



MARKYT Community Scorecard ©

Prepared for: Shire of Wyndham East Kimberley

Prepared by: Catalyse Pty Ltd

May 2017

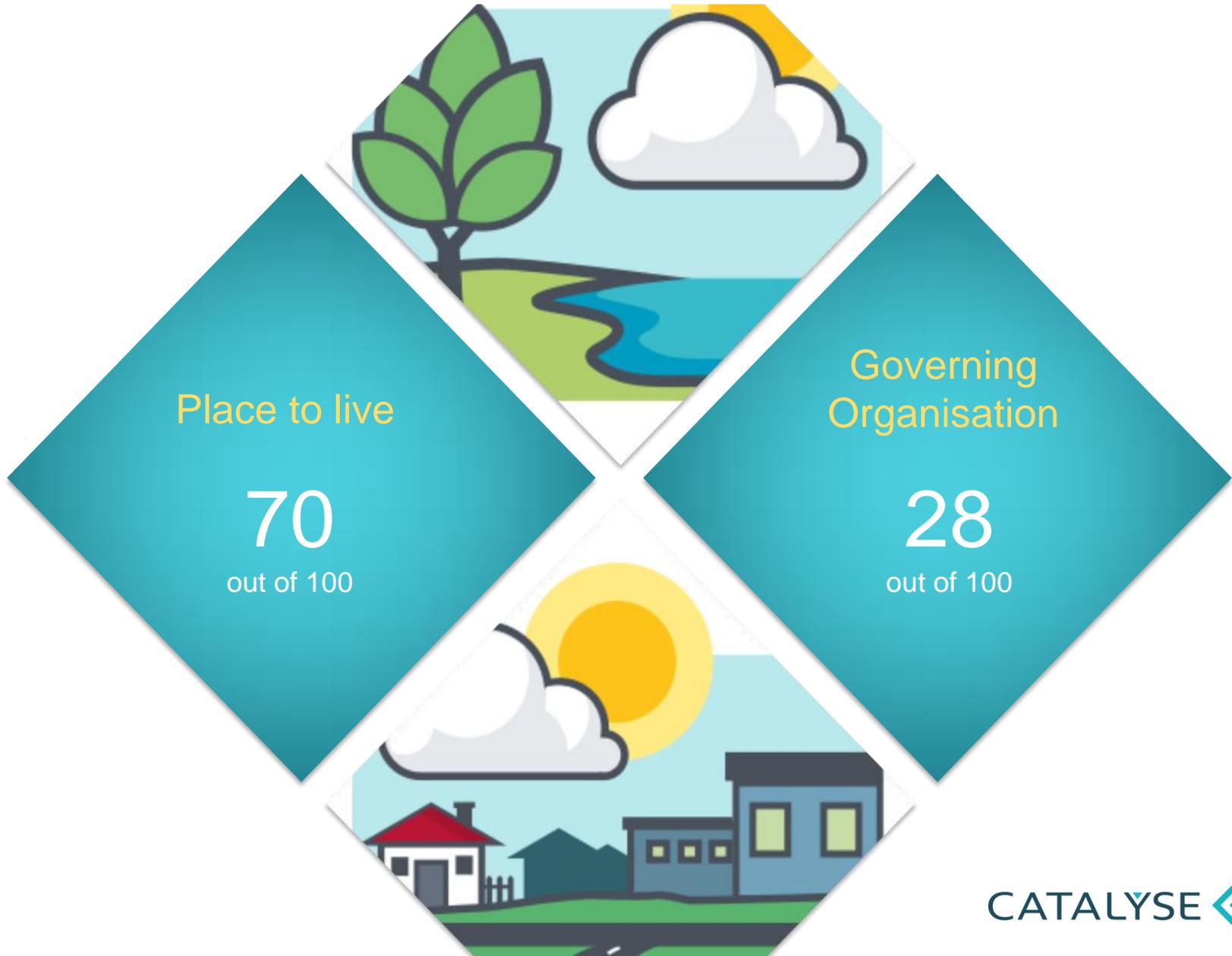
© Copyright CATALYSE® Pty Ltd 2017

CATALYSE 

Contents

Strategic Insights	3
The study	10
Overall performance	14
Governance and communications	17
Economic development	30
Community development	36
Built environment	53
Natural environment	67
Community Priorities	73
Overview of community variances	84
Overview of variances between general community and SWEK employees	87
Moving forward	90

Strategic Insights



Overall Performance | industry comparisons

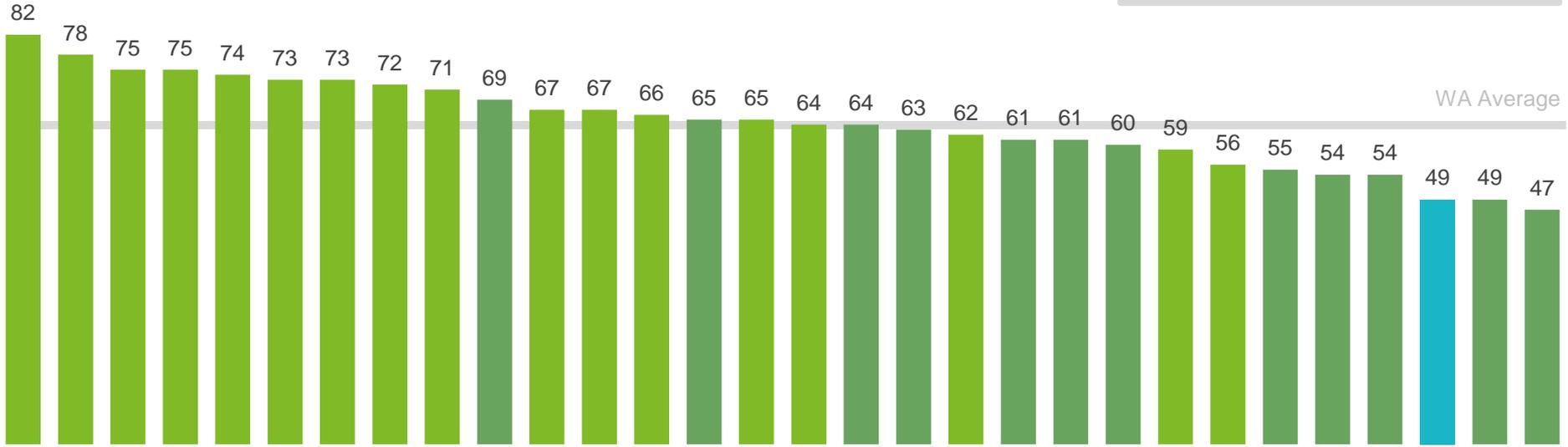
The 'Overall Performance Index Score' is a combined measure of the Shire of Wyndham East Kimberley as a 'place to live' and as a 'governing organisation'. The Shire of Wyndham East Kimberley's overall performance index score is 49 out of 100, 9 index points below the average score for regional councils.



Overall Performance Index Score

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

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



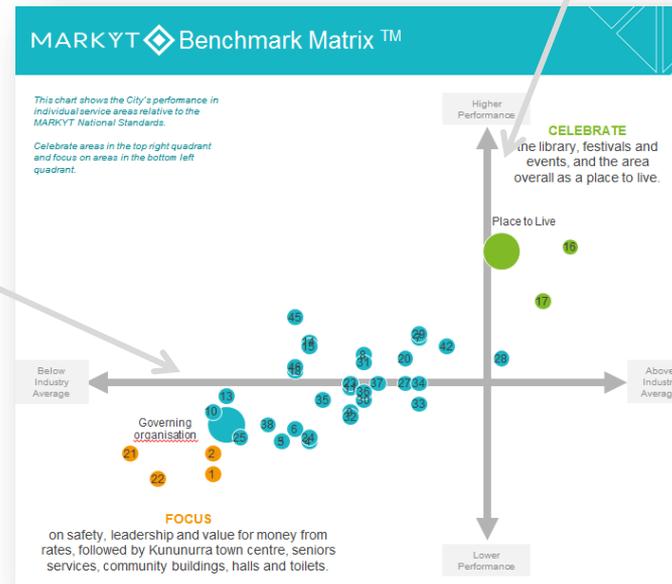
How to read the MARKYT Benchmark Matrix TM

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

There are two dimensions. The vertical axis maps community perceptions of performance for individual measures relative to the average score for all measures. The horizontal axis maps performance relative to the MARKYT Industry Standards for regional councils in WA.

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

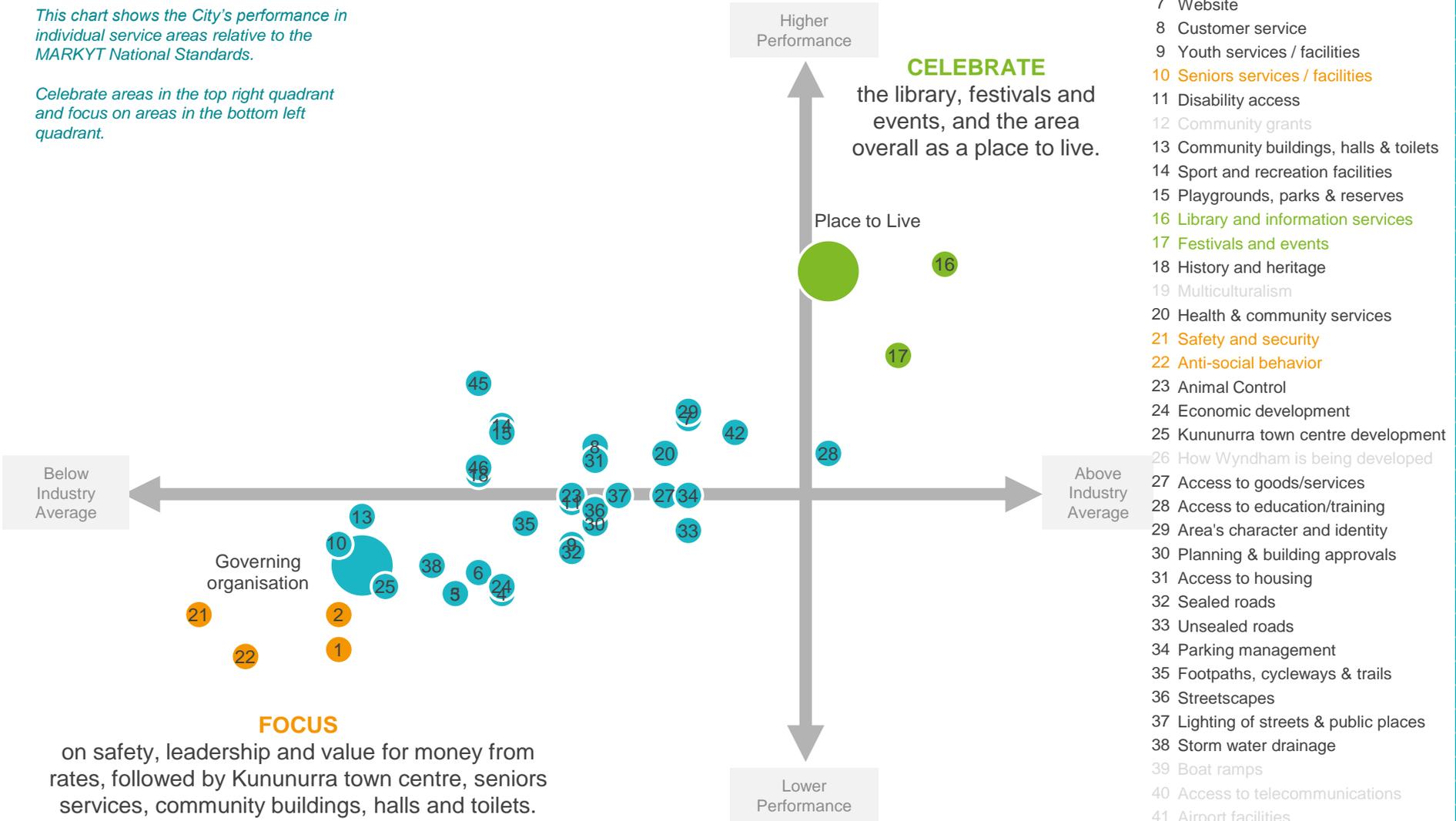
This line represents Council's average performance for all individual measure. As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.



MARKYT Benchmark Matrix™

This chart shows the City's performance in individual service areas relative to the MARKYT National Standards.

Celebrate areas in the top right quadrant and focus on areas in the bottom left quadrant.



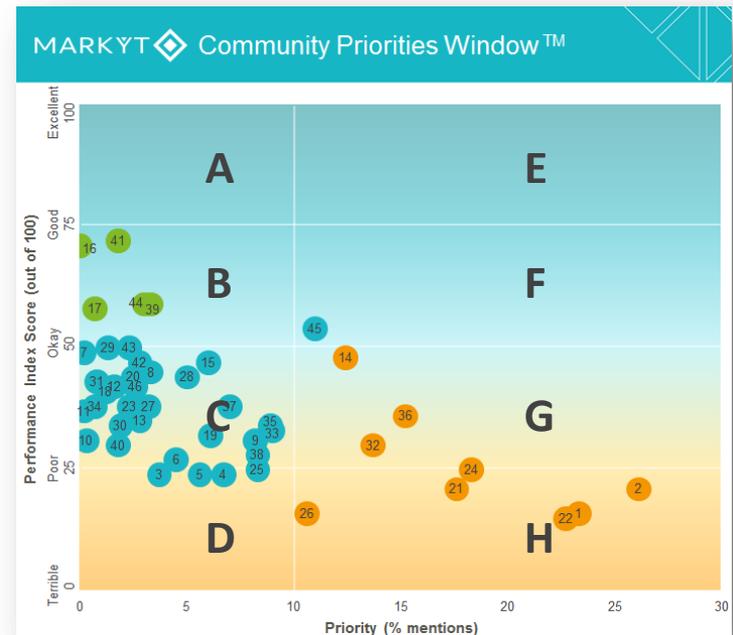
Q. How would you rate performance in the following areas? Base: General community respondents, excludes unsure and no response. Service areas are included when MARKYT Industry Standards are available.

In the Shire of Wyndham East Kimberley's Community Priorities Window, detailed overleaf, a number of services are ideally located in Window B; receiving average ratings between okay and good.

Perceived strengths include the library and airport, followed by festivals and events, access to Lake Argyle and boat ramp facilities.

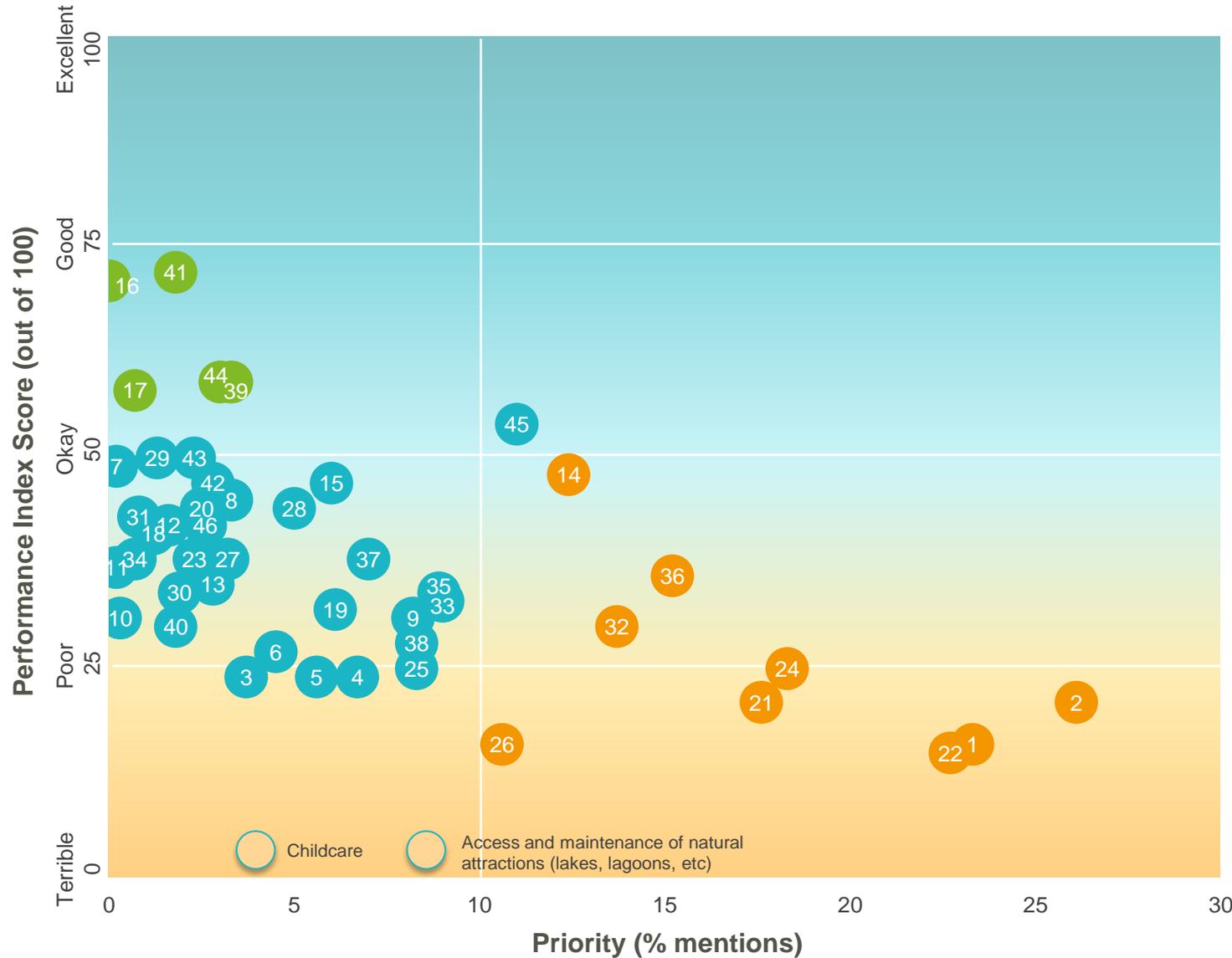
Moving forward, the community would like Council to prioritise leadership, value for money from rates, anti-social behaviour and community safety, economic development, streetscapes, sealed roads, sport and recreation facilities, and how Wyndham is being developed (windows G + H).

Other areas to address include advocacy, how the community is consulted and informed, openness and transparency of Council processes, and how Kununurra town centre is being developed (window D).



MARKYT Community Priorities Window™

- 1 Value from rates
- 2 Leadership
- 3 Advocacy
- 4 Transparency
- 5 Consulted about local issues
- 6 Informed about local issues
- 7 Website
- 8 Customer service
- 9 Youth services / facilities
- 10 Seniors services / facilities
- 11 Disability access
- 12 Community grants
- 13 Community buildings, halls & toilets
- 14 Sport and recreation facilities
- 15 Playgrounds, parks & reserves
- 16 Library and information services
- 17 Festivals and events
- 18 History and heritage
- 19 Multiculturalism
- 20 Health & community services
- 21 Safety and security
- 22 Anti-social behavior
- 23 Animal Control
- 24 Economic development
- 25 Kununurra town centre development
- 26 How Wyndham is being developed
- 27 Access to goods/services
- 28 Access to education/training
- 29 Area's character and identity
- 30 Planning & building approvals
- 31 Access to housing
- 32 Sealed roads
- 33 Unsealed roads
- 34 Parking management
- 35 Footpaths, cycleways & trails
- 36 Streetscapes
- 37 Lighting of streets & public places
- 38 Storm water drainage
- 39 Boat ramps
- 40 Access to telecommunications
- 41 Airport facilities
- 42 Conservation & environment
- 43 Management of water resources
- 44 Access to Lake Argyle
- 45 Waste collection services
- 46 Natural disaster education



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

Q. Which areas would you most like the Shire of Wyndham East Kimberley to focus on improving? Base: General community respondents (n = 350)

The Study

The Study

In April 2017, the Shire of Wyndham East Kimberley administered a MARKYT Community Scorecard to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

The Shire printed and distributed scorecards to Shire ratepayers and promoted the study through various communication channels.

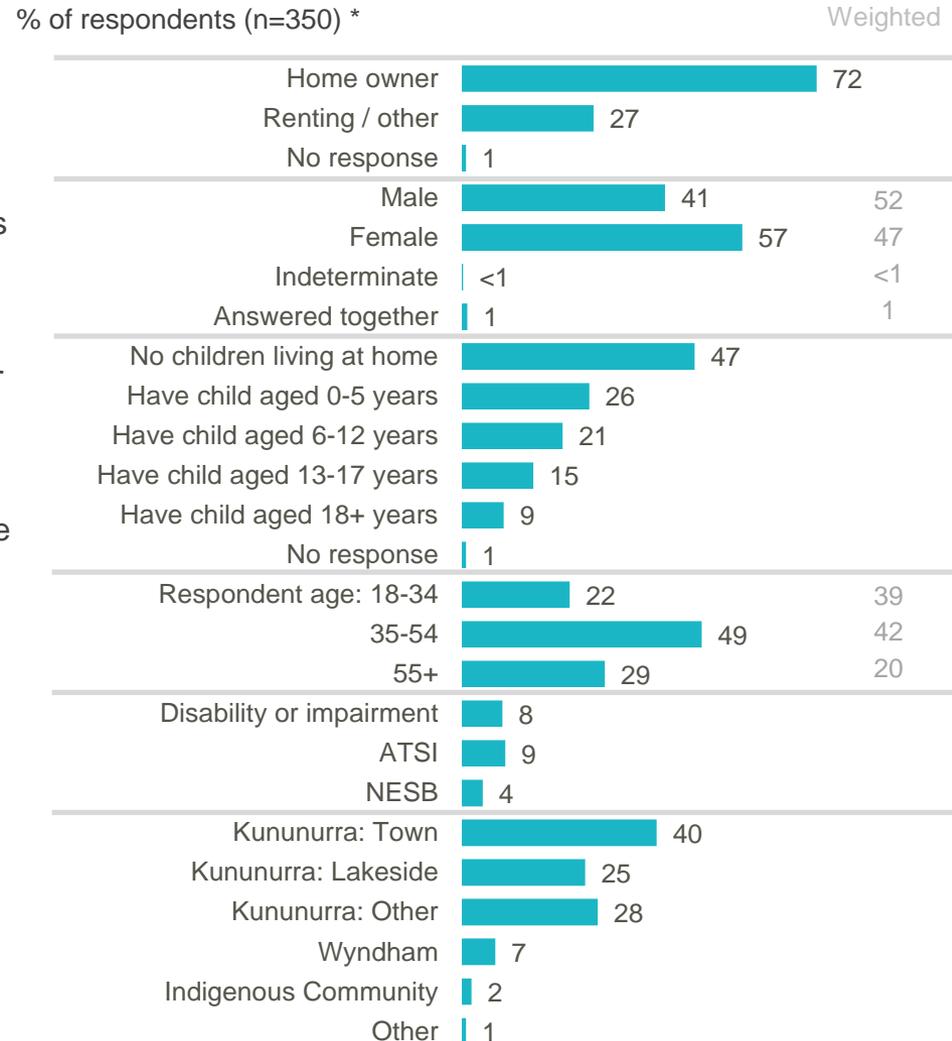
404 residents submitted a response reducing the sampling error to $\pm 5\%$ at the 95% confidence interval.

350 respondents indicated that they, or no-one in their household, was an employee at the Shire. Their responses have been considered as the final dataset and have been weighted by age and gender to match the ABS Census population profile.

39 respondents indicated that they, or a member of their household, work for the Shire. A further 15 respondents did not disclose their relationship with SWEK. As the results of this group did not closely align with the views of the general population, their results have been analysed and presented separately in this report.

All data has been analysed using SPSS. Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

* Chart shows % of respondents who are not employed by the Shire.

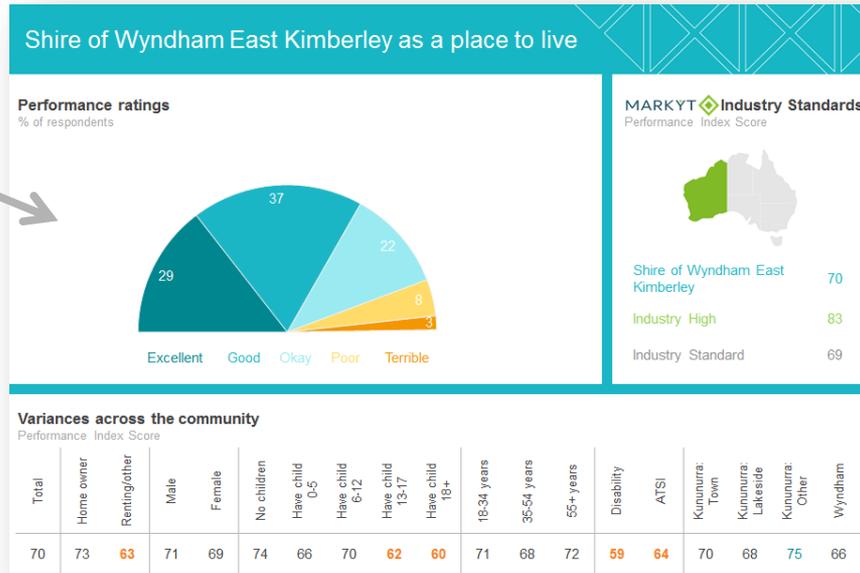


CATALYSE has conducted Community Perceptions Surveys and Community Scorecards for over 40 councils across WA. When three or more councils have asked a comparable question, we publish the high score to enable participating councils to recognise and learn from the industry leaders. Throughout this report, the 'high score' is calculated from a subset of **Regional Councils** that have completed an accredited study with CATALYSE **within the past three years**. Participating councils are listed below.



How to read this report

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



The **Performance Index Score** is a score out of 100 using the following formula:

$$\frac{(\text{mean score} - 1)}{4} \times 100$$

Variance across the community shows how results vary across the community based on the Performance Index Score

The table highlights variances in different population groups that are 5 points above (+) or below (-) the Council's overall Performance Index Score for that measure.

MARKYT Industry Standards show how Council is performing compared to other regional councils across Western Australia.

Council Score is the Council's performance index score.

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

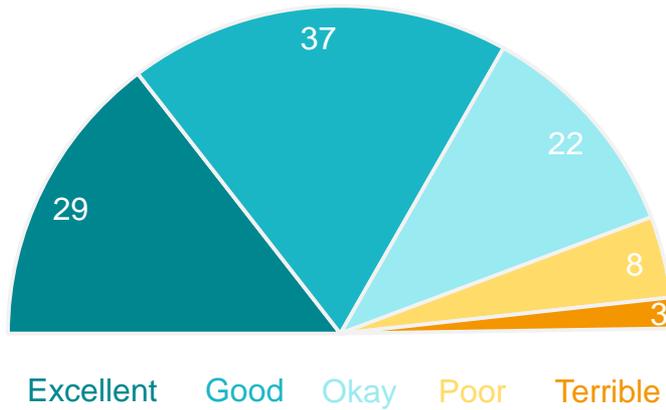
Industry Standard is the average score among regional councils in WA that have completed a comparable study with CATALYSE over the past three years.

Overall Performance

Shire of Wyndham East Kimberley as a place to live

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	70
Industry High	83
Industry Standard	69

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
70	73	63	71	69	74	66	70	62	60	71	68	72	59	64	70	68	75	66

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

Base: General community respondents, excludes 'unsure' and 'no response' (n = 348).

Most valued aspects of the Shire of Wyndham East Kimberley

Residents mostly value the area's beautiful environment, landscape and natural attractions, with special mention of the lake, rivers and waterfalls. Outdoor activities, the remote country lifestyle, and people and community also rate highly.

The natural environment, river, waterfalls, etc.

The natural landscape and environment.

The ability to quickly reach amazing places to hike, bike and paddle.

Access to natural attractions, such as Lake Argyle, upper and lower, Ord Rivers, waterfalls, El Questro, HV8, etc.

It has a homey country town feel with ready access to some of the most remote environment on the planet.

The people are friendly and helpful.

The remoteness, love living in a small town, but still being able to access everything I need. Great community.

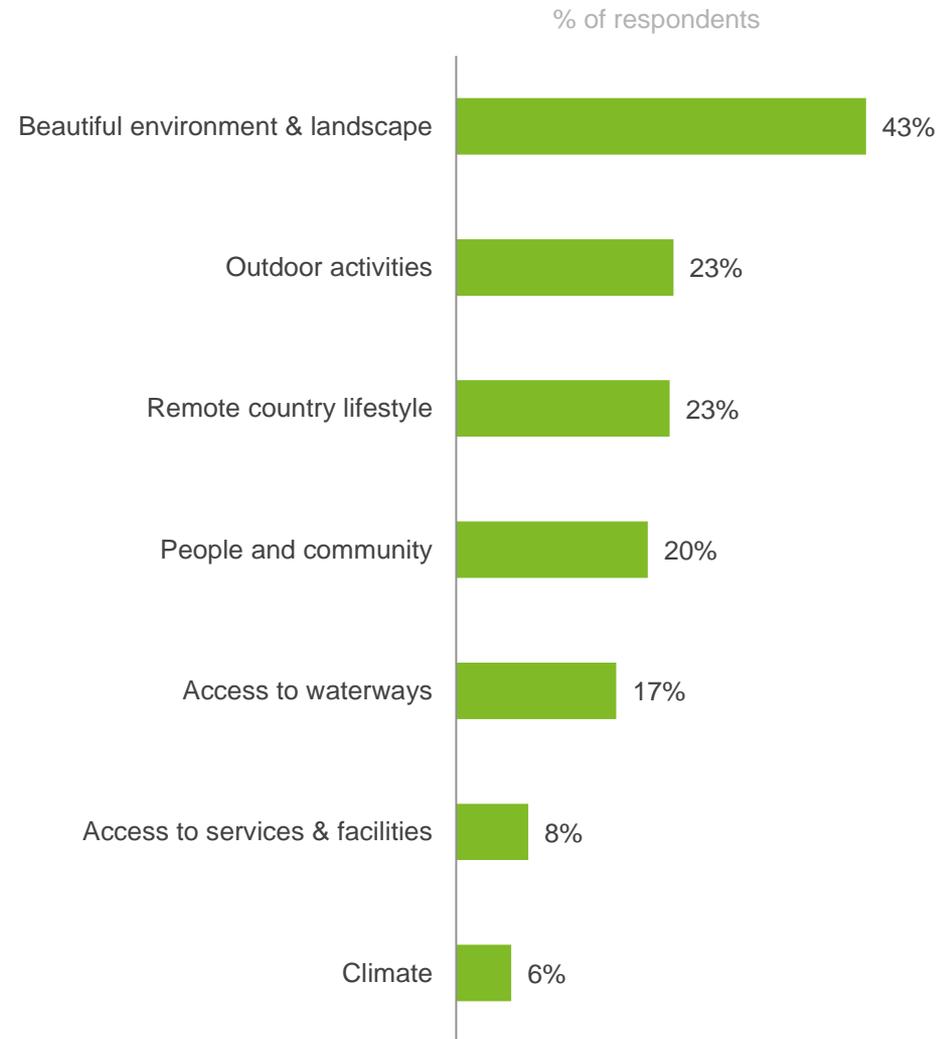
I love the people and the place. It is beautiful, friendly and just home.

Broad range of facilities and activities available.

Scenery and services to protect the wellbeing of all occupants living in the region.

Access to fresh waterholes for swimming or fishing.

A full list of comments is provided in the Community Voices database.



Q2. What do you value most about living in the Shire of Wyndham East Kimberley?

Base: General community respondents who provided a valid response, excluded 'no response'

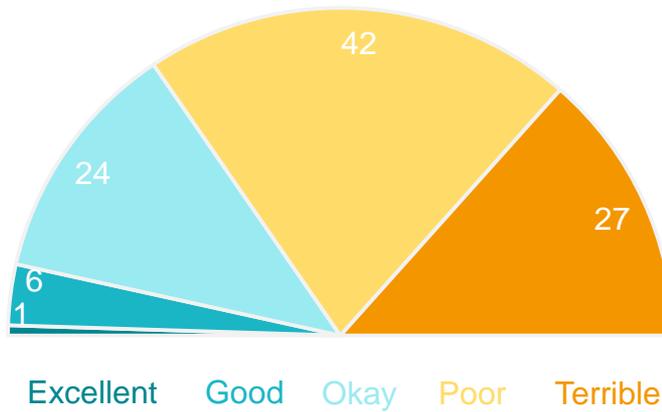
Chart shows responses mentioned spontaneously by 6% or more respondents.

Governance and Communications

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

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	28
Industry High	57
Industry Standard	47

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
28	26	31	26	29	29	30	27	21	18	31	27	24	21	32	29	31	23	25

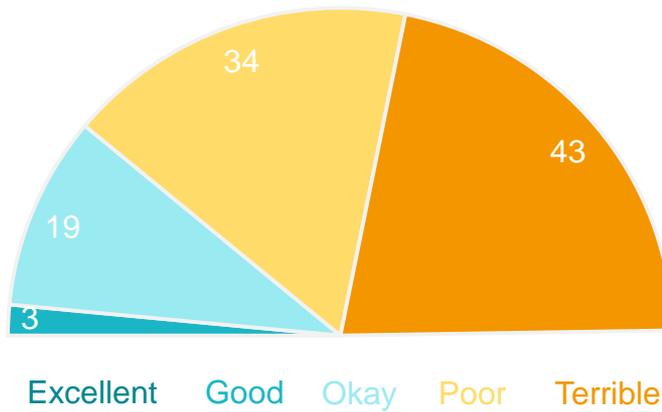
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 340).

Shire's leadership within the community

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	21
Industry High	50
Industry Standard	41

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
21	20	22	21	21	22	20	22	20	13	22	20	21	18	28	23	22	17	21

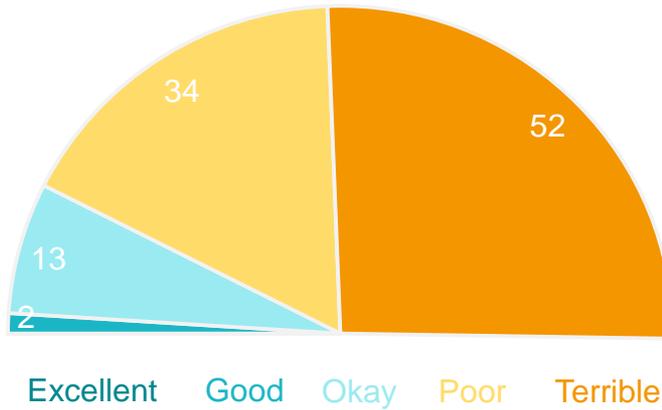
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 341).

Value for money from Shire rates

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	16
Industry High	48
Industry Standard	36

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
16	15	18	16	17	15	18	18	14	13	19	15	13	15	20	16	13	17	18

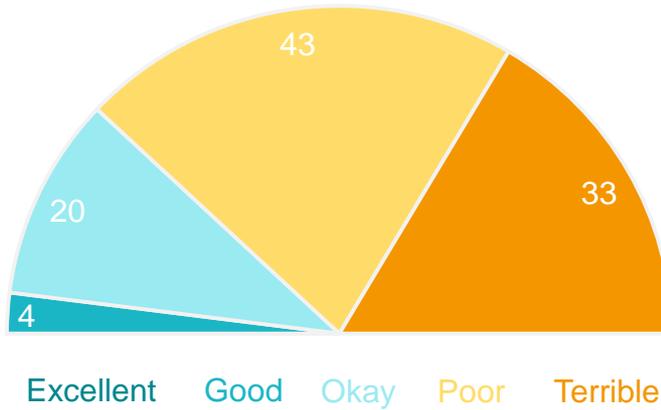
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 317).

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

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	24
Industry High	47
Industry Standard	39

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
24	25	23	24	25	25	25	24	22	19	24	25	23	18	22	25	25	24	19

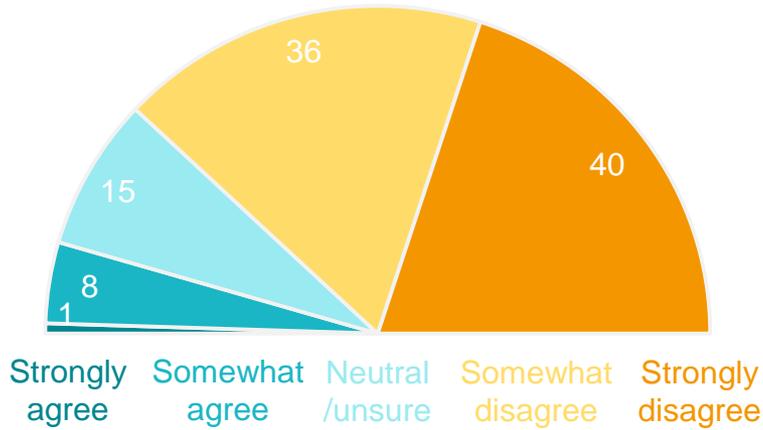
Q. How would you rate performance in the following areas?

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

The Shire has a good understanding of community needs

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



SWEK	9
Industry High	49
Industry Standard	36

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
9	8	13	6	13	10	12	4	8	3	10	10	7	2	3	10	13	7	5

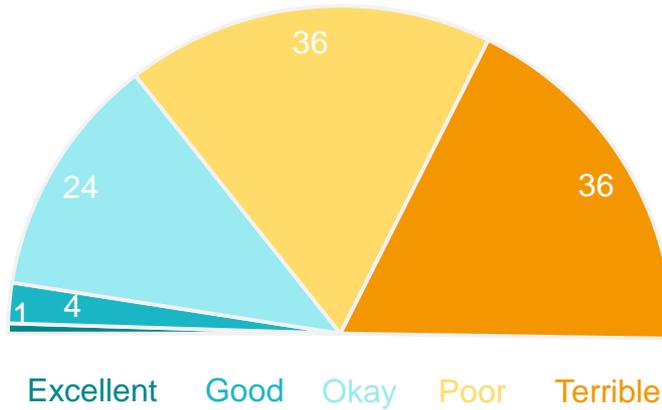
Q. How strongly do you agree or disagree with the following statements?

Base: General community respondents, excludes 'no response' (n = 346).

How the community is consulted about local issues

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	24
Industry High	49
Industry Standard	39

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
24	25	23	22	27	24	24	25	22	22	23	26	23	20	24	25	26	24	20

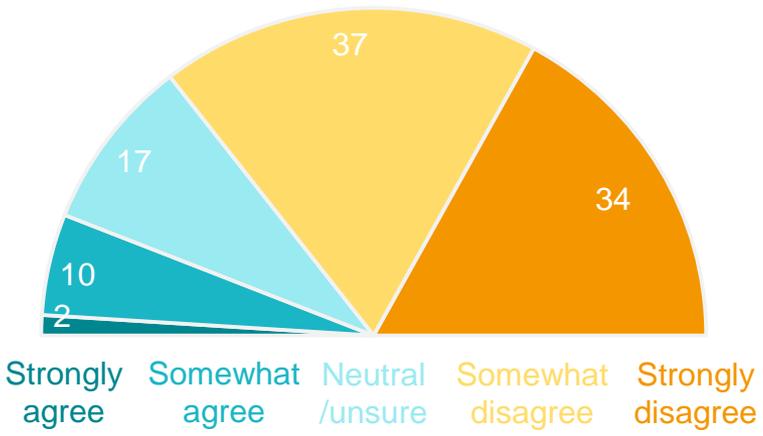
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 345).

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

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



SWEK	12
Industry High	40
Industry Standard	27

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
12	12	10	9	15	13	10	9	12	15	12	10	14	2	6	15	12	7	9

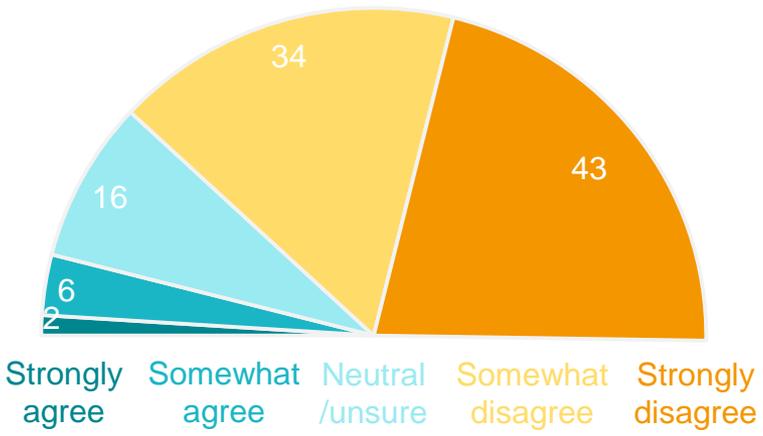
Q. How strongly do you agree or disagree with the following statements?

Base: General community respondents, excludes 'no response' (n = 347).

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

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



SWEK	8
Industry High	29
Industry Standard	21

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
8	8	7	6	10	8	5	7	11	3	6	10	6	3	5	9	5	8	8

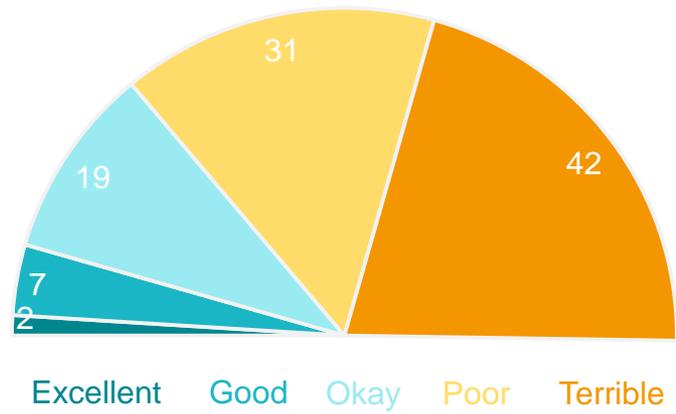
Q. How strongly do you agree or disagree with the following statements?

Base: General community respondents, excludes 'no response' (n = 346).

How open and transparent Shire processes are

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	24
Industry High	43
Industry Standard	37

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
24	25	22	24	24	24	26	24	20	16	28	23	19	23	26	26	25	21	20

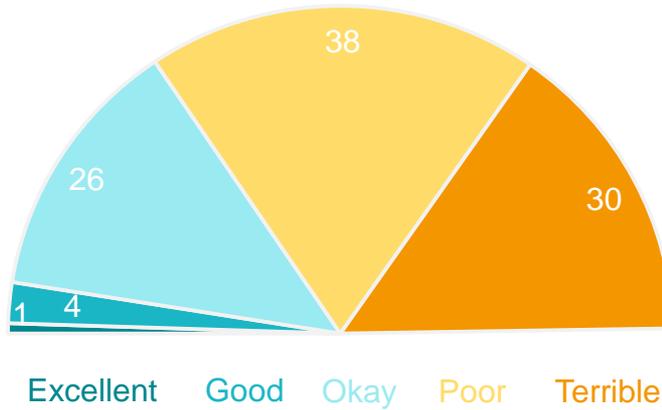
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 334).

How the community is informed about local issues

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK 27

Industry High 51

Industry Standard 41

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
27	28	24	25	29	28	25	26	24	21	25	29	27	23	22	27	29	28	22

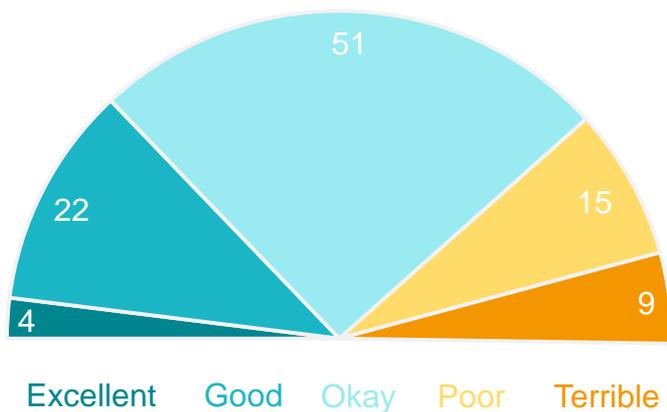
Q. How would you rate performance in the following areas?

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

Shire's website

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	49
Industry High	62
Industry Standard	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
49	50	49	47	52	50	50	47	47	52	48	52	49	51	46	48	50	52	44

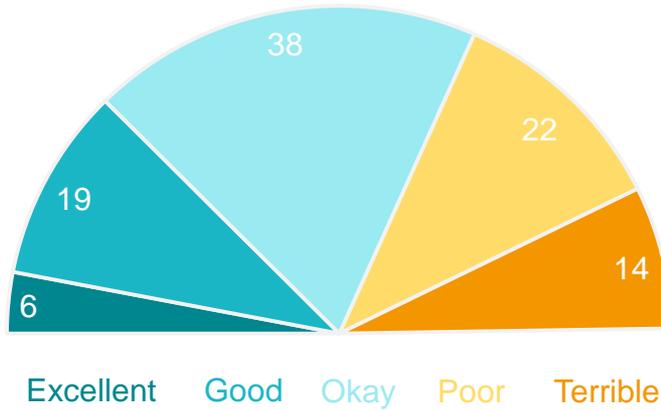
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 306).

Customer service

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	45
Industry High	64
Industry Standard	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
45	45	46	42	49	44	47	49	43	40	44	48	42	44	53	48	47	43	44

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

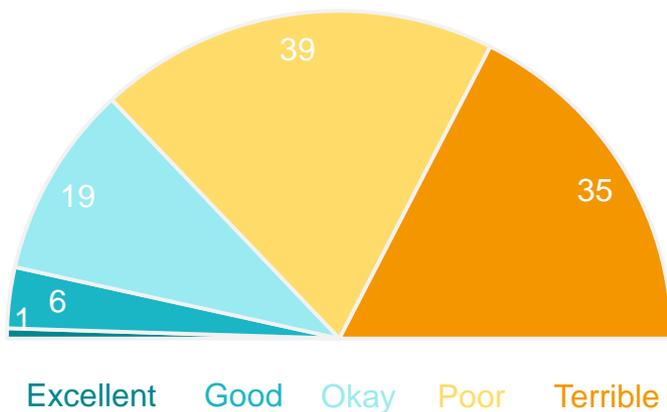
Base: General community respondents, excludes 'unsure' and 'no response' (n = 326).

Economic Development

Economic development (what the Shire is doing to attract investors, attract and retain businesses, grow tourism and create more job opportunities)

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	25
Industry High	47
Industry Standard	38

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
25	24	25	22	27	26	24	26	20	18	26	25	23	19	26	27	27	22	12

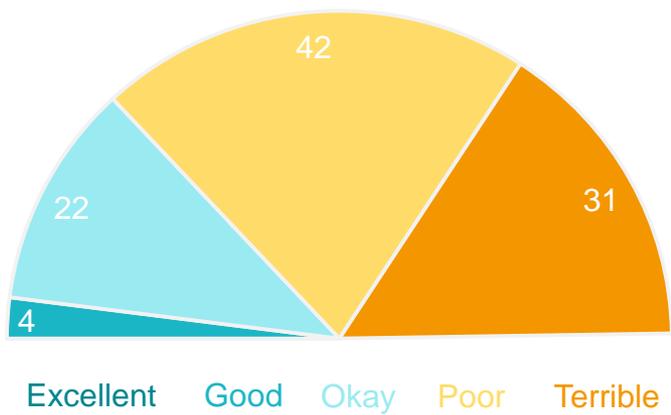
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 313).

How Kununurra town centre is being developed

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	25
Industry High	54
Industry Standard	43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
25	23	28	24	26	27	23	26	19	22	26	23	27	25	25	24	23	24	43

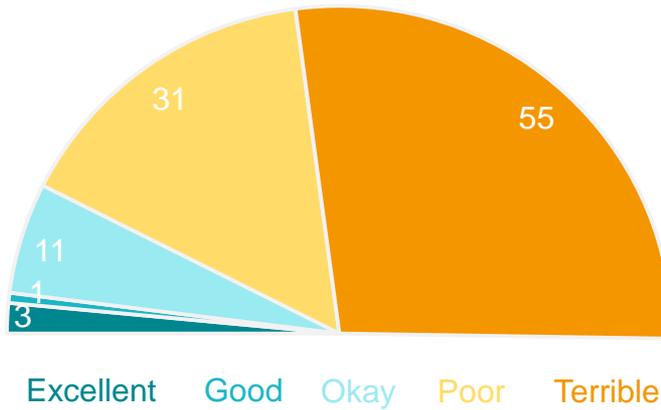
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 339).

How Wyndham is being developed

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	16
Industry High	NA
Industry Standard	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
16	19	10	16	16	15	17	21	18	19	16	15	20	15	18	20	15	16	6

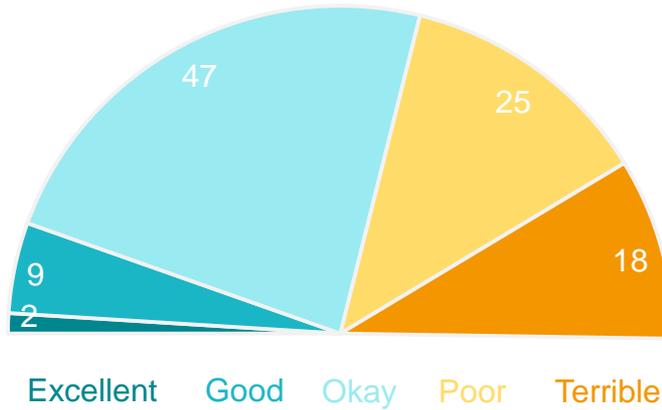
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 286).

Access to goods and services

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	38
Industry High	48
Industry Standard	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
38	39	34	39	37	38	39	38	33	30	38	38	38	39	36	43	34	38	25

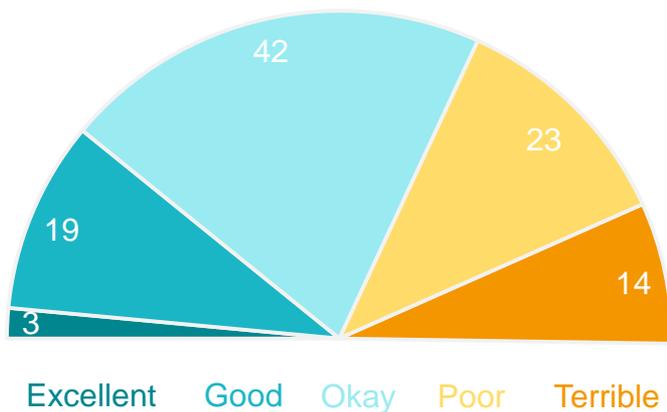
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 338).

Access to education and training opportunities

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	44
Industry High	53
Industry Standard	43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
44	45	40	45	42	44	45	47	36	35	44	44	44	43	42	49	42	43	26

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

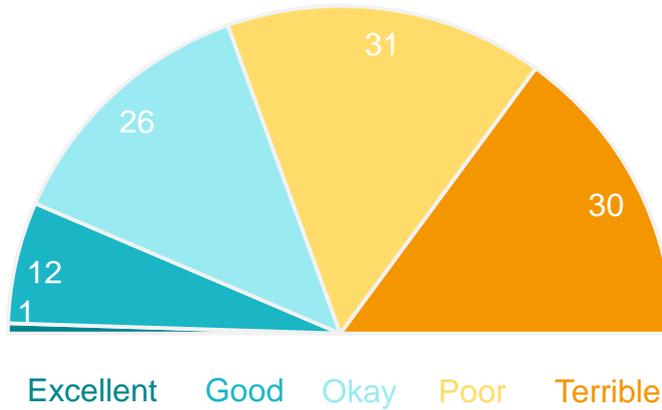
Base: General community respondents, excludes 'unsure' and 'no response' (n = 329).

Community Development

Services and facilities for youth

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	31
Industry High	57
Industry Standard	41

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
31	34	23	33	28	35	27	31	27	24	28	32	35	22	29	33	31	30	21

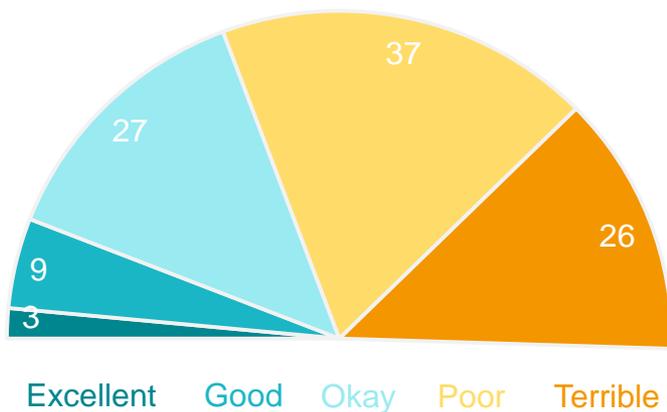
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 328).

Services and care available for seniors

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	31
Industry High	63
Industry Standard	51

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
31	32	31	35	26	34	29	37	25	25	36	27	30	30	37	36	29	25	27

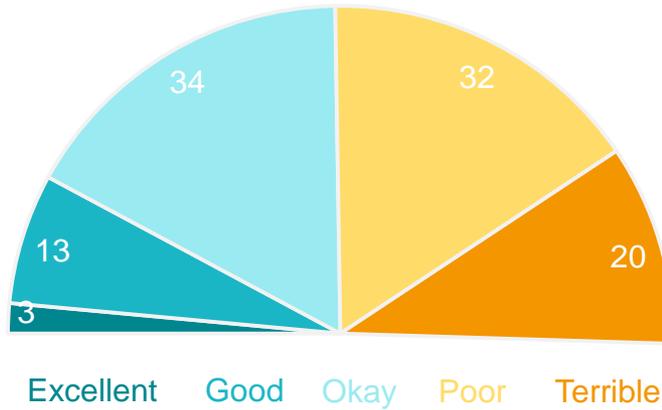
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 260).

Access to services and facilities for people with a disability

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK 37

Industry High 58

Industry Standard 47

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
37	38	34	40	33	38	38	41	27	27	41	34	35	39	41	37	39	35	34

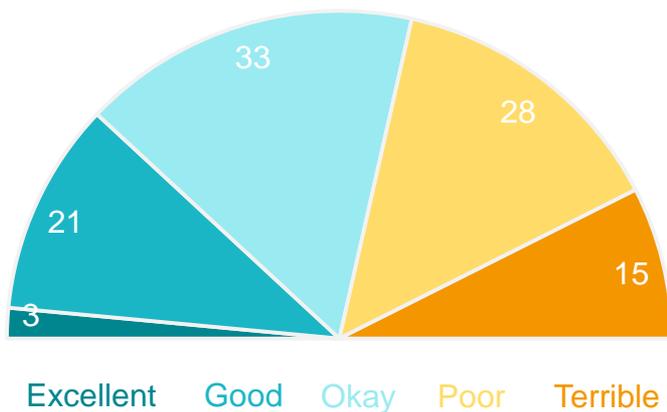
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 244).

Access to community grants and funding

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK

42

Industry High

NA

Industry Standard

NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
42	44	35	42	42	42	44	48	39	30	46	43	35	39	39	45	40	43	40

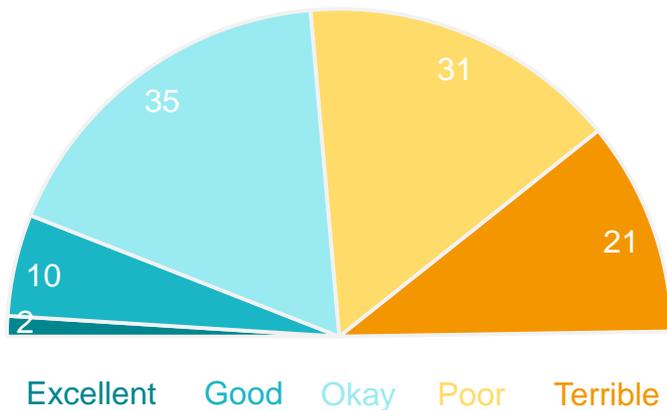
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 262).

Community buildings, halls and toilets

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	35
Industry High	71
Industry Standard	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
35	35	35	35	36	36	33	37	31	34	35	34	38	29	28	38	35	35	26

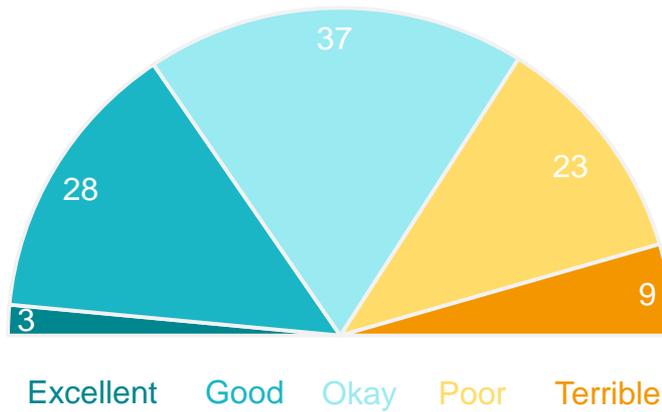
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 341).

Sport and recreation facilities

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK 48

Industry High 81

Industry Standard 61

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
48	50	43	46	50	48	47	50	48	44	44	51	51	40	38	50	49	51	28

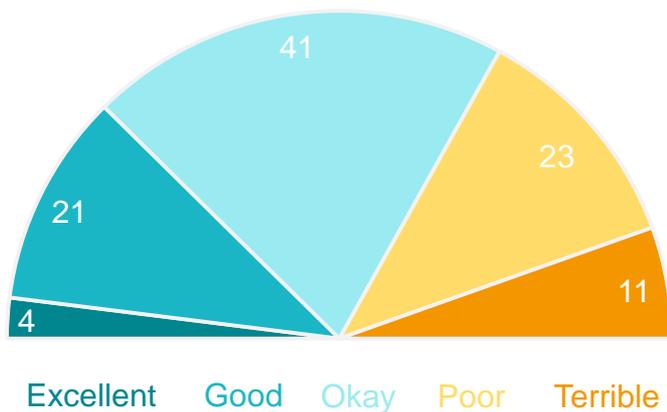
Q. How would you rate performance in the following areas?

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

Playgrounds, parks and reserves

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK 47

Industry High 73

Industry Standard 60

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
47	49	41	46	46	51	42	40	42	47	45	46	52	41	35	46	52	49	25

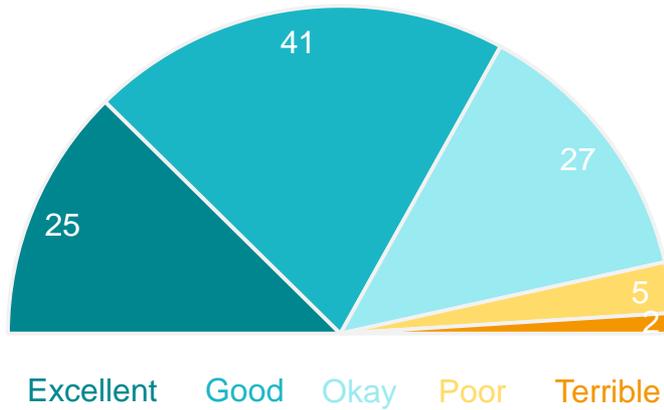
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 348).

Library and information services

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	71
Industry High	79
Industry Standard	65

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
71	73	66	67	74	68	76	72	66	61	71	72	67	70	68	74	71	73	47

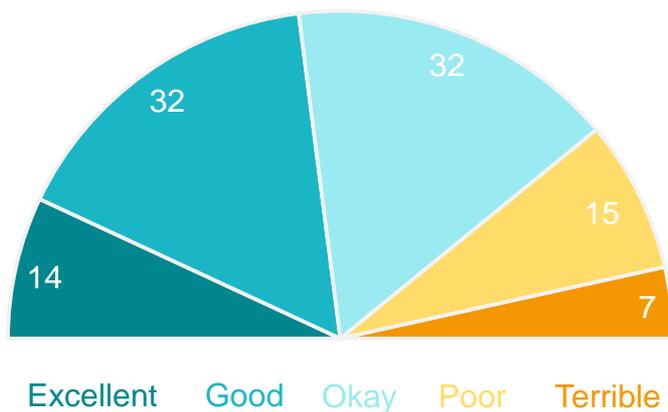
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 328).

Festivals, events and cultural activities

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	58
Industry High	69
Industry Standard	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
58	61	51	58	58	59	59	57	55	51	61	57	53	42	52	63	62	54	32

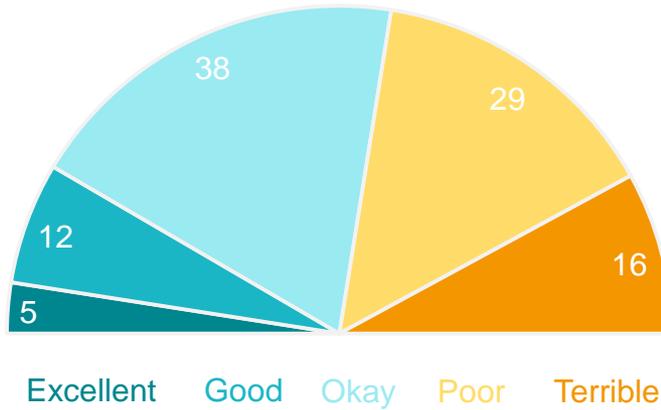
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 336).

How local history and heritage is preserved and promoted

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	41
Industry High	68
Industry Standard	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
41	42	38	41	39	38	46	44	36	35	44	38	39	37	42	43	44	40	21

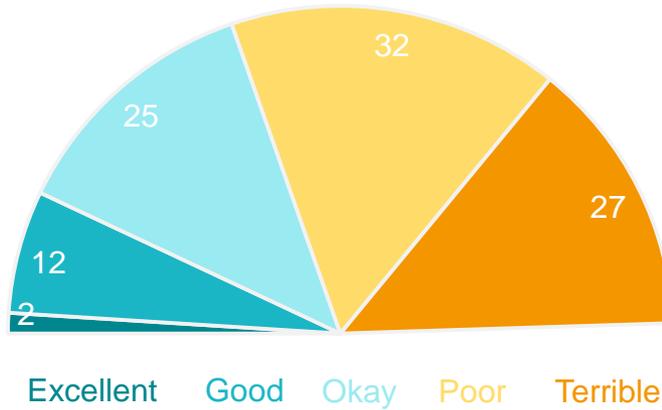
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 308).

Multiculturalism and racial harmony

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	32
Industry High	NA
Industry Standard	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
32	32	33	32	32	33	32	35	31	21	38	29	29	26	27	37	28	29	39

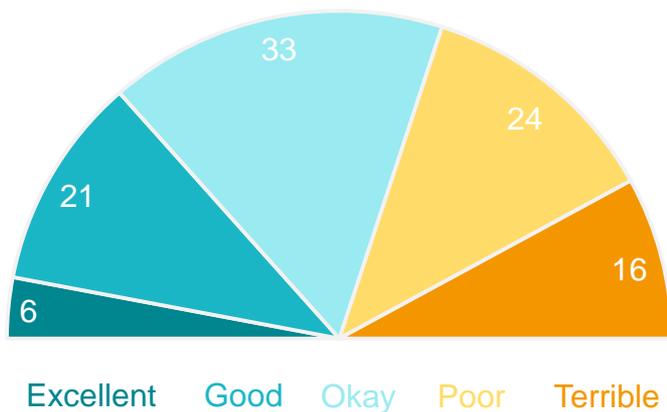
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 319).

Access to health and community services

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	44
Industry High	65
Industry Standard	50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
44	46	41	43	44	45	46	45	37	35	43	44	47	48	45	48	38	44	45

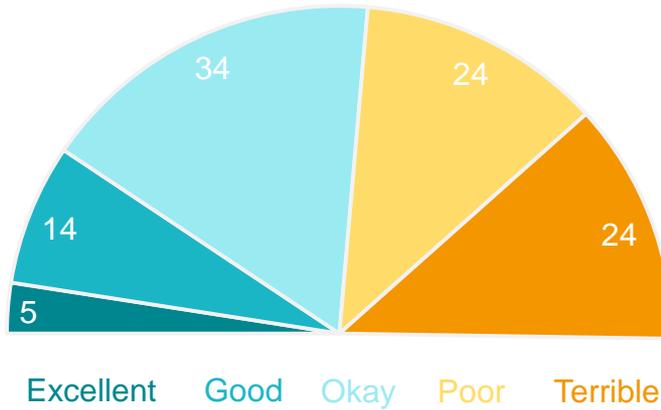
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 335).

Animal Control

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	38
Industry High	54
Industry Standard	48

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
38	37	38	35	40	37	39	41	34	27	36	38	40	35	43	36	41	40	28

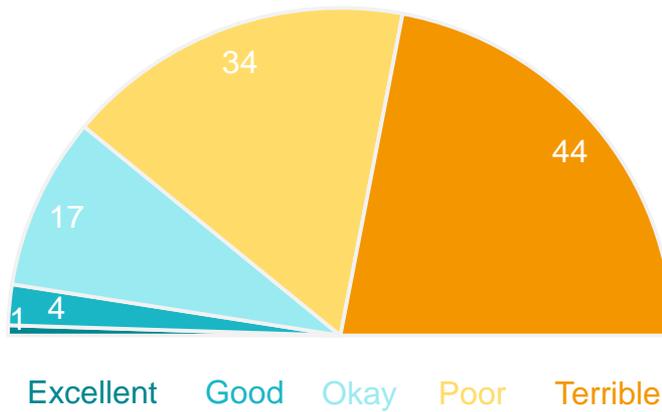
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 342).

Safety and security

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	21
Industry High	63
Industry Standard	47

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
21	20	23	18	24	22	19	21	19	15	19	21	23	7	20	20	22	19	35

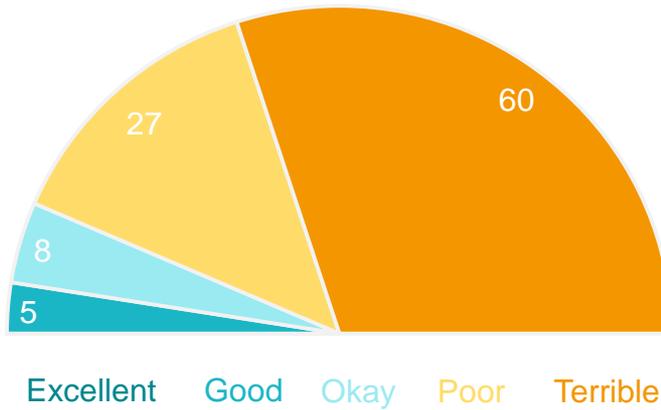
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 342).

Control of graffiti, vandalism and antisocial behaviour

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	15
Industry High	55
Industry Standard	39

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
15	13	18	11	19	13	14	16	13	12	13	16	15	6	15	14	16	12	29

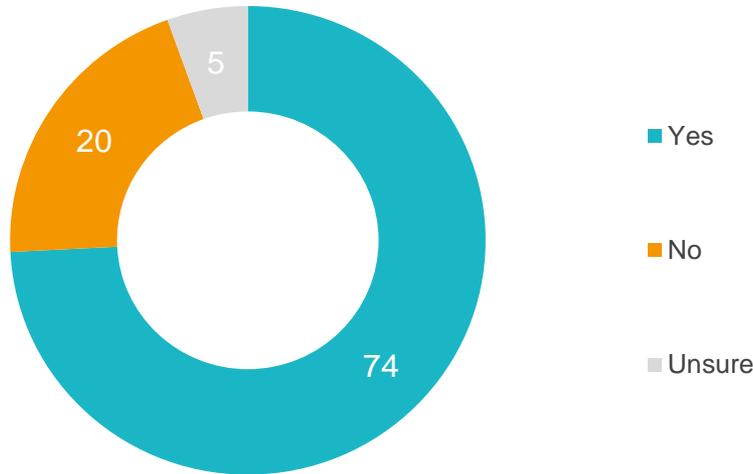
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 345).

Takeaway Alcohol Management System

Do you think the Shire of Wyndham East Kimberley should continue with the Takeaway Alcohol Management System?

% of respondents



74% of respondents support TAMS



Variations across the community

% yes

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
74	73	76	72	77	76	76	75	65	43	81	74	61	69	49	71	78	74	76

Q. Do you think the Shire of Wyndham East Kimberley should continue with the Takeaway Alcohol Management System? Base: General community respondents, excludes 'no response' (n = 348)

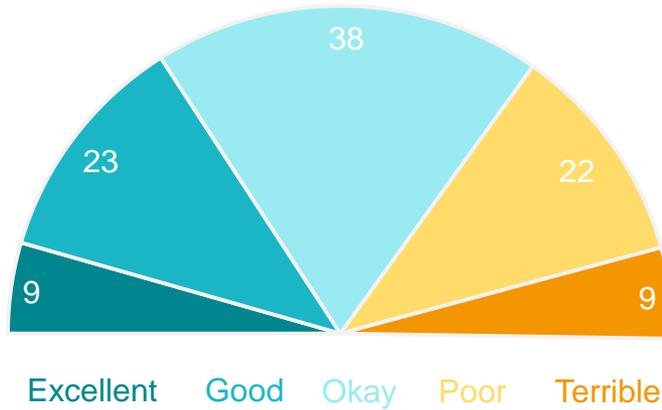
Image credit: <http://www.mcloone.com/wp-content/uploads/2013/10/Beer-Bottles.jpg>

Built Environment

The area's character and identity

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	50
Industry High	67
Industry Standard	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
50	50	51	54	46	50	53	49	46	39	56	47	47	51	54	57	47	48	38

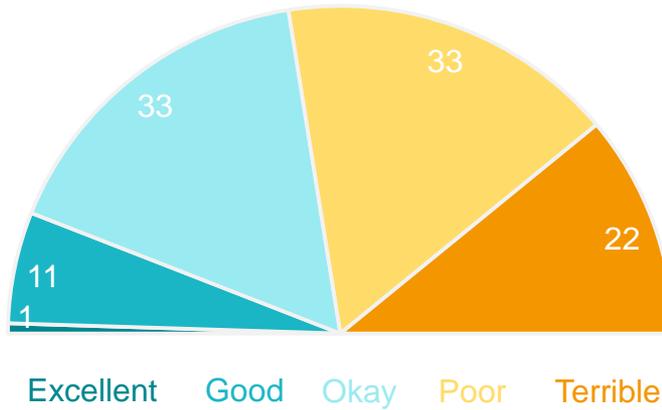
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 344).

Planning and building approvals

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	34
Industry High	57
Industry Standard	43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
34	35	28	31	36	31	40	36	35	26	37	33	30	34	34	35	34	33	31

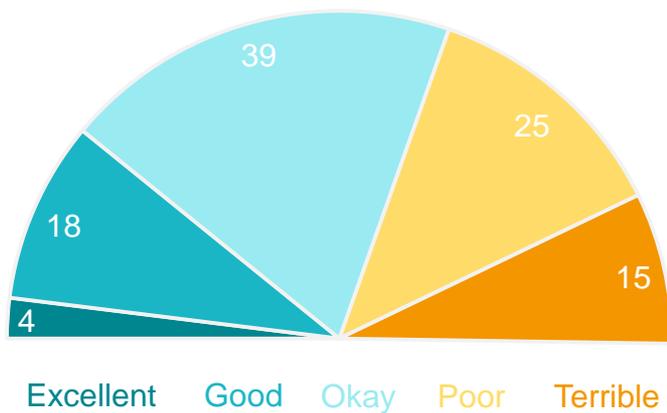
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 266).

Access to housing that meets your needs

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	43
Industry High	66
Industry Standard	52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
43	45	37	43	42	42	46	46	37	28	46	41	39	37	44	46	43	40	25

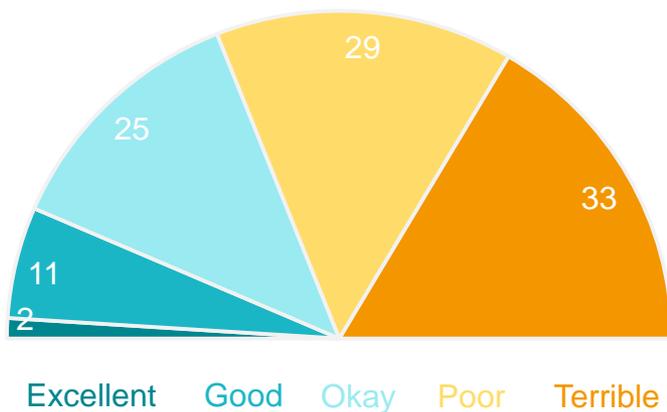
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 288).

Maintenance of sealed roads

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	30
Industry High	50
Industry Standard	40

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
30	30	29	29	31	27	33	39	29	28	27	34	27	32	32	30	28	30	30

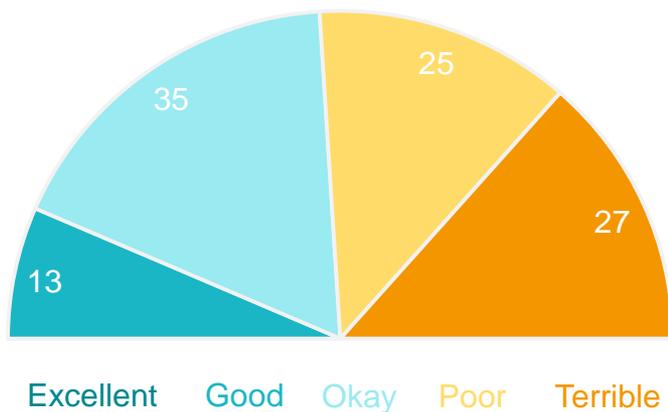
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 347).

Maintenance of unsealed roads

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	33
Industry High	46
Industry Standard	38

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
33	33	33	34	33	34	37	33	26	21	36	34	26	32	29	32	37	30	32

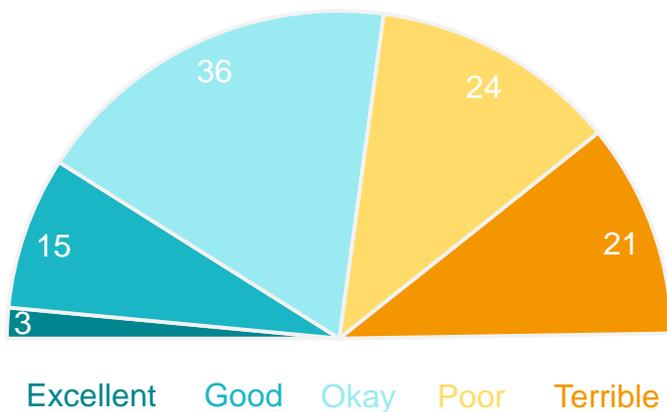
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 337).

Parking management

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK 38

Industry High 46

Industry Standard 43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
38	41	33	40	36	38	40	40	35	28	38	41	34	28	34	38	42	36	37

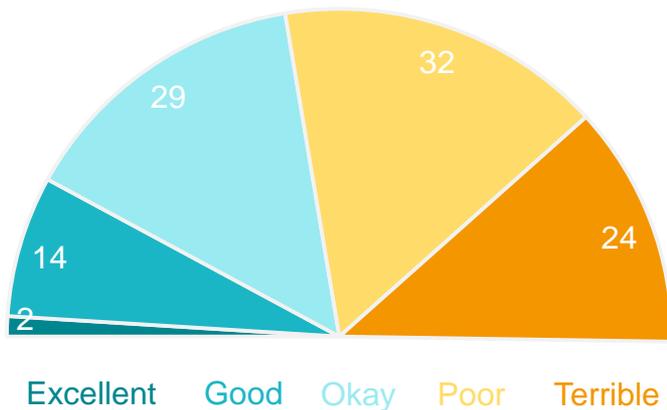
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 336).

Footpaths, cycleways and trails

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	34
Industry High	58
Industry Standard	46

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
34	34	34	36	33	34	37	33	27	29	34	34	35	33	22	32	40	35	22

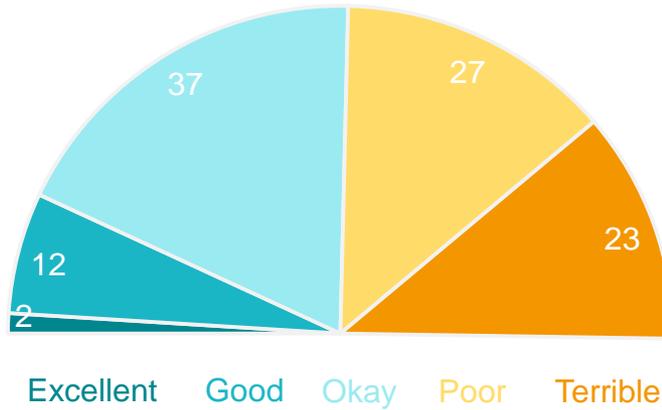
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 345).

Streetscapes

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	36
Industry High	60
Industry Standard	45

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
36	38	31	37	35	37	34	34	36	32	34	38	35	29	29	37	41	33	24

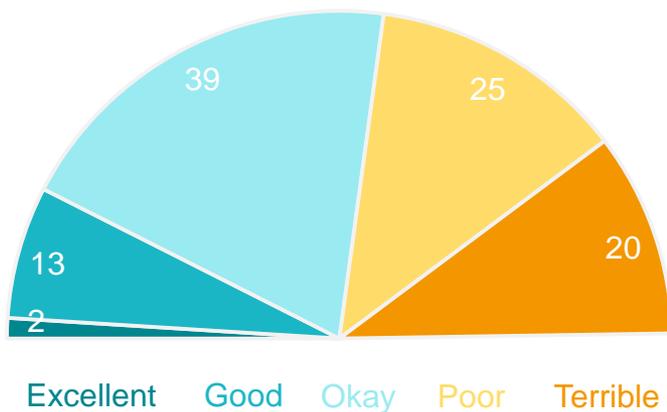
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 332).

Lighting of streets and public places

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	38
Industry High	60
Industry Standard	46

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
38	40	31	40	35	35	41	41	33	30	38	37	39	38	26	37	36	42	30

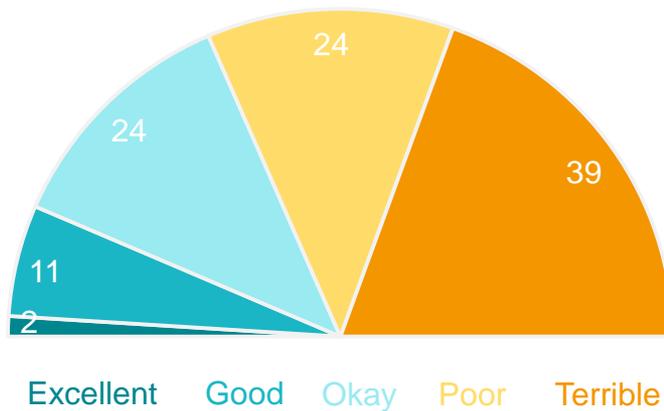
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 341).

Storm water drainage

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	28
Industry High	54
Industry Standard	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
28	27	30	27	29	26	33	31	24	19	30	29	24	18	29	26	35	22	39

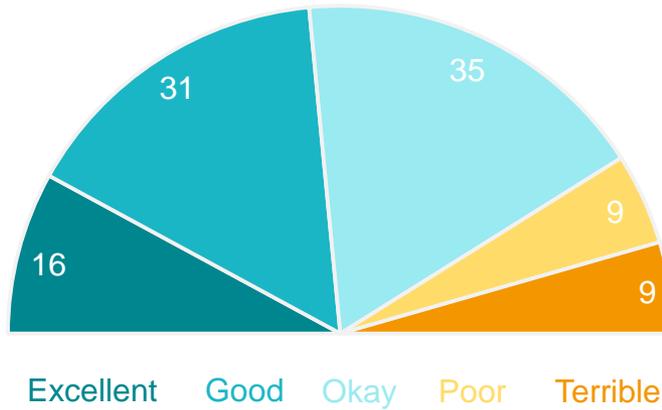
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 340).

Boat ramps

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK

59

Industry High

NA

Industry Standard

NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
59	61	51	59	58	56	65	64	56	53	60	61	51	50	56	66	59	55	36

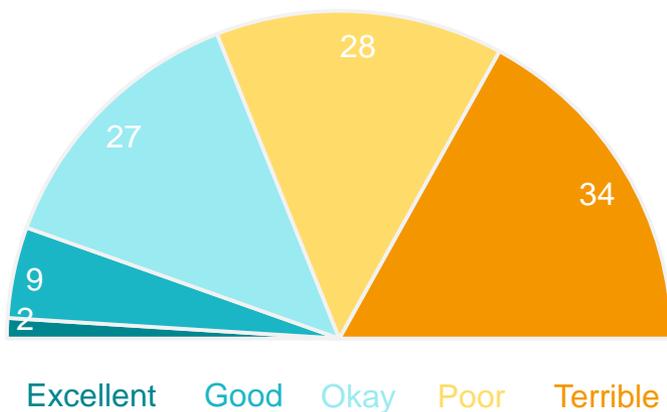
Q. How would you rate performance in the following areas?

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

Access to telecommunications and internet services

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	30
Industry High	NA
Industry Standard	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
30	30	28	28	30	29	32	31	24	19	29	30	29	25	38	33	31	21	34

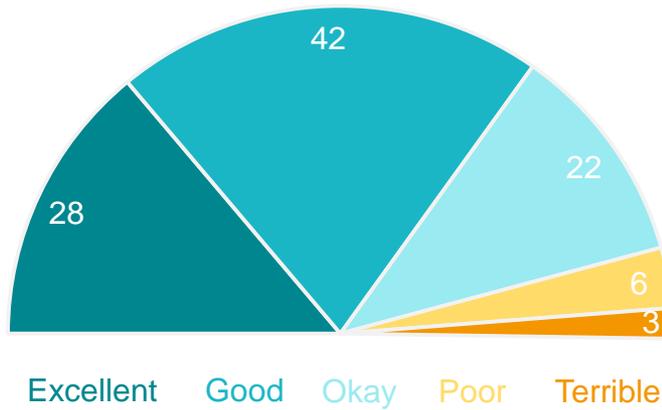
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 342).

Airport facilities and services

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK

72

Industry High

NA

Industry Standard

NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
72	73	69	72	71	68	81	74	63	53	76	71	65	69	64	74	72	73	53

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

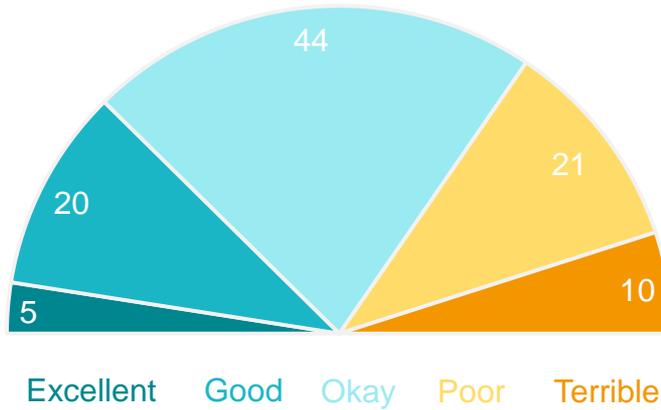
Base: General community respondents, excludes 'unsure' and 'no response' (n = 345).

Natural Environment

Conservation and environmental management

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	47
Industry High	58
Industry Standard	50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
47	46	49	48	46	45	52	44	43	28	55	43	37	45	43	49	48	42	46

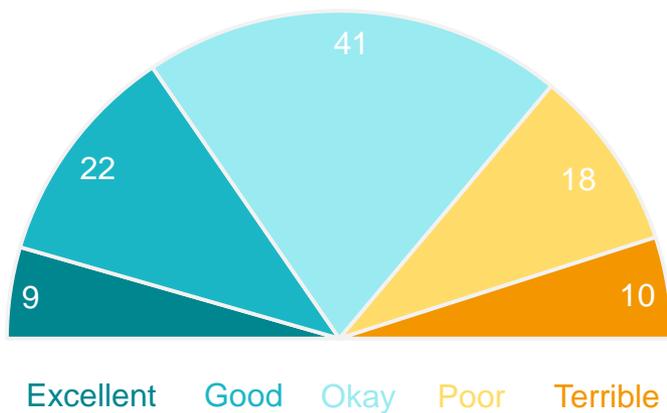
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 312).

Management and availability of water resources

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	50
Industry High	NA
Industry Standard	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
50	47	57	51	50	49	55	50	43	33	57	48	43	50	54	51	54	46	53

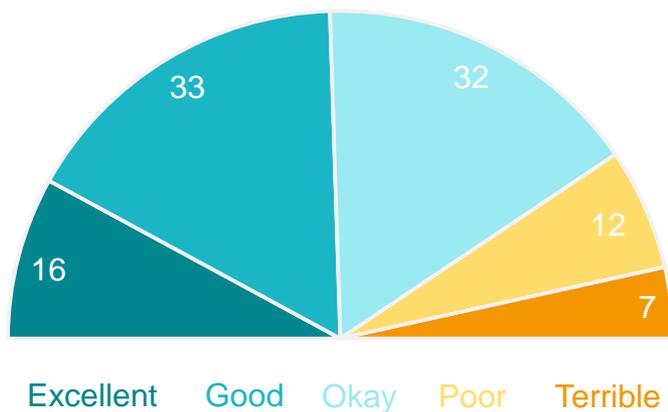
Q. How would you rate performance in the following areas?

Base: General community respondents, excludes 'unsure' and 'no response' (n = 317).

Access to Lake Argyle

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	59
Industry High	NA
Industry Standard	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
59	55	69	58	60	61	65	56	54	42	69	54	51	75	62	63	58	52	66

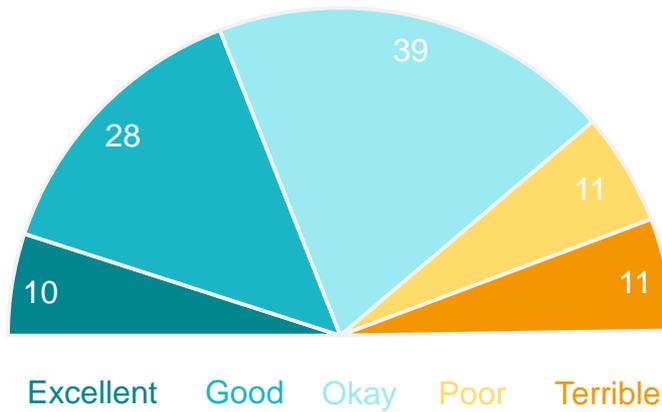
Q. How would you rate performance in the following areas?

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

Waste collection services

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	54
Industry High	79
Industry Standard	68

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
54	54	52	55	52	52	60	50	46	40	55	54	51	54	50	57	57	50	44

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

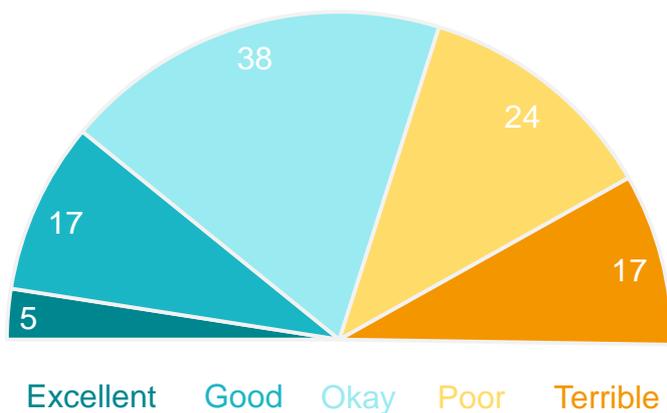
Base: General community respondents, excludes 'unsure' and 'no response' (n = 346).

Natural disaster education, prevention and relief

(for cyclones, bushfires, flooding, etc)

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



SWEK	42
Industry High	70
Industry Standard	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham
42	40	47	41	43	37	51	42	37	30	47	40	37	43	41	43	44	38	37

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

Base: General community respondents, excludes 'unsure' and 'no response' (n = 296).

Overview of Community Variances

Summary of community variances

Governance and community indicators

	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham	
Governance	Place to Live	70	73	63	71	69	74	66	70	62	60	71	68	72	59	64	70	68	75	66
	Governing organisation	28	26	31	26	29	29	30	27	21	18	31	27	24	21	32	29	31	23	25
	Value from rates	16	15	18	16	17	15	18	18	14	13	19	15	13	15	20	16	13	17	18
	Leadership	21	20	22	21	21	22	20	22	20	13	22	20	21	18	28	23	22	17	21
	Advocacy	24	25	23	24	25	25	25	24	22	19	24	25	23	18	22	25	25	24	19
	Transparency	24	25	22	24	24	24	26	24	20	16	28	23	19	23	26	26	25	21	20
	Consulted about local issues	24	25	23	22	27	24	24	25	22	22	23	26	23	20	24	25	26	24	20
	Informed about local issues	27	28	24	25	29	28	25	26	24	21	25	29	27	23	22	27	29	28	22
	Website	49	50	49	47	52	50	50	47	47	52	48	52	49	51	46	48	50	52	44
	Customer service	45	45	46	42	49	44	47	49	43	40	44	48	42	44	53	48	47	43	44
Community	Youth services / facilities	31	34	23	33	28	35	27	31	27	24	28	32	35	22	29	33	31	30	21
	Seniors services / facilities	31	32	31	35	26	34	29	37	25	25	36	27	30	30	37	36	29	25	27
	Disability access	37	38	34	40	33	38	38	41	27	27	41	34	35	39	41	37	39	35	34
	Community grants	42	44	35	42	42	42	44	48	39	30	46	43	35	39	39	45	40	43	40
	Community buildings, halls & toilets	35	35	35	35	36	36	33	37	31	34	35	34	38	29	28	38	35	35	26
	Sport and recreation facilities	48	50	43	46	50	48	47	50	48	44	44	51	51	40	38	50	49	51	28
	Playgrounds, parks & reserves	47	49	41	46	46	51	42	40	42	47	45	46	52	41	35	46	52	49	25
	Library and information services	71	73	66	67	74	68	76	72	66	61	71	72	67	70	68	74	71	73	47
	Festivals and events	58	61	51	58	58	59	59	57	55	51	61	57	53	42	52	63	62	54	32
	History and heritage	41	42	38	41	39	38	46	44	36	35	44	38	39	37	42	43	44	40	21
	Multiculturalism	32	32	33	32	32	33	32	35	31	21	38	29	29	26	27	37	28	29	39
	Health & community services	44	46	41	43	44	45	46	45	37	35	43	44	47	48	45	48	38	44	45
	Animal Control	38	37	38	35	40	37	39	41	34	27	36	38	40	35	43	36	41	40	28
	Safety and security	21	20	23	18	24	22	19	21	19	15	19	21	23	7	20	20	22	19	35
Anti-social behavior	15	13	18	11	19	13	14	16	13	12	13	16	15	6	15	14	16	12	29	

Summary of community variances

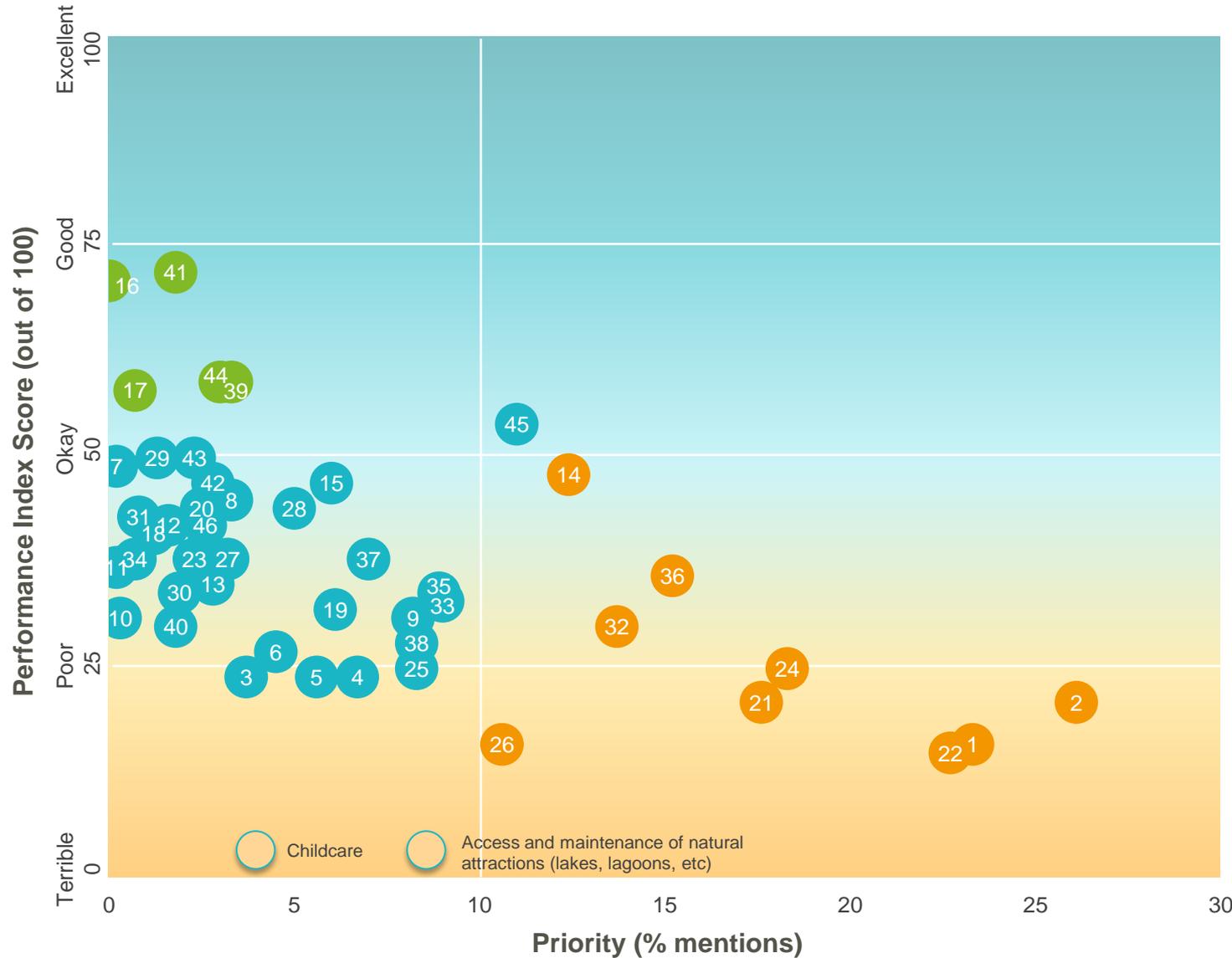
Economic, built and natural environment indicators

	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	ATSI	Kununurra: Town	Kununurra: Lakeside	Kununurra: Other	Wyndham	
Economic	Economic development	25	24	25	22	27	26	24	26	20	18	26	25	23	19	26	27	27	22	12
	Kununurra town centre	25	23	28	24	26	27	23	26	19	22	26	23	27	25	25	24	23	24	43
	Wyndham development	16	19	10	16	16	15	17	21	18	19	16	15	20	15	18	20	15	16	6
	Access to goods/services	38	39	34	39	37	38	39	38	33	30	38	38	38	39	36	43	34	38	25
	Access to education/training	44	45	40	45	42	44	45	47	36	35	44	44	44	43	42	49	42	43	26
	Area's character and identity	50	50	51	54	46	50	53	49	46	39	56	47	47	51	54	57	47	48	38
	Planning and building approvals	34	35	28	31	36	31	40	36	35	26	37	33	30	34	34	35	34	33	31
	Access to housing	43	45	37	43	42	42	46	46	37	28	46	41	39	37	44	46	43	40	25
	Sealed roads	30	30	29	29	31	27	33	39	29	28	27	34	27	32	32	30	28	30	30
Built	Unsealed roads	33	33	33	34	33	34	37	33	26	21	36	34	26	32	29	32	37	30	32
	Parking management	38	41	33	40	36	38	40	40	35	28	38	41	34	28	34	38	42	36	37
	Footpaths, cycleways & trails	34	34	34	36	33	34	37	33	27	29	34	34	35	33	22	32	40	35	22
	Streetscapes	36	38	31	37	35	37	34	34	36	32	34	38	35	29	29	37	41	33	24
	Lighting of streets & public places	38	40	31	40	35	35	41	41	33	30	38	37	39	38	26	37	36	42	30
	Storm water drainage	28	27	30	27	29	26	33	31	24	19	30	29	24	18	29	26	35	22	39
	Boat ramps	59	61	51	59	58	56	65	64	56	53	60	61	51	50	56	66	59	55	36
	Access to telecommunications	30	30	28	28	30	29	32	31	24	19	29	30	29	25	38	33	31	21	34
	Airport facilities	72	73	69	72	71	68	81	74	63	53	76	71	65	69	64	74	72	73	53
Natural	Conservation & environment	47	46	49	48	46	45	52	44	43	28	55	43	37	45	43	49	48	42	46
	Management of water resources	50	47	57	51	50	49	55	50	43	33	57	48	43	50	54	51	54	46	53
	Access to Lake Argyle	59	55	69	58	60	61	65	56	54	42	69	54	51	75	62	63	58	52	66
	Waste collection services	54	54	52	55	52	52	60	50	46	40	55	54	51	54	50	57	57	50	44
	Natural disaster education	42	40	47	41	43	37	51	42	37	30	47	40	37	43	41	43	44	38	37

Community Priorities

MARKYT Community Priorities Window™

- 1 Value from rates
- 2 Leadership
- 3 Advocacy
- 4 Transparency
- 5 Consulted about local issues
- 6 Informed about local issues
- 7 Website
- 8 Customer service
- 9 Youth services / facilities
- 10 Seniors services / facilities
- 11 Disability access
- 12 Community grants
- 13 Community buildings, halls & toilets
- 14 Sport and recreation facilities
- 15 Playgrounds, parks & reserves
- 16 Library and information services
- 17 Festivals and events
- 18 History and heritage
- 19 Multiculturalism
- 20 Health & community services
- 21 Safety and security
- 22 Anti-social behavior
- 23 Animal Control
- 24 Economic development
- 25 Kununurra town centre development
- 26 How Wyndham is being developed
- 27 Access to goods/services
- 28 Access to education/training
- 29 Area's character and identity
- 30 Planning & building approvals
- 31 Access to housing
- 32 Sealed roads
- 33 Unsealed roads
- 34 Parking management
- 35 Footpaths, cycleways & trails
- 36 Streetscapes
- 37 Lighting of streets & public places
- 38 Storm water drainage
- 39 Boat ramps
- 40 Access to telecommunications
- 41 Airport facilities
- 42 Conservation & environment
- 43 Management of water resources
- 44 Access to Lake Argyle
- 45 Waste collection services
- 46 Natural disaster education



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

Q. Which areas would you most like the Shire of Wyndham East Kimberley to focus on improving? Base: General community respondents (n = 350)

Shire's leadership within the community

Residents want improved community leadership from the Shire. They seek greater transparency, integrity, honesty and collaboration in pursuit of bettering the community.

Better use and management of rate payers' money to be used directly back into the community.

There is a feeling amongst the community that the Shire is more concerned about covering its own backside rather than serving the community.

Leadership, relating to the community that elected them.

The corporate staff to develop a culture to enjoy the area and its amenities, not an 'us and them' attitude.

I would like the councillors to put aside personal differences and work together for the good of our community.

Honesty and integrity within the employees who have a role in making decisions and in particular the handling of finances.

Developing a cohesive and effective Shire council who advocates for its residents.

Building trust with the residents and being transparent and informing residents in a language that everyone understands.



Image credit:

https://images.thewest.com.au/publication/YA-116168/image/57ba5e0d12cb8_b88224959z.1_20160822100053_000_gulls50j.2_0-1brkngd.jpg

Value for money from Shire rates

Respondents want to see value for the rates they pay. Tangible results such as sealed and well maintained roads, improving streetscapes and equitable waste collection and a range of services to benefit the community are all identified as services to be prioritised for rates to be spent on.

We pay \$4000 for Shire rates yet the Shire is broke and maintenance issues are not carried out.

Reducing our Shire rates. They are way too expensive for what we get.

Rates are too high for services you receive.

If we have to pay high rates please deliver on promise of maintenance.

We pay extreme rates, more than what I paid on the northern beaches in Sydney and yet we receive less for them.

SWEK can not continue to charge such high rates without delivering a high level of services in return. The rates are ridiculously high, making it unsustainable for families to live here. I live in lakeside and can't understand why I pay almost \$4,000 pa in rates for some of the worst sealed roads I have ever driven on.

Rates go up every year for no extra services.



Control of graffiti, vandalism and antisocial behaviour

Residents want a safe and attractive town that is free of antisocial behaviour. CCTV cameras, Police presence and security patrols are suggested to combat youth on the street, public alcohol consumption, fighting, street violence and graffiti.

*Being able to sleep at night free from all night parties.
Graffiti and general cleanliness of town. It's filthy.*

More police presence at night to deal with juveniles walking the streets.

Be active in addressing anti-social behaviour, particularly with youth on the streets.

Access to night security patrols [and] operate a security patrol on push bikes on the CBD between the hours of 9pm and 3am. These will reduce anti social behaviour, graffiti of local business and provide the residences a sense of safety.

Removing drunk people from our streets. Out of control noise from some houses being stopped (after 10pm). Stop street drinking. Stop people from dropping their rubbish on my property. Install street cameras around town. Stop the vandalism. Stop the graffiti.

Work on a strategy to help prevent crime, littering and anti-social behaviour.

Cameras, like Cooper Pedy. It stops all drinking and vandalism.

CCTV in the town - MASSIVELY IMPORTANT.



Economic development

Residents want the Shire to provide an environment that supports and encourages business and job development by reducing the administrative burdens, championing tourism and increasing access to supporting services, including childcare.

Support to encourage small business .

To make running a business in town easier. There is too much red tape and everything gets deferred and takes a long time.

Devise incentives for out-of-town corporates to leave some profits in the area for the long-term benefit of the area.

Local "Village Bank" to stimulate and grow a healthy local economy.

Become much more proactive at supporting and attracting investment in our community.

Wet season tourism (there is a market here).

Spend more money on tourism. Ensuring good visitor services and a great first impression of the town.

Access for people to the highly under-utilised natural attractions of the local environment (trails, signage, promotion). This would be a huge boost to tourist income.

The access to quality childcare. Waiting list at [a Childcare] Centre is up to 18 months, which prevents parents from returning to work, in a town which struggles with staffing businesses and battles with high turnover of staff.



Residents fear for their safety at night. They want the Shire to work with other agencies to reduce loitering, anti-social behaviour, crime and violence.

Having a police report that doesn't read like a horror movie. Safety of vulnerable children.

Work with law enforcement to make the town safe (that is the court system, not the police).

Security within the town.

Community approach to stamping out domestic violence - make it unacceptable in our community.

More police presence at night to deal with juveniles walking the streets.

Safety of residents, people [are] terrified to walk at night in fear of being bashed.

Safety - reduction in theft and vandalism.

Creating a safer community and security with better street lighting.

How is it that the post office got broken into across the road from the police station.



Respondents want their local area to look nice. Topical issues include planting and maintenance of lawn and trees, control of weeds and cleaning and repair of public amenities and spaces.

Landscaping in town.

Beautification of the towns residential areas.

Improve Weaber Plain Rd nature strip in town.

More trees and shade. Green our streetscapes.

For SWEK to beautify Wyndham, with lovely green lawns.

Yards and verges that are a health hazard - long grass, rubbish, etc. Action should be taken against the responsible residents.

Improving Wyndham, tidy the streets and verges make it more inviting.

Cleaning up areas of the town that are not inviting and make the town look untidy - empty blocks and community housing in some areas are a disgrace.

Improving the visual look of the town. When trees and plants die they need to be replaced to help green the town and in turn keep it cooler in terms of temperature.

Green town up plant more trees.



Maintenance of sealed roads

Greater care and attention to the maintenance of sealed roads. Residents desire earlier action to maintain road surfaces and gutters, increasing trafficability and presentation to tourists.

Improve roads, fund infrastructure, not events.

Improvement to sealed road maintenance around town.

Attend to road damage in a timely manner eg when potholes occur fill them up and patch them, don't just list them for repair by someone else so they just get bigger when they could have been fixed quickly and cheaply in the first place.

Fix roads before they come beyond repair and cost ratepayers considerably more.

Popular roads such Hibiscus Drive... need to be re-done, instead of bumpy patch ups.

Fixing of sealed roads at the start of the dry season or better attempts to fix damaged roads.

The roads are all falling apart, which puts the safety of drivers at risk.

Sealed roads during the wet I am aware will get potholes, but the corner of [Poinciana] and Bandicoot is atrocious and has been for a long time. Even right out the front of the Shire depot is flooded for long after the rain has stopped.



Sport and recreation facilities

Respondents would like current facilities to be upgraded and maintained. Ideas for new facilities include a water park, renovated pool complex with a 50m pool and ablution blocks for outdoor ovals.

The pool/leisure centre are seriously in need of repair/revamp.

Sporting and recreational facilities and the maintenance of these. We have 2 sporting ovals with no access to ablutions.

Water park, like in Broome, for the children.

Community areas - swimming pool, sport facilities, leisure centre.

Community facilities, the pool, leisure centre, gym equipment... are too small for the amount of people using them and not enough equipment.

The Ted Birch Rec Centre could be upgraded, the court floors and main building as well as creating a multi purpose building for a gym connected to the main centre, with bigger storage.

I would love to see an off leash enclosed dog exercise area as there are a lot of dog owners in town.

The basketball courts need to be repainted and the backboard and ring needs replacing.

A painted four square court would be good as the children are often playing it.



There is a perception that Wyndham is treated inferiorly compared to Kununurra. Residents would like more equity across the Shire and for the Shire's decision makers to spend time in the town.

To give Wyndham a go at better facilities.

Acknowledging Wyndham as an actual town. They do a lot more for Kununurra than they do for Wyndham. They forget that we are also a town with the same needs.

The Shire don't care about Wyndham.

Actually doing something about the state of Wyndham town. Wyndham is like the ugly cousin of Kununurra. It should not have taken locals to do the work of the Shire, the Shire should of been doing it. You drive into Kununurra and it's welcoming with signage and information, then there's Wyndham, hardly anything. Total disgrace how Wyndham is neglected by this Shire.

Wyndham not treated as an after thought.

Realise that there are two towns in the Shire and stop ignoring Wyndham. Work to help Wyndham grow and develop, stop hindering any improvements.

More money spent on Wyndham township.

We need a head honcho in Wyndham - someone that has an interest in the place and engages in things that Wyndham people do so they can see what needs to be done and organise to get it done (ie. they need to have authority over depot, rec. centre, pool, tip, office). We need someone on the ground that we can bail up at the coffee shop or mention stuff in passing.

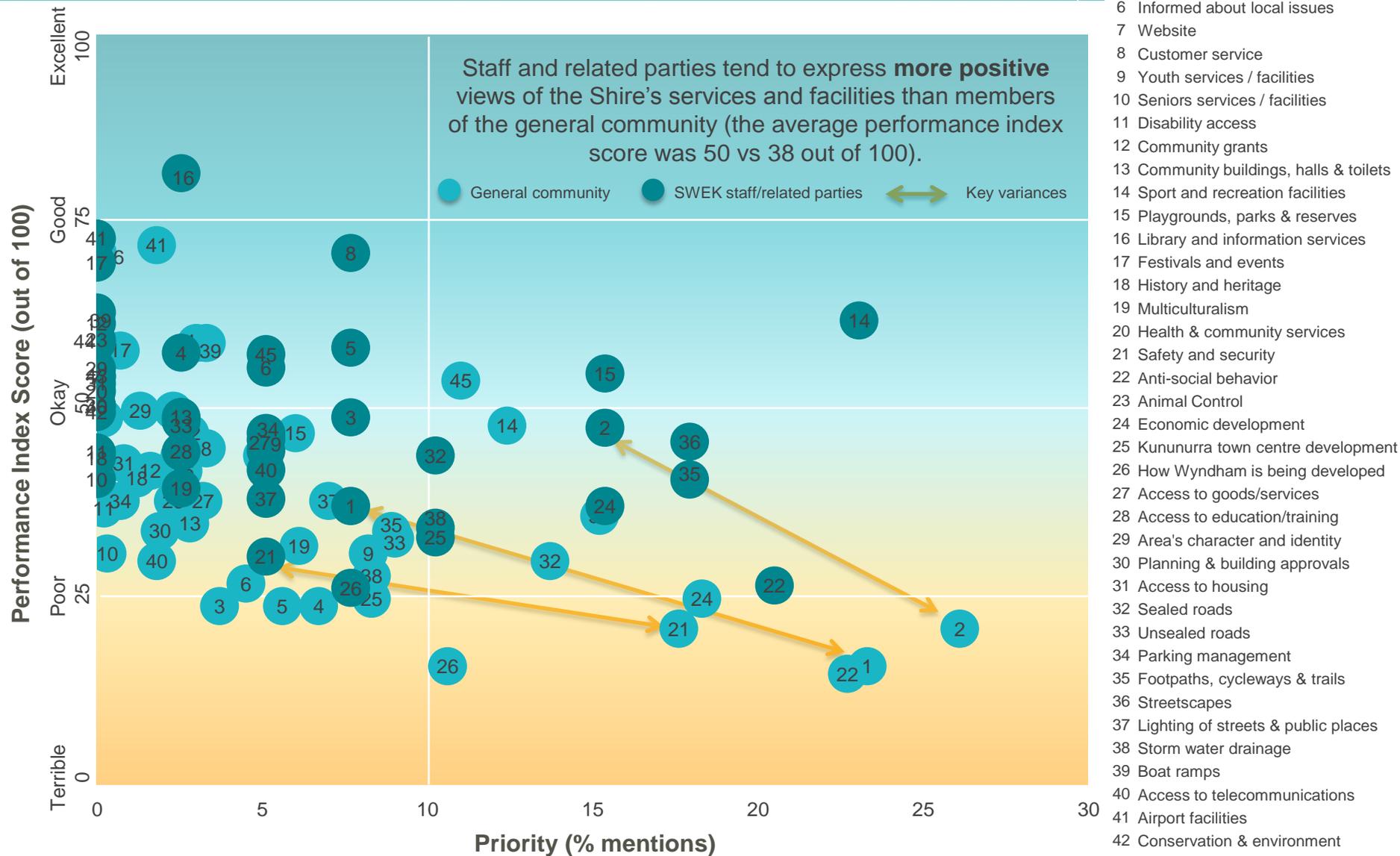


Overview of variances between general community and SWEK employees

The following pages show the diversity in views between the general community, SWEK staff and respondents who did not disclose their relationship with the Shire.

MARKYT Community Priorities Window™

General Community (excludes staff and non-disclosed) vs SWEK Staff



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

Q. Which areas would you most like the Shire of Wyndham East Kimberley to focus on improving? Base: SWEK Staff (n = 39)

- 1 Value for rates
- 2 Leadership
- 3 Advocacy
- 4 Transparency
- 5 Consulted about local issues
- 6 Informed about local issues
- 7 Website
- 8 Customer service
- 9 Youth services / facilities
- 10 Seniors services / facilities
- 11 Disability access
- 12 Community grants
- 13 Community buildings, halls & toilets
- 14 Sport and recreation facilities
- 15 Playgrounds, parks & reserves
- 16 Library and information services
- 17 Festivals and events
- 18 History and heritage
- 19 Multiculturalism
- 20 Health & community services
- 21 Safety and security
- 22 Anti-social behavior
- 23 Animal Control
- 24 Economic development
- 25 Kununurra town centre development
- 26 How Wyndham is being developed
- 27 Access to goods/services
- 28 Access to education/training
- 29 Area's character and identity
- 30 Planning & building approvals
- 31 Access to housing
- 32 Sealed roads
- 33 Unsealed roads
- 34 Parking management
- 35 Footpaths, cycleways & trails
- 36 Streetscapes
- 37 Lighting of streets & public places
- 38 Storm water drainage
- 39 Boat ramps
- 40 Access to telecommunications
- 41 Airport facilities
- 42 Conservation & environment
- 43 Management of water resources
- 44 Access to Lake Argyle
- 45 Waste collection services
- 46 Natural disaster education

MARKYT Community Priorities Window™

General Community (excludes staff and non-disclosed) vs SWEK relationship not disclosed

- 1 Value from rates
- 2 Leadership
- 3 Advocacy
- 4 Transparency
- 5 Consulted about local issues
- 6 Informed about local issues
- 7 Website
- 8 Customer service
- 9 Youth services / facilities
- 10 Seniors services / facilities
- 11 Disability access
- 12 Community grants
- 13 Community buildings, halls & toilets
- 14 Sport and recreation facilities
- 15 Playgrounds, parks & reserves
- 16 Library and information services
- 17 Festivals and events
- 18 History and heritage
- 19 Multiculturalism
- 20 Health & community services
- 21 Safety and security
- 22 Anti-social behavior
- 23 Animal Control
- 24 Economic development
- 25 Kununurra town centre development
- 26 How Wyndham is being developed
- 27 Access to goods/services
- 28 Access to education/training
- 29 Area's character and identity
- 30 Planning & building approvals
- 31 Access to housing
- 32 Sealed roads
- 33 Unsealed roads
- 34 Parking management
- 35 Footpaths, cycleways & trails
- 36 Streetscapes
- 37 Lighting of streets & public places
- 38 Storm water drainage
- 39 Boat ramps
- 40 Access to telecommunications
- 41 Airport facilities
- 42 Conservation & environment
- 43 Management of water resources
- 44 Access to Lake Argyle
- 45 Waste collection services
- 46 Natural disaster education



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

Q. Which areas would you most like the Shire of Wyndham East Kimberley to focus on improving? Base: SWEK relationship not disclosed (n = 15)

Moving Forward

Moving Forward

Although the Shire of Wyndham East Kimberley is considered to be a great place to live, there are some governance issues to address:

- As a **place to live**, the performance index score is **70 out of 100**, 1 point above the MARKYT Industry Standard for regional councils in WA.
- As a **governing organisation**, the performance index score is 28; 19 points below the MARKYT Industry Standard for regional councils in WA.

The community regards the Shire's strengths to be the library and airport, followed by festivals and events, access to Lake Argyle and boat ramp facilities.

Moving forward the community would like the Shire of Wyndham East Kimberley to focus on **8 key priorities**:

1. Improve **leadership** with greater transparency, integrity and collaboration
2. Provide better **value for money** from rates
3. Address **anti-social behaviour** and community safety with CCTV cameras, Police presence and security patrols; and retain TAMS with 74% community support
4. Strengthen the **economy, tourism and job creation**
5. Improve the appearance of **streetscapes**
6. Better maintenance of **sealed roads**
7. Upgrade and improve **sport and recreation facilities**
8. Provide equal care and attention in **Wyndham**





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

ABN 20 108 620 855

CATALYSE 