



MARKYT Community Scorecard ©

Prepared for: Shire of Toodyay

Prepared by: CATALYSE[®] Pty Ltd ©

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MARKYT 

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Strategic overview

Vision



79

% agree

3% points above Industry Average

Liveability

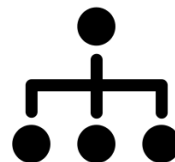


79

Performance Index Score

3 index points above
Industry Average

Governance



42

Performance Index Score

11 index points below
Industry Average

Rates Value



31

Performance Index Score

12 index points below
Industry Average

Highest scores

- Library services
- Toodyay Museum
- Festivals, events, art and cultural activities
- Playgrounds, parks and reserves
- Local history and heritage
- Waste management services
- Community buildings, halls and toilets

Relative to MARKYT® Industry Standards

- Festivals, events, art and cultural activities
- Tourism and place marketing
- Local history and heritage
- Library services

Priorities



Health and community services



Building and maintaining local roads



Seniors' services and care



Council's leadership



Access to public transport



Sustainable practices / climate change



Conservation and environmental management

Approach

Purpose



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

GOVERNMENT OF
WESTERN AUSTRALIA

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 Toodyay commissioned a MARKYT® Community Scorecard to:

- Assess performance against desired outcomes and key performance indicators (KPIs) in the Strategic Community Plan
- Determine community priorities
- Benchmark performance

STRATEGIC COMMUNITY PLAN

TOODYAY 2028



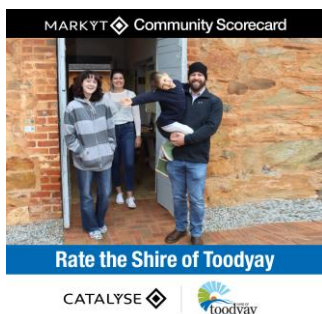
MAJOR REVIEW 2017 / 18

The Study

The Shire of Toodyay commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

All community members were invited to take part. Scorecard invitations were sent to all households and residential PO Boxes in the Shire of Toodyay using Australia Post's unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

The Shire provided supporting promotions through various communication channels. The scorecard was open from 5 to 30 September 2022.

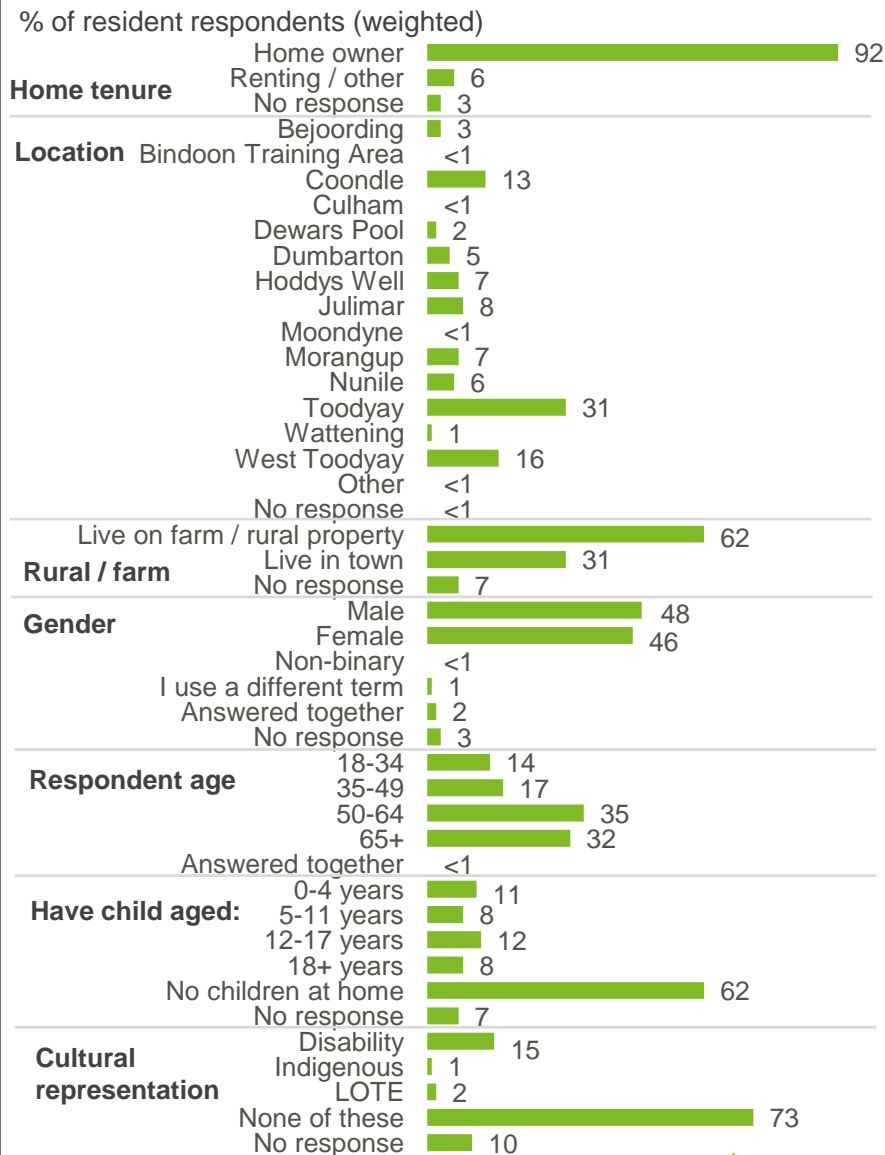


The scorecard was completed by **520 community members** with various connections to the Shire:

Local resident	Local business owner / manager	Elected Member / Employee
490	97	30

The main body of this report shows responses from local residents and ratepayers. 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.



LOTE: mainly speaks a language other than English

MARKYT Benchmarks | participating councils

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

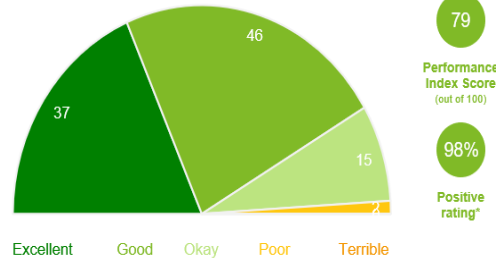


How to read performance dashboard charts

Performance Ratings

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

Performance ratings
% of respondents



79
Performance Index Score
(out of 100)
98%
Positive rating*

MARKYT Industry Standards
Performance Index Score



Shire of Toodyay 79
Industry High 90
Industry Average 76

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

Council Score is the Council's performance index score.

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

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

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

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

Variations across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarlon	Hoddys Well	Julimar/ Mooroxine	Mooranup	Nunille to Watterling	Toodyay	West Toodyay	Farm/rural	Town/other
79	80	78	81	79	81	75	80	80	81	80	74	74	77	76	78	78	79	80	69	85	81	76	78	82

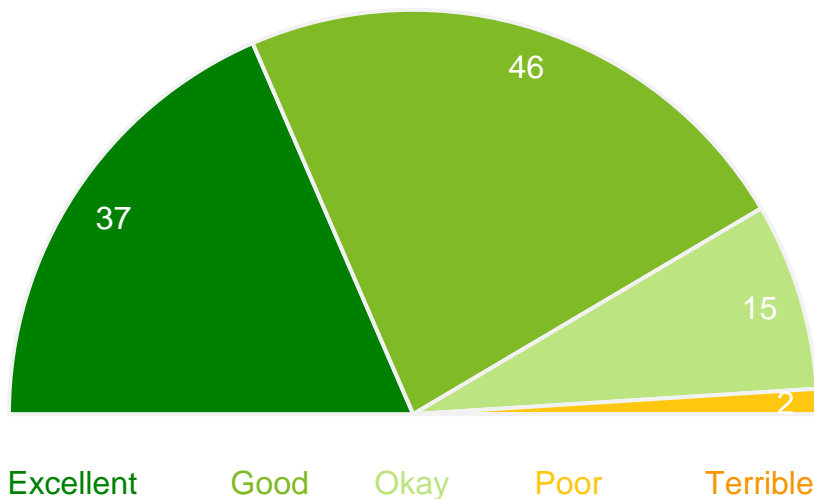
Variance across the community shows how results vary across the community based on the Performance Index Score

Overall Performance

Place to live

Performance ratings

% of respondents



79

Performance Index Score
(out of 100)

98%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	79
Industry High	90
Industry Average	76

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
79	80	78	81	79	81	75	80	80	81	80	74	74	77	76	78	78	79	80	69	85	81	76	78	82

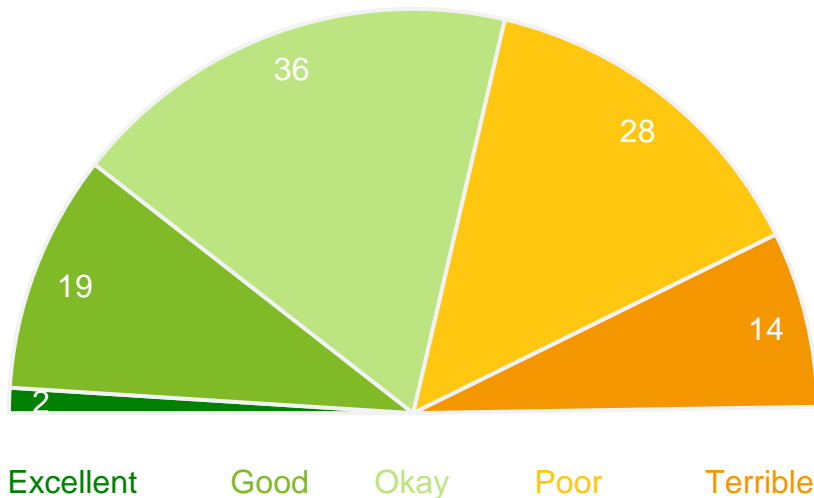
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 485). * Positive Rating = excellent, good + okay

Governing organisation

Performance ratings

% of respondents



42

Performance Index Score (out of 100)

57%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	42
Industry High	67
Industry Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
42	42	45	43	41	47	36	38	47	44	39	33	35	38	34	39	41	56	33	38	43	46	35	39	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 472). * Positive Rating = excellent, good + okay

MARKYT  industry comparisons

Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Toodyay as a 'place to live' and as a 'governing organisation'. The Shire's overall performance index score is 61 out of 100, 4 index points below the industry average.

Overall Performance Index Score

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

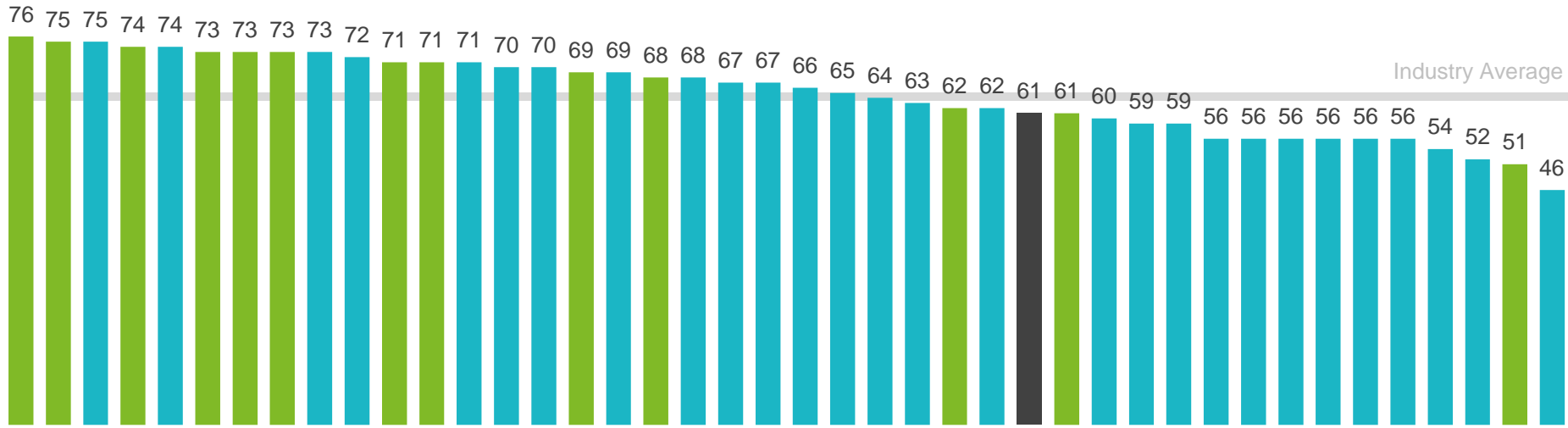
- Shire of Toodyay
- Metropolitan Councils
- Regional Councils

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	61
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.

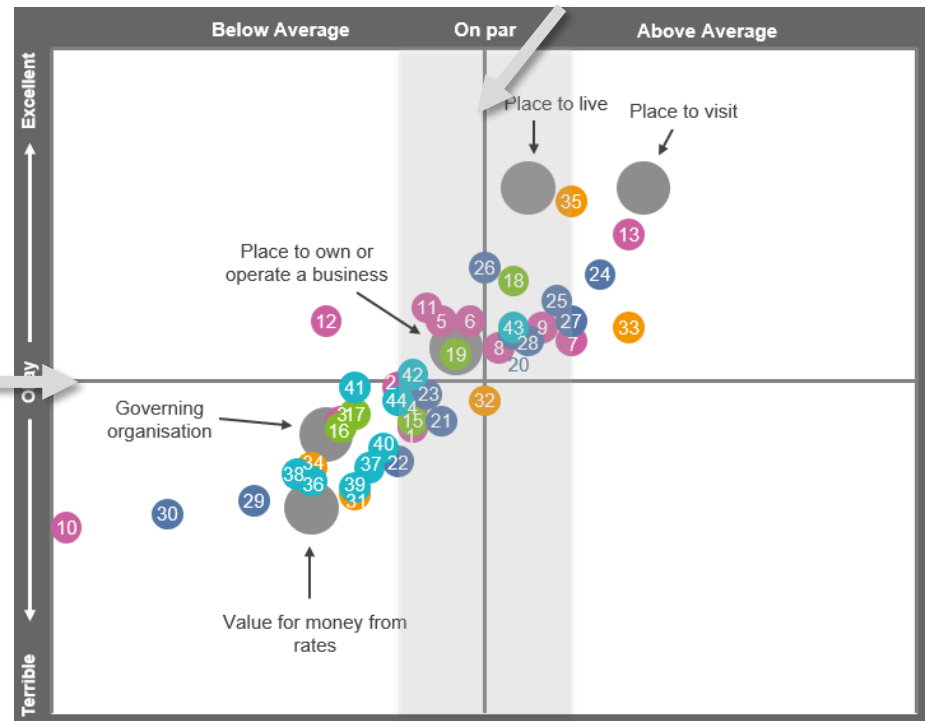
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

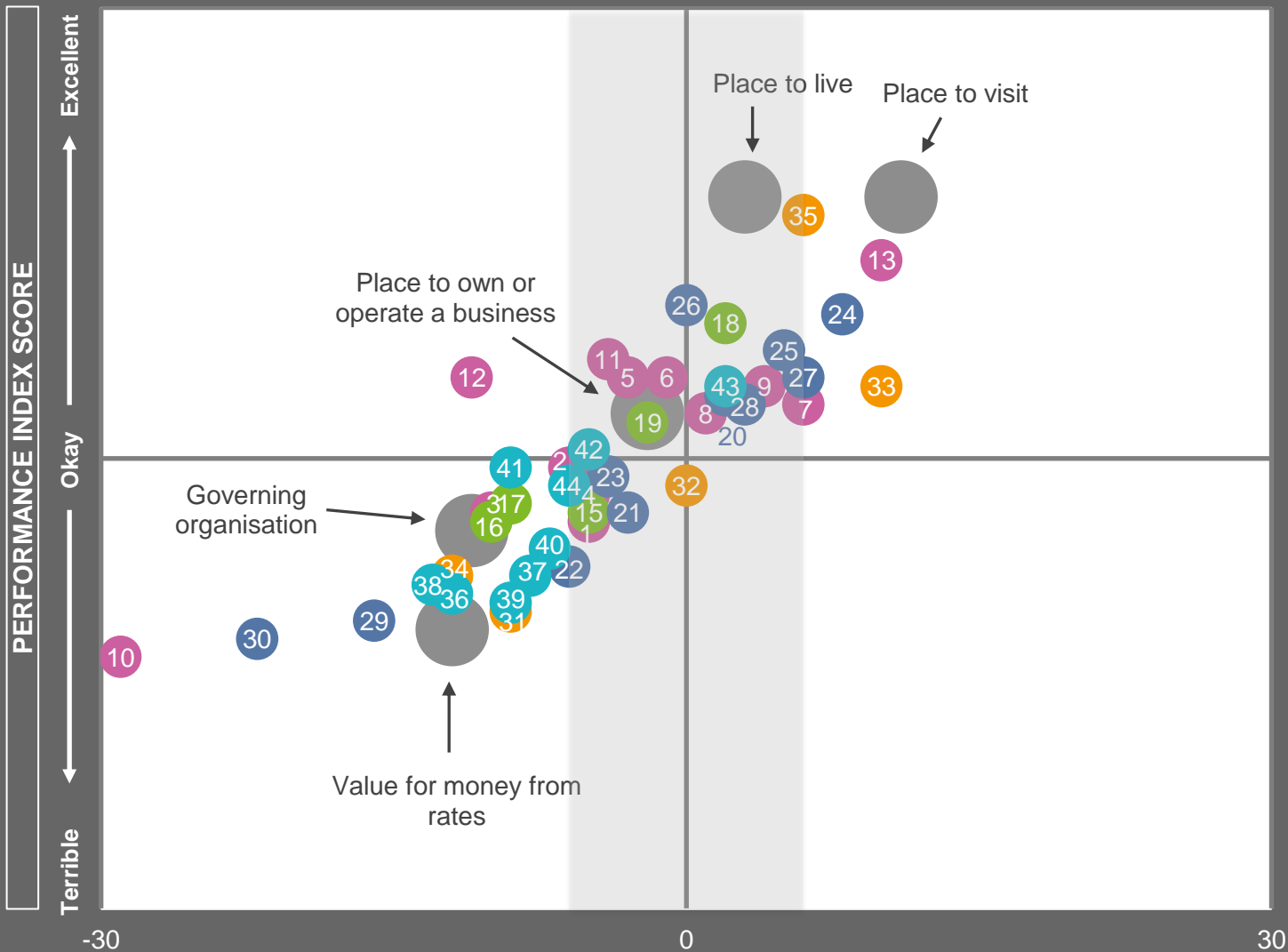
- People
- Place
- Planet
- Prosperity
- Performance

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 Children and family services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Aboriginal recognition
- 6 Volunteer recognition
- 7 Community safety
- 8 Lighting
- 9 Animal management
- 10 Health and community services
- 11 Sport and recreation facilities
- 12 Toodyay Recreation Centre
- 13 Festivals, events & culture
- 14 Toodyay Museum
- 15 Sustainable practices
- 16 Conservation
- 17 River and waterways
- 18 Waste management services
- 19 Noise, pollution, etc.
- 20 Natural disaster management
- 21 Growth and development
- 22 Planning and building approvals
- 23 Housing
- 24 Local history and heritage
- 25 Community buildings
- 26 Playgrounds
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Access to public transport
- 31 Economic development
- 32 Town centre
- 33 Tourism and place marketing
- 34 Education and training
- 35 Library services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Change, innovation & technology
- 39 Consultation
- 40 Communication
- 41 Customer service
- 42 Shire's website
- 43 Shire page in the Toodyay Herald
- 44 Social media presence
- 45 Shire's Strategic Community Plan

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

MARKYT  community priorities

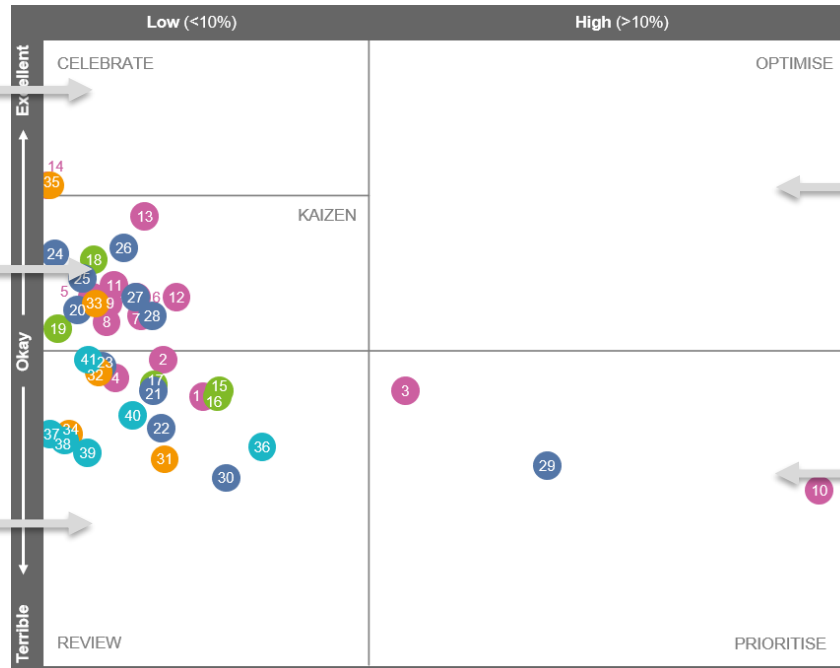
How to read the MARKYT Community Priorities

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)

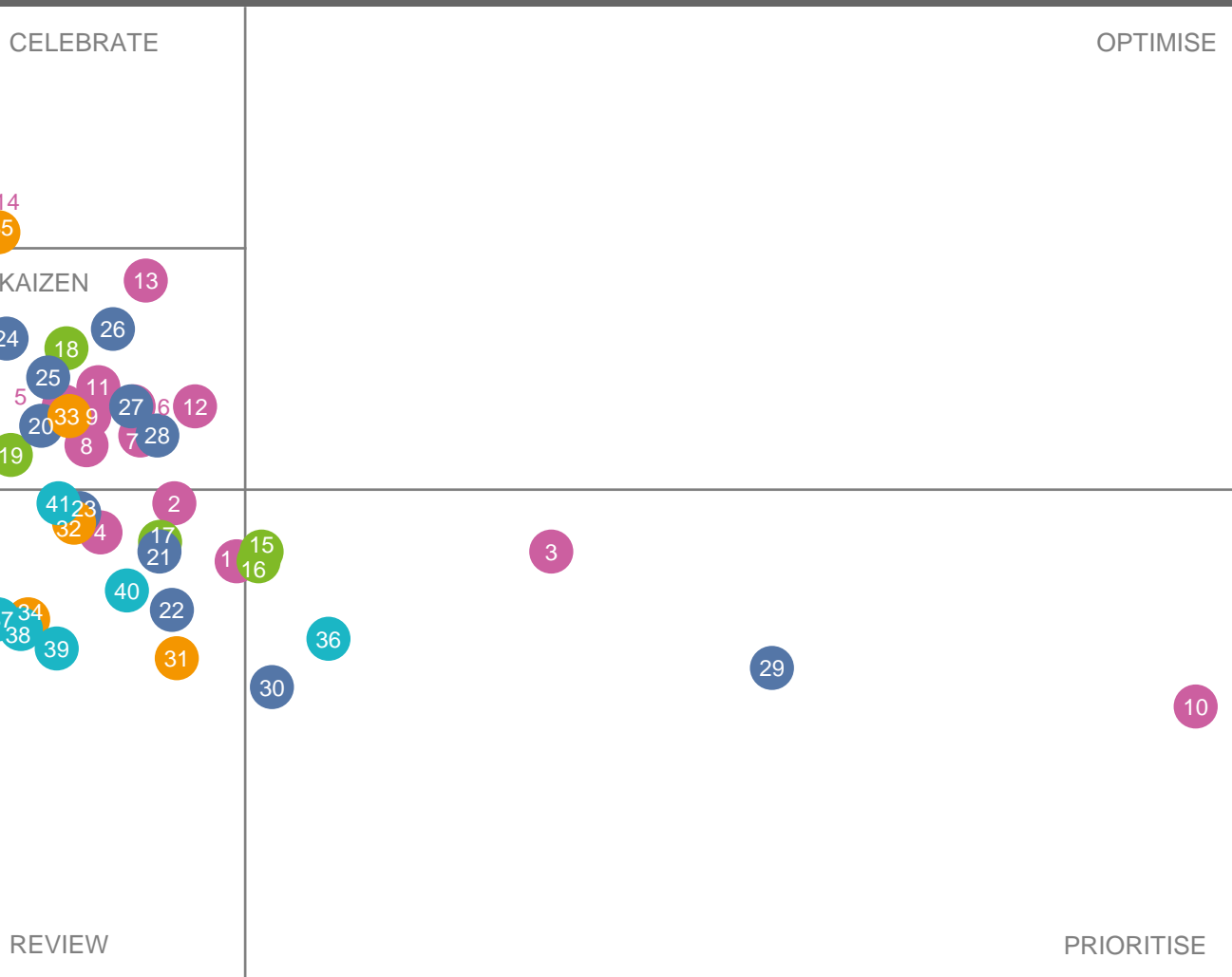
Low (<10%)

High (>10%)

Excellent

Okay

Terrible



- 1 Youth services and facilities
- 2 Children and family services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Aboriginal recognition
- 6 Volunteer recognition
- 7 Community safety
- 8 Lighting
- 9 Animal management
- 10 Health and community services
- 11 Sport and recreation facilities
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- 33 Tourism and place marketing
- 34 Education and training
- 35 Library services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Change, innovation & technology
- 39 Consultation
- 40 Communication
- 41 Customer service

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

Q. Over the next 10 years, which areas would you mostly like the Shire of Toodyay to focus on improving? Base: All respondents, excludes no response (n = 466)

Community Driven Actions

1. Lobby State and Federal Government for funding to retain a local **medical centre** with permanent doctors and associated medical services.
2. Provide **incentives** including housing to help attract and retain medical professionals.
3. Attract a **wide range of health services** including:
 - Dentists
 - Pathology services
 - Disability services
 - Specialists
 - Physiotherapists, podiatrists and other allied health professionals

Community Voices

"We need a permanent doctor for all young and old in our community."

"As community continues to age, health services are vital for the town i.e. permanent GP and district nurse(s)."

"We really need a decent doctor's surgery that is run properly and adequately funded. The current practice has been announced to close. This is a huge loss for the town and residents. Also, with young family I would much prefer to not have to travel too far for these types of services or have to attend ED when no doctors are available to be seen."

"The loss of a doctor's surgery in town is of extreme concern. The continued support by the Shire of ancillary services currently operating in Toodyay needs to be actively continued. Lobbying by the Shire to Commonwealth and State Government Agencies to support the return of a GP service to Toodyay needs to be strong and ongoing."

"Dedicated housing for medical professionals - currently no shire housing provided."

"A continued Medical Centre facility with doctors AND nurses based in Toodyay five days a week. And if that means providing accommodation or other incentives for them, then so be it."

"Engaging a decent medical practice with doctors who want to live in the community long term and who care about their patients."

"Attract permanent doctors into our communities."

"Permanent GP and associated services e.g. blood testing."

"Need for a local GP practice with other medical services e.g. physio etc."

"Finding a way to attract and support GP services and allied services and pathology, physio, OT."

Community Driven Actions

- 1. Maintain roads** to a higher standard:
 - Repair potholes promptly, especially after heavy rain
 - Repair edges and drains
 - Grade gravel roads more regularly
 - Clear trees, vegetation and weeds that obscure visibility
- 2. Ensure repairs are a long-term solution**, not a temporary fix or “patch”.
- 3. Bituminise** gravel roads with high traffic volumes.
- 4. Widen** narrow, dangerous roads and intersections.

Community Voices

“The roads in the Shire of Toodyay are in a terrible state. They are unsafe at the best of times with large holes and broken edges. Just erecting a sign warning there is a traffic hazard and having it there for 6 months or more is embarrassing for the shire.”

“Resurface ageing roads outside town area and grade non-sealed shire roads more regularly. At least fill potholes on old roads as they occur - not with blue metal - properly with hotmix etc.”

“There’s many gravel roads that require re-sheeting and grading both better and more often.”

“The edges of Julimar Rd are terrible and need repair. General maintenance to prevent edge degradation and potholes of all roads in the Shire.”

“Maintain roads to a better standard with efficient road drainage.”

“Overhanging trees are dangerous especially in storms and intersections have a lot of blind spots from overgrown vegetation.”

“Visibility on some street corners is poor due to the height of road verge weeds.”

“Roads - repair so that potholes don't keep opening up.

“The roads are damaging vehicles and make it difficult to get around. So many patches that are just not good enough and re-open constantly making bigger more dangerous holes.”

“Bitumenising troublesome gravel roads that needs grading every week due to massive increase in traffic.”

“Consideration needs to be given to bitumenising Telegraph road. There is a lot of traffic now using these roads and as residents we should not feel endangered when we travel to work either from wet, damaged and ravaged roads or dry slippery pea gravel roads.”

Road like Bejoording Rd need to be widened between Sheen Rd and the shire boundary. Clear trees away and widen tarmac. Trucks struggle to pass each other without swiping the bushes on the trees or hitting mirrors. There are many more roads like that which need sorting out.”

“Coondle West Rd is narrow and dangerous - widening would help.”

Community Driven Actions

1. Advocate for more **assisted living-at-home services, affordable seniors housing and aged care facilities**
2. Attract a **wide range of health services** including doctors, dentists, podiatrists and physiotherapists.
3. Provide more **community transport services** for seniors.

Community Voices

"Consider encouraging the development of a nursing home so older residents don't have to move out of town when no longer able to look after themselves."

"Toodyay has an ageing population, and yet retirement and care options are very limited. The Shire should focus on and campaign for an aged care facility in town."

"Senior services and care. Provide local medical services and specialists and mental health services and support vital."

"Senior services and care. There are no care homes in the Shire. The population is ageing and needs to be looked after."

"Ensuring access to health services for older people; supporting accommodation and services for people to age well in their own homes/community."

"Seniors to be able to get to see a doctor in Toodyay in a timely manner. Appointments are not always available."

"Health care for the elderly...aged care housing is non-existent."

"Local medical services - doctor, podiatry, physiotherapy, massage."

"A permanent medical centre that has regular doctors, not revolving-door ones like we have had."

"Medical care for our aging population."

"Provide a service to and from Northam and Midland for senior's medical appts."

"Not all the elderly can still drive. Some sort of transport assistance for those individuals who are required to attend appointments in places other than Toodyay."

"Again, ensure sufficient public transport is available, as the older we get, the less we can drive long distances."

Community Driven Actions

1. 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.
 - **Respond** to communications; be available.
1. Increase **accountability** for financial decisions.
2. Put the needs of the **community first** - there is a perception that some decisions are self-interested.

Community Voices

"Almost non-existent consultation and communication from Council. Find out more from the local papers."

"Leadership: CEO and upper management and any form of public contact. There needs to be better liaison and open communication between management and public. Try to see the CEO - not possible."

"Council members creating an open dialogue with rate payers, including meetings where locals can OPENLY discuss issues."

"Improve communication, ask ratepayers and listen to their requests."

"The Council and admin need to adhere to their value statements and customer service charters. An automated email to say someone will get back to you within 10 days is not acceptable."

"Get Toodyay out of the headlines touting inadequacies in finance expenditure and maintaining community services."

"Hold those responsible for the extraordinary financial wastage of the Rec Centre, white elephant. Call for accountability."

"Improve Council education ie financial responsibilities and education."

"Council needs to make decisions for the good of the people of Toodyay, not just for money. Don't waste ratepayers' money on cars and clothes for councillors, just one area of wastage."

"Work for the good of the community and not for themselves individually. If they can't put aside their personal wants they should not be there. We don't always agree but be open to both sides of an argument before making a decision."

"Past history reflects the issues related to shire councils and the self-interest issues projected by the individual councillors. A cohesive, forward thinking, well managed, strong strategic plan and community communication are all necessary for a good functioning, community-based shire council. Strong council leadership and attitude is essential for this function."

Community Driven Actions

1. Lobby for a **more frequent train service** connecting Toodyay to Midland and Perth.
2. Lobby for a **bus service** between Toodyay and Midland.
3. Provide a **community shuttle bus** service within Toodyay and to Northam for shopping, medical appointments etc.

Community Voices

“Train once daily to Northam or Perth CBD and return - approximately 11 hours between journeys. Hours of travel ok for workers, but very difficult for shoppers or those with medical appointments.”

“There is extremely limited transport to Perth and the daily times are set. Be great if the train had two or so earlier trains during the week as an option like 6 am. Weekends are also very limited.”

“Lobby State Government for public transport ie replacement of train service at midday or replacement bus service to Midland and Northam so services in Northam and Perth can be accessed.”

“Lobbying government for either another train during day or a bus service to compensate to both Northam and Perth. This will be crucial if the medical centre closes. The population has significantly increased since the second train was cancelled.”

“Access to public transport. A bus from Toodyay to Midland picking up at certain spots.”

“The promised commuter bus, many meetings to discuss the size 12 or 20 seater, didn't eventuate but no explanation offered. Needed by those without cars.”

“It would be great if a bus service could operate between Toodyay and Northam for the youth or seniors to be able to get there for goods and services not available here. ”

“A regular bus service route in Toodyay and within eg 7 kilometres from town centre - for getting into town and Northam.”

“As drivers contend with time allowances for travelling over very long distances, keeping in mind safety issues (tiredness, speed, trees, gravel, kangaroos, road bends), and with increased fuel costs for vehicles, and an ageing population of community members, the need for public transport to and from Toodyay will definitely increase.”

Community Driven Actions

1. Be more **environmentally aware** – leave more vegetation, plant more trees, encourage better verge management, preserve local flora and fauna, and have more rainwater tanks.
2. Advocate for greater production and consumption of **renewable energy** with solar battery grants and solar panels.
3. Improve **recycling** facilities.
4. Facilitate greater adoption and use of **electric vehicles** with more EV charging points.

Community Voices

Develop a long-term strategic plan; where are we now, where do we want to be in the future, what do we need to do to get there. If you don't know where you're going, that's where you'll eventually wind up.

Sustainable practices/climate change. Develop and share with the community - Shire of Toodyay's plans/timeframes for this issue. Be innovative/creative /be leaders.

Preserve and promote the local flora and fauna. Stop decimating the best thing about the area.

A greater focus on sustainable practices and climate change, so that it becomes embedded in the culture rather than bolted on as an afterthought.

Plant trees. Simple. In town centre and elsewhere. Plant more on crown land. STOP cutting them down. Replace fallen or dead trees with another. Stop destroying roadside verges.

Use solar-powered street lights. Businesses should be encouraged to use solar with incentives/grants.

Sustainable practices/climate change. I would like to see solar panels installed on Shire buildings and wherever possible.

Better plastics recycling. Current HDPE and LDPE is too limited. There are at least 5 varieties of plastic that can be recycled.

Perhaps try to expand the operations of the Recycling Facility to make it a more profitable operation. Extended hours, more concentration on sales etc.

We have an electric vehicle charging station, but there are no signs to show where it is located. Work with the shires of Northam and York and have an Avon Valley Electric Drive with charging stations being set up in Northam and York.

Support EV use - leading by example - all shire vehicles to move to electric.

Community Driven Actions

1. Protect natural bushland and roadside vegetation with tighter **development controls**.
2. Lobby State Government to **protect Julimar State Forest** from mining.
3. Lobby Main Roads WA to **reduce the amount of clearing required for roadworks**.
4. Improve management and protection of **waterways**.
5. Implement a **weed management** strategy.

Community Voices

“Save as much of the native bush, especially mature trees as you can. Fight so local voices are heard in regard to road verge clearing especially. Stop using roundup as much as possible – it’s too easy a solution and is damaging to us, soil and water. Everything in the environment.”

“Continue the positive efforts, work to protect roadside vegetation.”

“Preserve, not destroy roadside vegetation and wildflowers.”

“Make Julimar Forest a Conservation Park. No mining permission.”

“Advocate for the upgrading of Julimar Conservation Reserve to a National Park and prevent impacts from mining to this iconic treasure of the Shire. This would then support the Shire with attracting visitors.”

“Destruction of environment for huge road works that lead only to a small village, destroys the reason for tourists to come to the region, the flora along the roads IS the attraction, promote and preserve the beauty of the area.”

“Discussions with state government environmental department to tackle Main Roads brutal vegetative clearance when widening Toodyay to Perth road.”

“Efforts to maintain and enhance waterways almost non-existent. All water from carparks go into the river, unfiltered. Waterways are managed more by community groups with little to no shire involvement.”

“Protection of high value conservation assets. Control of invasive weeds. Education of landholders re clearing, especially road verges. Waterway Management.”

“Weeds are taking over everything, especially waterways. Nothing seems to be done about them - even just whipper snipping them back (grasses/cape weed) so they don’t go to seed is enough (no chemicals).”

Community Driven Actions

1. Provide **safe spaces** for young people to meet and socialise.
2. Provide a greater range of **youth activities**.
Suggestions include movie nights, discos, school holiday programs, darts, music, pool, air hockey, day trips to Perth etc.
3. Provide more **education and training opportunities** for young people.
4. Advocate for more **mental health services** for young people.

Community Voices

“Local kids loved going to the CRC on Thursdays after school. It was a chance for them to hang out in a good environment around wonderful, kind, helpful staff. The place was pretty run down. It would be nice for a new place for them to go to with more room and a nicer space to hang out in.”

“There are many youth who seek to leave at 16yrs to escape the boredom. More youth events and activities are needed to assist them to remain home and assist families to provide an avenue of escape for them. This might involve supervised excursions to Perth, youth involvement in their own town development.”

“I have a 15-year-old daughter, and there are currently no safe spaces to 'hang out' and no sports/activities in Toodyay for her age group. The CRC previously had an excellent Youth Committee that organised events - youth organising for youth, and she loved that. They had movie nights, school holiday activities and driving courses. Would love to see this back again. Not only does this keep teens out of trouble, it is great for their mental health.”

“There needs to be more thought put into youth activities, for there is not a lot for youth to do in Toodyay. The park is very limited.”

“A youth area to hang out.”

“Move youth centres things to occupy and engage youngsters, especially teenagers.”

“A greatly expanded community resource Centre to include more and better pathways to training and employment for school leavers.”

“Give the youth of this community something to do...find industry, training and better schooling, as the schooling here is appalling.”

“A space for youth and mental health services for them.”

“Mental health services locally that cater solely to youth.”

To see all community comments from the MARKYT® Community Scorecard, please see the Shire of Toodyay MARKYT® Community VoiceBank.

The MARKYT® Community VoiceBank contains over **27,300** words with ideas and suggestions from community members.

Ideas are grouped into 41 service areas across five pillars:

- People
- Place
- Planet
- Prosperity
- Performance

Councillors and employees at the Shire of Toodyay may draw on specific suggestions in the MARKYT® Community VoiceBank to assist in the development of supporting strategies and action plans to address community needs.



MARKYT Community VoiceBank

Question: **What major projects, changes or improvements are needed?**

Source: MARKYT® Community Scorecard | 2022

All responses are presented verbatim. Identifying information, and offensive or defamatory language, has been removed. Views expressed are solely those of respondents.

Prepared by:
CATALYSE® Pty Ltd

On behalf of:
Shire of Toodyay

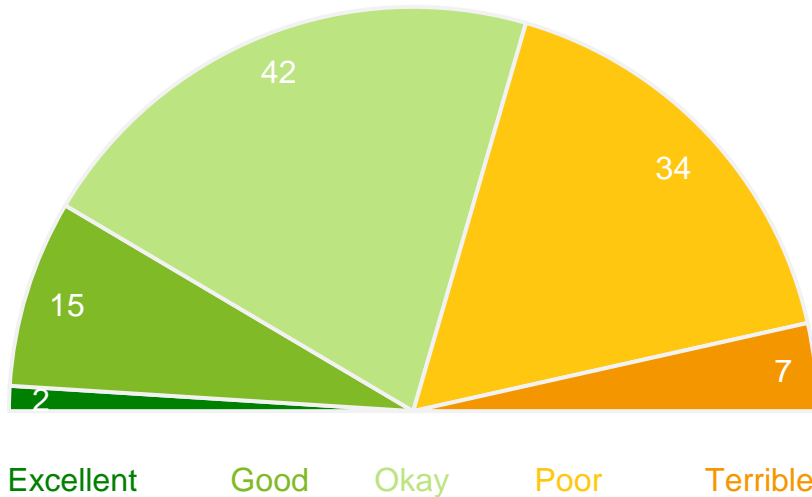
October 2022

People

Services and facilities for youth

Performance ratings

% of respondents



43

Performance Index Score (out of 100)

59%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	43
Industry High	65
Industry Average	48

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
43	43	41	46	40	46	38	41	46	46	38	39	36	34	45	40	39	45	30	34	48	49	40	40	47

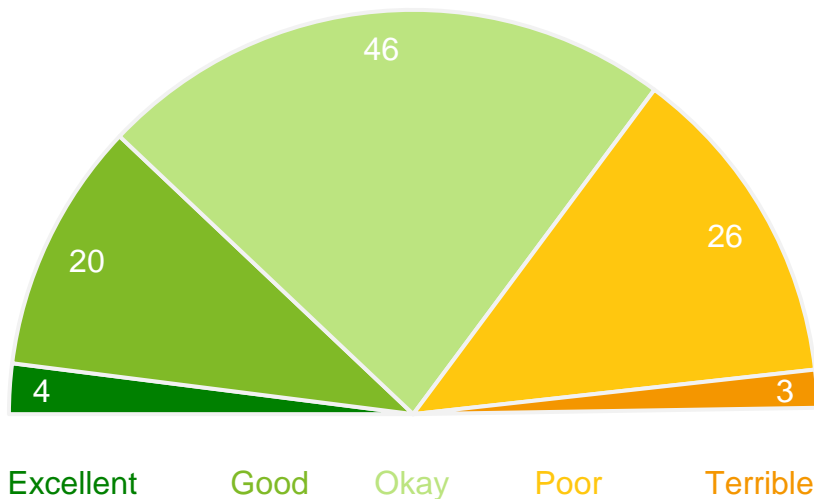
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 356). * Positive Rating = excellent, good + okay

Services and facilities for families and children

Performance ratings

% of respondents



49

Performance Index Score
(out of 100)

70%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	49
Industry High	68
Industry Average	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moodyne	Morangup	Nunile to Waddington	Toodyay	West Toodyay	Rural / farm	Live in town
49	49	48	52	48	54	47	46	51	51	49	44	40	40	48	50	47	47	39	41	56	52	48	46	51

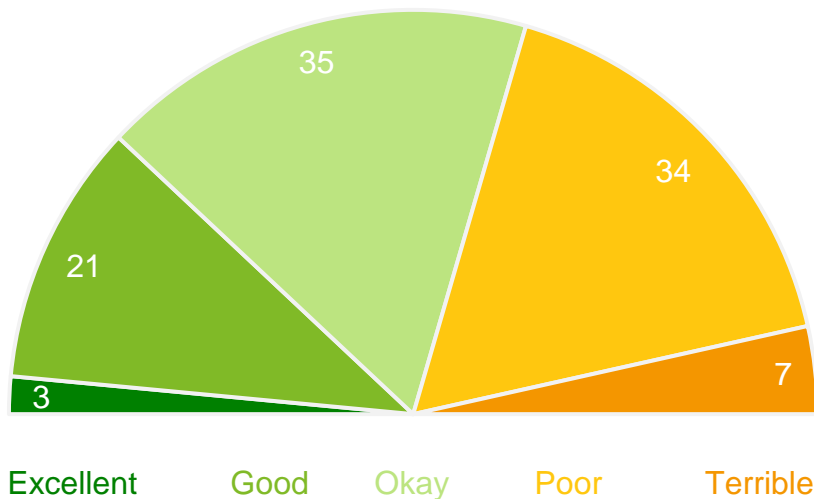
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 397). * Positive Rating = excellent, good + okay

Services and care available for seniors

Performance ratings

% of respondents



44

Performance Index Score
(out of 100)

59%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	44
Industry High	67
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
44	44	48	45	45	50	45	43	43	45	47	45	41	39	40	42	42	42	36	38	46	49	43	42	49

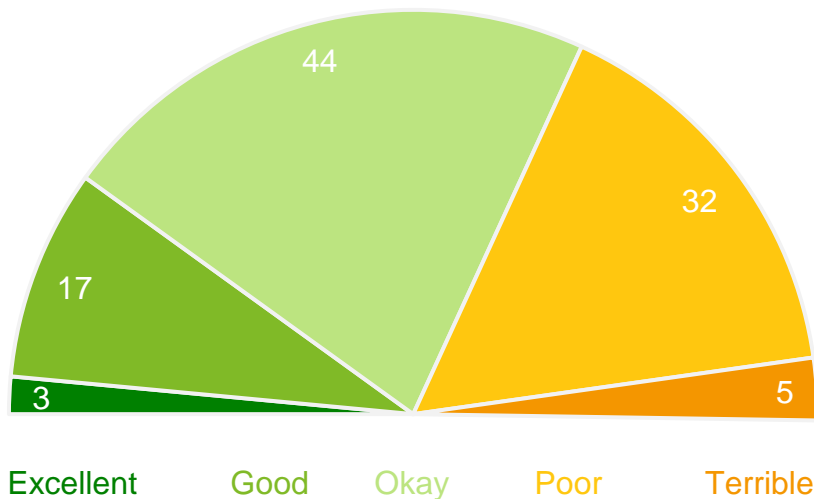
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 378). * Positive Rating = excellent, good + okay

Disability access and inclusion

Performance ratings

% of respondents



46

Performance Index Score
(out of 100)

64%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	46
Industry High	64
Industry Average	51

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
46	45	47	47	45	47	41	46	47	48	40	42	40	38	42	46	48	42	40	38	55	46	45	45	47

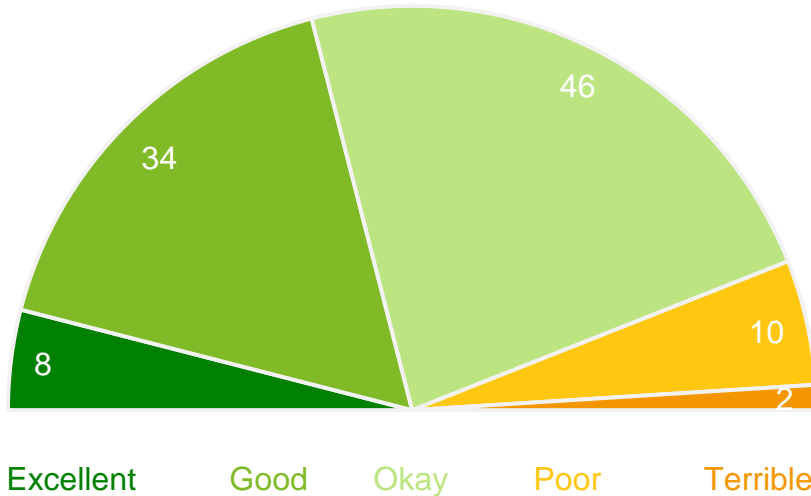
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 358). * Positive Rating = excellent, good + okay

Recognition and respect for Aboriginal people, cultures and heritage

Performance ratings

% of respondents



59

Performance Index Score (out of 100)

88%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	59
Industry High	72
Industry Average	62

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moodyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
59	59	56	60	58	54	53	59	62	61	61	53	51	58	62	58	49	67	44	57	58	62	57	58	62

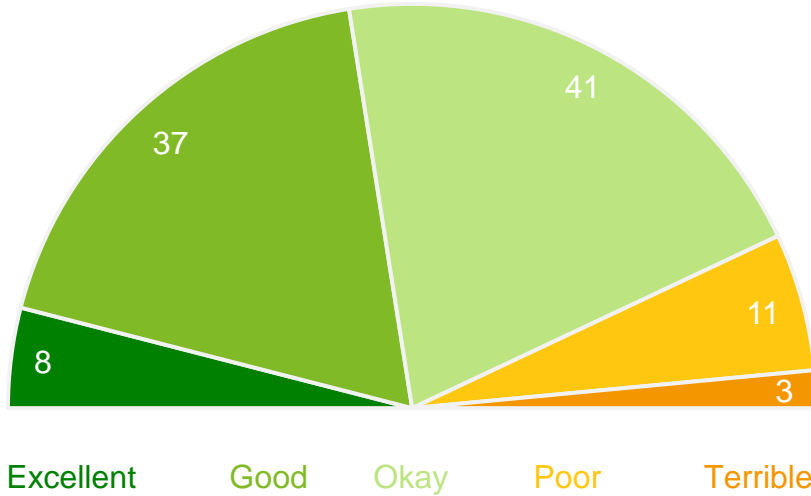
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 350). * Positive Rating = excellent, good + okay

Volunteer recognition and support

Performance ratings

% of respondents



59

Performance Index Score (out of 100)

86%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	59
Industry High	68
Industry Average	60

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
59	60	50	58	59	52	58	61	61	61	54	53	56	57	60	61	60	66	56	52	60	61	54	60	59

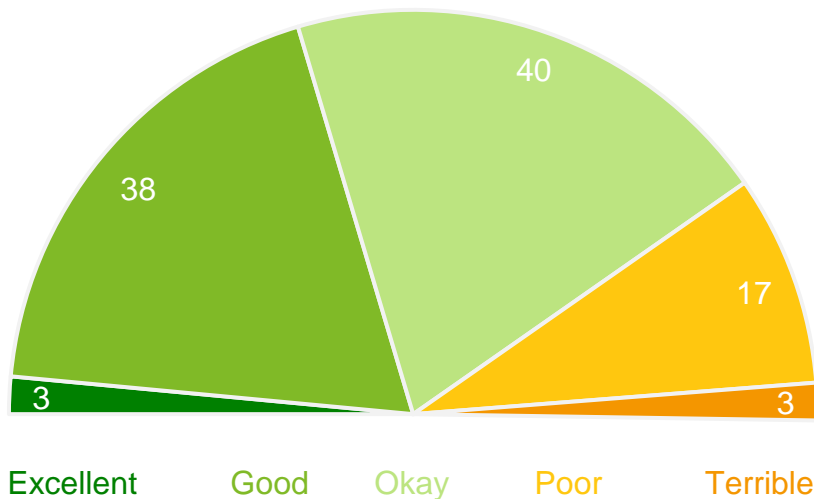
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 426). * Positive Rating = excellent, good + okay

Community safety and crime prevention

Performance ratings

% of respondents



56

Performance Index Score (out of 100)

81%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	56
Industry High	64
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
56	56	56	55	56	57	52	55	58	57	55	50	48	51	58	57	55	53	45	46	59	60	55	54	58

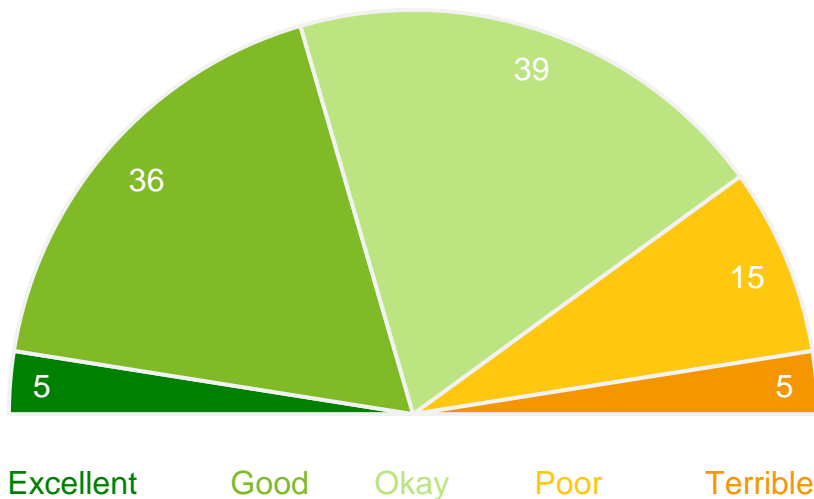
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 431). * Positive Rating = excellent, good + okay

Lighting of streets and public places

Performance ratings

% of respondents



55

Performance Index Score (out of 100)

80%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	55
Industry High	64
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
55	56	49	57	54	54	52	55	58	56	53	58	49	46	56	55	50	55	52	41	62	57	56	54	57

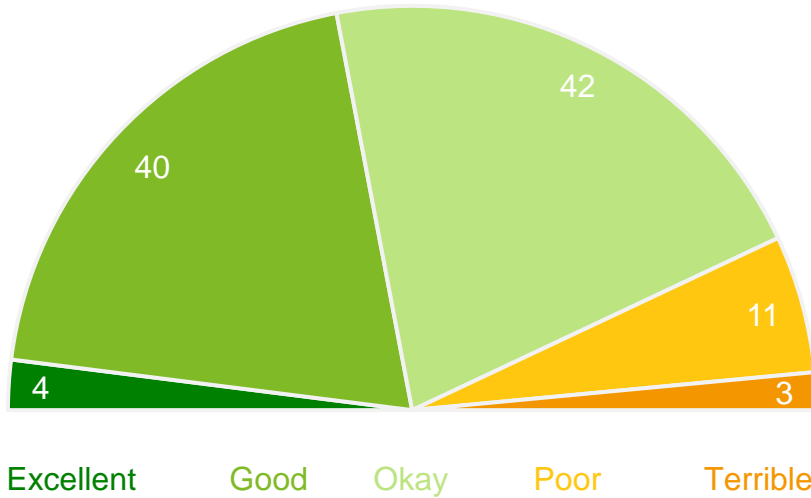
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 456). * Positive Rating = excellent, good + okay

Animal management (dogs and cats)

Performance ratings

% of respondents



58

Performance Index Score (out of 100)

86%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	58
Industry High	67
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
58	58	54	56	60	61	58	57	57	56	64	56	56	54	59	59	58	58	53	47	63	59	59	57	58

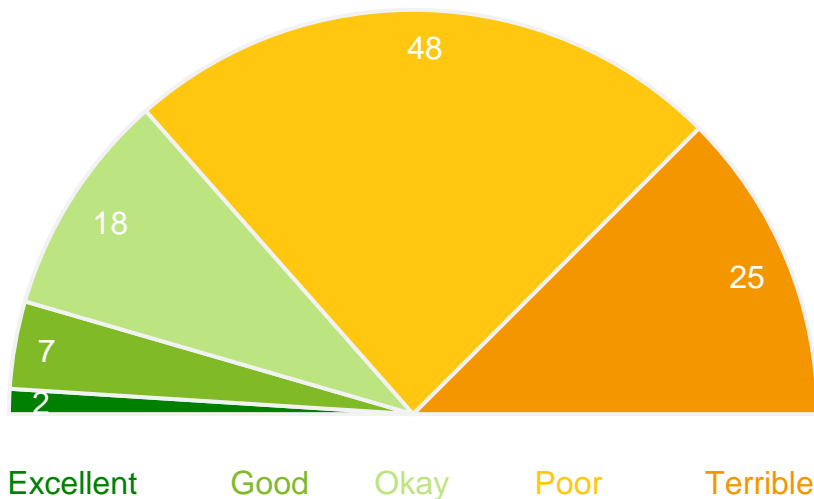
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 433). * Positive Rating = excellent, good + okay

Access to health and community services

Performance ratings

% of respondents



28

Performance Index Score
(out of 100)

27%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	28
Industry High	74
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moodyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
28	28	31	31	26	29	28	26	31	29	28	26	24	21	23	26	31	32	21	24	37	28	27	27	29

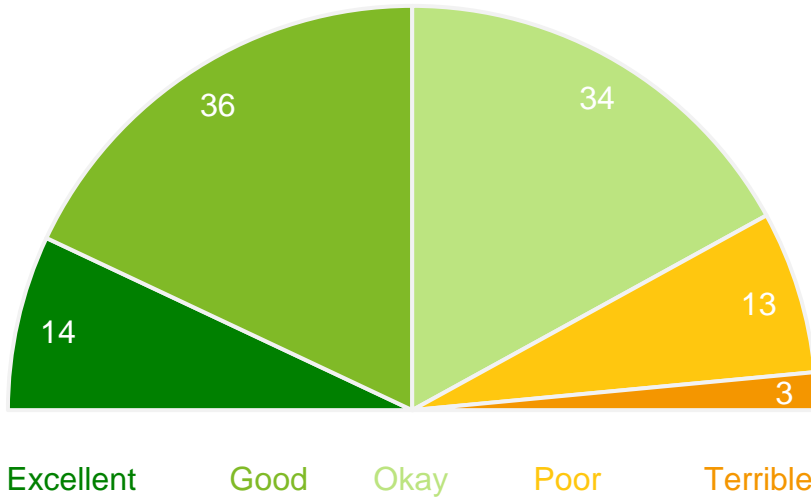
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 464). * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

Performance ratings

% of respondents



61

Performance Index Score
(out of 100)

84%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	61
Industry High	81
Industry Average	65

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
61	61	64	61	61	58	53	62	65	65	54	46	50	56	60	59	60	69	56	56	63	65	53	60	62

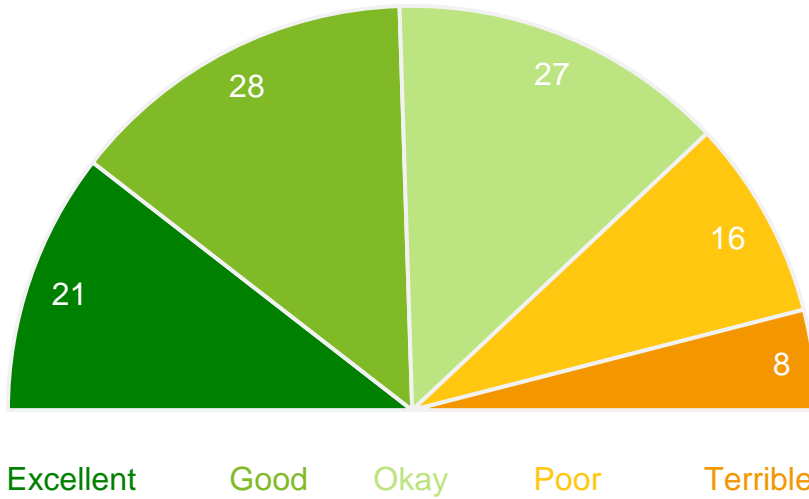
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 453). * Positive Rating = excellent, good + okay

Toodyay Recreation Centre

Performance ratings

% of respondents



59

Performance Index Score (out of 100)

76%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	59
Industry High	83
Industry Average	70

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
59	60	60	58	61	58	52	60	64	63	53	45	50	53	57	57	59	67	51	57	60	64	51	58	61

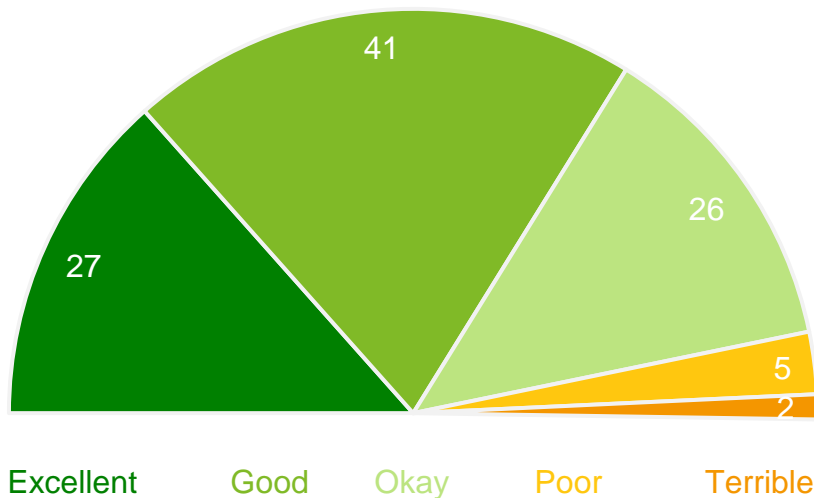
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 392). * Positive Rating = excellent, good + okay

Festivals, events, art and cultural activities

Performance ratings

% of respondents



72

Performance Index Score (out of 100)

94%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	72
Industry High	74
Industry Average	62

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
72	72	67	72	71	73	74	69	72	71	84	67	69	62	71	70	56	77	77	70	71	72	73	71	73

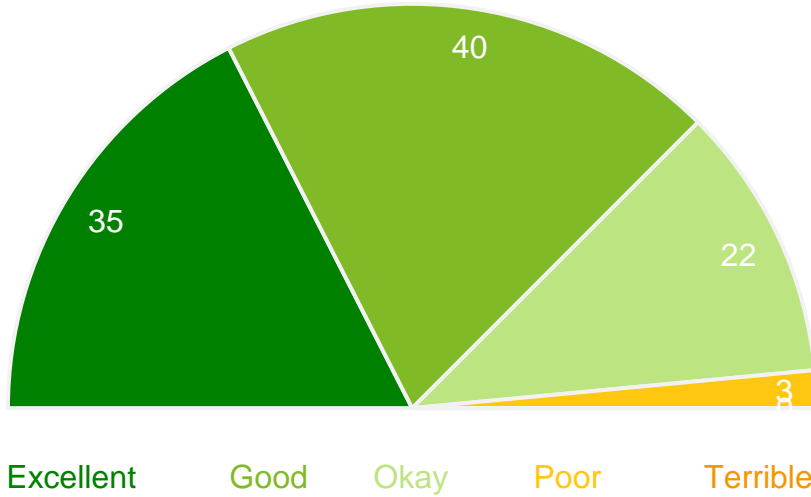
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 470). * Positive Rating = excellent, good + okay

Toodyay Museum

Performance ratings

% of respondents



77

Performance Index Score
(out of 100)

97%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	77
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
77	77	78	75	79	86	72	76	76	77	85	72	74	70	73	76	67	82	79	66	78	78	76	75	81

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

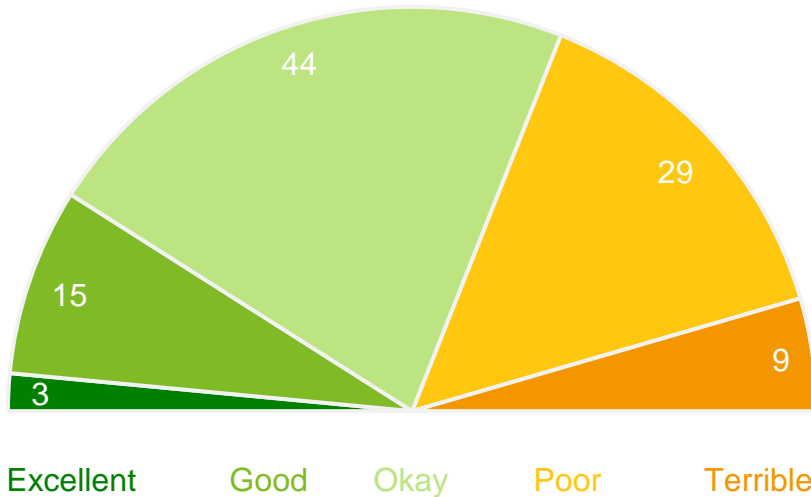
Base: All respondents, excludes 'unsure' and 'no response' (n = 402). * Positive Rating = excellent, good + okay

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

% of respondents



44

Performance Index Score
(out of 100)

62%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	44
Industry High	68
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
44	44	42	47	40	43	36	46	44	46	44	35	41	40	45	41	43	34	37	47	55	43	40	44	43

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

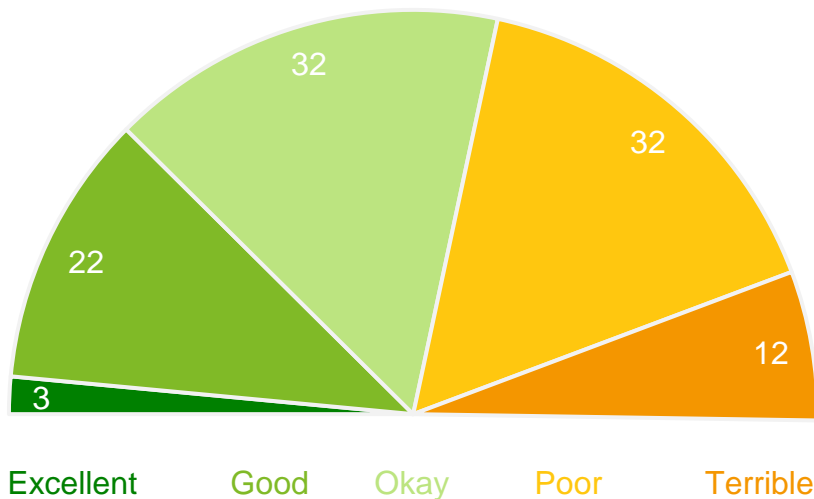
Base: All respondents, excludes 'unsure' and 'no response' (n = 286). * Positive Rating = excellent, good + okay

Conservation and environmental management

(including weed and pest control)

Performance ratings

% of respondents



43

Performance Index Score (out of 100)

57%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	43
Industry High	68
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
43	43	32	43	43	48	34	45	43	45	41	38	36	35	40	44	32	48	41	40	39	47	43	41	46

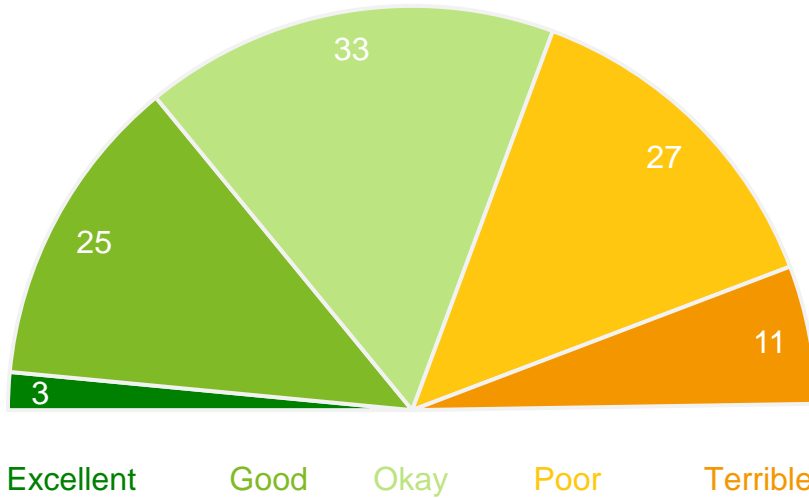
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 402). * Positive Rating = excellent, good + okay

Efforts to maintain and enhance the river and waterways

Performance ratings

% of respondents



45

Performance Index Score (out of 100)

61%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	45
Industry High	68
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
45	46	31	46	45	46	39	46	48	47	55	34	35	35	42	45	31	53	40	45	52	48	42	44	48

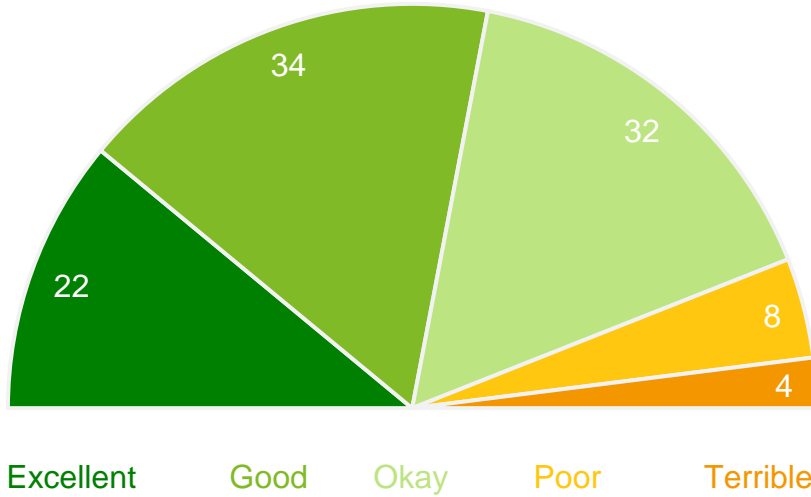
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 380). * Positive Rating = excellent, good + okay

Waste management services

Performance ratings

% of respondents



65

Performance Index Score (out of 100)

88%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	65
Industry High	77
Industry Average	63

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
65	66	51	64	67	55	64	64	71	69	53	63	65	58	60	71	64	59	68	59	56	71	62	64	69

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

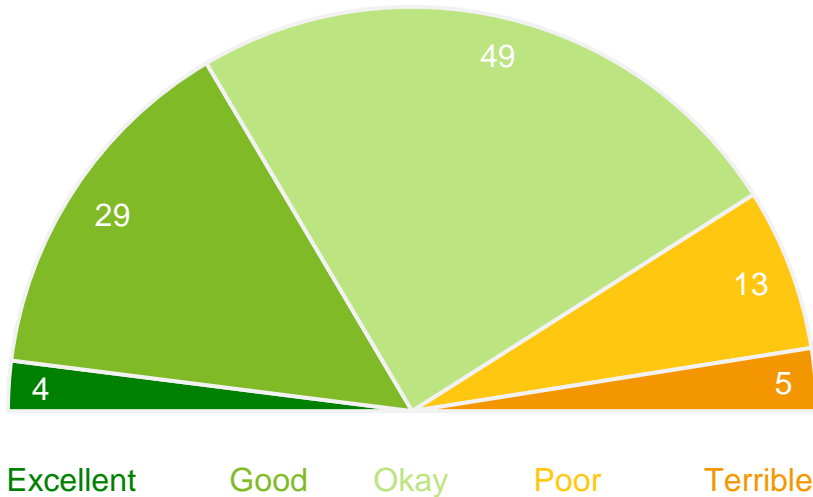
Base: All respondents, excludes 'unsure' and 'no response' (n = 452). * Positive Rating = excellent, good + okay

Environmental health management

(noise, pollution, food inspections, etc)

Performance ratings

% of respondents



54

Performance Index Score
(out of 100)

82%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	54
Industry High	64
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
54	54	52	54	54	65	49	53	51	53	61	51	51	52	53	55	46	55	58	46	58	55	51	52	56

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

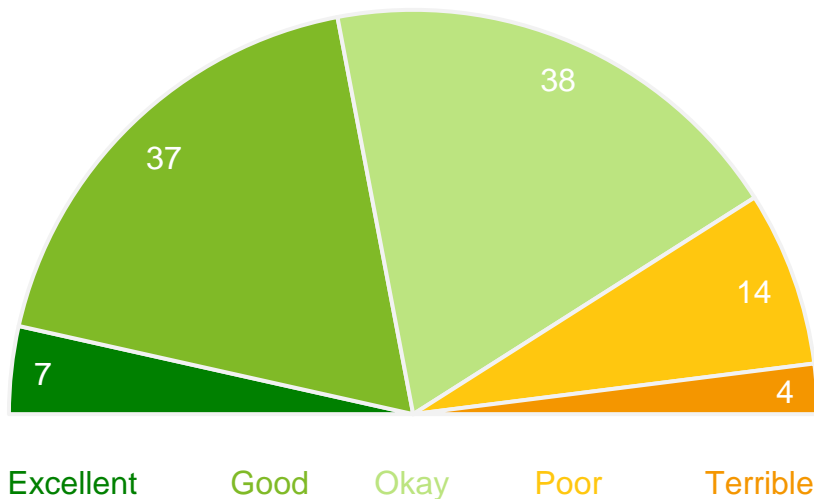
Base: All respondents, excludes 'unsure' and 'no response' (n = 295). * Positive Rating = excellent, good + okay

Natural disaster management

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

Performance ratings

% of respondents



57

Performance Index Score
(out of 100)

82%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	57
Industry High	69
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
57	58	48	57	57	63	53	55	59	58	61	56	54	49	52	58	48	67	59	45	62	61	52	55	62

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

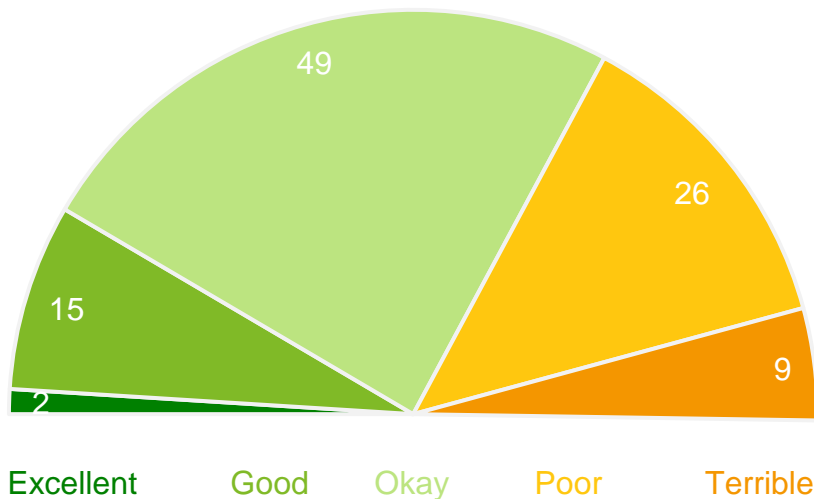
Base: All respondents, excludes 'unsure' and 'no response' (n = 355). * Positive Rating = excellent, good + okay

Place

Managing responsible growth and development

Performance ratings

% of respondents



44

Performance Index Score
(out of 100)

66%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	44
Industry High	58
Industry Average	47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
44	44	33	44	44	47	39	43	45	46	44	34	39	30	38	43	40	47	43	39	50	48	37	42	45

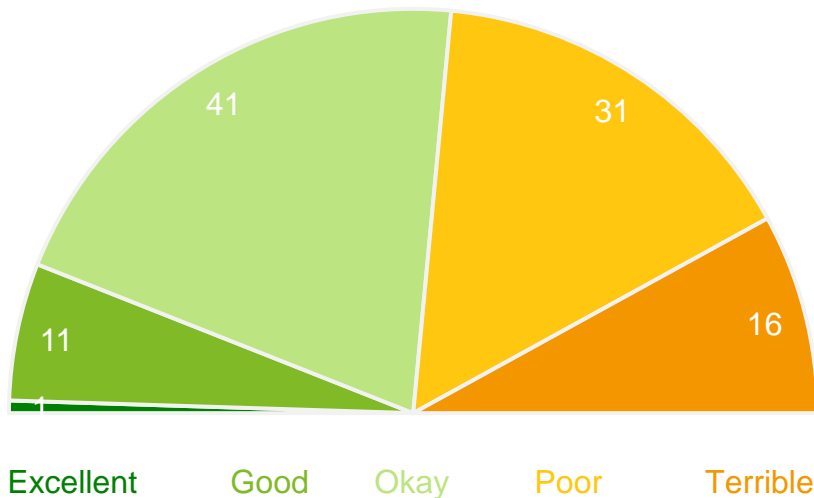
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 348). * Positive Rating = excellent, good + okay

Planning and building approvals

Performance ratings

% of respondents



38

Performance Index Score
(out of 100)

53%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	38
Industry High	59
Industry Average	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moodyne	Morangup	Nunilla to Waddington	Toodyay	West Toodyay	Rural / farm	Live in town
38	38	35	39	37	44	32	37	38	38	45	26	33	27	36	36	29	39	31	35	47	40	35	37	38

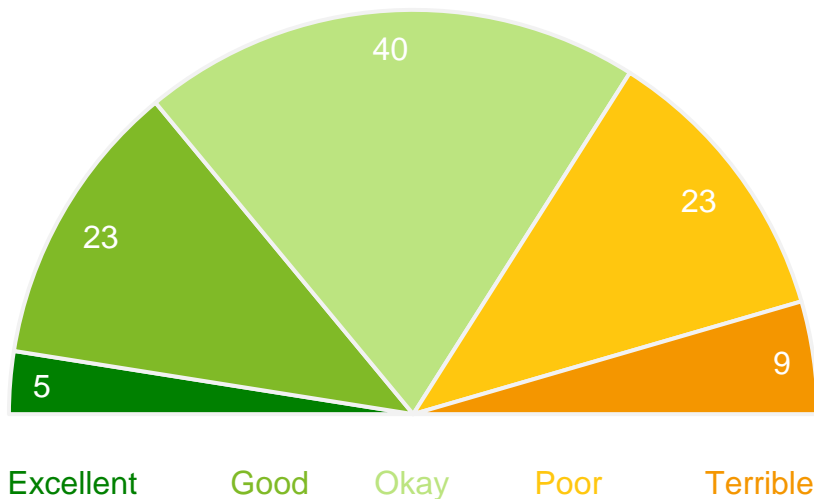
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 357). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

Performance ratings

% of respondents



48

Performance Index Score
(out of 100)

68%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	48
Industry High	68
Industry Average	52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
48	49	36	51	46	58	41	46	47	47	56	45	42	40	37	48	54	63	49	35	50	50	39	46	49

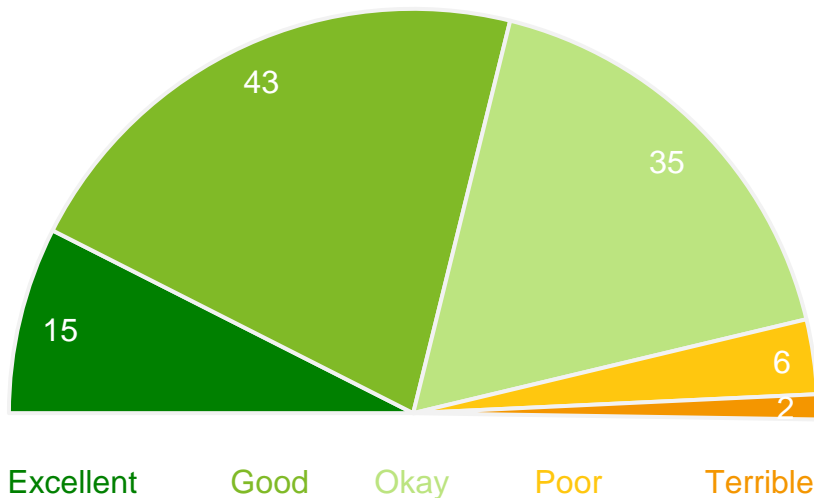
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 295). * Positive Rating = excellent, good + okay

Preserving and promoting local history and heritage

Performance ratings

% of respondents



66

Performance Index Score
(out of 100)

93%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	66
Industry High	73
Industry Average	58

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
66	66	56	65	67	69	67	67	62	65	68	66	66	65	66	66	60	75	65	59	64	67	64	65	68

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

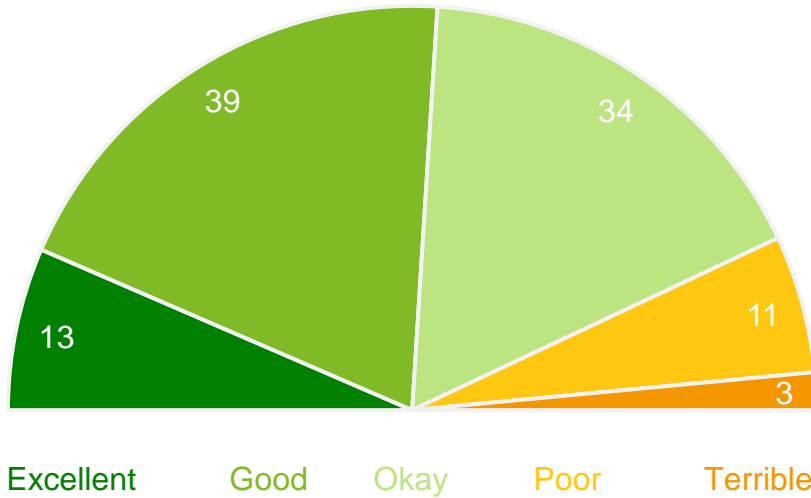
Base: All respondents, excludes 'unsure' and 'no response' (n = 439).

* Positive Rating = excellent, good + okay

Community buildings, halls and toilets

Performance ratings

% of respondents



62

Performance Index Score
(out of 100)

86%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	62
Industry High	66
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moodyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
62	62	56	63	62	55	59	63	65	65	54	57	56	53	57	64	63	70	62	51	65	64	54	62	63

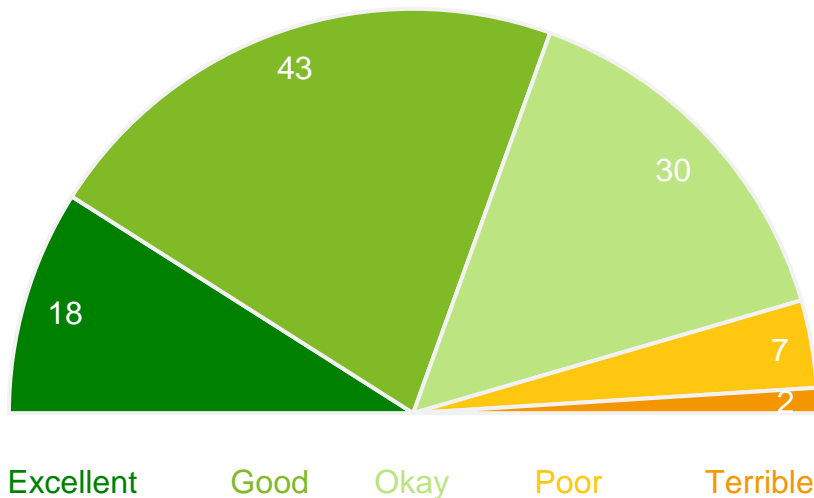
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 460). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

Performance ratings

% of respondents



67

Performance Index Score (out of 100)

91%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	67
Industry High	81
Industry Average	67

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
67	68	61	67	67	64	61	68	70	70	58	63	63	63	65	70	59	80	67	61	66	68	62	67	66

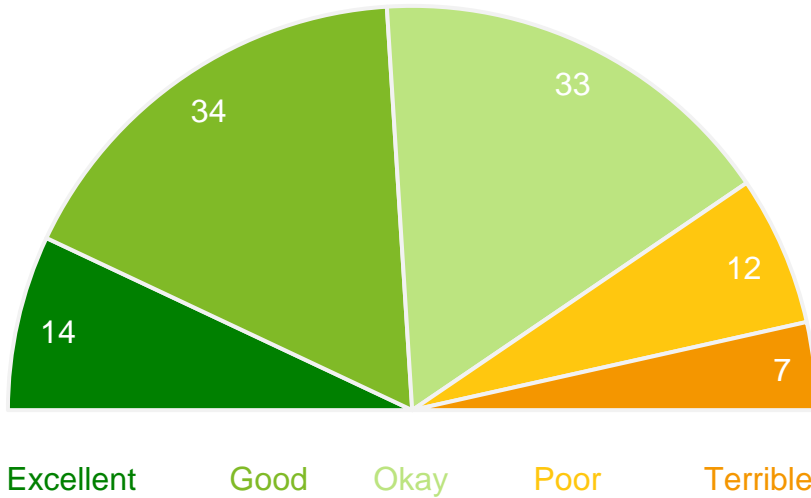
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 464). * Positive Rating = excellent, good + okay

Streetscapes, trees and verges

Performance ratings

% of respondents



59

Performance Index Score (out of 100)

81%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	59
Industry High	64
Industry Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moodyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
59	60	54	59	60	65	58	57	59	58	68	60	59	57	58	63	53	66	69	46	57	59	56	59	58

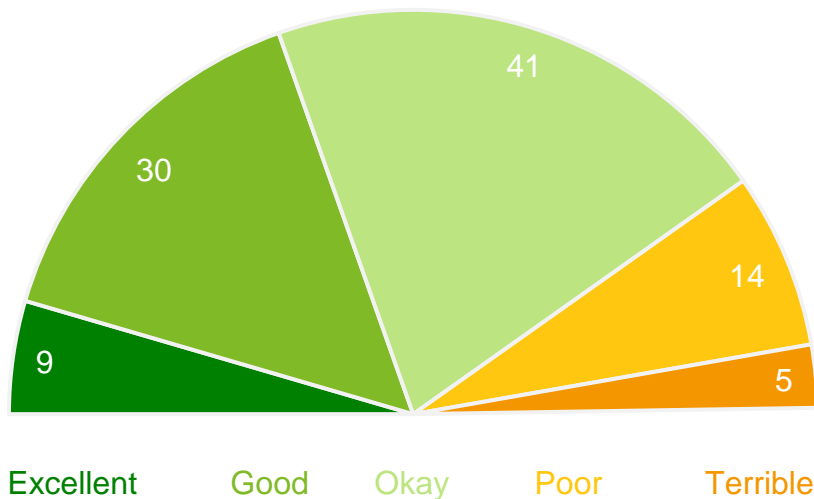
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 473). * Positive Rating = excellent, good + okay

Footpaths, trails and cycleways

Performance ratings

% of respondents



56

Performance Index Score (out of 100)

80%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	56
Industry High	68
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moodyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
56	56	48	57	55	59	50	54	58	57	63	50	53	46	53	58	47	64	58	44	54	57	54	55	58

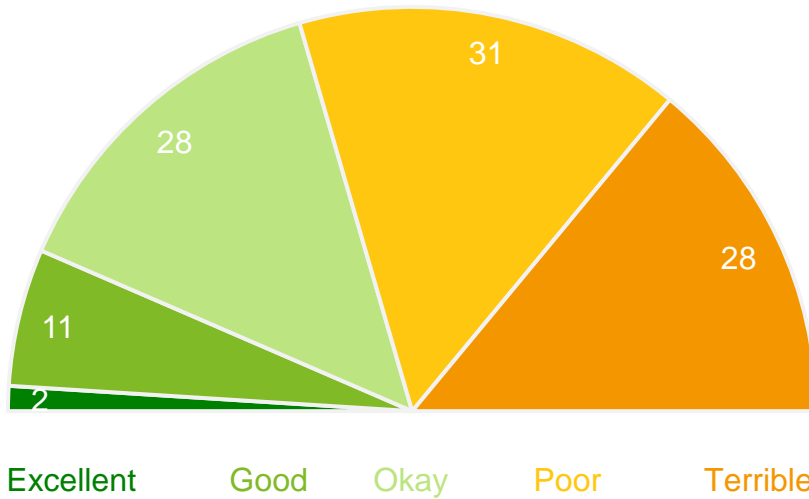
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 451). * Positive Rating = excellent, good + okay

Building and maintaining local roads

Performance ratings

% of respondents



32

Performance Index Score (out of 100)

41%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	32
Industry High	67
Industry Average	48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
32	32	31	31	33	27	27	31	38	35	19	28	30	24	27	26	32	33	30	34	26	39	28	28	39

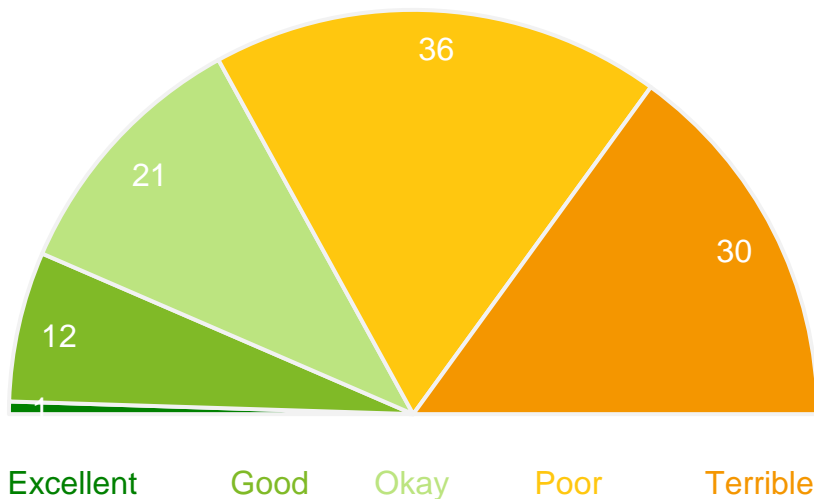
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 469). * Positive Rating = excellent, good + okay

Access to public transport

Performance ratings

% of respondents



30

Performance Index Score
(out of 100)

34%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	30
Industry High	81
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
30	29	34	31	29	44	27	25	29	30	39	20	24	17	29	24	41	41	25	13	30	34	28	27	33

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

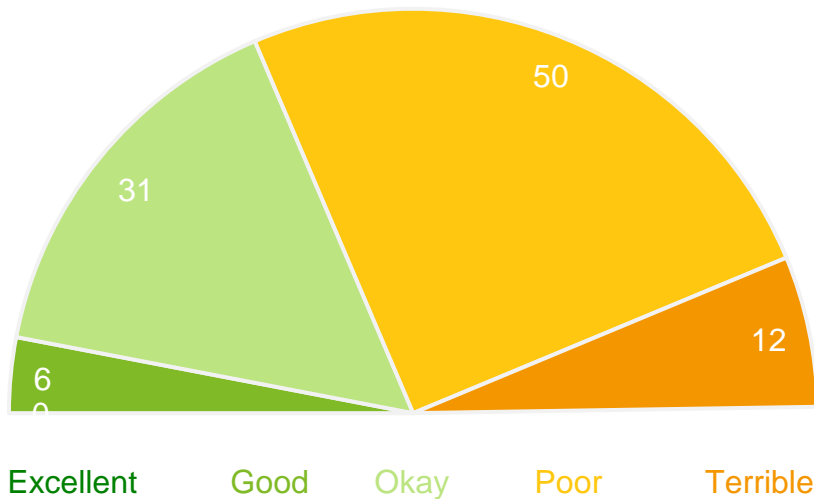
Base: All respondents, excludes 'unsure' and 'no response' (n = 420). * Positive Rating = excellent, good + okay

Prosperity

Economic development and job creation

Performance ratings

% of respondents



33

Performance Index Score (out of 100)

37%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	33
Industry High	57
Industry Average	42

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
33	33	31	35	33	43	29	30	34	33	45	23	28	27	36	31	37	38	31	29	35	35	30	31	36

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

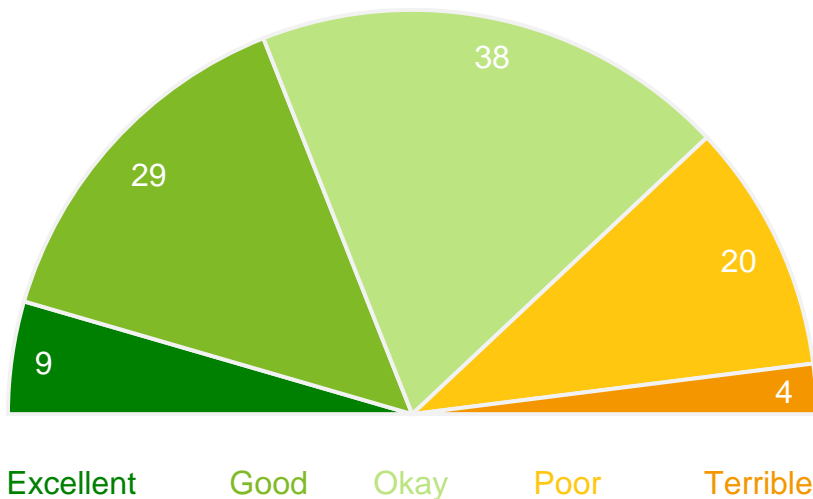
Base: All respondents, excludes 'unsure' and 'no response' (n = 337). * Positive Rating = excellent, good + okay

Place to own or operate a business

(compared to other regional towns)

Performance ratings

% of respondents



55

Performance Index Score (out of 100)

76%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	55
Industry High	71
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
55	55	59	53	58	59	48	55	56	57	43	48	55	53	53	56	52	53	53	43	58	60	49	52	60

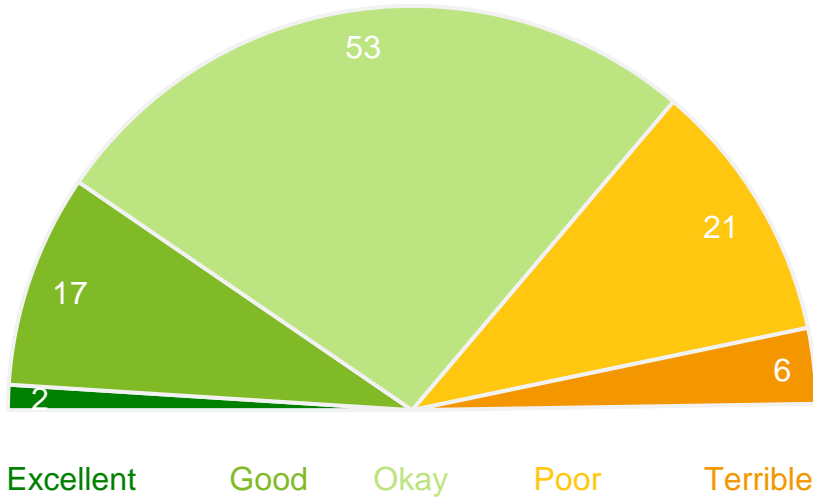
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 333). * Positive Rating = excellent, good + okay

Town centre development and activation

Performance ratings

% of respondents



47

Performance Index Score
(out of 100)

72%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	47
Industry High	65
Industry Average	47

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
47	47	47	49	46	51	48	42	49	47	54	43	44	41	49	46	52	50	44	40	51	48	43	46	47

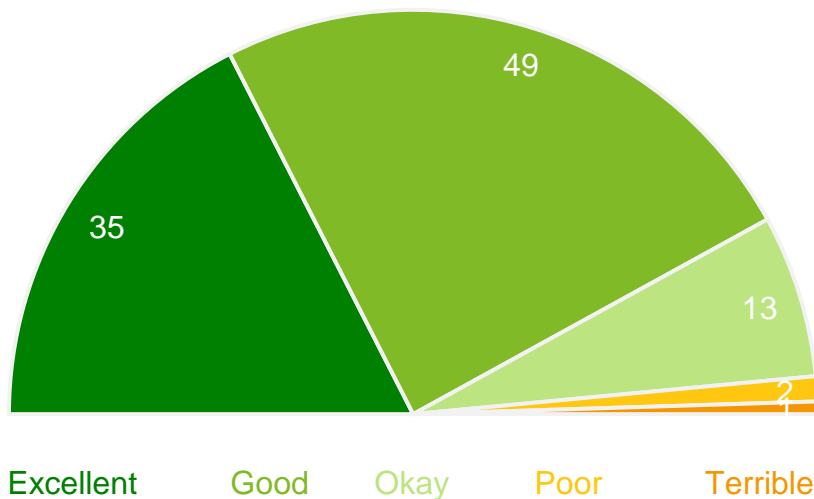
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 400). * Positive Rating = excellent, good + okay

Place to visit

Performance ratings

% of respondents



79

Performance Index Score
(out of 100)

97%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	79
Industry High	87
Industry Average	68

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
79	79	79	79	81	76	78	79	81	80	77	76	74	78	76	80	72	77	82	72	80	82	76	78	80

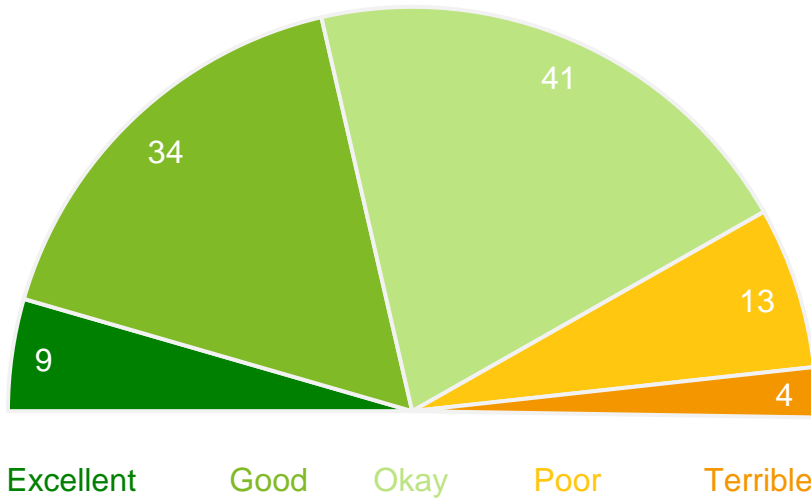
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 474). * Positive Rating = excellent, good + okay

Tourism and place marketing

Performance ratings

% of respondents



58

Performance Index Score (out of 100)

84%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	58
Industry High	65
Industry Average	48

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
58	58	59	58	59	67	58	56	56	57	70	63	57	53	56	57	57	53	57	52	63	58	59	58	58

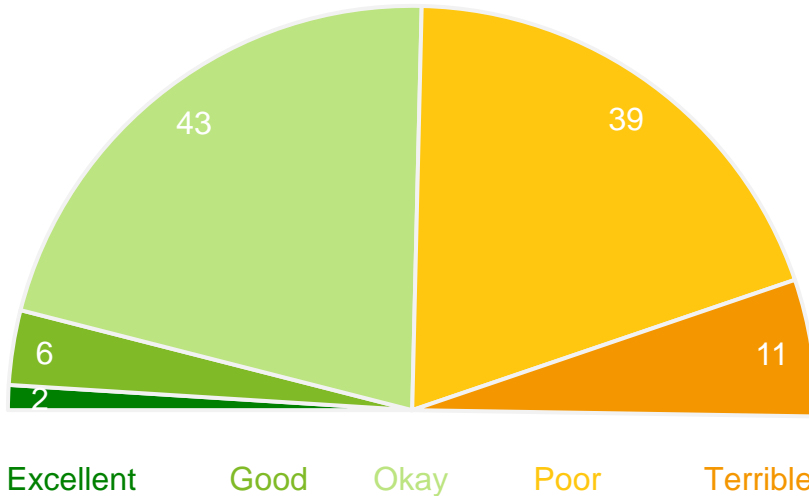
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 418). * Positive Rating = excellent, good + okay

Access to education, training and personal development opportunities

Performance ratings

% of respondents



37

Performance Index Score
(out of 100)

51%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay 37

Industry High 64

Industry Average 49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
37	37	37	40	36	42	33	34	42	39	48	28	31	25	36	39	47	40	27	32	38	38	35	38	37

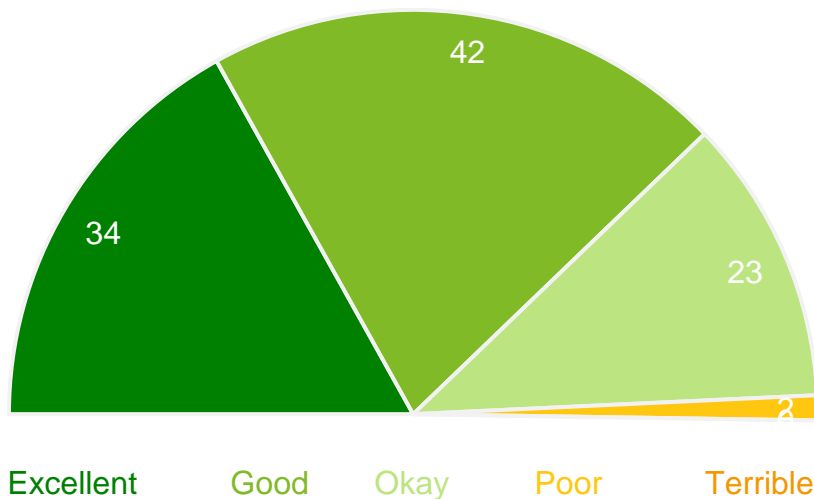
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 310). * Positive Rating = excellent, good + okay

Library services

Performance ratings

% of respondents



77

Performance Index Score (out of 100)

99%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	77
Industry High	82
Industry Average	71

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
77	76	82	74	79	81	72	76	78	78	78	70	73	74	78	78	77	75	74	60	81	79	78	75	80

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

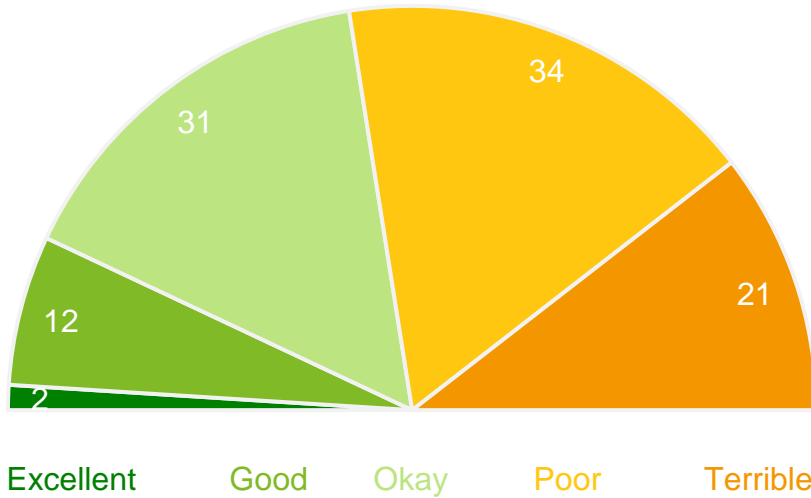
Base: All respondents, excludes 'unsure' and 'no response' (n = 418). * Positive Rating = excellent, good + okay

Performance (governance)

Council's leadership

Performance ratings

% of respondents



35

Performance Index Score (out of 100)

45%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	35
Industry High	60
Industry Average	47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
35	35	34	34	38	36	30	31	42	38	32	26	33	27	30	33	33	48	20	34	31	40	35	34	39

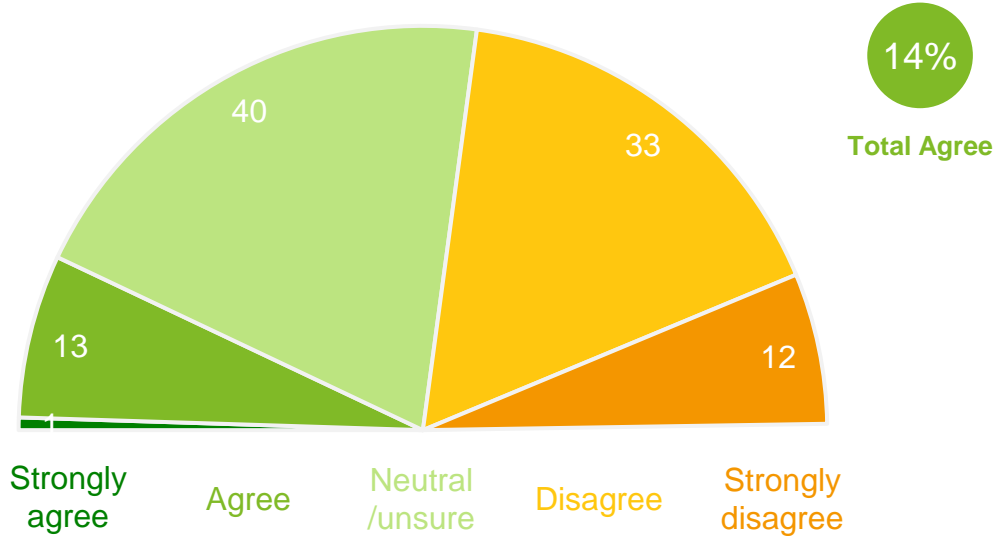
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 403). * Positive Rating = excellent, good + okay

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

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Toodyay	14
Industry High	50
Industry Average	30

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
14	14	17	14	15	9	10	14	20	16	0	6	8	10	8	14	6	27	7	11	20	16	7	11	17

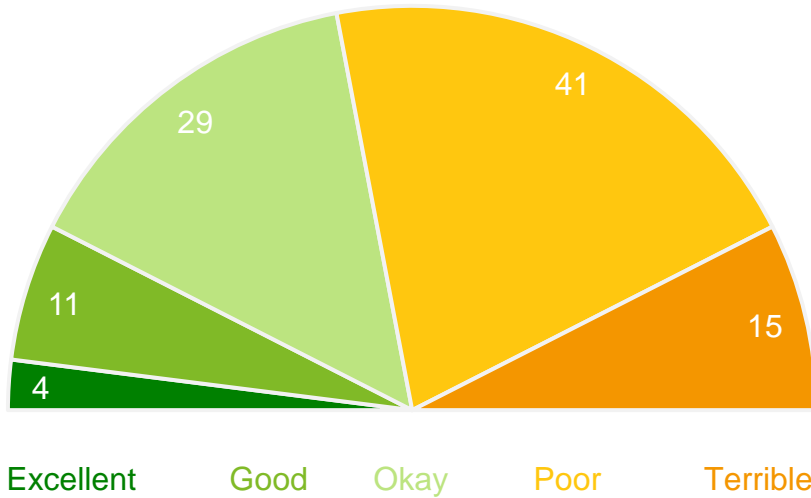
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 481).

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

Performance ratings

% of respondents



37

Performance Index Score
(out of 100)

44%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	37
Industry High	59
Industry Average	45

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
37	37	37	37	38	41	32	34	42	39	38	29	34	26	35	37	29	53	31	37	29	41	36	35	41

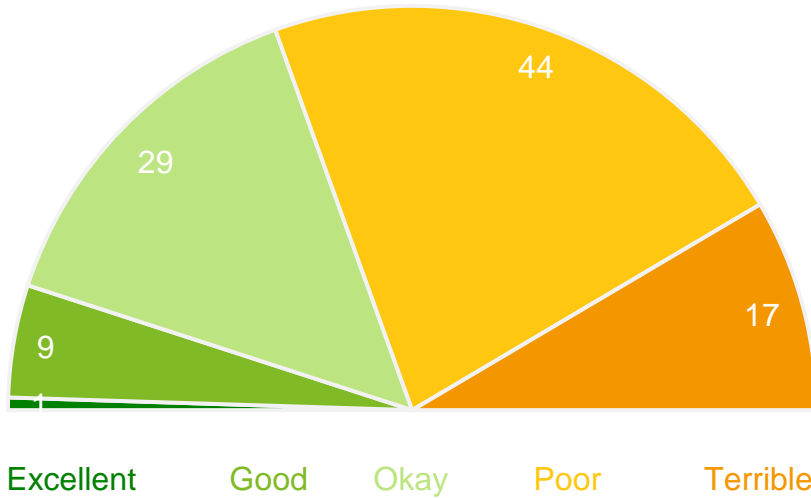
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 355). * Positive Rating = excellent, good + okay

How the community is consulted about local issues

Performance ratings

% of respondents



34

Performance Index Score
(out of 100)

39%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	34
Industry High	60
Industry Average	43

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
34	34	30	33	35	31	28	32	39	36	26	27	33	28	31	35	28	45	28	28	33	37	30	32	38

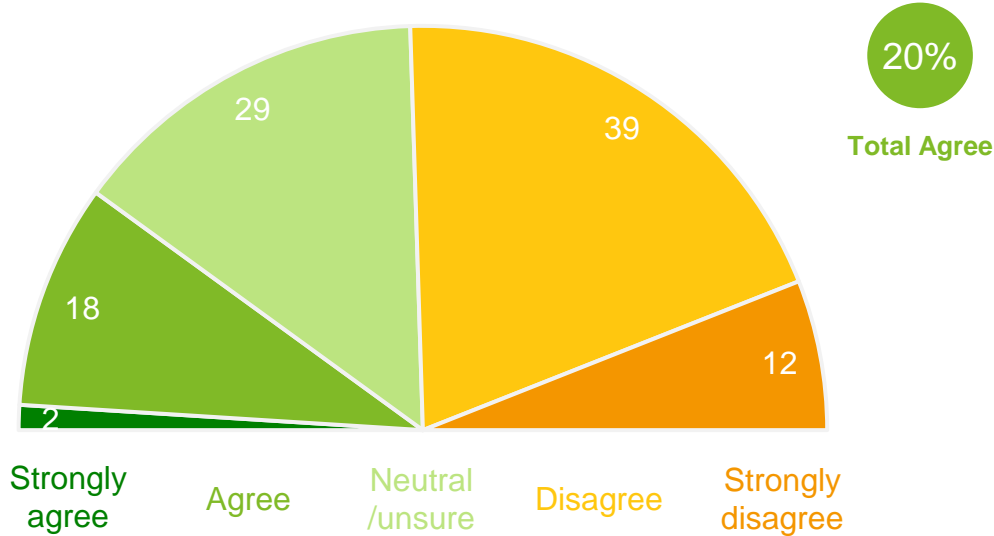
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 421). * Positive Rating = excellent, good + okay

The Shire has a good understanding of community needs

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Toodyay	20
Industry High	58
Industry Average	30

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
20	20	19	21	18	30	6	18	24	24	12	4	6	6	13	18	25	41	20	20	19	21	8	16	24

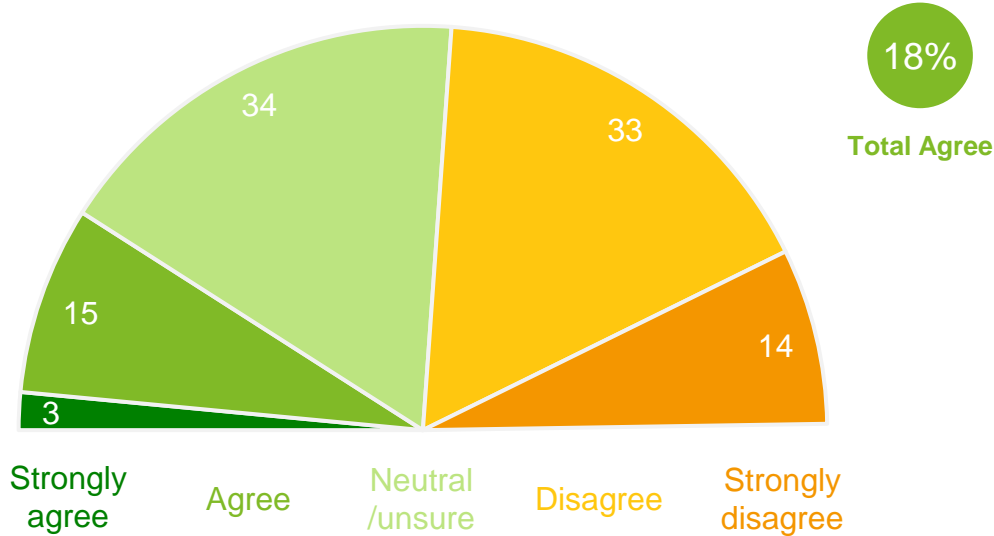
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 485).

The Shire listens to and respects community views

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Toodyay	18
Industry High	53
Industry Average	28

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
18	18	28	21	16	30	8	16	21	22	12	4	4	4	12	15	16	41	18	13	18	21	8	13	24

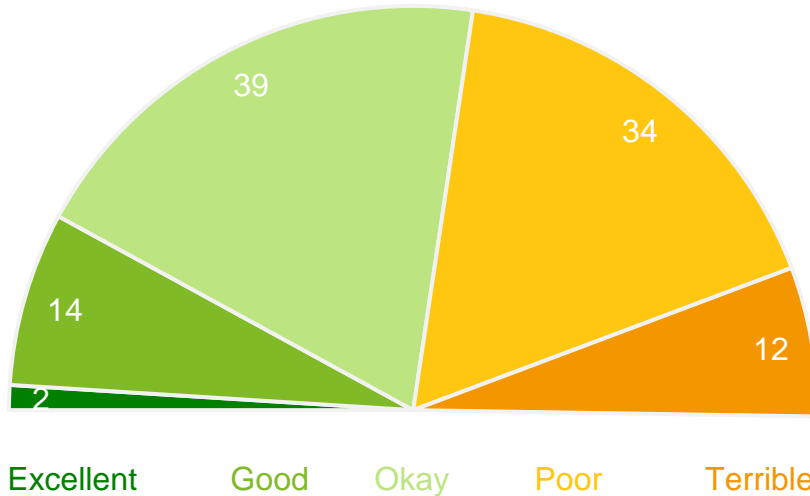
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 484).

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

Performance ratings

% of respondents



40

Performance Index Score (out of 100)

55%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	40
Industry High	62
Industry Average	47

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
40	40	34	40	41	42	35	38	43	41	40	32	37	35	38	41	31	48	34	29	39	43	38	38	43

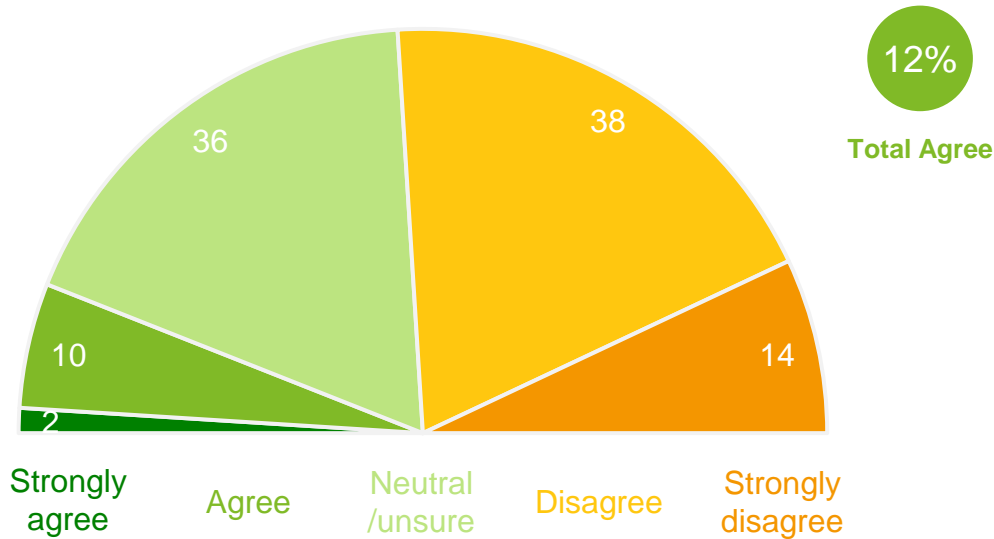
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 441). * Positive Rating = excellent, good + okay

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

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Toodyay	12
Industry High	39
Industry Average	34

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
12	12	17	11	13	16	5	10	17	16	6	6	3	4	8	15	13	16	15	9	7	15	4	10	19

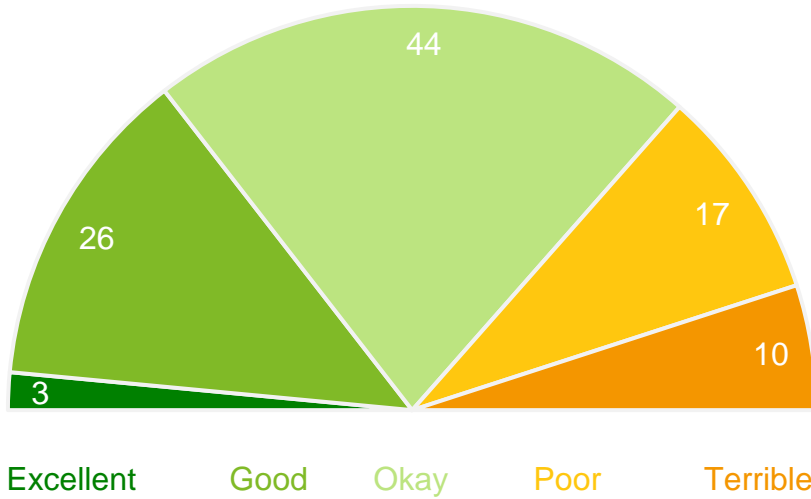
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 482).

Customer service

Performance ratings

% of respondents



49

Performance Index Score
(out of 100)

73%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	49
Industry High	68
Industry Average	58

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
49	49	38	48	49	43	41	50	54	52	46	36	44	47	46	51	36	57	41	46	54	53	44	47	53

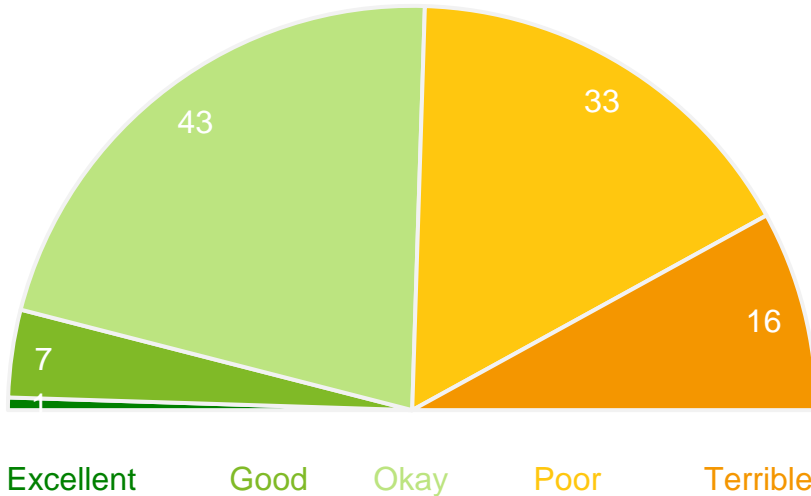
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 429). * Positive Rating = excellent, good + okay

How the Shire embraces change, innovation and new technology

Performance ratings

% of respondents



36

Performance Index Score
(out of 100)

51%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	36
Industry High	61
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
36	36	33	36	38	37	29	33	43	39	41	22	29	30	39	32	39	49	30	32	34	38	35	36	36

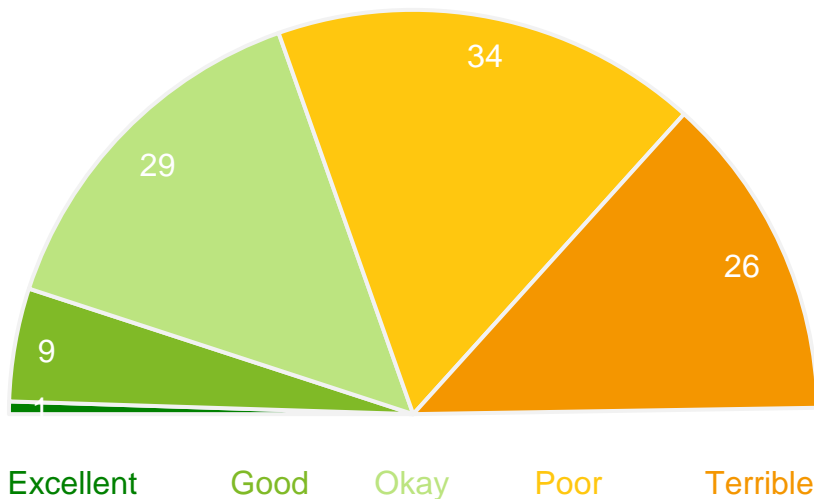
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 332). * Positive Rating = excellent, good + okay

Value for money from Council rates

Performance ratings

% of respondents



31

Performance Index Score (out of 100)

39%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	31
Industry High	62
Industry Average	43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
31	31	31	31	32	30	22	29	39	34	27	20	25	27	31	31	32	35	27	26	28	35	27	29	36

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 463). * Positive Rating = excellent, good + okay

Communication channels

Effectiveness of communication tools

REACH (% of respondents familiar with communication channel)

Low (<50%)

High (>50%)

Excellent

Okay

Terrible

Low reach; high performance

High reach; high performance

Shire page in the
Toodyay Herald

Social media
presence

Website

Strategic
Community Plan

Low reach; low performance

High reach; low performance

0 10 20 30 40 50 60 70 80 90 100

Consider how to **increase reach** and **improve content** for more effective engagement.

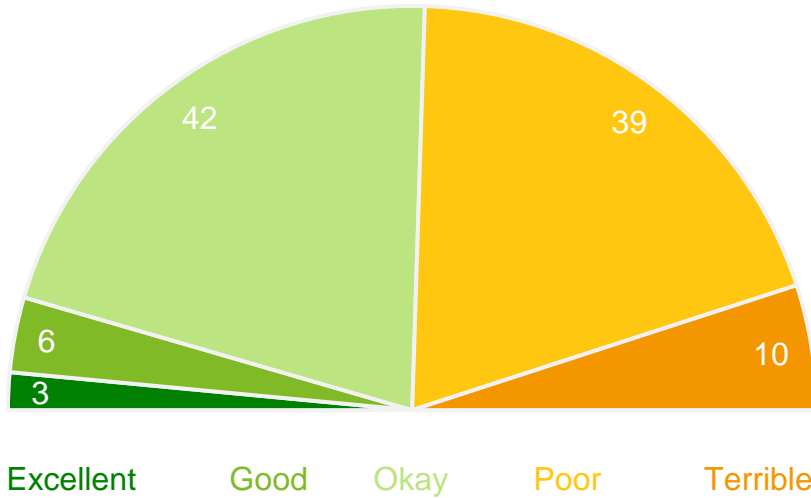
Q. How would you rate the Shire's key documents and communication channels? If you are not familiar with any of these options, please select unsure.?

Base: All respondents, excludes unsure and no response. (n=varies). Note: Strategic Community Plan was only asked in the online scorecard.

Shire's Strategic Community Plan

Performance ratings

% of respondents



38

Performance Index Score
(out of 100)

51%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	38
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
38	38	39	37	40	40	33	37	44	40	36	31	37	36	43	34	32	60	31	12	39	42	38	36	42

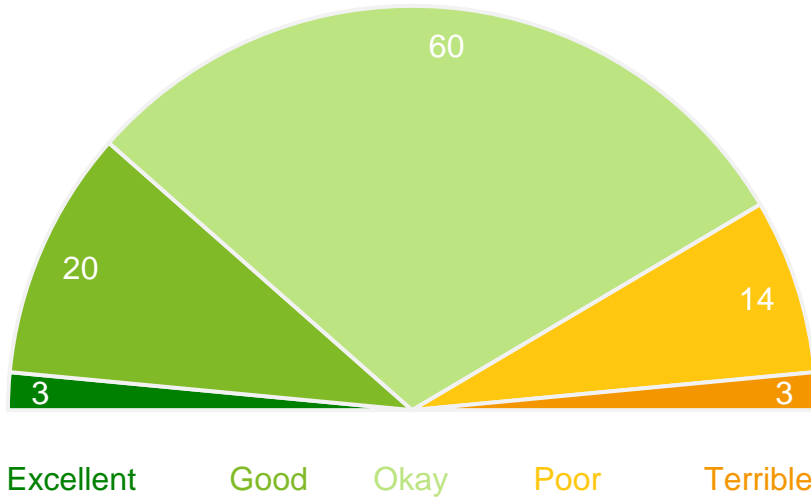
Q. How would you rate the Shire's communication channels?

Base: Online respondents, excludes 'unsure' and 'no response' (n = 135). * Positive Rating = excellent, good + okay

Shire's website

Performance ratings

% of respondents



51

Performance Index Score
(out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	51
Industry High	65
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
51	51	51	50	52	50	51	50	53	52	51	47	49	53	45	50	46	55	53	39	55	53	52	51	52

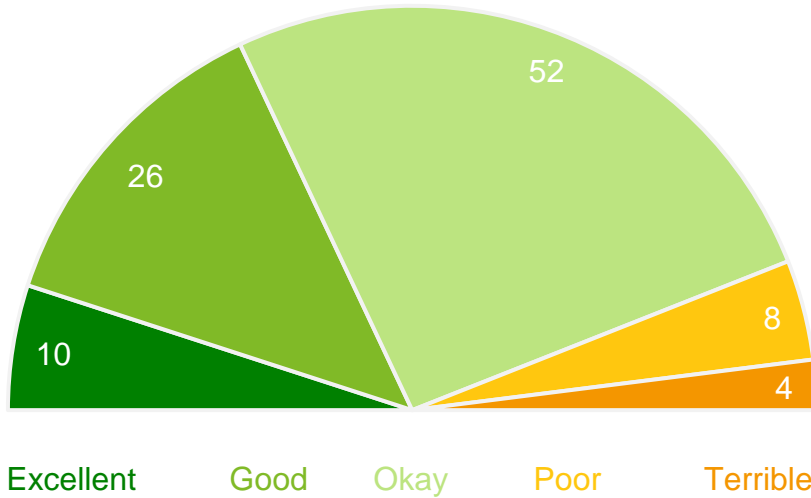
Q. How would you rate the Shire's communication channels?

Base: All respondents, excludes 'unsure' and 'no response' (n = 373). * Positive Rating = excellent, good + okay

Shire page in the Toodyay Herald

Performance ratings

% of respondents



58

Performance Index Score (out of 100)

88%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	58
Industry High	62
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moodyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
58	57	59	56	60	55	58	53	63	59	55	54	55	52	56	58	56	64	54	53	54	62	52	56	61

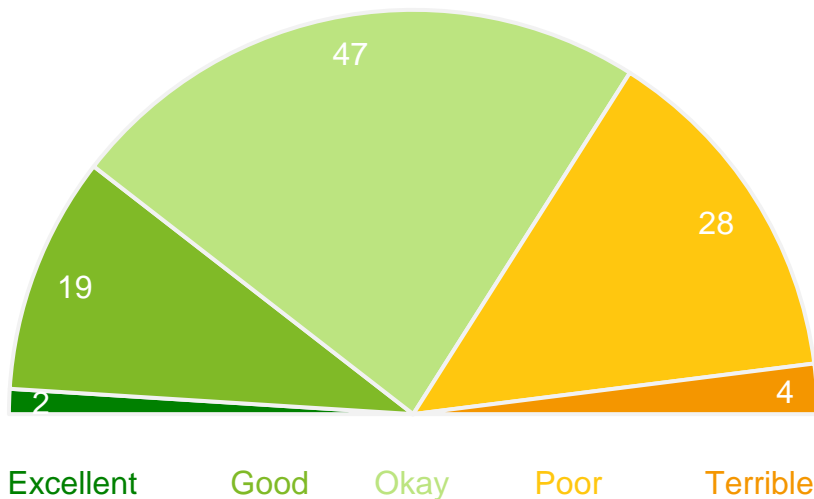
Q. How would you rate the Shire's communication channels?

Base: All respondents, excludes 'unsure' and 'no response' (n = 395). * Positive Rating = excellent, good + okay

Social media presence

Performance ratings

% of respondents



47

Performance Index Score
(out of 100)

68%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Toodyay	47
Industry High	64
Industry Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wadding	Toodyay	West Toodyay	Rural / farm	Live in town
47	47	46	46	48	50	44	45	48	47	49	48	44	42	45	47	38	49	39	47	46	51	44	45	51

Q. How would you rate the Shire's communication channels?

Base: All respondents, excludes 'unsure' and 'no response' (n = 310). * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town	
Place to live	79	80	78	81	79	81	75	80	80	81	80	74	74	77	76	78	78	79	80	69	85	81	76	78	82	
PERFORMANCE																										
Governing organisation	42	42	45	43	41	47	36	38	47	44	39	33	35	38	34	39	41	56	33	38	43	46	35	39	46	
Value for money from rates	31	31	31	31	32	30	22	29	39	34	27	20	25	27	31	31	32	35	27	26	28	35	27	29	36	
Council's leadership	35	35	34	34	38	36	30	31	42	38	32	26	33	27	30	33	33	48	20	34	31	40	35	34	39	
Advocacy and lobbying	37	37	37	37	38	41	32	34	42	39	38	29	34	26	35	37	29	53	31	37	29	41	36	35	41	
Embracing change, innovation and technology	36	36	33	36	38	37	29	33	43	39	41	22	29	30	39	32	39	49	30	32	34	38	35	36	36	
Consultation	34	34	30	33	35	31	28	32	39	36	26	27	33	28	31	35	28	45	28	28	33	37	30	32	38	
Communication	40	40	34	40	41	42	35	38	43	41	40	32	37	35	38	41	31	48	34	29	39	43	38	38	43	
Customer service	49	49	38	48	49	43	41	50	54	52	46	36	44	47	46	51	36	57	41	46	54	53	44	47	53	
Communication channels																										
Shire's website	51	51	51	50	52	50	51	50	53	52	51	47	49	53	45	50	46	55	53	39	55	53	52	51	52	
Shire page in the Toodyay Herald	58	57	59	56	60	55	58	53	63	59	55	54	55	52	56	58	56	64	54	53	54	62	52	56	61	
Social media presence	47	47	46	46	48	50	44	45	48	47	49	48	44	42	45	47	38	49	39	47	46	51	44	45	51	
Shire's Strategic Community Plan	38	38	39	37	40	40	33	37	44	40	36	31	37	36	43	34	32	60	31	12	39	42	38	36	42	

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
PEOPLE																									
Youth services and facilities	43	43	41	46	40	46	38	41	46	46	38	39	36	34	45	40	39	45	30	34	48	49	40	40	47
Children and family services and facilities	49	49	48	52	48	54	47	46	51	51	49	44	40	40	48	50	47	47	39	41	56	52	48	46	51
Seniors' services and care	44	44	48	45	45	50	45	43	43	45	47	45	41	39	40	42	42	42	36	38	46	49	43	42	49
Disability access and inclusion	46	45	47	47	45	47	41	46	47	48	40	42	40	38	42	46	48	42	40	38	55	46	45	45	47
Recognition for Aboriginal people/cultures	59	59	56	60	58	54	53	59	62	61	61	53	51	58	62	58	49	67	44	57	58	62	57	58	62
Volunteer recognition and support	59	60	50	58	59	52	58	61	61	61	54	53	56	57	60	61	60	66	56	52	60	61	54	60	59
Community safety and crime prevention	56	56	56	55	56	57	52	55	58	57	55	50	48	51	58	57	55	53	45	46	59	60	55	54	58
Lighting of streets and public places	55	56	49	57	54	54	52	55	58	56	53	58	49	46	56	55	50	55	52	41	62	57	56	54	57
Animal management (dogs and cats)	58	58	54	56	60	61	58	57	57	56	64	56	56	54	59	59	58	58	53	47	63	59	59	57	58
Health and community services	28	28	31	31	26	29	28	26	31	29	28	26	24	21	23	26	31	32	21	24	37	28	27	27	29
Sport and recreation facilities and services	61	61	64	61	61	58	53	62	65	65	54	46	50	56	60	59	60	69	56	56	63	65	53	60	62
Toodyay Recreation Centre	59	60	60	58	61	58	52	60	64	63	53	45	50	53	57	57	59	67	51	57	60	64	51	58	61
Festivals, events, art and cultural activities	72	72	67	72	71	73	74	69	72	71	84	67	69	62	71	70	56	77	77	70	71	72	73	71	73
Toodyay Museum	77	77	78	75	79	86	72	76	76	77	85	72	74	70	73	76	67	82	79	66	78	78	76	75	81

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
PLANET																									
Sustainable practices / climate change	44	44	42	47	40	43	36	46	44	46	44	35	41	40	45	41	43	34	37	47	55	43	40	44	43
Conservation and environmental management	43	43	32	43	43	48	34	45	43	45	41	38	36	35	40	44	32	48	41	40	39	47	43	41	46
River and waterways	45	46	31	46	45	46	39	46	48	47	55	34	35	35	42	45	31	53	40	45	52	48	42	44	48
Waste management services	65	66	51	64	67	55	64	64	71	69	53	63	65	58	60	71	64	59	68	59	56	71	62	64	69
Noise, pollution, food inspections, etc	54	54	52	54	54	65	49	53	51	53	61	51	51	52	53	55	46	55	58	46	58	55	51	52	56
Natural disaster management	57	58	48	57	57	63	53	55	59	58	61	56	54	49	52	58	48	67	59	45	62	61	52	55	62
PLACE																									
Responsible growth and development	44	44	33	44	44	47	39	43	45	46	44	34	39	30	38	43	40	47	43	39	50	48	37	42	45
Planning and building approvals	38	38	35	39	37	44	32	37	38	38	45	26	33	27	36	36	29	39	31	35	47	40	35	37	38
Housing	48	49	36	51	46	58	41	46	47	47	56	45	42	40	37	48	54	63	49	35	50	50	39	46	49
Local history and heritage	66	66	56	65	67	69	67	67	62	65	68	66	66	65	66	66	60	75	65	59	64	67	64	65	68
Community buildings, halls and toilets	62	62	56	63	62	55	59	63	65	65	54	57	56	53	57	64	63	70	62	51	65	64	54	62	63
Playgrounds, parks and reserves	67	68	61	67	67	64	61	68	70	70	58	63	63	63	65	70	59	80	67	61	66	68	62	67	66
Streetscapes, trees and verges	59	60	54	59	60	65	58	57	59	58	68	60	59	57	58	63	53	66	69	46	57	59	56	59	58
Footpaths, trails and cycleways	56	56	48	57	55	59	50	54	58	57	63	50	53	46	53	58	47	64	58	44	54	57	54	55	58
Building and maintaining local roads	32	32	31	31	33	27	27	31	38	35	19	28	30	24	27	26	32	33	30	34	26	39	28	28	39
Access to public transport	30	29	34	31	29	44	27	25	29	30	39	20	24	17	29	24	41	41	25	13	30	34	28	27	33

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4 years	Have child 5-11 years	Have child 12-17 years	Have child 18+ years	Disability	Coondle	Dumbarton	Hoddys Well	Julimar/Moondyne	Morangup	Nunile to Wattening	Toodyay	West Toodyay	Rural / farm	Live in town
PROSPERITY																									
Economic development and job creation	33	33	31	35	33	43	29	30	34	33	45	23	28	27	36	31	37	38	31	29	35	35	30	31	36
Place to own or operate a business	55	55	59	53	58	59	48	55	56	57	43	48	55	53	53	56	52	53	53	43	58	60	49	52	60
Town centre development and activation	47	47	47	49	46	51	48	42	49	47	54	43	44	41	49	46	52	50	44	40	51	48	43	46	47
Tourism and place marketing	58	58	59	58	59	67	58	56	56	57	70	63	57	53	56	57	57	53	57	52	63	58	59	58	58
Place to visit	79	79	79	79	81	76	78	79	81	80	77	76	74	78	76	80	72	77	82	72	80	82	76	78	80
Education and training	37	37	37	40	36	42	33	34	42	39	48	28	31	25	36	39	47	40	27	32	38	38	35	38	37
Library services	77	76	82	74	79	81	72	76	78	78	78	70	73	74	78	78	77	75	74	60	81	79	78	75	80

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Residents who own / manage a local business

COMMUNITY PRIORITIES (% of residents who own / manage a business)

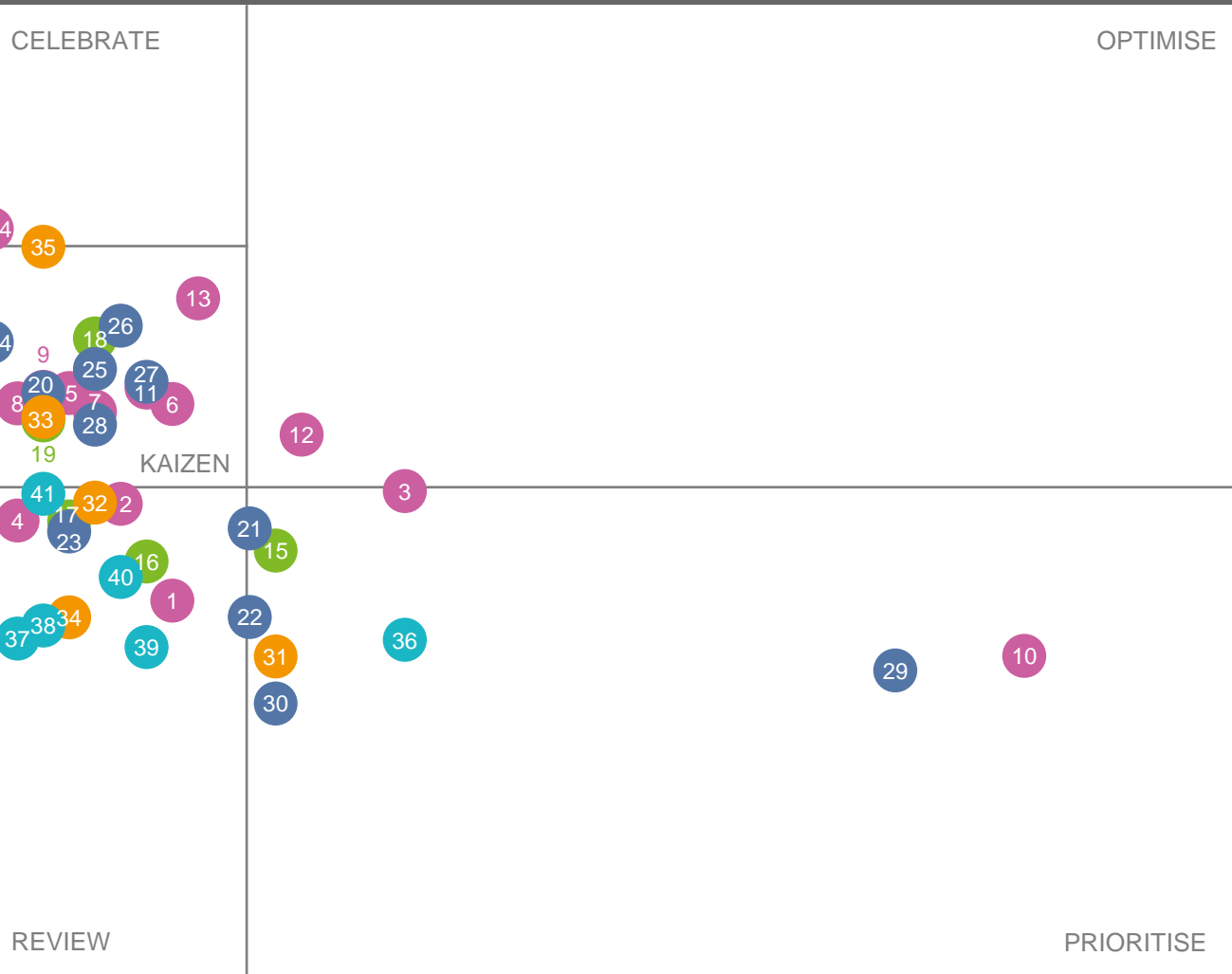
Low (<10%)

High (>10%)

Excellent

Okay

Terrible



- 1 Youth services and facilities
- 2 Children and family services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Aboriginal recognition
- 6 Volunteer recognition
- 7 Community safety
- 8 Lighting
- 9 Animal management
- 10 Health and community services
- 11 Sport and recreation facilities
- 12 Toodyay Recreation Centre
- 13 Festivals, events & culture
- 14 Toodyay Museum
- 15 Sustainable practices
- 16 Conservation
- 17 River and waterways
- 18 Waste management services
- 19 Noise, pollution, etc.
- 20 Natural disaster management
- 21 Growth and development
- 22 Planning and building approvals
- 23 Housing
- 24 Local history and heritage
- 25 Community buildings
- 26 Playgrounds
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Access to public transport
- 31 Economic development
- 32 Town centre
- 33 Tourism and place marketing
- 34 Education and training
- 35 Library services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Change, innovation & technology
- 39 Consultation
- 40 Communication
- 41 Customer service

Q. How would you rate performance in the following areas? Base: Business owners / managers, excludes unsure and no response. (n=varies)
 Q. Over the next 10 years, which areas would you mostly like the Shire of Toodyay to focus on improving? Base: Business owners / managers, excludes no response (n = 97)

MARKYT Community Priorities

Shire employees /
elected members

COMMUNITY PRIORITIES (% of Shire affiliates)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

PERFORMANCE INDEX SCORE

Okay

Terrible

PRIORITISE

REVIEW

KAIZEN

0 5 10 15 20 25 30 35 40 45 50

- 1 Youth services and facilities
- 2 Children and family services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Aboriginal recognition
- 6 Volunteer recognition
- 7 Community safety
- 8 Lighting
- 9 Animal management
- 10 Health and community services
- 11 Sport and recreation facilities
- 12 Toodyay Recreation Centre
- 13 Festivals, events & culture
- 14 Toodyay Museum
- 15 Sustainable practices
- 16 Conservation
- 17 River and waterways
- 18 Waste management services
- 19 Noise, pollution, etc.
- 20 Natural disaster management
- 21 Growth and development
- 22 Planning and building approvals
- 23 Housing
- 24 Local history and heritage
- 25 Community buildings
- 26 Playgrounds
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Access to public transport
- 31 Economic development
- 32 Town centre
- 33 Tourism and place marketing
- 34 Education and training
- 35 Library services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Change, innovation & technology
- 39 Consultation
- 40 Communication
- 41 Customer service

Q. How would you rate performance in the following areas? Base: Shire employees or elected members, or residents who live with a Shire affiliate, excludes unsure and no response. (n=varies) Q. Over the next 10 years, which areas would you mostly like the Shire of Toodyay to focus on improving? Base: Shire employees or elected members, or residents who live with a Shire affiliate, excludes no response (n = 29)



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