MARKYT◆ Community Scorecard ©

Prepared for: Shire of Pingelly

Prepared by: CATALYSE® Pty Ltd ©

April 2022

MARKYT◆

Contents

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Strategic overview

Strategic Overview

Vision	Liveability	Governance	Rates Value
15	**68**	**43**	**33**
% agree	Performance Index Score	Performance Index Score	Performance Index Score
18% points below Industry Average	8 index points below Industry Average	13 index points below Industry Average	12 index points below Industry Average

Strengths

Highest scores

- Sport and recreation facilities and services
- Playgrounds, parks and reserves
- Place to live
- Library services

Relative to MARKYT® Industry Standards

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

Priorities

- Local roads
- Economic development and job creation
- Community safety and crime prevention
- Responsible growth and development
- Youth services and facilities
- Council's leadership
- Seniors' services, facilities and care
- Family and children services and facilities
- Footpaths, trails and cycleways
- Streetscapes, trees and verges

Approach

Purpose

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 Pingelly 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

Shire of Pingelly
Strategic Community Plan
2020 - 2030

Adopted September 2019

The Shire of Pingelly 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 Pingelly using Australia Post's unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

CATALYSE® sent email invitations to the Shire of Pingelly's customer contacts, and the Shire provided supporting promotions through various communication channels. The scorecard was open from 9 to 25 March 2022.

The scorecard was completed by **108 community members** with various connections to the Shire:

Local resident	Out of area ratepayer	Visitor	Elected Member / Employee
86	5	4	13

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

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

% of resident respondents (weighted)

Home owner	84
Renting / Other	9
No response	7
Male	50
Female	49
Answered together	1
18-54 years	45
55+ years	55
Have a child aged: 0-5 years	14
6-12 years	22
13-17 years	22
18+ years	15
No children	57
Disability	16
Indigenous	12
Live on farm / rural property	46
Live in town	52
No response	2
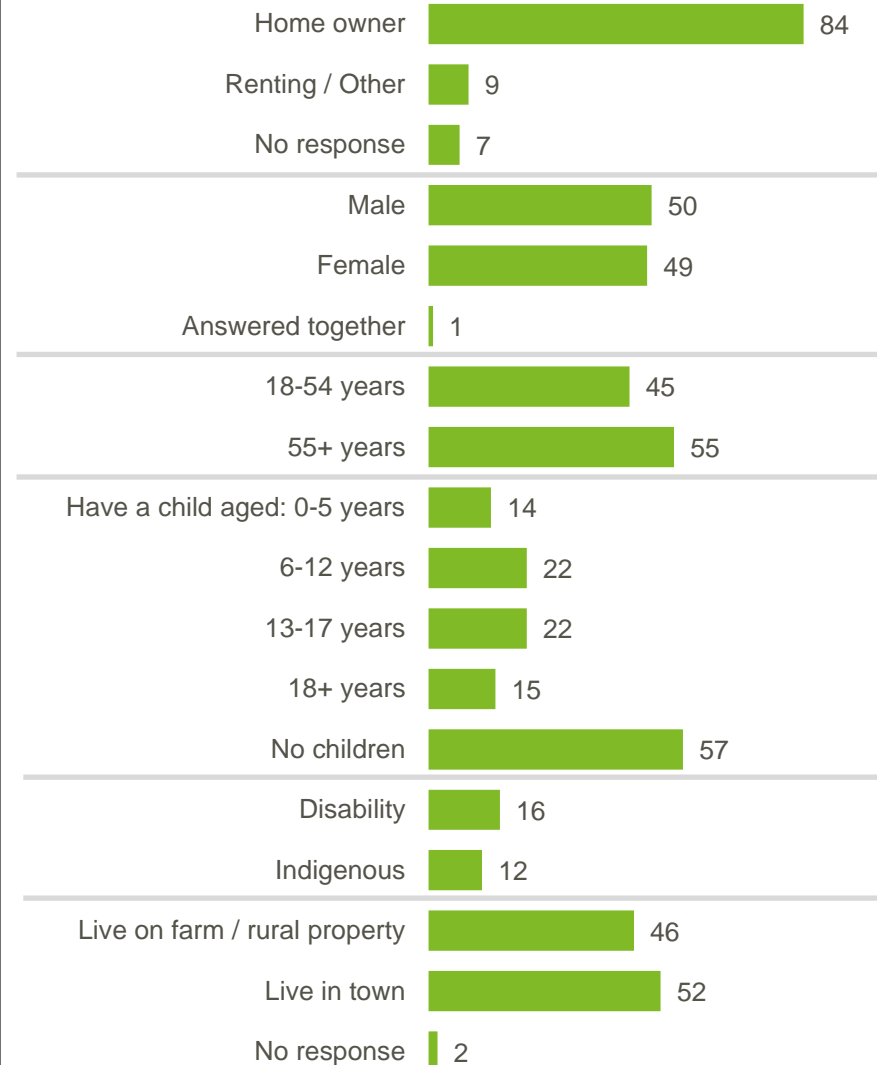
LOTE: mainly speaks a language other than English

MARKYT ◆

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

Performance Ratings

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

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

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

Performance ratings
% of respondents

38
27
14
18
3

58
Performance Index Score (out of 100)

79%
Positive rating*

Excellent   Good   Okay   Poor   Terrible

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	58
Industry High	68
Industry Average	54

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Non-rural
58	60	55	52	65	66	67	50	57	58

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 that have completed a comparable study with CATALYSE® over the past three years.

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

Overall Performance

Place to live

Performance ratings
% of respondents

- Excellent: 16
- Good: 46
- Okay: 34
- Poor: 4
- Terrible: 1
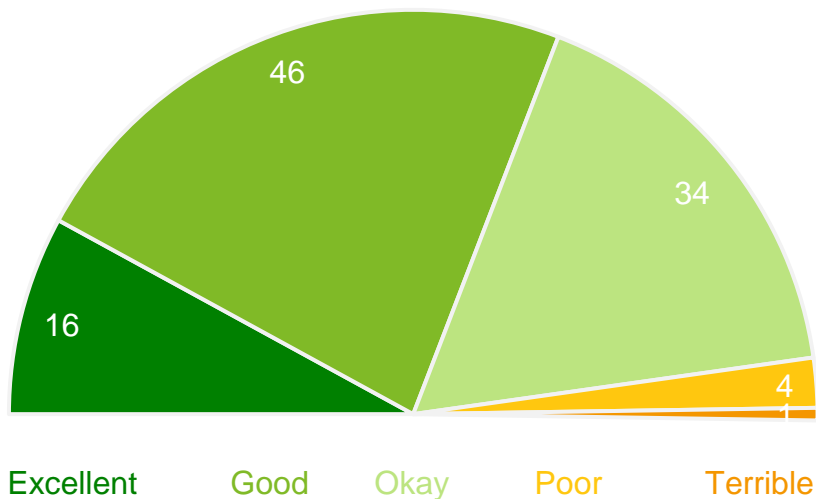
68
Performance Index Score
(out of 100)

96%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	68
Industry High	90
Industry Average	76

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
68	69	66	69	70	66	68	68	66	71

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 84).   * Positive Rating = excellent, good + okay

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Organisation that governs the local area

Performance ratings
% of respondents
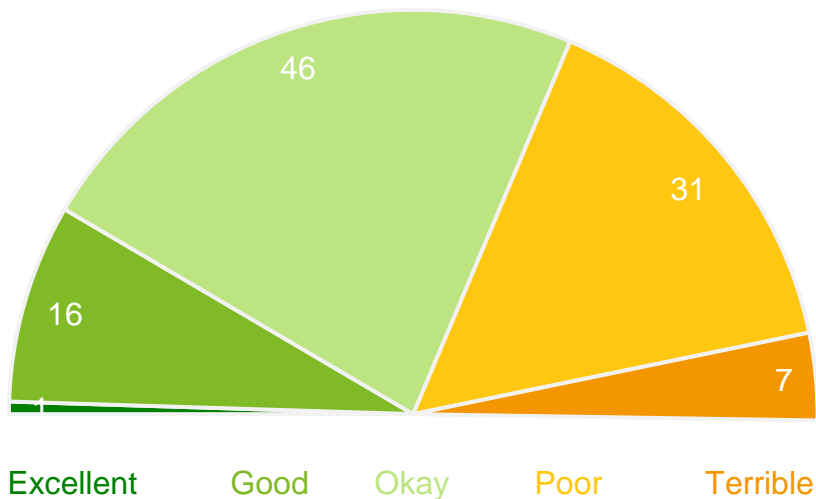
- 46
- 16
- 1
- 31
- 7

Excellent Good Okay Poor Terrible

43
Performance Index Score
(out of 100)

63%
Positive rating*

MARKYT◈ Industry Standards
Performance Index Score

Shire of Pingelly	43
Industry High	68
Industry Average	56

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
43	43	44	41	**50**	47	**49**	39	43	44

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 81).   * Positive Rating = excellent, good + okay

MARKYT◈

12

Best changes or improvements

Best changes or improvements in the local area over the past two years
% of respondents
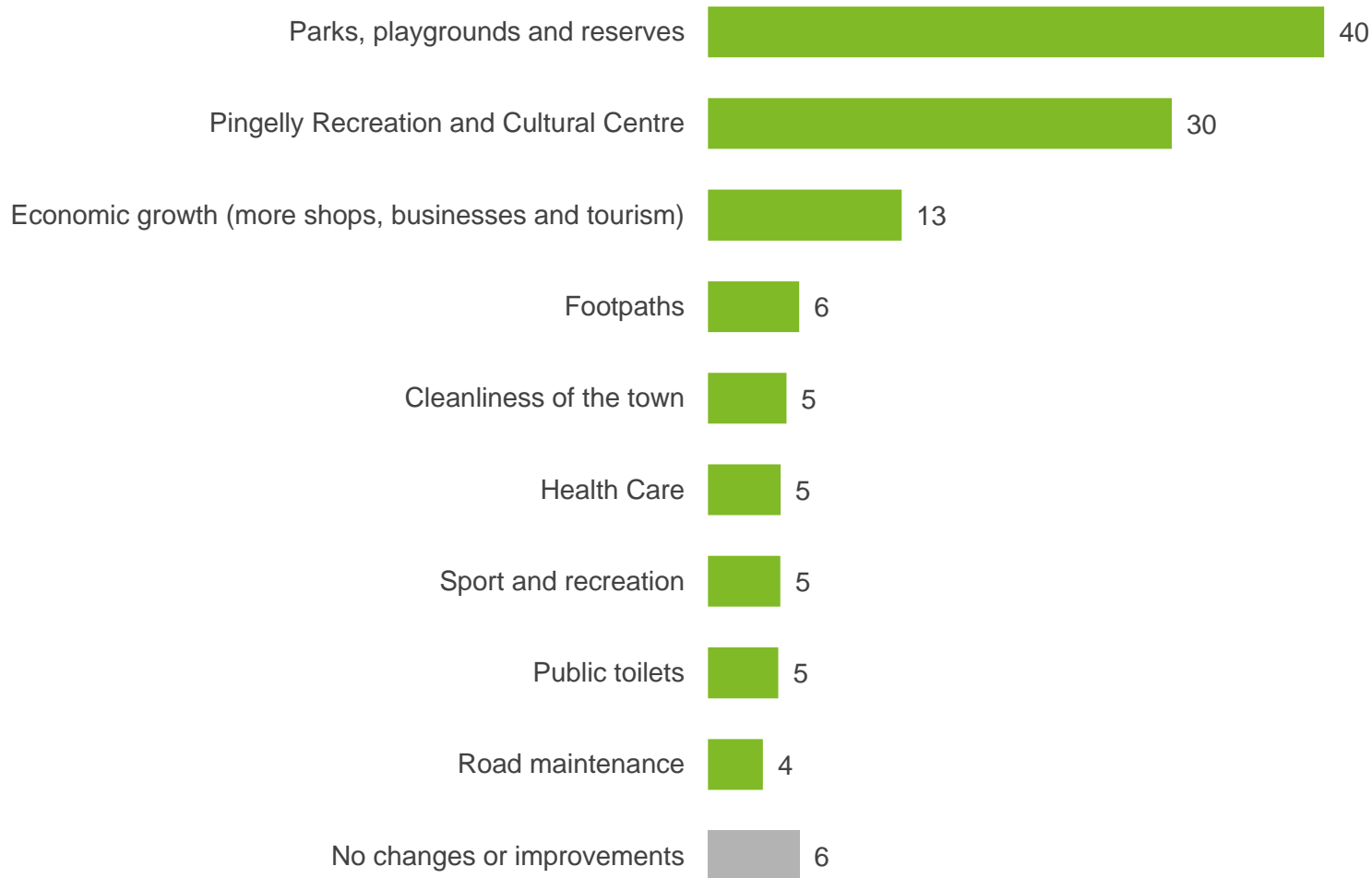
Category	Value
Parks, playgrounds and reserves	40
Pingelly Recreation and Cultural Centre	30
Economic growth (more shops, businesses and tourism)	13
Footpaths	6
Cleanliness of the town	5
Health Care	5
Sport and recreation	5
Public toilets	5
Road maintenance	4
No changes or improvements	6

Q. **What is the best change or improvement you've noticed in the local area over the past two years?**
Base: All respondents, excludes no response (n = 76) *Chart shows areas with 4% or more respondents.

MARKYT

Best changes or improvements

Variances across the community % of respondents	Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
Parks, playgrounds and reserves	40	39	43	43	45	44	39	42	34	46
Pingelly Recreation and Cultural Centre	30	36	23	24	41	38	36	25	36	27
Economic growth (more shops, businesses and tourism)	13	13	12	15	14	7	16	10	15	12
Footpaths	6	2	10	6	9	4	6	6	3	9
Cleanliness of the town	5	7	3	9	0	0	3	7	8	2
Health Care	5	7	2	6	0	0	0	9	5	5
Sport and recreation	5	9	0	2	7	11	5	5	8	2
Public toilets	5	2	7	4	4	0	3	6	2	7
Road maintenance	4	4	3	0	4	7	8	0	8	0

Q. **What is the best change or improvement you've noticed in the local area over the past two years?**
Base: All respondents, excludes no response (n = 76) *Chart shows areas with 4% or more respondents.

MARKYT ◆

Future challenges

Biggest challenges in the local area over the next 10 years
% of respondents
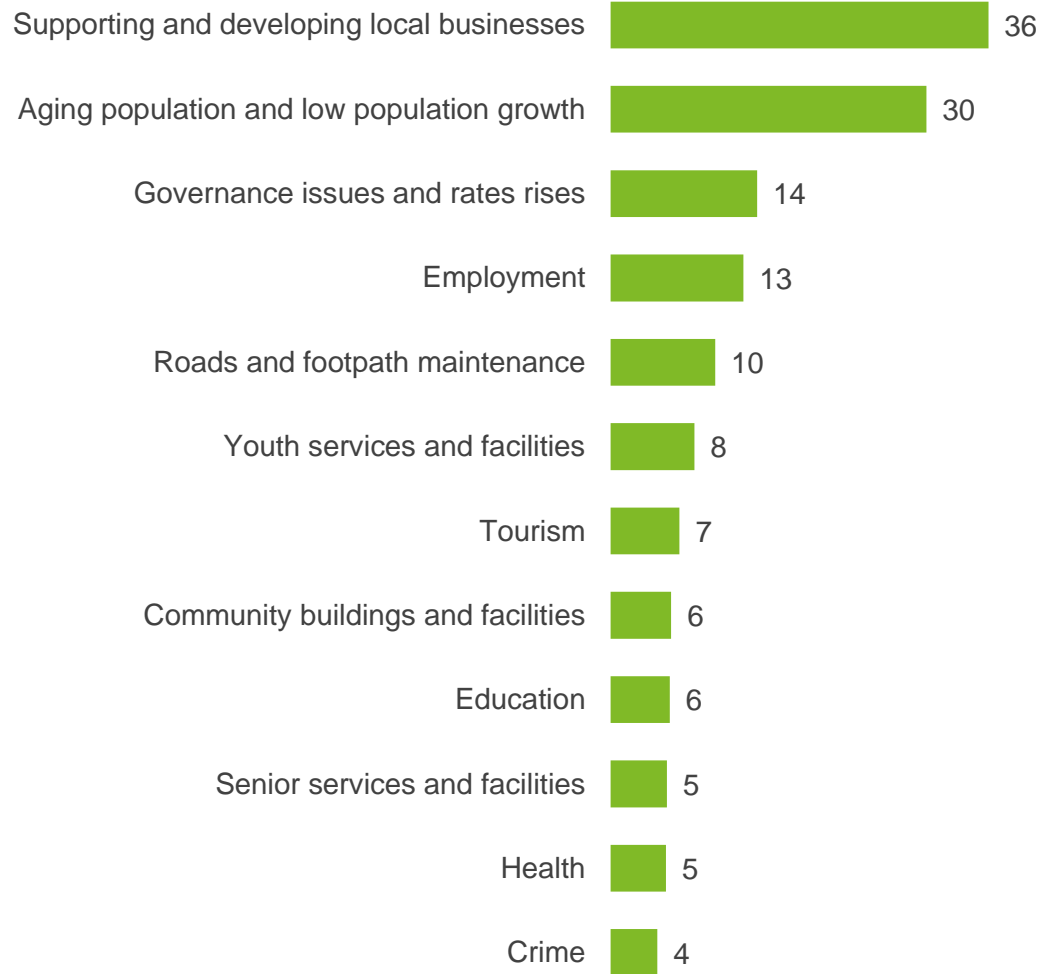
Challenge	%
Supporting and developing local businesses	36
Aging population and low population growth	30
Governance issues and rates rises	14
Employment	13
Roads and footpath maintenance	10
Youth services and facilities	8
Tourism	7
Community buildings and facilities	6
Education	6
Senior services and facilities	5
Health	5
Crime	4

Q. **Over the next 10 years, what do you think the biggest challenge will be in your local area?**
Base: All respondents, excludes no response (n = 82). *Chart shows areas with 4% or more respondents.

MARKYT

Future challenges

Variances across the community % of respondents	Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
Supporting and developing local businesses	36	**47**	25	36	27	36	26	44	29	41
Aging population and low population growth	30	37	23	24	26	36	31	29	40	22
Governance issues and rates rises	14	14	12	**19**	7	0	7	19	16	12
Employment	13	11	14	7	20	22	16	10	15	11
Roads and footpath maintenance	10	5	15	13	4	8	8	11	14	7
Youth services and facilities	8	9	7	4	16	14	10	6	7	9
Tourism	7	2	11	7	9	4	6	7	3	10
Community buildings and facilities	6	7	5	8	4	4	3	8	0	11
Education	6	2	9	4	9	7	6	6	7	4
Senior services and facilities	5	0	11	5	4	4	6	5	12	0
Health	5	2	8	7	0	4	3	7	7	4
Crime	4	0	9	6	4	0	6	3	3	6

Q. **Over the next 10 years, what do you think the biggest challenge will be in your local area?**
Base: All respondents, excludes no response (n = 82). *Chart shows areas with 4% or more respondents.

MARKYT◆

MARKYT ◆ industry comparisons

Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Pingelly as a 'place to live' and as a 'governing organisation'. The Shire of Pingelly's overall performance index score is 56 out of 100, 10 index points below the industry average.

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	56
Industry High	77
Industry Average	66

Overall Performance Index Score
average of 'place to live' and 'governing organisation'

■ Shire of Pingelly
■ Metropolitan Councils
■ Regional Councils
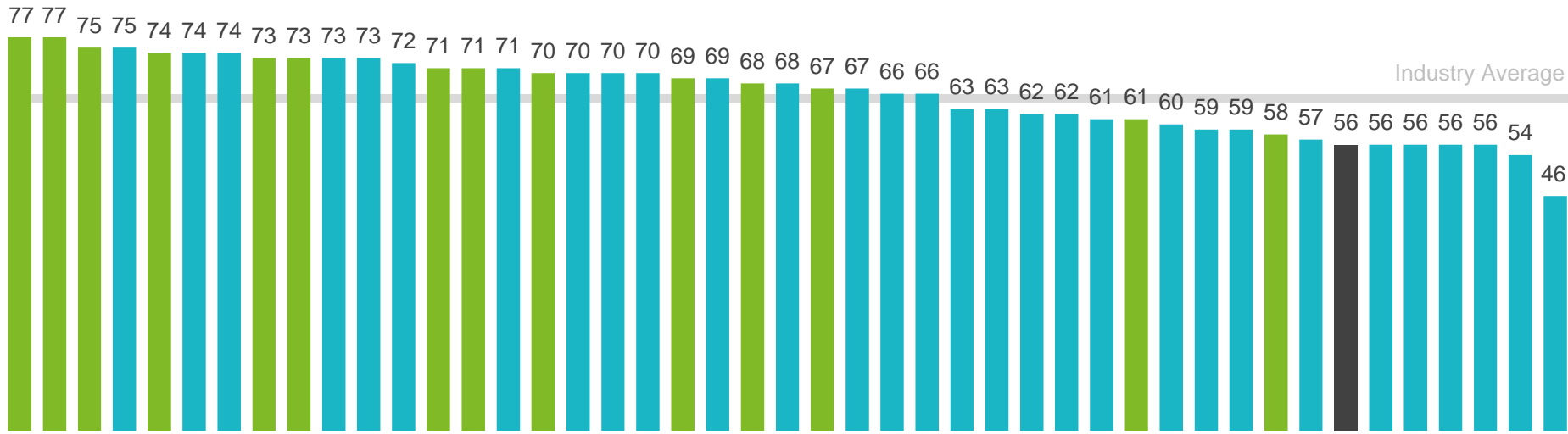
77 77 75 75 74 74 74 73 73 73 73 72 71 71 71 70 70 70 70 69 69 68 68 67 67 66 66 63 63 62 62 61 61 60 59 59 58 57 56 56 56 56 56 54 46

Industry Average

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:

- ● Performance
- ● People
- ● Planet
- ● Place
- ● Prosperity

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.
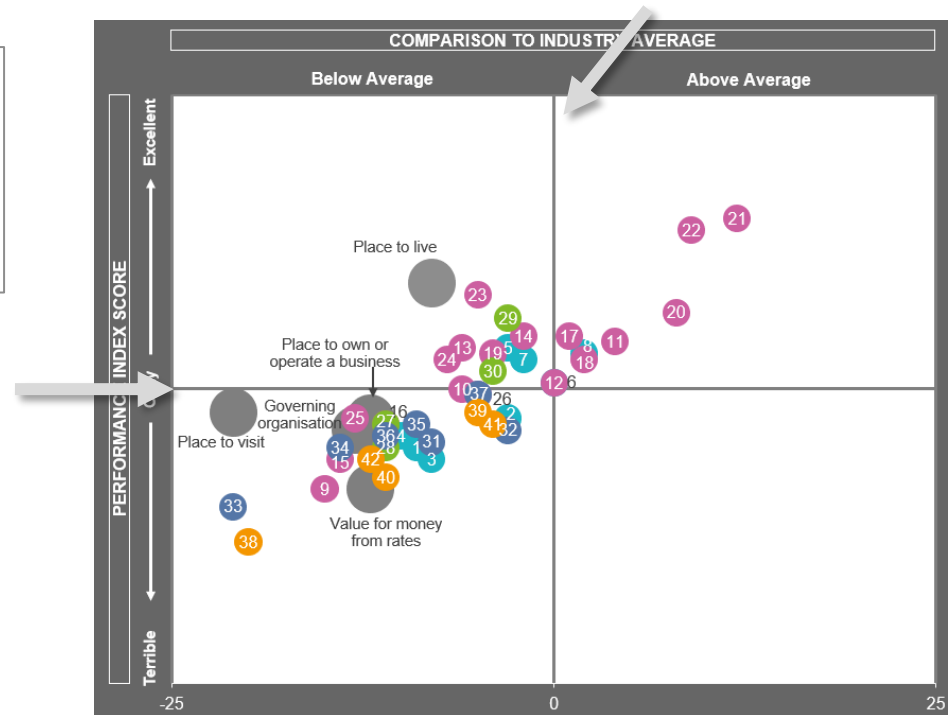
MARKYT◆ Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average | Above Average

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

Place to live
Place to own or operate a business
Place to visit
Governing organisation
Value for money from rates

-25 | 0 | 25

| #	Category
1	Council's leadership
2	Advocacy and lobbying
3	Community consultation
4	Communication
5	Customer service
6	Change, innovation and technology
7	Shire's website
8	Social media presence
9	Youth services and facilities
10	Family and children services
11	Seniors' services, facilities and care
12	Disability access and inclusion
13	Aboriginal recognition and respect
14	Volunteer support and recognition
15	Community safety
16	Access to housing
17	Health and community services
18	Health and wellbeing programs
19	Community buildings and halls
20	Public toilets
21	Sport and recreation
22	Playgrounds, parks and reserves
23	Library services
24	Festivals, events, art and culture
25	Local history and heritage
26	Animal management
27	Conservation and environment
28	Sustainability / climate change
29	Waste collection services
30	Natural disaster management
31	Growth and development
32	Planning and building approvals
33	Local roads
34	Traffic management
35	Footpaths, trails and cycleways
36	Streetscapes, trees and verges
37	Lighting of streets and public places
38	Economic development and jobs
39	Agriculture development
40	Tourism attractions and marketing
41	Town centre development / activation
42	Access to education and training
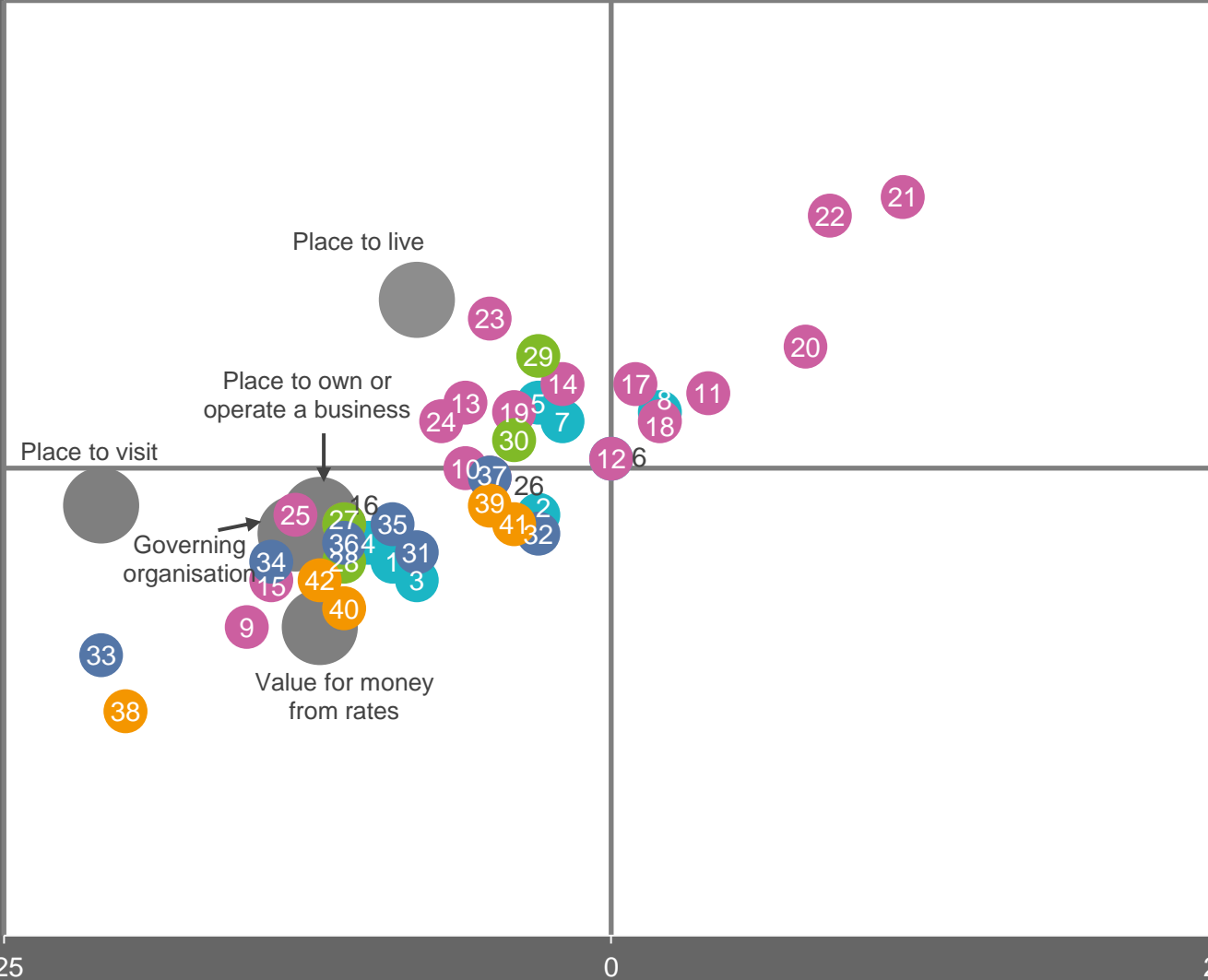
Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.

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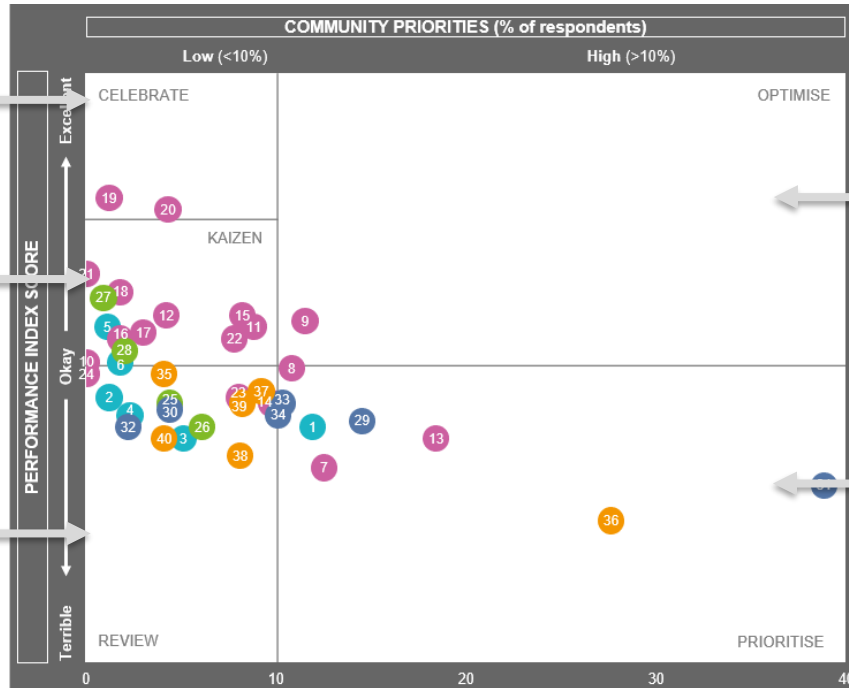
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

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

Services are grouped in five areas:

- ● Performance
- ● People
- ● Planet
- ● Place
- ● Prosperity

MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)   **High** (>10%)

PERFORMANCE INDEX SCORE

- Excellent
- Okay
- Terrible

CELEBRATE   OPTIMISE

KAIZEN

REVIEW   PRIORITISE

Legend:

1. Council's leadership
2. Advocacy and lobbying
3. Community consultation
4. Communication
5. Customer service
6. Change, innovation and technology
7. Youth services and facilities
8. Family and children services
9. Seniors' services, facilities and care
10. Disability access and inclusion
11. Aboriginal recognition and respect
12. Volunteer support and recognition
13. Community safety
14. Access to housing
15. Health and community services
16. Health and wellbeing programs
17. Community buildings and halls
18. Public toilets
19. Sport and recreation
20. Playgrounds, parks and reserves
21. Library services
22. Festivals, events, art and culture
23. Local history and heritage
24. Animal management
25. Conservation and environment
26. Sustainability / climate change
27. Waste collection services
28. Natural disaster management
29. Growth and development
30. Planning and building approvals
31. Local roads
32. Traffic management
33. Footpaths, trails and cycleways
34. Streetscapes, trees and verges
35. Lighting of streets and public places
36. Economic development and jobs
37. Agriculture development
38. Tourism attractions and marketing
39. Town centre development / activation
40. Access to education and training

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

Q. Over the next 10 years, which areas would you mostly like your local shire to focus on improving? Base: All respondents, excludes no response (n = 86)

Familiarity with local services and facilities

Familiarity with local services and facilities

Higher levels of familiarity

% of respondents who were familiar with service area

Service	%
Streetscapes, trees and verges	99
Playgrounds, parks and reserves	98
Access to health and community services	97
Building and maintaining local roads	97
Community buildings and halls	97
Public toilets	97
Sport and recreation facilities and services	96
Volunteer support and recognition	95
Footpaths, trails and cycleways	94
Tourism attractions and marketing	94
Lighting of streets and public places	94
Customer service	94
Community safety and crime prevention	94
Festivals, events, art and cultural activities	93
Services, facilities and care available for seniors	92
Waste collection services	92
How the community is informed about what's happening in the local area	91
How local history and heritage is preserved and promoted	91
Library services	91
Traffic management on local roads	90

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

MARKYT◆

25

Familiarity with local services and facilities

Lower levels of familiarity

% of respondents who were familiar with service area

Service area	%
Public health and wellbeing programs and education	89
Recognition and respect for Aboriginal cultures and heritage	89
Council's leadership	89
Economic development and job creation	89
How the community is consulted on local issues	88
How your local town centre is being developed and activated	88
Managing responsible growth and development	87
Natural disaster management	87
Services and facilities for youth	86
Developing and supporting agriculture	85
Conservation and environmental management	83
Access to education, training and personal development opportunities	81
Disability access and inclusion	80
Advocacy and lobbying	78
Shire's website	77
Animal management (dogs and cats)	75
Planning and building approvals	75
Access to housing that meets your needs	74
Efforts to promote and adopt sustainable practices	71
How the Shire embraces change, innovation and new technology	70

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

MARKYT

Performance

Council's leadership

Performance ratings
% of respondents

Excellent	2
Good	10
Okay	51
Poor	20
Terrible	17

40
Performance Index Score (out of 100)

63%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	40
Industry High	67
Industry Average	49

Variances across the community
Performance Index Score

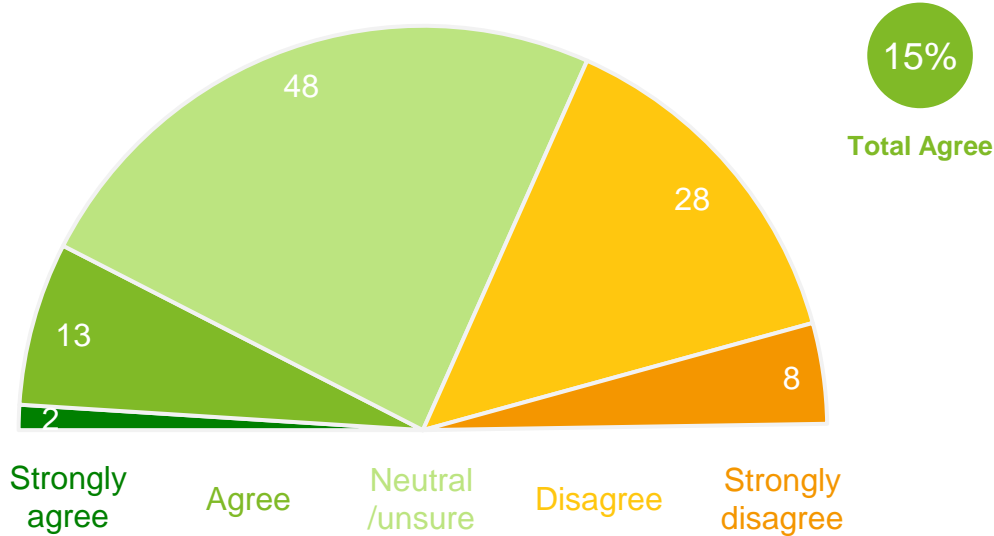| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
40	43	38	38	50	45	46	35	42	40

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 76).   * Positive Rating = excellent, good + okay

MARKYT◆

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

Level of agreement
% of respondents

48
13
2
28
8

15%
Total Agree

Strongly agree
Agree
Neutral /unsure
Disagree
Strongly disagree

MARKYT ◆ Industry Standards
% agree

Shire of Pingelly	15
Industry High	58
Industry Average	33

Variances across the community
% agree

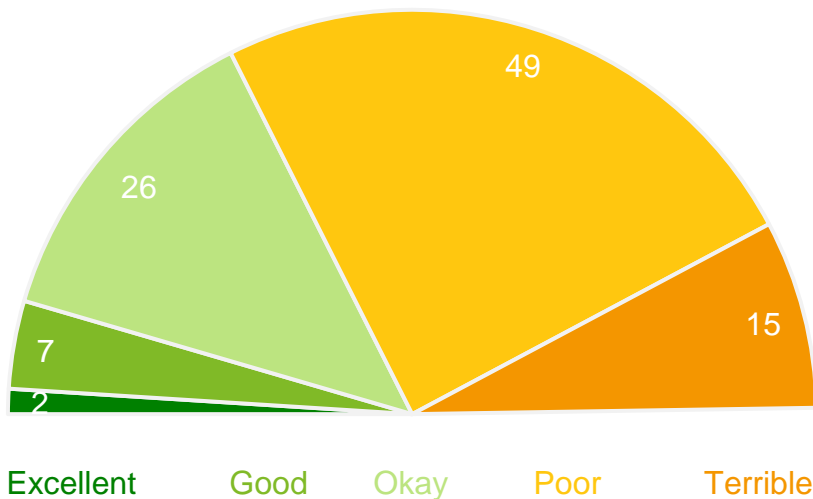| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
15	10	21	12	27	19	20	12	14	17

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 85).

MARKYT ◆

Value for money from Council rates

Performance ratings
% of respondents

Excellent   Good   Okay   Poor   Terrible

2   7   26   49   15

33
Performance Index Score
(out of 100)

35%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	33
Industry High	61
Industry Average	45

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
33	32	35	32	**40**	36	36	31	35	32

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 81).   * Positive Rating = excellent, good + okay

MARKYT◆   30

Willingness to pay for additional services

Which Shire services would you be willing to pay more for?

- Most respondents did not answer this question (66%) or responded 'nothing' or 'unsure' (12%).

- Another 12% felt they already paid enough.

- The most frequent suggestions related to:

| Local Roads 4%	Economic development 2%	Tourism attractions and marketing 2%

Other suggestions (mentioned by 1% or fewer people) included access to unused buildings in Parade Street, a streetscape program, maintenance of refuse site, water conversation for ovals and parks, maintain medical services, historical records, directional signage, green waste collection, maintenance of parks and gardens, raking playground sand daily, electric car charging stations, a police station, Aboriginal housing, and schooling opportunities.

Q. **Which services provided by your Shire would you be willing to pay more for?**
Base: All respondents, excludes no response (n = 29)

MARKYT◆   31

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

Performance ratings
% of respondents
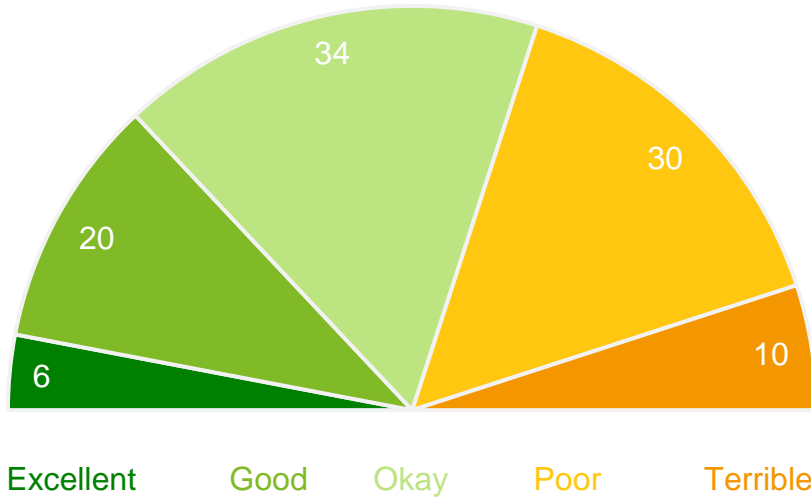
34

30

20

10

6

Excellent Good Okay Poor Terrible

45
Performance Index Score
(out of 100)

60%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	45
Industry High	64
Industry Average	48

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
45	44	47	43	**57**	**52**	**53**	**38**	45	46

MARKYT◆

The Shire has a good understanding of community needs

Level of agreement
% of respondents

22%

Total Agree

Strongly agree	Agree	Neutral /unsure	Disagree	Strongly disagree
6	16	32	34	12
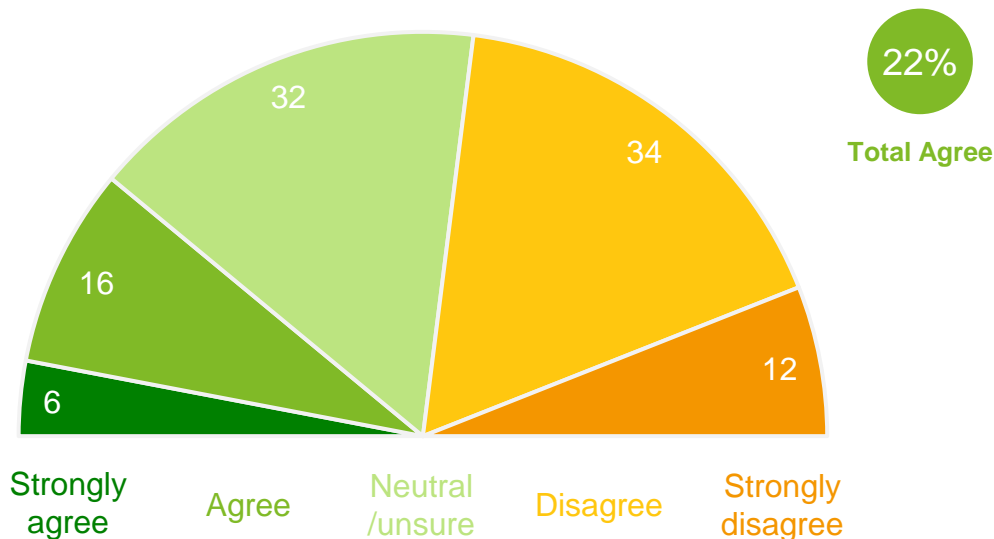
MARKYT ◆ Industry Standards
% agree

Shire of Pingelly	23
Industry High	61
Industry Average	34

Variances across the community
% agree

| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
23	25	20	22	30	24	21	24	23	23

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 85).

MARKYT ◆   33

How the community is consulted on local issues

Performance ratings
% of respondents

Excellent   Good   Okay   Poor   Terrible

5   9   36   32   18
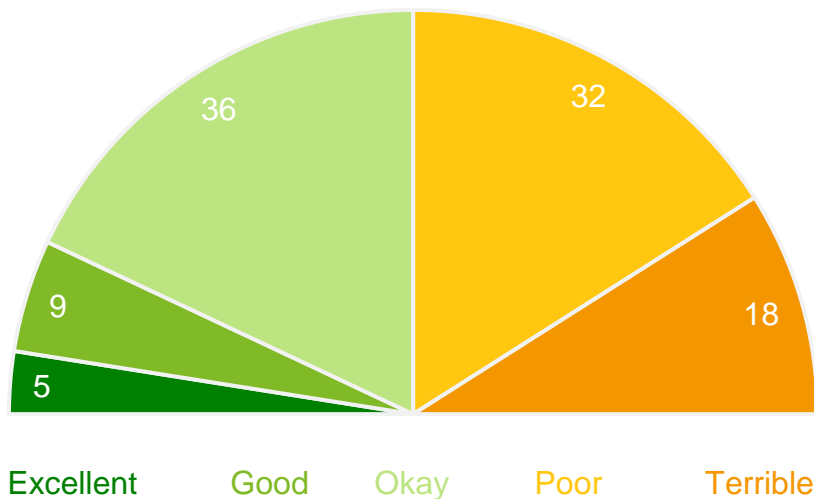
38
Performance Index Score (out of 100)

50%
Positive rating*

MARKYT◇ Industry Standards
Performance Index Score

Shire of Pingelly	38
Industry High	62
Industry Average	46

Variances across the community
Performance Index Score

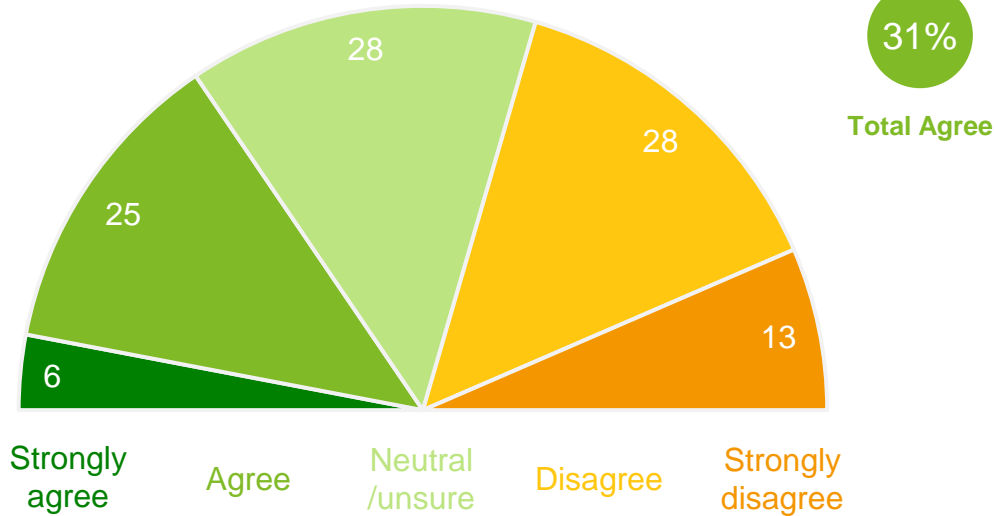| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
38	36	40	35	50	44	46	31	40	36

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 76).   * Positive Rating = excellent, good + okay

MARKYT◇

34

The Shire listens to and respects residents' views

Level of agreement
% of respondents

	Strongly agree	Agree	Neutral /unsure	Disagree	Strongly disagree
	6	25	28	28	13

31% Total Agree

MARKYT◆ Industry Standards
% agree

Shire of Pingelly	31
Industry High	55
Industry Average	32

Variances across the community
% agree

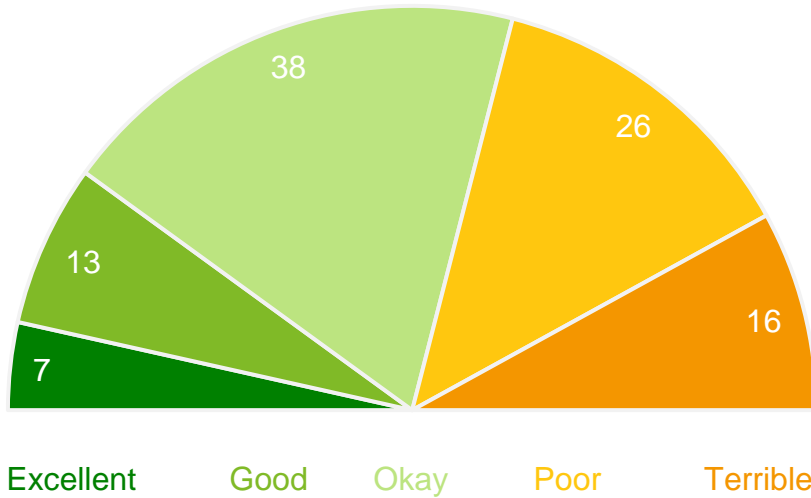| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
31	30	34	21	**57**	42	**44**	21	33	31

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 85).

MARKYT◆

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

Performance ratings
% of respondents

- Excellent
- Good
- Okay
- Poor
- Terrible

Gauge values: 7, 13, 38, 26, 16

42
Performance Index Score (out of 100)

58%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	42
Industry High	68
Industry Average	52

Variances across the community
Performance Index Score

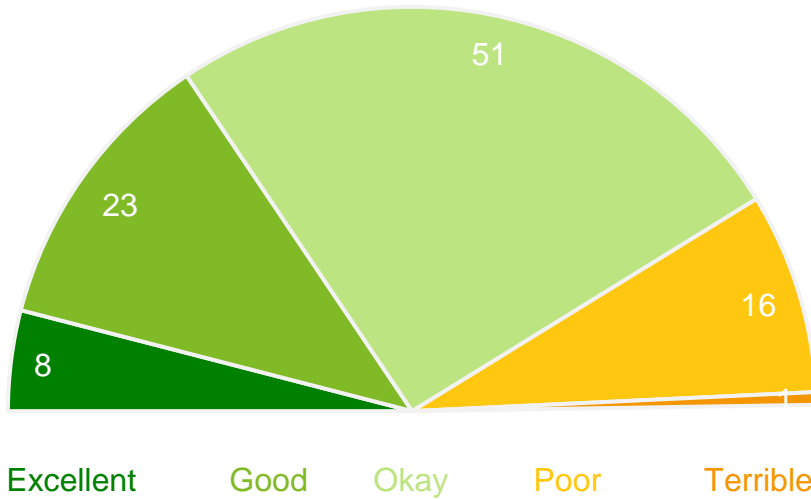| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
42	41	44	36	58	55	53	35	40	45

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 79).   * Positive Rating = excellent, good + okay

MARKYT◆

Shire's website

Performance ratings
% of respondents

51

23

8

16

Excellent · Good · Okay · Poor · Terrible

55
Performance Index Score
(out of 100)

82%
Positive rating*

MARKYT Industry Standards
Performance Index Score

Shire of Pingelly	55
Industry High	65
Industry Average	57

Variances across the community
Performance Index Score

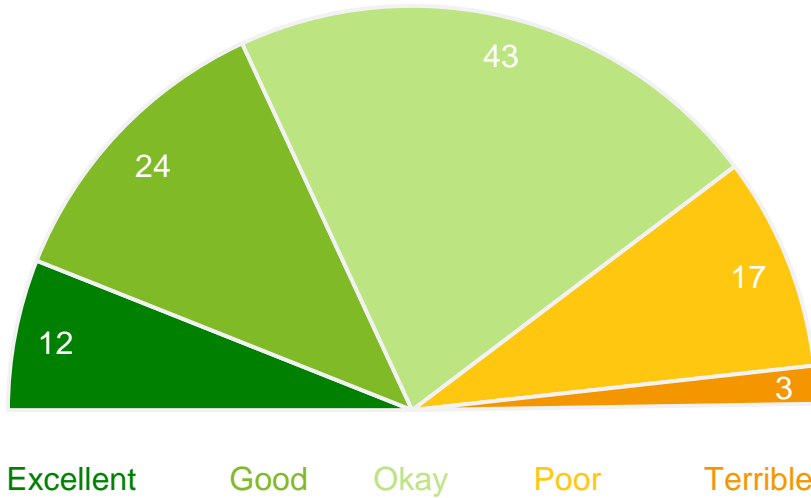| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
55	55	56	49	66	61	62	48	57	54

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 66).   * Positive Rating = excellent, good + okay

MARKYT

Social media presence (Facebook, Instagram etc)

Performance ratings
% of respondents

- 43
- 24
- 12
- 17
- 3

Excellent   Good   Okay   Poor   Terrible

56
Performance Index Score (out of 100)

79%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	56
Industry High	65
Industry Average	54

Variances across the community
Performance Index Score

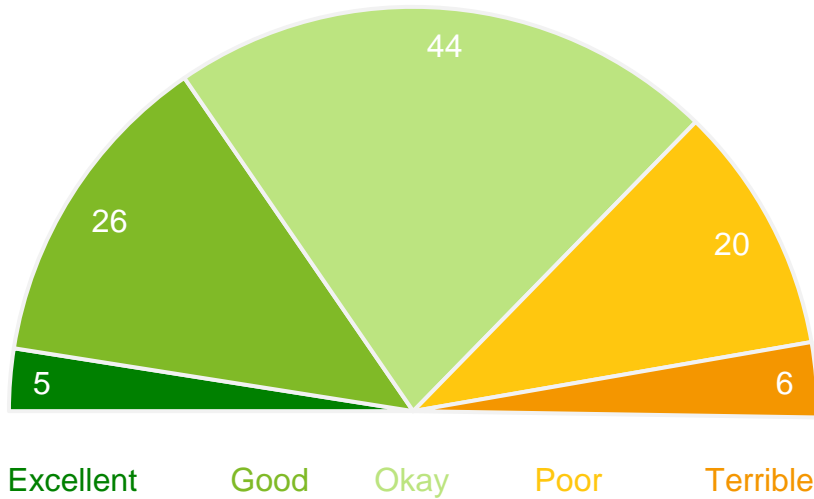| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
56	57	55	50	66	61	62	48	56	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 60).   * Positive Rating = excellent, good + okay

MARKYT◆

How the Shire embraces change, innovation and new technology

Performance ratings
% of respondents

44	
26	20
5	6

Excellent **Good** **Okay** **Poor** **Terrible**

51
Performance Index Score
(out of 100)

75%
Positive rating*

Shire of Pingelly	51
Industry High	65
Industry Average	51

Variances across the community
Performance Index Score

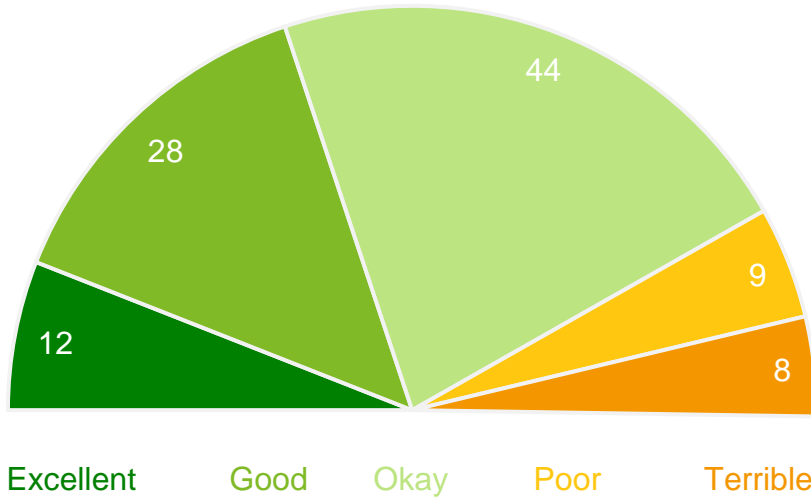| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
51	48	54	50	55	49	51	50	52	50

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 60).   * Positive Rating = excellent, good + okay

MARKYT◆

Customer service

Performance ratings
% of respondents

Rating	%
Excellent	12
Good	28
Okay	44
Poor	9
Terrible	8

57
Performance Index Score
(out of 100)

84%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	57
Industry High	74
Industry Average	60

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
57	54	59	56	**67**	54	60	54	58	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 81).   * Positive Rating = excellent, good + okay
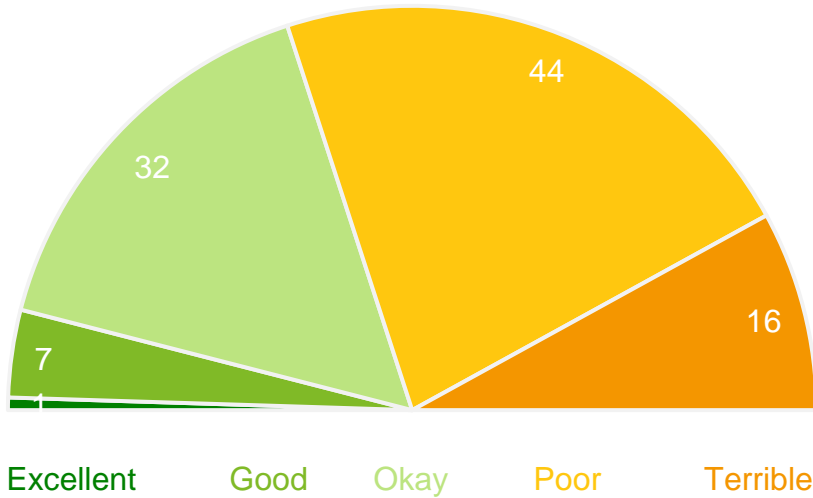
People

Services and facilities for youth

Performance ratings
% of respondents

1	Excellent
7	Good
32	Okay
44	Poor
16	Terrible

33
Performance Index Score (out of 100)

40%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	33
Industry High	66
Industry Average	48

Variances across the community
Performance Index Score

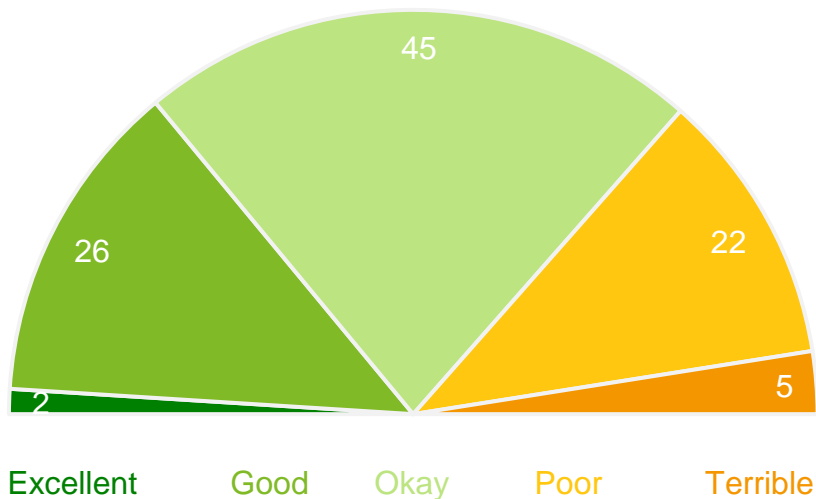| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
33	35	32	35	30	29	31	36	36	31

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 74).   * Positive Rating = excellent, good + okay

MARKYT◆

Services and facilities for families and children

Performance ratings
% of respondents

Excellent | Good | Okay | Poor | Terrible

45 **26** **2** **22** **5**

50
Performance Index Score
(out of 100)

73%
Positive rating*

Shire of Pingelly	50
Industry High	70
Industry Average	56

Variances across the community
Performance Index Score

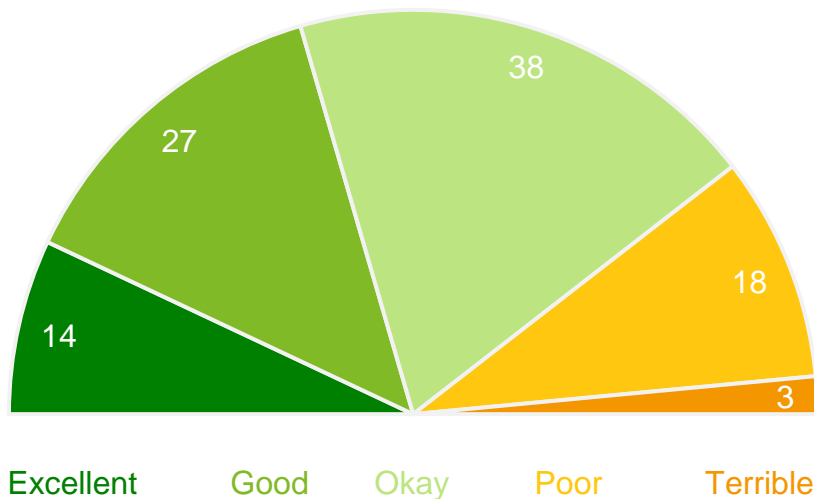| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
50	49	50	52	**44**	**45**	46	53	54	47

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 77).   * Positive Rating = excellent, good + okay

MARKYT ◆

Services, facilities and care available for seniors

Performance ratings
% of respondents

- **Excellent** 14
- **Good** 27
- **Okay** 38
- **Poor** 18
- **Terrible** 3

58
Performance Index Score (out of 100)

79%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	58
Industry High	68
Industry Average	54

Variances across the community
Performance Index Score

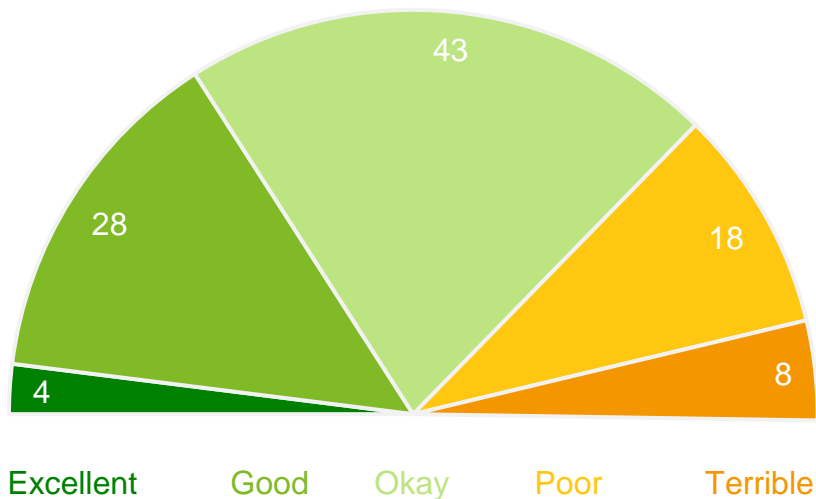| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
58	60	55	52	65	66	67	50	57	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 79).   * Positive Rating = excellent, good + okay

MARKYT◆   44

Disability access and inclusion

Performance ratings
% of respondents

- 4 Excellent
- 28 Good
- 43 Okay
- 18 Poor
- 8 Terrible

51
Performance Index Score (out of 100)

75%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	51
Industry High	65
Industry Average	51

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
51	49	51	47	54	54	52	49	55	48

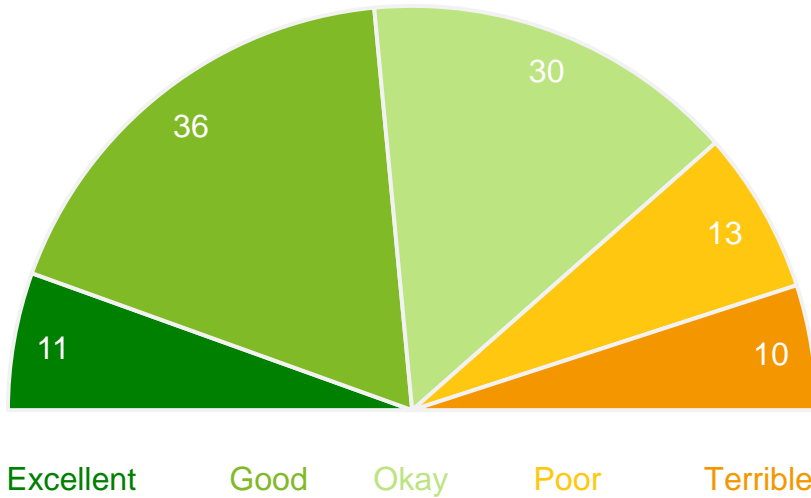Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 69).   * Positive Rating = excellent, good + okay

MARKYT◆

Recognition and respect for Aboriginal cultures and heritage

Performance ratings
% of respondents

Excellent	Good	Okay	Poor	Terrible
11	36	30	13	10

57
Performance Index Score
(out of 100)

77%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	57
Industry High	72
Industry Average	63

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
57	61	**51**	56	60	57	56	57	59	55

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 77).   * Positive Rating = excellent, good + okay

MARKYT◆

Volunteering

Over the past 12 months, have you done any unpaid voluntary work?
% of respondents

69 — Yes
31 — No
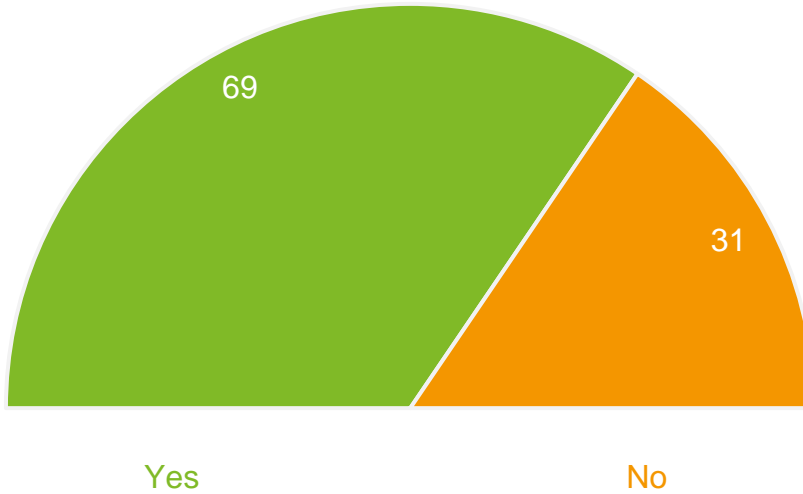
MARKYT◆ Industry Standards
% yes

Shire of Pingelly	69
Industry High	81
Industry Average	62

Variances across the community
% yes

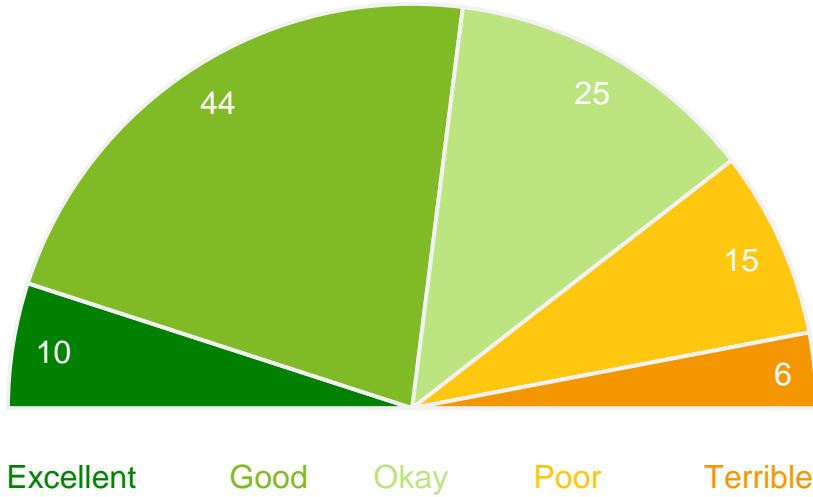| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
69	57	**80**	64	70	74	79	60	66	70

Q. **Over the past 12 months, have you done any unpaid voluntary work?**
Base: All respondents, excludes 'no response' (n = xxx).

MARKYT◆   47

Volunteer support and recognition

Performance ratings
% of respondents

44	Excellent
25	Good
15	Okay
10	Poor
6	Terrible

59
Performance
Index Score
(out of 100)

79%
Positive
rating*

Excellent   **Good**   **Okay**   **Poor**   **Terrible**

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	59
Industry High	70
Industry Average	61

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
59	55	**64**	56	**66**	**64**	**65**	55	62	57

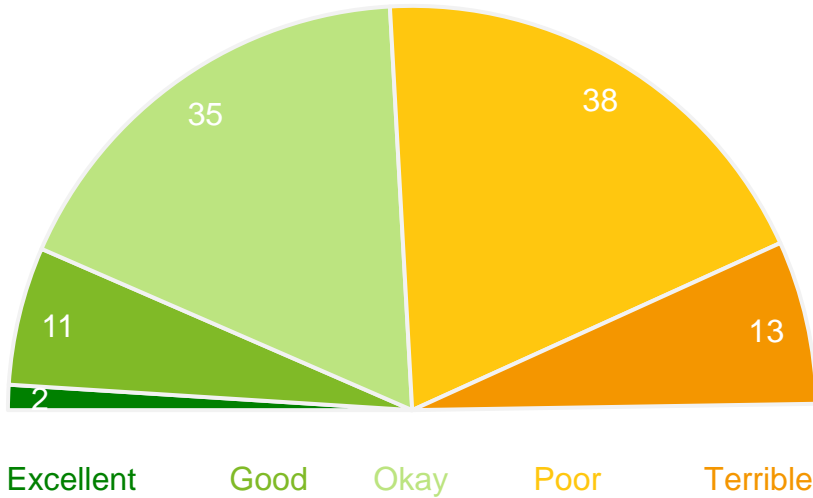Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 81).   * Positive Rating = excellent, good + okay

MARKYT◆

Community safety and crime prevention

Performance ratings
% of respondents

38 — Performance Index Score (out of 100)

48% — Positive rating*

Excellent Good Okay Poor Terrible

35 38 11 13 2

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	38
Industry High	76
Industry Average	52

Variances across the community
Performance Index Score

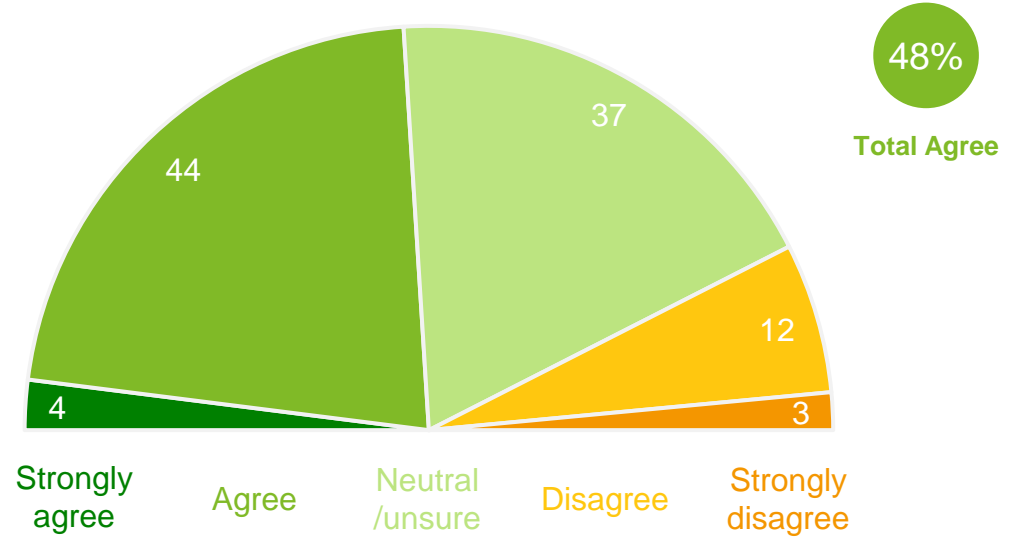| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
38	37	38	39	35	35	36	39	39	38

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 81).   * Positive Rating = excellent, good + okay

Access to housing that meets your needs

Performance ratings
% of respondents
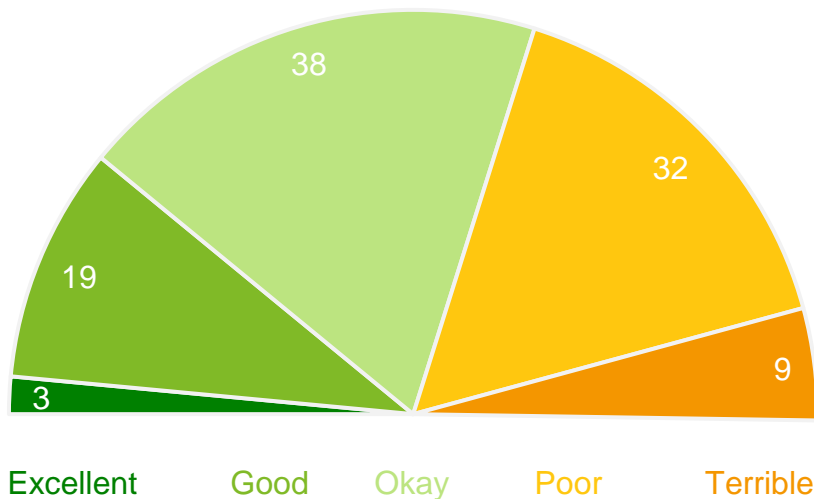
38 · 32 · 19 · 9 · 3

Excellent **Good** **Okay** **Poor** **Terrible**

44
Performance Index Score (out of 100)

60%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	44
Industry High	68
Industry Average	55

Variances across the community
Performance Index Score

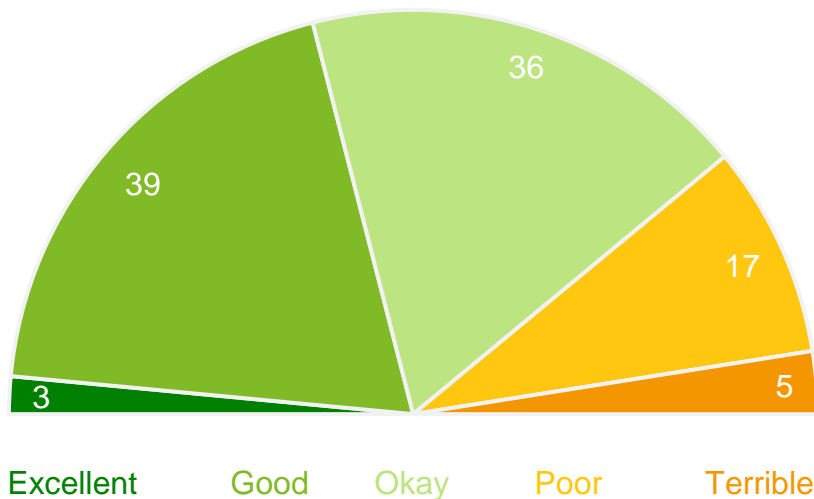| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
44	46	41	43	47	43	43	45	43	45

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 64).   * Positive Rating = excellent, good + okay

MARKYT◆

The Shire provides adequate opportunities for residents and visitors to lead a healthy and active lifestyle

Level of agreement
% of respondents

44 — Strongly agree: 4 — Agree: 44 — Neutral/unsure: 37 — Disagree: 12 — Strongly disagree: 3

48%
Total Agree

MARKYT◆ Industry Standards
% agree

Shire of Pingelly	49
Industry High	74
Industry Average	50

Variances across the community
% agree

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
49	52	44	47	63	44	54	44	55	45

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 86).

MARKYT◆   51

Access to health and community services

Performance ratings
% of respondents
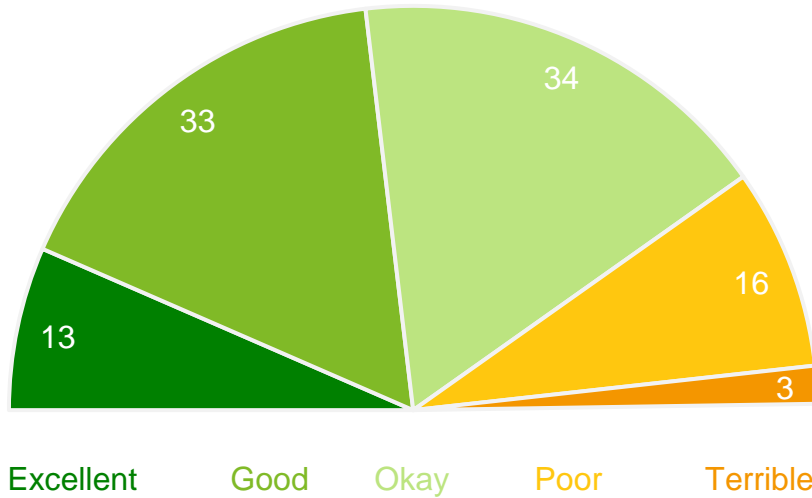
Excellent   Good   Okay   Poor   Terrible

Performance Index Score (out of 100): **59**

80% Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	59
Industry High	69
Industry Average	58

Variances across the community
Performance Index Score

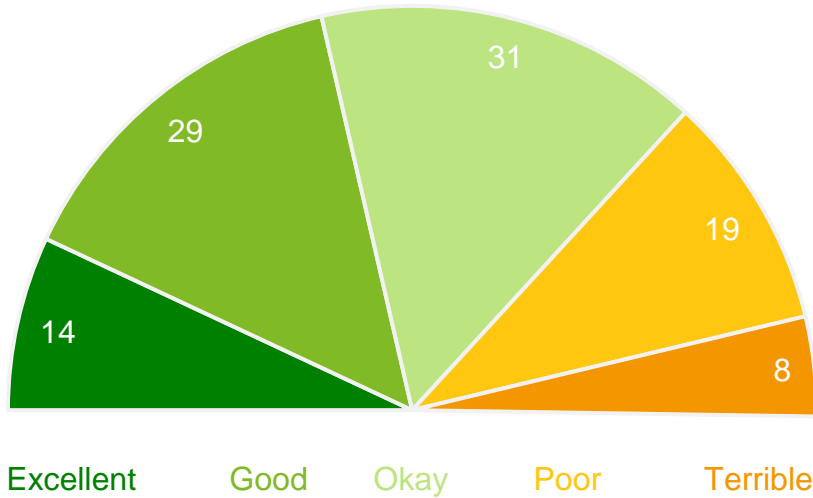| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
59	63	55	59	61	59	60	58	61	57

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 83).   * Positive Rating = excellent, good + okay

MARKYT◆

Public health and wellbeing programs and education

Performance ratings
% of respondents

Excellent   Good   Okay   Poor   Terrible

- 3 (Excellent)
- 39 (Good)
- 36 (Okay)
- 17 (Poor)
- 5 (Terrible)

55
Performance Index Score
(out of 100)

78%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	55
Industry High	65
Industry Average	53

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
55	58	51	56	56	**50**	54	55	55	55

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 77).   * Positive Rating = excellent, good + okay

MARKYT◆

Community buildings and halls

Performance ratings
% of respondents

Excellent	14
Good	29
Okay	31
Poor	19
Terrible	8

56
Performance Index Score
(out of 100)

74%
Positive rating*

Performance Index Score

Shire of Pingelly	56
Industry High	78
Industry Average	60

Variances across the community
Performance Index Score

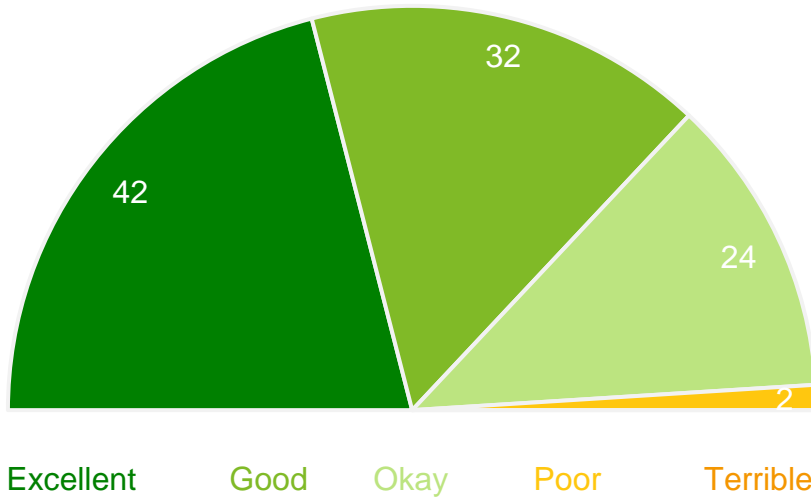| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
56	57	53	52	**63**	60	60	52	56	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 83).   * Positive Rating = excellent, good + okay

Public toilets

Performance ratings
% of respondents
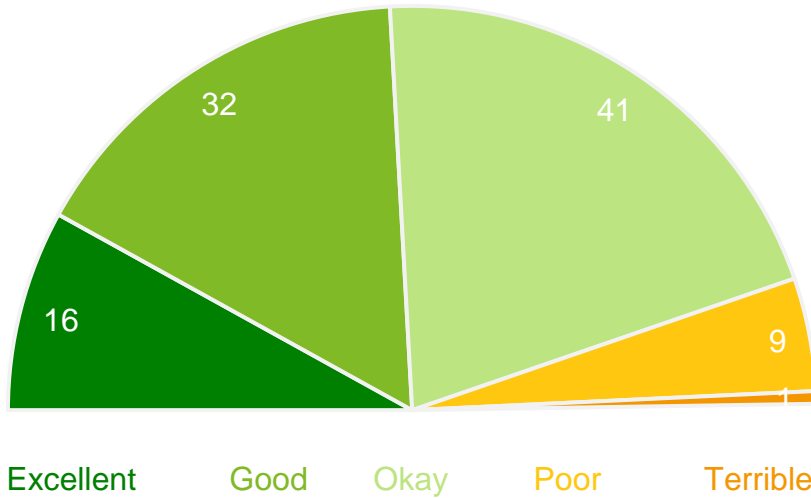
63	**Performance Index Score** (out of 100)
89%	**Positive rating***

Excellent Good Okay Poor Terrible

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	63
Industry High	66
Industry Average	55

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
63	66	59	58	72	70	67	60	63	65

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 83).   * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

Performance ratings
% of respondents

- 42 Excellent
- 32 Good
- 24 Okay
- 2 Poor
- Terrible

79
Performance Index Score
(out of 100)

98%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	79
Industry High	85
Industry Average	67

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
79	78	79	77	83	79	81	76	76	81

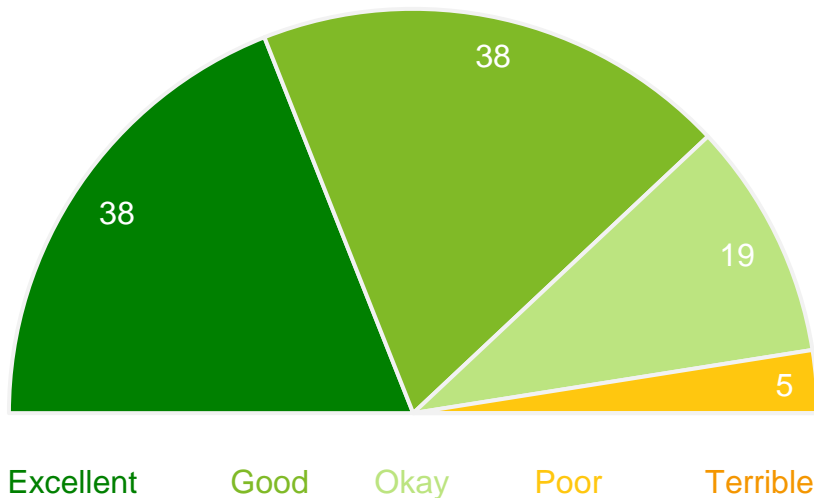Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 83).   * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

Performance ratings
% of respondents

- **Excellent** 38
- **Good** 38
- **Okay** 19
- **Poor** 5
- **Terrible**

77
Performance Index Score
(out of 100)

95%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	77
Industry High	86
Industry Average	68

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
77	74	80	77	**83**	77	80	75	78	77

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 84).   * Positive Rating = excellent, good + okay

MARKYT◆

Library services

Performance ratings
% of respondents

- 17 Excellent
- 44 Good
- 24 Okay
- 12 Poor
- 2 Terrible
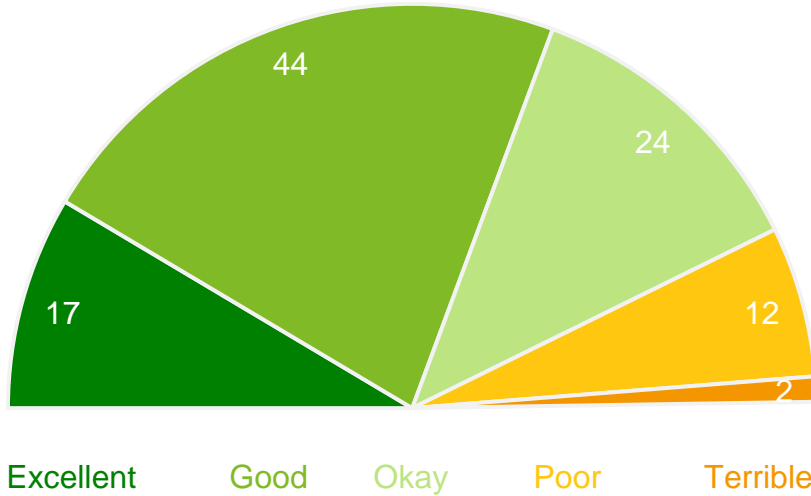
66
Performance Index Score
(out of 100)

85%
Positive rating*

MARKYT◇ Industry Standards
Performance Index Score

Shire of Pingelly	66
Industry High	83
Industry Average	71

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
66	64	66	66	70	69	66	65	**60**	70

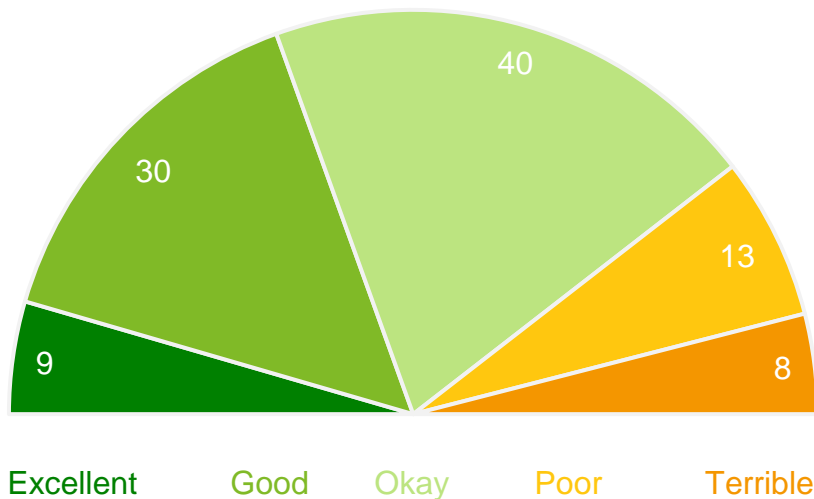Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 78). * Positive Rating = excellent, good + okay

MARKYT◇

Festivals, events, art and cultural activities

Performance ratings
% of respondents

- **9** Excellent
- **30** Good
- **40** Okay
- **13** Poor
- **8** Terrible

55
Performance Index Score
(out of 100)

79%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	55
Industry High	77
Industry Average	62

Variances across the community
Performance Index Score

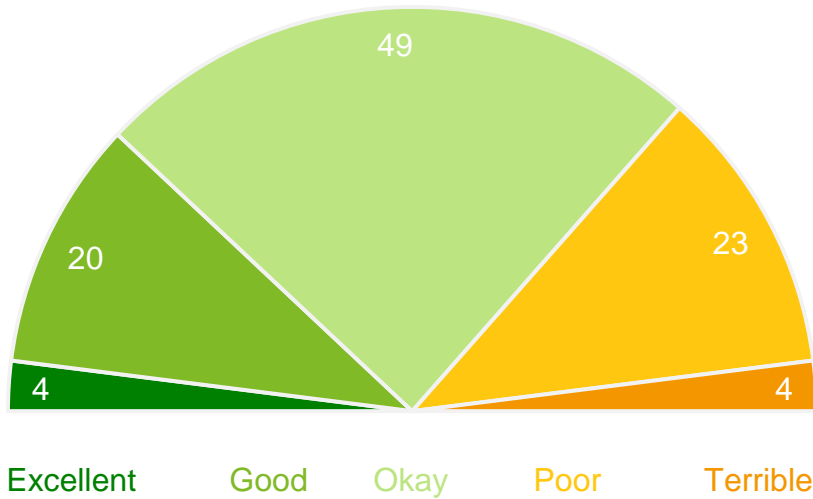| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
55	55	53	54	58	55	55	54	55	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 80).   * Positive Rating = excellent, good + okay

MARKYT◆

How local history and heritage is preserved and promoted

Performance ratings
% of respondents

- 3 — Excellent
- 22 — Good
- 36 — Okay
- 27 — Poor
- 12 — Terrible
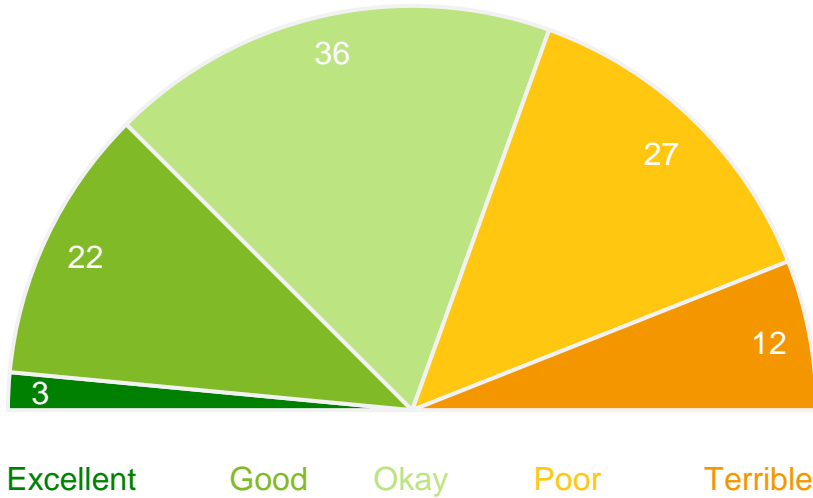
45
Performance Index Score
(out of 100)

61%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	45
Industry High	75
Industry Average	58

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
45	41	48	38	55	56	51	39	44	45

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 78).   * Positive Rating = excellent, good + okay

MARKYT◆

Animal management (dogs and cats)

Performance ratings
% of respondents

49	Performance Index Score (out of 100)
73%	Positive rating*

Excellent   Good   Okay   Poor   Terrible

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	49
Industry High	65
Industry Average	54

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
49	48	51	45	**57**	**54**	**55**	45	**55**	45

Q. **How would you rate performance in the following areas?**
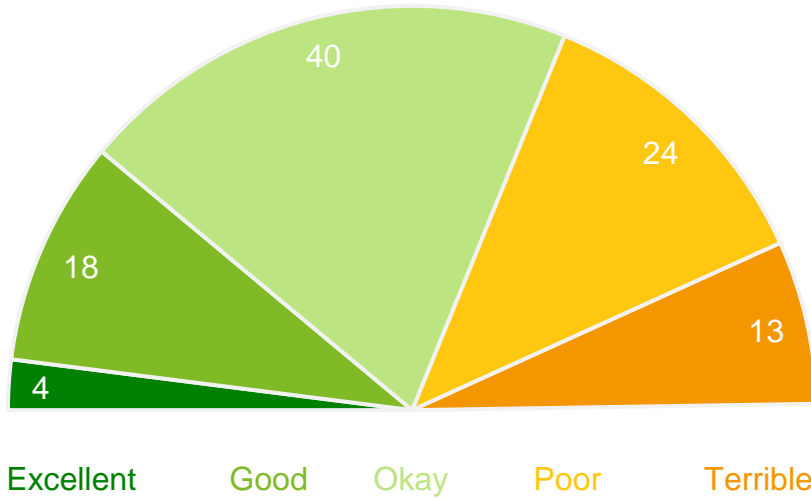Base: All respondents, excludes 'unsure' and 'no response' (n = 65).   * Positive Rating = excellent, good + okay

MARKYT◆

Planet

Conservation and environmental management

Performance ratings
% of respondents

- Excellent
- Good
- Okay
- Poor
- Terrible

4 | 18 | 40 | 24 | 13

44
Performance Index Score
(out of 100)

62%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	44
Industry High	73
Industry Average	55

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
44	44	42	41	**52**	48	48	40	44	43

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 71).   * Positive Rating = excellent, good + okay

Efforts to promote and adopt sustainable practices to combat climate change

Performance ratings
% of respondents

39	
34	
9	
6	13

Excellent — Good — Okay — Poor — Terrible
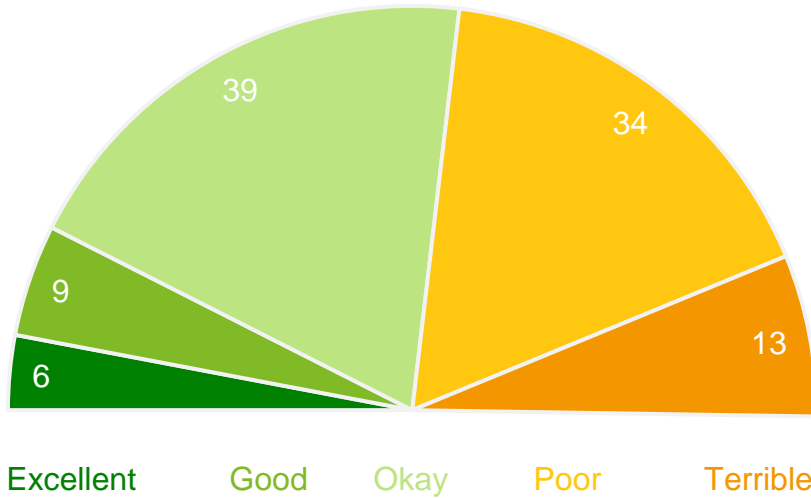
40
Performance Index Score
(out of 100)

54%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	40
Industry High	71
Industry Average	51

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
40	42	36	36	**51**	**48**	**45**	36	41	38

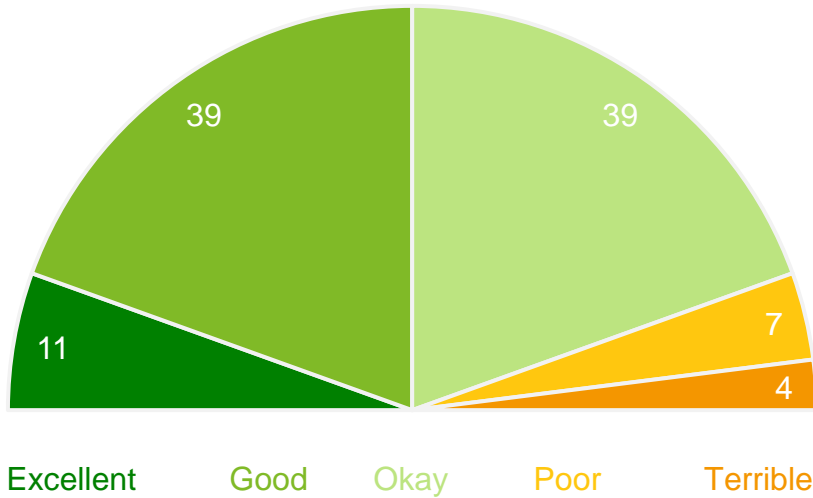Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 61).   * Positive Rating = excellent, good + okay

MARKYT◆

Waste collection services

Performance ratings
% of respondents

- **Excellent** — 11
- **Good** — 39
- **Okay** — 39
- **Poor** — 7
- **Terrible** — 4

62
Performance Index Score
(out of 100)

89%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	62
Industry High	77
Industry Average	65

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
62	61	62	59	65	64	62	61	**57**	65

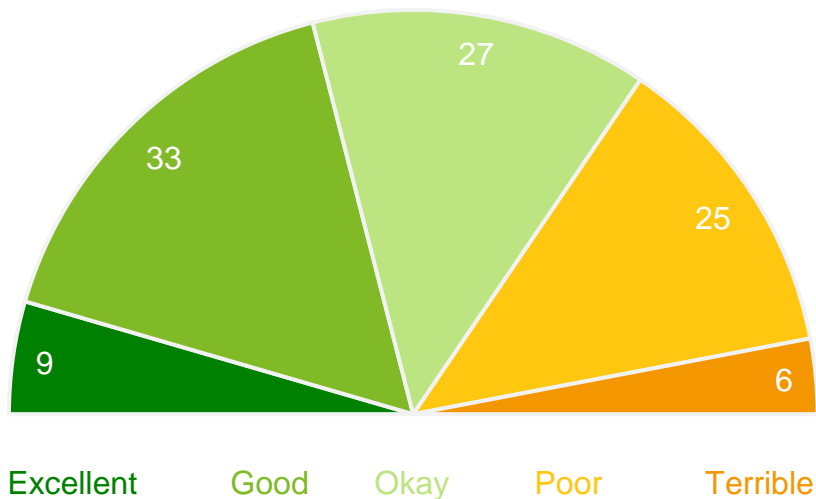Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 79).   * Positive Rating = excellent, good + okay

Natural disaster management
(education, prevention and relief for fire, floods, etc)

Performance ratings
% of respondents

- 9 Excellent
- 33 Good
- 27 Okay
- 25 Poor
- 6 Terrible

53
Performance
Index Score
(out of 100)

69%
Positive
rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	53
Industry High	69
Industry Average	57

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
53	**59**	**47**	49	56	**63**	52	54	53	54

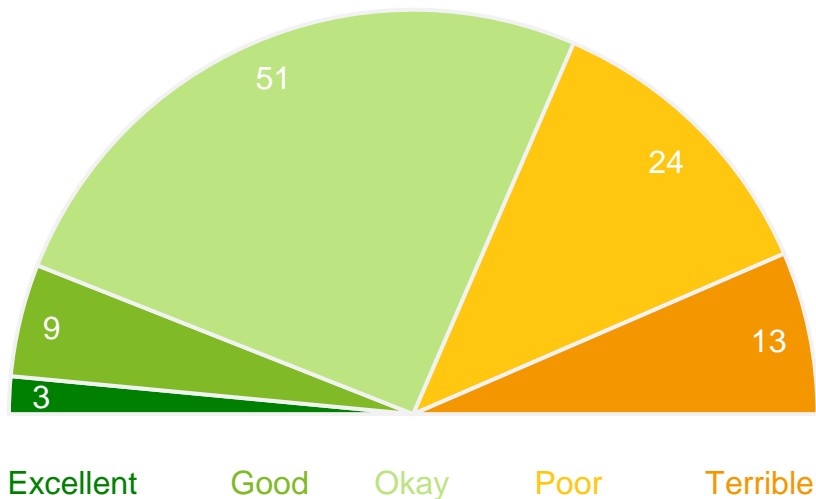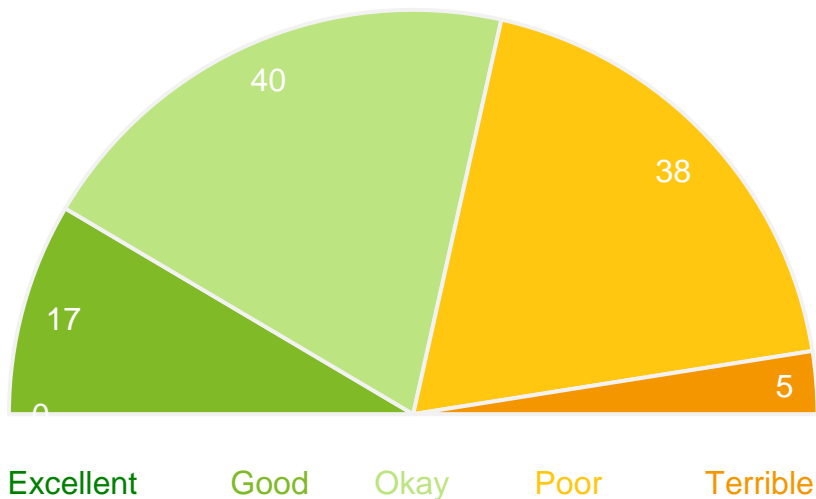Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 74).   * Positive Rating = excellent, good + okay

MARKYT◆

Place

Managing responsible growth and development

Performance ratings
% of respondents

51	24	13	9	3

Excellent　Good　Okay　Poor　Terrible

41
Performance Index Score (out of 100)

63%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	41
Industry High	59
Industry Average	49

Variances across the community
Performance Index Score

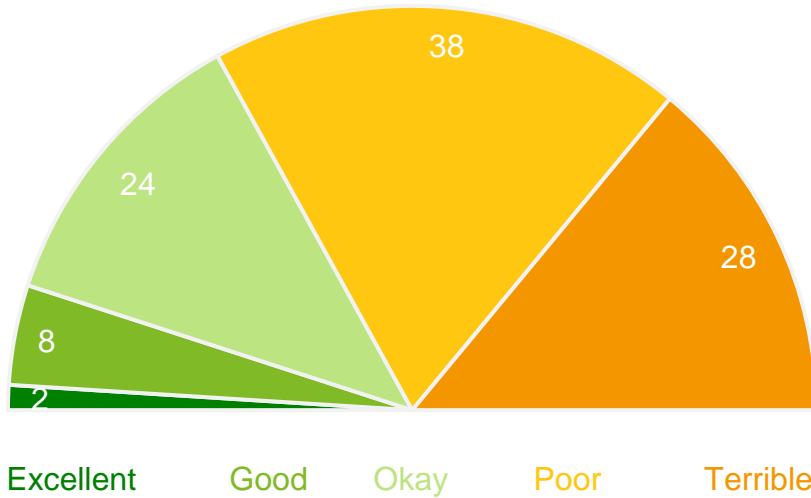| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
41	41	42	38	**52**	45	**47**	37	44	40

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 75).　* Positive Rating = excellent, good + okay

MARKYT◆

Planning and building approvals

Performance ratings
% of respondents

- 40 (Good)
- 17 (Excellent)
- 0 (Excellent section)
- 38 (Poor)
- 5 (Terrible)

Excellent **Good** **Okay** **Poor** **Terrible**

43
Performance Index Score
(out of 100)

57%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	43
Industry High	60
Industry Average	46

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
43	43	43	43	**48**	41	45	41	44	43

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 64).   * Positive Rating = excellent, good + okay

MARKYT◆   69

Building and maintaining local roads

Performance ratings
% of respondents

Excellent   Good   Okay   Poor   Terrible

2   8   24   38   28

30

Performance Index Score
(out of 100)

34%

Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	30
Industry High	70
Industry Average	51

Variances across the community
Performance Index Score

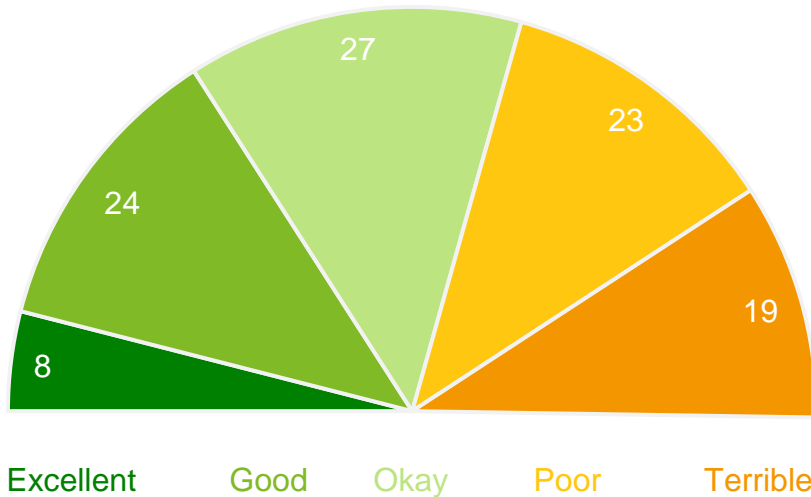| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
30	27	33	27	**40**	**36**	34	26	27	32

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 83).   * Positive Rating = excellent, good + okay

MARKYT◆

Traffic management on local roads

Performance ratings
% of respondents

| Excellent | Good | Okay | Poor | Terrible |

Pie segments: 5, 15, 32, 32, 15
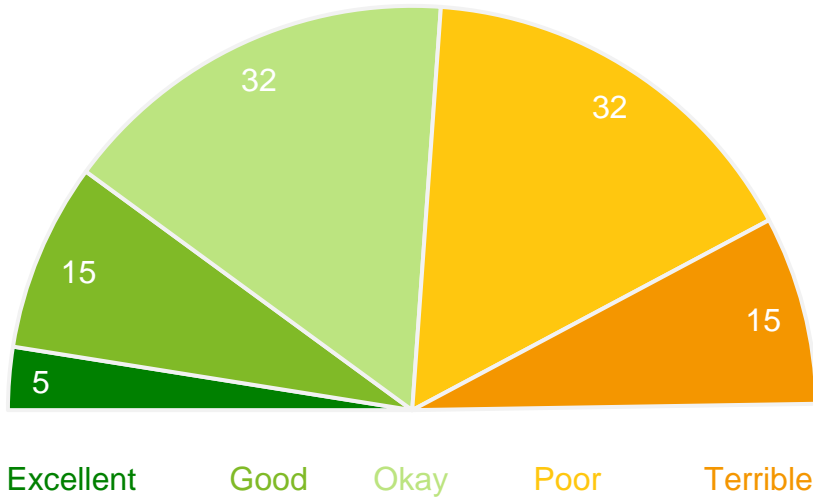
40
Performance Index Score
(out of 100)

52%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	40
Industry High	64
Industry Average	54

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
40	38	43	39	**52**	**48**	**45**	36	41	40

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 78).   * Positive Rating = excellent, good + okay

MARKYT◆

Footpaths, trails and cycleways

Performance ratings
% of respondents

8	24	27	23	19
Excellent	Good	Okay	Poor	Terrible

44
Performance
Index Score
(out of 100)

59%
Positive
rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	44
Industry High	68
Industry Average	53

Variances across the community
Performance Index Score

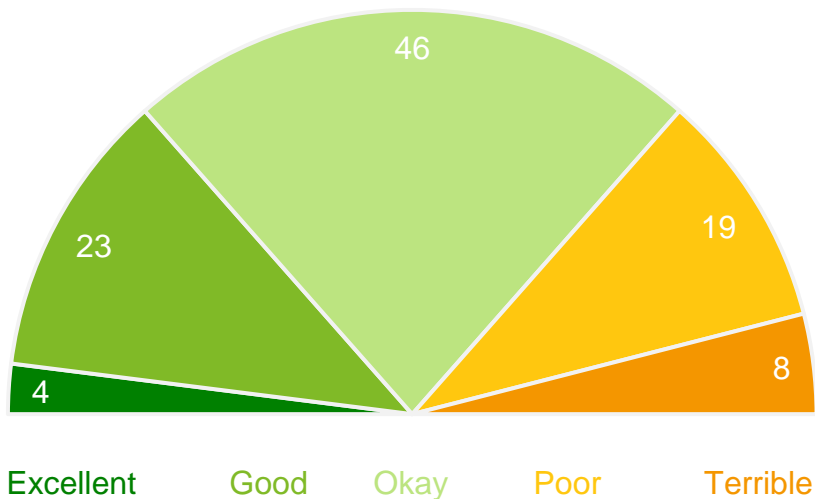| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
44	48	40	38	63	56	50	40	48	42

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 81).   * Positive Rating = excellent, good + okay

MARKYT◆

Streetscapes, trees and verges

Performance ratings
% of respondents
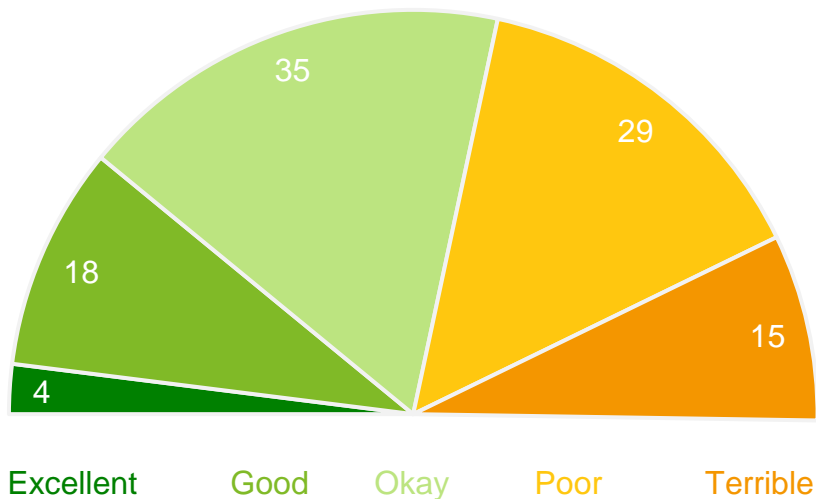
Excellent	Good	Okay	Poor	Terrible

4 · 18 · 35 · 29 · 15

42
Performance Index Score
(out of 100)

57%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	42
Industry High	64
Industry Average	53

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
42	42	40	41	**50**	43	42	41	**48**	38

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 85). * Positive Rating = excellent, good + okay
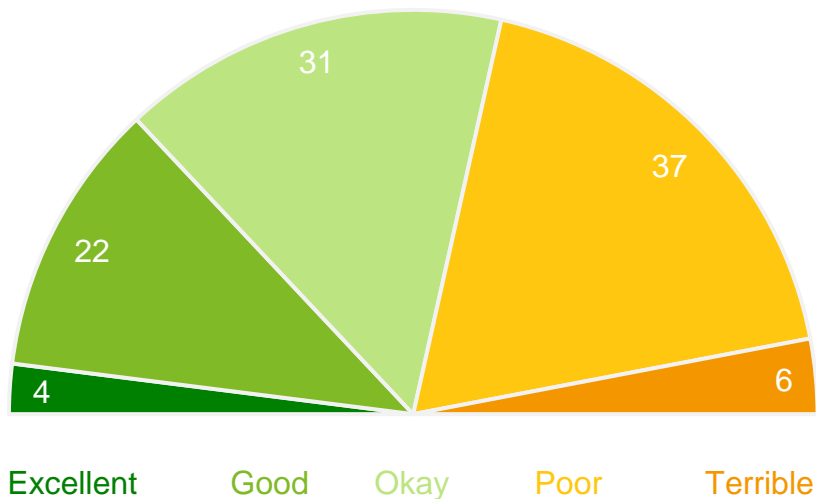
MARKYT◆

Lighting of streets and public places

Performance ratings
% of respondents

46

23

4

19

8

Excellent Good Okay Poor Terrible

49
Performance Index Score
(out of 100)

73%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	49
Industry High	64
Industry Average	54

Variances across the community
Performance Index Score

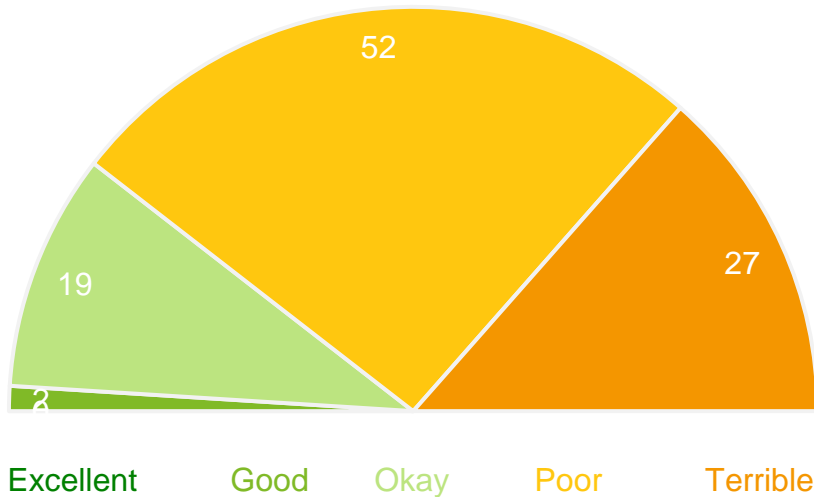| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
49	50	48	47	**55**	53	49	49	48	51

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 81).   * Positive Rating = excellent, good + okay

MARKYT◆

Prosperity

Place to own or operate a business
(compared to other regional towns)

Performance ratings
% of respondents

| 31 |
| 37 |
| 22 |
| 4 |
| 6 |

45
Performance Index Score
(out of 100)

57%
Positive rating*

Excellent   Good   Okay   Poor   Terrible

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	45
Industry High	71
Industry Average	57

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
45	46	43	46	**50**	42	46	44	45	47

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 73).   * Positive Rating = excellent, good + okay

MARKYT◆

Economic development and job creation

Performance ratings
% of respondents

52
27
19
3

Excellent **Good** **Okay** **Poor** **Terrible**

24
Performance
Index Score
(out of 100)

21%
Positive
rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	24
Industry High	57
Industry Average	44

Variances across the community
Performance Index Score

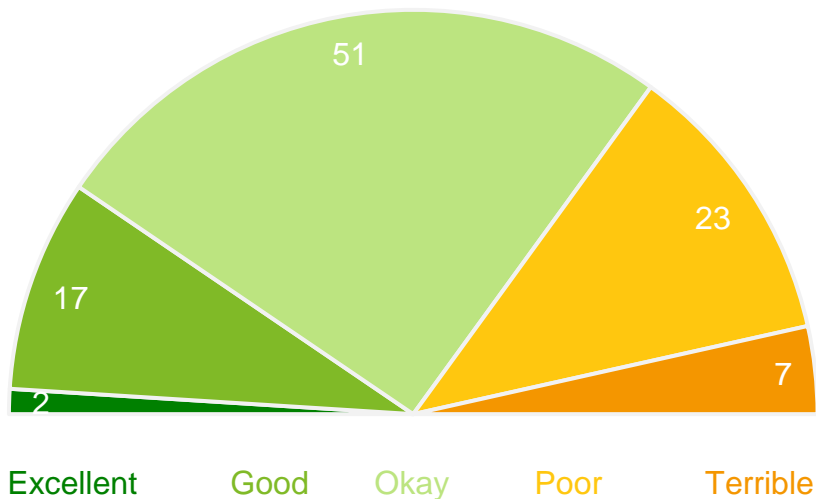| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
24	23	26	24	26	23	25	24	22	27

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 76).   * Positive Rating = excellent, good + okay

MARKYT◆   77

Developing and supporting agriculture

Performance ratings
% of respondents
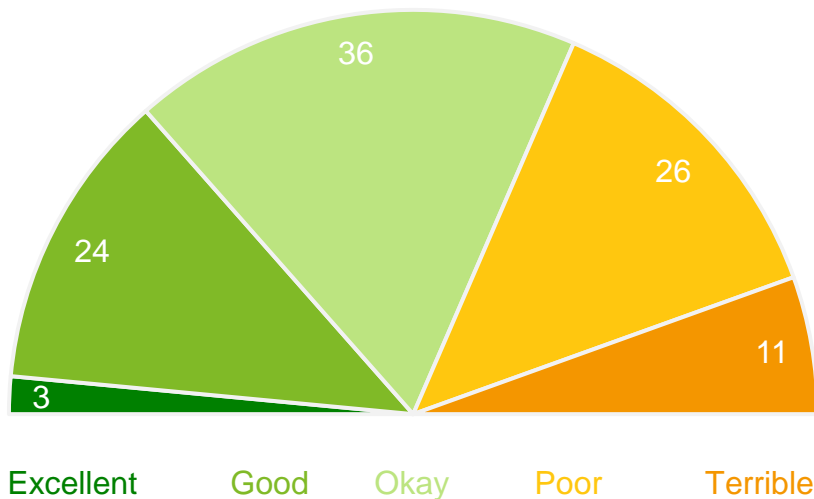
Excellent	Good	Okay	Poor	Terrible

46
Performance Index Score
(out of 100)

63%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	46
Industry High	64
Industry Average	51

Variances across the community
Performance Index Score

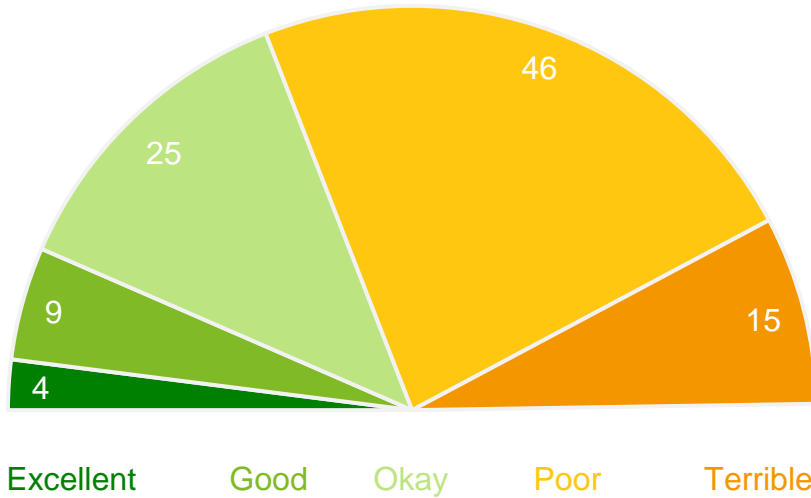| Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
46	44	47	41	58	52	52	40	42	48

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 73).   * Positive Rating = excellent, good + okay

Place to visit

Performance ratings
% of respondents

51
17
2
23
7

Excellent   Good   Okay   Poor   Terrible

46
Performance Index Score
(out of 100)

70%
Positive rating*

MARKYT◇ Industry Standards
Performance Index Score

Shire of Pingelly	46
Industry High	88
Industry Average	67

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
46	47	46	45	**53**	46	46	46	**41**	**53**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 84).   * Positive Rating = excellent, good + okay

MARKYT◇

Tourism attractions and marketing

Performance ratings
% of respondents

- 46 (Poor)
- 25 (Good)
- 15 (Terrible)
- 9 (Excellent)
- 4 (Excellent)

Excellent　　Good　　Okay　　Poor　　Terrible

35
Performance Index Score
(out of 100)

38%
Positive rating*

MARKYT◆ Industry Standards
Performance Index Score

Shire of Pingelly	35
Industry High	62
Industry Average	46

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
35	36	35	34	**41**	37	36	34	36	35

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 81).　　* Positive Rating = excellent, good + okay

MARKYT◆

How your local town centre is being developed and activated

Performance ratings
% of respondents
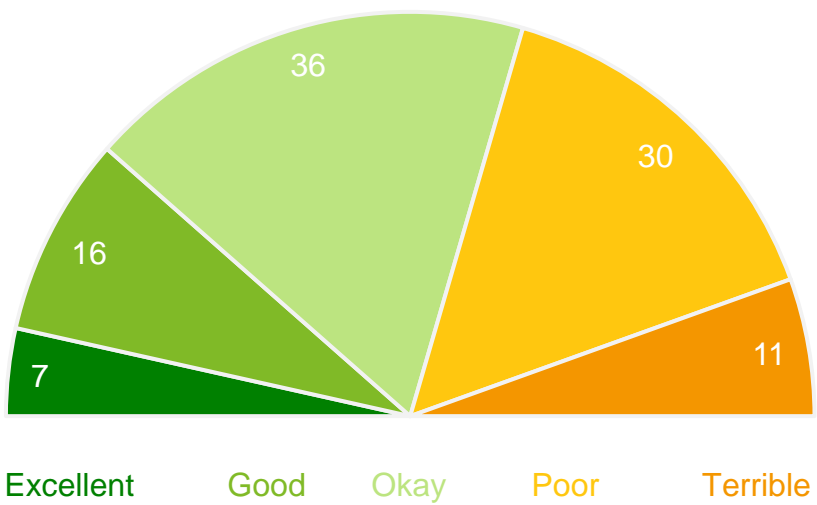
7	16	36	30	11
Excellent	Good	Okay	Poor	Terrible

44
Performance Index Score
(out of 100)

59%
Positive rating*

Shire of Pingelly	44
Industry High	64
Industry Average	48

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
44	44	44	43	**50**	45	**49**	41	46	43

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 76).   * Positive Rating = excellent, good + okay

MARKYT ◆

Access to education, training and personal development opportunities

Performance ratings
% of respondents
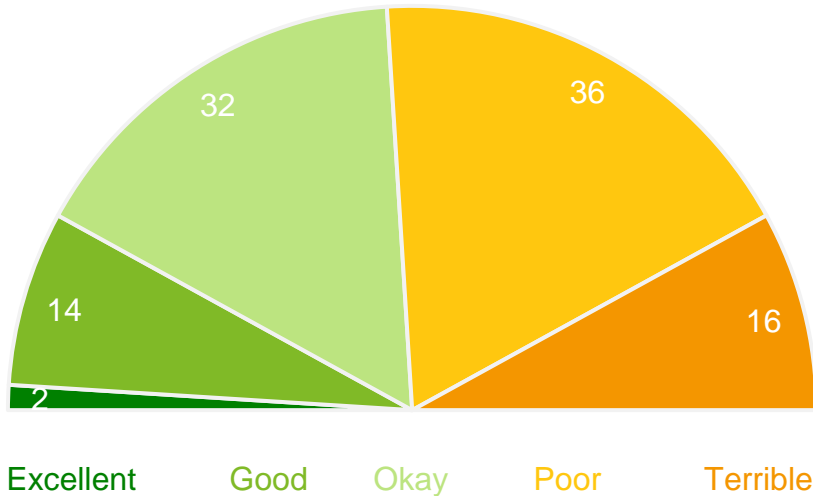
Excellent	Good	Okay	Poor	Terrible

Excellent 2, Good 14, Okay 32, Poor 36, Terrible 16

38
Performance Index Score (out of 100)

48%
Positive rating*

MARKYT Industry Standards
Performance Index Score

Shire of Pingelly	38
Industry High	64
Industry Average	50

Variances across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
38	38	37	39	40	35	37	39	42	36

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 70).   * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
Overall place to live	68	69	66	69	70	66	68	68	66	71
PERFORMANCE										
Governing organisation	43	43	44	41	**50**	47	**49**	39	43	44
Council's leadership	40	43	38	38	**50**	**45**	**46**	**35**	42	40
Value for money from rates	33	32	35	32	**40**	36	36	31	35	32
Advocacy and lobbying	45	44	47	43	**57**	**52**	**53**	**38**	45	46
Community consultation	38	36	40	35	**50**	**44**	**46**	**31**	40	36
Communication	42	41	44	**36**	**58**	**55**	**53**	**35**	40	45
Customer service	57	54	59	56	**67**	54	60	54	58	56
Embracing change, innovation and technology	51	48	54	50	55	49	51	50	52	50
Shire's website	55	55	56	**49**	**66**	**61**	**62**	**48**	57	54
Social media presence	56	57	55	**50**	**66**	**61**	**62**	**48**	56	58

MARKYT 84

Summary of community variances

	Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
PEOPLE										
Youth services and facilities	33	35	32	35	30	29	31	36	36	31
Family and children services and facilities	50	49	50	52	44	45	46	53	54	47
Seniors' services, facilities and care	58	60	55	52	65	66	67	50	57	58
Disability access and inclusion	51	49	51	47	54	54	52	49	55	48
Aboriginal recognition and respect	57	61	51	56	60	57	56	57	59	55
Volunteer support and recognition	59	55	64	56	66	64	65	55	62	57
Community safety and crime prevention	38	37	38	39	35	35	36	39	39	38
Access to housing	44	46	41	43	47	43	43	45	43	45
Health and community services	59	63	55	59	61	59	60	58	61	57
Public health and wellbeing programs/education	55	58	51	56	56	50	54	55	55	55
Community buildings and halls	56	57	53	52	63	60	60	52	56	56
Public toilets	63	66	59	58	72	70	67	60	63	65
Sport and recreation facilities and services	79	78	79	77	83	79	81	76	76	81
Playgrounds, parks and reserves	77	74	80	77	83	77	80	75	78	77
Library services	66	64	66	66	70	69	66	65	60	70
Festivals, events, art and cultural activities	55	55	53	54	58	55	55	54	55	56
Local history and heritage	45	41	48	38	55	56	51	39	44	45
Animal management (dogs and cats)	49	48	51	45	57	54	55	45	55	45

MARKYT

Summary of community variances

	Total	Male	Female	No children	Have child 0-12	Have child 13+	18-54 years	55+ years	Farm / Rural	Town
PLANET										
Conservation and environmental management	44	44	42	41	52	48	48	40	44	43
Sustainable practices / climate change	40	42	36	36	51	48	45	36	41	38
Waste collection services	62	61	62	59	65	64	62	61	57	65
Natural disaster management	53	59	47	49	56	63	52	54	53	54
PLACE										
Responsible growth and development	41	41	42	38	52	45	47	37	44	40
Planning and building approvals	43	43	43	43	48	41	45	41	44	43
Local roads	30	27	33	27	40	36	34	26	27	32
Traffic management	40	38	43	39	52	48	45	36	41	40
Footpaths, trails and cycleways	44	48	40	38	63	56	50	40	48	42
Streetscapes, trees and verges	42	42	40	41	50	43	42	41	48	38
Lighting of streets and public places	49	50	48	47	55	53	49	49	48	51
PROSPERITY										
Place to own or operate a business	45	46	43	46	50	42	46	44	45	47
Economic development and job creation	24	23	26	24	26	23	25	24	22	27
Developing and supporting agriculture	46	44	47	41	58	52	52	40	42	48
Place to visit	46	47	46	45	53	46	46	46	41	53
Tourism attractions and marketing	35	36	35	34	41	37	36	34	36	35
Town centre development / activation	44	44	44	43	50	45	49	41	46	43
Access to education and training	38	38	37	39	40	35	37	39	42	36

MARKYT ◆ community priorities

Other stakeholder groups

MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)　　　　　　　　　　　　High (>10%)

PERFORMANCE INDEX SCORE

CELEBRATE　　　　　　　　　　　　　　　　　OPTIMISE

Excellent

KAIZEN

19
20

15　　　　　　　　　16

　　　　　　　　　25

12
22
5
34　11
28　27
　　4
17
9
　　18
　　8
　　3
30　　21
33　6
32
23　1　2
10
29
40

26
37
　　　　　38
　　　　　39

13

14　　　　　35
　　　　　7

　　　　　36

31

24

Okay

Terrible

REVIEW　　　　　　　　　　　　　　　　　　PRIORITISE

0　　　10　　　20　　　30　　　40

1	Council's leadership
2	Advocacy and lobbying
3	Community consultation
4	Communication
5	Customer service
6	Change, innovation and technology
7	Youth services and facilities
8	Family and children services
9	Seniors' services, facilities and care
10	Disability access and inclusion
11	Aboriginal recognition and respect
12	Volunteer support and recognition
13	Community safety
14	Access to housing
15	Health and community services
16	Health and wellbeing programs
17	Community buildings and halls
18	Public toilets
19	Sport and recreation
20	Playgrounds, parks and reserves
21	Library services
22	Festivals, events, art and culture
23	Local history and heritage
24	Animal management
25	Conservation and environment
26	Sustainability / climate change
27	Waste collection services
28	Natural disaster management
29	Growth and development
30	Planning and building approvals
31	Local roads
32	Traffic management
33	Footpaths, trails and cycleways
34	Streetscapes, trees and verges
35	Lighting of streets and public places
36	Economic development and jobs
37	Agriculture development
38	Tourism attractions and marketing
39	Town centre development / activation
40	Access to education and training

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

Q. Over the next 10 years, which areas would you mostly like your local shire to focus on improving? Base: All respondents, excludes no response (n = 9)

MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)   High (>10%)

PERFORMANCE INDEX SCORE

Excellent — CELEBRATE

19

20
18
17
15 5
27 6
21 4   KAIZEN
30
10
24 3 8 16
28
25 2 29
35
37 32

9
12
1
33

OPTIMISE

22

11
40 26

34 14

23
13

31

39

38   Okay

36 7

Terrible

REVIEW   PRIORITISE

0   10   20   30   40

#	Category
1	Council's leadership
2	Advocacy and lobbying
3	Community consultation
4	Communication
5	Customer service
6	Change, innovation and technology
7	Youth services and facilities
8	Family and children services
9	Seniors' services, facilities and care
10	Disability access and inclusion
11	Aboriginal recognition and respect
12	Volunteer support and recognition
13	Community safety
14	Access to housing
15	Health and community services
16	Health and wellbeing programs
17	Community buildings and halls
18	Public toilets
19	Sport and recreation
20	Playgrounds, parks and reserves
21	Library services
22	Festivals, events, art and culture
23	Local history and heritage
24	Animal management
25	Conservation and environment
26	Sustainability / climate change
27	Waste collection services
28	Natural disaster management
29	Growth and development
30	Planning and building approvals
31	Local roads
32	Traffic management
33	Footpaths, trails and cycleways
34	Streetscapes, trees and verges
35	Lighting of streets and public places
36	Economic development and jobs
37	Agriculture development
38	Tourism attractions and marketing
39	Town centre development / activation
40	Access to education and training

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

Q. Over the next 10 years, which areas would you mostly like your local shire to focus on improving? Base: All respondents, excludes no response (n = 13)

MARKYT ◆ industry standards

Comparison against similar councils

Subset analysis has been conducted against similar sized regional councils to compare 'apples with apples'.

The table below shows MARKYT ◆ **Industry Standards** © for local government authorities in Australia. Standards are calculated when three or more Councils have asked a comparable question over the **past three years** up to April 2022 using MARKYT® accredited methodology.

Performance Measure	Measure	2022	Ave	High	Ave	High
Overall Performance	Index Score	56	62	74	66	77
Place to live	Index Score	68	71	80	76	90
PERFORMANCE						
Governing organisation	Index Score	43	53	68	56	68
Council's leadership	Index Score	40	47	60	49	67
Developed and communicated a clear vision for the area	% Agree	15	29	52	33	58
Value for money from rates	Index Score	33	43	57	45	61
Advocacy and lobbying	Index Score	45	48	64	48	64
Good understanding of community needs	% Agree	23	35	58	34	61
Community consultation	Index Score	38	44	57	46	62
Listens to and respects residents' views	% Agree	31	34	53	32	55
Communication	Index Score	42	51	61	52	68
Customer service	Index Score	57	62	70	60	74
Embracing change, innovation and technology	Index Score	51	52	65	51	65
Shire's website	Index Score	55	57	63	57	65
Social media presence	Index Score	56	52	61	54	65

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Performance Measure	Measure	2022	Ave	High	Ave	High
PEOPLE						
Youth services and facilities	Index Score	33	43	53	48	66
Family and children services and facilities	Index Score	50	54	66	56	70
Seniors' services, facilities and care	Index Score	58	53	62	54	68
Disability access and inclusion	Index Score	51	46	55	51	65
Aboriginal recognition and respect	Index Score	57	62	72	63	72
Volunteer support and recognition	Index Score	59	61	63	61	70
Community safety and crime prevention	Index Score	38	56	76	52	76
Access to housing	Index Score	44	48	66	55	68
Adequate opportunities to lead a healthy and active lifestyle	% Agree	49	51	74	50	74
Health and community services	Index Score	**59**	54	**59**	58	69
Public health and wellbeing programs/education	Index Score	**55**	51	**55**	53	65
Community buildings and halls	Index Score	56	62	78	60	78
Public toilets	Index Score	63	58	66	55	66
Sport and recreation facilities and services	Index Score	79	72	85	67	85
Playgrounds, parks and reserves	Index Score	77	70	86	68	86
Library services	Index Score	66	67	74	71	83
Festivals, events, art and cultural activities	Index Score	55	51	63	62	77
Local history and heritage	Index Score	45	53	75	58	75
Animal management (dogs and cats)	Index Score	49	51	54	54	65

MARKYT ◆ COMMUNITY SCORECARD | INDUSTRY STANDARDS ©

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Performance Measure	Measure	2022	Ave	High	Ave	High
PLANET						
Conservation and environmental management	Index Score	44	52	65	55	73
Sustainable practices / climate change	Index Score	40	47	55	51	71
Waste collection services	Index Score	62	62	76	65	77
Natural disaster management	Index Score	53	58	66	57	69
PLACE						
Responsible growth and development	Index Score	41	46	58	49	59
Planning and building approvals	Index Score	43	46	60	46	60
Local roads	Index Score	30	45	62	51	70
Traffic management	Index Score	40	52	64	54	64
Footpaths, trails and cycleways	Index Score	44	50	61	53	68
Streetscapes, trees and verges	Index Score	42	50	62	53	64
Lighting of streets and public places	Index Score	49	54	64	54	64

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Performance Measure	Measure	2022	Ave	High	Ave	High
PROSPERITY						
Place to own or operate a business	Index Score	45	53	63	57	71
Economic development and job creation	Index Score	24	36	43	44	57
Developing and supporting agriculture	Index Score	46	51	64	51	64
Place to visit	Index Score	46	57	74	67	88
Tourism attractions and marketing	Index Score	35	43	52	46	62
Town centre development / activation	Index Score	44	42	53	48	64
Access to education and training	Index Score	38	43	49	50	64

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