



# MARKYT Community Scorecard ©

Prepared for: Shire of Wyndham-East Kimberley

Prepared by: CATALYSE<sup>®</sup> Pty Ltd ©

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MARKYT 

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# Strategic overview

## Vision



25

% agree

9% points below  
Industry Average

## Liveability

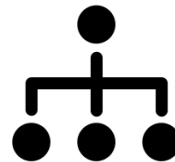


63

Performance Index Score

12 index points below  
Industry Average

## Governance



49

Performance Index Score

7 index points below  
Industry Average

## Rates Value



28

Performance Index Score

17 index points below  
Industry Average

### Highest scores

- Place to visit
- Library and information
- Airport services

### Most improved

- Street lighting
- Leadership
- Advocacy and lobbying
- Community grants access
- Community groups support

### Relative to MARKYT® Industry Standards

- Airport services
- Place to visit

## Priorities



Community safety and crime prevention



Maintenance of sealed roads



Playgrounds, parks and reserves



Services and facilities for youth



How Kununurra town centre is being developed



Services and facilities for families and children



Sport and recreation facilities and services



Access to housing that meets your needs

# Approach

# Purpose



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

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

## MARKYT Community Scorecard

The Shire of Wyndham-East Kimberley commissioned a MARKYT® Community Scorecard to:

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

## STRATEGIC COMMUNITY PLAN

*Our plan for 2017 to 2027*



SHIRE of  
WYNDHAM  
EAST KIMBERLEY



# The Study

The Shire of Wyndham-East Kimberley commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were inserted in all post office boxes, with supporting promotions provided through the Shire's communication channels.

The scorecard was open from 18 March to 19 April 2021.

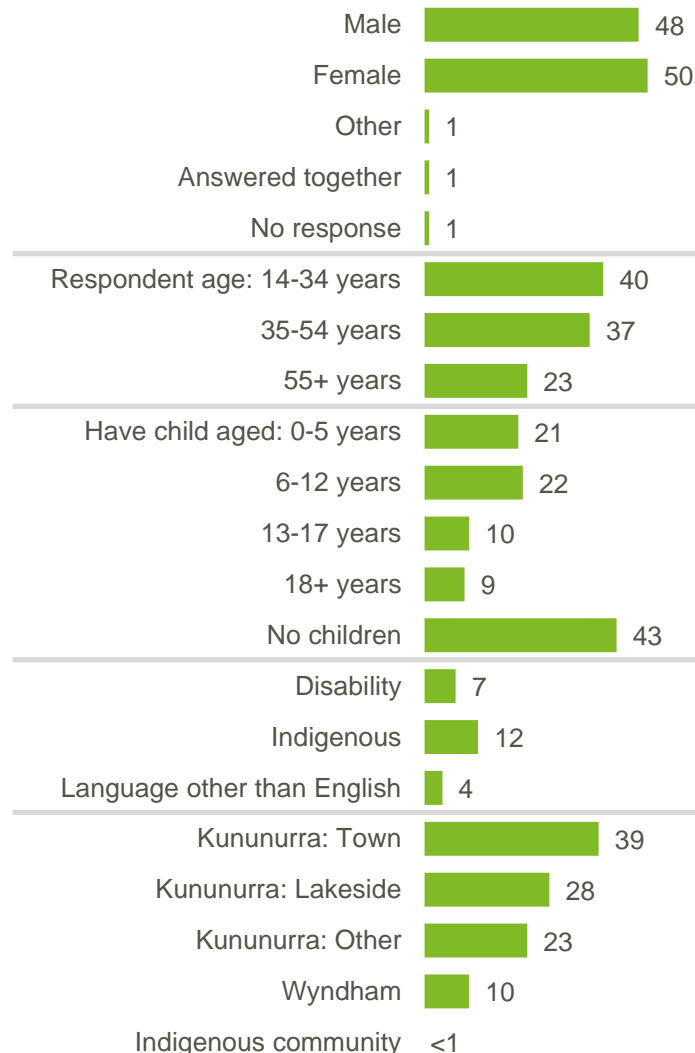
The scorecard was completed by **338 community members** with various connections to the Shire of Wyndham-East Kimberley, including:

- 306 local residents (excluding Shire elected members and employees)
- 86 local business owners and managers
- 57 community organisation managers and committee members
- 30 elected members and Shire employees

The main body of this report shows responses from residents only. 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 residents (weighted)





CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from **WA Councils** that have completed MARKYT® accredited studies within the past three years.

## Metropolitan



## Regional



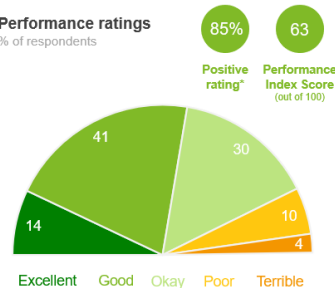


# How to read the following charts

## Performance Ratings

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

Performance ratings  
% of respondents

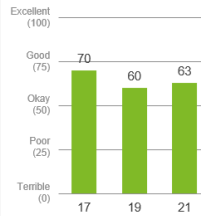


The **Performance Index Score** is a weighted score out of 100.

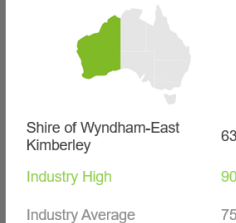
| Score | Average Rating |
|-------|----------------|
| 100   | Excellent      |
| 75    | Good           |
| 50    | Okay           |
| 25    | Poor           |
| 0     | Terrible       |

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

Trend Analysis  
Performance Index Score



MARKYT® Industry Standards  
Performance Index Score



**MARKYT® Industry Standards** show how Council is performing compared to other councils.

**Council Score** is the Council's performance index score.

**Industry High** is the highest score achieved by councils in WA that have completed a comparable study with CATALYSE® over the past three years.

**Industry Average** is the average score among WA councils that have completed a comparable study with CATALYSE® over the past three years.

Variances across the community  
Performance Index Score

| Local resident variances |      |        |             |                |                 |                  |                |             |             |           |            |            |       |                 |                     |                  |         | Other groups   |                 |                        |  |
|--------------------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|----------------|-----------------|------------------------|--|
| Total                    | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE* | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham | Local business | Community group | Shire EIMs / employees |  |
| 63                       | 59   | 67     | 65          | 65             | 65              | 63               | 59             | 63          | 63          | 64        | 62         | 65         | 57    | 60              | 66                  | 67               | 58      | 66             | 70              | 76                     |  |

**Local resident variances** shows how results vary between residential segments based on the Performance Index Score

**Other groups** shows how results compare to residents.

Overall Performance

# Place to live

## Performance ratings

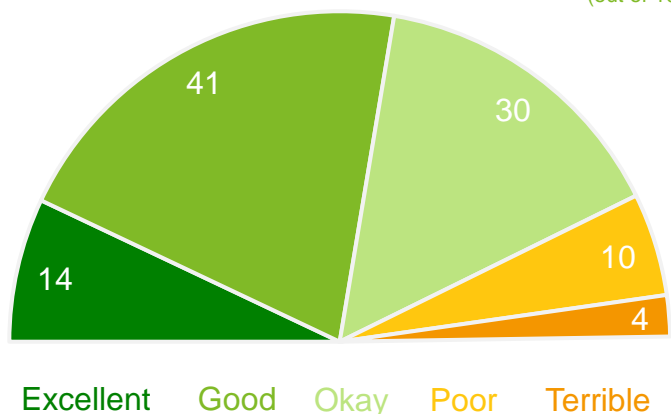
% of respondents

85%

63

Positive  
rating\*

Performance  
Index Score  
(out of 100)



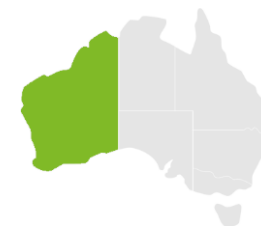
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

63

Industry High

90

Industry Average

75

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 63    | 59   | 67     | 65          | 65             | 65              | 63               | 59             | 63          | 63          | 64        | 62         | 65         | 57    | 60              | 66                  | 67               | 58      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 66             | 70              | 76                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 303). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Place to own or operate a business

## Performance ratings

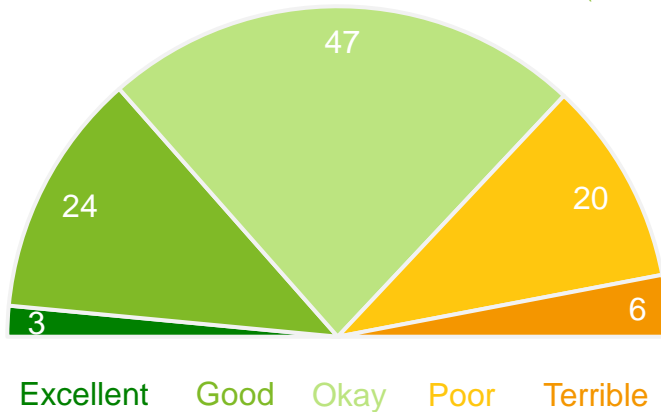
% of respondents

74%

50

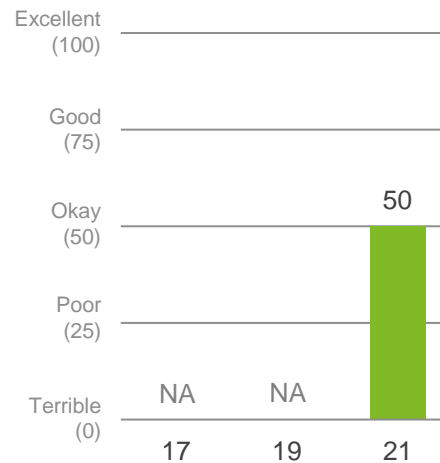
Positive  
rating\*

Performance  
Index Score  
(out of 100)



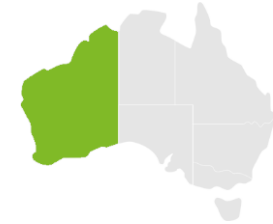
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

50

Industry High

68

Industry Average

58

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 50    | 48   | 53     | 53          | 49             | 48              | 45               | 48             | 49          | 51          | 49        | 40         | 44         | 54    | 47              | 53                  | 54               | 45      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 58             | 53              | 60                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 263). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Place to own or operate a business

Base: Business owners and managers

## Performance ratings

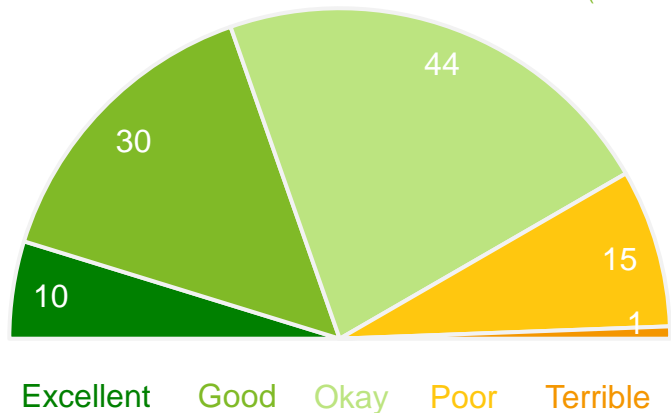
% of respondents

84%

58

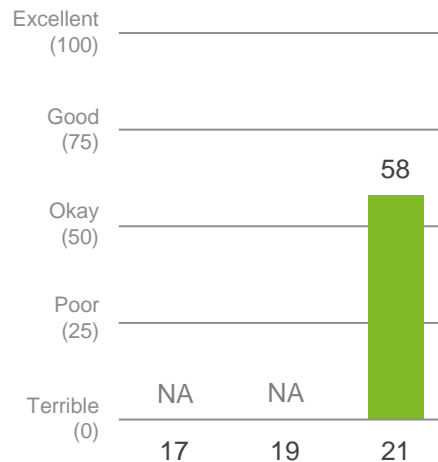
Positive  
rating\*

Performance  
Index Score  
(out of 100)



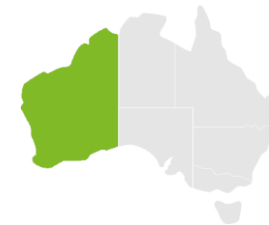
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

58

Industry High

77

Industry Average

68

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|------|-----------------|---------------------|------------------|---------|
| -     | -    | -      | -           | -              | -               | -                | -              | -           | -           | -         | -          | -          | -    | -               | -                   | -                | -       |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 58             | -               | -                     |

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

Base: Business respondents, excludes 'unsure' and 'no response' (n = 84). \* Positive Rating = excellent, good + okay

# Place to visit

## Performance ratings

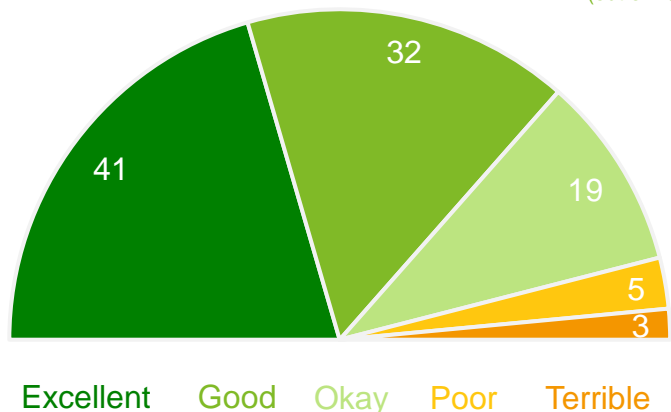
% of respondents

92%

76

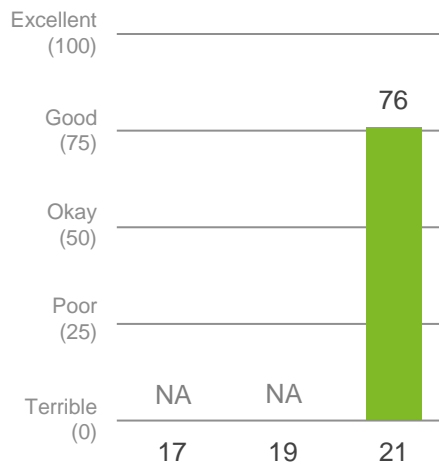
Positive  
rating\*

Performance  
Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

76

Industry High

88

Industry Average

68

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 76    | 72   | 80     | 77          | 75             | 76              | 75               | 75             | 77          | 76          | 74        | 73         | 67         | 82    | 72              | 83                  | 77               | 69      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 78             | 80              | 87                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 299). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)



# Shire of Wyndham East Kimberley as the organisation that governs the local area

## Performance ratings

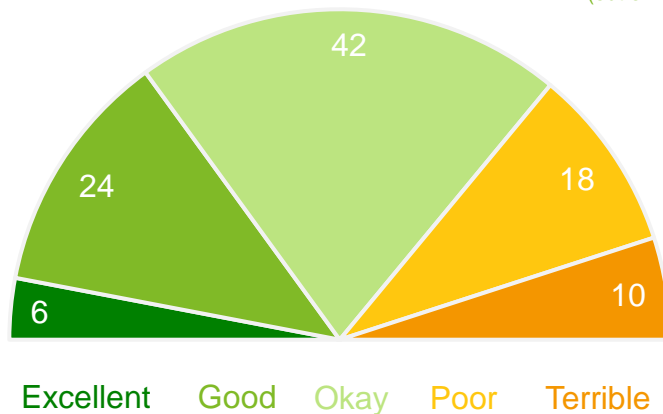
% of respondents

72%

49

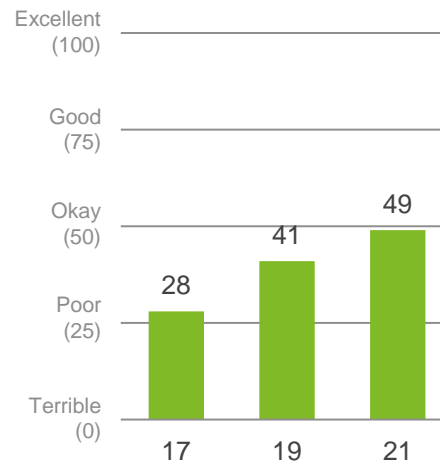
Positive rating\*

Performance Index Score (out of 100)



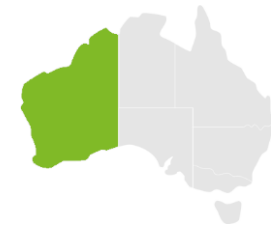
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

49

Industry High

70

Industry Average

56

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 49    | 43   | 55     | 51          | 47             | 47              | 57               | 47             | 49          | 49          | 51        | 47         | 48         | 57    | 46              | 54                  | 51               | 44      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 52             | 57              | 75                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 293). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Value for money from Shire rates

## Performance ratings

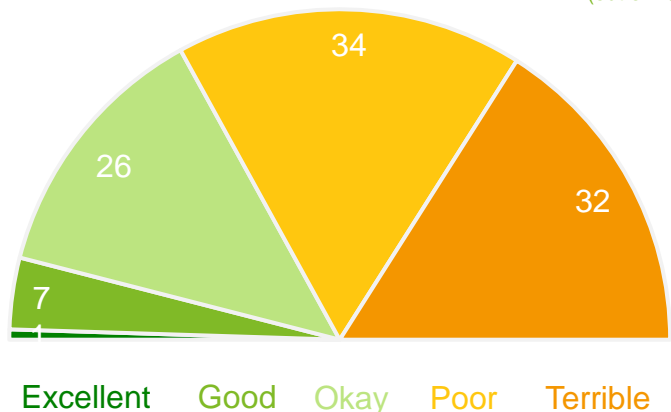
% of respondents

34%

28

Positive  
rating\*

Performance  
Index Score  
(out of 100)



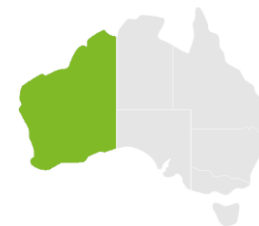
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

28

Industry High

63

Industry Average

45

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 28    | 23   | 33     | 32          | 22             | 23              | 36               | 28             | 25          | 28          | 34        | 19         | 28         | 37    | 26              | 30                  | 32               | 24      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 33             | 34              | 56                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 252). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

MARKYT  industry comparisons

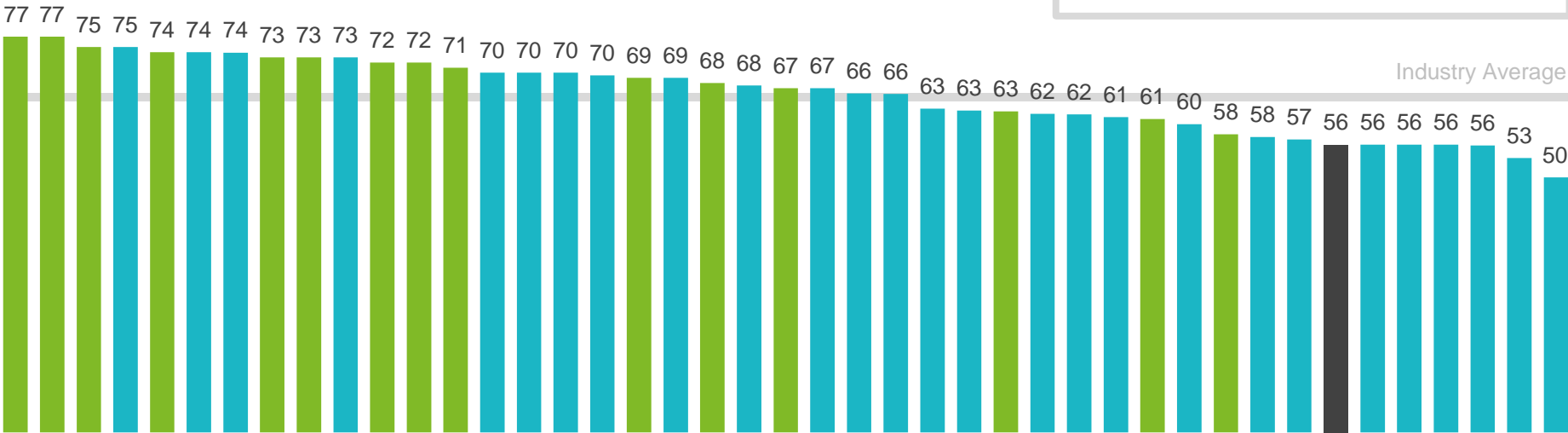
# Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Wyndham-East Kimberley as a 'place to live' and as a 'governing organisation'. The Shire of Wyndham-East Kimberley's overall performance index score is 56 out of 100, 10 index points below the industry standard for Western Australia.

## Overall Performance Index Score

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

- Shire of Wyndham-East Kimberley
- Metropolitan Councils
- Regional Councils

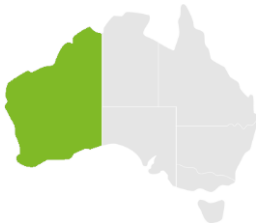


MARKYT



Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

56

Industry High

77

Industry Average

66

# How to read the MARKYT Benchmark Matrix

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

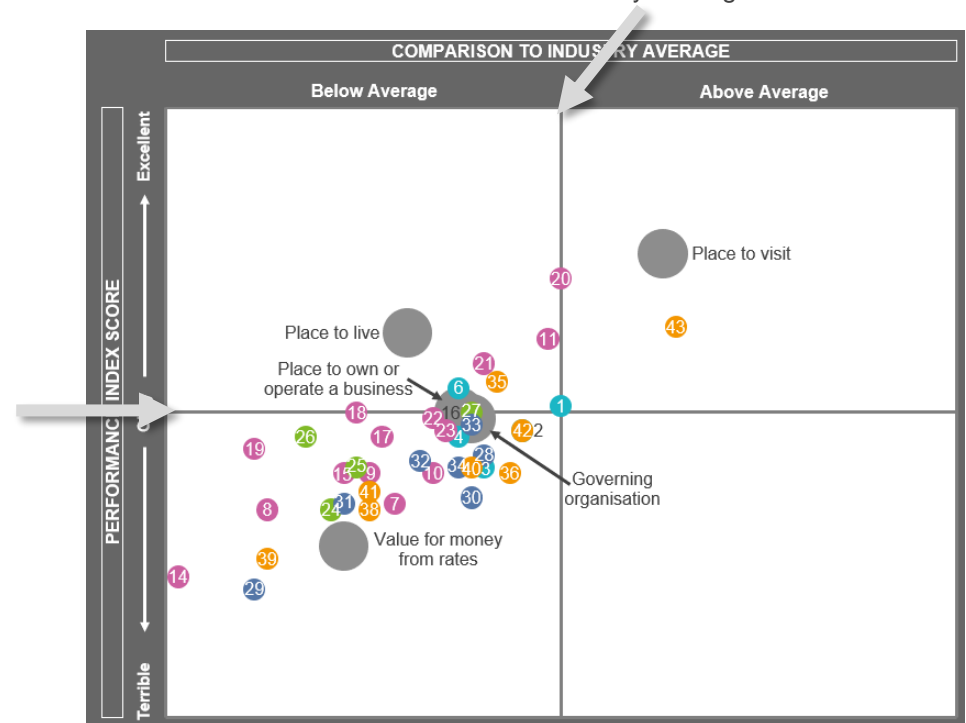
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Services are grouped in five areas:

- Governance
- Community
- Place
- Planet
- Economy

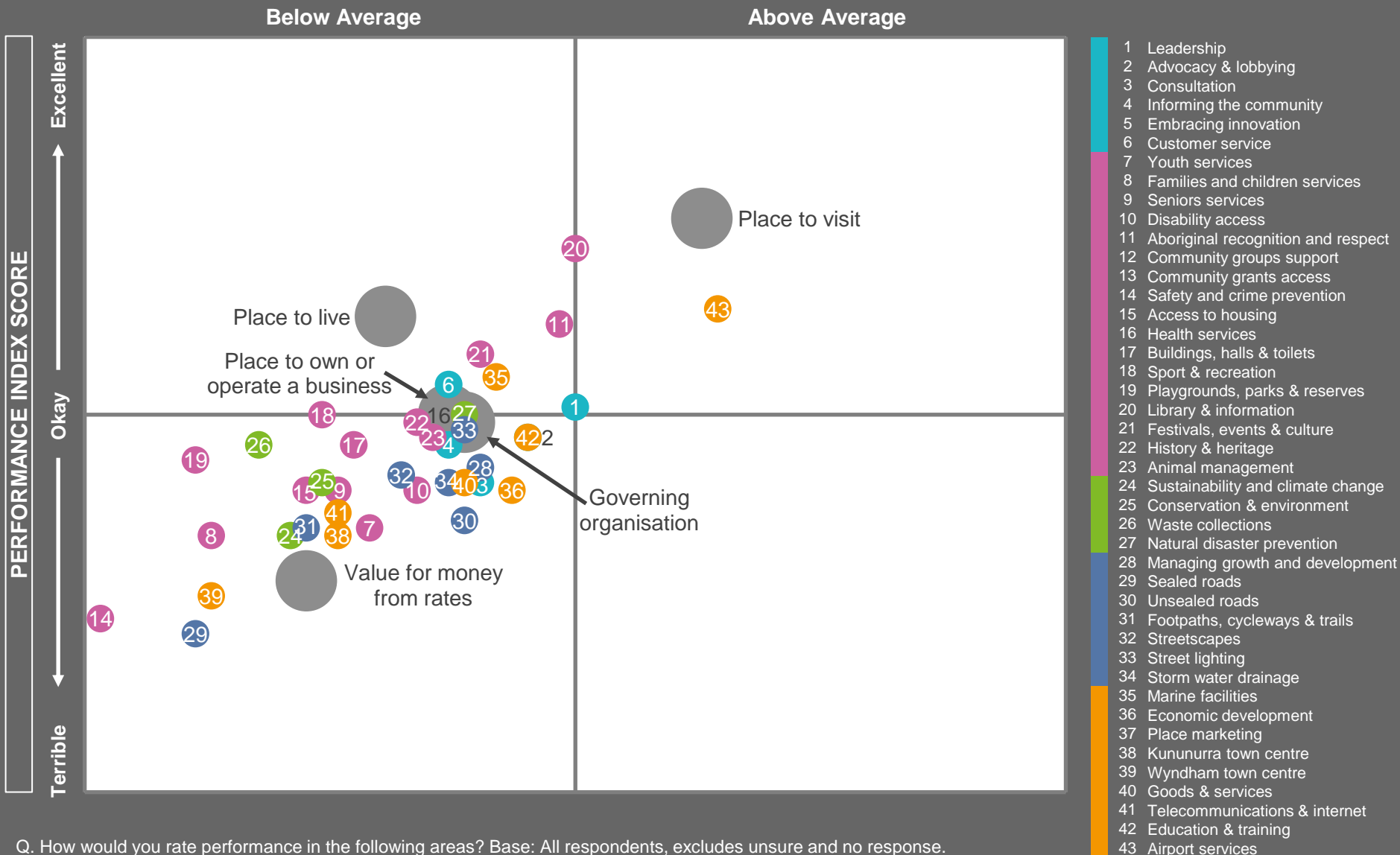
This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.

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



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

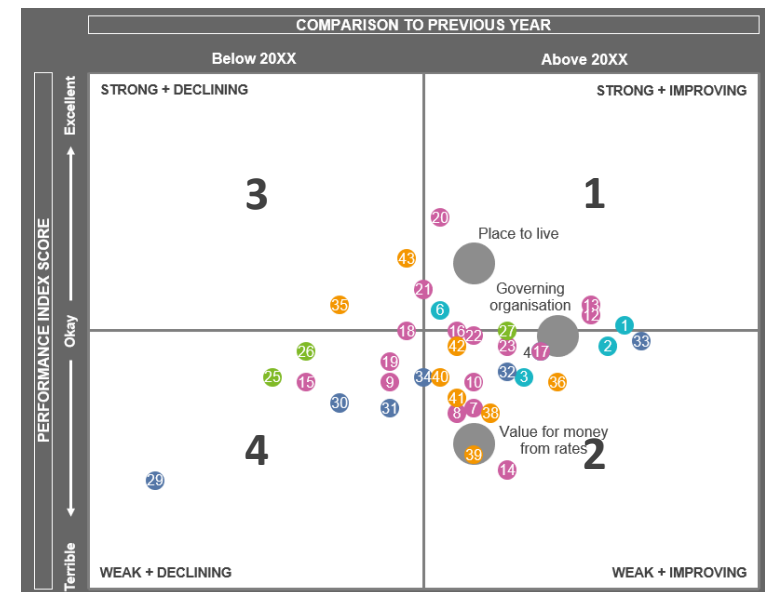
In the Community Trends Window, detailed overleaf, many services are located in Windows 1 and 2 indicating an improvement over the past two years.

The **stand-out improvers** are:

- Street lighting
- Leadership
- Advocacy and lobbying
- Support for community groups
- Access to community grants

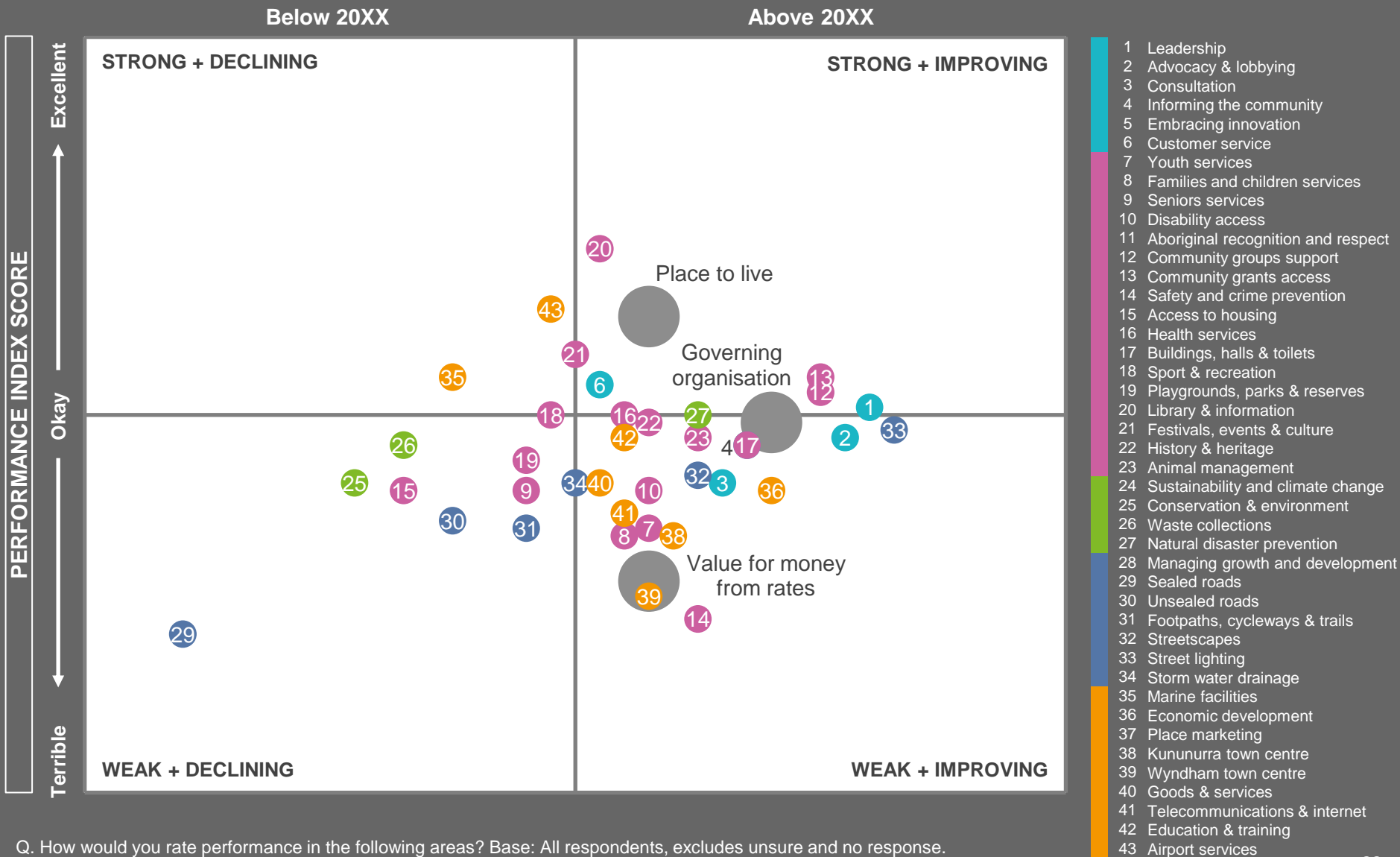
Window 4 includes lower performing areas that are in decline. The **main concerns** include:

- Sealed roads
- Conservation and environmental management
- Access to housing
- Waste collections
- Unsealed roads



# MARKYT Community Trends Window

## COMPARISON TO PREVIOUS YEAR



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

MARKYT  community priorities

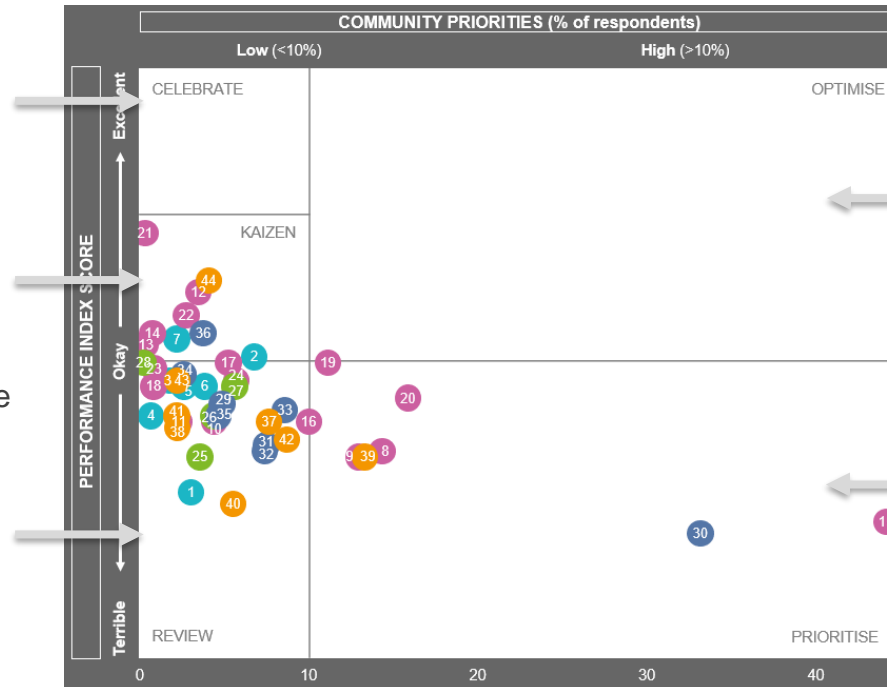
# How to read the MARKYT Community Priorities

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

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

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

**REVIEW** lower performing areas.



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

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

Services are grouped in five areas:

- Governance
- Community
- Place
- Planet
- Economy

# MARKYT Community Priorities

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0

10

20

30

40

- 1 Leadership
- 2 Advocacy & lobbying
- 3 Consultation
- 4 Informing the community
- 5 Embracing innovation
- 6 Customer service
- 7 Youth services
- 8 Families and children services
- 9 Seniors services
- 10 Disability access
- 11 Aboriginal recognition and respect
- 12 Community groups support
- 13 Community grants access
- 14 Safety and crime prevention
- 15 Access to housing
- 16 Health services
- 17 Buildings, halls & toilets
- 18 Sport & recreation
- 19 Playgrounds, parks & reserves
- 20 Library & information
- 21 Festivals, events & culture
- 22 History & heritage
- 23 Animal management
- 24 Sustainability and climate change
- 25 Conservation & environment
- 26 Waste collections
- 27 Natural disaster prevention
- 28 Managing growth and development
- 29 Sealed roads
- 30 Unsealed roads
- 31 Footpaths, cycleways & trails
- 32 Streetscapes
- 33 Street lighting
- 34 Storm water drainage
- 35 Marine facilities
- 36 Economic development
- 37 Place marketing
- 38 Kununurra town centre
- 39 Wyndham town centre
- 40 Goods & services
- 41 Telecommunications & internet
- 42 Education & training
- 43 Airport services

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 279)

## Challenges

- Level of crime, including break-ins, stolen cars, vandalism and violence especially in Kununurra.
- Young people involved in criminal and antisocial behavior.
- Lack of accountability and responsibility taken by parents for youth involved in crime.
- Crime at night.

## Community driven actions

- **Facilitate** a reduction in youth committing crimes by introducing a range of initiatives, such as:
  - enforcing a youth curfew
  - funding more youth workers
  - providing more youth activities and services (especially at night)
  - providing youth education programs
  - providing a youth shelter or youth social housing
- **Advocate** for harsher consequences for criminal behavior and penalties for the parents of juvenile offenders.
- **Advocate** for greater police presence in the Shire, especially at nighttime (i.e., more police officers, more patrols and more police on the streets).
- **Provide** an expansion and improvements to the CCTV network (i.e., more cameras throughout the Shire, number plate recognition, cameras at schools and businesses).
- **Provide** more street lighting throughout the Shire.



## Challenges

- Poor condition of roads.
- Hazardous potholes.
- Road repairs and maintenance perceived as patchy, poor quality, short-lived and infrequent.

## Community driven actions

- **Provide** resealing and repair of damaged roads (i.e. Weaber Plain Road).
- **Provide** guidelines that ensure comprehensive road repairs in which entire roads are resealed instead of patching up pot-holes.
- **Provide** more regular road maintenance.
- **Provide** improved drainage and construction of sealed roads to mitigate the damage that occurs during the wet season.
- **Provide** a greater proportion of the Shire budget to road maintenance and repairs and ensure roads in the poorest condition, and roads most frequently used, receive the greatest funding.

## Challenges

- Current status of parks.
- Lack of playgrounds, and recreation and play equipment.
- Playground equipment is perceived as run down or outdated.

## Community driven actions

- **Provide** maintenance of parks and reserves (i.e., weeding, planting, clearing litter, cleaning).
- **Provide** upgrades, expansions and maintenance of playgrounds.
- **Facilitate** the development of more recreational opportunities and play equipment in parks and reserves (i.e., flying foxes, play-houses, basketball courts, exercise equipment, BMX trails, hit-up walls, water parks, scooter and bike paths, skate parks, natural play equipment and bush-walking trails).
- **Provide** more shade in parks and playgrounds.
- **Provide** more picnic amenities and areas in parks and reserves such as barbeques, benches, shaded open spaces and water fountains.
- **Facilitate** the development of more parks and reserves.

## Challenges

- Youth are perceived to be bored, troubled, on the streets and engaging in criminal activity (i.e., break-ins and stealing cars).
- Lack of safe areas for youth to socialise and spend time.

## Community driven actions

- **Provide** more activities for youth that cater to a diverse range of interests (i.e., dance classes, free sport programs, evening programs, youth groups, volunteer work, movie nights, employment workshops, trainee programs, games nights etc.)
- **Facilitate** the development of a safe house or youth centre that provides youth services that help take youth off the streets (i.e., provide care, pick-ups, safe accommodation and rehabilitation services).
- **Facilitate** the development of more safe youth hang-out spaces and accompanying facilities (i.e., free Wi-Fi, basketball courts, areas to do art, skate parks, barbeque areas, climbing wall, water parks etc.).

## Challenges

- The town centre is perceived as unattractive and littered.
- Lacking an obvious town centre or main street.
- Parking concerns.
- Lacks variety, many empty shops and businesses closing.
- Concerns about loitering, crime and anti-social behavior in the town centre.

## Community driven actions

- **Facilitate** the redevelopment of the town centre such as:
  - removing or modernizing old buildings
  - providing more shade, seating and green spaces
  - building a more unified and functional town centre layout
  - developing more welcoming town entrances
  - creating a pedestrian only street mall or dedicated main street
- **Provide** maintenance and cleaning of the town centre such as removing litter and cleaning up the Coles shopping centre and carpark.
- **Facilitate** retention of local businesses and encourage new and diverse businesses to open (i.e. clothing, homewares, takeaway, cafes, restaurants, souvenir shops etc.)
- **Facilitate** development and improvements to the foreshore and Lily Creek Lagoon (i.e., cleaning, picnic areas with benches and barbeques, removing weeds, building footpaths etc.).
- **Provide** more parking in the town centre (for tourists, caravans, covered parking, etc.)
- **Facilitate** a reduction in crime, anti-social behaviour and loitering in the town centre.
- **Provide** more public toilets and clean and upgrade existing public toilets.

## Challenges

- Insufficient childcare options.
- Lack of activities and events for families and youth.
- Lack of playgrounds.

## Community driven actions

- **Facilitate** more childcare options that are affordable (i.e., attract more childcare staff, expand the Ewin Centre, provide more after school care etc.).
- **Provide** more playgrounds and play areas such as indoor and fenced playgrounds, water parks and playgrounds with climbing equipment.
- **Facilitate** more activities and events for families and youth (i.e., walking trails suitable for prams and bikes, and more family friendly festivals).
- **Provide** more facilities for families and children such as a crèche in the Leisure Centre, more family public toilets and change rooms and more family parking options.

## Challenges

- Lack of sport and recreation facilities and services.

## Community driven actions

- **Provide** repairs to the existing pool, build a 50m pool and extend pool opening hours.
- **Provide** upgrades to the Leisure Centre and build a crèche.
- **Provide** an expansion to the gym and extend gym opening hours.
- **Provide** more sport and recreation facilities that cater for a range of interests and upgrade current facilities such as:
  - Upgrade squash court, skate park, golf course and oval.
  - Provide mountain bike trails, cycleways and footpaths.
  - Clean Lily Creek Lagoon to facilitate water sports.



Challenges

- Housing is too expensive.
- Insufficient housing.

Community driven actions

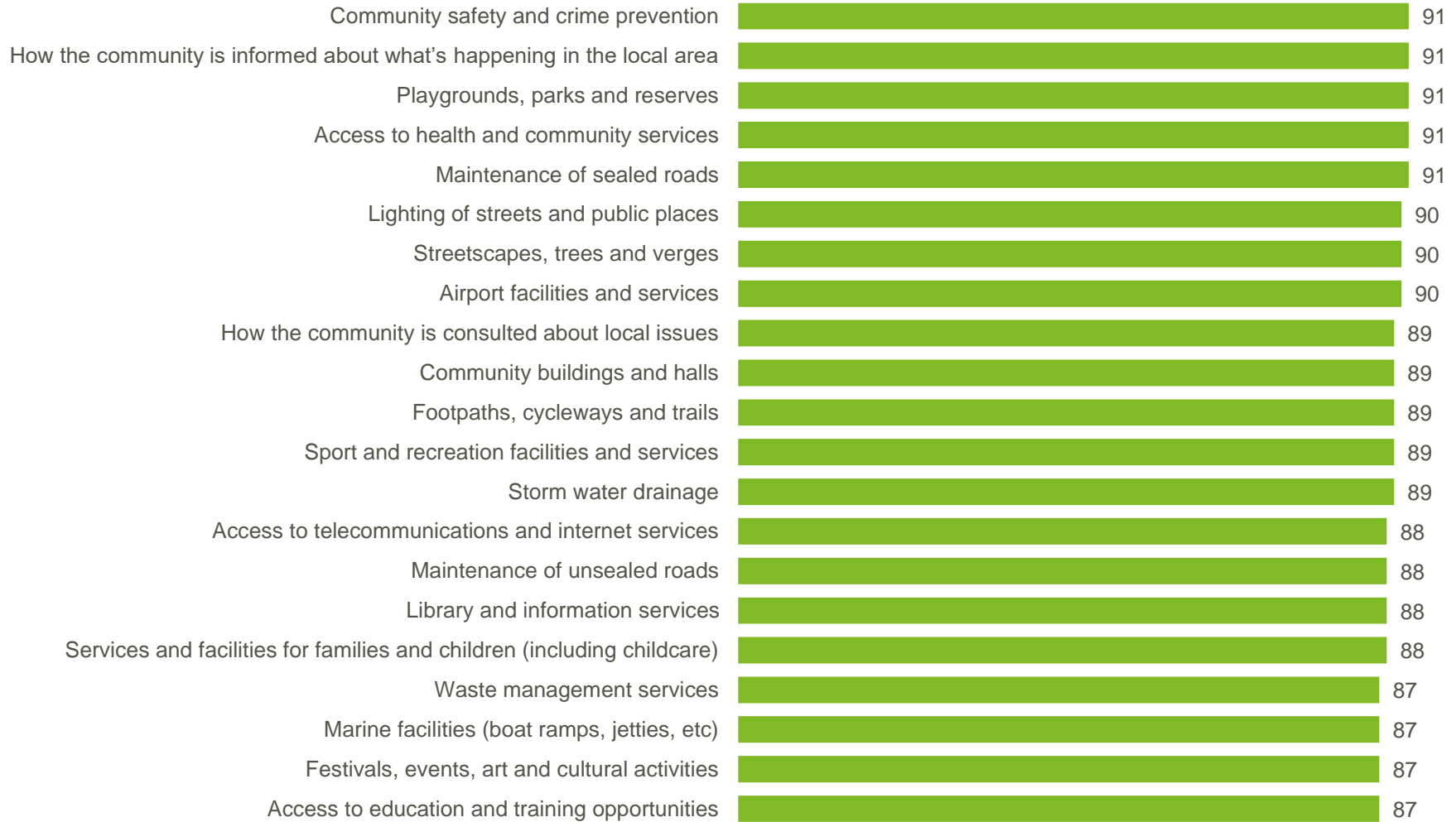
- **Facilitate** more housing options.
- **Facilitate** more affordable housing in the Shire (to rent and purchase).
- **Advocate** for more government housing.

Familiarity with local services and facilities

# Familiarity with local services and facilities

## Higher levels of familiarity

% of respondents who were familiar with service area



# Familiarity with local services and facilities

## Lower levels of familiarity



Governance

# Shire's leadership

## Performance ratings

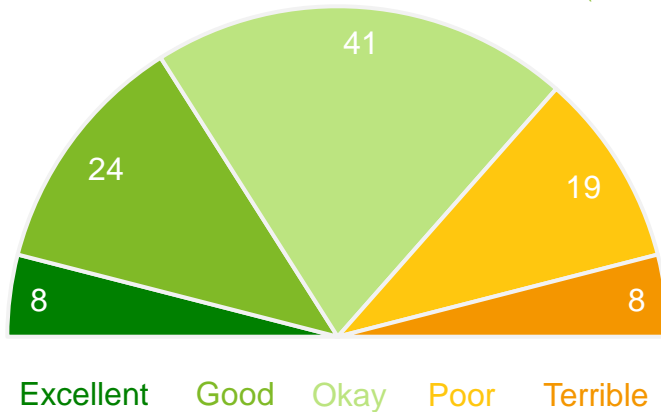
% of respondents

73%

51

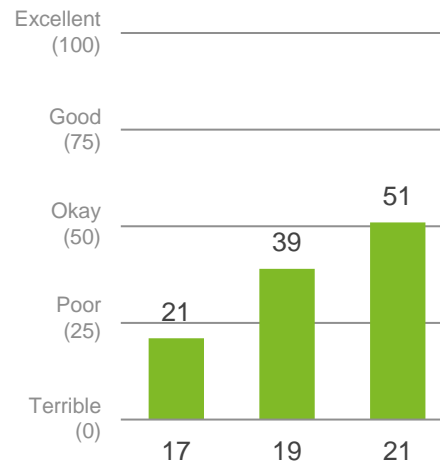
Positive  
rating\*

Performance  
Index Score  
(out of 100)



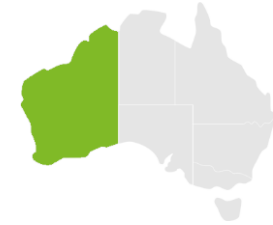
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

51

Industry High

67

Industry Average

51

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 51    | 45   | 58     | 52          | 53             | 52              | 53               | 46             | 55          | 50          | 49        | 48         | 47         | 54    | 46              | 57                  | 54               | 54      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 56             | 58              | 74                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 247). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

Achievement of the vision:

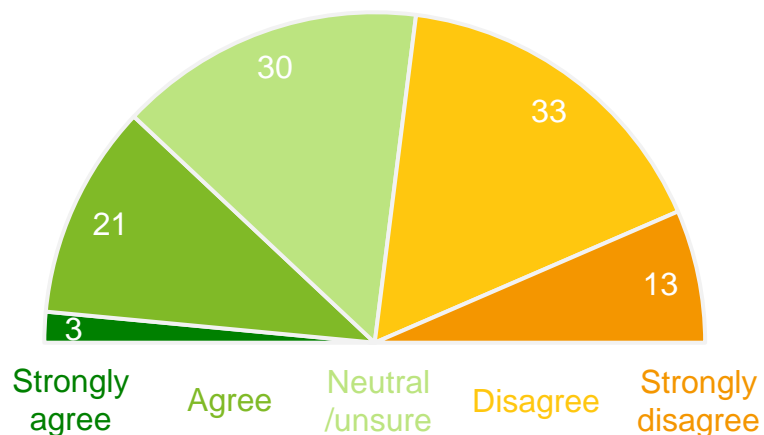
# The Shire is a thriving community with opportunities for all

## Level of agreement

% of respondents

24%

Total Agree



## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



Shire of Wyndham-East Kimberley

24

Industry High

NA

Industry Average

NA

## Variances across the community

% agree

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 24    | 15   | 34     | 31          | 26             | 26              | 14               | 24             | 20          | 21          | 37        | 20         | 11         | 42    | 22              | 21                  | 39               | 8       |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 32             | 39              | 43                    |

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

Base: All respondents, excludes 'no response' (n = 298). # small base size (<20 respondents)

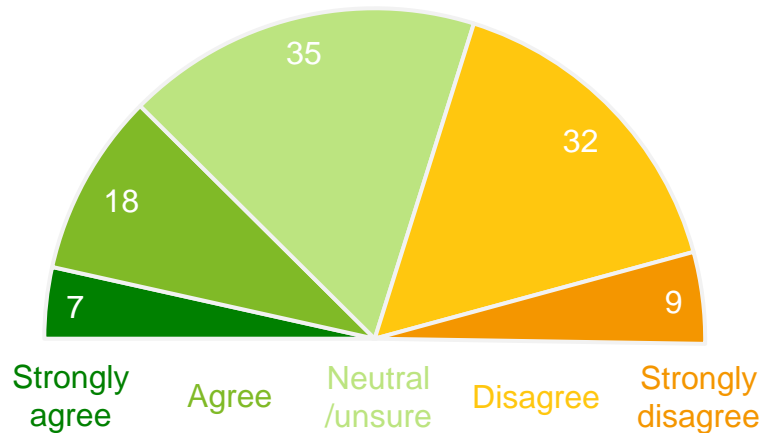
# The Shire has developed and communicated a clear vision for the area

## Level of agreement

% of respondents

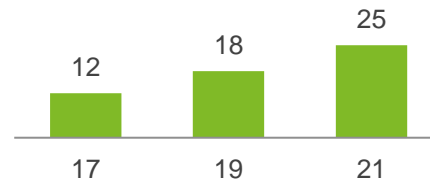
25%

Total Agree



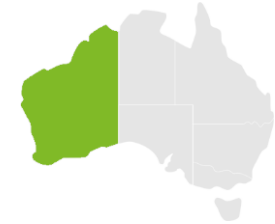
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



Shire of Wyndham-East Kimberley

25

Industry High

58

Industry Average

34

## Variances across the community

% agree

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 25    | 20   | 29     | 25          | 27             | 31              | 21               | 15             | 28          | 20          | 27        | 32         | 21         | 32    | 28              | 26                  | 19               | 21      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 24             | 25              | 60                    |

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

Base: All respondents, excludes 'no response' (n = 298). # small base size (<20 respondents)



# Advocacy and lobbying on behalf of the community to influence decisions, support local causes, etc

## Performance ratings

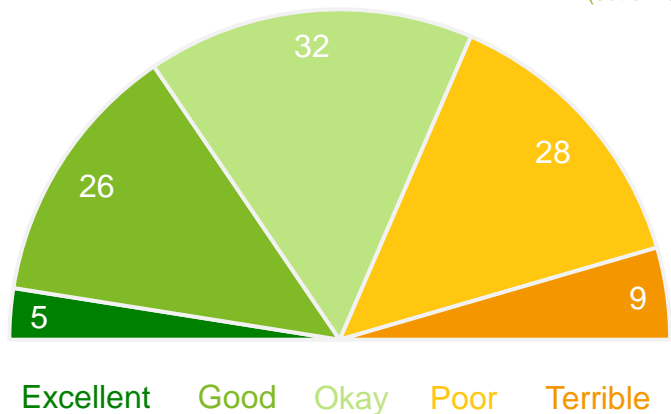
% of respondents

63%

47

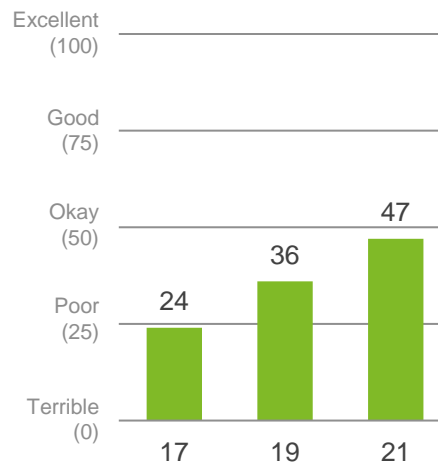
Positive rating\*

Performance Index Score (out of 100)



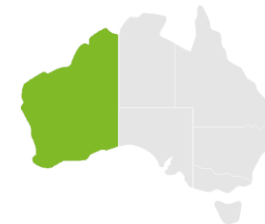
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

47

Industry High

64

Industry Average

50

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 47    | 43   | 51     | 49          | 48             | 46              | 47               | 43             | 48          | 46          | 49        | 47         | 42         | 62    | 44              | 55                  | 48               | 43      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 55             | 55              | 69                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 245). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# How the community is consulted about local issues

## Performance ratings

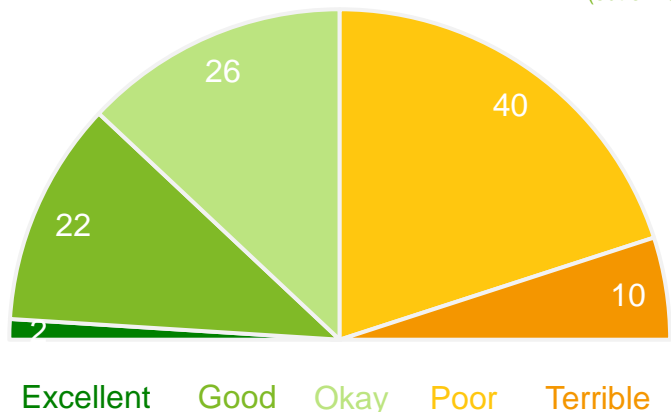
% of respondents

50%

41

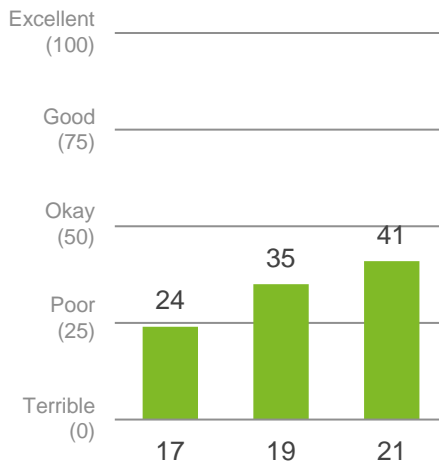
Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

41

Industry High

62

Industry Average

47

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham | Local business | Community group | Shire EMs / employees |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|----------------|-----------------|-----------------------|
| 41    | 39   | 45     | 42          | 41             | 41              | 44               | 40             | 41          | 41          | 44        | 43         | 33         | 48    | 38              | 46                  | 42               | 42      | 45             | 50              | 66                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 273). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

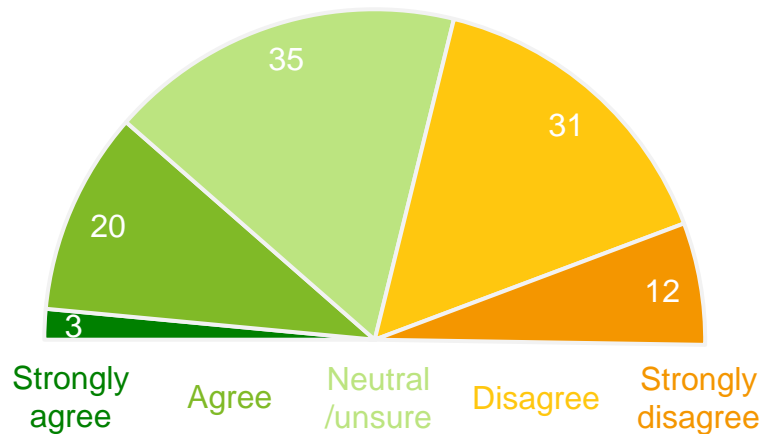
# The Shire has a good understanding of community needs

## Level of agreement

% of respondents

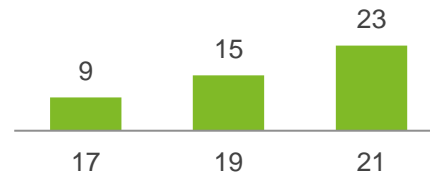
23%

Total Agree



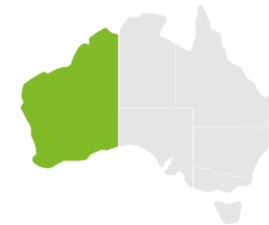
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



Shire of Wyndham-East Kimberley

23

Industry High

61

Industry Average

34

## Variances across the community

% agree

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 23    | 16   | 30     | 23          | 25             | 23              | 30               | 29             | 23          | 18          | 29        | 21         | 18         | 35    | 23              | 22                  | 26               | 17      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 27             | 35              | 67                    |

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

Base: All respondents, excludes 'no response' (n = 298). # small base size (<20 respondents)

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

## Performance ratings

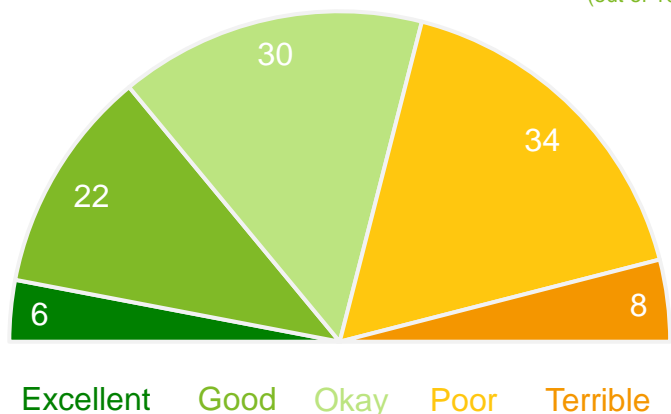
% of respondents

58%

46

Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

46

Industry High

69

Industry Average

54

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 46    | 41   | 51     | 47          | 50             | 43              | 49               | 43             | 47          | 46          | 44        | 47         | 45         | 47    | 41              | 52                  | 47               | 50      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 49             | 53              | 68                    |

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

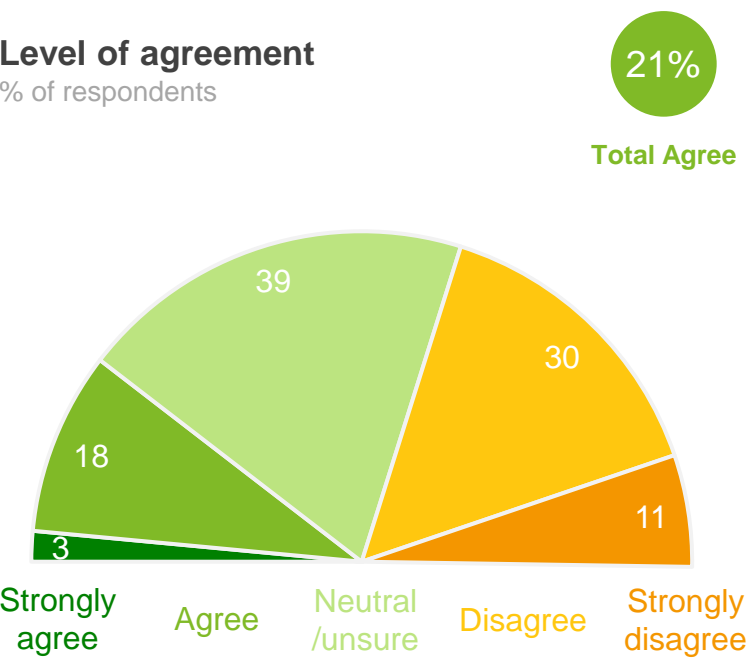
Base: All respondents, excludes 'unsure' and 'no response' (n = 279). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# The Shire clearly explains reasons for decisions and how residents' views have been taken into account

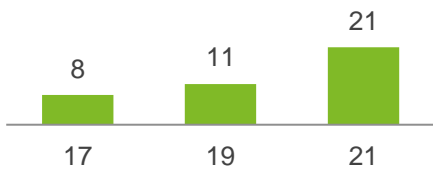
## Level of agreement

% of respondents



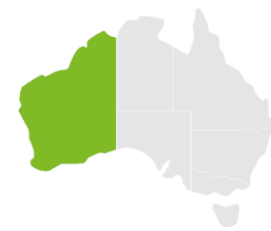
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



|                                 |    |
|---------------------------------|----|
| Shire of Wyndham-East Kimberley | 21 |
| Industry High                   | 45 |
| Industry Average                | 27 |

## Variances across the community

% agree

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 21    | 17   | 26     | 18          | 30             | 23              | 16               | 20             | 23          | 18          | 22        | 29         | 25         | 26    | 20              | 28                  | 22               | 2       |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 21             | 32              | 60                    |

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

Base: All respondents, excludes 'no response' (n = 297). # small base size (<20 respondents)

# How the Shire embraces technology and innovation

## Performance ratings

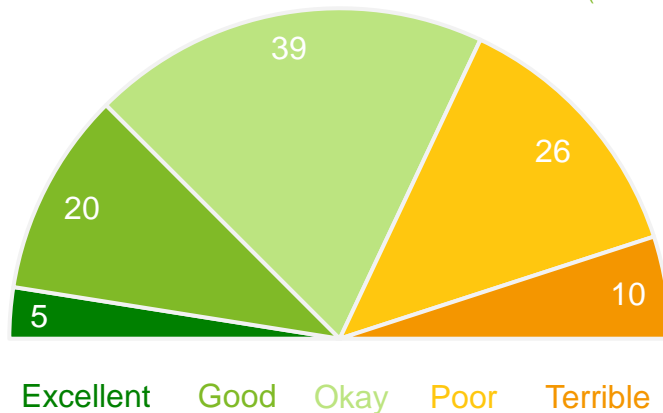
% of respondents

64%

46

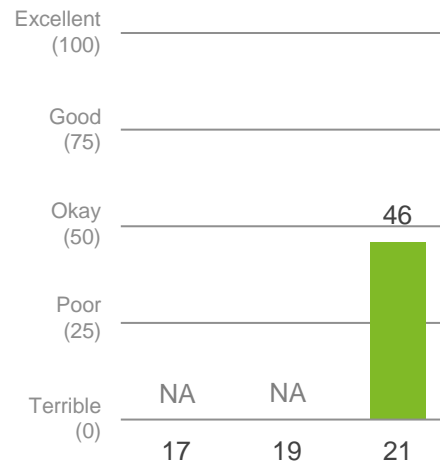
Positive  
rating\*

Performance  
Index Score  
(out of 100)



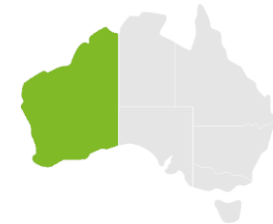
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

46

Industry High

NA

Industry Average

NA

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 46    | 38   | 54     | 46          | 46             | 44              | 51               | 52             | 45          | 47          | 46        | 44         | 49         | 49    | 40              | 52                  | 50               | 45      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 54             | 53              | 65                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 241). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Customer service

## Performance ratings

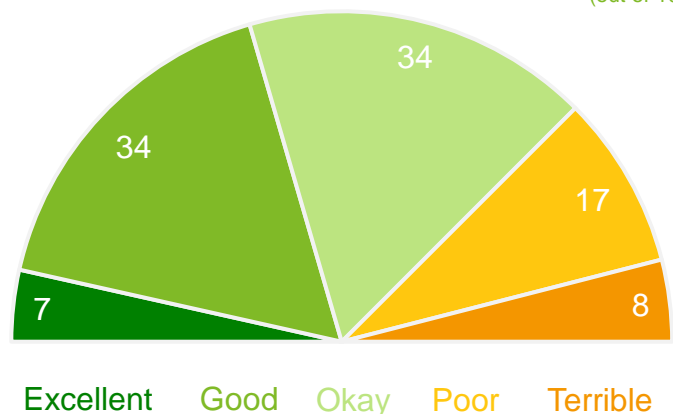
% of respondents

75%

54

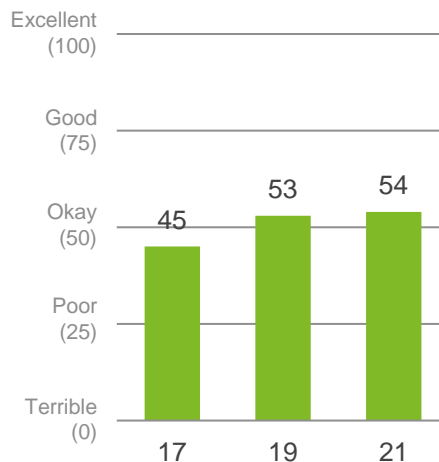
Positive  
rating\*

Performance  
Index Score  
(out of 100)



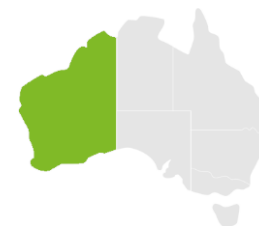
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

54

Industry High

74

Industry Average

62

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 54    | 48   | 60     | 54          | 53             | 57              | 57               | 52             | 58          | 53          | 49        | 56         | 55         | 56    | 52              | 57                  | 53               | 55      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 54             | 59              | 73                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 257). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Community Development



# Services and facilities for youth

## Performance ratings

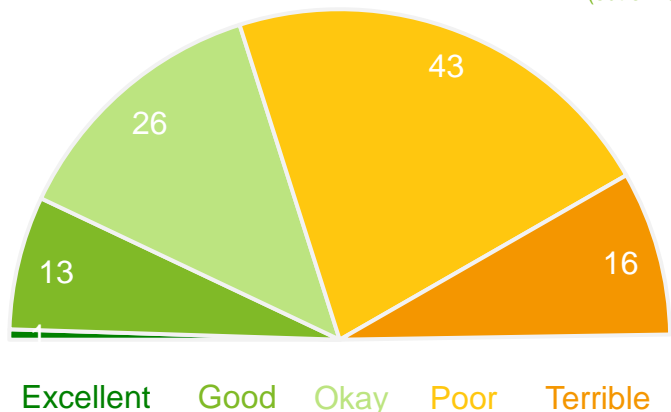
% of respondents

40%

35

Positive  
rating\*

Performance  
Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

35

Industry High

66

Industry Average

48

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 35    | 31   | 39     | 37          | 34             | 29              | 35               | 42             | 30          | 36          | 40        | 33         | 27         | 27    | 31              | 33                  | 41               | 39      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 43             | 44              | 60                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 263). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Services and facilities for families and children

(including childcare)

## Performance ratings

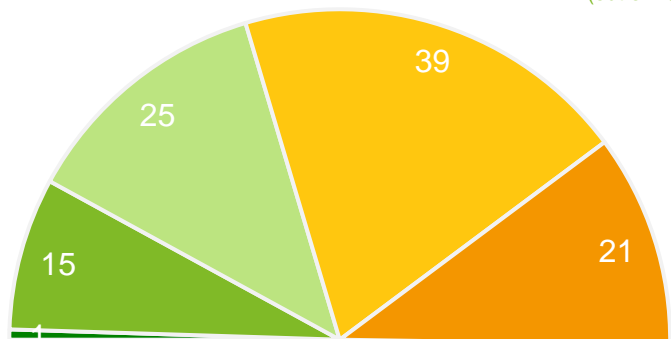
% of respondents

41%

34

Positive  
rating\*

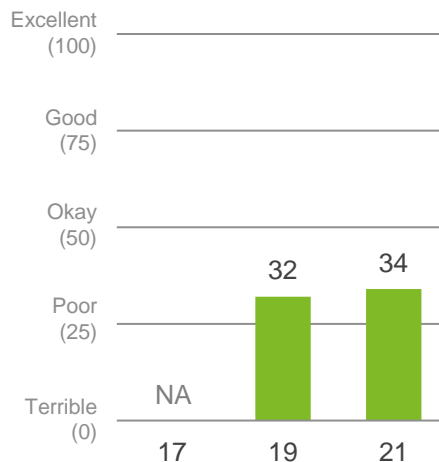
Performance  
Index Score  
(out of 100)



Excellent Good Okay Poor Terrible

## Trend Analysis

Performance Index Score^



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

34

Industry High

68

Industry Average

57

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 34    | 31   | 37     | 36          | 27             | 29              | 40               | 43             | 29          | 33          | 42        | 28         | 28         | 37    | 32              | 29                  | 38               | 48      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 38             | 39              | 42                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 268). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents) ^ 2019 score for "Access to childcare services"

# Services and care available for seniors

## Performance ratings

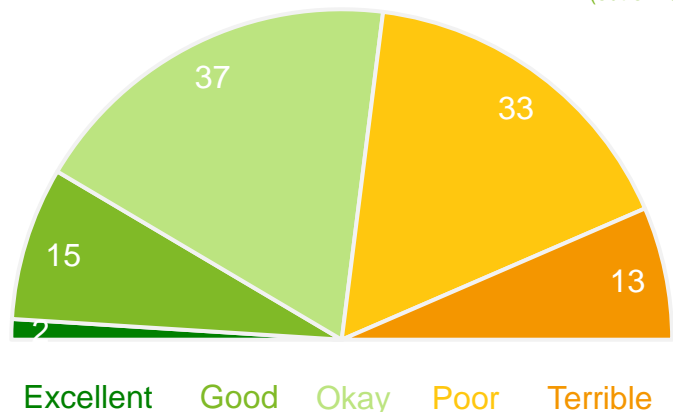
% of respondents

54%

40

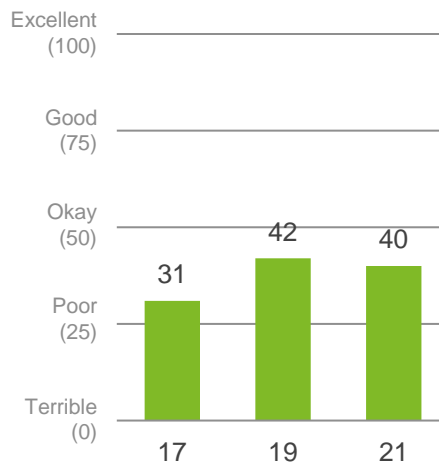
Positive  
rating\*

Performance  
Index Score  
(out of 100)



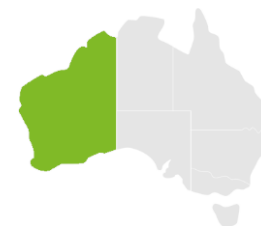
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

40

Industry High

68

Industry Average

55

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 40    | 39   | 42     | 36          | 47             | 49              | 39               | 42             | 44          | 39          | 37        | 33         | 37         | 32    | 34              | 43                  | 42               | 48      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 43             | 39              | 56                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 214). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Disability access and inclusion

## Performance ratings

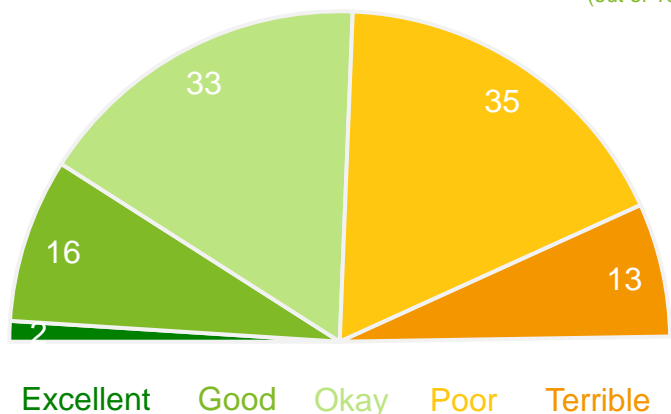
% of respondents

51%

40

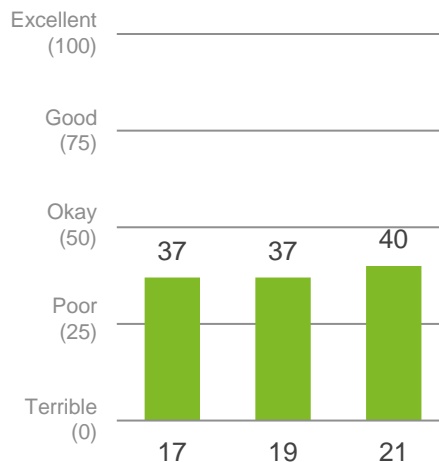
Positive  
rating\*

Performance  
Index Score  
(out of 100)



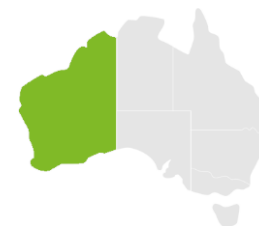
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

40

Industry High

65

Industry Average

50

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 40    | 40   | 40     | 38          | 40             | 37              | 43               | 44             | 39          | 42          | 37        | 18         | 30         | 42    | 37              | 46                  | 38               | 36      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 42             | 40              | 49                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 222). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Recognition and respect for Aboriginal cultures and heritage

## Performance ratings

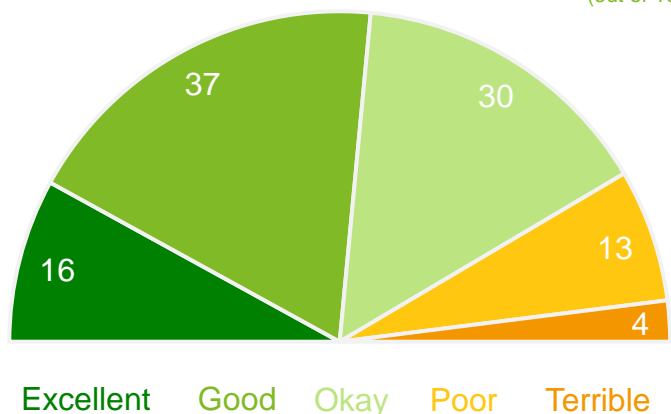
% of respondents

83%

62

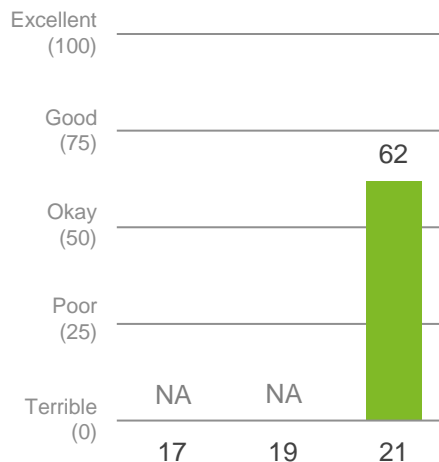
Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

62

Industry High

70

Industry Average

63

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 62    | 61   | 64     | 60          | 68             | 64              | 63               | 58             | 71          | 59          | 53        | 63         | 64         | 59    | 59              | 68                  | 59               | 66      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 62             | 57              | 68                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 250). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Supporting and partnering with community groups and organisations

## Performance ratings

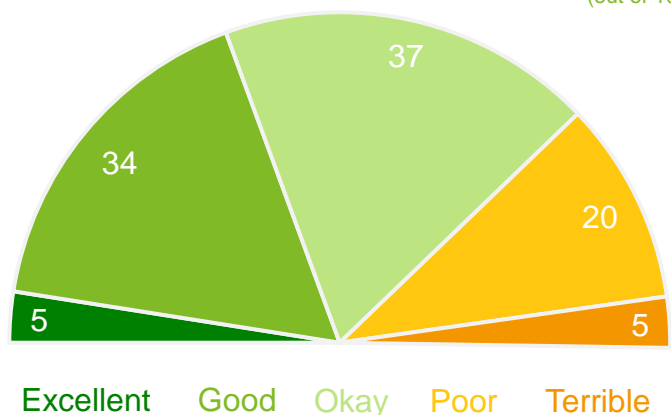
% of respondents

76%

53

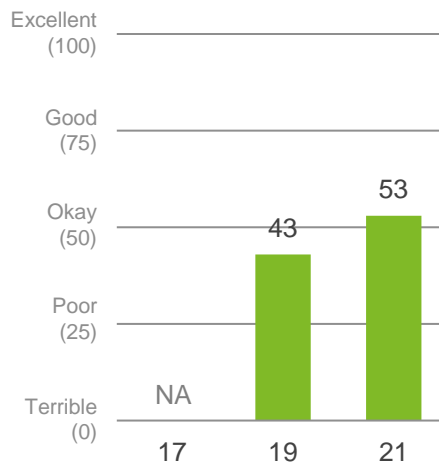
Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

53

Industry High

NA

Industry Average

NA

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 53    | 49   | 58     | 54          | 52             | 55              | 62               | 53             | 54          | 54          | 51        | 58         | 52         | 59    | 48              | 60                  | 55               | 51      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 56             | 57              | 73                    |

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

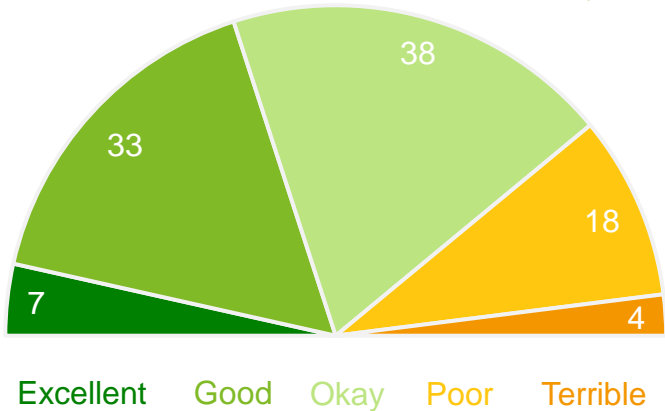
Base: All respondents, excludes 'unsure' and 'no response' (n = 247). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Access to community grants and funding

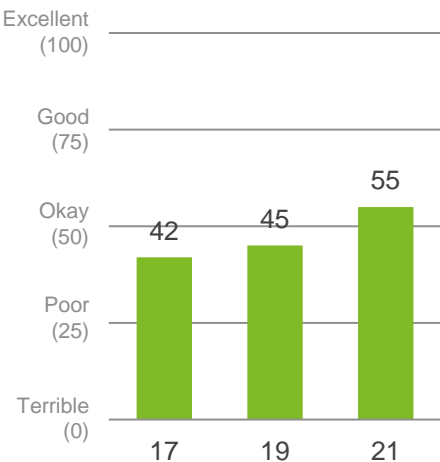
## Performance ratings

% of respondents



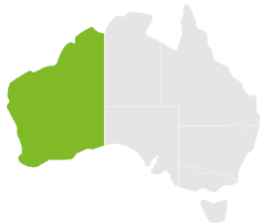
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                                 |    |
|---------------------------------|----|
| Shire of Wyndham-East Kimberley | 55 |
| Industry High                   | NA |
| Industry Average                | NA |

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 55    | 48   | 61     | 57          | 54             | 55              | 61               | 44             | 58          | 53          | 53        | 60         | 57         | 60    | 53              | 59                  | 55               | 51      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 57             | 63              | 78                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 213). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Community Wellbeing



# Community safety and crime prevention

## Performance ratings

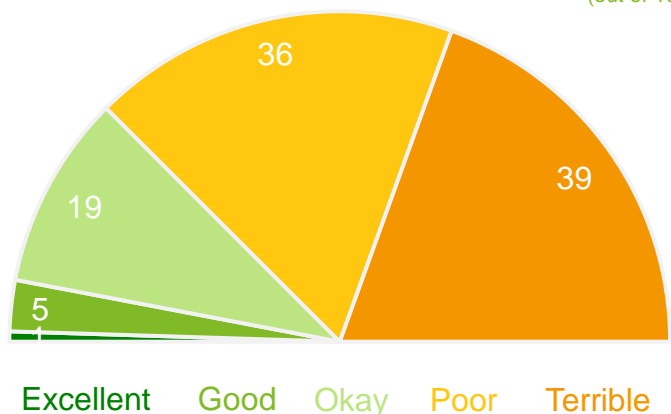
% of respondents

25%

23

Positive  
rating\*

Performance  
Index Score  
(out of 100)



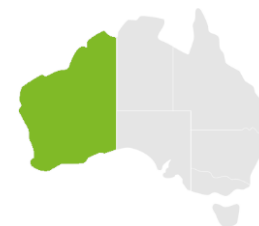
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

23

Industry High

76

Industry Average

53

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 23    | 20   | 27     | 22          | 25             | 26              | 33               | 24             | 25          | 21          | 25        | 27         | 27         | 20    | 22              | 24                  | 22               | 32      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 23             | 30              | 41                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 280). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Access to housing that meets your needs

## Performance ratings

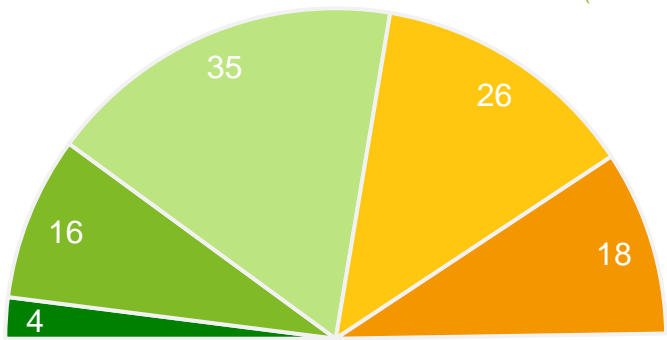
% of respondents

55%

40

Positive rating\*

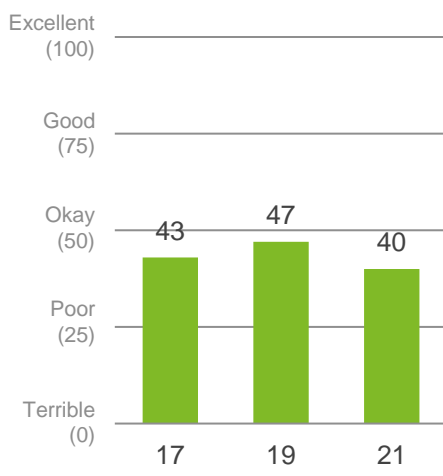
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

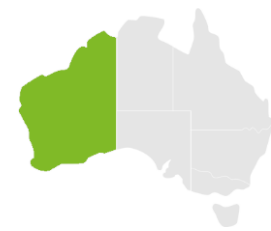
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

40

Industry High

66

Industry Average

57

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham | Local business | Community group | Shire EMs / employees |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|----------------|-----------------|-----------------------|
| 40    | 38   | 42     | 38          | 43             | 44              | 48               | 40             | 40          | 40          | 42        | 47         | 40         | 49    | 33              | 45                  | 43               | 50      | 42             | 41              | 47                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 242). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Access to health and community services

## Performance ratings

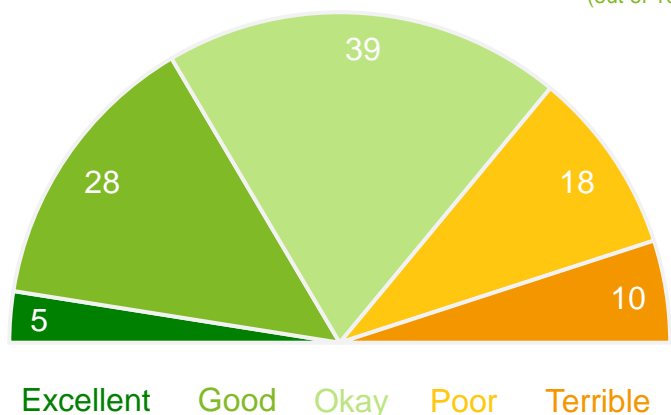
% of respondents

72%

50

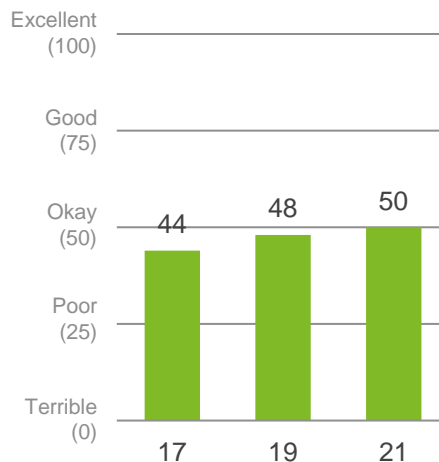
Positive  
rating\*

Performance  
Index Score  
(out of 100)



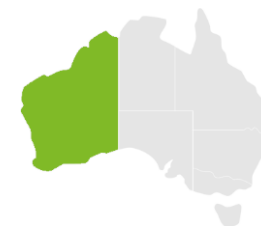
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

50

Industry High

70

Industry Average

57

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 50    | 47   | 53     | 48          | 54             | 52              | 55               | 48             | 50          | 50          | 50        | 42         | 51         | 57    | 47              | 52                  | 50               | 57      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 52             | 52              | 57                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 277). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Community buildings and halls

## Performance ratings

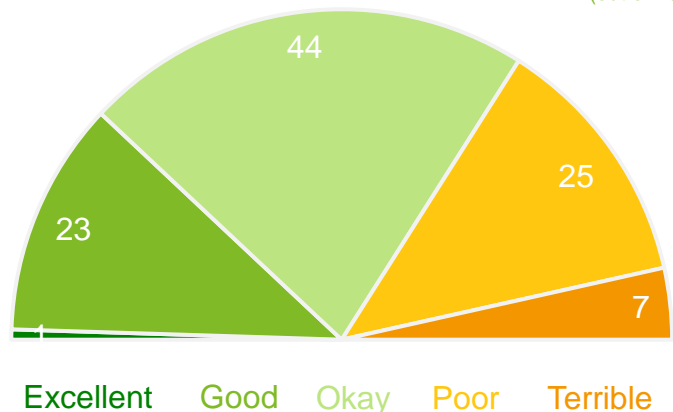
% of respondents

68%

46

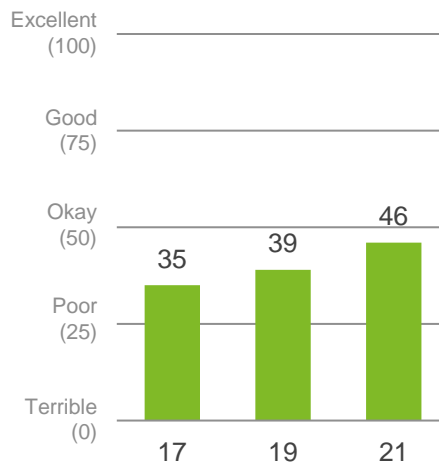
Positive rating\*

Performance Index Score (out of 100)



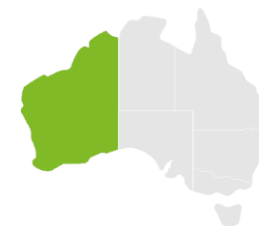
## Trend Analysis

Performance Index Score^



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

46

Industry High

68

Industry Average

60

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 46    | 42   | 50     | 46          | 52             | 47              | 51               | 42             | 48          | 42          | 50        | 42         | 46         | 56    | 41              | 50                  | 48               | 52      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 46             | 50              | 62                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 272). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents) ^ 2017-19 scores for "Community buildings, halls and toilets"

# Sport and recreation facilities and services

## Performance ratings

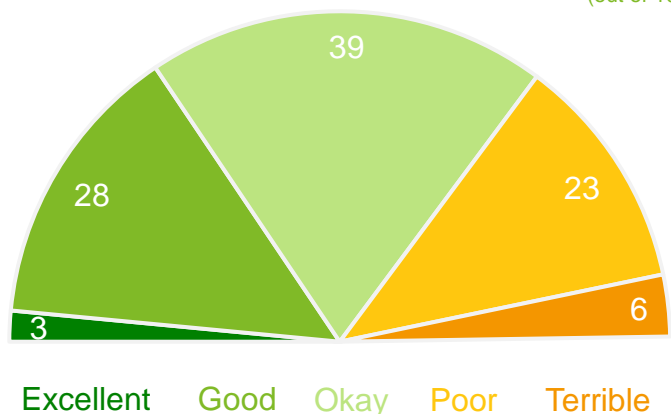
% of respondents

70%

Positive rating\*

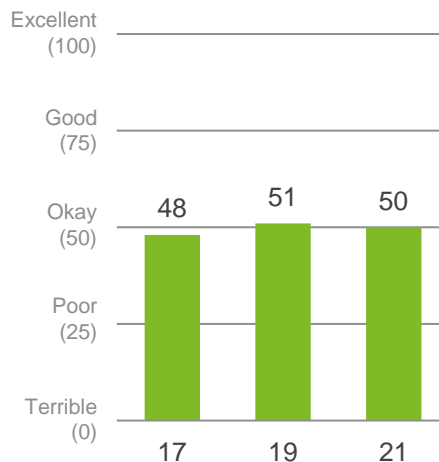
50

Performance Index Score (out of 100)



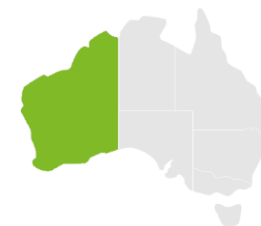
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

50

Industry High

85

Industry Average

66

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 50    | 46   | 54     | 52          | 50             | 46              | 51               | 52             | 49          | 48          | 56        | 56         | 48         | 61    | 49              | 54                  | 51               | 41      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 55             | 60              | 68                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 272). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Playgrounds, parks and reserves

## Performance ratings

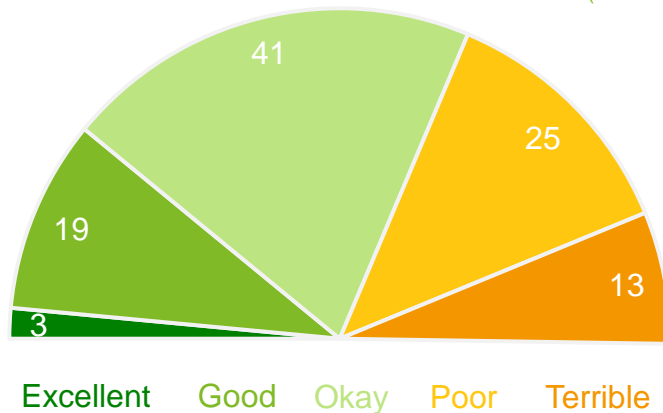
% of respondents

63%

44

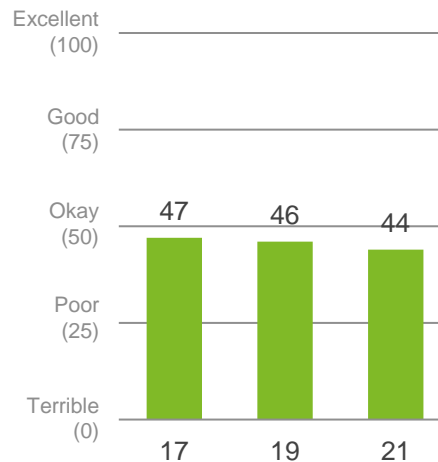
Positive  
rating\*

Performance  
Index Score  
(out of 100)



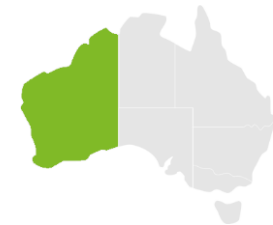
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

44

Industry High

86

Industry Average

68

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 44    | 38   | 49     | 48          | 41             | 36              | 42               | 51             | 37          | 45          | 51        | 43         | 38         | 49    | 41              | 47                  | 47               | 34      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 53             | 58              | 66                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 278). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Library and information services

## Performance ratings

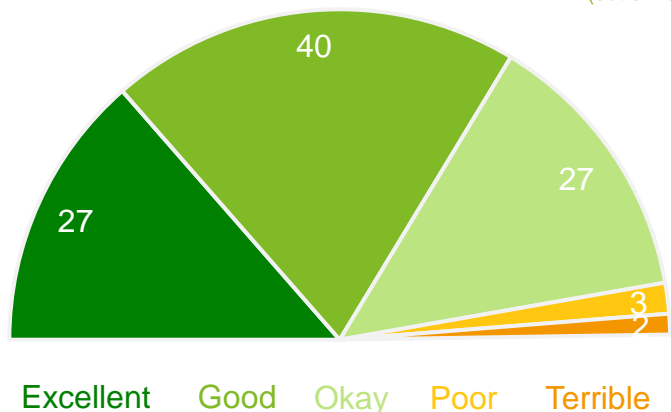
% of respondents

94%

72

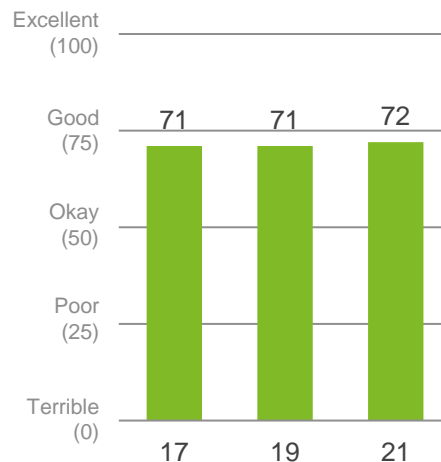
Positive rating\*

Performance Index Score (out of 100)



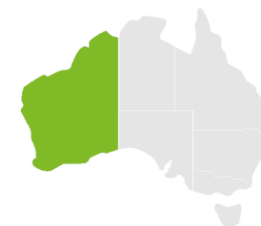
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

72

Industry High

83

Industry Average

72

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 72    | 66   | 79     | 71          | 76             | 75              | 77               | 75             | 77          | 70          | 68        | 71         | 77         | 76    | 72              | 76                  | 75               | 54      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 72             | 79              | 86                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 269). \* Positive Rating = excellent, good + okay

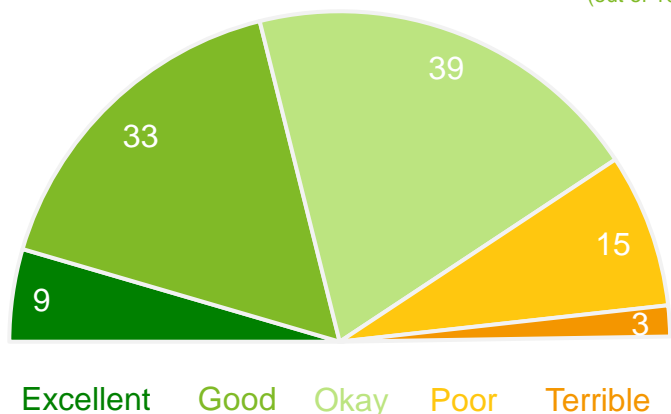
# small base size (<20 respondents)



# Festivals, events, art and cultural activities

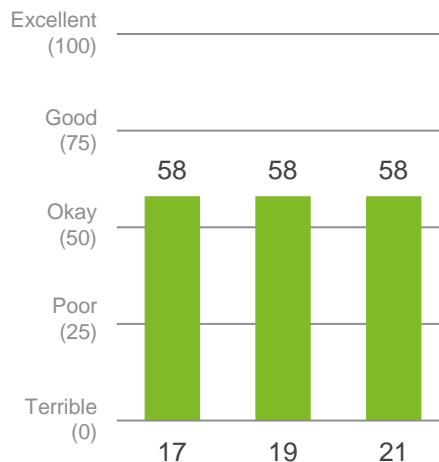
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

58

Industry High

78

Industry Average

64

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 58    | 53   | 62     | 58          | 58             | 60              | 55               | 56             | 59          | 57          | 56        | 60         | 56         | 63    | 56              | 62                  | 62               | 39      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 58             | 63              | 69                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 265). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)



# How local history and heritage is preserved and promoted

## Performance ratings

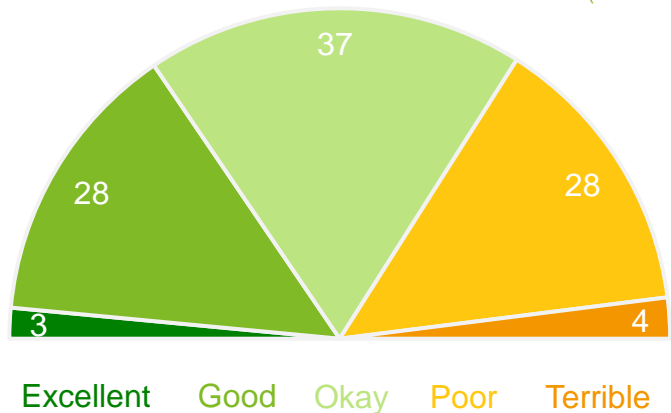
% of respondents

68%

49

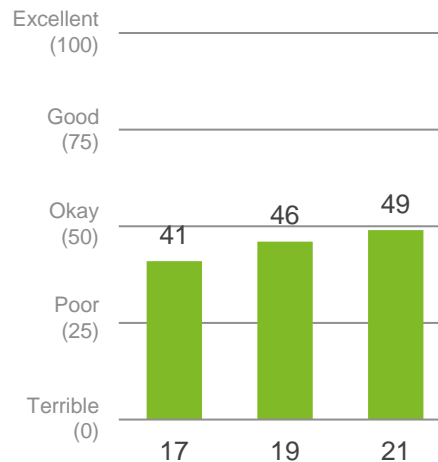
Positive  
rating\*

Performance  
Index Score  
(out of 100)



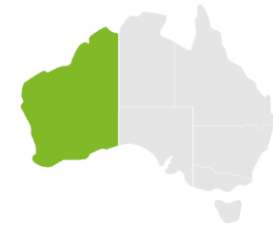
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

49

Industry High

75

Industry Average

59

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 49    | 48   | 51     | 48          | 51             | 51              | 45               | 46             | 54          | 46          | 46        | 41         | 47         | 46    | 46              | 53                  | 49               | 51      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 45             | 45              | 51                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 252). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Animal management

## Performance ratings

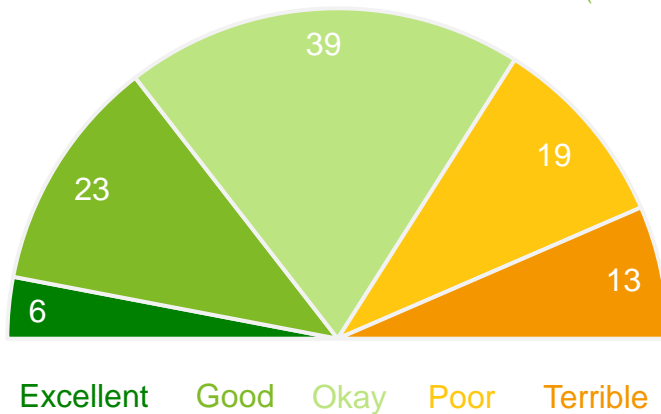
% of respondents

68%

47

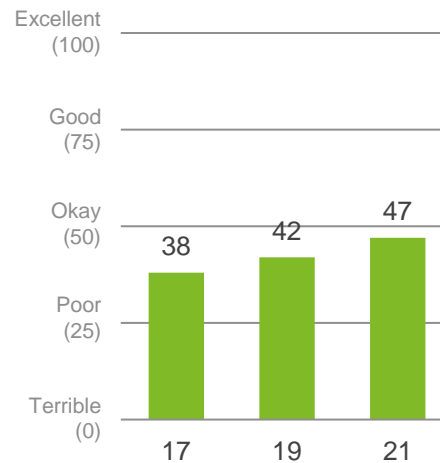
Positive  
rating\*

Performance  
Index Score  
(out of 100)



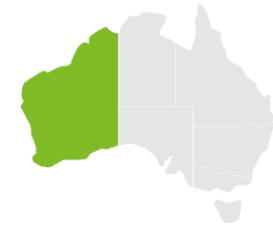
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

47

Industry High

65

Industry Average

56

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 47    | 43   | 51     | 48          | 53             | 47              | 50               | 46             | 55          | 44          | 43        | 55         | 39         | 54    | 51              | 48                  | 48               | 29      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 47             | 51              | 70                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 255). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

Planet

# Efforts to promote and adopt sustainable practices to manage climate change

## Performance ratings

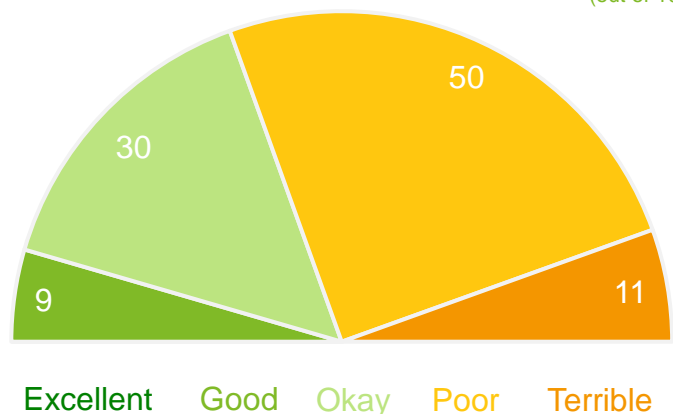
% of respondents

39%

34

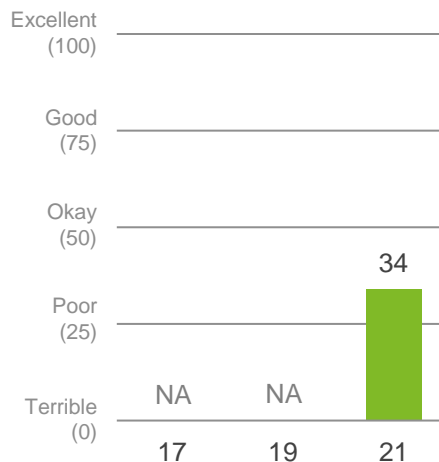
Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

34

Industry High

71

Industry Average

52

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 34    | 34   | 35     | 36          | 33             | 32              | 37               | 35             | 31          | 34          | 41        | 28         | 31         | 45    | 34              | 35                  | 33               | 39      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 38             | 29              | 38                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 216). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Conservation and environmental management

## Performance ratings

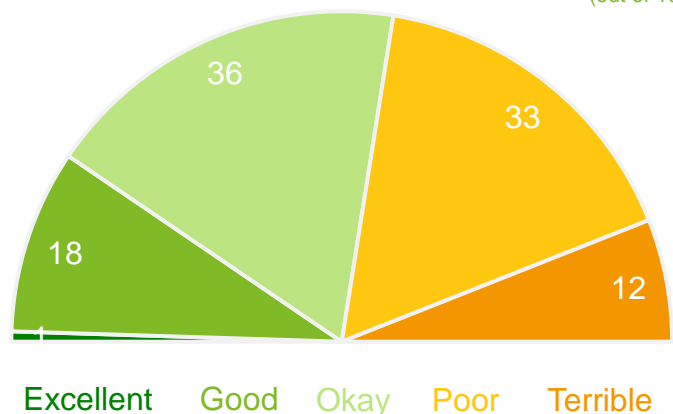
% of respondents

55%

41

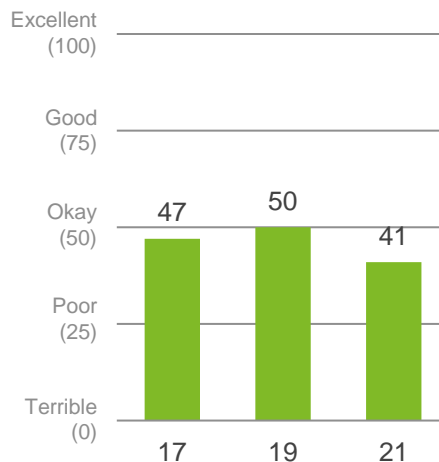
Positive  
rating\*

Performance  
Index Score  
(out of 100)



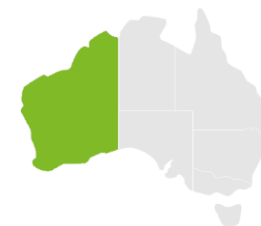
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

41

Industry High

73

Industry Average

57

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 41    | 40   | 42     | 40          | 45             | 45              | 46               | 43             | 42          | 39          | 42        | 44         | 40         | 38    | 41              | 41                  | 38               | 48      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 37             | 41              | 49                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 234). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Waste management services

## Performance ratings

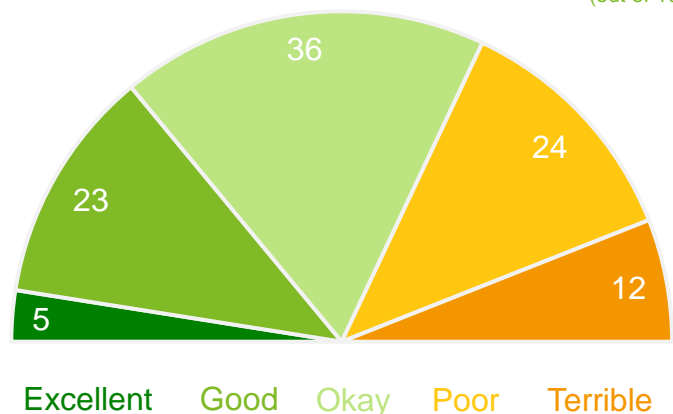
% of respondents

64%

46

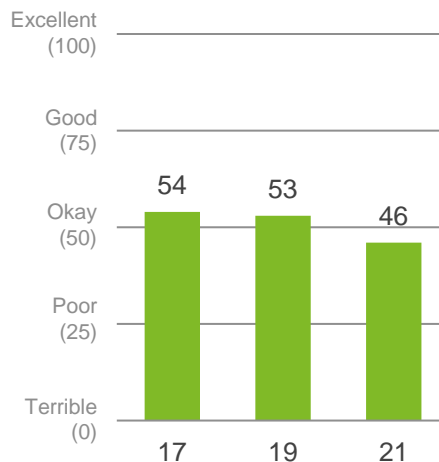
Positive  
rating\*

Performance  
Index Score  
(out of 100)



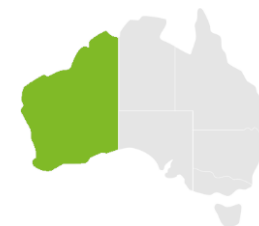
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

46

Industry High

81

Industry Average

66

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 46    | 42   | 50     | 50          | 45             | 46              | 47               | 49             | 46          | 46          | 47        | 44         | 46         | 52    | 45              | 47                  | 45               | 55      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 51             | 53              | 59                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 268). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Natural disaster management

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

## Performance ratings

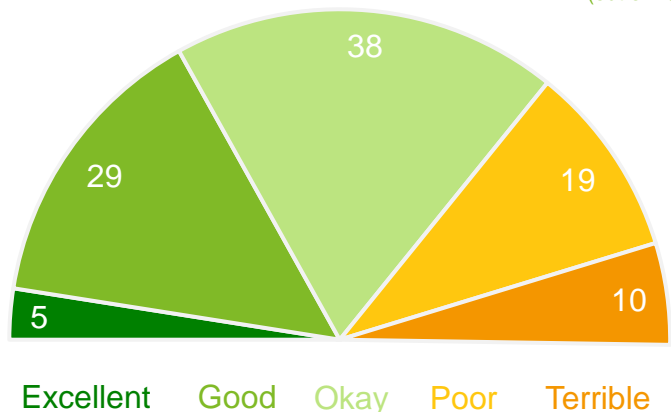
% of respondents

72%

50

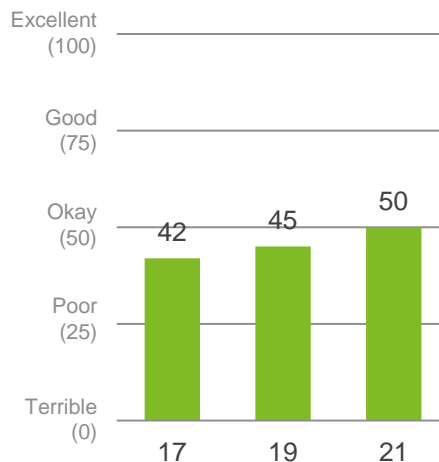
Positive  
rating\*

Performance  
Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

50

Industry High

67

Industry Average

57

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 50    | 50   | 50     | 50          | 53             | 55              | 49               | 44             | 54          | 48          | 49        | 55         | 47         | 59    | 48              | 52                  | 52               | 52      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 50             | 57              | 65                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 225). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

Place



# Managing responsible growth and development

## Performance ratings

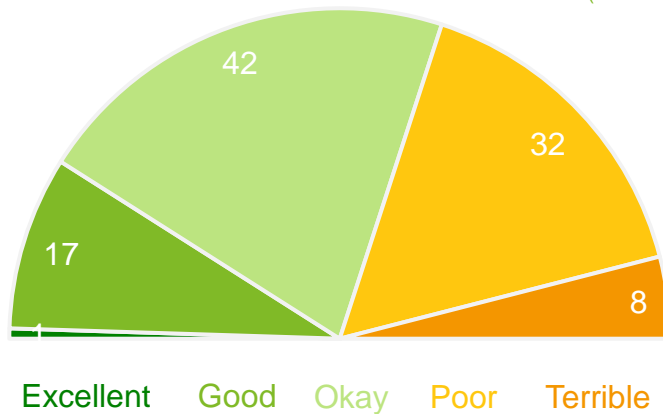
% of respondents

60%

43

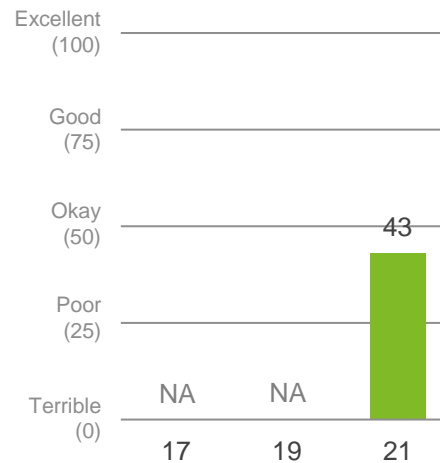
Positive  
rating\*

Performance  
Index Score  
(out of 100)



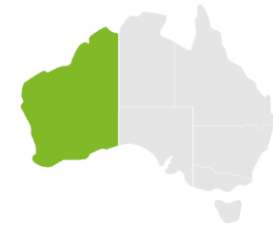
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

43

Industry High

59

Industry Average

49

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 43    | 41   | 44     | 43          | 46             | 43              | 45               | 39             | 46          | 40          | 43        | 42         | 43         | 43    | 39              | 45                  | 47               | 43      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 42             | 46              | 59                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 226). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Maintenance of sealed roads

## Performance ratings

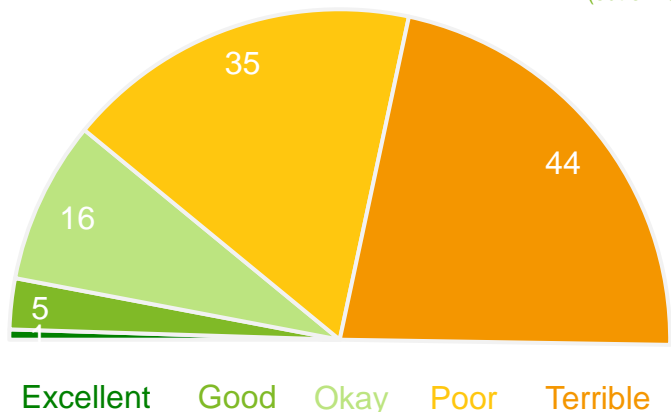
% of respondents

22%

21

Positive  
rating\*

Performance  
Index Score  
(out of 100)



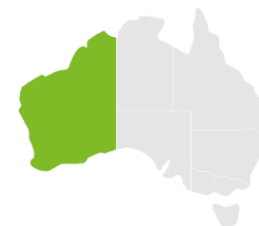
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

21

Industry High

58

Industry Average

45

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 21    | 18   | 23     | 22          | 21             | 24              | 25               | 23             | 19          | 19          | 26        | 22         | 21         | 21    | 16              | 22                  | 21               | 42      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 22             | 29              | 39                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 277). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Maintenance of unsealed roads

## Performance ratings

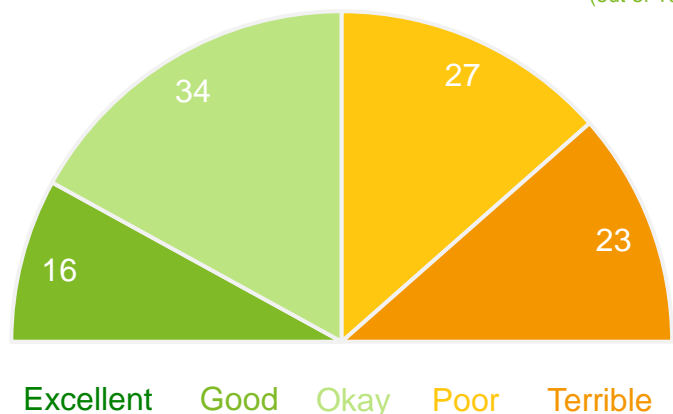
% of respondents

50%

36

Positive  
rating\*

Performance  
Index Score  
(out of 100)



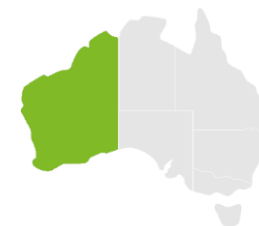
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

36

Industry High

50

Industry Average

43

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 36    | 31   | 41     | 36          | 41             | 38              | 43               | 31             | 41          | 33          | 34        | 38         | 37         | 32    | 33              | 43                  | 32               | 44      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 37             | 43              | 39                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 269). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Footpaths, cycleways and trails

## Performance ratings

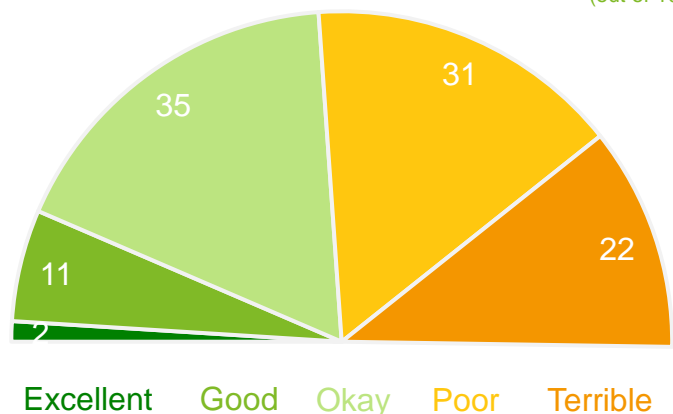
% of respondents

48%

35

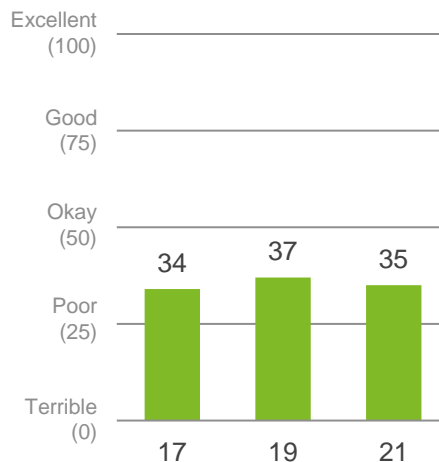
Positive  
rating\*

Performance  
Index Score  
(out of 100)



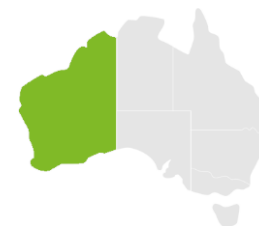
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

35

Industry High

68

Industry Average

52

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 35    | 31   | 38     | 33          | 36             | 37              | 46               | 42             | 38          | 31          | 36        | 34         | 32         | 35    | 31              | 41                  | 36               | 34      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 32             | 38              | 51                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 272). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Streetscapes, trees and verges

## Performance ratings

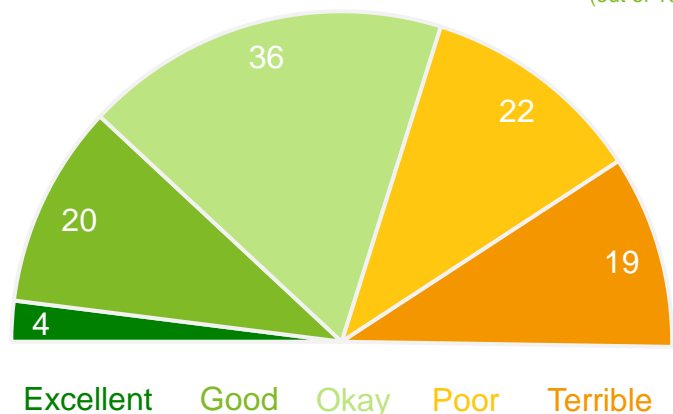
% of respondents

60%

42

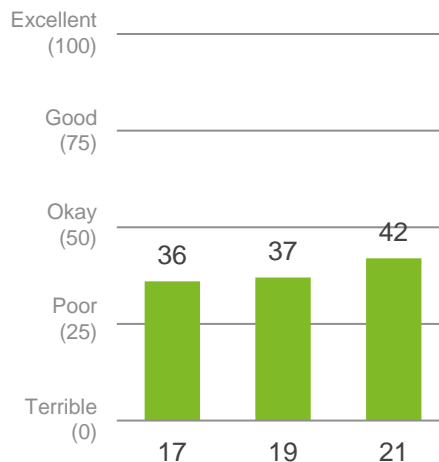
Positive  
rating\*

Performance  
Index Score  
(out of 100)



## Trend Analysis

Performance Index Score^



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

42

Industry High

64

Industry Average

53

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 42    | 37   | 46     | 42          | 44             | 43              | 47               | 47             | 42          | 41          | 43        | 49         | 47         | 41    | 36              | 47                  | 39               | 58      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 41             | 48              | 52                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 276). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents) ^ 2017-19 scores for "Streetscapes"

# Lighting of streets and public places

## Performance ratings

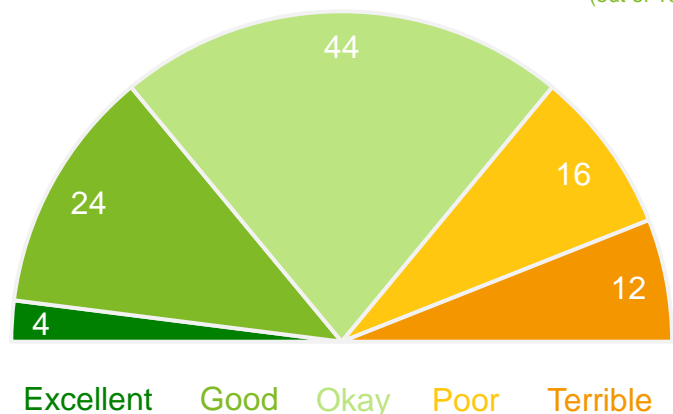
% of respondents

72%

48

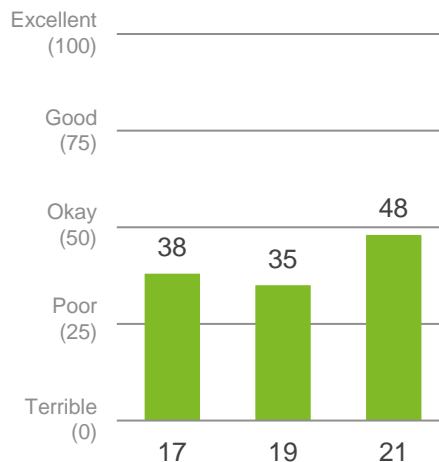
Positive  
rating\*

Performance  
Index Score  
(out of 100)



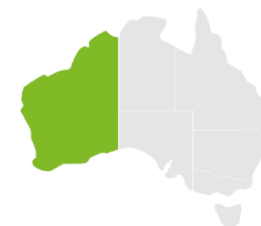
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

48

Industry High

64

Industry Average

55

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 48    | 46   | 49     | 46          | 52             | 53              | 53               | 52             | 51          | 45          | 46        | 60         | 53         | 54    | 44              | 50                  | 48               | 53      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 47             | 55              | 50                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 277). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Storm water drainage

## Performance ratings

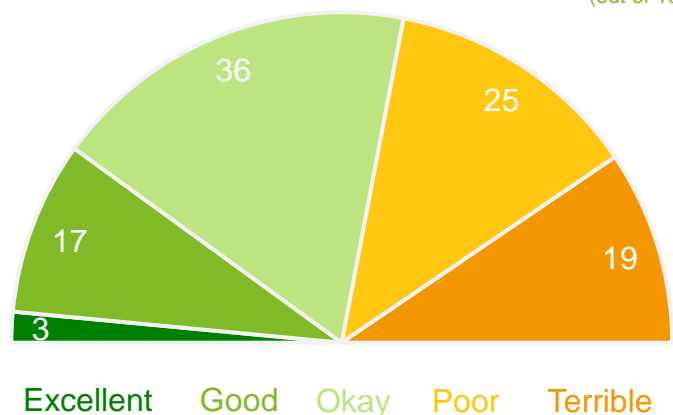
% of respondents

56%

41

Positive  
rating\*

Performance  
Index Score  
(out of 100)



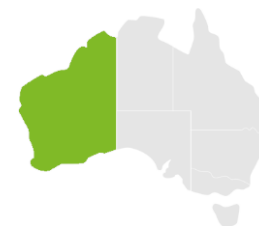
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

41

Industry High

66

Industry Average

49

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 41    | 39   | 42     | 41          | 38             | 46              | 48               | 38             | 45          | 36          | 40        | 46         | 40         | 35    | 35              | 48                  | 39               | 45      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 37             | 44              | 39                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 271). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)



# Marine facilities (boat ramps, jetties, etc)

## Performance ratings

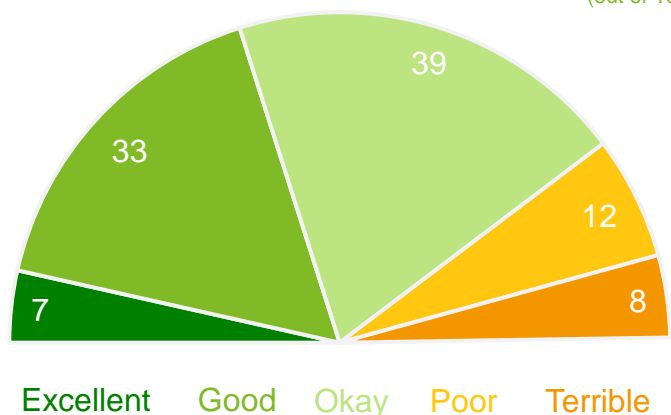
% of respondents

79%

55

Positive  
rating\*

Performance  
Index Score  
(out of 100)



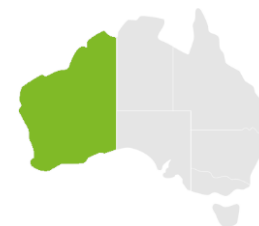
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

55

Industry High

71

Industry Average

60

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 55    | 50   | 60     | 55          | 58             | 55              | 60               | 50             | 61          | 51          | 51        | 66         | 54         | 63    | 55              | 58                  | 53               | 49      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 56             | 59              | 60                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 266). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents) ^ 2017-19 scores for "Boat ramps"



Economy

# Economic development and job creation

## Performance ratings

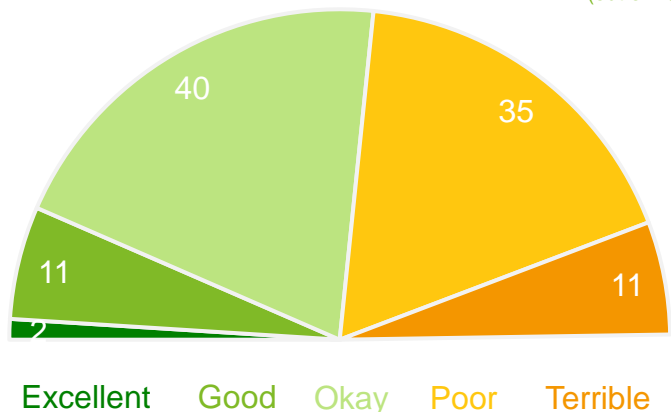
% of respondents

53%

40

Positive  
rating\*

Performance  
Index Score  
(out of 100)



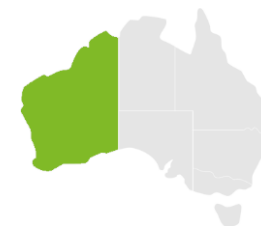
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

40

Industry High

60

Industry Average

44

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 40    | 35   | 44     | 39          | 45             | 42              | 44               | 35             | 45          | 37          | 36        | 40         | 42         | 41    | 36              | 42                  | 42               | 42      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 38             | 46              | 57                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 237). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Place marketing

(how the Shire is promoted as a place to live, work and visit)

## Performance ratings

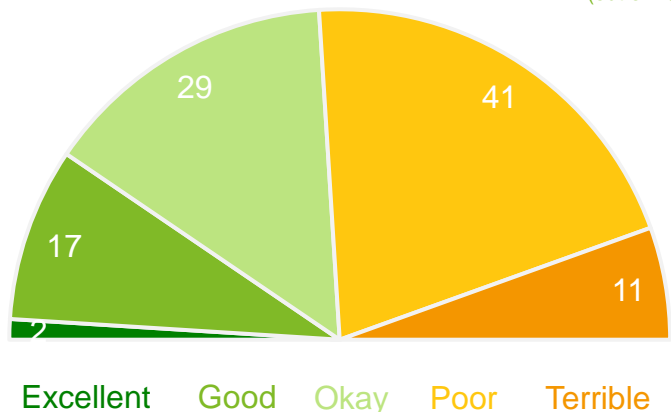
% of respondents

48%

39

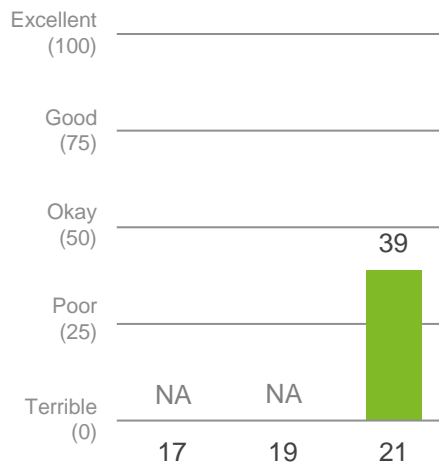
Positive  
rating\*

Performance  
Index Score  
(out of 100)



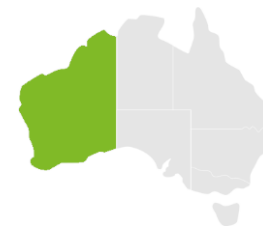
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

39

Industry High

NA

Industry Average

NA

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 39    | 33   | 45     | 40          | 41             | 40              | 45               | 40             | 43          | 36          | 39        | 37         | 39         | 45    | 34              | 45                  | 39               | 45      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 42             | 47              | 62                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 247). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# How Kununurra town centre is being developed

## Performance ratings

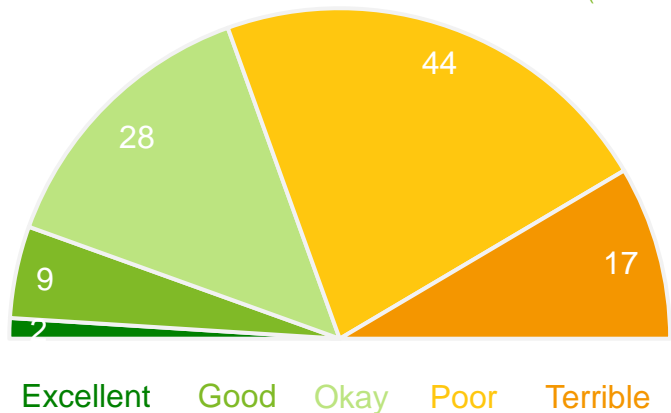
% of respondents

39%

34

Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-East Kimberley

34

Industry High

71^

Industry Average

49^

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham | Local business | Community group | Shire EMs / employees |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|----------------|-----------------|-----------------------|
| 34    | 28   | 40     | 34          | 39             | 37              | 37               | 32             | 36          | 31          | 35        | 33         | 41         | 33    | 29              | 34                  | 34               | 66      | 32             | 38              | 47                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 254). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents) ^ Industry standard scores for "How the CITY / TOWN centre is being developed"

# How Wyndham is being developed

## Performance ratings

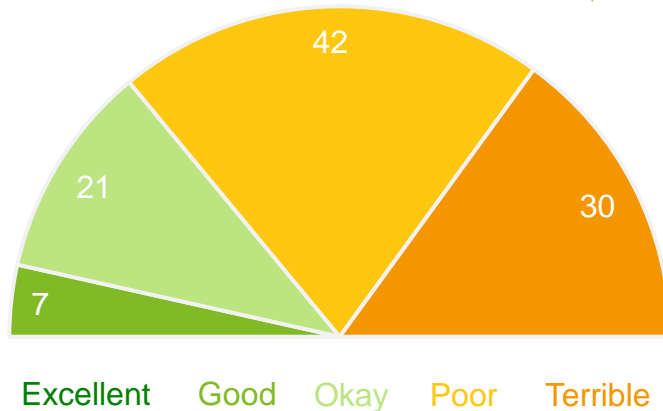
% of respondents

28%

26

Positive  
rating\*

Performance  
Index Score  
(out of 100)



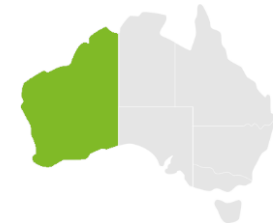
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

26

Industry High

71<sup>^</sup>

Industry Average

49<sup>^</sup>

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 26    | 25   | 28     | 25          | 27             | 27              | 23               | 29             | 30          | 22          | 27        | 34         | 30         | 30    | 28              | 25                  | 28               | 18      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 29             | 35              | 46                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 210). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents) ^ Industry standard scores for "How the CITY / TOWN centre is being developed"

# Access to goods and services

## Performance ratings

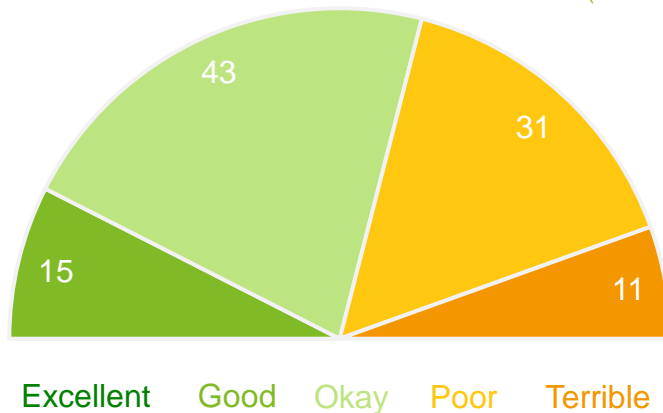
% of respondents

58%

41

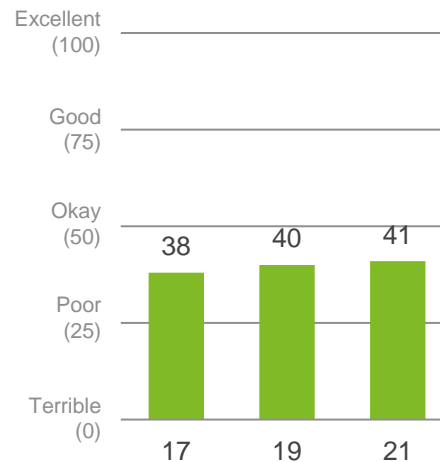
Positive  
rating\*

Performance  
Index Score  
(out of 100)



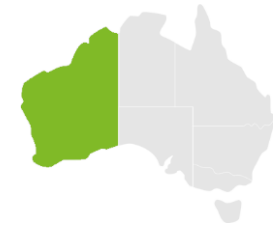
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

41

Industry High

58

Industry Average

48

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 41    | 39   | 43     | 42          | 42             | 41              | 44               | 39             | 42          | 39          | 43        | 39         | 40         | 41    | 39              | 44                  | 40               | 42      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 40             | 49              | 50                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 263). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Access to telecommunications and internet services

## Performance ratings

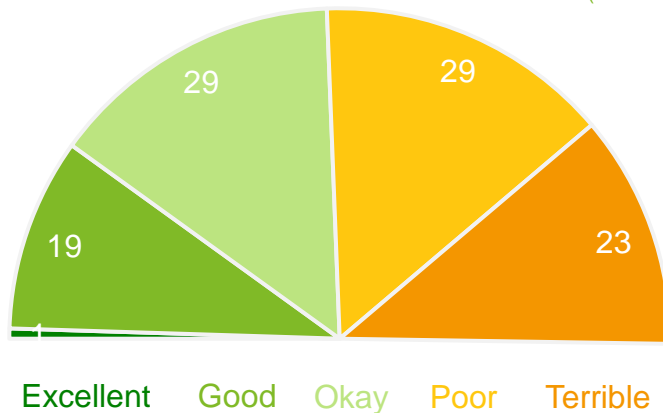
% of respondents

49%

37

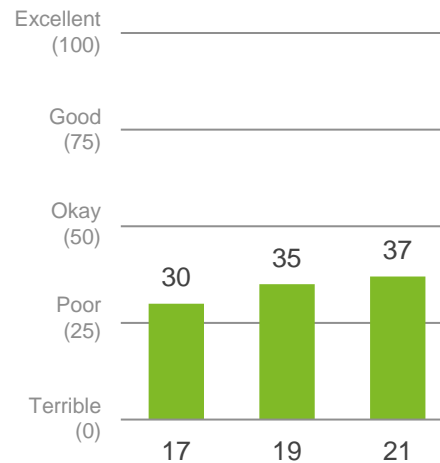
Positive  
rating\*

Performance  
Index Score  
(out of 100)



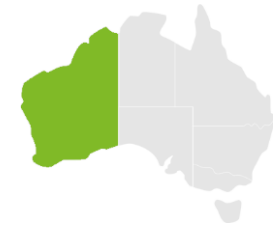
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

37

Industry High

59

Industry Average

52

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 37    | 34   | 39     | 36          | 40             | 40              | 44               | 27             | 43          | 34          | 31        | 55         | 46         | 38    | 40              | 43                  | 24               | 37      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 29             | 35              | 44                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 270). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Access to education and training opportunities

## Performance ratings

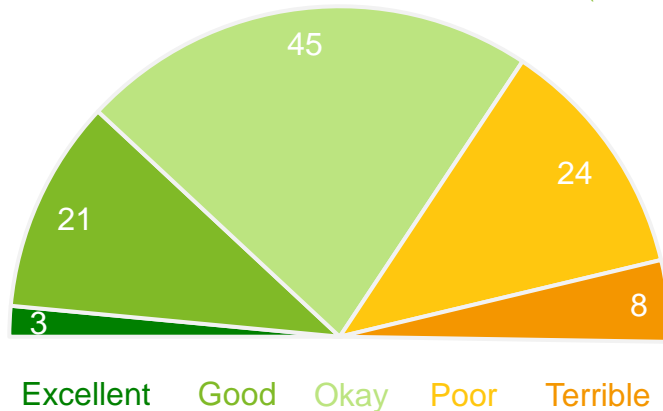
% of respondents

69%

47

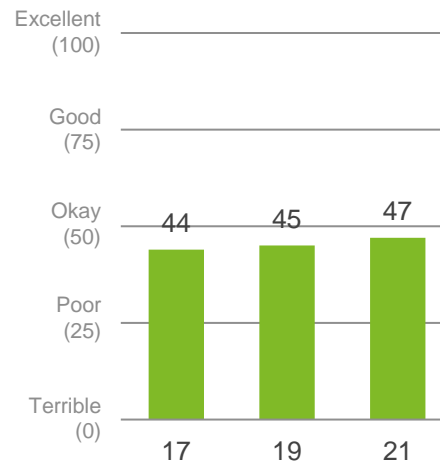
Positive  
rating\*

Performance  
Index Score  
(out of 100)



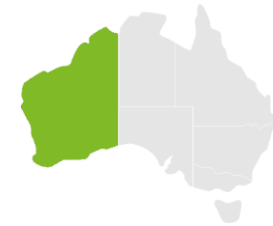
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

47

Industry High

61

Industry Average

50

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 47    | 43   | 51     | 46          | 51             | 49              | 51               | 47             | 48          | 45          | 47        | 46         | 42         | 43    | 45              | 52                  | 49               | 34      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 44             | 50              | 54                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 265). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)



# Airport facilities and services

## Performance ratings

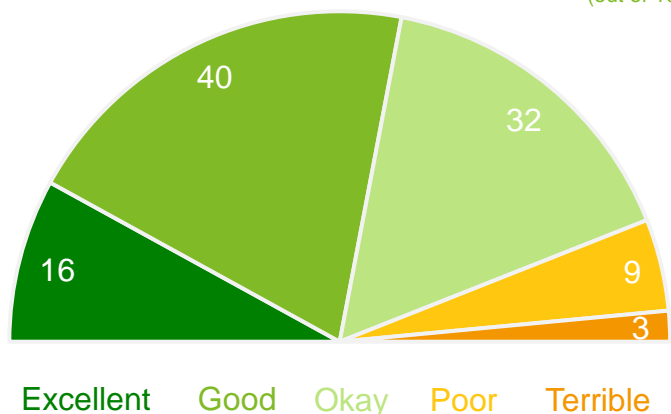
% of respondents

88%

64

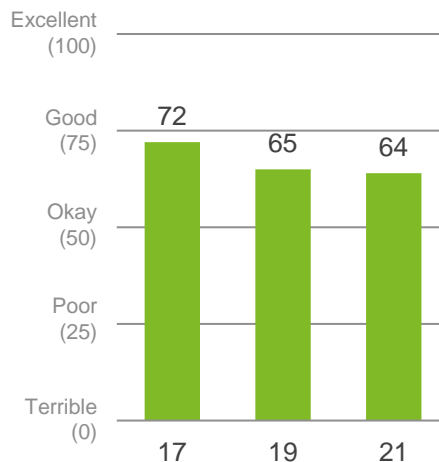
Positive  
rating\*

Performance  
Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



Shire of Wyndham-  
East Kimberley

64

Industry High

64

Industry Average

55

## Variances across the community

Performance Index Score

### Local resident variances

| Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham |
|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|
| 64    | 60   | 68     | 63          | 69             | 69              | 66               | 60             | 68          | 62          | 61        | 68         | 64         | 65    | 62              | 71                  | 64               | 57      |

### Other groups

| Local business | Community group | Shire EMs / employees |
|----------------|-----------------|-----------------------|
| 63             | 68              | 82                    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 274). \* Positive Rating = excellent, good + okay

# small base size (<20 respondents)

# Overview of Community Variances

# Summary of community variances

Overall, governance, community development and wellbeing

## Local resident variances

## Other groups

|                                    | Total | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra: Town | Kununurra: Lakeside | Kununurra: Other | Wyndham | Local business | Community group | Shire EMs / employees |
|------------------------------------|-------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------------|-------|-----------------|---------------------|------------------|---------|----------------|-----------------|-----------------------|
| Place to live                      | 63    | 59   | 67     | 65          | 65             | 65              | 63               | 59             | 63          | 63          | 64        | 62         | 65         | 57    | 60              | 66                  | 67               | 58      | 66             | 70              | 76                    |
| Place to own or operate a business | 50    | 48   | 53     | 53          | 49             | 48              | 45               | 48             | 49          | 51          | 49        | 40         | 44         | 54    | 47              | 53                  | 54               | 45      | 58             | 53              | 60                    |
| Place to visit                     | 76    | 72   | 80     | 77          | 75             | 76              | 75               | 75             | 77          | 76          | 74        | 73         | 67         | 82    | 72              | 83                  | 77               | 69      | 78             | 80              | 87                    |
| Governing organisation             | 49    | 43   | 55     | 51          | 47             | 47              | 57               | 47             | 49          | 49          | 51        | 47         | 48         | 57    | 46              | 54                  | 51               | 44      | 52             | 57              | 75                    |
| Value for money from rates         | 28    | 23   | 33     | 32          | 22             | 23              | 36               | 28             | 25          | 28          | 34        | 19         | 28         | 37    | 26              | 30                  | 32               | 24      | 33             | 34              | 56                    |
| Leadership                         | 51    | 45   | 58     | 52          | 53             | 52              | 53               | 46             | 55          | 50          | 49        | 48         | 47         | 54    | 46              | 57                  | 54               | 54      | 56             | 58              | 74                    |
| Advocacy & lobbying                | 47    | 43   | 51     | 49          | 48             | 46              | 47               | 43             | 48          | 46          | 49        | 47         | 42         | 62    | 44              | 55                  | 48               | 43      | 55             | 55              | 69                    |
| Consultation                       | 41    | 39   | 45     | 42          | 41             | 41              | 44               | 40             | 41          | 41          | 44        | 43         | 33         | 48    | 38              | 46                  | 42               | 42      | 45             | 50              | 66                    |
| Informing the community            | 46    | 41   | 51     | 47          | 50             | 43              | 49               | 43             | 47          | 46          | 44        | 47         | 45         | 47    | 41              | 52                  | 47               | 50      | 49             | 53              | 68                    |
| Embracing innovation               | 46    | 38   | 54     | 46          | 46             | 44              | 51               | 52             | 45          | 47          | 46        | 44         | 49         | 49    | 40              | 52                  | 50               | 45      | 54             | 53              | 65                    |
| Customer service                   | 54    | 48   | 60     | 54          | 53             | 57              | 57               | 52             | 58          | 53          | 49        | 56         | 55         | 56    | 52              | 57                  | 53               | 55      | 54             | 59              | 73                    |
| Youth services                     | 35    | 31   | 39     | 37          | 34             | 29              | 35               | 42             | 30          | 36          | 40        | 33         | 27         | 27    | 31              | 33                  | 41               | 39      | 43             | 44              | 60                    |
| Families and children services     | 34    | 31   | 37     | 36          | 27             | 29              | 40               | 43             | 29          | 33          | 42        | 28         | 28         | 37    | 32              | 29                  | 38               | 48      | 38             | 39              | 42                    |
| Seniors services                   | 40    | 39   | 42     | 36          | 47             | 49              | 39               | 42             | 44          | 39          | 37        | 33         | 37         | 32    | 34              | 43                  | 42               | 48      | 43             | 39              | 56                    |
| Disability access                  | 40    | 40   | 40     | 38          | 40             | 37              | 43               | 44             | 39          | 42          | 37        | 18         | 30         | 42    | 37              | 46                  | 38               | 36      | 42             | 40              | 49                    |
| Aboriginal recognition and respect | 62    | 61   | 64     | 60          | 68             | 64              | 63               | 58             | 71          | 59          | 53        | 63         | 64         | 59    | 59              | 68                  | 59               | 66      | 62             | 57              | 68                    |
| Community groups support           | 53    | 49   | 58     | 54          | 52             | 55              | 62               | 53             | 54          | 54          | 51        | 58         | 52         | 59    | 48              | 60                  | 55               | 51      | 56             | 57              | 73                    |
| Community grants access            | 55    | 48   | 61     | 57          | 54             | 55              | 61               | 44             | 58          | 53          | 53        | 60         | 57         | 60    | 53              | 59                  | 55               | 51      | 57             | 63              | 78                    |
| Safety and crime prevention        | 23    | 20   | 27     | 22          | 25             | 26              | 33               | 24             | 25          | 21          | 25        | 27         | 27         | 20    | 22              | 24                  | 22               | 32      | 23             | 30              | 41                    |
| Access to housing                  | 40    | 38   | 42     | 38          | 43             | 44              | 48               | 40             | 40          | 40          | 42        | 47         | 40         | 49    | 33              | 45                  | 43               | 50      | 42             | 41              | 47                    |
| Health services                    | 50    | 47   | 53     | 48          | 54             | 52              | 55               | 48             | 50          | 50          | 50        | 42         | 51         | 57    | 47              | 52                  | 50               | 57      | 52             | 52              | 57                    |
| Buildings, halls & toilets         | 46    | 42   | 50     | 46          | 52             | 47              | 51               | 42             | 48          | 42          | 50        | 42         | 46         | 56    | 41              | 50                  | 48               | 52      | 46             | 50              | 62                    |
| Sport & recreation                 | 50    | 46   | 54     | 52          | 50             | 46              | 51               | 52             | 49          | 48          | 56        | 56         | 48         | 61    | 49              | 54                  | 51               | 41      | 55             | 60              | 68                    |
| Playgrounds, parks & reserves      | 44    | 38   | 49     | 48          | 41             | 36              | 42               | 51             | 37          | 45          | 51        | 43         | 38         | 49    | 41              | 47                  | 47               | 34      | 53             | 58              | 66                    |
| Library & information              | 72    | 66   | 79     | 71          | 76             | 75              | 77               | 75             | 77          | 70          | 68        | 71         | 77         | 76    | 72              | 76                  | 75               | 54      | 72             | 79              | 86                    |
| Festivals, events & culture        | 58    | 53   | 62     | 58          | 58             | 60              | 55               | 56             | 59          | 57          | 56        | 60         | 56         | 63    | 56              | 62                  | 62               | 39      | 58             | 63              | 69                    |
| History & heritage                 | 49    | 48   | 51     | 48          | 51             | 51              | 45               | 46             | 54          | 46          | 46        | 41         | 47         | 46    | 46              | 53                  | 49               | 51      | 45             | 45              | 51                    |
| Animal management                  | 47    | 43   | 51     | 48          | 53             | 47              | 50               | 46             | 55          | 44          | 43        | 55         | 39         | 54    | 51              | 48                  | 48               | 29      | 47             | 51              | 70                    |

# Summary of community variances

## Planet, place and economy

### Local resident variances

### Other groups

|                                   | Total | Male | Female | No children | Have child<br>0-5 | Have child<br>6-12 | Have child<br>13-17 | Have child<br>18+ | 14-34 years | 35-54 years | 55+ years | Disability | Indigenous | LOTE# | Kununurra:<br>Town | Kununurra:<br>Lakeside | Kununurra:<br>Other | Wyndham | Local<br>business | Community<br>group | Shire EMs /<br>employees |
|-----------------------------------|-------|------|--------|-------------|-------------------|--------------------|---------------------|-------------------|-------------|-------------|-----------|------------|------------|-------|--------------------|------------------------|---------------------|---------|-------------------|--------------------|--------------------------|
| Sustainability and climate change | 34    | 34   | 35     | 36          | 33                | 32                 | 37                  | 35                | 31          | 34          | 41        | 28         | 31         | 45    | 34                 | 35                     | 33                  | 39      | 38                | 29                 | 38                       |
| Conservation & environment        | 41    | 40   | 42     | 40          | 45                | 45                 | 46                  | 43                | 42          | 39          | 42        | 44         | 40         | 38    | 41                 | 41                     | 38                  | 48      | 37                | 41                 | 49                       |
| Waste collections                 | 46    | 42   | 50     | 50          | 45                | 46                 | 47                  | 49                | 46          | 46          | 47        | 44         | 46         | 52    | 45                 | 47                     | 45                  | 55      | 51                | 53                 | 59                       |
| Natural disaster prevention       | 50    | 50   | 50     | 50          | 53                | 55                 | 49                  | 44                | 54          | 48          | 49        | 55         | 47         | 59    | 48                 | 52                     | 52                  | 52      | 50                | 57                 | 65                       |
| Growth and development            | 43    | 41   | 44     | 43          | 46                | 43                 | 45                  | 39                | 46          | 40          | 43        | 42         | 43         | 43    | 39                 | 45                     | 47                  | 43      | 42                | 46                 | 59                       |
| Sealed roads                      | 21    | 18   | 23     | 22          | 21                | 24                 | 25                  | 23                | 19          | 19          | 26        | 22         | 21         | 21    | 16                 | 22                     | 21                  | 42      | 22                | 29                 | 39                       |
| Unsealed roads                    | 36    | 31   | 41     | 36          | 41                | 38                 | 43                  | 31                | 41          | 33          | 34        | 38         | 37         | 32    | 33                 | 43                     | 32                  | 44      | 37                | 43                 | 39                       |
| Footpaths, cycleways & trails     | 35    | 31   | 38     | 33          | 36                | 37                 | 46                  | 42                | 38          | 31          | 36        | 34         | 32         | 35    | 31                 | 41                     | 36                  | 34      | 32                | 38                 | 51                       |
| Streetscapes                      | 42    | 37   | 46     | 42          | 44                | 43                 | 47                  | 47                | 42          | 41          | 43        | 49         | 47         | 41    | 36                 | 47                     | 39                  | 58      | 41                | 48                 | 52                       |
| Street lighting                   | 48    | 46   | 49     | 46          | 52                | 53                 | 53                  | 52                | 51          | 45          | 46        | 60         | 53         | 54    | 44                 | 50                     | 48                  | 53      | 47                | 55                 | 50                       |
| Storm water drainage              | 41    | 39   | 42     | 41          | 38                | 46                 | 48                  | 38                | 45          | 36          | 40        | 46         | 40         | 35    | 35                 | 48                     | 39                  | 45      | 37                | 44                 | 39                       |
| Marine facilities                 | 55    | 50   | 60     | 55          | 58                | 55                 | 60                  | 50                | 61          | 51          | 51        | 66         | 54         | 63    | 55                 | 58                     | 53                  | 49      | 56                | 59                 | 60                       |
| Economic development              | 40    | 35   | 44     | 39          | 45                | 42                 | 44                  | 35                | 45          | 37          | 36        | 40         | 42         | 41    | 36                 | 42                     | 42                  | 42      | 38                | 46                 | 57                       |
| Place marketing                   | 39    | 33   | 45     | 40          | 41                | 40                 | 45                  | 40                | 43          | 36          | 39        | 37         | 39         | 45    | 34                 | 45                     | 39                  | 45      | 42                | 47                 | 62                       |
| Kununurra town centre             | 34    | 28   | 40     | 34          | 39                | 37                 | 37                  | 32                | 36          | 31          | 35        | 33         | 41         | 33    | 29                 | 34                     | 34                  | 66      | 32                | 38                 | 47                       |
| Wyndham town centre               | 26    | 25   | 28     | 25          | 27                | 27                 | 23                  | 29                | 30          | 22          | 27        | 34         | 30         | 30    | 28                 | 25                     | 28                  | 18      | 29                | 35                 | 46                       |
| Goods & services                  | 41    | 39   | 43     | 42          | 42                | 41                 | 44                  | 39                | 42          | 39          | 43        | 39         | 40         | 41    | 39                 | 44                     | 40                  | 42      | 40                | 49                 | 50                       |
| Telecommunications & internet     | 37    | 34   | 39     | 36          | 40                | 40                 | 44                  | 27                | 43          | 34          | 31        | 55         | 46         | 38    | 40                 | 43                     | 24                  | 37      | 29                | 35                 | 44                       |
| Education & training              | 47    | 43   | 51     | 46          | 51                | 49                 | 51                  | 47                | 48          | 45          | 47        | 46         | 42         | 43    | 45                 | 52                     | 49                  | 34      | 44                | 50                 | 54                       |
| Airport                           | 64    | 60   | 68     | 63          | 69                | 69                 | 66                  | 60                | 68          | 62          | 61        | 68         | 64         | 65    | 62                 | 71                     | 64                  | 57      | 63                | 68                 | 82                       |

## Appendix

# MARKYT Priorities Windows

Businesses, community groups,  
Shire Elected Members and employees

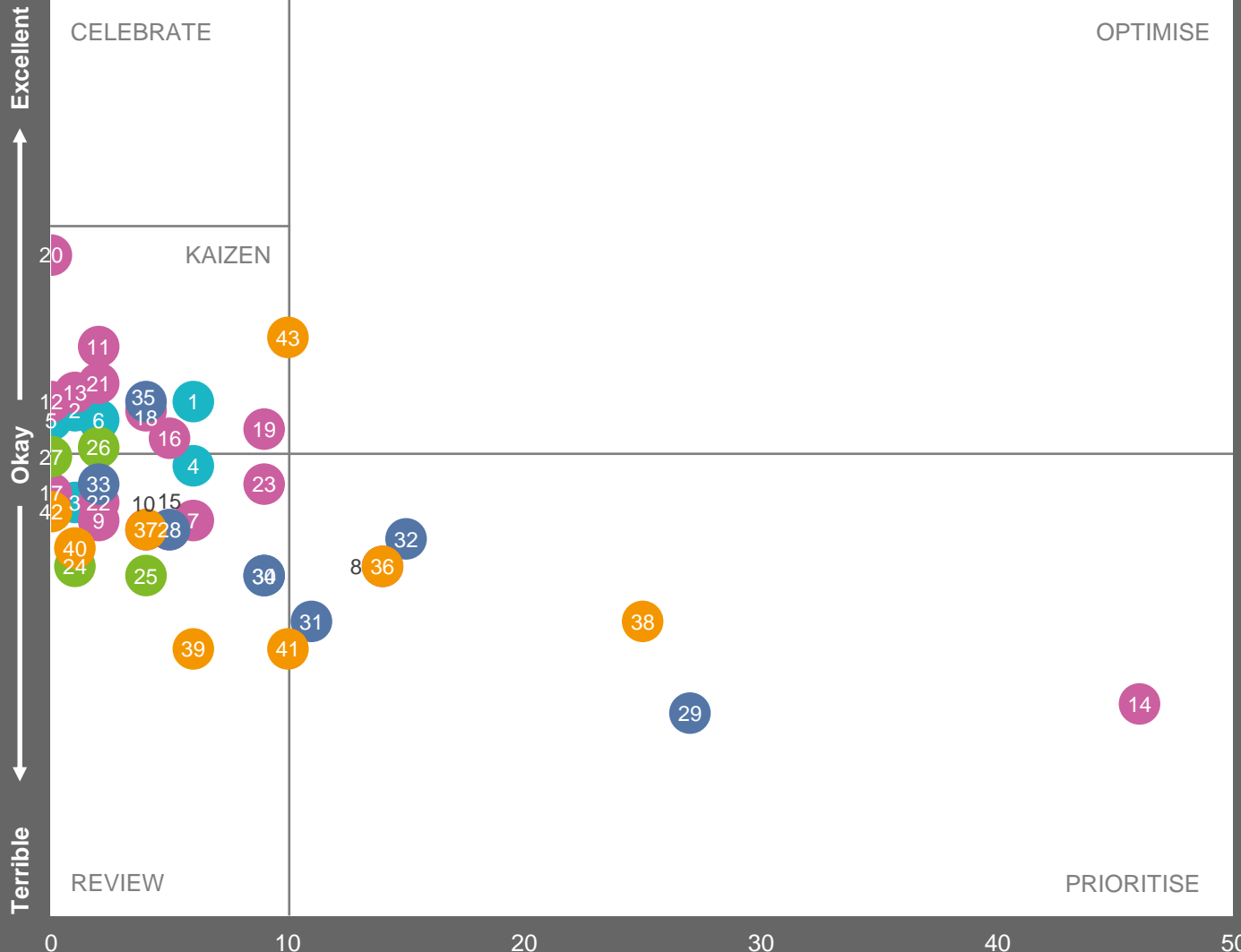
# MARKYT Community Priorities

Base: Local business owners and managers

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Leadership
- 2 Advocacy & lobbying
- 3 Consultation
- 4 Informing the community
- 5 Embracing innovation
- 6 Customer service
- 7 Youth services
- 8 Families and children services
- 9 Seniors services
- 10 Disability access
- 11 Aboriginal recognition and respect
- 12 Community groups support
- 13 Community grants access
- 14 Safety and crime prevention
- 15 Access to housing
- 16 Health services
- 17 Buildings, halls & toilets
- 18 Sport & recreation
- 19 Playgrounds, parks & reserves
- 20 Library & information
- 21 Festivals, events & culture
- 22 History & heritage
- 23 Animal management
- 24 Sustainability and climate change
- 25 Conservation & environment
- 26 Waste collections
- 27 Natural disaster prevention
- 28 Managing growth and development
- 29 Sealed roads
- 30 Unsealed roads
- 31 Footpaths, cycleways & trails
- 32 Streetscapes
- 33 Street lighting
- 34 Storm water drainage
- 35 Marine facilities
- 36 Economic development
- 37 Place marketing
- 38 Kununurra town centre
- 39 Wyndham town centre
- 40 Goods & services
- 41 Telecommunications & internet
- 42 Education & training
- 43 Airport services

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 81)

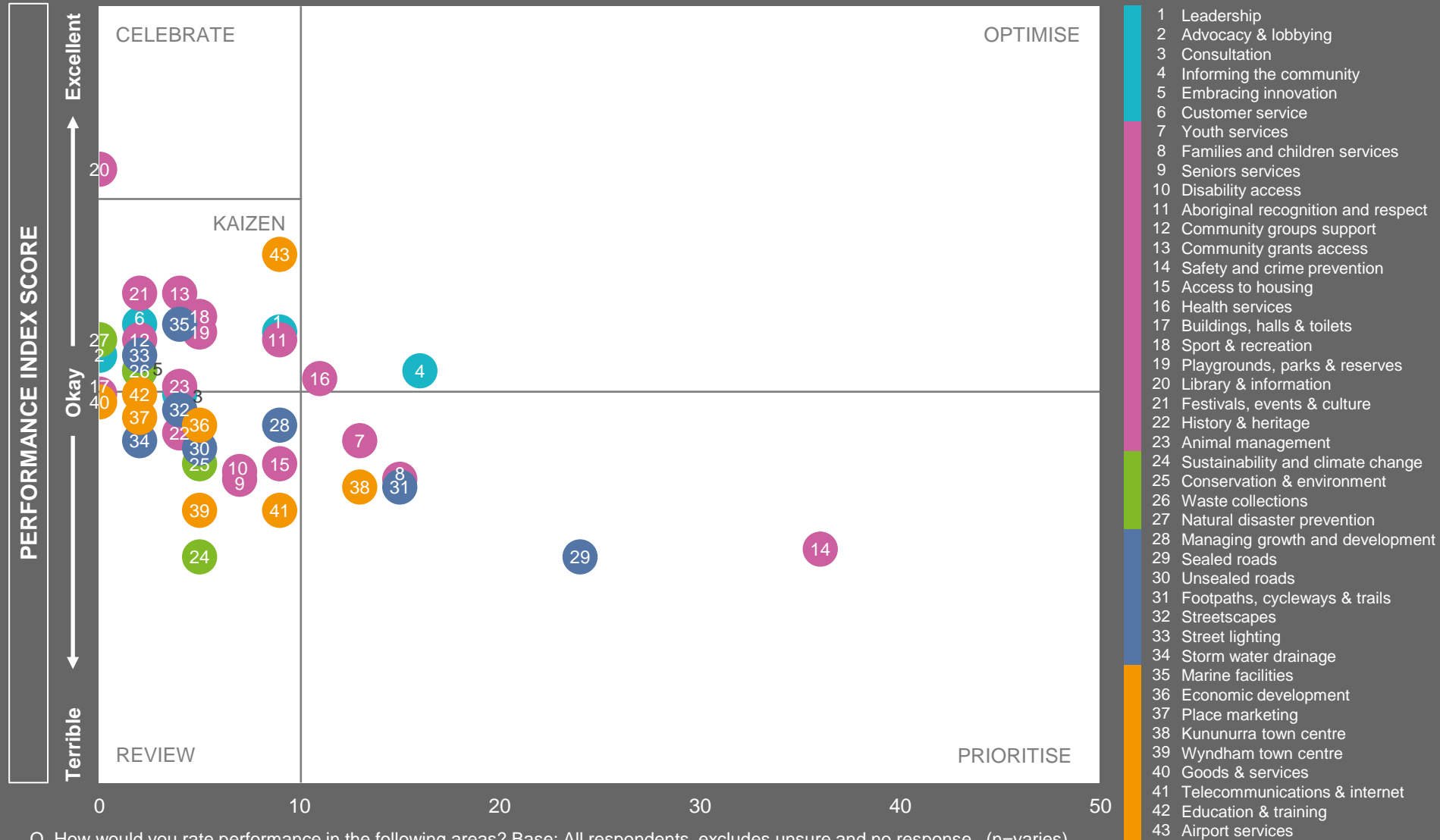
# MARKYT Community Priorities

Base: Manager or committee member of a local community organisation, club or group

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 55)

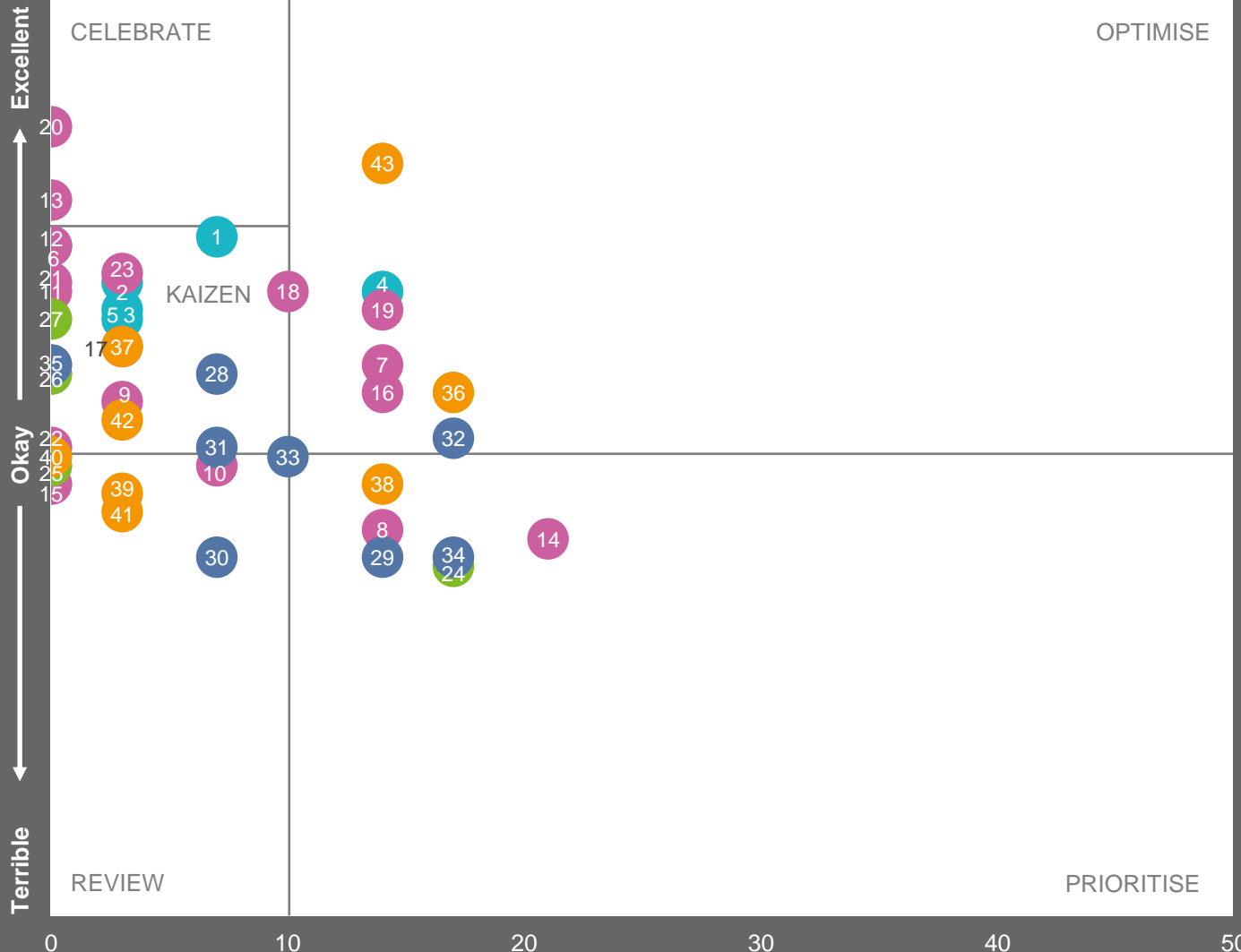
# MARKYT Community Priorities

Base: Shire elected members and employees

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Leadership
- 2 Advocacy & lobbying
- 3 Consultation
- 4 Informing the community
- 5 Embracing innovation
- 6 Customer service
- 7 Youth services
- 8 Families and children services
- 9 Seniors services
- 10 Disability access
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- 37 Place marketing
- 38 Kununurra town centre
- 39 Wyndham town centre
- 40 Goods & services
- 41 Telecommunications & internet
- 42 Education & training
- 43 Airport services

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 29)





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

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9226 5674

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

ABN 20 108 620 855

MARKYT 