



MARKYT Community Scorecard

Prepared for: Shire of York

Prepared by: CATALYSE[®] Pty Ltd ©

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Communication	50
Community development	55
Community wellbeing	64
Place	75
Economy	82
Planet	87
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Strategic overview

Vision



23

% agree

12% points below
Industry Average

Liveability

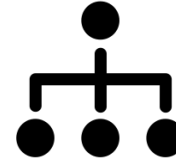


75

Performance Index Score

1 index points below
Industry Average

Governance



51

Performance Index Score

6 index points below
Industry Average

Rates Value



37

Performance Index Score

8 index points below
Industry Average

Strengths

Highest scores

- Place to live
- Place to visit
- Library and information services

Most improved

- Youth services and facilities
- Playgrounds, parks and reserves
- Avon River

Relative to MARKYT® Industry Standards

- Area's character and identity
- Festivals, events, art and culture
- Place to visit
- Local history and heritage

Priorities



Local roads



Footpaths, trails and cycleways



Safety and crime prevention



York town centre



Seniors' services and care



Streetscapes, trees and verges



Economic development



Health and community services



Youth services and facilities



Sport and recreation



Festivals, events, art and culture

Approach

Purpose



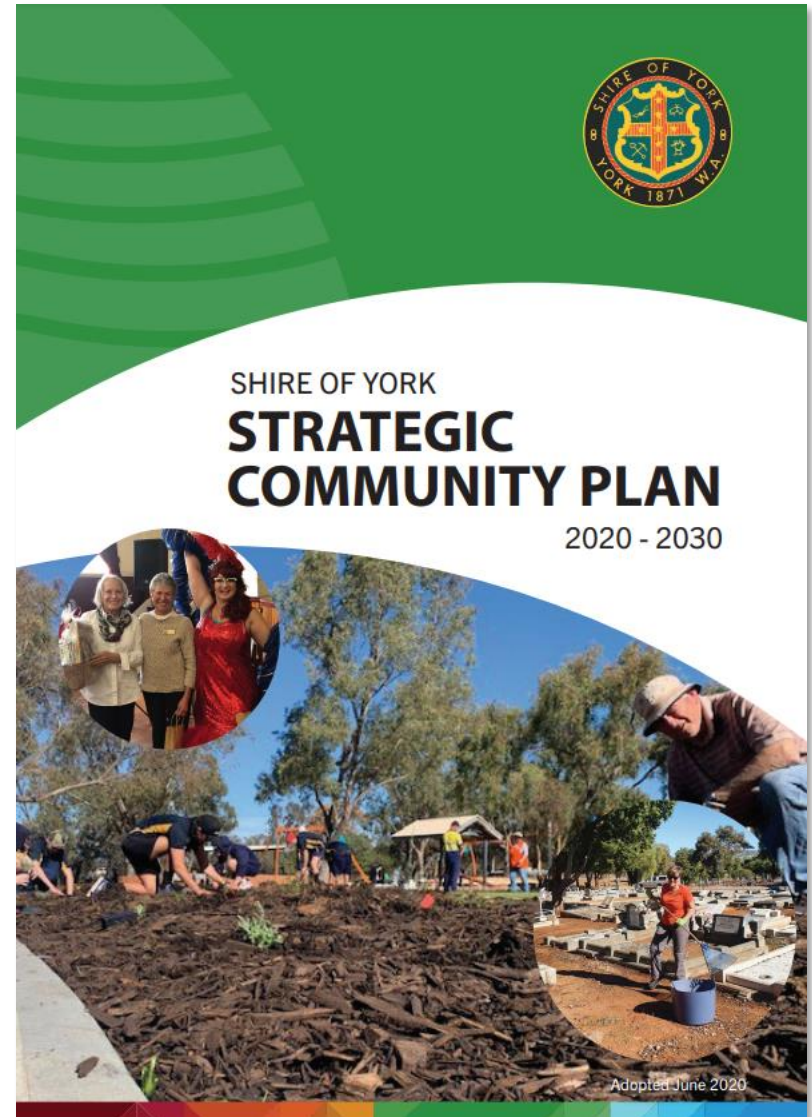
Department of
**Local Government, Sport
and Cultural Industries**

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

MARKYT Community Scorecard

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

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



The Study

The Shire of York 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 York 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 31 May to 18 June 2021.



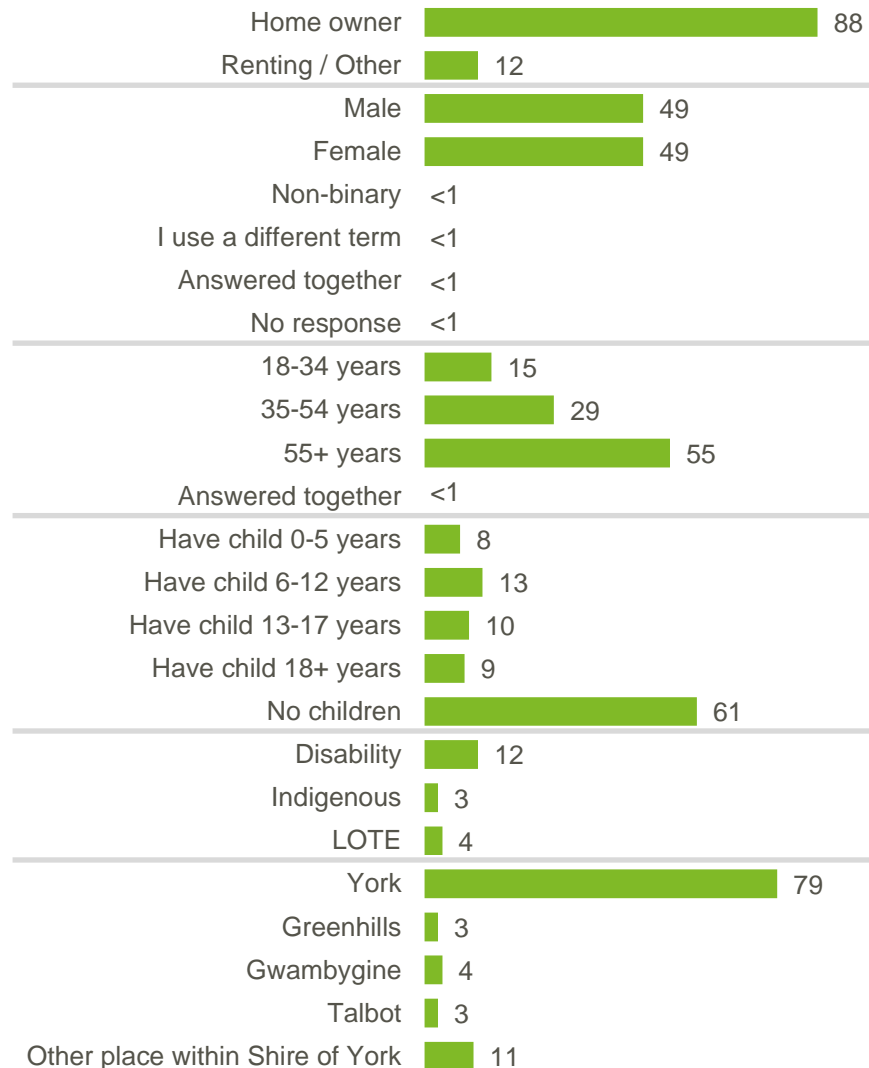
The scorecard was completed by **510 community members** with various connections to the Shire of York:

Local resident	Out of area ratepayer	Elected Member / Employee
455	28	28

The main body of this report shows responses from residents. Resident responses were weighted by age and gender to match the ABS Census population profile.

Throughout the report, when sub-totals add to ±1% of the parts it is due to rounding errors to zero decimal places.

% of resident respondents (weighted)



* LOTE: language other than English

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 **WA Councils** that have completed MARKYT® accredited studies within the past three years.

Metropolitan



Regional



How to read the following charts

Performance Ratings

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

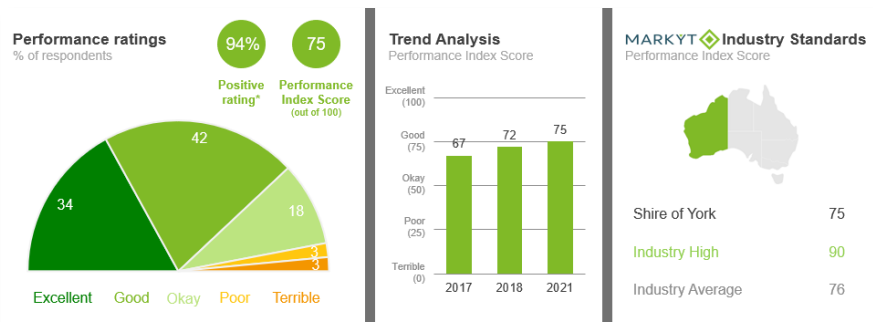
The **Performance Index Score** is a score out of 100 using the following formula:

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

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

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

Trend analysis shows how performance varies over time.



Variances across the community														Other groups					
Performance Index Score														Out of area ratepayer					
Local resident variances														Shire EM / employee					
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous [#]	LOTE [#]	York townsale	Other areas	Shire EM / employee	
75	76	66	76	75	76	84	65	65	74	72	72	77	69	54	72	77	69	62	83

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

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

Council Score is the Council's performance index score.

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

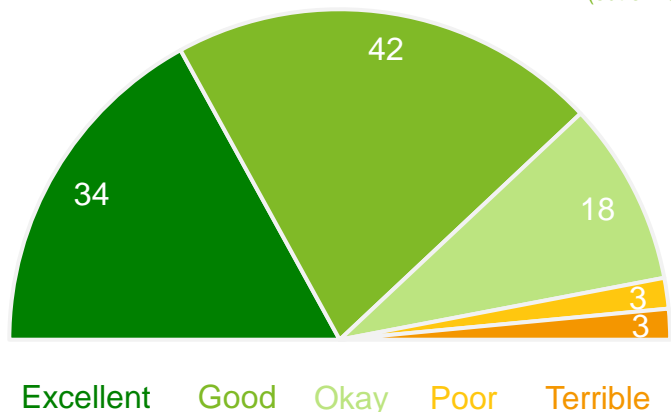
Industry Average is the average score among WA councils that have completed a comparable study with CATALYSE® over the past two years.

Overall Performance

Place to live

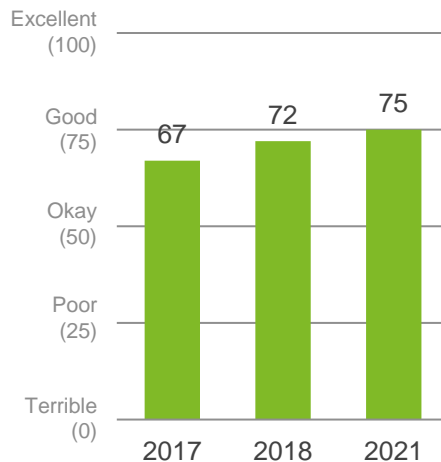
Performance ratings

% of respondents



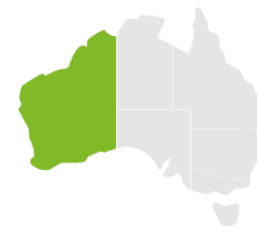
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	75
Industry High	90
Industry Average	76

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
75	76	66	76	75	76	84	65	65	74	72	72	77	69	54	72	77	69

Other groups

Out of area ratepayer	Shire EM / employee
62	83

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

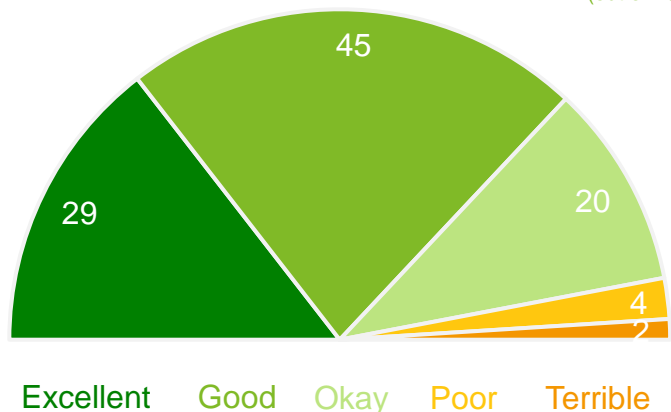
Base: All respondents, excludes 'unsure' and 'no response' (n = 451). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Place to visit

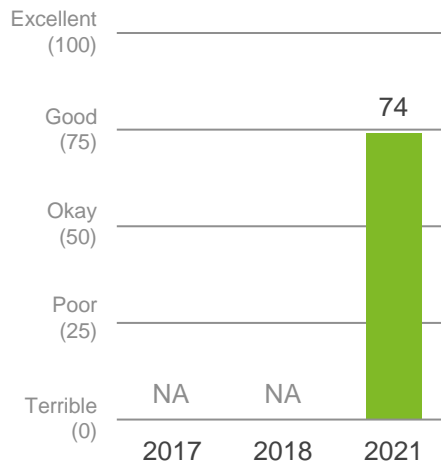
Performance ratings

% of respondents



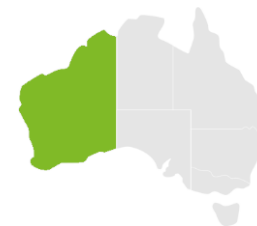
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	74
Industry High	88
Industry Average	69

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
74	74	72	74	73	74	85	65	66	69	75	69	75	66	54	74	75	67

Other groups

Out of area ratepayer	Shire EM / employee
74	86

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 439). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Shire of York as the organisation that governs the local area

Performance ratings

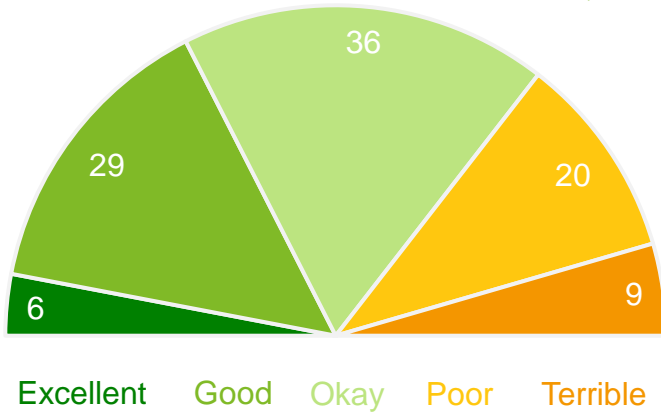
% of respondents

71%

51

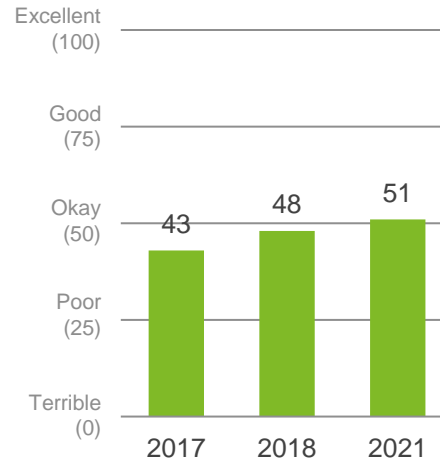
Positive rating*

Performance Index Score (out of 100)



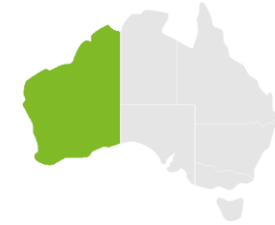
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	51
Industry High	70
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
51	51	49	48	54	51	59	44	43	46	51	48	52	50	28	50	51	48

Other groups

Out of area ratepayer	Shire EM / employee
49	55

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

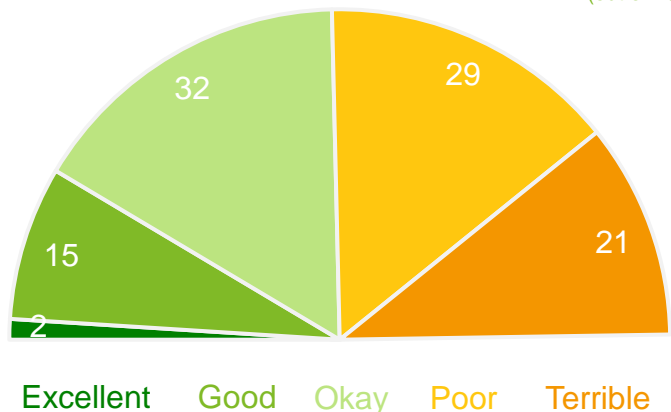
Base: All respondents, excludes 'unsure' and 'no response' (n = 439). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Value for money from Council rates

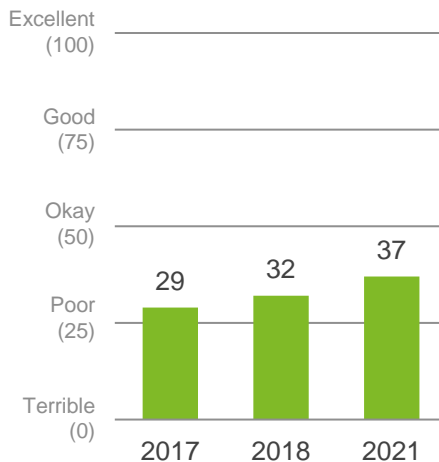
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	37
Industry High	63
Industry Average	45

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
37	37	34	36	39	38	44	30	26	31	39	33	38	39	15	47	39	29	31	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 417). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

MARKYT  industry comparisons

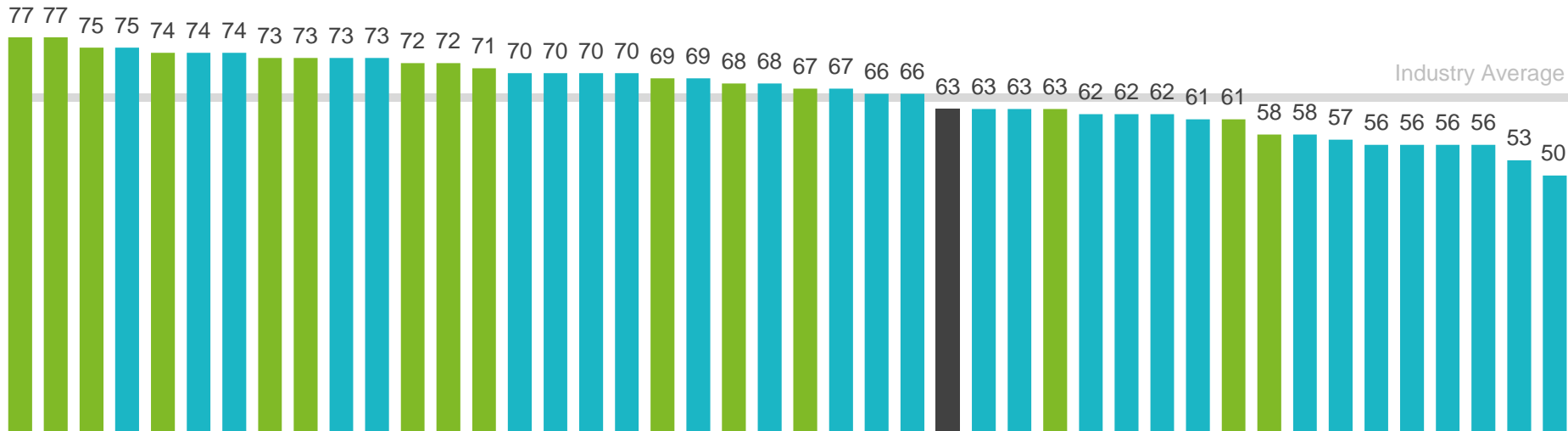
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of York as a 'place to live' and as a 'governing organisation'. The Shire of York's overall performance index score is 63 out of 100, 3 index points below the industry standard for Western Australia.

Overall Performance Index Score

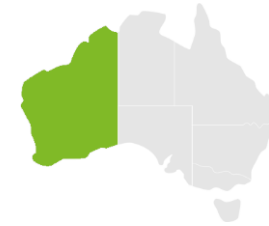
average of 'place to live' and 'governing organisation'

- Shire of York
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



Shire of York	63
Industry High	77
Industry Average	66

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.

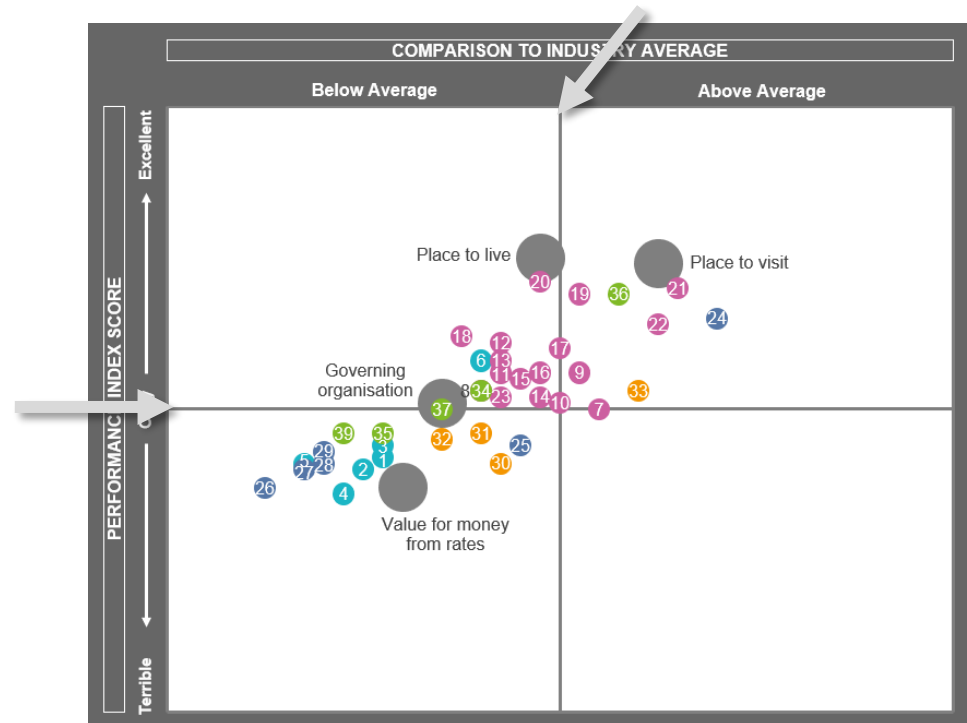
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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
- Place
- Planet
- Prosperity
- Governance

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.

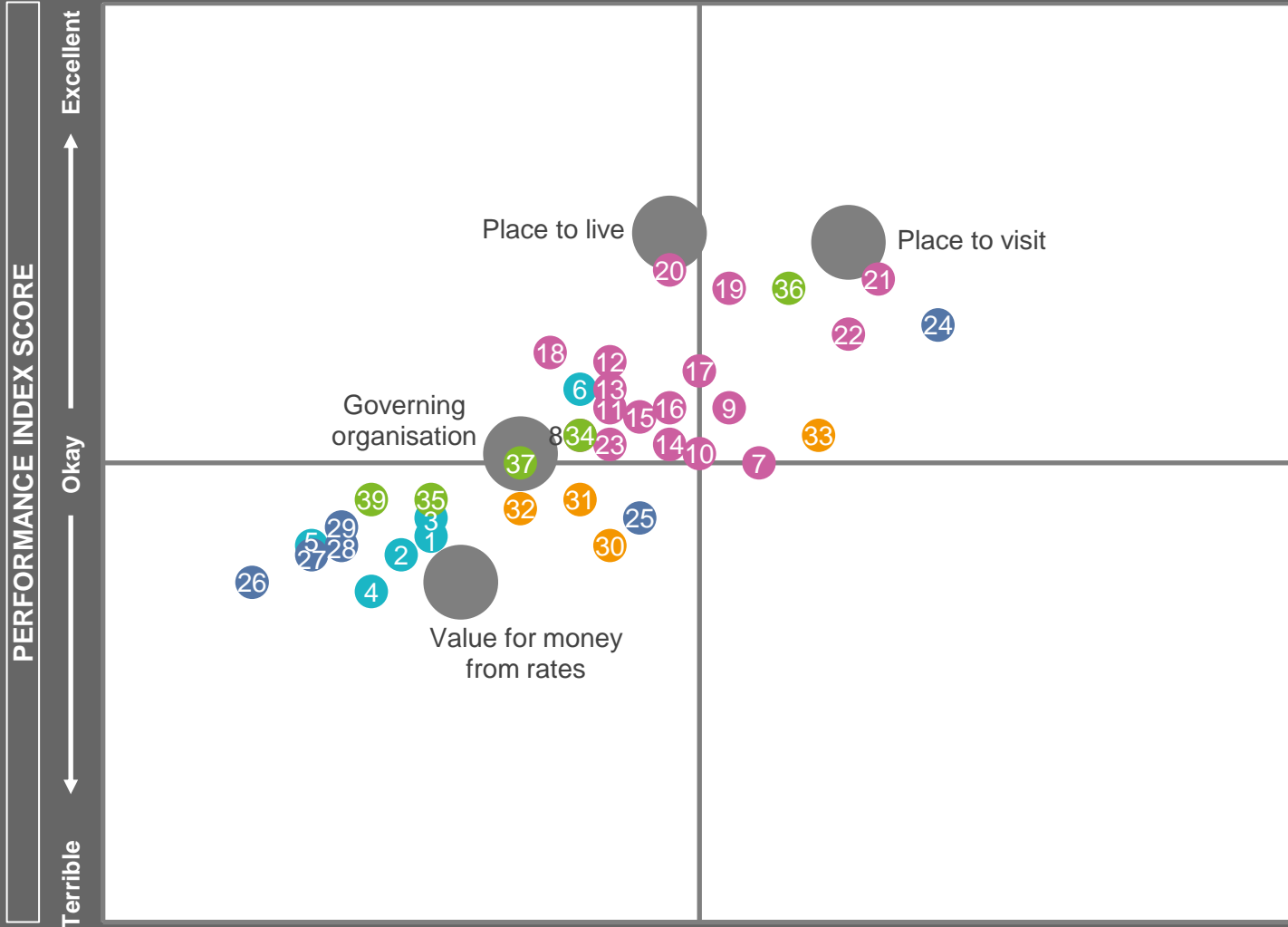


MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Embracing change and innovation
- 4 Community consultation
- 5 Communication
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services and care
- 10 Disability access and inclusion
- 11 Multiculturalism and racial harmony
- 12 Recognition for Aboriginal cultures
- 13 Volunteer recognition and support
- 14 Safety and crime prevention
- 15 Access to housing
- 16 Health and community services
- 17 Community buildings, halls, toilets
- 18 Sport and recreation
- 19 Playgrounds, parks and reserves
- 20 Library and information services
- 21 Festivals, events, art and culture
- 22 Local history and heritage
- 23 Animal management
- 24 Area's character and identity
- 25 Planning and building approvals
- 26 Local roads
- 27 Footpaths, trails and cycleways
- 28 Streetscapes, trees and verges
- 29 Lighting of streets, public places
- 30 Economic development
- 31 York town centre
- 32 Education and training
- 33 Access to goods and services
- 34 Conservation and environment
- 35 Avon River
- 36 Waste collection services
- 37 Food, health, noise, pest, pollution
- 38 Corella management in town
- 39 Natural disaster management

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

MARKYT  community trends

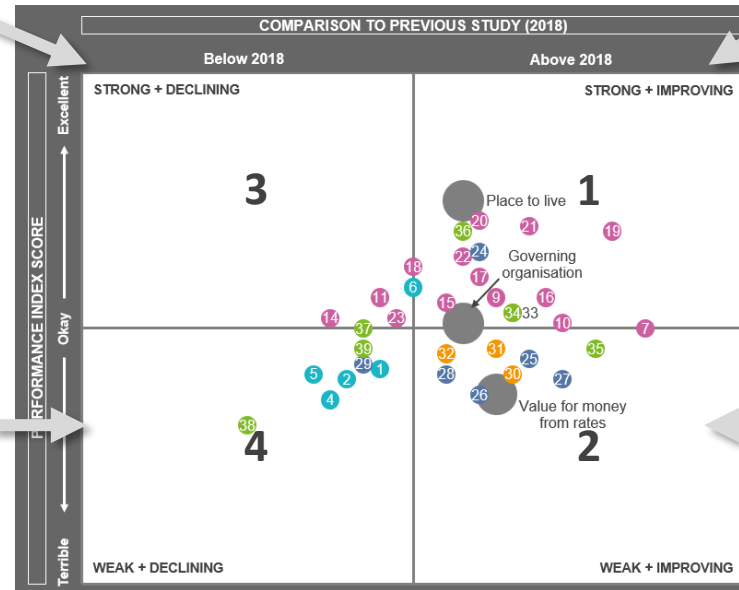
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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

- Safety and crime prevention

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

- Corella management in town
- Communication
- Community consultation
- Advocacy and lobbying



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

- Youth services and facilities
- Playgrounds, parks and reserves
- Disability access and inclusion
- Health and community services
- Festivals, events, art and culture
- Access to goods and services
- Conservation and environment
- Seniors' services and care

Window 2 includes lower performing areas that are improving. **Celebrate progress** and continue to work on areas such as:

- Avon River
- Footpaths, trails and cycleways
- Planning and building approvals
- Economic development
- York town centre
- Value for money from rates

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
Performance areas in grey have no historical trend data.

MARKYT  community priorities

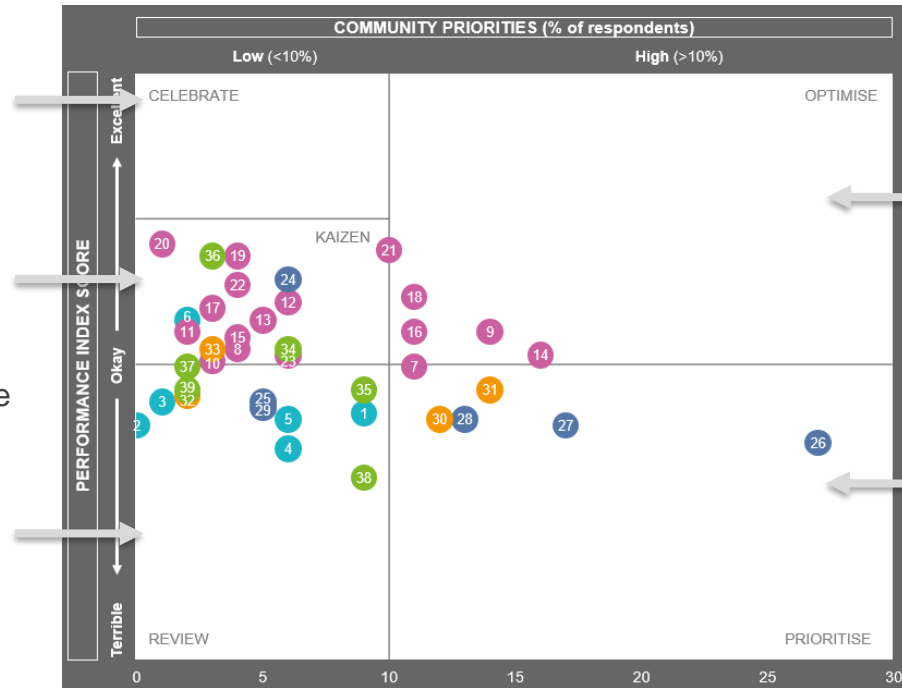
How to read the MARKYT Community Priorities

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
- Place
- Planet
- Prosperity
- Governance

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 30

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Embracing change and innovation
- 4 Community consultation
- 5 Communication
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services and care
- 10 Disability access and inclusion
- 11 Multiculturalism and racial harmony
- 12 Recognition for Aboriginal cultures
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- 21 Festivals, events, art and culture
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- 23 Animal management
- 24 Area's character and identity
- 25 Planning and building approvals
- 26 Local roads
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- 32 Education and training
- 33 Access to goods and services
- 34 Conservation and environment
- 35 Avon River
- 36 Waste collection services
- 37 Food, health, noise, pest, pollution
- 38 Corella management in town
- 39 Natural disaster management

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 = 424)

Word cloud (top 100 words)



Community Voices

Sample of comments from MARKYT® VoiceBank

By assisting small business to improve and grow, to increase the tourist experience for the town.

Effort to create vibrant town will create jobs and demand. Can't pretend to be destination town and not look after visitors.

Encourage more businesses from other areas to set up in town, industrial areas.

Encourage new businesses into town and provide encouragement/ assistance to those remaining which means more jobs for locals especially local kids/teenagers.

Being able to keep people working in the area will help keep money in the area. While farming has been a mainstay of employment, automation and corporatisation will eventually erode the employment opportunities in this area.

Inspire locals to stay by giving businesses more opportunities to set up and create jobs.

The Shire needs to provide incentives for businesses to relocate to York to improve job opportunities. Cut red tape to make it easier for businesses to expand and grow.

Embrace change and innovation. Actively encourage new businesses to come to York. Employment is the key.

Word cloud (top 100 words)



Community Voices

Sample of comments from MARKYT® VoiceBank

Ask seniors what services they feel they require.

Need a shuttle to and from major centres - Northam and Midland - if the services are not available in York -which many are not- they need to have access to these.

Transport for seniors unable to drive to Midland or Northam for essential services e.g Centre Link, medical appointments outside of York and other government services as required.

There needs to be more done to assist York residents to be able stay in their own homes instead of having to go to a retirement or nursing home.

When towns offer aged services they must provide all services 24/7, 365 days a year. The St. Johns ambulance volunteers are being called out many times a week, just to put aged persons back to bed as they have fallen out of bed. Should have full time people to do it.

Balladong needs more services. Things for the elderly to do (bowls, swimming, library, bar etc. where people could meet up).

Better access for wheelchair from footpath to roads, lobbying for increased facilities for aged care.

Transport service for seniors for shopping.

Familiarity with local services and facilities

Familiarity with local services and facilities

Higher levels of familiarity

% of respondents who were familiar with service area



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

Familiarity with local services and facilities

Lower levels of familiarity



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

Governance

Council's leadership

Performance ratings

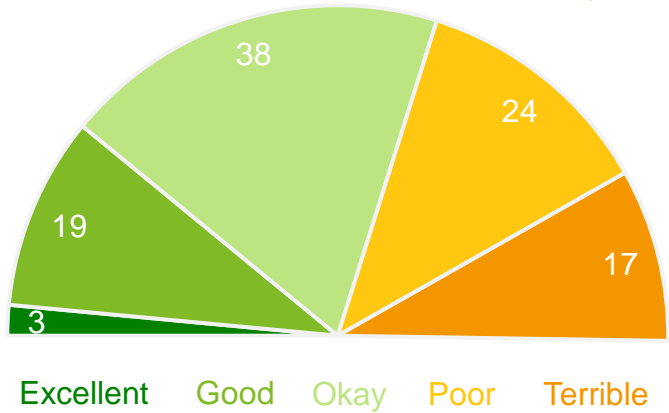
% of respondents

60%

42

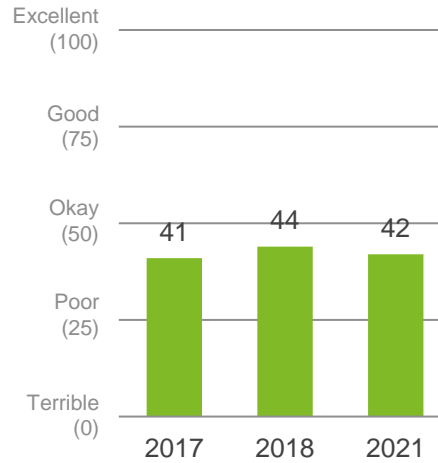
Positive rating*

Performance Index Score (out of 100)



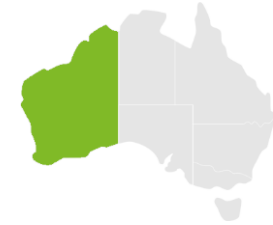
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	42
Industry High	67
Industry Average	51

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
42	43	38	38	46	45	46	39	35	30	35	39	45	45	25	44	44	34

Other groups

Out of area ratepayer	Shire EM / employee
42	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 375). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

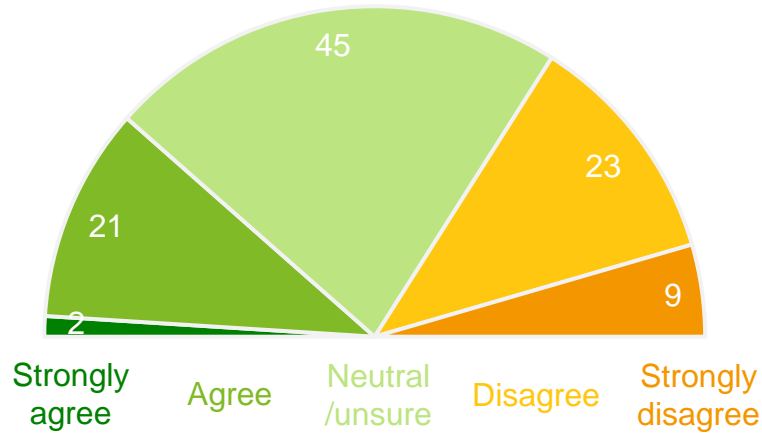
Shire has developed and communicated a clear vision for the area

Level of agreement

% of respondents

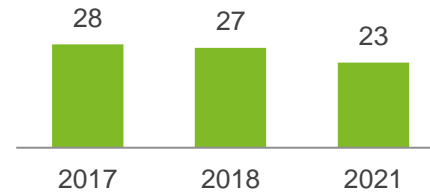
23%

Total Agree



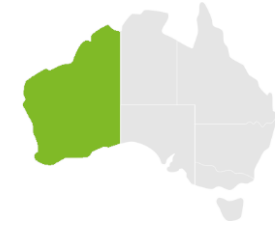
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of York	23
Industry High	58
Industry Average	35

Variations across the community

% agree

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
23	23	29	19	29	29	16	13	19	9	23	19	26	27	11	23	26	15

Other groups

Out of area ratepayer	15
Shire EM / employee	39

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

Base: All respondents, excludes 'no response' (n = 442). # Small base size (<20 respondents)

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

Performance ratings

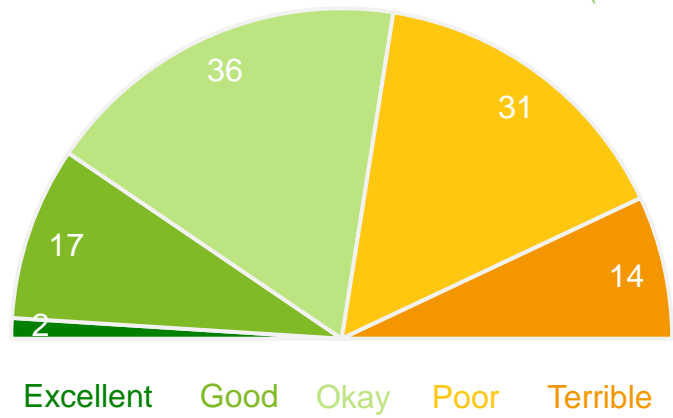
% of respondents

55%

40

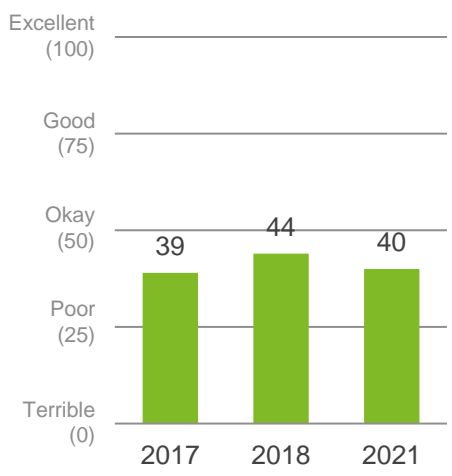
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	40
Industry High	64
Industry Average	50

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
40	40	39	38	42	41	45	34	30	40	40	37	42	45	30	33	41	37	41	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 340). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

How the Shire embraces change, innovation and new technology

Performance ratings

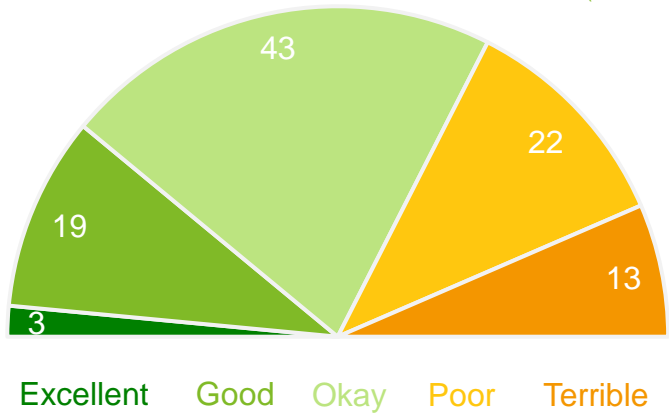
% of respondents

65%

Positive rating*

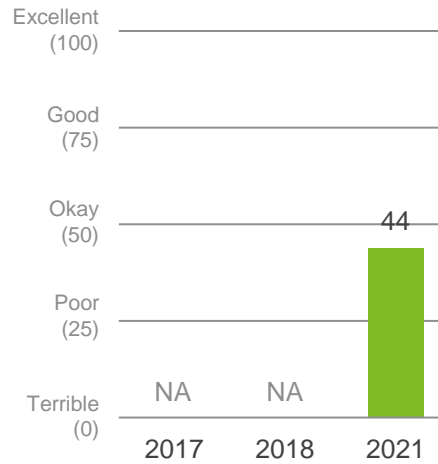
44

Performance Index Score (out of 100)



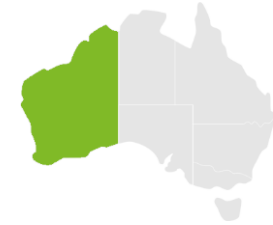
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	44
Industry High	65
Industry Average	53

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
44	44	43	43	46	45	59	34	34	40	48	41	45	46	29	47	45	40

Other groups

Out of area ratepayer	Shire EM / employee
38	51

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

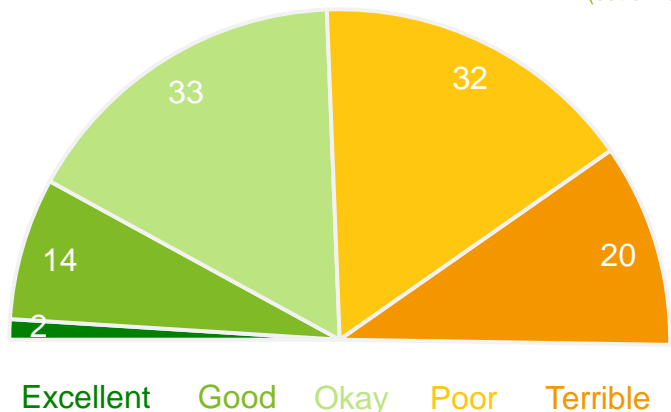
Base: All respondents, excludes 'unsure' and 'no response' (n = 332). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

How the community is consulted about local issues

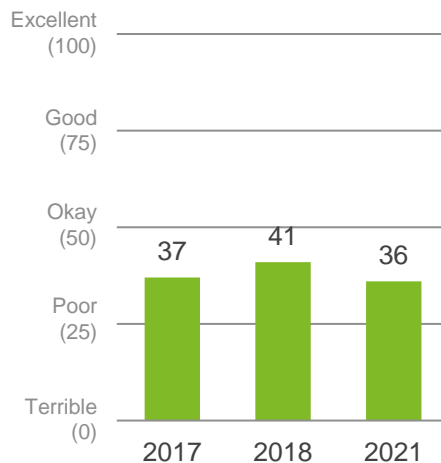
Performance ratings

% of respondents



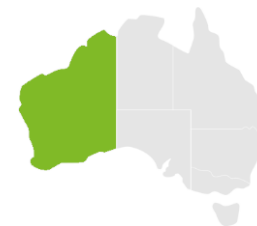
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	36
Industry High	62
Industry Average	47

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
36	36	35	35	38	37	41	33	22	35	37	33	38	35	23	31	37	32	41	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 377). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

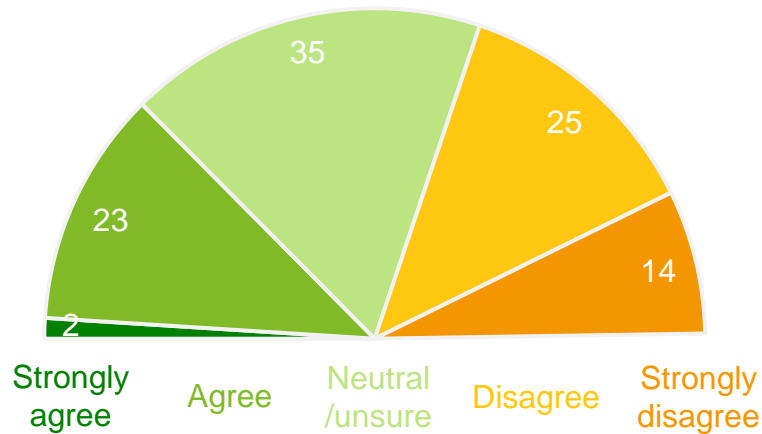
Elected Members (Shire President and Councillors) have a good understanding of community needs

Level of agreement

% of respondents

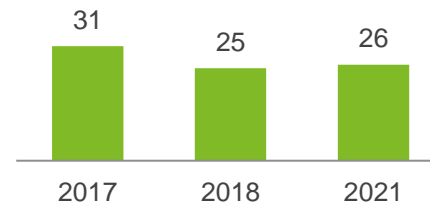
25%

Total Agree



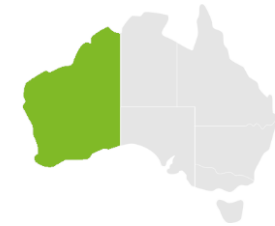
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of York	26
Industry High	40
Industry Average	31

Variations across the community

% agree

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
26	26	25	22	30	29	31	21	17	13	24	20	29	37	11	32	29	14

Other groups

Out of area ratepayer	Shire EM / employee
19	54

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

Base: All respondents, excludes 'no response' (n = 439). # Small base size (<20 respondents)

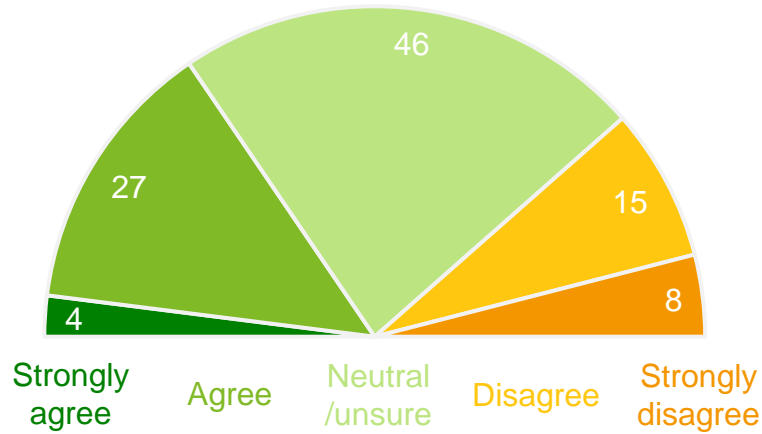
Staff have a good understanding of community needs

Level of agreement

% of respondents

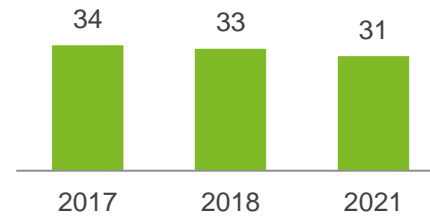
31%

Total Agree



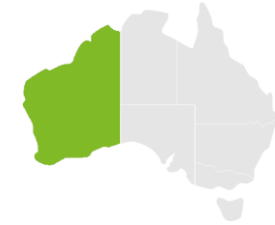
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of York	31
Industry High	45
Industry Average	35

Variations across the community

% agree

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
31	31	33	28	35	36	44	18	15	7	39	20	35	40	11	44	35	18

Other groups

Out of area ratepayer	35
Shire EM / employee	54

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

Base: All respondents, excludes 'no response' (n = 439). # Small base size (<20 respondents)

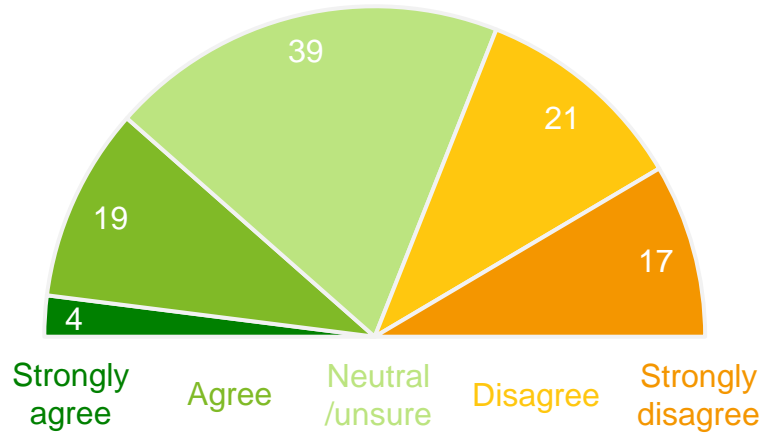
The Shire listens to and respects community views

Level of agreement

% of respondents

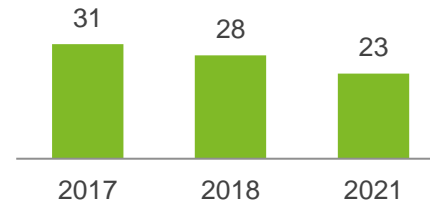
23%

Total Agree



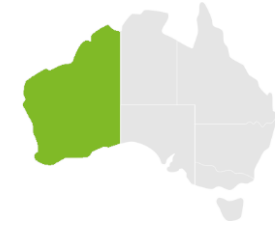
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of York	23
Industry High	55
Industry Average	33

Variations across the community

% agree

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
23	23	23	20	27	25	39	20	8	16	24	19	26	33	5	44	26	15

Other groups

Out of area ratepayer	Shire EM / employee
19	54

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

Base: All respondents, excludes 'no response' (n = 442). # Small base size (<20 respondents)

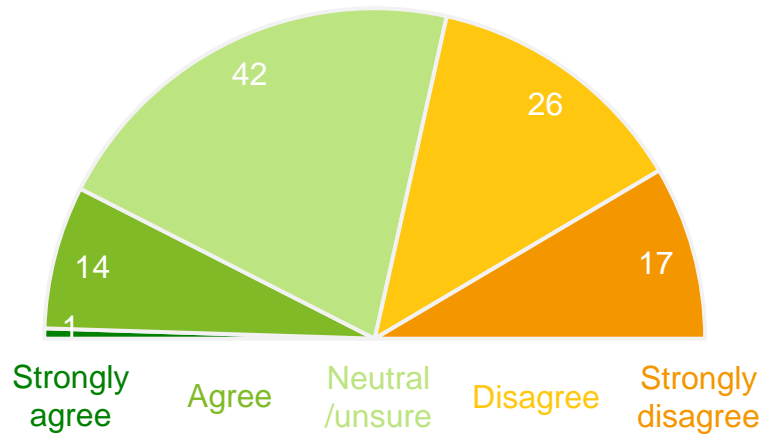
The Shire clearly explains reasons for decisions and how residents' views are taken into account

Level of agreement

% of respondents

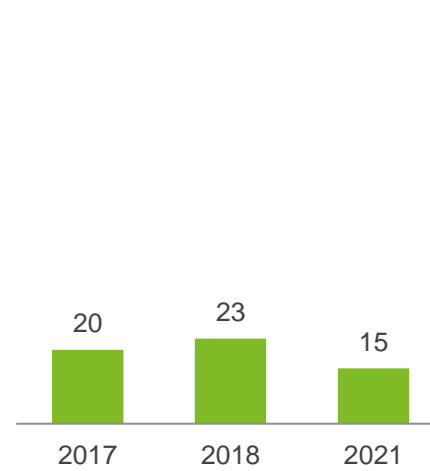
15%

Total Agree



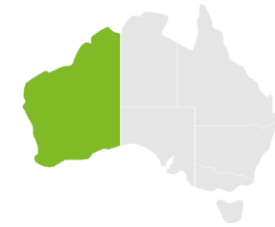
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of York	15
Industry High	45
Industry Average	27

Variances across the community

% agree

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
15	14	18	12	18	17	21	13	8	4	19	8	17	24	16	5	16	11

Other groups

Out of area ratepayer	Shire EM / employee
12	32

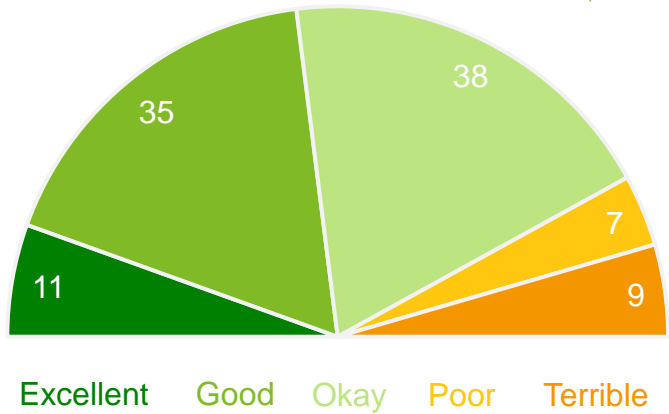
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 441). # Small base size (<20 respondents)

Customer service

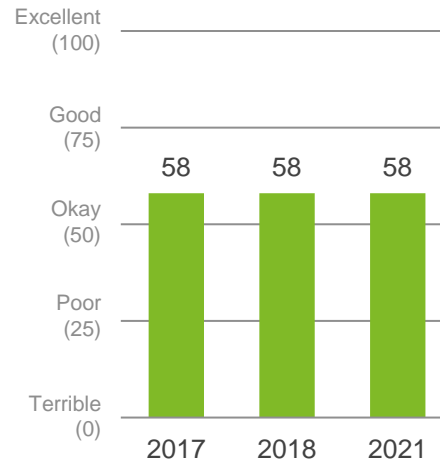
Performance ratings

% of respondents



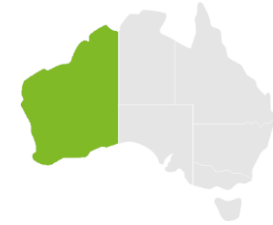
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	58
Industry High	74
Industry Average	62

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
58	59	51	59	58	60	62	54	54	60	50	57	61	63	38	64	59	54

Other groups

Out of area ratepayer	58
Shire EM / employee	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 412). * Positive Rating = excellent, good + okay

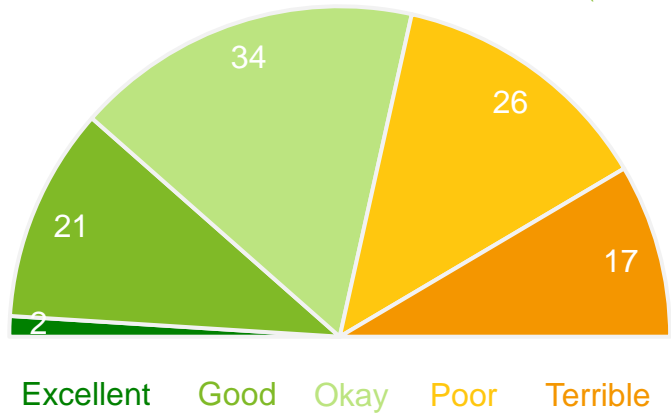
Small base size (<20 respondents)

Communication

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

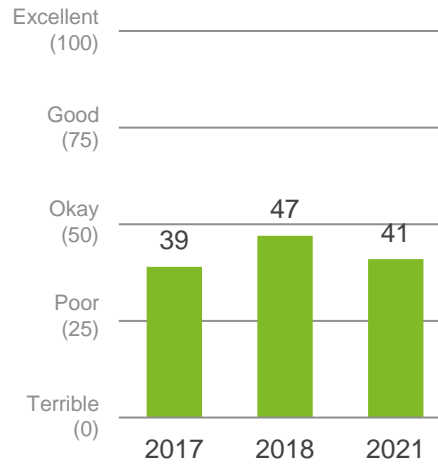
Performance ratings

% of respondents



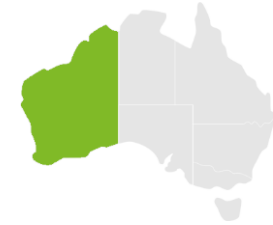
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	41
Industry High	69
Industry Average	54

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
41	42	40	42	42	42	47	36	30	39	44	38	43	38	27	30	43	35

Other groups

Out of area ratepayer	45
Shire EM / employee	48

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

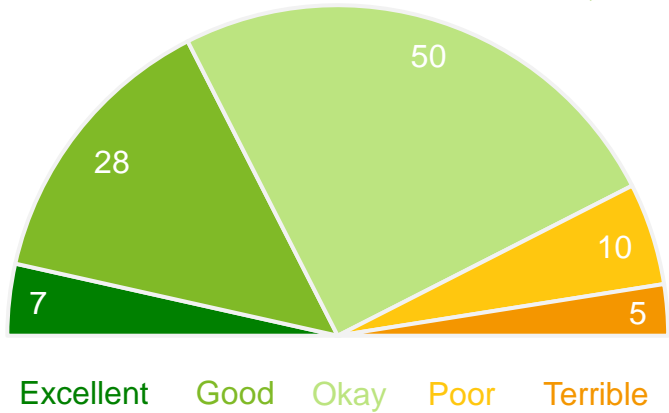
Base: All respondents, excludes 'unsure' and 'no response' (n = 403). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Shire's website

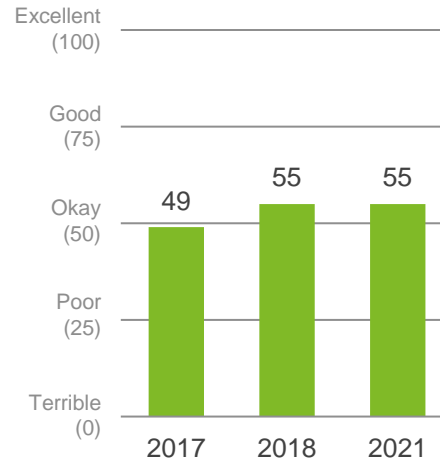
Performance ratings

% of respondents



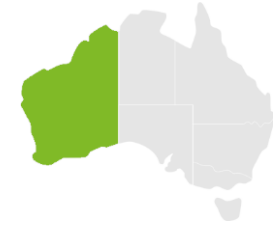
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	55
Industry High	68
Industry Average	58

Variations across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
55	56	47	55	55	56	61	48	48	50	53	54	56	51	56	52	56	50

Other groups

Out of area ratepayer	Shire EM / employee
58	67

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

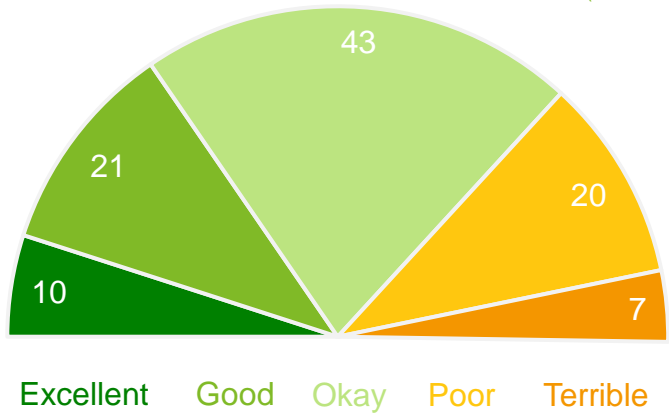
Base: All respondents, excludes 'unsure' and 'no response' (n = 311). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Social media presence (Facebook, etc)

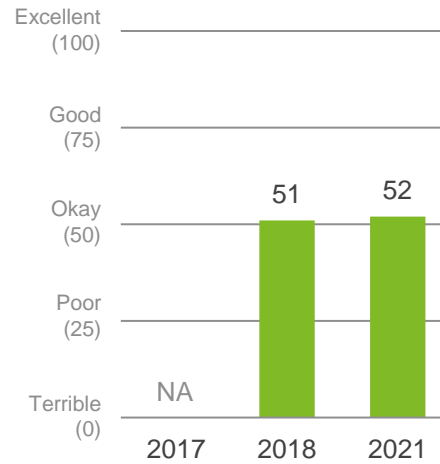
Performance ratings

% of respondents



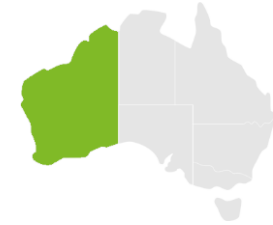
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	52
Industry High	66
Industry Average	54

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
52	53	46	47	58	52	70	44	47	42	49	51	54	46	44	43	54	44

Other groups

Out of area ratepayer	Shire EM / employee
47	74

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 246). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Community Update, the Shire's regular page in the community newspaper

Performance ratings

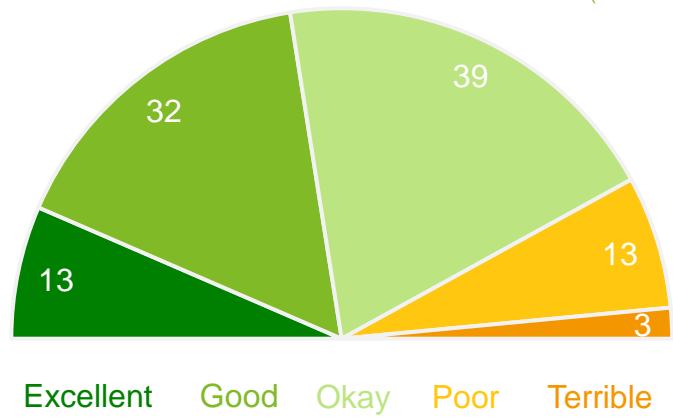
% of respondents

84%

60

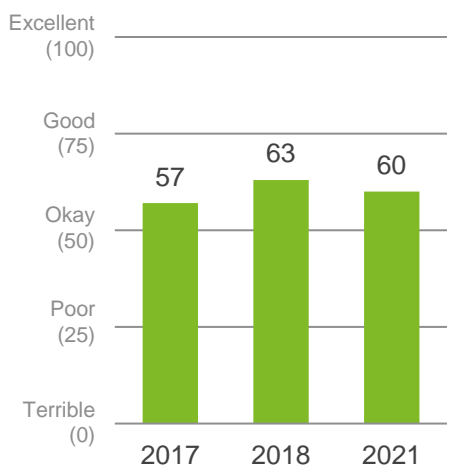
Positive rating*

Performance Index Score (out of 100)



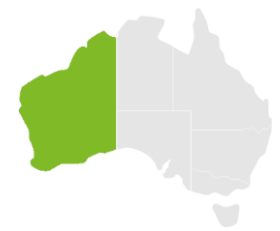
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	60
Industry High	63
Industry Average	59

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
60	60	56	59	62	61	66	52	55	57	53	57	62	61	45	55	62	52	56	74

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 360). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Community development

Services and facilities for youth

Performance ratings

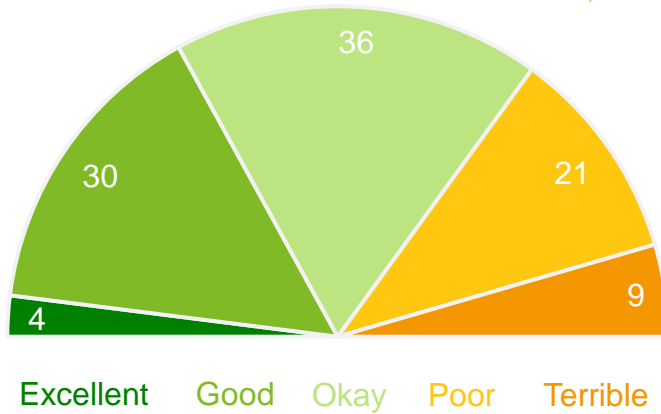
% of respondents

70%

Positive rating*

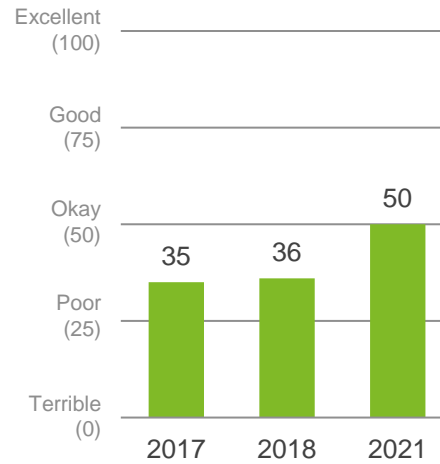
50

Performance Index Score (out of 100)



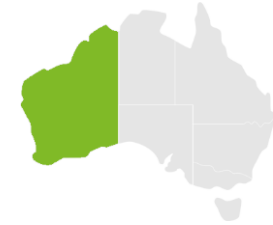
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	50
Industry High	66
Industry Average	48

Variations across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
50	51	37	53	47	54	48	38	34	37	44	45	54	50	24	55	50	49

Other groups

Out of area ratepayer	45
Shire EM / employee	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 360). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Services and facilities for families and children

Performance ratings

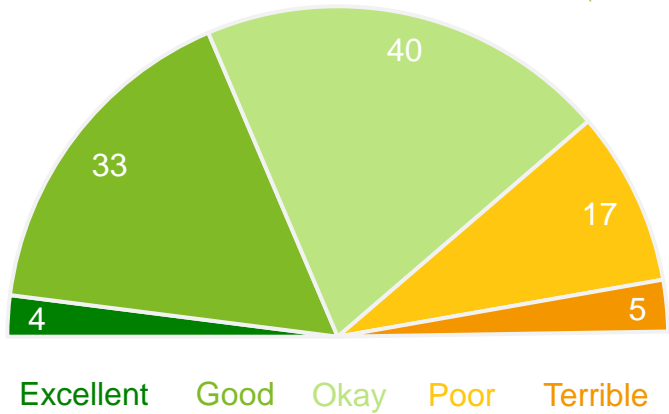
% of respondents

77%

53

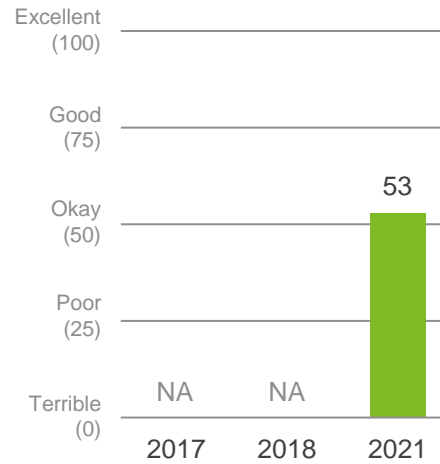
Positive rating*

Performance Index Score (out of 100)



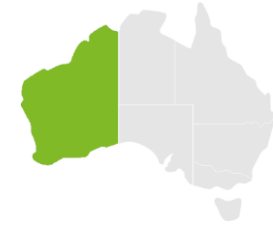
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	53
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
53	55	43	55	52	56	53	43	42	46	48	49	58	52	30	51	54	51

Other groups

Out of area ratepayer	Shire EM / employee
51	49

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

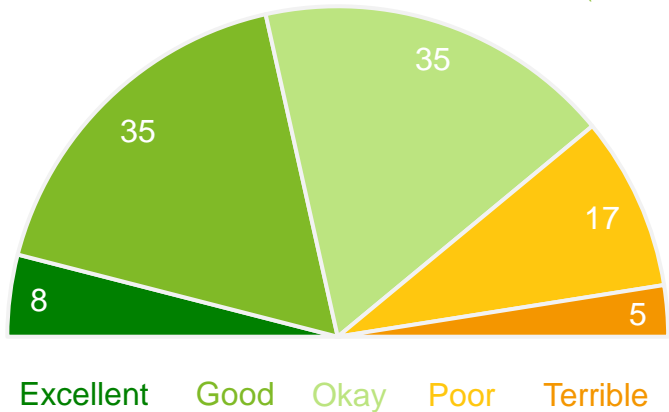
Base: All respondents, excludes 'unsure' and 'no response' (n = 382). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Services and care available for seniors

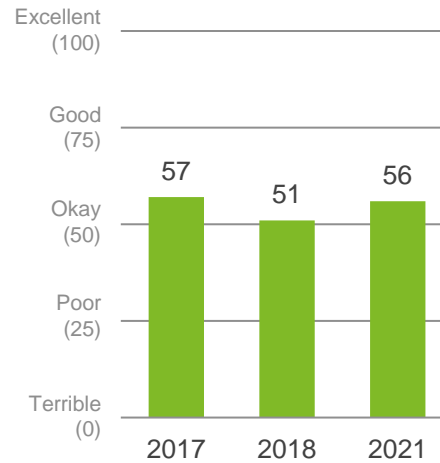
Performance ratings

% of respondents



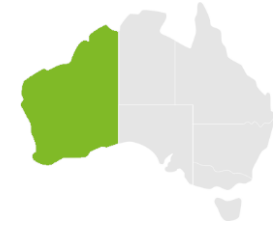
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	56
Industry High	68
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Local resident variances																	Other groups	
	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
56	56	52	58	54	56	74	50	53	55	58	56	55	50	44	58	57	53	50	59

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

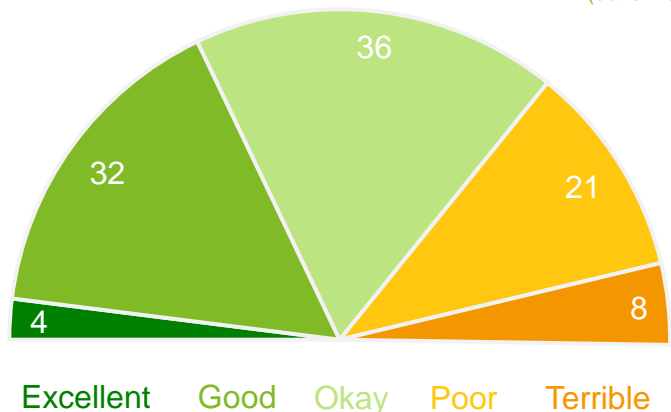
Base: All respondents, excludes 'unsure' and 'no response' (n = 368). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Disability access and inclusion

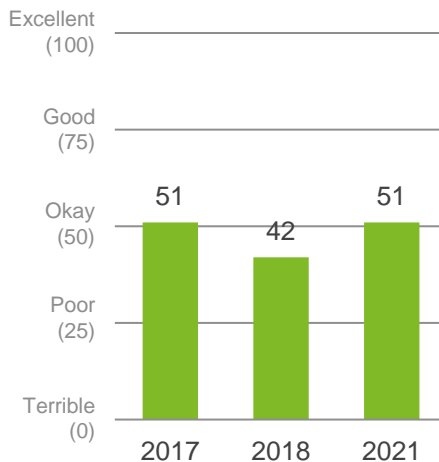
Performance ratings

% of respondents



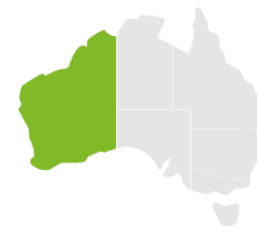
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	51
Industry High	65
Industry Average	51

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
51	52	43	53	49	51	56	44	49	55	53	52	50	42	42	46	51	51

Other groups

Out of area ratepayer	Shire EM / employee
45	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 328). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Recognition and respect for Aboriginal cultures and heritage

Performance ratings

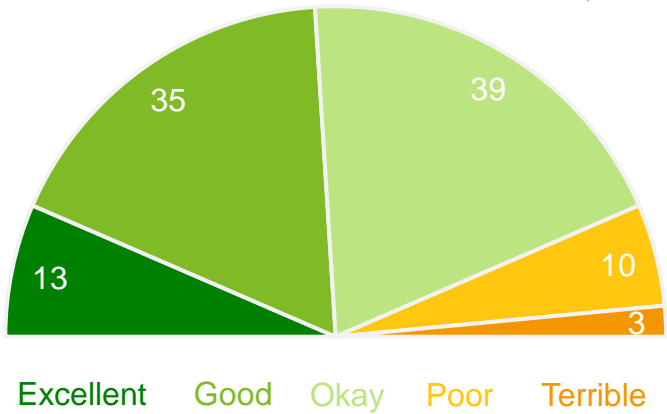
% of respondents

87%

61

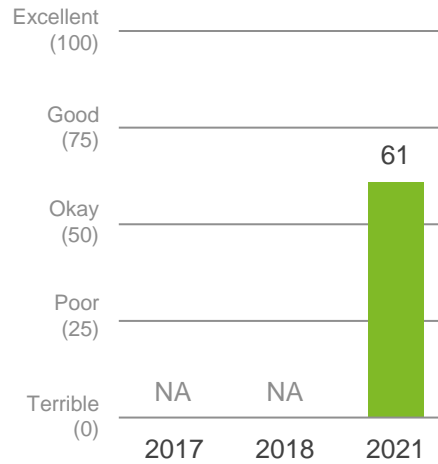
Positive rating*

Performance Index Score (out of 100)



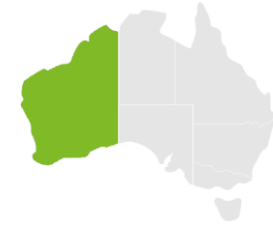
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	61
Industry High	70
Industry Average	64

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
61	63	49	63	60	61	64	55	57	68	54	64	61	62	45	43	61	62

Other groups

Out of area ratepayer	57
Shire EM / employee	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 373). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Multiculturalism and racial harmony

Performance ratings

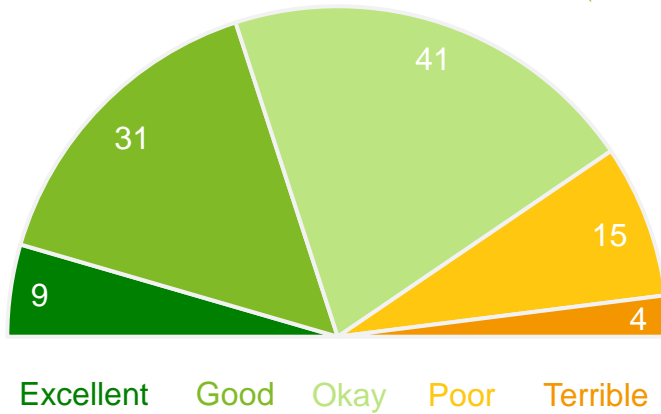
% of respondents

81%

56

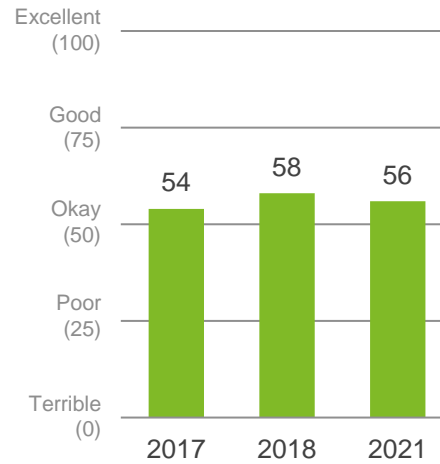
Positive rating*

Performance Index Score (out of 100)



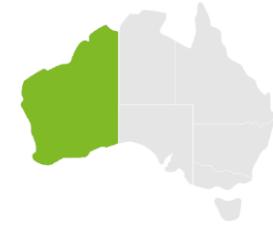
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	56
Industry High	69
Industry Average	59

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
56	57	49	59	53	56	61	51	57	61	50	61	55	53	42	35	56	56

Other groups

Out of area ratepayer	Shire EM / employee
52	58

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

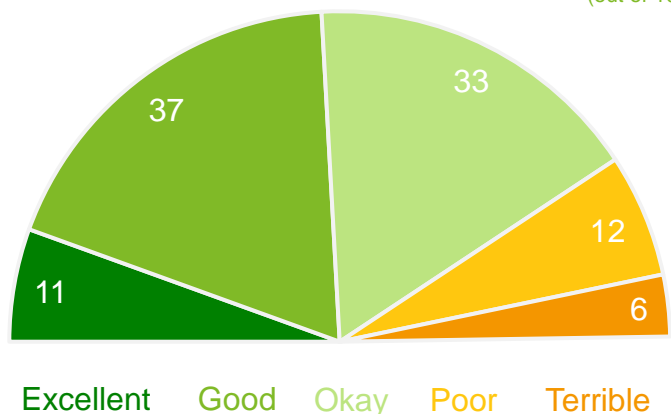
Base: All respondents, excludes 'unsure' and 'no response' (n = 350). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Volunteer recognition and support

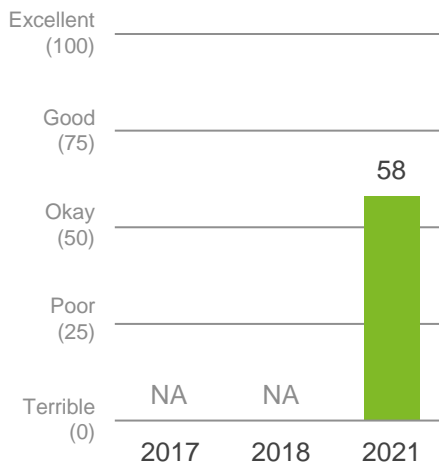
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	58
Industry High	68
Industry Average	61

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Local resident variances																	Other groups	
	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
58	60	47	59	57	62	52	50	55	51	40	57	64	60	44	47	59	55	63	56

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

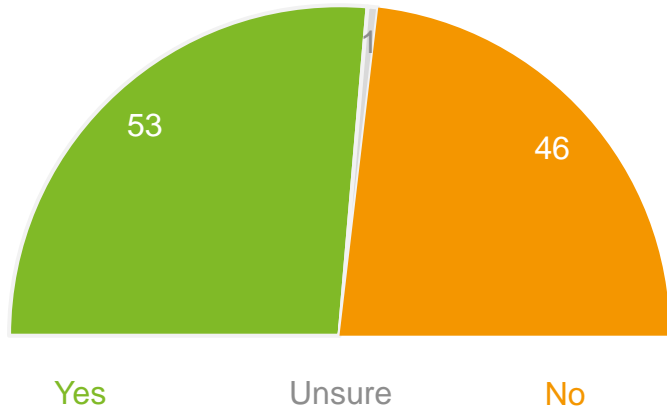
Base: All respondents, excludes 'unsure' and 'no response' (n = 370). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Participation in volunteering

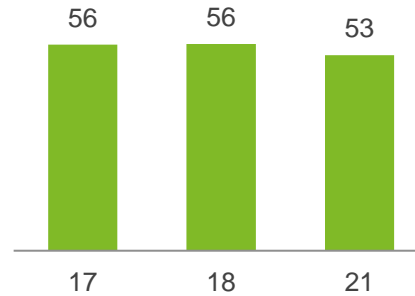
Volunteered in the last 12 months

% of respondents



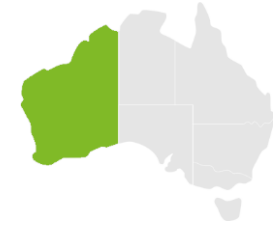
Trend Analysis

% yes



MARKYT Industry Standards

% yes



Shire of York	53
Industry High	86
Industry Standard	61

Variations across the community

% volunteered in the last 12 months

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
53	53	54	48	58	47	58	65	60	73	61	63	46	54	62	23	53	50

Other groups

Out of area ratepayer	29
Shire EM / employee	81

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

Base: All respondents, excludes 'no response' (n = 400). # Small base size (<20 respondents)

Community wellbeing

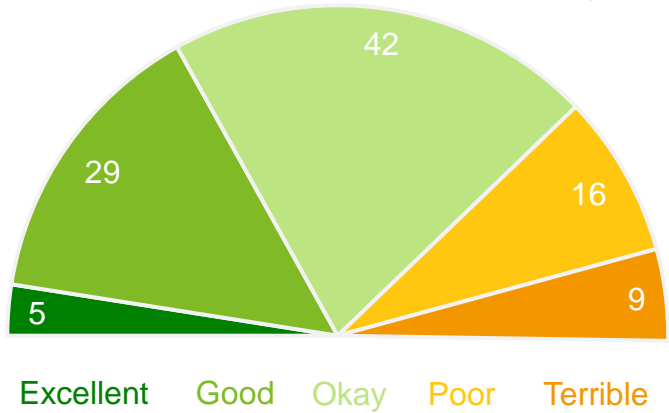
Community safety and crime prevention

Performance ratings

% of respondents

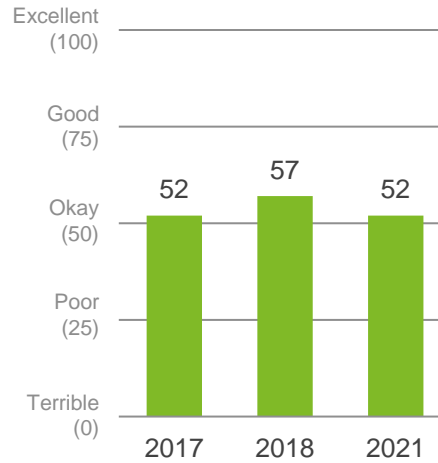
76%
Positive rating*

52
Performance Index Score
(out of 100)



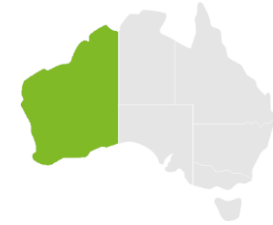
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	52
Industry High	76
Industry Average	53

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
52	53	41	53	51	52	62	43	37	52	48	49	54	49	34	57	53	46

Other groups

Out of area ratepayer	Shire EM / employee
49	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 411). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Access to housing that meets your needs

Performance ratings

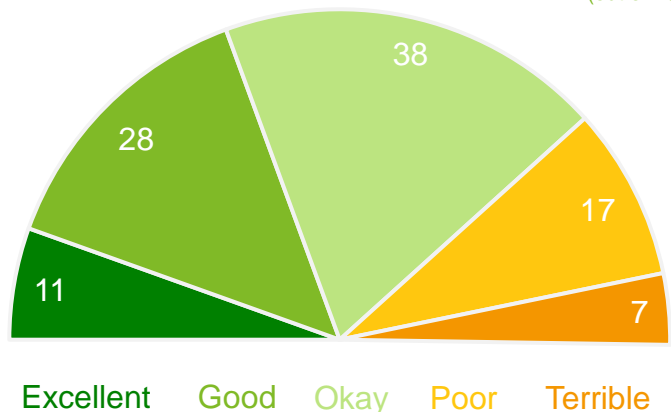
% of respondents

77%

55

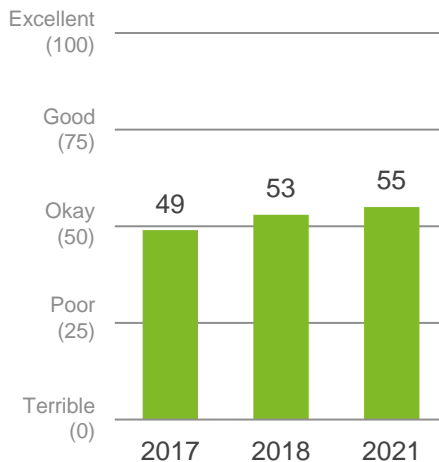
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	55
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
55	57	40	58	51	55	66	49	47	54	55	52	57	44	32	52	56	51	45	60

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

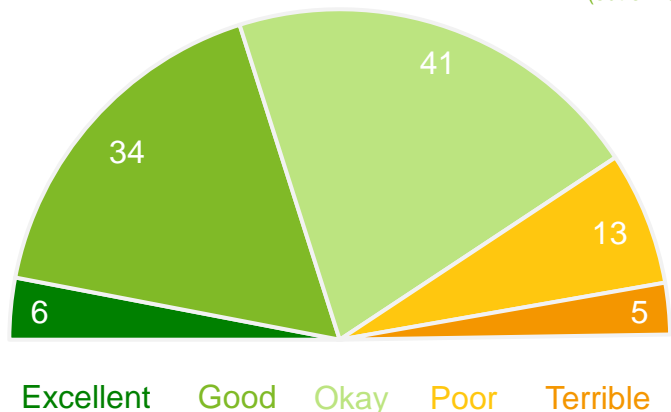
Base: All respondents, excludes 'unsure' and 'no response' (n = 323). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Access to health and community services

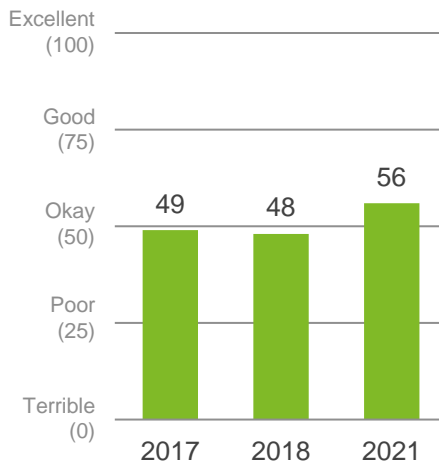
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	56
Industry High	70
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
56	56	51	58	53	57	59	50	45	55	59	51	57	51	42	53	57	48

Other groups

Out of area ratepayer	Shire EM / employee
53	58

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

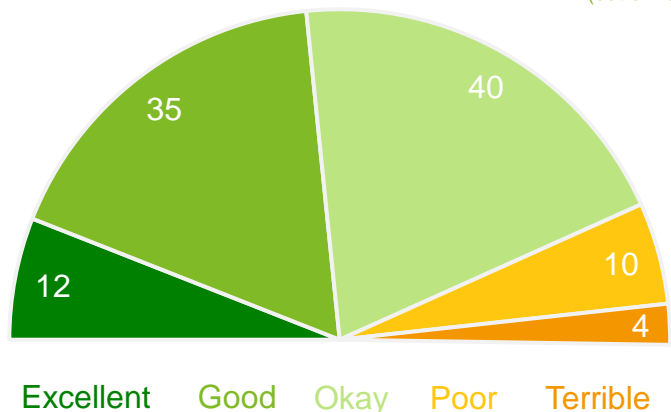
Base: All respondents, excludes 'unsure' and 'no response' (n = 421). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Community buildings, halls and toilets

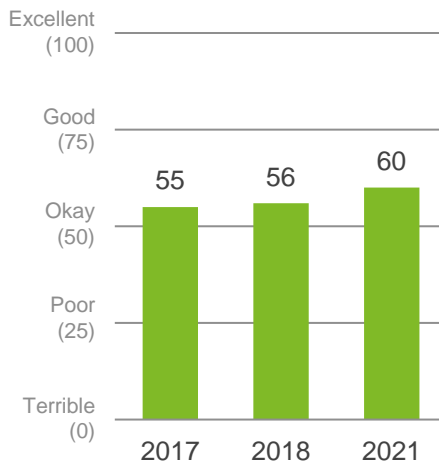
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	60
Industry High	78
Industry Average	60

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
60	61	55	61	60	62	64	53	50	60	59	56	63	56	40	70	61	57	67	65

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

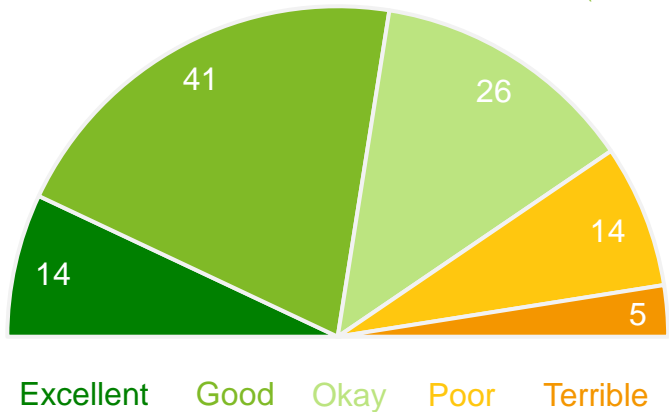
Base: All respondents, excludes 'unsure' and 'no response' (n = 433). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Sport and recreation facilities and services

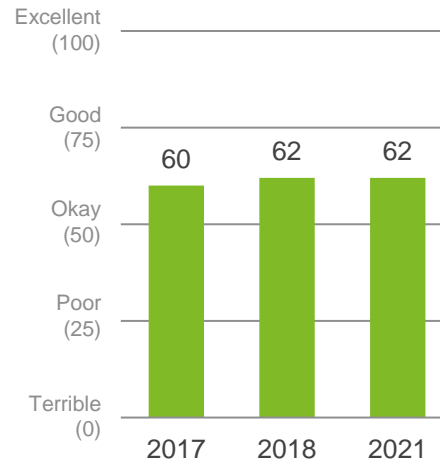
Performance ratings

% of respondents



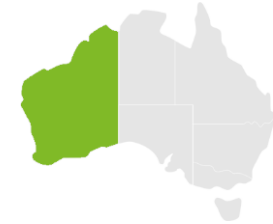
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	62
Industry High	85
Industry Average	67

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
62	62	62	63	62	65	65	49	54	55	60	56	66	57	24	74	63	56

Other groups

Out of area ratepayer	Shire EM / employee
68	60

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

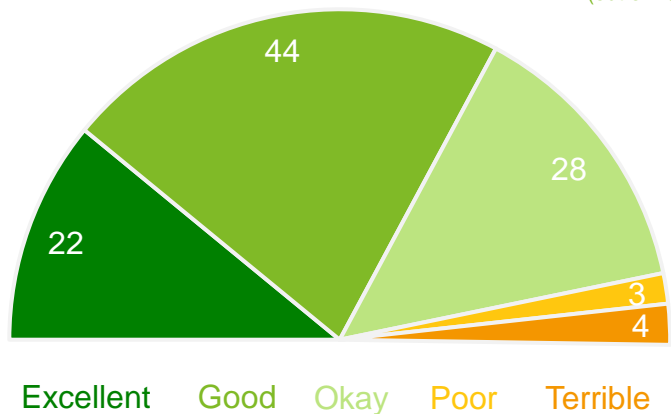
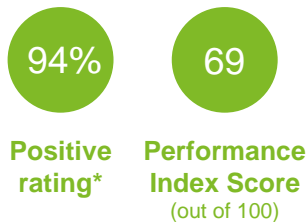
Base: All respondents, excludes 'unsure' and 'no response' (n = 418). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Playgrounds, parks and reserves

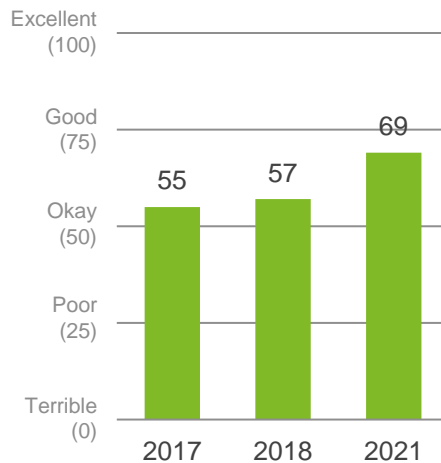
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	69
Industry High	86
Industry Average	68

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
69	70	61	70	68	71	76	58	57	69	66	66	72	62	40	70	71	63

Other groups

Out of area ratepayer	Shire EM / employee
69	74

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

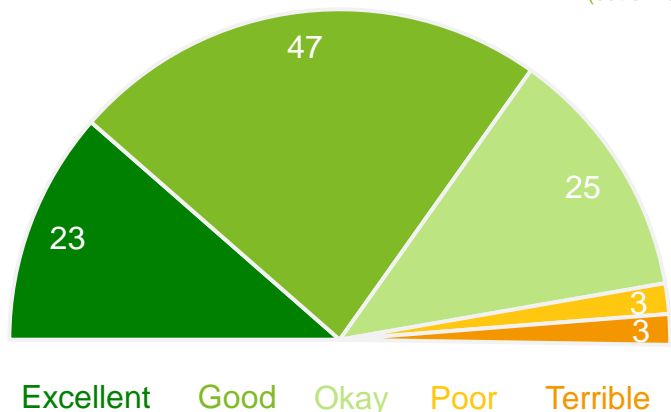
Base: All respondents, excludes 'unsure' and 'no response' (n = 433). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Library and information services

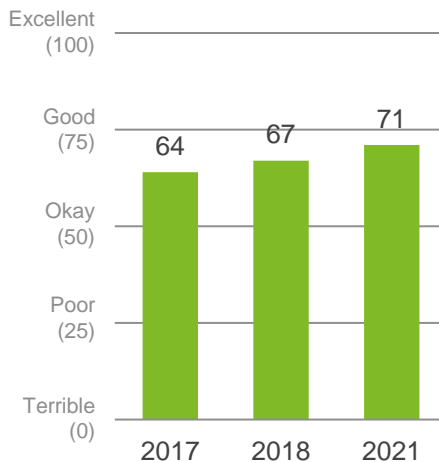
Performance ratings

% of respondents



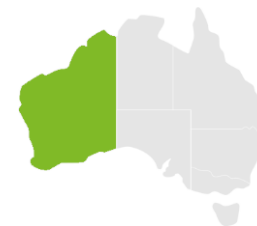
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	71
Industry High	83
Industry Average	72

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
71	72	63	72	70	73	82	60	60	67	66	67	74	69	50	77	73	64

Other groups

Out of area ratepayer	Shire EM / employee
66	77

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

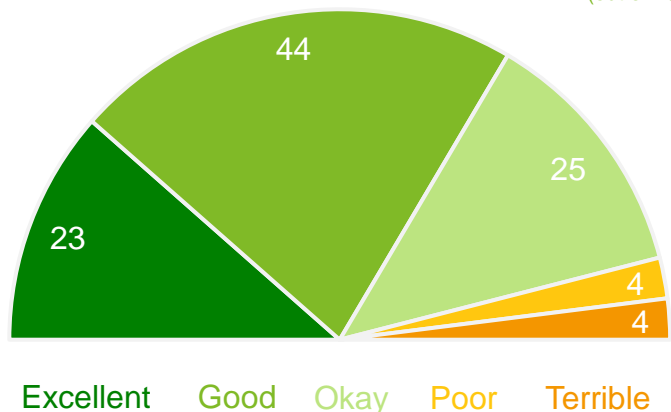
Base: All respondents, excludes 'unsure' and 'no response' (n = 413). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Festivals, events, art and cultural activities

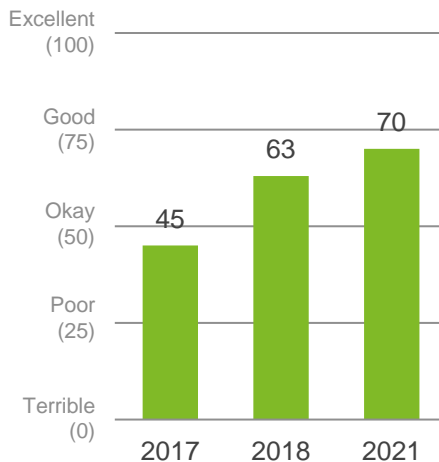
Performance ratings

% of respondents



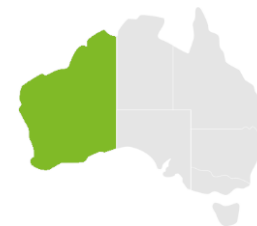
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	70
Industry High	78
Industry Average	64

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
70	71	61	71	69	70	82	63	66	70	67	70	70	65	47	79	70	68

Other groups

Out of area ratepayer	Shire EM / employee
59	77

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

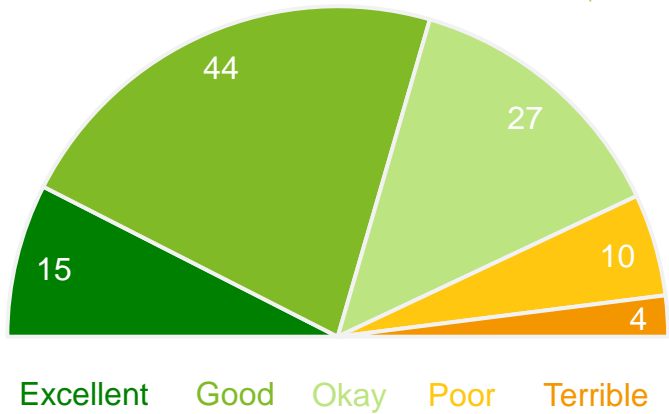
Base: All respondents, excludes 'unsure' and 'no response' (n = 425). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

How local history and heritage is preserved and promoted

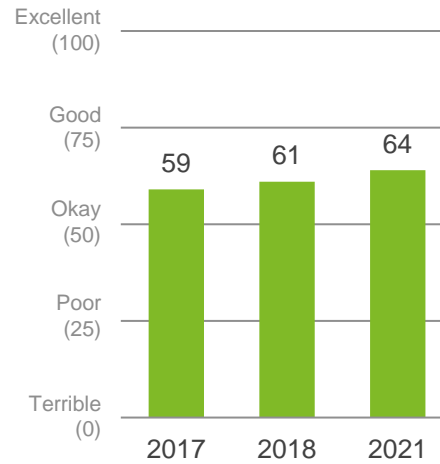
Performance ratings

% of respondents



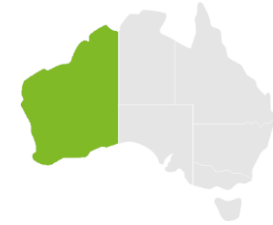
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	64
Industry High	75
Industry Average	59

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
64	64	66	66	63	65	69	57	55	63	69	63	64	60	47	65	66	60

Other groups

Out of area ratepayer	62
Shire EM / employee	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 407). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Animal management (dogs and cats)

Performance ratings

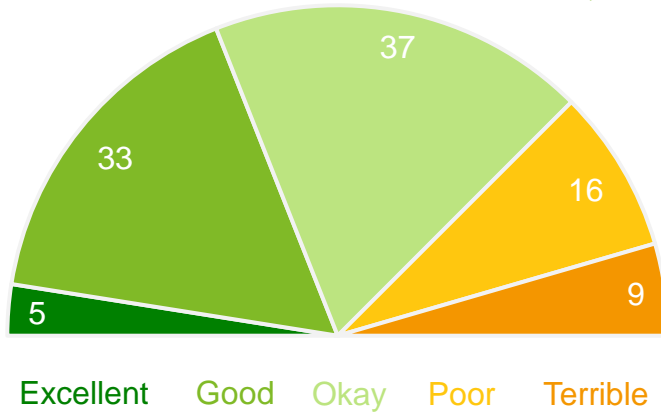
% of respondents

75%

52

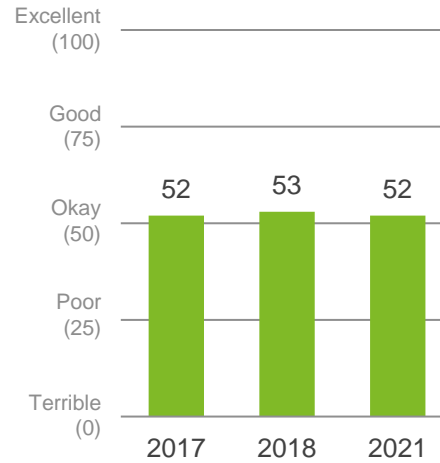
Positive rating*

Performance Index Score (out of 100)



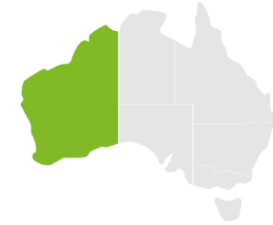
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	52
Industry High	65
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
52	53	48	55	49	51	55	45	46	61	49	52	53	49	37	42	52	54

Other groups

Out of area ratepayer	50
Shire EM / employee	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 388). * Positive Rating = excellent, good + okay

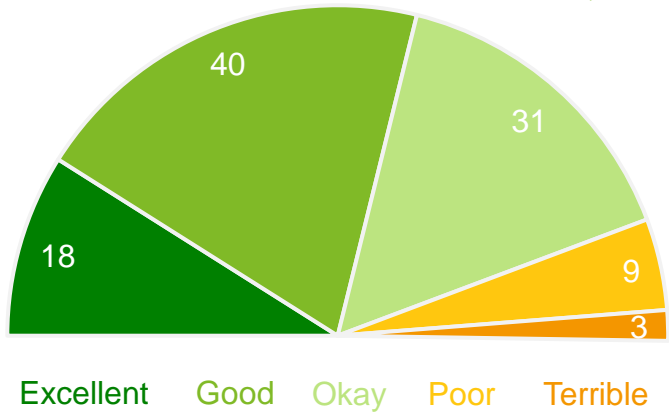
Small base size (<20 respondents)

Place

The area's character and identity

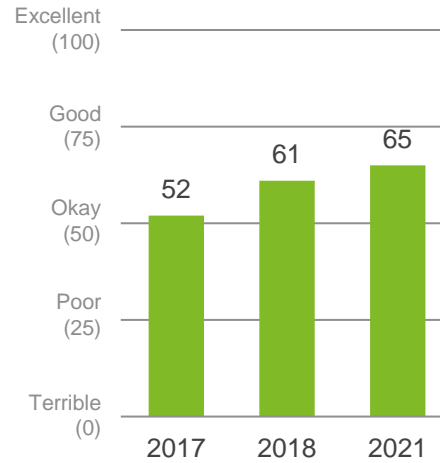
Performance ratings

% of respondents



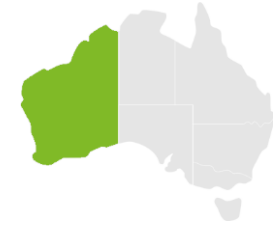
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	65
Industry High	69
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
65	66	59	67	64	66	76	57	59	67	64	66	65	58	46	63	66	62

Other groups

Out of area ratepayer	Shire EM / employee
68	71

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

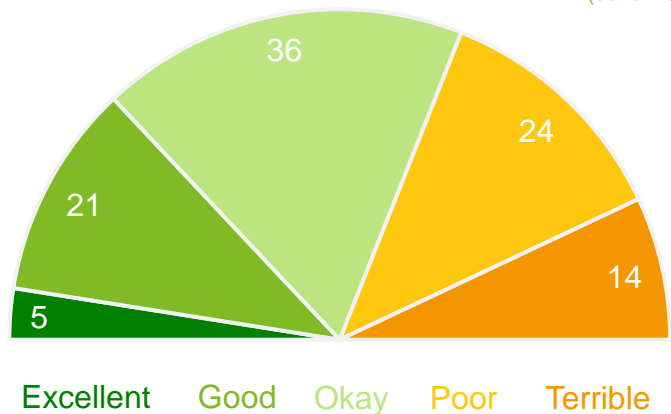
Base: All respondents, excludes 'unsure' and 'no response' (n = 427). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Planning and building approvals

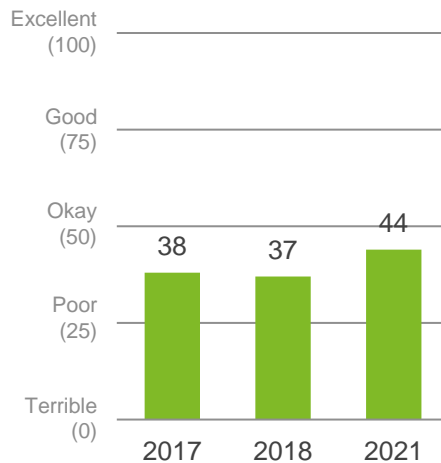
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	44
Industry High	60
Industry Average	46

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
44	46	32	46	44	47	58	35	31	40	42	40	47	40	23	44	44	45

Other groups

Out of area ratepayer	Shire EM / employee
46	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 331). * Positive Rating = excellent, good + okay

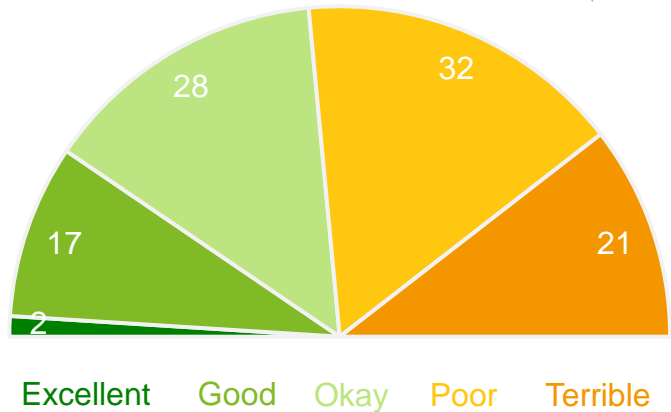
Small base size (<20 respondents)

Building and maintaining local roads

Performance ratings

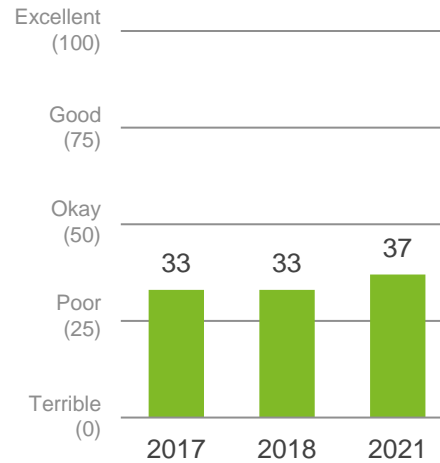
% of respondents

47%
Positive rating*
37
Performance Index Score
(out of 100)



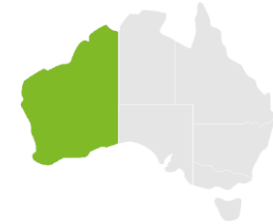
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	37
Industry High	70
Industry Average	52

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
37	37	34	38	37	40	39	29	24	28	33	33	40	37	13	47	39	29

Other groups

Out of area ratepayer	53
Shire EM / employee	40

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

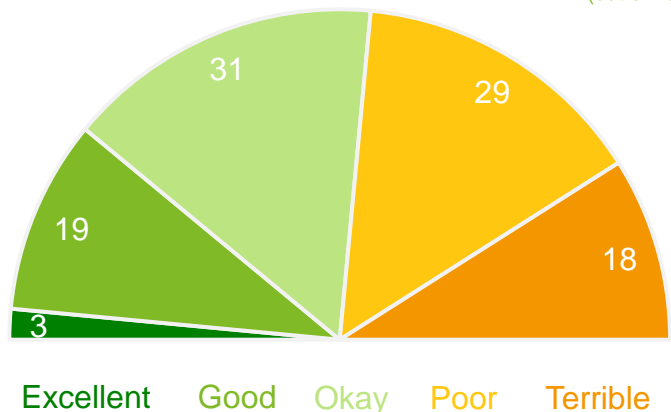
Base: All respondents, excludes 'unsure' and 'no response' (n = 431). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Footpaths, trails and cycleways

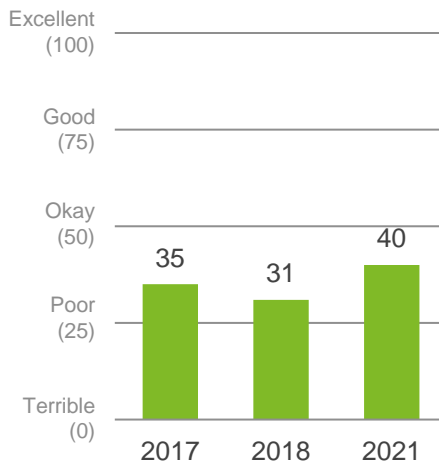
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	40
Industry High	68
Industry Average	53

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
40	41	30	42	38	41	47	35	32	36	34	39	41	36	23	34	38	46

Other groups

Out of area ratepayer	Shire EM / employee
49	43

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

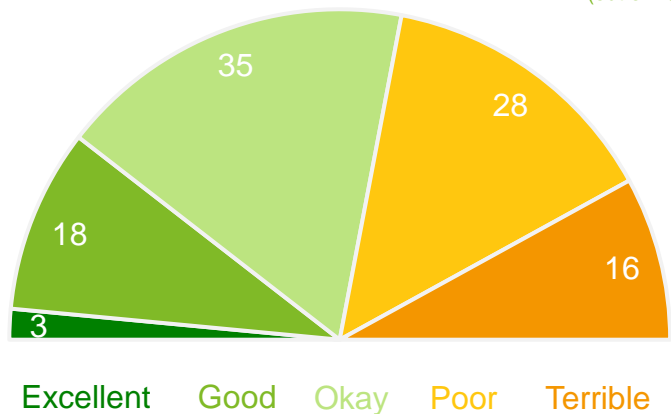
Base: All respondents, excludes 'unsure' and 'no response' (n = 422). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Streetscapes, trees and verges

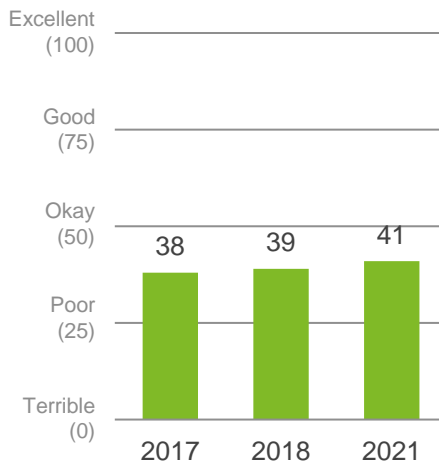
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	41
Industry High	64
Industry Average	53

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
41	41	39	44	39	41	48	39	35	34	41	43	40	40	33	39	40	44

Other groups

Out of area ratepayer	50
Shire EM / employee	44

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

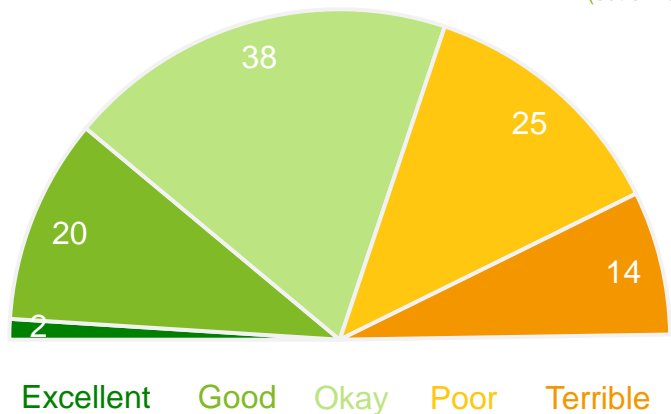
Base: All respondents, excludes 'unsure' and 'no response' (n = 432). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Lighting of streets and public places

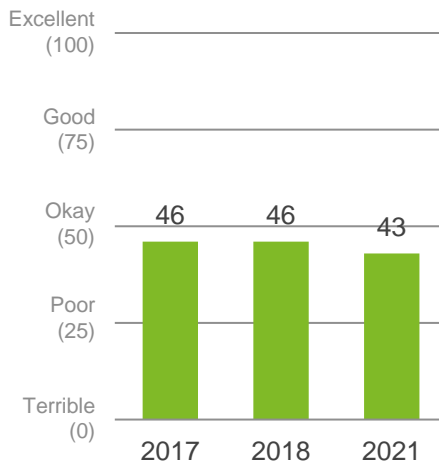
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	43
Industry High	64
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
43	43	38	46	41	46	43	36	36	38	35	40	46	43	35	49	42	47

Other groups

Out of area ratepayer	Shire EM / employee
47	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 419). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Economy

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

Performance ratings

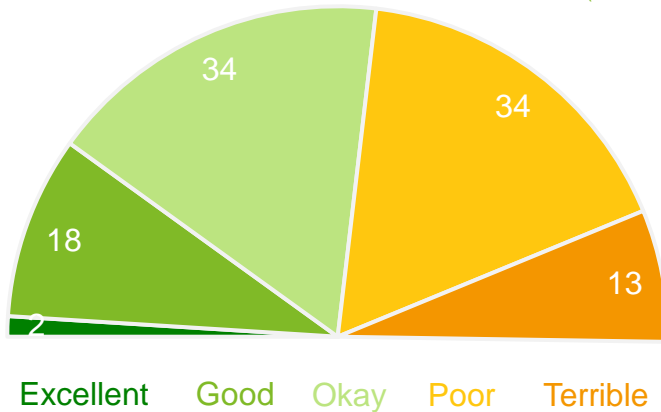
% of respondents

54%

41

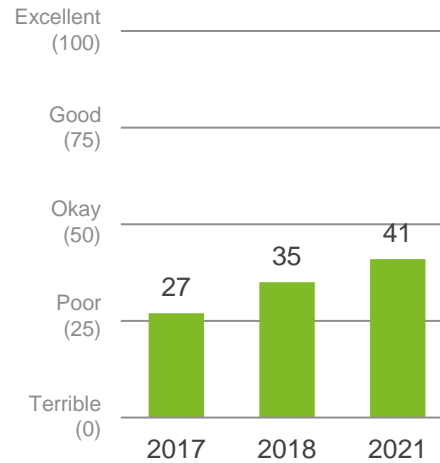
Positive rating*

Performance Index Score (out of 100)



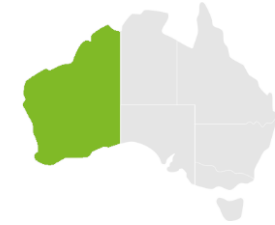
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	41
Industry High	60
Industry Average	44

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
41	41	40	40	42	41	48	34	30	38	46	37	41	37	26	38	41	37

Other groups

Out of area ratepayer	32
Shire EM / employee	48

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

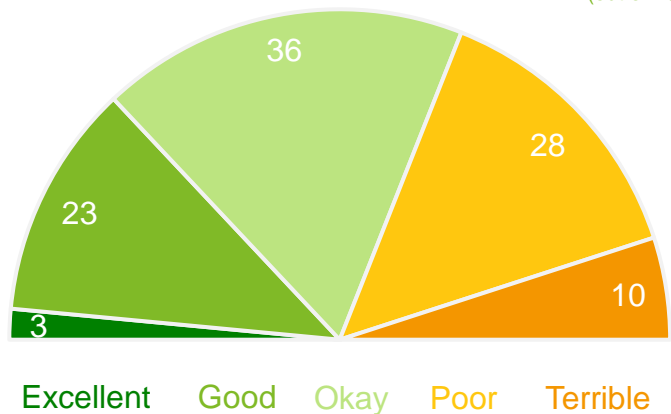
Base: All respondents, excludes 'unsure' and 'no response' (n = 373). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

How York town centre is being developed

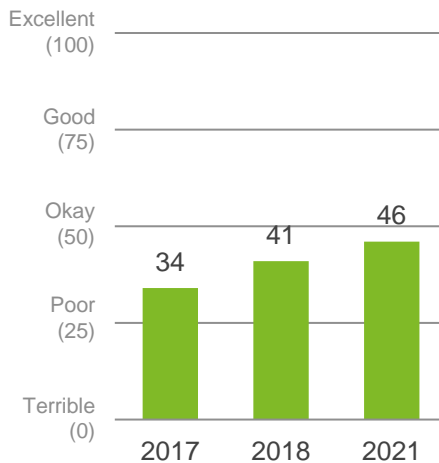
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	46
Industry High	71
Industry Average	50

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
46	46	45	46	45	46	53	41	37	42	53	44	44	42	18	48	46	44

Other groups

Out of area ratepayer	Shire EM / employee
46	43

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

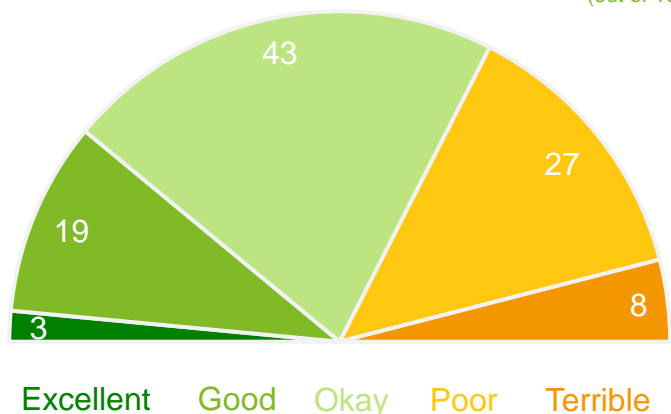
Base: All respondents, excludes 'unsure' and 'no response' (n = 412). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Access to education, training and personal development opportunities

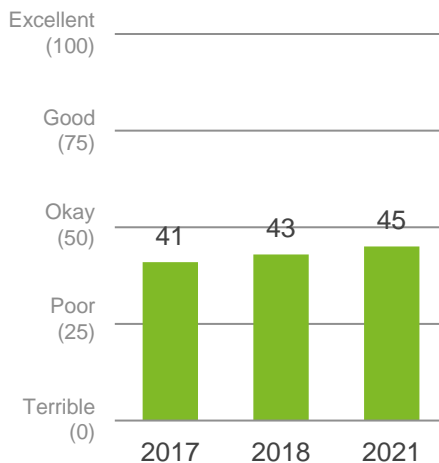
Performance ratings

% of respondents



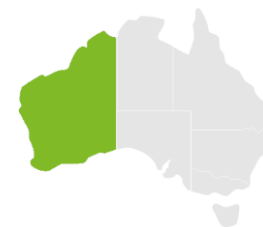
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	45
Industry High	61
Industry Average	51

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
45	46	41	47	44	46	47	41	38	46	45	42	47	40	34	35	46	40

Other groups

Out of area ratepayer	Shire EM / employee
44	46

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

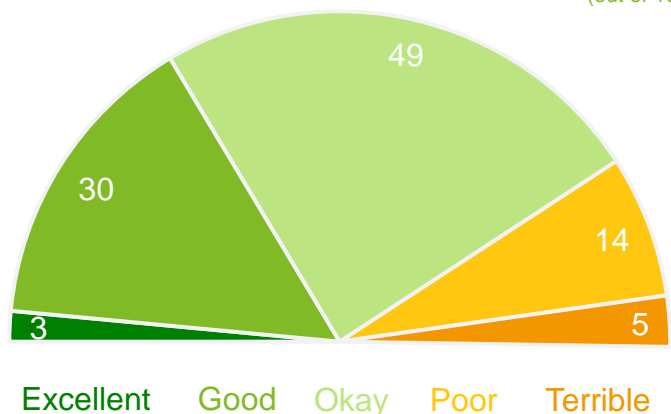
Base: All respondents, excludes 'unsure' and 'no response' (n = 336). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Access to goods and services in the local area

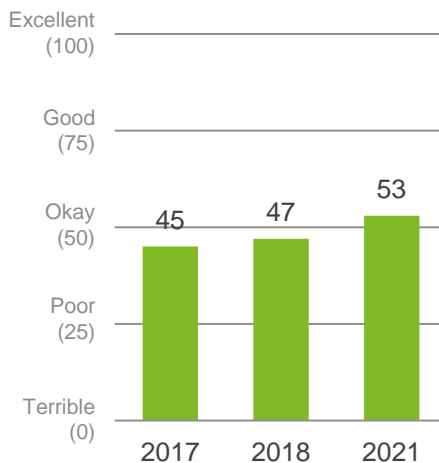
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	53
Industry High	58
Industry Average	49

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
53	54	48	54	52	54	56	47	48	51	53	50	55	47	41	41	54	48

Other groups

Out of area ratepayer	Shire EM / employee
55	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 427). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Natural environment

Conservation and environmental management

Performance ratings

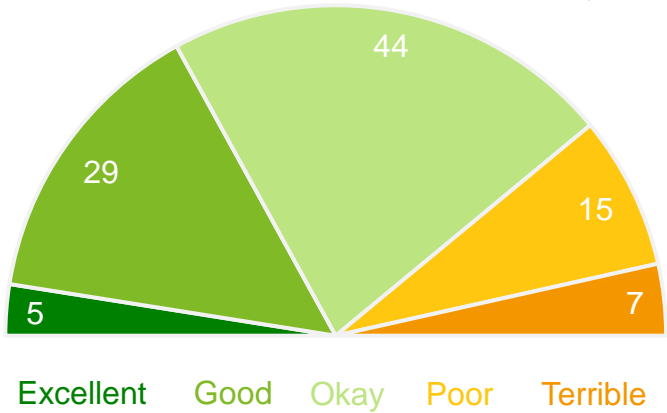
% of respondents

78%

53

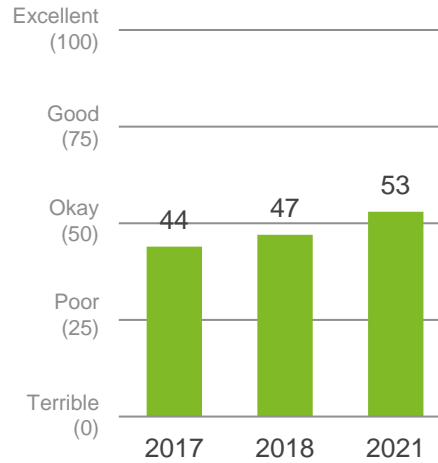
Positive rating*

Performance Index Score (out of 100)



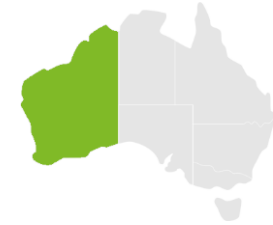
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	53
Industry High	73
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
53	53	50	53	53	53	55	50	43	55	46	54	54	50	33	37	53	50

Other groups

Out of area ratepayer	51
Shire EM / employee	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 399). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Efforts to maintain and enhance the Avon River

Performance ratings

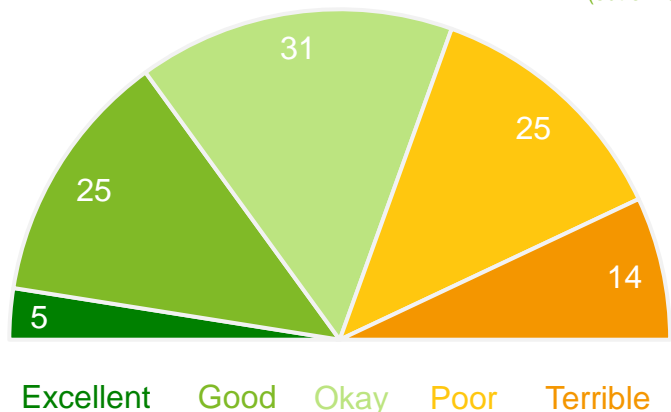
% of respondents

61%

Positive rating*

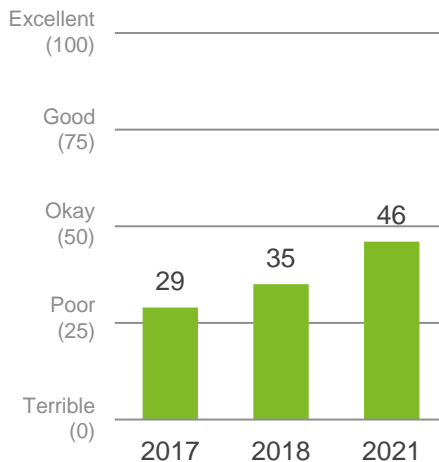
46

Performance Index Score (out of 100)



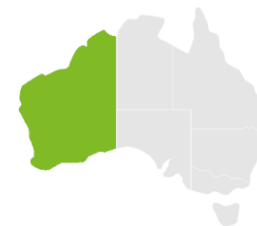
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	46
Industry High	68
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
46	46	41	44	47	47	51	40	34	47	32	47	48	47	35	36	45	47

Other groups

Out of area ratepayer	Shire EM / employee
44	44

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

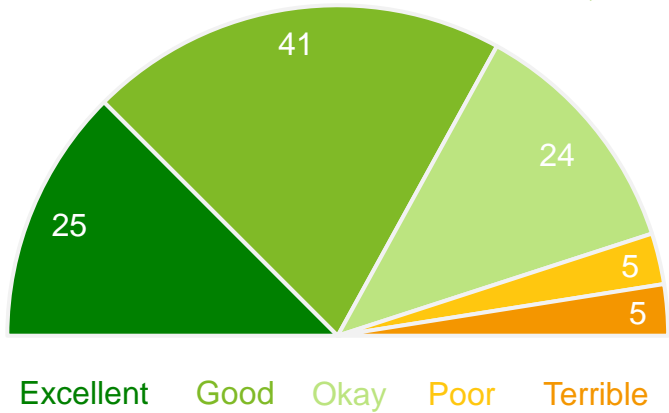
Base: All respondents, excludes 'unsure' and 'no response' (n = 398). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Waste collection services

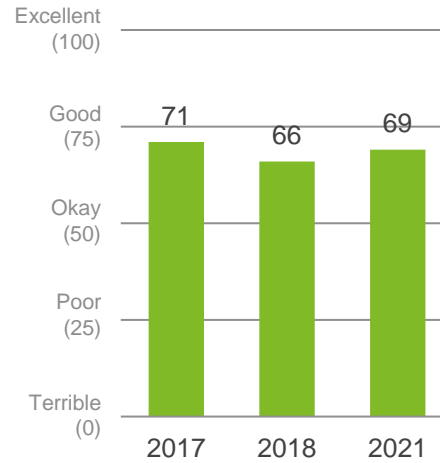
Performance ratings

% of respondents



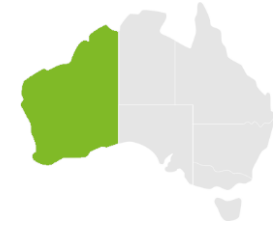
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	69
Industry High	81
Industry Average	66

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
69	69	67	72	67	69	75	64	64	70	67	68	70	62	48	65	73	51	66	80

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

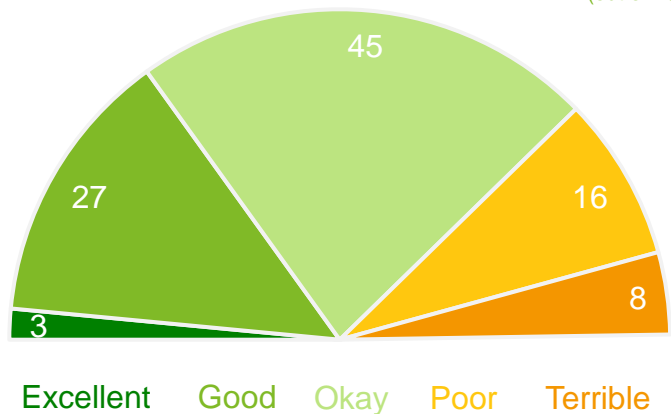
Base: All respondents, excludes 'unsure' and 'no response' (n = 415). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Food, health, noise, pest and pollution management

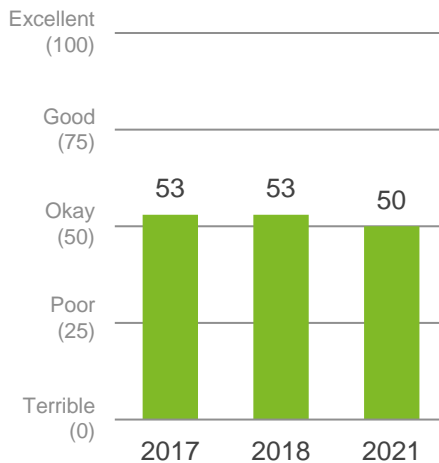
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	50
Industry High	65
Industry Average	56

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
50	50	49	50	51	52	44	44	39	58	45	50	52	46	25	41	50	49

Other groups

Out of area ratepayer	Shire EM / employee
46	60

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

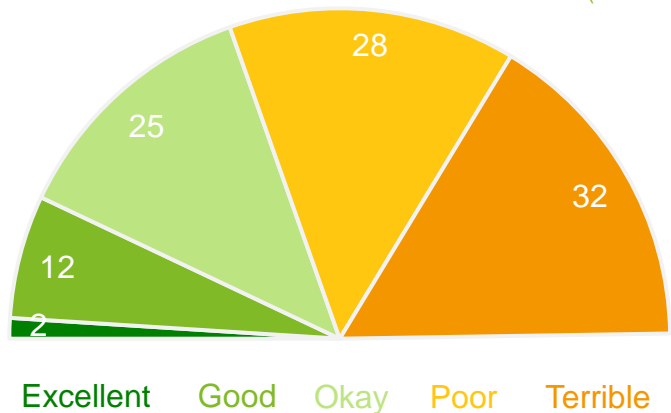
Base: All respondents, excludes 'unsure' and 'no response' (n = 378). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Management of corellas in town

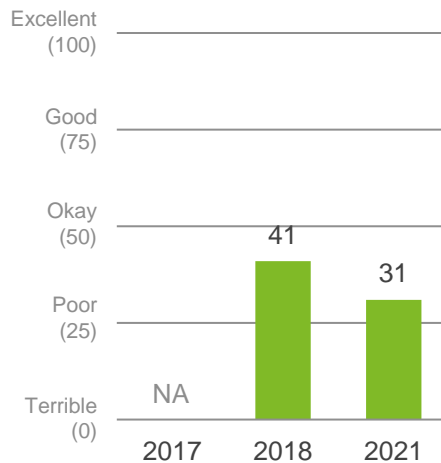
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	31
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
31	31	36	30	33	33	31	27	18	30	33	30	32	33	20	40	32	28

Other groups

Out of area ratepayer	Shire EM / employee
45	30

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 359). * Positive Rating = excellent, good + okay

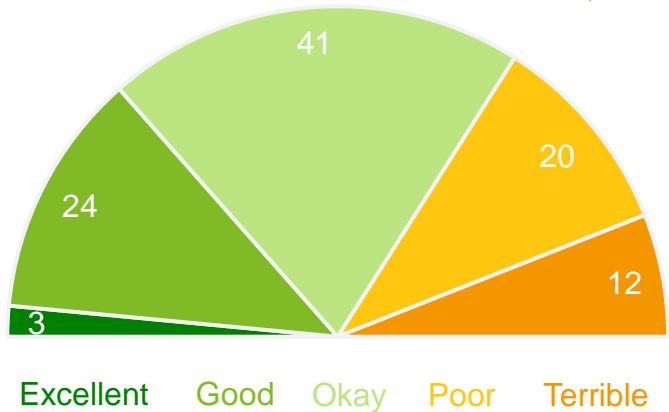
Small base size (<20 respondents)

Natural disaster management

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

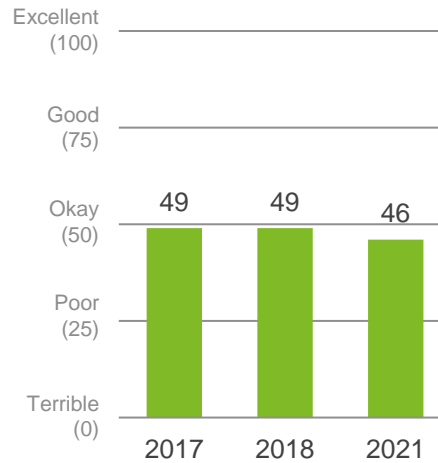
Performance ratings

% of respondents



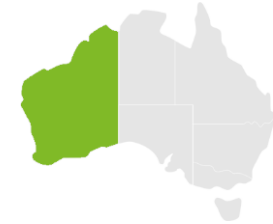
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	46
Industry High	67
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas
46	47	40	48	46	49	47	33	33	46	41	43	49	44	30	36	48	39

Other groups

Out of area ratepayer	Shire EM / employee
50	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 337). * Positive Rating = excellent, good + okay

Small base size (<20 respondents)

Overview of Community Variances

Summary of community variances

Overall, governance, communication

	Local resident variances																	Other groups		
	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
Place to live	75	76	66	76	75	76	84	65	65	74	72	72	77	69	54	72	77	69	62	83
Place to visit	74	74	72	74	73	74	85	65	66	69	75	69	75	66	54	74	75	67	74	86
Governing organisation	51	51	49	48	54	51	59	44	43	46	51	48	52	50	28	50	51	48	49	55
Value for money from rates	37	37	34	36	39	38	44	30	26	31	39	33	38	39	15	47	39	29	31	48
Council's leadership	42	43	38	38	46	45	46	39	35	30	35	39	45	45	25	44	44	34	42	51
Advocacy and lobbying	40	40	39	38	42	41	45	34	30	40	40	37	42	45	30	33	41	37	41	51
Embracing change and innovation	44	44	43	43	46	45	59	34	34	40	48	41	45	46	29	47	45	40	38	51
Community consultation	36	36	35	35	38	37	41	33	22	35	37	33	38	35	23	31	37	32	41	41
Communication	41	42	40	42	42	42	47	36	30	39	44	38	43	38	27	30	43	35	45	48
Customer service	58	59	51	59	58	60	62	54	54	60	50	57	61	63	38	64	59	54	58	65
Shire's website	55	56	47	55	55	56	61	48	48	50	53	54	56	51	56	52	56	50	58	67
Social media presence	52	53	46	47	58	52	70	44	47	42	49	51	54	46	44	43	54	44	47	74
Page in the community newspaper	60	60	56	59	62	61	66	52	55	57	53	57	62	61	45	55	62	52	56	74

Summary of community variances

Community development and wellbeing

	Local resident variances																Other groups			
	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
Youth services and facilities	50	51	37	53	47	54	48	38	34	37	44	45	54	50	24	55	50	49	45	38
Family and children services	53	55	43	55	52	56	53	43	42	46	48	49	58	52	30	51	54	51	51	49
Seniors' services and care	56	56	52	58	54	56	74	50	53	55	58	56	55	50	44	58	57	53	50	59
Disability access and inclusion	51	52	43	53	49	51	56	44	49	55	53	52	50	42	42	46	51	51	45	54
Multiculturalism and racial harmony	56	57	49	59	53	56	61	51	57	61	50	61	55	53	42	35	56	56	52	58
Recognition for Aboriginal cultures	61	63	49	63	60	61	64	55	57	68	54	64	61	62	45	43	61	62	57	59
Volunteer recognition and support	58	60	47	59	57	62	52	50	55	51	40	57	64	60	44	47	59	55	63	56
Safety and crime prevention	52	53	41	53	51	52	62	43	37	52	48	49	54	49	34	57	53	46	49	55
Access to housing	55	57	40	58	51	55	66	49	47	54	55	52	57	44	32	52	56	51	45	60
Health and community services	56	56	51	58	53	57	59	50	45	55	59	51	57	51	42	53	57	48	53	58
Community buildings, halls, toilets	60	61	55	61	60	62	64	53	50	60	59	56	63	56	40	70	61	57	67	65
Sport and recreation	62	62	62	63	62	65	65	49	54	55	60	56	66	57	24	74	63	56	68	60
Playgrounds, parks and reserves	69	70	61	70	68	71	76	58	57	69	66	66	72	62	40	70	71	63	69	74
Library and information services	71	72	63	72	70	73	82	60	60	67	66	67	74	69	50	77	73	64	66	77
Festivals, events, art and culture	70	71	61	71	69	70	82	63	66	70	67	70	70	65	47	79	70	68	59	77
Local history and heritage	64	64	66	66	63	65	69	57	55	63	69	63	64	60	47	65	66	60	62	64
Animal management	52	53	48	55	49	51	55	45	46	61	49	52	53	49	37	42	52	54	50	52

Summary of community variances

Place, economy, natural environment

	Local resident variances																Other groups			
	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	LOTE#	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
Area's character and identity	65	66	59	67	64	66	76	57	59	67	64	66	65	58	46	63	66	62	68	71
Planning and building approvals	44	46	32	46	44	47	58	35	31	40	42	40	47	40	23	44	44	45	46	46
Local roads	37	37	34	38	37	40	39	29	24	28	33	33	40	37	13	47	39	29	53	40
Footpaths, trails and cycleways	40	41	30	42	38	41	47	35	32	36	34	39	41	36	23	34	38	46	49	43
Streetscapes, trees and verges	41	41	39	44	39	41	48	39	35	34	41	43	40	40	33	39	40	44	50	44
Lighting of streets, public places	43	43	38	46	41	46	43	36	36	38	35	40	46	43	35	49	42	47	47	41
Economic development	41	41	40	40	42	41	48	34	30	38	46	37	41	37	26	38	41	37	32	48
York town centre	46	46	45	46	45	46	53	41	37	42	53	44	44	42	18	48	46	44	46	43
Education and training	45	46	41	47	44	46	47	41	38	46	45	42	47	40	34	35	46	40	44	46
Access to goods and services	53	54	48	54	52	54	56	47	48	51	53	50	55	47	41	41	54	48	55	57
Conservation and environment	53	53	50	53	53	53	55	50	43	55	46	54	54	50	33	37	53	50	51	55
Avon River	46	46	41	44	47	47	51	40	34	47	32	47	48	47	35	36	45	47	44	44
Waste collection services	69	69	67	72	67	69	75	64	64	70	67	68	70	62	48	65	73	51	66	80
Food, health, noise, pest, pollution	50	50	49	50	51	52	44	44	39	58	45	50	52	46	25	41	50	49	46	60
Corella management in town	31	31	36	30	33	33	31	27	18	30	33	30	32	33	20	40	32	28	45	30
Natural disaster management	46	47	40	48	46	49	47	33	33	46	41	43	49	44	30	36	48	39	50	49

MARKYT community priorities

Out of area ratepayers + Shire Elected Members and Staff

MARKYT Community Priorities

Base: Out of area ratepayers

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

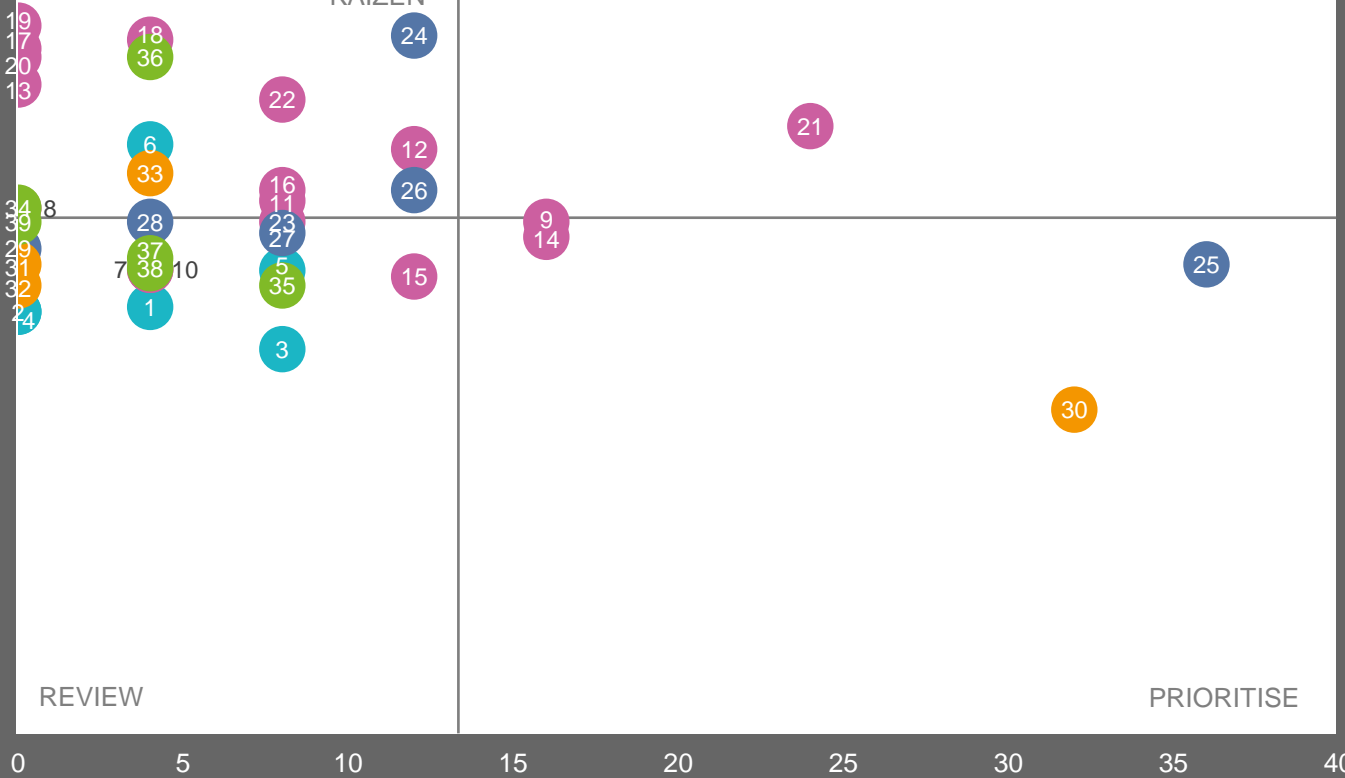
CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Embracing change and innovation
- 4 Community consultation
- 5 Communication
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors' services and care
- 10 Disability access and inclusion
- 11 Multiculturalism and racial harmony
- 12 Recognition for Aboriginal cultures
- 13 Volunteer recognition and support
- 14 Safety and crime prevention
- 15 Access to housing
- 16 Health and community services
- 17 Community buildings, halls, toilets
- 18 Sport and recreation
- 19 Playgrounds, parks and reserves
- 20 Library and information services
- 21 Festivals, events, art and culture
- 22 Local history and heritage
- 23 Animal management
- 24 Area's character and identity
- 25 Planning and building approvals
- 26 Local roads
- 27 Footpaths, trails and cycleways
- 28 Streetscapes, trees and verges
- 29 Lighting of streets, public places
- 30 Economic development
- 31 York town centre
- 32 Education and training
- 33 Access to goods and services
- 34 Conservation and environment
- 35 Avon River
- 36 Waste collection services
- 37 Food, health, noise, pest, pollution
- 38 Corella management in town
- 39 Natural disaster management

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 = 25)

MARKYT Community Priorities

Base: Shire Elected Members and Staff

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

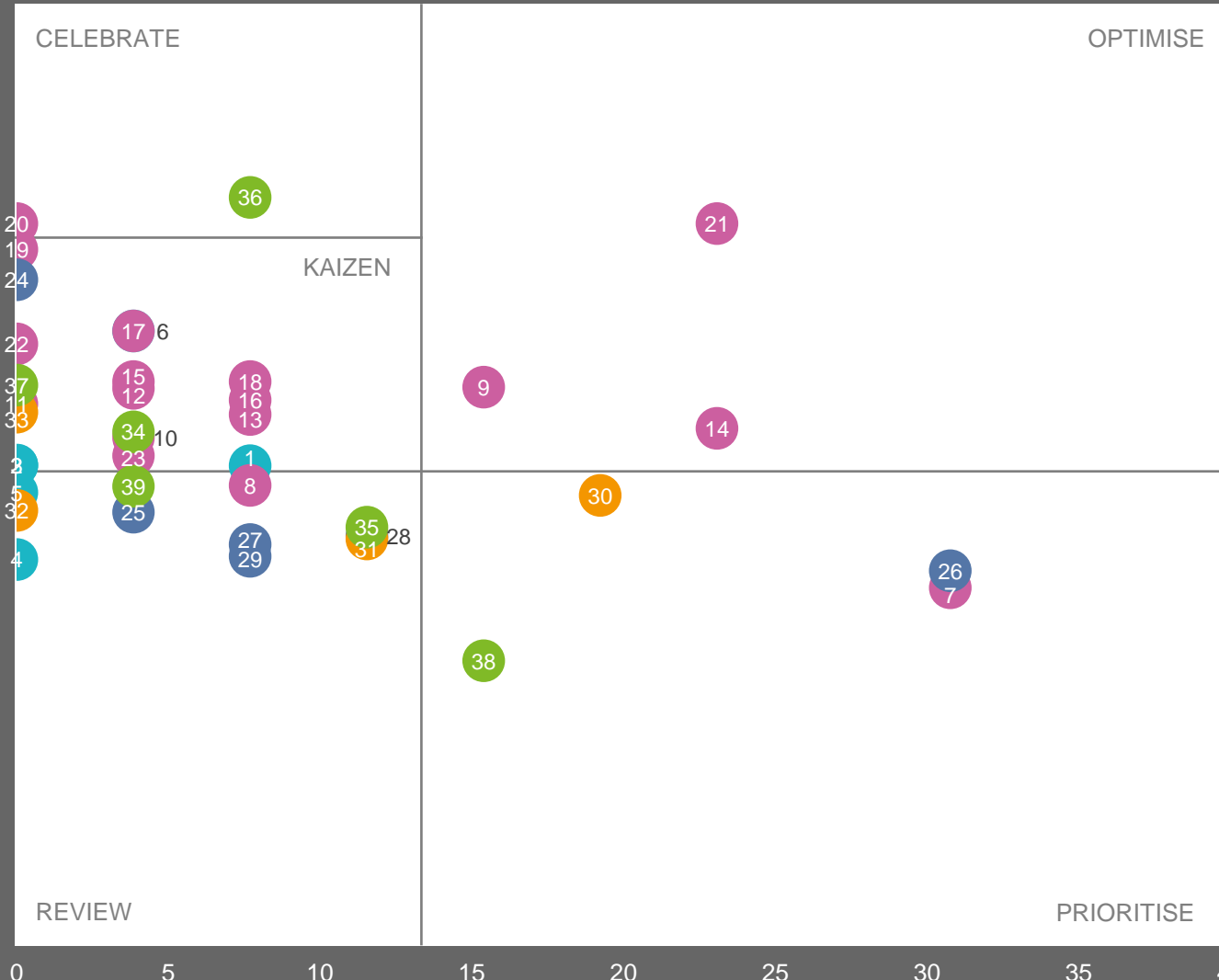
OPTIMISE

KAIZEN

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- 39 Natural disaster management

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 = 26)



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