



MARKYT

Community Scorecard

2024

Prepared for



Prepared by



Strategic overview	3
Approach	5
Overall performance	10
MARKYT® industry comparisons	14
MARKYT® community trends	19
MARKYT® community priorities	22
Performance against key pillars in the Strategic Community Plan:	
People	32
Planet	47
Place	55
Prosperity	66
Performance	78
Overview of community variances	88
Business perceptions	92
MARKYT® community priorities other stakeholder groups	95

Strategic overview

Vision



30

% agree

3% points above
Industry Average and
down 20% points from 2020

Liveability

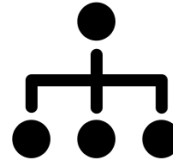


85

Performance Index Score

11 index points above
Industry Average and
down 3 points from 2020

Governance



56

Performance Index Score

5 index points above
Industry Average and
down 5 points from 2020

Rates Value



45

Performance Index Score

3 index points above
Industry Average and
down 1 point from 2020

Top 3 performers

- Library services
- Tourism and destination marketing
- Festivals, events, art and cultural activities

Most improved

- Access to goods and services
- Access to education, training and life-long learning
- Disability access and inclusion

Industry leadership

- Sense of pride, belonging and feeling safe
- Community spirit
- Place to visit
- Access to goods and services
- Tourism and destination marketing

Priorities



Sport and recreation facilities and services



Responsible growth and development



Local rivers, inlets and waterways



Community safety and crime prevention



Access to housing that meets your needs

Approach

Purpose



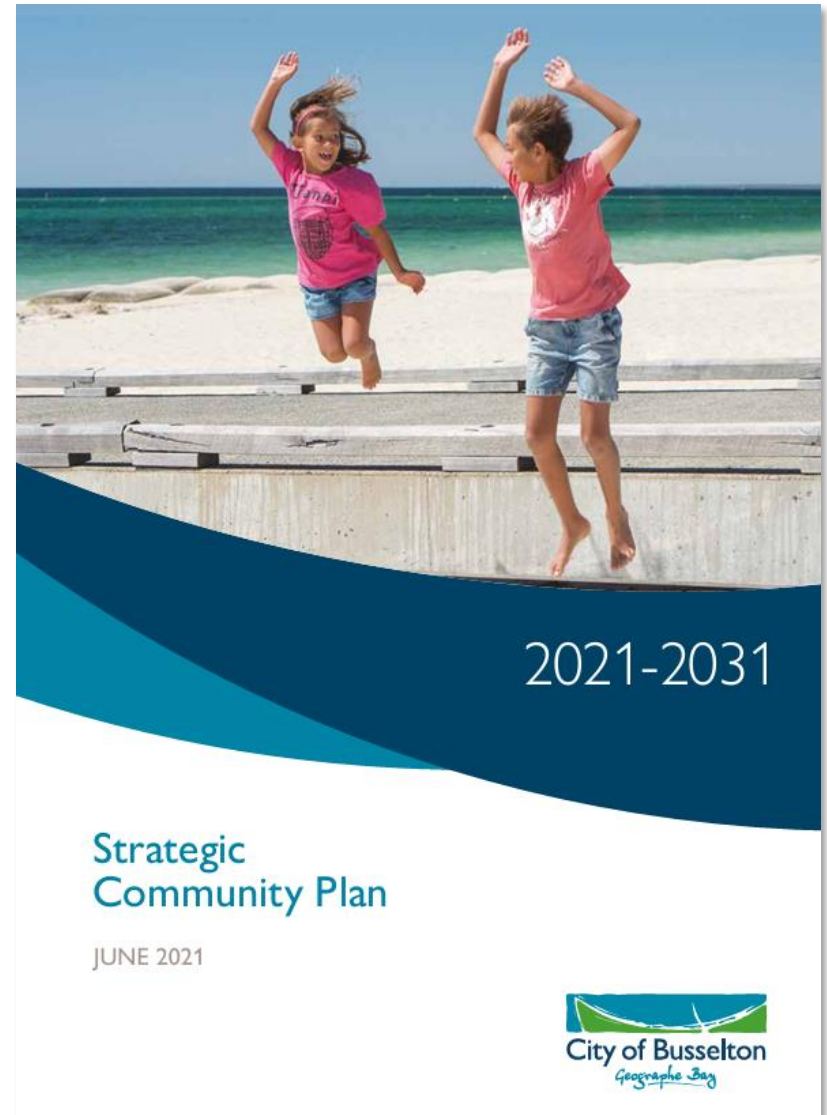
Department of Local Government, Sport and Cultural Industries

The Local Government Act requires local councils to develop a **Plan for the Future**. 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 City of Busselton commissioned a MARKYT® Community Scorecard to:

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



Approach

The City of Busselton commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were sent to 11,000 randomly selected households; 1,000 by mail and 10,000 by email. The City of Busselton provided supporting promotions through its communication channels.



The scorecard was open from 19 February to 15 March 2024 and completed by **1,363 community members** with various connections to the City.

Local resident	Local business	Community organisation	Out of area ratepayer	Visitor	Elected Member / Employee
1,248	215	283	16	19	81

The main body of this report shows responses from local residents. As responses from the random sample (n=997) and opt-in sample (n=251) were similar, results have been combined in this report. Results from other community groups are reported separately at the end of this report.

Resident responses were weighted by age and gender to match the ABS Census population profile. Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

% of resident respondents (unweighted)

Homeowner	91
Renting / Other	7
No response	2
Male	38
Female	61
I use a different term	<1
Answered together	<1
14-24 years	3
25-34 years	6
35-44 years	13
45-54 years	18
55-64 years	21
65+ years	40
Have child aged: 0-5 years	6
6-12 years	13
13-17 years	11
18+ years	9
No children	57
Disability	12
First Nations	1
Mainly speak a LOTE	2
Abbey / Kealy	5
Broadwater	10
Busselton	7
Dunsborough / Naturaliste	17
Geographe	11
Quindalup / Quedjinup / YS	5
Vasse	9
West Busselton	18
Yallingup	3
Yalyalup / Bovell	8
Rural	6
No response	2

LOTE: Language other than English

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

Perth Region

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

Wheatbelt Region

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

South West Region

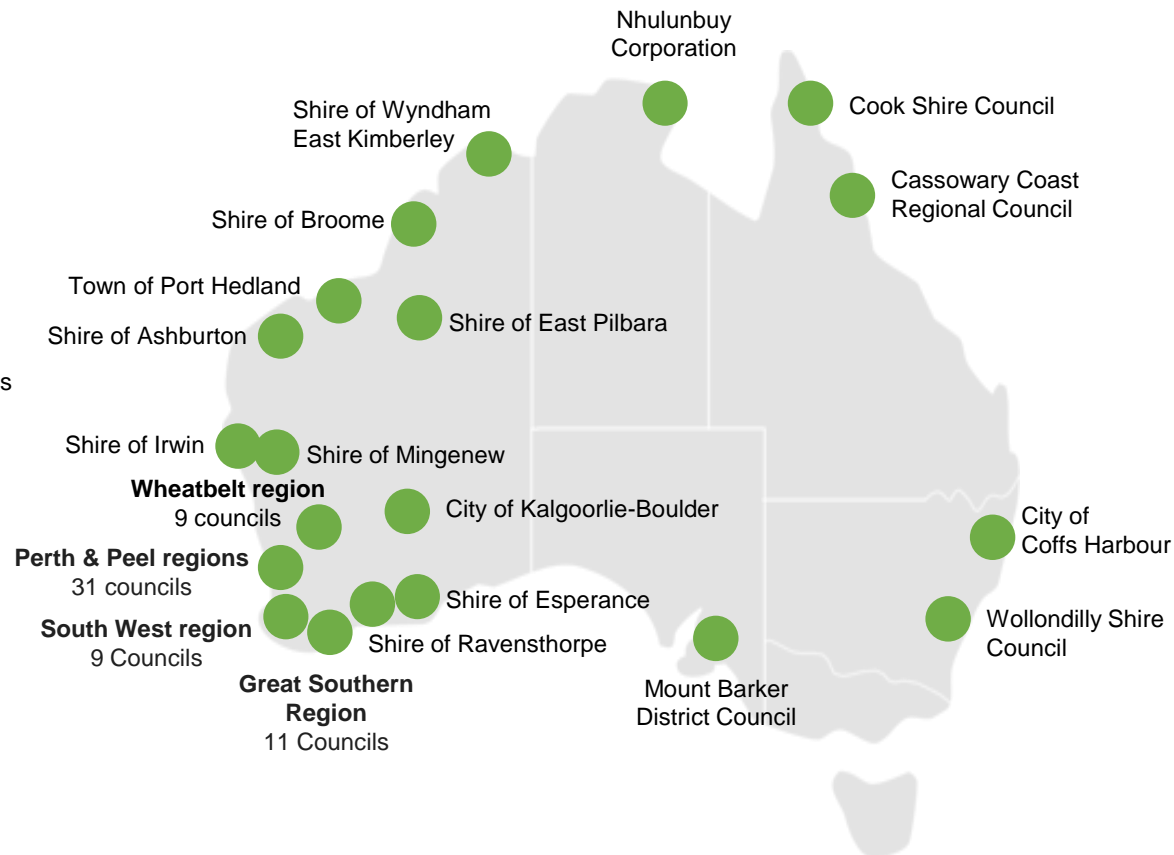
Shire of Augusta-Margaret River
Shire of Bridgetown-Greenbushes
City of Bunbury
City of Busselton
Shire of Capel
Shire of Collie
Shire of Dardanup
Shire of Donnybrook-Balingup
Shire of Harvey

Great Southern Region

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

Peel Region

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



How to read MARKYT® performance dashboards

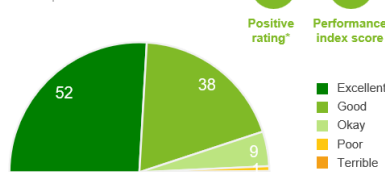
Performance Ratings

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

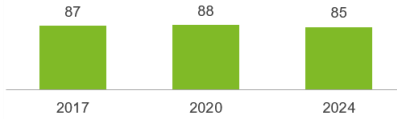
Positive rating

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

Performance ratings
% of respondents



Trend Analysis
Performance Index Score



MARKYT® Industry Standards
Performance Index Score



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

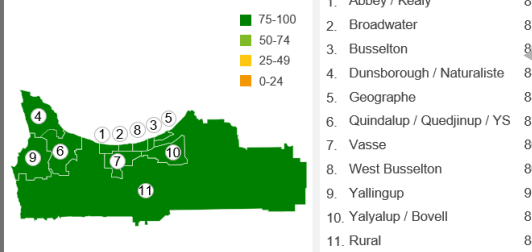
Score

100
75
50
25
0

Average Rating

Excellent
Good
Okay
Poor
Terrible

Geographical variances
Performance Index Score



Geographical variances

Maps variances across the region by location.

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	86	0-5 years	80	Disability	85
Female	85	6-12 years	82	First Nations*	76
Age		13-17 years	86	Mainly speak LOTE	91
		18+ years	89	Home ownership	
		No children	87	Home owner	85
				Renting / other	84
14-34 years	81				
35-44 years	84				
45-54 years	85				
55-64 years	87				
65+ years	88				

Community variances

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

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.

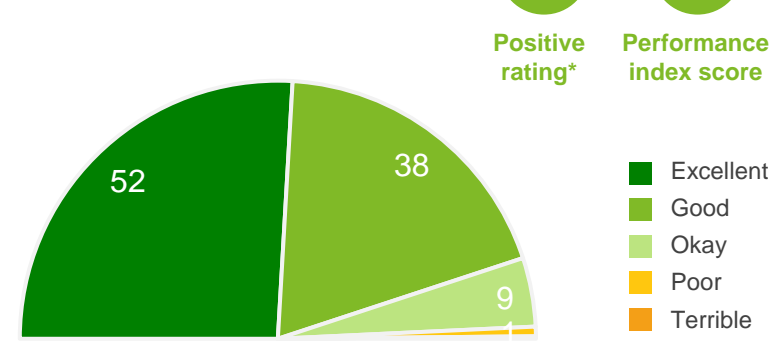
Industry Average is the average score among participating.

Overall Performance

Place to live

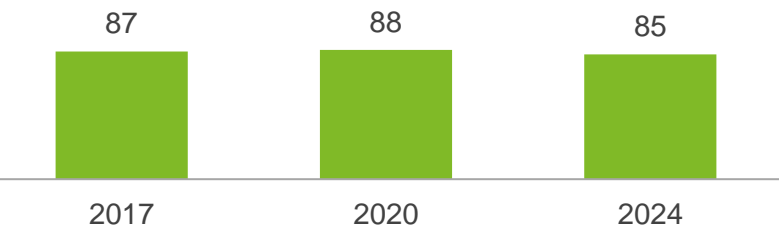
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



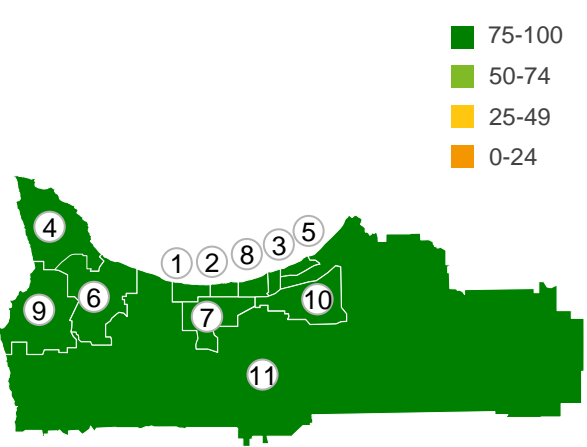
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	89
2. Broadwater	87
3. Busselton	86
4. Dunsborough / Naturaliste	84
5. Geographe	84
6. Quindalup / Quedjinup / YS	83
7. Vasse	86
8. West Busselton	86
9. Yallingup	91
10. Yalyalup / Bovell	81
11. Rural	84

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	86	0-5 years	80	Disability	85
Female	85	6-12 years	82	First Nations#	76
Age	14-34 years	13-17 years	86	Mainly speak LOTE	91
	35-44 years	18+ years	89	Homeownership	
	45-54 years	No children	87	Homeowner	85
	55-64 years			Renting / other	84
	65+ years				

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

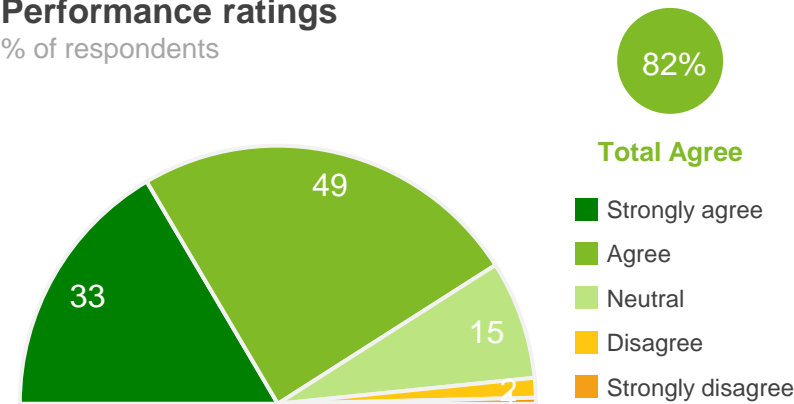
Base: All respondents, excludes 'unsure' and 'no response' (n = 1246).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

I am proud of the area where I live

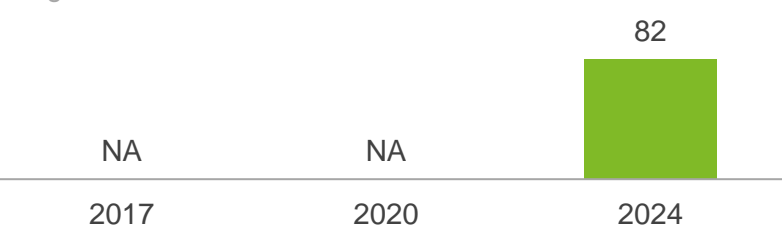
Performance ratings

% of respondents



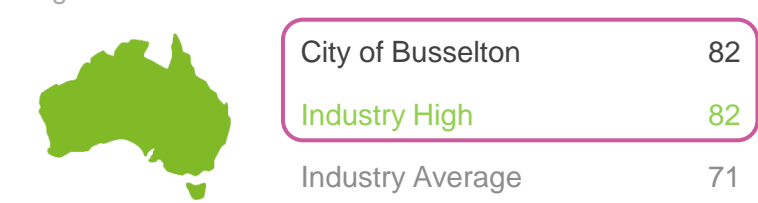
Trend Analysis

% agree



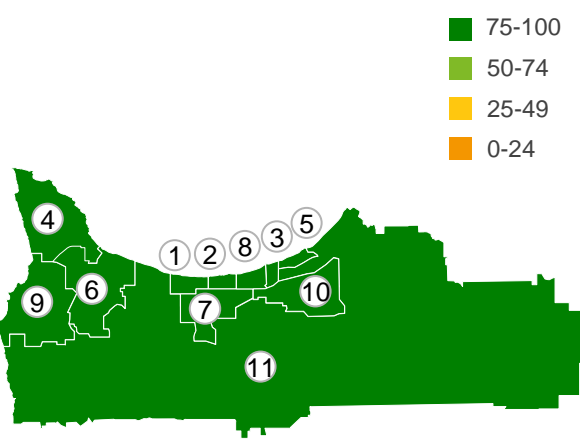
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1. Abbey / Kealy	83
2. Broadwater	87
3. Busselton	79
4. Dunsborough / Naturaliste	84
5. Geographe	75
6. Quindalup / Quedjinup / YS	83
7. Vasse	85
8. West Busselton	82
9. Yallingup	98
10. Yalyalup / Bovell	80
11. Rural	85

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	84	0-5 years	84	Disability	79
Female	81	6-12 years	81	First Nations#	75
Age	14-34 years	13-17 years	82	Mainly speak LOTE	67
	35-44 years	18+ years	83	Homeownership	
	45-54 years	No children	82		
	55-64 years				
	65+ years			Homeowner	83
				Renting / other	80

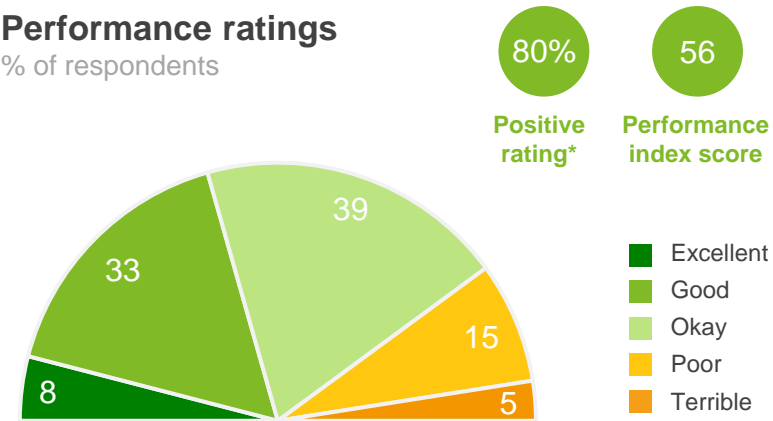
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1187). # Small sample size (<20 respondents)

Governing organisation

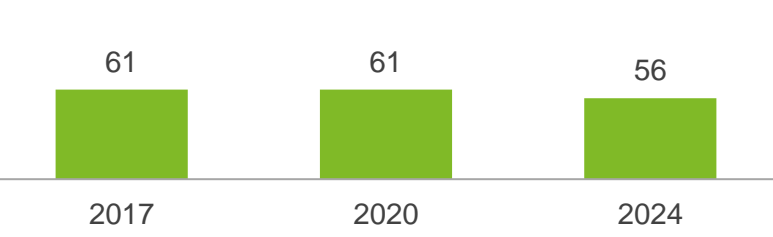
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



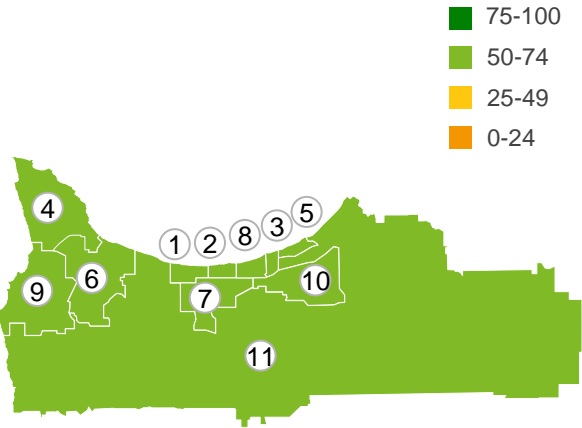
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	50
2. Broadwater	55
3. Busselton	57
4. Dunsborough / Naturaliste	52
5. Geographe	58
6. Quindalup / Quedjinup / YS	51
7. Vasse	54
8. West Busselton	61
9. Yallingup	59
10. Yalyalup / Bovell	53
11. Rural	58

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-5 years	50	Disability	52
Female	57	6-12 years	53	First Nations#	51
Age	14-34 years	13-17 years	52	Mainly speak LOTE	57
	35-44 years	18+ years	54	Homeownership	
	45-54 years	No children	57		
	55-64 years				
	65+ years			Homeowner	56
				Renting / other	56

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 1214).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT  industry comparisons

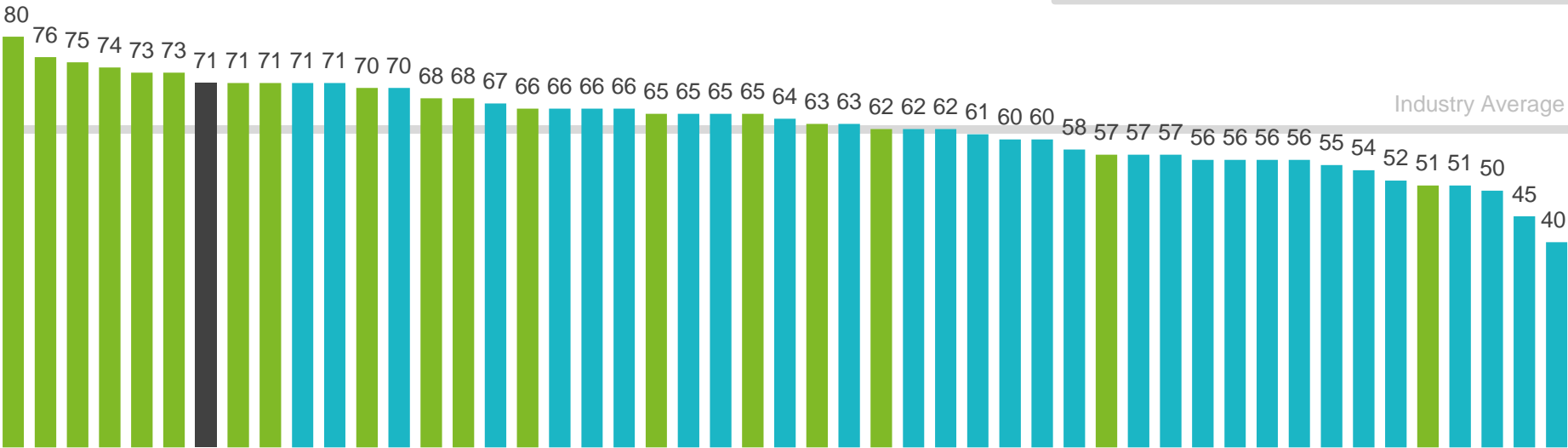
Overall Performance | industry comparisons


The 'Overall Performance Index Score' is a combined measure of the City of Busselton as a 'place to live' and as a 'governing organisation'. The City of Busselton's overall performance index score is 71 out of 100; 8 points above the industry average.

Overall Performance Index Score


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

- City of Busselton
- Metropolitan Councils
- Regional Councils



MARKYT  Industry Standards

Performance Index Score



City of Busselton

71

Industry High

80

Industry Average

63

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.

COMPARISON TO INDUSTRY AVERAGE

Below Average **Above Average**

PERFORMANCE INDEX SCORE

Excellent

↑

↓

Terrible

Place to live

Place to visit

Place to own or operate a business

Governing organisation

Value for money from rates

MARKYT © 2024

- People
- Place
- Planet
- Prosperity
- Performance

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

MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



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

The City of Busselton is a leading council in these areas:

- Pride in local area
- Community spirit
- Sense of belonging
- Place to visit
- Access to goods and services
- Tourism and destination marketing



MARKYT  community trends

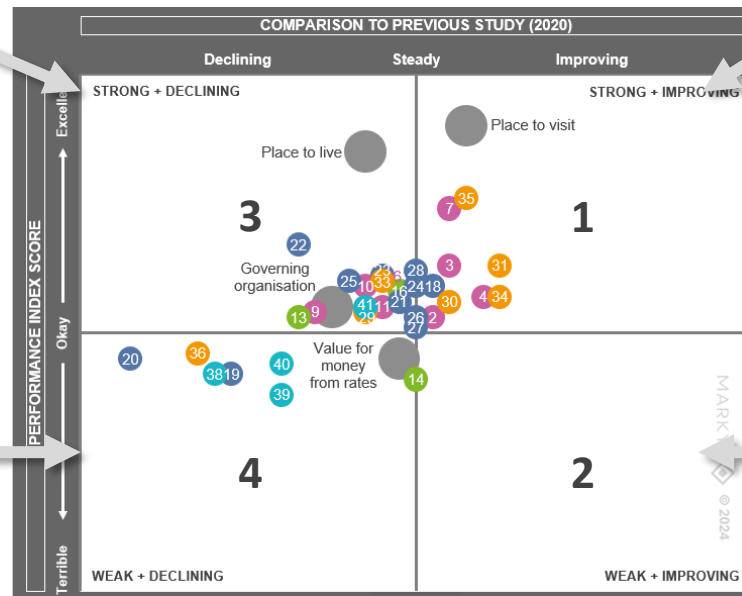
The MARKYT® Community Trends Window shows trends in performance over the past 4 years.

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

- Playgrounds, parks and reserves
- Conservation and environment
- Community safety and crime prevention
- Overall perceptions of governance

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

- Housing
- Telecommunications / internet services
- Responsible growth and development
- Council's leadership
- How the community is consulted and informed about local issues



Window 1 includes higher performing areas that have improved. The **main improvers** were:

- Access to goods and services
- Education/training/life-long learning
- Disability access and inclusion

Window 2 includes lower performing areas that are improving. **Celebrate progress** and continue to work on:

- There were 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.

Note: Performance areas listed in grey font have no trend data available.

MARKYT  community priorities

How to read the MARKYT Community Priorities

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

CELEBRATE the City'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.



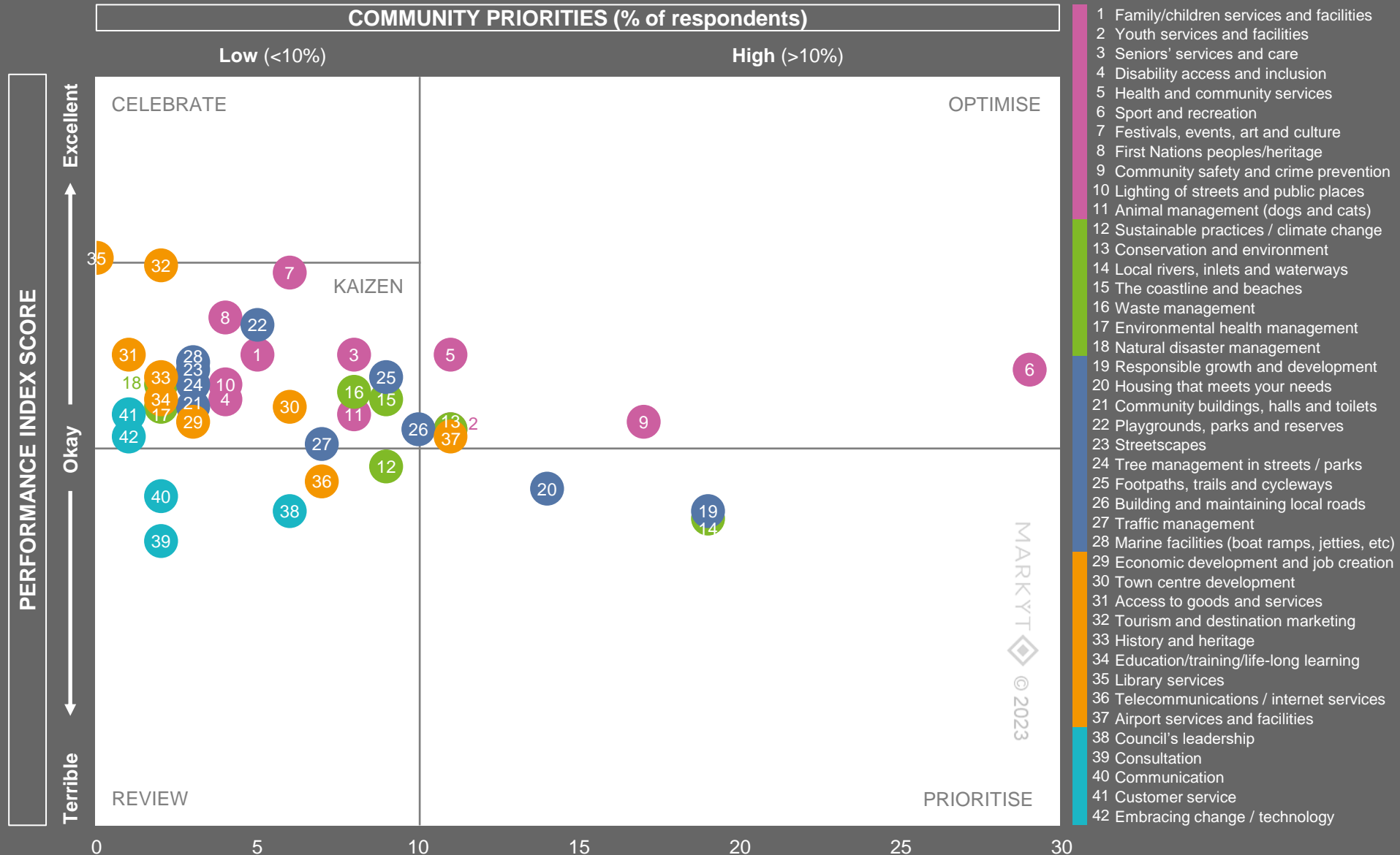
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

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

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

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 City of Busselton to focus on improving? Base: All respondents, excludes no response (n=1101)

Community action plans for top five priorities

Community driven actions

- Residents are asking for more sport and recreation facilities in their respective areas, including:
 - A multisport facility incorporating indoor and outdoor courts, ovals and facilities
 - A 50m pool
 - More indoor courts (eg basketball, volleyball, squash)
 - More outdoor sporting grounds (eg hockey, football, cricket)
- Upgrade and expand the Geographe Leisure Centre.
- Upgrade existing facilities (eg Lou Weston Oval, Bovell Park) with improved playing surfaces, clubrooms, changerooms (male and female), shelter, toilets and parking.

Community Voices

"Better sporting facilities needed in Dunsborough and Busselton. With a growing population we need better facilities for our local sporting groups."

"Dunsborough is crying out for a pool, the town is growing with no offer of this facility. Why is Dunsborough not important?!"

"Broader spread of facilities across the whole city from east Busselton, Vasse through to Dunsborough. Centralise (eg in Vasse) large expensive infrastructure such as swimming pools, basketball centre."

"More basketball courts!! The association has outgrown the 3 indoor courts in Busselton and the 1 indoor court in Dunsborough. Please provide more courts so our kids don't have to start a game at 8.30pm just so everyone can play."

"Develop a new 50m Pool and Complex in a central location like Vasse, able to service Busselton and Dunsborough communities. The old GLC is struggling and is now too old and too small."

"Future planning for a sporting precinct near Sir Stewart Bovell Oval with new basketball stadium and sporting facilities with parking."

"A long term calculated plan for a sporting complex at Vasse (central to most of the shire) incorporating swimming, squash, football."

"Increased basketball facilities. Improved facilities at Bovell Park...ground drainage, women's change rooms, exits & entries."

"Busselton Football Club requires a new building & changerooms that incorporates men and women."

"New sporting upgrades and change room facilities to be provided at all venues, within a reasonable/ safe distance from the playing fields. COB needs to consult with sporting club on maintenance.. eg. watering of the ground the night before a cricket fixture, makes the pitch sometimes unplayable."

"Junior sport facilities are generally very poor. Facilities at Lou Weston and Bovell have not changed in 40 years and are an embarrassment. We have excellent participation but facilities and grounds are substandard."

"The Geographe Leisure Centre is beyond capacity, run down, badly run, unorganised and unfit for any "City". There is inadequate parking and the aquatic centre is fit for a small rural town."

Community driven actions

- Ensure the rapidly growing population is supported with adequate infrastructure and amenities including housing, roads, schools, shops, health facilities, public transport and parking.
- Impose stricter guidelines on new developments – ensure retention of trees and green space, minimum block sizes, sustainable design principles etc.
- Ensure Dunsborough is not overdeveloped and retains its small-town feel. Limit subdivision, impose height restrictions etc.
- Provide a traffic and parking management plan for Dunsborough town centre.
- Decentralise shopping areas away from Dunsborough and Busselton – develop more satellite villages and shopping precincts throughout the suburbs.

Community Voices

"The area has grown exponentially and the services for the local community now cannot meet demand including things like rental accommodation, holiday accommodation, cafes/restaurants, parking, public transport, hospital/medical facilities and town centre".

"We do not have adequate housing or services for the current population, resulting in endemic homelessness, long wait times for services, and often poor quality of services. I feel we need to focus on building Busselton to support its current population, rather than looking at further, unsustainable growth."

"New house developments should be more sustainable using recycled water, planting more trees so we're not left with a wasteland of big houses and no vegetation like Dunsborough Lakes."

"Recognition of the environment in local planning for growth and development. Smarter urban design - not just building more and more housing without maintaining and/or including natural spaces. This in turn will support improved mental and social wellbeing for the communities."

"Preserving the small-town vibe that we in Dunsborough came here for and visitors seek - as in other states. Keep Dunsborough's 'small town' image by not allowing building heights of more than 3 - 4 stories."

"No more high-rise buildings in Dunsborough and no more small housing developments. Stick to 1/2 acre blocks. Stop giving in to developers."

"Better town planning in Dunsborough for parking. Maybe a park and bus into town as other towns with similar parking problems have."

"Major traffic management changes in the town centre of Dunsborough to discourage vehicles in the centre of town. The current system causes congestion, especially for pedestrians, during regular hours, let alone at peak tourist times. There should be a plan to create a subsidiary centre in the light industrial area which could service the continually growing Dunsborough Lakes housing development."

"Develop more satellite communities like Vasse so people do not have to go into Dunsborough and Busselton."

"Suburbs need to have shops in them so that people do not need to go to town if they need milk. Woolworths in Dunsborough should have been built over in the Lakes as that is where a majority of the population lives, instead we put it in the centre of town to add to the congestion we have on an average weekend."

Community driven actions

- Work together with experts and the state government to improve the health and water quality of the Lower Vasse River. Community suggestions include dredging, removing sediment, controlling algae, improving drainage, and opening the floodgates.
- Restore the river entrance into town as an attractive, usable area for recreation – for swimming, kayaks, paddleboats etc.
- Protect and conserve wetlands from further development.
- Provide a management plan for the wetlands to stop them from drying up in summer.

Community Voices

"The Vasse River needs action immediately to clean up and create a recreational river it once was. Agitate for the State Government to take over the cleanup (or Federal Government). All this red tape of permits, contracts, tenders, etc is simply mismanagement on a huge scale. It is obvious this is bigger than a local government should be handling."

"You need to use science to fix the river. Learn from other river advisory boards such as the Swan River Trust. They have a bunch of research they are willing to share. Why pay for research when we can use others."

"The Vasse River is a disgrace. As there is less rain in the catchment area - less runoff in Vasse - lack of flow - build up of algae. Is this affecting other councils - State and Federal problem as well."

"The Lower Vasse River needs to be dredged. Much more sediment needs to be removed to have an affect on the toxic cyanobacterial blooms. Ozone nanobubble generators need to be installed and a vegetation program needs to be implemented. A long-term plan needs to be set in place to manage the Lower Vasse River."

"Please do something to clean up the Vasse River and make the entrance to town more clean and attractive."

"Make the river usable for any recreation activity, small boats, kayaks etc."

"We used to use the river for recreation and festivals.. Why is this river now so unusable. Open the gates let the ocean do the natural cleaning."

"Please stop opening up land in wetlands. Who approved that service station behind K Mart? What an embarrassment."

"Protecting wetlands from continual urban development."

"The smell from the wetlands in summer is disgusting and tourists are bemused that such a beautiful place can smell so terribly! It can be solved by allowing water in at a controlled rate, but isn't done. It needs to be addressed as happens every year, why?"

"Stench coming from the wetlands is atrocious during the summer period. There needs to be better management of this so they don't dry out. They have the ability to do this."

Community driven actions

- Advocate for a greater police presence:
 - more patrols on foot and bicycle - especially in busy areas, in town centres and the foreshore, and on weekends, holiday periods and at night.
 - 24-hour police station in Busselton.
- Provide a community security service and increased ranger patrols, especially at night and on weekends.
- Provide more CCTV cameras and improved street lighting in parks, streets and public areas.
- Address increased homelessness throughout the City by advocating for improved access to accommodation and mental health and addiction support services.
- Advocate for the Department of Communities to better manage and support tenants who do not follow the rules.

Community Voices

"Proper police control. Police in pairs patrolling the streets not in patrol cars. Police on bicycles patrolling beach areas. Police showing themselves to be more approachable. Preventing people begging on the streets."

"Dunsborough: More police, ie. Holiday time. Lots of kids roaming the streets. We need a Police station open seven days a week and more Police on the streets. The amount of theft occurring is becoming alarming."

"More police are needed at Busselton Police Station, although I realise this is a state issue the COB should be strongly lobbying for extra officers on patrol (on foot and bicycle) to act as a deterrent against anti-social behaviour in the city centre and beyond. Also, the opening hours of Busselton Police Station, being 8:00am to 4:00pm Monday to Friday are absolutely ridiculous given our exploding population. Police should be available on weekends and after hours, at least until 6:00 Monday to Friday."

"Introduction of community safety officers IN ADDITION to the ranger services. Trained in working together with the homeless/rough sleepers and services that support them."

"Reducing anti-social behaviour in public spaces using lighting, surveillance and partnering with local police to issue move-on notices to groups / individuals at the Mitchell Park, outside banks and at the foreshore."

"Better lighting in communal parks throughout the night in Yalyalup and patrol vehicles."

"Develop a plan to tackle existing and future crime before Busselton becomes a town like most large regional areas where crime has become out of control and other councils are 10 steps behind the criminals. CCTV improvements, 24/7 security patrols etc to work with and assist WAPOL would be a good start."

"Assist homeless people particularly those with mental health issues to find help and accommodation."

"More help for homeless people, plus people with health issues such as Addiction - this can be due to medication addiction too."

"The abuse of public housing (destruction of properties themselves as well as destruction of the social fabric and foundation of the community itself). What's happening is unacceptable!!!!!!"

"Stop state housing (DOC) from putting so many properties close to each other. Have a local DOC (Busselton) accountable instead of completely useless to resolving or addressing repeat offenders."

Community Action Plan

Access to housing that meets your needs

Community driven actions

- Facilitate the construction of more housing:
 - Reduce red tape.
 - Release more land.
- Encourage greater diversity in housing stock:
 - Higher density housing
 - Housing for different household sizes and life stages (e.g. singles, families, retirees)
 - Universal access housing for seniors and people with disability
 - Community housing and crisis accommodation
- Support alternative housing options:
 - Tiny houses
 - Granny flats
 - Secondary rural dwellings
 - Long-term camp sites
- Regulate the number of holiday homes and Airbnbs allowed in the local area.

Community Voices

"Housing is a massive issue for so many! There are multiple empty homes and multiple families living in cars."

"Make housing affordable to purchase or rent for families and especially those on low income."

"Affordable housing and cutting down on holiday rental properties. People who work here need accommodation."

"People are desperate for affordable housing. It's hard to even get expensive housing. Priority needs to be placed on housing availability, land releases and building approvals."

"Try and make it easier for developments of cheaper housing to be built in the town. Units etc. Get rid of some red tape."

"Diversity in housing stock that allows variety of options regardless budget or household size."

"Cheaper houses or flats for people who cannot afford the expensive house around the area. In general, too many holiday homes in the area which are used just a couple of weeks or month during the year."

"Working to advocate & attract affordable housing & higher density over urban sprawl. Multi-pronged approach with more regulation around residential lots being used for short-term, holiday rental."

"An assessment of rental properties in the area and of Airbnb properties in the area and a change to Airbnb rules and regulations to enable more long-term rentals to become available."

"Community housing. Less empty houses. More incentive to rent out second homes to those needing housing."

"More affordable choices and allow introduction of "Tiny House" scheme."

"Greater flexibility to laws governing housing with regard to granny flats, smaller units."

To see all community comments from the MARKYT® Community Scorecard, please see the City of Busselton's MARKYT® VoiceBank.



The MARKYT® VoiceBank contains more than 95,000 words with ideas and suggestions from community members.

Ideas are grouped by 42 service areas.

Councillors and officers draw on specific suggestions in the MARKYT® VoiceBank to support the development of supporting strategies and action plans to address community needs.

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

Source: MARKYT® Community Scorecard | 2024

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

Prepared by:
CATALYSE® Pty Ltd

On behalf of:
City of Busselton

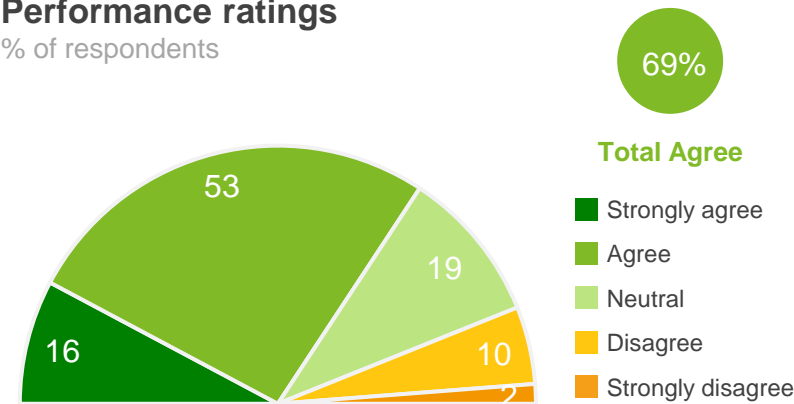
April 2024

People

There is strong community spirit in my local area

Performance ratings

% of respondents



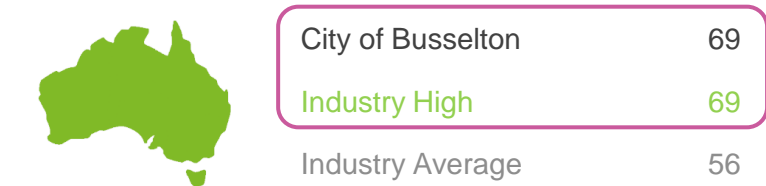
Trend Analysis

% agree



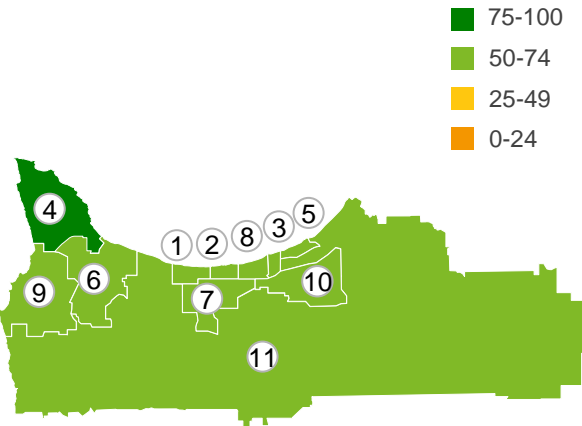
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1. Abbey / Kealy	71
2. Broadwater	65
3. Busselton	71
4. Dunsborough / Naturaliste	79
5. Geographe	70
6. Quindalup / Quedjinup / YS	74
7. Vasse	65
8. West Busselton	63
9. Yallingup	73
10. Yalyalup / Bovell	62
11. Rural	70

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	71	0-5 years	64	Disability	72
Female	67	6-12 years	72	First Nations#	63
Age	14-34 years	13-17 years	66	Mainly speak LOTE	48
	35-44 years	18+ years	68	Homeownership	
	45-54 years	No children	71		
	55-64 years				
	65+ years			Homeowner	70
				Renting / other	58

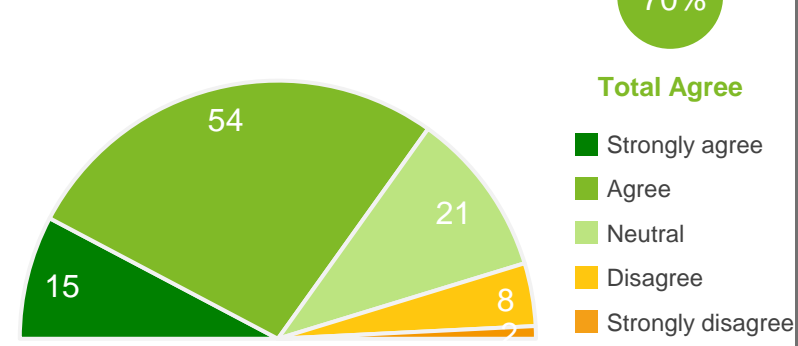
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1174). # Small sample size (<20 respondents)

I feel like I belong in my local community

Performance ratings

% of respondents



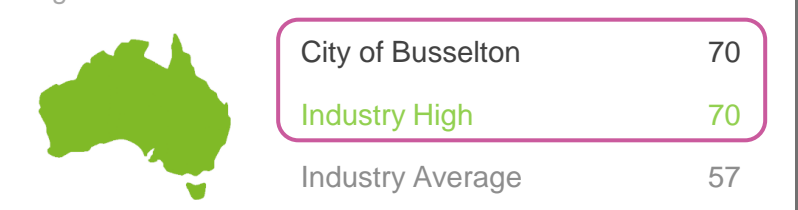
Trend Analysis

% agree



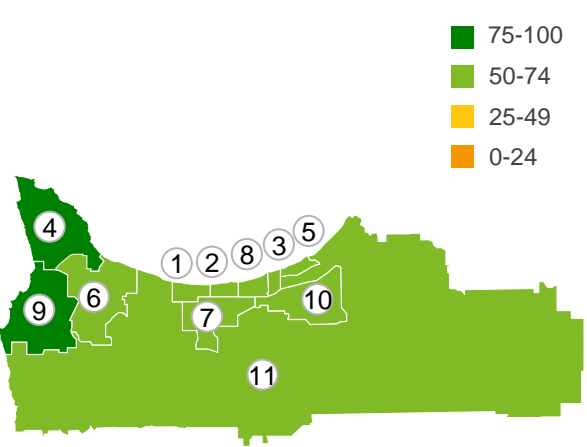
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1. Abbey / Kealy	72
2. Broadwater	68
3. Busselton	67
4. Dunsborough / Naturaliste	75
5. Geographe	68
6. Quindalup / Quedjinup / YS	69
7. Vasse	68
8. West Busselton	67
9. Yallingup	82
10. Yalyalup / Bovell	64
11. Rural	72

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	72	0-5 years	66	Disability	69
Female	69	6-12 years	75	First Nations#	75
Age	14-34 years	13-17 years	64	Mainly speak LOTE	49
	35-44 years	18+ years	66	Homeownership	
	45-54 years	No children	72		
	55-64 years				
	65+ years			Homeowner	71
				Renting / other	59

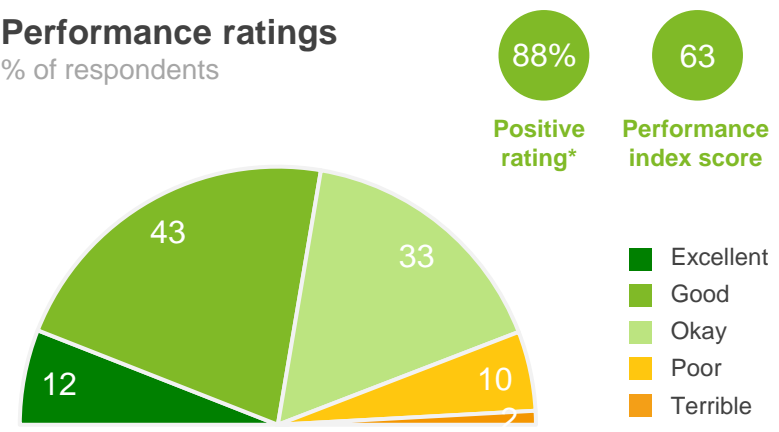
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1186). # Small sample size (<20 respondents)

Services and facilities for families and children

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



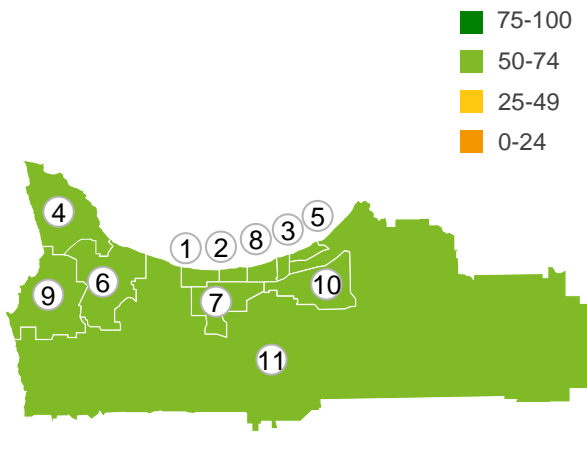
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	60
2. Broadwater	68
3. Busselton	65
4. Dunsborough / Naturaliste	57
5. Geographe	68
6. Quindalup / Quedjinup / YS	54
7. Vasse	63
8. West Busselton	69
9. Yallingup	60
10. Yalyalup / Bovell	61
11. Rural	62

Community variances

Performance Index Score

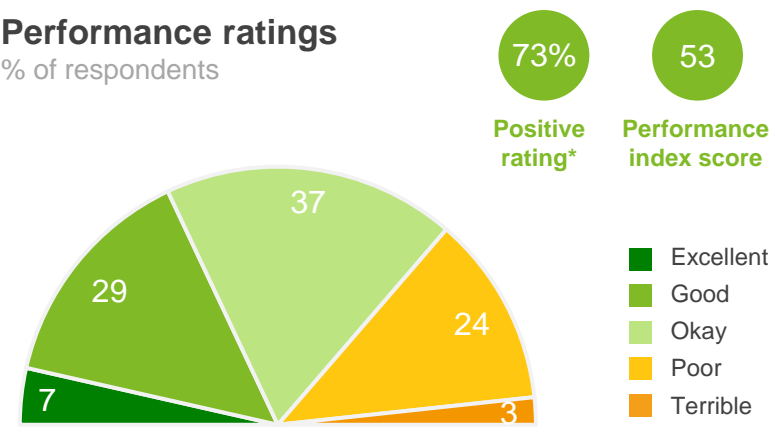
Gender		Age of children		Disability & culture	
Male	64	0-5 years	63	Disability	58
Female	63	6-12 years	61	First Nations#	59
Age	14-34 years	13-17 years	58	Mainly speak LOTE	63
	35-44 years	18+ years	63	Homeownership	
	45-54 years	No children	64		
	55-64 years				
	65+ years			Homeowner	63
				Renting / other	61

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 921).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Services and facilities for youth

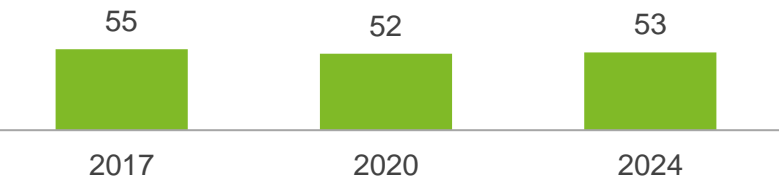
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



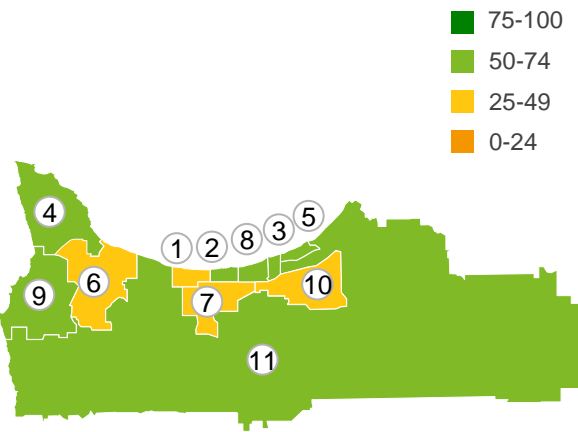
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	49
2. Broadwater	55
3. Busselton	57
4. Dunsborough / Naturaliste	50
5. Geographe	54
6. Quindalup / Quedjinup / YS	49
7. Vasse	49
8. West Busselton	58
9. Yallingup	51
10. Yalyalup / Bovell	45
11. Rural	54

Community variances

Performance Index Score

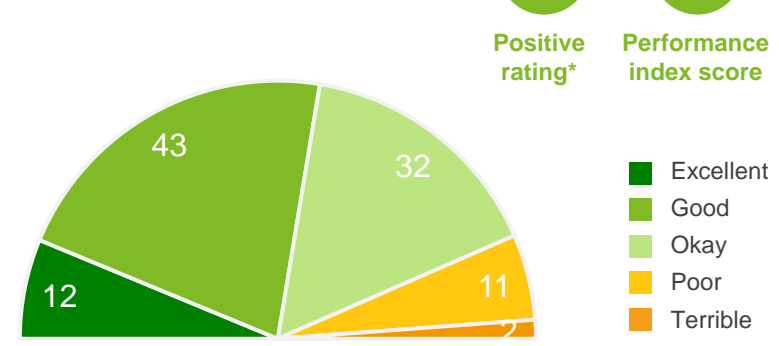
Gender		Age of children		Disability & culture	
Male	56	0-5 years	51	Disability	46
Female	50	6-12 years	50	First Nations#	47
Age	14-34 years	13-17 years	51	Mainly speak LOTE	43
	35-44 years	18+ years	51	Homeownership	
	45-54 years	No children	54		
	55-64 years				
	65+ years			Homeowner	53
				Renting / other	50

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 864).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Services and care available for seniors

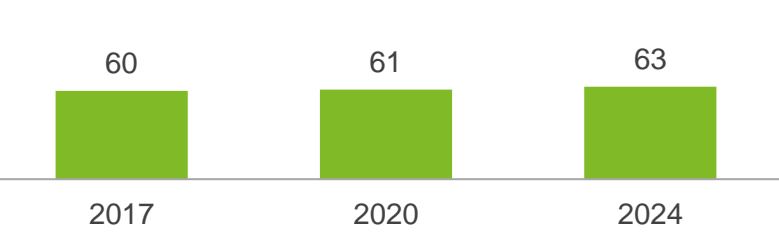
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



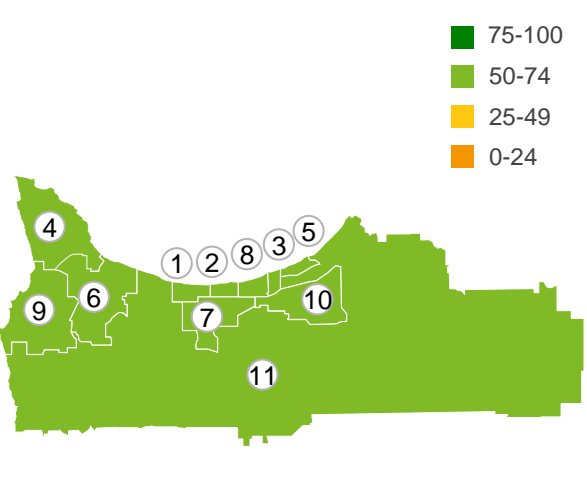
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	72
2. Broadwater	66
3. Busselton	64
4. Dunsborough / Naturaliste	58
5. Geographe	67
6. Quindalup / Quedjinup / YS	58
7. Vasse	57
8. West Busselton	68
9. Yallingup	53
10. Yalyalup / Bovell	62
11. Rural	55

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	64	0-5 years	64	Disability	58
Female	63	6-12 years	63	First Nations#	55
Age	14-34 years	13-17 years	64	Mainly speak LOTE	71
	35-44 years	18+ years	59	Homeownership	
	45-54 years	No children	62		
	55-64 years				
	65+ years			Homeowner	63
				Renting / other	63

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

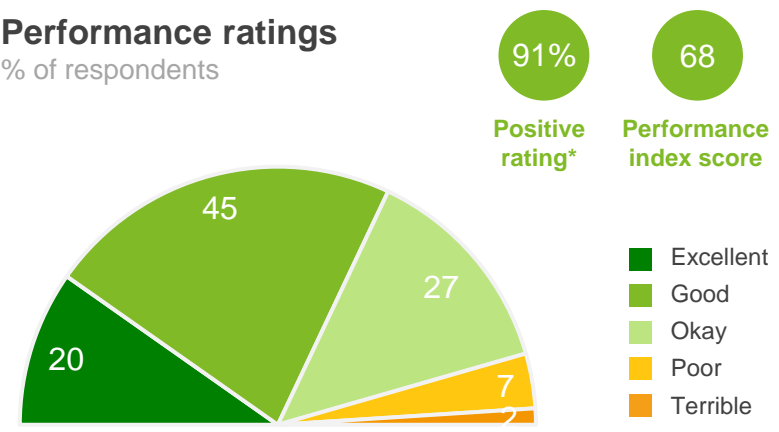
Base: All respondents, excludes 'unsure' and 'no response' (n = 850).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Recognition and respect for First Nations peoples, cultures and heritage

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



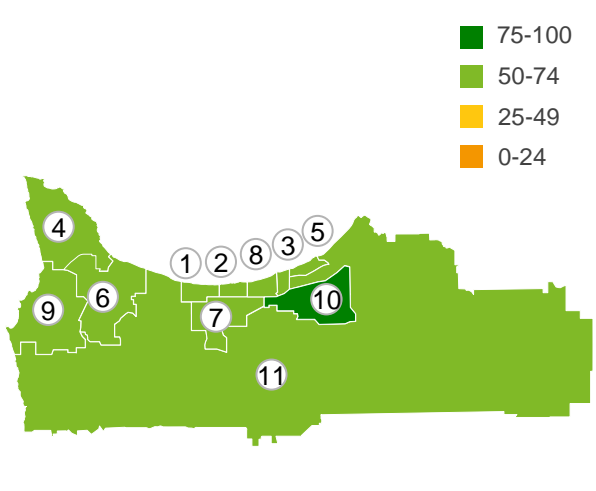
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	70
2. Broadwater	64
3. Busselton	60
4. Dunsborough / Naturaliste	66
5. Geographe	70
6. Quindalup / Quedjinup / YS	68
7. Vasse	68
8. West Busselton	69
9. Yallingup	70
10. Yalyalup / Bovell	75
11. Rural	66

Community variances

Performance Index Score

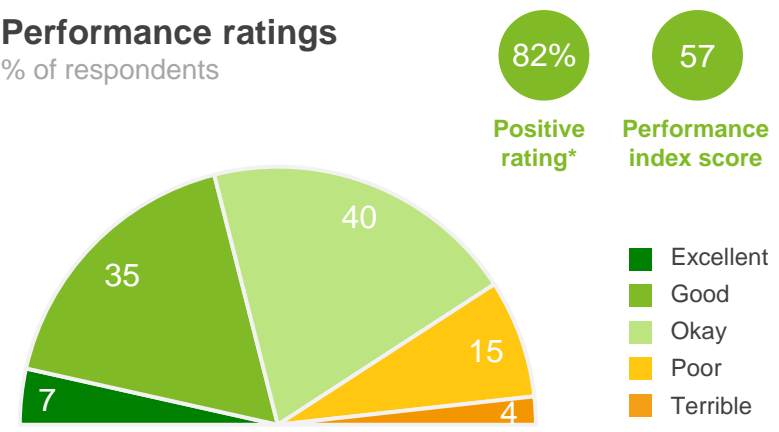
Gender		Age of children		Disability & culture	
Male	69	0-5 years	68	Disability	68
Female	67	6-12 years	68	First Nations#	52
Age	14-34 years	13-17 years	67	Mainly speak LOTE	51
	35-44 years	18+ years	73	Homeownership	
	45-54 years	No children	68	Homeowner	69
	55-64 years			Renting / other	64
	65+ years				

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 859).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Disability access and inclusion

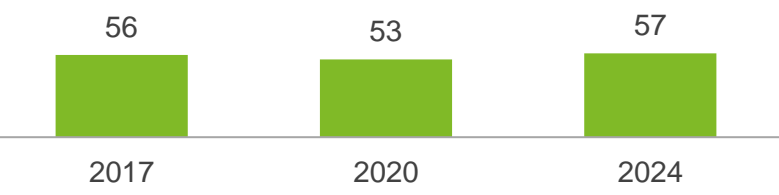
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



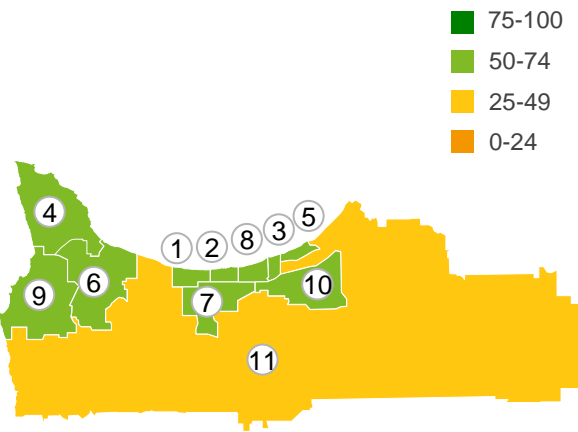
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	55
2. Broadwater	57
3. Busselton	53
4. Dunsborough / Naturaliste	54
5. Geographe	64
6. Quindalup / Quedjinup / YS	50
7. Vasse	58
8. West Busselton	59
9. Yallingup	55
10. Yalyalup / Bovell	58
11. Rural	48

Community variances

Performance Index Score

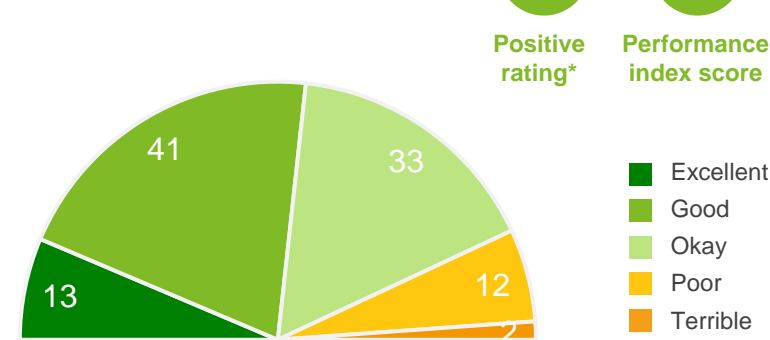
Gender		Age of children		Disability & culture	
Male	61	0-5 years	57	Disability	47
Female	53	6-12 years	57	First Nations#	49
Age	14-34 years	13-17 years	56	Mainly speak LOTE	54
	35-44 years	18+ years	52	Homeownership	
	45-54 years	No children	56		
	55-64 years				
	65+ years			Homeowner	57
				Renting / other	54

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 744).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Access to health and community services

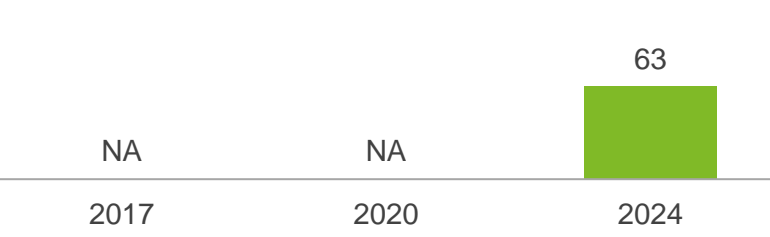
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



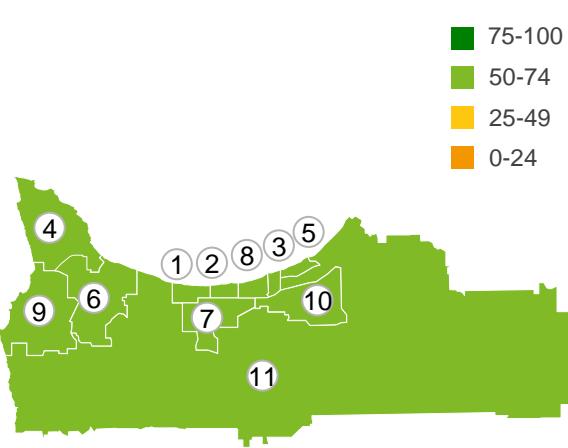
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	60
2. Broadwater	64
3. Busselton	65
4. Dunsborough / Naturaliste	58
5. Geographe	63
6. Quindalup / Quedjinup / YS	59
7. Vasse	60
8. West Busselton	68
9. Yallingup	61
10. Yalyalup / Bovell	61
11. Rural	60

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	63	0-5 years	57	Disability	61
Female	62	6-12 years	60	First Nations#	53
Age	14-34 years	13-17 years	57	Mainly speak LOTE	72
	35-44 years	18+ years	58	Homeownership	
	45-54 years	No children	65	Homeowner	62
	55-64 years			Renting / other	64
	65+ years				

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

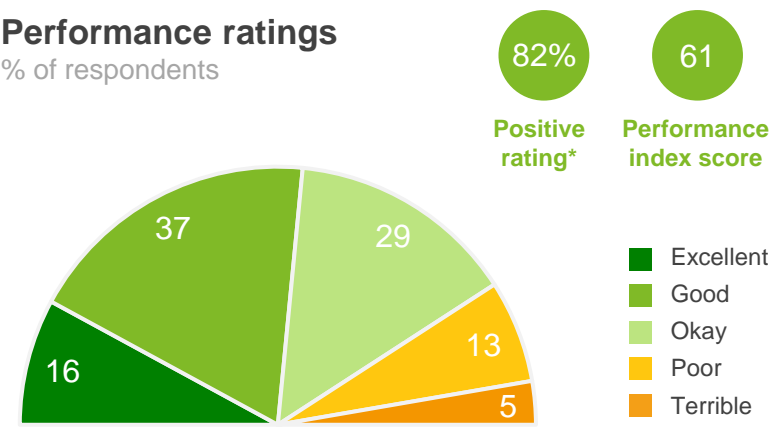
Base: All respondents, excludes 'unsure' and 'no response' (n = 1064).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Sport and recreation facilities and services

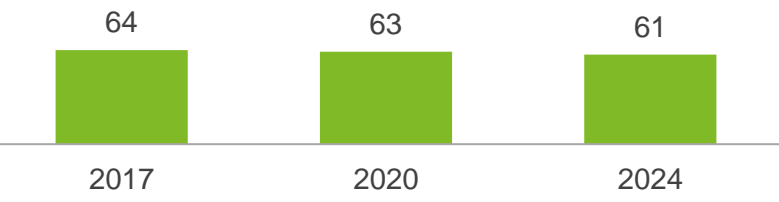
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



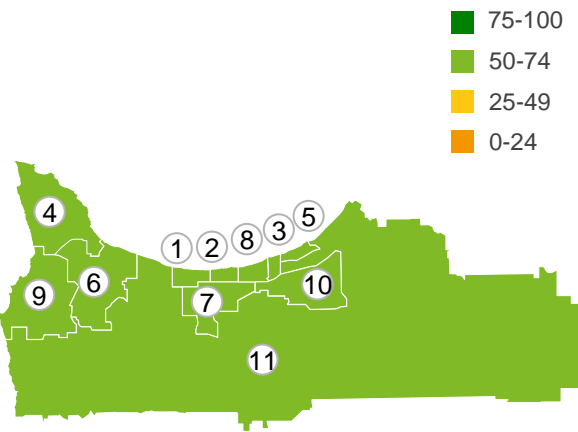
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	58
2. Broadwater	62
3. Busselton	66
4. Dunsborough / Naturaliste	52
5. Geographe	74
6. Quindalup / Quedjinup / YS	53
7. Vasse	55
8. West Busselton	68
9. Yallingup	55
10. Yalyalup / Bovell	66
11. Rural	55

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-5 years	52	Disability	63
Female	62	6-12 years	51	First Nations#	41
Age		13-17 years	49	Mainly speak LOTE	64
		18+ years	57	Homeownership	
		No children	67		
14-34 years	58			Homeowner	61
35-44 years	57			Renting / other	62
45-54 years	54				
55-64 years	65				
65+ years	69				

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

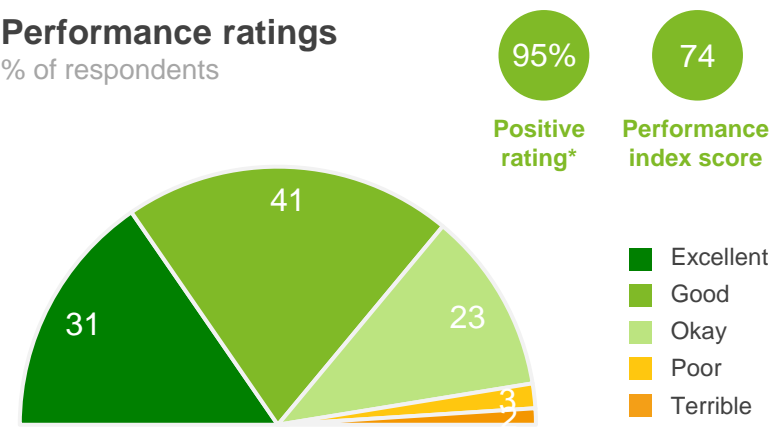
Base: All respondents, excludes 'unsure' and 'no response' (n = 1127).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Festivals, events, art and cultural activities

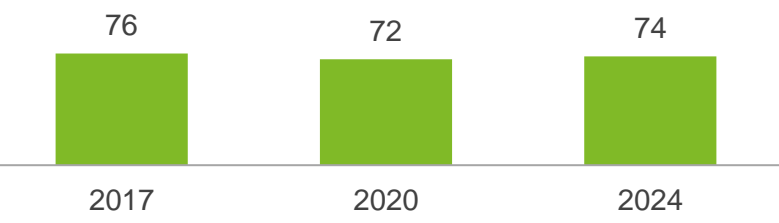
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



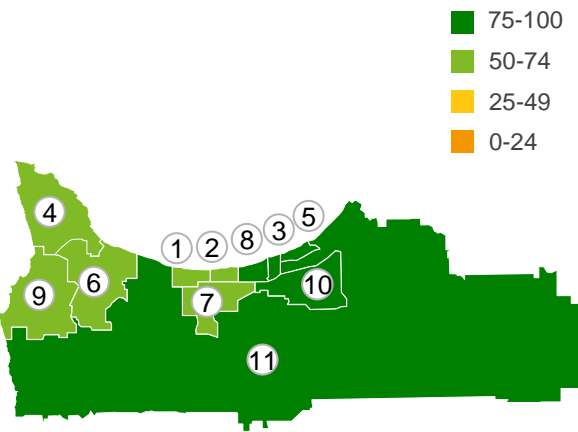
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	72
2. Broadwater	72
3. Busselton	75
4. Dunsborough / Naturaliste	72
5. Geographe	77
6. Quindalup / Quedjinup / YS	73
7. Vasse	74
8. West Busselton	77
9. Yallingup	70
10. Yalyalup / Bovell	77
11. Rural	75

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	71	0-5 years	73	Disability	74
Female	76	6-12 years	75	First Nations#	59
Age	14-34 years	13-17 years	67	Mainly speak LOTE	76
	35-44 years	18+ years	73	Homeownership	
	45-54 years	No children	75		
	55-64 years				
	65+ years			Homeowner	75
				Renting / other	67

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

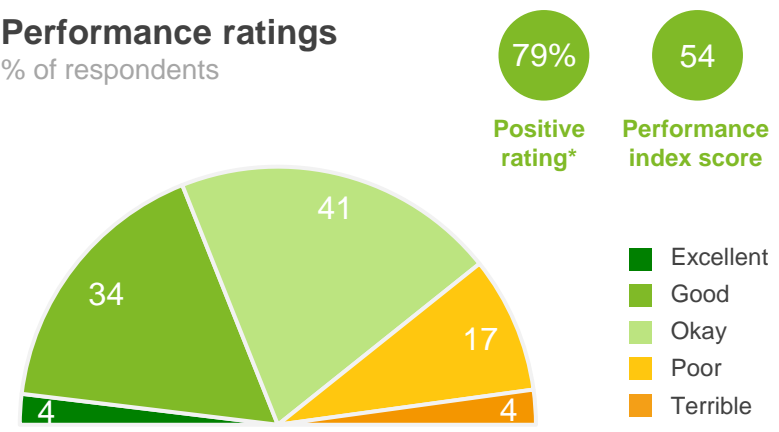
Base: All respondents, excludes 'unsure' and 'no response' (n = 1130).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Community safety and crime prevention

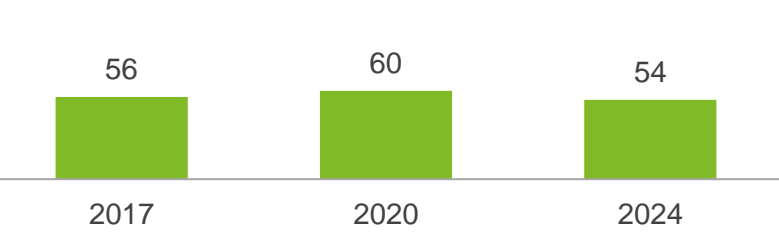
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



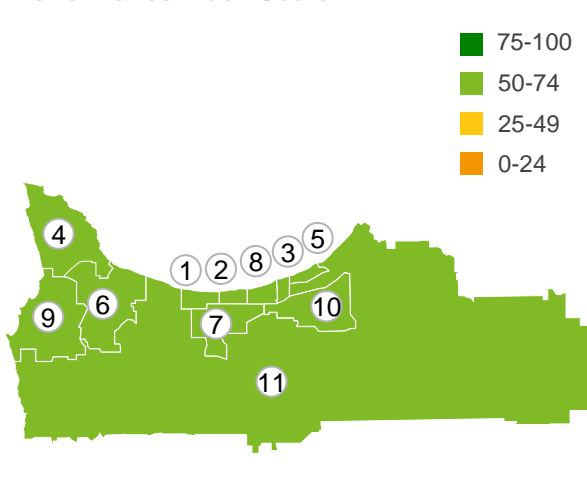
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	56
2. Broadwater	52
3. Busselton	55
4. Dunsborough / Naturaliste	56
5. Geographe	52
6. Quindalup / Quedjinup / YS	57
7. Vasse	50
8. West Busselton	52
9. Yallingup	66
10. Yalyalup / Bovell	52
11. Rural	51

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-5 years	54	Disability	52
Female	55	6-12 years	53	First Nations#	47
Age	14-34 years	13-17 years	49	Mainly speak LOTE	48
	35-44 years	18+ years	52	Homeownership	
	45-54 years	No children	54		
	55-64 years				
	65+ years			Homeowner	54
				Renting / other	48

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

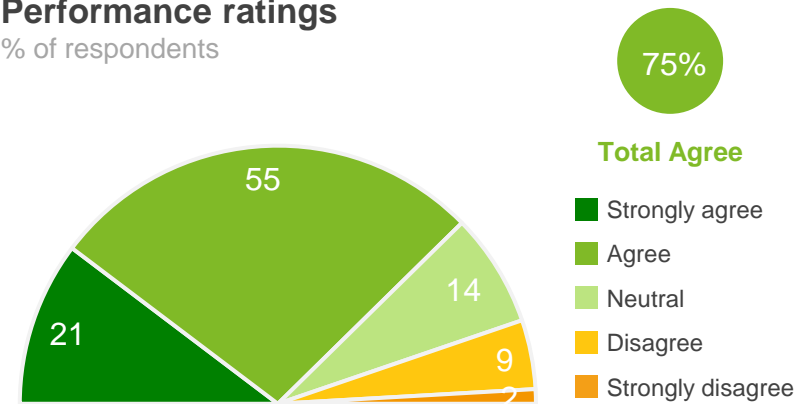
Base: All respondents, excludes 'unsure' and 'no response' (n = 1082).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

I feel safe in my community

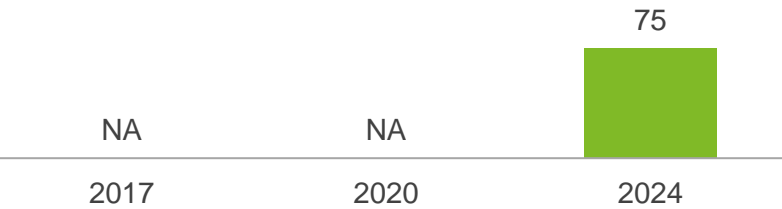
Performance ratings

% of respondents



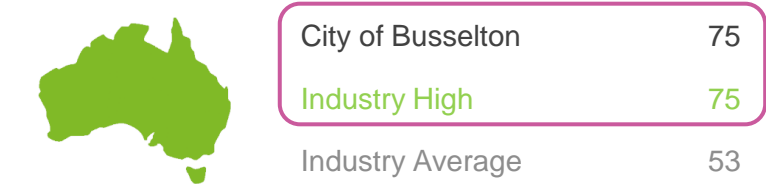
Trend Analysis

% agree



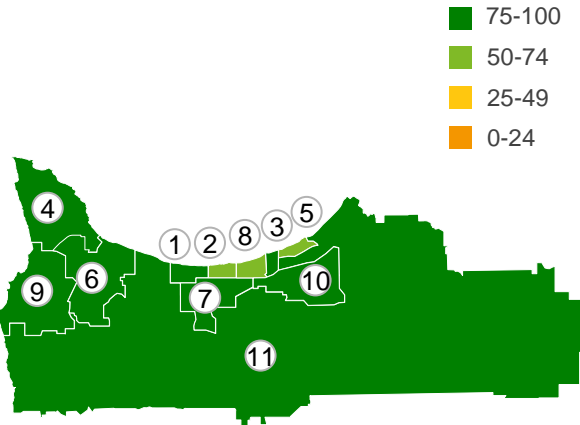
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1. Abbey / Kealy	85
2. Broadwater	67
3. Busselton	78
4. Dunsborough / Naturaliste	83
5. Geographe	60
6. Quindalup / Quedjinup / YS	85
7. Vasse	76
8. West Busselton	68
9. Yallingup	95
10. Yalyalup / Bovell	75
11. Rural	79

Community variances

% agree

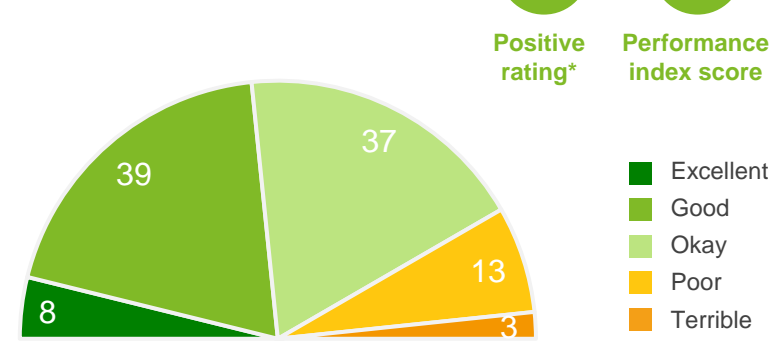
Gender		Age of children		Disability & culture	
Male	77	0-5 years	84	Disability	69
	75	6-12 years	77	First Nations#	55
Female	75	13-17 years	69	Mainly speak LOTE	67
	75	18+ years	74	Homeownership	
Age		No children	75	Homeowner	76
14-34 years	72			Renting / other	63
35-44 years	76				
45-54 years	77				
55-64 years	75				
65+ years	77				

Q. How strongly do you agree or disagree with the following statements?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1188). # Small sample size (<20 respondents)

Lighting of streets and public places

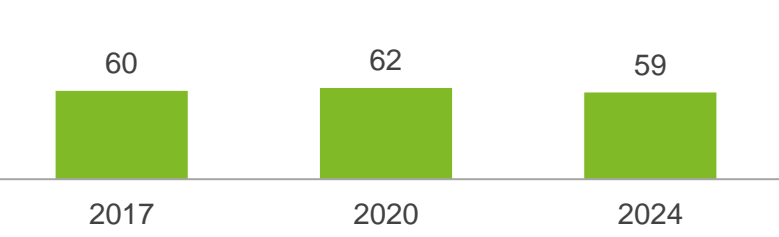
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



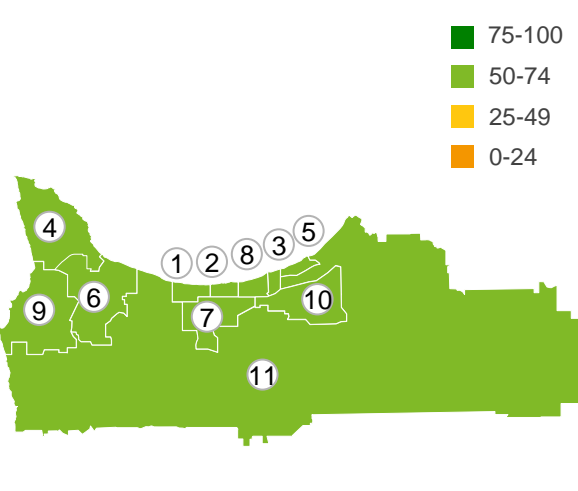
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	60
2. Broadwater	59
3. Busselton	56
4. Dunsborough / Naturaliste	58
5. Geographe	60
6. Quindalup / Quedjinup / YS	61
7. Vasse	56
8. West Busselton	58
9. Yallingup	68
10. Yalyalup / Bovell	63
11. Rural	52

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-5 years	60	Disability	56
Female	58	6-12 years	59	First Nations#	57
Age	14-34 years	13-17 years	60	Mainly speak LOTE	43
	35-44 years	18+ years	60	Homeownership	
	45-54 years	No children	59		
	55-64 years				
	65+ years			Homeowner	60
				Renting / other	51

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

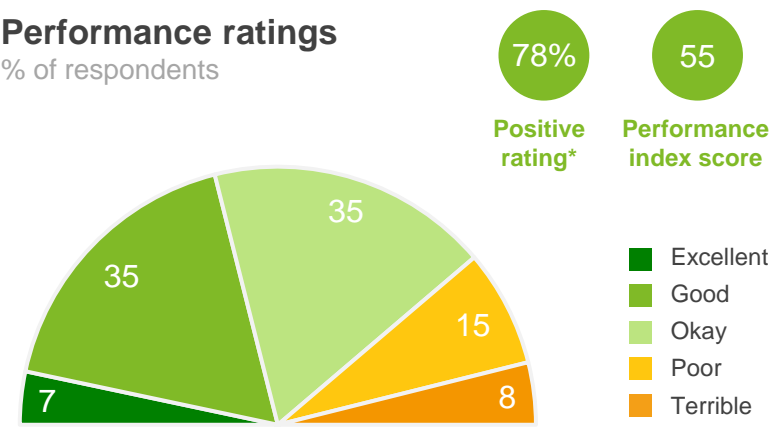
Base: All respondents, excludes 'unsure' and 'no response' (n = 1136).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Animal management (dogs and cats)

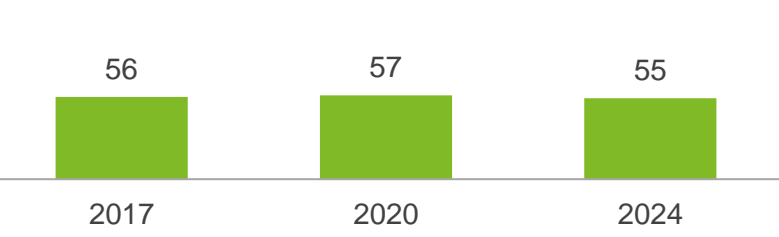
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



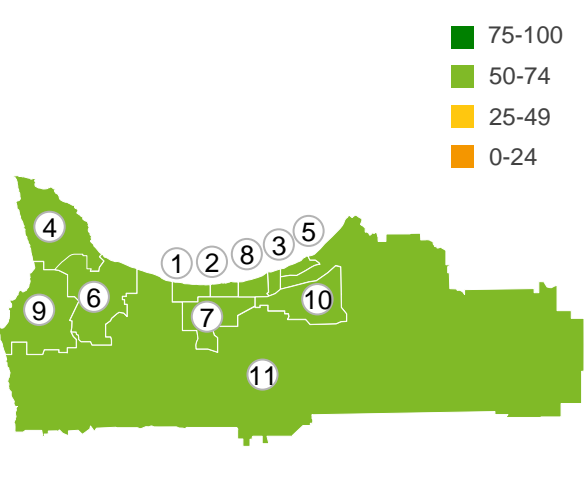
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	52
2. Broadwater	54
3. Busselton	54
4. Dunsborough / Naturaliste	51
5. Geographe	56
6. Quindalup / Quedjinup / YS	59
7. Vasse	51
8. West Busselton	60
9. Yallingup	54
10. Yalyalup / Bovell	51
11. Rural	54

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-5 years	51	Disability	46
Female	57	6-12 years	51	First Nations#	63
Age	14-34 years	13-17 years	53	Mainly speak LOTE	55
	35-44 years	18+ years	54	Homeownership	
	45-54 years	No children	55		
	55-64 years				
	65+ years			Homeowner	54
				Renting / other	57

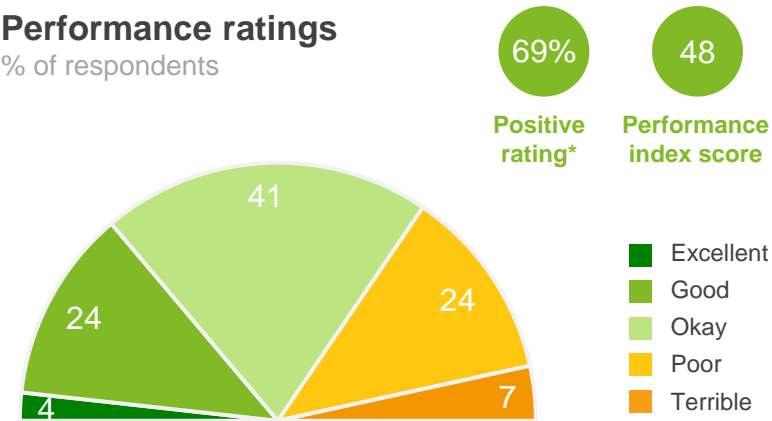
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1068).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

% of respondents



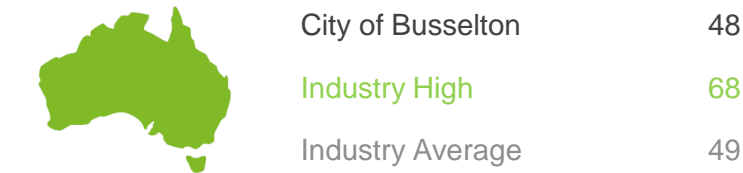
Trend Analysis

Performance Index Score



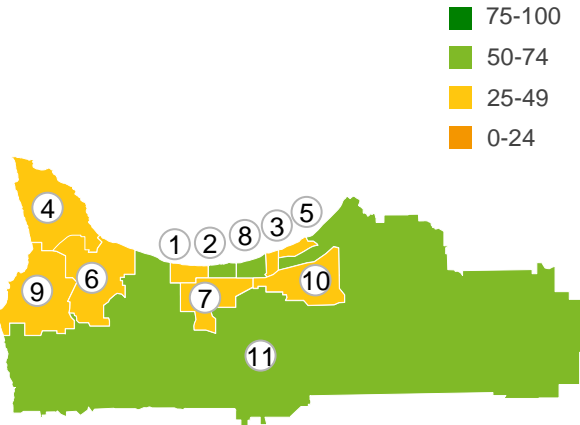
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	48
2. Broadwater	52
3. Busselton	46
4. Dunsborough / Naturaliste	43
5. Geographe	47
6. Quindalup / Quedjinup / YS	48
7. Vasse	47
8. West Busselton	52
9. Yallingup	44
10. Yalyalup / Bovell	49
11. Rural	51

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	51	0-5 years	45	Disability	50
Female	46	6-12 years	46	First Nations#	50
Age	14-34 years	13-17 years	46	Mainly speak LOTE	42
	35-44 years	18+ years	46	Homeownership	
	45-54 years	No children	49		
	55-64 years				
	65+ years			Homeowner	48
				Renting / other	50

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

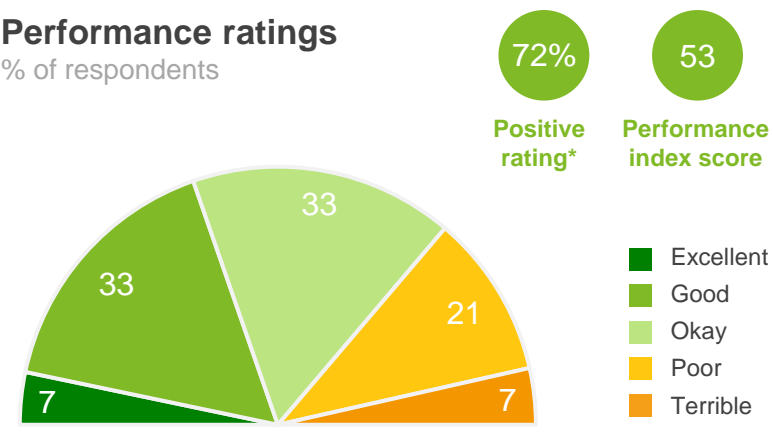
Base: All respondents, excludes 'unsure' and 'no response' (n = 854).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Conservation and environmental management, including nature reserves and bushland

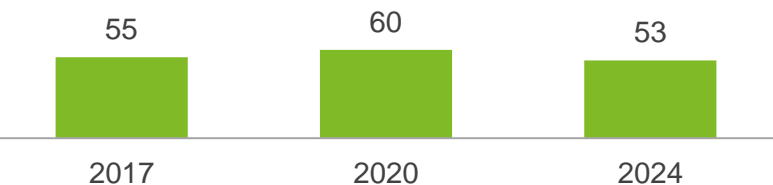
Performance ratings

% of respondents



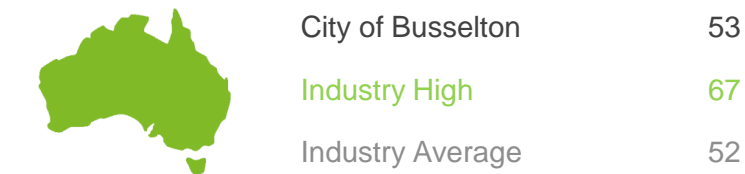
Trend Analysis

Performance Index Score



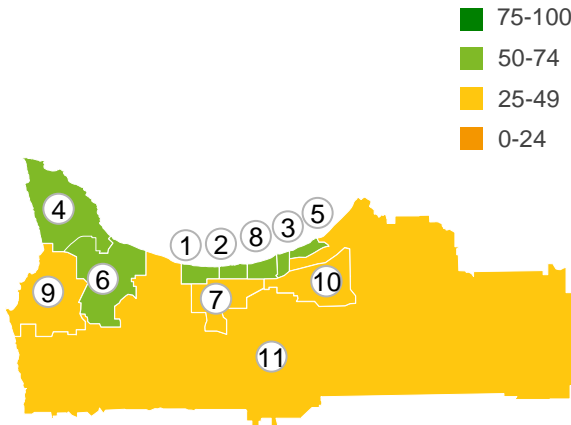
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	51
2. Broadwater	54
3. Busselton	52
4. Dunsborough / Naturaliste	51
5. Geographe	56
6. Quindalup / Quedjinup / YS	50
7. Vasse	49
8. West Busselton	57
9. Yallingup	49
10. Yalyalup / Bovell	48
11. Rural	45

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-5 years	53	Disability	49
Female	53	6-12 years	49	First Nations#	42
Age	14-34 years	13-17 years	50	Mainly speak LOTE	55
	35-44 years	18+ years	52	Homeownership	
	45-54 years	No children	52		
	55-64 years				
	65+ years			Homeowner	52
				Renting / other	52

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

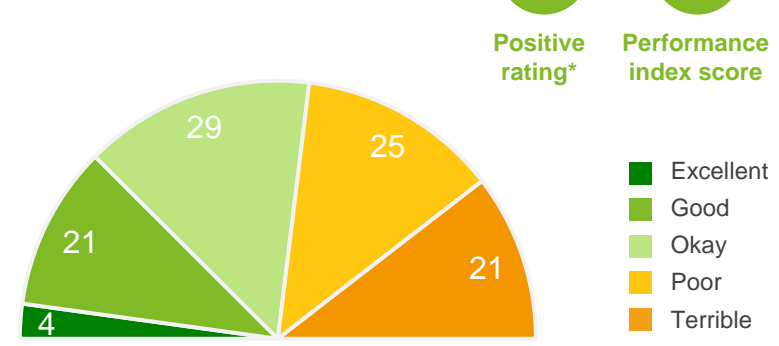
Base: All respondents, excludes 'unsure' and 'no response' (n = 1070).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Efforts to maintain and enhance local rivers, inlets and waterways

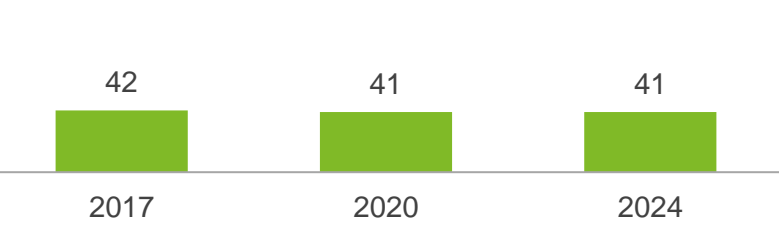
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



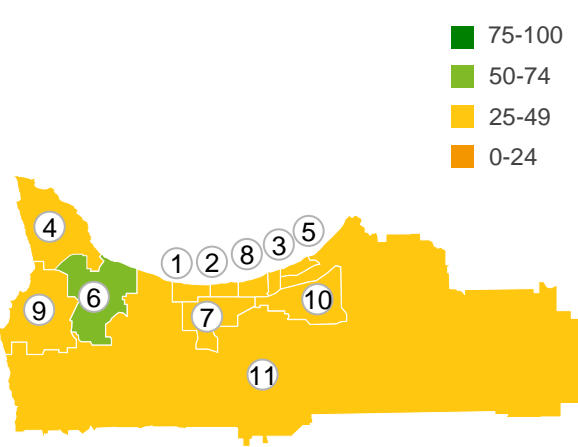
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	30
2. Broadwater	43
3. Busselton	38
4. Dunsborough / Naturaliste	48
5. Geographe	40
6. Quindalup / Quedjinup / YS	51
7. Vasse	32
8. West Busselton	44
9. Yallingup	48
10. Yalyalup / Bovell	26
11. Rural	35

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	41	0-5 years	36	Disability	35
Female	40	6-12 years	36	First Nations#	25
Age		13-17 years	37	Mainly speak LOTE	45
14-34 years	41	18+ years	34	Homeownership	
35-44 years	41	No children	41	Homeowner	39
45-54 years	37			Renting / other	44
55-64 years	38				
65+ years	44				

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

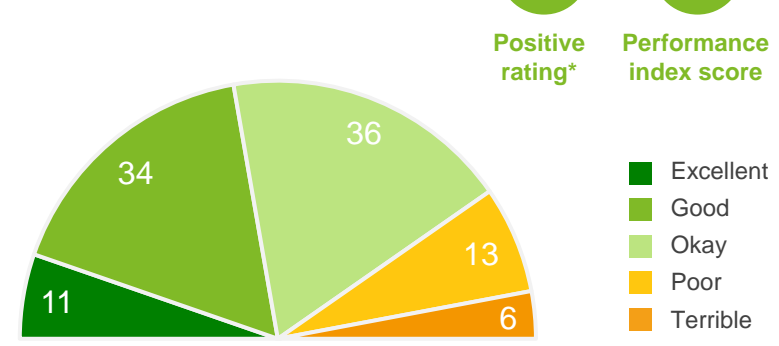
Base: All respondents, excludes 'unsure' and 'no response' (n = 1055).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Management of the coastline and beaches

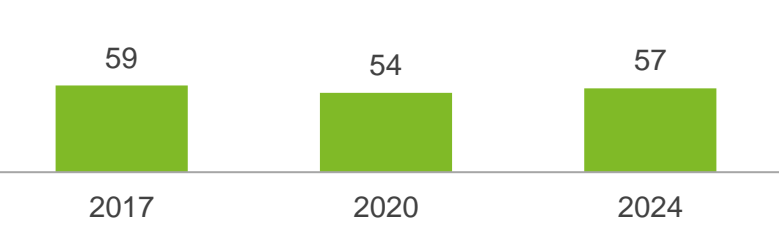
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



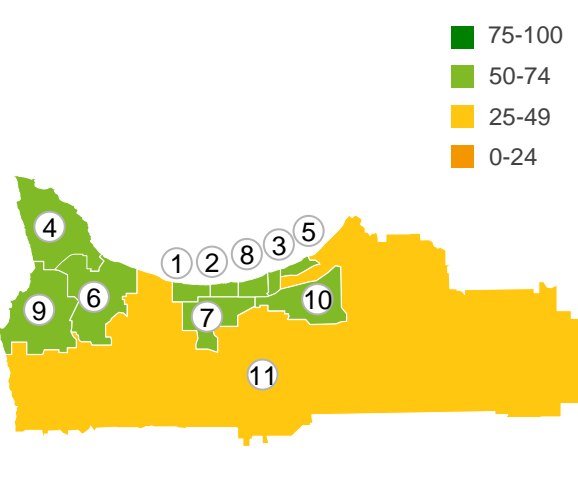
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	55
2. Broadwater	59
3. Busselton	59
4. Dunsborough / Naturaliste	51
5. Geographe	57
6. Quindalup / Quedjinup / YS	55
7. Vasse	58
8. West Busselton	63
9. Yallingup	55
10. Yalyalup / Bovell	58
11. Rural	49

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-5 years	59	Disability	51
Female	58	6-12 years	54	First Nations#	44
Age	14-34 years	13-17 years	56	Mainly speak LOTE	51
	35-44 years	18+ years	53	Homeownership	
	45-54 years	No children	57	Homeowner	57
	55-64 years			Renting / other	57
	65+ years				

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

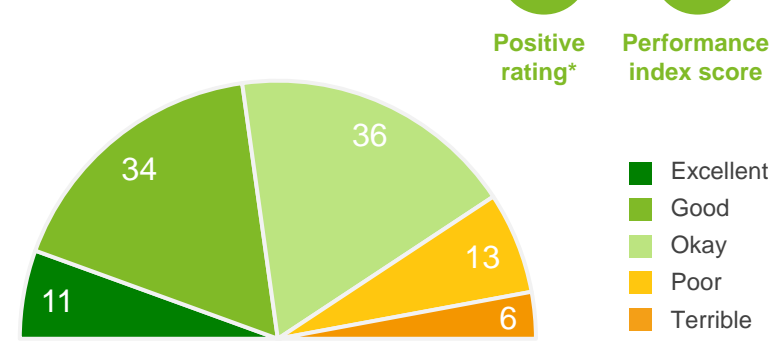
Base: All respondents, excludes 'unsure' and 'no response' (n = 1107).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Waste management

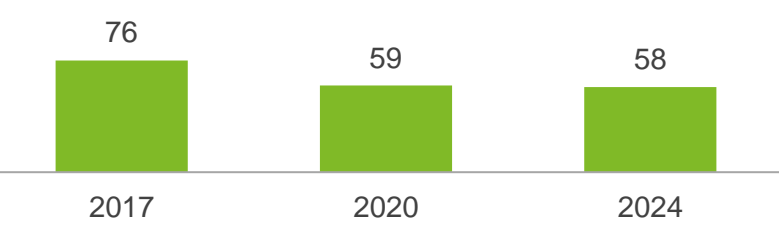
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



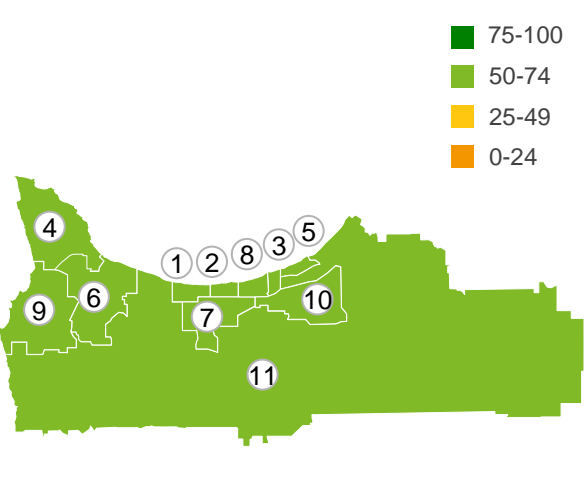
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	54
2. Broadwater	58
3. Busselton	63
4. Dunsborough / Naturaliste	58
5. Geographe	59
6. Quindalup / Quedjinup / YS	57
7. Vasse	55
8. West Busselton	62
9. Yallingup	64
10. Yalyalup / Bovell	54
11. Rural	51

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	59	0-5 years	55	Disability	55
Female	57	6-12 years	57	First Nations#	59
Age	14-34 years	13-17 years	54	Mainly speak LOTE	59
	35-44 years	18+ years	58	Homeownership	
	45-54 years	No children	60		
	55-64 years				
	65+ years			Homeowner	58
				Renting / other	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1094).

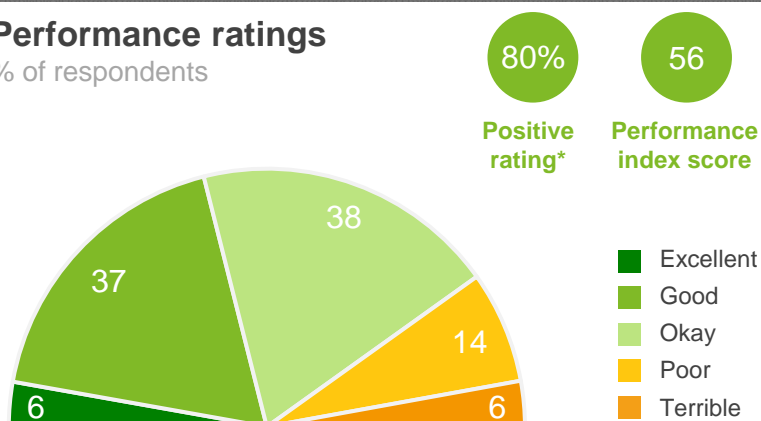
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Environmental health management

(food, noise, pest, pollution, etc)

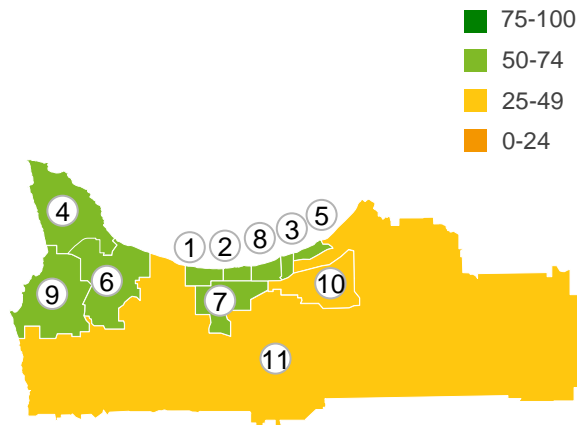
Performance ratings

% of respondents



Geographical variances

Performance Index Score

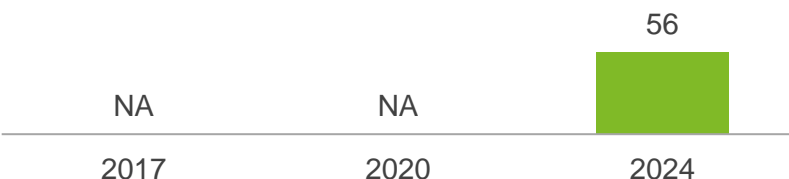


Location

1. Abbey / Kealy	54
2. Broadwater	57
3. Busselton	57
4. Dunsborough / Naturaliste	56
5. Geographe	56
6. Quindalup / Quedjinup / YS	55
7. Vasse	55
8. West Busselton	62
9. Yallingup	59
10. Yalyalup / Bovell	47
11. Rural	48

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-5 years	58	Disability	53
Female	56	6-12 years	55	First Nations#	52
Age	14-34 years	13-17 years	55	Mainly speak LOTE	55
	35-44 years	18+ years	55	Homeownership	
	45-54 years	No children	55		
	55-64 years				
	65+ years			Homeowner	55
				Renting / other	57

MARKYT Industry Standards

Performance Index Score



City of Busselton	56
Industry High	65
Industry Average	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 952).

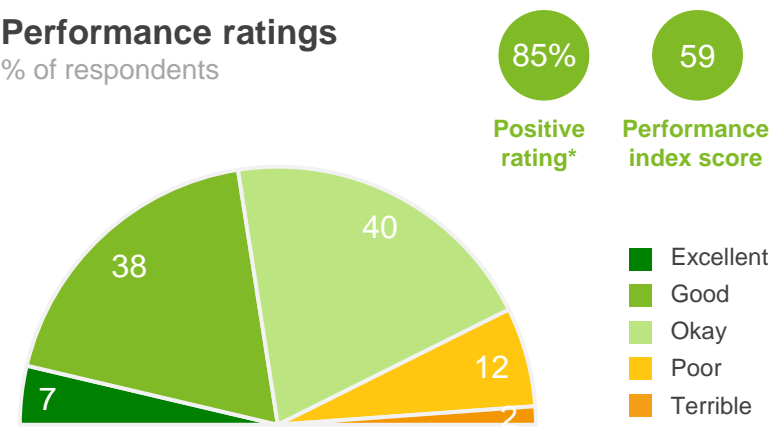
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Natural disaster management

(education, prevention and relief for fire, storms, floods, etc)

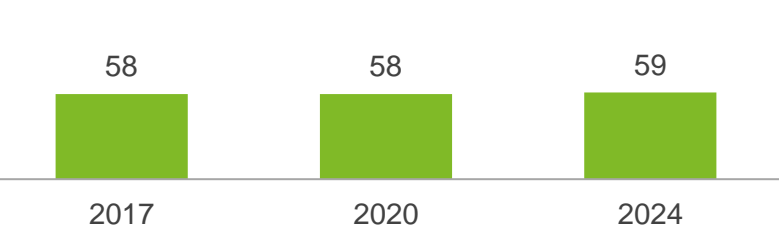
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



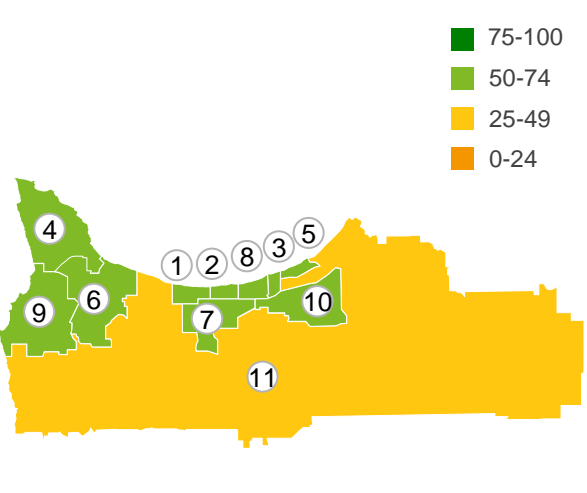
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	53
2. Broadwater	60
3. Busselton	61
4. Dunsborough / Naturaliste	59
5. Geographe	61
6. Quindalup / Quedjinup / YS	59
7. Vasse	61
8. West Busselton	60
9. Yallingup	61
10. Yalyalup / Bovell	59
11. Rural	49

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-5 years	60	Disability	58
Female	58	6-12 years	58	First Nations#	55
Age	14-34 years	13-17 years	59	Mainly speak LOTE	56
	35-44 years	18+ years	57	Homeownership	
	45-54 years	No children	60		
	55-64 years				
	65+ years			Homeowner	59
				Renting / other	56

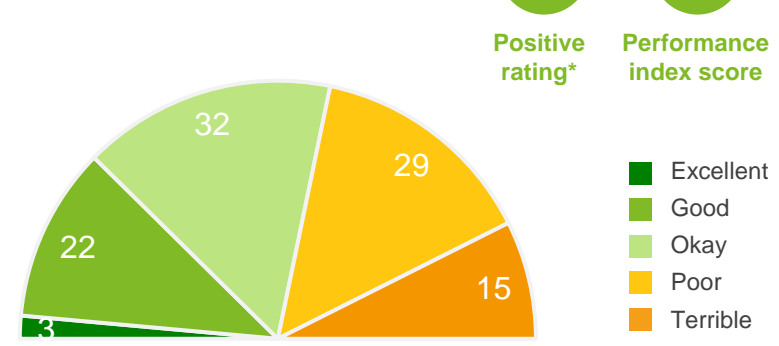
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 777).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place

Managing responsible growth and development

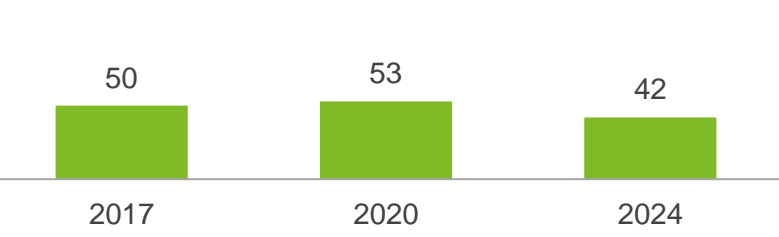
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



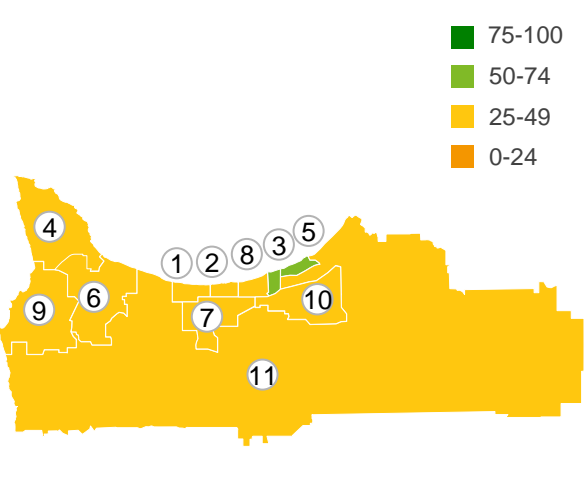
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	42
2. Broadwater	45
3. Busselton	50
4. Dunsborough / Naturaliste	29
5. Geographe	51
6. Quindalup / Quedjinup / YS	29
7. Vasse	47
8. West Busselton	48
9. Yallingup	36
10. Yalyalup / Bovell	46
11. Rural	39

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	43	0-5 years	34	Disability	39
Female	42	6-12 years	40	First Nations#	28
Age	14-34 years	13-17 years	41	Mainly speak LOTE	51
	35-44 years	18+ years	41	Homeownership	
	45-54 years	No children	43	Homeowner	43
	55-64 years			Renting / other	41
	65+ years				

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

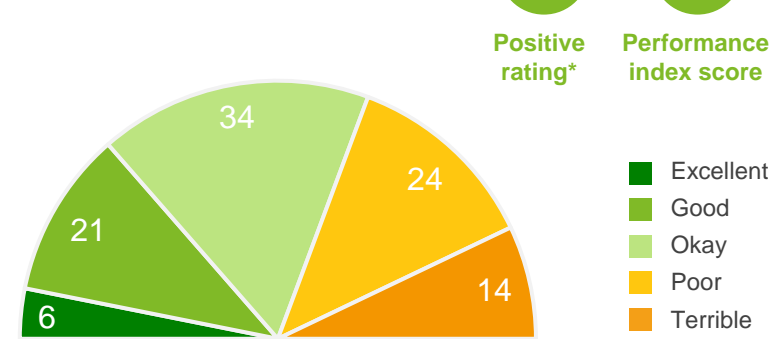
Base: All respondents, excludes 'unsure' and 'no response' (n = 996).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Access to housing that meets your needs

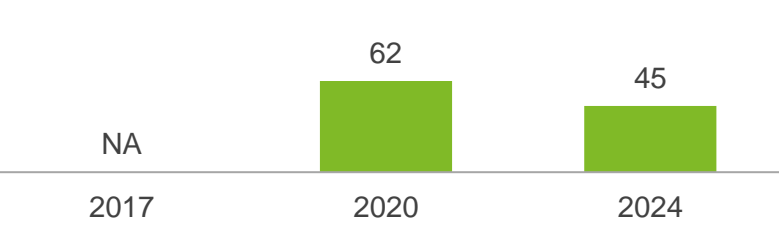
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



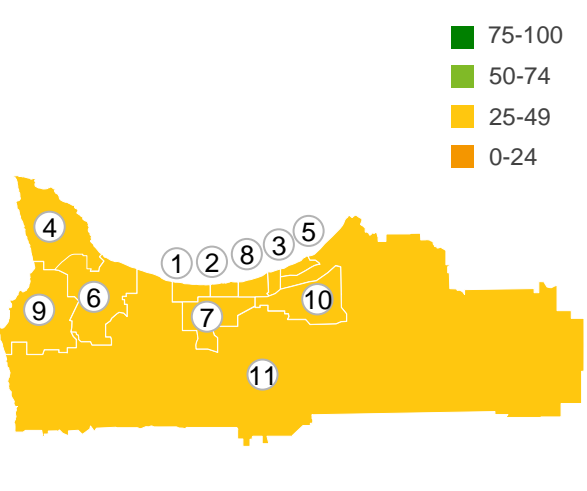
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	45
2. Broadwater	41
3. Busselton	49
4. Dunsborough / Naturaliste	41
5. Geographe	47
6. Quindalup / Quedjinup / YS	41
7. Vasse	43
8. West Busselton	48
9. Yallingup	49
10. Yalyalup / Bovell	46
11. Rural	41

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	47	0-5 years	42	Disability	39
Female	43	6-12 years	42	First Nations#	34
Age	14-34 years	13-17 years	37	Mainly speak LOTE	46
	35-44 years	18+ years	40	Homeownership	
	45-54 years	No children	47		
	55-64 years				
	65+ years			Homeowner	47
				Renting / other	26

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

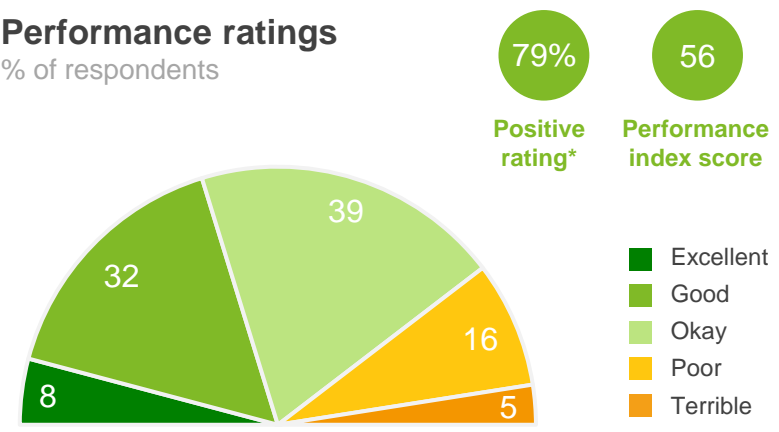
Base: All respondents, excludes 'unsure' and 'no response' (n = 938).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Community buildings, halls and toilets

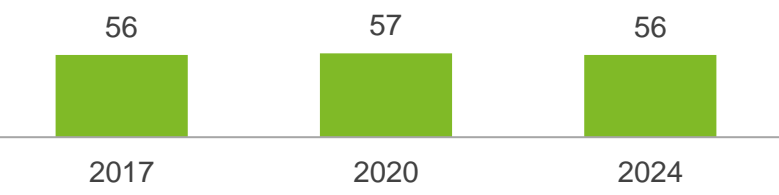
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



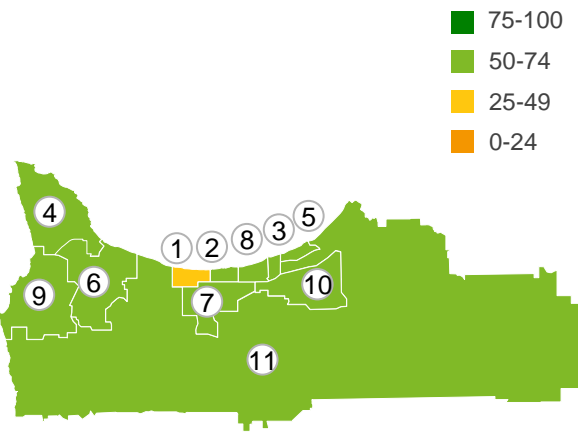
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	49
2. Broadwater	57
3. Busselton	57
4. Dunsborough / Naturaliste	50
5. Geographe	59
6. Quindalup / Quedjinup / YS	55
7. Vasse	55
8. West Busselton	59
9. Yallingup	53
10. Yalyalup / Bovell	58
11. Rural	56

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-5 years	53	Disability	53
Female	55	6-12 years	54	First Nations#	41
Age	14-34 years	13-17 years	53	Mainly speak LOTE	59
	35-44 years	18+ years	55	Homeownership	
	45-54 years	No children	57		
	55-64 years				
	65+ years			Homeowner	56
				Renting / other	55

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

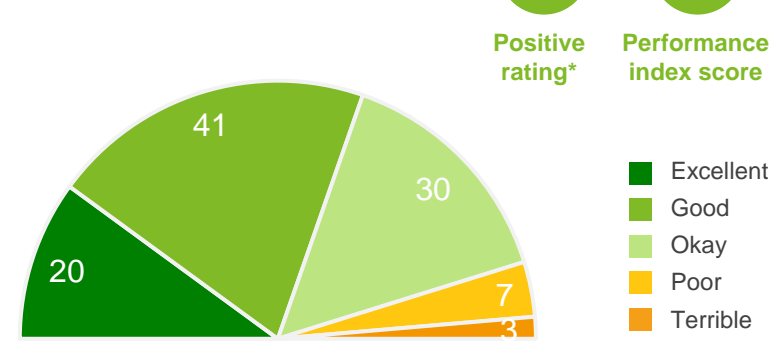
Base: All respondents, excludes 'unsure' and 'no response' (n = 1088).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Playgrounds, parks and reserves

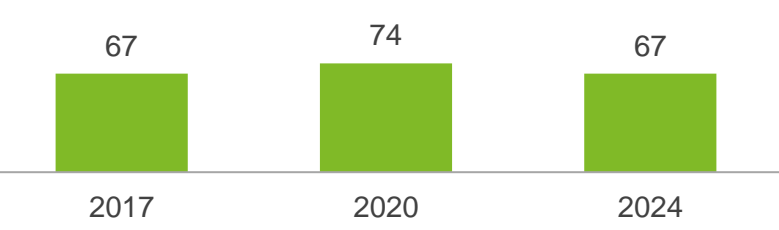
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



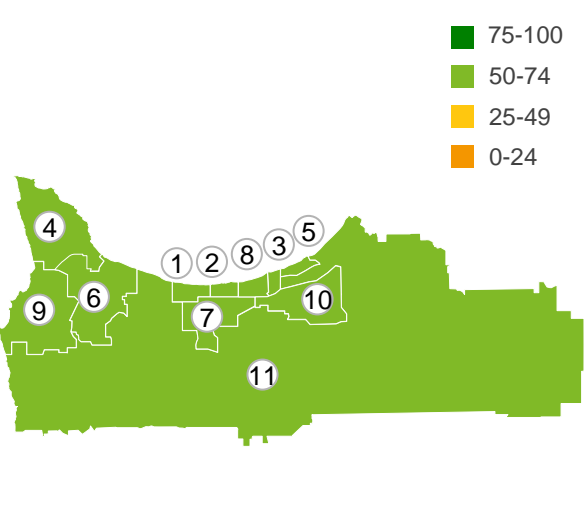
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	67
2. Broadwater	67
3. Busselton	73
4. Dunsborough / Naturaliste	58
5. Geographe	72
6. Quindalup / Quedjinup / YS	64
7. Vasse	65
8. West Busselton	72
9. Yallingup	65
10. Yalyalup / Bovell	67
11. Rural	63

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	67	0-5 years	63	Disability	67
Female	68	6-12 years	63	First Nations#	58
Age	14-34 years	13-17 years	62	Mainly speak LOTE	75
	35-44 years	18+ years	67	Homeownership	
	45-54 years	No children	69	Homeowner	67
	55-64 years			Renting / other	68
	65+ years				

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

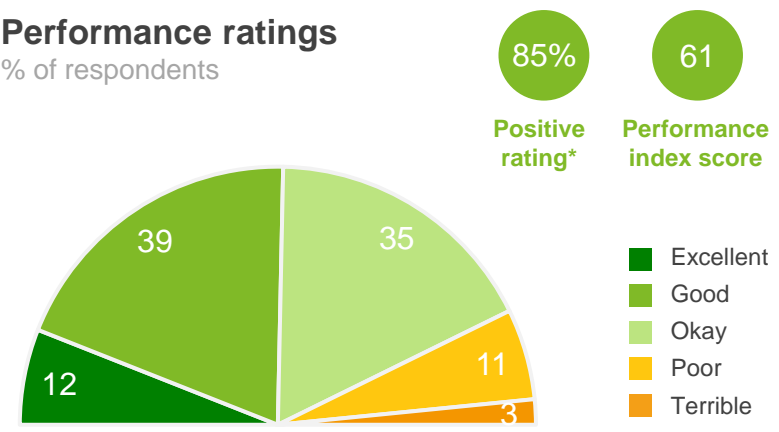
Base: All respondents, excludes 'unsure' and 'no response' (n = 1121).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Streetscapes

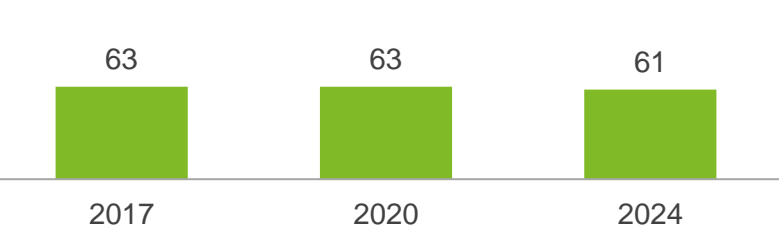
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



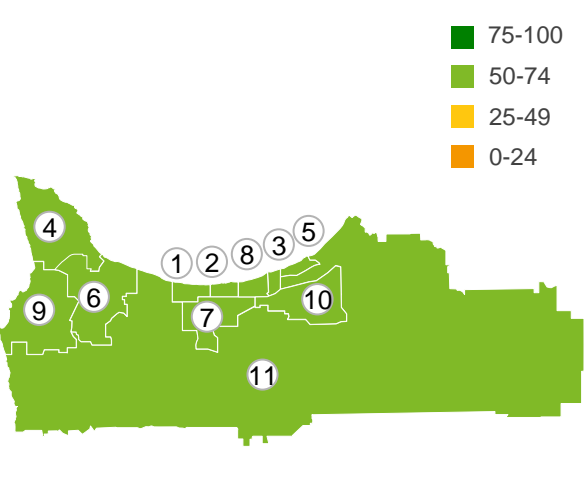
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	61
2. Broadwater	57
3. Busselton	67
4. Dunsborough / Naturaliste	57
5. Geographe	64
6. Quindalup / Quedjinup / YS	58
7. Vasse	61
8. West Busselton	64
9. Yallingup	61
10. Yalyalup / Bovell	62
11. Rural	62

Community variances

Performance Index Score

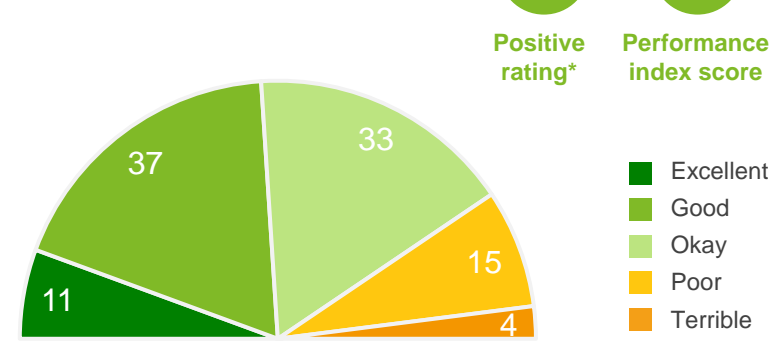
Gender		Age of children		Disability & culture	
Male	60	0-5 years	64	Disability	61
Female	63	6-12 years	61	First Nations#	54
Age	14-34 years	13-17 years	58	Mainly speak LOTE	65
	35-44 years	18+ years	62	Homeownership	
	45-54 years	No children	62		
	55-64 years				
	65+ years			Homeowner	62
				Renting / other	59

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1054).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Tree management in streets and parks

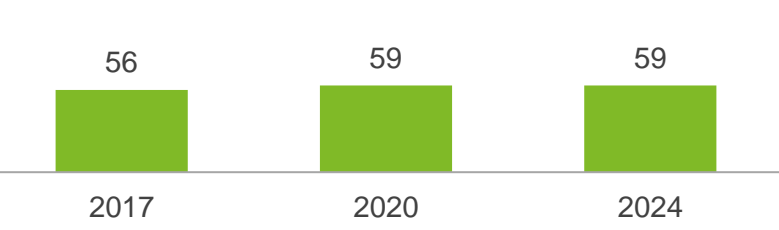
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



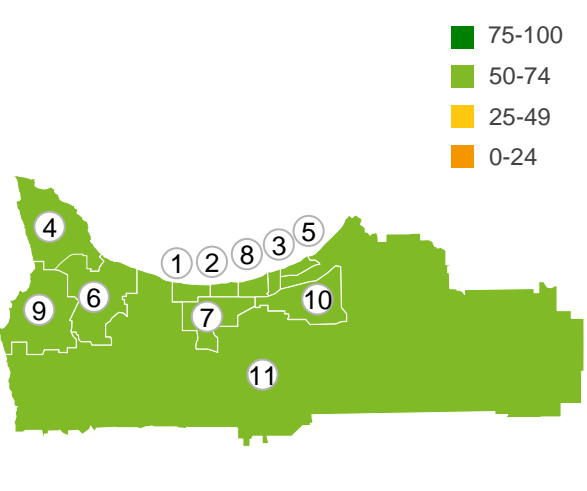
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	53
2. Broadwater	59
3. Busselton	64
4. Dunsborough / Naturaliste	55
5. Geographe	63
6. Quindalup / Quedjinup / YS	56
7. Vasse	60
8. West Busselton	62
9. Yallingup	56
10. Yalyalup / Bovell	58
11. Rural	60

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	58	0-5 years	64	Disability	58
Female	60	6-12 years	61	First Nations#	46
Age	14-34 years	13-17 years	60	Mainly speak LOTE	68
	35-44 years	18+ years	60	Homeownership	
	45-54 years	No children	58	Homeowner	59
	55-64 years			Renting / other	63
	65+ years				

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

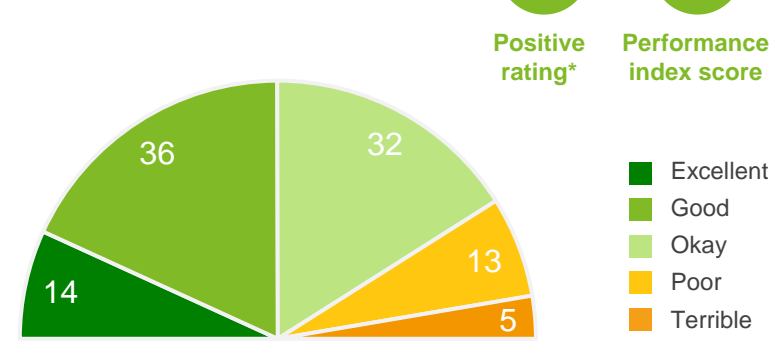
Base: All respondents, excludes 'unsure' and 'no response' (n = 1042).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Footpaths, trails and cycleways

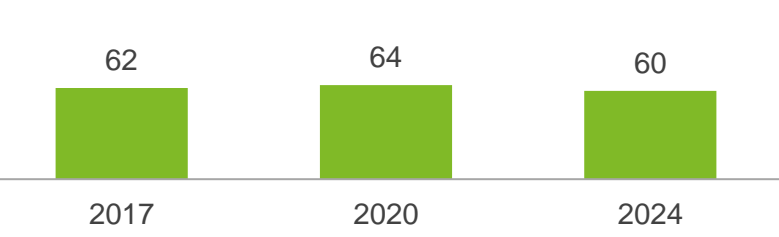
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



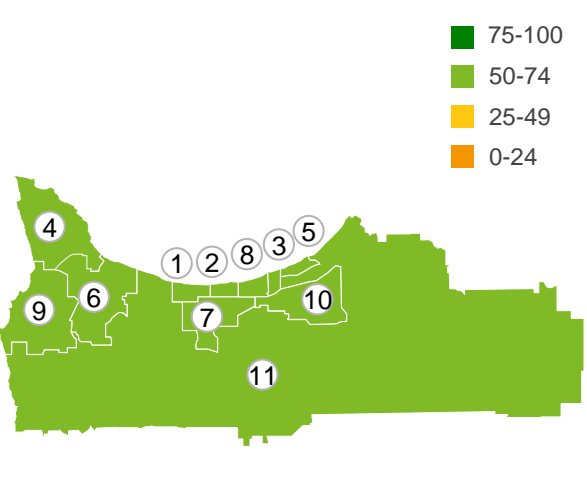
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	60
2. Broadwater	54
3. Busselton	63
4. Dunsborough / Naturaliste	55
5. Geographe	63
6. Quindalup / Quedjinup / YS	57
7. Vasse	63
8. West Busselton	62
9. Yallingup	60
10. Yalyalup / Bovell	61
11. Rural	57

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-5 years	62	Disability	57
Female	60	6-12 years	62	First Nations#	68
Age	14-34 years	13-17 years	60	Mainly speak LOTE	71
	35-44 years	18+ years	58	Homeownership	
	45-54 years	No children	60		
	55-64 years				
	65+ years			Homeowner	60
				Renting / other	59

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

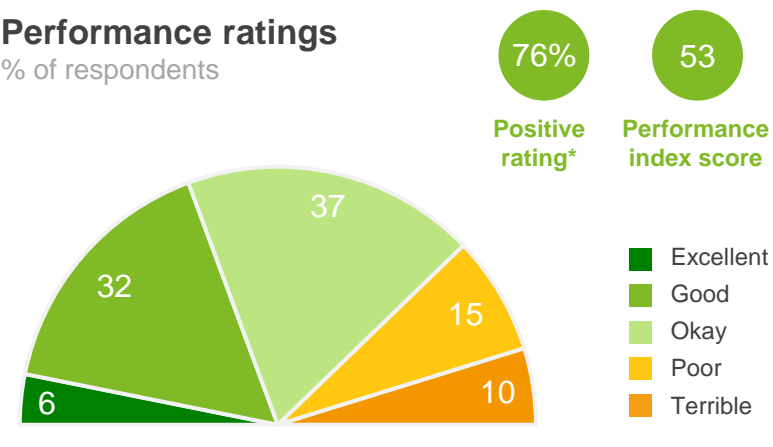
Base: All respondents, excludes 'unsure' and 'no response' (n = 1123).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Building and maintaining local roads

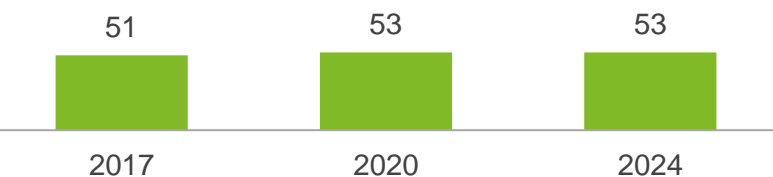
Performance ratings

% of respondents



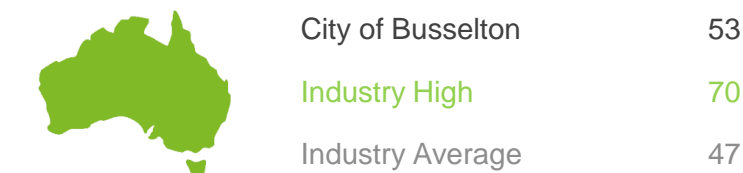
Trend Analysis

Performance Index Score



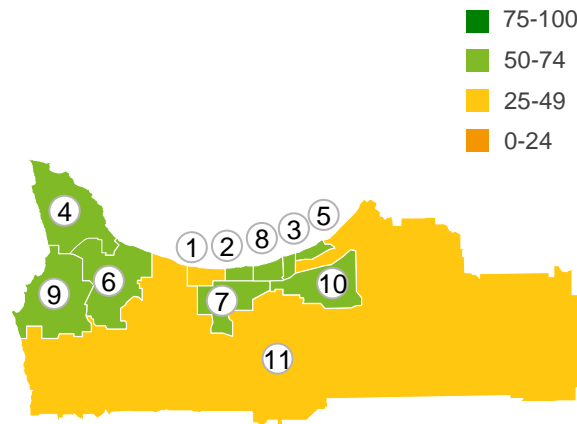
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	48
2. Broadwater	50
3. Busselton	54
4. Dunsborough / Naturaliste	53
5. Geographe	57
6. Quindalup / Quedjinup / YS	51
7. Vasse	50
8. West Busselton	53
9. Yallingup	51
10. Yalyalup / Bovell	54
11. Rural	44

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-5 years	62	Disability	50
Female	52	6-12 years	54	First Nations#	59
Age		13-17 years	51	Mainly speak LOTE	49
		18+ years	47	Homeownership	
		No children	52		
		14-34 years	56		
		35-44 years	56	Homeowner	52
45-54 years		50		Renting / other	50
55-64 years		48			
65+ years		52			

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

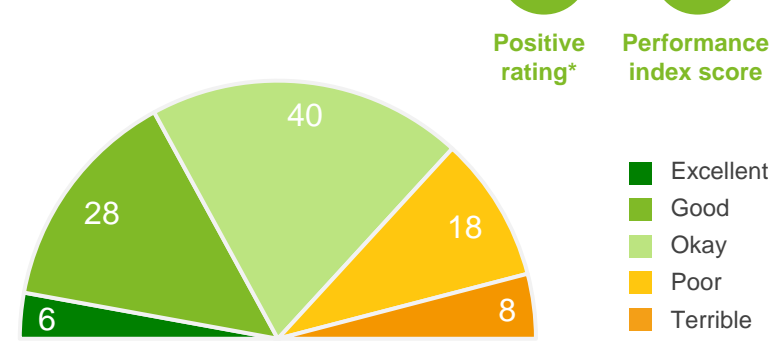
Base: All respondents, excludes 'unsure' and 'no response' (n = 1117).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Traffic management

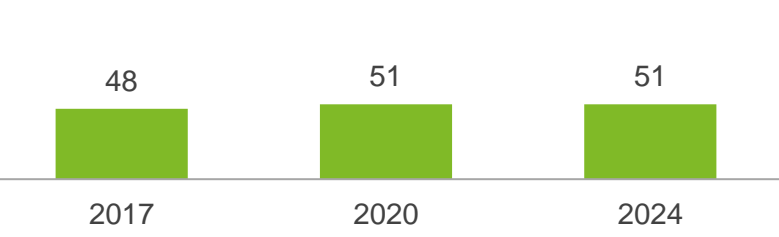
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



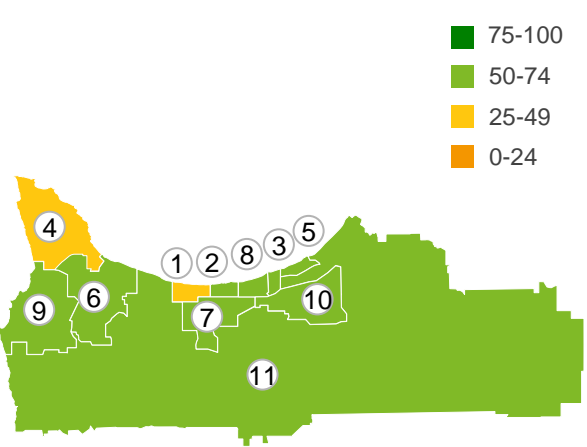
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	47
2. Broadwater	51
3. Busselton	52
4. Dunsborough / Naturaliste	48
5. Geographe	55
6. Quindalup / Quedjinup / YS	53
7. Vasse	51
8. West Busselton	53
9. Yallingup	52
10. Yalyalup / Bovell	52
11. Rural	51

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	51	0-5 years	55	Disability	49
Female	52	6-12 years	51	First Nations#	34
Age	14-34 years	13-17 years	49	Mainly speak LOTE	44
	35-44 years	18+ years	50	Homeownership	
	45-54 years	No children	51	Homeowner	51
	55-64 years			Renting / other	51
	65+ years				

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

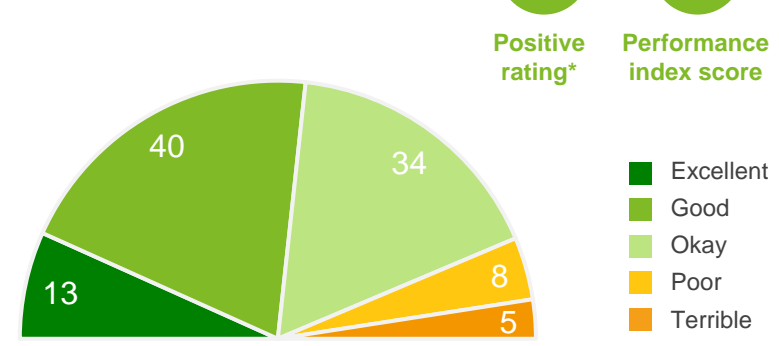
Base: All respondents, excludes 'unsure' and 'no response' (n = 1039).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Marine facilities (boat ramps, jetties, etc)

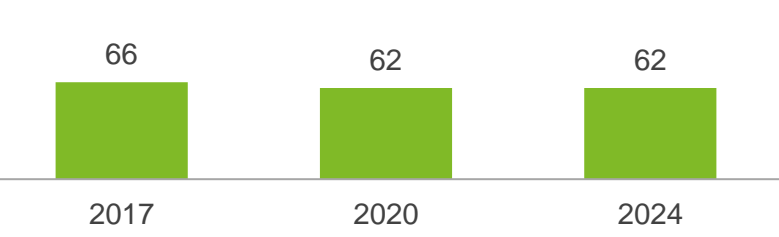
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



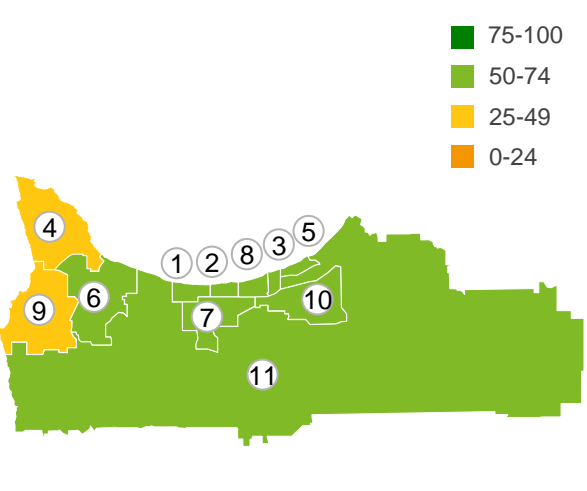
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	64
2. Broadwater	62
3. Busselton	66
4. Dunsborough / Naturaliste	48
5. Geographe	70
6. Quindalup / Quedjinup / YS	55
7. Vasse	66
8. West Busselton	71
9. Yallingup	47
10. Yalyalup / Bovell	65
11. Rural	57

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	61	0-5 years	60	Disability	60
Female	64	6-12 years	60	First Nations#	48
Age		13-17 years	61	Mainly speak LOTE	59
		18+ years	59	Homeownership	
		No children	64		
14-34 years	65			Homeowner	62
35-44 years	66			Renting / other	67
45-54 years	60				
55-64 years	61				
65+ years	60				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 881).

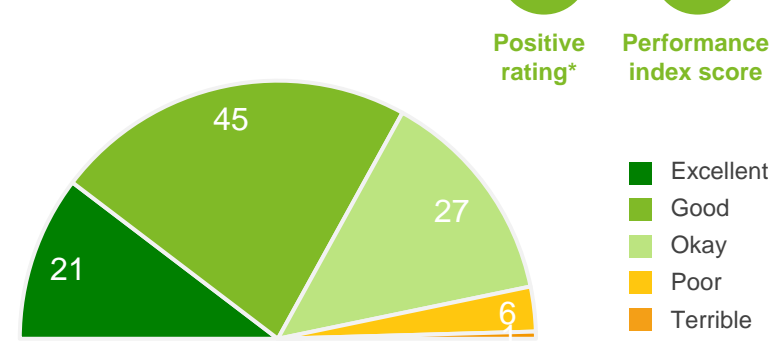
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Prosperity

Place to own or operate a business

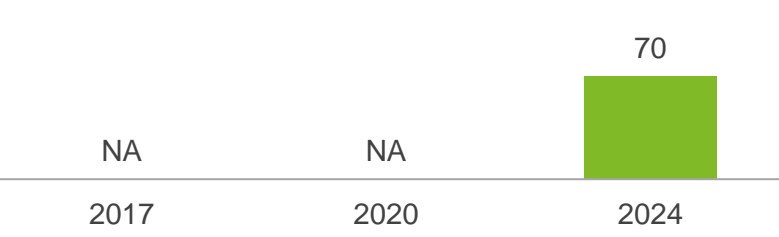
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



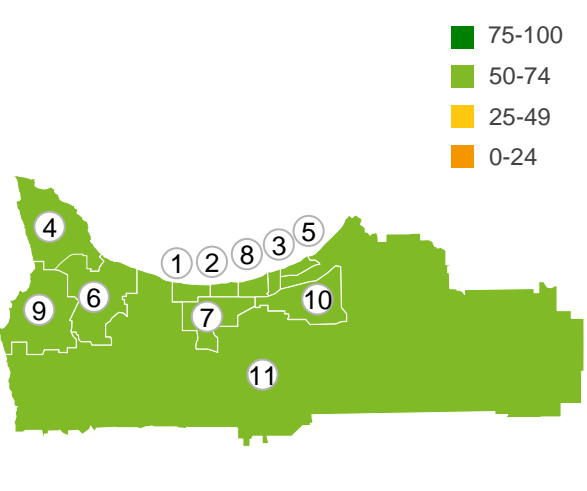
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	73
2. Broadwater	71
3. Busselton	70
4. Dunsborough / Naturaliste	69
5. Geographe	70
6. Quindalup / Quedjinup / YS	70
7. Vasse	65
8. West Busselton	72
9. Yallingup	74
10. Yalyalup / Bovell	64
11. Rural	74

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	69	0-5 years	70	Disability	67
Female	71	6-12 years	67	First Nations#	67
Age	14-34 years	13-17 years	71	Mainly speak LOTE	67
	35-44 years	18+ years	72	Homeownership	
	45-54 years	No children	71	Homeowner	69
	55-64 years			Renting / other	72
	65+ years				

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

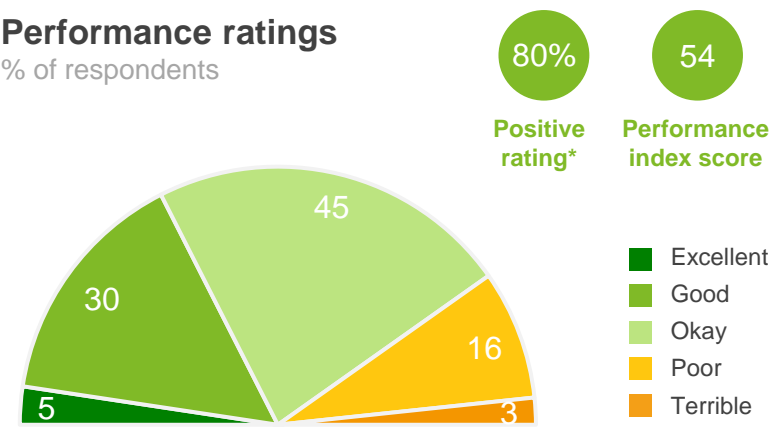
Base: All respondents, excludes 'unsure' and 'no response' (n = 838).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Economic development and job creation

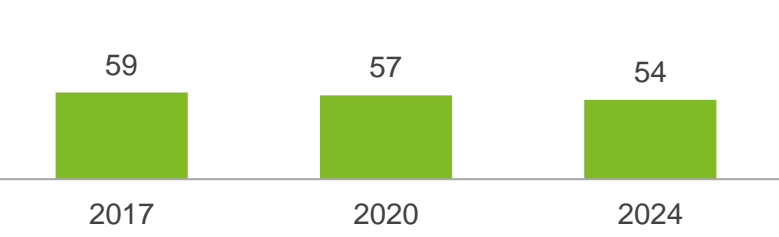
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



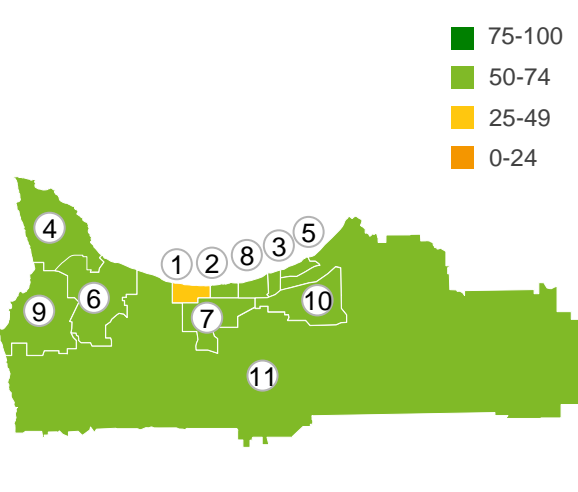
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	49
2. Broadwater	58
3. Busselton	52
4. Dunsborough / Naturaliste	53
5. Geographe	55
6. Quindalup / Quedjinup / YS	54
7. Vasse	55
8. West Busselton	57
9. Yallingup	54
10. Yalyalup / Bovell	51
11. Rural	50

Community variances

Performance Index Score

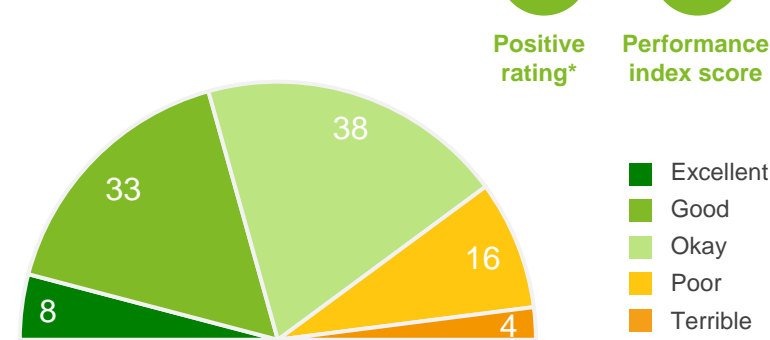
Gender		Age of children		Disability & culture	
Male	55	0-5 years	59	Disability	52
Female	54	6-12 years	55	First Nations#	52
Age	14-34 years	13-17 years	53	Mainly speak LOTE	47
	35-44 years	18+ years	51	Homeownership	
	45-54 years	No children	53		
	55-64 years				
	65+ years			Homeowner	54
				Renting / other	51

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 848).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Development and activation of town centres

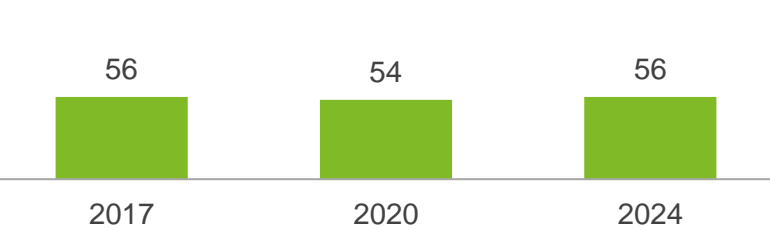
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



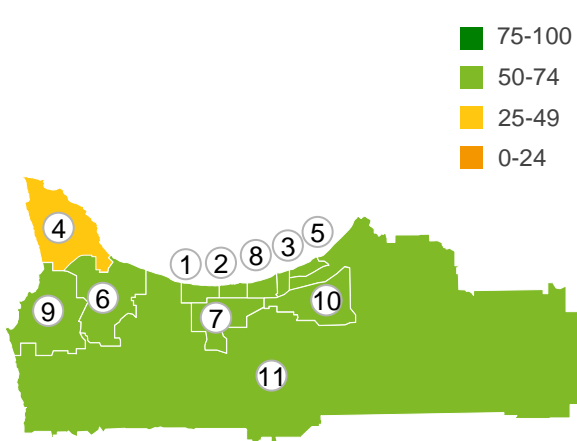
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	58
2. Broadwater	58
3. Busselton	56
4. Dunsborough / Naturaliste	48
5. Geographe	58
6. Quindalup / Quedjinup / YS	52
7. Vasse	61
8. West Busselton	61
9. Yallingup	56
10. Yalyalup / Bovell	56
11. Rural	56

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	56	0-5 years	56	Disability	55
Female	57	6-12 years	54	First Nations#	33
Age	14-34 years	13-17 years	54	Mainly speak LOTE	49
	35-44 years	18+ years	56	Homeownership	
	45-54 years	No children	56	Homeowner	56
	55-64 years			Renting / other	56
	65+ years				

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

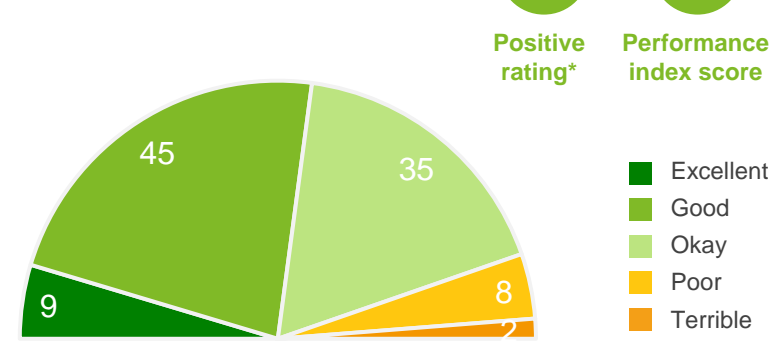
Base: All respondents, excludes 'unsure' and 'no response' (n = 1036).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Access to goods and services in your local area

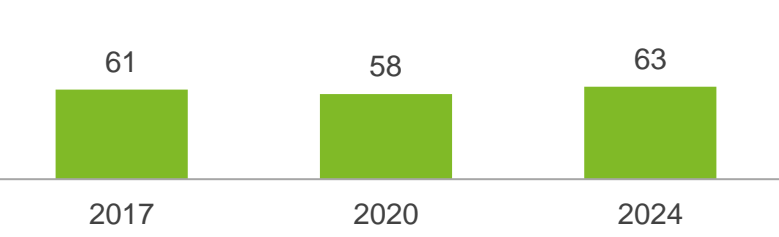
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



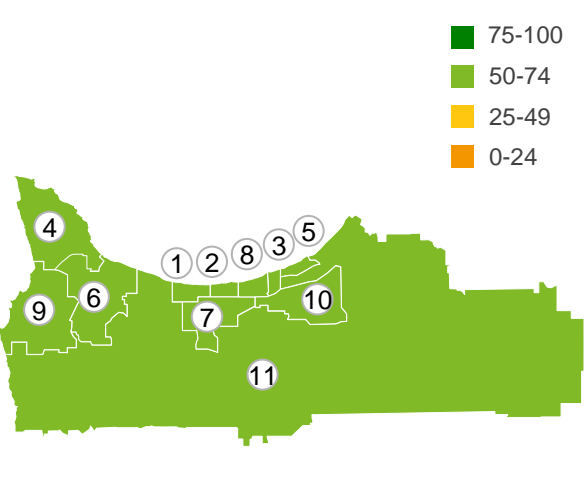
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	65
2. Broadwater	66
3. Busselton	68
4. Dunsborough / Naturaliste	57
5. Geographe	63
6. Quindalup / Quedjinup / YS	55
7. Vasse	66
8. West Busselton	67
9. Yallingup	61
10. Yalyalup / Bovell	58
11. Rural	55

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	61	0-5 years	63	Disability	57
Female	64	6-12 years	61	First Nations#	46
Age	14-34 years	13-17 years	61	Mainly speak LOTE	63
	35-44 years	18+ years	63	Homeownership	
	45-54 years	No children	63	Homeowner	62
	55-64 years			Renting / other	67
	65+ years				

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

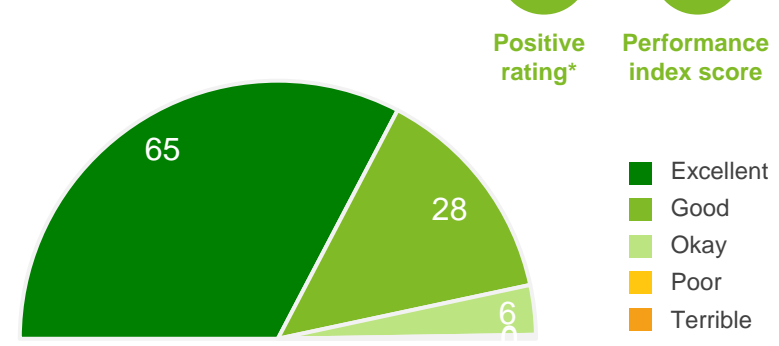
Base: All respondents, excludes 'unsure' and 'no response' (n = 1087).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place to visit

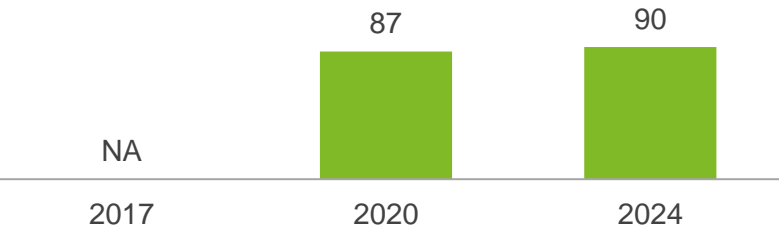
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



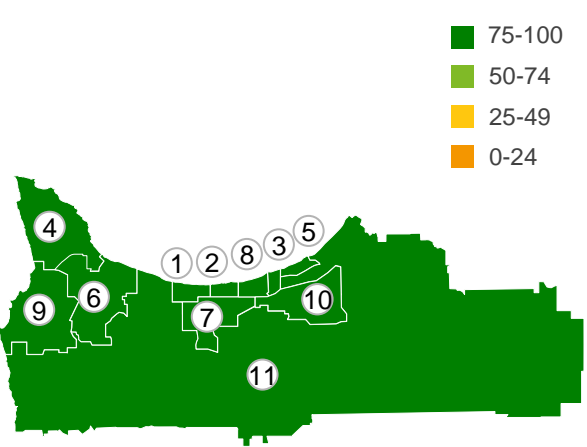
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	93
2. Broadwater	91
3. Busselton	89
4. Dunsborough / Naturaliste	89
5. Geographe	88
6. Quindalup / Quedjinup / YS	86
7. Vasse	89
8. West Busselton	91
9. Yallingup	92
10. Yalyalup / Bovell	85
11. Rural	90

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	89	0-5 years	92	Disability	88
Female	91	6-12 years	91	First Nations#	85
Age		13-17 years	91	Mainly speak LOTE	94
		18+ years	89	Homeownership	
		No children	89	Homeowner	89
				Renting / other	91
14-34 years	88				
35-44 years	92				
45-54 years	89				
55-64 years	90				
65+ years	89				

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

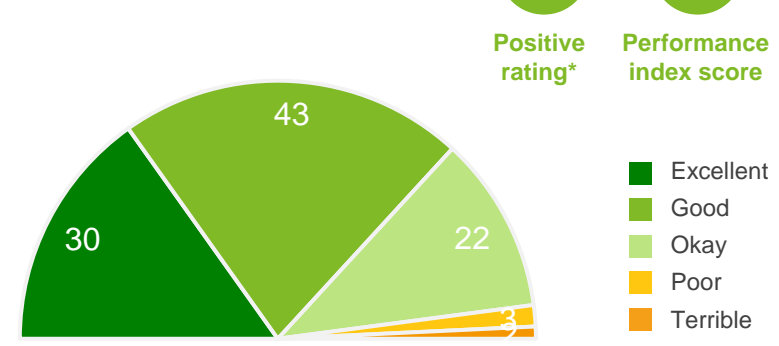
Base: All respondents, excludes 'unsure' and 'no response' (n = 1153).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Tourism and destination marketing

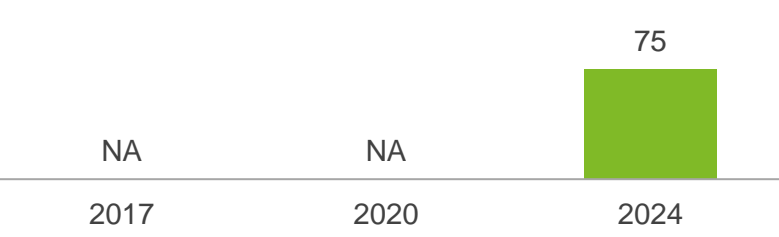
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



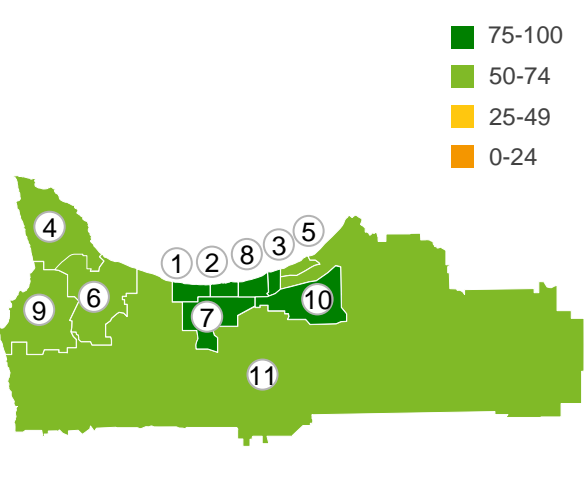
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	76
2. Broadwater	77
3. Busselton	75
4. Dunsborough / Naturaliste	69
5. Geographe	73
6. Quindalup / Quedjinup / YS	65
7. Vasse	78
8. West Busselton	81
9. Yallingup	70
10. Yalyalup / Bovell	79
11. Rural	72

Community variances

Performance Index Score

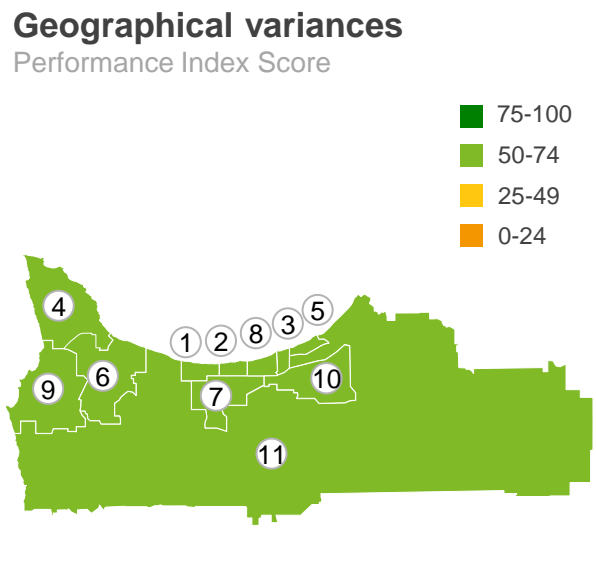
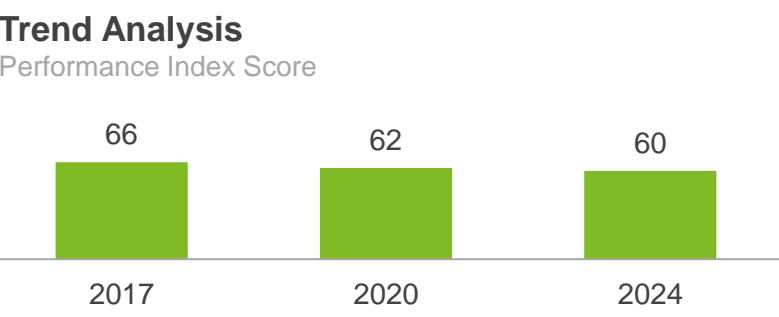
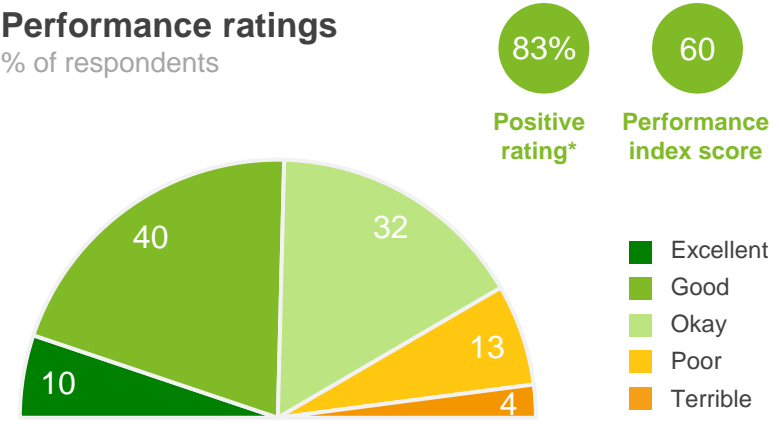
Gender		Age of children		Disability & culture	
Male	73	0-5 years	79	Disability	71
Female	76	6-12 years	78	First Nations#	67
Age		13-17 years	76	Mainly speak LOTE	76
		18+ years	75	Homeownership	
		No children	73		
				Homeowner	74
				Renting / other	77
14-34 years	79				
35-44 years	76				
45-54 years	75				
55-64 years	72				
65+ years	72				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1042).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

How local history and heritage is preserved and promoted



Location	
1. Abbey / Kealy	68
2. Broadwater	62
3. Busselton	53
4. Dunsborough / Naturaliste	53
5. Geographe	63
6. Quindalup / Quedjinup / YS	53
7. Vasse	62
8. West Busselton	65
9. Yallingup	56
10. Yalyalup / Bovell	62
11. Rural	54

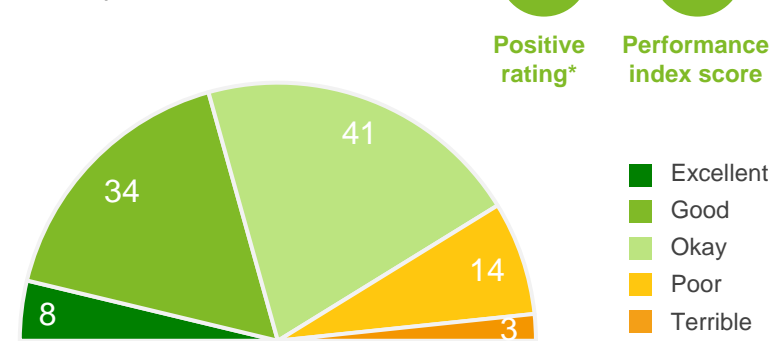
Community variances						
Performance Index Score						
Gender		Age of children		Disability & culture		
Age	Male	61	0-5 years	61	Disability	55
	Female	60	6-12 years	63	First Nations#	37
			13-17 years	59	Mainly speak LOTE	58
	14-34 years	63	18+ years	59	Homeownership	
	35-44 years	62	No children	59	Homeowner	59
	45-54 years	58			Renting / other	66
	55-64 years	58				
	65+ years	60				

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 947).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Access to education, training and life-long learning opportunities

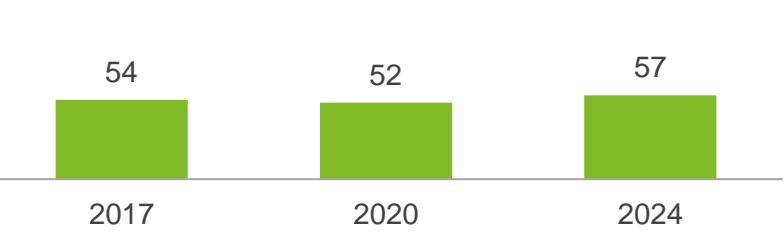
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



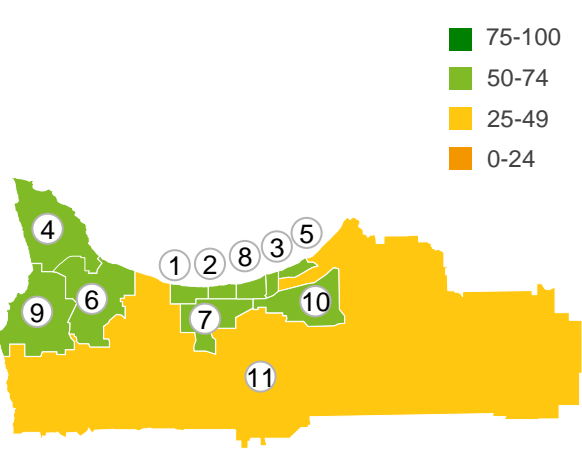
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	62
2. Broadwater	59
3. Busselton	53
4. Dunsborough / Naturaliste	50
5. Geographe	58
6. Quindalup / Quedjinup / YS	55
7. Vasse	53
8. West Busselton	63
9. Yallingup	59
10. Yalyalup / Bovell	57
11. Rural	49

Community variances

Performance Index Score

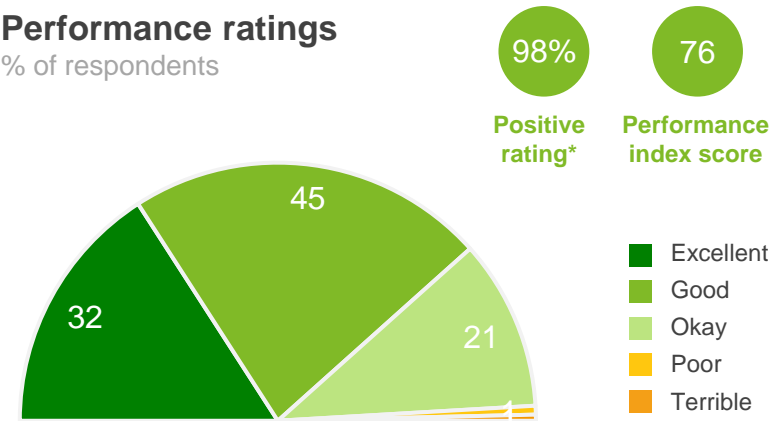
Gender		Age of children		Disability & culture	
Male	57	0-5 years	53	Disability	54
Female	57	6-12 years	57	First Nations#	54
Age	14-34 years	13-17 years	55	Mainly speak LOTE	50
	35-44 years	18+ years	55	Homeownership	
	45-54 years	No children	57		
	55-64 years				
	65+ years			Homeowner	56
				Renting / other	55

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 847).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Library services

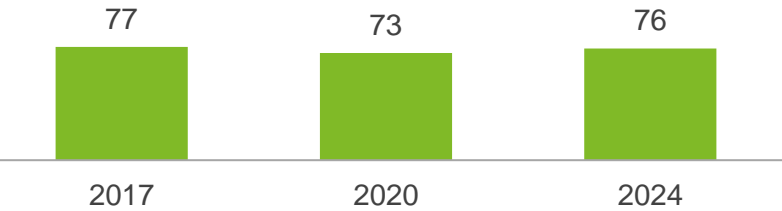
Performance ratings

% of respondents



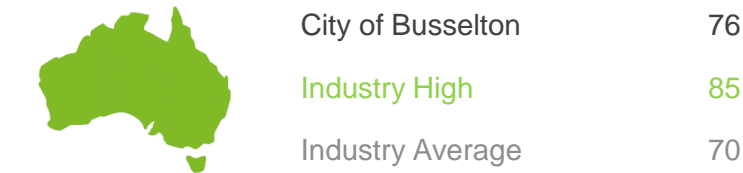
Trend Analysis

Performance Index Score



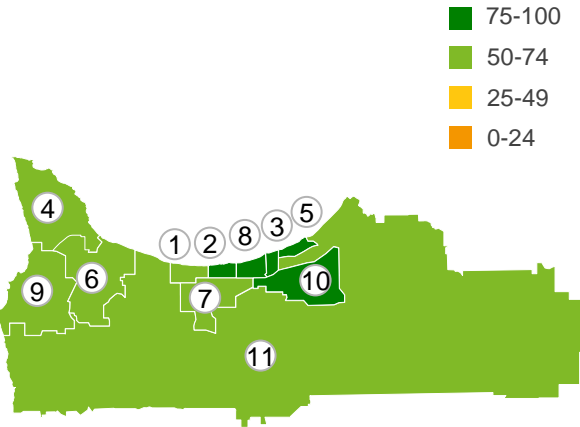
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	74
2. Broadwater	79
3. Busselton	80
4. Dunsborough / Naturaliste	72
5. Geographe	78
6. Quindalup / Quedjinup / YS	74
7. Vasse	73
8. West Busselton	84
9. Yallingup	74
10. Yalyalup / Bovell	76
11. Rural	72

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	75	0-5 years	76	Disability	80
Female	78	6-12 years	74	First Nations#	77
Age	14-34 years	13-17 years	73	Mainly speak LOTE	77
	35-44 years	18+ years	76	Homeownership	
	45-54 years	No children	78	Homeowner	77
	55-64 years			Renting / other	75
	65+ years				

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

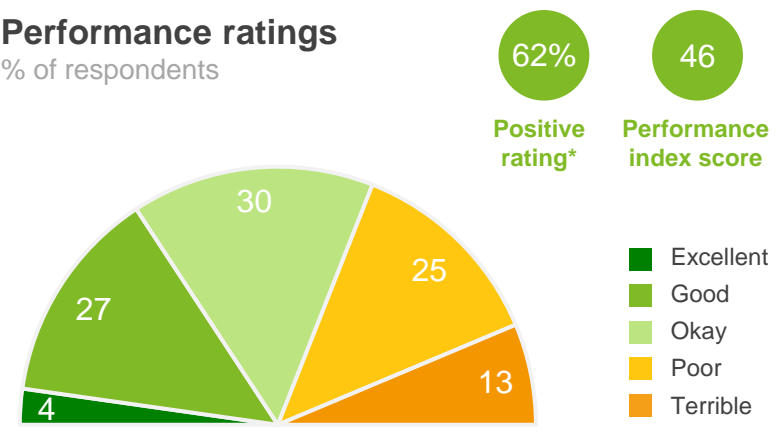
Base: All respondents, excludes 'unsure' and 'no response' (n = 988).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Telecommunications and internet services

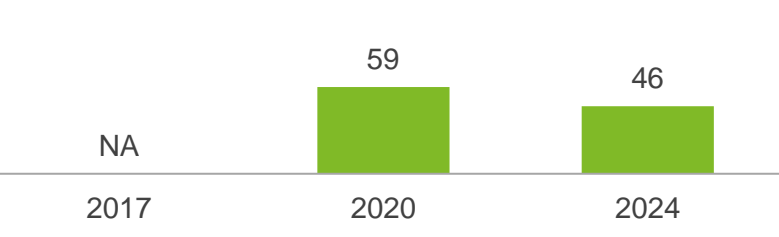
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



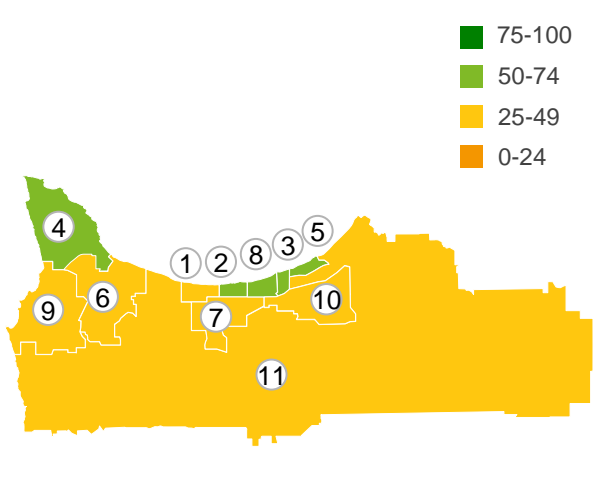
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	33
2. Broadwater	52
3. Busselton	51
4. Dunsborough / Naturaliste	51
5. Geographe	51
6. Quindalup / Quedjinup / YS	42
7. Vasse	29
8. West Busselton	51
9. Yallingup	39
10. Yalyalup / Bovell	49
11. Rural	41

Community variances

Performance Index Score

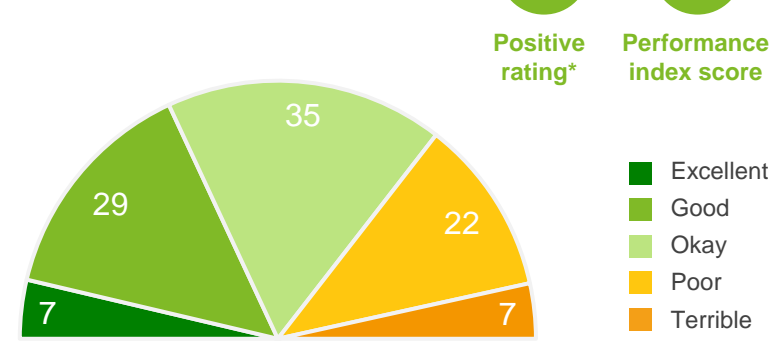
Gender		Age of children		Disability & culture	
Male	46	0-5 years	44	Disability	44
Female	47	6-12 years	45	First Nations#	53
Age		13-17 years	44	Mainly speak LOTE	46
		18+ years	42	Homeownership	
		No children	49	Homeowner	46
				Renting / other	51
14-34 years	46				
35-44 years	43				
45-54 years	44				
55-64 years	45				
65+ years	50				

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1073).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Airport services and facilities

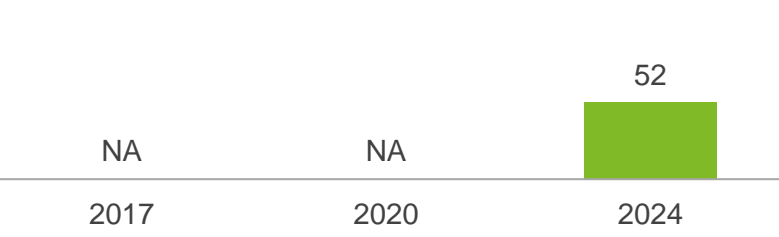
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



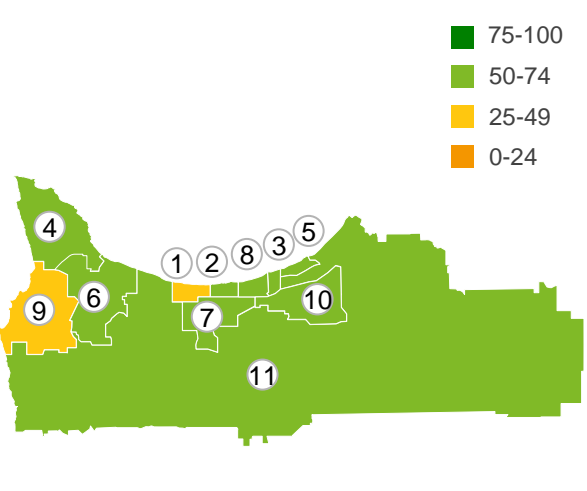
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	49
2. Broadwater	50
3. Busselton	54
4. Dunsborough / Naturaliste	52
5. Geographe	51
6. Quindalup / Quedjinup / YS	50
7. Vasse	51
8. West Busselton	54
9. Yallingup	46
10. Yalyalup / Bovell	57
11. Rural	50

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	51	0-5 years	51	Disability	50
Female	53	6-12 years	53	First Nations#	43
Age	14-34 years	13-17 years	52	Mainly speak LOTE	43
	35-44 years	18+ years	50	Homeownership	
	45-54 years	No children	52		
	55-64 years				
	65+ years			Homeowner	52
				Renting / other	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 870).

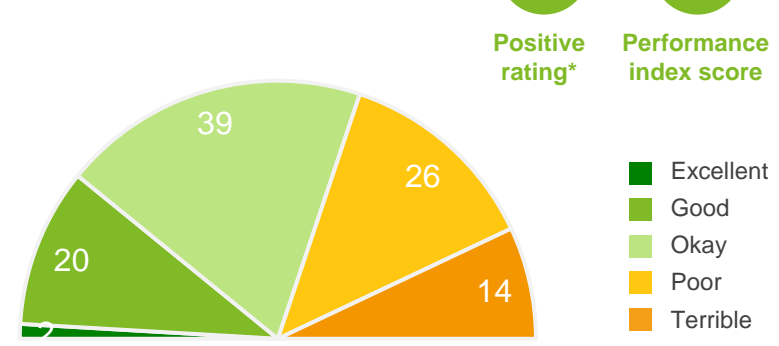
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance

Council's leadership

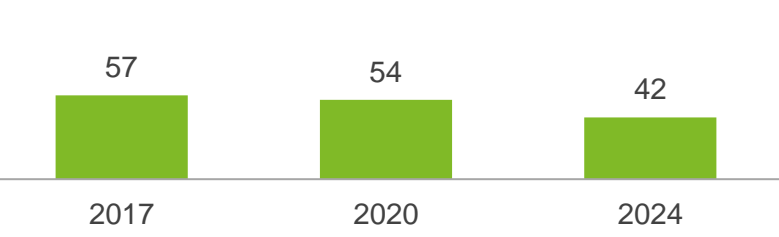
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



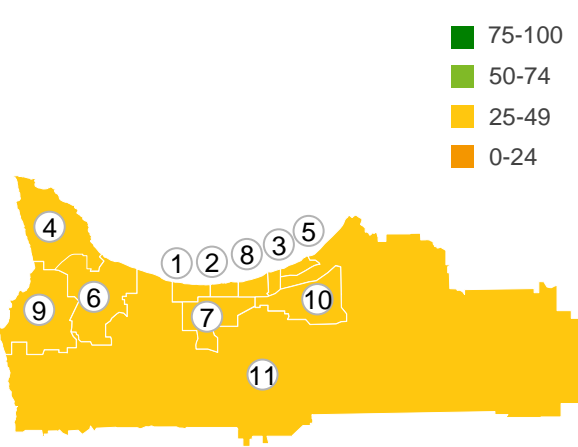
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	39
2. Broadwater	39
3. Busselton	40
4. Dunsborough / Naturaliste	40
5. Geographe	46
6. Quindalup / Quedjinup / YS	40
7. Vasse	42
8. West Busselton	46
9. Yallingup	46
10. Yalyalup / Bovell	39
11. Rural	48

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	42	0-5 years	33	Disability	39
Female	43	6-12 years	39	First Nations#	29
Age	14-34 years	13-17 years	40	Mainly speak LOTE	50
	35-44 years	18+ years	43	Homeownership	
	45-54 years	No children	45	Homeowner	43
	55-64 years			Renting / other	36
	65+ years				

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

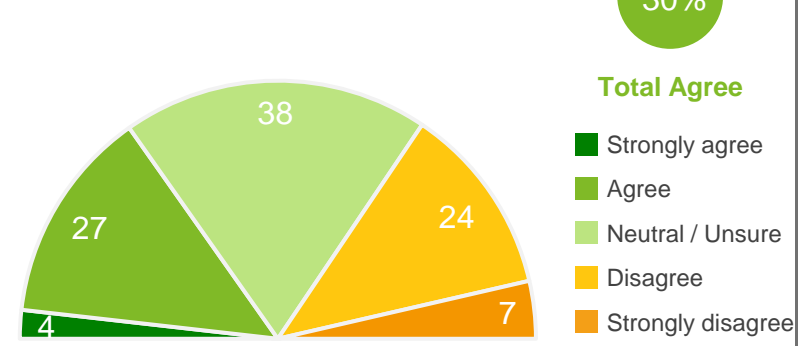
Base: All respondents, excludes 'unsure' and 'no response' (n = 852).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

City has developed and communicated a clear vision for the area

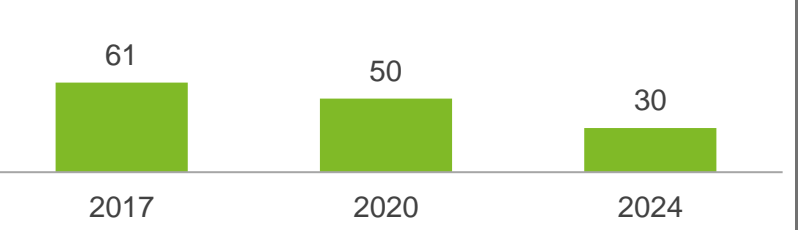
Performance ratings

% of respondents



Trend Analysis

% agree



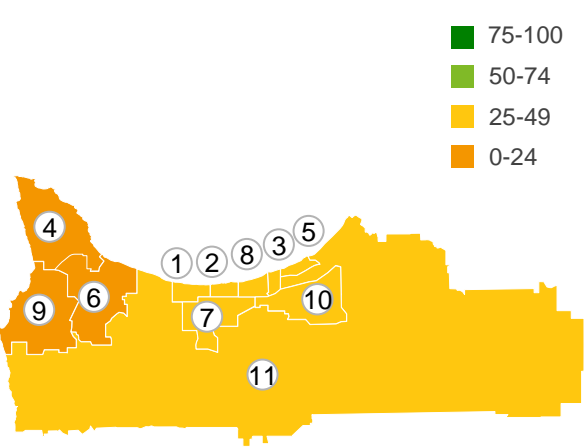
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1. Abbey / Kealy	43
2. Broadwater	35
3. Busselton	38
4. Dunsborough / Naturaliste	18
5. Geographe	30
6. Quindalup / Quedjinup / YS	18
7. Vasse	32
8. West Busselton	39
9. Yallingup	23
10. Yalyalup / Bovell	27
11. Rural	30

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	31	0-5 years	23	Disability	25
Female	30	6-12 years	23	First Nations#	6
Age		13-17 years	24	Mainly speak LOTE	23
14-34 years	29	18+ years	27	Homeownership	
35-44 years	30	No children	33	Homeowner	31
45-54 years	32			Renting / other	26
55-64 years	28				
65+ years	32				

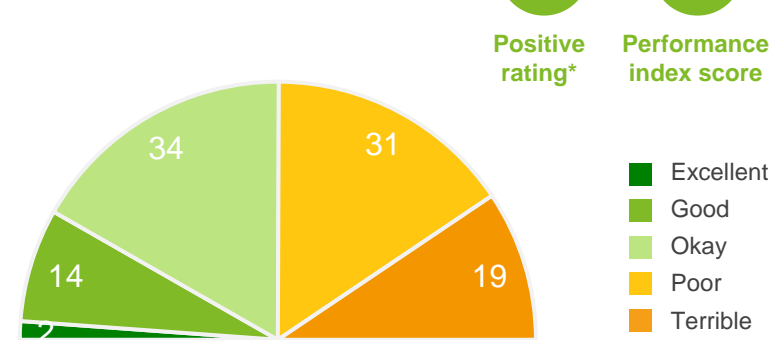
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 1194). # Small sample size (<20 respondents)

How the community is consulted on local issues

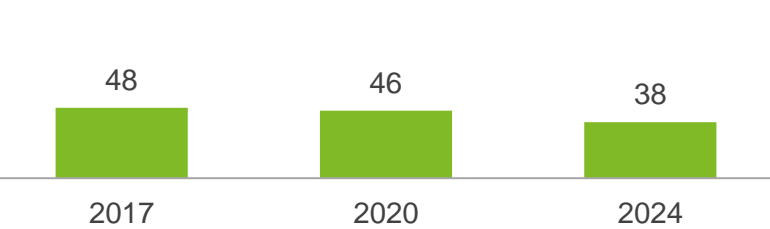
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



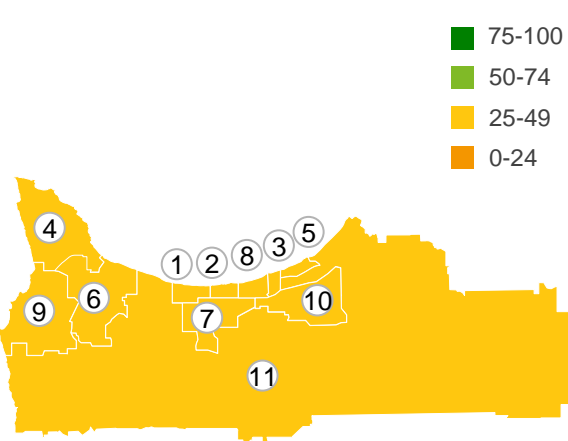
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	31
2. Broadwater	39
3. Busselton	33
4. Dunsborough / Naturaliste	36
5. Geographe	40
6. Quindalup / Quedjinup / YS	38
7. Vasse	35
8. West Busselton	42
9. Yallingup	44
10. Yalyalup / Bovell	33
11. Rural	41

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	38	0-5 years	33	Disability	36
Female	37	6-12 years	35	First Nations#	24
Age		13-17 years	36	Mainly speak LOTE	35
		18+ years	35	Homeownership	
		No children	38		
		14-34 years	35		
		35-44 years	35	Homeowner	38
45-54 years		40		Renting / other	37
55-64 years		34			
65+ years		40			

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

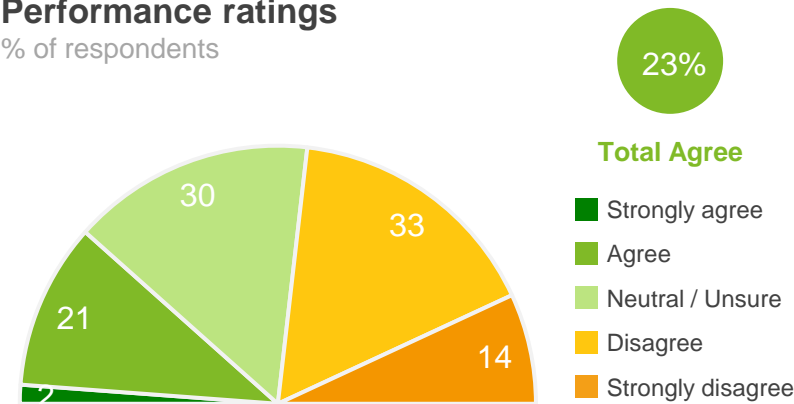
Base: All respondents, excludes 'unsure' and 'no response' (n = 975).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

City has a good understanding of community needs

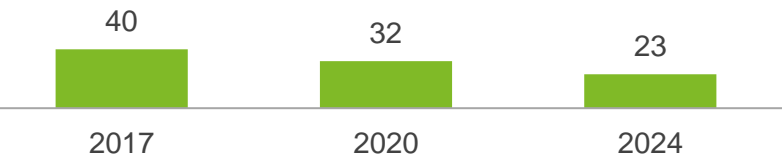
Performance ratings

% of respondents



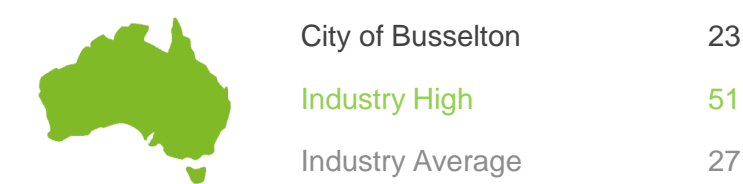
Trend Analysis

% agree



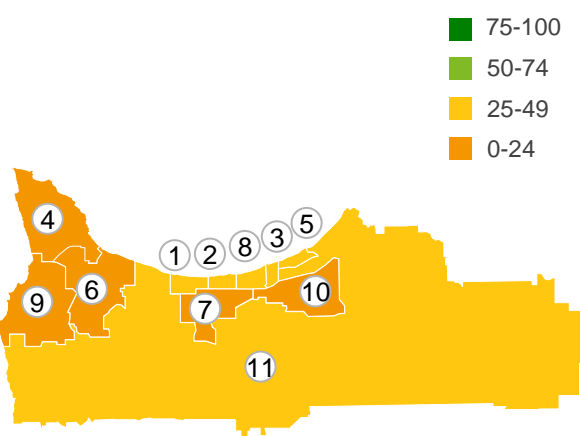
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1. Abbey / Kealy	37
2. Broadwater	26
3. Busselton	28
4. Dunsborough / Naturaliste	13
5. Geographe	25
6. Quindalup / Quedjinup / YS	16
7. Vasse	16
8. West Busselton	32
9. Yallingup	16
10. Yalyalup / Bovell	19
11. Rural	27

Community variances

% agree

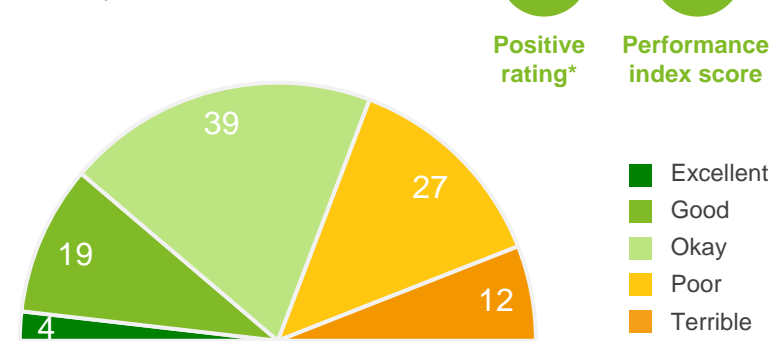
Gender		Age of children		Disability & culture	
Male	23	0-5 years	18	Disability	20
Female	24	6-12 years	19	First Nations#	18
Age	14-34 years	13-17 years	17	Mainly speak LOTE	19
	35-44 years	18+ years	19	Homeownership	
	45-54 years	No children	26		
	55-64 years				
	65+ years			Homeowner	23
				Renting / other	24

Q. How strongly do you agree or disagree with the following statements?
 Base: All respondents, excludes 'no response' (n = 1143). # Small sample size (<20 respondents)

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

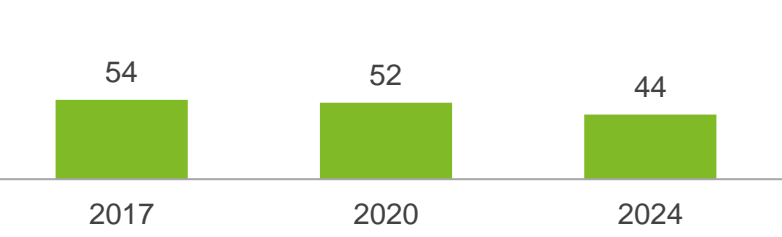
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



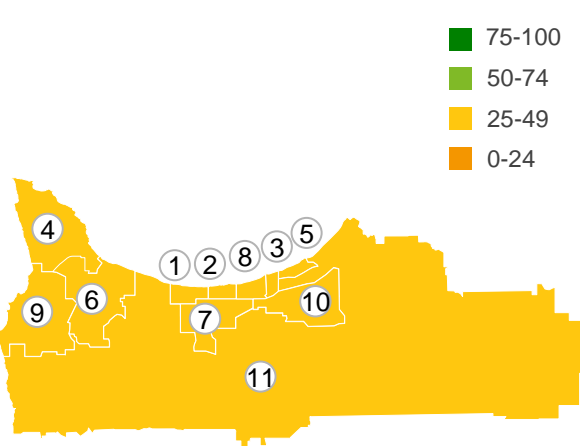
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	38
2. Broadwater	48
3. Busselton	43
4. Dunsborough / Naturaliste	42
5. Geographe	47
6. Quindalup / Quedjinup / YS	43
7. Vasse	42
8. West Busselton	48
9. Yallingup	48
10. Yalyalup / Bovell	39
11. Rural	43

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	43	0-5 years	42	Disability	39
Female	45	6-12 years	42	First Nations#	27
Age	14-34 years	13-17 years	42	Mainly speak LOTE	50
	35-44 years	18+ years	43	Homeownership	
	45-54 years	No children	44	Homeowner	44
	55-64 years			Renting / other	41
	65+ years				

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

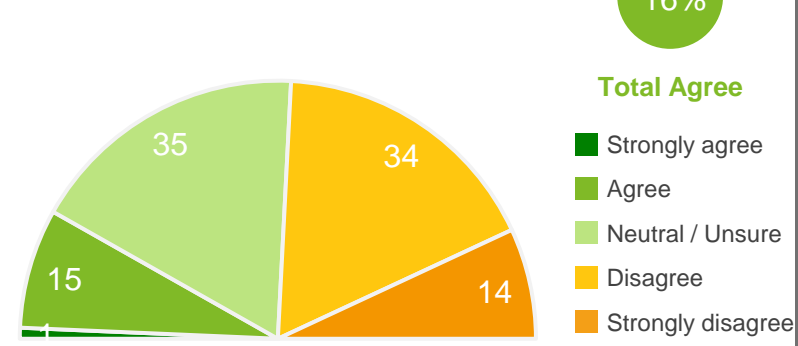
Base: All respondents, excludes 'unsure' and 'no response' (n = 1019).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

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

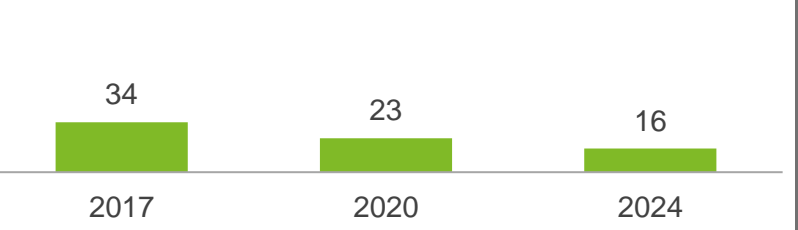
Performance ratings

% of respondents



Trend Analysis

% agree



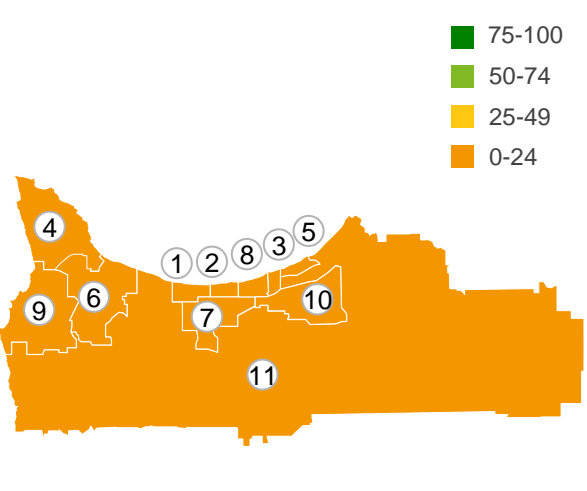
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1. Abbey / Kealy	21
2. Broadwater	20
3. Busselton	20
4. Dunsborough / Naturaliste	12
5. Geographe	19
6. Quindalup / Quedjinup / YS	13
7. Vasse	13
8. West Busselton	19
9. Yallingup	16
10. Yalyalup / Bovell	11
11. Rural	19

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	17	0-5 years	15	Disability	10
Female	16	6-12 years	11	First Nations#	12
Age	14-34 years	13-17 years	13	Mainly speak LOTE	8
	35-44 years	18+ years	14	Homeownership	17
	45-54 years	No children	17		
	55-64 years				
	65+ years			Renting / other	13

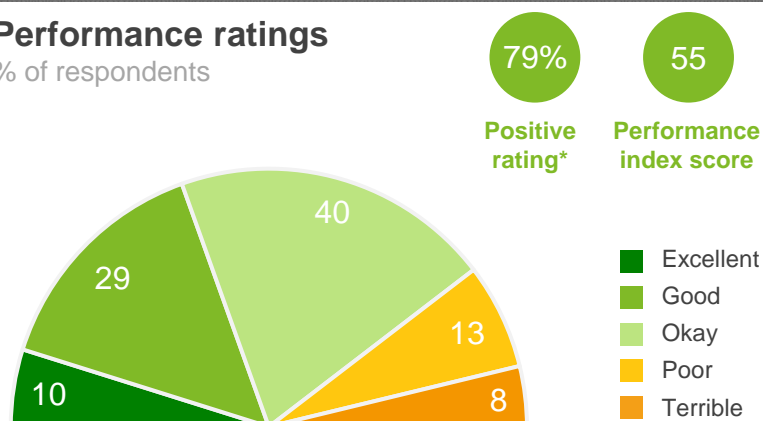
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 1141). # Small sample size (<20 respondents)

Customer service

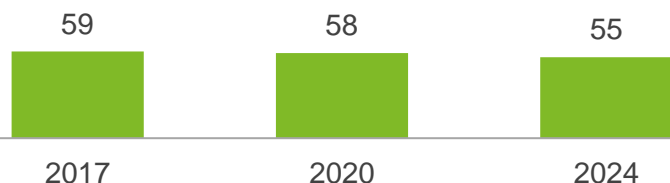
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

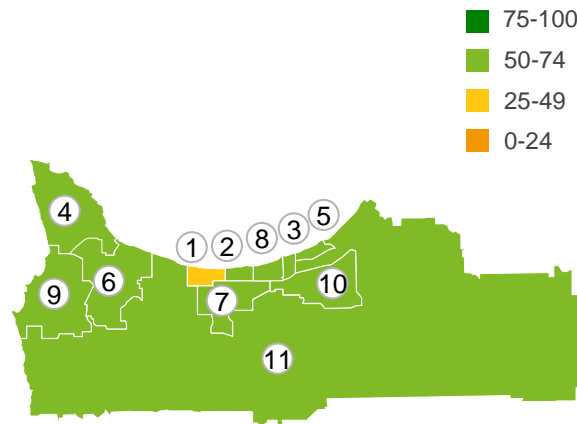
Performance Index Score



City of Busselton	55
Industry High	68
Industry Average	56

Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	47
2. Broadwater	53
3. Busselton	58
4. Dunsborough / Naturaliste	51
5. Geographe	56
6. Quindalup / Quedjinup / YS	52
7. Vasse	55
8. West Busselton	60
9. Yallingup	57
10. Yalyalup / Bovell	62
11. Rural	50

Community variances

Performance Index Score

Gender

Male	53
Female	57

Age of children

0-5 years	46
6-12 years	52
13-17 years	51
18+ years	56
No children	56

Disability & culture

Disability	54
First Nations#	49
Mainly speak LOTE	64

Age

14-34 years	51
35-44 years	53
45-54 years	55
55-64 years	55
65+ years	58

Homeownership

Homeowner	55
Renting / other	49

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

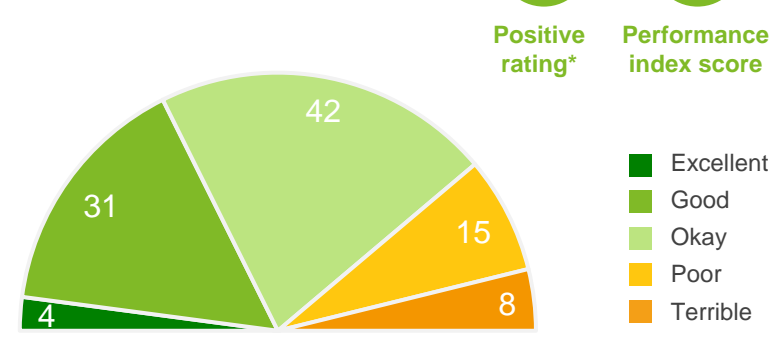
Base: All respondents, excludes 'unsure' and 'no response' (n = 965).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

How the City embraces change, innovation and new technology

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



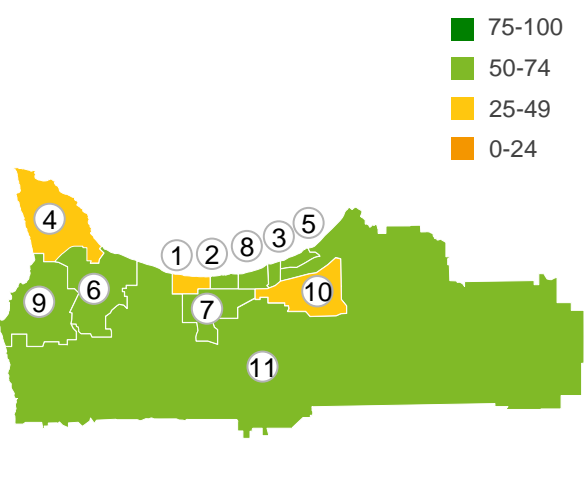
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	45
2. Broadwater	50
3. Busselton	56
4. Dunsborough / Naturaliste	47
5. Geographe	59
6. Quindalup / Quedjinup / YS	50
7. Vasse	57
8. West Busselton	57
9. Yallingup	54
10. Yalyalup / Bovell	47
11. Rural	53

Community variances

Performance Index Score

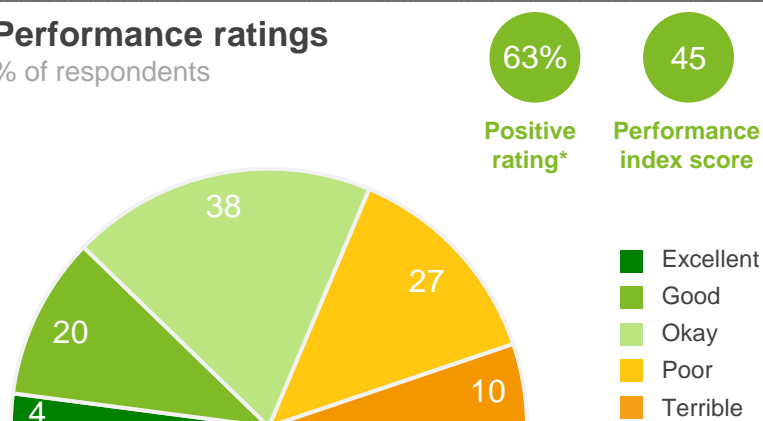
Gender		Age of children		Disability & culture	
Male	50	0-5 years	45	Disability	44
Female	55	6-12 years	50	First Nations#	46
Age	14-34 years	13-17 years	51	Mainly speak LOTE	48
	35-44 years	18+ years	53	Homeownership	
	45-54 years	No children	55		
	55-64 years				
	65+ years			Homeowner	53
				Renting / other	50

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 726).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Value for money from Council rates

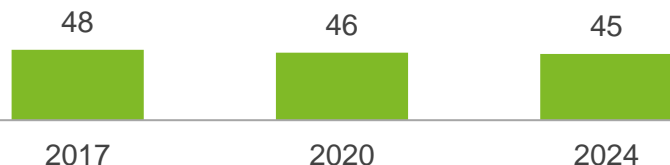
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

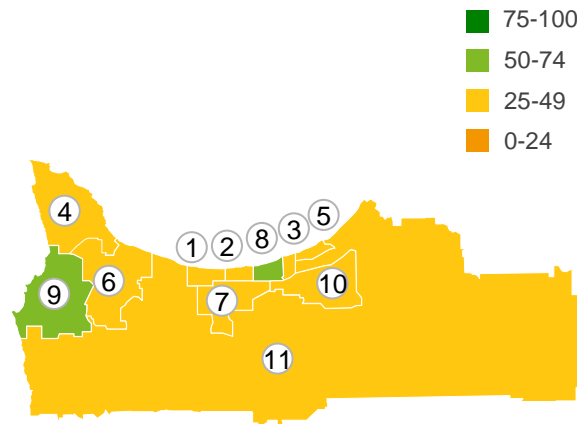
Performance Index Score



City of Busselton	45
Industry High	58
Industry Average	42

Geographical variances

Performance Index Score



Location

1. Abbey / Kealy	41
2. Broadwater	48
3. Busselton	48
4. Dunsborough / Naturaliste	41
5. Geographe	46
6. Quindalup / Quedjinup / YS	46
7. Vasse	45
8. West Busselton	52
9. Yallingup	51
10. Yalyalup / Bovell	38
11. Rural	42

Community variances

Performance Index Score

Gender

Male	43
Female	48

Age of children

0-5 years	41
6-12 years	42
13-17 years	41
18+ years	43
No children	47

Disability & culture

Disability	41
First Nations#	36
Mainly speak LOTE	44

Age

14-34 years	34
35-44 years	46
45-54 years	45
55-64 years	46
65+ years	51

Homeownership

Homeowner	46
Renting / other	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1114).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Overview of Community Variances

Summary of community variances

	Total			Homeowner		Renting/other		Male		Female		No children		Have child 0-5		Have child 6-12		Have child 13-17		Have child 18+		14-34 years		35-44 years		45-54 years		55-64 years		65+ years		Disability		First Nations#		LOTE		Abbey / Kealy		Broadwater		Busseton		Dunsborough / Naturaliste		Geographe		Quindalup / Quedjinup / YS		Vasse		West Busseton		Yallingup		Yalyalup / Bovell		Rural	
Overall place to live	85	85	84	86	85	87	80	82	86	89	81	84	85	87	88	85	76	91	89	87	86	84	84	83	86	86	91	81	84																														
PEOPLE (Performance Index Scores)																																																											
Family/children services and facilities	63	63	61	64	63	64	63	61	58	63	62	63	61	63	67	58	59	63	60	68	65	57	68	54	63	69	60	61	62																														
Youth services and facilities	53	53	50	56	50	54	51	50	51	51	52	52	51	51	58	46	47	43	49	55	57	50	54	49	49	58	51	45	54																														
Seniors' services and care	63	63	63	64	63	62	64	63	64	59	67	66	63	61	62	58	55	71	72	66	64	58	67	58	57	68	53	62	55																														
Disability access and inclusion	57	57	54	61	53	56	57	57	56	52	61	59	54	54	55	47	49	54	55	57	53	54	64	50	58	59	55	58	48																														
Health and community services	63	62	64	63	62	65	57	60	57	58	59	62	59	63	67	61	53	72	60	64	65	58	63	59	60	68	61	61	60																														
Sport and recreation facilities and services	61	61	62	60	62	67	52	51	49	57	58	57	54	65	69	63	41	64	58	62	66	52	74	53	55	68	55	66	55																														
Festivals, events, art and cultural activities	74	75	67	71	76	75	73	75	67	73	69	76	74	75	76	74	59	76	72	72	75	72	77	73	74	77	70	77	75																														
Recognition for First Nations peoples/heritage	68	69	64	69	67	68	68	68	67	73	67	69	69	67	69	68	52	51	70	64	60	66	70	68	68	69	70	75	66																														
Community safety and crime prevention	54	54	48	54	55	54	54	53	49	52	51	55	52	53	58	52	47	48	56	52	55	56	52	57	50	52	66	52	51																														
Lighting of streets and public places	59	60	51	60	58	59	60	59	60	60	54	61	57	59	62	56	57	43	60	59	56	58	60	61	56	58	68	63	52																														
Animal management (dogs and cats)	55	54	57	53	57	55	51	51	53	54	54	55	57	53	54	46	63	55	52	54	54	51	56	59	51	60	54	51	54																														
SENTIMENT (% Total Agree)																																																											
Clear vision for the area	30	31	26	31	30	33	23	23	24	27	29	30	32	28	32	25	6	23	43	35	38	18	30	18	32	39	23	27	30																														
Good understanding of community needs	23	23	24	23	24	26	18	19	17	19	18	23	22	21	28	20	18	19	37	26	28	13	25	16	16	32	16	19	27																														
Clearly explains reasons for decisions	16	17	13	17	16	17	15	11	13	14	8	18	16	17	20	10	12	8	21	20	20	12	19	13	13	19	16	11	19																														
WELLBEING (% Total agree)																																																											
Strong community spirit in my local area	69	70	58	71	67	71	64	72	66	68	57	69	73	69	74	72	63	48	71	65	71	79	70	74	65	63	73	62	70																														
Feel like I belong in my local community	70	71	59	72	69	72	66	75	64	66	61	67	71	72	76	69	75	49	72	68	67	75	68	69	68	67	82	64	72																														
I am proud of the area where I live	82	83	80	84	81	82	84	81	82	83	75	80	85	87	84	79	75	67	83	87	79	84	75	83	85	82	98	80	85																														
I feel safe in my community	75	76	63	77	75	75	84	77	69	74	72	76	77	75	77	69	55	67	85	67	78	83	60	85	76	68	95	75	79																														

Summary of community variances

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Summary of community variances

		Total		Homeowner Renting/other		Male		Female		No children		Have child 0-5		Have child 6-12		Have child 13-17		Have child 18+		14-34 years					35-44 years					45-54 years					55-64 years					65+ years					Disability					First Nations#					LOTE					Abbey / Kealy					Broadwater					Busseton					Dunsborough / Naturaliste					Geographe					Quindalup / Quedjinup / YS					Vasse					West Busseton					Yallingup					Yalyalup / Bovell					Rural				
PROSPERITY (Performance Index Scores)																																																																																																																		
Place to own or operate a business	70	69	72	69	71	71	70	67	71	72	69	68	68	73	71	67	67	67	73	71	70	69	70	70	65	72	74	64	74																																																																																					
Economic development and job creation	54	54	51	55	54	53	59	55	53	51	55	56	52	54	54	52	52	47	49	58	52	53	55	54	55	57	54	51	50																																																																																					
Town centre development and activation	56	56	56	56	57	56	56	54	54	56	57	56	56	55	57	55	33	49	58	58	56	48	58	52	61	61	56	56	56																																																																																					
Access to goods and services	63	62	67	61	64	63	63	61	61	63	65	61	62	61	63	57	46	63	65	66	68	57	63	55	66	67	61	58	55																																																																																					
Place to visit	90	89	91	89	91	89	92	91	91	89	88	92	89	90	89	88	85	94	93	91	89	89	88	86	89	91	92	85	90																																																																																					
Tourism and destination marketing	75	74	77	73	76	73	79	78	76	75	79	76	75	72	72	71	67	76	76	77	75	69	73	65	78	81	70	79	72																																																																																					
Preserving/promoting history and heritage	60	59	66	61	60	59	61	63	59	59	63	62	58	58	60	55	37	58	68	62	53	53	63	53	62	65	56	62	54																																																																																					
Access to education/training/life-long learning	57	56	55	57	57	57	53	57	55	55	60	55	55	54	59	54	54	50	62	59	53	50	58	55	53	63	59	57	49																																																																																					
Library services	76	77	75	75	78	78	76	74	73	76	74	76	74	75	80	80	77	77	74	79	80	72	78	74	73	84	74	76	72																																																																																					
Telecommunications / internet services	46	46	51	46	47	49	44	45	44	42	46	43	44	45	50	44	53	46	33	52	51	51	51	42	29	51	39	49	41																																																																																					
Airport services and facilities	52	52	53	51	53	52	51	53	52	50	56	51	54	52	49	50	43	43	49	50	54	52	51	50	51	54	46	57	50																																																																																					
PERFORMANCE (Performance Index Scores)																																																																																																																		
Governing organisation	56	56	56	55	57	57	50	53	52	54	54	56	55	55	59	52	51	57	50	55	57	52	58	51	54	61	59	53	58																																																																																					
Council's leadership	42	43	36	42	43	45	33	39	40	43	35	40	43	43	47	39	29	50	39	39	40	40	46	40	42	46	46	39	48																																																																																					
Consultation	38	38	37	38	37	38	33	35	36	35	35	35	40	34	40	36	24	35	31	39	33	36	40	38	35	42	44	33	41																																																																																					
Communication	44	44	41	43	45	44	42	42	42	43	41	44	44	42	47	39	27	50	38	48	43	42	47	43	42	48	48	39	43																																																																																					
Value for money from rates	45	46	40	43	48	47	41	42	41	43	34	46	45	46	51	41	36	44	41	48	48	41	46	46	45	52	51	38	42																																																																																					
Customer service	55	55	49	53	57	56	46	52	51	56	51	53	55	55	58	54	49	64	47	53	58	51	56	52	55	60	57	62	50																																																																																					
Embracing change / technology / innovation	52	53	50	50	55	55	45	50	51	53	44	52	53	53	57	44	46	48	45	50	56	47	59	50	57	57	54	47	53																																																																																					

Business perceptions

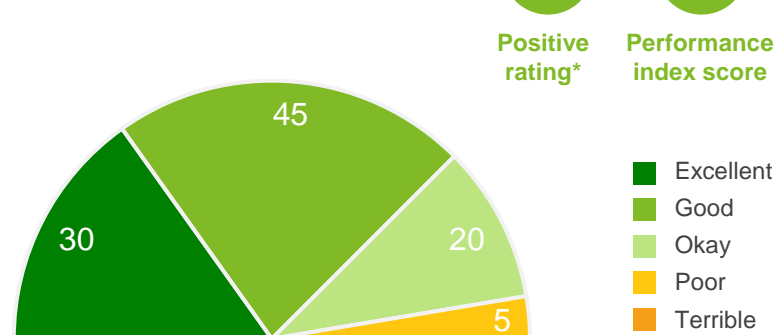
Place to own or operate a business

Business perceptions



Performance ratings

% of business respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Busselton	75
Industry High	79
Industry Average	64



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

Base: All business respondents, excludes 'unsure' and 'no response' (n = 208).

* Positive Rating = excellent, good + okay

MARKYT Community Priorities

Business perceptions

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

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- 1 Family/children services and facilities
- 2 Youth services and facilities
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Health and community services
- 6 Sport and recreation
- 7 Festivals, events, art and culture
- 8 First Nations peoples/heritage
- 9 Community safety and crime prevention
- 10 Lighting of streets and public places
- 11 Animal management (dogs and cats)
- 12 Sustainable practices / climate change
- 13 Conservation and environment
- 14 Local rivers, inlets and waterways
- 15 The coastline and beaches
- 16 Waste management
- 17 Environmental health management
- 18 Natural disaster management
- 19 Responsible growth and development
- 20 Housing that meets your needs
- 21 Community buildings, halls and toilets
- 22 Playgrounds, parks and reserves
- 23 Streetscapes
- 24 Tree management in streets / parks
- 25 Footpaths, trails and cycleways
- 26 Building and maintaining local roads
- 27 Traffic management
- 28 Marine facilities (boat ramps, jetties, etc)
- 29 Economic development and job creation
- 30 Town centre development
- 31 Access to goods and services
- 32 Tourism and destination marketing
- 33 History and heritage
- 34 Education/training/life-long learning
- 35 Library services
- 36 Telecommunications / internet services
- 37 Airport services and facilities
- 38 Council's leadership
- 39 Consultation
- 40 Communication
- 41 Customer service
- 42 Embracing change / technology

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

Q. Over the next 10 years, which areas would you mostly like the City of Busselton to focus on improving? Base: Business respondents, excludes no response (n=212) 94

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

City affiliates
(Councillors / staff)

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

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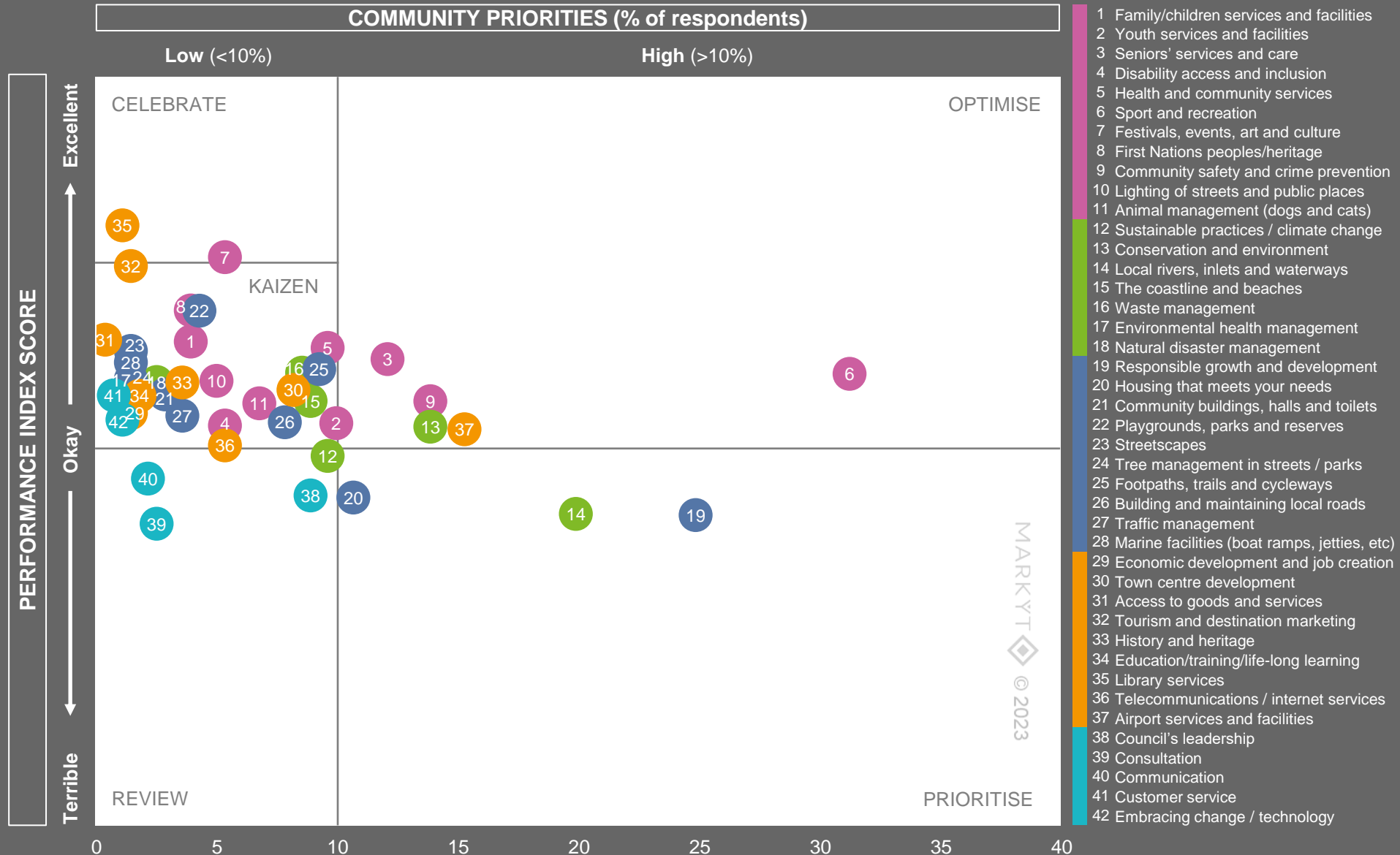
- 1 Family/children services and facilities
- 2 Youth services and facilities
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Health and community services
- 6 Sport and recreation
- 7 Festivals, events, art and culture
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- 32 Tourism and destination marketing
- 33 History and heritage
- 34 Education/training/life-long learning
- 35 Library services
- 36 Telecommunications / internet services
- 37 Airport services and facilities
- 38 Council's leadership
- 39 Consultation
- 40 Communication
- 41 Customer service
- 42 Embracing change / technology

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 City of Busselton to focus on improving? Base: All respondents, excludes no response (n=71)

MARKYT Community Priorities

Community org manager
/ committee member

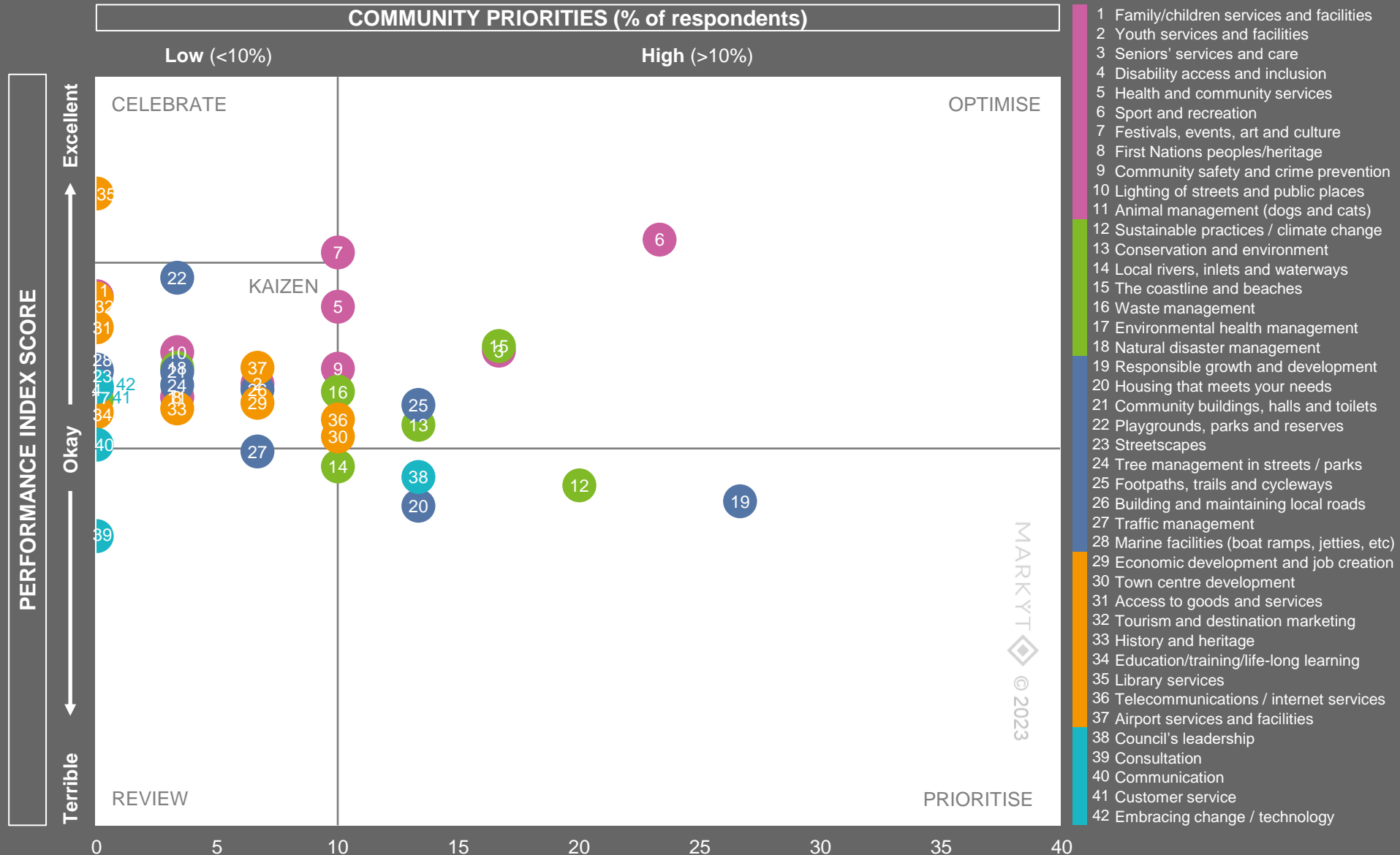


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Over the next 10 years, which areas would you mostly like the City of Busselton to focus on improving? Base: All respondents, excludes no response (n=282)

MARKYT Community Priorities

Out of area
ratepayers / visitors



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 City of Busselton to focus on improving? Base: All respondents, excludes no response (n=30)



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