

MARKYT Community Scorecard

Prepared for: Shire of York

Prepared by: CATALYSE® Pty Ltd ©

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Strategic overview



23

% agree

12% points <u>below</u> Industry Average Liveability



75

Performance Index Score

1 index points <u>below</u> Industry Average Governance



51

Performance Index Score

6 index points <u>below</u> Industry Average **Rates Value**



37

Performance Index Score

8 index points <u>below</u> Industry Average

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

X

Local roads

片壳

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

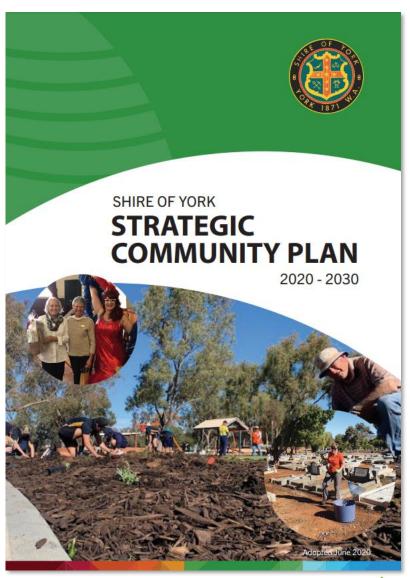


DLGSC's Integrated Planning and Reporting Framework requires local councils to review the **Strategic Community Plan** at least once every two years.

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



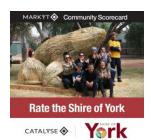


The Study

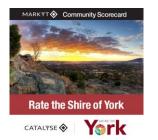
The Shire of York commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

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:

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

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) Home owner Renting / Other Male 49 Female 49 Non-binary I use a different term Answered together No response 18-34 years 15 35-54 years 55+ years 55 Answered together Have child 0-5 years 8 Have child 6-12 years Have child 13-17 years Have child 18+ years No children 61 Disability 12 Indigenous LOTE York Greenhills Gwambygine Talbot Other place within Shire of York MARKY

MARKYT Industry Standards

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





























Bridgetown-Greenbushes









HARVEY



























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:

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.



	nces mance l		s the core	comr	nunit	У	L	ocal re	sident	varian	ces							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
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.

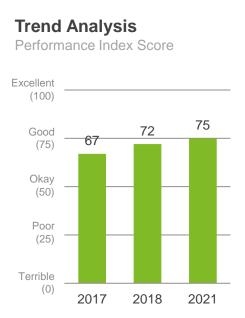
Industry Average is the average score among WA councils that have completed a comparable study with CATALYSE® over the past two years.



Overall Performance

Place to live







Variances across the community

Perforr	mance l	ndex S	core				L	ocal re	sident	varian	ces							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#	#3LOT	York townsite	Other areas	Out of area ratepayer Shire EM / employee
75	76	66	76	75	76	84	65	65	74	72	72	77	69	54	72	77	69	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





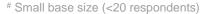


Variances across the community

Perforr	mance I	ndex S	core		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#	#3LOT	York townsite	Other areas		Out of area ratepayer
74	74	72	74	73	74	85	65	66	69	75	69	75	66	54	74	75	67		74

 $[\]ensuremath{\mathsf{Q}}.$ How would you rate performance in the following areas?

 $\textit{Base: All respondents, excludes `unsure' and `no response' (n = 439).} \quad * \textit{Positive Rating = excellent, good + okay } \\$



groups

Shire EM / employee

86

Shire of York as the organisation that governs the local area







Variances across the community

Perforr	mance l	Index S	core				L	ocal re	sident	varian	ces							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#	#3LOT	York townsite	Other areas	Out of area ratepayer Shire EM / employee
51	51	49	48	54	51	59	44	43	46	51	48	52	50	28	50	51	48	49 55

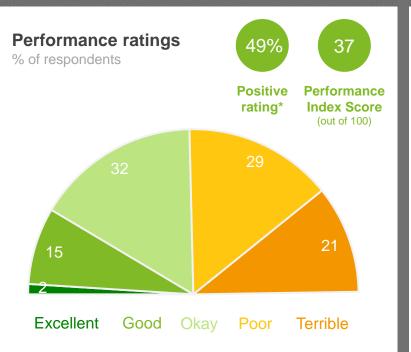
Q. How would you rate performance in the following areas?

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





Value for money from Council rates







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces						
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	36	39	38	44	30	26	31	39	33	38	39	15	47	39	29

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





Shire EM / employee

48

Other groups

Out of area

31

ratepayer

MARKYT� industry comparisons

Overall Performance | industry comparisons

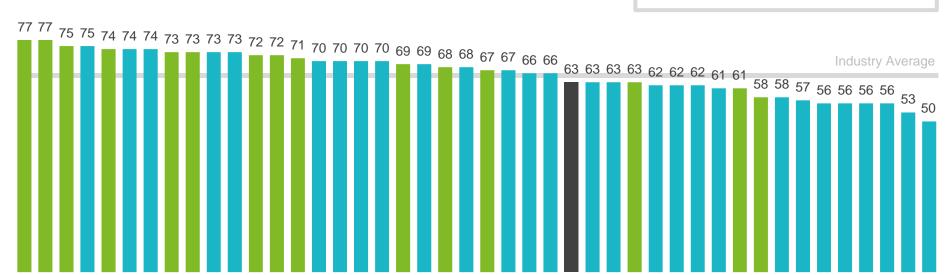
The 'Overall Performance Index Score' is a combined measure of the Shire of York as a 'place to live' and as a 'governing organisation'. The Shire of York's overall performance index score is 63 out of 100, 3 index points below the industry standard for Western Australia.

Overall Performance Index Score

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

- Shire of York
- Metropolitan Councils
- Regional Councils





How to read the MARKYT Benchmark Matrix

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

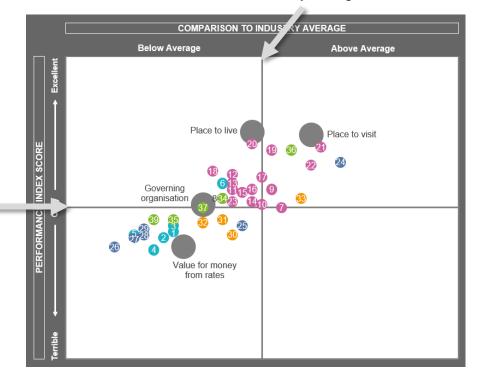
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Services are grouped in five areas:

- People
- 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.

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



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



- Council's leadership
- Advocacy and lobbying
- Embracing change and innovation
- Community consultation
- Communication
- Customer service
- Youth services and facilities
- Family and children services
- 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

PERFORMANCE INDEX SCORE

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

MARKYT community trends

MARKYT Community Trends Window TM

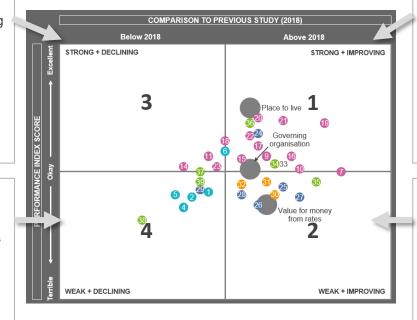
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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



- Council's leadership
- 2 Advocacy and lobbying
- Community consultation
- Communication
- Customer service
- Youth services and facilities
- 9 Seniors' services and care
- 10 Disability access and inclusion
- 11 Multiculturalism and racial harmony

- 14 Safety and crime prevention
- 15 Access to housing
- 16 Health and community services
- 17 Community buildings, halls, toilets
- 18 Sport and recreation
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- 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. 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.

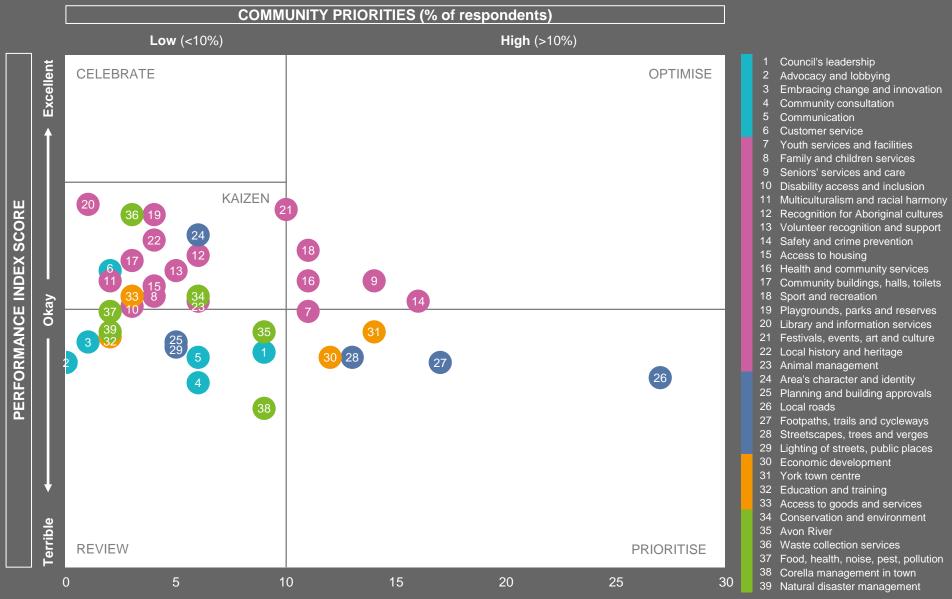
performing services where the community would like the Shire to focus its attention.

Services are grouped in five areas:

- People
- Place
- Planet
- Prosperity
- Governance



MARKYT Community Priorities



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)

Theme Priority Place Local roads

Word cloud (top 100 words)

VEHICLES PROPERTY DONE **CONTRACTORS** DANGEROUS REGULAR OFTEN GRADING **SURFACES** TAKEN 'ASSING ALWAYS **NARROW** DISGRACE BIG **CLEANING NEEDS GRADE DUE** SHIRE AREAS FLOODING RURAL WIDENING STREETS **SHOULDERS** LONG FIX TIMES **KERBING** POT CENTRE **BROOK** HEAVY LARGE IMPROVE **PREVENT GRADED** KERBS AWAY DRAINS POOR TERRIBLE **MAINTAINED BITUMEN** RAIN **RAINS** WAY RESURFACING **ARFA UPGRADING**

Community Voices

Sample of comments from MARKYT® VoiceBank

Drainage - engineering and surveying of local roads seem to have been inadequate in the past as many areas of development have led to drainage problems when heavy rain occurs.

It always takes ages after heavy rain to clear up rocks and gravel off roads. Road drainage is poor and needs attention.

Improvement of town roads and drainage.

Local roads always need improving especially out of town.

More attention to the condition of key roads to improve access to tourism sites within the shire. Poor quality roads deter tourists from venturing out of the town centre.

More money allocated to rural roads in town.

Our gravel road in west of Shire is dangerous. Needs surfacing and bend realignments.

Road drainage: water running off the road needs to be controlled.

Regular road maintenance on rural/out of town roads e.g. tree pruning, cleaning roadside gutters, widening and resurfacing of roads such as the top Beverley Road (damage occurring to vehicles when bitumen meets gravel when passing); weed control spraying (caltrop out of control).

Theme Priority Place Footpaths, trails and cycleways

Word cloud (top 100 words)

Community Voices

Sample of comments from MARKYT® VoiceBank

Build more sealed footpaths. Build a safe pedestrian access to the Mount Brown lookout. Introduce cycleways.

Building a footpath on Cowan Rd so we can safely access Candice Bateman park (one that is level so small kids on bikes and prams don't roll off onto the road like all the other paths around). Joining the path up along Ford St so it continues the whole way to Ulster creating a circuit. Better signage for trails and trail markers.

Designated horse riding trails.

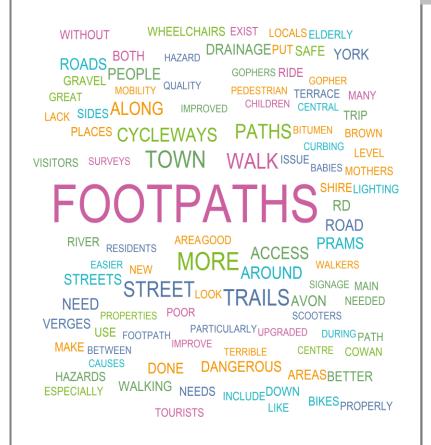
Footpaths in central business district are poor or don't exist i.e. Stephens Street.

Footpaths to be fixed so that they are not a tripping hazard. Trails maintained after rains as the gravel washes away and causes tripping hazards.

More safe cycleways would be great.

Outside of the central area, footpaths are a rarity and a morning walk can be dangerous due to traffic. Cycleways are non-existent and my bicycle gathers dust in my garage. Walking trails and picnic areas should be further developed on both sides of the Avon.

Better footpaths.



Theme Priority Place Streetscapes, trees and verges

Word cloud (top 100 words)

Community Voices

Sample of comments from MARKYT® VoiceBank

York's urban streets needs better planning, more street trees, better curbs and gutters, verges and pocket parks. We should employ a landscape architect to make an integrated plan for the whole town, then do it. Spend some money beautifying ratepayer's environment to match what we spend for tourists and for the Shire itself.

Nicely kept verges are the exception around town, more often verges are weed strips. Also put native shade trees in Avon Terrace, it would transform the place.

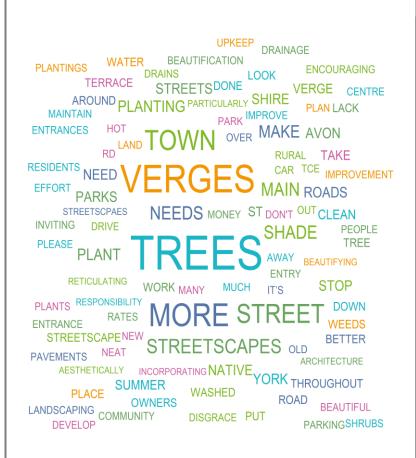
It's a hot place in summer, needs more shade.

Make the verges and streetscapes around the main streets of town a little more aesthetically pleasing: planting of low maintenance shrubs etc. which may prevent verges being washed away in heavy rain.

Many street lights don't work! The entrance into York near the old Gull is awful. The street needs more trees and a more welcoming entrance. The cemetery of York where all our history is needs drainage and upkeep.

Plant more trees and shrubs to beautify the town.

Beautification of our verges takes my next priority as I believe so much can be done with minimal effort to make our town look top-notch. Small garden beds throughout the town with natives that do well in our climate will be a huge boon for the town.



Theme

Priority

Economy York town centre

Word cloud (top 100 words)

Community Voices

Avon Terrace between Castle Hotel and York Hotel should become a mall. especially weekends.

Improve the look of the Avon Terrace precinct. It looks tired and closed and sad. Bin liners are old and broken. Toilets are disgraceful for tourists.

Improve the main access road (entrance) to Avon Terrace give incentives to Avon Terrace businesses to improve appearances e.g., painting terrace façade.

Fix up the town centre and make it more attractive for tourists.

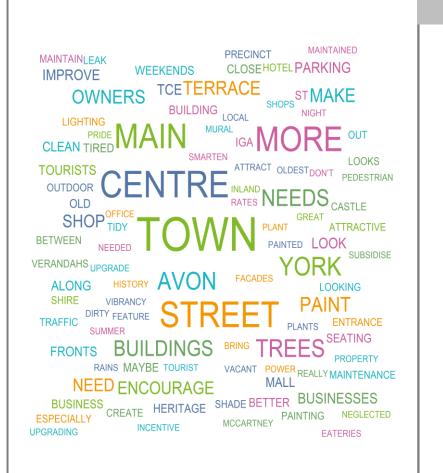
Buildings in main street need to be made more attractive - perhaps the shire could subsidise building owners with 50% towards paint etc.

Building in main street. Looks dreadful and unkempt. Owners need to clean and paint buildings.

Make town centre one-way 15kph speed with angle parking and permanent street furniture between South Street/Macartney Street.

Plant more trees and shrubs to beautify the town.

Shop fronts need a paint job and footpath needs a good clean. Post Office need a better entrance.



Economy

Priority

Economic development

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.



Theme Priority

Community Safety and crime prevention

Word cloud (top 100 words)

Community Voices

Sample of comments from MARKYT® VoiceBank

Greater visual Police presence on the streets.

More Police presence needed. Especially at night.

Increase CCTV around town and parks. Police presence late afternoons/evenings in town. More improvements in 'youth crime'.

The community needs to feel confident that the police will protect them and support them from a 'handful' of troublesome residents of the town.

Actively working with local law enforcement. Increased communication. Youth programs to reduce youth crime and vandalism. Build respect and pride for town.

Make police station open more often.

More street cameras and more police appearances would be great... hardly ever see any police on the street.

Need a CCTV system that covers the whole town and facilities.

More police patrols around the suburban area would be appreciated.

More lights & cameras.

Crime (youth and drugs) is unacceptable in a community as small as York.

CBD UPGRADE FEEL ISSUES ROAD ABLE SECURITY NEEDS AREAS KIDS DRUG AUTHORTIY CROSSWALKS MANY KEEPAPPEARANCES UNDESIRABLE ISSUE TROUBLESOME STREET
LIGHTS CAMERAS YORK PREVENTATIVE PARK YOUTH SKATEBOARDERS SAFETY SAFE STOP IMMEDIATELY HERE ATTENTION CRIME PROGRAMMES DOWN ENFORCEMENT CRIME LIGHTING LOT
PARTICULAR FACILITIES HOURS LOCALS ADDRESSED COMMUNICATION BEING ESPECAILLY TOWN MORE BURGLARIES COMMUNICATION COMMUNICATIO
DRUGS SUPPORT SEEN CONCENTRATE PRESENCE UNACCEPTABLE GREAT AVON APPRECIATED INCREASING AREA OPPORTUNITY ACCOUNTABLE CONTACT VANDALISM LIVE GOOD DRUGS SUPPORT UNACCEPTABLE GREAT ACCOUNTABLE PROPORTUNITY ACCOUNTABLE NOTHING FOOTPATHS SERVICE STATION EVER

Theme Community

Priority

Community Seniors' services and care

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, lobbing for increased facilities for aged care.

Transport service for seniors for shopping.



Theme Priority

Community Health and community services

Word cloud (top 100 words)

Community Voices

Sample of comments from MARKYT® VoiceBank

The hospital should be upgraded to a proper hospital and the doctor services should be available 24/7.

Upgrade emergency service facility at York Hospital (new redevelopment is inadequate for patient numbers). Assist in attracting more nurses to the area.

My biggest worry is we have a wonderful hospital and no doctors to service it, if you get sick you go to Northam or Perth.

Provide adequate housing for nurses who need to commute long distances. More facilities for community health checks, vaccinations, etc.

Medical and allied health services need to be made available and expanded.

More drivers for medical appointments out of York.

Somehow attract more doctors to the area.

Improve access to doctors and retain hospital. I know people who have left York because of inadequate medical services.

Keep the hospital running and make sure there is an on call doctor all the time. H.A.C services must continue (MPS).

More availability of doctors. Shorter waiting time at the surgery.

LODGE REQUIREMENTS LIVE WEEKENDS STILL INADEQUATE KNOW PERTH DAYS EMERGENCY BETTER SERVICE BYPASSING OUT TO SERVICE UNFRIENDLY
HACC ATTRACTING OUT VACCINATIONS UNFRIENDLY POPULATION UNFAMILIAR TRANSPARENT MPS AMENITITES
MAKE MEDICAL AVAILABLE ACCEPTING ENOUGHFEW PIONEER APPOINTMENTS
GOOD WORF YORK GPESPECIALLY SURE INPATIENTS AREA
DUTY RETIREMENT DEVELOPMENT CONSIDERATION REDEVELOPMENT TERRIBLE COMPUTERS ALLIED
CARE SERVICES ENCOURAGING OPEN STRATEGIES STRATEGIES ELECTRICITY NURSES
LOCAL HOSPITAL RECREATION SURGERY SURGERY
CENTRE DISORGANISED PROPORTION HEALTH MEMORIAL
PATIENTS COMMUNITY POOR TOWN PEOPLE WITHOUT NEEDS PREVENTION HOURS
RESIDENTS NORTHAM NEW GOING ELDERLY NEEDED WEEK FACILITIES FACILITY TAKE IMPROVE

Theme Priority

Community Youth services and facilities

Word cloud (top 100 words)

Community Voices

Sample of comments from MARKYT® VoiceBank

A drop in type centre in the town for kids after school would be good to see. Somewhere safe they can hang out with friends outside of school hours which can link in with the local sporting clubs. Perhaps at the rec centre from 3 until 5 allowing kids to go before attending sport rather than going home. Might encourage more kids to join sports teams.

More availability and communication of opportunities within the area.

Kids need more to keep them occupied.

I think more services need to be provided to the youth in our town and keep them involved and hopefully to stop the bullying taking place at our local skate park.

There is nothing for young people and teenagers in particular. The CRC is not the right place for this! CRC caters well to younger children with the workshops they have but they get little buy in from older kids. It takes the right people and skills to engage these groups constructively. Young people in the area need services - mental health services is a huge issue which is not addressed. For most of these young people Northam or Midland is too far to get an appointment.

Something supervised for teens to do other than fighting and drinking at the skate park.

Youth are bored due to not having activities other than the skate park; not all youth are into sports.

FACILITIES ASSIST RATHER BORED SOMETHING ENGAGE PARTICULAR PARTICULAR SIKE COMPANIONSHIP SKILLS ALONGSIDE VORK SPORTS SERVICES ASSIST RATHER BORED HISTORY CHILDREN HUB TIME AREA CLUB COMPANIONSHIP INNOVATION ADDRESSED EXPERIENCE CRIME PARTICULARS AVAILABILITY AREAS BORED FOR CHILDREN HUB TIME AREA CLUB ADDRESSED COMPANIONSHIP EXPERIENCE CRIME AVAILABILITY
SPORTS SERVICES KIDS PARTICULARS TROUBLE AVAILABILITY ENCOURAGE PROVIDE REPRESENTED BELONGING GOOD GENERATIONS GETTING ADDRESSING NEEDS APPOINTMENT OFFICERCONSTRUCTIVELY AROUND COMMUNICATION ART OUT SKATE OLDER HANG POTENTIALLY PARK STOP NEED TEENS ENTERTAINMENT NATIONALITIES INTERESTING MINORITORY SCHOOL MOTIVATION FACILITITES ESPECIALLY OPPORTUNITIES KEEP NOTHING ADULTHOOD PROVISIONS PRODUCTIVE SAFE DROP NORTHAM PLACE PROVIDE SHIRE COMMUNITY EMPLOY THINGS

Community

Priority

Sport and recreation

Word cloud (top 100 words)

Community Voices

Sample of comments from MARKYT® VoiceBank

Build an equestrian centre and precinct.

Improvements to the oval, outdoor basketball courts, old rec centre. The oval does not drain properly. The basketball courts could use new rings and floor and the old rec centre could do with a full upgrade allowing for more sports to be played there. Permanent dug outs to be installed would be beneficial for game days (football and cricket). A new scoreboard. Better sporting facilities would help draw more people to use the centre. More of the community would use them and would entice more people to join the local clubs.

Shire needs to do more regarding Rec Centre and the loss of money and our rates being spent on it.

Access to good quality facilities that are available at times suitable for those who work and commute from the city.

Improve the recreation facilities so it includes all clubs.

Cost of gymnasium is prohibitive. A heated all year round pool could be used by mums & bubs, seniors, for rehab & fitness.

Swimming pool is past its used by date and needs a lot of love and attention especially being one of the shires biggest assets.

Fix hockey field. Prepare sporting fields prior to season starting, not when it has already.



Community

Priority

Festivals, events, art and cultural activities

Word cloud (top 100 words)

Community Voices

Sample of comments from MARKYT® VoiceBank

This is something the Shire already does well but I would love to see more of. Especially showcasing local artists and indigenous culture.

Encourage more events to come to town, maybe over a couple of days to showcase what York has to offer: accommodation, local attractions such as courthouse, museums, history of the town. Perhaps work with other shires who have events on, to keep visitors in the area for the whole weekend and not just a day trip.

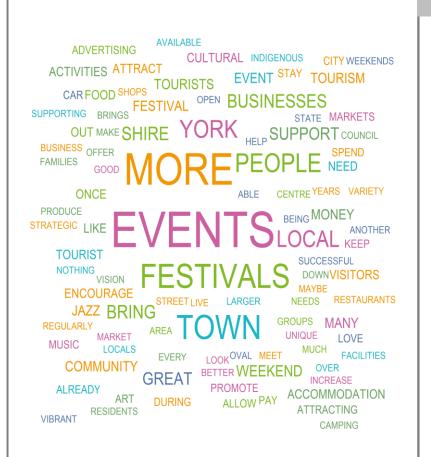
Embrace events like Jazz festivals, sporting events etc. rather than drive them away with bad management.

Help for local individuals and groups to apply for grants to hold events, festivals and idea development. Seeking and advertising grants available and supporting locals to complete these. The benefits for the shire bringing people into the town align with the strategic vision of tourism.

Run more events, festivals, occasions to attract more people. Don't just rely on others to run events that's reactive. More people - more prosperity.

Supporting different types and styles of events attracts a larger range of people to town where they stay and spend money with local businesses.

The Shire needs to be involved in organising more events so they are successful and draw more people to York.





Familiarity with local services and facilities

Higher levels of familiarity





Familiarity with local services and facilities

Lower levels of familiarity







Governance

Council's leadership







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	#3LOT	York townsite	Other areas	Out of area ratepayer Shire EM / employee
42	43	38	38	46	45	46	39	35	30	35	39	45	45	25	44	44	34	42 51

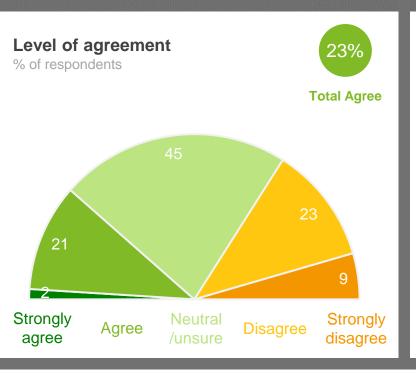
Q. How would you rate performance in the following areas?

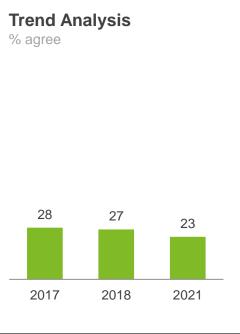
Base: All respondents, excludes 'unsure' and 'no response' (n = 375). * Positive Rating = excellent, good + okay



[#] Small base size (<20 respondents)

Shire has developed and communicated a clear vision for the area







Variances across the community

% agre	ee						L	ocal re	sident	varian	ces						
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#	"FOTE"	York townsite	Other areas
23	23	29	19	29	29	16	13	19	9	23	19	26	27	11	23	26	15

Shire EM / employee

39

Other groups

Out of area ratepayer

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







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	#3LOT	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







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	#3LOT	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
44	44	43	43	46	45	59	34	34	40	48	41	45	46	29	47	45	40	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





How the community is consulted about local issues







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	#3LOT	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

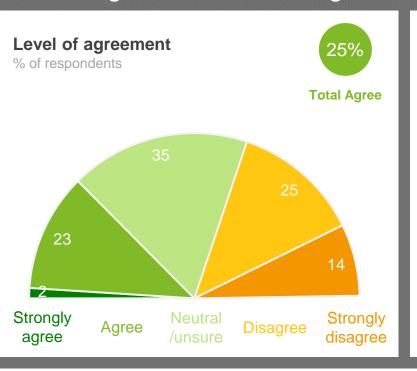
Q. How would you rate performance in the following areas?

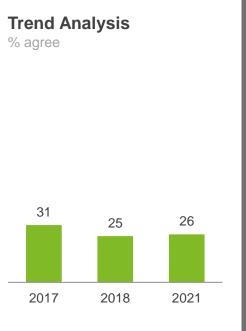
Base: All respondents, excludes 'unsure' and 'no response' (n = 377). * Positive Rating = excellent, good + okay



[#] Small base size (<20 respondents)

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







Variances across the community

% agre	ee						L	ocal re	sident	varian	ces							
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#	"FOTE"	York townsite	Other areas	
26	26	25	22	30	29	31	21	17	13	24	20	29	37	11	32	29	14	

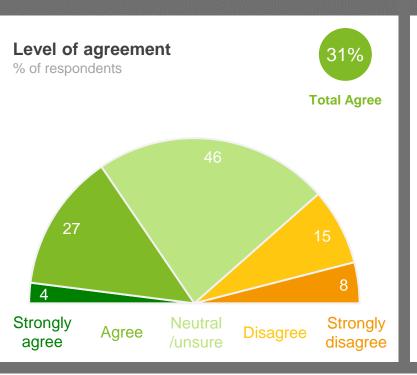
Shire EM / employee

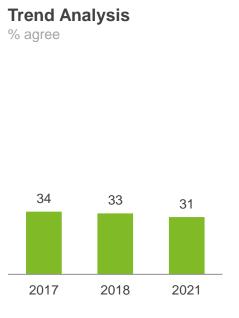
54

Other groups

Out of area ratepayer

Staff have a good understanding of community needs







Variances across the community

% agre	ee						L	ocal re	sident	varian	ces							
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#	"FOTE"	York townsite	Other areas	
31	31	33	28	35	36	44	18	15	7	39	20	35	40	11	44	35	18	

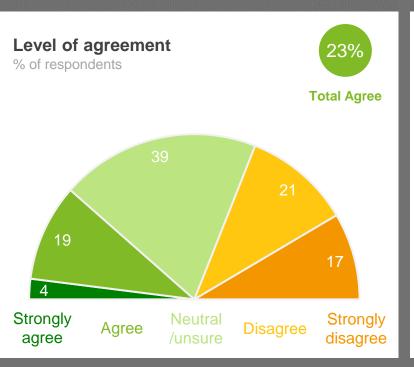
Shire EM / employee

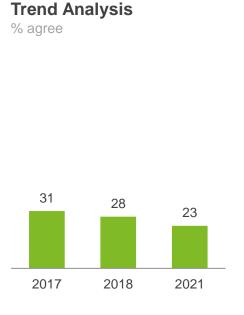
54

Other groups

Out of area ratepayer

The Shire listens to and respects community views







Variances across the community

% agre	ее						L	ocal re	sident	varian	ces						
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

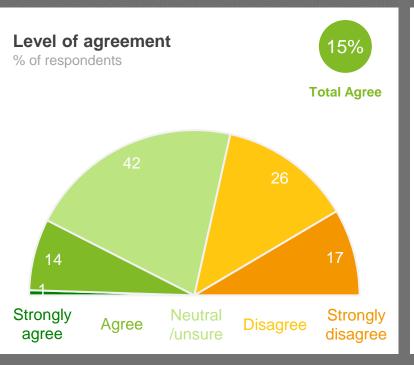
Shire EM / employee

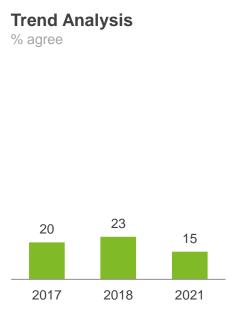
54

Other groups

Out of area ratepayer

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







Variances across the community

% agre	ee						L	ocal re	sident	varian	ces						
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#	"FOTE"	York townsite	Other areas
15	14	18	12	18	17	21	13	8	4	19	8	17	24	16	5	16	11

Shire EM / employee

32

Other groups

Out of area ratepayer

Customer service







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	#3LOT	York townsite	Other areas	Out of area ratepayer Shire EM / employee
58	59	51	59	58	60	62	54	54	60	50	57	61	63	38	64	59	54	58 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







Variances across the community

Perfori	mance	Index S	core				L	ocal re	sident	varian	ices							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
41	42	40	42	42	42	47	36	30	39	44	38	43	38	27	30	43	35	45 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





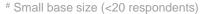


Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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	56	47	55	55	56	61	48	48	50	53	54	56	51	56	52	56	50	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





Social media presence (Facebook, etc)







Variances across the community

Perforr	mance I	Index S	core				L	ocal re	sident	varian	ces							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#	#3LOT	York townsite	Other areas	Out of area ratepayer Shire EM / employee
52	53	46	47	58	52	70	44	47	42	49	51	54	46	44	43	54	44	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







Variances across the community

Perform	mance I	ndex S	Score				L	ocal re	sident	varian	ces						
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#	"FOTE"	York townsite	Other areas
60	60	56	59	62	61	66	52	55	57	53	57	62	61	45	55	62	52

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)



Shire EM / employee

74

Other groups

Out of area ratepayer

Community development

Services and facilities for youth







Variances across the community

Perform	mance	Index S	core				L	ocal re	sident	varian	ices							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
50	51	37	53	47	54	48	38	34	37	44	45	54	50	24	55	50	49	45 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







Variances across the community

Perform	mance I	ndex S	core				L	ocal re	sident	varian	ces								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
53	55	43	55	52	56	53	43	42	46	48	49	58	52	30	51	54	51		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







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	#3LOT	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







Variances across the community

Perforr	mance I	Index S	core				L	ocal re	sident	varian	ces							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#	#3LOT	York townsite	Other areas	Out of area ratepayer Shire EM / employee
51	52	43	53	49	51	56	44	49	55	53	52	50	42	42	46	51	51	45 54

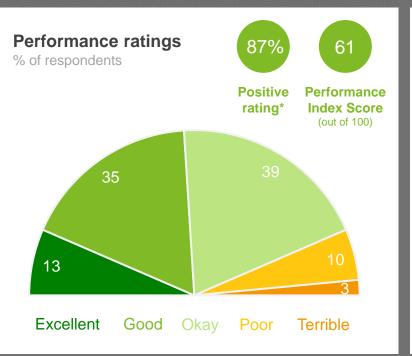
Q. How would you rate performance in the following areas?



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







Variances across the community

Perforr	mance l	Index S	core				L	ocal re	sident	varian	ces							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
61	63	49	63	60	61	64	55	57	68	54	64	61	62	45	43	61	62	57 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







Variances across the community

Perform	mance l	ndex S	core				L	ocal re	sident	varian	ices							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
56	57	49	59	53	56	61	51	57	61	50	61	55	53	42	35	56	56	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





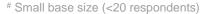


Variances across the community

Perforr	mance I	ndex S	core			,	L	ocal re	sident	varian	ices							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
58	60	47	59	57	62	52	50	55	51	40	57	64	60	44	47	59	55	63 56

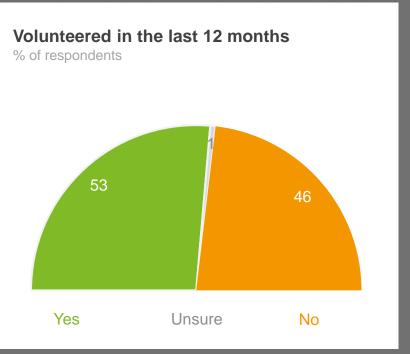
Q. How would you rate performance in the following areas?

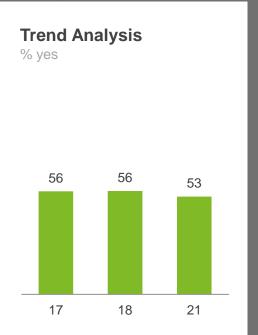
Base: All respondents, excludes 'unsure' and 'no response' (n = 370). * Positive Rating = excellent, good + okay





Participation in volunteering







Variances	across th	he community	
% volunteere	d in the last	12 months	

% volu	nteerec	d in the	last 12	months	3			ocai re	Sident	varian	ices						
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

Local recident variances

Shire EM / employee

81

Other groups

Out of area ratepayer

MARKYT�

Community wellbeing

Community safety and crime prevention





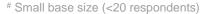


Variances across the community

Perforr	mance	Index S	core				L	ocal re	sident	varian	ces						
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

 $[\]ensuremath{\mathsf{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





Shire EM / employee

55

Other groups

Out of area

49

ratepayer

Access to housing that meets your needs







Variances across the community

Perforr	mance I					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#	#3LOT	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







Variances across the community

Perforr	mance	Index S	core				L	ocal re	sident	varian	ces						
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

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

 $\textit{Base: All respondents, excludes `unsure' and `no response' (n = 421).} \quad * \textit{Positive Rating = excellent, good + okay } \\$



Shire EM / employee

58

Other groups

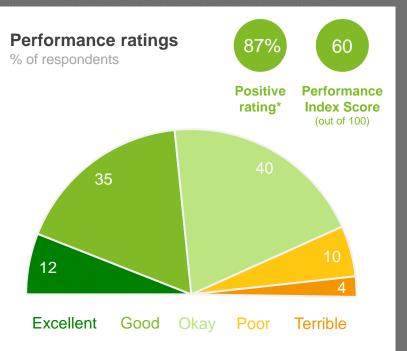
Out of area

53

ratepayer

[#] Small base size (<20 respondents)

Community buildings, halls and toilets







Variances across the community

Perforr	mance l	Index S	core				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





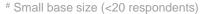


Variances across the community

Perforr	mance l	ndex S	core				L	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
62	62	62	63	62	65	65	49	54	55	60	56	66	57	24	74	63	56	68 60

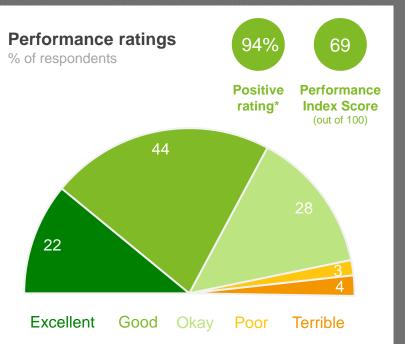
Q. How would you rate performance in the following areas?

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





Playgrounds, parks and reserves







Variances across the community

Perforr	mance l	ndex S	core				L											
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#	"FOTE"	York townsite	Other areas	
69	70	61	70	68	71	76	58	57	69	66	66	72	62	40	70	71	63	

MARKŸT�

Shire EM / employee

74

Other groups

Out of area ratepayer

Library and information services







Variances across the community

Perforr	mance l	Index S	core				L	ocal re									
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#	"FOTE"	York townsite	Other areas
71	72	63	72	70	73	82	60	60	67	66	67	74	69	50	77	73	64

 $\ensuremath{\mathsf{Q}}.$ 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)



Shire EM / employee

77

Other groups

Out of area

66

ratepayer

Festivals, events, art and cultural activities





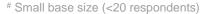


Variances across the community

Perform	mance l	Index S	core				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#	#3LOT	York townsite	Other areas		Out of area ratepayer
70	71	61	71	69	70	82	63	66	70	67	70	70	65	47	79	70	68		59

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

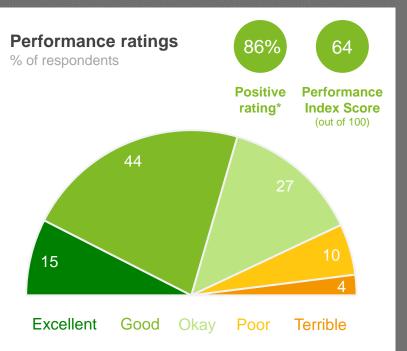




groups

Shire EM / employee

How local history and heritage is preserved and promoted







Variances across the community

Perforr	mance	Index S	core				L	ocal re	sident	varian	ces							
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#	"FOTE"	York townsite	Other areas	
64	64	66	66	63	65	69	57	55	63	69	63	64	60	47	65	66	60	

 $[\]ensuremath{\mathsf{Q}}.$ How would you rate performance in the following areas?

 $\textit{Base: All respondents, excludes `unsure' and `no response' (n = 407).} \quad * \textit{Positive Rating = excellent, good + okay } \\$



Shire EM / employee

64

Other groups

Out of area ratepayer

[#] Small base size (<20 respondents)

Animal management (dogs and cats)







Variances across the community

Perforr	mance l	ndex S	core				L	ocal re	sident	varian	ces							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#	#3LOT	York townsite	Other areas	Out of area ratepayer Shire EM / employee
52	53	48	55	49	51	55	45	46	61	49	52	53	49	37	42	52	54	50 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







Variances across the community

	mance l					,	L	ocal re	sident	varian	ces							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
65	66	59	67	64	66	76	57	59	67	64	66	65	58	46	63	66	62	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







Variances across the community

Perform	mance I	ndex S	core				L	ocal re	sident	varian	ces							Ot	her g	roups
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	<u>.</u> (Out or area ratepayer	Shire EM / employee
44	46	32	46	44	47	58	35	31	40	42	40	47	40	23	44	44	45		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







Variances across the community

Perform	mance l	Index S	core				L	ocal re	sident	varian	ces						
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#	"FOTE"	York townsite	Other areas
37	37	34	38	37	40	39	29	24	28	33	33	40	37	13	47	39	29

 $[\]ensuremath{\mathsf{Q}}.$ How would you rate performance in the following areas?

 $\textit{Base: All respondents, excludes `unsure' and `no response' (n = 431).} \quad * \textit{Positive Rating = excellent, good + okay } \\$

Shire EM / employee

40

Other groups

Out of area

53

ratepayer

[#] Small base size (<20 respondents)

Footpaths, trails and cycleways







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	#3LOT	York townsite	Other areas	Out of area ratepayer Shire EM / employee
40	41	30	42	38	41	47	35	32	36	34	39	41	36	23	34	38	46	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







Variances across the community

Perform	mance l	Index S	core				L	ocal re	sident	varian	ces							
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	

 $[\]ensuremath{\mathsf{Q}}.$ How would you rate performance in the following areas?



Shire EM / employee

44

Other groups

Out of area

50

ratepayer

 $[\]textit{Base: All respondents, excludes `unsure' and `no response' (n = 432).} \quad * \textit{Positive Rating = excellent, good + okay } \\$

[#] Small base size (<20 respondents)

Lighting of streets and public places







Variances across the community

Perform	mance	Index S	Score				L	ocal re	esident	variar	ices							Other
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
43	43	38	46	41	46	43	36	36	38	35	40	46	43	35	49	42	47	47

 $[\]ensuremath{\mathsf{Q}}.$ How would you rate performance in the following areas?

 $\textit{Base: All respondents, excludes `unsure' and `no response' (n = 419). \\ \ ^* \textit{Positive Rating = excellent, good + okay }$



groups

Shire EM / employee

[#] Small base size (<20 respondents)

Economy

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







Variances across the community

Perform	mance l	Index S	core				L	ocal re	sident	varian	ces							
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#	"FOTE"	York townsite	Other areas	
41	41	40	40	42	41	48	34	30	38	46	37	41	37	26	38	41	37	

 $[\]ensuremath{\mathsf{Q}}.$ How would you rate performance in the following areas?

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

Shire EM / employee

48

Other groups

Out of area ratepayer

[#] Small base size (<20 respondents)

How York town centre is being developed







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	#3TOT	York townsite	Other areas	Out of area ratepayer	Shire EM / employee
46	46	45	46	45	46	53	41	37	42	53	44	44	42	18	48	46	44	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







Variances across the community

Perform	mance l	Index S	core				L	ocal re	sident	varian	ices							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
45	46	41	47	44	46	47	41	38	46	45	42	47	40	34	35	46	40	44 46

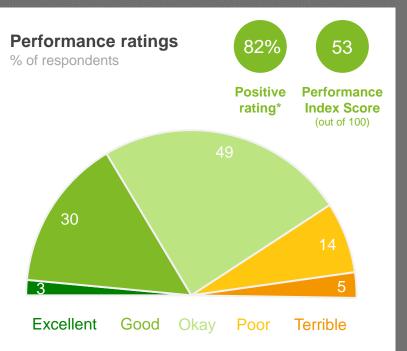
Q. How would you rate performance in the following areas?

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







Variances across the community

Perform	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	"FOTE"	York townsite	Other areas	Out of area ratepayer Shire EM / employee
53	54	48	54	52	54	56	47	48	51	53	50	55	47	41	41	54	48	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







Variances across the community

Perform	mance I	ndex S	core				L	ocal re	sident	varian	ces								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
53	53	50	53	53	53	55	50	43	55	46	54	54	50	33	37	53	50		51	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







Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ces							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#	"FOTE"	York townsite	Other areas	Out of area ratepayer Shire EM / employee
46	46	41	44	47	47	51	40	34	47	32	47	48	47	35	36	45	47	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





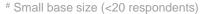


Variances across the community

Perforr	mance l	Index S	core				L	ocal re	sident	varian	ices							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





Food, health, noise, pest and pollution management







Variances across the community

Perform	mance l	ndex S	core				L	ocal re	esident	varian	ices							Other g
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
50	50	49	50	51	52	44	44	39	58	45	50	52	46	25	41	50	49	46

 $[\]ensuremath{\mathsf{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



groups

Shire EM / employee

[#] Small base size (<20 respondents)

Management of corellas in town







Variances across the community

Perform	mance l	ndex S	core			,	L	ocal re	sident	varian	ces							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
31	31	36	30	33	33	31	27	18	30	33	30	32	33	20	40	32	28	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)





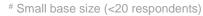


Variances across the community

Perforr	mance I	ndex S	core				L	ocal re	sident	varian	ices							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#	"FOTE"	York townsite	Other areas	Out of area ratepayer Shire EM / employee
46	47	40	48	46	49	47	33	33	46	41	43	49	44	30	36	48	39	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



Overview of Community Variances

Summary of community variances

Overall, governance, communication

							Lo	cal re	esiden	t vari	iance	s				_			Oth	er gro	oups
	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	"snougenons"	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

							Lo	cal re	siden	t var	iance	S							Othe	r gro	oups
	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

		_					Lo	cal re	esiden	t vari	iance	S				_	_		Other g	roups
	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

Excellent

PERFORMANCE INDEX SCORE

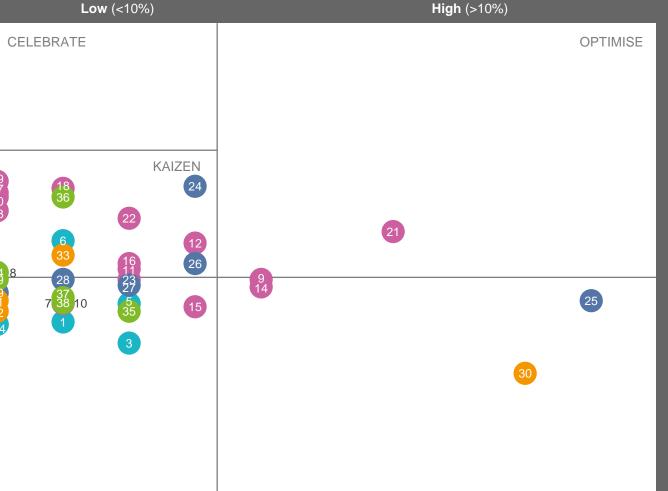
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REVIEW



Base: Out of area ratepayers



- Council's leadership
- Advocacy and lobbying
- Embracing change and innovation
- Community consultation
- Communication
- Customer service
- Youth services and facilities
- Family and children services
- Seniors' services and care
- 10 Disability access and inclusion
 - 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

PRIORITISE

40

35

- 36 Waste collection services
- 37 Food, health, noise, pest, pollution
- 38 Corella management in town
- 39 Natural disaster management

20

10

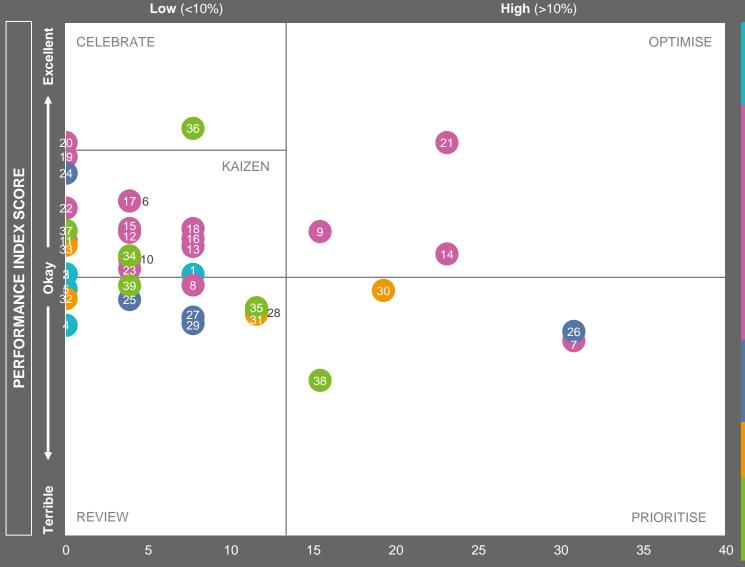
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Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

MARKYT Community Priorities







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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 26) Copyright CATALYSE® Pty Ltd. © 2021



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