



MARKYT Community Scorecard ©

Prepared for: Shire of Serpentine-Jarrahdale

Prepared by: CATALYSE[®] Pty Ltd ©

November 2022

© Copyright CATALYSE[®] Pty Ltd 2022

MARKYT 

Contents

Strategic overview	3
Approach	5
Overall performance	10
MARKYT® industry comparisons	14
MARKYT® community trends	18
MARKYT® Community Priorities	21
Performance ratings aligned with key pillars and objectives in the Strategic Community Plan:	
People	36
Planet	49
Place	56
Prosperity	69
Performance (governance)	81
Overview of community variances	98
Overview of geographical variances	102
MARKYT® Community Priorities among businesses and Shire affiliates	106

Strategic overview

Vision



16

% agree

14% points below Industry Average and down 10 index points from 2020

Liveability

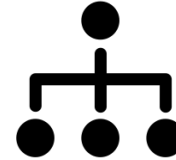


68

Performance Index Score

8 index points below Industry Average and down 4 index points from 2020

Governance



33

Performance Index Score

20 index points below Industry Average and down 10 index points from 2020

Rates Value



21

Performance Index Score

22 index points below Industry Average and down 6 index points from 2020

Strengths

Highest scores

- Waste services
- Serpentine Jarrahdale Community Recreation Centre
- Access to housing
- Library services

Most improved

- Waste services
- Festivals, events, art and cultural activities
- Environmental health management
- Animal management

Relative to MARKYT® Industry Standards

- Development and activation of Byford Town Centre
- Access to housing

Priorities



Building and maintaining local roads



Community safety and crime prevention



Waste services



Streetscapes, trees and verges



Playgrounds, parks and reserves



Sport and recreation facilities and services



Lighting of streets and public places



Festivals, events, art and cultural activities

Approach



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 Serpentine-Jarrahdale 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 2017 - 2027

(Revised June 2019)



Shire of
Serpentine
Jarrahdale

The Study

The Shire of Serpentine-Jarrahdale commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were sent to 6,000 randomly selected households; 2,000 by mail and 4,000 by email. The Shire provided supporting promotions through its communication channels.



The scorecard was open from 8 to 30 September 2022.

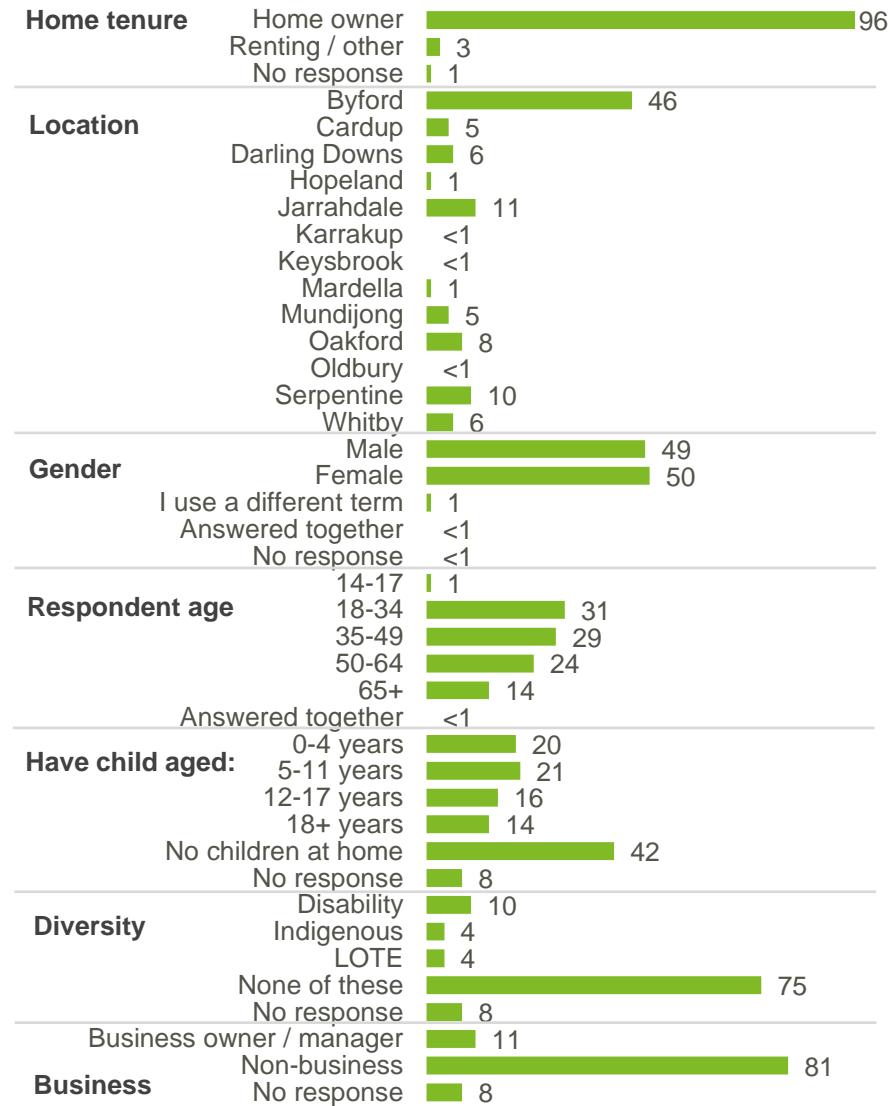
The scorecard was completed by **833 community members** with various connections to the Shire:

Local resident	Local business owner or manager	Out of area ratepayers / visitors	Elected Member / Employee
815	97	4	14

The main body of this report shows responses from local residents. As responses from the random sample (n=587) and opt-in sample (n=228) were similar, results have been combined in this report. Resident responses were weighted by age and gender to match the ABS Census population profile.

Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of resident respondents (weighted)



LOTE: Language other than English

* Includes a small number of 14-17 year olds

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.



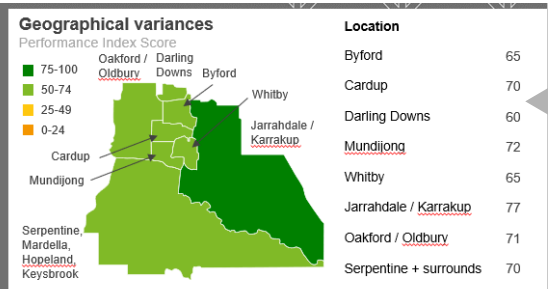
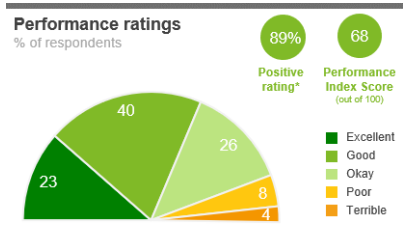
How to read MARKYT® performance dashboards

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

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

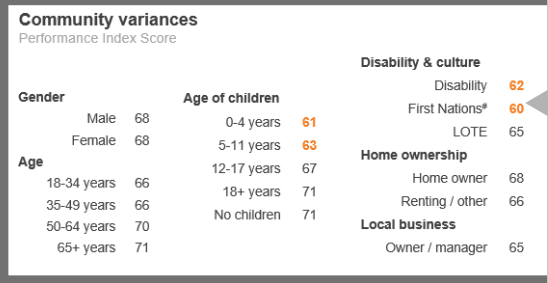
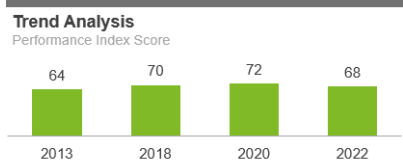
Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

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



Geographical variances
Maps variances across the region by location.

Trend analysis shows how performance varies over time.



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

MARKYT® Industry Standards
Show Council performance compared to other councils.

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



Overall Performance

Place to live

Performance ratings

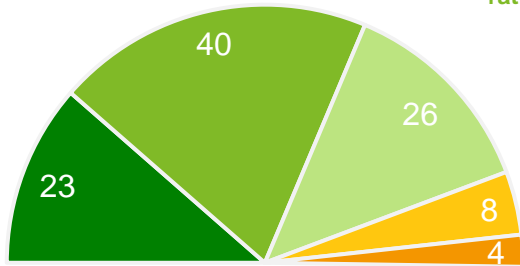
% of respondents

89%

Positive rating*

68

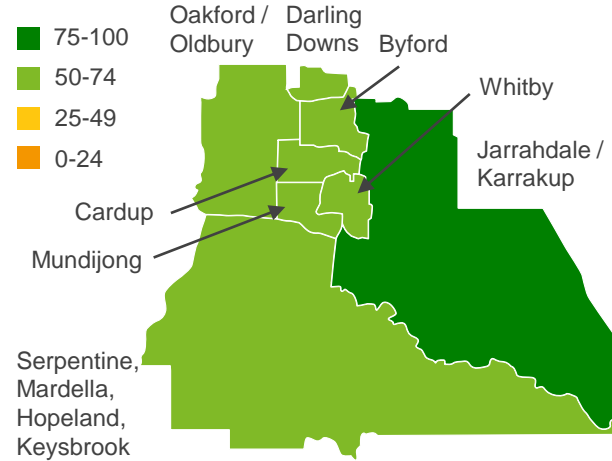
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

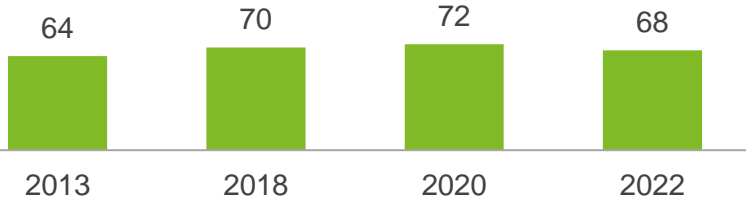


Location

Byford	65
Cardup	70
Darling Downs	60
Mundijong	72
Whitby	65
Jarrahdale / Karrakup	77
Oakford / Oldbury	71
Serpentine + surrounds	70

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Category	Sub-category	Score
Gender	Male	68
	Female	68
Age	18-34 years	66
	35-49 years	66
	50-64 years	70
	65+ years	71
	Age of children	
Age of children	0-4 years	61
	5-11 years	63
	12-17 years	67
	18+ years	71
No children	No children	71
	Disability & culture	
	Disability	62
Disability & culture	First Nations#	60
	LOTE	65
Home ownership	Home owner	68
	Renting / other	66
Local business	Owner / manager	65

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	68
Industry High	90
Industry Average	76

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)

What does the community value most?



Natural bushland and wildlife

"The trees. I've lived in Serpentine and Whitby for over 20 years. The trails and trees and farm views are why I continue to stay and raise children here."

"The beautiful forest that surrounds and makes up the SJ shire."



Country feel

"The semi rural feel to the area and the people."

"The laid-back feeling (country type lifestyle)."



Open space in close proximity to services

"Being able to live in a rural type area and having horses and sheep etc. and still being close to everything else."

"The open spaces that are available. The country feel, yet closeness to established towns and services."



Friendly, community spirit

"I love the community, I love that my children are still safe to ride their bikes around during the weekends and make jumps in the reserves."

"The value placed on community, family focused events and services. Love the next library and all the great activities they run."



Peacefulness

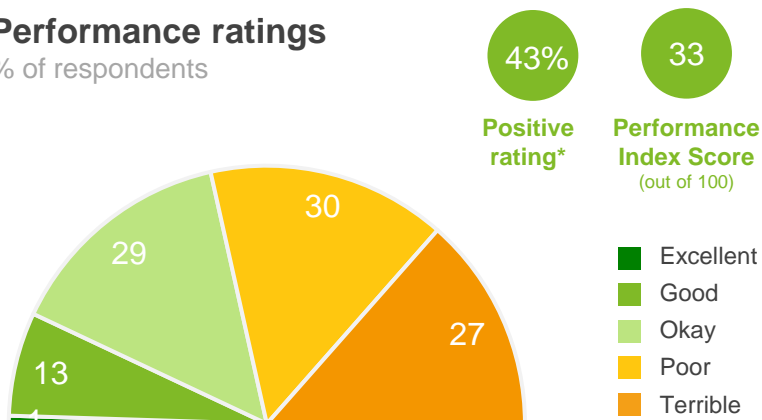
"The peace and quiet. Being away from all the hussle and bussle of City life. Beautiful bushland, wild flowers and flora and fauna. Wonderful birds."

"I love the peace and tranquility of Jarrahdale."

Governing organisation

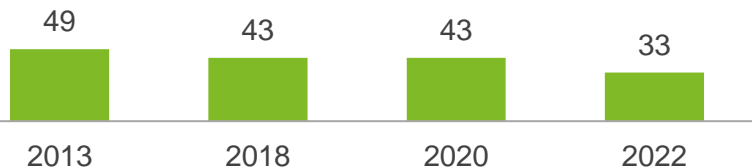
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

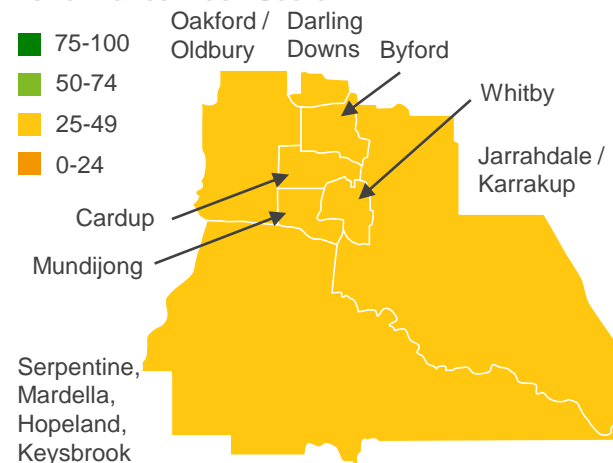
Performance Index Score



Shire of Serpentine-Jarrahdale	33
Industry High	67
Industry Average	53

Geographical variances

Performance Index Score



Location

Byford	36
Cardup	27
Darling Downs	32
Mundijong	34
Whitby	32
Jarrahdale / Karrakup	33
Oakford / Oldbury	28
Serpentine + surrounds	26

Community variances

Performance Index Score

Gender

Male	34
Female	32

Age of children

0-4 years	27
5-11 years	27
12-17 years	27
18+ years	31
No children	38

Age

18-34 years	33
35-49 years	30
50-64 years	30
65+ years	42

Disability & culture

Disability	31
First Nations#	27
LOTE	35

Home ownership

Home owner	33
Renting / other	38

Local business

Owner / manager	28
-----------------	----

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 778).

* 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 Serpentine-Jarrahdale as a 'place to live' and as a 'governing organisation'. The Shire of Serpentine-Jarrahdale's overall performance index score is 51 out of 100, 14 index points below the industry standard for Western Australia.

Overall Performance Index Score

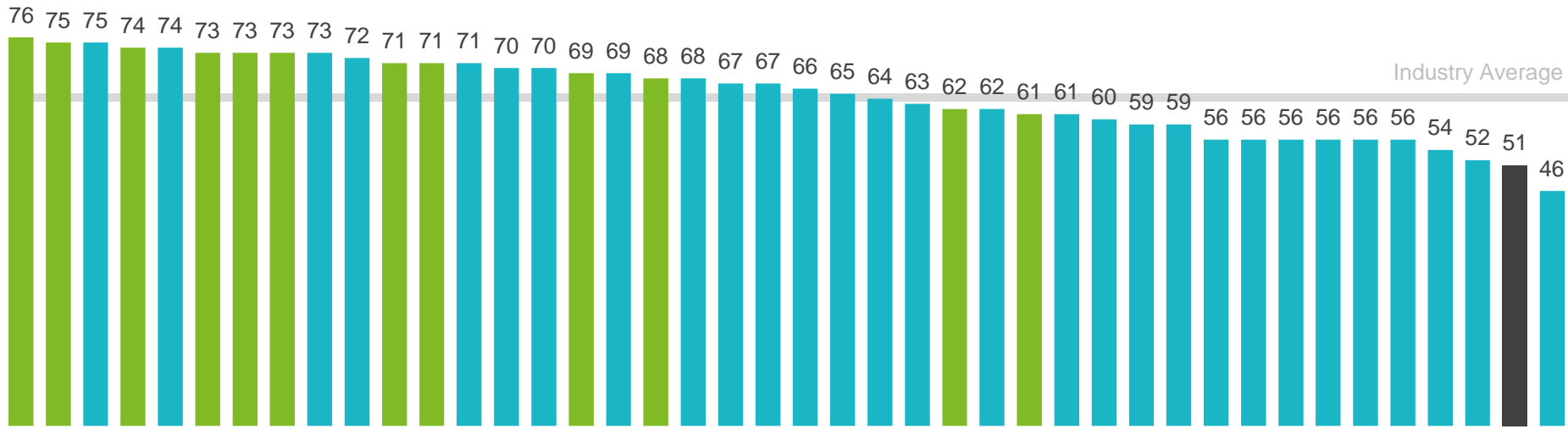
average of 'place to live' and 'governing organisation'

- Shire of Serpentine-Jarrahdale
- Metropolitan Councils
- Regional Councils

MARKYT  **Industry Standards**
Performance Index Score



Serpentine Jarrahdale	51
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.

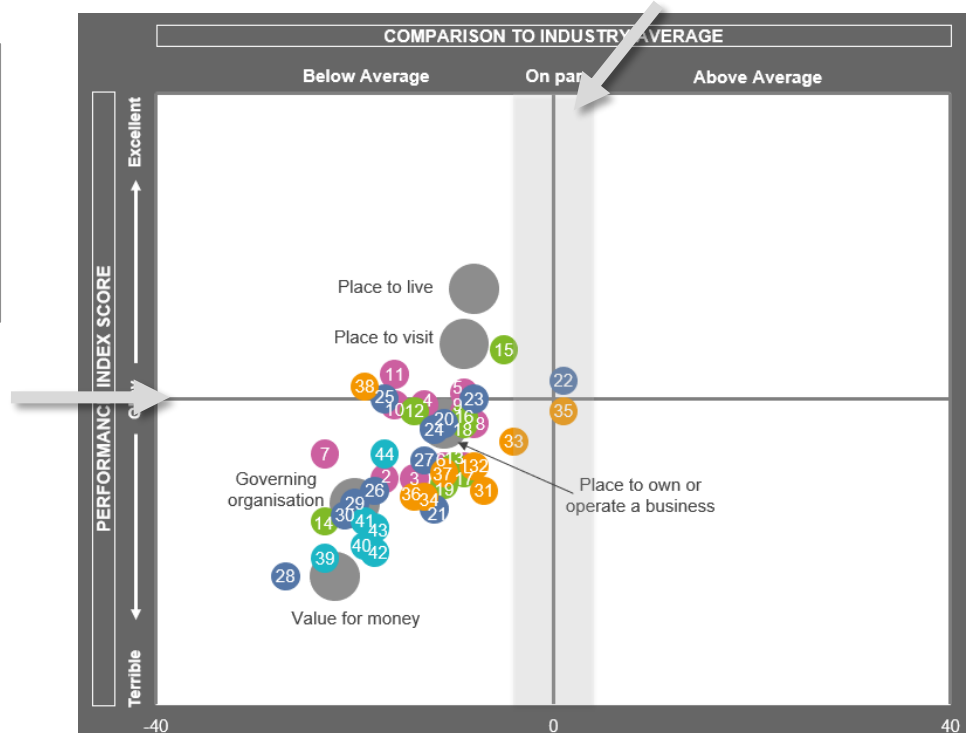
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

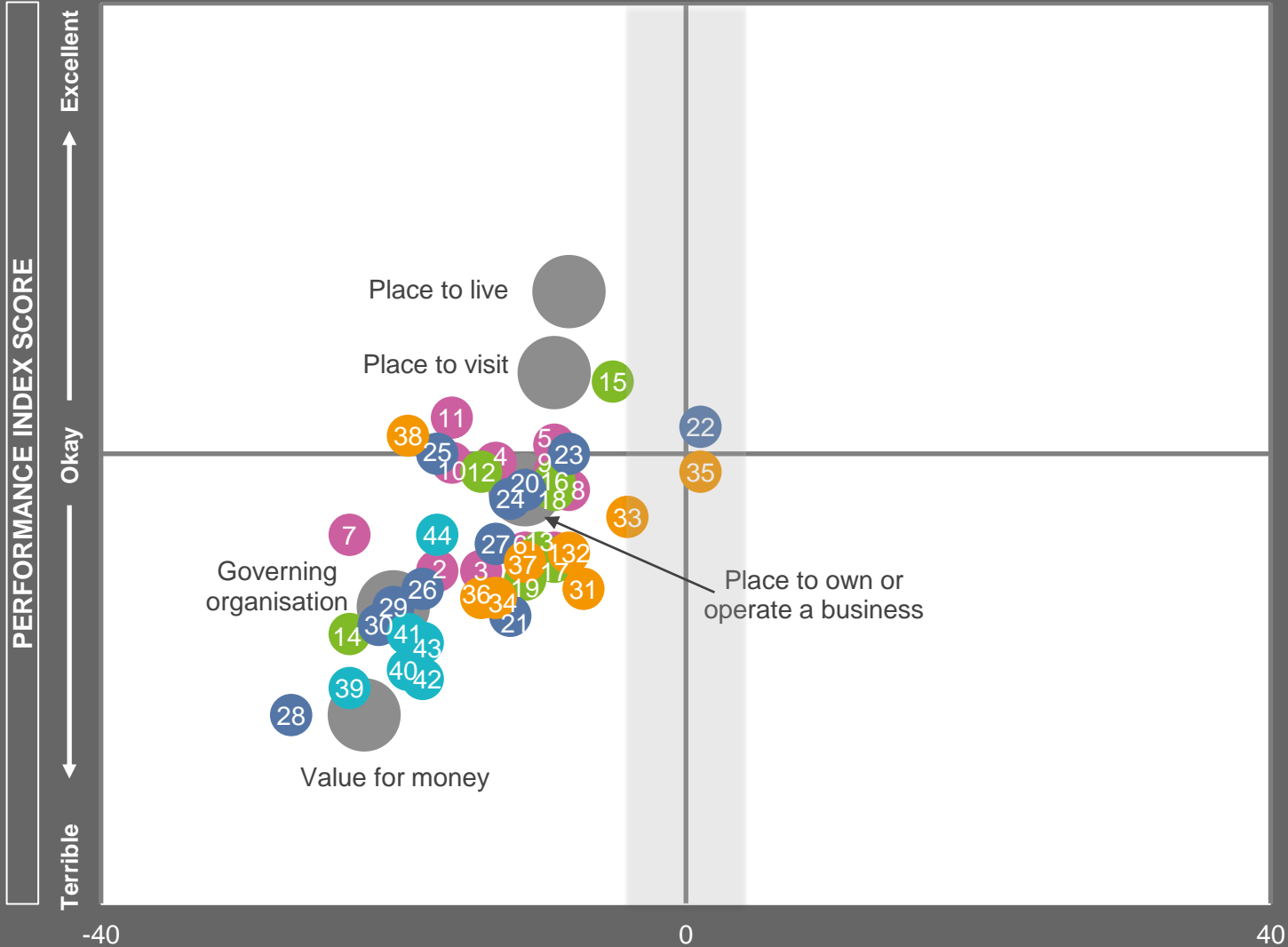
- People
- Place
- Planet
- Prosperity
- Performance

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



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



- 1 Youth services and facilities
- 2 Seniors' services and care
- 3 Disability access and inclusion
- 4 Recognition, Aboriginal cultures
- 5 Volunteer recognition & support
- 6 Community safety
- 7 Lighting of streets/public places
- 8 Animal management
- 9 Health and community services
- 10 Sport and recreation
- 11 SJ Community Rec Centre
- 12 Festivals, events, art & culture
- 13 Sustainable practices
- 14 Conservation & environment mgt
- 15 Waste services
- 16 Environmental health mgt
- 17 Stormwater drainage
- 18 Natural disaster management
- 19 Responsible growth / develop't
- 20 Area's character and identity
- 21 Planning and building approvals
- 22 Access to housing
- 23 Local history and heritage
- 24 Community buildings / toilets
- 25 Playgrounds, parks, reserves
- 26 Streetscapes, trees and verges
- 27 Footpaths, trails and cycleways
- 28 Local roads
- 29 Traffic management
- 30 Access to public transport
- 31 Economic development
- 32 Jarrahdale Town Centre
- 33 Mundijong Town Centre
- 34 Serpentine Town Centre
- 35 Byford Town Centre
- 36 Tourism and place marketing
- 37 Education and training
- 38 Library services
- 39 Council's leadership
- 40 Advocacy and lobbying
- 41 Change, innovation, technology
- 42 Consultation
- 43 Communication
- 44 Customer service

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

MARKYT  community trends

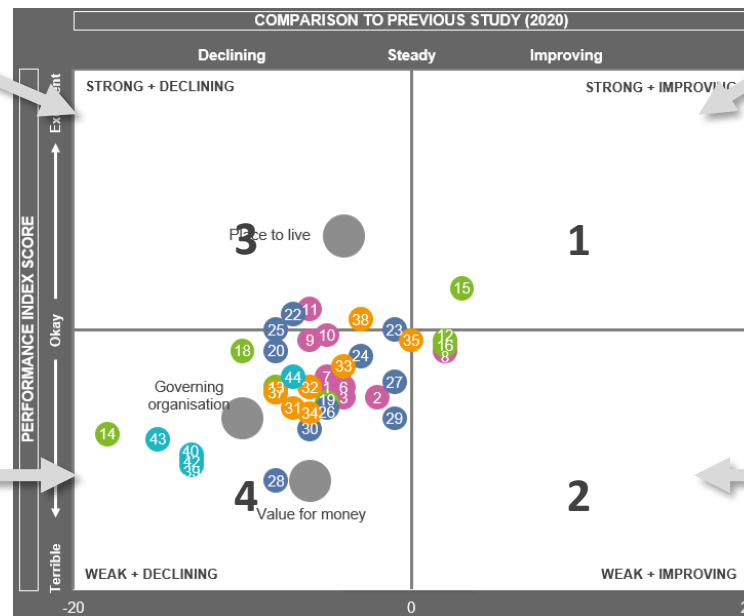
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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

- Place to live
- Access to housing
- SJ Recreation Centre
- Library services

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

- Conservation and environmental management
- Communication
- Consultation
- Advocacy and lobbying
- Council's leadership



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

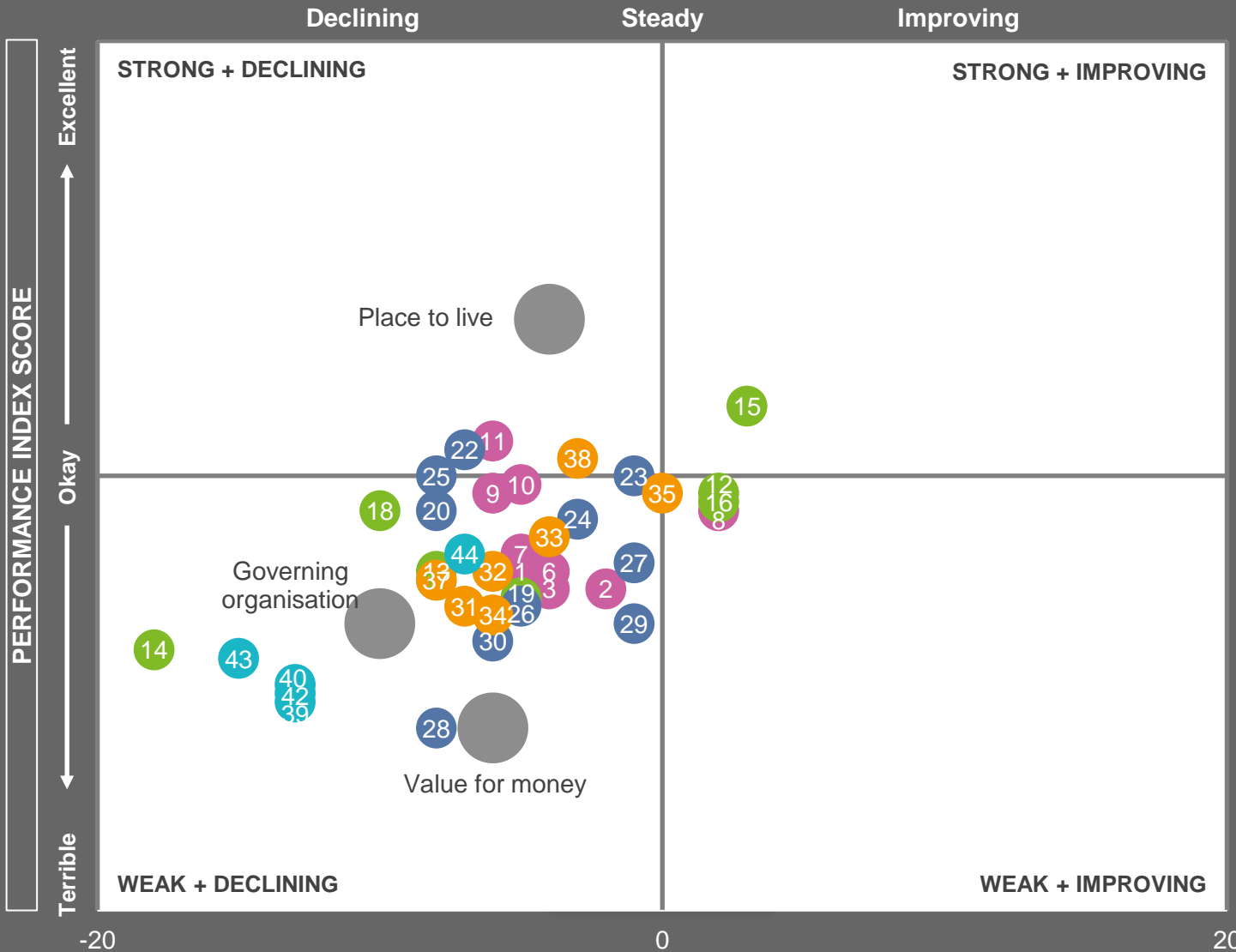
- Waste management services

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

- Animal management
- Environmental health management
- Festivals, events, art and cultural activities

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2020)



- 1 Youth services and facilities
- 2 Seniors' services and care
- 3 Disability access and inclusion
- 4 Recognition, Aboriginal cultures
- 5 Volunteer recognition & support
- 6 Community safety
- 7 Lighting of streets/public places
- 8 Animal management
- 9 Health and community services
- 10 Sport and recreation
- 11 SJ Community Rec Centre
- 12 Festivals, events, art & culture
- 13 Sustainable practices
- 14 Conservation & environment mgt
- 15 Waste services
- 16 Environmental health mgt
- 17 Stormwater drainage
- 18 Natural disaster management
- 19 Resp. growth / development
- 20 Area's character and identity
- 21 Planning and building approvals
- 22 Access to housing
- 23 Local history and heritage
- 24 Community buildings / toilets
- 25 Playgrounds, parks, reserves
- 26 Streetscapes, trees and verges
- 27 Footpaths, trails and cycleways
- 28 Local roads
- 29 Traffic management
- 30 Access to public transport
- 31 Economic development
- 32 Jarrahdale Town Centre
- 33 Mundijong Town Centre
- 34 Serpentine Town Centre
- 35 Byford Town Centre
- 36 Tourism and place marketing
- 37 Education and training
- 38 Library services
- 39 Council's leadership
- 40 Advocacy and lobbying
- 41 Change, innovation, technology
- 42 Consultation
- 43 Communication
- 44 Customer service

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

MARKYT  community priorities

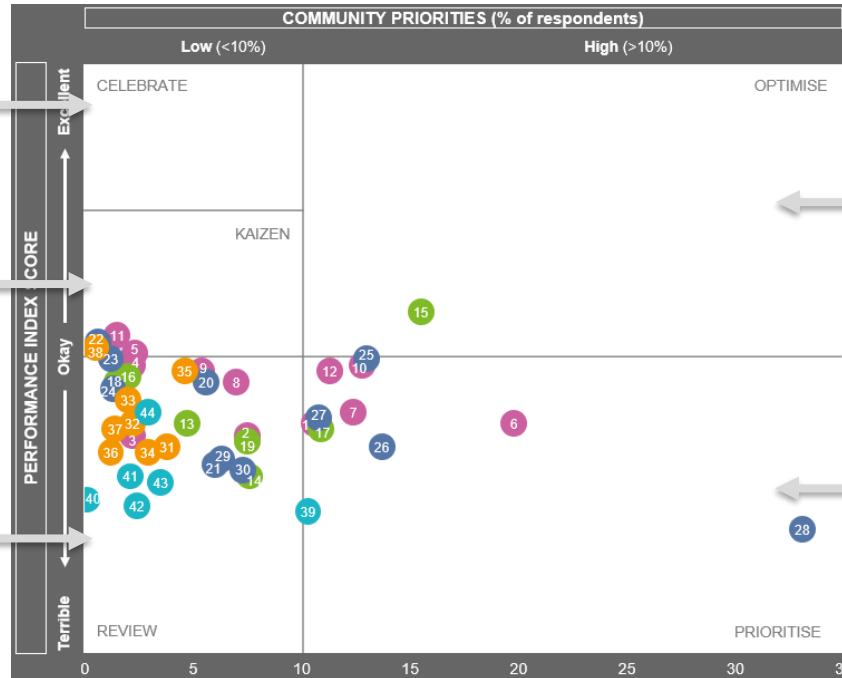
How to read the MARKYT Community Priorities

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

CELEBRATE the Shire's highest performing areas.

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

REVIEW lower performing areas.



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

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

Services are grouped in five areas:

- People
- Place
- Planet
- Prosperity
- Performance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35

- 1 Youth services and facilities
- 2 Seniors' services and care
- 3 Disability access and inclusion
- 4 Recognition, Aboriginal cultures
- 5 Volunteer recognition & support
- 6 Community safety
- 7 Lighting of streets/public places
- 8 Animal management
- 9 Health and community services
- 10 Sport and recreation
- 11 SJ Community Rec Centre
- 12 Festivals, events, art & culture
- 13 Sustainable practices
- 14 Conservation & environment mgt
- 15 Waste services
- 16 Environmental health mgt
- 17 Stormwater drainage
- 18 Natural disaster management
- 19 Resp. growth / development
- 20 Area's character and identity
- 21 Planning and building approvals
- 22 Access to housing
- 23 Local history and heritage
- 24 Community buildings / toilets
- 25 Playgrounds, parks, reserves
- 26 Streetscapes, trees and verges
- 27 Footpaths, trails and cycleways
- 28 Local roads
- 29 Traffic management
- 30 Access to public transport
- 31 Economic development
- 32 Jarrahdale Town Centre
- 33 Mundijong Town Centre
- 34 Serpentine Town Centre
- 35 Byford Town Centre
- 36 Tourism and place marketing
- 37 Education and training
- 38 Library services
- 39 Council's leadership
- 40 Advocacy and lobbying
- 41 Change, innovation, technology
- 42 Consultation
- 43 Communication
- 44 Customer service

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 772)

Community driven actions

1. Maintain all roads to a higher standard:
 - repair **potholes** promptly, especially after heavy rain
 - improve **drainage** in flood-prone areas
 - **resurface** roads where needed
2. Ensure road maintenance is a **permanent solution** rather than a temporary fix.
3. **Bituminise** unsealed roads.
4. Conduct a review of **intersections to improve safety** - with consideration for roundabouts, traffic lights and wider intersections.
5. Plan for **increasing traffic volumes** and widen roads where needed.
6. Prioritise the **Tonkin Highway** extension.

Community Voices

"Attend promptly to the huge potholes that appear in the roads after heavy rain."

"Roads are poorly maintained and do not meet the needs of the growing population. Potholes in roads result in vehicle damage and dangerous driving conditions which worsen in poor weather. Thomas Road is a major thoroughfare and is in an appalling and dangerous condition."

"Flooding on roads around the shire needs to be actioned."

"Instead of filling a pothole, having the road re-surfaced etc. would be more beneficial and have more longevity."

"Fix the roads correctly the first time and not just patch or put warning signs out for 3 years and ignore the problem."

"Several roads throughout the shire are disgraceful. Some aren't even bitumen."

"In a recent RAC magazine the worst 40 roads/intersections were voted on and Byford featured a number of times. You urgently need to install a roundabout or traffic lights at a number of intersections, especially at Larsen and South West Highway."

"More street lights, better signage at road junctions, traffic lights and roundabouts where needed."

"Proper planning with building roads and thinking about increased traffic. The design and layout of Byford shopping precinct is terrible - a roundabout for traffic flow would have been much better."

"New subdivisions are popping up with no apparent view to improve the roads. Some roads out here are only one car wide."

"Single lane maintenance with increased traffic, road widening required. Intersection control."

"Need to push for Tonkin Hwy – it's been 6 years since it was announced - such a slow shire."

"Prioritise the Tonkin Hwy works so all other roads are addressed, stop waiting..."

Community driven actions

- Advocate for **greater police presence** across the Shire with more patrols and faster response times. Areas of particular concern include:
 - Hooning
 - Increased crime with the extension of the Armadale train line to Byford
 - Petty crime such as vandalism, car theft and break-ins
- Advocate for a **police station in Byford**.
- Provide **security patrols**, especially at night.
- Provide an increased **ranger presence**.
- Install more **CCTV cameras and lighting** in well known hot spots such as shopping centres, train stations and car parks.

Community Voices

"Lobby the state government for more police to service the area."

"Hooning and theft is abundant in the quieter areas of the Shire. Reporting a matter to the police is pointless as by the time they are present the incident has finished and the perpetrators have left the area."

"Have regular police patrols in the town especially at night ... so much hooning and vehicles causing chaos"

"More police on evening and night duty to deter vandals and would-be thieves."

"When the railway comes we need to make sure we don't become the end of line crime spot."

"With the train line expanding and more residential living the shire will need to work closely with WAPOL to reduce crime."

"Byford has needed its own police station for a number of years and this remains the case. Having the police station located in Mundijong when the majority of their work is in Byford is ridiculous, Mundijong police also do not work night shifts, relying on Armadale police to cover the area which can take time to get to."

"I think Byford should have its own police station and/or security patrolling. There is a lot of hoon driving (burn outs and speeding particularly) as well as youth crime (vandalising etc)."

"Other shires and local councils have security vehicles and rangers patrol their areas regularly. Four years in Byford and I've seen a security vehicle once!"

"Patrol/security cars around the neighborhood to deter crime."

"Installation of CCTV in residential areas, creating a 24-hours surveillance centre, installing street lights and maintain them."

"Better use of technology in crime areas such as portable CCTV to tackle vandalism and crime strategically, mobile patrols."

Community driven actions

- **Reinstate verge collections** for the disposal of green and bulk waste.
- Provide alternatives to the waste transfer station for bulk waste, eg **skip bins, on-demand collections.**
- Introduce a **3-bin system** for the disposal of green and organic waste.

Community Voices

"Verge collections. Every other shire still do collections but not ours. We pay enough for rates to cover this."

"Verge side pick ups need to be reinstated, not everyone has the capability to attend the waste transfer station. Not everyone has a tow ball or the physical strength to load heavy goods onto a trailer. Myself included."

"Bring back curbside pickups especially green waste for the bigger blocks who have to try to burn fallen branches and trees to minimise fire risk in summer. We have no trailer or hitch on either of our cars to take anything to the tip. Even one pick up just before the summer risk would help."

"Return verge collection in conjunction with the transfer station."

"Waste - major issue with no hard rubbish being collected. Disabled, elderly, single parents can't get rubbish to the tip. Out of pension I paid \$380 for a skip bin to remove rubbish. Not at all acceptable! Please provide another option!"

"Offer a bulk rubbish collection for residents that don't have access to a car that can tow a trailer. Whether being free or for a small fee."

"Provide free access to skip bins once to twice a year for general junk waste and one for garden waste or garden organic waste bins in the shire."

"Be like other shires and provide one skip bin a year since you have removed the kerb side collection and provide individual household pick up of items for the elderly or people without towballs. Not everyone has the means to get waste to the recycling facility. Disposal of waste should be free."

"Provide a 3rd bin for garden waste - time to keep up with other shires."

"Green waste bin is necessary with minimum fortnightly collection - many shires are already offering this."

Community driven actions

- Improve **verge maintenance** – regular tree pruning, grass cutting, mowing etc.
- **Beautify streetscapes and roundabouts** – plant more trees, shrubs and plants, preferably natives. More colourful foliage and shade.
- Improve **weed** management
- Ensure **drains** are cleaned and clear of debris.
- More **street cleaning** – regular rubbish removal.

Community Voices

“The maintenance of the streetscapes is severely lacking! This includes weeding, mowing, pruning, and replanting. It looks a disgrace, and where areas have been cleared for development, they have been left unattended to and need planting & maintenance.”

“No plants, no trees. Nothing is ever maintained, and the weeds are out of control. The verges usually have a good 6 months in between maintenance. It’s quite depressing looking up at the hills and seeing all of the greenery and then looking around your suburb and seeing no life.”

“I applaud the Shire for supplying free plants for aesthetically improving verges. However, all of the plants supplied to me died as soon as the temperature rose.”

“Planting of trees, natives (flowering) plants and managing weeds to make the area look tidier and pleasant.”

“More shade in town streets, better management of areas which can be planted and managed within towns and streetscapes make our Shire more appealing... enhance its liveability, pride, and reputation, and potentially soften and make it cooler. Consider more deciduous trees which provide summer shade but allow winter sun in streetscapes.”

“Well-planted verges and streetscapes with height and preserved trees make areas not only cooler, safer and environmentally sound but a lot more desirable for people choosing to live here for a tree change.”

“The drains are blocked always - I have seen them cleaned once since 2018, and that’s because I complained with images sent on how full of leaf litter they were.”

“More gardening crew tidying up. It should never be up to the residents to complain about weeds or overgrown shrubs.”

“Clean them up and get street sweepers around and lop low-hanging branches and foliage.”

Community driven actions

- Provide **new and updated playgrounds**, such as nature/adventure playgrounds, exercise equipment, theme parks, basketball courts, BMX tracks etc.
- Update and **upgrade existing playground equipment**.
- Provide **all ages equipment** in playgrounds.
- Ensure parks and playgrounds have **sufficient public toilets, running water, seating, BBQs, bins and lighting**.
- Ensure there is **adequate shade** in parks.
- Ensure that **parks are clean, safe and well maintained**.

Community Voices

"We need better playgrounds. Not much thought seems to be given to how they will be used. Not enough playgrounds to keep up with population."

"We have been waiting over 7 years for the playground to be built at the bottom of Byford West between the open space and Woodland Grove Primary. It would be nice to have it completed before my children are too old to use it."

"The children's playgrounds are terribly plain and outdated. It needs to be updated."

"More new parks and reserves need to be created to cater to the needs of growing young families. New playing equipment needs to be procured and installed to keep the young ones occupied."

"Kwinana adventure park-style playgrounds."

"Please go look at the dump of a park the local kids have to use - they have had to make all their own BMX jumps as the skate park is just one bowl."

"Better playgrounds for younger children."

"Only one playground right next to the train line. Would love some space dedicated to a nature/adventure playground - Suitable for toddlers to teens, with a toilet."

"Playgrounds, parks need to be more user-friendly. Not many are easy to play on for young children with no toilet or cover. There are a lot of younger kids in the area."

"The parks provided in Byford have no parking or access to toilets. Build playgrounds, parks and reserves in other suburbs, not just Byford. Put in BBQs, toilets, running water, shade, seating etc."

"It's all well and good building all these parks and playgrounds, but if they're not maintaining them, then what's the point."

"The maintenance of the local parks is inadequate. The upkeep on the Park in Beenyup Grove estate is appalling right now."

Community driven actions

- Provide a **greater range** of sport and recreational activities. Suggestions include basketball courts, tennis courts, little athletics, dance, soccer, footsol, badminton, bowling BMX trails, etc.
- Provide an **aquatic centre** with public swimming facilities.
- Improve existing sport and **recreational facilities** (clubhouses, changerooms, ovals, carparks etc).
- Upgrade and **resurface the netball courts**.
- Provide greater access to **community gyms**, with updated equipment, group classes, on-site creche, open 24 hours.

Community Voices

“Better facilities for our sporting clubs and a place for our community to gather for sporting events and presentations.”

“Bigger stadium. We have had massive growth in the last ten years. All of these young families are here, and we don't have enough space undercover for the emerging sports stars of the future.”

“The growth of Byford is starting to dwarf the requirement of the young families wanting to play/join teams that do not have spots or are too crowded.”

“The area desperately needs public pool facilities and accessible learn-to-swim programs. We have been on a waiting list for months for toddler swimming classes because they are all full.”

“The Armadale Fitness and Aquatic Centre is an amazing facility. Unfortunately, due to SJ not having any pool facilities, a lot of SJ residents have to travel to Armadale to use this facility. SJ needs to invest in building a larger community gym which includes a pool/sauna etc.”

“Council needs to look at putting in an aquatic park/pool for the community to use.”

“More sports/recreation facilities to attract sports providers and clubs. Upgrade the football fields, clubhouse and amenities. The netball courts in Mundijong are a joke...The clubhouse at Byford oval is embarrassing, their changerooms are a joke.”

“New netball courts are badly needed!! I recently visited Southern District's netball courts, and the Shire needs to learn from this place! Lovely modern courts with decent lighting and lots of courts!”

“New surfacing on the Mundijong netball courts!!!!!!”

“A lot of money was spent on the lower oval... it is hilly and full of holes. The upper oval is a muddy mess in winter.”

“More 24 hours gym operators to meet growing demands of Byford population.”

“More community gyms with group classes. Only a small amount offered.”

Community driven actions

- Ensure existing lighting is **well maintained** (globes replaced, broken lights fixed, LED lights etc.)
- Ensure streets are **well lit to enhance community** safety and crime prevention.
- Ensure **footpaths and public spaces** are well lit.
- Provide more streetlights at **intersections** (such as Hopkinson Road and Abernathy Road intersection).
- Improve lighting in the **Old Byford area**.

Community Voices

“Actually installing/upgrading lighting that provides adequate safety lighting. Some areas (which have had lighting installed by the developer) don’t provide much light at all and are useless. This is a safety issue.”

“Lighting in most areas of semi rural Oakford is poor or non-existent. Many current light requires new light covers and or globes.”

“Our only street light blew up about two years ago- still waiting for this to be replaced.”

“Better maintenance of the lighting and ensure all streets are well lit and easy reporting for blown lights (this also ties into community safety and crime prevention).”

“More highly lit roads and public places will discourage crime and makes for a safer environment and less crime.”

“Lighting in serpentine is slim to none. It’s not safe to walk when the sun goes down. A few streetlights would go a long way.”

“More lighting on the intersection of Hopkinson road & Abernathy road at night.”

“Some of the intersections within the SJ Shire require a really big lighting upgrade. They are so dark especially when it’s pouring rain. I know a lot of the roads will be upgraded when Tonkin Hwy gets extended to south of Byford but something needs to be done before that happens.”

“Old Byford is badly in need of improvements.”

“Better lighting and safer footpaths.”

“Better lighting to some of the older areas of town, public spaces and to some of the car parks.”

Community driven actions

- Hold more **events to encourage community connection** and to bring visitors to the Shire. Suggestions include:
 - Food festivals
 - Farmers' markets
 - Music events
 - Art exhibitions
- Ensure **activities and events cater to a variety of demographic groups** including families, adults with children, and different cultural groups.

Community Voices

"Actually have some events! We have to leave the SJ shire for a decent market. We have no real annual show/event. We have very few arts exhibitions and cultural activities. Have something for us to do!!!"

"Festivals, events, art and cultural activities or events bring the community together. When I first moved to Byford 7 years ago, there seemed to be plenty of things to do or attend. However, since Covid, these events/activities/etc. have dropped off... I do think these things should start to be reintroduced, with Covid preventative measures, of course, so that the community can come together."

"More frequent events such as a music festival, return of the Opera at the Mill, heritage displays and art exhibitions promoting local artists/sculptors. More local festivals with music, art, and food fostering local wherever possible would be great to see, we have so much in the area, and yet no one knows about it."

"A local produce market each week would be lovely too, given we are so far away from every other weekend market, even every fortnight or month perhaps, like Kalamunda."

"Need more events, festivals and the arts, so much focus on sport and horses and not enough on the arts and music."

"We need to see more activities held within the Shire. Other Shires get multiple massive FREE concerts every year, loads of community festivals and fetes. These events should be encouraged to give the locals events to attend, be proud of our Shire and draw tourism."

"Why don't we have more events? A market such as the one they have in Roleystone? More food vans should be every first weekend of a month in summer like in other suburbs? There's enough land around to do these events with relevant advertising."

"If the Shire can create an annual multicultural event and encourage people of diverse culture to participate."

"I'm new to the Shire and went to the Shire visitors centre looking for activities that suit my age group (30s) with pre-primary aged children's markets, festivals, outdoor theatre, and plays. Maybe a quarterly multi-cultural market."

Community driven actions

- Provide a more extensive network of **well-connected footpaths** for the safety of pedestrians, parents with prams, walkers etc.
- Provide a safe system of well-connected **cycleways to encourage safe cycling** for commuting and leisure.
- Keep all footpaths and cycleways **clean and well maintained** so they are safe for all users.
- Create more **bushwalks, trails and bridle paths**.

Community Voices

“Once you leave any of the townsite's main areas, there is little or no evidence of footpaths, trails and cycleways.”

“We don't have footpaths in our street, so people need to walk on the road, which is a hazard.”

“The majority of footpaths within the town of Byford are in poor condition, making walking with a pram or walker difficult at times.”

“Footpaths in old Byford are in disrepair & tripping hazards.”

“Footpaths need to be put in place in Serpentine downs, and the existing footpaths need to be cleaned. Either covered in rocks or debris from trees.”

“Hardly any trials or paths to be enjoyed in our area, please create an attractive area. It's not even possible to walk or cycle to our nearest town, Armadale.”

“Provide safe trails and cycle paths so that people of all ages can ride bikes safely and stay off the roads.”

“Safe cycleways along the major roads and streets so kids/parents can go to shops, schools etc., without running the risk of being hit by cars or trucks.”

“There should be more footpaths to encourage people to get out, up and walk safely. More trails and cycleways will encourage people to get out, exercise, and socialise, building a strong and safer community.”

“This is an active community, but there is only so far we can walk, cycle or scoot with our kids. The pathways are clogged with rubbish and weeds and in the dark mornings of winter, are poorly lit.”

“Mow the grass on the trails. Especially the one between Rowley, Masters, Thomas and Hopkins Road. It's close to snake season, and lots of people use those paths daily.”

“Develop better co-use bridle trails and path management outside of Byford. Stop blocking trails that are used by all and/or making access unsafe due to being too narrow or too overgrown.”

Community driven actions

- Improve stormwater drainage systems – concerns over **flooding after heavy rain.**
- Ensure stormwater drains are **regularly maintained and cleaned** (weeding, cleaning, removing debris such as leaves and sticks etc).
- Improve stormwater **drainage around roads.**
- Concerns over **mosquitos** breeding in stagnant water.

Community Voices

“Fix roads flooding due to inadequate stormwater design. e.g. Tonkin St Mundijong floods my property, and no action despite many interactions with the Shire regarding this issue.”

“The drains around Serpentine need to be maintained. Overfilling due in part to no scrub removal is leaving the ground soaked for longer. Roads are constantly flooded, which with traffic, causes road degradation and increased maintenance costs.”

“The Shire has not serviced the stormwater drains in front of my property for over 20 years. They are now filled with trees and soil, and the water that should be running down them is now overflowing onto my property.”

“Stormwater drains need to be properly maintained if not redesigned. There is flooding in the Shire every time there is heavy rain fall (and heavy rainfall in the Shire is NOT uncommon).”

“This needs to be addressed. Every winter, I am completely underwater. The culverts are filled to the top and just sit on top. No drainage doesn't help.”

“Ensure that drainage along our rural-style roads actually works. Much of it is clogged with rubbish and weeds. I'm astounded that residents don't maintain their verge as we do at our place.”

“Verge stormwater drainage needs to be maintained and cleared of long grass and blocked murky waters.”

“The drains need to be cleared regularly so the stormwater can run off. The drains are currently full/partially containing water, and the water stinks and is surrounded by mosquitos.”

“Where I live, there are big ditches on the side of the road full of water, not only is this a danger for children but also health wise for the breeding of mosquitos etc.”

Community driven actions

- Provide **safe spaces** for young people to meet and socialise.
- Provide a **greater range of activities** for youth. Suggestions include:
 - BMX pump track, mini golf, public pool, exercise equipment and sporting goals in parks, mountain bike trails, roller skating basketball courts, tech centres, arcades etc.
- Provide more **activities at the Rec Centre.**
- Upgrade the **skatepark.**
- Ensure young people have access to **public transport.**

Community Voices

"A purpose-built, safe "hang-out" place for teenagers."

"More consistent services for youth. Get-togethers. Catch ups. Every town in the Shire needs somewhere for these youths to go."

"After-school activities and places where teenagers can go to meet friends and engage in common interests."

"The youth need ample opportunity to attend events or groups to socialise properly and to develop community bonds and social skills."

"Widen the spectrum for activities, skate parks, bike tracks, basketball courts, tech centres and arcades for teens and younger kids."

"The services have grown so much, but there needs to be more available for youth to do. The skate park is good, but for the size of the area, it is small. Everything created is too small for the growth in the area."

"Provide services to suburbs calling for help. Only youth service is located in Byford. Youth who live in isolated areas (limited transportation) aren't able to attend the sessions."

"Huge gap later in childhood, and then they become restless unwanted frustrated teens with no local transport, nothing to do and nowhere to go."

"The Rec Centre is doing the best they can with the rubbish building and equipment they have. If you go into the gym 3.30-5 you will see it full of young teenage boys doing their teen gym program. It is literally the only thing you have in the Shire for youth after school that are good kids."

"Does the SJ Rec Centre run rock climbing or indoor gymnasium activities? No. Wasted space and again underutilised."

Community driven actions

- Review and improve **Council culture**.
- Increase **transparency, accountability and integrity**.
- Address concerns with the **election process**.
- Improve **community engagement**:
 - Inform the community about what is happening
 - Involve the community in local decision making
 - Listen and represent the needs of all local groups
- Improve **value for money** from Council rates.

Community Voices

*"Council is not addressing what residents are asking for.
Rates go up but essential services have gone down."*

"I think there are some wonderful individuals on the council however they are not functioning well as a team and this is greatly stifling productivity and culture all the way down the line."

*"Change of council so members can be trusted.
Currently no trust in the community to rollout any projects."*

"Council leadership. Gossip and complaints abound re Shire. Good leadership is needed, boundaries set, no exemptions for those infringing rules."

"Reduce friction between the various groups of councillors."

"Too many factions within Council. Needs to be much more accountable."

*"Council's culture needs to continue to improve.
Greater transparency, accountability and higher standards are required."*

"For all councillors to be more accountable and transparent in all operations, spending and consultation with residents. Be proactive to the REAL needs of the WHOLE community not what council perceives to be the needs and not just for small community groups (eg equestrian)."

"Greater engagement and prioritisation of spending based on majority preferences within the community rather than decisions driven by local government and councillors' preferential vision."

"We need to see ACTUAL response to community feedback. The Council is very good at putting everything out to feedback, but then going ahead with what they want to do, regardless of how the community responds. It also needs to raise community awareness and make it very clear as to how final decisions are made regarding items that they sought community feedback on."

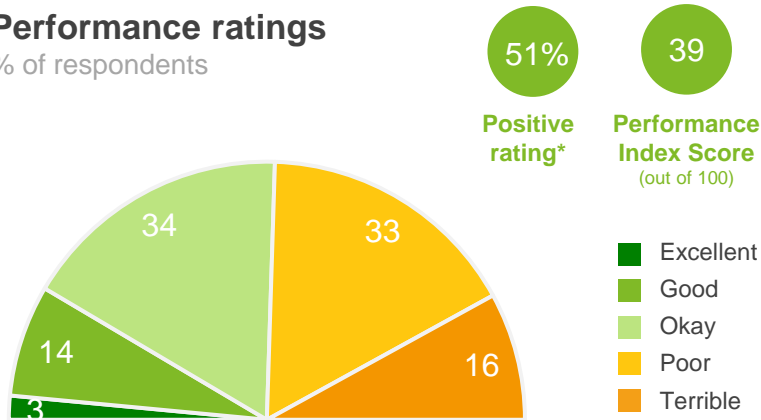
"They can't even do a proper election! What a waste of ratepayers' money!!"

People

Services and facilities for youth

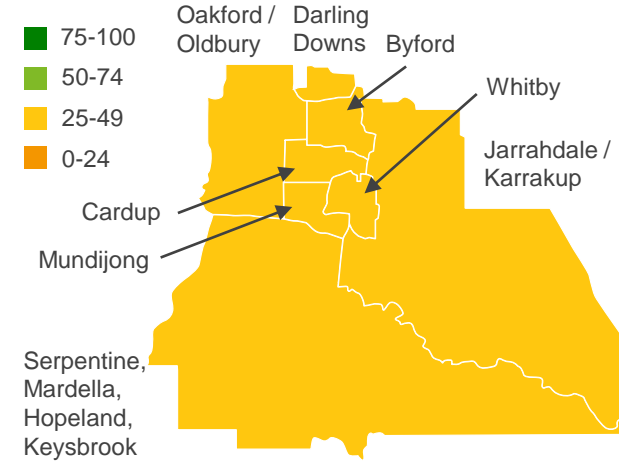
Performance ratings

% of respondents



Geographical variances

Performance Index Score

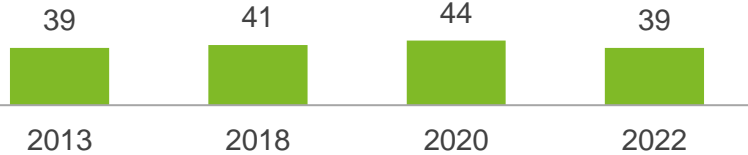


Location

Byford	46
Cardup	29
Darling Downs	30
Mundijong	28
Whitby	27
Jarrahdale / Karrakup	35
Oakford / Oldbury	44
Serpentine + surrounds	31

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	42
Female	36

Age of children

0-4 years	37
5-11 years	33
12-17 years	35
18+ years	39
No children	43

Age

18-34 years	42
35-49 years	36
50-64 years	39
65+ years	41

Disability & culture

Disability	34
First Nations#	30
LOTE	43

Home ownership

Home owner	39
Renting / other	40

Local business

Owner / manager	34
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	39
Industry High	65
Industry Average	48

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

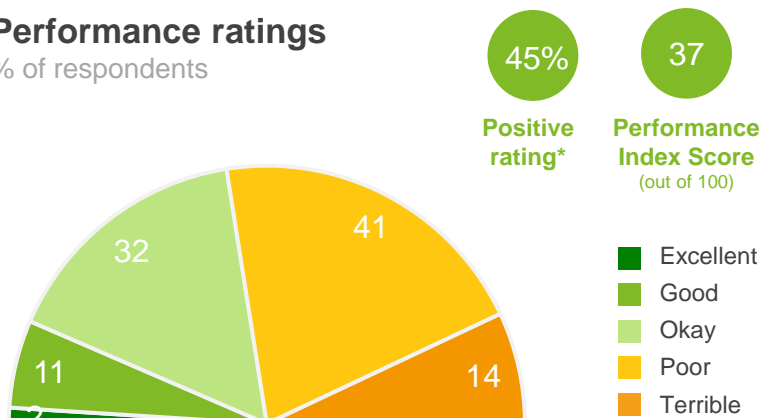
Base: All respondents, excludes 'unsure' and 'no response' (n = 602).

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

Services and care available for seniors

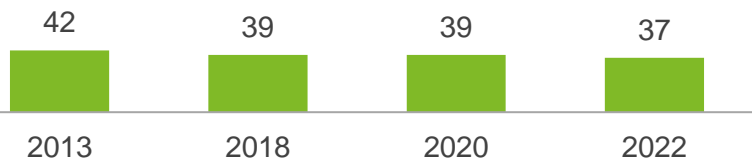
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

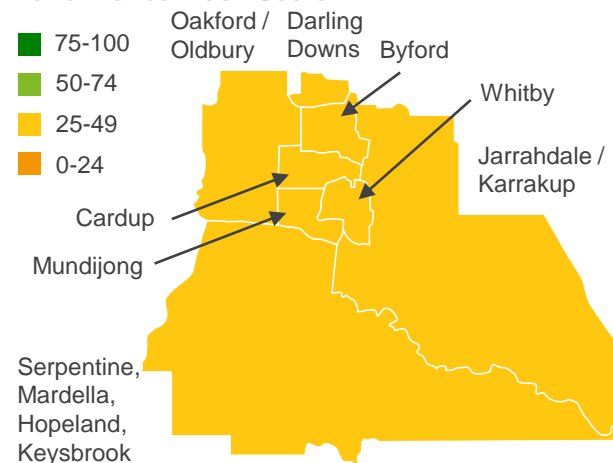
Performance Index Score



Shire of Serpentine-Jarrahdale	37
Industry High	67
Industry Average	54

Geographical variances

Performance Index Score



Location

Byford	41
Cardup	40
Darling Downs	31
Mundijong	32
Whitby	36
Jarrahdale / Karrakup	35
Oakford / Oldbury	36
Serpentine + surrounds	30

Community variances

Performance Index Score

Gender

Male	38
Female	35

Age of children

0-4 years	38
5-11 years	37
12-17 years	38
18+ years	36
No children	36

Age

18-34 years	40
35-49 years	35
50-64 years	35
65+ years	38

Disability & culture

Disability	34
First Nations#	30
LOTE	46

Home ownership

Home owner	36
Renting / other	51

Local business

Owner / manager	37
-----------------	----

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

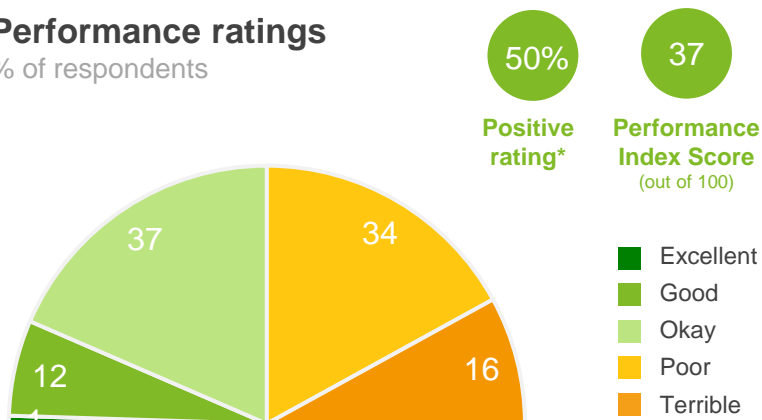
Base: All respondents, excludes 'unsure' and 'no response' (n = 467).

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

Disability access and inclusion

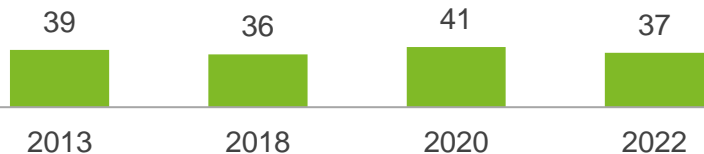
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

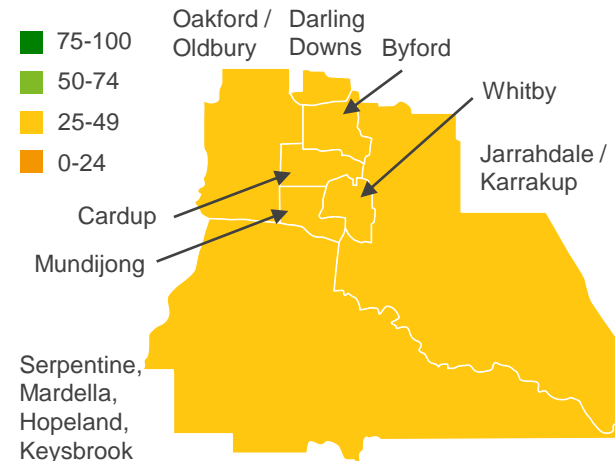
Performance Index Score



Shire of Serpentine-Jarrahdale	37
Industry High	64
Industry Average	51

Geographical variances

Performance Index Score



Location

Byford	42
Cardup	39
Darling Downs	34
Mundijong	33
Whitby	31
Jarrahdale / Karrakup	31
Oakford / Oldbury	41
Serpentine + surrounds	30

Community variances

Performance Index Score

Gender

Male	41
Female	34

Age of children

0-4 years	37
5-11 years	37
12-17 years	37
18+ years	37
No children	38

Age

18-34 years	38
35-49 years	38
50-64 years	36
65+ years	40

Disability & culture

Disability	30
First Nations#	38
LOTE	38

Home ownership

Home owner	37
Renting / other	40

Local business

Owner / manager	34
-----------------	----

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

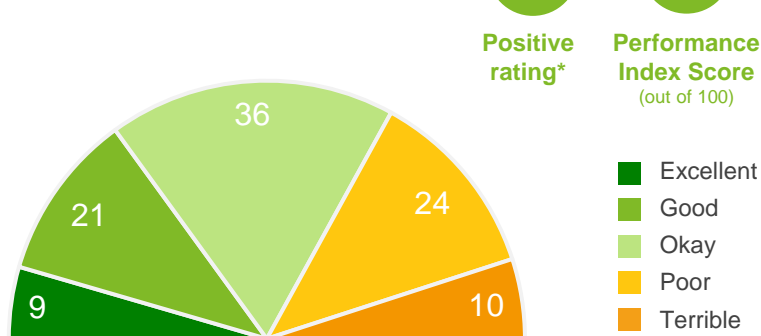
Base: All respondents, excludes 'unsure' and 'no response' (n = 433).

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

Recognition and respect for Aboriginal people, cultures and heritage

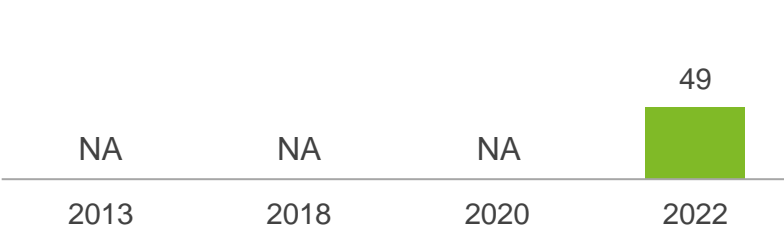
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

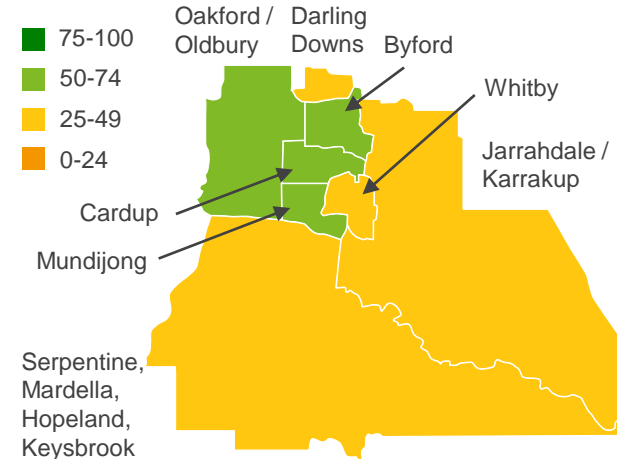
Performance Index Score



Shire of Serpentine-Jarrahdale	49
Industry High	72
Industry Average	62

Geographical variances

Performance Index Score



Location

Byford	51
Cardup	56
Darling Downs	36
Mundijong	51
Whitby	49
Jarrahdale / Karrakup	43
Oakford / Oldbury	52
Serpentine + surrounds	47

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	42	Disability	44
Female	44	5-11 years	49	First Nations#	36
Age		12-17 years	48	LOTE	49
18-34 years	48	18+ years	47	Home ownership	
35-49 years	49	No children	51	Home owner	48
50-64 years	47			Renting / other	65
65+ years	54			Local business	
				Owner / manager	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 458).

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

Volunteer recognition and support

Performance ratings

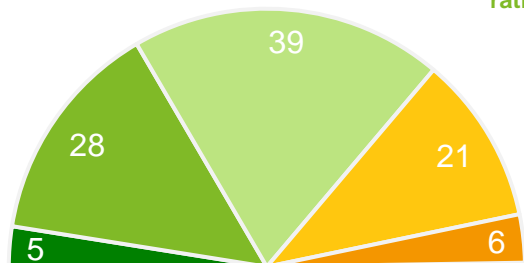
% of respondents

72%

Positive rating*

51

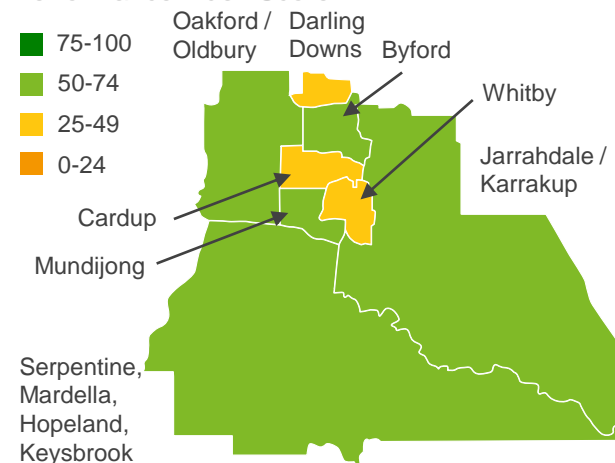
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Byford	51
Cardup	49
Darling Downs	45
Mundijong	56
Whitby	49
Jarrahdale / Karrakup	53
Oakford / Oldbury	51
Serpentine + surrounds	52

Trend Analysis

Performance Index Score

51

NA	NA	NA	51
2013	2018	2020	2022

Community variances

Performance Index Score

Gender

Male	52
Female	51

Age of children

0-4 years	49
5-11 years	48
12-17 years	52
18+ years	52
No children	53

Age

18-34 years	51
35-49 years	50
50-64 years	50
65+ years	55

Disability & culture

Disability	49
First Nations#	43
LOTE	54

Home ownership

Home owner	51
Renting / other	62

Local business

Owner / manager	49
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	51
Industry High	68
Industry Average	60

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

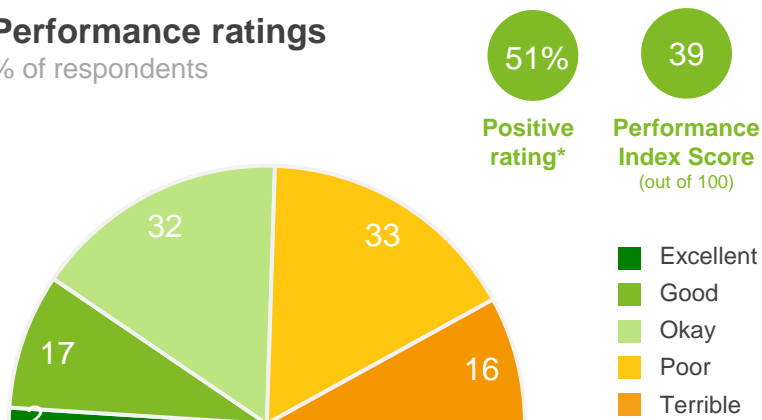
Base: All respondents, excludes 'unsure' and 'no response' (n = 526).

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

Community safety and crime prevention

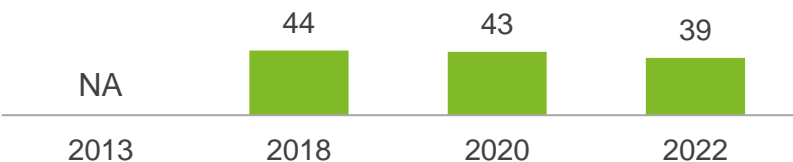
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

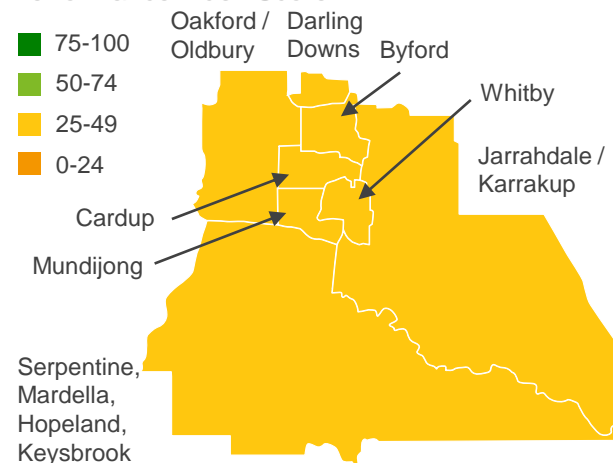
Performance Index Score



Shire of Serpentine-Jarrahdale	39
Industry High	64
Industry Average	50

Geographical variances

Performance Index Score



Location

Byford	39
Cardup	36
Darling Downs	30
Mundijong	44
Whitby	40
Jarrahdale / Karrakup	42
Oakford / Oldbury	34
Serpentine + surrounds	41

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	40	0-4 years	35	Disability	37
Female	37	5-11 years	38	First Nations#	26
Age		12-17 years	43	LOTE	52
18-34 years	39	18+ years	38	Home ownership	
35-49 years	38	No children	41	Home owner	38
50-64 years	37			Renting / other	51
65+ years	44			Local business	
				Owner / manager	40

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

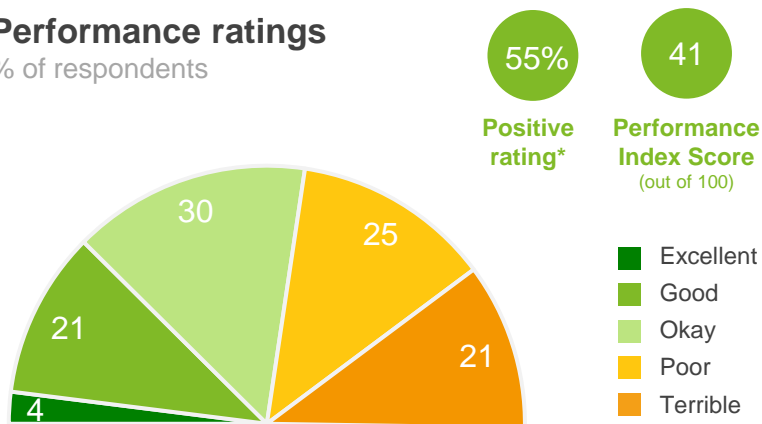
Base: All respondents, excludes 'unsure' and 'no response' (n = 682).

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

Lighting of streets and public places

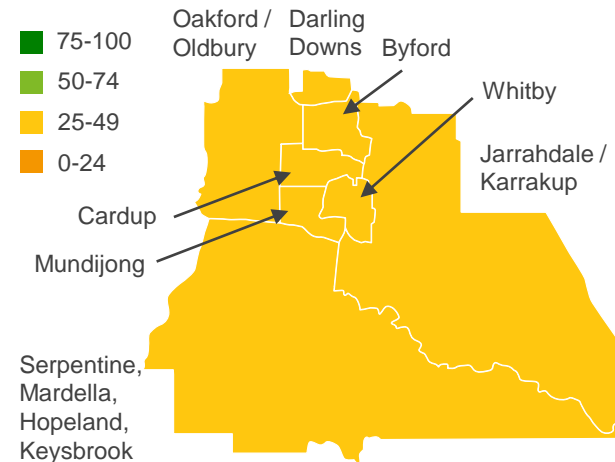
Performance ratings

% of respondents



Geographical variances

Performance Index Score

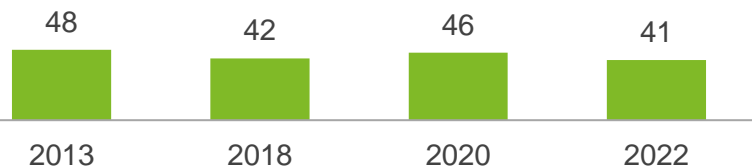


Location

Byford	44
Cardup	37
Darling Downs	33
Mundijong	43
Whitby	41
Jarrahdale / Karrakup	42
Oakford / Oldbury	33
Serpentine + surrounds	33

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	41
Female	40

Age of children

0-4 years	37
5-11 years	38
12-17 years	42
18+ years	39
No children	43

Age

18-34 years	43
35-49 years	37
50-64 years	39
65+ years	46

Disability & culture

Disability	38
First Nations#	39
LOTE	37

Home ownership

Home owner	40
Renting / other	55

Local business

Owner / manager	36
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	41
Industry High	64
Industry Average	64

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

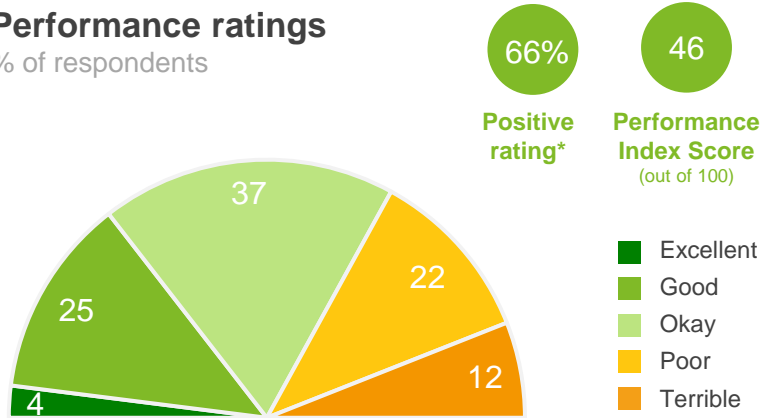
Base: All respondents, excludes 'unsure' and 'no response' (n = 770).

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

Animal management (dogs and cats)

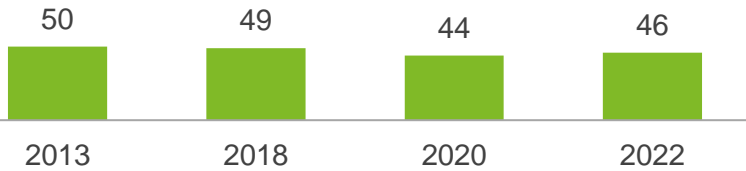
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

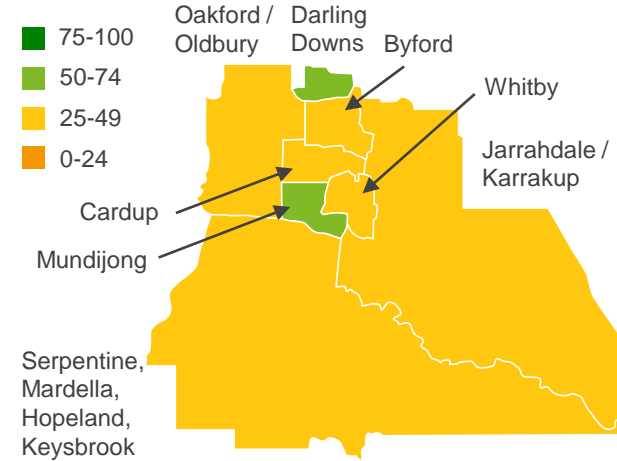
Performance Index Score



Shire of Serpentine-Jarrahdale	46
Industry High	67
Industry Average	54

Geographical variances

Performance Index Score



Location

Byford	48
Cardup	46
Darling Downs	53
Mundijong	52
Whitby	48
Jarrahdale / Karrakup	39
Oakford / Oldbury	44
Serpentine + surrounds	45

Community variances

Performance Index Score

Gender

Male	49
Female	44

Age of children

0-4 years	46
5-11 years	47
12-17 years	49
18+ years	49
No children	47

Age

18-34 years	51
35-49 years	44
50-64 years	44
65+ years	45

Disability & culture

Disability	42
First Nations#	48
LOTE	50

Home ownership

Home owner	46
Renting / other	59

Local business

Owner / manager	44
-----------------	----

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

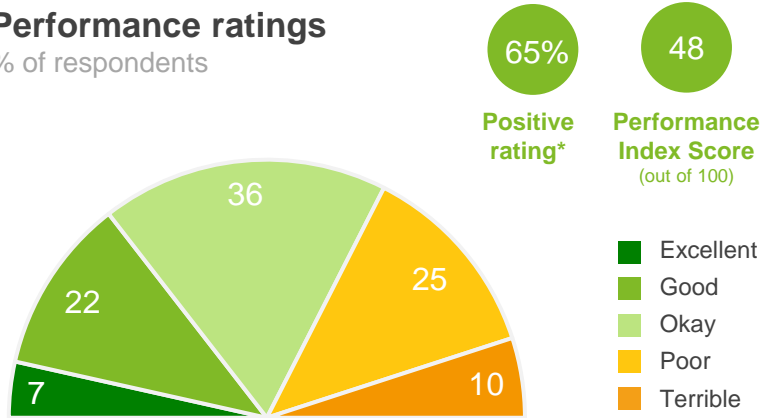
Base: All respondents, excludes 'unsure' and 'no response' (n = 675).

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

Access to health and community services

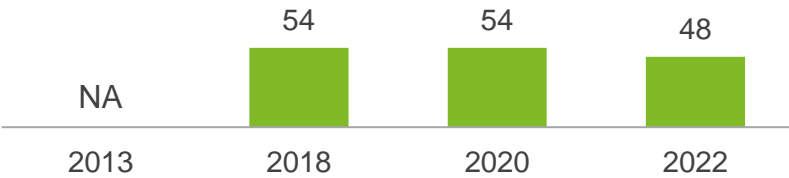
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

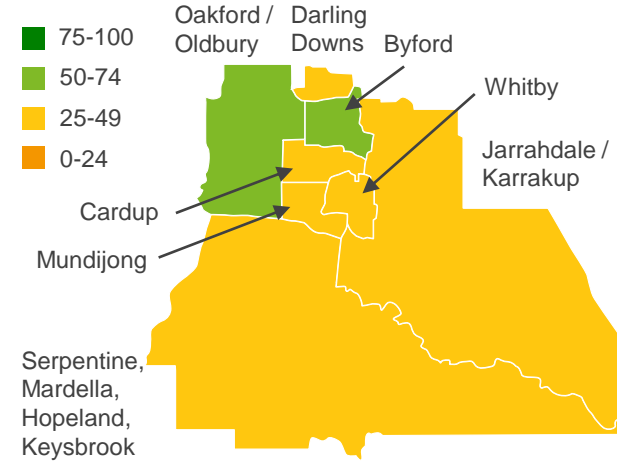
Performance Index Score



Shire of Serpentine-Jarrahdale	48
Industry High	74
Industry Average	57

Geographical variances

Performance Index Score



Location

Byford	50
Cardup	49
Darling Downs	42
Mundijong	42
Whitby	38
Jarrahdale / Karrakup	44
Oakford / Oldbury	54
Serpentine + surrounds	47

Community variances

Performance Index Score

Gender

Male	50
Female	45

Age of children

0-4 years	44
5-11 years	45
12-17 years	48
18+ years	50
No children	49

Age

18-34 years	50
35-49 years	45
50-64 years	46
65+ years	51

Disability & culture

Disability	41
First Nations#	49
LOTE	49

Home ownership

Home owner	48
Renting / other	48

Local business

Owner / manager	39
-----------------	----

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

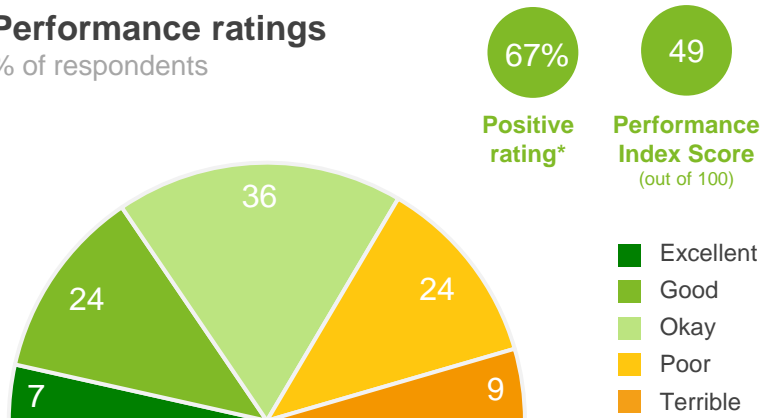
Base: All respondents, excludes 'unsure' and 'no response' (n = 692).

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

Sport and recreation facilities and services

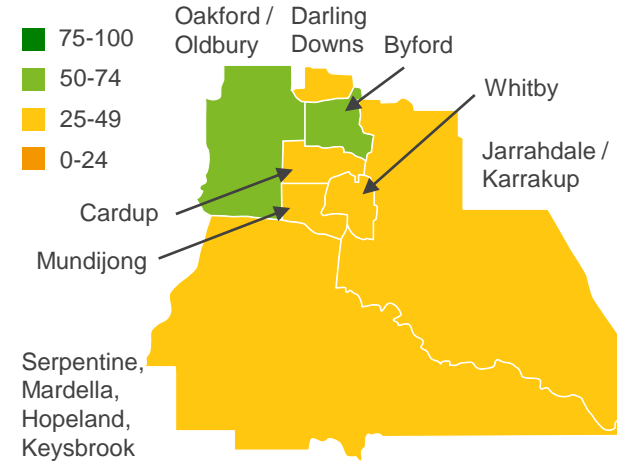
Performance ratings

% of respondents



Geographical variances

Performance Index Score

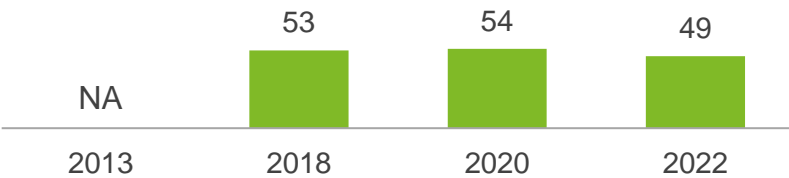


Location

Byford	54
Cardup	48
Darling Downs	41
Mundijong	46
Whitby	40
Jarrahdale / Karrakup	44
Oakford / Oldbury	53
Serpentine + surrounds	43

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	49
Industry High	81
Industry Average	65

Community variances

Performance Index Score

Gender

Male	53
Female	45

Age of children

0-4 years	44
5-11 years	43
12-17 years	50
18+ years	50
No children	52

Age

18-34 years	50
35-49 years	45
50-64 years	49
65+ years	57

Disability & culture

Disability	49
First Nations#	44
LOTE	47

Home ownership

Home owner	48
Renting / other	64

Local business

Owner / manager	44
-----------------	----

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

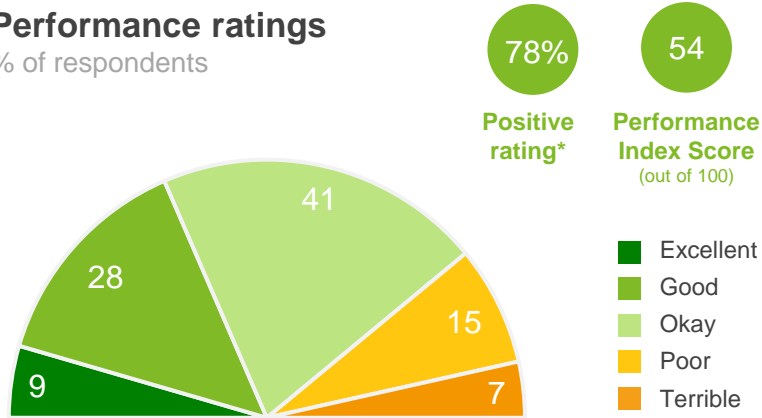
Base: All respondents, excludes 'unsure' and 'no response' (n = 717).

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

SJ Community Recreation Centre

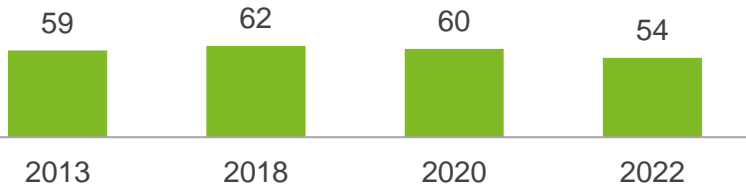
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

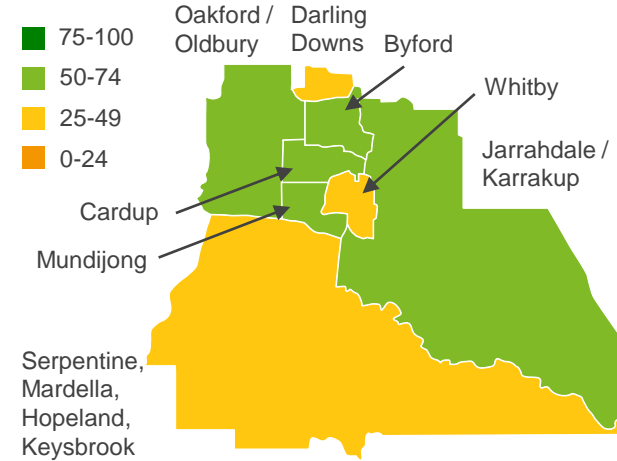
Performance Index Score



Shire of Serpentine-Jarrahdale	54
Industry High	83
Industry Average	70

Geographical variances

Performance Index Score



Location

Byford	58
Cardup	57
Darling Downs	42
Mundijong	57
Whitby	38
Jarrahdale / Karrakup	55
Oakford / Oldbury	56
Serpentine + surrounds	47

Community variances

Performance Index Score

Gender

Male	54
Female	54

Age of children

0-4 years	50
5-11 years	51
12-17 years	57
18+ years	56
No children	58

Age

18-34 years	55
35-49 years	52
50-64 years	54
65+ years	62

Disability & culture

Disability	58
First Nations#	50
LOTE	45

Home ownership

Home owner	54
Renting / other	65

Local business

Owner / manager	50
-----------------	----

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

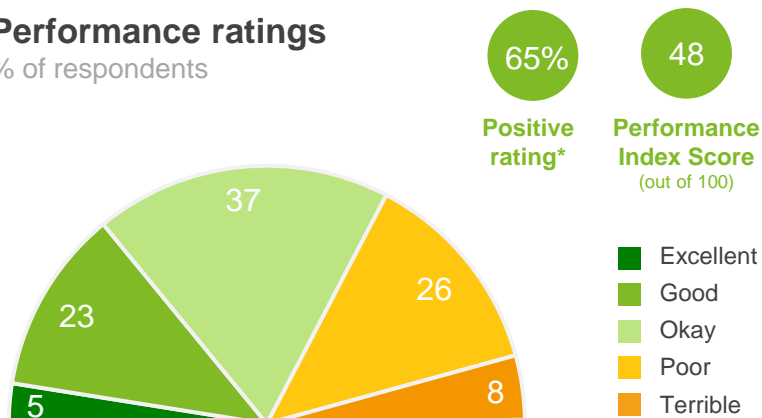
Base: All respondents, excludes 'unsure' and 'no response' (n = 620).

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

Festivals, events, art and cultural activities

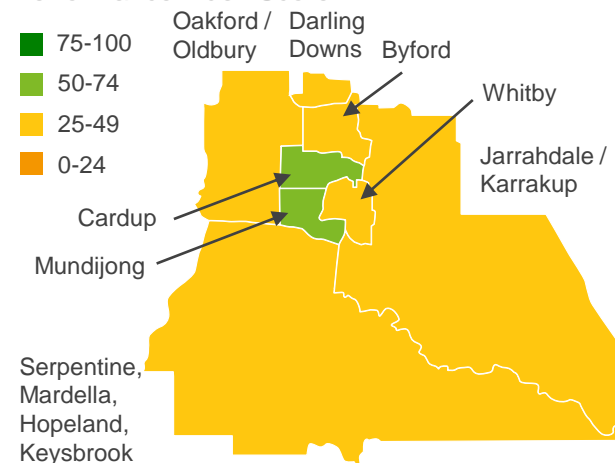
Performance ratings

% of respondents



Geographical variances

Performance Index Score

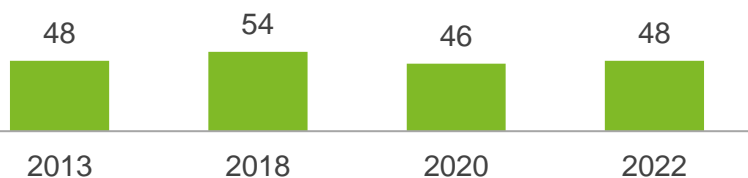


Location

Byford	47
Cardup	52
Darling Downs	48
Mundijong	57
Whitby	47
Jarrahdale / Karrakup	42
Oakford / Oldbury	48
Serpentine + surrounds	49

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	49	0-4 years	46	Disability	46
Female	47	5-11 years	47	First Nations#	43
Age		12-17 years	48	LOTE	47
18-34 years	47	18+ years	49	Home ownership	
35-49 years	46	No children	50	Home owner	48
50-64 years	48			Renting / other	52
65+ years	54			Local business	
				Owner / manager	44

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	48
Industry High	74
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 691).

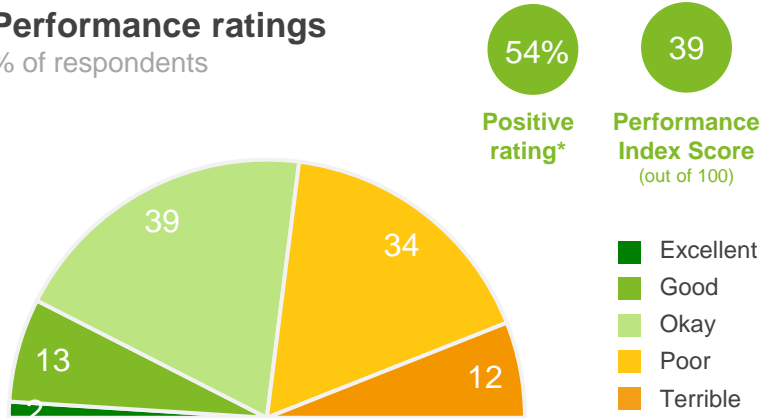
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Planet

Efforts to promote and adopt sustainable practices to manage climate change

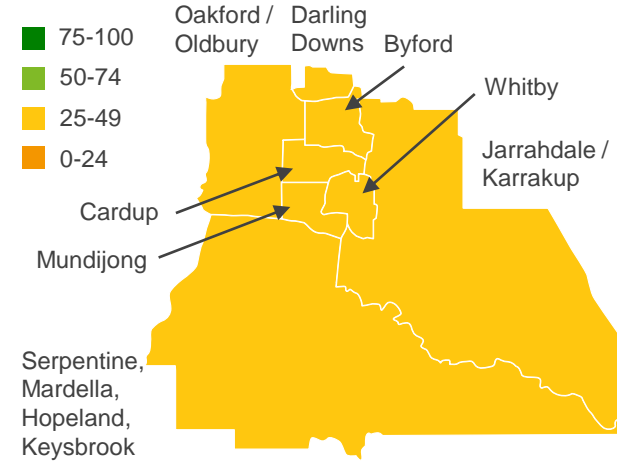
Performance ratings

% of respondents



Geographical variances

Performance Index Score

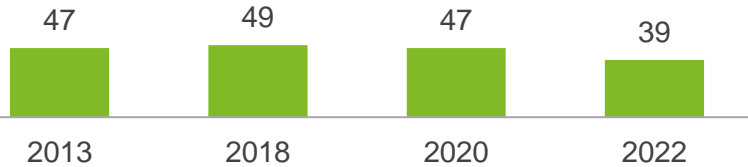


Location

Byford	39
Cardup	48
Darling Downs	29
Mundijong	44
Whitby	47
Jarrahdale / Karrakup	36
Oakford / Oldbury	38
Serpentine + surrounds	42

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	42
Female	37

Age of children

0-4 years	39
5-11 years	38
12-17 years	42
18+ years	44
No children	40

Age

18-34 years	38
35-49 years	40
50-64 years	38
65+ years	44

Disability & culture

Disability	36
First Nations#	34
LOTE	47

Home ownership

Home owner	39
Renting / other	48

Local business

Owner / manager	38
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	39
Industry High	68
Industry Average	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 520).

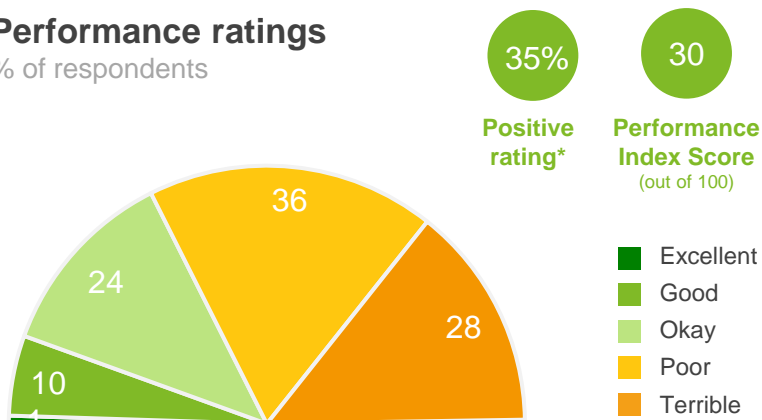
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Conservation and environmental management

(including weed and pest control)

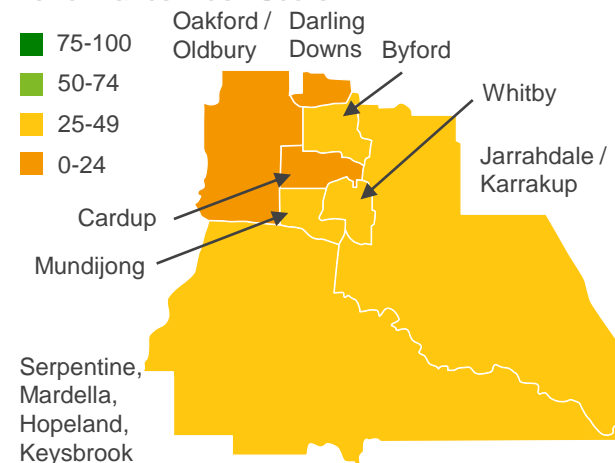
Performance ratings

% of respondents



Geographical variances

Performance Index Score

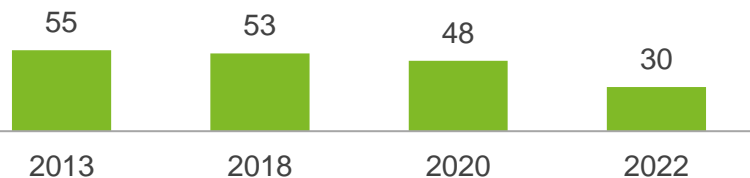


Location

Byford	32
Cardup	24
Darling Downs	23
Mundijong	40
Whitby	36
Jarrahdale / Karrakup	31
Oakford / Oldbury	23
Serpentine + surrounds	27

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	30
Female	30

Age of children

0-4 years	33
5-11 years	32
12-17 years	28
18+ years	30
No children	30

Age

18-34 years	32
35-49 years	30
50-64 years	26
65+ years	34

Disability & culture

Disability	26
First Nations#	29
LOTE	36

Home ownership

Home owner	30
Renting / other	36

Local business

Owner / manager	28
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	30
Industry High	68
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 708).

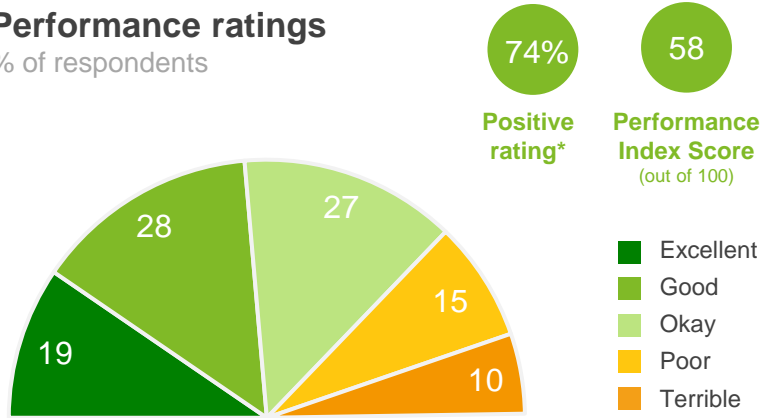
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Waste management services

(weekly rubbish collection, Watkins Road Waste Transfer Station & Recycling Centre)

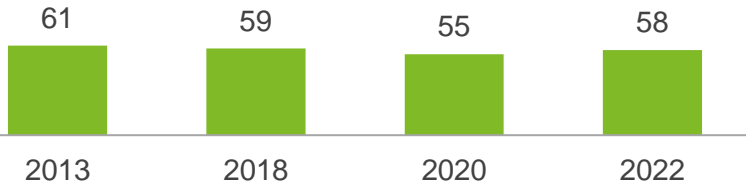
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

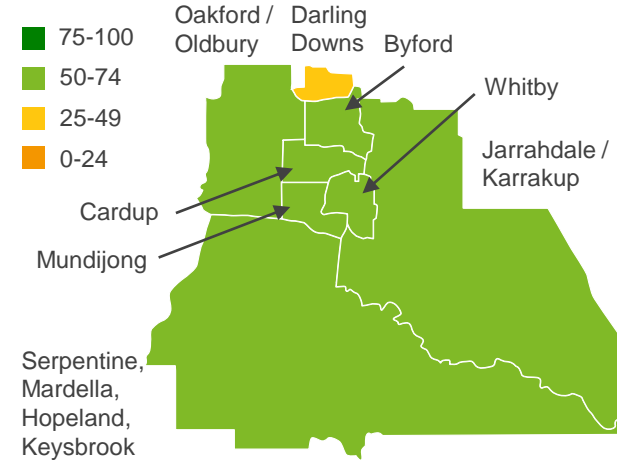
Performance Index Score



Shire of Serpentine-Jarrahdale	58
Industry High	77
Industry Average	63

Geographical variances

Performance Index Score



Location

Byford	57
Cardup	69
Darling Downs	49
Mundijong	66
Whitby	66
Jarrahdale / Karrakup	52
Oakford / Oldbury	54
Serpentine + surrounds	61

Community variances

Performance Index Score

Gender

Male	60
Female	56

Age of children

0-4 years	61
5-11 years	60
12-17 years	57
18+ years	55
No children	58

Age

18-34 years	64
35-49 years	58
50-64 years	52
65+ years	58

Disability & culture

Disability	52
First Nations#	67
LOTE	57

Home ownership

Home owner	58
Renting / other	63

Local business

Owner / manager	53
-----------------	----

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 771).

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

Environmental health management

(noise, pollution, food inspections, etc)

Performance ratings

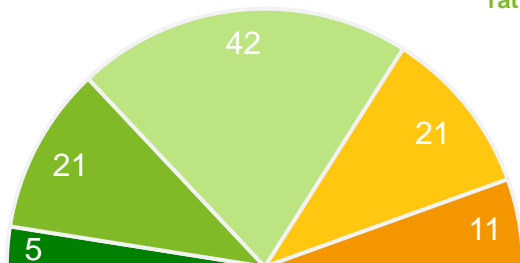
% of respondents

68%

Positive rating*

47

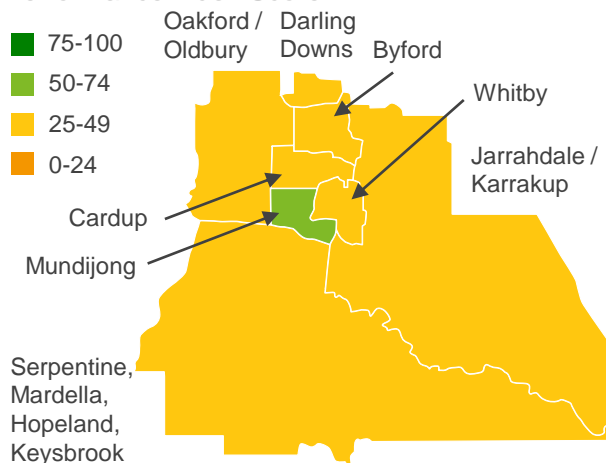
Performance Index Score (out of 100)



■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Geographical variances

Performance Index Score

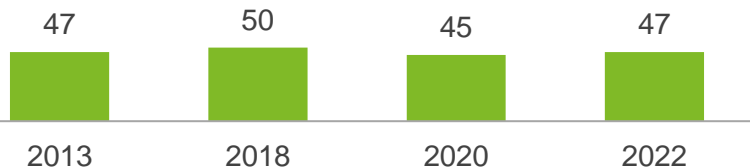


Location

Byford	47
Cardup	44
Darling Downs	44
Mundijong	54
Whitby	48
Jarrahdale / Karrakup	47
Oakford / Oldbury	42
Serpentine + surrounds	48

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	50
Female	44

Age of children

0-4 years	48
5-11 years	50
12-17 years	44
18+ years	46
No children	47

Age

18-34 years	51
35-49 years	48
50-64 years	43
65+ years	45

Disability & culture

Disability	40
First Nations#	44
LOTE	54

Home ownership

Home owner	47
Renting / other	53

Local business

Owner / manager	42
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	47
Industry High	64
Industry Average	56

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

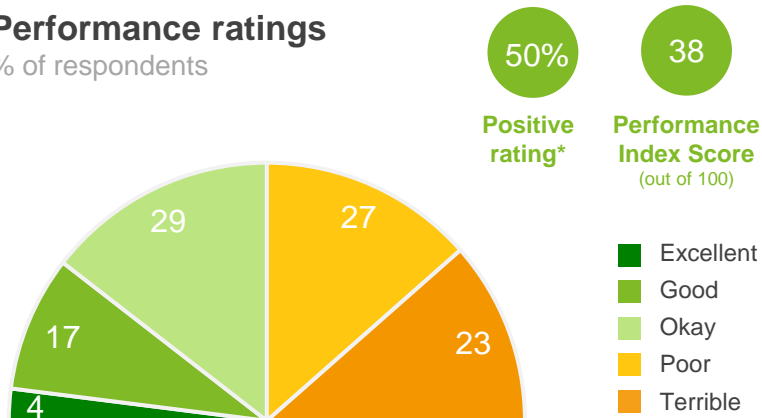
Base: All respondents, excludes 'unsure' and 'no response' (n = 521).

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

Stormwater drainage

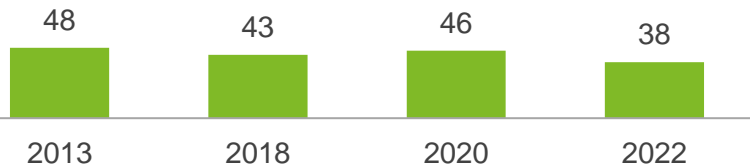
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

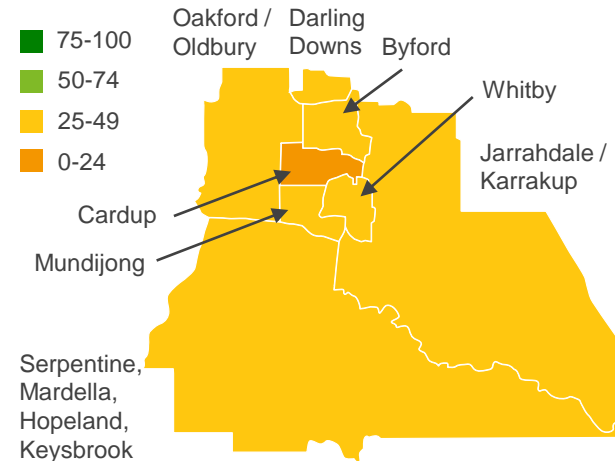
Performance Index Score



Shire of Serpentine-Jarrahdale	38
Industry High	65
Industry Average	47

Geographical variances

Performance Index Score



Location

Byford	43
Cardup	23
Darling Downs	33
Mundijong	43
Whitby	46
Jarrahdale / Karrakup	39
Oakford / Oldbury	26
Serpentine + surrounds	27

Community variances

Performance Index Score

Gender

Male	41
Female	34

Age of children

0-4 years	43
5-11 years	39
12-17 years	32
18+ years	35
No children	38

Age

18-34 years	44
35-49 years	34
50-64 years	34
65+ years	38

Disability & culture

Disability	36
First Nations#	30
LOTE	52

Home ownership

Home owner	38
Renting / other	40

Local business

Owner / manager	32
-----------------	----

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 718).

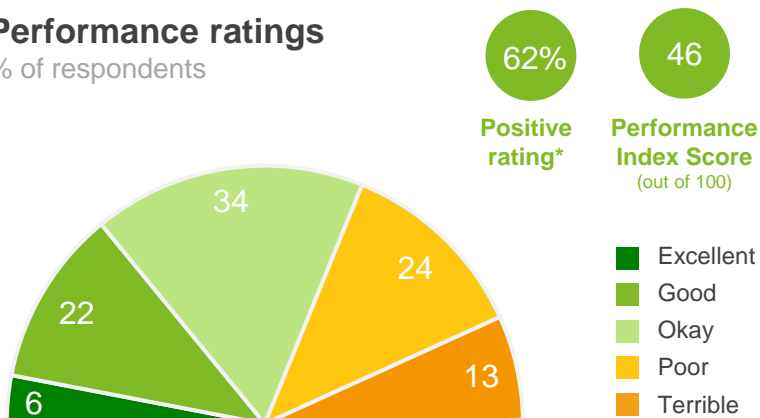
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Natural disaster management

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

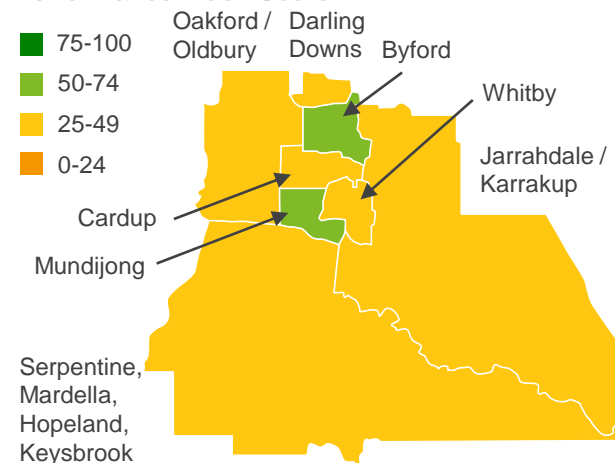
Performance ratings

% of respondents



Geographical variances

Performance Index Score

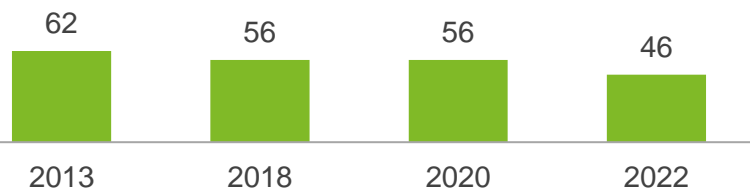


Location

Byford	50
Cardup	33
Darling Downs	37
Mundijong	51
Whitby	48
Jarrahdale / Karrakup	49
Oakford / Oldbury	39
Serpentine + surrounds	40

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	47
Female	45

Age of children

0-4 years	52
5-11 years	50
12-17 years	44
18+ years	45
No children	45

Age

18-34 years	51
35-49 years	45
50-64 years	40
65+ years	48

Disability & culture

Disability	45
First Nations#	40
LOTE	58

Home ownership

Home owner	46
Renting / other	42

Local business

Owner / manager	44
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	46
Industry High	69
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 578).

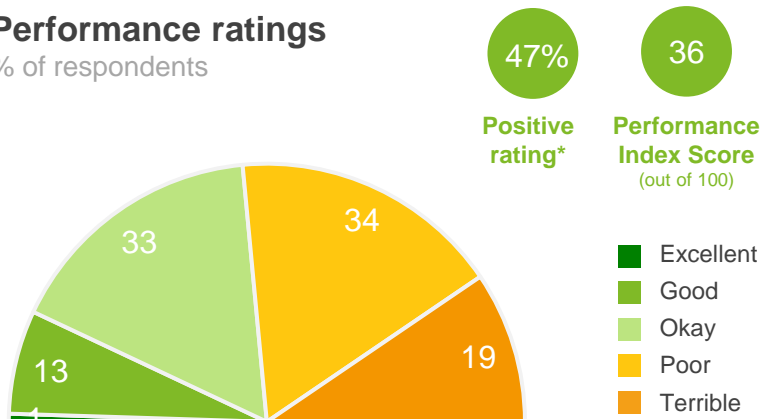
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place

Managing responsible growth and development

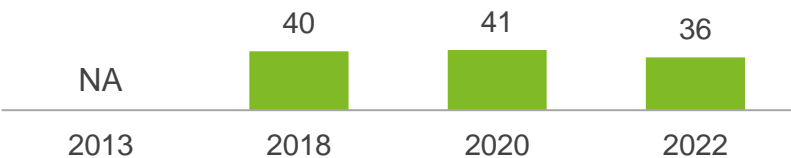
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

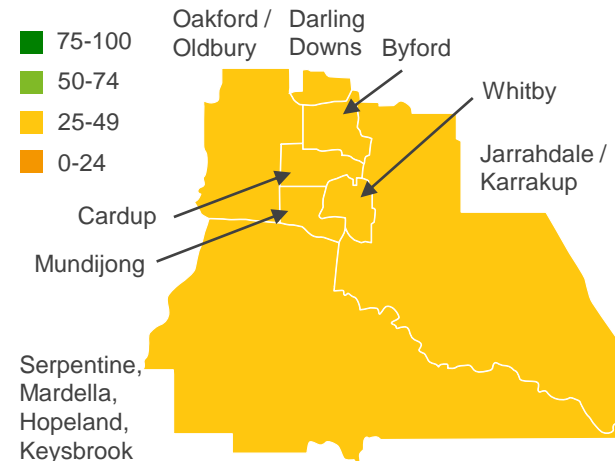
Performance Index Score



Shire of Serpentine-Jarrahdale	36
Industry High	58
Industry Average	47

Geographical variances

Performance Index Score



Location

Byford	40
Cardup	29
Darling Downs	30
Mundijong	33
Whitby	30
Jarrahdale / Karrakup	35
Oakford / Oldbury	38
Serpentine + surrounds	30

Community variances

Performance Index Score

Gender

Male	38
Female	33

Age of children

0-4 years	33
5-11 years	34
12-17 years	36
18+ years	35
No children	38

Age

18-34 years	36
35-49 years	36
50-64 years	33
65+ years	40

Disability & culture

Disability	34
First Nations#	28
LOTE	40

Home ownership

Home owner	36
Renting / other	44

Local business

Owner / manager	33
-----------------	----

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

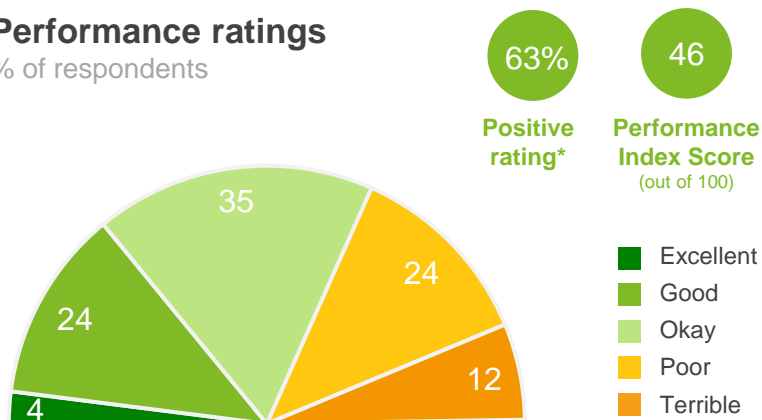
Base: All respondents, excludes 'unsure' and 'no response' (n = 663).

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

The area's character and identity

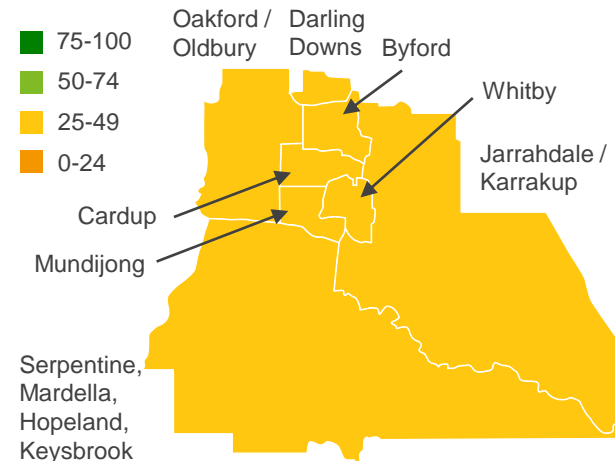
Performance ratings

% of respondents



Geographical variances

Performance Index Score

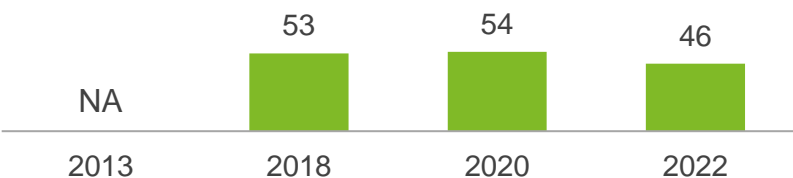


Location

Byford	48
Cardup	41
Darling Downs	41
Mundijong	47
Whitby	47
Jarrahdale / Karrakup	44
Oakford / Oldbury	48
Serpentine + surrounds	41

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	46
Industry High	65
Industry Average	57

Community variances

Performance Index Score

Gender

Male	48
Female	44

Age of children

0-4 years	43
5-11 years	47
12-17 years	45
18+ years	43
No children	48

Age

18-34 years	50
35-49 years	45
50-64 years	42
65+ years	45

Disability & culture

Disability	41
First Nations#	43
LOTE	48

Home ownership

Home owner	46
Renting / other	54

Local business

Owner / manager	38
-----------------	----

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

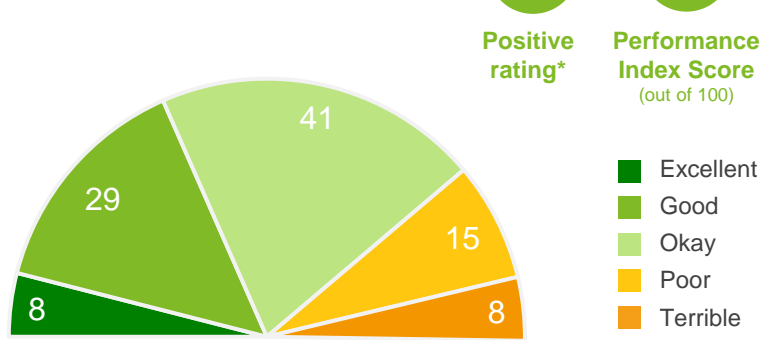
Base: All respondents, excludes 'unsure' and 'no response' (n = 732).

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

Access to housing that meets your needs

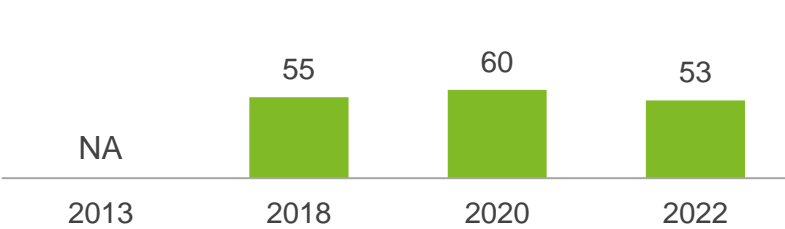
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

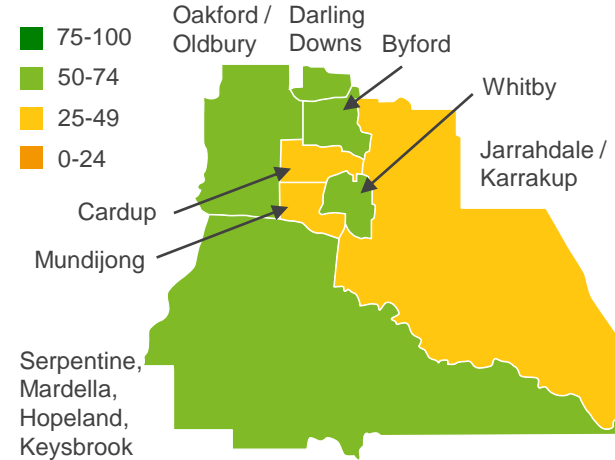
Performance Index Score



Shire of Serpentine-Jarrahdale	53
Industry High	68
Industry Average	52

Geographical variances

Performance Index Score



Location

Byford	57
Cardup	45
Darling Downs	52
Mundijong	46
Whitby	50
Jarrahdale / Karrakup	44
Oakford / Oldbury	55
Serpentine + surrounds	54

Community variances

Performance Index Score

Category	Value
Gender	
Male	54
Female	53
Age	
18-34 years	62
35-49 years	49
50-64 years	50
65+ years	47
Age of children	
0-4 years	57
5-11 years	54
12-17 years	53
18+ years	50
No children	54
Disability & culture	
Disability	48
First Nations#	56
LOTE	51
Home ownership	
Home owner	54
Renting / other	48
Local business	
Owner / manager	46

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

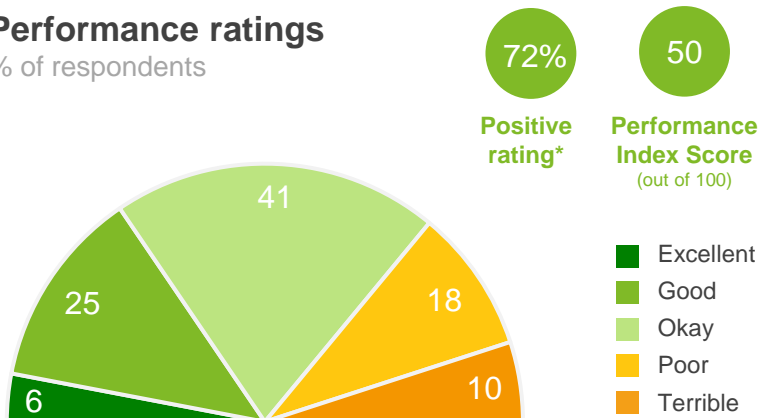
Base: All respondents, excludes 'unsure' and 'no response' (n = 570).

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

Preserving and promoting local history and heritage

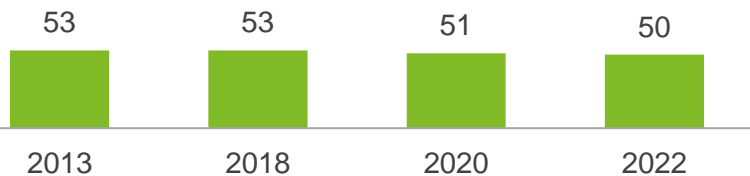
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

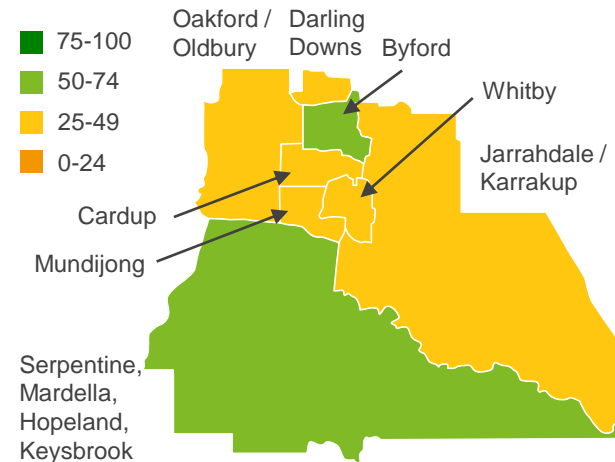
Performance Index Score



Shire of Serpentine-Jarrahdale	50
Industry High	73
Industry Average	58

Geographical variances

Performance Index Score



Location

Byford	53
Cardup	46
Darling Downs	43
Mundijong	48
Whitby	49
Jarrahdale / Karrakup	44
Oakford / Oldbury	48
Serpentine + surrounds	51

Community variances

Performance Index Score

Gender

Male	51
Female	49

Age of children

0-4 years	52
5-11 years	54
12-17 years	53
18+ years	50
No children	48

Age

18-34 years	54
35-49 years	49
50-64 years	44
65+ years	52

Disability & culture

Disability	46
First Nations#	50
LOTE	54

Home ownership

Home owner	50
Renting / other	53

Local business

Owner / manager	47
-----------------	----

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)

Community buildings, halls and toilets

Performance ratings

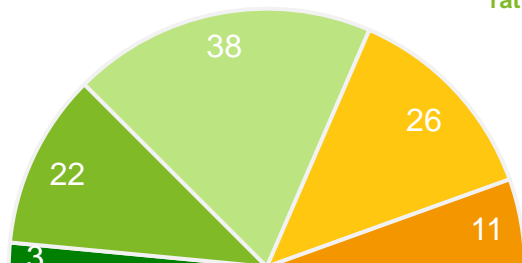
% of respondents

63%

Positive rating*

45

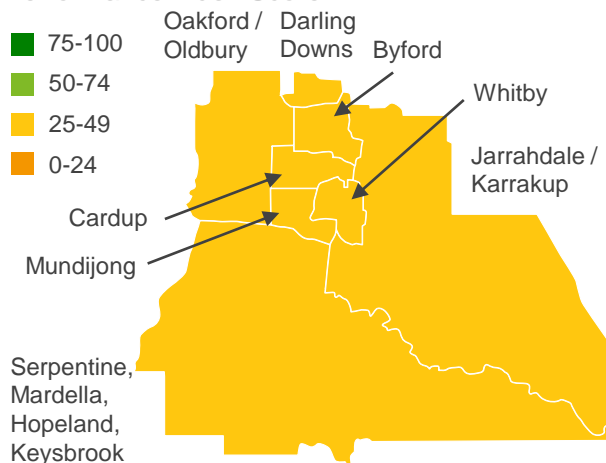
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

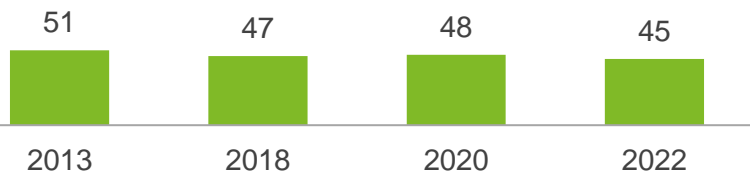


Location

Byford	46
Cardup	45
Darling Downs	44
Mundijong	46
Whitby	34
Jarrahdale / Karrakup	44
Oakford / Oldbury	45
Serpentine + surrounds	46

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	45
Female	45

Age of children

0-4 years	41
5-11 years	43
12-17 years	46
18+ years	48
No children	47

Age

18-34 years	45
35-49 years	43
50-64 years	42
65+ years	53

Disability & culture

Disability	41
First Nations#	37
LOTE	38

Home ownership

Home owner	45
Renting / other	53

Local business

Owner / manager	41
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	45
Industry High	66
Industry Average	57

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

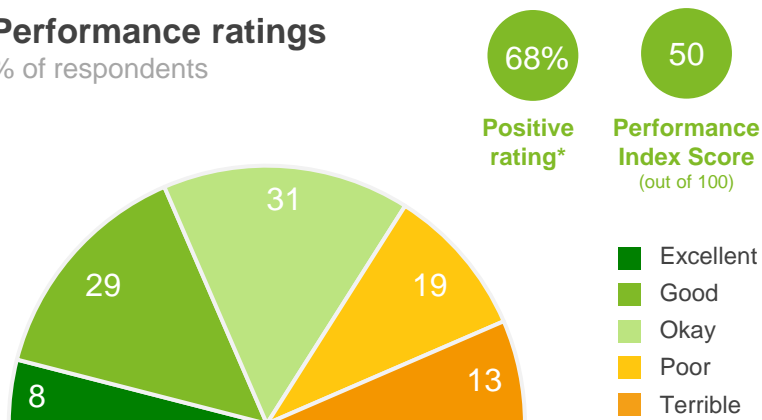
Base: All respondents, excludes 'unsure' and 'no response' (n = 690).

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

Playgrounds, parks and reserves

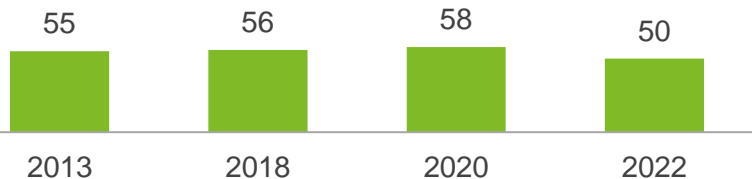
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

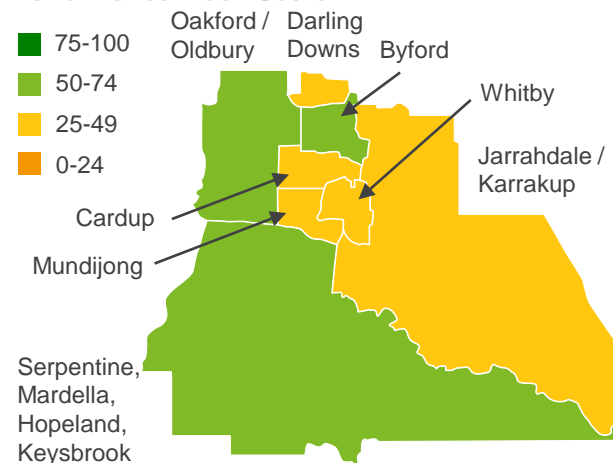
Performance Index Score



Shire of Serpentine-Jarrahdale	50
Industry High	81
Industry Average	67

Geographical variances

Performance Index Score



Location

Byford	55
Cardup	48
Darling Downs	38
Mundijong	46
Whitby	40
Jarrahdale / Karrakup	42
Oakford / Oldbury	52
Serpentine + surrounds	52

Community variances

Performance Index Score

Gender

Male	51
Female	49

Age of children

0-4 years	46
5-11 years	42
12-17 years	48
18+ years	53
No children	53

Age

18-34 years	53
35-49 years	46
50-64 years	48
65+ years	57

Disability & culture

Disability	48
First Nations#	53
LOTE	53

Home ownership

Home owner	50
Renting / other	66

Local business

Owner / manager	47
-----------------	----

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

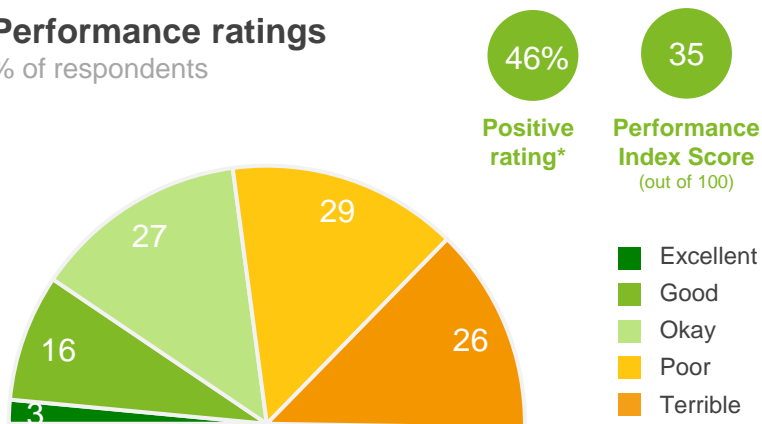
Base: All respondents, excludes 'unsure' and 'no response' (n = 742).

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

Streetscapes, trees and verges

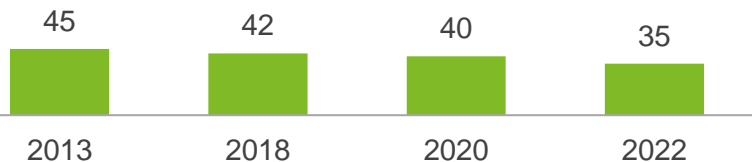
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

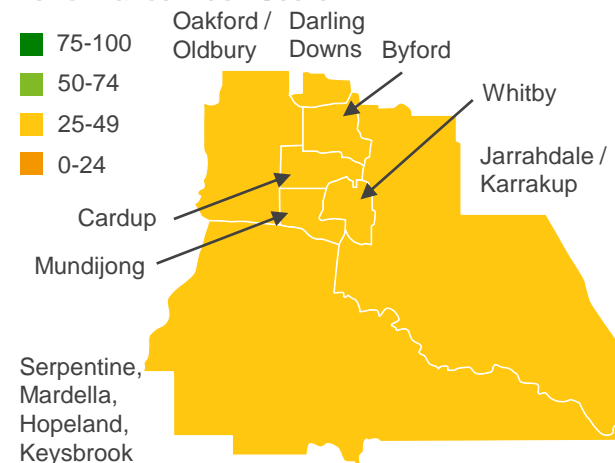
Performance Index Score



Shire of Serpentine-Jarrahdale	35
Industry High	64
Industry Average	53

Geographical variances

Performance Index Score



Location

Byford	39
Cardup	30
Darling Downs	31
Mundijong	40
Whitby	31
Jarrahdale / Karrakup	39
Oakford / Oldbury	31
Serpentine + surrounds	27

Community variances

Performance Index Score

Gender

Male	37
Female	35

Age of children

0-4 years	36
5-11 years	34
12-17 years	35
18+ years	33
No children	36

Age

18-34 years	37
35-49 years	34
50-64 years	34
65+ years	41

Disability & culture

Disability	36
First Nations#	32
LOTE	42

Home ownership

Home owner	35
Renting / other	56

Local business

Owner / manager	35
-----------------	----

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

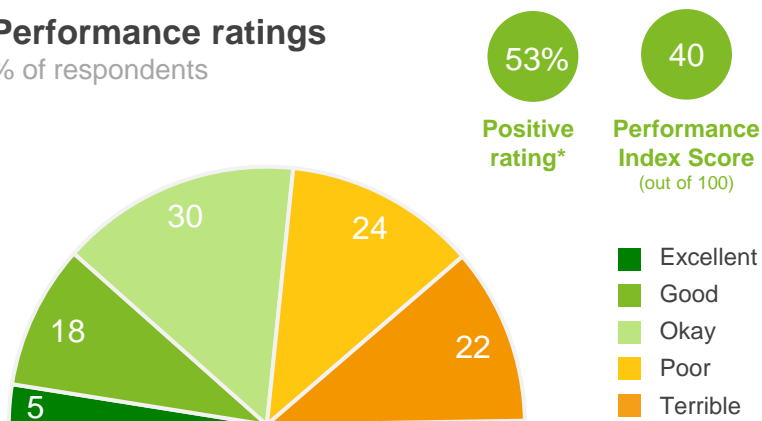
Base: All respondents, excludes 'unsure' and 'no response' (n = 765).

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

Footpaths, trails and cycleways

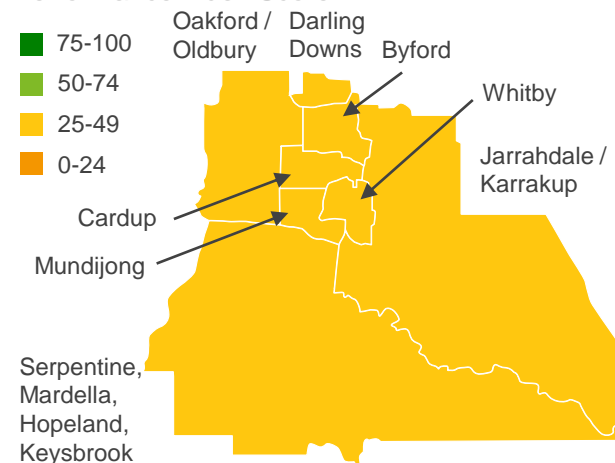
Performance ratings

% of respondents



Geographical variances

Performance Index Score

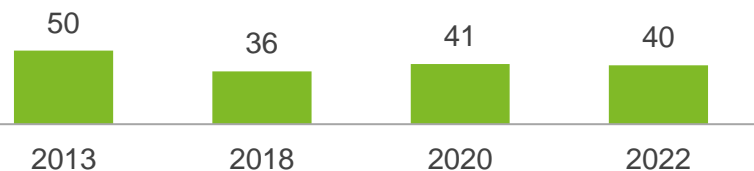


Location

Byford	46
Cardup	32
Darling Downs	36
Mundijong	43
Whitby	29
Jarrahdale / Karrakup	43
Oakford / Oldbury	34
Serpentine + surrounds	28

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	40
Female	40

Age of children

0-4 years	40
5-11 years	38
12-17 years	37
18+ years	38
No children	40

Age

18-34 years	44
35-49 years	36
50-64 years	38
65+ years	43

Disability & culture

Disability	36
First Nations#	42
LOTE	47

Home ownership

Home owner	40
Renting / other	50

Local business

Owner / manager	36
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	40
Industry High	68
Industry Average	53

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

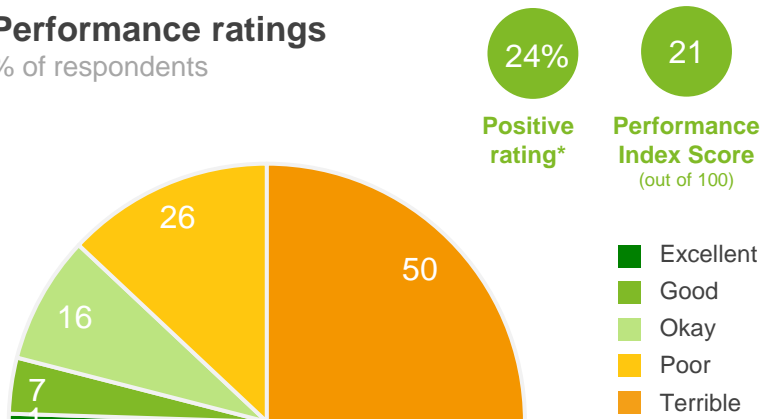
Base: All respondents, excludes 'unsure' and 'no response' (n = 754).

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

Building and maintaining local roads

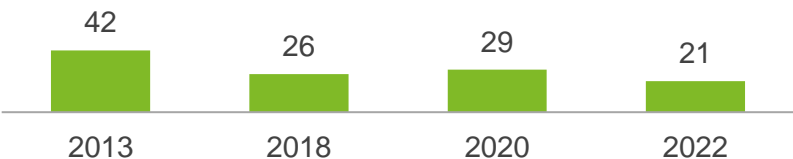
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

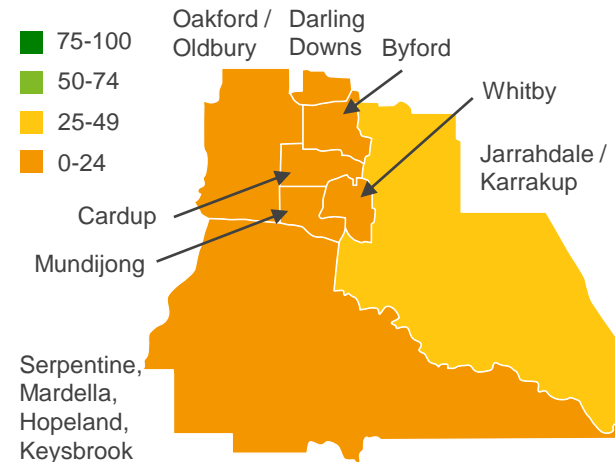
Performance Index Score



Shire of Serpentine-Jarrahdale	21
Industry High	67
Industry Average	48

Geographical variances

Performance Index Score



Location

Byford	24
Cardup	12
Darling Downs	15
Mundijong	21
Whitby	13
Jarrahdale / Karrakup	27
Oakford / Oldbury	18
Serpentine + surrounds	16

Community variances

Performance Index Score

Gender

Male	22
Female	20

Age of children

0-4 years	18
5-11 years	15
12-17 years	17
18+ years	21
No children	25

Age

18-34 years	20
35-49 years	17
50-64 years	21
65+ years	32

Disability & culture

Disability	21
First Nations#	23
LOTE	28

Home ownership

Home owner	21
Renting / other	30

Local business

Owner / manager	18
-----------------	----

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

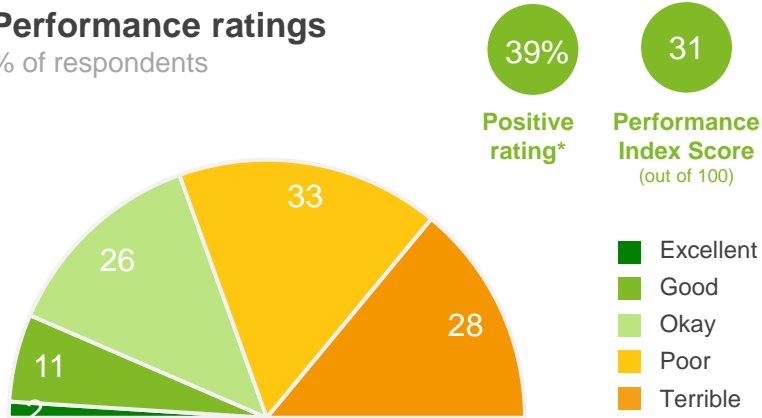
Base: All respondents, excludes 'unsure' and 'no response' (n = 768).

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

Access to public transport

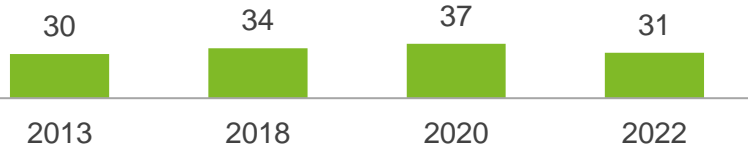
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

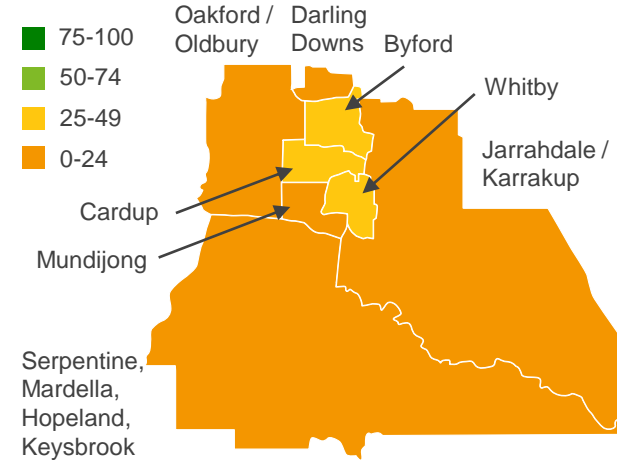
Performance Index Score



Shire of Serpentine-Jarrahdale	31
Industry High	81
Industry Average	52

Geographical variances

Performance Index Score



Location

Byford	43
Cardup	35
Darling Downs	21
Mundijong	23
Whitby	27
Jarrahdale / Karrakup	21
Oakford / Oldbury	17
Serpentine + surrounds	14

Community variances

Performance Index Score

Gender

Male	33
Female	29

Age of children

0-4 years	35
5-11 years	33
12-17 years	33
18+ years	32
No children	29

Age

18-34 years	34
35-49 years	32
50-64 years	26
65+ years	34

Disability & culture

Disability	26
First Nations#	32
LOTE	26

Home ownership

Home owner	31
Renting / other	34

Local business

Owner / manager	31
-----------------	----

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)

Prosperity

Place to own or operate a business

Performance ratings

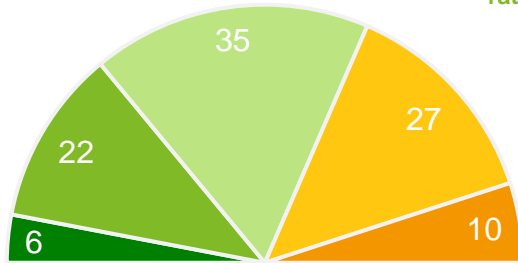
% of respondents

63%

Positive rating*

46

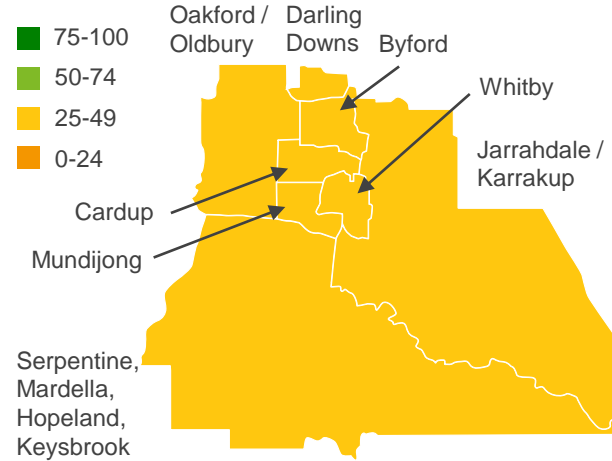
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Byford	48
Cardup	44
Darling Downs	45
Mundijong	43
Whitby	49
Jarrahdale / Karrakup	46
Oakford / Oldbury	45
Serpentine + surrounds	43

Trend Analysis

Performance Index Score

46

NA	NA	NA	46
2013	2018	2020	2022

Community variances

Performance Index Score

Gender

Male	45
Female	49

Age of children

0-4 years	37
5-11 years	45
12-17 years	48
18+ years	49
No children	49

Age

18-34 years	45
35-49 years	46
50-64 years	46
65+ years	53

Disability & culture

Disability	41
First Nations#	43
LOTE	35

Home ownership

Home owner	46
Renting / other	51

Local business

Owner / manager	43
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	46
Industry High	71
Industry Average	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 505).

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

Place to own or operate a business

Among business owners and managers*

Performance ratings

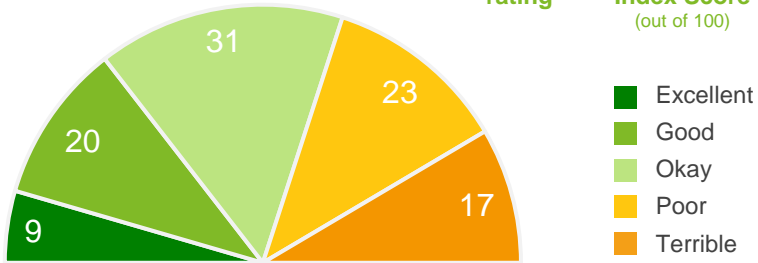
% of respondents

60%

Positive rating*

45

Performance Index Score (out of 100)



Geographical variances

Performance Index Score

Not available

Trend Analysis

Performance Index Score

45



Year	Performance Index Score
2013	NA
2018	NA
2020	NA
2022	45

Community variances

Performance Index Score

Not available

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	45
Industry High	79
Industry Average	68

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

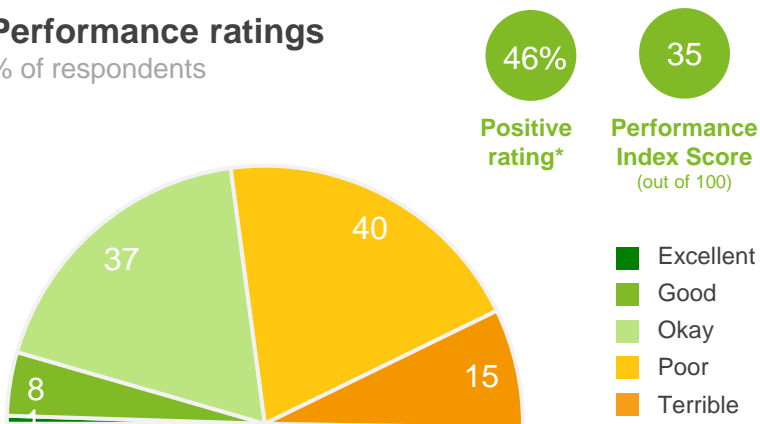
Base: All respondents, excludes 'unsure' and 'no response' (n = 90)

* base is unweighted and contains 1 out of area respondent. * Positive Rating = excellent, good + okay

Economic development and job creation

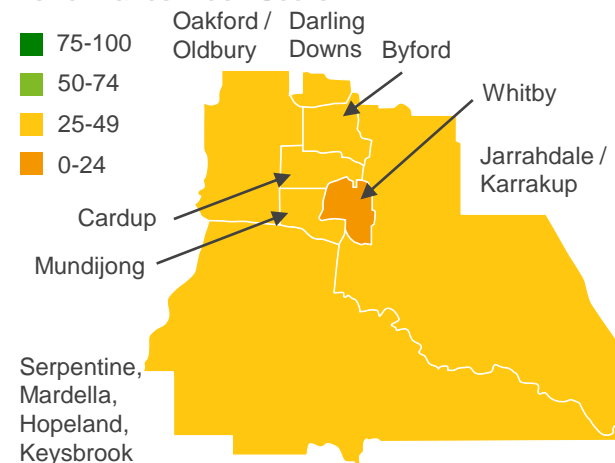
Performance ratings

% of respondents



Geographical variances

Performance Index Score

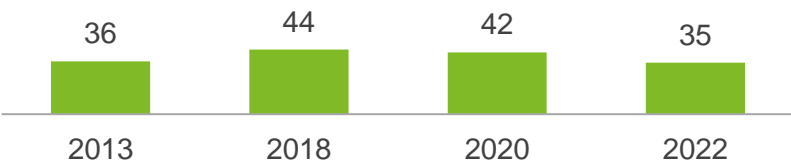


Location

Byford	38
Cardup	33
Darling Downs	35
Mundijong	39
Whitby	21
Jarrahdale / Karrakup	35
Oakford / Oldbury	39
Serpentine + surrounds	30

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	35
Industry High	57
Industry Average	42

Community variances

Performance Index Score

Gender

Male	35
Female	36

Age of children

0-4 years	37
5-11 years	35
12-17 years	37
18+ years	37
No children	34

Age

18-34 years	37
35-49 years	34
50-64 years	34
65+ years	38

Disability & culture

Disability	33
First Nations#	36
LOTE	36

Home ownership

Home owner	35
Renting / other	47

Local business

Owner / manager	35
-----------------	----

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 540).

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

Jarrahdale Town Centre development and activation

Performance ratings

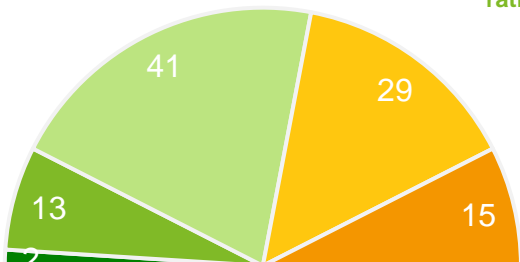
% of respondents

56%

Positive rating*

39

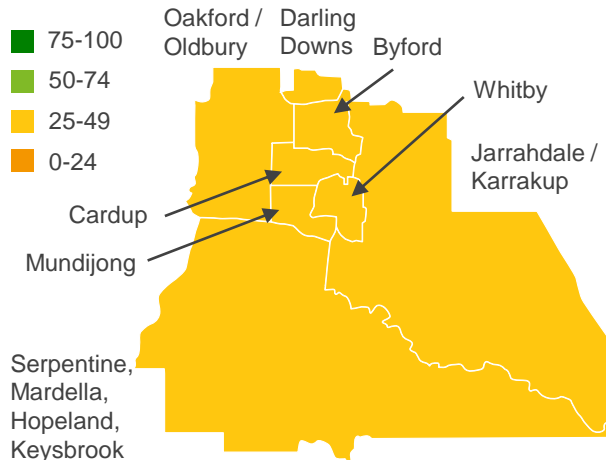
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

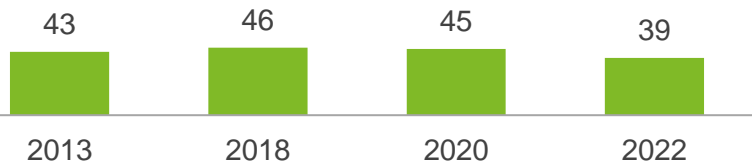


Location

Byford	44
Cardup	48
Darling Downs	45
Mundijong	39
Whitby	26
Jarrahdale / Karrakup	30
Oakford / Oldbury	43
Serpentine + surrounds	41

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	41
Female	37

Age of children

0-4 years	38
5-11 years	37
12-17 years	46
18+ years	46
No children	38

Age

18-34 years	41
35-49 years	40
50-64 years	37
65+ years	45

Disability & culture

Disability	36
First Nations#	38
LOTE	48

Home ownership

Home owner	39
Renting / other	51

Local business

Owner / manager	39
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	39
Industry High	65
Industry Average	47

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

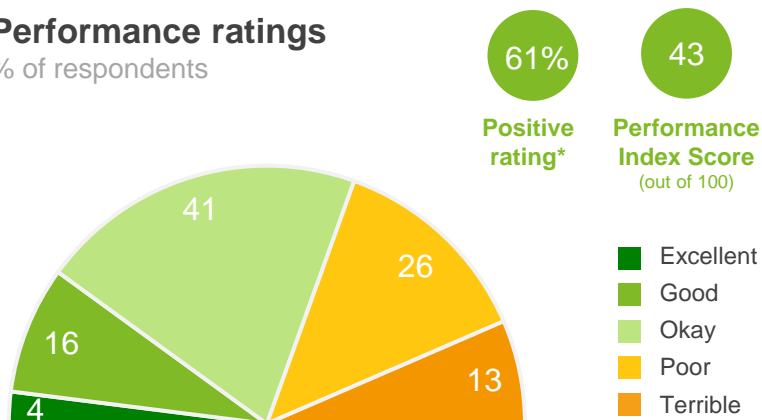
Base: All respondents, excludes 'unsure' and 'no response' (n = 372).

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

Mundijong Town Centre development and activation

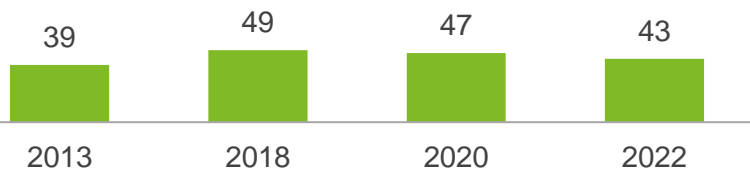
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

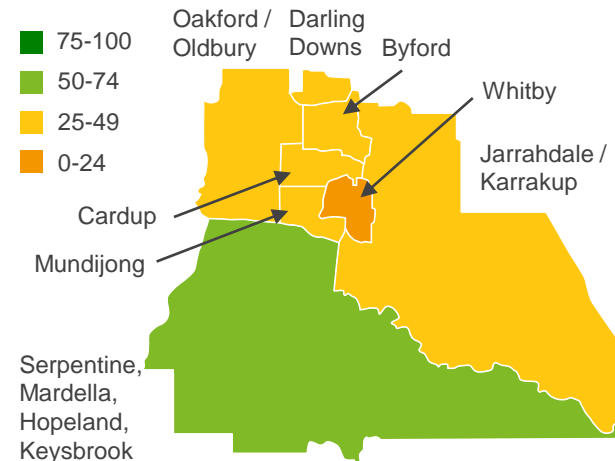
Performance Index Score



Shire of Serpentine-Jarrahdale	43
Industry High	65
Industry Average	47

Geographical variances

Performance Index Score



Location

Byford	47
Cardup	45
Darling Downs	43
Mundijong	39
Whitby	23
Jarrahdale / Karrakup	37
Oakford / Oldbury	48
Serpentine + surrounds	51

Community variances

Performance Index Score

Gender

Male	45
Female	41

Age of children

0-4 years	38
5-11 years	40
12-17 years	45
18+ years	46
No children	43

Age

18-34 years	45
35-49 years	40
50-64 years	41
65+ years	51

Disability & culture

Disability	43
First Nations#	43
LOTE	44

Home ownership

Home owner	43
Renting / other	45

Local business

Owner / manager	40
-----------------	----

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

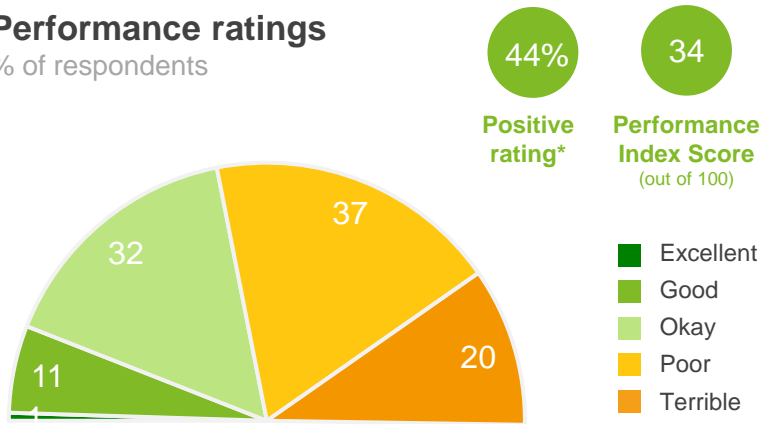
Base: All respondents, excludes 'unsure' and 'no response' (n = 409).

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

Serpentine Town Centre development and activation

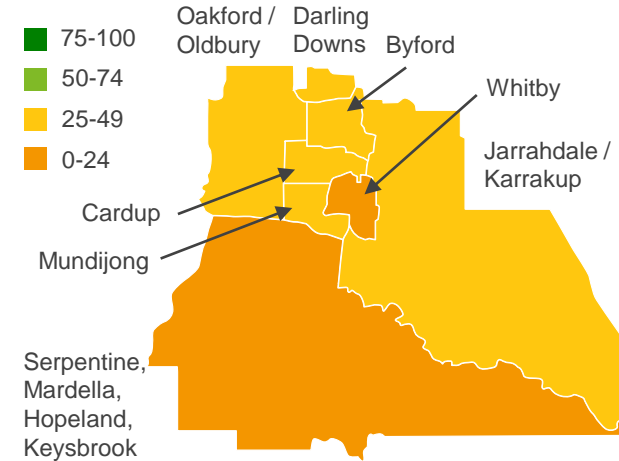
Performance ratings

% of respondents



Geographical variances

Performance Index Score

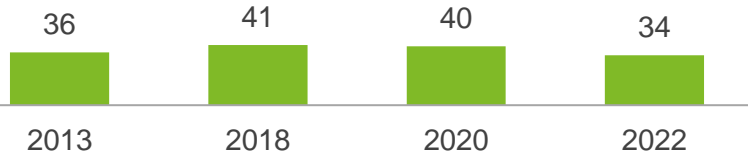


Location

Byford	40
Cardup	47
Darling Downs	46
Mundijong	29
Whitby	21
Jarrahdale / Karrakup	32
Oakford / Oldbury	44
Serpentine + surrounds	19

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	37	0-4 years	32	Disability	38
Female	30	5-11 years	32	First Nations#	40
Age		12-17 years	41	LOTE	46
18-34 years	34	18+ years	37	Home ownership	
35-49 years	33	No children	32	Home owner	34
50-64 years	32			Renting / other	36
65+ years	39			Local business	
				Owner / manager	32

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	34
Industry High	65
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 366).

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

Byford Town Centre development and activation

Performance ratings

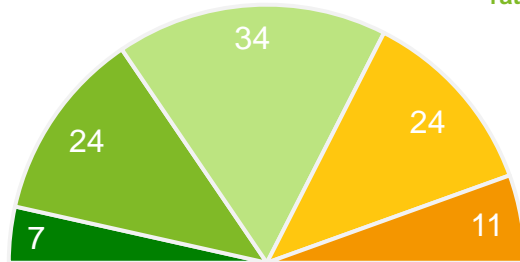
% of respondents

65%

Positive rating*

48

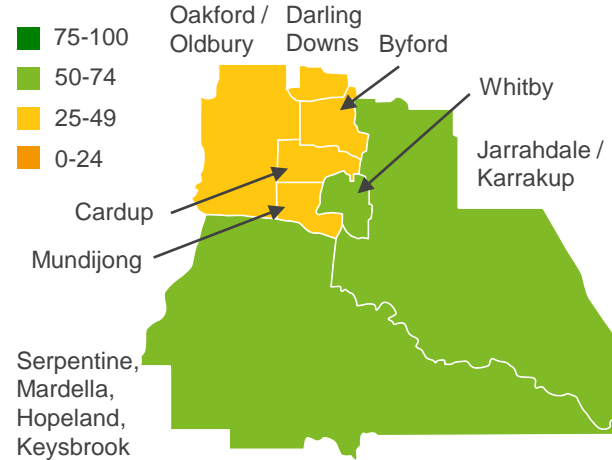
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

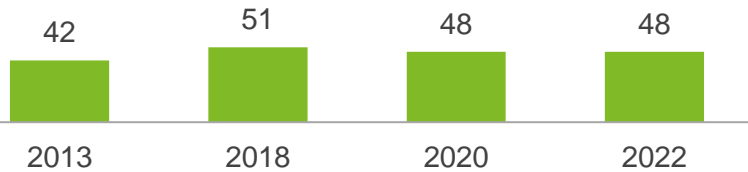


Location

Byford	44
Cardup	43
Darling Downs	46
Mundijong	49
Whitby	54
Jarrahdale / Karrakup	58
Oakford / Oldbury	47
Serpentine + surrounds	62

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	49
Female	48

Age of children

0-4 years	47
5-11 years	48
12-17 years	49
18+ years	49
No children	48

Age

18-34 years	52
35-49 years	47
50-64 years	46
65+ years	47

Disability & culture

Disability	46
First Nations#	51
LOTE	41

Home ownership

Home owner	48
Renting / other	57

Local business

Owner / manager	47
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	48
Industry High	65
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 606).

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

Place to visit

Performance ratings

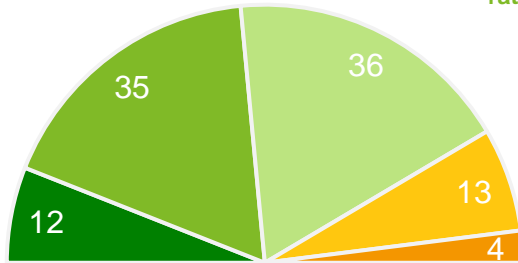
% of respondents

83%

Positive rating*

59

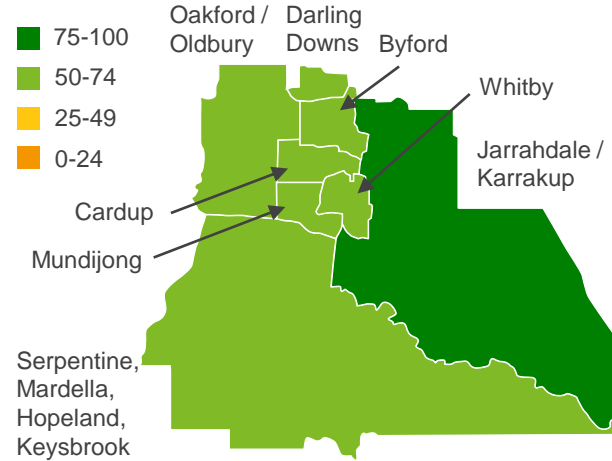
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Byford	56
Cardup	60
Darling Downs	50
Mundijong	61
Whitby	55
Jarrahdale / Karrakup	77
Oakford / Oldbury	61
Serpentine + surrounds	60

Trend Analysis

Performance Index Score

59



Community variances

Performance Index Score

Gender

Male	56
Female	63

Age of children

0-4 years	53
5-11 years	55
12-17 years	60
18+ years	59
No children	62

Age

18-34 years	56
35-49 years	59
50-64 years	61
65+ years	66

Disability & culture

Disability	57
First Nations#	45
LOTE	54

Home ownership

Home owner	59
Renting / other	68

Local business

Owner / manager	59
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	59
Industry High	87
Industry Average	68

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

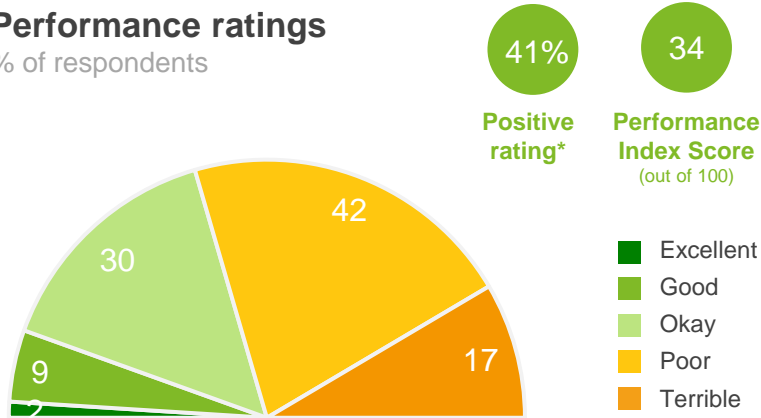
Base: All respondents, excludes 'unsure' and 'no response' (n = 787).

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

Tourism and place marketing

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

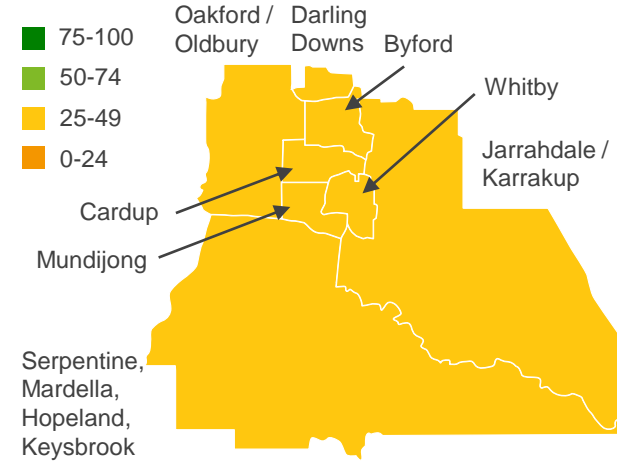
Performance Index Score



Shire of Serpentine-Jarrahdale	34
Industry High	65
Industry Average	48

Geographical variances

Performance Index Score



Location

Byford	33
Cardup	33
Darling Downs	33
Mundijong	37
Whitby	28
Jarrahdale / Karrakup	37
Oakford / Oldbury	39
Serpentine + surrounds	38

Community variances

Performance Index Score

Gender

Male	34
Female	35

Age of children

0-4 years	32
5-11 years	33
12-17 years	36
18+ years	36
No children	34

Age

18-34 years	34
35-49 years	34
50-64 years	34
65+ years	39

Disability & culture

Disability	31
First Nations#	37
LOTE	35

Home ownership

Home owner	34
Renting / other	45

Local business

Owner / manager	32
-----------------	----

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

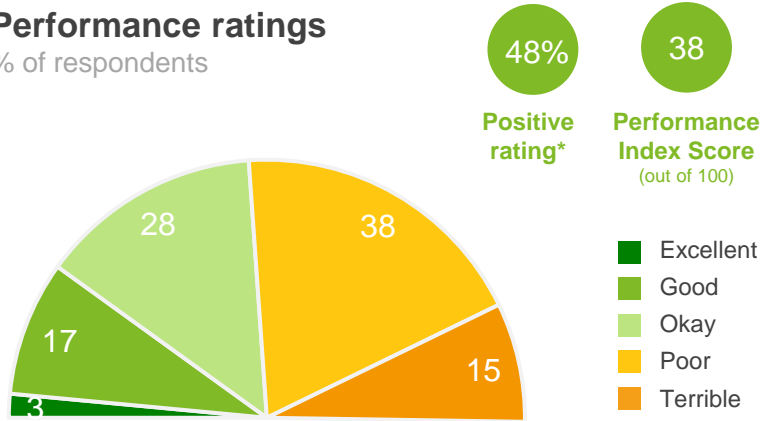
Base: All respondents, excludes 'unsure' and 'no response' (n = 587).

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

Access to education, training and personal development opportunities

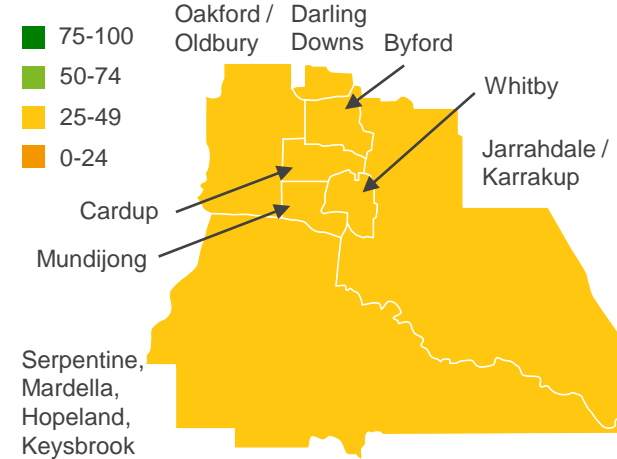
Performance ratings

% of respondents



Geographical variances

Performance Index Score

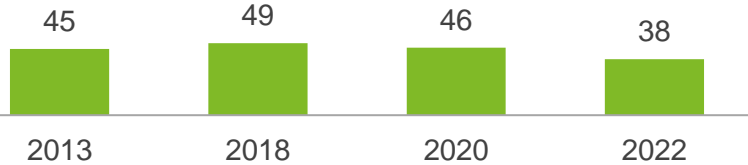


Location

Byford	44
Cardup	37
Darling Downs	31
Mundijong	27
Whitby	30
Jarrahdale / Karrakup	37
Oakford / Oldbury	42
Serpentine + surrounds	28

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	41
Female	36

Age of children

0-4 years	43
5-11 years	37
12-17 years	34
18+ years	37
No children	38

Age

18-34 years	42
35-49 years	38
50-64 years	33
65+ years	41

Disability & culture

Disability	29
First Nations#	37
LOTE	41

Home ownership

Home owner	39
Renting / other	37

Local business

Owner / manager	34
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	38
Industry High	64
Industry Average	49

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

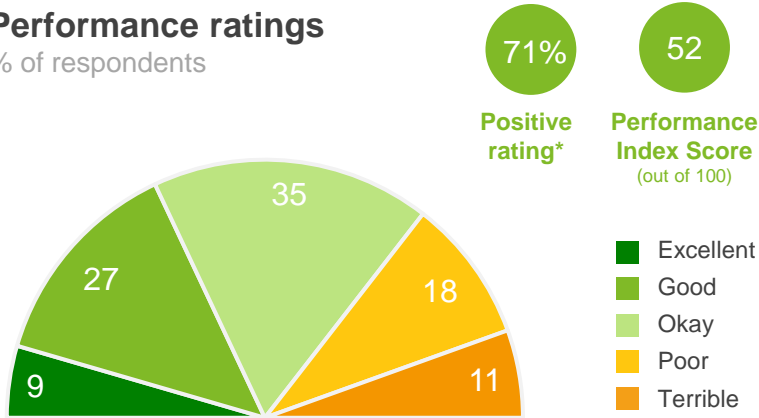
Base: All respondents, excludes 'unsure' and 'no response' (n = 551).

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

Library services

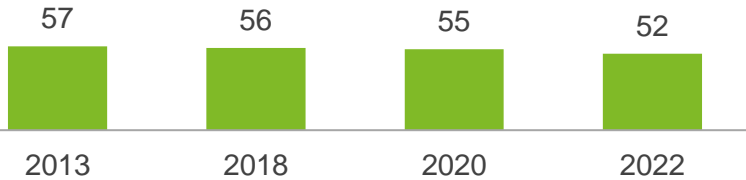
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

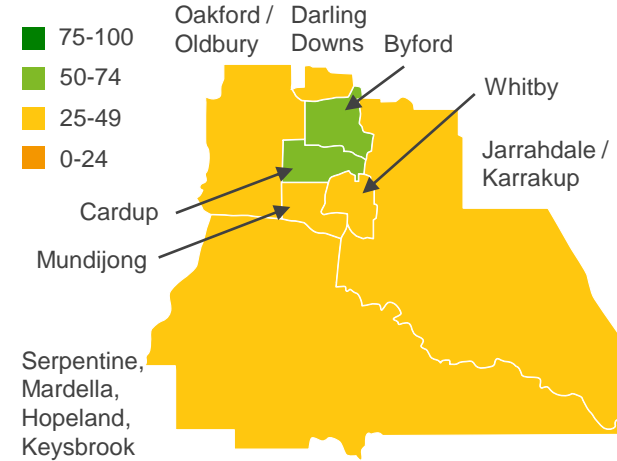
Performance Index Score



Shire of Serpentine-Jarrahdale	52
Industry High	82
Industry Average	71

Geographical variances

Performance Index Score



Location

Byford	57
Cardup	57
Darling Downs	45
Mundijong	46
Whitby	44
Jarrahdale / Karrakup	45
Oakford / Oldbury	47
Serpentine + surrounds	47

Community variances

Performance Index Score

Gender

Male	47
Female	56

Age of children

0-4 years	53
5-11 years	55
12-17 years	53
18+ years	51
No children	50

Age

18-34 years	54
35-49 years	52
50-64 years	44
65+ years	56

Disability & culture

Disability	51
First Nations#	55
LOTE	53

Home ownership

Home owner	52
Renting / other	53

Local business

Owner / manager	52
-----------------	----

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 585).

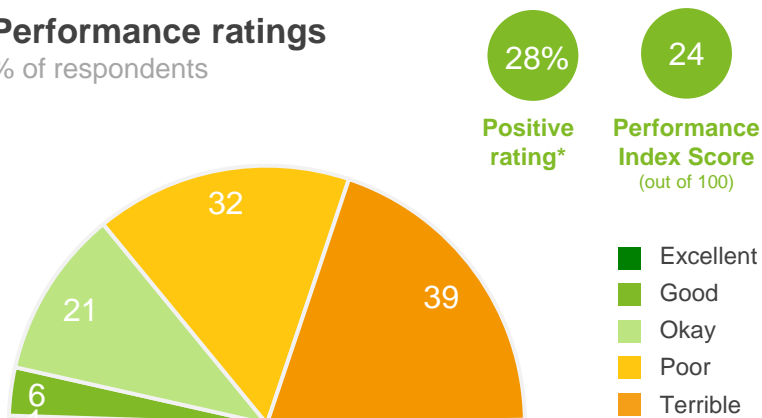
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance (Governance)

Council's leadership

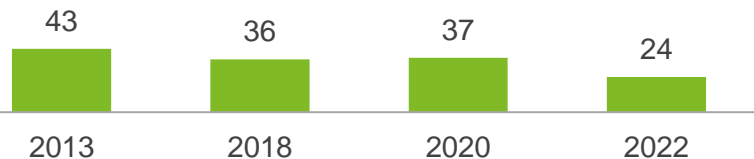
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

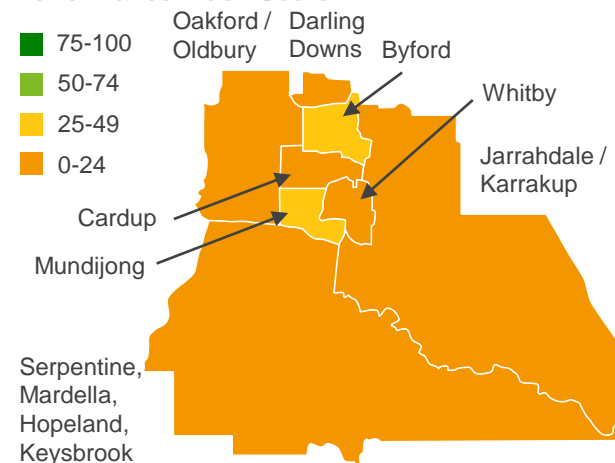
Performance Index Score



Shire of Serpentine-Jarrahdale	24
Industry High	60
Industry Average	47

Geographical variances

Performance Index Score



Location

Byford	26
Cardup	24
Darling Downs	24
Mundijong	30
Whitby	22
Jarrahdale / Karrakup	22
Oakford / Oldbury	20
Serpentine + surrounds	23

Community variances

Performance Index Score

Gender

Male	25
Female	24

Age of children

0-4 years	21
5-11 years	20
12-17 years	21
18+ years	24
No children	27

Age

18-34 years	26
35-49 years	22
50-64 years	22
65+ years	30

Disability & culture

Disability	18
First Nations#	19
LOTE	34

Home ownership

Home owner	24
Renting / other	39

Local business

Owner / manager	24
-----------------	----

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

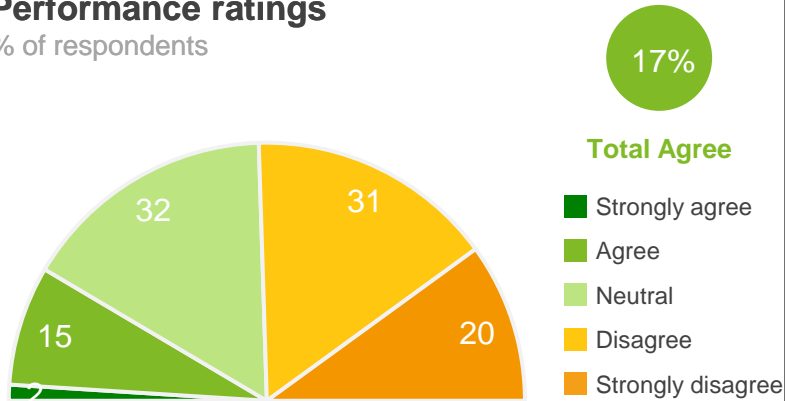
Base: All respondents, excludes 'unsure' and 'no response' (n = 630).

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

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

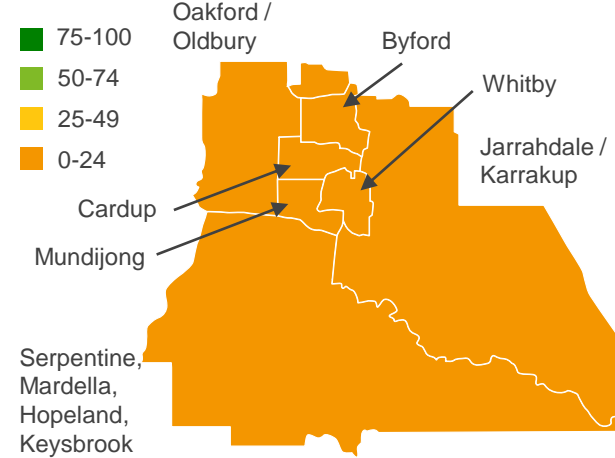
Performance ratings

% of respondents



Geographical variances

% agree

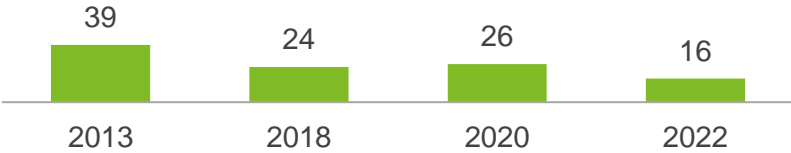


Location

Byford	19
Cardup	11
Darling Downs	10
Mundijong	15
Whitby	12
Jarrahdale / Karrakup	18
Oakford / Oldbury	19
Serpentine + surrounds	13

Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of Serpentine-Jarrahdale	16
Industry High	50
Industry Average	30

Community variances

% agree

Gender

Male	16
Female	17

Age of children

0-4 years	16
5-11 years	11
12-17 years	12
18+ years	14
No children	19

Age

18-34 years	16
35-49 years	14
50-64 years	18
65+ years	20

Disability & culture

Disability	20
First Nations#	14
LOTE	17

Home ownership

Home owner	16
Renting / other	34

Local business

Owner / manager	17
-----------------	----

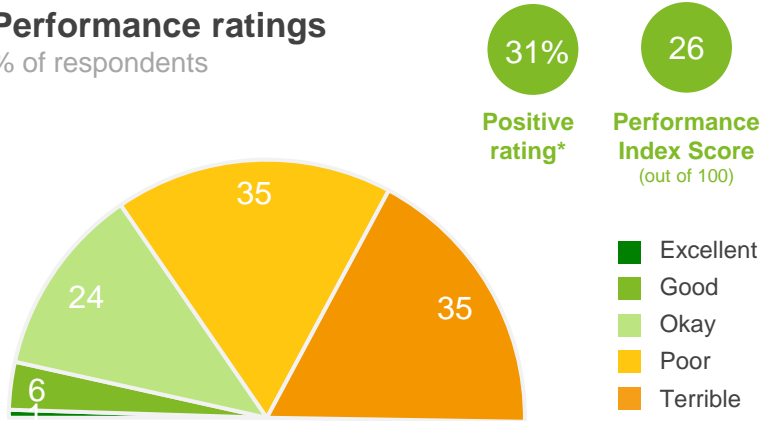
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 800). # Small sample size (<20 respondents)

Advocacy and lobbying

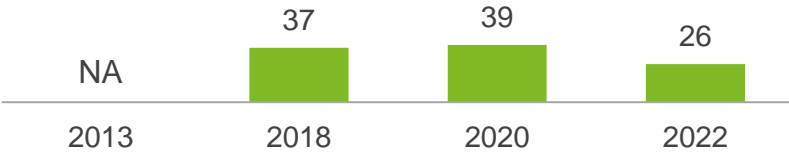
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

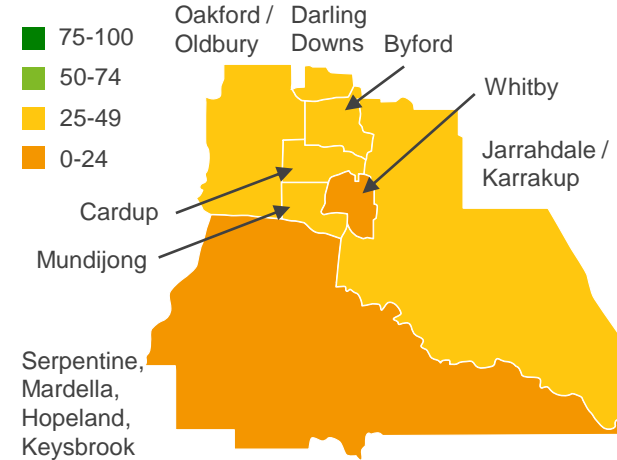
Performance Index Score



Shire of Serpentine-Jarrahdale	26
Industry High	59
Industry Average	45

Geographical variances

Performance Index Score



Location

Byford	29
Cardup	26
Darling Downs	26
Mundijong	31
Whitby	18
Jarrahdale / Karrakup	26
Oakford / Oldbury	26
Serpentine + surrounds	18

Community variances

Performance Index Score

Gender

Male	26
Female	26

Age of children

0-4 years	26
5-11 years	24
12-17 years	28
18+ years	26
No children	26

Age

18-34 years	26
35-49 years	26
50-64 years	25
65+ years	31

Disability & culture

Disability	26
First Nations#	17
LOTE	34

Home ownership

Home owner	26
Renting / other	35

Local business

Owner / manager	27
-----------------	----

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

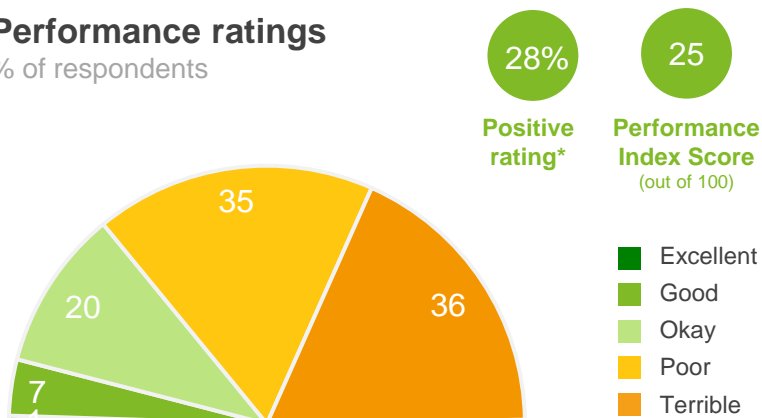
Base: All respondents, excludes 'unsure' and 'no response' (n = 536).

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

How the community is consulted about local issues

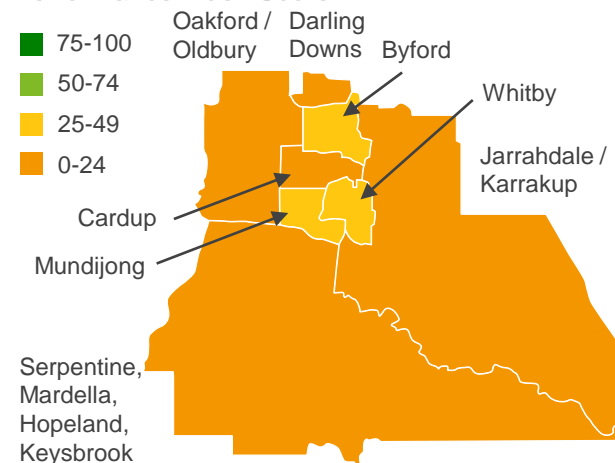
Performance ratings

% of respondents



Geographical variances

Performance Index Score

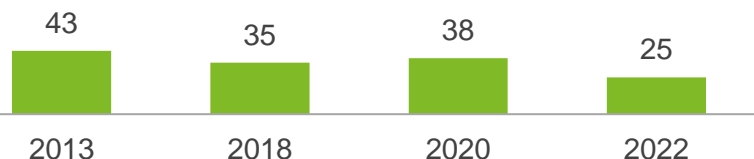


Location

Byford	28
Cardup	23
Darling Downs	18
Mundijong	33
Whitby	26
Jarrahdale / Karrakup	22
Oakford / Oldbury	23
Serpentine + surrounds	18

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	26	0-4 years	25	Disability	23
Female	24	5-11 years	23	First Nations#	20
Age		12-17 years	22	LOTE	29
18-34 years	26	18+ years	24	Home ownership	
35-49 years	24	No children	26	Home owner	25
50-64 years	24	Renting / other 37			
65+ years	29	Local business			
				Owner / manager	22

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	25
Industry High	60
Industry Average	43

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

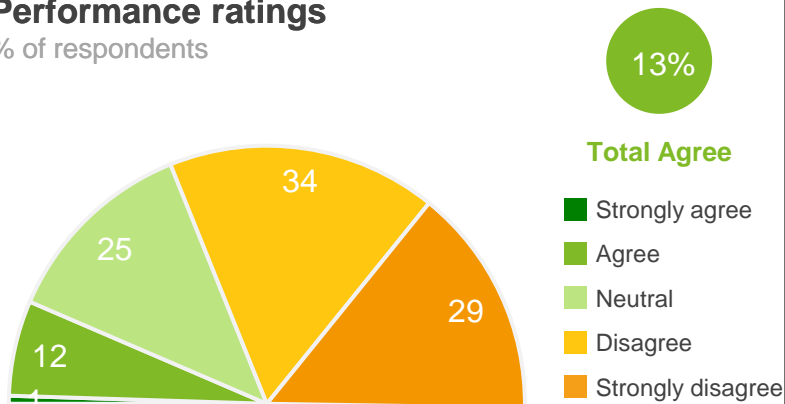
Base: All respondents, excludes 'unsure' and 'no response' (n = 690).

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

The Shire has a good understanding of community needs

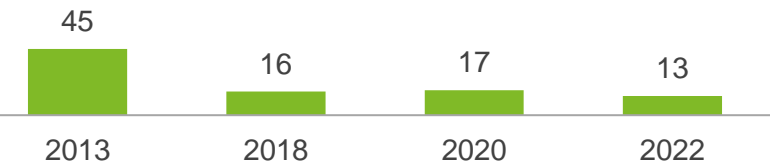
Performance ratings

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

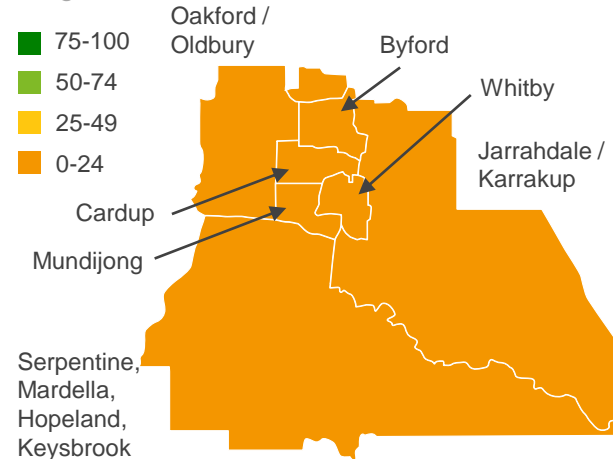
% agree



Shire of Serpentine-Jarrahdale	13
Industry High	58
Industry Average	30

Geographical variances

% agree



Location

Byford	16
Cardup	6
Darling Downs	10
Mundijong	11
Whitby	6
Jarrahdale / Karrakup	12
Oakford / Oldbury	12
Serpentine + surrounds	8

Community variances

% agree

Gender

Male	13
Female	12

Age of children

0-4 years	12
5-11 years	6
12-17 years	8
18+ years	9
No children	14

Age

18-34 years	13
35-49 years	10
50-64 years	14
65+ years	16

Disability & culture

Disability	13
First Nations#	20
LOTE	25

Home ownership

Home owner	12
Renting / other	20

Local business

Owner / manager	10
-----------------	----

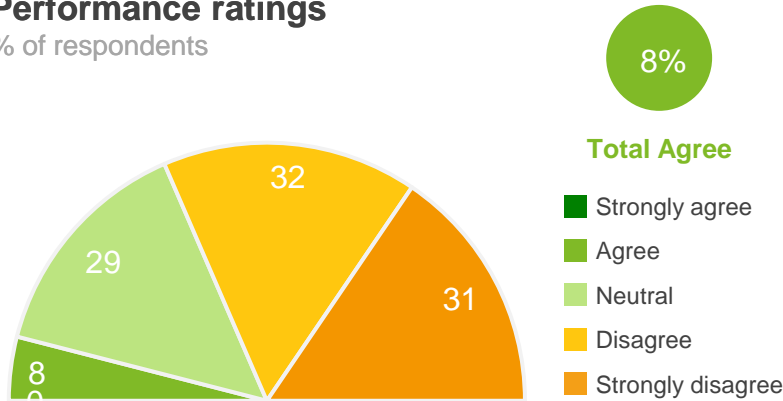
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 798). # Small sample size (<20 respondents)

The Shire listens to and respects community views

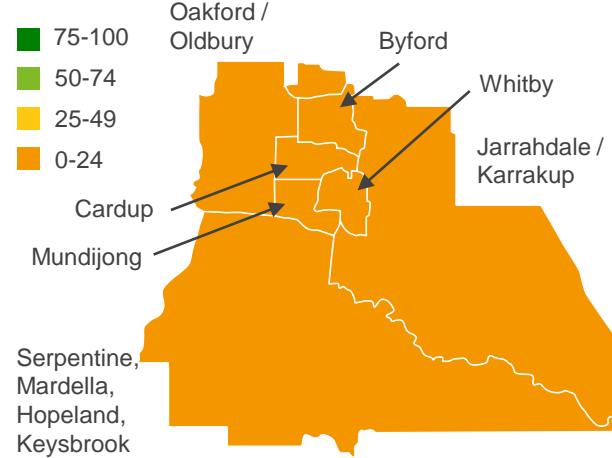
Performance ratings

% of respondents



Geographical variances

% agree

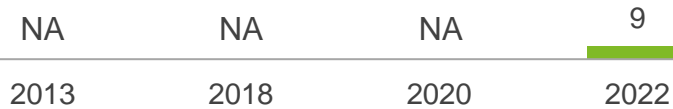


Location

Byford	11
Cardup	6
Darling Downs	4
Mundijong	8
Whitby	9
Jarrahdale / Karrakup	7
Oakford / Oldbury	11
Serpentine + surrounds	5

Trend Analysis

% agree



Community variances

% agree

Gender		Age of children		Disability & culture	
Male	9	0-4 years	8	Disability	8
Female	9	5-11 years	5	First Nations#	11
Age		12-17 years	8	LOTE	17
18-34 years	8	18+ years	6	Home ownership	
35-49 years	9	No children	10	Home owner	9
50-64 years	7			Renting / other	8
65+ years	13			Local business	
				Owner / manager	7

MARKYT Industry Standards

% agree



Shire of Serpentine-Jarrahdale	9
Industry High	53
Industry Average	28

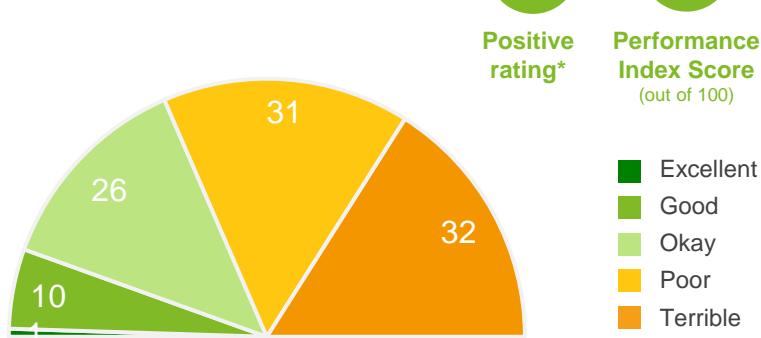
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 800). # Small sample size (<20 respondents)

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

Performance ratings

% of respondents



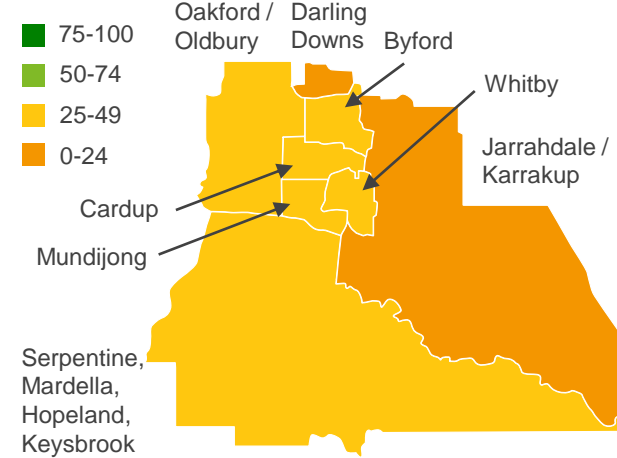
37%
Positive rating*

29
Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

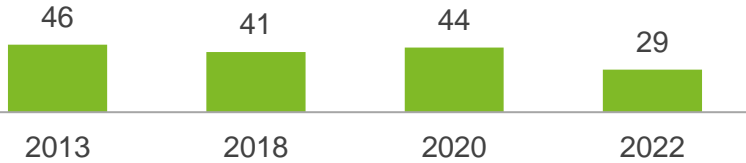


Location

Byford	33
Cardup	27
Darling Downs	19
Mundijong	37
Whitby	33
Jarrahdale / Karrakup	22
Oakford / Oldbury	28
Serpentine + surrounds	26

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	30	0-4 years	30	Disability	22
Female	28	5-11 years	27	First Nations#	24
		12-17 years	26	LOTE	35
		18+ years	28	Home ownership	
		No children	31	Home owner	29
				Renting / other	39
				Local business	
				Owner / manager	26

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	29
Industry High	62
Industry Average	47

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

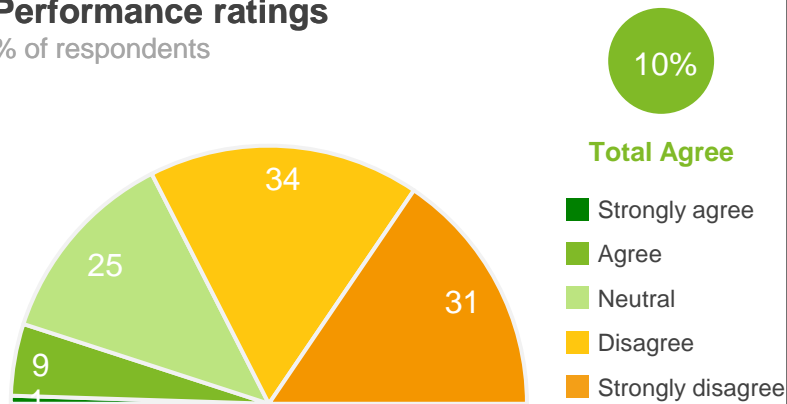
Base: All respondents, excludes 'unsure' and 'no response' (n = 711).

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

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

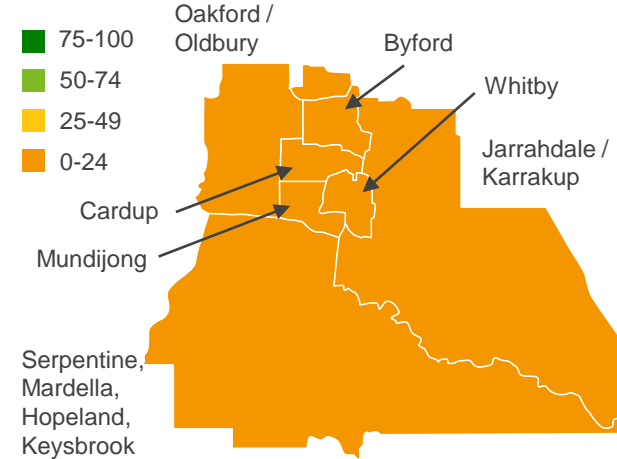
Performance ratings

% of respondents



Geographical variances

% agree



Location

Byford	11
Cardup	6
Darling Downs	6
Mundijong	12
Whitby	11
Jarrahdale / Karrakup	5
Oakford / Oldbury	11
Serpentine + surrounds	8

Trend Analysis

% agree



Community variances

% agree

Gender		Age of children		Disability & culture	
Male	10	0-4 years	10	Disability	9
Female	9	5-11 years	4	First Nations#	5
Age		12-17 years	6	LOTE	19
18-34 years	9	18+ years	8	Home ownership	
35-49 years	11	No children	10	Home owner	10
50-64 years	8			Renting / other	16
65+ years	10			Local business	
				Owner / manager	7

MARKYT Industry Standards

% agree



Shire of Serpentine-Jarrahdale	10
Industry High	39
Industry Average	24

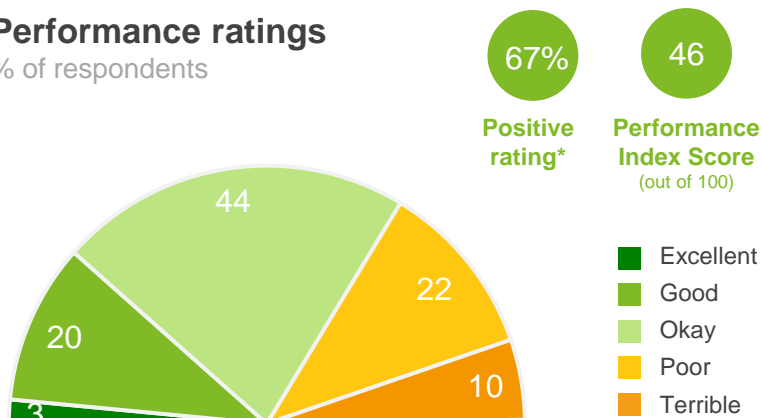
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 800). # Small sample size (<20 respondents)

Shire's website

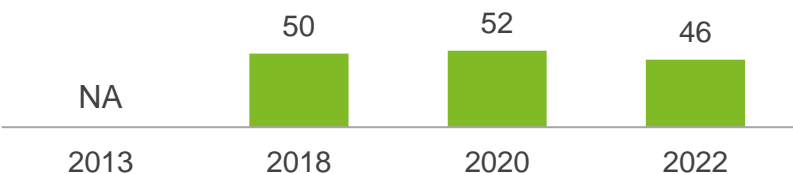
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

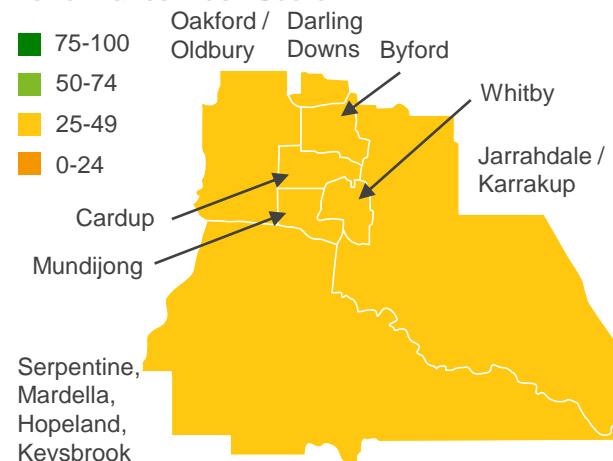
Performance Index Score



Shire of Serpentine-Jarrahdale	46
Industry High	65
Industry Average	56

Geographical variances

Performance Index Score



Location

Byford	48
Cardup	43
Darling Downs	41
Mundijong	47
Whitby	40
Jarrahdale / Karrakup	45
Oakford / Oldbury	47
Serpentine + surrounds	49

Community variances

Performance Index Score

Gender

Male	46
Female	46

Age of children

0-4 years	45
5-11 years	45
12-17 years	46
18+ years	47
No children	47

Age

18-34 years	45
35-49 years	46
50-64 years	44
65+ years	54

Disability & culture

Disability	47
First Nations#	37
LOTE	49

Home ownership

Home owner	46
Renting / other	54

Local business

Owner / manager	48
-----------------	----

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

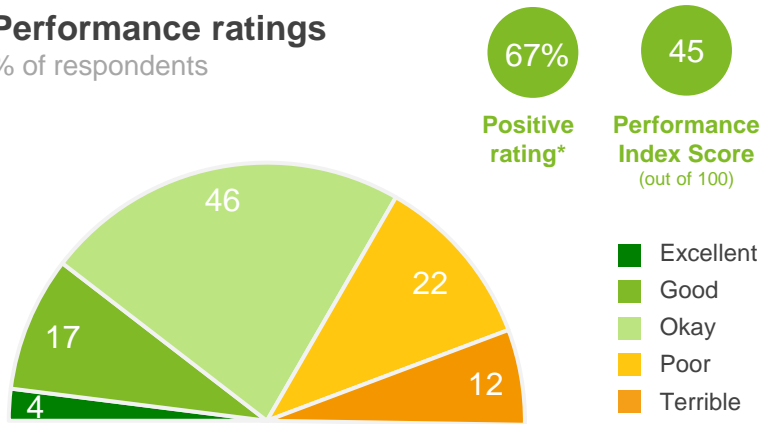
Base: All respondents, excludes 'unsure' and 'no response' (n = 659).

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

SJ Matters (Shire's eNewsletter)

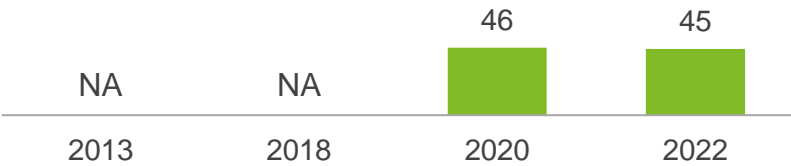
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

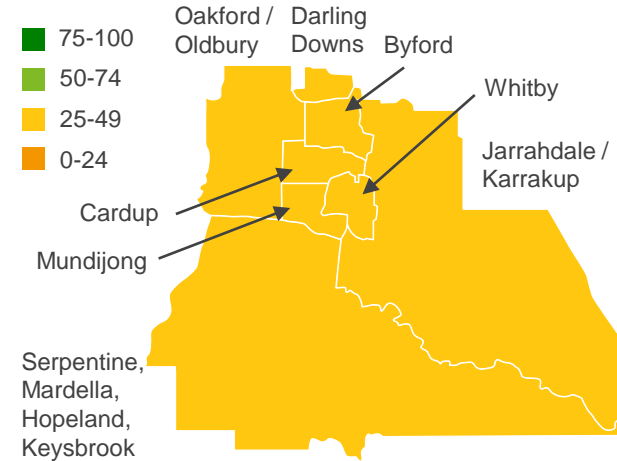
Performance Index Score



Shire of Serpentine-Jarrahdale	45
Industry High	67
Industry Average	56

Geographical variances

Performance Index Score



Location

Byford	45
Cardup	42
Darling Downs	41
Mundijong	44
Whitby	41
Jarrahdale / Karrakup	49
Oakford / Oldbury	46
Serpentine + surrounds	46

Community variances

Performance Index Score

Gender

Male	43
Female	47

Age of children

0-4 years	43
5-11 years	43
12-17 years	47
18+ years	46
No children	45

Age

18-34 years	43
35-49 years	46
50-64 years	42
65+ years	52

Disability & culture

Disability	46
First Nations#	38
LOTE	45

Home ownership

Home owner	45
Renting / other	59

Local business

Owner / manager	46
-----------------	----

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 504).

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

Social media presence

Performance ratings

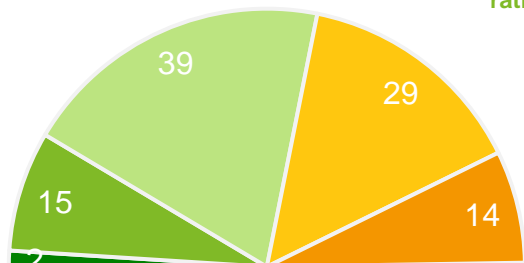
% of respondents

56%

Positive rating*

40

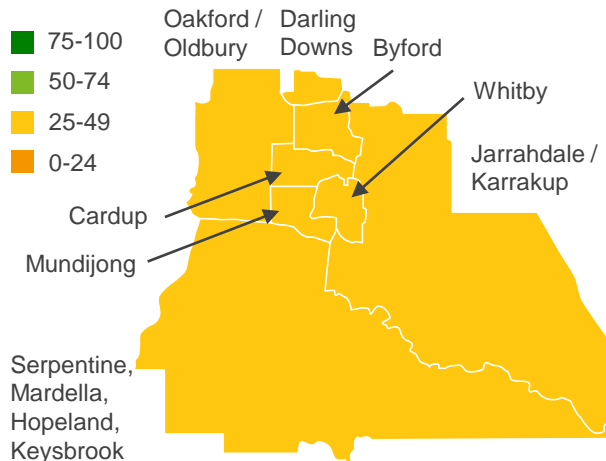
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

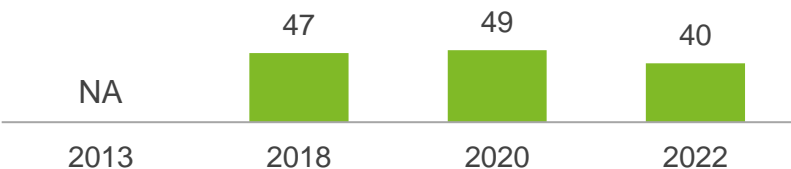


Location

Byford	41
Cardup	42
Darling Downs	32
Mundijong	45
Whitby	41
Jarrahdale / Karrakup	44
Oakford / Oldbury	39
Serpentine + surrounds	40

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	39
Female	42

Age of children

0-4 years	40
5-11 years	36
12-17 years	39
18+ years	40
No children	42

Age

18-34 years	41
35-49 years	41
50-64 years	38
65+ years	42

Disability & culture

Disability	36
First Nations#	35
LOTE	42

Home ownership

Home owner	40
Renting / other	47

Local business

Owner / manager	39
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	40
Industry High	64
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 531).

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

Customer service

Performance ratings

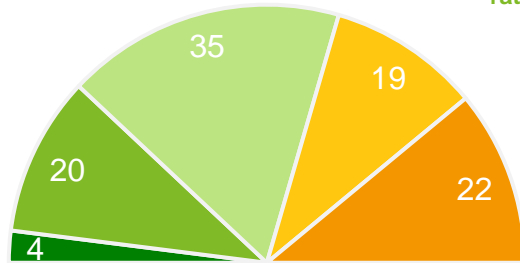
% of respondents

59%

41

Positive rating*

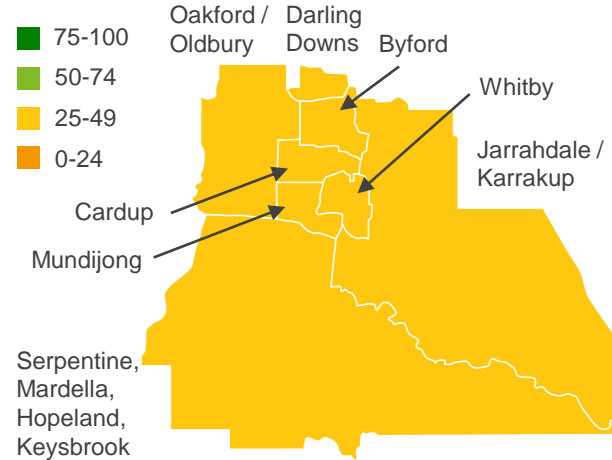
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

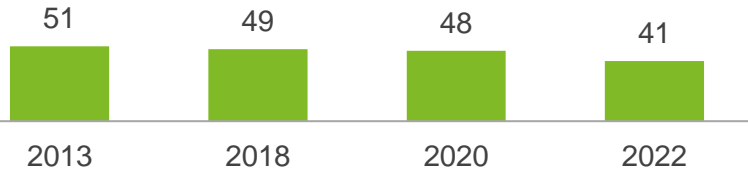


Location

Byford	42
Cardup	41
Darling Downs	37
Mundijong	47
Whitby	45
Jarrahdale / Karrakup	40
Oakford / Oldbury	38
Serpentine + surrounds	42

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	40
Female	43

Age of children

0-4 years	40
5-11 years	41
12-17 years	39
18+ years	41
No children	44

Age

18-34 years	43
35-49 years	40
50-64 years	38
65+ years	47

Disability & culture

Disability	40
First Nations#	37
LOTE	48

Home ownership

Home owner	41
Renting / other	54

Local business

Owner / manager	38
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	41
Industry High	68
Industry Average	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 678).

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

Request and Report It (online customer request system)

Performance ratings

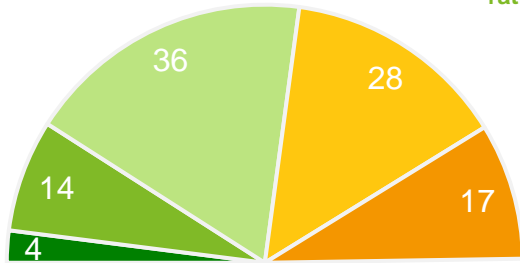
% of respondents

54%

Positive rating*

40

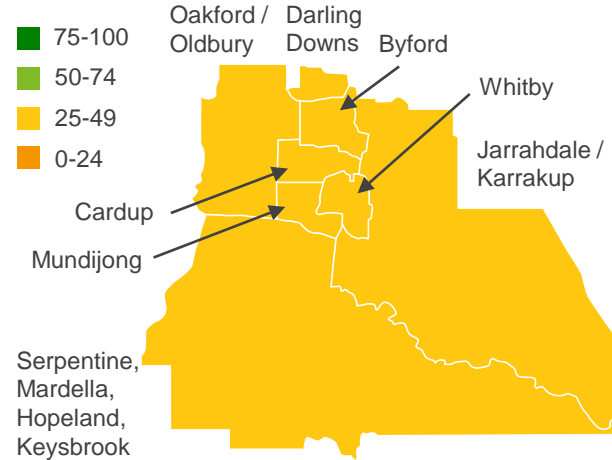
Performance Index Score (out of 100)



■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Geographical variances

Performance Index Score



Location

Byford	41
Cardup	37
Darling Downs	31
Mundijong	43
Whitby	38
Jarrahdale / Karrakup	42
Oakford / Oldbury	40
Serpentine + surrounds	40

Trend Analysis

Performance Index Score

40

NA	NA	NA	40
2013	2018	2020	2022

Community variances

Performance Index Score

Gender

Male	37
Female	43

Age of children

0-4 years	47
5-11 years	41
12-17 years	39
18+ years	36
No children	38

Age

18-34 years	43
35-49 years	40
50-64 years	35
65+ years	43

Disability & culture

Disability	40
First Nations#	36
LOTE	52

Home ownership

Home owner	40
Renting / other	47

Local business

Owner / manager	45
-----------------	----

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	40
Industry High	NA
Industry Average	NA

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

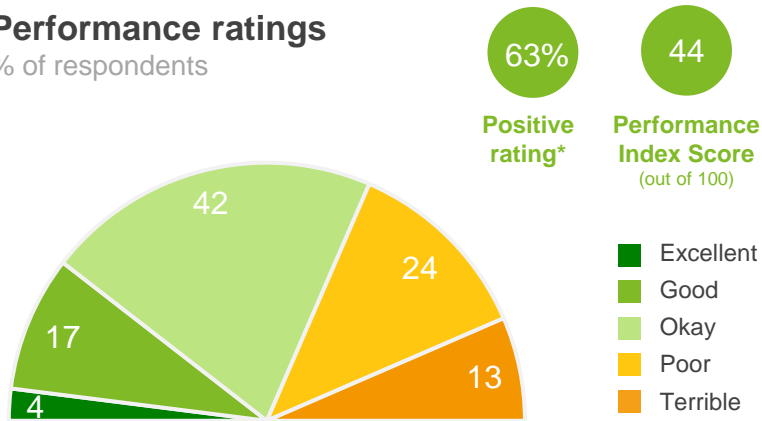
Base: All respondents, excludes 'unsure' and 'no response' (n = 425).

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

Your Say SJ (Shire's online consultation website)

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

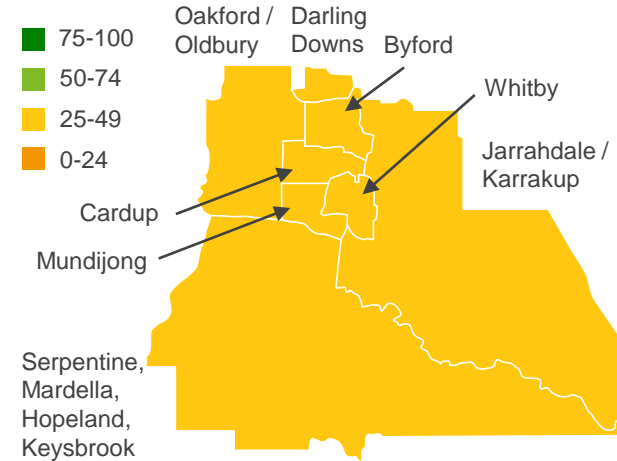
Performance Index Score



Shire of Serpentine-Jarrahdale	44
Industry High	57
Industry Average	48

Geographical variances

Performance Index Score



Location

Byford	46
Cardup	33
Darling Downs	34
Mundijong	48
Whitby	37
Jarrahdale / Karrakup	46
Oakford / Oldbury	41
Serpentine + surrounds	47

Community variances

Performance Index Score

Gender

Male	42
Female	46

Age of children

0-4 years	45
5-11 years	47
12-17 years	39
18+ years	42
No children	44

Age

18-34 years	45
35-49 years	45
50-64 years	40
65+ years	50

Disability & culture

Disability	43
First Nations#	34
LOTE	54

Home ownership

Home owner	44
Renting / other	50

Local business

Owner / manager	46
-----------------	----

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

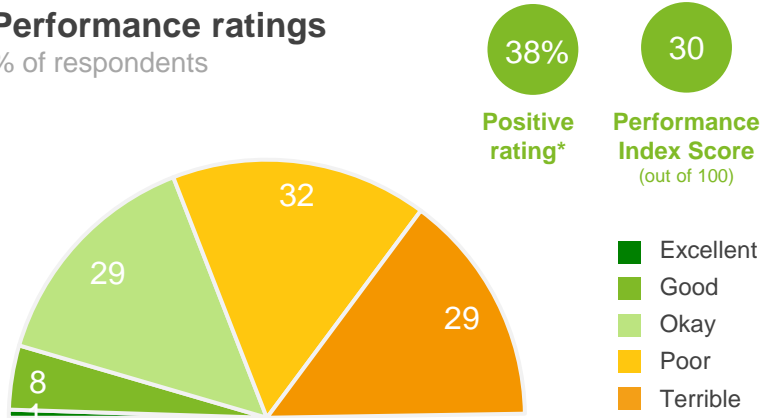
Base: All respondents, excludes 'unsure' and 'no response' (n = 462).

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

How the Shire embraces change, innovation and new technology

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

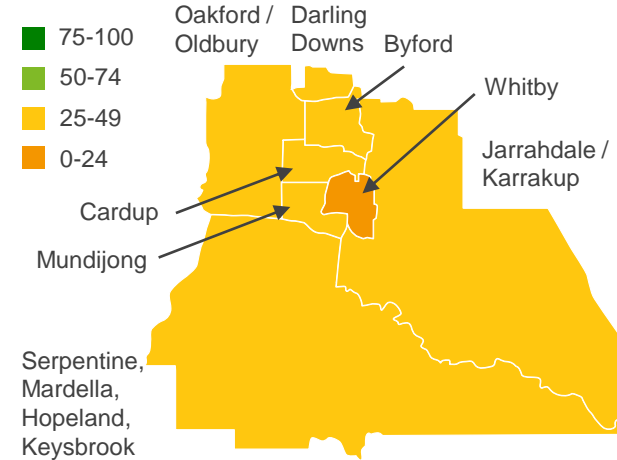
Performance Index Score



Shire of Serpentine-Jarrahdale	30
Industry High	61
Industry Average	49

Geographical variances

Performance Index Score



Location

Byford	31
Cardup	29
Darling Downs	30
Mundijong	36
Whitby	23
Jarrahdale / Karrakup	30
Oakford / Oldbury	29
Serpentine + surrounds	28

Community variances

Performance Index Score

Gender

Male	30
Female	31

Age of children

0-4 years	30
5-11 years	27
12-17 years	30
18+ years	31
No children	31

Age

18-34 years	30
35-49 years	29
50-64 years	28
65+ years	37

Disability & culture

Disability	29
First Nations#	25
LOTE	34

Home ownership

Home owner	30
Renting / other	47

Local business

Owner / manager	30
-----------------	----

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

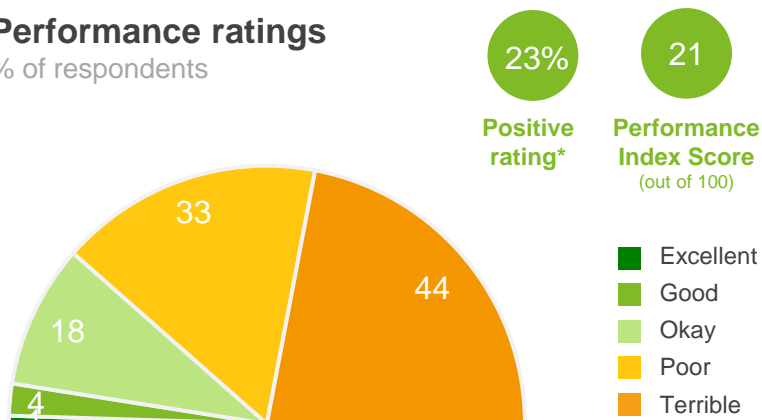
Base: All respondents, excludes 'unsure' and 'no response' (n = 549).

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

Value for money from Council rates

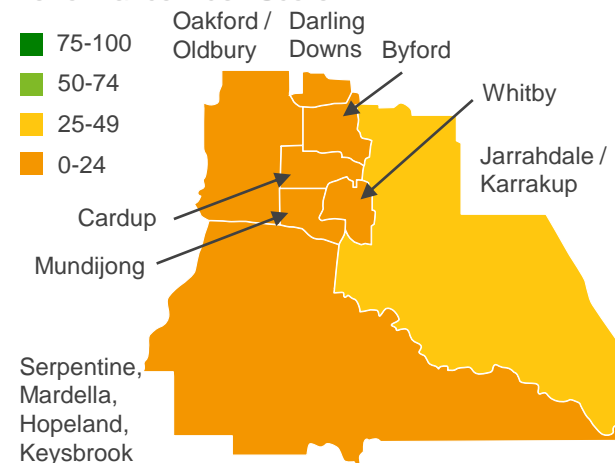
Performance ratings

% of respondents



Geographical variances

Performance Index Score

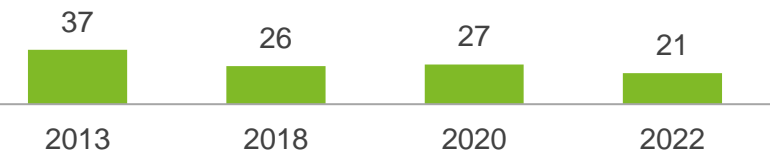


Location

Byford	24
Cardup	15
Darling Downs	16
Mundijong	20
Whitby	22
Jarrahdale / Karrakup	25
Oakford / Oldbury	19
Serpentine + surrounds	16

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	21	0-4 years	18	Disability	22
Female	22	5-11 years	17	First Nations#	15
Age		12-17 years	17	LOTE	22
18-34 years	20	18+ years	18	Home ownership	
35-49 years	20	No children	25	Home owner	21
50-64 years	21	Renting / other 23			
65+ years	29	Local business			
				Owner / manager	20

MARKYT Industry Standards

Performance Index Score



Shire of Serpentine-Jarrahdale	21
Industry High	62
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 790).

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

Overview of Community Variances

Summary of community variances

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations#	LOTE	Home owner	Renting / other	Business owner / manager
Place to live	68	68	68	66	66	70	71	71	61	63	67	71	62	60	65	68	66	65
Place to visit	59	56	63	56	59	61	66	62	53	55	60	59	57	45	54	59	68	59
Governing organisation	33	34	32	33	30	30	42	38	27	27	27	31	31	27	35	33	38	28
Youth services and facilities	39	42	36	42	36	39	41	43	37	33	35	39	34	30	43	39	40	34
Seniors' services and care	37	38	35	40	35	35	38	36	38	37	38	36	34	30	46	36	51	37
Disability access and inclusion	37	41	34	38	38	36	40	38	37	37	37	37	30	38	38	37	40	34
Recognition for Aboriginal people and cultures	49	54	44	48	49	47	54	51	42	49	48	47	44	36	49	48	65	49
Volunteer recognition and support	51	52	51	51	50	50	55	53	49	48	52	52	49	43	54	51	62	49
Community safety and crime prevention	39	40	37	39	38	37	44	41	35	38	43	38	37	26	52	38	51	40
Lighting of streets and public places	41	41	40	43	37	39	46	43	37	38	42	39	38	39	37	40	55	36
Animal management (dogs and cats)	46	49	44	51	44	44	45	47	46	47	49	49	42	48	50	46	59	44
Health and community services	48	50	45	50	45	46	51	49	44	45	48	50	41	49	49	48	48	39
Sport and recreation facilities and services	49	53	45	50	45	49	57	52	44	43	50	50	49	44	47	48	64	44
SJ Community Recreation Centre	54	54	54	55	52	54	62	58	50	51	57	56	58	50	45	54	65	50
Festivals, events, art and cultural activities	48	49	47	47	46	48	54	50	46	47	48	49	46	43	47	48	52	44
Sustainable practices / climate change	39	42	37	38	40	38	44	40	39	38	42	44	36	34	47	39	48	38
Conservation and environmental management	30	30	30	32	30	26	34	30	33	32	28	30	26	29	36	30	36	28
Waste services	58	60	56	64	58	52	58	58	61	60	57	55	52	67	57	58	63	53
Environmental health management	47	50	44	51	48	43	45	47	48	50	44	46	40	44	54	47	53	42
Stormwater drainage	38	41	34	44	34	34	38	38	43	39	32	35	36	30	52	38	40	32
Natural disaster management	46	47	45	51	45	40	48	45	52	50	44	45	45	40	58	46	42	44

Summary of community variances

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations#	LOTE	Home owner	Renting / other	Business owner / manager
Responsible growth and development	36	38	33	36	36	33	40	38	33	34	36	35	34	28	40	36	44	33
Area's character and identity	46	48	44	50	45	42	45	48	43	47	45	43	41	43	48	46	54	38
Planning and building approvals	32	33	30	36	30	29	32	32	33	29	31	29	29	31	42	32	27	24
Access to housing that meets your needs	53	54	53	62	49	50	47	54	57	54	53	50	48	56	51	54	48	46
Local history and heritage	50	51	49	54	49	44	52	48	52	54	53	50	46	50	54	50	53	47
Community buildings, halls and toilets	45	45	45	45	43	42	53	47	41	43	46	48	41	37	38	45	53	41
Playgrounds, parks and reserves	50	51	49	53	46	48	57	53	46	42	48	53	48	53	53	50	66	47
Streetscapes, trees and verges	35	37	35	37	34	34	41	36	36	34	35	33	36	32	42	35	56	35
Footpaths, trails and cycleways	40	40	40	44	36	38	43	40	40	38	37	38	36	42	47	40	50	36
Building and maintaining local roads	21	22	20	20	17	21	32	25	18	15	17	21	21	23	28	21	30	18
Traffic management on local roads	33	34	32	33	32	31	38	34	36	32	31	34	30	30	39	33	45	32
Access to public transport	31	33	29	34	32	26	34	29	35	33	33	32	26	32	26	31	34	31
Economic development and job creation	35	35	36	37	34	34	38	34	37	35	37	37	33	36	36	35	47	35
Place to own or operate a business	46	45	49	45	46	46	53	49	37	45	48	49	41	43	35	46	51	43
Jarrahdale Town Centre	39	41	37	41	40	37	45	38	38	37	46	46	36	38	48	39	51	39
Mundijong Town Centre	43	45	41	45	40	41	51	43	38	40	45	46	43	43	44	43	45	40
Serpentine Town Centre	34	37	30	34	33	32	39	32	32	32	41	37	38	40	46	34	36	32
Byford Town Centre	48	49	48	52	47	46	47	48	47	48	49	49	46	51	41	48	57	47
Tourism and place marketing	34	34	35	34	34	34	39	34	32	33	36	36	31	37	35	34	45	32
Education and training	38	41	36	42	38	33	41	38	43	37	34	37	29	37	41	39	37	34
Library services	52	47	56	54	52	44	56	50	53	55	53	51	51	55	53	52	53	52

Summary of community variances

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations#	LOTE	Home owner	Renting / other	Business owner / manager
Council's leadership	24	25	24	26	22	22	30	27	21	20	21	24	18	19	34	24	39	24
Advocacy and lobbying	26	26	26	26	26	25	31	26	26	24	28	26	26	17	34	26	35	27
Embracing change, innovation and technology	30	30	31	30	29	28	37	31	30	27	30	31	29	25	34	30	47	30
Consultation	25	26	24	26	24	24	29	26	25	23	22	24	23	20	29	25	37	22
Communication	29	30	28	29	30	27	33	31	30	27	26	28	22	24	35	29	39	26
Customer service	41	40	43	43	40	38	47	44	40	41	39	41	40	37	48	41	54	38
Value for money from rates	21	21	22	20	20	21	29	25	18	17	17	18	22	15	22	21	23	20
Shire's website	46	46	46	45	46	44	54	47	45	45	46	47	47	37	49	46	54	48
Your Say SJ consultation website	44	42	46	45	45	40	50	44	45	47	39	42	43	34	54	44	50	46
SJ Matters eNewsletter	45	43	47	43	46	42	52	45	43	43	47	46	46	38	45	45	59	46
Social media presence	40	39	42	41	41	38	42	42	40	36	39	40	36	35	42	40	47	39
Request and Report It	40	37	43	43	40	35	43	38	47	41	39	36	40	36	52	40	47	45

Overview of Geographical Variances

Summary of geographical variances

	Total	Byford	Cardup	Darling Downs	Mundijong	Whitby	Jarrahdale / Karrakup	Oakford / Oldbury	Serpentine + surrounds
Place to live	68	65	70	60	72	65	77	71	70
Place to visit	59	56	60	50	61	55	77	61	60
Governing organisation	33	36	27	32	34	32	33	28	26
Youth services and facilities	39	46	29	30	28	27	35	44	31
Seniors' services and care	37	41	40	31	32	36	35	36	30
Disability access and inclusion	37	42	39	34	33	31	31	41	30
Recognition for Aboriginal people and cultures	49	51	56	36	51	49	43	52	47
Volunteer recognition and support	51	51	49	45	56	49	53	51	52
Community safety and crime prevention	39	39	36	30	44	40	42	34	41
Lighting of streets and public places	41	44	37	33	43	41	42	33	33
Animal management (dogs and cats)	46	48	46	53	52	48	39	44	45
Health and community services	48	50	49	42	42	38	44	54	47
Sport and recreation facilities and services	49	54	48	41	46	40	44	53	43
SJ Community Recreation Centre	54	58	57	42	57	38	55	56	47
Festivals, events, art and cultural activities	48	47	52	48	57	47	42	48	49
Sustainable practices / climate change	39	39	48	29	44	47	36	38	42
Conservation and environmental management	30	32	24	23	40	36	31	23	27
Waste services	58	57	69	49	66	66	52	54	61
Environmental health management	47	47	44	44	54	48	47	42	48
Stormwater drainage	38	43	23	33	43	46	39	26	27
Natural disaster management	46	50	33	37	51	48	49	39	40

Summary of geographical variances

	Total	Byford	Cardup	Darling Downs	Mundijong	Whitby	Jarrahdale / Karrakup	Oakford / Oldbury	Serpentine + surrounds
Responsible growth and development	36	40	29	30	33	30	35	38	30
Area's character and identity	46	48	41	41	47	47	44	48	41
Planning and building approvals	32	38	25	29	30	24	25	36	21
Access to housing that meets your needs	53	57	45	52	46	50	44	55	54
Local history and heritage	50	53	46	43	48	49	44	48	51
Community buildings, halls and toilets	45	46	45	44	46	34	44	45	46
Playgrounds, parks and reserves	50	55	48	38	46	40	42	52	52
Streetscapes, trees and verges	35	39	30	31	40	31	39	31	27
Footpaths, trails and cycleways	40	46	32	36	43	29	43	34	28
Building and maintaining local roads	21	24	12	15	21	13	27	18	16
Traffic management on local roads	33	36	28	23	37	25	42	27	28
Access to public transport	31	43	35	21	23	27	21	17	14
Economic development and job creation	35	38	33	35	39	21	35	39	30
Place to own or operate a business	46	48	44	45	43	49	46	45	43
Jarrahdale Town Centre	39	44	48	45	39	26	30	43	41
Mundijong Town Centre	43	47	45	43	39	23	37	48	51
Serpentine Town Centre	34	40	47	46	29	21	32	44	19
Byford Town Centre	48	44	43	46	49	54	58	47	62
Tourism and place marketing	34	33	33	33	37	28	37	39	38
Education and training	38	44	37	31	27	30	37	42	28
Library services	52	57	57	45	46	44	45	47	47

Summary of geographical variances

	Total	Byford	Cardup	Darling Downs	Mundijong	Whitby	Jarrahdale / Kairakup	Oakford / Oldbury	Serpentine + surrounds
Council's leadership	24	26	24	24	30	22	22	20	23
Advocacy and lobbying	26	29	26	26	31	18	26	26	18
Embracing change, innovation and technology	30	31	29	30	36	23	30	29	28
Consultation	25	28	23	18	33	26	22	23	18
Communication	29	33	27	19	37	33	22	28	26
Customer service	41	42	41	37	47	45	40	38	42
Value for money from rates	21	24	15	16	20	22	25	19	16
Shire's website	46	48	43	41	47	40	45	47	49
Your Say SJ consultation website	44	46	33	34	48	37	46	41	47
SJ Matters eNewsletter	45	45	42	41	44	41	49	46	46
Social media presence	40	41	42	32	45	41	44	39	40
Request and Report It	40	41	37	31	43	38	42	40	40

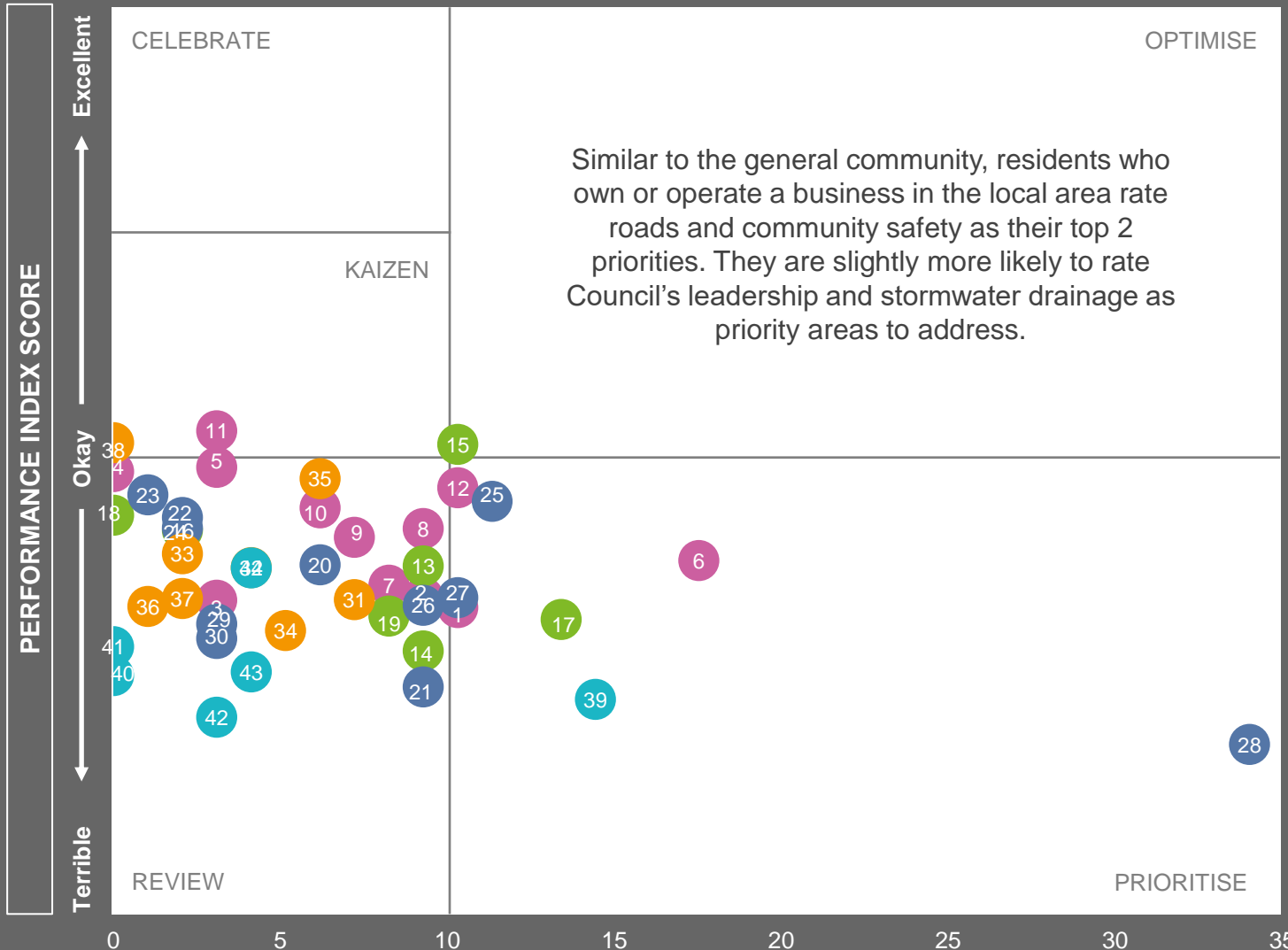
MARKYT Community Priorities
among businesses and Shire affiliates

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of business owners / managers)

Low (<10%)

High (>10%)



- 1 Youth services and facilities
- 2 Seniors' services and care
- 3 Disability access and inclusion
- 4 Recognition, Aboriginal cultures
- 5 Volunteer recognition & support
- 6 Community safety
- 7 Lighting of streets/public places
- 8 Animal management
- 9 Health and community services
- 10 Sport and recreation
- 11 SJ Community Rec Centre
- 12 Festivals, events, art & culture
- 13 Sustainable practices
- 14 Conservation & environment mgt
- 15 Waste services
- 16 Environmental health mgt
- 17 Stormwater drainage
- 18 Natural disaster management
- 19 Resp. growth / development
- 20 Area's character and identity
- 21 Planning and building approvals
- 22 Access to housing
- 23 Local history and heritage
- 24 Community buildings / toilets
- 25 Playgrounds, parks, reserves
- 26 Streetscapes, trees and verges
- 27 Footpaths, trails and cycleways
- 28 Local roads
- 29 Traffic management
- 30 Access to public transport
- 31 Economic development
- 32 Jarrahdale Town Centre
- 33 Mundijong Town Centre
- 34 Serpentine Town Centre
- 35 Byford Town Centre
- 36 Tourism and place marketing
- 37 Education and training
- 38 Library services
- 39 Council's leadership
- 40 Advocacy and lobbying
- 41 Change, innovation, technology
- 42 Consultation
- 43 Communication
- 44 Customer service

Q. How would you rate performance in the following areas? Base: Own or operate a business (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: Own or operate a business (n = 97)

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of shire affiliates)

Low (<10%)

High (>10%)

CELEBRATE

OPTIMISE

Respondents who are affiliated with the Shire tend to provide higher performance ratings than the general community.

Their top priorities are health and community services.

They give lower priority ratings for roads, waste services, and community safety.

KAIZEN

REVIEW

PRIORITISE

Excellent

Okay

Terrible

0 5 10 15 20 25 30 35

- 1 Youth services and facilities
- 2 Seniors' services and care
- 3 Disability access and inclusion
- 4 Recognition, Aboriginal cultures
- 5 Volunteer recognition & support
- 6 Community safety
- 7 Lighting of streets/public places
- 8 Animal management
- 9 Health and community services
- 10 Sport and recreation
- 11 SJ Community Rec Centre
- 12 Festivals, events, art & culture
- 13 Sustainable practices
- 14 Conservation & environment mgt
- 15 Waste services
- 16 Environmental health mgt
- 17 Stormwater drainage
- 18 Natural disaster management
- 19 Resp. growth / development
- 20 Area's character and identity
- 21 Planning and building approvals
- 22 Access to housing
- 23 Local history and heritage
- 24 Community buildings / toilets
- 25 Playgrounds, parks, reserves
- 26 Streetscapes, trees and verges
- 27 Footpaths, trails and cycleways
- 28 Local roads
- 29 Traffic management
- 30 Access to public transport
- 31 Economic development
- 32 Jarrahdale Town Centre
- 33 Mundijong Town Centre
- 34 Serpentine Town Centre
- 35 Byford Town Centre
- 36 Tourism and place marketing
- 37 Education and training
- 38 Library services
- 39 Council's leadership
- 40 Advocacy and lobbying
- 41 Change, innovation, technology
- 42 Consultation
- 43 Communication
- 44 Customer service

PERFORMANCE INDEX SCORE

Q. How would you rate performance in the following areas? Base: Elected Member, Shire employee or live in same household (n=varies) Q. Which areas would you most like the Council to focus on improving? Base: Elected Member, Shire employee or live in same household (n = 12)



www.catalyse.com.au

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9226 5674

Email: info@catalyse.com.au

ABN 20 108 620 855

MARKYT 