



MARKYT Community Scorecard ©

Prepared for: Shire of Mingenew

Prepared by: CATALYSE® Pty Ltd ©

July 2022

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Performance	26
People	38
Place	50
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Strategic overview

Vision



22

% agree

10% points below
Industry Average

Liveability

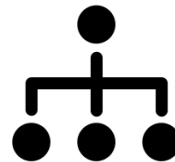


65

Performance Index Score

10 index points below
Industry Average

Governance



46

Performance Index Score

9 index points below
Industry Average

Rates Value



37

Performance Index Score

8 index points below
Industry Average

Highest scores

- Sport and recreation facilities and services
- Tourism attractions and marketing
- Community safety and crime prevention
- Playgrounds, parks and reserves

Relative to MARKYT® Industry Standards

- Tourism attractions and marketing
- Community safety and crime prevention
- Telecommunications and internet services
- Sport and recreation facilities and services
- Lighting of streets and public places



Housing



Local roads



Town centre development and activation



Economic development and jobs

Approach

Purpose



Department of Local Government, Sport and Cultural Industries

DLGSC's Integrated Planning and Reporting Framework requires local councils to review the **Strategic Community Plan** at least once every two years.

MARKYT Community Scorecard

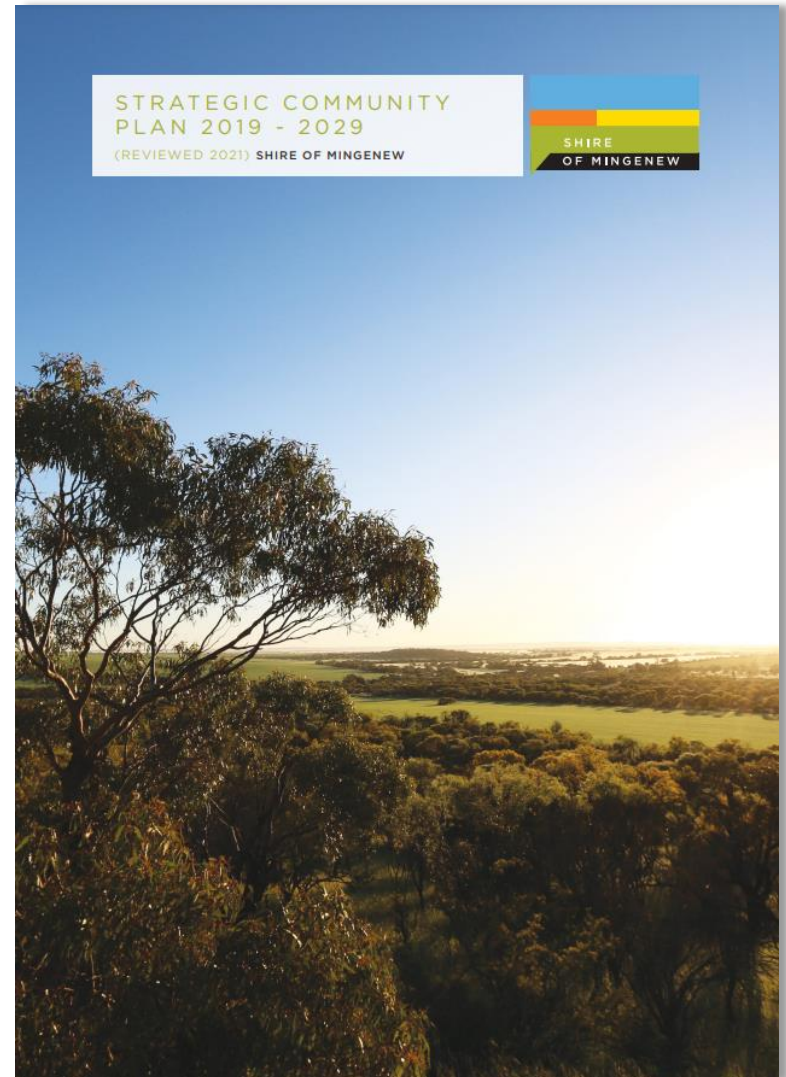
The Shire of Mingenew commissioned a MARKYT® Community Scorecard to:

- Support a review of the Strategic Community Plan (SCP)
- Assess performance against objectives and key performance indicators (KPIs) in the SCP
- Determine community priorities
- Benchmark performance

STRATEGIC COMMUNITY PLAN 2019 - 2029

(REVIEWED 2021) SHIRE OF MINGENEW

SHIRE
OF MINGENEW



The Study

Shire of Mingenew 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 Mingenew using Australia Post's unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

CATALYSE® sent email invitations to Shire of Mingenew's customer contacts. The Shire provided supporting promotions through various communication channels. The scorecard was open from 13 June to 1 July 2022.



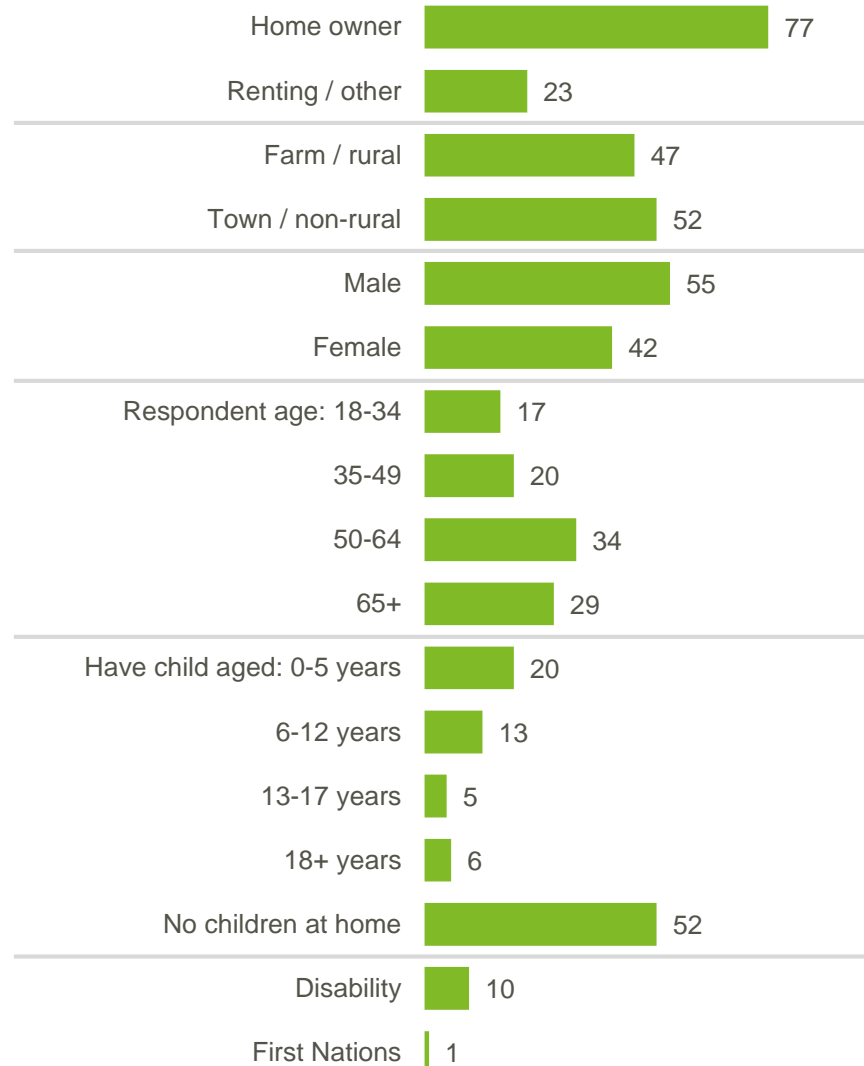
The scorecard was completed by **93 community members** with various connections to the Shire:

Local resident	Out of area ratepayer	Visitor	Elected Member / Employee
80	4	6	3

The main body of this report shows responses from local residents. Responses were weighted by age and gender to match the ABS Census population profile.

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

% of resident respondents (weighted)



MARKYT Industry Standards

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.

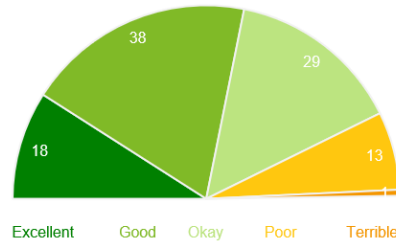


How to read performance dashboard charts

Performance Ratings

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

Performance ratings
% of respondents



65
Performance Index Score (out of 100)
85%
Positive rating*

MARKYT Industry Standards
Performance Index Score



Shire of Mingenew 65
Industry High 90
Industry Average 75

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

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

Variances across the community
Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Fam / rural	Male	Female	18-34*	35-49	50-64	65+	No children	Have child 0-12	Have child 13+
65	67	56	60	70	65	65	51	73	61	71	65	62	72

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

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

Council Score is the Council's performance index score.

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

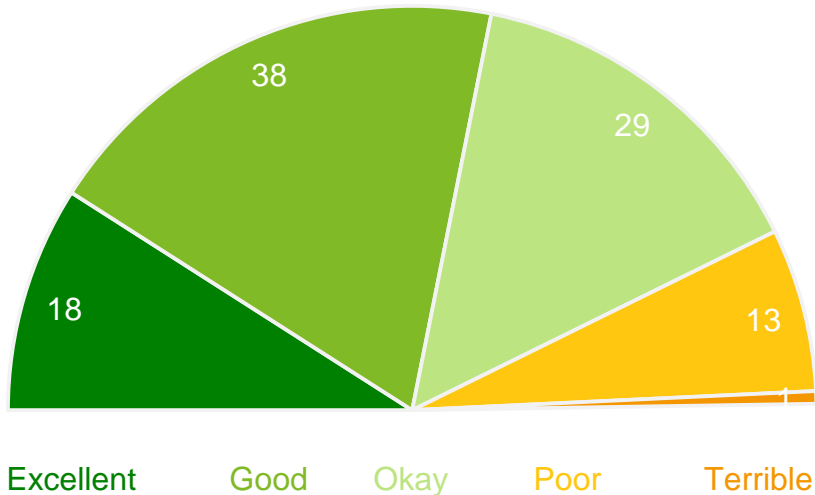
Industry Average is the average score among councils that have completed a comparable study with CATALYSE® over the past three years.

Overall Performance

Place to live

Performance ratings

% of respondents



65

Performance Index Score
(out of 100)

85%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew	65
Industry High	90
Industry Average	75

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
65	67	56	60	70	65	65	51	73	61	71	65	62	72

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

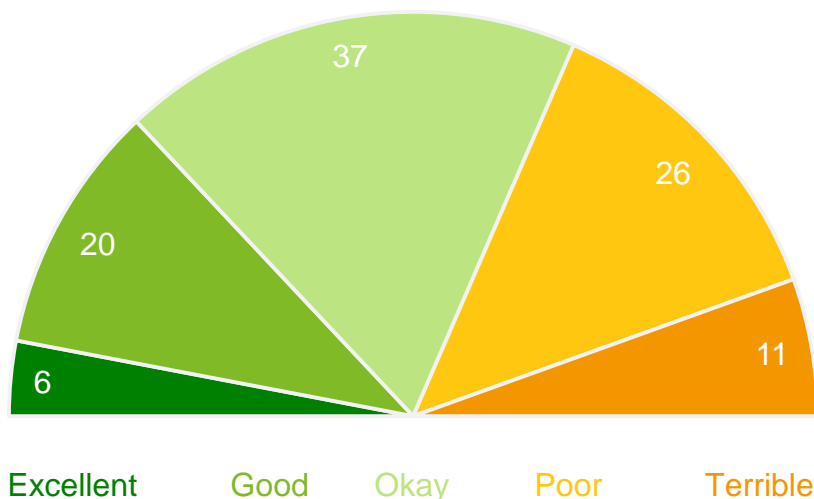
Base: All respondents, excludes 'unsure' and 'no response' (n = 80). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Governing organisation

Performance ratings

% of respondents



46

**Performance
Index Score**
(out of 100)

63%

**Positive
rating***

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 46

Industry High 68

Industry Average 55

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
46	46	46	47	46	45	49	40	53	37	55	47	47	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 78). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

MARKYT  industry comparisons

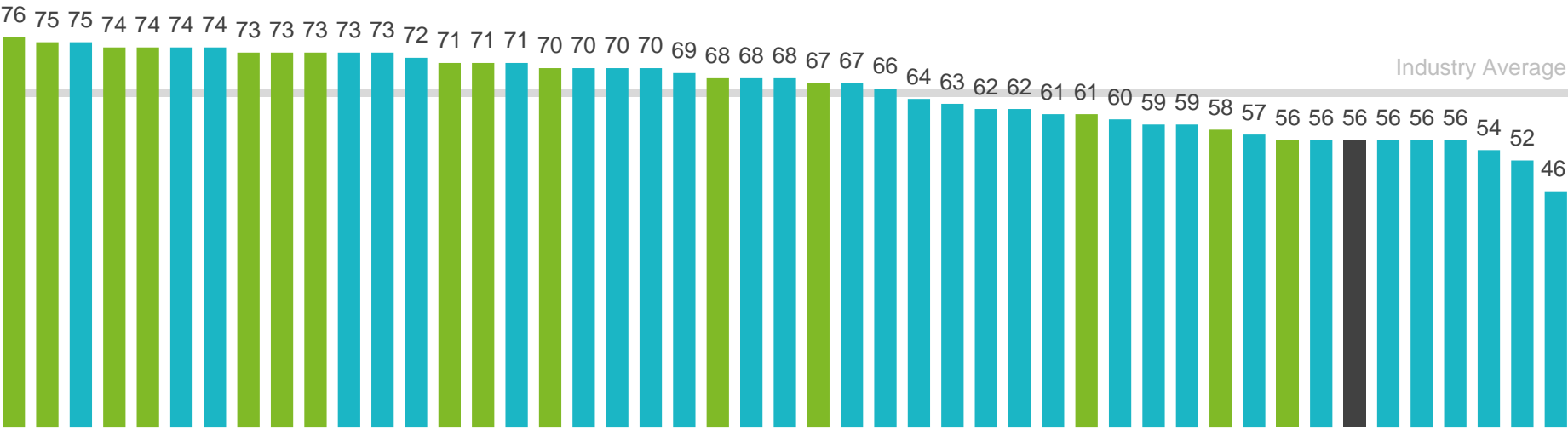
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Mingenew as a 'place to live' and as a 'governing organisation'. The Shire of Mingenew's overall performance index score is 56 out of 100, 10 index points below the industry standard.


Overall Performance Index Score

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

- Shire of Mingenew
- Metropolitan Councils
- Regional Councils




MARKYT



Industry Standards

Performance Index Score



Shire of Mingenew

56

Industry High

76

Industry Average

66

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:

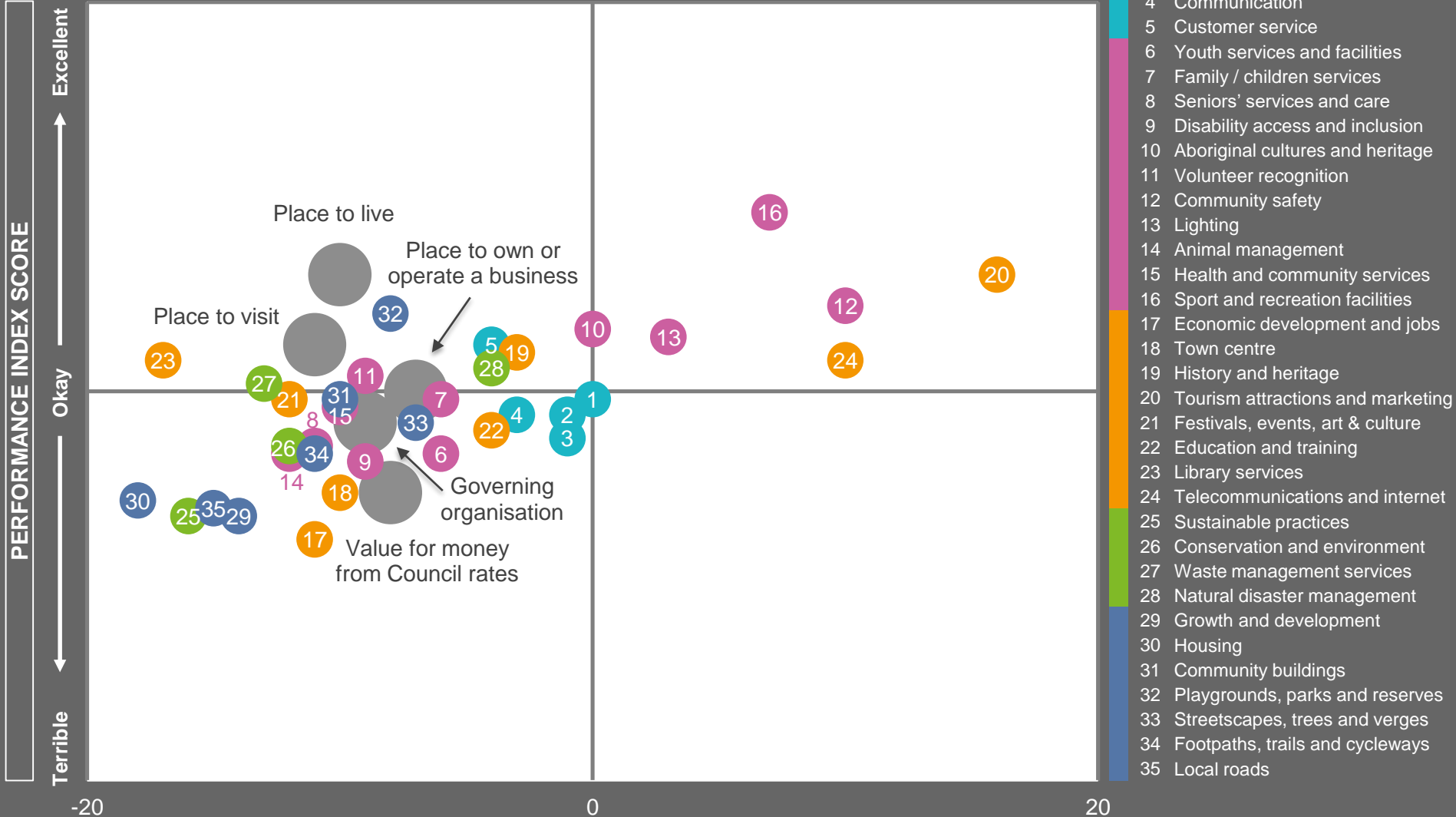
- People
- Place
- Planet
- Prosperity
- Performance

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



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.



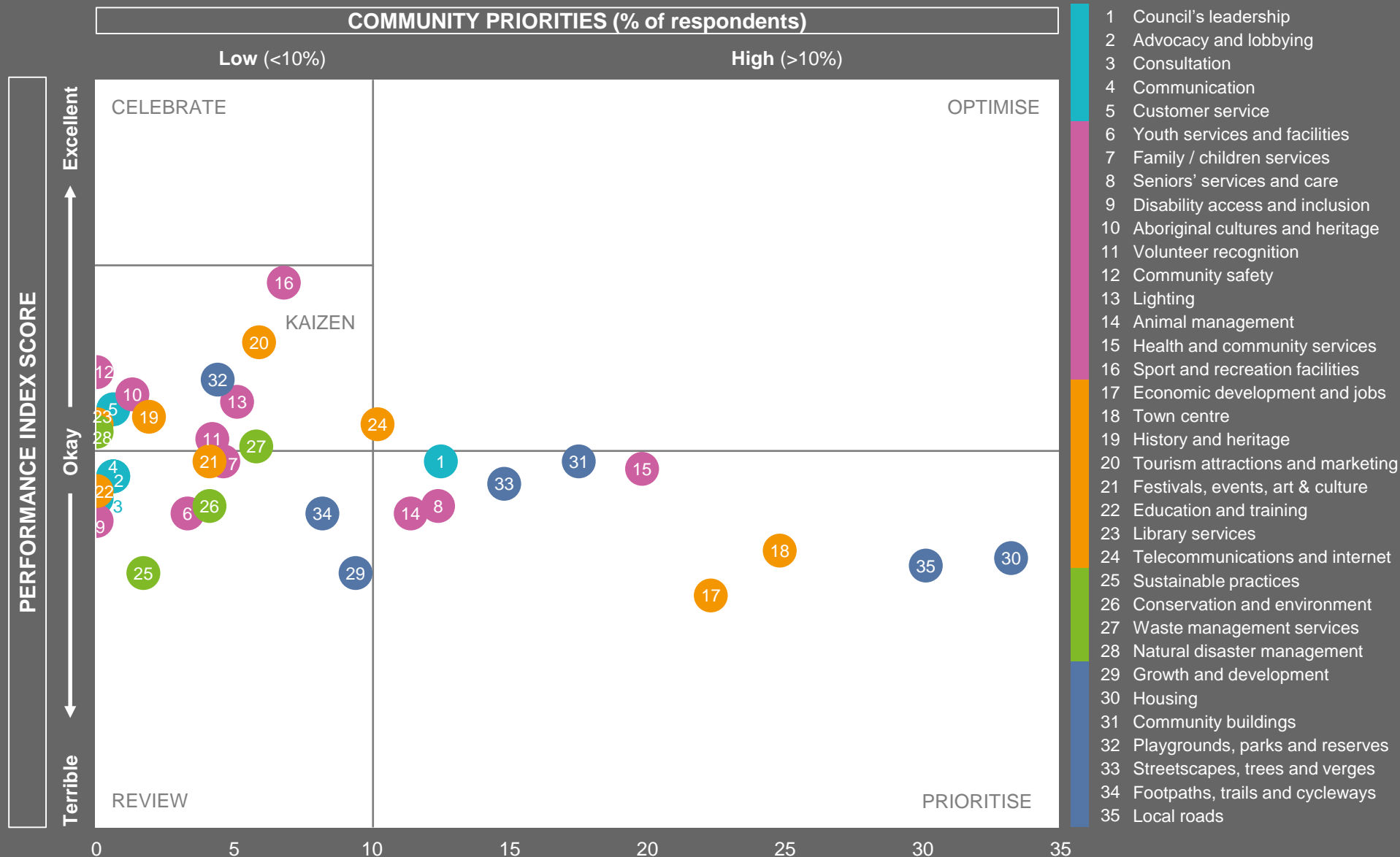
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

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



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 Mingenew to focus on improving? Base: All respondents, excludes no response (n = 74)

Community Action Plans

Top 4 priorities

Community Driven Actions

- Liaise with private sector and state government to provide more affordable housing to attract families and workers to the area

Community Voices

“There is a shortage of quality housing. Encourage the Shire to continue to try and attract more expenditure from the private sector on new housing. Source funding from State government to replace older houses in town for the lower socio-economic demographic.”

“People want to move here, but there's no houses. If the Shire invested in housing to lease to families, it would boost the population, boost the school and boost the local economy.”

“Build more accommodation.”

“Low-cost government housing to house workers.”

“Housing. Building nice affordable housing available for rent/buy. Encourage families to town.”

“We need more suitable housing in town to house staff for local businesses and entice people to move here.”

“Decent housing required to attract families. Existing housing is extremely poor and run down. Many blocks are filled with junk and neglected.”

Community Driven Actions

- Improve quality of gravel roads with regular grading and maintenance
- Repair potholes and regularly maintain to keep road surfaces in good repair
- Keep roadsides clear of vegetation overgrowth
- Install drains where needed to prevent water run-off and flooding
- Upgrade and widen roads where needed for increased traffic and larger vehicles

Community Voices

"Roads in our area are constantly in need of grading and repair. They need re-sheeting with gravel instead of a rough sweep every now and then. For the enormous rates we pay, we are receiving very little in return."

"We had a terrible grading job on our local gravel road."

"Roadside clearing, maintaining edges, potholes in roads and gravel roads graded."

"Instead of putting band-aids on potholes, fix them properly."

"Roads in the town need to be maintained better. Fixing potholes and tree roots growing under the road."

"Perform regular maintenance and repairs. Improvements to vegetation overgrowth and water management."

"Water run-off should be controlled. Running down roads and flooding properties."

"Put run-off drains on roads, so they do not become rivers."

"Concentrate on repairing the Yandanooka - North East Road to an acceptable standard for large truck movements. It is currently a disgrace."

"Roads need widening and fixing heading to Dongara, especially in harvest season."

Town centre development and activation

Community Driven Actions

- Improve street appeal of entrances into town
- Beautify and maintain streetscapes in the town centre
- Repair or demolish run-down buildings
- Repair the local shop premises or relocate the shop temporarily
- Support local businesses with a view to reinvigorating the town and attracting visitors

Community Voices

"Towns gardens, lawns and welcoming into the town need to be improved 100%. Everything is dead or overgrown or half maintained."

"Would be great to see some more work done on the main street to make it more presentable. All entrances to town could do with some work."

"The main street looks run down due to the lack of maintenance."

"Town needs tidying up, gardens are rubbish, and around town, roads are never graded. Roads that have never been maintained, but rates are paid. Council is lazy and not proactive. Too much to type!"

"Demolition of old houses that are unsightly."

"Maintenance of existing buildings and possible removal of some in the main street."

"The shop is an obvious concern, as is the building it is housed in. All services are in buildings that need huge repairs."

"Look at getting a transportable building for the shop."

"Support local businesses. Stop spending money on getting tourists into town when there is nothing here for them but telling them there is!"

"Encourage centre of town visits and stays by improving local accommodation and businesses to bring custom to Mingenew. There is nowhere decent in town to stay or buy groceries throughout the day."

"The Shire needs to take a step back and start to encourage what was in the past - cake stalls, dance nights in the hall - get the community feeling back."

Community Driven Actions

- Provide incentives to encourage new businesses into town
- Support existing businesses to prevent closures and loss of jobs, particularly the local IGA
- Create more job opportunities for young people

Community Voices

“Offer incentives for people to consider opening businesses in the town.”

“By being the catalyst for small businesses to come to Mingenew and start a business. The Shire will need to build facilities as small businesses can’t borrow to get started in small rural towns.”

“Work toward encouraging new businesses to town. Help the existing businesses wherever possible because they are precious to the town!”

“Encourage businesses into the Shire. Investigate new opportunities, not just tourism. Our town is dying.”

“Encourage businesses to town. CBH / gas / mining people into town.”

“Keeping our local business open.”

“All our businesses are dwindling! Not many employment options.”

“Take action to preserve the town IGA/shop.”

“Purchase & run the local IGA, employing more staff. Job opportunities for young people.”

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

The MARKYT® Community VoiceBank contains over **4,200** words with ideas and suggestions from community members.

Ideas are classified in five key areas: People, Planet, Place, Prosperity and Performance.

Ideas are grouped into 35 service areas.

Councillors and employees at the Shire of Mingenew 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 Mingenew

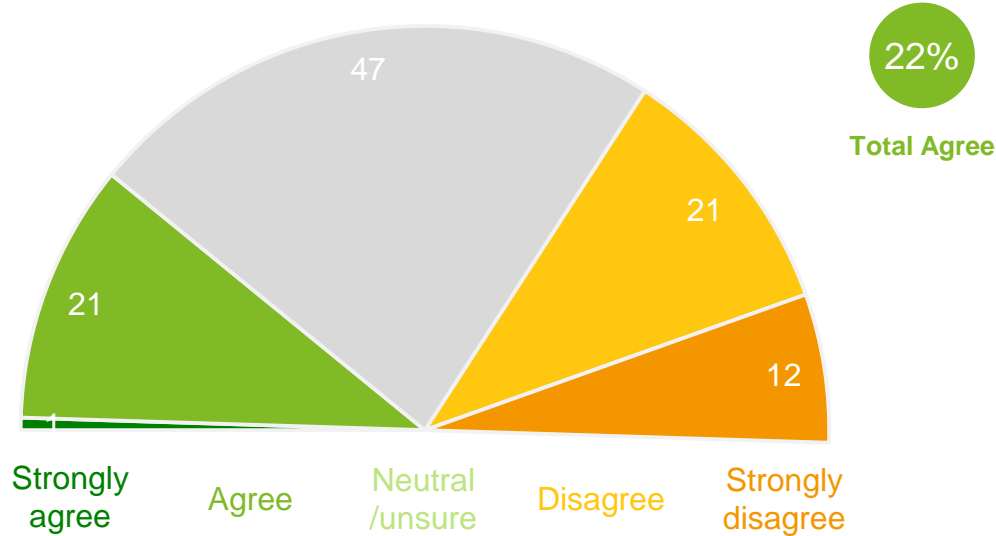
July 2022

Performance

Shire of Mingenew has developed and communicated a clear vision for the area

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Mingenew	21
Industry High	52
Industry Average	32

Variances across the community

% agree

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
21	20	27	23	20	22	22	41	45	0	18	15	41	20

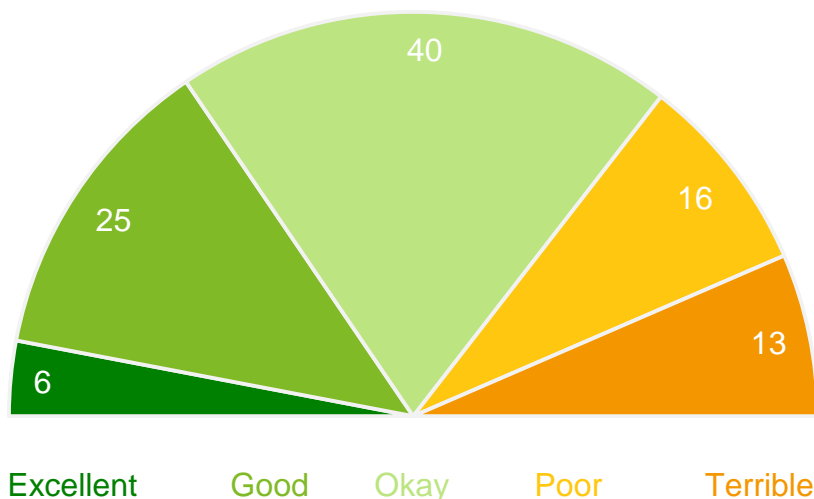
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 78). [#] small sample size (<20 respondents)

Council's leadership

Performance ratings

% of respondents



49

**Performance
Index Score**
(out of 100)

71%

**Positive
rating***

MARKYT Industry Standards

Performance Index Score



Shire of Mingeneew 49

Industry High 60

Industry Average 49

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
49	47	56	44	56	51	48	59	65	35	50	43	63	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 70).

* Positive Rating = excellent, good + okay

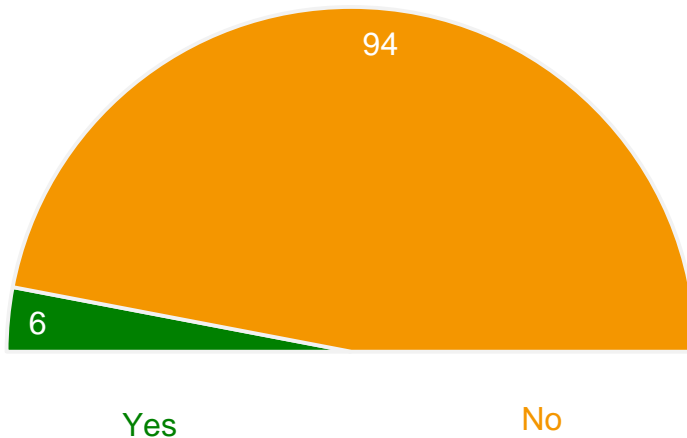
[#] small sample size (<20 respondents)

Interest in becoming a Councillor

- 6% of scorecard respondents would consider nominating to be a local councillor in the next elections.

Would you consider nominating to be a local councillor with the Shire?

% of respondents



Main barriers or concerns about becoming a local councillor

Time constraints due to:

- Work
- Volunteer commitments
- Family commitments

Life stage factors such as:

- Feeling that they are too young or too old
- Having a young family

Perceptions of the Shire's ability to implement change:

- Think there are too many restrictions / red tape
- Lack of resources

Perceptions of Council's power and influence, including:

- Belief that Councillors have little power
- Feel the CEO has too much influence over decisions
- Think interest groups have too much power

Q. The next local government elections are scheduled for October 2023. Would you consider nominating to be a local councillor with the Shire? Base: All respondents, excludes no response (n = 68)

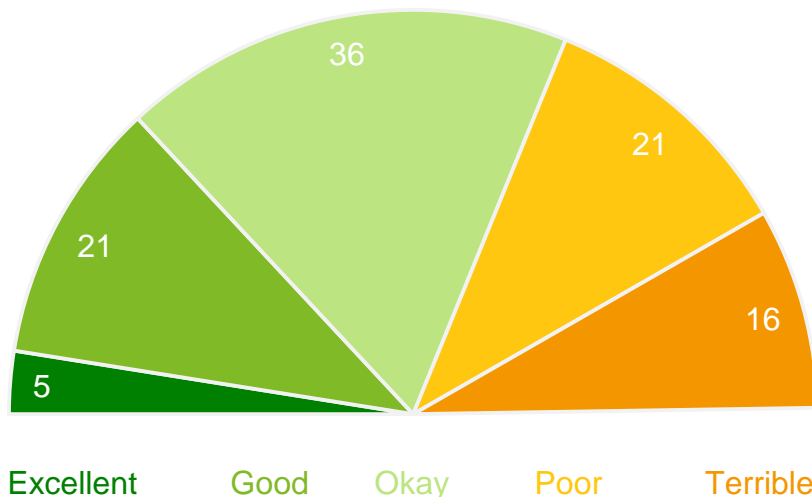
Q. What are your main barriers or concerns about becoming a local councillor?

Base: Respondents who would not consider nominating to be a local councillor with the Shire, excludes no response (n = 43)

How the community is consulted about local issues

Performance ratings

% of respondents



44

Performance Index Score
(out of 100)

62%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 44

Industry High 60

Industry Average 45

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
44	42	52	39	51	47	43	55	60	33	40	39	59	38

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

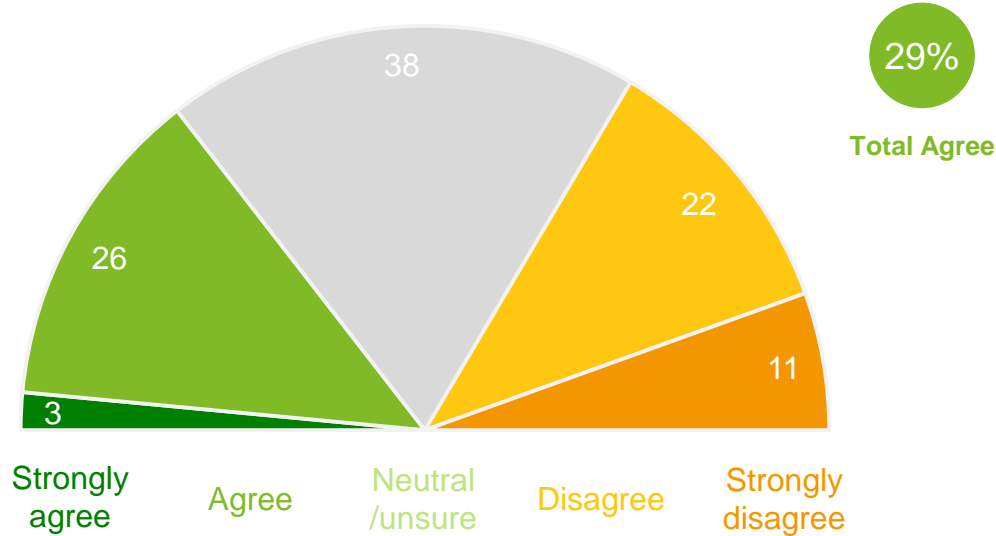
Base: All respondents, excludes 'unsure' and 'no response' (n = 70). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

The Shire has a good understanding of community needs

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Mingenew	28
Industry High	58
Industry Average	33

Variances across the community

% agree

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
28	26	36	33	24	31	26	41	48	4	35	25	47	13

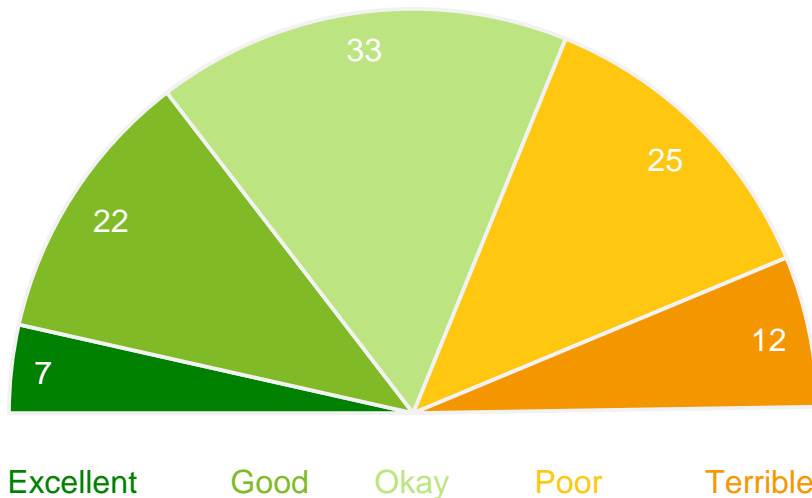
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 78). [#] small sample size (<20 respondents)

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

Performance ratings

% of respondents



47

Performance Index Score
(out of 100)

62%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingeneew 47

Industry High 64

Industry Average 48

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
47	45	52	42	52	49	44	59	64	38	40	37	65	36

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

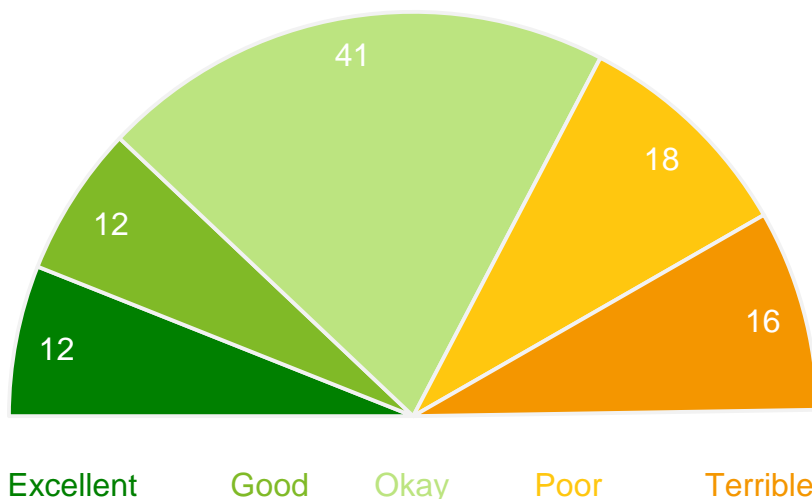
Base: All respondents, excludes 'unsure' and 'no response' (n = 60). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

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

Performance ratings

% of respondents



47

Performance Index Score
(out of 100)

65%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 47

Industry High 65

Industry Average 50

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
47	44	59	44	50	50	44	66	61	32	43	40	63	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 73). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Current sources of information











- Community members mostly hear about what's happening in the Shire of Mingenew from family and friends.
 - Males are more likely than females to rely on word of mouth communication.
- The most valuable Shire controlled channel of communication is the Mingenew Matters newsletter.
 - Newsletter reach is higher reach among females and those aged 65 years or older.

How do you stay informed about what Council is doing?

% of respondents

Community Variances

% of respondents

		Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
Word of mouth	 70	68	74	60	79	82	51	83	78	76	50	61	79	82
Mingenew Matters newsletter	 50	51	45	57	40	39	61	48	29	31	86	50	50	40
Shire website	 46	43	55	48	43	39	55	79	47	24	53	38	64	26
Facebook	 40	39	41	48	29	33	48	52	47	42	26	37	54	18
Council meeting agendas/minutes	 37	32	52	29	46	35	41	71	36	26	32	29	57	26
Community consultation sessions	 20	13	39	11	29	17	24	40	29	9	15	10	37	22
Council meetings	 8	4	23	14	3	12	3	35	0	4	5	5	20	0
Radio	 8	9	6	3	13	10	5	0	21	0	12	14	0	0
Regional news publications	 4	6	0	0	9	8	0	0	21	0	0	7	0	0
Other	 4	4	3	6	1	3	5	4	0	9	0	3	2	0

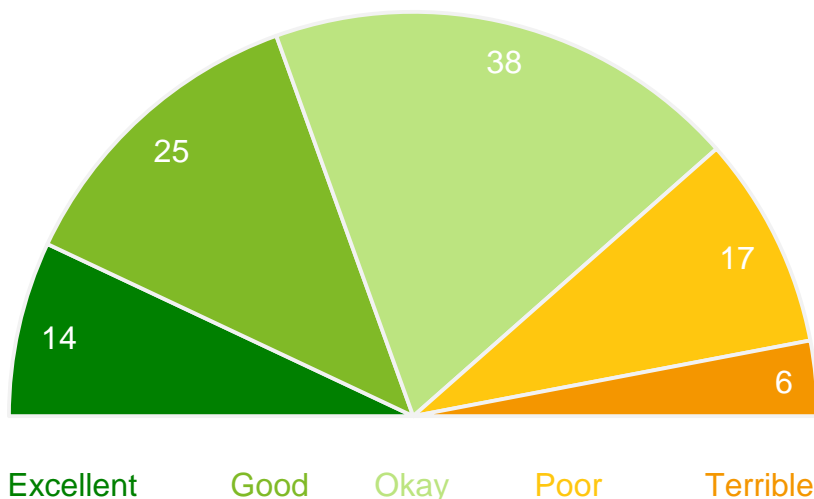
Q. How do you stay informed about what Council is doing?

Base: All respondents, excludes no response (n = 71) [#] small sample size (<20 respondents)

Customer service

Performance ratings

% of respondents



56

Performance Index Score
(out of 100)

77%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenev 56

Industry High 74

Industry Average 60

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
56	54	63	54	58	60	51	70	66	46	53	50	66	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 70).

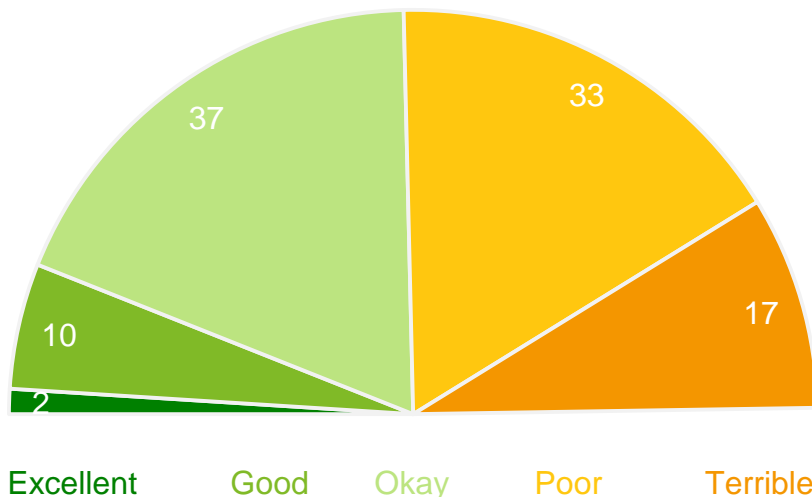
* Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Value for money from Council rates

Performance ratings

% of respondents



37

Performance Index Score
(out of 100)

49%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 37

Industry High 61

Industry Average 45

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
37	37	33	33	42	38	36	33	46	26	45	36	36	37

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

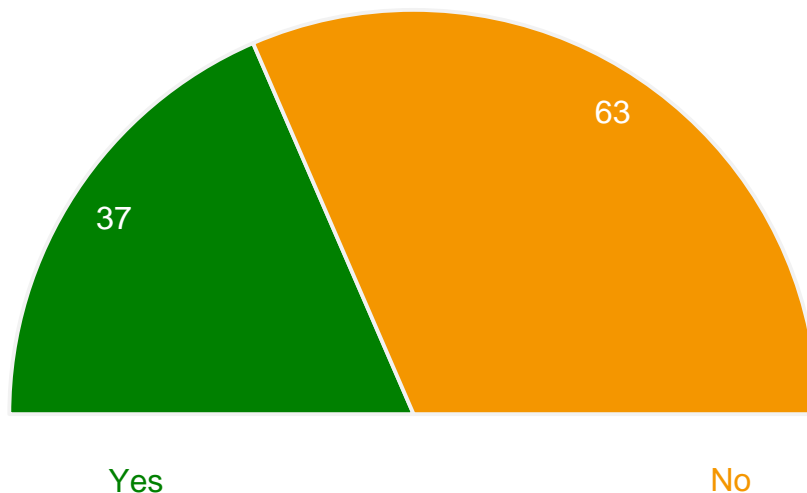
Base: All respondents, excludes 'unsure' and 'no response' (n = 72). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Willingness to pay increased rates or a special levy to fund priority projects to fund priority projects

Would you be willing to pay increased rates or a special levy to fund your suggested projects or improvements?

% of respondents



- 37% of respondents would be willing to pay increased rates or a special levy to fund suggested projects or improvements.
- Willingness to pay is higher among residents who are renting and those aged 18-34.

Variances across the community

% yes

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
37	24	77	35	40	52	23	79	35	27	25	23	66	40

Q. Would you be willing to pay increased rates or a special levy to fund your suggested projects or improvements?

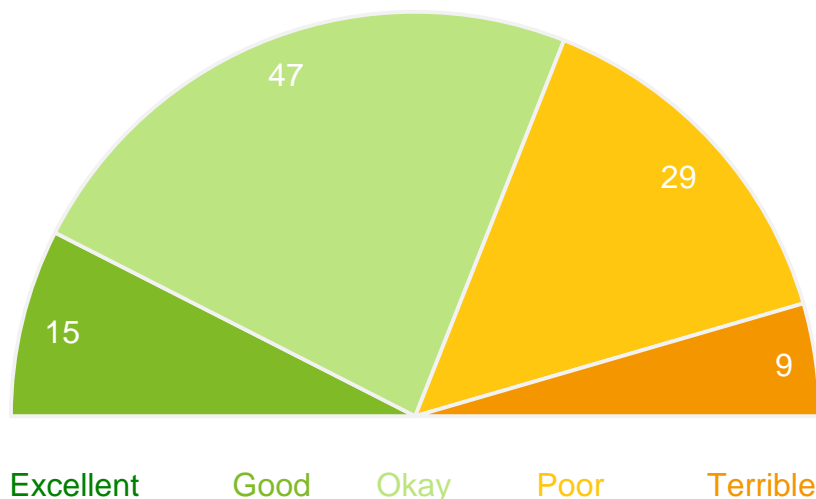
Base: All respondents, excludes no response (n = 65)

People

Services and facilities for youth

Performance ratings

% of respondents



42

**Performance
Index Score**
(out of 100)

62%

**Positive
rating***

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 42

Industry High 66

Industry Average 48

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
42	38	54	37	49	43	39	51	40	39	41	37	50	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 63).

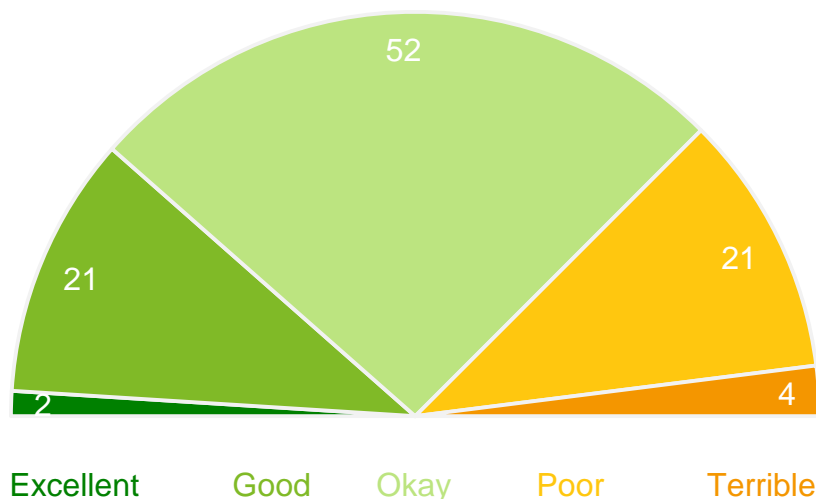
* Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Services and facilities for families and children

Performance ratings

% of respondents



49

Performance Index Score
(out of 100)

75%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 49

Industry High 70

Industry Average 55

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
49	48	55	43	56	48	49	59	57	44	44	45	59	45

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

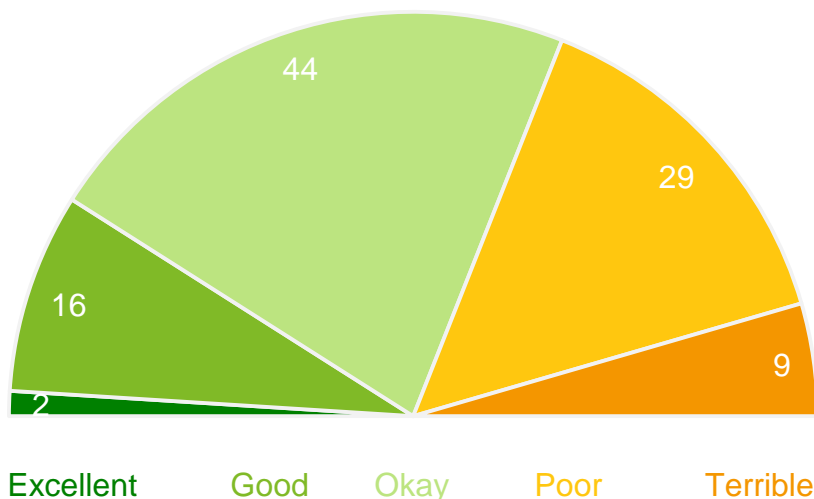
Base: All respondents, excludes 'unsure' and 'no response' (n = 70). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Services and care available for seniors

Performance ratings

% of respondents



43

Performance Index Score
(out of 100)

62%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 43

Industry High 67

Industry Average 54

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
43	44	41	37	51	42	42	49	51	39	43	44	54	37

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

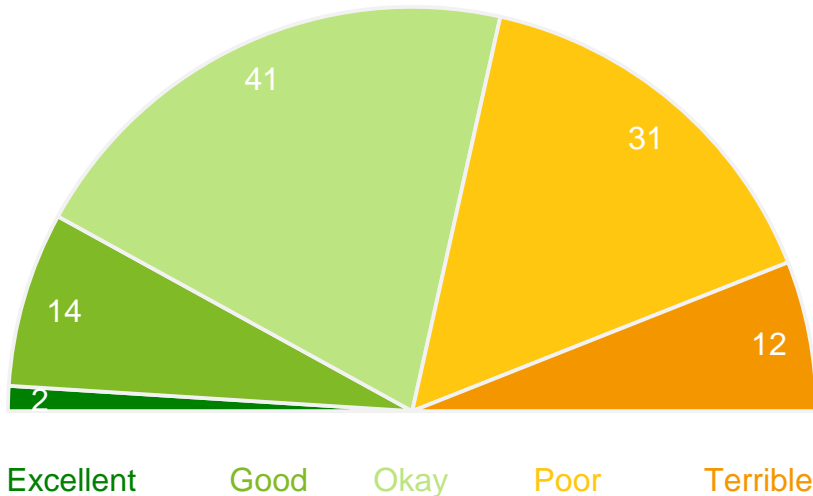
Base: All respondents, excludes 'unsure' and 'no response' (n = 62). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Disability access and inclusion

Performance ratings

% of respondents



41

Performance Index Score
(out of 100)

57%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew	41
Industry High	65
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
41	41	38	37	46	41	38	45	41	35	47	39	50	33

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

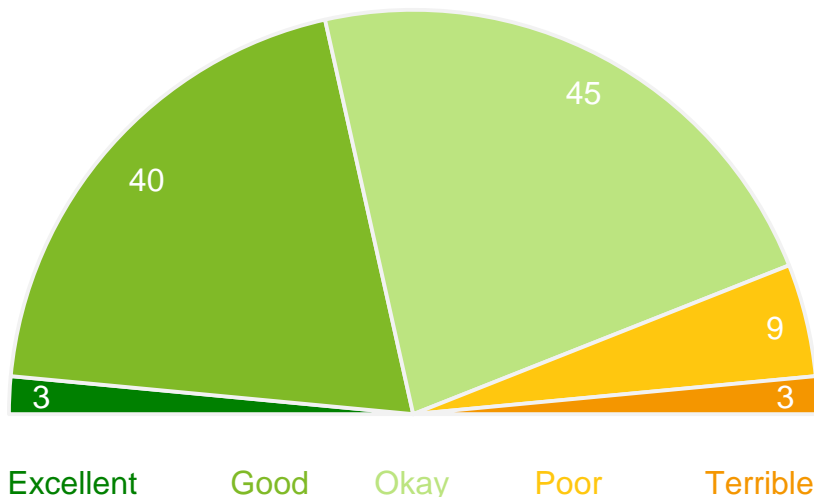
Base: All respondents, excludes 'unsure' and 'no response' (n = 54). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Recognition and respect for Aboriginal people, cultures and heritage

Performance ratings

% of respondents



58

Performance Index Score
(out of 100)

88%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenev 58

Industry High 70

Industry Average 58

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
58	57	60	58	59	60	52	57	62	53	60	58	60	54

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

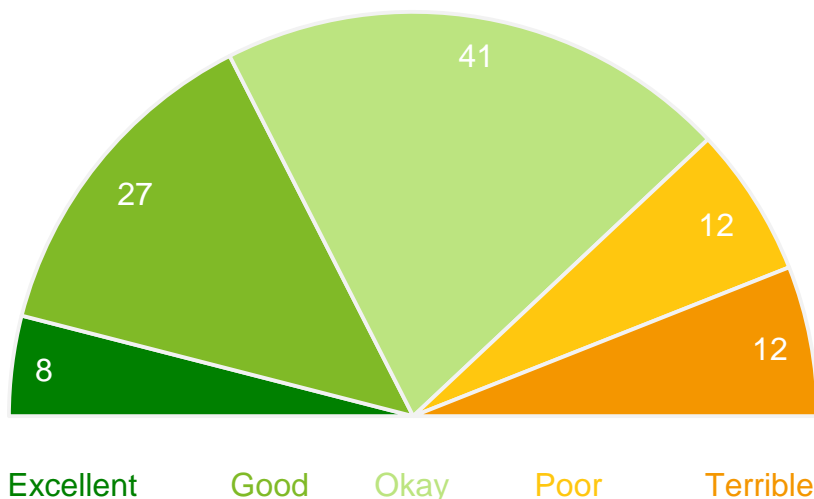
Base: All respondents, excludes 'unsure' and 'no response' (n = 58). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Volunteer recognition and support

Performance ratings

% of respondents



52

**Performance
Index Score**
(out of 100)

76%

**Positive
rating***

MARKYT Industry Standards

Performance Index Score



Shire of Mingenev 52

Industry High 70

Industry Average 61

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
52	51	53	50	53	50	54	64	54	46	49	50	59	58

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

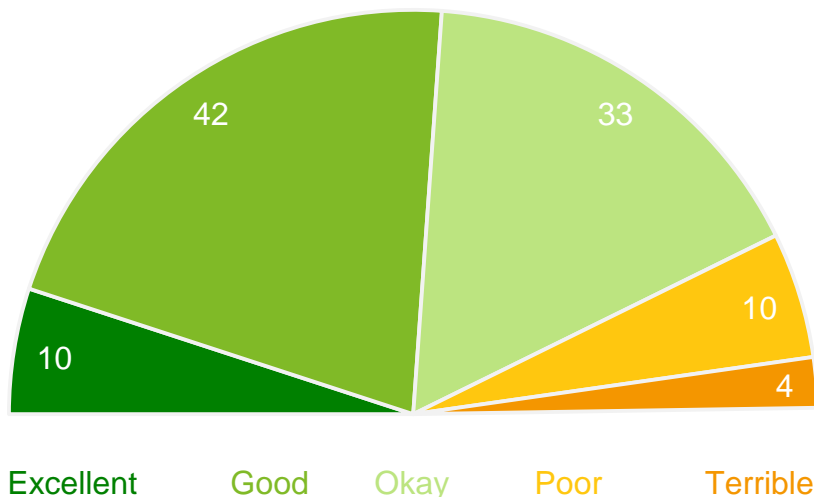
Base: All respondents, excludes 'unsure' and 'no response' (n = 70). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Community safety and crime prevention

Performance ratings

% of respondents



61

**Performance
Index Score**
(out of 100)

85%

**Positive
rating***

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 61

Industry High 76

Industry Average 51

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
61	60	67	56	68	63	60	72	74	49	60	56	71	56

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

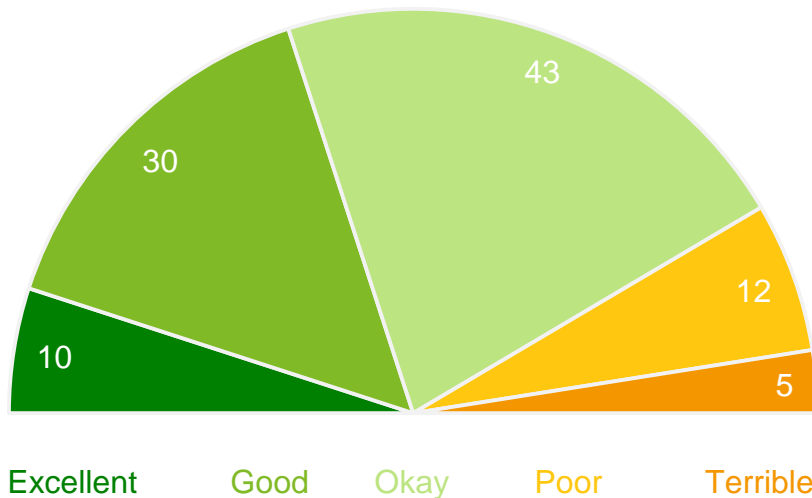
Base: All respondents, excludes 'unsure' and 'no response' (n = 71). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Lighting of streets and public places

Performance ratings

% of respondents



57

Performance Index Score
(out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingnew 57

Industry High 64

Industry Average 54

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
57	58	55	51	66	61	52	52	69	52	58	57	57	62

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

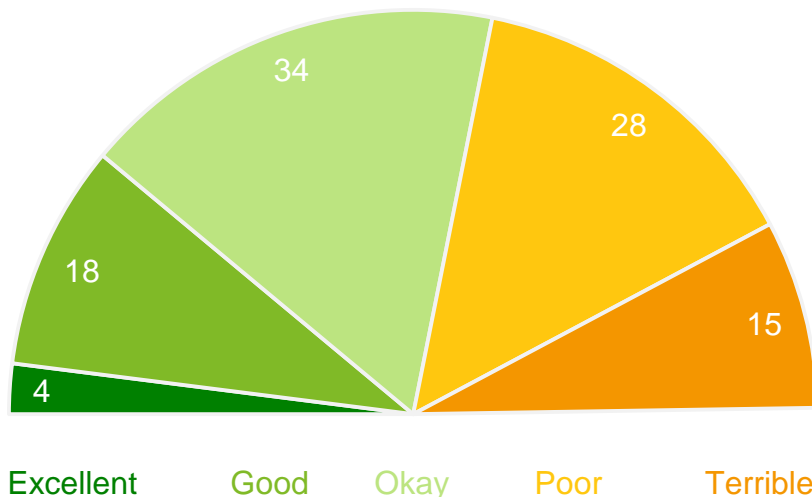
Base: All respondents, excludes 'unsure' and 'no response' (n = 74). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Animal management (dogs and cats)

Performance ratings

% of respondents



42

Performance Index Score
(out of 100)

56%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 42

Industry High 67

Industry Average 54

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
42	40	47	35	54	43	41	57	51	37	32	36	56	48

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

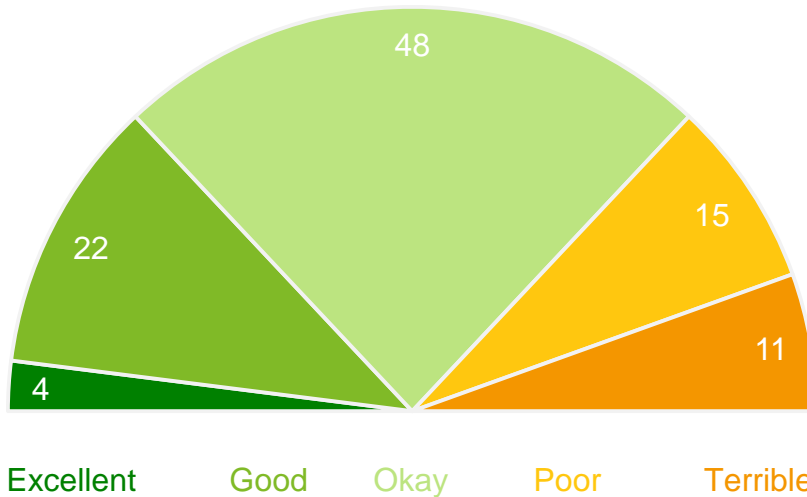
Base: All respondents, excludes 'unsure' and 'no response' (n = 56). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Access to health and community services

Performance ratings

% of respondents



48
Performance
Index Score
(out of 100)

74%
Positive
rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenev 48

Industry High 74

Industry Average 58

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
48	47	52	42	56	48	47	50	57	43	48	46	55	51

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

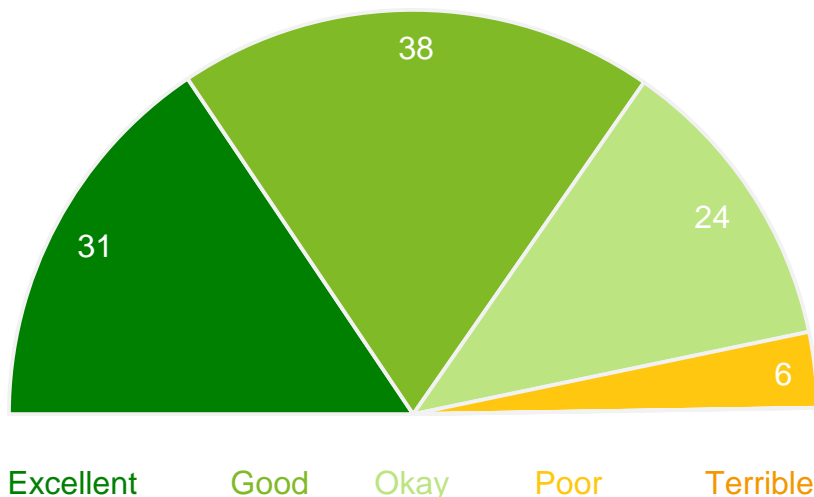
Base: All respondents, excludes 'unsure' and 'no response' (n = 76). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Sport and recreation facilities and services

Performance ratings

% of respondents



73

Performance Index Score
(out of 100)

93%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 73

Industry High 85

Industry Average 66

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
73	75	69	70	77	74	72	69	79	69	77	72	70	78

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 76). * Positive Rating = excellent, good + okay

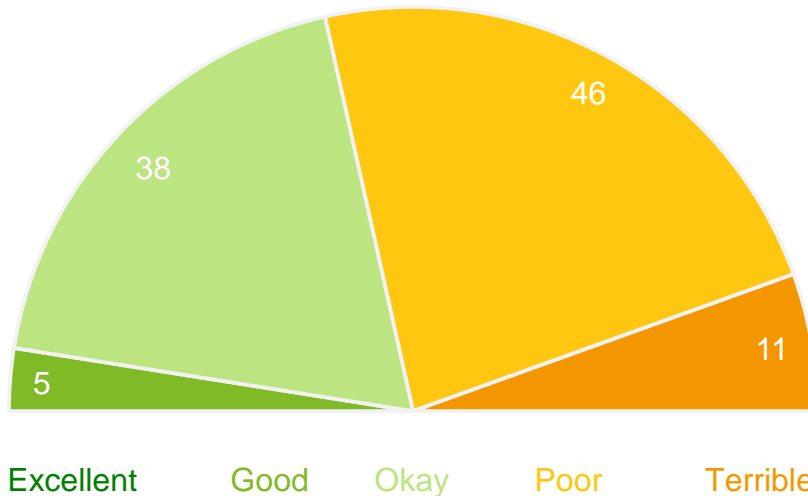
small sample size (<20 respondents)

Place

Managing responsible growth and development

Performance ratings

% of respondents



34

Performance Index Score
(out of 100)

43%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 34

Industry High 59

Industry Average 48

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
34	34	35	32	36	32	38	38	43	25	39	30	43	27

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

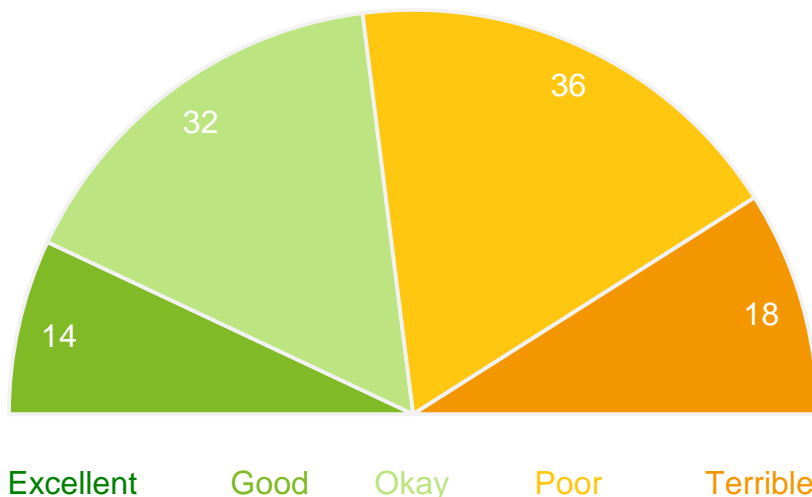
Base: All respondents, excludes 'unsure' and 'no response' (n = 62). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Access to housing that meets your needs

Performance ratings

% of respondents



36

Performance Index Score
(out of 100)

46%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingeneew 36

Industry High 68

Industry Average 54

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
36	34	40	37	33	34	39	43	32	23	47	36	38	25

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

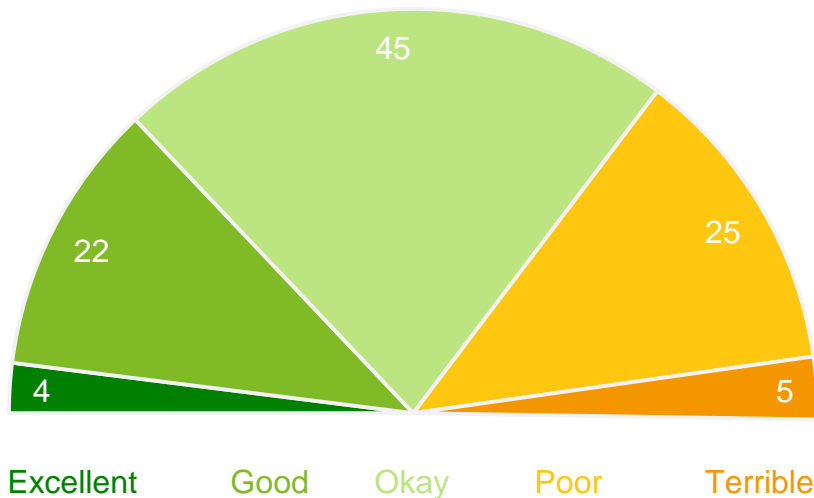
Base: All respondents, excludes 'unsure' and 'no response' (n = 62). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Community buildings, halls and toilets

Performance ratings

% of respondents



49

Performance Index Score
(out of 100)

71%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 49

Industry High 78

Industry Average 59

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
49	47	55	45	53	52	43	57	52	41	50	47	49	51

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

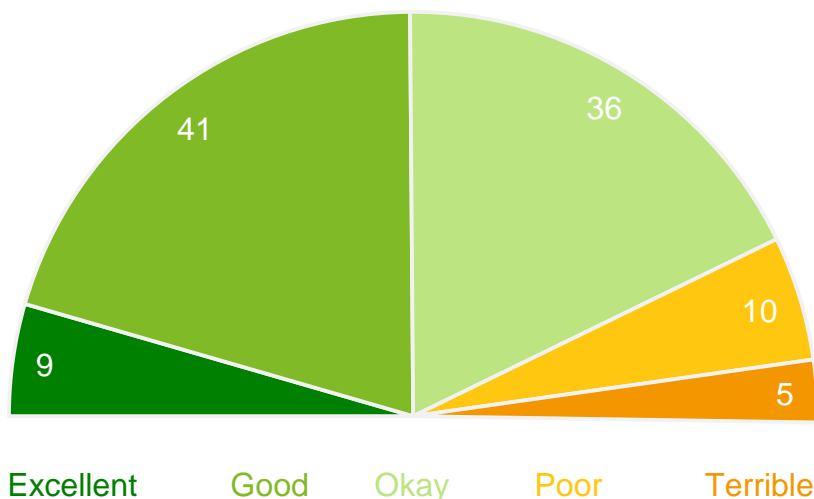
Base: All respondents, excludes 'unsure' and 'no response' (n = 76). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Playgrounds, parks and reserves

Performance ratings

% of respondents



60

**Performance
Index Score**
(out of 100)

86%

**Positive
rating***

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 60

Industry High 86

Industry Average 68

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
60	60	59	56	64	61	58	60	64	57	60	58	61	61

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

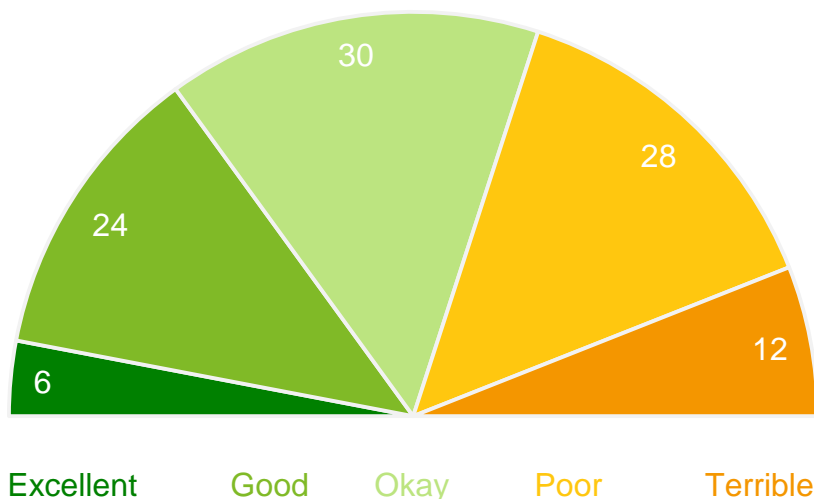
Base: All respondents, excludes 'unsure' and 'no response' (n = 77). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Streetscapes, trees and verges

Performance ratings

% of respondents



46

Performance Index Score
(out of 100)

60%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 46

Industry High 64

Industry Average 53

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
46	44	53	37	55	49	42	47	54	42	45	46	45	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 76).

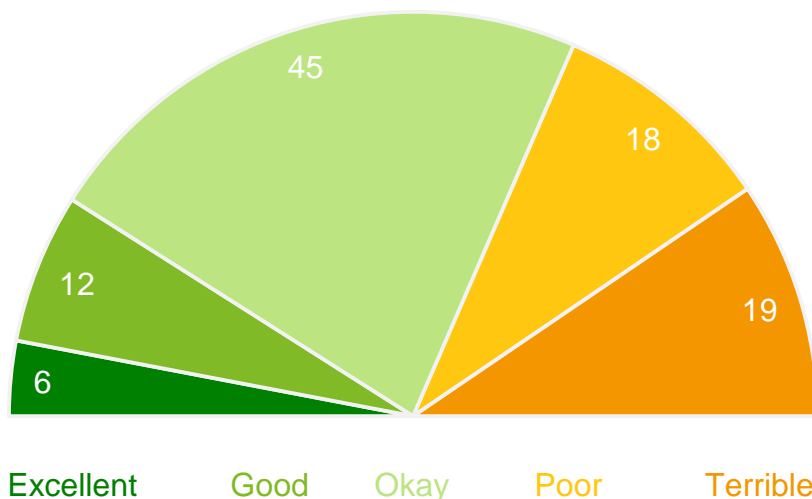
* Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Footpaths, trails and cycleways

Performance ratings

% of respondents



42

Performance Index Score
(out of 100)

63%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 42

Industry High 68

Industry Average 53

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
42	43	40	29	56	44	39	36	53	40	40	44	38	52

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

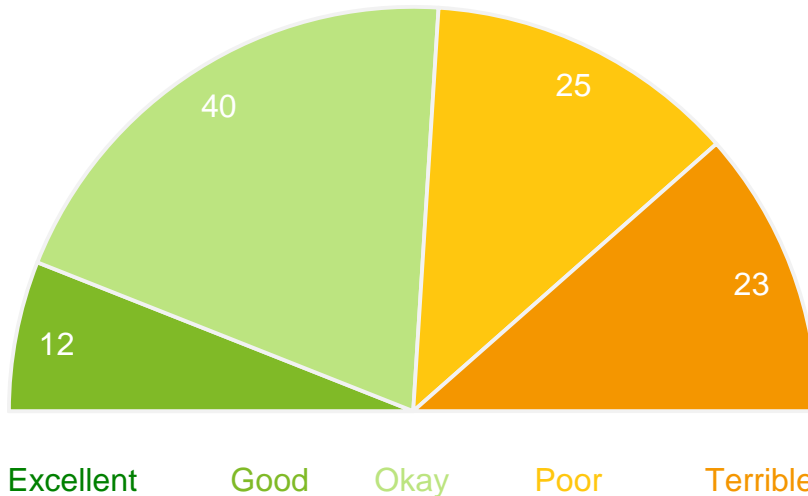
Base: All respondents, excludes 'unsure' and 'no response' (n = 73). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Building and maintaining local roads

Performance ratings

% of respondents



35

Performance Index Score
(out of 100)

52%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenev 35

Industry High 67

Industry Average 50

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
35	37	27	37	32	37	35	20	39	33	43	34	27	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 74). * Positive Rating = excellent, good + okay

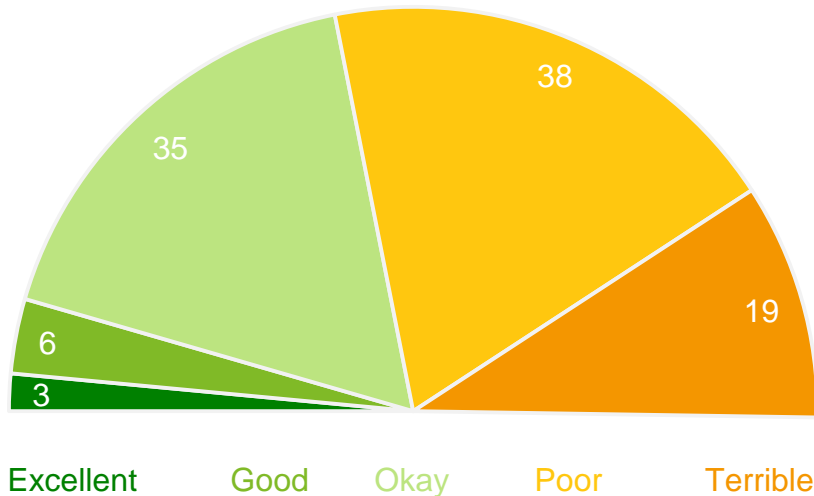
[#] small sample size (<20 respondents)

Planet

Efforts to promote and adopt sustainable practices to combat climate change

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Mingenew	34
Industry High	68
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
34	33	37	32	36	40	28	34	46	26	40	33	35	41

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

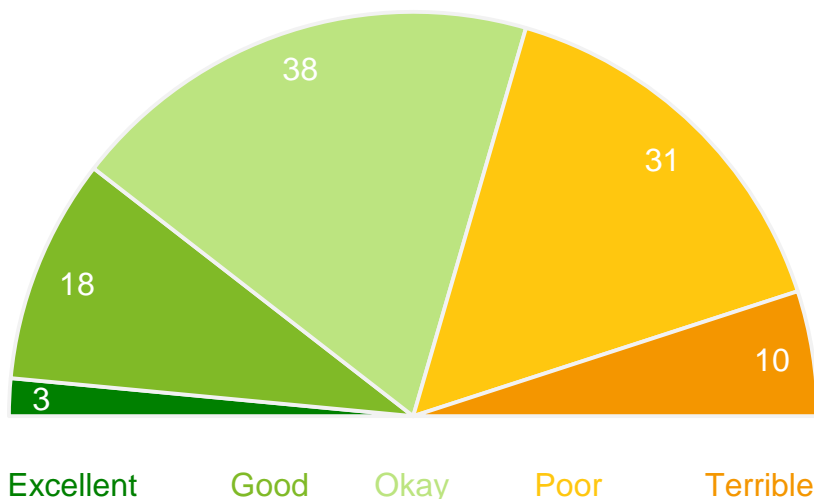
Base: All respondents, excludes 'unsure' and 'no response' (n = 52). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Conservation and environmental management

Performance ratings

% of respondents



43

Performance Index Score
(out of 100)

59%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 43

Industry High 73

Industry Average 55

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
43	41	49	39	46	48	36	46	58	33	39	39	50	51

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

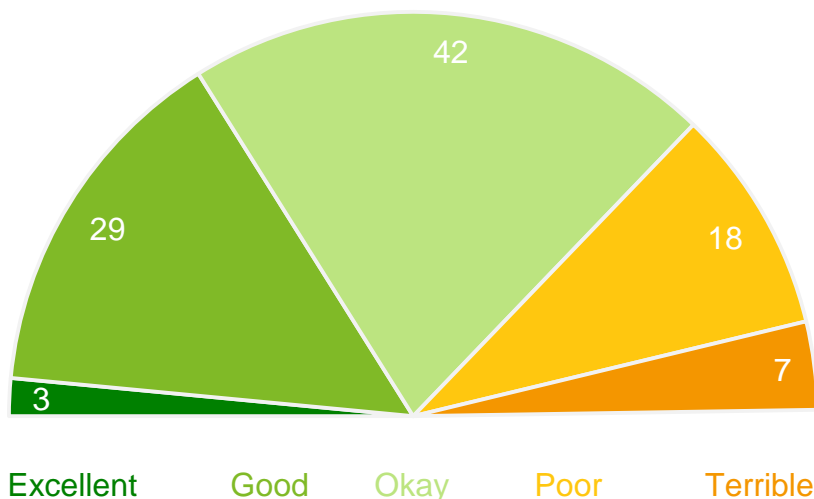
Base: All respondents, excludes 'unsure' and 'no response' (n = 60). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Waste management services

Performance ratings

% of respondents



51

Performance Index Score
(out of 100)

74%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 51

Industry High 77

Industry Average 64

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
51	50	54	47	55	55	45	55	59	39	56	47	56	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 69). * Positive Rating = excellent, good + okay

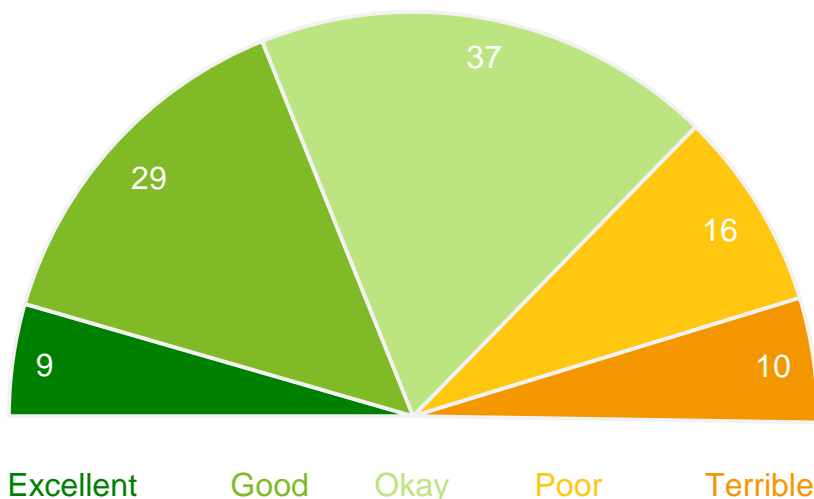
[#] small sample size (<20 respondents)

Natural disaster management

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

Performance ratings

% of respondents



53

Performance Index Score
(out of 100)

75%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 53

Industry High 69

Industry Average 57

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
53	48	71	45	60	59	45	78	63	40	46	45	72	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 70). * Positive Rating = excellent, good + okay

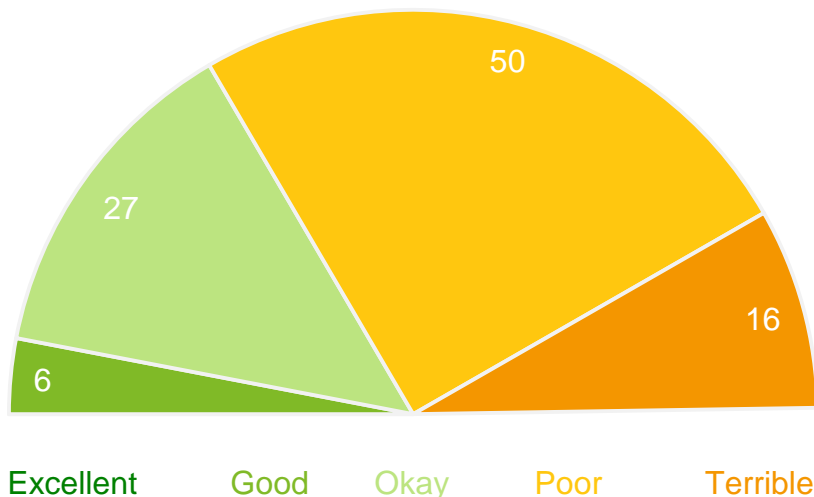
[#] small sample size (<20 respondents)

Prosperity

Economic development and job creation

Performance ratings

% of respondents



31

Performance Index Score
(out of 100)

33%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenev	31
Industry High	57
Industry Average	42

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
31	33	25	28	34	31	32	28	37	22	39	30	32	26

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 69). * Positive Rating = excellent, good + okay

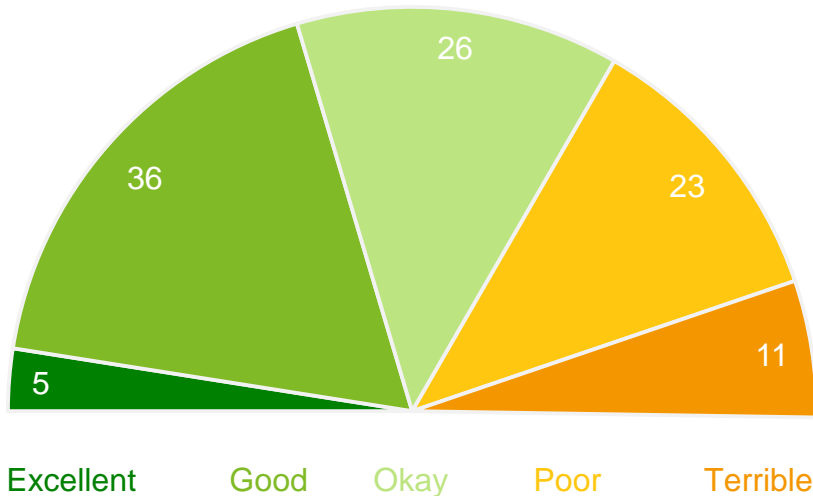
small sample size (<20 respondents)

Place to own or operate a business

(compared to other regional towns)

Performance ratings

% of respondents



50

Performance Index Score
(out of 100)

67%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingeneew	50
Industry High	71
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
50	53	43	38	63	52	49	45	62	46	51	48	56	51

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

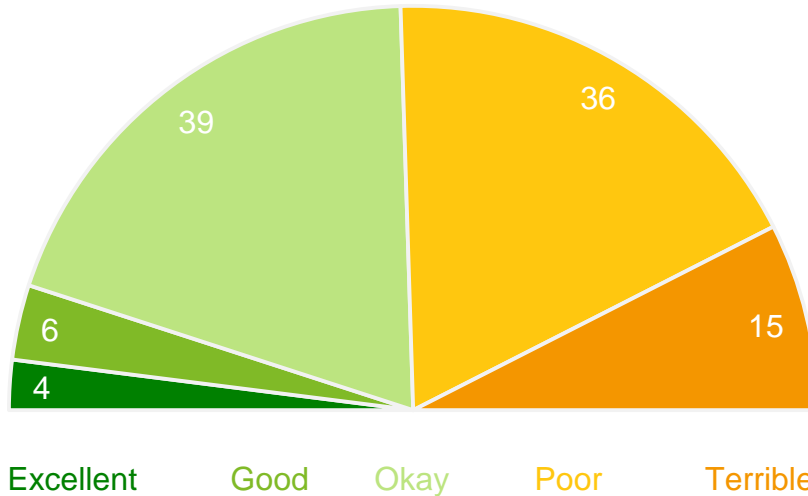
Base: All respondents, excludes 'unsure' and 'no response' (n = 72). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Town centre development and activation

Performance ratings

% of respondents



37

Performance Index Score
(out of 100)

49%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 37

Industry High 64

Industry Average 47

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
37	37	38	34	40	37	36	46	35	30	42	39	39	26

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

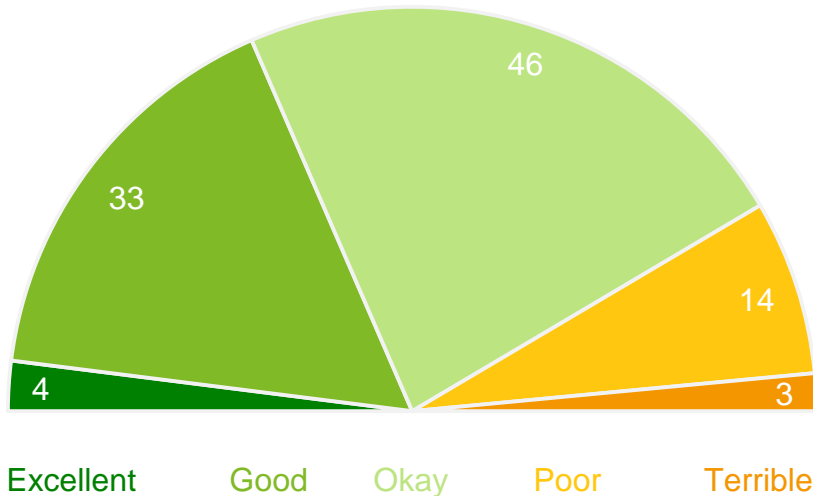
Base: All respondents, excludes 'unsure' and 'no response' (n = 70). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Place to visit

Performance ratings

% of respondents



56

Performance Index Score
(out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew	56
Industry High	88
Industry Average	67

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
56	56	54	54	57	54	59	51	53	53	63	55	57	57

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

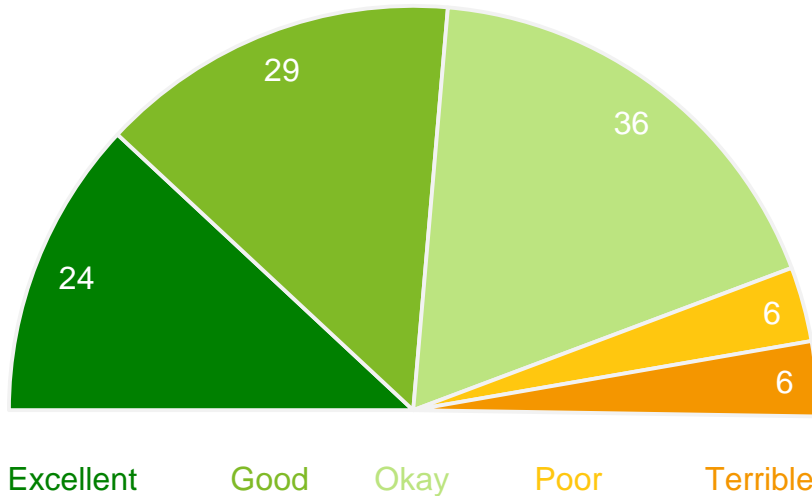
Base: All respondents, excludes 'unsure' and 'no response' (n = 79). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Tourism and destination marketing

Performance ratings

% of respondents



65

Performance Index Score
(out of 100)

89%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 65

Industry High 68

Industry Average 49

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
65	65	62	57	73	62	68	73	85	52	60	58	74	75

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

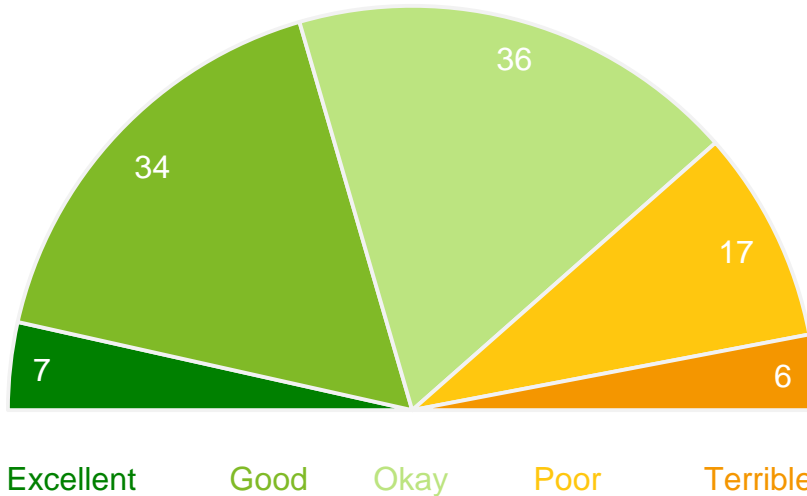
Base: All respondents, excludes 'unsure' and 'no response' (n = 75). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Preserving and promoting local history and heritage

Performance ratings

% of respondents



55

Performance Index Score
(out of 100)

77%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 55

Industry High 75

Industry Average 58

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
55	53	64	59	52	58	54	70	60	41	58	51	65	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 69).

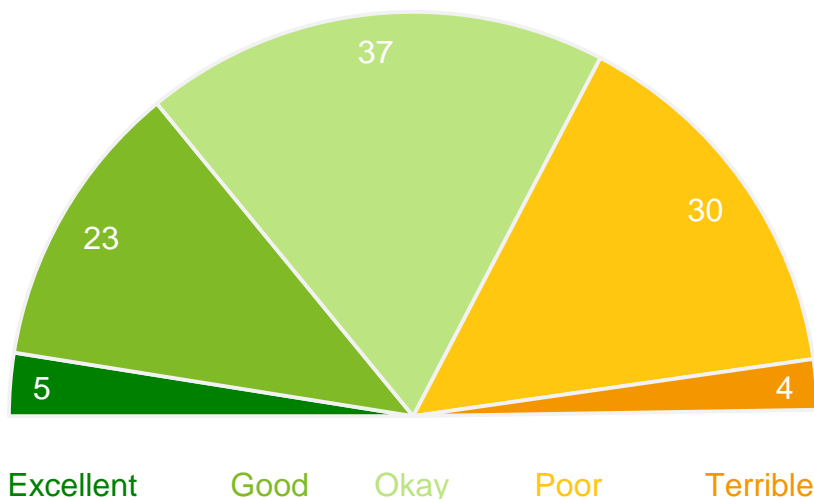
* Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Festivals, events, art and cultural activities

Performance ratings

% of respondents



49

Performance Index Score
(out of 100)

65%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 49

Industry High 75

Industry Average 61

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
49	46	57	45	53	50	48	66	52	40	46	43	61	51

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

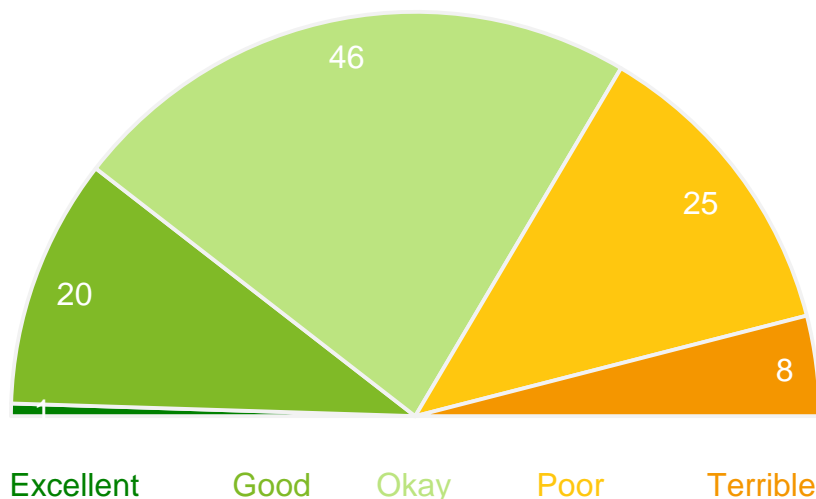
Base: All respondents, excludes 'unsure' and 'no response' (n = 73). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Access to education, training and personal development opportunities

Performance ratings

% of respondents



45

Performance Index Score
(out of 100)

67%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 45

Industry High 64

Industry Average 49

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
45	44	52	39	52	45	46	58	55	30	48	41	56	42

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

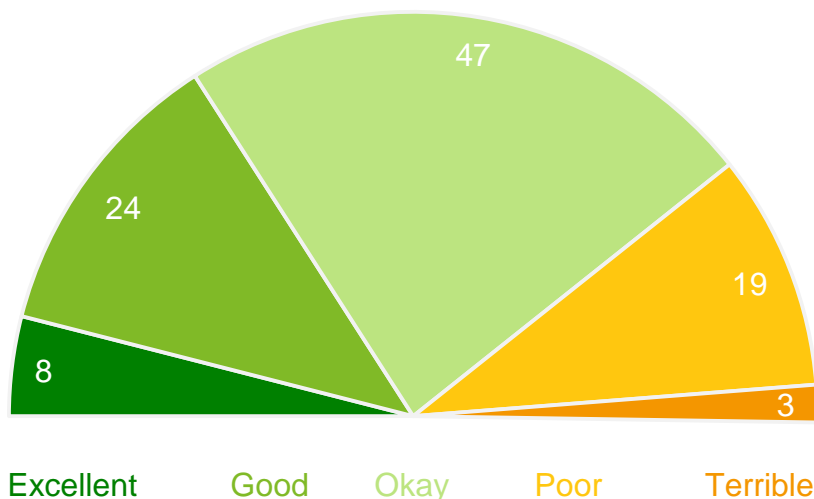
Base: All respondents, excludes 'unsure' and 'no response' (n = 64). * Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Library services

Performance ratings

% of respondents



54

Performance Index Score
(out of 100)

79%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenev 54

Industry High 82

Industry Average 71

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34 [#]	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
54	53	59	49	61	60	49	64	61	46	53	49	58	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 58).

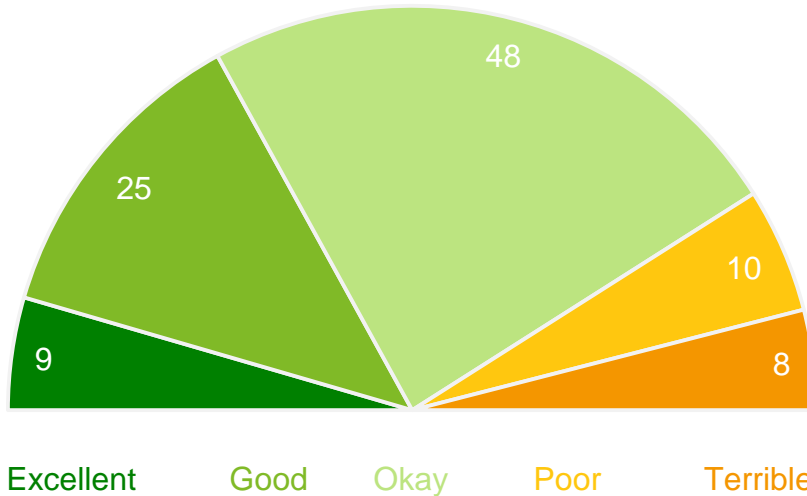
* Positive Rating = excellent, good + okay

[#] small sample size (<20 respondents)

Access to telecommunications and internet services

Performance ratings

% of respondents



54

Performance Index Score
(out of 100)

82%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Shire of Mingenew 54

Industry High 59

Industry Average 44

Variances across the community

Performance Index Score

Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+#
54	55	51	52	57	57	49	59	62	46	55	51	60	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 71). * Positive Rating = excellent, good + okay

small sample size (<20 respondents)

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
Overall place to live	65	67	56	60	70	65	65	51	73	61	71	65	62	72
PERFORMANCE														
Governing organisation	46	46	46	47	46	45	49	40	53	37	55	47	47	47
Council's leadership	49	47	56	44	56	51	48	59	65	35	50	43	63	40
Advocacy and lobbying	47	45	52	42	52	49	44	59	64	38	40	37	65	36
Consultation	44	42	52	39	51	47	43	55	60	33	40	39	59	38
Communication	47	44	59	44	50	50	44	66	61	32	43	40	63	38
Customer service	56	54	63	54	58	60	51	70	66	46	53	50	66	51
Value for money from Council rates	37	37	33	33	42	38	36	33	46	26	45	36	36	37
PLACE														
Responsible growth and development	34	34	35	32	36	32	38	38	43	25	39	30	43	27
Housing	36	34	40	37	33	34	39	43	32	23	47	36	38	25
Community buildings, halls and toilets	49	47	55	45	53	52	43	57	52	41	50	47	49	51
Playgrounds, parks and reserves	60	60	59	56	64	61	58	60	64	57	60	58	61	61
Streetscapes, trees and verges	46	44	53	37	55	49	42	47	54	42	45	46	45	46
Footpaths, trails and cycleways	42	43	40	29	56	44	39	36	53	40	40	44	38	52
Local roads	35	37	27	37	32	37	35	20	39	33	43	34	27	50

Summary of community variances

	Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
PEOPLE														
Youth services and facilities	42	38	54	37	49	43	39	51	40	39	41	37	50	41
Family / children services and facilities	49	48	55	43	56	48	49	59	57	44	44	45	59	45
Seniors' services and care	43	44	41	37	51	42	42	49	51	39	43	44	54	37
Disability access and inclusion	41	41	38	37	46	41	38	45	41	35	47	39	50	33
Respect for Aboriginal cultures and heritage	58	57	60	58	59	60	52	57	62	53	60	58	60	54
Volunteer recognition and support	52	51	53	50	53	50	54	64	54	46	49	50	59	58
Community safety and crime prevention	61	60	67	56	68	63	60	72	74	49	60	56	71	56
Lighting of streets and public places	57	58	55	51	66	61	52	52	69	52	58	57	57	62
Animal management (dogs and cats)	42	40	47	35	54	43	41	57	51	37	32	36	56	48
Health and community services	48	47	52	42	56	48	47	50	57	43	48	46	55	51
Sport and recreation facilities and services	73	75	69	70	77	74	72	69	79	69	77	72	70	78

Summary of community variances

	Total	Home owner	Renting / other	Town / non-rural	Farm / rural	Male	Female	18-34#	35-49	50-64	65+	No children	Have child 0-12	Have child 13+ [#]
PLANET														
Sustainable practices / climate change	34	33	37	32	36	40	28	34	46	26	40	33	35	41
Conservation and environment management	43	41	49	39	46	48	36	46	58	33	39	39	50	51
Waste management services	51	50	54	47	55	55	45	55	59	39	56	47	56	54
Natural disaster management	53	48	71	45	60	59	45	78	63	40	46	45	72	47
PROSPERITY														
Economic development and jobs	31	33	25	28	34	31	32	28	37	22	39	30	32	26
Place to own or operate a business	50	53	43	38	63	52	49	45	62	46	51	48	56	51
Town centre development and activation	37	37	38	34	40	37	36	46	35	30	42	39	39	26
Place to visit	56	56	54	54	57	54	59	51	53	53	63	55	57	57
Tourism attractions and marketing	65	65	62	57	73	62	68	73	85	52	60	58	74	75
Preserving and promoting history and heritage	55	53	64	59	52	58	54	70	60	41	58	51	65	49
Festivals, events, art and cultural activities	49	46	57	45	53	50	48	66	52	40	46	43	61	51
Education and training	45	44	52	39	52	45	46	58	55	30	48	41	56	42
Library services	54	53	59	49	61	60	49	64	61	46	53	49	58	62
Telecommunications and internet services	54	55	51	52	57	57	49	59	62	46	55	51	60	45



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