



Community perception survey

2023 results



Summary of findings

Prioritise

- Family and children services
- Community safety and crime prevention
- Senior services and facilities

Optimise

- Sport and recreation facilities/services
- Health and community services
- Youth services / facilities

Review

- Communication
- Consultation
- Change, innovation and technology
- Advocacy and lobbying

Prioritise

- Responsible growth and development
- Building and maintaining local roads
- Planning and building approvals

Optimise

- Conservation and environment
- Sustainable practices / climate change
- Local beaches and coastline

Demographics / localities

- Augusta
- Gracetown
- Persons with a disability
- First Nations
- LOTE

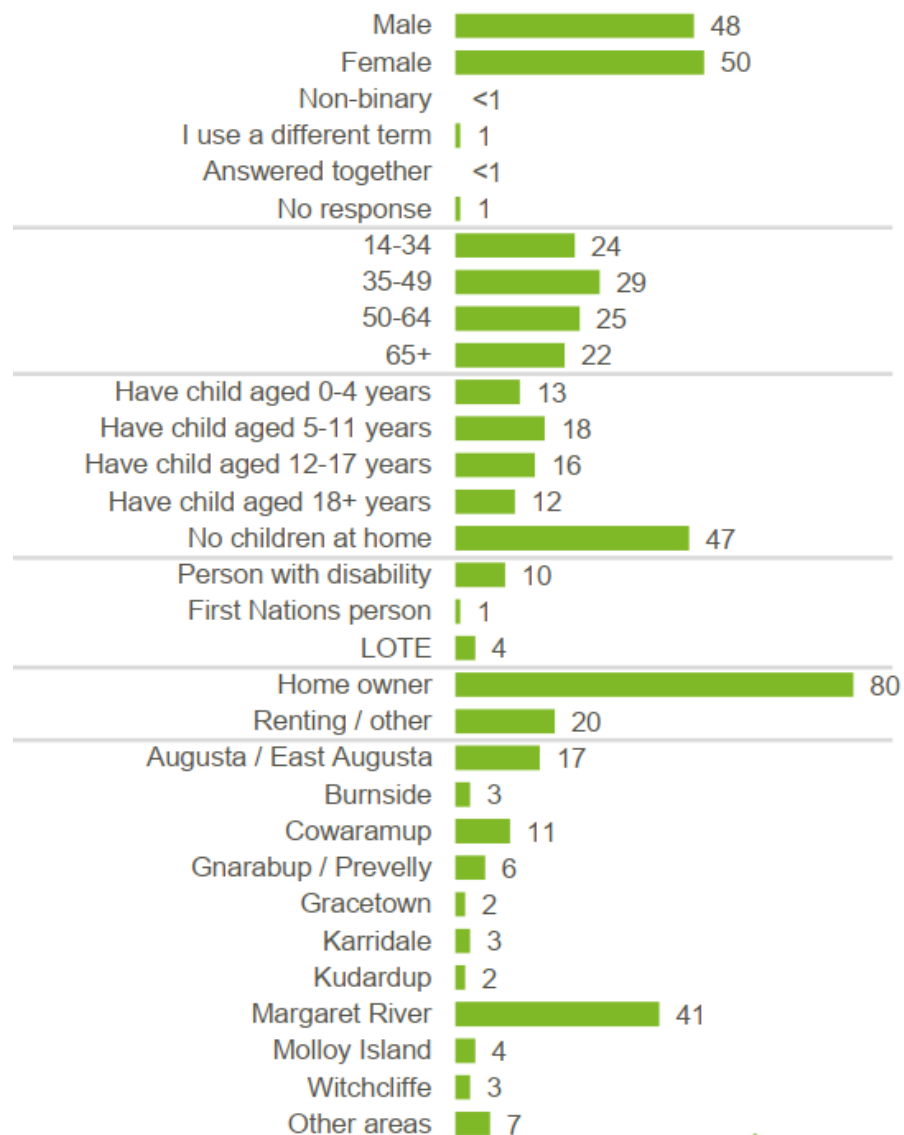


The process

Survey	Opt-in	Random	Total
2019	223	431	654
2023	277	809	1,086

- Survey performed by Catalyse using their MARKYT Community Scorecard® model
- Uses standardised question methodology
- Survey sent out to 5,000 randomly selected households (1,000 by mail, 4,000 by email)
- Survey also promoted by Shire through various channels

% of resident respondents (weighted)





Our Place

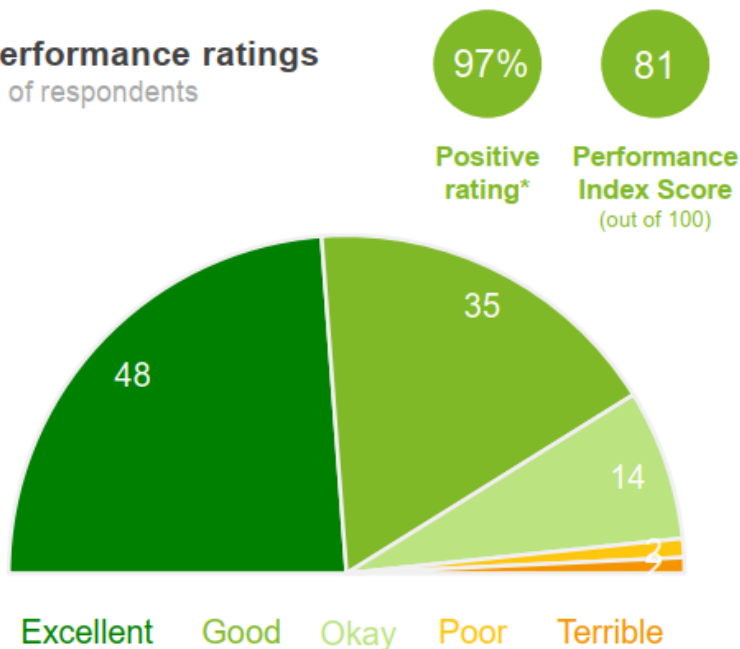
The Shire as a place to be



A place to live

Performance ratings

% of respondents



Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
81	83	73	80	83	80	83	81	79	77	75	82	85	83	75	64	74	81	85	81	84	84	85	81	81	87	76	81



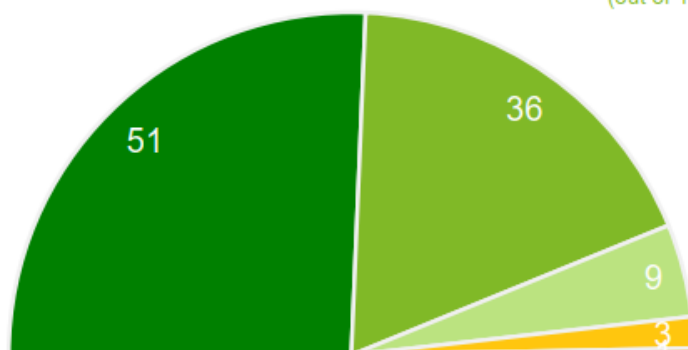
A place to visit

Performance ratings

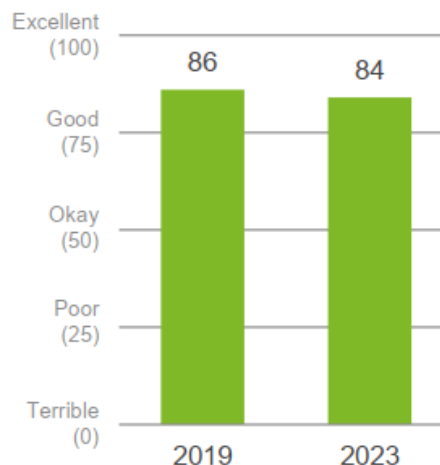
% of respondents

96%
Positive rating*

84
Performance Index Score
(out of 100)



Excellent Good Okay Poor Terrible



Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
84	86	76	82	86	83	86	83	82	85	81	85	85	83	81	74	79	80	90	84	82	83	84	80	84	82	83	91



A place to own or operate a business

Performance ratings

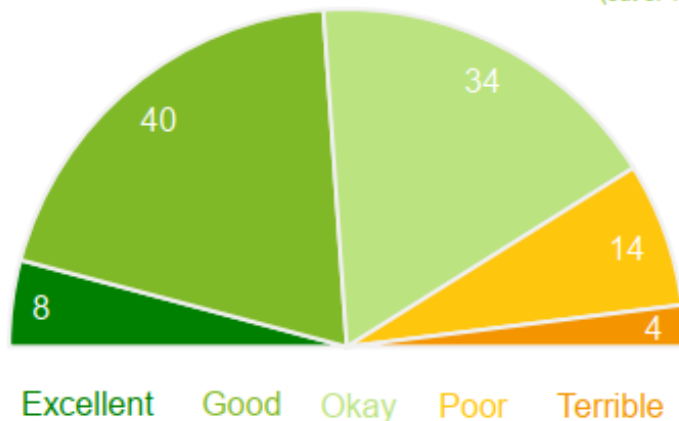
% of respondents

82%

Positive
rating*

59

Performance
Index Score
(out of 100)



- Overall, community perceive Augusta Margaret River as a good place to live and to visit
- Overall, community perceive Augusta Margaret River as a good place to own or operate a business
- Some variance between demographic categories and localities

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
59	60	55	57	60	57	60	60	57	64	58	58	59	60	53	59	51	55	62	61	66	62	59	53	58	54	50	60



Our Organisation

The Shire as a governing organisation

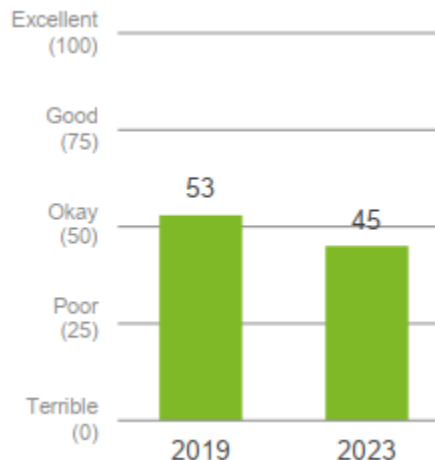
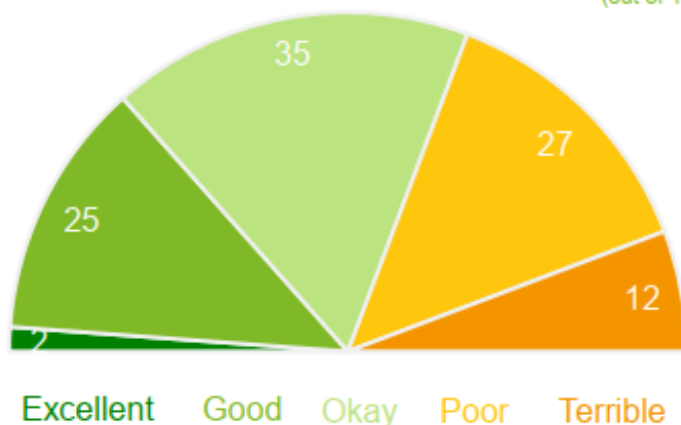


The Shire as a governing organisation

Performance ratings % of respondents

61%
Positive rating*

45
Performance Index Score
(out of 100)



Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
45	46	41	42	48	43	44	44	46	46	46	44	44	46	38	40	39	36	49	49	46	28	47	17	47	49	46	47

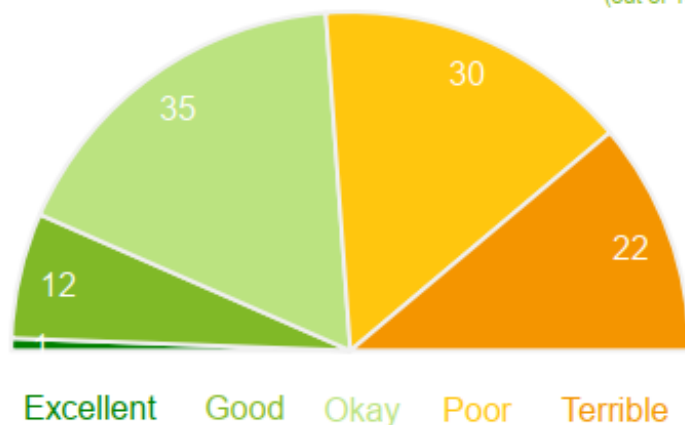


Value for money from rates

Performance ratings % of respondents

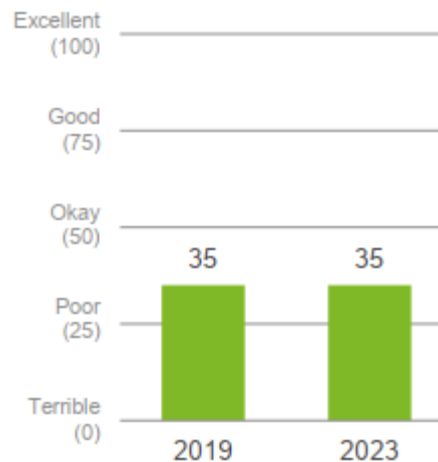
48%
Positive rating*

35
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
35	35	36	32	38	34	31	34	37	36	39	31	33	38	25	27	33	31	41	33	34	20	34	17	38	35	33	36



Strengths and focus areas

Strengths

- **High performers**
 - Libraries
 - Place to live and visit
 - Blackwood and Margaret Rivers
- **Most improved**
 - Recognition for Wadandi and Pibelmen cultures
 - Davis Road tip and transfer stations
 - Waste collection services

Priorities

- Sport and recreation facilities and services
- Responsible growth / sustainable development
- Conservation and environmental management
- Family and children services and facilities
- Sustainable practices / climate change

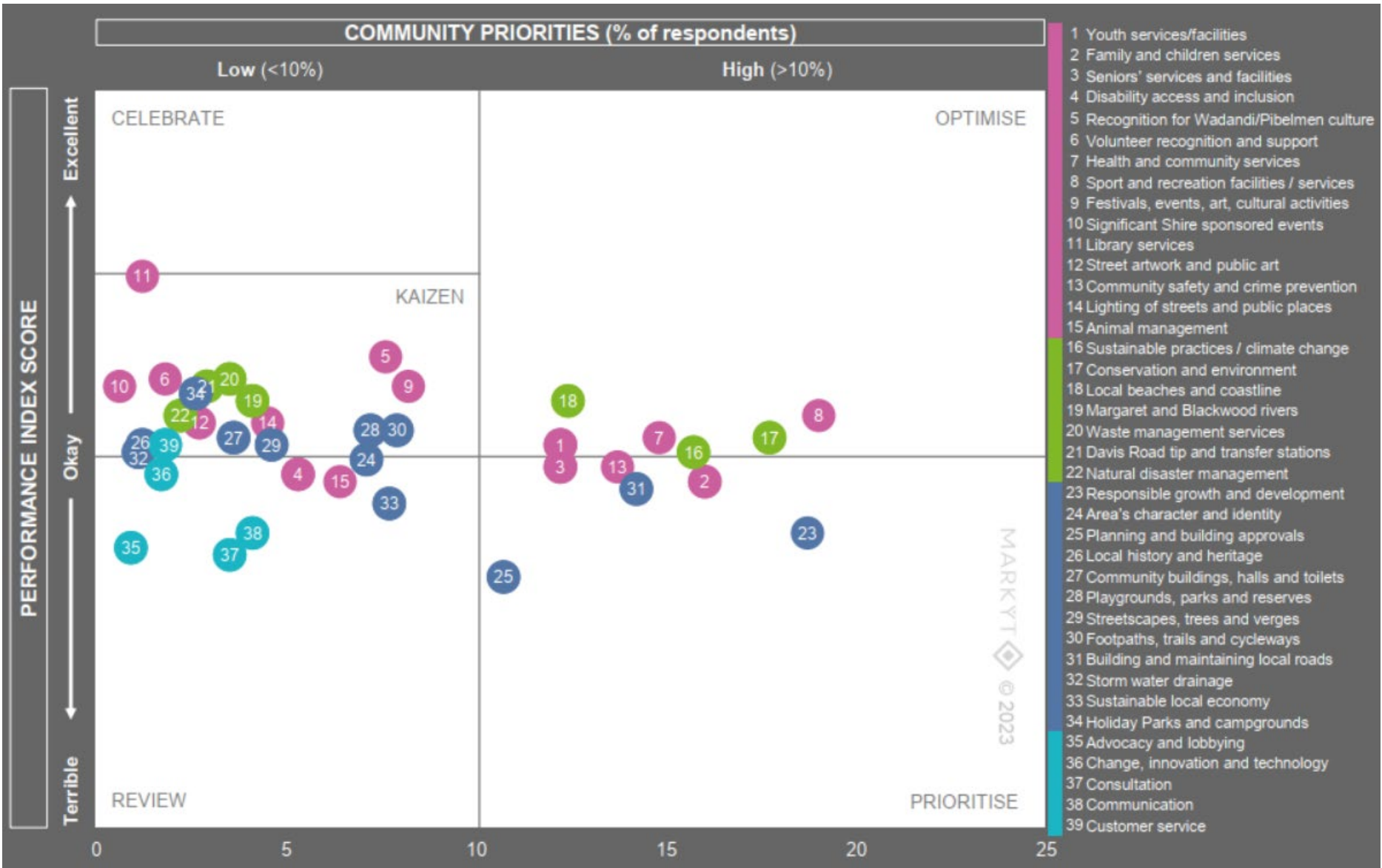


Strategic Priorities

The Shire as a body that meets its strategic objectives



Community priorities





Locality and demographical results

	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
Overall place to live	81	85	81	84	84	85	81	81	87	76	81
PEOPLE											
Youth services and facilities	30	71	58	57	57	50	29	57	52	50	60
Family and children services and facilities	25	59	55	58	43	38	25	55	49	41	49
Seniors' services and facilities	42	57	45	56	35	52	25	54	45	60	51
Disability access and inclusion	38	65	42	56	38	55	31	50	43	63	57
Recognition for Wadandi / Pibelman cultures	59	77	61	65	63	64	75	65	68	69	67
Volunteer recognition and support	54	59	64	61	59	65	49	63	59	64	62
Access to health and community services	46	55	54	65	61	47	38	54	51	54	57
Sport and recreation facilities and services	43	62	56	67	53	57	53	58	52	60	62
Festivals, events, art and cultural activities	51	63	62	64	52	62	56	62	67	57	67
Significant Shire sponsored events	46	69	62	64	56	64	33	63	60	51	69
Library services	62	81	76	79	71	73	65	80	63	83	81
Street artwork and public art	42	62	57	58	43	58	57	57	61	56	57
Community safety and crime prevention	41	58	47	58	32	52	39	51	50	50	51
Lighting of streets and public places	44	61	59	63	58	64	43	58	50	60	50
Animal management	47	45	47	46	59	52	34	46	45	47	49
ENVIRONMENT											
Sustainable practices / climate change	43	64	49	50	35	54	56	51	53	56	59
Conservation and environmental management	44	63	52	55	40	54	47	54	48	58	61
Local beaches and coastline	51	71	60	56	47	65	40	60	60	59	64
Margaret and Blackwood rivers	51	67	62	56	51	62	39	60	54	58	59
Waste collection services	51	67	60	66	54	58	37	65	54	60	59
Davis Road tip and transfer stations	54	63	52	65	54	55	20	64	57	60	63
Natural disaster management	47	61	53	58	47	53	48	57	53	56	66

	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
PLACE											
Responsible growth/sustainable development	36	50	33	39	29	41	38	42	50	43	46
Area's character and identity	42	62	46	49	46	52	39	53	60	49	49
Planning and building approvals	27	45	29	39	31	36	29	35	35	29	36
Local history and heritage	44	66	49	54	52	46	44	54	60	51	59
Community buildings, halls and toilets	41	59	59	55	50	47	39	57	54	54	52
Playgrounds, parks and reserves	41	70	57	59	51	52	50	58	59	39	55
Streetscapes, trees and verges	38	66	52	62	50	50	37	55	51	50	59
Footpaths, trails and cycleways	37	57	62	59	42	47	40	57	57	56	60
Building and maintaining local roads	29	52	43	56	32	37	23	55	42	48	39
Storm water drainage	44	64	46	59	53	33	41	55	43	52	54
Developing the local economy sustainably	37	54	42	47	38	43	35	45	54	42	52
Place to own or operate a business	55	62	61	66	62	59	53	58	54	50	60
Place to visit	80	90	84	82	83	84	80	84	82	83	91
Holiday Parks and campgrounds	65	72	59	56	44	59	62	55	57	57	65
PERFORMANCE											
Governing organisation	36	49	49	46	28	47	17	47	49	46	47
Value for money from rates	31	41	33	34	20	34	17	38	35	33	36
Advocacy and lobbying	29	49	42	39	23	35	15	40	45	37	45
Change, innovation and technology	40	56	51	54	20	52	32	49	54	54	52
Consultation	26	51	37	41	35	39	21	38	34	39	46
Communication	32	54	38	49	39	41	14	41	38	42	47
Customer service	42	57	54	59	49	52	34	55	46	57	59
Shire's plans and strategic documents	43	51	44	54	48	53	29	45	40	37	54
Shire's website	47	59	52	56	65	60	36	54	59	53	47
Shire's e-newsletter	49	62	54	51	53	62	29	54	56	52	51
Shire's social media posts	45	61	48	51	54	58	35	56	56	50	56
Have Your Say – online consultation platform	45	60	55	56	62	56	43	52	45	52	57



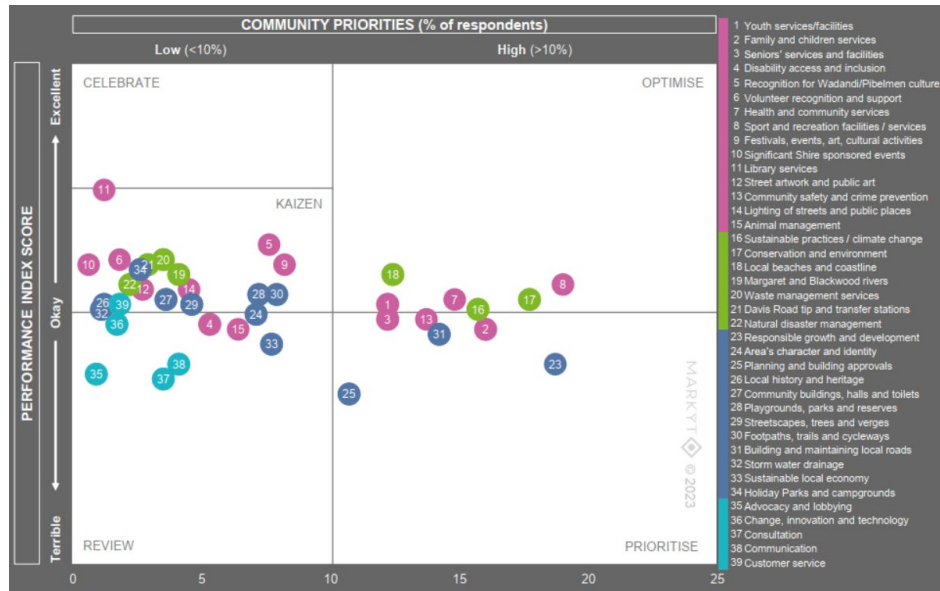
Community perception - People

“We will support and strengthen our diverse, resilient, welcoming, safe and connected community through services and advocacy”





Community priorities - People



Doing great

- Library services

Continuous improvement

- Festivals, events, arts and culture
- Recognition for Wadandi Pibelmen culture
- Lighting of streets and public places
- Street artwork and public art
- Volunteer recognition and support
- Significant Shire sponsored events

Prioritise

- Family and children services
- Community safety and crime prevention
- Senior services and facilities

Optimise

- Sport and recreation facilities/services
- Health and community services
- Youth services / facilities

Review

- Animal management
- Disability access and inclusion



People – areas to prioritise

Family and children services

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations [#]	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
47	48	44	51	44	47	42	44	49	56	54	45	46	45	39	37	43	25	59	55	58	43	38	25	55	49	41	49

Community safety and crime prevention

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations [#]	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
49	50	43	46	52	49	44	50	50	47	54	49	45	48	42	42	49	41	58	47	58	32	52	39	51	50	50	51

Senior services and facilities

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations [#]	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
49	48	55	51	47	48	39	51	58	58	65	46	44	45	39	35	49	42	57	45	56	35	52	25	54	45	60	51



People – areas to optimise

Sport and recreational services

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations [#]	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
56	57	52	57	55	56	52	53	58	57	57	50	58	61	47	50	53	43	62	56	67	53	57	53	58	52	60	62

Health and community services

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations [#]	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
53	54	51	53	54	53	51	49	54	56	57	50	52	55	46	48	46	46	55	54	65	61	47	38	54	51	54	57

Youth services and facilities

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations [#]	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
52	53	48	55	50	52	44	47	52	60	57	49	51	52	40	47	44	30	71	58	57	57	50	29	57	52	50	60



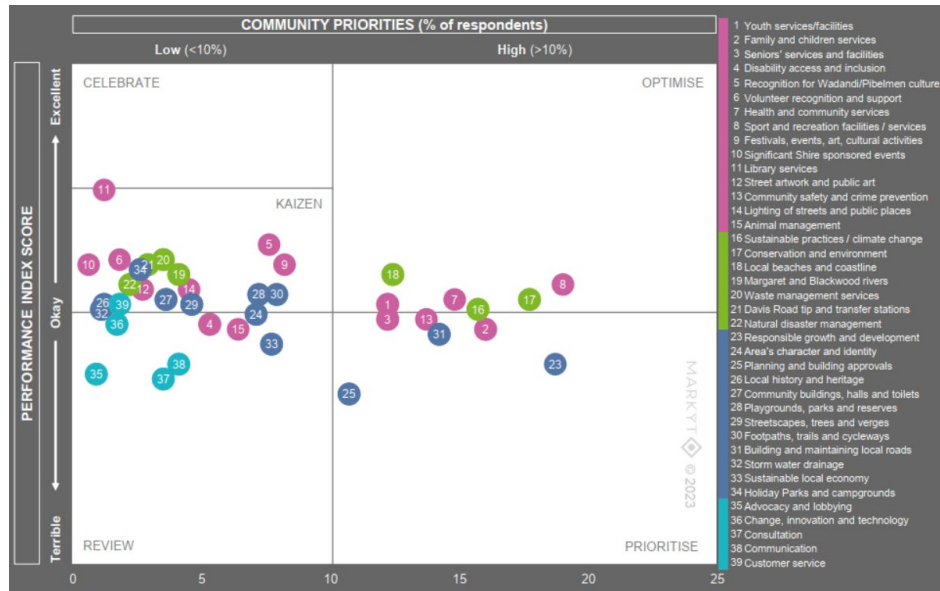
Community perception - Place

“We will responsibly grow and develop vibrant, sustainable places which maintain their distinctive country character and which supports a local economy that is resilient, equitable and sustainable”





Community priorities - Place



Continuous improvement

- Footpaths, trails and cycleways
- Playgrounds, parks and reserves
- Streetscapes, trees and verges
- Community buildings, halls and toilets
- Holiday parks and campgrounds
- Local history and heritage
- Storm water drainage

Prioritise

- Responsible growth and development
- Building and maintaining local roads
- Planning and building approvals

Optimise

- Nil

Review

- Sustainable local economy
- Area's character and identity



Place – areas to prioritise

Responsible growth and development

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
40	40	40	41	40	39	41	41	41	46	45	40	35	41	38	24	38	36	50	33	39	29	41	38	42	50	43	46

Building and maintaining local roads

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
46	46	44	44	48	43	53	49	48	48	50	48	44	41	41	42	54	29	52	43	56	32	37	23	55	42	48	39

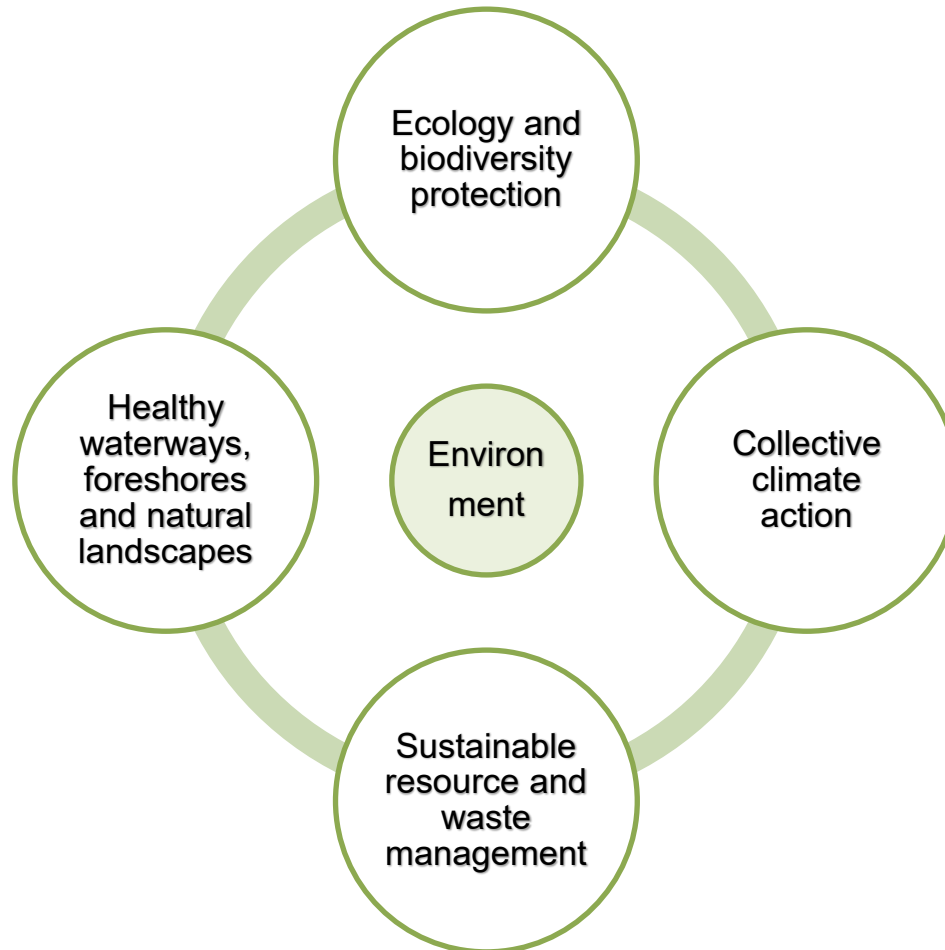
Planning and building approvals

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
34	33	34	34	33	32	35	34	37	44	40	32	30	34	30	28	28	27	45	29	39	31	36	29	35	35	29	36



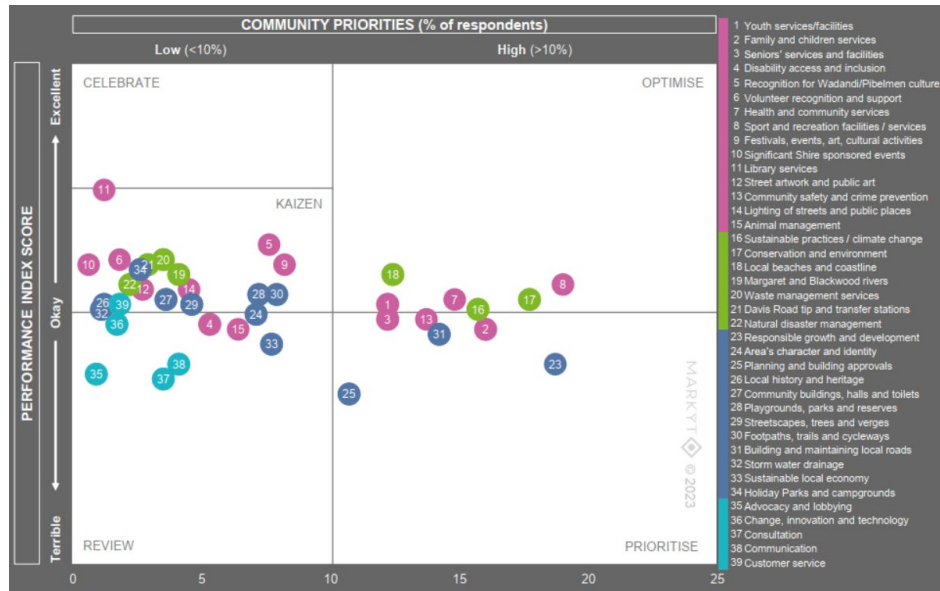
Community perception - Environment

“We will protect and enhance the unique natural environment and biodiversity of the region through climate action and informed decision making”





Community priorities - Environment



Continuous improvement

- Margaret River and Blackwood rivers
- Waste management services
- Davis Road tip and transfer stations
- Natural disaster management

Prioritise

- Nil

Optimise

- Conservation and environment
- Sustainable practices / climate change
- Local beaches and coastline

Review

- Nil



Environment – areas to optimise

Conservation and environment

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
53	53	50	51	55	49	55	54	53	59	55	54	49	52	50	46	53	44	63	52	55	40	54	47	54	48	58	61

Sustainable practices / climate change

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
51	52	46	48	54	49	50	53	52	57	49	52	50	52	49	53	46	43	64	49	50	35	54	56	51	53	56	59

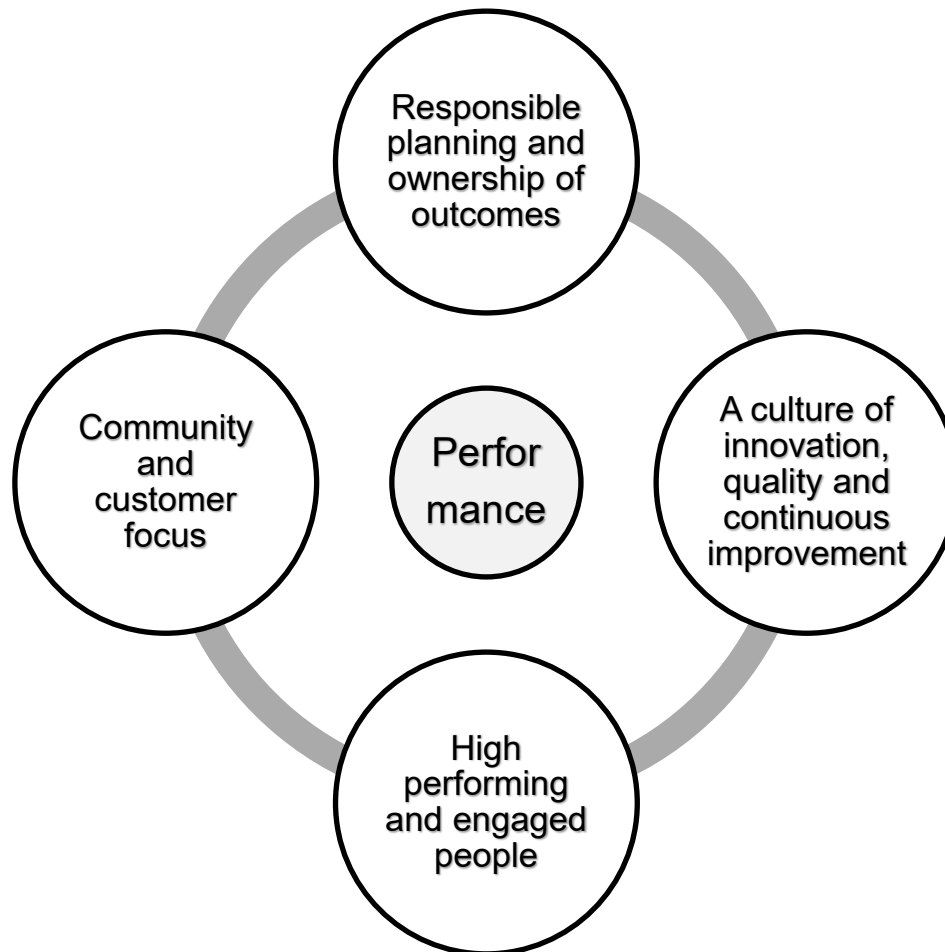
Local beaches and coastline

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
58	58	59	58	59	55	63	62	57	61	69	59	52	53	49	46	58	51	71	60	56	47	65	40	60	60	59	64



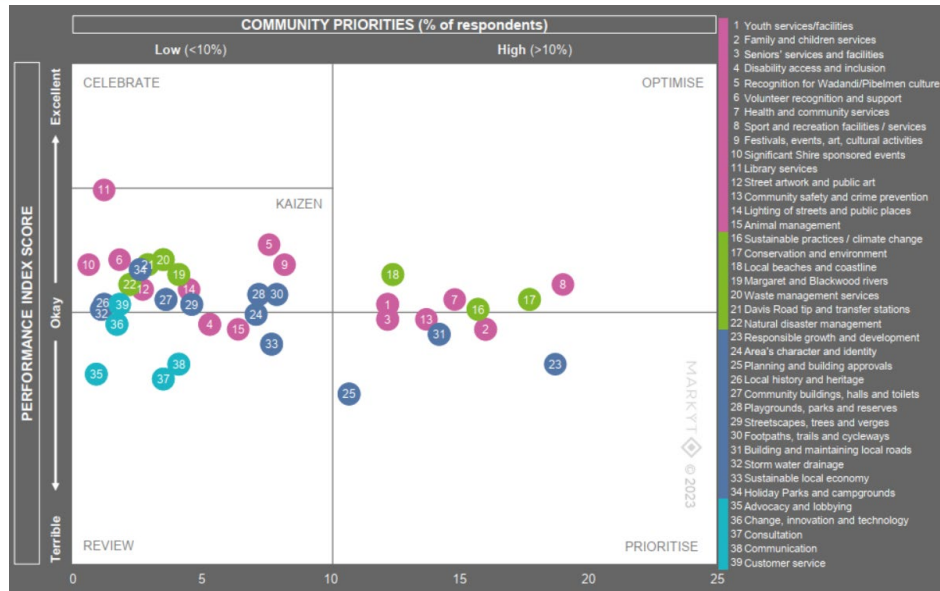
Community perception - Performance

“We will deliver quality governance, service and value with integrity and transparency”





Community priorities - Performance



Continuous improvement

- Customer service

Prioritise

- Nil

Optimise

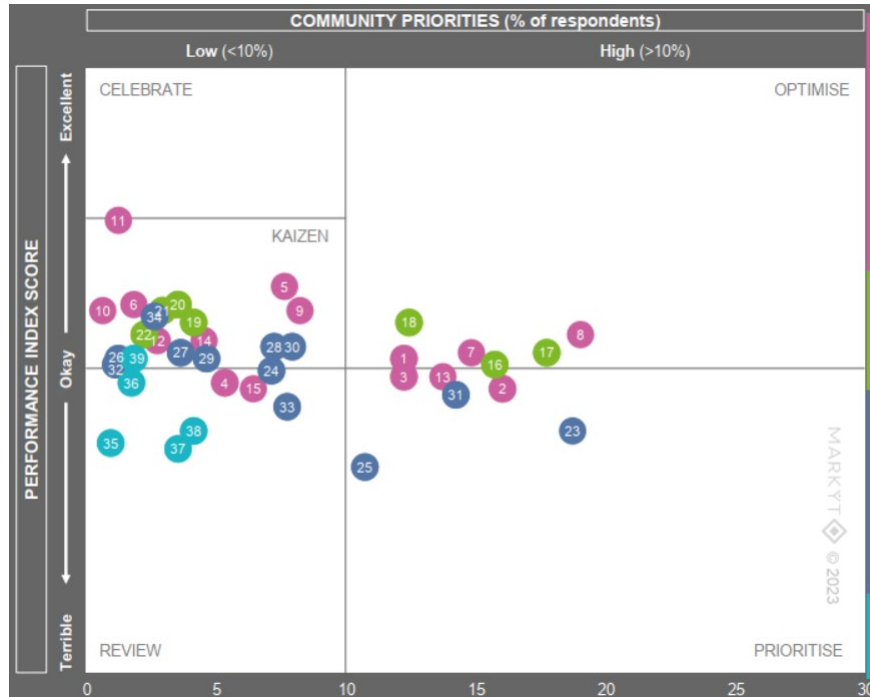
- Nil

Review

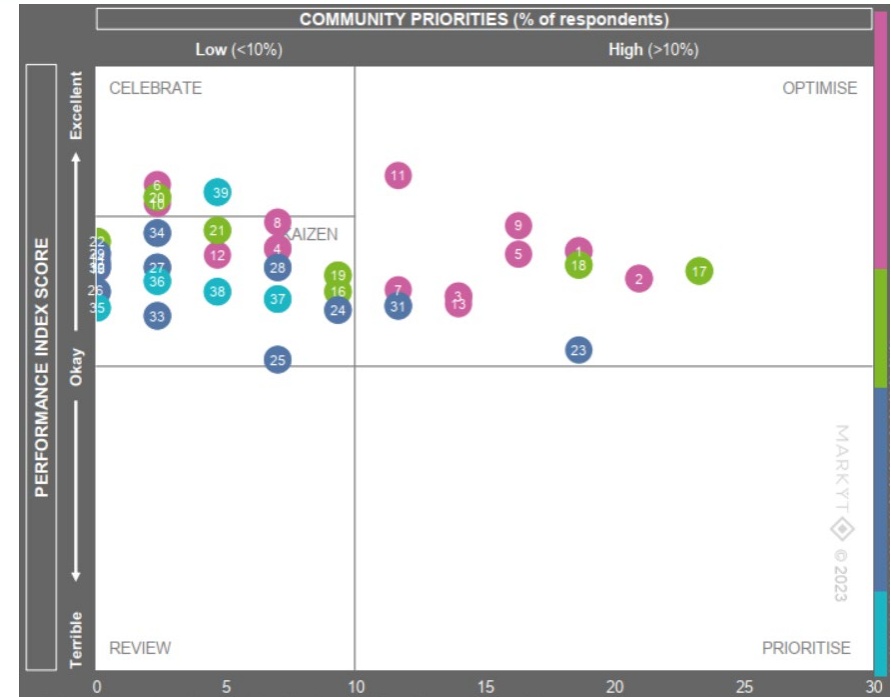
- Communication
- Consultation
- Change, innovation and technology
- Advocacy and lobbying



The communication aspect



Community priorities – residents



Community priorities – affiliated

NB: community priorities graph for out of area ratepayers and visitors is similar to Council affiliated results, albeit some priorities are different



MARKYT ® Community Scorecard

Prepared for: Shire of Augusta-Margaret River

Prepared by: CATALYSE® Pty Ltd ©

March 2023

Contents

Strategic overview	3
Approach	5
Overall performance	10
MARKYT® industry comparisons	14
MARKYT® community trends	18
MARKYT® community priorities	21
Performance against key pillars in the Strategic Community Plan:	
Performance	24
Communication	35
People	40
Environment	57
Place	65
Overview of community variances	80
MARKYT® community priorities other stakeholder groups	83

Strategic overview

Vision



19

% agree

10% points below
Industry Average and
down 12% points from 2019

Liveability

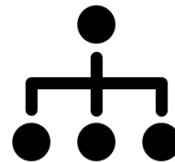


81

Performance Index Score

5 index points above
Industry Average but
down 4 points from 2019

Governance



45

Performance Index Score

8 index points below
Industry Average and
down 8 points from 2019

Rates Value



35

Performance Index Score

9 index points below
Industry Average and
maintained from 2019

High performers (average rating good or better)

- Library services

Most improved

- Recognition for Wadandi and Pibelmen cultures
- Davis Road tip and transfer stations
- Waste collection services

Relative to MARKYT® Industry Standards

- Place to live and visit
- Blackwood and Margaret rivers



Sport and recreation facilities and services



Responsible growth / sustainable development



Conservation and environmental management



Family and children services and facilities



Sustainable practices / climate change

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 Augusta-Margaret River 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 2040

COMMUNITY VISION

Augusta Margaret River
Sustainable, inclusive,
connected to place and
respecting Boodja



The Study

The Shire of Augusta-Margaret River commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were sent to 5,000 randomly selected households; 1,000 by mail and 4,000 by email. The Shire of Augusta-Margaret River provided supporting promotions through its communication channels.



The scorecard was open from 30 January to 17 February 2023 and was completed by **1,084 community members** with various connections to the Shire.

Local resident	Out of area ratepayer	Visitor	Councillor / Employee
940	86	14	46

The main body of this report shows responses from local residents. As responses from the random sample (n=663) and opt-in sample (n=277) were similar, results have been combined in this report. Results from Councillors, Shire employees, out of area ratepayers and visitors are reported separately at the end of this report.

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

% of resident respondents (weighted)

Male	48
Female	50
Non-binary	<1
I use a different term	1
Answered together	<1
No response	1
14-34	24
35-49	29
50-64	25
65+	22
Have child aged 0-4 years	13
Have child aged 5-11 years	18
Have child aged 12-17 years	16
Have child aged 18+ years	12
No children at home	47
Person with disability	10
First Nations person	1
LOTE	4
Home owner	80
Renting / other	20
Augusta / East Augusta	17
Burnside	3
Cowaramup	11
Gnarabup / Prevelly	6
Gracetown	2
Karridale	3
Kudardup	2
Margaret River	41
Molloy Island	4
Witchcliffe	3
Other areas	7

MARKYT Benchmarks | participating councils

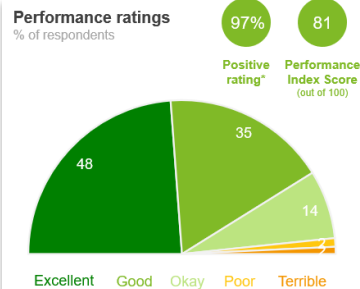
CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have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



How to read performance dashboard charts

Performance Ratings

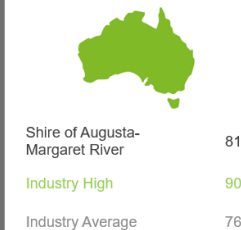
The chart shows community perceptions of performance on a five point scale from excellent to terrible.



Trend Analysis



MARKYT Industry Standards



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations*	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
81	83	73	80	83	80	83	81	79	77	75	82	85	83	75	64	74	81	85	81	84	84	85	81	81	87	76	81

Variance across the community shows how results vary across the community based on the 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 that have completed a comparable study with CATALYSE®.

Industry Average is the average score among councils that have completed a comparable study with CATALYSE®.

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

Overall Performance

Place to live

Performance ratings

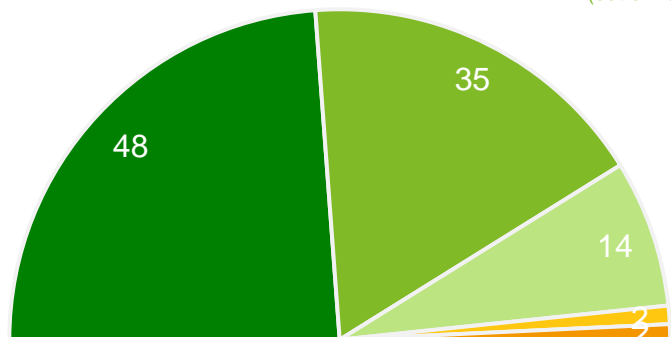
% of respondents

97%

81

Positive rating*

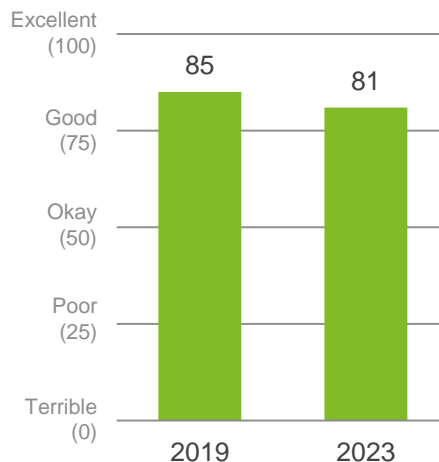
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River

81

Industry High

90

Industry Average

76

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
81	83	73	80	83	80	83	81	79	77	75	82	85	83	75	64	74	81	85	81	84	84	85	81	81	87	76	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 934).

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

Governing organisation

Performance ratings

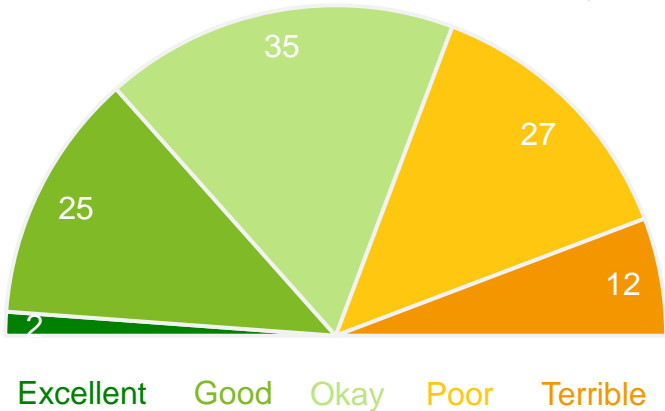
% of respondents



Positive rating*

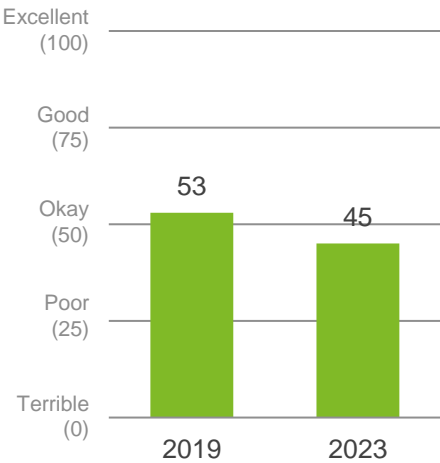


Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	45
Industry High	66
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
45	46	41	42	48	43	44	44	46	46	46	44	44	46	38	40	39	36	49	49	46	28	47	17	47	49	46	47

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

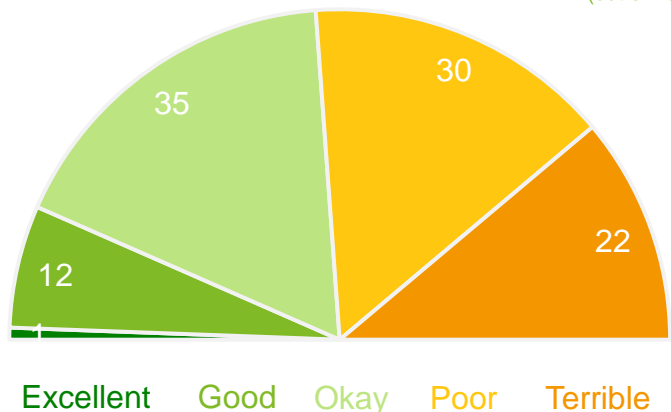
Base: All respondents, excludes 'unsure' and 'no response' (n = 917).

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

Value for money from Council rates

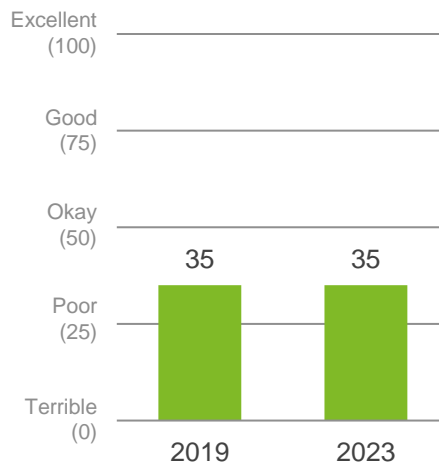
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	35
Industry High	62
Industry Average	44

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
35	35	36	32	38	34	31	34	37	36	39	31	33	38	25	27	33	31	41	33	34	20	34	17	38	35	33	36

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 879).

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

MARKYT  industry comparisons

Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Augusta-Margaret River as a 'place to live' and as a 'governing organisation'. The Shire of Augusta-Margaret River's overall performance index score is 63 out of 100, 2 index points below the industry average.

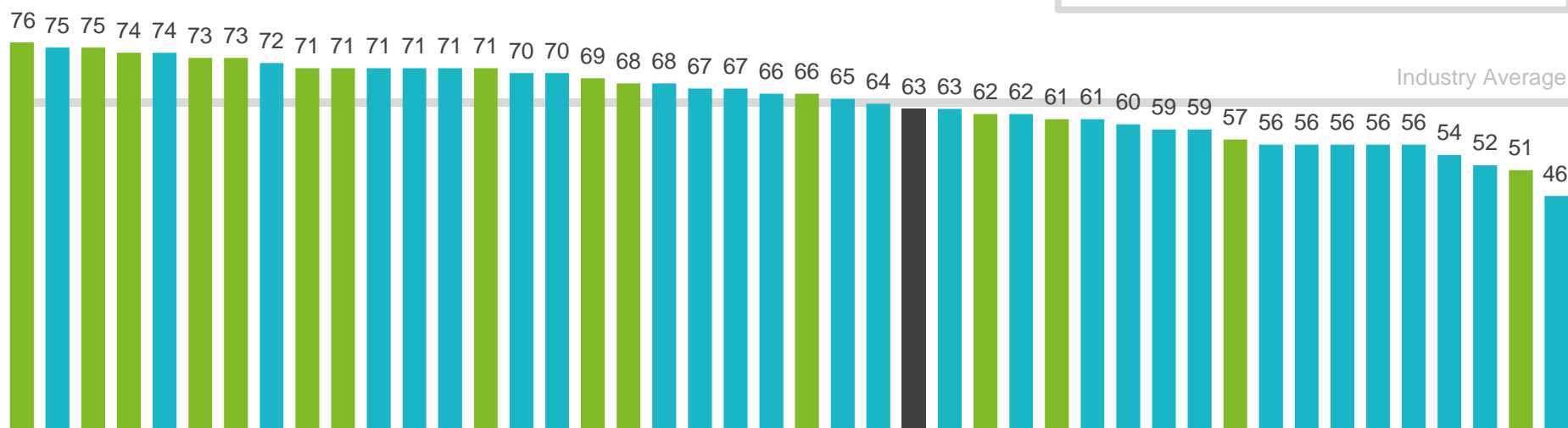
Overall Performance Index Score

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

■ Shire of Augusta-Margaret River

■ Metropolitan Councils

■ Regional Councils



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River 63

Industry High 76

Industry Average 65

How to read the MARKYT Benchmark Matrix

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

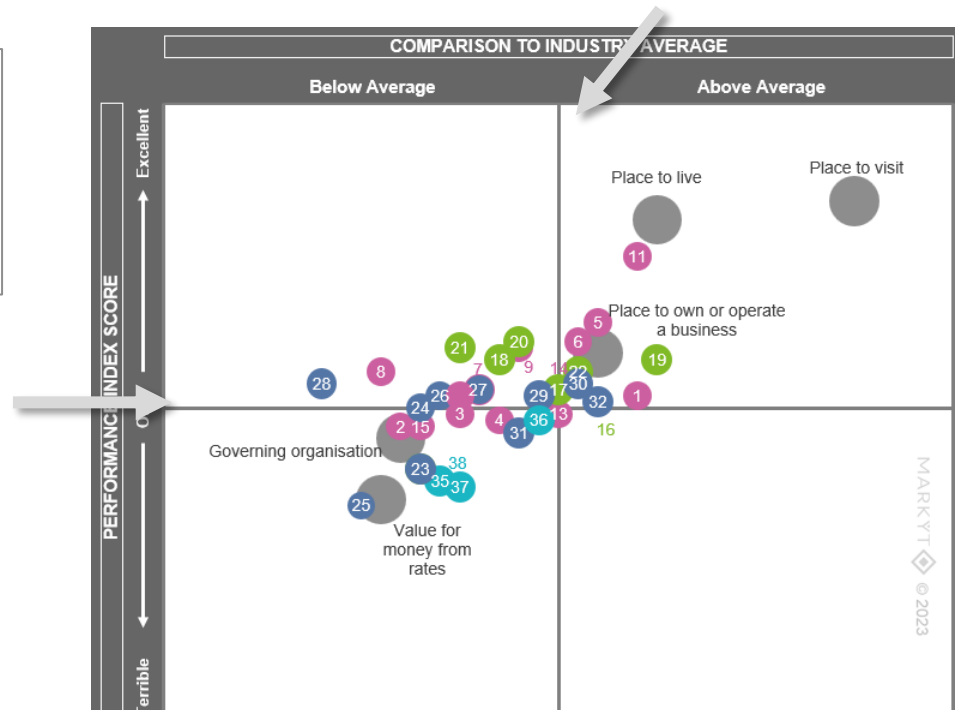
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in four areas:

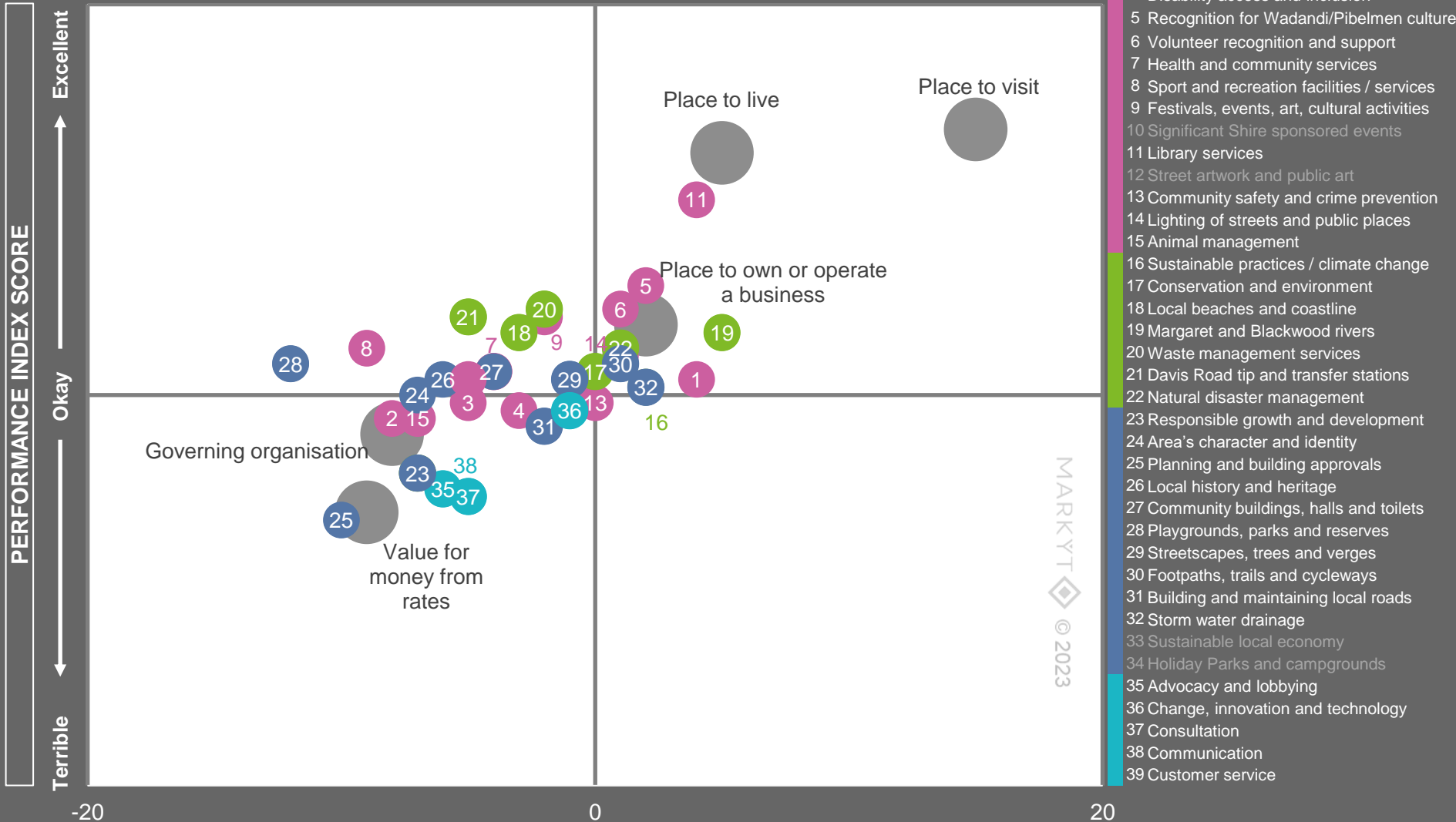
- People
- Environment
- Place
- Performance

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



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



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

Performance areas in grey have no benchmark comparison data available.

MARKYT  community trends

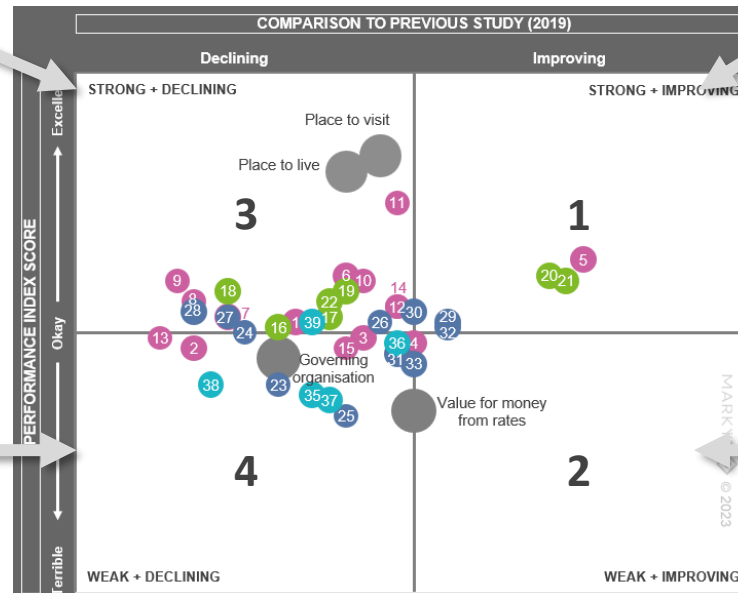
The MARKYT® Community Trends Window shows trends in performance over the past 4 years.

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

- Festivals, events, art, cultural activities
- Sport/recreation facilities and services
- Playgrounds, parks and reserves
- Local beaches and coastline
- Community buildings, halls and toilets
- Health and community services

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

- Community safety
- Family and children's services
- How the community is informed
- Governance
- Responsible growth and development
- Area's character and identity



Window 1 includes higher performing areas that have improved. **Stand-out improvers** are:

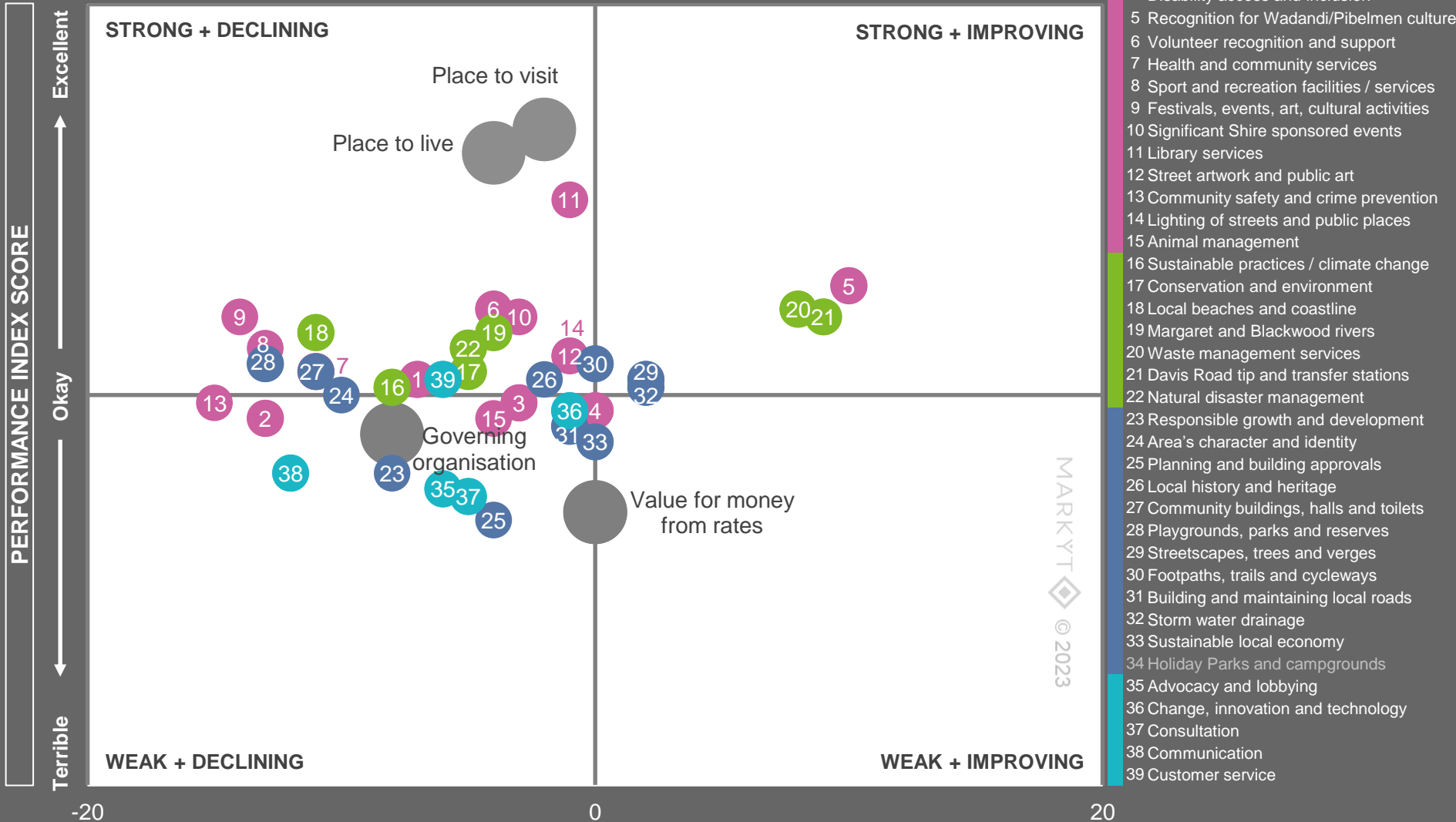
- Recognition for Wadandi / Pibelman people, cultures and heritage
- Davis Road tip and transfer stations
- Waste management services

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

- No services were in this window.

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2019)



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

Performance areas in grey have no trend data available.

MARKYT  community priorities

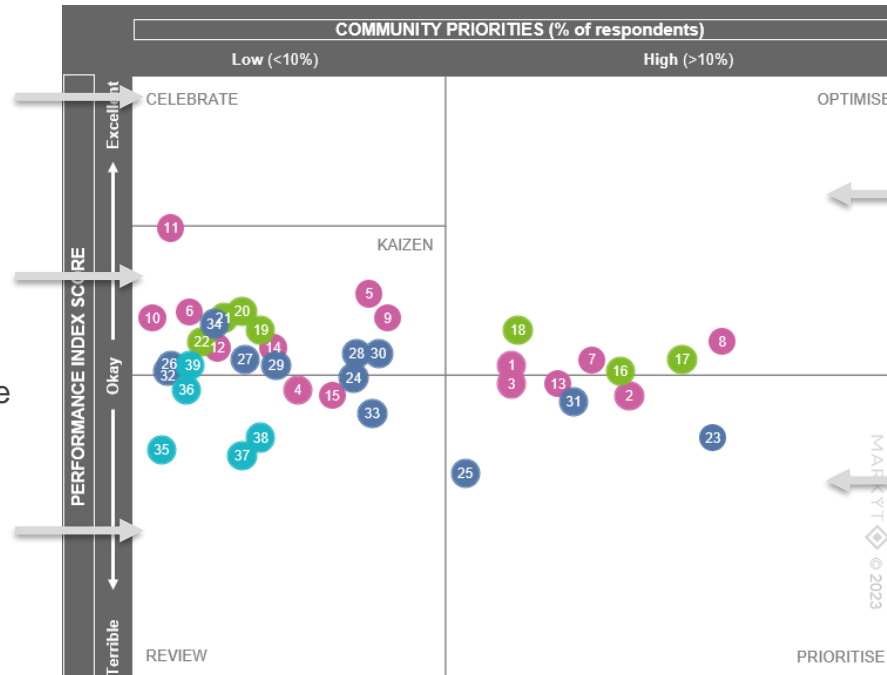
How to read the MARKYT Community Priorities

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

CELEBRATE the 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.



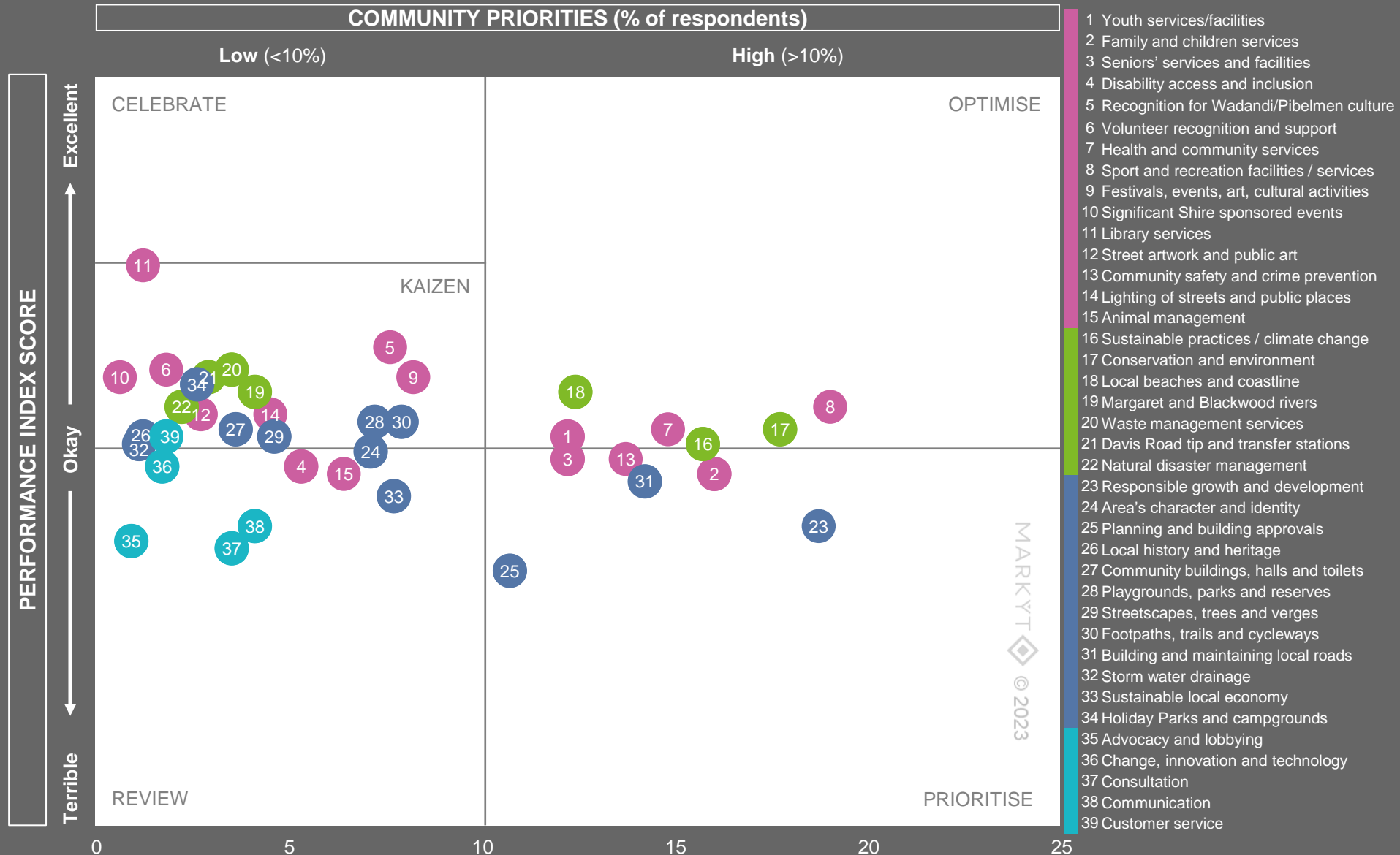
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

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

Services are grouped in four areas:

- People
- Environment
- Place
- Performance

MARKYT Community Priorities



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

Q. Over the next 10 years, which areas would you mostly like the Shire of Augusta-Margaret River to focus on improving?

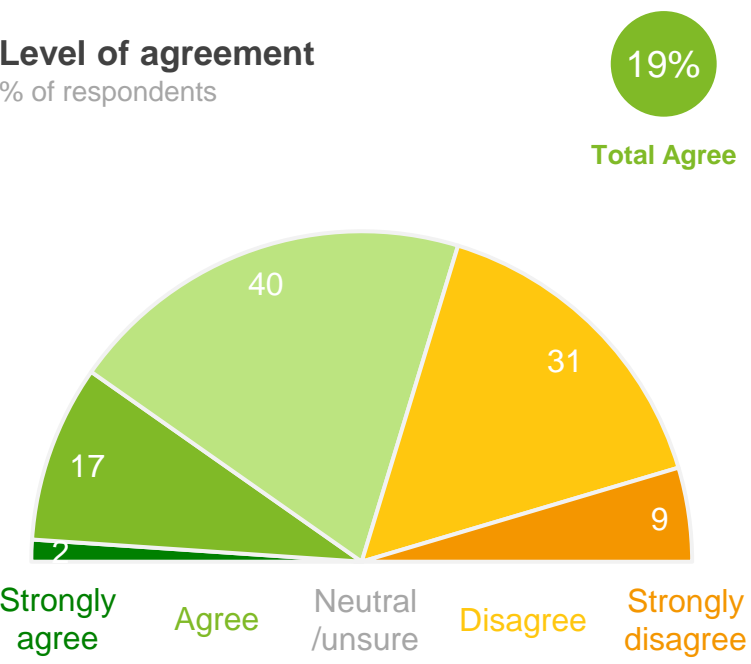
Base: All respondents, excludes no response (n = 842)

Performance

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

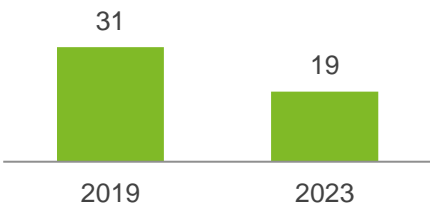
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of Augusta-Margaret River	19
Industry High	50
Industry Average	29

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
19	21	14	19	20	20	18	18	24	22	21	20	15	22	12	8	13	9	35	18	26	5	21	19	22	29	13	20

Q. How strongly do you agree or disagree with the following statements?
 Base: All respondents, excludes 'no response' (n = 915). # Small sample size (<20 respondents)

Shire's plans and strategic documents

Performance ratings

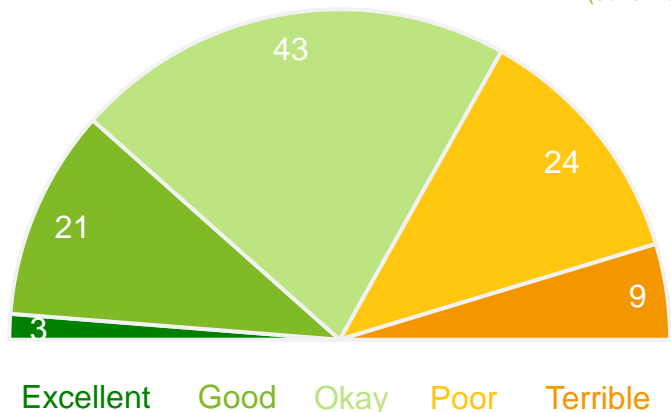
% of respondents

66%

46

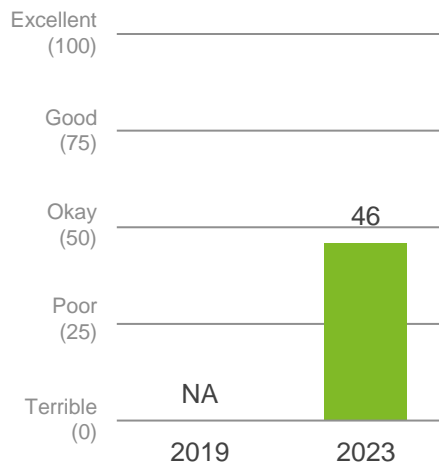
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

46

Industry High

52

Industry Average

45

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
46	45	48	44	48	45	45	45	45	48	50	45	42	45	41	37	37	43	51	44	54	48	53	29	45	40	37	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 535).

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

Advocacy and lobbying

on community's behalf to influence decisions and support local causes

Performance ratings

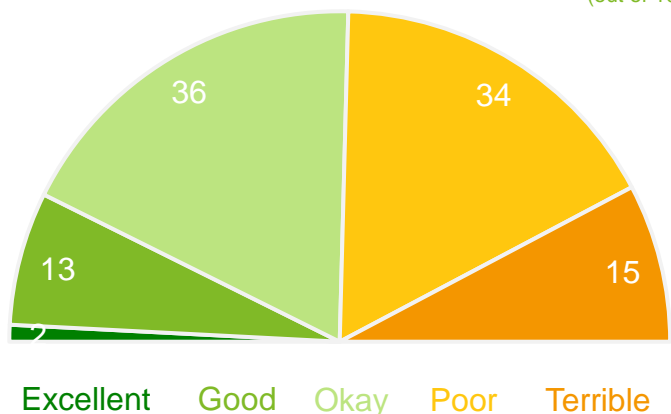
% of respondents

51%

38

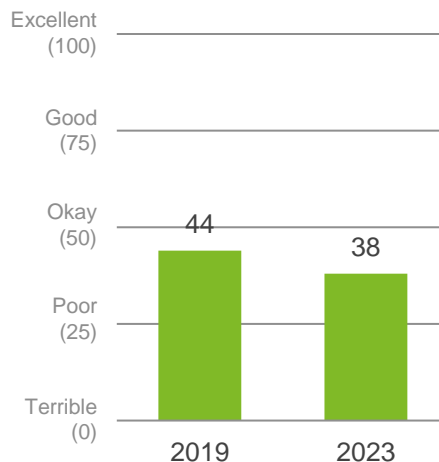
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

38

Industry High

59

Industry Average

44

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
38	38	39	38	38	37	36	40	41	41	43	35	36	38	29	37	33	29	49	42	39	23	35	15	40	45	37	45

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

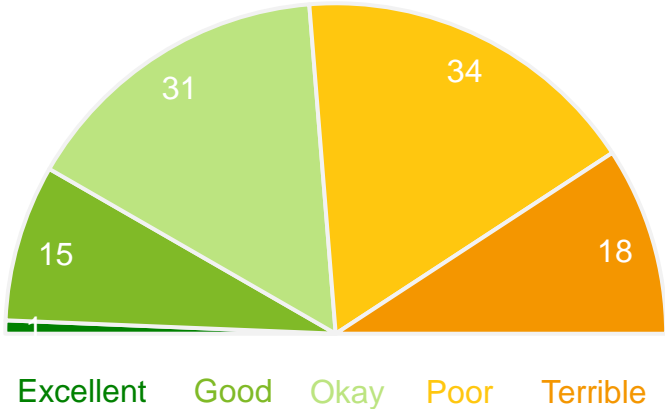
Base: All respondents, excludes 'unsure' and 'no response' (n = 650).

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

How the community is consulted on local issues

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	37
Industry High	55
Industry Average	42

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
37	38	33	36	39	35	38	36	41	43	40	36	34	37	31	34	26	26	51	37	41	35	39	21	38	34	39	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 802).

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

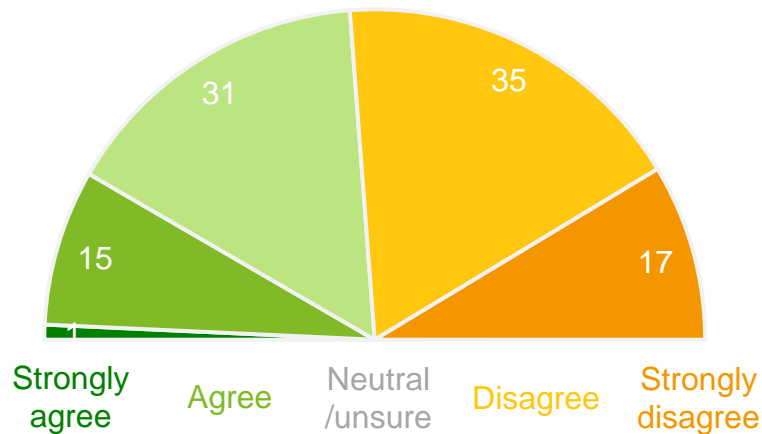
The Shire has a good understanding of community needs

Level of agreement

% of respondents

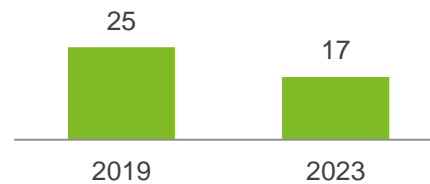
17%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of Augusta-Margaret River

17

Industry High

58

Industry Average

30

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
17	17	14	16	17	15	11	16	24	26	25	13	13	17	8	4	8	2	41	15	21	0	14	7	19	16	27	27

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

Base: All respondents, excludes 'no response' (n = 919). # Small sample size (<20 respondents)

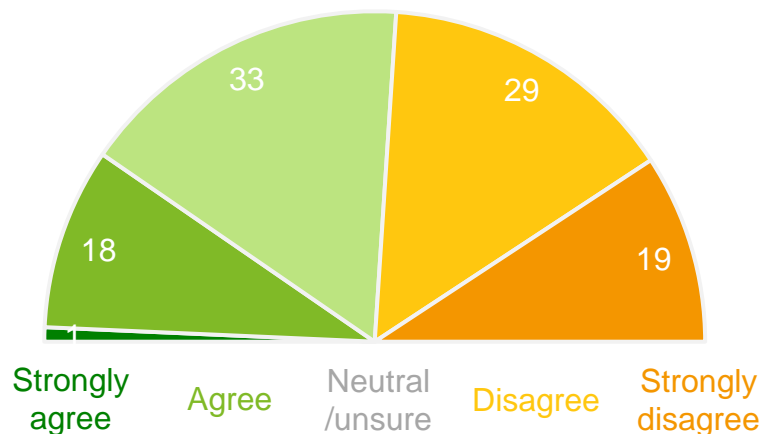
The Shire listens to and respects residents' views

Level of agreement

% of respondents

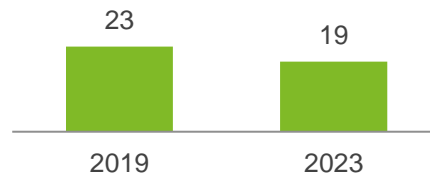
19%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of Augusta-Margaret River

19

Industry High

53

Industry Average

28

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
19	19	19	20	19	16	14	21	25	30	31	17	13	17	10	4	11	4	42	14	24	10	18	9	22	10	37	28

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

Base: All respondents, excludes 'no response' (n = 915). # Small sample size (<20 respondents)

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

Performance ratings

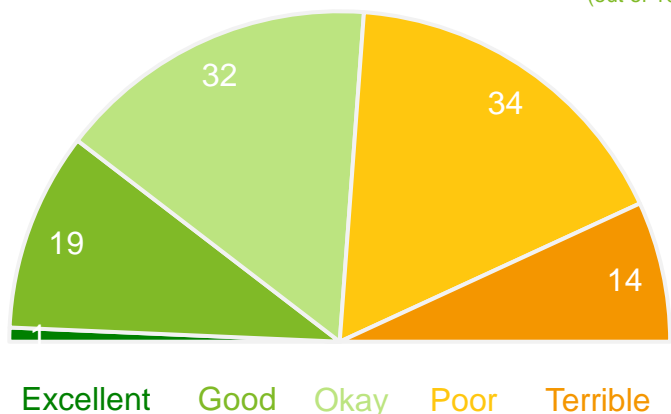
% of respondents

52%

40

Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River

40

Industry High

62

Industry Average

47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
40	41	39	40	42	41	38	39	40	42	43	38	40	41	36	32	30	32	54	38	49	39	41	14	41	38	42	47

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

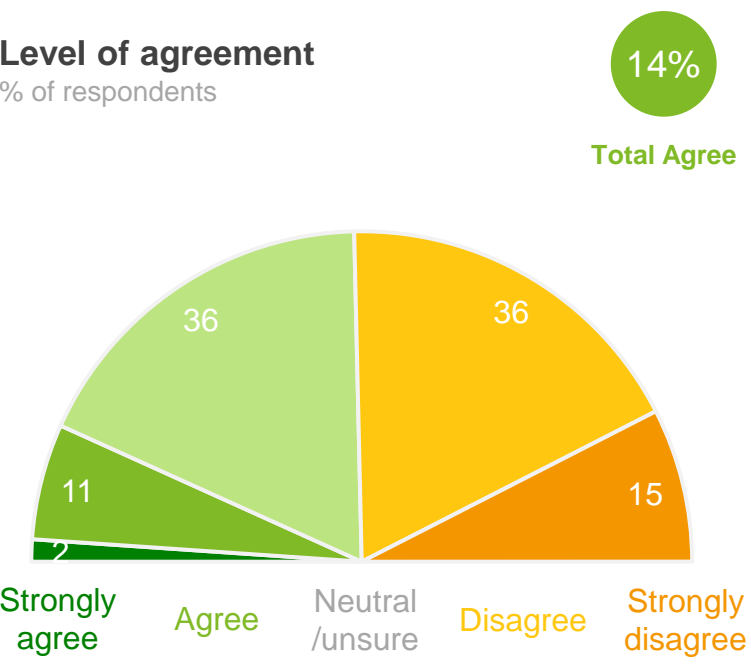
Base: All respondents, excludes 'unsure' and 'no response' (n = 814).

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

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

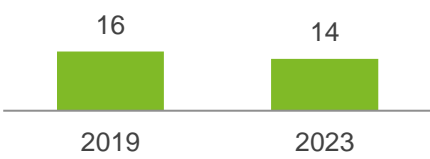
Level of agreement

% of respondents



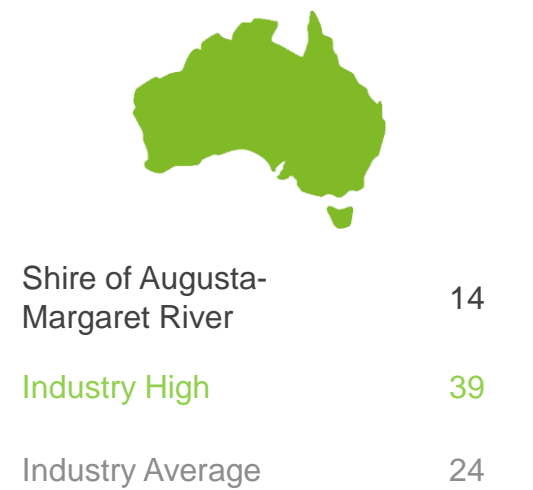
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
14	15	6	14	14	11	16	16	19	20	11	15	11	17	8	4	7	3	33	13	16	0	19	12	15	17	16	12

Q. How strongly do you agree or disagree with the following statements?
 Base: All respondents, excludes 'no response' (n = 914). # Small sample size (<20 respondents)

Customer service

Performance ratings

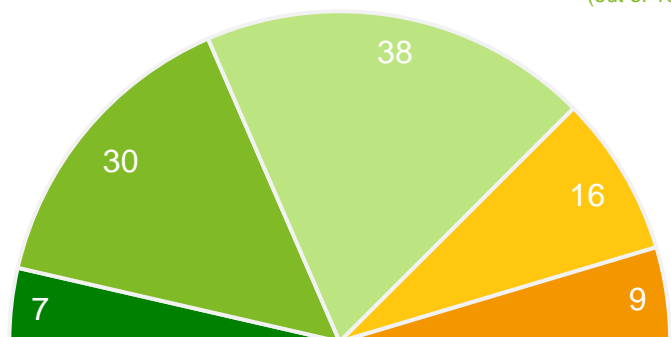
% of respondents

75%

52

Positive
rating*

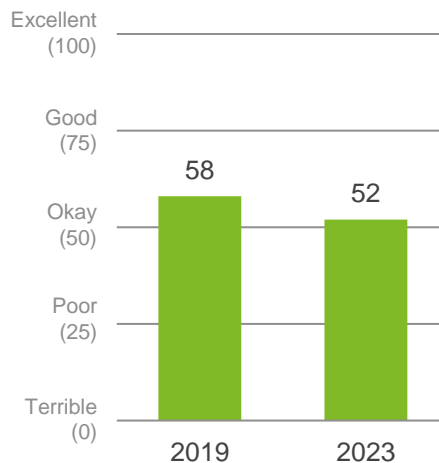
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

52

Industry High

68

Industry Average

57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
52	53	49	52	54	52	56	52	48	51	53	52	52	54	50	49	48	42	57	54	59	49	52	34	55	46	57	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 794).

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

Embracing change, innovation and technology

Performance ratings

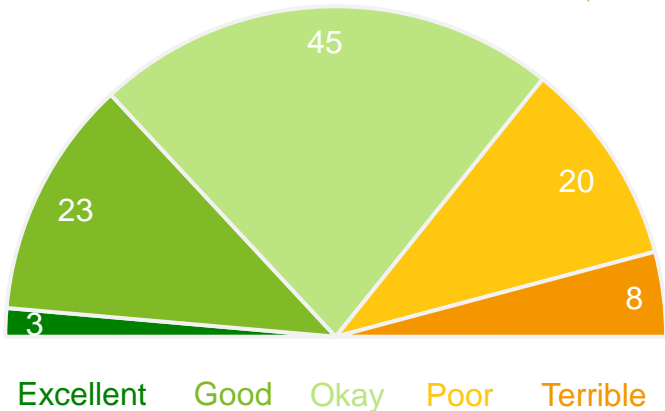
% of respondents

72%

48

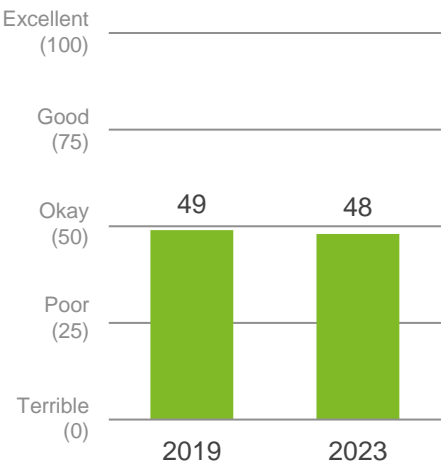
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	48
Industry High	60
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
48	49	44	47	49	47	43	48	49	54	49	47	48	49	44	51	35	40	56	51	54	20	52	32	49	54	54	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 686).

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

Communication

Shire's website

Performance ratings

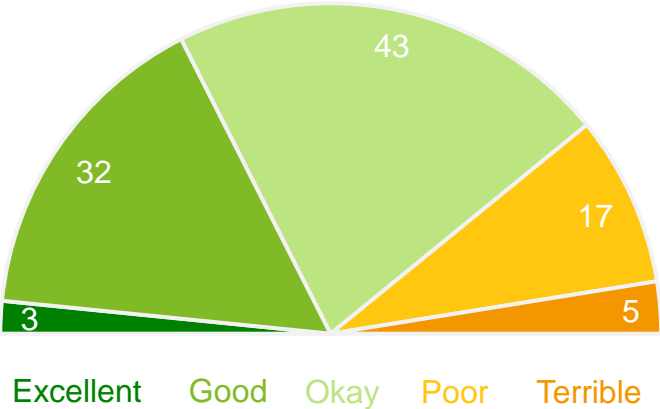
% of respondents

78%

53

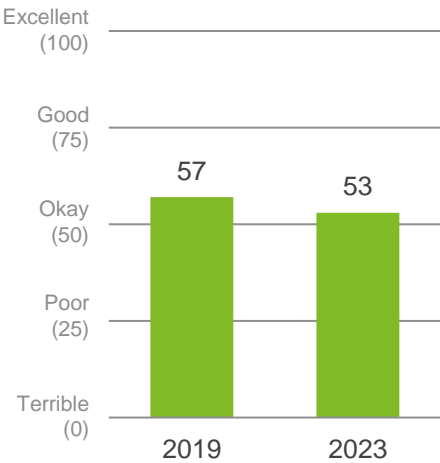
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	53
Industry High	65
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
53	54	46	52	55	52	56	51	54	52	49	53	55	55	51	44	42	47	59	52	56	65	60	36	54	59	53	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 698).

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

Shire's e-newsletter

Performance ratings

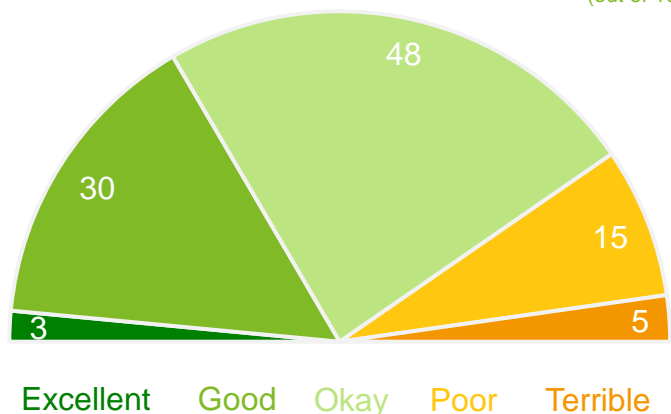
% of respondents

81%

53

Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

53

Industry High

67

Industry Average

55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
53	54	47	52	56	52	55	51	54	58	50	54	53	54	53	46	39	49	62	54	51	53	62	29	54	56	52	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 494).

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

Shire's social media posts

Performance ratings

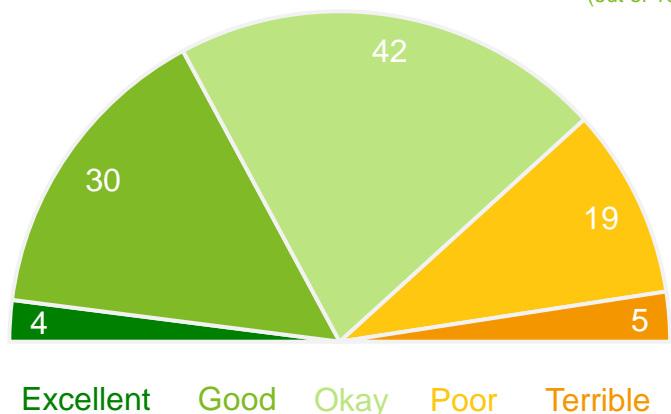
% of respondents

77%

52

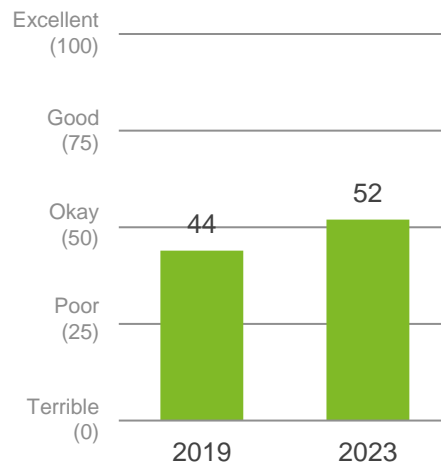
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

52

Industry High

64

Industry Average

53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
52	54	47	49	57	50	58	53	53	56	50	56	51	51	52	57	44	45	61	48	51	54	58	35	56	56	50	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 569).

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

Have Your Say – online consultation platform

Performance ratings

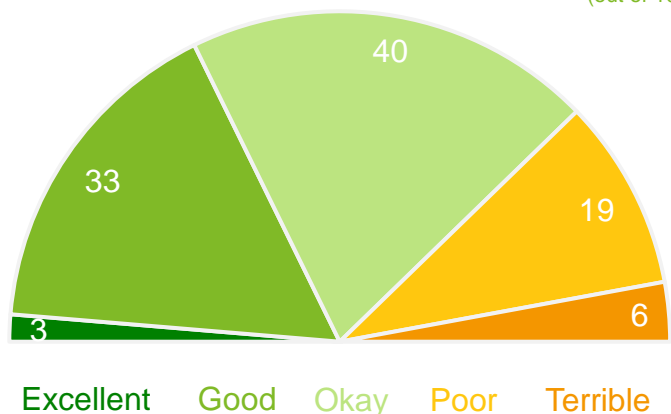
% of respondents

75%

52

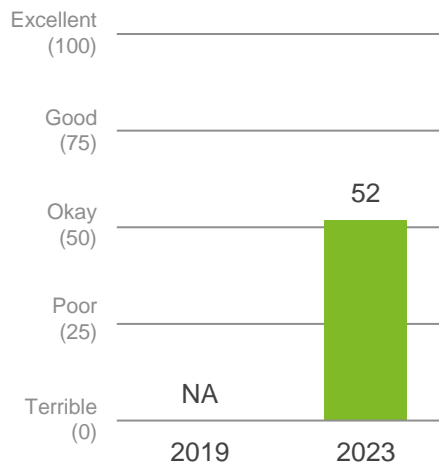
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

52

Industry High

57

Industry Average

49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
52	53	48	49	56	49	62	52	50	53	54	55	49	48	47	50	53	45	60	55	56	62	56	43	52	45	52	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 503).

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

People

Youth services and facilities

Performance ratings

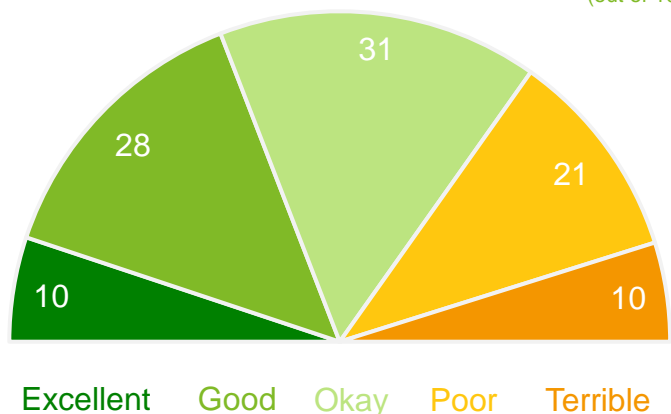
% of respondents

70%

52

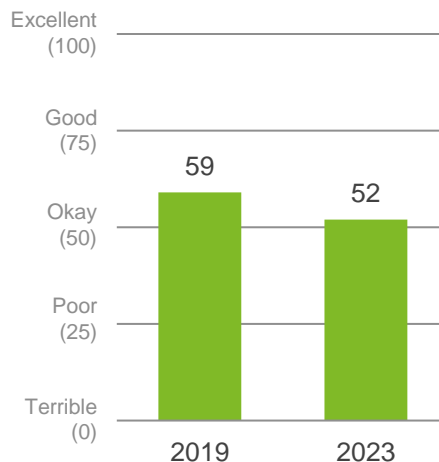
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

52

Industry High

65

Industry Average

48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
52	53	48	55	50	52	44	47	52	60	57	49	51	52	40	47	44	30	71	58	57	57	50	29	57	52	50	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 640).

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

Family and children's services and facilities

Performance ratings

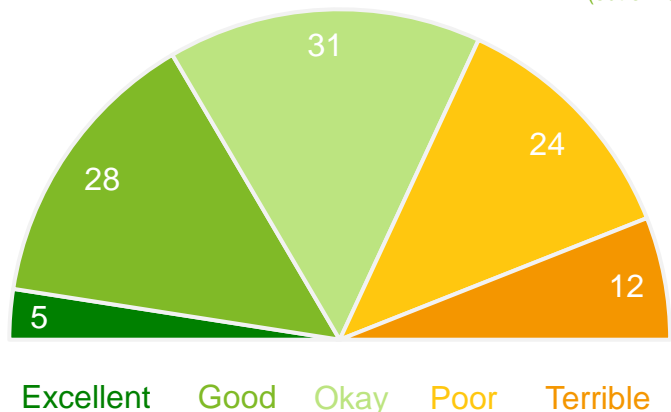
% of respondents

64%

47

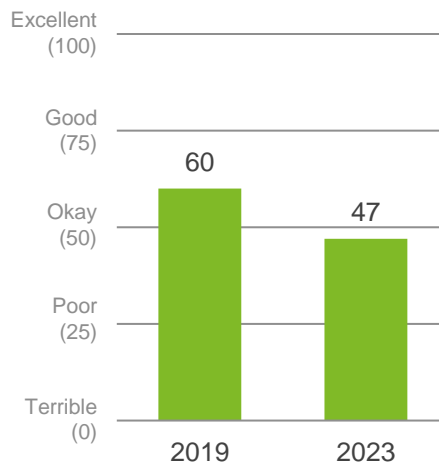
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

47

Industry High

68

Industry Average

55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
47	48	44	51	44	47	42	44	49	56	54	45	46	45	39	37	43	25	59	55	58	43	38	25	55	49	41	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 647).

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

Seniors' services and facilities

Performance ratings

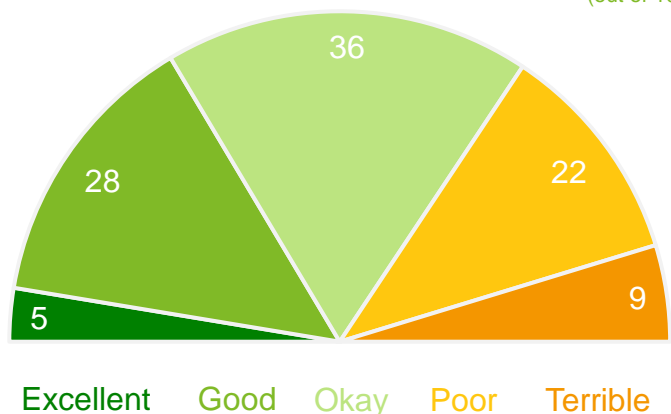
% of respondents

69%

49

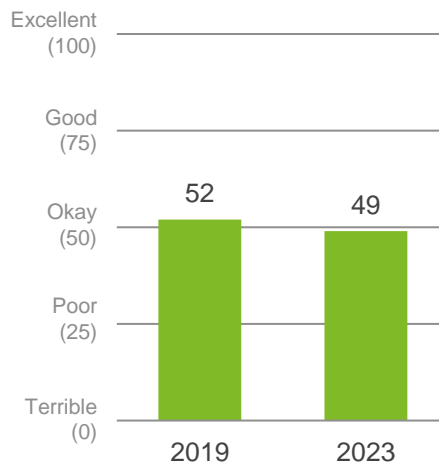
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

49

Industry High

67

Industry Average

54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
49	48	55	51	47	48	39	51	58	58	65	46	44	45	39	35	49	42	57	45	56	35	52	25	54	45	60	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 570).

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

Disability access and inclusion

Performance ratings

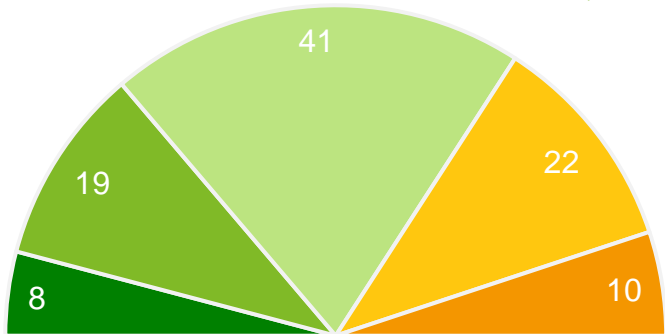
% of respondents



Positive rating*



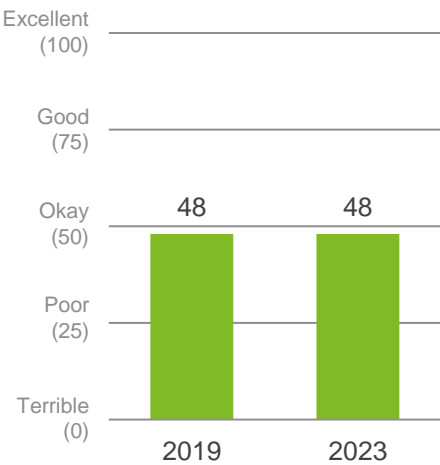
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	48
Industry High	64
Industry Average	51

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
48	48	50	51	46	46	43	49	55	58	58	46	45	44	37	40	37	38	65	42	56	38	55	31	50	43	63	57

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

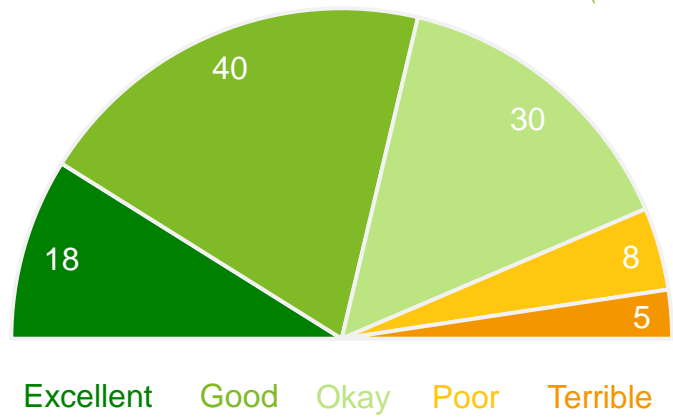
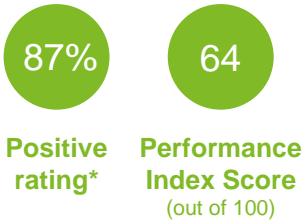
Base: All respondents, excludes 'unsure' and 'no response' (n = 594).

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

Recognition and respect for Wadandi and Pibelman people, cultures and heritage

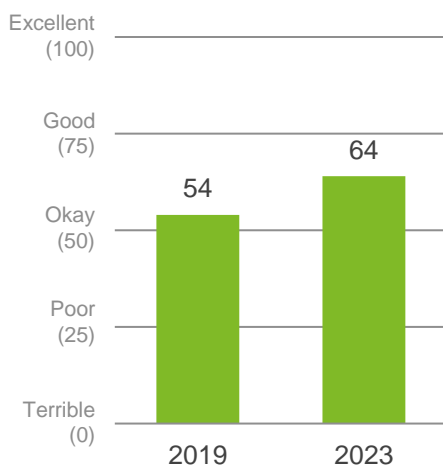
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	64
Industry High	72
Industry Average	62

Variances across the community

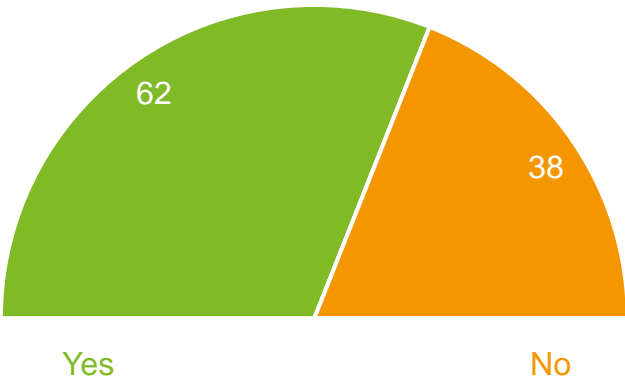
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
64	66	59	66	64	63	60	61	66	72	63	65	65	65	61	51	47	59	77	61	65	63	64	75	65	68	69	67

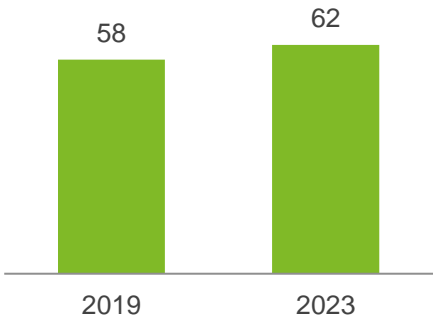
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 707).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Participation in volunteering

Rate of Participation
% of respondents



Trend Analysis
% volunteered



MARKYT Industry Standards
% volunteered



Shire of Augusta-Margaret River	62
Industry High	81
Industry Average	59

Variances across the community
% volunteered

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
62	60	69	62	61	58	55	74	73	76	61	67	56	63	51	64	53	79	59	61	70	60	36	75	61	29	56	48

Q6 Over the past 12 months, have you done any unpaid voluntary work? For example, welfare work, being on committees, coaching a sporting team, canteen duties, school P&C activities, etc.
Base: All respondents, excludes 'no response' (n = 835).

Volunteer recognition and support

Performance ratings

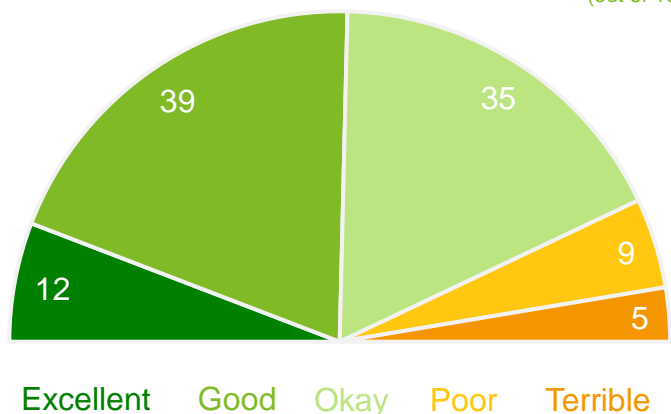
% of respondents

86%

61

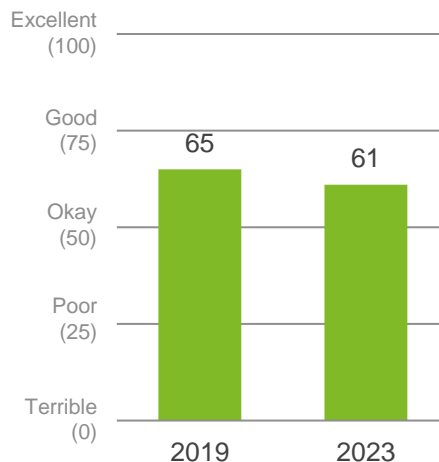
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

61

Industry High

68

Industry Average

60

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
61	62	58	57	65	60	57	56	64	66	55	63	62	62	59	53	44	54	59	64	61	59	65	49	63	59	64	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 736).

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

Access to health and community services

Performance ratings

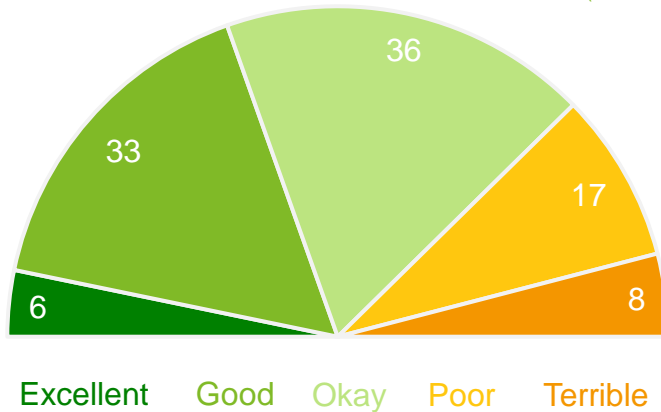
% of respondents

75%

53

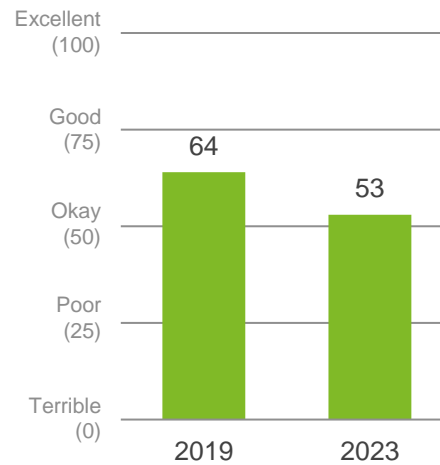
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

53

Industry High

74

Industry Average

57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
53	54	51	53	54	53	51	49	54	56	57	50	52	55	46	48	46	46	55	54	65	61	47	38	54	51	54	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 809).

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

Sport and recreation facilities and services

Performance ratings

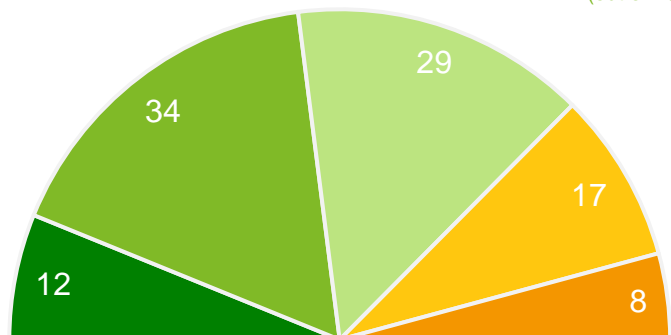
% of respondents

75%

56

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 Augusta-
Margaret River

56

Industry High

81

Industry Average

65

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
56	57	52	57	55	56	52	53	58	57	57	50	58	61	47	50	53	43	62	56	67	53	57	53	58	52	60	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 847).

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

Festivals, events, art and cultural activities

Performance ratings

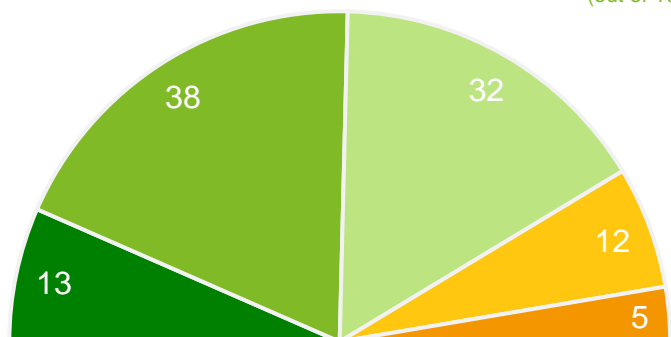
% of respondents

83%

60

Positive
rating*

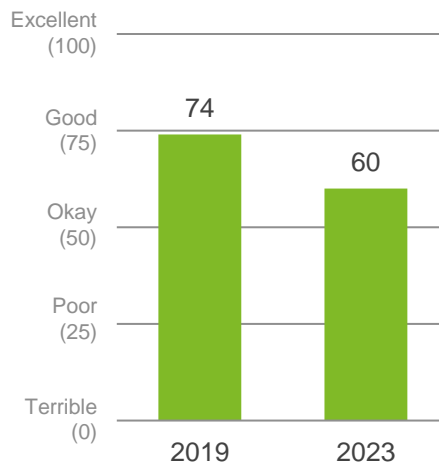
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

60

Industry High

73

Industry Average

62

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
60	62	55	59	61	58	63	61	61	61	54	62	62	62	54	60	49	51	63	62	64	52	62	56	62	67	57	67

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

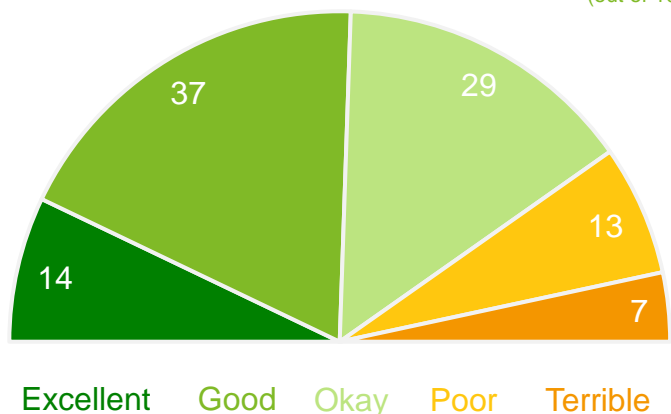
Base: All respondents, excludes 'unsure' and 'no response' (n = 860).

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

Community benefit from significant Shire sponsored events

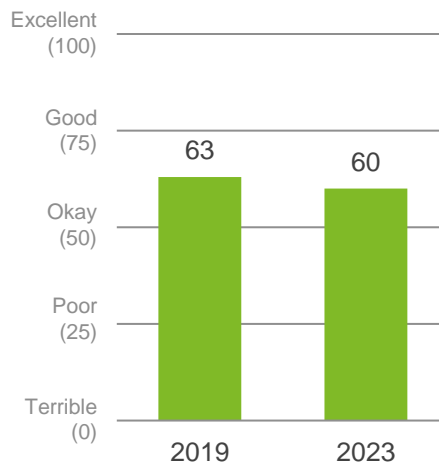
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River

60

Industry High

NA

Industry Average

NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
60	60	60	57	63	59	57	56	59	61	64	57	61	59	50	57	49	46	69	62	64	56	64	33	63	60	51	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 800).

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

Library services

Performance ratings

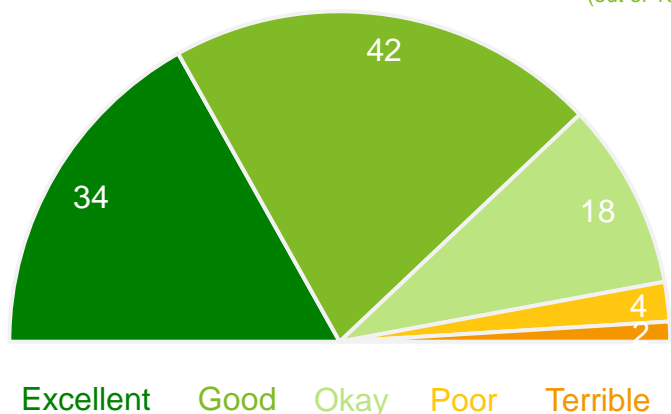
% of respondents

94%

75

Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

75

Industry High

82

Industry Average

71

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
75	75	76	74	78	74	73	77	77	77	79	74	74	75	71	75	69	62	81	76	79	71	73	65	80	63	83	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 794).

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

Street artwork and public art

Performance ratings

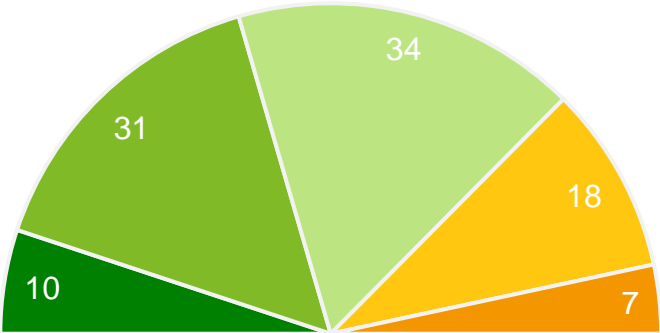
% of respondents

75%

55

Positive
rating*

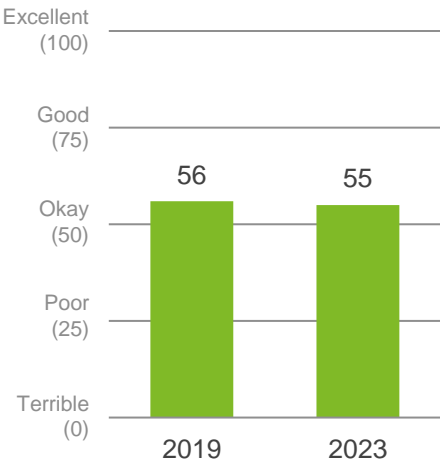
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	55
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
55	57	47	51	58	52	58	58	57	56	53	57	55	53	51	49	52	42	62	57	58	43	58	57	57	61	56	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 825).

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

Community safety and crime prevention

Performance ratings

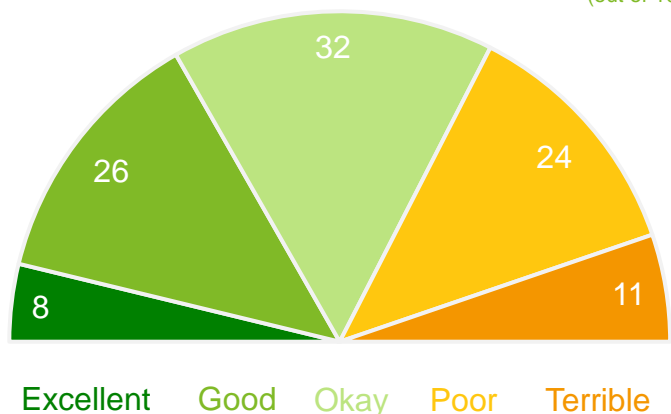
% of respondents

65%

49

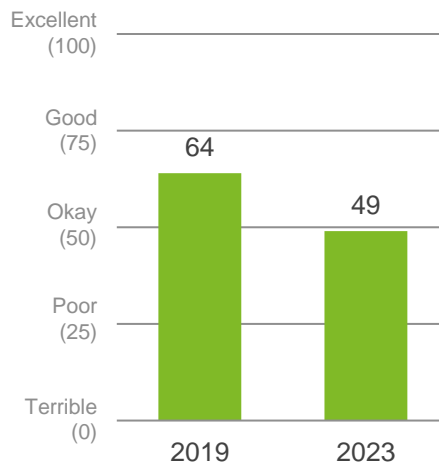
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River

49

Industry High

64

Industry Average

49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
49	50	43	46	52	49	44	50	50	47	54	49	45	48	42	42	49	41	58	47	58	32	52	39	51	50	50	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 800).

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

Lighting of streets and public places

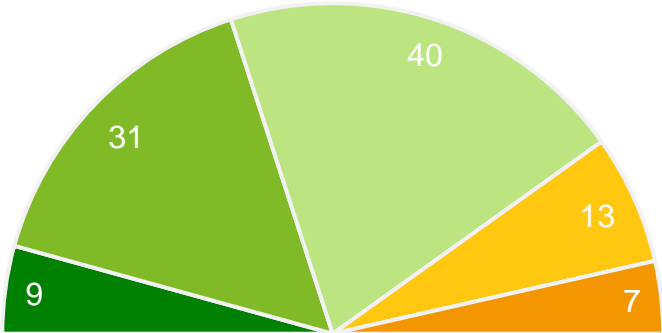
Performance ratings

% of respondents



Positive rating*

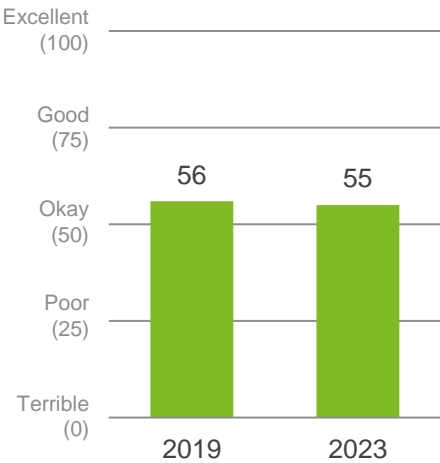
Performance Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	55
Industry High	64
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
55	56	53	54	57	54	61	56	56	51	60	57	51	53	49	55	55	44	61	59	63	58	64	43	58	50	60	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 847).

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

Animal management (dogs and cats)

Performance ratings

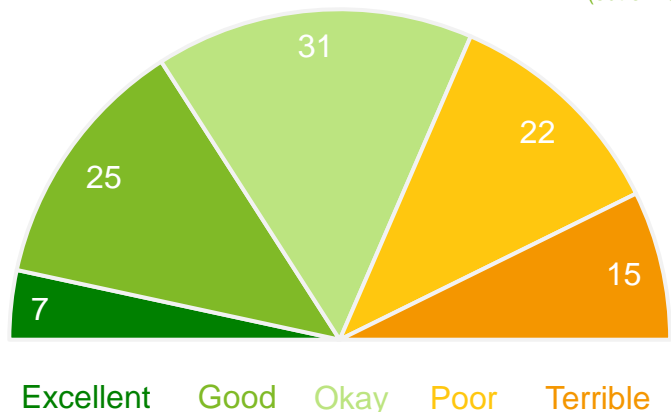
% of respondents

63%

47

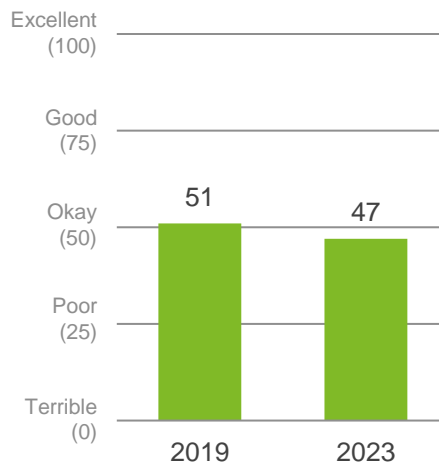
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

47

Industry High

67

Industry Average

54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
47	44	57	47	46	44	46	51	52	51	60	45	40	43	42	39	41	47	45	47	46	59	52	34	46	45	47	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 826).

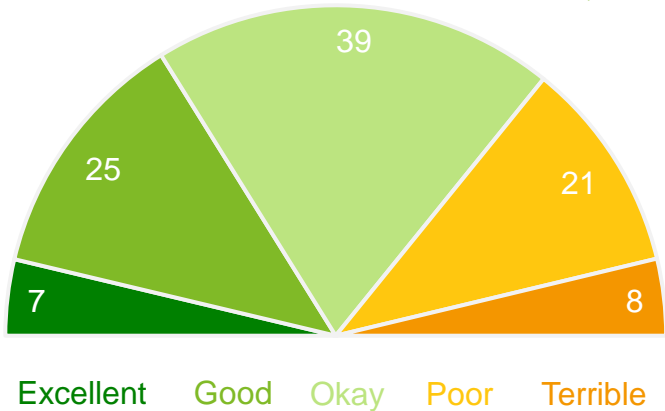
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Environment

Efforts to promote and adopt sustainable practices to mitigate and adapt to climate change

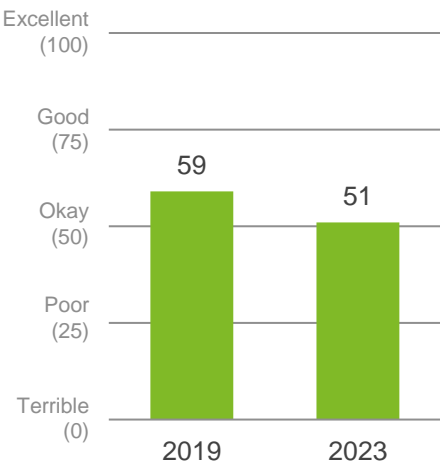
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	51
Industry High	68
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
51	52	46	48	54	49	50	53	52	57	49	52	50	52	49	53	46	43	64	49	50	35	54	56	51	53	56	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 729).

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

Conservation and environmental management

Performance ratings

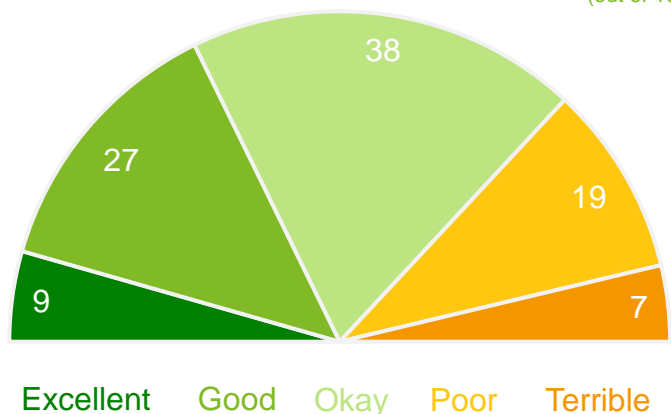
% of respondents

74%

53

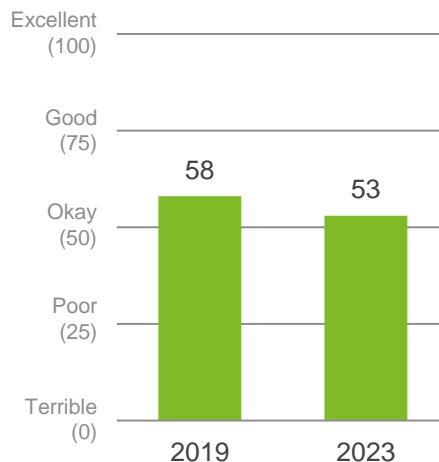
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

53

Industry High

68

Industry Average

53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
53	53	50	51	55	49	55	54	53	59	55	54	49	52	50	46	53	44	63	52	55	40	54	47	54	48	58	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 791).

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

Local beaches and coastline

Performance ratings

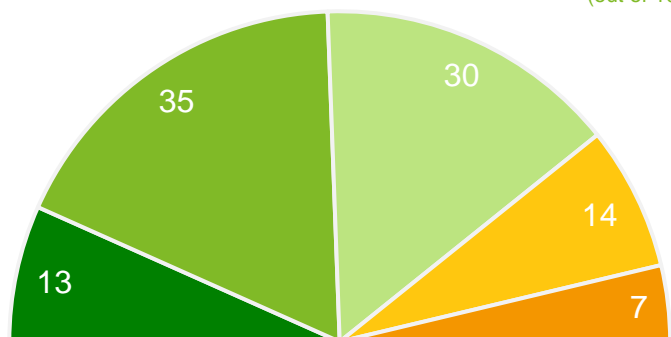
% of respondents

78%

58

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 Augusta-
Margaret River

58

Industry High

73

Industry Average

61

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
58	58	59	58	59	55	63	62	57	61	69	59	52	53	49	46	58	51	71	60	56	47	65	40	60	60	59	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 857).

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

Margaret and Blackwood rivers

Performance ratings

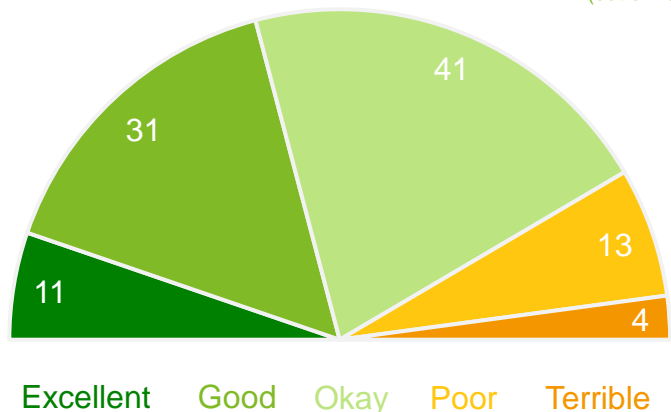
% of respondents

83%

58

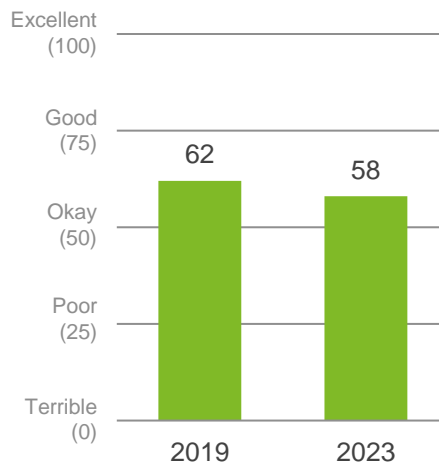
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

58

Industry High

68

Industry Average

53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
58	58	58	57	59	55	60	63	59	62	66	57	55	53	53	44	55	51	67	62	56	51	62	39	60	54	58	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 768).

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

Waste management services

Performance ratings

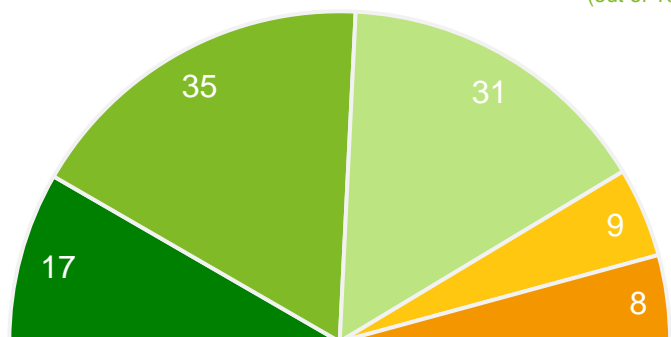
% of respondents

83%

61

Positive
rating*

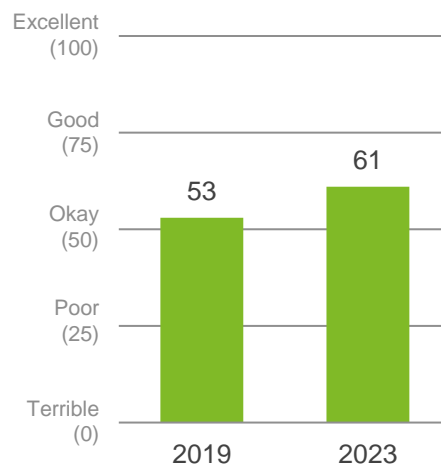
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

61

Industry High

77

Industry Average

63

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
61	62	56	58	64	63	55	56	54	63	62	58	60	64	56	42	60	51	67	60	66	54	58	37	65	54	60	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 857).

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

Davis Road tip and transfer stations

Performance ratings

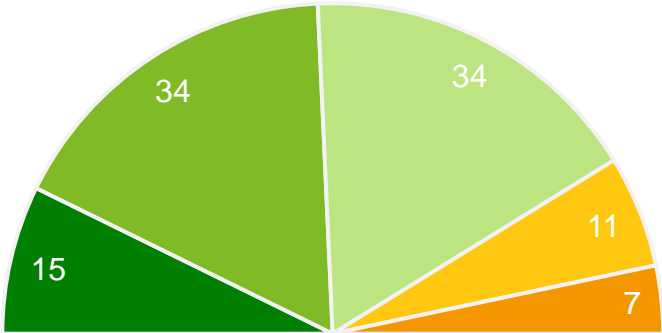
% of respondents

82%

60

Positive
rating*

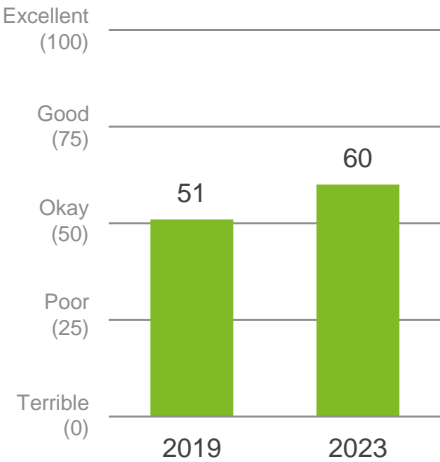
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	60
Industry High	77
Industry Average	65

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
60	62	49	58	62	58	59	59	62	63	54	62	58	63	52	52	56	54	63	52	65	54	55	20	64	57	60	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 757).

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

Natural disaster management

(education, prevention and relief for fires, flooding, etc)

Performance ratings

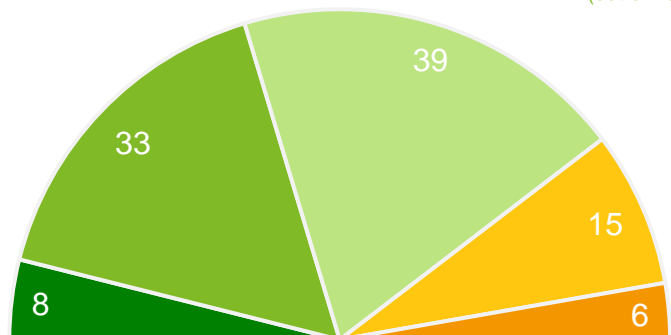
% of respondents

79%

56

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 Augusta-
Margaret River

56

Industry High

69

Industry Average

55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
56	56	54	54	58	53	53	60	58	66	56	55	56	56	55	45	47	47	61	53	58	47	53	48	57	53	56	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 700).

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

Place

Responsible growth and sustainable development

Performance ratings

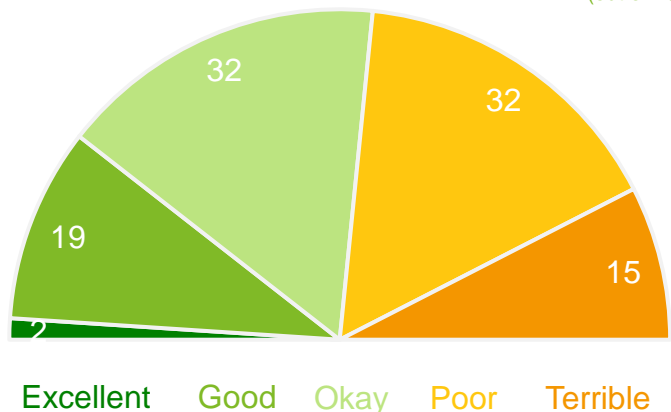
% of respondents

53%

40

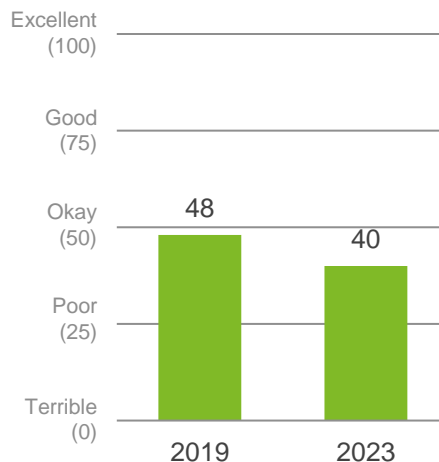
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

40

Industry High

58

Industry Average

47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
40	40	40	41	40	39	41	41	41	46	45	40	35	41	38	24	38	36	50	33	39	29	41	38	42	50	43	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 765).

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

Area's character and identity

Performance ratings

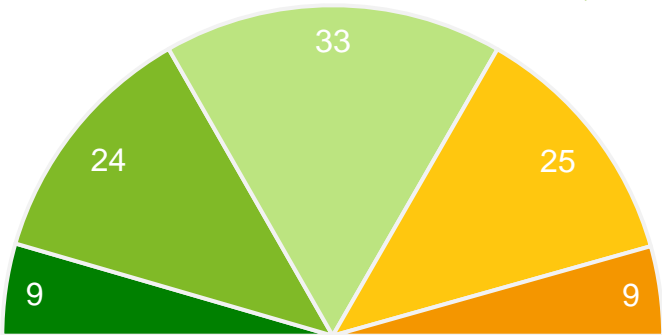
% of respondents

67%

50

Positive rating*

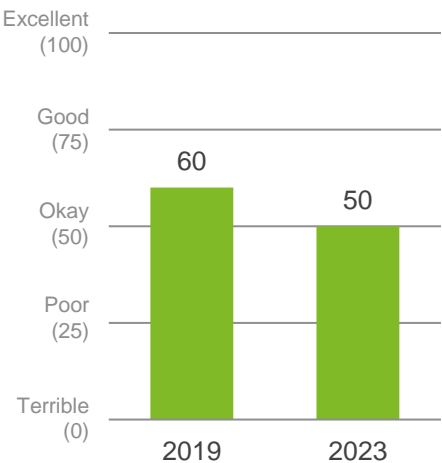
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	50
Industry High	65
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
50	51	47	49	52	48	51	53	50	54	53	51	46	50	42	55	45	42	62	46	49	46	52	39	53	60	49	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 816).

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

Preserving and promoting local history and heritage

Performance ratings

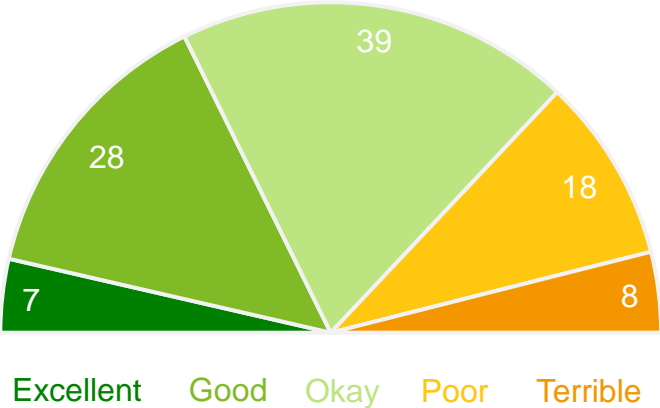
% of respondents

74%

52

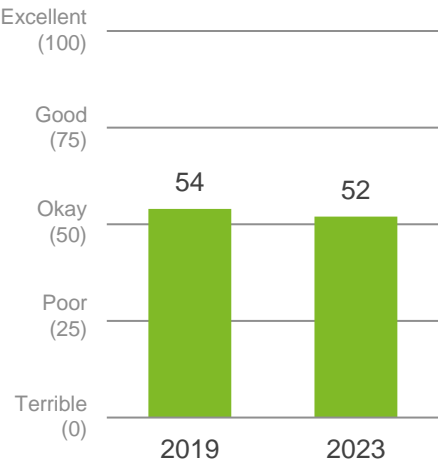
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	52
Industry High	73
Industry Average	58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
52	53	50	51	54	50	53	51	52	58	56	53	49	51	48	45	40	44	66	49	54	52	46	44	54	60	51	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 781).

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

Planning and building approvals

Performance ratings

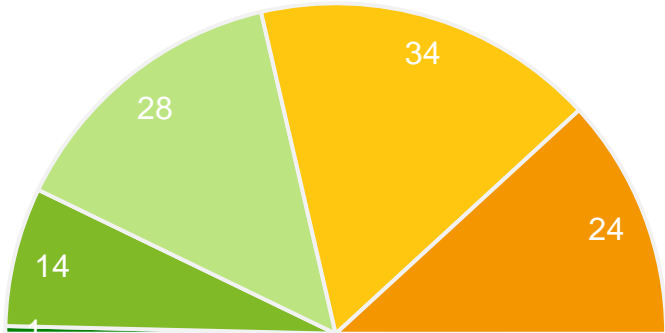
% of respondents

43%

34

Positive rating*

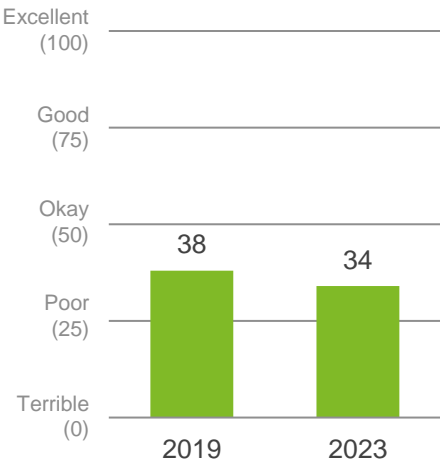
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	34
Industry High	56
Industry Average	44

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
34	33	34	34	33	32	35	34	37	44	40	32	30	34	30	28	28	27	45	29	39	31	36	29	35	35	29	36

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 735).

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

Community buildings, halls and toilets

Performance ratings

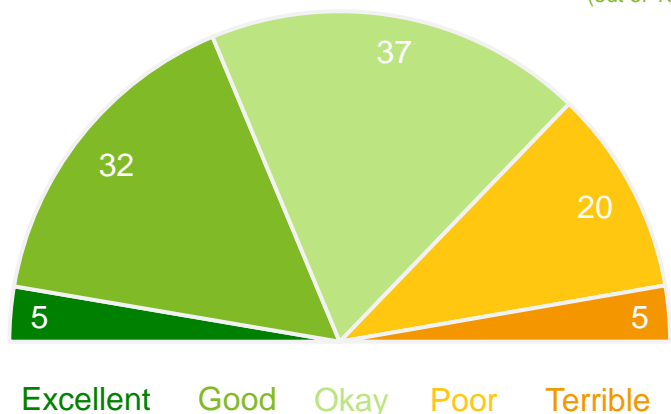
% of respondents

74%

53

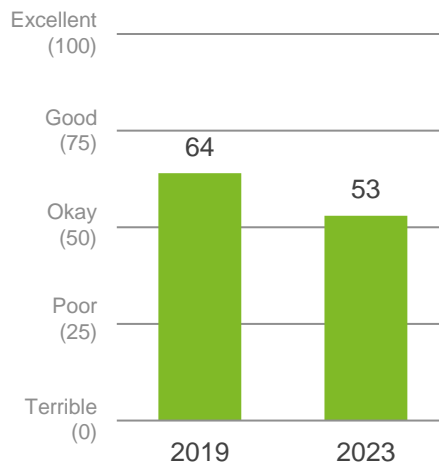
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

53

Industry High

66

Industry Average

57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
53	55	45	52	54	51	57	51	54	52	52	54	54	52	46	39	51	41	59	59	55	50	47	39	57	54	54	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 845).

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

Playgrounds, parks and reserves

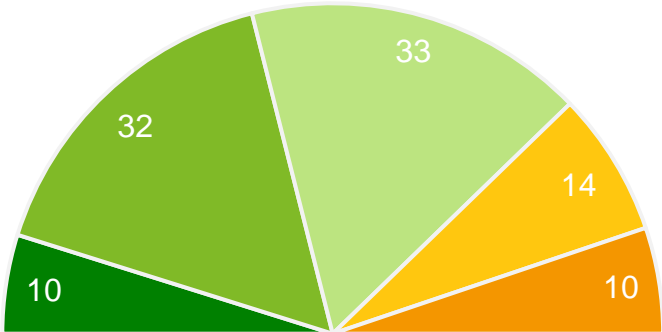
Performance ratings

% of respondents



Positive rating*

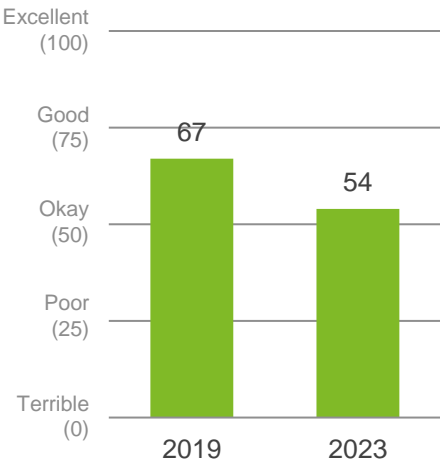
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	54
Industry High	81
Industry Average	66

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
54	57	42	54	55	56	49	47	55	50	50	52	59	56	48	33	53	41	70	57	59	51	52	50	58	59	39	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 847).

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

Streetscapes, trees and verges

Performance ratings

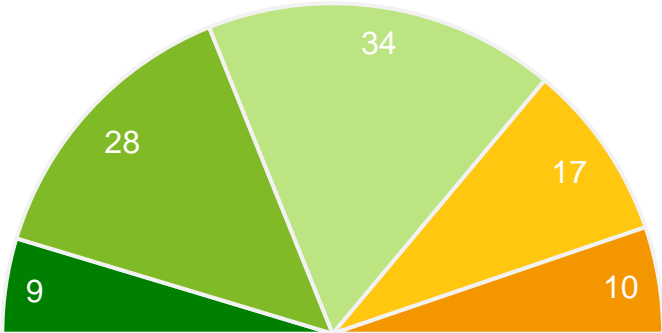
% of respondents

72%

52

Positive rating*

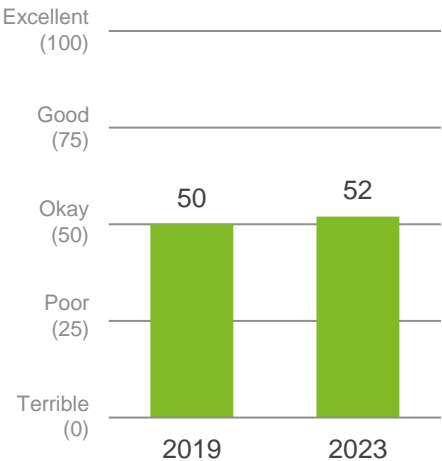
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	52
Industry High	64
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
52	53	50	51	54	49	54	55	57	55	58	52	51	47	46	44	52	38	66	52	62	50	50	37	55	51	50	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 855).

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

Footpaths, trails and cycleways

Performance ratings

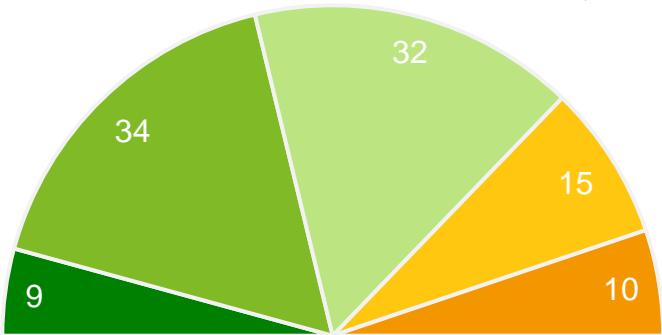
% of respondents

74%

54

Positive rating*

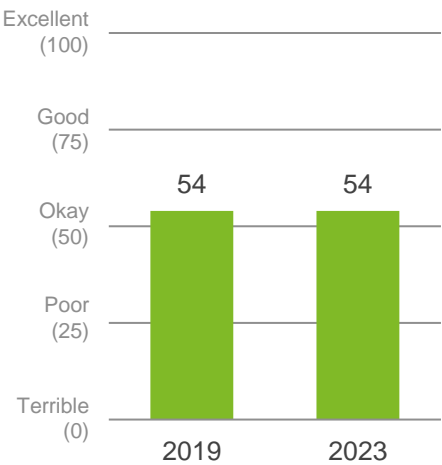
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	54
Industry High	68
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
54	54	54	53	55	49	57	60	60	60	64	53	52	47	46	49	48	37	57	62	59	42	47	40	57	57	56	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 845).

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

Building and maintaining local roads

Performance ratings

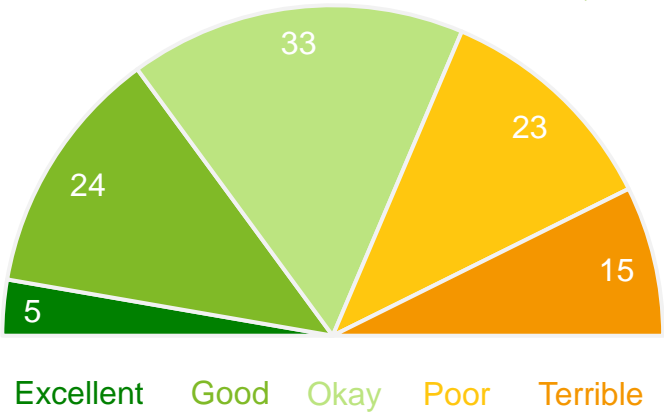
% of respondents

63%

46

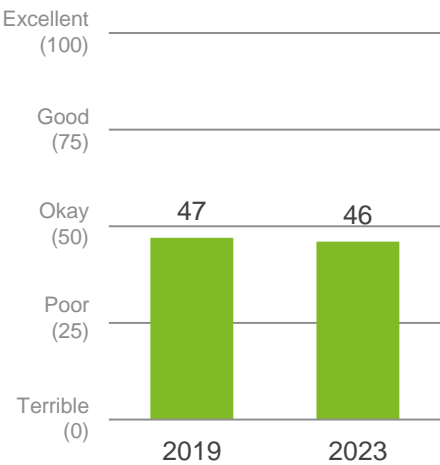
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	46
Industry High	67
Industry Average	48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
46	46	44	44	48	43	53	49	48	48	50	48	44	41	41	42	54	29	52	43	56	32	37	23	55	42	48	39

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 857).

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

Storm water drainage

Performance ratings

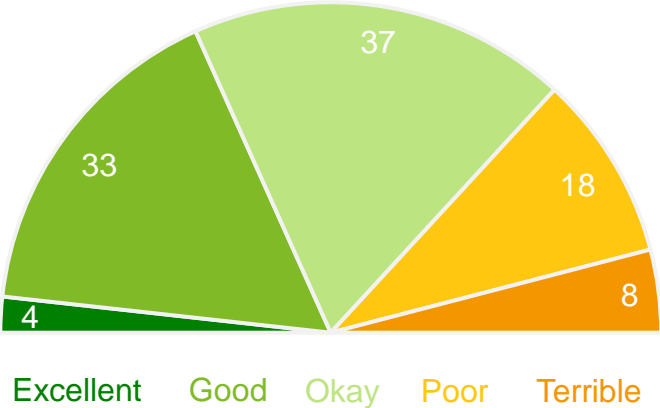
% of respondents

74%

51

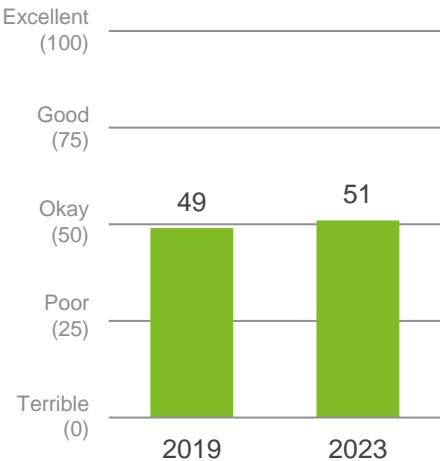
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	51
Industry High	65
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
51	51	52	52	51	49	53	53	57	54	56	52	49	49	46	42	50	44	64	46	59	53	33	41	55	43	52	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 751).

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

Developing the local economy sustainably

Performance ratings

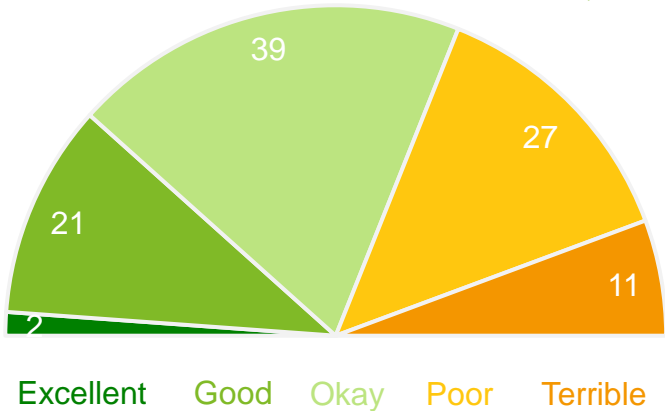
% of respondents



Positive rating*

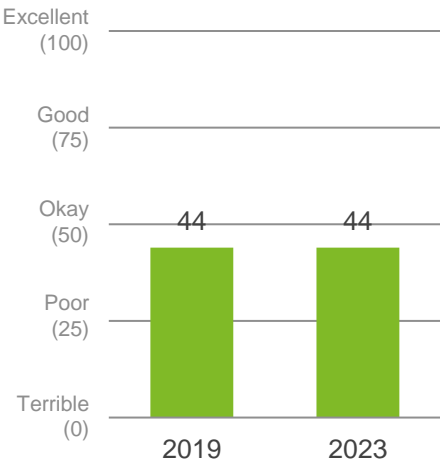


Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	44
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
44	44	45	43	46	42	47	47	44	47	52	43	38	45	38	36	32	37	54	42	47	38	43	35	45	54	42	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 693).

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

Place to own or operate a business

Performance ratings

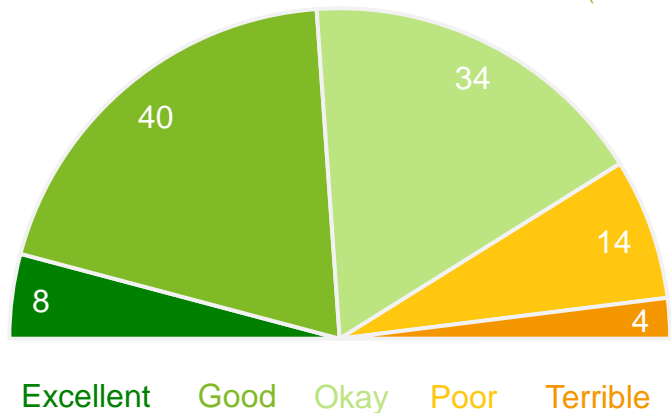
% of respondents

82%

59

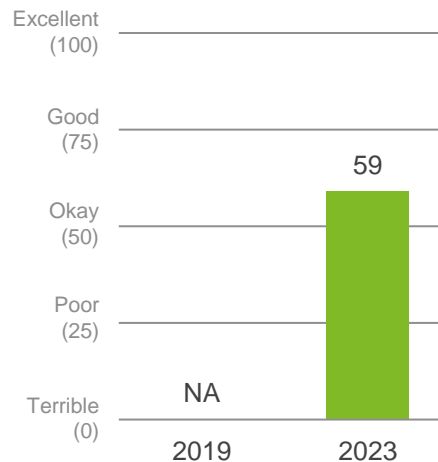
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

59

Industry High

68

Industry Average

57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
59	60	55	57	60	57	60	60	57	64	58	58	59	60	53	59	51	55	62	61	66	62	59	53	58	54	50	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 729).

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

Place to visit

Performance ratings

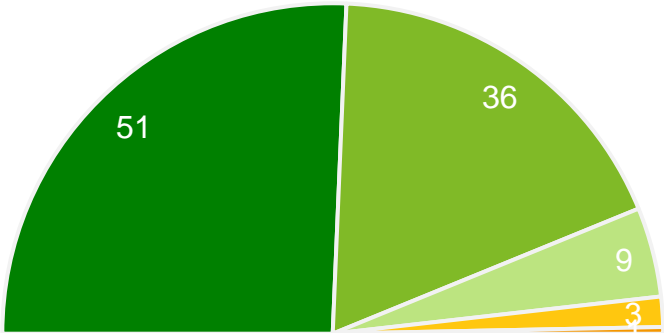
% of respondents

96%

84

Positive rating*

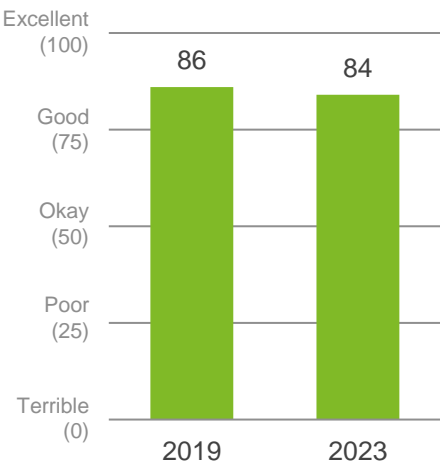
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-Margaret River	84
Industry High	87
Industry Average	69

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
84	86	76	82	86	83	86	83	82	85	81	85	85	83	81	74	79	80	90	84	82	83	84	80	84	82	83	91

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 914).

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

Holiday Parks and campgrounds

Performance ratings

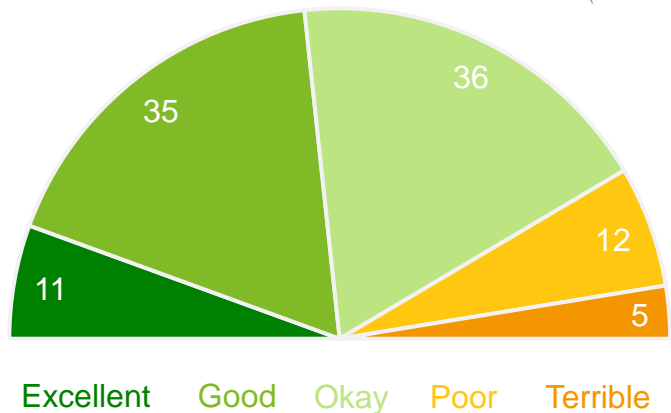
% of respondents

83%

59

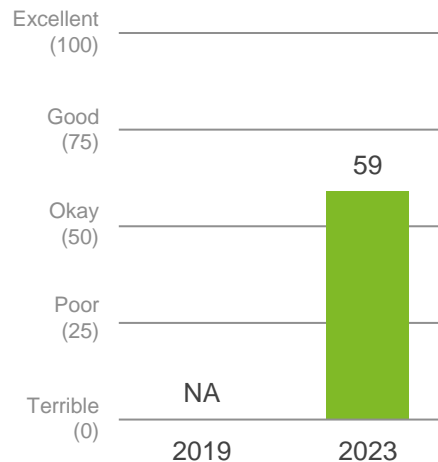
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Augusta-
Margaret River

59

Industry High

NA

Industry Average

NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
59	60	54	57	61	56	65	64	60	59	59	61	56	58	56	53	48	65	72	59	56	44	59	62	55	57	57	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 706).

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

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-54 years	55+ years	55+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
Overall place to live	81	83	73	80	83	80	83	81	79	77	75	82	85	83	75	64	74	81	85	81	84	84	85	81	81	87	76	81
PEOPLE																												
Youth services and facilities	52	53	48	55	50	52	44	47	52	60	57	49	51	52	40	47	44	30	71	58	57	57	50	29	57	52	50	60
Family and children services and facilities	47	48	44	51	44	47	42	44	49	56	54	45	46	45	39	37	43	25	59	55	58	43	38	25	55	49	41	49
Seniors' services and facilities	49	48	55	51	47	48	39	51	58	58	65	46	44	45	39	35	49	42	57	45	56	35	52	25	54	45	60	51
Disability access and inclusion	48	48	50	51	46	46	43	49	55	58	58	46	45	44	37	40	37	38	65	42	56	38	55	31	50	43	63	57
Recognition for Wadandi / Pibelman cultures	64	66	59	66	64	63	60	61	66	72	63	65	65	65	61	51	47	59	77	61	65	63	64	75	65	68	69	67
Volunteer recognition and support	61	62	58	57	65	60	57	56	64	66	55	63	62	62	59	53	44	54	59	64	61	59	65	49	63	59	64	62
Access to health and community services	53	54	51	53	54	53	51	49	54	56	57	50	52	55	46	48	46	46	55	54	65	61	47	38	54	51	54	57
Sport and recreation facilities and services	56	57	52	57	55	56	52	53	58	57	57	50	58	61	47	50	53	43	62	56	67	53	57	53	58	52	60	62
Festivals, events, art and cultural activities	60	62	55	59	61	58	63	61	61	61	54	62	62	62	54	60	49	51	63	62	64	52	62	56	62	67	57	67
Significant Shire sponsored events	60	60	60	57	63	59	57	56	59	61	64	57	61	59	50	57	49	46	69	62	64	56	64	33	63	60	51	69
Library services	75	75	76	74	78	74	73	77	77	77	79	74	74	75	71	75	69	62	81	76	79	71	73	65	80	63	83	81
Street artwork and public art	55	57	47	51	58	52	58	58	57	56	53	57	55	53	51	49	52	42	62	57	58	43	58	57	57	61	56	57
Community safety and crime prevention	49	50	43	46	52	49	44	50	50	47	54	49	45	48	42	42	49	41	58	47	58	32	52	39	51	50	50	51
Lighting of streets and public places	55	56	53	54	57	54	61	56	56	51	60	57	51	53	49	55	55	44	61	59	63	58	64	43	58	50	60	50
Animal management	47	44	57	47	46	44	46	51	52	51	60	45	40	43	42	39	41	47	45	47	46	59	52	34	46	45	47	49
ENVIRONMENT																												
Sustainable practices / climate change	51	52	46	48	54	49	50	53	52	57	49	52	50	52	49	53	46	43	64	49	50	35	54	56	51	53	56	59
Conservation and environmental management	53	53	50	51	55	49	55	54	53	59	55	54	49	52	50	46	53	44	63	52	55	40	54	47	54	48	58	61
Local beaches and coastline	58	58	59	58	59	55	63	62	57	61	69	59	52	53	49	46	58	51	71	60	56	47	65	40	60	60	59	64
Margaret and Blackwood rivers	58	58	58	57	59	55	60	63	59	62	66	57	55	53	53	44	55	51	67	62	56	51	62	39	60	54	58	59
Waste collection services	61	62	56	58	64	63	55	56	54	63	62	58	60	64	56	42	60	51	67	60	66	54	58	37	65	54	60	59
Davis Road tip and transfer stations	60	62	49	58	62	58	59	59	62	63	54	62	58	63	52	52	56	54	63	52	65	54	55	20	64	57	60	63
Natural disaster management	56	56	54	54	58	53	53	60	58	66	56	55	56	56	55	45	47	47	61	53	58	47	53	48	57	53	56	66

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-54 years	55+ years	55+ years	Disability	First Nations#	LOTE	Augusta / East Augusta	Burnside	Cowaramup	Gnarabup / Prevelly	Gracetown	Karridale	Kudardup	Margaret River	Molloy Island	Witchcliffe	Other areas
PLACE																												
Responsible growth/sustainable development	40	40	40	41	40	39	41	41	41	46	45	40	35	41	38	24	38	36	50	33	39	29	41	38	42	50	43	46
Area's character and identity	50	51	47	49	52	48	51	53	50	54	53	51	46	50	42	55	45	42	62	46	49	46	52	39	53	60	49	49
Planning and building approvals	34	33	34	34	33	32	35	34	37	44	40	32	30	34	30	28	28	27	45	29	39	31	36	29	35	35	29	36
Local history and heritage	52	53	50	51	54	50	53	51	52	58	56	53	49	51	48	45	40	44	66	49	54	52	46	44	54	60	51	59
Community buildings, halls and toilets	53	55	45	52	54	51	57	51	54	52	52	54	54	52	46	39	51	41	59	59	55	50	47	39	57	54	54	52
Playgrounds, parks and reserves	54	57	42	54	55	56	49	47	55	50	50	52	59	56	48	33	53	41	70	57	59	51	52	50	58	59	39	55
Streetscapes, trees and verges	52	53	50	51	54	49	54	55	57	55	58	52	51	47	46	44	52	38	66	52	62	50	50	37	55	51	50	59
Footpaths, trails and cycleways	54	54	54	53	55	49	57	60	60	60	64	53	52	47	46	49	48	37	57	62	59	42	47	40	57	57	56	60
Building and maintaining local roads	46	46	44	44	48	43	53	49	48	48	50	48	44	41	41	42	54	29	52	43	56	32	37	23	55	42	48	39
Storm water drainage	51	51	52	52	51	49	53	53	57	54	56	52	49	49	46	42	50	44	64	46	59	53	33	41	55	43	52	54
Developing the local economy sustainably	44	44	45	43	46	42	47	47	44	47	52	43	38	45	38	36	32	37	54	42	47	38	43	35	45	54	42	52
Place to own or operate a business	59	60	55	57	60	57	60	60	57	64	58	58	59	60	53	59	51	55	62	61	66	62	59	53	58	54	50	60
Place to visit	84	86	76	82	86	83	86	83	82	85	81	85	85	83	81	74	79	80	90	84	82	83	84	80	84	82	83	91
Holiday Parks and campgrounds	59	60	54	57	61	56	65	64	60	59	59	61	56	58	56	53	48	65	72	59	56	44	59	62	55	57	57	65
PERFORMANCE																												
Governing organisation	45	46	41	42	48	43	44	44	46	46	46	44	44	46	38	40	39	36	49	49	46	28	47	17	47	49	46	47
Value for money from rates	35	35	36	32	38	34	31	34	37	36	39	31	33	38	25	27	33	31	41	33	34	20	34	17	38	35	33	36
Advocacy and lobbying	38	38	39	38	38	37	36	40	41	41	43	35	36	38	29	37	33	29	49	42	39	23	35	15	40	45	37	45
Change, innovation and technology	48	49	44	47	49	47	43	48	49	54	49	47	48	49	44	51	35	40	56	51	54	20	52	32	49	54	54	52
Consultation	37	38	33	36	39	35	38	36	41	43	40	36	34	37	31	34	26	26	51	37	41	35	39	21	38	34	39	46
Communication	40	41	39	40	42	41	38	39	40	42	43	38	40	41	36	32	30	32	54	38	49	39	41	14	41	38	42	47
Customer service	52	53	49	52	54	52	56	52	48	51	53	52	52	54	50	49	48	42	57	54	59	49	52	34	55	46	57	59
Shire's plans and strategic documents	46	45	48	44	48	45	45	45	45	48	50	45	42	45	41	37	37	43	51	44	54	48	53	29	45	40	37	54
Shire's website	53	54	46	52	55	52	56	51	54	52	49	53	55	55	51	44	42	47	59	52	56	65	60	36	54	59	53	47
Shire's e-newsletter	53	54	47	52	56	52	55	51	54	58	50	54	53	54	53	46	39	49	62	54	51	53	62	29	54	56	52	51
Shire's social media posts	52	54	47	49	57	50	58	53	53	56	50	56	51	51	52	57	44	45	61	48	51	54	58	35	56	56	50	56
Have Your Say – online consultation platform	52	53	48	49	56	49	62	52	50	53	54	55	49	48	47	50	53	45	60	55	56	62	56	43	52	45	52	57

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Residents

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Youth services/facilities
- 2 Family and children services
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Recognition for Wadandi/Pibelmen culture
- 6 Volunteer recognition and support
- 7 Health and community services
- 8 Sport and recreation facilities / services
- 9 Festivals, events, art, cultural activities
- 10 Significant Shire sponsored events
- 11 Library services
- 12 Street artwork and public art
- 13 Community safety and crime prevention
- 14 Lighting of streets and public places
- 15 Animal management
- 16 Sustainable practices / climate change
- 17 Conservation and environment
- 18 Local beaches and coastline
- 19 Margaret and Blackwood rivers
- 20 Waste management services
- 21 Davis Road tip and transfer stations
- 22 Natural disaster management
- 23 Responsible growth and development
- 24 Area's character and identity
- 25 Planning and building approvals
- 26 Local history and heritage
- 27 Community buildings, halls and toilets
- 28 Playgrounds, parks and reserves
- 29 Streetscapes, trees and verges
- 30 Footpaths, trails and cycleways
- 31 Building and maintaining local roads
- 32 Storm water drainage
- 33 Sustainable local economy
- 34 Holiday Parks and campgrounds
- 35 Advocacy and lobbying
- 36 Change, innovation and technology
- 37 Consultation
- 38 Communication
- 39 Customer service

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

Q. Over the next 10 years, which areas would you mostly like the Shire of Augusta-Margaret River to focus on improving?

Base: All respondents, excludes no response (n = 842)

MARKYT Community Priorities

Out of area ratepayers
and visitors

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Youth services/facilities
- 2 Family and children services
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Recognition for Wadandi/Pibelmen culture
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- 39 Customer service

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

Q. Over the next 10 years, which areas would you mostly like the Shire of Augusta-Margaret River to focus on improving?

Base: All respondents, excludes no response (n = 83)

MARKYT Community Priorities

Councillors and
Shire employees

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Youth services/facilities
- 2 Family and children services
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Recognition for Wadandi/Pibelmen culture
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PERFORMANCE INDEX SCORE

Excellent

Okay

Terrible

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

Q. Over the next 10 years, which areas would you mostly like the Shire of Augusta-Margaret River to focus on improving?

Base: All respondents, excludes no response (n = 43)



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MARKYT 