



# MARKYT

## Community Scorecard

**Pulse Report:**  
**August 2025**

*Empowering leaders to make informed choices to enhance quality of life in local communities*

Prepared for



Prepared by



# Contents

Strategic overview and recommendations	3
Approach	6
Governance and community engagement	10
Waste management services	17
FOGO	20
General and bulk waste services	23
News and updates from the Shire	27
Overview of community variances	32

# Strategic overview and recommendations

# Strategic overview

The aim of this pulse was to assess how well the Shire has been listening and responding to community needs with a focus on community engagement and waste management. From 28 July to 15 August 2025, 578 residents participated in this pulse.

## Key observations:

- The range of **community engagement** scores fell slightly over the past 9 months, after improving significantly in the 10 months prior. However, results remain on par or above industry average across all measures.
- **Waste management** ratings fell by 9 index points, now 10 points below industry average.
- Nearly everyone (97%) had heard of **FOGO** before and there was good knowledge of FOGO-appropriate materials. For example, 96% were aware they could put garden waste and fruit and vegetables in FOGO, and more than 80% were aware they could put meat, bones, seafood, bread, pastries and compostable bags in this bin. A small minority put nappies (4%), clothing and textiles (2%) and non-compostable plastic bags (1%) in FOGO.
- Mixed views on introducing a new, **flexible pre-booked bulk waste collection service**. While the current scheduled bulk waste verge collection service is preferred in the Rural and Hills communities (63% and 54% preference, respectively), there is a slight preference to change to a flexible, pre-booked service in the Foothills community (47% support a change to a flexible service vs 40% prefer to keep the current scheduled service).
- Mixed views on introducing an **additional collection of general waste and recycling over the festive season**. While 40% of respondents supported this new service, it was opposed by 45%. Net support was highest among seniors and in the Rural community, and lowest among young adults.

### Consultation



41

Performance Index Score

On par with the Industry Average  
but down 3 points from  
December 2024

### Waste management



48

Performance Index Score

10 points below Industry Average  
and down 9 points from  
February 2024

# Approach

# The study

CATALYSE® was commissioned to conduct a MARKYT® Community Scorecard PULSE on a six-monthly basis to track community views on key issues.

The aim of this pulse was to assess how well the Shire of Mundaring has been listening and responding to community needs with a focus on community engagement and waste management.

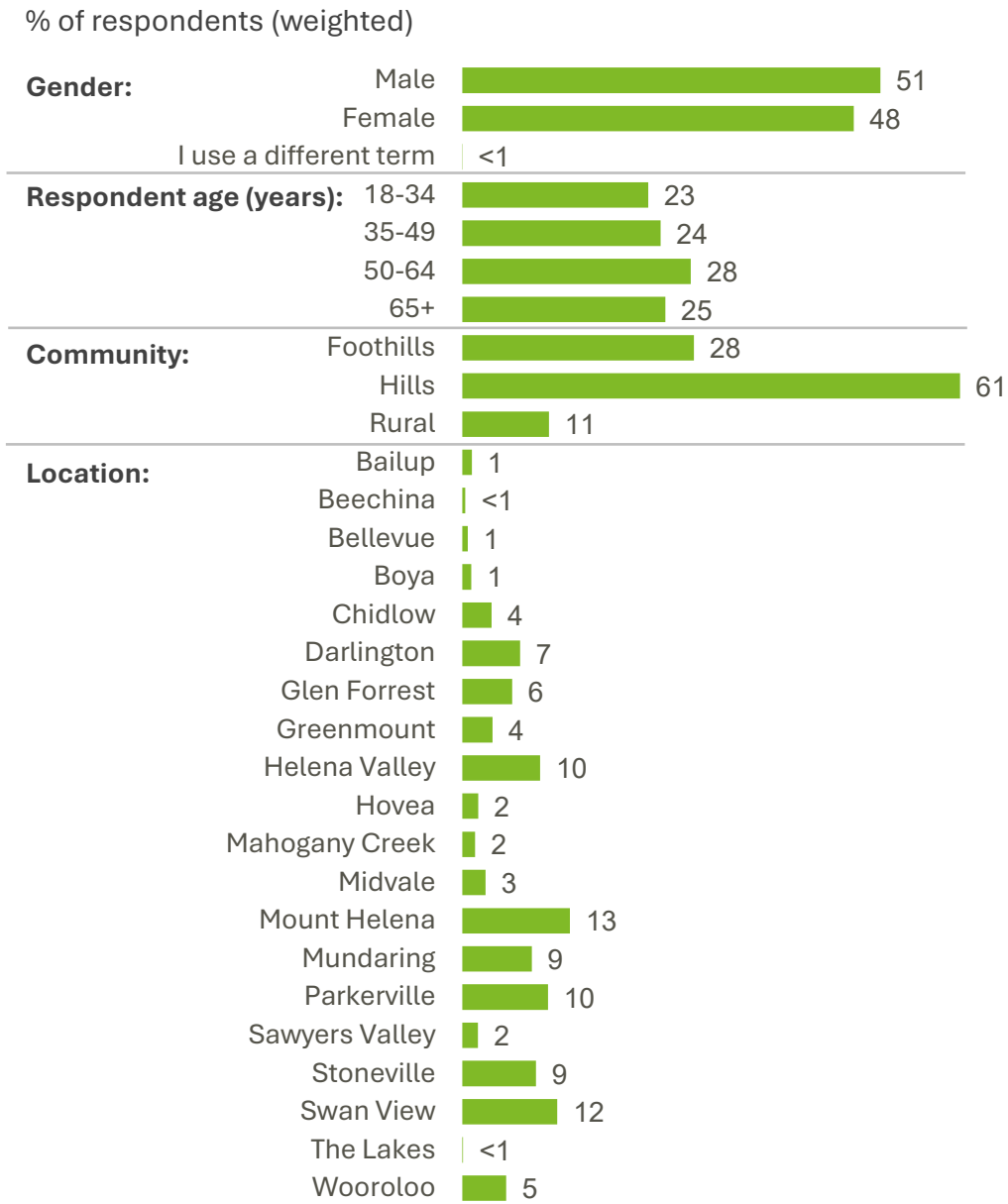
Email invitations were delivered to a random sample of 5,192 community members in the Shire’s customer databases and the Shire provided supporting promotions through its communication channels.

The scorecard was open from 28 July to 15 August 2025.

**578 residents** participated in this pulse.

Responses were weighted by age and gender to match the ABS Census population profile.

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

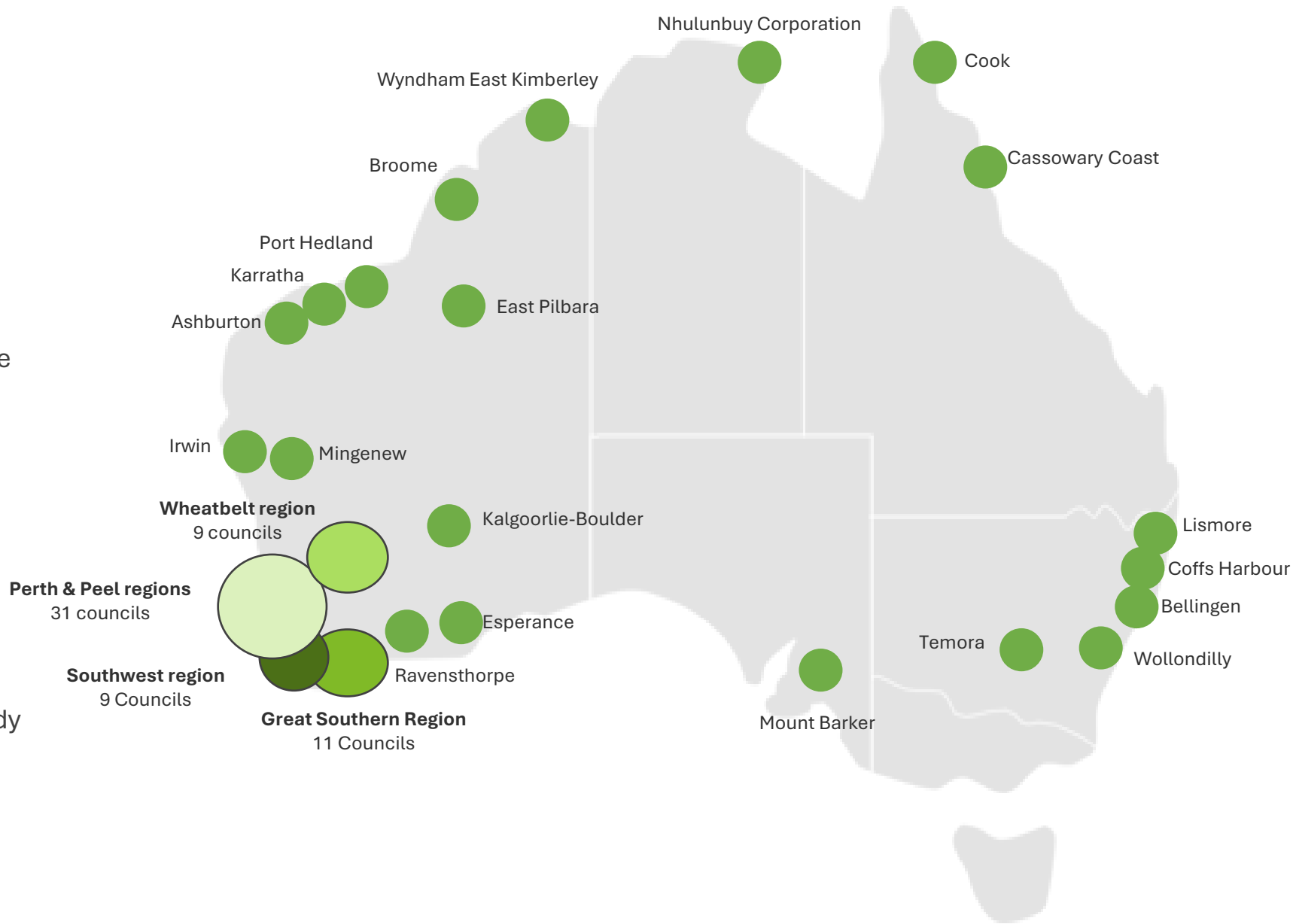


For more than 20 years, CATALYSE® has conducted community and business perceptions surveys for councils across Australia.

When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders.

The image to the right shows all program participants since 2003.

In this report, average and high scores are calculated from a subset of councils that completed a MARKYT® accredited study within the past three years.





# How to read MARKYT performance dashboards

## 1 Performance ratings

Community perceptions of performance on a five-point scale from excellent to terrible.

## 2 Positive rating

Percentage of respondents who provided a rating of okay, good or excellent.

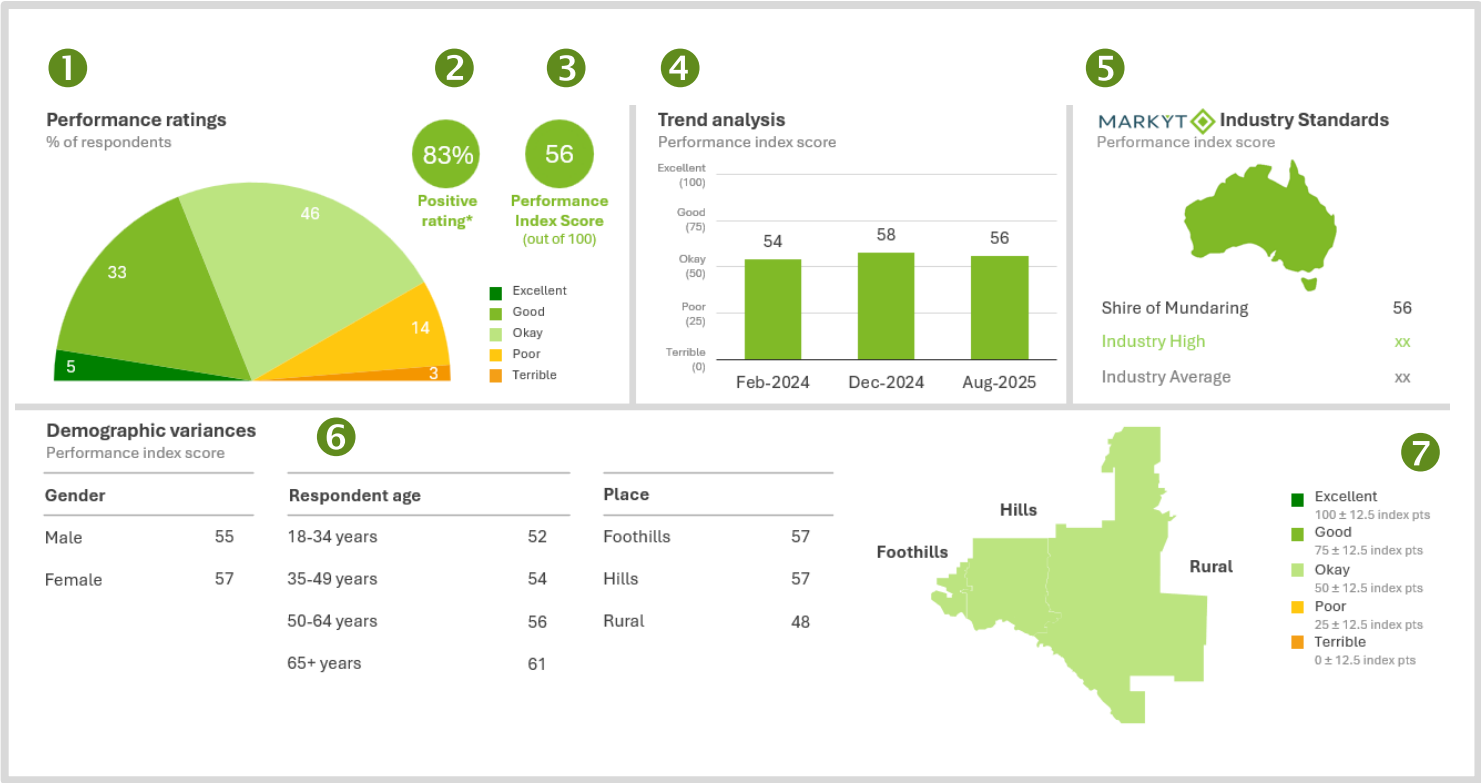
## 3 Performance index score

Weighted performance score out of 100 points

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

## 4 Trend analysis

Uses the performance index score to show variances in performance over time.



## 5 Industry Standards

Shows 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 councils.

## 6 Demographic variances

Shows how performance varies across the community by key demographics.

## 7 Community map

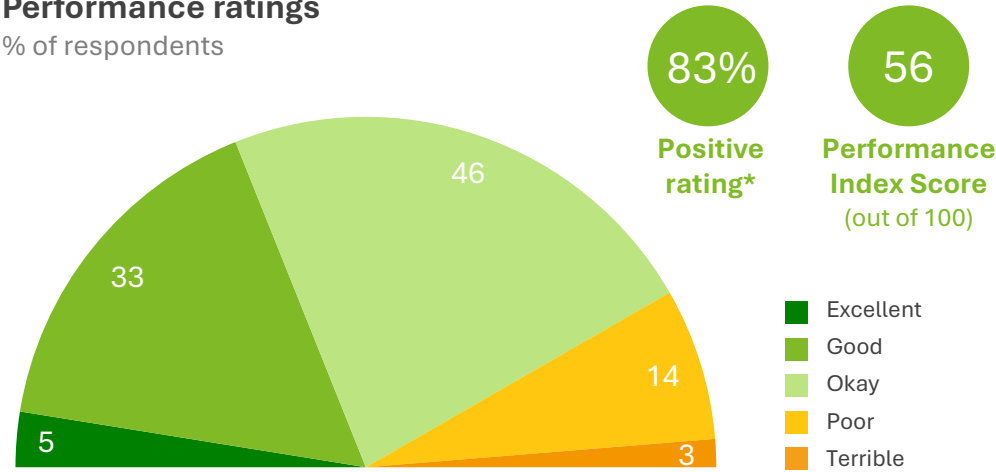
Maps variances by location.



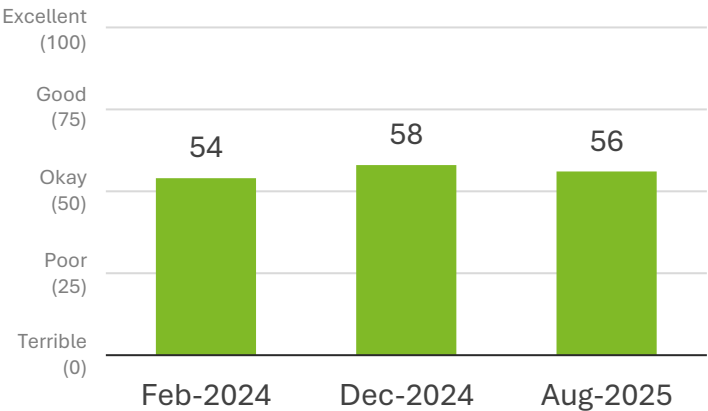
# Governance and community engagement

# Governing organisation

Performance ratings  
% of respondents



Trend analysis  
Performance index score

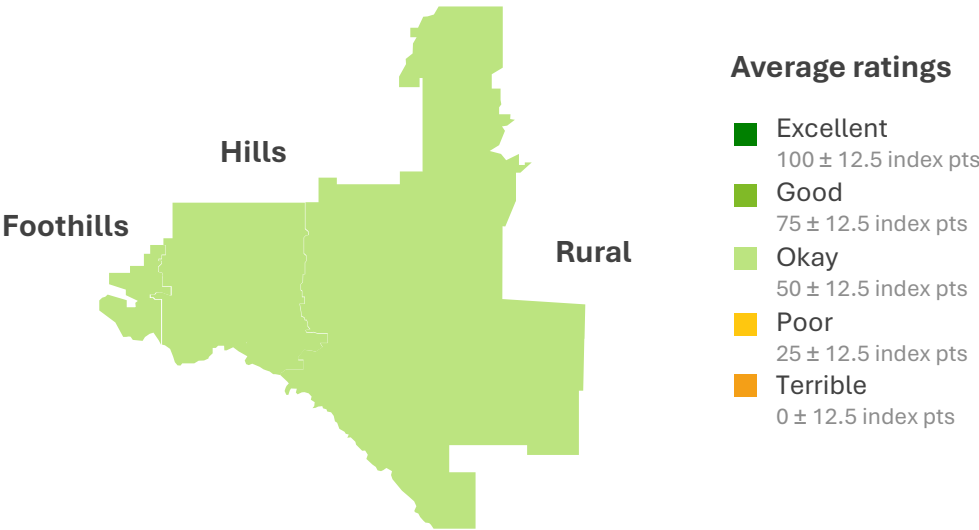


MARKYT Industry Standards  
Performance index score



Demographic variances  
Performance index score

Gender		Respondent age		Place	
Male	55	18-34 years	52	Foothills	57
Female	57	35-49 years	54	Hills	57
		50-64 years	56	Rural	48
		65+ years	61		

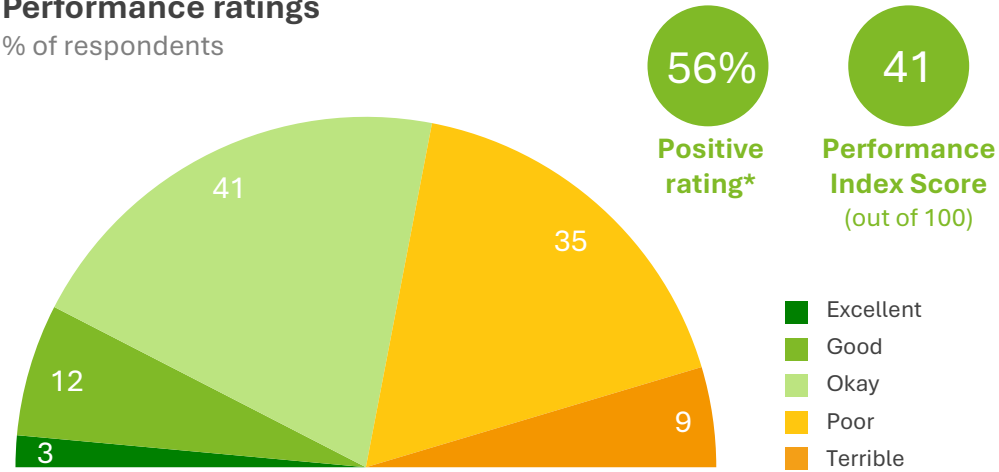


Q. How would you rate the Shire of Mundaring overall as the organisation that governs the local area?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 564).  
\* Positive Rating = excellent, good + okay

# How the community is consulted on local issues

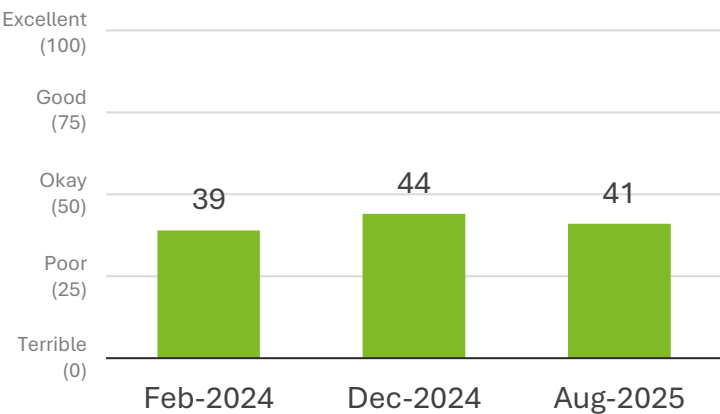
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

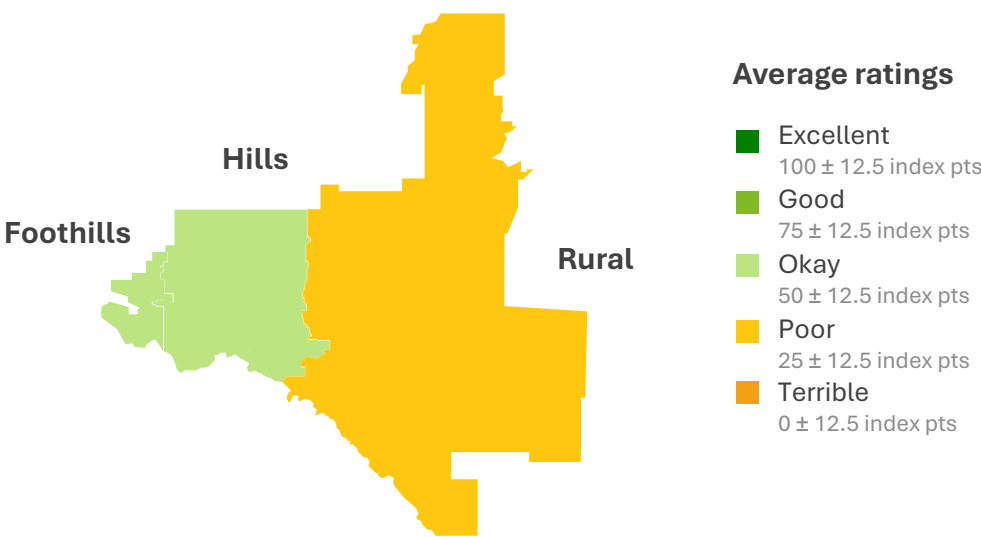
Performance index score



## Demographic variances

Performance index score

Gender		Respondent age		Place	
Male	41	18-34 years	33	Foothills	38
Female	41	35-49 years	41	Hills	44
		50-64 years	41	Rural	31
		65+ years	49		



Q. How would you rate the Shire of Mundaring’s performance in these areas? How the community is consulted on local issues

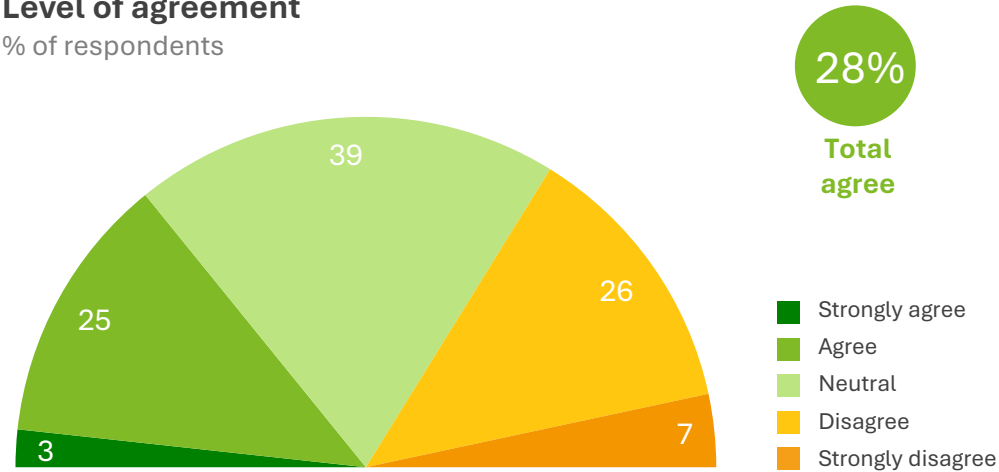
Base: All respondents, excludes ‘unsure’ and ‘no response’ (n = 505)

\* Positive Rating = excellent, good + okay

# Shire of Mundaring listens to and respects community views

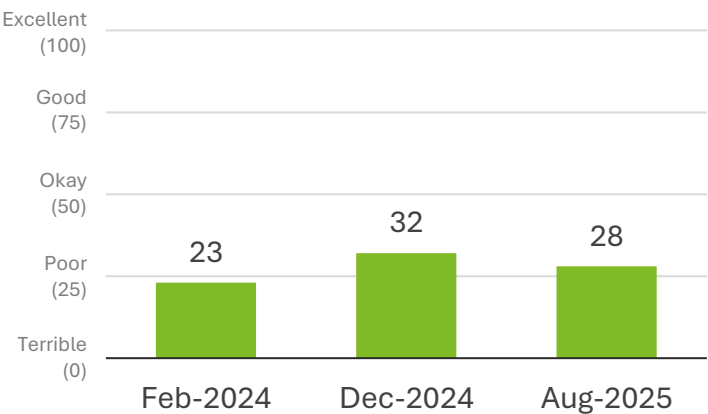
## Level of agreement

% of respondents



## Trend analysis

% agree



## MARKYT Industry Standards

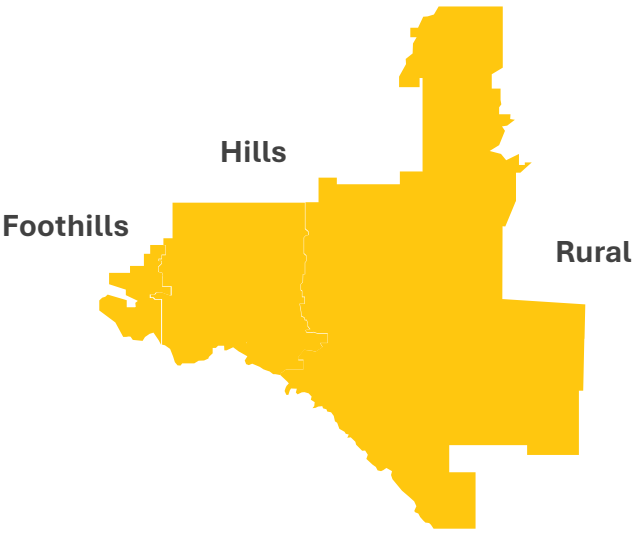
% agree



## Demographic variances

% agree

Gender		Respondent age		Place	
Male	27	18-34 years	18	Foothills	25
Female	30	35-49 years	26	Hills	31
		50-64 years	30	Rural	23
		65+ years	39		



## Average ratings

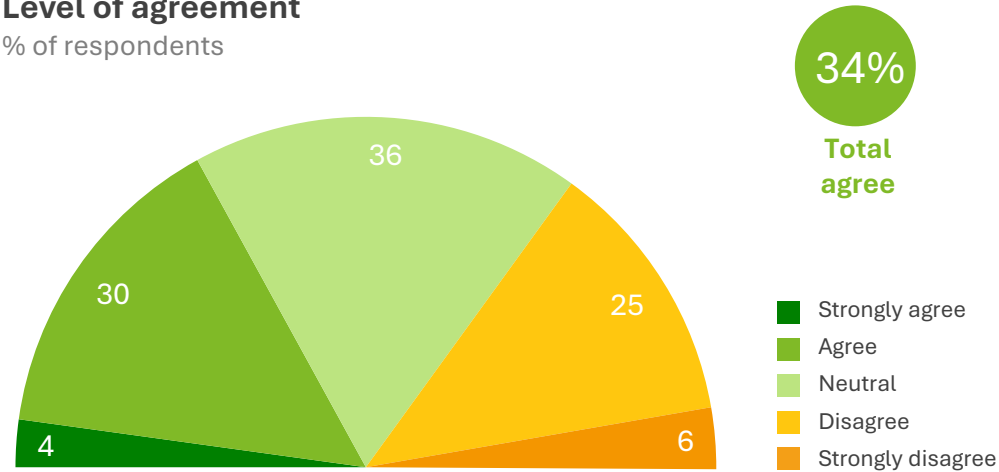
- Excellent  
100% ± 12.5% pts
- Good  
75% ± 12.5% pts
- Okay  
50% ± 12.5% pts
- Poor  
25% ± 12.5% pts
- Terrible  
0% ± 12.5% pts

Q. How strongly do you agree or disagree the Shire of Mundaring: Listens and respects community views  
Base: All respondents, excludes 'unsure' and 'no response' (n = 555).

# Shire of Mundaring has a good understanding of community needs

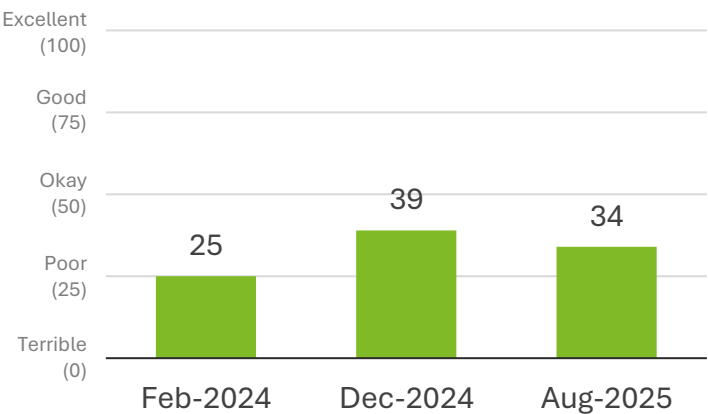
## Level of agreement

% of respondents



## Trend analysis

% agree



## MARKYT Industry Standards

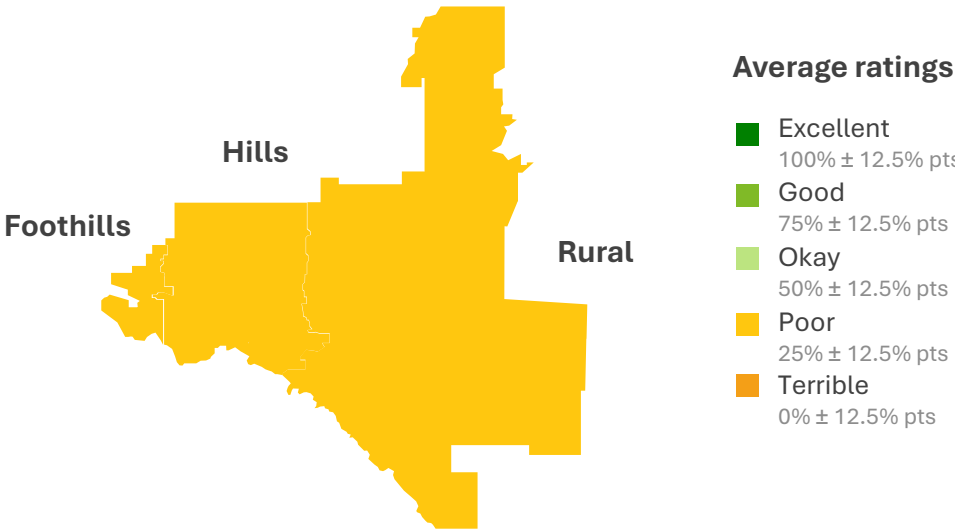
% agree



## Demographic variances

% agree

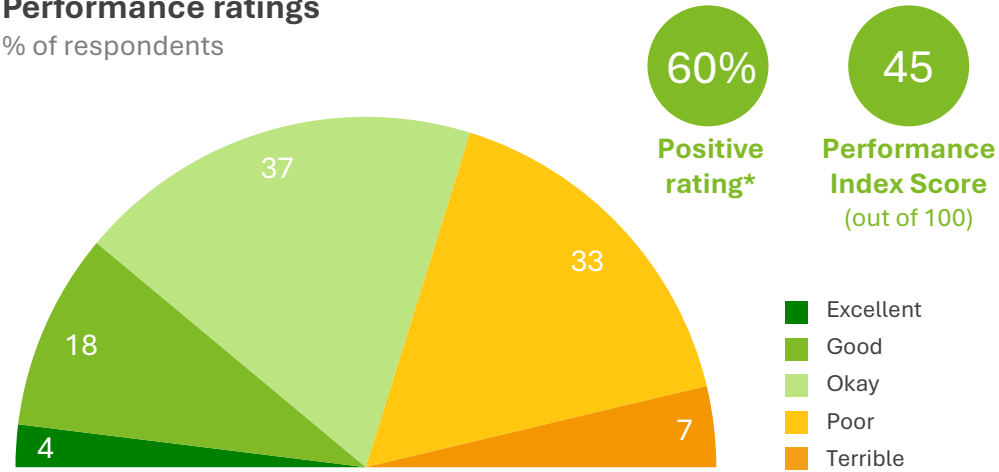
Gender		Respondent age		Place	
Male	37	18-34 years	27	Foothills	35
Female	32	35-49 years	32	Hills	36
		50-64 years	34	Rural	22
		65+ years	43		



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

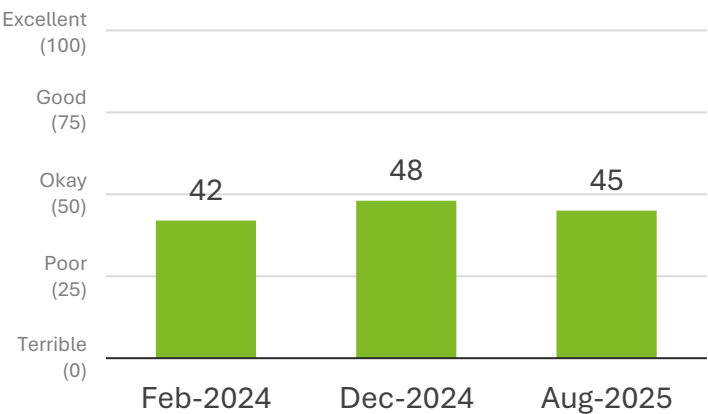
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

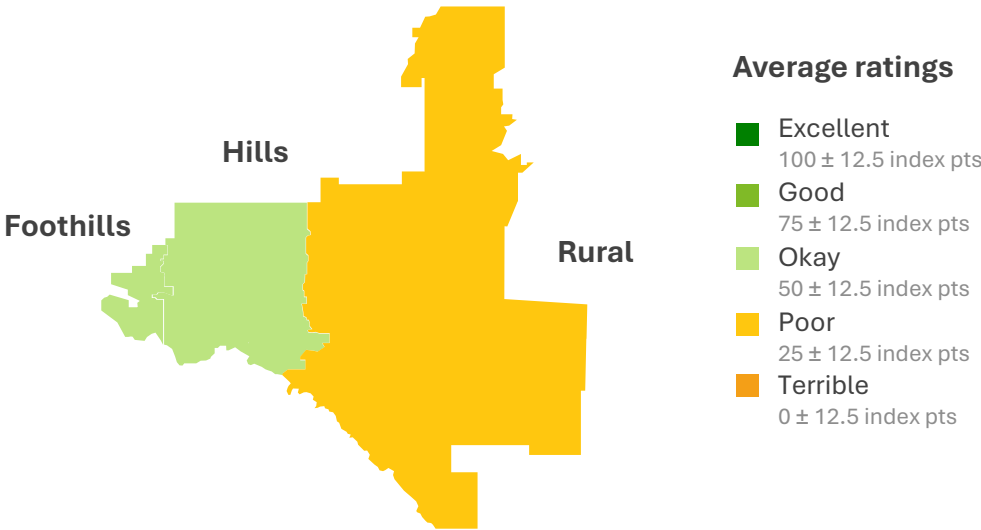
Performance index score



## Demographic variances

Performance index score

Gender		Respondent age		Place	
Male	45	18-34 years	42	Foothills	43
Female	44	35-49 years	44	Hills	47
		50-64 years	43	Rural	33
		65+ years	49		



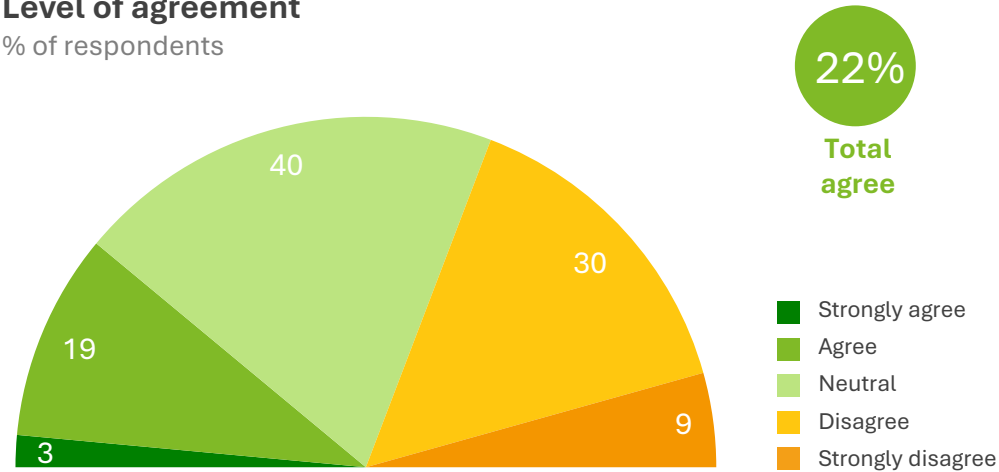
Q. How would you rate the Shire of Mundaring’s performance in these areas? How the community is informed about what’s happening in the local area

Base: All respondents, excludes ‘unsure’ and ‘no response’ (n = 521).

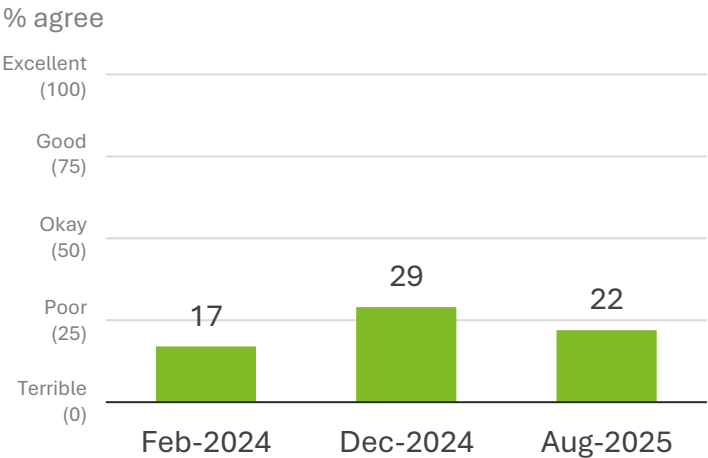
\* Positive Rating = excellent, good + okay

# Shire of Mundaring clearly explains reasons for decisions and how community views are considered

Level of agreement  
% of respondents



Trend analysis

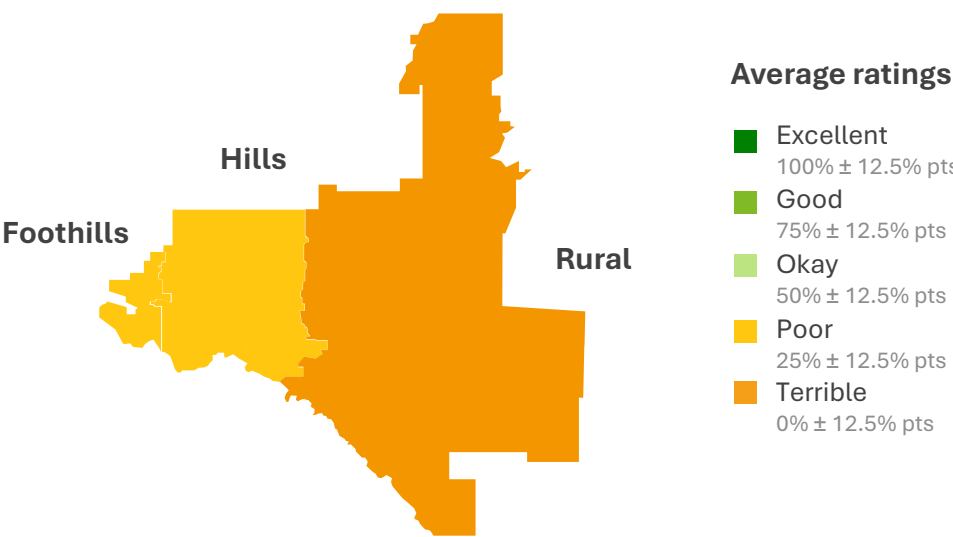


MARKYT Industry Standards



Demographic variances

Gender		Respondent age		Place	
Male	20	18-34 years	13	Foothills	21
Female	24	35-49 years	21	Hills	26
		50-64 years	22	Rural	3
		65+ years	32		



Q. How strongly do you agree or disagree the Shire of Mundaring: Clearly explains reasons for decisions and how community views are considered  
Base: All respondents, excludes 'unsure' and 'no response' (n = 553).

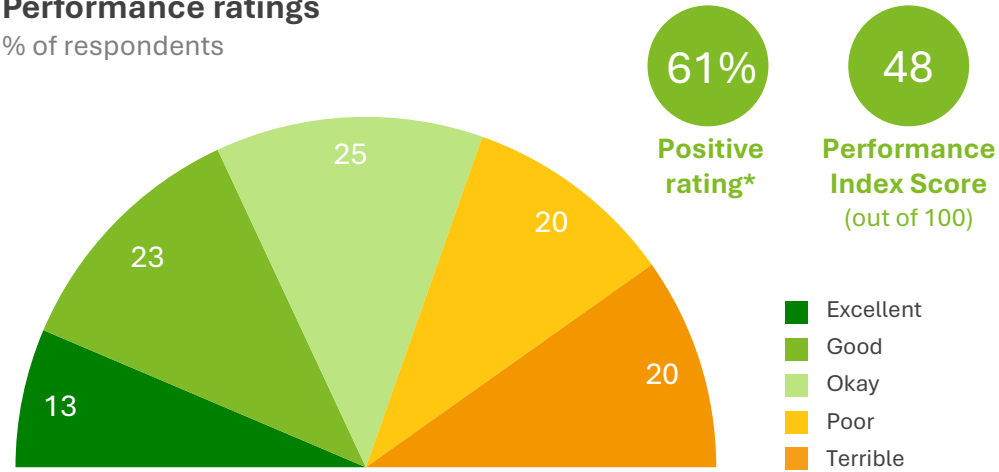


# Waste management services

# Waste management

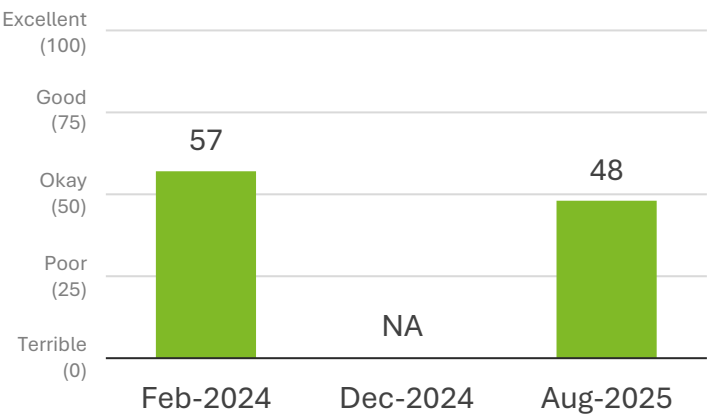
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

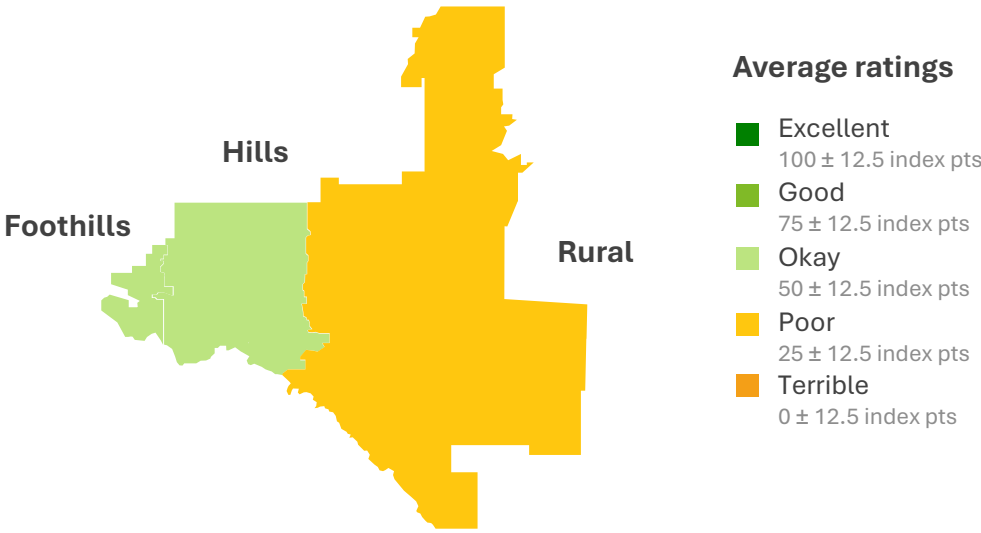
Performance index score



## Demographic variances

Performance index score

Gender		Respondent age		Place	
Male	47	18-34 years	32	Foothills	51
Female	48	35-49 years	45	Hills	48
		50-64 years	49	Rural	33
		65+ years	63		

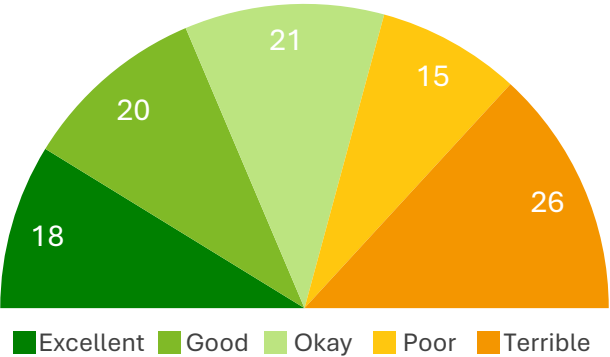


Q. How would you rate the Shire of Mundaring’s performance in these areas? Waste management  
Base: All respondents, excludes ‘unsure’ and ‘no response’ (n = 537).  
\* Positive Rating = excellent, good + okay

# Perceptions of waste management services

## General, recycling and FOGO bin system

% of respondents



58%

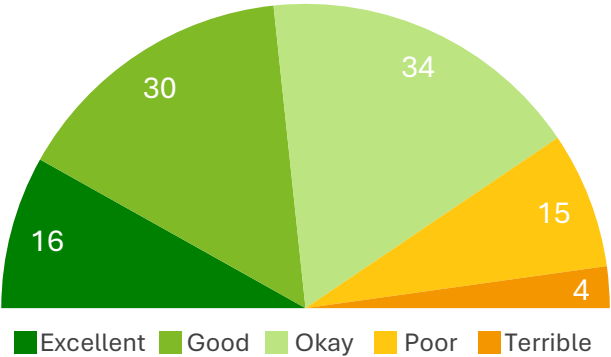
Positive rating\*

47

Performance Index Score

## Bulk verge collections

% of respondents



81%

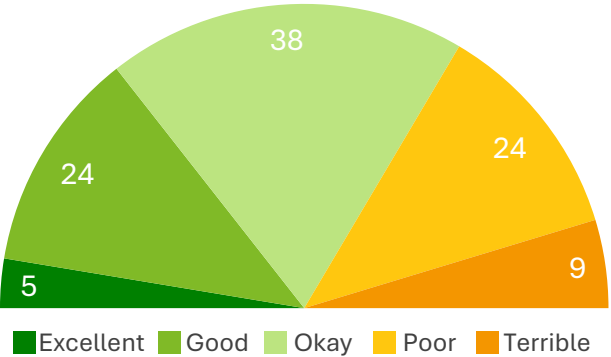
Positive rating\*

60

Performance Index Score

## Waste education

% of respondents



67%

Positive rating\*

48

Performance Index Score

## Demographic variances

Performance Index Score

	All respondents	Gender		Age				Place		
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Foothills	Hills	Rural
General, recycling and FOGO bin system	47	45	48	31	41	48	65	51	47	30
Bulk verge collections	60	59	61	51	57	60	70	58	63	47
Waste education	48	48	49	44	47	45	56	50	49	35

Q. How would you rate the following waste management services in the Shire of Mundaring?

Base: All respondents, excludes 'unsure' and 'no response' (n = ranges from 509 - 535).

\* Positive Rating = excellent, good + okay

# FOGO

# Community understanding of FOGO

**97%** of respondents **had heard of the term ‘FOGO’**.

After testing for awareness, respondents were provided with the following definition of FOGO:

*FOGO stands for Food Organics and Garden Organics. It’s a kerbside collection service that allows residents to recycle organic waste by placing it in a dedicated FOGO bin. This material is then processed into compost instead of being sent to landfill.*

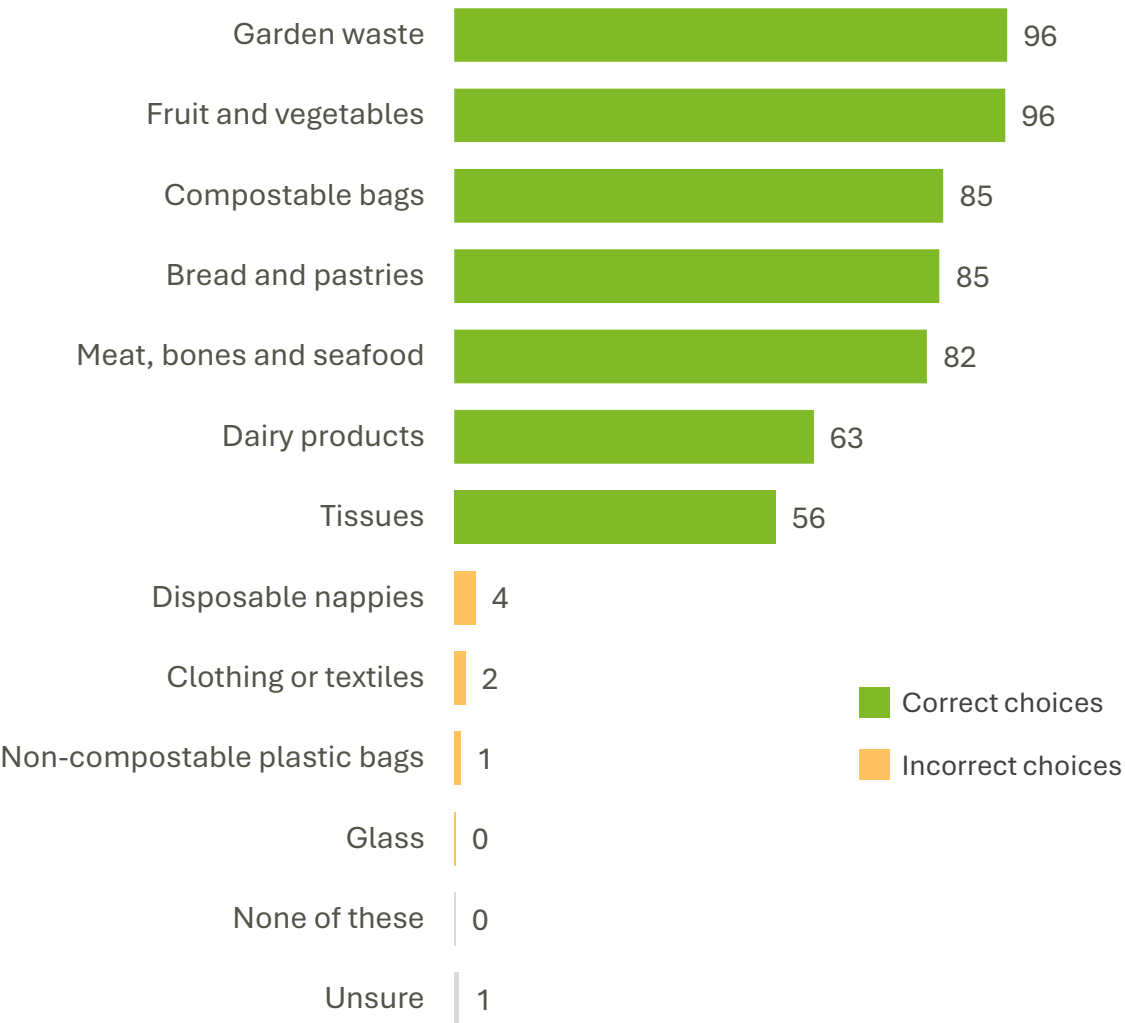
Based on their understanding of FOGO, **respondents were asked to select which materials could be placed in a FOGO bin.**

Overall, respondents had good knowledge of FOGO-appropriate materials. The materials that respondents were the least confident were FOGO-appropriate were dairy products and tissues.

Respondents who had not heard of FOGO before this survey, had less certainty about putting compostable bags and tissues in the FOGO bin. Rural respondents were slightly less likely than respondents in the Foothills and Hills to think they could place fruit and vegetables, bread and pastries, and compostable bags in the FOGO bin. Community variances are highlighted overleaf.

## Which of these materials may be placed in a FOGO bin?

% of respondents



■ Correct choices  
■ Incorrect choices

Q. Had you heard of the term “FOGO” before this survey? Base. All respondents, excludes ‘unsure’ and ‘no response’ (n = 541).  
Q. Based on your understanding of FOGO, which of these materials may be placed in a FOGO bin? Base. All respondents, excludes ‘no response’ (n = 522).

# Community understanding of FOGO

% of respondents	All respondents	Had heard of FOGO	Had not heard of FOGO*	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Foothills	Hills	Rural
<b>Heard of the term 'FOGO' (% yes)</b>	97	-	-	96	97	100	94	96	96	95	97	97
<b>Which materials go in FOGO?</b>												
• Garden waste	96	96	94	97	95	99	96	95	97	95	97	94
• Fruit and vegetables	96	96	94	96	96	92	96	98	98	98	97	87
• Compostable bags	85	86	74	86	85	86	88	85	83	86	87	75
• Bread and pastries	85	84	91	87	82	84	84	86	85	87	85	77
• Meat, bones and seafood	82	82	77	81	84	84	85	81	80	88	81	77
• Dairy products	63	63	59	64	61	68	66	62	55	61	63	66
• Tissues	56	57	45	53	59	48	57	58	59	56	57	53
• Disposable nappies	4	4	6	6	1	7	4	2	3	1	5	3
• Clothing or textiles	2	2	0	1	3	4	2	2	0	2	2	3
• Non-compostable plastic bags	1	1	0	1	1	0	2	2	1	1	1	4
• Glass	0	0	0	0	0	0	1	0	0	0	0	2
• None of these	0	0	0	0	0	0	0	1	0	0	0	0
• Unsure	1	0	13	1	1	0	1	2	1	1	1	0

**Q. Had you heard of the term "FOGO" before this survey?** Base. All respondents, excludes 'unsure' and 'no response' (n = 541).

**Q. Based on your understanding of FOGO, which of these materials may be placed in a FOGO bin?** Base. All respondents, excludes 'no response' (n = 522).

\* Note small sample size (only 3% of respondents had not heard of FOGO)

# General and bulk waste services



# Awareness that property owners can request an additional waste bin

**77%** of respondents **were aware** that property owners can request an additional general waste bin for an annual fee, whereas 23% were **not aware**.

Awareness decreased with increasing age, with younger respondents being more likely to be aware. Awareness was also higher among males.

Were you aware that property owners can request an additional general waste bin for an annual fee?

% of respondents



## Demographic variances

% of respondents

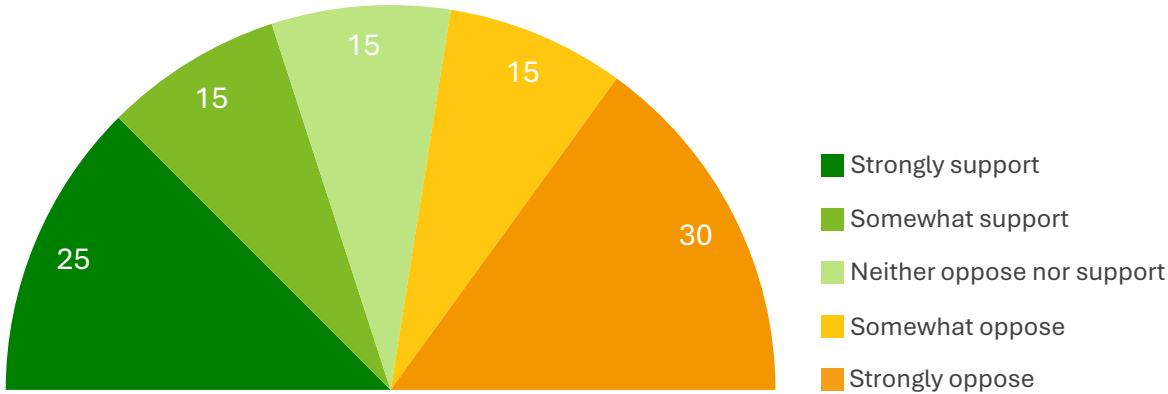
	All respondents	Gender		Age				Place		
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Foothills	Hills	Rural
Aware can request additional bin	77	82	72	90	82	71	69	77	78	71

# Levels of support for additional collections over Christmas and New Years

There were mixed views. While **40% supported** the introduction of an additional collection of general and recycling bins over the Christmas and New Year period for an extra \$10 per annum, **45% opposed** these additional collections.

Support was highest among seniors and in rural areas.

How strongly do you support or oppose the introduction of an additional collection of general and recycling bins over the Christmas and New Year period if it were to cost each residential property an extra \$10 per annum?  
% of respondents



Demographic variances  
% of respondents

	All respondents	Gender		Age				Place		
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Foothills	Hills	Rural
Support additional Xmas collection	45	45	46	34	41	46	59	41	46	56
Oppose additional Xmas collection	40	42	37	53	49	39	20	44	40	27

Q. How strongly do you support or oppose the introduction of an additional collection of general and recycling bins over the Christmas and New Year Period if it were to cost each residential property an extra \$10 per annum? Base. All respondents, excludes 'unsure' and 'no response' (n = 518).

# Bulk waste verge collection preferences

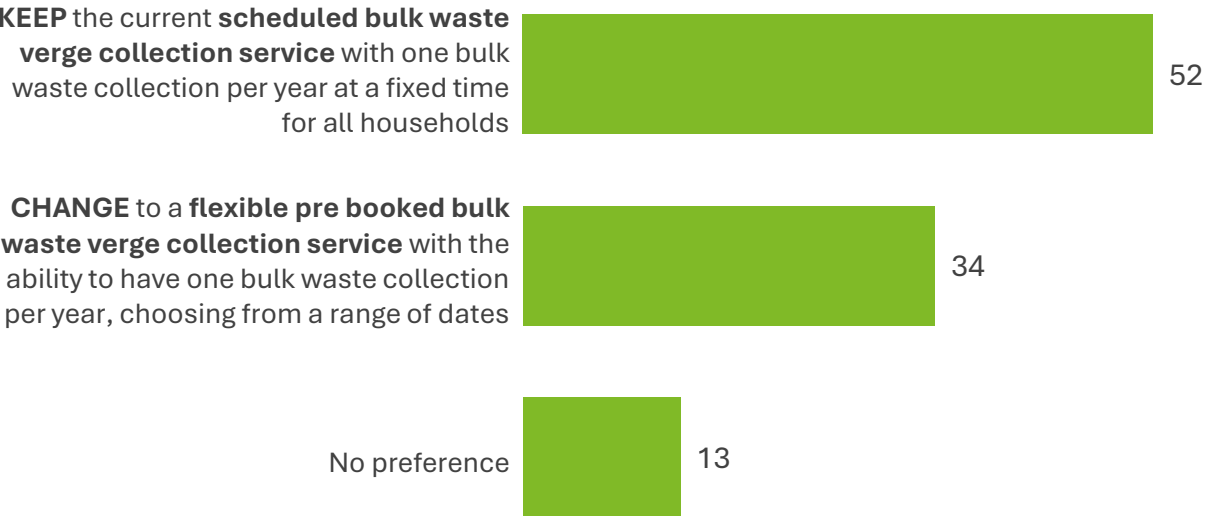
**52%** of respondents would prefer to **KEEP** the current **scheduled bulk waste verge collection service** with one bulk waste collection per year at a fixed time for all households.

**34%** of respondents would prefer a **CHANGE** to a **flexible pre-booked bulk waste verge collection service** with the ability to have one bulk waste collection per year, choosing from a range of dates.

Support for keeping current scheduled services was favoured among all groups, except for young adults who would prefer a change to a flexible, pre-booked service. Support for keeping the current scheduled service was highest among seniors and in Rural areas.

## Bulk waste verge collection service preferences

% of respondents



Demographic variances % of respondents	Gender			Age				Place		
	All respondents	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Foothills	Hills	Rural
Keep current service	52	52	53	39	51	52	65	47	54	63
Change to a pre-booked service	34	38	31	51	39	35	15	40	33	26
No preference	13	10	16	11	9	12	19	13	13	12

# News and updates from the Shire

# Shire news and updates preferences

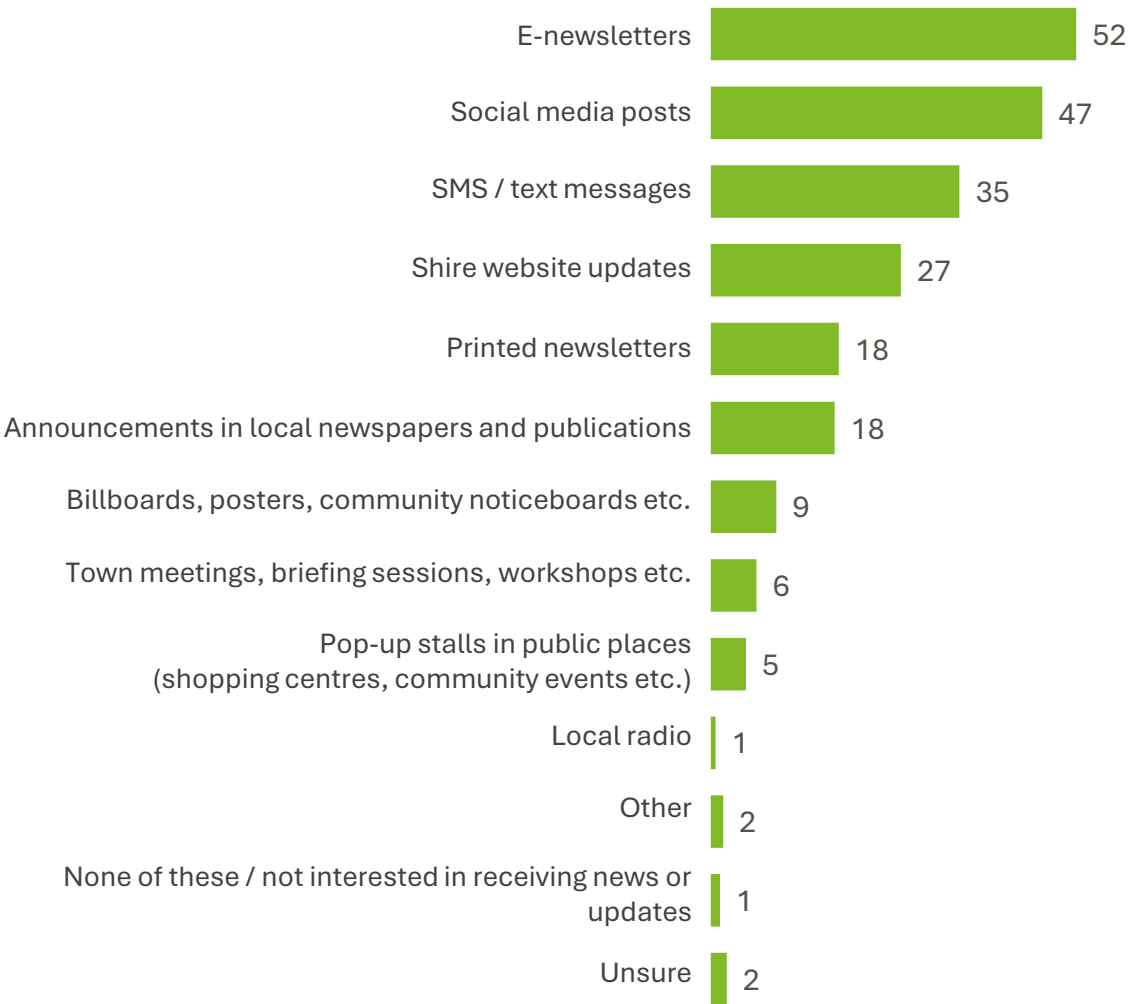
Community members prefer to receive Shire news and updates via e-newsletters, followed by social media posts and SMS / text messages. They least prefer local radio, pop-up stalls in public places, town meetings, community workshops, billboards, posters and community noticeboards.

Community variances are highlighted overleaf. Key variances include:

- Males have a slightly higher preference for e-newsletters, while females have a slightly higher preference for social media, SMS and text messages.
- Young adults have a stronger preference for social media (17% points above the general population rating).
- Overall, seniors prefer e-newsletters, followed by social media posts and Shire website updates. However, compared to other groups, they are also more likely to prefer printed newsletters and announcements in local newspapers and publications.
- Rural residents favour SMS and text messages, followed by e-newsletters. Compared to other groups, they are also more likely to prefer announcements in local newspapers and publications.

## Preferred channels for Shire news and updates

% of respondents



Q. How would you prefer to receive news and updates from the Shire of Mundaring? Please select up to 3 choices.  
Base. All respondents, excludes 'unsure' and 'no response' (n = 523).

# Delivery of Shire news and updates

## Community variances

	All respondents	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Foothills	Hills	Rural
E-newsletters	52	56	47	50	50	58	48	53	54	35
Social media posts	47	42	52	64	46	45	36	45	51	27
SMS / text messages	35	31	40	29	45	34	33	39	33	37
Shire website updates	27	28	25	22	20	29	36	30	26	25
Printed newsletters	18	20	16	15	15	16	25	20	17	21
Announcements in local newspapers and publications	18	17	18	10	11	13	34	7	21	25
Billboards, posters, community noticeboards etc.	9	8	11	9	11	7	10	9	9	14
Town meetings, briefing sessions, community noticeboards etc.	6	6	7	3	6	9	7	2	9	7
Pop-up stalls in public places (shopping centres, community events etc.)	5	4	6	3	4	7	5	4	5	5
Local radio	1	1	0	0	0	2	1	0	1	0
Other	2	2	2	1	2	4	0	3	1	1
None of these / not interested in receiving news or updates	1	2	1	0	2	2	1	2	1	0
Unsure	2	3	2	3	3	3	0	4	1	3

**Q. How would you prefer to receive news and updates from the Shire of Mundaring?** Please select up to 3 choices.

Base. All respondents, excludes 'unsure' and 'no response' (n = 523).

# Preferred type of news and information

Community members are mostly interested in roadworks and infrastructure updates, followed by emergency alerts, planning and development notices, and progress on major projects. There is also relatively high interest in waste and recycling services, community events and activities, and council decisions and meeting outcomes.

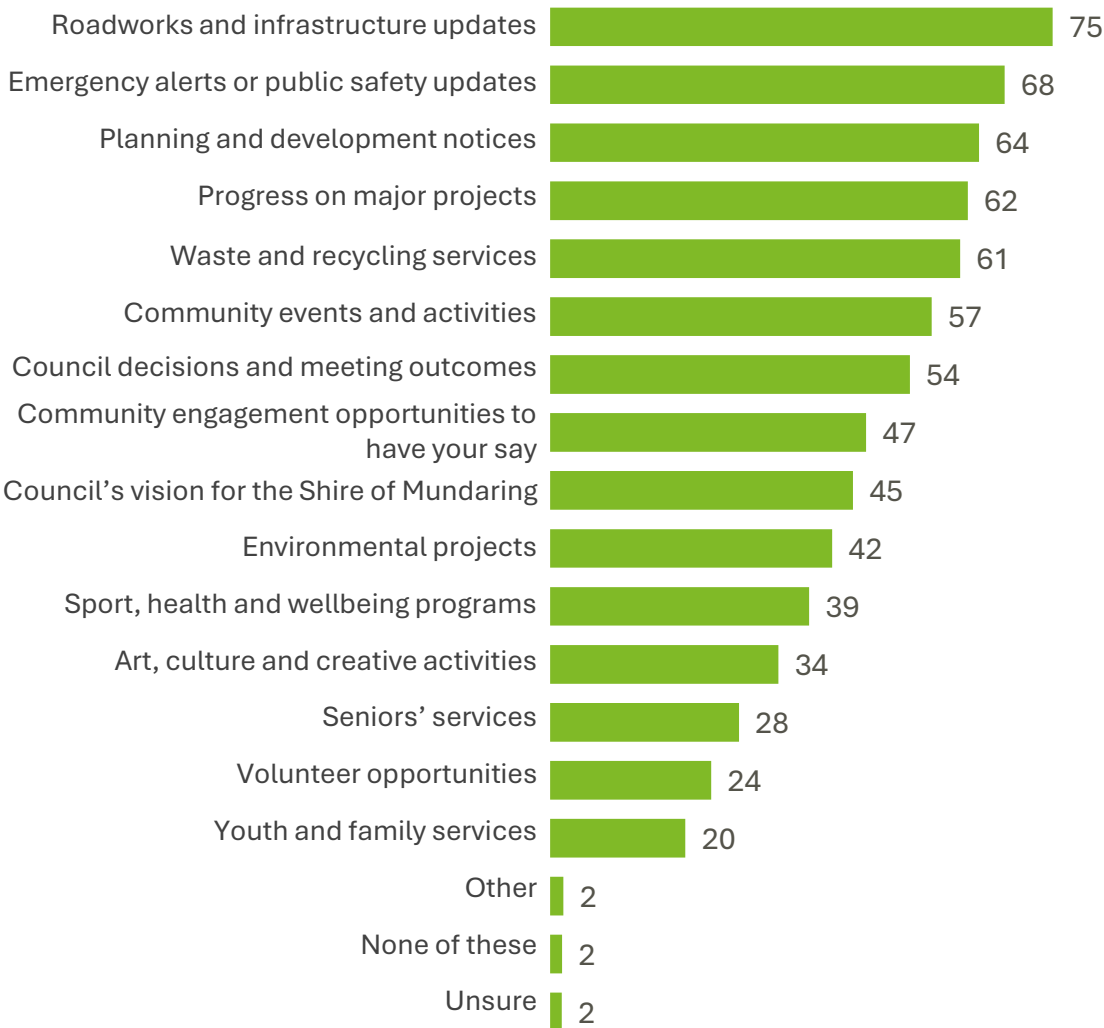
Overall, community members are least interested in volunteer opportunities, and information targeted at different life-stages, such as youth and family services, and seniors’ services (unless you’re in these life-stages).

There are several notable community variances, for example:

- While males and females are both mostly interested in roadworks and infrastructure updates, females tend to be more interested community events, creative activities, and youth and family activities, while males showed more interest than females in hearing about the vision and progress on major projects.
- In relation to age, adults aged 18-64 were mostly interested in hearing about roadworks and infrastructure updates, with the highest ratings from young adults (84% vs 66% of seniors). Seniors were mostly interested in news and updates about seniors’ services (selected by 69% of seniors).
- When it came to the vision, planning and development notices, and council decisions, this news was of more interest to 50-64 year olds.

## Preferred type of news and information

% of respondents





# Preferred type of Shire news and information

## Community variances

	All respondents	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Foothills	Hills	Rural
Roadworks and infrastructure updates	75	76	74	84	77	75	66	70	76	84
Emergency alerts or public safety updates	68	62	74	71	63	70	67	65	71	53
Planning and development notices	64	62	65	62	67	72	54	58	66	68
Progress on major projects	62	65	59	72	65	65	49	67	61	55
Waste and recycling services	61	59	64	57	62	64	61	66	59	60
Community events and activities	57	45	70	47	57	64	57	62	56	50
Council decisions and meeting outcomes	54	54	53	45	52	62	54	54	55	47
Community engagement opportunities to have your say	47	42	52	46	50	56	36	43	50	40
Council's vision for the Shire of Mundaring	45	48	42	39	46	50	44	46	46	39
Environmental projects	42	35	49	32	44	45	46	42	45	28
Sport, health and wellbeing programs	39	31	47	43	46	39	28	37	40	34
Art, culture and creative activities	34	24	45	28	36	38	33	32	35	34
Seniors' services	28	23	34	3	7	27	69	23	31	22
Volunteer opportunities	24	18	30	13	22	32	26	19	26	24
Youth and family services	20	11	30	19	31	23	9	19	22	13
None of these	2	2	1	2	3	2	1	3	1	3

Q. What type of Shire news or information are you interested in?

Base. All respondents, excludes 'unsure' and 'no response' (n = 514).

# Overview of community variances

# Summary of community variances

		All respondents	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Foothills	Hills	Rural
Governance & Community engagement											
Overall, as the governing organisation	Index Score	56	55	57	52	54	56	61	57	57	48
How the community is consulted on local issues	Index Score	41	41	41	33	41	41	49	38	44	31
How the community is informed about what’s happening in the local area	Index Score	45	45	44	42	44	43	49	43	47	33
Shire has a good understanding community needs	% total agree	34	37	32	27	32	34	43	35	36	22
Listens and respects community views	% total agree	28	27	30	18	26	30	39	25	31	23
Clearly explains reasons for decisions and how community views are considered	% total agree	22	20	24	13	21	22	32	21	26	3
Waste management											
Waste management	Index Score	48	47	48	32	45	49	63	51	48	33
General, recycling and FOGO bin system	Index Score	47	45	48	31	41	48	65	51	47	30
Bulk verge collections	Index Score	60	59	61	51	57	60	70	58	63	47
Waste education	Index Score	48	48	49	44	47	45	56	50	49	35
Heard of FOGO	% Yes	97	96	97	100	94	96	96	95	97	97
Aware that property owners can request additional bin	% Yes	77	82	72	90	82	71	69	77	78	71
Support introduction of additional collection over Christmas and New Year period	% support	45	45	46	34	41	46	59	41	46	56
Bulk waste collection preference											
Option A: Keep	% selected	52	52	53	39	51	52	65	47	54	63
Option B: Change	% selected	34	38	31	51	39	35	15	40	33	26
No preference	% selected	13	10	16	11	9	12	19	13	13	12

# Credentials

CATALYSE® has been a long-term supporter of State and Local Government, delivering strategic planning and research services.

## **Our vision:**

We believe in the power of working together to achieve greatness. Through our benchmarking services, we enable organisations and communities to learn from each other to continuously improve and create pathways to success.

Our flagship services, the MARKYT® Community Scorecard and CULTYR® Employee Scorecard have been embraced collectively by over 70 local governments. Australian communities and employees have trusted us to represent their views since 2003.

[www.catalyse.com.au](http://www.catalyse.com.au)

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9212 1900

Email: [info@catalyse.com.au](mailto:info@catalyse.com.au)

ABN 20 108 620 855

