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MARKYT 

# Community Scorecard

## 2025

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Prepared for



Prepared by





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# Strategic overview

## Vision



19

% agree

8% points below Industry Average  
and down 7% points from 2020

## Liveability

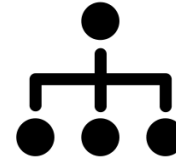


76

Performance Index Score

2 points above Industry Average  
and down 6 points from 2020

## Governance



50

Performance Index Score

1 point below Industry Average  
and down 8 points from 2020

## Finance



41

Performance Index Score

On par with the Industry Average  
and down 9 points from 2020

### Top 3 performers

- Library services and facilities
- Marine facilities (boat ramps, jetties, etc)
- Sport and recreation

### Stronger compared to other councils

- Local roads
- Seniors' services and facilities
- Lighting of streets and public places

### Priorities

#### Asset management



Parks, playgrounds and reserves



Footpaths, trails and cycleways



Local roads



Streetscapes, trees and verges



Safety and crime prevention



Housing



Aged care and accommodation



Pest management (weeds, feral animals, etc)

#### Advocacy



Sport and recreation

# Approach

# Purpose



## Department of Local Government, Sport and Cultural Industries

The Local Government Act requires local councils to develop a **Strategic Community Plan**. The IP&R guidelines suggest this plan has a major review every four years, and a minor review every two years.

## MARKYT Community Scorecard

The Shire of Harvey commissioned a MARKYT® Community Scorecard to:

- Support a review of its Strategic Community Plan
- Assess performance against objectives and key performance indicators (KPIs) in the Strategic Community Plan
- Determine community priorities
- Benchmark performance



# The Study

Shire of Harvey commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

CATALYSE® mailed scorecards to all households and residential PO Boxes in the Shire via Australia Post unaddressed mail, and hosted the scorecard online. The Shire of Harvey provided all supporting promotions through its communication channels.

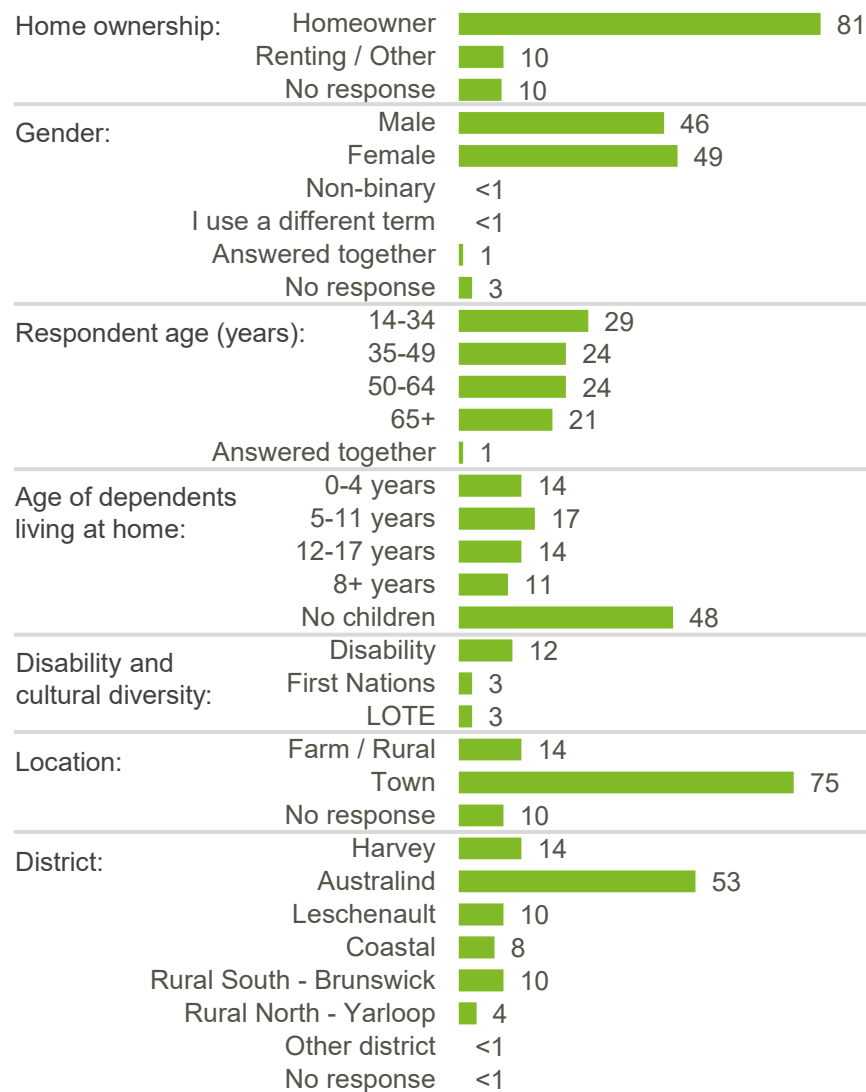
The scorecard was open from 14 February to 14 March 2025 and was completed by **1,991 community members** with various connections to the Shire.

Resident	Business owner / operator	Community organisation manager / committee member	Out of area ratepayer / visitor	Elected Member or Shire employee / affiliate
1,895	238	453	18	51

The main body of the report presents results from residents, results from other community groups are reported at the end of this report.

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

## % of respondents (weighted)



LOTE: Language other than English

Over 20+ years, CATALYSE® has conducted community and/or business perceptions surveys for more than 70 councils across Australia (listed below). When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders.

### Perth Region

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

### Wheatbelt Region

Chittering  
Dandaragan  
Gingin  
Merredin  
Narrogin  
Northam  
Pingelly  
Toodyay  
York

### Southwest Region

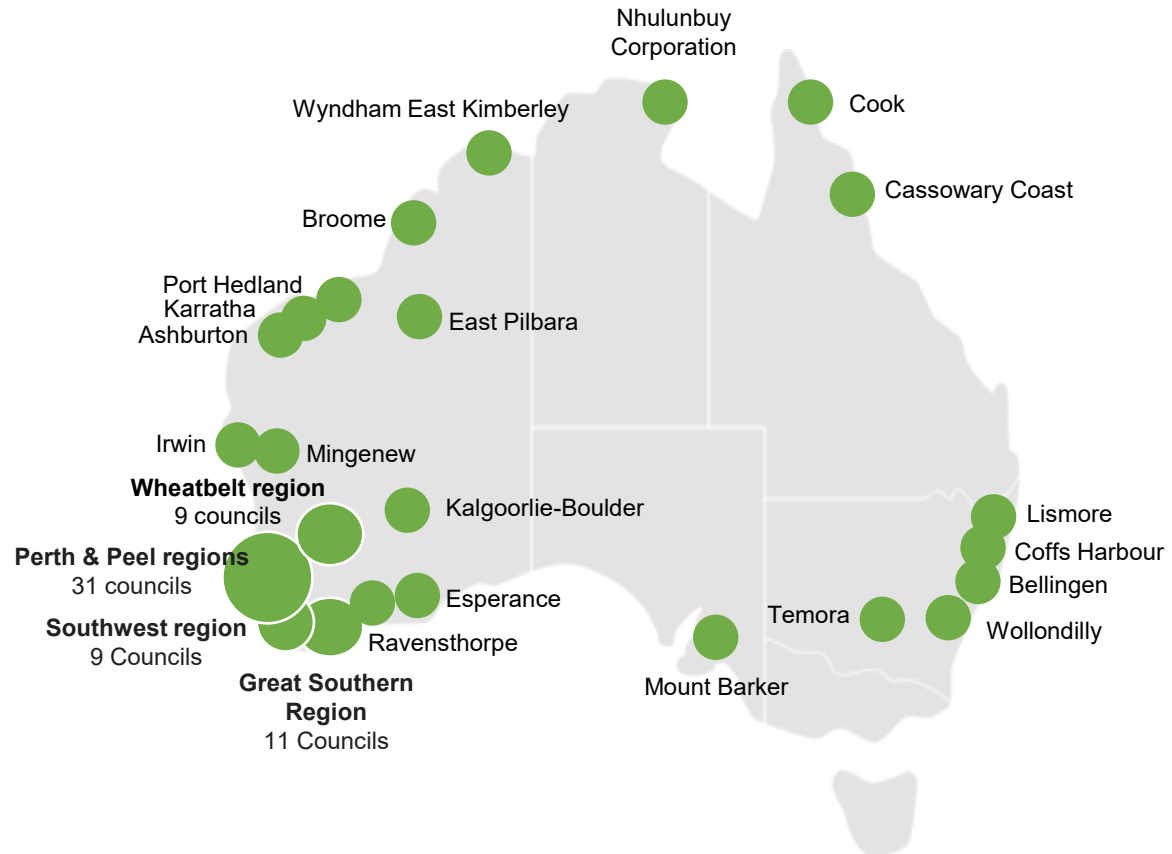
Augusta-Margaret River  
Bridgetown-Greenbushes  
Bunbury  
Busselton  
Capel  
Collie  
Dardanup  
Donnybrook-Balingup  
Harvey

### Great Southern Region

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

### Peel Region

Boddington  
Mandurah  
Murray  
Serpentine-Jarrahdale



*Note: in this report, average and high scores are calculated from a subset of these councils that have completed a MARKYT® accredited study within the past three years.*



# How to read MARKYT® performance dashboards

## Performance Ratings

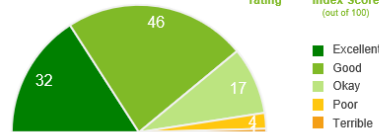
The chart shows community perceptions of performance on a five point scale from excellent to terrible.

### Positive rating

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

#### Performance ratings

% of respondents



95%  
Positive rating\*

76  
Performance Index Score (out of 100)

#### Trend Analysis

Performance Index Score



#### MARKYT® Industry Standards

Performance Index Score



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

### Score

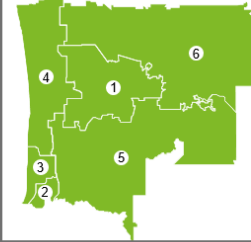
100  
75  
50  
25  
0

### Average Rating

Excellent  
Good  
Okay  
Poor  
Terrible

#### Geographical variances

Performance Index Score



#### Local area planning district

1 Harvey	75
2 Australind	77
3 Leschenault	78
4 Coastal	78
5 Rural South – Brunswick	72
6 Rural North – Yarloop	63

Farm / Rural 76  
Town 76

Excellent range (100 ± 12.5 index pts)  
Good range (75 ± 12.5 index pts)  
Okay range (50 ± 12.5 index pts)  
Poor range (25 ± 12.5 index pts)  
Terrible range (0 ± 12.5 index pts)

#### Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	74	0-4 years	71	Disability	73
Female	78	5-11 years	72	First Nations	66
Age	14-34 years	12-17 years	74	Mainly speak LOTE	76
	35-49 years	18+ years	76	Home ownership	77
	50-64 years	No children	79	Homeowner	77
	65+ years		81	Renting / other	72

## Geographical variances

Maps variances across the region by location.

## Community variances

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

**Trend analysis** shows how performance varies over time.

**MARKYT® Industry Standards** Show Council performance compared to other councils.

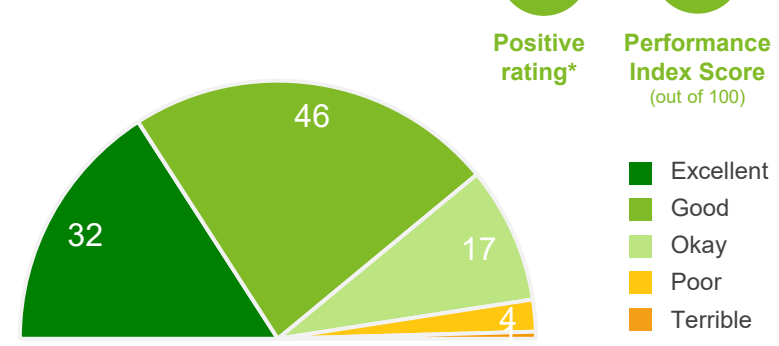
**Council Score** is the Council's performance index score.  
**Industry High** is the highest score achieved by participating councils.  
**Industry Average** is the average score among participating.

Overall Performance

# Place to live

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



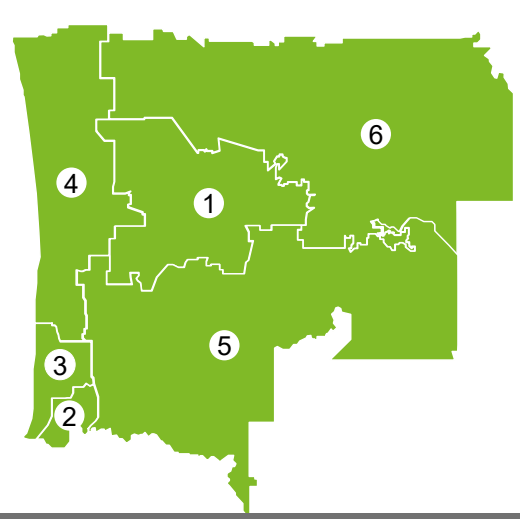
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	75
2	Australind	77
3	Leschenault	78
4	Coastal	78
5	Rural South – Brunswick	72
6	Rural North – Yarloop	63
Farm / Rural		76
Town		76

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	74	0-4 years	71	Disability	73
Female	78	5-11 years	72	First Nations	66
Age		12-17 years	74	Mainly speak LOTE	76
		18+ years	76	Home ownership	
		No children	79	Homeowner	77
				Renting / other	72
14-34 years	71				
35-49 years	74				
50-64 years	79				
65+ years	81				

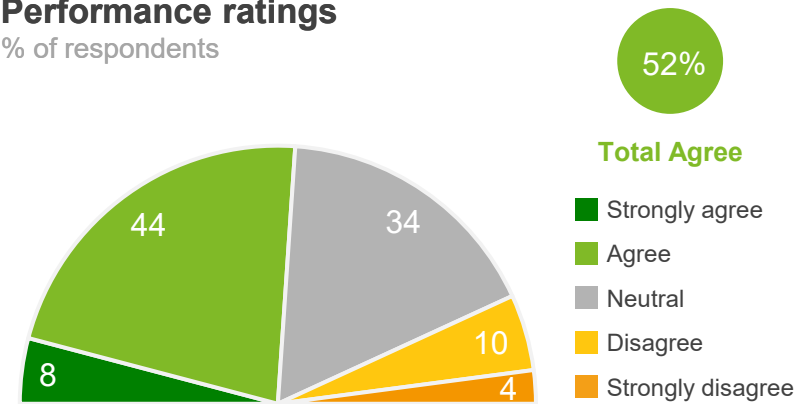
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1890). \* Positive Rating = excellent, good + okay

# I feel like I belong in my local community

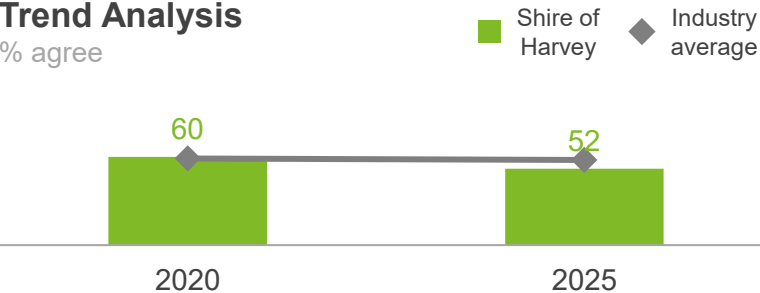
## Performance ratings

% of respondents



## Trend Analysis

% agree



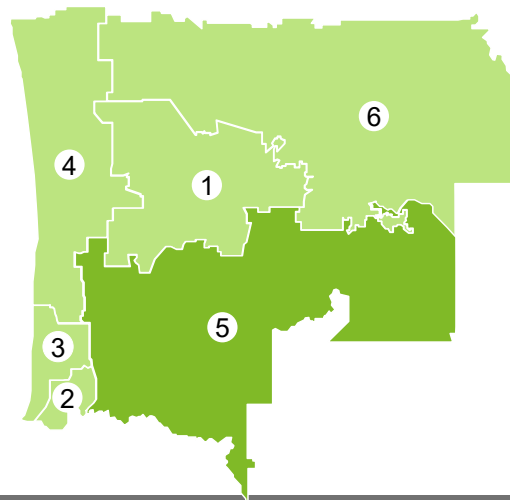
## MARKYT Industry Standards

% agree



## Geographical variances

% agree



### Local area planning district

1	Harvey	57
2	Australind	50
3	Leschenault	44
4	Coastal	58
5	Rural South – Brunswick	63
6	Rural North – Yarloop	49
Farm / Rural		56
Town		51

- Strongly agree (100% agree  $\pm$  12.5%)
- Agree (75% agree  $\pm$  12.5%)
- Neutral (50% agree  $\pm$  12.5%)
- Disagree (25% agree  $\pm$  12.5%)
- Strongly disagree (0% agree  $\pm$  12.5%)

## Community variances

% agree

Gender		Age of children		Disability & culture	
Male	53	0-4 years	49	Disability	49
Female	52	5-11 years	43	First Nations	42
Age		12-17 years	43	Mainly speak LOTE	50
		18+ years	53	Home ownership	
		No children	55		
14-34 years	51			Homeowner	51
35-49 years	45			Renting / other	62
50-64 years	51				
65+ years	63				

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

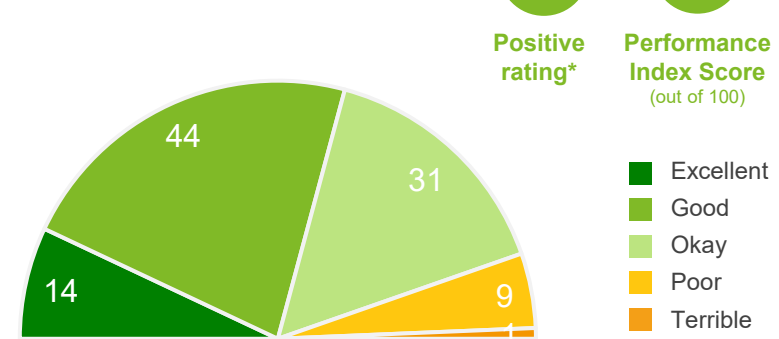
Base: All respondents, excludes 'unsure' and 'no response' (n = 1808).



# Place to work

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



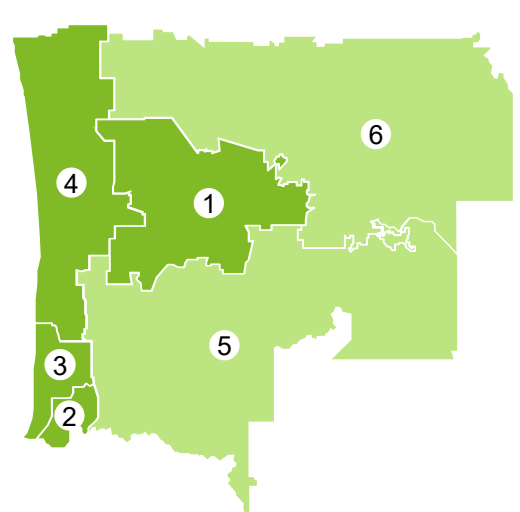
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1 Harvey	64
2 Australind	68
3 Leschenault	67
4 Coastal	63
5 Rural South – Brunswick	62
6 Rural North – Yarloop	50
Farm / Rural	61
Town	67

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	63	0-4 years	64	Disability	62
Female	67	5-11 years	60	First Nations	53
Age	14-34 years	12-17 years	62	Mainly speak LOTE	66
	35-49 years	18+ years	69	Home ownership	
	50-64 years	No children	68	Homeowner	66
	65+ years			Renting / other	61

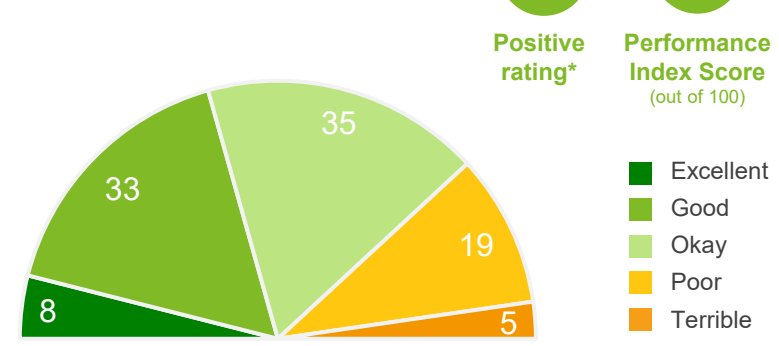
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1367). \* Positive Rating = excellent, good + okay

# Place to own or operate a business

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



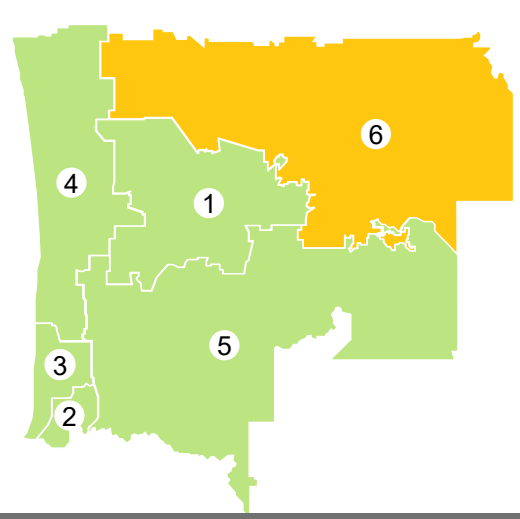
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	48
2	Australind	62
3	Leschenault	55
4	Coastal	54
5	Rural South – Brunswick	51
6	Rural North – Yarloop	30
Farm / Rural		50
Town		57

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-4 years	55	Disability	53
Female	57	5-11 years	52	First Nations	51
Age		12-17 years	55	Mainly speak LOTE	61
		18+ years	58	Home ownership	
		No children	56	Homeowner	56
				Renting / other	54
14-34 years	56				
35-49 years	51				
50-64 years	57				
65+ years	58				

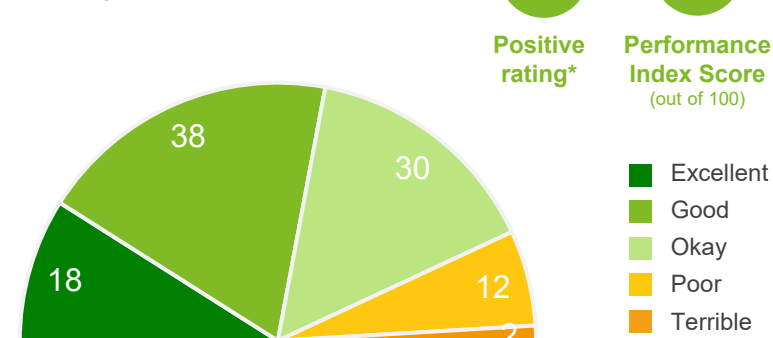
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1081). \* Positive Rating = excellent, good + okay

# Place to visit

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



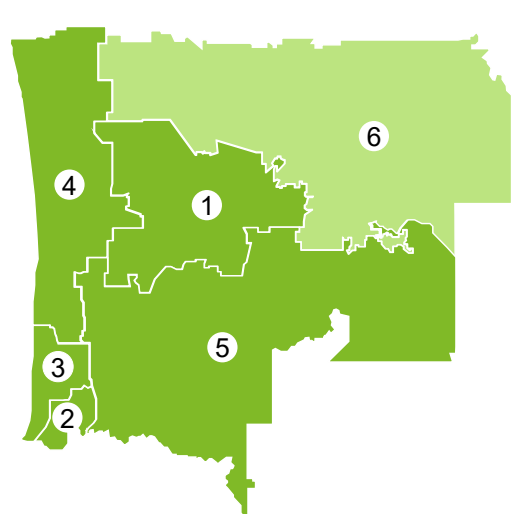
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	63
2	Australind	65
3	Leschenault	68
4	Coastal	72
5	Rural South – Brunswick	64
6	Rural North – Yarloop	46
Farm / Rural		62
Town		65

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	63	0-4 years	62	Disability	62
Female	66	5-11 years	60	First Nations	60
Age		12-17 years	62	Mainly speak LOTE	66
		18+ years	62	Home ownership	
		No children	67	Homeowner	64
				Renting / other	67
14-34 years	63				
35-49 years	61				
50-64 years	65				
65+ years	71				

Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 1791). \* Positive Rating = excellent, good + okay

MARKYT  industry comparisons



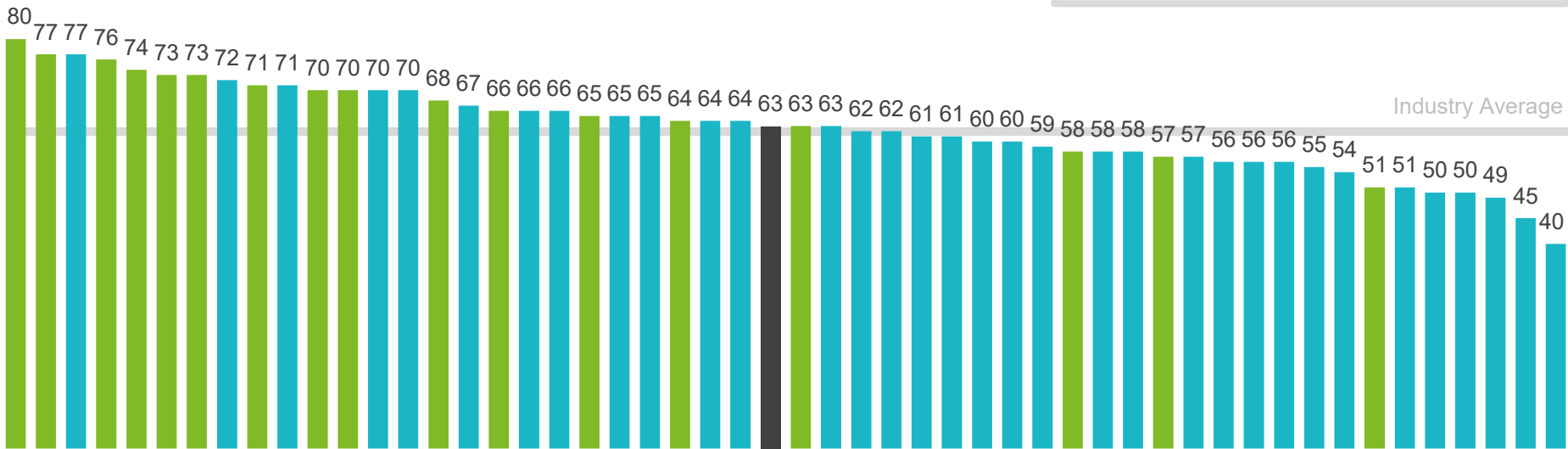
# Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of Shire of Harvey as a 'place to live' and as a 'governing organisation'. The overall performance index score is 63 out of 100, on par with the industry average.


## Overall Performance Index Score

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


- Shire of Harvey
- Metropolitan Councils
- Regional Councils



MARKYT

 Industry Standards

Performance Index Score



Shire of Harvey	63
Industry High	80
Industry Average	63

# How to read the MARKYT Benchmark Matrix

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

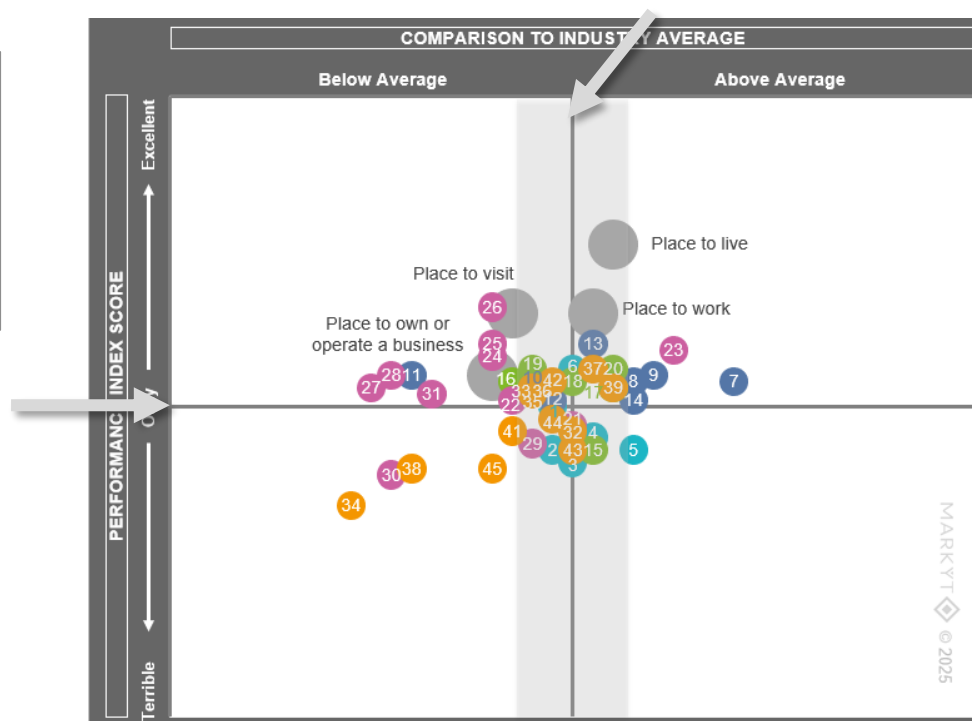
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

- Governance
- Assets
- Compliance
- Discretionary
- Advocacy

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

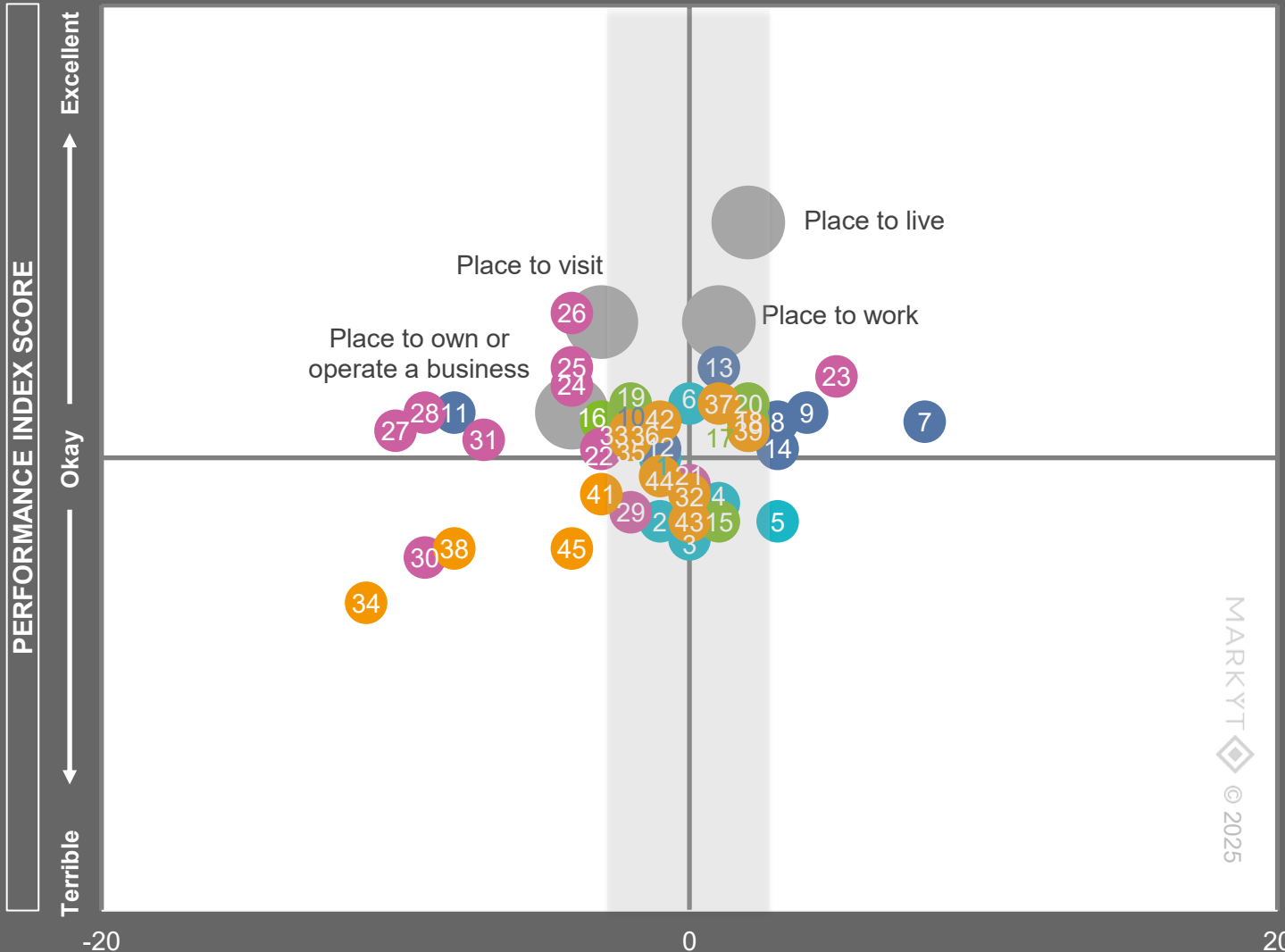


# MARKYT Benchmark Matrix

## COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Governing organisation
- 2 Council's leadership
- 3 Financial management
- 4 Communication (local issues, services)
- 5 Community engagement on local issues
- 6 Customer service
- 7 Local roads
- 8 Footpaths, trails and cycleways
- 9 Lighting of streets and public places
- 10 Public buildings, halls and toilets
- 11 Parks, playgrounds and reserves
- 12 Streetscapes, trees and verges
- 13 Marine facilities
- 14 Stormwater management and drainage
- 15 Planning services
- 16 Heritage services
- 17 Universal access and inclusion
- 18 Ranger services
- 19 Waste management
- 20 Environmental health services
- 21 Youth services and facilities
- 22 Family and children's services
- 23 Seniors' services and facilities
- 24 Reconciliation action
- 25 Sport and recreation
- 26 Library services and facilities
- 27 Art, culture and creative activities
- 28 Festivals, markets and events
- 29 Town centre development and activation
- 30 Tourism and destination marketing
- 31 Volunteer support services
- 32 Safety and crime prevention
- 33 Health and community services
- 34 Housing
- 35 Aged care and accommodation
- 36 Water supply and sewerage services
- 37 Main roads
- 38 Public transport
- 39 Environmental management
- 40 Pest management
- 41 Climate action
- 42 Emergency management
- 43 Economic development and job creation
- 44 Education and life-long learning
- 45 Telecommunications and internet

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

MARKYT  community trends



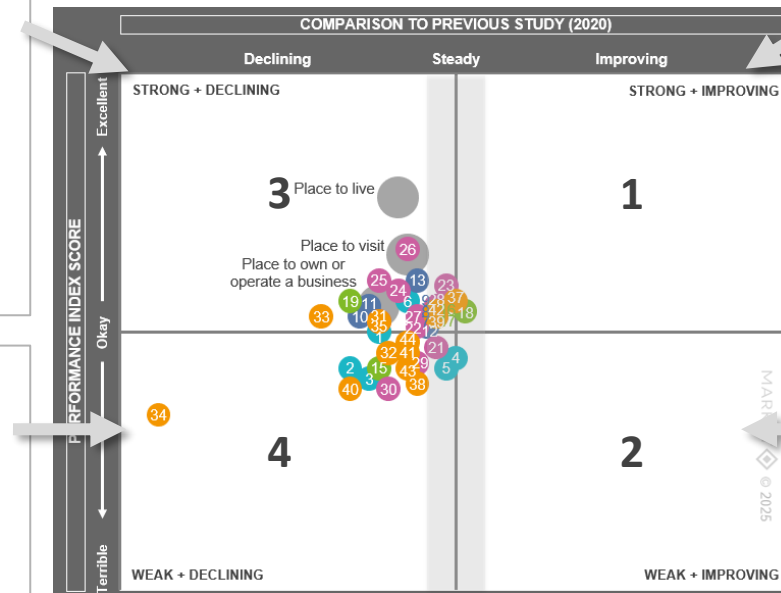
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

**Window 3** includes higher performing services in decline. **Arrest decline** for:

- Health and community services
- Waste management
- Public buildings, halls and toilets
- Parks, playgrounds and reserves
- Sport and recreation
- Volunteer support services
- Aged care and accommodation
- Governing organisation

**Window 4** includes lower performing areas in decline. The **main concerns** include:

- Housing
- Council's leadership
- Pest management
- Financial management
- Planning services
- Safety and crime prevention
- Tourism and destination marketing



**Window 1** includes higher performing areas that have improved.

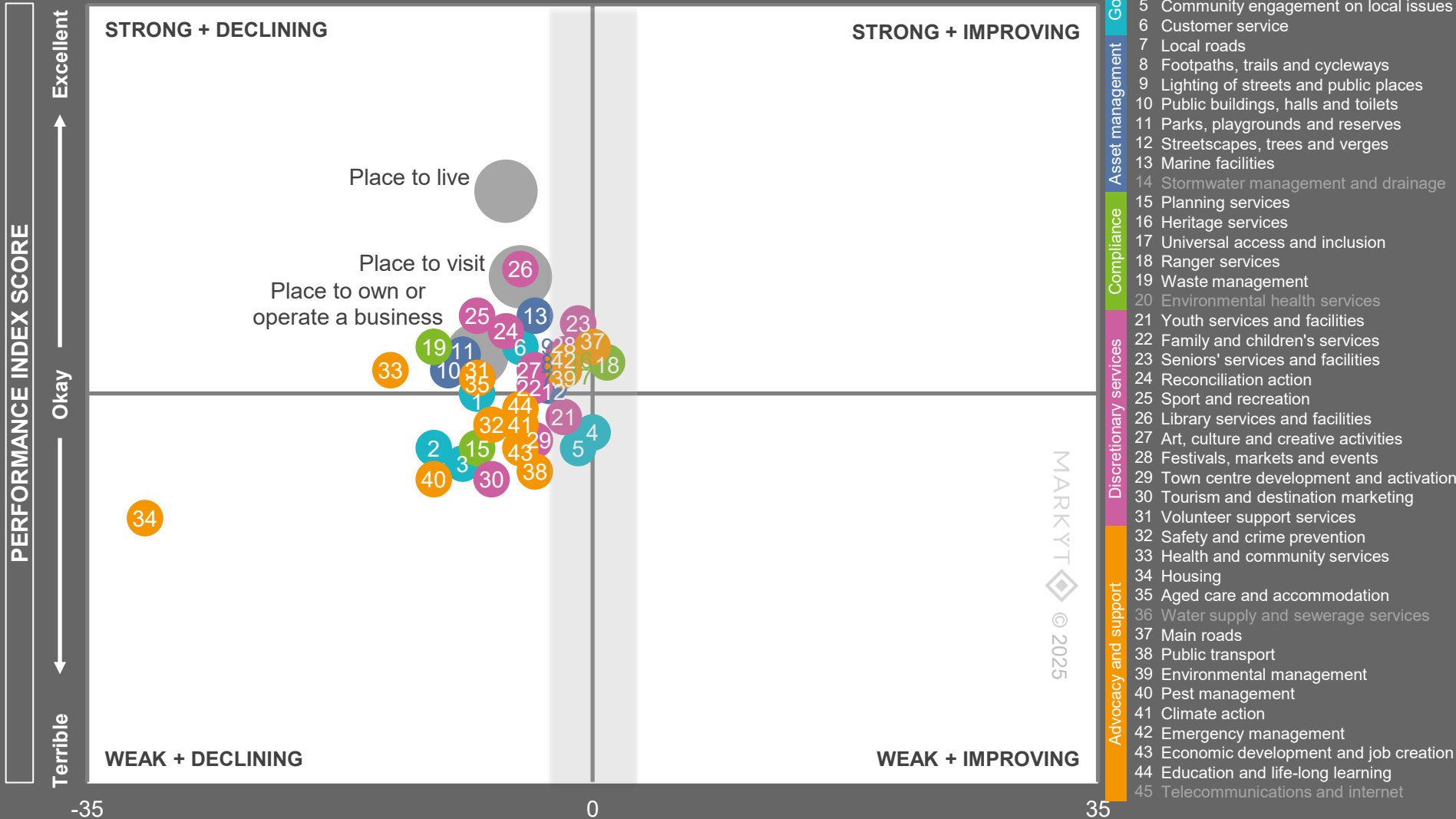
- Ranger services (slight improvement)

**Window 2** includes lower performing areas that are improving.

There are no services in this window.

# MARKYT Community Trends Window

## COMPARISON TO PREVIOUS STUDY (2020)



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

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

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

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

**REVIEW** lower performing areas.



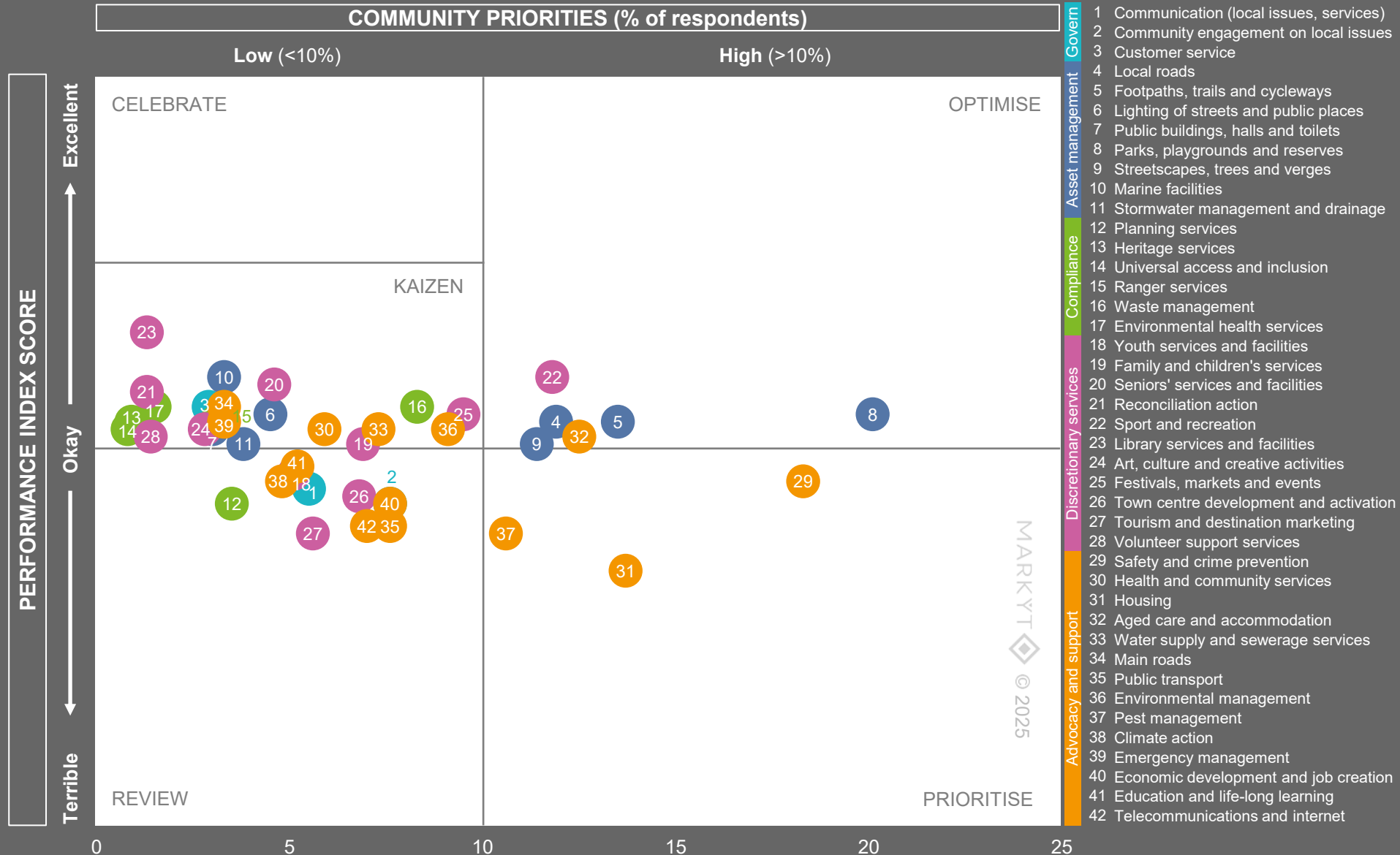
**OPTIMISE** higher performing services where the community would like enhancements to better meet their needs.

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

Services are grouped in five areas:

- Governance
- Assets
- Compliance
- Discretionary
- Advocacy

# MARKYT Community Priorities



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 Harvey to focus on improving? Base: All respondents, excludes no response (n=1673)

Addressing community priorities



### Community driven actions

- Advocate for a greater Police presence, more patrols and for local stations to be manned more often.
- Advocate for additional ranger and safety patrols to supplement police.
- Improve environmental design (e.g. street lighting and CCTV installation).
- Engage the local community and support the Neighbourhood Watch.
- Address dangerous driving (e.g. cameras, reducing speed limits or install calming devices on problem roads).
- Provide youth programs and activities.

### Community Voices

*"More police presence in the town."*

*"Possibly extend ranger service, which should work closely with police."*

*"The police station still doesn't run 24 hrs in Australind, leaving it to Bunbury to service the area and often Bunbury police station are running short on staff, this poses a massive risk to our local community."*

*"Better street lighting. Subsidised or rate adjusted rebates for household's security cameras and lighting."*

*"Put fixed cameras on Cathedral, Buffalo, and Old Coast Roads to reduce amount of hooning and cruelty to native animals (kangaroos run down on purpose on the verges). Liaise with WAPOL to increase night-time patrols."*

*"Neighbourhood watch. Security cameras."*

*"Speeding and reckless driving not policed enough. Must have more police and speed traps on roads such as Upton, Travers and Matilda."*

*"Neighbourhood watch programs, more youth programs - guest speakers to encourage youths to stay clear of crime."*

*"...Encourage public to report suspicious activities, noises etc. No cringing at dobbing in suspicious activities. Neighbourhood watch to assist police/authorities. Getting to know our local police through community activities. Join in the fun so they talk to locals."*

*"Ensure police numbers are adequate & school interaction with drug, alcohol & driving."*

### Community driven actions

- Provide more affordable housing, with greater emphasis on low-income or single-parent families, victims of DV, seasonal workers or individuals experiencing homelessness.
- More support for seniors and downsizing.
- Utilise existing buildings or encourage new developments.
- Allow more subdivisions and reduce barriers to building approvals.

### Community Voices

*“To lower the cost of rentals and price of the houses that [are] for sale.”*

*“Access emergency accommodation for victims of domestic violence, develop social housing for single parent families and low-income families.”*

*“Allow small houses for singles or couples. Basic needs first or caravan parks that can allow homeless or itinerant persons a place to call home.”*

*“It is critical to address the housing crisis for seasonal workers who currently rely on crowded group housing and housing insecurity.”*

*Develop accommodation that people over 50 can downsize to and live in an independent home and release homes to families.”*

*“Repurpose unused buildings. We need more workers, but they have nowhere affordable to live.”*

*“Create more housing. Policy changes and services to support higher density housing to ensure more families have somewhere to live.”*

*“Work to reduce approval and compliance delays to housing developments and housing construction.”*

*“Fast track opening up land for development in bulk to boost rate payer numbers and alleviate housing crisis for struggling families.”*

*“Streamline housing approval processes.”*

### Community driven actions

- Increase spraying of mosquitoes to lower their numbers.
- Increase baiting or trapping of other pests including foxes, rabbits and fruit flies.
- Implement regulations to keep cats indoors (e.g. curfews) or in contained, outdoor enclosures to protect local wildlife.
- Monitor growth and regularly remove invasive weeds (e.g. Cotton Bush and Arum Lilies).

### Community Voices

*"Control of mosquitos in Leschenault residential area."*

*"Controlling mossies, as they can be unbearable, and people avoid visiting due to bites."*

*"Mosquito spraying every year. Manage the mosquito problem better. They are getting worse every year - to the point I can't go outside without spray - or be bitten."*

*"Feral foxes and cats are decimating wildlife. There is no ongoing effective baiting. Wildlife protection needs to be a priority."*

*"Foxes and rabbits. Baiting is important. In the areas that are baited signs telling people that there are baits in the area and that no dogs are permitted is all that is required. Also, if people can get fruit fly baits that are available to everyone in Harvey."*

*"Better fox control procedures and rabbit control."*

*"Pest management. (a) Educate and incentivise pest control (b) Target pest hot spots for intensive action to control spreading."*

*"A cat curfew is paramount (killing local fauna)."*

*"Require cat owners to keep their cats indoors or in a contained outdoor area, at all times. Many other Shires have now done this & Harvey lags behind."*

*"Foxes are moving into town, killing chooks. Weeds need to be sprayed."*

*"Weed management along Brunswick River - Total removal of Cotton Bush, Arum Lilies etc. Don't just spray with weed killer. This does not stop growth and / or seed spread."*

Optimising performance  
(secondary priorities)

### Community driven actions

- Improve and build more parks and playgrounds – particularly in the Treendale area, such as nature parks, skateparks and waterparks.
- Provide more parks and play equipment that are suitable for families and are inclusive of all ages and abilities.
- Improve amenities at parks and reserves including BBQ and picnic areas, shade sails, toilets and bins, including in foreshore areas.
- Improve maintenance of existing parks, such as cleaning and equipment checks.
- Provide a dog park or enclosed dog exercise areas in existing parks.
- Provide fencing around parks and playgrounds.

### Community Voices

*"There's no decent playgrounds around here, we need a big playground for growing families I can take my grandkids to enjoy outdoors!!"*

*"Nature playgrounds that are accessible, with more parking available."*

*"Playgrounds in Treendale need a revamp. This will increase the amount of kids out and about if we have a big playground for all ranges. Whether it's like the wood look, nature play or the apple fun park. ...Or a water park would be awesome to have down at the front of Treendale."*

*"We desperately need a new playground in the town of Harvey - one inclusive for all abilities - with a public toilet & BBQs. Not all children play sports, sometimes fresh air and exercise comes in the form of spending time outside in a park with friends and family."*

*"Toilets at the playgrounds!!! BBQs and shade! People want to use the facilities but it is hard to manage kids who need toilets when there aren't any! Give us a space for the kids to play safely..."*

*"Updates & maintenance on playgrounds."*

*"My main concern is the sand under the swings. Any sharp instrument could be buried in the sand. Also, the lack of shade and equipment."*

*"Create safe areas for dogs to run leash free."*

*"More safe (fenced) playground with lots of shade."*

### Community driven actions

- Provide more cycleways to connect town centres and reduce road-sharing with vehicles and pedestrians.
- Build more footpaths and improve existing paths to connect coastal and residential areas.
- Improve accessibility and safety of footpaths (i.e. resurfacing, crosswalks, pedestrian lights and suitable entry/exit points).
- Provide more trails that could cater for scenic walks, cycling or horse riding.
- Improve Brunswick River Walk.

### Community Voices

*"Pathways and safe constructed walkways so pedestrians, cyclists and motor vehicles don't have to share roads."*

*"Increase the amount of cycleways between major town centres - Australind to Roelands, Roelands to Brunswick, Harvey to Wokalup, etc. Increase the trails- mountain bike and hiking trails - within the area."*

*"More cycleways to make it safe to ride bikes around Brunswick down to the new highway."*

*"Footpaths, trails and cycle ways. Cycle ways between towns, to make it safer and encourage people to cycle."*

*"Better environmentally protective beach access paths, for example, boardwalks."*

*"Footpaths. Upgrade, repair cracked / broken footpaths."*

*"Footpaths needs to be safer some places the footpaths are uneven dangerous in some places, I know of a few people that have fallen from them."*

*"It would be good to make cross old coast road easier- maybe pedestrian traffic lights. It's hard to access the estuary pathways with a pram, kids, dogs etc due to traffic."*

*"Trail from Myalup to Binningup to Buffalo Road."*

*"We have lots of forest and hills. We should have bridle paths and bike trails to encourage tourism and exercise..."*

*"Maintain walk trails in Brunswick especially the river walk."*



### Community driven actions

- Advocate for more aged facilities to be built to reduce the need for older residents having to leave their community.
- Implement affordable options for both dependent and independent living including retirement villages, nursing homes and independent living units.
- Support downsizing options through building smaller homes and units that would free up housing for other residents.
- Improve accessibility to healthcare, shops and transport services from aged care facilities.
- Increase supports for at-home carers and wages for aged care workers.

### Community Voices

*“Devastating for Harvey residents to be shifted out of town, away from family, when needing aged care. Older people buying houses in Harvey to retire are increasing our old age numbers.”*

*“Building aged care accommodation, villas, nursing home.”*

*“An obvious need in the future for appropriate downsizing housing options suitable / affordable for an ageing community. People need to be able to remain in their community but live as independently as possible.”*

*“Aged care accommodation. Zone areas for aged care facilities and promote the building of affordable dwellings near community services (e.g. health, shops, public transport).”*

*“More smaller buildings to allow older residents to continue independent living.”*

*“Desperately need a retirement village for over 60's in the town of Harvey. Where do the retirees go after they scale down.”*

*“Providing community care for aged at home. Clear communication of services and costs.”*

*“The Council should play a bigger role in providing vital aged care services to the community, including community nursing, allied health, personal care, transport, meals on wheels, assistive technologies, home modification and post hospital support. There should be funding for community-based programs as a one-stop-shop for activities, social opportunities and easy access to information about (aged care) services and service providers.”*

*“Aged care. Better wages / conditions for aged care workers.”*

*“Some extra help for aged care and accommodation, especially for the carers.”*

### Community driven actions

- Improve road maintenance, including regular sweeping, resurfacing of damaged roads and sealing heavily used gravel roads.
- Provide better access to Kingston Estate, such as a second access road.
- Widen road shoulders and improve intersections where traffic hazards occur.
- Widen busy roads (i.e. Paris Road) or roads that require room to accommodate two passing vehicles.
- Implement road safety measures:
  - Road centre markings
  - Safe crossings around local schools
  - Reduce speed limits and implement speed humps, cameras and patrols in known speeding areas

### Community Voices

*“Spend more money repairing and upgrading local roads.”*

*“Local roads to be better maintained, with traffic increases in Treendale. The intersections are becoming more dangerous around the commercial areas.”*

*“To enter or exit Kingston Estate, there is 1 roundabout that every single vehicle has to go through. The congestion at this intersection is impacted by construction, oversized vehicles, the large student and staff body of Mercy College and plenty of pedestrian use during peak periods...”*

*“There are a number of local roads that need widening to allow cars and farm trucks to pass each other safely.”*

*“Paris Rd needs to be widened to 2 lanes to accommodate the traffic, especially during school hours. You have traffic merging from 3 schools – It's a nightmare.”*

*“Re-introduce white road markings to stop idiots driving near the centre of the road.”*

*“Cathedral Ave road shoulders are rough. Two vehicles can't pass comfortably. No centre line marking. Poorly lit at night (wildlife crossing)...”*

*“Desperately need an overpass / underpass at school crossing, particularly Parks Rd. Impossible to get through crosswalks at school open / close.”*

*“Constellation Drive is in DESPERATE need of a safe crossing for the school kids, that road is so busy especially at school drop off and pick up and the speed some do down there is very dangerous.”*

*“Speed limit control. One example - Weir Rd. Reduce the limit. More important, speed camera or more patrols. Speed control humps would do the trick.”*

### Community driven actions

- Expand and improve Leschenault Leisure Centre (LLC) to accommodate growing demand:
  - Pool expansion and upgrades
  - Additional court spaces for indoor and outdoor community sports
  - Upgrade outdated facilities
  - Extend opening hours
- Improve Leschenault Recreation Park including lighting for evening games, better facilities (such as toilets) and an additional turf pitch.
- Complete Brunswick tennis courts.
- Upgrade Harvey pool (e.g. heating).

### Community Voices

*"We need a 50m pool at Leschenault Leisure Centre."*

*"The LLC swimming centre is no longer big enough to cope with the significant increase in population in Australind. Please consider expanding the swimming centre to add a general pool for "playing" and retain the other pool as a lap-pool (fitness, rehab and swim club)."*

*"The Shire needs to consider upgrades to the Leschenault Leisure Centre. Currently only consists of 4 courts, this does not match the population of the area. Two of the courts are not suitable for specific sports."*

*"24-hour gym at LLC. Improve soccer pitch quality. Refurbish the change rooms / canteen on rugby ovals. 50m pool at LLC."*

*"Turn the lights on during evening junior T20 games. Install another turf pitch."*

*"...The local Brunswick ovals could really use some new toilet blocks..."*

*"Prioritise finishing the Brunswick tennis club court refurbishment."*

*"The Harvey swimming pool has been neglected for years. A wonderful asset that is now falling apart. Toilets/changerooms are never clean and need to be updated. Heating of the pool/ or use of pool blankets would be a great way of extending the season."*

*"The Binningup golf course needs to be reinstated."*

*"Public gymnasium and better sporting facilities for youth in Binningup. Lots of young families in town who all travel to Leschenault because the Shire provides nothing in town."*

### Community driven actions

- Tidy up road verges and beautify streetscapes.
- Control weeds, mow verge grass and prune trees more frequently.
- Plant more trees (preferably natives) and remove and replace dead and unsuitable trees.
- Ensure contractors are carrying out maintenance correctly.
- Improve communication with residents and encourage homeowners to maintain property fronts.

### Community Voices

*"Improvement on streetscaping, more maintenance on entry points and roadside cleanup to make the area more attractive. More roadside planting of trees. Over time these trees will create a canopy over the road offering a more pleasant and inviting appeal to the location."*

*"Need some trees planted in our streets and verges kept mowed, we do ours ourselves."*

*"Tree pruning on roads within the townsite. Would (a) Avoid power lines damage (b) Make streets cleaner, ie. flowers, gum nuts (c) Help to keep private front yards cleaner (d) Safer to walk on paths under trees."*

*"Planting some trees along main thoroughfares such as Paris Road, Old Coast Road. Really surprised at the lack of street trees in the area."*

*"We must have more greenery. It is good for health, mental health and the soul. Plant, plant, plant and replace trees that have died."*

*"Trees are a huge part of our environment. Don't see a lot of verge trees around the Shire of Harvey. Especially with new houses being built and not required to have them."*

*"Despite constant works by the landscapers the areas look half finished or completely not worked on."*

*"I would have liked some kind of input for the trees planted across the road. You have planted Peppermint Trees and they bring a lot of problems, ie. allergies, mossies, etc. Red Gums would have been better, or Crepe Myrtles. (Pegasus Drive)."*

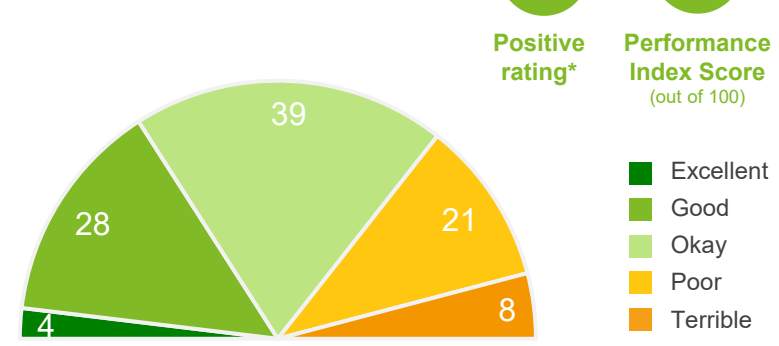
*"Tidy street awards to encourage residents to care for lawns."*

# Governance

# Governing organisation

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



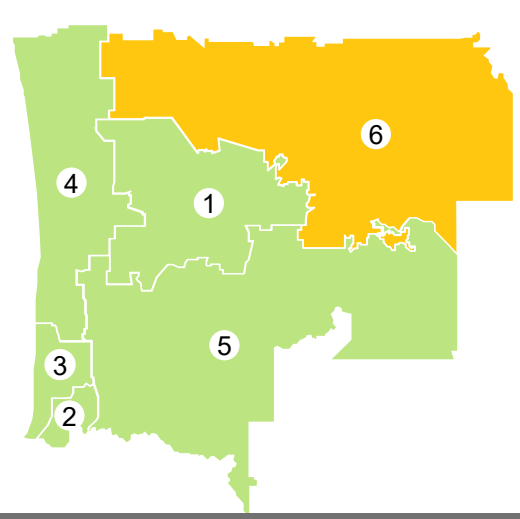
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1 Harvey	45
2 Australind	53
3 Leschenault	50
4 Coastal	52
5 Rural South – Brunswick	45
6 Rural North – Yarloop	36
Farm / Rural	45
Town	51

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	47	0-4 years	46	Disability	50
Female	52	5-11 years	45	First Nations	34
Age	14-34 years	12-17 years	45	Mainly speak LOTE	57
	35-49 years	18+ years	48	Home ownership	
	50-64 years	No children	53	Homeowner	49
	65+ years		56	Renting / other	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1715). \* Positive Rating = excellent, good + okay

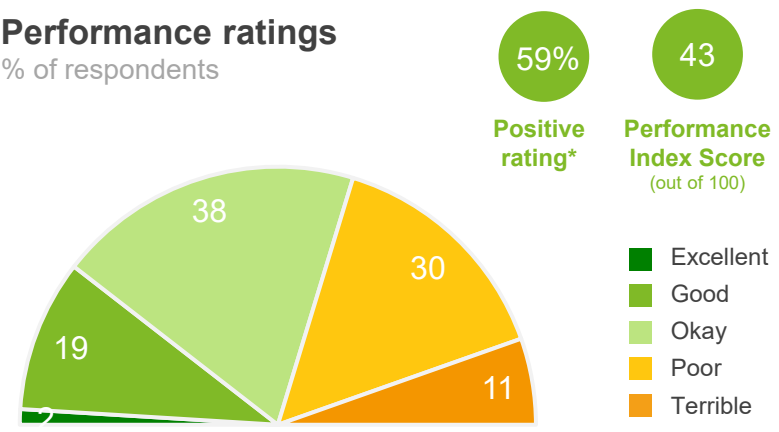


# Council's leadership

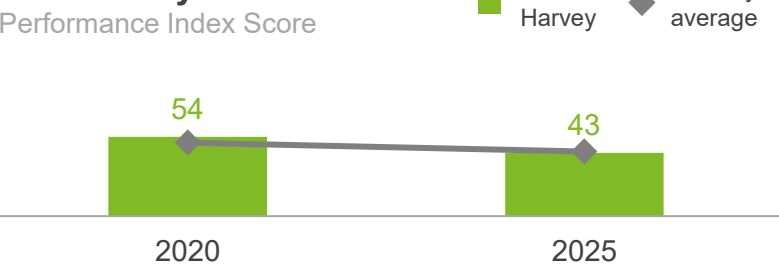
(strategic planning, decision making, advocacy and lobbying)

## Performance ratings

% of respondents



## Trend Analysis



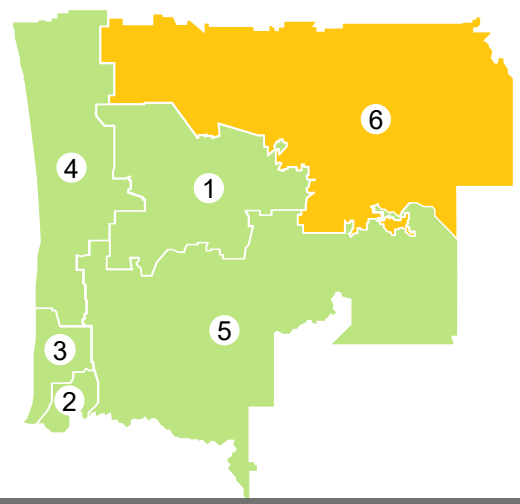
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	38
2 Australind	46
3 Leschenault	43
4 Coastal	41
5 Rural South – Brunswick	38
6 Rural North – Yarloop	32
Farm / Rural	38
Town	44

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	39	0-4 years	40	Disability	42
Female	47	5-11 years	39	First Nations	28
Age		12-17 years	39	Mainly speak LOTE	54
		18+ years	42	Home ownership	
		No children	46	Homeowner	43
				Renting / other	48
14-34 years	42				
35-49 years	39				
50-64 years	42				
65+ years	50				

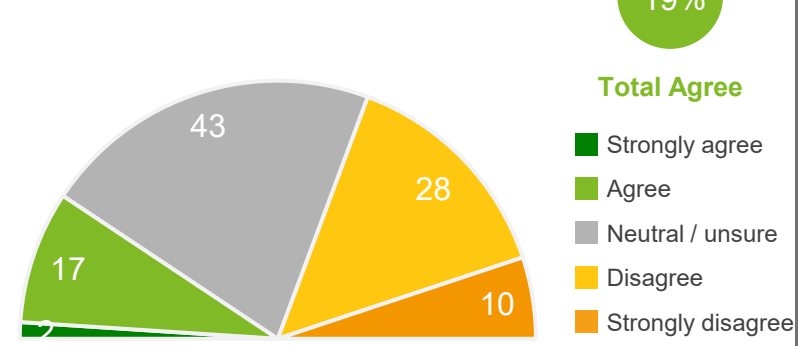
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1625). \* Positive Rating = excellent, good + okay

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

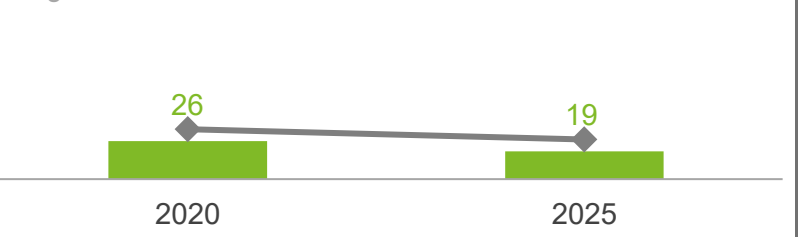
## Performance ratings

% of respondents



## Trend Analysis

% agree



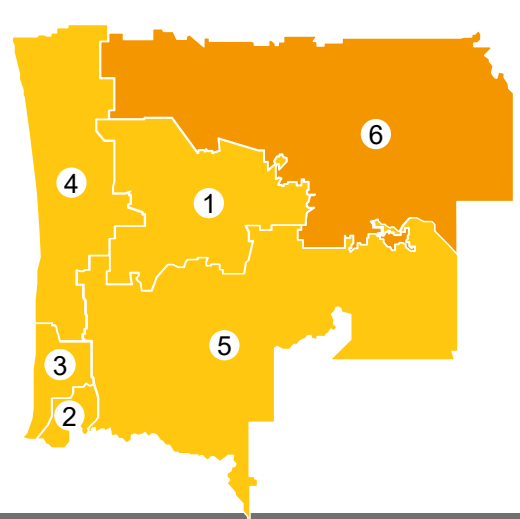
## MARKYT Industry Standards

% agree



## Geographical variances

% agree



## Local area planning district

1 Harvey	16
2 Australind	22
3 Leschenault	18
4 Coastal	17
5 Rural South – Brunswick	14
6 Rural North – Yarloop	7
Farm / Rural	17
Town	19

- Strongly agree (100% agree  $\pm$  12.5%)
- Agree (75% agree  $\pm$  12.5%)
- Neutral (50% agree  $\pm$  12.5%)
- Disagree (25% agree  $\pm$  12.5%)
- Strongly disagree (0% agree  $\pm$  12.5%)

## Community variances

% agree

Gender		Age of children		Disability & culture	
Male	18	0-4 years	14	Disability	20
Female	19	5-11 years	14	First Nations	10
Age		12-17 years	11	Mainly speak LOTE	35
		14-34 years	22	Home ownership	
		35-49 years	13		
		50-64 years	16		
		65+ years	24		
		18+ years	17	Homeowner	17
		No children	22	Renting / other	32

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

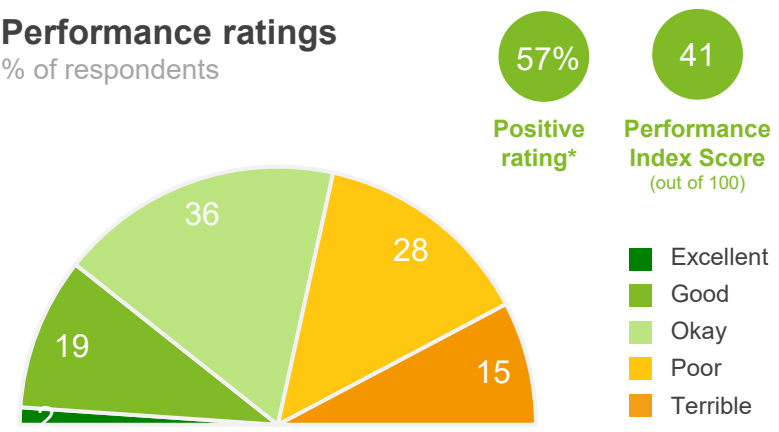
Base: All respondents, excludes 'no response' (n = 1826).

# Financial management

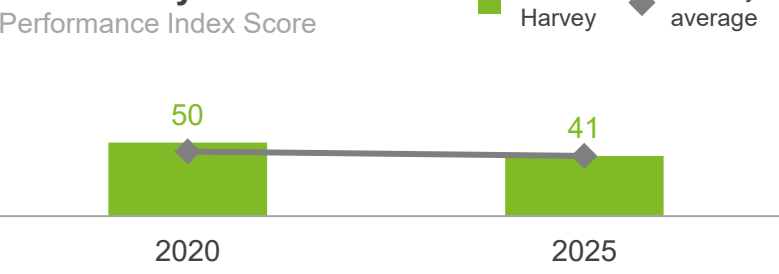
(responsible spending, value for money from rates)

## Performance ratings

% of respondents



## Trend Analysis



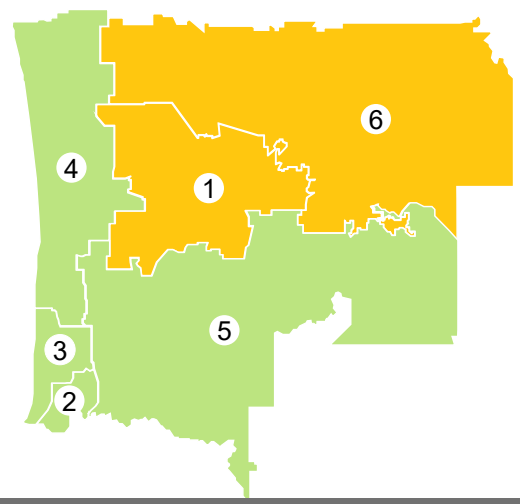
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	41
2 Australind	44
3 Leschenault	45
4 Coastal	43
5 Rural South – Brunswick	38
6 Rural North – Yarloop	26
Farm / Rural	36
Town	42

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	39	0-4 years	37	Disability	42
Female	43	5-11 years	36	First Nations	26
Age	14-34 years	12-17 years	37	Mainly speak LOTE	45
	35-49 years	18+ years	40	<b>Home ownership</b>	
	50-64 years	No children	45	Homeowner	41
	65+ years			Renting / other	45

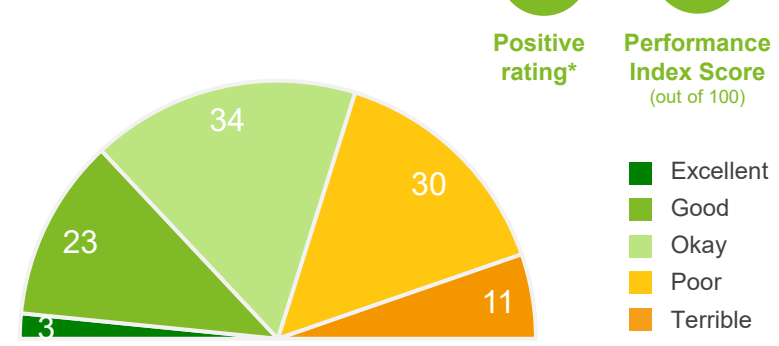
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1692). \* Positive Rating = excellent, good + okay

# Communication (local issues, services etc)

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



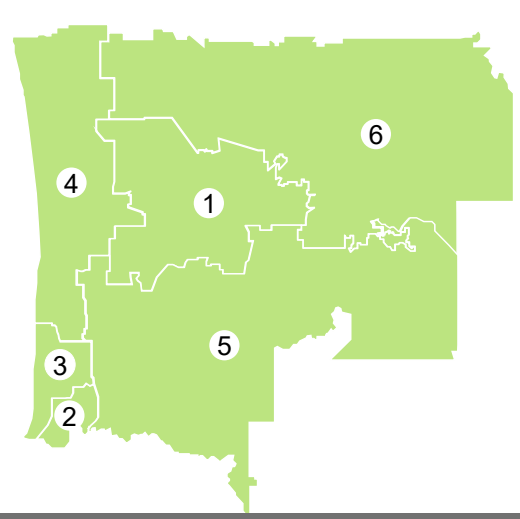
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



## Local area planning district

1	Harvey	40
2	Australind	47
3	Leschenault	46
4	Coastal	42
5	Rural South – Brunswick	39
6	Rural North – Yarloop	38
Farm / Rural		41
Town		45

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	43	0-4 years	44	Disability	42
Female	46	5-11 years	39	First Nations	32
Age		12-17 years	40	Mainly speak LOTE	56
		14-34 years	44	Home ownership	
		35-49 years	41		
		50-64 years	45		
		65+ years	49	Homeowner	44
				Renting / other	49

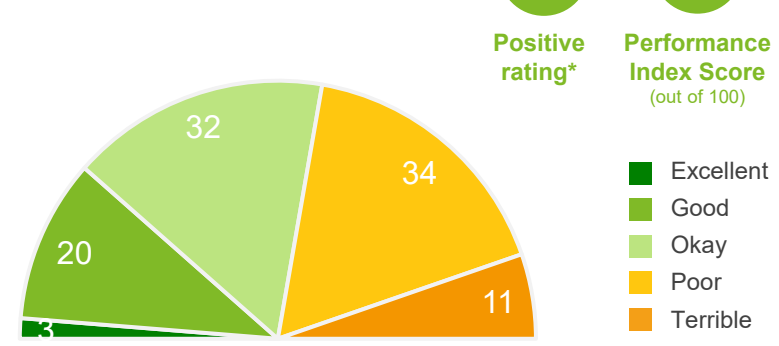
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1783). \* Positive Rating = excellent, good + okay

# Community engagement on local issues

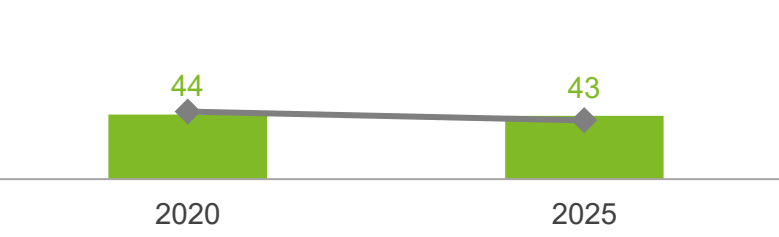
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



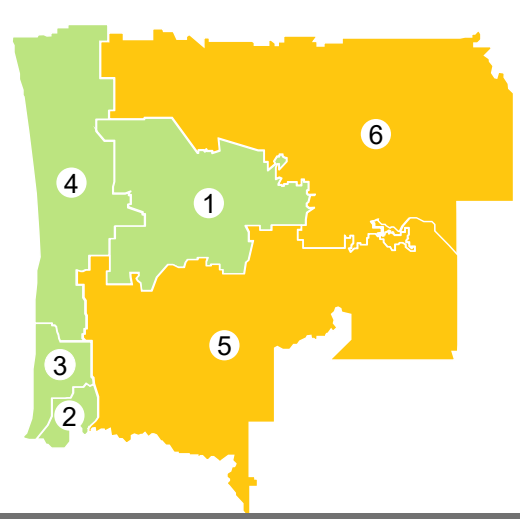
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	41
2 Australind	45
3 Leschenault	46
4 Coastal	45
5 Rural South – Brunswick	36
6 Rural North – Yarloop	31
Farm / Rural	38
Town	44

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

## Community variances

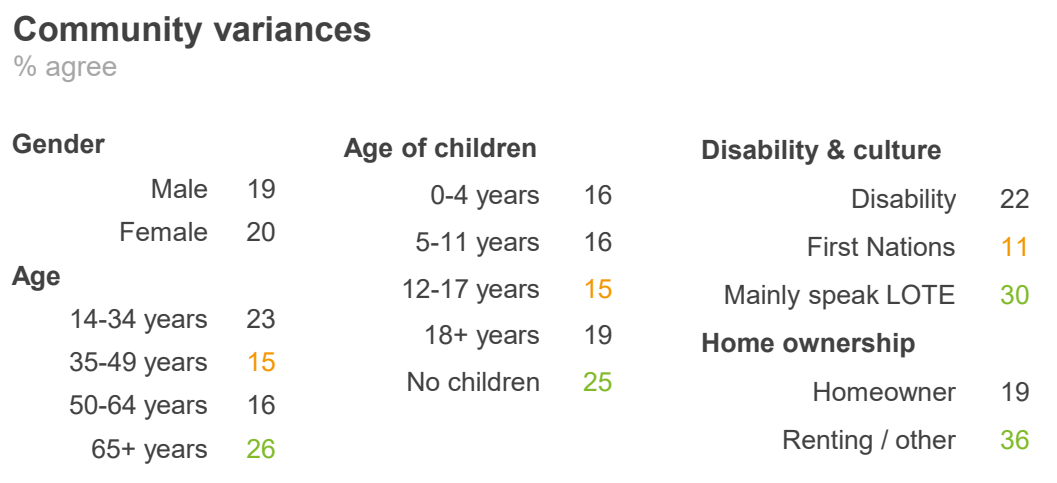
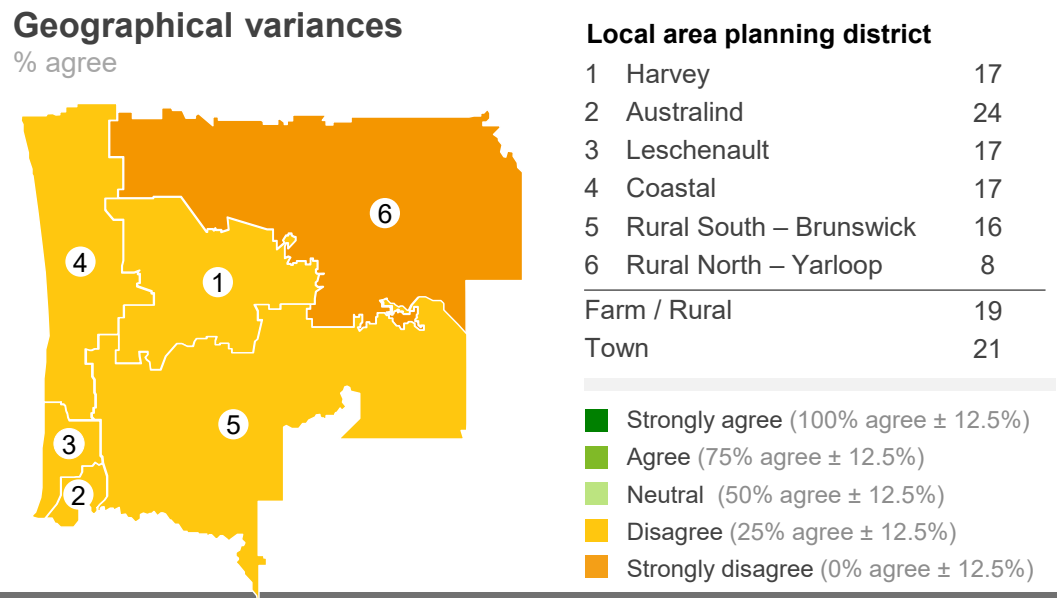
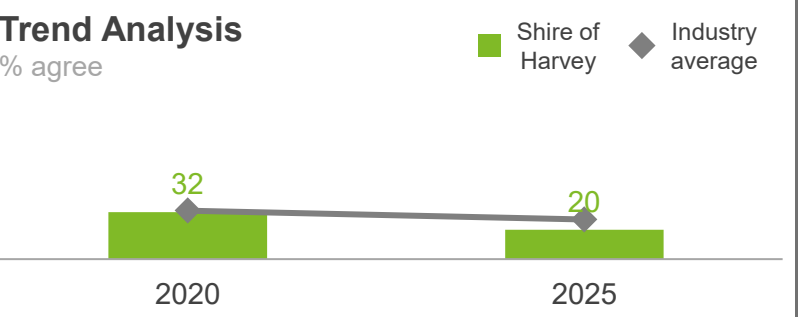
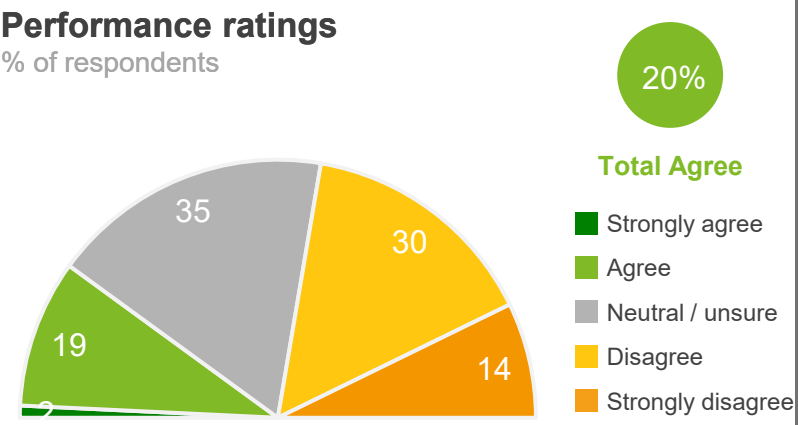
Performance Index Score

Gender		Age of children		Disability & culture	
Male	41	0-4 years	40	Disability	42
Female	44	5-11 years	39	First Nations	34
Age	14-34 years	12-17 years	39	Mainly speak LOTE	54
	35-49 years	18+ years	42	Home ownership	
	50-64 years	No children	45	Homeowner	42
	65+ years			Renting / other	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1722). \* Positive Rating = excellent, good + okay

# Shire of Harvey has a good understanding of community needs

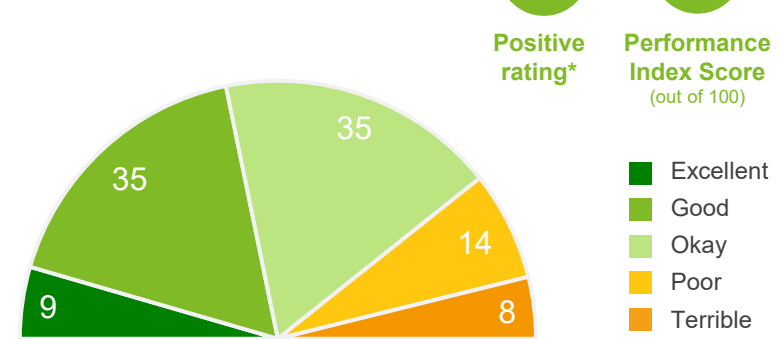




# Customer service

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



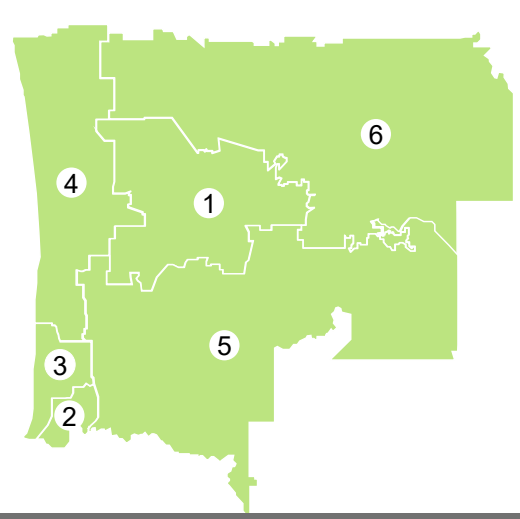
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	57
2	Australind	58
3	Leschenault	56
4	Coastal	57
5	Rural South – Brunswick	46
6	Rural North – Yarloop	49
Farm / Rural		53
Town		56

- Excellent range ( $100 \pm 12.5$  index pts)
- Good range ( $75 \pm 12.5$  index pts)
- Okay range ( $50 \pm 12.5$  index pts)
- Poor range ( $25 \pm 12.5$  index pts)
- Terrible range ( $0 \pm 12.5$  index pts)

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	49	Disability	56
Female	57	5-11 years	51	First Nations	45
Age	14-34 years	12-17 years	54	Mainly speak LOTE	61
	35-49 years	18+ years	55	<b>Home ownership</b>	
	50-64 years	No children	59	Homeowner	55
	65+ years			Renting / other	62

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

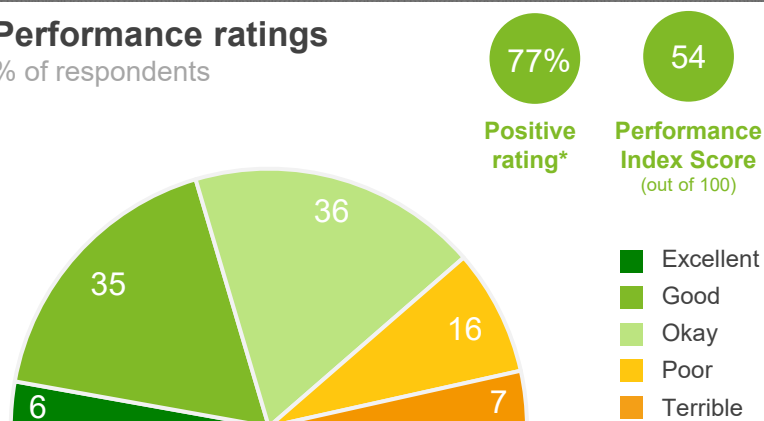
Base: All respondents, excludes 'unsure' and 'no response' (n = 1724). \* Positive Rating = excellent, good + okay

# Asset management

# Local roads

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score

Shire of Harvey Industry average



## MARKYT Industry Standards

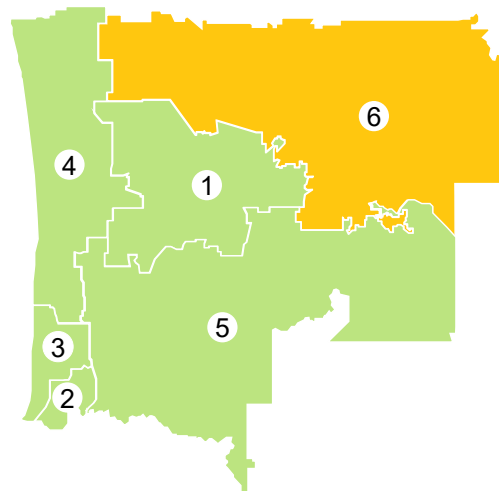
Performance Index Score



Shire of Harvey	54
Industry High	68
Industry Average	46

## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	49
2 Australind	59
3 Leschenault	56
4 Coastal	56
5 Rural South – Brunswick	41
6 Rural North – Yarloop	29

Farm / Rural	44
Town	56

- Excellent range ( $100 \pm 12.5$  index pts)
- Good range ( $75 \pm 12.5$  index pts)
- Okay range ( $50 \pm 12.5$  index pts)
- Poor range ( $25 \pm 12.5$  index pts)
- Terrible range ( $0 \pm 12.5$  index pts)

## Community variances

Performance Index Score

### Gender

Male	55
Female	54

### Age of children

0-4 years	53
5-11 years	49
12-17 years	54
18+ years	54
No children	56

### Disability & culture

Disability	49
First Nations	49
Mainly speak LOTE	59

### Age

14-34 years	55
35-49 years	53
50-64 years	52
65+ years	57

### Home ownership

Homeowner	54
Renting / other	53

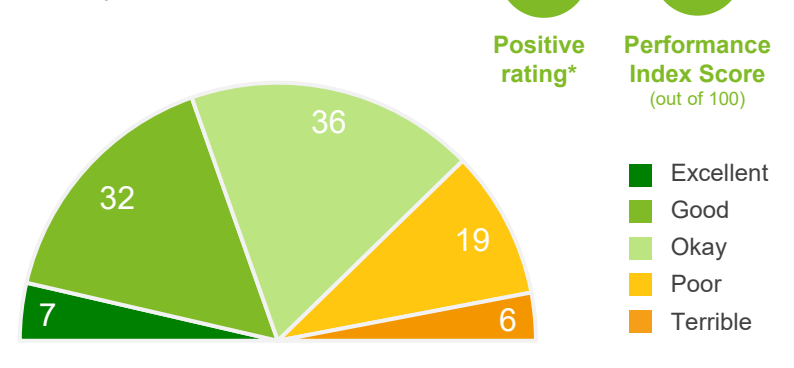
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1810). \* Positive Rating = excellent, good + okay

# Footpaths, trails and cycleways

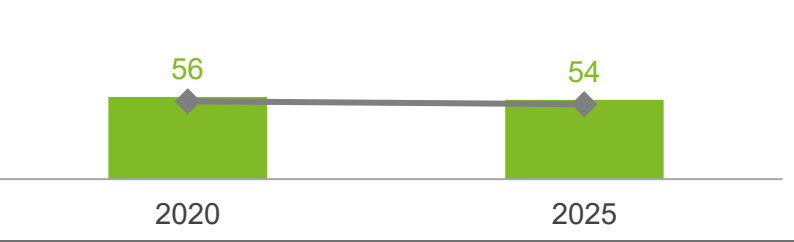
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



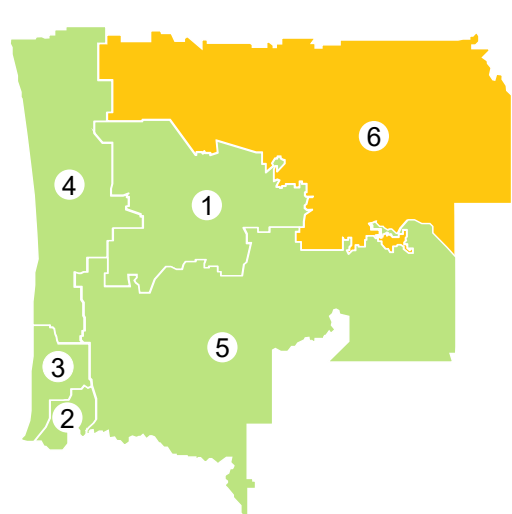
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	53
2	Australind	59
3	Leschenault	53
4	Coastal	48
5	Rural South – Brunswick	44
6	Rural North – Yarloop	35
Farm / Rural		46
Town		55

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	50	Disability	50
Female	55	5-11 years	51	First Nations	53
Age	14-34 years	12-17 years	54	Mainly speak LOTE	56
	35-49 years	18+ years	53	Home ownership	
	50-64 years	No children	55	Homeowner	54
	65+ years			Renting / other	54

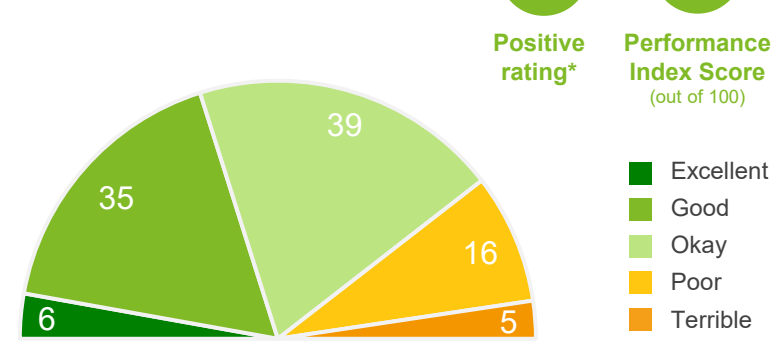
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1802). \* Positive Rating = excellent, good + okay

# Lighting of streets and public places

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



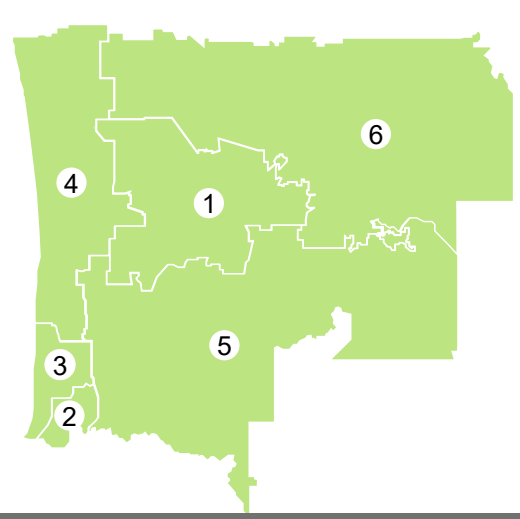
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	54
2	Australind	58
3	Leschenault	53
4	Coastal	56
5	Rural South – Brunswick	48
6	Rural North – Yarloop	40
Farm / Rural		50
Town		56

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	53	Disability	52
Female	56	5-11 years	53	First Nations	55
Age	14-34 years	12-17 years	53	Mainly speak LOTE	58
	35-49 years	18+ years	53	<b>Home ownership</b>	
	50-64 years	No children	57	Homeowner	56
	65+ years			Renting / other	52

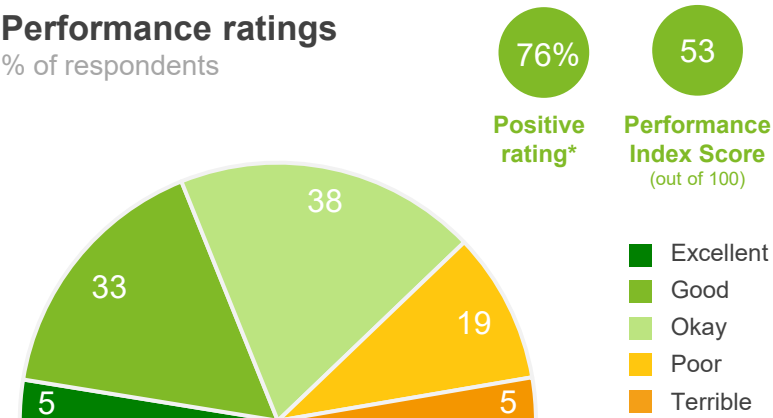
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1793). \* Positive Rating = excellent, good + okay

# Public buildings, halls and toilets

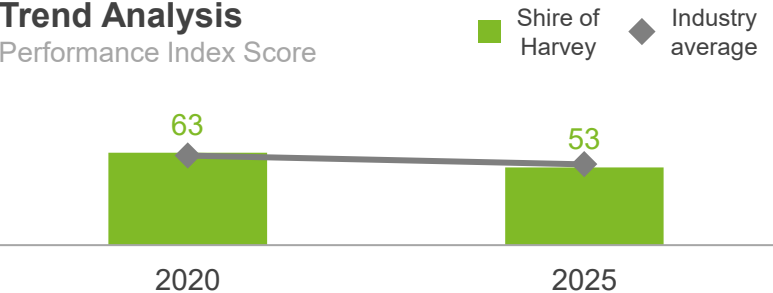
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



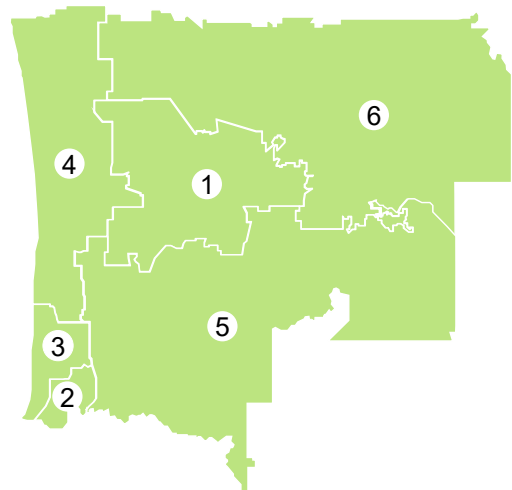
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	53
2	Australind	54
3	Leschenault	58
4	Coastal	57
5	Rural South – Brunswick	46
6	Rural North – Yarloop	49
Farm / Rural		51
Town		53

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	48	Disability	53
Female	53	5-11 years	48	First Nations	44
Age		12-17 years	51	Mainly speak LOTE	57
		18+ years	56	Home ownership	
		No children	56	Homeowner	53
				Renting / other	55
14-34 years	51				
35-49 years	50				
50-64 years	55				
65+ years	59				

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

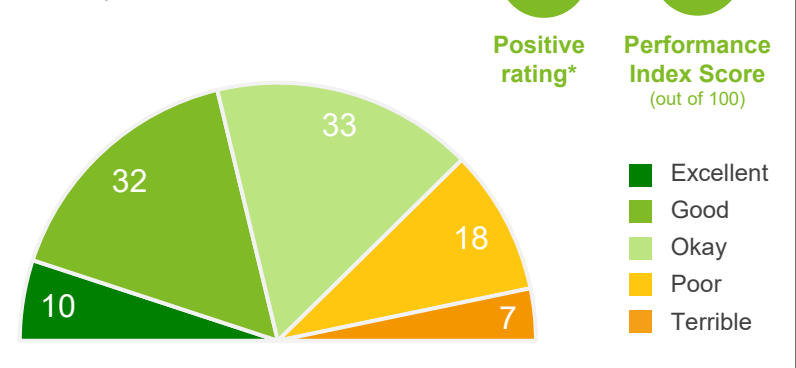
Base: All respondents, excludes 'unsure' and 'no response' (n = 1763). \* Positive Rating = excellent, good + okay



# Parks, playgrounds and reserves

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



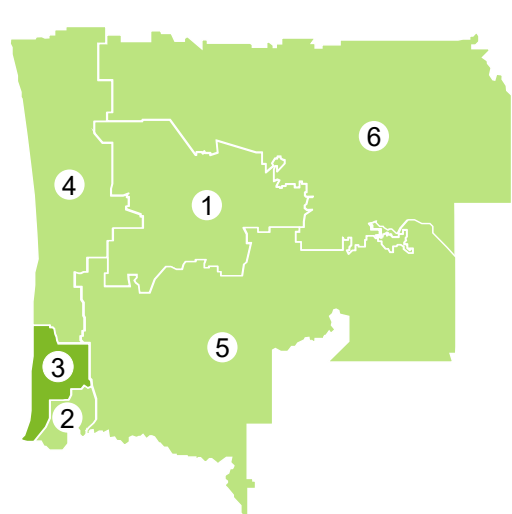
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	50
2	Australind	56
3	Leschenault	63
4	Coastal	58
5	Rural South – Brunswick	51
6	Rural North – Yarloop	47
Farm / Rural		54
Town		56

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

## Community variances

Performance Index Score

### Gender

Male	57
Female	54

### Age of children

0-4 years	45
5-11 years	43
12-17 years	49
18+ years	59
No children	61

### Age

14-34 years	50
35-49 years	51
50-64 years	58
65+ years	64

### Disability & culture

Disability	55
First Nations	47
Mainly speak LOTE	55

### Home ownership

Homeowner	55
Renting / other	59

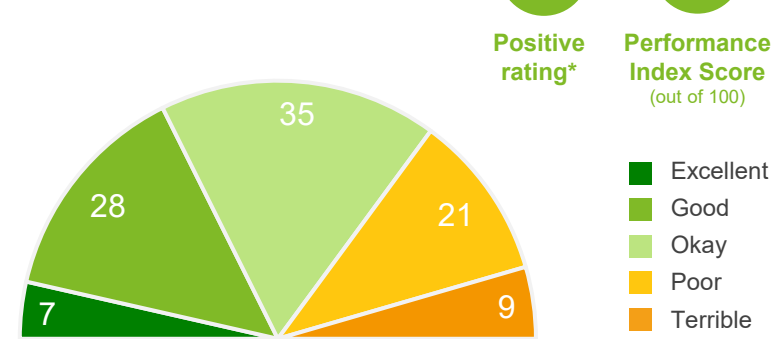
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1809). \* Positive Rating = excellent, good + okay

# Streetscapes, trees and verges

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



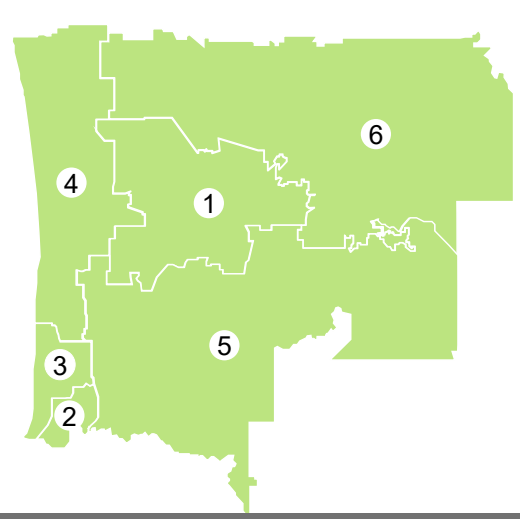
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	50
2	Australind	51
3	Leschenault	52
4	Coastal	52
5	Rural South – Brunswick	49
6	Rural North – Yarloop	49
Farm / Rural		52
Town		51

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	49	0-4 years	48	Disability	48
Female	52	5-11 years	48	First Nations	40
Age	14-34 years	12-17 years	51	Mainly speak LOTE	53
	35-49 years	18+ years	55	<b>Home ownership</b>	
	50-64 years	No children	53	Homeowner	50
	65+ years			Renting / other	58

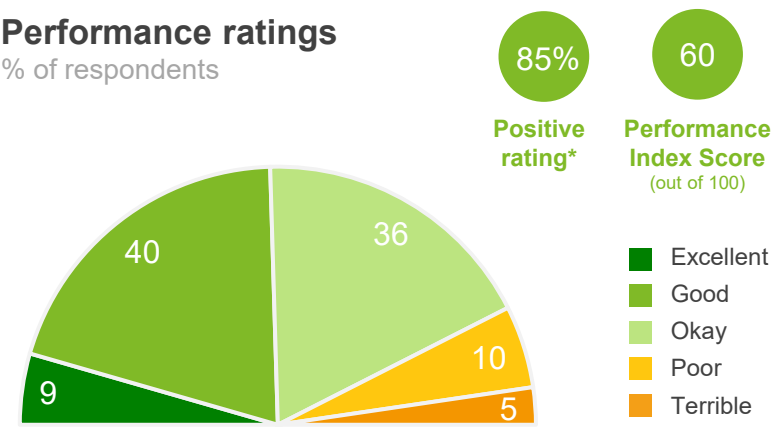
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1815). \* Positive Rating = excellent, good + okay

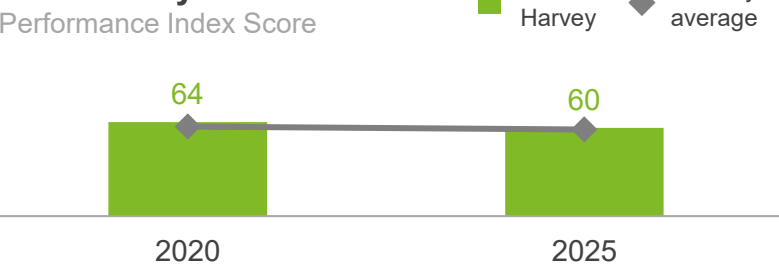
# Marine facilities (boat ramps, jetties etc)

## Performance ratings

% of respondents



## Trend Analysis



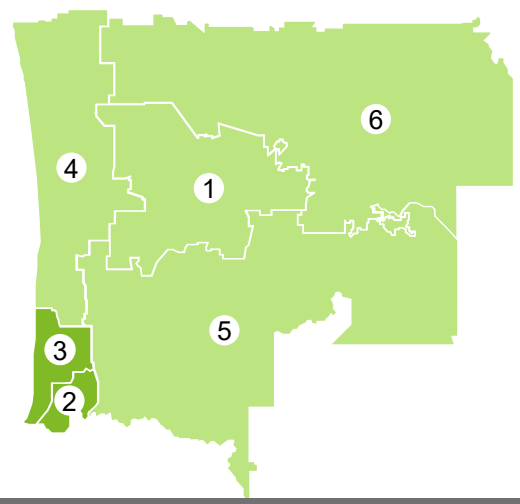
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	49
2	Australind	64
3	Leschenault	65
4	Coastal	49
5	Rural South – Brunswick	56
6	Rural North – Yarloop	40
Farm / Rural		56
Town		61

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	59	0-4 years	57	Disability	61
Female	60	5-11 years	55	First Nations	53
Age		12-17 years	58	Mainly speak LOTE	62
		18+ years	58	Home ownership	
		No children	63		
14-34 years	56			Homeowner	60
35-49 years	60			Renting / other	61
50-64 years	60				
65+ years	64				

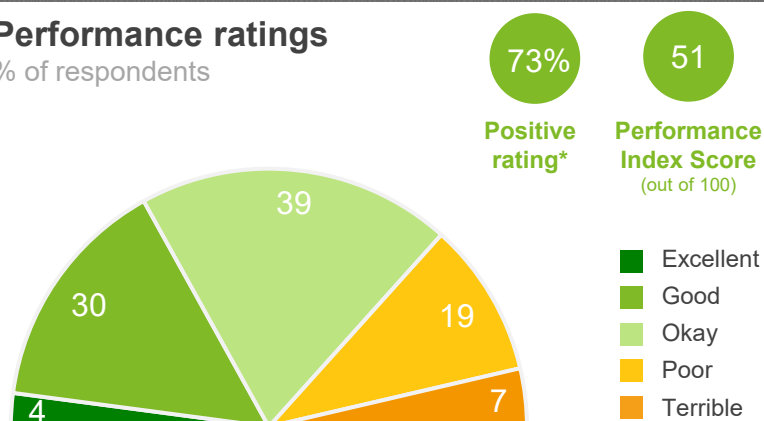
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1422). \* Positive Rating = excellent, good + okay

# Stormwater management and drainage

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score

■ Shire of Harvey  
◆ Industry average

NA

2020

2025

51

## MARKYT Industry Standards

Performance Index Score



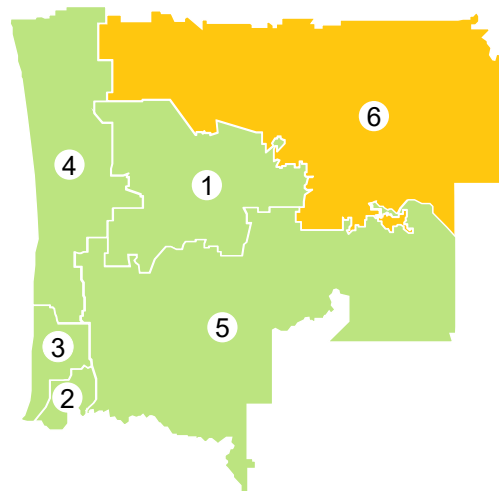
Shire of Harvey 51

Industry High 64

Industry Average 48

## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	46
2 Australind	56
3 Leschenault	48
4 Coastal	50
5 Rural South – Brunswick	46
6 Rural North – Yarloop	30
Farm / Rural	44
Town	52

- Excellent range ( $100 \pm 12.5$  index pts)
- Good range ( $75 \pm 12.5$  index pts)
- Okay range ( $50 \pm 12.5$  index pts)
- Poor range ( $25 \pm 12.5$  index pts)
- Terrible range ( $0 \pm 12.5$  index pts)

## Community variances

Performance Index Score

### Gender

Male 51  
Female 51

### Age of children

0-4 years 50  
5-11 years 49  
12-17 years 49  
18+ years 49  
No children 53

### Disability & culture

Disability 49  
First Nations 40  
Mainly speak LOTE 59

### Age

14-34 years 52  
35-49 years 50  
50-64 years 49  
65+ years 53

### Home ownership

Homeowner 51  
Renting / other 53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1664). \* Positive Rating = excellent, good + okay

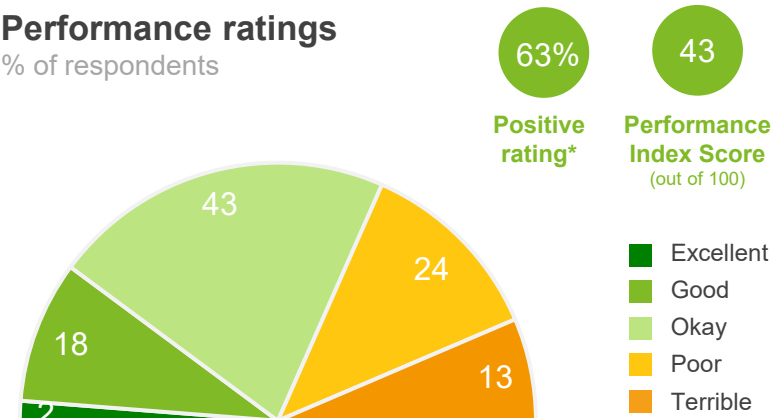
Compliance

# Planning services

(land use, development and building approvals)

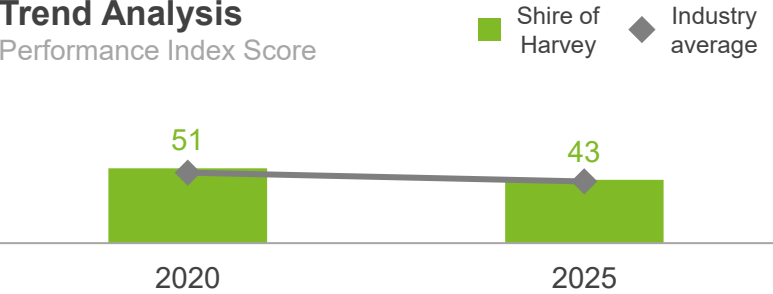
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



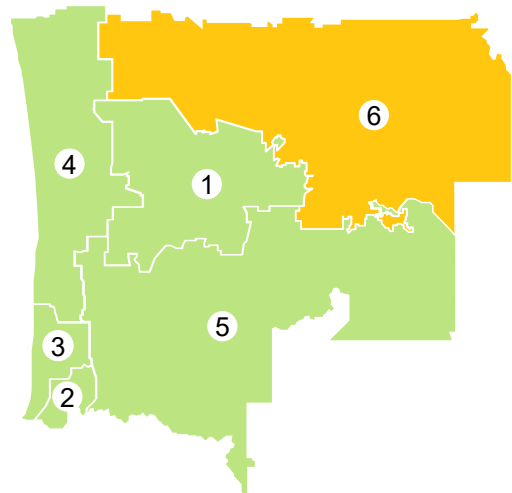
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	40
2	Australind	47
3	Leschenault	46
4	Coastal	40
5	Rural South – Brunswick	38
6	Rural North – Yarloop	28
Farm / Rural		37
Town		45

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	42	0-4 years	40	Disability	45
Female	45	5-11 years	41	First Nations	37
Age		12-17 years	42	Mainly speak LOTE	49
		18+ years	45	<b>Home ownership</b>	
		No children	46	Homeowner	44
				Renting / other	42
14-34 years	43				
35-49 years	42				
50-64 years	42				
65+ years	47				

Q. How would you rate performance in the following areas?  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1415). \* Positive Rating = excellent, good + okay

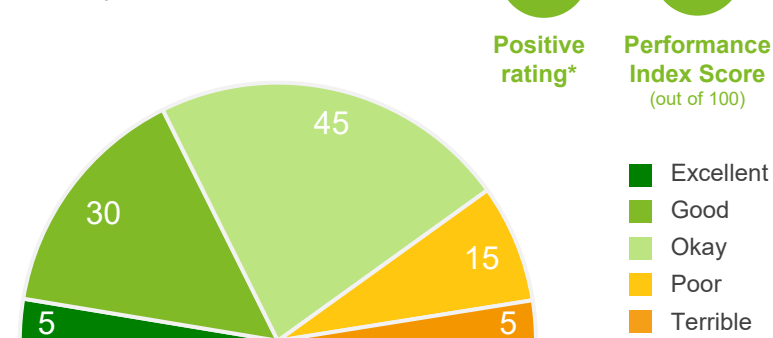


# Heritage services

(preserving and promoting heritage sites and local history)

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



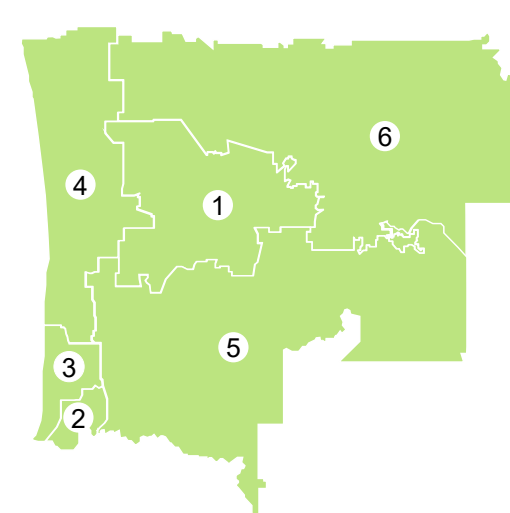
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	51
2 Australind	57
3 Leschenault	56
4 Coastal	48
5 Rural South – Brunswick	50
6 Rural North – Yarloop	42
Farm / Rural	52
Town	54

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	55	Disability	52
Female	54	5-11 years	55	First Nations	49
Age	14-34 years	12-17 years	56	Mainly speak LOTE	60
	35-49 years	18+ years	52	<b>Home ownership</b>	
	50-64 years	No children	54	Homeowner	54
	65+ years			Renting / other	58

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

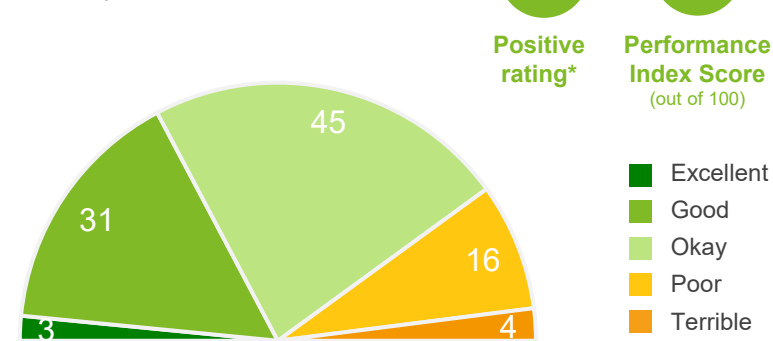
Base: All respondents, excludes 'unsure' and 'no response' (n = 1320). \* Positive Rating = excellent, good + okay

# Universal access and inclusion

(disability, gender diversity etc)

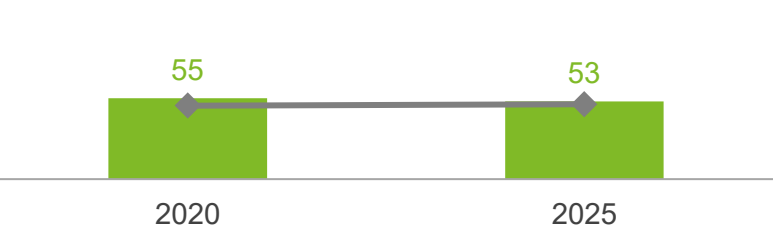
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



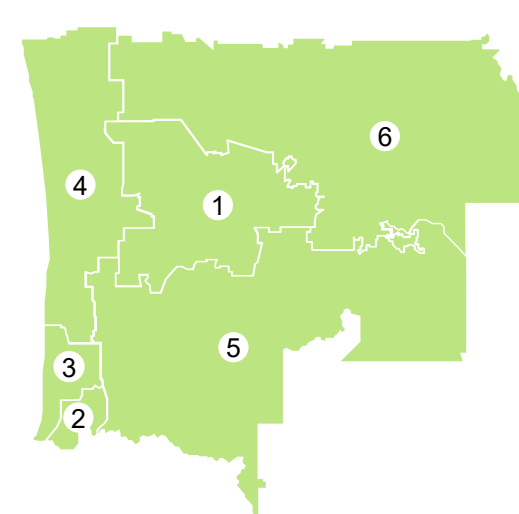
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	50
2	Australind	55
3	Leschenault	56
4	Coastal	51
5	Rural South – Brunswick	55
6	Rural North – Yarloop	47
Farm / Rural		55
Town		54

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-4 years	47	Disability	50
Female	51	5-11 years	52	First Nations	44
Age		12-17 years	52	Mainly speak LOTE	59
		18+ years	55	Home ownership	
		No children	56	Homeowner	54
				Renting / other	52
14-34 years	54				
35-49 years	51				
50-64 years	54				
65+ years	55				

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

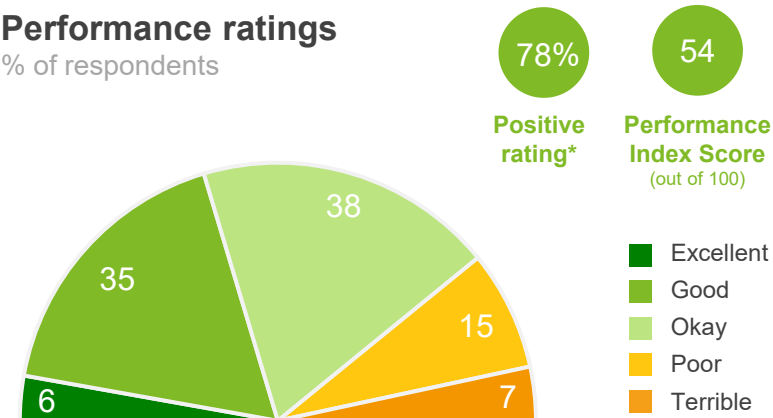
Base: All respondents, excludes 'unsure' and 'no response' (n = 1245). \* Positive Rating = excellent, good + okay

# Ranger services

(animal management, compliance and enforcement etc)

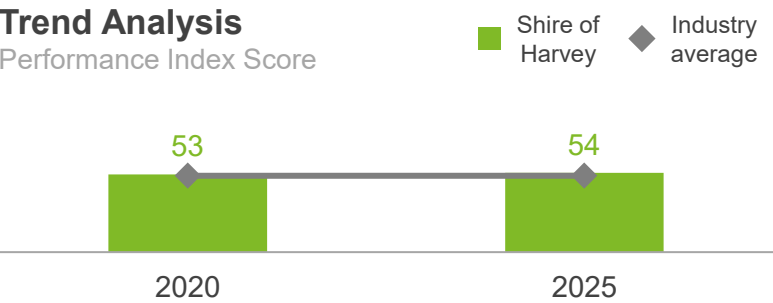
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



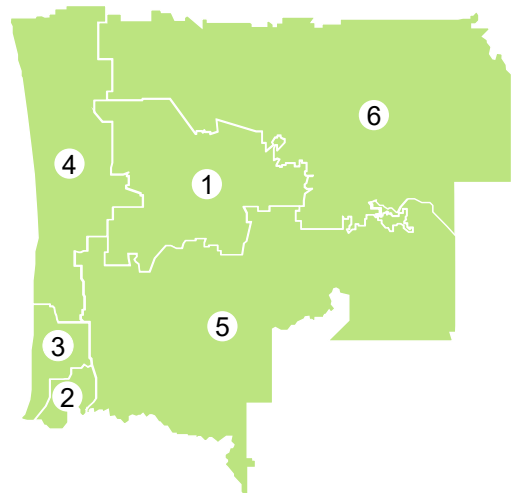
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	52
2	Australind	56
3	Leschenault	57
4	Coastal	50
5	Rural South – Brunswick	54
6	Rural North – Yarloop	47
Farm / Rural		55
Town		54

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	53	Disability	50
Female	56	5-11 years	54	First Nations	54
Age	14-34 years	12-17 years	56	Mainly speak LOTE	56
	35-49 years	18+ years	52	<b>Home ownership</b>	
	50-64 years	No children	55	Homeowner	54
	65+ years			Renting / other	59

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

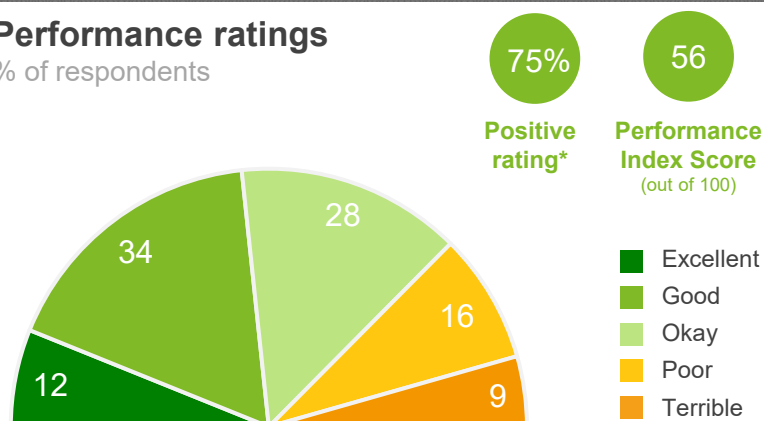
Base: All respondents, excludes 'unsure' and 'no response' (n = 1575). \* Positive Rating = excellent, good + okay

# Waste management

(kerbside collection, waste transfer sites, land fill, recycling etc)

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score

■ Shire of Harvey  
◆ Industry average



## MARKYT Industry Standards

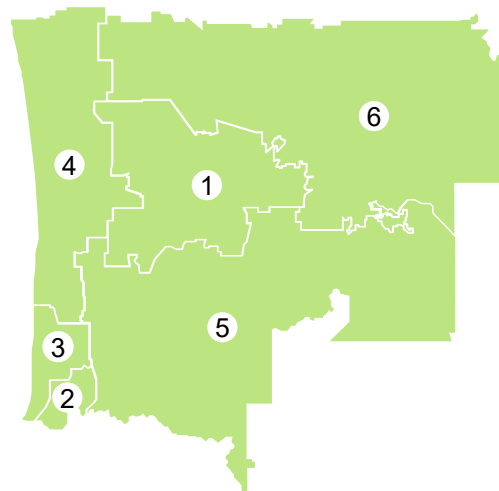
Performance Index Score



Shire of Harvey	56
Industry High	77
Industry Average	58

## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	58
2 Australind	58
3 Leschenault	54
4 Coastal	59
5 Rural South – Brunswick	47
6 Rural North – Yarloop	43
Farm / Rural	50
Town	58

Excellent range (100 ± 12.5 index pts)
Good range (75 ± 12.5 index pts)
Okay range (50 ± 12.5 index pts)
Poor range (25 ± 12.5 index pts)
Terrible range (0 ± 12.5 index pts)

## Community variances

Performance Index Score

### Gender

Male	56
Female	57

### Age of children

0-4 years	51
5-11 years	50
12-17 years	53
18+ years	56
No children	61

### Disability & culture

Disability	55
First Nations	39
Mainly speak LOTE	62

### Age

14-34 years	50
35-49 years	53
50-64 years	58
65+ years	65

### Home ownership

Homeowner	57
Renting / other	55

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

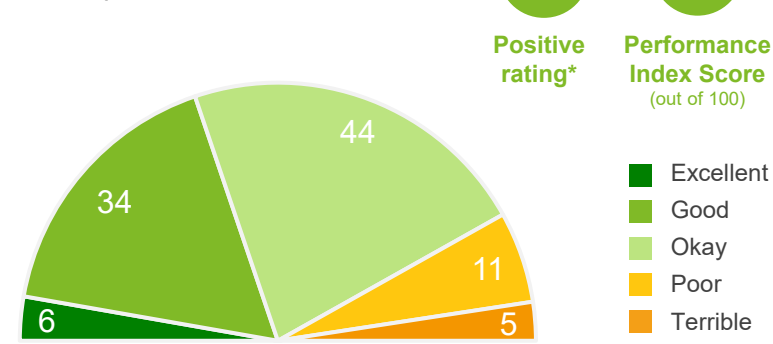
Base: All respondents, excludes 'unsure' and 'no response' (n = 1738). \* Positive Rating = excellent, good + okay

# Environmental health services

(food, noise, pollution etc)

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



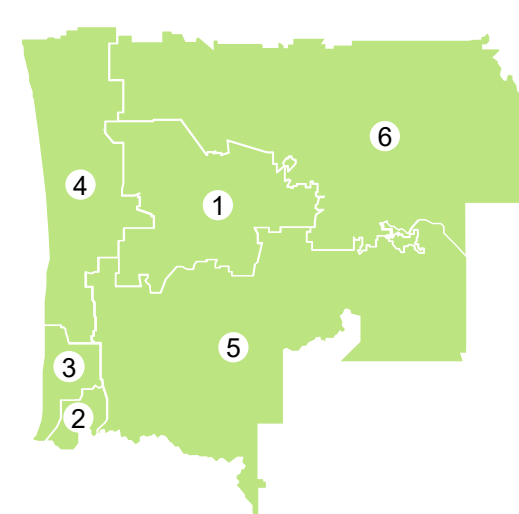
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	57
2	Australind	59
3	Leschenault	46
4	Coastal	53
5	Rural South – Brunswick	55
6	Rural North – Yarloop	52

Farm / Rural	53
Town	56

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

## Community variances

Performance Index Score

### Gender

Male	56
Female	56

### Age of children

0-4 years	57
5-11 years	56
12-17 years	56
18+ years	57
No children	57

### Disability & culture

Disability	53
First Nations	46
Mainly speak LOTE	61

### Age

14-34 years	59
35-49 years	54
50-64 years	54
65+ years	57

### Home ownership

Homeowner	56
Renting / other	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1549). \* Positive Rating = excellent, good + okay

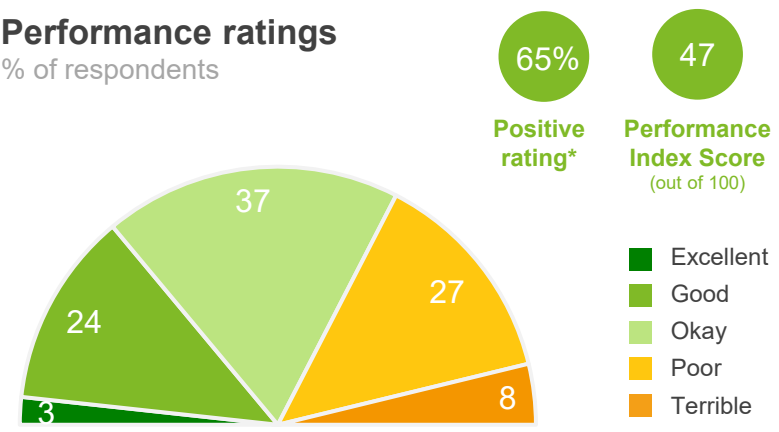
Discretionary services



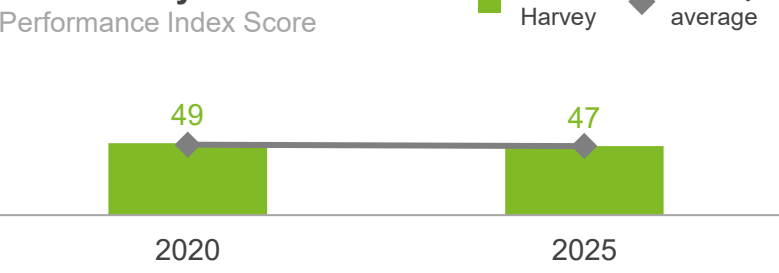
# Youth services and facilities

## Performance ratings

% of respondents



## Trend Analysis



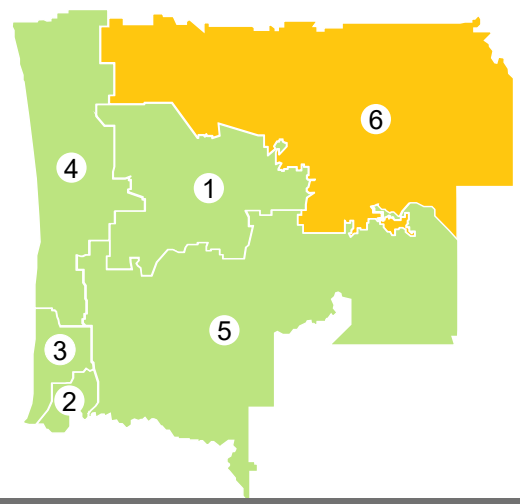
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	41
2	Australind	51
3	Leschenault	54
4	Coastal	41
5	Rural South – Brunswick	45
6	Rural North – Yarloop	35
Farm / Rural		42
Town		48

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

## Community variances

Performance Index Score

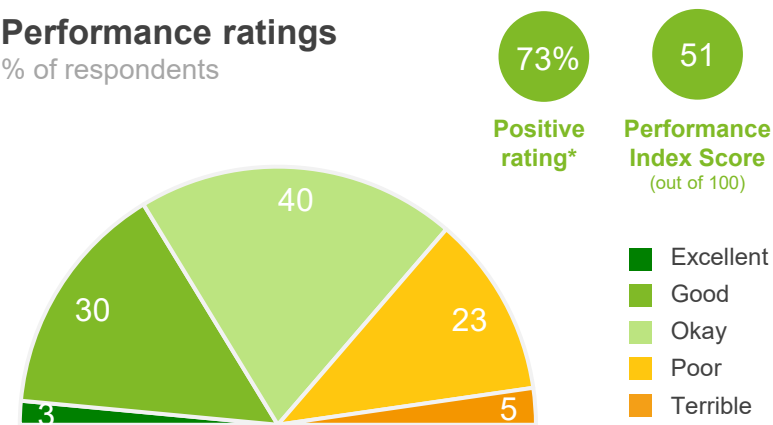
Gender		Age of children		Disability & culture	
Male	50	0-4 years	42	Disability	45
Female	45	5-11 years	41	First Nations	41
Age		12-17 years	41	Mainly speak LOTE	57
		18+ years	47	Home ownership	
		No children	52	Homeowner	47
				Renting / other	46
14-34 years	48				
35-49 years	44				
50-64 years	47				
65+ years	52				

Q. How would you rate performance in the following areas?  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1203). \* Positive Rating = excellent, good + okay

# Family and children's services and facilities

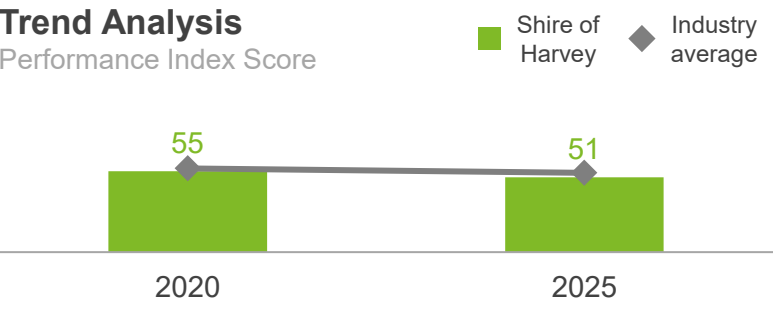
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



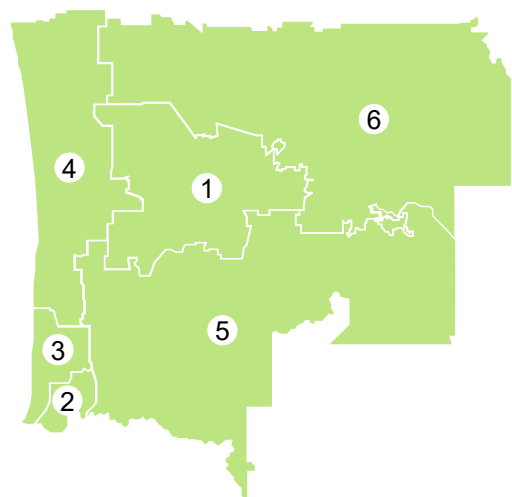
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	47
2	Australind	53
3	Leschenault	58
4	Coastal	47
5	Rural South – Brunswick	49
6	Rural North – Yarloop	44
Farm / Rural		50
Town		51

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

## Community variances

Performance Index Score

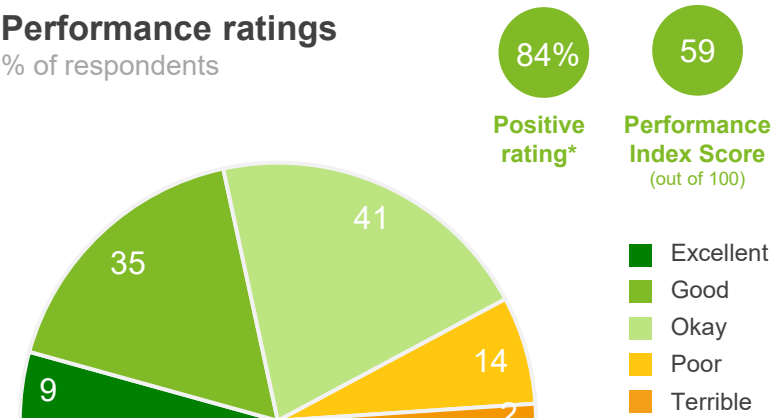
Gender		Age of children		Disability & culture	
Male	53	0-4 years	48	Disability	51
Female	49	5-11 years	44	First Nations	42
Age	14-34 years	12-17 years	47	Mainly speak LOTE	53
	35-49 years	18+ years	52	Home ownership	
	50-64 years	No children	55	Homeowner	51
	65+ years			Renting / other	51

Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 1287). \* Positive Rating = excellent, good + okay

# Seniors' services and facilities

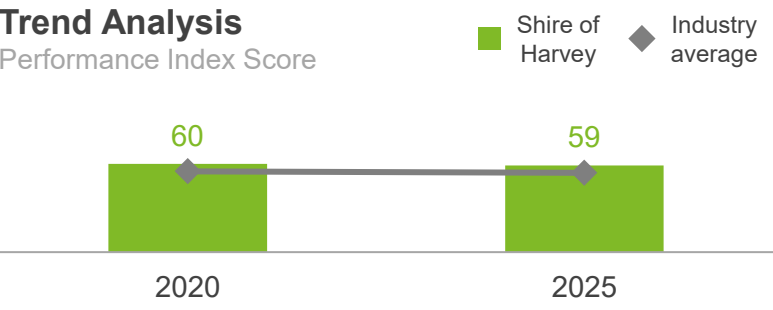
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



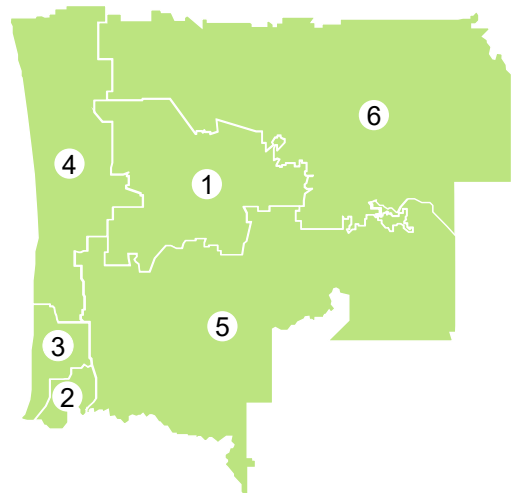
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	62
2	Australind	61
3	Leschenault	57
4	Coastal	52
5	Rural South – Brunswick	52
6	Rural North – Yarloop	51
Farm / Rural		57
Town		59

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-4 years	55	Disability	56
Female	57	5-11 years	58	First Nations	56
Age	14-34 years	12-17 years	61	Mainly speak LOTE	70
	35-49 years	18+ years	59	Home ownership	
	50-64 years	No children	60	Homeowner	58
	65+ years			Renting / other	64

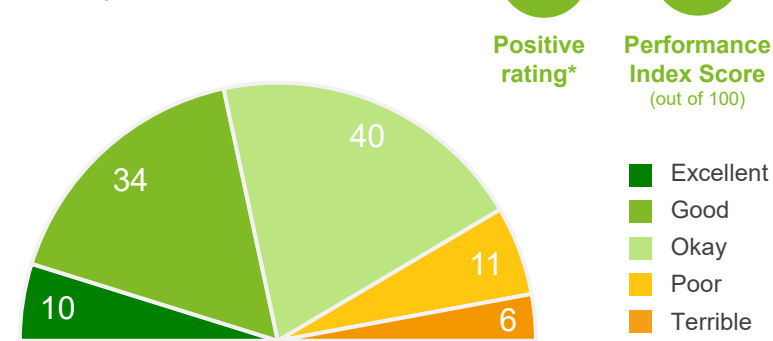
Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 1259). \* Positive Rating = excellent, good + okay

# Reconciliation action

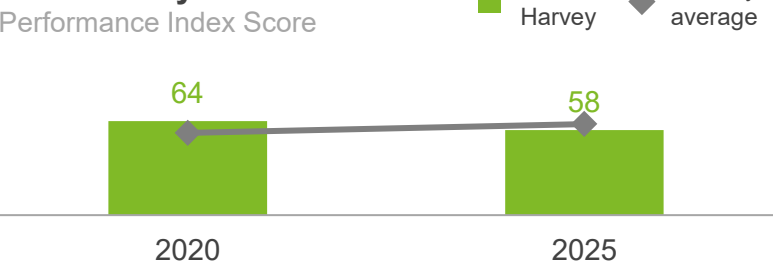
(recognition and respect for First Nations peoples)

## Performance ratings

% of respondents



## Trend Analysis



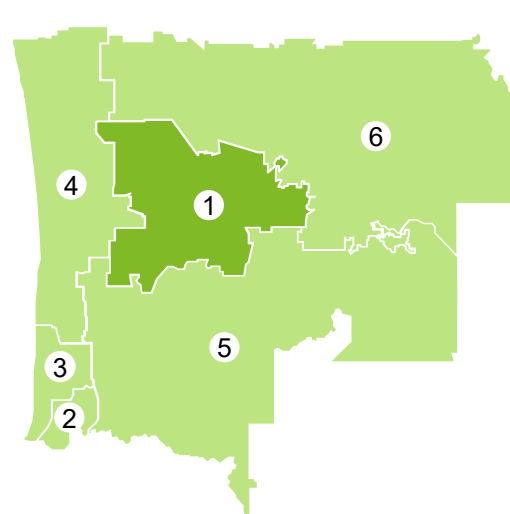
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	64
2	Australind	58
3	Leschenault	59
4	Coastal	49
5	Rural South – Brunswick	51
6	Rural North – Yarloop	49
Farm / Rural		56
Town		59

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-4 years	54	Disability	57
Female	59	5-11 years	56	First Nations	40
Age		12-17 years	60	Mainly speak LOTE	59
		18+ years	62	Home ownership	
		No children	59	Homeowner	59
				Renting / other	55
14-34 years	55				
35-49 years	55				
50-64 years	60				
65+ years	61				

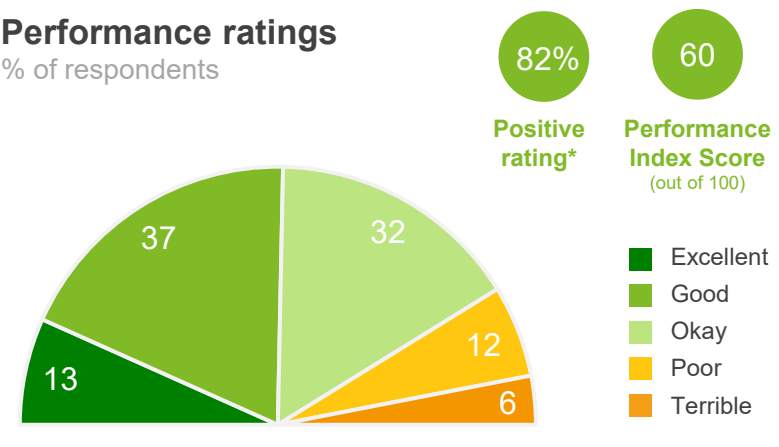
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 935). \* Positive Rating = excellent, good + okay

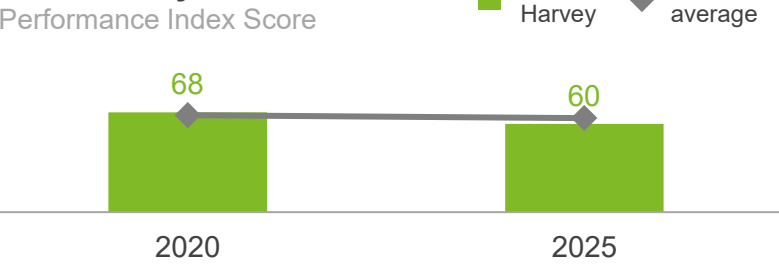
# Sport and recreation services and facilities

## Performance ratings

% of respondents



## Trend Analysis



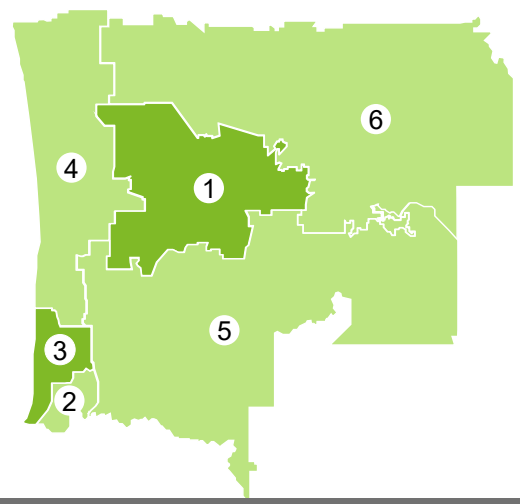
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	67
2	Australind	62
3	Leschenault	63
4	Coastal	57
5	Rural South – Brunswick	43
6	Rural North – Yarloop	51
Farm / Rural		56
Town		61

- Excellent range ( $100 \pm 12.5$  index pts)
- Good range ( $75 \pm 12.5$  index pts)
- Okay range ( $50 \pm 12.5$  index pts)
- Poor range ( $25 \pm 12.5$  index pts)
- Terrible range ( $0 \pm 12.5$  index pts)

## Community variances

Performance Index Score

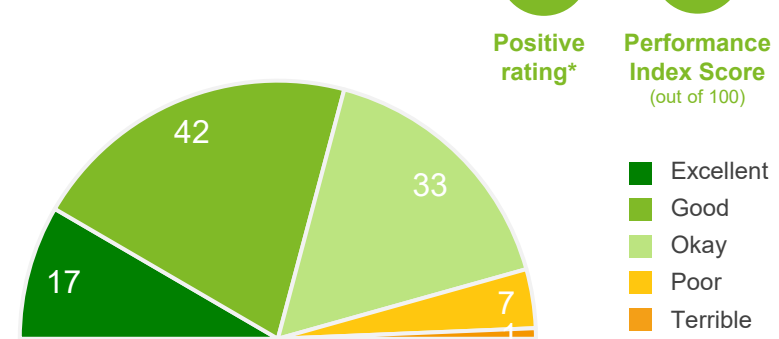
Gender		Age of children		Disability & culture	
Male	61	0-4 years	55	Disability	63
Female	59	5-11 years	52	First Nations	51
Age		12-17 years	55	Mainly speak LOTE	63
		14-34 years	56	Home ownership	
		35-49 years	54	Homeowner	60
		50-64 years	64	Renting / other	65
		65+ years	68		
		18+ years	62		
		No children	64		

Q. How would you rate performance in the following areas?  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1678). \* Positive Rating = excellent, good + okay

# Library services and facilities

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



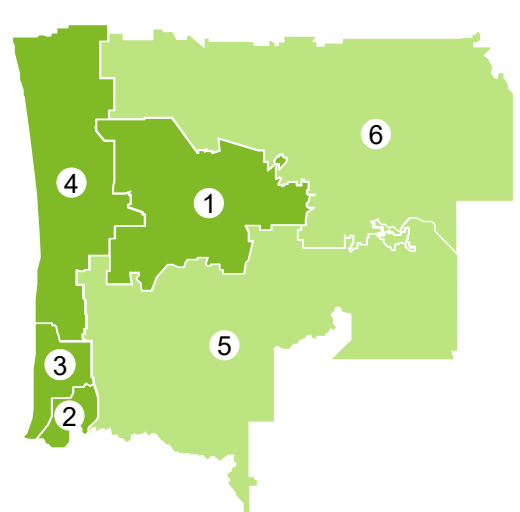
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	69
2	Australind	68
3	Leschenault	71
4	Coastal	65
5	Rural South – Brunswick	52
6	Rural North – Yarloop	58
Farm / Rural		65
Town		67

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	65	0-4 years	65	Disability	67
Female	68	5-11 years	64	First Nations	58
Age	14-34 years	12-17 years	65	Mainly speak LOTE	68
	35-49 years	18+ years	66	<b>Home ownership</b>	
	50-64 years	No children	68	Homeowner	67
	65+ years		71	Renting / other	68

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

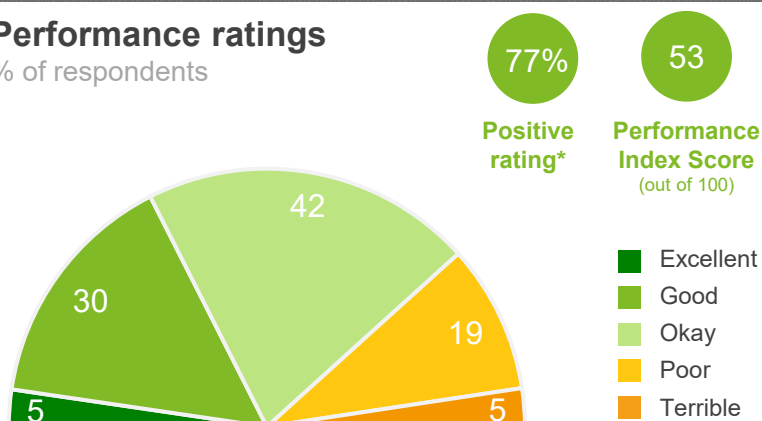
Base: All respondents, excludes 'unsure' and 'no response' (n = 1580). \* Positive Rating = excellent, good + okay



# Art, culture and creative activities

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score

■ Shire of Harvey  
◆ Industry average



## MARKYT Industry Standards

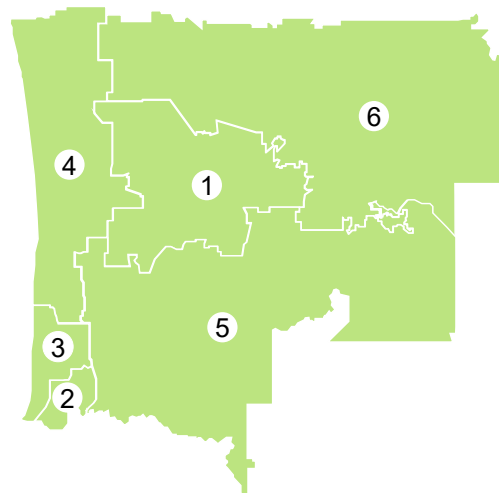
Performance Index Score



Shire of Harvey	53
Industry High	71
Industry Average	63

## Geographical variances

Performance Index Score



### Local area planning district

1 Harvey	57
2 Australind	53
3 Leschenault	53
4 Coastal	50
5 Rural South – Brunswick	50
6 Rural North – Yarloop	52

Farm / Rural	54
Town	53

- Excellent range ( $100 \pm 12.5$  index pts)
- Good range ( $75 \pm 12.5$  index pts)
- Okay range ( $50 \pm 12.5$  index pts)
- Poor range ( $25 \pm 12.5$  index pts)
- Terrible range ( $0 \pm 12.5$  index pts)

## Community variances

Performance Index Score

### Gender

Male	54
Female	52

### Age of children

0-4 years	46
5-11 years	49
12-17 years	50
18+ years	54
No children	57

### Disability & culture

Disability	56
First Nations	43

### Age

14-34 years	50
35-49 years	50
50-64 years	54
65+ years	59

### Home ownership

Homeowner	53
Renting / other	54

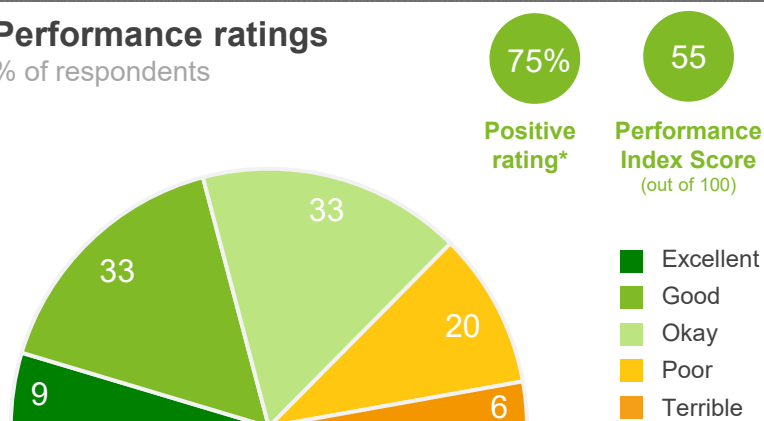
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1326). \* Positive Rating = excellent, good + okay

# Festivals, markets and community events

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score

■ Shire of Harvey  
◆ Industry average



## MARKYT Industry Standards

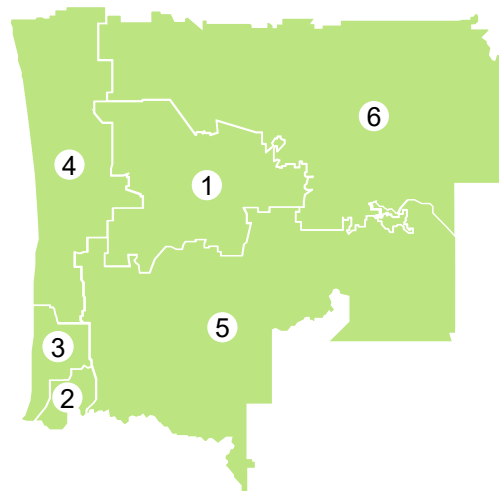
Performance Index Score



Shire of Harvey	55
Industry High	74
Industry Average	64

## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	58
2	Australind	55
3	Leschenault	60
4	Coastal	53
5	Rural South – Brunswick	49
6	Rural North – Yarloop	48

Farm / Rural	54
Town	55

- Excellent range ( $100 \pm 12.5$  index pts)
- Good range ( $75 \pm 12.5$  index pts)
- Okay range ( $50 \pm 12.5$  index pts)
- Poor range ( $25 \pm 12.5$  index pts)
- Terrible range ( $0 \pm 12.5$  index pts)

## Community variances

Performance Index Score

### Gender

Male	53
Female	56

### Age of children

0-4 years	50
5-11 years	53
12-17 years	55
18+ years	55
No children	58

### Disability & culture

Disability	58
First Nations	48

Mainly speak LOTE 48

### Home ownership

Homeowner	55
Renting / other	58

### Age

14-34 years	52
35-49 years	53
50-64 years	55
65+ years	61

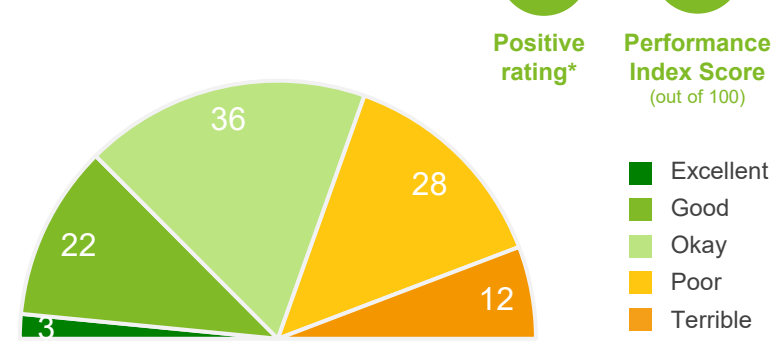
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1643). \* Positive Rating = excellent, good + okay

# Town centre development and activation

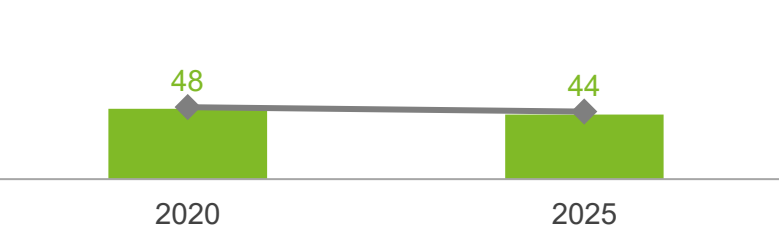
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



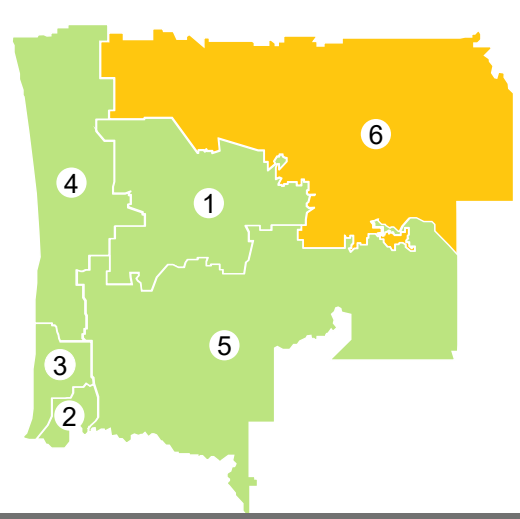
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	39
2 Australind	47
3 Leschenault	49
4 Coastal	44
5 Rural South – Brunswick	40
6 Rural North – Yarloop	32
Farm / Rural	43
Town	45

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	44	0-4 years	45	Disability	48
Female	45	5-11 years	42	First Nations	31
Age		12-17 years	39	Mainly speak LOTE	48
		14-34 years	46	Home ownership	
		35-49 years	41	Homeowner	45
		50-64 years	43	Renting / other	48
	65+ years	48	No children	47	

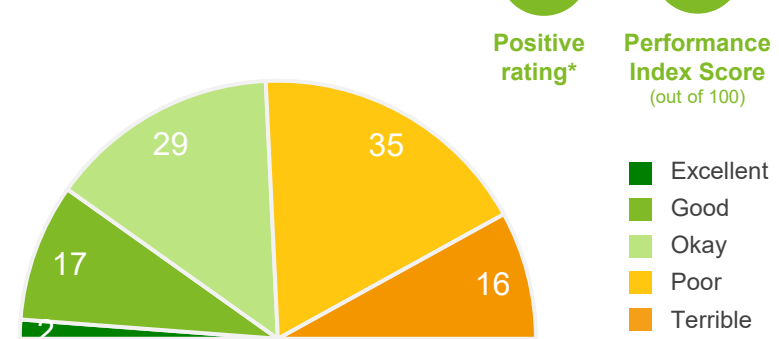
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1514). \* Positive Rating = excellent, good + okay

# Tourism and destination marketing

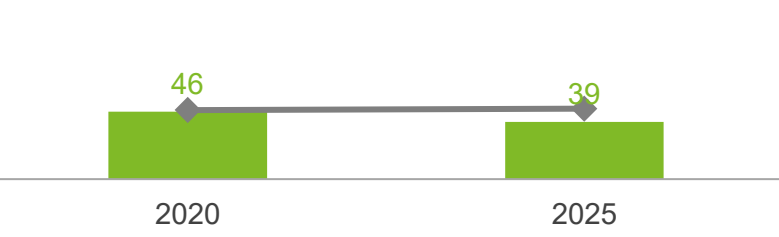
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



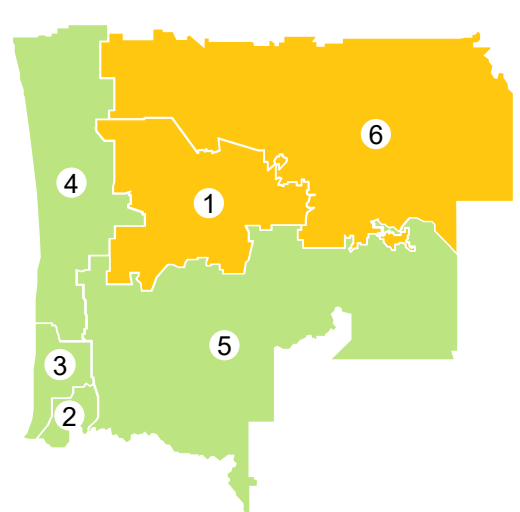
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1 Harvey	33
2 Australind	40
3 Leschenault	41
4 Coastal	42
5 Rural South – Brunswick	42
6 Rural North – Yarloop	26
Farm / Rural	38
Town	39

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

## Community variances

Performance Index Score

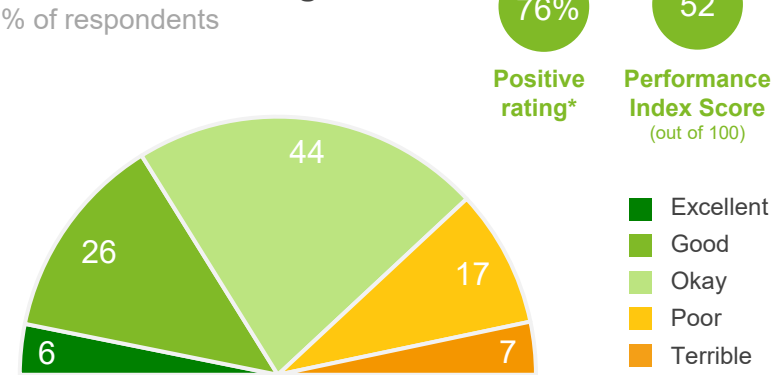
Gender		Age of children		Disability & culture	
Male	38	0-4 years	37	Disability	39
Female	39	5-11 years	35	First Nations	36
Age	14-34 years	12-17 years	33	Mainly speak LOTE	42
	35-49 years	18+ years	36	Home ownership	
	50-64 years	No children	42	Homeowner	38
	65+ years		44	Renting / other	47

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

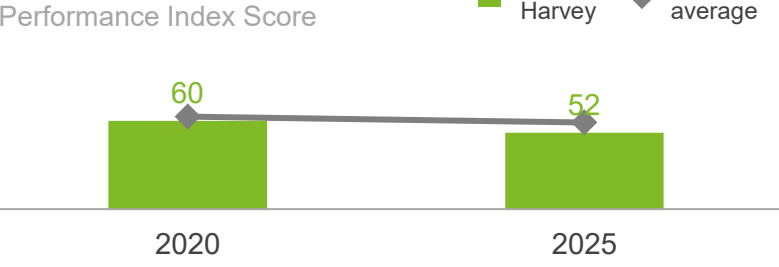
Base: All respondents, excludes 'unsure' and 'no response' (n = 1524). \* Positive Rating = excellent, good + okay

# Volunteer support services

## Performance ratings



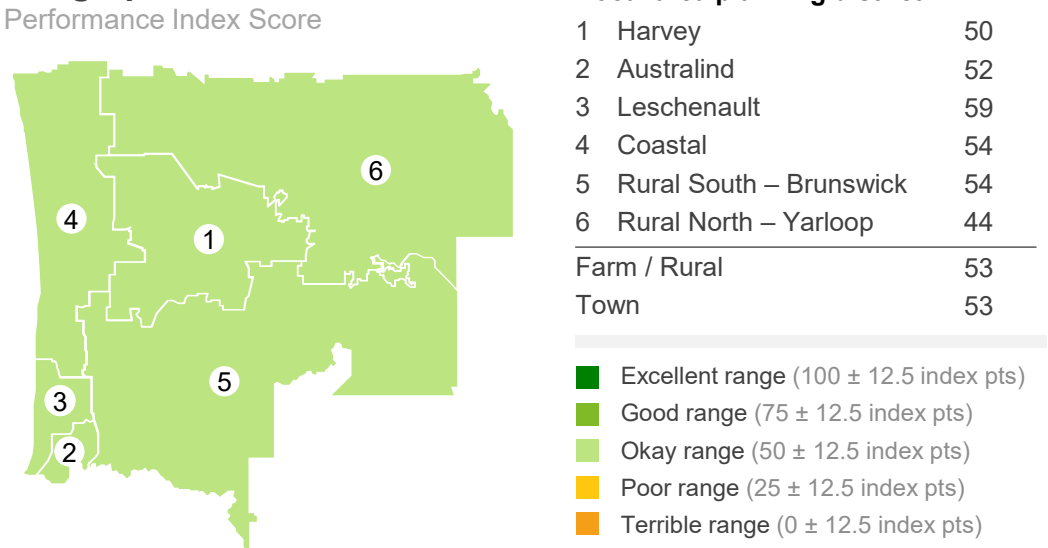
## Trend Analysis



## MARKYT Industry Standards



## Geographical variances



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	52	0-4 years	51	Disability	54
Female	52	5-11 years	50	First Nations	35
Age	14-34 years	12-17 years	50	Mainly speak LOTE	52
	35-49 years	18+ years	53	Home ownership	
	50-64 years	No children	55	Homeowner	53
	65+ years			Renting / other	55

Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 1146). \* Positive Rating = excellent, good + okay

# Advocacy and support

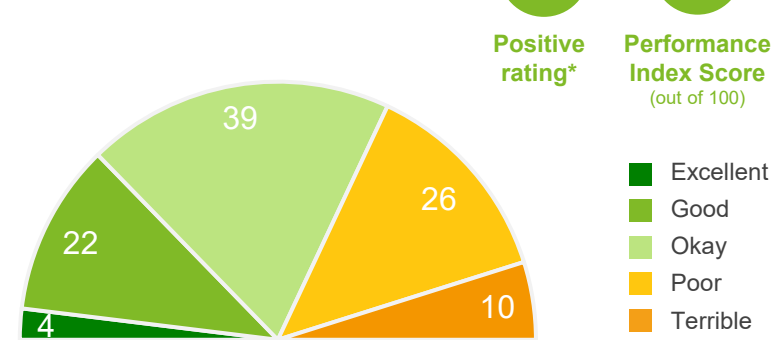
for services delivered by the Australian Government, State Government,  
private industry and non-governmental organisations



# Safety and crime prevention

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



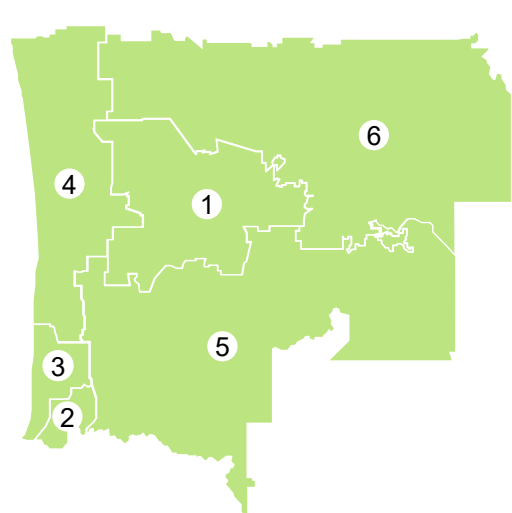
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	52
2	Australind	45
3	Leschenault	49
4	Coastal	43
5	Rural South – Brunswick	41
6	Rural North – Yarloop	46
Farm / Rural		47
Town		46

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	46	0-4 years	46	Disability	46
Female	45	5-11 years	42	First Nations	39
Age	14-34 years	12-17 years	45	Mainly speak LOTE	53
	35-49 years	18+ years	46	Home ownership	
	50-64 years	No children	47	Homeowner	45
	65+ years			Renting / other	51

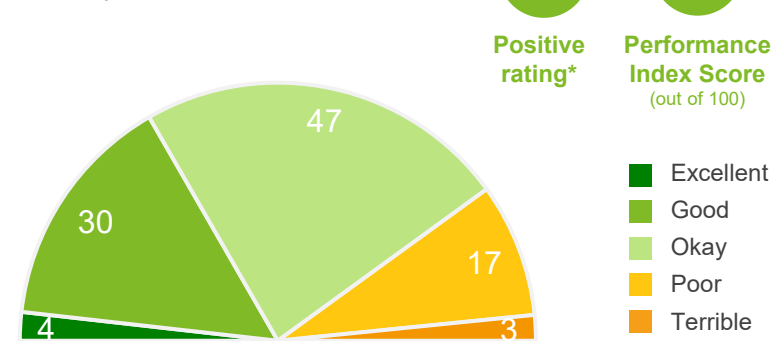
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1616). \* Positive Rating = excellent, good + okay

# Health and community services

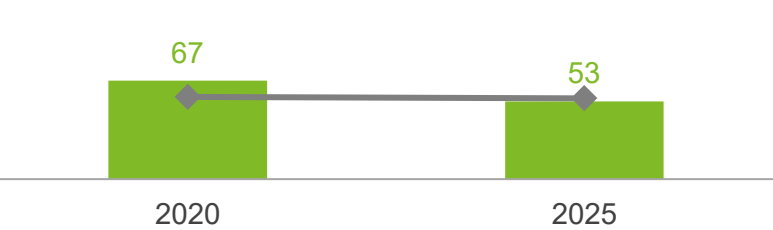
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



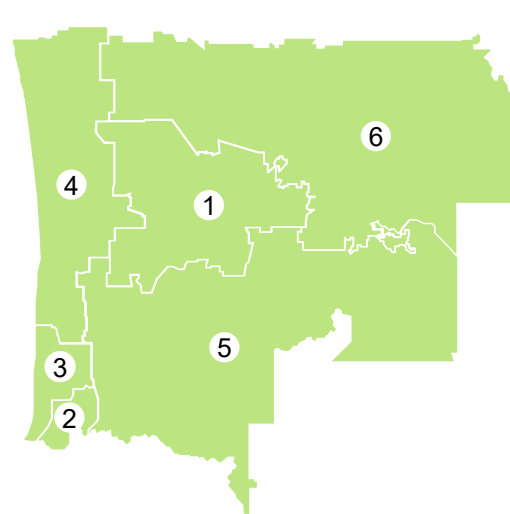
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	56
2	Australind	55
3	Leschenault	54
4	Coastal	51
5	Rural South – Brunswick	48
6	Rural North – Yarloop	48
Farm / Rural		54
Town		53

- Excellent range ( $100 \pm 12.5$  index pts)
- Good range ( $75 \pm 12.5$  index pts)
- Okay range ( $50 \pm 12.5$  index pts)
- Poor range ( $25 \pm 12.5$  index pts)
- Terrible range ( $0 \pm 12.5$  index pts)

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	52	Disability	55
Female	53	5-11 years	50	First Nations	49
Age		12-17 years	50	Mainly speak LOTE	58
		18+ years	52	Home ownership	
		No children	56	Homeowner	53
				Renting / other	56
14-34 years	54				
35-49 years	49				
50-64 years	53				
65+ years	58				

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

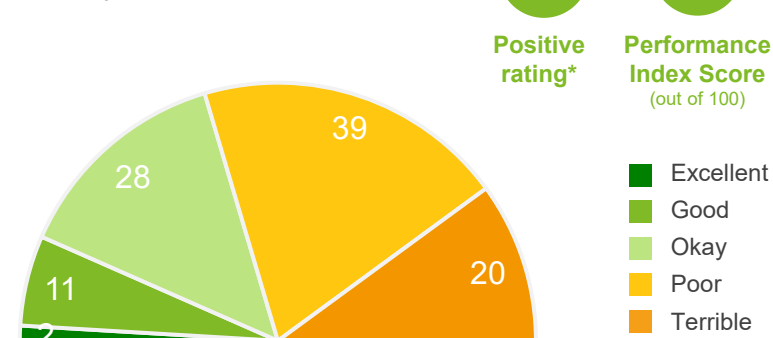
Base: All respondents, excludes 'unsure' and 'no response' (n = 1577). \* Positive Rating = excellent, good + okay

# Housing

(availability of affordable housing, social housing, crisis accommodation etc)

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



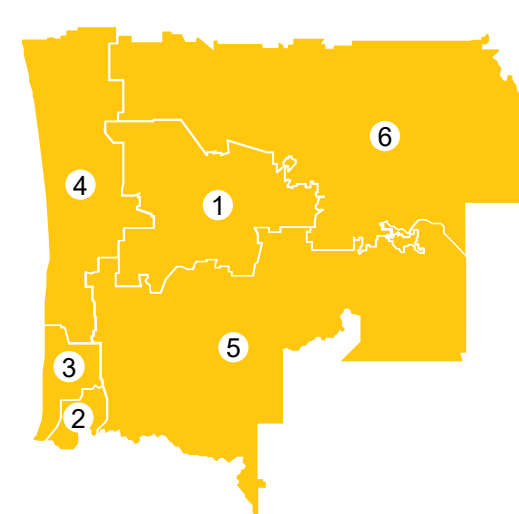
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	28
2	Australind	37
3	Leschenault	36
4	Coastal	31
5	Rural South – Brunswick	33
6	Rural North – Yarloop	24

Farm / Rural	29
Town	35

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	36	0-4 years	38	Disability	28
Female	33	5-11 years	32	First Nations	29
Age	14-34 years	12-17 years	30	Mainly speak LOTE	48
	35-49 years	18+ years	29	<b>Home ownership</b>	
	50-64 years	No children	35	Homeowner	35
	65+ years			Renting / other	29

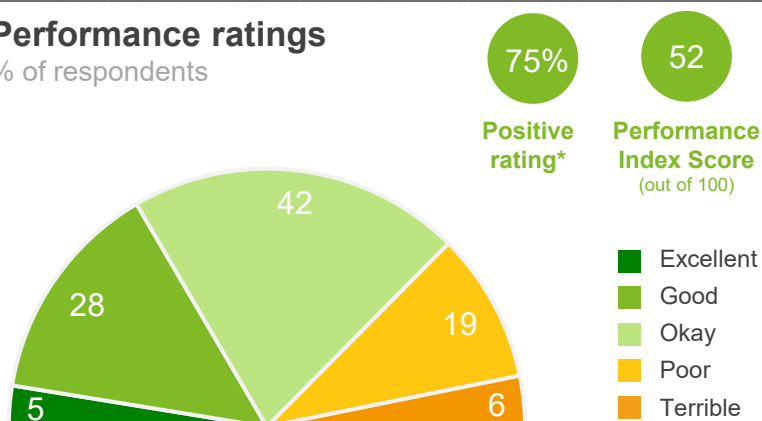
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1314). \* Positive Rating = excellent, good + okay

# Aged care and accommodation

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score

■ Shire of Harvey  
◆ Industry average



## MARKYT Industry Standards

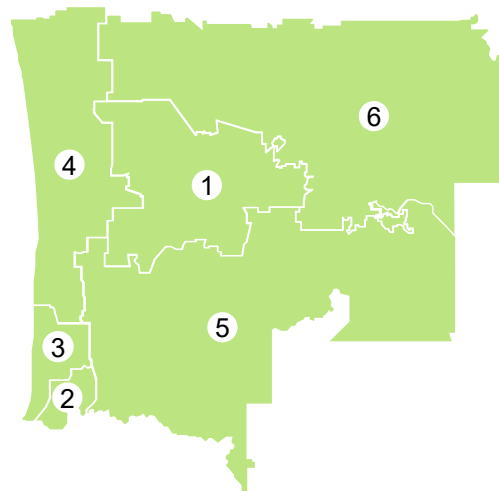
Performance Index Score



Shire of Harvey	52
Industry High	63
Industry Average	54

## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	51
2	Australind	55
3	Leschenault	49
4	Coastal	43
5	Rural South – Brunswick	51
6	Rural North – Yarloop	45

Farm / Rural	51
Town	52

- Excellent range ( $100 \pm 12.5$  index pts)
- Good range ( $75 \pm 12.5$  index pts)
- Okay range ( $50 \pm 12.5$  index pts)
- Poor range ( $25 \pm 12.5$  index pts)
- Terrible range ( $0 \pm 12.5$  index pts)

## Community variances

Performance Index Score

### Gender

Male	54
Female	49

### Age of children

0-4 years	53
5-11 years	52
12-17 years	49
18+ years	49
No children	53

### Disability & culture

Disability	50
First Nations	43
Mainly speak LOTE	54

### Age

14-34 years	56
35-49 years	51
50-64 years	47
65+ years	53

### Home ownership

Homeowner	51
Renting / other	57

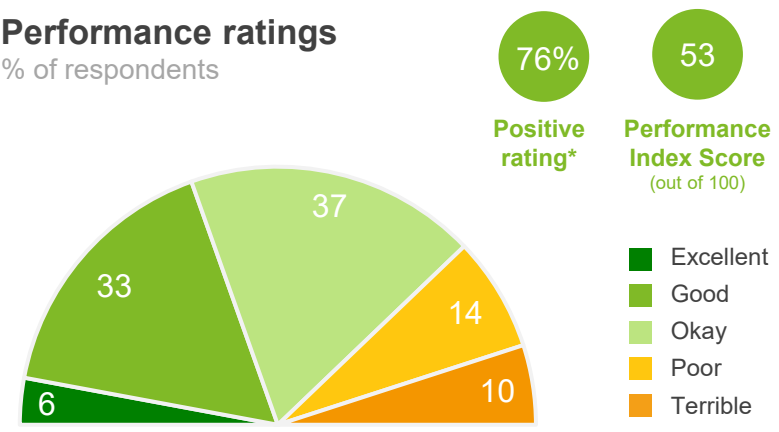
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1259). \* Positive Rating = excellent, good + okay

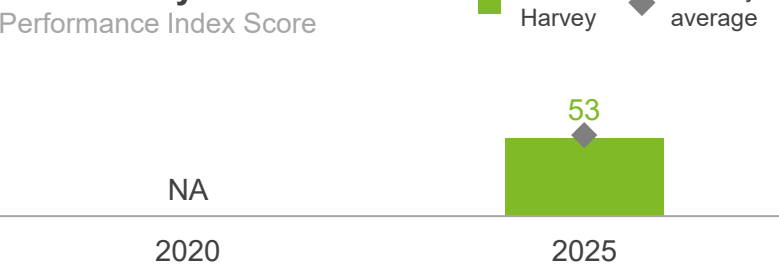
# Water supply and sewerage services

## Performance ratings

% of respondents



## Trend Analysis



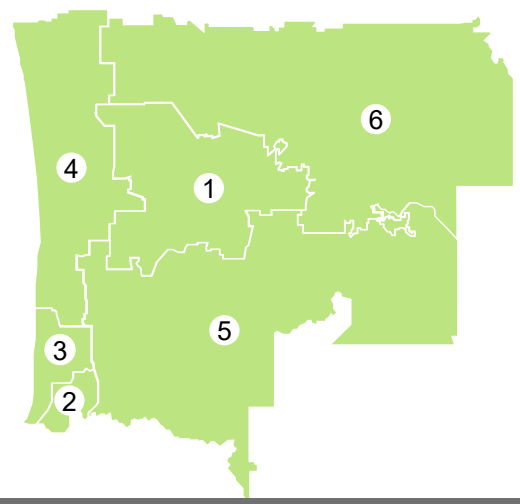
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	58
2	Australind	51
3	Leschenault	54
4	Coastal	60
5	Rural South – Brunswick	52
6	Rural North – Yarloop	48
Farm / Rural		54
Town		53

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-4 years	48	Disability	54
Female	53	5-11 years	47	First Nations	40
Age	14-34 years	12-17 years	49	Mainly speak LOTE	60
	35-49 years	18+ years	54	<b>Home ownership</b>	
	50-64 years	No children	56	Homeowner	52
	65+ years			Renting / other	60

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

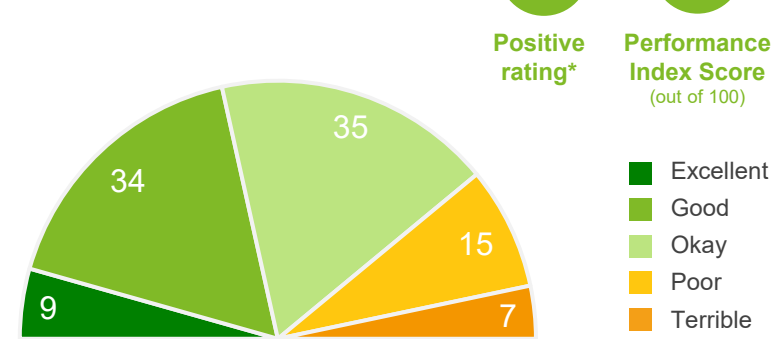
Base: All respondents, excludes 'unsure' and 'no response' (n = 1592). \* Positive Rating = excellent, good + okay

# Main roads

(South Western Highway, Forrest Freeway etc)

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



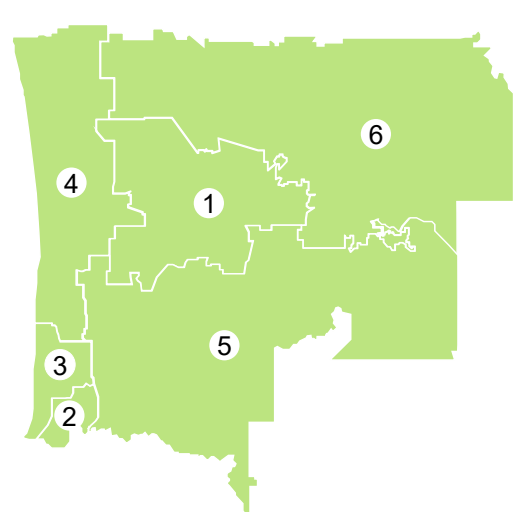
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1 Harvey	55
2 Australind	58
3 Leschenault	56
4 Coastal	55
5 Rural South – Brunswick	50
6 Rural North – Yarloop	42
Farm / Rural	50
Town	57

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-4 years	51	Disability	54
Female	57	5-11 years	53	First Nations	44
Age	14-34 years	12-17 years	53	Mainly speak LOTE	60
	35-49 years	18+ years	58	<b>Home ownership</b>	
	50-64 years	No children	58	Homeowner	56
	65+ years			Renting / other	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1713). \* Positive Rating = excellent, good + okay

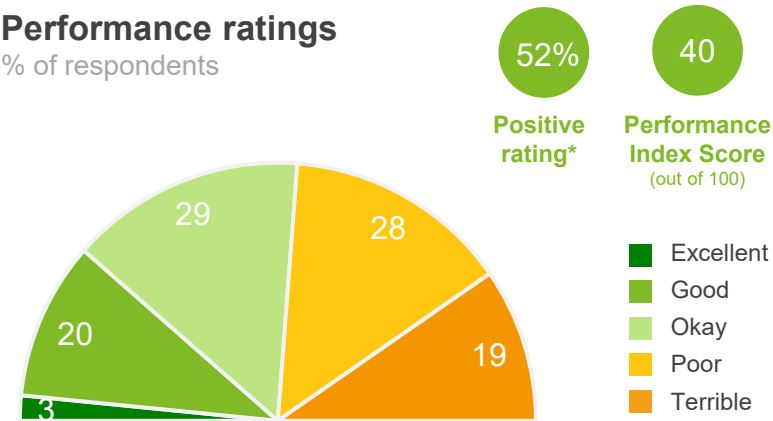
^ 2020 measure: local roads (community members commented on local and main roads)



# Public transport

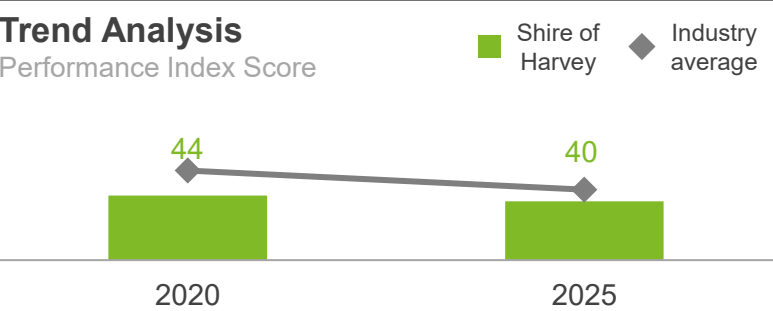
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



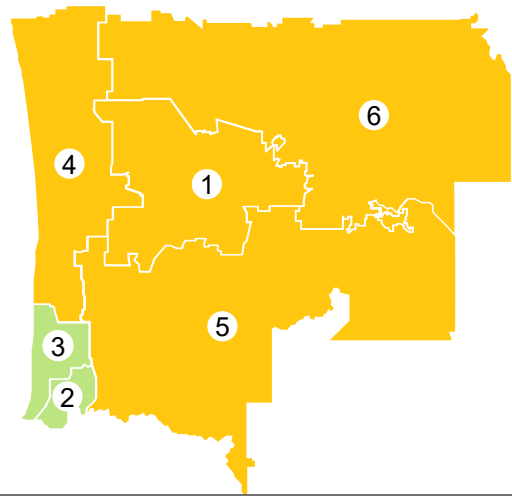
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	22
2	Australind	52
3	Leschenault	38
4	Coastal	25
5	Rural South – Brunswick	24
6	Rural North – Yarloop	17
Farm / Rural		25
Town		42

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	42	0-4 years	39	Disability	36
Female	38	5-11 years	40	First Nations	43
Age	14-34 years	12-17 years	39	Mainly speak LOTE	36
	35-49 years	18+ years	37	Home ownership	
	50-64 years	No children	40	Homeowner	40
	65+ years			Renting / other	38

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

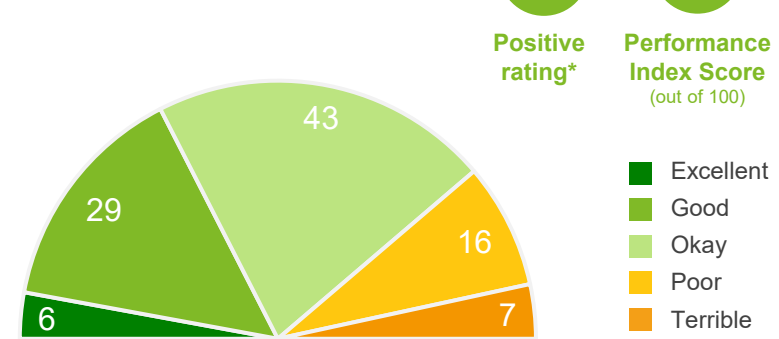
Base: All respondents, excludes 'unsure' and 'no response' (n = 1435). \* Positive Rating = excellent, good + okay

# Environmental management and conservation

(forests, rivers, coastline, wetlands, estuary)

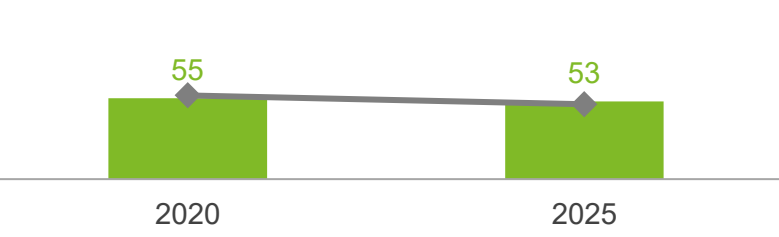
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



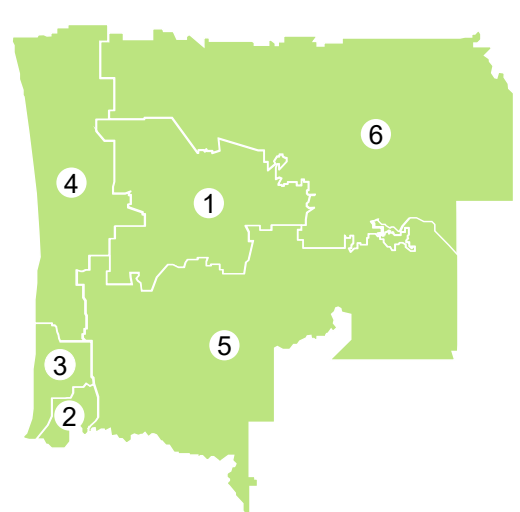
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



## Local area planning district

1	Harvey	48
2	Australind	56
3	Leschenault	51
4	Coastal	49
5	Rural South – Brunswick	46
6	Rural North – Yarloop	47
Farm / Rural		47
Town		54

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

## Community variances

Performance Index Score

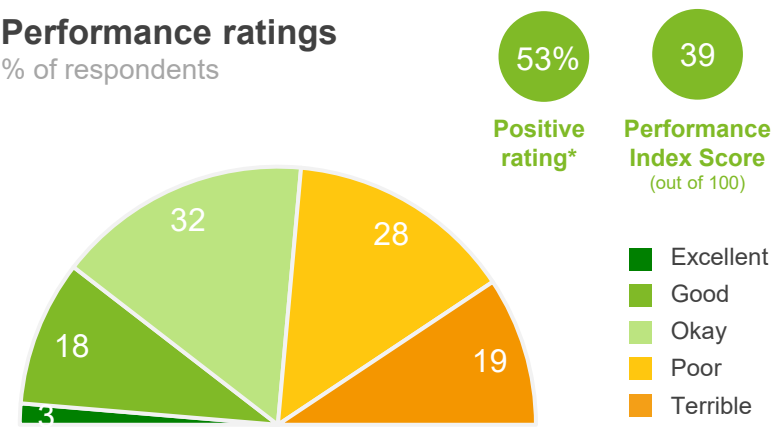
Gender		Age of children		Disability & culture	
Male	51	0-4 years	55	Disability	54
Female	54	5-11 years	52	First Nations	34
Age	14-34 years	12-17 years	52	Mainly speak LOTE	61
	35-49 years	18+ years	53	<b>Home ownership</b>	
	50-64 years	No children	52	Homeowner	53
	65+ years			Renting / other	51

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

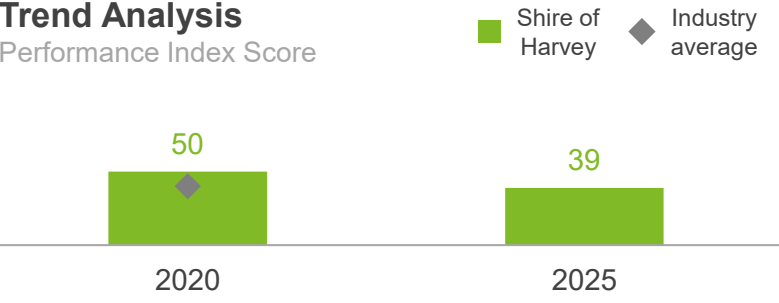
Base: All respondents, excludes 'unsure' and 'no response' (n = 1547). \* Positive Rating = excellent, good + okay

# Pest management (weeds, feral animals, etc)

## Performance ratings % of respondents



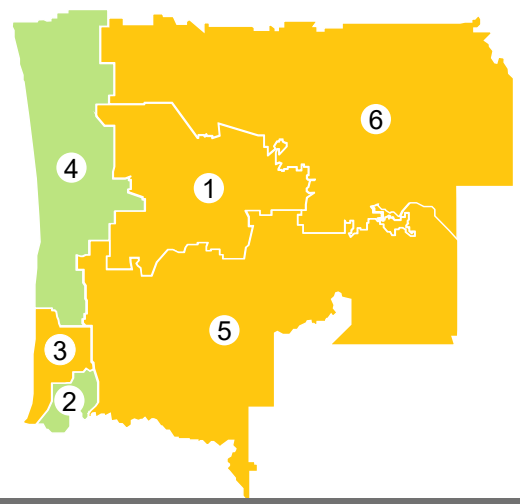
## Trend Analysis Performance Index Score



## MARKYT Industry Standards Performance Index Score



## Geographical variances Performance Index Score



### Local area planning district

1 Harvey	30
2 Australind	44
3 Leschenault	33
4 Coastal	40
5 Rural South – Brunswick	37
6 Rural North – Yarloop	24
Farm / Rural	30
Town	41

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

## Community variances Performance Index Score

Gender		Age of children		Disability & culture	
Male	39	0-4 years	42	Disability	39
Female	40	5-11 years	38	First Nations	26
Age	14-34 years	12-17 years	39	Mainly speak LOTE	54
	35-49 years	18+ years	41	<b>Home ownership</b>	
	50-64 years	No children	39	Homeowner	39
	65+ years			Renting / other	47

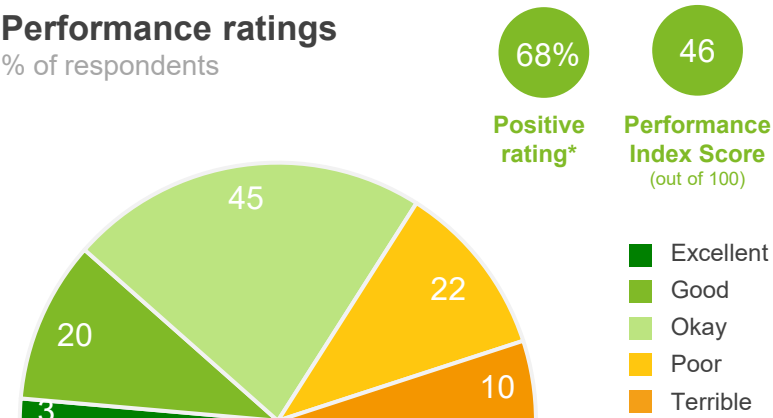
Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 1552). \* Positive Rating = excellent, good + okay

# Climate action

(promoting sustainable practices to combat climate change and its impacts)

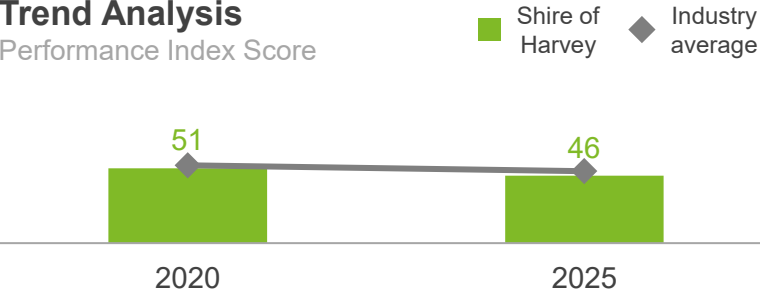
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



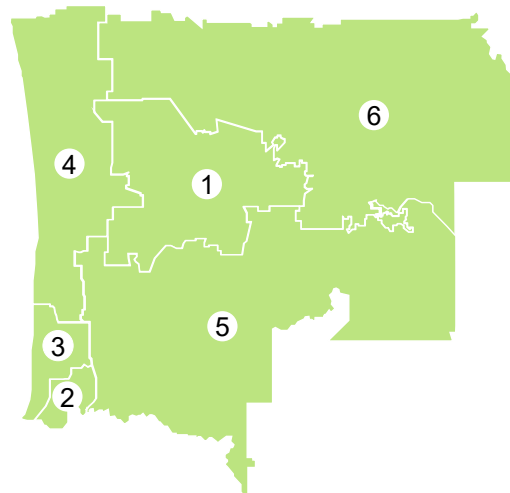
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	41
2	Australind	49
3	Leschenault	44
4	Coastal	46
5	Rural South – Brunswick	46
6	Rural North – Yarloop	40

Farm / Rural	45
Town	46

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

## Community variances

Performance Index Score

### Gender

Male	47
Female	45

### Age of children

0-4 years	44
5-11 years	44
12-17 years	41
18+ years	46
No children	48

### Age

14-34 years	49
35-49 years	43
50-64 years	43
65+ years	50

### Disability & culture

Disability	46
First Nations	34
Mainly speak LOTE	55

### Home ownership

Homeowner	45
Renting / other	51

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

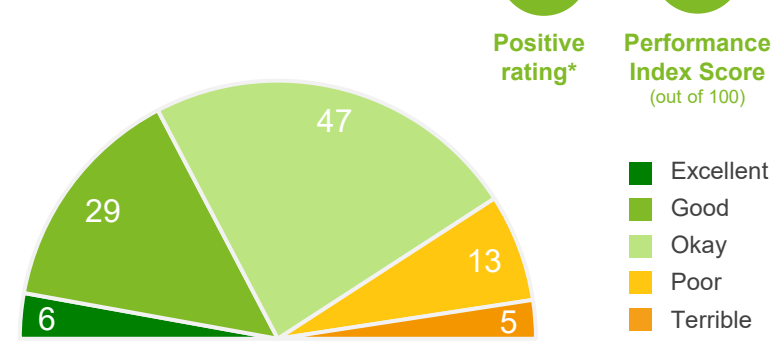
Base: All respondents, excludes 'unsure' and 'no response' (n = 1093). \* Positive Rating = excellent, good + okay

# Emergency management

(education, prevention and recovery for natural disasters)

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



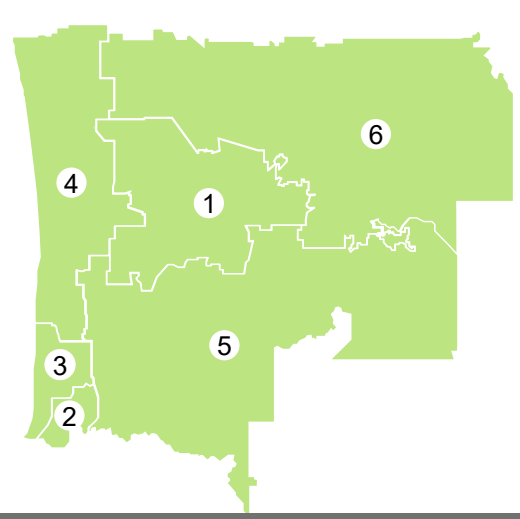
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	54
2	Australind	56
3	Leschenault	53
4	Coastal	52
5	Rural South – Brunswick	52
6	Rural North – Yarloop	42
Farm / Rural		53
Town		55

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-4 years	55	Disability	51
Female	53	5-11 years	55	First Nations	45
Age	14-34 years	12-17 years	54	Mainly speak LOTE	58
	35-49 years	18+ years	52	<b>Home ownership</b>	
	50-64 years	No children	54	Homeowner	54
	65+ years			Renting / other	58

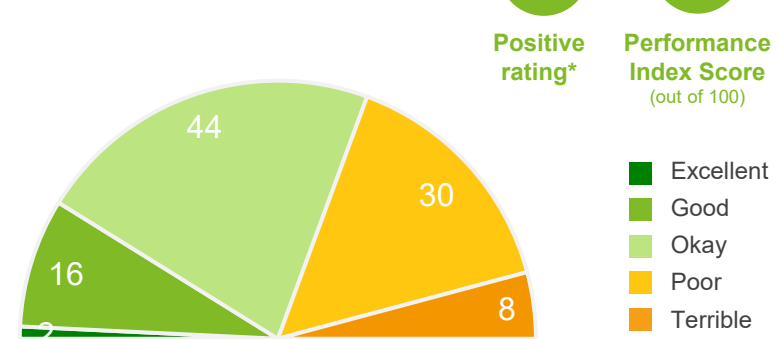
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1223). \* Positive Rating = excellent, good + okay

# Economic development and job creation

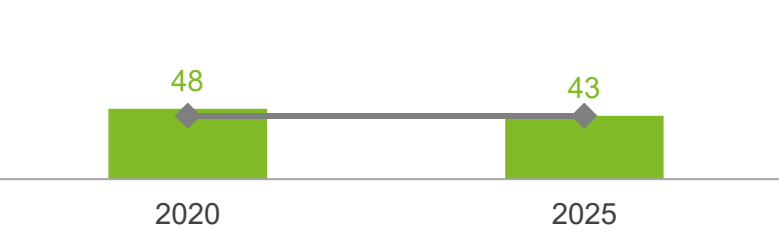
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



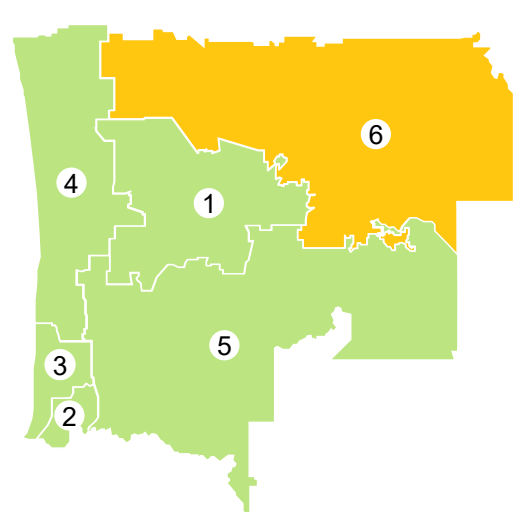
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	38
2 Australind	48
3 Leschenault	43
4 Coastal	39
5 Rural South – Brunswick	40
6 Rural North – Yarloop	28
Farm / Rural	37
Town	45

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	42	0-4 years	44	Disability	41
Female	44	5-11 years	41	First Nations	27
Age	14-34 years	12-17 years	39	Mainly speak LOTE	46
	35-49 years	18+ years	42	Home ownership	
	50-64 years	No children	45	Homeowner	43
	65+ years			Renting / other	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1221). \* Positive Rating = excellent, good + okay

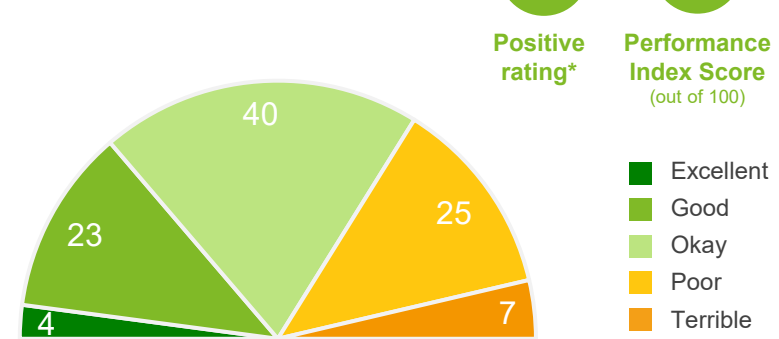


# Education and life-long learning opportunities

(schools, universities, TAFE etc)

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



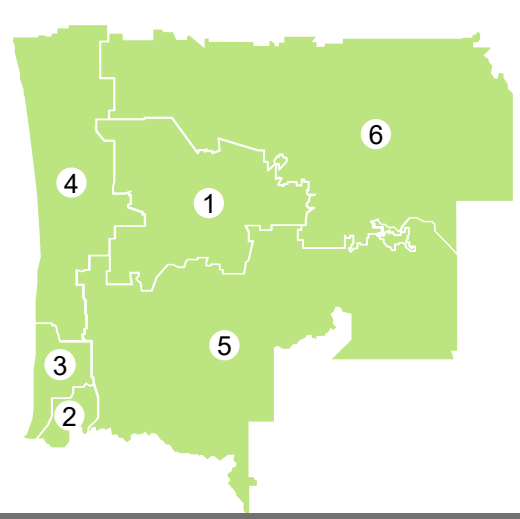
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



## Local area planning district

1 Harvey	48
2 Australind	51
3 Leschenault	48
4 Coastal	41
5 Rural South – Brunswick	45
6 Rural North – Yarloop	41
Farm / Rural	45
Town	49

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	47	0-4 years	48	Disability	48
Female	49	5-11 years	45	First Nations	39
Age		12-17 years	43	Mainly speak LOTE	52
		18+ years	43	Home ownership	
		No children	51		
14-34 years	50			Homeowner	48
35-49 years	43			Renting / other	50
50-64 years	46				
65+ years	55				

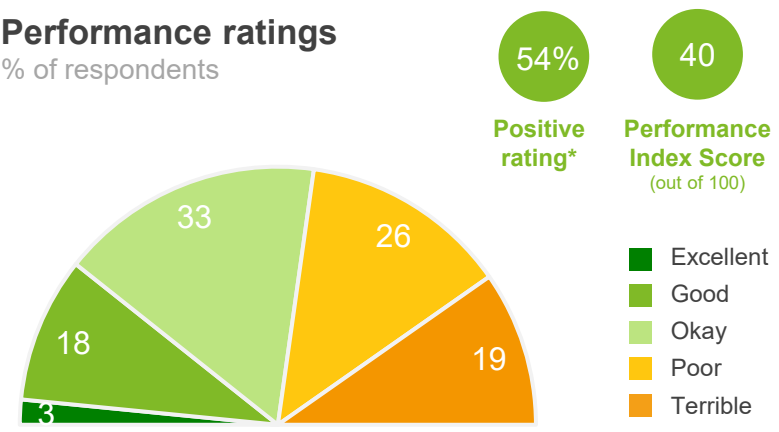
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1387). \* Positive Rating = excellent, good + okay

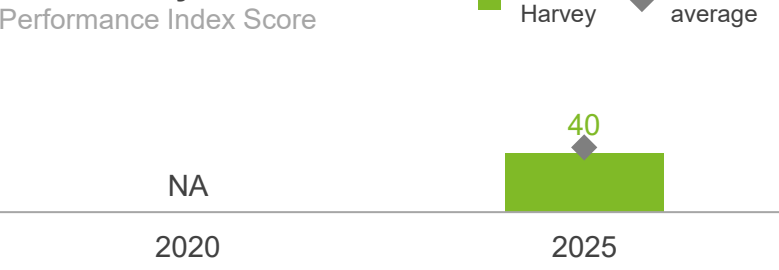
# Telecommunications and internet services

## Performance ratings

% of respondents



## Trend Analysis



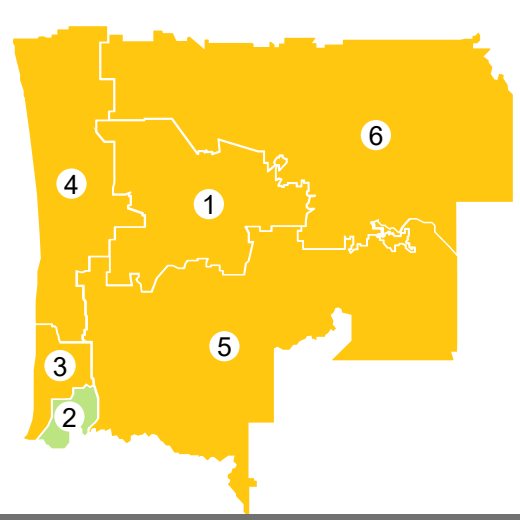
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



### Local area planning district

1	Harvey	35
2	Australind	44
3	Leschenault	36
4	Coastal	35
5	Rural South – Brunswick	37
6	Rural North – Yarloop	27
Farm / Rural		29
Town		42

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

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	40	0-4 years	36	Disability	40
Female	40	5-11 years	38	First Nations	29
Age	14-34 years	12-17 years	36	Mainly speak LOTE	44
	35-49 years	18+ years	37	Home ownership	
	50-64 years	No children	43	Homeowner	40
	65+ years			Renting / other	39

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1638). \* Positive Rating = excellent, good + okay

# Overview of Community Variances

# Summary of community variances

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Farm / Rural	Town	Harvey	Australind	Leschenault	Coastal	Rural South-Brunswick	Rural North-Yarloop
OVERALL																									
Place to live	76	77	72	74	78	79	71	72	74	76	71	74	79	81	73	66	76	76	76	75	77	78	78	72	63
Place to work	65	66	61	63	67	68	64	60	62	69	63	63	68	69	62	53	66	61	67	64	68	67	63	62	50
Place to own or operate a business	55	56	54	53	57	56	55	52	55	58	56	51	57	58	53	51	61	50	57	48	62	55	54	51	30
Place to visit	65	64	67	63	66	67	62	60	62	62	63	61	65	71	62	60	66	62	65	63	65	68	72	64	46
GOVERNANCE																									
Governing organisation	50	49	54	47	52	53	46	45	45	48	48	46	50	56	50	34	57	45	51	45	53	50	52	45	36
Council's leadership	43	43	48	39	47	46	40	39	39	42	42	39	42	50	42	28	54	38	44	38	46	43	41	38	32
Financial management	41	41	45	39	43	45	37	36	37	40	38	37	42	50	42	26	45	36	42	35	44	45	43	38	26
Communication (local issues, services)	45	44	49	43	46	47	44	39	40	44	44	41	45	49	42	32	56	41	45	40	47	46	42	39	38
Community engagement on local issues	43	42	48	41	44	45	40	39	39	42	43	38	42	48	42	34	54	38	44	41	45	46	45	36	31
Customer service	56	55	62	54	57	59	49	51	54	55	54	52	56	62	56	45	61	53	56	57	58	56	57	46	49
SENTIMENT (% total agree)																									
Clear vision for the area	19	17	32	18	19	22	14	14	11	17	22	13	16	24	20	10	35	17	19	16	22	18	17	14	7
Good understanding of community needs	20	19	36	19	20	25	16	16	15	19	23	15	16	26	22	11	30	19	21	17	24	17	17	16	8
I feel like I belong in my local community	52	51	62	53	52	55	49	43	43	53	51	45	51	63	49	42	50	56	51	57	50	44	58	63	49

# Summary of community variances

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Farm / Rural	Town	Harvey	Australind	Leschenault	Coastal	Rural South-Brunswick	Rural North-Yarloop
ASSET MANAGEMENT																									
Local roads	54	54	53	55	54	56	53	49	54	54	55	53	52	57	49	49	59	44	56	49	59	56	56	41	29
Footpaths, trails and cycleways	54	54	54	54	55	55	50	51	54	53	54	52	52	58	50	53	56	46	55	53	59	53	48	44	35
Lighting of streets and public places	55	56	52	54	56	57	53	53	53	53	53	54	55	59	52	55	58	50	56	54	58	53	56	48	40
Public buildings, halls and toilets	53	53	55	54	53	56	48	48	51	56	51	50	55	59	53	44	57	51	53	53	54	58	57	46	49
Parks, playgrounds and reserves	55	55	59	57	54	61	45	43	49	59	50	51	58	64	55	47	55	54	56	50	56	63	58	51	47
Streetscapes, trees and verges	51	50	58	49	52	53	48	48	51	55	50	50	49	55	48	40	53	52	51	50	51	52	52	49	49
Marine facilities (boat ramps, jetties, etc)	60	60	61	59	60	63	57	55	58	58	56	60	60	64	61	53	62	56	61	49	64	65	49	56	40
Stormwater management and drainage	51	51	53	51	51	53	50	49	49	49	52	50	49	53	49	40	59	44	52	46	56	48	50	46	30
COMPLIANCE																									
Planning services	43	44	42	42	45	46	40	41	42	45	43	42	42	47	45	37	49	37	45	40	47	46	40	38	28
Heritage services	54	54	58	54	54	54	55	55	56	52	58	52	50	55	52	49	60	52	54	51	57	56	48	50	42
Universal access and inclusion	53	54	52	55	51	56	47	52	52	55	54	51	54	55	50	44	59	55	54	50	55	56	51	55	47
Ranger services	54	54	59	54	56	55	53	54	56	52	56	53	53	56	50	54	56	55	54	52	56	57	50	54	47
Waste management	56	57	55	56	57	61	51	50	53	56	50	53	58	65	55	39	62	50	58	58	58	54	59	47	43
Environmental health services	56	56	60	56	56	57	57	56	56	57	59	54	54	57	53	46	61	53	56	57	59	46	53	55	52

# Summary of community variances

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Farm / Rural	Town	Harvey	Australind	Leschenault	Coastal	Rural South-Brunswick	Rural North-Yarloop
DISCRETIONARY SERVICES																									
Youth services and facilities	47	47	46	50	45	52	42	41	41	47	48	44	47	52	45	41	57	42	48	41	51	54	41	45	35
Family and children's services and facilities	51	51	51	53	49	55	48	44	47	52	51	48	52	55	51	42	53	50	51	47	53	58	47	49	44
Seniors' services and facilities	59	58	64	60	57	60	55	58	61	59	61	56	58	59	56	56	70	57	59	62	61	57	52	52	51
Reconciliation action	58	59	55	57	59	59	54	56	60	62	55	55	60	61	57	40	59	56	59	64	58	59	49	51	49
Sport and recreation	60	60	65	61	59	64	55	52	55	62	56	54	64	68	63	51	63	56	61	67	62	63	57	43	51
Library services and facilities	66	67	68	65	68	68	65	64	65	66	63	64	68	71	67	58	68	65	67	69	68	71	65	52	58
Art, culture and creative activities	53	53	54	54	52	57	46	49	50	54	50	50	54	59	56	43	50	54	53	57	53	53	50	50	52
Festivals, markets and community events	55	55	58	53	56	58	50	53	55	55	52	53	55	61	58	48	48	54	55	58	55	60	53	49	48
Town centre development and activation	44	45	48	44	45	47	45	42	39	45	46	41	43	48	48	31	48	43	45	39	47	49	44	40	32
Tourism and destination marketing	39	38	47	38	39	42	37	35	33	36	40	35	36	44	39	36	42	38	39	33	40	41	42	42	26
Volunteer support services	52	53	55	52	52	55	51	50	50	53	50	48	53	58	54	35	52	53	53	50	52	59	54	54	44



# Summary of community variances

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Farm / Rural	Town	Harvey	Australind	Leschenault	Coastal	Rural South-Brunswick	Rural North-Yarloop
ADVOCACY AND SUPPORT																									
Safety and crime prevention	46	45	51	46	45	47	46	42	45	46	45	44	45	50	46	39	53	47	46	52	45	49	43	41	46
Health and community services	53	53	56	54	53	56	52	50	50	52	54	49	53	58	55	49	58	54	53	56	55	54	51	48	48
Housing	34	35	29	36	33	35	38	32	30	29	37	32	31	36	28	29	48	29	35	28	37	36	31	33	24
Aged care and accommodation	52	51	57	54	49	53	53	52	49	49	56	51	47	53	50	43	54	51	52	51	55	49	43	51	45
Water supply and sewerage services	53	52	60	53	53	56	48	47	49	54	49	50	54	59	54	40	60	54	53	58	51	54	60	52	48
Main roads	56	56	58	55	57	58	51	53	53	58	52	55	56	62	54	44	60	50	57	55	58	56	55	50	42
Public transport	40	40	38	42	38	40	39	40	39	37	40	40	37	42	36	43	36	25	42	22	52	38	25	24	17
Environmental management and conservation	53	53	51	51	54	52	55	52	52	53	54	52	51	55	54	34	61	47	54	48	56	51	49	46	47
Pest management (weeds, feral animals, etc)	39	39	47	39	40	39	42	38	39	41	42	39	36	41	39	26	54	30	41	30	44	33	40	37	24
Climate action	46	45	51	47	45	48	44	44	41	46	49	43	43	50	46	34	55	45	46	41	49	44	46	46	40
Emergency management	54	54	58	55	53	54	55	55	54	52	55	53	53	56	51	45	58	53	55	54	56	53	52	52	42
Economic development and job creation	43	43	44	42	44	45	44	41	39	42	45	40	41	46	41	27	46	37	45	38	48	43	39	40	28
Education and life-long learning opportunities	48	48	50	47	49	51	48	45	43	43	50	43	46	55	48	39	52	45	49	44	51	48	41	45	41
Telecommunications and internet services	40	40	39	40	40	43	36	38	36	37	39	39	37	45	40	29	44	29	42	35	44	36	35	37	27

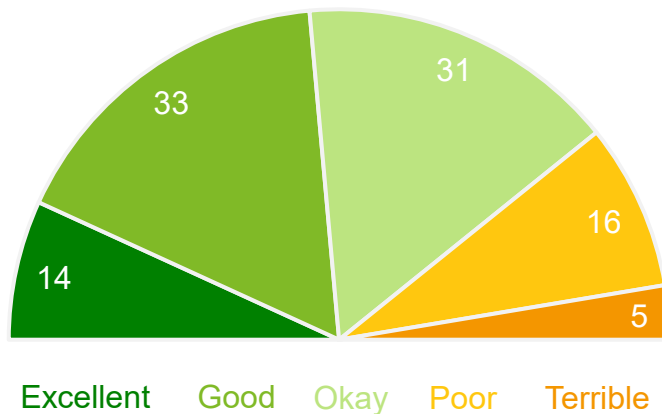
# Local business views

# Place to own or operate a business

Among local business owners and operators

## Performance ratings

% of respondents



78%

Positive  
rating\*

58

Performance  
Index Score  
(out of 100)

## MARKYT Industry Standards

Performance Index Score (Businesses)



Shire of Harvey 58

Industry High 79

Industry Average 63



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 227). \* Positive Rating = excellent, good + okay

# MARKYT Community Priorities

Business owners  
and operators

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Communication (local issues, services)
- 2 Community engagement on local issues
- 3 Customer service
- 4 Local roads
- 5 Footpaths, trails and cycleways
- 6 Lighting of streets and public places
- 7 Public buildings, halls and toilets
- 8 Parks, playgrounds and reserves
- 9 Streetscapes, trees and verges
- 10 Marine facilities
- 11 Stormwater management and drainage
- 12 Planning services
- 13 Heritage services
- 14 Universal access and inclusion
- 15 Ranger services
- 16 Waste management
- 17 Environmental health services
- 18 Youth services and facilities
- 19 Family and children's services
- 20 Seniors' services and facilities
- 21 Reconciliation action
- 22 Sport and recreation
- 23 Library services and facilities
- 24 Art, culture and creative activities
- 25 Festivals, markets and events
- 26 Town centre development and activation
- 27 Tourism and destination marketing
- 28 Volunteer support services
- 29 Safety and crime prevention
- 30 Health and community services
- 31 Housing
- 32 Aged care and accommodation
- 33 Water supply and sewerage services
- 34 Main roads
- 35 Public transport
- 36 Environmental management
- 37 Pest management
- 38 Climate action
- 39 Emergency management
- 40 Economic development and job creation
- 41 Education and life-long learning
- 42 Telecommunications and internet

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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 Harvey to focus on improving? Base: All respondents, excludes no response (n=222)

Other stakeholder views

# MARKYT Community Priorities

Community organisation  
manager / c'ee member

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Communication (local issues, services)
- 2 Community engagement on local issues
- 3 Customer service
- 4 Local roads
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- 37 Pest management
- 38 Climate action
- 39 Emergency management
- 40 Economic development and job creation
- 41 Education and life-long learning
- 42 Telecommunications and internet

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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 Harvey to focus on improving? Base: All respondents, excludes no response (n=423)

# MARKYT Community Priorities

Out-of-area  
ratepayers and visitors

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

Note: small sample size

REVIEW

PRIORITISE

- 1 Communication (local issues, services)
- 2 Community engagement on local issues
- 3 Customer service
- 4 Local roads
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- 42 Telecommunications and internet

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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 Harvey to focus on improving? Base: All respondents, excludes no response (n=16)



### COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Communication (local issues, services)
- 2 Community engagement on local issues
- 3 Customer service
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- 38 Climate action
- 39 Emergency management
- 40 Economic development and job creation
- 41 Education and life-long learning
- 42 Telecommunications and internet

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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 Harvey to focus on improving? Base: All respondents, excludes no response (n=48)



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