

City of Kalgoorlie-Boulder Community Perceptions 2015



October 2015



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Strategic insights

Overall satisfaction with the City of Kalgoorlie-Boulder

Place to live

80%

Governing Organisation

67%



Image credit: www.kalgoorlietourism.com

Overall performance | compared to other areas

% very satisfied (8-10):

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

- City of Kalgoorlie-Boulder
- Metro Councils
- Regional Councils

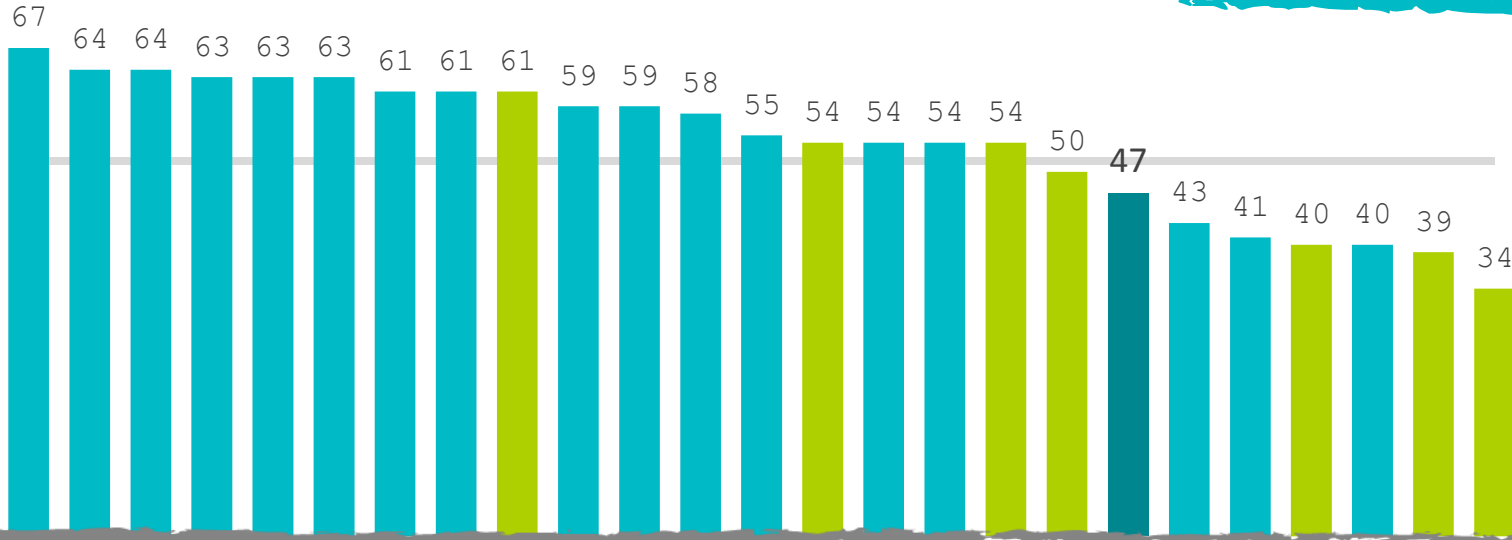
Benchmarking
% very satisfied (8-10)

Council score **47**

Industry High **67**

Industry Average **52**

Industry
average



Big improvers

The City of Kalgoorlie-Boulder's performance improved by 5% points or more in the following areas:

Setting and communicating a vision	▲ 8% pts
Council's leadership	▲ 5% pts
Informing the community about local issues	▲ 5% pts
City Edition – the City's monthly newsletter	▲ 21% pts
Boulder Town Centre	▲ 16% pts
Library and information services	▲ 5% pts
Community buildings (including Town Halls)	▲ 19% pts
Festivals, events, art and cultural activities	▲ 21% pts
Goldfields Art Centre	▲ 12% pts
Oasis Recreation and Aquatic Centre	▲ 6% pts
Youth Council activities	▲ 12% pts
Efforts to promote and adopt sustainable practices	▲ 6% pts
Enforcing local laws (food, health, noise, pollution)	▲ 9% pts

Industry Leadership

The City of Kalgoorlie-Boulder is the industry leader for...

Festivals, events and cultural activities

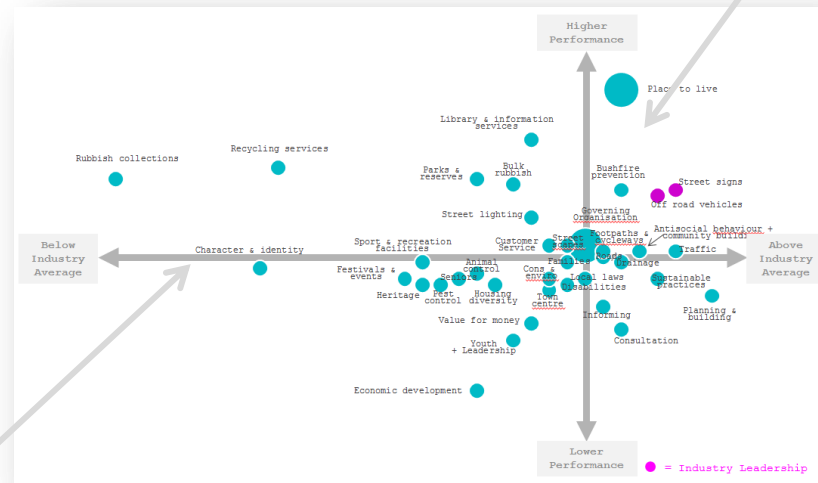


How to read the CATALYSE® Benchmark Matrix™

The CATALYSE® 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.

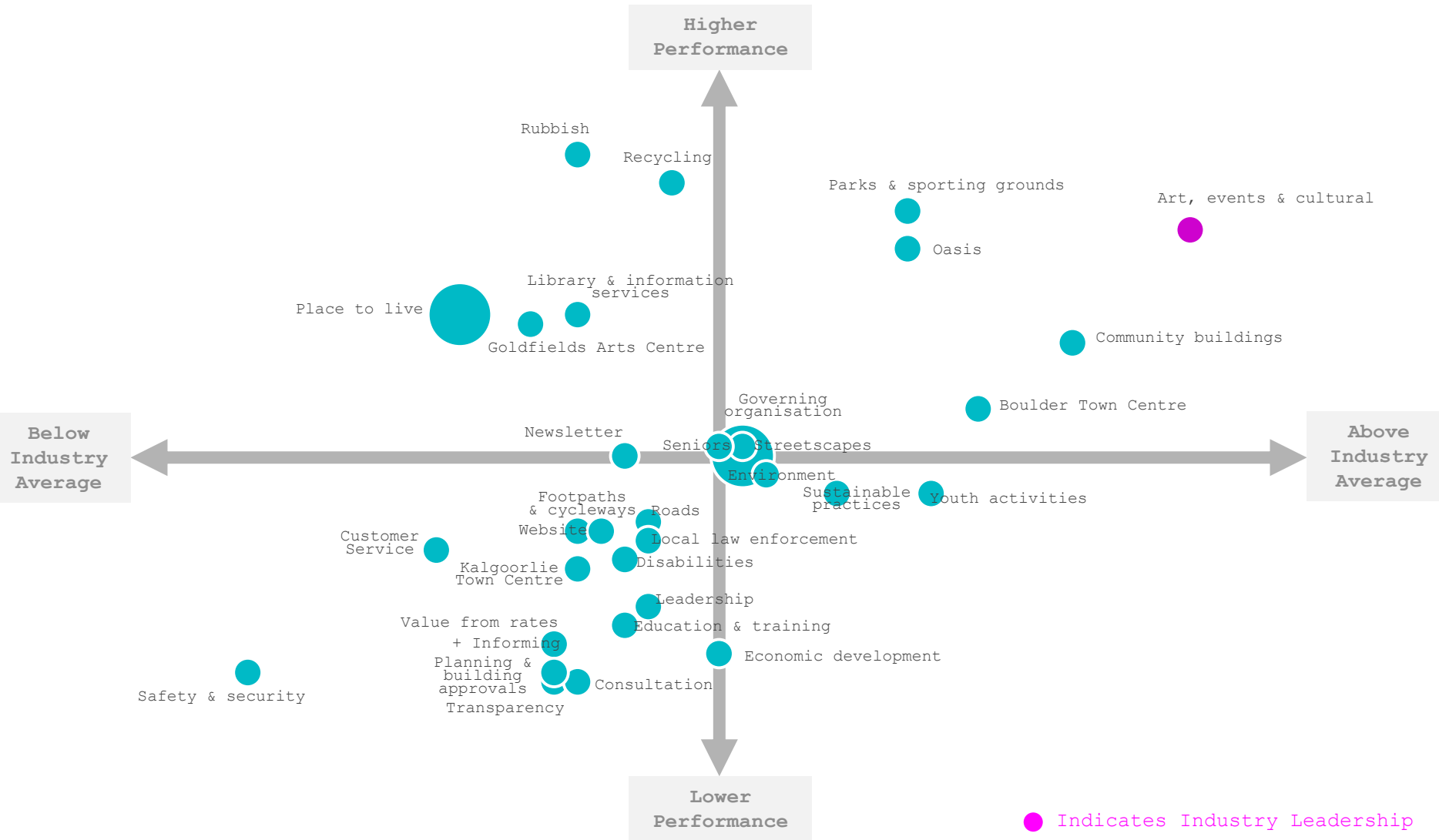
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures relative to the average score for all measures. The horizontal axis maps performance relative to other councils.

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



As this line represents Council's average performance for all individual measures, around half of the service areas will be placed above the line (above average), and around half will be positioned below the line (below average).

CATALYSE® Benchmark Matrix™



Q. How satisfied are you with [SERVICE AREA]? Base: All respondents, excludes don't know and refused. Service areas are included when Industry Standards are available (i.e. three or more Councils have asked the same question in the past 3 years).

Community Priorities Matrix TM



Q. How satisfied are you with [SERVICE AREA]: Base: All respondents, excludes refused and don't know(n = varies) Q. Which areas would you most like the City of Kalgoorlie-Boulder to focus on improving? Base: All respondents(n = 383)

Economic development, tourism and job creation

Addressing community priorities

Residents would like more economic activity with greater diversification, improved support for small business, and a boost in tourism.

More help and understanding for small business, less red tape.

Retail shops, more variety and just more to fill empty buildings.

Reduce retail rental so shops can stay open.

Promote industries and employment opportunities other than mining.

Tourism. More needs to be done, to encourage tourists.

The history of the area needs to be preserved and promoted as a tourist attraction.

Lots of visitors are interested in the history.

Develop the food scene to promote KB as a foodie destination, eg. Desert Cocoa, Craft Beer and other artisan food products.



Safety and security

Addressing community priorities

Residents desire more effective strategies to control crime and anti-social behaviour in the area. They suggest CCTV to monitor trouble areas and more security and Police patrols to increase their visible presence in the community.

Security around Johnston Streets. I've been broken into about 8 times.

Address the anti-social behavior in St Barbara's Square.

More CCTV to capture anti-social problems.

In 8 years of living in Kalgoorlie I have been robbed twice and have had to replace five smashed windows on my car. Ridiculous!

Anti-social behaviour is out of control. Bring in private security.

The antisocial behaviours that continually happens around the St Barbara's Square, Coles carpark, Woolies carpark and Wilson St areas need to be addressed.



Kalgoorlie Town Centre

Addressing community priorities

Hannan Street, St Barbara's Square and the CBD are seen to be in need of revitalisation and renewal. Residents suggest populating empty shops by encouraging more competitive rental rates, and providing a clean, well maintained and safe environment for businesses, shoppers and tourists so they can enjoy the city.

Making sure CBD is clean and tidy - looks good for locals and visitors.

Kalgoorlie City shops area need improving.

Revitalize the Hannan Street Shopping area and St Barbara Square.

The main street of Kalgoorlie is looking very tired and run down, it could use a facelift.

Get rid of overhead power lines in CBD from Forrest St to Library. Put in reproduction antique lighting.

Stop suburban shopping centres being established and bring some life back into the main street.



Road Maintenance

Addressing community priorities

An effective roadworks program addressing the resurfacing, drainage and maintenance of roads and lanes in the City in a timely manner is wanted.

Road drainage when we have downpours.

Some of our roads get repaired every couple of years while others are still like goat tracks.

If fixing, fix properly - don't just shove loose bitumen/gravel in holes, do it right the first time.

The roads in town are bad and the back lanes are shocking.

The road is full of potholes and big lumps of tar with loose gravel on top. It's a death trap for motorcycles and scooters.

The City needs to do some serious road work, a lot of residential and back roads need resurfacing instead of patching up the potholes.



Footpaths and cycleways

Addressing community priorities

Residents would like to see an improvement in the care and maintenance of existing footpaths and cycleways, the creation of new footpaths in areas that do not yet have them, and an improved cycleway network.

When riding and pushing a pram it is not smooth, nor are they wide enough to walk your dog and have someone next to you.

Some pathways are excellent, yet some are very dangerous, an upgrade of paths is important.

Boulder still doesn't have footpaths in places.

Better management/implementation of upkeep of walkways, footpaths, cycle paths - concrete and vegetation.

Make cycling safer for kids. Add cycle lanes/paths.

Bike path connections and extension on major routes.

Cut trees overhanging the paths, it's hard to walk on paths with trees overhanging.



Streetscapes

Addressing community priorities

Continue to improve the appearance of the City by presenting attractive streetscapes. The provision of lighting that is bright and has coverage to improve residents sense of safety when walking is requested.

Hannans St - Need to do a similar renovation process as the Boulder, Burt St redevelopment program. This should include St Barbara Square.

Greening of area along the bypass, especially behind the WA Museum where there is a lot of dirt.

More street trees, especially along main roads entering the city.

Needs to be cleaner, brighter, beautified. Big driveways into all the businesses, to be welcoming to visitors.

Lighting is very poor... it [is] dangerous to walk at night.

Improve lighting, especially Egan, MacDonald, Cheetham Street areas.

Love the Burt St refit completed on all shops. Amazing job, well done.

The CBD plantings are stunning... Thank you.



Parks, reserves and sporting grounds

Addressing community priorities

The Golf course is a divisive issue in the community. There is a desire for more family oriented parks and attractions that are clean, safe and accessible to all. Improved maintenance and upkeep of council properties was suggested.

Develop a similar exercise facility like Jacobs Ladder at the lookout tower at Karkula Park.

Removing sand from all public parks as I have found used syringes and broken glass at our local park on Hampden St.

A nature playground and water park.

Have the golf club running self-sufficiently.

Get out of the Golf Course development. It is a white elephant and a burden to ratepayers.

Improving the Golf Club House. It's like an RSL Club with a donga for a club house. Horrible place to visit.

Maintaining the gardens around town.



The study

The study

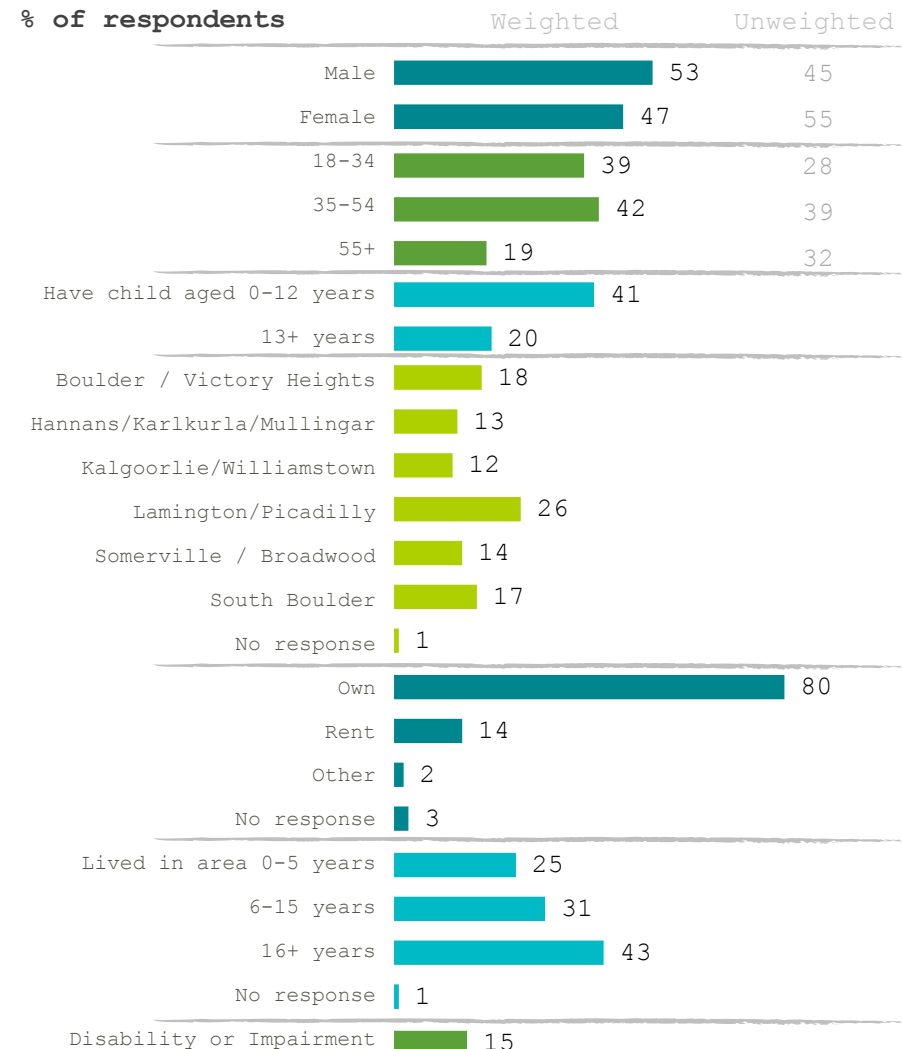
In September-October the City of Kalgoorlie-Boulder administered the CATALYSE® Community Perceptions Survey.

Purpose: to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

Methodology: Surveys were mailed to residential properties across the City of Kalgoorlie-Boulder. 383 residents returned a completed survey by reply paid post or online. As there was an age and gender bias, the final dataset was weighted to match the ABS Census population profile. Sampling precision is $\pm 5\%$ at the 95% confidence interval.

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

Benchmarking: When 3 or more councils ask comparable questions, benchmarking results are provided. Participating councils are listed overleaf.



Councils contributing to the Industry Standards*

Metropolitan



Regional



*Industry Standards provided when 3+ Councils have asked comparable questions in the past 3 years

How to read the performance slides

The chart shows the level of satisfaction in the community. Respondents are asked to rate satisfaction out of 10:

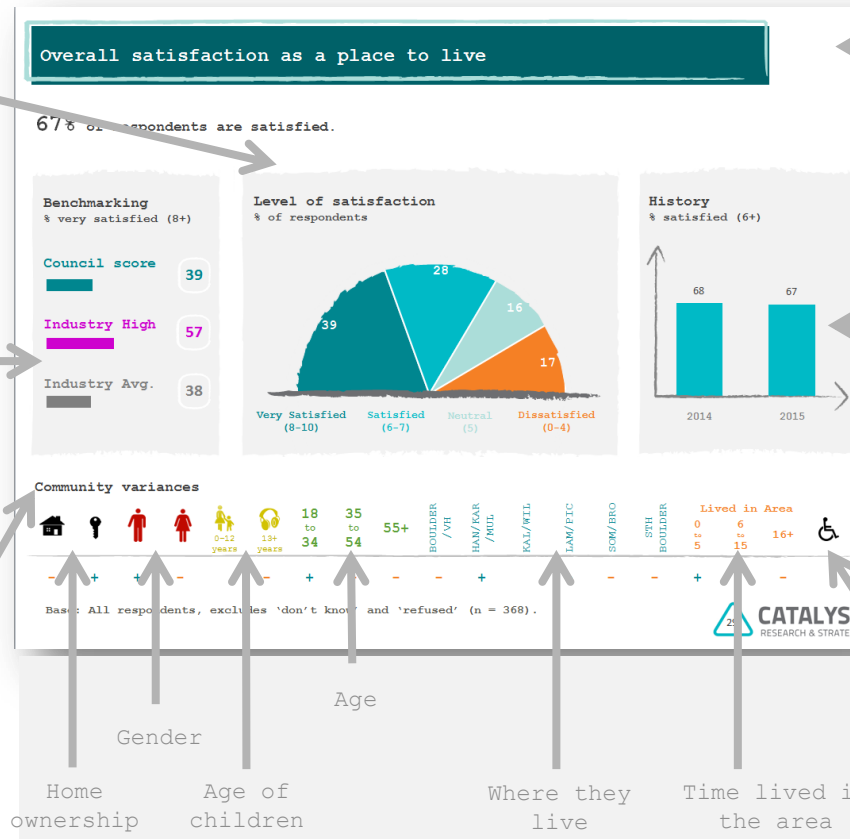
Very satisfied	8-10
Satisfied	6-7
Neutral	5
Dissatisfied	0-4

Benchmarking shows performance compared to others. The Industry High is the highest score achieved by all participating councils. The Industry Avg is the average score of all participating councils.

Community variances show how results vary across the community based on the Net Satisfaction Score (NSS)

NSS = satisfied - dissatisfied

The table highlights variances that are 5% points above (+) or below (-) the overall NSS.



A priority box appears in the top corner if the community rates the area as a high or secondary priority.

History shows how results vary over time.

Overall measures

Overall satisfaction with the City as a place to live

80% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

54

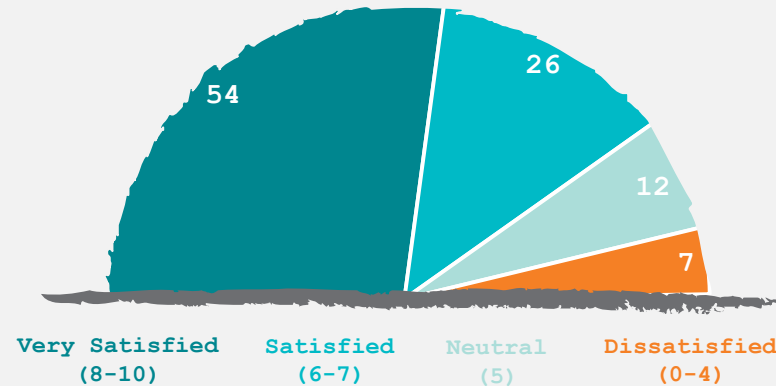
Industry High

86

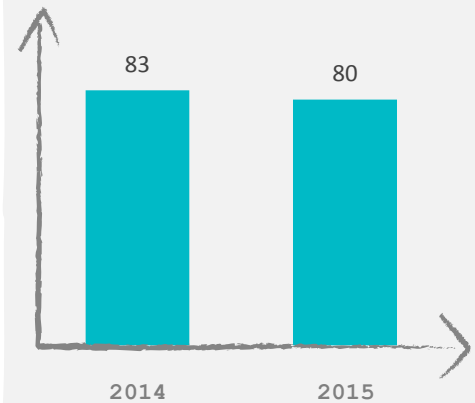
Industry Avg.

65

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 380).

Overall satisfaction as a governing organisation

67% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

39

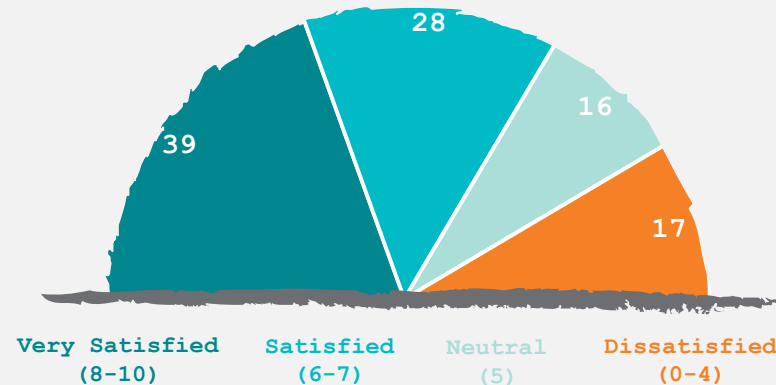
Industry High

57

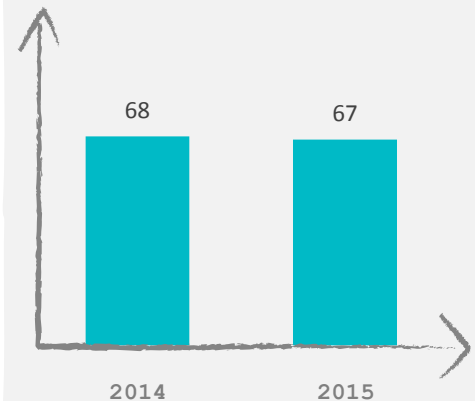
Industry Avg.

38

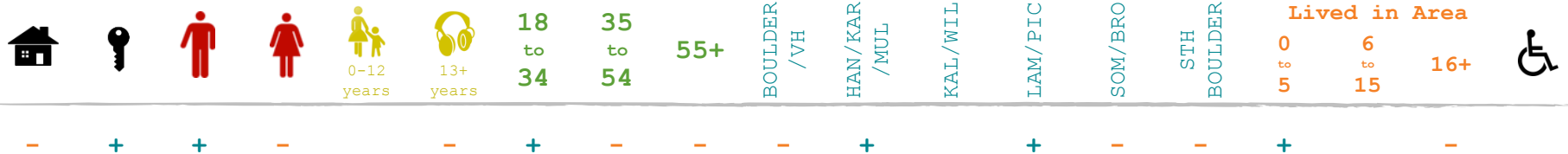
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 368).

Value for money from Council rates

54% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score



19

Industry High



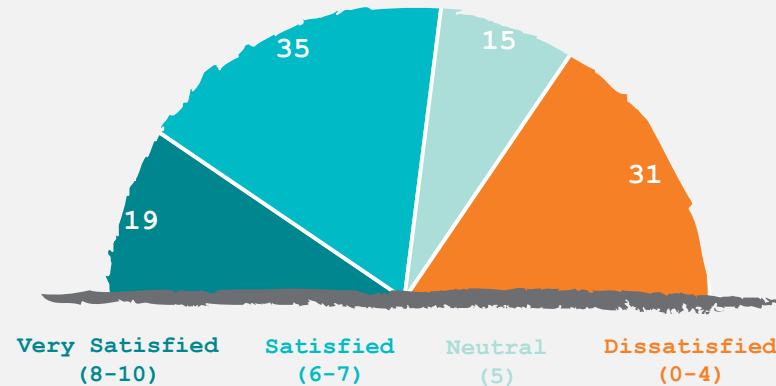
46

Industry Avg.

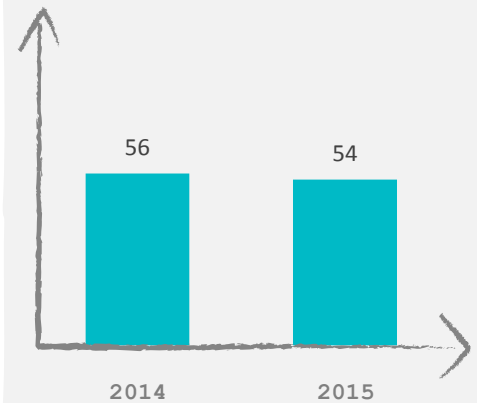


26

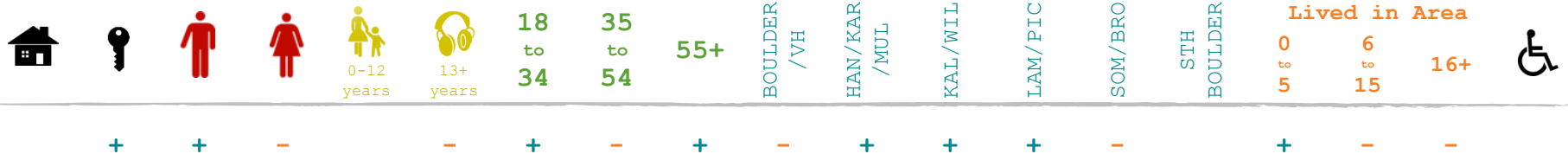
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 358).

Our Council, services,
policies and engagement

The City has developed and communicated a clear vision

38% of respondents agree, up 8% points.

Benchmarking
% agree

Council score

38

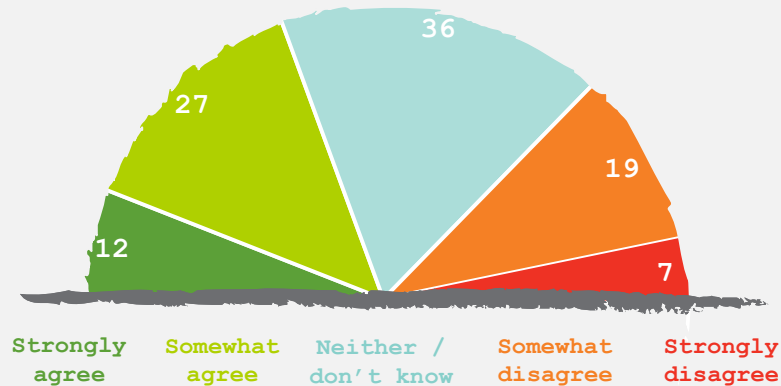
Industry High

66

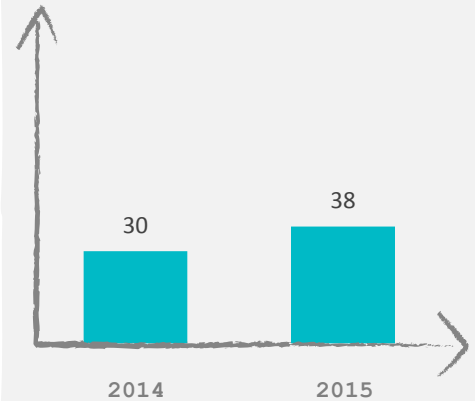
Industry Avg.

42

Agree or disagree with statement
% of respondents



History
% agree



Community variances



Base: All respondents, excludes 'refused' (n = 381).

The City's leadership within the community

65% of respondents are satisfied, up 5% points.

Benchmarking
% very satisfied (8+)

Council score

23

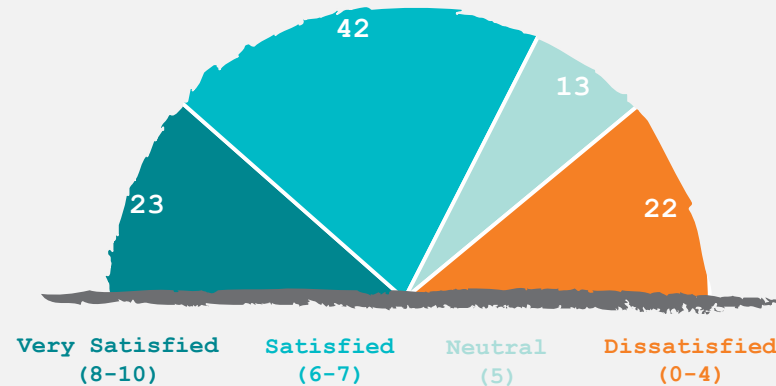
Industry High

43

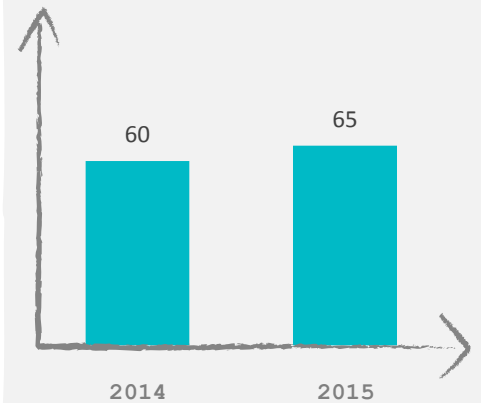
Industry Avg.

26

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 354).

How open and transparent Council processes are

48% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score



15

Industry High



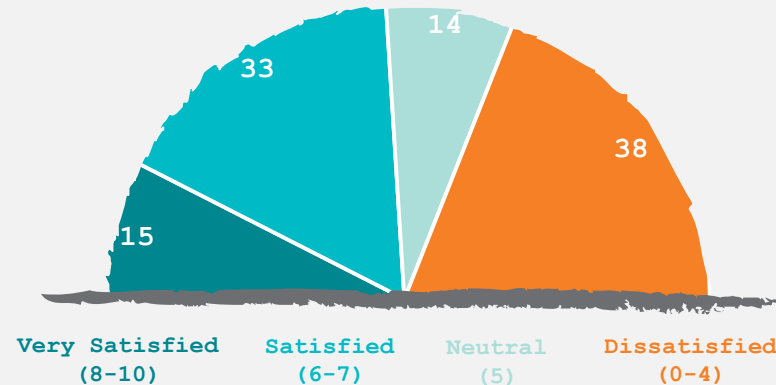
37

Industry Avg.

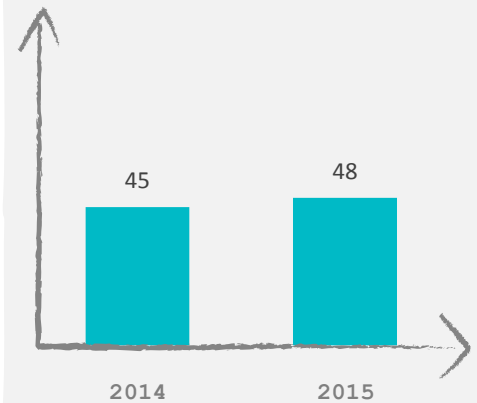


22

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



0-12
years



13+
years

18
to
34

35
to
54

55+

BOULDER
/VH

HAN/KAR
/MUL

KAL/WIL

LAM/PIC

SOM/BRO

STH
BOULDER

Lived in Area
0 to 5 6 to 15 16+



+ + - - + - - + + + - - + - +

Base: All respondents, excludes 'don't know' and 'refused' (n = 357).

Level of customer service

67% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

29

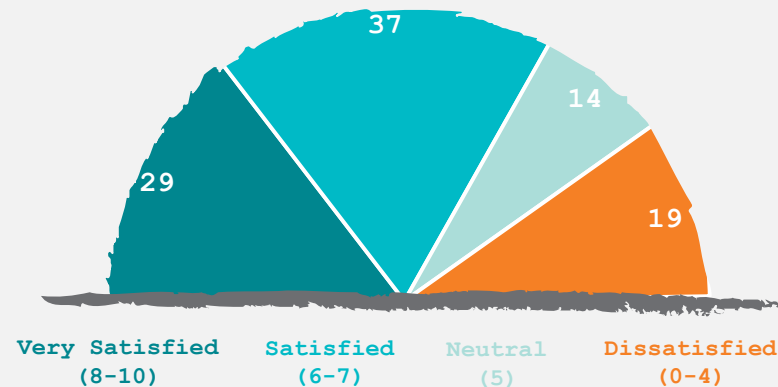
Industry High

61

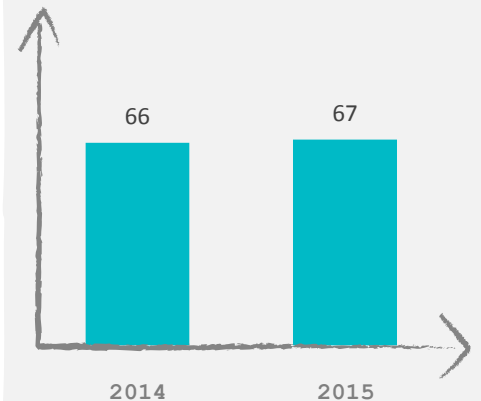
Industry Avg.

41

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 366).

How the community is consulted about local issues

46% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score



15

Industry High



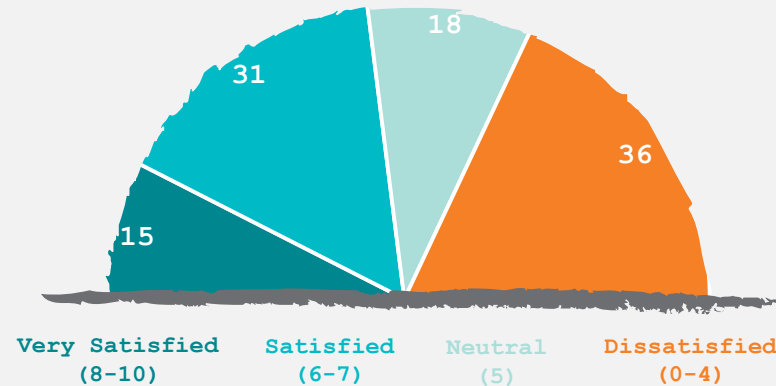
36

Industry Avg.

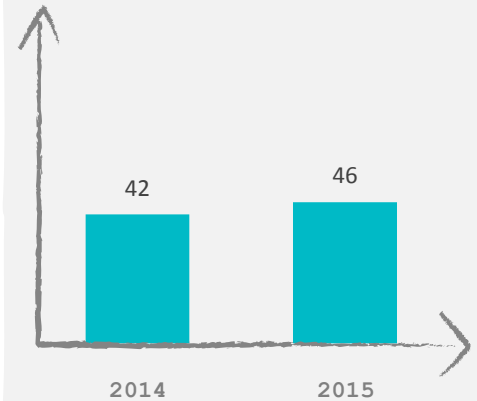


21

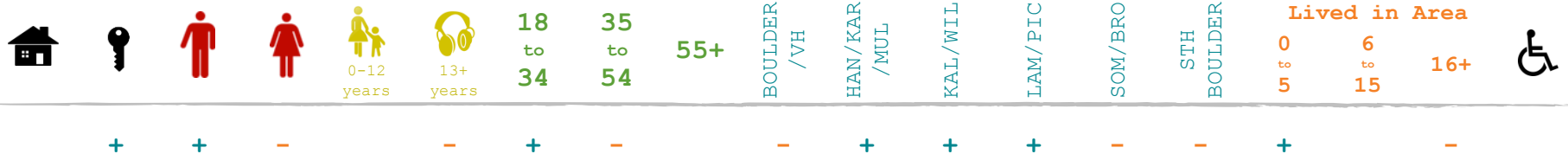
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 360).

Elected Members have a good understanding of our needs

40% of respondents agree, down 9% points.

Benchmarking
% agree

Council score

40

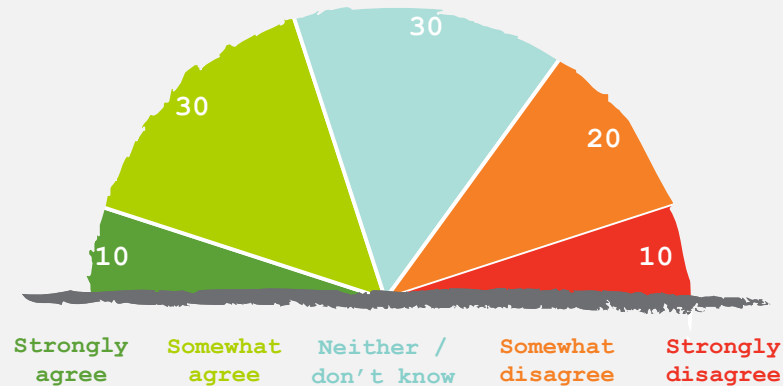
Industry High

63

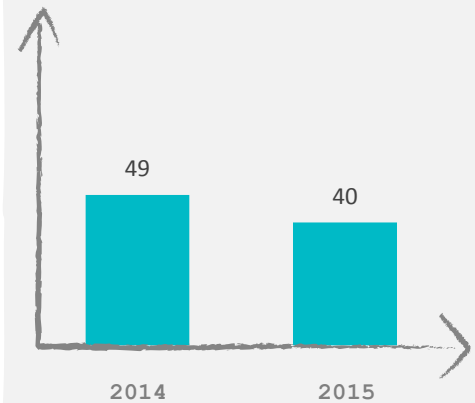
Industry Avg.

47

Agree or disagree with statement
% of respondents



History
% agree



Community variances



Base: All respondents, excludes 'refused' (n = 381).

Staff have a good understanding of our needs

53% of respondents agree, down 7% points.

Benchmarking
% agree

Council score

53

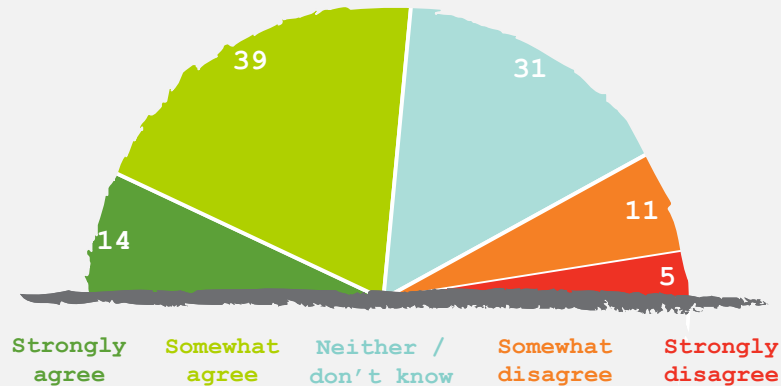
Industry High

68

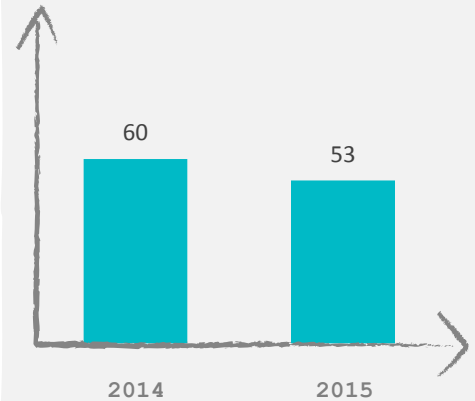
Industry Avg.

52

Agree or disagree with statement
% of respondents



History
% agree



Community variances



Base: All respondents, excludes 'refused' (n = 383).

How the community is informed about local issues

58% of respondents are satisfied, up 5% points.

Benchmarking
% very satisfied (8+)

Council score



19

Industry High



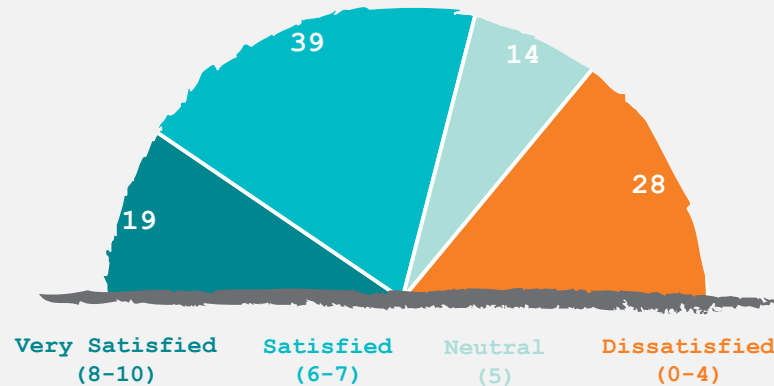
44

Industry Avg.

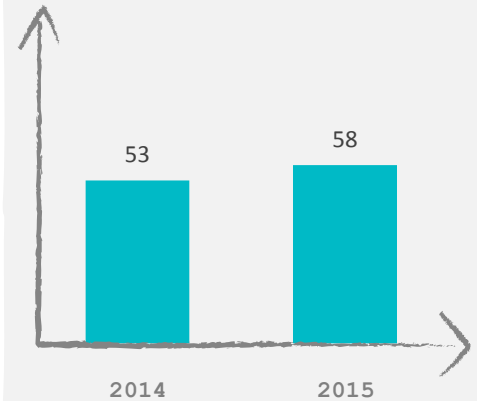


26

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



0-12
years



13+
years

18
to
34

35
to
54

55+

BOULDER
/VH

HAN/KAR
/MUL

KAL/WIL

LAM/PIC

SOM/BRO

STH
BOULDER

Lived in Area
0 to 5 6 to 15 16+



+

-

-

+

-

-

+

+

+

-

-

+

-

Base: All respondents, excludes 'don't know' and 'refused' (n = 373).

City Edition – the City's monthly newsletter

76% of respondents are satisfied, up 21% points.

Benchmarking
% very satisfied (8+)

Council score

39

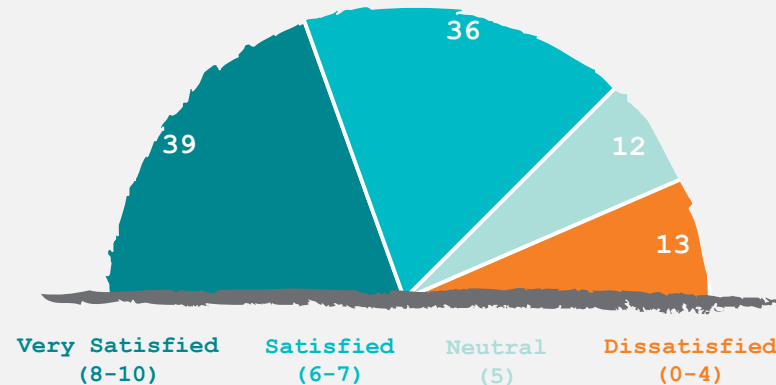
Industry High

64

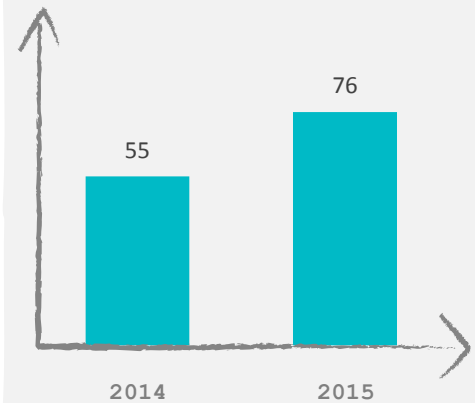
Industry Avg.

43

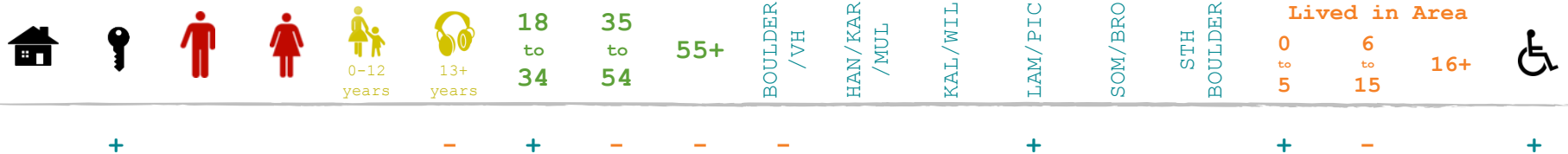
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 366).

The City's website

61% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

31

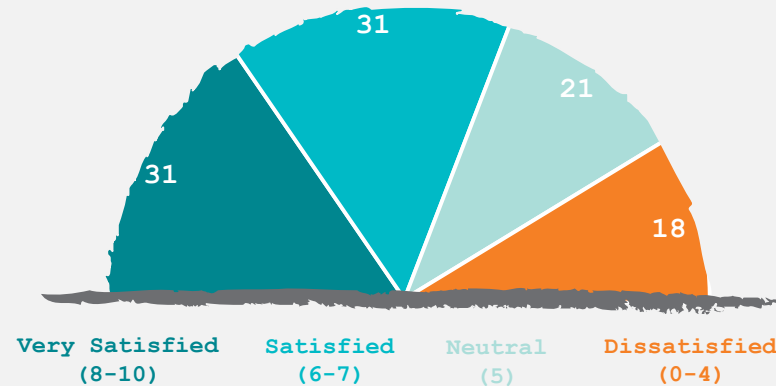
Industry High

53

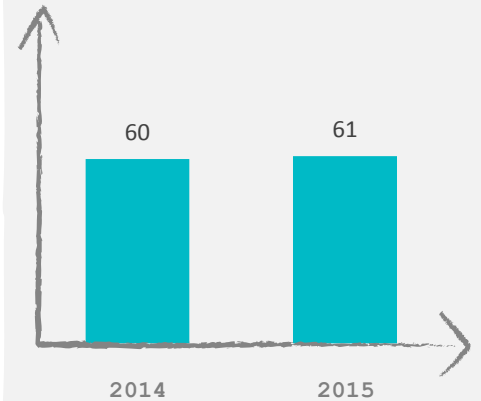
Industry Avg.

37

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 330).

The City's Facebook pages

54% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

23

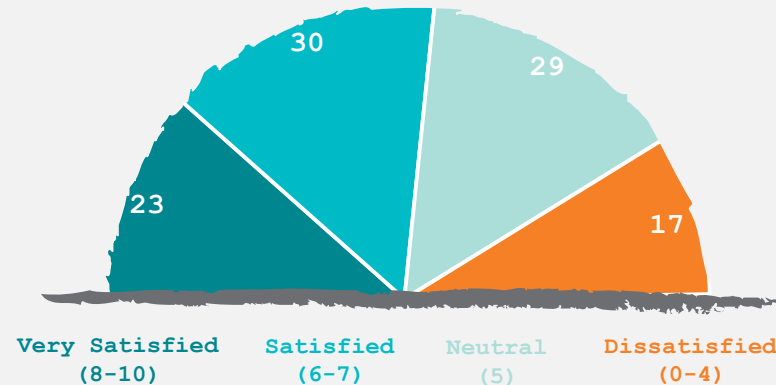
Industry High

NA

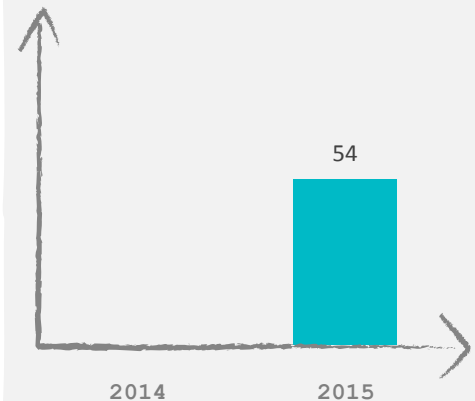
Industry Avg.

NA

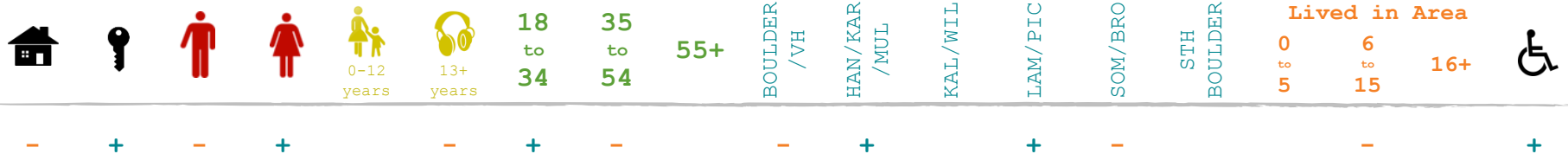
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 264).

Information needs

There was strong support for providing more information about what's being discussed in Council meetings, key decisions being made, and what's happening with local services and facilities.

% of respondents

■ Less

■ Same

■ More

Unsure

What's discussed in Council meetings & key decisions

1 24 73

2%

What's happening with local Council services and facilities

1 28 69

1%

Long term vision for the City and what's being planned in the local area

1 41 55

2%

What's happening with major projects in the local area

1 43 55

1%

Local art, culture and heritage, including festivals, talks and events

10 43 46

2%

What's on at the Goldfields Arts Centre

12 50 37

2%

Like more info

Meetings

Services

Vision

Projects

Culture

GAC



75%

66%

56%

56%

44%

35%



59%

75%

58%

58%

59%

52%



79%

66%

48%

45%

34%

32%



67%

71%

63%

66%

60%

43%



0-12

73%

68%

52%

55%

45%

36%



13+

73%

66%

58%

57%

47%

35%



18-34

76%

71%

43%

42%

40%

35%



35-54

71%

68%

57%

60%

50%

36%



55+

72%

67%

73%

70%

50%

42%



BOU/VH

70%

61%

58%

65%

43%

34%



HAN/KAR/MUL

69%

65%

60%

59%

39%

33%



KAL/WIL

65%

47%

43%

45%

34%

31%



LAM/PIC

80%

76%

58%

53%

50%

42%



SOM/BRO

81%

80%

52%

58%

56%

29%



STH BOU

70%

76%

51%

48%

50%

45%



0-5

77%

73%

44%

39%

46%

35%



6-15

69%

63%

52%

53%

48%

34%



16+

74%

70%

64%

65%

45%

40%



81%

69%

51%

49%

39%

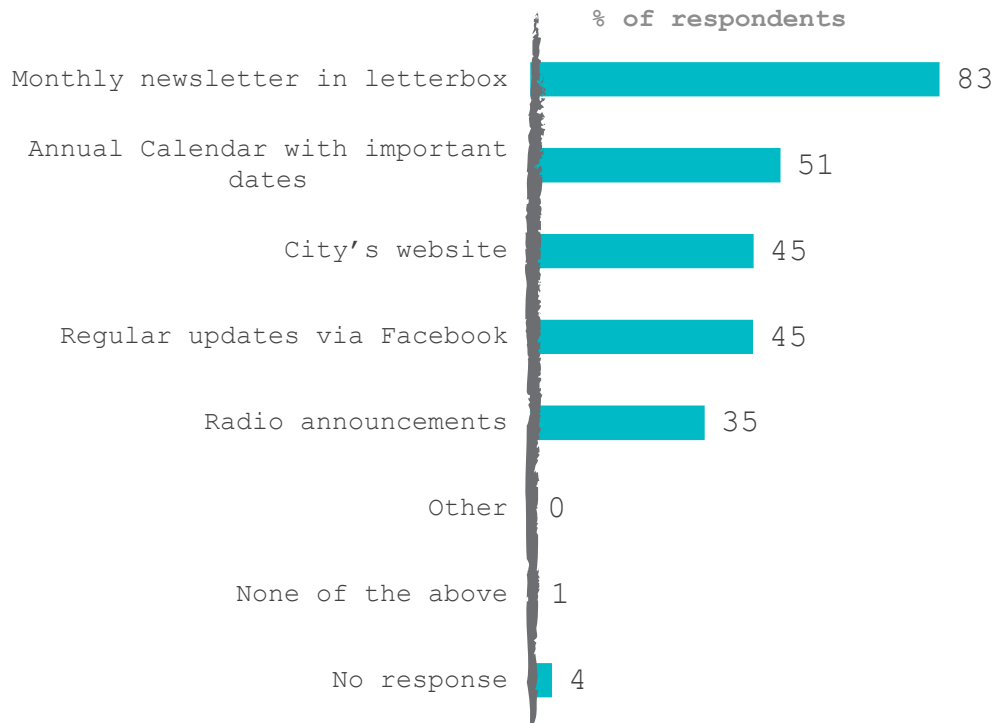
27%

Q. For each of the following topics would you like to receive less, the same amount or more information?
Base: all respondents, excludes non-response (n ranges from 373 to 377))

Preferred channel of communication

Residents would mostly like to stay informed via a monthly newsletter in their letterbox. This was consistently the top mention across the community.

High levels of support for Facebook and the City's website were also observed among younger adults and newer residents.



| | News-letter | Calendar | Website | Facebook | Radio |
|-------------|-------------|----------|---------|----------|-------|
| | 83% | 53% | 42% | 43% | 38% |
| | 89% | 52% | 50% | 43% | 26% |
| | 87% | 40% | 53% | 49% | 33% |
| | 79% | 62% | 37% | 41% | 37% |
| | 80% | 48% | 46% | 55% | 30% |
| | 89% | 49% | 45% | 42% | 34% |
| 0-12 | 80% | 48% | 46% | 55% | 30% |
| 13+ | 89% | 49% | 45% | 42% | 34% |
| 18-34 | 85% | 35% | 59% | 67% | 30% |
| 35-54 | 80% | 59% | 39% | 39% | 37% |
| 55+ | 85% | 64% | 30% | 15% | 44% |
| BOU/VH | 81% | 58% | 33% | 27% | 41% |
| HAN/KAR/MUL | 76% | 44% | 52% | 48% | 39% |
| KAL/WIL | 75% | 55% | 43% | 38% | 27% |
| LAM/PIC | 91% | 44% | 61% | 53% | 31% |
| SOM/BRO | 84% | 54% | 32% | 50% | 36% |
| STH BOU | 86% | 51% | 37% | 52% | 39% |
| 0-5 | 88% | 32% | 62% | 59% | 33% |
| 6-15 | 78% | 48% | 48% | 46% | 36% |
| 16+ | 84% | 64% | 33% | 36% | 36% |
| | 94% | 44% | 52% | 46% | 30% |

Our economy, infrastructure,
systems and services

Planning approvals and building permits

29% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

16

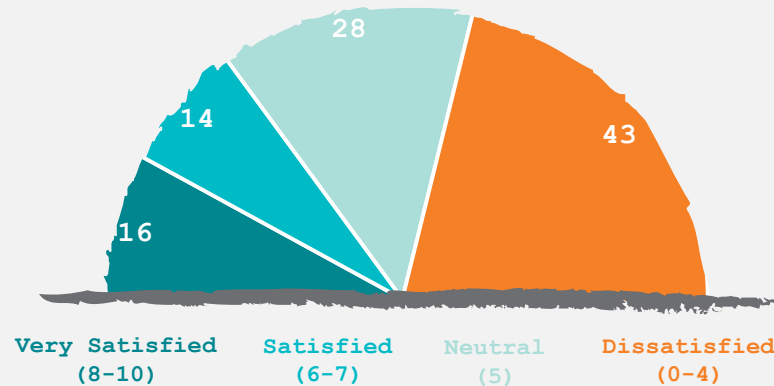
Industry High

38

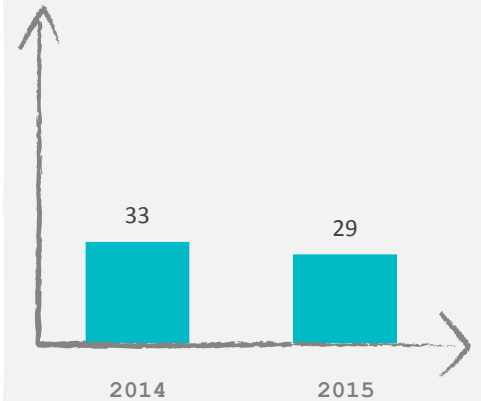
Industry Avg.

23

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 247).

Access to services and facilities for people with disabilities

59% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

28

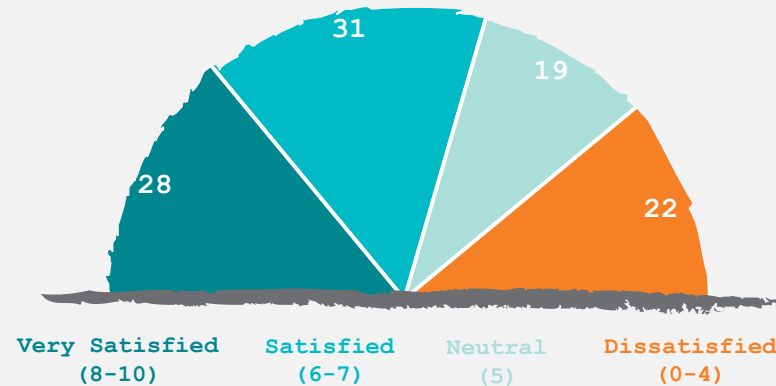
Industry High

48

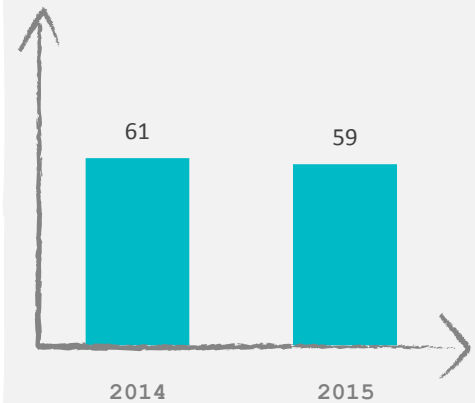
Industry Avg.

32

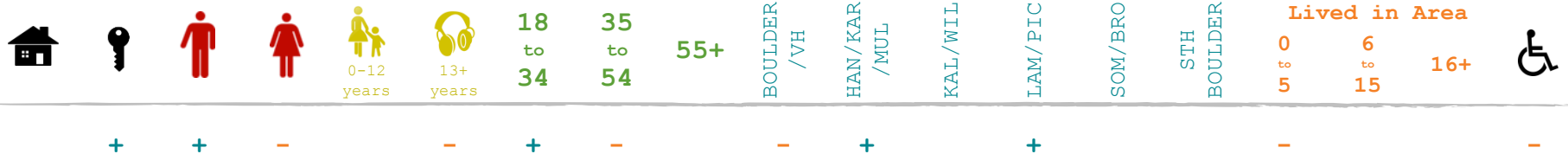
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 242).

Kalgoorlie Town Centre

Secondary
Priority

64% of respondents are satisfied, down 6% points.

Benchmarking
% very satisfied (8+)

Council score

27

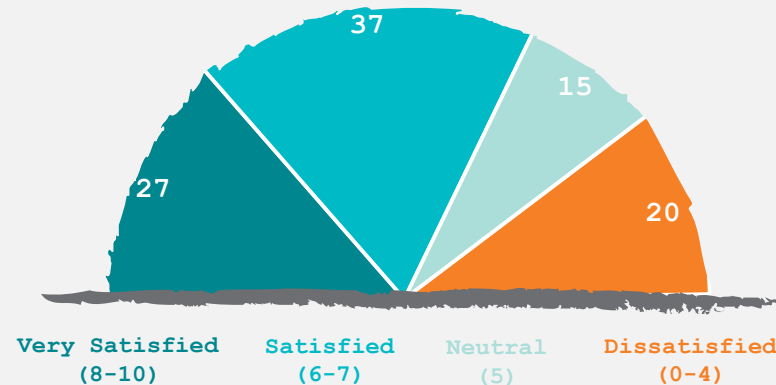
Industry High

59

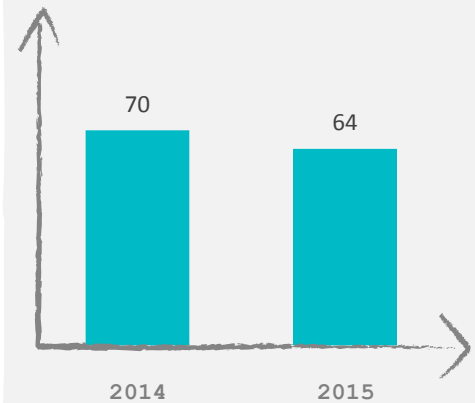
Industry Avg.

33

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 368).

Boulder Town Centre

71% of respondents are satisfied, up 16% points.

Benchmarking
% very satisfied (8+)

Council score

44

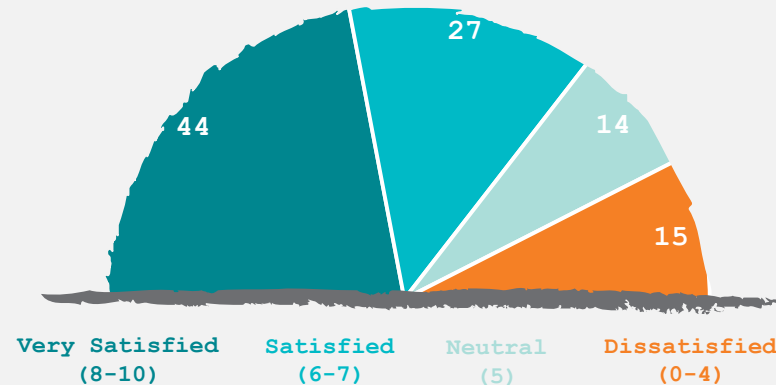
Industry High

59

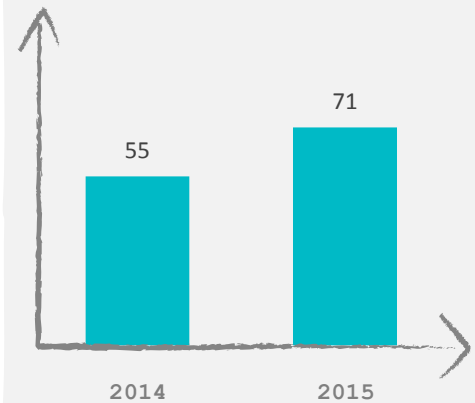
Industry Avg.

33

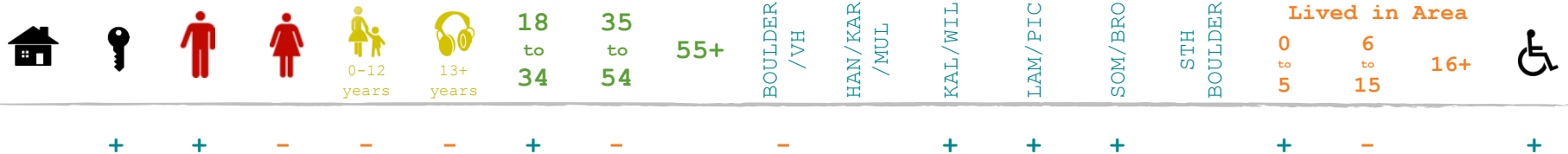
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 365).

Road maintenance

Secondary
Priority

60% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

32

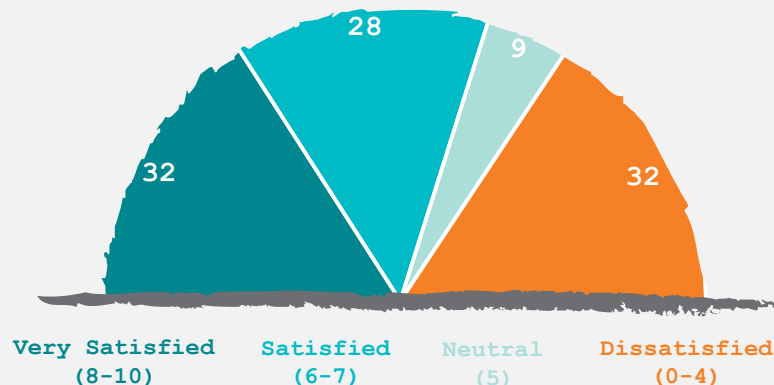
Industry High

59

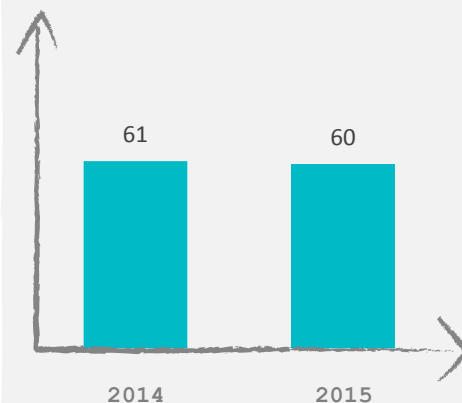
Industry Avg.

35

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 379).

Streetscapes (including trees, paths, lighting and verges)

Secondary
Priority

67% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

40

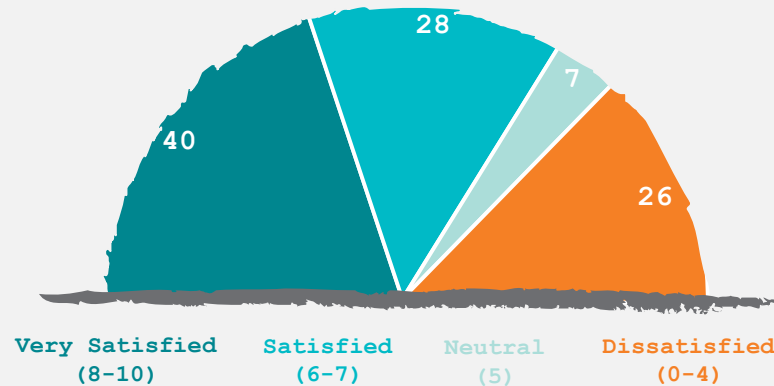
Industry High

52

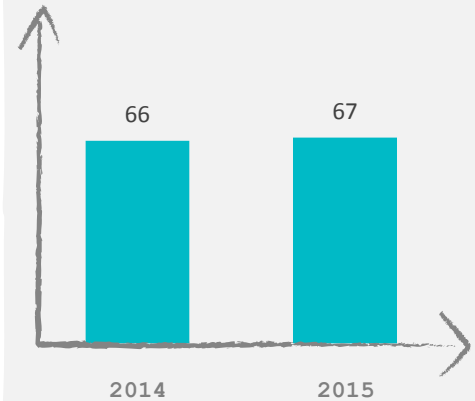
Industry Avg.

39

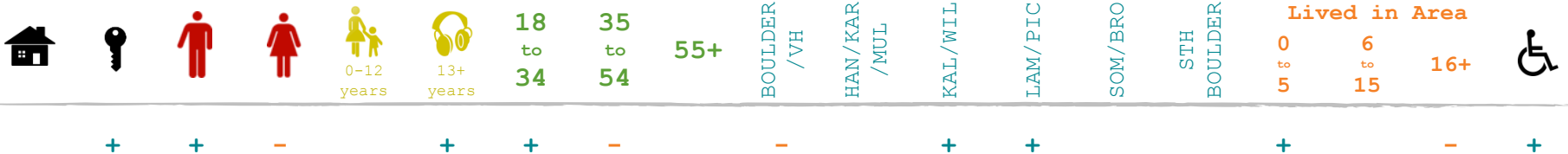
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 379).

Footpaths and cycleways

Secondary
Priority

60% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

31

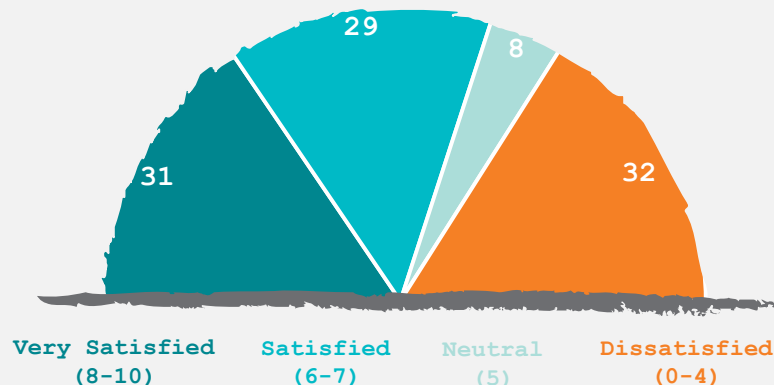
Industry High

52

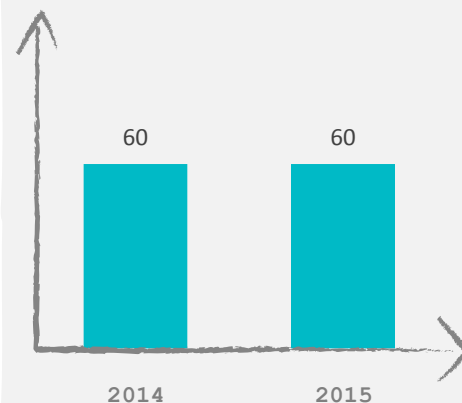
Industry Avg.

36

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 378).

City sewerage and waste water treatment

79% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

54

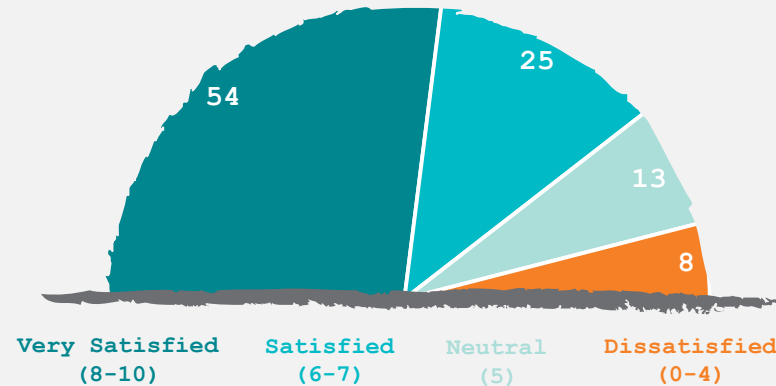
Industry High

NA

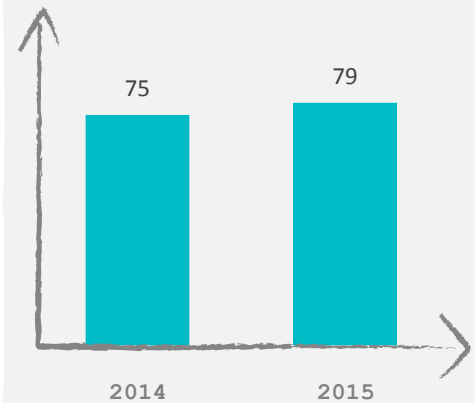
Industry Avg.

NA

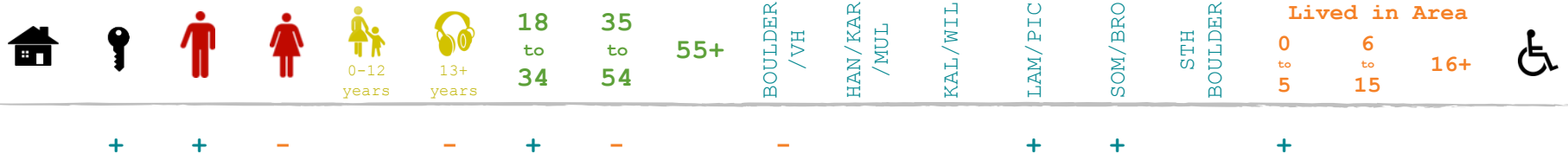
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 309).

Public toilets

58% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

35

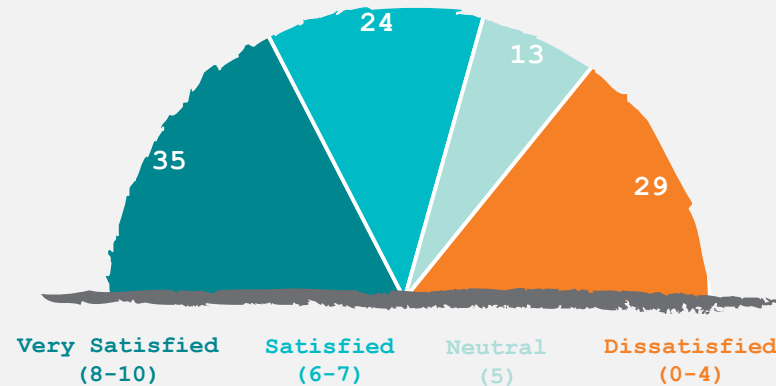
Industry High

NA

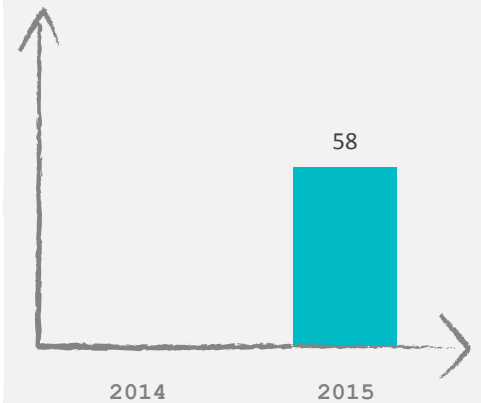
Industry Avg.

NA

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 344).

Our community, recreation and culture

Library & information services

85% of respondents are satisfied, up 5% points.

Benchmarking
% very satisfied (8+)

Council score

54

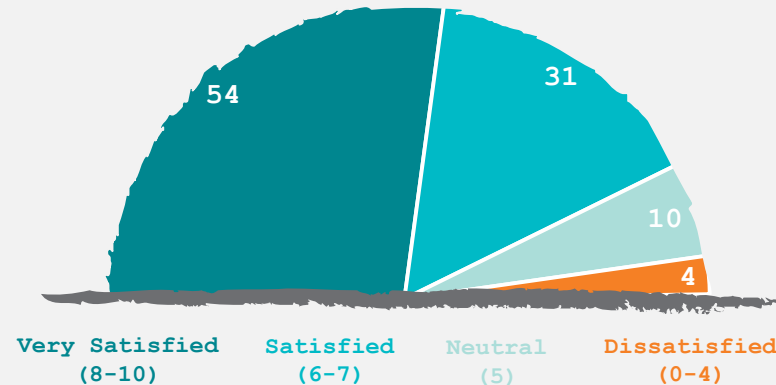
Industry High

77

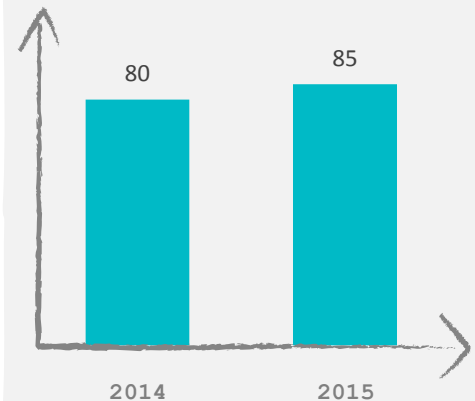
Industry Avg.

60

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 313).

Community buildings including the town halls

86% of respondents are satisfied, up 19% points.

Benchmarking
% very satisfied (8+)

Council score

51

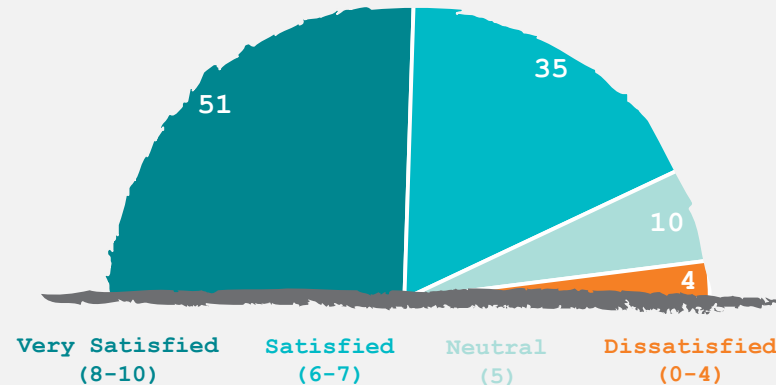
Industry High

55

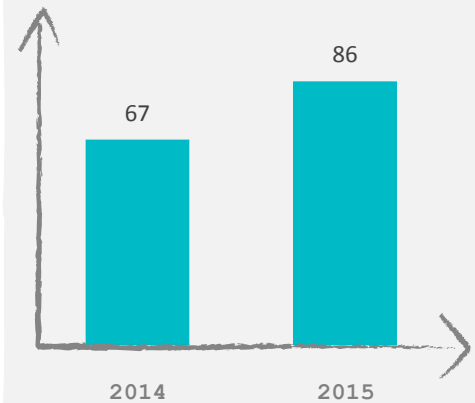
Industry Avg.

36

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 335).

Festivals, events, art and cultural activities

89% of respondents are satisfied, up 21% points.

Benchmarking
% very satisfied (8+)

Council score

63

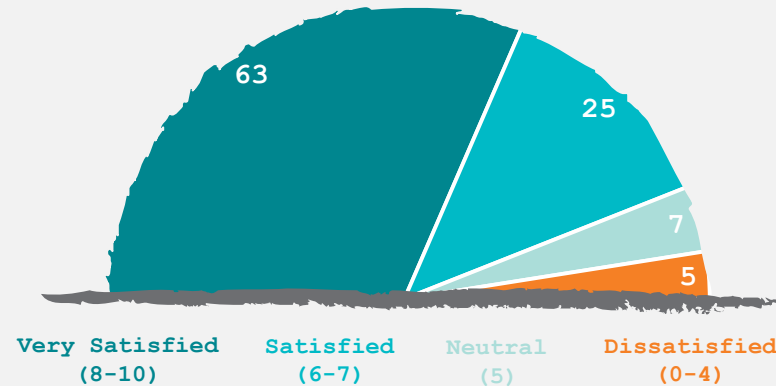
Industry High

63

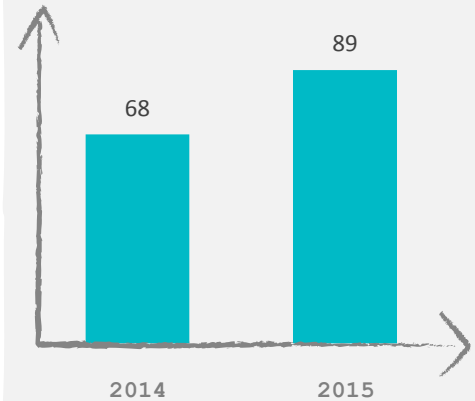
Industry Avg.

43

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 357).

The Goldfields Arts Centre

85% of respondents are satisfied, up 12% points.

Benchmarking
% very satisfied (8+)

Council score

53

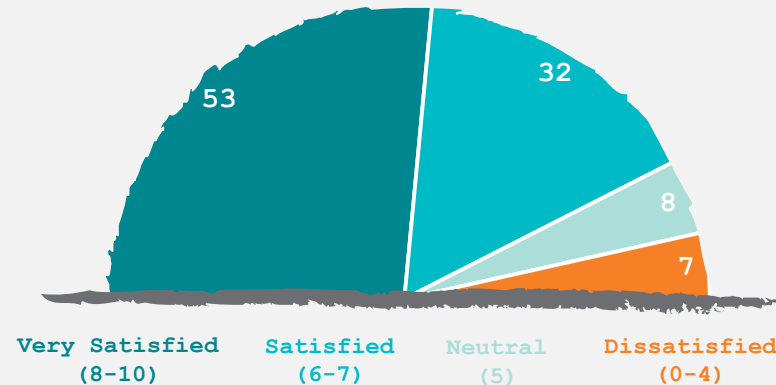
Industry High

69

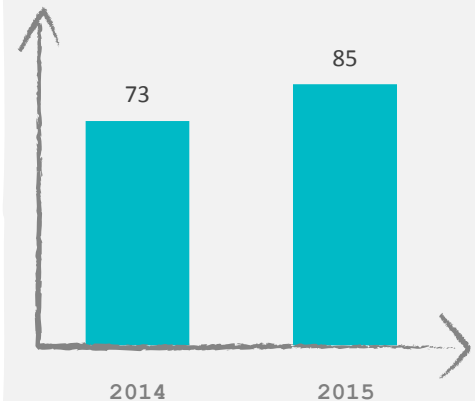
Industry Avg.

61

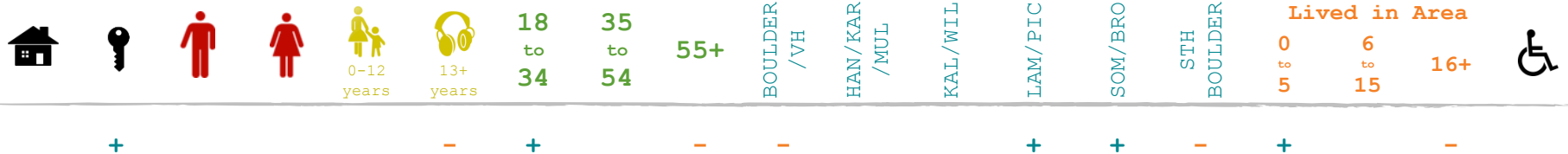
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 310).

The Goldfields Oasis Recreation and Aquatic Centre

87% of respondents are satisfied, up 6% points.

Benchmarking
% very satisfied (8+)

Council score

61

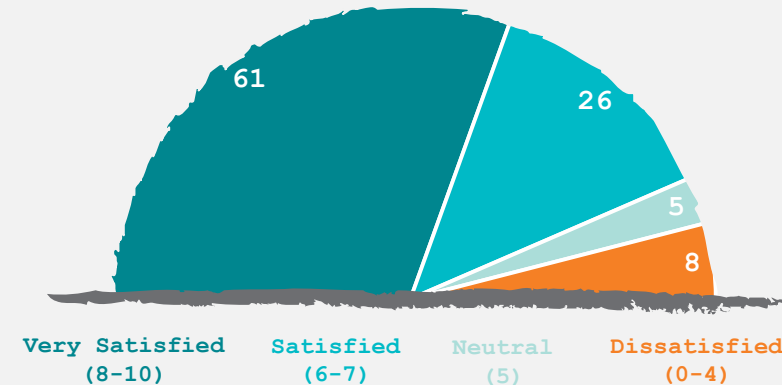
Industry High

73

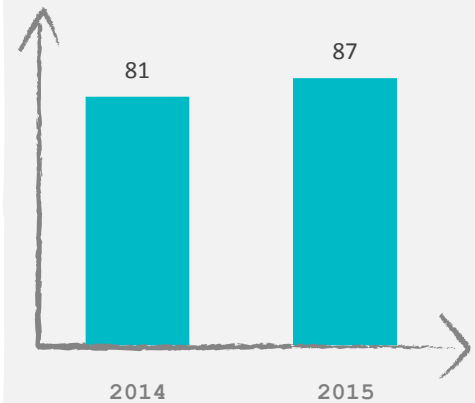
Industry Avg.

53

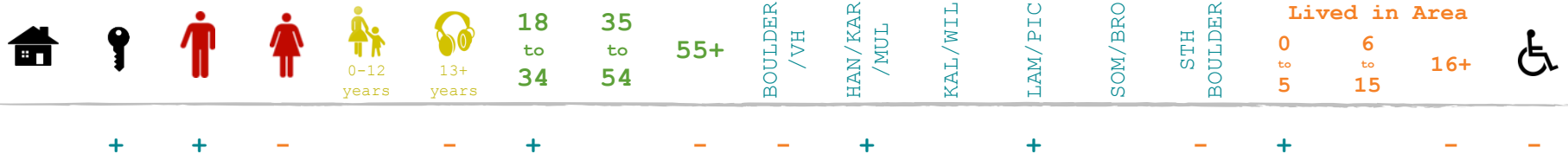
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 351).

Parks, reserves and sporting grounds

Secondary
Priority

88% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

65

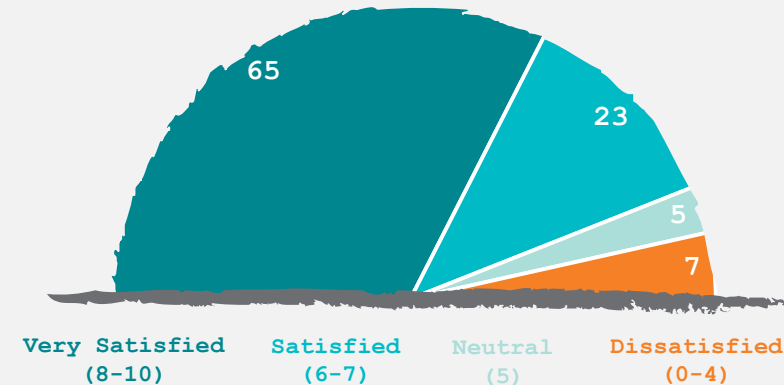
Industry High

76

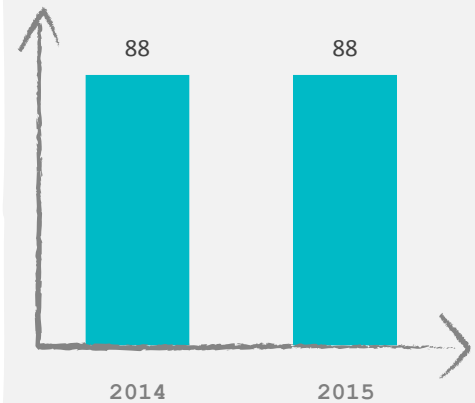
Industry Avg.

57

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 373).

Youth Council activities

64% of respondents are satisfied, up 12% points.

Benchmarking
% very satisfied (8+)

Council score

35

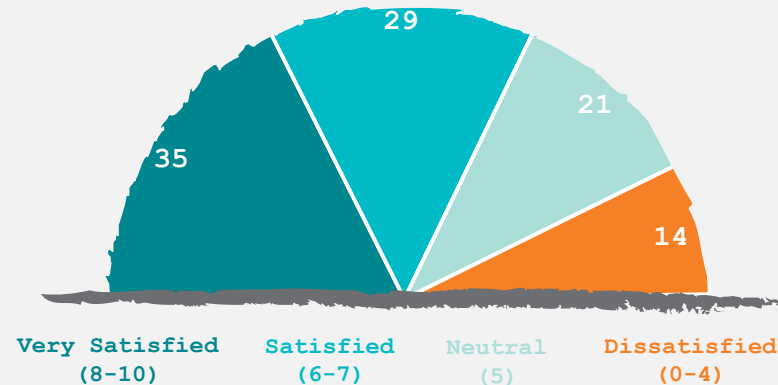
Industry High

49

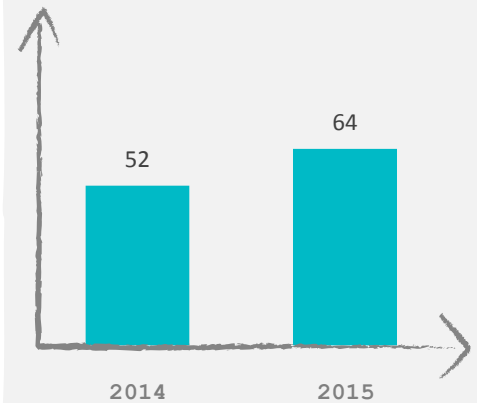
Industry Avg.

26

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 200).

Eastern Goldfields Community Centre facilities and services

62% of respondents are satisfied, down 9% points.

Benchmarking
% very satisfied (8+)

Council score

40

Industry High

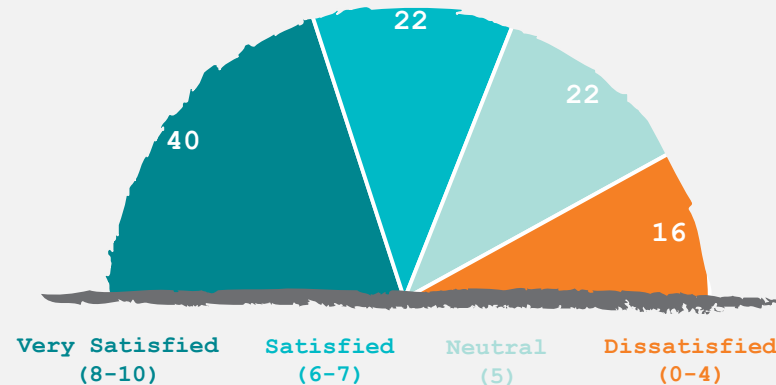
60

Industry Avg.

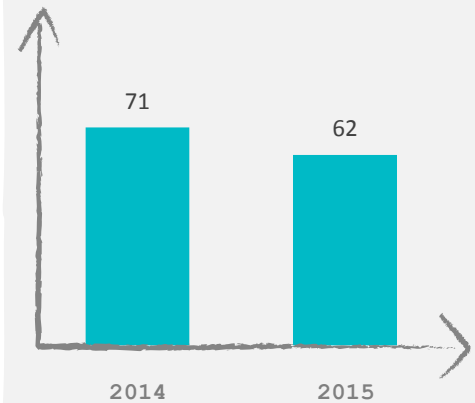
40

Benchmark:
Services, facilities
and care for seniors

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 211).

The Men's Shed

68% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

47

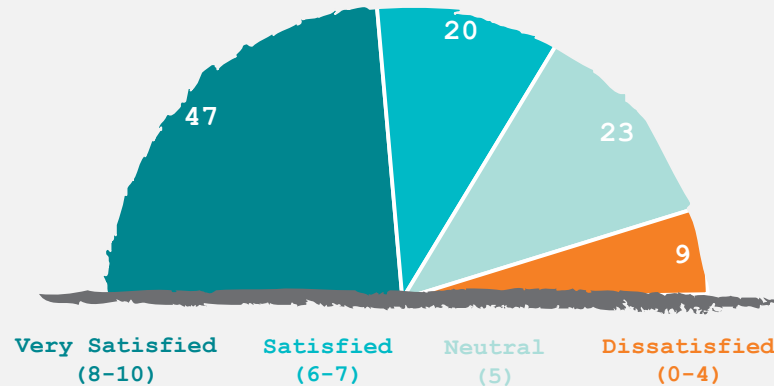
Industry High

NA

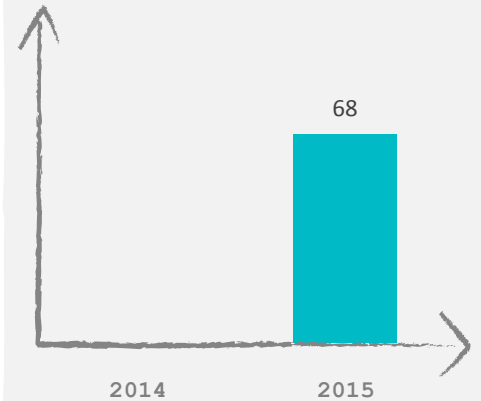
Industry Avg.

NA

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 206).

Our environment, resource
management and services

Efforts to promote and adopt sustainable practices

68% of respondents are satisfied, up 6% points.

Benchmarking
% very satisfied (8+)

Council score

35

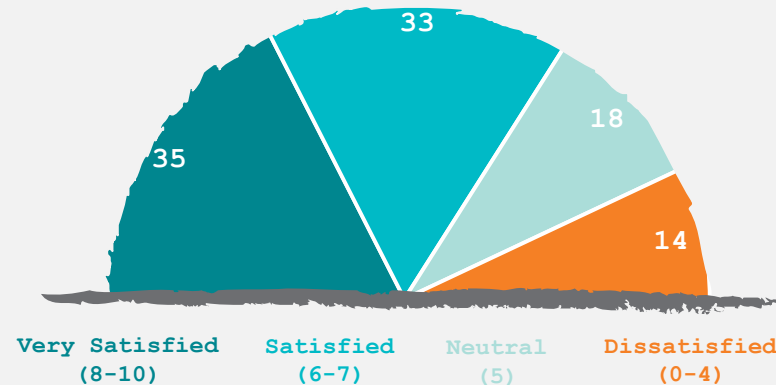
Industry High

42

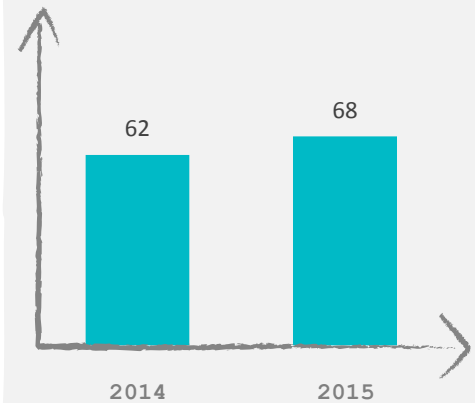
Industry Avg.

30

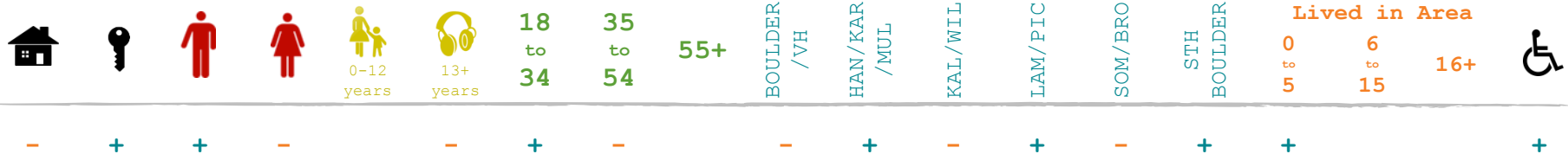
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 324).

Enforcement of state and local laws relating to food, health, noise and pollution

63% of respondents are satisfied, up 9% points.

Benchmarking
% very satisfied (8+)

Council score

30

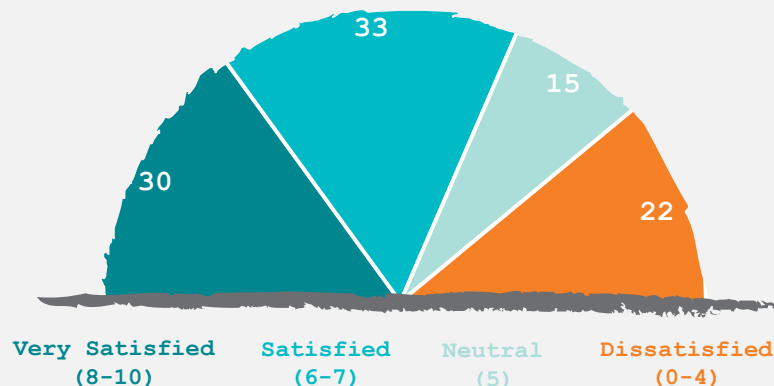
Industry High

49

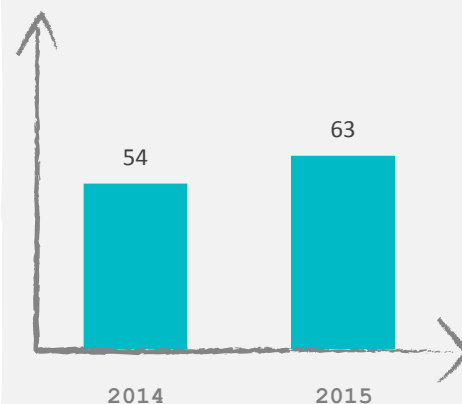
Industry Avg.

33

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 332).

Weekly rubbish collections

90% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

71

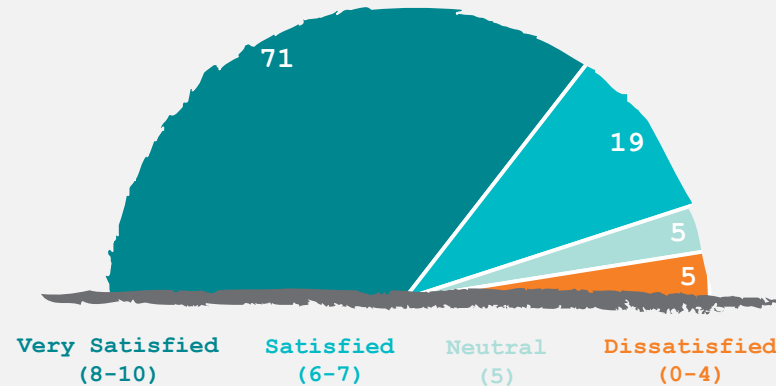
Industry High

88

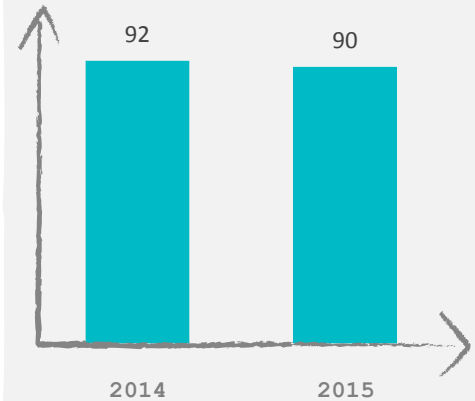
Industry Avg.

77

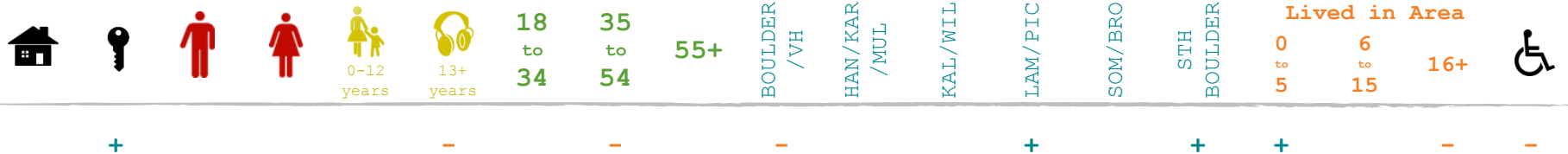
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 377).

Fortnightly recycling collections

87% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score



68

Industry High



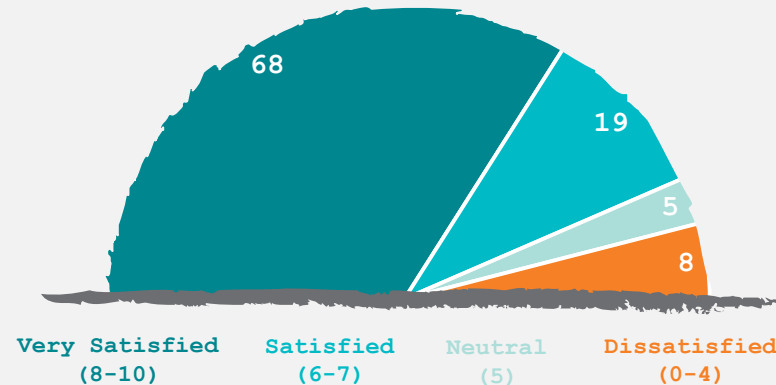
85

Industry Avg.

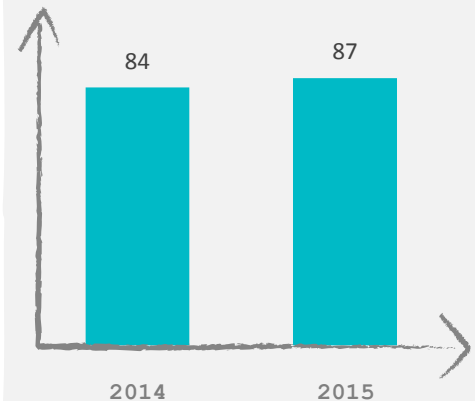


70

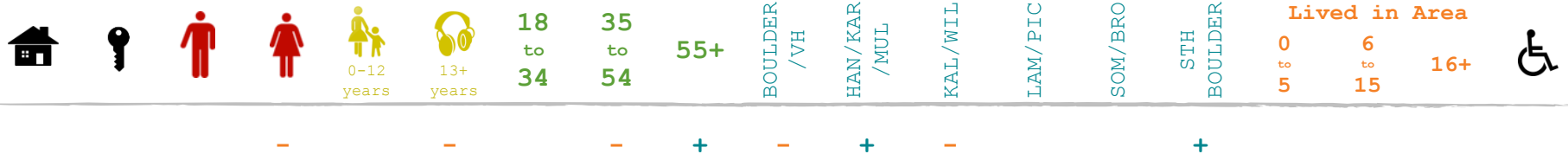
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 376).

State Government agencies
and partner services

Conservation and environmental management

71% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score

37

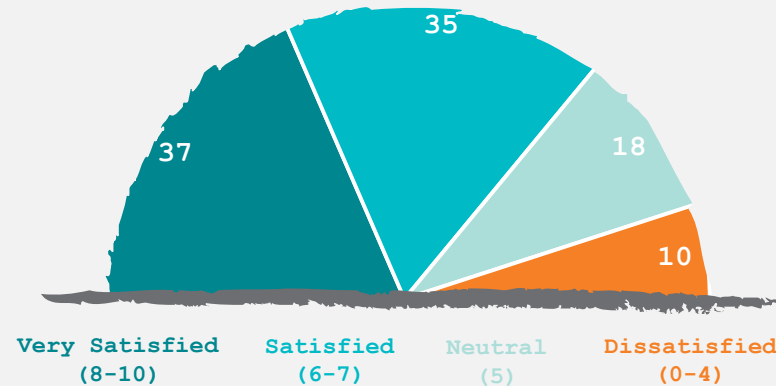
Industry High

54

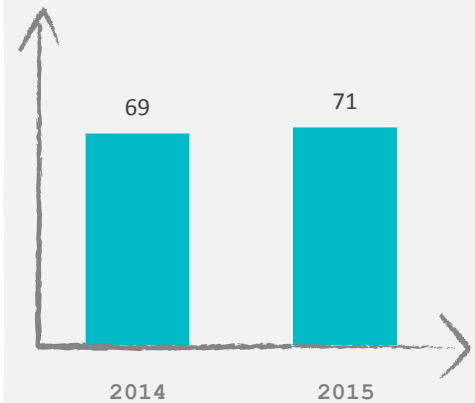
Industry Avg.

35

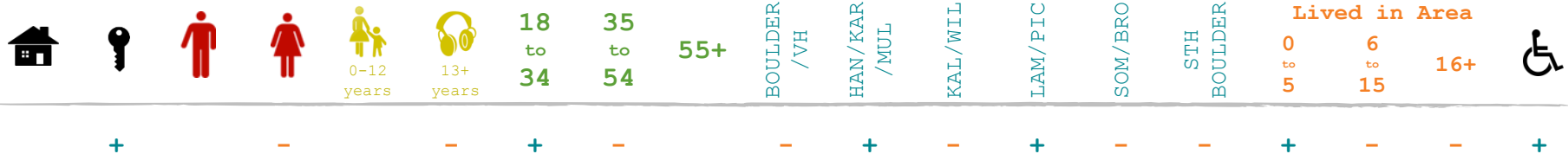
Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 331).

Safety and security

High
Priority

45% of respondents are satisfied.

Benchmarking
% very satisfied (8+)

Council score



16

Industry High



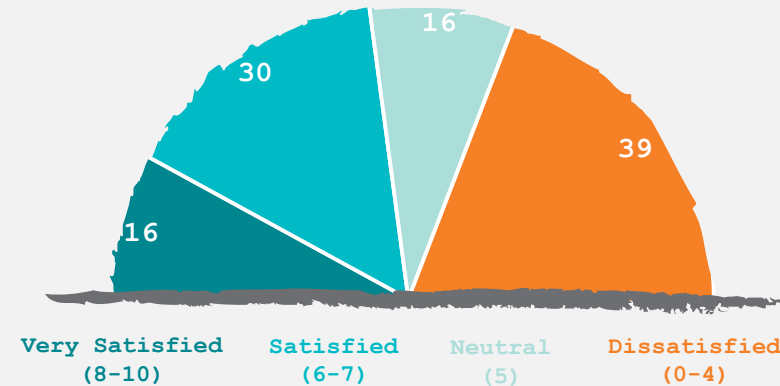
66

Industry Avg.

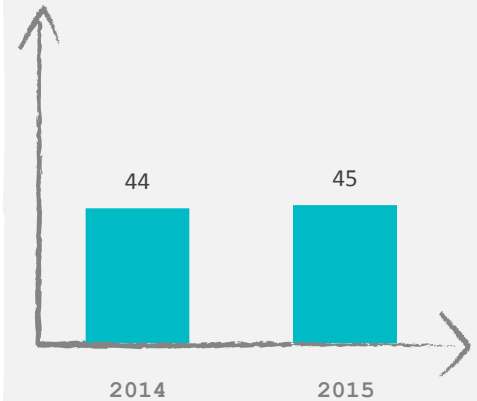


36

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



0-12
years



13+
years

18
to
34

35
to
54

55+

BOULDER
/VH

HAN/KAR
/MUL

KAL/WIL

LAM/PIC

SOM/BRO

STH
BOULDER

Lived in Area
0 to 5 6 to 15 16+



+

+

-

-

-

-

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Base: All respondents, excludes 'don't know' and 'refused' (n = 365).

Economic development, tourism and job creation

High
Priority

45% of respondents are satisfied, down 7% points.

Benchmarking
% very satisfied (8+)

Council score

18

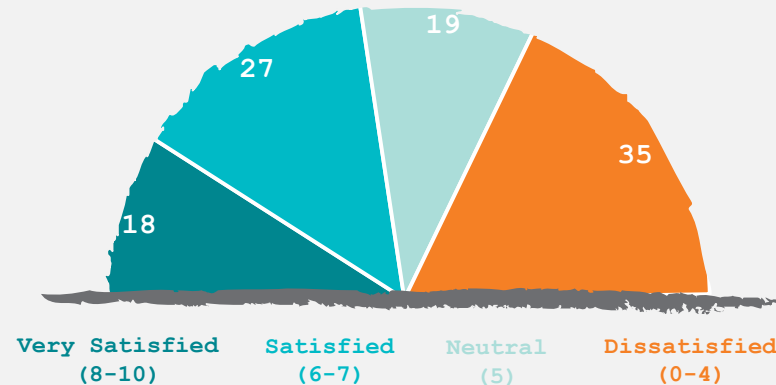
Industry High

36

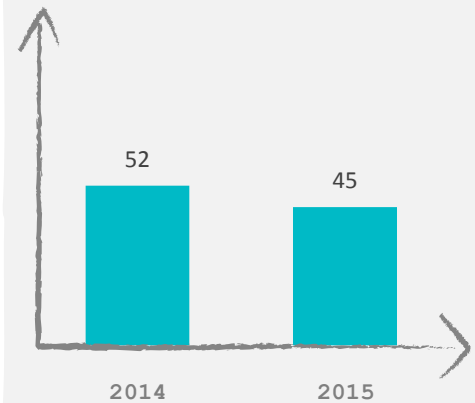
Industry Avg.

18

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 356).

Education and training opportunities

49% of respondents are satisfied, down 7% points.

Benchmarking
% very satisfied (8+)

Council score

21

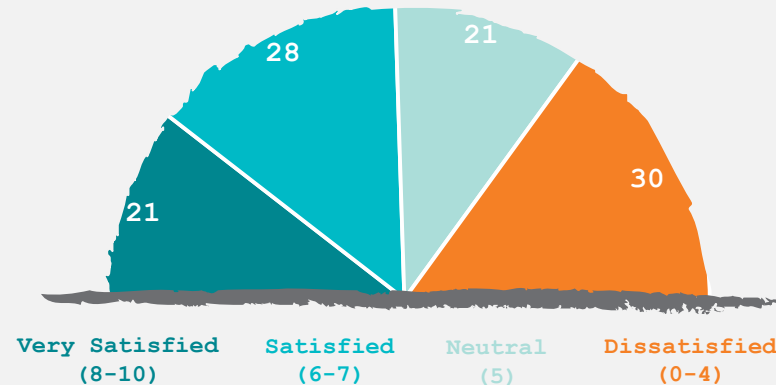
Industry High

40

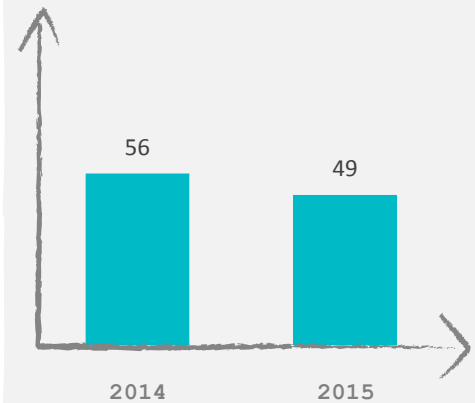
Industry Avg.

25

Level of satisfaction
% of respondents



History
% satisfied (6+)



Community variances



Base: All respondents, excludes 'don't know' and 'refused' (n = 344).

Moving forward

The community would like the City to focus on two main priorities:

1. **Economic development, job creation and tourism**
2. **Improved safety and security**



Others areas of high concern with 1 in 3 dissatisfied include:

- Openness and transparency of decision making
- How the community is consulted about local issues
- Planning approvals and building permits
- Road maintenance
- Footpaths and cycleways



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