

Monitoring Community Perceptions & Satisfaction

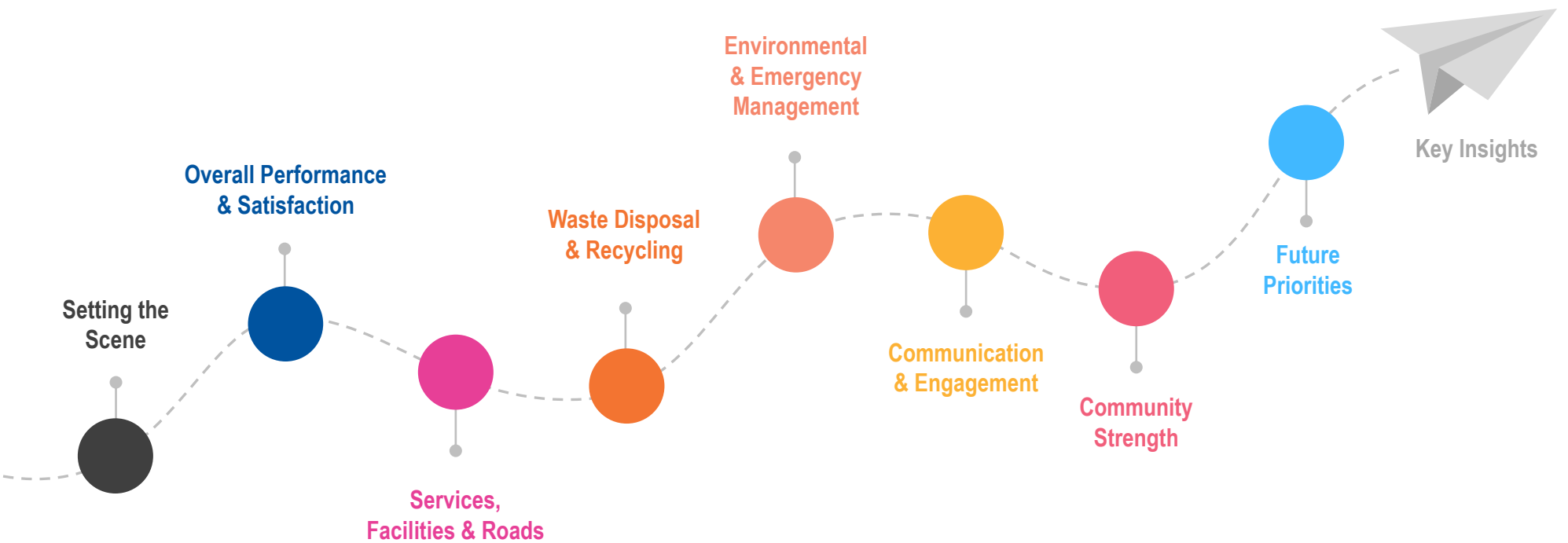
Shire of Mundaring

7th December 2021

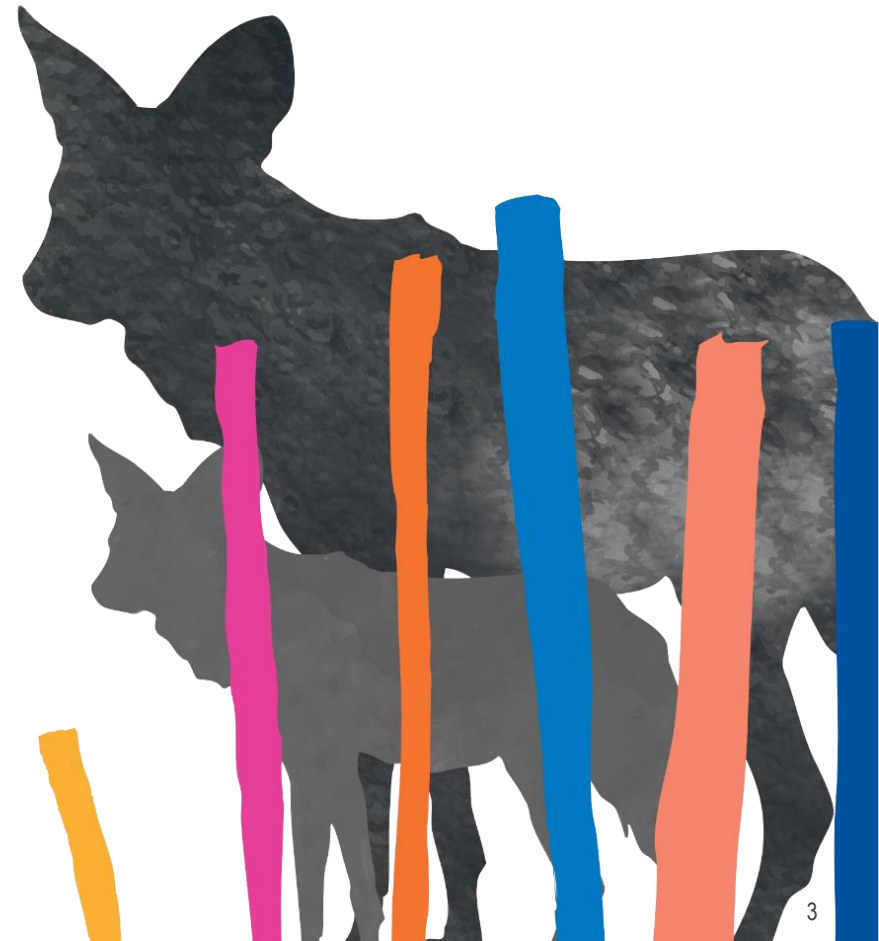
Prepared by Painted Dog Research



Contents



Background & Approach



Background

The Shire of Mundaring (the Shire) has been conducting biennial community perception surveys since 2011 to monitor perceptions among its residents and identify any changes in community satisfaction and wellbeing. The results of this research help to provide insight into how the Shire is performing and delivering its services, and to inform strategic planning and future priorities.

While in previous years only residents have been part of this engagement, this year the Shire also wanted to measure perceptions among businesses operating within the Shire, to assess business resilience in the area and ensure services provided to local business owners was also meeting expectations.

This research was undertaken by Painted Dog Research to update the Shire's measure of satisfaction among the community, and to assist the Shire in understanding and monitoring both community and business wellbeing.



Strategic Aim & Objectives

The overall strategic aim of this research was:



To monitor community perceptions and satisfaction within the Shire, in order to better understand residential and business needs and priorities – and ultimately inform future strategic planning and resourcing.

To deliver on the strategic aim, Painted Dog Research achieved the following:

- Measured overall satisfaction with the Shire's performance and service delivery
- Determined perceptions of the Shire's reputation, and the trust that residents and businesses have
- Understood perceptions of value for money within the Shire
- Gauged usage of and satisfaction with community facilities and services
- Identified specific areas of satisfaction and dissatisfaction among residents and businesses
- Determined the drivers of satisfaction, to prioritise areas for performance improvement
- Understood perceptions of wellbeing and reliance among residents and businesses
- Identified key differences in satisfaction and wellbeing among specific population sub-groups
- Compared results over time to identify any significant shifts or trends emerging
- Benchmarked results to those of other local governments, to compare performance and identify strategic opportunities for improvement



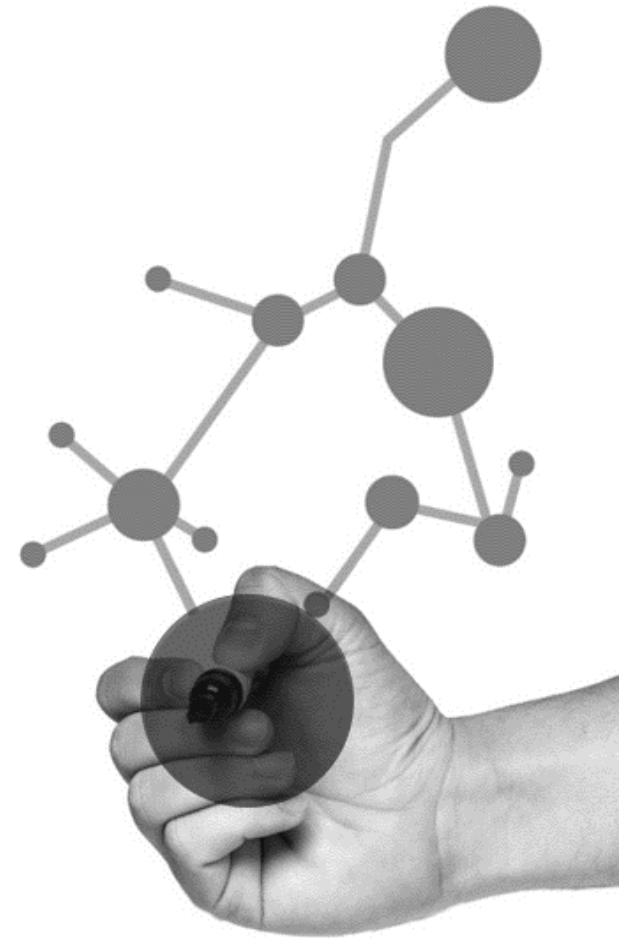
Methodology: Survey Calibration

As a new research partner this year, Painted Dog Research, along with the Shire of Mundaring team, made two key changes to the Community Research program for 2021:

- Revised the survey to be more relevant, engaging and strategic
- Changed from a phone-based survey methodology to an opt-in census via letterbox drop and online survey

To effectively measure the impact of the change from the historic Computer-Assisted Telephone Interview (CATI) survey approach, to the new online survey approach, Painted Dog conducted a Calibration Exercise. This involved conducting a parallel CATI survey, alongside the new online survey. Based on the outcomes of the exercise (which are further addressed in the Calibration Report) this full report will exclude the CATI sample collected for the calibration.

One of the key findings of this calibration exercise to be mindful of when interpreting the findings in this report, is that the online results are often lower than the results collected via CATI (such as those collected in 2019). However, this is largely because online responses are more likely to be honest and less influenced by social desirability bias. More details on this can be found in the Calibration Report.



Methodology: Mail-Out Census

To facilitate this research, an online survey was conducted with residents, ratepayers and business owners of the Shire of Mundaring from 30th August to 21st September 2021. Prior to any survey invitations being sent out, the Shire distributed a prenotification through various comms channels (such as the Shire Facebook page) notifying residents of the upcoming research.

Mail-out Invitations

- Following the prenotification, invitations to complete the survey were distributed via a letter drop to all registered residential mail-boxes in the Shire of Mundaring.
- Each mail invitation included a unique access code that could only be used once, to prevent recipients of the mail out from passing on or sharing their invitation to non-residents.
- In case not all residents were computer-literate, the invitations also included a phone number for residents to call if they wanted to complete the survey over the phone.

Other Invitation Channels

- To ensure the final sample included some owners of businesses within the Shire of Mundaring, local business owners were targeted with a CATI survey using purchased lists of local business owners. A total of n=50 business owners was achieved using this approach.
- Additionally, to ensure all residents were given the option to participate, any residents that claimed not to have received their mailed-out invitation were able to call the Shire or the hotline for a unique access code that could then be used to complete the survey

Throughout the fieldwork period, poor quality responses (i.e. 'junk' respondents, 'speedsters' and 'straight liners') and duplicates responses (i.e. based on IP address, identical responses, matching contact details etc.) were removed to ensure the final total sample only included high quality responses.

Analytical Notes



Throughout the report, stars denote significant differences between subgroups. A filled in star (★) above or next to a result shows that result is significantly higher than other results with an open star (☆).



Arrows denote significant changes over time. Up or down arrows are used to indicate whether the latest result is higher or lower than the previous result.



Data has been post-weighted by age and gender for the residential sample to be representative of the Shire of Mundaring general population according to ABS statistics.



All figures are in percentages unless otherwise indicated.



Some figures may add up to 99 or 101 due to rounding.



A house symbol in the top right-hand corner of a slide indicates that the results on the slide are filtered to only show the results among residents. A briefcase symbol shows the slide is filtered to business owners' results.



Overall: Sample profile

The overall sample was representative of the total population, with a roughly even split of gender and age groups, and roughly even fallout across the residential wards.

Additionally, around 21% of our sample owns a business that operates within the Shire of Mundaring.



n=930

GENDER	
Male	52
Female	48
I don't identify with either	0

AGE	
18-34	24
35-49	27
50-64	28
65 years and over	21

HOUSEHOLD STRUCTURE	
SINK/DINK	25
Young Family	24
Mature Family	23
Empty Nest	24
Other	5

HOME OWNER / RENTER	
Own my own home (mortgage fully paid off)	37
Currently paying off my own home	54
Renting	2
Other (living with parents / boarding)	3
I prefer not to answer	4

RATEPAYERS	
Yes	84
No	12
Don't know	4

RESIDENCY AND BUSINESS OWNERSHIP	
Resident and Business Owner	19
Resident Only	80
Business Owner Only	2

RESIDENTIAL WARDS	
South Ward	28
East Ward	24
West Ward	18
Central Ward	28
Not a resident	2

Overall Performance & Satisfaction

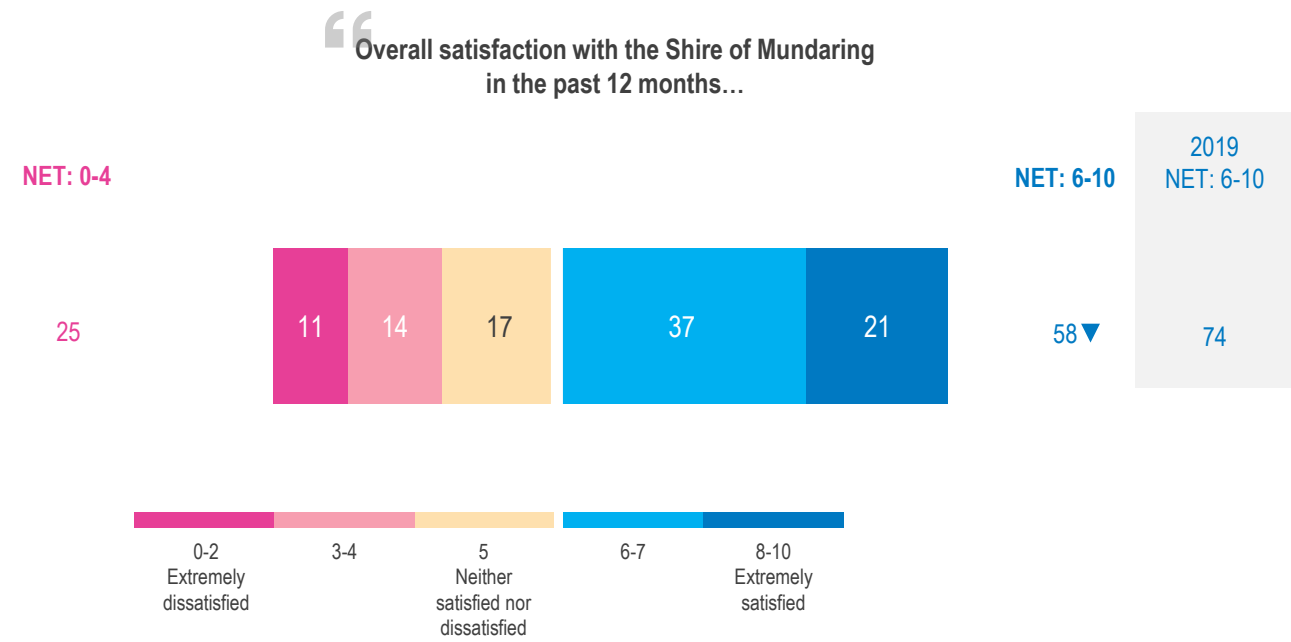


General sentiment is positive,
with more than half of the
community feeling satisfied with
the Shire's overall performance.



Around 1 in 5 are *extremely* satisfied with the overall performance of the Shire over the last 12 months.

Overall satisfaction is lower than the satisfaction levels seen in 2019. However, this is likely due to the change to online methodology eliciting more honest responses rather than the performance of the Shire declining. The CATI component of the calibration exercise (which mirrored the old methodology) showed **72% satisfaction** – consistent with 2019 results, which demonstrates that satisfaction has likely remained stable over time.



Q23. How satisfied are you with the overall performance of the Shire of Mundaring over the past 12 months? Consider everything, such as the services it provides, its reputation, value for money etc Base: All respondents (n=930)

*Data not collected by Painted Dog, accessed via LGA websites. Survey methodologies, samples, and questions asked may differ, so these comparisons are only indicative.

Satisfaction with the Shire's performance is consistent among residents and business owners.

Among both audiences, around 3 in 5 are satisfied. However, slightly more business owners feel extremely satisfied with the Shire's performance.

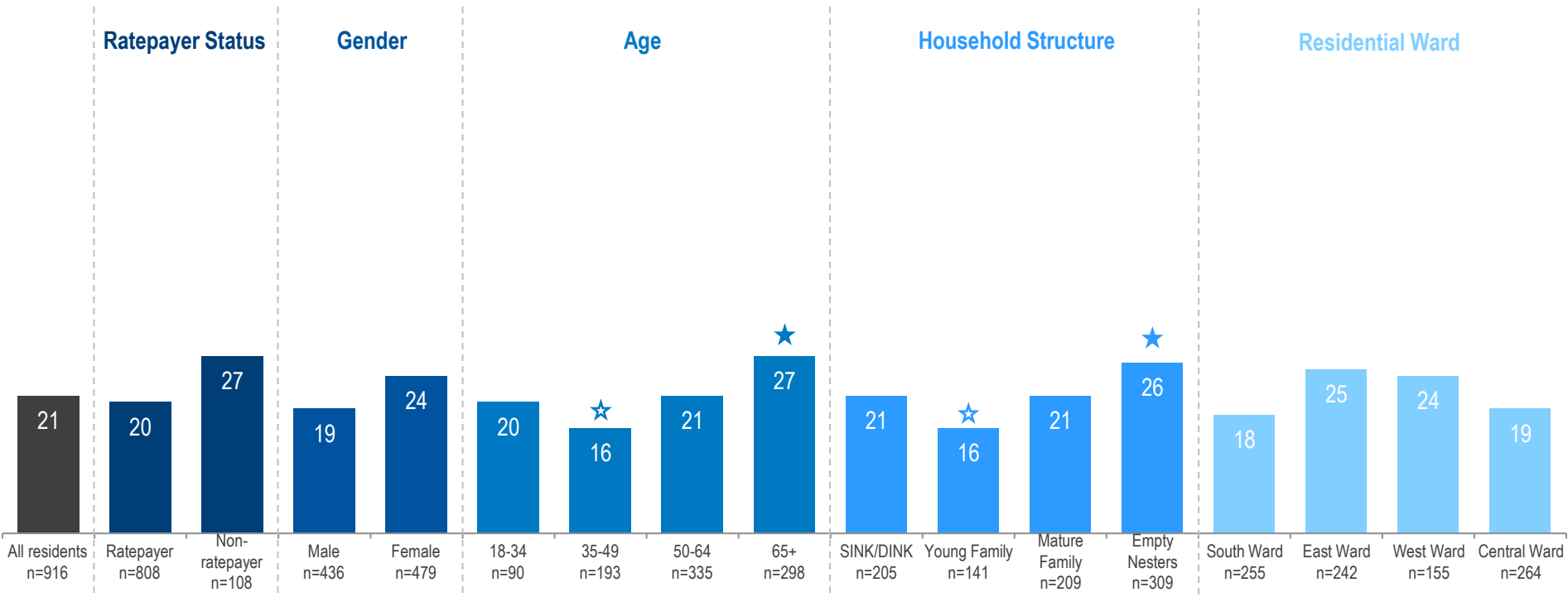
Overall satisfaction with the Shire of Mundaring in the past 12 months...



Residents aged 65 and older are more likely to be *extremely* satisfied with the Shire’s performance than those aged 35 to 49.

Residents that are Empty Nesters are also more likely to be extremely satisfied than Young Families. This is likely reflective of the age differences between these groups.

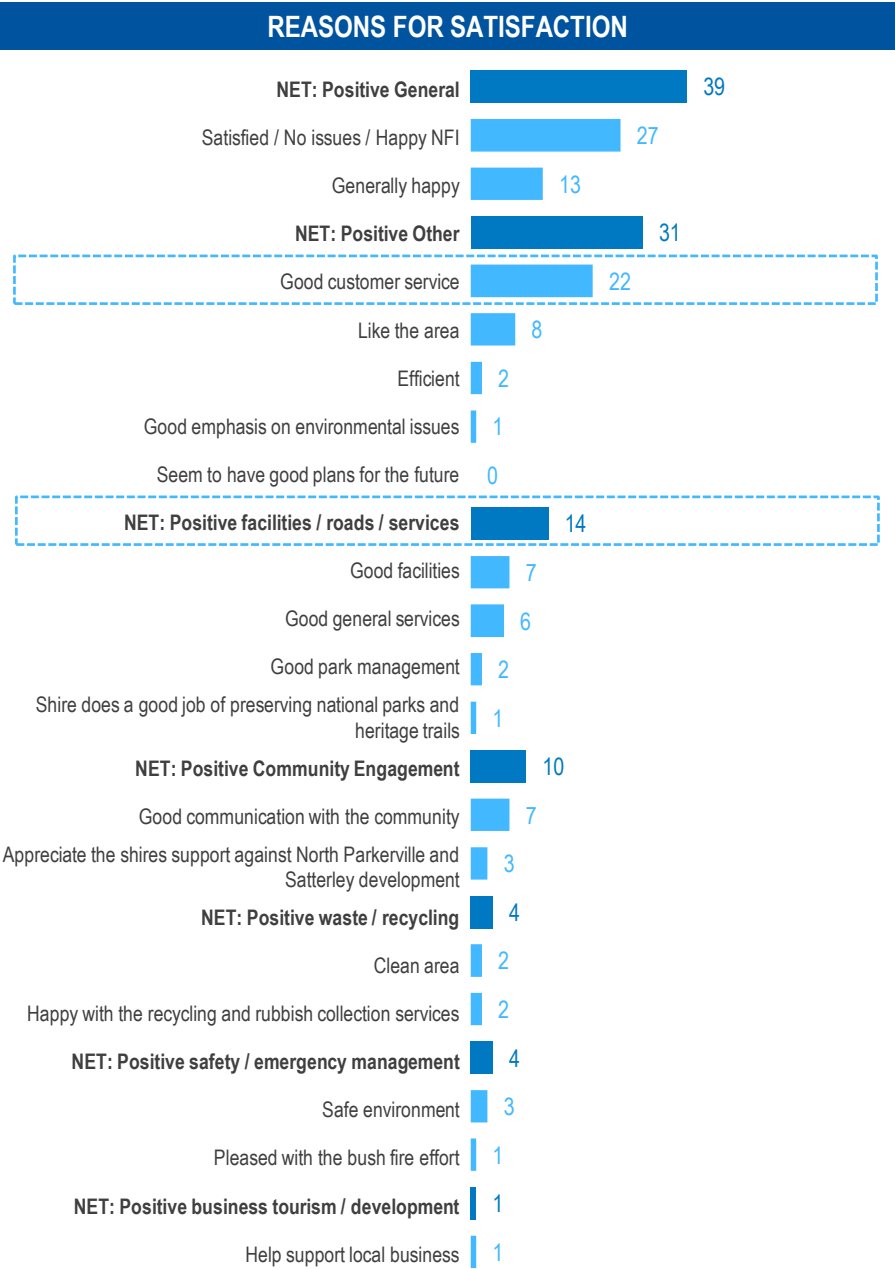
% NET: Extremely Satisfied (% 8-10)



Q23. How satisfied are you with the overall performance of the Shire of Mundaring over the past 12 months? Consider everything, such as the services it provides, its reputation, value for money etc Base: All residents (n=916)

Providing good customer service and offering quality services and facilities are key reasons for satisfaction.

Around 1 in 5 of those highly satisfied with the Shire's performance mentioned good customer service as a reason for their satisfaction. Over 1 in 10 listed comments relating to good provision of services and facilities.



Q24. You rated your satisfaction with the Shire's overall performance a [RATING AT Q23] out of 10. What makes you say this? Please provide as much detail as possible. Base: All respondents highly satisfied with the Shire (gave a rating of 8-10/10) (n=211).

Here's what they had to say...



When asked directly, service provision is again considered the Shire's strongest area of performance.

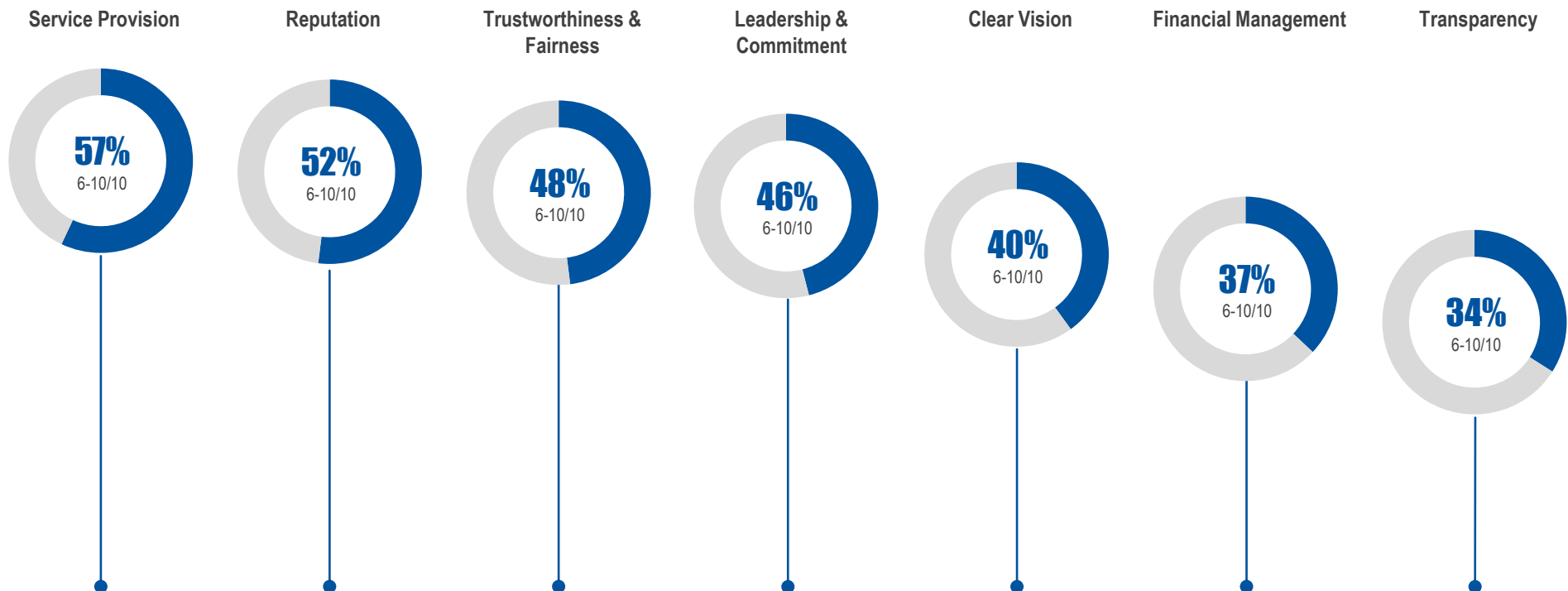


More than half agree that the Shire provide high quality services to the local community.

The Shire's reputation is also rated highly by a similar proportion.

Having a clear vision, financial management and being transparent are considered the Shire's poorest areas of performance. Positively, the current work the Shire is undertaking to revitalise the website and improve accessibility may help to improve perceptions of transparency.

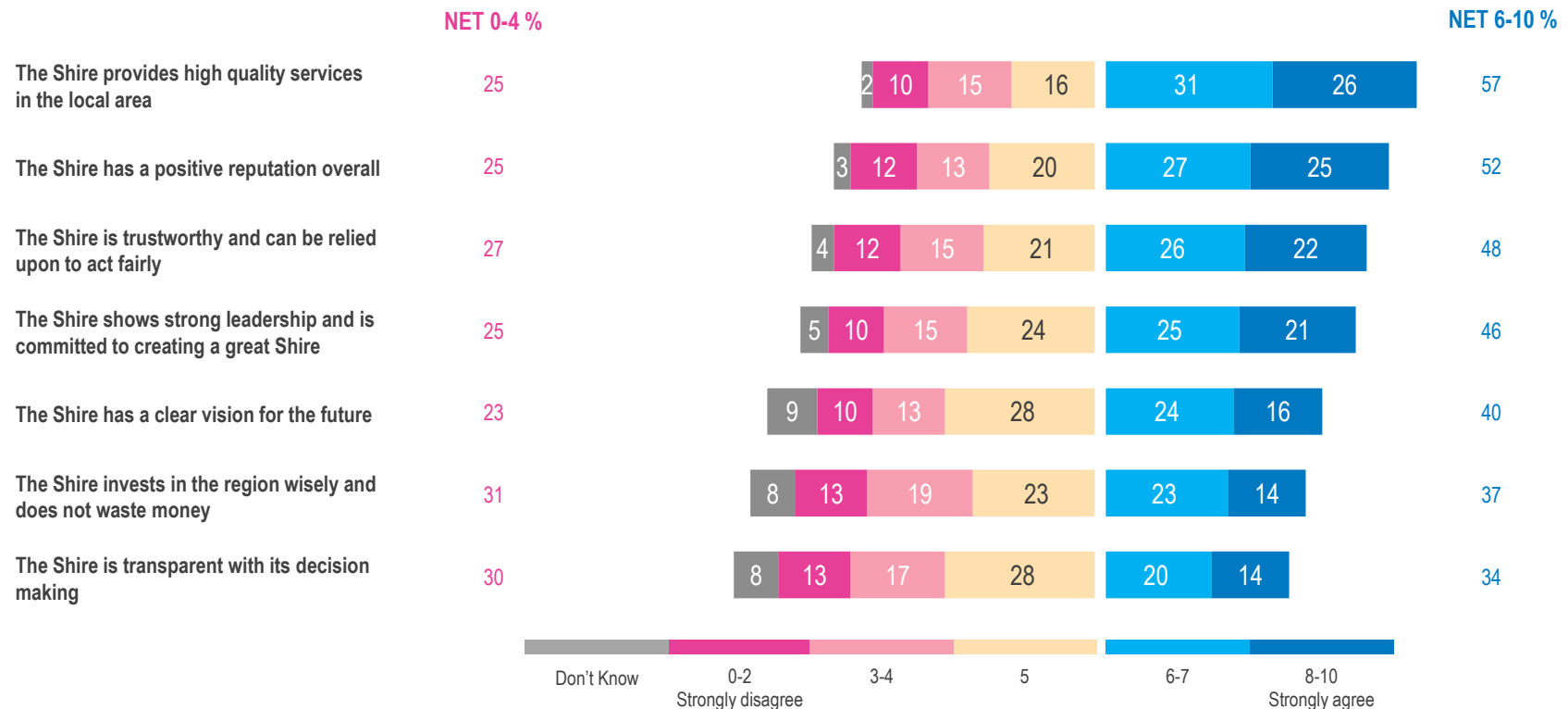
% NET: Agree (% 6-10)



For performance areas rated lower by the community, it is mainly driven by those that don't feel strongly either way.

However only 1 in 3 agree the Shire is transparent in its decision making.

Results were consistent among residents and business owners.

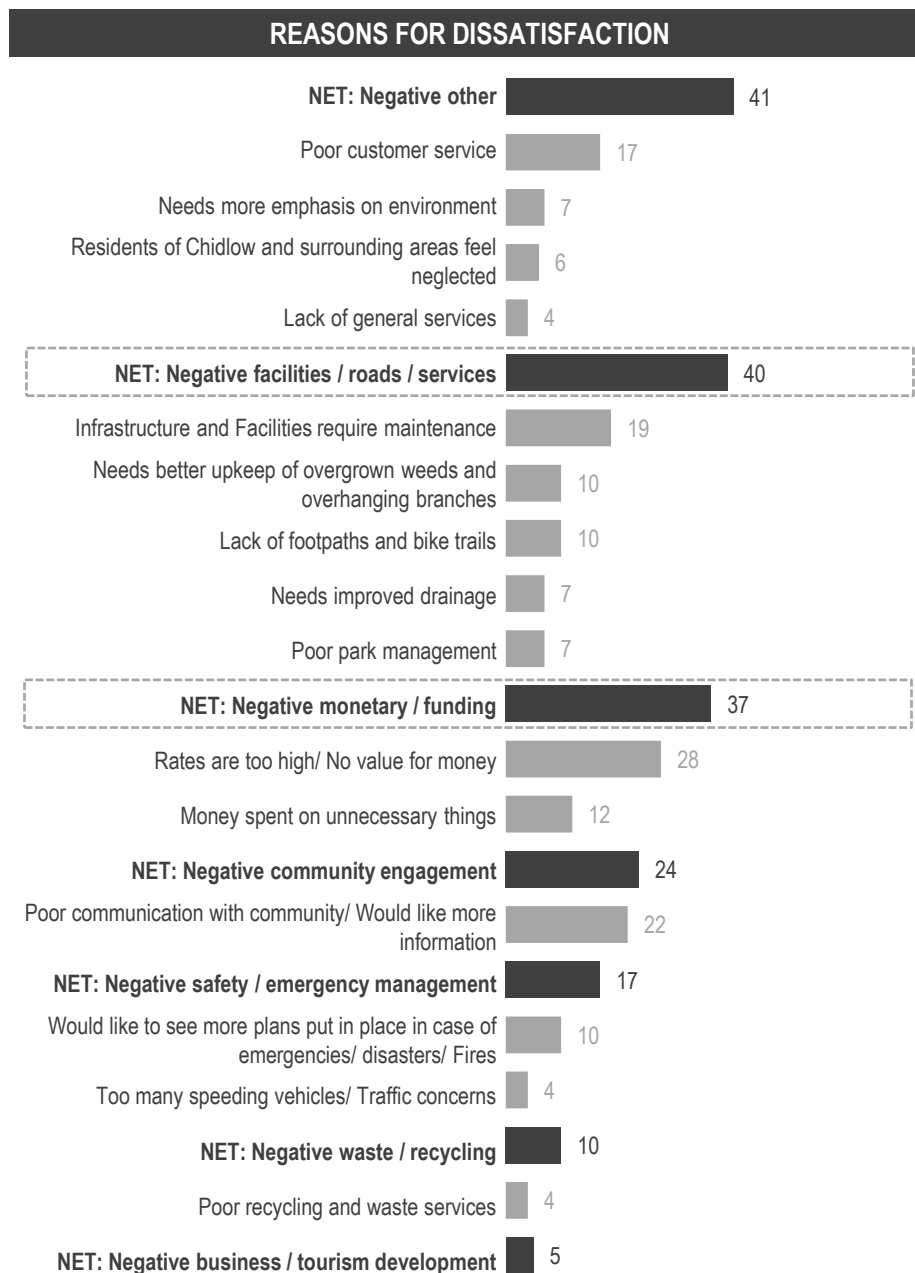


Performing well in service provision is crucial – despite it being a leading reason for satisfaction, it is also a top reason for dissatisfaction.



Around 2 in 5 of those dissatisfied with the Shire's performance mention poor service and facilities as a reason for their dissatisfaction.

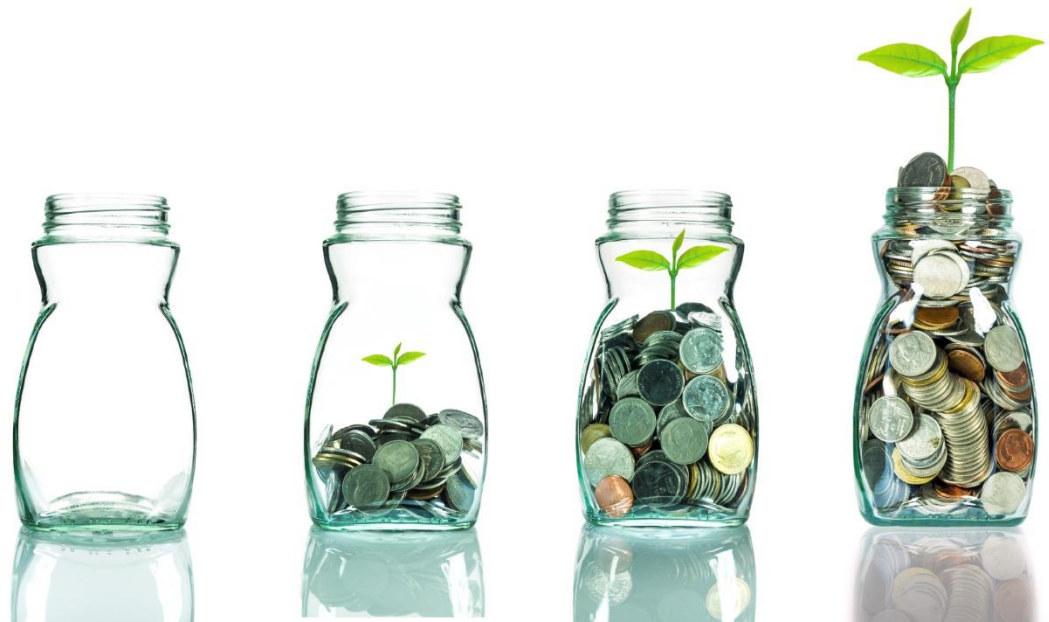
Getting value for money right is also crucial, as almost 2 in 5 mention issues with financial management and value for money as drivers of their dissatisfaction.



Here's what they had to say...



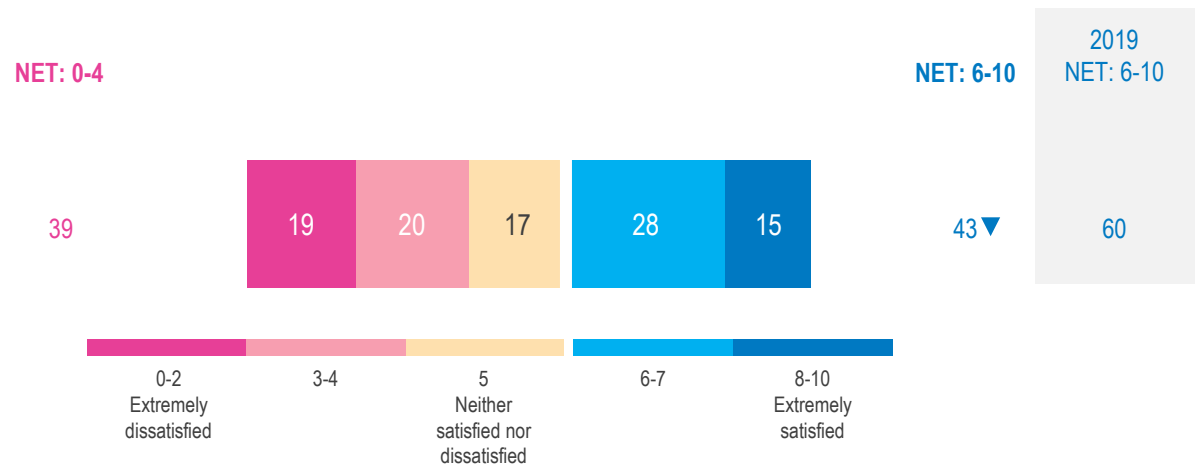
Despite being an area of dissatisfaction for some, around 2 in 5 are satisfied with the value for money they get from the Shire.



However, a similar proportion are dissatisfied with the value for money provided by the Shire.

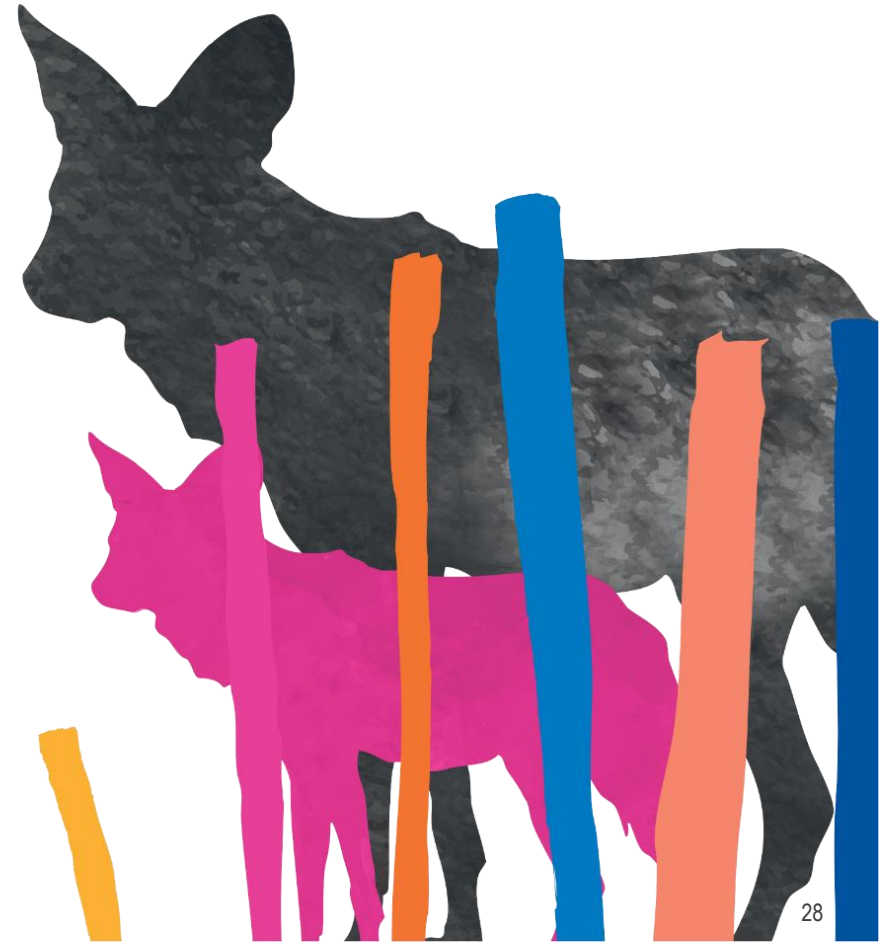
Overall satisfaction with value for money is lower compared to 2019. This is again likely due to the change in methodology as the CATI component of the calibration exercise found **61%** were satisfied with value for money – consistent with 2019 results, again suggesting not real change in the perceptions of value over time.

Results were consistent among residents and business owners.



Q16. Considering the services and facilities that the Shire of Mundaring provides, how satisfied are you that you have received good value for money, for the rates and other fees that you have paid in the last 12 months? Base: All ratepayers (n=811) *Data not collected by Painted Dog, accessed via LGA websites. Survey methodologies, samples, and questions asked may differ, so these comparisons are only indicative.

Services, Facilities & Roads



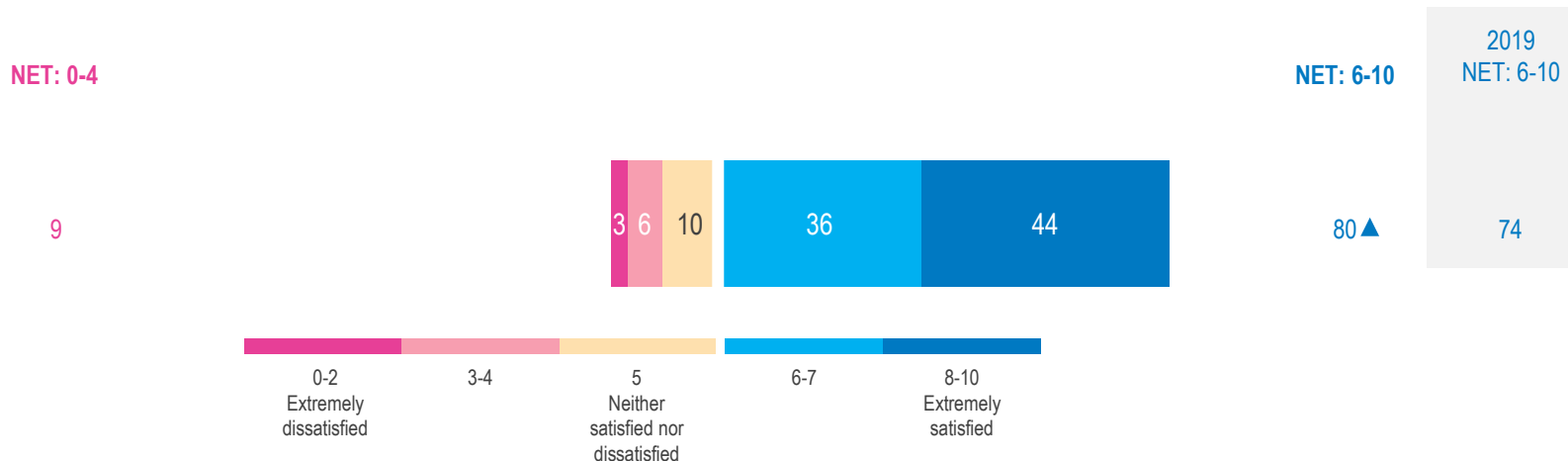
Satisfaction with the services and facilities provided by the Shire has improved – and is significantly higher than in previous years!



Around 8 in 10 residents are satisfied with the services and facilities provided by the Shire.

This is higher than 2019 when just over 7 in 10 were satisfied. This increase was seen in both versions of the survey (the CATI version shows 83% are satisfied) suggesting this is a genuine increase and not due to the change in survey methodology.

“Overall satisfaction with the services and facilities that the Shire provides...”

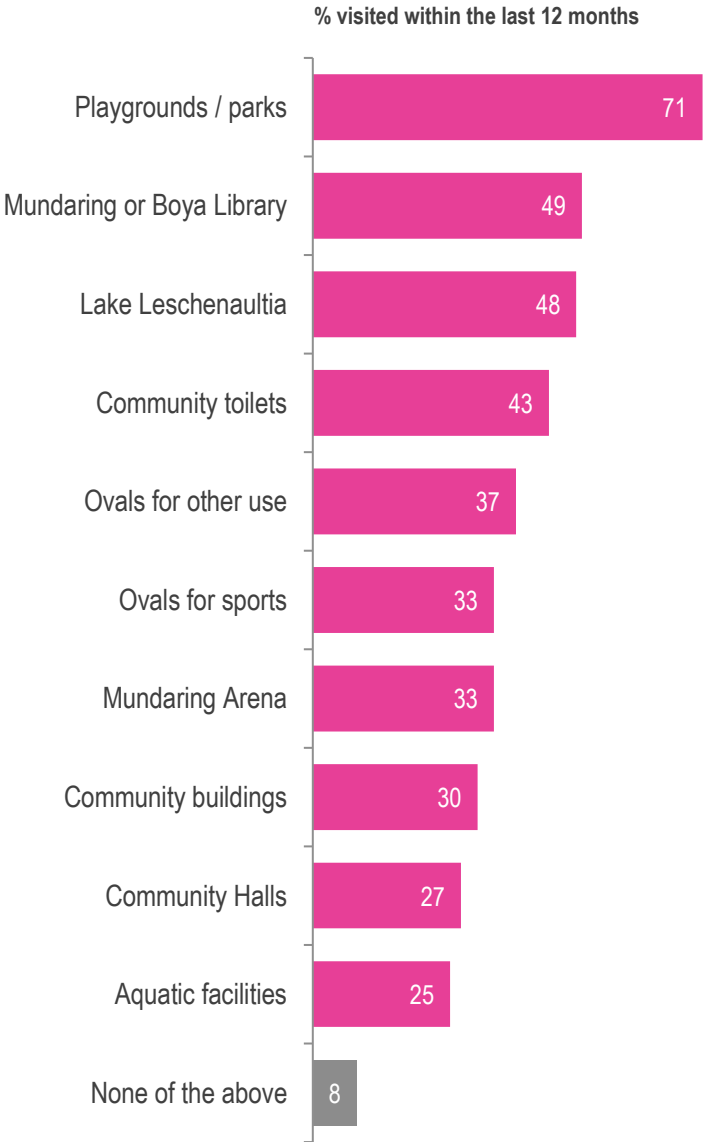


Over 9 in 10 residents have visited at least one of the Shire's facilities within the past year.



Playgrounds and parks are by far the most visited Shire facilities.

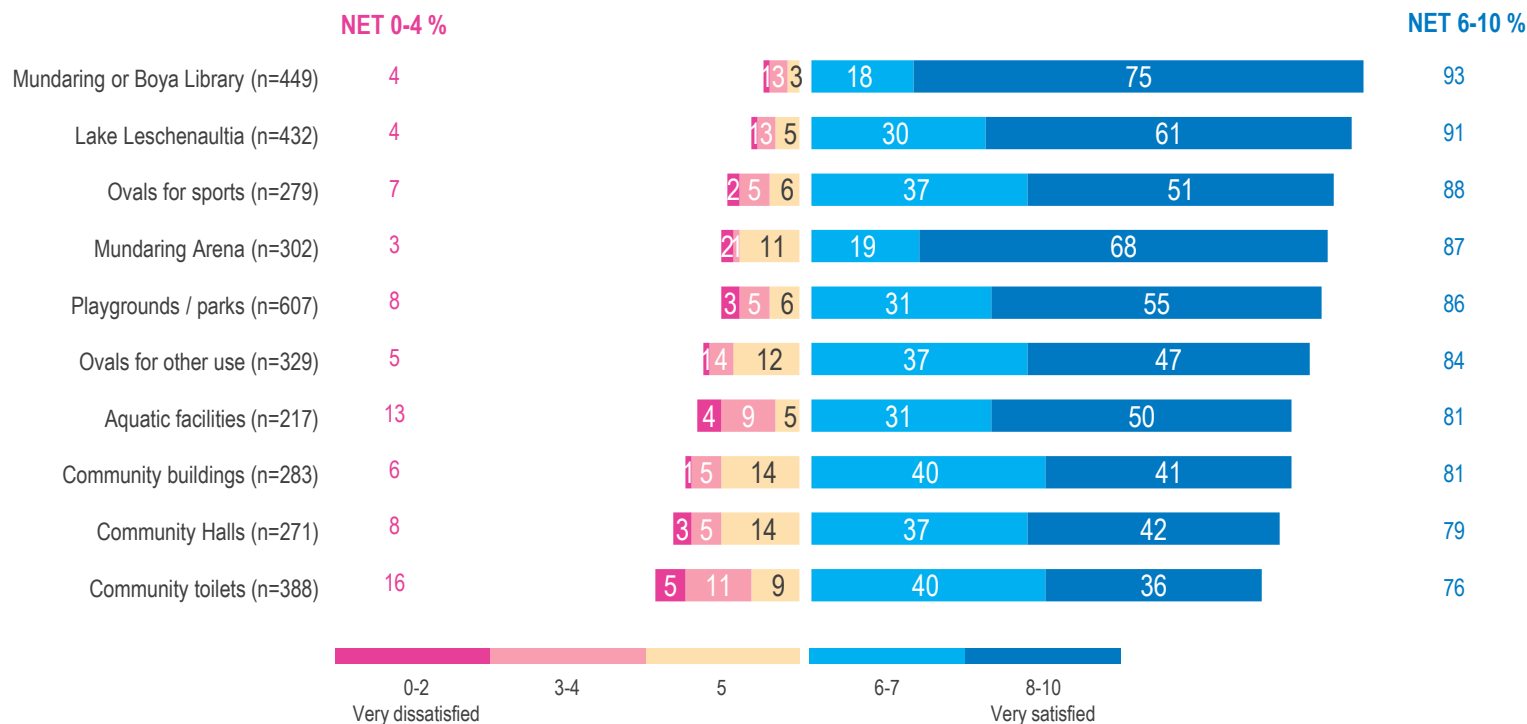
The libraries and Lake Leschenaultia are also highly visited.



Residents are also highly satisfied with the services provided at each facility they have used recently.

At least 3 in 4 of the residents that have visited each facility are satisfied with the service provided there.

Community toilets have the lowest level of satisfaction, however 3 in 4 are still satisfied. The Shire's current work to refurbish toilet blocks and improve their accessibility may help to drive improvements in satisfaction with these facilities.



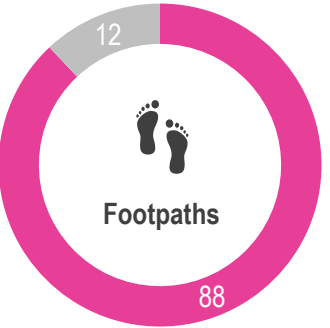
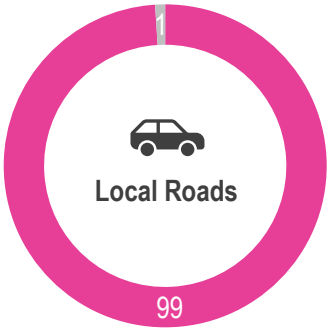


Most community members use local roads and paths – but they feel most satisfied with the maintenance and quality of the walking trails within the Shire.

The roads within the Shire are used by almost all members of the community.

Around 9 in 10 community members use footpaths and around 8 in 10 use the local walking trails.

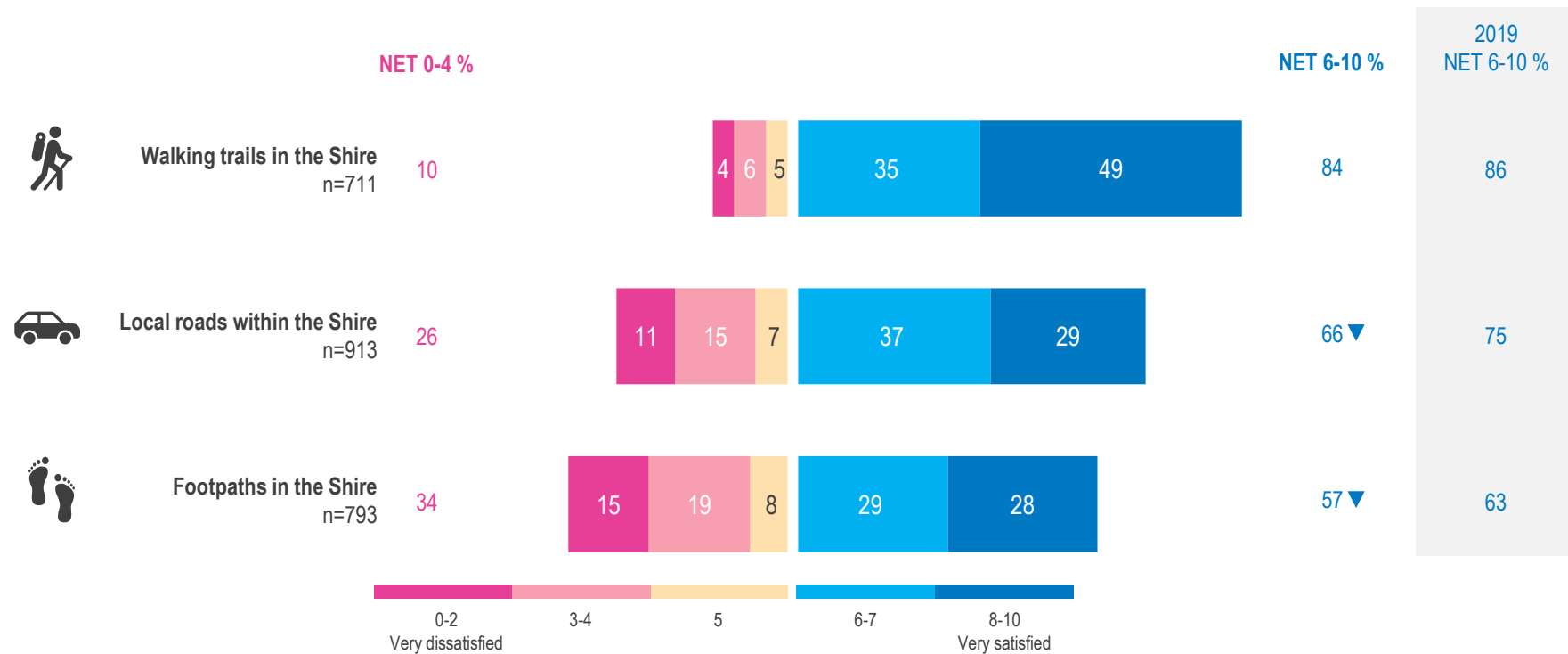
■ Have used within last 12 months ■ Have not used within last 12 months



Over 8 in 10 of those using the walking trails are satisfied with the level of maintenance and quality....

...compared to only 2 in 3 road users and only 3 in 5 footpath users that are satisfied with their maintenance and quality.

Satisfaction among road and footpaths users is also lower than in 2019. However, these decreases were not evident in the CATI results, suggesting the shift is due to the change in methodology rather than a genuine shift in perceptions.



Waste Disposal & Recycling

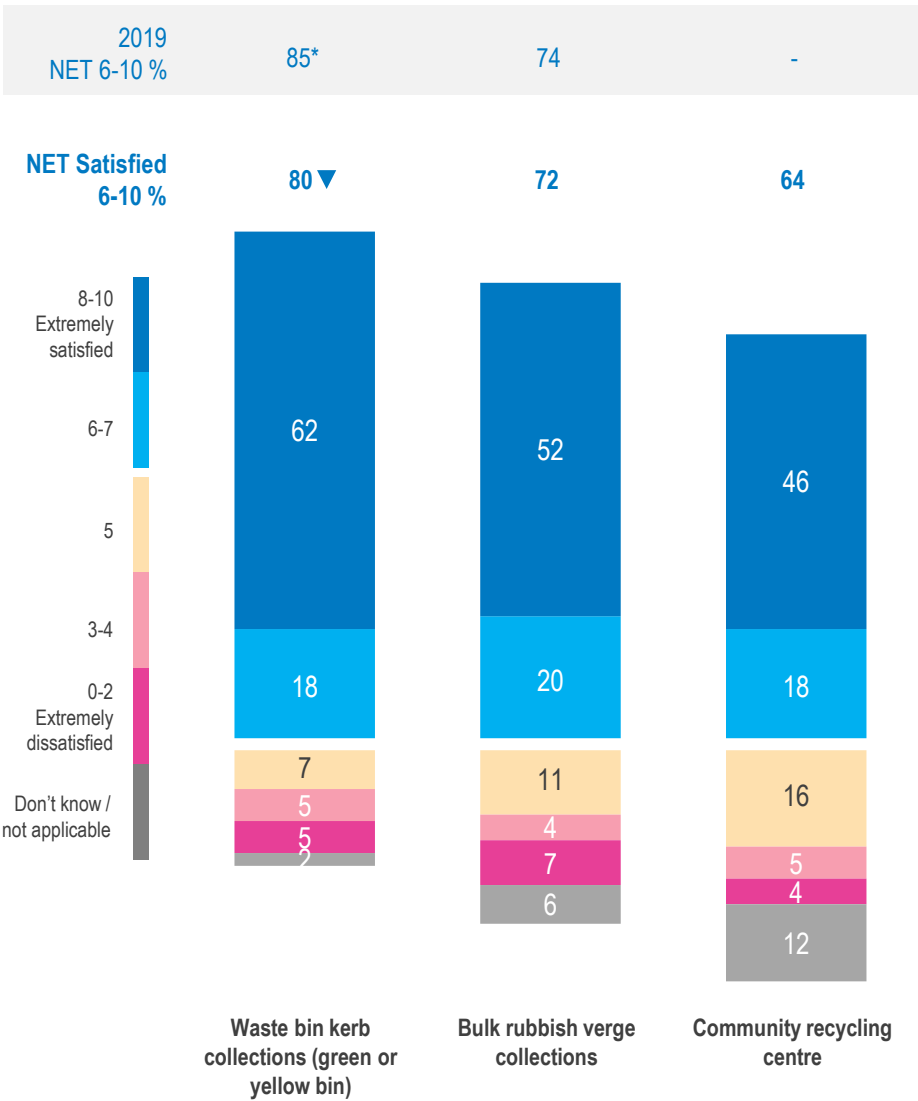


Satisfaction with the Shire's waste and recycling services is strong among both residents and businesses.

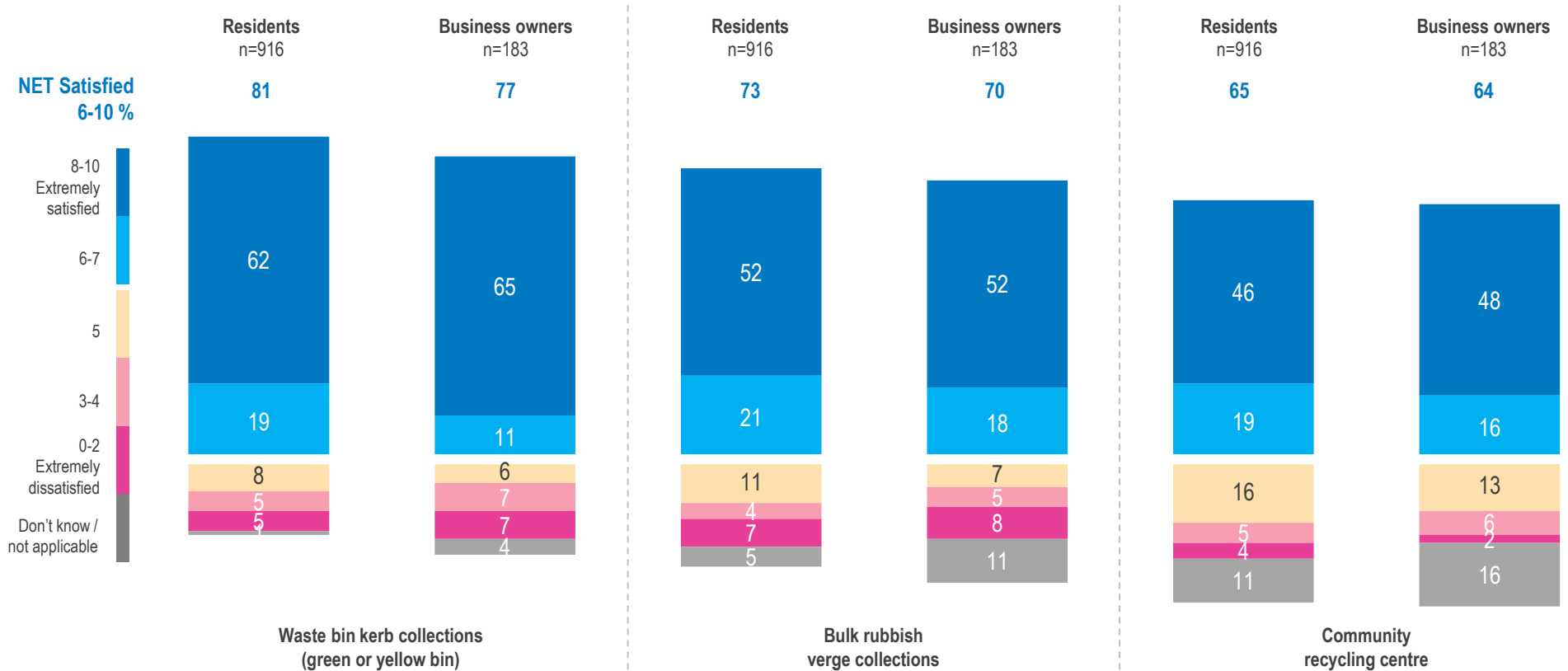


Around 4 in 5 feel satisfied with their kerb-side waste collection, with very few feeling dissatisfied.

This is a significant decline compared to 2019, however this is likely due to a change in methodology not a change in perceptions, as the CATI results show 88% satisfied with this service.

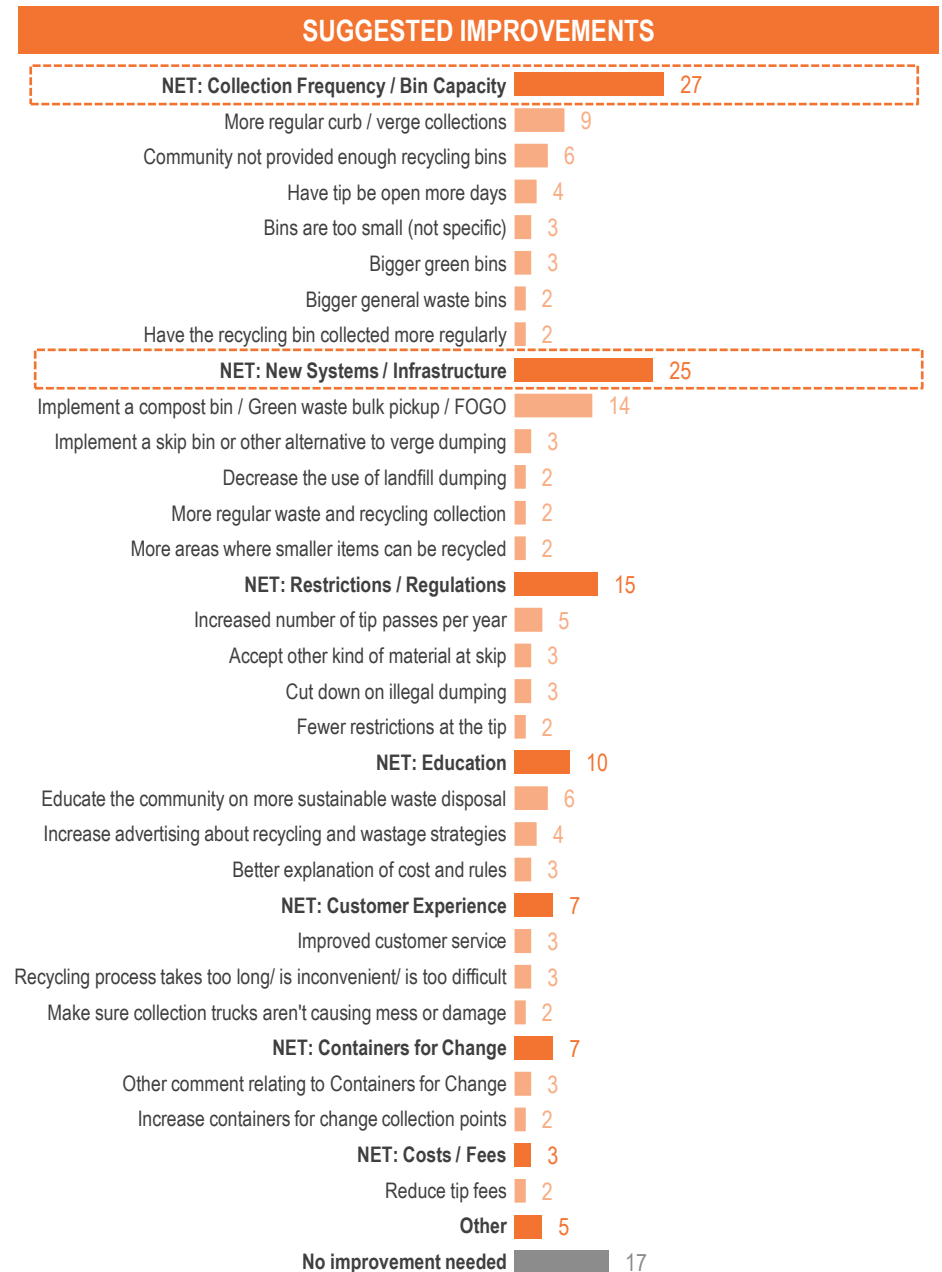


Residents and business owners are equally as satisfied with these services.



Despite strong satisfaction, changes to the collection frequency and the capacity of bins provided are the most suggested improvements.

Implementing new systems and infrastructure was also highly suggested, with FOGO being the most highly suggested new system.



Here's what they had to say...



"General waste bin
is too small."
Male, 38 years old

"More frequent collection
of recycling bins, or larger
recycling yellow bins."
Female, 18 years old

"Provide green waste and / or
composting bins for suburban areas.
Investigate collection of soft plastics for
recycling."
Female, 67 years old

"Regular green waste collection
would be useful, and could contribute
significantly to the reduction of fire
danger and smoke pollution in the area."
Male, 39 years old

"Compost bin collection and
green waste fortnightly
collection."
Female, 49 years old

"More tip hours and
more bulk verge
collection days."
Female, 28 years old

"Being very clear about
changes to what can go in
the yellow bin."
Male, 67 years old

"Offer larger bins."
Male, 53 years old

"Make it clearer what
can be dumped at the
tip, increase the
amount of tip passes."
Male, 26 years old

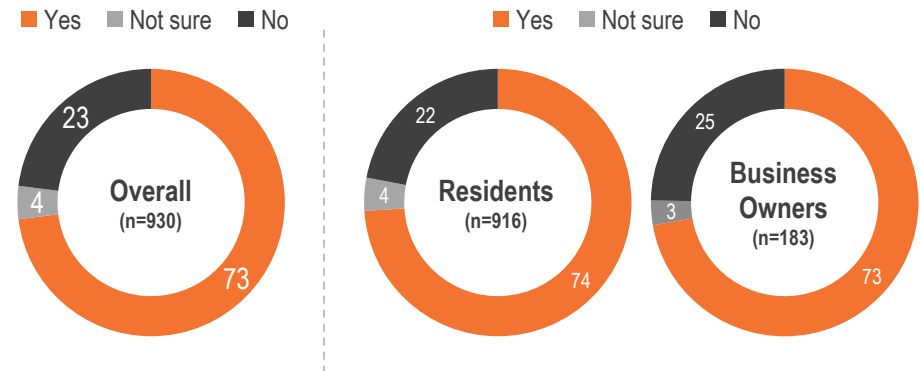
Awareness of the Shire's container deposit scheme is high – and participation is strong!



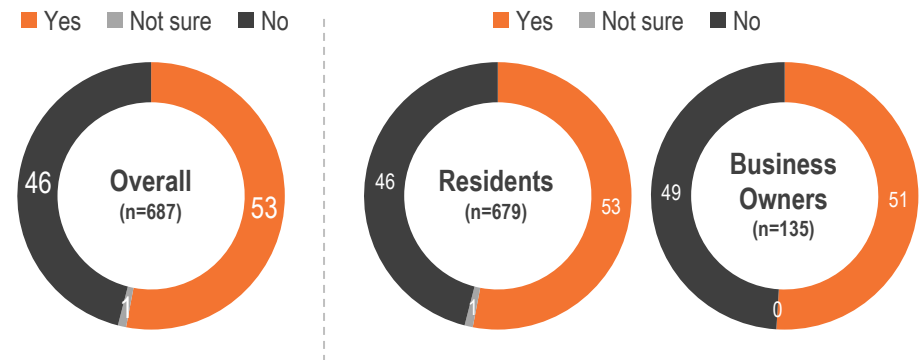
Around 3 in 4 are aware of the scheme and 1 in 2 have participated in it within the last 12 months.

This awareness and participation is consistent among both residents and businesses. These participation results are especially strong considering the program has only been launched within the past year. This strong uptake is indicative of an environmentally conscious community.

Aware of container deposit scheme

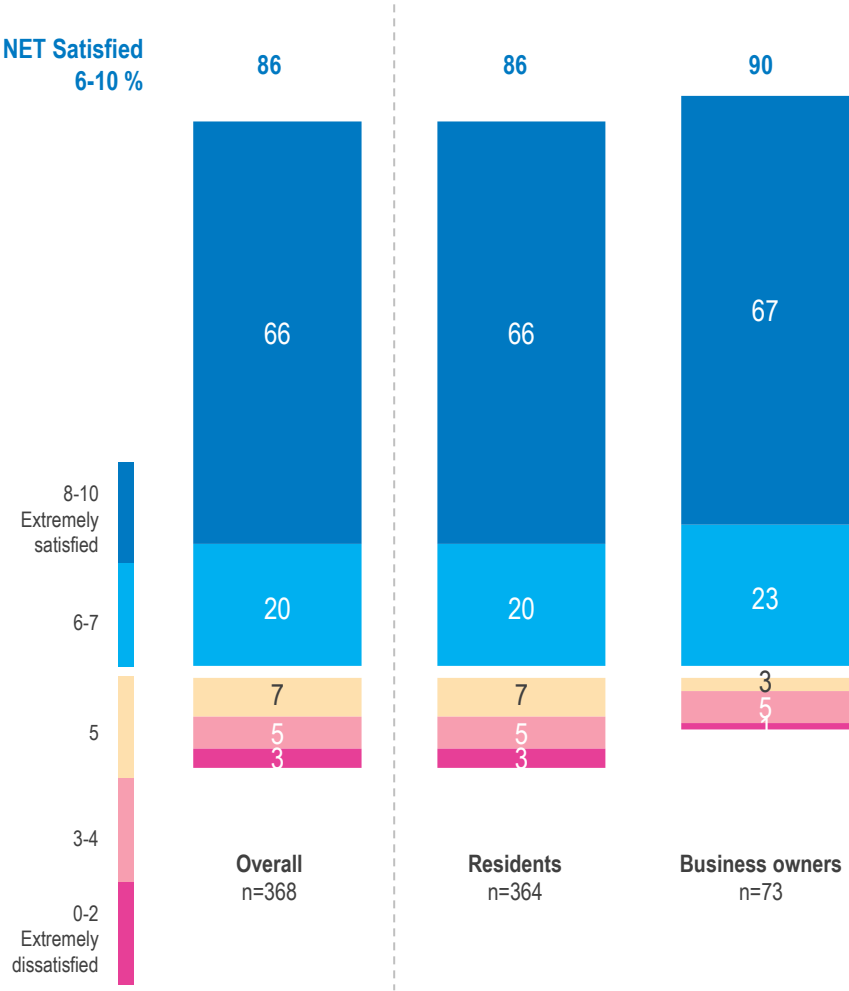


Participated in container deposit scheme



Along with strong participation rates, people's experiences taking part in the scheme are also very positive.

Overall, almost 9 in 10 feel satisfied with the experience they had when participating in the container deposit scheme within the past 12 months.



Environmental & Emergency Management



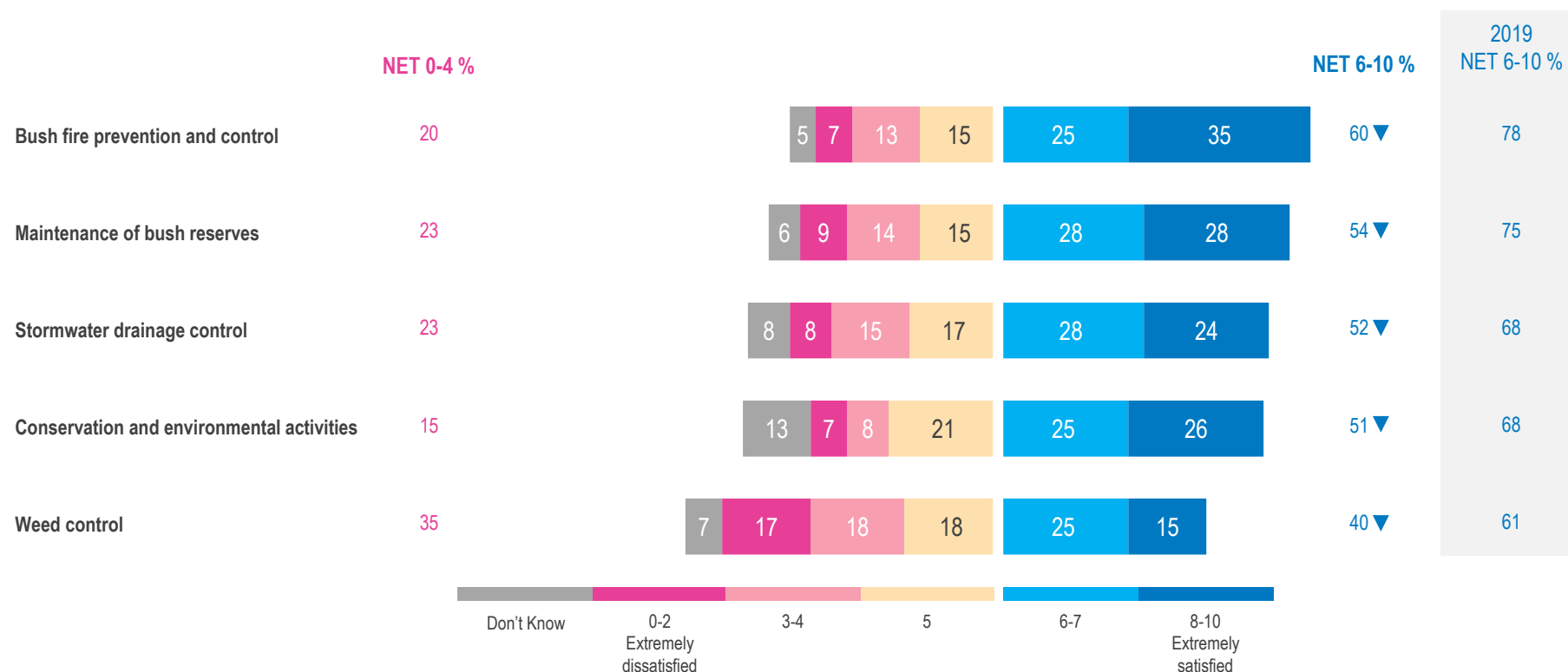
Bush fire management is seen as one of the Shire's biggest strengths in this space – however there are some opportunities for improvement.



While more than half feel satisfied with the Shire's bushfire and bush reserve management, around 1 in 3 have concerns about weed control.

Satisfaction for all aspects of environmental and emergency management is lower compared to 2019. This is drop consistent across both survey methodologies for bushfire prevention and control (68% of CATI sample satisfied), stormwater drainage control (60% of CATI sample satisfied) and weed control (51% of CATI sample satisfied).

However, this suggests that decreased satisfaction in the maintenance of bush reserves and conservation activities is only due to the change in methodology and is not a real decline.



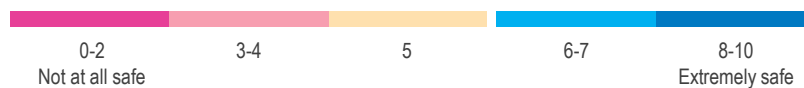
With all of these measures in place, 80% of residents feel safe living in the Shire.

“How safe I feel living in the Shire...”

NET: 0-4

NET: 6-10

9



Communication & Engagement

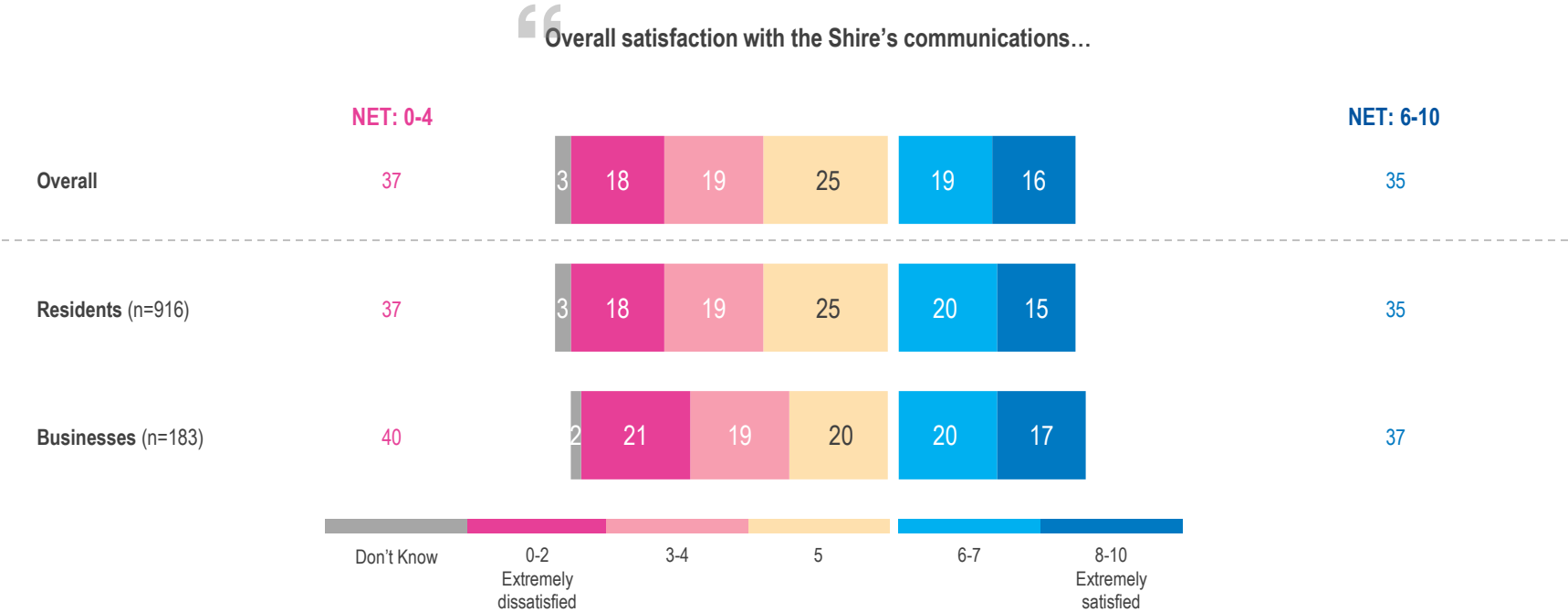


There are some mixed feelings about the Shire's engagement and communications with the local community...



Overall, 1 in 3 residents feel satisfied with the Shire’s communication about local issues within the last 12 months.

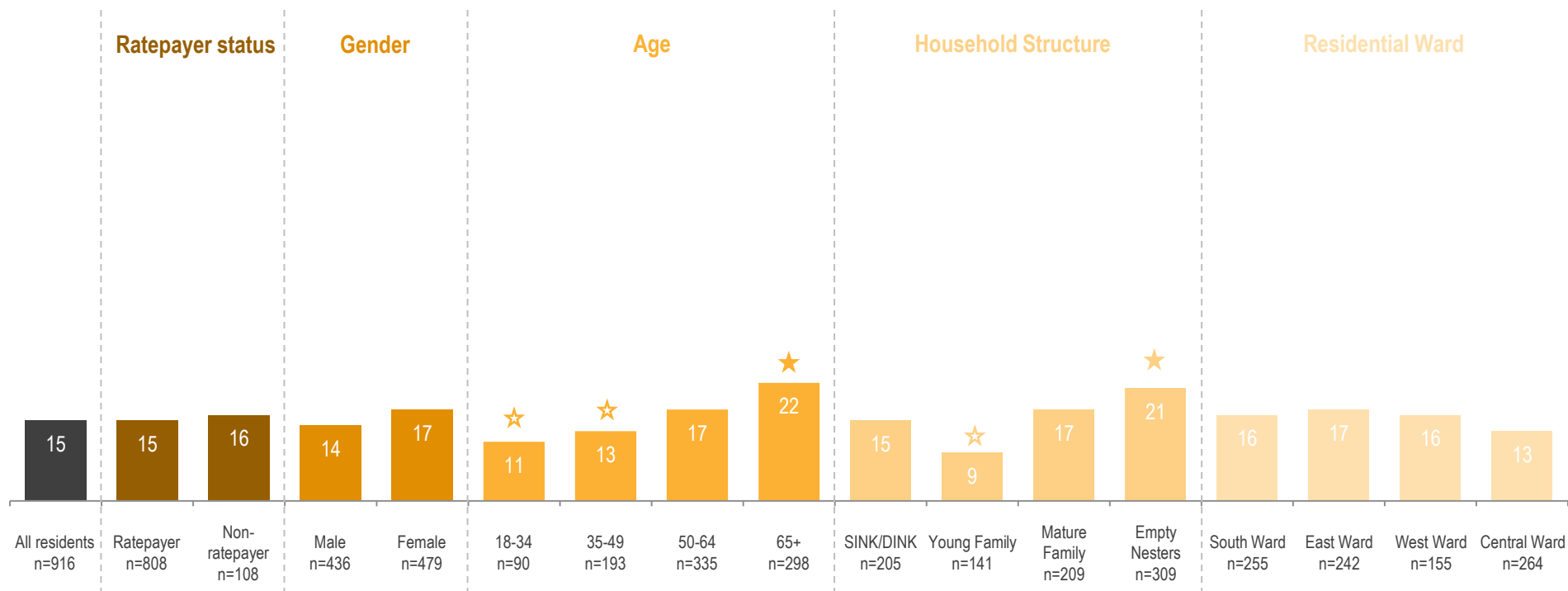
However a similar proportion also feel dissatisfied with the Shire’s communication, with around 1 in 4 feeling neutral towards this issue.



Those who feel least satisfied tend to be those aged under 50 years.

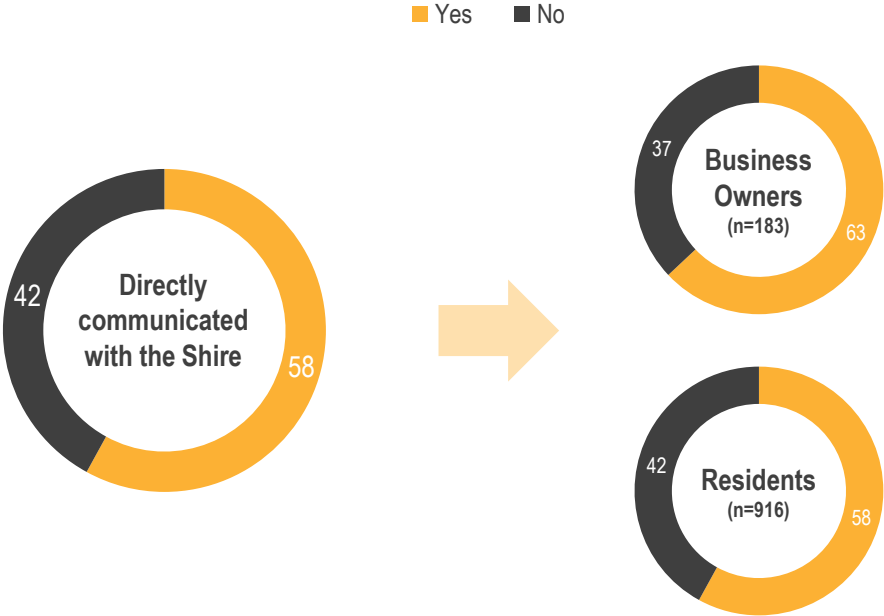
This shows that the Shire's efforts to provide information to older residents in offline formats is satisfactory.

% NET: Extremely satisfied (% 8-10)



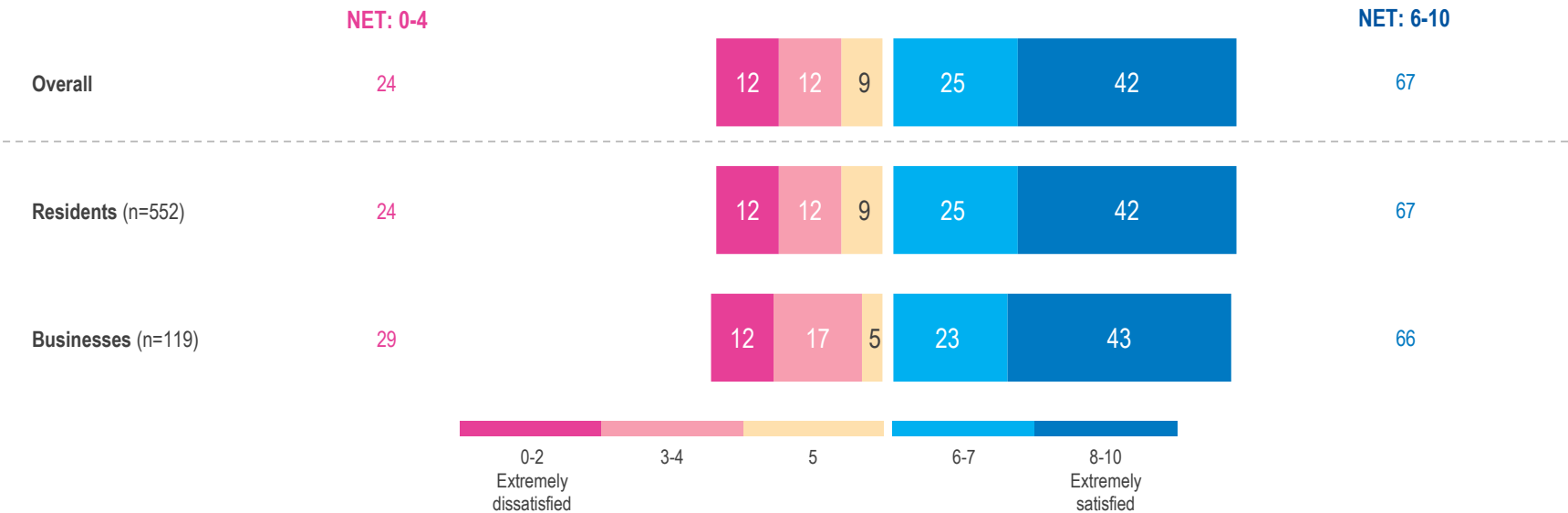
Over 1 in 2 report having directly communicated with the Shire within the past year.

However, business owners are slightly more likely to have done so, with almost 2 in 3 having have direct communications recently.



Among those who have been in recent communication with the Shire, 2 in 3 are satisfied with their experiences.

This is consistent among both residents and business owners. However, still around 1 in 4 with recent direct experience feel dissatisfied with their experience, suggesting a possible area for improvement and opportunity to improve engagement with local community members.

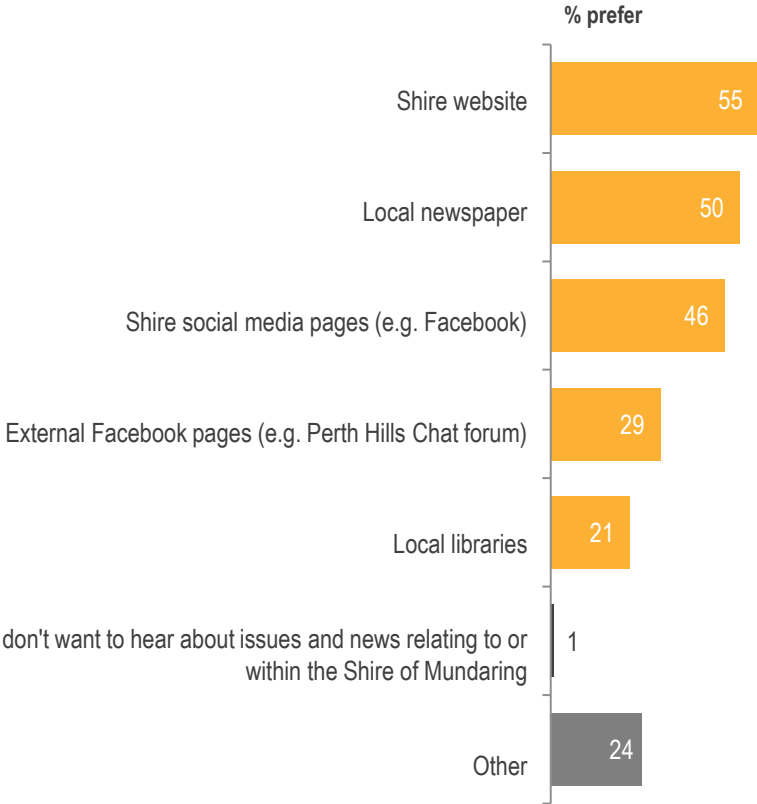


The Shire's website and newspaper are the most preferred ways to hear about local news.



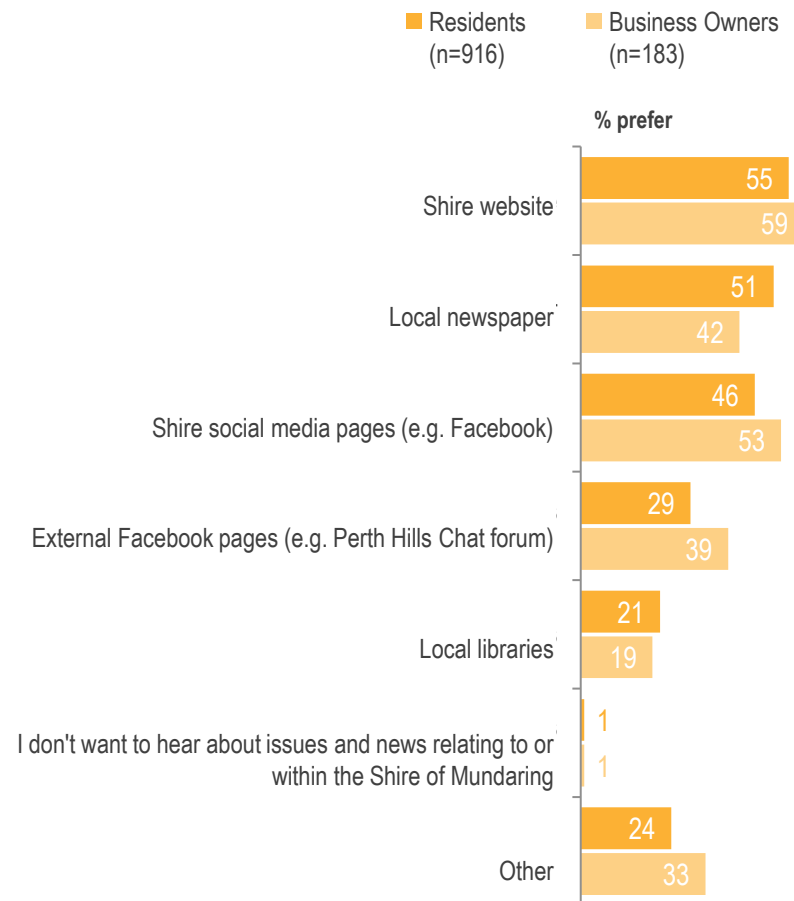
Around 1 in 2 have a preference for communication through the website or local paper.

Further, just under half would like to hear about issues and local news through the Shire’s social media pages. However very encouragingly, just 1% mentioned they don’t want to hear about news and issues relating to the Shire – suggesting a very strong appetite for relevant and engaging communications among all residents and businesses.



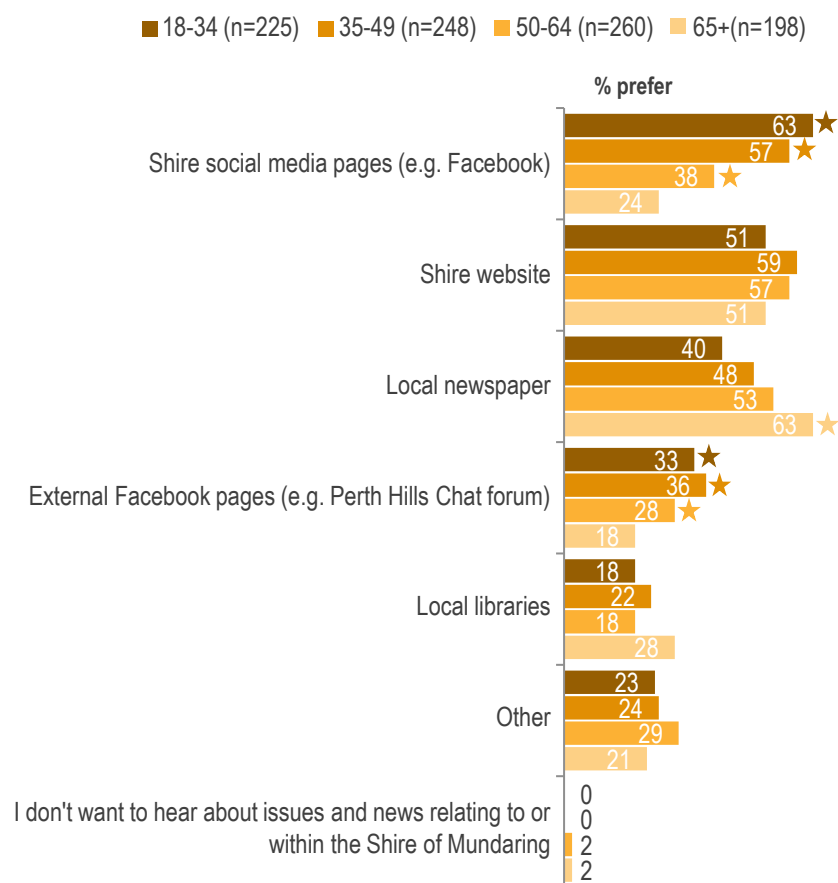
Preferences among both residents and business owners are consistent.

This further demonstrates the importance of the website and local newspaper to be informative, relevant information sources for all members of the community – from both a residential and business perspective.



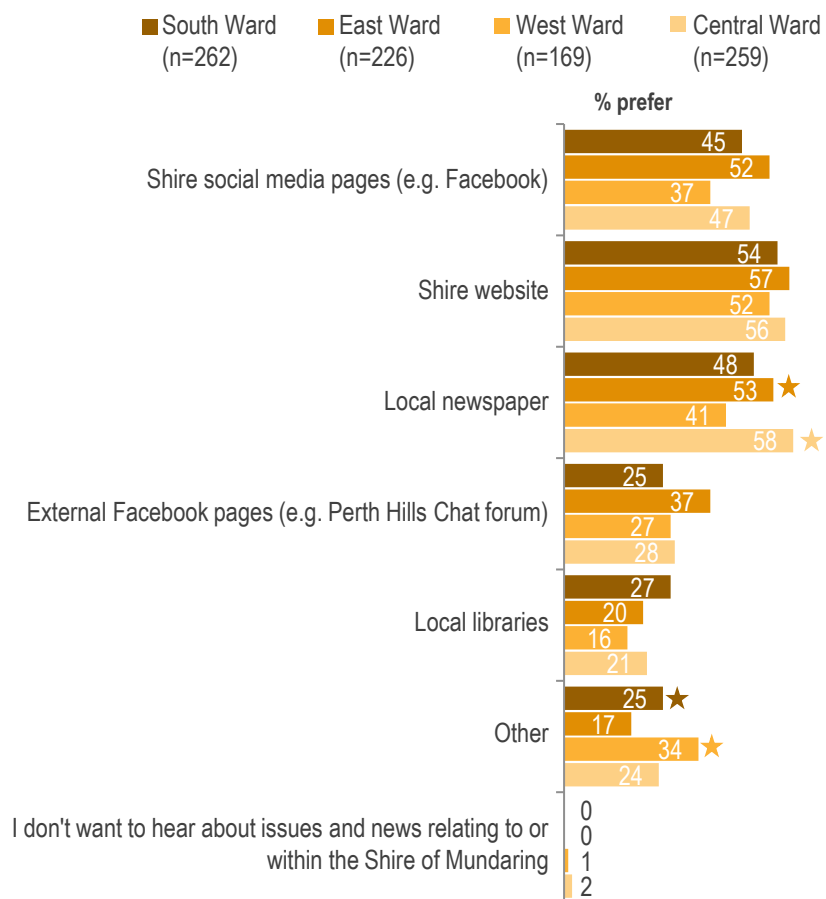
Older residents prefer getting their news through the local newspaper.

Residents under 65 are more likely to prefer hearing about local news through Shire social media pages and other external Facebook pages.



Preferences are mostly consistent between residents of different wards.

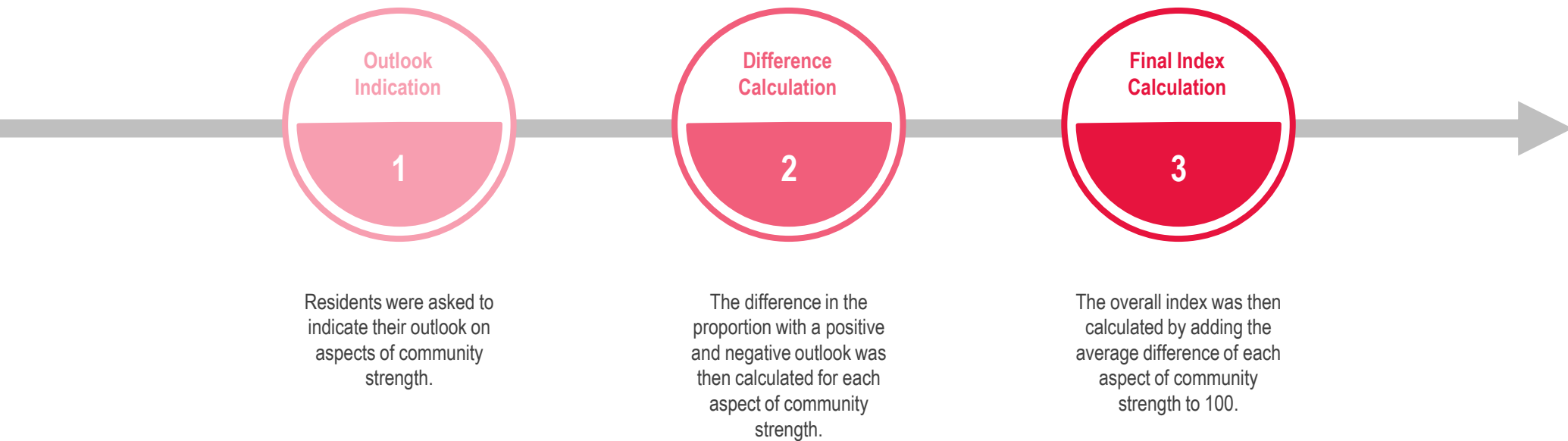
However, those from the East and Central wards are more likely to prefer hearing about local news through the newspaper. This is not reflective of age differences between the wards in our sample. Could it be reflective of greater newspaper distribution to these areas?



Community Strength

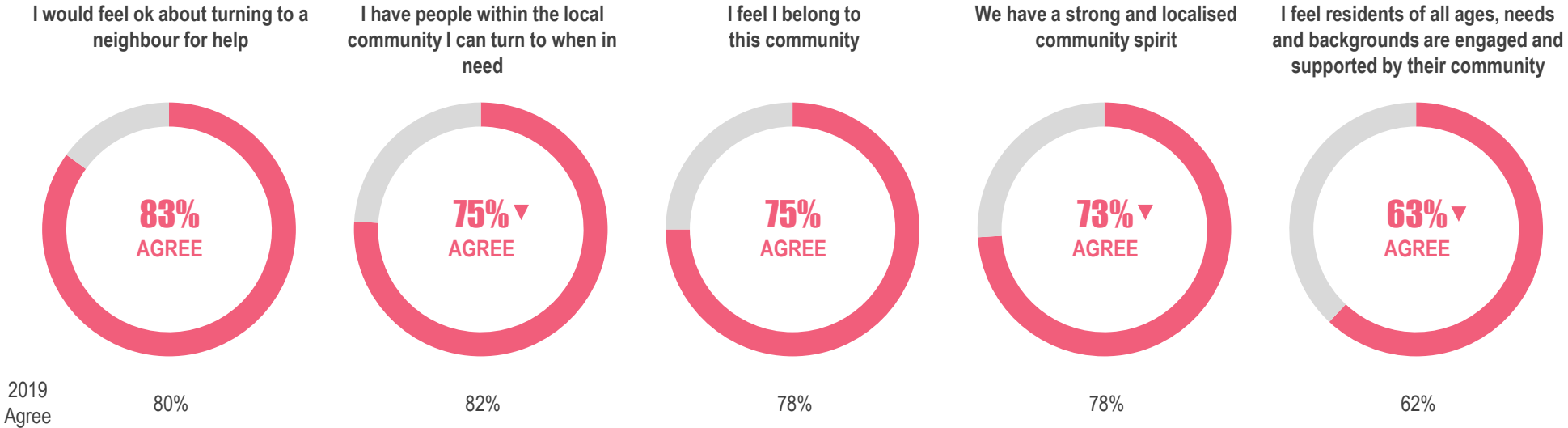


A Community Strength Index was developed using the following process, to measure the connectedness and community spirit of the resident network.



Overall, residents feel a positive connection with their local community.

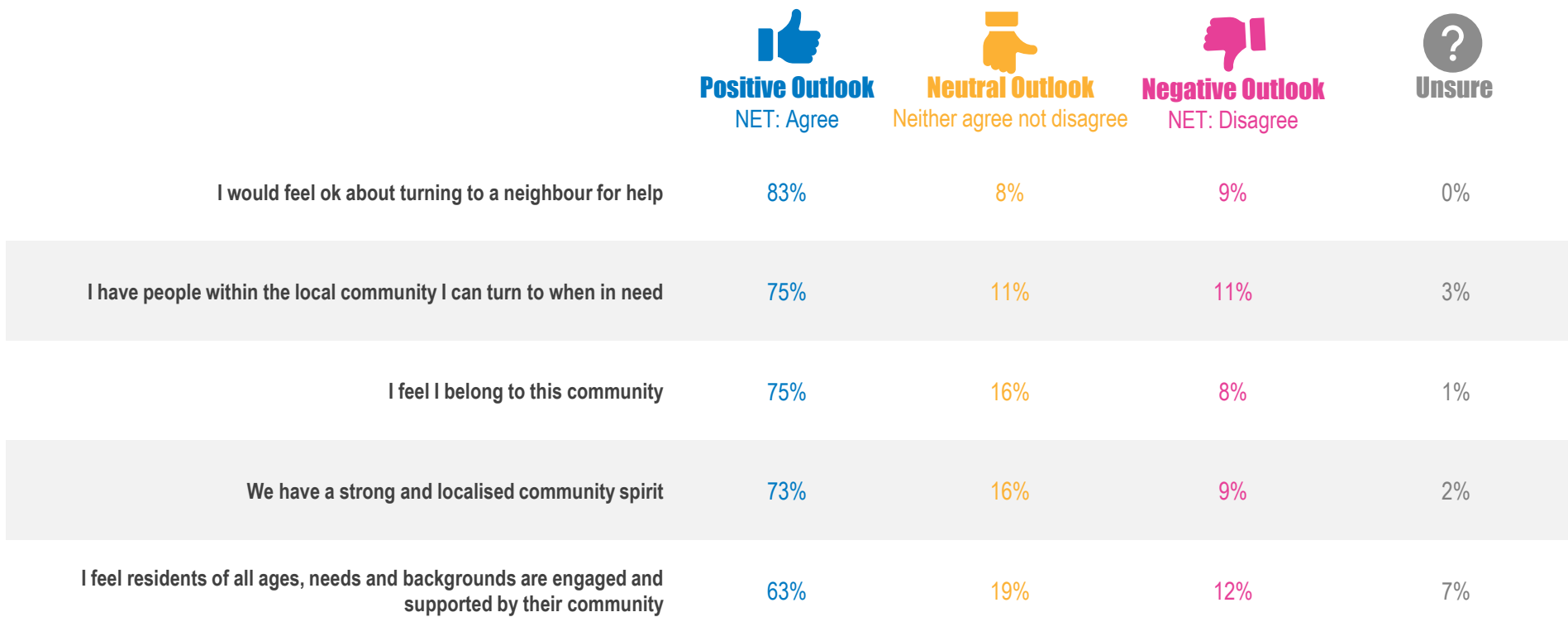
While some of these results appear to be poorer than those seen in 2019, the results found with the CATI methodology are consistent with 2019. This suggests the change is due to the different methodology rather than a genuine shift in community strength.



Q25. To what extent do you agree or disagree with the below? Base: All residents (n=916)

Across all measures of Community Strength, the majority of residents feel positive overall.

Only around 1 in 10 held a negative sentiment across each measure.



The positive far outweighs the negative, resulting in a very strong Community Strength Index of +164.

Any result above 100 is a positive result, and this therefore suggests that residents feel well supported and connected to their local community network.


Positive Outlook


Negative Outlook

Difference =
Positive – Negative

I would feel ok about turning to a neighbour for help	83%	9%	+74
I have people within the local community I can turn to when in need	75%	11%	+64
I feel I belong to this community	75%	8%	+67
We have a strong and localised community spirit	73%	9%	+64
I feel residents of all ages, needs and backgrounds are engaged and supported by their community	63%	12%	+51

Overall Community
Strength Index:
+164.0

Business resilience in the Shire is also positive, but not as strong as overall community strength.



Overall, almost 2 in 3 businesses are satisfied with the Shire of Mundaring as a place to run their business.

Only just over 1 in 10 are dissatisfied. However, this is an opportunity for improvement, as around 1 in 4 feel neither satisfied nor dissatisfied.

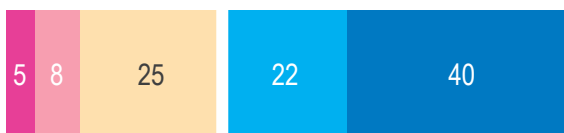


Satisfaction with the Shire as a place to own / run a business...

NET: 0-4

NET: 6-10

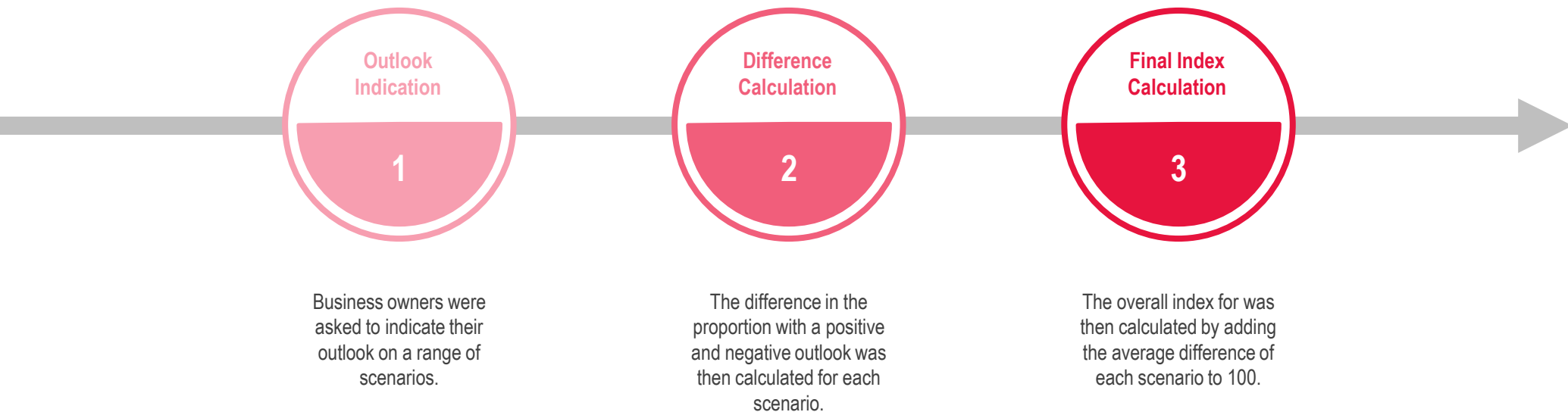
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A Business Confidence Index was created as a measure of business resilience within the Shire.





Across all scenarios, most businesses had a neutral outlook – but only very few have negative future projections.



Positive Outlook



Neutral Outlook



Negative Outlook



Unsure

Would you say your business is better-off financially, about the same or worse off than it was at the same time last year?*

Better off
21

About the same
48

Worse off
21

Don't know
2

This time next year, do you expect your business to be better-off financially or worse off than it is now?

Better off
31

About the same
51

Worse off
5

Don't know
13

Thinking of economic conditions in WA as a whole, in the next 12 months, do you expect we'll have good times financially, bad times, or some good and some bad?

Good times
19

Some good, some bad
68

Bad times
8

Don't know
6

Looking ahead, what would you say is more likely, that in WA we will have continuous good times during the next 5 years, continuous bad times, or some good and some bad times?

Good times
13

Some good, some bad
77

Bad times
2

Don't know
8

Generally, do you think now is a good time or a bad time to invest in growing your business?

Good time
31

Neither good nor bad
37

Bad time
22

Don't know
9

The negative outlook did not outweigh the positive in any instance, resulting in a positive Business Confidence Index overall.

The Shire of Mundaring achieved a Business Confidence Index of +111.4.

As with the Community Strength Index, any result above 100 is a positive result. This suggests increased confidence in future business performance and a positive outlook for the future – however maybe with some hesitancy as economies still recover after the impacts of COVID-19 on local businesses.


Positive Outlook

Negative Outlook
Difference =
Positive – Negative

Would you say your business is better-off financially, about the same or worse off than it was at the <u>same time last year</u> ?	Better off 21	Worse off 21	0
<u>This time next year</u> , do you expect your business to be better-off financially or worse off than it is now?	Better off 31	Worse off 5	+26
Thinking of economic conditions in WA as a whole, <u>in the next 12 months</u> , do you expect we'll have good times financially, bad times, or some good and some bad?	Good times 19	Bad times 8	+11
Looking ahead, what would you say is more likely, that in WA we will have continuous good times <u>during the next 5 years</u> , continuous bad times, or some good and some bad times?	Good times 13	Bad times 2	+11
Generally, do you think now is a good time or a bad time to invest in growing your business?	Good time 31	Bad time 22	+9

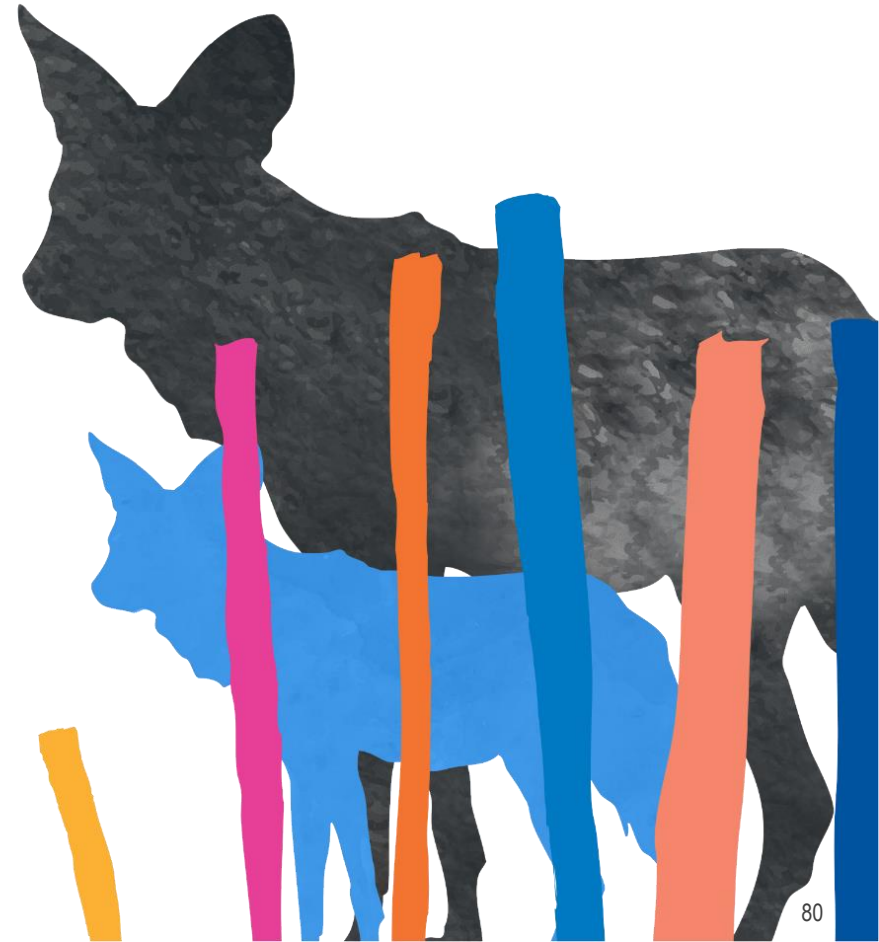
****Overall Business
Confidence Index:**

+111.4

Q26 – Q30. Questions as shown above. Base: All business owners (n=183) *Didn't have a business at this time last year = 7%

**Based on the Roy Morgan Business Confidence Rating which is 100.0 plus the simple unweighted average of the difference between the percentage of respondents who give a favourable and those who give unfavourable answers to five key questions.

Priorities for the Future



The Shire's Strategic Community Plan for 2020-2030 outlines a number of strategic priorities...

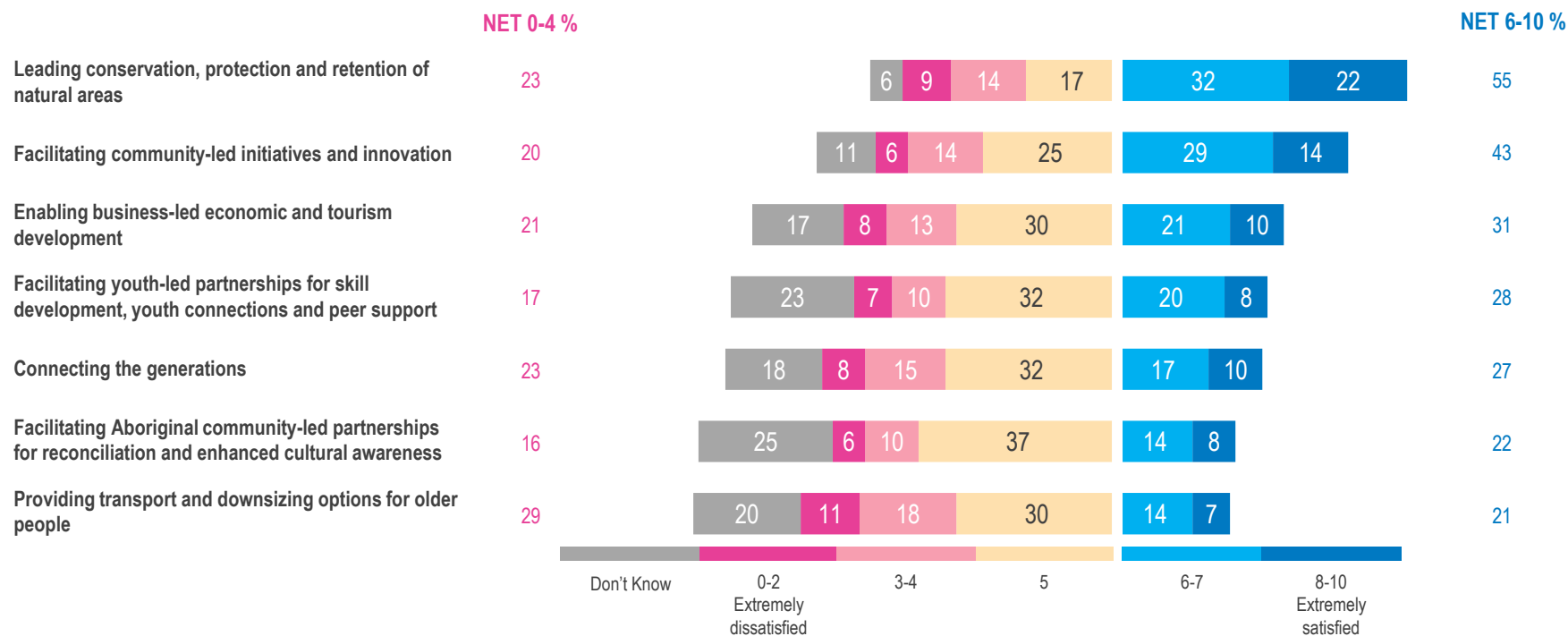
Ten year priorities	Four year priorities
Leadership and collaboration for sustainable living – Shire, community, business	Shire-led conservation, protection and retention of natural areas
	Community-led initiatives and innovation
	Business-led economic and tourism development
A place for young and old	Youth-led Shire and community partnerships for skill development, youth connections, peer support
	Transport and downsizing options for older people
	Connect the generations
Recognise and celebrate Noongar language and culture	Aboriginal community-led Shire and community partnerships for reconciliation and enhanced cultural awareness

The Shire is currently performing best in achieving its priority of protecting and retaining natural landscapes.



More than 1 in 2 community members are satisfied with the Shire's management of natural areas.

However, for many of the other areas, a large proportion of the community does not know how the Shire is performing. The Shire should do more to communicate its activities in these areas to increase awareness and satisfaction with its performance – and help achieve its strategic priorities.



Residents also feel that
upholding the heritage of the
Shire of Mundaring is an
important priority.



Almost 9 in 10 residents agree that maintaining the heritage of the local area is important.

Over 7 in 10 rate this as *extremely* important, with just 3% who do not feel this is important. This shows a very strong consensus among the community this should be an important priority for the Shire.

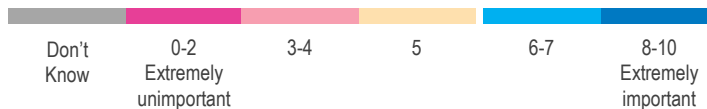
“

How important it is for Shire to uphold the heritage of the area...

NET: 0-4

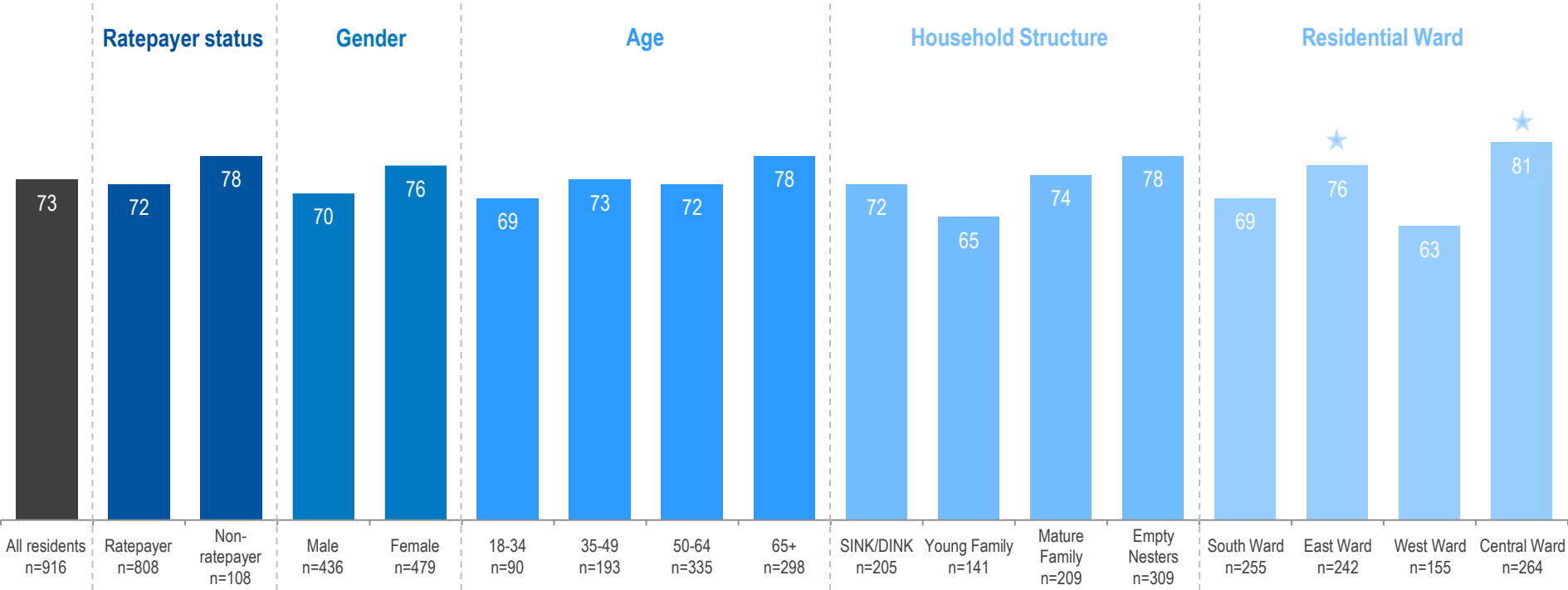
NET: 6-10

3



Residents living in the Central and East Wards are most likely to consider the Shire’s heritage as *extremely* important.

% NET: Extremely important (% 8-10)



Q6. How important is it that the Shire upholds the heritage of the Shire of Mundaring area? This includes maintaining and restoring heritage buildings. Base: All residents (n=916)

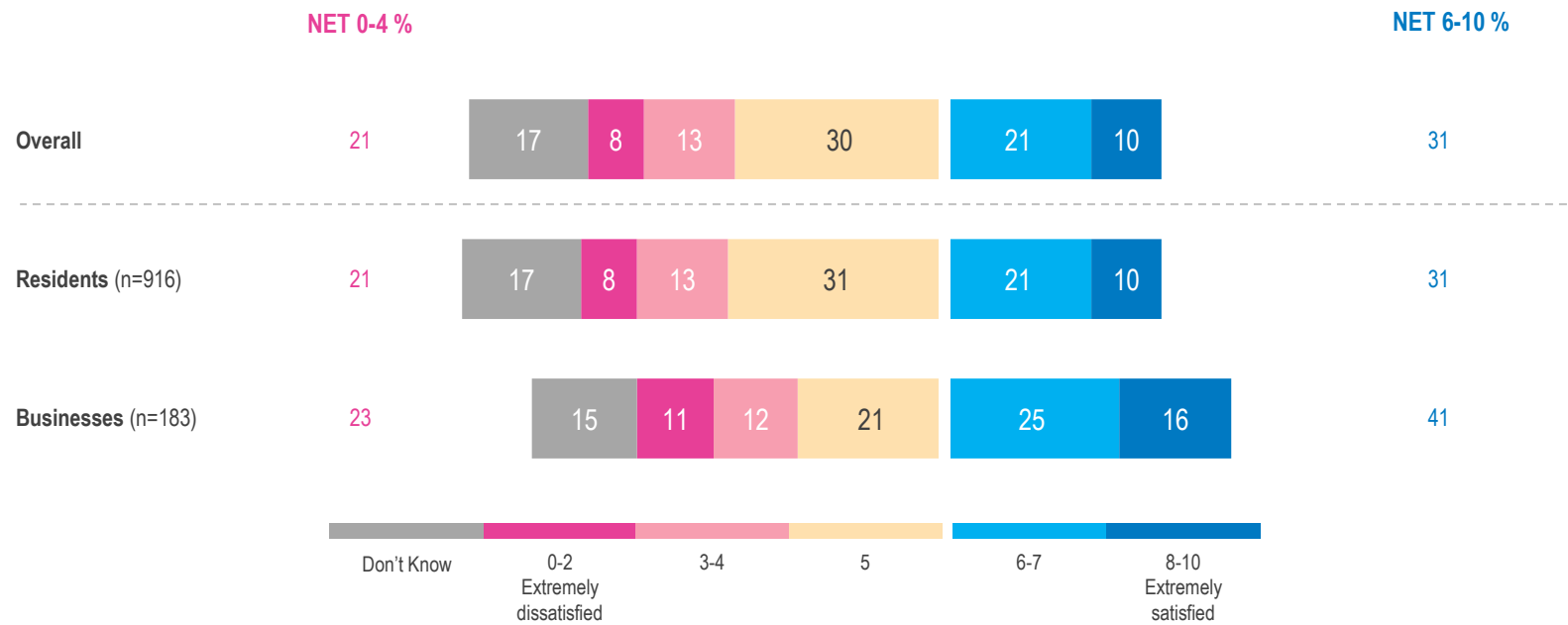
However only around 1 in 3 feel satisfied with the Shire's overall performance in delivering its economic and tourism development objective.



Although, local businesses do have slightly higher levels of satisfaction than residents.

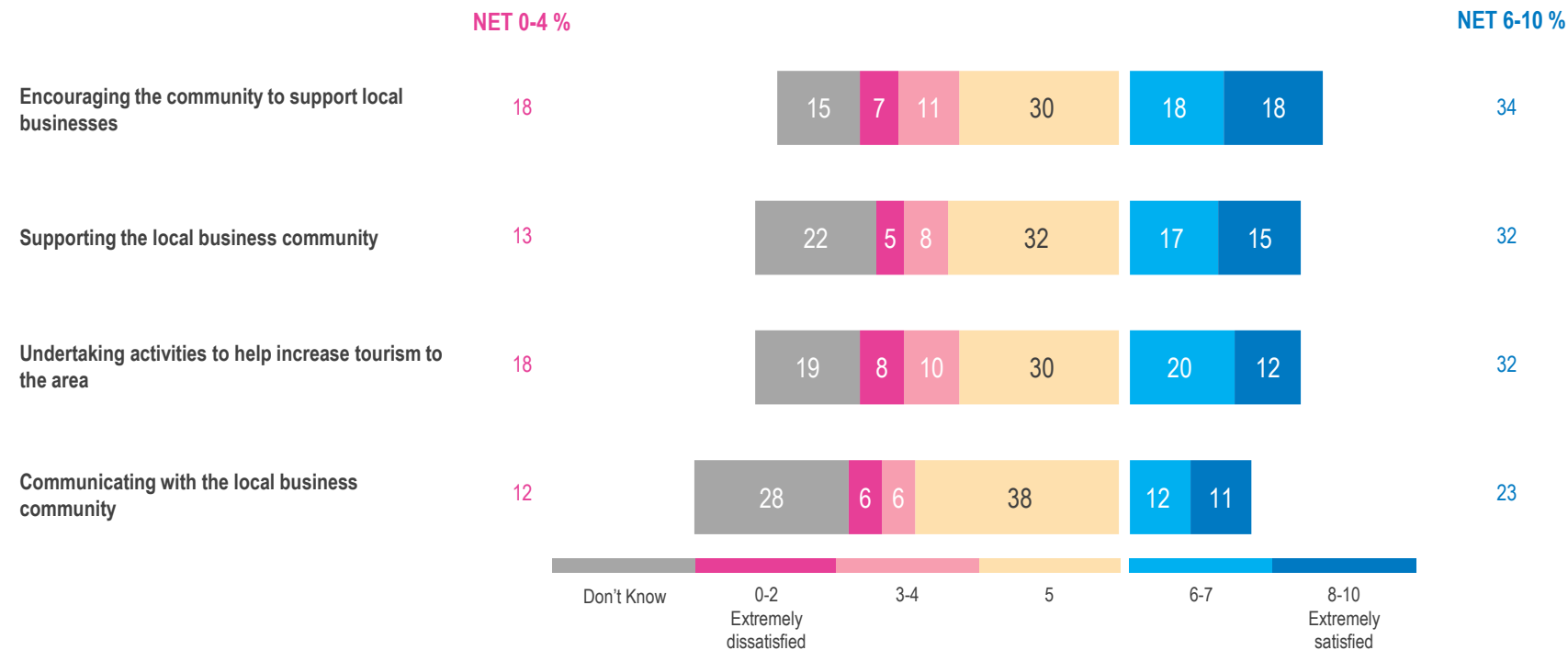
While only around 1 in 5 actually feel dissatisfied with the Shire’s performance in this area, around 30% feel neutral and a further 17% are unsure. This means that almost 1 in 2 do not have a strong opinion – therefore further communication about initiatives and strategies that are in place to help this development would be beneficial.

“Satisfaction with the Shire’s performance in enabling business-led economic and tourism development...”



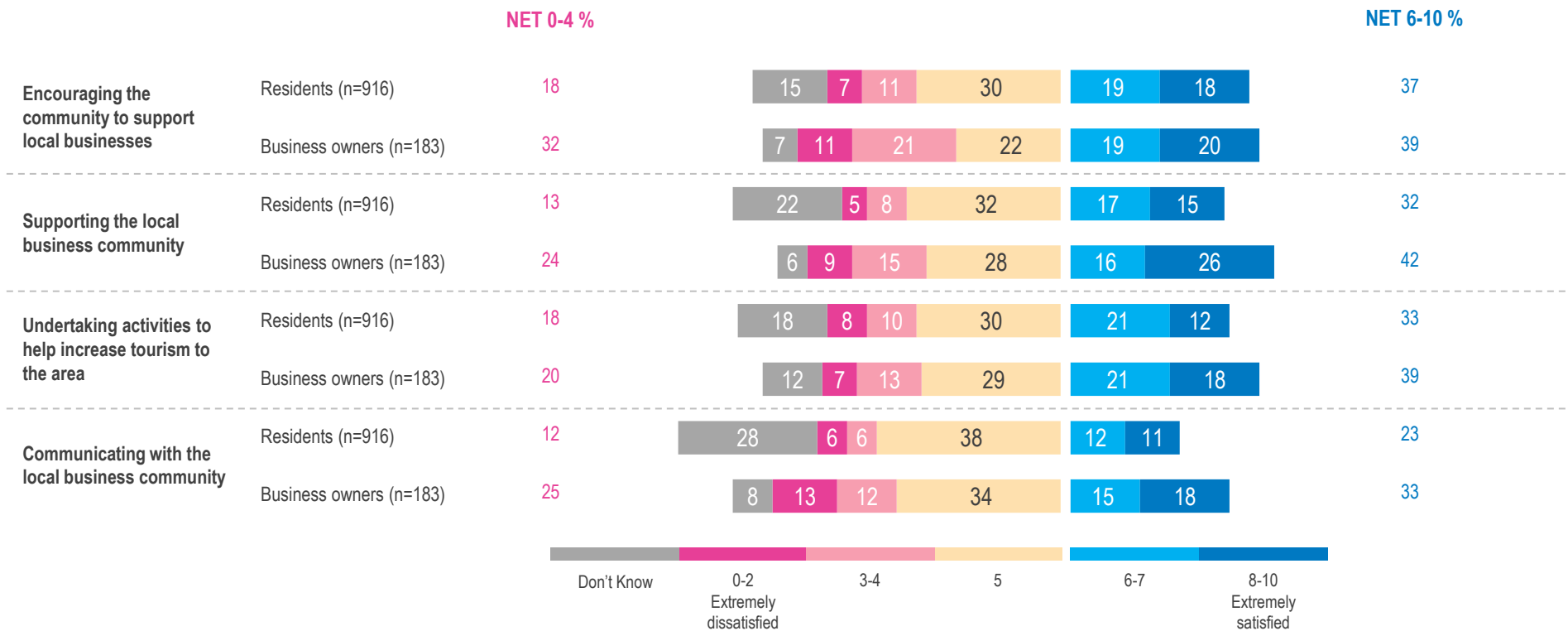
Similarly, satisfaction with specific aspects of the Shire’s economic and tourism development is also low – as many don’t know enough about it.

For each aspect of the Shire’s performance in business, economic and tourism development, around 1 in 3 are neither satisfied nor dissatisfied and a further 1 in 5 don’t know how the Shire performs – which again suggest that there is room to improve communication among residents about what is being done by the Shire in these areas.



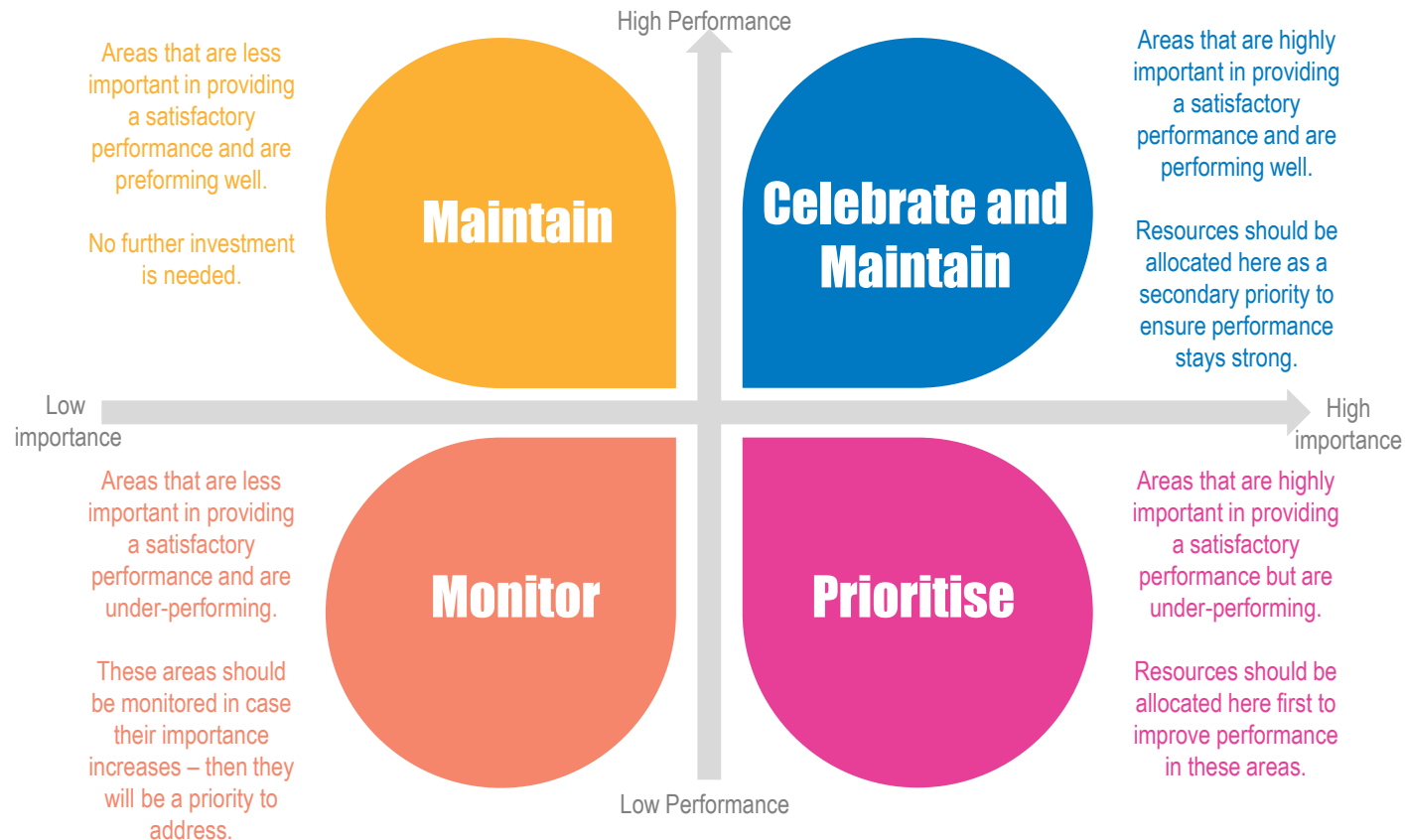
However, business owners are more informed about these initiatives and are slightly more satisfied with the Shire's performance.

Fewer business owners feel neutral or unsure towards the Shire's performance in each specific aspect of the economic and tourism development strategy – and more feel extremely satisfied. This may suggest that the Shire is doing a better job at communicating these activities and initiatives to local business owners, rather than its residents.

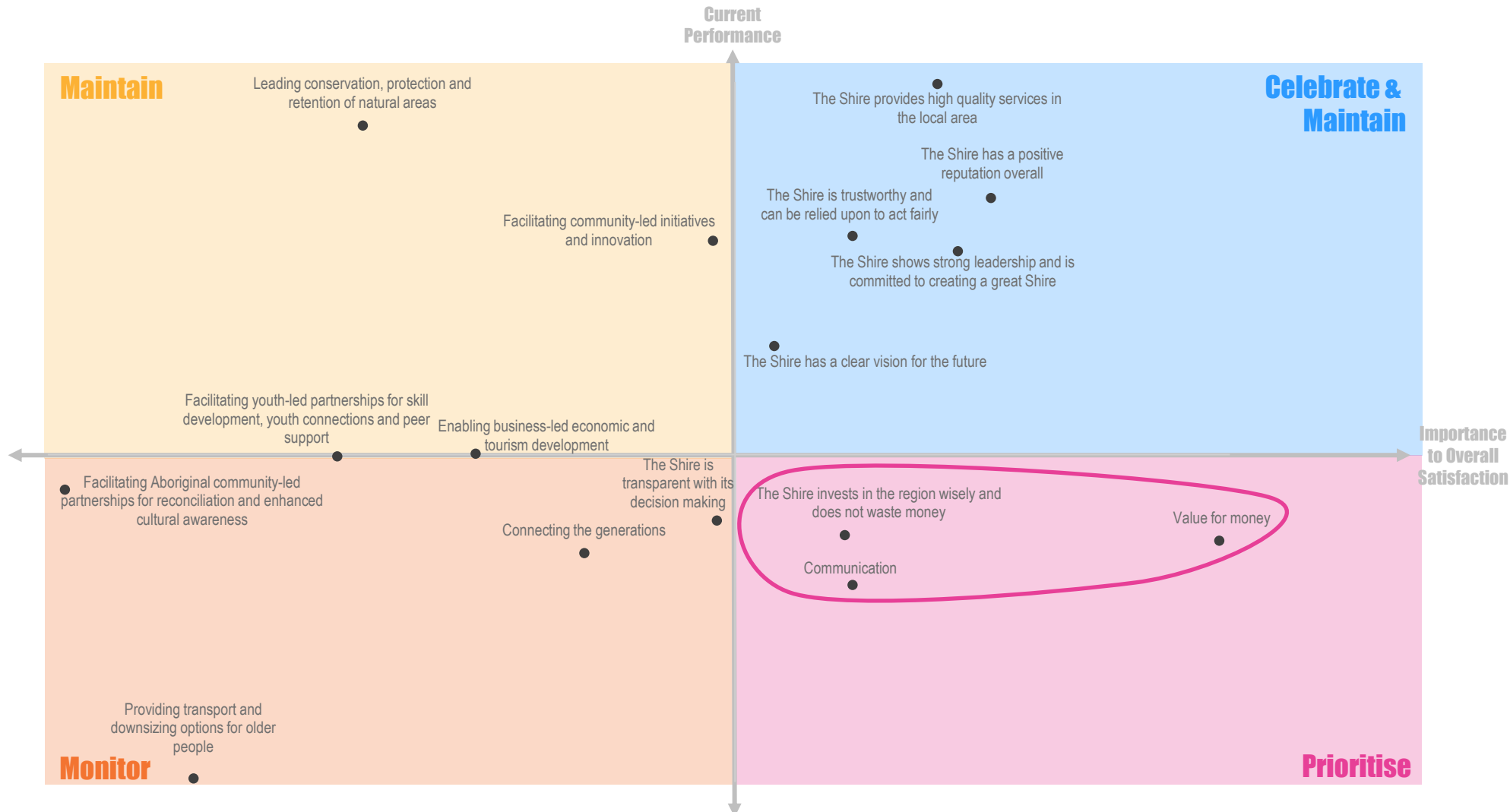


To help provide strategic direction, a priority matrix has been developed.

This takes the Shire's performance across a number of key strategic objectives into account, as well as their influence on overall satisfaction with the Shire. Understanding which key areas of performance are the strongest drivers satisfaction should help inform future planning and priorities at the Shire.



Improving communication, perceptions of financial management and value for money should be key priorities for the Shire moving forward.

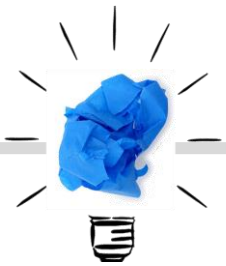


Base: All respondents (n=930). Performance is rating from 0-10/10. Importance is r squared correlation with satisfaction rating. Medians used to determine axis locations.

Wrapping Up



Summarising the insights...



Services & Facilities

Satisfaction with the services and facilities provided by the Shire has improved.

Around 8 in 10 residents are satisfied with the services and facilities provided by the Shire compared to around 7 in 10 that were satisfied in 2019. This increase was evident across both methodologies, suggesting a genuine increase in satisfaction

Satisfaction with the services and facilities is mentioned by residents as a key reason for their overall satisfaction, making this improvement especially worth celebrating.



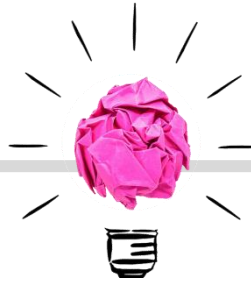
Environmental & Emergency Management

Satisfaction with some aspects of environment and emergency management dropped.

Specifically, satisfaction with bushfire prevention and control, stormwater drainage control, and weed control have declined.

Again, these declines were evident across both methodologies showing the decline was genuine and not due to a change in methodology.

The Shire should put further resources into stopping the declines and improving its performance in these areas.

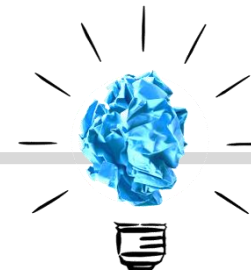


Community Strength

The Shire performs well on all aspects of Community Strength, resulting in a strong Community Strength Index score of +164.0.

This suggests that residents in the Shire of Mundaring feel well connected and supported by their community network. Residents also feel very safe living in the area.

The Shire should continue to encourage and support the community to ensure this network remains strong.



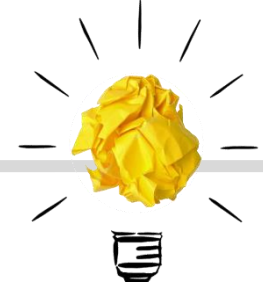
Business Confidence

The Shire is considered a good place to run a business by 2 in 3.

This is further reflected by the prevailing positive outlook business owners have on the future of their business – achieving a Business Confidence Index score of +111.4.

Overall, businesses are also more aware than residents of how the Shire is performing against its core strategic objectives – which may be in part driven by the fact that more businesses report having made recent contact with the Shire.

Maintaining levels of communication with and support of local businesses will continue to be important moving forward – to help drive business confidence.



Future Priorities

Communication, perceptions of financial management and value for money are lower performing areas, but are also important for driving overall satisfaction.

Only 1 in 3 are satisfied with the Shire's communication about local issues, 2 in 3 are satisfied with the Shire's financial management and around 2 in 5 are satisfied with the overall value for money. While not all exceptionally low, these all represent important and strategic opportunities for improvement.

These areas should be priorities for the Shire in the coming years in order to drive satisfaction of its overall performance.

Hunt Smarter.

