



MARKYT 

# Community Scorecard

## 2025

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

Prepared for



Prepared by



# Contents

Strategic overview	3
Approach	7
Overall performance	12
Place scores	15
MARKYT® Benchmark Matrix	20
MARKYT® Community Trends	23
MARKYT® Community Priorities	26
Community aspirations	29
Key performance areas:	
Sustainable environments	37
Sustainable communities	46
Sustainable places	60
Sustainable economies	71
Sustainable governance	77
Overview of variances	94
Local business views	105
Other stakeholder views	108

# Strategic Overview

# Strategic overview

## Liveability



80

Performance Index Score

6 points above Industry Average

## Governance



57

Performance Index Score

6 points above Industry Average

### Top performing areas within the Shire



Library services



Lake Leschenaultia (conservation and enhancement)



Emergency response and relief for natural disasters

### Most improved areas



Community engagement on local issues



Communication



Lake Leschenaultia (conservation and enhancement)

### Top performing areas relative to other LGAs



Emergency response and relief for natural disasters



Council's leadership



Community engagement on local issues



Area to visit

## Main priorities



Environmental management and conservation



Footpaths, trails and cycleways



Waste management services



Local roads



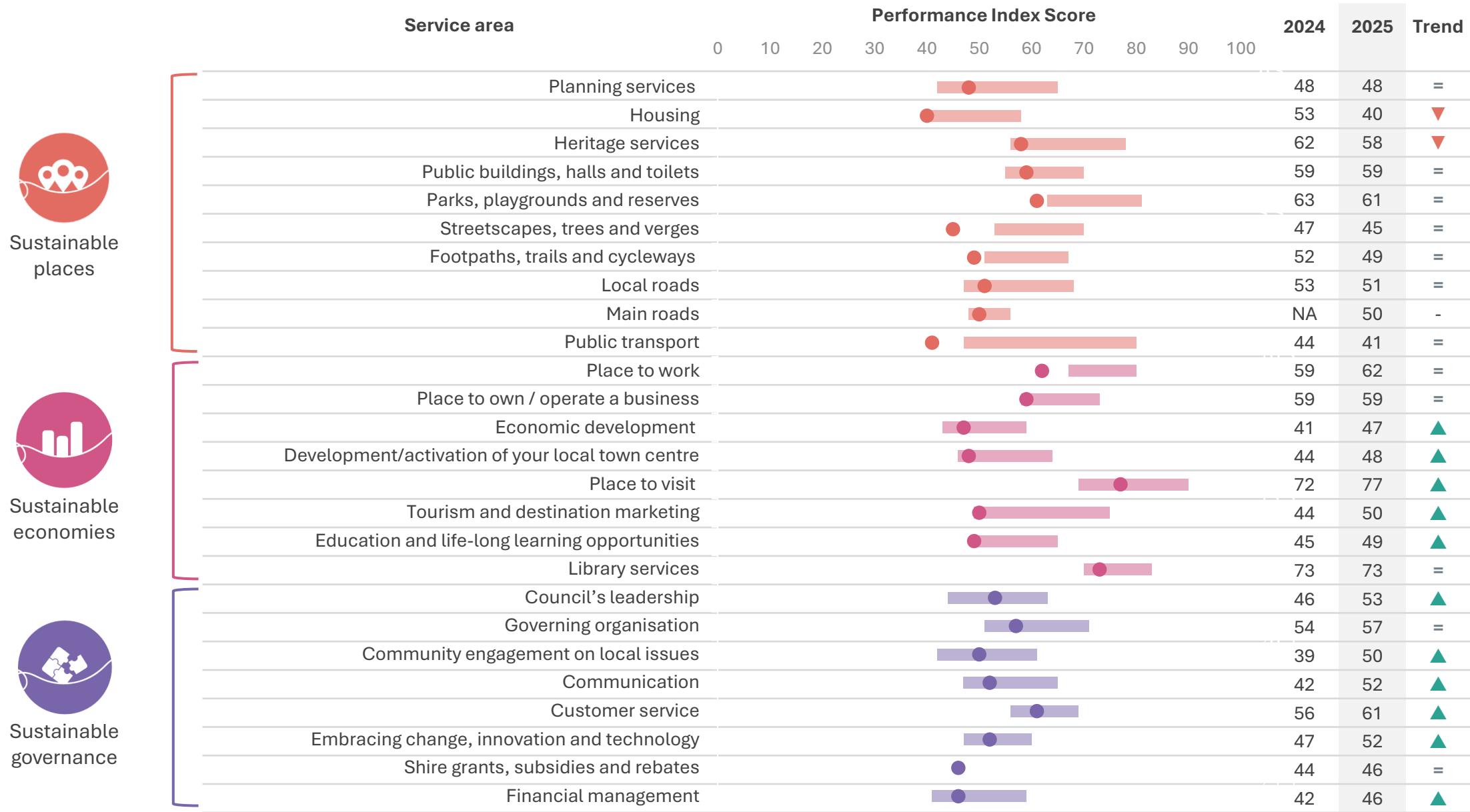
Streetscapes, trees and verges



Parks, playgrounds and reserves



▼ Down by more than 3 points  
= Steady (within +/- 3 points)  
▲ Up by more than 3 points



● Shire performance score (Performance Index Score)

■ Target zone. Shading shows the industry average to industry high

# Approach

# Purpose

The Shire commissioned a MARKYT® Community Scorecard to:

- Track progress against desired outcomes in the Council Plan 2024-2034
- Assess community needs, priorities and aspirations
- Evaluate perceived performance across 40+ services
- Monitor changes in community sentiment
- Participate in a national benchmarking program to compare performance to other local councils



# The study

The Shire of Mundaring commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard to assess community perceptions of service levels, community priorities and aspirations.

CATALYSE® programmed and hosted an online scorecard and emailed invitations to 7,773 randomly selected customers in the Shire of Mundaring’s customer databases. The Shire of Mundaring provided supporting promotions through its communication channels.

The scorecard was open from 3 November to 23 November 2025, attracting responses from a representative, cross-section of the community.

710	71	93	34	19
Residents	Local business owners or operators	Community group representatives	Council affiliates*	Other

The main body of the report presents results from residents, weighted by age and gender to match the ABS Census community profile.

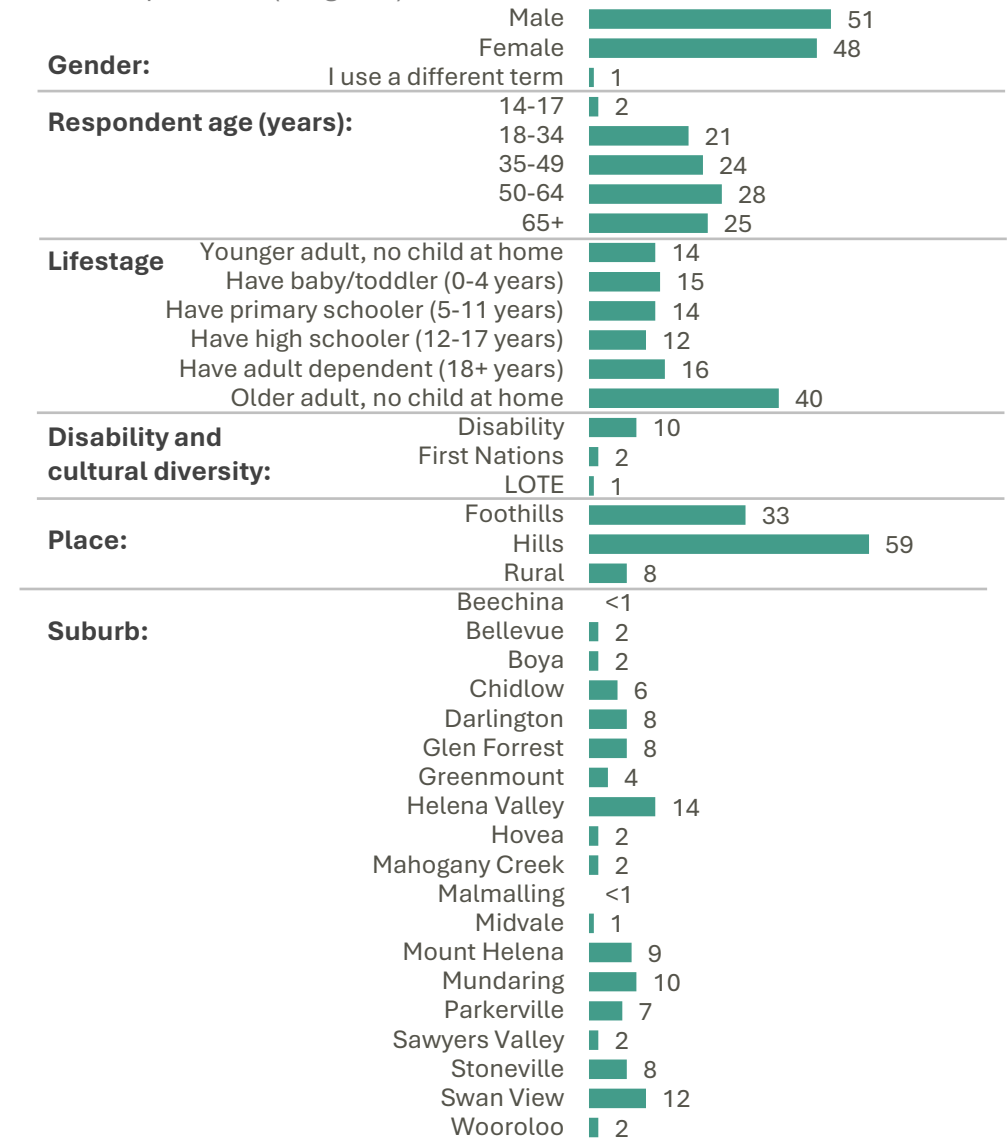
Results from community group representatives and Council affiliates are provided at the end of this report. Sample sizes for other respondents (out of area ratepayers and visitors) were too small to report results separately.

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

\* Council affiliates includes Elected Members, Council employees and their household members

## Resident profile

% of respondents (weighted)



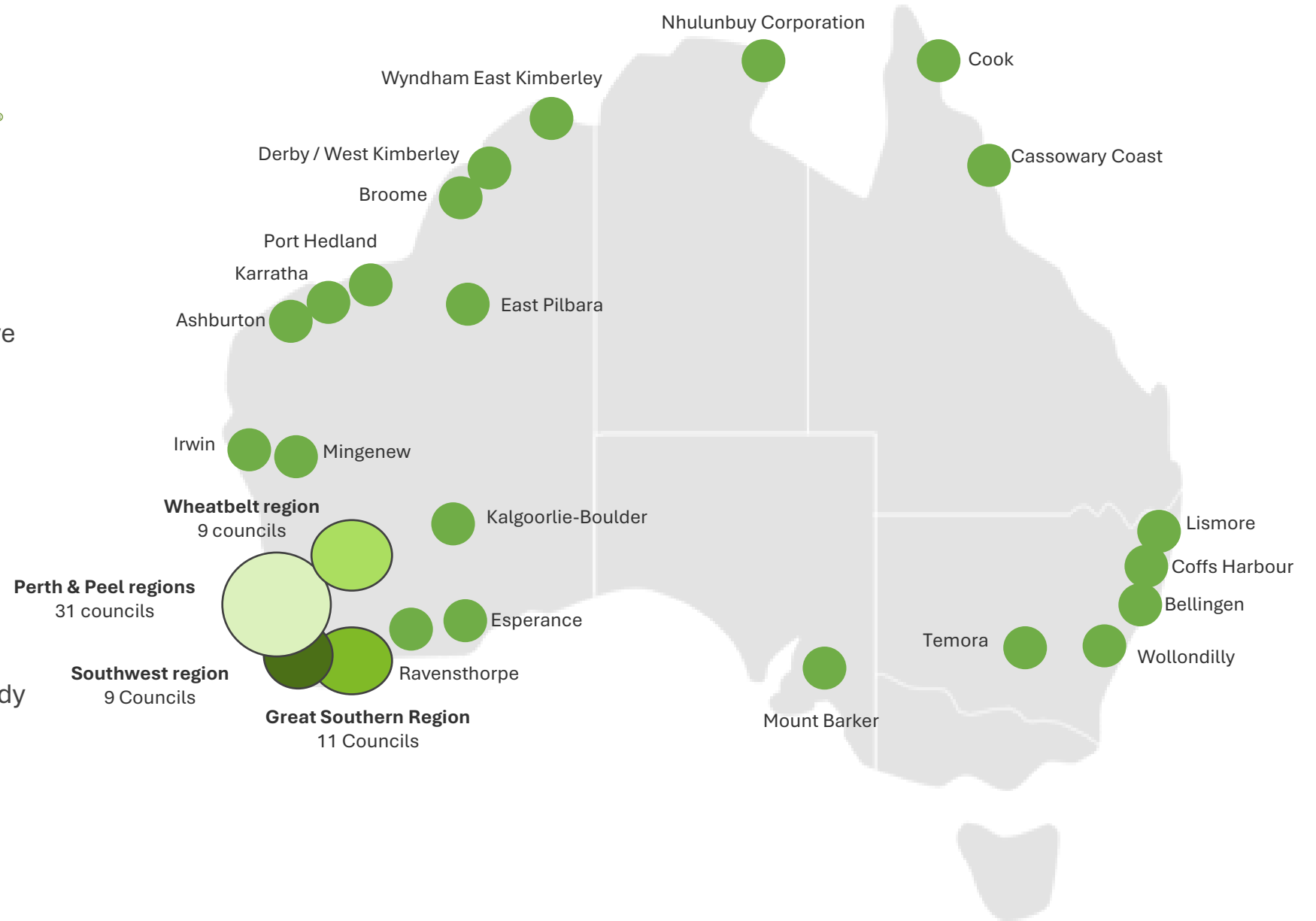
LOTE: Language other than English

For more than 20 years, CATALYSE<sup>®</sup> 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<sup>®</sup> 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.

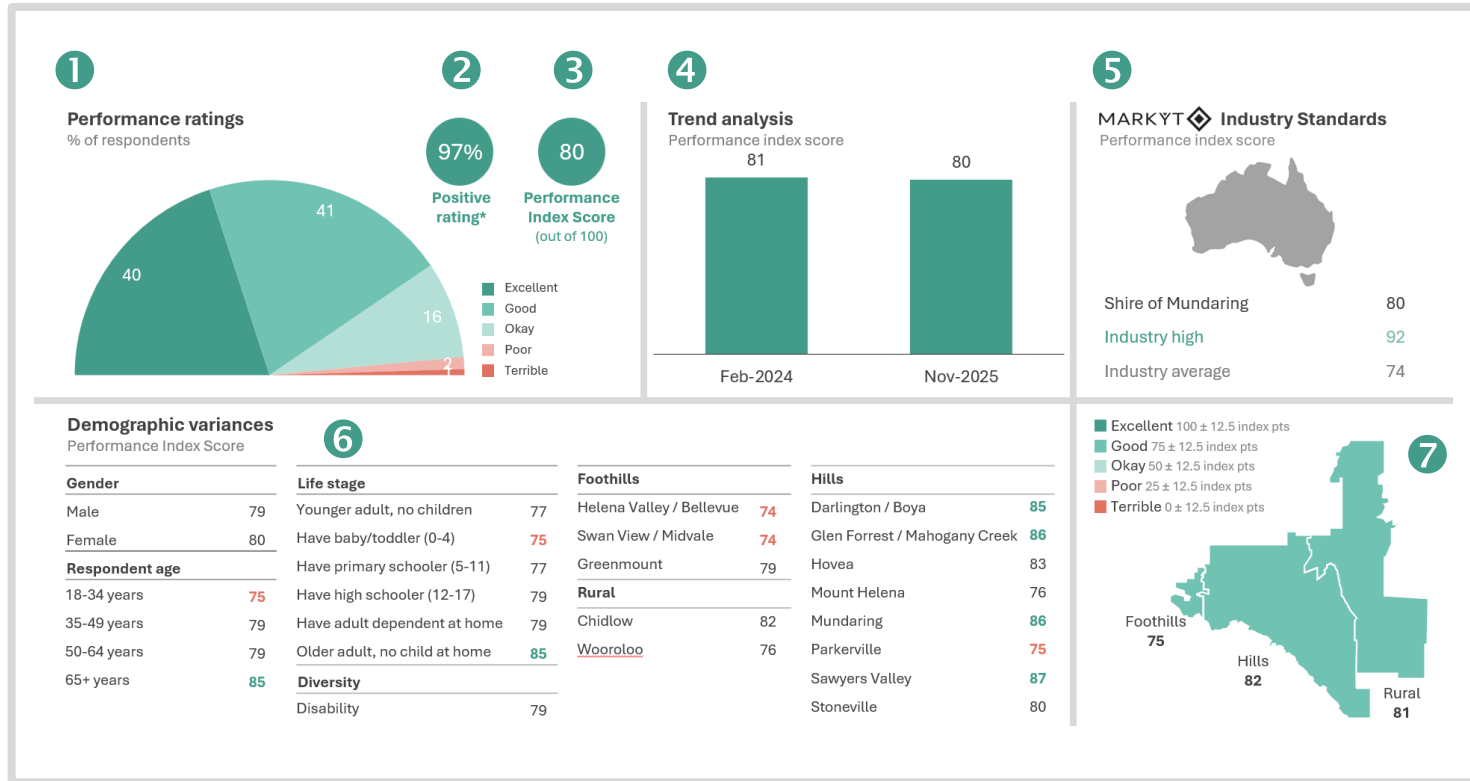
## 3 Performance index score

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 Community variances

Shows how performance varies across the community by key demographics.

## 7 Community map

Shows variances by place.

# Overall Performance

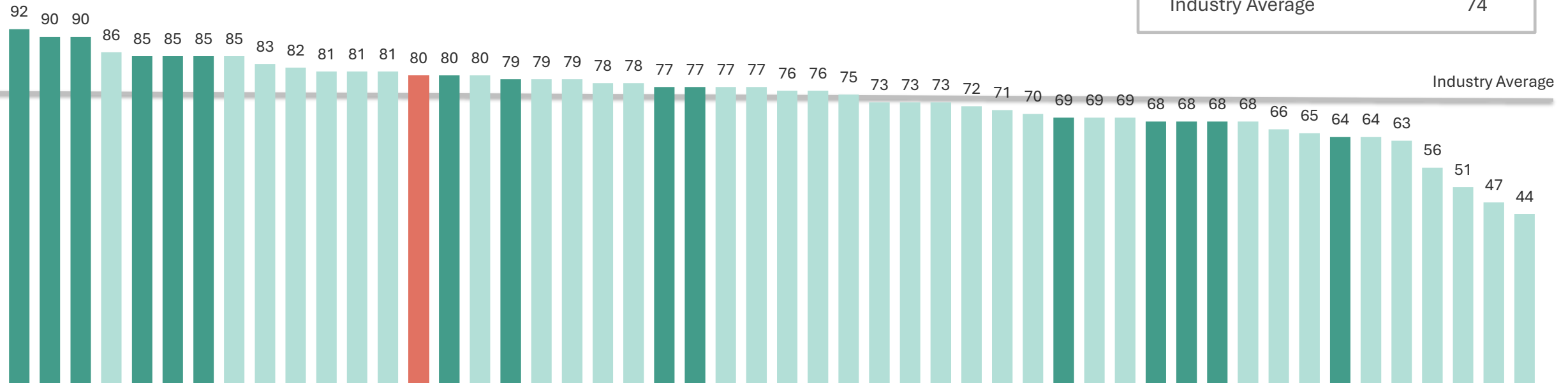
# Liveability

Respondents were asked to rate the Shire of Mundaring overall as a **place to live**.

The overall liveability score is **80 out of 100**, 6 points above the industry average.

## Liveability | performance index score

- Shire of Mundaring
- Metropolitan Councils
- Regional Councils



**MARKYT** **Industry Standards**  
Performance Index Score

Shire of Mundaring	80
Industry High	92
Industry Average	74

# Overall, as the governing organisation

Respondents were asked to rate the Shire of Mundaring overall as the **governing organisation**.

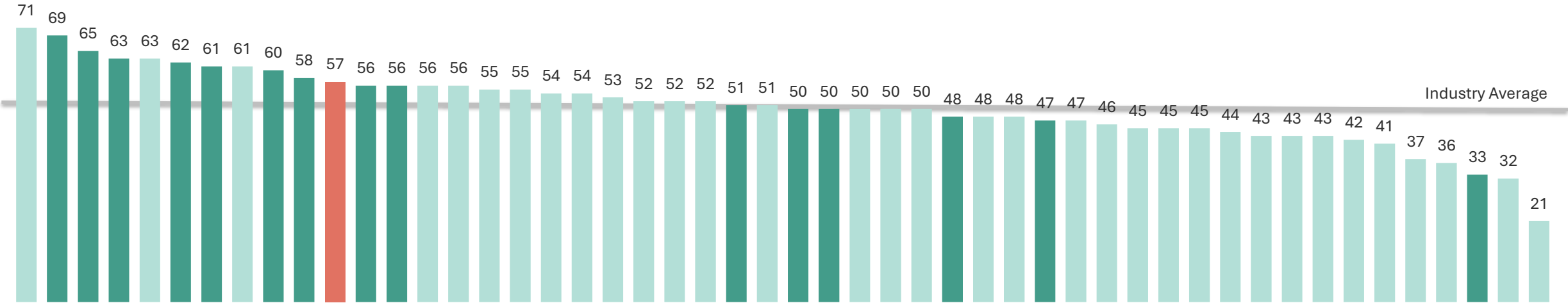
The overall governance score is **57 out of 100**, 6 points above the industry average.

## Governance | performance index score

- Shire of Mundaring
- Metropolitan Councils
- Regional Councils

**MARKYT** **Industry Standards**  
Performance Index Score

Shire of Mundaring	57
Industry High	71
Industry Average	51

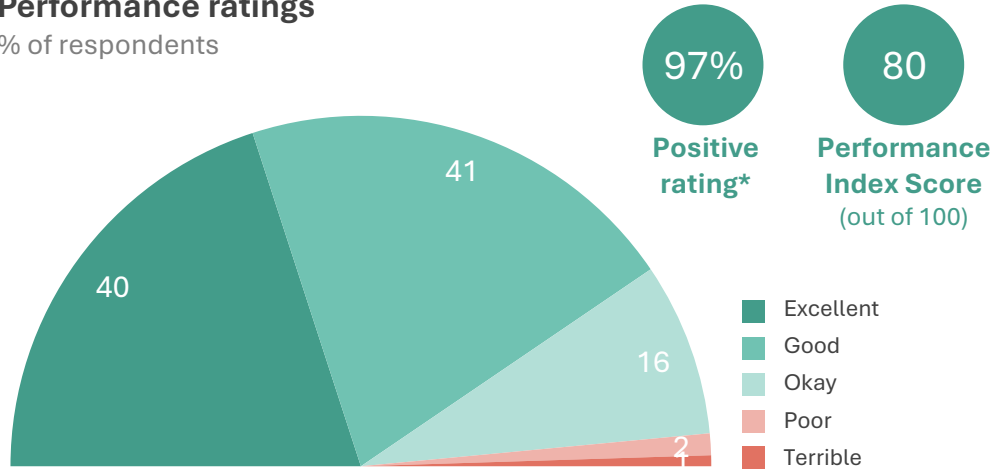


# Place scores

# Place to live

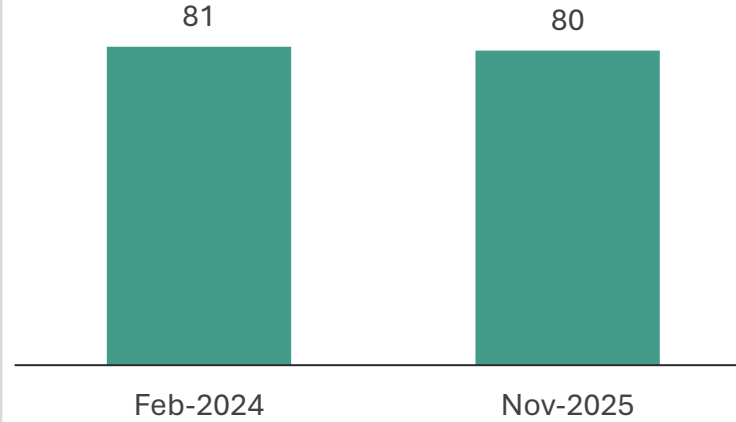
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



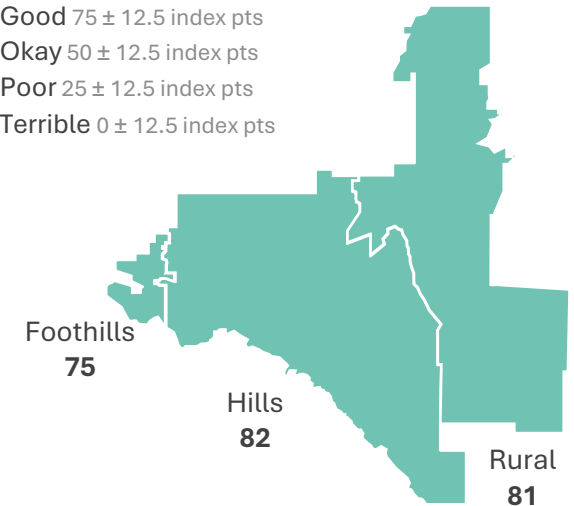
Shire of Mundaring	80
Industry high	92
Industry average	74

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male: 79	Younger adult, no children: 77	Helena Valley / Bellevue: 74	Darlington / Boya: 85
Female: 80	Have baby/toddler (0-4): 75	Swan View / Midvale: 74	Glen Forrest / Mahogany Creek: 86
<b>Respondent age</b>	Have primary schooler (5-11): 77	Greenmount: 79	Hovea: 83
18-34 years: 75	Have high schooler (12-17): 79	<b>Rural</b>	Mount Helena: 76
35-49 years: 79	Have adult dependent at home: 79	Chidlow: 82	Mundaring: 86
50-64 years: 79	Older adult, no child at home: 85	Wooroloo: 76	Parkerville: 75
65+ years: 85	<b>Diversity</b>		Sawyers Valley: 87
	Disability: 79		Stoneville: 80

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



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

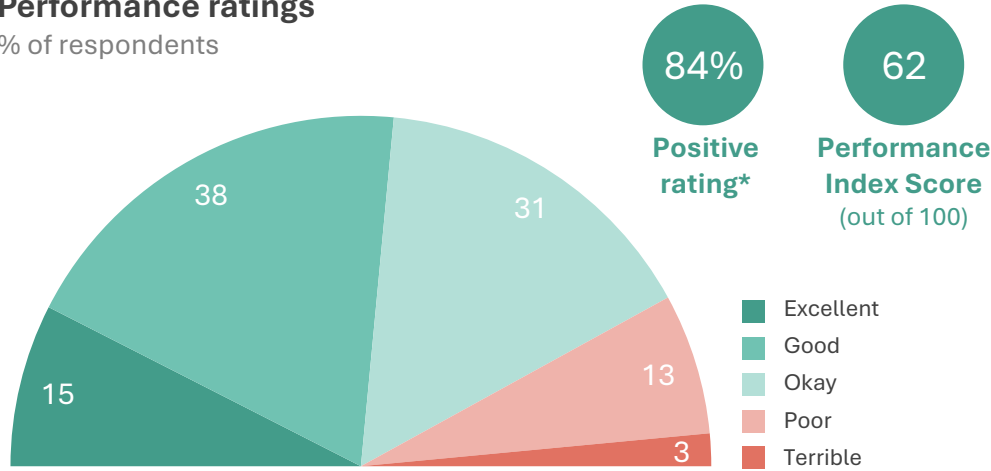
Base: All respondents, excludes 'unsure' and 'no response' (n = 707).

\* Positive Rating = excellent, good + okay

# Place to work

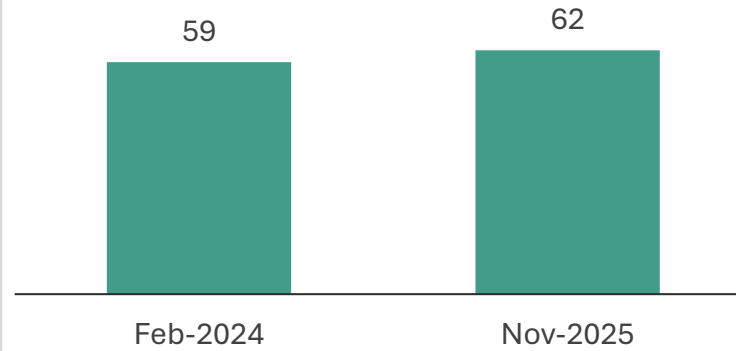
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



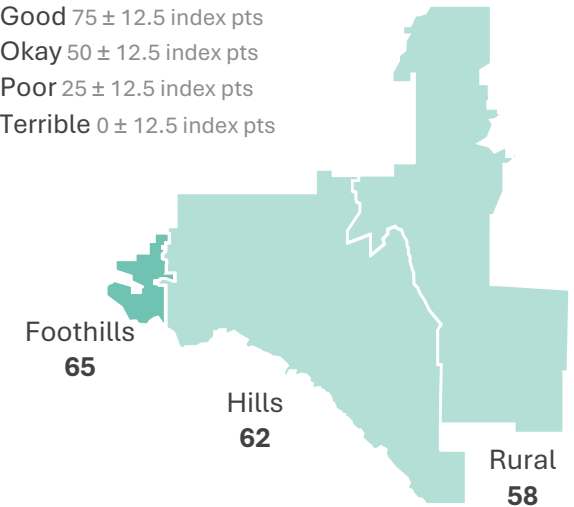
Shire of Mundaring	62
Industry high	80
Industry average	67

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 59	Younger adult, no children 58	Helena Valley / Bellevue 63	Darlington / Boya 67
Female 67	Have baby/toddler (0-4) 43	Swan View / Midvale 66	Glen Forrest / Mahogany Creek 67
Respondent age	Have primary schooler (5-11) 61	Greenmount 72	Hovea 71
18-34 years 57	Have high schooler (12-17) 56	Rural	Mount Helena 53
35-49 years 59	Have adult dependent at home 63	Chidlow 57	Mundaring 61
50-64 years 63	Older adult, no child at home 70	Wooroloo 62	Parkerville 53
65+ years 70	Diversity		Sawyers Valley 68
	Disability 64		Stoneville 66

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



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

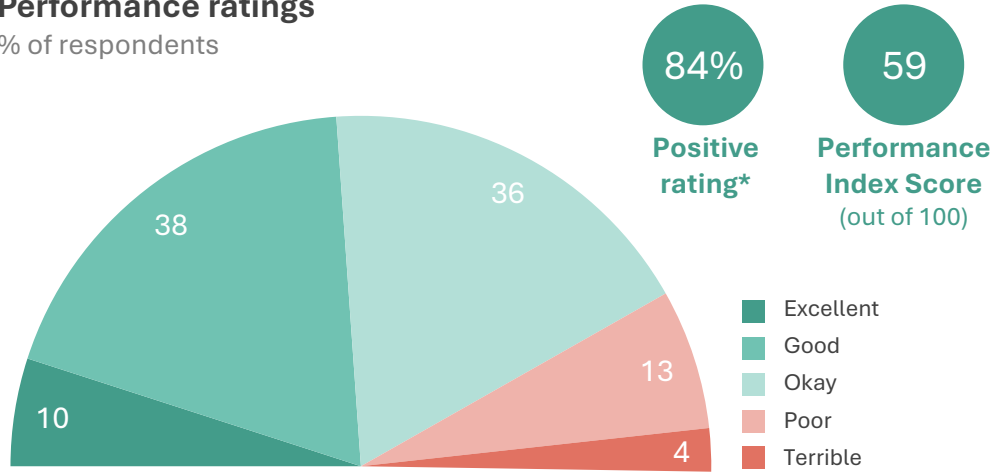
Base: All respondents, excludes 'unsure' and 'no response' (n = 384).

\* Positive Rating = excellent, good + okay

# Place to own or operate a business

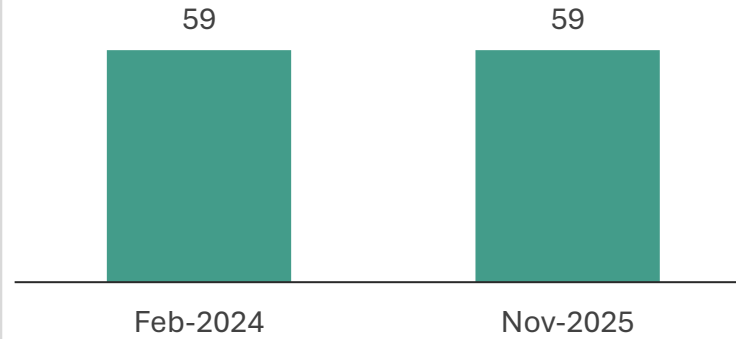
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



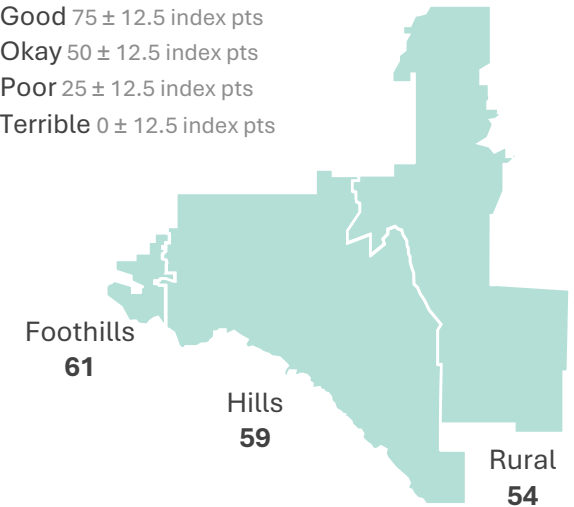
Shire of Mundaring	59
Industry high	73
Industry average	58

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male: 57	Younger adult, no children: 58	Helena Valley / Bellevue: 57	Darlington / Boya: 61
Female: 63	Have baby/toddler (0-4): 57	Swan View / Midvale: 64	Glen Forrest / Mahogany Creek: 58
<b>Respondent age</b>	Have primary schooler (5-11): 57	Greenmount: 67	Hovea: 64
18-34 years: 66	Have high schooler (12-17): 49	<b>Rural</b>	Mount Helena: 58
35-49 years: 51	Have adult dependent at home: 51	Chidlow: 53	Mundaring: 60
50-64 years: 58	Older adult, no child at home: 64	Wooroloo: 55	Parkerville: 50
65+ years: 63	<b>Diversity</b>		Sawyers Valley: 60
	Disability: 62		Stoneville: 68

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



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

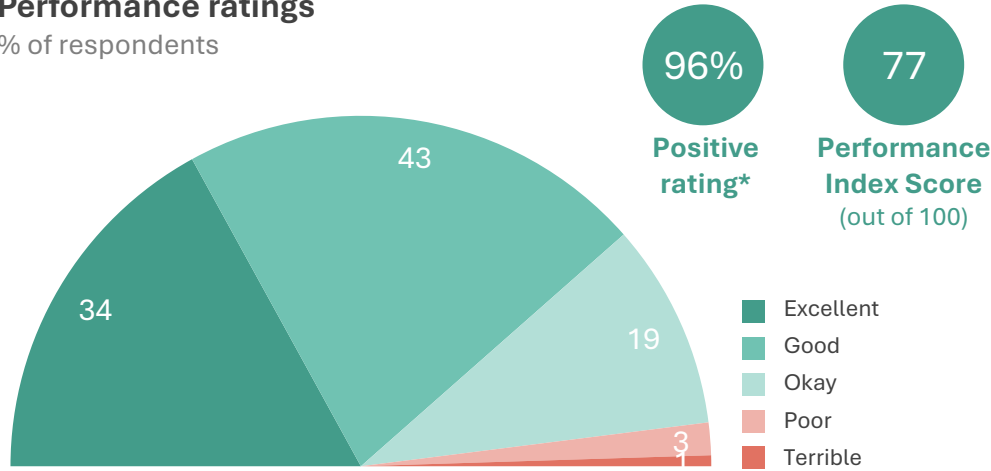
Base: All respondents, excludes 'unsure' and 'no response' (n = 325).

\* Positive Rating = excellent, good + okay

# Place to visit

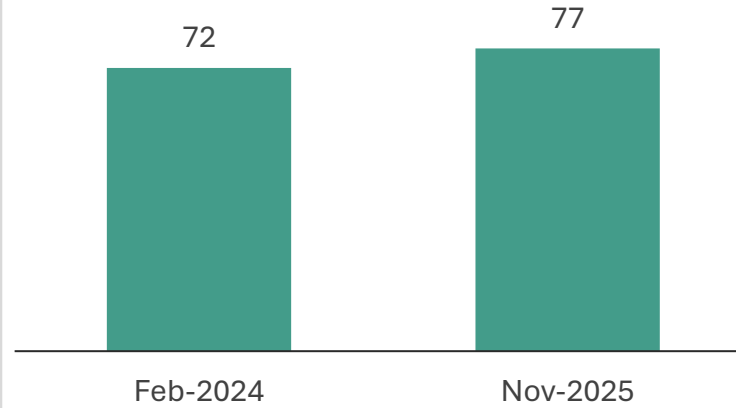
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



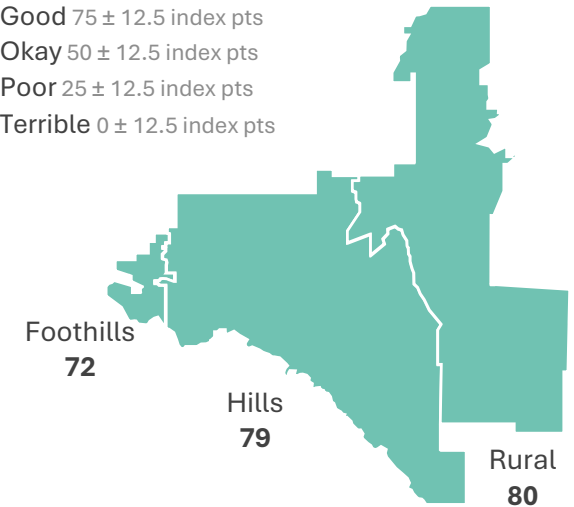
Shire of Mundaring	77
Industry high	90
Industry average	69

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 74	Younger adult, no children 73	Helena Valley / Bellevue 71	Darlington / Boya 82
Female 80	Have baby/toddler (0-4) 72	Swan View / Midvale 70	Glen Forrest / Mahogany Creek 75
<b>Respondent age</b>	Have primary schooler (5-11) 76	Greenmount 79	Hovea 83
18-34 years 75	Have high schooler (12-17) 75	<b>Rural</b>	Mount Helena 79
35-49 years 77	Have adult dependent at home 76	Chidlow 84	Mundaring 82
50-64 years 76	Older adult, no child at home 80	Wooroloo 71	Parkerville 76
65+ years 81	<b>Diversity</b>		Sawyers Valley 78
	Disability 77		Stoneville 80

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 658).

\* Positive Rating = excellent, good + okay

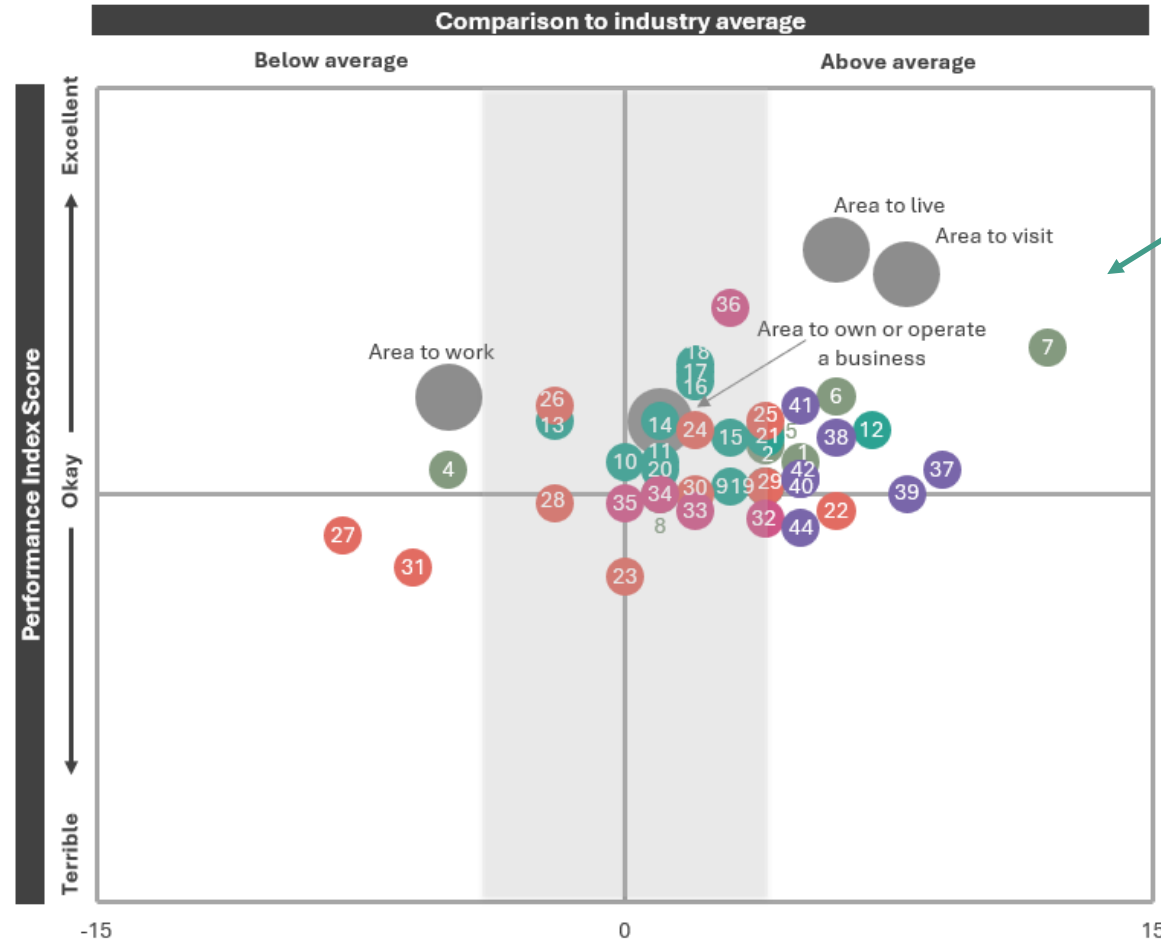
# MARKYT Benchmark Matrix

# 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.

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 in this quadrant with average performance ratings between okay and excellent, and performance ABOVE Industry Average.

# MARKYT Benchmark Matrix

Sustainable environments



- 1 Climate action
- 2 Environmental management and conservation
- 3 Lake Leschenaultia
- 4 Waste management
- 5 Public health management
- 6 Natural disaster education/prevention
- 7 Emergency response / relief
- 8 Stormwater management and drainage

Sustainable communities



- 9 Youth services and facilities
- 10 Family and children's services and facilities
- 11 Seniors' services and facilities
- 12 Universal access and inclusion
- 13 Reconciliation action
- 14 Volunteer support services
- 15 Health and community services
- 16 Sport and recreation services and facilities
- 17 Art, culture and creative activities
- 18 Festivals, markets and community events
- 19 Safety and crime prevention
- 20 Lighting of streets and public places
- 21 Animal management

Sustainable places



- 22 Planning services
- 23 Housing
- 24 Heritage services
- 25 Public buildings, halls and toilets
- 26 Parks, playgrounds and reserves
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Main roads
- 31 Public transport

Sustainable economies



- 32 Economic development
- 33 Development/activation of your local town centre
- 34 Tourism and destination marketing
- 35 Education and life-long learning opportunities
- 36 Library services

Sustainable governance



- 37 Council's leadership
- 38 Governing organisation
- 39 Community engagement on local issues
- 40 Communication
- 41 Customer service
- 42 Embracing change, innovation and technology
- 43 Shire grants, subsidies and rebates
- 44 Financial management



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

# MARKYT Community trends

MARKYT® Community Trends shows trends in performance.

3

**Window 3** includes higher performing services in decline, including:

- Waste management
- Volunteer support services
- Heritage services

4

**Window 4** includes lower performing areas in decline, including:

- Housing
- Public transport (marginal decline)
- Footpaths, trails and cycleways (marginal decline)

Comparison to MARKYT® Community Scorecard (February 2024)



1

**Window 1** includes higher performing areas that have improved, including:

- Communication
- Lake Leschenaultia
- Council's leadership
- Art, culture and creative activities
- Universal access and inclusion

2

**Window 2** includes lower performing that are improving, including:

- Community engagement on local issues
- Youth services
- Economic development
- Tourism and destination marketing

# MARKYT Community Trends

Sustainable environments



- 1 Climate action
- 2 Environmental management and conservation
- 3 Lake Leschenaultia
- 4 Waste management
- 5 Public health management
- 6 Natural disaster education/prevention
- 7 Emergency response / relief
- 8 Stormwater management and drainage

Sustainable communities



- 9 Youth services and facilities
- 10 Family and children's services and facilities
- 11 Seniors' services and facilities
- 12 Universal access and inclusion
- 13 Reconciliation action
- 14 Volunteer support services
- 15 Health and community services
- 16 Sport and recreation services and facilities
- 17 Art, culture and creative activities
- 18 Festivals, markets and community events
- 19 Safety and crime prevention
- 20 Lighting of streets and public places
- 21 Animal management

Sustainable places



- 22 Planning services
- 23 Housing
- 24 Heritage services
- 25 Public buildings, halls and toilets
- 26 Parks, playgrounds and reserves
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Main roads
- 31 Public transport

Sustainable economies



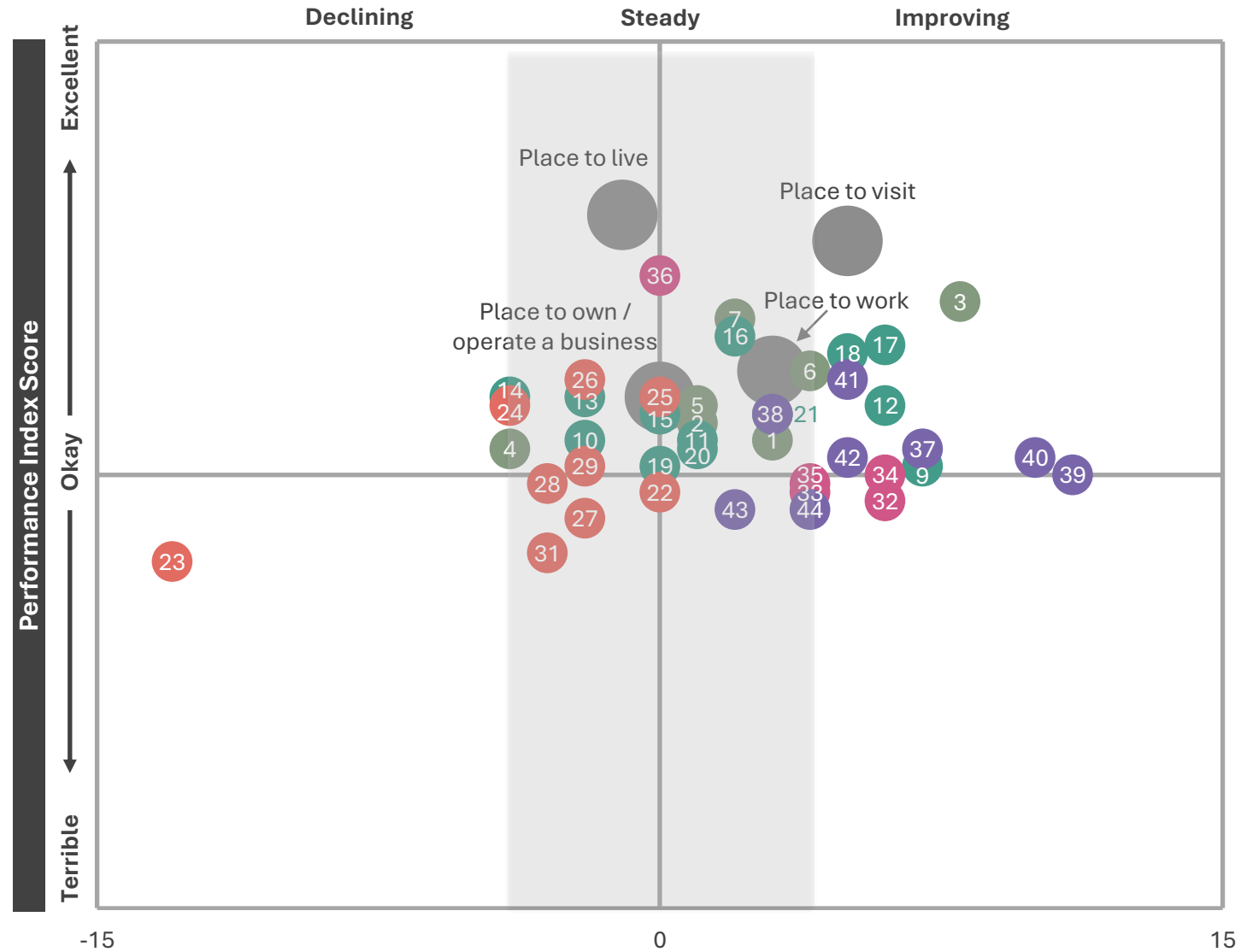
- 32 Economic development
- 33 Development/activation of your local town centre
- 34 Tourism and destination marketing
- 35 Education and life-long learning opportunities
- 36 Library services

Sustainable governance



- 37 Council's leadership
- 38 Governing organisation
- 39 Community engagement on local issues
- 40 Communication
- 41 Customer service
- 42 Embracing change, innovation and technology
- 43 Shire grants, subsidies and rebates
- 44 Financial management

## Comparison to MARKYT® Community Scorecard (February 2024)



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

MARKYT  **Community priorities**

# How to read the MARKYT Community Priorities chart

The MARKYT® Community Priorities chart maps performance against community priorities to determine strengths and areas to focus on improving.

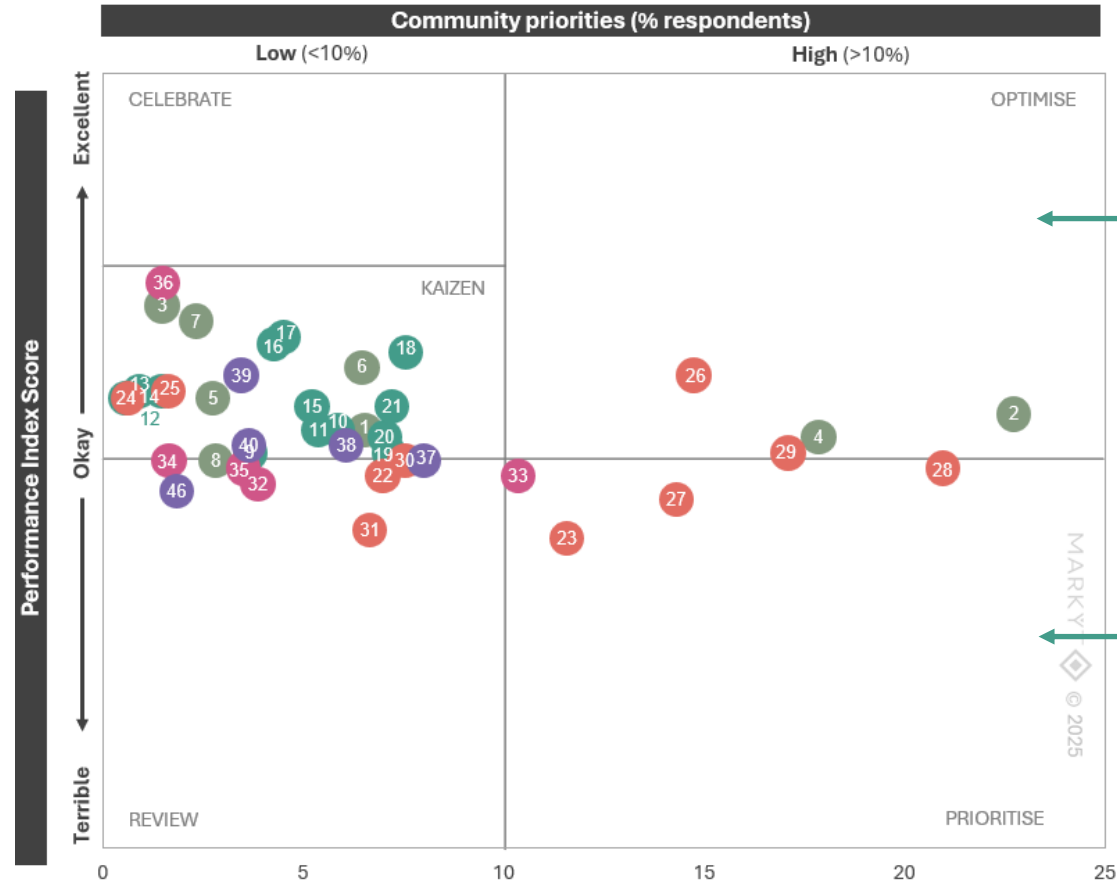
**CELEBRATE** the area's highest performing areas.

**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 their Local Government Authority to focus its attention.



# MARKYT Community Priorities

Sustainable environments



- 1 Climate action
- 2 Environmental management and conservation
- 3 Lake Leschenaultia
- 4 Waste management
- 5 Public health management
- 6 Natural disaster education/prevention
- 7 Emergency response / relief
- 8 Stormwater management and drainage

Sustainable communities



- 9 Youth services and facilities
- 10 Family and children's services and facilities
- 11 Seniors' services and facilities
- 12 Universal access and inclusion
- 13 Reconciliation action
- 14 Volunteer support services
- 15 Health and community services
- 16 Sport and recreation services and facilities
- 17 Art, culture and creative activities
- 18 Festivals, markets and community events
- 19 Safety and crime prevention
- 20 Lighting of streets and public places
- 21 Animal management

Sustainable places



- 22 Planning services
- 23 Housing
- 24 Heritage services
- 25 Public buildings, halls and toilets
- 26 Parks, playgrounds and reserves
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Main roads
- 31 Public transport

Sustainable economies

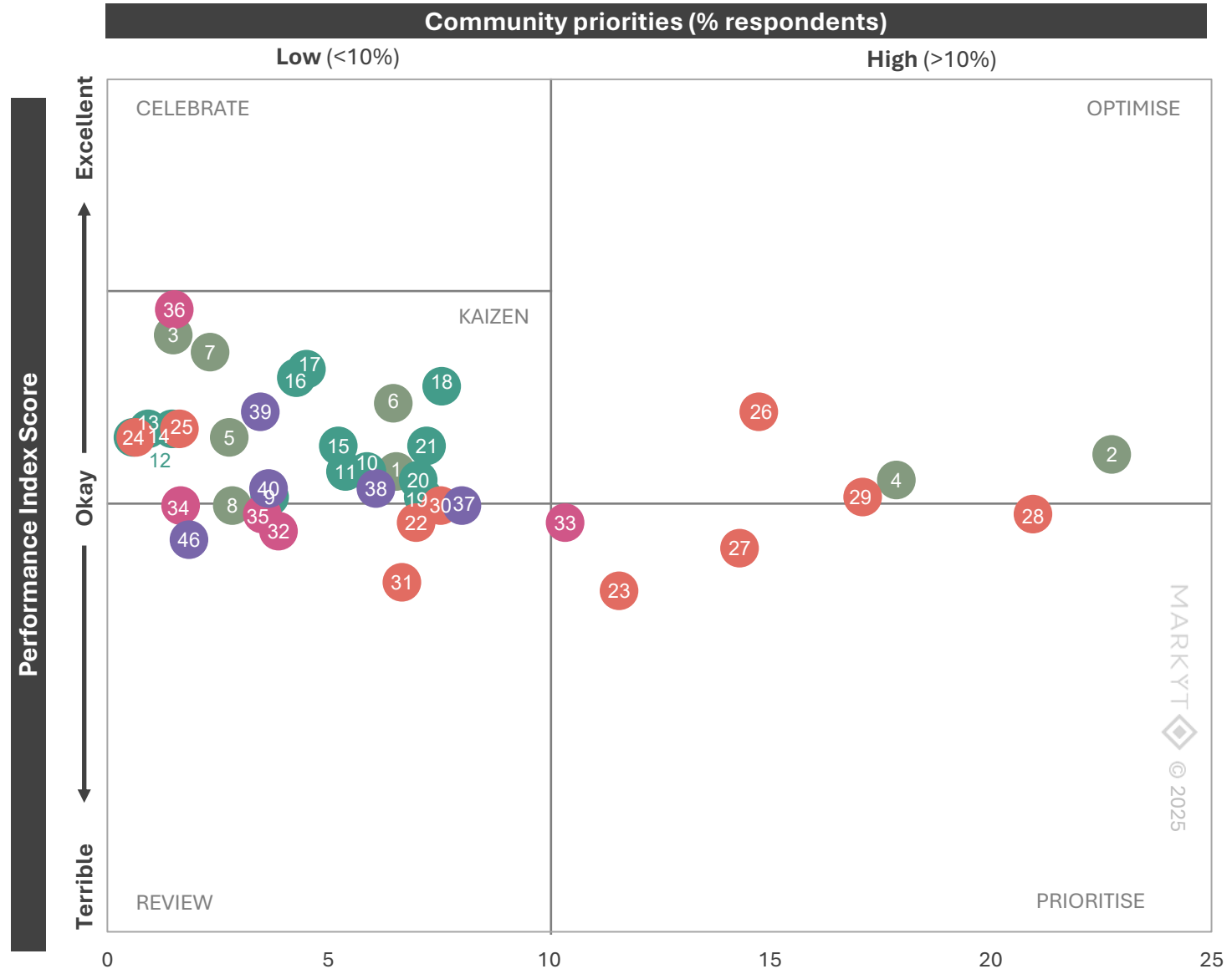


- 32 Economic development
- 33 Development/activation of your local town centre
- 34 Tourism and destination marketing
- 35 Education and life-long learning opportunities
- 36 Library services

Sustainable governance



- 37 Community engagement on local issues
- 38 Communication
- 39 Customer service
- 40 Embracing change, innovation and technology
- 41 Shire grants, subsidies and rebates



MARKYT  © 2025

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 = 599)

# Community aspirations

The MARKYT® VoiceBank invites community members to provide ideas and suggestions to address their main priorities.

To see all community comments from the MARKYT® Community Scorecard, please see the MARKYT® VoiceBank.

The MARKYT® VoiceBank contains more than 48,300 words with ideas and suggestions from community members grouped into more than 40 service areas.

Councillors and officers draw on suggestions in the MARKYT® VoiceBank to inform supporting plans and strategies to address community needs.



## MARKYT Voicebank

**Question: Over the next 10 years, which areas would you most like the Shire of Mundaring to focus on improving?**

Source: MARKYT® Community Scorecard | 2025

*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

December 2025

# Environmental management and conservation

## Community driven actions

- Strengthen controls on clearing bushland and protect biodiversity corridors and tree canopy in new developments .
- Avoid over-development to retain the “hills” culture.
- Improve weed control, considering alternatives to spraying.
- Provide more community education on weed management and the benefits of planting native plants.
- Improve firebreaks and fuel-load management while avoiding unnecessary habitat loss.
- Introduce stronger cat containment and dog control measures to protect local wildlife.

## Community voices

*“Put into place some stricter regulations on stopping clearing of large older trees on vacant building blocks. Try and preserve more habitat areas. Regulations to have cats kept in enclosures or indoors.”*

*“Preserving the hills environment of large blocks of land and low density living. Preserving bush and trees as properties change hands new owners seem to clear the trees and bush.”*

*“Plant trees on verges - stricter rules regarding building and clearing of land. Look after our mature trees!! Less infill.”*

*“Please, no changing the hills environment and way of life. No big developments, respect for the natural environment. Don't turn Mundaring into just another suburb.”*

*“A simple few signs put up throughout the shire with clear pictures of invasive weeds. This would encourage everyday people to pull up Watsonia and other weed trees and plants. Super cheap solution to get the community on board.”*

*“Stop spraying weeds! Chemicals are releases straight into the soil and stormwater. If weed management is necessary, adopt other measures such as mowing, cutting, weeding and replanting with natives to crowd out the weeds, etc...”*

*“Reduce the amount of burning off the shire and DBCA are conducting. It's changing the flora/fauna diversity and heating up our areas and allowing weeds to spread.”*

*“Tied up closely with climate action. Advocacy for cold fire burns, not the ridiculous mass burnoffs which do incredible damage.”*

*“Strengthening laws to protect the existing tree canopy and native vegetation from clearing. Strengthening laws that protect native animals, such as better containment of dogs and cats to their properties, especially at night.”*

# Footpaths, trails and cycleways

## Community driven actions

- Develop a continuous network of footpaths, especially along main roads, to connect town centres and amenities including schools, bus stops etc.
- Provide a network of safe cycleways for commuting, riding to school and recreational use.
- Ensure footpaths and cycleways meet universal access requirements for all users including prams, mobility scooters and wheelchairs:
  - Repair uneven, cracked or damaged surfaces.
  - Keep clear of debris, tree roots and overhanging branches.
  - Install lighting, crossings, handrails, widening, and reflective markers.
- Develop more multi-use trails for pedestrians, cyclists and equestrians, including more loop trails.
- Improve access to trails.

## Community voices

*“Five schools in close proximity in Parkerville are accessed by a footpath along Seabourne and Roland that requires students to cross the road several times for continued access.”*

*“Some roads have no paths to make it easy to access bus stops so my children and myself need to walk in ditches or on the road. Eg. Great Eastern Highway stop between Robinson Road and Homestead Road.”*

*“Development of cycle paths to encourage safe cycling for transport and exercise.”*

*“A path for cyclist to cycle up the hill and along Great Eastern Highway (not on the road, but a good, continuous, separate one). Cycling path along Brooking Road in order to increase kids cycling to school.”*

*“Almost all footpaths in Darlington are overgrown, cracking or completely inaccessible to pedestrians. There is a high amount of young families whose children want to ride bikes, people with prams, people with mobility aids who cannot access the community effectively.”*

*“Footpaths are narrow and are against the immediate roadside edge. The other side often has steep drop offs with no suitable edging or hand rails. Disaster waiting to happen.”*

*“Trails and cycle ways that loop rather than A to B.”*

*“Tracks and trails for equestrian & multi use including pathways for manual and powered wheelchair users.”*

*“We live in an area with world class walking trails in the Mundaring Shire, but opening them up for access is an important local problem. Take an access thru Iron Rd would open the whole northern area of Stoneville to access the Heritage Trail without having to negotiate the long walk around to Stoneville Rd and Byfield Rd. There's a lot of parks and most easily accessible to most. Show us them, attract us to them.”*

# Local roads

## Community driven actions

- Maintain roads to a higher standard – repair potholes, resurface deteriorated roads and improve shoulders, gutters and drainage.
- Clear overgrown verges and maintain roadside vegetation to improve visibility.
- Install speed reduction measures, roundabouts, speed bumps, and improved signage at high-risk intersections and accident-prone roads.
- Upgrade road infrastructure for growing traffic - widen key roads, improve intersections and create alternate access routes.

## Community voices

*“Maintain the roads. Too many potholes. Roads not serviced enough. Verge maintenance (part of roads in my opinion) is very, very poor.”*

*“Maintenance on local roads around high volume venues. Would be great to have some resurfacing / shoulder / gutter maintenance along Seabourne/Byfield/Owen/ Richardson Roads.”*

*“Resurface all of the local roads...most are really bumpy.”*

*“Many of the local roads in the shire are in terrible condition with numerous potholes, broken shoulders, and far too narrow. Storm water drains are also clogged with debris and never seem to be cleared or maintained.”*

*“Keep the vegetation back from the edge of the roads. Need clear vision.”*

*“The visibility on the roads I frequent often - need verge clearing for safe driving visibility.”*

*“Putting 40 km/hr speed limits in popular areas near playgrounds, ovals etc.”*

*“Maybe more roundabouts to deter people from speeding in the middle of the night.”*

*“Ensure appropriate signage for seniors is displayed on local roads and streets to calm the traffic – provide suitable calming devices to ensure speeds limits in areas where frail aged are walking.”*

*“Helena Valley Road and Midland Road need upgrading and T junction from Midland road to Helena Valley Road needs lights or a roundabout because of traffic build up.”*

*“Brooking Road. Those last several metres of Brooking are too narrow, with the road in very poor quality. Extra dangerous because people cut corners coming onto Brooking and there’s not enough room to move over.”*

# Waste management services

## Community driven actions

- Return red, general waste bins to weekly collection and/or provide larger red bins to address hygiene, overflow, and health concerns.
- Review the FOGO / green waste system – consider making it optional or adjustable to reflect property size and household needs.
- Enhance bulk waste services. Suggestions include twice-yearly kerbside collection, skip bins on request and free tip passes.
- Educate residents on proper recycling practices and consider providing larger recycling bins.

## Community voices

*"Collect the Red Bins weekly as before. To collect fortnightly is a disaster and a health hazard, especially for young families."*

*"The General Waste(Red Bin) is sometimes too small to handle two weeks of waste from a household of 5 adults, it should be the same size as the other two bins which are 240L."*

*"Shire residents are angry that FOGO was implemented despite their protests. FOGO makes sense in an area that doesn't have acreage and animals that eat food scraps. I am yet to come across anyone who is happy with receiving less rubbish removal services for more cost."*

*"The FOGO bins are a joke. We compost all our own food waste as many do in the Hills, even more simple for those with chickens. FOGO should have been an "opt in" not compulsory."*

*"I would like to see the general waste bins return to weekly collections and curb side pick ups twice a year."*

*"Increase the tip allowances so people will get rid of junk rather than have dangerous clutter. Stops verge collections, attracts the scum and allow people to loiter, get rid of clutter for fire safety, and stops people dumping in our bush."*

*"Maybe provide 3 skip bins a year to individual households for rubbish disposal. I know other Shires provide this service, but I am unaware if Mundaring Shire does."*

*"Better information/ education on what goes into each bin, particularly for the yellow bin."*

*"Get rid of FOGO, either provide a weekly recycle bin service or bigger recycle bins without having to pay extra, return weekly bin service (this is a hygiene issue more than a volume issue)."*

# Streetscapes, trees and verges

## Community driven actions

- Protect mature trees during development projects.
- Plant additional native and suitable street trees to increase shade canopy, provide wildlife habitat and beautify the area.
- Prune or remove dangerous trees overhanging roads and footpaths.
- Improve maintenance – mow, slash and trim verges, footpaths, and roadside reserves to reduce fire risk and improve safety for pedestrians and drivers.
- Provide incentives for residents to plant trees, maintain their verges and plant native verges.

## Community voices

*“Plant more trees and do not remove them unless really necessary, do not approve developments where all trees removed.”*

*“The Shire should make sure developers put street trees in and take action when they are removed. Mandate a canopy cover % and fund it!”*

*“Plant more trees and shrubs for habitat and maybe some water stations for thirsty native wildlife. Bat boxes, bird boxes, insect hotels.”*

*“I would like to see far better landscaping and maintenance of verges as well as great attention paid to tree planting. The Mundaring Weir environment is very badly managed and ugly.”*

*“Plant useful and attractive verge trees (eg: olive trees on Morrison Rd are attractive and provide annual fruit). Gums, while native just develop into problems later.”*

*“Verge maintenance, removing dead and dying trees.”*

*“Prune trees over hanging on road, to prevent dropping honky nuts. Make verges walkable.”*

*“Improve verge management to reduce fire risk and tidy up the town.”*

*“Slash overgrown grasses/vegetation on sides of road and/or where located randomly around the neighbourhood...”*

*“Incentives for planting of street trees and green verges.”*

*“Native rehabilitation on verges. Incentive for native eco system get rid of gravel and lawn.”*

*“An incentive program needs to be put in place to encourage people to keep their yards tidy and verges clean. Beautiful new estates look really untidy when weeds are out of control and rubbish is left around.”*

# Playgrounds, parks and reserves

## Community driven actions

- Provide more playgrounds with a variety of modern equipment for all abilities and all ages from toddlers to teenagers and adults. Suggestions include water play, nature play, and skate parks.
- Upgrade and maintain old playground equipment to ensure it is safe.
- Provide more amenities including clean toilets, picnic areas, BBQs, seating and shade.
- Keep lawns well maintained – mowed, weeded and free from prickles.
- Provide more dedicated dog exercise areas.

## Community voices

*"It would be great to see more all-abilities playgrounds throughout Helena Valley, as well as upgrades to some of the existing ones. In particular, the playgrounds in the new Helena Valley Estate cater mainly to older children, with only a single baby swing available for younger kids. It would be fantastic to see more inclusive features such as slides and play equipment suitable for toddlers."*

*"Nature playgrounds and adult nature-based recreation."*

*"Offer the younger people more things to do in Helena Valley. There is a couple of playgrounds but they haven't been updated for the 20 plus years I have lived here and with more houses being built with less backyards they need better places to play. Upgrade Grundy park. The teens need something to do other than just ride around the streets eg skatepark."*

*"A waterpark/ playground (like Maylands or like the sprinklers in the city)."*

*"Replace failing and outdated infrastructure (playgrounds) and provide shade to parts of all large playgrounds in the shire not just in the west ward."*

*"Upgrade, sun safe, BBQ areas."*

*"Some of the playgrounds and public toilets in poor condition."*

*"Ensure there are viable places to visit, picnic and provide facilities to ensure that people will come to those places."*

*"Regular lawn care of parks. Primarily in weed control (prickles) and regular cutting, particularly during the summer months."*

*"Improve the dog park on Balfour Rd. such a great community gathering but some decent shade and general maintenance like keeping grass short to keep snakes away and hiding in long grass."*

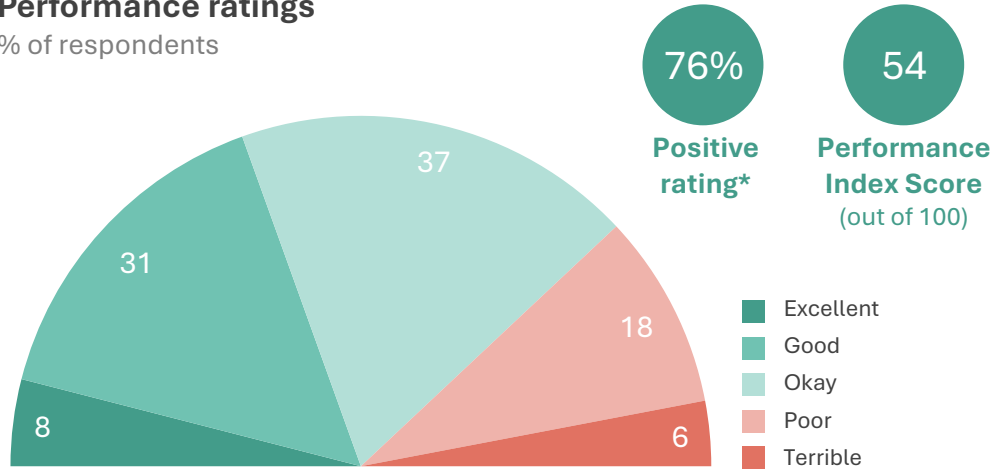
# Sustainable environments

# Climate action

promoting sustainable practices to combat climate change and its impacts

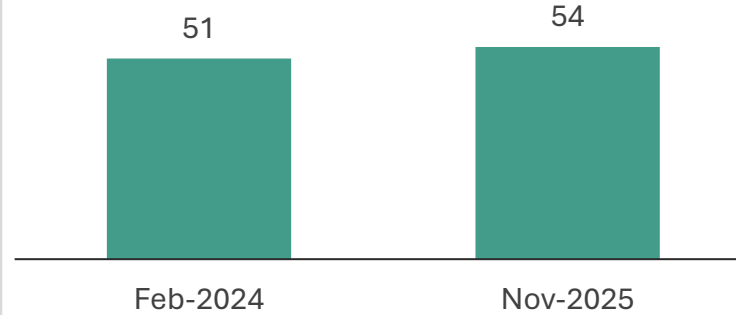
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



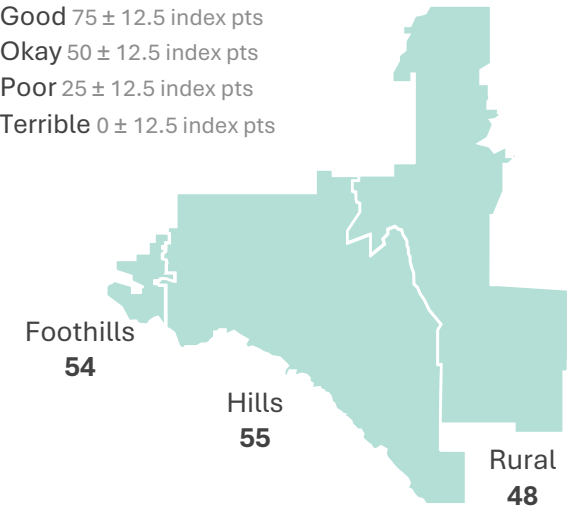
Shire of Mundaring	54
Industry high	61
Industry average	49

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)		Mount Helena
	Have adult dependent at home	<b>Rural</b>	Mundaring
	Older adult, no child at home	Chidlow	Parkerville
		Wooroloo	Sawyers Valley
			Stoneville
	<b>Diversity</b>		
	Disability		

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 378).

\* Positive Rating = excellent, good + okay

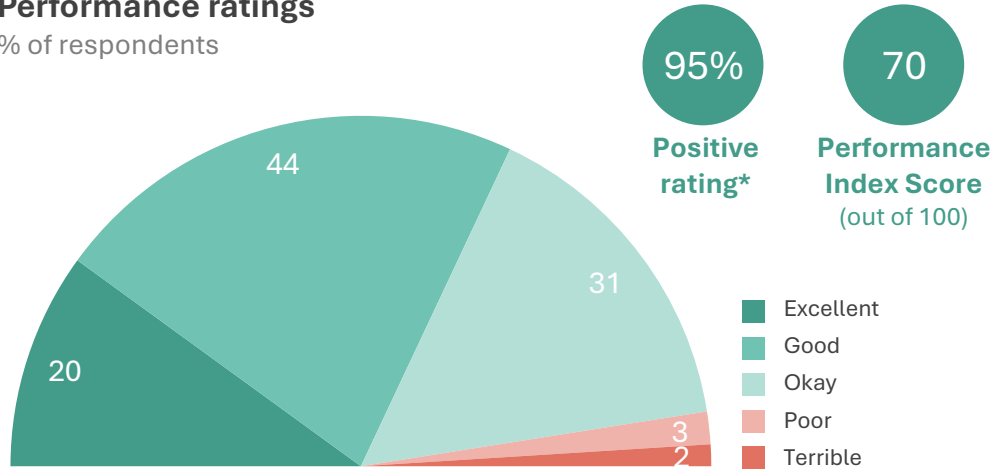


# Lake Leschenaultia

conservation and enhancements

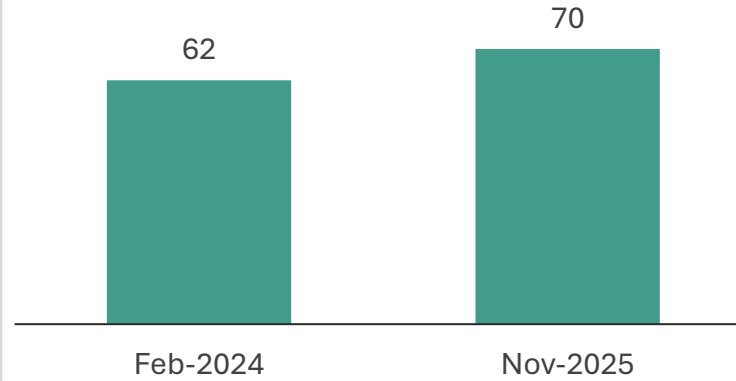
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



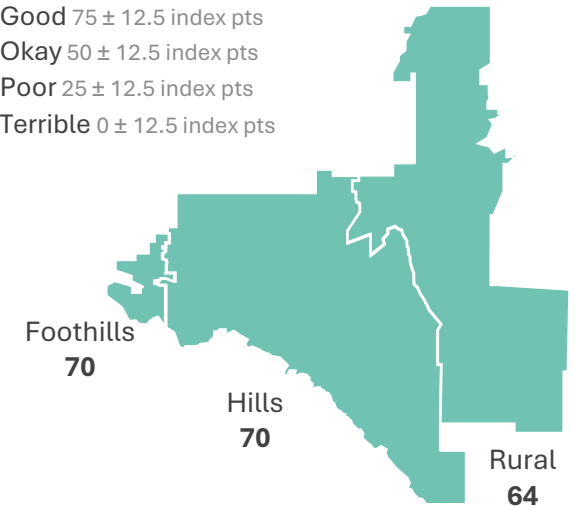
Shire of Mundaring	70
Industry high	NA
Industry average	NA

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 68	Younger adult, no children 73	Helena Valley / Bellevue 72	Darlington / Boya 75
Female 72	Have baby/toddler (0-4) 68	Swan View / Midvale 67	Glen Forrest / Mahogany Creek 72
<b>Respondent age</b>	Have primary schooler (5-11) 68	Greenmount 75	Hovea 79
18-34 years 70	Have high schooler (12-17) 72	<b>Rural</b>	Mount Helena 67
35-49 years 70	Have adult dependent at home 66	Chidlow 67	Mundaring 71
50-64 years 68	Older adult, no child at home 71	Wooroloo 56	Parkerville 71
65+ years 71	<b>Diversity</b>		Sawyers Valley 71
	Disability 70		Stoneville 65

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 447).

\* Positive Rating = excellent, good + okay

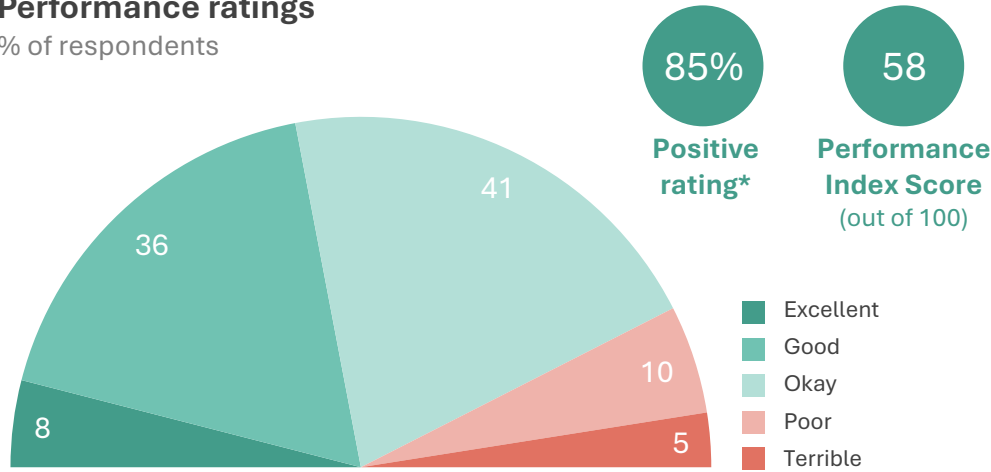


# Public health management

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

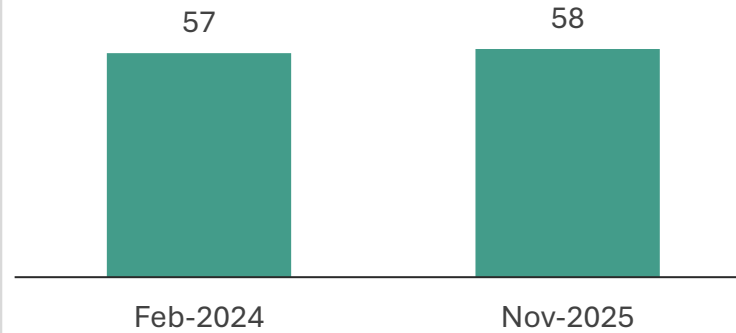
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



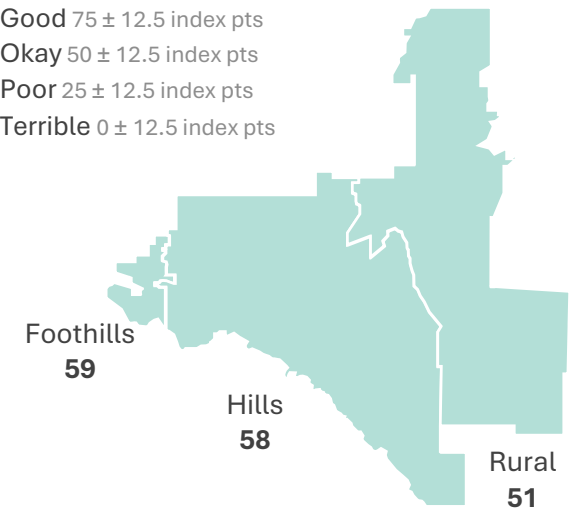
Shire of Mundaring	58
Industry high	67
Industry average	54

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)		Mount Helena
	Have adult dependent at home	<b>Rural</b>	Mundaring
	Older adult, no child at home	Chidlow	Parkerville
		Wooroloo	Sawyers Valley
			Stoneville
	<b>Diversity</b>		
	Disability		

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



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

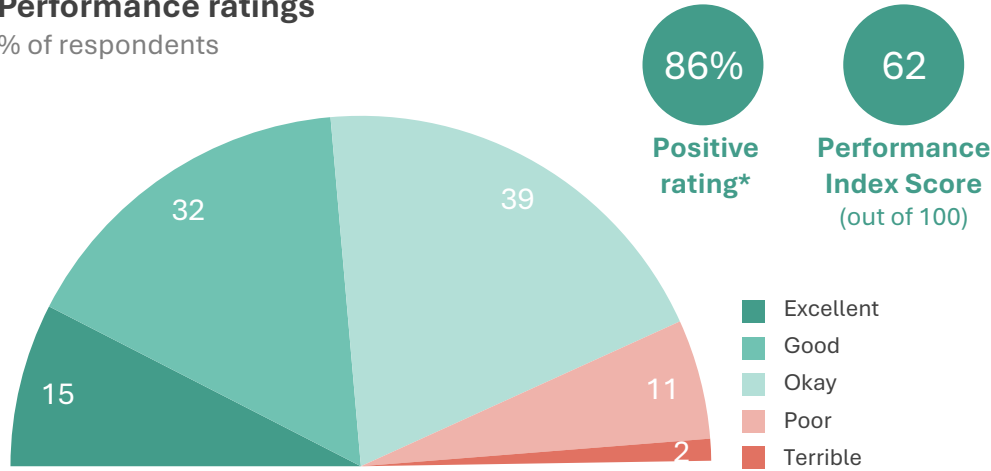
Base: All respondents, excludes 'unsure' and 'no response' (n = 504).

\* Positive Rating = excellent, good + okay

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

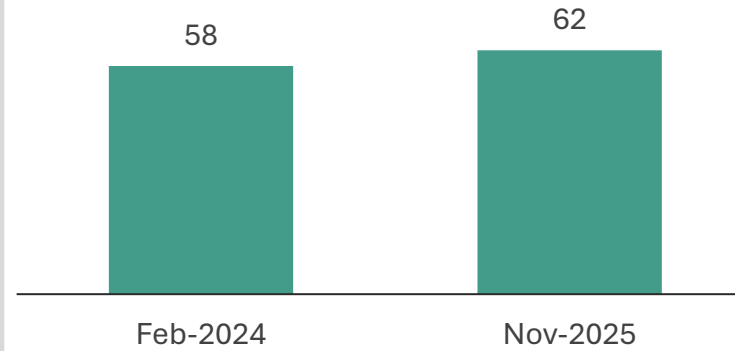
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score

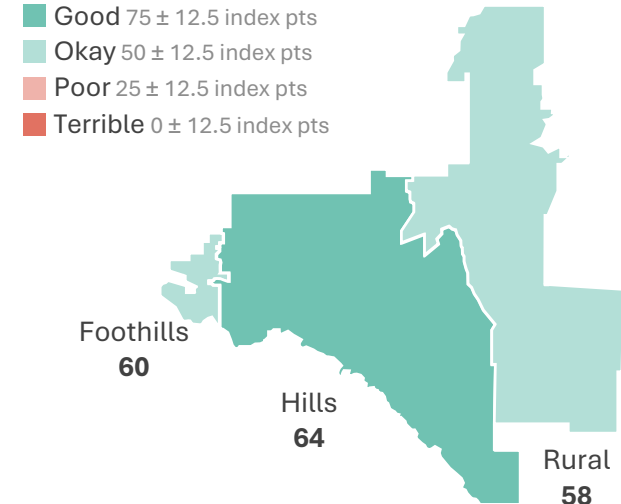


## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)		Mount Helena
	Have adult dependent at home	<b>Rural</b>	Mundaring
	Older adult, no child at home	Chidlow	Parkerville
		Wooroloo	Sawyers Valley
			Stoneville
	<b>Diversity</b>		
	Disability		

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



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

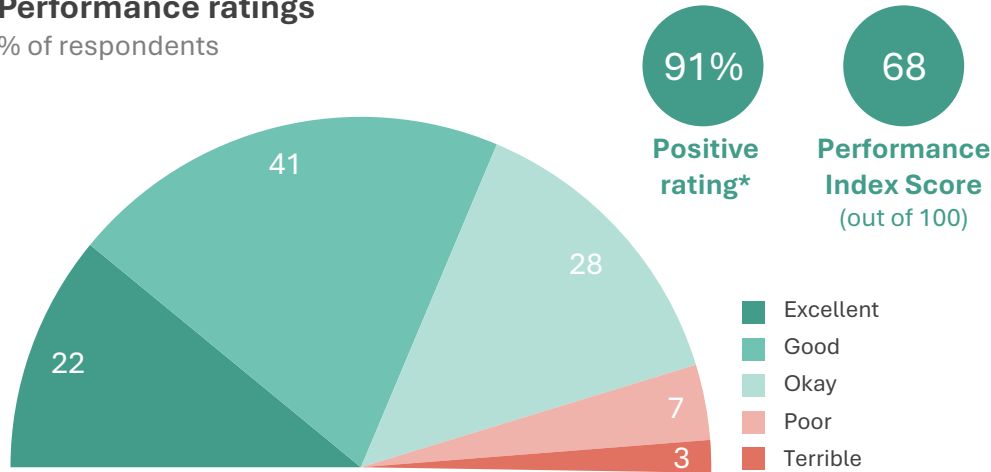
Base: All respondents, excludes 'unsure' and 'no response' (n = 529).

\* Positive Rating = excellent, good + okay

# Emergency response and relief for fires, storms, flooding and other natural disasters

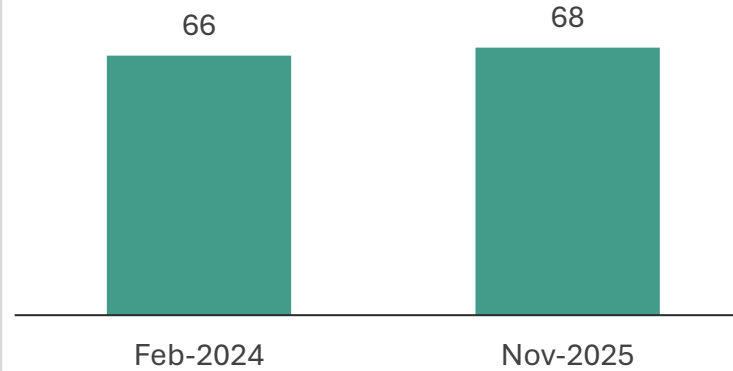
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score

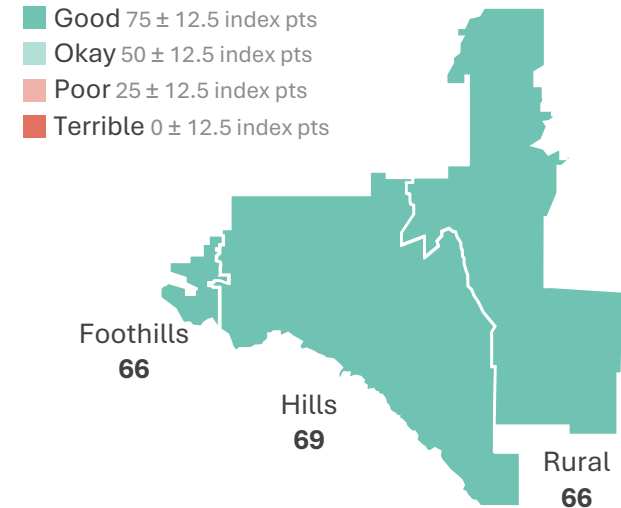


## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 67	Younger adult, no children 65	Helena Valley / Bellevue 64	Darlington / Boya 76
Female 70	Have baby/toddler (0-4) 69	Swan View / Midvale 67	Glen Forrest / Mahogany Creek 70
Respondent age	Have primary schooler (5-11) 68	Greenmount 69	Hovea 63
	Have high schooler (12-17) 71	Rural	Mount Helena 58
	Have adult dependent at home 62		Chidlow 66
	Older adult, no child at home 71	Wooroloo 67	Parkerville 73
Diversity	Disability 69		Sawyers Valley 75
			Stoneville 64

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



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

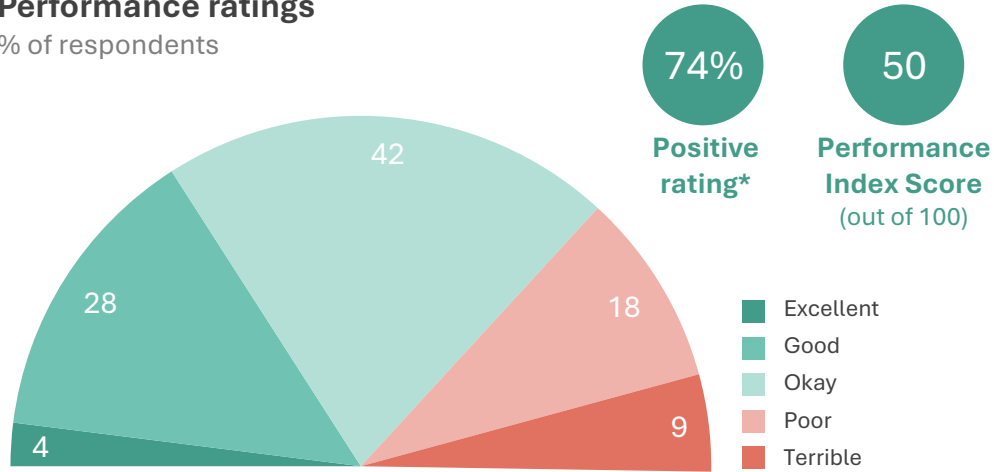
Base: All respondents, excludes 'unsure' and 'no response' (n = 465).

\* Positive Rating = excellent, good + okay

# Stormwater management and drainage

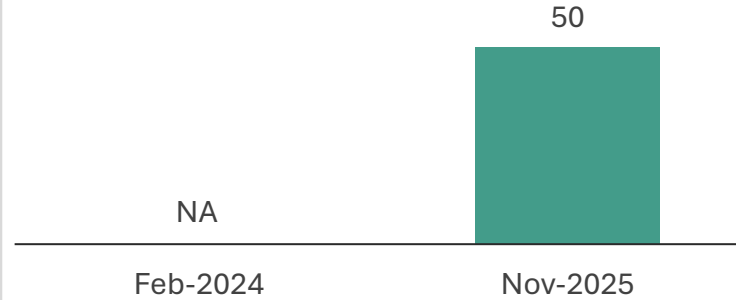
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



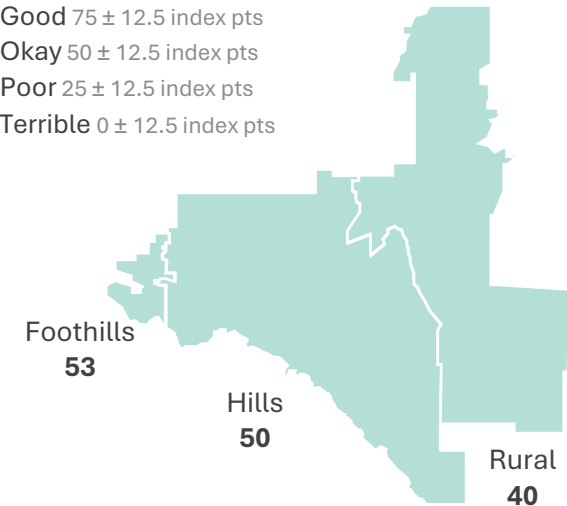
Shire of Mundaring	50
Industry high	63
Industry average	49

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
18-34 years	Have adult dependent at home	Chidlow	Mundaring
35-49 years	Older adult, no child at home	Wooroloo	Parkerville
50-64 years			Sawyers Valley
65+ years	<b>Diversity</b>		Stoneville
	Disability		

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 588).

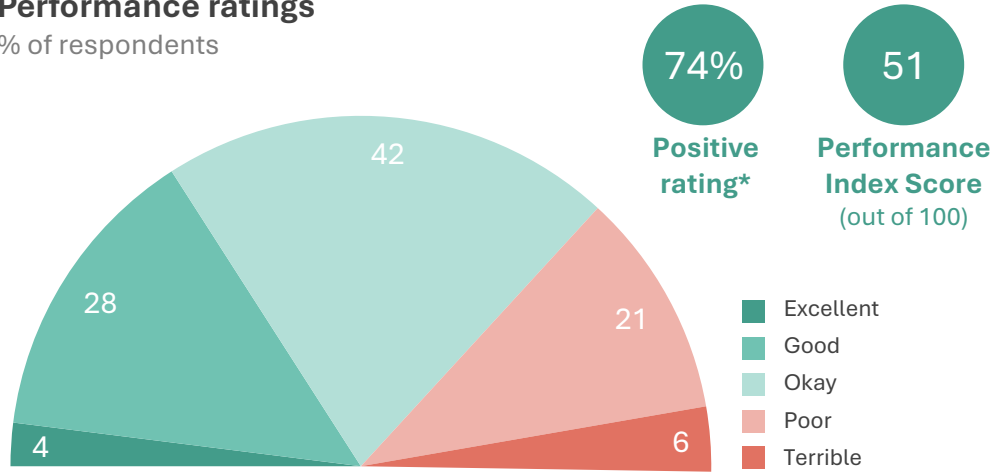
\* Positive Rating = excellent, good + okay

# Sustainable communities

# Youth services and facilities

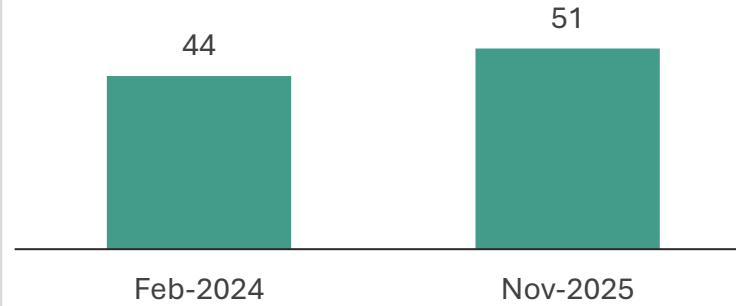
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



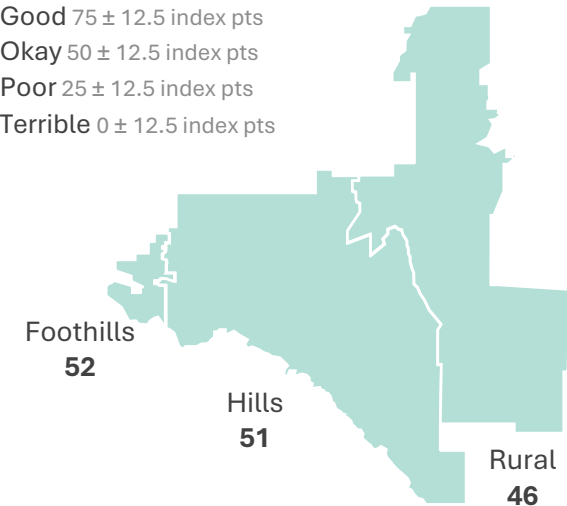
Shire of Mundaring	51
Industry high	64
Industry average	48

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 54	Younger adult, no children <b>59</b>	Helena Valley / Bellevue <b>57</b>	Darlington / Boya 52
Female 48	Have baby/toddler (0-4) 52	Swan View / Midvale 48	Glen Forrest / Mahogany Creek 52
<b>Respondent age</b>	Have primary schooler (5-11) 50	Greenmount 53	Hovea <b>44</b>
18-34 years <b>57</b>	Have high schooler (12-17) <b>41</b>	<b>Rural</b>	Mount Helena 53
35-49 years <b>44</b>	Have adult dependent at home <b>46</b>	Chidlow <b>46</b>	Mundaring 49
50-64 years 51	Older adult, no child at home 54	Wooroloo <b>45</b>	Parkerville <b>46</b>
65+ years 54	<b>Diversity</b>		Sawyers Valley 55
	Disability 49		Stoneville 52

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



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

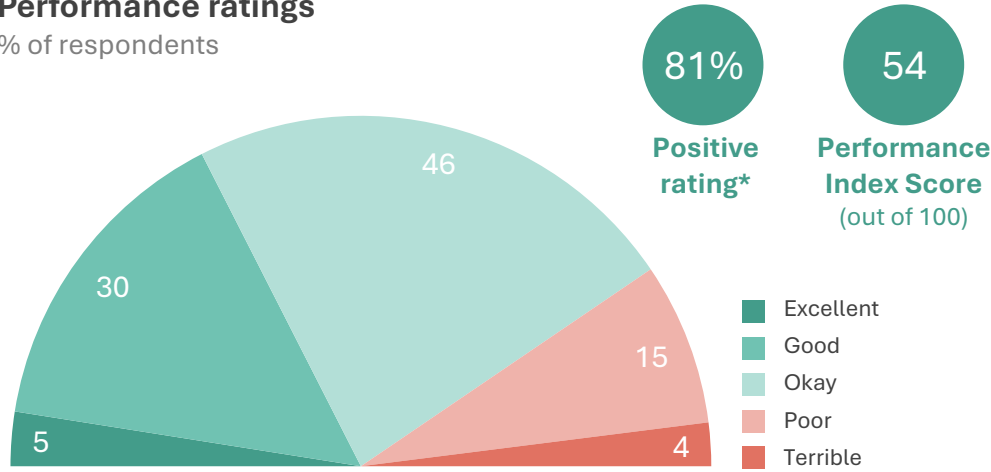
Base: All respondents, excludes 'unsure' and 'no response' (n = 318).

\* Positive Rating = excellent, good + okay

# Family and children's services and facilities

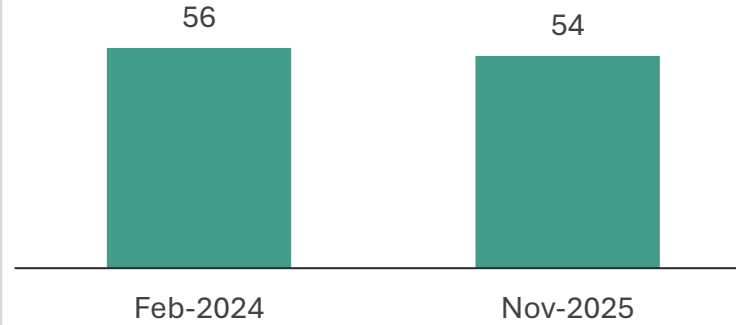
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



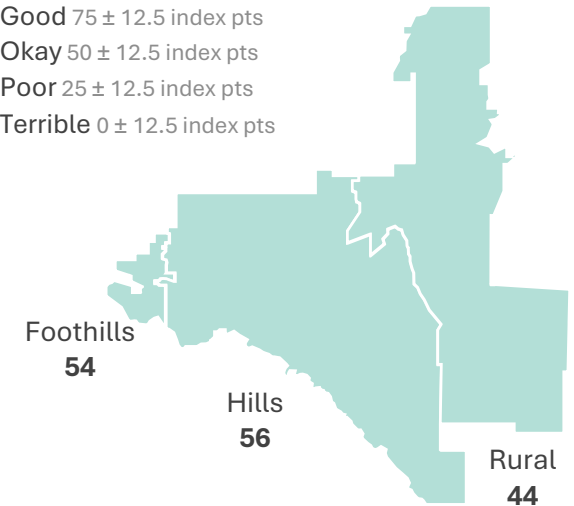
Shire of Mundaring	54
Industry high	68
Industry average	54

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)		Mount Helena
	Have adult dependent at home	<b>Rural</b>	Mundaring
	Older adult, no child at home	Chidlow	Parkerville
		Wooroloo	Sawyers Valley
			Stoneville
	<b>Diversity</b>		
	Disability		

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



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

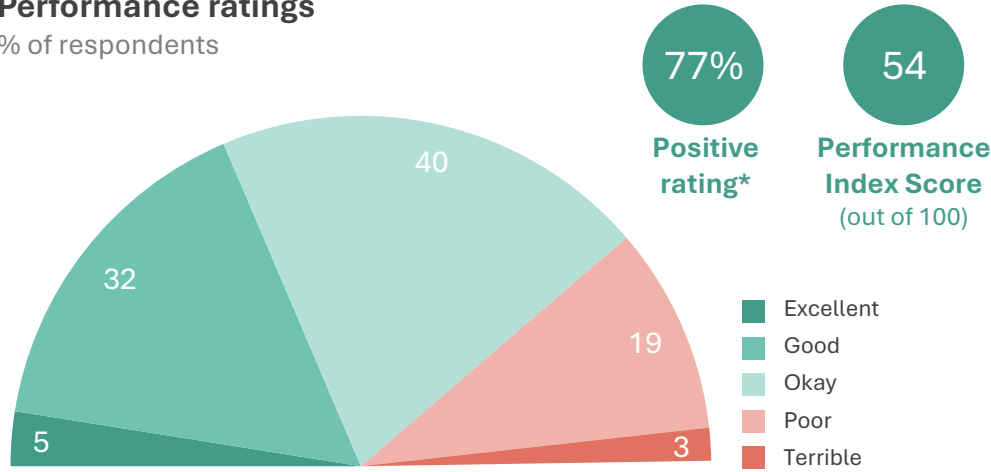
Base: All respondents, excludes 'unsure' and 'no response' (n = 355).

\* Positive Rating = excellent, good + okay

# Seniors' services and facilities

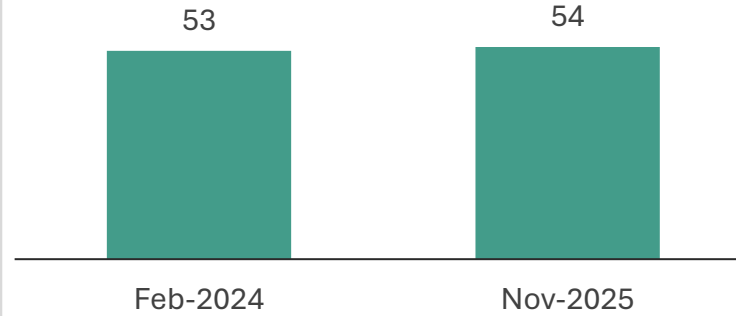
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



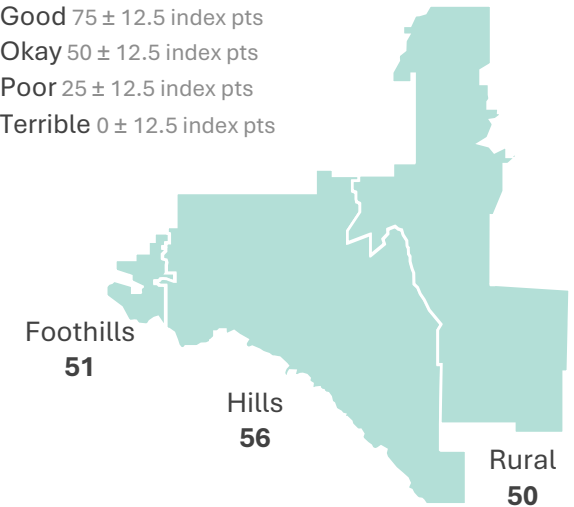
Shire of Mundaring	54
Industry high	68
Industry average	53

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue <b>59</b>	Darlington / Boya <b>61</b>
Female	Have baby/toddler (0-4)	Swan View / Midvale <b>45</b>	Glen Forrest / Mahogany Creek 56
	Have primary schooler (5-11)	Greenmount <b>44</b>	Hovea <b>69</b>
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena <b>46</b>
	Have adult dependent at home	Chidlow 50	Mundaring 57
	Older adult, no child at home	Wooroloo 53	Parkerville 51
	<b>Diversity</b>		Sawyers Valley <b>64</b>
	Disability		Stoneville <b>60</b>

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 325).

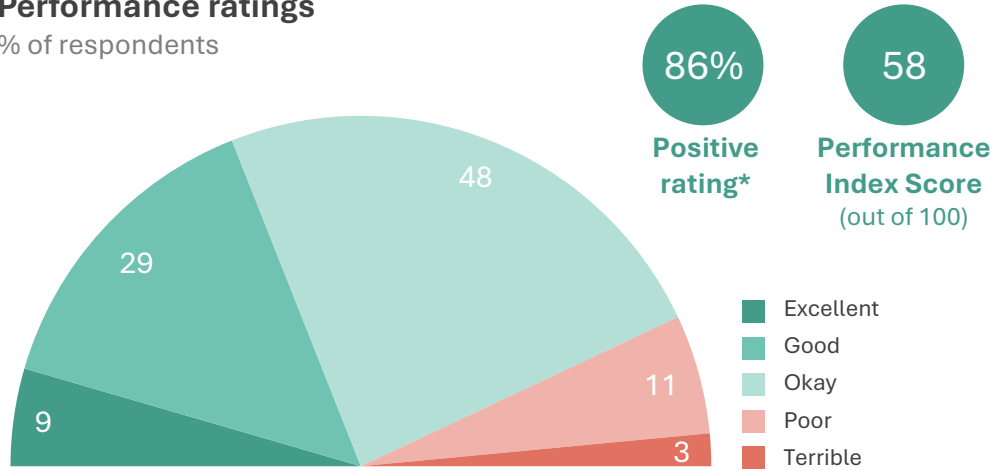
\* Positive Rating = excellent, good + okay

# Universal access and inclusion

disability, neurodiversity, gender diversity etc.

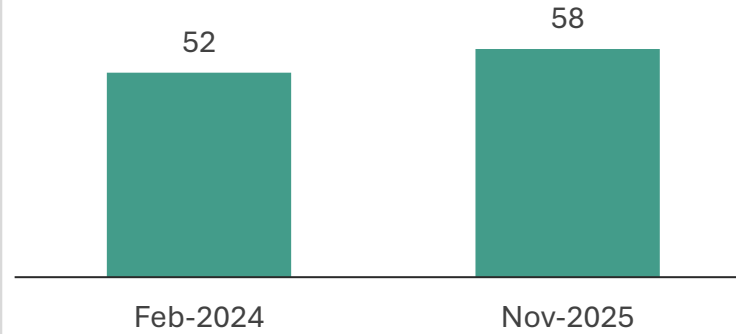
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



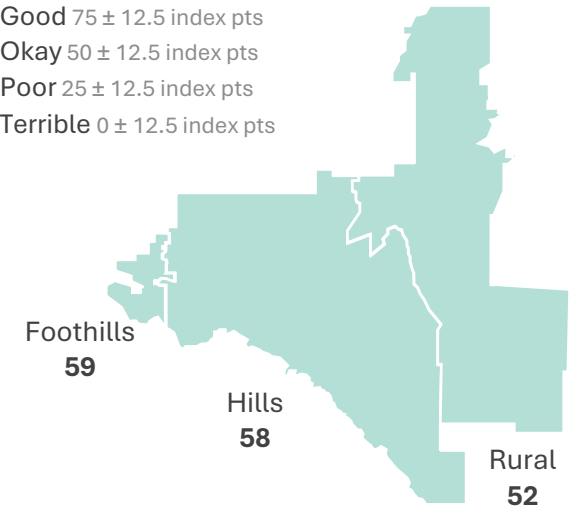
Shire of Mundaring	58
Industry high	64
Industry average	51

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
	Have adult dependent at home	Chidlow	Mundaring
	Older adult, no child at home	Wooroloo	Parkerville
	<b>Diversity</b>		Sawyers Valley
	Disability		Stoneville

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 405).

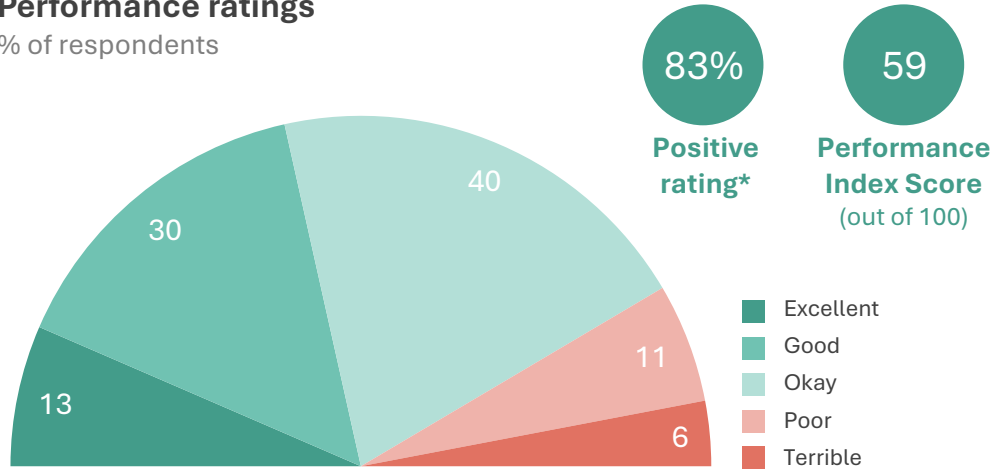
\* Positive Rating = excellent, good + okay

# Reconciliation action

recognition and respect for First Nations peoples, cultures and heritage

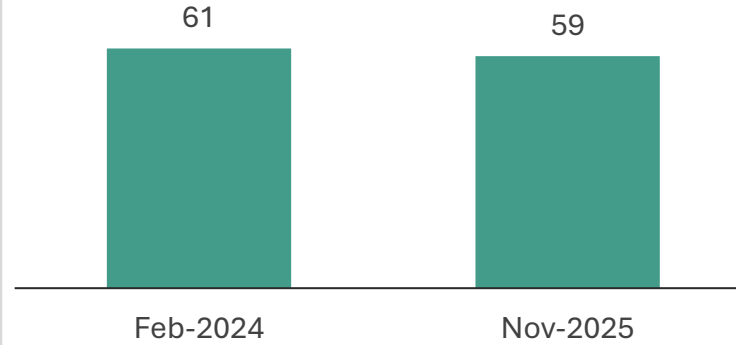
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



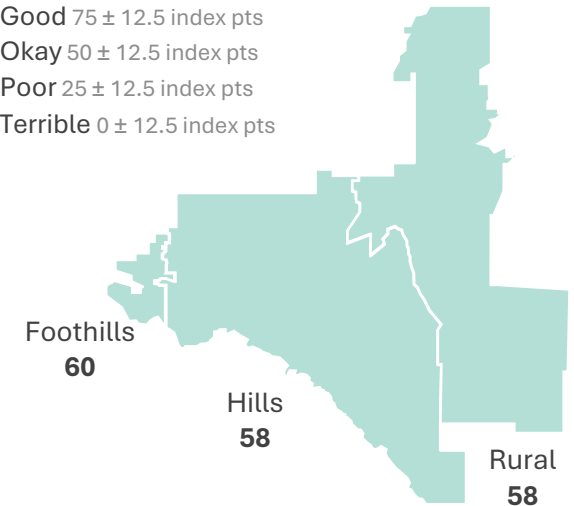
Shire of Mundaring	59
Industry high	71
Industry average	61

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue 66	Darlington / Boya 56
Female	Have baby/toddler (0-4)	Swan View / Midvale 56	Glen Forrest / Mahogany Creek 58
	Have primary schooler (5-11)	Greenmount 53	Hovea 62
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena 55
	Have adult dependent at home	Chidlow 64	Mundaring 66
	Older adult, no child at home	Wooroloo 40	Parkerville 59
	<b>Diversity</b>		Sawyers Valley 58
	Disability		Stoneville 48

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



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

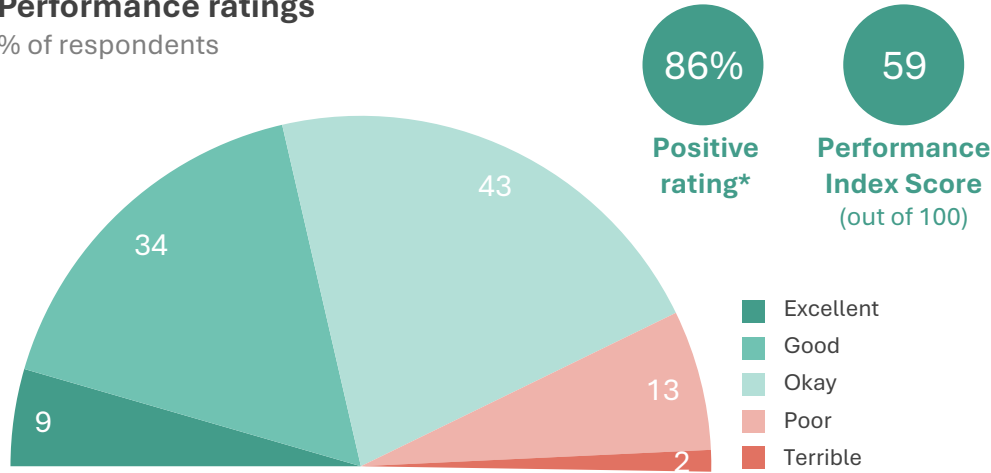
Base: All respondents, excludes 'unsure' and 'no response' (n = 257).

\* Positive Rating = excellent, good + okay

# Volunteer support services

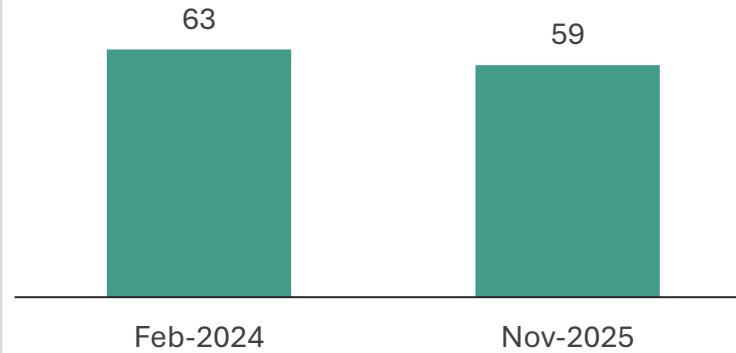
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



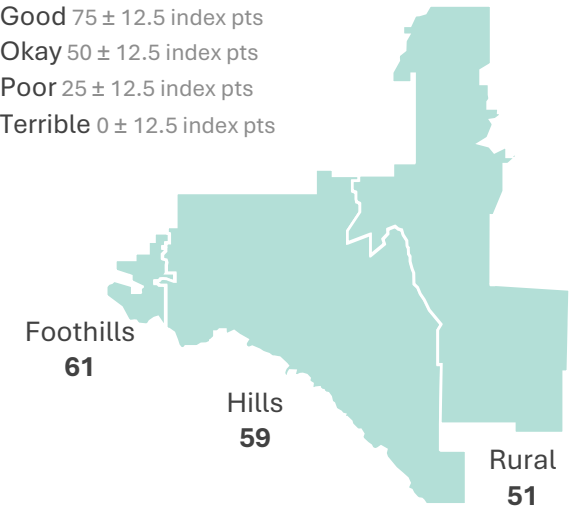
Shire of Mundaring	59
Industry high	69
Industry average	58

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 61	Younger adult, no children 59	Helena Valley / Bellevue 66	Darlington / Boya 67
Female 57	Have baby/toddler (0-4) 56	Swan View / Midvale 57	Glen Forrest / Mahogany Creek 55
<b>Respondent age</b>	Have primary schooler (5-11) 60	Greenmount 56	Hovea 68
18-34 years 56	Have high schooler (12-17) 65	<b>Rural</b>	Mount Helena 56
35-49 years 59	Have adult dependent at home 54	Chidlow 52	Mundaring 61
50-64 years 60	Older adult, no child at home 61	Wooroloo 49	Parkerville 58
65+ years 60	<b>Diversity</b>		Sawyers Valley 64
	Disability 58		Stoneville 56

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



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

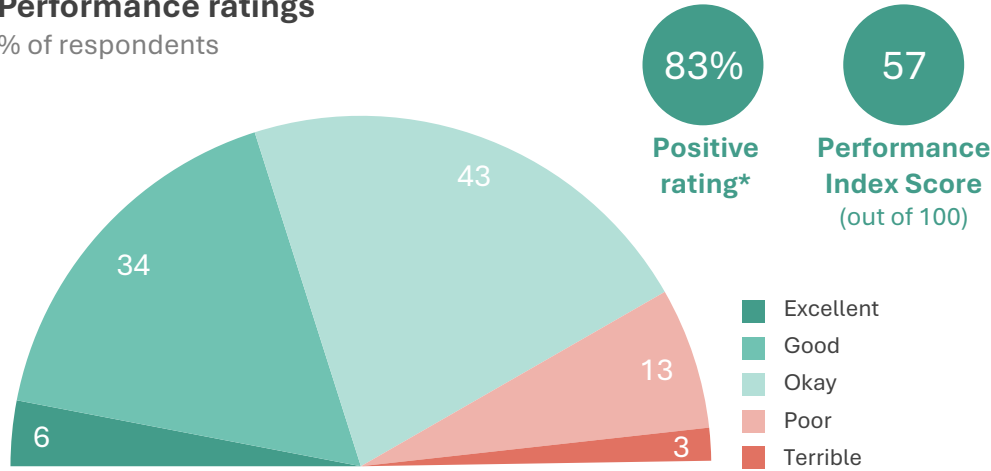
Base: All respondents, excludes 'unsure' and 'no response' (n = 346).

\* Positive Rating = excellent, good + okay

# Health and community services

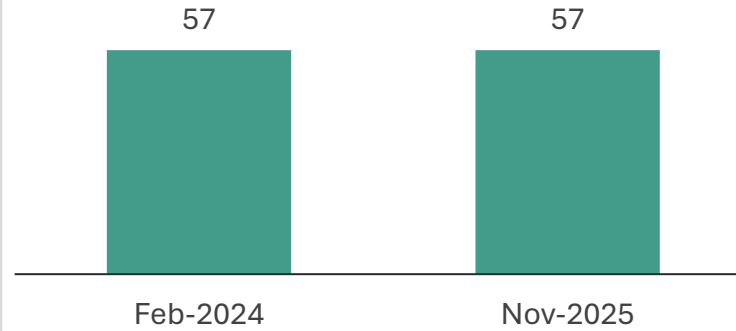
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



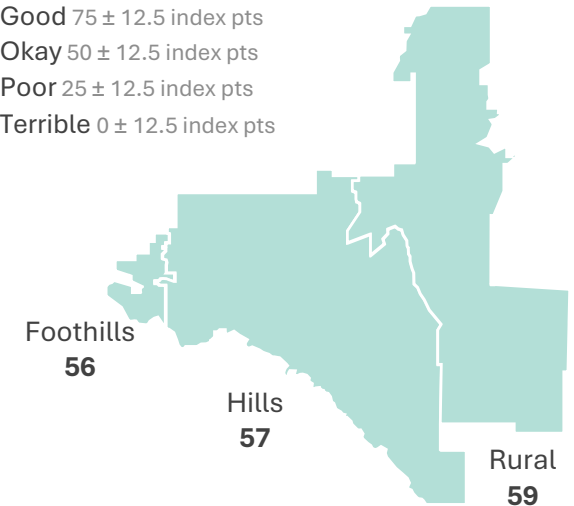
Shire of Mundaring	57
Industry high	68
Industry average	54

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
	Have adult dependent at home	Chidlow	Mundaring
	Older adult, no child at home	Wooroloo	Parkerville
	<b>Diversity</b>		Sawyers Valley
	Disability		Stoneville

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



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

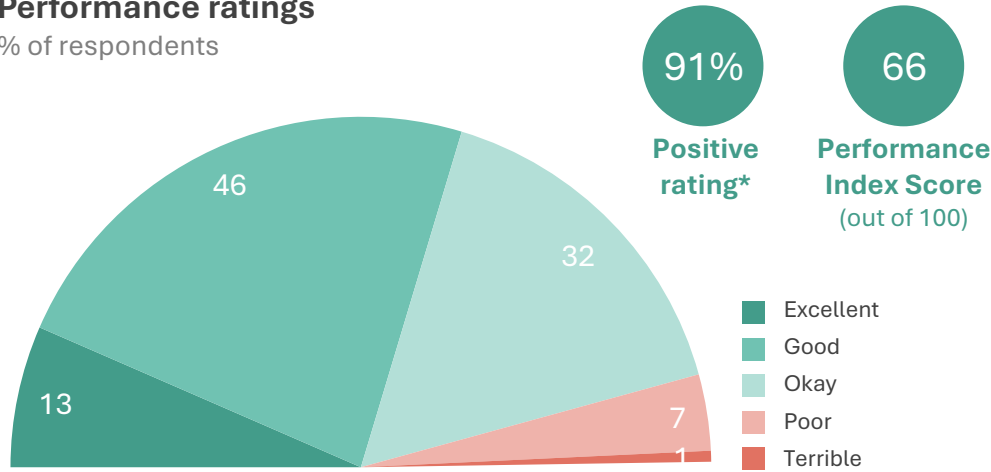
Base: All respondents, excludes 'unsure' and 'no response' (n = 450).

\* Positive Rating = excellent, good + okay

# Sport and recreation services and facilities

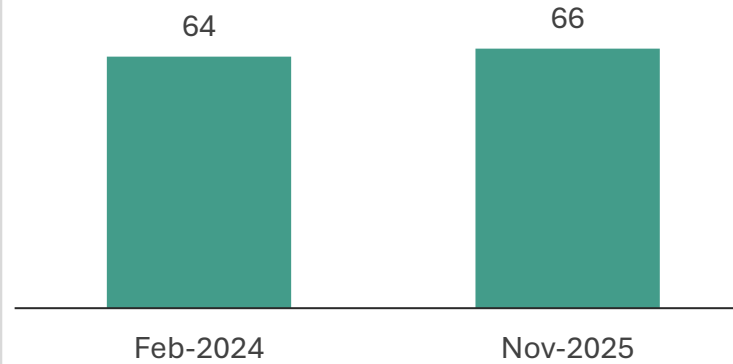
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score

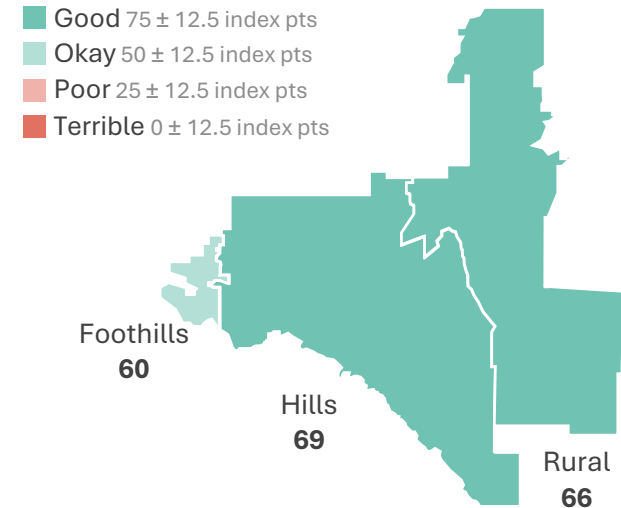


## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue <b>61</b>	Darlington / Boya 69
Female	Have baby/toddler (0-4)	Swan View / Midvale <b>59</b>	Glen Forrest / Mahogany Creek 70
Respondent age	Have primary schooler (5-11)	Greenmount 63	Hovea 67
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena 69
18-34 years	Have adult dependent at home	Chidlow 66	Mundaring <b>72</b>
35-49 years	Older adult, no child at home	Wooroloo <b>72</b>	Parkerville 64
50-64 years	<b>Diversity</b>		Sawyers Valley 67
65+ years		Disability	Stoneville 69

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 556).

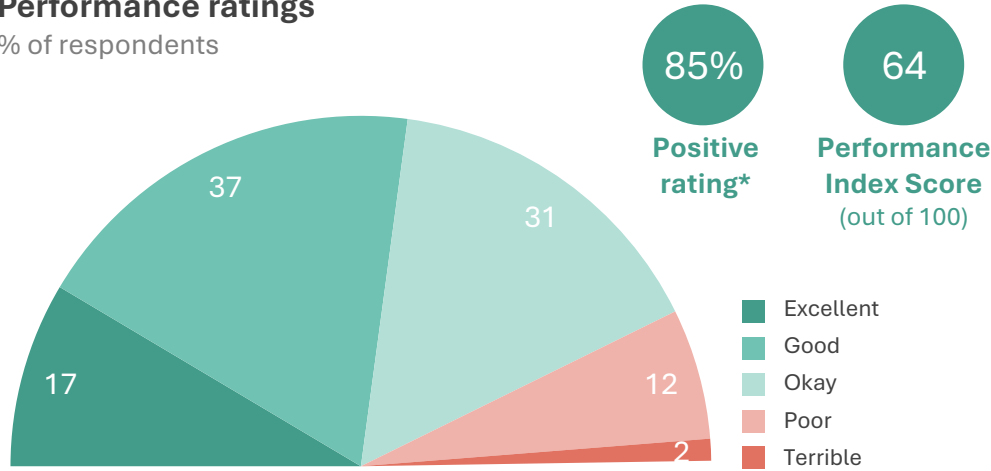
\* Positive Rating = excellent, good + okay



# Festivals, markets and community events

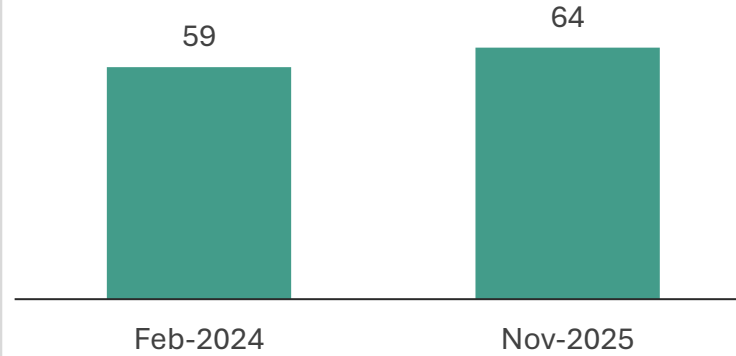
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



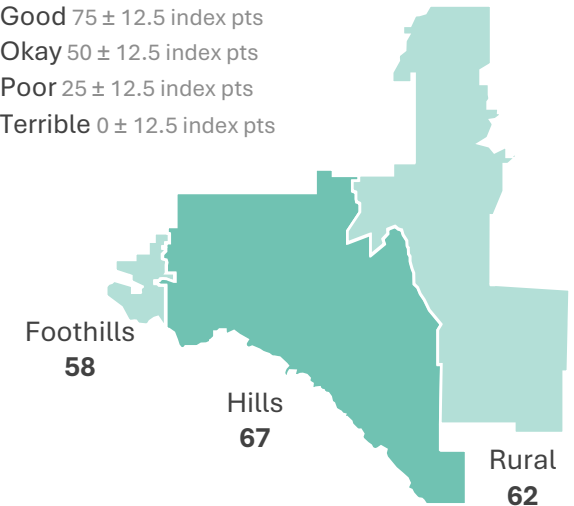
Shire of Mundaring	64
Industry high	74
Industry average	62

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
	Have adult dependent at home	Chidlow	Mundaring
	Older adult, no child at home	Wooroloo	Parkerville
	<b>Diversity</b>		Sawyers Valley
	Disability		Stoneville

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



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

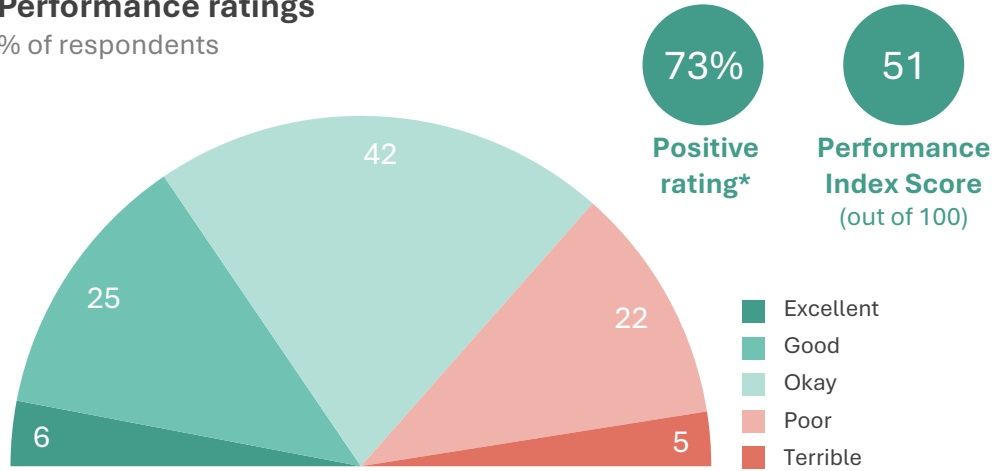
Base: All respondents, excludes 'unsure' and 'no response' (n = 571).

\* Positive Rating = excellent, good + okay

# Safety and crime prevention

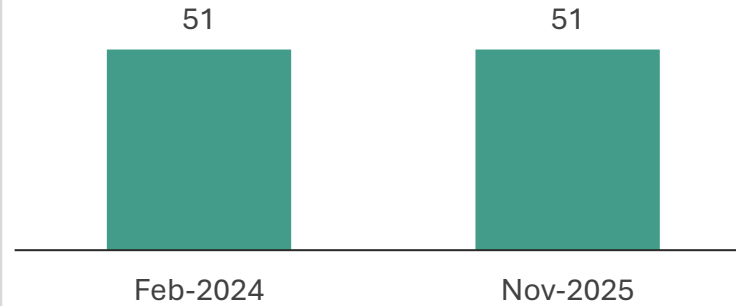
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



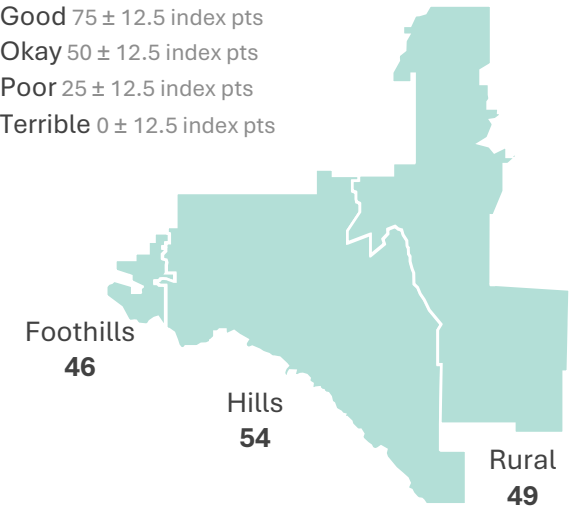
Shire of Mundaring	51
Industry high	66
Industry average	47

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male: 50	Younger adult, no children: 48	Helena Valley / Bellevue: 53	Darlington / Boya: <b>61</b>
Female: 52	Have baby/toddler (0-4): <b>59</b>	Swan View / Midvale: <b>37</b>	Glen Forrest / Mahogany Creek: <b>58</b>
<b>Respondent age</b>	Have primary schooler (5-11): 53	Greenmount: 48	Hovea: 55
18-34 years: 55	Have high schooler (12-17): 54	<b>Rural</b>	Mount Helena: <b>41</b>
35-49 years: 51	Have adult dependent at home: <b>45</b>	Chidlow: 52	Mundaring: <b>56</b>
50-64 years: 48	Older adult, no child at home: 51	Wooroloo: <b>45</b>	Parkerville: 51
65+ years: 51	<b>Diversity</b>		Sawyers Valley: <b>58</b>
	Disability: 52		Stoneville: 55

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



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

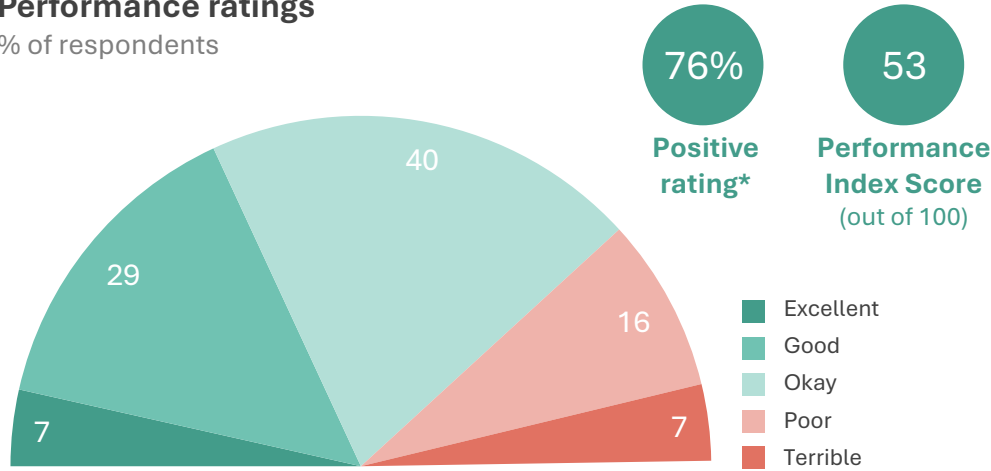
Base: All respondents, excludes 'unsure' and 'no response' (n = 504).

\* Positive Rating = excellent, good + okay

# Lighting of streets and public places

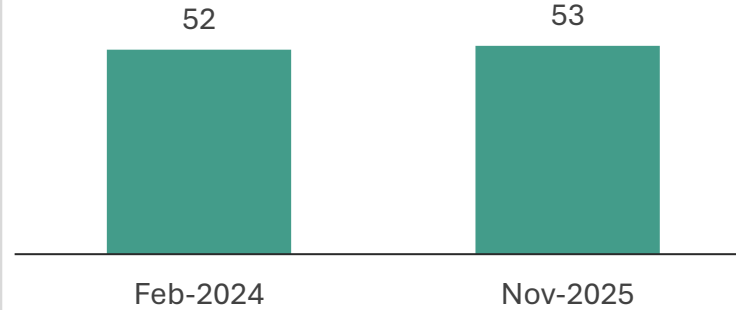
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



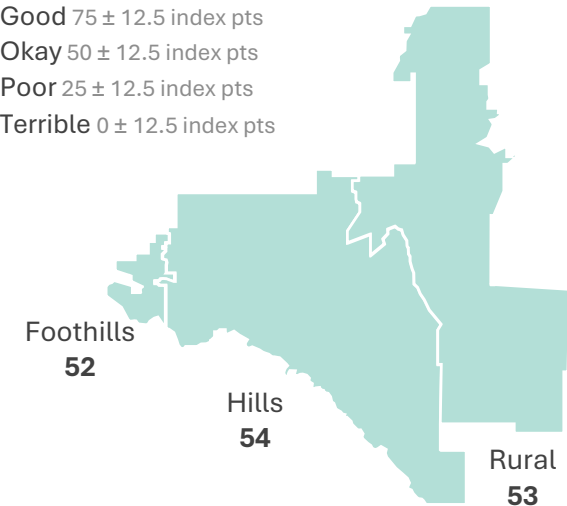
Shire of Mundaring	53
Industry high	65
Industry average	52

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
	Have adult dependent at home	Chidlow	Mundaring
	Older adult, no child at home	Wooroloo	Parkerville
	<b>Diversity</b>		Sawyers Valley
	Disability		Stoneville

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



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

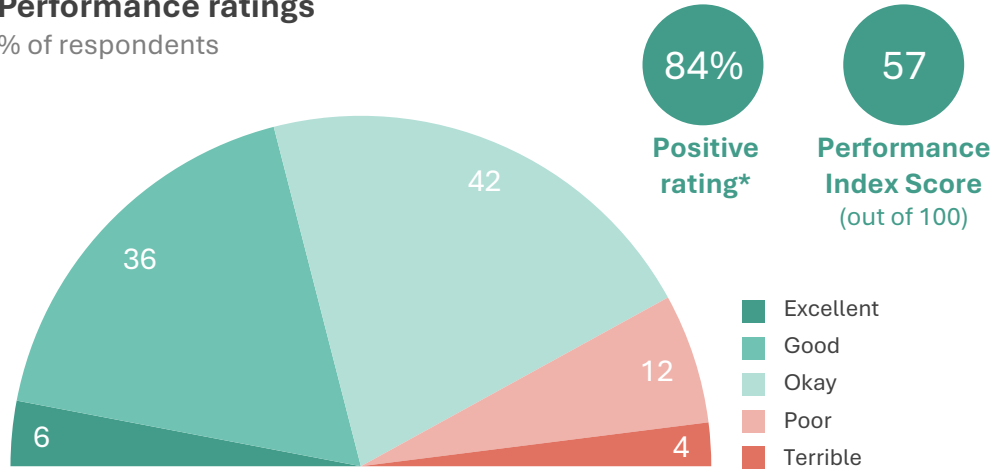
Base: All respondents, excludes 'unsure' and 'no response' (n = 631).

\* Positive Rating = excellent, good + okay

# Animal management

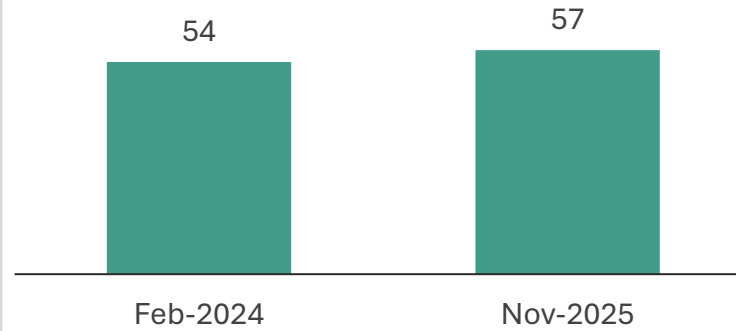
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



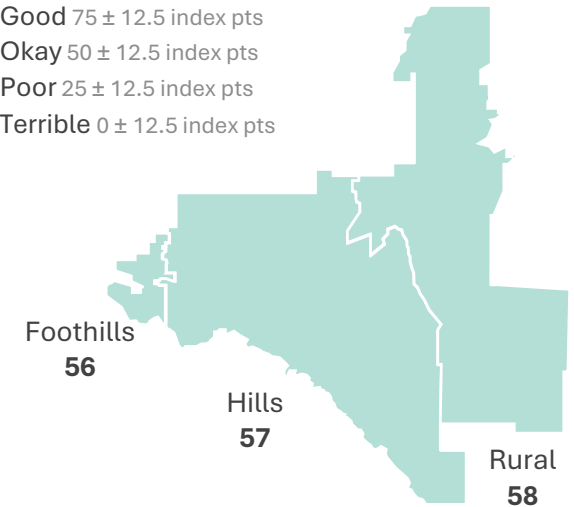
Shire of Mundaring	57
Industry high	67
Industry average	53

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 57	Younger adult, no children 57	Helena Valley / Bellevue 58	Darlington / Boya 61
Female 58	Have baby/toddler (0-4) 60	Swan View / Midvale 51	Glen Forrest / Mahogany Creek 57
<b>Respondent age</b>	Have primary schooler (5-11) 57	Greenmount 66	Hovea 58
18-34 years 57	Have high schooler (12-17) 59	<b>Rural</b>	Mount Helena 56
35-49 years 58	Have adult dependent at home 57	Chidlow 59	Mundaring 57
50-64 years 57	Older adult, no child at home 57	Wooroloo 57	Parkerville 57
65+ years 57	<b>Diversity</b>		Sawyers Valley 56
	Disability 57		Stoneville 56

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 512).

\* Positive Rating = excellent, good + okay

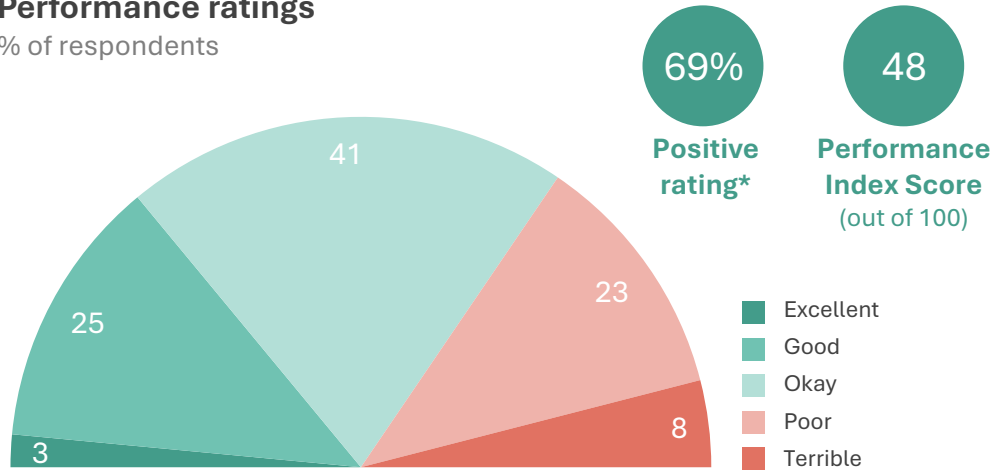
# Sustainable places

# Planning services

responsible growth, land use, development approvals and building permits

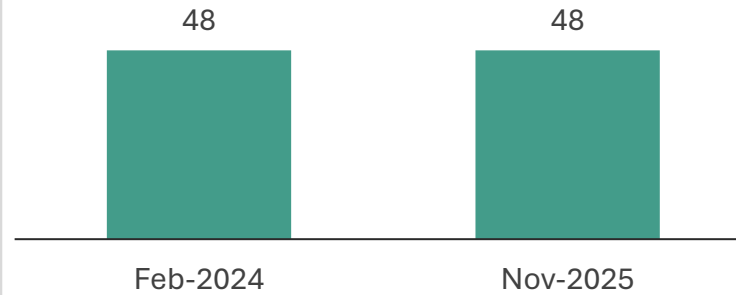
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



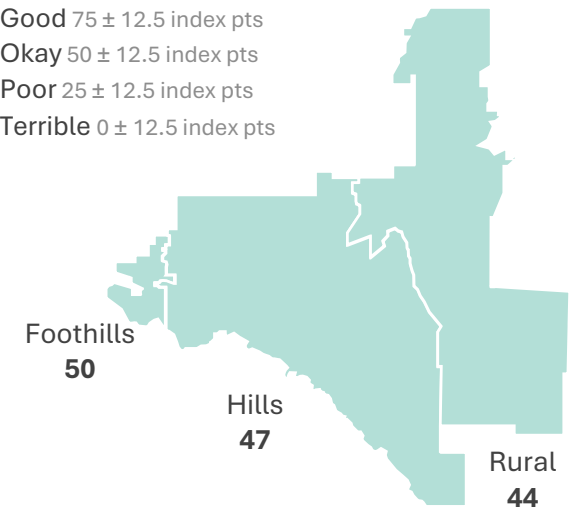
Shire of Mundaring	48
Industry high	65
Industry average	42

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
	Have adult dependent at home	Chidlow	Mundaring
	Older adult, no child at home	Wooroloo	Parkerville
	<b>Diversity</b>		Sawyers Valley
	Disability		Stoneville

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 488).

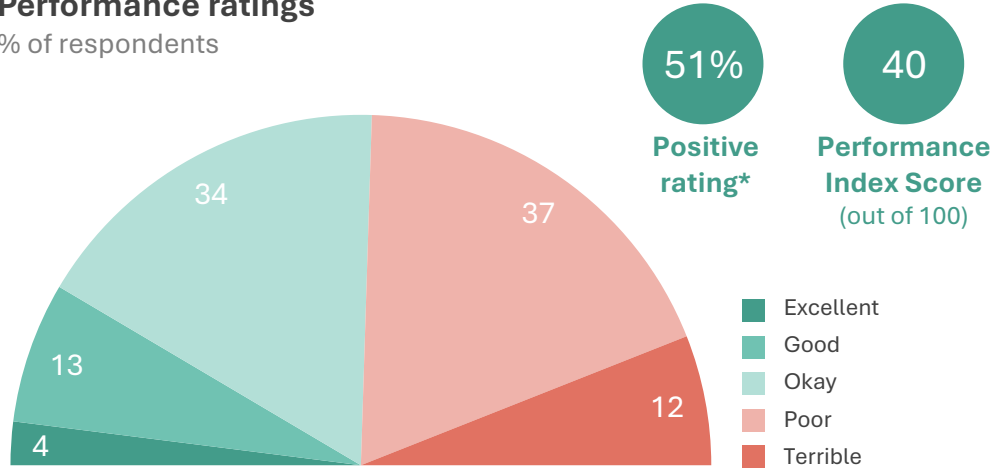
\* Positive Rating = excellent, good + okay

# Housing

access to affordable housing, social housing, crisis accommodation etc.

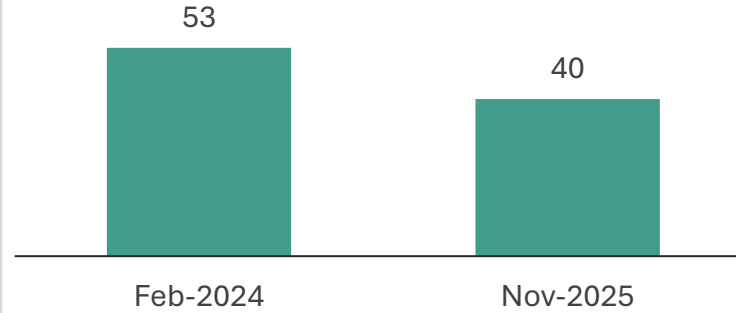
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



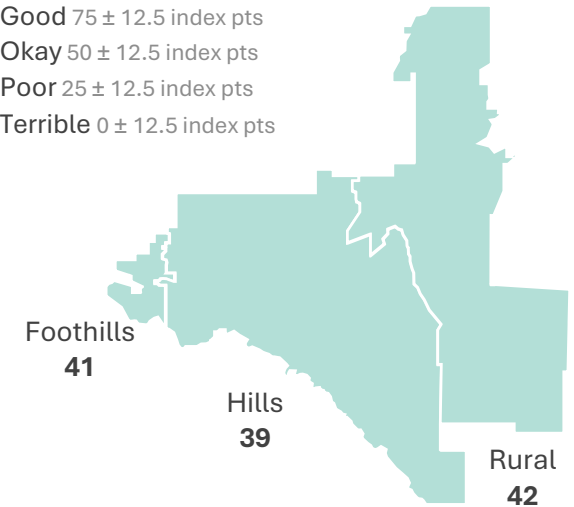
Shire of Mundaring	40
Industry high	58
Industry average	40

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 39	Younger adult, no children 43	Helena Valley / Bellevue 39	Darlington / Boya 40
Female 40	Have baby/toddler (0-4) 51	Swan View / Midvale 46	Glen Forrest / Mahogany Creek 37
Respondent age	Have primary schooler (5-11) 36	Greenmount 31	Hovea 37
	Have high schooler (12-17) 36	<b>Rural</b>	Mount Helena 31
	Have adult dependent at home 30	Chidlow 50	Mundaring 40
18-34 years 47	Older adult, no child at home 38	Wooroloo 26	Parkerville 41
35-49 years 38	<b>Diversity</b>		Sawyers Valley 44
50-64 years 38		Disability 32	Stoneville 43
65+ years 36			

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 346).

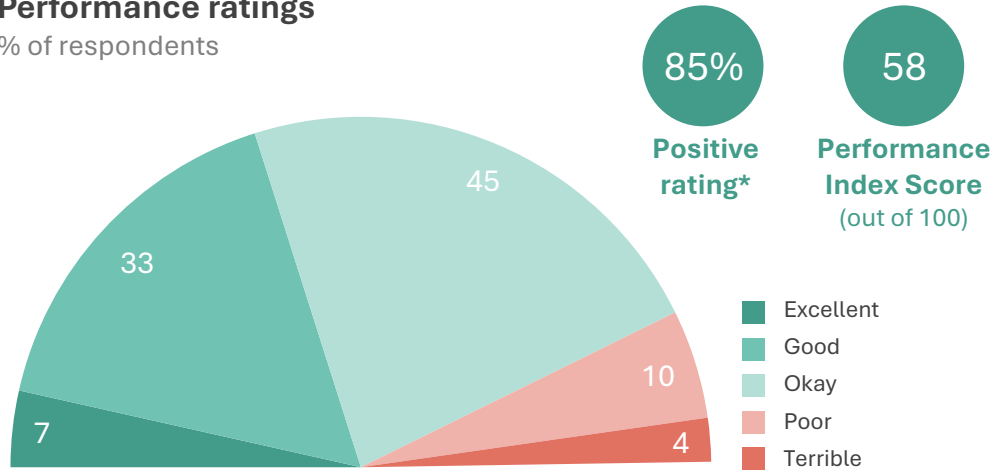
\* Positive Rating = excellent, good + okay

# Heritage services

preserving and promoting heritage sites, artefacts and local history

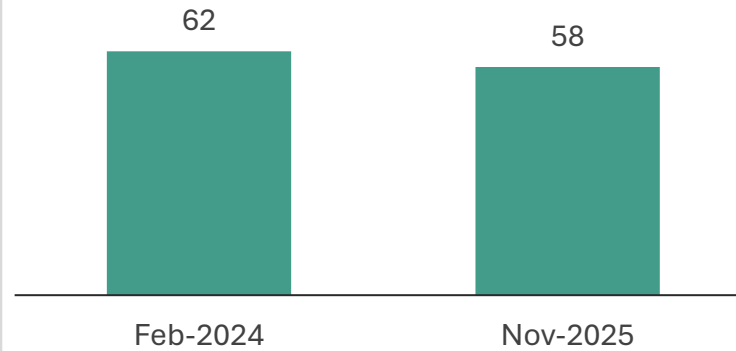
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



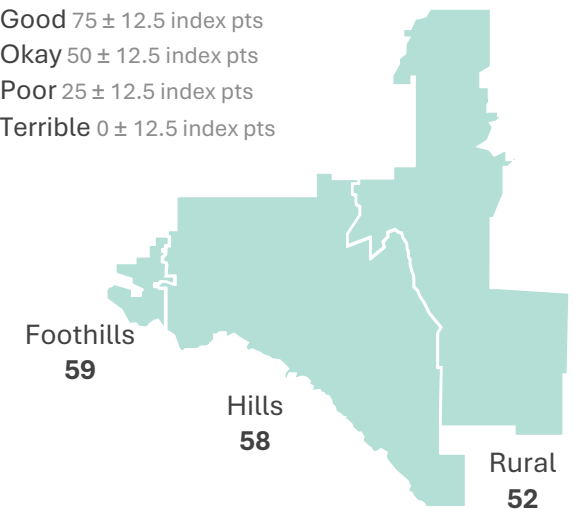
Shire of Mundaring	58
Industry high	78
Industry average	56

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
	Have adult dependent at home	Chidlow	Mundaring
	Older adult, no child at home	Wooroloo	Parkerville
	<b>Diversity</b>		Sawyers Valley
	Disability		Stoneville

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



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

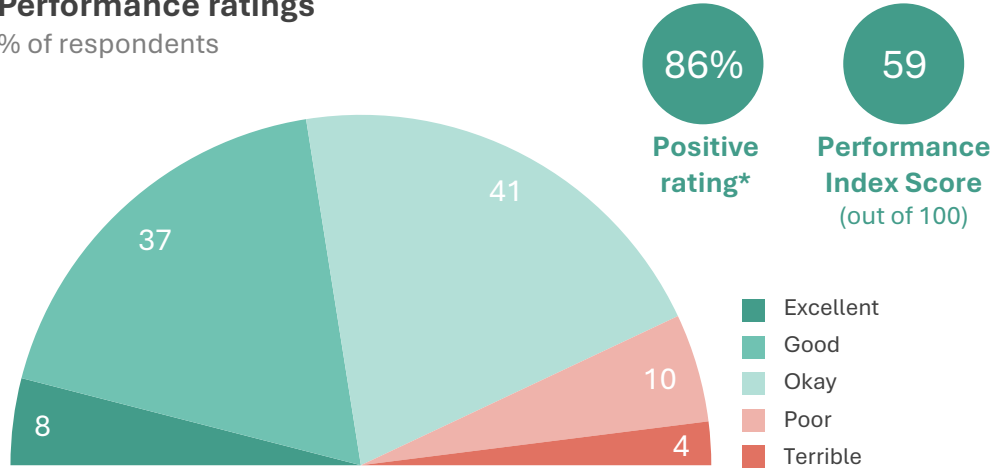
Base: All respondents, excludes 'unsure' and 'no response' (n = 468).

\* Positive Rating = excellent, good + okay

# Public buildings, halls and toilets

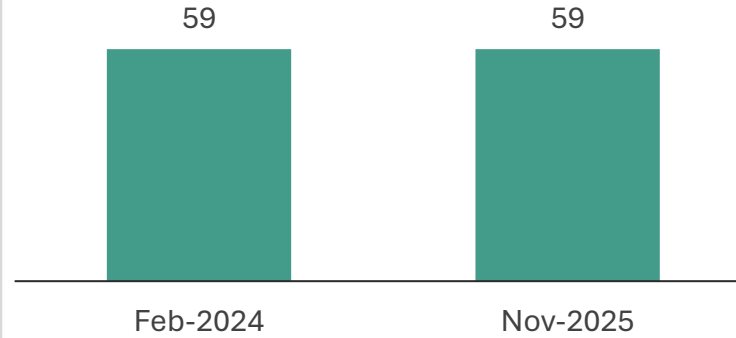
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



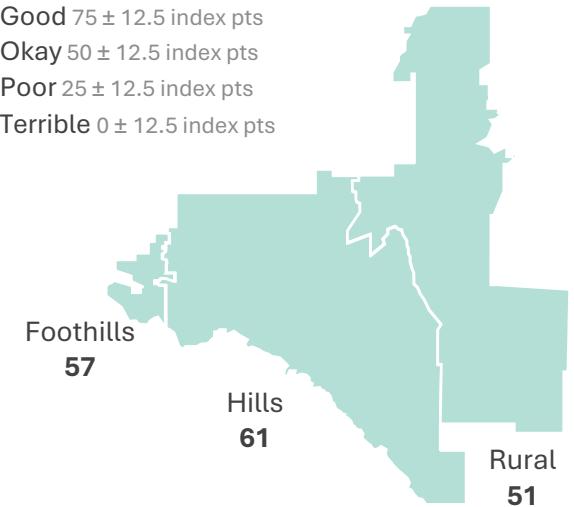
Shire of Mundaring	59
Industry high	70
Industry average	55

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
	Have adult dependent at home	Chidlow	Mundaring
	Older adult, no child at home	Wooroloo	Parkerville
	<b>Diversity</b>		Sawyers Valley
	Disability		Stoneville

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



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

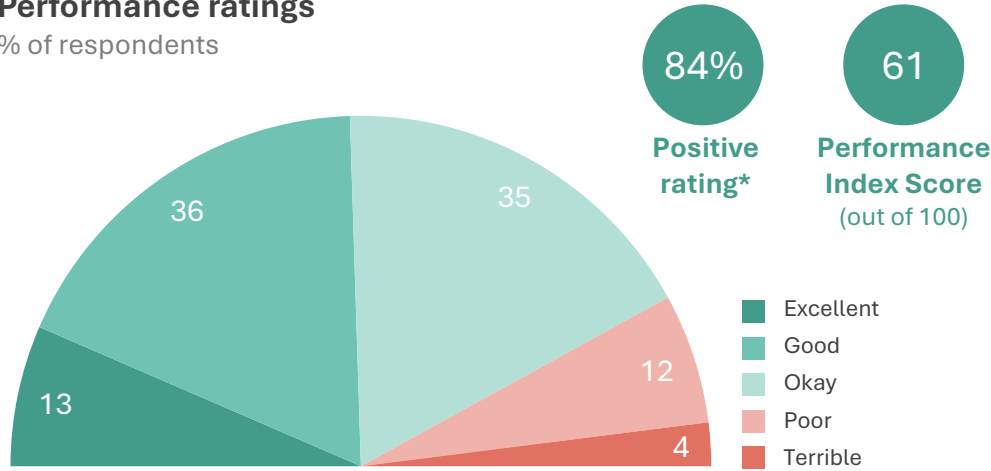
Base: All respondents, excludes 'unsure' and 'no response' (n = 610).

\* Positive Rating = excellent, good + okay

# Parks, playgrounds and reserves

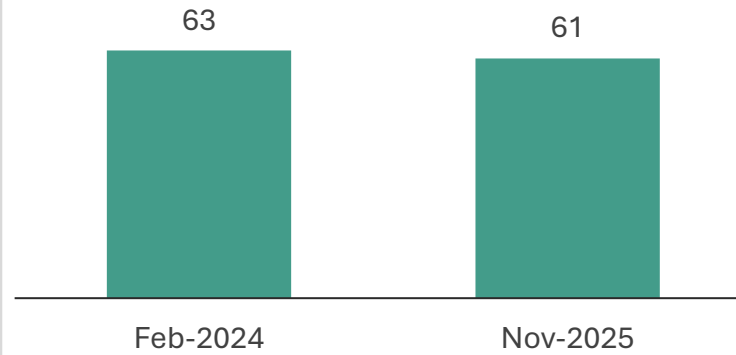
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



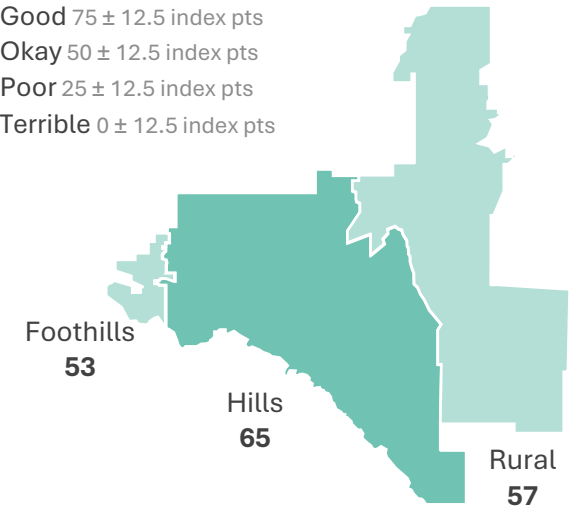
Shire of Mundaring	61
Industry high	81
Industry average	63

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue <b>53</b>	Darlington / Boya <b>73</b>
Female	Have baby/toddler (0-4) <b>52</b>	Swan View / Midvale <b>52</b>	Glen Forrest / Mahogany Creek <b>71</b>
<b>Respondent age</b>	Have primary schooler (5-11)	Greenmount	Hovea <b>69</b>
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
	Have adult dependent at home	Chidlow	Mundaring <b>68</b>
	Older adult, no child at home	Wooroloo <b>51</b>	Parkerville <b>51</b>
	Disability		Sawyers Valley <b>68</b>
			Stoneville

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



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

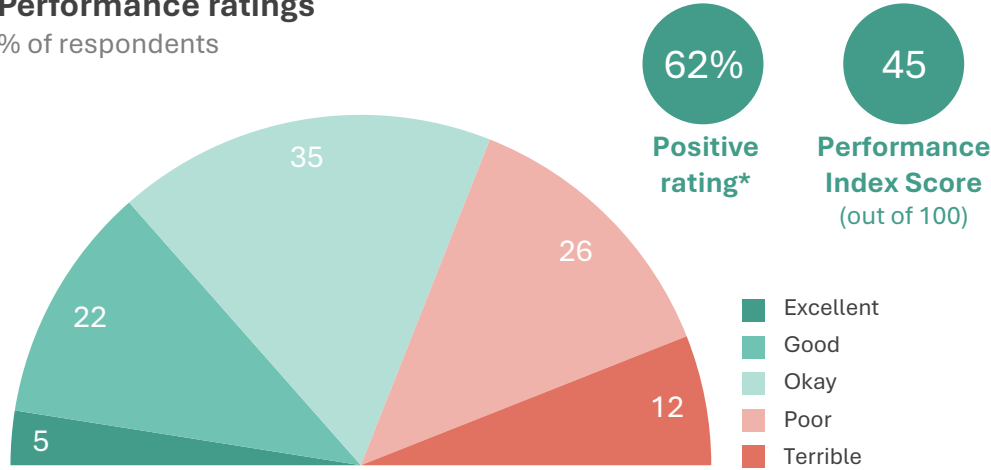
Base: All respondents, excludes 'unsure' and 'no response' (n = 630).

\* Positive Rating = excellent, good + okay

# Streetscapes, trees and verges

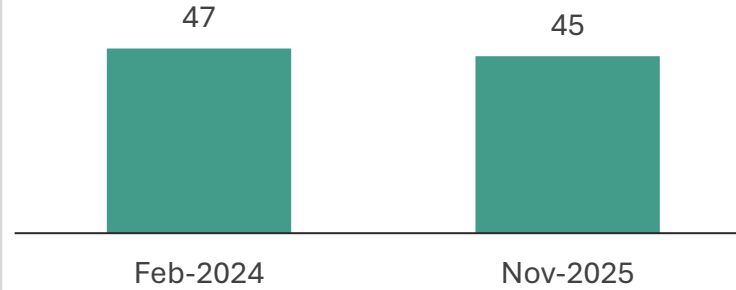
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



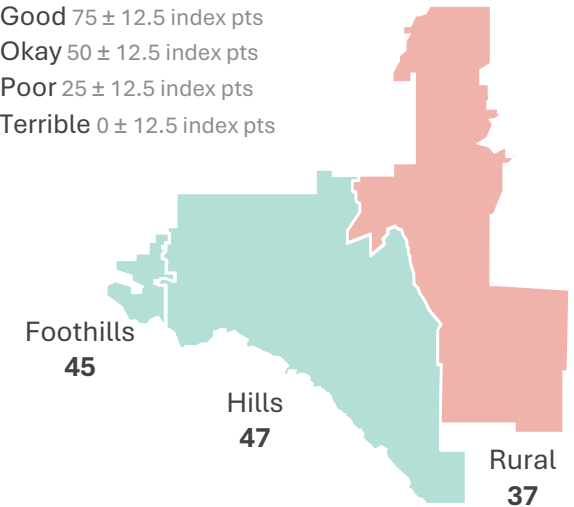
Shire of Mundaring	45
Industry high	70
Industry average	53

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 42	Younger adult, no children <b>39</b>	Helena Valley / Bellevue 47	Darlington / Boya <b>52</b>
Female 49	Have baby/toddler (0-4) 49	Swan View / Midvale 43	Glen Forrest / Mahogany Creek <b>53</b>
Respondent age	Have primary schooler (5-11) 49	Greenmount 42	Hovea <b>57</b>
	Have high schooler (12-17) 46	<b>Rural</b>	Mount Helena <b>35</b>
	Have adult dependent at home 45	Chidlow 41	Mundaring 49
18-34 years 44	Older adult, no child at home 46	Wooroloo <b>28</b>	Parkerville <b>40</b>
35-49 years 47	<b>Diversity</b>		Sawyers Valley <b>56</b>
50-64 years 41	Disability <b>51</b>		Stoneville 43
65+ years 49			

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 635).

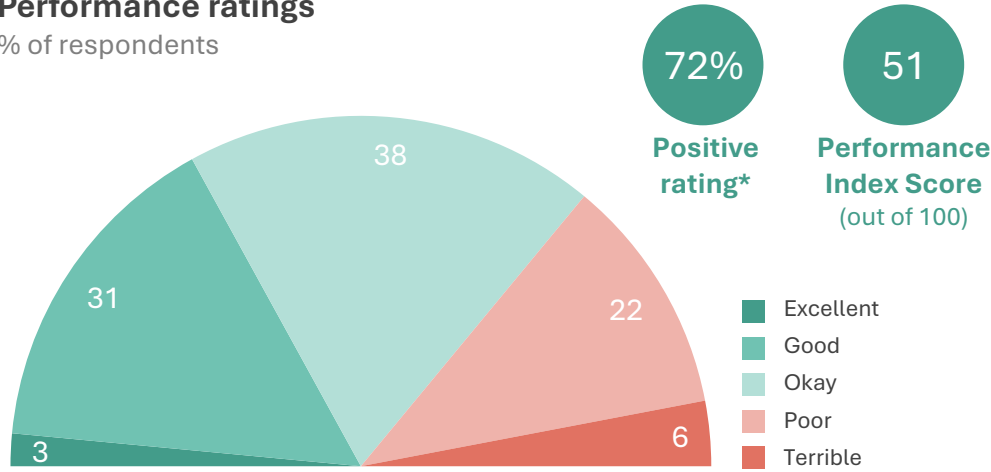
\* Positive Rating = excellent, good + okay



# Local roads

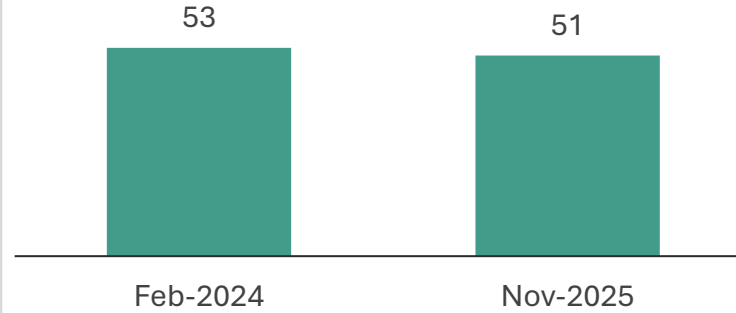
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



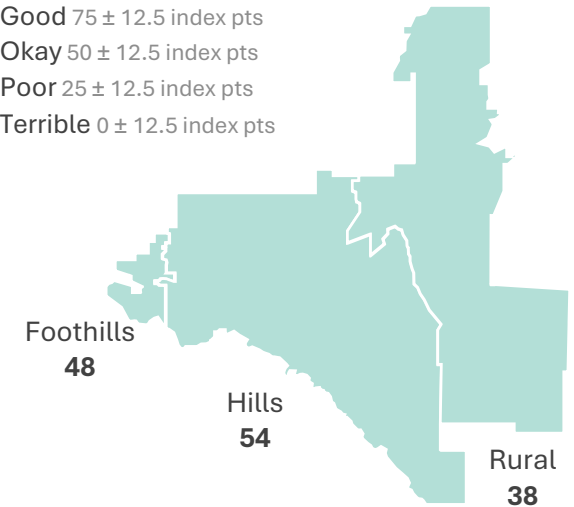
Shire of Mundaring	51
Industry high	68
Industry average	47

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)		Mount Helena
	Have adult dependent at home	<b>Rural</b>	Mundaring
	Older adult, no child at home	Chidlow	Parkerville
		Wooroloo	Sawyers Valley
			Stoneville
	<b>Diversity</b>		
	Disability		

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 633).

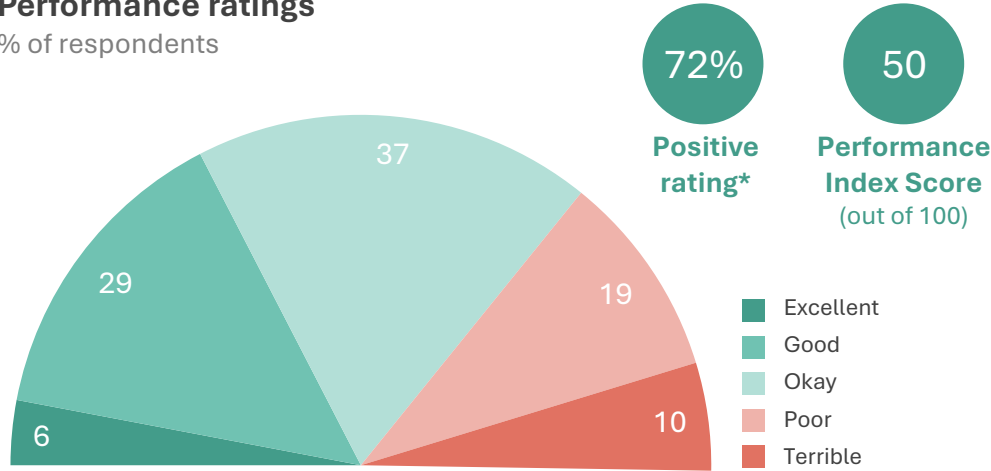
\* Positive Rating = excellent, good + okay

# Main roads

Great Eastern Hwy, Toodyay Rd

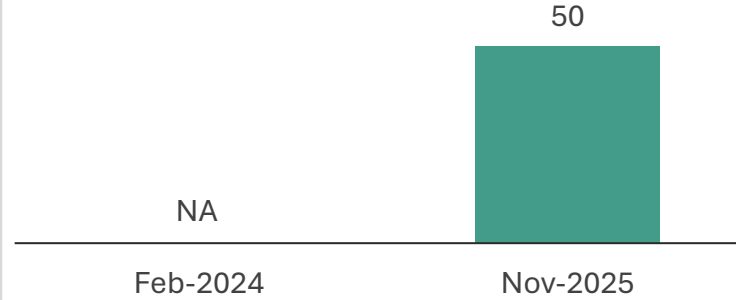
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



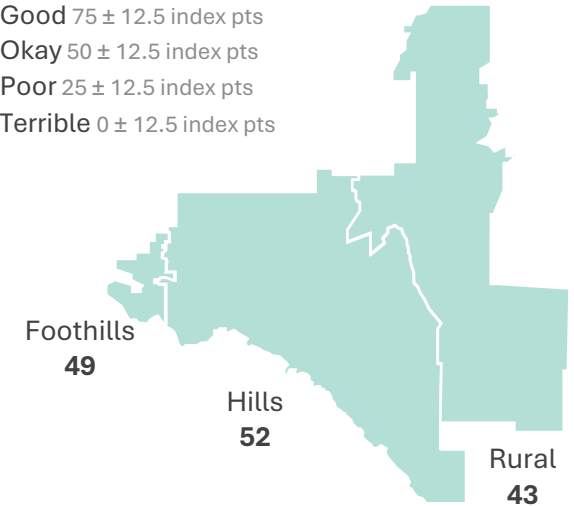
Shire of Mundaring	50
Industry high	56
Industry average	48

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 48	Younger adult, no children 44	Helena Valley / Bellevue 48	Darlington / Boya 53
Female 53	Have baby/toddler (0-4) 58	Swan View / Midvale 51	Glen Forrest / Mahogany Creek 50
<b>Respondent age</b>	Have primary schooler (5-11) 48	Greenmount 44	Hovea 50
18-34 years 49	Have high schooler (12-17) 45	<b>Rural</b>	Mount Helena 49
35-49 years 51	Have adult dependent at home 48	Chidlow 45	Mundaring 52
50-64 years 48	Older adult, no child at home 52	Wooroloo 38	Parkerville 55
65+ years 52	<b>Diversity</b>		Sawyers Valley 55
	Disability 49		Stoneville 54

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



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

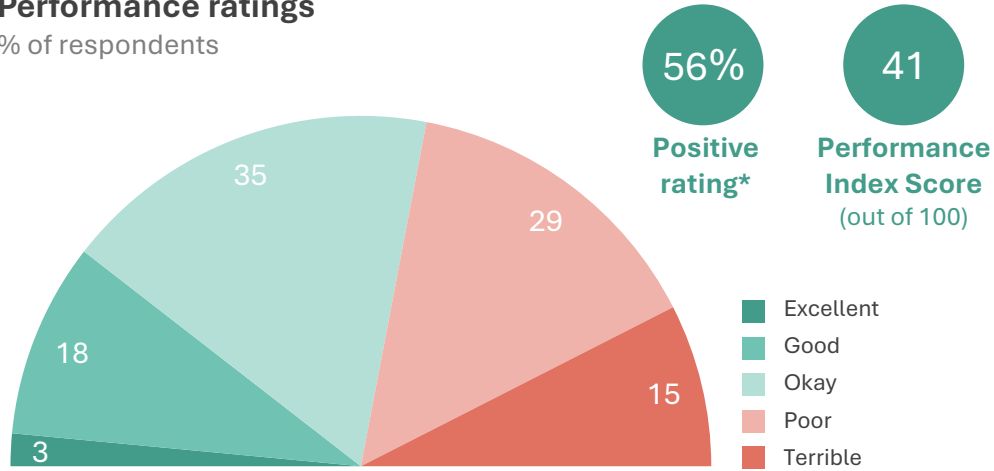
Base: All respondents, excludes 'unsure' and 'no response' (n = 568).

\* Positive Rating = excellent, good + okay

# Public transport

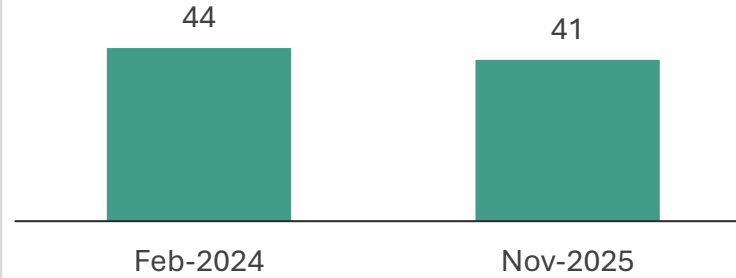
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



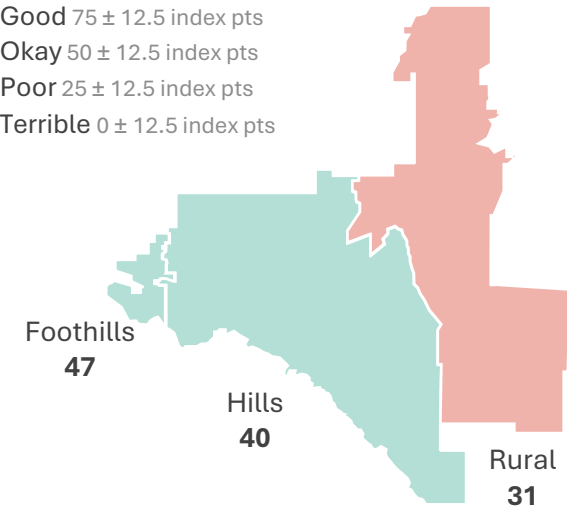
Shire of Mundaring	41
Industry high	80
Industry average	47

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 42	Younger adult, no children 37	Helena Valley / Bellevue 40	Darlington / Boya 41
Female 41	Have baby/toddler (0-4) <b>46</b>	Swan View / Midvale <b>55</b>	Glen Forrest / Mahogany Creek 45
Respondent age	Have primary schooler (5-11) 43	Greenmount <b>54</b>	Hovea <b>26</b>
	18-34 years 45	Rural	Mount Helena 41
	35-49 years 39		Chidlow <b>30</b>
50-64 years 39	Have high schooler (12-17) 41	Wooroloo <b>32</b>	Mundaring 40
65+ years 44	Have adult dependent at home <b>34</b>		Parkerville <b>31</b>
	Older adult, no child at home 43		Sawyers Valley <b>50</b>
	Diversity		Stoneville <b>36</b>
		Disability 40	

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 499).

\* Positive Rating = excellent, good + okay

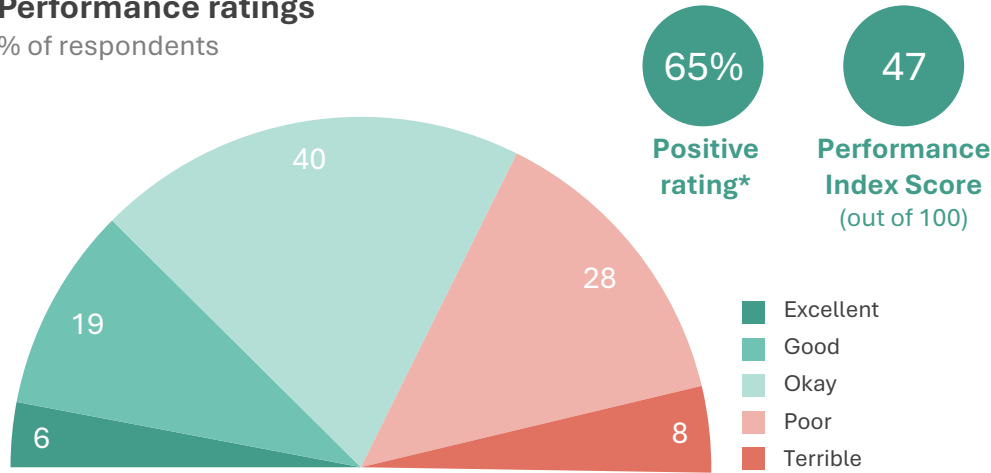
# Sustainable economies

# Economic development

attracting and supporting local businesses

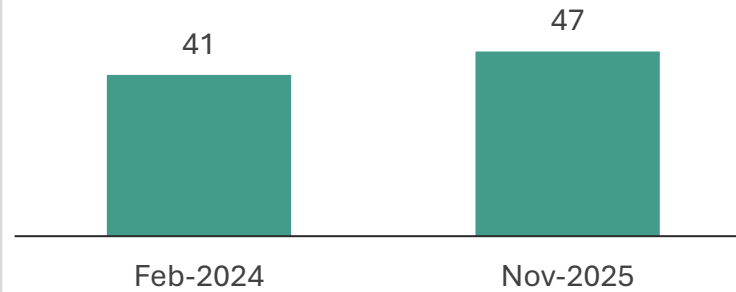
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



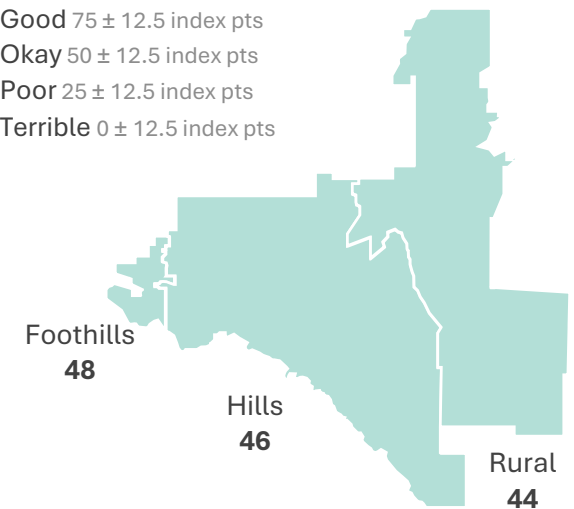
Shire of Mundaring	47
Industry high	59
Industry average	43

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 45	Younger adult, no children 48	Helena Valley / Bellevue 48	Darlington / Boya 54
Female 49	Have baby/toddler (0-4) 49	Swan View / Midvale 49	Glen Forrest / Mahogany Creek 48
Respondent age	Have primary schooler (5-11) 44	Greenmount 46	Hovea 41
	Have high schooler (12-17) 45	Rural	Mount Helena 41
	Have adult dependent at home 38		Chidlow 48
50-64 years 44	Older adult, no child at home 49	Wooroloo 29	Mundaring 46
65+ years 48	Diversity		Parkerville 46
		Disability 41	Sawyers Valley 48
			Stoneville 43

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



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

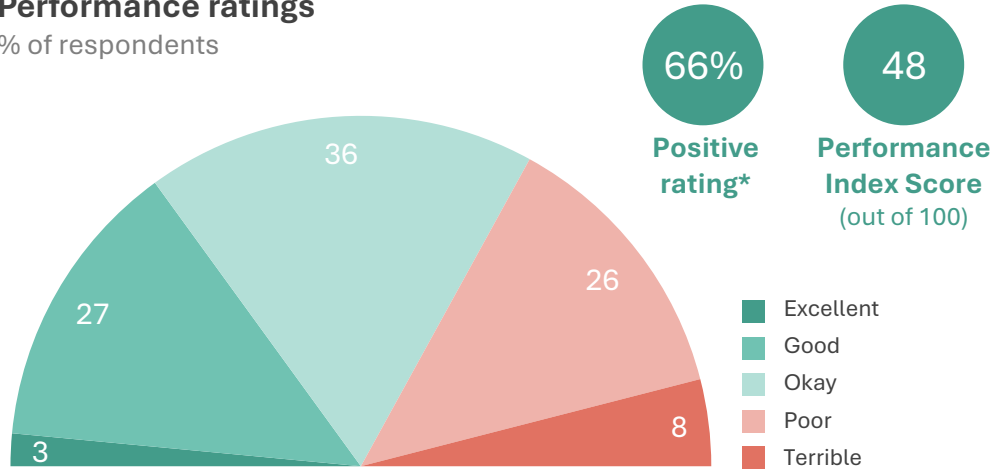
Base: All respondents, excludes 'unsure' and 'no response' (n = 358).

\* Positive Rating = excellent, good + okay

# Development/activation of your local town centre

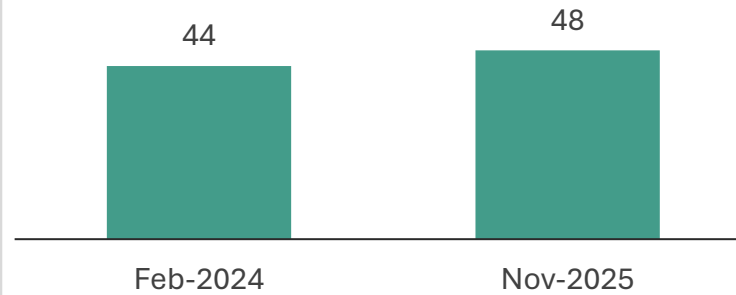
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



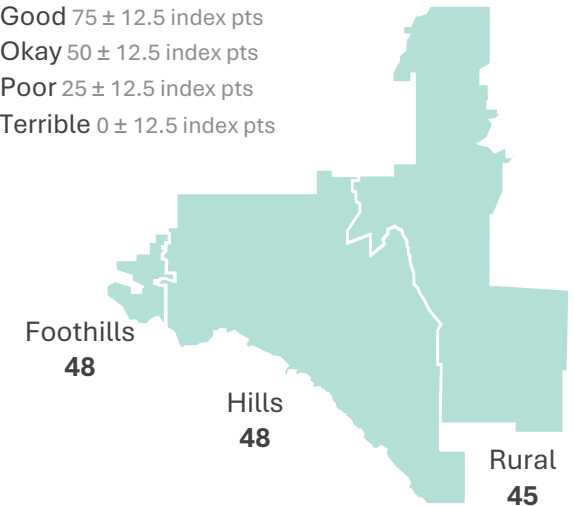
Shire of Mundaring	48
Industry high	64
Industry average	46

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 47	Younger adult, no children <b>53</b>	Helena Valley / Bellevue 47	Darlington / Boya <b>59</b>
Female 49	Have baby/toddler (0-4) 45	Swan View / Midvale 49	Glen Forrest / Mahogany Creek 46
Respondent age	Have primary schooler (5-11) 44	Greenmount 47	Hovea <b>53</b>
	18-34 years <b>55</b>	Rural	Mount Helena 49
	35-49 years 45		Chidlow 50
	50-64 years 45	Wooroloo <b>29</b>	Mundaring 47
65+ years 49	Have high schooler (12-17) <b>43</b>	Parkerville <b>41</b>	Sawyers Valley 46
Diversity	Have adult dependent at home 44	Stoneville 47	
	Older adult, no child at home 48		
	Disability <b>43</b>		

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 501).

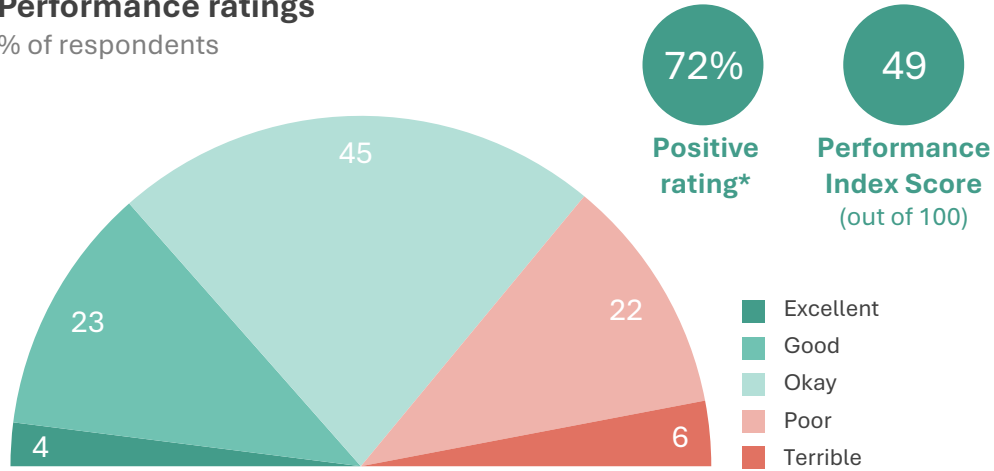
\* Positive Rating = excellent, good + okay



# Education and life-long learning opportunities

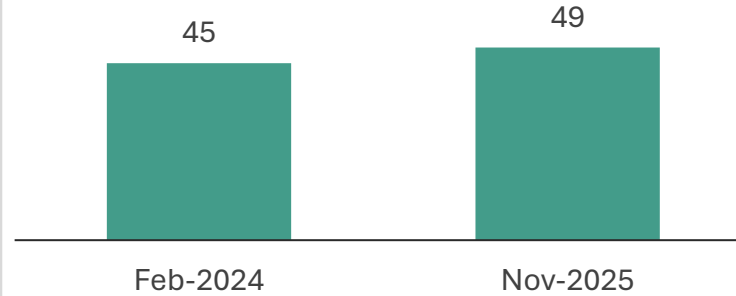
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



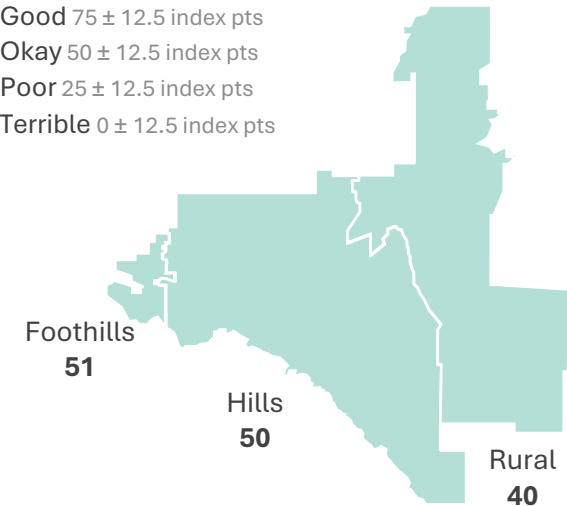
Shire of Mundaring	49
Industry high	65
Industry average	49

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 47	Younger adult, no children 45	Helena Valley / Bellevue 53	Darlington / Boya 53
Female 53	Have baby/toddler (0-4) 49	Swan View / Midvale 48	Glen Forrest / Mahogany Creek 49
<b>Respondent age</b>	Have primary schooler (5-11) 51	Greenmount 49	Hovea <b>59</b>
18-34 years 47	Have high schooler (12-17) 49	<b>Rural</b>	Mount Helena 46
35-49 years 49	Have adult dependent at home 45	Chidlow <b>40</b>	Mundaring <b>55</b>
50-64 years 51	Older adult, no child at home <b>54</b>	Wooroloo <b>42</b>	Parkerville 46
65+ years 51	<b>Diversity</b>		Sawyers Valley <b>54</b>
	Disability 46		Stoneville 52

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 343).

\* Positive Rating = excellent, good + okay

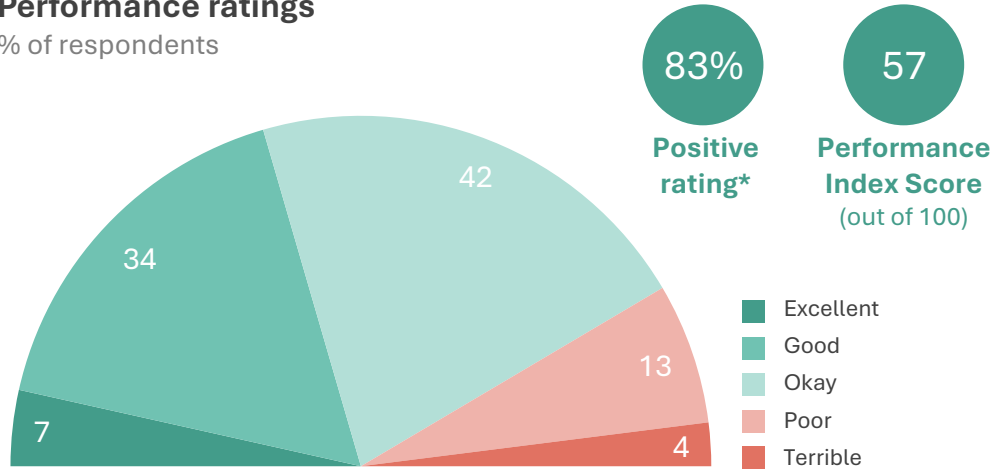


# Sustainable governance

# Overall, as the governing organisation

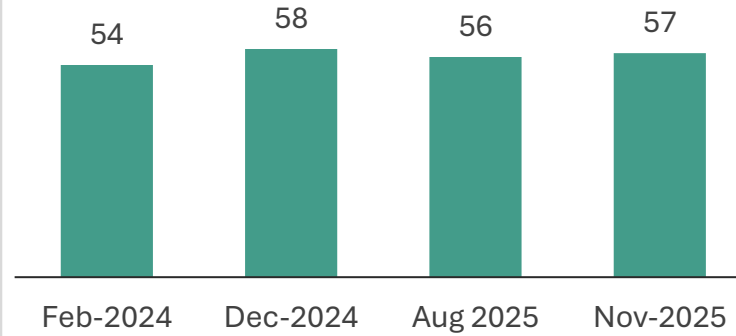
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



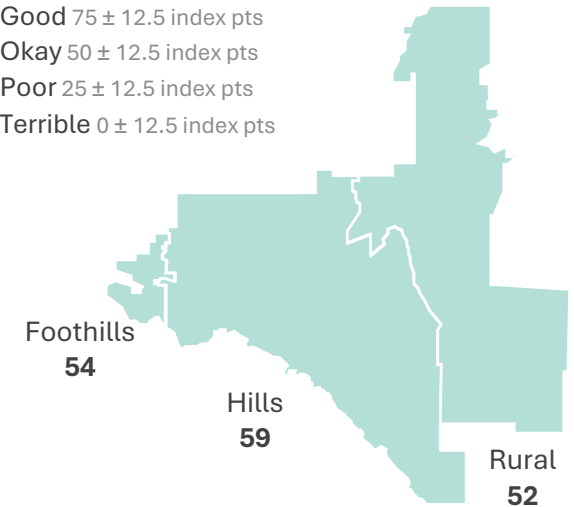
Shire of Mundaring	57
Industry high	71
Industry average	51

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male: 54	Younger adult, no children: 56	Helena Valley / Bellevue: 53	Darlington / Boya: 62
Female: 59	Have baby/toddler (0-4): 54	Swan View / Midvale: 54	Glen Forrest / Mahogany Creek: 60
<b>Respondent age</b>	Have primary schooler (5-11): 53	Greenmount: 60	Hovea: 71
18-34 years: 51	Have high schooler (12-17): 58	<b>Rural</b>	Mount Helena: 51
35-49 years: 56	Have adult dependent at home: 53	Chidlow: 55	Mundaring: 64
50-64 years: 57	Older adult, no child at home: 61	Wooroloo: 47	Parkerville: 55
65+ years: 62	<b>Diversity</b>		Sawyers Valley: 64
	Disability: 61		Stoneville: 54

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 627).

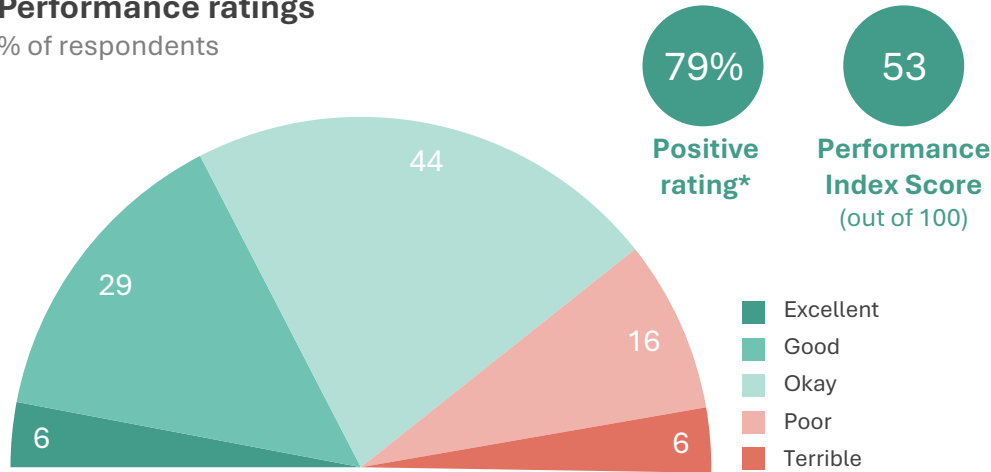
\* Positive Rating = excellent, good + okay

# Council's leadership

strategic direction, policy-making, advocacy and lobbying

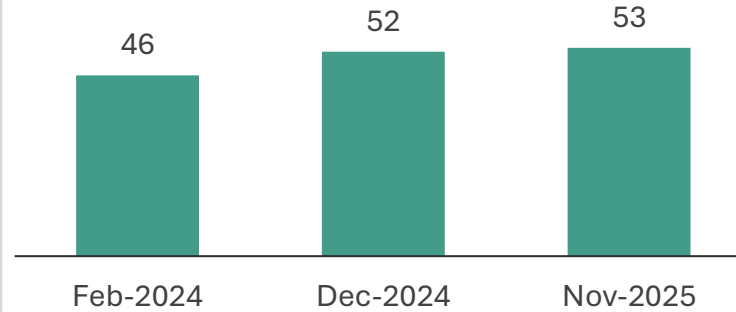
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



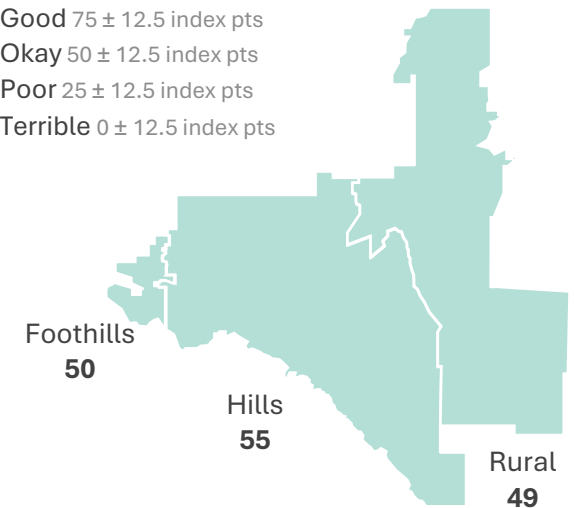
Shire of Mundaring	53
Industry high	63
Industry average	44

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 50	Younger adult, no children <b>47</b>	Helena Valley / Bellevue <b>47</b>	Darlington / Boya <b>60</b>
Female 56	Have baby/toddler (0-4) <b>48</b>	Swan View / Midvale 53	Glen Forrest / Mahogany Creek 54
<b>Respondent age</b>	Have primary schooler (5-11) 49	Greenmount 51	Hovea <b>64</b>
18-34 years <b>47</b>	Have high schooler (12-17) 51	<b>Rural</b>	Mount Helena 52
35-49 years 52	Have adult dependent at home 51	Chidlow 50	Mundaring <b>60</b>
50-64 years 53	Older adult, no child at home 57	Wooroloo <b>45</b>	Parkerville 51
65+ years <b>58</b>	<b>Diversity</b>		Sawyers Valley <b>59</b>
	Disability <b>59</b>		Stoneville 50

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



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

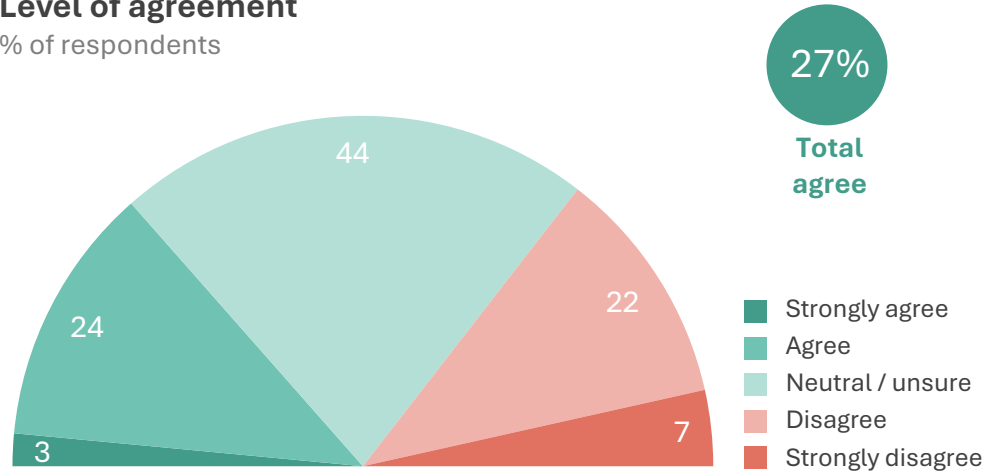
Base: All respondents, excludes 'unsure' and 'no response' (n = 554).

\* Positive Rating = excellent, good + okay

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

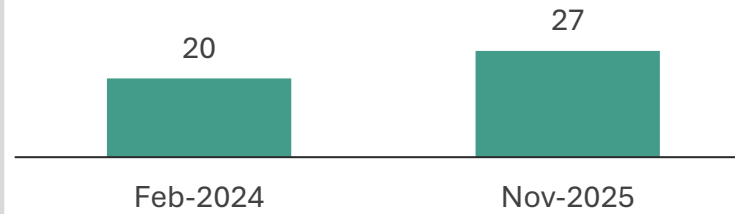
## Level of agreement

% of respondents



## Trend analysis

% agree



## MARKYT Industry Standards

% agree



Shire of Mundaring	27
Industry high	54
Industry average	26

## Demographic variances

% agree

### Gender

Male	24
Female	31

### Respondent age

18-34 years	33
35-49 years	21
50-64 years	21
65+ years	36

### Life stage

Younger adult, no children	25
Have baby/toddler (0-4)	24
Have primary schooler (5-11)	17
Have high schooler (12-17)	24
Have adult dependent at home	21
Older adult, no child at home	28

### Diversity

Disability	32
------------	----

### Foothills

Helena Valley / Bellevue	24
Swan View / Midvale	26
Greenmount	13

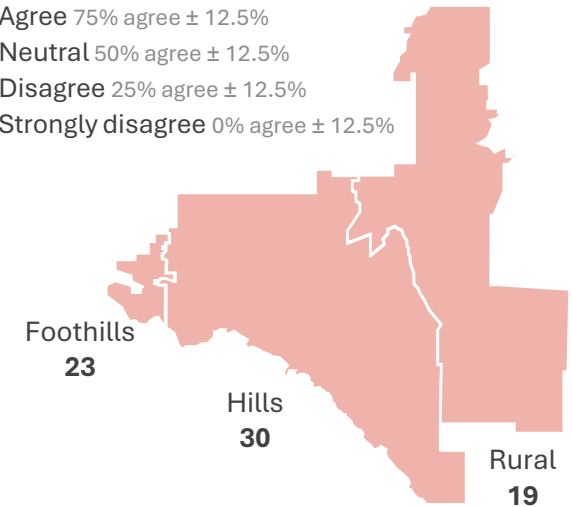
### Rural

Chidlow	24
Wooroloo	10

### Hills

Darlington / Boya	31
Glen Forrest / Mahogany Creek	26
Hovea	42
Mount Helena	35
Mundaring	31
Parkerville	21
Sawyers Valley	30
Stoneville	35

- Strongly agree 100% agree ± 12.5%
- Agree 75% agree ± 12.5%
- Neutral 50% agree ± 12.5%
- Disagree 25% agree ± 12.5%
- Strongly disagree 0% agree ± 12.5%



## How strongly do you agree or disagree with these statements?

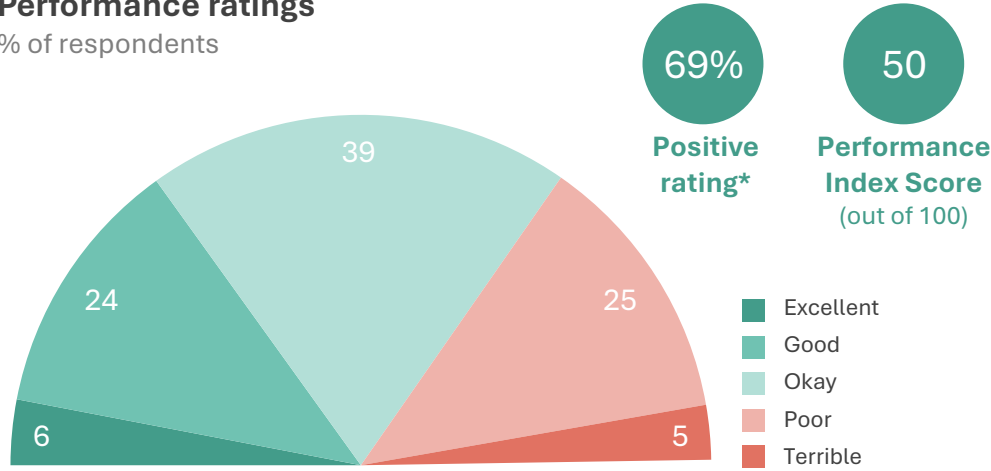
Base: All respondents, excludes 'no response' (n = 644).

\* Positive Rating = excellent, good + okay

# Community engagement on local issues

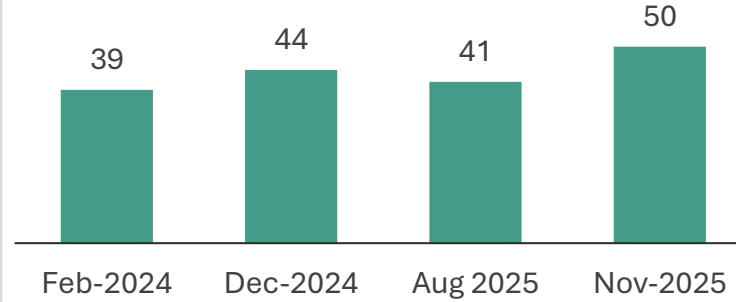
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



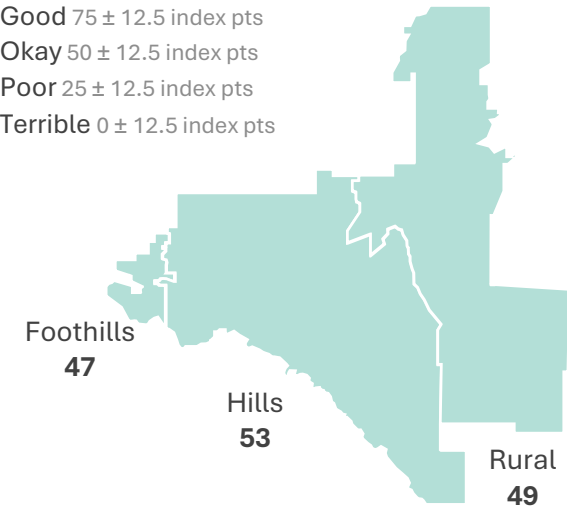
Shire of Mundaring	50
Industry high	61
Industry average	42

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 48	Younger adult, no children 50	Helena Valley / Bellevue 48	Darlington / Boya <b>59</b>
Female 53	Have baby/toddler (0-4) 48	Swan View / Midvale 46	Glen Forrest / Mahogany Creek 52
Respondent age	Have primary schooler (5-11) 50	Greenmount 47	Hovea <b>65</b>
	18-34 years 46	Rural	Mount Helena 50
	35-49 years 51		Chidlow 52
	50-64 years 50	Wooroloo <b>44</b>	Mundaring 55
65+ years 54	Diversity	Parkerville 49	Sawyers Valley <b>60</b>
Disability 53		Stoneville <b>45</b>	Rural 49

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



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

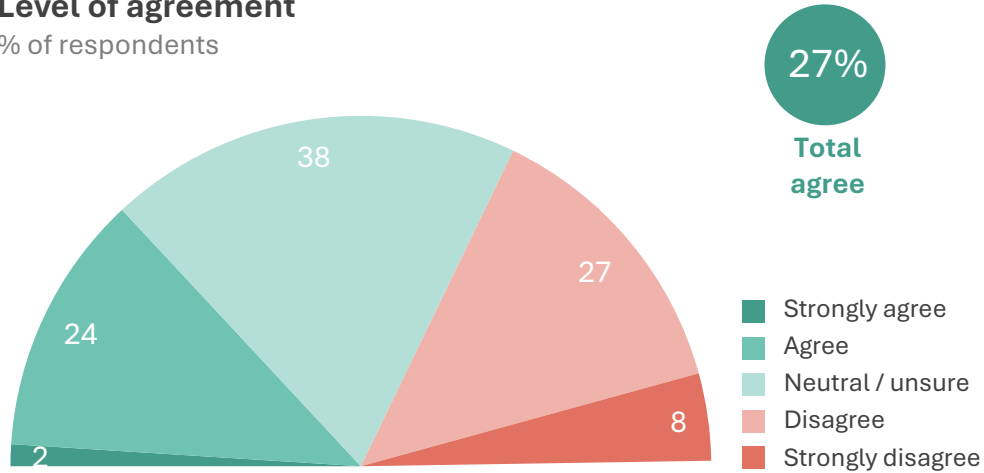
Base: All respondents, excludes 'unsure' and 'no response' (n = 611).

\* Positive Rating = excellent, good + okay

# Has a good understanding of community needs

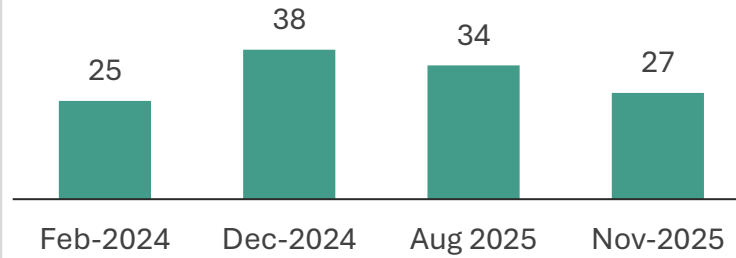
## Level of agreement

% of respondents



## Trend analysis

% agree



## MARKYT Industry Standards

% agree



Shire of Mundaring	27
Industry high	58
Industry average	26

## Demographic variances

% agree

### Gender

Male	27
Female	28

### Respondent age

18-34 years	22
35-49 years	27
50-64 years	21
65+ years	38

### Life stage

Younger adult, no children	19
Have baby/toddler (0-4)	21
Have primary schooler (5-11)	16
Have high schooler (12-17)	33
Have adult dependent at home	22
Older adult, no child at home	31

### Diversity

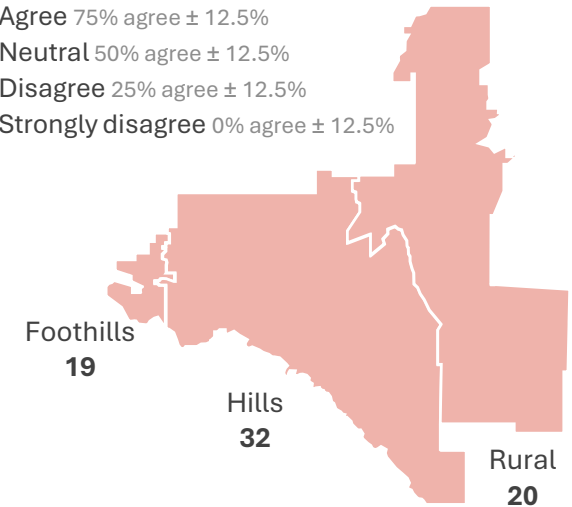
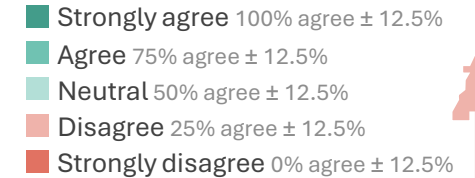
Disability	37
------------	----

### Foothills

Helena Valley / Bellevue	17
Swan View / Midvale	21
Greenmount	17
<b>Rural</b>	
Chidlow	19
Wooroloo	24

### Hills

Darlington / Boya	39
Glen Forrest / Mahogany Creek	31
Hovea	41
Mount Helena	26
Mundaring	35
Parkerville	24
Sawyers Valley	44
Stoneville	32



## How strongly do you agree or disagree with these statements?

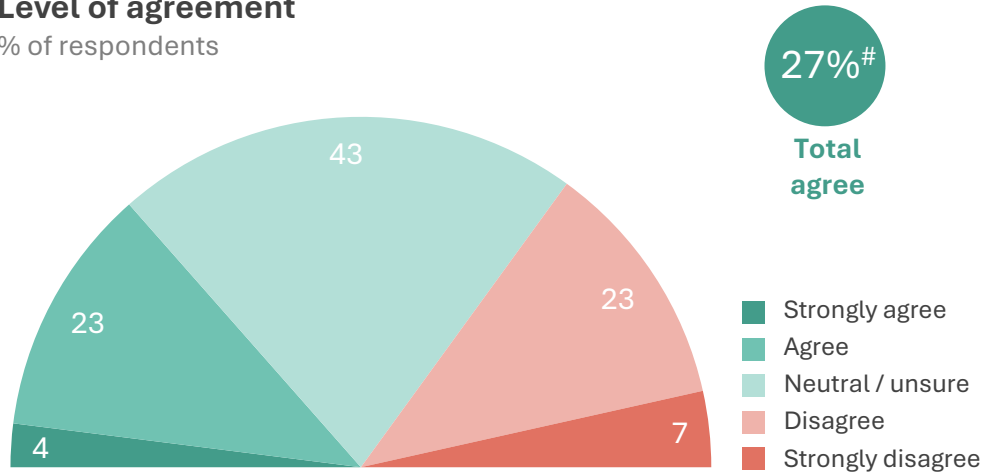
Base: All respondents, excludes 'no response' (n = 643).

\* Positive Rating = excellent, good + okay

# Listens and respects community views

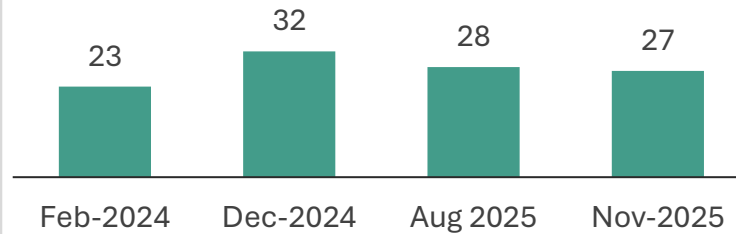
## Level of agreement

% of respondents



## Trend analysis

% agree



## MARKYT Industry Standards

% agree

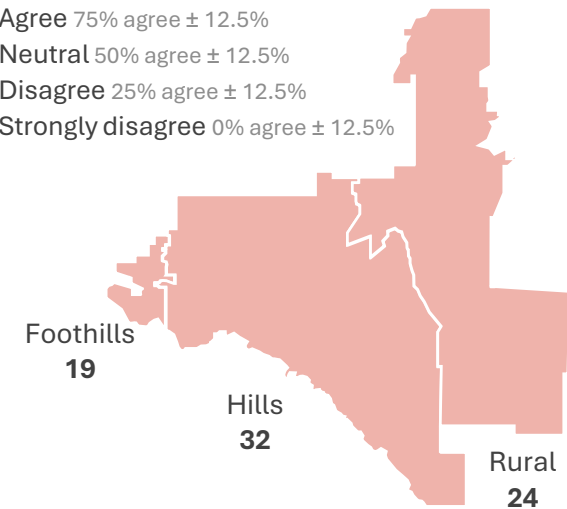
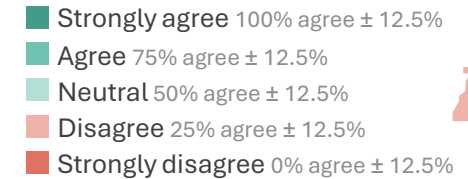


Shire of Mundaring	27
Industry high	39
Industry average	23

## Demographic variances

% agree

Gender	Life stage	Foothills	Hills
Male 25	Younger adult, no children <b>21</b>	Helena Valley / Bellevue <b>17</b>	Darlington / Boya <b>46</b>
Female 31	Have baby/toddler (0-4) 30	Swan View / Midvale <b>22</b>	Glen Forrest / Mahogany Creek 31
	Have primary schooler (5-11) 25	Greenmount <b>17</b>	Hovea <b>49</b>
	Have high schooler (12-17) <b>36</b>	Rural	Mount Helena 26
	Have adult dependent at home 26	Chidlow 24	Mundaring <b>32</b>
	Older adult, no child at home 29	Wooroloo <b>20</b>	Parkerville 24
	Diversity		Sawyers Valley <b>41</b>
	Disability <b>36</b>		Stoneville 26



## How strongly do you agree or disagree with these statements?

Base: All respondents, excludes 'no response' (n = 644).

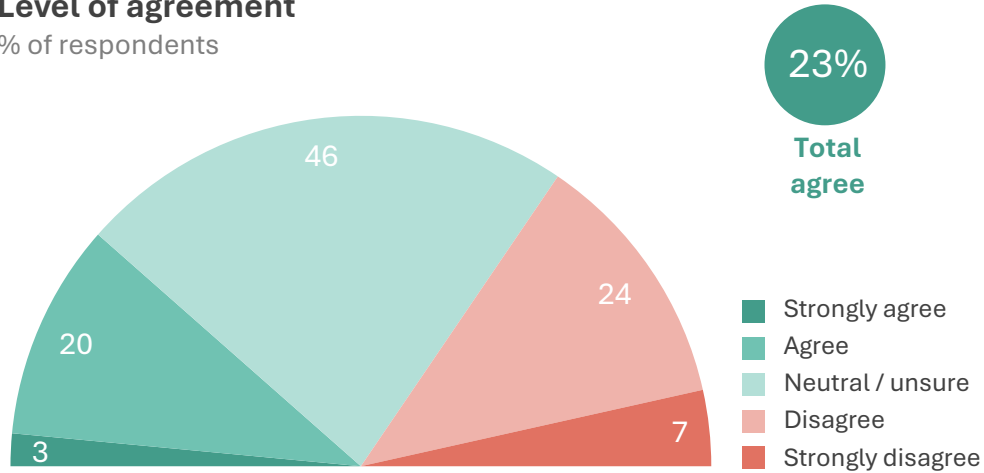
\* Positive Rating = excellent, good + okay

# when the sub-total is ±1% of the parts, this is due to rounding errors to zero decimal places

# Clearly explains reasons for decisions and how community views are considered

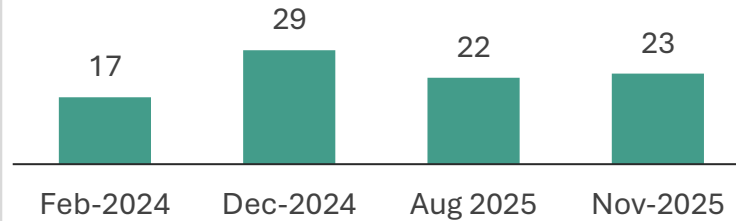
## Level of agreement

% of respondents



## Trend analysis

% agree



## MARKYT Industry Standards

% agree



Shire of Mundaring	23
Industry high	34
Industry average	21

## Demographic variances

% agree

### Gender

Male	21
Female	24

### Respondent age

18-34 years	29
35-49 years	20
50-64 years	18
65+ years	26

### Life stage

Younger adult, no children	22
Have baby/toddler (0-4)	23
Have primary schooler (5-11)	13
Have high schooler (12-17)	24
Have adult dependent at home	15
Older adult, no child at home	24

### Diversity

Disability	25
------------	----

### Foothills

Helena Valley / Bellevue	19
Swan View / Midvale	24
Greenmount	7

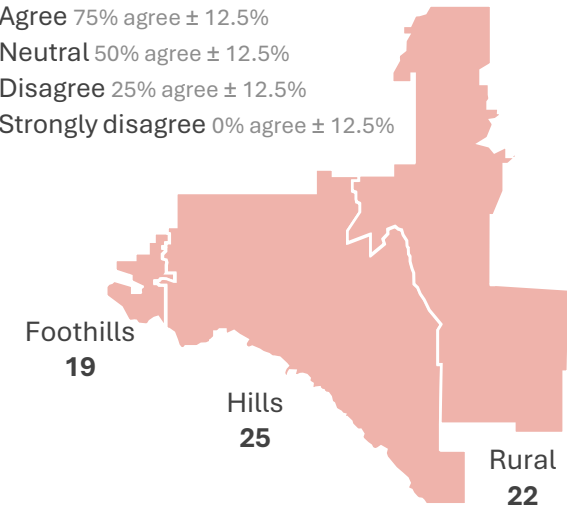
### Rural

Chidlow	27
Wooroloo	14

### Hills

Darlington / Boya	35
Glen Forrest / Mahogany Creek	16
Hovea	49
Mount Helena	20
Mundaring	23
Parkerville	17
Sawyers Valley	35
Stoneville	33

- Strongly agree 100% agree ± 12.5%
- Agree 75% agree ± 12.5%
- Neutral 50% agree ± 12.5%
- Disagree 25% agree ± 12.5%
- Strongly disagree 0% agree ± 12.5%



## How strongly do you agree or disagree with these statements?

Base: All respondents, excludes 'no response' (n = 643).

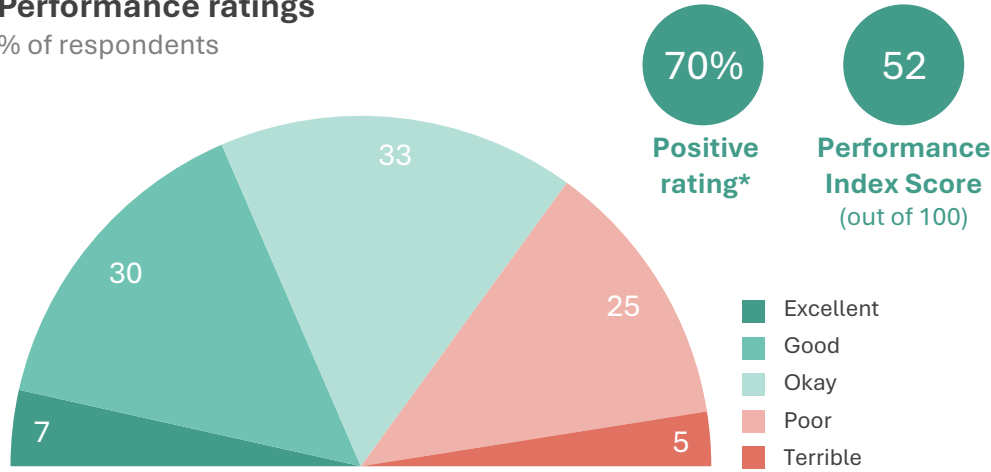
\* Positive Rating = excellent, good + okay

# Communication

about local issues, projects, services and events

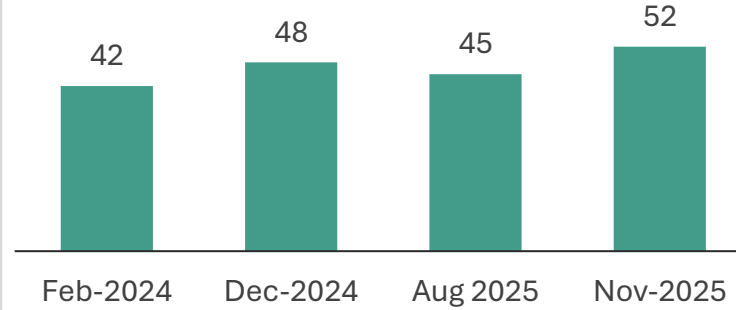
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



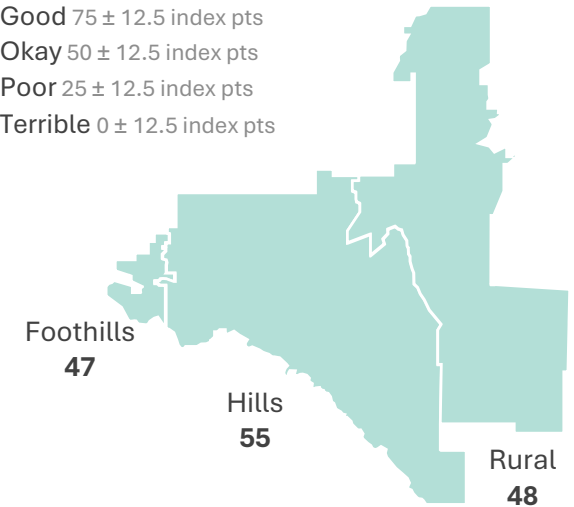
Shire of Mundaring	52
Industry high	65
Industry average	47

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 51	Younger adult, no children 50	Helena Valley / Bellevue 47	Darlington / Boya 61
Female 53	Have baby/toddler (0-4) 51	Swan View / Midvale 46	Glen Forrest / Mahogany Creek 53
<b>Respondent age</b>	Have primary schooler (5-11) 50	Greenmount 54	Hovea 64
18-34 years 49	Have high schooler (12-17) 49	<b>Rural</b>	Mount Helena 57
35-49 years 52	Have adult dependent at home 50	Chidlow 49	Mundaring 55
50-64 years 51	Older adult, no child at home 55	Wooroloo 45	Parkerville 59
65+ years 57	<b>Diversity</b>		Sawyers Valley 62
	Disability 51		Stoneville 45

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



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

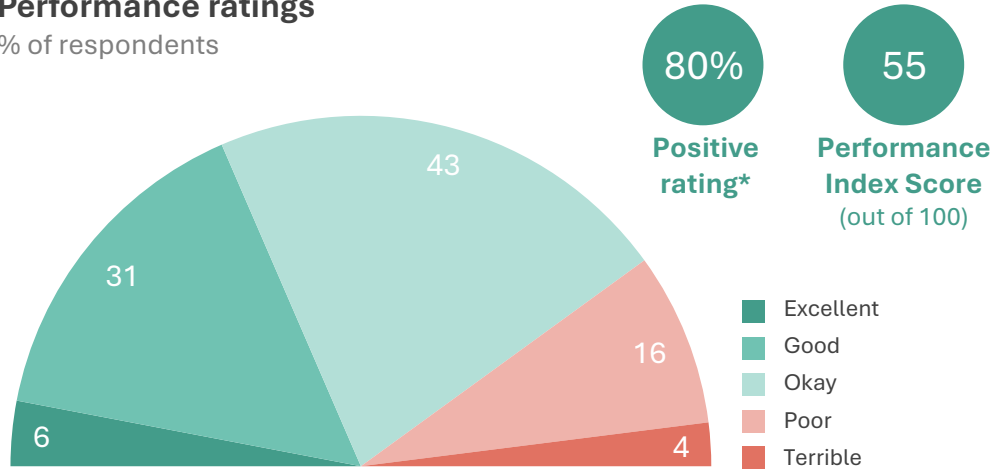
Base: All respondents, excludes 'unsure' and 'no response' (n = 655).

\* Positive Rating = excellent, good + okay

# Shire's website

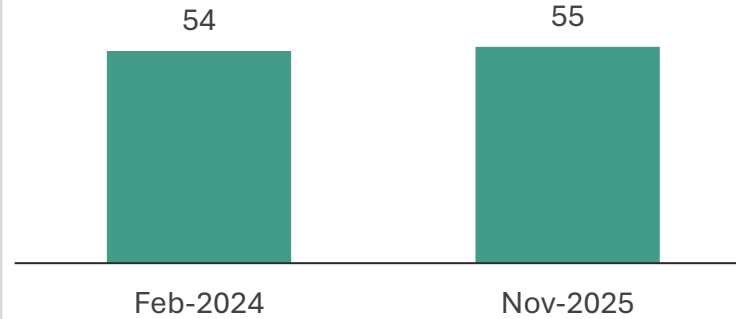
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



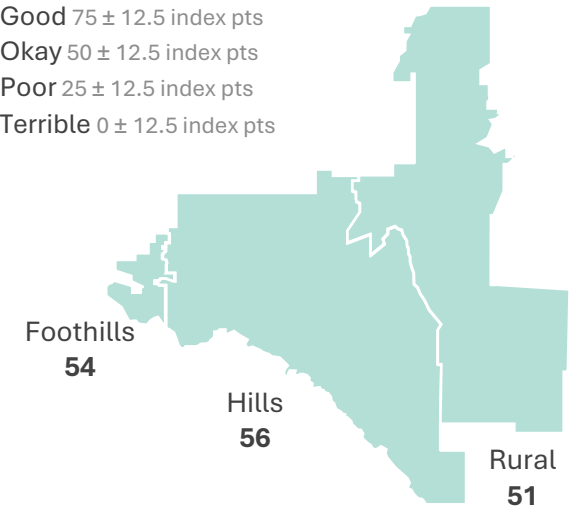
Shire of Mundaring	55
Industry high	64
Industry average	55

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male: 54	Younger adult, no children: 50	Helena Valley / Bellevue: 52	Darlington / Boya: 58
Female: 56	Have baby/toddler (0-4): 50	Swan View / Midvale: 56	Glen Forrest / Mahogany Creek: 56
<b>Respondent age</b>	Have primary schooler (5-11): 53	Greenmount: 60	Hovea: 63
18-34 years: 46	Have high schooler (12-17): 52	<b>Rural</b>	Mount Helena: 54
35-49 years: 56	Have adult dependent at home: 55	Chidlow: 51	Mundaring: 57
50-64 years: 55	Older adult, no child at home: 59	Wooroloo: 50	Parkerville: 52
65+ years: 60	<b>Diversity</b>		Sawyers Valley: 58
	Disability: 51		Stoneville: 54

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



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

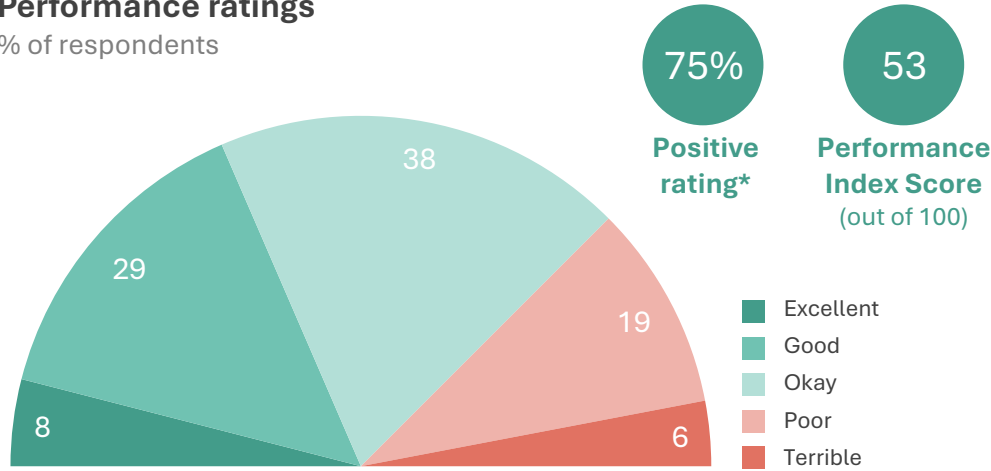
Base: All respondents, excludes 'unsure' and 'no response' (n = 534).

\* Positive Rating = excellent, good + okay

# Monthly newsletter

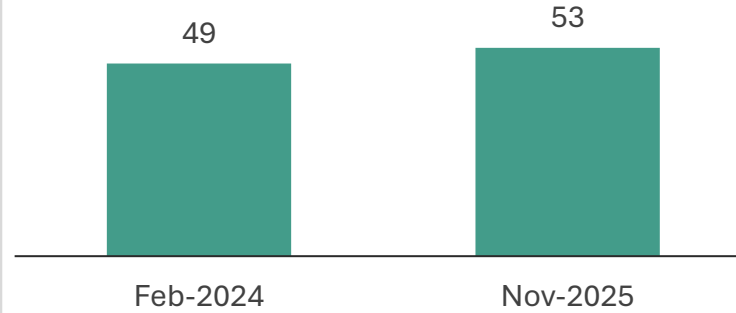
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



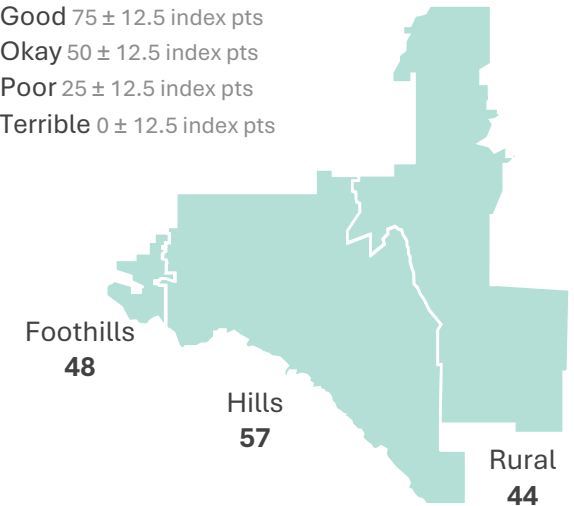
Shire of Mundaring	53
Industry high	67
Industry average	55

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 50	Younger adult, no children <b>45</b>	Helena Valley / Bellevue <b>48</b>	Darlington / Boya <b>60</b>
Female <b>58</b>	Have baby/toddler (0-4) <b>48</b>	Swan View / Midvale 49	Glen Forrest / Mahogany Creek <b>60</b>
Respondent age	Have primary schooler (5-11) 51	Greenmount <b>44</b>	Hovea <b>59</b>
18-34 years <b>40</b>	Have high schooler (12-17) 51	Rural	Mount Helena 54
35-49 years 55	Have adult dependent at home 56	Chidlow <b>42</b>	Mundaring <b>59</b>
50-64 years 56	Older adult, no child at home <b>58</b>	Wooroloo 53	Parkerville 55
65+ years <b>60</b>	Diversity		Sawyers Valley <b>67</b>
	Disability 55		Stoneville 51

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



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

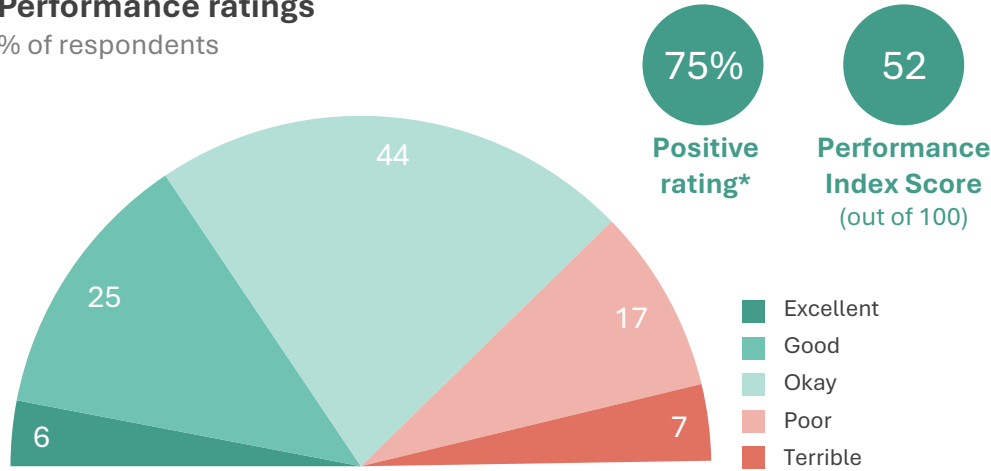
Base: All respondents, excludes 'unsure' and 'no response' (n = 333).

\* Positive Rating = excellent, good + okay

# One page update in the local community newspaper

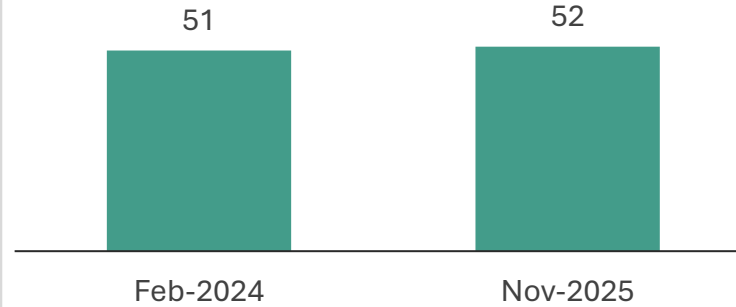
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



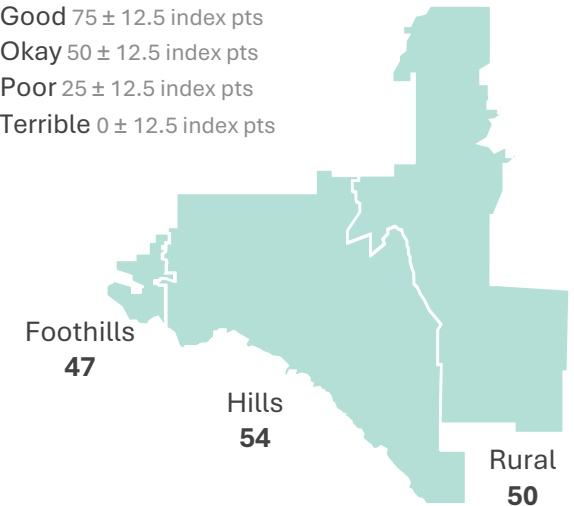
Shire of Mundaring	52
Industry high	67
Industry average	57

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 49	Younger adult, no children 52	Helena Valley / Bellevue 43	Darlington / Boya 56
Female 55	Have baby/toddler (0-4) 45	Swan View / Midvale 52	Glen Forrest / Mahogany Creek 50
Respondent age	Have primary schooler (5-11) 48	Greenmount 51	Hovea 79
	18-34 years 46	Rural	Mount Helena 49
	35-49 years 49		Chidlow 51
	50-64 years 54	Wooroloo 43	Mundaring 58
65+ years 57	Diversity	Parkerville 53	
Disability 52		Sawyers Valley 61	
		Stoneville 51	

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 289).

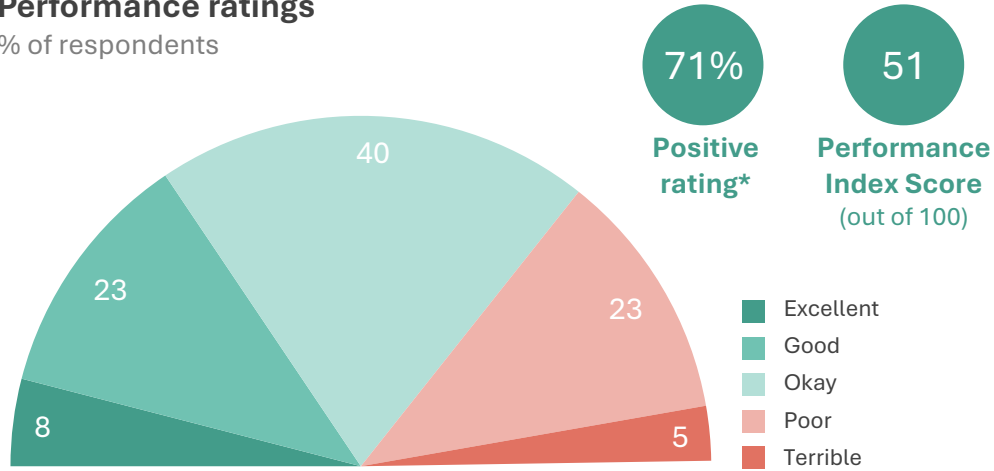
\* Positive Rating = excellent, good + okay

# The Shire's presence on social media

i.e. Facebook and Instagram

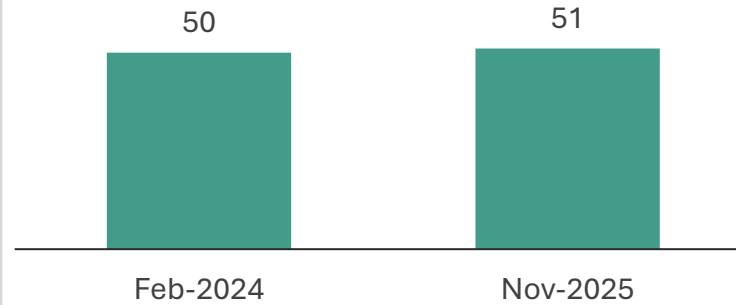
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



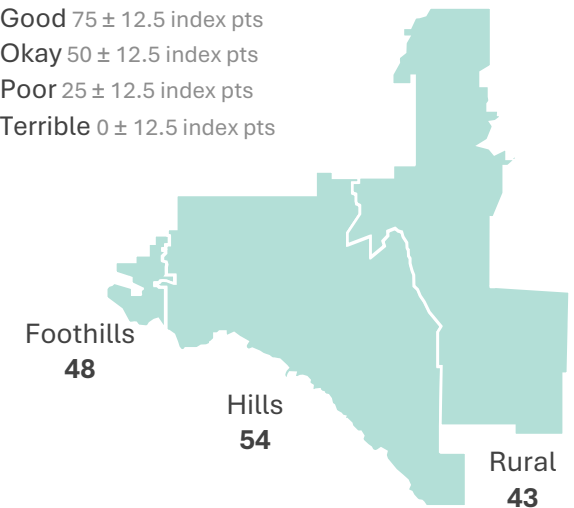
Shire of Mundaring	51
Industry high	63
Industry average	52

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 47	Younger adult, no children 51	Helena Valley / Bellevue 49	Darlington / Boya 62
Female 55	Have baby/toddler (0-4) 50	Swan View / Midvale 47	Glen Forrest / Mahogany Creek 50
<b>Respondent age</b>	Have primary schooler (5-11) 49	Greenmount 50	Hovea 57
18-34 years 48	Have high schooler (12-17) 52	<b>Rural</b>	Mount Helena 53
35-49 years 53	Have adult dependent at home 51	Chidlow 47	Mundaring 60
50-64 years 49	Older adult, no child at home 52	Wooroloo 32	Parkerville 51
65+ years 56	<b>Diversity</b>		Sawyers Valley 62
	Disability 47		Stoneville 46

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



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

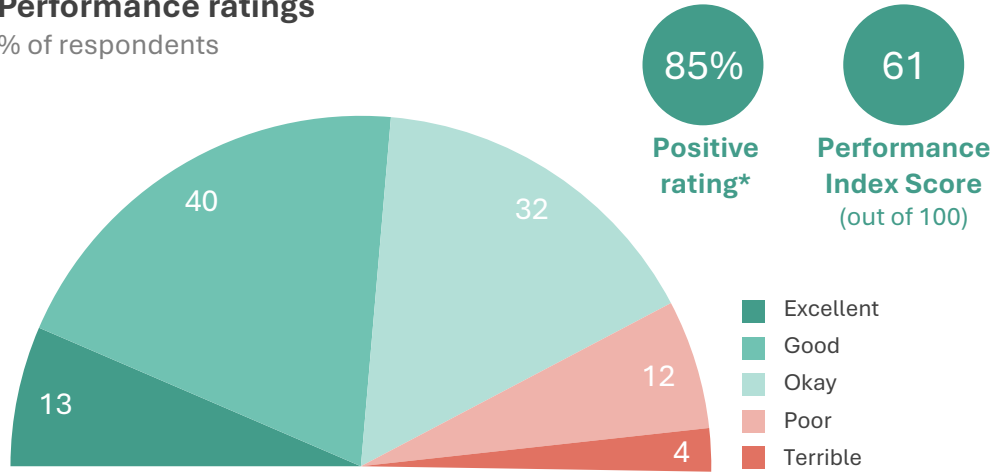
Base: All respondents, excludes 'unsure' and 'no response' (n = 346).

\* Positive Rating = excellent, good + okay

# Customer service

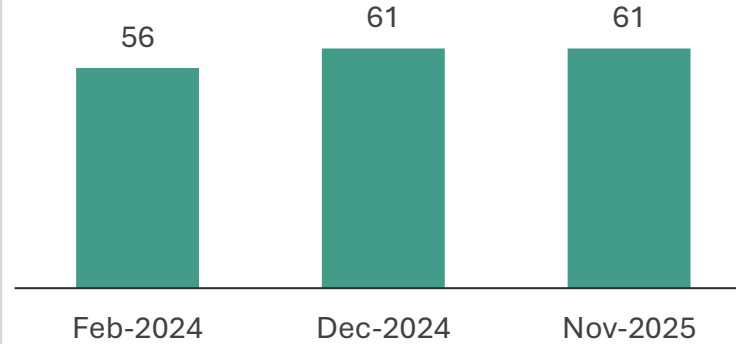
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



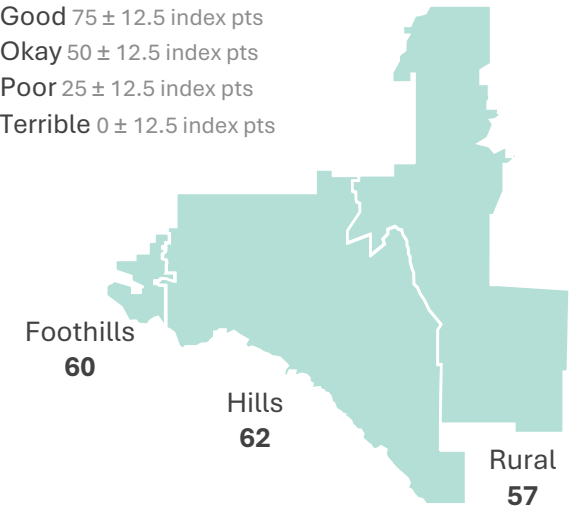
Shire of Mundaring	61
Industry high	69
Industry average	56

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male	Younger adult, no children	Helena Valley / Bellevue	Darlington / Boya
Female	Have baby/toddler (0-4)	Swan View / Midvale	Glen Forrest / Mahogany Creek
	Have primary schooler (5-11)	Greenmount	Hovea
	Have high schooler (12-17)	<b>Rural</b>	Mount Helena
	Have adult dependent at home	Chidlow	Mundaring
	Older adult, no child at home	Wooroloo	Parkerville
	<b>Diversity</b>		Sawyers Valley
	Disability		Stoneville

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



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

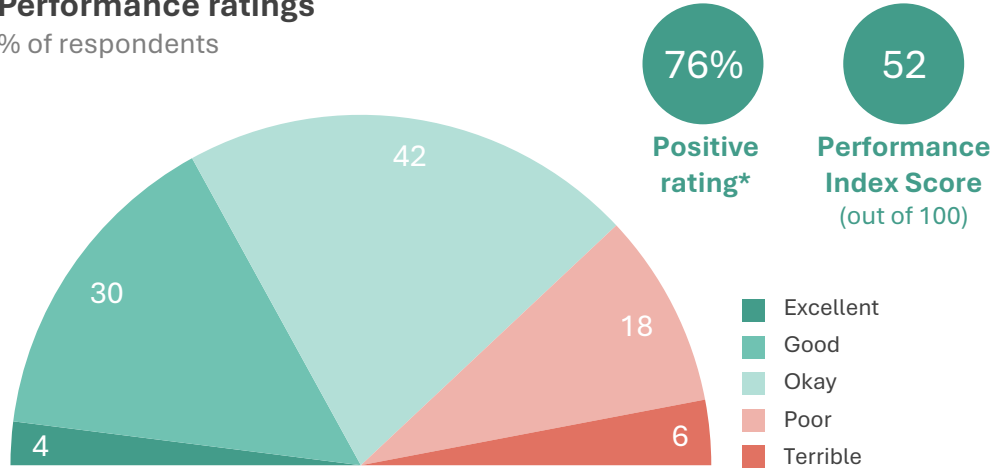
Base: All respondents, excludes 'unsure' and 'no response' (n = 621).

\* Positive Rating = excellent, good + okay

# Embracing change, innovation and technology

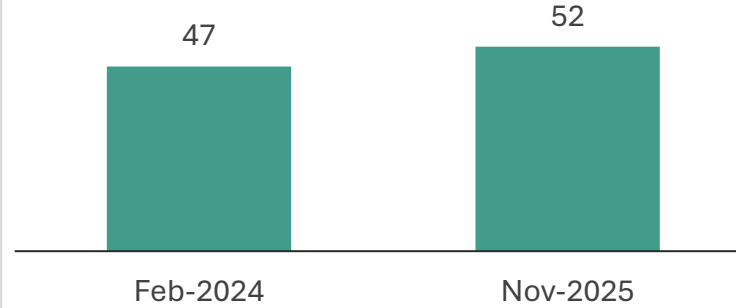
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



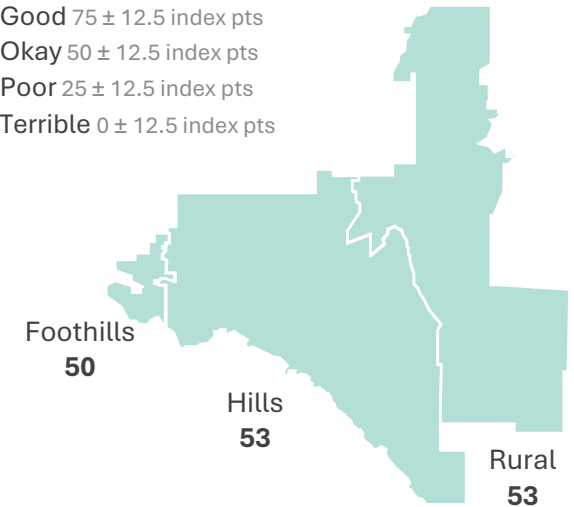
Shire of Mundaring	52
Industry high	60
Industry average	47

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 49	Younger adult, no children 46	Helena Valley / Bellevue 48	Darlington / Boya 57
Female 55	Have baby/toddler (0-4) 46	Swan View / Midvale 51	Glen Forrest / Mahogany Creek 52
<b>Respondent age</b>	Have primary schooler (5-11) 50	Greenmount 54	Hovea 59
18-34 years 48	Have high schooler (12-17) 50	<b>Rural</b>	Mount Helena 46
35-49 years 47	Have adult dependent at home 50	Chidlow 54	Mundaring 58
50-64 years 54	Older adult, no child at home 58	Wooroloo 50	Parkerville 48
65+ years 58	<b>Diversity</b>		Sawyers Valley 62
	Disability 54		Stoneville 52

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



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

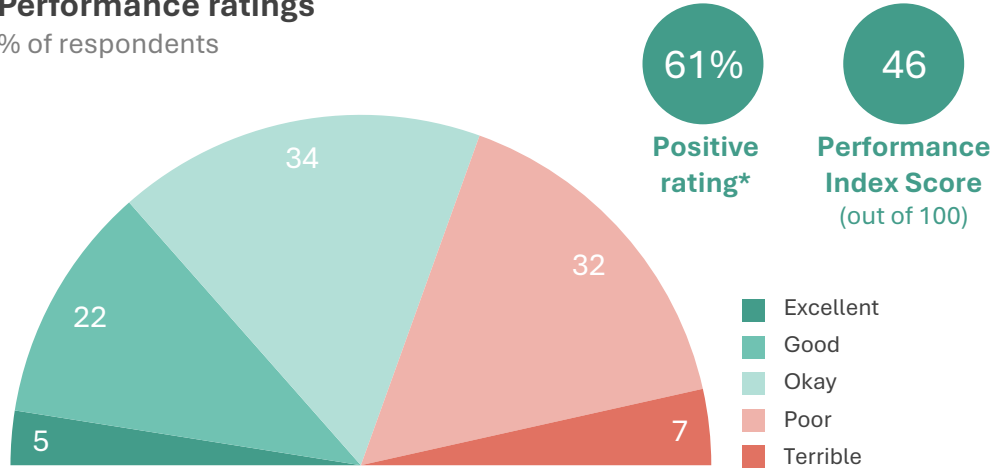
Base: All respondents, excludes 'unsure' and 'no response' (n = 506).

\* Positive Rating = excellent, good + okay

# Information and assistance to access Shire grants, subsidies and rebates

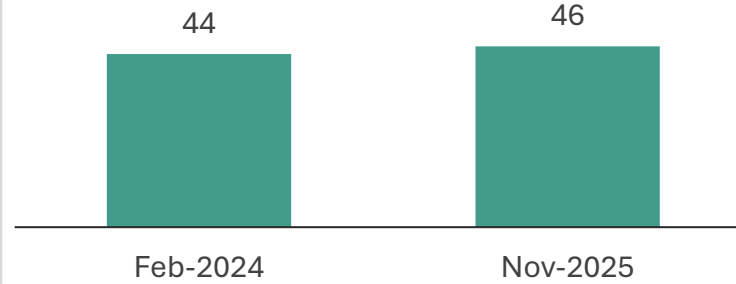
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



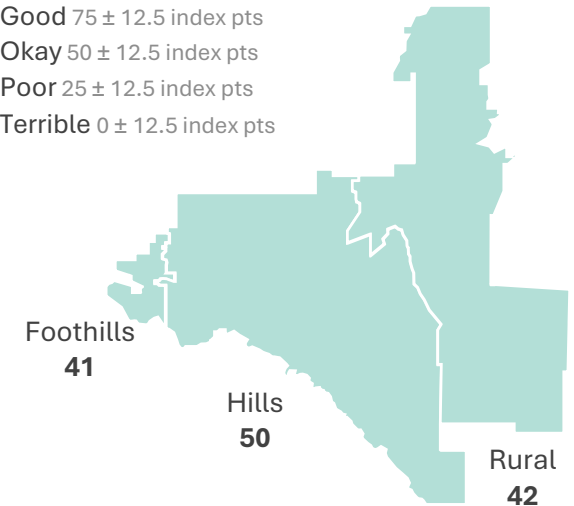
Shire of Mundaring	46
Industry high	NA
Industry average	NA

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills
Male 45	Younger adult, no children 45	Helena Valley / Bellevue 39	Darlington / Boya 53
Female 48	Have baby/toddler (0-4) 41	Swan View / Midvale 49	Glen Forrest / Mahogany Creek 47
<b>Respondent age</b>	Have primary schooler (5-11) 49	Greenmount 30	Hovea 49
18-34 years 43	Have high schooler (12-17) 47	<b>Rural</b>	Mount Helena 53
35-49 years 45	Have adult dependent at home 44	Chidlow 43	Mundaring 48
50-64 years 46	Older adult, no child at home 52	Wooroloo 39	Parkerville 43
65+ years 51	<b>Diversity</b>		Sawyers Valley 52
	Disability 51		Stoneville 52

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 355).

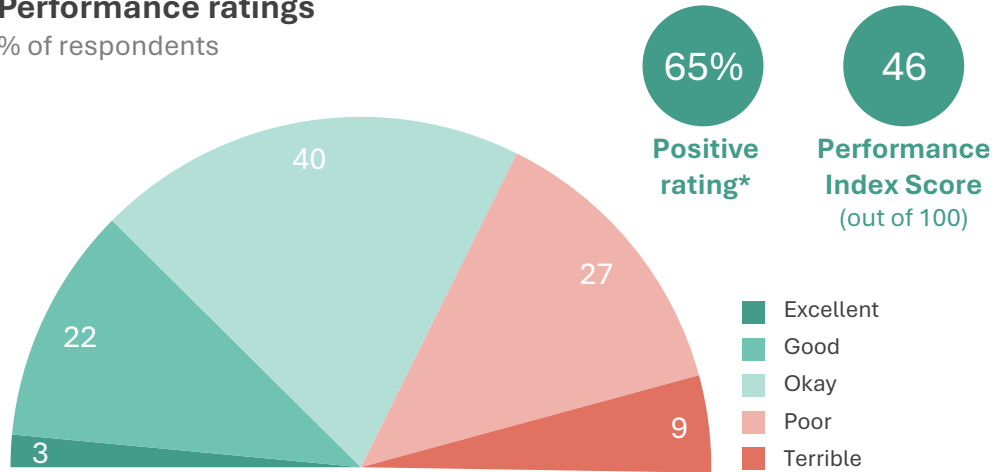
\* Positive Rating = excellent, good + okay

# Financial management

allocation of finances and resources, value for money from rates

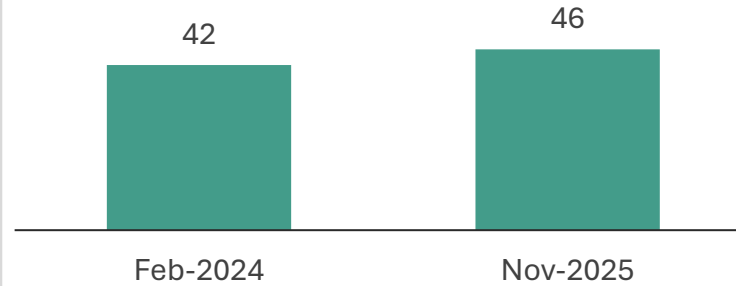
## Performance ratings

% of respondents



## Trend analysis

Performance index score



## MARKYT Industry Standards

Performance index score



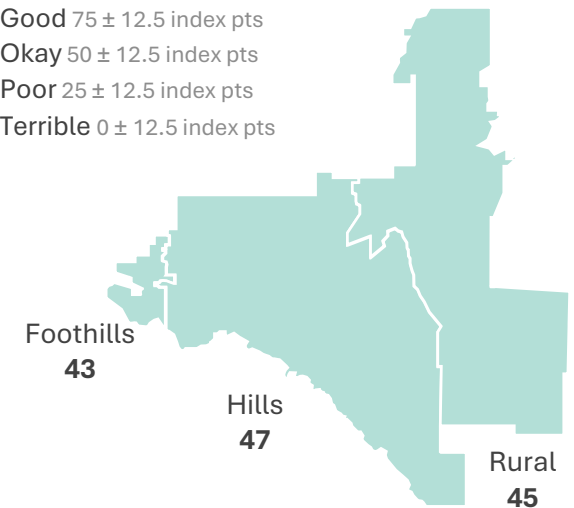
Shire of Mundaring	46
Industry high	59
Industry average	41

## Demographic variances

Performance Index Score

Gender	Life stage	Foothills	Hills	
Male 42	Younger adult, no children <b>37</b>	Helena Valley / Bellevue <b>38</b>	Darlington / Boya <b>52</b>	
Female 50	Have baby/toddler (0-4) <b>41</b>	Swan View / Midvale 47	Glen Forrest / Mahogany Creek 47	
<b>Respondent age</b>	Have primary schooler (5-11) <b>39</b>	Greenmount <b>60</b>	Hovea <b>65</b>	
	18-34 years <b>37</b>	<b>Rural</b>	Mount Helena <b>38</b>	
	35-49 years 43	Have high schooler (12-17) 47	Chidlow 46	Mundaring <b>52</b>
	50-64 years 48	Have adult dependent at home 46	Wooroloo 44	Parkerville 45
65+ years <b>54</b>	Older adult, no child at home <b>52</b>		Sawyers Valley <b>56</b>	
	<b>Diversity</b>		Stoneville 42	
	Disability <b>52</b>			

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



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 553).

\* Positive Rating = excellent, good + okay

# Community variances

# Community variances

	Total	Gender		Age				Lifestage					Live with disability	
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Younger adult, no child at home	Have child 0-4	Have child 5-11	Have child 12-17	Have dependent at home aged 18+		Older adult, no child at home
<b>SUSTAINABLE ENVIRONMENTS</b>														
Climate action	54	55	55	54	54	52	57	57	50	53	59	52	56	53
Environmental management and conservation	56	56	56	58	56	53	56	58	57	55	55	50	56	58
Lake Leschenaultia	70	68	72	70	70	68	71	73	68	68	72	66	71	70
Waste management services	53	53	54	41	50	54	64	37	48	44	51	45	64	59
Public health management (noise, pests, etc)	58	57	60	55	61	57	59	58	60	59	66	59	58	61
Natural disaster education, prep and prevention	62	59	65	60	64	61	62	62	61	62	67	59	63	65
Natural disaster response and relief	68	67	70	69	67	68	68	65	69	68	71	62	71	69
Stormwater management and drainage	50	50	52	54	51	47	50	48	60	52	48	48	50	53

# Community variances

	Total	Gender		Age				Lifestage						Live with disability
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Younger adult, no child at home	Have child 0-4	Have child 5-11	Have child 12-17	Have dependent at home aged 18+	Older adult, no child at home	
<b>SUSTAINABLE COMMUNITIES</b>														
Place to live	80	79	80	75	79	79	85	77	75	77	79	79	85	79
Youth services and facilities	51	54	48	57	44	51	54	59	52	50	41	46	54	49
Family and children's services and facilities	54	55	54	53	52	54	57	63	51	53	50	51	57	53
Seniors' services and facilities	54	54	54	56	56	51	55	51	56	56	54	51	55	56
Universal access and inclusion	58	60	56	61	56	57	58	65	57	55	55	57	57	54
Reconciliation action	59	62	56	64	58	55	59	61	64	59	59	52	56	54
Volunteer support services	59	61	57	56	59	60	60	59	56	60	65	54	61	58
Health and community services	57	58	55	60	55	55	58	57	60	54	57	52	58	52
Sport and recreation services and facilities	66	66	66	68	63	65	68	70	63	63	66	64	68	63
Art, culture and creative activities	65	66	66	60	66	67	66	68	62	64	68	65	68	68
Festivals, markets and community events	64	62	66	63	64	65	65	69	58	61	67	63	65	64
Safety and crime prevention	51	50	52	55	51	48	51	48	59	53	54	45	51	52
Lighting of streets and public places	53	53	55	52	54	52	55	48	59	54	54	50	54	58
Animal management	57	57	58	57	58	57	57	57	60	57	59	57	57	57

# Community variances

	Total	Gender		Age				Lifestage					Live with disability	
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Younger adult, no child at home	Have child 0-4	Have child 5-11	Have child 12-17	Have dependent at home aged 18+		Older adult, no child at home
<b>SUSTAINABLE PLACES</b>														
Planning services	48	51	45	51	47	47	48	51	48	47	49	46	48	49
Housing	40	39	40	47	38	38	36	43	51	36	36	30	38	32
Heritage services	58	59	57	57	61	56	56	59	58	58	61	55	57	66
Public buildings, halls and toilets	59	58	60	58	58	58	62	55	60	56	55	56	62	59
Parks, playgrounds and reserves	61	61	61	54	61	62	65	62	52	59	58	62	64	63
Streetscapes, trees and verges	45	42	49	44	47	41	49	39	49	49	46	45	46	51
Footpaths, trails and cycleways	49	50	49	46	49	48	55	43	47	48	45	47	53	52
Roads - local roads	51	52	50	46	50	49	57	44	47	49	45	48	55	46
Roads - main roads	50	48	53	49	51	48	52	44	58	48	45	48	52	49
Public transport	41	42	41	45	39	39	44	37	46	43	41	34	43	40

# Community variances

	Total	Gender		Age				Lifestage					Live with disability	
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Younger adult, no child at home	Have child 0-4	Have child 5-11	Have child 12-17	Have dependent at home aged 18+		Older adult, no child at home
<b>SUSTAINABLE ECONOMIES</b>														
Place to work	62	59	67	57	59	63	70	58	43	61	56	63	70	64
Place to own or operate a business	59	57	63	66	51	58	63	58	57	57	49	51	64	62
Economic development	47	45	49	54	43	44	48	48	49	44	45	38	49	41
Local town centre development/activation	48	47	49	55	45	45	49	53	45	44	43	44	48	43
Place to visit	77	74	80	75	77	76	81	73	72	76	75	76	80	77
Tourism and destination marketing	50	50	50	52	50	47	52	49	54	49	53	45	51	51
Education and life-long learning opportunities	49	47	53	47	49	51	51	45	49	51	49	45	54	46
Library services	73	72	74	72	72	72	74	70	74	70	75	71	74	73

# Community variances

	Total	Gender		Age				Lifestage						Live with disability
		Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Younger adult, no child at home	Have child 0-4	Have child 5-11	Have child 12-17	Have dependent at home aged 18+	Older adult, no child at home	
<b>SUSTAINABLE GOVERNANCE</b>														
Has developed and communicated a clear vision for the area (% agree)	27	24	31	33	21	21	36	25	24	17	24	21	28	32
Council's leadership	53	50	56	47	52	53	58	47	48	49	51	51	57	59
Governing organisation	57	54	59	51	56	57	62	56	54	53	58	53	61	61
Community engagement on local issues	50	48	53	46	51	50	54	50	48	50	48	48	54	53
Has a good understanding of community needs (% agree)	26	27	28	22	27	21	38	19	21	26	33	22	31	37
Listens to and respects community views (% agree)	27	25	31	22	31	22	34	21	30	25	36	26	29	36
Explains reasons for decisions and how community views are considered (% agree)	23	21	24	29	20	18	26	22	23	13	24	15	24	25
Communication	52	51	53	49	52	51	57	50	51	50	49	50	55	51
Shire's website	55	54	56	46	56	55	60	50	50	53	52	55	59	51
Monthly newsletter	53	50	58	40	55	56	60	45	48	51	51	56	58	55
Local community newspaper updates	52	49	55	46	49	54	57	52	45	48	47	55	55	52
The Shire's presence on social media	51	47	55	48	53	49	56	51	50	49	52	51	52	47
Customer service	61	59	63	56	61	61	66	62	57	59	61	56	66	63
Change management / innovation	52	49	55	48	47	54	58	46	46	50	50	50	58	54
Grant / rebates information and assistance	46	45	48	43	45	46	51	45	41	49	47	44	52	51
Financial management	46	42	50	37	43	48	54	37	41	39	47	46	52	52

# Place variances

# Place variances

	Total	Place			Foothills				Hills							Rural	
		Foothills	Hills	Rural	Helena Valley / Bellevue	Swan View / Midvale	Greenmount	Darlington / Boya	Glen Forrest / Mahogany Creek	Hovea	Mount Helena	Mundaring	Parkerville	Sawyers Valley	Stoneville	Chidlow	Wooroloo
<b>SUSTAINABLE ENVIRONMENTS</b>																	
Climate action	54	54	55	<b>48</b>	53	55	53	58	<b>47</b>	50	55	<b>59</b>	<b>63</b>	<b>49</b>	54	50	<b>36</b>
Environmental management and conservation	56	55	57	<b>50</b>	58	<b>51</b>	59	60	57	<b>63</b>	56	59	54	58	<b>50</b>	52	<b>44</b>
Lake Leschenaultia	70	70	70	<b>64</b>	72	67	<b>75</b>	<b>75</b>	72	<b>79</b>	67	71	71	71	<b>65</b>	67	<b>56</b>
Waste management services	53	<b>45</b>	<b>59</b>	<b>46</b>	<b>43</b>	<b>45</b>	50	<b>64</b>	<b>62</b>	<b>60</b>	53	<b>61</b>	53	<b>65</b>	57	52	<b>33</b>
Public health management (noise, pests, etc)	58	59	58	<b>51</b>	62	56	62	<b>64</b>	59	62	<b>46</b>	59	<b>65</b>	60	59	<b>50</b>	55
Natural disaster education, prep and prevention	62	60	64	58	61	<b>56</b>	64	<b>69</b>	61	63	60	<b>69</b>	59	<b>70</b>	59	58	59
Natural disaster response and relief	68	66	69	66	64	67	69	<b>76</b>	70	<b>63</b>	<b>58</b>	71	<b>73</b>	<b>75</b>	64	66	67
Stormwater management and drainage	50	53	50	<b>40</b>	52	53	<b>55</b>	54	53	50	<b>45</b>	53	46	52	50	<b>40</b>	<b>38</b>

# Place variances

	Total	Place			Foothills			Hills								Rural	
		Foothills	Hills	Rural	Helena Valley / Bellevue	Swan View / Midvale	Greenmount	Darlington / Boya	Glen Forrest / Mahogany Creek	Hovea	Mount Helena	Mundaring	Parkerville	Sawyers Valley	Stoneville	Chidlow	Wooroloo
<b>SUSTAINABLE COMMUNITIES</b>																	
Place to live	80	75	82	81	74	74	79	85	86	83	76	86	75	87	80	82	76
Youth services and facilities	51	52	51	46	57	48	53	52	52	44	53	49	46	55	52	46	45
Family and children's services and facilities	54	54	56	44	57	49	56	60	58	66	56	55	47	52	57	43	49
Seniors' services and facilities	54	51	56	50	59	45	44	61	56	69	46	57	51	64	60	50	53
Universal access and inclusion	58	59	58	52	62	55	57	64	59	62	49	60	60	52	55	56	43
Reconciliation action	59	60	58	58	66	56	53	56	58	62	55	66	59	58	48	64	40
Volunteer support services	59	61	59	51	66	57	56	67	55	68	56	61	58	64	56	52	49
Health and community services	57	56	57	59	58	56	51	55	59	59	53	58	57	62	55	64	42
Sport and recreation services and facilities	66	60	69	66	61	59	63	69	70	67	69	72	64	67	69	66	72
Art, culture and creative activities	65	63	68	54	65	58	66	74	72	72	60	73	63	66	63	51	64
Festivals, markets and community events	64	58	67	62	62	54	57	76	73	61	65	67	58	61	61	61	62
Safety and crime prevention	51	46	54	49	53	37	48	61	58	55	41	56	51	58	55	52	45
Lighting of streets and public places	53	52	54	53	50	51	58	57	57	56	45	59	51	60	53	57	43
Animal management	57	56	57	58	58	51	66	61	57	58	56	57	57	56	56	59	57

# Place variances

	Total	Place			Foothills			Hills								Rural	
		Foothills	Hills	Rural	Helena Valley / Bellevue	Swan View / Midvale	Greenmount	Darlington / Boya	Glen Forrest / Mahogany Creek	Hovea	Mount Helena	Mundaring	Parkerville	Sawyers Valley	Stoneville	Chidlow	Wooroloo
<b>SUSTAINABLE PLACES</b>																	
Planning services	48	50	47	44	51	50	46	52	50	48	42	49	43	55	43	44	43
Housing	40	41	39	42	39	46	31	40	37	37	31	40	41	44	43	50	26
Heritage services	58	59	58	52	59	59	59	67	63	56	52	61	48	61	55	51	53
Public buildings, halls and toilets	59	57	61	51	58	55	57	68	64	61	53	65	53	69	61	52	49
Parks, playgrounds and reserves	61	53	65	57	53	52	60	73	71	69	61	68	51	68	61	59	51
Streetscapes, trees and verges	45	45	47	37	47	43	42	52	53	57	35	49	40	56	43	41	28
Footpaths, trails and cycleways	49	49	51	44	47	48	56	49	56	59	51	55	38	51	48	48	32
Roads - local roads	51	48	54	38	43	52	57	53	57	60	52	59	45	62	52	38	37
Roads - main roads	50	49	52	43	48	51	44	53	50	50	49	52	55	55	54	45	38
Public transport	41	47	40	31	40	55	54	41	45	26	41	40	31	50	36	30	32

# Place variances

	Total	Place			Foothills			Hills								Rural	
		Foothills	Hills	Rural	Helena Valley / Bellevue	Swan View / Midvale	Greenmount	Darlington / Boya	Glen Forrest / Mahogany Creek	Hovea	Mount Helena	Mundaring	Parkerville	Sawyers Valley	Stoneville	Chidlow	Wooroloo
<b>SUSTAINABLE ECONOMIES</b>																	
Place to work	62	65	62	58	63	66	72	67	67	71	53	61	53	68	66	57	62
Place to own or operate a business	59	61	59	54	57	64	67	61	58	64	58	60	50	60	68	53	55
Economic development	47	48	46	44	48	49	46	54	48	41	41	46	46	48	43	48	29
Local town centre development/activation	48	48	48	45	47	49	47	59	46	53	49	47	41	46	47	50	29
Place to visit	77	72	79	80	71	70	79	82	75	83	79	82	76	78	80	84	71
Tourism and destination marketing	50	48	50	54	46	53	45	47	51	59	49	55	45	55	49	56	46
Education and life-long learning opportunities	49	51	50	40	53	48	49	53	49	59	46	55	46	54	52	40	42
Library services	73	70	75	68	73	64	73	84	77	74	68	76	68	69	70	67	70

# Place variances

	Total	Place			Foothills			Hills									Rural	
		Foothills	Hills	Rural	Helena Valley / Bellevue	Swan View / Midvale	Greenmount	Darlington / Boya	Glen Forrest / Mahogany Creek	Hovea	Mount Helena	Mundaring	Parkerville	Sawyers Valley	Stoneville	Chidlow	Woorlloo	
<b>SUSTAINABLE GOVERNANCE</b>																		
Has developed and communicated a clear vision for the area (% agree)	27	23	30	19	24	26	13	31	26	42	35	31	21	30	35	24	10	
Council's leadership	53	50	55	49	47	53	51	60	54	64	52	60	51	59	50	50	45	
Governing organisation	57	54	59	52	53	54	60	62	60	71	51	64	55	64	54	55	47	
Community engagement on local issues	50	47	53	49	48	46	47	59	52	65	50	55	49	60	45	52	44	
Has a good understanding of community needs (% agree)	26	19	32	20	17	21	17	39	31	41	26	35	24	44	32	19	24	
Listens to and respects community views (% agree)	27	19	32	24	17	22	17	46	31	49	26	32	24	41	26	24	20	
Explains reasons for decisions and how community views are considered (% agree)	23	19	25	22	19	24	7	35	16	49	20	23	17	35	33	27	14	
Communication	52	47	55	48	47	46	54	61	53	64	57	55	59	62	45	49	45	
Shire's website	55	54	56	51	52	56	60	58	56	63	54	57	52	58	54	51	50	
Monthly newsletter	53	48	57	44	48	49	44	60	60	59	54	59	55	67	51	42	53	
Local community newspaper updates	52	47	54	50	43	52	51	56	50	79	49	58	53	61	51	51	43	
Social media presence	51	48	54	43	49	47	50	62	50	57	53	60	51	62	46	47	32	
Customer service	61	60	62	57	59	59	68	67	65	72	56	64	57	72	59	58	53	
Change management / innovation	52	50	53	53	48	51	54	57	52	59	46	58	48	62	52	54	50	
Grant / rebates information and assistance	46	41	50	42	39	49	30	53	47	49	53	48	43	52	52	43	39	
Financial management	46	43	47	45	38	47	60	52	47	65	38	52	45	56	42	46	44	

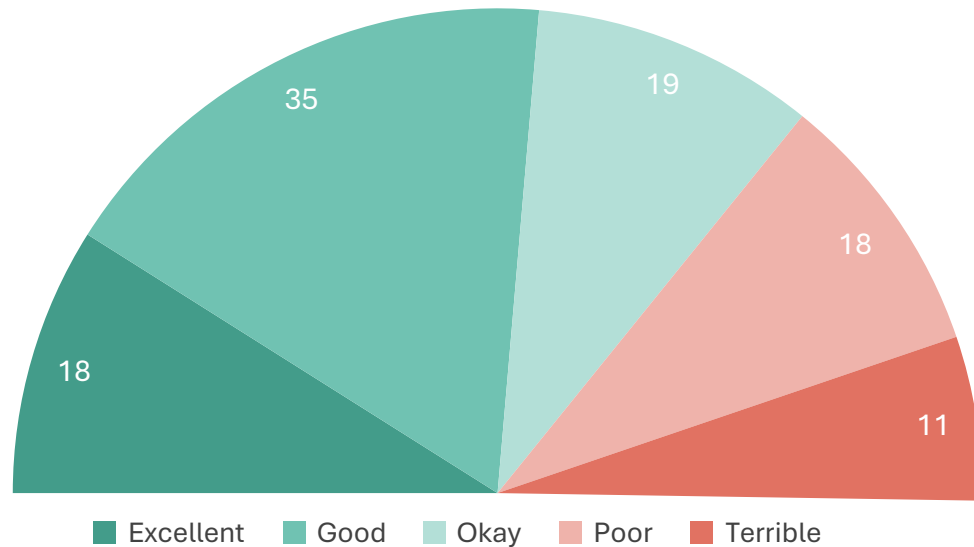
# Local business views

# Place to own or operate a business

among local business owners and operators

## Performance ratings

% of respondents



73%  
Positive rating\*

58  
Performance Index Score (out of 100)

### MARKYT Industry Standards

Performance index score



Shire of Mundaring	58
Industry High	75
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 57).

# MARKYT Community Priorities | Business owners / operators

- Sustainable environments
  - 1 Climate action
  - 2 Environmental management and conservation
  - 3 Lake Leschenaultia
  - 4 Waste management
  - 5 Public health management
  - 6 Natural disaster education/prevention
  - 7 Emergency response / relief
  - 8 Stormwater management and drainage
- Sustainable communities
  - 9 Youth services and facilities
  - 10 Family and children's services and facilities
  - 11 Seniors' services and facilities
  - 12 Universal access and inclusion
  - 13 Reconciliation action
  - 14 Volunteer support services
  - 15 Health and community services
  - 16 Sport and recreation services and facilities
  - 17 Art, culture and creative activities
  - 18 Festivals, markets and community events
  - 19 Safety and crime prevention
  - 20 Lighting of streets and public places
  - 21 Animal management
- Sustainable places
  - 22 Planning services
  - 23 Housing
  - 24 Heritage services
  - 25 Public buildings, halls and toilets
  - 26 Parks, playgrounds and reserves
  - 27 Streetscapes, trees and verges
  - 28 Footpaths, trails and cycleways
  - 29 Local roads
  - 30 Main roads
  - 31 Public transport
- Sustainable economies
  - 32 Economic development
  - 33 Development/activation of your local town centre
  - 34 Tourism and destination marketing
  - 35 Education and life-long learning opportunities
  - 36 Library services
- Sustainable governance
  - 37 Community engagement on local issues
  - 38 Communication
  - 39 Customer service
  - 40 Embracing change, innovation and technology
  - 41 Shire grants, subsidies and rebates



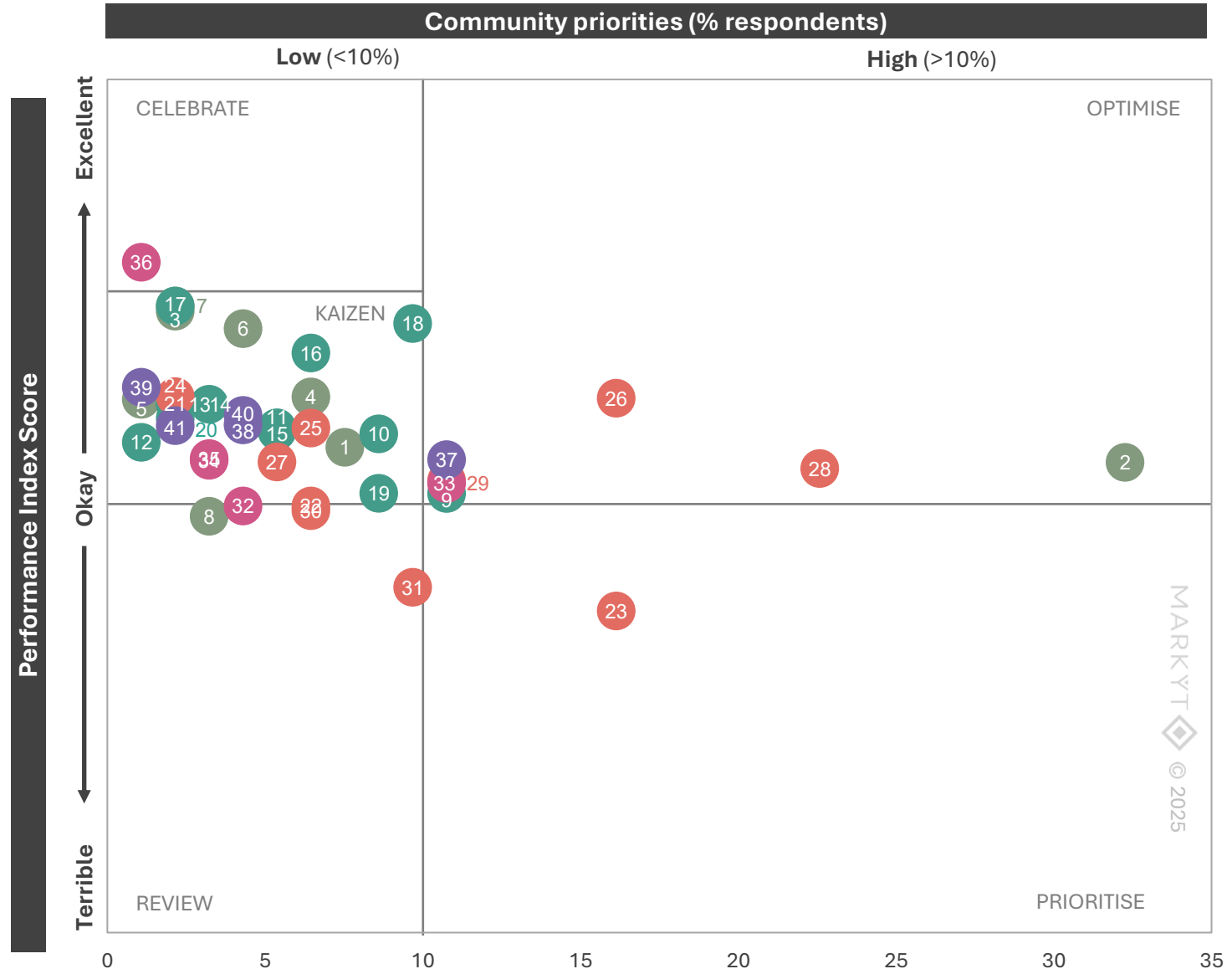
MARKYT  © 2025

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 = 71)

# Other stakeholder views

- Sustainable environments
  - 1 Climate action
  - 2 Environmental management and conservation
  - 3 Lake Leschenaultia
  - 4 Waste management
  - 5 Public health management
  - 6 Natural disaster education/prevention
  - 7 Emergency response / relief
  - 8 Stormwater management and drainage
- Sustainable communities
  - 9 Youth services and facilities
  - 10 Family and children's services and facilities
  - 11 Seniors' services and facilities
  - 12 Universal access and inclusion
  - 13 Reconciliation action
  - 14 Volunteer support services
  - 15 Health and community services
  - 16 Sport and recreation services and facilities
  - 17 Art, culture and creative activities
  - 18 Festivals, markets and community events
  - 19 Safety and crime prevention
  - 20 Lighting of streets and public places
  - 21 Animal management
- Sustainable places
  - 22 Planning services
  - 23 Housing
  - 24 Heritage services
  - 25 Public buildings, halls and toilets
  - 26 Parks, playgrounds and reserves
  - 27 Streetscapes, trees and verges
  - 28 Footpaths, trails and cycleways
  - 29 Local roads
  - 30 Main roads
  - 31 Public transport
- Sustainable economies
  - 32 Economic development
  - 33 Development/activation of your local town centre
  - 34 Tourism and destination marketing
  - 35 Education and life-long learning opportunities
  - 36 Library services
- Sustainable governance
  - 37 Community engagement on local issues
  - 38 Communication
  - 39 Customer service
  - 40 Embracing 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 = 93)

# MARKYT Community Priorities | Shire affiliates

- Sustainable environments
  - 1 Climate action
  - 2 Environmental management and conservation
  - 3 Lake Leschenaultia
  - 4 Waste management
  - 5 Public health management
  - 6 Natural disaster education/prevention
  - 7 Emergency response / relief
  - 8 Stormwater management and drainage
- Sustainable communities
  - 9 Youth services and facilities
  - 10 Family and children's services and facilities
  - 11 Seniors' services and facilities
  - 12 Universal access and inclusion
  - 13 Reconciliation action
  - 14 Volunteer support services
  - 15 Health and community services
  - 16 Sport and recreation services and facilities
  - 17 Art, culture and creative activities
  - 18 Festivals, markets and community events
  - 19 Safety and crime prevention
  - 20 Lighting of streets and public places
  - 21 Animal management
- Sustainable places
  - 22 Planning services
  - 23 Housing
  - 24 Heritage services
  - 25 Public buildings, halls and toilets
  - 26 Parks, playgrounds and reserves
  - 27 Streetscapes, trees and verges
  - 28 Footpaths, trails and cycleways
  - 29 Local roads
  - 30 Main roads
  - 31 Public transport
- Sustainable economies
  - 32 Economic development
  - 33 Development/activation of your local town centre
  - 34 Tourism and destination marketing
  - 35 Education and life-long learning opportunities
  - 36 Library services
- Sustainable governance
  - 37 Community engagement on local issues
  - 38 Communication
  - 39 Customer service
  - 40 Embracing change, innovation and technology
  - 41 Shire grants, subsidies and rebates



MARKYT © 2025

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 = 30)



CATALYSE® has been a long-term supporter of State and Local Government, delivering strategic planning and research services to build community and organisation value since 2003.

**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 have been embraced by councils across Australia. They include the FUTYR® Council Plan, MARKYT® Community Scorecard, MARKYT® Wellbeing Scorecard and CULTYR® Employee Scorecard.

We also develop bespoke, customised projects, plans and strategies relating to KPI reporting, project evaluations, workforce planning, communication and engagement, community safety, animal management, climate change and sustainable practices, youth services, seniors' services, art and culture, social impact assessments and lots more.

Please **reach out** to chat about your needs.

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

Phone +618 9212 1900

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

Office 1, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

ABN 20 108 620 855