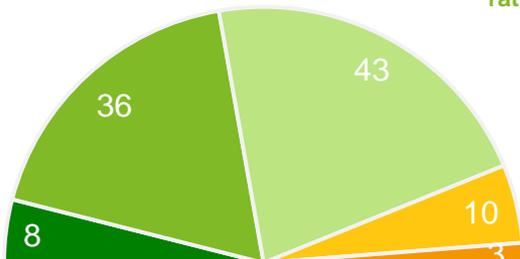
% of respondents

88%[^]

Positive rating*

59

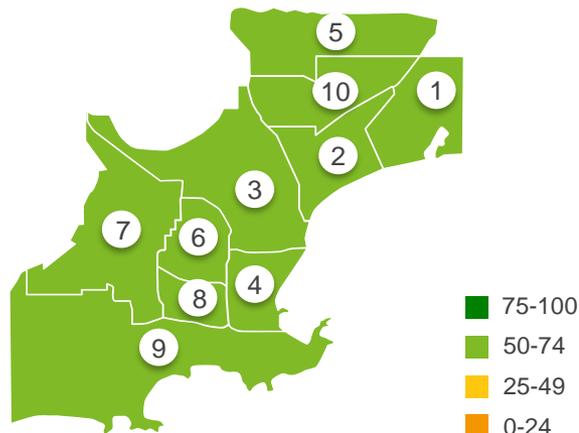
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

1. Bandy Creek	60
2. Castletown	58
3. Chadwick	55
4. Esperance	58
5. Myrup	62
6. Nulsen	64
7. Pink Lake	60
8. Sinclair	56
9. West Beach	60
10. Windabout [#]	68
Live in town	59
Live in rural area	62

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	58
Female	61

Age of children

0-4 years	53
5-11 years	56
12-17 years	58
18+ years	61
No children	62

Disability & culture

Disability	53
First Nations person	54

Age

14-34 years	57
35-49 years	56
50-64 years	62
65+ years	64

Home ownership

Home owner	59
Renting / other	57

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	59
Industry High	65
Industry Average	55

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

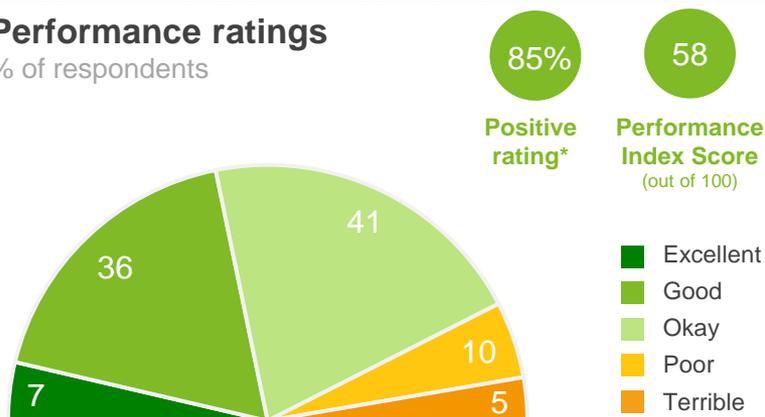
Base: All respondents, excludes 'unsure' and 'no response' (n = 777). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Community Radio Announcements (HopeFM)

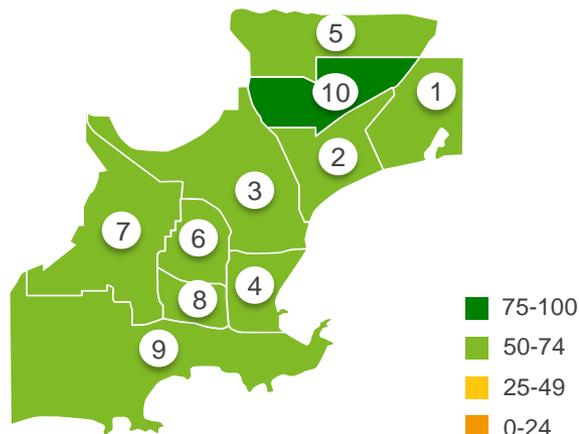
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	55
2. Castletown	57
3. Chadwick	57
4. Esperance	57
5. Myrup	66
6. Nulsen	60
7. Pink Lake	58
8. Sinclair	55
9. West Beach	54
10. Windabout#	75
Live in town	57
Live in rural area	61

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 55	0-4 years 52	Disability 49
Female 60	5-11 years 51	First Nations person 61
Age	12-17 years 54	Mainly speak LOTE 56
	14-34 years 61	Home ownership
	35-49 years 48	
50-64 years 61	18+ years 59	Renting / other 55
65+ years 60	No children 60	

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	58
Industry High	NA
Industry Average	NA

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

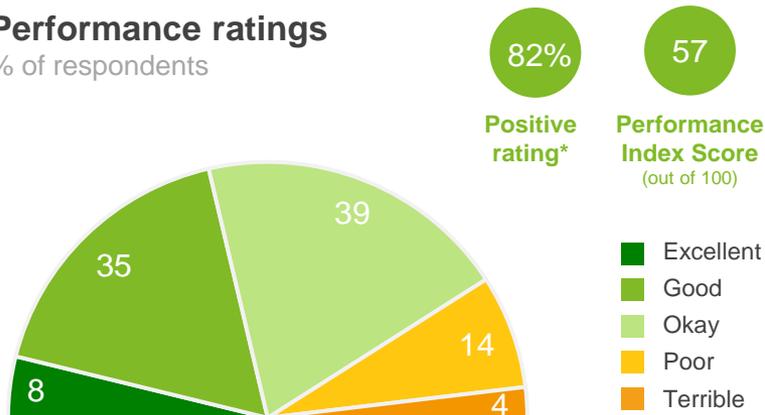
Base: All respondents, excludes 'unsure' and 'no response' (n = 478).

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

Use of public notice boards / digital signs

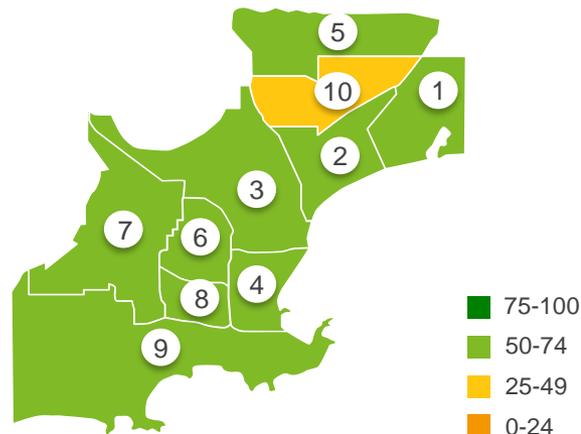
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	55
2. Castletown	56
3. Chadwick	54
4. Esperance	56
5. Myrup	65
6. Nulsen	57
7. Pink Lake	62
8. Sinclair	52
9. West Beach	59
10. Windabout#	49
Live in town	57
Live in rural area	58

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 55	0-4 years 57	Disability 52
Female 60	5-11 years 55	First Nations person 60
Age	12-17 years 57	Mainly speak LOTE 57
14-34 years 57	18+ years 59	Home ownership
35-49 years 53	No children 58	Home owner 57
50-64 years 60		Renting / other 54
65+ years 58		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	57
Industry High	NA
Industry Average	NA

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

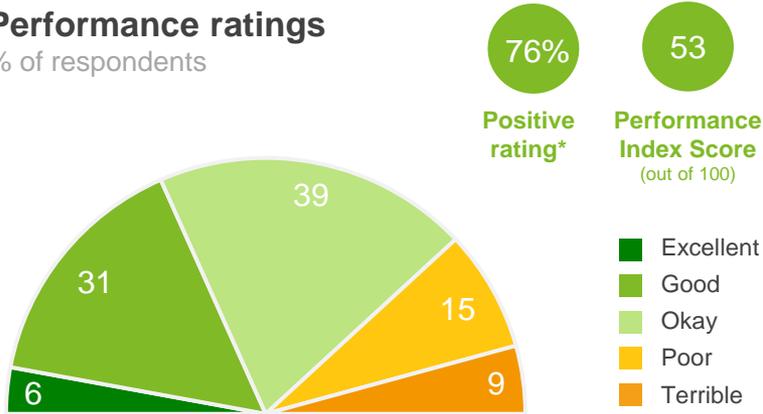
Base: All respondents, excludes 'unsure' and 'no response' (n = 731).

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

Embracing change, innovation and technology

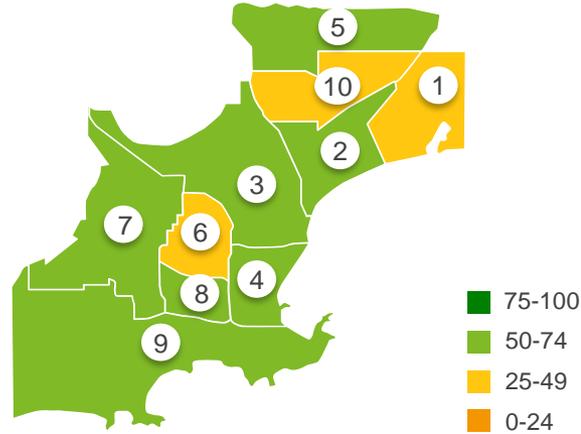
Performance ratings

% of respondents



Geographical variances

Performance Index Score

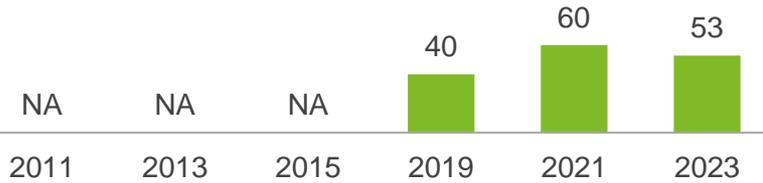


Location

1. Bandy Creek	47
2. Castletown	51
3. Chadwick	56
4. Esperance	55
5. Myrup	57
6. Nulsen	48
7. Pink Lake	52
8. Sinclair	50
9. West Beach	53
10. Windabout#	34
Live in town	52
Live in rural area	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	52
Female	53

Age of children

0-4 years	47
5-11 years	45
12-17 years	52
18+ years	55
No children	56

Disability & culture

Disability	45
First Nations person	50
Mainly speak LOTE	49

Age

14-34 years	50
35-49 years	47
50-64 years	54
65+ years	60

Home ownership

Home owner	53
Renting / other	49

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	53
Industry High	59
Industry Average	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 897).

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

Value for money from Council rates

Performance ratings

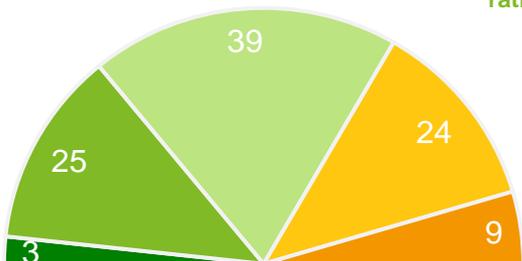
% of respondents

67%

47

Positive rating*

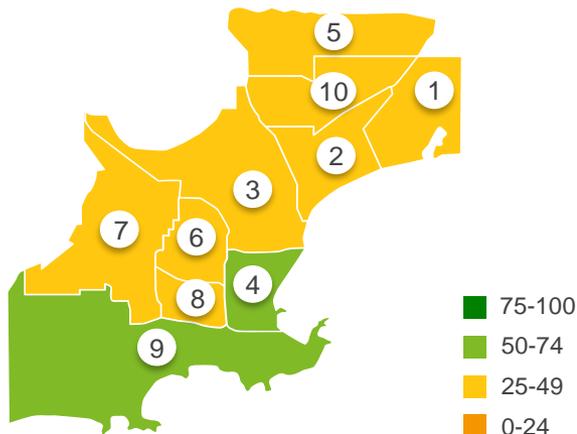
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

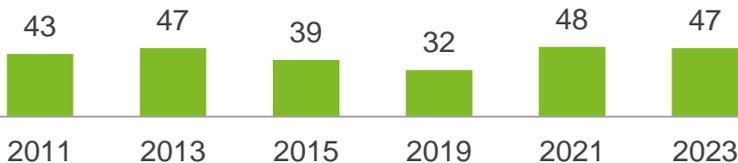


Location

1. Bandy Creek	47
2. Castletown	49
3. Chadwick	41
4. Esperance	51
5. Myrup	49
6. Nulsen	42
7. Pink Lake	46
8. Sinclair	39
9. West Beach	50
10. Windabout#	37
Live in town	48
Live in rural area	43

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	45
Female	50

Age of children

0-4 years	46
5-11 years	45
12-17 years	44
18+ years	44
No children	50

Disability & culture

Disability	45
First Nations person	44
Mainly speak LOTE	46

Age

14-34 years	44
35-49 years	44
50-64 years	47
65+ years	54

Home ownership

Home owner	47
Renting / other	47

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	47
Industry High	62
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1005).

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

People

Youth services and facilities

Performance ratings

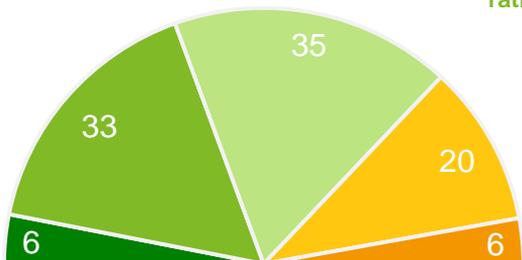
% of respondents

74%

Positive rating*

53

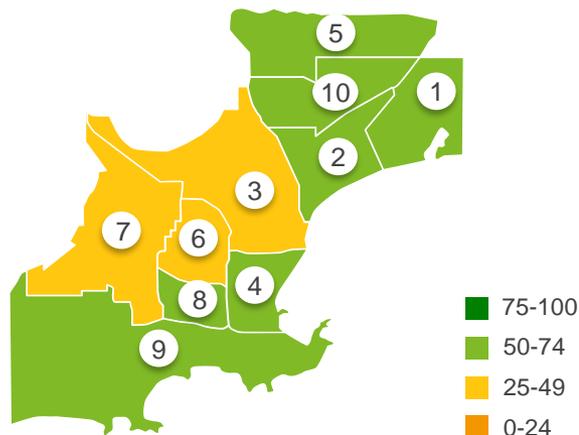
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

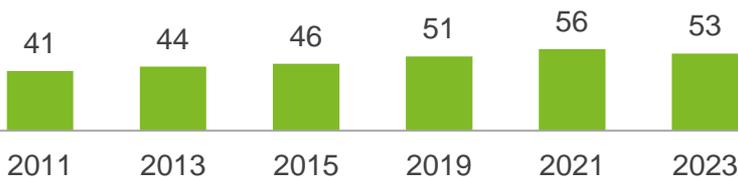


Location

1. Bandy Creek	50
2. Castletown	54
3. Chadwick	44
4. Esperance	53
5. Myrup	50
6. Nulsen	49
7. Pink Lake	48
8. Sinclair	54
9. West Beach	56
10. Windabout#	51
Live in town	53
Live in rural area	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	56
Female	51

Age of children

0-4 years	48
5-11 years	49
12-17 years	51
18+ years	52
No children	57

Disability & culture

Disability	47
First Nations person	49
Mainly speak LOTE	54

Age

14-34 years	51
35-49 years	48
50-64 years	55
65+ years	61

Home ownership

Home owner	54
Renting / other	51

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	53
Industry High	65
Industry Average	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 814).

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

Services and facilities for families and children

Performance ratings

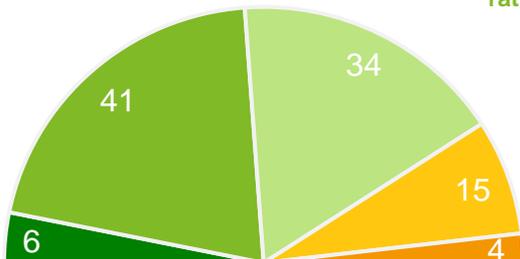
% of respondents

82%[^]

58

Positive rating*

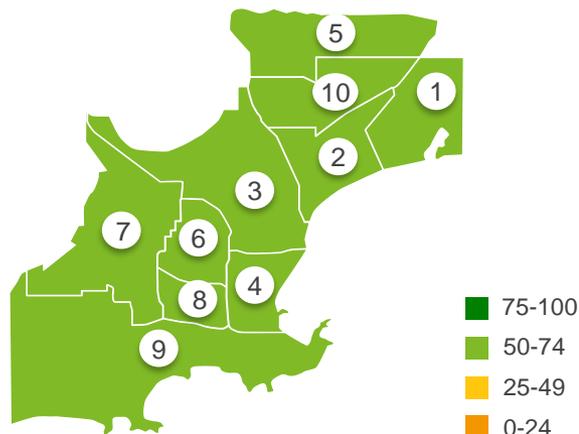
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

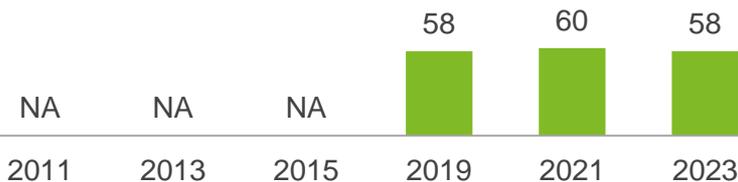


Location

1. Bandy Creek	60
2. Castletown	57
3. Chadwick	53
4. Esperance	60
5. Myrup	62
6. Nulsen	53
7. Pink Lake	53
8. Sinclair	52
9. West Beach	60
10. Windabout [#]	50
Live in town	58
Live in rural area	62

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	59
Female	57

Age of children

0-4 years	55
5-11 years	53
12-17 years	56
18+ years	56
No children	61

Disability & culture

Disability	55
First Nations person	52
Mainly speak LOTE	52

Age

14-34 years	54
35-49 years	53
50-64 years	61
65+ years	66

Home ownership

Home owner	58
Renting / other	54

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	58
Industry High	68
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 908). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Services, facilities and care available for seniors

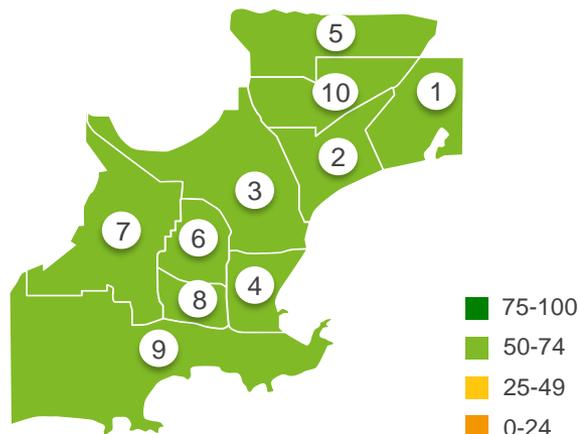
Performance ratings

% of respondents



Geographical variances

Performance Index Score

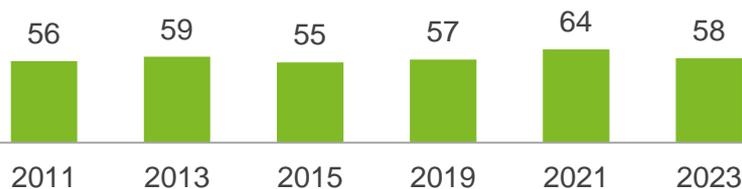


Location

1. Bandy Creek	54
2. Castletown	58
3. Chadwick	56
4. Esperance	59
5. Myrup	66
6. Nulsen	60
7. Pink Lake	56
8. Sinclair	54
9. West Beach	59
10. Windabout#	61
Live in town	59
Live in rural area	58

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	58
Female	58

Age of children

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

Disability & culture

Disability	53
First Nations person	61
Mainly speak LOTE	64

Age

14-34 years	55
35-49 years	52
50-64 years	60
65+ years	65

Home ownership

Home owner	58
Renting / other	58

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	58
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 = 913).

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

Disability access and inclusion

Performance ratings

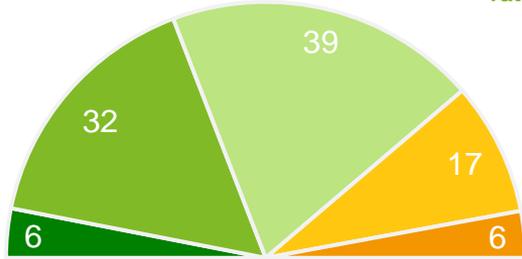
% of respondents

77%

54

Positive rating*

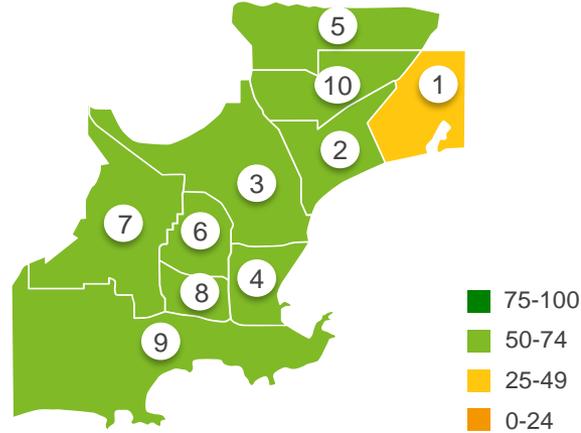
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

1. Bandy Creek	49
2. Castletown	53
3. Chadwick	54
4. Esperance	56
5. Myrup	64
6. Nulsen	57
7. Pink Lake	54
8. Sinclair	54
9. West Beach	55
10. Windabout [#]	59
Live in town	55
Live in rural area	49

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	55
Female	53

Age of children

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

Disability & culture

Disability	46
First Nations person	55
Mainly speak LOTE	58

Age

14-34 years	53
35-49 years	50
50-64 years	55
65+ years	58

Home ownership

Home owner	54
Renting / other	53

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	54
Industry High	64
Industry Average	51

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

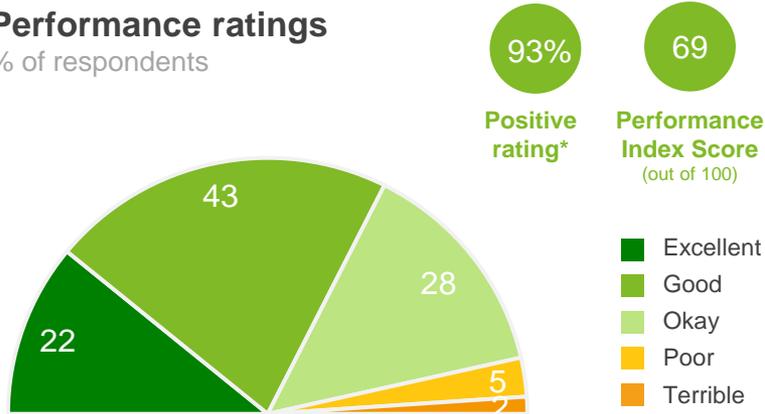
Base: All respondents, excludes 'unsure' and 'no response' (n = 815).

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

Recognition and respect for First Nations peoples, cultures and heritage

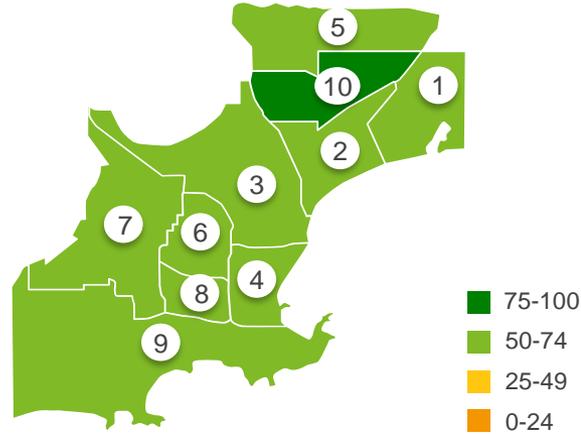
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	74
2. Castletown	69
3. Chadwick	69
4. Esperance	70
5. Myrup	72
6. Nulsen	66
7. Pink Lake	69
8. Sinclair	68
9. West Beach	67
10. Windabout#	79
Live in town	69
Live in rural area	69

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 71	0-4 years 70	Disability 69
Female 68	5-11 years 68	First Nations person 61
Age	12-17 years 70	Mainly speak LOTE 63
14-34 years 68	18+ years 70	Home ownership
35-49 years 69	No children 68	Home owner 70
50-64 years 71		Renting / other 66
65+ years 70		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	69
Industry High	72
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 837).

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

Volunteer support and recognition

Performance ratings

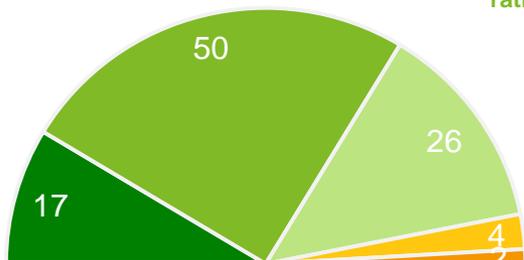
% of respondents

94%

Positive rating*

69

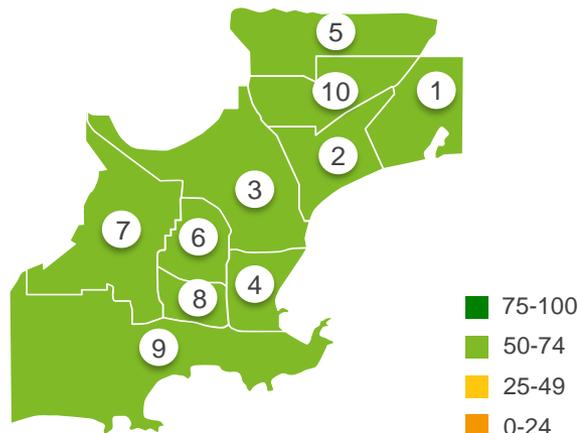
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

1. Bandy Creek	70
2. Castletown	68
3. Chadwick	62
4. Esperance	72
5. Myrup	73
6. Nulsen	67
7. Pink Lake	69
8. Sinclair	67
9. West Beach	71
10. Windabout#	62
Live in town	69
Live in rural area	70

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	67
Female	71

Age of children

0-4 years	68
5-11 years	69
12-17 years	69
18+ years	72
No children	69

Disability & culture

Disability	67
First Nations person	71
Mainly speak LOTE	63

Age

14-34 years	66
35-49 years	69
50-64 years	71
65+ years	71

Home ownership

Home owner	70
Renting / other	65

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	69
Industry High	69
Industry Average	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 984).

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

Health and community services

Performance ratings

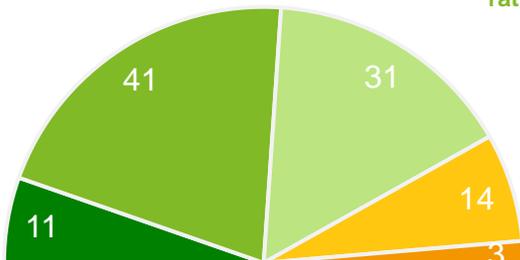
% of respondents

84%[^]

61

Positive rating*

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



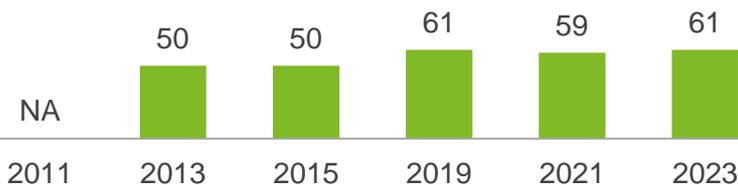
- 75-100
- 50-74
- 25-49
- 0-24

Location

1. Bandy Creek	58
2. Castletown	60
3. Chadwick	57
4. Esperance	63
5. Myrup	68
6. Nulsen	58
7. Pink Lake	58
8. Sinclair	54
9. West Beach	63
10. Windabout [#]	61
Live in town	61
Live in rural area	64

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	62
Female	60

Age of children

0-4 years	61
5-11 years	57
12-17 years	59
18+ years	60
No children	62

Disability & culture

Disability	56
First Nations person	62
Mainly speak LOTE	53

Age

14-34 years	60
35-49 years	56
50-64 years	61
65+ years	67

Home ownership

Home owner	61
Renting / other	58

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	61
Industry High	69
Industry Average	57

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

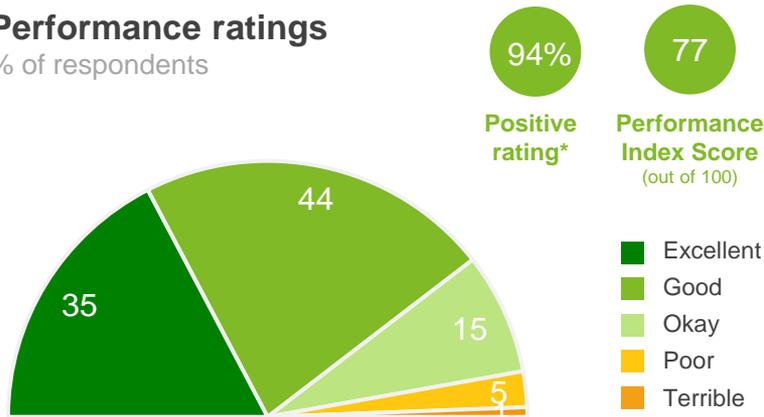
Base: All respondents, excludes 'unsure' and 'no response' (n = 1042). * Positive Rating = excellent, good + okay

Small sample size (<20 respondents) ^ +/-1% variance due to rounding to 0 decimal places

Sport and recreation facilities and services

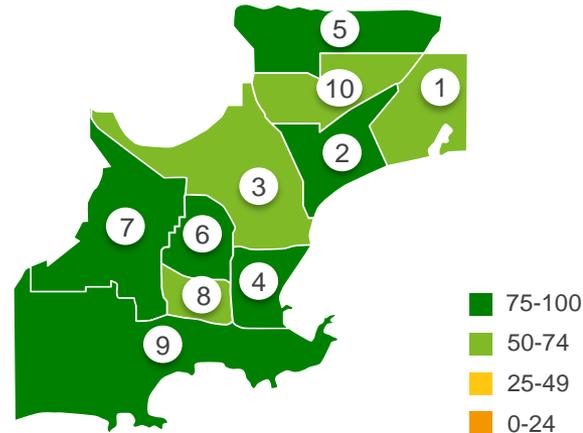
Performance ratings

% of respondents



Geographical variances

Performance Index Score

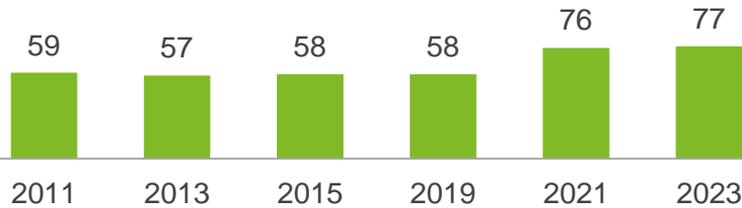


Location

1. Bandy Creek	69
2. Castletown	77
3. Chadwick	72
4. Esperance	79
5. Myrup	80
6. Nulsen	77
7. Pink Lake	77
8. Sinclair	74
9. West Beach	76
10. Windabout#	66
Live in town	76
Live in rural area	79

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 76	0-4 years 78	Disability 73
Female 78	5-11 years 73	First Nations person 79
Age	12-17 years 75	Mainly speak LOTE 66
14-34 years 75	18+ years 76	Home ownership
35-49 years 75	No children 77	Home owner 77
50-64 years 76		Renting / other 74
65+ years 80		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	77
Industry High	81
Industry Average	65

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

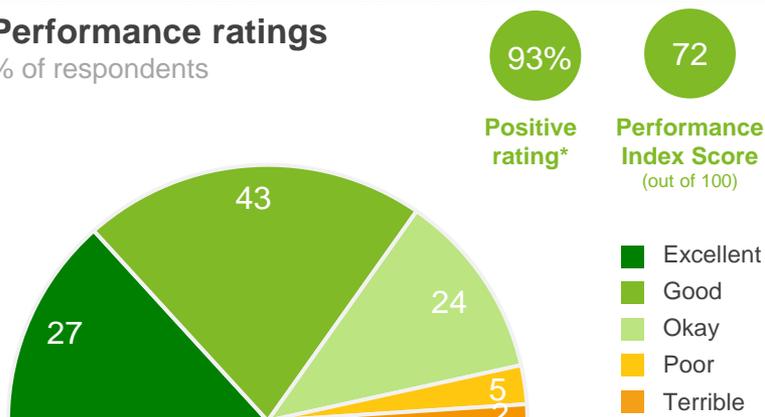
Base: All respondents, excludes 'unsure' and 'no response' (n = 1063).

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

Bay of Isles Leisure Centre

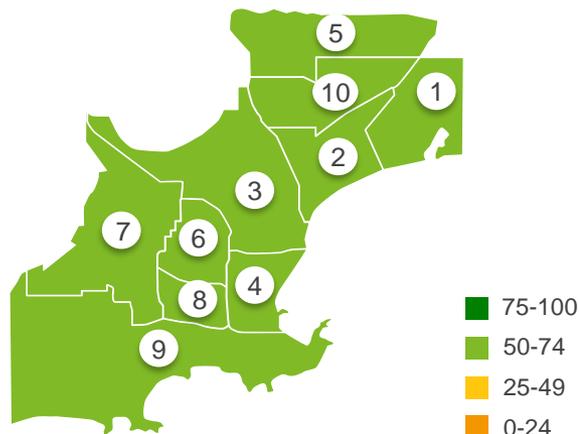
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	65
2. Castletown	73
3. Chadwick	65
4. Esperance	72
5. Myrup	73
6. Nulsen	73
7. Pink Lake	68
8. Sinclair	65
9. West Beach	72
10. Windabout#	54
Live in town	71
Live in rural area	78

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Male	71	Age of children	0-4 years	73	Disability & culture	Disability	67
	Female	73		5-11 years	65		First Nations person	69
Age	14-34 years	72		12-17 years	68		Mainly speak LOTE	67
	35-49 years	67		18+ years	69	Home ownership	Home owner	72
	50-64 years	72		No children	74		Renting / other	72
	65+ years	76						

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	72
Industry High	83
Industry Average	68

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

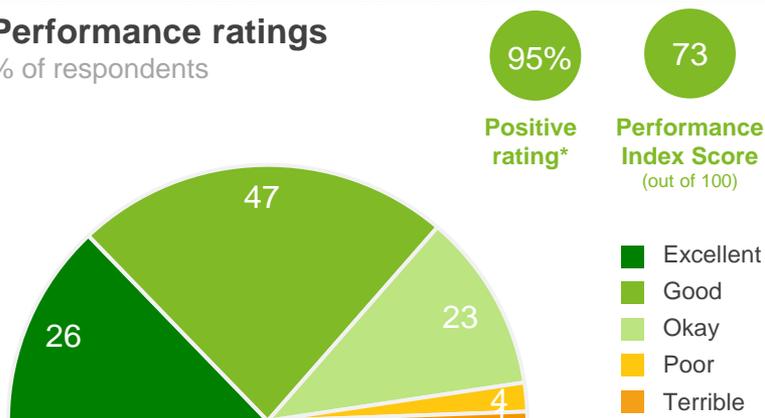
Base: All respondents, excludes 'unsure' and 'no response' (n = 978).

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

Library services

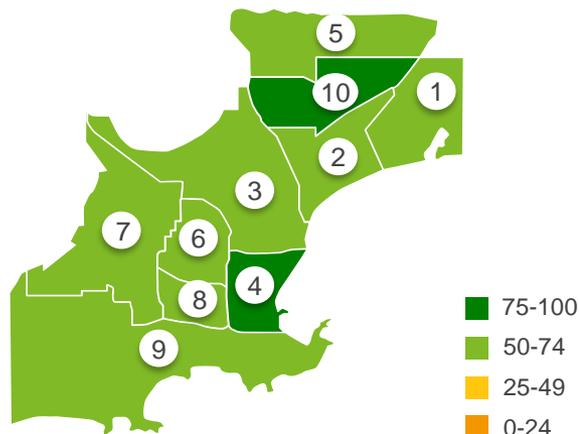
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	71
2. Castletown	72
3. Chadwick	67
4. Esperance	77
5. Myrup	73
6. Nulsen	65
7. Pink Lake	73
8. Sinclair	66
9. West Beach	74
10. Windabout#	78
Live in town	73
Live in rural area	75

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 71	0-4 years 69	Disability 74	
Female 75	5-11 years 66	First Nations person 71	
Age	12-17 years 70	Mainly speak LOTE 72	
	14-34 years 70	Home ownership	
	35-49 years 71		Home owner 74
	50-64 years 73		Renting / other 70
65+ years 78	No children 76		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	73
Industry High	85
Industry Average	71

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

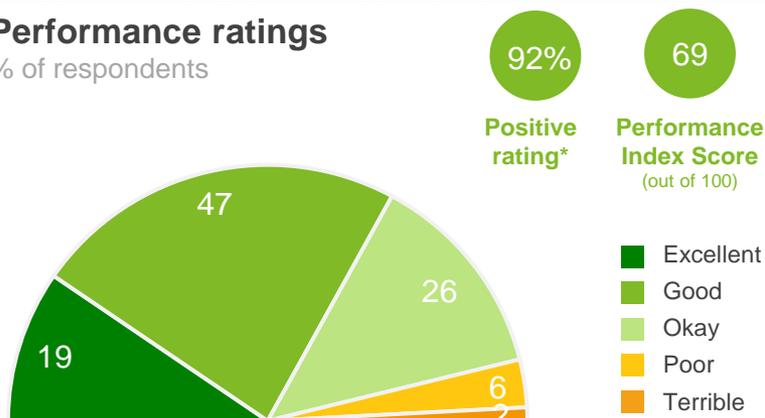
Base: All respondents, excludes 'unsure' and 'no response' (n = 956).

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

Festivals, events, art and cultural activities

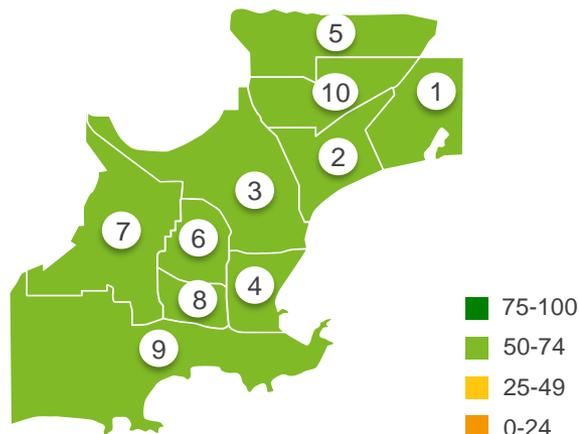
Performance ratings

% of respondents



Geographical variances

Performance Index Score

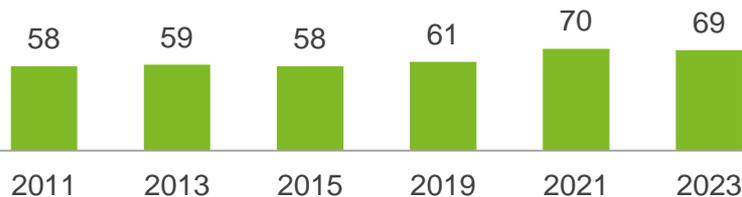


Location

1. Bandy Creek	68
2. Castletown	69
3. Chadwick	65
4. Esperance	72
5. Myrup	68
6. Nulsen	64
7. Pink Lake	67
8. Sinclair	65
9. West Beach	67
10. Windabout#	66
Live in town	68
Live in rural area	73

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 67	0-4 years 68	Disability 68	
Female 71	5-11 years 68	First Nations person 67	
Age	12-17 years 67	Mainly speak LOTE 59	
	14-34 years 65	Home ownership	
	35-49 years 69		Home owner 70
	50-64 years 71		Renting / other 64
65+ years 72	No children 70		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	69
Industry High	75
Industry Average	62

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

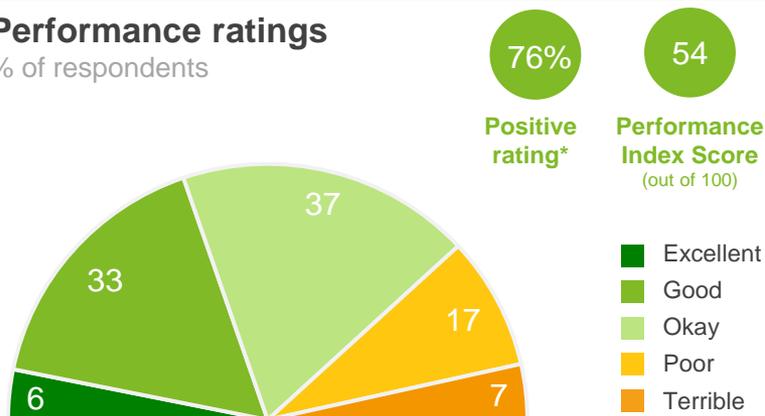
Base: All respondents, excludes 'unsure' and 'no response' (n = 1046).

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

Community safety and crime prevention

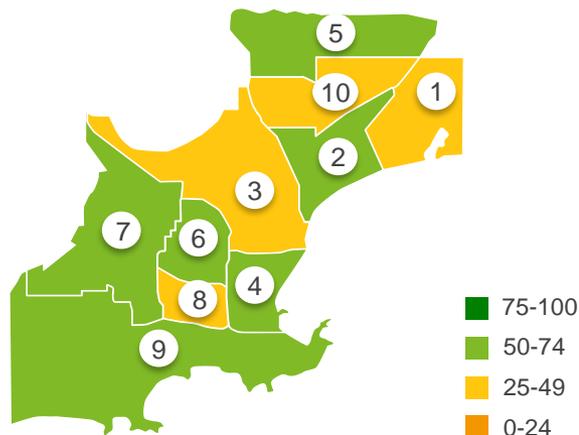
Performance ratings

% of respondents



Geographical variances

Performance Index Score

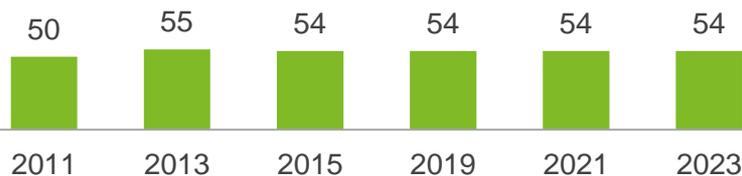


Location

1. Bandy Creek	45
2. Castletown	52
3. Chadwick	45
4. Esperance	54
5. Myrup	61
6. Nulsen	56
7. Pink Lake	59
8. Sinclair	49
9. West Beach	57
10. Windabout [#]	45
Live in town	53
Live in rural area	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 52	0-4 years 50	Disability 49	
Female 55	5-11 years 54	First Nations person 58	
Age	12-17 years 55	Mainly speak LOTE 53	
	14-34 years 53	Home ownership	
	35-49 years 51		Home owner 55
	50-64 years 54		Renting / other 50
65+ years 57	No children 54		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	54
Industry High	66
Industry Average	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 999).

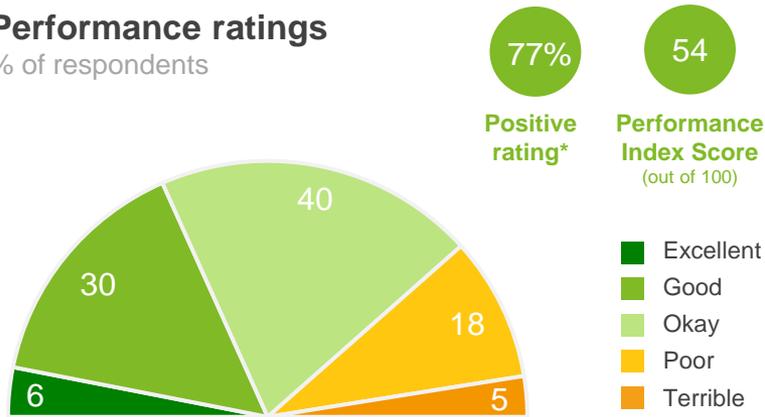
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Planet

Efforts to promote and adopt sustainable practices to manage climate change

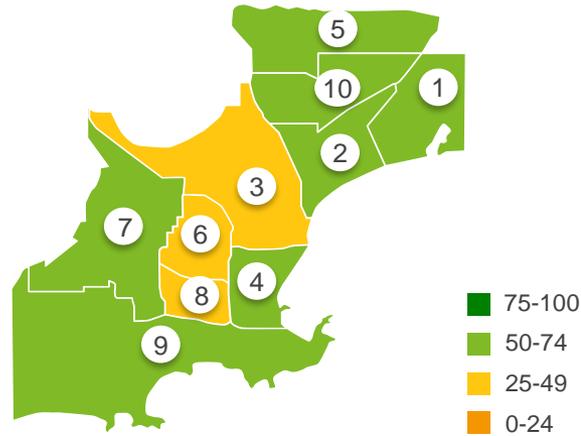
Performance ratings

% of respondents



Geographical variances

Performance Index Score

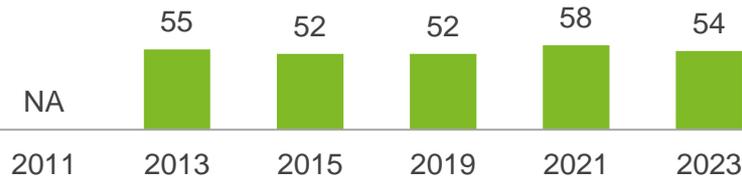


Location

1. Bandy Creek	53
2. Castletown	54
3. Chadwick	49
4. Esperance	56
5. Myrup	63
6. Nulsen	45
7. Pink Lake	53
8. Sinclair	48
9. West Beach	51
10. Windabout#	52
Live in town	53
Live in rural area	59

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	54
Female	53

Age of children

0-4 years	48
5-11 years	50
12-17 years	53
18+ years	56
No children	55

Disability & culture

Disability	51
First Nations person	51
Mainly speak LOTE	43

Age

14-34 years	52
35-49 years	48
50-64 years	57
65+ years	58

Home ownership

Home owner	54
Renting / other	51

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	54
Industry High	68
Industry Average	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 836).

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

Conservation and environmental management

Performance ratings

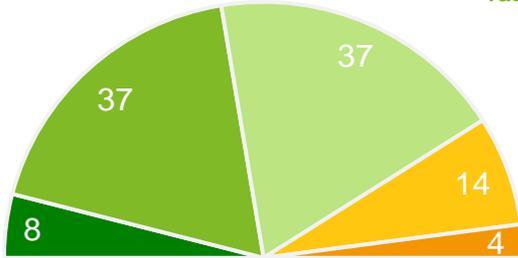
% of respondents

82%

58

Positive rating*

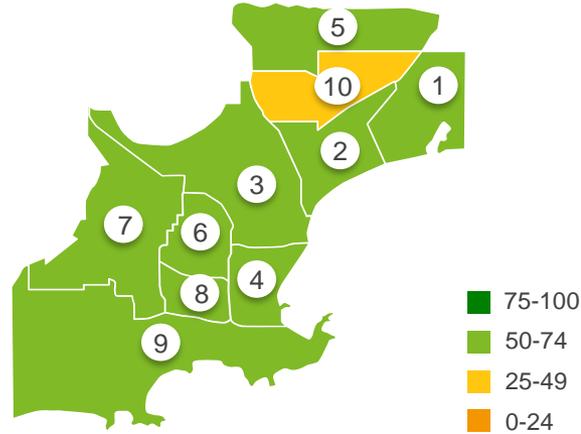
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

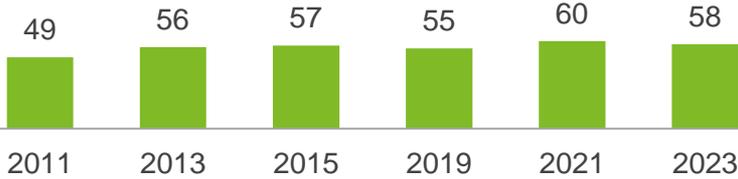


Location

1. Bandy Creek	57
2. Castletown	59
3. Chadwick	53
4. Esperance	58
5. Myrup	66
6. Nulsen	51
7. Pink Lake	55
8. Sinclair	54
9. West Beach	58
10. Windabout [#]	46
Live in town	57
Live in rural area	60

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	58
Female	57

Age of children

0-4 years	55
5-11 years	54
12-17 years	61
18+ years	59
No children	58

Disability & culture

Disability	52
First Nations person	59
Mainly speak LOTE	49

Age

14-34 years	56
35-49 years	55
50-64 years	59
65+ years	60

Home ownership

Home owner	58
Renting / other	55

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	58
Industry High	68
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 947).

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

Waste management services

Performance ratings

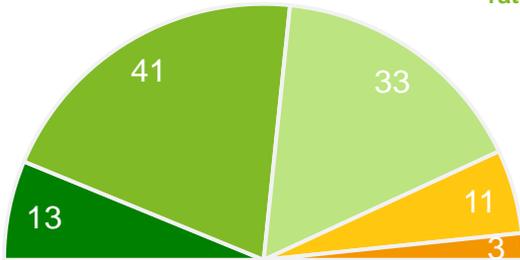
% of respondents

86%

Positive rating*

62

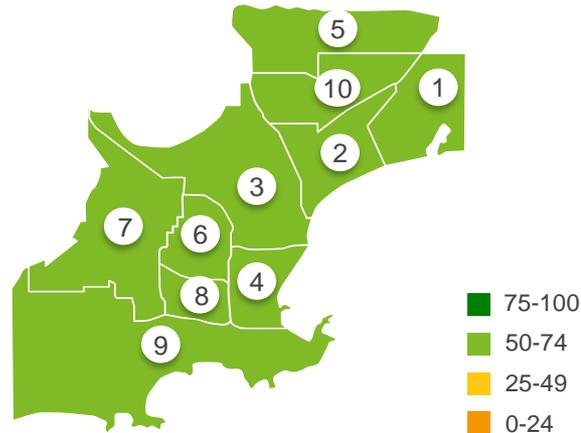
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

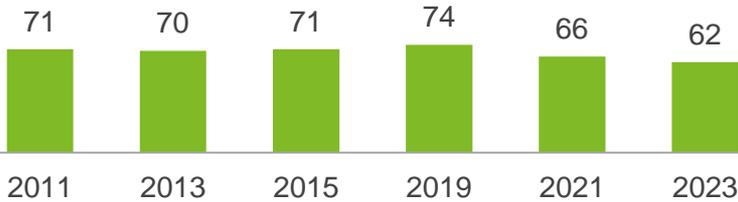


Location

1. Bandy Creek	60
2. Castletown	64
3. Chadwick	56
4. Esperance	63
5. Myrup	68
6. Nulsen	54
7. Pink Lake	66
8. Sinclair	51
9. West Beach	64
10. Windabout#	63
Live in town	62
Live in rural area	60

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	62
Female	63

Age of children

0-4 years	59
5-11 years	61
12-17 years	62
18+ years	64
No children	63

Disability & culture

Disability	59
First Nations person	66
Mainly speak LOTE	62

Age

14-34 years	60
35-49 years	59
50-64 years	63
65+ years	66

Home ownership

Home owner	62
Renting / other	63

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	62
Industry High	77
Industry Average	63

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

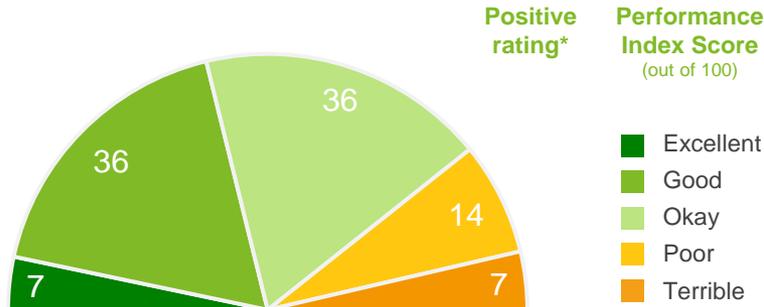
Base: All respondents, excludes 'unsure' and 'no response' (n = 1055).

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

Animal management (dogs and cats)

Performance ratings

% of respondents



78%[^]

Positive rating*

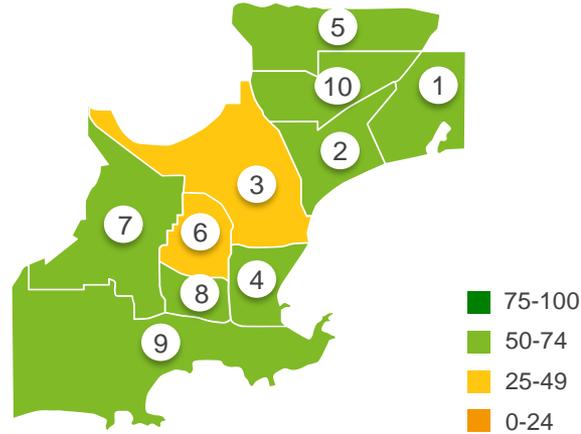
55

Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

1. Bandy Creek	54
2. Castletown	55
3. Chadwick	47
4. Esperance	52
5. Myrup	65
6. Nulsen	45
7. Pink Lake	56
8. Sinclair	52
9. West Beach	55
10. Windabout [#]	60
Live in town	54
Live in rural area	63

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	54
Female	56

Age of children

0-4 years	49
5-11 years	56
12-17 years	59
18+ years	59
No children	55

Disability & culture

Disability	54
First Nations person	56
Mainly speak LOTE	53

Age

14-34 years	52
35-49 years	55
50-64 years	58
65+ years	55

Home ownership

Home owner	55
Renting / other	54

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	55
Industry High	67
Industry Average	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 972). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Environmental health management

(noise, pests, pollution, food inspections, etc)

Performance ratings

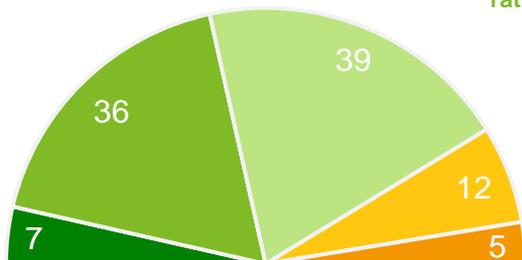
% of respondents

82%[^]

57

Positive rating*

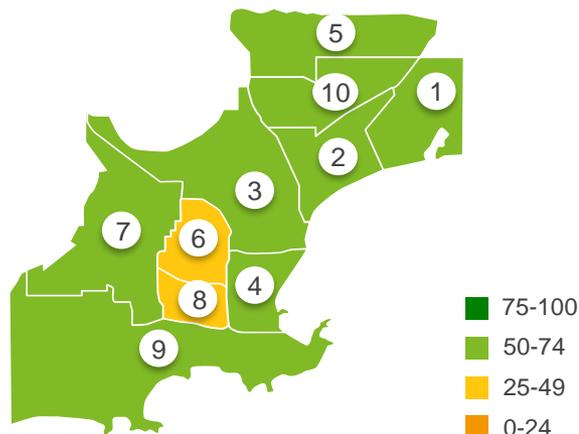
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

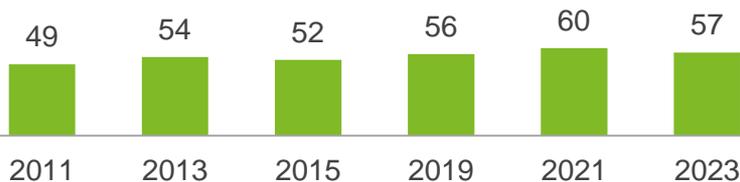


Location

1. Bandy Creek	55
2. Castletown	57
3. Chadwick	51
4. Esperance	56
5. Myrup	63
6. Nulsen	49
7. Pink Lake	55
8. Sinclair	49
9. West Beach	59
10. Windabout [#]	56
Live in town	56
Live in rural area	63

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	57
Female	57

Age of children

0-4 years	56
5-11 years	58
12-17 years	61
18+ years	58
No children	56

Disability & culture

Disability	51
First Nations person	61
Mainly speak LOTE	57

Age

14-34 years	58
35-49 years	55
50-64 years	57
65+ years	57

Home ownership

Home owner	57
Renting / other	58

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	57
Industry High	65
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 883). * Positive Rating = excellent, good + okay

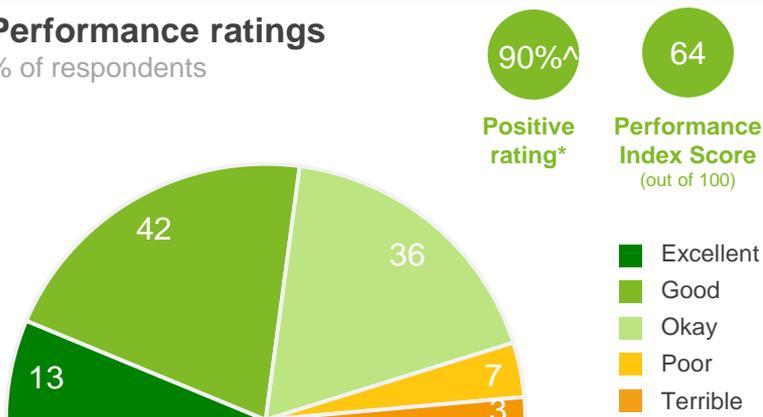
[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Natural disaster management

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

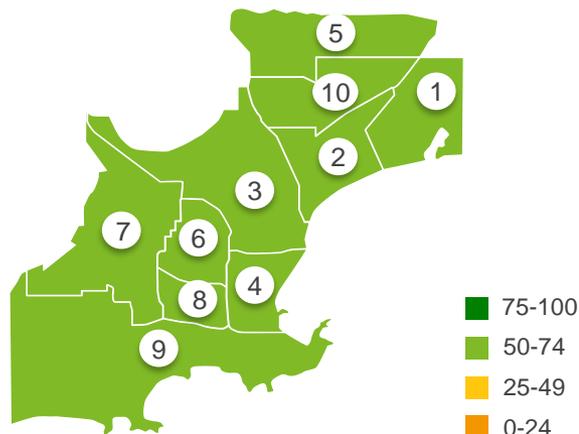
Performance ratings

% of respondents



Geographical variances

Performance Index Score

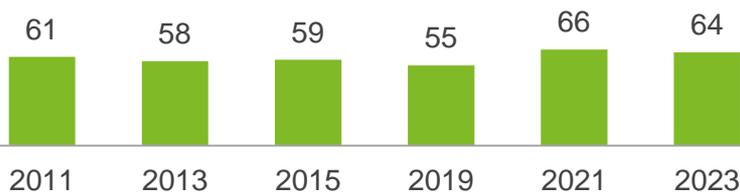


Location

1. Bandy Creek	62
2. Castletown	64
3. Chadwick	59
4. Esperance	62
5. Myrup	67
6. Nulsen	65
7. Pink Lake	63
8. Sinclair	55
9. West Beach	67
10. Windabout [#]	55
Live in town	63
Live in rural area	66

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 65	0-4 years 60	Disability 58	
Female 62	5-11 years 59	First Nations person 65	
Age	12-17 years 66	Mainly speak LOTE 59	
	14-34 years 63	Home ownership	
	35-49 years 60		Home owner 63
	50-64 years 65		Renting / other 63
65+ years 66	No children 64		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	64
Industry High	69
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 869). * Positive Rating = excellent, good + okay

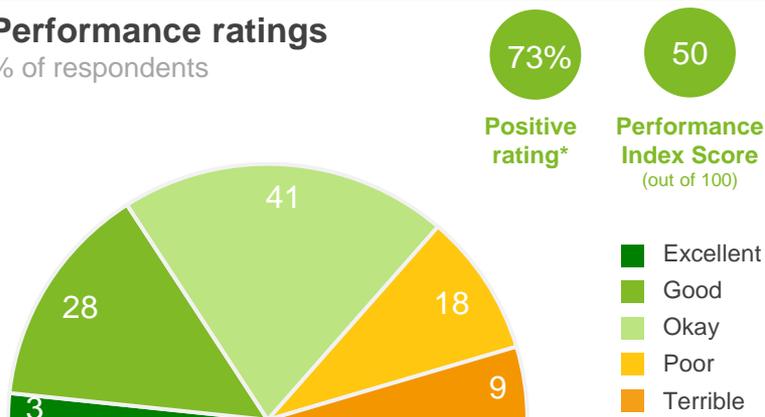
[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Place

Managing responsible growth and development

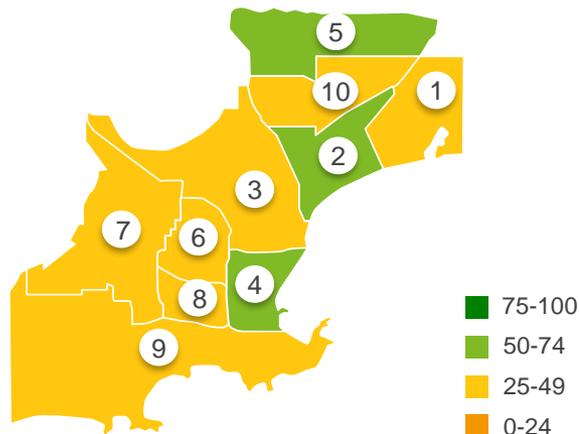
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	45
2. Castletown	50
3. Chadwick	47
4. Esperance	54
5. Myrup	52
6. Nulsen	44
7. Pink Lake	45
8. Sinclair	45
9. West Beach	49
10. Windabout [#]	31
Live in town	49
Live in rural area	54

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 49	0-4 years 45	Disability 46	
Female 50	5-11 years 48	First Nations person 44	
Age	12-17 years 49	Mainly speak LOTE 46	
	14-34 years 50	Home ownership	
	35-49 years 43		Home owner 48
	50-64 years 51		Renting / other 53
65+ years 55	No children 51		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	50
Industry High	58
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 875).

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

Planning and building approvals

Performance ratings

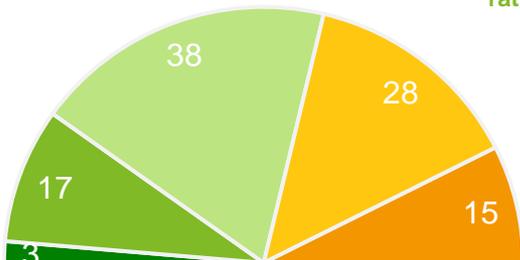
% of respondents

57%[^]

41

Positive rating*

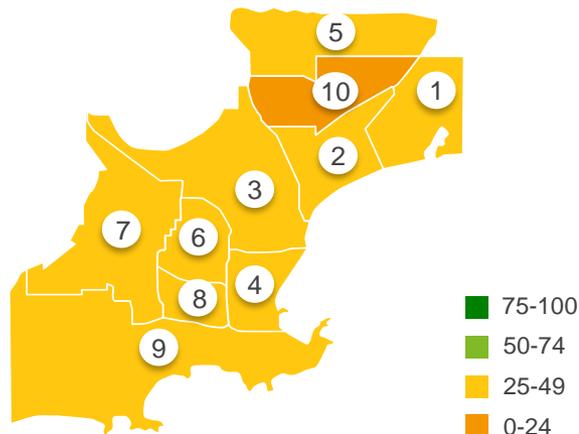
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

1. Bandy Creek	49
2. Castletown	42
3. Chadwick	35
4. Esperance	43
5. Myrup	36
6. Nulsen	38
7. Pink Lake	43
8. Sinclair	33
9. West Beach	41
10. Windabout [#]	19
Live in town	41
Live in rural area	44

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	40
Female	43

Age of children

0-4 years	45
5-11 years	41
12-17 years	43
18+ years	46
No children	40

Disability & culture

Disability	40
First Nations person	32
Mainly speak LOTE	54

Age

14-34 years	41
35-49 years	40
50-64 years	41
65+ years	43

Home ownership

Home owner	41
Renting / other	42

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	41
Industry High	56
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 828). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Preserving and promoting local history and heritage

Performance ratings

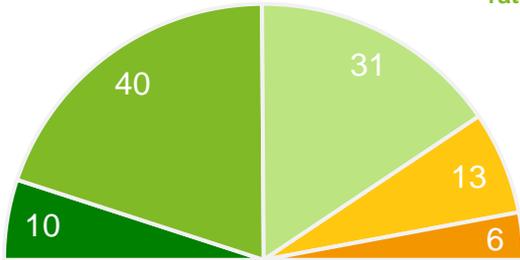
% of respondents

81%

Positive rating*

59

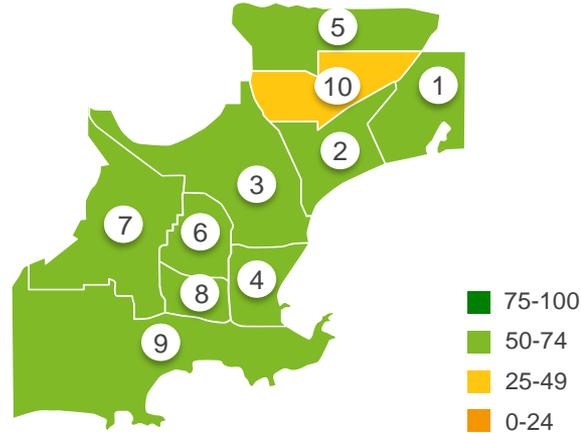
Performance Index Score (out of 100)



■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Geographical variances

Performance Index Score

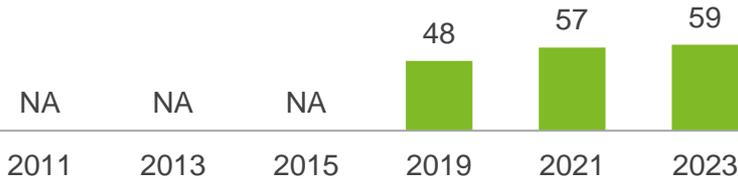


Location

1. Bandy Creek	61
2. Castletown	59
3. Chadwick	58
4. Esperance	59
5. Myrup	66
6. Nulsen	66
7. Pink Lake	60
8. Sinclair	52
9. West Beach	57
10. Windabout#	37
Live in town	59
Live in rural area	59

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	57
Female	60

Age of children

0-4 years	57
5-11 years	58
12-17 years	60
18+ years	61
No children	59

Disability & culture

Disability	54
First Nations person	55
Mainly speak LOTE	55

Age

14-34 years	60
35-49 years	57
50-64 years	58
65+ years	60

Home ownership

Home owner	58
Renting / other	57

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	59
Industry High	70
Industry Average	58

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

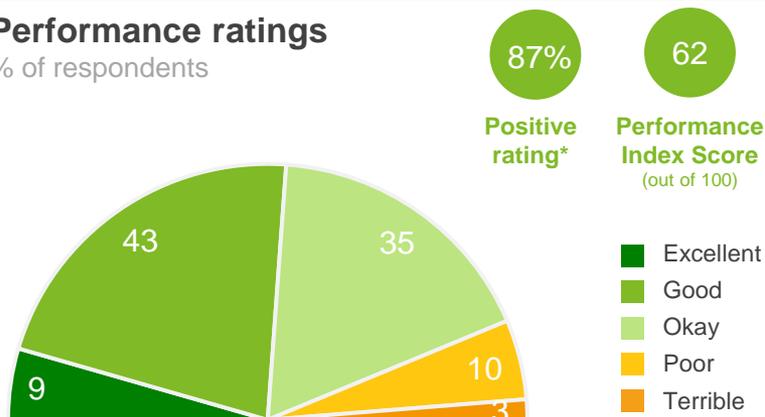
Base: All respondents, excludes 'unsure' and 'no response' (n = 968).

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

Community buildings, halls and toilets

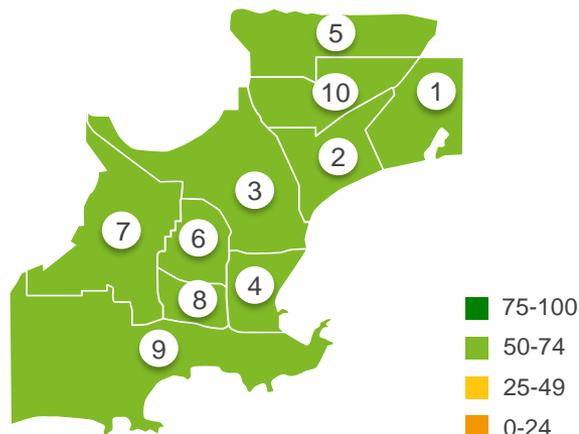
Performance ratings

% of respondents



Geographical variances

Performance Index Score

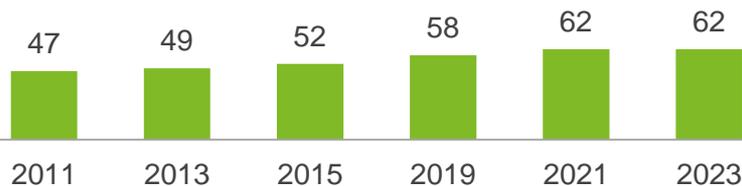


Location

1. Bandy Creek	55
2. Castletown	62
3. Chadwick	63
4. Esperance	62
5. Myrup	68
6. Nulsen	54
7. Pink Lake	64
8. Sinclair	60
9. West Beach	62
10. Windabout#	56
Live in town	62
Live in rural area	61

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 62	0-4 years 57	Disability 59
Female 61	5-11 years 59	First Nations person 59
Age	12-17 years 60	Mainly speak LOTE 56
	14-34 years 60	Home ownership
	35-49 years 59	Home owner 62
	50-64 years 62	Renting / other 59
65+ years 65	No children 63	

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	62
Industry High	66
Industry Average	57

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

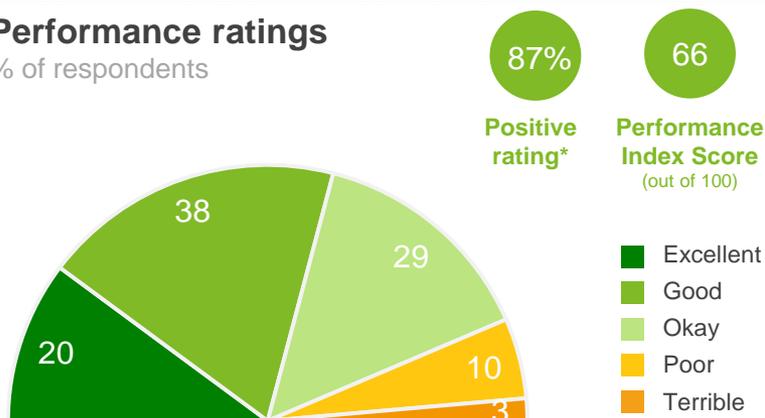
Base: All respondents, excludes 'unsure' and 'no response' (n = 1054).

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

Playgrounds, parks and reserves

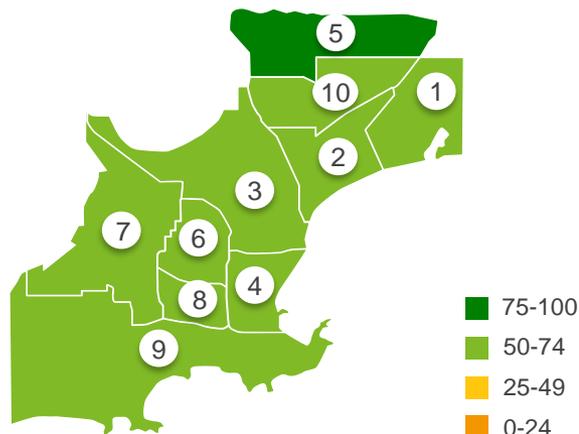
Performance ratings

% of respondents



Geographical variances

Performance Index Score

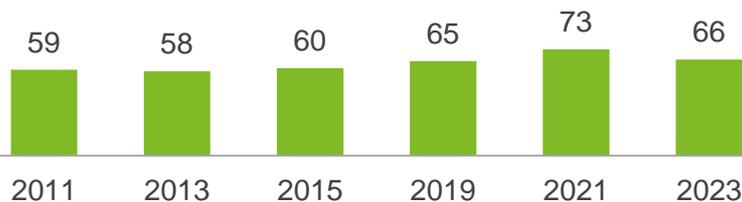


Location

1. Bandy Creek	58
2. Castletown	66
3. Chadwick	64
4. Esperance	68
5. Myrup	78
6. Nulsen	56
7. Pink Lake	62
8. Sinclair	54
9. West Beach	67
10. Windabout#	51
Live in town	65
Live in rural area	70

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations person
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	66
Industry High	79
Industry Average	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1067).

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

Streetscapes, trees and verges

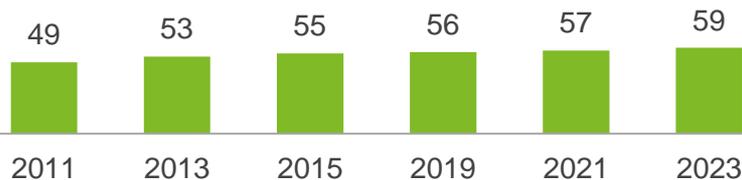
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

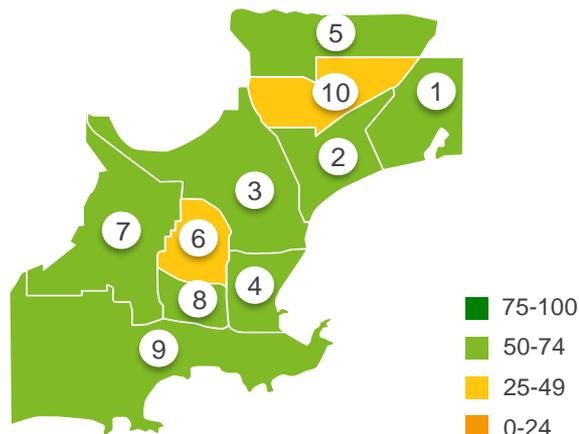
Performance Index Score



Shire of Esperance	59
Industry High	69
Industry Average	54

Geographical variances

Performance Index Score



Location

1. Bandy Creek	54
2. Castletown	61
3. Chadwick	54
4. Esperance	57
5. Myrup	72
6. Nulsen	49
7. Pink Lake	61
8. Sinclair	57
9. West Beach	53
10. Windabout [#]	37
Live in town	58
Live in rural area	68

Community variances

Performance Index Score

Gender

Male	59
Female	60

Age of children

0-4 years	58
5-11 years	61
12-17 years	64
18+ years	58
No children	58

Disability & culture

Disability	55
First Nations person	64
Mainly speak LOTE	59

Age

14-34 years	60
35-49 years	59
50-64 years	58
65+ years	59

Home ownership

Home owner	58
Renting / other	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1066). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Local roads

Performance ratings

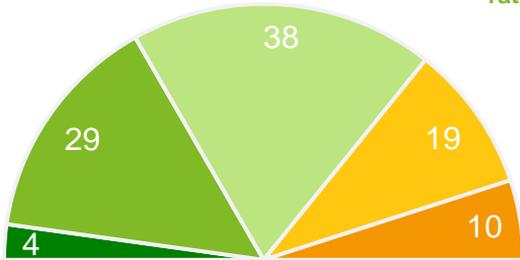
% of respondents

71%

Positive rating*

50

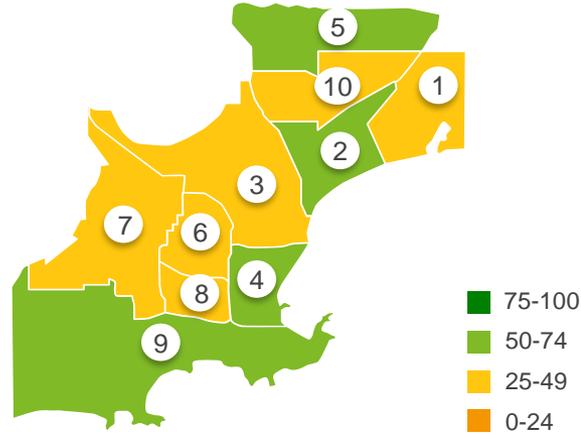
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

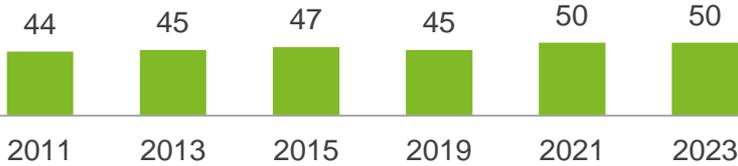


Location

1. Bandy Creek	48
2. Castletown	53
3. Chadwick	46
4. Esperance	54
5. Myrup	52
6. Nulsen	49
7. Pink Lake	46
8. Sinclair	44
9. West Beach	51
10. Windabout#	33
Live in town	51
Live in rural area	42

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	48
Female	51

Age of children

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

Disability & culture

Disability	49
First Nations person	50
Mainly speak LOTE	58

Age

14-34 years	47
35-49 years	47
50-64 years	51
65+ years	54

Home ownership

Home owner	49
Renting / other	53

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	50
Industry High	70
Industry Average	48

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

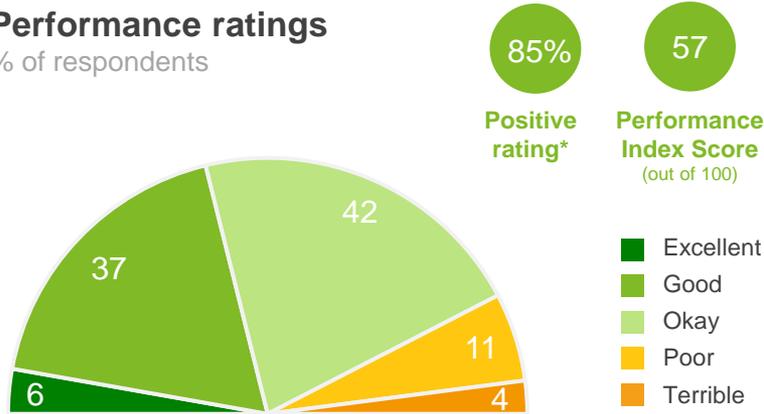
Base: All respondents, excludes 'unsure' and 'no response' (n = 1074).

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

Traffic management on local roads

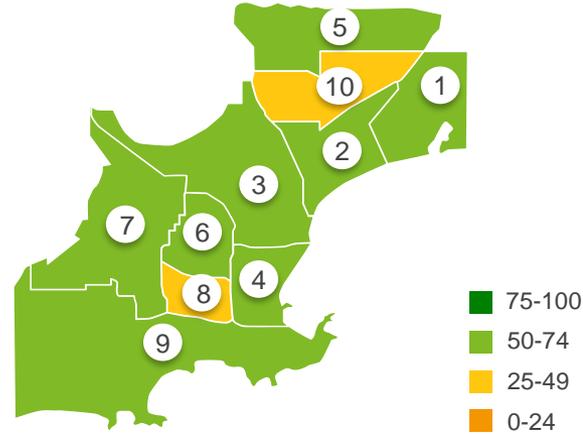
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	60
2. Castletown	58
3. Chadwick	56
4. Esperance	57
5. Myrup	59
6. Nulsen	54
7. Pink Lake	55
8. Sinclair	49
9. West Beach	59
10. Windabout [#]	48
Live in town	57
Live in rural area	58

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations person
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	57
Industry High	63
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1051).

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

Parking management

Performance ratings

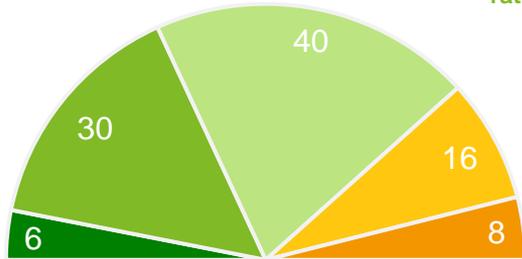
% of respondents

77%[^]

53

Positive rating*

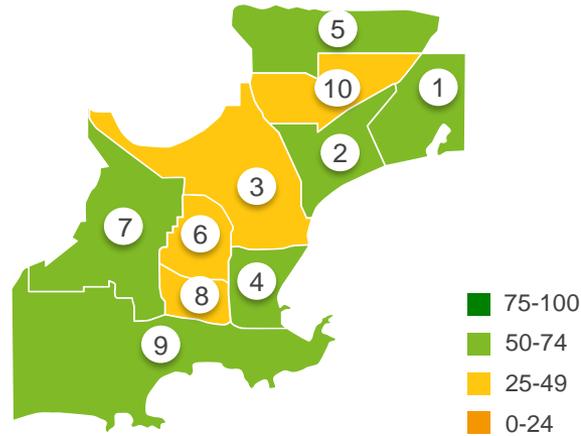
Performance Index Score (out of 100)



■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Geographical variances

Performance Index Score

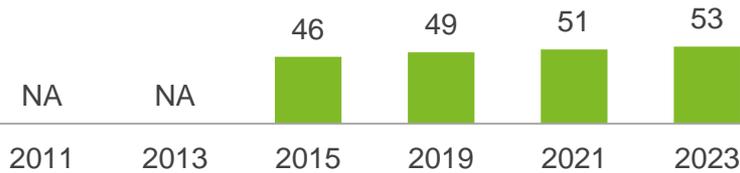


Location

1. Bandy Creek	51
2. Castletown	54
3. Chadwick	48
4. Esperance	52
5. Myrup	57
6. Nulsen	46
7. Pink Lake	53
8. Sinclair	39
9. West Beach	58
10. Windabout [#]	34
Live in town	52
Live in rural area	56

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	53
Female	53

Age of children

0-4 years	55
5-11 years	53
12-17 years	54
18+ years	50
No children	53

Disability & culture

Disability	47
First Nations person	49
Mainly speak LOTE	58

Age

14-34 years	50
35-49 years	53
50-64 years	55
65+ years	53

Home ownership

Home owner	54
Renting / other	49

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	53
Industry High	60
Industry Average	53

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

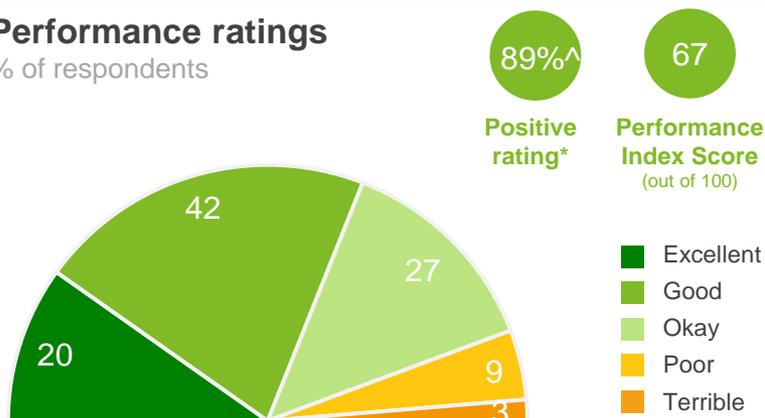
Base: All respondents, excludes 'unsure' and 'no response' (n = 1052). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Footpaths, trails and cycleways

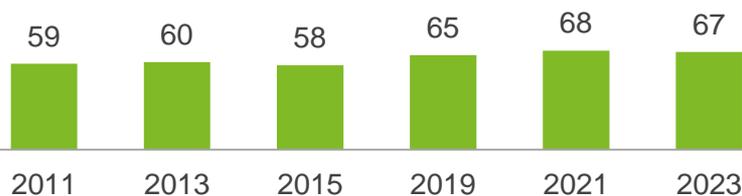
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

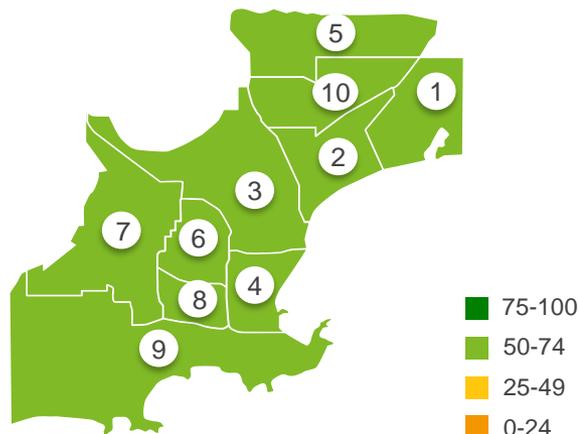
Performance Index Score



Shire of Esperance	67
Industry High	67
Industry Average	53

Geographical variances

Performance Index Score



Location

1. Bandy Creek	63
2. Castletown	68
3. Chadwick	61
4. Esperance	64
5. Myrup	71
6. Nulsen	72
7. Pink Lake	69
8. Sinclair	62
9. West Beach	69
10. Windabout [#]	56
Live in town	67
Live in rural area	65

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations person
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1073). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Lighting of streets and public places

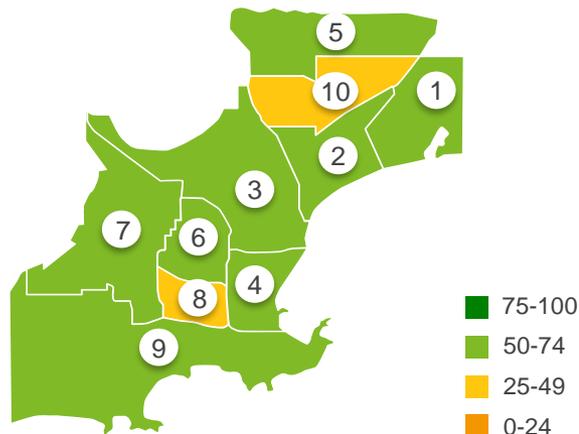
Performance ratings

% of respondents



Geographical variances

Performance Index Score

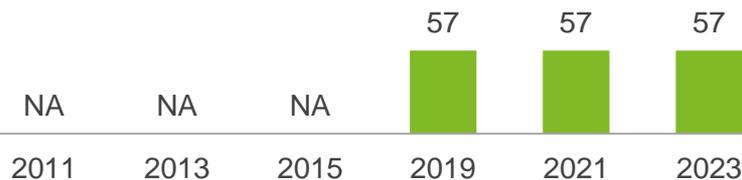


Location

1. Bandy Creek	56
2. Castletown	57
3. Chadwick	52
4. Esperance	58
5. Myrup	66
6. Nulsen	52
7. Pink Lake	58
8. Sinclair	49
9. West Beach	59
10. Windabout [#]	47
Live in town	57
Live in rural area	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	58
Female	57

Age of children

0-4 years	59
5-11 years	57
12-17 years	56
18+ years	55
No children	57

Disability & culture

Disability	52
First Nations person	57
Mainly speak LOTE	49

Age

14-34 years	53
35-49 years	57
50-64 years	59
65+ years	59

Home ownership

Home owner	58
Renting / other	53

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	57
Industry High	66
Industry Average	53

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

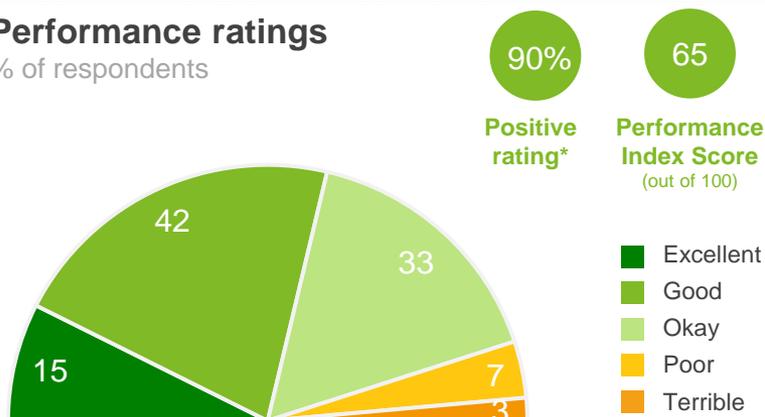
Base: All respondents, excludes 'unsure' and 'no response' (n = 1060).

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

Marine facilities (boat ramps and jetties)

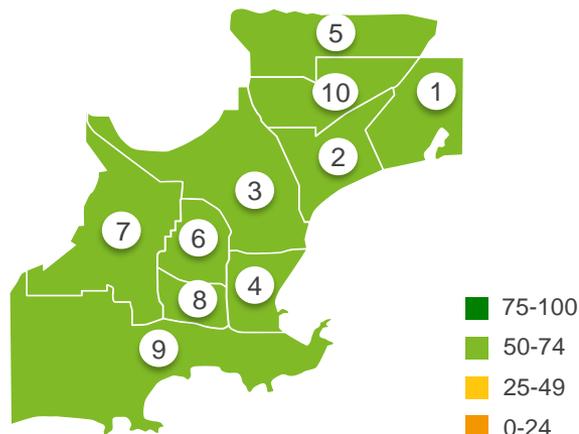
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bandy Creek	69
2. Castletown	66
3. Chadwick	64
4. Esperance	66
5. Myrup	71
6. Nulsen	60
7. Pink Lake	67
8. Sinclair	52
9. West Beach	63
10. Windabout#	55
Live in town	65
Live in rural area	66

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations person
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	65
Industry High	74
Industry Average	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 869).

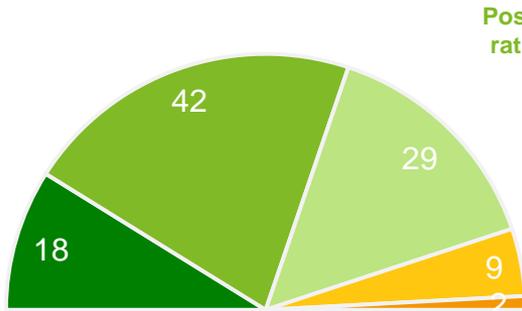
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Prosperity

Place to work or operate a business

Performance ratings

% of respondents



90%[^]

Positive rating*

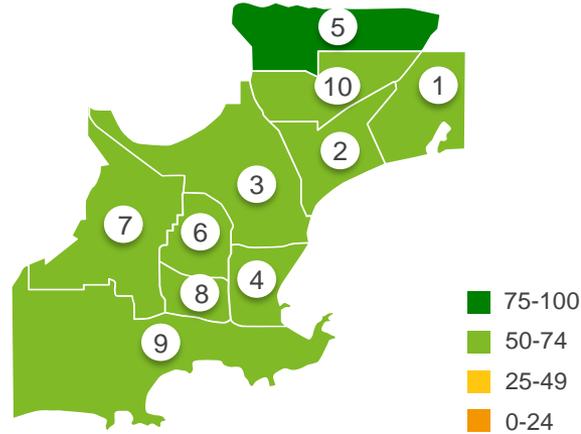
67

Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

1. Bandy Creek	60
2. Castletown	68
3. Chadwick	65
4. Esperance	66
5. Myrup	76
6. Nulsen	57
7. Pink Lake	70
8. Sinclair	58
9. West Beach	66
10. Windabout [#]	73
Live in town	66
Live in rural area	68

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	65
Female	68

Age of children

0-4 years	63
5-11 years	66
12-17 years	64
18+ years	66
No children	68

Disability & culture

Disability	61
First Nations person	72
Mainly speak LOTE	59

Age

14-34 years	64
35-49 years	66
50-64 years	69
65+ years	68

Home ownership

Home owner	68
Renting / other	63

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	67
Industry High	71
Industry Average	58

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

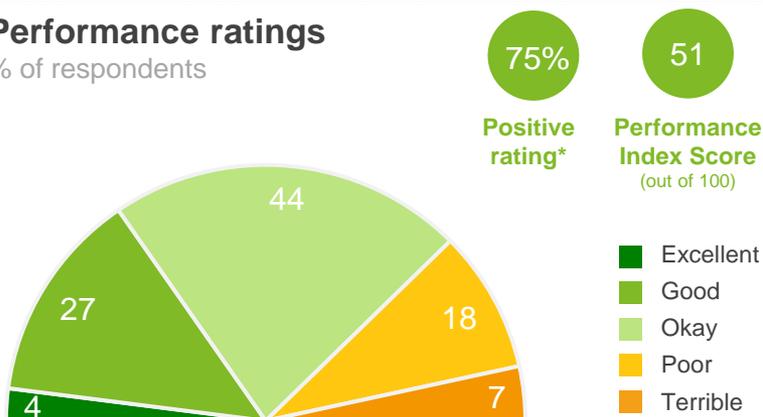
Base: All respondents, excludes 'unsure' and 'no response' (n = 1049). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Economic development and job creation

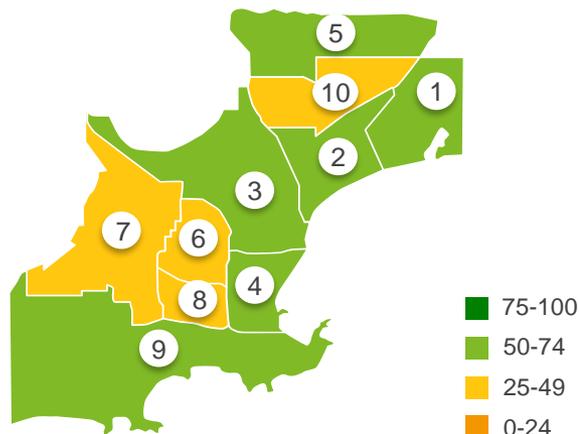
Performance ratings

% of respondents



Geographical variances

Performance Index Score

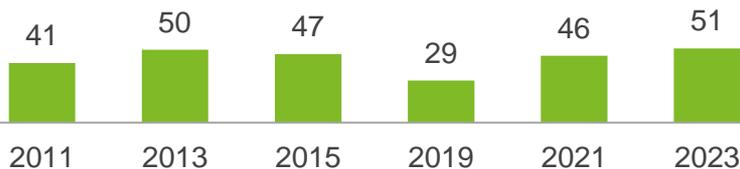


Location

1. Bandy Creek	52
2. Castletown	50
3. Chadwick	51
4. Esperance	53
5. Myrup	59
6. Nulsen	46
7. Pink Lake	46
8. Sinclair	41
9. West Beach	53
10. Windabout [#]	37
Live in town	50
Live in rural area	54

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 51	0-4 years 47	Disability 46	
Female 50	5-11 years 49	First Nations person 51	
Age	12-17 years 51	Mainly speak LOTE 53	
	14-34 years 51	Home ownership	
	35-49 years 48		Home owner 50
	50-64 years 50		Renting / other 52
65+ years 55	No children 52		

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	51
Industry High	56
Industry Average	43

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

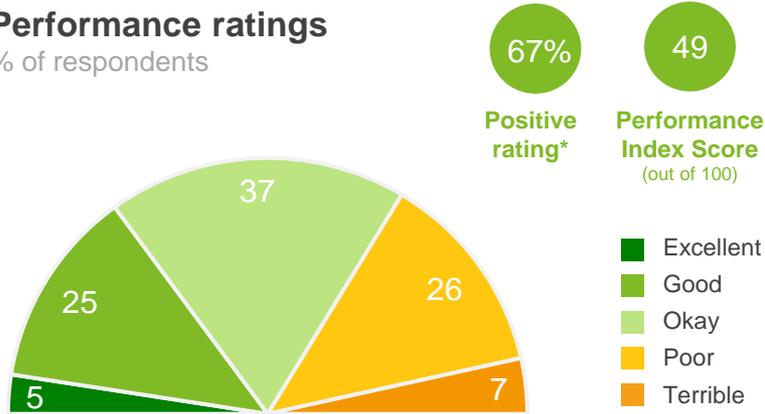
Base: All respondents, excludes 'unsure' and 'no response' (n = 867).

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

Town centre development and activation

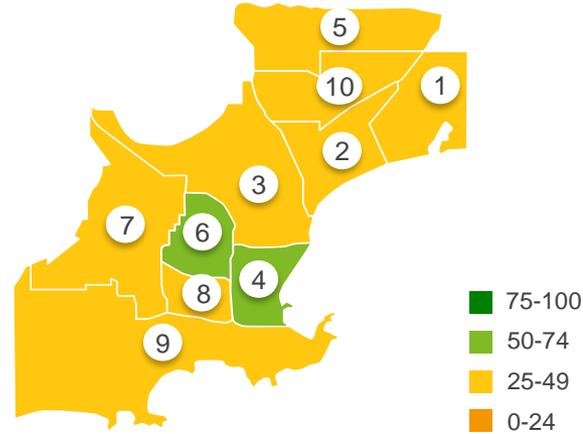
Performance ratings

% of respondents



Geographical variances

Performance Index Score

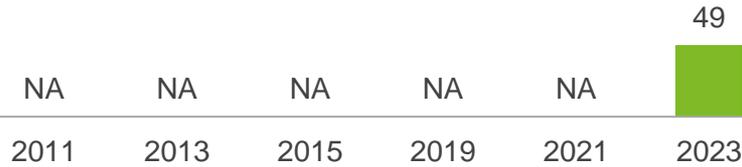


Location

1. Bandy Creek	41
2. Castletown	48
3. Chadwick	47
4. Esperance	51
5. Myrup	49
6. Nulsen	57
7. Pink Lake	47
8. Sinclair	40
9. West Beach	46
10. Windabout [#]	32
Live in town	48
Live in rural area	56

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture		
Male	48	0-4 years	48	Disability	47	
Female	50	5-11 years	48	First Nations person	50	
Age	14-34 years	12-17 years	49	Mainly speak LOTE	48	
	35-49 years	18+ years	50	Home ownership		
	50-64 years	No children	49		Home owner	48
	65+ years				Renting / other	50

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	49
Industry High	65
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 978).

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

Access to goods and services in the local area

Performance ratings

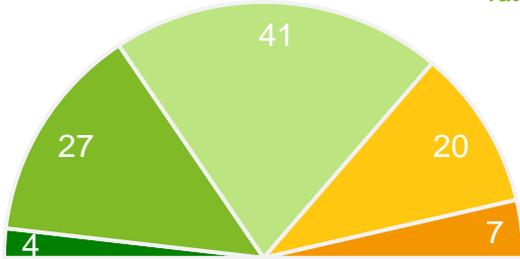
% of respondents

72%[^]

50

Positive rating*

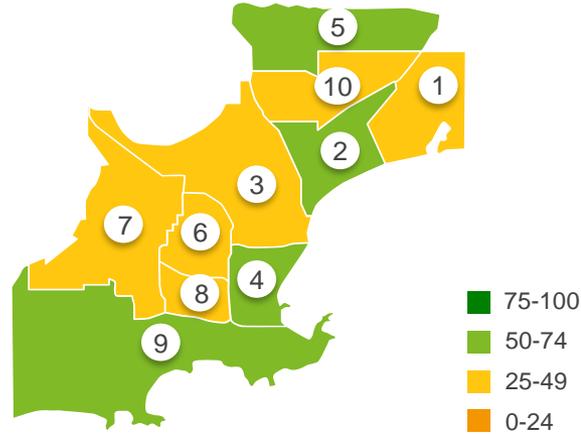
Performance Index Score (out of 100)



■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Geographical variances

Performance Index Score

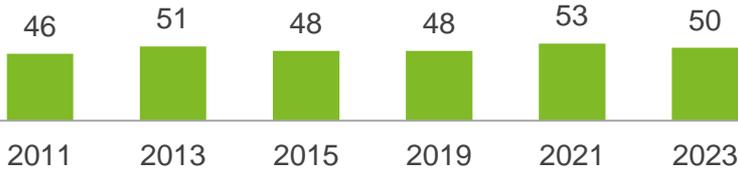


Location

1. Bandy Creek	45
2. Castletown	50
3. Chadwick	44
4. Esperance	52
5. Myrup	51
6. Nulsen	46
7. Pink Lake	46
8. Sinclair	46
9. West Beach	52
10. Windabout [#]	38
Live in town	49
Live in rural area	56

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	50
Female	50

Age of children

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

Disability & culture

Disability	45
First Nations person	50
Mainly speak LOTE	49

Age

14-34 years	49
35-49 years	46
50-64 years	50
65+ years	55

Home ownership

Home owner	50
Renting / other	48

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	50
Industry High	58
Industry Average	49

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

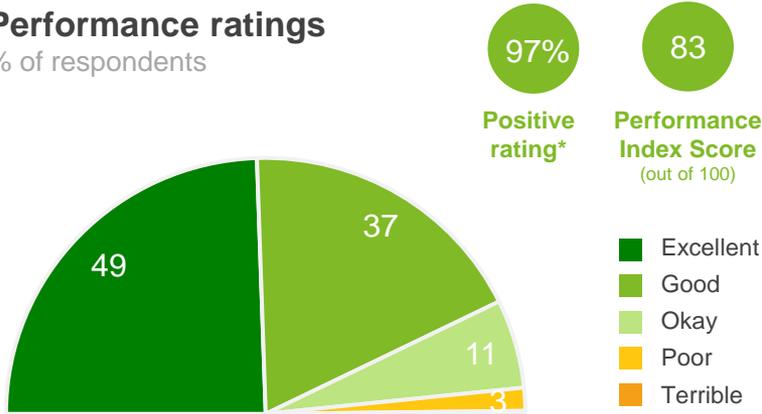
Base: All respondents, excludes 'unsure' and 'no response' (n = 1013). * Positive Rating = excellent, good + okay

[#] Small sample size (<20 respondents) [^] +/-1% variance due to rounding to 0 decimal places

Place to visit

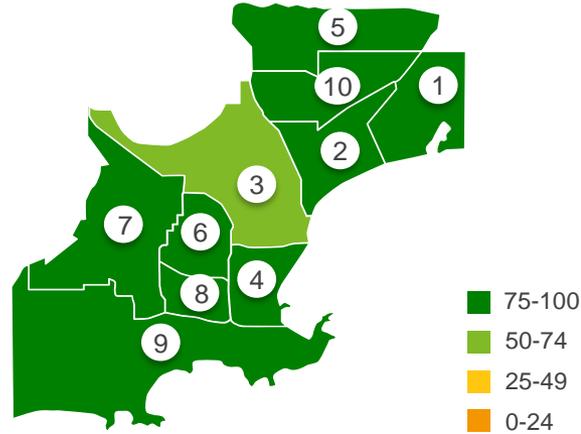
Performance ratings

% of respondents



Geographical variances

Performance Index Score

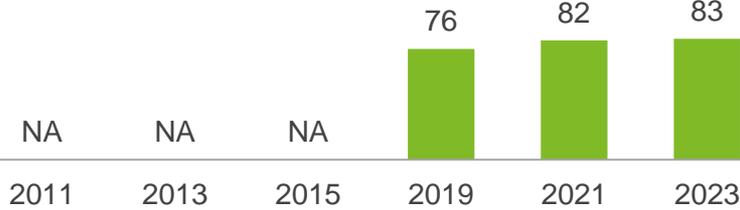


Location

1. Bandy Creek	77
2. Castletown	81
3. Chadwick	74
4. Esperance	85
5. Myrup	83
6. Nulsen	86
7. Pink Lake	83
8. Sinclair	83
9. West Beach	83
10. Windabout [#]	89
Live in town	83
Live in rural area	81

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations person
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

Age

14-34 years	83
35-49 years	79
50-64 years	83
65+ years	85

Home ownership

Home owner	82
Renting / other	84

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	83
Industry High	87
Industry Average	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1129). * Positive Rating = excellent, good + okay

Small sample size (<20 respondents) ^ +/-1% variance due to rounding to 0 decimal places

Airport facilities and services

Performance ratings

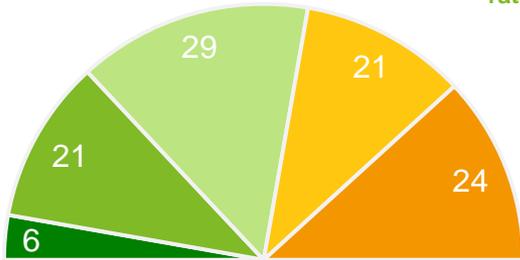
% of respondents

55%

41

Positive rating*

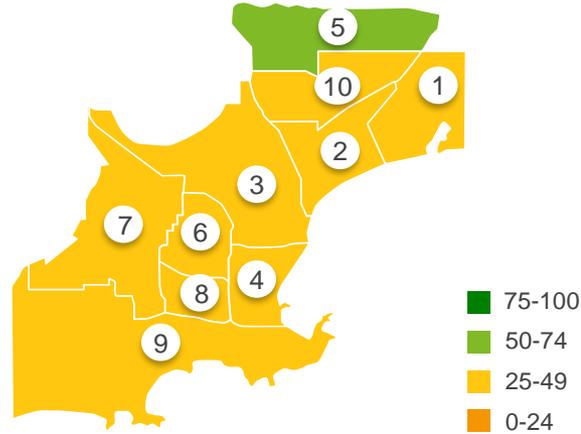
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

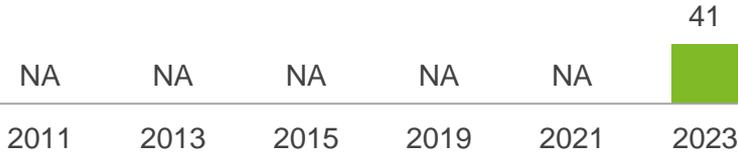


Location

1. Bandy Creek	32
2. Castletown	40
3. Chadwick	40
4. Esperance	42
5. Myrup	50
6. Nulsen	30
7. Pink Lake	40
8. Sinclair	32
9. West Beach	43
10. Windabout#	41
Live in town	40
Live in rural area	48

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	43
Female	38

Age of children

0-4 years	31
5-11 years	33
12-17 years	38
18+ years	39
No children	45

Disability & culture

Disability	37
First Nations person	37
Mainly speak LOTE	37

Age

14-34 years	35
35-49 years	34
50-64 years	44
65+ years	52

Home ownership

Home owner	41
Renting / other	38

MARKYT Industry Standards

Performance Index Score



Shire of Esperance	41
Industry High	70
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1019).

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

Overview of 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	35-54 years	55+ years	Disability	First Nations	LOTE
Place to live	80	82	76	80	81	83	79	78	75	84	76	78	83	78	82	71
PERFORMANCE																
Governing organisation	59	59	58	55	62	61	58	56	57	55	57	54	60	56	57	59
Council's leadership	56	56	53	55	57	58	49	51	56	57	50	51	58	54	56	52
Advocacy and lobbying	50	51	48	50	52	52	47	46	49	51	47	45	54	45	55	51
Consultation	48	48	46	47	50	49	44	46	49	50	48	43	49	43	47	47
Communication	53	53	50	51	55	54	48	49	55	54	50	49	55	48	49	46
Embracing change, innovation and technology	53	53	49	52	53	56	47	45	52	55	50	47	54	45	50	49
Customer service	62	62	63	62	64	64	59	58	63	62	61	60	63	61	65	66
Value for money from rates	47	47	47	45	50	50	46	45	44	44	44	44	47	45	44	46
COMMUNICATION																
Our Plan for the Future	51	51	50	49	54	53	47	47	50	53	50	47	54	49	46	54
Shire's website	59	59	57	58	61	62	53	56	58	61	57	56	62	53	54	59
Shire's enewsletters	61	62	59	59	64	63	57	57	60	63	59	58	64	58	57	60
Shire Flyer	60	60	57	57	63	62	55	55	57	61	60	53	61	56	58	59
Social media posts	63	62	61	58	67	63	65	63	63	62	65	61	63	62	57	58
Monthly Council Connections in the Esperance Tide	62	63	59	59	65	64	61	61	60	60	65	58	62	58	64	61
Community Radio Announcements (HopeFM)	58	57	55	55	60	60	52	51	54	59	61	48	61	49	61	56
Use of public notice boards / digital signs	57	57	54	55	60	58	57	55	57	59	57	53	60	52	60	57

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	35-54 years	55+ years	Disability	First Nations	LOTE
PEOPLE																
Youth services and facilities	53	54	51	56	51	57	48	49	51	52	51	48	55	47	49	54
Family and children services and facilities	58	58	54	59	57	61	55	53	56	56	54	53	61	55	52	52
Seniors' services, facilities and care	58	58	58	58	58	60	53	57	57	58	55	52	60	53	61	64
Disability access and inclusion	54	54	53	55	53	56	51	51	50	51	53	50	55	46	55	58
Recognition of First Nations peoples	69	70	66	71	68	68	70	68	70	70	68	69	71	69	61	63
Volunteer support and recognition	69	70	65	67	71	69	68	69	69	72	66	69	71	67	71	63
Health and community services	61	61	58	62	60	62	61	57	59	60	60	56	61	56	62	53
Sport and recreation facilities and services	77	77	74	76	78	77	78	73	75	76	75	75	76	73	79	66
Bay of Isles Leisure Centre	72	72	72	71	73	74	73	65	68	69	72	67	72	67	69	67
Library services	73	74	70	71	75	76	69	66	70	75	70	71	73	74	71	72
Festivals, events, art and cultural activities	69	70	64	67	71	70	68	68	67	70	65	69	71	68	67	59
Community safety and crime prevention	54	55	50	52	55	54	50	54	55	55	53	51	54	49	58	53
PLANET																
Sustainable practices / climate change	54	54	51	54	53	55	48	50	53	56	52	48	57	51	51	43
Conservation and environmental management	58	58	55	58	57	58	55	54	61	59	56	55	59	52	59	49
Waste management services	62	62	63	62	63	63	59	61	62	64	60	59	63	59	66	62
Animal management (dogs and cats)	55	55	54	54	56	55	49	56	59	59	52	55	58	54	56	53
Noise, pests, pollution, food inspections, etc	57	57	58	57	57	56	56	58	61	58	58	55	57	51	61	57
Natural disaster management	64	63	63	65	62	64	60	59	66	69	63	60	65	58	65	59

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	35-54 years	55+ years	Disability	First Nations	LOTE
PLACE																
Responsible growth and development	50	48	53	49	50	51	45	48	49	49	50	43	51	46	44	46
Planning and building approvals	41	41	42	40	43	40	45	41	43	46	41	40	41	40	32	54
Local history and heritage	59	58	57	57	60	59	57	58	60	61	60	57	58	54	55	55
Community buildings and halls	62	62	59	62	61	63	57	59	60	64	60	59	62	59	59	56
Playgrounds, parks and reserves	66	66	63	67	65	69	57	57	65	67	62	62	69	62	68	60
Streetscapes, trees and verges	59	58	63	59	60	58	58	61	64	58	60	59	58	55	64	59
Local roads	50	49	53	48	51	51	48	51	52	48	47	47	51	49	50	58
Traffic management on local roads	57	58	56	55	59	57	58	59	60	57	55	56	59	56	59	57
Parking management	53	54	49	53	53	53	55	53	54	50	50	53	55	47	49	58
Footpaths, trails and cycleways	67	68	63	67	67	67	66	67	69	65	63	68	69	63	70	60
Lighting of streets and public places	57	58	53	58	57	57	59	57	56	55	53	57	59	52	57	49
Marine facilities (boat ramps and jetties)	65	65	62	64	66	64	64	68	66	61	63	65	66	59	64	60
PROSPERITY																
Place to work or operate a business	67	68	63	65	68	68	63	66	64	66	64	66	69	61	72	59
Economic development and job creation	51	50	52	51	50	52	47	49	51	52	51	48	50	46	51	53
Town centre development and activation	49	48	50	48	50	49	48	48	49	50	50	46	48	47	50	48
Access to goods and services	50	50	48	50	50	51	49	49	48	51	49	46	50	45	50	49
Education and training opportunities	57	57	55	58	55	59	52	53	54	57	55	52	57	55	56	53
Place to visit	83	82	84	84	82	83	82	82	83	84	83	79	83	82	84	88
Airport facilities and services	41	41	38	43	38	45	31	33	38	39	35	34	44	37	37	37

Summary of geographical variances

	Total	Bandy Creek	Castletown	Chadwick	Esperance	Myrup	Nulsen	Pink Lake	Sinclair	West Beach	Windabout#	Town	Rural
Place to live	80	82	81	75	82	84	77	81	77	81	87	81	79
PERFORMANCE													
Governing organisation	59	62	60	59	59	66	58	56	53	57	53	59	59
Council's leadership	56	54	56	56	57	64	51	53	48	56	47	55	58
Advocacy and lobbying	50	50	51	50	52	64	42	48	46	53	31	50	50
Consultation	48	53	48	50	49	54	46	45	41	50	29	48	48
Communication	53	58	52	54	54	55	46	53	45	55	32	52	54
Embracing change, innovation and technology	53	47	51	56	55	57	48	52	50	53	34	52	57
Customer service	62	61	62	59	63	66	63	60	54	65	58	62	64
Value for money from rates	47	47	49	41	51	49	42	46	39	50	37	48	43
COMMUNICATION													
Our Plan for the Future	51	50	51	52	48	54	54	53	44	51	65	50	55
Shire's website	59	60	58	55	58	62	64	60	56	60	68	59	62
Shire's enewsletters	61	64	59	62	60	68	65	62	60	61	68	61	66
Shire Flyer	60	60	58	62	59	66	60	59	55	60	78	59	65
Social media posts	63	58	63	58	62	64	65	61	63	60	56	62	66
Monthly Council Connections in the Esperance Tide	62	59	62	65	61	71	63	61	58	65	65	62	64
Community Radio Announcements (HopeFM)	58	55	57	57	57	66	60	58	55	54	75	57	61
Use of public notice boards / digital signs	57	55	56	54	56	65	57	62	52	59	49	57	58

Summary of geographical variances

	Total	Bandy Creek	Castletown	Chadwick	Esperance	Myrup	Nulsen	Pink Lake	Sinclair	West Beach	Windabout#	Town	Rural
PEOPLE													
Youth services and facilities	53	50	54	44	53	50	49	48	54	56	51	53	57
Family and children services and facilities	58	60	57	53	60	62	53	53	52	60	50	58	62
Seniors' services, facilities and care	58	54	58	56	59	66	60	56	54	59	61	59	58
Disability access and inclusion	54	49	53	54	56	64	57	54	54	55	59	55	49
Recognition of First Nations peoples	69	74	69	69	70	72	66	69	68	67	79	69	69
Volunteer support and recognition	69	70	68	62	72	73	67	69	67	71	62	69	70
Health and community services	61	58	60	57	63	68	58	58	54	63	61	61	64
Sport and recreation facilities and services	77	69	77	72	79	80	77	77	74	76	66	76	79
Bay of Isles Leisure Centre	72	65	73	65	72	73	73	68	65	72	54	71	78
Library services	73	71	72	67	77	73	65	73	66	74	78	73	75
Festivals, events, art and cultural activities	69	68	69	65	72	68	64	67	65	67	66	68	73
Community safety and crime prevention	54	45	52	45	54	61	56	59	49	57	45	53	57
PLANET													
Sustainable practices / climate change	54	53	54	49	56	63	45	53	48	51	52	53	59
Conservation and environmental management	58	57	59	53	58	66	51	55	54	58	46	57	60
Waste management services	62	60	64	56	63	68	54	66	51	64	63	62	60
Animal management (dogs and cats)	55	54	55	47	52	65	45	56	52	55	60	54	63
Noise, pests, pollution, food inspections, etc	57	55	57	51	56	63	49	55	49	59	56	56	63
Natural disaster management	64	62	64	59	62	67	65	63	55	67	55	63	66

Summary of geographical variances

	Total	Bandy Creek	Castletown	Chadwick	Esperance	Myrup	Nulsen	Pink Lake	Sinclair	West Beach	Windabout#	Town	Rural
PLACE													
Responsible growth and development	50	45	50	47	54	52	44	45	45	49	31	49	54
Planning and building approvals	41	49	42	35	43	36	38	43	33	41	19	41	44
Local history and heritage	59	61	59	58	59	66	66	60	52	57	37	59	59
Community buildings and halls	62	55	62	63	62	68	54	64	60	62	56	62	61
Playgrounds, parks and reserves	66	58	66	64	68	78	56	62	54	67	51	65	70
Streetscapes, trees and verges	59	54	61	54	57	72	49	61	57	53	37	58	68
Local roads	50	48	53	46	54	52	49	46	44	51	33	51	42
Traffic management on local roads	57	60	58	56	57	59	54	55	49	59	48	57	58
Parking management	53	51	54	48	52	57	46	53	39	58	34	52	56
Footpaths, trails and cycleways	67	63	68	61	64	71	72	69	62	69	56	67	65
Lighting of streets and public places	57	56	57	52	58	66	52	58	49	59	47	57	57
Marine facilities (boat ramps and jetties)	65	69	66	64	66	71	60	67	52	63	55	65	66
PROSPERITY													
Place to work or operate a business	67	60	68	65	66	76	57	70	58	66	73	66	68
Economic development and job creation	51	52	50	51	53	59	46	46	41	53	37	50	54
Town centre development and activation	49	41	48	47	51	49	57	47	40	46	32	48	56
Access to goods and services	50	45	50	44	52	51	46	46	46	52	38	49	56
Education and training opportunities	57	52	57	51	58	56	56	54	54	56	52	56	62
Place to visit	83	77	81	74	85	83	86	83	83	83	89	83	81
Airport facilities and services	41	32	40	40	42	50	30	40	32	43	41	40	48

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Residents

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

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- 1 Services & facilities for youth
- 2 Services & facilities for families/children
- 3 Services & facilities for seniors
- 4 Disability access & inclusion
- 5 Recognition of First Nations peoples
- 6 Volunteer support & recognition
- 7 Health & community services
- 8 Sport & recreation facilities
- 9 Bay of Isles Leisure Centre
- 10 Library services
- 11 Festivals, events, art, cultural activities
- 12 Community safety & crime prevention
- 13 Sustainable practices
- 14 Conservation management
- 15 Waste management services
- 16 Animal management
- 17 Environmental health management
- 18 Natural disaster management
- 19 Responsible growth & development
- 20 Planning & building approvals
- 21 Local history & heritage
- 22 Community buildings & halls
- 23 Playgrounds, parks & reserves
- 24 Streetscapes, trees & verges
- 25 Local roads
- 26 Traffic management on local roads
- 27 Parking management
- 28 Footpaths, trails & cycleways
- 29 Lighting of streets & public places
- 30 Marine facilities
- 31 Economic development
- 32 Town centre development
- 33 Access to goods & services
- 34 Education & training opportunities
- 35 Airport facilities & services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Change, innovation, technology
- 41 Customer service

0 5 10 15 20 25 30

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 = 1,025)

MARKYT Community Priorities

Out of area
ratepayer / visitor

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

Note: Small sample size.
N = 14 respondents

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- 1 Services & facilities for youth
- 2 Services & facilities for families/children
- 3 Services & facilities for seniors
- 4 Disability access & inclusion
- 5 Recognition of First Nations peoples
- 6 Volunteer support & recognition
- 7 Health & community services
- 8 Sport & recreation facilities
- 9 Bay of Isles Leisure Centre
- 10 Library services
- 11 Festivals, events, art, cultural activities
- 12 Community safety & crime prevention
- 13 Sustainable practices
- 14 Conservation management
- 15 Waste management services
- 16 Animal management
- 17 Environmental health management
- 18 Natural disaster management
- 19 Responsible growth & development
- 20 Planning & building approvals
- 21 Local history & heritage
- 22 Community buildings & halls
- 23 Playgrounds, parks & reserves
- 24 Streetscapes, trees & verges
- 25 Local roads
- 26 Traffic management on local roads
- 27 Parking management
- 28 Footpaths, trails & cycleways
- 29 Lighting of streets & public places
- 30 Marine facilities
- 31 Economic development
- 32 Town centre development
- 33 Access to goods & services
- 34 Education & training opportunities
- 35 Airport facilities & services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Change, innovation, technology
- 41 Customer service

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 = 14)

MARKYT Community Priorities

Elected members /
Shire employees

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

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- 1 Services & facilities for youth
- 2 Services & facilities for families/children
- 3 Services & facilities for seniors
- 4 Disability access & inclusion
- 5 Recognition of First Nations peoples
- 6 Volunteer support & recognition
- 7 Health & community services
- 8 Sport & recreation facilities
- 9 Bay of Isles Leisure Centre
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- 11 Festivals, events, art, cultural activities
- 12 Community safety & crime prevention
- 13 Sustainable practices
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- 25 Local roads
- 26 Traffic management on local roads
- 27 Parking management
- 28 Footpaths, trails & cycleways
- 29 Lighting of streets & public places
- 30 Marine facilities
- 31 Economic development
- 32 Town centre development
- 33 Access to goods & services
- 34 Education & training opportunities
- 35 Airport facilities & services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Change, innovation, technology
- 41 Customer service

0 5 10 15 20 25 30

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 = 112)



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MARKYT 