



Attachment 12.1.1.2 26-013 - MARKYT Community Scorecard - Report - 260708

MARKYT

Community Scorecard

2026

*Empowering Local Government leaders to
make informed choices to enhance quality
of life in local communities*

Prepared for



Shire of
Ravensthorpe

Prepared by



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Strategic Overview

Strategic overview

Liveability



71

Performance Index Score

2 points below Industry Average and
up 4 points from 2018

Governance



54

Performance Index Score

3 points above Industry Average and
up 6 points from 2018

Top performing areas within the LGA



Library services and facilities



Art, cultural and creative activities



Community buildings, halls and toilets

Most improved areas



Community engagement



Council's leadership



Youth services and facilities

Higher performing areas relative to other LGAs



Community buildings, halls and toilets



Council's leadership



Library services and facilities



Community engagement



Art, culture and creative activities

Main priorities



Roads



Economic development



Footpaths, trails and cycleways



Housing

Key areas to optimise



Sport and recreation



Health and community services



Safety and crime prevention



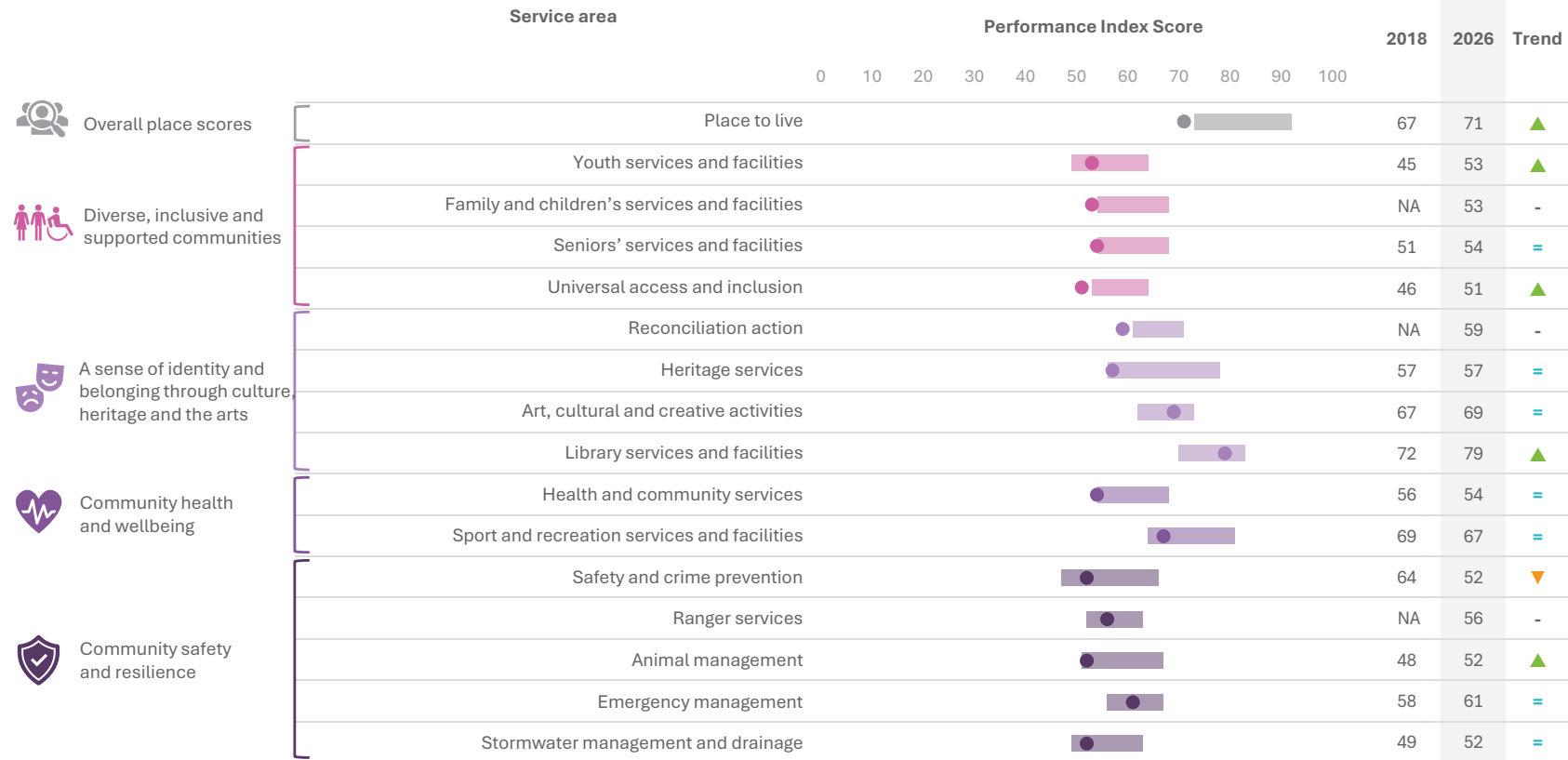
Parks, playgrounds and reserves



Tourism and destination marketing

MARKYT Community Scorecard Summary

▼ Down by more than 3 points
 = Steady (within +/- 3 points)
 ▲ Up by more than 3 points

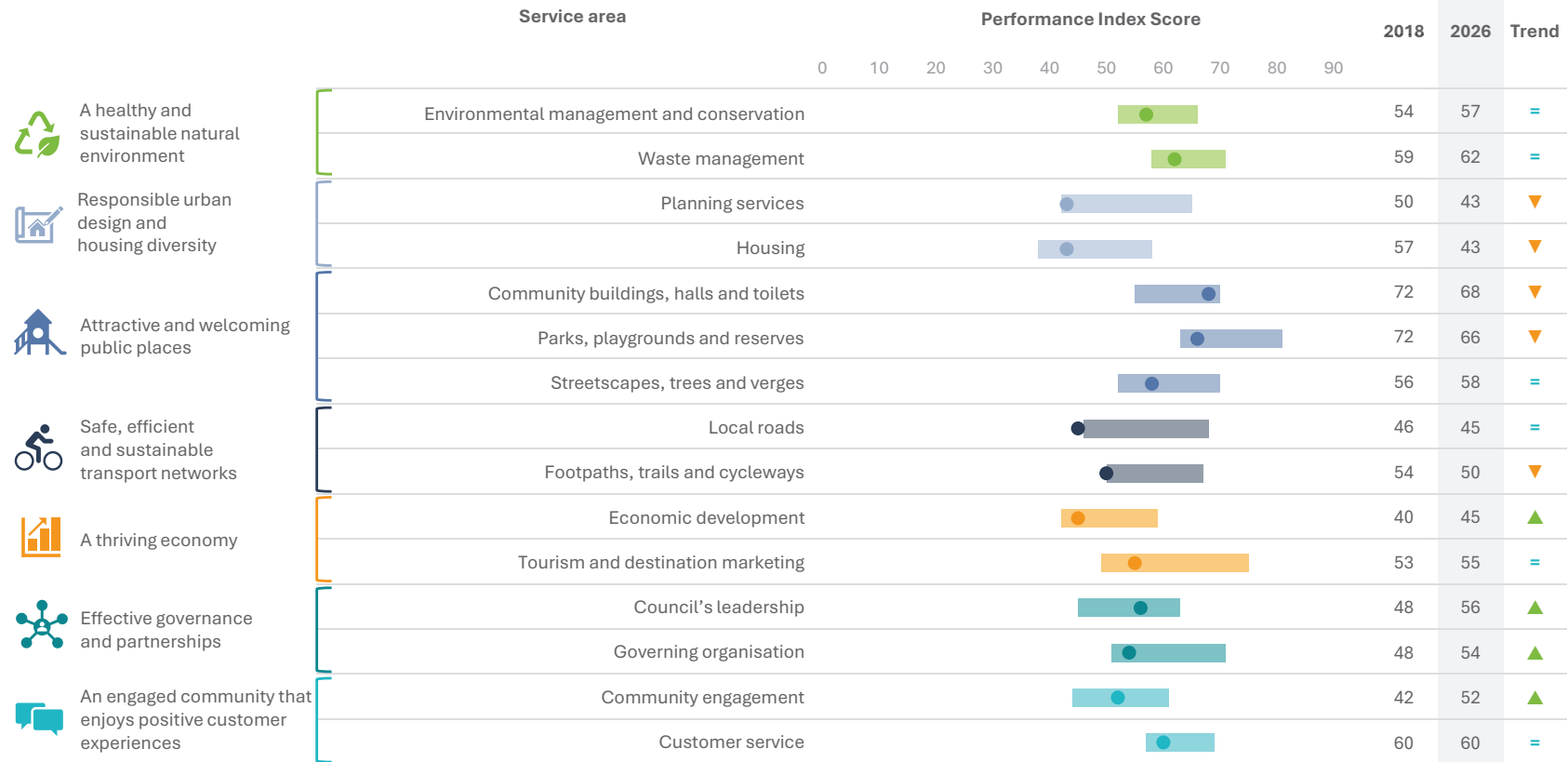


● LGA performance score (Performance Index Score)

■ Target zone. Shading shows the industry average to industry high

MARKYT Community Scorecard Summary

▼ Down by more than 3 points
 = Steady (within +/- 3 points)
 ▲ Up by more than 3 points



● LGA performance score (Performance Index Score)

■ Target zone. Shading shows the industry average to industry high

Approach

Purpose

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

- Support a review of the Strategic Community Plan and Corporate Business Plan
- Assess community needs, priorities and aspirations
- Evaluate perceived performance across key service areas
- Monitor changes in community sentiment over time
- Participate in a national benchmarking program to compare performance to other local councils



The study

Shire of Ravensthorpe commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard to assess community perceptions of service levels, community priorities and aspirations.

CATALYSE® mailed scorecards to all households and residential PO Boxes in the local area via Australia Post unaddressed mail, and hosted the scorecard online. The Shire of Ravensthorpe provided supporting promotions through its communication channels. The scorecard was open from 18 May to 12 June 2026.

283	58	24	15
Residents	Local business owners or operators	Council affiliates	Other

The main body of the report presents results from residents.

Local business and Council affiliate views are reported at the end of this report. Sample sizes for other respondent groups were too small for meaningful analysis.

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

Resident profile

% of respondents (weighted)

Gender:	Man	50
	Woman	45
	Non-binary	1
	I use a different term	3
	Answered together	<1
Respondent age (years):	14-17 years	2
	18-34 years	23
	35-49 years	24
	50-64 years	29
	65+ years	22
Disability and cultural diversity:	Person with disability	13
	First Nations person	6
Home ownership:	Homeowner	67
	Renting / Other	15
	No response	18
Location:	Town	58
	Rural area	41
	Other	3
Town:	Ravensthorpe	33
	Hopetoun	52
	Jerdacuttup	<1
	Munglinup	7
	Fitzgerald	1
	Other	1
	No response	6

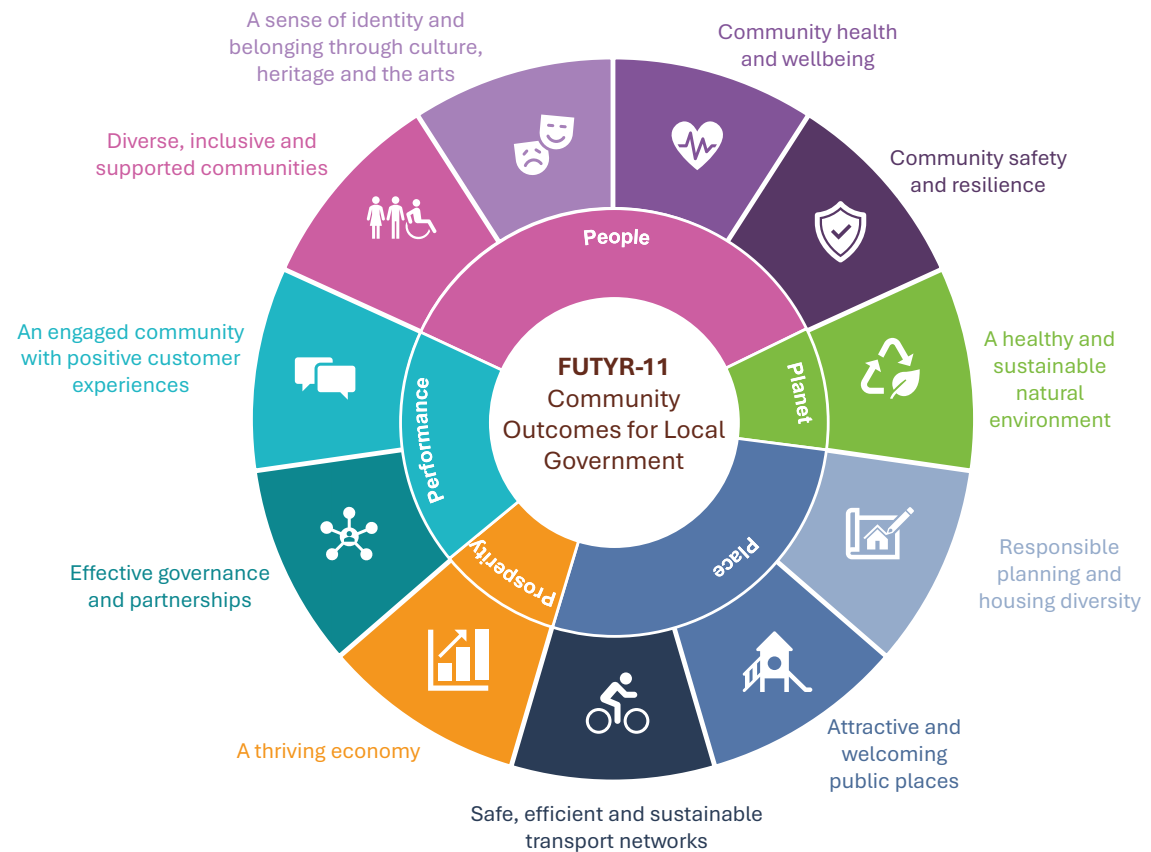
* Council affiliates includes Elected Members, Council employees and their household members

Outcomes-based reporting

Service areas are aligned with 11 core outcomes that are universally desired in communities.

By connecting performance to outcomes, this framework helps Local Government leaders to identify service gaps and make informed choices to better meet community needs and enhance overall quality of life.

The FUTYR-11 Community Outcomes for Local Government framework remains the intellectual property of CATALYSE® Pty Ltd and may not be reused or republished without permission.



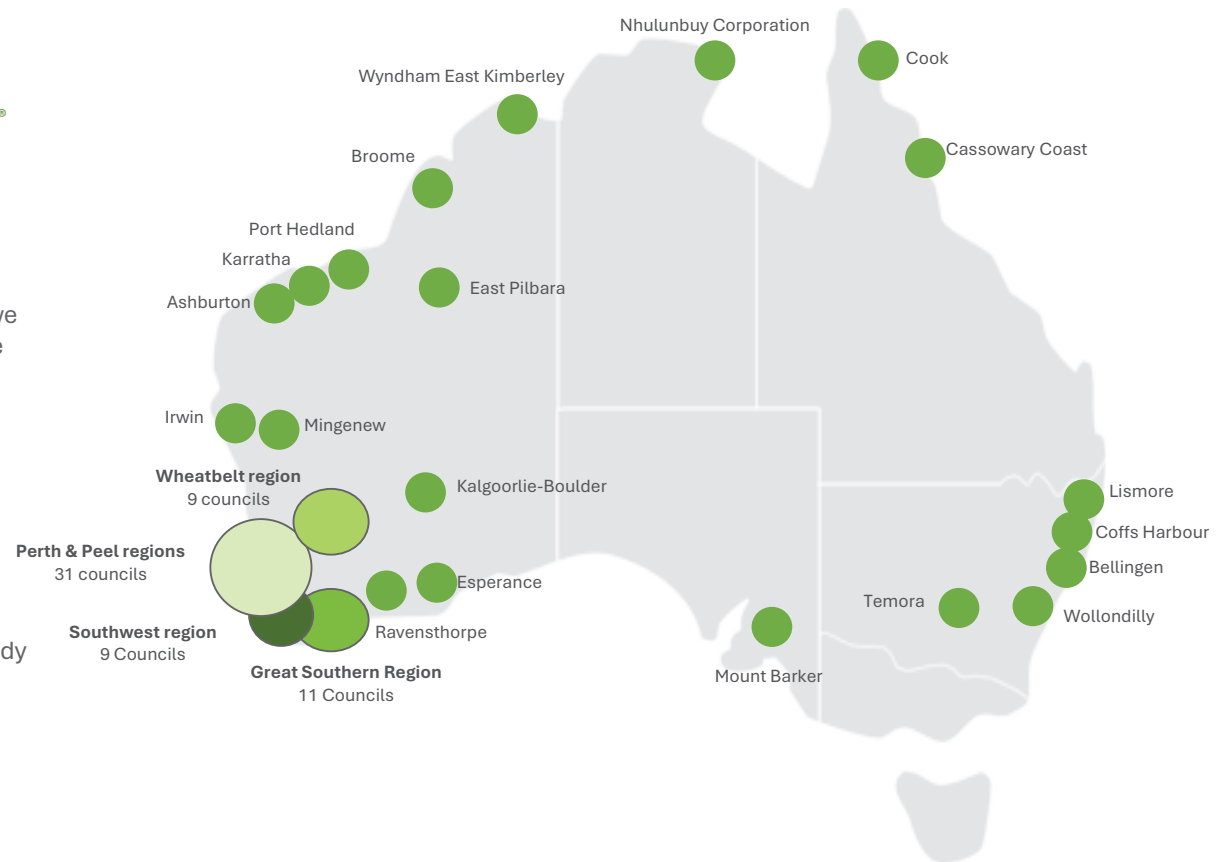
MARKYT benchmarking excellence program

For more than 20 years, CATALYSE® has conducted community and business perceptions surveys for councils across Australia.

When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders.

The image to the right shows all program participants since 2003.

In this report, average and high scores are calculated from a subset of councils that completed a MARKYT® accredited study within the past three years.



How to read MARKYT performance dashboards

1 Performance ratings

Community perceptions of performance on a five-point scale from excellent to terrible.

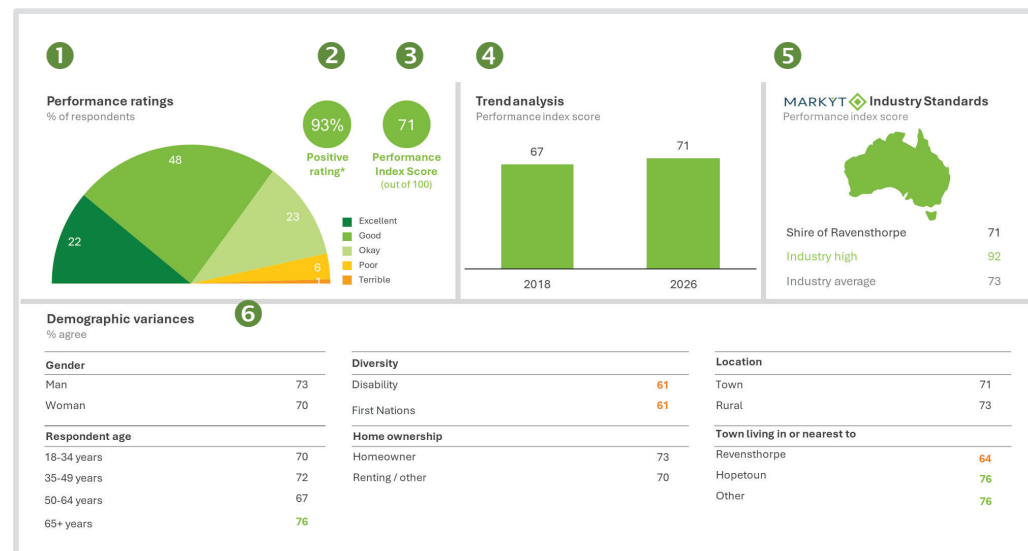
2 Positive rating

Percentage of respondents who provided a rating of okay, good or excellent.

3 Performance index score

Weighted performance score out of 100 points

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



4 Trend analysis

Uses the performance index score to show variances in performance over time.

5 Industry Standards

Shows performance compared to other councils.

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

6 Demographic variances

Shows how performance varies across the community by key demographics.

Overall performance

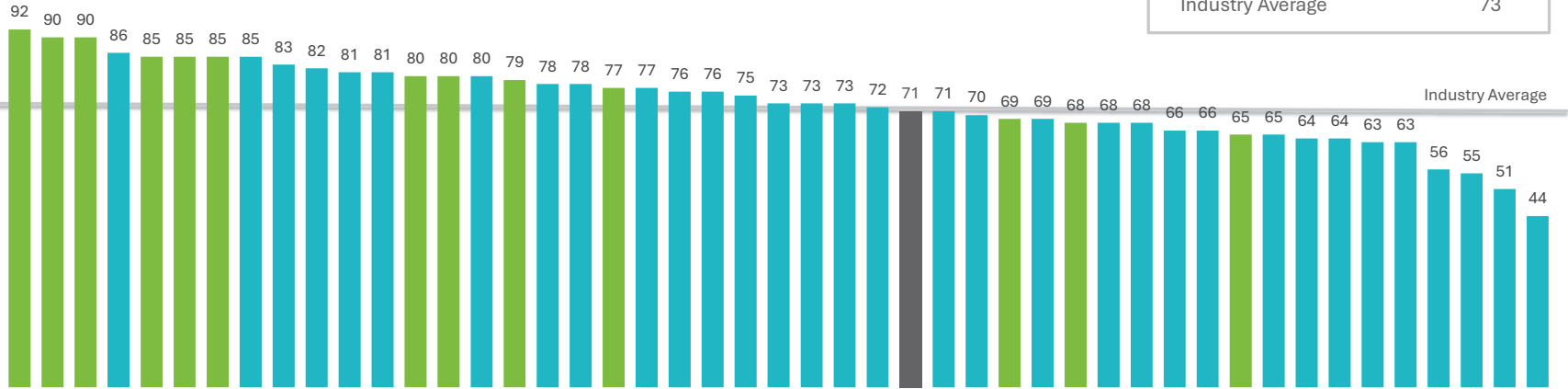
Liveability

Respondents were asked to rate the Shire of Ravensthorpe overall as a **place to live**.

The overall liveability score is **71 out of 100**, 2 points below the industry average.

Liveability | performance index score

- Shire of Ravensthorpe
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score

Shire of Ravensthorpe

71

Industry High

92

Industry Average

73

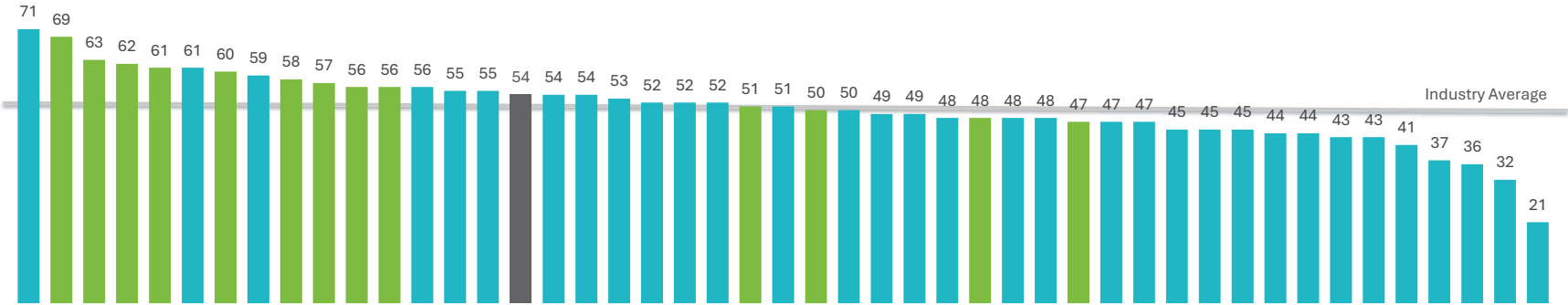
Governance

Respondents were asked to rate the Shire of Ravensthorpe overall as a **governing organisation**.

The overall governance score is **54 out of 100**, 3 points above the industry average.

Governance | performance index score

- Shire of Ravensthorpe
- Metropolitan Councils
- Regional Councils

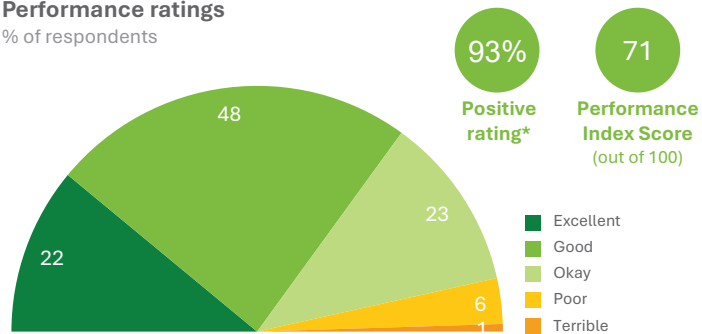


Place scores

Overall, how do you rate the Shire of Ravensthorpe as a place to live?

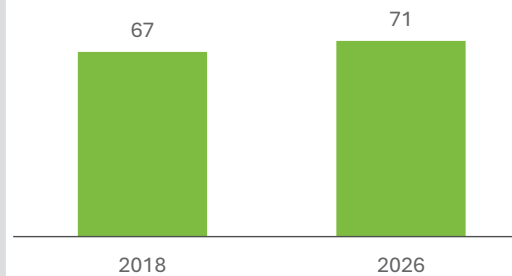
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	71
Industry high	92
Industry average	73

Demographic variances

% agree

Gender

Man	73
Woman	70

Respondent age

18-34 years	70
35-49 years	72
50-64 years	67
65+ years	76

Diversity

Disability	61
First Nations	61

Home ownership

Homeowner	73
Renting / other	70

Location

Town	71
Rural	73

Town living in or nearest to

Ravensthorpe	64
Hopetoun	76
Other	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 278).

* Positive Rating = excellent, good + okay

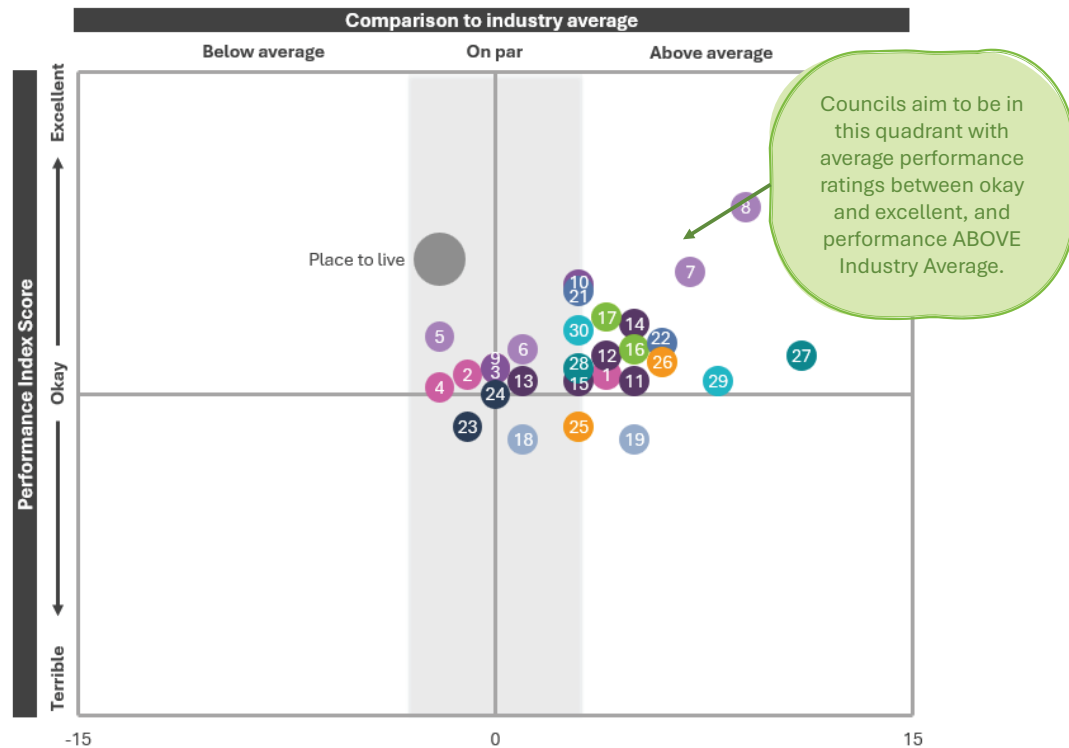
MARKYT Benchmark Matrix

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.

The vertical axis maps community perceptions of performance for individual measures.

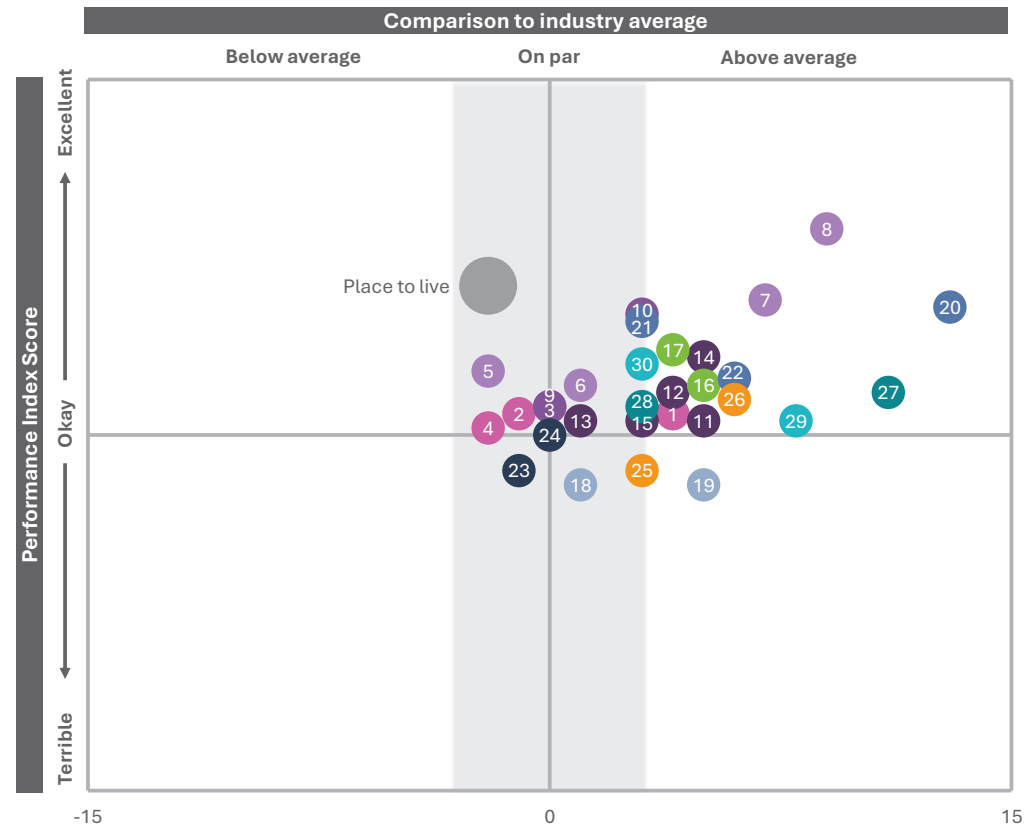
The horizontal axis maps performance relative to the MARKYT® Industry Standards.



MARKYT Benchmark Matrix



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



MARKYT  Community Scorecard 20

MARKYT Community Trends

MARKYT Community Trends

MARKYT® Community Trends shows trends in performance.

3

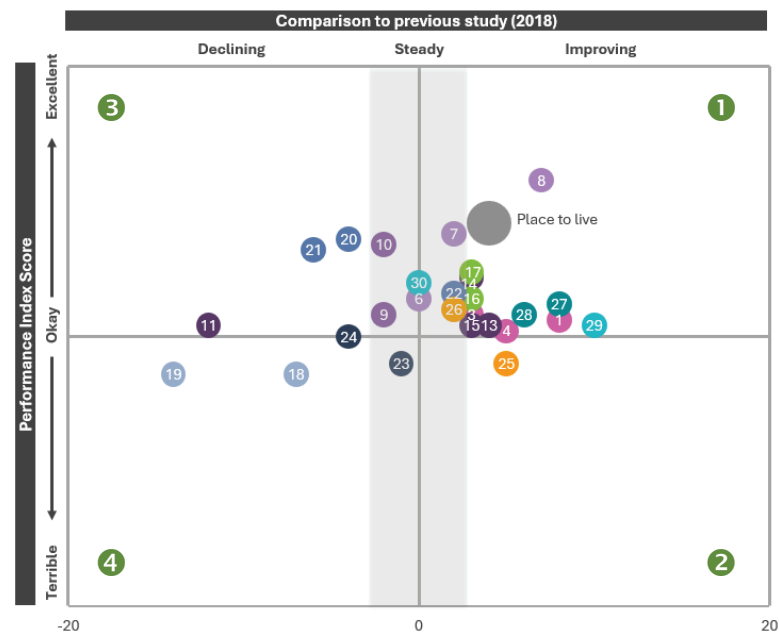
Window 3 includes higher performing services in decline, including:

- Safety and crime prevention
- Parks, playgrounds and reserves
- Community buildings, halls and toilets
- Sport and recreation services and facilities

4

Window 4 includes lower performing areas in decline, including:

- Planning services
- Housing
- Footpaths, trails and cycleways
- Road (marginal decline)



1

Window 1 includes higher performing areas that have improved, including:

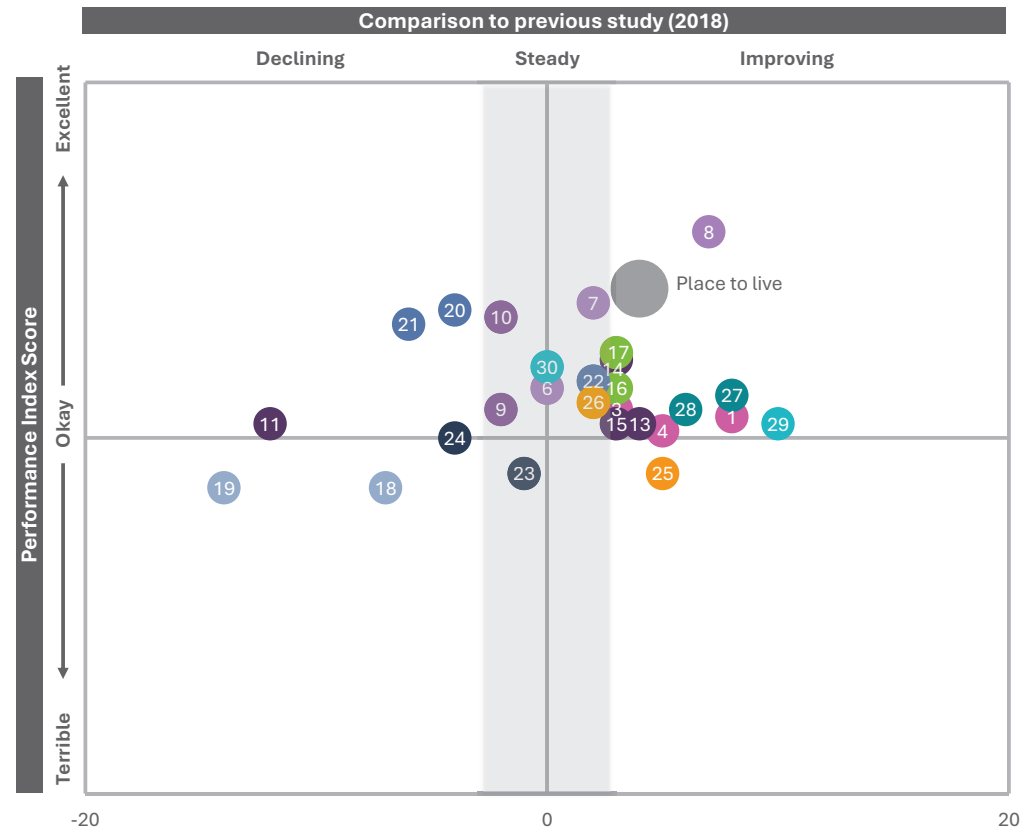
- Place to live
- Council's leadership
- Governance
- Community engagement
- Library services and facilities
- Youth services and facilities

2

Window 2 includes lower performing that are improving, including:

- Economic development

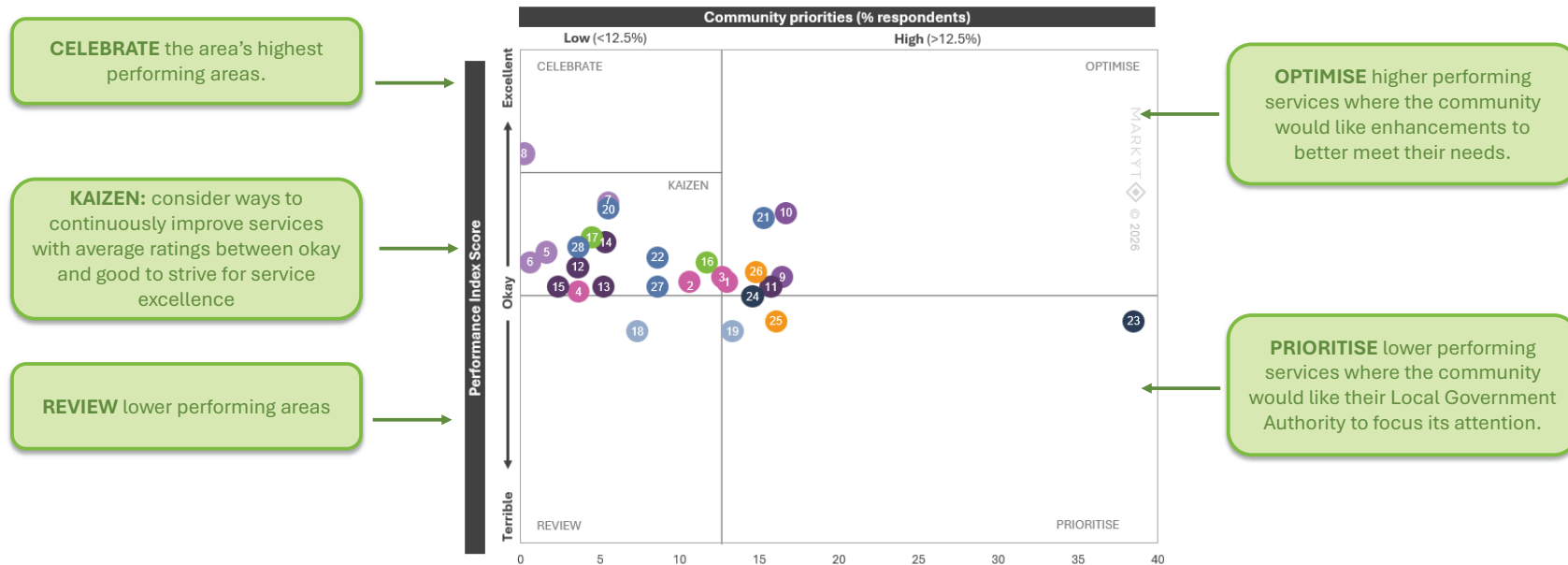
MARKYT Community Trends



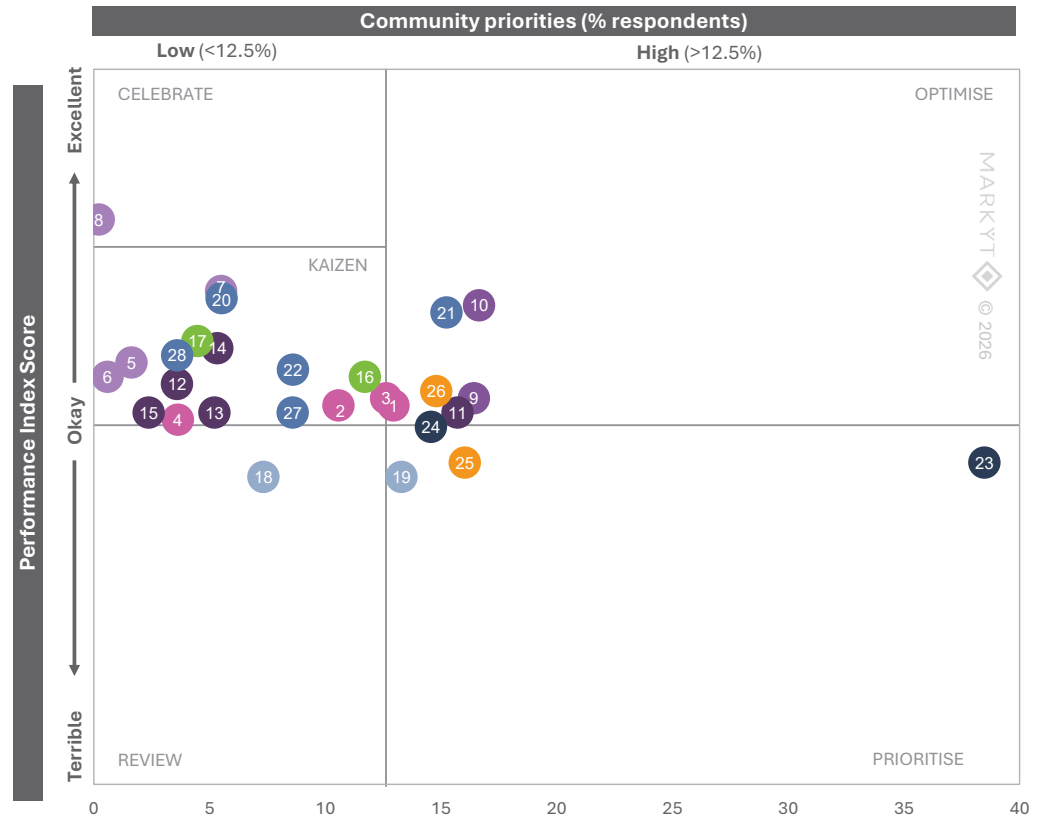
MARKYT Community Priorities

How to read the MARKYT Community Priorities chart

MARKYT® Community Priorities chart maps performance against community priorities to determine strengths and areas to focus on improving the most.



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 Ravensthorpe to focus on improving? Base: All respondents, excludes no response (n = 232)

Addressing community priorities

Community action plan

Roads

Community driven actions

- Increase maintenance and grading of gravel roads, especially during busy harvest periods.
- Provide long-term repairs for potholes, not temporary fixes.
- Expand programs to re-sheet and seal deteriorated gravel roads.
- Improve road safety by maintaining verges, upgrading drainage, improving line marking and widening roads where necessary.

Community voices

"Regular maintenance to unsealed roads."

"Main roads used by the community to access other regional towns be better maintained with regards to large potholes on those roads."

"Regular grading or covering gravel roads - very poor condition particularly during harvest."

"More resheeting of gravel , grade more often at harvest , work towards sealing more gravel roads."

"Roads in Krystal Park are disgraceful and have not been maintained like roads in the main part of Hopetoun and are dangerous due to a lack of care and maintenance."

"Fix them properly."

"Grading, potholes etc. Springdale Rd at Oldfield River crossing. Better solution that doesn't involve me following up for repairs when the road floods."

"Gravel roads need resheeting."

"Start the process of road upgrades to bitumen which in turn decreases complaints from gravel road users."

"Continue re-sheeting works. Increase maintenance of culverts. Most are blocked before winter each year."

"More sealed roads, line marking, potholes fixed & side areas cleared to see wildlife better."

"Road repair and widening."

Community action plan

Economic development

Community driven actions

- Facilitate the reopening or establishment of a new supermarket and other essential retail services in Ravensthorpe.
- Attract and support local businesses to diversify the economy and create more local jobs.

Community voices

"Top priority - Supermarket up and running."

"Ravensthorpe has no supermarket / general store. We NEED one ASAP."

"A grocery shop that sells fruit and veg, groceries, magazines, some hardware and good customer service."

*"Re-open the local IGA Supermarket that has been closed for a year now.
The nearest supermarket is 50km away in Hopetoun."*

*"We feel there is a big demand for a shop selling food (eg. IGA, Aldi, etc). Also, a bakery –
not only for locals but also tourists. Hairdresser, as there isn't even one in Hopetoun."*

"Assistance to ensure a new supermarket is opened for community use as soon as possible."

"Attraction and retention of viable and needed businesses."

"Better support for new businesses."

"Promote small business and tourism to drive economic growth."

"More business catering to tourism."

*"Encourage business to help keep local dollars local, which in turn
grows local towns and keeps the local towns alive."*

"Promote economic activity and be a better catalyst for business."

Community action plan

Housing

Community driven actions

- Increase land and housing supply.
- Provide more low-cost and community housing for low-income earners and families.
- Advocate for more Government Regional Officer Housing (GROH) in Munglinup.
- Consider alternative housing options, like transportables.
- Make better use of existing housing (i.e. industry-owned housing that is sitting empty).

Community voices

"More housing availability ."

"More housing for the public and more affordable prices."

"Housing is not really affordable and there is a very limited number of houses for low-income people in the area."

"Ensure that the low-cost housing in our region is preserved for local residents rather than importing people from outside our region to fill those houses. There are lots of locals who could benefit from the low-cost housing ."

"Affordable housing - so many empty mining houses ."

"Affordable housing for low-income earners ."

"Increase the already very good social housing ."

"Provide more community housing."

"More community housing for the poor ."

"Affordable housing for middle income earners ."

"Get the crackheads out of Government Housing ."

"Long term rentals ."

"Housing for young singles ."

"Housing in Munglinup for GROH ."

"Pressure government for more GROH in Munglinup and or explore helping facilitate this ."

"Get houses built. Transportables."

"Open up some land for new housing."

Community action plan

Footpaths, trails and cycleways

Community driven actions

- Expand the network of footpaths, shared paths and cycleways throughout Ravensthorpe and Hopetoun.
- Develop more walking, hiking and recreational trails.
- Improve the visitor experience of trails with clear markings, interpretive signage and seating areas.
- Upgrade and maintain existing footpaths and cycleways to improve safety.
- Improve accessibility and connections to key destinations including the silos and the beach.

Community voices

"More paths and cycle ways done properly with asphalt."

"Would like to see more footpaths and cycleways around the Hopetoun area."

"More walk and cycle trails through our beautiful region with plaques that inform you of the native flora and fauna, and history."

"Redesign the old railway heritage trail from Ravey to Hopey for cyclists, diverting up along the Ravensthorpe Range. Plenty of seating and landscaping for walkers and riders."

"More footpaths and more clearly marked and maintained trails for visitors, particularly those with pets who cannot go to the FRNP."

"Replace pebbled paths (near Ravy Town Hall) and create more paths ie Kingsmill St."

"The footpaths in Ravensthorpe are terrible my kids have been hurt multiple times."

"Maintain current degraded pathways & tracks. Improve beach access like Esperance and Albany."

"A walking trail in Ravensthorpe would be greatly beneficial. A path from the centre of town to the silos (high foot traffic zone)."

"More accessible cycle ways and footpaths to access beaches along the coast."

"Disability access to all footpaths - mobility scooter suitable. Maintain paths to beach giving an access that moderately disabled people are able to enjoy our beautiful beaches especially Starvation Bay and Masons Bay."

Optimising higher priority services

Community action plan

Health and community services

Community driven actions

- Advocate for more healthcare services in the region to reduce wait times and the need to travel long distances to Albany or Esperance.
- Specific requests include:
 - GPs
 - Community nurses
 - Allied health and specialists
 - Dental services
 - Hospital and emergency care
 - Support for the ageing population

Community voices

"Need more services, so we don't have to travel which is very costly."

"Better access to doctors, waiting too long for appointment."

"Dental and bulk billing medical shorter wait times for appts."

"A dedicated Nursing Post is required in Hopetoun."

"Local allied health services are appallingly low. Dental care should be available locally, as with X-ray and CT scans. Yes there is state government, but local government should be constantly and CB actively advocating for these local services as well as other allied health - mental health, physio, OT. They should be available locally for all residents, not just aged and NDIS. Some services are not covered by PATS."

"Shire support to bring professional medical services to this region outside of GP services, ie physiotherapist, Podiatrist Dentist etc."

"More specialised services to come to Ravensthorpe on a regular basis and work out of the Hospital."

"Hospital with a doctor not telehealth."

"More ambulance officers (perhaps paid position)."

"Aging community."

"Improving the access to a larger scope of health and community services considering the large number of older residents so that they don't have to travel to Esperance or Albany."

Community action plan

Sport and recreation services and facilities

Community driven actions

- Maintain, upgrade and improve the Hopetoun sporting precinct and facilities including the club house and kitchen.
- Upgrade hockey, netball and oval surfaces to support local sporting clubs and encourage safe community use.
- Plan a swimming pool in Hopetoun.
- Provide more recreational facilities for children and families, suggestions include playgrounds and basketball courts.

Community voices

"Upkeep and maintenance of what we have got, potential for upgrades investigated."

"Upkeep of facilities. Currently is poor and grounds are dangerous for winter sport."

"Improve facilities & encourage more local sports activities / development."

"Kitchen upgrade. It is not user friendly."

"Sporting facilities, ie. swimming pool, better bar and kitchen for the club."

"Major improvement to the hockey oval, and updated sports complex with an indoor pool."

"Ovals need de thatching re seeding and clover sprayed out. Also fence to keep roos off and spray for ticks."

"We need investment into upgrading the sports grounds in Hopetoun so they are safe, properly maintained, and meet regulation standards for everyone who uses them. These grounds are used by local sporting clubs, schools, families, and the wider community, yet the current condition can impact both safety and the ability to host and participate in sport properly."

"Adding a heated swimming pool access all year around."

"An indoor swimming pool, or just a swimming pool in Hopetoun."

"Basketball court that kids can use anytime."

"Improve Hopetoun recreation precinct, particularly the lack of a playground, seating for audience and oval playing surfaces."

Community action plan

Safety and crime prevention

Community driven actions

- Advocate for a more visible police presence and better communication between police and the community.
- Work with police to reduce drug-related crime.
- Advocate for stronger action against repeat offenders, vandalism and antisocial behaviour.
- Improve street lighting.

Community voices

"More police presence."

"More active police intervention and education . Particularly Hopetoun police."

"More liaison with police when crimes and vandalism has occurred."

"Easier access to police and knowledge of what they are doing. Appreciate updates in Community Spirit."

"Better communication by local police as to what crimes are being committed so that the community is actually aware of what is happening."

"Drugs, antisocial behaviours need to be taken seriously and in our High School also to protect our beautiful community."

"Proactive control of the known offenders and drug suppliers."

"Zero tolerance towards the well-known families in town who are causing damage and disruption. Move them on."

"Removal of repeat offenders."

"Find and punish vandals."

"Better night and street lighting."

"Better night lights."

Community action plan

Parks, playgrounds and reserves

Community driven actions

- Provide a playground at the Hopetoun sporting complex.
- Upgrade existing playgrounds and provide a better range of play equipment.
- Provide more safe, enclosed playgrounds for young children.
- Beautify parks and provide more amenities including BBQs, gazebos, benches and footpaths.

Community voices

"Park at sportsground Hopetoun."

"A playground at the sports complex for game days."

"More playgrounds that are better upgraded and more nature play focused."

"I feel like there need to be a better playground in Hopetoun. I feel like Hopetoun really only has the front beach playground equipment which is quite old and the playground parts are not really suitable for younger children."

"More play equipment at park and football oval, especially more swings at Jim McCulloch Park and a fenced in play area at the Hopetoun Oval for the kids on sports days during winter."

"Fencing all around park in Hopetoun, common concern for mums with toddlers, young kids, especially with the main road and ocean so close. Needs full fencing around and gates."

"Fully enclose playground at McCulloch Park with gates at entrance and put playground at sports club."

"McCulloch Park needs to be landscaped beautifully."

"Upgrade Rangeview Park - Exhibiting micro-endemic flowers and trees native to Ravensthorpe specifically. Also, add a gazebo. BBQ area. New benches. Gravel paths, parking maybe. Also, add flowers / shrubbery to the roundabouts, maybe add a modest sculpture in the centre. Maybe a mural at the park of - local parrots and rare flowers."

Community action plan

Tourism and destination marketing

Community driven actions

- Invest more in destination marketing and promotion, including online and social media.
- Beautify town entrances.
- Improve signage and visitor information.
- Maintain affordable camping opportunities with supporting infrastructure.
- Develop unique tourism experiences and attractions in collaboration with local tourism operators and community businesses.

Community voices

"The tourism and destination marketing has been dismal. There is no proper engagement with the tourism businesses and the social media promotion of the area on the Fitzgerald Coast pages is tired and boring."

"Real liaison with businesses and community groups to make and develop innovative solutions."

"Not enough advertising."

*"Anything - promote Hopetoun to people driving through Ravensthorpe.
Improved social media with fresh material. Target a demographic other than retirees."*

"Signs at Ravensthorpe or turn-offs from Esperance to Hopetoun indicating fuel, accommodation, caravan parks lots of beaches, fishing, boating and scenic sites are available in Hopetoun."

*"Plant lots of wildflowers and landscaping along the road into Hopetoun.
We are supposed to be the wildflower hub with endemic plants found nowhere else in the world,
however there isn't any attractive plants in the town or driving into Hopetoun.
Install sculptures such as the giant everlasting plants in Quairading, or similar.*

*Have mass plantings all along both sides of the road.
Install a HUGE sign at the Ravensthorpe roundabout advertising the FRNP and attractions.
Likewise install a HUGE sign on the Hamersley Road turnoff."*

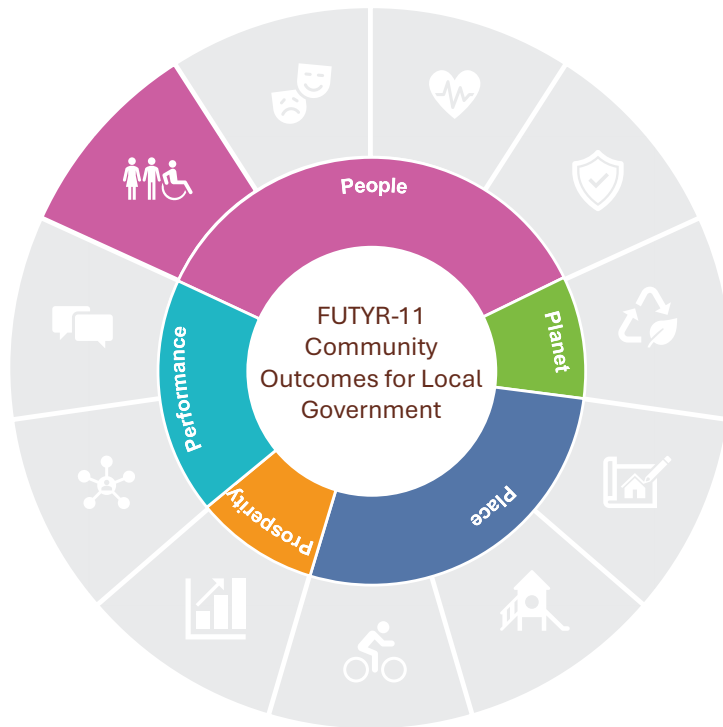
"Signage & online marketing. Beach & things to do guide for DIY fun for tourists."

"Street signs showing what available and where, beautify the roundabout, make the town look inviting."

"Allow for 48hr camping with toilet and water."

"Free camping."

Outcomes based reporting



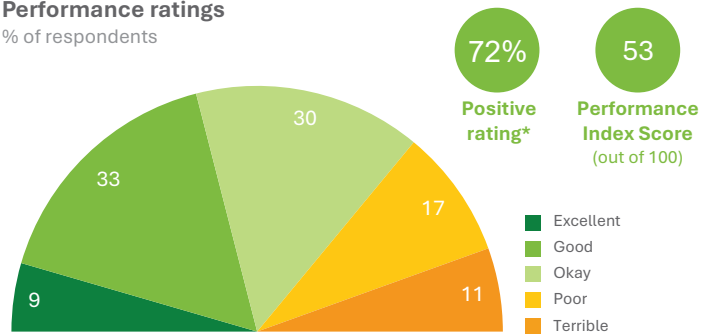
Outcome 1

Diverse, inclusive and supported communities

Youth services and facilities

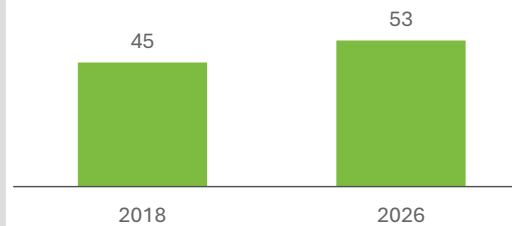
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	53
Industry high	64
Industry average	49

Demographic variances

% agree

Gender

Man	55
Woman	51

Respondent age

18-34 years	61
35-49 years	46
50-64 years	46
65+ years	61

Diversity

Disability	47
First Nations	48

Home ownership

Homeowner	54
Renting / other	52

Location

Town	49
Rural	60

Town living in or nearest to

Ravensthorpe	35
Hopetoun	63
Other	59

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

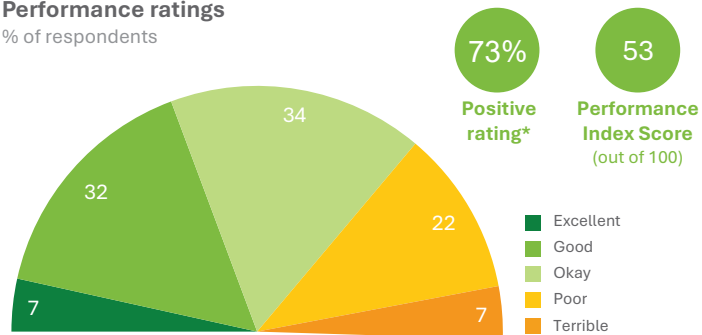
Base: All respondents, excludes 'unsure' and 'no response' (n = 199).

* Positive Rating = excellent, good + okay

Family and children's services and facilities

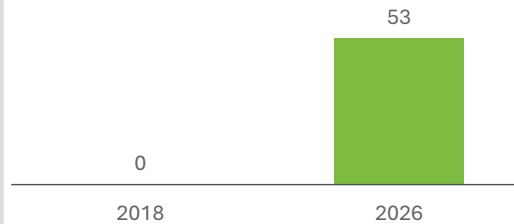
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	53
Industry high	68
Industry average	54

Demographic variances

% agree

Gender

Man	53
Woman	50

Respondent age

18-34 years	61
35-49 years	44
50-64 years	45
65+ years	63

Diversity

Disability	49
First Nations	41

Home ownership

Homeowner	54
Renting / other	54

Location

Town	48
Rural	58

Town living in or nearest to

Ravensthorpe	44
Hopetoun	55
Other	74

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

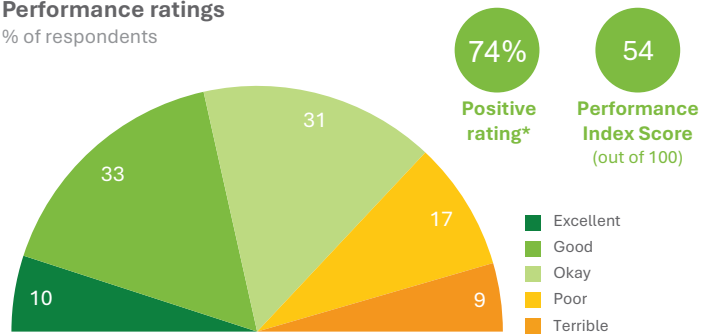
Base: All respondents, excludes 'unsure' and 'no response' (n = 193).

* Positive Rating = excellent, good + okay

Seniors' services and facilities

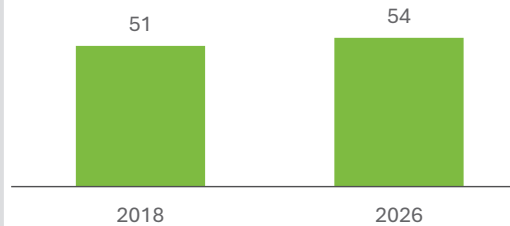
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	54
Industry high	68
Industry average	54

Demographic variances

% agree

Gender

Man	50
Woman	57

Respondent age

18-34 years	71
35-49 years	48
50-64 years	48
65+ years	56

Diversity

Disability	46
First Nations	47

Home ownership

Homeowner	54
Renting / other	59

Location

Town	52
Rural	58

Town living in or nearest to

Ravensthorpe	45
Hopetoun	58
Other	70

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

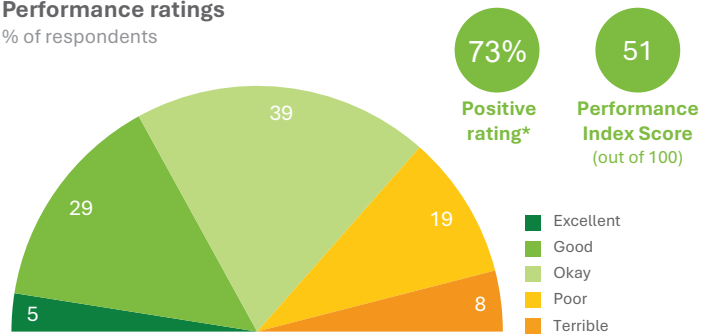
Base: All respondents, excludes 'unsure' and 'no response' (n = 192).

* Positive Rating = excellent, good + okay

Universal access & inclusion

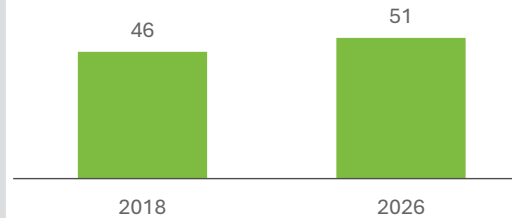
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	51
Industry high	64
Industry average	53

Demographic variances

% agree

Gender

Man	52
Woman	52

Respondent age

18-34 years	49
35-49 years	50
50-64 years	51
65+ years	54

Diversity

Disability	40
First Nations	51

Home ownership

Homeowner	52
Renting / other	44

Location

Town	49
Rural	54

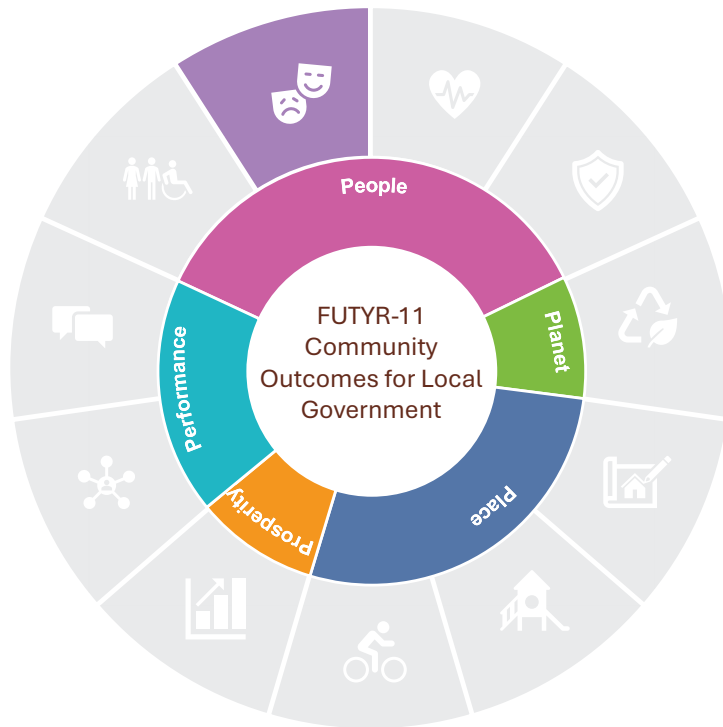
Town living in or nearest to

Ravensthorpe	48
Hopetoun	52
Other	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 185).

* Positive Rating = excellent, good + okay



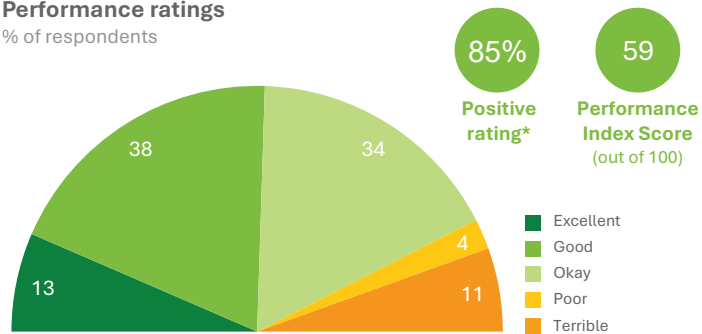
Outcome 2

A sense of identity and belonging through culture, heritage and the arts

Reconciliation action

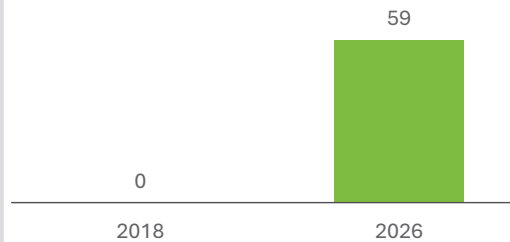
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	59
Industry high	71
Industry average	61

Demographic variances

% agree

Gender

Man	59
Woman	63

Respondent age

18-34 years	67
35-49 years	54
50-64 years	56
65+ years	64

Diversity

Disability	60
First Nations	44

Home ownership

Homeowner	60
Renting / other	58

Location

Town	55
Rural	63

Town living in or nearest to

Ravensthorpe	58
Hopetoun	58
Other	81

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

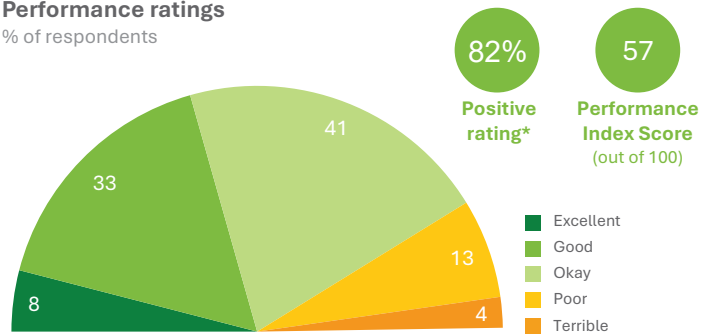
Base: All respondents, excludes 'unsure' and 'no response' (n = 150).

* Positive Rating = excellent, good + okay

Heritage services

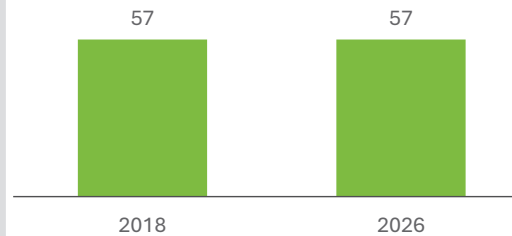
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	57
Industry high	78
Industry average	56

Demographic variances

% agree

Gender

Man	57
Woman	57

Respondent age

18-34 years	64
35-49 years	58
50-64 years	50
65+ years	59

Diversity

Disability	61
First Nations	41

Home ownership

Homeowner	57
Renting / other	62

Location

Town	57
Rural	57

Town living in or nearest to

Ravensthorpe	57
Hopetoun	56
Other	68

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

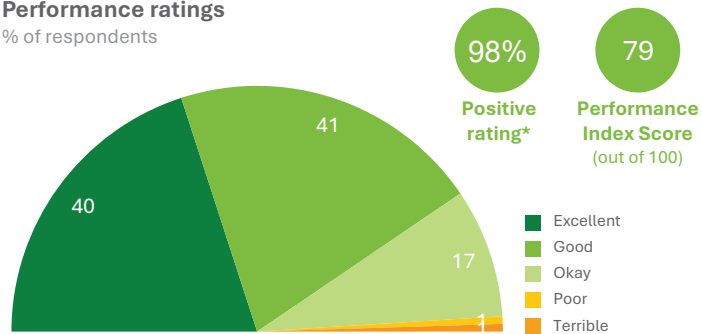
Base: All respondents, excludes 'unsure' and 'no response' (n = 213).

* Positive Rating = excellent, good + okay

Library services and facilities

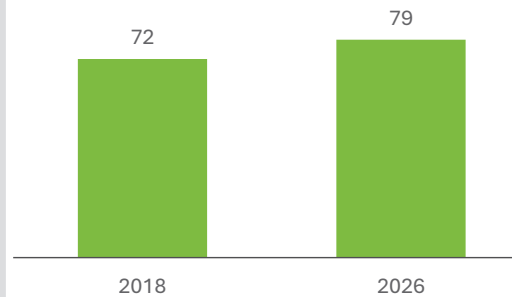
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Demographic variances

% agree

Gender

Man	75
Woman	83

Respondent age

18-34 years	82
35-49 years	83
50-64 years	72
65+ years	81

Diversity

Disability	80
First Nations	74

Home ownership

Homeowner	80
Renting / other	78

Location

Town	80
Rural	78

Town living in or nearest to

Ravensthorpe	80
Hopetoun	79
Other	75

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

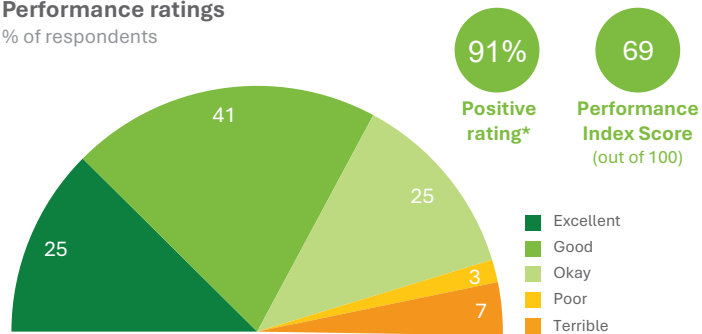
Base: All respondents, excludes 'unsure' and 'no response' (n = 237).

* Positive Rating = excellent, good + okay

Art, cultural and creative activities

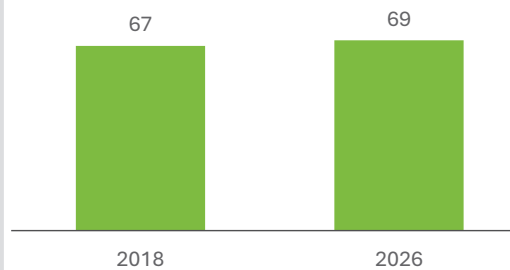
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	69
Industry high	73
Industry average	62

Demographic variances

% agree

Gender

Man	71
Woman	72

Respondent age

18-34 years	68
35-49 years	70
50-64 years	67
65+ years	69

Diversity

Disability	53
First Nations	59

Home ownership

Homeowner	71
Renting / other	58

Location

Town	65
Rural	72

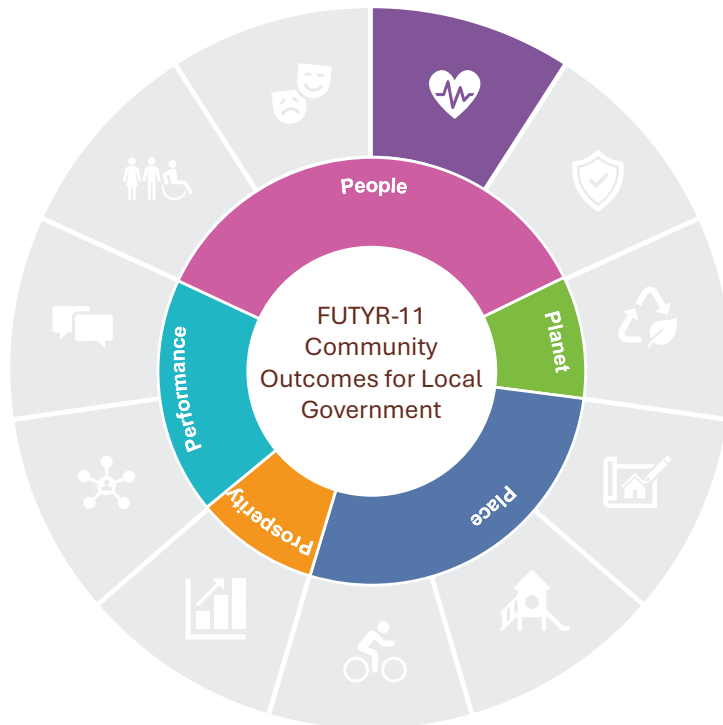
Town living in or nearest to

Ravensthorpe	64
Hopetoun	70
Other	85

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 227).

* Positive Rating = excellent, good + okay



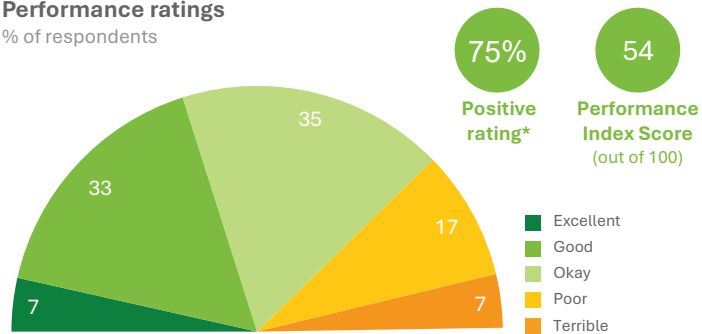
Outcome 3

Community health and wellbeing

Health and community services

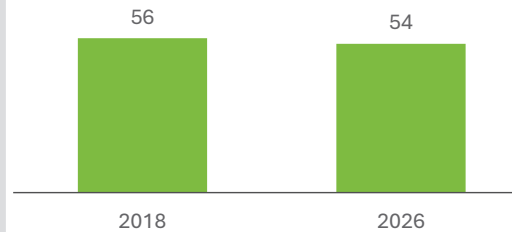
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	54
Industry high	68
Industry average	54

Demographic variances

% agree

Gender

Man	55
Woman	54

Respondent age

18-34 years	61
35-49 years	51
50-64 years	45
65+ years	61

Diversity

Disability	47
First Nations	39

Home ownership

Homeowner	57
Renting / other	48

Location

Town	54
Rural	56

Town living in or nearest to

Ravensthorpe	51
Hopetoun	54
Other	66

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

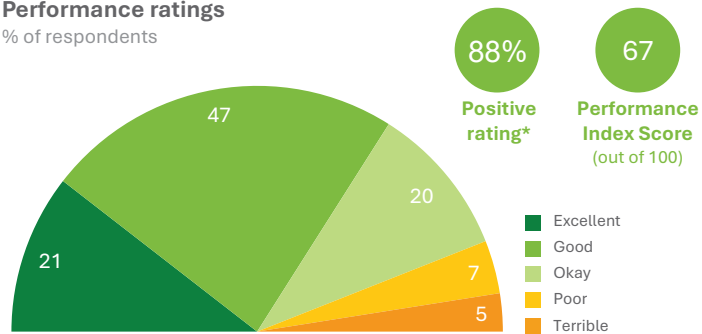
Base: All respondents, excludes 'unsure' and 'no response' (n = 243).

* Positive Rating = excellent, good + okay

Sport and recreation services and facilities

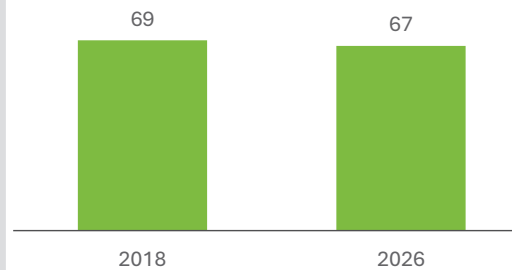
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	67
Industry high	81
Industry average	64

Demographic variances

% agree

Gender

Man	68
Woman	67

Respondent age

18-34 years	67
35-49 years	63
50-64 years	67
65+ years	74

Diversity

Disability	77
First Nations	55

Home ownership

Homeowner	68
Renting / other	65

Location

Town	66
Rural	68

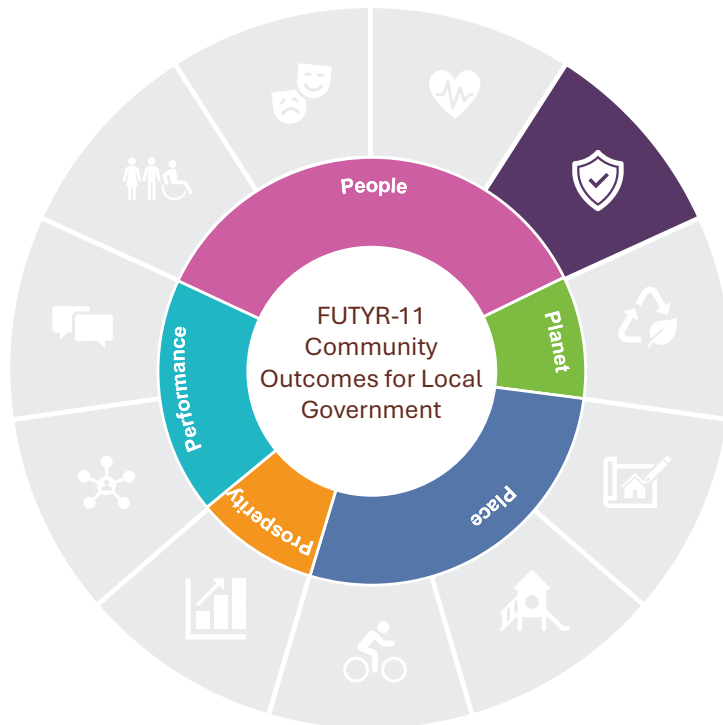
Town living in or nearest to

Ravensthorpe	64
Hopetoun	70
Other	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 248).

* Positive Rating = excellent, good + okay



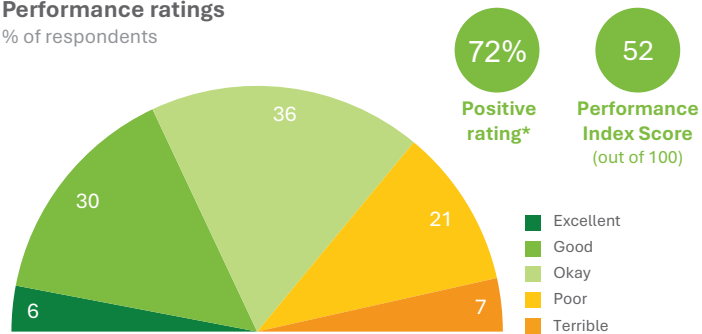
Outcome 4

Community safety and resilience

Safety and crime prevention

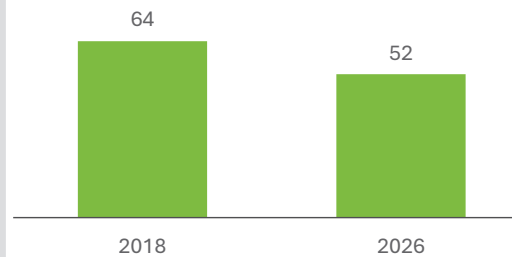
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	52
Industry high	66
Industry average	47

Demographic variances

% agree

Gender

Man	55
Woman	48

Respondent age

18-34 years	59
35-49 years	50
50-64 years	44
65+ years	56

Diversity

Disability	45
First Nations	42

Home ownership

Homeowner	53
Renting / other	50

Location

Town	50
Rural	54

Town living in or nearest to

Ravensthorpe	56
Hopetoun	49
Other	55

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

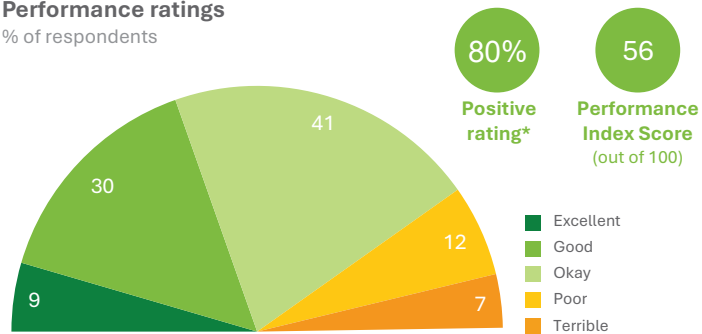
Base: All respondents, excludes 'unsure' and 'no response' (n = 235).

* Positive Rating = excellent, good + okay

Ranger services

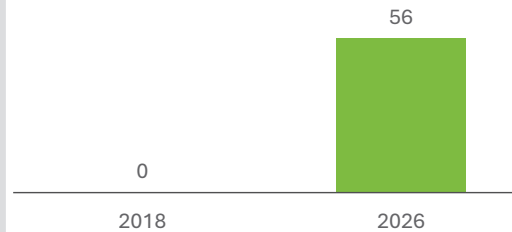
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	56
Industry high	63
Industry average	52

Demographic variances

% agree

Gender

Man	52
Woman	61

Respondent age

18-34 years	64
35-49 years	58
50-64 years	47
65+ years	58

Diversity

Disability	47
First Nations	42

Home ownership

Homeowner	57
Renting / other	57

Location

Town	53
Rural	59

Town living in or nearest to

Ravensthorpe	54
Hopetoun	58
Other	57

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

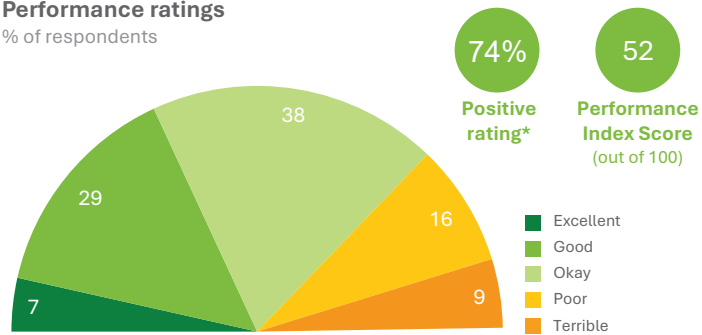
Base: All respondents, excludes 'unsure' and 'no response' (n = 222).

* Positive Rating = excellent, good + okay

Animal management

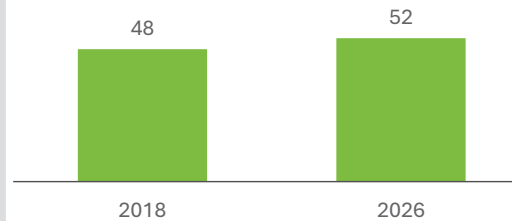
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	52
Industry high	67
Industry average	51

Demographic variances

% agree

Gender

Man	49
Woman	56

Respondent age

18-34 years	52
35-49 years	55
50-64 years	48
65+ years	55

Diversity

Disability	47
First Nations	31

Home ownership

Homeowner	52
Renting / other	51

Location

Town	51
Rural	55

Town living in or nearest to

Ravensthorpe	48
Hopetoun	55
Other	59

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

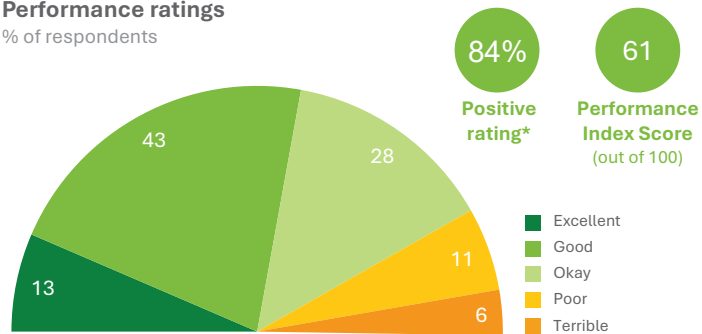
Base: All respondents, excludes 'unsure' and 'no response' (n = 217).

* Positive Rating = excellent, good + okay

Emergency management

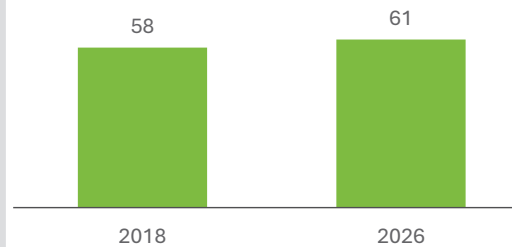
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	61
Industry high	67
Industry average	56

Demographic variances

% agree

Gender

Man	60
Woman	63

Respondent age

18-34 years	69
35-49 years	55
50-64 years	56
65+ years	69

Diversity

Disability	54
First Nations	46

Home ownership

Homeowner	62
Renting / other	60

Location

Town	60
Rural	61

Town living in or nearest to

Ravensthorpe	55
Hopetoun	62
Other	79

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

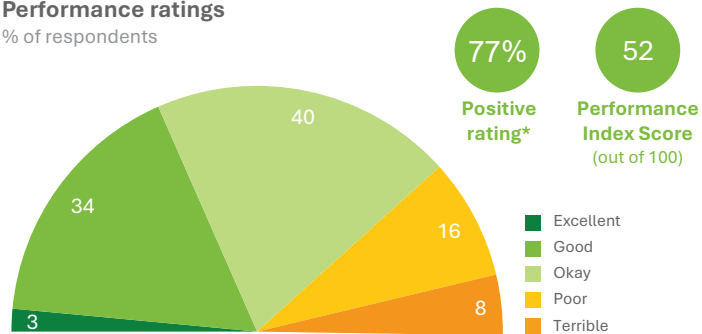
Base: All respondents, excludes 'unsure' and 'no response' (n = 231).

* Positive Rating = excellent, good + okay

Stormwater management and drainage

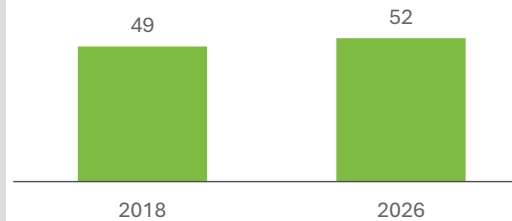
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	52
Industry high	63
Industry average	49

Demographic variances

% agree

Gender

Man	48
Woman	57

Respondent age

18-34 years	64
35-49 years	53
50-64 years	42
65+ years	52

Diversity

Disability	44
First Nations	35

Home ownership

Homeowner	52
Renting / other	56

Location

Town	51
Rural	54

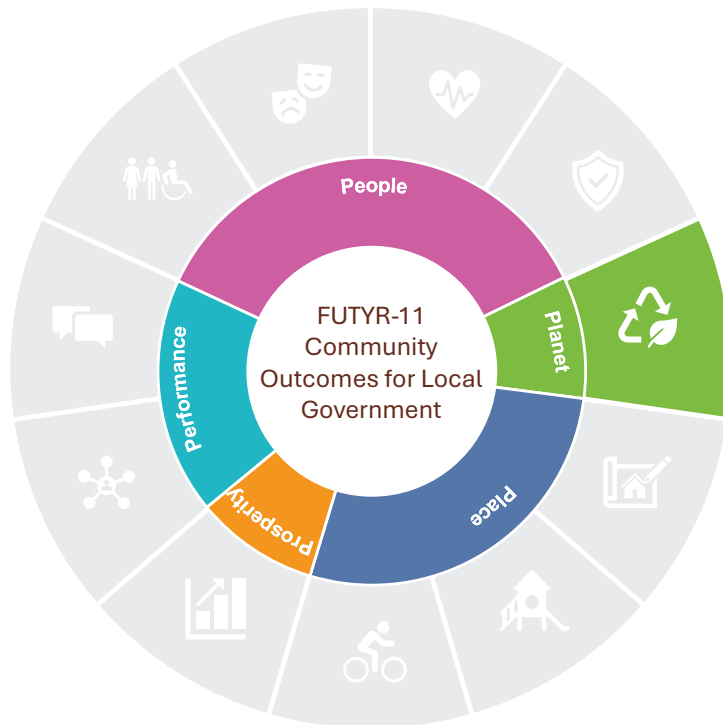
Town living in or nearest to

Ravensthorpe	54
Hopetoun	52
Other	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 246).

* Positive Rating = excellent, good + okay



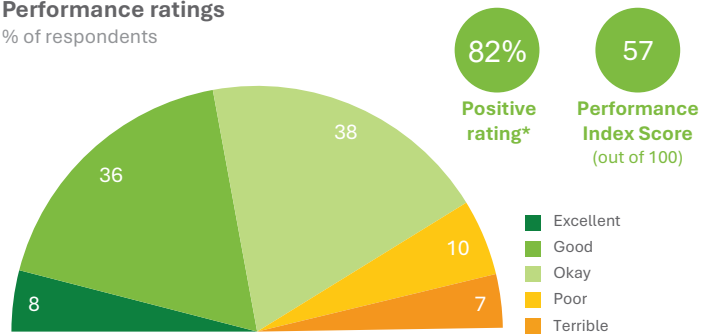
Outcome 5

A healthy and sustainable natural environment

Environmental management and conservation

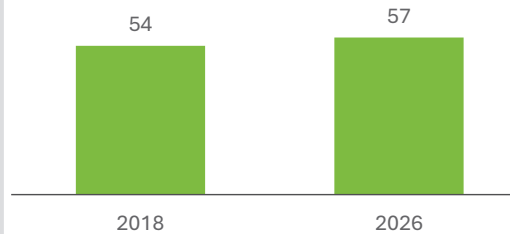
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	57
Industry high	66
Industry average	52

Demographic variances

% agree

Gender

Man	57
Woman	59

Respondent age

18-34 years	65
35-49 years	61
50-64 years	48
65+ years	59

Diversity

Disability	54
First Nations	41

Home ownership

Homeowner	57
Renting / other	59

Location

Town	56
Rural	58

Town living in or nearest to

Ravensthorpe	56
Hopetoun	58
Other	60

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

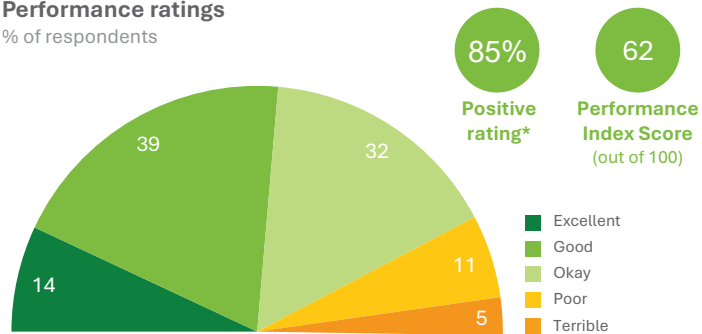
Base: All respondents, excludes 'unsure' and 'no response' (n = 233).

* Positive Rating = excellent, good + okay

Waste management

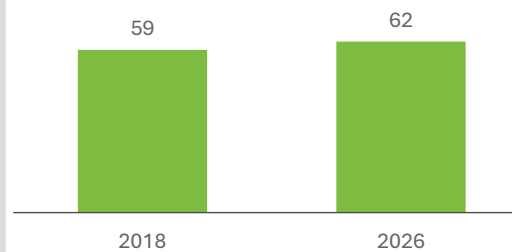
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	62
Industry high	71
Industry average	58

Demographic variances

% agree

Gender

Man	61
Woman	63

Respondent age

18-34 years	63
35-49 years	56
50-64 years	58
65+ years	71

Diversity

Disability	58
First Nations	56

Home ownership

Homeowner	64
Renting / other	55

Location

Town	61
Rural	66

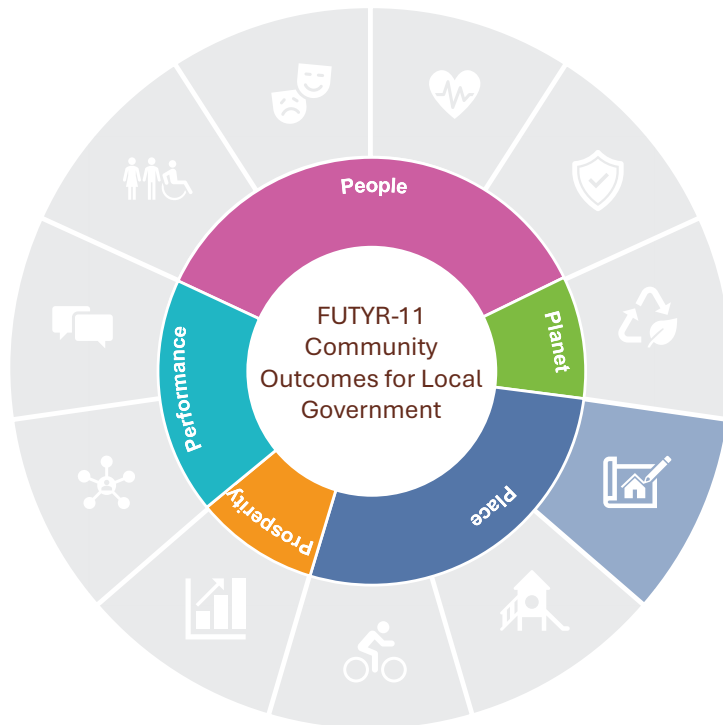
Town living in or nearest to

Ravensthorpe	59
Hopetoun	63
Other	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 239).

* Positive Rating = excellent, good + okay



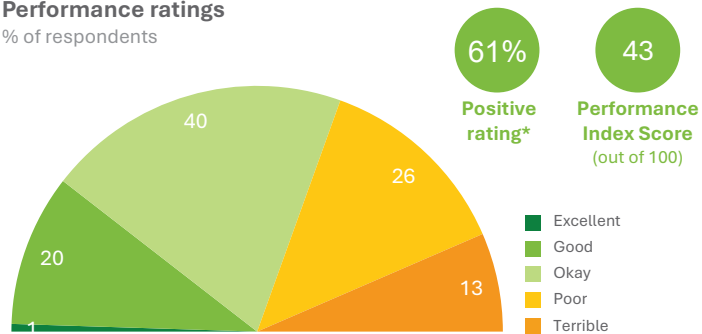
Outcome 6

Responsible planning and housing diversity

Planning services

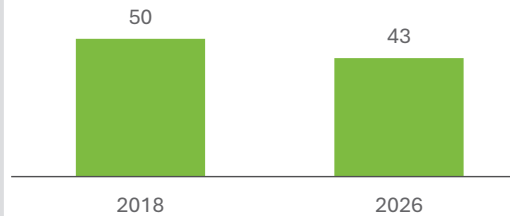
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	43
Industry high	65
Industry average	42

Demographic variances

% agree

Gender

Man	41
Woman	46

Respondent age

18-34 years	44
35-49 years	42
50-64 years	39
65+ years	48

Diversity

Disability	39
First Nations	26

Home ownership

Homeowner	43
Renting / other	42

Location

Town	41
Rural	44

Town living in or nearest to

Ravensthorpe	42
Hopetoun	43
Other	50

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

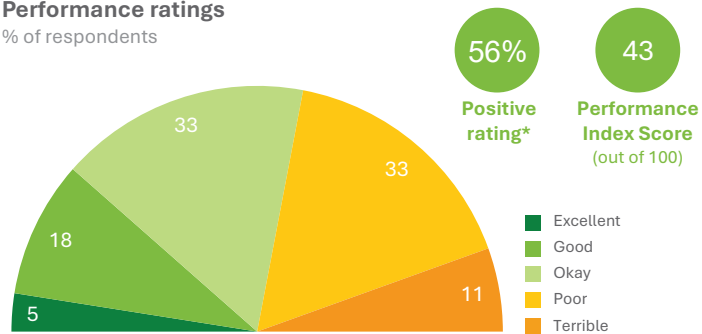
Base: All respondents, excludes 'unsure' and 'no response' (n = 184).

* Positive Rating = excellent, good + okay

Housing

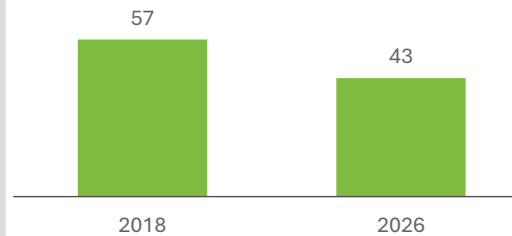
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	43
Industry high	58
Industry average	38

Demographic variances

% agree

Gender

Man	43
Woman	44

Respondent age

18-34 years	53
35-49 years	46
50-64 years	33
65+ years	46

Diversity

Disability	39
First Nations	31

Home ownership

Homeowner	45
Renting / other	42

Location

Town	41
Rural	49

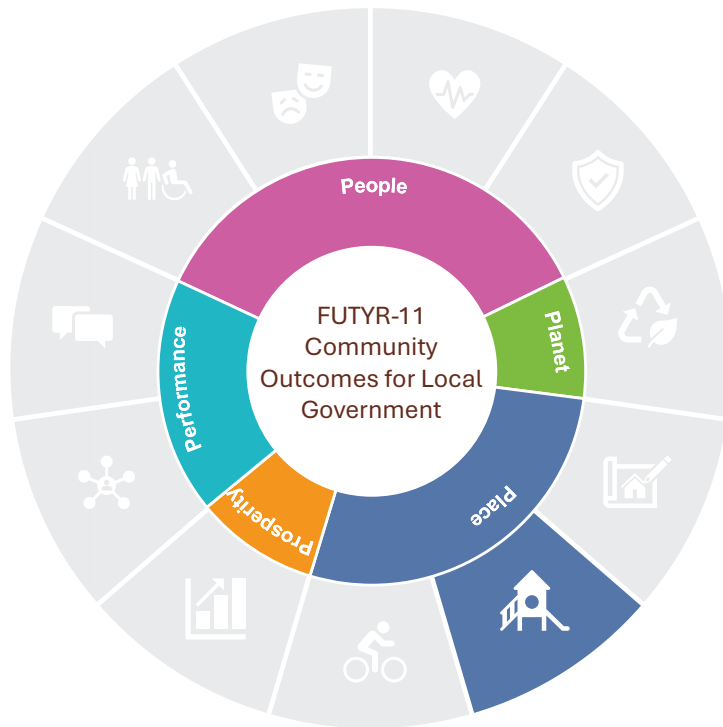
Town living in or nearest to

Ravensthorpe	41
Hopetoun	46
Other	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 210).

* Positive Rating = excellent, good + okay



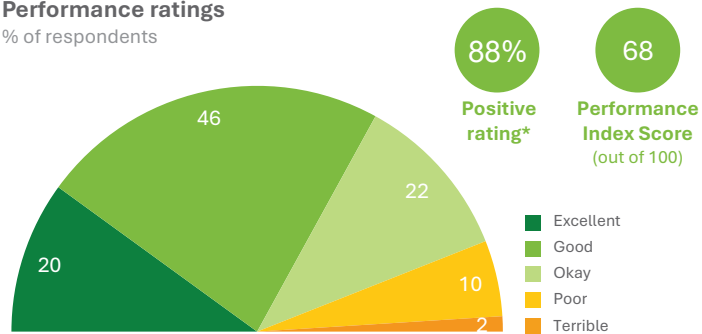
Outcome 7

Attractive and welcoming public places

Community buildings, halls and toilets

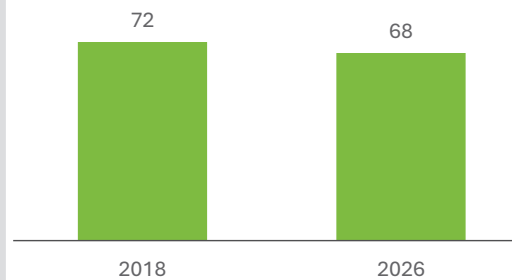
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	68
Industry high	70
Industry average	55

Demographic variances

% agree

Gender

Man	66
Woman	69

Respondent age

18-34 years	68
35-49 years	66
50-64 years	65
65+ years	72

Diversity

Disability	80
First Nations	62

Home ownership

Homeowner	68
Renting / other	73

Location

Town	70
Rural	66

Town living in or nearest to

Ravensthorpe	70
Hopetoun	68
Other	60

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

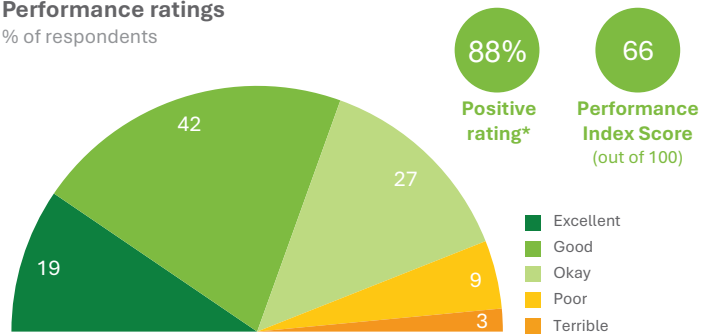
Base: All respondents, excludes 'unsure' and 'no response' (n = 262).

* Positive Rating = excellent, good + okay

Parks, playgrounds and reserves

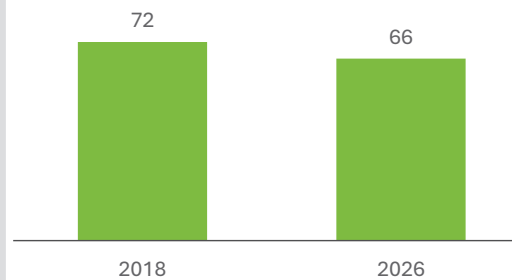
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	66
Industry high	81
Industry average	63

Demographic variances

% agree

Gender

Man	63
Woman	69

Respondent age

18-34 years	66
35-49 years	64
50-64 years	62
65+ years	75

Diversity

Disability	75
First Nations	53

Home ownership

Homeowner	67
Renting / other	67

Location

Town	66
Rural	66

Town living in or nearest to

Ravensthorpe	67
Hopetoun	68
Other	60

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

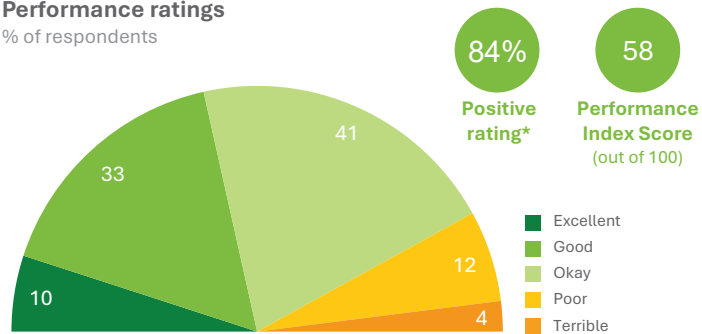
Base: All respondents, excludes 'unsure' and 'no response' (n = 262).

* Positive Rating = excellent, good + okay

Streetscapes, trees and verges

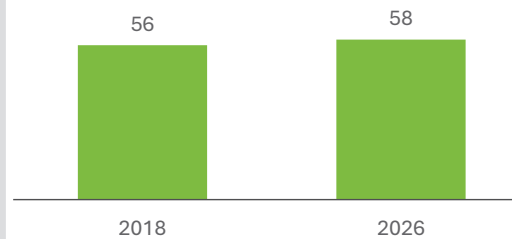
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	58
Industry high	70
Industry average	52

Demographic variances

% agree

Gender

Man	57
Woman	60

Respondent age

18-34 years	64
35-49 years	56
50-64 years	56
65+ years	56

Diversity

Disability	56
First Nations	49

Home ownership

Homeowner	59
Renting / other	54

Location

Town	55
Rural	62

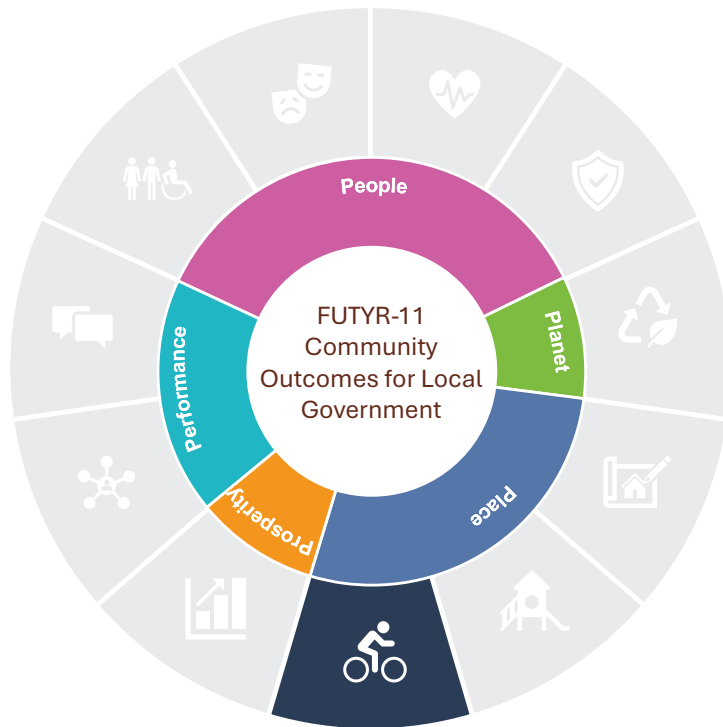
Town living in or nearest to

Ravensthorpe	60
Hopetoun	55
Other	68

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 263).

* Positive Rating = excellent, good + okay



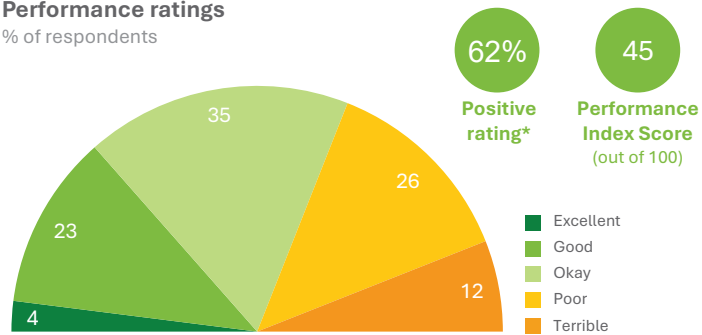
Outcome 8

Safe, efficient and sustainable transport networks

Local roads

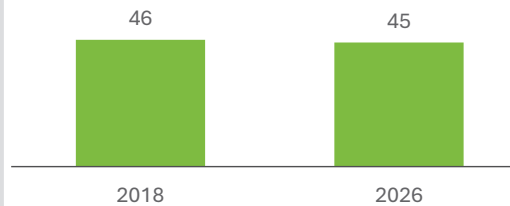
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	45
Industry high	68
Industry average	46

Demographic variances

% agree

Gender

Man	43
Woman	46

Respondent age

18-34 years	52
35-49 years	45
50-64 years	36
65+ years	51

Diversity

Disability	45
First Nations	33

Home ownership

Homeowner	46
Renting / other	50

Location

Town	45
Rural	46

Town living in or nearest to

Ravensthorpe	45
Hopetoun	46
Other	42

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

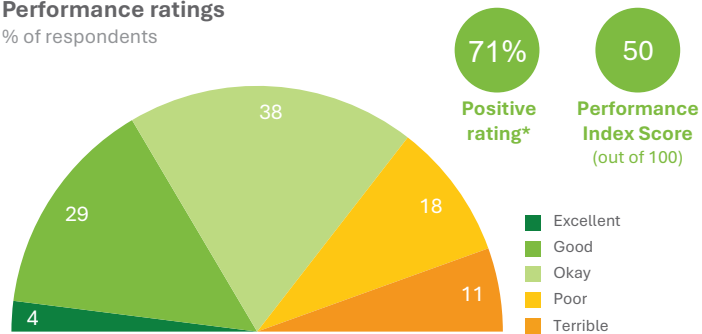
Base: All respondents, excludes 'unsure' and 'no response' (n = 263).

* Positive Rating = excellent, good + okay

Footpaths, trails and cycleways

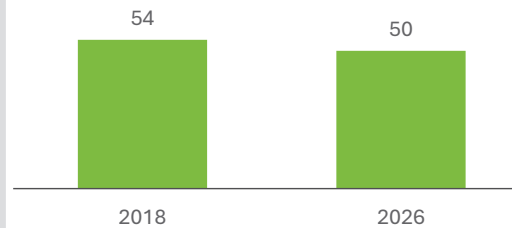
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	50
Industry high	67
Industry average	50

Demographic variances

% agree

Gender

Man	49
Woman	50

Respondent age

18-34 years	55
35-49 years	50
50-64 years	43
65+ years	52

Diversity

Disability	52
First Nations	38

Home ownership

Homeowner	48
Renting / other	56

Location

Town	47
Rural	51

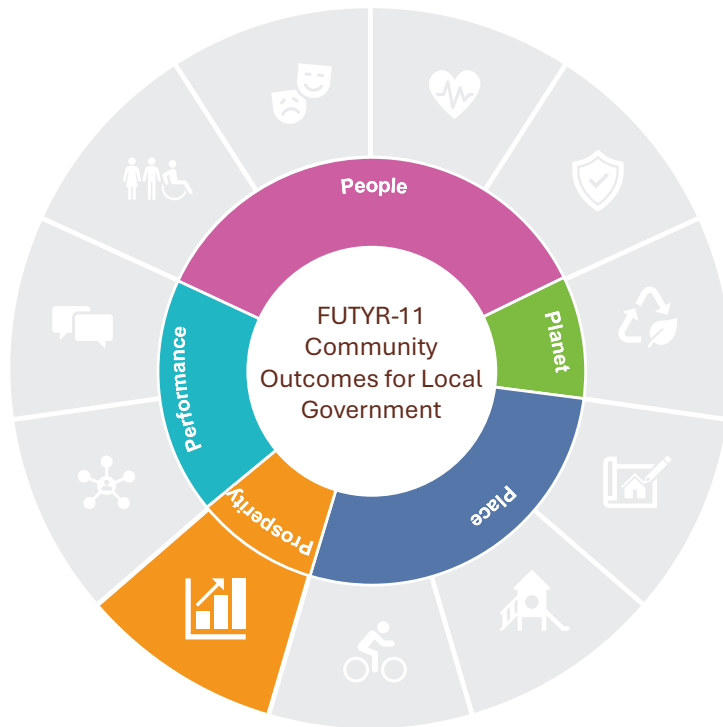
Town living in or nearest to

Ravensthorpe	46
Hopetoun	52
Other	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 257).

* Positive Rating = excellent, good + okay



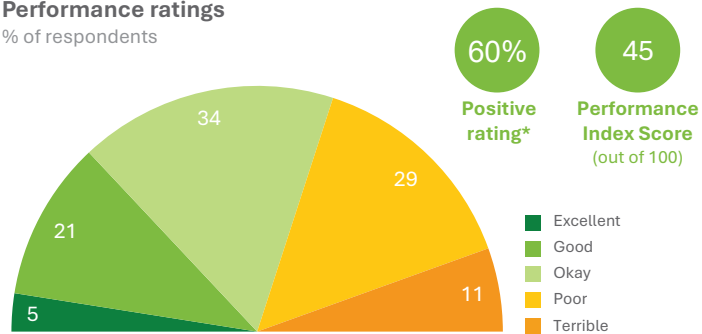
Outcome 9

A thriving economy

Economic development

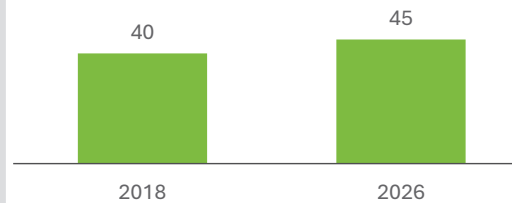
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	45
Industry high	59
Industry average	42

Demographic variances

% agree

Gender

Man	41
Woman	47

Respondent age

18-34 years	57
35-49 years	44
50-64 years	33
65+ years	51

Diversity

Disability	56
First Nations	23

Home ownership

Homeowner	43
Renting / other	58

Location

Town	44
Rural	45

Town living in or nearest to

Ravensthorpe	43
Hopetoun	45
Other	59

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

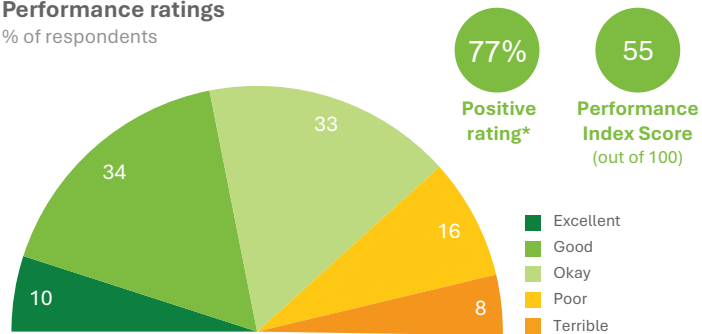
Base: All respondents, excludes 'unsure' and 'no response' (n = 222).

* Positive Rating = excellent, good + okay

Tourism and destination marketing

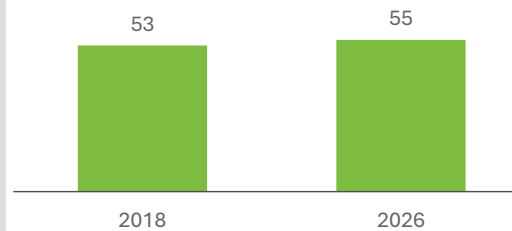
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	55
Industry high	75
Industry average	49

Demographic variances

% agree

Gender

Man	50
Woman	61

Respondent age

18-34 years	60
35-49 years	53
50-64 years	51
65+ years	60

Diversity

Disability	58
First Nations	37

Home ownership

Homeowner	56
Renting / other	59

Location

Town	54
Rural	58

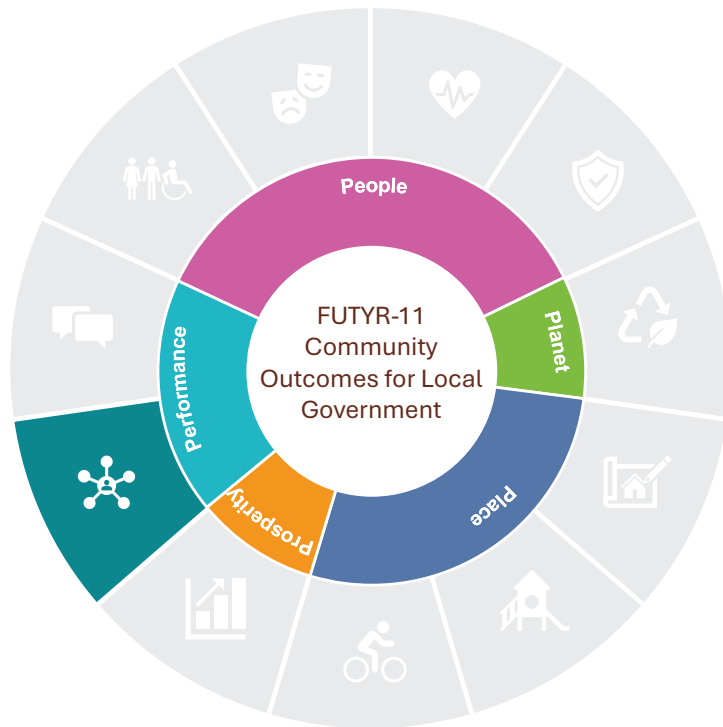
Town living in or nearest to

Ravensthorpe	54
Hopetoun	56
Other	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 237).

* Positive Rating = excellent, good + okay



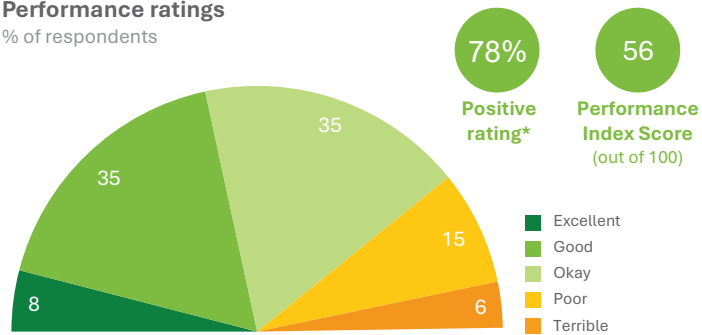
Outcome 10

Effective governance and partnerships

Council's leadership

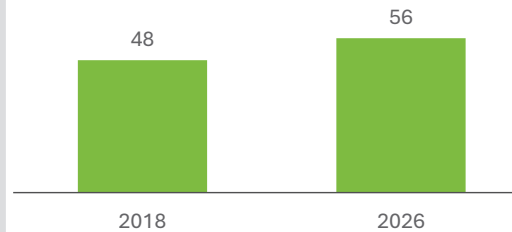
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	56
Industry high	63
Industry average	45

Demographic variances

% agree

Gender

Man	52
Woman	62

Respondent age

18-34 years	62
35-49 years	56
50-64 years	48
65+ years	61

Diversity

Disability	52
First Nations	35

Home ownership

Homeowner	55
Renting / other	64

Location

Town	54
Rural	59

Town living in or nearest to

Ravensthorpe	54
Hopetoun	55
Other	68

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

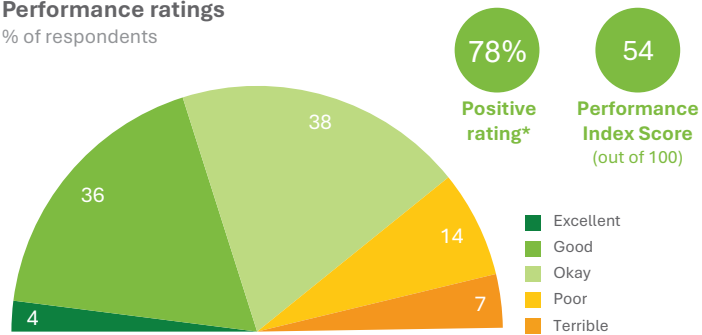
Base: All respondents, excludes 'unsure' and 'no response' (n = 244).

* Positive Rating = excellent, good + okay

Overall, as the governing organisation

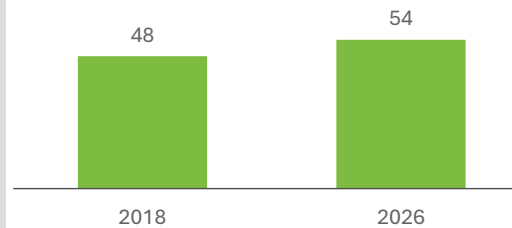
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	54
Industry high	71
Industry average	51

Demographic variances

% agree

Gender

Man	50
Woman	59

Respondent age

18-34 years	57
35-49 years	54
50-64 years	46
65+ years	61

Diversity

Disability	54
First Nations	37

Home ownership

Homeowner	53
Renting / other	62

Location

Town	54
Rural	54

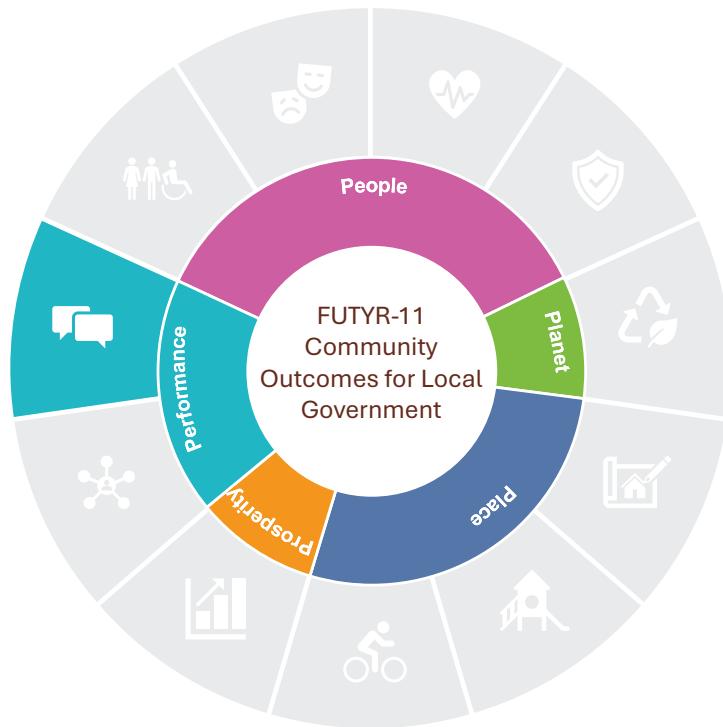
Town living in or nearest to

Ravensthorpe	53
Hopetoun	53
Other	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 254).

* Positive Rating = excellent, good + okay



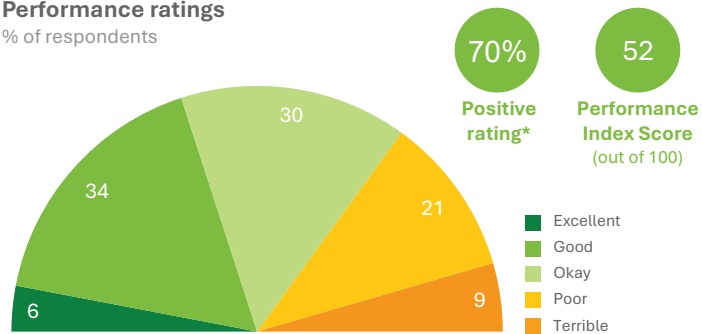
Outcome 11

**An engaged community
with positive customer
experiences**

Community engagement on local issues

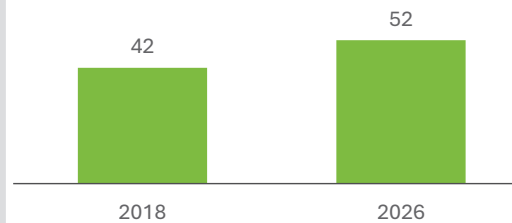
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	52
Industry high	61
Industry average	44

Demographic variances

% agree

Gender

Man	49
Woman	55

Respondent age

18-34 years	55
35-49 years	48
50-64 years	47
65+ years	58

Diversity

Disability	51
First Nations	32

Home ownership

Homeowner	52
Renting / other	56

Location

Town	49
Rural	55

Town living in or nearest to

Ravensthorpe	47
Hopetoun	55
Other	51

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

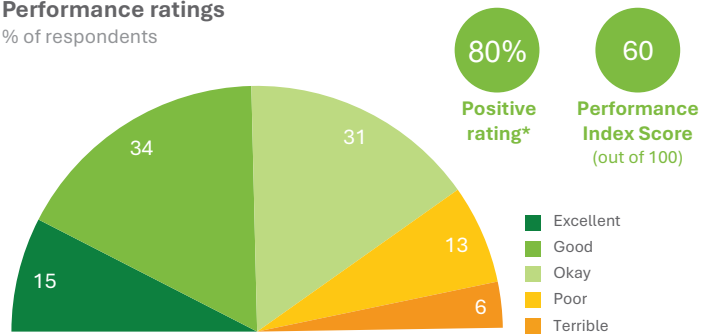
Base: All respondents, excludes 'unsure' and 'no response' (n = 259).

* Positive Rating = excellent, good + okay

Customer service

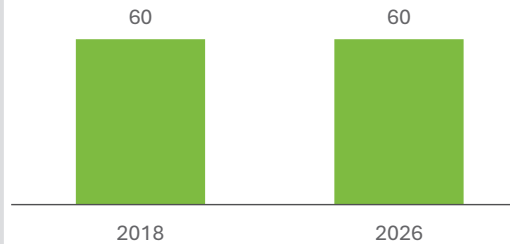
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



Shire of Ravensthorpe	60
Industry high	69
Industry average	57

Demographic variances

% agree

Gender

Man	54
Woman	67

Respondent age

18-34 years	70
35-49 years	57
50-64 years	52
65+ years	64

Diversity

Disability	56
First Nations	47

Home ownership

Homeowner	60
Renting / other	64

Location

Town	58
Rural	61

Town living in or nearest to

Ravensthorpe	58
Hopetoun	64
Other	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 255).

* Positive Rating = excellent, good + okay

Overview of community variances

Summary of community variances

MARKYT® Community Scorecard

	Total	Man	Woman	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	Homeowner	Renting / other	Town	Rural	Ravensthorpe	Hopetoun	Other areas
PLACE SCORES																
Place to live	71	73	70	70	72	67	76	61	61	73	70	71	73	64	76	64
Diverse, inclusive and supported communities																
Youth services and facilities	53	55	51	61	46	46	61	47	48	54	52	49	60	35	63	50
Family and children's services and facilities	53	53	50	61	44	45	63	49	41	54	54	48	58	44	55	59
Seniors' services and facilities	54	50	57	71	48	48	56	46	47	54	59	52	58	45	58	74
Universal access and inclusion	51	52	52	49	50	51	54	40	51	52	44	49	54	48	52	70
A sense of identity and belonging through culture, heritage and the arts																
Reconciliation action	59	59	63	67	54	56	64	60	44	60	58	55	63	58	58	68
Heritage services	57	57	57	64	58	50	59	61	41	57	62	57	57	57	56	81
Library services and facilities	79	75	83	82	83	72	81	80	74	80	78	80	78	80	79	75
Art, cultural and creative activities	69	71	72	68	70	67	69	53	59	71	58	65	72	64	70	66
Community health and wellbeing																
Health and community services	54	55	54	61	51	45	61	47	39	57	48	54	56	51	54	85
Sport and recreation services and facilities	67	68	67	67	63	67	74	77	55	68	65	66	68	64	70	66

Summary of community variances

MARKYT® Community Scorecard

	Total	Man	Woman	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	Homeowner	Renting / other	Town	Rural	Ravensthorpe	Hopetoun	Other areas
Community safety and resilience																
Safety and crime prevention	52	55	48	59	50	44	56	45	42	53	50	50	54	56	49	57
Ranger services	56	52	61	64	58	47	58	47	42	57	57	53	59	54	58	59
Animal management	52	49	56	52	55	48	55	47	31	52	51	51	55	48	55	55
Emergency management	61	60	63	69	55	56	69	54	46	62	60	60	61	55	62	79
Stormwater management and drainage	52	48	57	64	53	42	52	44	35	52	56	51	54	54	52	52
A healthy and sustainable natural environment																
Environmental management and conservation	57	57	59	65	61	48	59	54	41	57	59	56	58	56	58	66
Waste management	62	61	63	63	56	58	71	58	56	64	55	61	66	59	63	60
Responsible planning and housing diversity																
Planning services	43	41	46	44	42	39	48	39	26	43	42	41	44	42	43	50
Housing	43	43	44	53	46	33	46	39	31	45	42	41	49	41	46	44
Attractive and welcoming public places																
Community buildings, halls and toilets	68	66	69	68	66	65	72	80	62	68	73	70	66	70	68	60
Parks, playgrounds and reserves	66	63	69	66	64	62	75	75	53	67	67	66	66	67	68	60
Streetscapes, trees and verges	58	57	60	64	56	56	56	56	49	59	54	55	62	60	55	68

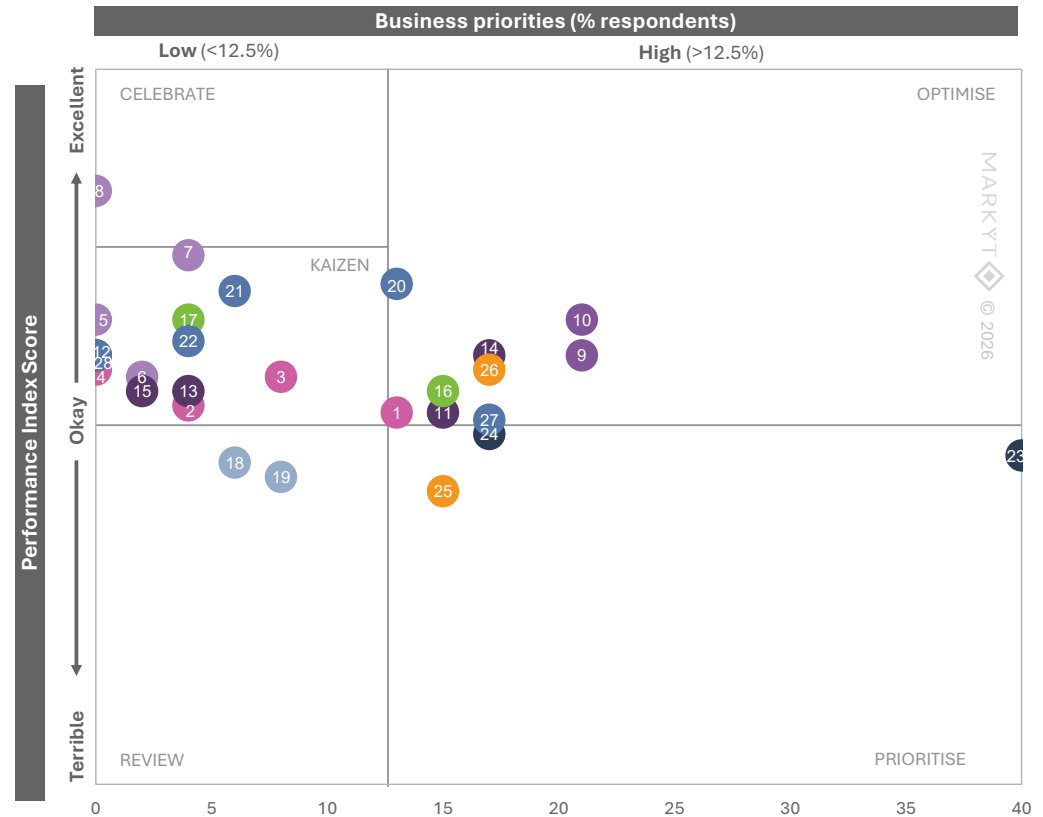
Summary of community variances

MARKYT® Community Scorecard

	Total	Man	Woman	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	Homeowner	Renting / other	Town	Rural	Ravensthorpe	Hopetoun	Other areas
Safe, efficient and sustainable transport networks																
Roads	45	43	46	52	45	36	51	45	33	46	50	45	46	45	46	42
Footpaths, trails and cycleways	50	49	50	55	50	43	52	52	38	48	56	47	51	46	52	57
A thriving economy																
Economic development	45	41	47	57	44	33	51	56	23	43	58	44	45	43	45	66
Tourism and destination marketing	55	50	61	60	53	51	60	58	37	56	59	54	58	54	56	59
Effective governance and partnerships																
Council's leadership	56	52	62	62	56	48	61	52	35	55	64	54	59	54	55	60
Governing organisation	54	50	59	57	54	46	61	54	37	53	62	54	54	53	53	68
An engaged community with positive customer experiences																
Community engagement	52	49	55	55	48	47	58	51	32	52	56	49	55	47	55	51
Customer service	60	54	67	70	57	52	64	56	47	60	64	58	61	58	64	54

Local business views

MARKYT Business Priorities

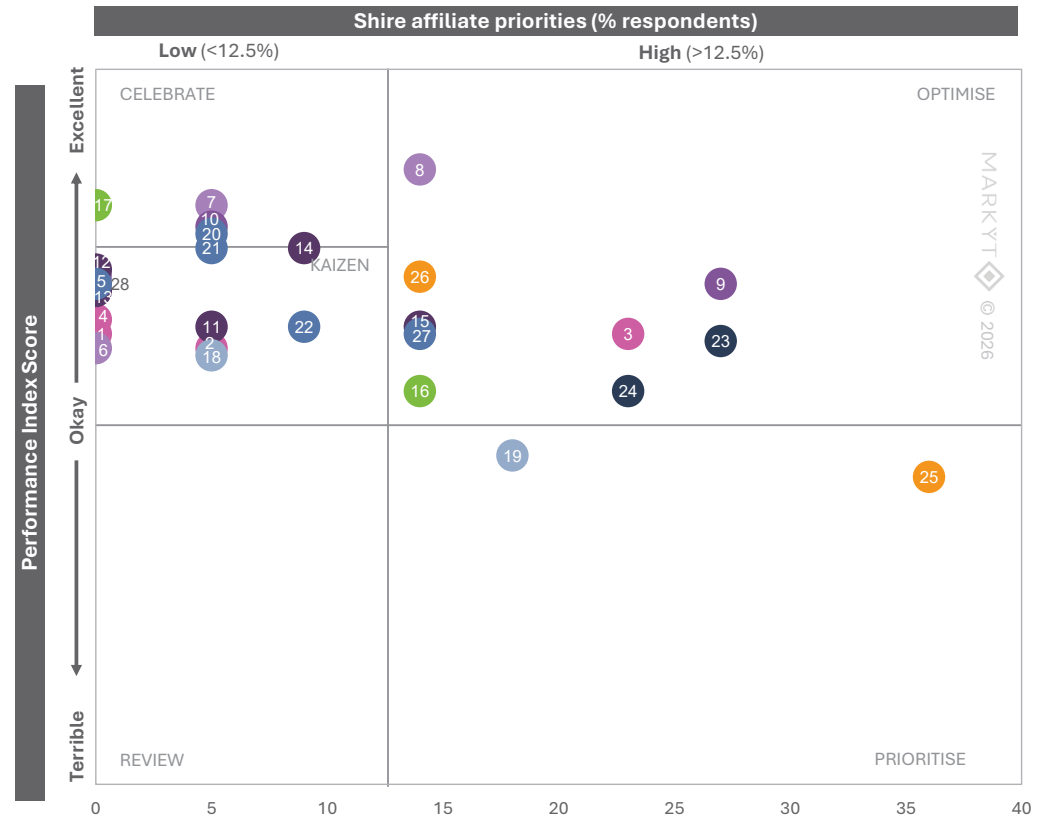


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Over the next 10 years, which areas would you mostly like the Shire of Ravensthorpe to focus on improving? Base: Business respondents (n = 58)

Shire affiliate views

MARKYT Shire affiliates 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 Ravensthorpe to focus on improving? Base: Shire affiliates (n = 24)



CATALYSE® has been a long-term supporter of State and Local Government, delivering strategic planning and research services to build community and organisation value since 2003.

Our vision:

We believe in the power of working together to achieve greatness. Through our benchmarking services, we enable organisations and communities to learn from each other to continuously improve and create pathways to success.

Our flagship services have been embraced by councils across Australia. They include the FUTYR® Council Plan, MARKYT® Community Scorecard, MARKYT® Wellbeing Scorecard and CULTYR® Employee Scorecard.

We also develop bespoke, customised projects, plans and strategies relating to KPI reporting, project evaluations, workforce planning, communication and engagement, community safety, animal management, climate change and sustainable practices, youth services, seniors' services, art and culture, social impact assessments and lots more.

Please **reach out** to chat about your needs.

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