



MARKYT 

Community Scorecard

2024

Prepared for



Prepared by



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Strategic overview

Vision



20

% agree

7% points below
Industry Average

Liveability

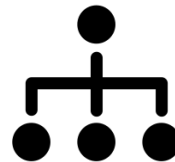


81

Performance Index Score

7 index points above
Industry Average

Governance



54

Performance Index Score

3 index points above
Industry Average

Rates Value



42

Performance Index Score

On par with the
Industry Average

Top 3 performers

- Library services
- Emergency management
- Sport and recreation facilities and services

Stronger compared to other councils

- Emergency management
- Local roads
- Access to housing



Waste management



Streetscapes, trees and verges



Seniors' services, facilities and care



Safety and crime prevention



Footpaths, trails and cycleways



Conservation / environmental management

Approach

Purpose



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

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

MARKYT Community Scorecard

The Shire of Mundaring 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

STRATEGIC COMMUNITY PLAN

2020
/2030



The Study

The Shire of Mundaring 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 Mundaring 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 Mundaring's customer contacts, and the Shire provided supporting promotions through various communication channels. The scorecard was open from 29 January to 16 February 2024.



The scorecard was completed by **3,014 community members** with various connections to the Shire:

Local resident	Local business	Community organisation	Out of area (ratepayer or visitor)	Elected Member / Employee
2,912	325	407	52	52

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

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

% of resident respondents (weighted)

Home ownership	Home owner	93
	Renting / other	5
	No response	3
Gender	Male	50
	Female	47
	I use a different term	1
	Answered together	1
	No response	1
Age	*18-34	23
	35-49	24
	50-64	28
	65+	25
Lifestage	Have child aged: 0-4 years	13
	5-11 years	15
	12-17 years	12
	18+ years	12
	No children at home	46
Diversity	Disability	10
	First Nations	2
	Mainly speak LOTE	3
Location	Bellevue	1
	Boya	3
	Chidlow	6
	Darlington	10
	Glen Forrest	7
	Greenmount	5
	Helena Valley	11
	Hovea	2
	Mahogany Creek	4
	Midvale	1
	Mount Helena	9
	Mundaring	10
	Parkerville	7
	Sawyers Valley	3
	Stoneville	7
	Swan View	11
	Woorlooloo	2
	Other	1
	No response	0

Over the past 21 years, CATALYSE® has conducted community perceptions surveys for more than 70 councils across Australia. When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders. In this report, average and high scores are calculated from a subset of councils that have completed a MARKYT® accredited study within the **past three years**.

Perth Region

City of Armadale
Town of Bassendean
City of Bayswater
City of Belmont
Town of Cambridge
City of Canning
Town of Claremont
City of Cockburn
Town of Cottesloe
Town of East Fremantle
City of Fremantle
City of Joondalup
City of Kalamunda
City of Kwinana
City of Melville
Town of Mosman Park
Shire of Mundaring
City of Nedlands
Shire of Peppermint Grove
City of Perth
Serpentine-Jarrahdale Shire
City of South Perth
City of Subiaco
City of Swan
Town of Victoria Park
City of Vincent
City of Wanneroo

Wheatbelt Region

Shire of Chittering
Shire of Dandaragan
Shire of Gingin
Shire of Merredin
Shire of Narrogin
Shire of Northam
Shire of Pingelly
Shire of Toodyay
Shire of York

South West Region

Shire of Augusta-Margaret River
Shire of Bridgetown-Greenbushes
City of Bunbury
City of Busselton
Shire of Capel
Shire of Collie
Shire of Dardanup
Shire of Donnybrook-Balingup
Shire of Harvey

Great Southern Region

City of Albany
Shire of Broomehill-Tambellup
Shire of Cranbrook
Shire of Denmark
Shire of Gnowangerup
Shire of Jerramungup
Shire of Katanning
Shire of Kent
Shire of Kojonup
Shire of Plantagenet
Shire of Woodanilling

Peel Region

Shire of Boddington
City of Mandurah
Shire of Murray
Serpentine-Jarrahdale Shire



How to read MARKYT® performance dashboards

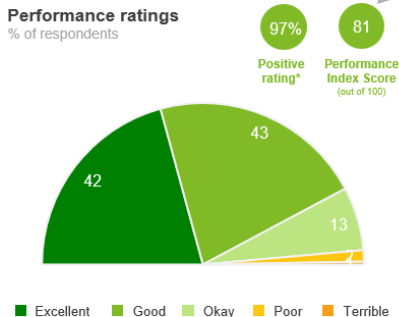
Performance Ratings

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

Positive rating

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

Performance ratings
% of respondents



MARKYT® Industry Standards

Show Council performance compared to other councils.

Council Score is the Council's performance index score.
Industry High is the highest score achieved by participating councils.
Industry Average is the average score among participating.

MARKYT® Industry Standards
Performance Index Score



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

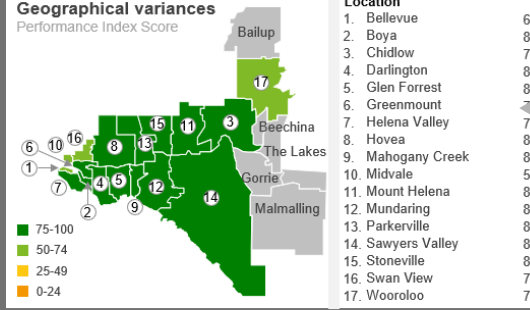
Score

100
75
50
25
0

Average Rating

Excellent
Good
Okay
Poor
Terrible

Geographical variances
Performance Index Score



Geographical variances

Maps variances across the region by location.

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	80	0-4 years	78	Disability	78
	81		79	First Nations	78
Age	18-34 years	12-17 years	79	Mainly speak LOTE	75
				Homeownership	
35-49 years	80	No children	81	Homeowner	81
				Renting / other	85
50-64 years	81				
65+ years	82				

Community variances

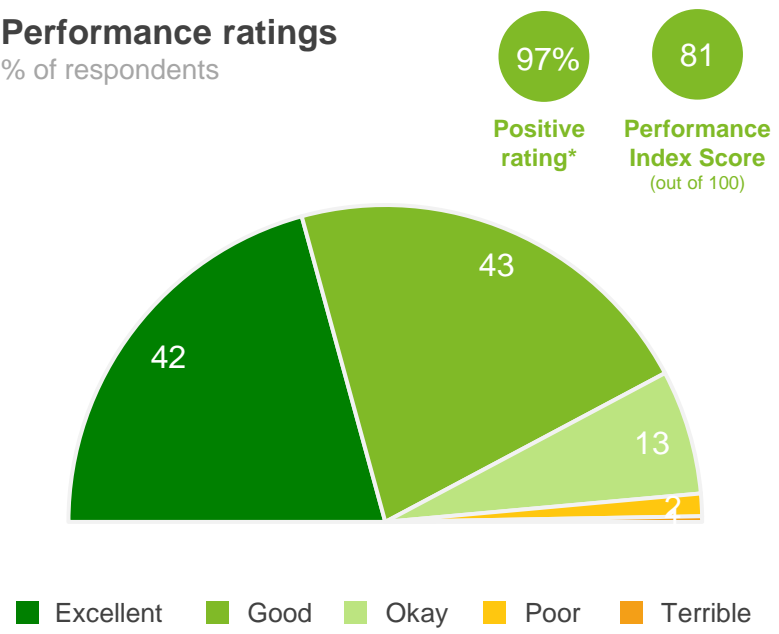
Shows how performance ratings vary across the community by key demographics.

Overall Performance

Place to live

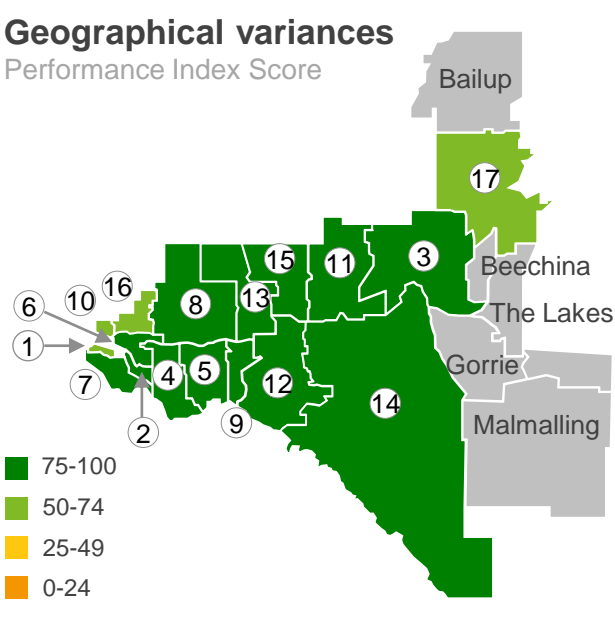
Performance ratings

% of respondents



Geographical variances

Performance Index Score

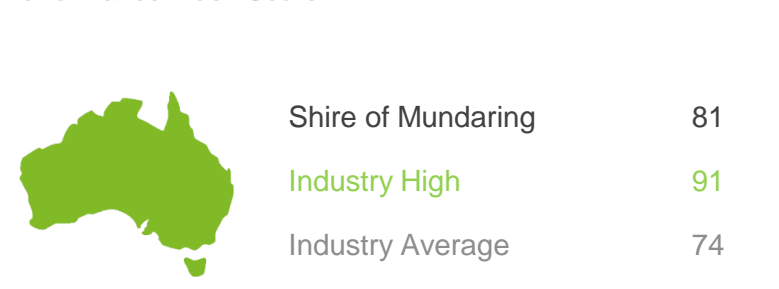


Location

1. Bellevue	67
2. Boya	83
3. Chidlow	79
4. Darlington	85
5. Glen Forrest	85
6. Greenmount	78
7. Helena Valley	78
8. Hovea	84
9. Mahogany Creek	83
10. Midvale	59
11. Mount Helena	82
12. Mundaring	85
13. Parkerville	85
14. Sawyers Valley	85
15. Stoneville	82
16. Swan View	72
17. Wooroloo	71

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender

Male	80
Female	81

Age of children

0-4 years	78
5-11 years	79
12-17 years	79
18+ years	81
No children	81

Disability & culture

Disability	78
First Nations	78

Age

18-34 years	79
35-49 years	80
50-64 years	81
65+ years	82

Mainly speak LOTE

Mainly speak LOTE	75
Homeownership	
Homeowner	81
Renting / other	85

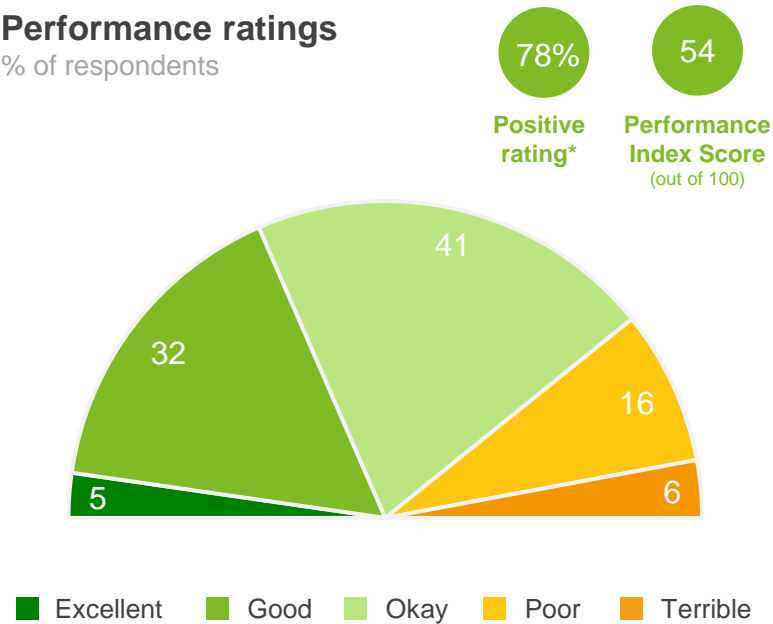
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2895). * Positive Rating = excellent, good + okay

Governing organisation

Performance ratings

% of respondents



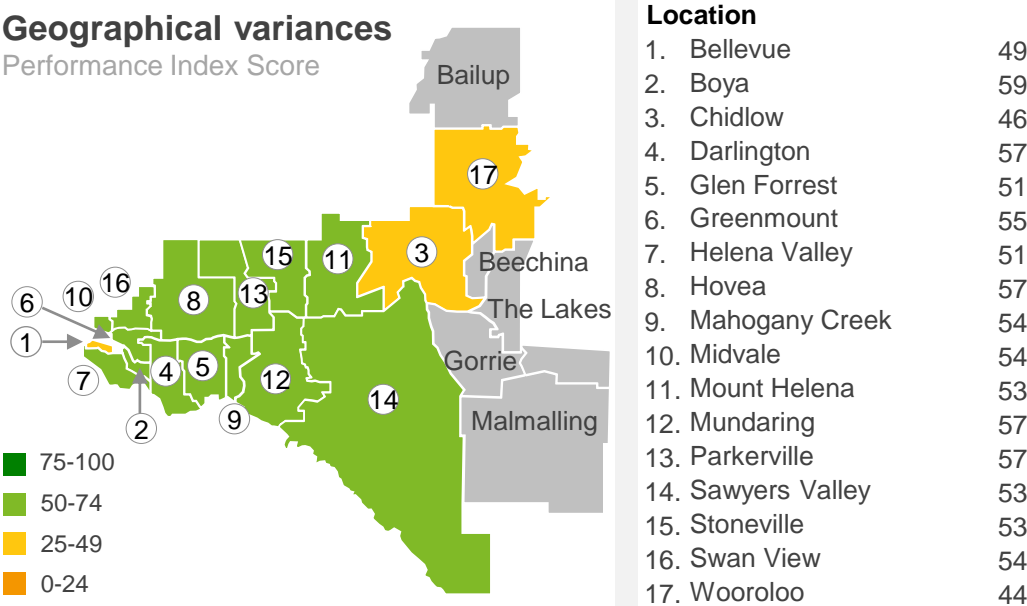
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Community variances

Performance Index Score

Gender			Age of children		Disability & culture	
Age	Male	51	0-4 years	48	Disability	52
	Female	56	5-11 years	52	First Nations	48
			12-17 years	51	Mainly speak LOTE	55
	18-34 years	50	18+ years	50	Homeownership	
	35-49 years	52	No children	56		
	50-64 years	53			Homeowner	54
	65+ years	59			Renting / other	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 2745). * Positive Rating = excellent, good + okay

MARKYT  industry comparisons

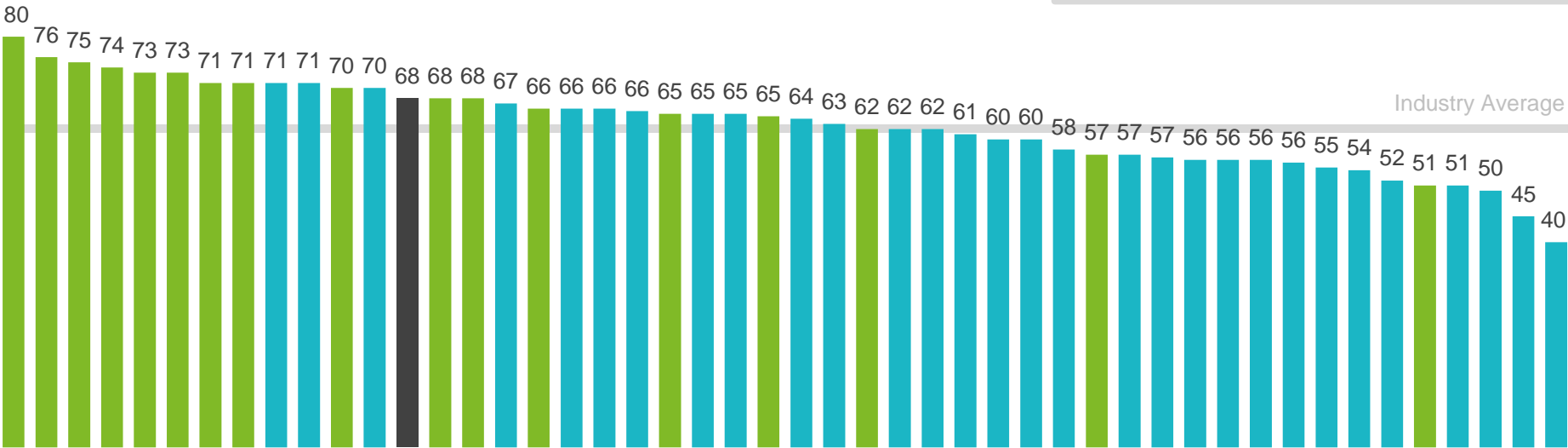
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Mundaring as a 'place to live' and as a 'governing organisation'. The Shire of Mundaring's overall performance index score is 68 out of 100, 5 index points above the industry average.


Overall Performance Index Score

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

- Shire of Mundaring
- Metropolitan Councils
- Regional Councils




MARKYT



Industry Standards

Performance Index Score



Shire of Mundaring

68

Industry High

80

Industry Average

63

How to read the MARKYT Benchmark Matrix

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

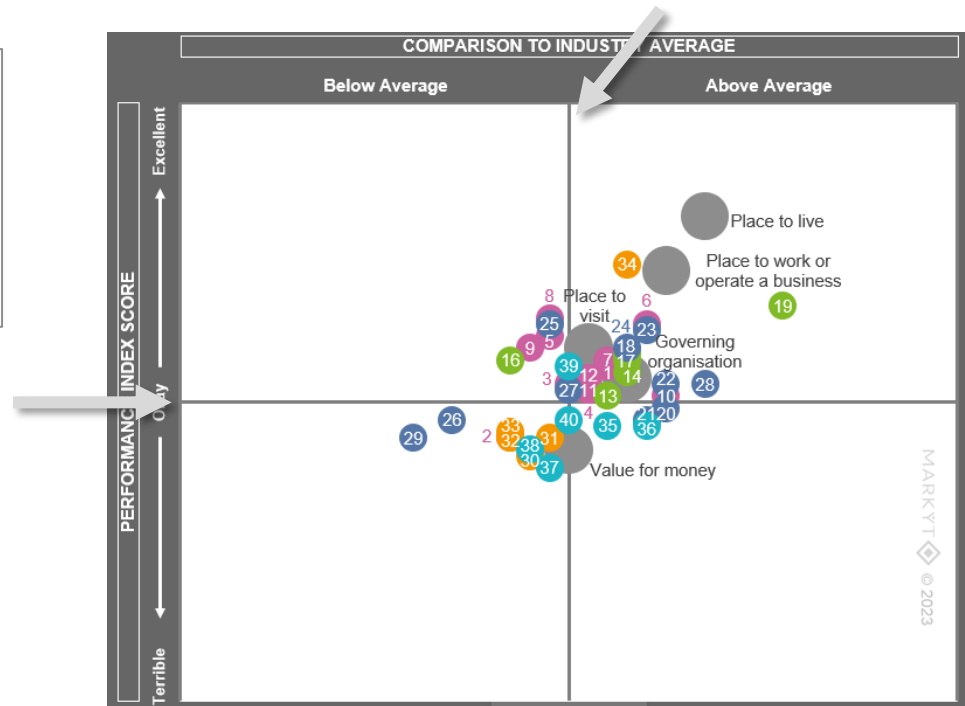
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

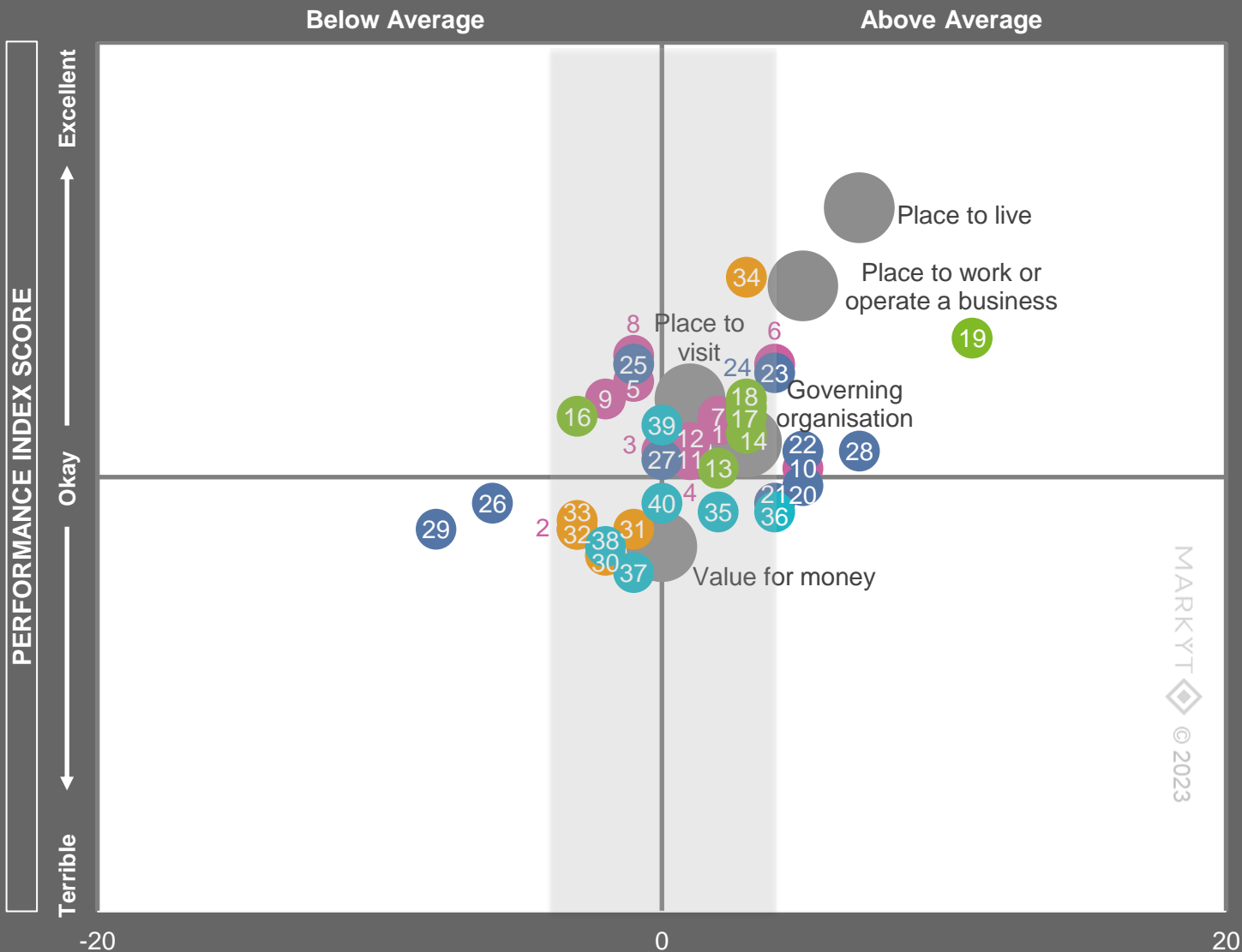
- People
- Planet
- Place
- Prosperity
- Performance

This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



- 1 Children & family services/facilities
- 2 Youth services and facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 First Nations cultures/heritage
- 6 Volunteer support and recognition
- 7 Health and community services
- 8 Sport and recreation
- 9 Festivals, events, art & culture
- 10 Community safety/crime prevention
- 11 Lighting of streets and public places
- 12 Animal management
- 13 Sustainable practices
- 14 Conservation/environmental mgt
- 15 Lake Leschenaultia
- 16 Waste management
- 17 Public health management
- 18 Natural disaster educ./prevention
- 19 Emergency mgt response/relief
- 20 Responsible growth/development
- 21 Planning and building approvals
- 22 Housing
- 23 Preserving local history/heritage
- 24 Community buildings, halls, toilets
- 25 Playgrounds, parks and reserves
- 26 Streetscapes, trees and verges
- 27 Footpaths, trails and cycleways
- 28 Local roads
- 29 Public and shared transport
- 30 Economic development/job creation
- 31 Local town centre development
- 32 Tourism and destination marketing
- 33 Education / life-long learning
- 34 Library services
- 35 Council's leadership
- 36 Advocacy and lobbying
- 37 Consultation
- 38 Communication
- 39 Customer service
- 40 Change, innovation and technology
- 41 Shire grants, subsidies and rebates

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

* Grey text = no benchmark data available.

MARKYT  community priorities

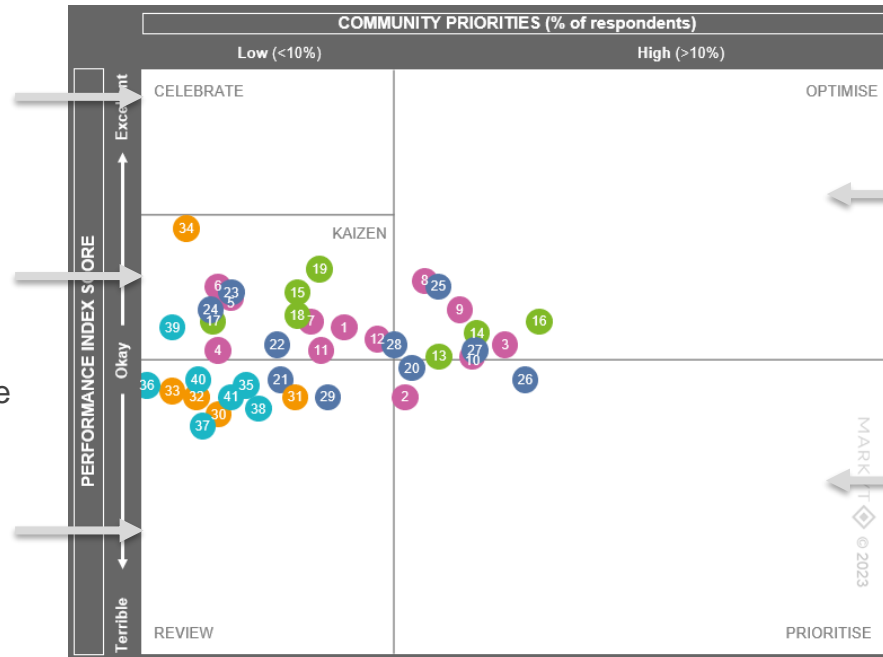
How to read the MARKYT Community Priorities

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

CELEBRATE the Shire's highest performing areas.

KAIZEN: consider ways to continuously improve services with average ratings between okay and good to strive for service excellence

REVIEW lower performing areas.



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

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

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

MARKYT  © 2023

- 1 Children & family services/facilities
- 2 Youth services and facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 First Nations cultures/heritage
- 6 Volunteer support and recognition
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- 35 Council's leadership
- 36 Advocacy and lobbying
- 37 Consultation
- 38 Communication
- 39 Customer service
- 40 Change, innovation and technology
- 41 Shire grants, subsidies and rebates

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 the Shire of Mundaring to focus on improving? Base: All respondents, excludes no response

(n = xxx)

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Community Action Plans

Top 6 priorities

Community driven actions

- Advocate for a recreation and aquatic centre with a gym and pool facilities to service the Shire. Requests include:
 - A gym running a variety of classes;
 - Activities catering to all ages and abilities;
 - Heated pools open year-round.
- Upgrade Bilgoman Pool with additional pools (heated/ indoor/diving), improved changerooms, showers etc.
- Upgrade facilities at Brown Park including changerooms, toilets, lighting, shade cover.
- Upgrade amenities at sporting ovals throughout the Shire – improve playing surfaces, parking, clubhouses, male and female changerooms, toilets, water fountains, lighting etc.
- Provide more outdoor courts for youth and families to use such as basketball, netball and tennis courts.
- Provide modern playgrounds with a variety of equipment for all ages (eg water play, nature play, skate parks) and amenities for families such as shade, picnic and BBQ areas, toilets, seating.
- Maintain parks and playgrounds so they are safe and appealing.
- Provide an enclosed dog exercise park.

Community Voices

"Build a recreation complex that includes pools in Mundaring. Needs to meet services, requirements for youth. Water slides, just like regional WA."

"Swimming pool that includes gym + classes and open year-round with affordable memberships."

"There is a need for more facilities for sport & recreation areas in the hills. Bilgoman Pool needs a complete revamp-grounds & pools. The change rooms and showers are a disgrace - I've been swimming at this pool for decades and almost nothing has changed-maybe a coat of paint here and there!"

"Brown Park as a major community hub is poor for sports facilities, toilets etc. Needs night lights, tennis courts, good skate park, shade, playground closer to the other facilities that are there. Promotion and information of the sports and dance classes, toy library etc."

"There are a number of facilities being neglected and a majority of funding has gone into facilities located in Mundaring. More funding is required to Brown Park, Boya Oval and similar locations."

"Lighting upgrades for grounds that need it, eg. Burkinshaw Oval, Parkerville Oval. Also new clubhouse and pavilion for Burkinshaw Oval."

"More outdoor facilities accessible to youth and families ie basketball / netball courts. For example, the outdoor basketball courts at Mundaring Arena are fenced off, Shire needs to make courts more accessible."

"Upgrading current parks and playgrounds to suit both younger and older children. Putting in skate parks or something else for teens"

"More nature focused playgrounds. More BBQs and toilet areas, including showers and change room. A water play area."

"Parklands and playground maintenance and upgrade, allowing for all children of all ages to be healthy and active. Attracts young families and fosters community engagement."

"Sculpture Play Park. Currently the slides and good number of play equipment at the playground (Sculpture Park) is unusable during the summer due to NO SHADE over these slides etc.,consequently equipment extremely HOT, children cannot use."

"We do need a dog park that is fenced located near a recreation area like the Whiteman Park one."

Community driven actions

- Educate the community on waste, recycling and sustainability.
- Provide incentives for residents to adopt sustainable measures in their homes - solar panels, composting, grey water recycling, batteries etc.
- Lead by example – electric vehicle fleet, solar panels on Council buildings etc.
- Introduce stricter sustainability guidelines for new developments – eg solar panels, no dark roofs, minimum green space etc.
- Reduce reliance on fossil fuels – provide EV charging stations, solar initiatives, community batteries etc.
- Retain trees and green space in new developments and plant more trees to increase shade canopy and reduce urban heat.
- Conserve and protect wildlife corridors, wetlands and natural bushland from development. Manage risks such as fire and invasive weeds.
- Mixed feelings about FOGO bins (some are concerned about corresponding reduction in general waste collection).
- Provide larger bins for recycling and general waste.
- Provide more recycling bins and drop-off points for soft plastics, batteries, light bulbs etc.
- Provide more options for bulk waste removal – eg more frequent verge collections, on-demand skips or more access to the tip.

Community Voices

"The Shire currently does very little in waste education/climate change education. Workshops and education targeting all ages eg specifically for seniors, families etc many of my neighbours recycle poorly and are confused what they can and what the point is."

"Sustainable practice starts with individuals. Promote incentives. Solar power and water tanks should be the bare minimum on ALL new housing and upgrades. Offer incentives. Industry and businesses should be adopting solar power. It is not evident or promoted."

"Incentives to reduce emission, eg. Shire car fleet electric vehicles. Commitment to zero emissions by 2030. Equip Shire buildings with solar battery systems."

"There should also be more restrictions on the types of housing/ building approvals, ie should be more solar passive initiatives to educate and encourage new builds to be self-sustaining, cooler, cheaper to run, etc."

"More EV charging points. Council vehicle purchase EV vehicles. Better climate design and insulation on buildings when planned or renovated."

"More EV chargers, community battery support, tree planting, solar initiatives."

"Stop developing and clearing forested areas, wildlife corridors. More wildlife education and protection. Ban on householders cutting down mature trees on their properties. More street trees."

"No unnecessary clearing or development in pristine environments that are of benefit to native habitat. Ensure good weed control. Ensure adequate water for habitat. Ensure a low fire risk."

"Put in place an opt-in arrangement for FOGO bins. Many people live on large blocks and do not require this service (have own trailers etc.) and would prefer their general waste to be collected every week."

"The 170 litre garbage bins should be changed to 240 litre. Access to transfer stations is costly once the three free ones are used. So you get people dumping rubbish and you wonder why."

"Recycling of items such as batteries, old fluoro lights etc, needs to be in a more convenient area / more obvious to the public. Such as outside the two major shopping centres (Mundaring), hence being more accessible to the everyday public."

"Provide more access to rubbish removal. Open the tip every day. Provide skip bins - as other shires do (6 x year). Have more verge pick ups."

Community driven actions

- Beautify streetscapes, especially along main roads and entry points to the shire.
- Plant more street trees to provide shade and reduce urban heat.
- Maintain verges – mow and clear weeds regularly remove rubbish, prune trees and remove dead trees etc.
- Keep trees and branches pruned to prevent:
 - Interference with powerlines;
 - Damage to property;
 - Interference with visibility on footpaths and roads.

Community Voices

"The median strips and verges, particularly along Great Eastern Highway, are a disgrace. Mundaring is the eastern gateway to the metropolitan area and the current approaches should be an embarrassment to the Shire. Overgrown with weeds (wild oat), scruffy."

"Residential areas in Midvale (streets / verges) are not being maintained (garbage on streets, overgrown verges, etc.) and certain roads and areas are very unpleasant. This has a very negative effect on the value of property."

"Here this Shire is abysmal at streetscapes. 'We have enough trees' - not so. The shire is becoming concreted and hard landscapes. The heat is getting hotter. There is inadequate streetscaping and attention to verges throughout the shire. Mostly they are unsightly and dangerous. being weedy are hazards."

"Tidy verge weeds and clutter. Plant verge trees for shade (deciduous). Additional footpaths and crossovers."

"Verge upkeep - especially summer grass control in residential areas, verge tree lopping away from powerlines- less unnecessary street sweeping that occurs now."

"There are so many Shire trees that overhang powerlines it is ridiculous. Western Power put so many constrictions on private owners but the Shire has massive trees overhanging powerlines - where is their responsibility in the event of a major fire and houses lost due to these trees coming down on powerlines?"

"The trees on our verge are VERY badly in need of a good pruning as they are becoming dangerously close to our house. The sticks and nuts from the trees surround the bus stop which is a danger to the public. I love trees but these ones need some TLC."

"Pruning of trees that overhang the road should be a priority I find if we ring up and complain it gets done otherwise it doesn't. I am often worried about overhanging branches dropping onto my car as I am driving."

"Keeping sightlines clear of foliage is sporadic rather than routine. I have personally experienced many very near miss crashes due to restricted driving sightlines caused by ongoing lack of road intersection verge and roundabout trimming / clearing. I am a road designer and a good 25% of the Shire roads do not comply with A. Standards."

Community driven actions

- Ensure developments are in keeping with the rural hills lifestyle – oppose high density, small block developments in rural areas.
- Ensure all developments are supported by adequate infrastructure including shops, public transport, roads and emergency exit points.
- Support sustainable, sympathetic development to provide more housing, increase population density and boost local businesses.
- Maintain roads to a high standard – grade gravel regularly, fix kerbing and drainage, repair potholes and ensure all work is a long-term solution, not a “band-aid” fix.
- Convert high-traffic gravel roads to bitumen.
- Address safety issues caused by increased traffic—consider road widening, traffic calming measures, improved lighting etc.
- Provide a well connected, safe network of footpaths and maintain them to a high standard – keep clear of weeds, vegetation, rubbish, repair cracks.
- Develop a network of cycleways and trails throughout the shire for recreation and commuting.

Community Voices

“Carefully consider growth and development in the area, to preserve places for wildlife and to maintain development in keeping with the area - no small block developments.”

“Perth hills can't sustain high density living eg proposed Stoneville Estate. The infrastructure – roads, schools, would need to be greatly improved.”

“More attention needed for access roads large enough to cope with infill of divided properties. Safe access to Great Eastern Hwy – lights at the Stoneville Rd are inadequate at busy hours. Escape roads when fires are endangering lives.”

“Development done in a safe and sensible manner. We need additional houses or industrial / commercial premises to provide much needed additional rate revenue, but this has to be done in a sensible way.”

“Local roads are in poor condition. Some are still only gravel yet the people who live on them still pay the same amount of rates. Potholes are given a band aid fix.”

“Resurfacing of roads used extensively by the public. Speed reduction on roads around Hovea, Park Rd and Oxley Rd. Used by way too many extremely fast cars and motor bikes.”

“Slow points for several main distributor roads with 60kmh limits are needed. Seaborne and Stoneville Rds are regularly travelled at high speeds, both from tourists (car/motorcycle) and locals. Lack of pedestrian crossings and footpaths, and street lighting in some areas make for accident waiting to happen.”

“There are hardly any footpaths outside of the township areas. My kids have to walk along a road with an 80km limit and no where to get off the road when cars and trucks come as its bush all the way up to the edges of the road.”

“Inspection of footpaths should be done on a regular basis as a lot are uneven and often covered in honky nuts and rubbish. Slabs are often raised, causing a hazard to walkers.”

“So much of our area is inaccessible. We live on Richardson Rd and there are no safe places for my children to ride their bikes anywhere. I'd like to see more footpaths, trails and safe places to cycle around Parkerville and throughout the hills.”

Community driven actions

- Provide a wide range of community events for all ages to bring people together. Suggestions include weekend markets, food vans, movies and music in parks, multicultural fairs, Christmas carols etc.
- Hold events and festivals to showcase Mundaring and attract visitors – suggestions include showcasing local produce, a garden festival, reintroducing the truffle festival.
- Provide safe spaces for young people to gather and socialise with opportunities for mentoring, training and mental health support.
- Provide a range of indoor and outdoor activities to keep young people engaged – eg skate parks, pump tracks, bowling, ice skating etc.
- Provide more activities and facilities for seniors or better marketing to improve awareness of what is available. Suggestions include a Seniors Hub, gym and therapy pool.
- Improve the ease of getting around for youth and seniors with better access to public and on-demand transport, footpaths, cycleways, and paths for gophers.
- More senior's accommodation - down-sizing options, independent living, over-55s villages, etc.
- Improve access to aged care services and facilities. Consider converting Woorlooloo Hospital into an aged care facility.

Community Voices

"More support for local festivals & cultural & arts events. These are such a great opportunity to get the community together & enjoy what this area has to offer and the talented residents."

"More community events that include music and arts. Focusing on both youth and seniors as well as families."

"Encourage more events to the area - like it used to be. There was no Christmas carols in the park, the movies in the park are no longer showing and very few markets and small events like that are becoming less each year."

"Festivals. Increase shire events support for - night markets, wine shows / festivals - similar to the Truffle Festival of the past is much needed to attract visitors and make Mundaring a fun place to live. Family Cinema in the Park was great in the past - why was it not held in 2023. "

"Perhaps a "Hills garden festival" combined with open gardens, Harvest festival to celebrate local produce? Honey festival celebrating all things honey (there is a lot produced locally)."

"I would like more youth services. Maybe a youth centre with activities for people aged 14 - 18. Somewhere for youth to hang out in a safe environment."

"Not focus on youth services in one location. Don't assume youth only want sporting facilities. Mentoring and activities more accessible as there is almost no public transport."

"Better pathways for children to bike/escoot to youth events. Due to the distances in our shire youth are unable to attend anything unless driven by a guardian, provide a courtesy bus so they can have more freedom to attend community youth events."

"For someone like me who has lived in the hills for 35 years, I'd like to downsize in the same area as I age with smaller more easily manageable properties- but only if done with care to protect the hills community and lifestyle in general."

"Being a senior, living where I am, I am often lonely and would enjoy somewhere to catch up with others."

"Advertising what is in the shire for the seniors."

Community driven actions

- Community concerns with safety include hooning, irresponsible use of motor bikes and dirt bikes, vandalism, burglaries, drug activity and other anti-social behaviours.
- The community recognises that the police, acting alone, can not address all safety concerns.
- Suggestions include:
 - A 24/7 police station
 - More visible police presence in the suburbs
 - Stronger penalties and enforcement
 - More security patrols
 - More CCTV
 - Better lighting
 - More graffiti removal services

Community Voices

"People need to be (and not just feel) safe in their community. It's not just a police matter. We are very spread out in our shire. Rangers (do a great job) need to be increased in number to respond and investigate issues."

"Eyes on the street, the ability to observe and report whether that is digitally or verbally, and then have an actual response by rangers, security, or police. We need a deterrent for the groups of youths going around stealing and creating havoc, as the police cannot be everywhere. More community security patrols."

"Community safety. More security patrols, security cameras. Encouraging Neighbourhood Watch and Safety Houses."

"More visible police presence - too much graffiti, damage to shops now. It looks run down and uncared for. Hooning is an issue. Need to combine sides of townsite split by Gt Eastern Hwy. Dangerous to cross over and dangerous to drive on. Trucks speed through Mundaring townsite. It's dangerous."

"Youth crime is a nation wide issue and no different here in the Perth Hills. Our Mundaring police station is manned part time. Is there a possibility it could be 24 / 7."

"Get the youth off the streets, get drug rehabilitation centres set up. More, well ANY patrols would be helpful"

"Increase the CCTV cameras throughout Mundaring township significantly."

"Parents have to be responsible for youth crime. Courts have to get tougher, doesn't matter what age or gender."

"Bring a LOT more pressure onto the Police to curb the numbers of Unregistered off-road motorcycles, ridden by (usually) under-age kids, who have NO road sense or obey the rules! "

"More controls to address hoons and anti-social behaviour mainly on the roads."

"Community safety. Set tasks year by year and track progress. Communicate this."

To see all comments in the MARKYT® Community Scorecard, please see the **MARKYT® VoiceBank**.



The VoiceBank contains over **165,000 words** written by community members to describe their priorities and aspirations.

Their ideas and suggestions are grouped into **41 performance areas**.

Councillors and Shire officers draw on specific suggestions in the VoiceBank to develop strategies and action plans to address community needs.

Question: **How can the Shire of Mundaring address your top 3 priorities? What major projects, changes or improvements are needed?**

Source: MARKYT® Community Scorecard | 2024

All responses are presented verbatim. Identifying information, and offensive or defamatory language, has been removed. Views expressed are solely those of respondents.

Prepared by:
CATALYSE® Pty Ltd

On behalf of:
Shire of Mundaring

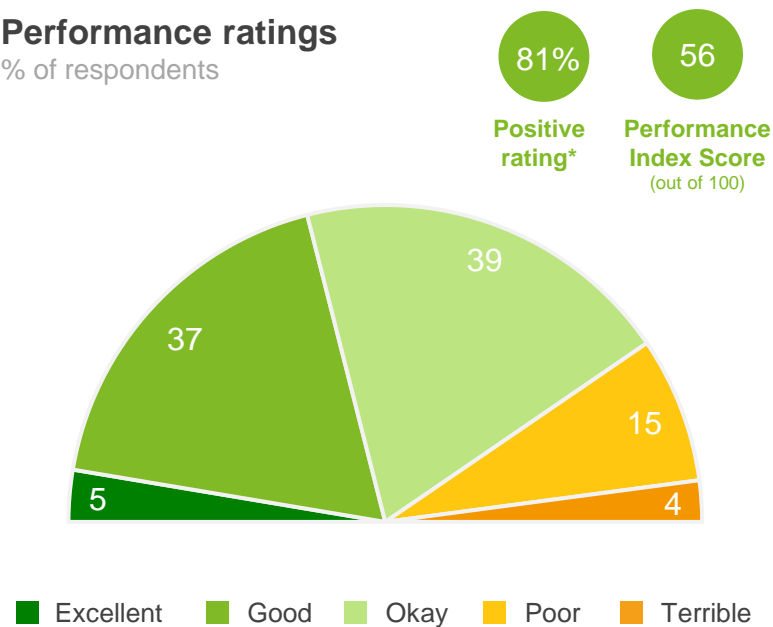
March 2024

People

Services and facilities for families and children

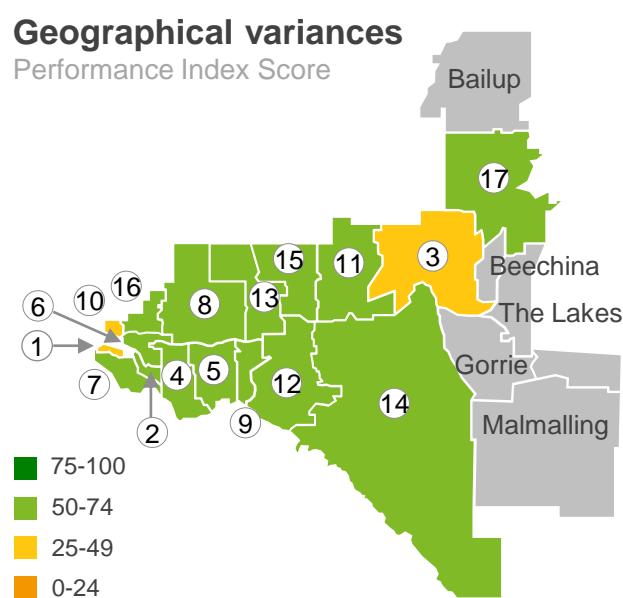
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bellevue	45
2. Boya	64
3. Chidlow	48
4. Darlington	58
5. Glen Forrest	60
6. Greenmount	54
7. Helena Valley	54
8. Hovea	60
9. Mahogany Creek	63
10. Midvale	47
11. Mount Helena	53
12. Mundaring	60
13. Parkerville	58
14. Sawyers Valley	63
15. Stoneville	57
16. Swan View	52
17. Wooroloo	53

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender

Male	56
Female	57

Age of children

0-4 years	48
5-11 years	51
12-17 years	52
18+ years	54
No children	61

Disability & culture

Disability	56
First Nations	48
Mainly speak LOTE	54

Age

18-34 years	52
35-49 years	54
50-64 years	57
65+ years	61

Homeownership

Homeowner	56
Renting / other	63

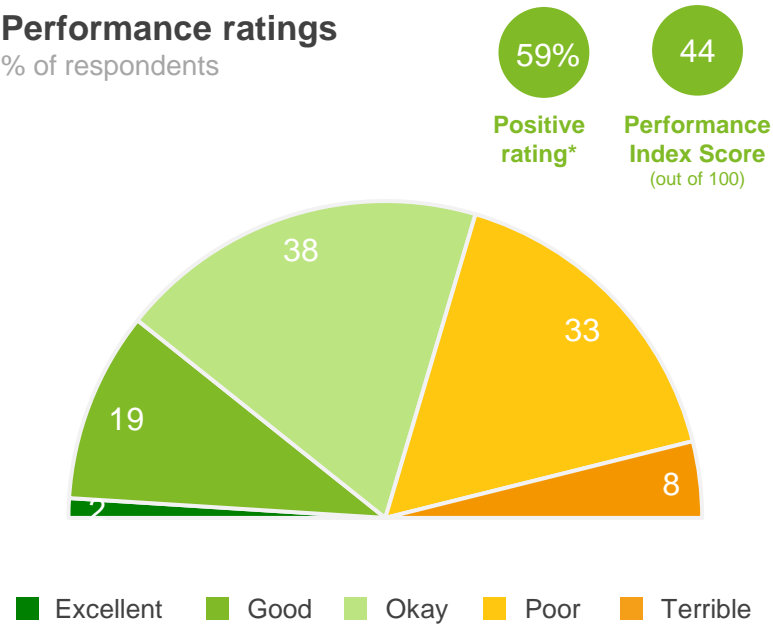
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2041). * Positive Rating = excellent, good + okay

Services and facilities for youth

Performance ratings

% of respondents



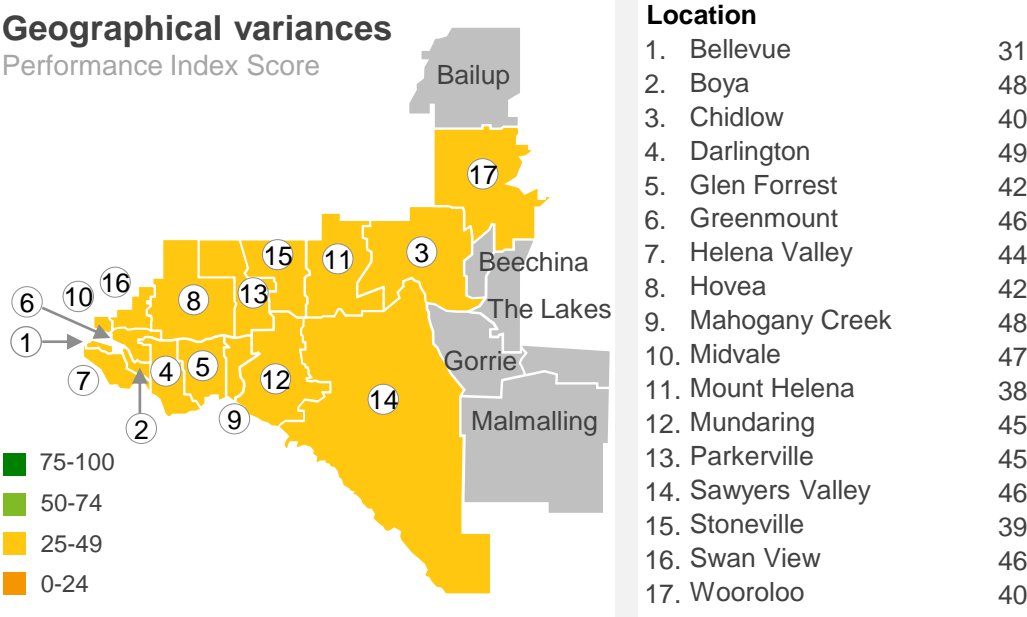
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture			
Age	Male	46	0-4 years	39	Disability	43	
	Female	41	5-11 years	38	First Nations	39	
			12-17 years	38	Mainly speak LOTE	42	
	18-34 years	44	18+ years	40	Homeownership		
	35-49 years	40	No children	48			
	50-64 years	44				Homeowner	44
	65+ years	48				Renting / other	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1704). * Positive Rating = excellent, good + okay

Services, facilities and care available for seniors

Performance ratings

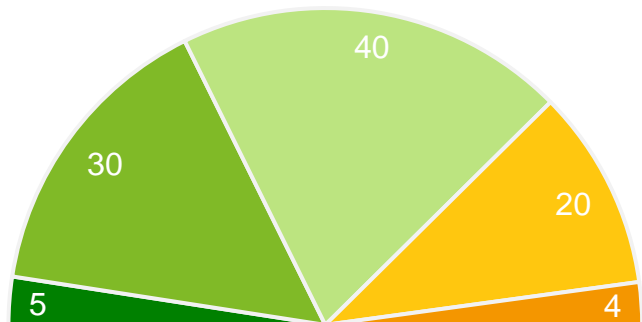
% of respondents

75%

Positive
rating*

53

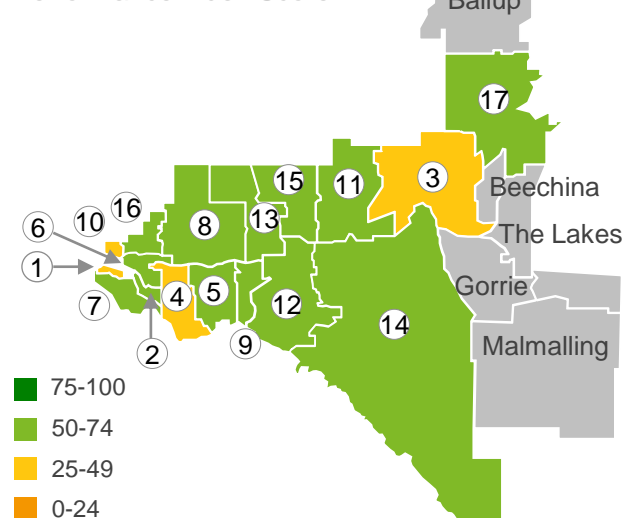
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location

1. Bellevue	46
2. Boya	54
3. Chidlow	44
4. Darlington	49
5. Glen Forrest	53
6. Greenmount	50
7. Helena Valley	54
8. Hovea	57
9. Mahogany Creek	55
10. Midvale	47
11. Mount Helena	52
12. Mundaring	60
13. Parkerville	55
14. Sawyers Valley	52
15. Stoneville	56
16. Swan View	51
17. Wooroloo	52

Community variances

Performance Index Score

Gender

Male	51
Female	55

Age of children

0-4 years	57
5-11 years	52
12-17 years	50
18+ years	49
No children	54

Disability & culture

Disability	47
First Nations	53

Age

18-34 years	57
35-49 years	52
50-64 years	50
65+ years	54

Mainly speak LOTE 52

Homeownership

Homeowner	53
Renting / other	60

MARKYT Industry Standards

Performance Index Score



Shire of Mundaring 53

Industry High 68

Industry Average 53

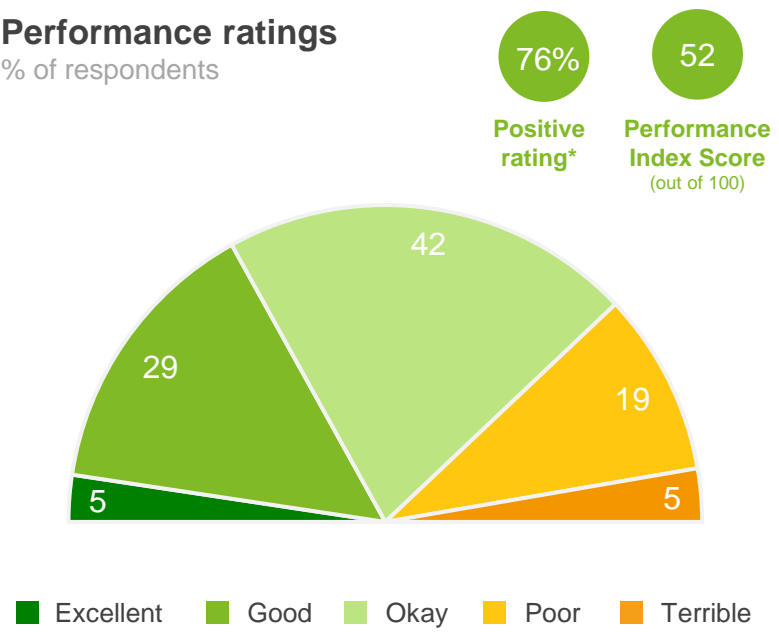
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1623). * Positive Rating = excellent, good + okay

Disability access and inclusion

Performance ratings

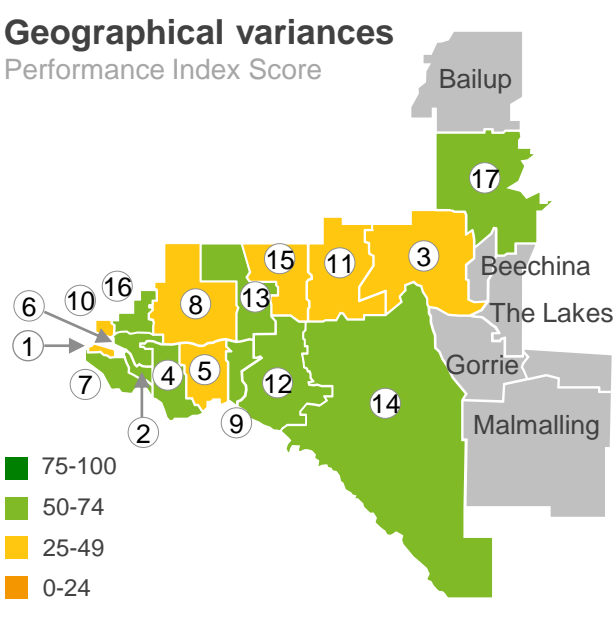
% of respondents



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location		
1.	Bellevue	36
2.	Boya	59
3.	Chidlow	45
4.	Darlington	53
5.	Glen Forrest	49
6.	Greenmount	50
7.	Helena Valley	54
8.	Hovea	47
9.	Mahogany Creek	62
10.	Midvale	47
11.	Mount Helena	49
12.	Mundaring	59
13.	Parkerville	53
14.	Sawyers Valley	52
15.	Stoneville	49
16.	Swan View	51
17.	Wooroloo	55

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	52	Disability	47
Female	50	5-11 years	48	First Nations	50
Age		12-17 years	51	Mainly speak LOTE	58
		18+ years	51	Homeownership	
		No children	53	Homeowner	52
				Renting / other	58
18-34 years	55				
35-49 years	51				
50-64 years	50				
65+ years	52				

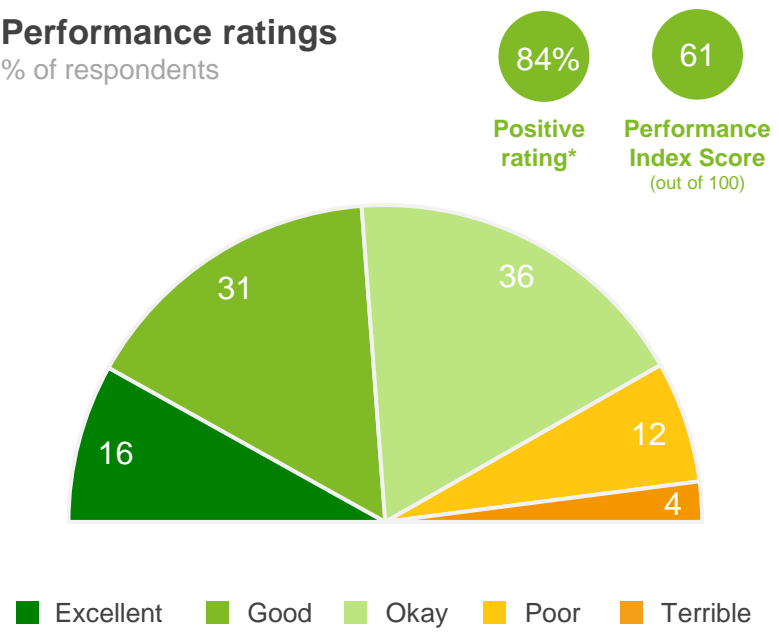
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1434). * Positive Rating = excellent, good + okay

Recognition and respect for First Nations peoples, cultures and heritage

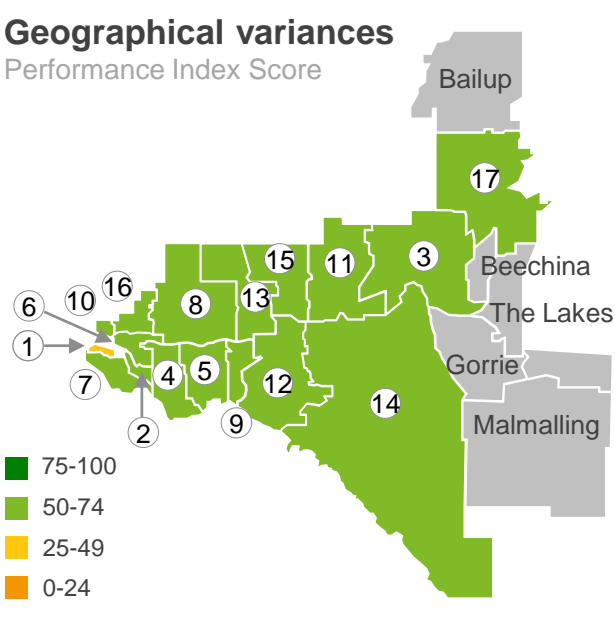
Performance ratings

% of respondents



Geographical variances

Performance Index Score

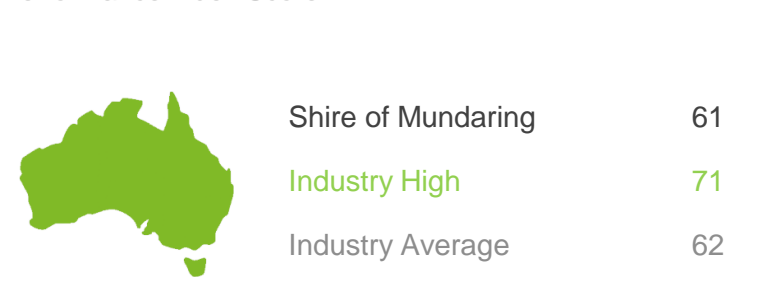


Location

1. Bellevue	47
2. Boya	71
3. Chidlow	60
4. Darlington	57
5. Glen Forrest	55
6. Greenmount	59
7. Helena Valley	61
8. Hovea	55
9. Mahogany Creek	64
10. Midvale	68
11. Mount Helena	60
12. Mundaring	66
13. Parkerville	67
14. Sawyers Valley	58
15. Stoneville	58
16. Swan View	63
17. Wooroloo	57

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

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

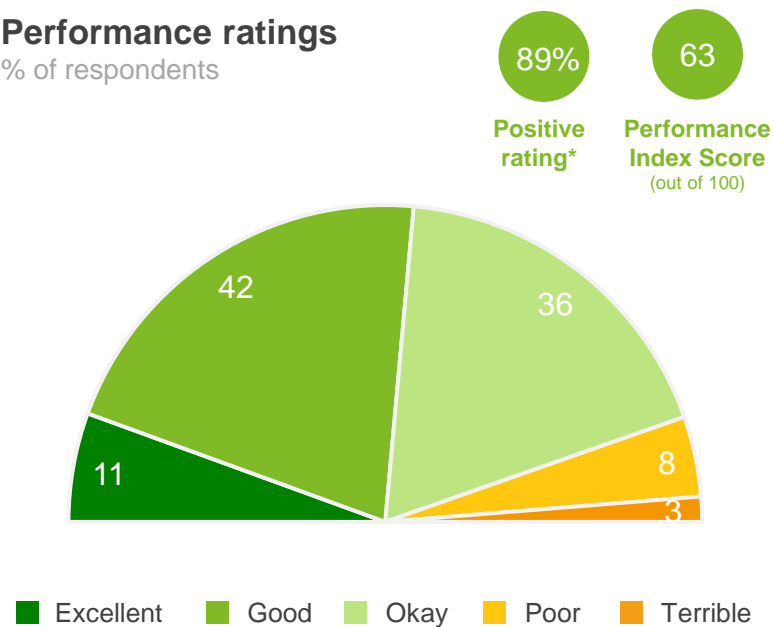
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1469). * Positive Rating = excellent, good + okay

Volunteer support and recognition

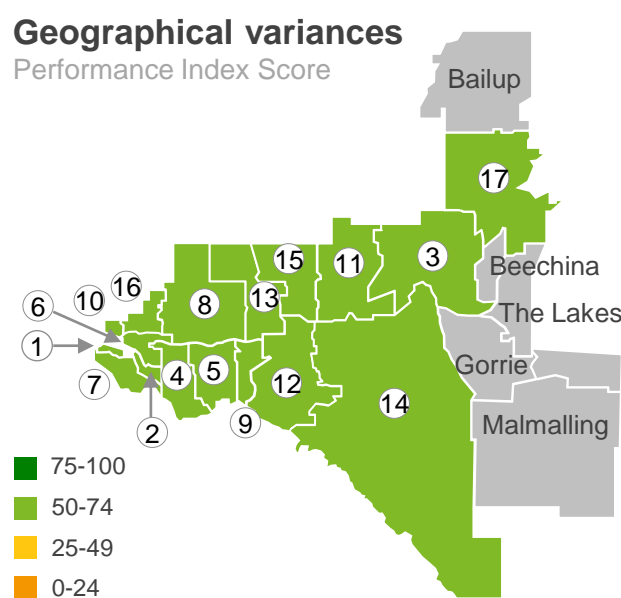
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location	
1. Bellevue	60
2. Boya	65
3. Chidlow	62
4. Darlington	67
5. Glen Forrest	61
6. Greenmount	59
7. Helena Valley	60
8. Hovea	68
9. Mahogany Creek	67
10. Midvale	55
11. Mount Helena	60
12. Mundaring	68
13. Parkerville	65
14. Sawyers Valley	64
15. Stoneville	61
16. Swan View	60
17. Wooroloo	55

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

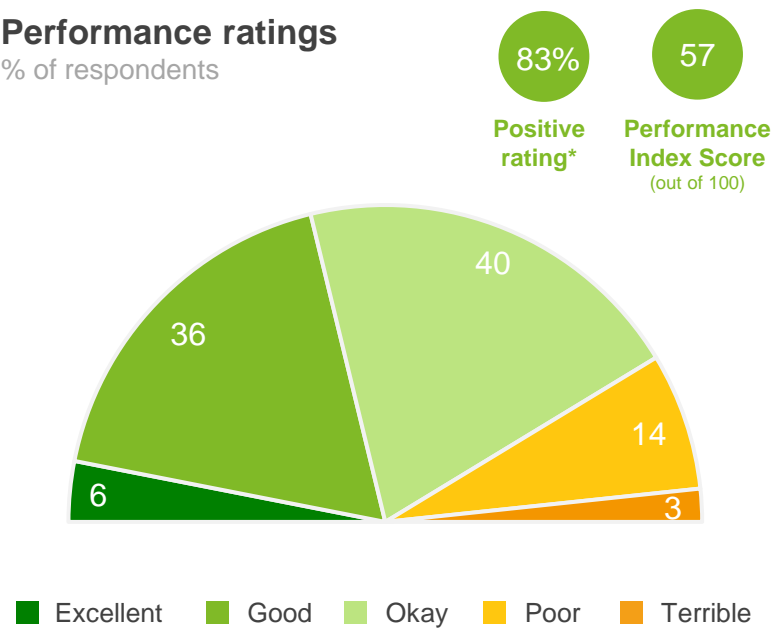
Gender		Age of children		Disability & culture	
Male	62	0-4 years	63	Disability	62
Female	64	5-11 years	63	First Nations	55
Age		12-17 years	61	Mainly speak LOTE	59
		18+ years	59	Homeownership	
		No children	64		
18-34 years	61			Homeowner	63
35-49 years	62			Renting / other	61
50-64 years	62				
65+ years	65				

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1765). * Positive Rating = excellent, good + okay

Access to health and community services

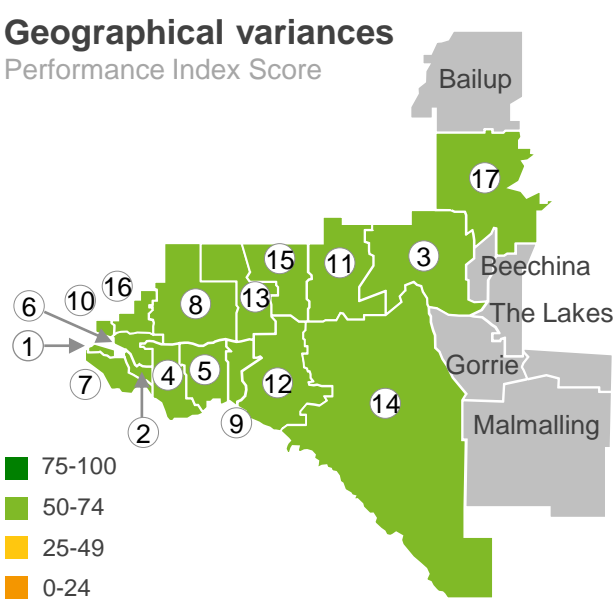
Performance ratings

% of respondents



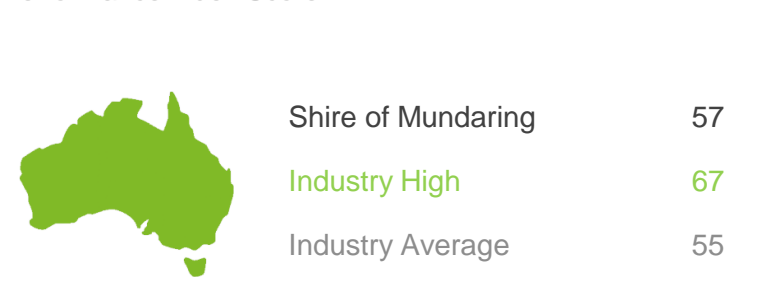
Geographical variances

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

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

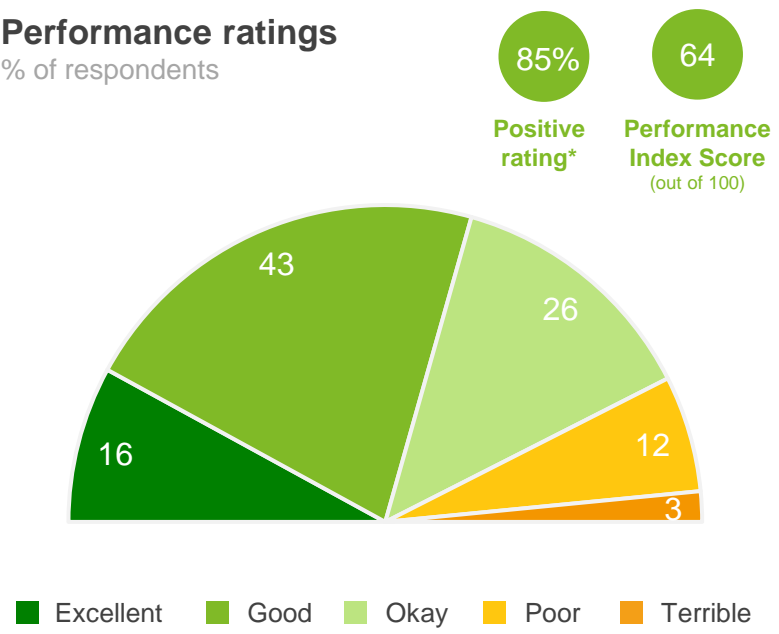
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2102). * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

Performance ratings

% of respondents



MARKYT Industry Standards

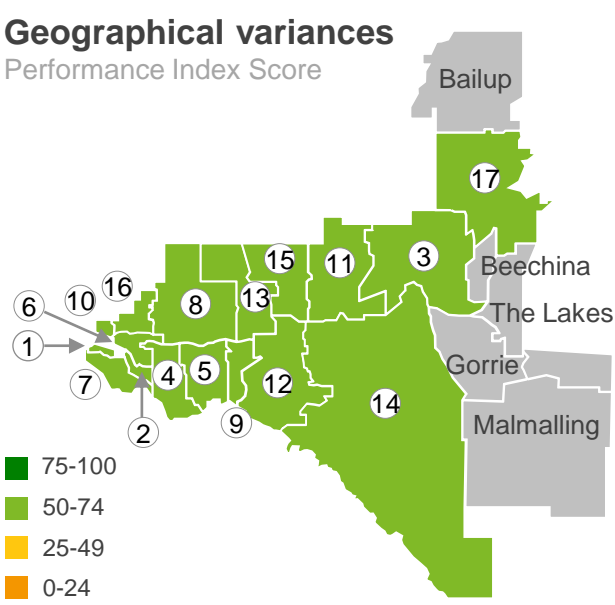
Performance Index Score



Shire of Mundaring	64
Industry High	79
Industry Average	65

Geographical variances

Performance Index Score



Location

1. Bellevue	57
2. Boya	64
3. Chidlow	61
4. Darlington	67
5. Glen Forrest	64
6. Greenmount	61
7. Helena Valley	58
8. Hovea	66
9. Mahogany Creek	69
10. Midvale	57
11. Mount Helena	64
12. Mundaring	71
13. Parkerville	69
14. Sawyers Valley	70
15. Stoneville	67
16. Swan View	57
17. Wooroloo	64

Community variances

Performance Index Score

Gender

Male	64
Female	65

Age of children

0-4 years	57
5-11 years	59
12-17 years	62
18+ years	63
No children	67

Disability & culture

Disability	63
First Nations	54

Age

18-34 years	62
35-49 years	60
50-64 years	65
65+ years	68

Homeownership

Homeowner	64
Renting / other	68

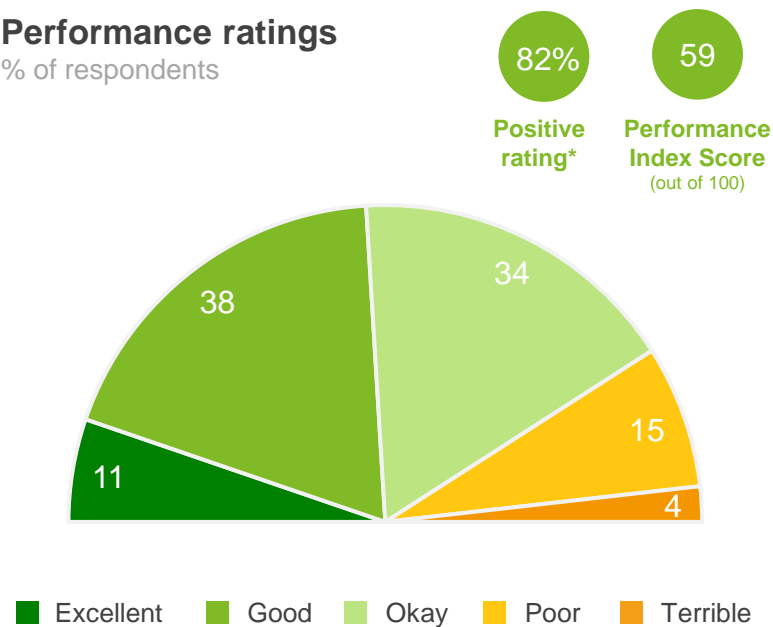
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2494). * Positive Rating = excellent, good + okay

Festivals, events, art and cultural activities

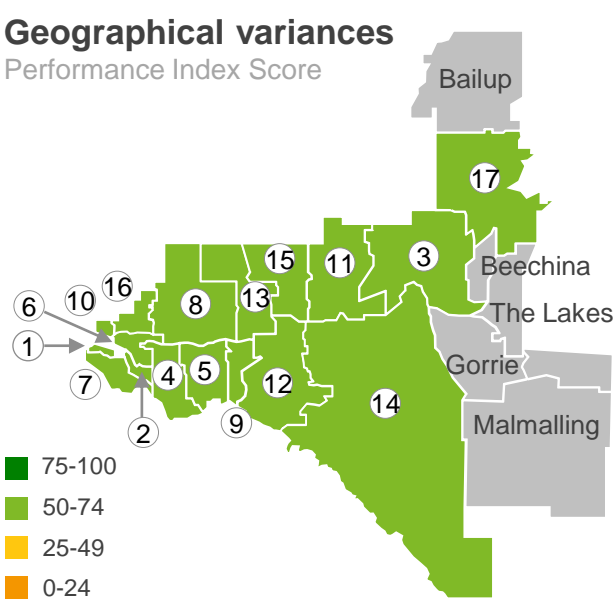
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location		
1.	Bellevue	58
2.	Boya	64
3.	Chidlow	59
4.	Darlington	70
5.	Glen Forrest	63
6.	Greenmount	53
7.	Helena Valley	54
8.	Hovea	56
9.	Mahogany Creek	61
10.	Midvale	57
11.	Mount Helena	60
12.	Mundaring	62
13.	Parkerville	59
14.	Sawyers Valley	61
15.	Stoneville	54
16.	Swan View	52
17.	Wooroloo	56

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	58	0-4 years	60	Disability	61
Female	61	5-11 years	59	First Nations	48
Age	18-34 years	12-17 years	59	Mainly speak LOTE	58
	35-49 years	18+ years	57	Homeownership	
	50-64 years	No children	61	Homeowner	59
	65+ years			Renting / other	62

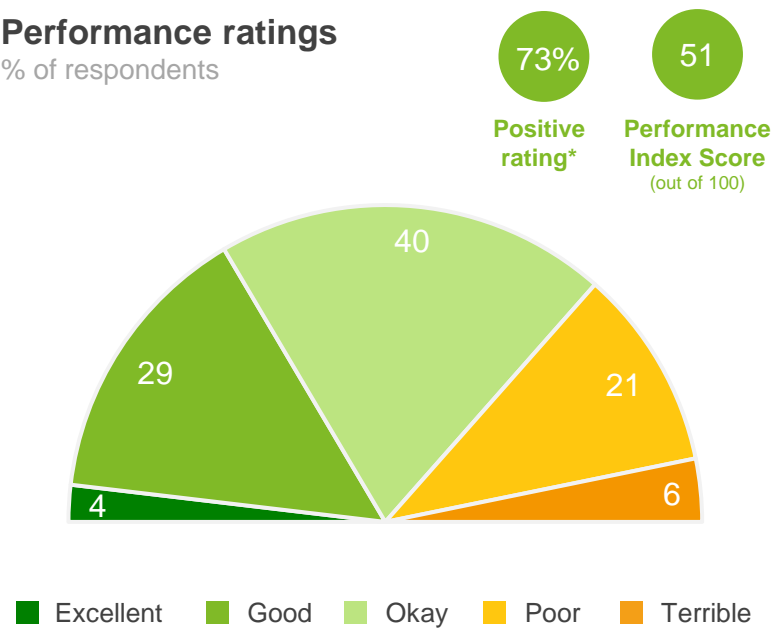
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2435). * Positive Rating = excellent, good + okay

Community safety and crime prevention

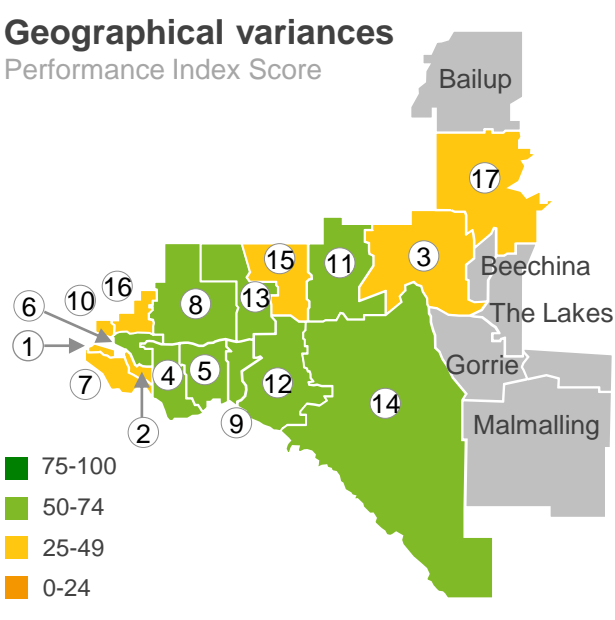
Performance ratings

% of respondents



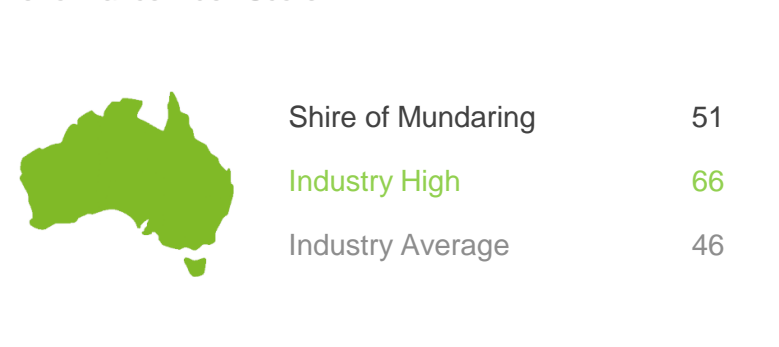
Geographical variances

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Performance Index Score					
Gender		Age of children		Disability & culture	
Male	49	0-4 years	52	Disability	51
Female	53	5-11 years	52	First Nations	44
Age		12-17 years	53	Mainly speak LOTE	46
	18-34 years	18+ years	47	Homeownership	
	35-49 years	No children	51		
	50-64 years				
	65+ years				
				Homeowner	51
				Renting / other	58

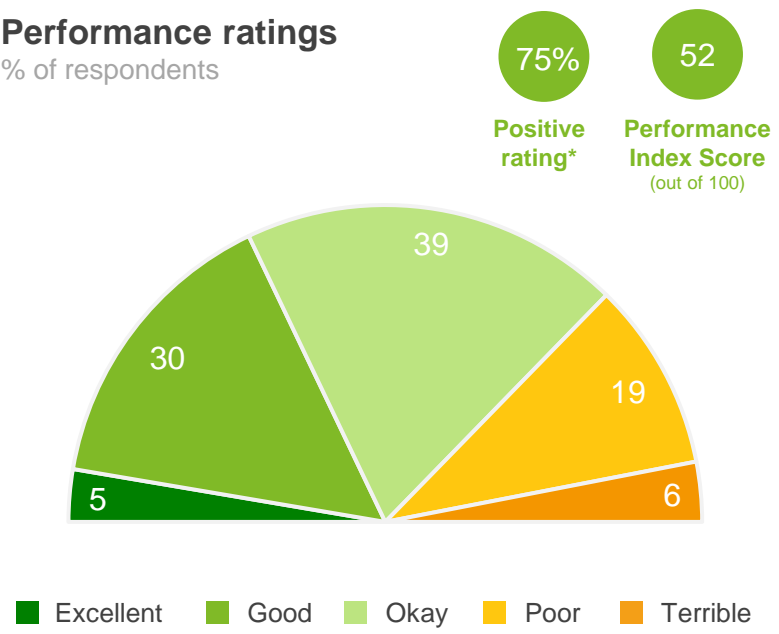
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2195). * Positive Rating = excellent, good + okay

Lighting of streets and public places

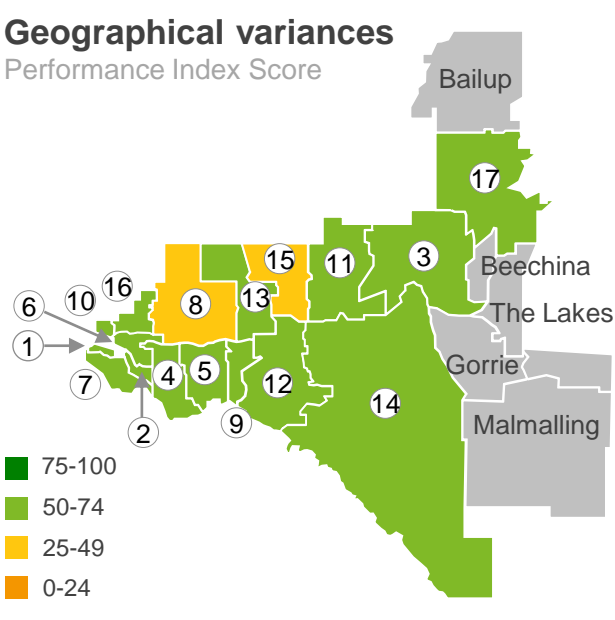
Performance ratings

% of respondents



Geographical variances

Performance Index Score

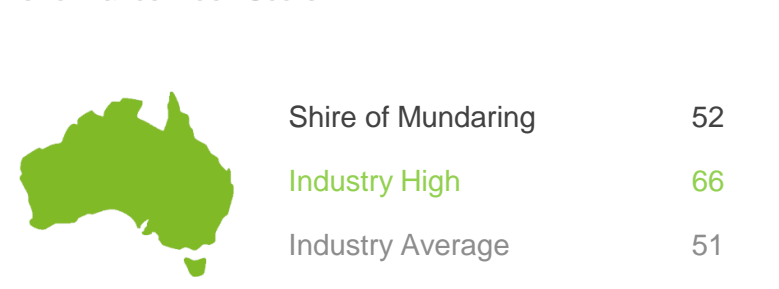


Location

1. Bellevue	50
2. Boya	55
3. Chidlow	51
4. Darlington	56
5. Glen Forrest	55
6. Greenmount	51
7. Helena Valley	52
8. Hovea	43
9. Mahogany Creek	58
10. Midvale	55
11. Mount Helena	51
12. Mundaring	56
13. Parkerville	52
14. Sawyers Valley	56
15. Stoneville	47
16. Swan View	50
17. Wooroloo	50

MARKYT Industry Standards

Performance Index Score



Community variances

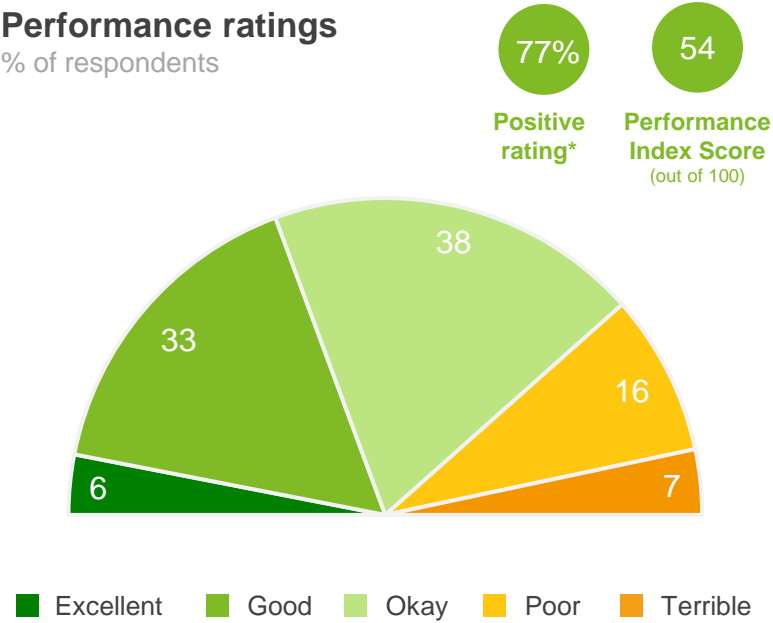
Performance Index Score

Gender		Age of children		Disability & culture	
Male	52	0-4 years	52	Disability	49
Female	54	5-11 years	53	First Nations	40
Age		12-17 years	52	Mainly speak LOTE	47
	18-34 years	18+ years	49	Homeownership	
	35-49 years	No children	53		
	50-64 years				
65+ years					
				Homeowner	52
				Renting / other	60

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

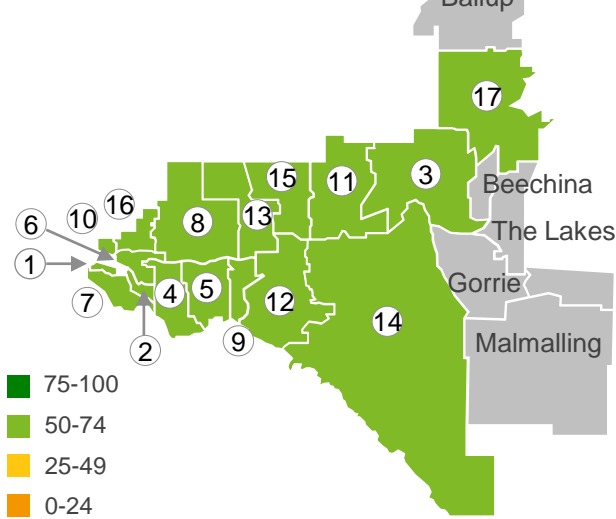
Base: All respondents, excludes 'unsure' and 'no response' (n = 2653). * Positive Rating = excellent, good + okay

Animal management (dogs and cats)



Geographical variances

Performance Index Score



Location

1. Bellevue	53
2. Boya	52
3. Chidlow	52
4. Darlington	51
5. Glen Forrest	52
6. Greenmount	52
7. Helena Valley	55
8. Hovea	55
9. Mahogany Creek	51
10. Midvale	52
11. Mount Helena	54
12. Mundaring	60
13. Parkerville	56
14. Sawyers Valley	58
15. Stoneville	50
16. Swan View	51
17. Wooroloo	58

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender

Male	52
Female	56

Age

18-34 years	53
35-49 years	54
50-64 years	53
65+ years	56

Age of children

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

Disability & culture

Disability	52
First Nations	48
Mainly speak LOTE	54

Homeownership

Homeowner	54
Renting / other	55

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

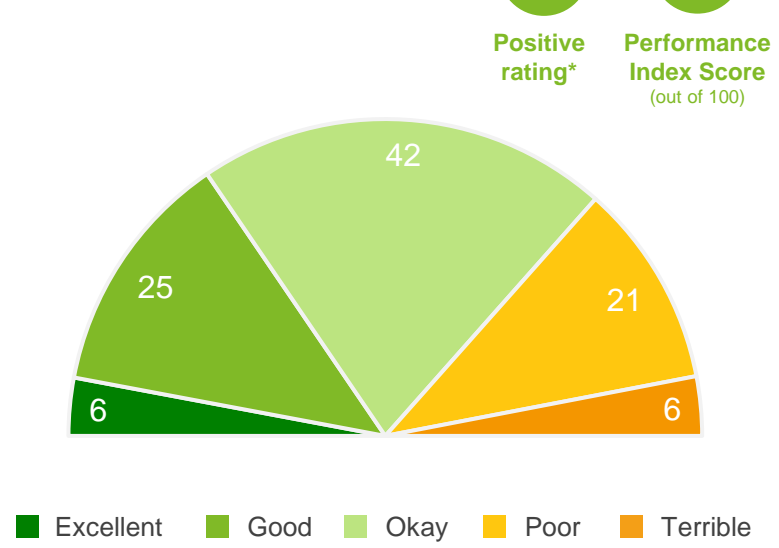
Base: All respondents, excludes 'unsure' and 'no response' (n = 2386). * Positive Rating = excellent, good + okay

Planet

Efforts to promote and adopt sustainable practices to manage climate change

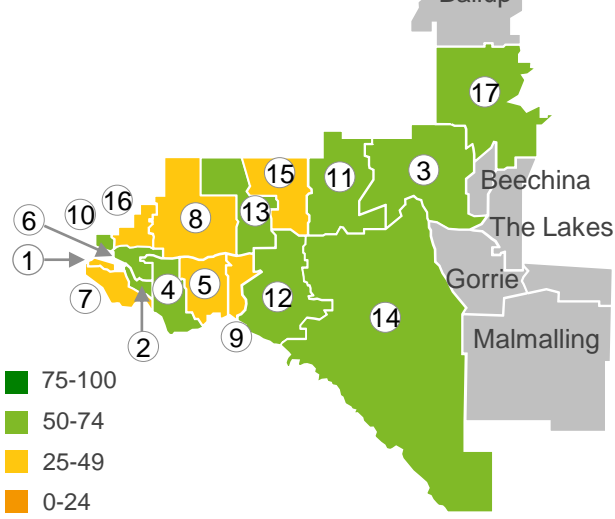
Performance ratings

% of respondents



Geographical variances

Performance Index Score

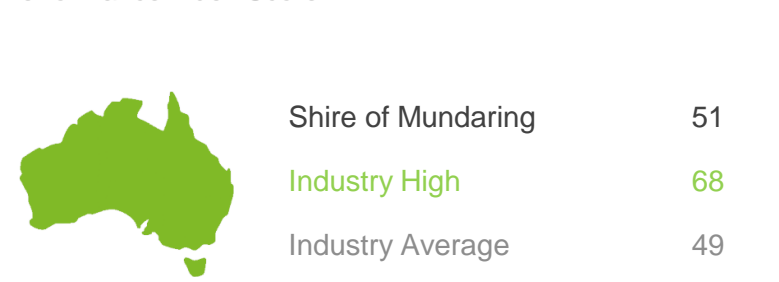


Location

1. Bellevue	44
2. Boya	55
3. Chidlow	53
4. Darlington	50
5. Glen Forrest	48
6. Greenmount	50
7. Helena Valley	47
8. Hovea	48
9. Mahogany Creek	49
10. Midvale	52
11. Mount Helena	52
12. Mundaring	58
13. Parkerville	57
14. Sawyers Valley	50
15. Stoneville	49
16. Swan View	48
17. Wooroloo	52

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-4 years	52	Disability	48
Female	50	5-11 years	50	First Nations	51
Age	18-34 years	12-17 years	49	Mainly speak LOTE	49
	35-49 years	18+ years	47	Homeownership	
	50-64 years	No children	52		
	65+ years				
				Homeowner	51
				Renting / other	47

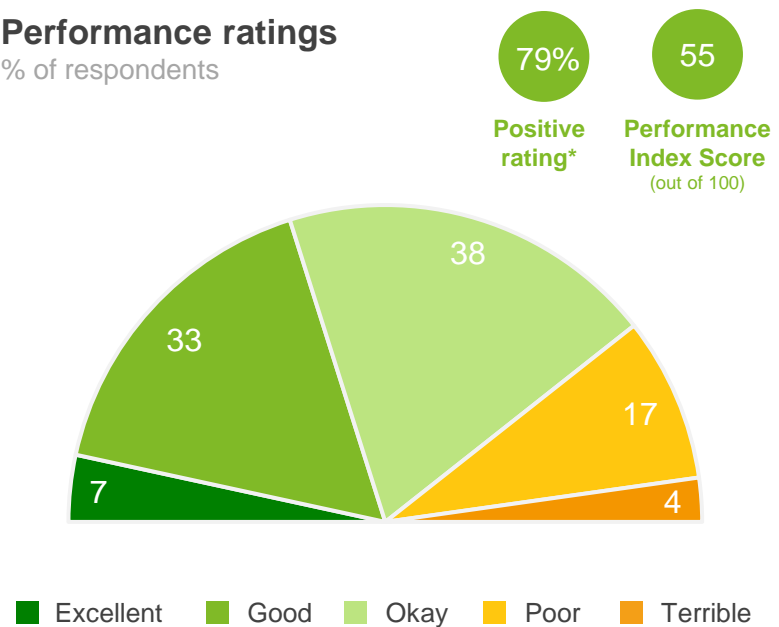
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1797). * Positive Rating = excellent, good + okay

Conservation and environmental management

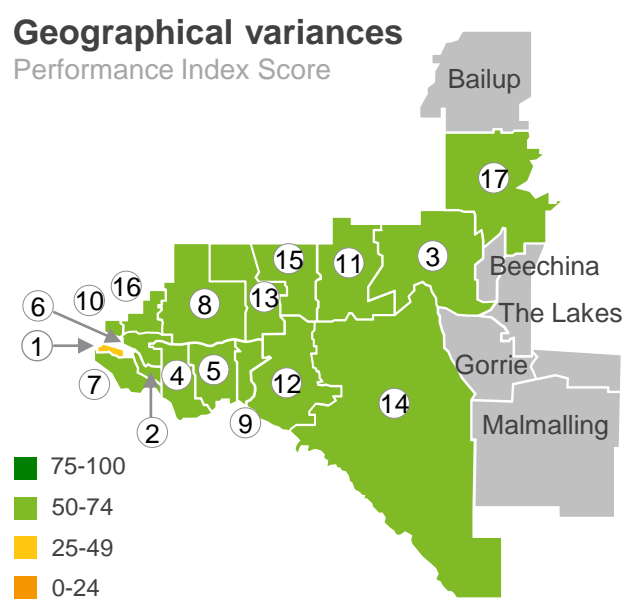
Performance ratings

% of respondents



Geographical variances

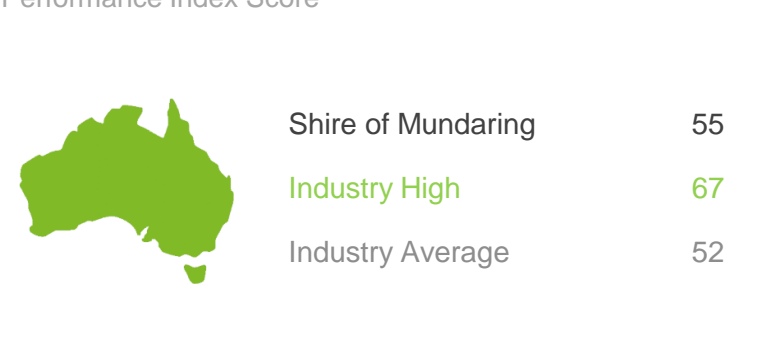
Performance Index Score



Location		
1.	Bellevue	48
2.	Boya	54
3.	Chidlow	53
4.	Darlington	55
5.	Glen Forrest	54
6.	Greenmount	57
7.	Helena Valley	54
8.	Hovea	56
9.	Mahogany Creek	57
10.	Midvale	53
11.	Mount Helena	58
12.	Mundaring	59
13.	Parkerville	61
14.	Sawyers Valley	52
15.	Stoneville	53
16.	Swan View	52
17.	Wooroloo	56

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

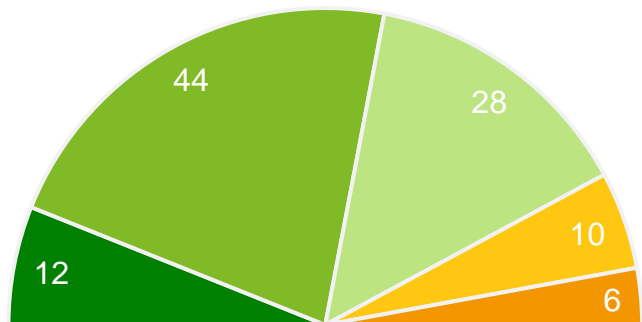
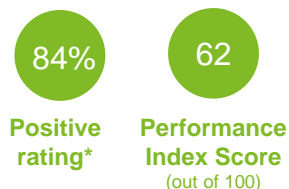
Gender		Age of children		Disability & culture	
Male	57	0-4 years	54	Disability	53
Female	54	5-11 years	54	First Nations	49
Age		12-17 years	56	Mainly speak LOTE	55
		18+ years	52	Homeownership	
		No children	56		
18-34 years	58			Homeowner	55
35-49 years	55			Renting / other	58
50-64 years	54				
65+ years	55				

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 2192). * Positive Rating = excellent, good + okay

Efforts to conserve and enhance Lake Leschenaultia

Performance ratings

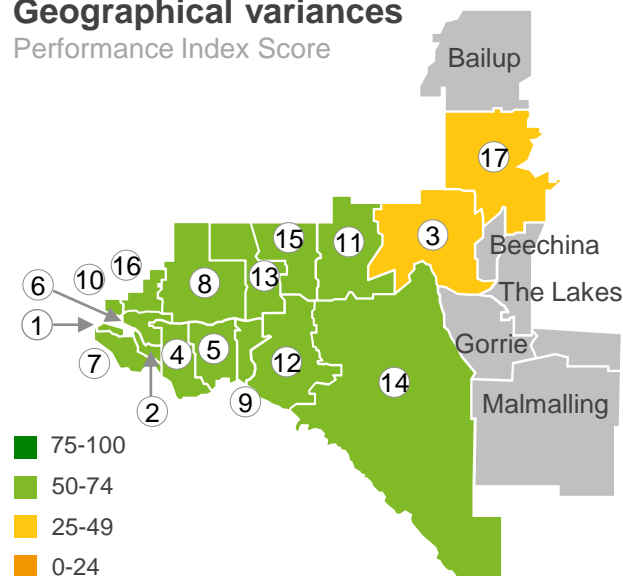
% of respondents



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location

1. Bellevue	62
2. Boya	66
3. Chidlow	48
4. Darlington	66
5. Glen Forrest	63
6. Greenmount	69
7. Helena Valley	58
8. Hovea	62
9. Mahogany Creek	64
10. Midvale	64
11. Mount Helena	61
12. Mundaring	62
13. Parkerville	65
14. Sawyers Valley	66
15. Stoneville	62
16. Swan View	64
17. Wooroloo	49

Community variances

Performance Index Score

Gender

Male	61
Female	63

Age of children

0-4 years	57
5-11 years	59
12-17 years	60
18+ years	58
No children	65

Disability & culture

Disability	60
First Nations	53

Age

18-34 years	59
35-49 years	60
50-64 years	61
65+ years	66

Homeownership

Homeowner	62
Renting / other	60

MARKYT Industry Standards

Performance Index Score



Shire of Mundaring 62

Industry High NA

Industry Average NA

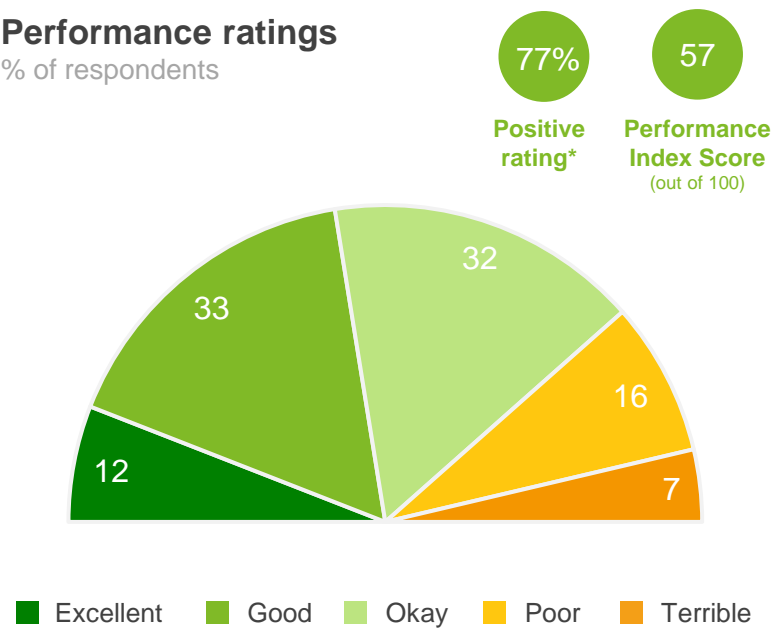
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1998). * Positive Rating = excellent, good + okay

Waste management

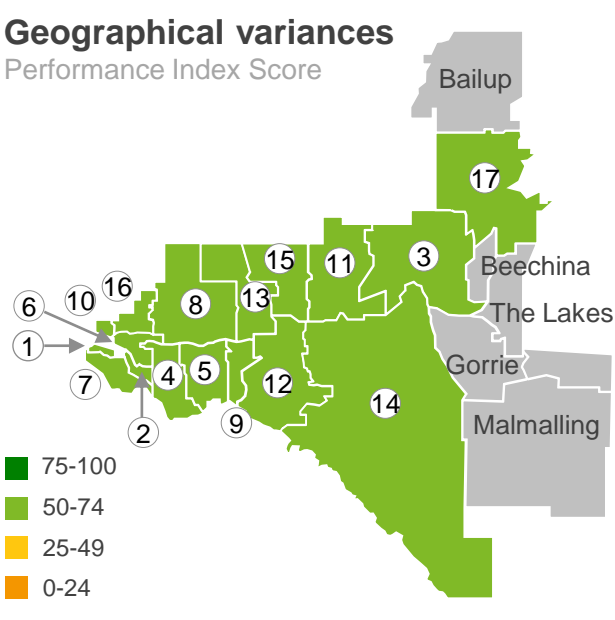
Performance ratings

% of respondents



Geographical variances

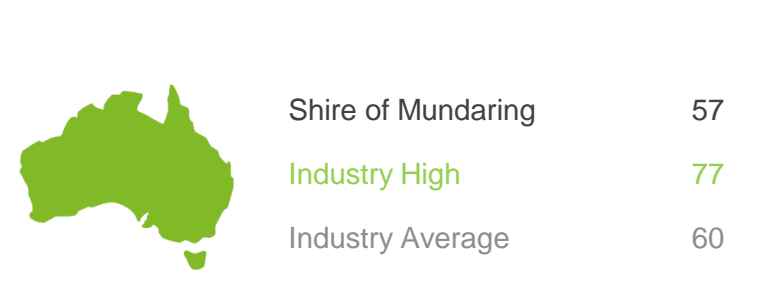
Performance Index Score



Location		
1.	Bellevue	64
2.	Boya	54
3.	Chidlow	53
4.	Darlington	59
5.	Glen Forrest	57
6.	Greenmount	56
7.	Helena Valley	50
8.	Hovea	52
9.	Mahogany Creek	52
10.	Midvale	50
11.	Mount Helena	60
12.	Mundaring	62
13.	Parkerville	62
14.	Sawyers Valley	65
15.	Stoneville	59
16.	Swan View	51
17.	Wooroloo	53

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture		
Male	57	0-4 years	46	Disability	56	
Female	56	5-11 years	51	First Nations	48	
Age		12-17 years	52	Mainly speak LOTE	63	
	18-34 years	18+ years	53	Homeownership		
	35-49 years	No children	61		Homeowner	56
	50-64 years				Renting / other	62
65+ years	64					

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

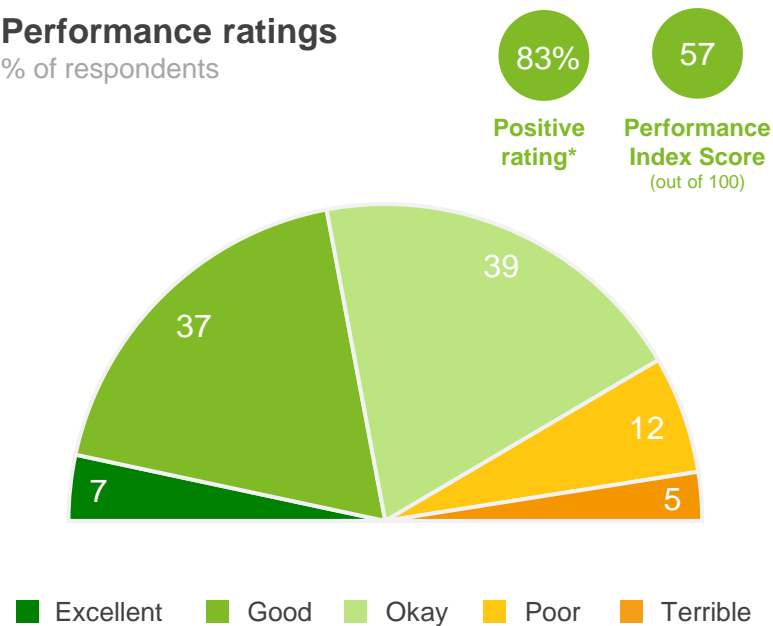
Base: All respondents, excludes 'unsure' and 'no response' (n = 2598). * Positive Rating = excellent, good + okay

Public health management

(noise, pests, events, pool safety, food inspections, etc)

Performance ratings

% of respondents



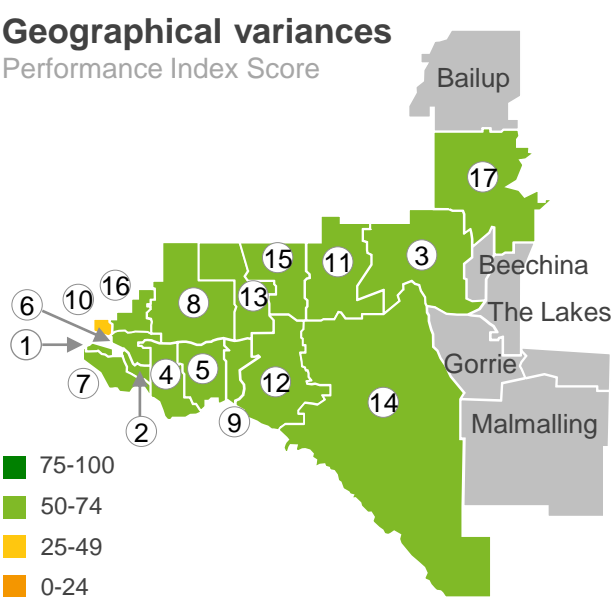
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Bellevue	58
2. Boya	60
3. Chidlow	55
4. Darlington	59
5. Glen Forrest	56
6. Greenmount	56
7. Helena Valley	57
8. Hovea	56
9. Mahogany Creek	58
10. Midvale	49
11. Mount Helena	58
12. Mundaring	61
13. Parkerville	60
14. Sawyers Valley	58
15. Stoneville	54
16. Swan View	53
17. Wooroloo	63

Community variances

Performance Index Score

Gender

Male	56
Female	59

Age

18-34 years	60
35-49 years	56
50-64 years	56
65+ years	57

Age of children

0-4 years	54
5-11 years	57
12-17 years	57
18+ years	55
No children	58

Disability & culture

Disability	56
First Nations	46
Mainly speak LOTE	56

Homeownership

Homeowner	57
Renting / other	66

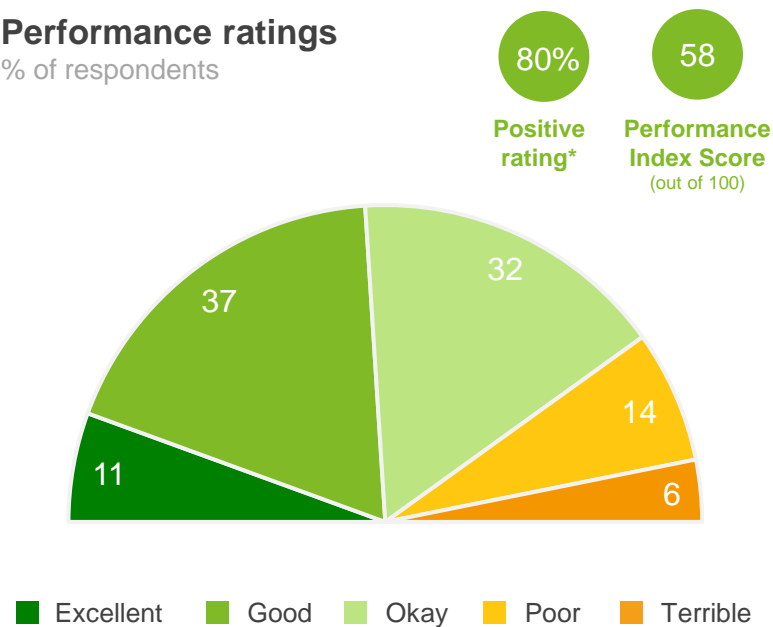
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1956). * Positive Rating = excellent, good + okay

Education, preparation and prevention of fires, storms, flooding, and other natural disasters

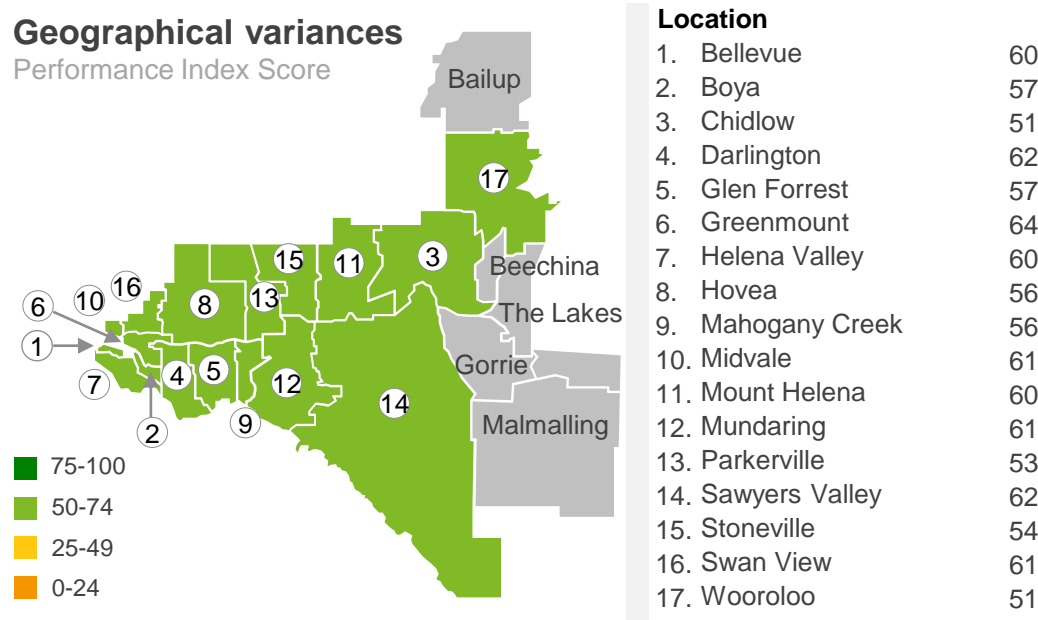
Performance ratings

% of respondents



Geographical variances

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

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

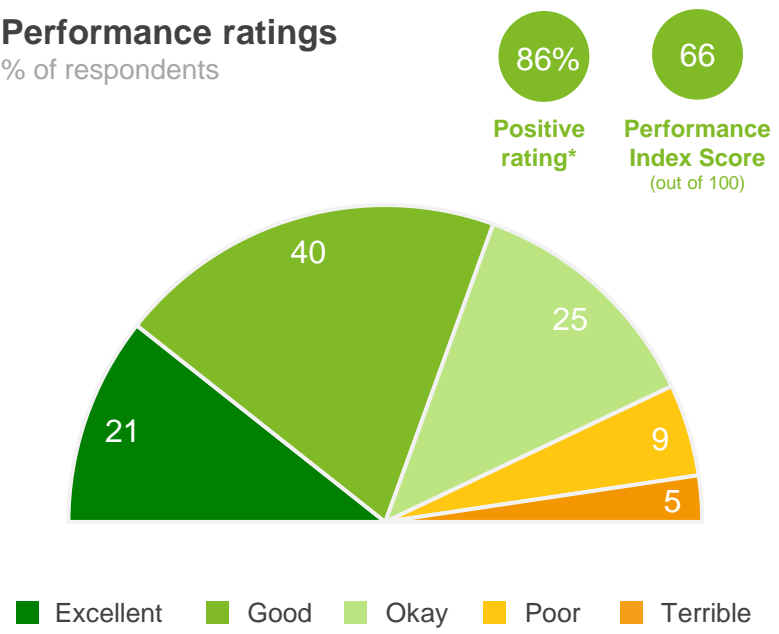
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 2402). * Positive Rating = excellent, good + okay

Emergency response and relief

for fires, storms, flooding and other natural disasters

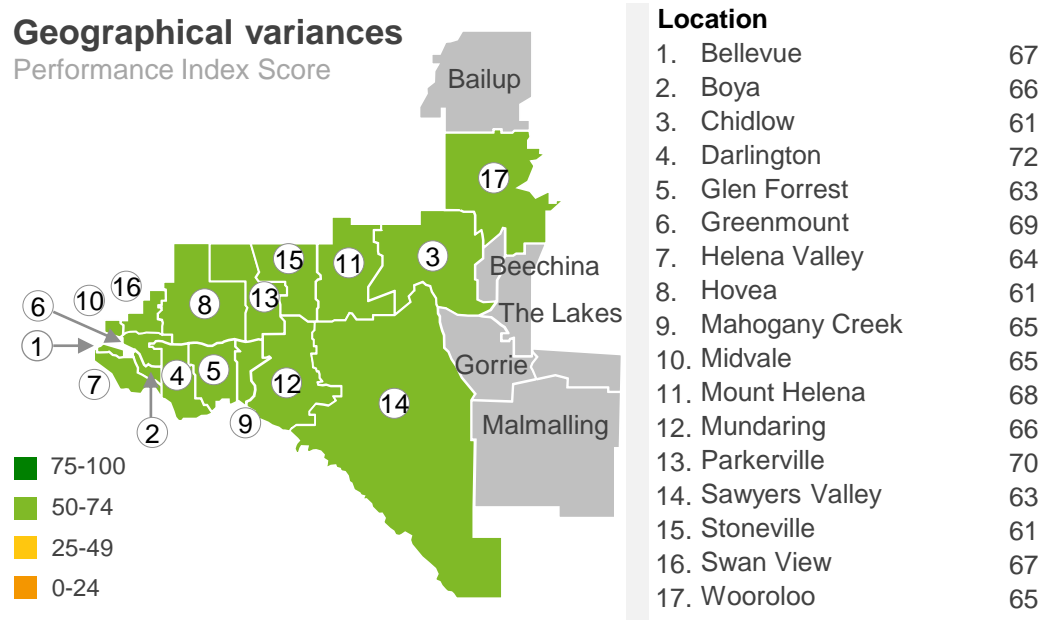
Performance ratings

% of respondents



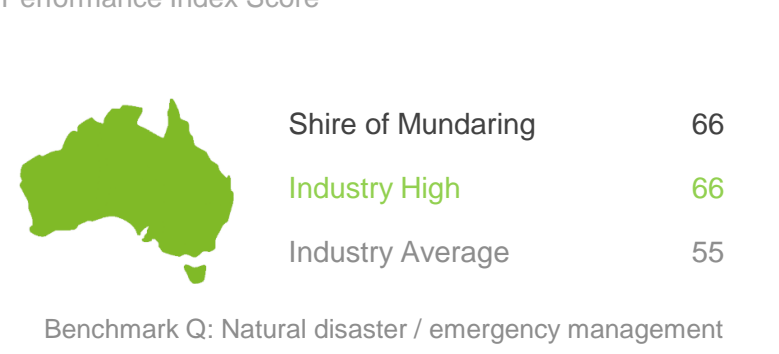
Geographical variances

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	64	0-4 years	66	Disability	63
Female	69	5-11 years	65	First Nations	63
Age		12-17 years	62	Mainly speak LOTE	65
	18-34 years	18+ years	64	Homeownership	
	35-49 years	No children	67		
	50-64 years				
	65+ years				
				Homeowner	66
				Renting / other	73

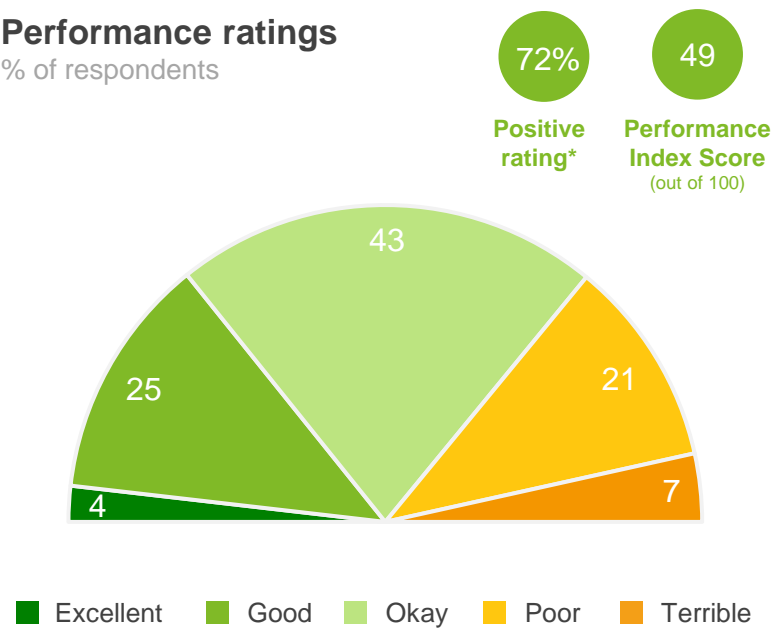
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 2240). * Positive Rating = excellent, good + okay

Place

Managing responsible growth and development

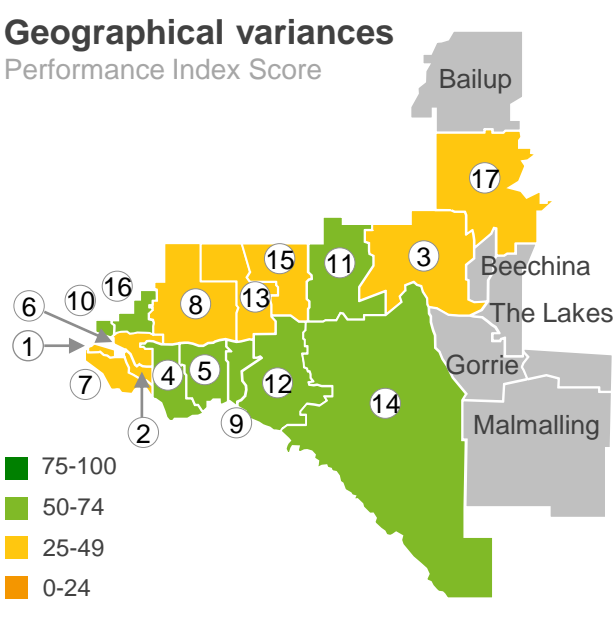
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location		
1.	Bellevue	37
2.	Boya	47
3.	Chidlow	48
4.	Darlington	51
5.	Glen Forrest	50
6.	Greenmount	47
7.	Helena Valley	47
8.	Hovea	41
9.	Mahogany Creek	52
10.	Midvale	50
11.	Mount Helena	53
12.	Mundaring	52
13.	Parkerville	47
14.	Sawyers Valley	51
15.	Stoneville	47
16.	Swan View	50
17.	Wooroloo	46

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	48	0-4 years	48	Disability	48
Female	51	5-11 years	47	First Nations	38
Age		12-17 years	49	Mainly speak LOTE	47
		18+ years	47	Homeownership	
		No children	51	Homeowner	49
				Renting / other	55
18-34 years	49				
35-49 years	48				
50-64 years	48				
65+ years	51				

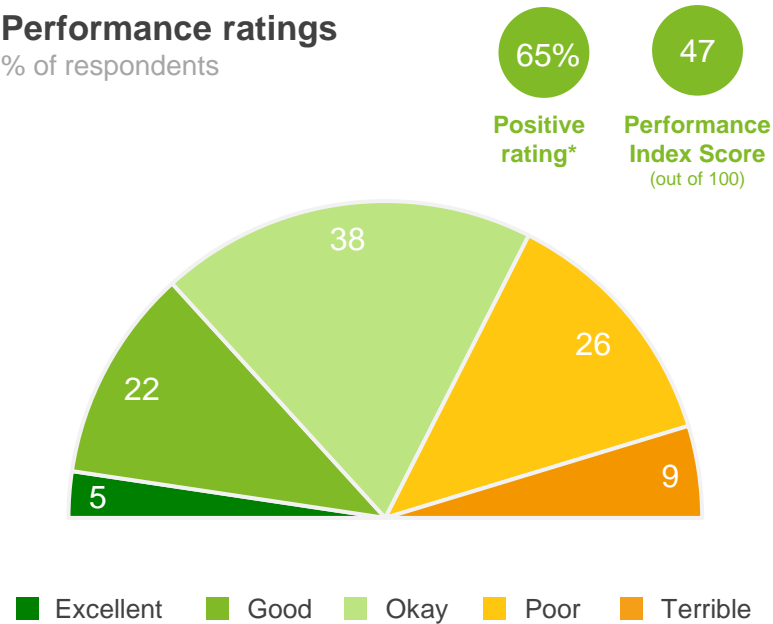
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2007). * Positive Rating = excellent, good + okay

Planning and building approvals

Performance ratings

% of respondents



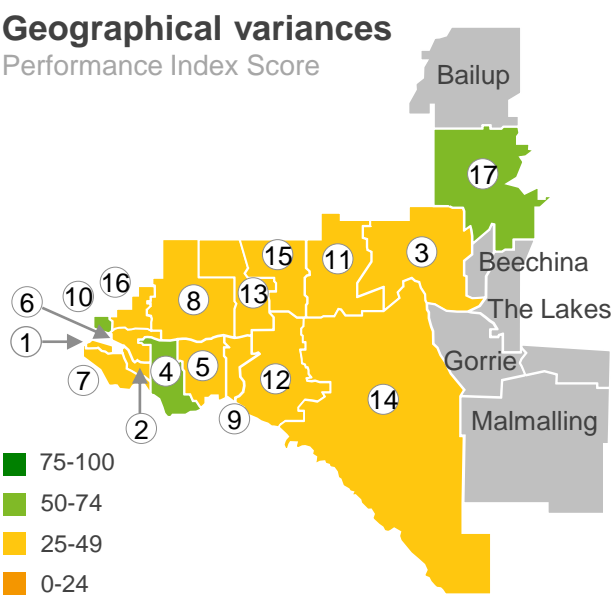
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location		
1.	Bellevue	39
2.	Boya	47
3.	Chidlow	46
4.	Darlington	50
5.	Glen Forrest	46
6.	Greenmount	47
7.	Helena Valley	43
8.	Hovea	46
9.	Mahogany Creek	47
10.	Midvale	50
11.	Mount Helena	46
12.	Mundaring	46
13.	Parkerville	48
14.	Sawyers Valley	49
15.	Stoneville	45
16.	Swan View	47
17.	Wooroloo	52

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	46	0-4 years	43	Disability	44
Female	48	5-11 years	47	First Nations	44
Age	18-34 years	12-17 years	46	Mainly speak LOTE	51
	35-49 years	18+ years	46	Homeownership	
	50-64 years	No children	48		
	65+ years				
				Homeowner	47
				Renting / other	49

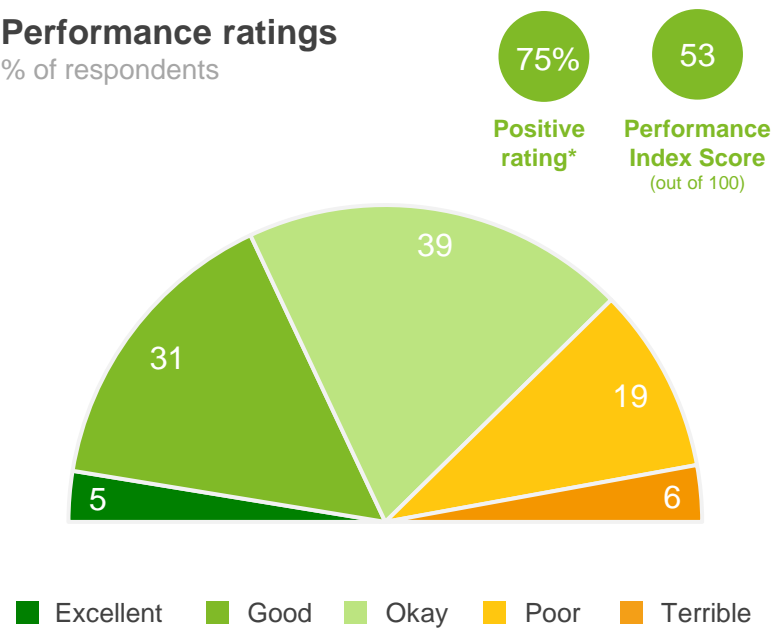
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1820). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

Performance ratings

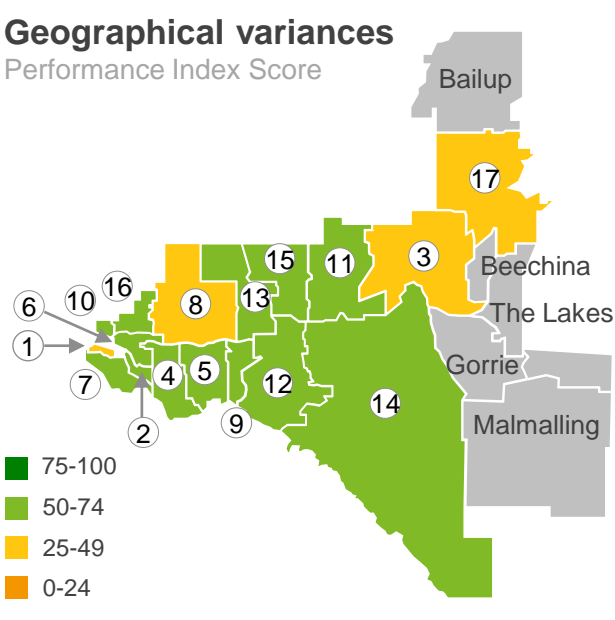
% of respondents



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location

1. Bellevue	48
2. Boya	59
3. Chidlow	48
4. Darlington	55
5. Glen Forrest	55
6. Greenmount	55
7. Helena Valley	52
8. Hovea	35
9. Mahogany Creek	59
10. Midvale	53
11. Mount Helena	50
12. Mundaring	50
13. Parkerville	54
14. Sawyers Valley	55
15. Stoneville	52
16. Swan View	56
17. Wooroloo	48

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender

Male	53
Female	53

Age of children

0-4 years	53
5-11 years	52
12-17 years	54
18+ years	50
No children	53

Age

18-34 years	54
35-49 years	54
50-64 years	52
65+ years	51

Disability & culture

Disability	50
First Nations	48
Mainly speak LOTE	55

Homeownership

Homeowner	53
Renting / other	49

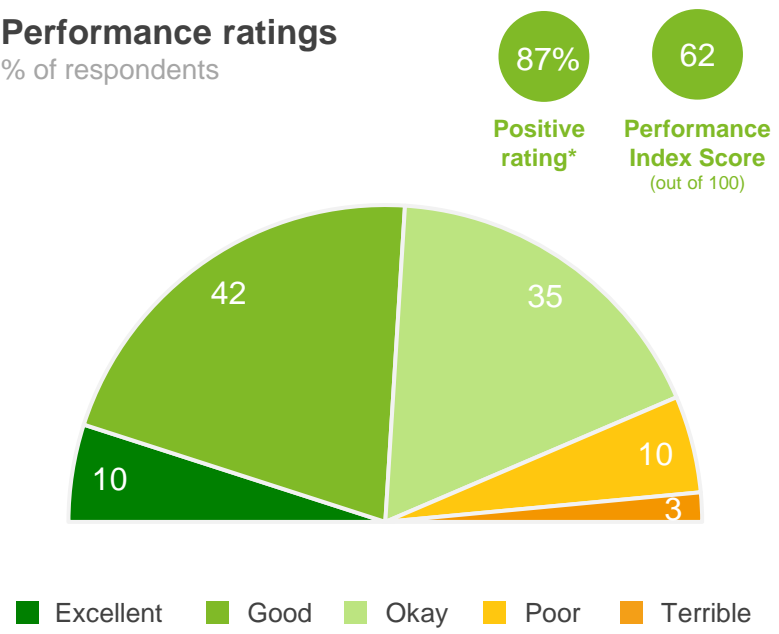
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1574). * Positive Rating = excellent, good + okay

Preserving and promoting local history and heritage

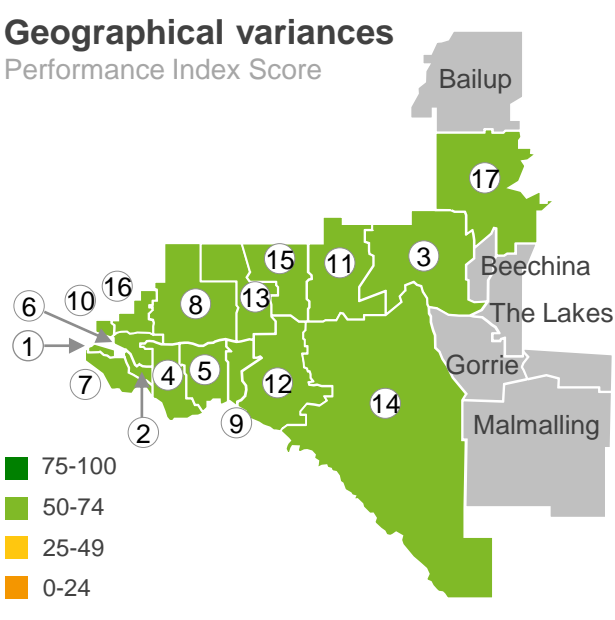
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location		
1.	Bellevue	70
2.	Boya	62
3.	Chidlow	57
4.	Darlington	65
5.	Glen Forrest	61
6.	Greenmount	60
7.	Helena Valley	60
8.	Hovea	56
9.	Mahogany Creek	68
10.	Midvale	58
11.	Mount Helena	61
12.	Mundaring	64
13.	Parkerville	64
14.	Sawyers Valley	66
15.	Stoneville	59
16.	Swan View	60
17.	Wooroloo	53

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	61	0-4 years	63	Disability	60
Female	63	5-11 years	59	First Nations	46
Age		12-17 years	61	Mainly speak LOTE	59
		18+ years	59	Homeownership	
		No children	62	Homeowner	61
				Renting / other	68
18-34 years	66				
35-49 years	60				
50-64 years	60				
65+ years	61				

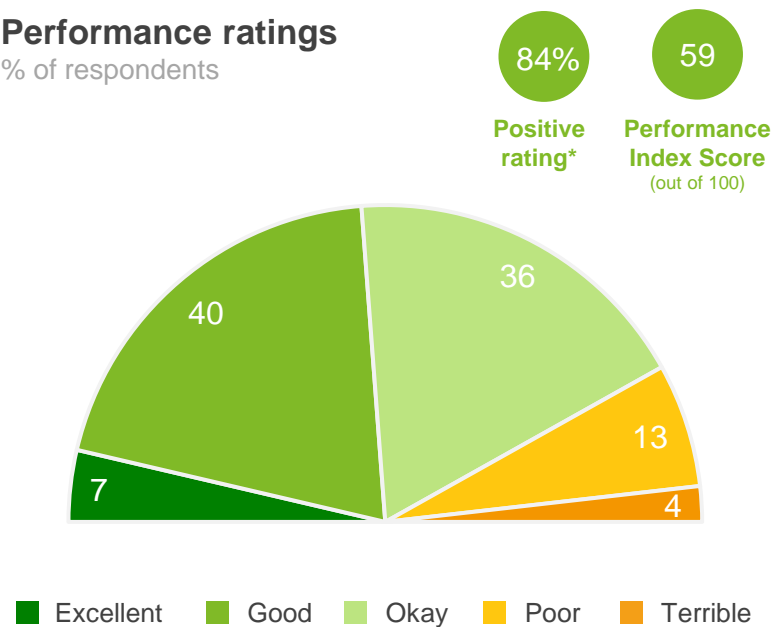
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2191). * Positive Rating = excellent, good + okay

Community buildings, halls and toilets

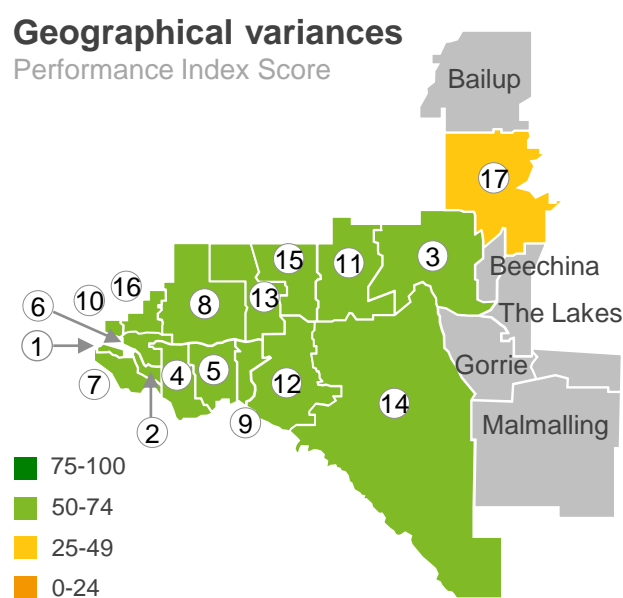
Performance ratings

% of respondents



Geographical variances

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

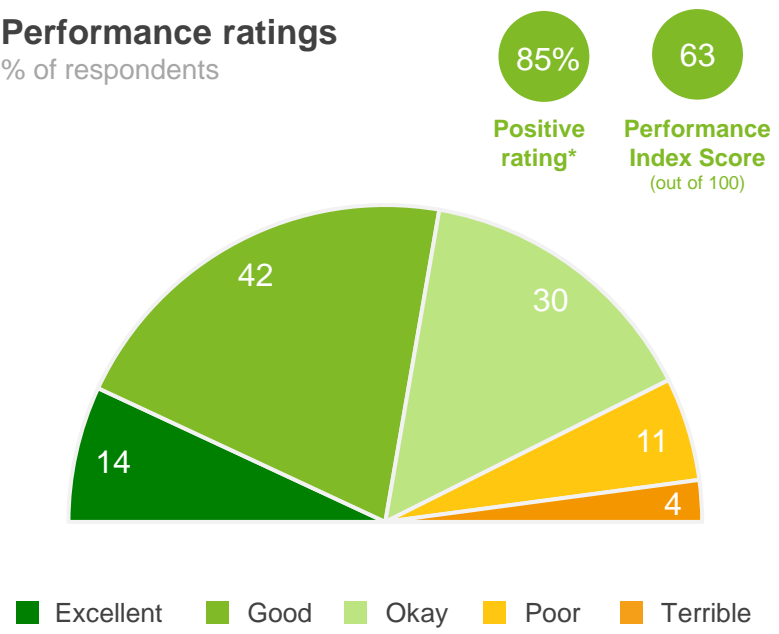
Gender		Age of children		Disability & culture	
Male	58	0-4 years	54	Disability	56
Female	60	5-11 years	57	First Nations	49
Age	18-34 years	12-17 years	58	Mainly speak LOTE	60
	35-49 years	18+ years	56	Homeownership	
	50-64 years	No children	61		
	65+ years				
				Homeowner	59
				Renting / other	59

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 2418). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

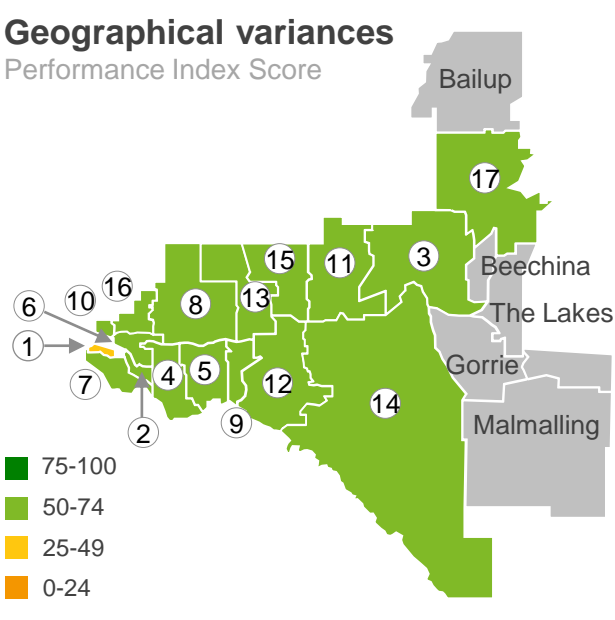
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location		
1.	Bellevue	49
2.	Boya	63
3.	Chidlow	63
4.	Darlington	67
5.	Glen Forrest	66
6.	Greenmount	59
7.	Helena Valley	54
8.	Hovea	68
9.	Mahogany Creek	64
10.	Midvale	58
11.	Mount Helena	63
12.	Mundaring	72
13.	Parkerville	65
14.	Sawyers Valley	69
15.	Stoneville	61
16.	Swan View	53
17.	Wooroloo	63

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	62	0-4 years	55	Disability	64
Female	63	5-11 years	58	First Nations	51
Age		12-17 years	60	Mainly speak LOTE	56
		18+ years	62	Homeownership	
		No children	66	Homeowner	63
				Renting / other	69
18-34 years	59				
35-49 years	60				
50-64 years	64				
65+ years	67				

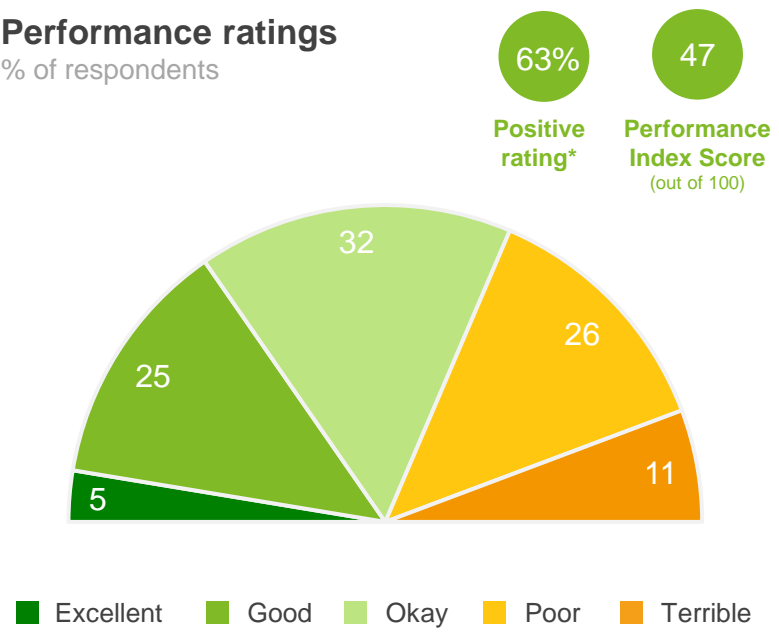
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2564). * Positive Rating = excellent, good + okay

Streetscapes, trees and verges

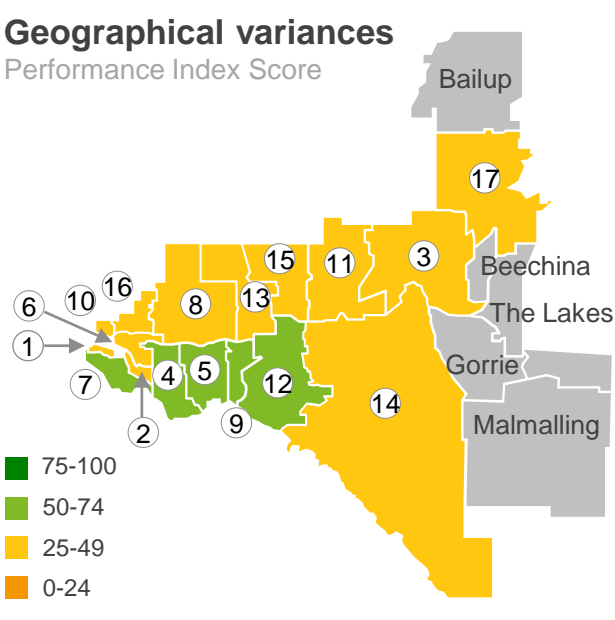
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location		
1.	Bellevue	40
2.	Boya	49
3.	Chidlow	48
4.	Darlington	53
5.	Glen Forrest	50
6.	Greenmount	46
7.	Helena Valley	50
8.	Hovea	41
9.	Mahogany Creek	50
10.	Midvale	36
11.	Mount Helena	44
12.	Mundaring	50
13.	Parkerville	45
14.	Sawyers Valley	46
15.	Stoneville	41
16.	Swan View	44
17.	Wooroloo	39

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	46	0-4 years	48	Disability	47
Female	49	5-11 years	47	First Nations	38
Age		12-17 years	46	Mainly speak LOTE	51
		18+ years	44	Homeownership	
		No children	47	Homeowner	46
				Renting / other	61
18-34 years	48				
35-49 years	48				
50-64 years	45				
65+ years	47				

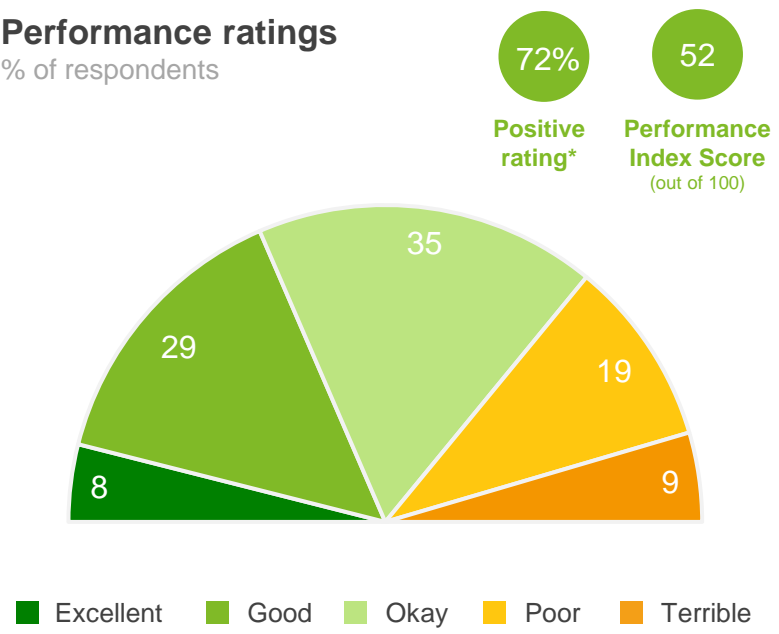
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2603). * Positive Rating = excellent, good + okay

Footpaths, trails and cycleways

Performance ratings

% of respondents



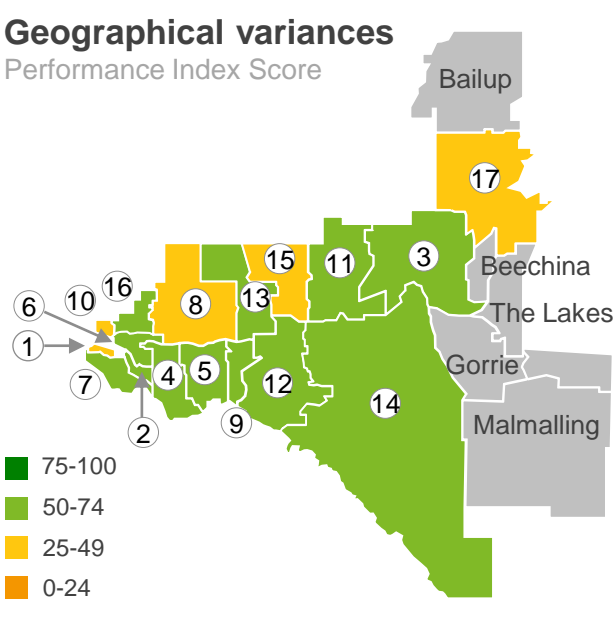
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Bellevue	49
2. Boya	52
3. Chidlow	54
4. Darlington	53
5. Glen Forrest	56
6. Greenmount	53
7. Helena Valley	51
8. Hovea	45
9. Mahogany Creek	56
10. Midvale	47
11. Mount Helena	53
12. Mundaring	56
13. Parkerville	50
14. Sawyers Valley	52
15. Stoneville	46
16. Swan View	51
17. Wooroloo	46

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	52	0-4 years	49	Disability	47
Female	53	5-11 years	49	First Nations	38
Age	18-34 years	12-17 years	49	Mainly speak LOTE	54
	35-49 years	18+ years	49	Homeownership	
	50-64 years	No children	54		
	65+ years				
				Homeowner	52
				Renting / other	60

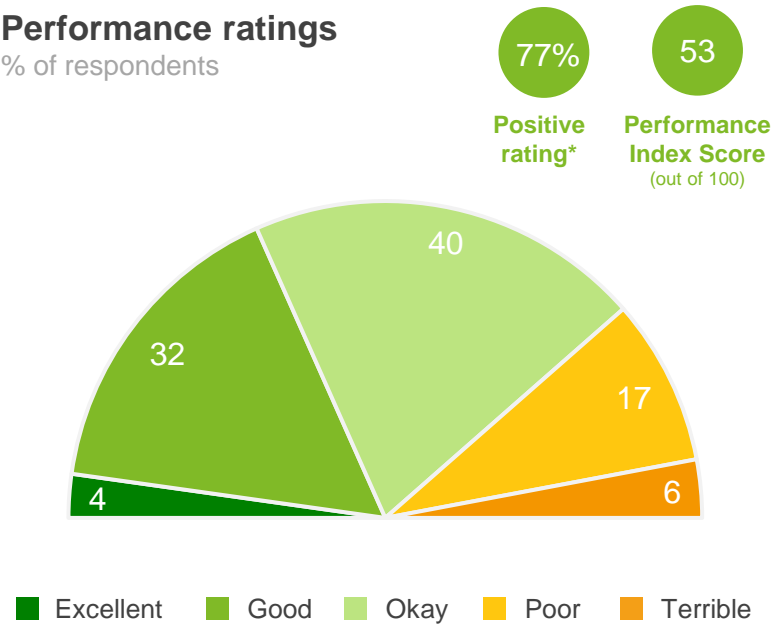
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2570). * Positive Rating = excellent, good + okay

Local roads

Performance ratings

% of respondents



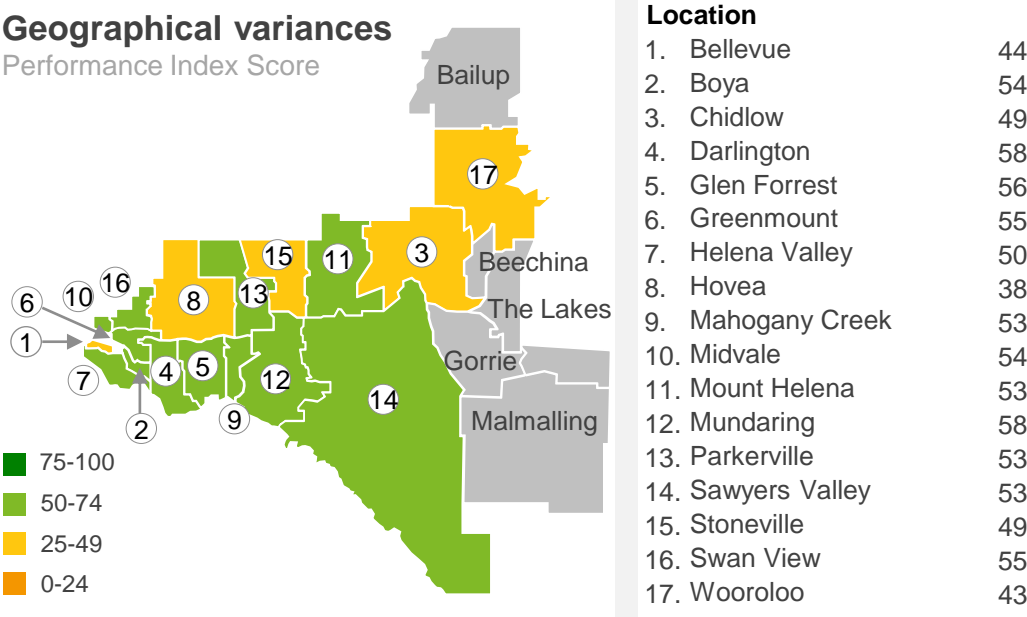
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture		
Age	Male	51	0-4 years	54	Disability	51
	Female	55	5-11 years	52	First Nations	42
			12-17 years	52	Mainly speak LOTE	55
	18-34 years	54	18+ years	49	Homeownership	
	35-49 years	53	No children	54		
	50-64 years	51				
	65+ years	55				
					Homeowner	53
				Renting / other	62	

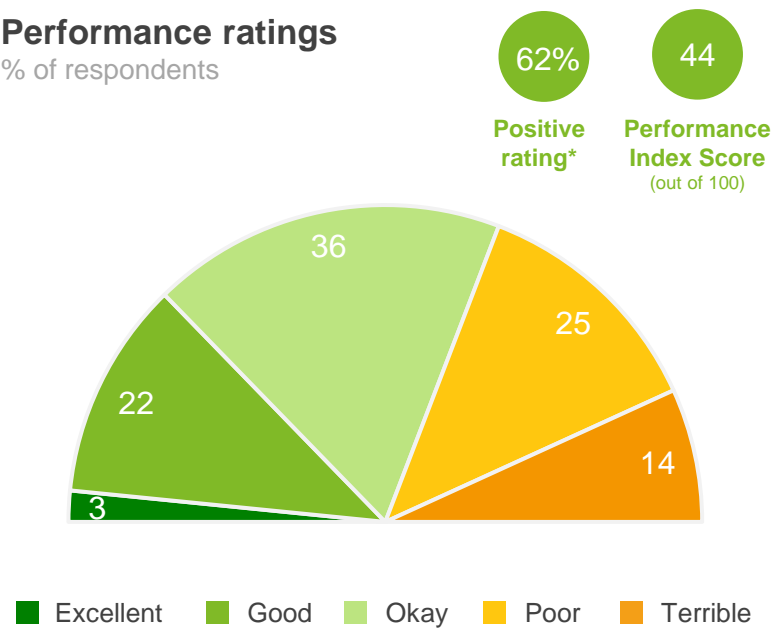
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2609). * Positive Rating = excellent, good + okay

Access to public and shared transport

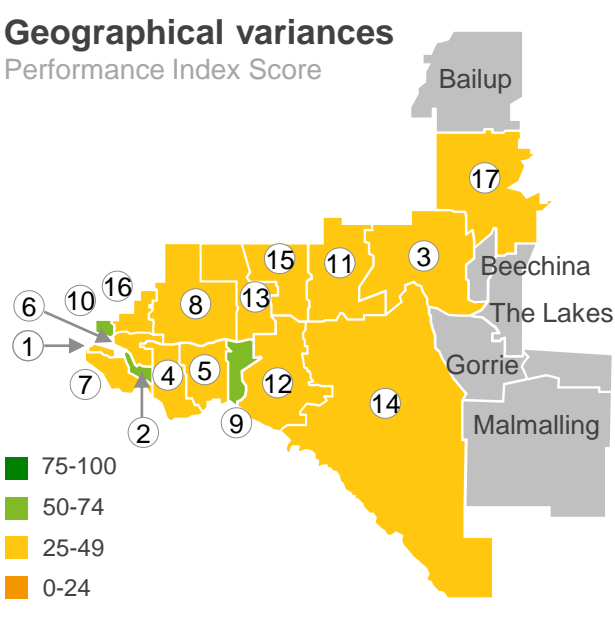
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location		
1.	Bellevue	37
2.	Boya	53
3.	Chidlow	41
4.	Darlington	47
5.	Glen Forrest	47
6.	Greenmount	49
7.	Helena Valley	45
8.	Hovea	32
9.	Mahogany Creek	51
10.	Midvale	52
11.	Mount Helena	39
12.	Mundaring	49
13.	Parkerville	39
14.	Sawyers Valley	43
15.	Stoneville	36
16.	Swan View	47
17.	Wooroloo	35

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	46	0-4 years	44	Disability	39
Female	43	5-11 years	43	First Nations	35
Age		12-17 years	36	Mainly speak LOTE	45
		18+ years	39	Homeownership	
		No children	47	Homeowner	44
				Renting / other	48
18-34 years	44				
35-49 years	41				
50-64 years	44				
65+ years	48				

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

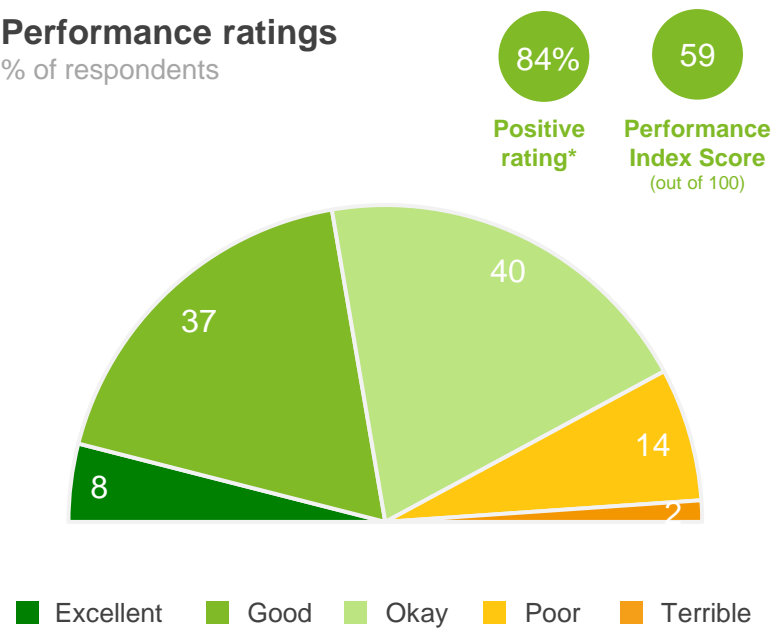
Base: All respondents, excludes 'unsure' and 'no response' (n = 2274). * Positive Rating = excellent, good + okay

Prosperity

Place to work or operate a business

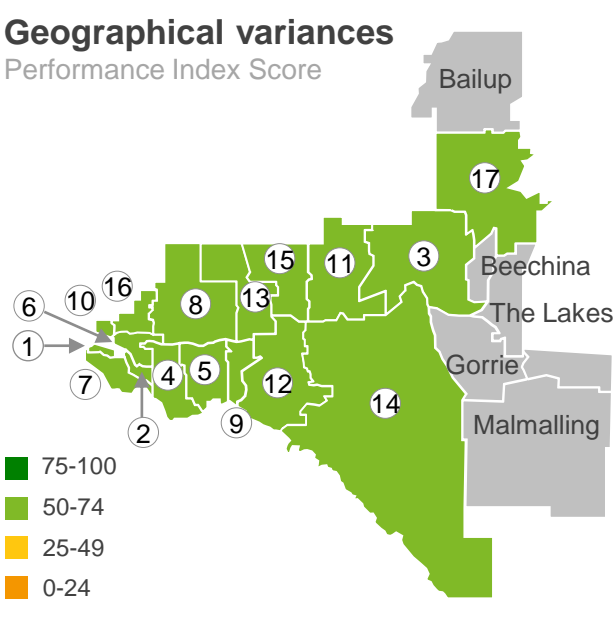
Performance ratings

% of respondents



Geographical variances

Performance Index Score

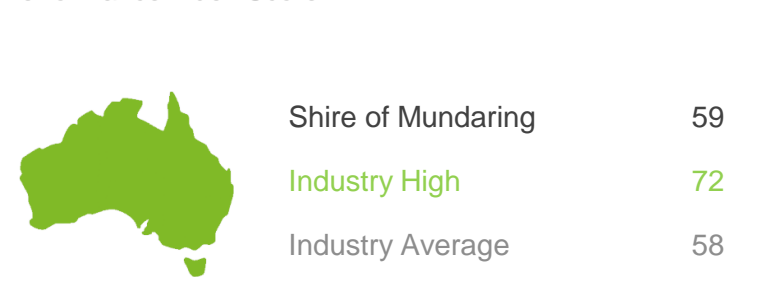


Location

1. Bellevue	51
2. Boya	65
3. Chidlow	55
4. Darlington	57
5. Glen Forrest	60
6. Greenmount	55
7. Helena Valley	57
8. Hovea	58
9. Mahogany Creek	62
10. Midvale	51
11. Mount Helena	64
12. Mundaring	61
13. Parkerville	60
14. Sawyers Valley	59
15. Stoneville	60
16. Swan View	58
17. Wooroloo	56

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-4 years	54	Disability	58
Female	63	5-11 years	58	First Nations	49
Age	18-34 years	12-17 years	57	Mainly speak LOTE	57
	35-49 years	18+ years	60	Homeownership	
	50-64 years	No children	60		
	65+ years				
				Homeowner	59
				Renting / other	63

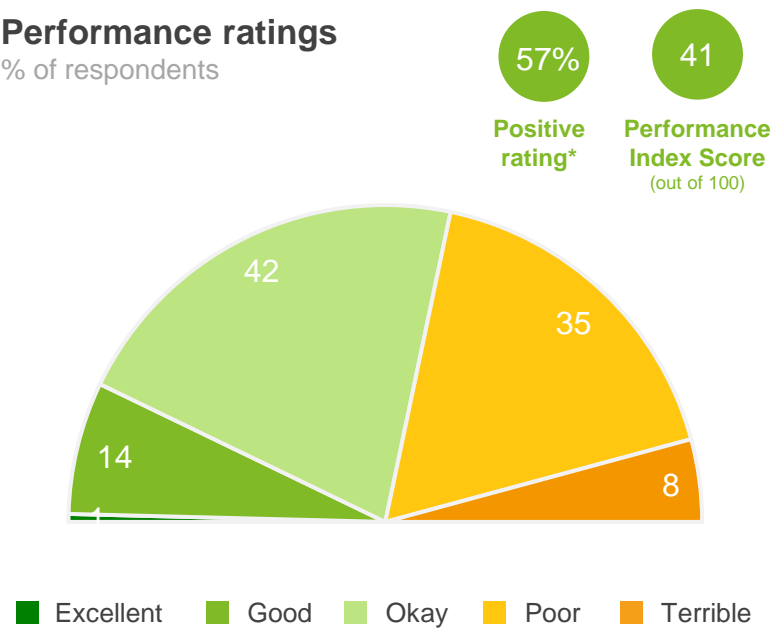
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1789). * Positive Rating = excellent, good + okay

Economic development and job creation

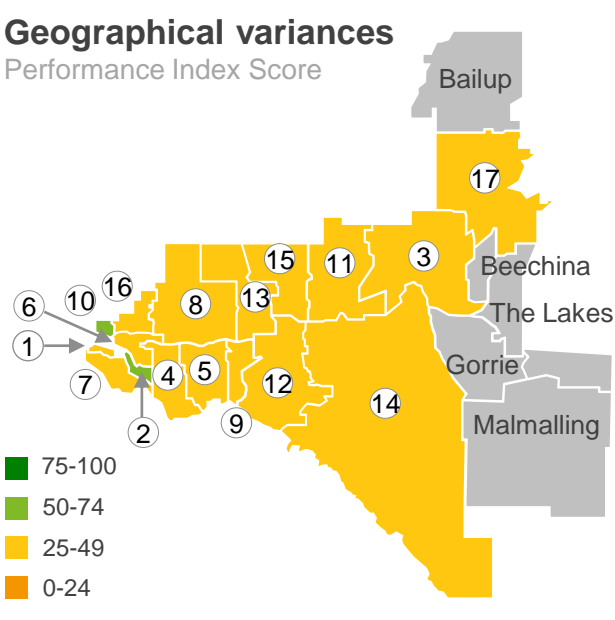
Performance ratings

% of respondents



Geographical variances

Performance Index Score

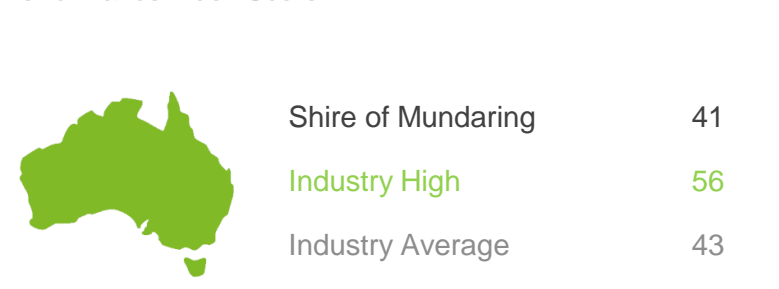


Location

1. Bellevue	32
2. Boya	52
3. Chidlow	38
4. Darlington	42
5. Glen Forrest	41
6. Greenmount	40
7. Helena Valley	43
8. Hovea	36
9. Mahogany Creek	38
10. Midvale	55
11. Mount Helena	39
12. Mundaring	42
13. Parkerville	40
14. Sawyers Valley	43
15. Stoneville	38
16. Swan View	41
17. Wooroloo	43

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	40	0-4 years	41	Disability	38
Female	43	5-11 years	40	First Nations	35
Age	18-34 years	12-17 years	39	Mainly speak LOTE	40
	35-49 years	18+ years	39	Homeownership	
	50-64 years	No children	43	Homeowner	41
	65+ years			Renting / other	42

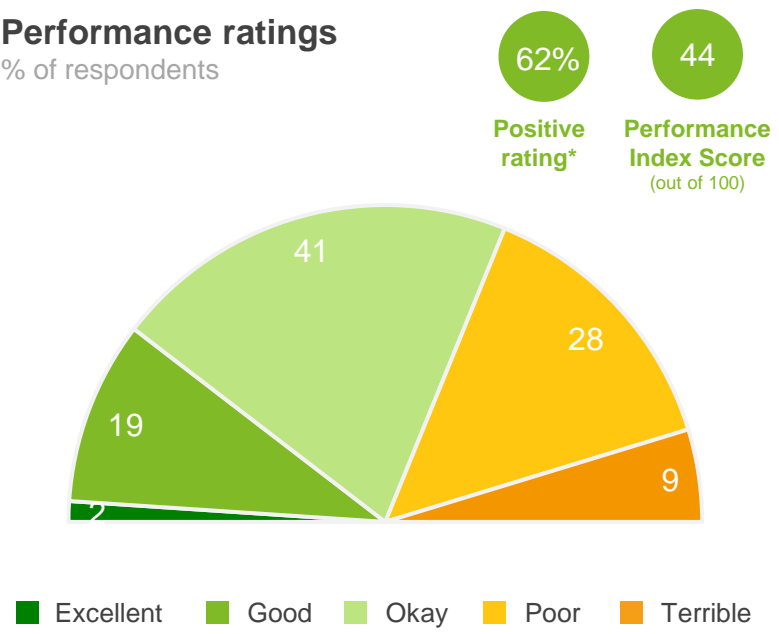
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1368). * Positive Rating = excellent, good + okay

Development and activation your local town centre

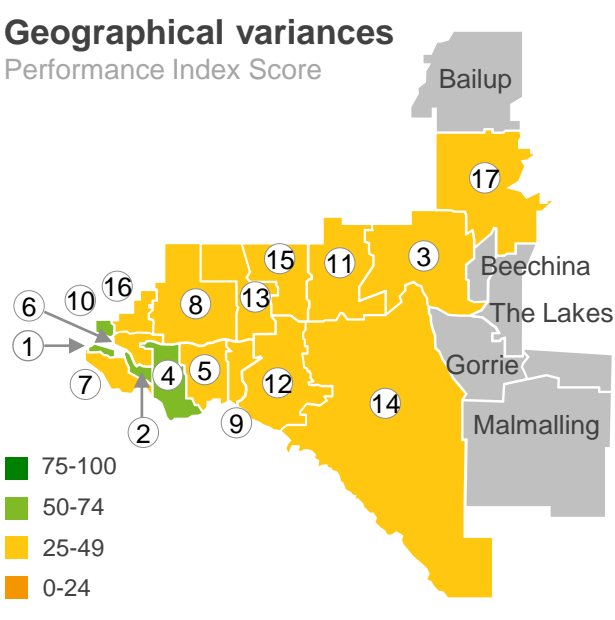
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location		
1.	Bellevue	50
2.	Boya	51
3.	Chidlow	44
4.	Darlington	51
5.	Glen Forrest	41
6.	Greenmount	45
7.	Helena Valley	42
8.	Hovea	42
9.	Mahogany Creek	40
10.	Midvale	54
11.	Mount Helena	45
12.	Mundaring	49
13.	Parkerville	42
14.	Sawyers Valley	44
15.	Stoneville	41
16.	Swan View	40
17.	Wooroloo	28

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	43	0-4 years	42	Disability	41
Female	46	5-11 years	42	First Nations	36
Age		12-17 years	41	Mainly speak LOTE	48
		18+ years	42	Homeownership	
		No children	47		
18-34 years	44			Homeowner	44
35-49 years	42			Renting / other	47
50-64 years	44				
65+ years	48				

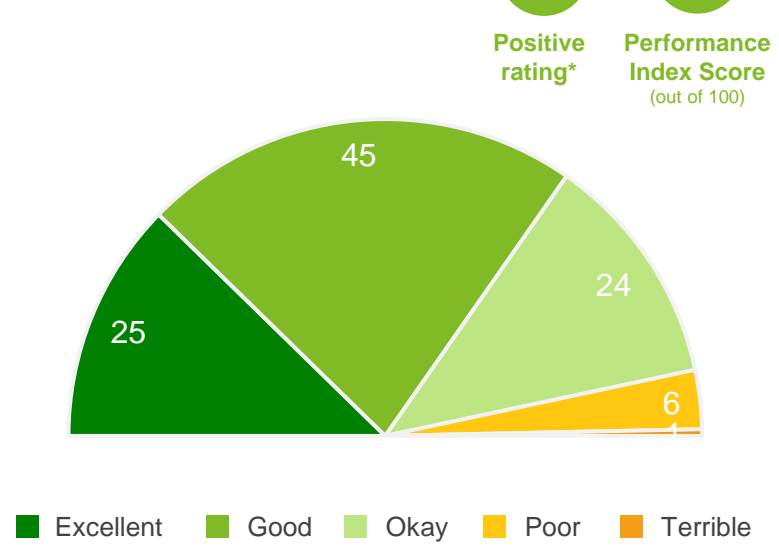
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1867). * Positive Rating = excellent, good + okay

Place to visit

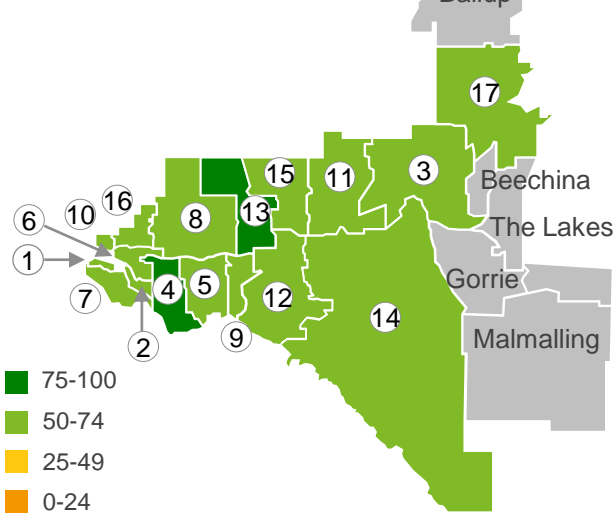
Performance ratings

% of respondents



Geographical variances

Performance Index Score

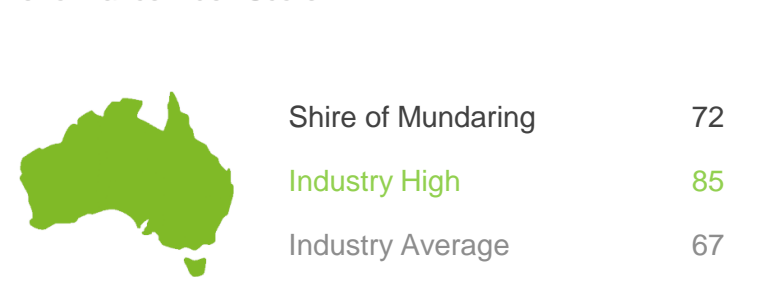


Location

1. Bellevue	60
2. Boya	72
3. Chidlow	71
4. Darlington	78
5. Glen Forrest	74
6. Greenmount	66
7. Helena Valley	70
8. Hovea	74
9. Mahogany Creek	70
10. Midvale	51
11. Mount Helena	71
12. Mundaring	74
13. Parkerville	76
14. Sawyers Valley	74
15. Stoneville	71
16. Swan View	68
17. Wooroloo	68

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	70	0-4 years	68	Disability	72
Female	74	5-11 years	71	First Nations	62
Age	18-34 years	12-17 years	70	Mainly speak LOTE	67
	35-49 years	18+ years	71	Homeownership	
	50-64 years	No children	73		
	65+ years				
				Homeowner	72
				Renting / other	71

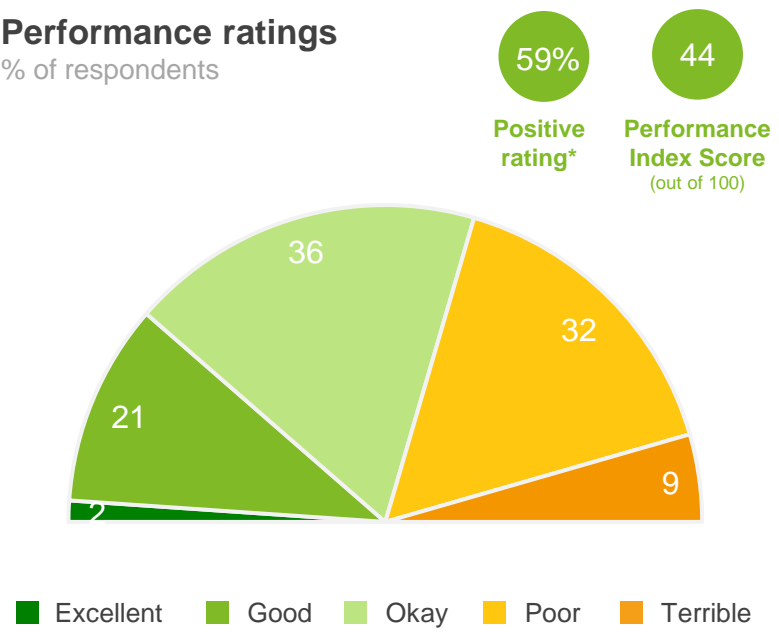
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2827). * Positive Rating = excellent, good + okay

Tourism and destination marketing

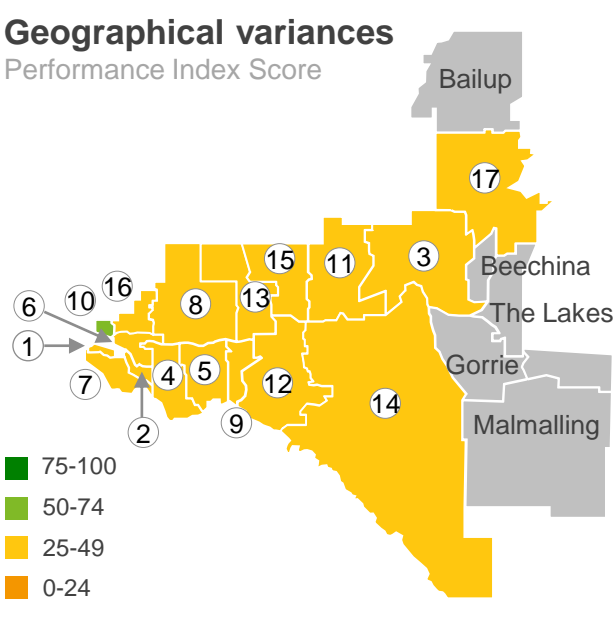
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bellevue	48
2. Boya	44
3. Chidlow	48
4. Darlington	46
5. Glen Forrest	41
6. Greenmount	45
7. Helena Valley	39
8. Hovea	42
9. Mahogany Creek	44
10. Midvale	52
11. Mount Helena	45
12. Mundaring	45
13. Parkerville	46
14. Sawyers Valley	48
15. Stoneville	43
16. Swan View	40
17. Wooroloo	36

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	42	0-4 years	43	Disability	46
Female	45	5-11 years	42	First Nations	37
Age	18-34 years	12-17 years	43	Mainly speak LOTE	45
	35-49 years	18+ years	43	Homeownership	
	50-64 years	No children	46	Homeowner	44
	65+ years			Renting / other	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1835). * Positive Rating = excellent, good + okay

Access to education, training and life-long learning opportunities

Performance ratings

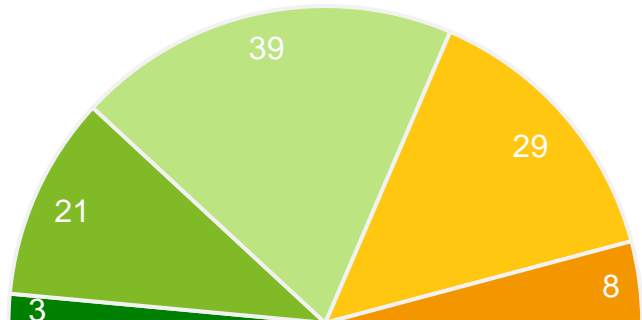
% of respondents

63%

Positive
rating*

45

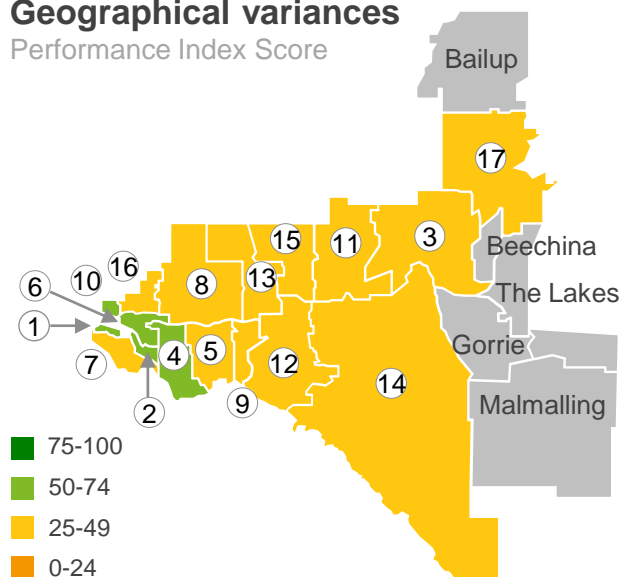
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location

1. Bellevue	55
2. Boya	52
3. Chidlow	42
4. Darlington	50
5. Glen Forrest	44
6. Greenmount	50
7. Helena Valley	39
8. Hovea	45
9. Mahogany Creek	45
10. Midvale	54
11. Mount Helena	44
12. Mundaring	47
13. Parkerville	47
14. Sawyers Valley	46
15. Stoneville	44
16. Swan View	46
17. Wooroloo	39

Community variances

Performance Index Score

Gender

Male	46
Female	45

Age of children

0-4 years	42
5-11 years	42
12-17 years	42
18+ years	43
No children	49

Disability & culture

Disability	44
First Nations	38
Mainly speak LOTE	45

Age

18-34 years	44
35-49 years	42
50-64 years	45
65+ years	51

Homeownership

Homeowner	45
Renting / other	52

MARKYT Industry Standards

Performance Index Score



Shire of Mundaring 45

Industry High 64

Industry Average 48

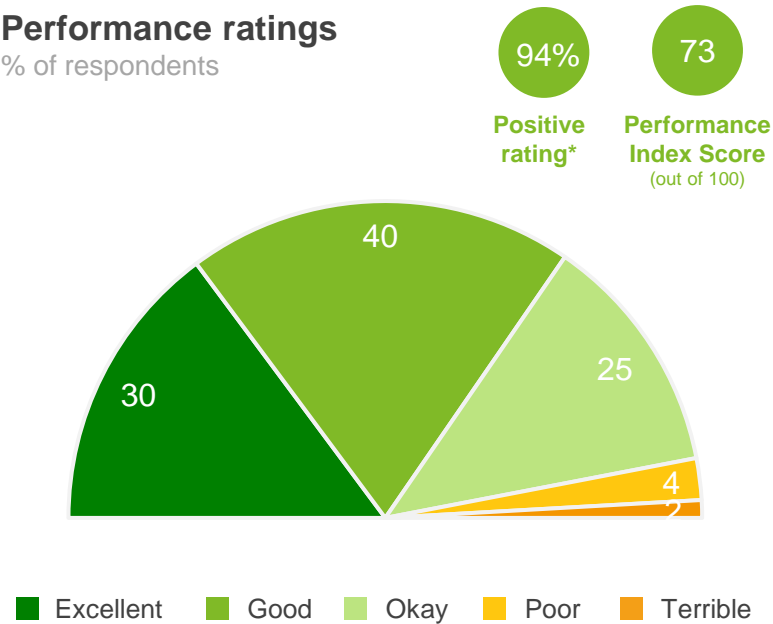
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1563). * Positive Rating = excellent, good + okay

Library services

Performance ratings

% of respondents



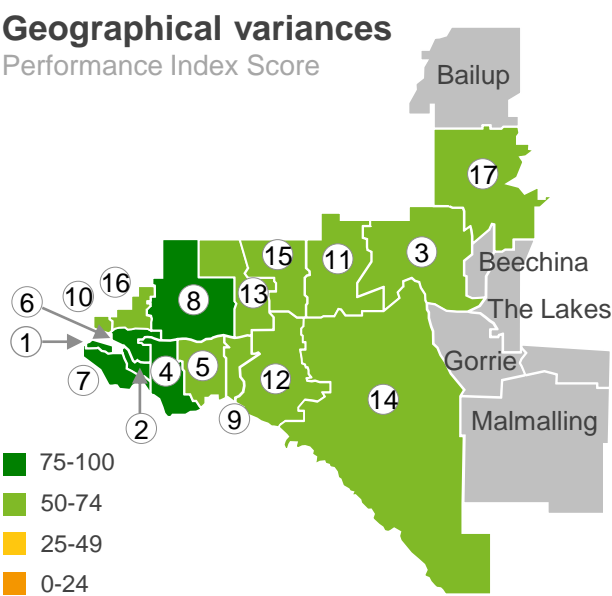
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Bellevue	81
2. Boya	86
3. Chidlow	67
4. Darlington	82
5. Glen Forrest	74
6. Greenmount	76
7. Helena Valley	75
8. Hovea	77
9. Mahogany Creek	68
10. Midvale	61
11. Mount Helena	67
12. Mundaring	73
13. Parkerville	74
14. Sawyers Valley	73
15. Stoneville	71
16. Swan View	67
17. Wooroloo	56

Community variances

Performance Index Score

Gender

Male	71
Female	75

Age

18-34 years	72
35-49 years	73
50-64 years	70
65+ years	77

Age of children

0-4 years	72
5-11 years	73
12-17 years	71
18+ years	70
No children	74

Disability & culture

Disability	70
First Nations	69
Mainly speak LOTE	72

Homeownership

Homeowner	73
Renting / other	75

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

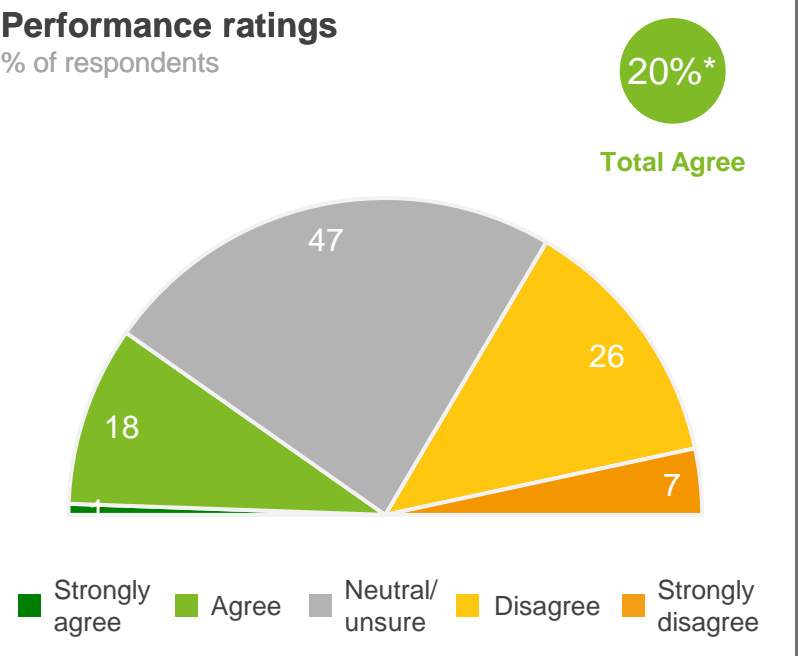
Base: All respondents, excludes 'unsure' and 'no response' (n = 2250). * Positive Rating = excellent, good + okay

Performance

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

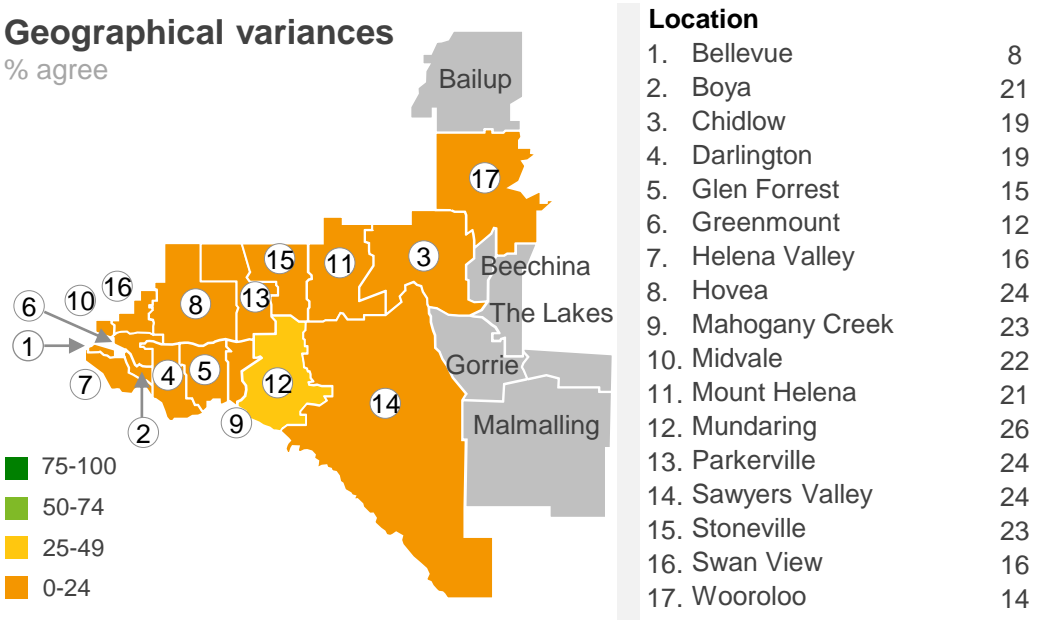
Performance ratings

% of respondents



Geographical variances

% agree



MARKYT Industry Standards

% agree



Community variances

% agree

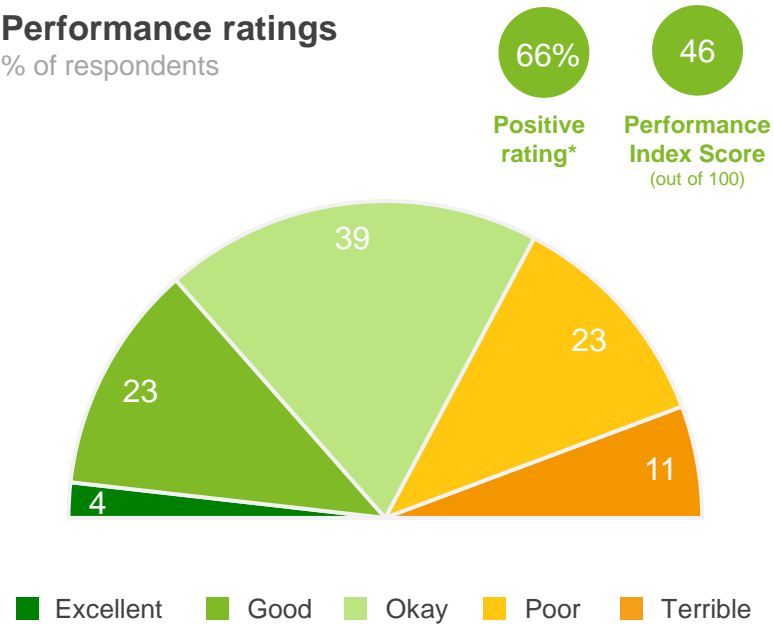
Gender		Age of children		Disability & culture	
Male	18	0-4 years	20	Disability	22
Female	22	5-11 years	19	First Nations	10
Age		12-17 years	17	Mainly speak LOTE	17
		18+ years	16	Homeownership	
		No children	23		
18-34 years	14			Homeowner	19
35-49 years	18			Renting / other	24
50-64 years	19				
65+ years	26				

Q. How strongly do you agree or disagree with the following statements?
 Base: All respondents, excludes 'no response' (n = 2827).
 * Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Council's leadership

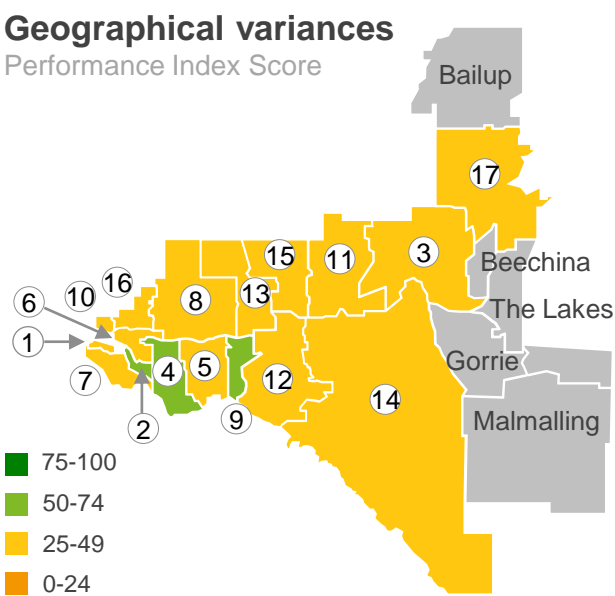
Performance ratings

% of respondents



Geographical variances

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender

Male	45
Female	49

Age

18-34 years	43
35-49 years	44
50-64 years	45
65+ years	52

Age of children

0-4 years	41
5-11 years	43
12-17 years	44
18+ years	44
No children	49

Disability & culture

Disability	46
First Nations	38
Mainly speak LOTE	46

Homeownership

Homeowner	46
Renting / other	54

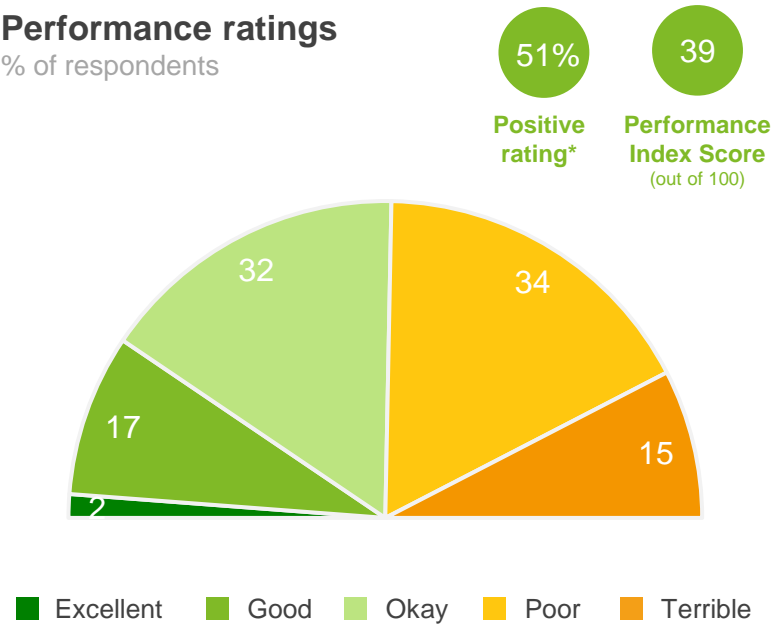
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1712). * Positive Rating = excellent, good + okay

How the community is consulted on local issues

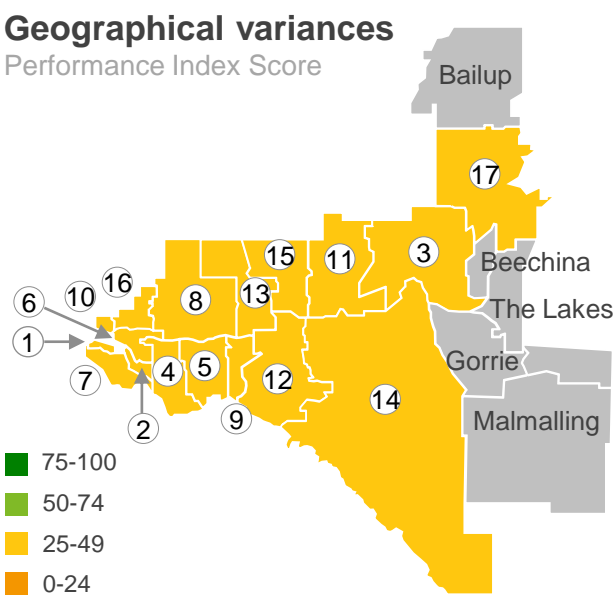
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bellevue	28
2. Boya	40
3. Chidlow	31
4. Darlington	45
5. Glen Forrest	33
6. Greenmount	41
7. Helena Valley	37
8. Hovea	40
9. Mahogany Creek	46
10. Midvale	38
11. Mount Helena	38
12. Mundaring	45
13. Parkerville	44
14. Sawyers Valley	39
15. Stoneville	42
16. Swan View	35
17. Wooroloo	29

MARKYT Industry Standards

Performance Index Score



Shire of Mundaring	39
Industry High	55
Industry Average	40

Community variances

Performance Index Score

Gender

Male	38
Female	41

Age of children

0-4 years	34
5-11 years	34
12-17 years	40
18+ years	37
No children	42

Age

18-34 years	36
35-49 years	38
50-64 years	40
65+ years	42

Disability & culture

Disability	37
First Nations	33
Mainly speak LOTE	39

Homeownership

Homeowner	39
Renting / other	46

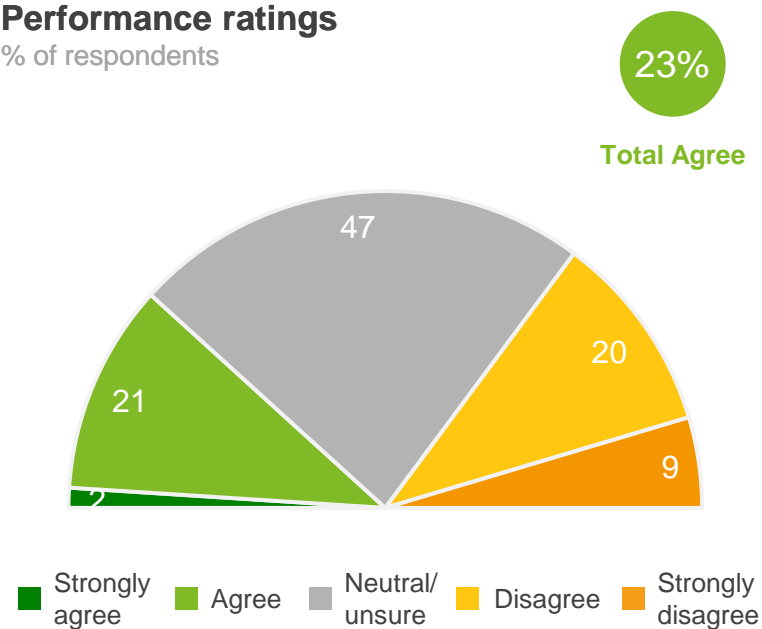
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2066). * Positive Rating = excellent, good + okay

The Shire listens to and respects community views

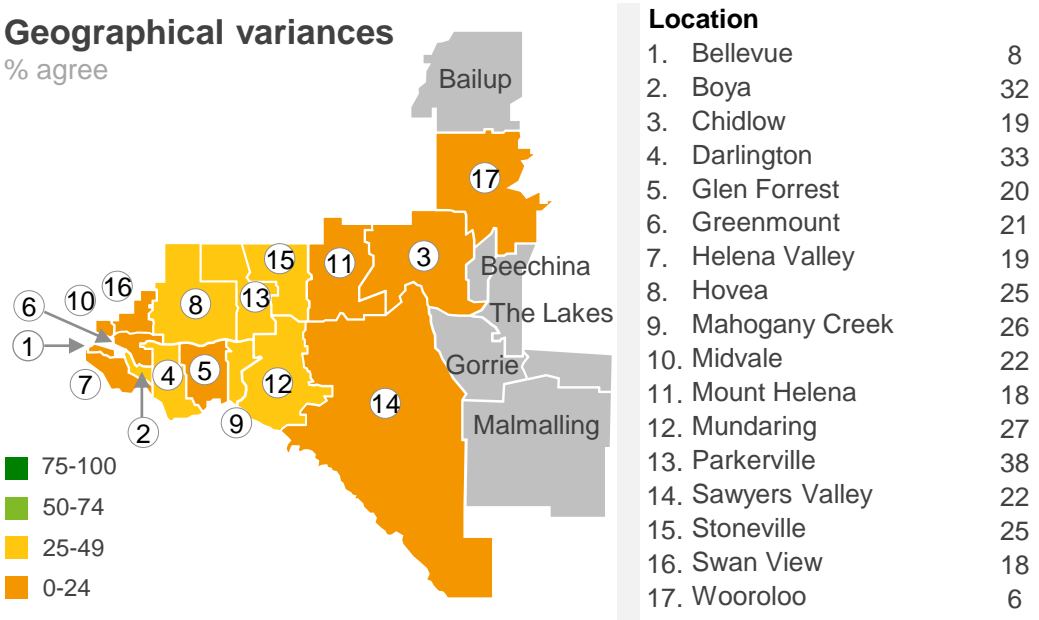
Performance ratings

% of respondents



Geographical variances

% agree



MARKYT Industry Standards

% agree



Community variances

% agree

Gender		Age of children		Disability & culture	
Male	22	0-4 years	22	Disability	26
Female	25	5-11 years	23	First Nations	13
Age	18-34 years	12-17 years	22	Mainly speak LOTE	30
	35-49 years	18+ years	22	Homeownership	
	50-64 years	No children	26		
	65+ years				
				Homeowner	23
				Renting / other	31

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

Base: All respondents, excludes 'no response' (n = 2853).

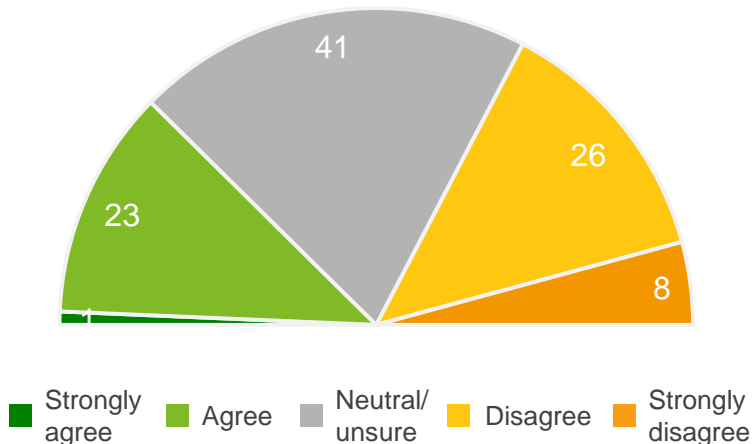
The Shire has a good understanding of community needs

Performance ratings

% of respondents

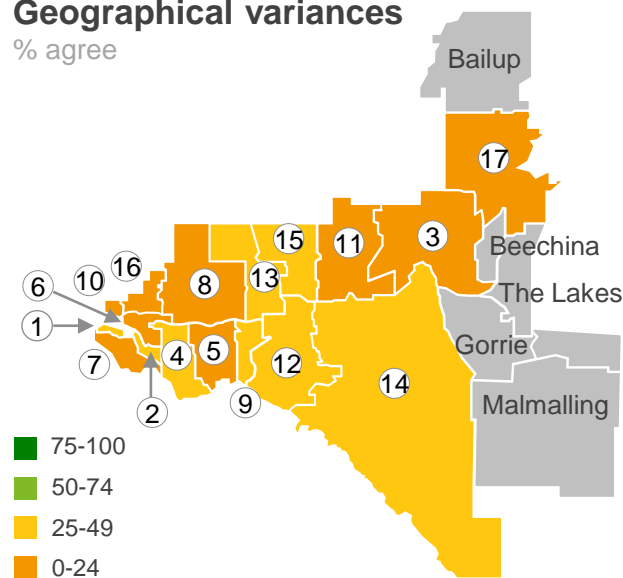
25%*

Total Agree



Geographical variances

% agree



Location

1. Bellevue	31
2. Boya	38
3. Chidlow	22
4. Darlington	33
5. Glen Forrest	21
6. Greenmount	24
7. Helena Valley	20
8. Hovea	24
9. Mahogany Creek	33
10. Midvale	23
11. Mount Helena	18
12. Mundaring	28
13. Parkerville	35
14. Sawyers Valley	28
15. Stoneville	26
16. Swan View	18
17. Wooroloo	9

Community variances

% agree

Gender

Male	24
Female	26

Age of children

0-4 years	22
5-11 years	24
12-17 years	22
18+ years	24
No children	28

Disability & culture

Disability	26
First Nations	16
Mainly speak LOTE	28

Age

18-34 years	19
35-49 years	24
50-64 years	24
65+ years	32

Homeownership

Homeowner	25
Renting / other	23

MARKYT Industry Standards

% agree



Shire of Mundaring	25
Industry High	51
Industry Average	27

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

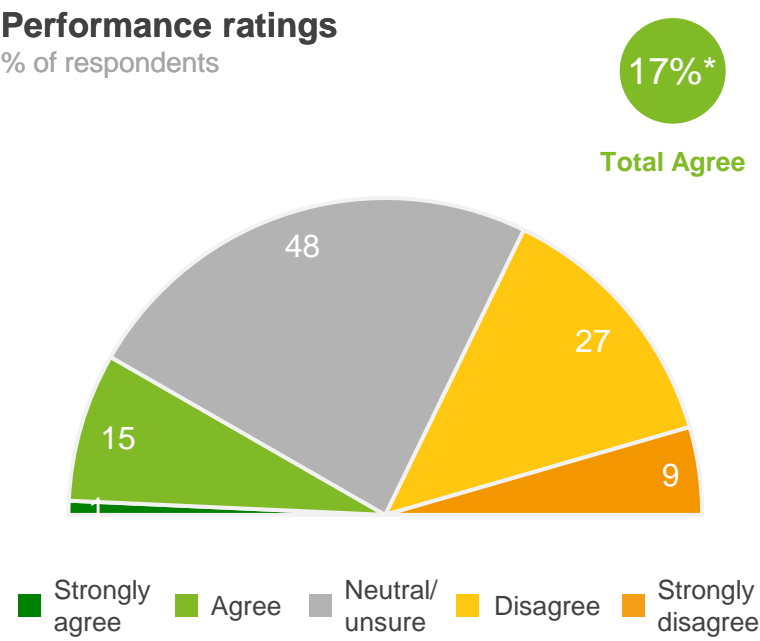
Base: All respondents, excludes 'no response' (n = 2845).

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

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

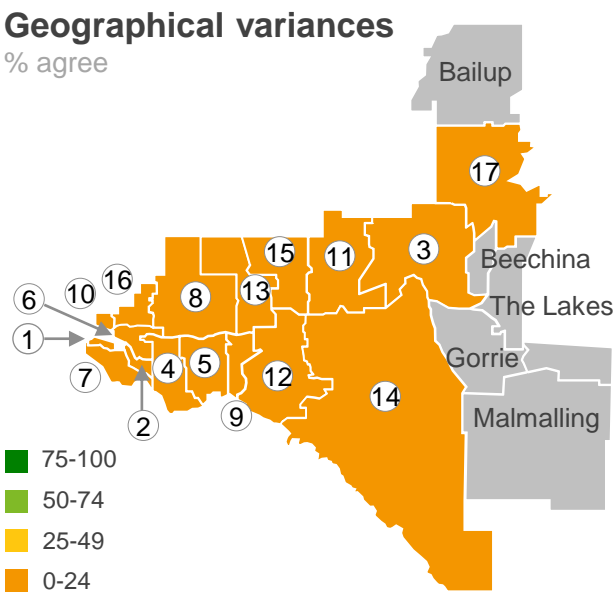
Performance ratings

% of respondents



Geographical variances

% agree



Location

1. Bellevue	4
2. Boya	15
3. Chidlow	11
4. Darlington	23
5. Glen Forrest	13
6. Greenmount	14
7. Helena Valley	17
8. Hovea	19
9. Mahogany Creek	21
10. Midvale	23
11. Mount Helena	15
12. Mundaring	19
13. Parkerville	18
14. Sawyers Valley	16
15. Stoneville	18
16. Swan View	15
17. Wooroloo	6

MARKYT Industry Standards

% agree



Community variances

% agree

Gender		Age of children		Disability & culture	
Male	16	0-4 years	16	Disability	17
Female	17	5-11 years	13	First Nations	17
Age	18-34 years	12-17 years	14	Mainly speak LOTE	25
	35-49 years	18+ years	14	Homeownership	
	50-64 years	No children	19		
	65+ years				
				Homeowner	16
				Renting / other	19

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

Base: All respondents, excludes 'no response' (n = 2847).

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

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

Performance ratings

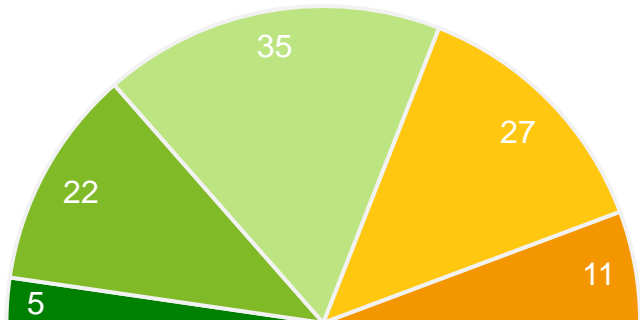
% of respondents

62%

Positive
rating*

46

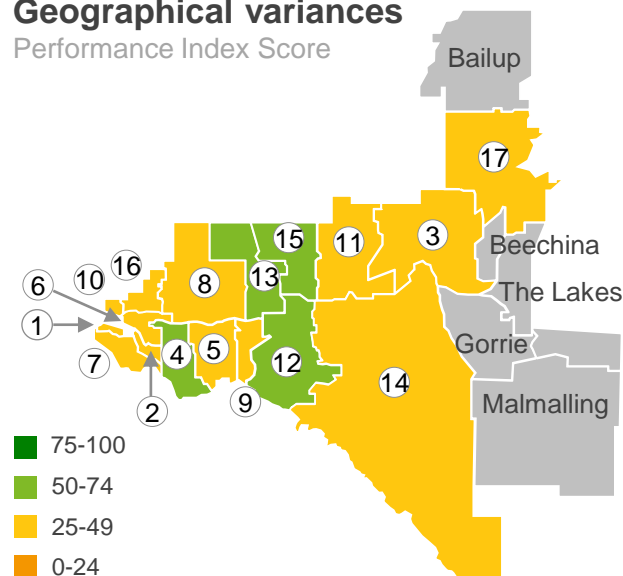
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location

1. Bellevue	31
2. Boya	43
3. Chidlow	38
4. Darlington	51
5. Glen Forrest	43
6. Greenmount	45
7. Helena Valley	38
8. Hovea	49
9. Mahogany Creek	48
10. Midvale	42
11. Mount Helena	45
12. Mundaring	51
13. Parkerville	51
14. Sawyers Valley	46
15. Stoneville	54
16. Swan View	41
17. Wooroloo	34

Community variances

Performance Index Score

Gender

Male	43
Female	49

Age of children

0-4 years	37
5-11 years	42
12-17 years	47
18+ years	43
No children	48

Disability & culture

Disability	45
First Nations	35
Mainly speak LOTE	45

Age

18-34 years	38
35-49 years	45
50-64 years	47
65+ years	51

Homeownership

Homeowner	45
Renting / other	55

MARKYT Industry Standards

Performance Index Score



Shire of Mundaring	46
Industry High	56
Industry Average	42

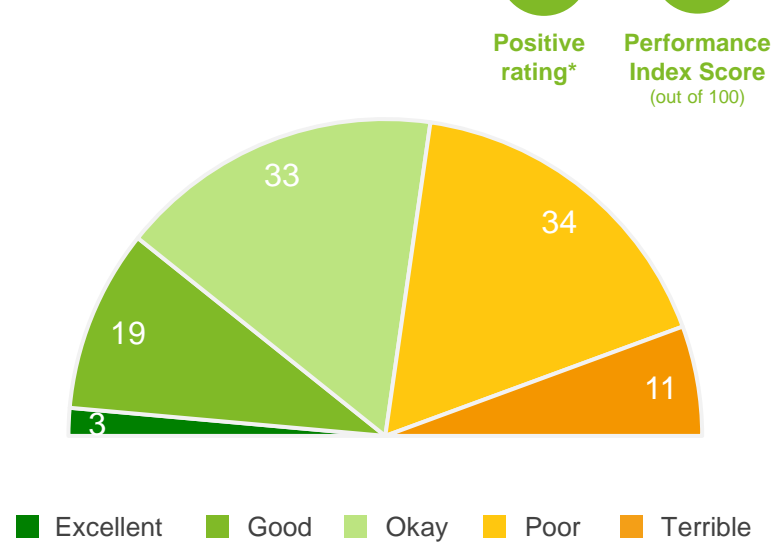
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1652). * Positive Rating = excellent, good + okay

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

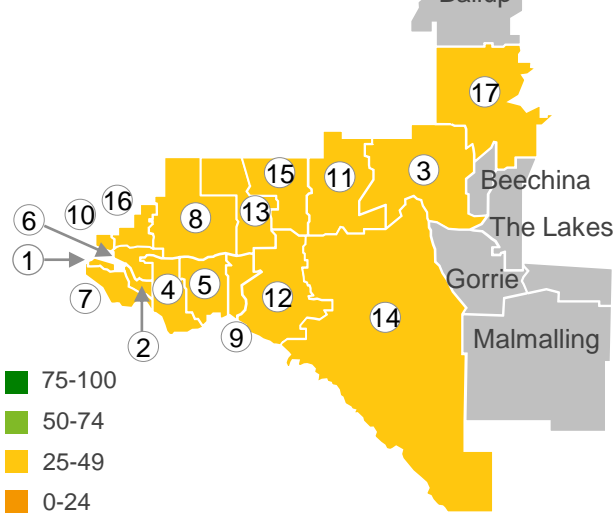
Performance ratings

% of respondents



Geographical variances

Performance Index Score

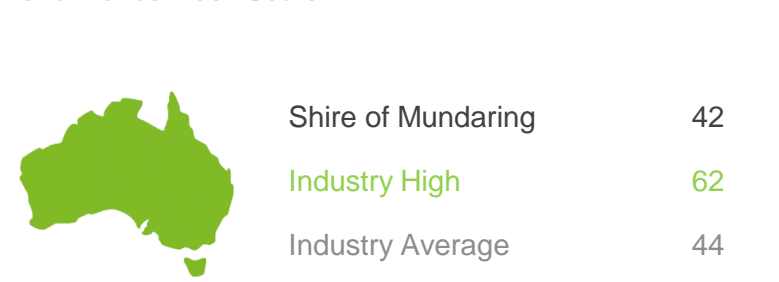


Location

1. Bellevue	36
2. Boya	41
3. Chidlow	35
4. Darlington	47
5. Glen Forrest	38
6. Greenmount	40
7. Helena Valley	40
8. Hovea	38
9. Mahogany Creek	49
10. Midvale	33
11. Mount Helena	42
12. Mundaring	46
13. Parkerville	46
14. Sawyers Valley	42
15. Stoneville	41
16. Swan View	39
17. Wooroloo	38

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	41	0-4 years	39	Disability	39
Female	43	5-11 years	38	First Nations	35
Age		12-17 years	41	Mainly speak LOTE	43
	18-34 years	18+ years	38	Homeownership	
	35-49 years	No children	45		
	50-64 years				
	65+ years				
				Homeowner	42
				Renting / other	47

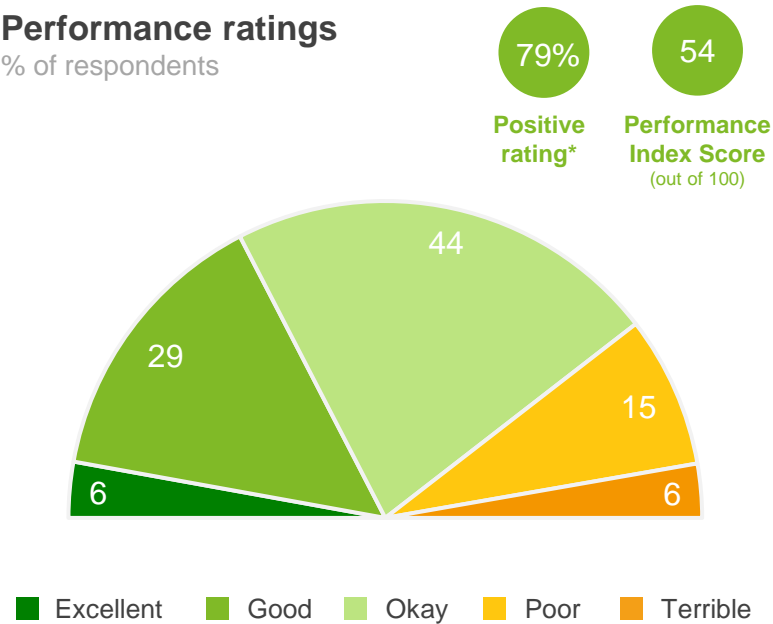
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2266). * Positive Rating = excellent, good + okay

Shire's website

Performance ratings

% of respondents



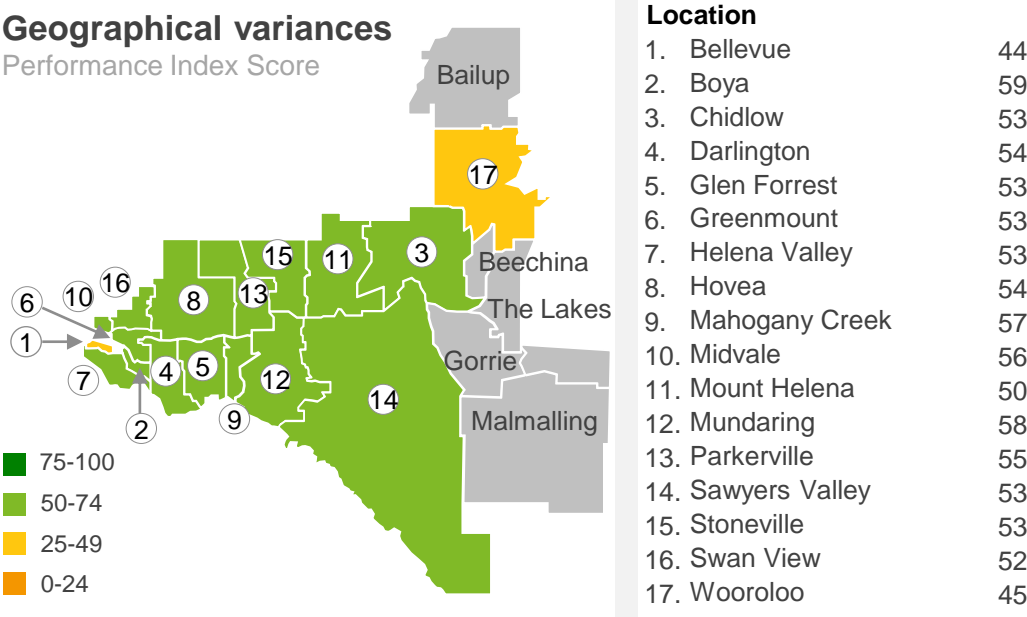
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Community variances

Performance Index Score

Gender			Age of children		Disability & culture		
Age	Male	52	0-4 years	48	Disability	52	
	Female	55	5-11 years	52	First Nations	49	
			12-17 years	52	Mainly speak LOTE	52	
	18-34 years	53	18+ years	51	Homeownership		
	35-49 years	52	No children	56			
	50-64 years	54				Homeowner	53
	65+ years	55				Renting / other	60

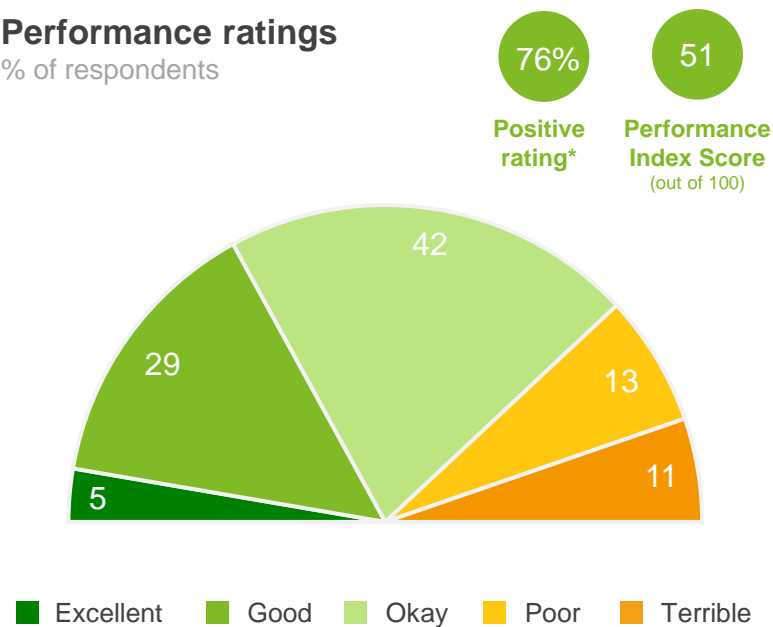
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2130). * Positive Rating = excellent, good + okay

One page update in the local community newspaper

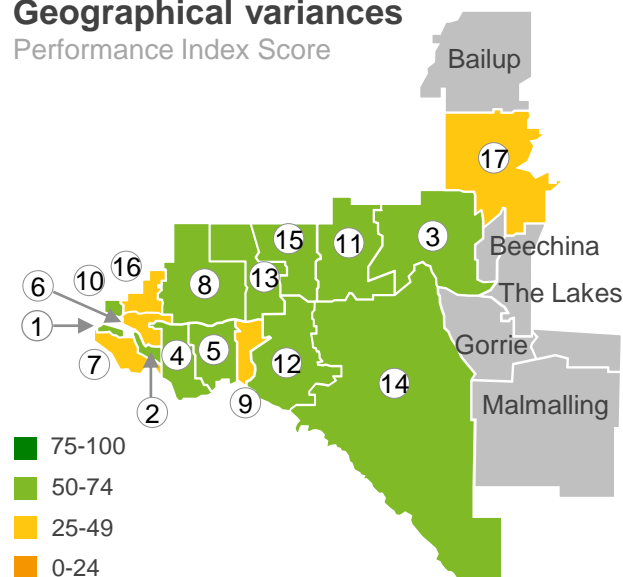
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

1. Bellevue	50
2. Boya	52
3. Chidlow	52
4. Darlington	56
5. Glen Forrest	50
6. Greenmount	45
7. Helena Valley	47
8. Hovea	51
9. Mahogany Creek	49
10. Midvale	50
11. Mount Helena	50
12. Mundaring	57
13. Parkerville	57
14. Sawyers Valley	50
15. Stoneville	52
16. Swan View	47
17. Wooroloo	42

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender

Male	49
Female	55

Age of children

0-4 years	44
5-11 years	49
12-17 years	51
18+ years	47
No children	54

Disability & culture

Disability	51
First Nations	46
Mainly speak LOTE	55

Age

18-34 years	46
35-49 years	50
50-64 years	51
65+ years	55

Homeownership

Homeowner	51
Renting / other	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1287). * Positive Rating = excellent, good + okay

Shire's presence on social media (Facebook and Instagram)

Performance ratings

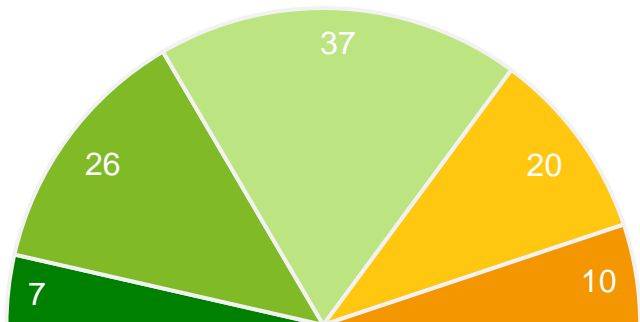
% of respondents

70%

Positive
rating*

50

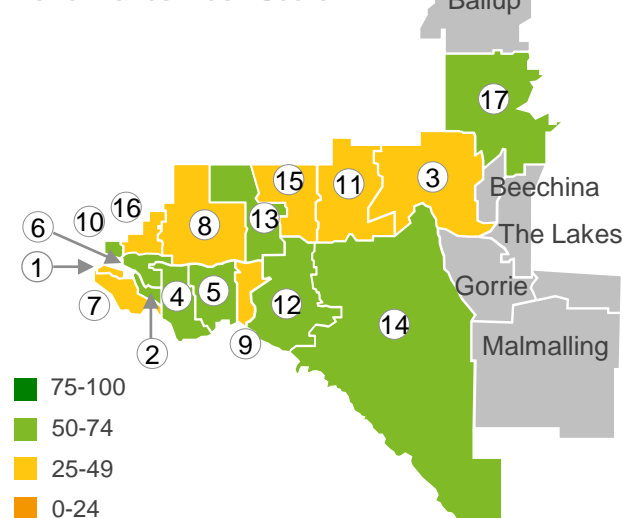
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location

1. Bellevue	39
2. Boya	59
3. Chidlow	45
4. Darlington	54
5. Glen Forrest	50
6. Greenmount	51
7. Helena Valley	41
8. Hovea	39
9. Mahogany Creek	49
10. Midvale	57
11. Mount Helena	48
12. Mundaring	56
13. Parkerville	57
14. Sawyers Valley	55
15. Stoneville	49
16. Swan View	47
17. Wooroloo	51

Community variances

Performance Index Score

Gender

Male	49
Female	53

Age of children

0-4 years	46
5-11 years	51
12-17 years	51
18+ years	45
No children	52

Disability & culture

Disability	49
First Nations	42
Mainly speak LOTE	51

Age

18-34 years	52
35-49 years	52
50-64 years	48
65+ years	48

Homeownership

Homeowner	50
Renting / other	58

MARKYT Industry Standards

Performance Index Score



Shire of Mundaring	50
Industry High	63
Industry Average	52

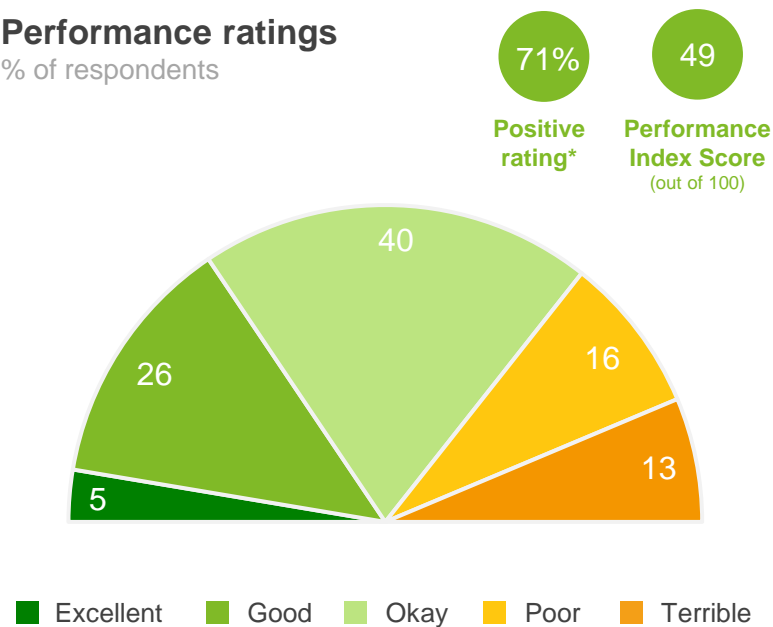
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1313). * Positive Rating = excellent, good + okay

Monthly enewsletter

Performance ratings

% of respondents



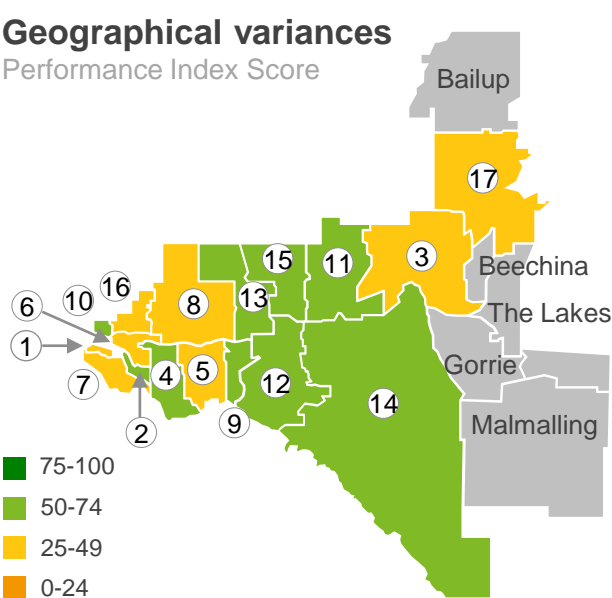
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Bellevue	39
2. Boya	54
3. Chidlow	45
4. Darlington	53
5. Glen Forrest	42
6. Greenmount	44
7. Helena Valley	41
8. Hovea	44
9. Mahogany Creek	51
10. Midvale	65
11. Mount Helena	50
12. Mundaring	56
13. Parkerville	52
14. Sawyers Valley	53
15. Stoneville	52
16. Swan View	47
17. Wooroloo	42

Community variances

Performance Index Score

Gender

Male	46
Female	53

Age

18-34 years	45
35-49 years	48
50-64 years	50
65+ years	52

Age of children

0-4 years	44
5-11 years	47
12-17 years	47
18+ years	45
No children	51

Disability & culture

Disability	47
First Nations	41
Mainly speak LOTE	54

Homeownership

Homeowner	49
Renting / other	53

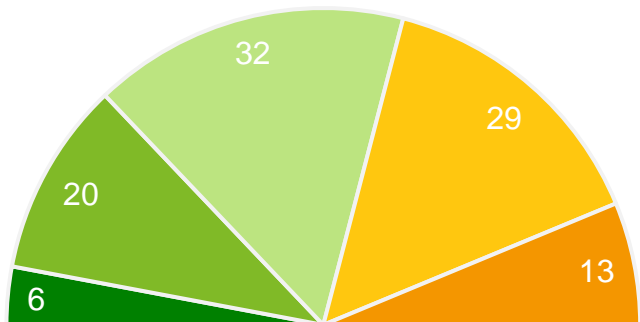
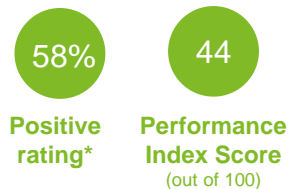
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1209). * Positive Rating = excellent, good + okay

Information and assistance to access Shire grants, subsidies and rebates

Performance ratings

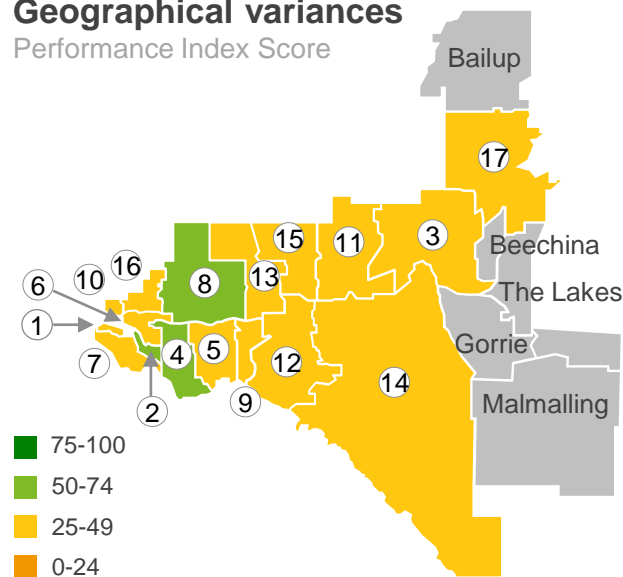
% of respondents



Excellent Good Okay Poor Terrible

Geographical variances

Performance Index Score



Location

1. Bellevue	34
2. Boya	51
3. Chidlow	44
4. Darlington	52
5. Glen Forrest	46
6. Greenmount	42
7. Helena Valley	36
8. Hovea	51
9. Mahogany Creek	38
10. Midvale	38
11. Mount Helena	46
12. Mundaring	49
13. Parkerville	46
14. Sawyers Valley	48
15. Stoneville	46
16. Swan View	38
17. Wooroloo	34

MARKYT Industry Standards

Performance Index Score



Shire of Mundaring	44
Industry High	NA
Industry Average	NA

Community variances

Performance Index Score

Gender

Male	41
Female	49

Age of children

0-4 years	42
5-11 years	44
12-17 years	43
18+ years	41
No children	47

Disability & culture

Disability	44
First Nations	43
Mainly speak LOTE	44

Age

18-34 years	39
35-49 years	43
50-64 years	44
65+ years	54

Homeownership

Homeowner	45
Renting / other	39

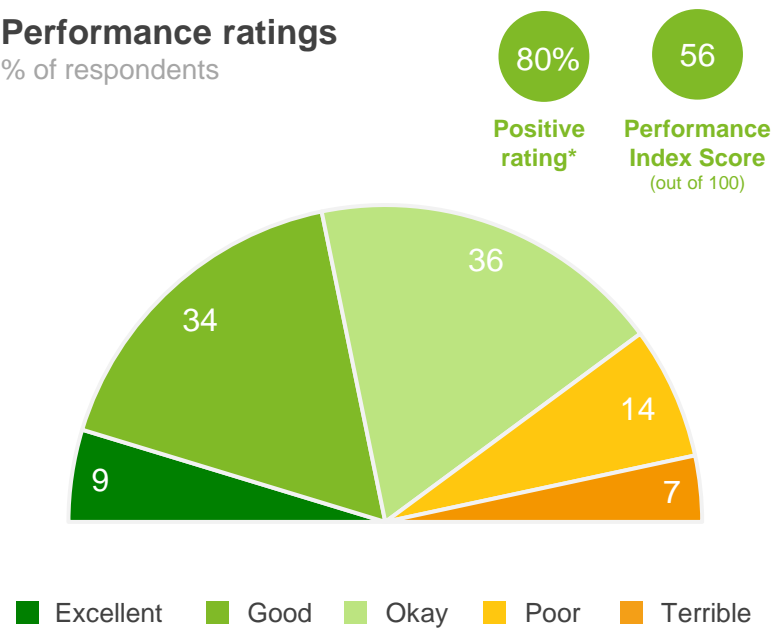
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1505). * Positive Rating = excellent, good + okay

Customer service

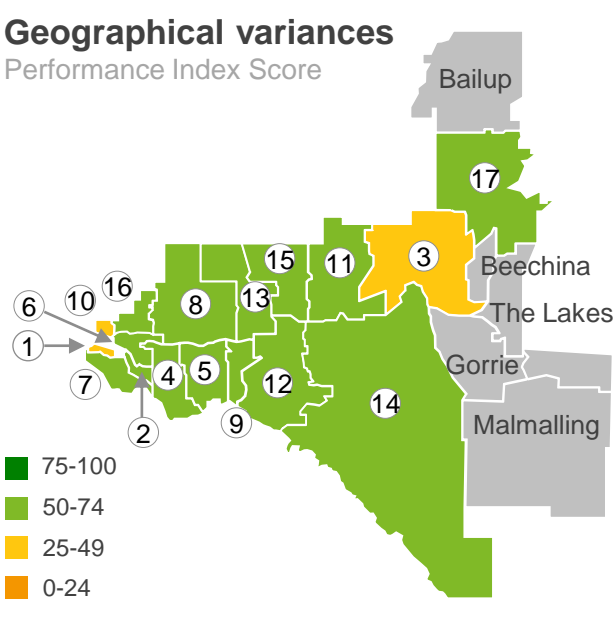
Performance ratings

% of respondents



Geographical variances

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	56	0-4 years	48	Disability	58
Female	58	5-11 years	55	First Nations	51
Age		12-17 years	55	Mainly speak LOTE	59
		18+ years	55	Homeownership	
		No children	59	Homeowner	56
				Renting / other	66
18-34 years	53				
35-49 years	55				
50-64 years	57				
65+ years	59				

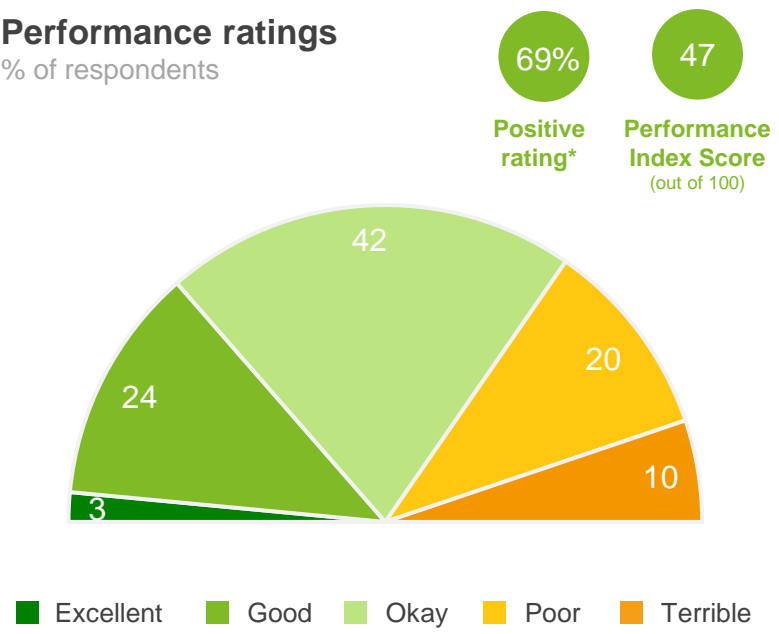
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 2223). * Positive Rating = excellent, good + okay

Embracing change, innovation and technology

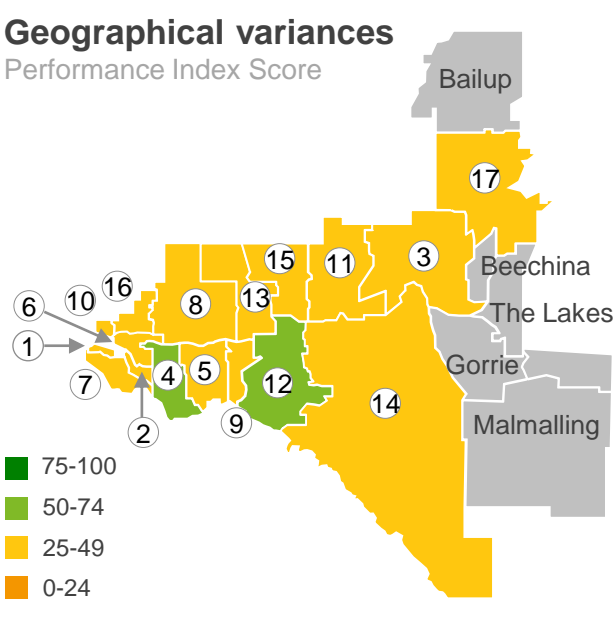
Performance ratings

% of respondents



Geographical variances

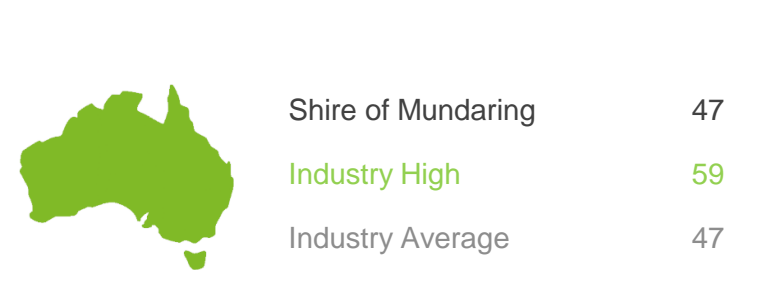
Performance Index Score



Location		
1.	Bellevue	40
2.	Boya	48
3.	Chidlow	48
4.	Darlington	50
5.	Glen Forrest	44
6.	Greenmount	48
7.	Helena Valley	41
8.	Hovea	44
9.	Mahogany Creek	46
10.	Midvale	46
11.	Mount Helena	48
12.	Mundaring	53
13.	Parkerville	49
14.	Sawyers Valley	47
15.	Stoneville	46
16.	Swan View	48
17.	Wooroloo	42

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	46	0-4 years	46	Disability	48
Female	50	5-11 years	44	First Nations	42
Age		12-17 years	45	Mainly speak LOTE	49
		18+ years	44	Homeownership	
		No children	50		
18-34 years	48			Homeowner	47
35-49 years	45			Renting / other	50
50-64 years	47				
65+ years	51				

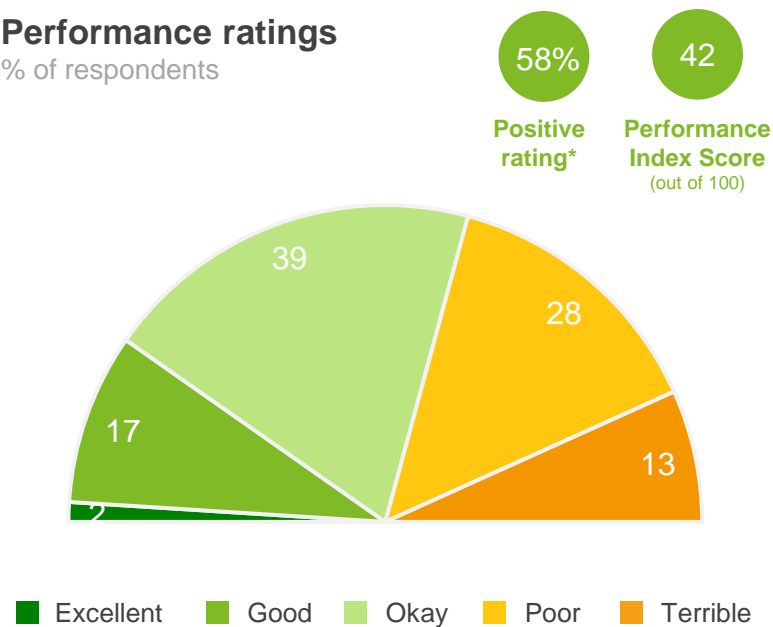
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1567). * Positive Rating = excellent, good + okay

Value for money from Council rates

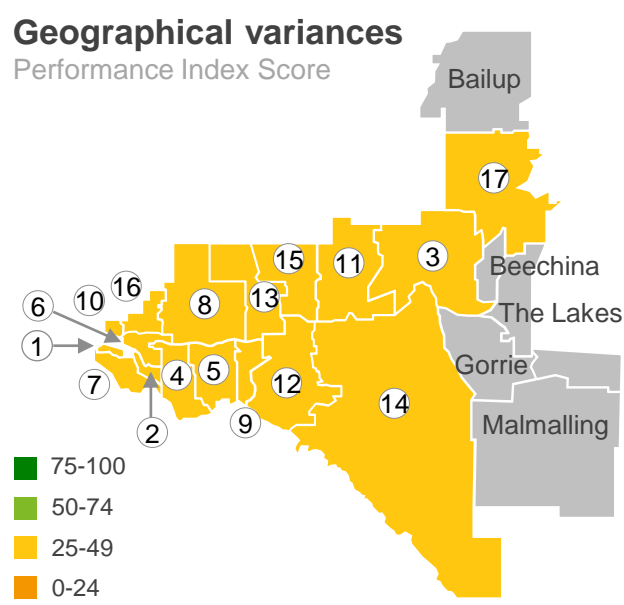
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location		
1.	Bellevue	38
2.	Boya	49
3.	Chidlow	40
4.	Darlington	42
5.	Glen Forrest	45
6.	Greenmount	45
7.	Helena Valley	37
8.	Hovea	49
9.	Mahogany Creek	45
10.	Midvale	40
11.	Mount Helena	41
12.	Mundaring	45
13.	Parkerville	44
14.	Sawyers Valley	41
15.	Stoneville	41
16.	Swan View	39
17.	Wooroloo	34

MARKYT Industry Standards

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	40	0-4 years	36	Disability	43
Female	44	5-11 years	38	First Nations	37
Age	18-34 years	12-17 years	38	Mainly speak LOTE	41
	35-49 years	18+ years	38	Homeownership	
	50-64 years	No children	45		
	65+ years				
				Homeowner	42
				Renting / other	45

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 2747). * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE
Place to live	81	81	85	80	81	81	78	79	79	81	79	80	81	82	78	78	75
PEOPLE																	
Children and family services and facilities	56	56	63	56	57	61	48	51	52	54	52	54	57	61	56	48	54
Youth services and facilities	44	44	49	46	41	48	39	38	38	40	44	40	44	48	43	39	42
Seniors' services, facilities and care	53	53	60	51	55	54	57	52	50	49	57	52	50	54	47	53	52
Disability access and inclusion	52	52	58	54	50	53	52	48	51	51	55	51	50	52	47	50	58
Recognition for First Nations cultures/heritage	61	61	63	65	57	61	62	60	58	57	64	58	60	60	61	55	56
Volunteer support and recognition	63	63	61	62	64	64	63	63	61	59	61	62	62	65	62	55	59
Health and community services	57	57	59	57	57	60	55	53	53	54	57	55	56	61	53	49	50
Sport and recreation facilities and services	64	64	68	64	65	67	57	59	62	63	62	60	65	68	63	54	64
Festivals, events, art and cultural activities	59	59	62	58	61	61	60	59	59	57	59	59	59	61	61	48	58
Community safety and crime prevention	51	51	58	49	53	51	52	52	53	47	53	51	48	51	51	44	46
Lighting of streets and public places	52	52	60	52	54	53	52	53	52	49	54	52	50	54	49	40	47
Animal management (dogs and cats)	54	54	55	52	56	54	50	55	54	55	53	54	53	56	52	48	54
PLANET																	
Sustainable practices / climate change	51	51	47	53	50	52	52	50	49	47	52	50	50	52	48	51	49
Conservation and environmental management	55	55	58	57	54	56	54	54	56	52	58	55	54	55	53	49	55
Lake Leschenaultia conservation/enhancement	62	62	60	61	63	65	57	59	60	58	59	60	61	66	60	53	65
Waste management	57	56	62	57	56	61	46	51	52	53	51	53	58	64	56	48	63
Public health management (noise, pests, etc)	57	57	66	56	59	58	54	57	57	55	60	56	56	57	56	46	56
Natural disaster education and prevention	58	58	64	56	61	60	58	58	57	56	58	59	57	60	55	58	62
Emergency management response and relief	66	66	73	64	69	67	66	65	62	64	65	64	66	68	63	63	65

Summary of community variances

Place and Prosperity

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE
PLACE																	
Responsible growth and development	49	49	55	48	51	51	48	47	49	47	49	48	48	51	48	38	47
Planning and building approvals	47	47	49	46	48	48	43	47	46	46	44	49	47	47	44	44	51
Housing	53	53	49	53	53	53	53	52	54	50	54	54	52	51	50	48	55
Preserving local history and heritage	62	61	68	61	63	62	63	59	61	59	66	60	60	61	60	46	59
Community buildings, halls and toilets	59	59	59	58	60	61	54	57	58	56	57	58	59	61	56	49	60
Playgrounds, parks and reserves	63	63	69	62	63	66	55	58	60	62	59	60	64	67	64	51	56
Streetscapes, trees and verges	47	46	61	46	49	47	48	47	46	44	48	48	45	47	47	38	51
Footpaths, trails and cycleways	52	52	60	52	53	54	49	49	49	49	52	51	52	53	47	38	54
Local roads	53	53	62	51	55	54	54	52	52	49	54	53	51	55	51	42	55
Public and shared transport	44	44	48	46	43	47	44	43	36	39	44	41	44	48	39	35	45
PROSPERITY																	
Place to work or operate a business	59	59	63	55	63	60	54	58	57	60	53	58	62	63	58	49	57
Economic development and job creation	41	41	42	40	43	43	41	40	39	39	43	39	41	43	38	35	40
Local town centre development / activation	44	44	47	43	46	47	42	42	41	42	44	42	44	48	41	36	48
Place to visit	72	72	71	70	74	73	68	71	70	71	69	71	73	74	72	62	67
Tourism and destination marketing	44	44	46	42	45	46	43	42	43	43	44	41	44	47	46	37	45
Education / life-long learning opportunities	45	45	52	46	45	49	42	42	42	43	44	42	45	51	44	38	45
Library services	73	73	75	71	75	74	72	73	71	70	72	73	70	77	70	69	72

Summary of community variances

Performance

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE
PERFORMANCE																	
Council's leadership	46	46	54	45	49	49	41	43	44	44	43	44	45	52	46	38	46
Governing organisation	54	54	56	51	56	56	48	52	51	50	50	52	53	59	52	48	55
Value for money from rates	42	42	45	40	44	45	36	38	38	38	36	39	41	50	43	37	41
Advocacy and lobbying	46	45	55	43	49	48	37	42	47	43	38	45	47	51	45	35	45
Consultation	39	39	46	38	41	42	34	34	40	37	36	38	40	42	37	33	39
Communication	42	42	47	41	43	45	39	38	41	38	43	40	41	43	39	35	43
Customer service	56	56	66	56	58	59	48	55	55	55	53	55	57	59	58	51	59
Embracing change, innovation and technology	47	47	50	46	50	50	46	44	45	44	48	45	47	51	48	42	49
Shire grants, subsidies and rebates	44	45	39	41	49	47	42	44	43	41	39	43	44	54	44	43	44
Shire's website	54	53	60	52	55	56	48	52	52	51	53	52	54	55	52	49	52
Monthly enewsletter	49	49	53	46	53	51	44	47	47	45	45	48	50	52	47	41	54
Community newspaper updates	51	51	55	49	55	54	44	49	51	47	46	50	51	55	51	46	55
Social media presence	50	50	58	49	53	52	46	51	51	45	52	52	48	48	49	42	51

Overview of Geographical Variances

Summary of community variances

	Total	Bellevue	Boya	Chidlow	Darlington	Glen Forrest	Greenmount	Helena Valley	Hovea	Mahogany Creek	Midvale	Mount Helena	Mundaring	Parkerville	Sawyers Valley	Stoneville	Swan View	Woorloo
Place to live	81	67	83	79	85	85	78	78	84	83	59	82	85	85	85	82	72	71
PEOPLE																		
Children and family services and facilities	56	45	64	48	58	60	54	54	60	63	47	53	60	58	63	57	52	53
Youth services and facilities	44	31	48	40	49	42	46	44	42	48	47	38	45	45	46	39	46	40
Seniors' services, facilities and care	53	46	54	44	49	53	50	54	57	55	47	52	60	55	52	56	51	52
Disability access and inclusion	52	36	59	45	53	49	50	54	47	62	47	49	59	53	52	49	51	55
Recognition for First Nations cultures/heritage	61	47	71	60	57	55	59	61	55	64	68	60	66	67	58	58	63	57
Volunteer support and recognition	63	60	65	62	67	61	59	60	68	67	55	60	68	65	64	61	60	55
Health and community services	57	57	63	50	58	56	55	57	58	60	53	56	61	60	58	56	55	56
Sport and recreation facilities and services	64	57	64	61	67	64	61	58	66	69	57	64	71	69	70	67	57	64
Festivals, events, art and cultural activities	59	58	64	59	70	63	53	54	56	61	57	60	62	59	61	54	52	56
Community safety and crime prevention	51	39	48	46	56	54	51	49	53	59	40	53	56	56	56	48	41	41
Lighting of streets and public places	52	50	55	51	56	55	51	52	43	58	55	51	56	52	56	47	50	50
Animal management (dogs and cats)	54	53	52	52	51	52	52	55	55	51	52	54	60	56	58	50	51	58
PLANET																		
Sustainable practices / climate change	51	44	55	53	50	48	50	47	48	49	52	52	58	57	50	49	48	52
Conservation and environmental management	55	48	54	53	55	54	57	54	56	57	53	58	59	61	52	53	52	56
Lake Leschenaultia conservation/enhancement	62	62	66	48	66	63	69	58	62	64	64	61	62	65	66	62	64	49
Waste management	57	64	54	53	59	57	56	50	52	52	50	60	62	62	65	59	51	53
Public health management (noise, pests, etc)	57	58	60	55	59	56	56	57	56	58	49	58	61	60	58	54	53	63
Natural disaster education and prevention	58	60	57	51	62	57	64	60	56	56	61	60	61	53	62	54	61	51
Emergency management response and relief	66	67	66	61	72	63	69	64	61	65	65	68	66	70	63	61	67	65

Summary of community variances

Place and Prosperity

	Total	Bellevue	Boya	Chidlow	Darlington	Glen Forrest	Greenmount	Helena Valley	Hovea	Mahogany Creek	Midvale	Mount Helena	Mundaring	Parkerville	Sawyers Valley	Stoneville	Swan View	Woorloo
PLACE																		
Responsible growth and development	49	37	47	48	51	50	47	47	41	52	50	53	52	47	51	47	50	46
Planning and building approvals	47	39	47	46	50	46	47	43	46	47	50	46	46	48	49	45	47	52
Housing	53	48	59	48	55	55	55	52	35	59	53	50	50	54	55	52	56	48
Preserving local history and heritage	62	70	62	57	65	61	60	60	56	68	58	61	64	64	66	59	60	53
Community buildings, halls and toilets	59	56	68	55	64	59	59	58	58	55	53	55	64	61	64	56	56	49
Playgrounds, parks and reserves	63	49	63	63	67	66	59	54	68	64	58	63	72	65	69	61	53	63
Streetscapes, trees and verges	47	40	49	48	53	50	46	50	41	50	36	44	50	45	46	41	44	39
Footpaths, trails and cycleways	52	49	52	54	53	56	53	51	45	56	47	53	56	50	52	46	51	46
Local roads	53	44	54	49	58	56	55	50	38	53	54	53	58	53	53	49	55	43
Public and shared transport	44	37	53	41	47	47	49	45	32	51	52	39	49	39	43	36	47	35
PROSPERITY																		
Place to work or operate a business	59	51	65	55	57	60	55	57	58	62	51	64	61	60	59	60	58	56
Economic development and job creation	41	32	52	38	42	41	40	43	36	38	55	39	42	40	43	38	41	43
Local town centre development / activation	44	50	51	44	51	41	45	42	42	40	54	45	49	42	44	41	40	28
Place to visit	72	60	72	71	78	74	66	70	74	70	51	71	74	76	74	71	68	68
Tourism and destination marketing	44	48	44	48	46	41	45	39	42	44	52	45	45	46	48	43	40	36
Education / life-long learning opportunities	45	55	52	42	50	44	50	39	45	45	54	44	47	47	46	44	46	39
Library services	73	81	86	67	82	74	76	75	77	68	61	67	73	74	73	71	67	56

Summary of community variances

Performance

	Total	Bellevue	Boya	Chidlow	Darlington	Glen Forrest	Greenmount	Helena Valley	Hovea	Mahogany Creek	Midvale	Mount Helena	Mundaring	Parkerville	Sawyers Valley	Stoneville	Swan View	Wooroloo
PERFORMANCE																		
Council's leadership	46	37	60	37	52	48	46	43	47	51	49	45	49	49	45	46	45	37
Governing organisation	54	49	59	46	57	51	55	51	57	54	54	53	57	57	53	53	54	44
Value for money from rates	42	38	49	40	42	45	45	37	49	45	40	41	45	44	41	41	39	34
Advocacy and lobbying	46	31	43	38	51	43	45	38	49	48	42	45	51	51	46	54	41	34
Consultation	39	28	40	31	45	33	41	37	40	46	38	38	45	44	39	42	35	29
Communication	42	36	41	35	47	38	40	40	38	49	33	42	46	46	42	41	39	38
Customer service	56	49	63	48	62	56	57	52	59	56	48	58	61	56	59	56	55	53
Embracing change, innovation and technology	47	40	48	48	50	44	48	41	44	46	46	48	53	49	47	46	48	42
Shire grants, subsidies and rebates	44	34	51	44	52	46	42	36	51	38	38	46	49	46	48	46	38	34
Shire's website	54	44	59	53	54	53	53	53	54	57	56	50	58	55	53	53	52	45
Monthly enewsletter	49	39	54	45	53	42	44	41	44	51	65	50	56	52	53	52	47	42
Community newspaper updates	51	50	52	52	56	50	45	47	51	49	50	50	57	57	50	52	47	42
Social media presence	50	39	59	45	54	50	51	41	39	49	57	48	56	57	55	49	47	51

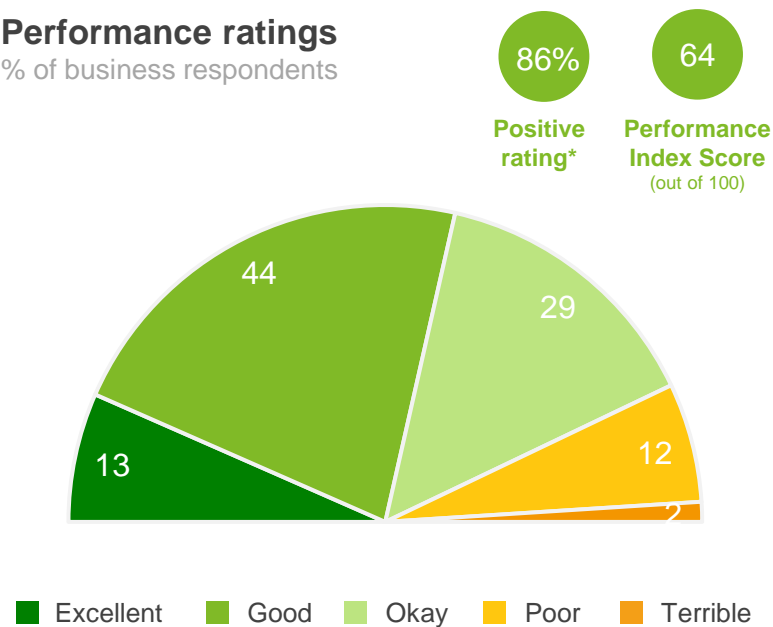
How do local businesses feel?

Place to work or operate a business

Business respondents

Performance ratings

% of business respondents



- Overall, businesses are happy with the Shire of Mundaring as a place to work or operate a business, with 86% of business respondents giving the area ratings of excellent, good or okay.
- Business respondents provide more positive ratings than members of the general community.
- 57% of businesses rated the area as being excellent or good as a place to work or operate a business, compared to 45% of community members.

MARKYT Industry Standards

Performance Index Score for Businesses



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

Base: All business respondents, excludes 'unsure' and 'no response' (n = 296). * Positive Rating = excellent, good + okay

Business performance

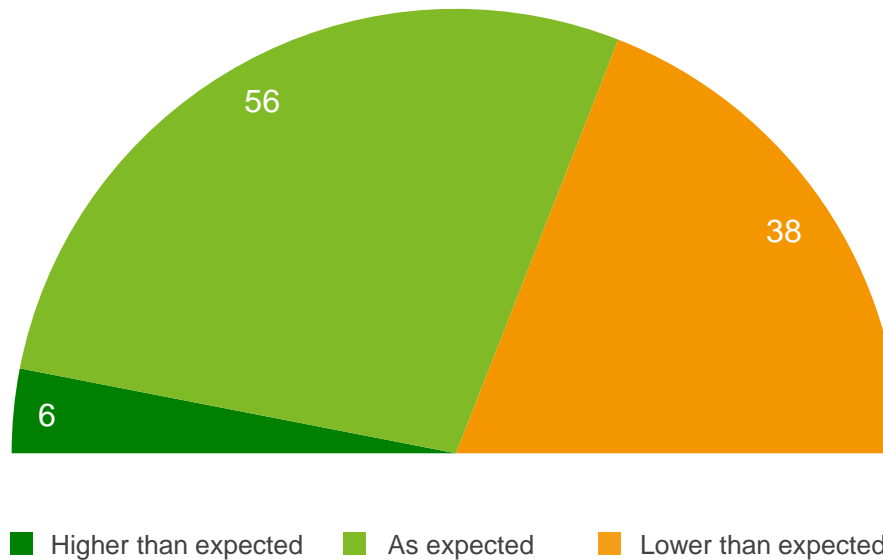
Business respondents

Over the past 12 months, revenue earnings met expectations for 56% of businesses.

While revenue was above expectations for 6% of business respondents, it was lower than expected for 38% of businesses.

Revenue performance against expectations over the past 12 months

% of business respondents



Q. Over the past 12 months, was total revenue for your business lower than expected, as expected or higher than expected?

Base: Business respondents, excludes 'unsure' and 'no response' (n = 147).

Economic confidence

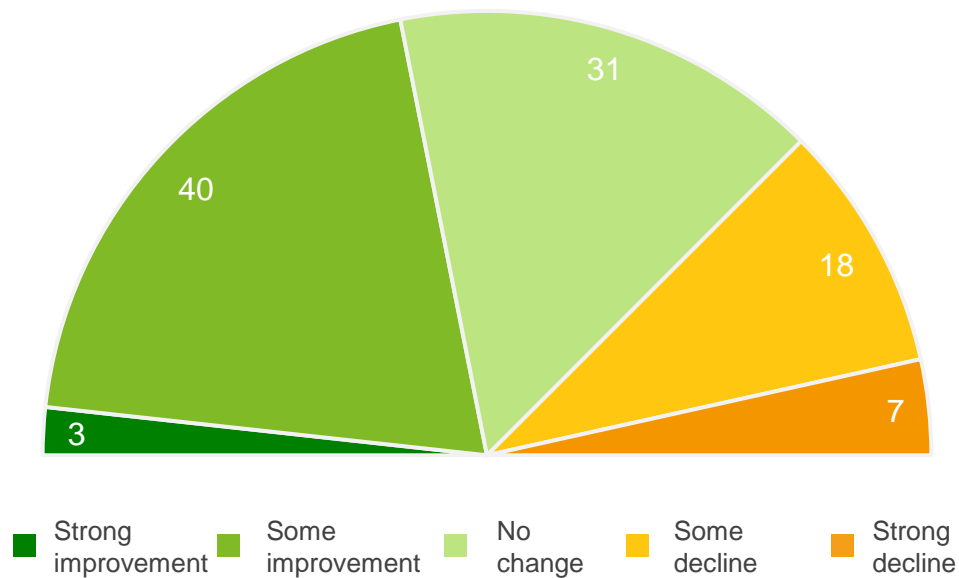
Business respondents

43% of business respondents expect their business will experience some improvement over the next 12 months.

While 31% of business respondents expect their economic situation will remain steady, 25% are concerned about a decline.

Performance ratings

% of business respondents



Q. Over the next 12 months, what is your expectation for the economic situation for your organisation?

Base: Business respondents, excludes 'unsure' and 'no response' (n = 144).

Key issues and challenges facing local businesses

Issues and challenges facing local businesses

% of respondents



Most of the issues and concerns being experienced by local businesses relate to macro and global trends.

The main challenges are inflation and increasing costs, followed by time management and achieving a healthy work-life balance.

Other concerns include the cost and availability of commercial space, financial and tax compliance, sales and marketing, technology and cyber security, recruitment, and securing services and materials.

Q. What are the main issues or challenges facing your business? Please select up to 3 choices.

Base: Business respondents, excludes 'no response' (n = 147).

MARKYT Community Priorities

BUSINESS PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

CELEBRATE

OPTIMISE

KAIZEN

This chart shows responses from community members who own or operate a business in the Shire of Mundaring

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REVIEW

PRIORITISE

- 1 Children & family services/facilities
- 2 Youth services and facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 First Nations cultures/heritage
- 6 Volunteer support and recognition
- 7 Health and community services
- 8 Sport and recreation
- 9 Festivals, events, art & culture
- 10 Community safety/crime prevention
- 11 Lighting of streets and public places
- 12 Animal management
- 13 Sustainable practices
- 14 Conservation/environmental mgt
- 15 Lake Leschenaultia
- 16 Waste management
- 17 Public health management
- 18 Natural disaster educ./prevention
- 19 Emergency mgt response/relief
- 20 Responsible growth/development
- 21 Planning and building approvals
- 22 Housing
- 23 Preserving local history/heritage
- 24 Community buildings, halls, toilets
- 25 Playgrounds, parks and reserves
- 26 Streetscapes, trees and verges
- 27 Footpaths, trails and cycleways
- 28 Local roads
- 29 Public and shared transport
- 30 Economic development/job creation
- 31 Local town centre development
- 32 Tourism and destination marketing
- 33 Education / life-long learning
- 34 Library services
- 35 Council's leadership
- 36 Advocacy and lobbying
- 37 Consultation
- 38 Communication
- 39 Customer service
- 40 Change, innovation and technology
- 41 Shire grants, subsidies and rebates

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

Q. Over the next 10 years, which areas would you mostly like the Shire of Mundaring to focus on improving? Base: Business respondents, excludes no response (n = 313)

How do community organisations feel?

MARKYT Community Priorities

BUSINESS PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

CELEBRATE

OPTIMISE

This chart shows responses from community members who are a manager or committee member with a community organisation, club or group in the Shire of Mundaring

KAIZEN

REVIEW

PRIORITISE

MARKYT  © 2023

- 1 Children & family services/facilities
- 2 Youth services and facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 First Nations cultures/heritage
- 6 Volunteer support and recognition
- 7 Health and community services
- 8 Sport and recreation
- 9 Festivals, events, art & culture
- 10 Community safety/crime prevention
- 11 Lighting of streets and public places
- 12 Animal management
- 13 Sustainable practices
- 14 Conservation/environmental mgt
- 15 Lake Leschenaultia
- 16 Waste management
- 17 Public health management
- 18 Natural disaster educ./prevention
- 19 Emergency mgt response/relief
- 20 Responsible growth/development
- 21 Planning and building approvals
- 22 Housing
- 23 Preserving local history/heritage
- 24 Community buildings, halls, toilets
- 25 Playgrounds, parks and reserves
- 26 Streetscapes, trees and verges
- 27 Footpaths, trails and cycleways
- 28 Local roads
- 29 Public and shared transport
- 30 Economic development/job creation
- 31 Local town centre development
- 32 Tourism and destination marketing
- 33 Education / life-long learning
- 34 Library services
- 35 Council's leadership
- 36 Advocacy and lobbying
- 37 Consultation
- 38 Communication
- 39 Customer service
- 40 Change, innovation and technology
- 41 Shire grants, subsidies and rebates

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

Q. Over the next 10 years, which areas would you mostly like the Shire of Mundaring to focus on improving? Base: Community organisation respondents, excludes no response (n = 399)

How do Shire councillors and staff feel?

MARKYT Community Priorities

BUSINESS PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

This chart shows responses from respondents who are closely affiliated with the Shire, either as an elected member, employee or someone who lives with an affiliate.

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- 1 Children & family services/facilities
- 2 Youth services and facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 First Nations cultures/heritage
- 6 Volunteer support and recognition
- 7 Health and community services
- 8 Sport and recreation
- 9 Festivals, events, art & culture
- 10 Community safety/crime prevention
- 11 Lighting of streets and public places
- 12 Animal management
- 13 Sustainable practices
- 14 Conservation/environmental mgt
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- 31 Local town centre development
- 32 Tourism and destination marketing
- 33 Education / life-long learning
- 34 Library services
- 35 Council's leadership
- 36 Advocacy and lobbying
- 37 Consultation
- 38 Communication
- 39 Customer service
- 40 Change, innovation and technology
- 41 Shire grants, subsidies and rebates

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

Q. Over the next 10 years, which areas would you mostly like the Shire of Mundaring to focus on improving? Base: Shire affiliate respondents, excludes no response (n = 46)



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